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*A Follow-up Survey of
Former Clients of the
Minnesota Division of
Vocational Rehabilitation*

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*A Follow-up Survey of Former
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Vocational Rehabilitation*

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Work Adjustment Project
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All computations reported in this monograph were performed on the
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A Follow-up Survey of Former Clients of the Minnesota Division of Vocational Rehabilitation

Summary

A follow-up survey was conducted of former clients of the Minnesota Division of Vocational Rehabilitation whose cases were closed in the fiscal years 1963 through 1967. The majority of the clients surveyed (86%) had been closed as rehabilitated. Almost 5,000 responded, representing a 76% return of those with correct addresses available. A small representative group of co-workers of the clients was also surveyed. The following are the major findings of the survey.

1. At the time of follow-up (which, for some, was as long as five years after closure), 81% of the rehabilitated former DVR clients were employed, an increase of 53% over their employment rate at acceptance.

2. At acceptance, employed DVR clients held mainly manual and service jobs. At closure, 40% (vs 26% at acceptance) of the rehabilitated DVR clients were employed in professional, technical, managerial, clerical, and sales occupations. At follow-up, 45% of the rehabilitated group were in these occupations.

3. Three-fourths of the rehabilitated group of DVR clients reported having held no more than two jobs since closure. Those who had been closed earlier tended to have held more jobs than those who had been closed recently.

4. Over 91% of employed former DVR rehabilitants worked full time (35 hours or more) at their jobs.

5. A sample of employed former DVR clients was found to be just as satisfied with their jobs as their co-workers. Only a very small percentage (less than 2%) were "not satisfied," while 16% were only "slightly satisfied."

6. This sample of employed former DVR clients was generally rated by their supervisors as slightly less satisfactory (on the average) than their co-workers. However, only a small percentage

(6.3%) of the DVR clients were rated "below average," the large majority of them being rated "average" in job satisfactoriness.

7. At acceptance, one-fourth of the total group of rehabilitated DVR clients were on public assistance. At follow-up, only one in seven was receiving public assistance. At acceptance, the typical rehabilitated DVR client had no income; at closure, his average monthly income was approximately \$275; and at follow-up, monthly earnings averaged \$345.

8. On the average, employed former DVR rehabilitants earned annual incomes that were only \$450 lower than their co-worker counterparts. However, both the DVR clients and their co-workers had average annual incomes which were considerably lower (more than \$2,000 lower) than the average U.S. annual income.

Introduction

What happens to persons who have been served by the Minnesota Division of Vocational Rehabilitation (DVR)? Does their rehabilitation last? Do they continue to engage in remunerative employment years after their vocational rehabilitation? Questions such as these are often asked of a service agency such as DVR.

To answer such questions, DVR asked the University of Minnesota's Work Adjustment Project to conduct a follow-up survey of former DVR clients. Specifically, DVR wanted answers to the following questions:

1. Do clients who are rehabilitated by DVR stay employed?
2. What kinds of jobs do they obtain?
3. Do they stay on the same jobs?
4. Do they work full-time on their jobs?
5. Are they satisfied with their jobs?
6. Are they satisfactory workers?
7. Do they become self-supporting?
8. Are their earnings competitive with other workers?

Method

The method chosen to follow-up former DVR clients was the mailed questionnaire survey. For this purpose, a questionnaire (the Minnesota Survey of Employment Experiences) was carefully designed to obtain the following information from the former DVR client:

1. the client's work experience prior to acceptance by DVR;
2. the client's work experience from the time DVR closed his case to the time of the survey;
3. the client's current employment status, including type of job, place of employment and pay rate;
4. the client's satisfaction with his current employment¹; and
5. other items of interest, such as the client's educational experiences since closure of his case and his satisfaction with the first job he took after vocational rehabilitation.

A copy of the questionnaire is shown in Appendix A.

The former DVR clients chosen for follow-up included all clients whose cases were closed as "rehabilitated" (gainfully employed in

¹ As measured by the short form of the Minnesota Satisfaction Questionnaire. See Weiss, D. J., Dawis, R. V., England, G. W. and Lofquist, L. H. *Manual for the Minnesota Satisfaction Questionnaire. Minnesota Studies in Vocational Rehabilitation*, 1967, XXII.

a remunerative occupation) between July 1, 1963 and June 30, 1967, and a small group of clients closed as "not rehabilitated" during the same period. Of these cases, 6,435 had usable mailing addresses and were therefore available for follow-up. Each of these 6,435 former clients was sent a questionnaire with a return envelope. If the questionnaire was not returned within a week's time, reminders were mailed out at weekly intervals. The first was a simple post-card reminder. The second was a letter urging the former client to complete the questionnaire, and included another copy of the questionnaire. The third was another post-card reminder. If after this the former client still had not returned his questionnaire, further mail follow-up was discontinued. Non-responding former clients who had telephones were then contacted by phone, and selected questions from the questionnaire (Nos. 7-16, 20-22, and 1-2, in that order) were asked. These questions concerned information about present job, whether or not the client was receiving public assistance, previous employment status, date of birth and current address.

If any former client indicated his unwillingness to complete the questionnaire, his wishes were respected. Participation in the survey was completely voluntary. Of the 6,435 former clients for whom correct addresses were available, 4,912 (76%) returned their questionnaire or were contacted by telephone. Usable information was obtained for 3,977 former clients.

In addition to the information obtained through the questionnaires, ratings of the job satisfactoriness for a representative group of currently employed former DVR clients (mostly rehabilitants) were obtained from their supervisors. A copy of the rating form used, the Minnesota Satisfactoriness Scales², is shown in Appendix A. As a basis for comparison, the co-workers of these former DVR clients were also surveyed. These co-workers (whose names were provided by the former DVR clients or their supervisors) were also sent the Minnesota Survey of Employment Experiences. Likewise, their supervisors were asked to rate them on job satisfactoriness. Identical procedures were used for the former DVR clients and their co-workers.

This survey was conducted in the summer (June through September) of 1968.

² Weiss, D. J., Dawis, R. V., Lofquist, L. H. and England, G. W. Instrumentation for the Theory of Work Adjustment. *Minnesota Studies in Vocational Rehabilitation*, 1966, XXI.

Findings

The findings of the follow-up survey are organized and presented according to the list of specific questions mentioned in the Introduction. Information for the total group of former DVR clients is presented in this section. Information about each subgroup by fiscal year of closure and by rehabilitation status (rehabilitated vs not rehabilitated) is presented in Appendix B. Technical definitions of terms used in this report are given in Appendix C. Because not everyone answered every question in the survey, the number in the "total group" will differ from question to question.

Information about former DVR clients is presented for three points in time. "Acceptance" refers to the date on which DVR officially accepted the former client as a client. "Closure" refers to the date on which DVR officially closed the case of the former DVR client as either "rehabilitated" (employed) or "not rehabilitated." "Follow-up" refers to the period between June and September, 1968, during which time all of the former clients were contacted by the Work Adjustment Project. Both the dates of acceptance and closure differ for different clients. Information about the clients at closure was obtained from DVR records. Information about the clients at acceptance and follow-up was based on this survey.

1. Do clients who were served by DVR stay employed?

Information on employment status at follow-up was obtained for 3,320 of the 3,977 former DVR clients in this study. Of these 3,320 clients, 3,160 were employed or were unemployed but looking

Table 1
Employment status of rehabilitated former DVR clients at acceptance and follow-up

Employment Status	At Acceptance		At Follow-up	
	N	%	N	%
Total group	2855	100.0	2688	100.0
Not in labor force ^a	134	4.7	120	4.5
In labor force ^b	2721	95.3	2568	95.5
Total in labor force	2721	100.0	2568	100.0
Employed	775	28.5	2090	81.4
Unemployed	1946	71.5	478	18.6

^a Includes housewives, students, and those unemployed but not looking for work.

