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Demographic study of Motel Room Service  
Staff in Palmerston North

A research report presented in partial fulfillment of the  
requirements for the degree of Master of Business Studies at  
Massey University.

Timothy L.G. Lockyer

1989

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Thanks to Dr R Smith and Dr T Vitalis, for their considerable assistance in the preparation of this research report.

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1.00 Introduction

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Room service employees play an important part in the hospitality industry. It is valuable therefore to gain a better understanding of the job performed by this category of employees. The purpose of this research is to develop an improved understanding of those people employed in these positions.

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## 1.01 Background to New Zealand Tourism

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Tourism has become an important part of the New Zealand economy over the past few years stimulating job creation, investment and foreign exchange earnings.

Tourism in New Zealand has two distinct components.

1. The international visitor, accounting for 855,492 visitors coming to New Zealand in 1988, resulting in 21.4 million person nights of accommodation, representing 31% of total tourism accommodation demand.

2. Domestic tourists with an estimated 11.9 million trips by New Zealanders in 1988, resulting in 47 million person nights or 69% of total tourism accommodation demand (NZTPD)<sup>1</sup>.

The international sector of New Zealand tourism is estimated by the New Zealand Tourist and Publicity Department to increase from 875,000 in 1988 to 1.2 million visitors by 1992 (NZTPD), which represents a growth of 37% over 1988. During the same period domestic travel is expected to grow slowly with an estimated growth of 6%. These changes represent an important change of emphasis in tourism. Although the percentage increase in overseas visitors is much higher than domestic tourists, it should be noted that the base figure for domestic tourism is much higher than for international tourism. Therefore the impact of the additional 37% international tourists represents an additional

325,000 visitors (NZTPD)<sup>2</sup>. The affect of the growth in tourism is not uniform over the whole country, but distributed in specific areas as illustrated in Table 1.1.

Table 1.1 Destinations		
Main Axis	Attracts 900 or More Visitor Nights per 1,000 International Visitors	Auckland Rotorua Wellington Christchurch Queenstown
Second-Level	Attracts 300 - 899 Visitor Nights per 1,000 International Visitors	Bay of Islands Whangarei Hamilton Tauranga Taupo Nelson Dunedin Te Anau
Third-Level	Attracts 100 - 299 Visitor Nights pre 1,000 International Visitors	Gisborne Napier Hastings Wanganui Palmerston North Picton Blenheim Greymouth Franz Josef Methven Mt Cook Wanaka Timaru Omaru Invercargill

(NZTPD)<sup>2</sup>

The data presented in Table 1.1 is for all international visitors. It is predicted by NZTPD that between 1988 and 1992 the percentage of overseas visitors from United States, Japan, and Singapore is to increase between 32% and 42%. Using the computa-

tion of international visitors as in table 1.1. Palmerston North could expect an additional 12,000-35,000 person nights per year by 1992. The affect of this over the number of Palmerston North Motels (approximately 34) generally would be minimal except for those motels in the prime site areas.

The development and projected growth in international tourism has the effect of contributing greatly to NZ's overseas earnings. NZTPD quotes the following figures as of March 1989:

Tourism	2277.1 million
Meat	2195.1 million
Dairy	1792.6 million
Horticulture	823.5 million
Fish	587.3 million

It is evident that tourism has overtaken all other major export earners.

As well as bringing foreign exchange into New Zealand, the growth in tourism has also stimulated employment. In 1984 a study conducted by Business Economic Research Ltd, calculated that one job is created for every eight international visitors. The one to eight multiplier measured the full potential job creation within the New Zealand economy. It is not possible to apply this ratio to a region because some tourists will not spend all their time and money within one region and the benefits of that expenditure will not be contained within the region.

But since the 1984 study when a large percentage of visitors came from Australia, it has become clear that it is not possible to purely consider number of visitors and directly relate this to employment. This is because visitors from different countries spend differing amounts of money per day, with the Japanese spending \$213 per day in 1988. Therefore it is more appropriate to consider that employment created by tourism is dependent upon visitor expenditure not visitor number. This growth in employment as a result of tourism is not only in tourism related industries, but also spread over the economy as illustrated:

Direct jobs: Jobs which directly service the visitors,  
e.g. tour bus drivers, hotel staff

Indirect jobs: Jobs involving the production of inputs  
which are then used by those direct servicing the  
visitor, e.g. primary production, laundry services

Induced jobs: Jobs created by expenditure of the wages  
earned by those employed directly, and indirectly,  
(NZTPD)<sup>4</sup>

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## 1.02 Tourist Profile

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Both the domestic and international component of tourism have accommodation in common. The demand for accommodation is split among a number of different types of establishment. Table 1.3 illustrates a few of these: the predominant areas are hotels with a 10.1% share and motels with a 9.0% share. (NZTPD)<sup>2</sup>

Table 1.3 Demand for Accommodation (in 1000 Person nights)								
Type of Accommodation	1988				1993			
	International	Domestic	Total	Share of Market	International	Domestic	Total	Growth 1988 - 93
Hotel	3531	3377	6908	10.1%	4613	4432	9045	31%
Motel	1664	4462	6125	9.0%	2011	5437	7448	22%
Hostel	1607	255	1862	2.7%	2419	394	2813	51%

It is also significant that although hotels are predicted to increase their bed nights by 31% by 1993, motels will also increase at a lower rate of 22%.

An examination of available data (NZTP)<sup>4</sup> shows that arrivals from each tourist generating region are not increasing by the same amounts. For example, visitors from Japan and the USA have increased at a greater rate than Australian visitors.

In 1981 Australians represented 47% of the international tourists coming to New Zealand. This is anticipated to decline to 26% by 1991. During the same period the percentage of United States, Japanese and Singaporean visitors are estimated to go from 21% to 42% (NZTPD)<sup>4</sup>. Since these estimates were made they have been

modified to some extent with the United States market not increasing as predicted (NZTPD)<sup>6</sup>. This change in nationality of those visiting New Zealand is having an affect on tourism in general and the accommodation sector in particular.

The situation where some markets are growing at a faster rate than other markets produces a changing "mix" of arrivals which has major implications for the hospitality and tourist industries. Visitors from different countries have different needs, cultures and expectations. In light of the changes in the tourist mix it is relevant that the industry modify their "product" which is in this case "service" to meet a changing demand.

It is estimated that by 1993 the demand for accommodation in motels for Japanese will be 190,000, an increase of 60% over the 1988 figure. Also that visitors from the United States staying in motels will increase by 43% during this same period (NZTPD)<sup>7</sup>. As described by Ulrich Hoppe, the General Manager, Hyatt Kingsgate, Auckland, this represents a considerable adjustment to the hospitality industry. The change from a predominantly Australian market requires a greater awareness of the needs of these groups of tourists (Hoppe, 1987).

These changes are having a significant impact on the hospitality industry. Those now visiting are requiring a better and more complete service with their accommodation. Also employment in the hospitality industry is different from most other industries in that the employees have:

- a. Direct customer contact.
- b. Unsociable working hours.
- c. Working during public holidays.
- d. Type of work 'can be dirty and unpleasant'.
- e. Possible social stigma 'serving others'.
- f. High employee turnover.

(Sasser, 1978)

Although some of these characteristics are found in other occupations, such as shop keepers who have contact with customers and some factory workers who have unsociable working hours, those employed in the hospitality industry are affected in their daily work by most of the above.

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### 1.03 The Employees

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Research carried out by the author for the Palmerston North chapter of MANZ (Motel Association of New Zealand) shows a gradual decline in Palmerston North motel average occupancy rate from 58% to 43% over the past five year period. Although a few motels are regularly getting over 90% occupancy, a large number are below 40%.

It is suggested that the reason for this is:

1. Over the last few years there has been a number of new Palmerston North motels built, based on the optimistic forecasts for tourism.
2. The changes in the tourism mix. The projections were misunderstood. "Early predictions assumed that increases in international visitors would be spread throughout New Zealand. The evidence now is that the main access areas are the ones which have received the increases."

Of major importance to a motel operator is to ensure that the rooms are appropriately cleaned and are ready to be used when required, as this greatly affects the profitability of the motel, and helps to make the motel run smoothly. If a room is not available when required it can mean a lost sale.

This has put a great deal of strain on many motel operators who have had to reduce room service staff. This became evident when delivering the questionnaires for this study to the motels

throughout Palmerston North. A number of motels indicated that either the number of room service employees had been reduced or that they had to dismiss all room service employees, and the owner/manager were doing the job themselves.

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1.04 Objectives

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To conduct a study of motel room service/housekeeping employees so that a demographic profile of this category of employees within Palmerston North can be developed.

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## 2.00 Methodology

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The data for this study was gathered through the administration of a survey. The main study was conducted by delivering 120 questionnaires to 47 Palmerston North motels. The questionnaire was designed to evaluate the demographic characteristics of the employees in motels. To accomplish the questionnaire included questions relating to age, marital status, length of employment training, wages, relationships with supervisors and other workers, union membership, likes and dislikes in relationship to job.

Before the full survey was administered a pilot was implemented. This gave some feedback as to the form of questions, and allowed for some adjustment.

The analysis of the returned questionnaire involved three main methods:

- Probability analysis
- Percentage comparison
- Correlation between questions

Probability analysis was used to look at such areas as a married employee in relation to length of employment, and comparing that to a single person; whether the respondents were members of a union and if membership affects the hourly wage and number of hours worked; if they received training for their job and whether training affects job satisfaction and stability.

Percentage comparison provided a numeric and graphical representation of the data gathered using histograms and frequency distribution.

To be able to draw conclusions from the returned questionnaires, the responses were added together and entered into a data base for analysis. The data base was then used to tabulate the results.

This was done to get an overview of each section, and then the results were converted into percentages to bring out additional data in each group of questions.

Several of the questions were combined to obtain a comparison between the response from different questions. Figure 4.1 shows the tables where questions have been compared.

Also correlation coefficient, mean, mode, trend analysis, and standard deviation was applied to the data.

Table 2.1 Areas that comparisons were applied																			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
1					3.03			3.08											3.22
2			3.01					3.09		3.12									3.23
3																			
4								3.06											
5																			
6																			
7																			
9																			
10														3.16	3.18				3.24

Table 2.1 shows the tables where questions were compared. The figures in the boxes refers to the tables where the data was combined, the following shows each of these tables and the contents.

- Table 3.01 shows comparison of age and length of employment.
- Table 3.03 shows comparison of marital status and only job.
- Table 3.06 shows comparison of those who received training and length of time in employment.
- Table 3.08 shows comparison of marital status and first job in motel.
- Table 3.09 shows comparison of age and first job in motel.
- Table 3.12 shows Comparison of age and wage.
- Table 3.16 shows comparison of hours worked and hourly wage.
- Table 3.18 shows comparison of hourly wages and union membership.
- Table 3.22 shows comparison of primary wage earner and marital status.
- Table 3.23 shows comparison of primary wage earner and age.
- Table 3.24 shows comparison of primary wage earner and wage.

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3.00 Survey Results and Discussion

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The following is an evaluation of the data gathered through the returned questionnaires, and a discussion of the findings.

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### 3.01 Marital Status

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The first question asked the respondents their marital status. Figure 3.1 shows the results: as illustrated 81% of the respondents are married, 2% single, and 15% divorced. The 15% Divorced includes 3% who are separated, and 5% widowers.

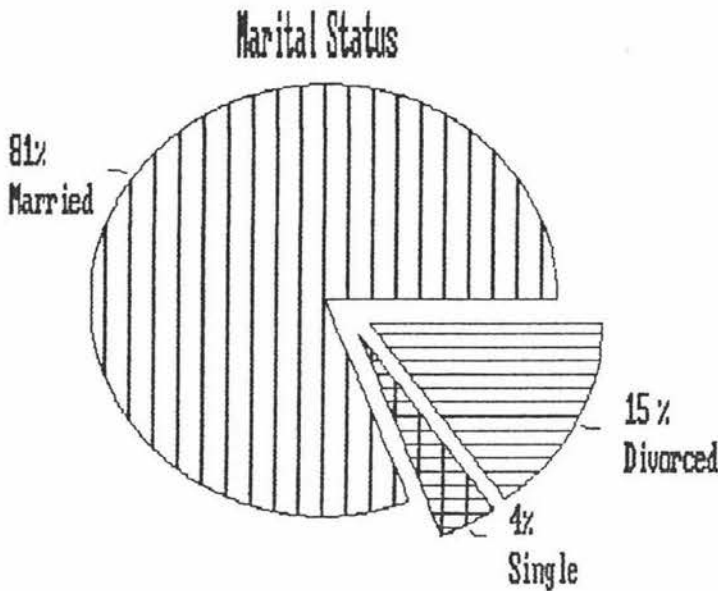


Figure 3.1

The sample represents a high number of married employees. In the economy as a whole, according to the New Zealand Employment Service, 54% of women employees are married, with 39% single. The implications of this is that motel managers need to be aware of the specific needs of employees, for example family responsibility and the affect that sick children, or other domestic commitments might have upon the employee.

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3.02 Employee Age

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Figure 3.2 illustrates a frequency table showing respondents age, (ages 16 through 30 are in 5 year steps and after 30 in ten year steps).

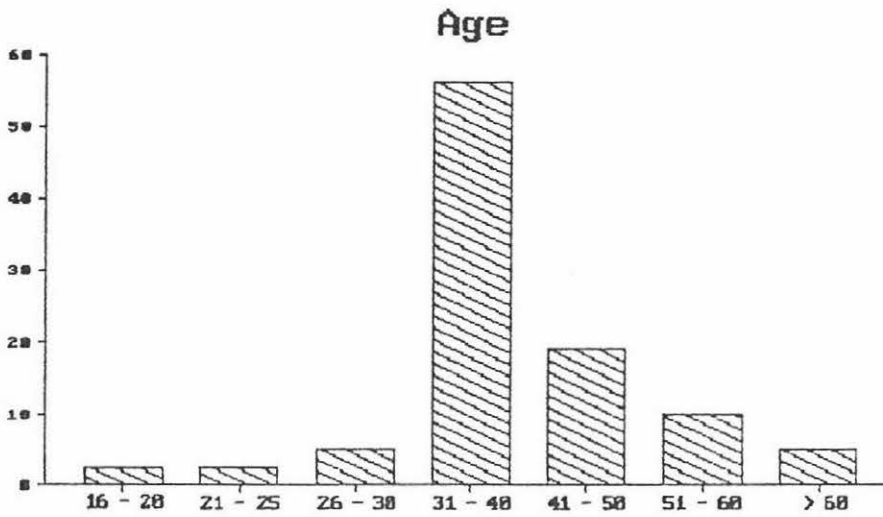


Figure 3.2

56% are in the age bracket 31-40, which represents the larger group, while there are 5% younger than 26 and 5% older than 60. All single respondents were in the 16-20 age group.

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3.03 Length of Employment

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Staff turnover is a major problem for the hospitality industry (Mok & Finley, 1986). By analysing the length of time that employees stay in a particular job this indicates employee turnover. Figure 3.3 illustrates the length of employment at the time of completing the questionnaire.

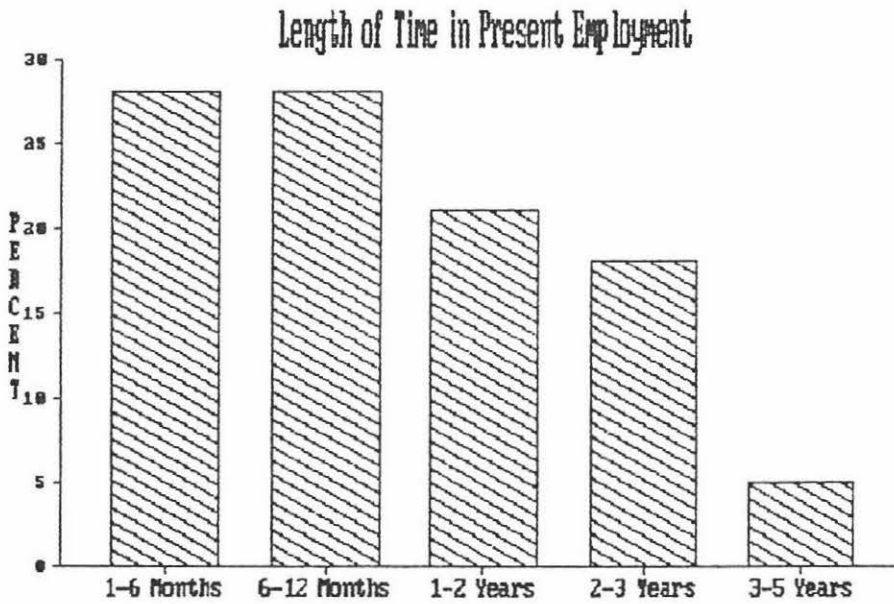


Figure 3.3

Since those questioned are already in employment the survey does not show how much longer they might remain in their present job, but as 77% have been in their job between 1 month and 2 years, and none have a longer period than 5 years, this indicates a high level of staff turnover.

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3.04 Length of Employment Trend

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This question was asked to obtain an indication of the possible trend in length of employment.

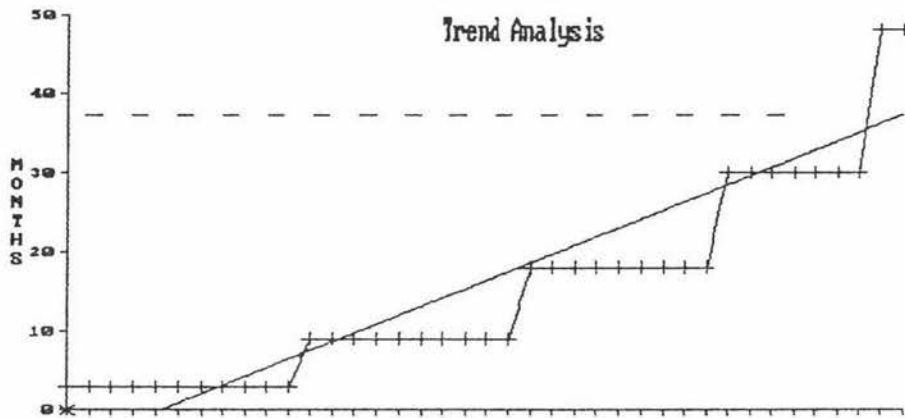


Figure 3.4

Figure 3.4 shows a Trend Analysis using the data for the length of employment in Figure 3.3. This analysis indicates that the trend is for employees to stay just over three years. This means that the staff turnover would be about 30 percent per year, which would result in one third of the employees changing their jobs each year. In comparison with many other industries, this represents a high staff turnover, which affects the motels because of the additional costs involved in recruiting, training, uniforms,

etc. It is also difficult for motels under a high turnover rate to maintain standards, as the new employees can have different expectations.

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3.05 Age - Length of Employment

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Table 3.01 compares age and length of employment. The age group 31-40 contains the largest number of employees under all categories of length of employment, although 20% of these are in the short term of employment from 1-6 months.

Age	16-20	21-25	26-30	31-40	41-50	51-60	>60
Less than 1 month							
1 month to 6 months		2.5%		20%			5%
6 months to 1 year	2.5%			5%	15%	5%	
1 year to 2 year				10%	5%	5%	
2 years to 3 years			2.5%	15%			
3 years to 5 years				5%			
Longer than 5 years							

This indicates that those in the 31 to 40 age group have the best potential for long term employment.

