

PROOF OF CONCEPTS TEST
FIELD REPRESENTATIVE (FR) DEBRIEFING QUESTIONNAIRE
(n = 33)

Instructions: The purpose of this questionnaire is to obtain feedback on your experiences during the Proof of Concepts (POC) test. The current assumption is that there will be no changes in the FR's job as a result of the RO restructuring. We would like to get information on your experiences during the POC test to determine if your experiences are consistent with this assumption. We are particularly interested in any changes in your interactions with other team members or the RO, and the resulting impact on how you did your job. Your responses will be used to help us improve our implementation strategies for the RO realignment and the training we provide the Field Supervisor.

Please complete the questionnaire and mail it via UPS to: U.S. Census Bureau, FLD/MRB (5H051), 4600 Silver Hill Road, Suitland MD 20746 no later than COB Friday, November 4, 2011. You may charge up to one hour to complete the survey. Please charge your time to project code 0329020 and task code 530. Thank you for your feedback. Your responses will be kept confidential!

- 1. During and prior to the POC test, in an average week, how much time did you spend talking (in person or on the phone) with your Field Supervisor or your immediate supervisor?**

	I talked with my Field Supervisor/immediate supervisor...					
	Several hours per day (1)	About an hour per day (2)	Several hours per week (3)	About an hour per week (4)	Less than an hour per week (5)	Other – <i>please specify</i> (6)
a.DURING the POC test...	3.0	3.0	27.3	30.3	33.3	3.0
b. PRIOR to the POC test...	0.0	3.1	9.4	31.3	53.1	3.1

- 2. During and prior to the POC test, how satisfied were you with the amount of time your Field Supervisor or immediate supervisor was able to spend with you?**

	Very satisfied with the amount of time (1)	Satisfied with the amount of time (2)	Somewhat satisfied / somewhat dissatisfied with the amount of time (3)	Dissatisfied with the amount of time (4)	Very dissatisfied with the amount of time (5)
a.DURING the POC test, I was	66.7	30.3	3.0	0.0	0.0
b.PRIOR to the POC test, I was	54.8	41.9	3.2	0.0	0.0

3. If you were **dissatisfied** with the amount of time your Field Supervisor and/or immediate supervisor were able to spend with you during and/or prior to the POC test, please explain below what caused the dissatisfaction.

SEE ATTACHED

4. **During the POC test, did the amount of time your Field Supervisor spent discussing the following activities with you appear to increase, decrease or stay the same?**

	During the POC test, the...		
	Amount of review time increased	Amount of review time decreased	Amount of review time stayed the same
	(1)	(2)	(3)
a. Hours claimed on your T&A	22.6	0.0	77.4
b. Mileage claimed on your T&A	9.7	3.2	87.1
c. Expenses claimed on your T&A	16.7	0.0	83.3
d. Number of contacts per case	25.0	3.1	71.9
e. Timing of the contacts per case	15.6	3.1	81.3
f. CHI results	16.1	0.0	83.9

5. **During the POC test, you had one supervisor who was the point of contact for all questions, issues or concerns for all surveys. Prior to the POC test, you had an SFR and possibly several Program and/or Department Supervisors to go to if you had questions, issues or concerns. How often were you able to get immediate help when you contacted your supervisor(s)?**

	My supervisor(s) provided immediate help...				
	Always	Frequently	Occasionally	Rarely	Never
	(1)	(2)	(3)	(4)	(5)
a. DURING the POC test...	62.5	28.1	6.3	3.1	0.0
b. PRIOR to the POC test...	53.1	40.6	3.1	3.1	0.0

6. **Overall, how helpful was your Field Supervisor with any problems, issues or concerns you had during the POC test?**

- (90.9) Very helpful – go to question 8
- (9.1) Somewhat helpful – go to question 8
- (0.0) Not very helpful
- (0.0) Not at all helpful

7. If you felt your Field Supervisor was not helpful, please explain how your Field Supervisor could have been more helpful?