^b Includes employed and those unemployed but looking for work.

for work (hereafter referred to as being in the labor force). This excludes students, housewives, and others not actively seeking work.

Table 1 presents a comparison of the employment rates at time of acceptance and follow-up for the 2,855 respondents who had been closed as rehabilitated (employed) by DVR. Only 28.5% of the rehabilitants were employed at the time their case was accepted by DVR. At follow-up, 81.4% of the rehabilitants were employed.

These findings show that the great majority of DVR rehabilitants stay employed. The percentage of employed rehabilitants at follow-up (which for some was as long as five years after closure) was 53 percentage points higher than the employment rate at acceptance, when DVR first started to provide vocational rehabilitation services.

Table 2 presents the employment rates of former DVR clients who were closed as not rehabilitated. For these not rehabilitated

Table 2

Employment status of former DVR clients who were closed as not rehabilitated, at acceptance, closure, and follow-up

Employment Status	At Acceptance		At Closure		At Follow-up	
	N	%	N	%	N	%
Total group	425	100.0	382	100.0	375	100.0
Not in labor force ^a	12	2.8	23	6.0	29	7.7
In labor force ^b	413	97.2	359	94.0	346	92.3
Total in labor force	413	100.0	359	100.0	346	100.0
Employed	103	24.9	34	9.5	187	54.0
Unemployed	310	75.1	325	90.5	159	46.0

^a Includes housewives, students, and those unemployed but not looking for work.

^b Includes employed and those unemployed but looking for work.

former clients the rehabilitation process might have been interrupted for one of the following reasons:

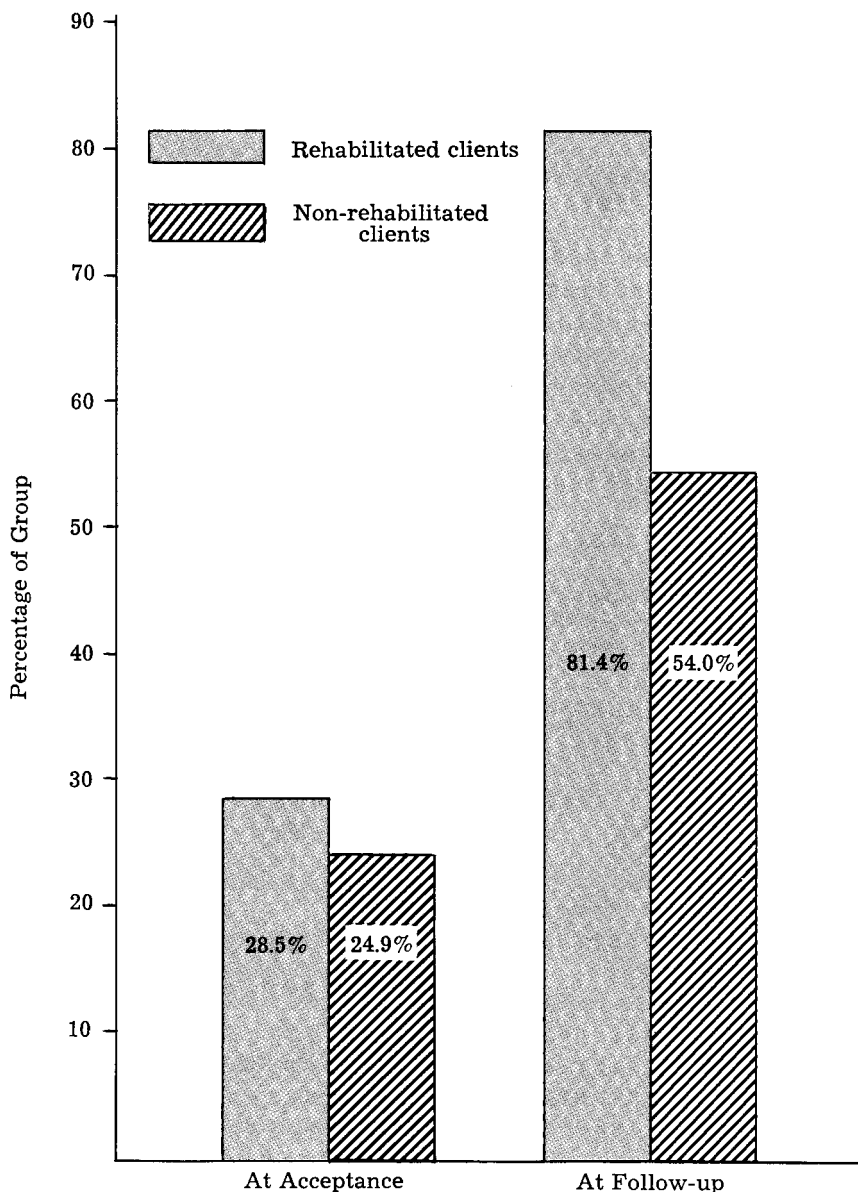
1. Client institutionalized
2. Unfavorable medical prognosis
3. Unable to locate or contact, or left the area
4. Declined further services
5. Transfer to another agency
6. Failure to cooperate

At acceptance, the employment rate of 24.9% for the not rehabilitated clients was essentially the same as that for the rehabilitated clients. Only a small percentage (9.5%) of these "not rehabilitated" former clients were employed at closure and about half of the non-rehabilitants (54%) were employed at follow-up.

A FOLLOW-UP STUDY OF FORMER DVR CLIENTS

Figure 1

Percentage of rehabilitated and not rehabilitated former DVR clients in labor force who were employed at acceptance and follow-up



In summary, the rehabilitated and not-rehabilitated former DVR clients had similar employment rates at acceptance, and both showed increases in employment rates at follow-up, but the increase was much greater for the rehabilitated former clients. Figure 1 illustrates this difference pictorially.

Employment status information for the fiscal year subgroups is shown in Tables B-1 and B-2 of Appendix B.

2. What kinds of jobs are obtained by clients who were served by DVR?

Table 3 shows the types of jobs held by employed DVR rehabilitants at acceptance, closure, and follow-up. At acceptance, the rehabilitated clients were largely in manual or service occupations. At closure and follow-up, however, a greater percentage of the rehabilitants were in professional, technical, and managerial occupations and in clerical and sales occupations, while fewer were in farming and in service occupations. The proportion in manual (blue collar) jobs remained about the same.

Table 3
Percentage of employed DVR clients in
various types of jobs at acceptance, closure, and follow-up

Group	N	Job Type				
		Professional, Managerial and Technical	Clerical and Sales	Service	Farming, Fishing, and Forestry	Manual
Rehabilitated						
At Acceptance ...	775	9.4	16.9	26.1	12.4	35.2
At Closure	2936	18.4	21.6	17.3	5.3	37.4
At Follow-up	2090	23.8	20.8	17.1	4.3	34.1
Not Rehabilitated*						
At Acceptance ...	103	3.9	13.6	24.3	14.6	43.7
At Follow-up	187	9.1	19.8	23.5	6.4	41.2

* Job of non-rehabilitants at closure not available.

Information on the non-rehabilitants is also shown in Table 3. Most of the non-rehabilitants were in manual and service occupations at acceptance, while fewer were in clerical and sales, and professional, managerial and technical occupations. At follow-up, the percentages in manual and service occupations remained about the

same, while there were somewhat larger percentages in clerical and professional types of occupations. However, the percentage of non-rehabilitants at follow-up in professional, managerial and technical occupations was about the same as that of the rehabilitants at acceptance.

