

INTRODUCTION

Welcome! Thank you for your interest in providing feedback on productivity data from the Bureau of Labor Statistics (BLS). The purpose of this 10-minute survey is to find out more about how you use BLS productivity data so that we can continue to provide you with the highest quality data possible.

This survey is being conducted by the BLS Productivity Program. The survey questions are based on broad user experience and responses will be aggregated for analysis. Please complete this survey by 09/05/2023. If you have any questions or need assistance, please email productivity@bls.gov.

We appreciate your feedback. Thank you for contributing to this important effort.

This voluntary study is being conducted under OMB Number 1225-0088. The current expiration date is 1/31/2024. Without this currently approved number, we could not conduct this survey. We estimate it will take 10 minutes to complete this voluntary survey. This survey is being administered by [surveymonkey.com](https://www.surveymonkey.com) and resides on a server outside of the BLS Domain. The BLS cannot guarantee the protection of survey responses and advises against the inclusion of sensitive personal information in any response.

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1. Have you used or accessed **BLS productivity data products** (for example, data files, news releases, articles, charts, tables, etc.) in the last 12 months?
 - a. Yes
 - b. No ([go to non-user section](#))¹

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2. ([If Q1=yes](#)) Why do you use BLS productivity data products? *Select all that apply.*
 - a. Personal interest
 - b. Economic analysis
 - c. Market analysis
 - d. Policy analysis
 - e. Forecasting
 - f. Research
 - g. Educational/teaching purposes
 - h. Media reporting
 - i. Other (please specify)
3. What is the topic of your research or interest in productivity data products?
 - a. Text box open ended
4. Which BLS productivity data products do you use? *Select all that apply.*
 - a. [Data files \(xlsx or csv\)](#)
 - b. [Databases/Flat files](#)
 - c. [News releases](#)
 - d. [Articles](#)

¹ Note skip patterns are in blue text. These will not be shown to respondents.

- e. [Interactive charts/Dashboards](#)
- f. [Productivity 101](#)
- g. [Videos](#)
- h. [Special notices](#)
- i. Other (please specify)

5. How often do you use or access BLS productivity data products?

- a. At least once a month
- b. At least once a quarter
- c. At least once a year
- d. Less than once a year
- e. Never

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6. The BLS Productivity Program produces a variety of products to aid our data users in understanding the data. How **satisfied** are you with the following BLS productivity data products on the BLS website?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	No basis to decide
a.) Highlights Analysis						
b.) Interactive Charts						
c.) Dashboards						
d.) Data Tables						
e.) Questions and Answers						
f.) Technical Documentation						

7. (If Q6=dissatisfied or very dissatisfied to any item) How could the <insert item> be improved?
(open-ended)

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8. The BLS Productivity Program produces content within a variety of publications to support understanding of data for our users. Please rate the **usefulness** of the productivity content within each publication.

	Not at all useful	Somewhat useful	Moderately useful	Very useful	Extremely useful	No basis to decide
a.) Monthly Labor Review (MLR)						
b.) Beyond the Numbers (BtN)						
c.) The Economics Daily (TED)						
d.) Spotlight on Statistics						
e.) Educational Materials						
f.) Videos						

9. What topics would you like to see covered in future publications?
 a. Open ended Text box

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10. Based on your experience using BLS productivity data products, please indicate how much you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	No Basis to Decide
a) Data are accurate						
b.) Data are current enough for my needs						
c.) Data are available for the breakout I need (e.g., Industry, sector, geographic area, etc.)						

d.) Productivity concepts, sources, and methods are explained in a clear way						
e.) Answers to my questions about the data are easy to find						
f.) Articles provide the information I need						
g.) The Productivity Program provides information on the latest topics on productivity trends						

11. [Please explain your responses above \(optional\)](#). (open-ended)

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12. How have you contacted Productivity Program staff? *Select all that apply.*

- a. Web site "Contact us" link
- b. Direct Email
- c. Telephone
- d. I have never contacted Productivity Program staff (jump to question #16)

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13. Did you receive a timely reply?