SEE ATTACHED

8. Overall, how helpful were your SFR/Program Supervisor(s) with any problems, issues or concerns you had before the POC test?

- (74.2) Very helpful – go to question 10
- (25.8) Somewhat helpful – go to question 10
- (0.0) Not very helpful
- (0.0) Not at all helpful

9. If you felt your SFR/Program Supervisor(s) were not helpful, please explain how they could have been more helpful?

SEE ATTACHED

10. During the POC test, how often did you contact your Field Supervisor with a question about each of the topics listed below?

	During the POC test, I contacted my Field Supervisor...							
	Every Day (1)	Several times a week (2)	Once a week (3)	Less than once a week (4)	Once a month (5)	Less than once a month (6)	Never (7)	N/A (8)
a. Your workload	3.1	15.6	15.6	28.1	15.6	3.1	18.9	0.0
b. A difficult respondent	0.0	21.2	24.2	30.3	18.2	0.0	3.0	3.0
c. Respondent letters	0.0	9.1	24.2	27.3	15.2	9.1	12.1	3.0
d. Problem referrals	0.0	21.2	9.1	21.2	9.1	18.2	9.1	12.1
e. Clarification of a concept or procedure on one of your surveys	0.0	15.2	3.0	21.2	24.2	12.1	21.2	3.0
f. Survey-specific emails	0.0	21.2	12.1	18.2	18.2	12.1	15.2	3.0
g. Automation	0.0	0.0	6.3	9.4	18.7	40.6	21.9	3.1
h. Payroll	0.0	0.0	6.1	15.1	15.1	39.4	21.2	3.0
i. Leave	0.0	0.0	3.0	3.0	6.1	33.3	39.4	15.1
j. Safety	0.0	0.0	0.0	3.0	3.0	21.2	66.7	6.1
k. Incident Reports	0.0	0.0	0.0	3.1	0.0	15.6	65.6	15.6
l. Supplies and materials	0.0	0.0	0.0	9.1	24.2	24.2	36.4	6.1
m. PII or Confidentiality	0.0	0.0	0.0	12.1	3.0	27.3	48.5	9.1
n. Personal matters	0.0	3.0	3.0	12.1	18.2	15.1	39.4	9.1
o. Other- <i>specify: Fast Data; code/general questions; transfer – loss of cases</i>	0.0	10.0	10.0	0.0	10.0	0.0	40.0	30.0

11. Prior to the POC test, how often did you contact your SFR/Program Supervisor with a question about each of the topics listed below?

	Prior to the POC test, I contacted my SFR/RO/Program Supervisor...							
	Every Day (1)	Several times a week (2)	Once a week (3)	Less than once a week (4)	Once a month (5)	Less than once a month (6)	Never (7)	N/A (8)
a. Your workload	0.0	9.4	15.6	15.6	34.4	15.6	6.2	3.1
b. A difficult respondent	0.0	9.4	21.9	34.4	18.7	9.4	0.0	6.2
c. Respondent letters	3.1	6.2	9.4	25.0	15.6	18.7	15.6	6.2
d. Problem referrals	0.0	3.2	12.9	25.8	9.7	19.3	12.9	16.1
e. Clarification of a concept or procedure on one of your surveys	3.1	3.1	3.1	12.5	18.7	34.4	18.8	6.3
f. Survey-specific emails	0.0	6.2	3.1	18.8	15.6	18.8	28.1	9.4
g. Automation	0.0	0.0	0.0	6.3	12.5	50.0	28.1	3.1
h. Payroll	0.0	3.1	0.0	6.3	6.3	37.5	40.6	6.3
i. Leave	0.0	0.0	0.0	0.0	3.1	40.6	40.6	15.6
j. Safety issues	0.0	0.0	0.0	3.1	0.0	21.9	68.7	6.3
k. Incident Reports	0.0	0.0	0.0	3.1	0.0	9.4	75.0	12.5
l. Supplies and materials	0.0	0.0	0.0	3.1	9.4	37.5	46.9	3.1
m. PII or Confidentiality	0.0	0.0	0.0	3.1	6.3	34.4	50.0	6.3
n. Personal matters	0.0	0.0	3.1	3.1	15.6	28.1	43.8	6.3
o. Other – <i>specify: task codes clarification</i>	0.0	10.0	0.0	0.0	20.0	0.0	50.0	20.0