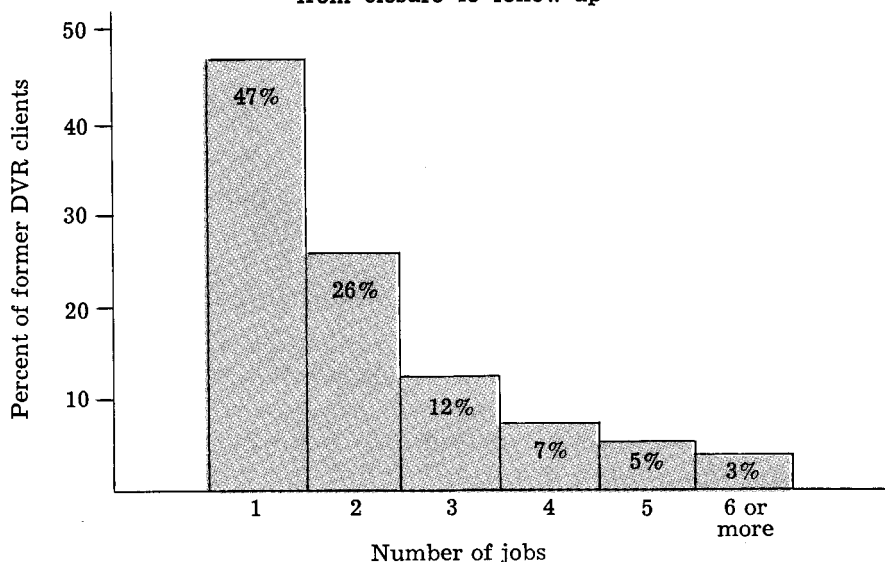
The information for each fiscal year shows findings similar to those for the total rehabilitated group. (Size of the non-rehabilitated group precluded developing year of closure distributions for type of job.) These findings are presented in Table B-3, Appendix B.

3. Do clients who were served by DVR stay on the same jobs?

About half of all former DVR clients responding to the questionnaire had more than one job in the interval between case closure and follow-up. About three-fourths of the respondents had two or fewer jobs, however. Figure 2 presents the percentages for the total rehabilitated group in graphic form. Table 4 shows the percentages separately for the rehabilitants and the non-rehabilitants, as well as for each fiscal year subgroup. The percentages differ

Figure 2

Number of jobs held by rehabilitated former DVR clients from closure to follow-up



somewhat with fiscal year. As might be expected, proportionately more clients changed jobs as the interval between closure and follow-up increased. Thus, for example, the percentage who held only one job between closure and follow-up ranged from 42% for the fiscal year 1964 rehabilitants to 60% for the fiscal 1967 rehabilitants. Non-rehabilitants showed slightly less job stability than rehabilitants.

Table 4

**Number of jobs held by former DVR clients
from closure to follow-up, by fiscal year of closure**

		Percent of group holding					
Group	N	one job	two jobs	three jobs	four jobs	five jobs	six or more jobs
Rehabilitated							
All years	1329	47.5	26.0	12.3	6.6	4.9	2.6
1964	291	41.6	28.0	10.5	8.0	8.0	3.8
1965	369	42.9	25.2	13.7	9.2	6.2	3.5
1966	333	46.2	27.5	14.7	5.8	3.7	2.1
1967	336	59.9	23.6	9.7	3.2	1.9	1.6
Not rehabilitated							
All years	143	42.0	26.1	13.8	9.4	3.6	5.1
1964	38	38.9	27.8	19.4	8.3	2.8	2.8
1965	23	26.1	21.7	21.7	8.7	13.0	8.7
1966	45	40.5	28.6	9.5	14.3	2.4	4.8
1967	37	55.6	25.0	8.3	5.6	0.0	5.6

4. Do clients who were served by DVR work full-time on their jobs?

Defining full-time employment as working 35 hours or more a week, 91.6% of the employed DVR rehabilitants worked full time at the time of the follow-up. Fifty-seven percent worked forty hours per week and 85.6% were employed forty hours or more per week. Of the non-rehabilitants, 86.3% worked full-time and 80.7% worked forty hours or more per week. Table 5 shows the findings. Examination of the percentages by fiscal year subgroups shows almost identical results for each fiscal year. (See Table B-4, Appendix B).

Table 5**Hours worked per week by former DVR clients employed at follow-up**

Hours worked per week	Percent	
	Rehabilitated (N = 1950)	Not Rehabilitated (N = 161)
20 or less	4.9	7.5
21 to 34	3.5	6.2
35 to 39	6.0	5.6
40	57.4	54.7
41 to 45	8.6	6.2
46 to 50	10.1	5.6
More than 50	9.5	14.2

5. Are clients who were served by DVR satisfied with their jobs?

A comparison of the job satisfaction of a representative group of former DVR clients, mostly rehabilitants, with that of their co-workers who do the same job in the same company under the same supervisor indicated that clients and co-workers were equally satisfied. Table 6 shows the average (mean) scores for the DVR clients and their co-workers on three different scales measuring intrinsic satisfaction (satisfaction with the work itself), extrinsic satisfaction (satisfaction with the physical and social conditions of work, including supervision and management) and general or overall job satisfaction. The “±” figures give the error factors (see Appendix C).

Table 6**Average job satisfaction scores of former
DVR clients and their co-workers**

Scale	DVR Clients			Co-workers			Difference in Averages
	N	Average Score		N	Average Score		
Intrinsic satisfaction	156	40.4	±.59 ^a	206	39.9	± .67	.5
Extrinsic satisfaction	156	23.4	±.44	206	24.2	± .49	.8
General satisfaction	156	63.8	±.93	205	64.1	±1.11	.3

^a Denotes the error factor in the average (standard error of the mean).

The differences between the DVR clients and their co-workers average less than one point in every case, well within range of the error factors.

Table 7 shows the percentages of former DVR clients and of their co-workers in each category of general job satisfaction. It also compares DVR clients and co-workers who had two years of job tenure or less, and DVR clients and co-workers who had two or more years of job tenure. Figure 3 presents a graphic comparison of general job satisfaction for the DVR clients and for their co-workers.

Only 1.5% of the former DVR clients were "not satisfied," and only 17.6% of them were in the "slightly satisfied" and "not satisfied" categories. The remaining 82.4% were "satisfied" (48.7%), "very satisfied" (27.9%), or "extremely satisfied" (5.8%). Table B-5 in Appendix B summarizes the findings on the intrinsic, extrinsic, and general job satisfaction of DVR clients and their co-workers, for different categories of satisfaction and for different lengths of job tenure. The findings were uniformly the same: Little difference between former DVR clients and their co-workers in the level of their job satisfaction.

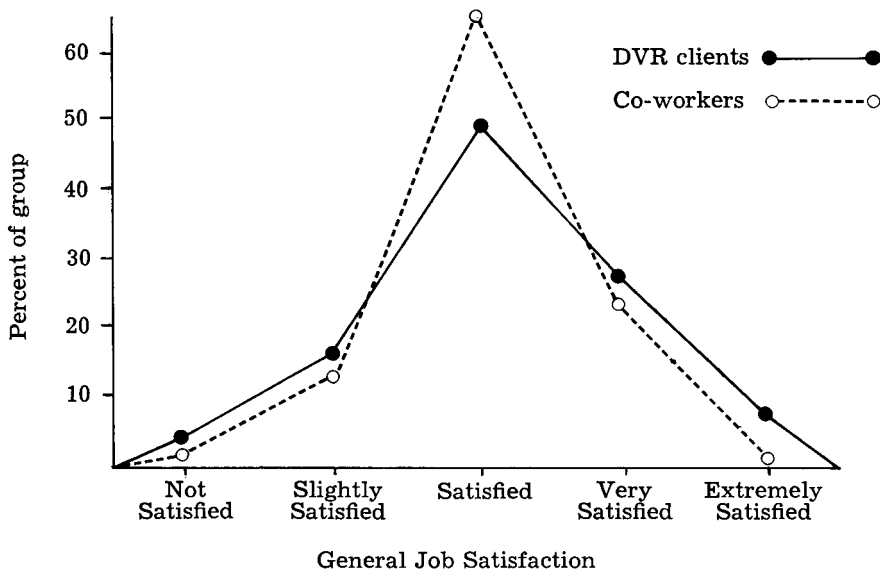
All evidence, then, indicates that the former DVR clients were as satisfied with their jobs as their co-workers.

