



## CMOR-MRA Interviewer Training Modules

Refusal Rebuttal Exam

Answer Key

1. A refusal that involves a respondent hanging up on the interviewer is an example of which of the following?
  - a) Active Refusal
  - b) **Passive Refusal**
  - c) Both "a" and "b"
  - d) Neither "a" nor "b"
  
2. If a respondent asks you questions about participating in the survey, you should "probe" to understand their underlying concerns?
  - a) **True**
  - b) False
  
3. If a respondent states that they are "not interested" in participating in the survey, the best way to change their mind is to assure them the survey will be interesting and engaging.
  - a) True
  - b) **False, the interviewer should probe to understand the real objection.**
  
4. Important information to obtain when scheduling a callback includes which of the following?
  - a) **Respondent's time zone**
  - b) The telephone center's address
  - c) Number of members in respondent's household
  - d) Respondent's gender



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**5. What kinds of phone calls are prohibited towards those listed on the “Do Not Call list”?**

- a) **Telemarketing calls**
- b) Telephone interviews
- c) Personal calls to strangers
- d) All of the above
- e) None of the above

**6. When the respondent uses words such as “who,” “why,” and “what for” may indicate what?**

- a) The respondent is busy and you should attempt to schedule a callback
- b) **The respondent distrusts the interview and you should explain the process**
- c) The respondent is busy and you should ask to speak with someone else
- d) All of the above

**7. When deciding how to rebut a refusal, it is always important to be aware of:**

- a) The respondent’s tone of voice
- b) Background noise
- c) Whether respondent sounds angry, rushed, bored, or distracted
- d) **All of the above**
- e) None of the above

**8. A “disposition” is:**

- a) **A set of codes the interviewer uses to label the outcome of interviews**
- b) The attitude of the respondent towards interviews
- c) A respondent who has refused to complete a survey
- d) None of the above



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9. A respondent who tells you that they have “no time” to take a survey is an example of a “soft refusal”

- a) True
- b) False

10. A respondent who tells you that they are “not interested” in taking a survey is an example of a “hard refusal”

- a) True
- b) False

11. Respondents who have refused in this manner are usually called again:

- a) Soft refusals
- b) Hard refusals
- c) Both “a” and “b”
- d) Neither “a” nor “b”

12. It's important to properly label the outcome of your interviews because:

- a) The outcomes of all of the call attempts are used in determining how well the survey performed
- b) Each outcome label helps interviewers know how to approach respondents who have refused, needed to reschedule, or haven't been reached
- c) Outcome labels are used to help decide if respondents need to be contacted by specially trained interviewers
- d) All of the above
- e) “B” and “c,” but not “a”



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**13. An “unspecified callback” is where the respondent declines to take the survey at the moment, but offers a date & time for the interviewer to callback.**

- a) True
- b) False

**14. It is against Federal law to use auto dialers to call cell phones:**

- a) True
- b) False

**15. Survey research companies may be charged a \$500 fine if they call someone listed on the Federal “Do Not Call” list.**

- a) True
- b) False

**16. In an RDD survey, people who have unlisted numbers may be contacted to take telephone surveys because:**

- a) A computer has pulled their number at random based on all possible telephone number combinations.
- b) Survey research companies generally have access to unlisted telephone directories.
- c) People who have unlisted telephone numbers are not included in RDD surveys.