

Interview Protocol – Qualitative Interview

Main Questions	Follow Ups	Notes
Can you tell me a little about yourself?	Where did you grow up? And how did you end up living where you live now? Do you have family nearby? Where did you go to school? Are you currently in school? What have the last couple of years been like for you?	
Can you tell me a bit about your living situation?	Where do you live? Do you like it? What's your neighborhood like? How long have you lived here? Do you own or rent? Do you live with family or roommates or...? Do you have any children? [If yes] How many children do you have? How old are they? Are there any other parent figures in the home? Kids have a parent who lives somewhere else?	
Transition Questions	Is it a long commute from home to work for you? How did you end up at your current job?	
Can you share a bit about your job and where you work?	How long have you been working in this job? Have you worked a lot of jobs similar to this? What kinds of other jobs have you worked? How does it compare to your last job?	

	<p>What do you like about your job? What are some of the most rewarding things about your job?</p> <p>What do you dislike/what is difficult about your job?</p> <p>Can you walk me through a typical workday for you?</p>	
Thinking about work more broadly, how are your relationships with your coworkers?	<p>What are your relationships with your coworkers like? Do you consider your coworkers friends?</p> <p>Do you have a favorite manager? What do they do that you like? Do different managers enforce rules differently?</p> <p>Do you feel that technology at work impacts your coworker relationships? i.e. if there is a leaderboard does it increase competition? Is it common for coworkers to surveil one another?</p> <p>Is it common for coworkers to report one another for violations of company policy or norms?</p> <p>Are you able to chat with your coworkers much while you are on shift? What do you talk about?</p> <p>Have you ever worked in other stores of your same company? Do the different branches borrow workers? How do the other stores you've been in compare?</p>	
Can you tell me a little bit about the environment of your workplace? How would you	Are all of the stores similar or does it vary a lot by location?	

<p>describe the experience of being in the store?</p> <p>What is it like being in the store? In the back? Is there enough room for you and your co-workers?</p>	<p>Is there adequate space for staff and necessary items or merchandise in your store/location?</p> <p>What are the noises that you hear at work? What do those noises mean? Are you required to act on them?</p> <p>Does your store control its own AC/heat, or is that determined at the corporate or regional level?</p> <p>Is your workplace adequately staffed? How does that impact your experience at work?</p> <p>Can you tell me about a time that something in the environment of your workplace was particularly impactful?</p>	
<p>How does your work impact your mental health and wellbeing? Do you see any major impacts on how you feel both at work and outside of work?</p>	<p>Do you experience any pain as a result of your job? (Neck pain, back pain, foot pain, headaches, etc.)</p> <p>What are the activities or policies that cause pain for you from your job?</p> <p>Do you take any medication or use any aids (ie. Tape, bandages, etc) to get through a shift or work day?</p> <p>Are there any accommodations that you or your co-workers have received from your employer? (I.e. accommodations for disabilities, physical limitations, needs during pregnancy, etc.)</p> <p>What do you do when you're not at work/have time off?</p>	

	<p>Are there any ways that you feel you have to pay attention to/think about work when you are off? Can you give me an example?</p> <p>i.e. do you need to be attentive to your phone because you might get called in? is there an on-call function to the app you use?</p> <p>Do you find that you need a lot of recovery time from your job?</p> <p>Are there any ways that you see habits, training, or environmental cues (i.e. sounds, phrases) from work showing up in your personal life?</p>	
Can you tell me a bit about your work schedule? Is it consistent? Do you like it? How much say do you get in it?	<p>How is your schedule delivered to you?</p> <p>Is there an app that you can use to swap shifts with co-workers, request days off, etc.?</p> <p>Does the app work well? What would you change about it if you could?</p> <p>Are schedules ever designed by who works well together or just availability?</p> <p>[If there is an app they use] – Could you show me the app and how you use it?</p>	
Is your location a franchise or company owned?	<p>How does the franchise operate?</p> <p>Do you know or see the store owner? Do they own multiple stores?</p>	

