

DON'T DISCLOSE IDENTITIES

From the beginning of these studies, the identities of the persons under study have been kept confidential. We look to you to carry on this trust. Please guard the privacy of the persons involved by substituting fictitious names, or code symbols for real names.

QUESTIONNAIRE
RELAY ASSEMBLY TEST ROOM

74P-

September, 1931

Monday Feb 11, 1919

INDUSTRIAL EFFICIENCY

FATIGUE - FIRST SIGNS

In which of the following ways, if any, does fatigue appear?

Hands _____

Wrists _____

Shoulders ☒ _____

Upper Back _____

Neck _____

Lower Back _____

Mistakes _____

Temperament _____

Speed _____

Any Other _____

Monday Feb., 11, 1929

INDUSTRIAL EFFICIENCY

FATIGUE - FIRST SIGNS

In which of the following ways, if any, does fatigue appear?

Hands _____

Wrists _____

Shoulders _____

Upper Back ☒ _____

Neck _____

Lower Back _____

Mistakes _____

Temperament _____

Speed _____

Any Other _____

Monday Feb., 11, 1929

INDUSTRIAL EFFICIENCY

FATIGUE - FIRST SIGNS

In which of the following ways, if any, does fatigue appear?

Hands _____

Wrists _____

Shoulders ☒ _____

Upper Back ☒ _____

Neck _____

Lower Back _____

Mistakes _____

Temperament _____

Speed _____

Any Other "Crazy" when I get home

Monday Feb., 11, 1929

INDUSTRIAL EFFICIENCY

FATIGUE - FIRST SIGNS

In which of the following ways, if any, does fatigue appear?

Hands _____

Wrists _____

Shoulders ☒ _____

Upper Back ☒ _____

Neck _____

Lower Back _____

Mistakes ☒ _____

Temperament ☒ _____

Speed _____

Any Other _____

Monday Feb. 11, 1929

INDUSTRIAL EFFICIENCY

FATIGUE - FIRST SIGNS

In which of the following ways, if any, does fatigue appear?

Hands _____

Wrists _____

Shoulders _____

Upper Back ✓ _____

Neck _____

Lower Back _____

Mistakes _____

Temperament _____

Speed _____

Any Other _____

Monday Feb. 11, 1929

INDUSTRIAL EFFICIENCY

FATIGUE - FIRST SIGNS

In which of the following ways, if any, does fatigue appear?

Hands _____

Wrists _____

Shoulders _____

Upper Back _____

Neck _____

Lower Back _____

Mistakes _____

Temperament _____

Speed _____

Any Other Fat _____

Monday Feb. 11, 1929

INDUSTRIAL EFFICIENCY

FATIGUE - FIRST SIGNS

In which of the following ways, if any, does fatigue appear?

Hands _____

Wrists _____

Shoulders _____

Upper Back _____

Neck _____

Lower Back ☒ _____

Mistakes _____

Temperament _____

Speed _____

Any Other _____

Thursday Oct., 11, 1929

INDUSTRIAL EFFICIENCY

FATIGUE - FIRST SIGNS

In which of the following ways, if any, does fatigue appear?

Hands _____

Wrists _____

Shoulders ☒ _____

Upper Back _____

Neck _____

Lower Back _____

Mistakes _____

Temperament _____

Speed _____

Any Other Eyes _____

Monday Jul., 11, 1929

INDUSTRIAL EFFICIENCY

FATIGUE - FIRST SIGNS

In which of the following ways, if any, does fatigue appear?

Hands _____

Wrists _____

Shoulders ☒ (Slightly) _____

Upper Back _____

Neck _____

Lower Back _____

Mistakes _____

Temperament _____

Speed _____

Any Other Restless _____

Monday Feb, 11, 1929

INDUSTRIAL EFFICIENCY

FATIGUE - FIRST SIGNS

In which of the following ways, if any, does fatigue appear?

Hands _____

Wrists _____

Shoulders _____

Upper Back _____

Neck _____

Lower Back _____

Mistakes _____

Temperament _____

Speed _____

Any Other Eyes when arriving at home (Burn)

Monday Feb. 11, 1929

INDUSTRIAL EFFICIENCY

FATIGUE - FIRST SIGNS

In which of the following ways, if any, does fatigue appear?

Hands _____

Wrists _____

Shoulders _____

Upper Back _____

Neck _____

Lower Back _____

Mistakes _____

Temperament _____

Speed _____

Any Other *Has no noticeable effects. Did become
tired when chair was higher.*

NAME

DATE

Since the test began have you changed your habits in the following:

1. In general health do you feel the same ☒ better ☐ or worse ☐?

Ans. Only the same, but has gained in weight. Gain 2 lbs.

2. How about the amount of vegetables you now eat?

Ans. Has always eaten vegetables.

3. How about the amount of fruit you now eat?

Ans. Thinks she has increased the amount of fruit

4. Do you drink the same amount of water?

Ans. No difference in the amount of water intake.

5. Do you drink the same amount of milk?

Ans. No more than usual.

6. Do you sleep the same number of hours?

Ans. Used to sleep a greater number of hours than now. Wants to try to get more sleep.

7. Have there been any changes in the way you spend your evenings?
If so, what?

Ans. No.

8. What do you think has made it possible for you to increase your earnings since you have been on the test?

Ans. Thinks the working conditions are better. Likes the absence of housework, the rest periods, the lunches and all things about the test room in general. No body pays any attention to you over there, that is too many.

NAME

DATE

Since the test began have you changed your habits in the following:

1. In general health do you feel the same better ✓ or worse ?

Ans. Has gained and feels better in general. Thinks it due to "a pleasure to come to work now."

2. How about the amount of vegetables you now eat?

Ans. About the same.

3. How about the amount of fruit you now eat?

Ans. About the same.

4. Do you drink the same amount of water?

Ans. Drinks more now - about 2 glasses a day more.

5. Do you drink the same amount of milk?

Ans. About the same. Never was a big milk drinker.

6. Do you sleep the same number of hours?

Ans. Same.