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3.06 Employment in Previous Job

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Figure 3.5 illustrates the length of time the respondents were in their previous job.

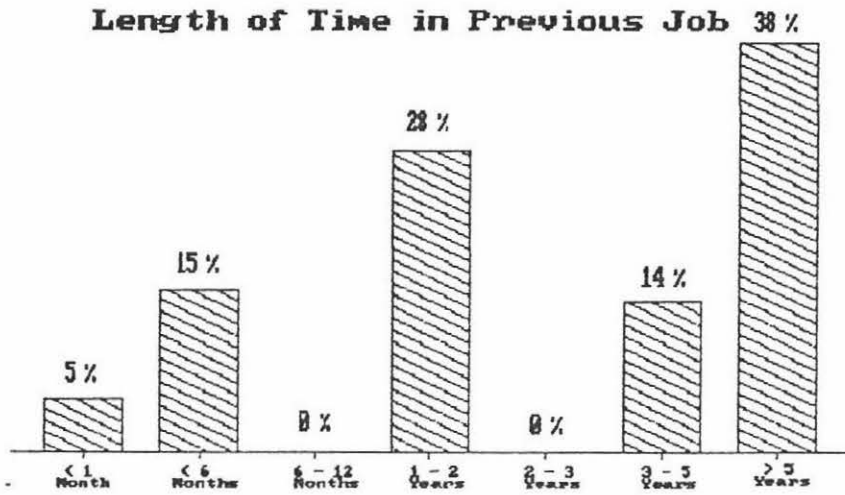


Figure 3.5

In contrast to the present employment length of time where none had worked for more than 5 years, 38% indicated that they had worked for more than 5 years in their previous job. However, 66% indicated that this was their first job in a motel which gives rise to the conclusion that period of employment is longer in other industries.

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3.07 Number of Jobs

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Table 3.02 shows that 74% of respondents have one job while 23% have more than one. There is no indication whether any second job is part or full time.

Table 3.02 Number of Jobs		
Only Job	=	74%
Not only Job	=	23%

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3.08 Marital Status - Only Job

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Table 3.03 analyses the relationship between marital status and whether this is their only job.

Table 3.03 Comparison of Marital Status and Job				
			% of total	% of group
Married	Only job	=	60%	60%
Married	Not only Job	=	16%	30%
Single	Only job	=	2.6%	50%
Single	Not only Job	=	2.6%	50%
Divorced	Only job	=	13%	71%
Divorced	Not only Job	=	5%	29%

Those divorced reported a slightly higher number who had one job. 71% in comparison to 60% for married and 50% for single, although this difference might be put down to the smaller sample of divorced respondents.

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3.09 Received Training for Present Job

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Table 3.04 shows those who had received formal training for their present job.

Table 3.04 Received formal training for present Job		
Yes	=	24%
No	=	76%

Only 24% stated that they had received any form of formal training, even though many of them were working for the first time in a Motel.

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3.10 Training in Previous Job

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Table 3.05 illustrates those who had received formal training in their previous jobs. In this case a slightly higher number said that they received training in their previous employment.

Table 3.05 Received formal training for previous Job		
Yes	=	30%
No	=	70%

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3.11 Training in Previous Job - Length of Employment

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Table 3.06 compares whether the respondents received training for their previous job, and the length of time they stayed in their previous job:

Table 3.06 Comparison of those who received training and length of time in employment		
	YES	NO
Less than 1 month	0%	9%
1 month to 6 months	17%	13%
6 months to 1 year	2%	0%
1 year to 2 years	18%	32%
2 years to 3 years	1%	0%
3 years to 5 years	1%	18%
Longer than 5 years	62%	28%
Total	100%	100%

The indication from this table is that those employees that received formal training had a higher probability of staying in the job longer than those who did not receive any training.

When comparing the length of employment and whether they received training the correlation coefficient is 0.61. Calculation of the correlation coefficient compares two sets of data to see what similarities exist.

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3.12 First Job in a Motel

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66% of the respondents indicated that this was their first job in a motel as in Table 3.07.

Table 3.07 First Job in a Motel		
Yes	=	66%
No	=	33%

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3.13 Whether First Job - Marital Status

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Table 3.08 relates to whether the respondents are married/single/divorced and if this is a first job in a Motel.

Table 3.08 Married/Single/Divorced and First Job in Motel		
	Yes	No
Married	51%	26%
Single	6%	0%
Divorced	10%	7%

Approximately 50% of those married had worked in a motel before while 70% of those divorced had not.

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3.14 Age - First Job in Motel

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Table 3.09 relates whether this is the respondents first job in a motel and ties this question to the respondents age.

Table 3.09 Comparison of Age and First Job in Motel		
Is this first job in Motel		
	Yes	No
16 - 20	2%	0%
21 - 25	2%	0%
26 - 30	4%	0%
31 - 40	38%	20%
41 - 50	10%	10%
51 - 60	7%	2%
> 61	5%	0%

In the 31-40 age group there is a 50% increase in the number of those working in a motel for the first time. In the 41-50 age group those working for the first time is the same in either case. This would indicate that the 31-40 age group represents the largest source of new motel employees.

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3.15 Full - Part Time Employees

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Table 3.10 lists those employees that work full time and part time. As illustrated 92% of the respondents are part time employees.

Table 3.10 Employm't	
Full time =	8%
Part Time =	92%

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3.16 Hourly Wage

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Table 3.11 shows the percentage of respondents and their hourly wage. The largest majority, 51%, earn between \$7.01 and \$7.50 per hour, with 13% earning more than \$8.00.

Table 3.11 Hourly Wage		
\$6.51 - \$7.00	=	13%
\$7.01 - \$7.50	=	51%
\$7.51 - \$8.00	=	23%
> \$8.00	=	13%

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3.17 Age - Wage

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Table 3.12 illustrates that age has no influence on the level of wages paid to employees, although the largest span of wages are for those aged 31 to 40.

Table 3.12 Comparison of Age and Wage

Hourly Wage	\$6.51-7.00	\$7.01-7.50	\$7.51-8.00	>\$8.00
Age 16 - 20	0%	2%	0%	0%
21 - 25	0%	2%	0%	0%
26 - 30	0%	2%	0%	0%
31 - 40	8%	18%	15%	10%
41 - 50	0%	15%	8%	2%
51 - 60	0%	10%	0%	0%
> 61	5%	0%	0%	0%

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3.18 Getting Along With Work Associates

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Table 3.13 shows how the respondents get along with their work associates. This is an important indication of the employees attitude, and also indicates in some way their motive to work (the social contact). There is a strong indication that almost all get along well with their associates.

Table 3.13 Getting along with Work Associates		
Very well	=	95%
Quite well	=	5%
Not well at all	=	0%

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3.19 Getting Along with Boss

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Table 3.14 Question 12 enquires how well the respondents get along with their boss/supervisor:

Table 3.14 Getting along with boss/supervisor		
Very well	=	87%
Quite well	=	13%
Not well at all	=	0%

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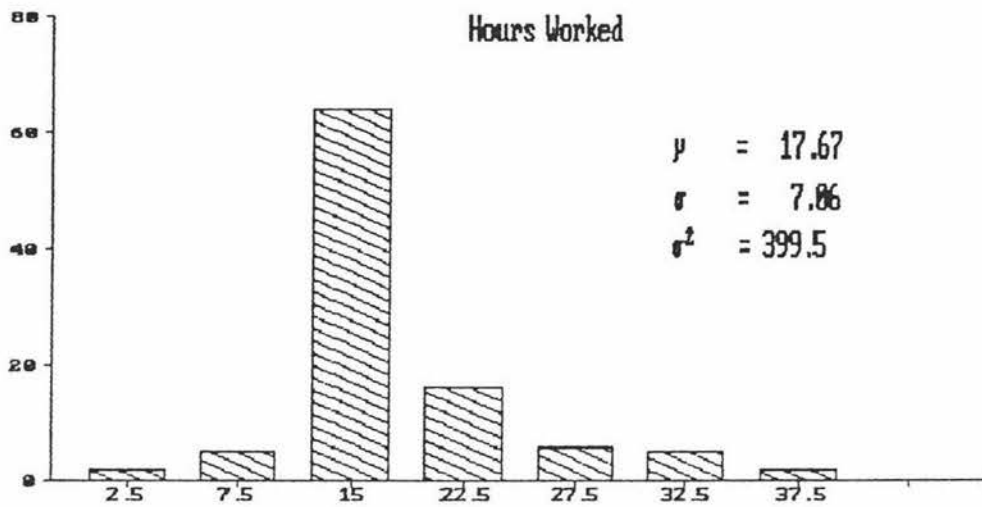
3.20 Hours Worked per Week

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Table 3.15 lists the hours worked per week: 64% work between 11 and 20 hours per week with the mean at 17.67. Only 2% work more than 36 hours, with another 2% working less than 5 hours.

Table 3.15 Hours Worked Per Week	
Less than 5 hours	= 2%
5 - 10 hours	= 5%
11 - 20 hours	= 64%
21 - 25 hours	= 16%
26 - 30 hours	= 6%
31 - 35 hours	= 5%
36 - 40 hours	= 2%
More than 40	= 0%
Mean:	17.67
Variance	399.50
Standard deviation	17.67



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3.21 Hours Worked - Hourly Wage

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Table 9.16 a comparison between the hours worked and hourly wage.

Table 9.16 Compares Hours worked and Hourly Wage				
	\$6.51-7.00	\$7.01-7.50	\$7.51-8.00	>\$8.00
<5 hours	0%	2%	0%	0%
5 - 10 hours	2%	2%	0%	0%
11 - 20 hours	10%	41%	5%	2%
21 - 25 hours	0%	10%	8%	2%
26 - 30 hours	0%	0%	0%	5%
31 - 35 hours	0%	0%	5%	0%
36 - 40 hours	0%	0%	0%	2%
More than 40	0%	0%	0%	0%

This indicates that those working longer hours had the highest wage level. Although this represents a small percentage, it is assumed that these higher paid, longer hour employees are supervisors, but the questionnaire does not determine this.

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3.22 Union Membership

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Table 9.17 shows that 65% are union members, which represents a much higher percentage than the writer had anticipated, because part time employees do not have to join the union, and this is sighted as a reason why motels employ such a large number of part time employees.

Table 9.17 Union Membership		
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Yes	=	65%
No	=	35%

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3.23 Hourly Wage & Union Membership

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Table 9.18 examines the wage paid and whether being a member of the Union has any effect on the wage. The figure represents the percentage in each group:

Table 9.18 Comparison of Hourly Wage & Union Membership		
Member of Union		
Hourly wage	Yes	No
\$6.51-7.00	15%	9%
\$7.01-7.50	62%	36%
\$7.51-8.00	19%	18%
>\$8.00	4%	37%
Correlation .34561		

The correlation in Table 9.18 is .34561. This indicates that there is very little relationship between the two sets of figures. There is a larger number of respondents earning over \$8.00 who are non-union members, these are assumed to be in supervisory positions. If those paid over \$8.00 were eliminated then there would be a higher percentage who are union members.

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3.24 Work Enjoyment

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Table 9.19 illustrates whether the respondents enjoy their work. This indicates that 98% enjoy their work, which seems to contradict the assumption of high staff turnover due to job dissatisfaction.

Table 9.19 Work Enjoyment		
Yes	=	98%
No	=	2%

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3.25 Seeking Another Job

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Table 9.20 indicates whether the respondents are actively seeking another job. The response was 100% no, which does not correlate with previous findings where it was determined that 33% of the respondents would change their job each year. This indicates an anticipated zero staff turnover. The author has no explanation for the disparity here and this area would benefit from further investigation.

Table 9.20 Seeking Another Job		
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Yes	=	0%
No	=	100%

Because of the type of employees and their attitude towards their job (ie this not being considered a 'career' type position) the employees may consider themselves casual employees and therefore may not plan for job change, being influenced by day to day job environment and work conditions.

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3.26 Percent Primary Wage Earners

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Table 9.21 shows that quite a large percentage (23%) of the respondents are primary wage earners. It was previously assumed that most workers in this type of job in motels were part time workers.

Table 9.21 Primary wage earner		
Yes	=	23%
No	=	77%

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3.27 Primary Wage Earners - Marital Status

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Table 9.22 relates whether the respondents are primary wage earners and whether they are married/single/divorced. This indicates that the largest number of primary wage earners are in the divorced category of employees.

Table 9.22 Primary Wage Earner/ Marital status		
	Yes	No
Married	8%	69%
Single	2%	2%
Divorced	14%	5%

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3.28 Primary Wage Earner - Age

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Table 9.23 In the 31-60 age group there is a larger percentage who are primary wage earners. In the 16-20 group 2% are students.

Table 9.23 Primary Wage Earner/ Age		
Age	Primary Wage Earner	
	Yes	No
16 - 20	2%	0%
21 - 25	0%	2%
26 - 30	0%	2%
31 - 40	11%	47%
41 - 50	5%	16%
51 - 60	0%	10%
> 61	5%	0%

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3.29 Primary Wage Earners - Wage

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Table 9.24 relates whether the respondents are primary wage earners to wage. There are slightly more primary wage earners earning above \$8.00.

Table 9.24 Primary Wage Earner/ Wage		
Hourly wage	Primary Wage Earner	
	Yes	No
\$6.51-7.00	8%	5%
\$7.01-7.50	8%	44%
\$7.51-8.00	0%	22%
>\$8.00	8%	5%

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3.30 Number of Children

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Table 9.25 59% of respondents have three or more children.

Table 9.25 Number of Children		
0	=	15%
1	=	2%
2	=	24%
3	=	49%
4	=	0%
> 4	=	10%

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3.31 Reason For Job

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Table 9.26 shows why the respondents wanted this job. The most important is the hours of work, because most work part time and mornings - this would represent a reasonable job for those with families. 28% said they wanted to work in a motel, with nearly as many just having to find a job.

Because I wanted to work in a motel	=	28%
Because of the hours of work	=	45%
Because I want to meet people	=	8%
Because I had to find a job no matter what it was	=	19%

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3.32 Job Likes

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Table 9.27 indicates that the respondents rate "Contact with people" as the thing they like most about their job. "The people I work with" and "The work" rated very close seconds. "The hours" rated last.

Enjoy the work	=	27%
Contact with people	=	31%
The people I work with	=	26%
The hours	=	16%

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### 3.33 Job Dislikes

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Table 9.28 When asked what they like least. 90% said it was "The repetition" and "The 'dirty' jobs", with only 5% saying it was their "Workmates" or "Boss/Supervisor".

Table 9.28 Job Dislikes		
The repetition	=	28%
The hours	=	0%
The 'dirty' jobs	=	62%
Workmates	=	5%
Boss/Supervisor	=	5%

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## 4.00 Discussion and Conclusions

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From the analysis of the survey it is possible to draw a number of conclusions about the employees working as room cleaning staff in Palmerston North motels. The first conclusion relates marital status and age.

### Marital Status and Age

The results indicate that 81% of the respondents are married, 15% divorced and 4% single, and that the largest majority, 56%, are aged between 31 and 40. The single respondents were in the 16-35 age group. The next area looks at length of employment in present position.

### Length of Employment in Present Job

Staff turnover is a major problem for the hospitality industry (Mok & Finley, 1986). The survey showed that 21% had been in their present job for 1 to 2 years and 18% 2 to 3 years, 5% have been employed for between 3 and 5 years, with none longer than 5 years. Using simple mathematical trend analysis it is estimated that an average employment period of 3.1 years can be expected. This indicates a turnover of 33% per year. The age group with the longest period of employment (35%) was 31 to 40. It should be noted that the responses were from people presently in employment, and according to question 16 none of the respondents were seeking other employment. Following present employment, the survey enquired as to previous job experiences.

### Employment in Previous Job

In contrast to the present employment length of time where none had worked for more than 5 years, 38% indicated that they were employed for more than 5 years in their previous job. However, 66% indicated that this was their first job in a motel which gives rise to the conclusion that period of employment is longer in other industries. It was important to consider whether this was their only job to determine their commitment to the job.

### Number of Jobs

74% reported that the present job was their only job. Whether a person was married, divorced, or single seems to have little affect on whether they have one or more jobs. The next question explored training.

### Training

Of the respondents 76% reported that they had not received any type of formal training for their present job. The questionnaire only asked about "formal training". The wording of the question may have meant that those who had received informal "on the job" training did not respond. But this low level of training might also be explained because many of the motels who returned surveys have one or two employees. 24% reported that they had received training in their present job, and 30% in their previous employment.

When comparing the length of employment in their previous job and whether they received training, 65% received training and stayed longer than 5 years, while 28% who were not trained stayed longer than 5 years. At periods of employment of less than five years there seems to be little difference between whether they were trained or not. Training therefore can be said to affect long term employment, but with an overall correlation coefficient of .61 there was moderate comparison. Consideration should be given at this point to the continuity of motel-type employment.

### Motel Industry Employment

It was previously thought by the writer that room service/housekeeping staff would move from motel to motel, tending to stay in the same type of work, but of the respondents, 66% reported that this was their first job in a motel. Rate of pay is an important area to be investigated.

### Wages

51% of respondents are paid between \$7.01 and \$7.50 and this group of employees also reported a higher union membership. The 13% who reported a wage higher than \$8.00 have a low union membership, which could indicate that this group of employees are in supervisory/management positions. Those employees receiving more than \$7.50 were in the 31-50 age group with the largest percentage 31-40. Next the survey considers the number of hours worked per week.

### Hours Worked per Week

The largest percent (64%) of respondents are employed for between 11 - 20 hours per week, with the mean at 17.67 hours. The next largest category work between 21-25 hours per week, with only 2% working more than 36 hours per week. This is a logical conclusion as motels need to have the rooms cleaned ready for rental early in the day, therefore it might be more appropriate to have several morning employees than to have full time employees. It was also thought by the writer before the study that a reason for short weekly employment was that if employment is less than 20

hours a week there is no requirement to join a union, but with 63% union members this does not seem to be correct. The next area looks at employee job satisfaction.

#### Job Satisfaction

In relation to job enjoyment and relationship to others, 98% reported that they enjoy their job, and none were actively looking for another job. 27% enjoy the work, 31% enjoy contact with people, 26% enjoy the people they work with, and 16% the hours.

The writer assumed before this study that people took up employment in motels because of the hours. This assumption appears to be incorrect. There is an indication from the survey that there could be more interest in the social reason for liking the employment than was previously anticipated.

When asked what they liked least about their job, repetition and the 'dirty' jobs rated as the predominant reasons.

Family size can be an indication of motive to work and so it was felt necessary to consider family size.

#### Size of Family

Those questioned indicated that 49% had 3 children, and 10% more than four, this generally indicates that the employees have larger families.

