Annotation experiment for classifying open-ended responses

Welcome to the annotation experiment where you will be labelling open-ended responses to survey questions! In these annotation instructions, you will find information about the following:

• Experiment objective
• Procedure and answer options
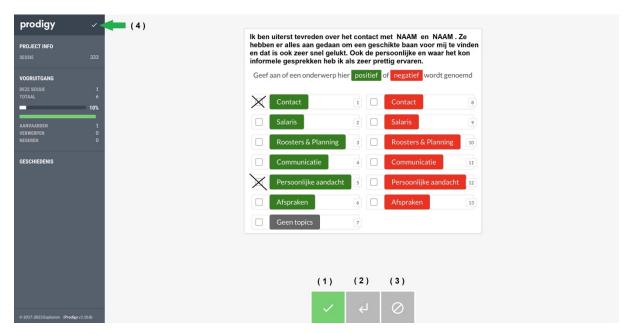• Different aspects with example sentences

Objective

In this experiment, your task is to indicate whether one of the six aspects, namely contact, schedule/planning, salary, agreements, personal attention, or communication, is mentioned in an open-ended response and whether it is discussed in a positive or negative context.

These annotations are crucial as we aim to train a machine learning system that can automatically identify whether one or more of these six aspects are discussed positively or negatively in a response. It is essential that you carefully read the response and consider it before making your choice. By thoughtfully considering your answers, you contribute to a system that can help us assess and improve talent satisfaction on these six aspects.

Procedure of the experiment and answer options

During the experiment, you will be presented with an open-ended response to a survey question. It will appear as follows:

For each of the six aspects, there are two possible answers: positive and negative. A positive answer describes a good experience with the aspect, while a negative answer describes a negative experience. When someone does not express a very negative opinion about a aspect but rather finds it "okay" or "fine," it is considered positive.

Carefully read each open-ended response and determine if any of the six aspects are mentioned. You can do this by checking the empty boxes. Check the box in RED for negative and GREEN for positive. Before confirming your answers, double-check what you have filled in. You can confirm your answer by clicking the button with the green checkmark (1).
The response might contain multiple aspects. In that case, indicate separately for each aspect whether it is discussed positively or negatively. If the response does not express any emotions about the aspects but still mentions them, you can ignore the aspect by clicking the button with the ignore symbol (3). Note: this rarely occurs.
If the response is related to a specific aspect but does not directly discuss it, you do not need to include the aspect in your annotation. When none of the aspects are discussed, choose the "no aspects" category. You can change your last 5 answers by clicking the back arrow button (2). The older answers will be automatically saved.
While labelling, remember to regularly click the save button (4) to ensure that your annotations are not lost.

Aspects and example sentences

During the annotation process, you can choose from six aspects:

Contact: Contact refers to the extent to which an employee is able to communicate with the staffing agency and vice versa. This can involve the ease with which an employee can get in touch, such as through phone or email, as well as the availability of the staffing agency to answer questions or resolve issues.

Positive: I am very satisfied with the quick response and helpfulness of the contact person. They were very friendly and supportive in answering my questions.
Negative: It took a long time to receive a response from the contact person. I had to make multiple phone calls and send emails before finally getting a reply.

Schedule/planning: This pertains to the scheduling of work hours, breaks, and days off, as well as the flexibility of the staffing agency in making changes to the schedule. It includes comments about the number of hours an individual is scheduled for and the ability to modify the schedule.
Positive: I appreciate receiving my schedule well in advance as it allows me to adjust my own plans accordingly. They also take my availability into consideration.
Negative: The schedule frequently changes last minute, making it difficult to align my own plans with it.

Agreements: The aspect of 'agreements' relates to the agreements or arrangements made between the employee and the staffing agency or employer and whether they are upheld or not.
Positive: The agreements I make are always honoured, and I always receive timely notifications about them.
Negative: Agreements are made that are later not honoured, which leads to uncertainty and frustration.

Salary: This concerns payment and any bonuses or extras, such as reimbursement for travel expenses. It includes comments about the salary amount, compensation for remote work, accurate and timely salary payment, and frequency of salary disbursement.
Positive: I am very satisfied with my salary, and I appreciate that it is always paid on time.
Negative: I feel that I earn too little for the work I do.

Personal attention: This refers to the extent to which the staffing agency provides personal attention to the employee. This includes receiving feedback, discussing personal goals and preferences, and receiving personal guidance. Offering coaching or gestures of attention, such as during holidays, is also considered personal attention.
Positive: I feel valued as an employee, and my ideas and suggestions are listened to attentively. Additionally, I have pleasant interactions with X and Y.
Negative: I don't feel taken seriously as an employee, and my ideas and suggestions are ignored. I feel like I'm not treated as a person but as a number.

Communication: Communication refers to the way information is exchanged between the employee and the staffing agency. This includes the clarity and completeness of the information provided, as well as the frequency and manner of communication, and whether communication regarding important matters is timely.
Positive: I find that there is clear communication regarding the job content and expectations.
Negative: There is insufficient communication about changes, and as a result, I am sometimes not well-informed. I also receive late notifications when there are changes to my schedule.

None of the aspects: It is also possible that the discussed aspect is not on the list; in that case, choose "No aspects."

Multiple aspects: It may happen that a combination of different aspects is addressed. For example, someone may be satisfied with their schedule but dissatisfied with their salary. In such cases, there are different emotions/sentiments expressed in the sentence, and you should indicate them separately.
For example: I am very satisfied with my salary, and the contact with the contact person went very smoothly. The only criticism I have is that the schedule is sometimes changed last minute, which makes planning difficult. → (salary = positive, contact = positive, schedule/planning = negative)

It is important to note that there can often be overlap between the different aspects. For instance, comments about salary can also involve the agreements made regarding salary, such as the salary amount and payment frequency. When encountering such sentences, consider carefully which aspects are truly being addressed.

Thank you for participating in this experiment! Your annotations will help us train a machine learning system that can classify open-ended responses to survey questions and provide us with insights into employee satisfaction.