Table 7
General job satisfaction of former DVR clients
and their co-workers, by total group and by tenure groups

Group	N	Raw Scores;	Category of General Job Satisfaction				
			Not Satisfied	Slightly Satisfied	Very Satisfied	Extremely Satisfied	
			(20-30)	(31-50)	(51-70)	(71-90)	(91-100)
Total group							
DVR clients ...	163		1.5	16.1	48.7	27.9	5.8
Co-workers ...	119		.6	12.2	62.8	23.8	.6
Two years or less tenure							
DVR clients ...	88		0.0	11.4	52.2	31.9	4.5
Co-workers ...	48		2.1	12.5	62.5	22.9	0.0
More than two years tenure							
DVR clients ...	75		1.3	17.4	50.6	25.4	5.3
Co-workers ...	71		0.0	12.7	67.6	18.3	1.4

Figure 3

General job satisfaction of former DVR clients and their co-workers



6. Are clients who were served by DVR satisfactory workers?

Table 8 compares the job satisfactoriness of former DVR clients with the job satisfactoriness of their co-workers. The figures given

Table 8

Average job satisfactoriness scores of former
DVR clients and their co-workers

Scale	DVR Clients			Co-workers			Difference in Averages
	N	Average Score		N	Average Score		
Promotability- Competence	239	46.5	$\pm 1.05^a$	523	55.8	$\pm .69$	9.3
Personal Adjustment	239	64.8	± 1.05	523	72.3	$\pm .58$	7.5
Conformance	239	39.9	$\pm .84$	523	44.8	$\pm .55$	4.9
General Satisfactoriness	239	149.8	± 2.59	523	170.6	± 1.65	20.8

^a Denotes the error factor in the average (standard error of the mean).

represent the average (mean) scores obtained by the two groups on four different scales of job satisfactoriness, as rated by their supervisors. These scales are used to rate promotability-competence, conformance to rules and requirements, personal adjustment, and general or overall satisfactoriness. Table 8 shows that the DVR clients as a group obtained lower rating scores, on the average, than their co-workers. However, these differences are not large, when the two groups are compared in terms of percentage rated "satisfactory." Table 9 shows the percentages of each group (DVR client and co-worker) in each category of general satisfactoriness. Table 9 also shows the corresponding percentages for subgroups divided according to length of job tenure. The percentages for promotability-competence, conformance, and personal adjustment were very similar and are shown in Table B-6 of Appendix B.

Table 9 shows that proportionately more of the co-workers were rated "above average" in general satisfactoriness. Proportionately more DVR clients were rated "below average" in satisfactoriness, but the difference between the groups is small (4%). The large majority of the DVR clients were rated "average," and about one in five were rated "above average." Similarly, the majority of the co-workers were rated "average," but almost two in five were rated "above average." Figure 4 depicts this finding graphically. The

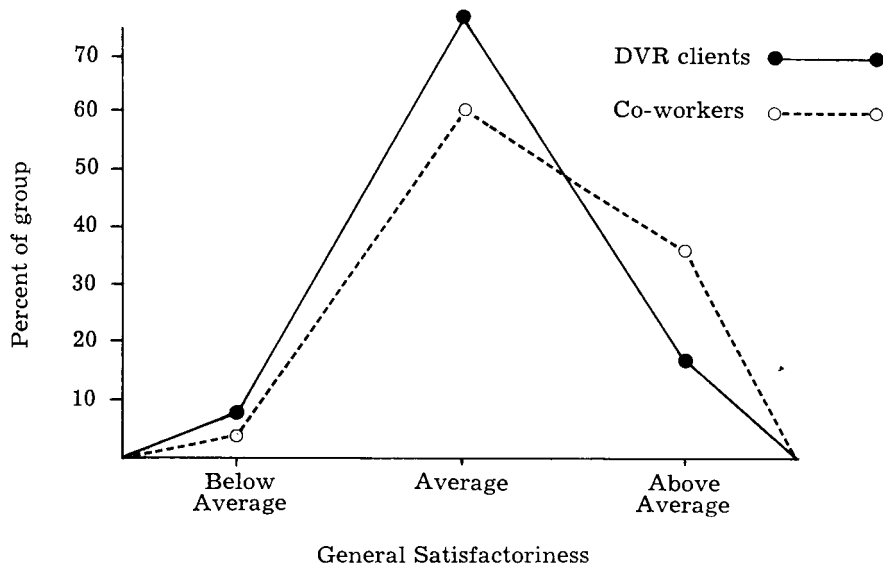
Table 9

**General job satisfactoriness of former DVR clients
and their co-workers, by total group and by tenure groups**

Group	N	Category of General Satisfactoriness		
		Raw Scores:	Below Average	Average
			(34-86)	(87-186)
				(187-234)
Total group				
DVR clients	164		6.3	75.3
Co-workers	132		2.1	60.8
Two years or less tenure				
DVR clients	89		6.7	74.2
Co-workers	52		1.9	61.6
More than two years tenure				
DVR clients	75		4.0	72.0
Co-workers	80		2.5	67.5

Figure 4

General job satisfactoriness of former DVR clients and their co-workers



same basic pattern was observed when job tenure was considered but the differences were somewhat smaller for those with longer tenure.

7. Do clients who were served by DVR become more self-supporting?

It has already been noted, in answering question 1, that there was a net gain in employment rate from acceptance to follow-up of 53%. Table 10 indicates a similar trend towards self-sufficiency,

Table 10

Percent of former DVR clients receiving public assistance at acceptance and follow-up, by closure status

Time	Rehabilitated			Not Rehabilitated		
	Total Group N	Receiving Public Assistance Number	Percent	Total Group N	Receiving Public Assistance Number	Percent
At Acceptance	3099	767	24.7	420	151	36.0
At Follow-up	2675	381	14.2	413	157	38.0

Table 11

Reported monthly earnings of former DVR clients who were in the labor force at acceptance, closure, and follow-up

Monthly Earnings	At Acceptance		At Closure		At Follow-up	
	N	%	N	%	N	%
Rehabilitated						
Total N	2356	100.0	2624	100.0	2203	100.0
No income	1946	82.6	45	1.7	478	21.7
\$1-\$39	28	1.2	67	2.6	20	.9
\$40-\$84	68	2.9	107	4.1	49	2.2
\$85-\$169	85	3.6	296	11.3	95	4.3
\$170-\$254	83	3.5	545	20.8	161	7.3
\$255-\$344	116	4.9	879	33.5	293	13.3
\$345 or more	30	1.3	685	26.0	1107	50.3
Not rehabilitated						
Total N	336	100.0	333	100.0	293	100.0
No income	310	92.2	325	97.6	159	54.3
\$1-\$39	2	.6	0	0.0	8	2.7
\$40-\$84	2	.6	1	.3	8	2.7
\$85-\$169	7	2.1	0	0.0	11	3.8
\$170-\$254	13	3.9	1	.3	20	6.8
\$255-\$344	1	.3	4	1.2	27	9.2
\$345 or more	1	.3	2	.6	60	20.5

showing a drop of 10.5%, from acceptance to follow-up, in the percentage of DVR rehabilitants receiving public assistance. The "not rehabilitated" clients show a 2% increase over the same time span. The findings were quite similar for all fiscal years (see Table B-7, Appendix B).

