

“ ISSUES OF CONCERN TO ARIZONA FAMILIES ”

A REPORT TO THE ARIZONA DELEGATION
TO THE
WHITE HOUSE CONFERENCE ON FAMILIES

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PERSONAL NOTE

This document and the research reported in it have been prepared as a public service in an attempt to better understand public sentiments about some vital issues facing the American family today. My commitment to undertaking surveys of the general population is based on a firm belief that, over the long run, public policy can only be aided by a better understanding of the mores, priorities, and preferences of the general public. Public officials can provide genuine leadership in guiding policy formation, but can seldom successfully implement policies that are outside the "jaws" of public acceptability. The most fundamental premise on which surveys of this sort are based is the belief that if you want to know what people think, the best way to find out is to ask them. My years of collecting and analyzing public opinion data have impressed me with the extent to which general population surveys generally stand as a monument to the good common sense of the general population. Nothing in this survey has led me to believe otherwise.

I have no overriding attachment to any particular findings other than to present the results of this research as accurately and impartially as I know how. I undertook this work with the explicit understanding that I would be free to report all results publicly regardless of what they showed. Without such an assurance I would not have considered donating the hundreds of hours of uncompensated personal

involvement that were required to complete this work under the most professional conditions. At no time have these conditions been jeopardized. All analyses and interpretations represent my best professional judgments based on my training as a sociologist, survey researcher, and data analyst. They do not necessarily represent the opinions of the Governor's Council on Children, Youth, and Families; the White House Conference on Families; the Arizona delegates to that Conference; or anyone else.

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PART I

INTRODUCTION

Purpose of This Report

The purpose of this report is to describe the results of a general telephone population survey of the people of the State of Arizona fielded between March 24, and March 29, 1980. The survey was conducted to obtain information about the relative priority of certain issues of concern to American families and the preferred sources of institutional responses to those needs. This survey of the Arizona population was conducted under extraordinarily close professional supervision employing state-of-the-art survey research methods comparable or superior to those used in the most professional survey research centers in existence anywhere.

A second purpose of this report is to present the results of surveys distributed at the six local public hearings held throughout Arizona for the White House Conference on Families. Surveys were also provided by the Governor's Council on Children, Youth, and Families to clubs and organizations requesting them and results of these surveys are also presented. All of these additional surveys were either completed at the public hearings or returned by mail to the Governor's Council on Children, Youth, and Families. They were coded, keypunched, checked, and put into a machine readable datafile under the supervision of the author at Arizona State University.

This author is also responsible for all of the analysis contained in this report. This includes the analysis of both the general population statewide telephone survey and the self-administered questionnaires distributed at the White House Conference regional hearings held throughout Arizona and those distributed by the Governor's Council to various clubs and organizations throughout the state. All factual assertions about the attitudes and preferences of Arizona citizens are based on the general population telephone survey. All factual assertions about responses from either the public hearings or clubs and organizations are based on those surveys that were provided by the Governor's Council.

This report intentionally emphasizes the broad patterns reflected in the survey as a whole rather than a microscopic dissection of particular areas. For this reason, those with highly specialized interests in particular areas rather than a broad interest in the overall priorities of the public may well find an inspection of Appendix D more useful than a full reading of the text of this report. This broad focus was adopted not only due to the general audience to which the report is addressed, but is also a concession to the time constraints imposed by the necessity of timely dissemination of findings. The time from which the data were in machine readable form until the production of this report was only a matter of days. There was a clear trade-off between the need for timely results and the desire for a more comprehensive but less timely analysis. This report aims to provide an

accurate description of the broad outline of the survey findings while leaving open the potential for more microscopic analysis in the future.

Limits Imposed by the Form of the Questionnaire

Any analysis of survey data is constrained in what it can address by the nature of the questions that are asked in the survey instrument. In this particular survey, only two basic substantive questions were asked. The first requested the respondent to indicate his level of concern about a particular area: "How concerned would you say you are about _____? Would you say you are extremely concerned, moderately concerned, only slightly concerned, or not at all concerned?" The follow-up question asked which source of institutional assistance was preferred for families needing outside help: "Who do you think should have the major responsibility for assisting families who need help in this area? If families need outside help, should this be provided by churches, community organizations, private businesses, state and local governments, or the federal government?" This pair of questions was asked about each of forty-one separate areas. The areas were chosen to represent a broad range of concerns. No list, however, is ever comprehensive. The analysis, of course, is necessarily restricted to consideration of these forty-one areas and no inferences can or should be drawn about any other areas.

Nor can specific policy directives be inferred from most of these findings. For the "concern" question, it is possible to know only how concerned Arizonans are about particular issue areas but not the nature

of their concerns. Nor is it possible to infer which "side" of a controversial issue a respondent is on by his expressed level of concern. Thus, a respondent who expresses that he is "extremely concerned" about abortion (question 41) may be either strongly opposed or strongly in favor; we simply do not know. For some, this may be less useful information than it might be. This survey simply did not attempt to isolate specific issue positions on such issues. Rather, we confined ourselves to the more narrow objective of delineating which issues were of the greatest concern and who should assist families who need help in dealing with these specific areas. We attempted no more than this and our analysis will reflect this.

A similar restriction must be placed on the interpretation of the follow-up "responsibility" question. "Individual families" was not presented as an option to respondents. This was not done due to a feeling that individual families should not attend to their own problems.¹ Quite the contrary, it was assumed in drafting the questionnaire that many (probably most) respondents would prefer individual family solutions to family problems. The purpose of the questionnaire, however, was to determine which outside agency or agencies'

¹A statement of the assumption upon which the survey was built is contained in a memorandum which accompanied the self-administered questionnaires. The full memorandum is reproduced in Appendix C. It reads in part: ". . . the Steering Committee supports the individual family as the unit to handle these issues. Only when the family or the family's network of friends and relatives are unable to assume this responsibility should outside agencies become involved. The role of such agencies should then be to assist the individual family in developing the resources and skills necessary for a full and rich existence."

assistance was preferred in those cases where individual families' needs could not be met adequately without some outside assistance. In no sense, therefore, should this survey be seen as hostile to individual family solutions. It is assumed that individual family solutions will be sought first. In those cases, however, where individual families are unable to attend to particular problems without outside help, it would be a useful guide to policy to know which outside agencies are preferred for specific purposes.

