SSRL Research Services
Interviewer Opinion Survey
(June 2005)

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Management Goals

- To boost TI morale at the workplace and increase TI retention
Research Objectives

- To understand how TIs perceive their role in social science survey research
- To gather feedback on TI perceptions of training, supervision, evaluation, management, and overall job satisfaction
- To collect constructive suggestions for overall improvement in the division
Question Topics

- Telephone interviewer training
- Interviewer evaluations
- Work Environment
- Interviewing supervisors
- Other fellow interviewers
- Interaction with survey respondents
- Perceptions of this job
- Management
- Motivation and incentives
Methodology

- Participants: telephone interviewers
- Sample size: N = (23 in first wave)
- Data collection dates: June 20 - September 31, 2005?
- Mean length: 45 minutes
How many hours have you worked for the SSRL as a telephone interviewer?

- 0 to 99 hours: 13%
- 100 to 199 hours: 22%
- 200 to 399 hours: 26%
- 400 or more hours: 35%
- No response: 4%

HRS
How satisfied are you with the following aspects of T1?

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very satisfied</th>
<th>Somewhat satisfied</th>
<th>Neutral</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
<th>No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization of training</td>
<td>35%</td>
<td></td>
<td>57%</td>
<td></td>
<td></td>
<td>4%</td>
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<tr>
<td>Total hours of training</td>
<td>40%</td>
<td></td>
<td>35%</td>
<td>17%</td>
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<td>4%</td>
</tr>
<tr>
<td>Amount of info presented</td>
<td>35%</td>
<td></td>
<td>39%</td>
<td>9%</td>
<td>13%</td>
<td>4%</td>
</tr>
<tr>
<td>Clarity of info presented</td>
<td>35%</td>
<td></td>
<td>39%</td>
<td>9%</td>
<td>13%</td>
<td>4%</td>
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<tr>
<td>Efficiency of info delivery</td>
<td>35%</td>
<td></td>
<td>39%</td>
<td>13%</td>
<td>9%</td>
<td>4%</td>
</tr>
</tbody>
</table>
How satisfied are you with the following aspects of T2?

- **Organization of training**: 44% Very satisfied, 39% Somewhat satisfied, 4% Neutral, 4% Somewhat dissatisfied, 9% Very dissatisfied, 9% No response
- **Total hours of training**: 35% Very satisfied, 44% Somewhat satisfied, 9% Neutral, 4% Somewhat dissatisfied, 9% Very dissatisfied, 9% No response
- **Amount of info presented**: 44% Very satisfied, 39% Somewhat satisfied, 4% Neutral, 4% Somewhat dissatisfied, 9% Very dissatisfied, 9% No response
- **Clarity of info presented**: 44% Very satisfied, 39% Somewhat satisfied, 4% Neutral, 4% Somewhat dissatisfied, 9% Very dissatisfied, 9% No response
- **Efficiency of info delivery**: 44% Very satisfied, 35% Somewhat satisfied, 9% Neutral, 4% Somewhat dissatisfied, 9% Very dissatisfied, 9% No response
How satisfied are you with the following aspects of T3?

- **Organization of training**: 44% Very satisfied, 35% Somewhat satisfied, 4% Neutral, 9% Somewhat dissatisfied, 9% Very dissatisfied, 9% No response
- **Total hours of training**: 39% Very satisfied, 35% Somewhat satisfied, 4% Neutral, 13% Somewhat dissatisfied, 9% Very dissatisfied, 9% No response
- **Amount of info presented**: 44% Very satisfied, 30% Somewhat satisfied, 9% Neutral, 9% Somewhat dissatisfied, 9% Very dissatisfied, 9% No response
- **Clarity of info presented**: 57% Very satisfied, 17% Somewhat satisfied, 4% Neutral, 13% Somewhat dissatisfied, 9% Very dissatisfied, 9% No response
- **Efficiency of info delivery**: 52% Very satisfied, 22% Somewhat satisfied, 4% Neutral, 13% Somewhat dissatisfied, 9% Very dissatisfied, 9% No response
How much do you agree with the following statements about interviewer evaluations?

