SRO 2023 Interviewer Satisfaction Survey

Executive Summary

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Executive Summary

This is the fourth Interviewer Satisfaction Survey (ISS). Originally launched in 2018, the survey was intended to be a census of all active and "hold" interviewers[1] to capture their overall job satisfaction and intent to stay with SRO. Based on the Job Demands-Resources model (JD-R Bakker et al 2005), it sought to capture dimensions associated with attrition (or "turnover intention" in the language of JD-R) including job demands, job resources, burnout, engagement, and health complaints.

We were able to launch a second ISS in 2019, making it an annual study. Unfortunately, we had to suspend data collection in 2020 and 2021 due to COVID, which forced us to redirect our efforts to smaller, pandemic related surveys. We relaunched in 2022 with a special topic focus on remote vs. in-person training and the quality assurance process.

This year, in 2023, we had a large number of new hires to survey as we worked to recover to full strength following the hiring freeze during the pandemic. We included special topic focus areas on training approaches and working multiple projects at the same time. We had a response rate of 68.5%, with active interviewers being significantly more likely to respond (74%) compared to interviewers on hold (53%).

Job satisfaction among field interviewers remained consistent with results from past years. However, among SSL interviewers, the overall proportion of respondents reporting to be either very dissatisfied or somewhat dissatisfied decreased relative to 2022, bringing it back in line with results from 2018 and 2019.

"Intent to stay" with SRO in the 2023 survey – our retention predictor – was similarly consistent with past years. There was a slight decrease in field interviewers reporting being very likely to stay relative to 2022, but back in line with 2018 and 2019. Overall, interviewers reporting being very likely or somewhat likely to continue working next year was 90.1%, with field interviewers being more likely to report intention to stay (91.4%) than SSL interviewers (82.8%) as long as there is available work.

Overall, the 2023 Interviewer Satisfaction Survey found:

- The vast majority of field interviewers (77%) reporting working the right number of hours, while over 56% of SSL interviewers reported working too few hours. Field interviewers who said they had the right number of hours generally worked an average of 25 hours per week, while SSL interviewers who said they had the right number of hours worked an average of 20 hours per week.
- While about half of all interviewers, both field and SSL, reported working on multiple projects, field interviewers were more likely to state that they avoided working on multiple projects and SSL interviewers were more likely to state that they preferred working on multiple projects.
- Workload impacted new hires and on-staffers differently. Having a reduced workload was correlated with both reduced job satisfaction and reduced likelihood to stay for new hires, but not for on-staffers. It is unclear if the reduced workload for new hires is due to reduced satisfaction or if the reduced workload is the cause for reduced satisfaction.

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[1] Interviewers not currently assigned to a project, but still listed as being interested in working on projects.

- Team Leader support continues to be an important factor in both intent to stay and, especially, job satisfaction, but only for field interviewers. For SSL interviewers, TLs have far less impact on job satisfaction and intent to stay.
- Curiously, we found that stress factors impacted field and SSL interviewers differently. Where increased stress was associated with reduced job satisfaction for the field, that was not necessarily the case for the SSL. Conversely, increased stress *was* associated with increased likelihood to attrit for SSL interviewers, but not field interviewers.
- We included a substantial and substantive section on training this wave. While the original goal was to learn more about self-perceptions regarding interviewing skills and preferences for different training approaches, we found that particularly for field interviewers, perceptions about the helpfulness of trainings generally were positively associated with both job satisfaction and job retention.

Questionnaire Update

The 2022 ISS randomly assigned interviewers to receive the two primary outcome questions (how satisfied are you and do you intend to continue working at SRO) either at the beginning or the end of the questionnaire. There did not appear to be any statistically significant differences between the two groups. As a result, we placed the questions at the beginning of the survey, where we were more likely to obtain completed responses.

In past waves, we had an open-ended follow-up to the retention question asking for more information if the interviewer responded being unlikely or very unlikely to continue working for the University. This wave, we asked that question of everyone in the hopes that we might gain insight into both why people intend to stay and why they expect to leave.

Coming out of the pandemic and still being significantly understaffed, we have a higher proportion of interviewers assigned to multiple projects than in past years. We added a battery of questions to understand perceptions and perspectives about working multiple projects. Going into it, our assumption was that on the one hand, the complexity of our projects might make working two or more different projects at the same time stressful. On the other hand, we thought that perhaps working on multiple projects might be perceived as job security.

Finally, we added a section on perspectives of training. This included questions about most helpful types of training, learning retention, and training modes.

Once again, we received substantial SRC support to provide responding interviewers with a $20 token of appreciation submitted as a post-paid incentive. All participants completing more than 60% of the survey were mailed their cash token on a flow basis.

Survey Implementation

We pulled a list of all interviewers either active or on-hold mid-May 2023. There were 604 total eligible respondents.

An initial invitation was distributed to all eligible interviewers May 30, 2023 with follow-up / reminder emails scheduled for distribution on June 7, June 11, and June 15 (see Appendix 1: Email invitations and reminders). The mailing schedule and number of daily completes are provided below in Figure 1.

The response rate was 68.5%. This was substantially lower than in 2022. We believe that this was due to the larger proportion of new hires, who were less likely to respond than our more experienced, long-term interviewers. Anecdotally, we received a number of emails in response to reminder emails asking if they needed to take the survey as they had only just recently completed training and didn't feel qualified to answer many of the questions.
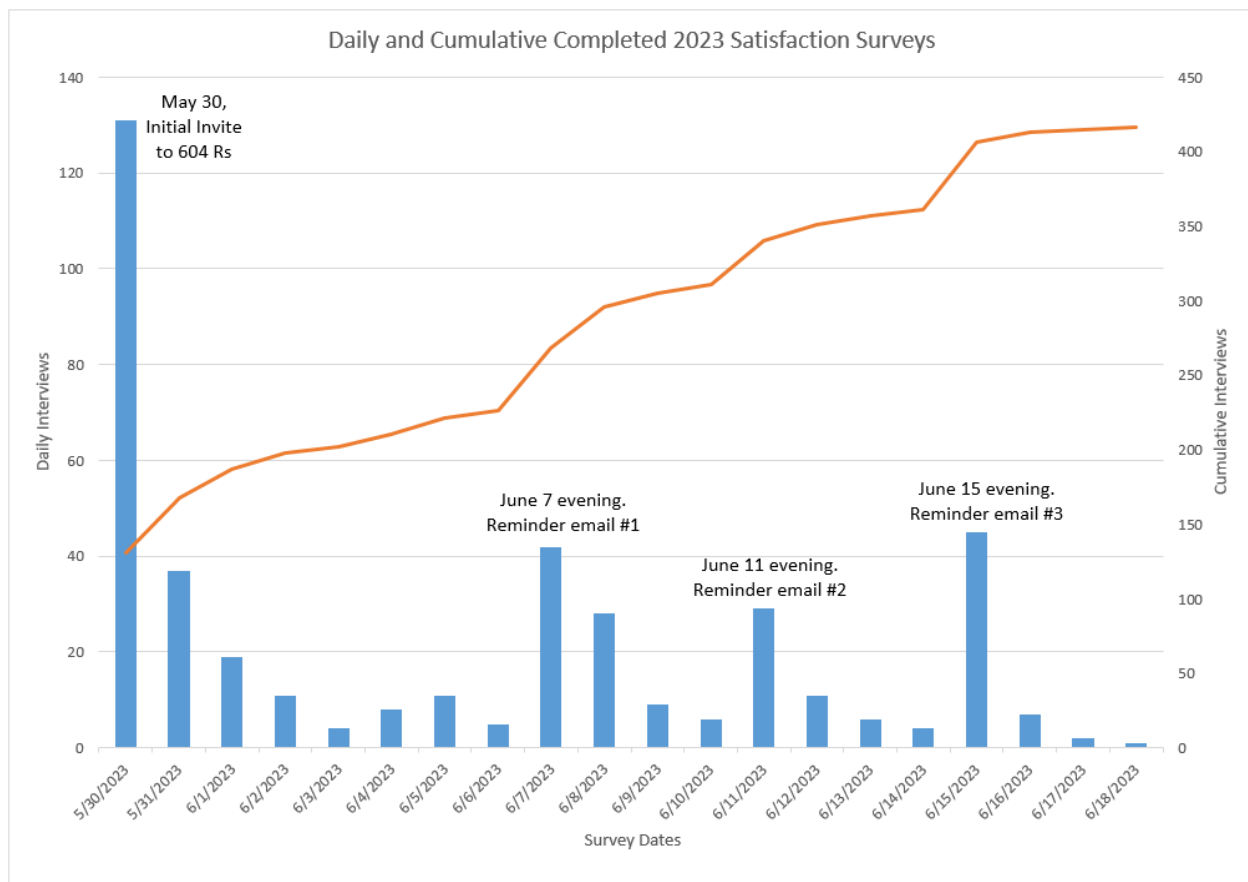
Figure 1: Daily and Cumulative Completed Surveys

On average, the Interviewer Satisfaction Survey took just over half an hour to complete, in line with our estimates. The median time was exactly as advertised in the advance materials, at just under 22 minutes.

Table 1: Interviewer Satisfaction Survey Timings, 2018-2023

	2023 INTERVIEW MINUTES	2022 INTERVIEW MINUTES	2019 INTERVIEW MINUTES	2018 INTERVIEW MINUTES
MEAN	30.15	37.68	36.50	36.16
MEDIAN	21.83	24.6	30.92	27
MINIMUM	4.17	6.8	9.82	11
MAXIMUM	157.85	289.8	118.85	180

Results

Response rate and Weights

A total of 604 interviewers were invited to participate in the survey based on being either on active or on-hold status on 5/25/2023. After closing the web survey, 427 entries were submitted (70.7%), with over 95% respondents completing at least 60% of the survey (413, 97%) for an overall RR2 of 68.4%. The results provided in this report are based on the 413 participants who completed at least 60% of the survey.

Table 2 shows the characteristics of survey participants who completed the majority of the survey, as well as the characteristics for the whole population and for the non-response group. The majority of the participants are female, field-based interviewers. This year, we had a large number of new hires in the sample, many of whom chose not to participate in the survey.

In order to adjust for these response differences, weights were used when analyzing the data. The weights were constructed through calibration adjustments (raking), using different variables marginal interactions such as:

- Gender / Race
- Gender / Education
- Gender / Region
- Current Role / Age
- Current Role / Race
- Age / Region
- Role / New Hire Status
- Region / New Hire status

Table 2: Characteristics of survey participants versus non-responders

	Population n = 604		Respondents n = 413		Non-Respondents n = 191	
	n	%	N	%	n	%
Iwer Gender**						
Male	123	20.4	70	20.4	53	27.8
Female	372	61.6	268	64.9	104	54.5
Non-binary/Unknown	109	18.1	75	18.2	34	17.8
Iwer From Field Or SSL[(n.s.)]						
SSL	104	17.2	63	15.3	41	21.5
Field	350	84.8	350	84.8	150	78.5
Years Working At SRO (4 Categories) ***						
Less Than 1 Year	262	43.4	155	37.5	107	56.0
1 To 3 Years	67	11.1	39	9.4	28	14.7
4 To 9 Years	140	23.2	108	26.2	32	16.8
10 Or More Years	135	22.4	111	26.9	24	12.6

Pearson chi-square significance: (n.s) = not significant; *< .05; **<.01; ***<.001

Primary outcomes

Two primary questions were asked to determine level of employee satisfaction and plans for continued employment:

1. Considering everything, how satisfied are you with SRO?
2. As of today, how likely are you to continue to work for SRO next year?

Overall, interviewers continued to express a high level of job satisfaction and likelihood to continue working at SRO for the next year, though at a slightly lower rate than in the previous year (2022) but in line with reports from 2018 and 2019. Sixty-three percent of interviewers indicated that they were very likely to continue working at SRO for the next year and 43% reported being very satisfied with SRO.

As shown in the charts below (Figure 2 and Figure 3), SRO field staff appear to be somewhat more satisfied with working at SRO than the SSL staff and also more likely to indicate intent to continue working for SRO over the next year.
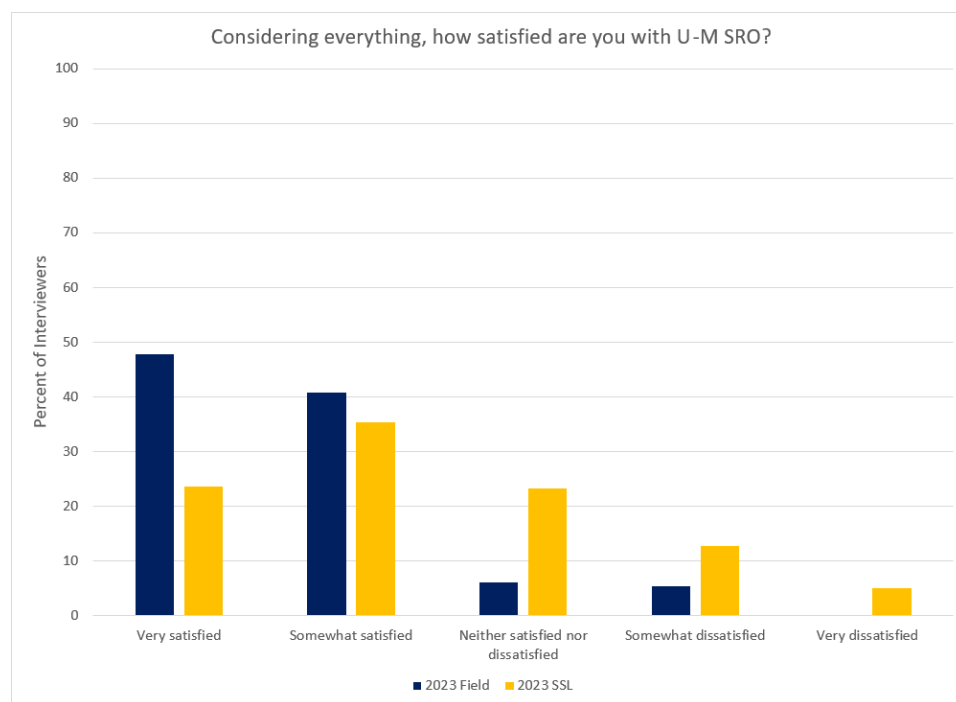
Figure 2: Satisfaction level by work location
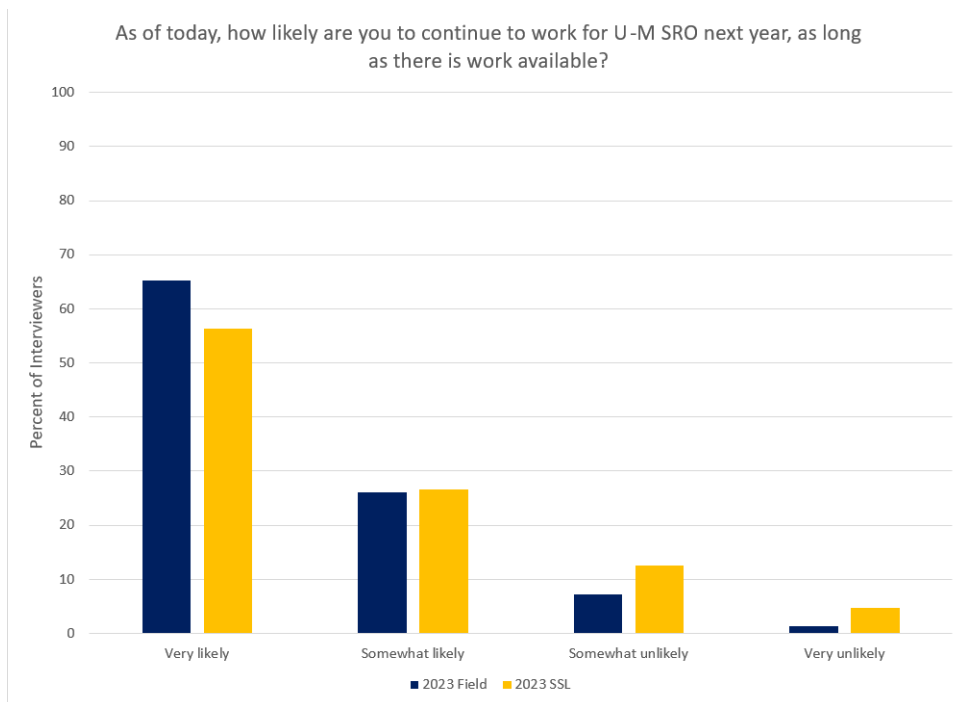
Figure 3: Likelihood to continue working at SRO for the next year by work location

Compared to survey results in the prior year controlling for Field/SSL, it appears that overall job satisfaction in the field is more or less unchanged.
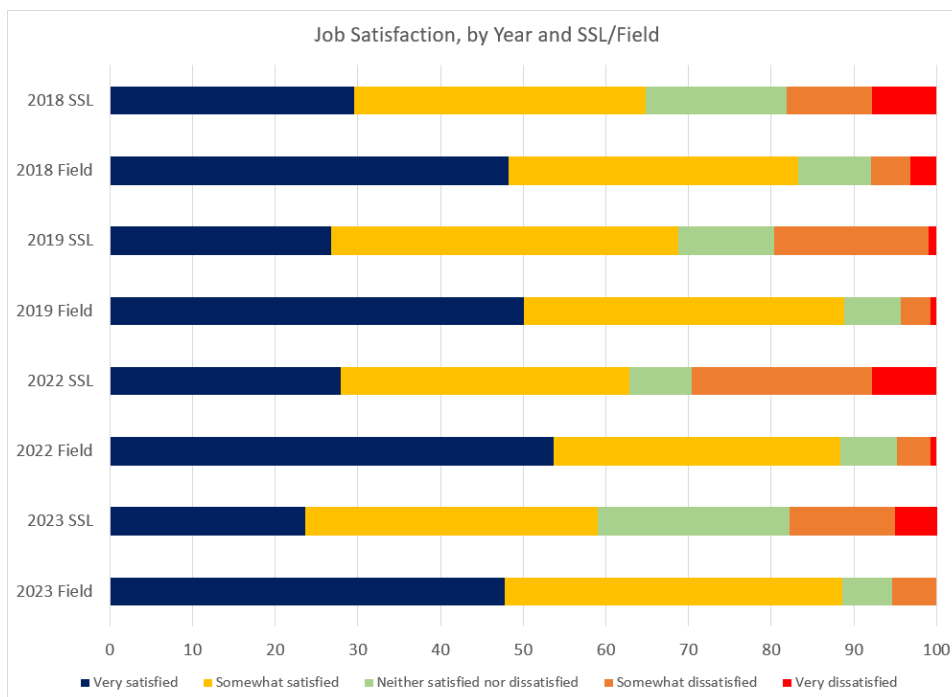
Figure 4: Jobs Satisfaction by Year and Work Location
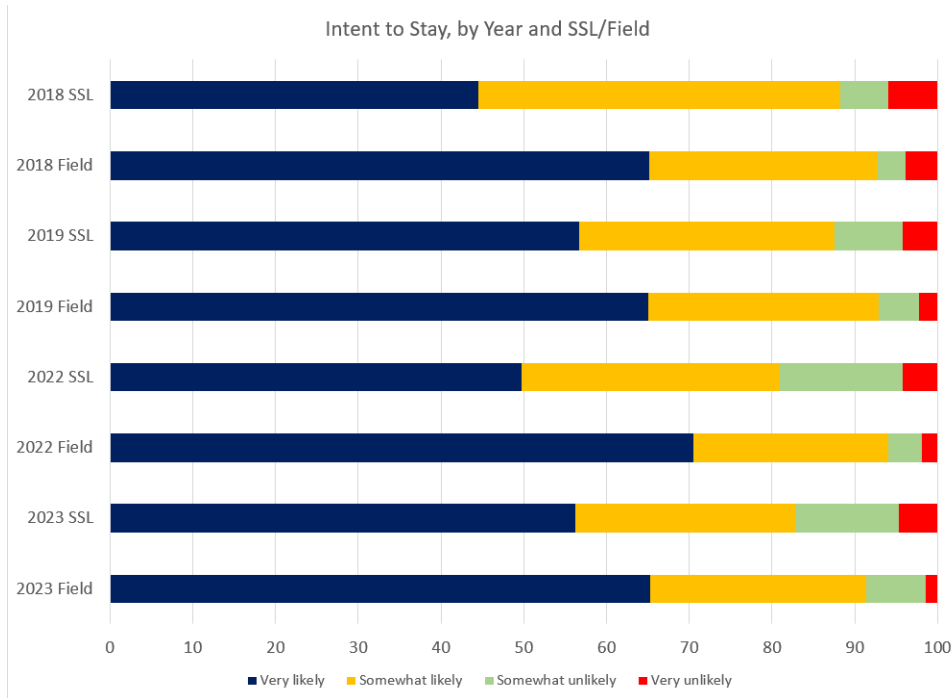
Figure 5: Intent to Stay by Year and Work Location

The strong relationship between reported job satisfaction and reported intent to stay continues this year, both overall and by SSL or Field interviewer assignment. Overall, 60 percent of those reporting that they were very likely to continue working next year also reported being very satisfied and 85 percent of those reporting being very satisfied also reported being very likely to continue working, statistically significant at the 0.000 level (Pearson's χ^2 (12, N=410) = 196.2728).