7. Have there been any changes in the way you spend your evenings?
If so, what?

Ans. Has an increased amount of household duties, and fewer chances of recreation.

8. What do you think has made it possible for you to increase your earnings since you have been on the test?

Ans. Got here to turn out the same amount of work each day. Can work more as you feel.

NAME

DATE

Since the test began have you changed your habits in the following:

1. In general health do you feel the same better X or worse ?

Ans. Thinks she feels better because, likes it in Test Room.

2. How about the amount of vegetables you now eat?

Ans. Thinks more.

3. How about the amount of fruit you now eat?

Ans. About the same.

4. Do you drink the same amount of water?

Ans. Says she drinks less water.

5. Do you drink the same amount of milk?

Ans. Never did. Didn't milk, never liked it, but now does and drinks more.

6. Do you sleep the same number of hours?

Ans. About the same.

7. Have there been any changes in the way you spend your evenings?
If so, what?

Ans. Thinks she is out doors more now.

8. What do you think has made it possible for you to increase your earnings since you have been on the test?

Ans. Thinks the test form is because she has no losses.

NAME _____

DATE _____

Since the test began have you changed your habits in the following:

1. In general health do you feel the same ☒ better _____ or worse _____?

Ans. Has gained in weight, but feels the same. Felt good before coming in, and feels good now.

2. How about the amount of vegetables you now eat?

Ans. Same.

3. How about the amount of fruit you now eat?

Ans. Always did eat a lot of fruit, and still does.

4. Do you drink the same amount of water?

Ans. Same.

5. Do you drink the same amount of milk?

Ans. Never drinks any milk. Has learned to eat cheese since being in test room.

6. Do you sleep the same number of hours?

Ans. The number of sleeping hours is a little less, because the didn't go to sleep much before.

7. Have there been any changes in the way you spend your evenings?
If so, what?

Ans. Yes. Used to stay home and read. Now does more going out. "Can't get me to read or do anything any more."

8. What do you think has made it possible for you to increase your earnings since you have been on the test?

Ans. Creditors in general and get more of what they make, because of a smaller gang. In there (reg. dept.) the big guy holds you back."

NAME

DATE

Since the test began have you changed your habits in the following:

1. In general health do you feel the same better ✓ or worse ?

Ans. Does not feel any worse. Certainly, but thinks she feels better.

2. How about the amount of vegetables you now eat?

Ans. The same.

3. How about the amount of fruit you now eat?

Ans. Thinks she eats more fruit than before.

4. Do you drink the same amount of water?

Ans. Just the same. Always did drink a large quantity of water.

5. Do you drink the same amount of milk?

Ans. Never drinks milk.

6. Do you sleep the same number of hours?

Ans. Sleeps more now. Never used to retire before 12:00 a.m.

7. Have there been any changes in the way you spend your evenings?
If so, what?

Ans. Yes. Used to go out dancing often. Now stays home.

8. What do you think has made it possible for you to increase your earnings since you have been on the test?

Ans. More grain in here. Smaller gang. Men have to worry about making
your rats.

1. *Journal of the American Medical Association*, 1997; 278: 1023-1028.

Since the test began have you changed your habits in the following:

1. In general health do you feel the same better ☒ or worse ☐ ?

Ans. Doesn't feel so tired any more.

2. How about the amount of vegetables you now eat?

Ans. The same. - Always at a lot.

3. How about the amount of fruit you now eat?

Ans. The same as for rep.

4. Do you drink the same amount of water?

Ans. The same

5. Do you drink the same amount of milk?

Ans. Doesn't drink much milk.

6. Do you sleep the same number of hours?

Ans. Thinks she gets less. Before always felt more tired, and
went to bed earlier

7. Have there been any changes in the way you spend your evenings?
If so, what?

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8. what do you think has made it possible for you to increase your earnings since you have been on the test?

Ans. More interactive

OPERATOR NO.

NAME

Date of Marital
Age Birth Nationality Status Height Weight

FAMILY CONNECTIONS

	Marital No. of	Language	Financial	In-
Address	Status	Children Age Birthplace	Spoken Occupation Salary Status Health Edu.ests	ter-
FATHER				
MOTHER				
Father's				
Father				
Father's				
Mother				
Mother's				
Father				
Mother's				
Mother				
Brothers				
Sisters				
Other near				
Relatives				

PERSONAL QUALITIES

Health: Good, Average, Poor. Any abnormalities? _____
 Sleep - Hours _____ Dream: yes, no, sometimes. _____
 Cleanliness: Hair _____ Teeth _____ Skin _____ Clothing _____ General _____
 Exercise: Sports _____ Other _____ Amount _____ Regularity _____
 Meals _____ Kinds of Food _____
 Diet: Per Day _____ Eaten _____ Regularity _____
 Appearance: Neat? _____ Abnormalities _____

Temperament:

Emotional - Phlegmatic - Neutral
 Extrovertive - Introvertive - Neutral
 Selfish - Altruistic - Neutral
 Gregarious - Solitary - Neutral
 Optimistic - Pessimistic - Neutral
 Materialistic - A Dreamer - Neutral

Creative?
 Self Expressive?
 Aggressive?

Verbal Expression: Boisterous - Talkative - Conservative - Reserved,
 Class Consciousness - Superior - Inferior - Indifferent

Mental Peculiarities - (Delusions, superstitions, etc.) _____

Education: Schools _____ Travel _____ Current
 Other Educational _____ Languages _____ Periodicals _____
 Activities _____ Spoken _____ Habitually _____ Occasionally _____

Dexterity

Personality

Intelligence

Address:		HOME AND COMMUNITY ENVIRONMENT		Length of
City	Street			Residence
Birthplace	-----	-----	-----	-----
Subsequent	-----	-----	-----	-----
Residences	-----	-----	-----	-----
	-----	-----	-----	-----
	-----	-----	-----	-----
	-----	-----	-----	-----

Religion: Member of What Denomination _____ Attends how regularly _____

With Whom Living _____

Family Conditions: Democracy of Family - Does one person dominate? _____
 If so, Who? _____

Are Family relations agreeable? _____

Responsibilities or dependents _____

Financial Status:

What property is owned? _____

What other investments? _____

Insurance _____ Any debts? _____ Installment - Notes - Personal; current or extra.