1. Appropriate criteria
   - Strongly agree: 39%
   - Somewhat agree: 35%
   - Neutral: 13%
   - Somewhat disagree: 13%
   - Strongly disagree: 13%
   - No response: 4%

2. Consistent/regular basis
   - Strongly agree: 1%
   - Somewhat agree: 13%
   - Neutral: 22%
   - Somewhat disagree: 9%
   - Strongly disagree: 48%

3. Fair and objective
   - Strongly agree: 26%
   - Somewhat agree: 17%
   - Neutral: 4%
   - Somewhat disagree: 9%
   - Strongly disagree: 44%

4. Helpful feedback
   - Strongly agree: 22%
   - Somewhat agree: 13%
   - Neutral: 17%
   - Somewhat disagree: 4%
   - Strongly disagree: 44%
How satisfied are you with the following aspects of your physical work environment?

- **Availability of equipment**: 48% Very satisfied, 39% Somewhat satisfied, 4% Neutral, 9% Somewhat dissatisfied, 4% Very dissatisfied
- **Reliability of equipment**: 35% Very satisfied, 52% Somewhat satisfied, 4% Neutral, 9% Somewhat dissatisfied, 4% Very dissatisfied
- **Appearance of work area**: 26% Very satisfied, 44% Somewhat satisfied, 17% Neutral, 9% Somewhat dissatisfied, 4% Very dissatisfied
- **Comfort of workstation**: 30% Very satisfied, 44% Somewhat satisfied, 17% Neutral, 4% Somewhat dissatisfied, 4% Very dissatisfied
- **Amenities in breakroom**: 44% Very satisfied, 44% Somewhat satisfied, 4% Neutral, 4% Somewhat dissatisfied, 4% Very dissatisfied
- **Appearance of the SSRL**: 30% Very satisfied, 39% Somewhat satisfied, 17% Neutral, 13% Somewhat dissatisfied, 4% Very dissatisfied

Legend:
- Very satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Very dissatisfied
How much do you agree with the following statements about the SSRL supervisors?

- Overall, enjoy the Sups: 74% Strongly agree, 26% Strongly disagree
- Enthusiastic: 57% Somewhat agree, 30% Neutral, 9% Strongly disagree
- Knowledgeable: 74% Strongly agree, 13% Neutral, 9% Strongly disagree
- Confident: 61% Somewhat agree, 26% Neutral, 9% Strongly disagree
How much do you agree with the following statements about the SSRL supervisors?

- **Good at multi-tasking**: 44% Strongly agree, 44% Somewhat agree, 9% Neutral, 4% Somewhat disagree, 4% Strongly disagree, 4% No response.
- **Get to work on time**: 78% Strongly agree, 13% Somewhat agree, 9% Neutral, 4% Somewhat disagree, 4% Strongly disagree, 9% No response.
- **Available for questions**: 74% Strongly agree, 17% Somewhat agree, 4% Neutral, 4% Somewhat disagree, 4% Strongly disagree, 4% No response.
- **Calm when dealing w/unusual situations**: 74% Strongly agree, 13% Somewhat agree, 4% Neutral, 4% Somewhat disagree, 4% Strongly disagree, 9% No response.
How much do you agree with the following statements about the SSRL supervisors?

- **Effective OTJ training**
  - Strongly agree: 61%
  - Somewhat agree: 26%
  - Neutral: 9%
  - Somewhat disagree: 4%
  - Strongly disagree: 4%

- **Keep me informed**
  - Strongly agree: 70%
  - Somewhat agree: 30%

- **Receive clear instructions from the Sups**
  - Strongly agree: 61%
  - Somewhat agree: 35%
  - Somewhat disagree: 4%

- **Follow up and resolve problem**
  - Strongly agree: 70%
  - Somewhat agree: 26%
  - Somewhat disagree: 4%
How much do you agree with the following statements about the SSRL supervisors?