<p>One of the things we are particularly interested in learning about is what technology looks like in your workplace.</p> <p>If it's good with you, I'd love to take an inventory of the technology that you use at work so I can get a sense of the technology and how you use it?</p> <p>Can you tell me about the kinds of technology you or your customers or coworkers use?</p> <p>If worker says no to an item of technology, ask what they do instead:</p> <p>i.e. no machine to count money</p> <ul style="list-style-type: none"> - <i>"So do you do that all by hand? How is that for you?"</i> <p>i.e. no self checkout</p> <ul style="list-style-type: none"> - <i>"So, every customer goes through check out with staff? Does that work well? Do you like it? Would you like to have self-check-out machines? Do customers ask about self-checkout?"</i> 	<p>SEE ADDITIONAL SHEET FOR REFERENCE</p> <p>Follow up questions:</p> <ul style="list-style-type: none"> - How does it function? Can you walk me through it? - Who all uses this technology in your workplace? - Is it easy to use? - Does it glitch or have a lot of bugs? - Does it do all of the things you want it to do? - Is there a big learning curve for this technology? - Can you show me this technology? I.e. hold it up to the screen? 	
<p>Do you find this technology helpful? Does it work well and accomplish its intended purpose? Is technology doing what it is supposed to do at work?</p>	<p>How do you clock in and out at work? (i.e. a code into a computer, phone app, badge scan, fingerprint, etc.)</p> <p>Can you tell me about a time when the technology worked particularly well? Particularly poorly?</p> <p>Are there a lot of online or mobile orders? How does that impact you and your work?</p>	

	<p>Do you feel that technology is taking over some of your work? Do you think your job may be replaced by technology in the near future? In what ways? How do you feel about that possibility?</p> <p>What happens when technology breaks down or malfunctions? How do you adjust? Does that happen often?</p> <p>Do you feel that you are properly trained on technology as it is implemented in your workplace?</p> <p>Do you feel that the technology in your workplace is easy to use for both you, your coworkers, and customers?</p>	
<p>How do customers tend to feel about the technology in your workplace? Do they like it? Hate it? Ignore it?</p>	<p>Do you feel that technology either improves or worsens your interactions with customers?</p> <p>Can you tell me about a time a customer particularly appreciated the technology available? Was particularly frustrated or unhappy with it?</p> <p>Does your work keep track of customer behavior? i.e. tracking conversions, what people are trying on, etc. How do you learn about these things?</p> <p>Do customers take satisfaction surveys regarding employees? How does that impact you and your work?</p>	

<p>How does your employer keep track of you, your work, work performance, etc.? (i.e. speed, cameras, supervisor watching)</p> <p>What kind of feedback do you get on your work? From who?</p>	<p>What kinds of things do they look for? (i.e. sitting down, speed, etc)</p> <p>Does your employer use technology to monitor your work?</p> <p>Are devices that you use linked to you? (either assigned to you or requiring sign in?)</p> <p>Are there any pieces of technology that you are expected to have on your person while at work? (le. Headset, walkie talkie, your own phone with a worker app from the store, etc.). Tell me about your experience with that technology.</p> <p>Are you tracked for the speed of your work? (i.e. leaderboard, countdown timer). How do you feel about that?</p> <p>Do you enjoy the pace of your work? Do you wish it were faster or slower?</p> <p>Tell me about the security cameras in your workplace. Are there a lot of them? How do you feel about them? Is the footage reviewed regularly?</p> <p>Can you tell me about a time that the security footage at your workplace became relevant?</p> <p>Are there any ways that your employer can track your whereabouts within the store? i.e. using a personal pin to enter various doors, having a digital key assigned to you.</p>	
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<p>[We talked about this a bit already with _____ but...]</p> <p>In your work, are you often interfacing with gig workers? i.e. UberEats, Instacart, DoorDash, etc.</p>	<p>What is that like? Tell me about your experience with that.</p> <p>Is that a significant part of your job? Does it come up a lot?</p> <p>Can you tell me about an interaction with a gig worker?</p> <p>Does interaction with the gig economy make your job easier or harder? More or less enjoyable?</p> <p>Is it easier or harder to navigate third party app orders vs. the online orders from your store's app/website?</p>	
<p><i>Tech Check in</i></p>	<p><i>What do you like about the technology at your job?</i></p> <p><i>What do you dislike/what is difficult about technology in your job?</i></p>	
<p>What would an ideal day at your job look like?</p>	<p>If you could change anything? If you were in charge... In a perfect world... What would make your job work better for you?</p> <p>Do you valued or respected by your employer in general? <i>Does technology impact that?</i></p> <p>Do you happen to know your store number? Totally voluntary and not attached to you in any way, we're just curious about the differences on a store by store basis and would love to know more.</p>	

	<p>Is there anything else you think would be helpful for me to know?</p> <p>Anything you thought we would talk about but didn't?</p>	
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"That's the end of my questions. Thank you so much for talking with me today, I really appreciate it! I'll follow up with an e-gift card here after we sign off. The email will come from a company called Tango, so keep an eye out for that. Of course, let me know if you have any trouble or it doesn't seem to have come through or something."

"Any last thoughts or questions for me? And of course, if anything comes up for you, don't hesitate to reach out."

"Thanks so much! Have a lovely rest of your day.""