Table 11 shows reported monthly earnings in dollars for the rehabilitated DVR clients at acceptance, at closure, and at follow-up. At acceptance only 17% of the rehabilitants reported having any income. At closure, 98% of the clients reported an income but only 26% earned \$345 or more per month. At follow-up, the percentage reporting earnings had decreased from 98% at closure to 78%. This, however, still represented a net gain of 61% over the percentage reporting income at acceptance. Furthermore, at follow-up, 50% were earning \$345 or more per month. This latter percentage represents an increase of 49% over the acceptance percentage and 24% over

the closure percentage. Similar findings were observed for each fiscal year.

For the "not rehabilitated" clients, 8% reported an income at acceptance, 2% reported an income at closure, and 46% reported an income at follow-up. This represents a gain of 38% from acceptance to follow-up, considerably less than the 61% gain of the rehabilitated clients. At follow-up, only 21% of the "not-rehabilitated" clients earned \$345 or more per month, compared with 50% of the rehabilitated clients.

8. Are the earnings of clients who were served by DVR competitive with other workers?

Table 12 compares the percentage distribution of annual incomes of former DVR clients and their co-workers. Figure 5 presents these distributions graphically. As both Table 12 and Figure 5 show, the earnings of DVR clients were lower in comparison with the earnings of their co-workers, but the earnings of rehabilitated clients were greater than that of clients who were closed "not rehabilitated." The

Figure 5

Distribution of Annual Income at follow-up of former DVR clients and their co-workers

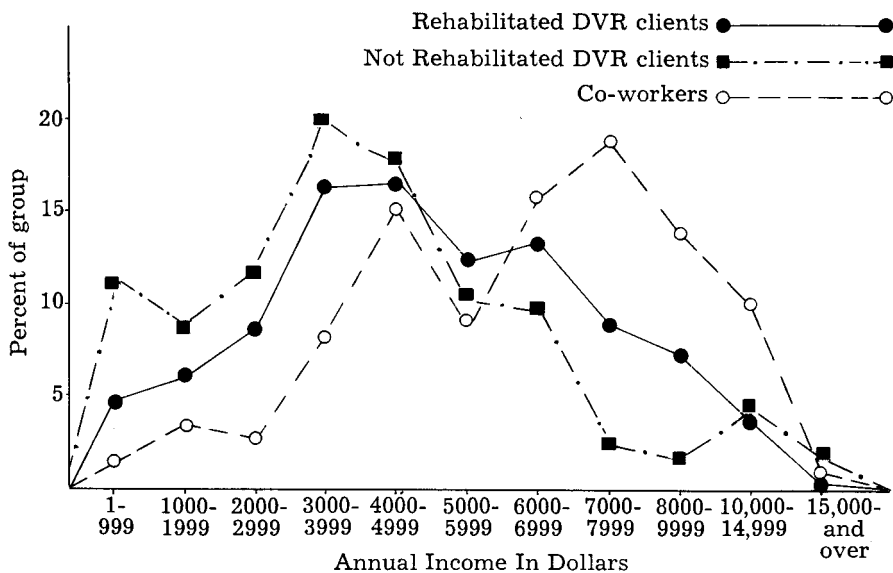


Table 12

Percentage distribution of annual incomes of rehabilitated and not rehabilitated former DVR clients and their co-workers reporting an income at follow-up

Annual Income in Dollars	DVR Clients		Co-workers (N = 157)
	Rehabilitated (N = 1725)	Not Rehabilitated (N = 134)	
1-999	4.0	11.2	1.3
1000-1999	5.5	8.9	3.8
2000-2999	8.1	12.0	2.5
3000-3999	16.6	20.1	8.3
4000-4999	17.2	17.9	15.3
5000-5999	11.7	10.5	9.6
6000-6999	14.5	9.6	15.9
7000-7999	9.9	2.9	18.5
8000-9999	8.0	1.5	14.0
10000-14999	3.9	4.5	10.0
15000 and over6	1.5	.8
Median Income	\$4,950	\$3,840	\$5,400

median annual income of the rehabilitated clients was only \$450 lower than the co-worker median, but both DVR client and co-worker median annual incomes were considerably lower than the 1968 U.S. median of \$7,236³.

³ Statistical Abstract of the United States, 1968, William Lerner, U.S. Department of Commerce, p. 347.

Appendix A

The Minnesota Survey of Employment Experiences The Minnesota Satisfactoriness Scales

To: Individuals who have been served by the Division of Vocational Rehabilitation.

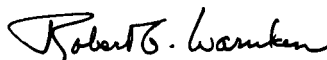
The Minnesota Division of Vocational Rehabilitation (DVR) worked with you at one time during the past five years. They now need some information from you so that they can do the best job for those they serve.

May we ask you to answer the questions in this booklet? You are better able than anyone else to give us some information about yourself. The answers you give will be most helpful to us. It should take about 15 minutes. If you need help, ask someone who knows you well and whom you trust. When you have answered the questions in the booklet please return it as soon as possible in the postage-free envelope.

I wish to assure you that your answers will be held strictly confidential. All the answers that we get will be combined for all people who have been served by the Division of Vocational Rehabilitation. The results of this survey will be reported for the total group of people who cooperate with us.

May I thank you in advance for your cooperation.

Sincerely,



Robert G. Warnken
Survey Director
Work Adjustment Project

This box contained the case number for each individual.

minnesota survey of employment experiences

Please answer the following questions about your work and education.

This box contained the month and year of acceptance for each individual.

1. Were you working during the month and year shown at the top of this page? (check one)

☐ Yes ☐ No

If You Answered Yes:

What was your job? _____

Just what did you do on that job? _____

How much did you earn each month, before deductions?

\$ _____ each month

How satisfied were you with that job? (check only one)

- ☐ I was not satisfied
☐ I was only slightly satisfied
☐ I was satisfied
☐ I was very satisfied
☐ I was extremely satisfied

2. Think of *all* the jobs that you had before the month and year shown at the top of this page. What was your usual line of work before that time?

Just what did you do in that line of work? _____

If you had never worked before the month and year shown at the top of this page, check here. ☐

This box contained the month and year of closure for each individual.

3. Begin with the month and year shown at the top of this page. List *all* the schools you have gone to and when you started and left each school.

Name of School	Month	Year	Month	Year
_____	From: _____	19____	To: _____	19____
_____	From: _____	19____	To: _____	19____
_____	From: _____	19____	To: _____	19____

(If you need more space, please continue listing schools on the separate sheet we have provided.)

4. Begin with the month and year shown at the top of this page. List *all* the jobs you have had. Do this right up to your present job but *do not include* your present job. For each job, list the name of the job, the year(s) you held it, how many months you held the job, and how much your total pay was each month, before any deductions were taken out.

Name of Job	Year	Number of Months Held	Monthly Wages
(1) _____	19____	_____	\$ _____
(2) _____	19____	_____	\$ _____
(3) _____	19____	_____	\$ _____
(4) _____	19____	_____	\$ _____
(5) _____	19____	_____	\$ _____

(If you need more space, please continue listing jobs on the separate sheet we have provided.)

5. Begin with the month and year shown at the top of this page. List *all* the times up to the present that you were *not working* but were looking for work. Do not list the times that you were in school or the hospital.