Table 3: Job Satisfaction and Job Retention

As of today, how likely are you to continue to work for U-M next year?	Considering everything, how satisfied are you with U-M SRO?					
	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Total
Very Likely	60.31 85.41	36.26 57.58	3.05 24.24	0.38 4.17	0.00 0.00	**100.00% 63.90%**
Somewhat Likely	22.22 12.97	54.63 35.76	16.67 54.55	6.48 29.17	0.00 0.00	**100.00% 26.34%**
Somewhat Unlikely	5.88 1.08	26.47 5.45	17.65 18.18	41.18 58.33	8.82 100.00	**100.00% 8.29%**
Very Unlikely	16.67 0.54	33.33 1.21	16.67 3.03	33.33 8.33	0.00 0.00	**100.00% 1.46%**
Total	**45.12% 100.00%**	**40.24% 100.00%**	**8.05% 100.00%**	**5.85% 100.00%**	**0.73% 100.00%**	**100.00% 100.00%**

Table 4: By SSL and Field, Job Satisfaction and Job Retention

AS OF TODAY, HOW LIKELY ARE YOU TO CONTINUE TO WORK FOR U-M NEXT YEAR?	CONSIDERING EVERYTHING, HOW SATISFIED ARE YOU WITH U-M SRO?					
	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Total
SSL						
VERY LIKELY	42.86 93.75	40.00 60.87	17.14 42.86	0.00 0.00	0.00 0.00	100.00% 55.56%
SOMEWHAT LIKELY	5.88 6.25	41.18 30.43	35.29 42.86	17.65 42.86	0.00 0.00	100.00% 26.98%
SOMEWHAT UNLIKELY	0.00 0.00	12.50 4.35	25.00 14.29	25.00 28.57	37.50 100.00	100.00% 12.70%
VERY UNLIKELY	0.00 0.00	33.33 4.35	0.00 0.00	66.67 28.57	0.00 0.00	100.00% 4.76%
SSL TOTAL	**25.40%** **100.00%**	**36.51%** **100.00%**	**22.22%** **100.00%**	**11.11%** **100.00%**	**4.76%** **100.00%**	**100.00%** **100.00%**
FIELD						
VERY LIKELY	63.00 84.62	35.68 57.04	0.88 10.53	0.44 5.88	0.00 0.00	100.00% 65.42%
SOMEWHAT LIKELY	25.27 13.61	57.14 36.62	3.19 63.16	4.40 23.53	0.00 0.00	100.00% 26.22%
SOMEWHAT UNLIKELY	7.69 1.18	30.77 5.63	15.38 21.05	46.15 70.59	0.00 0.00	100.00% 7.49%
VERY UNLIKELY	33.33 0.59	33.33 0.70	33.33 5.26	0.00 0.00	0.00 0.00	100.00% 0.86%
FIELD TOTAL	**48.70%** **100.00%**	**40.92%** **100.00%**	**5.48%** **100.00%**	**4.90%** **100.00%**	**0.00%** **100.00%**	**100.00%** **100.00%**

After being asked how likely they were to continue working with SRO, respondents were asked why they answered as they did. Interviewers gave a wide range of responses to this question. Many of the major themes from these responses are listed below, but there was a clear positive skew -

- Feel that the work is important and making a difference as part of a reputable organization
- The job is enjoyable
- Colleagues are friendly and collaborative
- Good work hours and enjoy the flexibility
- Projects are interesting
- Some complaints about parking, inconsistent workload

Intent to Stay and Attrition

To assess the longer term consequences of the intent to stay and overall satisfaction questions on attrition, we compiled satisfaction survey data from each of the years where we had permission to link data to performance (2019, 2022, and 2023 surveys). Chi-square tests of independence were conducted to evaluate the association between intent to stay and attrition within one year of the survey completion. For TLs, the analysis revealed a significant association with $\chi^2(3, N=162)=26.39$, p < .001. Similarly, for Interviewers, the test also showed a significant association with $\chi^2(3, N=871)=64.41$, p < .001. The association between satisfaction and attrition after one year was less strong. For interviewers, a chi-square test showed a significant association with $\chi^2(4, N = 871) = 30.35$, *p* < .001. However, for TL's the association was not significant with $\chi^2(4, N = 162) = 3.15$, *p* = .533. This is not surprising because the intent to stay question much more directly addresses the question of future status at SRO. For example, those who are about to retire may be highly satisfied with their job but do not intend to continue

working next year. Moreover, dissatisfied interviewers may stay if they don't have other employment options.

Projects and Hours Worked

SRO Interviewer Satisfaction Survey respondents were asked a question about their overall project experience. 87.8% of respondents were currently working on at least one project for U-M SRO. Of these respondents, 93% did field data-collection and 7% conducted data collection from the SSL.

More than half (57.9%) of respondents had project work that required them to conduct in-person data collection within the past year. The number of hours worked across all projects in the most recent month varied widely but 41% of responding interviewers had worked between 16 and 25 hours.

Hours worked across all projects in most recent month

Category	Percentage
0-5 hours per week	4%
6-10 hours per week	8%
11-15 hours per week	11%
16-20 hours per week	18%
21-25 hours per week	23%
26-30 hours per week	13%
31-35 hours per week	8%
36+ hours per week	15%
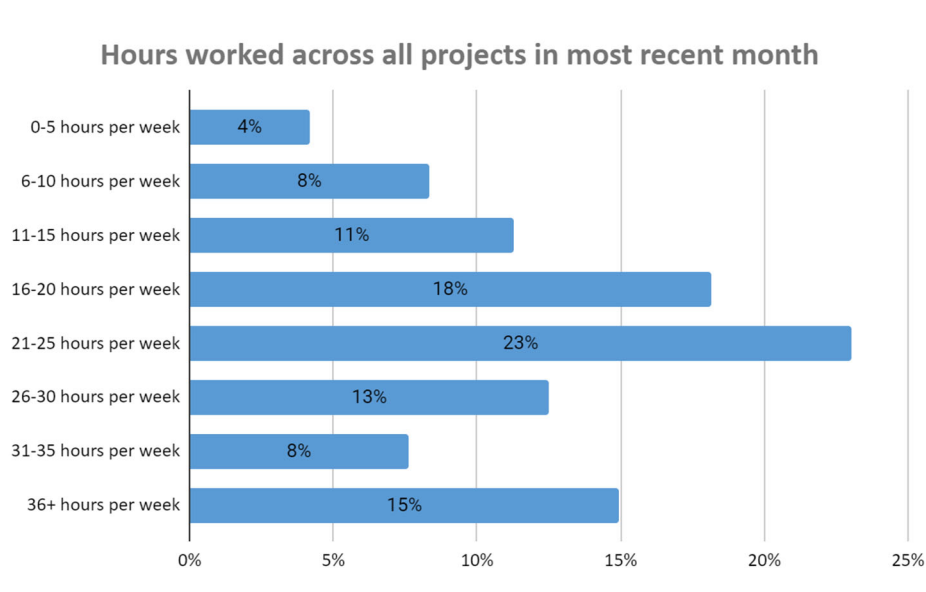
Figure 6: Hours worked across all projects

The vast majority (77%) of responding field interviewers indicated that they were asked to work the right amount of hours over the most recent month. In contrast, more SSL interviewers (56%) indicated that they were not asked to work as many hours as they desired. No SSL interviewers indicated they were asked to work more hours than they wanted compared to 7% of field interviewers.

Number of hours you were asked to work over the most recent month was:
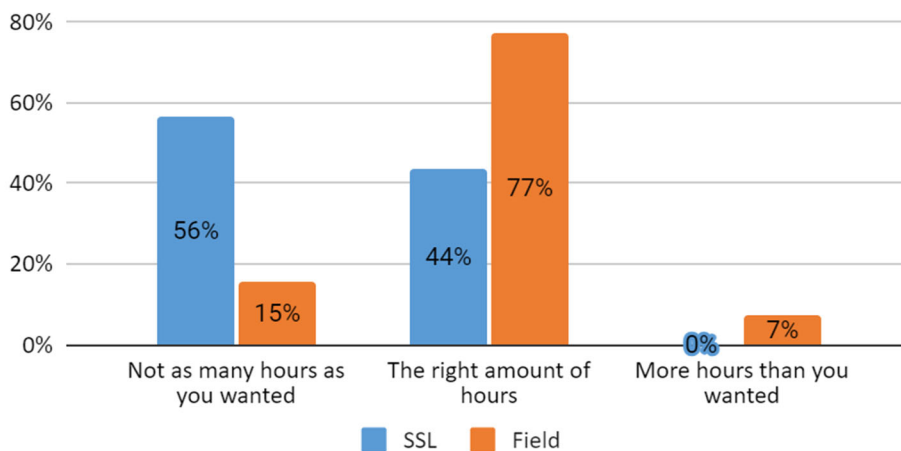
Figure 7: Feelings towards hours worked

Around 35% of respondents were currently working another job for pay in addition to their work on U-M SRO projects. Of those working another job for pay, the number of hours worked on this outside job varied widely. Of those with an outside job, 24% worked on it for 10 hours or less per week and 24% worked on it for 31 hours or more per week.

Number of hours worked on a job outside of SRO
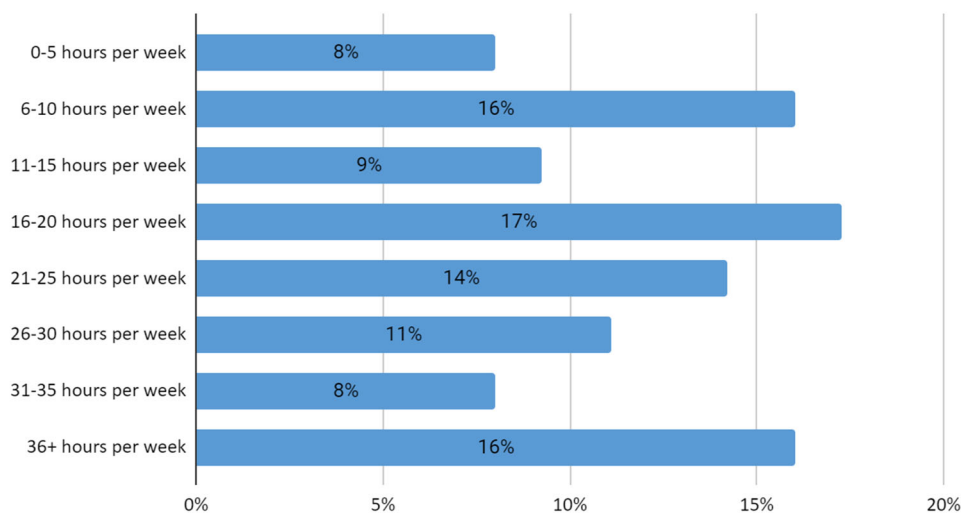
Figure 8: Hours worked on a job outside of SRO

Being asked to work the 'right' amount of hours – irrespective of how many hours that was – was unsurprisingly significantly associated with both job satisfaction (see Table 5; $\chi 2(8, 405) = 47.093$, p=<.001) and intent to stay (see Table 6; $\chi 2(6, 406) = 21.341$, p= .002).

Table 5: Hours Asked to Work and Job Satisfaction

During the most recent month, the number of hours you were asked to work was:	Considering everything, how satisfied are you with U-M SRO?					Total
	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	
Not as many hours as you wanted	27 31 %	31 35.6 %	13 14.9 %	13 14.9 %	3 3.4 %	87 100 %
The right amount of hours	145 49.5 %	124 42.3 %	17 5.8 %	7 2.4 %	0 0 %	293 100 %
More hours than you wanted	11 44 %	9 36 %	1 4 %	4 16 %	0 0 %	25 100 %
Total	183 45.2 %	164 40.5 %	31 7.7 %	24 5.9 %	3 0.7 %	405 100 %

While having too many hours seemed as harmful to both job satisfaction and intent to continue working with SRO as not having enough hours, it was a more rare occurrence than having too few hours. For most respondents, they found that they received the right number of hours (72%), with just under 22% reporting receiving too few hours and 6% reporting having too many hours.

Table 6: Hours Asked to Work and Intent to Stay

During the most recent month, the number of hours you were asked to work was:	As of today, how likely are you to continue to work for U-M SRO next year, as lo				Total
	Very Likely	Somewhat Likely	Somewhat Unlikely	Very Unlikely	
Not as many hours as you wanted	48 54.5 %	25 28.4 %	11 12.5 %	4 4.5 %	88 100 %
The right amount of hours	201 68.6 %	74 25.3 %	16 5.5 %	2 0.7 %	293 100 %
More hours than you wanted	11 44 %	9 36 %	5 20 %	0 0 %	25 100 %
Total	260 64 %	108 26.6 %	32 7.9 %	6 1.5 %	406 100 %

Figure 9 shows a box and whiskers plot of the distribution of weekly hours that the respondent reporting working at SRO and their evaluation of whether this was the right amount, too few, or too many hours. The red boxes represent field interviewers and the blue boxes represent SSL interviewers.

While an ANOVA did show a statistically significant relationship between the hours worked at SRO and evaluation of whether this was the right amount, $F(2,402) = 7.255$, $p = 0.0008$, the results are a bit curious. The hours range largely overlaps between interviewers reporting working too many and working the right amount of hours at both SRO and overall.
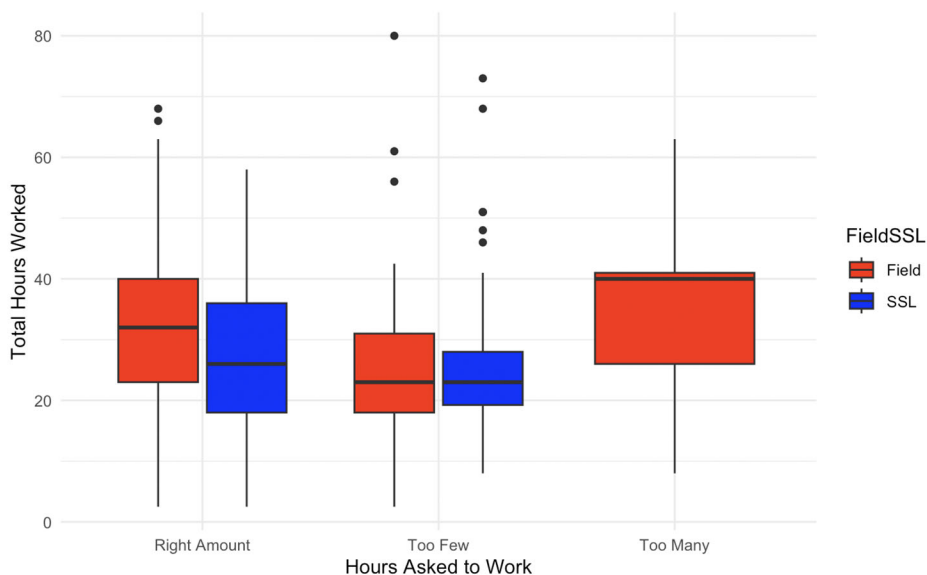
Figure 9: Hours Asked to Work and Total Hours Worked, by Field and SSL

One possible explanation for this result could be that some interviewers were working at SRO to supplement other work. So interviewers who exclusively worked for SRO could desire a greater number of hours than interviewers who worked a second job.

When we break out hours worked at SRO and perception of whether that is the right amount of hours by whether the interviewer reported having a second job (Figure 10), we get an interesting result: Interviewers who have a second job appear to relatively unaffected by how many hours they are working at SRO in terms of whether they think it is too few, about right, or too many hours. The cluster on the left shows very little difference in hours worked between the too few, about right, and too many hours. That said, the vast majority of the respondents working a second job reported having the right number of hours (70%), with 19% reporting too few hours and 11% reporting too many hours (distribution not shown).

On the other hand, among interviewers who reported only working at SRO, we see a clear effect of hours worked and whether it was the right amount of hours or not. Overall, fewer than 15% of interviewers reporting having the right number of hours worked fewer than 16 hours per week, while over 30% of the respondents saying that they had too few hours reported working fewer than 16 hours per week (not shown). There is a slight difference in degree between the SSL and field in this regards as well, where 16% of SSL interviewers reporting having the right number of hours worked fewer than 16 hours and 26% of SSL interviewers reporting having too few hours worked fewer than 16 hours per week. Among field interviewers, 13% of those reporting having the right number of hours also reported working fewer than 16 hours per week, and more than 33% of those reporting having too few hours also said that they worked fewer than 16 hours per week.
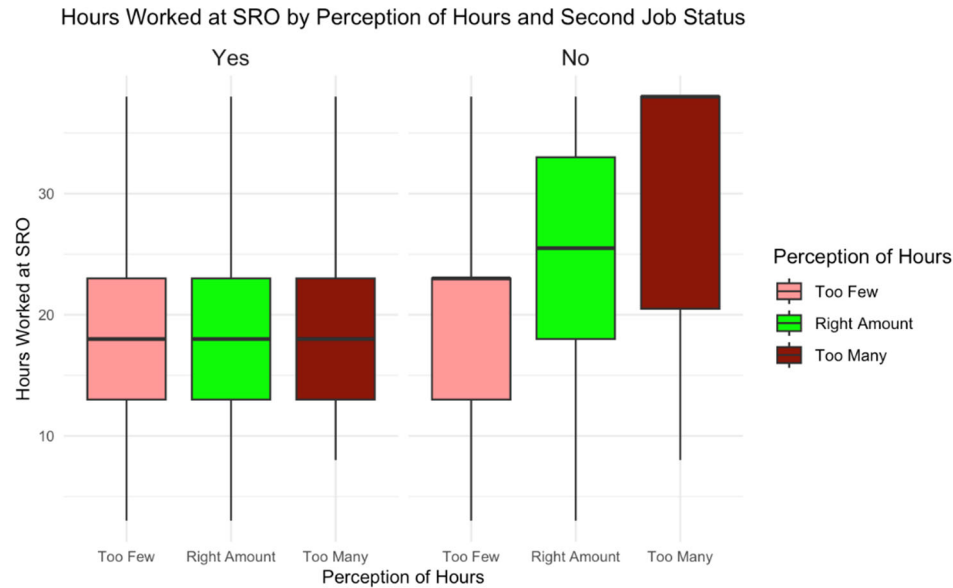
Figure 10: Hours Worked at SRO by Perception of Hours and Second Job Status

If we consider the sum total of hours reported across all projects (Figure 11) we see more of an expected distribution of hours. Here, we summed the mid-points of the reported hourly ranges across average weekly hours worked in the previous month. Overall, working between 23 and 38 hours per week with a median of 33 hours appears to be the distribution of the right number of hours. For people working too few hours, they report working between 18 and 33 hours, with a median of 23 hours. And finally, for people reporting working too many hours, they have a distribution of between 28 and 43 hours, with a median of 38 hours per week.

Figure 11: Hours Worked Across All Jobs by Perception of Hours

The results are not completely straightforward to interpret. However, there do appear to be a few specific take-aways:

1. The vast majority of interviewer – 72% -- believe that they are working the right number of hours. This does differ by SSL and Field, where only 44% of SSL interviewers believe that they are working the right number of hours and fully 56% believe that they have too few hours. By contrast, 77% of field interviewers believe that they are working the right number of hours and 15% believe that they are working too few hours.
2. While our interviewers may have different expectations for the job, most appear to want to have fewer than 40 hours per week, even when considering other work that they may have. An optimal schedule appears to be somewhere between 30 and 35 hours per week among all jobs, and between 20 and 25 hours at SRO.
3. Overall, there appears to be some consistency among all interviewers, who generally report that having fewer than 20 hours per week is too few hours.

Multiple Project Assignments

This year's SRO Interviewer Satisfaction Survey also included questions designed to gauge interviewers' experience with working on multiple projects and how it impacts their overall experience.

