

**Taco Bell Employee Survey
Ci3 Instrument**

CATI ON

LIST ANSWERS

1 YES

2 NO

-

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

endlist

Q:HELLO1

T:

Hello. May I please speak with _____?

This is ____ calling from the University of Oregon Survey Research Laboratory. A law firm in Seattle (Schroeter, Goldmark and Bender) has asked us to conduct a 6-minute survey with people who have worked for Taco Bell since August 1991. I want to assure you that I am not selling a thing, and that this survey is completely confidential and voluntary.

-----> PRESS '1' TO CONTINUE

T14:

Hello. May I please speak with _____?

This is ____ calling from the University of Oregon Survey Research Laboratory. I'd like to complete the survey we began a day or two ago about working at Taco Bell.

PRESS '1' TO CONTINUE

I:

Key 1

Q:HELLO3

T:

Do you have any questions about the survey before we begin?

YES --> REFER TO INTERVIEWER INSTRUCTIONS

NO --> PRESS '1' TO CONTINUE

I:

Key 1

Q:WORKTACO

T:

Did you ever work for Taco Bell between 1991 and the present (even for just a week or two)?

1 YES
2 NO ----> INELIGIBLE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9
QAL NOQAL

Q:WHEN

T:
(Thank you.) The first group of questions is about the time period you worked at Taco Bell. In what year did you start working for Taco Bell (between 1991 and the present)?

PROBE IF EMPLOYED MULTIPLE TIMES: In what year did you most recently start working (there/for Taco Bell)?

PROBE: Please give your best estimate.

01 1991 OR EARLIER
02 1992
03 1993
04 1994
05 1995
06 1996
07 1997
08 1998
09 1999

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 25 5
IF (when > 09)
IF (when < 97) REASK
ENDIF

Q:MINRQUAL

T:
Are you currently 18 years of age or older?

1 YES
2 NO ----> INELIGIBLE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9
skipto NOQAL2 2

Q:HOWLONG

T:

How many months or years did you work at Taco Bell altogether?

PROBE: Please give your best estimate.

ENTER EXACT NUMBER OF MONTHS 0 - 95+

0 LESS THAN ONE MONTH
12 MONTHS = 1 YEAR
24 MONTHS = 2 YEARS
36 MONTHS = 3 YEARS
48 MONTHS = 4 YEARS
60 MONTHS = 5 YEARS
72 MONTHS = 6 YEARS
84 MONTHS = 7 YEARS
96 MONTHS = 8 YEARS OR MORE

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

CMDI intid "attemptinterviewer1"

CMDI numresp "respondentnumber"

CMDI recnum "recordnumber"

cmdi osrlid "osrl_id" 1

show intid 5 45 3 green

show numresp 6 45 3 green

show recnum 7 45 3 green

num 0 99 2 0 22 5

Q:CURRENT

T:

Are you currently working for Taco Bell?

PROBE: Anything you say will be confidential.

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:PLACE

T:

Which Taco Bell store(s) did you work at?

PROBE: Do you know the store number, street address,
or area of town?

OPEN-ENDED

I:

opn 13 5 22 60 m n

Q:NOCLOC1

T:

(Thank you.) The next set of questions is about off the clock work. There are many different ways an employee can work off the clock. As I read the next set of questions, please tell me if you did this type of work off the clock.

The first one is, did you ever punch out and keep working?

I:

a = 1

showlist ANSWERS 7 1 14 1

Key 1,2, 7-9

if (ans = 1) a = 0

Q:NOCLOC2

T:

Did you ever do food prep work or errands before you clocked on?

I:

showlist ANSWERS 3 1 9 1

Key 1,2, 7-9

if (ans = 1) a = 0

Q:NOCLOC3

T:

Did you ever punch out and have to wait in the store until the manager counted your till?

I:

showlist ANSWERS 4 1 10 1

Key 1,2, 7-9

if (ans = 1) a = 0

Q:NOCLOC4

T:

Did you ever arrive for your scheduled shift and have to wait until the store got busier to clock on?

I:

showlist ANSWERS 4 1 10 1

Key 1,2, 7-9

if (ans = 1) a = 0

Q:NOCLOC5

T:

Did you ever do errands such as going to the bank or getting food from another store when you were not clocked in?

I:

showlist ANSWERS 4 1 10 1

Key 1,2, 7-9

if (ans = 1) a = 0

Q:NOCLOC6

T:

Did you ever attend meetings for which you were not clocked on?

I:

showlist ANSWERS 4 1 10 1

Key 1,2, 7-9

if (ans = 1) a = 0

Q:NOCLOC7

T:

Did you ever attend cleaning parties for which you were not clocked on?

I:

showlist ANSWERS 4 1 10 1

Key 1,2, 7-9

if (ans = 1) a = 0

Q:NOCLOC8

T:

Did you ever read training manuals at home, during breaks or other times when you were not being paid?