- Efforts recognized and acknowledged by Sups: 52% Strongly agree, 35% Somewhat agree, 4% Neutral, 4% Somewhat disagree, 9% Strongly disagree, 4% No response.
- Consistent feedback: 52% Strongly agree, 44% Somewhat agree, 4% Neutral, 4% Somewhat disagree, 4% Strongly disagree, 4% No response.
- Well-prepared briefings: 57% Strongly agree, 35% Somewhat agree, 4% Neutral, 4% Somewhat disagree, 4% Strongly disagree, 4% No response.
- Receive adequate info during briefings: 44% Strongly agree, 44% Somewhat agree, 4% Neutral, 4% Somewhat disagree, 4% Strongly disagree, 4% No response.
How much do you agree with the following statements about your fellow interviewers?

- **Enjoy the interviewers**
  - Strongly agree: 61%
  - Somewhat agree: 26%
  - Neutral: 13%

- **Care about work**
  - Strongly agree: 35%
  - Somewhat agree: 39%
  - Neutral: 22%
  - Somewhat disagree: 4%

- **Do a good job**
  - Strongly agree: 57%
  - Somewhat agree: 39%
  - Neutral: 4%

- **Have a positive attitude**
  - Strongly agree: 39%
  - Somewhat agree: 44%
  - Neutral: 9%
  - Somewhat disagree: 9%
How much do you agree with the following statements about your fellow interviewers?

- **Helpful to me**
  - Strongly agree: 39%
  - Somewhat agree: 30%
  - Neutral: 17%
  - Somewhat disagree: 4%
  - Strongly disagree: 9%
  - No response: 9%

- **Fun to work with**
  - Strongly agree: 44%
  - Somewhat agree: 35%
  - Neutral: 13%
  - Somewhat disagree: 9%

- **Good work relationships with other interviewers**
  - Strongly agree: 65%
  - Somewhat agree: 17%
  - Neutral: 17%
Overall, how satisfied are you with this job?

- Very satisfied: 52%
- Somewhat satisfied: 42%
- Neutral: 9%
- Somewhat dissatisfied: 4%
- Very dissatisfied: 22%
How important is each of the following functions of this job for you, personally?

- **Make money**: 65% Very important, 35% Not important at all
- **Gain knowledge/skills**: 26% Very important, 35% Neutral, 17% Not very important, 17% Not important at all
- **Improve communication skills**: 48% Very important, 39% Neutral, 4% Not very important, 9% Not important at all
- **Have fun talking to different people**: 30% Very important, 39% Neutral, 22% Not very important, 4% Not important at all
- **Obtain marketable work experience**: 22% Very important, 26% Neutral, 13% Not very important, 13% Not important at all
How much do you agree with the following statements about this job?

- **Proud to tell people**: 30% Strongly agree, 26% Somewhat agree, 30% Neutral, 4% Somewhat disagree, 9% Strongly disagree.
- **Sense of accomplishment**: 22% Strongly agree, 39% Somewhat agree, 30% Neutral, 4% Somewhat disagree, 4% Strongly disagree.
- **Emotional rewards**: 26% Strongly agree, 26% Somewhat agree, 26% Neutral, 13% Somewhat disagree, 4% Strongly disagree.
- **Confident about job**: 48% Strongly agree, 39% Somewhat agree, 9% Neutral, 4% Somewhat disagree.
- **Make good use of skills**: 26% Strongly agree, 35% Somewhat agree, 17% Neutral, 4% Somewhat disagree, 13% Strongly disagree.
- **Balance between personal life and work**: 39% Strongly agree, 30% Somewhat agree, 26% Neutral, 4% Somewhat disagree.
How much do you agree with the following statements about the organization and management?