Relation of cost of living to Income - Is there a safe margin? _____

Where and how are vacations spent? _____

Where and how are week ends spent? _____

Social life: Neighbors _____ Friends _____ Relatives _____ Societies _____

Interests _____ Hobbies _____ Recreation _____

Political Affiliations: Republican - Democratic - _____; Interested or Indifferent?

Housing Conditions: Comfort of Home _____ Size _____

Furnishings _____ Heat _____ Light _____ Ventilation _____

Social Environment: Cleanliness _____ Quietness _____ Neighbors Homes _____

Parks _____

Distance from: Work _____ Church _____ Schools _____

Transportation Facilities Used _____

Civic Improvements in Neighborhood: Streets _____ Lights _____ Sanitation _____

WORK HISTORY

Western Electric: Service Date _____

Departments	Kinds of Jobs	How Long
-------------	---------------	----------

Other Employment:	Kinds of Work	Length of Service	Reason for Leaving
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B

NAME _____

DATE _____

1. What responsibility rests on you at home?

Ans. _____

2. Do you contribute your entire earnings to the family budget?

Ans. _____

3. If not, approximately how much do you have for yourself?

Ans. _____

4. Any domestic scruples at home which might react unfavorably?

Ans. _____

5. What routine duties around the house are yours?

Ans. _____

6. If any, on which days do you perform them? (Anything of a strenuous nature - sweeping, washing, scrubbing, etc.)

Ans. _____

7. How is time usually occupied between supper and bed time?

Ans. _____

8. Have you your own room, or do you sleep in a room with someone else?

Ans. _____

9. Is your bed room removed from any distracting street noises which might affect the subconscious? Have you gained or lost weight since being on test?

Ans. _____

10. What are you most interested in doing outside of work?

Ans. _____

11. Are your parents exacting in discipline?

Ans. _____

12. If given three wishes what would they be?

Ans. _____

Questionnaire

OPERATOR #1 - [REDACTED]

Question #1: What responsibility rests on each girl at home?

No excessive financial responsibilities, but has the house to take care of.

Question #2: Does she contribute her entire earnings to the family budget?

Most all of her money is turned in at home.

Question #3: If not, approximately how much does she have for herself?

Mother gives her what she needs, which is now greater as she is buying things for her hope chest.

Question #4: Any domestic scruples at home which might react unfavorably?

Nothing unusual. Have misunderstandings "the same as any other family, I guess."

Question #5: What routine duties around the house are theirs?

All the house work, as her mother has been operated upon and has been ailing for the past eight years.

Question #6: If any, on which days do they perform them? (Anything of a strenuous nature, sweeping, washing, scrubbing, etc.)

Prepares supper and does dishes and other work which keeps her occupied until eight or nine o'clock each evening.

Question #7: How is time usually occupied between supper and bed time?

Seldom has time for anything except on Wednesday Evenings and sometimes Saturday or Sunday Evenings.

Question #8: Have they their own room, or do they sleep in a room with someone else.

Has always slept alone until recently, when she had to share her room and bed with an orphan cousin.

Question #9: Is their bedroom removed from any distracting street noises which might effect the sub-conscious? Have they gained or lost weight since being on test?

Bedroom fronts on Kedzie Avenue, but says she is used to the noises of the traffic.

OPERATOR #1 Cont'd. - [REDACTED]

Question #10: What are they most interested in doing outside of work?

In getting things ready for her coming wedding.

Question #11: Are their parents exacting in discipline?

Not unusually, "but when it comes to 12:00 or 1:00 o'clock, they call up to see why I'm not home."

Question #12: If given three wishes what would they be?

1. "I wish I were married now already, so that all the trouble and worry would be over."
- 2.
- 3.

Remarks: This operator thinks the rest periods are fine but that they should be of ten minutes duration. Thinks it will be fine if we reach the point where production is sufficient to warrant Saturday A.M. off. Says it will give her time to do her house work and then she can have the afternoon for herself.

OPERATOR #2 - [REDACTED]

Question #1: What responsibility rests on each girl at home?

None

Question #2: Does she contribute her entire earnings to the family budget?

Most all.

Question #3: If not, approximately how much does she have for herself?

Has two dollars a week to spend.

Question #4: Any domestic scruples at home which might react unfavorably?

None. Says the family gets along just like any other family.

Question #5: What routine duties around the house are theirs?

Washes the supper dishes.

Question #6: If any, on which days do they perform them? (Anything of a strenuous nature, sweeping, washing, scrubbing, etc.)

On Saturday helps her mother with the house cleaning.

Question #7: How is time usually occupied between supper and bed time?

Says when she gets home at night she's most always too tired to want to do anything. Likes to go auto riding.

Question #8: Have they their own room, or do they sleep in a room with someone else?

Sleeps in her own room.

Question #9: Is their bedroom removed from any distracting street noises which might effect the sub-conscious? Have they gained or lost weight since being on test?

No noises bother her in her bedroom.

Question #10: What are they most interested in doing outside of work?

Doesn't know of anything in particular she is interested in.

Question #11: Are their parents exacting in discipline?

No. "They used to be when I was younger, but not now."

2.

OPERATOR #2 Cont'd. [REDACTED]

Question #12: If given three wishes what would they be?

1. Would like to have a vacation each week (says about 1/2 day).
- 2.
- 3.

Remarks: "I suppose if you had a vacation each week, you'd want to be back at work."

This operator did not wish to talk freely, but had to be prompted in order to get her answers.

She thinks the rest periods are fine, but not long enough.

OPERATOR #3 - [REDACTED]

Question #1: What responsibility rests on each girl at home?

Father and herself have supported the family alone until recently when young brother started to work. (Father makes \$25.00 a week).)

Question #2: Does she contribute her entire earnings to the family budget?

Yes.

Question #3: If not, approximately how much does she have for herself?

Only gets money for herself by asking for it which is infrequently, as family is saving to buy a bungalow next spring.