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#### 4.01 Limitations

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The conclusions of this research are limited in several areas:

1. The survey did not differentiate between such things as whether a respondent was a supervisor or not. If this had been known it might have had a significant affect on the results. It is believed by the author that supervisors are paid at a higher level, do not become members of the union and have different relationships with other employees. Because the survey did not differentiate between supervisors and other employees, these assumptions were not quantified.
2. The number of returned questionnaires was disappointingly small (39 out of 108). However even though there was a close similarity between the respondents, the sample is still considered to be valid. Also all the motels questioned were in Palmerston North, which therefore represents a regional sample. These conclusions cannot therefore be said to apply for the whole country but rather just to Palmerston North.
3. Question 20 and 21: a number of the respondents marked more than one selection, therefore these are evaluated accordingly, and not rejected. Thirteen respondents did not answer question 22, these papers were not rejected.
4. The number and selection of questions were quite limited, and therefore produce very general results. Personal interviews and explanation of questions would have produced a better representative sample.
5. It is evident upon completion of this survey and evaluation that there are other areas which require additional research, for example training, Union membership and comparative study with other industries.

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References

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(NZTPD)<sup>5</sup> 1984 New Zealand Hotel/Motel Inventory and Room Occupancy Rates. New Zealand Tourism and Publicity Department.

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Appendix A: Survey

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Table 7.1 lists the survey questions and responses:

1. Marital Status	Married [30]
	Single [02]
	Divorced [07]
2. Age	16 - 20 [01]
	21 - 25 [01]
	26 - 30 [01]
	31 - 40 [22]
	41 - 50 [08]
	51 - 60 [04]
	Older than 60 [02]
3. How long have you been in your present employment	Less than 1 month [00]
	1 month to 6 months [11]
	6 months to 1 year [11]
	1 year to 2 year [08]
	2 years to 3 years [07]
	3 years to 5 years [02]
	Longer than 5 years [00]
4. How long were you in your previous job	Less than 1 month [01]
	1 month to 6 months [06]
	6 months to 1 year [02]
	1 year to 2 years [10]
	2 years to 3 years [02]
	3 years to 5 years [05]
	Longer than 5 years [13]
5. Is this your only job	Yes [30]
	No [09]
6. Did you receive any formal training before starting this job	Yes [10]
	No [29]
7. Did you receive formal training for your previous job	Yes [12]
	No [26]
8. Is this your first job in a Motel	Yes [26]
	No [13]

9. Is your present job	Full time [03] Part Time [36]
10. What is your normal hourly wage	\$3.00 - \$3.50 [00] \$3.51 - \$4.00 [00] \$4.01 - \$4.50 [00] \$4.51 - \$5.00 [00] \$5.01 - \$5.50 [00] \$5.51 - \$6.00 [00] \$6.01 - \$6.50 [00] \$6.51 - \$7.00 [05] \$7.01 - \$7.50 [20] \$7.51 - \$8.00 [09] More than \$8.00 [05]
11. How do you get along with your work associates	Very well [37] Quite well [02] Not well at all [00]
12. How do you get along with your boss/supervisor	Very well [34] Quite well [05] Not well at all [00]
13. On average how many hours do you work per week in this job	Less than 5 hours [01] 5 - 10 hours [02] 11 - 20 hours [25] 21 - 25 hours [06] 26 - 30 hours [02] 31 - 35 hours [02] 36 - 40 hours [01] More than 40 [00]
14. Are you a paid-up member of the appropriate Union	Yes [24] No [13]
15. Do you enjoy your work	Yes [38] No [01]
16. Are you actively thinking of finding another job	Yes [00] No [37]
17. If you answered Yes to question 16, why are you thinking of getting another job	

	More Money	[00]
	Better working conditions	[00]
	Shorter hours	[00]
	Longer hours	[00]
	Unhappy with boss/supervisor	[00]
18.	Are you the primary wage earner in your family	Yes [09] No [30]
19.	How many children do you have	0 [06] 1 [01] 2 [09] 3 [19] 4 [00] More than 4 [04]
20	Why did you want this job	
	Because I wanted to work in a Motel	[12]
	Because of the hours of work	[18]
	Because I want to meet people	[04]
	Because I had to find a job no matter what it was	[08]
21.	What do you like most about your job	
	Enjoy the work	[16]
	Contact with people	[18]
	The people I work with	[15]
	The hours	[09]
22.	What do you like least about your job	
	The repetition	[07]
	The hours	[00]
	The 'dirty' jobs	[17]
	Workmates	[01]
	Boss/Supervisor	[01]

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Appendix B: Questionnaires

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8. Is this your first job in a Motel Yes [  ]  
 No [  ]
9. Is your present job Full time [  ]  
 Part Time [  ]
10. What is your normal hourly wage \$3.00 - \$3.50 [  ]  
 \$3.51 - \$4.00 [  ]  
 \$4.01 - \$4.50 [  ]  
 \$4.51 - \$5.00 [  ]  
 \$5.01 - \$5.50 [  ]  
 \$5.51 - \$6.00 [  ]  
 \$6.01 - \$6.50 [  ]  
 \$6.51  \$7.00 [  ]  
 \$7.01 - \$7.50 [  ]  
 \$7.51 - \$8.00 [  ]  
 More than \$8.00 [  ]
11. How do you get along with your work associates Very well [  ]  
 Quite well [  ]  
 Not well at all [  ]
12. How do you get along with your boss/supervisor Very well [  ]  
 Quite well [  ]  
 Not well at all [  ]
13. On average how many hours do you work per week in this job Less than 5 hours [  ]  
 5 - 10 hours [  ]  
 11 - 20 hours [  ]  
 21 - 25 hours [  ]  
 26 - 30 hours [  ]  
 31 - 35 hours [  ]  
 36 - 40 hours [  ]  
 More than 40 [  ]
14. Are you a paid-up member of the appropriate Union Yes [  ]  
 No [  ]
15. Do you enjoy your work Yes [  ]  
 No [  ]
16. Are you actively thinking of finding another job Yes [  ]  
 No [  ]

17. If you answered Yes to question 16,  
why are you thinking of getting another job
- More Money [ ]
  - Better working conditions [ ]
  - Shorter hours [ ]
  - Longer hours [ ]
  - Unhappy with boss/supervisor [ ]
18. Are you the primary wage earner  
in your family Yes [ ]  
No [ ]
19. How many children do you have
- 0 [ ]
  - 1 [ ]
  - 2 [X]
  - 3 [ ]
  - 4 [ ]
  - More than 4 [ ]
- 20 Why did you want this job
- Because I wanted to work in a Motel [ ]
  - Because of the hours of work [ ]
  - Because I want to meet people [X]
  - Because I had to find a job no  
matter what it was [ ]
21. What do you like most about your job
- Enjoy the work [ ]
  - Contact with people [ ]
  - The people I work with [X]
  - The hours [ ]
22. What do you like least about your job
- The repetition [X]
  - The hours [ ]
  - The 'dirty' jobs [ ]
  - Workmates [ ]
  - Boss/Supervisor [ ]

This survey is to assist me with my research into the hospitality industry. Please do not put your name or any other form of identification on the forms, complete and return as soon as possible in the post paid envelopes. In order to make this survey valid and achieve the maximum benefit, I need you to reply.

To answer place a 'X' in the appropriate box:

I appreciate your assistance.

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- |   |                     |                                     |
|---|---------------------|-------------------------------------|
| 1. Marital Status   | Married             | <input checked="" type="checkbox"/> |
|   | Single              | <input type="checkbox"/>            |
|   | Divorced            | <input type="checkbox"/>            |
| 2. Age  | 16 - 20             | <input type="checkbox"/>            |
|   | 21 - 25             | <input type="checkbox"/>            |
|   | 26 - 30             | <input type="checkbox"/>            |
|   | 31 - 40             | <input checked="" type="checkbox"/> |
|   | 41 - 50             | <input type="checkbox"/>            |
|   | 51 - 50             | <input type="checkbox"/>            |
|   | Older than 51       | <input type="checkbox"/>            |
| 3. How long have you been in your present employment            | Less than 1 month   | <input type="checkbox"/>            |
|   | 1 month to 6 months | <input type="checkbox"/>            |
|   | 6 months to 1 year  | <input type="checkbox"/>            |
|   | 1 year to 2 year    | <input type="checkbox"/>            |
|   | 2 years to 3 years  | <input checked="" type="checkbox"/> |
|   | 3 years to 5 years  | <input type="checkbox"/>            |
|   | Longer than 5 years | <input type="checkbox"/>            |
| 4. How long were you in your previous job                       | Less than 1 month   | <input type="checkbox"/>            |
|   | 1 month to 6 months | <input type="checkbox"/>            |
|   | 6 months to 1 year  | <input type="checkbox"/>            |
|   | 1 year to 2 years   | <input type="checkbox"/>            |
|   | 2 years to 3 years  | <input type="checkbox"/>            |
|   | 3 years to 5 years  | <input type="checkbox"/>            |
|   | Longer than 5 years | <input type="checkbox"/>            |
| 5. Is this your only job  | Yes                 | <input checked="" type="checkbox"/> |
|   | No                  | <input type="checkbox"/>            |
| 6. Did you receive any formal training before starting this job | Yes                 | <input type="checkbox"/>            |
|   | No                  | <input checked="" type="checkbox"/> |
| 7. Did you receive formal training for your previous job        | Yes                 | <input type="checkbox"/>            |
|   | No                  | <input checked="" type="checkbox"/> |

8. Is this your first job in a Motel Yes [ ]  
No [  ]
9. Is your present job Full time [  ]  
Part Time [ ]
10. What is your normal hourly wage \$3.00 - \$3.50 [  ]  
\$3.51 - \$4.00 [  ]  
\$4.01 - \$4.50 [  ]  
\$4.51 - \$5.00 [  ]  
\$5.01 - \$5.50 [  ]  
\$5.51 - \$6.00 [  ]  
\$6.01 - \$6.50 [  ]  
\$6.51 - \$7.00 [  ]  
\$7.01 - \$7.50 [  ]  
\$7.51 - \$8.00 [ ]  
More than \$8.00 [  ]
11. How do you get along with your work associates Very well [ ]  
Quite well [  ]  
Not well at all [  ]
12. How do you get along with your boss/supervisor Very well [ ]  
Quite well [  ]  
Not well at all [  ]
13. On average how many hours do you work per week in this job Less than 5 hours [  ]  
5 - 10 hours [  ]  
11 - 20 hours [  ]  
21 - 25 hours [ ]  
26 - 30 hours [  ]  
31 - 35 hours [  ]  
36 - 40 hours [  ]  
More than 40 [  ]
14. Are you a paid-up member of the appropriate Union Yes [ ]  
No [  ]
15. Do you enjoy your work Yes [ ]  
No [  ]
16. Are you actively thinking of finding another job Yes [  ]  
No [ ]

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[ ]
No	[ <input checked="" type="checkbox"/> ]

19. How many children do you have

0	[ ]
1	[ ]
2	[ <input checked="" type="checkbox"/> ]
3	[ ]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[ <input checked="" type="checkbox"/> ]
Because of the hours of work	[ ]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[ ]
Contact with people	[ <input checked="" type="checkbox"/> ]
The people I work with	[ ]
The hours	[ ]

22. What do you like least about your job

The repetition	[ ]
The hours	[ ]
The 'dirty' jobs	[ ]
Workmates	[ ]
Boss/Supervisor	[ ]

This survey is to assist me with my research into the hospitality industry. Please do not put your name or any other form of identification on the forms, complete and return as soon as possible in the post paid envelopes. In order to make this survey valid and achieve the maximum benefit, I need you to reply.

To answer place a 'X' in the appropriate box:

I appreciate your assistance.

- 
1. Marital Status
- |          |                                     |
|----------|-------------------------------------|
| Married  | <input checked="" type="checkbox"/> |
| Single   | <input type="checkbox"/>            |
| Divorced | <input type="checkbox"/>            |
2. Age
- |               |                                     |
|---------------|-------------------------------------|
| 16 - 20       | <input type="checkbox"/>            |
| 21 - 25       | <input type="checkbox"/>            |
| 26 - 30       | <input type="checkbox"/>            |
| 31 - 40       | <input type="checkbox"/>            |
| 41 - 50       | <input checked="" type="checkbox"/> |
| 51 - 50       | <input type="checkbox"/>            |
| Older than 51 | <input type="checkbox"/>            |
3. How long have you been in your present employment
- |                     |                                     |
|---------------------|-------------------------------------|
| Less than 1 month   | <input type="checkbox"/>            |
| 1 month to 6 months | <input type="checkbox"/>            |
| 6 months to 1 year  | <input checked="" type="checkbox"/> |
| 1 year to 2 year    | <input type="checkbox"/>            |
| 2 years to 3 years  | <input type="checkbox"/>            |
| 3 years to 5 years  | <input type="checkbox"/>            |
| Longer than 5 years | <input type="checkbox"/>            |
4. How long were you in your previous job
- |                     |                                     |
|---------------------|-------------------------------------|
| Less than 1 month   | <input type="checkbox"/>            |
| 1 month to 6 months | <input checked="" type="checkbox"/> |
| 6 months to 1 year  | <input type="checkbox"/>            |
| 1 year to 2 years   | <input type="checkbox"/>            |
| 2 years to 3 years  | <input type="checkbox"/>            |
| 3 years to 5 years  | <input type="checkbox"/>            |
| Longer than 5 years | <input type="checkbox"/>            |
5. Is this your only job
- |     |                                     |
|-----|-------------------------------------|
| Yes | <input checked="" type="checkbox"/> |
| No  | <input type="checkbox"/>            |
6. Did you receive any formal training before starting this job
- |     |                                     |
|-----|-------------------------------------|
| Yes | <input type="checkbox"/>            |
| No  | <input checked="" type="checkbox"/> |
7. Did you receive formal training for your previous job
- |     |                                     |
|-----|-------------------------------------|
| Yes | <input type="checkbox"/>            |
| No  | <input checked="" type="checkbox"/> |

8. Is this your first job in a Motel Yes [ ]  
No [x]
9. Is your present job Full time [ ]  
Part Time [x]
10. What is your normal hourly wage \$3.00 - \$3.50 [ ]  
\$3.51 - \$4.00 [ ]  
\$4.01 - \$4.50 [ ]  
\$4.51 - \$5.00 [ ]  
\$5.01 - \$5.50 [ ]  
\$5.51 - \$6.00 [ ]  
\$6.01 - \$6.50 [ ]  
\$6.51 - \$7.00 [ ]  
\$7.01 - \$7.50 [x]  
\$7.51 - \$8.00 [ ]  
More than \$8.00 [ ]
11. How do you get along with your work associates Very well [x]  
Quite well [ ]  
Not well at all [ ]
12. How do you get along with your boss/supervisor Very well [x]  
Quite well [ ]  
Not well at all [ ]
13. On average how many hours do you work per week in this job Less than 5 hours [ ]  
5 - 10 hours [ ]  
11 - 20 hours [ ]  
21 - 25 hours [x]  
26 - 30 hours [ ]  
31 - 35 hours [ ]  
36 - 40 hours [ ]  
More than 40 [ ]
14. Are you a paid-up member of the appropriate Union Yes [x]  
No [ ]
15. Do you enjoy your work Yes [x]  
No [ ]
16. Are you actively thinking of finding another job Yes [ ]  
No [x]

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[ ]
No	[X]

19. How many children do you have

0	[ ]
1	[ ]
2	[X]
3	[ ]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[ ]
Because of the hours of work	[X]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[ ]
Contact with people	[ ]
The people I work with	[ ]
The hours	[X]

22. What do you like least about your job

The repetition	[ ]
The hours	[ ]
The 'dirty' jobs	[X]
Workmates	[ ]
Boss/Supervisor	[ ]



8. Is this your first job in a Motel Yes [  ]  
 No [  ]
9. Is your present job Full time [  ]  
 Part Time [  ]
10. What is your normal hourly wage \$3.00 - \$3.50 [  ]  
 \$3.51 - \$4.00 [  ]  
 \$4.01 - \$4.50 [  ]  
 \$4.51 - \$5.00 [  ]  
 \$5.01 - \$5.50 [  ]  
 \$5.51 - \$6.00 [  ]  
 \$6.01 - \$6.50 [  ]  
 \$6.51 - \$7.00 [  ]  
 \$7.01 - \$7.50 [  ]  
 \$7.51 - \$8.00 [  ]  
 More than \$8.00 [  ]
11. How do you get along with your work associates Very well [  ]  
 Quite well [  ]  
 Not well at all [  ]
12. How do you get along with your boss/supervisor Very well [  ]  
 Quite well [  ]  
 Not well at all [  ]
13. On average how many hours do you work per week in this job Less than 5 hours [  ]  
 5 - 10 hours [  ]  
 11 - 20 hours [  ]  
 21 - 25 hours [  ]  
 26 - 30 hours [  ]  
 31 - 35 hours [  ]  
 36 - 40 hours [  ]  
 More than 40 [  ]
14. Are you a paid-up member of the appropriate Union Yes [  ]  
 No [  ]
15. Do you enjoy your work Yes [  ]  
 No [  ]
16. Are you actively thinking of finding another job Yes [  ]  
 No [  ]

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[ ]
No	[ ]

19. How many children do you have

0	[ ]
1	[ ]
2	[ ]
3	[ ]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[ ]
Because of the hours of work	[ ]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[ ]
Contact with people	[ ]
The people I work with	[ ]
The hours	[ ]

22. What do you like least about your job

The repetition	[ ]
The hours	[ ]
The 'dirty' jobs	[ ]
Workmates	[ ]
Boss/Supervisor	[ ]

This survey is to assist me with my research into the hospitality industry. Please do not put your name or any other form of identification on the forms, complete and return as soon as possible in the post paid envelopes. In order to make this survey valid and achieve the maximum benefit, I need you to reply.

To answer place a 'X' in the appropriate box:

I appreciate your assistance.