The majority (53%) of SSL interviewers reported having worked on more than one project at the same time compared to just one-third (33%) of field interviewers. For those who had worked on more than one project at the same time, only 30% had done so for 9 months or more.
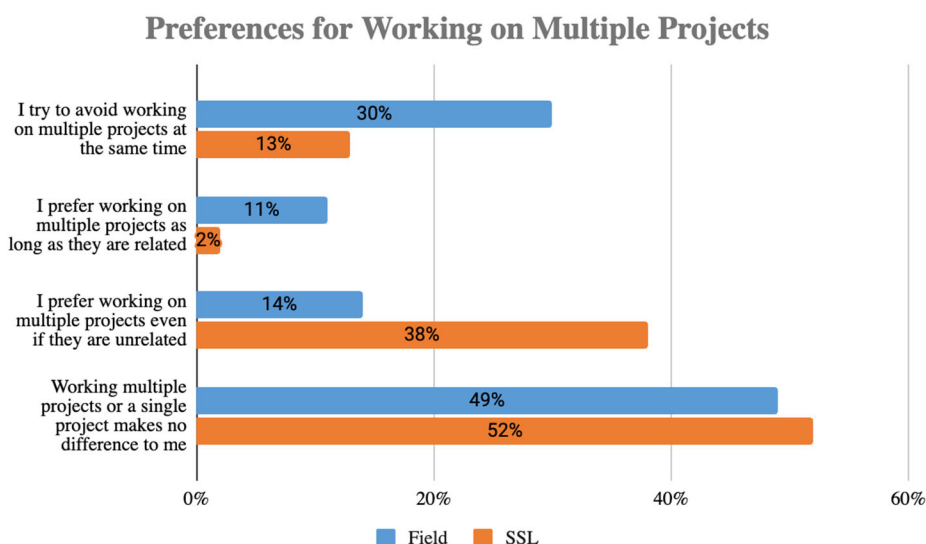
Figure 12: Preferences for Working on Multiple Projects

Respondents were asked to respond to statements that describe their preferences for having multiple project assignments at the same time (see Figure 12). Around half of interviewers in both the field (49%) and SSL (52%) indicated that the number of projects they work makes no difference to them. However, more field interviewers (30%) try to avoid working on multiple projects at the same time than SSL interviewers (13%). Substantially more SSL interviewers (38%) reported preferring to work on multiple projects even if they are unrelated compared to field interviewers (14%). This is likely reflective of the

relative complexity of in-person projects in particular, especially compared to telephone studies, as indicated in the comments.

When asked to comment on their preference for working multiple projects, common themes included –

Avoiding Multiple Projects at the Same Time

- Difficult to switch back and forth between projects.
- Want to focus on doing one project correctly.
- Employment or commitments outside of SRO makes working multiple projects difficult.
- Multiple projects can be overwhelming especially with different protocols.
- Prefer to give one project undivided attention.

Preference for Working Multiple Projects

- More variety.
- Allows for getting more hours.
- Want to learn new things/projects and gain more knowledge and experience.
- Less repetitive workload.
- Can be fun; enjoy research and learning different projects.

Workload

Respondents reported generally feeling satisfied with their workload (see Figure 13). Eighty-five (85%) of field interviewers and 90% of SSL interviewers agreed or strongly agreed that their workload was reasonable. Additionally, the majority of respondents in both the SSL and in the field disagreed or strongly disagreed that their job required them to do too many different things at once, that they were under constant time pressure due to a heavy workload, or that they had too much work to do everything well. However, the percentage of field interviewers who agreed or strongly agreed that their job required them to do too many different things at once was double (34%) that of SSL interviewers (17%).

Unlike in previous years, several of the individual workload variables appear related to job satisfaction and intent to stay. The items "My job required me to do too many different things at once" and "I was under constant time pressure due to a heavy workload" both have statistically significant relationships with satisfaction and intent to stay. The item "My workload was reasonable" has a significant relationship with satisfaction and the item "I had too much work to do everything well" has a significant relationship with intent to stay (Table 8).

Workload Questions by Location

Question	Strongly Agree	Agree	Disagree	Strongly Disagree
Field - My job required me to do too many different things at once	9%	25%	52%	14%
SSL - My job required me to do too many different things at once	6%	10%	58%	26%
Field - I was under constant time pressure due to a heavy workload.	5%	17%	59%	20%
SSL - I was under constant time pressure due to a heavy workload.	6%	7%	61%	26%
Field - I had too much work to do everything well.	4%	7%	67%	22%
SSL - I had too much work to do everything well.	4%	3%	54%	39%

Legend: Strongly Agree, Agree, Disagree, Strongly Disagree

Figure 13: Workload Questions, by SSL and Field

Reasonable Workload Question by Location

Question	Strongly Agree	Agree	Disagree	Strongly Disagree
Field - My workload was reasonable.	22%	63%	14%	1%
SSL - My workload was reasonable.	30%	60%	9%	1%

Legend: Strongly Agree, Agree, Disagree, Strongly Disagree
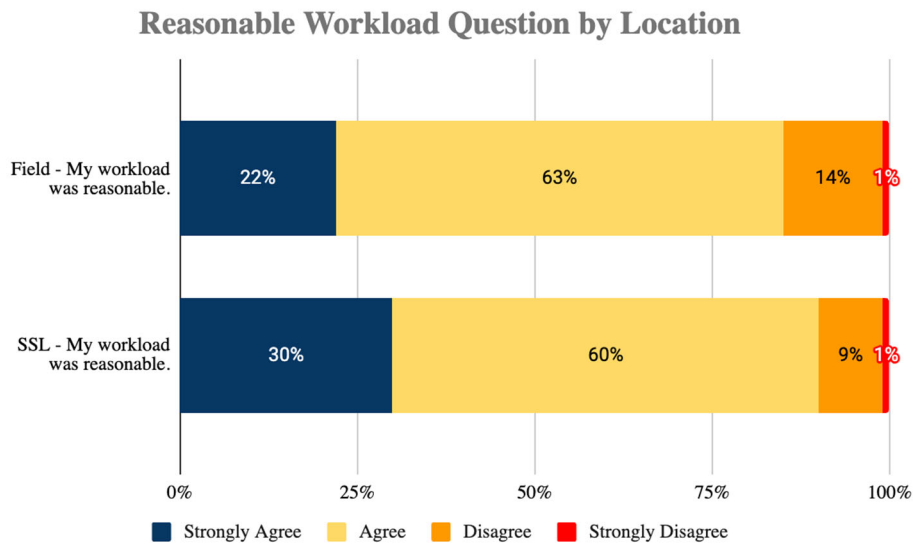
Figure 14: Reverse Coded Workload Question, by SSL and Field

Table 7: Workload Variables, Job Satisfaction

WORKLOAD VARIABLES / JOB SATISFACTION	% STRONGLY AGREE + AGREE	JOB SATISFACTION % VERY SATISFIED	JOB SATISFACTION (χ^2, 12 DF)
MY JOB REQUIRED ME TO DO TOO MANY DIFFERENT THINGS AT ONCE	31.25	45.25	34.579***
I WAS UNDER CONSTANT TIME PRESSURE DUE TO A HEAVY WORKLOAD	19.75	45	27.352*
I HAD TOO MUCH WORK TO DO EVERYTHING WELL	10.78	44.86	18.024
MY WORKLOAD WAS REASONABLE (REVERSE CODED)	85.89	45.05	56.632***

Pearson chi-square significance: *< .01; **<.005; ***<.001

Table 8: Workload Variables, Intent to Stay

WORKLOAD VARIABLES	% STRONGLY AGREE + AGREE	INTENT TO STAY, % VERY LIKELY	INTENT TO STAY (χ^2, 9DF)
MY JOB REQUIRED ME TO DO TOO MANY DIFFERENT THINGS AT ONCE	31.42	63.84	26.867***
I WAS UNDER CONSTANT TIME PRESSURE DUE TO A HEAVY WORKLOAD	19.95	63.84	25.212**
I HAD TOO MUCH WORK TO DO EVERYTHING WELL	10.75	63.75	8.785
MY WORKLOAD WAS REASONABLE	85.68	63.95	39.523***

Pearson chi-square significance: *< .01; **<.005; ***<.001

Workload Factor Analysis

An exploratory factor analysis was conducted which incorporated survey weights and used the Full Information Maximum Likelihood (FIML) method to account for missing values. The FIML method allows us to include a satisfaction survey response as long as there is at least one non-missing value (i.e. the respondent provided an answer for at least one of the four workload questions). The analysis revealed that all four variables loaded onto a 'workload' factor with loadings greater than 0.5 (see Table 9). Therefore, no items were dropped from the scale. Workload factor scores were created based on these items.

Table 9: Workload Factor Analysis Results

VARIABLE NAME	NOW WE HAVE SOME QUESTIONS ABOUT YOUR WORKLOAD. THINKING ABOUT YOUR MOST RECENT MONTH OF WORK FOR U-M SRO, PLEASE INDICATE HOW STRONGLY YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS	FACTOR LOADING
TIMEPRESSURE	I was under constant time pressure due to a heavy workload	0.87
TOOMUCHWORK	I had too much work to do everything well	0.80
MANYTHINGS	My job required me to do too many different things at once	0.72
INVREASONABLEWORK (REVERSE CODED)	My workload was reasonable	0.57

The effect of overall job satisfaction on workload factor scores was significant among field interviewers ($F_{(3,351)}=9.58, p<0.001$) and approached significance among SSL interviewers ($F_{(4,51)}=2.55, p=0.051$). Similarly, the effect of intent to stay at SRO on workload factor scores was significant among field interviewers ($F_{(3,351)}=5.14, p=0.002$) and approached significance among SSL interviewers ($F_{(3,52)}=2.32, p=0.086$). These findings suggest that workload is a factor influencing job satisfaction and retention among field interviewers and, to a lesser extent, SSL interviewers. Higher factor scores are associated with greater perceived workload.
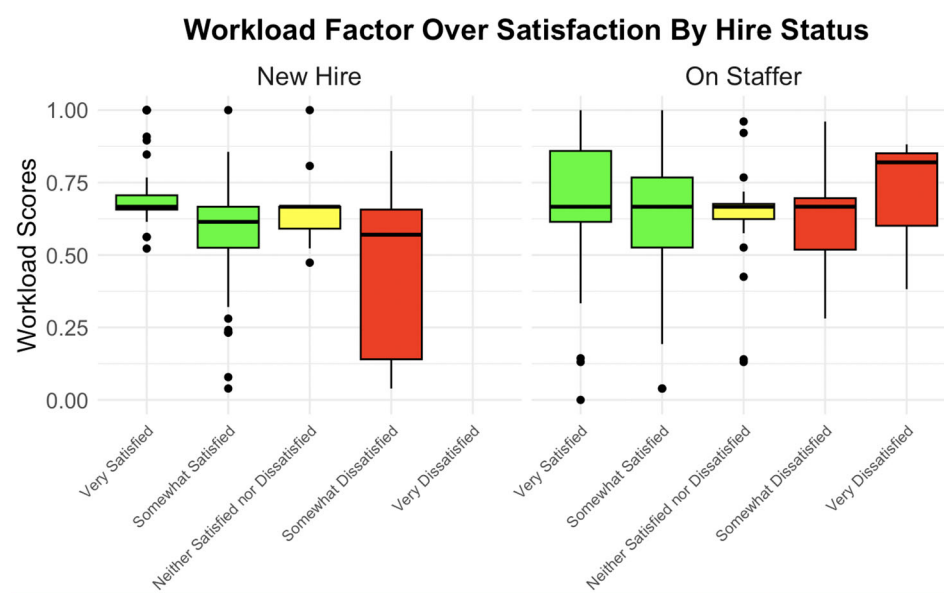

Figure 15: Workload and Satisfaction by Hire Status

When considering the impact of workload on satisfaction and intent to stay by whether or not the respondent was a new hire (hired in the last year) or on-staffer, we found an interesting pattern. In particular, for new hires, having a lower factor score (associated with lower perceived workload), seemed to bear some relationship with being dissatisfied (Figure 15). But that was not clearly the case for on-staffers. Among on-staffers, the workload factor score did not appear to be associated – at least not linearly – with job satisfaction.

Similarly for the relationship between the workload factor score and intent to stay. Among new hires, there seems to be more of a relationship between having a reduced workload and having an increased likelihood to leave (Figure 16). On-staffers do not seem to show any such relationship.

Workload Factor Over Intent to Stay by Hire Status
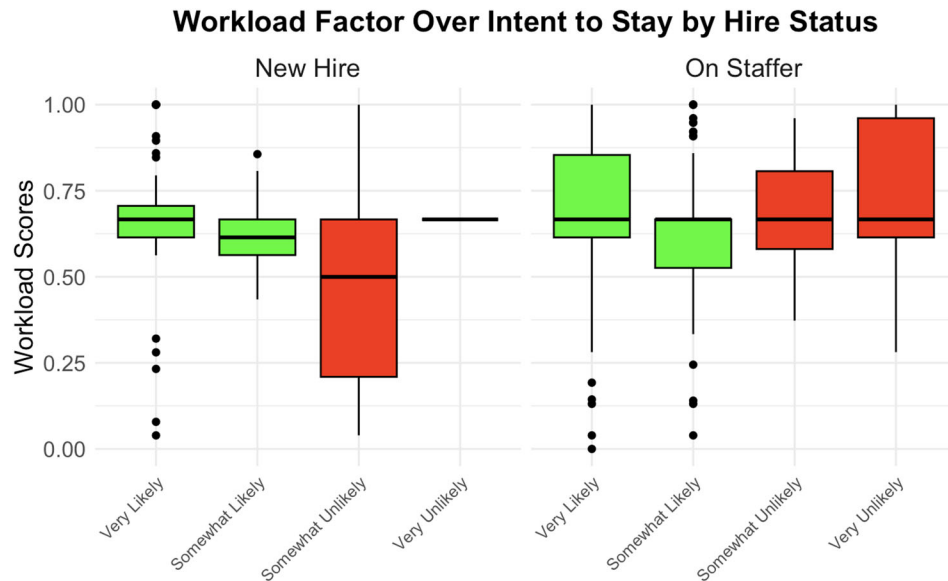
Figure 16: Workload and Intent to Stay, by Hire Status

TL Support

Respondents were asked various questions related to the support they receive from their TL and their overall satisfaction with their TL.

Overall Satisfaction with TL by Location
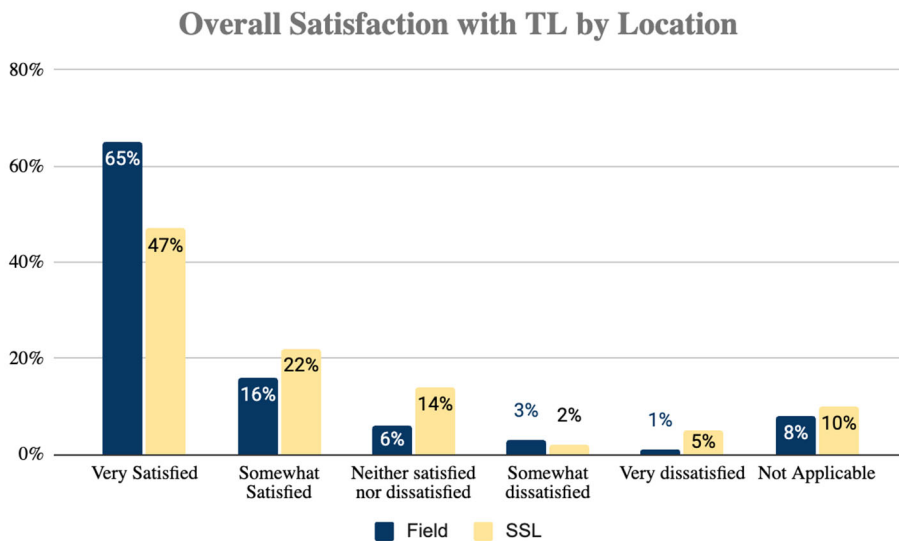
Figure 17: Overall Satisfaction with TL by Field/SSL

Interviewers reported a high degree of satisfaction with their TL overall but with field interviewers reporting a slightly higher degree of satisfaction than SSL interviewers. Eighty-one (81%) of all field interviewers were either very or somewhat satisfied with their TL compared to 69% of all SSL interviewers. However, 8% of field respondents and 10% of SSL respondents did not have a TL to report on ("Not Applicable").

The difference in satisfaction level is partly explained by the different roles that TLs play in the field and the SSL. In the field, TLs are assigned as the primary point of contact for interviewers on a project. In the SSL, the TLs serve as the primary point of contact for a shift only. That is, where field interviewers go to a specific, designated TL for all issues related to the project, SSL interviewers go to different TLs depending on who is on duty for that particular shift.
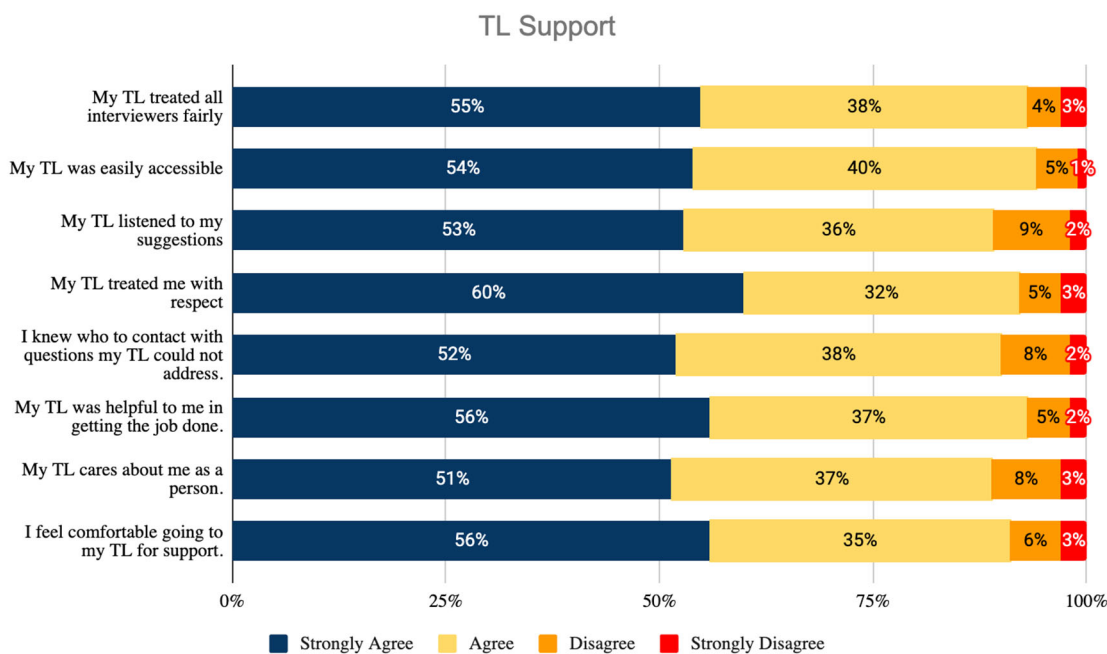
Figure 18: Overall Agreement with TL Support Questions

The overall distribution of responses was consistent across TL Support items (Figure 18) with over 90% of interviewers agreeing or strongly agreeing that their TL was accessible, treated all interviewers fairly, listened to suggestions, and treated them with respect. Furthermore, interviewers agreed they feel comfortable going to their TL for support, their TL cares about them as a person, their TL was helpful in getting the job done, and they knew who to contact with questions their TL could not address. Overall, field staff appear to value their team leaders more than the SSL staff (Figure 19). This is not surprising given that team leaders in the field tend to be dedicated to particular interviewers (typically 8-10 per project), while team leaders in the SSL manage based on shift assignments, which may frequently change.