I:

showlist ANSWERS 4 1 10 1

Key 1,2, 7-9

if (ans = 1) a = 0

Q:NOCLOC9

T:

Did you do any other kind of work for Taco Bell that was unpaid- including work you volunteered for?

1 YES --> SPECIFY: What kind of work was that?

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

oth 1

if (ans = 1) a = 0

Q:OFFCLOC2

T:

In a typical week, how often did you do any work off the clock?

Almost always -90 to 100 percent of the time you worked,

Often -70 to 90 percent of the time,

Sometimes -30 to 70 percent of the time,

Rarely -10 to 30 percent of the time, or

Almost never -less than 10 percent of the time you worked?

How often did you work off the clock -- almost always, often, sometimes, rarely or almost never?

1 AMOST ALWAYS 90-100%
2 OFTEN 70-90%
3 SOMETIMES 30-70%
4 RARELY 10-30%
5 ALMOST NEVER 0-10%

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

if (a = 1)
skipto OVERTIM1
endif

Key 1-5, 7-9

Q:OVERTIM1

T:

If you ever worked more than 40 hours per week, you should have been paid time and a half, (the overtime rate) for each hour over 40.

Did you ever work overtime and not get paid time and a half for it or not get paid for it at all?

1 YES
2 NO--> SKIPTO MEAL1

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1,2, 7-9

IF (KEY > 1) SKIPTO MEAL1

Q:OVERTIM2

T:

For those weeks that you worked overtime, how often did you not receive overtime pay? Almost always, often, sometimes, rarely, or almost never?

1 AMOST ALWAYS 90-100%
2 OFTEN 70-90%
3 SOMETIMES 30-70%
4 RARELY 10-30%
5 ALMOST NEVER 0-10%

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

Key 1-5, 7-9

Q:MEAL1

T:

Now I am going to ask you some questions about your experiences with 30 minute meal breaks.

Did you ever have meal breaks of less than 30 minutes?

1 YES

2 NO--> SKIPTO MEAL2

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

IF (KEY > 1) SKIPTO MEAL2

Q:MEAL1a

T:

How often (did you have meal breaks of less than 30 minutes)?

Almost always -90 to 100 percent of the time you worked,

Often -70 to 90 percent of the time,

Sometimes -30 to 70 percent of the time,

Rarely -10 to 30 percent of the time, or

Almost never -less than 10 percent of the time you worked?

1 AMOST ALWAYS 90-100%

2 OFTEN 70-90%

3 SOMETIMES 30-70%

4 RARELY 10-30%

5 ALMOST NEVER 0-10%

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-5, 7-9

Q:MEAL2

T:

Were your unpaid 30 minute breaks ever interrupted?

1 YES

2 NO--> SKIPTO MEAL3

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

IF (KEY > 1) SKIPTO MEAL3

Q:MEAL2a

T:
How often (were your unpaid 30 minute breaks interrupted)?
Almost always -90 to 100 percent of the time you worked,
Often -70 to 90 percent of the time,
Sometimes -30 to 70 percent of the time,
Rarely -10 to 30 percent of the time, or
Almost never -less than 10 percent of the time you worked?

1 AMOST ALWAYS 90-100%
2 OFTEN 70-90%
3 SOMETIMES 30-70%
4 RARELY 10-30%
5 ALMOST NEVER 0-10%

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1-5, 7-9

Q:MEAL3

T:
Did you ever work graveyard?

1 YES
2 NO--> SKIPTO MEAL4

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9
IF (KEY > 1) SKIPTO MEAL4

Q:MEAL3a

T:
Were you permitted to leave the store for a 30 minute meal break
(when you worked graveyard)?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
Key 1,2, 7-9
c:even tho they say no, they still get asked next Q

Q:MEAL3b

T:
In 1997 or earlier, did you ever have to punch out

for 30 minute meal breaks (when you worked graveyard)?

- 1 YES
- 2 NO --> SKIPTO MEAL4

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

c:this Q only asked of R's who worked at TB 1997 or earlier
if (WHEN > 7) skipto MEAL4

Key 1,2, 7-9

IF (KEY > 1) SKIPTO MEAL4

Q:MEAL3c

T:

In 1997 or earlier (when you worked graveyard,
how often did you have to punch out for meal breaks?

Almost always -90 to 100 percent of the time you worked,
Often -70 to 90 percent of the time,
Sometimes -30 to 70 percent of the time,
Rarely -10 to 30 percent of the time, or
Almost never -less than 10 percent of the time you worked?

- 1 AMOST ALWAYS 90-100%
- 2 OFTEN 70-90%
- 3 SOMETIMES 30-70%
- 4 RARELY 10-30%
- 5 ALMOST NEVER 0-10%

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

c:this Q only asked of R's who worked at TB 1997 or earlier
Key 1-5, 7-9

Q:MEAL4

T:

Did you ever work six or more hours and not receive a 30 minute,
uninterrupted meal break?