- 
1. Marital Status
- |          |   |
|----------|---|
| Married  | [ <input checked="" type="checkbox"/> ] |
| Single   | [ <input type="checkbox"/> ]            |
| Divorced | [ <input type="checkbox"/> ]            |
2. Age
- |               |   |
|---------------|---|
| 16 - 20       | [ <input type="checkbox"/> ]            |
| 21 - 25       | [ <input type="checkbox"/> ]            |
| 26 - 30       | [ <input type="checkbox"/> ]            |
| 31 - 40       | [ <input type="checkbox"/> ]            |
| 41 - 50       | [ <input checked="" type="checkbox"/> ] |
| 51 - 50       | [ <input type="checkbox"/> ]            |
| Older than 51 | [ <input type="checkbox"/> ]            |
3. How long have you been in your present employment
- |                     |   |
|---------------------|---|
| Less than 1 month   | [ <input type="checkbox"/> ]            |
| 1 month to 6 months | [ <input type="checkbox"/> ]            |
| 6 months to 1 year  | [ <input checked="" type="checkbox"/> ] |
| 1 year to 2 year    | [ <input type="checkbox"/> ]            |
| 2 years to 3 years  | [ <input type="checkbox"/> ]            |
| 3 years to 5 years  | [ <input type="checkbox"/> ]            |
| Longer than 5 years | [ <input type="checkbox"/> ]            |
4. How long were you in your previous job
- |                     |   |
|---------------------|---|
| Less than 1 month   | [ <input type="checkbox"/> ]            |
| 1 month to 6 months | [ <input type="checkbox"/> ]            |
| 6 months to 1 year  | [ <input type="checkbox"/> ]            |
| 1 year to 2 years   | [ <input type="checkbox"/> ]            |
| 2 years to 3 years  | [ <input type="checkbox"/> ]            |
| 3 years to 5 years  | [ <input type="checkbox"/> ]            |
| Longer than 5 years | [ <input checked="" type="checkbox"/> ] |
5. Is this your only job
- |     |   |
|-----|---|
| Yes | [ <input type="checkbox"/> ]            |
| No  | [ <input checked="" type="checkbox"/> ] |
6. Did you receive any formal training before starting this job
- |     |   |
|-----|---|
| Yes | [ <input type="checkbox"/> ]            |
| No  | [ <input checked="" type="checkbox"/> ] |
7. Did you receive formal training for your previous job
- |     |   |
|-----|---|
| Yes | [ <input type="checkbox"/> ]            |
| No  | [ <input checked="" type="checkbox"/> ] |

8. Is this your first job in a Motel Yes [  ]  
 No [  ]
9. Is your present job Full time [  ]  
 Part Time [  ]
10. What is your normal hourly wage \$3.00 - \$3.50 [  ]  
 \$3.51 - \$4.00 [  ]  
 \$4.01 - \$4.50 [  ]  
 \$4.51 - \$5.00 [  ]  
 \$5.01 - \$5.50 [  ]  
 \$5.51 - \$6.00 [  ]  
 \$6.01 - \$6.50 [  ]  
 \$6.51 - \$7.00 [  ]  
 \$7.01 - \$7.50 [  ]  
 \$7.51 - \$8.00 [  ]  
 More than \$8.00 [  ]
11. How do you get along with your work associates Very well [  ]  
 Quite well [  ]  
 Not well at all [  ]
12. How do you get along with your boss/supervisor Very well [  ]  
 Quite well [  ]  
 Not well at all [  ]
13. On average how many hours do you work per week in this job Less than 5 hours [  ]  
 5 - 10 hours [  ]  
 11 - 20 hours [  ]  
 21 - 25 hours [  ]  
 26 - 30 hours [  ]  
 31 - 35 hours [  ]  
 36 - 40 hours [  ]  
 More than 40 [  ]
14. Are you a paid-up member of the appropriate Union Yes [  ]  
 No [  ]
15. Do you enjoy your work Yes [  ]  
 No [  ]
16. Are you actively thinking of finding another job Yes [  ]  
 No [  ]

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[ <input checked="" type="checkbox"/> ]
No	[ ]

19. How many children do you have

0	[ ]
1	[ ]
2	[ ]
3	[ ]
4	[ ]
More than 4	[ <input checked="" type="checkbox"/> ]

20 Why did you want this job

Because I wanted to work in a Motel	[ ]
Because of the hours of work	[ ]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[ <input checked="" type="checkbox"/> ]

21. What do you like most about your job

Enjoy the work	[ <input checked="" type="checkbox"/> ]
Contact with people	[ ]
The people I work with	[ <input checked="" type="checkbox"/> ]
The hours	[ ]

22. What do you like least about your job

The repetition	[ ]
The hours	[ ]
The 'dirty' jobs	[ ]
Workmates	[ ]
Boss/Supervisor	[ ]

1. Marital Status  
 Married  [ ]  
 Single  [ ]  
 Divorced  [ ]
2. Age  
 16 - 20  [ ]  
 21 - 25  [ ]  
 26 - 30  [ ]  
 31 - 40  [ ]  
 41 - 50  [ ]  
 51 - 50  [ ]  
 Older than 51  [ ]
3. How long have you been in your present employment  
 Less than 1 month  [ ]  
 1 month to 6 months  [ ]  
 6 months to 1 year  [ ]  
 1 year to 2 year  [ ]  
 2 years to 3 years  [ ]  
 3 years to 5 years  [ ]  
 Longer than 5 years  [ ]
4. How long were you in your previous job  
 Less than 1 month  [ ]  
 1 month to 6 months  [ ]  
 6 months to 1 year  [ ]  
 1 year to 2 years  [ ]  
 2 years to 3 years  [ ]  
 3 years to 5 years  [ ]  
 Longer than 5 years  [ ]
5. Is this your only job  
 Yes  [ ]  
 No  [ ]
6. Did you receive any formal training before starting this job  
 Yes  [ ]  
 No  [ ]
7. Did you receive formal training for your previous job  
 Yes  [ ]  
 No  [ ]
8. Is this your first job in a Motel  
 Yes  [ ]  
 No  [ ]
9. Is your present job  
 Full time  [ ]  
 Part Time  [ ]

10. What is your normal hourly wage
- |                  |       |
|------------------|-------|
| \$3.00 - \$3.50  | [ ]   |
| \$3.51 - \$4.00  | [ ]   |
| \$4.01 - \$4.50  | [ ]   |
| \$4.51 - \$5.00  | [ ]   |
| \$5.01 - \$5.50  | [ ]   |
| \$5.51 - \$6.00  | [ ]   |
| \$6.01 - \$6.50  | [ ]   |
| \$6.51 - \$7.00  | [ ]   |
| \$7.01 - \$7.50  | [ ]   |
| \$7.51 - \$8.00  | [ / ] |
| More than \$8.00 | [ ]   |
11. How do you get along with you work associates
- |                 |       |
|-----------------|-------|
| Very well       | [ / ] |
| Quite well      | [ ]   |
| Not well at all | [ ]   |
12. How do you get along with you boss/supervisor
- |                 |       |
|-----------------|-------|
| Very well       | [ / ] |
| Quite well      | [ ]   |
| Not well at all | [ ]   |
13. On average how many hours do you work per week in this job
- |                   |     |
|-------------------|-----|
| Less than 5 hours | [ ] |
| 5 - 10 hours      | [ ] |
| 11 - 20 hours     | [ ] |
| 21 - 25 hours     | [ ] |
| 26 - 30 hours     | [ ] |
| 31 - 35 hours     | [ ] |
| 36 - 40 hours     | [ ] |
| More than 40      | [ ] |
14. Are you a paid-up member of the appropriate Union
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [ ] |
15. Do you enjoy your work
- |     |       |
|-----|-------|
| Yes | [ / ] |
| No  | [ ]   |
16. Are you actively thinking of finding another job
- |     |       |
|-----|-------|
| Yes | [ ]   |
| No  | [ / ] |
17. If you answered Yes to question 16, why are you thinking of getting another job
- |                              |     |
|------------------------------|-----|
| More Money                   | [ ] |
| Better working conditions    | [ ] |
| Shorter hours                | [ ] |
| Longer hours                 | [ ] |
| Unhappy with boss/supervisor | [ ] |

18. Are you the primary wage earner  
in your family
- Yes [ ]  
No [ / ]
19. How many children do you have
- 0 [ ]  
1 [ ]  
2 [ ]  
3 [ / ]  
4 [ ]  
More than 4 [ ]
- 20 Why did you want this job
- Because I wanted to work in a Motel [ ]  
Because of the hours of work [ / ]  
Because I want to meet people [ ]  
Because I had to find a job no  
matter what it was [ ]
21. What do you like most about your job
- Enjoy the work [ / ]  
Contact with people [ ]  
The people I work with [ ]  
The hours [ ]
22. What do you like least about your job
- The repetition [ ]  
The hours [ ]  
The 'dirty' jobs [ ]  
Workmates [ ]  
Boss/Supervisor [ ]

1. Marital Status Married []  
 Single [ ]  
 Divorced [ ]
2. Age 16 - 20 [ ]  
 21 - 25 [ ]  
 26 - 30 [ ]  
 31 - 40 [ ]  
 41 - 50 []  
 51 - 50 [ ]  
 Older than 51 [ ]
3. How long have you been in your present employment  
 Less than 1 month [ ]  
 1 month to 6 months [ ]  
 6 months to 1 year [ ]  
 1 year to 2 year []  
 2 years to 3 years [ ]  
 3 years to 5 years [ ]  
 Longer than 5 years [ ]
4. How long were you in your previous job  
 Less than 1 month [ ]  
 1 month to 6 months [ ]  
 6 months to 1 year [ ]  
 1 year to 2 years [ ]  
 2 years to 3 years [ ]  
 3 years to 5 years [ ]  
 Longer than 5 years [ ]
5. Is this your only job Yes []  
 No [ ]
6. Did you receive any formal training before starting this job  
 Yes [ ]  
 No []
7. Did you receive formal training for your previous job  
 Yes [ ]  
 No [ ]
8. Is this your first job in a Motel Yes []  
 No [ ]
9. Is your present job Full time [ ]  
 Part Time []

10. What is your normal hourly wage
- |                  |     |
|------------------|-----|
| \$3.00 - \$3.50  | [ ] |
| \$3.51 - \$4.00  | [ ] |
| \$4.01 - \$4.50  | [ ] |
| \$4.51 - \$5.00  | [ ] |
| \$5.01 - \$5.50  | [ ] |
| \$5.51 - \$6.00  | [ ] |
| \$6.01 - \$6.50  | [ ] |
| \$6.51 - \$7.00  | [ ] |
| \$7.01 - \$7.50  | [ ] |
| \$7.51 - \$8.00  | [X] |
| More than \$8.00 | [ ] |
11. How do you get along with you work associates
- |                 |     |
|-----------------|-----|
| Very well       | [X] |
| Quite well      | [ ] |
| Not well at all | [ ] |
12. How do you get along with you boss/supervisor
- |                 |     |
|-----------------|-----|
| Very well       | [X] |
| Quite well      | [ ] |
| Not well at all | [ ] |
13. On average how many hours do you work per week in this job
- |                   |     |
|-------------------|-----|
| Less than 5 hours | [ ] |
| 5 - 10 hours      | [ ] |
| 11 - 20 hours     | [ ] |
| 21 - 25 hours     | [ ] |
| 26 - 30 hours     | [ ] |
| 31 - 35 hours     | [X] |
| 36 - 40 hours     | [ ] |
| More than 40      | [ ] |
14. Are you a paid-up member of the appropriate Union
- |     |     |
|-----|-----|
| Yes | [X] |
| No  | [ ] |
15. Do you enjoy your work
- |     |     |
|-----|-----|
| Yes | [X] |
| No  | [ ] |
16. Are you actively thinking of finding another job
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [X] |
17. If you answered Yes to question 16, why are you thinking of getting another job
- |                              |     |
|------------------------------|-----|
| More Money                   | [ ] |
| Better working conditions    | [ ] |
| Shorter hours                | [ ] |
| Longer hours                 | [ ] |
| Unhappy with boss/supervisor | [ ] |

18. Are you the primary wage earner  
in your family
- Yes [ ]  
No [X]
19. How many children do you have
- 0 [ ]  
1 [ ]  
2 [X]  
3 [ ]  
4 [ ]  
More than 4 [ ]
- 20 Why did you want this job
- Because I wanted to work in a Motel [ ]  
Because of the hours of work [X]  
Because I want to meet people [ ]  
Because I had to find a job no  
matter what it was [ ]
21. What do you like most about your job
- Enjoy the work [ ]  
Contact with people [X]  
The people I work with [ ]  
The hours [ ]
22. What do you like least about your job
- The repetition [X]  
The hours [ ]  
The 'dirty' jobs [ ]  
Workmates [ ]  
Boss/Supervisor [ ]

1. Marital Status Married [  ]  
 Single [  ]  
 Divorced [  ]
2. Age 16 - 20 [  ]  
 21 - 25 [  ]  
 26 - 30 [  ]  
 31 - 40 [  ]  
 41 - 50 [  ]  
 51 - 50 [  ]  
 Older than 51 [  ]
3. How long have you been in your present employment  
 Less than 1 month [  ]  
 1 month to 6 months [  ]  
 6 months to 1 year [  ]  
 1 year to 2 year [  ]  
 2 years to 3 years [  ]  
 3 years to 5 years [  ]  
 Longer than 5 years [  ]
4. How long were you in your previous job  
 Less than 1 month [  ]  
 1 month to 6 months [  ]  
 6 months to 1 year [  ]  
 1 year to 2 years [  ]  
 2 years to 3 years [  ]  
 3 years to 5 years [  ]  
 Longer than 5 years [  ]
5. Is this your only job Yes [  ]  
 No [  ]
6. Did you receive any formal training before starting this job  
 Yes [  ]  
 No [  ]
7. Did you receive formal training for your previous job  
 Yes [  ]  
 No [  ]
8. Is this your first job in a Motel  
 Yes [  ]  
 No [  ]
9. Is your present job Full time [  ]  
 Part Time [  ]

10. What is your normal hourly wage
- |                  |     |
|------------------|-----|
| \$3.00 - \$3.50  | [ ] |
| \$3.51 - \$4.00  | [ ] |
| \$4.01 - \$4.50  | [ ] |
| \$4.51 - \$5.00  | [ ] |
| \$5.01 - \$5.50  | [ ] |
| \$5.51 - \$6.00  | [ ] |
| \$6.01 - \$6.50  | [ ] |
| \$6.51 - \$7.00  | [ ] |
| \$7.01 - \$7.50  | [X] |
| \$7.51 - \$8.00  | [ ] |
| More than \$8.00 | [ ] |
11. How do you get along with you work associates
- |                 |     |
|-----------------|-----|
| Very well       | [X] |
| Quite well      | [ ] |
| Not well at all | [ ] |
12. How do you get along with you boss/supervisor
- |                 |     |
|-----------------|-----|
| Very well       | [ ] |
| Quite well      | [X] |
| Not well at all | [ ] |
13. On average how many hours do you work per week in this job
- |                   |     |
|-------------------|-----|
| Less than 5 hours | [ ] |
| 5 - 10 hours      | [ ] |
| 11 - 20 hours     | [X] |
| 21 - 25 hours     | [ ] |
| 26 - 30 hours     | [ ] |
| 31 - 35 hours     | [ ] |
| 36 - 40 hours     | [ ] |
| More than 40      | [ ] |
14. Are you a paid-up member of the appropriate Union
- |     |     |
|-----|-----|
| Yes | [X] |
| No  | [ ] |
15. Do you enjoy your work
- |     |     |
|-----|-----|
| Yes | [X] |
| No  | [ ] |
16. Are you actively thinking of finding another job
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [X] |
17. If you answered Yes to question 16, why are you thinking of getting another job
- |                              |     |
|------------------------------|-----|
| More Money                   | [ ] |
| Better working conditions    | [ ] |
| Shorter hours                | [ ] |
| Longer hours                 | [ ] |
| Unhappy with boss/supervisor | [ ] |

18. Are you the primary wage earner  
in your family
- Yes [ ]  
No [X]
19. How many children do you have
- 0 [ ]  
1 [ ]  
2 [ ]  
3 [X]  
4 [ ]  
More than 4 [ ]
- 20 Why did you want this job
- Because I wanted to work in a Motel [ ]  
Because of the hours of work [X]  
Because I want to meet people [ ]  
Because I had to find a job no  
matter what it was [ ]
21. What do you like most about your job
- Enjoy the work [ ]  
Contact with people [ ]  
The people I work with [X]  
The hours [ ]
22. What do you like least about your job
- The repetition [ ]  
The hours [ ]  
The 'dirty' jobs [X]  
Workmates [ ]  
Boss/Supervisor [ ]

1. Marital Status Married  [X]  
 Single [ ]  
 Divorced [ ]
2. Age 16 - 20 [ ]  
 21 - 25 [ ]  
 26 - 30 [ ]  
 31 - 40 [ ]  
 41 - 50 [ ]  
 51 - 50  [X]  
 Older than 51 [ ]
3. How long have you been in your present employment  
 Less than 1 month [ ]  
 1 month to 6 months [ ]  
 6 months to 1 year [ ]  
 1 year to 2 year  [X]  
 2 years to 3 years [ ]  
 3 years to 5 years [ ]  
 Longer than 5 years [ ]
4. How long were you in your previous job  
 Less than 1 month [ ]  
 1 month to 6 months [ ]  
 6 months to 1 year [ ]  
 1 year to 2 years [ ]  
 2 years to 3 years [ ]  
 3 years to 5 years  [X]  
 Longer than 5 years [ ]
5. Is this your only job Yes [ ]  
 No [ ]
6. Did you receive any formal training before starting this job Yes  [X]  
 No [ ]
7. Did you receive formal training for your previous job Yes [ ]  
 No  [X]
8. Is this your first job in a Motel Yes [ ]  
 No  [X]
9. Is your present job Full time [ ]  
 Part Time  [X]

10. What is your normal hourly wage
- |                  |       |
|------------------|-------|
| \$3.00 - \$3.50  | [ ]   |
| \$3.51 - \$4.00  | [ ]   |
| \$4.01 - \$4.50  | [ ]   |
| \$4.51 - \$5.00  | [ ]   |
| \$5.01 - \$5.50  | [ ]   |
| \$5.51 - \$6.00  | [ ]   |
| \$6.01 - \$6.50  | [ ]   |
| \$6.51 - \$7.00  | [ ]   |
| \$7.01 - \$7.50  | [ X ] |
| \$7.51 - \$8.00  | [ ]   |
| More than \$8.00 | [ ]   |
11. How do you get along with you work associates
- |                 |       |
|-----------------|-------|
| Very well       | [ X ] |
| Quite well      | [ ]   |
| Not well at all | [ ]   |
12. How do you get along with you boss/supervisor
- |                 |       |
|-----------------|-------|
| Very well       | [ X ] |
| Quite well      | [ ]   |
| Not well at all | [ ]   |
13. On average how many hours do you work per week in this job
- |                   |       |
|-------------------|-------|
| Less than 5 hours | [ ]   |
| 5 - 10 hours      | [ ]   |
| 11 - 20 hours     | [ X ] |
| 21 - 25 hours     | [ ]   |
| 26 - 30 hours     | [ ]   |
| 31 - 35 hours     | [ ]   |
| 36 - 40 hours     | [ ]   |
| More than 40      | [ ]   |
14. Are you a paid-up member of the appropriate Union
- |     |       |
|-----|-------|
| Yes | [ X ] |
| No  | [ ]   |
15. Do you enjoy your work
- |     |       |
|-----|-------|
| Yes | [ X ] |
| No  | [ ]   |
16. Are you actively thinking of finding another job
- |     |       |
|-----|-------|
| Yes | [ ]   |
| No  | [ X ] |
17. If you answered Yes to question 16, why are you thinking of getting another job
- |                              |     |
|------------------------------|-----|
| More Money                   | [ ] |
| Better working conditions    | [ ] |
| Shorter hours                | [ ] |
| Longer hours                 | [ ] |
| Unhappy with boss/supervisor | [ ] |

18. Are you the primary wage earner in your family

Yes [ ]  
No [X]

19. How many children do you have

0 [ ]  
1 [ ]  
2 [ ]  
3 [ ]  
4 [ ]  
More than 4 [X]

20 Why did you want this job

Because I wanted to work in a Motel [ ]  
Because of the hours of work [ ]  
Because I want to meet people [ ]  
Because I had to find a job no matter what it was [X]

21. What do you like most about your job

Enjoy the work [ ]  
Contact with people [X]  
The people I work with [ ]  
The hours [ ]

22. What do you like least about your job

The repetition [ ]  
The hours [ ]  
The 'dirty' jobs [X]  
Workmates [ ]  
Boss/Supervisor [ ]



8. Is this your first job in a Motel Yes []  
No [ ]
9. Is your present job Full time []  
Part Time [ ]
10. What is your normal hourly wage \$3.00 - \$3.50 [ ]  
\$3.51 - \$4.00 [ ]  
\$4.01 - \$4.50 [ ]  
\$4.51 - \$5.00 [ ]  
\$5.01 - \$5.50 [ ]  
\$5.51 - \$6.00 [ ]  
\$6.01 - \$6.50 [ ]  
\$6.51 - \$7.00 [ ]  
\$7.01 - \$7.50 [ ]  
\$7.51 - \$8.00 [ ]  
More than \$8.00 []
11. How do you get along with your work associates Very well []  
Quite well [ ]  
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5 - 10 hours [ ]  
11 - 20 hours [ ]  
21 - 25 hours [ ]  
26 - 30 hours [ ]  
31 - 35 hours [ ]  
36 - 40 hours []  
More than 40 [ ]
14. Are you a paid-up member of the appropriate Union Yes [ ]  
No []
15. Do you enjoy your work Yes []  
No [ ]
16. Are you actively thinking of finding another job Yes [ ]  
No []

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[X]
No	[ ]

19. How many children do you have

0	[ ]
1	[ ]
2	[ ]
3	[X]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[X]
Because of the hours of work	[X]
Because I want to meet people	[✓]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[X]
Contact with people	[ ]
The people I work with	[ ]
The hours	[ ]

22. What do you like least about your job

The repetition	[ ]
The hours	[ ]
The 'dirty' jobs	[X]
Workmates	[ ]
Boss/Supervisor	[ ]

This survey is to assist me with my research into the hospitality industry. Please do not put your name or any other form of identification on the forms, complete and return as soon as possible in the post paid envelopes. In order to make this survey valid and achieve the maximum benefit, I need you to reply.

