 

|  |  |
| --- | --- |
| **Client** | SHRM |
| **Project Name** | Empathy Index 2021 |
| **Project Number** | T169 |
| **Survey length (median)** | 5 min |
| **Population** | 18+ Gen Pop, Currently paid/employed or laid off/furloughed in 2021. |
| **Main** | N=5,000 |
| **MODE** | Web only |
| **Language** | English |
| **Sample Source** | AmeriSpeak |
| **Incentive** | 2,000 AmeriPoints |
| **Survey description** | COVID-19 and the workplace |
| **Eligibility Rate** | 80% |

Standard demographic preloads:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Var Name** | **Include on Preload Testing-page?** | **Var Type** | **Var length** | **Variable Label** |
| S\_AGE | Y | Numeric | 5 | Age |
| S\_GENDER | Y | String | 8 | Gender |
| S\_RACETH | Y | Numeric | 8 | Race/ethnicity |
| S\_EDUC | N | Numeric | 6 | Education |
| S\_EDUC5 | Y | Numeric | 4 | 5-level education |
| S\_MARITAL | Y | Numeric | 9 | Marital Status |
| S\_EMPLOY | Y | Numeric | 8 | Current employment status |
| S\_INCOME | N | Numeric | 8 | Household income |
| S\_HHINC\_4 | N | Numeric | 4 | 4-level income |
| S\_HHINC\_9 | N | Numeric | 4 | 9-level income |
| S\_STATE | Y | String | 7 | State |
| S\_METRO | N | Numeric | 7 | Metropolitan area flag |
| S\_INTERNET | N | Numeric | 10 | Household internet access |
| S\_HOUSING | N | Numeric | 9 | Home ownership |
| S\_HOME\_TYPE | N | Numeric | 11 | Building type of panelist’s residence |
| S\_PHONESERVC | N | Numeric | 11 | Telephone service for the household |
| S\_HHSIZE | N | Numeric | 8 | Household size (including children) |
| S\_HH01 | N | Numeric | 6 | Number of HH members age 0-1 |
| S\_HH25 | N | Numeric | 6 | Number of HH members age 2-5 |
| S\_HH612 | N | Numeric | 7 | Number of HH members age 6-12 |
| S\_HH1317 | N | Numeric | 8 | Number of HH members age 13-17 |
| S\_HH18OV | N | Numeric | 8 | Number of HH members age 18+ |
| S\_file\_date | N | Date | 11 |  |
| S\_GENFRACE | N | Numeric | 8 | GenF custom race |

These populated as a pre-load when the panelists get sampled into the survey

Standard sample preloads

|  |  |  |  |
| --- | --- | --- | --- |
| **Variable Name** | **Include on Preload Testing-only page?** | **Variable Type** | **Variable Label** |
| Username | N | Numeric | Analogous to Member\_PIN |
| P\_Batch | N | Numeric | Batch Number (if only one assignment, then everyone will be 1) |
| Dialmode | N | Numeric | CATI Dialmode (predictive, preview, etc) |
| P\_LCS | N | Numeric | Life cycle stage, 0=released but not touched |
| Y\_FCELLP | N | String |  |
| Surveylength | N | Numeric | Estimated length of survey |
| Incentwcomma | N | String | Study specific |
| P\_Hold01 | N | Numeric | Prevents dialing cases without phone numbers |
| PANEL\_TYPE | Y | Numeric | 1 AmeriSpeak 2 Next Generation 3 GenF Extended (not in use) 4 AmeriSpeak Teen Panel  11 UTUS Converted 20 Lucid 21 SSI  50 Household 13-17 51 Household < 13 52 Household Adult |

This survey will use the following RND\_xx variables:

Note, these are randomized in the script (NOT preloads)

|  |  |
| --- | --- |
| **RND\_xx** | **Associated survey Qs** |
| RND\_00 |  |
| RND\_01 |  |
| RND\_02 |  |
| RND\_03 |  |
| RND\_04 |  |
| RND\_05 |  |
| RND\_06 |  |

PHONE SCRIPTS

[CATI - OUTBOUND]

INTRO

Hello, my name is $I. I'm calling from AmeriSpeak by NORC. May I please speak with [FIRSTNAME]?