Field Procedures, Training, and Sampling Information

All interviewers underwent an extensive training program before being allowed to complete any actual telephone interviews. The interviewer training manual (Appendix B) served as the basis for approximately twelve hours of classroom instruction on procedures, interviewing demeanor, conversion of refusals and resistant respondents, and specific question-by-question instructions. This was followed by a period of home and supervised practice interviewing of approximately the same duration. The extensive manual and training procedures were designed to ensure that all interviewers would respond similarly to all events occurring during the interviewing phase to produce comparability of results across interviewers. All interviews were conducted from a single location under close professional supervision. The results were consistent with survey research procedures of the highest professional caliber.

Sampling was undertaken by means of a sampling technique known as Random Digit Dialing. This method ensures that all residential

telephone numbers in the State of Arizona have an equal chance of selection, whether or not the numbers are listed in any telephone directory. The only persons excluded from such a sample are those without a telephone. This is an increasingly small segment of the population, usually much smaller than the segment missed in personal interviews. (While the exact estimate of the nonphone population is unknown, nationwide estimates by the Census Bureau put the figure at 4%). Random digit dialing thus yields a sample that is superior to any directory-based sample, and is superior to household area samples in all but the most exhaustive and expensive personal surveys (i.e., with costs running into the hundreds of thousands of dollars).

The main "cost" of this random digit dialing is that it necessitates the generation of a large proportion of numbers that are not household numbers. These must be eliminated before an unbiased household sample is achieved. The disposition of the 2,350 randomly generated numbers used in this survey is given in Table 1. Unreached numbers were called repeatedly, as many as fifteen to twenty times during the field period. Once appropriate allocations are made for unreached numbers based on the known proportion of working household numbers in the State of Arizona, the results given in Table 1 indicate that interviews were successfully completed with roughly 80% of the eligible households included in our initial sample of numbers. The resultant sample may be taken as indicative of the results that would have been obtained had the entire adult population of Arizona been interviewed with a sampling error of no greater than $\pm 3.8\%$ (at the 95% confidence level).

TABLE 1
DISPOSITION OF 2,350 RANDOMLY
GENERATED TELEPHONE NUMBERS

Completed Interviews	673
Partial Interviews	1
Refusals	157
No Qualified Respondent	5
Noninterview, Circumstantial	12
Non-English Speaking	10
Repeated Fast Busy	29
Repeated No Answer	200
Nonworking Number	1,072
Business Number	187
Number Outside Arizona	4

Data Processing

All data collected in both the random Arizona telephone survey and the self-administered surveys were keypunched and processed at Arizona State University. This data processing consumed the month of April, 1980 following the completion of interviewing on March 29, 1980. The enormity of this task is evidenced by the following description. Key-punching 673 telephone interviews each with 114 keystrokes totalled 76,722 keystrokes. Checking each of these totalled 153,444 discrete acts in processing the telephone interviews. The 1790 self-administered questionnaires presented a much more formidable task. Each of these contained a total of 290 keystrokes (since these were coded more elaborately to permit the recording of multiple responses). There were thus a total of 519,100 keystrokes required to process these surveys. These could not be keypunched without first transferring the data onto coding sheets since they had not been set up for direct keypunching. The coding had to be checked as did all of the keypunching. The result was 2,076,400 distinct acts in processing the self-administered surveys; 2,229,844 distinct acts in the combined surveys. These figures are exclusive of the very substantial amount of data cleaning required to correct the inevitable human errors that occur when such a large number of activities are involved (even when all are independently checked). While each of these acts was trivial, their quantity ensured that the task would be time-consuming. Once all the data were keypunched, checked, and verified, they were input into Arizona State University's IBM 370 for subsequent analysis.

PART II

RESULTS OF THE ARIZONA RANDOM TELEPHONE SURVEY

As indicated above, respondents from 674 randomly selected households were interviewed between March 24 and March 29, 1980. The random digit dialing sampling methods employed ensured that the results are representative of the Arizona population with telephones within a sampling error of plus or minus 3.8% (at the 95% confidence level). This means that the value for any statistic reported will be within 3.8% of the figure that would have been obtained had the entire state population been interviewed ninety-five times out of one hundred.

Characteristics of the Sample

The characteristics of the sample of respondents generally conform to those of the Arizona population. Precise breakdowns may be found by examining the first column of questions 42-49 in Appendix D; the overall characteristics of the sample may be described as follows. The overwhelming majority of the sample (79.5%) reside in either Maricopa or Pima counties. 58.7% are married, 22.4% have never been married, and the remaining 19.0% are either separated, widowed, or divorced. Fully 65.5% either have or live with children. Whites (86.5%) and Protestants (53.0%) predominate although substantial numbers of Hispanics (8.3%) and Catholics (24.6%) are also represented. Since there was no attempt to sample respondents within selected households, the sample does reflect

an overrepresentation of those persons who are more likely to answer the telephone. Thus the sample was 58.0% female and the mean age of the respondent group was 39.981 years.

Family-Relevant Concerns of the Arizona Population

Respondents were asked to rate their concern about forty-one separate issues of potential concern to the family. The results of these questions are given in Table 2. Due to the inevitable sampling error in any sample survey, differences in scores must be at least .065 to be statistically significant (i.e., not attributable to chance). Thus differences in the mean ratings for most adjacent scores are not significant. For example, the difference between the score for health care for the elderly (1.504) is not significantly different from the score for the needs of handicapped persons (1.548). Each is, however, significantly different from the score for child abuse and neglect (1.253).

An inspection of Table 2 reveals very substantial differences in the level of concern expressed for various issues. The coding scheme used (and described in the footnote to Table 2) means that a lower mean score corresponds to a greater level of concern. Specific findings for particular items will not be reiterated here and will be left up to the reader's inspection to determine. What follows will be a description of some of the broad outlines of the findings as reported in this summary table.