To answer place a 'X' in the appropriate box:

I appreciate your assistance.

---

- |   |                     |     |
|---|---------------------|-----|
| 1. Marital Status   | Married             | [X] |
|   | Single              | [ ] |
|   | Divorced            | [ ] |
| 2. Age  | 16 - 20             | [ ] |
|   | 21 - 25             | [ ] |
|   | 26 - 30             | [ ] |
|   | 31 - 40             | [X] |
|   | 41 - 50             | [ ] |
|   | 51 - 50             | [ ] |
|   | Older than 51       | [ ] |
| 3. How long have you been in your present employment            | Less than 1 month   | [ ] |
|   | 1 month to 6 months | [ ] |
|   | 6 months to 1 year  | [ ] |
|   | 1 year to 2 year    | [ ] |
|   | 2 years to 3 years  | [X] |
|   | 3 years to 5 years  | [ ] |
|   | Longer than 5 years | [ ] |
| 4. How long were you in your previous job                       | Less than 1 month   | [ ] |
|   | 1 month to 6 months | [ ] |
|   | 6 months to 1 year  | [ ] |
|   | 1 year to 2 years   | [ ] |
|   | 2 years to 3 years  | [ ] |
|   | 3 years to 5 years  | [ ] |
|   | Longer than 5 years | [ ] |
| 5. Is this your only job  | Yes                 | [X] |
|   | No                  | [ ] |
| 6. Did you receive any formal training before starting this job | Yes                 | [ ] |
|   | No                  | [X] |
| 7. Did you receive formal training for your previous job        | Yes                 | [ ] |
|   | No                  | [X] |

8. Is this your first job in a Motel Yes [  ]  
 No [  ]
9. Is your present job Full time [  ]  
 Part Time [  ]
10. What is your normal hourly wage \$3.00 - \$3.50 [  ]  
 \$3.51 - \$4.00 [  ]  
 \$4.01 - \$4.50 [  ]  
 \$4.51 - \$5.00 [  ]  
 \$5.01 - \$5.50 [  ]  
 \$5.51 - \$6.00 [  ]  
 \$6.01 - \$6.50 [  ]  
 \$6.51 - \$7.00 [  ]  
 \$7.01 - \$7.50 [  ]  
 \$7.51 - \$8.00 [  ]  
 More than \$8.00 [  ]
11. How do you get along with your work associates Very well [  ]  
 Quite well [  ]  
 Not well at all [  ]
12. How do you get along with your boss/supervisor Very well [  ]  
 Quite well [  ]  
 Not well at all [  ]
13. On average how many hours do you work per week in this job Less than 5 hours [  ]  
 5 - 10 hours [  ]  
 11 - 20 hours [  ]  
 21 - 25 hours [  ]  
 26 - 30 hours [  ]  
 31 - 35 hours [  ]  
 36 - 40 hours [  ]  
 More than 40 [  ]
14. Are you a paid-up member of the appropriate Union Yes [  ]  
 No [  ]
15. Do you enjoy your work Yes [  ]  
 No [  ]
16. Are you actively thinking of finding another job Yes [  ]  
 No [  ]

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[ ]
No	[X]

19. How many children do you have

0	[ ]
1	[ ]
2	[X]
3	[ ]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[ ]
Because of the hours of work	[X]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[ ]
Contact with people	[ ]
The people I work with	[X]
The hours	[X]

22. What do you like least about your job

The repetition	[ ]
The hours	[ ]
The 'dirty' jobs	[X]
Workmates	[ ]
Boss/Supervisor	[ ]

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To answer place a 'X' in the appropriate box:

I appreciate your assistance.

- 
1. Marital Status
- |          |     |
|----------|-----|
| Married  | [ ] |
| Single   | [X] |
| Divorced | [ ] |
2. Age
- |               |     |
|---------------|-----|
| 16 - 20       | [X] |
| 21 - 25       | [ ] |
| 26 - 30       | [ ] |
| 31 - 40       | [ ] |
| 41 - 50       | [ ] |
| 51 - 50       | [ ] |
| Older than 51 | [ ] |
3. How long have you been in your present employment
- |                     |     |
|---------------------|-----|
| Less than 1 month   | [ ] |
| 1 month to 6 months | [ ] |
| 6 months to 1 year  | [X] |
| 1 year to 2 year    | [ ] |
| 2 years to 3 years  | [ ] |
| 3 years to 5 years  | [ ] |
| Longer than 5 years | [ ] |
4. How long were you in your previous job
- |                     |     |
|---------------------|-----|
| Less than 1 month   | [ ] |
| 1 month to 6 months | [ ] |
| 6 months to 1 year  | [ ] |
| 1 year to 2 years   | [ ] |
| 2 years to 3 years  | [ ] |
| 3 years to 5 years  | [ ] |
| Longer than 5 years | [ ] |
5. Is this your only job
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [X] |
6. Did you receive any formal training before starting this job
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [X] |
7. Did you receive formal training for your previous job
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [X] |

8. Is this your first job in a Motel Yes []  
No []
9. Is your present job Full time [  
Part Time []
10. What is your normal hourly wage \$3.00 - \$3.50 [  
\$3.51 - \$4.00 [  
\$4.01 - \$4.50 [  
\$4.51 - \$5.00 [  
\$5.01 - \$5.50 [  
\$5.51 - \$6.00 [  
\$6.01 - \$6.50 [  
\$6.51 - \$7.00 [  
\$7.01 - \$7.50 [  
\$7.51 - \$8.00 [  
More than \$8.00 []
11. How do you get along with your work associates Very well [  
Quite well [  
Not well at all []
12. How do you get along with your boss/supervisor Very well [  
Quite well [  
Not well at all []
13. On average how many hours do you work per week in this job Less than 5 hours [  
5 - 10 hours [  
11 - 20 hours [  
21 - 25 hours [  
26 - 30 hours [  
31 - 35 hours [  
36 - 40 hours [  
More than 40 []
14. Are you a paid-up member of the appropriate Union Yes [  
No []
15. Do you enjoy your work Yes [  
No []
16. Are you actively thinking of finding another job Yes [  
No []

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[X]
No	[ ]

19. How many children do you have

0	[X]
1	[ ]
2	[ ]
3	[ ]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[ ]
Because of the hours of work	[X]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[X]

21. What do you like most about your job

Enjoy the work	[ ]
Contact with people	[ ]
The people I work with	[X]
The hours	[X]

22. What do you like least about your job

The repetition	[ ]
The hours	[ ]
The 'dirty' <del>jobs</del> people	[X]
Workmates	[ ]
Boss/Supervisor	[ ]

1. Marital Status Married  [X]  
 Single [ ]  
 Divorced [ ]
2. Age 16 - 20 [ ]  
 21 - 25 [ ]  
 26 - 30 [ ]  
 31 - 40 [ ]  
 41 - 50  [X]  
 51 - 50 [ ]  
 Older than 51 [ ]
3. How long have you been in your present employment  
 Less than 1 month [ ]  
 1 month to 6 months [ ]  
 6 months to 1 year  [X]  
 1 year to 2 year [ ]  
 2 years to 3 years [ ]  
 3 years to 5 years [ ]  
 Longer than 5 years [ ]
4. How long were you in your previous job  
 Less than 1 month [ ]  
 1 month to 6 months  [X]  
 6 months to 1 year [ ]  
 1 year to 2 years [ ]  
 2 years to 3 years [ ]  
 3 years to 5 years [ ]  
 Longer than 5 years [ ]
5. Is this your only job Yes  [X]  
 No [ ]
6. Did you receive any formal training before starting this job  
 Yes [ ]  
 No  [X]
7. Did you receive formal training for your previous job  
 Yes [ ]  
 No  [X]
8. Is this your first job in a Motel  
 Yes  [X]  
 No  [X]
9. Is your present job Full time [ ]  
 Part Time  [X]

10. What is your normal hourly wage
- |                  |       |
|------------------|-------|
| \$3.00 - \$3.50  | [ ]   |
| \$3.51 - \$4.00  | [ ]   |
| \$4.01 - \$4.50  | [ ]   |
| \$4.51 - \$5.00  | [ ]   |
| \$5.01 - \$5.50  | [ ]   |
| \$5.51 - \$6.00  | [ ]   |
| \$6.01 - \$6.50  | [ ]   |
| \$6.51 - \$7.00  | [ ]   |
| \$7.01 - \$7.50  | [ X ] |
| \$7.51 - \$8.00  | [ ]   |
| More than \$8.00 | [ ]   |
11. How do you get along with you work associates
- |                 |       |
|-----------------|-------|
| Very well       | [ X ] |
| Quite well      | [ ]   |
| Not well at all | [ ]   |
12. How do you get along with you boss/supervisor
- |                 |       |
|-----------------|-------|
| Very well       | [ X ] |
| Quite well      | [ ]   |
| Not well at all | [ ]   |
13. On average how many hours do you work per week in this job
- |                   |       |
|-------------------|-------|
| Less than 5 hours | [ ]   |
| 5 - 10 hours      | [ ]   |
| 11 - 20 hours     | [ ]   |
| 21 - 25 hours     | [ X ] |
| 26 - 30 hours     | [ ]   |
| 31 - 35 hours     | [ ]   |
| 36 - 40 hours     | [ ]   |
| More than 40      | [ ]   |
14. Are you a paid-up member of the appropriate Union
- |     |       |
|-----|-------|
| Yes | [ X ] |
| No  | [ ]   |
15. Do you enjoy your work
- |     |       |
|-----|-------|
| Yes | [ X ] |
| No  | [ ]   |
16. Are you actively thinking of finding another job
- |     |       |
|-----|-------|
| Yes | [ ]   |
| No  | [ X ] |
17. If you answered Yes to question 16, why are you thinking of getting another job
- |                              |     |
|------------------------------|-----|
| More Money                   | [ ] |
| Better working conditions    | [ ] |
| Shorter hours                | [ ] |
| Longer hours                 | [ ] |
| Unhappy with boss/supervisor | [ ] |

18. Are you the primary wage earner  
in your family
- Yes [ ]  
No [X]
19. How many children do you have
- 0 [ ]  
1 [ ]  
2 [X]  
3 [ ]  
4 [ ]  
More than 4 [ ]
- 20 Why did you want this job
- Because I wanted to work in a Motel [ ]  
Because of the hours of work [X]  
Because I want to meet people [ ]  
Because I had to find a job no  
matter what it was [ ]
21. What do you like most about your job
- Enjoy the work [ ]  
Contact with people [ ]  
The people I work with [ ]  
The hours [X]
22. What do you like least about your job
- The repetition [ ]  
The hours [ ]  
The 'dirty' jobs [X]  
Workmates [ ]  
Boss/Supervisor [ ]

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- 
1. Marital Status
- |          |     |
|----------|-----|
| Married  | [ ] |
| Single   | [X] |
| Divorced | [ ] |
2. Age
- |               |     |
|---------------|-----|
| 16 - 20       | [ ] |
| 21 - 25       | [X] |
| 26 - 30       | [ ] |
| 31 - 40       | [ ] |
| 41 - 50       | [ ] |
| 51 - 50       | [ ] |
| Older than 51 | [ ] |
3. How long have you been in your present employment
- |                     |     |
|---------------------|-----|
| Less than 1 month   | [ ] |
| 1 month to 6 months | [X] |
| 6 months to 1 year  | [ ] |
| 1 year to 2 year    | [ ] |
| 2 years to 3 years  | [ ] |
| 3 years to 5 years  | [ ] |
| Longer than 5 years | [ ] |
4. How long were you in your previous job
- |                     |     |
|---------------------|-----|
| Less than 1 month   | [ ] |
| 1 month to 6 months | [X] |
| 6 months to 1 year  | [ ] |
| 1 year to 2 years   | [ ] |
| 2 years to 3 years  | [ ] |
| 3 years to 5 years  | [ ] |
| Longer than 5 years | [ ] |
5. Is this your only job
- |     |     |
|-----|-----|
| Yes | [X] |
| No  | [ ] |
6. Did you receive any formal training before starting this job
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [X] |
7. Did you receive formal training for your previous job
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [X] |

8. Is this your first job in a Motel Yes [  ]  
 No [  ]
9. Is your present job Full time [  ]  
 Part Time [  ]
10. What is your normal hourly wage \$3.00 - \$3.50 [  ]  
 \$3.51 - \$4.00 [  ]  
 \$4.01 - \$4.50 [  ]  
 \$4.51 - \$5.00 [  ]  
 \$5.01 - \$5.50 [  ]  
 \$5.51 - \$6.00 [  ]  
 \$6.01 - \$6.50 [  ]  
 \$6.51 - \$7.00 [  ]  
 \$7.01 - \$7.50 [  ]  
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11. How do you get along with your work associates Very well [  ]  
 Quite well [  ]  
 Not well at all [  ]
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 36 - 40 hours [  ]  
 More than 40 [  ]
14. Are you a paid-up member of the appropriate Union Yes [  ]  
 No [  ]
15. Do you enjoy your work Yes [  ]  
 No [  ]
16. Are you actively thinking of finding another job Yes [  ]  
 No [  ]

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[ ]
No	[ X ]

19. How many children do you have

0	[ X ]
1	[ ]
2	[ ]
3	[ ]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[ ]
Because of the hours of work	[ X ]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[ X ]
Contact with people	[ ]
The people I work with	[ X ]
The hours	[ X ]

22. What do you like least about your job

The repetition	[ X ]
The hours	[ ]
The 'dirty' jobs	[ ]
Workmates	[ ]
Boss/Supervisor	[ ]

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- 
1. Marital Status
- |          |     |
|----------|-----|
| Married  | [ ] |
| Single   | [ ] |
| Divorced | [X] |
2. Age
- |               |     |
|---------------|-----|
| 16 - 20       | [ ] |
| 21 - 25       | [ ] |
| 26 - 30       | [ ] |
| 31 - 40       | [X] |
| 41 - 50       | [ ] |
| 51 - 50       | [ ] |
| Older than 51 | [ ] |
3. How long have you been in your present employment
- |                     |     |
|---------------------|-----|
| Less than 1 month   | [ ] |
| 1 month to 6 months | [X] |
| 6 months to 1 year  | [ ] |
| 1 year to 2 year    | [ ] |
| 2 years to 3 years  | [ ] |
| 3 years to 5 years  | [ ] |
| Longer than 5 years | [ ] |
4. How long were you in your previous job
- |                     |     |
|---------------------|-----|
| Less than 1 month   | [ ] |
| 1 month to 6 months | [ ] |
| 6 months to 1 year  | [ ] |
| 1 year to 2 years   | [X] |
| 2 years to 3 years  | [ ] |
| 3 years to 5 years  | [ ] |
| Longer than 5 years | [ ] |
5. Is this your only job
- |     |     |
|-----|-----|
| Yes | [X] |
| No  | [ ] |
6. Did you receive any formal training before starting this job
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [X] |
7. Did you receive formal training for your previous job
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [X] |

8. Is this your first job in a Motel Yes [ ]  
No [x]
9. Is your present job Full time [ ]  
Part Time [x]
10. What is your normal hourly wage \$3.00 - \$3.50 [ ]  
\$3.51 - \$4.00 [ ]  
\$4.01 - \$4.50 [ ]  
\$4.51 - \$5.00 [ ]  
\$5.01 - \$5.50 [ ]  
\$5.51 - \$6.00 [ ]  
\$6.01 - \$6.50 [ ]  
\$6.51 - \$7.00 [x]  
\$7.01 - \$7.50 [ ]  
\$7.51 - \$8.00 [ ]  
More than \$8.00 [ ]
11. How do you get along with your work associates Very well [x]  
Quite well [ ]  
Not well at all [ ]
12. How do you get along with your boss/supervisor Very well [ ]  
Quite well [x]  
Not well at all [ ]
13. On average how many hours do you work per week in this job Less than 5 hours [ ]  
5 - 10 hours [x]  
11 - 20 hours [ ]  
21 - 25 hours [ ]  
26 - 30 hours [ ]  
31 - 35 hours [ ]  
36 - 40 hours [ ]  
More than 40 [ ]
14. Are you a paid-up member of the appropriate Union Yes [ ]  
No [x]
15. Do you enjoy your work Yes [x]  
No [ ]
16. Are you actively thinking of finding another job Yes [ ]  
No [x]

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[x ]
No	[ ]

19. How many children do you have

0	[ ]
1	[x ]
2	[ ]
3	[ ]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[x ]
Because of the hours of work	[ ]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[x ]
Contact with people	[ ]
The people I work with	[ ]
The hours	[ ]

22. What do you like least about your job

The repetition	[ ]
The hours	[ ]
The 'dirty' jobs	[ ]
Workmates	[x ]
Boss/Supervisor	[x ]