TL Support by Location

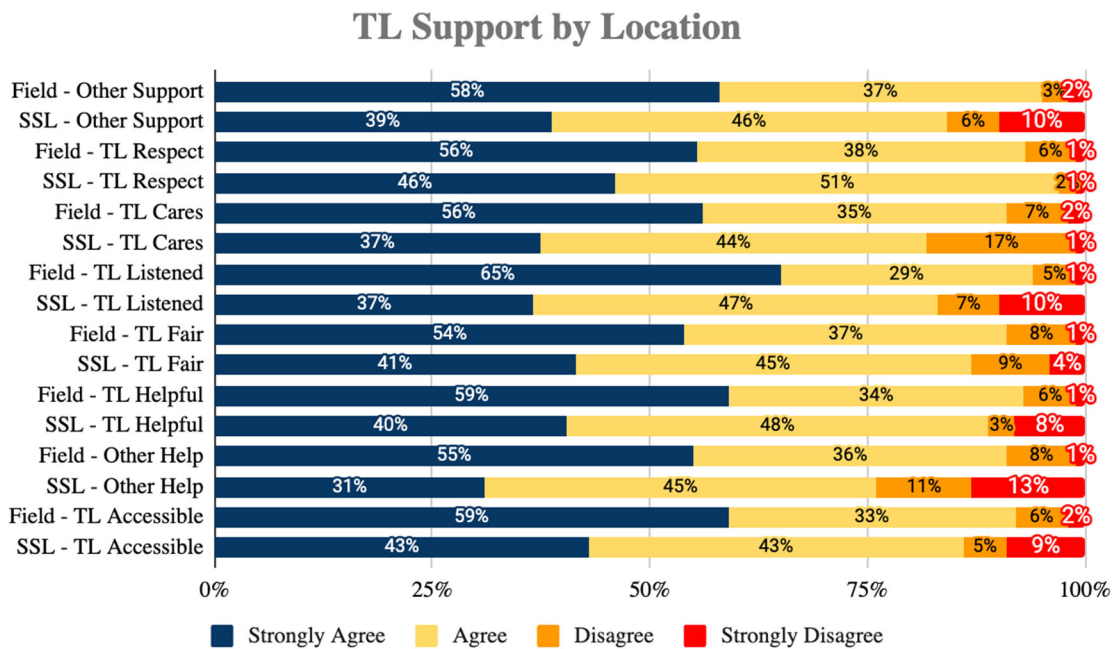|	Strongly Agree	Agree	Disagree	Strongly Disagree
Field - Other Support	58%	37%	3%	2%
SSL - Other Support	39%	46%	6%	10%
Field - TL Respect	56%	38%	6%	1%
SSL - TL Respect	46%	51%	2%	1%
Field - TL Cares	56%	35%	7%	2%
SSL - TL Cares	37%	44%	17%	1%
Field - TL Listened	65%	29%	5%	1%
SSL - TL Listened	37%	47%	7%	10%
Field - TL Fair	54%	37%	8%	1%
SSL - TL Fair	41%	45%	9%	4%
Field - TL Helpful	59%	34%	6%	1%
SSL - TL Helpful	40%	48%	3%	8%
Field - Other Help	55%	36%	8%	1%
SSL - Other Help	31%	45%	11%	13%
Field - TL Accessible	59%	33%	6%	2%
SSL - TL Accessible	43%	43%	5%	9%

Figure 19: Agreement with TL Support Questions by Location

As was the case in 2018, 2019, and 2022, respondents reported very high levels of satisfaction with the support they receive from their team leader. Over 90% of interviewers agreed that their TL was helpful to them in getting their job done. Interviewers also stated that their TL treated them with respect, they cared about them as a person, they feel comfortable going to their TL for support, they treated all interviewers fairly, they listened to suggestions, and they were easily accessible.

Compared to previous years, there were larger differences in perception of TL support by employee location. Around half of field interviewers expressed "strong agreement" on all of the TL support measures whereas SSL interviewers tended to lean more towards "agreement".

An exploratory factor analysis was conducted on the TL support items and all eight items loaded onto a 'TL Support' factor with loadings greater than 0.6 (see Table 10). Therefore, no items were dropped from the scale. This was consistent with the results of the factor analysis in 2018 and 2022. TL Support factor scores were created based on these items. Lower factor scores are associated with greater levels of TL support.

VARIABLE NAME	PLEASE INDICATE HOW STRONGLY YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS ABOUT YOUR MOST RECENT MONTH OF WORK. IF YOU WORKED WITH MORE THAN ONE TL, PLEASE THINK ABOUT THE TL YOU WORKED WITH MOST OFTEN OR MOST OF THE TIME.	FACTOR LOADING
TLCOMFORT	I feel comfortable going to my TL for support.	0.90
TLRESPECT	My TL treated me with respect.	0.89
TLLISTENED	My TL listened to suggestions.	0.88
TLHELPFUL	My TL was helpful to me in getting the job done.	0.88
TLFAIR	My TL treated all interviewers fairly.	0.87
TLCARES	My TL cares about me as a person.	0.84
TLACCESSIBLE	My TL was easily accessible.	0.74
TLOTHERHELP	I knew who to contact with questions my TL could not address.	0.66

Historically, TL support has been a significant indicator of both job satisfaction and intent to stay.
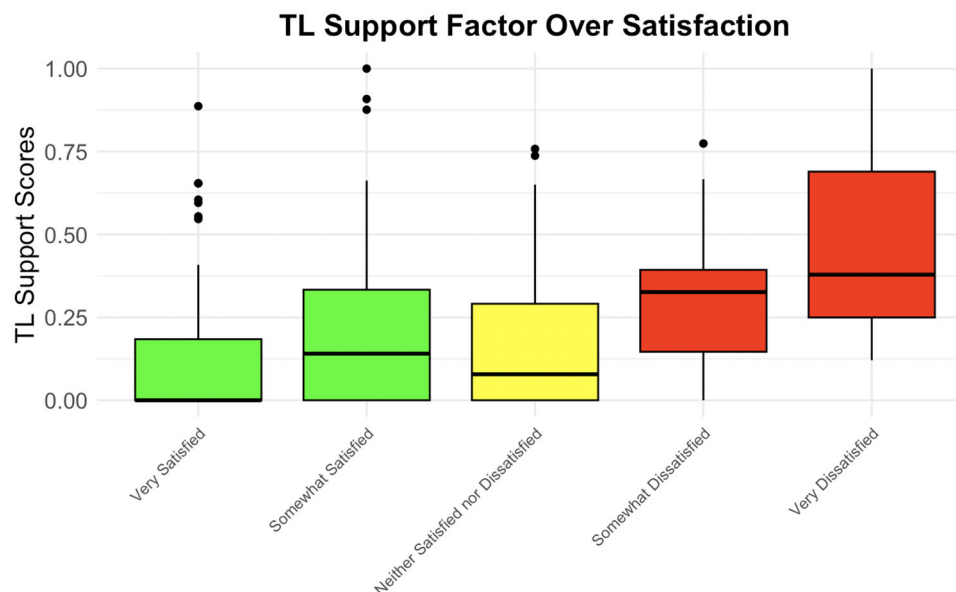

Figure 20: TL Support over Satisfaction

This year, the effect of overall job satisfaction on TL support factor scores was significant among field interviewers ($F_{(3,351)}=11.12, p<0.001$) but _not_ among SSL interviewers ($F_{(4,51)}=1.69, p=0.167$). Similarly, the effect of intent to stay at SRO on TL support factor scores was significant among field interviewers ($F_{(3,351)}=2.99, p=0.031$) but only approached significance among SSL interviewers ($F_{(3,52)}=2.62, p=0.061$). These findings suggest that TL Support is a factor influencing job satisfaction and retention among field interviewers but is not as important for those in the SSL.
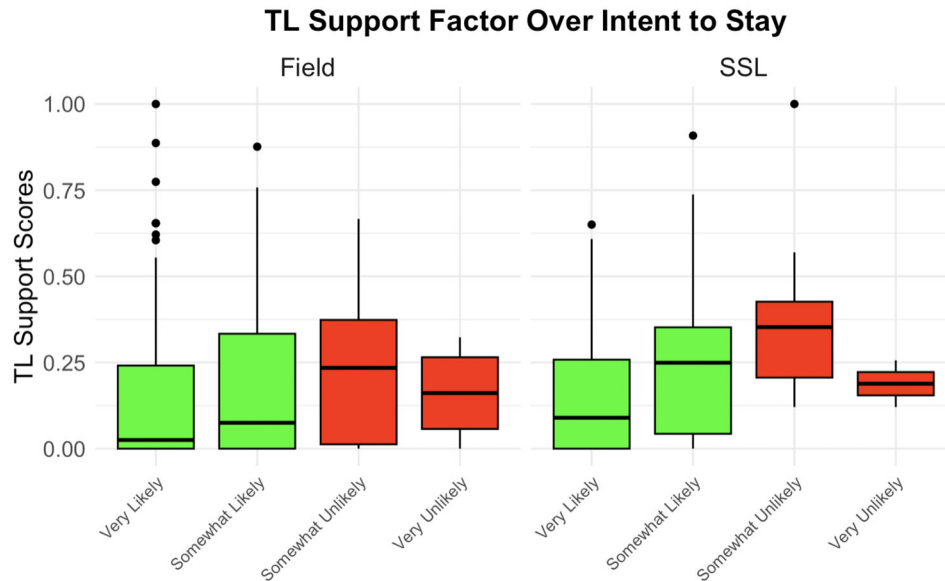
TL Support Factor Over Intent to Stay

Figure 21: TL Support over Intent to Stay, by Location

In Figure 21, we show the relationship between stated intent to stay and the TL Support scores by location (SSL and field). For both the SSL and the field, we find that respondents indicating that they are "very unlikely" to stay with UM-SRO are slightly more likely to express receiving TL Support than those in the "somewhat unlikely" category. Interestingly, this is consistent with the results from previous satisfaction surveys, but it is unclear what may be causing this. It is possible that there are exogenous influences being picked up, such as nearing a retirement date, which could impact both intent to stay and need for TL support.

At the conclusion of the battery of questions about team leaders, we asked respondents if there was anything else they would like us to know about their TLs (support_14). After removing responses indicating no comment, there were 202 (43%) open-ended responses provided. Field interviewers were more likely to provide responses (48.8%) than SSL interviewers (39.1%).

We used WordStat 2024.0.1 to review keywords in context and identified 3 main types of responses (positive, negative, and neither). Uncoded comments were subsequently reviewed and coded into existing categories, as appropriate.

Table 11: Coded Remark Distribution About Team Leaders

REMARKS ABOUT TEAM LEADERS	NO NEGATIVE REMARK	NEGATIVE REMARK	TOTAL
NO POSITIVE REMARK	47.46	52.54	100.00
	18.79	58.49	29.21
POSITIVE REMARK	84.62	15.38	100.00
	81.21	41.51	70.79
TOTAL	73.76	26.24	100.00
	100.00	100.00	100.00

On balance, interviewers were far more likely to provide a positive remark about their Team Leader (71%) than a negative (29%), with 11% providing both positively and negatively coded observations (Table 11).

However, there was a clear difference between the SSL and field in this respect. SSL interviewers were less likely to provide positive remarks about their Team Leaders (48%) than field interviewers (74%) and SSL interviewers were also more likely to provide a negative remark (44%) field interviewers (24%) (Table 12).

Table 12: Open Ended Remarks About Team Leaders, Sentiment Coded

SENTIMENT ABOUT TEAM LEADER	% POSITIVE REMARKS	% NEGATIVE REMARKS
SSL	48.00	44.00
FIELD	74.01	23.73
TOTAL	70.79	26.24

Again, we hypothesize that part of the reason for the difference in sentiment is due to the greater personal connection between a Team Leader and the interviewers in the Field as a function of the assigned TL status as opposed to working with shift-based TLs. We see support for this in part in the percent of Team Leaders that are named in the remarks. Overall, just over 16% of remarks named a TL. However, for the Field respondents, that percentage was 17.5% and for the SSL it was 8.0%.

Engagement and Belongingness

Interviewers indicated that they felt engaged and a sense of belongingness at their job. The majority of field and SSL interviewers expressed agreement that they feel like they are part of a team, they are able to share helpful work-related information with other interviewers, they have developed friendships with their co-workers, they feel connected to their coworkers, and they feel like they belong at U-M SRO. Again, field interviewers tended to have slightly stronger agreement than SSL interviewers.
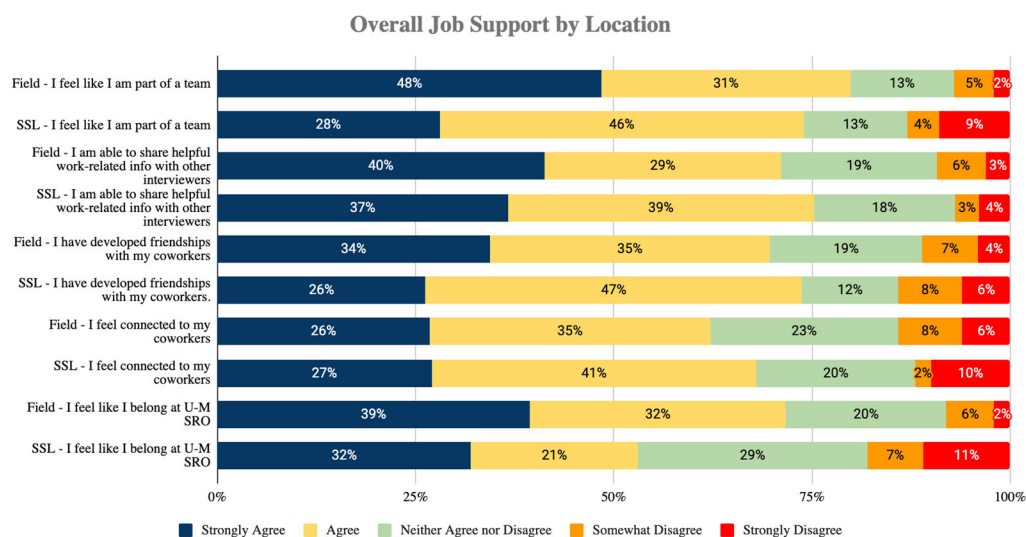

Figure 22: Overall Job Support by Field / SSL Location

Engagement and Belongingness Factor Analysis

An exploratory factor analysis was conducted on the engagement/belongingness items and all five items loaded onto a common factor with loadings greater than 0.6 (see Table 13). Therefore, no items were dropped from the scale. Factor scores were created based on these items. Lower factor scores are associated with greater levels of engagement and belongingness.

Table 13: Variables with Factor Loadings on 'Engagement'

Variable Name	Thinking about your work with U-M SRO in general, please indicate how strongly you agree or disagree with the following statements.	Factor Loading
ConnectedCoworkers	I feel like I belong at U-M SRO	0.92
FriendshipCoworkers	I feel connected to my coworkers	0.78
BelongSRO	I feel like I belong at U-M SRO	0.69
ShareInfo	I am able to share helpful work-related information with other interviewers in the course of doing my job	0.65
PartTeam	I feel like I am part of a team	0.64

The effect of overall job satisfaction on engagement factor scores was significant among both field $(F_{(3,351)}=32.32, p<0.001)$ and SSL interviewers $(F_{(4,51)}=6.20, p < 0.001)$ (see Figure 23). Higher feelings of belongingness and engagement at U-M and with coworkers is clearly associated with greater job satisfaction. Unlike the satisfaction survey results from prior years, field interviewers were actually just as likely or even more likely to associate developing friendships with others and job satisfaction. This is despite – or possible due to – how field work is more likely to be a solitary endeavor than SSL work.
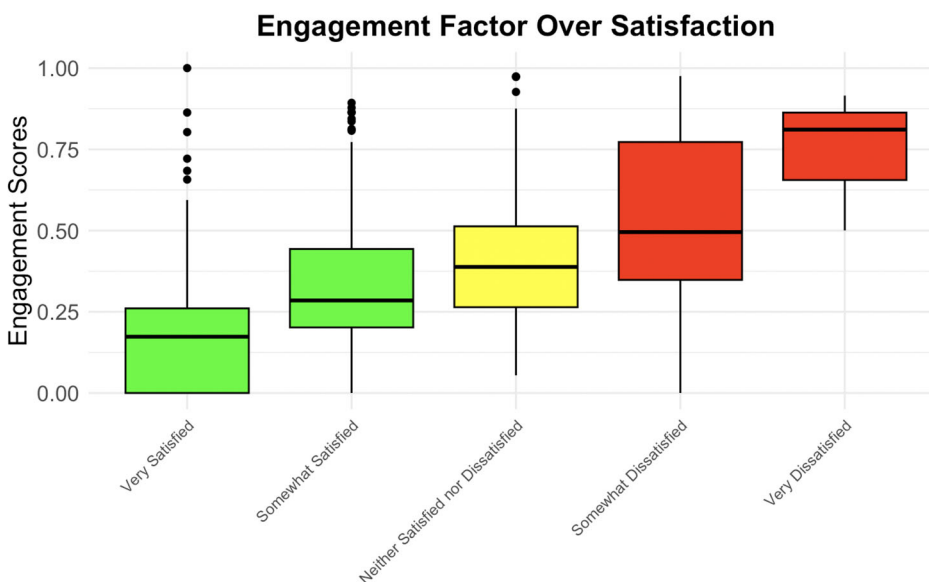

Figure 23: Engagement Factor over Satisfaction

Similarly, the effect of intent to stay at SRO on engagement factor scores was significant among field interviewers $(F_{(3,351)} = 21.42, p <.001)$ and approached significance among SSL interviewers $(F_{(3,52)} = 2.57, p=0.064)$ (see Figure 24). These findings suggest that engagement and support from coworkers is

an important factor influencing job satisfaction and retention across both the field and SSL. Consistent with previous years, it appears that being able to share information with each other is more important to a field interviewer's intent to stay than it is to an SSL interviewer. Again, this intuitively makes sense as field interviewers have fewer immediate resources that they can typically turn to.
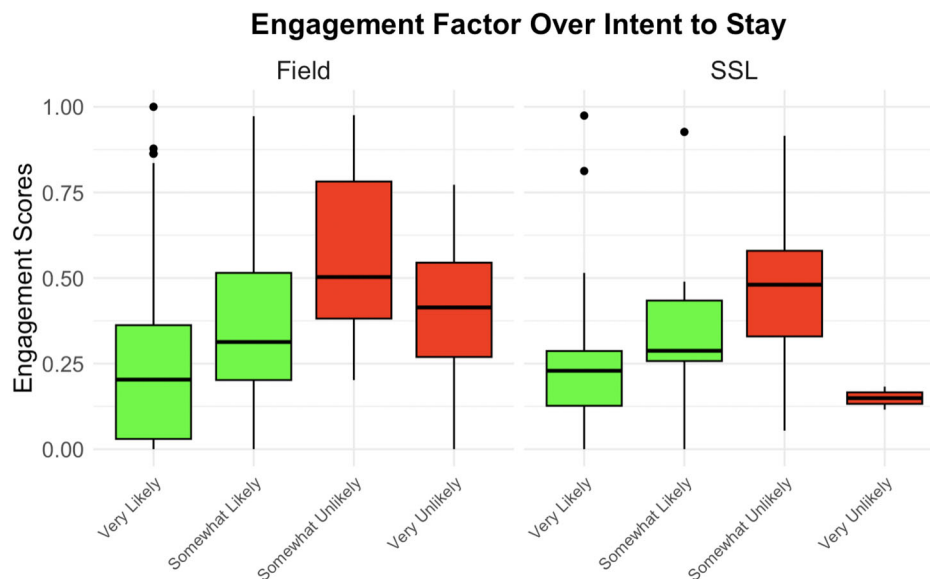
Engagement Factor Over Intent to Stay

Figure 24: Engagement Factor over Intent to Stay

While the results are somewhat curious with respect to how the "very unlikely to stay" score on engagement, the job satisfaction scores indicate that the lack of intent to stay is unlikely to be related to belongingness. We hypothesized that people signaling intent to leave may have life events that lead them to retirement, for example, which could be impacting the results.
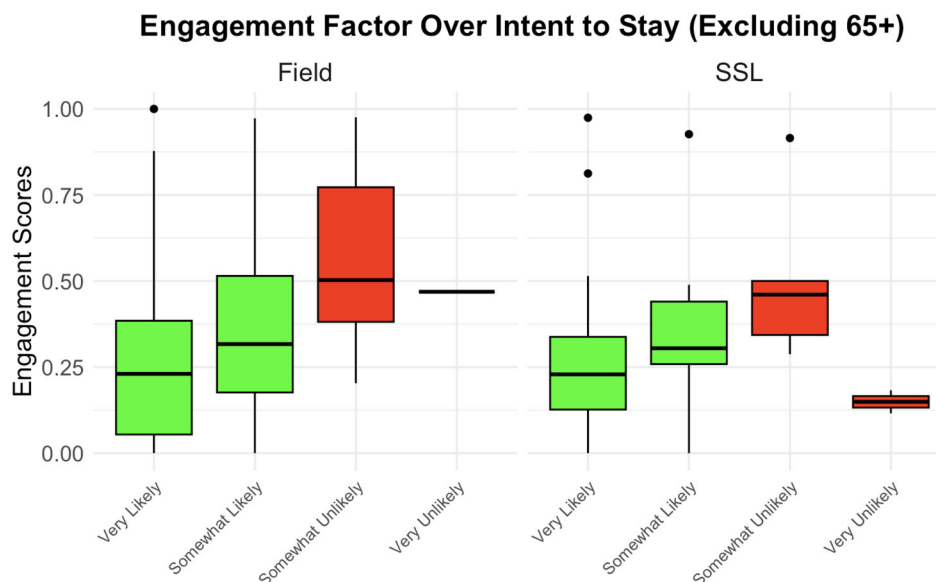
Engagement Factor Over Intent to Stay (Excluding 65+)

Figure 25: Engagement Factor over Intent to Stay (Excluding 65+)

We re-ran the data excluding respondents who were over 65 years of age at the time of the survey, in the hope that this would help us control for individuals who were retirement eligible. Results are presented in Figure 25. Interestingly, the pattern actually doesn't change. We do appear to eliminate the count (and distribution) of respondents reporting being very unlikely to stay for another year – especially in the SSL – but the pattern of increased engagement (lower engagement score) and reporting being very unlikely to stay persists. Table 14 shows the collapsed intention to stay responses by age category, and while we have a higher proportion of those over the age of 65 reporting being unlikely to stay (10.5%) compared to others over 40, we have an even greater proportion of those under the age of 40 reporting being unlikely to stay (17.9%).