TABLE 2
 CONCERN RANKINGS FOR SELECTED FAMILY-RELATED ISSUES
 RANDOM ARIZONA SAMPLE

QUESTION NUMBER	RANK	QUESTION	MEAN SCORE*
33	1	Effects of inflation on families	1.242
19	2	Child abuse and neglect	1.253
5	3	Health care for the elderly	1.504
18	4	Needs of handicapped persons	1.548
6	5	Drug abuse	1.603
23	6	Needs of children whose natural parents cannot care for them	1.615
13	7	Unsafe or unhealthy working conditions	1.618
4	8	Health care for the poor	1.680
1	9	Prevention of health problems	1.685
2	10	Effects of pollution on health	1.704
7	11	Alcohol abuse	1.725
17	12	Discrimination because of race, age, handicap, sex, religion	1.751
37	13	Education on birth control	1.779
29	14	Economic aid to needy families with children	1.784
31	15	Economic aid to retired persons	1.796
8	16	Mental health	1.824
34	17	Job opportunities for the unemployed	1.825
21	18	Needs of families with children in trouble with the law	1.856
20	19	Spouse abuse	1.869
3	20	Prenatal care for pregnant women	1.932
32	21	Opportunities for youth employment	1.935
36	22	Education on parenthood	1.939
41	23	Abortion	1.959
9	24	Job discrimination	2.012
25	25	Effect of divorce on families	2.045
35	26	Education on marriage and family life	2.095
11	27	Child care for working parents	2.115
22	28	Needs of teenage parents	2.120
40	29	Education about legal rights and choices for family members	2.203
30	30	Economic aid to unemployed workers	2.222
24	31	Needs of single-parent families	2.224
26	32	Effect of working mothers on families	2.272
16	33	Opportunity for ethnic communities to take care of their own problems	2.239
38	34	Education on retirement	2.276
28	35	Equal rights for women	2.302
14	36	Needs of ethnic families	2.366
12	37	Flexible working hours for parents	2.408
39	38	Education on changing lifestyles such as setpparents, single-parent families	2.448
27	39	Needs of families living with elderly residents	2.478
15	40	Special needs of non-English speaking families	2.514
10	41	Effects of job transfers on families	2.802

*1 = Extremely Concerned; 2 = Moderately Concerned; 3 = Only Slightly Concerned; 4 = Not At All Concerned

The most conspicuous individual findings were the extremely high concern ratings given to two specific areas: the effects of inflation on families (1) and child abuse and neglect (2).² These were ranked as substantially greater concerns than any of the other issues. In fact, the gap in the mean ratings between both of these and any of the other issues is greater than between any other two adjacent scores except for the gap between the lowest score and the second lowest score. The highest score on the entire survey, that for the effects of inflation on families, is readily explicable in a period of record-breaking inflation (running at 18% per annum during the survey period). Furthermore, it is likely that the high rating for inflation is attributable in part to the fact that this is one of the few issues in the entire survey that demonstrably affects nearly everyone. At virtually the same level of concern was the issue of child abuse and neglect. Though it is hopefully less pervasive than inflation, it appears that recent publicity about this problem may have produced a substantial increase in the level of public concern about child abuse and neglect. It also seems plausible that the perceived helplessness of child victims is a salient aspect which contributes to the perceived seriousness of child abuse as evidenced by the substantial discrepancy between the concern rankings for child abuse and neglect (2) and for spouse abuse (19).

²Unless otherwise indicated, the numbers in parentheses in this section refer to the relative ranking of particular concerns.

Of all the issues considered in this survey, these two are clearly paramount. There is a substantial gap in the mean ratings between these two issues and all other issues. After these two concerns, there are several patterns evident in the ratings of the remaining issues. The extent of the differences, however, are not quite as striking as those which distinguish the effects of inflation and child abuse and neglect from the other issues. Health-related issues clearly were a high priority item. Health care for the elderly (3), unsafe or unhealthy working conditions (7), health care for the poor (8), the prevention of health problems (9), and the effects of pollution on health (10) all ranked in the upper quartile of concerns. Other health-related concerns, mental health (16) and prenatal care for pregnant women (20), were in the top half of the list of concerns, but were judged to be of significantly lower concern than were the first group of health-related concerns. Drug abuse (5) and alcohol abuse (11) also were judged to be of great concern and both have a clear health-related component. Thus, they are consistent with the overall finding that health-related concerns are collectively among the most salient concerns of our respondents.

Other than the overwhelming concern about inflation already noted, economic issues were clearly of moderate concern to most of our respondents. Other than inflation, the highest ranked issue that may be construed to have an economic base was discrimination because of race, age, handicap, sex, or religion (12) which was not even in the top quartile of concerns. In order of relative concern, economic aid to

needy families with children (14) was judged of the next greatest concern, followed by economic aid to retired persons (15), job opportunities for the unemployed (17), opportunities for youth employment (21), job discrimination (24), child care for working parents (27), and economic aid to unemployed workers (30). Overall, then, economic issues, with the single exception of inflation, generally occupied a middle level of concern. For the most part, the economic issues covered were judged of lower overall concern than most of the health-related issues dealt with in the survey. They were, however, judged to be of significantly greater concern than most of the other general areas of concern covered in the survey.

A number of survey questions dealt with topics that either deal with, or may be construed to deal with, issues that many would consider to be "moral" issues. In general, these issues ranked in the middle of the list of concerns. Education on birth control (13) was judged the greatest of these concerns, followed by education on parenthood (22), abortion (23), the effect of divorce on families (25), education on marriage and family life (26), and the needs of teenage parents (28).

Six survey questions specifically dealt with concern about education for various family-related needs. Depending on the specific subject-matter area, the level of concern expressed ranged from moderately high for education on birth control (13) to significantly lower for several other areas. The comparative overall level of concern was moderate-to-low for such education-related issues as education on parenthood (22), education on marriage and family life (26), and education about legal

rights and choices for family members (29). Near the bottom of the list of concerns were education on retirement (34) and education on changing lifestyles such as stepparents and single-parent families (38). Overall, education-related concerns are not the most pressing though some education-related concerns, most notably education on birth control (13) are far more salient to our respondents than are other education-related concerns.

Several of the survey questions dealt with the degree of concern about certain issues relevant to various minority groups. These all ranked in the lowest quartile of overall concerns. The four specific areas addressed in this survey were opportunity for ethnic communities to take care of their own problems (33), equal rights for women (35), needs of ethnic families (36), and the special needs of non-English speaking families (40). There are several possible explanations for these overall low rankings. It may be that respondents do not perceive that these groups have special family needs beyond the needs of all families. Or, if special needs are perceived, the fact that they impact only some segments of the population may make them be seen as less significant than more universal problems. Or, the composition of the sample (86.5% white) may indicate that high levels of concern for minority problems are not as likely to be expressed when those concerns do not affect respondents personally. From these data, of course, there is no way of knowing which of these explanations is more in accord with the facts or, indeed, if some other explanation might better explain the facts.

A number of issues were judgedd to be of such a low level of relative concern that it appears that collectively they are of little overall concern to most respondents. Included here are such areas as education on retirement (34), flexible working hours for parents (37), education on changing lifestyles such as stepparents and single-parent families (38), needs of families living with elderly residents (39), and the effects of job transfers on families (41). Collectively, it would seem that these are either seen as areas without significant problems or as problems with far less significant consequences than nearly all of the other areas covered in the survey.