12. If you feel there was a change in how often you had to contact your Field Supervisor during the POC test compared with how often you had to contact your SFR/Program Supervisors prior to the POC test, please explain below why you think this occurred?

SEE ATTACHED

13. **During the POC test, if you called the Field Supervisor with a question about one of the topics listed below, how satisfied were you with your Field Supervisor’s ability to answer your question(s) about the following topics?**

	Very satisfied (1)	Satisfied (2)	Somewhat satisfied / somewhat dissatisfied (3)	Dissatisfied (4)	Very dissatisfied (5)	N/A (6)
a. Your workload	60.6	18.2	3.0	6.1	0.0	12.1
b. A difficult respondent	57.6	27.3	3.0	6.1	0.0	6.1
c. Respondent letters	54.5	21.2	6.1	6.1	0.0	12.1
d. Problem referrals	45.4	21.2	3.0	3.1	0.0	27.3
e. Clarification of a concept or procedure on one of your surveys	54.5	21.2	6.1	3.0	0.0	15.2
f. Survey-specific emails	60.6	24.2	0.0	3.0	0.0	12.1
g. Automation	30.3	21.2	0.0	6.1	0.0	42.4
h. Payroll	50.0	18.7	3.1	3.1	0.0	25.0
i. Leave	34.4	12.5	0.0	0.0	0.0	53.1
j. Safety issues	25.0	12.5	0.0	0.0	0.0	62.5
k. Incident Reports	21.9	6.2	0.0	0.0	0.0	71.9
l. Supplies and materials	37.5	21.9	3.1	3.1	0.0	34.4
m. PII or Confidentiality	46.9	12.5	0.0	3.1	0.0	37.5
n. Personal matters	38.7	12.9	0.0	3.2	41.9	3.2
o. Other – <i>specify: how to handle a case (i.e., what to do to get respondents to do the survey)</i>	11.1	0.0	0.0	0.0	0.0	89.9

14. **If you were NOT satisfied with your Field Supervisor’s ability to answer your questions on a topic, please list the topic(s), the question(s) that your Field Supervisor could not answer, and what you did to get your question(s) answered. (Please print)**

SEE ATTACHED

15. **Prior to the POC test, if you called your SFR/Program Supervisors with a question about one of the topics listed below, how satisfied were you with his/her ability to answer your question(s) about the following topics?**

	Very satisfied (1)	Satisfied (2)	Somewhat satisfied / somewhat dissatisfied (3)	Dissatisfied (4)	Very dissatisfied (5)	N/A (6)
a. Your workload	48.5	33.3	6.1	6.1	0.0	6.1
b. A difficult respondent	39.4	39.4	9.1	0.0	0.0	12.1
c. Respondent letters	45.4	33.3	0.0	0.0	0.0	21.2
d. Problem referrals	27.3	39.4	3.1	0.0	0.0	30.3
e. Clarification of a concept or procedure on one of your surveys	51.5	27.3	0.0	0.0	0.0	21.2
f. Survey-specific emails	43.8	28.1	0.0	0.0	0.0	28.1
g. Automation	31.2	21.9	0.0	0.0	0.0	46.9
h. Payroll	31.2	25.0	0.0	0.0	0.0	43.7
i. Leave	31.2	15.6	0.0	0.0	0.0	53.1
j. Safety issues	21.9	15.6	9.4	0.0	0.0	53.1
k. Incident Reports	12.5	12.5	3.1	3.1	0.0	68.8
l. Supplies and materials	28.1	31.2	0.0	3.1	0.0	37.5
m. PII or Confidentiality	40.6	21.9	0.0	0.0	0.0	37.5
n. Personal matters	28.1	31.2	0.0	0.0	0.0	40.6
o. Other – <i>specify</i>	10.0	10.0	0.0	0.0	0.0	80.0