[IF RESPONDENT IS AVAILABLE]

Thank you for your continued participation in AmeriSpeak. I am calling to let you know that your next survey is available. The survey takes approximately [SURVEYLENGTH] minutes to complete. If you complete the survey, you will receive [INCENTWCOMMA] AmeriPoints for your time. We will keep all of your answers confidential. Shall we proceed?

Great. As always, for quality assurance purposes, this call may be recorded or monitored.

[CATI-INBOUND]

INTRO

Thank you for calling AmeriSpeak by NORC.  My name is $I.  How are you today?

And are you calling to take your next survey?

I just need to confirm that I'm speaking with [FIRSTNAME] [LASTNAME]. Is that you?

Great. This survey takes approximately [SURVEYLENGTH] minutes to complete over the phone and you will receive [INCENTWCOMMA] AmeriPoints for your time.  We will keep all of your answers confidential.

As always, for quality assurance purposes, this call may be recorded or monitored.

Shall we proceed?

[CATI-CALLBACK]

CBINTRO

Hello, my name is $I. I'm calling from AmeriSpeak by NORC. We previously spoke with [FIRSTNAME] about completing an AmeriSpeak survey. Is [FIRSTNAME] available?

[IF RESPONDENT IS AVAILABLE]

Hello, my name is $I, calling from AmeriSpeak by NORC. We previously spoke with you about completing an AmeriSpeak survey. Are you available now to continue?

As always, for quality assurance purposes, this call may be recorded or monitored.

[DISPLAY THIS AM LANGUAGE IF SurveyAccessEnd-CALLDATE>1 DAY]

[CATI-MISSED OUTBOUND, ANSWERING MACHINE]

AM1

Hello, this message is [FIRSTNAME] [LASTNAME]. I'm calling from AmeriSpeak from NORC to let you know that you have a survey waiting for you. The survey will take approximately [SURVEYLENGTH] minutes and you will receive [INCENTWCOMMA] AmeriPoints for your time. Call us toll-free at 888-326-9424 and enter your PIN number, [MEMBER\_PIN], to complete your survey and receive rewards. Thank you.

[DISPLAY THIS AM LANGUAGE IF SurveyAccessEnd-CALLDATE>1 DAY]

[CATI-ANSWERING MACHINE MISSED APPOINTMENT CALLBACK]

AMHARD

Hello, this message is for [FIRSTNAME] and I'm calling from AmeriSpeak from NORC. When we spoke previously, you requested that we call you back <at this time>. I'm sorry that we've missed you. We'll try to contact you again soon but please feel free to return our call any time at 888-326-9424 and enter your PIN number, [MEMBER\_PIN], to complete your survey and receive rewards. Thank you.

[DISPLAY THIS AM LANGUAGE IF SurveyAccessEnd-CALLDATE>1 DAY]

[CATI-ANSWERING MACHINE MISSED CALLBACK]

AMSOFT

Hello, this message is for [FIRSTNAME]. I am calling from AmeriSpeak from NORC. We are calling you back to complete your AmeriSpeak survey. Remember, you will receive rewards for completing this survey. I'm sorry that we've missed you. We'll try to contact you again soon but please feel free to return our call any time at 888-326-9424 and enter your PIN number, [MEMBER\_PIN], to complete this survey. Thank you.

[DISPLAY THIS AM LANGUAGE IF SurveyAccessEnd-CALLDATE=1 DAY]

[CATI-NEARING END OF FIELD, ANSWERING MACHINE]

AMEND

Hello, this message is for [FIRSTNAME]. I'm calling from AmeriSpeak from NORC to let you know that a survey will be ending tomorrow. We’d love to hear from you so please call us toll-free at 888-326-9424 and enter your PIN number, [MEMBER\_PIN], to complete your survey and receive rewards. Thank you.