Question #4: Any domestic scruples at home which might react unfavorably?

Nothing unusual. Has arguments with brother. Father never talks. Says what is necessary and that is all. Never talks to the children.

Question #5: What routine duties around the house are theirs?

Has some duties occasionally. Young sister goes to school and does most, but is not capable to relieve mother sufficiently. Does not like to see mother work hard, so helps her, although she is not supposed to, "Has one job already."

Question #6: If any, on which days do they perform them? (Anything of a strenuous nature, sweeping, washing, scrubbing, etc.)

Does her share of house work on Friday night. Then "can go home Saturday and the work is all done." Does her mother's shopping Saturday afternoons; always has.

Question #7: How is time usually occupied between supper and bed time?

Goes auto riding with sister and brother-in-law. Stays home mostly.

Question #8: Have they their own room, or do they sleep in a room with someone else?

Shares room with sister.

Question #9: Is their bedroom removed from any distracting street noises which might effect the sub-conscious? Have they gained or lost weight since being on test?

Is quiet in bedroom.

OPERATOR #3 Cont'd. - [REDACTED]

Question #10: What are they most interested in doing outside of work?

Visiting. Likes to go to see her grandmother.

Question #11: Are their parents exacting in discipline?

Very. Cannot have a door key. Must be in when told to.
Cannot go out too many times in succession.

Question #12: If given three wishes what would they be?

1. Would like to see her mother get their bungalow.
- 2.
- 3.

Remarks: She thinks the rest periods are fine, but that it will be much better when they are longer or when there are more of them.

This operator seems to be concerned about everything in general, and while she claims not to worry, is ready to do anything with a willingness (in some cases eagerness) that seems to be born of a fear of the consequences, provided she didn't.

OPERATOR #4 - [REDACTED]

Question #1: What responsibility rests on each girl at home?

Helps support the family.

Question #2: Does she contribute her entire earnings to the family budget?

Gives all of her money home, mother gives her \$2.50 each week for spending, and also buys her clothes. (Says she doesn't need that much money to spend.)

Question #3: If not, approximately how much does she have for herself?

Question #4: Any domestic scruples at home which might react unfavorably?

None. Says father takes pleasure in doing things with the children, such as showing them how to fix things and do whatever they are interested in.

Question #5: What routine duties around the house are theirs?

Has the lighter work to do, such as dusting and straightening up, always done on Saturday afternoon or Sunday morning.

Question #6: If any, on which days do they perform them? (Anything of a strenuous nature, sweeping, washing, scrubbing, etc.)

Question #7: How is time usually occupied between supper and bed time?

Likes to go to the movies and also does her mending and fancy work.

Question #8: Have they their own room, or do they sleep in a room with someone else?

Sleeps with her sister.

Question #9: Is their bedroom removed from any distracting street noises which might effect the sub-conscious? Have they gained or lost weight since being on test?

Noises do not bother her. Had lost, then gained weight on the test, when losing was on diet.

Question #10: What are they most interested in doing outside of work?

Likes nothing especially. "Just likes to take it easy around the house."

OPERATOR #4 Cont'd. - [REDACTED]

Question #11: Are their parents exacting in discipline?

No

Question #12: If given three wishes what would they be?

1. I would like about two months vacation.
- 2.
- 3.

Remarks: Used to go to many dances but does not go now. Parents want to know why she doesn't go out more. Says she "can't understand her parents," they want her to go out and never bothered her about the time she used to come in. Says her girl friend's folks are different, "always bawling her girl friend out for being out late."

OPERATOR #5 - [REDACTED]

Question #1: What responsibility rests on each girl at home?

None. Does not live at home. Boards with friends.

Question #2: Does she contribute her entire earnings to the family budget?

Keeps all of her money except what is necessary to clothe her sister.

Question #3: If not, approximately how much does she have for herself?

Question #4: Any domestic scruples at home which might react unfavorably?

Question #5: What routine duties around the house are theirs?

Does no more than make her own bed.

Question #6: If any, on which days do they perform them? (Anything of a strenuous nature, sweeping, washing, scrubbing, etc.)

Question #7: How is time usually occupied between supper and bed time?

Does her washing and mending, visits friends and likes to dance.

Question #8: Have they their own room, or do they sleep in a room with someone else?

Has her own room and sleeps alone.

Question #9: Is their bedroom removed from any distracting street noises which might effect the sub-conscious? Have they gained or lost weight since being on test?

Bedroom is quiet. People she lives with own their home which is located in Elmwood Park, a suburb northwest, and is a very quiet community. Has lost then gained weight on test.

Question #10: What are they most interested in doing outside of work?

Taking care of her lodge work and visiting.

Question #11: Are their parents exacting in discipline?

Parents are in Norway. Father was sick last spring, which was the first time in his life. Is better now and is 73 years old. Has mother, brother and sister at home, and a married brother, all in Norway.

OPERATOR #5 Cont'd. - [REDACTED]

Question #12: If given three wishes what would they be?

1. Health
2. Would like to take a trip home at Christmas time.
3. Perhaps will get married and take a wedding trip to Norway next spring. (Not a direct wish, but an expression.)

Remarks: Is perfectly satisfied with her work and conditions in general.
Likes "the way things are going" and appreciates her place.

OPERATOR #1

Polish

2 Yrs.

\$.32

Brown hair - Good looking

Reserved

Likes to be noticed

Engaged 7/11 (Ring)

Sees beau 3 times ^a per week.

Sensitive (noises), ^Ttemperamental. (Mother same way)

Doesn't show much interest in test, mind off work somewhat.

OPERATOR #2

Polish

4 Yrs.
\$.35

Brown hair - Good looking

Not much color.

Vivacious. [□] Bordering on boldness.

Not timid. Ready to talk.

Expert operator

Erratic

Likes attention

Moody

Shows interest in test

OPERATOR #3

Polish

2+ Yrs.

\$.33

Blond - Very pleasant

Nervous temperament

Shows interest

Rather vivacious

Asks more questions than others,

ready to do anything willingly.