An inspection of the overall pattern of relative concerns reveals much about the extent to which various groups are perceived as "deserving." A fair number of questions on the survey instrument asked about the needs of several specific groups. Examining the pattern of concerns about these needs provides insight into the way the groups themselves are perceived. Health care for the elderly (3) was the highest ranked concern, followed by the needs of handicapped persons (4), the needs of children whose natural parents cannot care for them (6), health care for the poor (8), economic aid to needy families with children (14), economic aid to retired persons (15), job opportunities for the unemployed (17), the needs of families with children in trouble with the law (18), opportunities for youth employment (21), child care for working parents (27), the needs of teenage parents (28), economic aid to unemployed workers (30), the needs of single-parent families (31), and the effect of working mothers on families (32). These concerns were

followed by the minority-related concerns discussed above which ranked lower in concern than all of these concerns. While the exact ordering of these groups is confused by the coupling of the reference group with specific issue domains (i.e., health-related, economic-related, education-related) there is, nevertheless, a rather distinct tendency to express greater concern for the needs of some groups more than others.

Institutional Preferences

Table 3 presents the percent of the respondents who cited each of the five institutional³ areas (churches, community organizations, private businesses, state and local government, the federal government) as the institution that should have the major responsibility for assisting families who need outside help averaged across the forty-one specific concerns. It also presents the tally of the number of times each institution was cited most often, second most often, third most often, fourth most often, and least often for the forty-one concerns. As with the earlier discussion of overall concerns, we will omit discussion of the responses to specific questions and concentrate instead on the broad patterns of results. Those interested in the institutions preferred for dealing with specific concerns will find the appropriate data readily available in Appendix D. Suffice it to say only that, as one would

³"Institution," here, is used in the sociological sense and thus applies equally to churches, community organizations, private businesses, state and local government, and the federal government. It is intended as a general term, equally applicable to any of these five options.

TABLE 3
 INSTITUTIONAL PREFERENCES FOR DEALING
 WITH SELECTED FAMILY CONCERNS
 RANDOM ARIZONA SAMPLE

MEAN PREFERENCE RANKING	CHURCHES	COMMUNITY ORGANIZATIONS	PRIVATE BUSINESSES	STATE AND LOCAL GOVERNMENT	FEDERAL GOVERNMENT
FIRST	1	4	2	31	3
SECOND	1	16	1	10	13
THIRD	10	17	4	0	10
FOURTH	15	4	9	0	13
FIFTH	14	0	25	0	2
MEAN PERCENT RESPONSE*	7.74%	20.27%	6.62%	39.27%	18.41%

*2.82% of the respondents insisted on "individual families" after a single probe and 4.86% insisted on a multiple response after a single probe.

expect, substantially different configurations of institutions are preferred for dealing with different specific concerns.

Overall, the configuration of institutional responses preferred constitutes a ringing endorsement of state and local government aid for families who need outside help in the areas covered in this survey. Fully 39.27% of the responses given represented preferences for state and local government aid in these areas, a figure nearly twice that of the second most preferred institution. Equally impressive was the fact that state and local governments were given as the most frequently chosen preference for thirty-one of the forty-one questions. State and local governments were chosen as the second most frequent preference in all of the remaining areas. The overall preference for state and local government aid over assistance by any of the other institutions could hardly have been more impressive.

Aid to families who need outside assistance by community organizations was approximately as popular as was aid by the federal government. Both were substantially less popular than aid by state and local governments, being chosen about half as often. On the other hand, both were substantially more popular than aid by either churches or by private businesses being chosen about three times as often as either of these institutions. Community organizations were cited slightly more often than was the federal government, with mean percent responses across the forty-one concerns of 20.27% and 18.41% respectively.

The least preferred institutions for providing assistance in the areas delineated in the survey were churches and private businesses. The mean percent response indicating a preference for church-based

assistance was 7.74% compared to a mean percent response of 6.62% of the respondents who indicated a preference for private business-based assistance. Churches were the most popular institutional source of aid in only one of the forty-one areas and were the second most commonly chosen option only once. Likewise, private businesses were chosen most often only two times out of forty-one and they were chosen second most often only once.

A concise summary of the overall frequency of preference for the five different institutional options provided in this survey is possible given the striking differences observed in the data. State and local government aid is far and away the most commonly cited preference. Community organizations and the federal government are cited significantly less often than state and local governments (and approximately as often as one another). Finally, churches and private businesses are cited significantly less often than the other three institutions (and, again, approximately as often as one another).

PART III

RESULTS OF THE PUBLIC HEARINGS AND CLUBS/ORGANIZATIONS SURVEYS

The Self-Administered Surveys

Self-administered questionnaires were distributed at the six regional hearings for the White House Conference on Families held throughout Arizona in the Spring of 1980. Identical questionnaires were also distributed to a sample of clubs and organizations throughout the state. Thirteen hundred and eighty-nine surveys were returned from the public hearings and 401 were returned from clubs and organizations throughout Arizona. These instruments were virtually identical to the telephone survey instruments administered to the randomly selected statewide sample in late March 1980. Only minor (and nonsubstantive) changes were made to take account of the fact that these were intended to be self-administered rather than given over the phone to a trained interviewer. Copies of both the phone and self-administered instruments are reproduced in Appendix A.

The sole noticeable "method effect" evident from the fact that these surveys were self-administered was a much higher proportion of multiple responses to the "responsibility" question. That is, many respondents gave more than one answer to these questions. In the phone survey, interviewers were instructed to probe respondents to request that they indicate the most important institutional source of assistance in instances where respondents gave more than one response. In the

self-administered questionnaires, of course, we had no such opportunity. We therefore constructed a much more elaborate coding scheme which permitted the recording of multiple responses. This meant that the total percent responses to the institutional responsibility questions could, and usually did, exceed 100%. The mean number of responses to the "responsibility" questions was 1.19 for the public hearings sample and was 1.30 for the clubs/organizations sample. By contrast, the mean number of responses to the "responsibility" question in the random statewide phone survey was constrained to be 1.00 (of which 0.92 of the sample responded in one and only one of the five response categories provided). These differences must be taken into account when comparing the results of the random telephone survey with either of the self-administered samples.

Public Hearings Sample Characteristics

Regional hearings for the White House Conference on Families were held at six locations throughout the state of Arizona during the Spring of 1980. These locations were Phoenix, Tucson, Flagstaff, Yuma, Sacaton, and Nogales. A total of 1,389 self-administered questionnaires were returned as a result of the distribution of surveys at these hearings. These were either returned at the meetings or else mailed in to the Governor's Council on Children, Youth, and Families. The distribution of returned questionnaires from the various meetings was as follows:

467	Phoenix
557	Tucson
205	Flagstaff
70	Yuma
34	Sacaton
55	Nogales
1	Unknown

1,389 Total returned from public hearings

Before considering the substantive results, it would be instructive to consider the demographic composition of the sample of persons responding to the questionnaires distributed at the public hearings. Using the results of the random telephone survey as a highly reliable indication of the composition of the state's population, one may determine the extent to which the characteristics of this sample differ from those of the state's population as a whole with respect to these attributes. The complete figures for all demographic attributes may be found in the last eight tables in Appendix D; major findings are discussed below.