Not Working

Month	Year	Month	Year
From: _____	19____	To: _____	19____
From: _____	19____	To: _____	19____
From: _____	19____	To: _____	19____

(If you need more space, please continue listing times you were not working on the separate sheet we have provided.)

Continue on the next page

6. Are you working now? (check one) ☐ Yes ☐ No

PRESENT JOB

Answer the following questions about the job you now hold. If you are not working now, skip this page and begin again with question 17 on the opposite page.

7. What is the name of your job? _____

8. Just what do you do on your job? _____

9. How much are you paid each month before any deductions are taken out?
 \$_____ each month.

10. How many hours a week do you work? _____ hours

11. When did you start on this job? Month: _____ Year: 19____

12. What company do you work for? _____

13. What is the address where you work?

Number and Street: _____

City: _____ State: _____ Zip Code: _____

14. Are you self-employed? (check one) ☐ Yes ☐ No

If you now have some handicap that makes it hard for you to find work, answer questions 15 and 16. Check the one best answer for each question.

15. My handicap keeps me from doing a good job: (check one)

- ☐ all of the time
☐ most of the time
☐ some of the time
☐ hardly ever
☐ never

16. Working at my job makes my handicap: (check one)

- ☐ much worse
☐ a little worse
☐ neither better nor worse
☐ a little better
☐ much better

Now skip questions 17, 18, and 19 and begin again with question 20.

Answer questions 17, 18, and 19 only if you are not working now and are looking for a job.

17. How many months have you now been out of a job? _____ months.

18. In looking for work, which one of the following limits you most? (check only one)

- ☐ Training and education
- ☐ Few jobs in my community
- ☐ My handicap
- ☐ My work experience
- ☐ My race
- ☐ My age
- ☐ My sex
- ☐ My religion

19. Are there any other reasons you are having trouble finding a job? _____

20. Do you now get any money from any public agency to help support you and your family? (check one) ☐ Yes ☐ No

If you answered yes, how much do you get each month:

\$_____ each month.

21. When were you born? Month_____ Day_____ Year_____

22. What is your present address?

Number and Street:_____

City:_____ State:_____ Zip Code:_____

Phone Number:_____

Continue on the next page

Now we would like to give you a chance to tell how you feel about your present job. On the opposite page you will find statements about certain aspects of your present job. Answer these questions only if you are working.

- Read each statement carefully.
- Decide how you feel about the aspect of your job described by the statement.
 - Circle "1" if you are not satisfied (if that aspect is much poorer than you would like it to be).
 - Circle "2" if you are only slightly satisfied (if that aspect is not quite what you would like it to be).
 - Circle "3" if you are satisfied (if that aspect is what you would like it to be).
 - Circle "4" if you are very satisfied (if that aspect is even better than you expected it to be).
 - Circle "5" if you are extremely satisfied (if that aspect is much better than you hoped it could be).
- Be sure to keep the statement in mind when deciding how you feel about that aspect of your job.
- Do this for *all* statements. Answer every statement.
- Do not go back to previous statements.

Be frank. Give a true picture of your feelings about your present job.

Ask yourself: How *satisfied* am I with this aspect of my job?

"1" means I am *not satisfied* (this aspect of my job is much poorer than I would like it to be).

"2" means I am *only slightly satisfied* (this aspect of my job is not quite what I would like it to be).

"3" means I am *satisfied* (this aspect of my job is what I would like it to be).

"4" means I am *very satisfied* (this aspect of my job is even better than I expected it to be).

"5" means I am *extremely satisfied* (this aspect of my job is much better than I hoped it could be).

For each statement circle a number.

On my present job, this is how I feel about:

- | | | | | | |
|--|---|---|---|---|---|
| 1. Being able to keep busy all the time | 1 | 2 | 3 | 4 | 5 |
| 2. The chance to work alone on the job | 1 | 2 | 3 | 4 | 5 |
| 3. The chance to do different things from time to time | 1 | 2 | 3 | 4 | 5 |
| 4. The chance to be "somebody" in the community | 1 | 2 | 3 | 4 | 5 |
| 5. The way my boss handles his men | 1 | 2 | 3 | 4 | 5 |
| 6. The competence of my supervisor | 1 | 2 | 3 | 4 | 5 |
| 7. Being able to do things that don't go against my conscience | 1 | 2 | 3 | 4 | 5 |
| 8. The way my job provides for steady employment | 1 | 2 | 3 | 4 | 5 |
| 9. The chance to do things for other people | 1 | 2 | 3 | 4 | 5 |
| 10. The chance to tell people what to do | 1 | 2 | 3 | 4 | 5 |
| 11. The chance to do something that makes use of my abilities | 1 | 2 | 3 | 4 | 5 |
| 12. The way company policies are put into practice | 1 | 2 | 3 | 4 | 5 |
| 13. My pay and the amount of work I do | 1 | 2 | 3 | 4 | 5 |
| 14. The chances for advancement on this job | 1 | 2 | 3 | 4 | 5 |
| 15. The freedom to use my own judgment | 1 | 2 | 3 | 4 | 5 |
| 16. The chance to try my own methods of doing the job | 1 | 2 | 3 | 4 | 5 |
| 17. The working conditions | 1 | 2 | 3 | 4 | 5 |
| 18. The way my co-workers get along with each other | 1 | 2 | 3 | 4 | 5 |
| 19. The praise I get for doing a good job | 1 | 2 | 3 | 4 | 5 |
| 20. The feeling of accomplishment I get from the job | 1 | 2 | 3 | 4 | 5 |

If you are *working now*, it would help us to have surveys like this one from people you *work with*, who are doing the *same kind of work* you do and have the *same supervisor*. Would you write the names of some of these people on the lines below. We will not use your name when we ask these people to help us.

Name

Use this space if you want to say anything else that you think is important.

Thank you for your help.

MINNESOTA SATISFACTORINESS SCALES

Employee Name _____ No. _____

Rated by _____ Date _____

Please check the best answer for each question
Be sure to answer all questions

<i>Compared to others in his work group, how well does he . . .</i>	<i>not as well</i>	<i>about the same</i>	<i>better</i>
1. follow company policies and practices?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. accept the direction of his supervisor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. follow standard work rules and procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. perform tasks requiring repetitive movements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. accept the responsibility of his job?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. adapt to changes in procedures or methods?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. respect the authority of his supervisor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. work as a member of a team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. get along with his supervisors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. perform repetitive tasks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. get along with his co-workers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. perform tasks requiring variety and change in methods?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<i>Compared to others in his work group . . .</i>	<i>not as good</i>	<i>about the same</i>	<i>better</i>
1. how good is the quality of his work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. how good is the quantity of his work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<i>If you could make the decision, would you . . .</i>	<i>yes</i>	<i>not sure</i>	<i>no</i>
1. give him a pay raise?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. transfer him to a job at a higher level?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. promote him to a position of more responsibility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

— *please continue on other side* —

Please check the best answer for each question
Be sure to answer all questions

<i>Compared to others in his work group, how often does he . . .</i>	<i>less</i>	<i>about the same</i>	<i>more</i>
1. come late for work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. become overexcited?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. become upset and unhappy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. need disciplinary action?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. stay absent from work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. seem bothered by something?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. complain about physical ailments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. say 'odd' things?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. seem to tire easily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. act as if he is not listening when spoken to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. wander from subject to subject when talking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Now will you please consider this worker with respect to his over-all competence, the effectiveness with which he performs his job, his proficiency, his general over-all value. Take into account all the elements of successful job performance, such as knowledge of the job and functions performed, quantity and quality of output, relations with other people (subordinates, equals, superiors), ability to get the work done, intelligence, interest, response to training, and the like. In other words, how closely does he approximate the ideal, the kind of worker you want more of? With all these factors in mind, where would you rank this worker as compared with the other people whom you now have doing the same work? (or, if he is the only one, how does he compare with those who have done the same work in the past?)