Table 14: Satisfaction Survey Respondent Age by Intent to Stay

SATISFACTION SURVEY RESPONDENTS BY AGE	AGE 19 - 39	AGE 40 - 54	AGE 55 - 64	AGE 65+	TOTAL
"SOMEWHAT LIKELY" OR "VERY LIKELY" TO STAY (N = 371)	27.2%	26.4%	23.5%	22.9%	100%
	82.1%	95.1%	96.7%	89.5%	90.3%
"SOMEWHAT UNLIKELY" OR "VERY UNLIKELY" TO STAY (N = 40)	55%	12.5%	7.5%	25%	100%
	17.9%	4.9%	3.3%	10.5%	9.7%
TOTAL	29.9%	25.1%	21.9%	23.1%	100%
	100%	100%	100%	100%	100%

Respondents who indicated they were "Somewhat Unlikely" or "Very Unlikely" to stay are also more likely to have a graduate degree (Table 15).

Table 15: Satisfaction Survey Respondent Education by Intent to Stay

SATISFACTION SURVEY RESPONDENTS BY EDUCATION	SOME COLLEGE OR LESS	COLLEGE DEGREE	GRADUATE DEGREE	TOTAL
"SOMEWHAT LIKELY" OR "VERY LIKELY" TO STAY (N = 371)	43.9%	37.5%	18.6%	100%
	91.1%	92.1%	85.2%	90.3%
"SOMEWHAT UNLIKELY" OR "VERY UNLIKELY" TO STAY (N = 40)	40%	30%	30%	100%
	8.9%	7.9%	14.8%	9.7%
TOTAL	43.6%	36.7%	19.7%	100%
	100%	100%	100%	100%

Setting aside the age and education dimensions, engagement and belongingness are particularly important components influencing satisfaction and intent to stay. Over the past year, we have worked on the branding aspect of the University of Michigan as well as Survey Research Operations. We still have room for substantial improvements in the form of on-going outreach, increasing the feeling of being part of UM-SRO and a team, as well as encouraging interviewers to share information between themselves. We can still do more with recognition of individual interviewers and sharing how the work that interviewers do makes a difference, which should have a positive impact on job satisfaction.

Stress

Aspects of Your Work That You Find Stressful

We asked a series of questions regarding how stressful interviewers perceived various aspects of their job ranging from safety in neighborhoods, administrative requirements, study specific protocols, time requirements and interacting with people in various conditions. A subset of the questions were asked only of field interviewers as they related to in-person activities.

For the SSL interviewers, the top 10 situations endorsed as being the greatest job stressors are displayed in Table 16.

Table 16: Top 10 Stressful Situations for the SSL

PLEASE INDICATE HOW STRESSFUL THE FOLLOWING SITUATIONS ARE:	%SSL REPORTING VERY STRESSFUL	%SSL REPORTING SOMEWHAT STRESSFUL
Interacting with respondents who use raised voices, threats or profanity.	25.81%	43.55%
Conflicting instructions from different TLs, PCs or PMs.	17.74%	54.84%
Interviewing respondents who express impatience or irritation during the interview.	17.46%	42.86%
Technical problems that prevent work, such as computer problems or waiting for equipment to ship.	14.52%	24.19%
Hearing that your study is not meeting goals on schedule.	14.52%	38.71%
Calling or visiting respondents or informants who do not want to participate in the study.	14.29%	49.21%
Working in person or onsite (SSL).	12.70%	30.16%
Initial face-to-face screening visits or RDD/"cold calling" respondents to introduce the study.	9.68%	32.26%
Interviewing respondents who have difficulty understanding the survey questions.	9.52%	41.27%
Learning and remembering the new versions of study rules and protocols when they change during production.	8.06%	46.77%

Many of the top stressors related to respondent interactions. Stressors associated with following study protocols, learning to work with multiple project requirements, and following General Interviewing Techniques all had fewer respondents indicating that they were very stressful (not shown in the tables). This is not surprising since SSL interviewers have in-person support on-site at all hours.

Field interviewers also expressed a high degree of stress with receiving conflicting instructions. However, unlike SSL interviewers, field interviewers were more likely to mention finding technical problems very stressful which makes sense as SSL interviewers have live, in-person support, which field interviewers often find themselves struggling with technical issues while engaging respondents.

Table 17: Top 10 Stressful Situations for the Field

PLEASE INDICATE HOW STRESSFUL THE FOLLOWING SITUATIONS ARE:	%FIELD REPORTING VERY STRESSFUL	%FIELD REPORTING SOMEWHAT STRESSFUL
Interacting with respondents who use raised voices, threats or profanity.	30.23%	30.81%
Visiting households after dark.	22.52%	25.68%
Visiting neighborhoods where you feel concerned about your safety.	21.17%	37.39%
Calling or visiting respondents or informants who do not want to participate in the study.	20.41%	42.57%
Conducting interviews in homes where living conditions are difficult (dirt, pests, Poor air quality, heat, cold	18.47%	38.74%
Conflicting instructions from different TLs, PCs or PMs.	16.42%	33.14%
Conducting a face-to-face interview that is longer than 90 minutes.	13.90%	29.60%
Interviewing respondents who express impatience or irritation during the interview.	13.99%	41.69%
Initial face-to-face screening visits or RDD/"cold calling" respondents to introduce the study.	11.66%	30.03%
Navigating unfamiliar areas to visit households.	9.05%	40.27%

A comparison of the top 10 stressors from the field and the SSL reveal that there is broad agreement on causes of stress. The bars below reflect the weighted percent of each respondent type for "very stressful" incidents only.
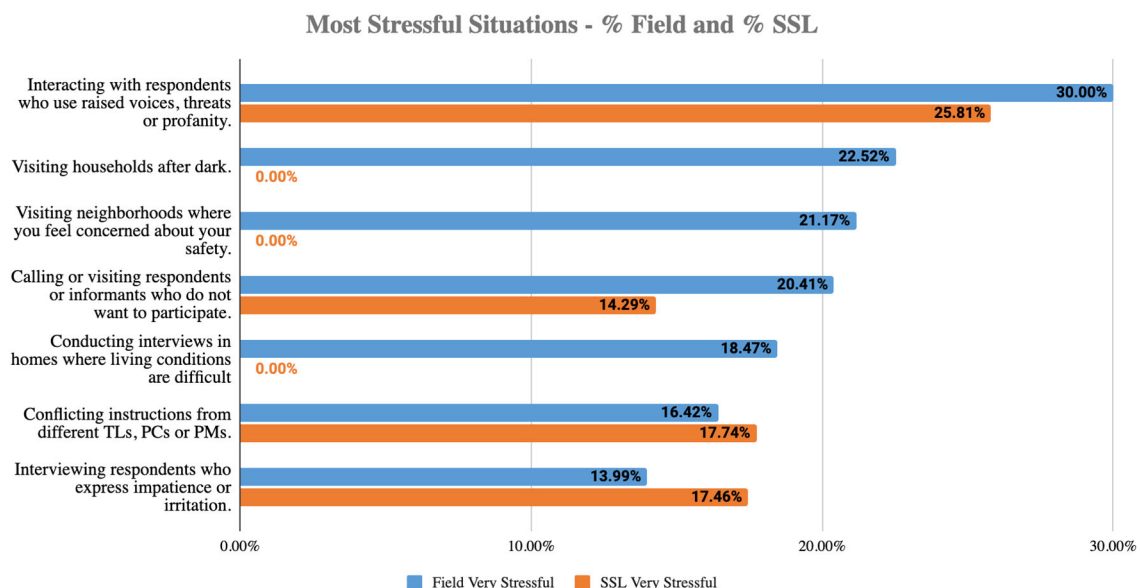

Figure 26: Most Stressful Situations, SSL and Field

As was the case in 2022, the most stressful incident for both the field and the SSL involves interacting with hostile respondents. Unlike in 2022, however, a higher percentage of field staff found this to be very stressful than SSL staff. Of the incidents asked of both the field and the SSL, field staff found calling or visiting respondents or informants who do not wish to participate as the next most stressful situation. In contrast, SSL staff found conflicting instructions from different TLs, PCs, or PMs as the next most stressful situation.

Stress Factor Analysis

An exploratory factor analysis was conducted on the 25 stress items. Fifteen items loaded onto a 'Stress' factor with loadings greater than 0.5 (see Table 18). Stress factor scores were created based on these items and the remaining 10 items were dropped. Lower factor scores are associated with greater levels of job stress.

Table 18: Stress Factor Loadings

VARIABLE NAME	THINKING ABOUT YOUR WORK WITH U-M SRO IN GENERAL, PLEASE INDICATE HOW STRONGLY YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS.	FACTOR LOADING
IMPATIENTRS	Interviewing respondents who express impatience or irritation during the interview.	0.69
SENSITIVEQS	Asking respondents sensitive or personal questions.	0.66
LONGFTFIW	Conducting a face-to-face interview that is longer than 90 minutes.	0.63
EMOTIONALR	Interviewing a respondent who is sad, upset or emotional.	0.61
AGGRESSIVERS	Interacting with respondents who use raised voices, threats or profanity.	0.61
DECLINEPARTICIPATE	Calling or visiting respondents or informants who do not want to participate in the study.	0.60
INITIALSCREENINGORCALLING	Initial face-to-face screening visits or RDD/"cold calling" respondents to introduce the study.	0.57
MULTIPLESTUDYRULES	If you are working two studies at once, remembering which rules and protocols apply to which study.	0.57
DIFFICULTUNDERSTANDING	Interviewing respondents who have difficulty understanding the survey questions.	0.57
LONGTELEPHONEIW	Conducting a telephone interview that is longer than 45 minutes.	0.53
DIFFICULTLIVING	Conducting interviews in homes where living conditions are difficult (dirt, pests, poor air quality, heat, cold).	0.53
NEWPROTOCOLS	Learning and remembering the new versions of study rules and protocols when they change during production.	0.52
WORKINGINPERSON	Working in person or onsite (SSL)	0.52
TALKATIVERS	Interviewing very talkative or digressive respondents.	0.51
UNFAMILIARAREAS	Navigating unfamiliar areas to visit households.	0.50
SAFETYCONCERN	Visiting neighborhoods where you feel concerned about your safety.	0.49

VARIABLE NAME	THINKING ABOUT YOUR WORK WITH U-M SRO IN GENERAL, PLEASE INDICATE HOW STRONGLY YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS.	FACTOR LOADING
INTERACTPOLICE	Interacting with police while making face to face contact attempts.	0.48
AFTERDARK	Visiting households after dark.	0.47
DIFFICULTEXPERIENCE	Hearing about respondents' very sad or difficult experiences.	0.46
FOLLOWINGGIT	Following GIT correctly during an interview.	0.38
CONFLICTINGINSTRUCTIONS	Conflicting instructions from different TLs, PCs or PMs.	0.34
TECHPROBLEMS	Technical problems that prevent work, such as computer problems or waiting for equipment to ship.	0.33
ADMINPROBLEMS	Administrative problems that prevent work, such as waiting for TL or other administrative approval.	0.32
NOTMEETINGGOALS	Hearing that your study is not meeting goals on schedule.	0.21

The effect of overall job satisfaction on stress factor scores was significant among field interviewers $(F_{(3,351)} = 6.02, p < .001)$ and, to a lesser extent, SSL interviewers $(F_{(4, 51)} = 2.64, p = 0.045)$.
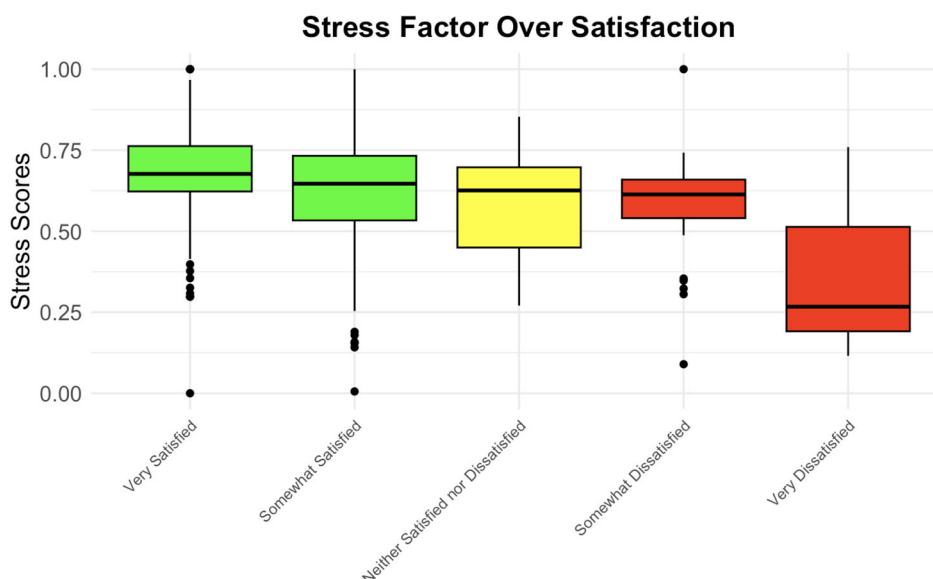
Figure 27: Stress Factor Over Satisfaction

In contrast, the effect of stress factor scores on intent to stay at SRO was significant among SSL interviewers $(F_{(3,407)} = 7.46, p < .001)$ but not among field interviewers $(F_{(3,52)}=2.06, p=0.117)$. This suggests that stress levels have differential impacts on job satisfaction and retention. It's not clear from the data why this may be the case. One possibility may be that where there is a prior expectation that the work will be stressful – for the field, working in-person, for both, dealing with upset respondents – it may impact satisfaction without impacting intent to stay. However, if the stress is unexpected – conducting long interviews, dealing with protocol changes in the middle of the study – it may impact

intent to stay. This is an area that is worth additional exploration for future studies, both as it relates to job satisfaction and as it relates to retention.
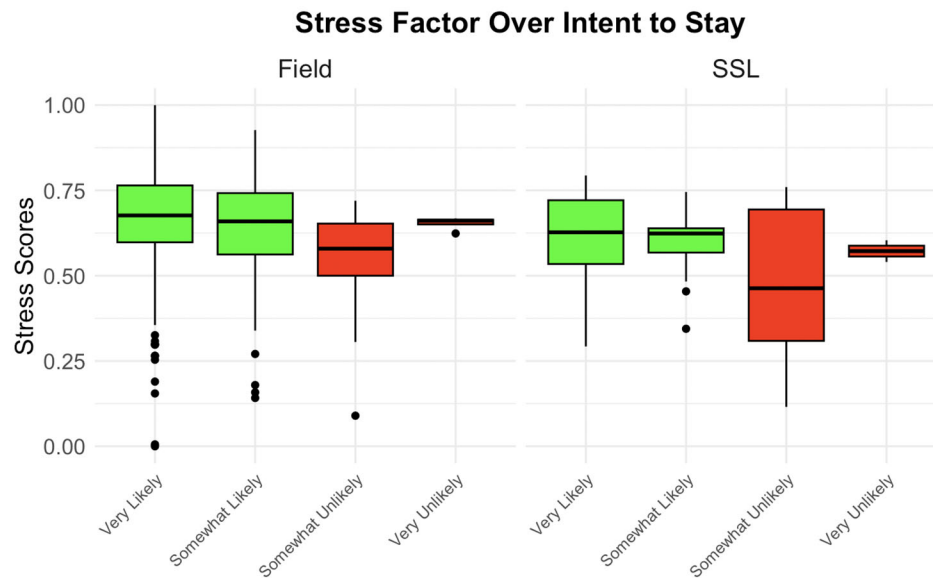
Stress Factor Over Intent to Stay

Figure 28: Stress Factor Over Intent to Stay

Stress Reduction

When faced with stressful situations, there are several potential resources available to interviewers to reduce or manage work-related stress. Interviewers were asked how important each of these resources are for managing stress. Overall, responses were largely split between "Very Important" or "Somewhat Important". Both the field and SSL rated "Speaking with a team leader or production coordinator" as the most important resource for managing work-related stress. A higher percentage of SSL interviewers rated each resource as "Not Important" than field interviewers. Intuitively this makes sense as field interviewers are more likely to be isolated and spend a greater amount of their work time alone which can lead to a greater need for resources.

Importance of Stress Reduction Resources

Resource	Very Important	Somewhat Important	Somewhat Unimportant	Not Important
Field - Speaking with a production manager	28%	47%	13%	12%
SSL - Speaking with a production manager	28%	43%	11%	17%
Field - Speaking with a team leader or production coordinator	51%	38%	7%	5%
SSL - Speaking with a team leader or production coordinator	44%	32%	7%	18%
Field - Speaking with a fellow interviewer	32%	47%	13%	9%
SSL - Speaking with a fellow interviewer	32%	49%	4%	16%
Field - Knowing that the CCP Team is available	31%	39%	15%	15%
SSL - Knowing that the CCP Team is available	37%	29%	16%	18%
Field - Knowing that I can contact FASSCO for mental health support	32%	35%	15%	18%
SSL - Knowing that I can contact FASSCO for mental health support	29%	21%	21%	29%
Field - Speaking with someone in the Ann Arbor Office	18%	33%	21%	28%
SSL - Speaking with someone in the Ann Arbor Office	22%	28%	6%	44%

Figure 29: Importance of Stress Reduction Resources

An exploratory factor analysis was conducted on the 6 stress reduction items. Five items loaded onto a 'Stress Reduction' factor with loadings greater than 0.5 and one item was dropped (see Table 19). Stress reduction factor scores were created based on these items.

Table 19: Stress Reduction Factor Analysis Results

VARIABLE NAME	THINKING ABOUT YOUR WORK WITH U-M SRO IN GENERAL, PLEASE INDICATE HOW STRONGLY YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS.	FACTOR LOADING
KNOWCCP	Knowing that the Clinical Contact Protocol (CCP) Team is available	0.88
KNOWFASSCO	Knowing that I can contact FASSCO for mental health support	0.86
SPEAKAA	Speaking with someone in the Ann Arbor Office	0.68
SPEAKTL	Speaking with a team leader or production coordinator	0.53
SPEAKPRODMANAGER	Speaking with a production manager	0.51
SPEAKIWER	Speaking with a fellow interviewer	0.47

The effect of overall job satisfaction on stress reduction factor scores was somewhat significant among field interviewers ($F_{(3,351)} = 3.60$, $p = 0.014$) but not SSL interviewers $F_{(4,51)} = 1.08$, $p=0.376$).

Stress Reduction Factor Over Satisfaction
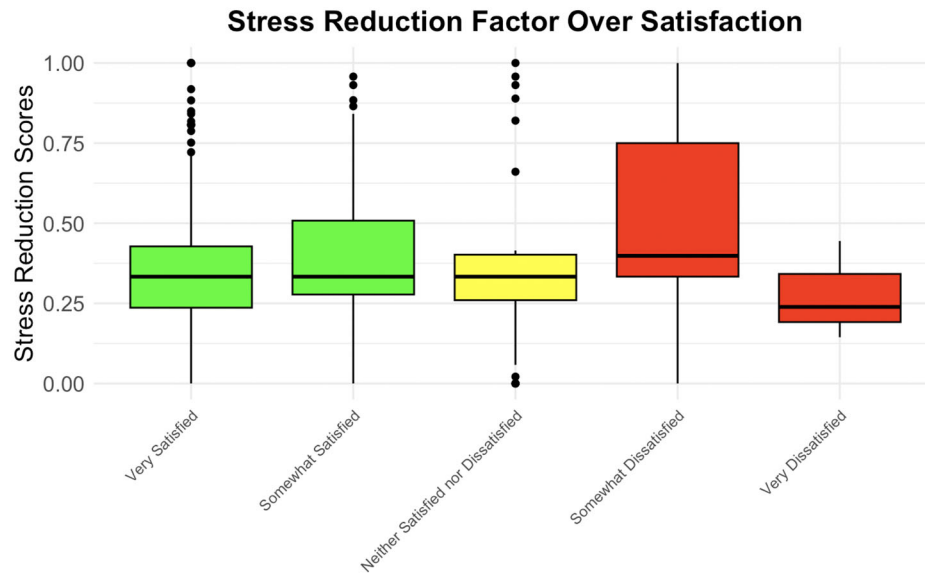
Figure 30: Stress Reduction Factor Over Satisfaction

Similarly, the effect of intent to stay on stress reduction scores was significant among the field ($F_{(3,351)}$ = 5.30, p=0.0014) but not the SSL ($F_{(3,52)}$ = 0.11, p=0.957). The importance of these stress reduction resources were not strongly tied to either satisfaction or intent to stay for the SSL. Although these resources could be a relevant factor for the field, the strength of significance is much lower compared to the belongingness and workload factors.