Given the distribution of returned questionnaires from the six regional hearings, it is not surprising to see that residents of Pima County are overrepresented⁴ in the hearings' sample (41.2% of the hearings sample vs. 22.5% of the general population sample). Likewise residents of Maricopa County are underrepresented (33.4% vs. 57.3%).

⁴The terms "overrepresented" and "underrepresented" do not refer to any judgment about the overall importance of any group in the state's population. They refer only to whether the proportion of a given sample that has a particular attribute is larger or smaller than the prevalence of that attribute in the entire Arizona population. Thus, if whites comprise 86.5% of the state's population, then any sample in which

Respondents from the hearings are more likely to be married and living with a spouse (75.0% vs. 58.7%) and less likely to be in any of the other marital statuses (separated, widowed, divorced, or never married) especially never married (12.3% vs. 22.4%). Persons responding at the hearings are also more likely to either have or live with children than the general state population (79.6% vs. 65.5%). There are more whites (91.3% vs. 86.5%) and fewer Hispanics (3.7% vs. 8.3%) and Blacks (0.7% vs. 2.2%) in the hearings' sample than in the state's population. Respondents from the public hearings also have higher incomes than the statewide sample (with a greater proportion of persons in each category over \$20,000 and a smaller proportion in each category under \$20,000). Respondents in the hearings' sample are substantially more likely to be Mormon (26.6% vs. 5.0%) and less likely to be either Catholic (15.7% vs. 24.6%) or Protestant (35.0% vs. 53.0%) than the general state population. The hearings' sample also contained an even greater proportion of females (72.4% vs. 58.0%) than the general population state survey. The only demographic variable for which there was no appreciable difference between the samples was age; in both samples the mean age was approximately forty years.

Results of the Public Hearings Surveys

As one might expect, those citizens who attended public hearings on the subject of families expressed somewhat greater levels of concern

whites comprise a greater proportion than 86.5% would "overrepresent" whites, any sample in which whites were less than 86.5% would "underrepresent" whites. As a practical matter, the terms will not be used unless the deviations are substantial.

on the questionnaires than did the randomly selected group of Arizona citizens. An overall mean concern rating was computed by taking the arithmetic mean (average) of the mean concern ratings for all forty-one issue areas. This was done separately for each sample. The overall mean concern rating for the public hearings sample was 1.83; for the general statewide sample it was 1.97. (A lower score here means a greater level of concern.) While the difference was found to be in the direction one might expect, the magnitude of the difference was surprisingly small. Still, the presence of any difference at all makes it appropriate to compare the relative rankings of different family-related issues rather than the absolute scores. The discussion which follows, therefore, is based primarily on the rankings of the level of concern expressed for each of the forty-one issues rather than on their absolute scores.

The mean concern ratings for the forty-one issues covered in the survey distributed at the public hearings are given in Table 4. For each, we have presented the mean concern score, the rank of this score, and (for comparative purposes) the rank of that concern in the random Arizona sample discussed in Part II. As with all our analyses, we will restrict our comments to the broad patterns of findings and leave the analyses of specific questions to readers with specific interests to glean from the tables.

An inspection of Table 4 reveals a number of differences in the relative priority given to various concerns by the sample drawn from the public hearings and the general population sample. The two conspicuously paramount concerns in the random Arizona sample, child

TABLE 4

CONCERN RANKINGS FOR SELECTED FAMILY-RELATED ISSUES
 WHITE HOUSE CONFERENCE - ARIZONA REGIONAL HEARINGS

QUESTION NUMBER	REGIONAL HEARINGS RANK	RANDOM ARIZONA SAMPLE RANK	QUESTION	MEAN SCORE
19	1	2	Child abuse and neglect	1.221
41	2	23	Abortion	1.399
33	3	1	Effects of inflation on families	1.432
36	4	22	Education on parenthood	1.451
6	5	5	Drug abuse	1.499
35	6	26	Education on marriage and family life	1.524
23	7	6	Needs of children whose natural parents cannot care for them	1.530
7	8	11	Alcohol abuse	1.544
20	9	19	Spouse abuse	1.555
5	10	3	Health care for the elderly	1.560
1	11	9	Prevention of health problems	1.581
37	12	13	Education on birth control	1.618
4	13	8	Health care for the poor	1.656
8	14	16	Mental health	1.687
25	15	25	Effect of divorce on families	1.704
18	16	4	Needs of handicapped persons	1.713
3	17	20	Prenatal care for pregnant women	1.740
2	18	10	Effects of pollution on health	1.740
26	19	32	Effects of working mothers on families	1.748
17	20	12	Discrimination because of race, age, handicap, sex, religion	1.764
29	21	14	Economic aid to needy families with children	1.811
21	22	18	Needs of families with children in trouble with the law	1.811
24	23	31	Needs of single-parent families	1.815
13	24	7	Unsafe or unhealthy working conditions	1.817
34	25	17	Job opportunities for the unemployed	1.841
22	26	28	Needs of teenage parents	1.857
40	27	29	Education about legal rights and choices for family members	1.945
31	28	15	Economic aid to retired persons	1.984
32	29	21	Opportunities for youth employment	2.013
39	30	38	Education on changing lifestyles such as stepparents, single-parent families	2.021
16	31	33	Opportunity for ethnic communities to take care of their own problems	2.062
11	32	27	Child care for working parents	2.068
28	33	35	Equal rights for women	2.072
9	34	24	Job discrimination	2.091
38	35	34	Education on retirement	2.113
30	36	30	Economic aid to unemployed workers	2.158
27	37	39	Needs of families lving. w/elderly residents	2.170
14	38	36	Needs of ethnic families	2.248
15	39	40	Special needs of non-English speaking families	2.338
12	40	37	Flexible working hours for parents	2.409
10	41	41	Effects of job transfers on families	2.809

abuse and neglect and the effects of inflation on families, are both still substantial concerns of the public hearings sample, but their prominence is no longer conspicuous. The pattern of the remaining discrepancies between the two samples is obscured by the sheer amount of material contained in Table 4. To make these differences more readily apparent, Table 5 has been constructed from the information contained in Table 4. Table 5 presents all of the concerns whose rank increased at least five places in the public hearing sample relative to the corresponding rank in the general population sample. Similarly, Table 6 presents all of the concerns whose rank decreased at least five places in the public hearing sample relative to the corresponding rank in the general population sample.