- In the top ¼* ☐
- In the top half but not among the top ¼* ☐
- In the bottom half but not among the lowest ¼* ☐
- In the lowest ¼* ☐

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Appendix B

Supplementary Tables

Table B-1**Employment status of rehabilitated former DVR clients at acceptance, closure, and follow-up, by fiscal year of closure**

Fiscal year of closure	Total Group				Total in Labor Force			
	In Labor Force ^a		Not in Labor Force ^b		Employed		Unemployed	
	N	%	N	%	N	%	N	%
1964								
At acceptance	524	93.6	36	6.4	140	27.7	384	72.3
At closure	624	95.4	30	4.6	613	98.2	11	1.8
At follow-up	512	96.1	21	3.9	438	85.5	74	14.5
1965								
At acceptance	662	95.5	31	4.5	198	29.9	464	70.1
At closure	757	95.0	40	5.0	751	99.2	6	.8
At follow-up	641	97.0	20	3.0	506	78.9	135	21.1
1966								
At acceptance	675	94.8	37	5.2	173	25.6	502	74.4
At closure	750	94.1	47	5.9	748	99.7	2	.3
At follow-up	652	96.3	25	3.7	544	83.4	108	16.6
1967								
At acceptance	860	96.6	30	3.4	264	30.7	596	69.3
At closure	913	90.5	96	9.5	887	97.2	26	2.8
At follow-up	763	93.4	54	6.6	602	78.9	161	21.1

^a Includes employed and those unemployed but looking for work.^b Includes housewives, students, and those unemployed but not looking for work.**Table B-2****Employment status of non-rehabilitated former DVR clients at acceptance, closure, and follow-up, by fiscal year of closure**

Fiscal year of closure	Total Group				Total in Labor Force			
	In Labor Force ^a		Not in Labor Force ^b		Employed		Unemployed	
	N	%	N	%	N	%	N	%
1964								
At acceptance	117	96.7	4	3.3	36	30.8	81	69.2
At closure	139	92.1	12	7.9	18	12.9	121	87.1
At follow-up	96	93.2	7	6.8	54	56.3	42	43.7
1965								
At acceptance	95	96.9	3	3.1	16	16.8	79	83.2
At closure	117	96.7	4	3.3	3	2.6	114	97.4
At follow-up	74	93.7	5	6.3	34	45.9	40	54.1
1966								
At acceptance	93	97.9	2	2.1	22	23.7	71	76.3
At closure	82	93.2	6	6.8	6	7.3	76	92.7
At follow-up	81	93.1	6	6.9	45	55.6	36	44.4
1967								
At acceptance	108	97.3	3	2.7	29	26.9	79	73.1
At closure	21	95.5	1	4.5	7	33.3	14	66.7
At follow-up	95	89.6	11	10.4	54	56.8	41	43.2

^a Includes employed and those unemployed but looking for work.^b Includes housewives, students and those unemployed but not looking for work.

Table B-3

Percent of rehabilitated DVR clients in various types of jobs at acceptance, closure, and follow-up, by fiscal year of closure

Fiscal year of closure	N	Job Type				
		Professional, Managerial, and Technical	Clerical and Sales	Service	Farming, Fishing, and Forestry	Manual
1964						
At acceptance	140	9.3	20.7	21.4	12.9	35.7
At closure	595	18.3	23.7	17.3	6.7	33.9
At follow-up	438	28.3	19.2	15.5	5.1	32.2
1965						
At acceptance	198	9.1	14.6	27.8	10.1	38.4
At closure	723	18.5	19.8	17.7	6.1	37.9
At follow-up	506	24.3	19.8	16.4	3.8	35.8
1966						
At acceptance	173	6.4	13.9	30.1	13.9	35.8
At closure	709	19.7	23.7	15.4	3.9	37.2
At follow-up	544	22.6	22.8	13.4	4.2	36.9
1967						
At acceptance	264	11.7	18.6	24.6	12.9	32.2
At closure	909	17.2	20.1	18.5	4.7	39.5
At follow-up	602	21.3	20.9	22.3	4.3	31.2

Table B-4

Hours worked per week by former DVR clients employed at follow-up, by fiscal year of closure

Hours worked per week	Fiscal Year of Closure							
	1964		1965		1966		1967	
	Rehabilitated	Not Rehabilitated	Rehabilitated	Not Rehabilitated	Rehabilitated	Not Rehabilitated	Rehabilitated	Not Rehabilitated
Less than 21	4.5 ^a	6.7	5.3	7.1	4.7	12.5	6.0	4.2
21-34	6.5	6.6	3.6	10.8	2.5	2.5	4.5	6.3
35-39	4.0	4.5	4.2	10.7	6.4	2.5	5.3	6.3
40	57.6	68.9	55.3	39.3	57.5	55.0	58.3	50.0
41-45	7.0	2.2	9.7	10.7	10.1	7.5	7.3	6.3
46-50	11.3	6.7	11.1	7.1	10.5	20.0	8.7	12.5
More than 50	10.0	4.4	9.9	14.3	8.2	0.0	9.8	14.6

^a All figures in percentages.

Table B-5

Job satisfaction of former DVR clients
and co-workers, by total group and by tenure groups

Category of Job Satisfaction	Raw Score Range	Tenure Group Percentage					
		Total Group Percentage		Two Years or Less		More Than Two Years	
		DVR Clients	Co-workers	DVR Clients	Co-workers	DVR Clients	Co-workers
Intrinsic							
Not satisfied	12-18	1.9	1.6	0.0	2.1	1.3	0.0
Slightly satisfied	19-30	12.7	7.4	7.9	4.2	13.4	8.5
Satisfied	31-42	50.9	51.3	53.9	50.0	54.6	54.9
Very satisfied	43-54	27.2	37.1	30.3	39.5	24.0	33.8
Extremely satisfied	55-60	7.3	2.6	7.9	4.2	6.7	2.8
Extrinsic							
Not satisfied	8-12	2.4	1.9	2.2	2.1	1.3	1.4
Slightly satisfied	13-20	30.6	26.3	29.3	22.9	34.7	33.8
Satisfied	21-28	38.8	58.3	42.7	60.4	36.0	53.5
Very satisfied	29-36	22.9	12.9	21.3	14.6	24.0	9.9
Extremely satisfied	37-40	5.3	.6	4.5	0.0	4.0	1.4
General							
Not satisfied	20-30	1.5	.6	0.0	2.1	1.3	0.0
Slightly satisfied	31-50	16.1	12.2	11.4	12.5	17.4	12.7
Satisfied	51-70	48.7	62.8	52.2	62.5	50.6	67.6
Very satisfied	71-90	27.9	23.8	31.9	22.9	25.4	18.3
Extremely satisfied	91-100	5.8	.6	4.5	0.0	5.3	1.4

Table B-6

Job satisfactoriness of former DVR clients
and co-workers, by total group and by tenure groups