OPERATOR #4

Polish

3 Yrs.
\$.37

Dark hair, eyes and skin.

Stolid, Bashful, very quiet.

Not nervous.

Very steady, plodding type.

Stays home.

Shows interest.

Brighter than she looks.

Good natured.

OPERATOR #5

Norwegian

1-1/2 Yrs.

\$.32

Reddish Blond

Seldom takes time out for "Personal"

Talks very little

Pleasant

Shows interest

C
NAME _____

DATE _____

Since the test began have you changed your habits in the following:

1. In general health do you feel the same _____ better _____ or worse _____?

Ans. _____

2. How about the amount of vegetables you now eat?

Ans. _____

3. How about the amount of fruit you now eat?

Ans. _____

4. Do you drink the same amount of water?

Ans. _____

5. Do you drink the same amount of milk?

Ans. _____

6. Do you sleep the same number of hours?

Ans. _____

7. Have there been any changes in the way you spend your evenings?
If so, what?

Ans. _____

8. What do you think has made it possible for you to increase your earnings
since you have been on the test?

Ans. _____

"D"

NAME _____

DATE _____

1. Which place do you like to work in better, regular department or test room?

Ans. _____

2. Why?

Ans. _____

3. What do you dislike about test room?

Ans. _____

4. Do you like being questioned?

Ans. _____

5. Do you get any comments from the girls in the regular department?

Ans. _____

6. Are test girls all friendly?

Ans. _____

7. Do you like freedom to talk?

Ans. _____

8. Do you like additional money?

Ans. _____

9. Do you like to have people come into the room where you are working?

Ans. _____

10. Is Heise objectionable?

Ans. _____

11. Do you like the small gang?

Ans. _____

12. Did you like the Gang Boss?

Ans. _____

13. Did you like the Foreman?

Ans. _____

14. Do you like a large room?

Ans. _____

15. Have you ever worked for any other company?

Ans. _____

16. How do conditions here compare with those under which you worked?

Ans. _____

17. Why does output fluctuate on different days?

Ans. _____

18. Why is Monday's output low?

Ans. _____

19. Why is Saturday's output low?

Ans. _____

20. What caused output to go up in the test room?

Ans. _____

21. Which do you like better, a man or woman supervisor?

Ans. _____

"E"
B

10-8-30

Alb. Riley, Jr.

- 1 -

1 - Novelty: Did the thought that you were being given something new each period, and each day, have anything to do with your increased efficiency? How much?

2 - Increased Earnings: How much has increased earnings to do with your increased efficiency?

3 - Attention being given you: You have been the center of attention by a number of people among them Prof. Turner, Dr. Mayo, Mr. Pennock and others you know. How much of your increase in efficiency can you say was due to this attention?

4 - Separated: You have been in a small group by yourselves. This has made it possible to have less confusion such as is present in a large open department. How much was this worth to you in increasing your efficiency?

5 - Your Boss: You have been left pretty much to yourselves. Your supervision has been different than in the regular department. How much has this helped you in increasing your efficiency?

- 2 -

6 - Of the things listed above, and any others of which you can think, which had the most to do with giving you an added interest in your work. Think hard about this one and try to put down just what it was as nearly correct as you can judge.

Now, after you have gone through these questions and have had time to give them some thought, I am going to ask you to vote for your favorite or first choice.

Then, when you have made your first choice, pick out your second, and third and fourth, and so on down to your last choice.

Novelty
Earnings
Attention
Small Group
Your Boss
Interest

SV

19-9-30

1 - [REDACTED]: Did the thought that you were being given something new each period, and each day, have anything to do with your increased efficiency? How much?

[REDACTED]: "Yes, the thought of having something new once in a while increases my efficiency."

[REDACTED]: "Yes, considerably."

[REDACTED]: "It helped me. It made me feel like working."

[REDACTED]: "Yes, it has pretty much to do with my efficiency."

[REDACTED]: "Yes."

[REDACTED]: "By knowing that I would be given something new would make work more interesting and also would increase my efficiency."

2 - Increased Earnings: How much has increased earnings to do with your increased efficiency?

[REDACTED]: "The increased earnings increased my efficiency."

[REDACTED]: "Very much. Just like milk from contented cows."

[REDACTED]: "We don't have to work so hard and our earnings are increased."

[REDACTED]: "It has a lot to do with my increase in efficiency."

[REDACTED]: "Increased earning lessens my financial worries and enables me to work better."

[REDACTED]: "By knowing that the percentage I make would not be paid among some that do not care to work has increased the efficiency."

3 - Attention being given you: You have been the center of attention by a number of people among them Prof. Turner, Dr. Mayo, Mr. Penneck and others you know. How much of your increase in efficiency can you say was due to this attention?

[REDACTED]: "The attention of the people helped some in my increase of efficiency."

[REDACTED]: "Regardless of that, I maintained a steady pace."

[REDACTED]: "It didn't make much difference."

[REDACTED]: "It has a little to do with my efficiency."

[REDACTED]: "None."

4 - Separated: You have been in a small group by yourselves. This has made it possible to have less confusion such as is present in a large open department. How much was this worth to you in increasing your efficiency?

[REDACTED]: "Being in a small group by ourselves increases my efficiency."

[REDACTED]: "It has encouraged me. I received greater returns for my work."

[REDACTED]: "The small group of girls doing as we please."

[REDACTED]: "This was worth very much to my increase in efficiency."

[REDACTED]: "When I work in a small group, I don't feel as though I am working for somebody who does not want to work."

[REDACTED]: "By knowing from one day to another that I would be working in the same group and doing the same work has increased my efficiency."

5 - Your Boss: You have been left pretty much to yourselves. Your supervision has been different than in the regular department. How much has this helped you in increasing your efficiency?

[REDACTED]: "The idea of being left to ourselves increases efficiency."

[REDACTED]: "Relieved of mental pressure, caused by the presence of a boss."

[REDACTED]: "I could work much better."

[REDACTED]: "It has helped me a great deal."

█: "I can work much better where I don't have somebody watching and bossing me."

█: "By knowing that I would not be reminded every morning about not making a certain output."