Table 5 indicates that abortion, education on marriage and family life, education on parenthood, the effects of working mothers on families, the effects of divorce on families, spouse abuse, the needs of single-parent families, and education on changing lifestyles such as stepparents and single-parent families all were substantially greater relative concerns to the public hearings sample than they were to the general population sample. A careful comparison of mean ratings also indicates that the absolute concern ratings of the public hearings sample are greater for each of these issues.

Two strains of effects are evident in these increased concerns. The first (and stronger) effect is evidenced with respect to issues that have a "moral" component: abortion, education on marriage and family life, education on parenthood, and the effects of divorce on families.

TABLE 5
 ISSUES OF SUBSTANTIALLY GREATER RELATIVE CONCERN*
 TO THE PUBLIC HEARING SAMPLE THAN TO
 THE GENERAL POPULATION SAMPLE

GAIN IN RANK	REGIONAL HEARINGS RANK	RANDOM ARIZONA SAMPLE RANK	QUESTION
21	2	23	Abortion
20	6	26	Education on marriage and family life
18	4	22	Education in parenthood
13	19	32	Effects of working mothers on families
10	15	25	Effects of divorce on families
10	9	19	Spouse abuse
8	23	31	Needs of single-parent families
8	30	38	Education on changing lifestyles such as stepparents, single-parent families

*As measured by a gain in rank of at least five places.

The second strain, weaker though still pronounced, is evident with respect to issues that impact on the traditional two-parent family: the effects of working mothers on families, needs of single-parent families, and education on changing lifestyles such as stepparents and single-parent families.

When some issues become stronger relative concerns, others must inevitably fall lower on a list of relative concerns. Table 6 lists all the concerns that dropped at least five ranks in the public hearings sample relative to their rank on the general population sample. All but the last three also experienced a drop in the absolute level of concern expressed by public hearings sample respondents. That is, they were judged to be of lower overall concern to the public hearings sample than they were to the general population sample. Of the thirteen concerns on this list, seven were related to economic issues and four were health-related issues. Unquestionably, the primary relative and absolute drop in concerns among the public hearings sample was felt in issues related to economics and health. These were also the two most highly rated general areas in the general population survey, so these findings are indicative of a substantial departure from the priorities of the general population sample.

The other notable aspect of the concerns that were judged to be of relatively lesser concern to the public hearings sample is the specific groups whose concerns were rated as of lesser concern. These included retired persons, handicapped persons, the unemployed (on two separate measures), youth, the elderly, needy families with children, the poor, and working parents.

TABLE 6
 ISSUES OF SUBSTANTIALLY LESSER RELATIVE CONCERN*
 TO THE PUBLIC HEARING SAMPLE THAN TO
 THE GENERAL POPULATION SAMPLE

LOSS IN RANK	REGIONAL HEARINGS RANK	RANDOM ARIZONA SAMPLE RANK	QUESTION
17	24	7	Unsafe or unhealthy working conditions
13	28	15	Economic aid to retired persons
12	16	4	Needs of handicapped persons
10	34	24	Job discrimination
8	18	10	Effects of pollution on health
8	20	12	Discrimination because of race, age, handicap, sex, religion
8	25	17	Job opportunities for the unemployed
8	29	21	Opportunity for youth employment
7	10	3	Health care for the elderly
7	21	14	Economic aid to needy families with children
6	36	30	Economic aid to unemployed workers
5	13	8	Health care for the poor
5	32	27	Child care for working parents

*As measured by a loss in rank of at least five places.

Table 7 presents the preferences of the public hearings sample for the institutions they would like to serve as sources of assistance for families who need outside help in the areas covered in the questionnaire. These preferences, of course, vary according to the specific issue domains. Those interested in preferences for particular concerns should consult Appendix D where they will find the institutional preferences presented separately for each question. According to the data presented in Table 7, community organizations and state and local governments are the most preferred sources of institutional assistance for these concerns by those responding from the public hearings. Community organizations were the most cited choice, though the margin of preference over state and local governments is slight--and, by some measures, state and local government assistance is slightly more preferred than aid by community organizations. Churches are the third most preferred source of assistance for these concerns. Churches are chosen significantly less often than either community organizations or state and local governments but are chosen significantly more often than either the federal government or private businesses. The federal government and private businesses were chosen the least often by the public hearings sample and slightly more of these respondents opted for the federal government than for private businesses. (Private businesses were, however, chosen as the most commonly given response more often than was the federal government.)

TABLE 7
 INSTITUTIONAL PREFERENCES FOR DEALING WITH
 SELECTED FAMILY CONCERNS
 WHITE HOUSE CONFERENCE - ARIZONA REGIONAL HEARINGS

MEAN PREFERENCE RANKING	CHURCHES	COMMUNITY ORGANIZATIONS	PRIVATE BUSINESSES	STATE AND LOCAL GOVERNMENT	FEDERAL GOVERNMENT
FIRST	6	14	5	14	2
SECOND	5	14	2	15	5
THIRD	14	6	5	10	6
FOURTH	5	4	6	2	24
FIFTH	11	3	23	0	4
MEAN PERCENT RESPONSE	24.36%	32.46%	15.35%	30.60%	16.10%

By comparing Table 7 with Table 3, we can determine to what extent the institutional preferences of the public hearings sample diverges from the preferences of the general population sample. These changes are fairly obvious and rather striking. Those responding to the survey at the public hearings are more inclined to prefer relying on community organizations and churches and less likely to prefer government aid (whether at the state, local, or federal level) than is the general state population. Private businesses were the least chosen option in both the general population sample and in the public hearings sample.

Clubs and Organizations Sample Characteristics

The Governor's Council on Children, Youth, and Families distributed copies of the same questionnaire that had been available at the regional White House Conference hearings in Arizona to interested clubs and organizations throughout the state of Arizona. The questionnaire was also printed in Arizona's Future, the Governor's Council newsletter. A total of 401 surveys were returned to the Governor's Council from the following groups: the Eagle Forum, the Family Council Staff and Board of Directors, the United Way Board of Directors, the Tucson Girl's Club, the Altrusa Club, the Fireside Group in the LDS Church, the Pediatric Society, the United Church Women, Alpha Delta Kappa Gamma, Mesa Community College, North Phoenix Corporate Ministries, the Family Life Conference, Youth ETC (Evaluation and Treatment Center), and various groups.⁵ Unfortunately,

⁵This list was made available to the author along with the surveys themselves. The actual distribution of these surveys was undertaken by the Governor's Council. In addition, the Issues Subcommittee distributed copies of the questionnaire to the community at large and copies were mailed on request by the Governor's Council staff. The analysis and reporting of results is based on the surveys as they were delivered to me.

the number of surveys returned by each group was not recorded so it is impossible to make inferences about the nature of the sample upon which these results are based other than to report the demographic attributes of the sample.