16. **If you were NOT satisfied with your SFR's/RO's/Program Supervisors' ability to answer your questions on a topic, please list the topic(s), the question(s) that your he/she could not answer, and what you did to get your question(s) answered.**

SEE ATTACHED

17. **During the POC test, do you think it took more time, less time or the same amount of time to get answers to your question(s) on the following topics?**

	During the POC, it took...		
	More time to get answers (1)	Less time to get answers (2)	Same amount of time to get answers (3)
a. Your workload	12.5	15.6	71.9
b. A difficult respondent	15.6	15.6	68.8
c. Respondent letters	46.9	3.1	50.0
d. Problem referrals	17.2	17.2	65.5
e. Clarification of a concept or procedure on one of your surveys	20.0	20.0	60.0
f. Survey-specific emails	25.8	16.1	58.1
g. Automation	10.0	3.3	86.7
h. Payroll	12.5	12.5	75.0
i. Leave	11.1	3.7	85.2
j. Safety issues	3.7	7.4	88.9
k. Incident Reports	7.7	7.7	84.6
l. Supplies and materials	25.8	6.5	67.7
m. PII or Confidentiality	6.7	13.3	80.0
n. Personal matters	3.3	13.3	83.3
o. Other – <i>specify:</i> Fast Data	10.0	0.0	90.0

18. **If it took more/less time to get your questions answered during the POC test, please explain below how you handled/dealt with the situation.**

SEE ATTACHED

19. **During the POC test, if you could not reach your Field Supervisor or she was unable to answer your question(s) about the topics below, who did you contact?**

	If unable to reach my Field Supervisor, I contacted...							
	the SSF (1)	an RO Clerk (2)	a Program Supervisor (3)	the RO Coordinator (4)	another FR (5)	another SFR (6)	Other- specify (7) *	N/A (8)
a. Your workload	0.0	3.7	14.8	0.0	0.0	0.0	3.7	77.8
b. A difficult respondent	3.6	0.0	7.1	0.0	3.6	0.0	3.6	82.1
c. Respondent letters	3.6	39.3	3.6	0.0	0.0	0.0	3.6	50.0
d. Problem referrals	3.6	3.6	7.1	0.0	0.0	0.0	3.6	82.1
e. Clarification of a concept or procedure on one of your surveys	3.6	3.6	10.7	0.0	0.0	0.0	3.6	78.5
f. Survey specific emails	7.1	10.7	3.6	0.0	0.0	0.0	3.6	75.0
g. Automation	7.1	0.0	10.7	3.6	0.0	0.0	10.7	67.9
h. Payroll	3.6	3.6	10.7	0.0	0.0	0.0	3.6	78.5
i. Leave	3.6	0.0	14.3	0.0	0.0	0.0	7.1	75.0
j. Safety issues	3.6	0.0	7.1	0.0	0.0	0.0	3.6	85.7
k. Incident Reports	3.6	0.0	7.1	0.0	0.0	0.0	3.6	85.7
l. Supplies and materials	3.6	17.8	3.6	3.6	0.0	0.0	3.6	67.8
m. PII or Confidentiality	3.6	3.6	10.7	0.0	0.0	0.0	3.6	78.5
n. Personal matters	3.6	3.6	7.1	0.0	0.0	0.0	3.6	82.1
o. Other – <i>specify</i> : Everything	7.7	0.0	0.0	0.0	0.0	0.0	7.7	84.6

*Other -*specify*: Left message or email – always got contacted; Automation staff; SSF almost always returned calls; I was told not to call anyone but my FS;

