ODOT Department of Motor Vehicle Call-In Services
Customer Satisfaction Survey, 2001
Codebook (from SPSS)

List of variables on the working file

Name (Position) Label

respnum$ (1)
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F9
    Write Format: F9

hello1 (2) Greeting for Introduction Form A (Part One)
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

hello2 (3) Greeting for Introduction Form A (Part Two)
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

hello3 (4) Greeting for Introduction Form B
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

callnum1 (5) Number of Calls Placed by R
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

        Value   Label

            1   YES
            2   NO
            3   DOES NOT RECALL CALLING DMV
            7   REFUSED
            8   DON'T KNOW
            9   NO ANSWER

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callnum2 (6)
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1

Write Format: F1

calltype (7) Call for information, question, or complaint
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

        Value   Label

            1   NEEDED INFORMATION/HAD QUESTION
            2   COMPLAINT
            3   COMBINATION OF THE ABOVE
            4   SOMETHING ELSE
            7   REFUSED
            8   DON'T KNOW
            9   NO ANSWER

info1 (8) Needed Vehicle Information
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

        Value   Label

            1   YES
            2   NO
            7   REFUSED
            8   DON'T KNOW
            9   NO ANSWER

info2 (9) Needed Driver Information
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

        Value   Label

            1   YES
            2   NO
            7   REFUSED
            8   DON'T KNOW
            9   NO ANSWER

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info3 (10) Needed Accident/Insurance Information
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

Value   Label

1   YES
2   NO
7   REFUSED
8   DON'T KNOW
9   NO ANSWER

info4 (11) Needed General Information
   Measurement Level: Scale
   Column Width: 8 Alignment: Right
   Print Format: F1
   Write Format: F1

   Value   Label

1   YES
2   NO
7   REFUSED
8   DON'T KNOW
9   NO ANSWER

hold1 (12) Spent Time On Hold
   Measurement Level: Scale
   Column Width: 8 Alignment: Right
   Print Format: F1
   Write Format: F1

   Value   Label

1   YES
2   NO
7   REFUSED
8   DON'T KNOW
9   NO ANSWER

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hold2 (13) Opinion of Length of Hold Time
   Measurement Level: Scale
   Column Width: 8 Alignment: Right
   Print Format: F1
   Write Format: F1

   Value   Label

1   TOO LONG
2   JUST ABOUT RIGHT
3   SHORT
7   REFUSED
8   DON'T KNOW
9   NO ANSWER

transfer (14) R's Call Was Transferred

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value   Label

1   YES
2   NO
7   REFUSED
8   DON'T KNOW
9   NO ANSWER

tranpro1 (15) Problems with Transfer
Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value   Label

1   YES
2   NO
7   REFUSED
8   DON'T KNOW
9   NO ANSWER

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back1 (16) Required Callback
Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value   Label

1   YES
2   NO
3   YES, BUT DID NOT CALL BACK
7   REFUSED
8   DON'T KNOW
9   NO ANSWER

back2 (17) Received Callback
Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value   Label

1   YES
2   NO, NOT YET

3   NO CALLBACK AFTER 2-3 DAYs
      7   REFUSED
      8   DON'T KNOW
      9   NO ANSWER

agent3 (18) Agent's Understanding of R's Needs
   Measurement Level: Scale
   Column Width: 8 Alignment: Right
   Print Format: F1
   Write Format: F1

      Value   Label

      1   VERY GOOD JOB
      2   SOMEWHAT GOOD JOB
      3   NOT A GOOD JOB
      7   REFUSED
      8   DON'T KNOW
      9   NO ANSWER

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know (19) Agent's Level of Knowledge
   Measurement Level: Scale
   Column Width: 8 Alignment: Right
   Print Format: F1
   Write Format: F1

      Value   Label

      1   VERY
      2   SOMEWHAT
      3   NOT VERY
      4   NOT AT ALL
      7   REFUSED
      8   DON'T KNOW
      9   NO ANSWER

agent2 (20) Agent's Level of Confidence
   Measurement Level: Scale
   Column Width: 8 Alignment: Right
   Print Format: F1
   Write Format: F1

      Value   Label

      1   VERY
      2   SOMEWHAT
      3   NOT VERY
      4   NOT AT ALL
      7   REFUSED
      8   DON'T KNOW
      9   NO ANSWER

agent5 (21) Respectfulness of Agent's Answers
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

        Value   Label

            1   VERY
            2   SOMEWHAT
            3   NOT VERY
            4   NOT AT ALL
            7   REFUSED
            8   DON'T KNOW
            9   NO ANSWER

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agent8 (22) Clarity of Agent's Voice
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

        Value   Label

            1   VERY
            2   SOMEWHAT
            3   NOT VERY
            4   NOT AT ALL
            7   REFUSED
            8   DON'T KNOW
            9   NO ANSWER

agent9 (23) Clarity of Agent's Answers
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

        Value   Label

            1   VERY
            2   SOMEWHAT
            3   NOT VERY
            4   NOT AT ALL
            7   REFUSED
            8   DON'T KNOW
            9   NO ANSWER

agent10 (24) Pleasantness and Professionalism of Agent
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1

Write Format: F1

    Value   Label

        1   VERY
        2   SOMEWHAT
        3   NOT VERY
        4   NOT AT ALL
        5   PLEASANT, BUT NOT PROFESSIONAL
        6   PROFESSIONAL, BUT NOT PLEASANT
        7   REFUSED
        8   DON'T KNOW
        9   NO ANSWER

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overall (25) Overall Evaluation of Service
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