The clubs and organization sample slightly overrepresents Maricopa County (66.4% of this sample vs. 57.3% of the general population sample) and slightly underrepresents counties other than Maricopa and Pima (9.0% vs. 20.2%). The sample of clubs and organizations is fairly representative of the state's population with respect to marital status and the presence of children and is similar to the general population sample with respect to the mean age of respondents. The sample of clubs and organizations slightly overrepresents Blacks (5.1% vs. 2.2%) but underrepresents Hispanics (4.3% vs. 8.3%). Low-income persons are also underrepresented (each income category under \$20,000) as are Catholics (19.9% vs. 24.6%) and Protestants (44.4% vs. 53.0%). Jews, on the other hand, are overrepresented in the sample of clubs and organizations (11.0% vs. 3.0%). Finally, females are overrepresented even more than they are in the general population sample (70.0% vs. 58.0%). As with the demographic comparisons for the public hearings sample, precise comparisons for all of these characteristics may be found by consulting the last eight tables of Appendix D.

Results of the Clubs and Organizations Surveys

The members of clubs and organizations who responded to the survey questionnaire exhibited an overall level of concern between that of the general population sample and the public hearings sample. The overall

mean concern rating, computed by taking the arithmetic mean (average) of the mean concern ratings for all forty-one issue areas, was 1.915 for clubs and organizations, 1.965 for the general population telephone survey and 1.832 for the public hearings sample. (A lower mean score is indicative of a greater level of concern. See the note to Table 2 for the scoring system used.) These differences are not especially large, but are in the direction one would expect, with persons taking the trouble to attend public hearings exhibiting the greatest overall concern, members of participating clubs and organizations having an intermediate level of concern, and members of the general public having the lowest overall level of concern. The absence of substantial differences in the overall mean ratings between these three samples, however, was far more impressive than the meager differences that were found. At least with respect to the overall level of concern averaged across all issue domains, there is a great deal more commonality than there is in the way of differences between these three samples.

The commonality found in examining the overall level of concern of these different samples is not maintained when one looks at specific concerns about individual issues. Table 8 presents the mean concern ratings for the forty-one issues by the clubs and organizations sample and permits a comparison of the rank ordering of these concerns with the rank ordering of the same concerns by the general population sample. The pattern of differences is not as readily evident as were the differences between the public hearings sample and the general population sample, but this should not be surprising given the wide range of

TABLE 8
 CONCERN RANKINGS FOR SELECTED FAMILY-RELATED ISSUES
 SELECTED CLUBS AND ORGANIZATIONS

QUESTION NUMBER	CLUBS AND ORGANIZATIONS RANK	RANDOM ARIZONA SAMPLE RANK	QUESTION	MEAN SCORE
19	1	2	Child abuse and neglect	1.307
33	2	1	Effects of inflation on families	1.446
5	3	3	Health care for the elderly	1.518
1	4	9	Prevention of health problems	1.569
4	5	8	Health care for the poor	1.586
37	6	13	Education on birth control	1.618
23	7	6	Needs of children whose natural parents cannot care for them	1.628
17	8	12	Discrimination because of race, age, handicap, sex, religion	1.654
2	9	10	Effects of pollution on health	1.671
8	10	16	Mental health	1.705
35	11	26	Education on marriage and family life	1.706
41	12	23	Abortion	1.731
36	13	22	Education on parenthood	1.733
20	14	19	Spouse abuse	1.749
7	15	11	Alcohol abuse	1.755
6	16	5	Drug abuse	1.774
18	17	4	Needs of handicapped persons	1.801
34	18	17	Job opportunities for the unemployed	1.816
13	19	7	Unsafe or unhealthy working conditions	1.834
29	20	14	Economic aid to needy families with children	1.875
9	21	24	Job discrimination	1.902
28	22	35	Equal rights for women	1.919
32	23	21	Opportunities for youth employment	1.951
11	24	27	Child care for working parents	1.957
21	25	18	Needs of families with children in trouble with the law	1.975
24	26	31	Needs of single-parent families	1.978
3	27	20	Prenatal care for pregnant women	1.997
31	28	15	Economic aid to retired persons	2.005
25	29	25	Effect of divorce on families	2.041
22	30	28	Needs of teenage parents	2.050
38	31	34	Education on retirement	2.099
40	32	29	Education about legal rights and choices for family members	2.114
16	33	33	Opportunity for ethnic communities to take care of their own problems	2.134
39	34	38	Education on changing lifestyles such as stepparents, single-parent families	2.186
30	35	30	Economic aid to unemployed workers	2.189
26	36	32	Effect of working mothers on families	2.227
14	37	36	Needs of ethnic families	2.272
12	38	37	Flexible working hours for parents	2.373
15	39	40	Special needs of non-English speaking families	2.406
27	40	39	Needs of families living w/elderly residents	2.420
10	41	41	Effects of job transfers on families	2.854

disparate groups comprising this particular sample. Since these data are taken from a sample drawn from an essentially unknown population, it seems meaningless to dwell on the results for this particular group. The interested reader will, however, find the compilation of data presented in Table 8 sufficient to draw any conclusions possible about the concerns of this group of respondents.

The institutional preferences for aid to families who need outside help with the forty-one concerns dealt with in this survey on the part of respondents in the clubs and organizations sample are summarized in Table 9. In general, the strongest preferences are for assistance by state and local governments and by community organizations. Preferences for federal government assistance were expressed somewhat less often than these but somewhat more often than preferences for assistance by either private businesses or churches. Overall these preferences are fairly similar to those expressed in the general population sample, with the greatest difference being that community organizations were cited considerably less often in the general population survey. As before, institutional preferences for dealing with specific concerns may be found in Appendix D.

TABLE 9
 INSTITUTIONAL PREFERENCES FOR DEALING
 WITH SELECTED FAMILY CONCERNS
 SELECTED CLUBS AND ORGANIZATIONS

MEAN PREFERENCE RANKING	CHURCHES	COMMUNITY ORGANIZATIONS	PRIVATE BUSINESSES	STATE AND LOCAL GOVERNMENT	FEDERAL GOVERNMENT
FIRST	0	18	3	13	7
SECOND	5	8	4*	20*	5
THIRD	8	8	5	7	12
FOURTH	13	7	6	1	14
FIFTH	15	0	23	0	3
MEAN PERCENT RESPONSE	15.18%	36.32%	16.23%	37.69%	24.81%

*Private businesses and state and local government tied as the second most frequently given response for one question. Consequently, both were coded as the second most preferred institutional preference for this concern.