Please include the following options for all questions in CATI:

77 DON’T KNOW

99 REFUSED

Please code refusals in CAWI:

98 IMPLICIT REFUSAL, WEB SKIP

Do not code 77 Don’t Know/99 Refused options in CAWI unless written in item response options

Text shown in green includes researcher notes and should not be included in the programming.

[START OF SURVEY]

CREATE DATA-ONLY VARIABLE: QUAL

1=Qualified Complete

2=Not Qualified

3=In progress

AT START OF SURVEY COMPUTE QUAL=3 “IN PROGRESS”

CREATE MODE\_START

1=CATI

2=CAWI

Empathy Index 2021 – v3

Date: 5/21/2021

[SHOW ALL] [DISPLAY – WINTRO\_1]

[CAWI] Thank you for agreeing to participate in our new AmeriSpeak survey!

[ALL] This survey is about your personal experiences and opinions about your current (or most recent) employer and COVID-19.

[CAWI] To thank you for sharing your opinions, we will give you a reward of [INCENTWCOMMA] AmeriPoints after completing the survey. As always, your answers are confidential.  
  
[CAWI] *Please use the "Continue" and "Previous" buttons to navigate between the questions within the questionnaire. Do not use your browser buttons.*

[SP; PROMPT ONCE]

[STANDARD PROMPT LANGUAGE We would really like your answer to this question.]

**EMPLOY1**

Which of the following describes your current employment status?

RESPONSE OPTIONS:

1. Working – as a paid employee for a company / organization
2. Working – self-employed [TERM]
3. Not working – laid off or furloughed <u>starting in 2021</u>
4. Not working – laid off or furloughed <u>starting before 2021</u> [TERM]
5. Not working – unemployed, looking for work [TERM]
6. Not working – retired [TERM]
7. Not working – disabled [TERM]
8. Not working – other [TERM]

[IF EMPLOY1=02, 04, 05, 06, 07, 08, 77(DON'T KNOW), 98(SKIPPED ON WEB), or 99(REFUSED), TERMINATE]

TERMINATE instruction should be short hand for:

🡪 SET QUAL=2, CO\_DATE

🡪 GO TO TERMSORRY

🡪 No back (disable browser back button)

🡪 auto redirect to member portal after 10 seconds

[NO PIMS TRANSACTION]

TERMSORRY.

[CAWI] Thank you for your time today. Unfortunately you are not eligible for this study. We value your opinion and hope that you will participate in future AmeriSpeak surveys.

[CAWI] We will redirect you to the AmeriSpeak Member Portal in [n] seconds.

[CAWI] Nosotros lo/la redirigiremos al Portal de Miembros AmeriSpeak en [n] segundos.

[CATI] Thank you for your time today. Unfortunately you are not eligible for this study. Thank you so much for your participation. We will be in touch when your next survey is available. Have a great day/evening.

[[CATI] , ONLY OFFER THIS IF PROMPTED BY RESPONDENT:  I mentioned earlier that we would complete the survey if you were eligible, and it appears that you are not for this particular survey.  We appreciate your time and will be in touch with your next survey soon.]

[SET QUAL=2 “Not Qualified” and END INTERVIEW, no incentive given]

[REMOVE “PREVIOUS” BUTTON FROM PAGE]

[CAWI NO BACK – disable web browser back button]

CAWI auto-redirect to MEMBER PORTAL in 10 seconds, display remaining number of seconds in [n]

[GRID; SP]

[STANDARD PROMPT LANGUAGE FOR ANY SKIPPED GRID ITEMS We would really like your answer to this question.]

**SHRM1**

The question below is in reference to your [INSERT IF EMPLOY =1 current; INSERT IF EMPLOY =3 most recent] employer.

[SPACE]

On a scale of 0 (Not Representative) to 10 (Completely Representative), rate your [INSERT IF EMPLOY1=3 most recent] organization on each of the following statements.