- 1 YES
- 2 NO--> SKIPTO MEAL5

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2, 7-9

IF (KEY > 1) SKIPTO MEAL5

Q:MEAL4a

T:

How often (did you work six or more hours and not receive a 30 minute, uninterrupted meal break)?

Almost always -90 to 100 percent of the time you worked,

Often -70 to 90 percent of the time,

Sometimes -30 to 70 percent of the time,

Rarely -10 to 30 percent of the time, or

Almost never -less than 10 percent of the time you worked?

1 AMOST ALWAYS 90-100%

2 OFTEN 70-90%

3 SOMETIMES 30-70%

4 RARELY 10-30%

5 ALMOST NEVER 0-10%

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-5, 7-9

Q:MEAL5

T:

Did you work for Taco Bell when you were age 18 or younger?

1 YES

2 NO ---> SKIP TO AGE

3 IF VOLUNTEERED: PART OF THE TIME

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-3, 7-9

IF (KEY = 2) SKIPTO AGE

Q:MEAL5a

T:

When you were a minor, did you ever work five or more hours and not receive a 30 minute, uninterrupted meal break?

1 YES

2 NO--> SKIPTO AGE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

IF (KEY > 1) SKIPTO AGE

Q:MEAL5b

T:

(When you were a minor,) how often (did you work five or more hours and not receive a 30 minute uninterrupted meal break)?

Almost always -90 to 100 percent of the time you worked,

Often -70 to 90 percent of the time,

Sometimes -30 to 70 percent of the time,

Rarely -10 to 30 percent of the time, or

Almost never -less than 10 percent of the time you worked?

1 AMOST ALWAYS 90-100%

2 OFTEN 70-90%

3 SOMETIMES 30-70%

4 RARELY 10-30%

5 ALMOST NEVER 0-10%

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-5, 7-9

Q:AGE

T:

I'd like to end the survey by asking a few questions about you. First, how old are you?

ENTER NUMBER OF YEARS

96 96 OR MORE

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 18 99 2 0 20 10

Q:SEX

T:

(This may sound silly, but) Are you male or female?

1 MALE

2 FEMALE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2, 7-9

Q:EDUC

T:

What is the highest level of education you have completed?

PROBE: Have you completed a (degree/diploma)? IF YES: Which one?

NOTE: BUSINESS/SECRETARIAL SCHOOL/OTHER "CERTIFICATE" PROGRAMS DO NOT COUNT

- 01 DOCTORATE (PHD, EDD) OR PROFESSIONAL (MD, JD, DDS)
- 02 MASTERS (MA, MS, MBA, MED)
- 03 BACHELORS (BA, BS, AB)
- 04 ASSOCIATE
- 05 SOME COLLEGE, NO DEGREE
- 06 HIGH SCHOOL DIPLOMA OR GED
- 07 9TH - 12TH GRADE, NO DIPLOMA
- 08 5TH THROUGH 8TH GRADES
- 09 4TH GRADE OR LESS

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:

num 1 99 2 0 20 10

IF (ANS > 09)

IF (ANS < 97) REASK

ENDIF

Q:RACE

T:

What is your race?

PROBE: Are you white, black, Asian, Latino, American Indian, or mixed race?

- 1 WHITE/CAUCASIAN
- 2 BLACK/AFRICAN AMERICAN
- 3 ASIAN/PACIFIC ISLANDER
- 4 HISPANIC/ LATINO
- 5 AMERICAN INDIAN/NATIVE AMERICAN
- 6 MIXED RACE

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-9

Q:ENDING

T:

That's the end of the survey! On behalf of the law firm in Seattle (Schroeter, Goldmark and Bender). I'd like to thank you sincerely for your time. Good-bye.

PRESS ANY KEY TO FINISH

I:

key

Q:INTOBS

T:

INTERVIEWER OBSERVATION: PLEASE RECORD HERE ANY *PERTINENT* COMMENTS BY R NOT ADEQUATELY CAPTURED IN THE SURVEY.

I:

opn 13 5 22 60 m n

Q:INTID

T:

ENTER YOUR INTERVIEWER ID NUMBER TO TERMINATE

I:

num 1 999 3 0 10 5

CPL

DISPOS = 26

ENDQUEST

Q:NOQAL

T:

I'm sorry, but we are only interviewing adults who have worked at Taco Bell. Thank you for your time.

PRESS ANY KEY TO TERMINATE

I:

KEY

DISPOS = 22

endquest

Q:NOQAL2

T:

I'm sorry, but we are only interviewing adults age 18 or over who have worked at Taco Bell. Thank you for your time.

PRESS ANY KEY TO TERMINATE

I:

KEY

DISPOS = 23