

# Implementing a New Web Collection Tool for Multi-Worksite Respondents in the Current Employment Statistics (CES) Survey

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# Current Employment Statistics (CES) Overview

- Monthly establishment survey of approximately 144,000 businesses and government agencies representing approximately 697,000 worksites.
- Provides detailed industry estimates of nonfarm employment, hours, and earnings of workers on payrolls.
- Released monthly as Total Nonfarm Payroll or more commonly known as the establishment survey of the monthly 'Jobs Report.'



# Collection Methods

- CES collection methods worked well for most respondents
  - ▶ Fewer than 5 reporting locations
    - Computer Assisted Telephone Interviewing
    - Web reporting system (WebLite)
  - ▶ 50+ reporting locations
    - Electronic Data Interchange
- Left out were respondents in the ‘Goldilocks’ zone – 5 to 50 reporting locations



# Goals of Effort

- Convert mid-size establishments to web reporting
- Transition away from Excel spreadsheets
  - ▶ Reporters would submit spreadsheets
  - ▶ Resource intensive to process



# User Research – WebLite Trial

- Spreadsheet respondents try WebLite for 1 month, then provide feedback.
  - ▶ 9 participants, feedback through survey or interview
  - ▶ Review of early prototype built in Axure
    - Summary page with all data, but enter data for each location on a separate page.

**Report # 123456789**

<b>Pay Frequency:</b> <input type="text" value="Semi-monthly"/>	<b>1</b> Employee Count	<b>2</b> Women Employee Count	<b>3</b> Payroll, Excluding Commissions	<b>4</b> Commissions Frequency: <input type="text" value="No Commissions"/>	<b>5</b> Total Hours, including overtime
All Workers	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Production Workers	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Comments	<input type="text"/> <input type="text"/>				

[Cancel](#)

**Submit**

Report your information for the pay period that includes the 12th of the month listed below. For questions, call Jean Fox at (202) 691-1111.

1. Enter the Reference Month:  ▼
2. Select a report number to enter data.

Report Number	Pay Frequency	All Employees						Production Employees					Comment 1	Comment 2
		1 Employee Count	2 Women Employee Count	3 Payroll, Excluding Commissions	4 Commissions	Commission Frequency	5 Total Hours, including overtime	1 Employee Count	3 Payroll, Excluding Commissions	4 Commissions	Commission Frequency	5 Total Hours, including overtime		
<a href="#">123456789</a>	Semi-monthly													
<a href="#">123456789</a>	Monthly													
<a href="#">134567890</a>	Bi-weekly													

[Submit Data](#)



# User Research – WebLite Trial

## ■ Findings

- ▶ Prototype better than WebLite because they could see the data all at once
- ▶ Participants preferred to see all the data when they enter it
- ▶ 6 preferred the spreadsheet, 2 didn't have a preference and 1 preferred the website
  - They liked being able to see all the data at one time
  - Easier to track which data went for which location



# User Research – Respondent Interviews

- Interviews with spreadsheet respondents to learn how they prepare and submit their data
  - ▶ 9 participants

# User Research – Respondent Interviews

## ■ Findings

- ▶ All ran special reports to get the data, which they entered into the spreadsheet
- ▶ None copied and pasted the data
  - The layout didn't match
  - The predecessor told the respondent they couldn't
  - Two used Excel to automatically bring in the data
- ▶ They were happy with the process
  - Any new mode would have to be at least as easy

# Usability Testing

- 10 internal staff as participants, using scenarios and sample reports for data
- One emphasis was on the new functionality of the spreadsheet features.



# Usability Testing of WebPRO

## ■ Findings

### ▶ Found a few usability problems we addressed

- New features in the spreadsheet took some getting used to
- Sorting rows was confusing
- Need for instructions for some features (e.g., copy and paste)
- Some button labels and warning messages were unclear

### ▶ Overall, participants found the instrument fairly easy to use

# WebPRO Data Entry – Final product

January 2021

February 2021

**March 2021**

Please report data for the pay period that includes the 12<sup>th</sup> of the month.

	Location 1 <span>⊕</span>	Pay Frequency <span>⊖</span>		All Employees <span>⊖</span>					Production <span>⊖</span>	
	<u>Location</u>	<u>Payroll</u>	<u>Commissions</u>	<u>Count</u>	<u>Women</u>	<u>Payroll</u> (excluding commissions)	<u>Commissions</u> (paid at least monthly)	<u>Hours</u> (including overtime)	<u>Count</u>	<u>Payroll</u> (excluding commissions)
1	Store #123	Bi-weekly ▼	Bi-weekly ▼							
2	Store #188	Weekly ▼	Bi-weekly ▼							
3	Store #215	Monthly ▼	Bi-weekly ▼							
4	Store #225	Bi-weekly ▼	Bi-weekly ▼							
5	Store #612	Monthly ▼	Monthly ▼							
6	Store #721	Weekly ▼	Bi-weekly ▼							
7	Headquarters	Weekly ▼	Bi-weekly ▼							



# Implementation

- Some normal issues with deployment...
  - ▶ Transitioning existing respondents.
  - ▶ Getting users to use understand new features.
    - Ex: Re-arrangeable rows and editable location names.
  - ▶ Identifying new prompting timing, multi-unit respondents differ greatly from single-unit respondents.

# Implementation – Part 2

- ...and some new challenges
  - ▶ Some existing respondents had been spoiled by simply sending us data in their own format, not willing to transition to reporting with our format.
  - ▶ Respondents that transition from single-unit to multi-unit and vice versa.

# Contact Information

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