GRID ITEMS:

1. My organization [INSERT IF EMPLOY1=1 provides; INSERT IF EMPLOY1 = 3 provided] a sense of belonging to all staff.
2. My organization [INSERT IF EMPLOY1=1 demands; INSERT IF EMPLOY1 = 3 demanded] inclusion.
3. My organization [INSERT IF EMPLOY1=1 fosters; INSERT IF EMPLOY1 = 3 fostered] openness to different perspectives.
4. My organization [INSERT IF EMPLOY1=1 resolves; INSERT IF EMPLOY1 = 3 resolved] conflict rather than [INSERT IF EMPLOY1=1 buries; INSERT IF EMPLOY1 = 3 buried] it.
5. My organization [INSERT IF EMPLOY1=1 does; INSERT IF EMPLOY1 = 3 did] not make decisions based upon a person’s identity.

RESPONSE OPTIONS:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 0  Not Representative | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10  Completely Representative |

[SP]

[SHOW IF EMPLOY1 = 1]

**SHRM2**

With COVID-19 vaccines being more readily available and travel restrictions lifting, are you planning to use any paid time off (PTO) / vacation time within the remainder of the year for the purpose of rest & relaxation (not for sick time, doctor’s appointments, etc.)?

RESPONSE OPTIONS:

1. Yes, I already have a vacation planned where I will be traveling
2. Yes, I have a ‘staycation’ planned (using PTO / vacation time, but not traveling anywhere)
3. Yes, but I don’t have anything planned just yet
4. No, I don’t plan to take PTO / vacation time for the remainder of this year

05 N/A - I don’t receive PTO / vacation time at my job

[SP]

[SHOW IF SHRM2 = 1, 2, 3]

**SHRM3**

How much PTO / vacation time do you plan to use for rest & relaxation for the remainder of the year?

RESPONSE OPTIONS:

1. Less than 1 day
2. 1 – 2 days
3. 3 – 4 days
4. About 1 week
5. About 2 weeks
6. About 3 weeks
7. More than 3 weeks

77 Not sure

[SP]

**SHRM4**

[INSERT IF EMPLOY1=1 Have you taken; INSERT IF EMPLOY1 = 3 Did you take] any paid time off (PTO) / vacation time for the purpose of rest & relaxation (not for sick time, doctor’s appointments, etc.) since the beginning of the COVID-19 pandemic (around March 2020)?

RESPONSE OPTIONS:

1. Yes, I took a vacation where I traveled
2. Yes, I took a ’staycation‘ (used PTO / vacation time but stayed at home or locally)
3. No

04 N/A - I [INSERT IF EMPLOY1=1 don’t; INSERT IF EMPLOY1 = 3 didn’t] receive PTO / vacation time at my job

[SP]

[SHOW IF SHRM4 = 1, 2]

**SHRM5**

How much PTO / vacation time did you use for the purpose of rest & relaxation since the beginning of the COVID-19 pandemic (around March 2020)?

RESPONSE OPTIONS:

1. Less than 1 day
2. 1 – 2 days
3. 3 – 4 days
4. About 1 week
5. About 2 weeks
6. About 3 weeks
7. More than 3 weeks

[GRID; SP]

**SHRM6**

To what extent do you agree or disagree with the following statements?

RANDOMIZE GRID ITEMS:

1. I can unplug or disconnect from work when I’m on PTO / vacation time.
2. My supervisor [INSERT IF EMPLOY1=1 encourages; INSERT IF EMPLOY1 = 3 encouraged] me to take PTO / vacation time.
3. My company / organization [INSERT IF EMPLOY1=1 encourages; INSERT IF EMPLOY1 = 3 encouraged] me to take PTO / vacation time.
4. My supervisor [INSERT IF EMPLOY1=1 respects; INSERT IF EMPLOY1 = 3 respected] my PTO / vacation time (e.g., [INSERT IF EMPLOY1=1 does; INSERT IF EMPLOY1 = 3 did] not attempt to contact me).