- **Opportunities to realize full potential**
  - Strongly agree: 4%
  - Somewhat agree: 30%
  - Neutral: 26%
  - Somewhat disagree: 22%
  - Strongly disagree: 13%
  - No response: 4%

- **Help improve knowledge and skills**
  - Strongly agree: 9%
  - Somewhat agree: 35%
  - Neutral: 26%
  - Somewhat disagree: 17%
  - Strongly disagree: 9%
  - No response: 4%

- **Paid fairly for work done**
  - Strongly agree: 22%
  - Somewhat agree: 30%
  - Neutral: 9%
  - Somewhat disagree: 35%
  - Strongly disagree: 4%
  - No response: 4%

- **Treated with respect**
  - Strongly agree: 57%
  - Somewhat agree: 26%
  - Neutral: 4%
  - Somewhat disagree: 9%
  - Strongly disagree: 4%
  - No response: 4%

- **Receive appreciation for a job well done**
  - Strongly agree: 52%
  - Somewhat agree: 30%
  - Neutral: 4%
  - Somewhat disagree: 4%
  - Strongly disagree: 9%
  - No response: 4%
How much do you agree with the following statements about the organization and management?

- **Supports employee suggestions**: 44% Strongly agree, 22% Somewhat agree, 17% Neutral, 13% Somewhat disagree, 4% Strongly disagree, 4% No Response
- **Feel trust from management**: 44% Strongly agree, 30% Somewhat agree, 13% Neutral, 4% Somewhat disagree, 9% Strongly disagree, 9% No Response
- **Cares about me as a person**: 35% Strongly agree, 30% Somewhat agree, 22% Neutral, 5% Somewhat disagree, 9% Strongly disagree, 9% No Response
- **Need more info on bigger picture of SSRL**: 30% Strongly agree, 13% Somewhat agree, 26% Neutral, 17% Somewhat disagree, 4% Strongly disagree, 9% No Response
- **Need more face time**: 1% Strongly agree, 30% Somewhat agree, 17% Neutral, 35% Somewhat disagree, 4% Strongly disagree, 9% No Response
How important is each of the following as ways SSRL could express appreciation to you?

- **Verbal praise**: 44% Very important, 39% Somewhat important, 17% Neutral, 17% Not very important, 17% Not important at all, 17% No response.

- **Free food and snacks**: 35% Very important, 17% Somewhat important, 22% Neutral, 9% Not very important, 9% Not important at all, 17% No response.

- **Parties**: 13% Very important, 39% Somewhat important, 13% Neutral, 17% Not very important, 13% Not important at all, 4% No response.

- **Gift certificates**: 30% Very important, 22% Somewhat important, 26% Neutral, 17% Not very important, 17% Not important at all, 4% No response.

- **Grab bags**: 17% Very important, 35% Somewhat important, 17% Neutral, 13% Not very important, 13% Not important at all, 17% No response.

- **SSRL ambassador**: 17% Very important, 9% Somewhat important, 26% Neutral, 22% Not very important, 9% Not important at all, 17% No response.
Participant’s Gender

- Female: 78%
- Male: 22%
Participant’s Age

- 19 to 21: 22%
- 22 to 24: 39%
- 25 to 30: 17%
- 31 or over: 13%
- No response: 9%
Participant’s Educational Background

- Some college: 57%
- Bachelor's degree: 26%
- Graduate work beyond bachelor's degree: 13%
- No response: 4%
Are you a student?

- Yes, SDSU: 61%
- Yes, non-SDSU: 9%
- No response: 26%

Class Level (Among students, N=16)

- Grad: 31%
- Senior: 31%
- Junior: 31%
- Sophomore: 6%
How many other jobs have you had prior to this one?

- 2 or 3 jobs: 30%
- 4 or 5 jobs: 35%
- 6 or more jobs: 17%
- No response: 17%
How many other jobs do you have right now?

- None: 30%
- 1 job: 57%
- 2 jobs: 9%
- No response: 4%
Are you a native English speaker?

- Yes: 61%
- No: 35%
- No response: 4%
Participant’s Ethnic or Racial Background

- **white, non-Hispanic**: 39%
- **black, non-Hispanic**: 4%
- **Hispanic/Latino**: 13%
- **Asian**: 44%