10. What is your normal hourly wage
- \$3.00 - \$3.50 [ ]
  - \$3.51 - \$4.00 [ ]
  - \$4.01 - \$4.50 [ ]
  - \$4.51 - \$5.00 [ ]
  - \$5.01 - \$5.50 [ ]
  - \$5.51 - \$6.00 [ ]
  - \$6.01 - \$6.50 [ ]
  - \$6.51 - \$7.00 [ ]
  - \$7.01 - \$7.50 [ X ]
  - \$7.51 - \$8.00 [ ]
  - More than \$8.00 [ ]
11. How do you get along with you work associates
- Very well [ X ]
  - Quite well [ ]
  - Not well at all [ ]
12. How do you get along with you boss/supervisor
- Very well [ X ]
  - Quite well [ ]
  - Not well at all [ ]
13. On average how many hours do you work per week in this job
- Less than 5 hours [ ]
  - 5 - 10 hours [ ]
  - 11 - 20 hours [ X ]
  - 21 - 25 hours [ ]
  - 26 - 30 hours [ ]
  - 31 - 35 hours [ ]
  - 36 - 40 hours [ ]
  - More than 40 [ ]
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- Yes [ ]
  - No [ X ]
15. Do you enjoy your work
- Yes [ X ]
  - No [ ]
16. Are you actively thinking of finding another job
- Yes [ ]
  - No [ X ]
17. If you answered Yes to question 16, why are you thinking of getting another job
- More Money [ ]
  - Better working conditions [ ]
  - Shorter hours [ ]
  - Longer hours [ ]
  - Unhappy with boss/supervisor [ ]

18. Are you the primary wage earner  
in your family
- Yes [ ]  
No [X]
19. How many children do you have
- 0 [ ]  
1 [ ]  
2 [ ]  
3 [X]  
4 [ ]  
More than 4 [ ]
- 20 Why did you want this job
- Because I wanted to work in a Motel [X]  
Because of the hours of work [ ]  
Because I want to meet people [ ]  
Because I had to find a job no  
matter what it was [ ]
21. What do you like most about your job
- Enjoy the work [X]  
Contact with people [ ]  
The people I work with [ ]  
The hours [ ]
22. What do you like least about your job
- The repetition [ ]  
The hours [ ]  
The 'dirty' jobs [X]  
Workmates [ ]  
Boss/Supervisor [ ]

1. Marital Status Married  [ ]  
 Single [ ]  
 Divorced [ ]
2. Age 16 - 20 [ ]  
 21 - 25 [ ]  
 26 - 30 [ ]  
 31 - 40 [ ]  
 41 - 50 [ ]  
 51 - 50  [ ]  
 Older than 51 [ ]
3. How long have you been in your present employment  
 Less than 1 month [ ]  
 1 month to 6 months [ ]  
 6 months to 1 year  [ ]  
 1 year to 2 year [ ]  
 2 years to 3 years [ ]  
 3 years to 5 years [ ]  
 Longer than 5 years [ ]
4. How long were you in your previous job  
 Less than 1 month [ ]  
 1 month to 6 months [ ]  
 6 months to 1 year [ ]  
 1 year to 2 years [ ]  
 2 years to 3 years [ ]  
 3 years to 5 years [ ]  
 Longer than 5 years  [ ]
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 No [ ]
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 No  [ ]
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 No  [ ]
8. Is this your first job in a Motel Yes  [ ]  
 No [ ]
9. Is your present job Full time [ ]  
 Part Time  [ ]

10. What is your normal hourly wage
- |                  |   |
|------------------|---|
| \$3.00 - \$3.50  | [ ]                                     |
| \$3.51 - \$4.00  | [ ]                                     |
| \$4.01 - \$4.50  | [ ]                                     |
| \$4.51 - \$5.00  | [ ]                                     |
| \$5.01 - \$5.50  | [ ]                                     |
| \$5.51 - \$6.00  | [ ]                                     |
| \$6.01 - \$6.50  | [ ]                                     |
| \$6.51 - \$7.00  | [ ]                                     |
| \$7.01 - \$7.50  | [ <input checked="" type="checkbox"/> ] |
| \$7.51 - \$8.00  | [ ]                                     |
| More than \$8.00 | [ ]                                     |
11. How do you get along with you work associates
- |                 |   |
|-----------------|---|
| Very well       | [ <input checked="" type="checkbox"/> ] |
| Quite well      | [ ]                                     |
| Not well at all | [ ]                                     |
12. How do you get along with you boss/supervisor
- |                 |   |
|-----------------|---|
| Very well       | [ <input checked="" type="checkbox"/> ] |
| Quite well      | [ ]                                     |
| Not well at all | [ ]                                     |
13. On average how many hours do you work per week in this job
- |                   |   |
|-------------------|---|
| Less than 5 hours | [ ]                                     |
| 5 - 10 hours      | [ ]                                     |
| 11 - 20 hours     | [ <input checked="" type="checkbox"/> ] |
| 21 - 25 hours     | [ ]                                     |
| 26 - 30 hours     | [ ]                                     |
| 31 - 35 hours     | [ ]                                     |
| 36 - 40 hours     | [ ]                                     |
| More than 40      | [ ]                                     |
14. Are you a paid-up member of the appropriate Union
- |     |   |
|-----|---|
| Yes | [ <input checked="" type="checkbox"/> ] |
| No  | [ ]                                     |
15. Do you enjoy your work
- |     |   |
|-----|---|
| Yes | [ <input checked="" type="checkbox"/> ] |
| No  | [ ]                                     |
16. Are you actively thinking of finding another job
- |     |   |
|-----|---|
| Yes | [ ]                                     |
| No  | [ <input checked="" type="checkbox"/> ] |
17. If you answered Yes to question 16, why are you thinking of getting another job
- |                              |     |
|------------------------------|-----|
| More Money                   | [ ] |
| Better working conditions    | [ ] |
| Shorter hours                | [ ] |
| Longer hours                 | [ ] |
| Unhappy with boss/supervisor | [ ] |

18. Are you the primary wage earner  
in your family
- Yes [ ]  
No [✓]
19. How many children do you have
- 0 [ ]  
1 [ ]  
2 [ ]  
3 [✓]  
4 [ ]  
More than 4 [ ]
- 20 Why did you want this job
- Because I wanted to work in a Motel [ ]  
Because of the hours of work [ ]  
Because I want to meet people [ ]  
Because I had to find a job no  
matter what it was [✓]
21. What do you like most about your job
- Enjoy the work [ ]  
Contact with people [✓]  
The people I work with [ ]  
The hours [ ]
22. What do you like least about your job
- The repetition [ ]  
The hours [ ]  
The 'dirty' jobs [✓]  
Workmates [ ]  
Boss/Supervisor [ ]

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To answer place a 'X' in the appropriate box:

I appreciate your assistance.

- 
1. Marital Status
- |          |     |
|----------|-----|
| Married  | [X] |
| Single   | [ ] |
| Divorced | [ ] |
2. Age
- |               |     |
|---------------|-----|
| 16 - 20       | [ ] |
| 21 - 25       | [ ] |
| 26 - 30       | [ ] |
| 31 - 40       | [ ] |
| 41 - 50       | [ ] |
| 51 - 60       | [X] |
| Older than 61 | [ ] |
3. How long have you been in your present employment
- |                     |     |
|---------------------|-----|
| Less than 1 month   | [ ] |
| 1 month to 6 months | [ ] |
| 6 months to 1 year  | [ ] |
| 1 year to 2 year    | [X] |
| 2 years to 3 years  | [ ] |
| 3 years to 5 years  | [ ] |
| Longer than 5 years | [ ] |
4. How long were you in your previous job
- |                     |     |
|---------------------|-----|
| Less than 1 month   | [ ] |
| 1 month to 6 months | [ ] |
| 6 months to 1 year  | [ ] |
| 1 year to 2 years   | [ ] |
| 2 years to 3 years  | [ ] |
| 3 years to 5 years  | [X] |
| Longer than 5 years | [ ] |
5. Is this your only job
- |     |     |
|-----|-----|
| Yes | [X] |
| No  | [ ] |
6. Did you receive any formal training before starting this job
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [X] |
7. Did you receive formal training for your previous job
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [X] |

8. Is this your first job in a Motel Yes []  
No []
9. Is your present job Full time []  
Part Time []
10. What is your normal hourly wage \$3.00 - \$3.50 []  
\$3.51 - \$4.00 []  
\$4.01 - \$4.50 []  
\$4.51 - \$5.00 []  
\$5.01 - \$5.50 []  
\$5.51 - \$6.00 []  
\$6.01 - \$6.50 []  
\$6.51 - \$7.00 []  
\$7.01 - \$7.50 []  
\$7.51 - \$8.00 []  
More than \$8.00 []
11. How do you get along with your work associates Very well []  
Quite well []  
Not well at all []
12. How do you get along with your boss/supervisor Very well []  
Quite well []  
Not well at all []
13. On average how many hours do you work per week in this job Less than 5 hours []  
5 - 10 hours []  
11 - 20 hours []  
21 - 25 hours []  
26 - 30 hours []  
31 - 35 hours []  
36 - 40 hours []  
More than 40 []
14. Are you a paid-up member of the appropriate Union Yes []  
No []
15. Do you enjoy your work Yes []  
No []
16. Are you actively thinking of finding another job Yes []  
No []

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[ ]
No	[ X ]

19. How many children do you have

0	[ ]
1	[ ]
2	[ ]
3	[ X ]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[ ]
Because of the hours of work	[ X ]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[ ]
Contact with people	[ X ]
The people I work with	[ ]
The hours	[ ]

22. What do you like least about your job

The repetition	[ ]
The hours	[ ]
The 'dirty' jobs	[ ]
Workmates	[ ]
Boss/Supervisor	[ ]

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I appreciate your assistance.

---

- |   |                     |       |
|---|---------------------|-------|
| 1. Marital Status   | Married             | [ X ] |
|   | Single              | [ ]   |
|   | Divorced            | [ ]   |
| 2. Age  | 16 - 20             | [ ]   |
|   | 21 - 25             | [ ]   |
|   | 26 - 30             | [ ]   |
|   | 31 - 40             | [ ]   |
|   | 41 - 50             | [ X ] |
|   | 51 - 50             | [ ]   |
|   | Older than 51       | [ ]   |
| 3. How long have you been in your present employment            | Less than 1 month   | [ ]   |
|   | 1 month to 6 months | [ ]   |
|   | 6 months to 1 year  | [ ]   |
|   | 1 year to 2 year    | [ X ] |
|   | 2 years to 3 years  | [ ]   |
|   | 3 years to 5 years  | [ ]   |
|   | Longer than 5 years | [ ]   |
| 4. How long were you in your previous job                       | Less than 1 month   | [ ]   |
|   | 1 month to 6 months | [ ]   |
|   | 6 months to 1 year  | [ ]   |
|   | 1 year to 2 years   | [ ]   |
|   | 2 years to 3 years  | [ ]   |
|   | 3 years to 5 years  | [ ]   |
|   | Longer than 5 years | [ ]   |
| 5. Is this your only job  | Yes                 | [ X ] |
|   | No                  | [ ]   |
| 6. Did you receive any formal training before starting this job | Yes                 | [ ]   |
|   | No                  | [ X ] |
| 7. Did you receive formal training for your previous job        | Yes                 | [ ]   |
|   | No                  | [ ]   |

8. Is this your first job in a Motel Yes [  ]  
 No [  ]
9. Is your present job Full time [  ]  
 Part Time [  ]
10. What is your normal hourly wage \$3.00 - \$3.50 [  ]  
 \$3.51 - \$4.00 [  ]  
 \$4.01 - \$4.50 [  ]  
 \$4.51 - \$5.00 [  ]  
 \$5.01 - \$5.50 [  ]  
 \$5.51 - \$6.00 [  ]  
 \$6.01 - \$6.50 [  ]  
 \$6.51 - \$7.00 [  ]  
 \$7.01 - \$7.50 [  ]  
 \$7.51 - \$8.00 [  ]  
 More than \$8.00 [  ]
11. How do you get along with your work associates Very well [  ]  
 Quite well [  ]  
 Not well at all [  ]
12. How do you get along with your boss/supervisor Very well [  ]  
 Quite well [  ]  
 Not well at all [  ]
13. On average how many hours do you work per week in this job Less than 5 hours [  ]  
 5 - 10 hours [  ]  
 11 - 20 hours [  ]  
 21 - 25 hours [  ]  
 26 - 30 hours [  ]  
 31 - 35 hours [  ]  
 36 - 40 hours [  ]  
 More than 40 [  ]
14. Are you a paid-up member of the appropriate Union Yes [  ]  
 No [  ]
15. Do you enjoy your work Yes [  ]  
 No [  ]
16. Are you actively thinking of finding another job Yes [  ]  
 No [  ]

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[ ]
No	[ x ]

19. How many children do you have

0	[ ]
1	[ ]
2	[ x ]
3	[ ]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[ ]
Because of the hours of work	[ x ]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[ ]
Contact with people	[ x ]
The people I work with	[ ]
The hours	[ ]

22. What do you like least about your job

The repetition	[ x ]
The hours	[ ]
The 'dirty' jobs	[ ]
Workmates	[ ]
Boss/Supervisor	[ ]

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To answer place a 'X' in the appropriate box:

I appreciate your assistance.

---

- |   |                     |                                     |
|---|---------------------|-------------------------------------|
| 1. Marital Status   | Married             | <input checked="" type="checkbox"/> |
|   | Single              | <input type="checkbox"/>            |
|   | Divorced            | <input type="checkbox"/>            |
| 2. Age  | 16 - 20             | <input type="checkbox"/>            |
|   | 21 - 25             | <input type="checkbox"/>            |
|   | 26 - 30             | <input type="checkbox"/>            |
|   | 31 - 40             | <input checked="" type="checkbox"/> |
|   | 41 - 50             | <input type="checkbox"/>            |
|   | 51 - 50             | <input type="checkbox"/>            |
|   | Older than 51       | <input type="checkbox"/>            |
| 3. How long have you been in your present employment            | Less than 1 month   | <input type="checkbox"/>            |
|   | 1 month to 6 months | <input checked="" type="checkbox"/> |
|   | 6 months to 1 year  | <input type="checkbox"/>            |
|   | 1 year to 2 year    | <input type="checkbox"/>            |
|   | 2 years to 3 years  | <input type="checkbox"/>            |
|   | 3 years to 5 years  | <input type="checkbox"/>            |
|   | Longer than 5 years | <input type="checkbox"/>            |
| 4. How long were you in your previous job                       | Less than 1 month   | <input type="checkbox"/>            |
|   | 1 month to 6 months | <input type="checkbox"/>            |
|   | 6 months to 1 year  | <input type="checkbox"/>            |
|   | 1 year to 2 years   | <input type="checkbox"/>            |
|   | 2 years to 3 years  | <input type="checkbox"/>            |
|   | 3 years to 5 years  | <input type="checkbox"/>            |
|   | Longer than 5 years | <input checked="" type="checkbox"/> |
| 5. Is this your only job  | Yes                 | <input type="checkbox"/>            |
|   | No                  | <input checked="" type="checkbox"/> |
| 6. Did you receive any formal training before starting this job | Yes                 | <input checked="" type="checkbox"/> |
|   | No                  | <input type="checkbox"/>            |
| 7. Did you receive formal training for your previous job        | Yes                 | <input checked="" type="checkbox"/> |
|   | No                  | <input type="checkbox"/>            |

8. Is this your first job in a Motel Yes [X]  
No [ ]

9. Is your present job full time [ ]  
part Time [X]

10. What is your normal hourly wage  
\$3.00 - \$3.50 [ ]  
\$3.51 - \$4.00 [ ]  
\$4.01 - \$4.50 [ ]  
\$4.51 - \$5.00 [ ]  
\$5.01 - \$5.50 [ ]  
\$5.51 - \$6.00 [ ]  
\$6.01 - \$6.50 [ ]  
\$6.51 - \$7.00 [X]  
\$7.01 - \$7.50 [ ]  
\$7.51 - \$8.00 [ ]  
More than \$8.00 [ ]

11. How do you get along with your work associates  
Very well [ ]  
Quite well [X]  
Not well at all [ ]

12. How do you get along with your boss/supervisor  
Very well [ ]  
Quite well [X]  
Not well at all [ ]

13. On average how many hours do you work per week in this job  
Less than 5 hours [ ]  
5 - 10 hours [ ]  
11 - 20 hours [X]  
21 - 25 hours [ ]  
26 - 30 hours [ ]  
31 - 35 hours [ ]  
36 - 40 hours [ ]  
More than 40 [ ]

14. Are you a paid-up member of the appropriate Union  
Yes [X]  
No [ ]

15. Do you enjoy your work  
Yes [X]  
No [ ]

16. Are you actively thinking of finding another job  
Yes [ ]  
No [ ]

18. Are you the primary wage earner  
in your family
- Yes [ ]  
No [X]
19. How many children do you have
- 0 [ ]  
1 [ ]  
2 [X]  
3 [ ]  
4 [ ]  
More than 4 [ ]
- 20 Why did you want this job
- Because I wanted to work in a Motel [ ]  
Because of the hours of work [ ]  
Because I want to meet people [X]  
Because I had to find a job no  
matter what it was [ ]
21. What do you like most about your job
- Enjoy the work [ ]  
Contact with people [X]  
The people I work with [ ]  
The hours [ ]
22. What do you like least about your job
- The repetition [ ]  
The hours [ ]  
The 'dirty' jobs [X]  
Workmates [ ]  
Boss/Supervisor [ ]

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I appreciate your assistance.