RESPONSE OPTIONS:

1. Strongly disagree
2. Somewhat disagree
3. Neither disagree nor agree
4. Somewhat agree
5. Strongly agree

[GRID; SP]

**SHRM7**

How supportive are you of continuing each of the following COVID-19 benefits in 2021?

RANDOMIZE GRID ITEMS:

1. Unemployment stipends for those who have been furloughed or laid-off due to COVID-19
2. Caregiving stipends for those with childcare or eldercare responsibilities
3. Small business tax incentives / credits for COVID-related purposes
4. Stimulus payments based on annual income

RESPONSE OPTIONS:

1. Very unsupportive
2. Somewhat unsupportive
3. Neither unsupportive nor supportive
4. Somewhat supportive
5. Very supportive

[GRID; SP]

**SHRM8**

To what extent do you agree or disagree with the following statements?

RANDOMIZE GRID ITEMS:

1. My company / organization [INSERT IF EMPLOY1=1 is; INSERT IF EMPLOY1 = 3 was] understaffed.
2. My team [INSERT IF EMPLOY1=1 is; INSERT IF EMPLOY1 = 3 was] understaffed.
3. [INSERT IF EMPLOY1=1 I’ve; INSERT IF EMPLOY1 = 3 I] had to work harder (longer hours, more projects, etc.) due to staffing shortages at my company / organization.

RESPONSE OPTIONS:

1. Strongly disagree
2. Somewhat disagree
3. Neither disagree nor agree
4. Somewhat agree
5. Strongly agree

[SP; PROMPT ONCE]

[STANDARD PROMPT LANGUAGE We would really like your answer to this question.]

**COMPANY\_SIZE**

Approximately how many people [INSERT IF EMPLOY1=1 are; INSERT IF EMPLOY1 = 3 were] employed by your entire [INSERT IF EMPLOY1=3 most recent] company / organization[INSERT IF EMPLOY1=1 ?; INSERT IF EMPLOY1 = 3 at the time of your departure?]

RESPONSE OPTIONS:

1. Less than 20
2. 20-49
3. 50-99
4. 100-249
5. 250-499
6. 500-999
7. 1,000-2,499
8. 2,500-4,999
9. 5,000-9,999
10. 10,000-24,999
11. 25,000 or more

[SP; PROMPT ONCE]

[STANDARD PROMPT LANGUAGE We would really like your answer to this question.]

**INDUSTRY**

Which best represents your [INSERT IF EMPLOY1=3 most recent] company’s / organization’s industry?

RESPONSE OPTIONS:

1. Agriculture, Forestry, Fishing and Hunting
2. Mining, Quarrying, and Oil and Gas Extraction
3. Utilities
4. Construction
5. Manufacturing
6. Wholesale Trade
7. Retail Trade
8. Transportation and Warehousing
9. Information
10. Finance and Insurance
11. Real Estate and Rental and Leasing
12. Professional, Scientific, and Technical Services
13. Management of Companies and Enterprises
14. Administrative and Support and Waste Management and Remediation Services
15. Educational Services
16. Health Care and Social Assistance
17. Arts, Entertainment, and Recreation
18. Accommodation and Food Services
19. Religious, Grantmaking, Civic, Professional, Trade and Similar Organizations
20. Public Administration
21. Other, please specify [TEXTBOX]

[SP; DROPDOWN]

[STANDARD PROMPT LANGUAGE We would really like your answer to this question.]

**COMPANY\_LOCATION**

In which state or U.S. territory [INSERT IF EMPLOY1=1 is; INSERT IF EMPLOY1=3 was] your workplace primarily located?