Stress Reduction Factor Over Intent to Stay
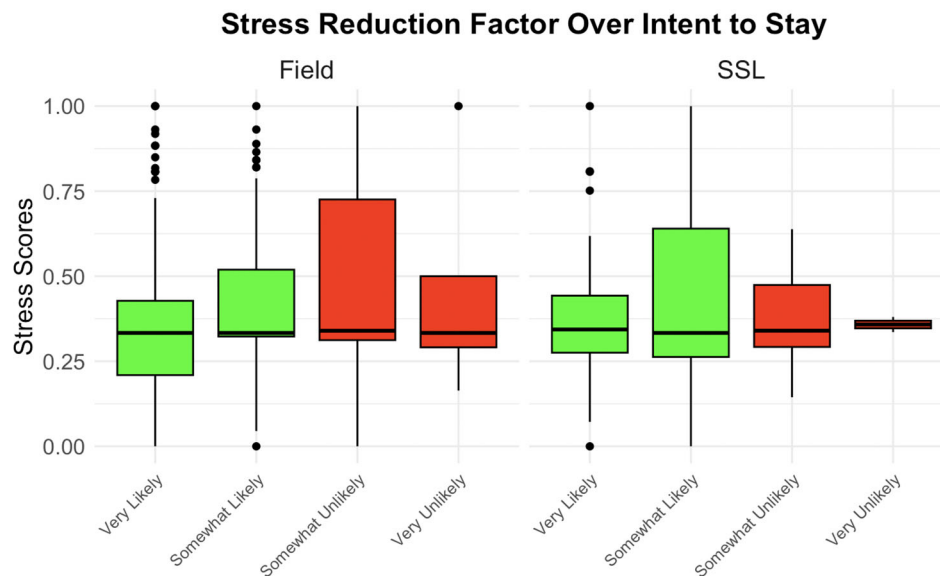
Figure 31: Stress Reduction Factor Over Intent to Stay

Stress Take-Aways

While many of these stressors (respondent interactions and living conditions, interview length) are largely out of the control of SRO staff, there are several items that do warrant a closer look.

1) Conflicting instructions.
   While we can't know for sure, it is entirely possible that instructions are less a conflict in nature rather than emphasis. That is, instructions received from a project manager are likely to have a different focus than instructions from a production manager, who is likely to have a different priority than a team leader. That said, if we can establish a common framework for how we communicate project needs and priorities, for example via a set of SRO values or overarching mission, the actual and apparent conflict may be reduced. We can and should also consider leveraging technical tools that allow for greater documentation and transparency of interviewer instructions, such as wiki-pages or project website walls.

2) Interviewing Respondents Who Are Emotional or Have Stressful Situations.
   In the past year, we have reached out to our Clinical Contact Protocol staff for their guidance, support, and *ad hoc* training sessions. It seems that we might benefit from further expanding their engagement with our field and SSL staff.

3) Interacting with Police.
   This is a field only concern, but one that is important. An attempt-level evaluation of both police interactions and threatening or hostile interactions in the field reveal that these are extraordinarily rare occurrences, but ones that appear to eventually affect most interviewers. As such, these are events that resonate deeply and have a lasting impact on an interviewer. In the past, we have sought to further develop our police contact protocols to include a 'police certification' form resulting from a visit to a police station that an interviewer can then carry with him or her. We would recommend re-initiating the development of such a form.

4) Working After Dark.
   As part of our General Interviewing Techniques, we stress the importance of working at different times of day and days of the week. We also refer to findings that have been consistently replicated in the literature and in our own experiences that show contacting a household in the evening increases the likelihood of contact. However, we recently reviewed attempts to initial contact in two cities over a one-year period where we controlled for sunset times. That review found that contact rates drop precipitously after dark. We propose including this consideration in our interviewer instructions and doing more to either work in teams after dark or provide better materials to interviewers for making the most of times when a household visit does not result in contact, such as improving our "Sorry I Missed You" contact materials.

Training

The next set of questions asked about training beginning with rating the helpfulness of particular training content. Overall, interviewers gave a wide spectrum of answers when rating the helpfulness of training content. However, a higher percentage of field interviewers rated training content related to "engaging respondents to complete an interview" to be completely or mostly helpful (48%) compared to SSL interviewers (31%). The same was found for training content related to "interacting with resistant or difficult respondents" (57% for field vs. 43% for SSL) and "using the sample management system(s) on my project(s)" (42% for field vs. 11% for SSL).
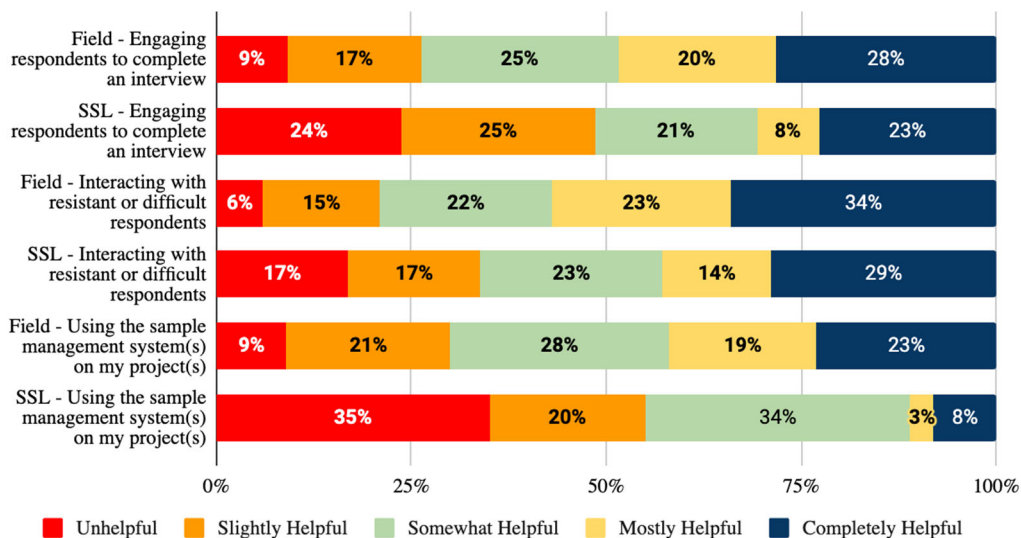
Helpfulness of Training Content by Location

Category	Unhelpful	Slightly Helpful	Somewhat Helpful	Mostly Helpful	Completely Helpful
Field - Engaging respondents to complete an interview	9%	17%	25%	20%	28%
SSL - Engaging respondents to complete an interview	24%	25%	21%	8%	23%
Field - Interacting with resistant or difficult respondents	6%	15%	22%	23%	34%
SSL - Interacting with resistant or difficult respondents	17%	17%	23%	14%	29%
Field - Using the sample management system(s) on my project(s)	9%	21%	28%	19%	23%
SSL - Using the sample management system(s) on my project(s)	35%	20%	34%	3%	8%

Figure 32: Helpfulness of Training Content by Location

Next we asked interviewers how much they have learned at SRO and if training has made them a better interviewer. Overall, field interviewers have found the trainings slightly more valuable for their interviewing abilities. Nearly half (49%) of field interviewers reported that everything they have learned at training has made them a better interviewer compared to just over one-third (34%) of SSL interviewers.

How much of what you have learned at SRO trainings has made you a better interviewer?

Category	Value
Field - Nothing	1%
SSL - Nothing	4%
Field - Less than half	3%
SSL - Less than half	9%
Field - About half	15%
SSL - About half	16%
Field - Most Things	33%
SSL - Most Things	38%
Field - Everything	49%
SSL - Everything	34%
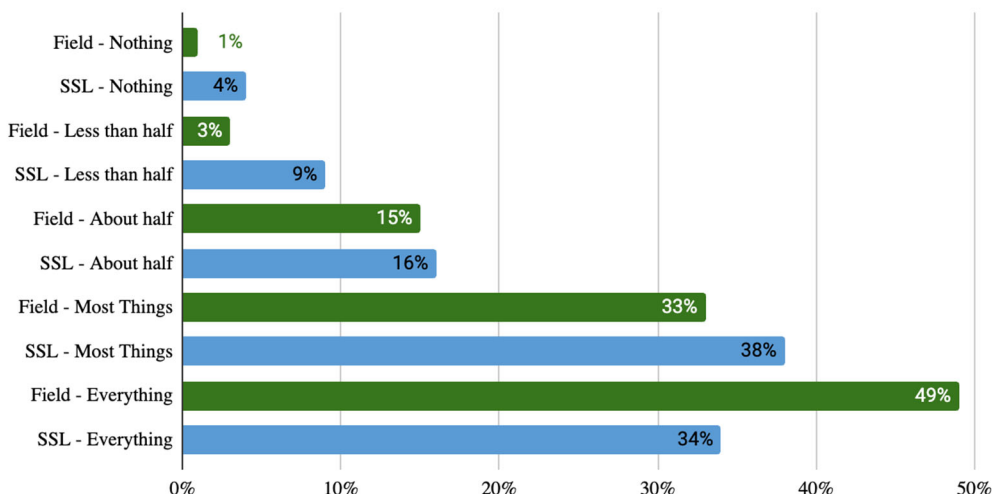
Figure 33: How much of what you have learned at trainings has made you a better interviewer

Respondents were also asked whether there were particular sample management systems they would like more training on (Figure 34). Respondents had the most interest in more SurveyTrak training

followed by MSMS training. Blaise SMS, WSMS, and "Other" sample management systems received fewer votes.

Is there a particular sample management system that you would like more training on?

System	Votes
SurveyTrak	76
MSMS	45
Blaise SMS	30
WSMS	17
Other	11
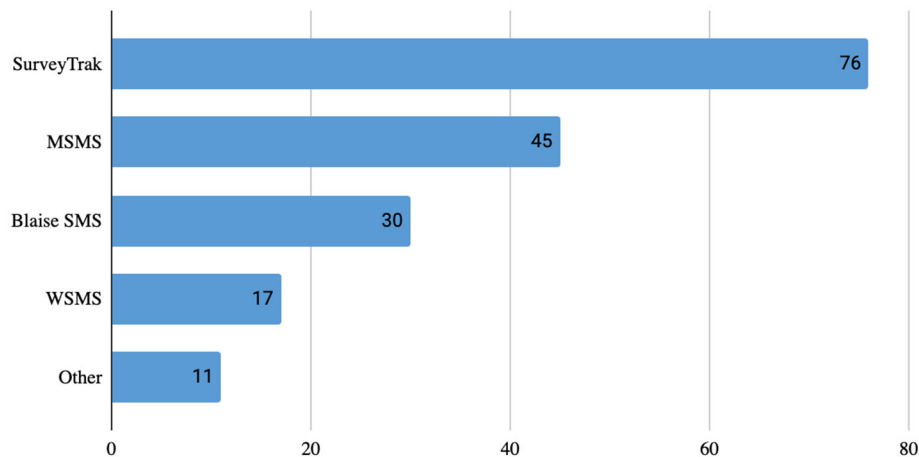
Figure 34: Sample management system's interviewers want more training on

The next set of questions addressed recall of training content. As expected, a relatively small percentage of interviewers reported remembering everything that they were taught from GIT, study-specific, and addressing respondent concerns training. While 75 percent of Field respondents reported recalling most or all of the GIT content, only 7 percent of SSL respondents remembered all or most of the GIT content and 71 percent reported remembering about half of what was taught from GIT training. This is likely because many SSL staff have worked in the SSL for a long time and it had been a long time since they needed to attend a GIT training.

Recall of Training Content by Location

Category	I don't remember anything	I remember less than half	I remember about half	I remember most	I remember everything
Field - GIT Trainings	1%	4%	20%	63%	12%
SSL - GIT Trainings	2%	14%	71%	6%	1%
Field - Study-specific trainings	1%	2%	19%	67%	11%
SSL - Study-specific trainings	4%	4%	16%	68%	8%
Field - Addressing respondent concerns trainings	3%	5%	26%	54%	13%
SSL - Addressing respondent concerns trainings	2%	12%	26%	54%	7%

Legend:
- I don't remember anything from these trainings
- I remember less than half of what is taught
- I remember about half
- I remember most of what was taught
- I remember everything we were taught

Figure 35: Recall of Training Content by Location

Diving further into GIT preparation, respondents were asked how prepared they felt in terms of reading scripts verbatim, using standard probes, and addressing respondent concerns. A slightly higher percentage of SSL interviewers felt "fully prepared" on each of these tasks whereas field interviewers leaned more towards "mostly prepared". Interviewers felt least prepared to address respondent concerns. About 30 percent felt somewhat prepared or less. That said, about 70 percent felt mostly or fully prepared, suggesting that it may be most engaging if the training on addressing respondent concerns were targeted to those who feel least prepared and interviewers were allowed to test out of it. About 94 percent of interviewers felt mostly or fully prepared to read verbatim. Roughly 19 percent of interviewers felt somewhat or less prepared to use standard probes.

GIT Preparation by Location

	Not at all prepared	A little prepared	Somewhat prepared	Mostly Prepared	Fully prepared
Field - Reading scripts verbatim	1%	1%	5%	27%	67%
SSL - Reading scripts verbatim	0%	4%	4%	17%	76%
Field - Using standard probes	0%	1%	16%	46%	36%
SSL - Using standard probes	0%	5%	16%	36%	44%
Field - Addressing respondent concerns	1%	6%	22%	46%	26%
SSL - Addressing respondent concerns	2%	9%	19%	43%	27%

Figure 36: GIT Preparation by Location

Training Type

The next set of questions focused on the helpfulness of specific types of training. These include GIT training, study-specific training, addressing respondent concerns training, and one-on-one training with other interviewers, TL's, and QC staff. The majority of respondents found all of these training types either completely or mostly helpful (see Figure 37). On average, the top 3 most helpful training types were study-specific training, GIT training, and one-on-one training with a TL.

Helpfulness of SRO Trainings

Training	Unhelpful	Slightly Helpful	Somewhat Helpful	Mostly Helpful	Completely Helpful
One-on-one training with QC staff	6%	8%	18%	28%	40%
One-on-one training with another interviewer	3%	8%	18%	37%	36%
Addressing respondent concerns trainings	2%	3%	20%	39%	35%
One-on-one training with a Team Leader	1%	5%	13%	37%	43%
GIT Trainings	2%	3%	8%	30%	56%
Study-specific Trainings	1%	2%	7%	31%	59%

Figure 37: Helpfulness of SRO Trainings

An exploratory factor analysis was conducted on the 6 training type items. Five items loaded onto a 'Helpful Training Type' factor with loadings greater than 0.5 and one item was dropped (see Table 20). Helpful training type factor scores were created based on these items.

Table 20: Training Type Factor Analysis

VARIABLE NAME	HOW HELPFUL HAVE THESE SRO TRAINING'S BEEN FOR YOUR SUCCESS IN INTERVIEWING?	FACTOR LOADING
GITTRAINING	GIT trainings	0.85
SSTRAINING	Study-specific trainings	0.83
RCONCERNTRAINING	Addressing respondent concerns trainings	0.72
ONEONETLTRAINING	One-on-one training with a Team Leader	0.63
ONEONEQCTRAINING	One-on-one training with QC staff	0.56
ONEONEIWTRAINING	One-on-one training with another interviewer	0.49

Overall job satisfaction was positively correlated with the helpful training type factor scores among both field interviewers ($F(3,351) = 27.57$, $p < .001$) and SSL interviewers $F(4,51) = 3.74$, $p=0.01$). The Kendall's Tau correlation for field interviewers revealed a moderate negative association between training type scores and overall job satisfaction ($\tau = -0.26$, $z = -6.19$, $p < 0.001$). Among SSL interviewers, there was a significant but smaller negative association between these variables ($\tau = -0.35$, $z = -3.35$, $p < 0.001$), where smaller values indicate higher levels of job satisfaction.

Figure 38: Training Type Factor Over Satisfaction

Similarly, the effect of helpful training type scores on intent to stay was also significant among both the field ($F_{(3,351)} = 17.46$, $p < .001$) and SSL ($F_{(3,52)} = 8.52$, $p < .001$). The Kendall's tau correlation for field interviewers indicated a moderate negative association between training type scores and intent to stay at SRO next year ($\tau = -0.27$, $z = -6.36$, $p < 0.001$). For SSL interviewers, there was a stronger negative association between these variables ($\tau = -0.47$, $z = -4.08$, $p < 0.001$). Again, smaller values indicate higher levels of intent to stay.
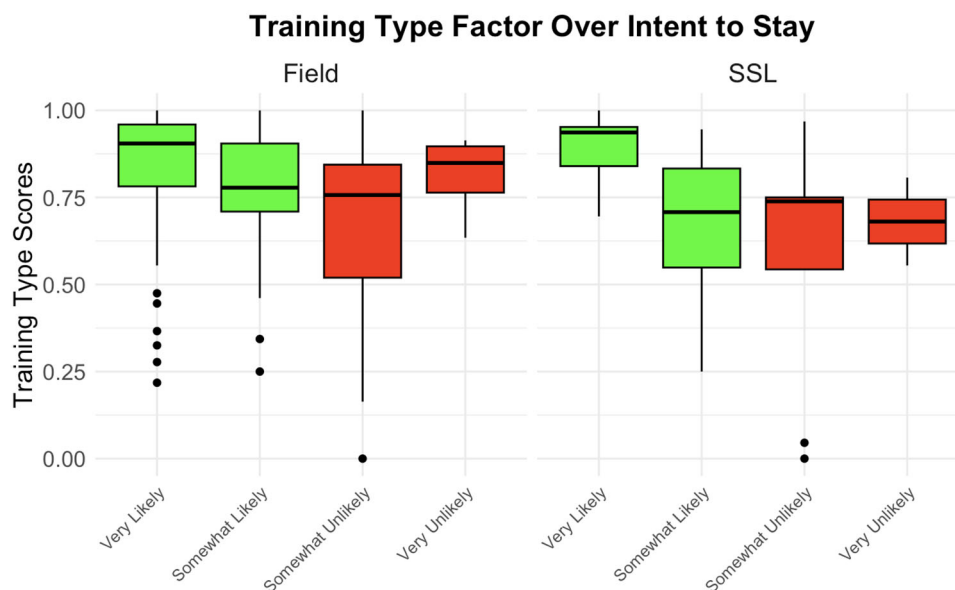
Figure 39: Training Type Factor Over Intent to Stay

Helpfulness of Training Approaches

Respondents were asked about how helpful each of 13 different training approaches are for their learning (see Figure 40). Overall, "Hands-on-practice (HOPS)", "Applying what I learned to my current or future needs", and "Demonstration of skills" were the most helpful approaches. "QC Feedback" and "Small group projects" were also helpful for many respondents but fewer respondents had experience with these approaches (11% not applicable responses). Among the least helpful training approaches include "Listening to speeches or lectures" and "Presenters reading slides". This is not too surprising since these formats tend to be less engaging and interacting then the other approaches.
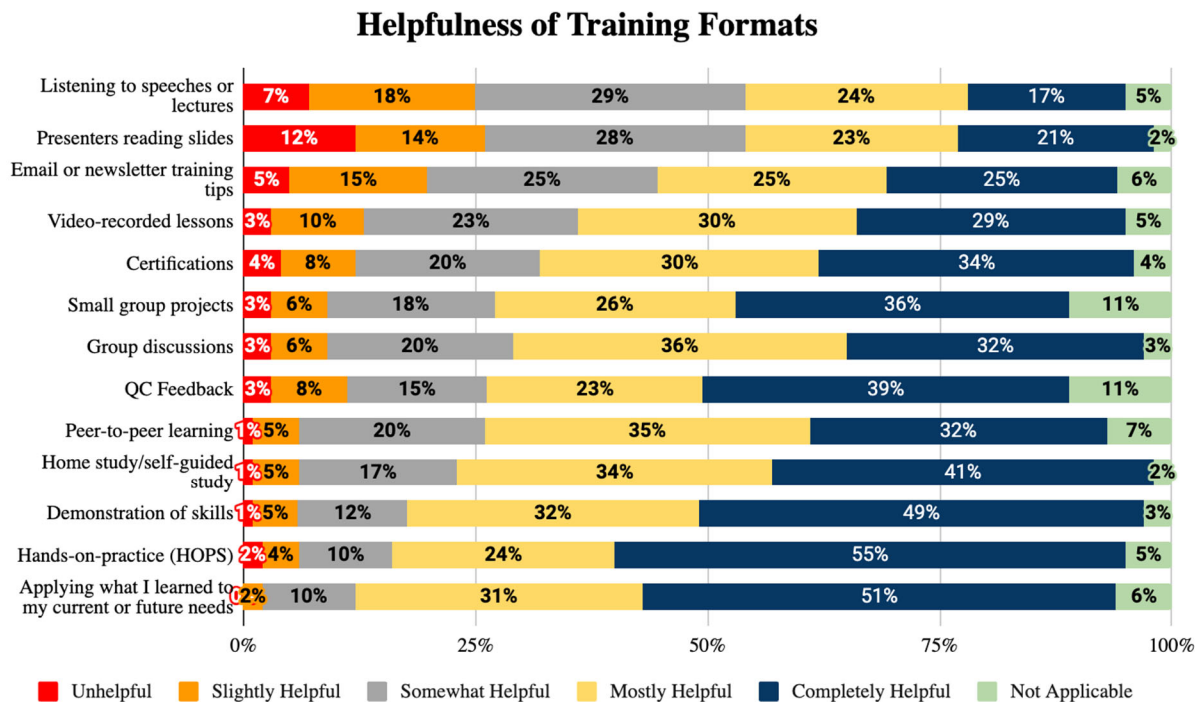
Figure 40: Helpfulness of Training Formats

An exploratory factor analysis was conducted on the 13 training approach items. All 13 items loaded onto a 'Training Approach' factor with loadings greater than 0.5 (see Table 21). Training approach factor scores were created based on these items with not applicable responses excluded. As an overall score, this is potentially indicative of the general helpfulness of instruction.