---

- |   |                     |                                     |
|---|---------------------|-------------------------------------|
| 1. Marital Status   | Married             | <input checked="" type="checkbox"/> |
|   | Single              | <input type="checkbox"/>            |
|   | Divorced            | <input type="checkbox"/>            |
| 2. Age  | 16 - 20             | <input type="checkbox"/>            |
|   | 21 - 25             | <input type="checkbox"/>            |
|   | 26 - 30             | <input type="checkbox"/>            |
|   | 31 - 40             | <input checked="" type="checkbox"/> |
|   | 41 - 50             | <input type="checkbox"/>            |
|   | 51 - 50             | <input type="checkbox"/>            |
|   | Older than 51       | <input type="checkbox"/>            |
| 3. How long have you been in your present employment            | Less than 1 month   | <input type="checkbox"/>            |
|   | 1 month to 6 months | <input type="checkbox"/>            |
|   | 6 months to 1 year  | <input type="checkbox"/>            |
|   | 1 year to 2 year    | <input checked="" type="checkbox"/> |
|   | 2 years to 3 years  | <input type="checkbox"/>            |
|   | 3 years to 5 years  | <input type="checkbox"/>            |
|   | Longer than 5 years | <input type="checkbox"/>            |
| 4. How long were you in your previous job                       | Less than 1 month   | <input type="checkbox"/>            |
|   | 1 month to 6 months | <input type="checkbox"/>            |
|   | 6 months to 1 year  | <input type="checkbox"/>            |
|   | 1 year to 2 years   | <input checked="" type="checkbox"/> |
|   | 2 years to 3 years  | <input type="checkbox"/>            |
|   | 3 years to 5 years  | <input type="checkbox"/>            |
|   | Longer than 5 years | <input type="checkbox"/>            |
| 5. Is this your only job  | Yes                 | <input checked="" type="checkbox"/> |
|   | No                  | <input type="checkbox"/>            |
| 6. Did you receive any formal training before starting this job | Yes                 | <input type="checkbox"/>            |
|   | No                  | <input checked="" type="checkbox"/> |
| 7. Did you receive formal training for your previous job        | Yes                 | <input type="checkbox"/>            |
|   | No                  | <input checked="" type="checkbox"/> |

8. Is this your first job in a Motel Yes [  ]  
No [  ]
9. Is your present job Full time [  ]  
Part Time [  ]
10. What is your normal hourly wage \$3.00 - \$3.50 [  ]  
\$3.51 - \$4.00 [  ]  
\$4.01 - \$4.50 [  ]  
\$4.51 - \$5.00 [  ]  
\$5.01 - \$5.50 [  ]  
\$5.51 - \$6.00 [  ]  
\$6.01 - \$6.50 [  ]  
\$6.51 - \$7.00 [  ]  
\$7.01 - \$7.50 [  ]  
\$7.51 - \$8.00 [  ]  
More than \$8.00 [  ]
11. How do you get along with your work associates Very well [  ]  
Quite well [  ]  
Not well at all [  ]
12. How do you get along with your boss/supervisor Very well [  ]  
Quite well [  ]  
Not well at all [  ]
13. On average how many hours do you work per week in this job Less than 5 hours [  ]  
5 - 10 hours [  ]  
11 - 20 hours [  ]  
21 - 25 hours [  ]  
26 - 30 hours [  ]  
31 - 35 hours [  ]  
36 - 40 hours [  ]  
More than 40 [  ]
14. Are you a paid-up member of the appropriate Union Yes [  ]  
No [  ]
15. Do you enjoy your work Yes [  ]  
No [  ]
16. Are you actively thinking of finding another job Yes [  ]  
No [  ]

17. If you answered Yes to question 16,  
why are you thinking of getting another job

- More Money [ ]
- Better working conditions [ ]
- Shorter hours [ ]
- Longer hours [ ]
- Unhappy with boss/supervisor [ ]

18. Are you the primary wage earner  
in your family

- Yes [ ]
- No [x]

19. How many children do you have

- 0 [ ]
- 1 [ ]
- 2 [ ]
- 3 [x]
- 4 [ ]
- More than 4 [ ]

20 Why did you want this job

- Because I wanted to work in a Motel [ ]
- Because of the hours of work [x]
- Because I want to meet people [ ]
- Because I had to find a job no  
matter what it was [ ]

21. What do you like most about your job

- Enjoy the work [x]
- Contact with people [ ]
- The people I work with [ ]
- The hours [ ]

22. What do you like least about your job

- The repetition [ ]
- The hours [ ]
- The 'dirty' jobs [ ]
- Workmates [ ]
- Boss/Supervisor [ ]



8. Is this your first job in a Motel Yes []  
No []
9. Is your present job Full time []  
Part Time []
10. What is your normal hourly wage \$3.00 - \$3.50 []  
\$3.51 - \$4.00 []  
\$4.01 - \$4.50 []  
\$4.51 - \$5.00 []  
\$5.01 - \$5.50 []  
\$5.51 - \$6.00 []  
\$6.01 - \$6.50 []  
\$6.51 - \$7.00 []  
\$7.01 - \$7.50 []  
\$7.51 - \$8.00 []  
More than \$8.00 []
11. How do you get along with your work associates Very well []  
Quite well []  
Not well at all []
12. How do you get along with your boss/supervisor Very well []  
Quite well []  
Not well at all []
13. On average how many hours do you work per week in this job Less than 5 hours []  
5 - 10 hours []  
11 - 20 hours []  
21 - 25 hours []  
26 - 30 hours []  
31 - 35 hours []  
36 - 40 hours []  
More than 40 []
14. Are you a paid-up member of the appropriate Union Yes []  
No []
15. Do you enjoy your work Yes []  
No []
16. Are you actively thinking of finding another job Yes []  
No []

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[ ]
No	[ x ]

19. How many children do you have

0	[ ]
1	[ ]
2	[ ]
3	[ x ]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[ ]
Because of the hours of work	[ x ]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[ ]
Contact with people	[ ]
The people I work with	[ x ]
The hours	[ x ]

22. What do you like least about your job

The repetition	[ ]
The hours	[ ]
The 'dirty' jobs	[ x ]
Workmates	[ ]
Boss/Supervisor	[ ]

1. Marital Status Married  [X]  
 Single [ ]  
 Divorced [ ]
2. Age 16 - 20 [ ]  
 21 - 25 [ ]  
 26 - 30 [ ]  
 31 - 40 [ ]  
 41 - 50 [X]  
 51 - 50 [ ]  
 Older than 51 [ ]
3. How long have you been in your present employment  
 Less than 1 month [ ]  
 1 month to 6 months [ ]  
 6 months to 1 year [X]  
 1 year to 2 year [ ]  
 2 years to 3 years [ ]  
 3 years to 5 years [ ]  
 Longer than 5 years [ ]
4. How long were you in your previous job  
 Less than 1 month [ ]  
 1 month to 6 months [ ]  
 6 months to 1 year [ ]  
 1 year to 2 years [ ]  
 2 years to 3 years [ ]  
 3 years to 5 years [X]  
 Longer than 5 years [ ]
5. Is this your only job Yes  [X]  
 No [ ]
6. Did you receive any formal training before starting this job  
 Yes [ ]  
 No  [X]
7. Did you receive formal training for your previous job  
 Yes [ ]  
 No  [X]
8. Is this your first job in a Motel  
 Yes [ ]  
 No  [X]
9. Is your present job Full time [ ]  
 Part Time  [X]

10. What is your normal hourly wage
- |                  |       |
|------------------|-------|
| \$3.00 - \$3.50  | [ ]   |
| \$3.51 - \$4.00  | [ ]   |
| \$4.01 - \$4.50  | [ ]   |
| \$4.51 - \$5.00  | [ ]   |
| \$5.01 - \$5.50  | [ ]   |
| \$5.51 - \$6.00  | [ ]   |
| \$6.01 - \$6.50  | [ ]   |
| \$6.51 - \$7.00  | [ ]   |
| \$7.01 - \$7.50  | [ X ] |
| \$7.51 - \$8.00  | [ ]   |
| More than \$8.00 | [ ]   |
11. How do you get along with you work associates
- |                 |       |
|-----------------|-------|
| Very well       | [ X ] |
| Quite well      | [ ]   |
| Not well at all | [ ]   |
12. How do you get along with you boss/supervisor
- |                 |       |
|-----------------|-------|
| Very well       | [ X ] |
| Quite well      | [ ]   |
| Not well at all | [ ]   |
13. On average how many hours do you work per week in this job
- |                   |       |
|-------------------|-------|
| Less than 5 hours | [ ]   |
| 5 - 10 hours      | [ ]   |
| 11 - 20 hours     | [ ]   |
| 21 - 25 hours     | [ X ] |
| 26 - 30 hours     | [ ]   |
| 31 - 35 hours     | [ ]   |
| 36 - 40 hours     | [ ]   |
| More than 40      | [ ]   |
14. Are you a paid-up member of the appropriate Union
- |     |       |
|-----|-------|
| Yes | [ X ] |
| No  | [ ]   |
15. Do you enjoy your work
- |     |       |
|-----|-------|
| Yes | [ X ] |
| No  | [ ]   |
16. Are you actively thinking of finding another job
- |     |       |
|-----|-------|
| Yes | [ ]   |
| No  | [ X ] |
17. If you answered Yes to question 16, why are you thinking of getting another job
- |                              |     |
|------------------------------|-----|
| More Money                   | [ ] |
| Better working conditions    | [ ] |
| Shorter hours                | [ ] |
| Longer hours                 | [ ] |
| Unhappy with boss/supervisor | [ ] |

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[ ]
No	[ <input checked="" type="checkbox"/> ]

19. How many children do you have

0	[ ]
1	[ ]
2	[ ]
3	[ ]
4	[ ]
More than 4	[ <input checked="" type="checkbox"/> ]

20 Why did you want this job

Because I wanted to work in a Motel	[ ]
Because of the hours of work	[ ]
Because I want to meet people	[ <input checked="" type="checkbox"/> ]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[ <input checked="" type="checkbox"/> ]
Contact with people	[ <input checked="" type="checkbox"/> ]
The people I work with	[ <input checked="" type="checkbox"/> ]
The hours	[ ]

22. What do you like least about your job

The repetition	[ ]
The hours	[ ]
The 'dirty' jobs	[ <input checked="" type="checkbox"/> ]
Workmates	[ ]
Boss/Supervisor	[ ]



10. What is your normal hourly wage
- |                  |       |
|------------------|-------|
| \$3.00 - \$3.50  | [ ]   |
| \$3.51 - \$4.00  | [ ]   |
| \$4.01 - \$4.50  | [ ]   |
| \$4.51 - \$5.00  | [ ]   |
| \$5.01 - \$5.50  | [ ]   |
| \$5.51 - \$6.00  | [ ]   |
| \$6.01 - \$6.50  | [ ]   |
| \$6.51 - \$7.00  | [ ]   |
| \$7.01 - \$7.50  | [ ✓ ] |
| \$7.51 - \$8.00  | [ ]   |
| More than \$8.00 | [ ]   |
11. How do you get along with you work associates
- |                 |       |
|-----------------|-------|
| Very well       | [ ✓ ] |
| Quite well      | [ ]   |
| Not well at all | [ ]   |
12. How do you get along with you boss/supervisor
- |                 |       |
|-----------------|-------|
| Very well       | [ ✓ ] |
| Quite well      | [ ]   |
| Not well at all | [ ]   |
13. On average how many hours do you work per week in this job
- |                   |       |
|-------------------|-------|
| Less than 5 hours | [ ]   |
| 5 - 10 hours      | [ ]   |
| 11 - 20 hours     | [ ✓ ] |
| 21 - 25 hours     | [ ]   |
| 26 - 30 hours     | [ ]   |
| 31 - 35 hours     | [ ]   |
| 36 - 40 hours     | [ ]   |
| More than 40      | [ ]   |
14. Are you a paid-up member of the appropriate Union
- |     |       |
|-----|-------|
| Yes | [ ✓ ] |
| No  | [ ]   |
15. Do you enjoy your work
- |     |       |
|-----|-------|
| Yes | [ ✓ ] |
| No  | [ ]   |
16. Are you actively thinking of finding another job
- |     |       |
|-----|-------|
| Yes | [ ]   |
| No  | [ ✓ ] |
17. If you answered Yes to question 16, why are you thinking of getting another job
- |                              |     |
|------------------------------|-----|
| More Money                   | [ ] |
| Better working conditions    | [ ] |
| Shorter hours                | [ ] |
| Longer hours                 | [ ] |
| Unhappy with boss/supervisor | [ ] |

18. Are you the primary wage earner  
in your family
- Yes [ ]  
No [  ]
19. How many children do you have
- 0 [  ]  
1 [ ]  
2 [ ]  
3 [ ]  
4 [ ]  
More than 4 [ ]
- 20 Why did you want this job
- Because I wanted to work in a Motel [  ]  
Because of the hours of work [ ]  
Because I want to meet people [ ]  
Because I had to find a job no  
matter what it was [ ]
21. What do you like most about your job
- Enjoy the work [ ]  
Contact with people [ ]  
The people I work with [  ]  
The hours [ ]
22. What do you like least about your job
- The repetition [  ]  
The hours [ ]  
The 'dirty' jobs [ ]  
Workmates [ ]  
Boss/Supervisor [ ]

1. Marital Status Married  ]  
 Single [ ] ]  
 Divorced [ ] ]
2. Age 16 - 20 [ ] ]  
 21 - 25 [ ] ]  
 26 - 30 [ ] ]  
 31 - 40  ]  
 41 - 50 [ ] ]  
 51 - 50 [ ] ]  
 Older than 51 [ ] ]
3. How long have you been in your present employment  
 Less than 1 month [ ] ]  
 1 month to 6 months [ ] ]  
 6 months to 1 year [ ] ]  
 1 year to 2 year [ ] ]  
 2 years to 3 years  ]  
 3 years to 5 years [ ] ]  
 Longer than 5 years [ ] ]
4. How long were you in your previous job  
 Less than 1 month [ ] ]  
 1 month to 6 months [ ] ]  
 6 months to 1 year [ ] ]  
 1 year to 2 years [ ] ]  
 2 years to 3 years [ ] ]  
 3 years to 5 years [ ] ]  
 Longer than 5 years [ ] ]
5. Is this your only job Yes  ]  
 No [ ] ]
6. Did you receive any formal training before starting this job  
 Yes [ ] ]  
 No  ]
7. Did you receive formal training for your previous job  
 Yes [ ] ]  
 No  ]
8. Is this your first job in a Motel Yes  ]  
 No [ ] ]
9. Is your present job Full time [ ] ]  
 Part Time  ]

10. What is your normal hourly wage

\$3.00 - \$3.50	[ ]
\$3.51 - \$4.00	[ ]
\$4.01 - \$4.50	[ ]
\$4.51 - \$5.00	[ ]
\$5.01 - \$5.50	[ ]
\$5.51 - \$6.00	[ ]
\$6.01 - \$6.50	[ ]
\$6.51 - \$7.00	[ ]
\$7.01 - \$7.50	[ ]
\$7.51 - \$8.00	[X]
More than \$8.00	[ ]

11. How do you get along with you work associates

Very well	[X]
Quite well	[ ]
Not well at all	[ ]

12. How do you get along with you boss/supervisor

Very well	[X]
Quite well	[ ]
Not well at all	[ ]

13. On average how many hours do you work per week in this job

Less than 5 hours	[ ]
5 - 10 hours	[ ]
11 - 20 hours	[ ]
21 - 25 hours	[X]
26 - 30 hours	[ ]
31 - 35 hours	[ ]
36 - 40 hours	[ ]
More than 40	[ ]

14. Are you a paid-up member of the appropriate Union

Yes	[X]
No	[ ]

15. Do you enjoy your work

Yes	[X]
No	[ ]

16. Are you actively thinking of finding another job

Yes	[ ]
No	[X]

17. If you answered Yes to question 16, why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes [ ]  
No [X]

19. How many children do you have

0 [ ]  
1 [ ]  
2 [X]  
3 [ ]  
4 [ ]  
More than 4 [ ]

20 Why did you want this job

Because I wanted to work in a Motel [X]  
Because of the hours of work [ ]  
Because I want to meet people [ ]  
Because I had to find a job no  
matter what it was [ ]

21. What do you like most about your job

Enjoy the work [ ]  
Contact with people [X]  
The people I work with [ ]  
The hours [ ]

22. What do you like least about your job

The repetition [ ]  
The hours [ ]  
The 'dirty' jobs [ ]  
Workmates [ ]  
Boss/Supervisor [ ]

1. Marital Status  
 Married  [X]  
 Single  [ ]  
 Divorced  [ ]
2. Age  
 16 - 20  [ ]  
 21 - 25  [ ]  
 26 - 30  [ ]  
 31 - 40  [X]  
 41 - 50  [ ]  
 51 - 50  [ ]  
 Older than 51  [ ]
3. How long have you been in your present employment  
 Less than 1 month  [ ]  
 1 month to 6 months  [ ]  
 6 months to 1 year  [ ]  
 1 year to 2 year  [ ]  
 2 years to 3 years  [ ]  
 3 years to 5 years  [X]  
 Longer than 5 years  [ ]
4. How long were you in your previous job  
 Less than 1 month  [ ]  
 1 month to 6 months  [ ]  
 6 months to 1 year  [ ]  
 1 year to 2 years  [X]  
 2 years to 3 years  [ ]  
 3 years to 5 years  [ ]  
 Longer than 5 years  [ ]
5. Is this your only job  
 Yes  [X]  
 No  [ ]
6. Did you receive any formal training before starting this job  
 Yes  [ ]  
 No  [X]
7. Did you receive formal training for your previous job  
 Yes  [ ]  
 No  [X]
8. Is this your first job in a Motel  
 Yes  [X]  
 No  [ ]
9. Is your present job  
 Full time  [ ]  
 Part Time  [X]

10. What is your normal hourly wage
- |                  |       |
|------------------|-------|
| \$3.00 - \$3.50  | [ ]   |
| \$3.51 - \$4.00  | [ ]   |
| \$4.01 - \$4.50  | [ ]   |
| \$4.51 - \$5.00  | [ ]   |
| \$5.01 - \$5.50  | [ ]   |
| \$5.51 - \$6.00  | [ ]   |
| \$6.01 - \$6.50  | [ ]   |
| \$6.51 - \$7.00  | [ ]   |
| \$7.01 - \$7.50  | [ ]   |
| \$7.51 - \$8.00  | [ X ] |
| More than \$8.00 | [ ]   |
11. How do you get along with you work associates
- |                 |       |
|-----------------|-------|
| Very well       | [ X ] |
| Quite well      | [ ]   |
| Not well at all | [ ]   |
12. How do you get along with you boss/supervisor
- |                 |       |
|-----------------|-------|
| Very well       | [ X ] |
| Quite well      | [ ]   |
| Not well at all | [ ]   |
13. On average how many hours do you work per week in this job
- |                   |       |
|-------------------|-------|
| Less than 5 hours | [ ]   |
| 5 - 10 hours      | [ ]   |
| 11 - 20 hours     | [ X ] |
| 21 - 25 hours     | [ ]   |
| 26 - 30 hours     | [ ]   |
| 31 - 35 hours     | [ ]   |
| 36 - 40 hours     | [ ]   |
| More than 40      | [ ]   |
14. Are you a paid-up member of the appropriate Union
- |     |       |
|-----|-------|
| Yes | [ ]   |
| No  | [ X ] |
15. Do you enjoy your work
- |     |       |
|-----|-------|
| Yes | [ X ] |
| No  | [ ]   |
16. Are you actively thinking of finding another job
- |     |       |
|-----|-------|
| Yes | [ X ] |
| No  | [ X ] |
17. If you answered Yes to question 16, why are you thinking of getting another job
- |                              |     |
|------------------------------|-----|
| More Money                   | [ ] |
| Better working conditions    | [ ] |
| Shorter hours                | [ ] |
| Longer hours                 | [ ] |
| Unhappy with boss/supervisor | [ ] |

18. Are you the primary wage earner  
in your family
- Yes [ ]  
No [X]
19. How many children do you have
- 0 [ ]  
1 [ ]  
2 [ ]  
3 [X]  
4 [ ]  
More than 4 [ ]
- 20 Why did you want this job
- Because I wanted to work in a Motel [ ]  
Because of the hours of work [ ]  
Because I want to meet people [ ]  
Because I had to find a job no  
matter what it was [X]
21. What do you like most about your job
- Enjoy the work [ ]  
Contact with people [X]  
The people I work with [ ]  
The hours [ ]
22. What do you like least about your job
- The repetition [X]  
The hours [ ]  
The 'dirty' jobs [ ]  
Workmates [ ]  
Boss/Supervisor [ ]



8. Is this your first job in a Motel Yes []  
 No [ ]
9. Is your present job Full time [ ]  
 Part Time []
10. What is your normal hourly wage \$3.00 - \$3.50 [ ]  
 \$3.51 - \$4.00 [ ]  
 \$4.01 - \$4.50 [ ]  
 \$4.51 - \$5.00 [ ]  
 \$5.01 - \$5.50 [ ]  
 \$5.51 - \$6.00 [ ]  
 \$6.01 - \$6.50 [ ]  
 \$6.51 - \$7.00 []  
 \$7.01 - \$7.50 [ ]  
 \$7.51 - \$8.00 [ ]  
 More than \$8.00 [ ]
11. How do you get along with your work associates Very well []  
 Quite well [ ]  
 Not well at all [ ]
12. How do you get along with your boss/supervisor Very well []  
 Quite well [ ]  
 Not well at all [ ]
13. On average how many hours do you work per week in this job Less than 5 hours [ ]  
 5 - 10 hours [ ]  
 11 - 20 hours []  
 21 - 25 hours [ ]  
 26 - 30 hours [ ]  
 31 - 35 hours [ ]  
 36 - 40 hours [ ]  
 More than 40 [ ]
14. Are you a paid-up member of the appropriate Union Yes []  
 No [ ]
15. Do you enjoy your work Yes []  
 No [ ]
16. Are you actively thinking of finding another job Yes [ ]  
 No []

17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[ X ]
No	[ ]

19. How many children do you have

0	[ X ]
1	[ ]
2	[ ]
3	[ ]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[ X ]
Because of the hours of work	[ ]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[ ]
Contact with people	[ X ]
The people I work with	[ X ]
The hours	[ ]

22. What do you like least about your job

The repetition	[ ]
The hours	[ ]
The 'dirty' jobs	[ ]
Workmates	[ ]
Boss/Supervisor	[ ]

This survey is to assist me with my research into the hospitality industry. Please do not put your name or any other form of identification on the forms, complete and return as soon as possible in the post paid envelopes. In order to make this survey valid and achieve the maximum benefit, I need you to reply.