    Value   Label

        1   EXCELLENT
        2   GOOD
        3   FAIR
        4   POOR
        7   REFUSED
        8   DON'T KNOW
        9   NO ANSWER

opin (26) Change in Opinion of DMV Service
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

    Value   Label

        1   IMPROVE
        2   STAY THE SAME
        3   DECREASE
        7   REFUSED
        8   DON'T KNOW
        9   NO ANSWER

recom (27) Recommend Service to Others
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F1
    Write Format: F1

    Value   Label

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           1   YES
           2   NO
           7   REFUSED
           8   DON'T KNOW
           9   NO ANSWER
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chanmus (28) Audio Preference While On Hold
   Measurement Level: Scale
   Column Width: 8 Alignment: Right
   Print Format: F1
   Write Format: F1

      Value   Label

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           1   MUSIC
           2   DMV INFORMATION
           3   NOTHING
           4   IT DEPENDS ON THE MUSIC
           5   SOMETHING ELSE
           7   REFUSED
           8   DON'T KNOW
           9   NO ANSWER
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chanauto (29) Opinion of Automated Call Systems
   Measurement Level: Scale
   Column Width: 8 Alignment: Right
   Print Format: F1
   Write Format: F1

      Value   Label

```
           1   A LOT
           2   SOME
           3   A LITTLE
           4   NOT AT ALL
           5   IT DEPENDS
           7   REFUSED
           8   DON'T KNOW
           9   NO ANSWER
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chantime (30) Opinion of Appropriate Hold Time
   Measurement Level: Scale
   Column Width: 8 Alignment: Right
   Print Format: F1
   Write Format: F1

      Value   Label

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           1   TOO LONG
           2   TOO SHORT
           3   JUST ABOUT RIGHT
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    7   REFUSED
    8   DON'T KNOW
    9   NO ANSWER
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county (31) County of Residence
    Measurement Level: Scale
    Column Width: 8 Alignment: Right
    Print Format: F2
    Write Format: F2

    Value   Label

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     1   BAKER
     2   BENTON
     3   CLACKAMAS
     4   CLATSOP
     5   COLUMBIA
     6   COOS
     7   CROOK
     8   CURRY
     9   DESCHUTES
    10   DOUGLAS
    11   GILLIAM
    12   GRANT
    13   HARNEY
    14   HOOD RIVER
    15   JACKSON
    16   JEFFERSON
    17   JOSEPHINE
    18   KLAMATH
    19   LAKE
    20   LANE
    21   LINCOLN
    22   LINN
    23   MALHEUR
    24   MARION
    25   MORROW
    26   MULTNOMAH
    27   POLK
    28   SHERMAN
    29   TILLAMOOK
    30   UMATILLA
    31   UNION
    32   WALLOWA
    33   WASCO
    34   WASHINGTON
    35   WHEELER
    36   YAMHILL
    96   OUTSIDE OREGON
    97   REFUSED
    98   DON'T KNOW
    99   NO ANSWER
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sex (32) Sex
  Measurement Level: Scale
  Column Width: 8 Alignment: Right
  Print Format: F1
  Write Format: F1

      Value   Label

        1   MALE
        2   FEMALE
        7   REFUSED
        8   DON'T KNOW
        9   NO ANSWER

age (33) Year of Birth
  Measurement Level: Scale
  Column Width: 8 Alignment: Right
  Print Format: F2
  Write Format: F2

      Value   Label

        0   1900 OR EARLIER
       97   REFUSED
       98   DON'T KNOW
       99   NO ANSWER

race (34) Racial/Ethnic Group
  Measurement Level: Scale
  Column Width: 8 Alignment: Right
  Print Format: F2
  Write Format: F2

      Value   Label

        1   BLACK/AFRICAN AMERICAN
        2   ASIAN/PACIFIC ISLANDER
        3   WHITE/CAUCASIAN
        4   NATIVE AMERICAN/AMERICAN INDIAN/ALASKA NATIVE
        5   HISPANIC
        6   MIXED RACE
        7   OTHER
       97   REFUSED
       98   DON'T KNOW
       99   NO ANSWER

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intid (35) Interviewer ID

Measurement Level: Nominal
Column Width: 20 Alignment: Left
Print Format: A20
Write Format: A20

assign (36)
Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F4
Write Format: F4

spanish (37) Spanish Speaker
Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F4
Write Format: F4

Value   Label

0   NO
1   YES

locat (38) Calling Center ID
Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F4
Write Format: F4

Value   Label

1   MAIN OFFICE 1
2   MAIN OFFICE 2
3   MAIN OFFICE 3
4   MAIN OFFICE 4
5   OWCC

age_r (39) Age (recoded)
Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F8.2
Write Format: F8.2

Value   Label

1.00   16 TO 29
2.00   30 TO 39
3.00   40 TO 49
4.00   50 TO 59
5.00   60 TO 69
6.00   70 OR OLDER
7.00   REFUSED

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8.00   DON'T KNOW
9.00   NO ANSWER

daycall (40) Day R Called DMV
  Measurement Level: Scale
  Column Width: 8 Alignment: Right
  Print Format: F8.2
  Write Format: F8.2

     Value   Label

      1.00   MONDAY 3/5/01
      2.00   TUESDAY 3/6/01
      3.00   WEDNESDAY 3/7/01
      4.00   THURSDAY 3/8/01
      5.00   FRIDAY 3/9/01

cbacktm1 (41) Callback Time
  Measurement Level: Scale
  Column Width: 8 Alignment: Right
  Print Format: F8.2
  Write Format: F8.2

     Value   Label

      1.00   NO CALLBACK SCHEDULED
      2.00   AM CALLBACK
      3.00   PM CALLBACK
      4.00   ANYTIME CALLBACK

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