6 - Of the things listed above, and any others of which you can think, which had the most to do with giving you an added interest in your work? Think hard about this one and try to put down just what it was as nearly correct as you can judge.

█: "The one that added interest in my work is being in a small group by ourselves."

█: "The fact that we were separated has made me feel that there is an even amount of cooperation."

█: "The small group of girls."

█: "Sociability of the gang. Small group."

█: "By working in a small group and not having a boss watching me all the time."

█: "By working in a small group."

Now, after you have gone through these questions and have had time to give them some thought, I am going to ask you to vote for your favorite or first choice.

Then, when you have made your first choice, pick out your second, and third and fourth, and so on down to your last choice.

█: Novelty - 5th
Earnings - 3rd
Attention - 4th
Small Group - 1st
Your Boss - 2nd
Interest - 6th

█: Novelty - 2nd
Earnings - 3rd
Attention - 5th
Small Group - 1st
Your Boss - 6th
Interest - 4th

█: Novelty - 4th
Earnings - 2nd
Attention - 5th
Small Group - 1st
Your Boss - 3rd
Interest - 6th

█: Novelty - 5th
Earnings - 3rd
Attention - 6th
Small Group - 1st
Your Boss - 2nd
Interest - 4th

██████: Novelty - 4th
Earnings - 3rd
Attention - 5th
Small Group - 1st
Your Boss - 2nd
Interest - 6th

██████: Novelty - 5th
Earnings - 3rd
Attention - 6th
Small Group - 1st
Your Boss - 2nd
Interest - 4th

	1	2	3	4	5	6
Small Group	6	0	0	0	0	0
Boss	0	4	1	0	0	1
Earnings	0	1	5	0	0	0
Quality	0	1	0	2	3	0
Interest	0	0	0	3	0	3
Attention	0	0	0	1	3	2
<u>Summary!</u>						

1 - Novelty: Did the thought that you were being given something new each period, and each day, have anything to do with your increased efficiency? How much?

The thought of being something new
was in a while increasing my efficiency.

2 - Increased earnings: How much has increased earnings to do with your increased efficiency?

The increased earnings increased
my efficiency.

3 - Attention being given you: You have been the center of attention by a number of people among them Prof. Turner, Mr. Hays, Mr. Fennell and others you know. How much of your increase in efficiency can you say was due to this attention?

The attention of the people helped
some in my increase of efficiency.

4 - Separated: You have been in a small group by yourselves. This has made it possible to have less confusion such as is present in a large open department. How much was this worth to you in increasing your efficiency?

Being in a small group has
helped in increasing my efficiency.

5 - Your boss: You have been left pretty much to yourselves. Your supervision has been different than in the regular department. How much has this helped you in increasing your efficiency?

The idea of being left to our
selves is increasing efficiency.

6 - Of the things listed above, and any others of which you can think, which had the most to do with giving you an added interest in your work. Think hard about this one and try to get down just what it was as nearly correct as you can judge.

The one that added interest in my work
is being in a small group by ourselves.

Now, after you have gone through these questions and have had time to give them some thought, I am going to ask you to vote for your favorite or first choice.

Then, when you have made your first choice, pick out your second, and third and fourth, and so on down to your last choice.

Faculty	5 th
Students	3 rd
Administration	4 th
Small Group	1 st
Time	2 nd
Interest	6 th

1 - Revalty: Did the thought that you were being given something new each period, and each day, have anything to do with your increased efficiency? How much?

Yes. Considerably.

2 - Increased Earnings: How much has increased earnings to do with your increased efficiency?

Very much. Just like milk from contented cows.

3 - Attention being given you: You have been the center of attention by a number of people among them Prof. Fawcett, Dr. Mayo, Dr. Penstock and others you know. How much of your increase in efficiency can you say was due to this attention?

Regardless of that I maintained a steady pace.

4 - Separated: You have been in a small group by yourselves. This has made it possible to have less confusion such as is present in a large apt. department. How much was this worth to you in increasing your efficiency?

It's encouraging. I received greater returns for my work.

5 - Your boss: You have been left pretty much to yourselves. Your supervision has been different than in the regular department. How much has this helped you in increasing your efficiency?

Relieved of mental pressure caused by the presence of a boss.

6 - Of the things listed above, and any others of which you can think, which had the most to do with giving you an added interest in your work. Think hard about this one and try to put down just what it was or nearly correct as you can judge.

The fact that we were separated has made me feel that there is no even amount of confusion.

Now, after you have gone through these questions and have had time to give them some thought, I am going to ask you to vote for your favorite or first choice.

Then, when you have made your first choice, pick out your second, and third and fourth, and so on down to your last choice.

Faculty	4
Students	3
Alumni	3
Staff	3
Board	3
Interest	6

(3)

- 1 - Novelty: Did the thought that you were being given something new each period, and each day, have anything to do with your increased efficiency? How much?

It helped me it made me
feel like working

- 2 - Increased earnings: How much has increased earnings to do with your increased efficiency?

We don't have to work so hard and
our earnings are increased

- 3 - Attention being given you: You have been the center of attention by a number of people among them Prof. Turner, Dr. Mayo, Mr. Penneck and others you know. How much of your increase in efficiency can you say was due to this attention?

It didn't make much difference

- 4 - Separated: You have been in a small group by yourselves. This has made it possible to have less confusion such as is present in a large open department. How much was this worth to you in increasing your efficiency?

The small group of girls doing
as we please

- 5 - Your Room: You have been left pretty much to yourselves. Your supervision has been different than in the regular department. How much has this helped you in increasing your efficiency?

I could work much better

- 6 - Of the things listed above, and any others of which you can think, which things most to do with giving you an added interest in your work. Think hard about this one and try to put down just what it was so nearly correct as you can judge.

The small group of girls

Now, after you have gone through these questions and have had time to give them some thought, I am going to ask you to vote for your favorite or first choice.

Then, when you have made your first choice, pick out your second, and third and fourth, and so on down to your last choice.

Novelty	2
Humor	3
Attention	5
Small Group	1
New Idea	6
Interest	4

Now, after you have gone through these questions and have had time to give them some thought, I am going to ask you to vote for your favorite or first choice.