RESPONSE OPTIONS:

1. Alabama
2. Alaska
3. American Samoa
4. Arizona
5. Arkansas
6. California
7. Colorado
8. Connecticut
9. Delaware
10. District of Columbia
11. Florida
12. Georgia
13. Guam
14. Hawaii
15. Idaho
16. Illinois
17. Indiana
18. Iowa
19. Kansas
20. Kentucky
21. Louisiana
22. Maine
23. Maryland
24. Massachusetts
25. Michigan
26. Minnesota
27. Mississippi
28. Missouri
29. Montana
30. Nebraska
31. Nevada
32. New Hampshire
33. New Jersey
34. New Mexico
35. New York
36. North Carolina
37. North Dakota
38. Northern Mariana Islands
39. Ohio
40. Oklahoma
41. Oregon
42. Pennsylvania
43. Puerto Rico
44. Rhode Island
45. South Carolina
46. South Dakota
47. Tennessee
48. Texas
49. Utah
50. Vermont
51. Virgin Islands
52. Virginia
53. Washington
54. West Virginia
55. Wisconsin
56. Wyoming

[OPEN ENDED]

[STANDARD PROMPT LANGUAGE We would really like your answer to this question.]

**COMPANY\_NAME.**

What is the name of the company / organization that you [INSERT IF EMPLOY1=1 currently work; INSERT IF EMPLOY1 = 3 most recently worked] for? [TEXT BOX - MEDIUM]

[MP]

**SHRM9**

Which of the following describes you?

[SPACE]

[REMOVE BOLD] <i>*Select all that apply.*</i>

RESPONSE OPTIONS:

1. Asexual
2. Bisexual
3. Cisgender (i.e., identify with the sex assigned at birth)
4. Gay / Lesbian
5. Heterosexual / Straight
6. Non-binary
7. Pansexual
8. Queer
9. Transgender
10. A sexual orientation or identity not listed here
11. Prefer not to say [SP]

RE-COMPUTE QUAL=1 “COMPLETE”

SET CO\_DATE, CO\_TIME, CO\_TIMER VALUES HERE

CREATE MODE\_END

1=CATI

2=CAWI

SCRIPTING NOTES: PUT QFINAL1, QFINAL2, QFINAL3 in the same screen.

[SINGLE CHOICE]

QFINAL1.

Thank you for your time today. To help us improve the experience of AmeriSpeak members like yourself, please give us feedback on this survey.

[RED TEXT – CAWI ONLY] If you do not have any feedback for us today, please click “Continue” through to the end of the survey so we can make sure your opinions are counted and for you to receive your AmeriPoints reward.

Please rate this survey overall from 1 to 7 where 1 is Poor and 7 is Excellent.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Poor |  |  |  |  |  | Excellent |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

[SINGLE CHOICE – CAWI ONLY]

QFINAL2.

Did you experience any technical issues in completing this survey?

1. Yes – please tell us more in the next question
2. No

[TEXT BOX] [CATI version needs “no” option]

QFINAL3.

Do you have any general comments or feedback on this survey you would like to share? If you would like a response from us, please email [support@AmeriSpeak.org](mailto:support@amerispeak.org) or call (888) 326-9424.

[DISPLAY]

END.

[CATI version]

Those are all the questions we have. We will add [INCENTWCOMMA] AmeriPoints to your AmeriPoints balance for completing the survey. If you have any questions at all for us, you can email us at [support@AmeriSpeak.org](mailto:support@amerispeak.org) or call us toll-free at **888-326-942**4. Let me repeat that again: email us at [support@AmeriSpeak.org](mailto:info@amerispeak.org) or call us at **888-326-9424**. Thank you for participating in our new AmeriSpeak survey!

[CAWI version]

Those are all the questions we have. We will add [INCENTWCOMMA] AmeriPoints to your AmeriPoints balance for completing the survey. If you have any questions at all for us, you can email us at [support@AmeriSpeak.org](mailto:support@amerispeak.org) or call us toll-free at **888-326-9424**. Thank you for participating in our new AmeriSpeak survey!

You can close your browser window now if you wish or click Continue below to be redirected to the AmeriSpeak member website.