To answer place a 'X' in the appropriate box:

I appreciate your assistance.

- 
1. Marital Status
- |          |   |
|----------|---|
| Married  | [ <input checked="" type="checkbox"/> ] |
| Single   | [ <input type="checkbox"/> ]            |
| Divorced | [ <input type="checkbox"/> ]            |
2. Age
- |               |   |
|---------------|---|
| 16 - 20       | [ <input type="checkbox"/> ]            |
| 21 - 25       | [ <input type="checkbox"/> ]            |
| 26 - 30       | [ <input checked="" type="checkbox"/> ] |
| 31 - 40       | [ <input type="checkbox"/> ]            |
| 41 - 50       | [ <input type="checkbox"/> ]            |
| 51 - 50       | [ <input type="checkbox"/> ]            |
| Older than 51 | [ <input type="checkbox"/> ]            |
3. How long have you been in your present employment
- |                     |   |
|---------------------|---|
| Less than 1 month   | [ <input type="checkbox"/> ]            |
| 1 month to 6 months | [ <input type="checkbox"/> ]            |
| 6 months to 1 year  | [ <input type="checkbox"/> ]            |
| 1 year to 2 year    | [ <input type="checkbox"/> ]            |
| 2 years to 3 years  | [ <input checked="" type="checkbox"/> ] |
| 3 years to 5 years  | [ <input type="checkbox"/> ]            |
| Longer than 5 years | [ <input type="checkbox"/> ]            |
4. How long were you in your previous job
- |                     |   |
|---------------------|---|
| Less than 1 month   | [ <input type="checkbox"/> ]            |
| 1 month to 6 months | [ <input checked="" type="checkbox"/> ] |
| 6 months to 1 year  | [ <input type="checkbox"/> ]            |
| 1 year to 2 years   | [ <input type="checkbox"/> ]            |
| 2 years to 3 years  | [ <input type="checkbox"/> ]            |
| 3 years to 5 years  | [ <input type="checkbox"/> ]            |
| Longer than 5 years | [ <input type="checkbox"/> ]            |
5. Is this your only job
- |     |   |
|-----|---|
| Yes | [ <input type="checkbox"/> ]            |
| No  | [ <input checked="" type="checkbox"/> ] |
6. Did you receive any formal training before starting this job
- |     |   |
|-----|---|
| Yes | [ <input checked="" type="checkbox"/> ] |
| No  | [ <input type="checkbox"/> ]            |
7. Did you receive formal training for your previous job
- |     |   |
|-----|---|
| Yes | [ <input checked="" type="checkbox"/> ] |
| No  | [ <input type="checkbox"/> ]            |



17. If you answered Yes to question 16,  
why are you thinking of getting another job

More Money	[ ]
Better working conditions	[ ]
Shorter hours	[ ]
Longer hours	[ ]
Unhappy with boss/supervisor	[ ]

18. Are you the primary wage earner  
in your family

Yes	[ ✓ ]
No	[ ✓ ]

19. How many children do you have

0	[ ✓ ]
1	[ ]
2	[ ]
3	[ ]
4	[ ]
More than 4	[ ]

20 Why did you want this job

Because I wanted to work in a Motel	[ ✓ ]
Because of the hours of work	[ ]
Because I want to meet people	[ ]
Because I had to find a job no matter what it was	[ ]

21. What do you like most about your job

Enjoy the work	[ ]
Contact with people	[ ]
The people I work with	[ ✓ ]
The hours	[ ]

22. What do you like least about your job

The repetition	[ ✓ ]
The hours	[ ]
The 'dirty' jobs	[ ]
Workmates	[ ]
Boss/Supervisor	[ ]

1. Marital Status Married  ]  
 Single  ]  
 Divorced  ]
2. Age 16 - 20  ]  
 21 - 25  ]  
 26 - 30  ]  
 31 - 40  ]  
 41 - 50  ]  
 51 - 50  ]  
 Older than 51  ]
3. How long have you been in your present employment  
 Less than 1 month  ]  
 1 month to 6 months  ]  
 6 months to 1 year  ]  
 1 year to 2 year  ]  
 2 years to 3 years  ]  
 3 years to 5 years  ]  
 Longer than 5 years  ]
4. How long were you in your previous job  
 Less than 1 month  ]  
 1 month to 6 months  ]  
 6 months to 1 year  ]  
 1 year to 2 years  ]  
 2 years to 3 years  ]  
 3 years to 5 years  ]  
 Longer than 5 years  ]
5. Is this your only job Yes  ]  
 No  ]
6. Did you receive any formal training before starting this job Yes  ]  
 No  ]
7. Did you receive formal training for your previous job Yes  ]  
 No  ]
8. Is this your first job in a Motel Yes  ]  
 No  ]
9. Is your present job Full time  ]  
 Part Time  ]

10. What is your normal hourly wage
- |                  |       |
|------------------|-------|
| \$3.00 - \$3.50  | [ ]   |
| \$3.51 - \$4.00  | [ ]   |
| \$4.01 - \$4.50  | [ ]   |
| \$4.51 - \$5.00  | [ ]   |
| \$5.01 - \$5.50  | [ ]   |
| \$5.51 - \$6.00  | [ ]   |
| \$6.01 - \$6.50  | [ ]   |
| \$6.51 - \$7.00  | [ / ] |
| \$7.01 - \$7.50  | [ ]   |
| \$7.51 - \$8.00  | [ ]   |
| More than \$8.00 | [ ]   |
11. How do you get along with you work associates
- |                 |       |
|-----------------|-------|
| Very well       | [ ]   |
| Quite well      | [ / ] |
| Not well at all | [ ]   |
12. How do you get along with you boss/supervisor
- |                 |       |
|-----------------|-------|
| Very well       | [ ]   |
| Quite well      | [ / ] |
| Not well at all | [ ]   |
13. On average how many hours do you work per week in this job
- |                   |       |
|-------------------|-------|
| Less than 5 hours | [ ]   |
| 5 - 10 hours      | [ ]   |
| 11 - 20 hours     | [ / ] |
| 21 - 25 hours     | [ ]   |
| 26 - 30 hours     | [ ]   |
| 31 - 35 hours     | [ ]   |
| 36 - 40 hours     | [ ]   |
| More than 40      | [ ]   |
14. Are you a paid-up member of the appropriate Union
- |     |       |
|-----|-------|
| Yes | [ / ] |
| No  | [ ]   |
15. Do you enjoy your work
- |     |       |
|-----|-------|
| Yes | [ / ] |
| No  | [ ]   |
16. Are you actively thinking of finding another job
- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [ ] |
17. If you answered Yes to question 16, why are you thinking of getting another job
- |                              |     |
|------------------------------|-----|
| More Money                   | [ ] |
| Better working conditions    | [ ] |
| Shorter hours                | [ ] |
| Longer hours                 | [ ] |
| Unhappy with boss/supervisor | [ ] |

18. Are you the primary wage earner  
in your family
- Yes [ ]  
No [ / ]
19. How many children do you have
- 0 [ ]  
1 [ ]  
2 [ ]  
3 [ / ]  
4 [ ]  
More than 4 [ ]
- 20 Why did you want this job
- Because I wanted to work in a Motel [ ]  
Because of the hours of work [ / ]  
Because I want to meet people [ ]  
Because I had to find a job no  
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21. What do you like most about your job
- Enjoy the work [ ]  
Contact with people [ / ]  
The people I work with [ ]  
The hours [ ]
22. What do you like least about your job
- The repetition [ ]  
The hours [ ]  
The 'dirty' jobs [ ]  
Workmates [ ]  
Boss/Supervisor [ ]

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To answer place a 'X' in the appropriate box:

I appreciate your assistance.

- 
1. Marital Status
- |          |                                     |
|----------|-------------------------------------|
| Married  | <input checked="" type="checkbox"/> |
| Single   | <input type="checkbox"/>            |
| Divorced | <input type="checkbox"/>            |
2. Age
- |               |                                     |
|---------------|-------------------------------------|
| 16 - 20       | <input type="checkbox"/>            |
| 21 - 25       | <input type="checkbox"/>            |
| 26 - 30       | <input type="checkbox"/>            |
| 31 - 40       | <input type="checkbox"/>            |
| 41 - 50       | <input checked="" type="checkbox"/> |
| 51 - 50       | <input type="checkbox"/>            |
| Older than 51 | <input type="checkbox"/>            |
3. How long have you been in your present employment
- |                     |                                     |
|---------------------|-------------------------------------|
| Less than 1 month   | <input type="checkbox"/>            |
| 1 month to 6 months | <input type="checkbox"/>            |
| 6 months to 1 year  | <input checked="" type="checkbox"/> |
| 1 year to 2 year    | <input type="checkbox"/>            |
| 2 years to 3 years  | <input type="checkbox"/>            |
| 3 years to 5 years  | <input type="checkbox"/>            |
| Longer than 5 years | <input type="checkbox"/>            |
4. How long were you in your previous job
- |                     |                                     |
|---------------------|-------------------------------------|
| Less than 1 month   | <input type="checkbox"/>            |
| 1 month to 6 months | <input type="checkbox"/>            |
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| 1 year to 2 years   | <input type="checkbox"/>            |
| 2 years to 3 years  | <input type="checkbox"/>            |
| 3 years to 5 years  | <input checked="" type="checkbox"/> |
| Longer than 5 years | <input type="checkbox"/>            |
5. Is this your only job
- |     |                                     |
|-----|-------------------------------------|
| Yes | <input checked="" type="checkbox"/> |
| No  | <input type="checkbox"/>            |
6. Did you receive any formal training before starting this job
- |     |                                     |
|-----|-------------------------------------|
| Yes | <input type="checkbox"/>            |
| No  | <input checked="" type="checkbox"/> |
7. Did you receive formal training for your previous job
- |     |                                     |
|-----|-------------------------------------|
| Yes | <input type="checkbox"/>            |
| No  | <input checked="" type="checkbox"/> |

8. Is this your first job in a Motel Yes [ ]  
No [X]
9. Is your present job Full time [ ]  
Part Time [X]
10. What is your normal hourly wage \$3.00 - \$3.50 [ ]  
\$3.51 - \$4.00 [ ]  
\$4.01 - \$4.50 [ ]  
\$4.51 - \$5.00 [ ]  
\$5.01 - \$5.50 [ ]  
\$5.51 - \$6.00 [ ]  
\$6.01 - \$6.50 [ ]  
\$6.51 - \$7.00 [ ]  
\$7.01 - \$7.50 [X]  
\$7.51 - \$8.00 [ ]  
More than \$8.00 [ ]
11. How do you get along with your work associates Very well [X]  
Quite well [ ]  
Not well at all [ ]
12. How do you get along with your boss/supervisor Very well [X]  
Quite well [ ]  
Not well at all [ ]
13. On average how many hours do you work per week in this job Less than 5 hours [ ]  
5 - 10 hours [ ]  
11 - 20 hours [ ]  
21 - 25 hours [X]  
26 - 30 hours [ ]  
31 - 35 hours [ ]  
36 - 40 hours [ ]  
More than 40 [ ]
14. Are you a paid-up member of the appropriate Union Yes [X]  
No [ ]
15. Do you enjoy your work Yes [X]  
No [ ]
16. Are you actively thinking of finding another job Yes [ ]  
No [X]

17. If you answered Yes to question 16,  
why are you thinking of getting another job
- |                              |     |
|------------------------------|-----|
| More Money                   | [ ] |
| Better working conditions    | [ ] |
| Shorter hours                | [ ] |
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- |     |       |
|-----|-------|
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- |             |       |
|-------------|-------|
| 0           | [ ]   |
| 1           | [ ]   |
| 2           | [ X ] |
| 3           | [ ]   |
| 4           | [ ]   |
| More than 4 | [ ]   |
- 20 Why did you want this job
- |  |       |
|--|-------|
| Because I wanted to work in a Motel                  | [ ]   |
| Because of the hours of work                         | [ ]   |
| Because I want to meet people                        | [ X ] |
| Because I had to find a job no<br>matter what it was | [ ]   |
21. What do you like most about your job
- |                        |       |
|------------------------|-------|
| Enjoy the work         | [ ]   |
| Contact with people    | [ X ] |
| The people I work with | [ ]   |
| The hours              | [ ]   |
22. What do you like least about your job
- |                  |       |
|------------------|-------|
| The repetition   | [ ]   |
| The hours        | [ ]   |
| The 'dirty' jobs | [ X ] |
| Workmates        | [ ]   |
| Boss/Supervisor  | [ ]   |

This survey is to assist me with my research into the hospitality industry. Please do not put your name or any other form of identification on the forms, complete and return as soon as possible in the post paid envelopes. In order to make this survey valid and achieve the maximum benefit, I need you to reply.

To answer place a 'X' in the appropriate box:

I appreciate your assistance.

- 
1. Marital Status Expected   
Married   
Single   
Divorced
2. Age 16 - 20   
21 - 25   
26 - 30   
31 - 40   
41 - 50   
51 - 50   
Older than 51
3. How long have you been in your present employment Less than 1 month   
1 month to 6 months   
6 months to 1 year   
1 year to 2 year   
2 years to 3 years   
3 years to 5 years   
Longer than 5 years
4. How long were you in your previous job Less than 1 month   
1 month to 6 months   
6 months to 1 year   
1 year to 2 years   
2 years to 3 years   
3 years to 5 years   
Longer than 5 years
5. Is this your only job Yes   
No
6. Did you receive any formal training before starting this job Yes   
No
7. Did you receive formal training for your previous job Yes   
No

8. Is this your first job in a Motel Yes  No
9. Is your present job Full time  Part Time
10. What is your normal hourly wage \$3.00 - \$3.50  \$3.51 - \$4.00  \$4.01 - \$4.50  \$4.51 - \$5.00  \$5.01 - \$5.50  \$5.51 - \$6.00  \$6.01 - \$6.50  \$6.51 - \$7.00  \$7.01 - \$7.50  \$7.51 - \$8.00  More than \$8.00
11. How do you get along with your work associates Very well  Quite well  Not well at all
12. How do you get along with your boss/supervisor Very well  Quite well  Not well at all
13. On average how many hours do you work per week in this job Less than 5 hours  5 - 10 hours  11 - 20 hours  21 - 25 hours  26 - 30 hours  31 - 35 hours  36 - 40 hours  More than 40
14. Are you a paid-up member of the appropriate Union Yes  No
15. Do you enjoy your work Yes  No
16. Are you actively thinking of finding another job Yes  No

17. If you answered Yes to question 16,  
why are you thinking of getting another job

- More Money [ ]
- Better working conditions [ ]
- Shorter hours [ ]
- Longer hours [ ]
- Unhappy with boss/supervisor [ ]

18. Are you the primary wage earner  
in your family

- Yes  [ ]
- No [ ]

19. How many children do you have

- 0 [ ]
- 1 [ ]
- 2 [ ]
- 3  [ ]
- 4 [ ]
- More than 4 [ ]

20 Why did you want this job

- Because I wanted to work in a Motel [ ]
- Because of the hours of work  [ ]
- Because I want to meet people [ ]
- Because I had to find a job no  
matter what it was [ ]

21. What do you like most about your job

- Enjoy the work  [ ]
- Contact with people  [ ]
- The people I work with  [ ]
- The hours  [ ]

22. What do you like **least** about your job

- The repetition [ ]
- The hours [ ]
- The 'dirty' jobs [ ]
- Workmates [ ]
- Boss/Supervisor [ ]

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26 - 30   
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Older than 51
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16. Are you actively thinking of finding another job Yes  No

17. If you answered Yes to question 16,  
why are you thinking of getting another job

- More Money [ ]
- Better working conditions [ ]
- Shorter hours [ ]
- Longer hours [ ]
- Unhappy with boss/supervisor [ ]

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- No []

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- 1 [ ]
- 2 [ ]
- 3 []
- 4 [ ]
- More than 4 [ ]

20 Why did you want this job

- Because I wanted to work in a Motel [ ]
- Because of the hours of work [ ]
- Because I want to meet people [ ]
- Because I had to find a job no  
matter what it was []

21. What do you like most about your job

- Enjoy the work [ ]
- Contact with people []
- The people I work with [ ]
- The hours [ ]

22. What do you like least about your job

- The repetition []
- The hours [ ]
- The 'dirty' jobs [ ]
- Workmates [ ]
- Boss/Supervisor [ ]



10. What is your normal hourly wage
- |                  |     |
|------------------|-----|
| \$3.00 - \$3.50  | [ ] |
| \$3.51 - \$4.00  | [ ] |
| \$4.01 - \$4.50  | [ ] |
| \$4.51 - \$5.00  | [ ] |
| \$5.01 - \$5.50  | [ ] |
| \$5.51 - \$6.00  | [ ] |
| \$6.01 - \$6.50  | [ ] |
| \$6.51 - \$7.00  | [ ] |
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| \$7.51 - \$8.00  | [ ] |
| More than \$8.00 | [ ] |
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- |                 |     |
|-----------------|-----|
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| Quite well      | [ ] |
| Not well at all | [ ] |
12. How do you get along with you boss/supervisor
- |                 |     |
|-----------------|-----|
| Very well       | [ ] |
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- |                   |     |
|-------------------|-----|
| Less than 5 hours | [ ] |
| 5 - 10 hours      | [ ] |
| 11 - 20 hours     | [ ] |
| 21 - 25 hours     | [ ] |
| 26 - 30 hours     | [ ] |
| 31 - 35 hours     | [ ] |
| 36 - 40 hours     | [ ] |
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- |     |     |
|-----|-----|
| Yes | [ ] |
| No  | [ ] |
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- |     |     |
|-----|-----|
| Yes | [ ] |
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- |     |     |
|-----|-----|
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- |                              |     |
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| More Money                   | [ ] |
| Better working conditions    | [ ] |
| Shorter hours                | [ ] |
| Longer hours                 | [ ] |
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The hours  ]  
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Workmates  ]  
Boss/Supervisor  ]