20. **During and prior to the POC test, how often did you receive feedback on your performance (i.e. response and production rates) from your Field Supervisor and SFR/Program Supervisor(s)?**

	I received performance feedback...				
	Several times a week (1)	Once a week (2)	Several times a month (3)	Once a month (4)	Less than once a month (5)
a. DURING the POC test...	15.2	33.3	15.2	21.2	15.1
b. PRIOR to the POC test...	9.7	16.1	6.4	35.5	32.3

21. Did the number of surveys you worked on change during the POC test?

- (30.3) Yes – I worked more surveys.
- (3.0) Yes – I worked fewer surveys.
- (66.7) No - the number of surveys I worked did not change during the POC test.

22. Did your workload change during the POC test?

- (42.4) Yes - my workload was increased. – go to question 23
- (6.1) Yes - my workload was decreased. – go to question 24
- (51.5) No - my workload did not change during the POC test. – go to question 26

23. How did you feel about the increase in your workload during the POC test?

- (37.5) I was happy that I got more work.
- (12.5) I was NOT happy that I got more work.
- (50.0) It did not matter to me. (But had hoped someone would call me first to let me know to expect the increased case load.)

24. How did you feel about the decrease in your workload during the POC test?

- (16.7) I was happy that I got less work.
- (50.0) I was NOT happy that I got less work.
- (33.3) It did not matter to me.

25. Why do you think your workload changed during the POC test?

- (1) I had too many cases assigned to me.
- (1) I was working too many surveys.
- (4) Several surveys had sample increases and my help was needed.
- (6) Not enough FRs were working due to sickness, vacations, etc.
- (10) Other – please explain: **SEE ATTACHED**

26. During the POC test, how timely were survey-specific emails, materials and memos?

- (36.4) Always on time - go to question 28
- (48.5) Usually on time
- (9.1) Occasionally on time
- (6.1) Rarely on time
- (0.0) Never on time

27. **To what extent did receiving late survey-specific emails, materials and memos affect your ability to do your work?**
- (34.6) It had a big impact on my ability to do my work.
 - (34.6) It had a small impact on my ability to do my work.
 - (30.8) It had NO impact on my ability to do my work.
28. **Overall, how did having one person to report to - instead of having multiple survey supervisors to report to - impact your job as an FR?**
- (38.7) It made my job a lot easier. – go to question 29
 - (6.5) It made my job a little easier. – go to question 29
 - (32.3) It made my job a little more difficult. – go to question 30
 - (6.5) It made my job a lot more difficult. – go to question 30
 - (16.1) It did NOT have any impact on my job. – go to question 31
29. **If having one person to report to made your job easier, please explain how your job became a little/lot easier.**
- SEE ATTACHED
30. **If having one person to report to made your job more difficult, please explain how your job became a little/lot more difficult.**
- SEE ATTACHED
31. **Overall, did you like having one person (i.e., the Field Supervisor) to report to for all surveys?**
- (74.2) Yes – go to question 32
 - (25.8) No – go to question 33
32. **What did you like about having one person (i.e., the FS) to report to for all surveys?**
- SEE ATTACHED
33. **What did you dislike about having one person (i.e., the FS) to report to for all surveys?**
- SEE ATTACHED
34. **From a Field Representative's viewpoint, what are the advantages of this new RO structure?**
- SEE ATTACHED

35. From a Field Representative's viewpoint, what are the disadvantages of this new RO structure?

SEE ATTACHED

36. Having participated in the Proof of Concepts test, do you think the Field Supervisor's job is one that you would like to have?

- (34.5) Yes
- (65.5) No – please explain: SEE ATTACHED

37. If there are any additional comments you would like to share about your experiences during the POC test and its impact on your job as a Field Representative, please describe them below. If you need more space, please attach an additional piece of paper.

SEE ATTACHED

THANK YOU FOR TAKING THE TIME TO GIVE US YOUR FEEDBACK!!