Then, when you have made your first choice, tick out your second, and third and fourth, and so on down to your last choice.

Novelty	5
Excitement	3
Attention	6
Small Group	1
Your Name	2
Interest	4

4

1 - Novelty: Did the thought that you were being given something new each period, and each day, have anything to do with your increased efficiency? How much?

Yes, it has pretty much to do with my efficiency.

2 - Increased Earnings: How much has increased earnings to do with your increased efficiency?

It has a lot to do with my increased efficiency.

3 - Attention being given you: You have been the center of attention by a number of people among them Prof. Turner, Mr. Mayo, Mr. Penneck and others you know. How much of your increase in efficiency can you say was due to this attention?

It has a little to do with my efficiency.

4 - Separated: You have been in a small group by yourselves. This has made it possible to have less confusion such as is present in a large open department. How much was this worth to you in increasing your efficiency?

This was worth very much to my increase in efficiency.

5 - Your Boss: You have been left pretty much to yourselves. Your supervisor has been different than in the regular department. How much has this helped you in increasing your efficiency?

It has helped me a great deal.

6 - Of the things listed above, and any others of which you can think, which had the most to do with giving you an added interest in your work. Think hard about this one and try to put down just what it was as nearly correct as you can judge.

Small group.

1 - Novelty: Did the thought that you were being given something new each period, and each day, have anything to do with your increased efficiency? How much?

Yes.

2 - Increased Earnings: How much has increased earnings to do with your increased efficiency?

Increased earnings lessens my financial worry and enables me to work better.

3 - Attention being given you: You have been the center of attention by a number of people among them Prof. Turner, Dr. Mayo, Mr. Pennock and others you know. How much of your increase in efficiency can you say was due to this attention?

None.

4 - Separated: You have been in a small group by yourselves. This has made it possible to have less confusion such as is present in a large open department. How much was this worth to you in increasing your efficiency?

When I work in a small group I don't feel as though I am working for some body who does not want to work.

5 - Your Boss: You have been left pretty much to yourselves. Your supervision has been different than in the regular department. How much has this helped you in increasing your efficiency?

I can work much better when I don't have somebody watching and bossing me.

6 - Of the things listed above, and any others of which you can think, which had the most to do with giving you an added interest in your work. Think hard about this one and try to put down just what it was as nearly correct as you can judge.

By working in a small group and
not having a boss watching
me all the time.

Now, after you have gone through these questions and have had time to give them some thought, I am going to ask you to vote for your favorite or first choice.

Then, when you have made your first choice, pick out your second, and third and fourth, and so on down to your last choice.

Novelty	4
Savings	3
Attention	5
Small Group	1
Your Boss	2
Interest	6

Output of

- 1 - Novelty: Did the thought that you were being given something new each period, and each day, have anything to do with your increased efficiency? How much?

By knowing that I would be given something new would make work more interesting and also would increase my efficiency

- 2 - Increased Earnings: How much has increased earnings to do with your increased efficiency?

By knowing that the per centage I make would not be paid among some that do not care to work has increased the efficiency

- 3 - Attention being given you: You have been the center of attention by a number of people among them Prof. Turner, Dr. Mayo, Mr. Pennock and others you know. How much of your increase in efficiency can you say was due to this attention?

- 4 - Separated: You have been in a small group by yourselves. This has made it possible to have less confusion such as is present in a large open department. How much was this worth to you in increasing your efficiency?

By knowing from one day to another that I would be working in the same group doing the same work has increased the efficiency

- 5 - Your Boss: You have been left pretty much to yourselves. Your supervision has been different than in the regular department. How much has this helped you in increasing your efficiency?

By knowing that I would not be reminded every morning about not making a certain output

- 6 - Of the things listed above, and any others of which you can think, which had the most to do with giving you an added interest in your work. Think hard about this one and try to put down just what it was as nearly correct as you can judge.

By working in a small group

Now, after you have gone through these questions and have had time to give them some thought, I am going to ask you to vote for your favorite or first choice.

Then, when you have made your first choice, pick out your second, and third and fourth, and so on down to your last choice.

1	Novelty	5
2	Earnings	3
3	Attention	6
4	Small Group	1
5	Your Boss	2
6	Interest	4

What type relays do you prefer to assemble?

1st choice _____

2nd choice _____

3rd choice _____

4th choice _____

1 - Novelty: Did the thought that you were being given something new each period, and each day, have anything to do with your increased efficiency? How much?

2 - Increased Earnings: How much has increased earnings to do with your increased efficiency?

3 - Attention being given you: You have been the center of attention by a number of people among them Prof. Turner, Dr. Mayo, Mr. Fennock and others you know. How much of your increase in efficiency can you say was due to this attention?

4 - Separated: You have been in a small group by yourselves. This has made it possible to have less confusion such as is present in a large open department. How much was this worth to you in increasing your efficiency?

5 - Your Boss: You have been left pretty much to yourselves. Your supervision has been different than in the regular department. How much has this helped you in increasing your efficiency?

- 2 -

6 - Of the things listed above, and any others of which you can think, which had the most to do with giving you an added interest in your work. Think hard about this one and try to put down just what it was as nearly correct as you can judge.

Now, after you have gone through these questions and have had time to give them some thought, I am going to ask you to vote for your favorite or first choice.

Then, when you have made your first choice, pick out your second, and third and fourth, and so on down to your last choice.

Royalty
Earnings
Attention
Small Group
Your Boss
Interest

SV

File with questionnaire

September 11, 1951.

DON'T DISCLOSE IDENTITIES

From the beginning of these studies, the identities of the persons under study have been kept confidential. We look to you to carry on this trust. Please guard the privacy of the persons involved by substituting fictitious names, or code symbols for real names.

INSTRUCTIONS OF QUESTIONNAIRE

Which of the following working weeks do you prefer?

Also indicate second, third, fourth, fifth, and sixth choices.