Category of Satisfactoriness	Raw Score Range	Tenure Group Percentage					
		Total Group Percentage		Two Years or Less		More Than Two Years	
		DVR Clients	Co-workers	DVR Clients	Co-workers	DVR Clients	Co-workers
Promotability-Competence							
Below average ...	12-30	17.5	8.4	15.7	13.5	17.3	7.5
Average	31-62	64.5	53.2	67.4	50.0	61.3	53.8
Above average ...	63-76	18.0	38.4	16.9	36.5	21.4	38.7
Personal adjustment							
Below average ...	12-39	6.3	1.7	3.4	1.9	6.7	1.3
Average	40-76	67.0	54.1	73.0	51.9	67.9	60.0
Above average ...	77-87	26.7	44.2	23.6	46.2	25.4	38.7
Conformance							
Below average ...	9-22	7.3	3.3	6.7	3.8	9.3	1.3
Average	23-49	66.5	57.3	65.2	63.5	58.7	63.7
Above average ...	50-63	26.2	39.4	28.1	32.7	32.0	35.0
General							
Below average ...	34-86	6.3	2.1	6.7	1.9	4.0	2.5
Average	87-186	75.3	60.8	74.2	61.6	72.0	67.5
Above average ...	187-234	18.4	37.1	19.1	36.5	24.0	30.0

Table B-7

Percent receiving public assistance at acceptance
and at follow-up, by fiscal year of closure

	Total Group	Receiving Assistance	
		N	%
Fiscal Year 1964			
Rehabilitated			
At Acceptance	621	134	21.6
At Follow-up	537	66	12.3
Not Rehabilitated			
At Acceptance	152	50	32.9
At Follow-up	121	44	36.4
Fiscal Year 1965			
Rehabilitated			
At Acceptance	771	173	22.4
At Follow-up	668	106	15.9
Not Rehabilitated			
At Acceptance	122	41	33.6
At Follow-up	94	49	52.1
Fiscal Year 1966			
Rehabilitated			
At Acceptance	759	179	23.6
At Follow-up	666	90	13.5
Not Rehabilitated			
At Acceptance	111	46	41.4
At Follow-up	93	30	32.3
Fiscal Year 1967			
Rehabilitated			
At Acceptance	945	281	29.7
At Follow-up	804	119	14.8
Not Rehabilitated			
At Acceptance	33	14	42.4
At Follow-up	105	34	32.4

Appendix C

Technical Notes

Technical Notes

The purpose of this section is to provide detail on the definitions of the terms used and the procedures employed in computing percentages for the eight specific questions around which this report is organized. The following is also organized to correspond to the eight questions.

1. **Employment rate** refers to the percentage of former clients in the labor force who are employed. The **labor force** is defined as including those former clients who are employed or who are unemployed but looking for work. This excludes former clients who are unpaid family workers, housewives, students, hospital patients, prisoners, or in the military service. Employment rate was computed differently at acceptance, closure, and follow-up. The **employment rate at acceptance** was computed from Question 1 of the Minnesota Survey of Employment Experiences (hereafter referred to as MSEE-Q1). A client was defined as being in the labor force if he answered the first part of MSEE-Q1 *and* if his answers to the second and third parts of MSEE-Q1 did not place him in one of the categories defined above as excluded from the labor force. Employment rate was then computed as the percentage of those in the labor force who responded affirmatively to the first part of MSEE-Q1.

Information on **employment rate at closure** was based on DVR records. If the former DVR client was classified as “not working — student,” “homemaker,” or “unpaid family worker,” he was defined as *not* in the labor force. If his status was that of a “wage or salaried worker,” “self-employed,” or employed in a “state agency-managed business enterprise,” he was considered employed and in the labor force. If his status was that of “not working — other,” he was considered to be unemployed but in the labor force.

Employment rate at follow-up was computed from responses to MSEE-Q6, MSEE-Q7, MSEE-Q8, and MSEE-Q17. Employed members of the labor force were those who responded “yes” to MSEE-Q6. Unemployed members of the

labor force were those who gave a numeric response to MSEE-Q17 and, in addition, gave no response to MSEE-Q7 or MSEE-Q8 that indicated they were in a category not considered as part of the labor force.

2. **Job type at acceptance** and **at follow-up** were determined from the MSEE. Answers to the second and third parts of MSEE-Q1 indicated the job of the former client at acceptance, while answers to MSEE-Q7 and MSEE-Q8 indicated the job of the former client at follow-up. These jobs were then coded according to the 1965 Dictionary of Occupational Titles (DOT) codes and grouped according to the first digit of the DOT code.

The DOT code of the client's **job at closure** was obtained from DVR closure records. DVR used the 1949 DOT coding system for clients whose cases were closed during fiscal years 1964, 1965, and 1966. The 1965 DOT coding system was used for clients whose cases were closed during fiscal year 1967. Because of differences in coding systems, the 1949 codes were converted to 1965 codes. Again, jobs were grouped according to the first digit of the (1965) DOT code.

3. The jobs listed by the client in response to MSEE-Q4 were counted as the **number of jobs** the client held **between closure** of his case **and follow-up**. Only clients who had held a job other than their present job during the interim were counted.
4. The client's response to MSEE-Q10 indicated the **number of hours** the former client works per week on his present job. Any former client who worked 34 hours per week or less was defined as working less than full-time. Any former client who worked 35 hours per week or more was defined as working full-time.
5. The **job satisfaction** of the former clients was assessed by the short form of the Minnesota Satisfaction Questionnaire (MSQ), which appears on the next to the last page of the MSEE. The scale score was obtained by summing the score values corresponding to the responses circled by the client. All twenty items were used to obtain a **general satisfaction score**. An **intrinsic satisfaction score** was obtained from items 1, 2, 3, 4, 7, 8, 9, 10, 11, 15, 16, and 20 and an **extrinsic satisfaction score** obtained from items 5, 6, 12, 13, 14, 17, 18, and 19.

Table B-5 shows the raw score ranges which define the various degrees of job satisfaction (for example, 12 to 18 means "not satisfied" on intrinsic satisfaction).

The **error factor** (\pm) is defined as the ratio of the standard deviation of the mean to the square root of the size of the sample minus one

$$\frac{SE}{\bar{X}} = \frac{S}{\sqrt{N-1}}$$

and is called the standard error of the mean.

Theoretically, we may be in error when we use the average score of a sample to characterize a population. Because the average score may not be the same from sample to sample (of the same size) drawn from the same population, there can be error. The \pm error factor (standard error of the mean) is an estimate of the size of this error. Common statistical practice holds that the average (mean) score can fluctuate from sample to sample as much as two times the error factor reported.

6. The **job satisfactoriness** of the former clients and their co-workers was determined from ratings by their supervisors on the Minnesota Satisfactoriness Scales (MSS). A weighted sum of the ratings on all items defined the **general satisfactoriness score**. Scores for **promotability-competence**, **personal adjustment**, and **conformance** to rules and regulations were defined by weighted sums of ratings on MSS items 5, 6, 12, 13, 14, 15, 16, 17, and 29; 19, 20, 21, 22, 23, 24, 25, 26, and 28; and 1, 2, 3, 4, 7, 9 and 10 respectively. Table B-6 shows the raw score ranges used to designate the degrees of job satisfactoriness (for example, 12 to 30 means "Below average" on the Promotability-Competence Scale).
7. DVR case records provided information regarding the client's **public assistance status at acceptance**, and MSEE-Q20 (part one only) on **public assistance status** of the client **at follow-up**.
8. DVR closure records were the source for information on **earnings** per week of the client **at closure**. These weekly figures were converted to monthly earnings at closure by a factor of 52/12. Part four, MSEE-Q1 provided information on the client's **earnings** per month **at acceptance**, and MSEE-Q9 gave the client's **earnings** per month **at follow-up**.

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- XXV. The Measurement of Occupational Reinforcer Patterns.
- XXVI. A Follow-up Study of Former Clients of the Minnesota Division of Vocational Rehabilitation.

Titles preceded by an asterisk are out of print; photocopies of out-of-print monographs are available. Single copies of the other monographs are available without charge from the following address:

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447 B. A. Building
University of Minnesota
Minneapolis, Minnesota 55455