VARIABLE NAME	HOW HELPFUL ARE THE FOLLOWING TYPES OF TRAINING APPROACHES FOR YOUR LEARNING?	FACTOR LOADING
VIDEOLESSONS	Video-recorded lessons	0.74
GROUPDISCUSS	Group discussions	0.70
LECTURES	Listening to speeches or lectures	0.69
PRESENTERSLIDES	Presenters reading slides	0.69
EMAILTRAINING	Email or newsletter training tips	0.69
CERTIFICATIONS	Certifications	0.68
SMALLGROUPS	Small group projects	0.67
HOMESTUDY	Home study / self-guided study	0.66
DEMOSKILLS	Demonstrations of skills	0.65
QCFEEDBACK	QC Feedback	0.65
APPLYINGLEARNING	Applying what I learn to my current or future needs	0.63
PEERTOPEER	Peer-to-peer learning	0.62
HOPS	Hands-on practice (HOPS)	0.52

Interpretation notwithstanding, the effect of overall job satisfaction on training approach factor scores was significant among field interviewers ($F(3,351) = 15.49$, $p < .001$) but not SSL interviewers $F(4,51) = 1.83$, $p=0.138$). Field interviewers who find the training approaches helpful have, on average, greater job satisfaction but this does not hold true for SSL interviewers. Taken together with the results reported above, SSL interviewers appear to be more satisfied based on the content of trainings rather than the delivery, whereas both content and delivery methods are related to satisfaction among field interviewers.

Figure 41: Training Approach Factor Over Satisfaction

The effect of intent to stay on training approach scores was significant among both the field (F(3,351) = 10.21, p < .001) and SSL (F(3,52) = 4.87, p = .005). Those who find the training approaches helpful have, on average, greater intent to stay at SRO.

Training Approach Factor Over Intent to Stay
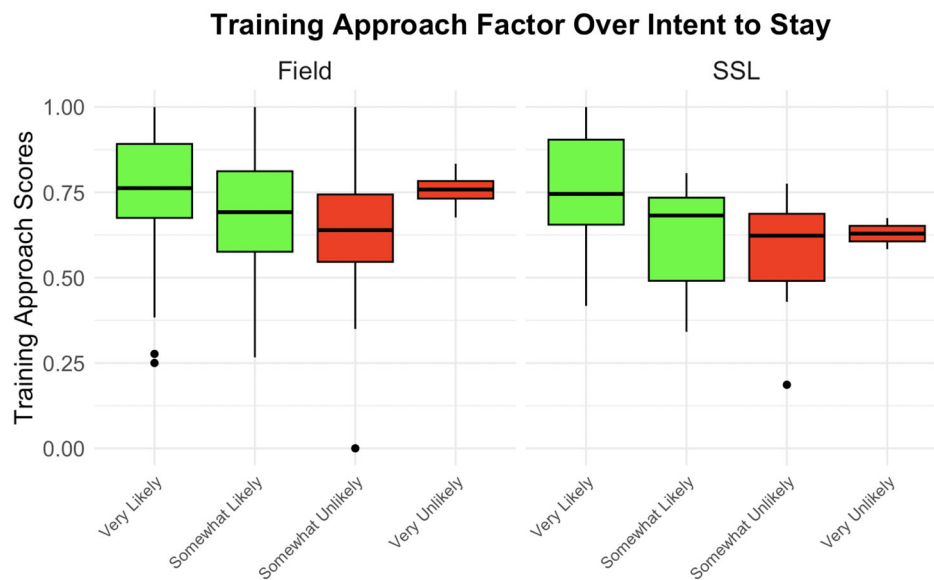
Figure 42: Training Approach Factor Over Intent to Stay

Use of Training Approaches

Finally, respondents were asked how they feel about the use of different training approaches at an SRO training (see Figure 43). The majority of respondents (58%) believe that training should do more in "Highlighting the most important content". Other approaches such as "Hands-on-practice (HOPS) with a skill", "Learning Games", and "Peer-to-peer" learning were largely split with one group of respondents believing that trainings have the right amount of these and another group of respondents believing that trainings should have more of these. Consistent with the training helpfulness section, over ⅓ of respondents believe that training should have less of "Presenters reading slides" and less of "Giving speeches or lectures".

Training Approaches
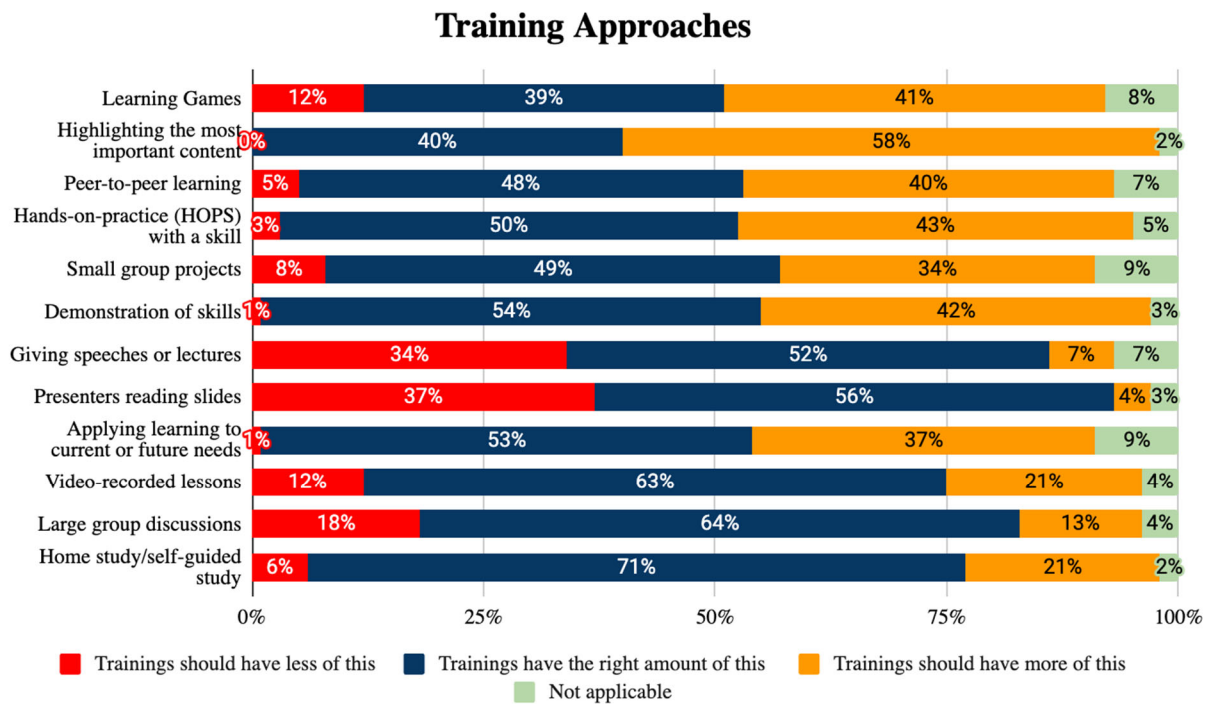
Figure 43: Use of Training Approaches

Conclusion

Using exploratory factor analyses processes described above, we identified seven factors. These included:

- Factor 1: Workload
- Factor 2: TL Support
- Factor 3: Engagement and Belongingness
- Factor 4: Stress
- Factor 5: Stress Reduction
- Factor 6: Training Types
- Factor 7: Training Approaches

The distribution of the factors is shown in the graph below.
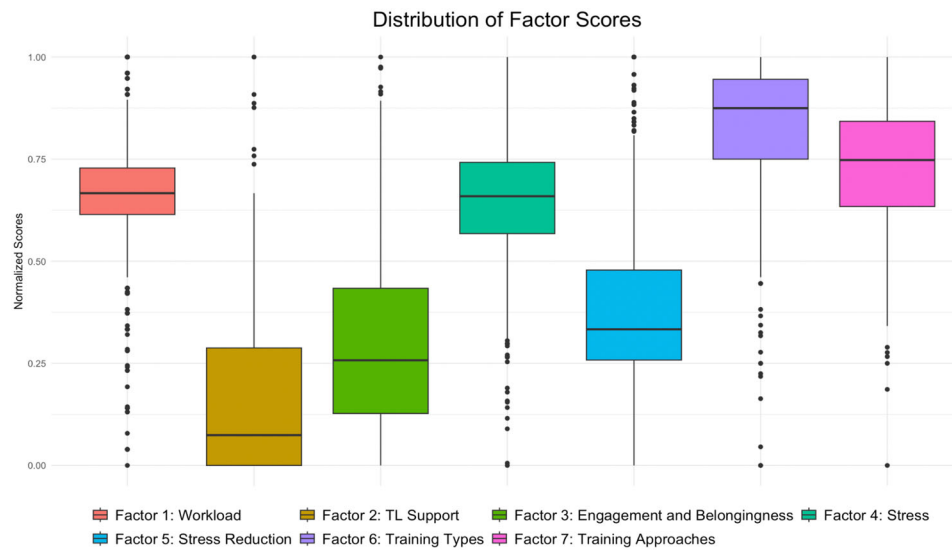
Figure 44: Factor Score Distributions

To evaluate the usefulness of the model, we also examined the relationship between each of the factors and the two primary outcomes of interest, interviewer satisfaction and expressed likelihood to stay. Consistent with the 2022 satisfaction survey data, the relationship was stronger overall for job satisfaction than for likelihood to stay and also stronger for field interviewers than SSL interviewers.

Outcome 1: Satisfaction with SRO

Each of the seven factors identified was significantly associated with employee satisfaction with their work at SRO. Due to the relatively small number of dissatisfied respondents, we collapsed the satisfaction responses and the mean value of each factor was compared among those who were considered satisfied (very satisfied plus somewhat satisfied) versus those who were not satisfied (neither satisfied nor dissatisfied plus somewhat dissatisfied plus very dissatisfied). The three factors with the greatest difference in the mean value between those who were satisfied versus those who were not were Factor 3: Belongingness and Engagement, Factor 6: Training Types, and Factor 7: Training Approaches. These are likely to be key areas where SRO can continue to focus in order to improve employee satisfaction.

Table 22: Factor Scores by Job Satisfaction

	Satisfied with SRO		
	Not Satisfied	Satisfied	p-value
	mean		
Factor 1. Workload	0.61	0.67	0.034
Factor 2. TL Support	0.25	0.14	0.002
Factor 3. Engagement and Belongingness	0.48	0.26	< .0001
Factor 4. Stress	0.56	0.65	< .0001
Factor 5. Stress Reduction	0.43	0.36	0.105
Factor 6. Training Types	0.65	0.85	< .0001
Factor 7. Training Approaches	0.62	0.75	< .0001

Outcome 2: Intent to continue working at SRO

The relationship between the factor scores and intent to stay at SRO for a year were slightly weaker than for job satisfaction. In Table 23, we list the mean value of each factor for respondents who were likely (very likely plus somewhat likely) to continue working at SRO and for those who were not likely (somewhat unlikely plus very unlikely) to continue working at SRO in the next year.

Five of the seven factors were significantly associated with likelihood to stay with SRO over the next year. The factors with the greatest difference in the mean value between those who were likely to continue working at SRO versus those who were not likely to continue working at SRO in the next year were Factor 3: Engagement and Belongingness, Factor 6: Training Types, and a tie between Factor 4: Stress, and Factor 7: Training Approaches. This reinforces the need for SRO to explore these areas in more detail in order to determine the key areas that SRO can improve in order to decrease the likelihood that interviewers consider leaving their position in the next year as well as to increase employee satisfaction.

Table 23: Factor Scores by Intent to Stay

	Intent to Stay		
	Not Likely	Likely	p-value
	mean		
Factor 1. Workload	0.59	0.67	0.050
Factor 2. TL Support	0.25	0.15	0.006
Factor 3. Engagement and Belongingness	0.51	0.27	< .0001
Factor 4. Stress	0.54	0.65	0.0001
Factor 5. Stress Reduction	0.45	0.36	0.0557
Factor 6. Training Types	0.67	0.84	0.0002
Factor 7. Training Approaches	0.63	0.74	0.0004

Appendix 1: Email invitations and reminders

Prenotification

Mailed 5/25/23 (SRO closure day 5/26, before Memorial Day)

Subject: Your Input Is Needed

Dear SRO Colleague,

We are currently putting the final touches on the 2023 Interviewer Satisfaction Survey. Input from our interviewers through past Satisfaction Surveys has been crucial for effecting meaningful change within SRO. Your feedback has informed our decision to provide all SSL interviewers with dedicated headsets, guided field data collection practices particularly after dark, and most recently led us to modify (and continue to work on) our quality assurance practices, to name a few examples.

In addition to measuring the overall satisfaction levels of our data collection staff, the 2023 survey will seek input on your workload, thoughts about working multiple projects at the same time, and suggestions and feedback on our trainings.

Invitations will go out next Tuesday. Staff currently assigned to a project will receive the invitation in their U-M email box and staff currently not assigned to a project will have the invitation sent to their personal email on file.

We hope you will take some time to help us continue to make improvements to SRO.

Have a wonderful Memorial Day weekend.

Grant

Director of Data Collection Operations

Subject: The SRO Interviewer Satisfaction Survey

Dear (auto fill with first name),

Last week we sent you an email letting you know about the 2023 Interviewer Satisfaction Survey. This survey is really important in that it raises our awareness of the concerns, frustrations, suggestions, and praises that **you** have, so that we can make organizational changes to improve your experiences at SRO.

As in past years, the survey is about 20 minutes long and includes many open-ended response opportunities. We read each and every one of these responses! They inform not only how we think about responses to this survey, but also what we should be focusing on in future years.

Your participation is completely voluntary. As a token of appreciation, we will mail $20 cash to those who complete the survey. Please note that this is not a paid work activity and therefore must be completed outside of work hours. We hope that you will share your thoughts to help us understand your experiences, so that we can continue to improve operations at SRO. Your participation in this study is critical to make the results as inclusive as possible.

Those who complete the survey will be mailed $20 cash by early July.

As in the past, your responses will be available only to a limited number of SRO staff and the information will not be used for any employment-related decisions. Your information will be kept strictly confidential and will be anonymized and aggregated for reporting purposes.

To open the questionnaire, please click the link below:

${l://SurveyLink?d=Take the Survey}

Or copy and paste the URL below into your internet browser:
${l://SurveyURL}

If you are unable to launch the survey, please contact Lindsay Wolodkin at linakell@umich.edu or 734.764.5262.

If you are able to respond within the next two weeks it would be most helpful. Thank you very much for your time and support.

SRO Interviewer Satisfaction Team

Jeffrey Albrecht

Grant Benson

Margaret Hudson

Subject: Help improve policies and practices at SRO

Dear (auto fill with first name),

You should have received an invitation to participate in the 2023 Interviewer Satisfaction Survey. This confidential survey is really important in that it raises our awareness of the concerns that you have. We have already heard from many of your colleagues, but we also know that late respondents often have different insights than early respondents. So we really need to hear from you.

We understand that 20 minutes is a lot to ask out of your busy day, but without your input, we will be planning for the future of our organization without complete knowledge. Your experiences are unique and cannot be replaced.

The satisfaction survey should be completed outside of work hours. However, those who complete the survey will be mailed $20 cash as a token of our appreciation.

We hope to hear from you soon. The study will remain open a little longer to give you time to share your input. To open the questionnaire please click the link below:

[LINK]

Or copy and paste the URL below into your internet browser:
[LINK]

If you are unable to launch the survey, please contact Lindsay Wolodkin at linakell@umich.edu or 734.764.5262.

Thank you for your input and all that you do.

SRO Interviewer Satisfaction Team

Jeffrey Albrecht

Grant Benson

Margaret Hudson

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Reminder email 2 (Mailed Sunday 6/11)

Subject: Don't Forget To Share Your Thoughts

Dear (auto fill with first name),

We know, it's easy to forget sometimes. Finding 20 free minutes with everything else that is going on can be difficult. And we know that we ask a lot of you.

But can you find some time today, even to just get started? We really do want to learn more about YOUR experience working at SRO.

If you can, please click on the link below:

Take the Survey

Or copy and paste the URL below into your internet browser:
https://umich.qualtrics.com/

Thank you so much.

SRO Interviewer Satisfaction Team

Jeffrey Albrecht

Grant Benson

Margaret Hudson

Subject: Please Help Us!

Dear colleague,

We are at a 65% response rate. But that's without **your** input. We've tried reaching you by sending the email in different call windows, and using different resistance aversion techniques. Now we are going off GIT and begging: PLEASE don't make your colleagues to carry the whole load.

The 2023 Interviewer Satisfaction Survey closes Friday night, June 16. I'm begging you: Don't be a missing data point.

<mark>(Insert inks)</mark>

We rely on this survey to help us improve our workplace. Getting the voice of the data collector is the most impactful way to get the need for change – or success – across. The higher our response rate, the more credible the results are.

We will be mailing $20 in cash to everyone who completes the survey as a small token of our appreciation.

On behalf of Survey Research Operations, thank you for everything you do for our organization, and for helping make us Leaders and Best in social science data collection.

Grant Benson
Director of Data Collection Services

2023 Interviewer Satisfaction Survey

Consent
Welcome to the University of Michigan Survey Research Operations (U-M SRO) Interviewer Satisfaction
Survey.

We hope you will help us to better understand some of the rewards and challenges you face on the job,
and to identify areas where we can improve. Your participation is completely voluntary, and you may
skip any question. Your name will not be included in any datasets that contain your responses to this
survey. Aside from a small number of satisfaction survey team members who will process your token of
appreciation, no one will be able to link your answers to your identity, ensuring that this information will
never be used for staffing or other employment decisions.

We expect this survey to take about 20 minutes to complete. All participants completing the survey will
receive $20 cash, mailed at the conclusion of the survey period as our thank you.

If you have any questions or concerns, please contact Lindsay Wolodkin at 734-764-5262 or
linakell@umich.edu.

Continue?

◯ Yes (1)

◯ No (2)

Skip To: End of Survey If Welcome to the University of Michigan Survey Research Operations (U-M SRO) Interviewer Satisfacti... = No

satis_1 Considering everything, how satisfied are you with U-M SRO?