- a. Yes
- b. No

14. How satisfied were you with the reply?

- a. Very satisfied
- b. Satisfied
- c. Neither satisfied nor dissatisfied
- d. Dissatisfied
- e. Very dissatisfied

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15. (If Q14 = [dissatisfied](#) or [very dissatisfied](#) or Q13 = [No](#)) Please describe how we can improve our customer service.

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16. Did you use the productivity website prior to April 2022 when there were separate websites for labor and total factor productivity?

- a. Yes
- b. No ([go to Q18](#))

17. (If Q16=yes) Please indicate your level of agreement with each of the following statements based on your experience with the current Productivity Program website compared to the sites prior to the consolidation. If you lack experience with a topic, please select "No basis to decide."

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	No basis to decide
a.) I am able to find things more easily now.						
b.) I like that labor and total factor productivity are now combined.						
c.) I like the new data table format.						
d.) The homepage has useful highlights.						
e.) The website is easy to navigate with assistive technologies.						

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18. How can we improve your experience with the BLS Productivity Program and its data? (Open ended)

19. What other productivity data products or measures you would like to see BLS offer in the future? (Open ended)

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20. Which category below best describes the organization at which you work or study?

- a. Individual/private citizen
- b. Academia (If selected, Q22 will be displayed)
- c. Business (If selected, Q23 will be displayed)
- d. U.S. federal government
- e. State government
- f. Local government
- g. Foreign government
- h. Industry or trade association (If selected, Q24 will be displayed)
- i. International organization

- j. Library
- k. Media/Press
- l. Non-profit
- m. Union
- n. Other (please specify)

<page break; skip to thank you page if no additional questions>

21. (Display if 21b is selected) You indicated you work or study in academia. Is this primary, secondary, or post-secondary?
 - Primary
 - Secondary
 - Post-secondary
 - Other
22. (Display if 21c is selected) You indicated you work in business. What type of industry? (open-ended)
23. (Display if 21h is selected) You indicated you work in an industry or trade association. What type of industry? (open-ended)

<Skip to thank you page>

Non-users

1. Do you use or access any productivity data from sources other than BLS?
 - a. Yes
 - b. No (skip to Q9)

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2. (If Q1=yes) Please describe the other sources of productivity data you use or access. (open-ended)

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3. (If Q1=yes) For what reasons do you use or access productivity data from sources other than BLS? *Select all that apply.*
 - a. BLS data are not in the format I need (if selected, Q3 will be displayed)
 - b. Data are not available or detailed enough for the industry or sector I need (if selected, Q4 will be displayed)
 - c. Data are not available or detailed enough for the geographic area I need (if selected, Q5 will be displayed)
 - d. Data are difficult to locate/BLS web pages are difficult to navigate
 - e. Data are not current enough for my needs (if selected, Q6 will be displayed)
 - f. Data are not explained and/or presented clearly (if selected, Q7 will be displayed)
 - g. Other, please specify

Please explain your responses (optional) (open-end)

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4. Which category below best describes the organization at which you work or study?
- a. Individual/private citizen
 - b. Academia (if selected, Q10 will be displayed)
 - c. Business (if selected, Q11 will be displayed)
 - d. U.S. federal government
 - e. State government
 - f. Local government
 - g. Foreign government
 - h. Industry or trade association (if selected, Q12 will be displayed)
 - i. International organization
 - j. Library
 - k. Media/Press
 - l. Non-profit
 - m. Union
 - n. Other (please specify)
5. (If Q9=b) You indicated you work or study in academia. Is this primary, secondary, or post-secondary?
- Primary
 - Secondary
 - Post-secondary
 - Other
6. (If Q9=c) You indicated you work in business. What type of industry? (open-ended)
7. (If Q9=h) You indicated you work in an industry or trade association. What type of industry? (open-ended)

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8. Please provide any other comments about the Productivity Program in the box below. (Open ended)

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Thank you. We appreciate your time, input, and comments.

If you would like to contact BLS Productivity Program staff to further discuss any of the topics in this survey, please email productivity@bls.gov.

Clicking *Done* below will submit your survey responses.