	Hours Per Day	Days Per Week	Period Features	Preference						Other
				One	2	3	4	5	6	
I.	8 1/2 hour day	5 1/2 day week	Full Week	1	5	1	3	6	4	5
II.	8 1/2 hour day	5 1/2 day week	4:30 stop	4	4	4	4	4	6	4
III.	7 1/2 hour day	5 1/2 day week	4:00 stop	6	5	5	5	5	5	6
IV.	8 1/2 hour day	5 day week	Sat. A.M. off	2	1	2	1	2	5	1
V.	8 hour day	5 day week	Sat. A.M. off 4:15 stop	5	2	2	2	3	1	2
VI.	8 hour day	4 1/2 day week	Fri. P.M. off Sat. A.M. off 4:15 stop	5	6	6	6	1	2	4

QUESTIONNAIRE "F"

Three forms with Period features arranged in different orders were used to eliminate possibility of voluntary or involuntary suggestion D.A.C.

RELAY TEST STUDY

Operator No. 1

Date Sept. 11, 1931.

Which of the following working weeks do you prefer? Also indicate second, third, fourth, fifth and sixth choice.

<u>Hours. Per Day</u>	<u>Days Per Week.</u>	<u>Period Feature</u>	<u>Choice</u>
I. 8 Hour Day	4 1/2 Day Week	Fri. P.M. & Sat. A.M. Off 4:15 Stop	- 5
II. 8 Hour Day	5 Day Week	Sat. A.M. Off 4:15 Stop	- 3
III. 8 3/4 hour day	5 Day Week	Sat. A.M. Off	- 2
IV. 7 3/4 hour day	5 1/2 day week	4:00 Stop	- 6
V. 8 1/4 hour day	5 1/2 day week	4:30 Stop	- 4
VI. 8 3/4 hour day	5 1/2 day week	Full Week	- 1

RELAY TEST STUDY

Operator No. 2

Date Sept. 11, 1931.

Which of the following working weeks do you prefer? Also indicate second, third, fourth, fifth and sixth choice.

<u>Hrs. Per Day</u>	<u>Days Per Week</u>	<u>Period Feature</u>	<u>Choice</u>
I. 8 3/4 hour day	5 day week	Sat. A.M. Off	- 1 st
II. 8 hour day	5 day week	Sat. A.M. Off 4:15 Stop	- 2 nd
III. 8 hour day	4 1/2 day week	Fri. P.M. & Sat. A.M. Off 4:15 Stop	- 6 th
IV. 8 3/4 hour day	5 1/2 day week	Full Week	- 3 rd
V. 8 1/4 hour day	5 1/2 day week	4:30 Stop	- 4 th
VI. 7 3/4 hour day	5 1/2 day week	4:00 Stop	- 5 th

RELAY TEST STUDY

Operator No. 3

Date Sept 11, 1931.

Which of the following working weeks do you prefer? Also indicate second, third, fourth, fifth and sixth choice.

	<u>Hrs. Per Day</u>	<u>Days Per Week</u>	<u>Period Feature</u>	<u>Choice</u>
I.	8 3/4 hour day	5 1/2 day week	Full Week -	1
II.	8 1/4 hour day	5 1/2 day week	4:30 Stop -	4
III.	7 3/4 hour day	5 1/2 day Week	4:00 Stop -	5
IV.	8 3/4 hour day	5 day week	Sat.A.M. Off -	2
V.	8 hour day	5 day week	Sat.A.M. Off - 4:15 Stop	2
VI.	8 hour day	4 1/2 day week	Fri.P.M. & Sat.- A.M. Off 4:15 Stop	6

RELAY TEST STUDY

Operator No. 4

Date Sept. 11, 1931.

Which of the following working weeks do you prefer? Also indicate second, third, fourth, fifth and sixth choice.

<u>Hours Per Day</u>	<u>Days Per Week</u>	<u>Period Feature</u>	<u>Choice</u>
I. 8 Hour Day	4 1/2 Day Week	Fri. P.M. & Sat. A.M. Off 4:15 Stop	6
II. 8 Hour Day	5 Day Week	Sat. A.M. Off 4:15 Stop	2
III. 8 3/4 hour day	5 Day Week	Sat. A.M. Off	1
IV. 7 3/4 hour day	5 1/2 day week	4:00 Stop	5
V. 8 1/4 hour day	5 1/2 day week	4:30 Stop	4
VI. 8 3/4 hour day	5 1/2 day week	Full Week	3

RELAY TEST STUDY

Operator No. 5

Date Sept. 11, 1931.

Which of the following working weeks do you prefer? Also indicate second, third, fourth, fifth and sixth choice.

	<u>Hrs. Per Day</u>	<u>Days Per Week</u>	<u>Period Feature</u>	<u>Choice</u>
I.	8 3/4 hour day	5 day week	Sat. A.M. Off	- 2
II.	8 hour day	5 day week	Sat. A.M. Off 4:15 Stop	- 3
III.	8 hour day	4 1/2 day week	Fri. P.M. & Sat. A.M. Off 4:15 Stop	- 1
IV.	8 3/4 hour day	5 1/2 day week	Full Week	- 6
V.	8 1/4 hour day	5 1/2 day week	4:30 Stop	- 4
VI.	7 3/4 hour day	5 1/2 day week	4:00 Stop	- 5

RELAY TEST STUDY

Operator No. LAYOUT APP

Date Sept 11, 1931.

Which of the following working weeks do you prefer? Also indicate second, third, fourth, fifth and sixth choice.

<u>Hrs. Per Day</u>	<u>Days Per Week</u>	<u>Period Feature</u>	<u>Choice</u>
I. 8 3/4 hour day	5 1/2 day week	Full Week -	4
II. 8 1/4 hour day	5 1/2 day week	4:30 Stop -	6
III. 7 3/4 hour day	5 1/2 day week	4:00 Stop -	5
IV. 8 3/4 hour day	5 day week	Sat. A.M. Off -	3
V. 8 hour day	5 day week	Sat. A.M. Off 4:15 Stop -	1
VI. 8 hour day	4 1/2 day week	Fri. P.M. & Sat. A.M. Off 4:15 Stop -	2