○ Very Satisfied (1)

○ Somewhat Satisfied (2)

○ Neither Satisfied nor Dissatisfied (3)

○ Somewhat Dissatisfied (4)

○ Very Dissatisfied (5)

Page Break

satis_2 As of today, how likely are you to continue to work for U-M SRO next year, as long as there is work available?

○ Very Likely (1)

○ Somewhat Likely (2)

○ Somewhat Unlikely (3)

○ Very Unlikely (4)

Page Break

satis_3_1 You said you were ${satis_2/ChoiceGroup/SelectedChoices} to continue working for U-M SRO next year. Why do you say so?

_____

_____

_____

_____

Intro_1 Now we want to understand more about your project work this past year. Are you currently working on at least one project for U-M SRO?

◯ Yes (1)

◯ No, not currently working for U-M SRO, but have in the past (2)

- -

Page Break

✱

Intro_2 What project or projects are you currently working on?

If you are not currently working for U-M SRO, please enter the project or projects you worked on most recently.

(Please enter one project name per box, up to three.)

◯ Project 1 (1) _____

◯ Project 2 (2) _____

◯ Project 3 (3) _____

- -

Page Break

55

Intro_3 During the most recent month you worked, on which project did you work the most hours?

○ ${Intro_2/ChoiceTextEntryValue/1} (1)

○ ${Intro_2/ChoiceTextEntryValue/2} (2)

○ ${Intro_2/ChoiceTextEntryValue/3} (3)

Intro_3_1 In the past year, did **any** of your project work require you to conduct in-person data collection?

    Yes, Field (1)

    Yes, SSL (2)

    ⊗ No (3)

End of Block: Intro A Questions

Start of Block: Intro B Questions

intro_x We would like to understand more about your work schedule and how you spend your time.

---

intro_4_1
During the most recent month you worked at SRO, on average, how many hours per week did you work across ALL projects?

○ 0-5 hours per week (1)

○ 6-10 hours per week (2)

○ 11-15 hours per week (3)

○ 16-20 hours per week (4)

○ 21-25 hours per week (5)

○ 26-30 hours per week (6)

○ 31-35 hours per week (7)

○ 36+ hours per week (8)

---

intro_5_1 During the most recent month, the number of hours you were asked to work was:

○ Not as many hours as you wanted (1)

○ The right amount of hours (2)

○ More hours than you wanted (3)

intro_6_1 Are you currently working another job for pay in addition to your work on U-M SRO projects?

◯ Yes (1)

◯ No (2)

intro_6_2 Are you currently working another job for pay?

◯ Yes (1)

◯ No (2)

intro_7_1 During the most recent month you worked on your job outside U-M SRO, on average how many hours per week did you work on that job?

◯ 0-5 (1)

◯ 6-10 (2)

◯ 11-15 (3)

◯ 16-20 (4)

◯ 21-25 (5)

○ 26-30 (6)

○ 31-35 (7)

○ 36+ (8)

End of Block: Intro B Questions

Start of Block: Multiple Assignments 1

Intro_MultiAssign Sometimes interviewers choose to work on more than one project at a time. We want to understand how having multiple project assignments may impact you.

Wrk_MultipleProj Over the past year, did you ever work on more than one project at the same time?

○ Yes (1)

○ No (2)

○ Don't know/Unsure (3)

Display This Question:

  If Over the past year, did you ever work on more than one project at the same time? = Yes

Month_MultiProj Over the past year, for how long did you work on more than one project at the same time?

○ Less than 1 month (1)

○ 2-4 months (2)

○ 5-8 months (3)

○ 9 months or more (4)

- -

Pref_MultiProj Which statement or statements best describe your preferences for having multiple project assignments at the same time? Please select all that apply.

⊗ I try to avoid working on multiple projects at the same time (1)

☐ I prefer working on multiple projects as long as they are related (e.g., HRS new cohort and panel or PSID and CDS) (2)

☐ I prefer working on multiple projects even if they are unrelated (e.g., HRS and PSID) (3)

☐ Working multiple projects or a single project makes no difference to me (4)

- -

End of Block: Multiple Assignments 1

Start of Block: Multiple Assignments 2

Display This Question:

If Which statement or statements best describe your preferences for having multiple project assignme... = I try to avoid working on multiple projects at the same time

WhyNoMultiAssign You indicated that you try to avoid working on multiple projects at once. Please tell us more about why you say so.

_____

_____

_____

_____

_____

- -

WhyMultiAssign You indicated that you prefer working on multiple projects at once. Please tell us more about why you say so.

_____

_____

_____

_____

_____

MultiAssignAE If there is anything else we should know about working on multiple projects at the same time, please let us know in the box below.

_____

_____

_____

_____

_____

End of Block: Multiple Assignments 2

Start of Block: Workload Questions

workload_1
Now we have some questions about your workload. Thinking about your most recent month of work for U-M SRO, please indicate how strongly you agree or disagree with the following statements:

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)
My job required me to do too many different things at once. (workload_1_1)	○	○	○	○
I was under constant time pressure due to a heavy workload. (workload_2_2)	○	○	○	○
I had too much work to do everything well. (workload_3_3)	○	○	○	○
My workload was reasonable. (workload_4_4)	○	○	○	○

- -

Page Break ——

workload_3 Please tell us anything else you would like us to know about your work schedule and workload.

_____

_____

_____

_____

_____

- -

End of Block: Workload Questions

Start of Block: Support Questions

support_Intro Now we want to know more about the support you get on the job, sources of stress, and compensation.

- -

Page Break ——

support_1 Thinking about your work with U-M SRO in general, please indicate how strongly you agree or disagree with the following statements.

	Strongly Agree (1)	Somewhat Agree (2)	Neither Agree nor Disagree (3)	Somewhat Disagree (4)	Strongly Disagree (5)	Not Applicable (6)
I feel like I am part of a team. (support_1_1)	○	○	○	○	○	○
I am able to share helpful work-related information with other interviewers in the course of doing my job. (support_1_2)	○	○	○	○	○	○
I have developed friendships with my coworkers. (support_1_3)	○	○	○	○	○	○
I feel connected to my coworkers. (support_1_4)	○	○	○	○	○	○
I feel like I belong at U-M SRO. (support_1_5)	○	○	○	○	○	○

Page Break

support_3 Overall, how satisfied were you with **your Team Leader (TL)**? If you had multiple TLs, answer about the one you worked with the most.

○ Very satisfied (1)

○ Somewhat satisfied (2)

○ Neither satisfied nor dissatisfied (3)

○ Somewhat dissatisfied (4)

○ Very dissatisfied (5)

○ Not Applicable (6)

Page Break

support_4 Please indicate how strongly you agree or disagree with the following statements about your most recent month of work. If you worked with more than one TL, please think about the TL you worked with most often or most of the time.

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Not Applicable (5)
My TL treated all interviewers fairly. (support_4_1)	◯	◯	◯	◯	◯
My TL was easily accessible. (support_4_2)	◯	◯	◯	◯	◯
My TL listened to suggestions. (support_4_3)	◯	◯	◯	◯	◯
My TL treated me with respect. (support_4_4)	◯	◯	◯	◯	◯
I knew who to contact with questions my TL could not address. (support_4_5)	◯	◯	◯	◯	◯
My TL was helpful to me in getting the job done. (support_4_6)	◯	◯	◯	◯	◯
My TL cares about me as a person. (support_4_7)	◯	◯	◯	◯	◯
I feel comfortable going to my TL for support. (support_4_8)	◯	◯	◯	◯	◯

Page Break

support_5 Is there anything else you would like us to know about your TL(s)?

_____

_____

_____

_____

_____

End of Block: Support Questions

Start of Block: Stress Questions

stress_1 In the most recent month you worked for SRO, how often have you felt your work as a U-M SRO interviewer was stressful?

○ Often (1)

○ Sometimes (2)

○ Rarely (3)

○ Never (4)

Page Break

stress_2 Please indicate how stressful the following situations are:

	Very Stressful (1)	Somewhat Stressful (2)	Not at all Stressful (3)	Not Applicable (4)
Navigating unfamiliar areas to visit households. (stress_2_1)	○	○	○	○
Interacting with police while making face-to-face contact attempts. (stress_2_2)	○	○	○	○
Visiting neighborhoods where you feel concerned about your safety. (stress_2_4)	○	○	○	○
Visiting households after dark. (stress_2_5)	○	○	○	○
Conducting interviews in homes where living conditions are difficult (dirt, pests, poor air quality, heat, cold). (stress_2_6)	○	○	○	○
Conducting a face-to-face interview that is longer than 90 minutes. (stress_2_8)	○	○	○	○

Page Break

stress_3 Please indicate how stressful the following situations are:

	Very Stressful (1)	Somewhat Stressful (2)	Not at all Stressful (3)	Not Applicable (4)
Initial face-to-face screening visits or RDD/"cold calling" respondents to introduce the study. (1)	◯	◯	◯	◯
Calling or visiting respondents or informants who do not want to participate in the study. (2)	◯	◯	◯	◯
Interviewing respondents who have difficulty understanding the survey questions. (3)	◯	◯	◯	◯
Interviewing very talkative or digressive respondents. (4)	◯	◯	◯	◯
Interviewing respondents who express impatience or irritation during the interview. (5)	◯	◯	◯	◯
Working in person or onsite (SSL). (6)	◯	◯	◯	◯

Page Break

stress_4 Please indicate how stressful the following situations are:

	Very Stressful (1)	Somewhat Stressful (2)	Not at all Stressful (3)	Not Applicable (4)
Interacting with respondents who use raised voices, threats or profanity. (2)	◯	◯	◯	◯
Asking respondents sensitive or personal questions. (3)	◯	◯	◯	◯
Hearing about respondents' very sad or difficult experiences. (4)	◯	◯	◯	◯
Interviewing a respondent who is sad, upset or emotional. (5)	◯	◯	◯	◯

Page Break

StressFrequency_2 You indicated that you found the following activities very stressful. Over the past year, how often have each of these situations or activities occurred?

	Very often (1)	Often (2)	Occasionally (3)	Rarely (4)	Never (5)
Navigating unfamiliar areas to visit households. (x1)	○	○	○	○	○
Interacting with police while making face-to-face contact attempts. (x2)	○	○	○	○	○
Visiting neighborhoods where you feel concerned about your safety. (x4)	○	○	○	○	○
Visiting households after dark. (x5)	○	○	○	○	○
Conducting interviews in homes where living conditions are difficult (dirt, pests, poor air quality, heat, cold). (x6)	○	○	○	○	○
Conducting a face-to-face interview that is longer than 90 minutes. (x8)	○	○	○	○	○

StressFrequency_3 You indicated that you found the following activities very stressful. Over the past year, how often have each of these situations or activities occurred?

	Very Often (1)	Often (2)	Occasionally (3)	Rarely (4)	Never (5)

Initial face-to-face screening visits or RDD/"cold calling" respondents to introduce the study. (x1)	○	○	○	○	○
Calling or visiting respondents or informants who do not want to participate in the study. (x2)	○	○	○	○	○
Interviewing respondents who have difficulty understanding the survey questions. (x3)	○	○	○	○	○
Interviewing very talkative or digressive respondents. (x4)	○	○	○	○	○
Interviewing respondents who express impatience or irritation during the interview. (x5)	○	○	○	○	○
Working in person or onsite (SSL). (x6)	○	○	○	○	○

X→

StressFrequency_4 You indicated that you found the following activities very stressful. Over the past year, how often have each of these situations or activities occurred?

	Very Often (1)	Often (2)	Occasionally (3)	Rarely (4)	Never (5)
Interacting with respondents who use raised voices, threats or profanity. (x2)	○	○	○	○	○
Asking respondents sensitive or personal questions. (x3)	○	○	○	○	○
Hearing about respondents' very sad or difficult experiences. (x4)	○	○	○	○	○
Interviewing a respondent who is sad, upset or emotional. (x5)	○	○	○	○	○

X→ X→

stress_5 Please indicate how stressful the following situations are:

	Very Stressful (1)	Somewhat Stressful (2)	Not at all Stressful (3)	Not Applicable (4)
Following GIT correctly during an interview. (stress_4_1)	○	○	○	○
Learning and remembering the new versions of study rules and protocols when they change during production. (stress_4_2)	○	○	○	○
If you are working two studies at once, remembering which rules and protocols apply to which study. (stress_4_3)	○	○	○	○
Conflicting instructions from different TLs, PCs or PMs. (stress_4_4)	○	○	○	○
Technical problems that prevent work, such as computer problems or waiting for equipment to ship. (stress_4_5)	○	○	○	○
Administrative problems that prevent work, such as waiting for TL or other administrative approval. (stress_4_6)	○	○	○	○
Hearing that your study is not meeting goals on schedule. (stress_4_6)	○	○	○	○
Conducting a telephone interview that is longer than 45 minutes. (stress_4_14)	○	○	○	○

stress_6 Please tell us about any other aspects of your work that you find stressful.

_____

_____

_____

_____

_____

- -

StressReduction For each of the following resources, please indicate how important they are in **reducing or managing** your work-related stress.

	Very Important (1)	Somewhat Important (2)	Somewhat Unimportant (3)	Not Important (4)	Don't Know / Not Applicable (5)
Speaking with a production manager (StressReduction_1)	◯	◯	◯	◯	◯
Speaking with a team leader or production coordinator (StressReduction_2)	◯	◯	◯	◯	◯
Speaking with a fellow interviewer (StressReduction_3)	◯	◯	◯	◯	◯
Knowing that the Clinical Contact Protocol (CCP) Team is available (StressReduction_4)	◯	◯	◯	◯	◯
Knowing that I can contact FASSCO for mental health support (StressReduction_5)	◯	◯	◯	◯	◯
Speaking with someone in the Ann Arbor Office (StressReduction_6)	◯	◯	◯	◯	◯

- -

StressReductionOther Are there any other resources that help you manage your work-related stress?

_____

_____

_____

_____

_____

- -

End of Block: Stress Questions

Start of Block: Training Questions

X→

TrainingHelpful Now thinking about training at SRO, how helpful to you as an interviewer would more training be in:

	Unhelpful (1)	Slightly helpful (2)	Somewhat helpful (3)	Mostly helpful (4)	Completely helpful (5)
Engaging respondents to complete an interview (TrainingHelpful_1)	○	○	○	○	○
Interacting with resistant or difficult respondents (TrainingHelpful_2)	○	○	○	○	○
Using the sample management system(s) on my project(s) (TrainingHelpful_3)	○	○	○	○	○

Page Break

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SampleMgmtHelpful Is there a particular sample management system that you would like more training on? Please select all that apply.

SurveyTrak (1)

MSMS (2)

Blaise SMS (3)

WSMS (4)

Other (5) _____

SampleMgmtOpen Is there anything else you would like to add about getting training on sample management systems?

_____

_____

_____

_____

_____

X→

TrainingLearned How much of what you have learned at SRO trainings has made you a better interviewer?

○ Nothing I have learned at SRO trainings has made me a better interviewer. (1)

○ Less than half (2)

○ About half of what I have learned (3)

○ Most of what I have learned (4)

○ Everything I have learned at SRO trainings has made me a better interviewer. (5)

Skip To: TrainingRemember If How much of what you have learned at SRO trainings has made you a better interviewer? = Everything I have learned at SRO trainings has made me a better interviewer.

OtherTraining What other training could SRO offer to support you as an interviewer?

_____

_____

_____

_____

_____

TrainingRemember Due to time and budget constraints, SRO can pack a lot of content into trainings. Nobody is likely to remember everything.

About how much do you think you remember from the SRO trainings you have completed?

	I don't remember anything from these trainings (1)	I remember less than half of what is taught (2)	I remember about half (3)	I remember most of what was taught (4)	I remember everything we were taught (5)
GIT trainings (TrainingRemember_1)	○	○	○	○	○
Study-specific trainings (TrainingRemember_2)	○	○	○	○	○
Addressing respondent concerns trainings (TrainingRemember_3)	○	○	○	○	○

Page Break

GITPreparation Thinking about skills related to General Interviewer Training (GIT), please indicate how prepared you feel for each of the following activities:

	Not at all prepared (1)	A little prepared (2)	Somewhat prepared (3)	Mostly prepared (4)	Fully prepared (5)
Reading scripts verbatim (GITPreparation_1)	○	○	○	○	○
Using standard probes (GITPreparation_2)	○	○	○	○	○
Addressing respondent concerns (GITPreparation_3)	○	○	○	○	○

Page Break

X→

TrainingHelpful How helpful have these SRO trainings been for your success in interviewing?

	Unhelpful (1)	Slightly helpful (2)	Somewhat helpful (3)	Mostly helpful (4)	Completely helpful (5)	Not applicable (6)
GIT trainings (TrainingHelpful_1)	○	○	○	○	○	○
Study-specific trainings (TrainingHelpful_2)	○	○	○	○	○	○
Addressing respondent concerns trainings (TrainingHelpful_3)	○	○	○	○	○	○
One-on-one training with another interviewer (TrainingHelpful_5)	○	○	○	○	○	○
One-on-one training with a Team Leader (TrainingHelpful_6)	○	○	○	○	○	○
One-on-one training with QC staff (TrainingHelpful_7)	○	○	○	○	○	○

Page Break

X→

TrainingTypeHelpful How helpful are the following types of training approaches for your learning?

	Unhelpful (1)	Slightly helpful (2)	Somewhat helpful (3)	Mostly helpful (4)	Completely helpful (5)	Not applicable (6)
Hands-on practice (HOPS) (TrainingTypeHelpful_1)	○	○	○	○	○	○
Applying what I learn to my current or future needs (TrainingTypeHelpful_2)	○	○	○	○	○	○
Listening to speeches or lectures (TrainingTypeHelpful_3)	○	○	○	○	○	○
Peer-to-peer learning (TrainingTypeHelpful_4)	○	○	○	○	○	○
Small group projects (TrainingTypeHelpful_5)	○	○	○	○	○	○
Group discussions (TrainingTypeHelpful_6)	○	○	○	○	○	○
Home study / self-guided study (TrainingTypeHelpful_7)	○	○	○	○	○	○
Email or newsletter training tips (TrainingTypeHelpful_8)	○	○	○	○	○	○
Video-recorded lessons (TrainingTypeHelpful_9)	○	○	○	○	○	○
Demonstrations of skills (TrainingTypeHelpful_10)	○	○	○	○	○	○
Presenters reading slides (TrainingTypeHelpful_11)	○	○	○	○	○	○
Certifications (TrainingTypeHelpful_12)	○	○	○	○	○	○
QC feedback (TrainingTypeHelpful_13)	○	○	○	○	○	○

Page Break

X→

TrainingApproach_1 How do you feel about the use of these training approaches at SRO trainings?

	Trainings should have **less of this** (1)	Trainings have the **right amount** of this (2)	Trainings should have **more of this** (3)	Not applicable (4)
Hands-on practice (HOPS) with a skill (TrainingApproach_1_1)	○	○	○	○
Applying learning to current or future needs (TrainingApproach_1_2)	○	○	○	○
Giving speeches or lectures (TrainingApproach_1_3)	○	○	○	○
Peer-to-peer learning (TrainingApproach_1_4)	○	○	○	○
Small group projects (TrainingApproach_1_5)	○	○	○	○
Large group discussions (TrainingApproach_1_6)	○	○	○	○
Home study / self-guided study (TrainingApproach_1_7)	○	○	○	○
Video-recorded lessons (TrainingApproach_1_8)	○	○	○	○
Demonstrations of skills (TrainingApproach_1_9)	○	○	○	○
Presenters reading slides (TrainingApproach_1_10)	○	○	○	○
Learning games (TrainingApproach_1_11)	○	○	○	○
Highlighting the most important content (TrainingApproach_1_12)	○	○	○	○

Page Break

End of Block: Training Questions

Start of Block: Data Link Question (End)

comment Finally, is there anything else you would like to share about U-M SRO in general?

_____

_____

_____

_____

_____

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Page Break

data_link Thank you so much for helping us with this survey. Again, we will be sending you $20 cash at the end of the survey period as a token of our appreciation for the valuable information you have shared us with.

For additional research purposes, we may be interested in evaluating how some project performance data such as HPI, reported hours worked per week, or GIT scores may be associated with some of these questions. We will only use your data if you give us explicit permission. The information will not be used for making project assignments. The results will be de-identified (your name will be removed from all datasets that include your responses to this survey) and available only to a limited number of individuals on the satisfaction survey team.

I agree that my performance data can be linked to my survey data.

○ Yes (1)

○ No (2)

- -

End of Block: Data Link Question (End)

Select Bibliography

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