APPENDIX A

SURVEY INSTRUMENTS

1. Telephone Survey Questionnaire
2. Self-administered Questionnaire

Hello, this is Arizona State University calling. The College of Public Programs here at Arizona State is conducting a study for the White House Conference on Families. We are doing this survey to help the Arizona delegates understand the issues of concern to families in Arizona.

1a. How concerned would you say you are about the prevention of health problems? Would you say you are extremely concerned, moderately concerned, only slightly concerned, or not at all concerned?

- 1. EXTREMELY CONCERNED
- 2. MODERATELY CONCERNED
- 3. ONLY SLIGHTLY CONCERNED
- 4. NOT AT ALL CONCERNED
- 9. DK

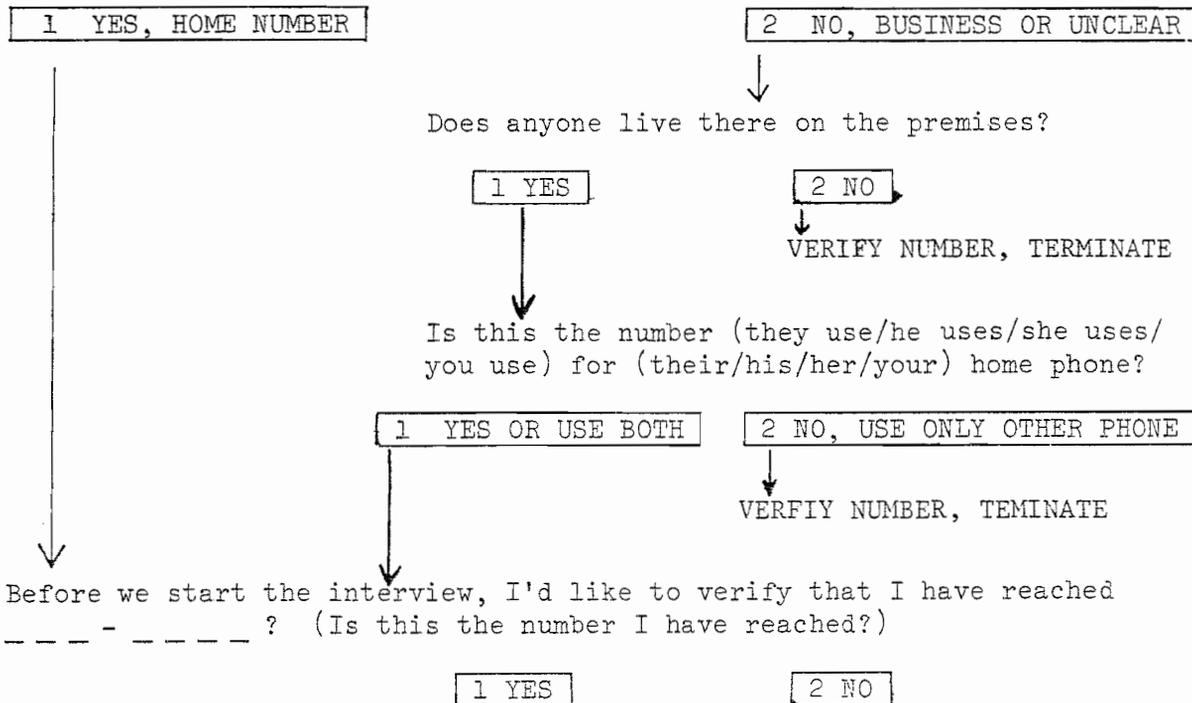
(12) _____

1b. Who do you think should have the major responsibility for assisting families who need help in this area? If families need outside help, should this be provided by churches, community organizations, private businesses, state and local governments, or the federal government?

- 1. CHURCHES
- 2. COMMUNITY ORGANIZATIONS
- 3. PRIVATE BUSINESSES
- 4. STATE AND LOCAL GOVERNMENTS
- 5. FEDERAL GOVERNMENT
- 9. DK

(13) _____

This is your home phone number, isn't it?



(IF WRONG NUMBER, TERMINATE AND REDIAL IMMEDIATELY)

IMPORTANT — USE HANDOUT SHEET TO READ EXACT TEXT OF QUESTION! DO NOT PARAPHRASE!

	"CONCERN"				"RESPONSIBILITY"				
	1	2	3	4	1	2	3	4	5
	EXTREMELY CONCERNED	MODERATELY CONCERNED	ONLY SLIGHTLY CONCERNED	NOT AT ALL CONCERNED	CHURCHES	COMMUNITY ORGANIZATIONS	PRIVATE BUSINESSES	STATE & LOCAL GOV'T	FEDERAL GOVERNMENT
2. Effects of pollution on health.....	1	2	3	4	1	2	3	4	5
3. Prenatal care for pregnant women.....	1	2	3	4	1	2	3	4	5
4. Health care for the poor.....	1	2	3	4	1	2	3	4	5
5. Health care for the elderly.....	1	2	3	4	1	2	3	4	5
6. Drug abuse.....	1	2	3	4	1	2	3	4	5
7. Alcohol abuse.....	1	2	3	4	1	2	3	4	5
8. Mental health.....	1	2	3	4	1	2	3	4	5
9. Job discrimination.....	1	2	3	4	1	2	3	4	5
10. Effects of job transfers on families...	1	2	3	4	1	2	3	4	5
11. Child care for working parents.....	1	2	3	4	1	2	3	4	5
12. Flexible working hours for parents.....	1	2	3	4	1	2	3	4	5
13. Unsafe or unhealthy working conditions.	1	2	3	4	1	2	3	4	5
14. Needs of ethnic families.....	1	2	3	4	1	2	3	4	5
15. Special needs of non-English speaking families.....	1	2	3	4	1	2	3	4	5
16. Opportunity for ethnic communities to take care of their own problems.....	1	2	3	4	1	2	3	4	5
17. Discrimination because of race, age, handicap, sex, religion.....	1	2	3	4	1	2	3	4	5
18. Needs of handicapped persons.....	1	2	3	4	1	2	3	4	5
19. Child abuse and neglect.....	1	2	3	4	1	2	3	4	5
20. Spouse abuse.....	1	2	3	4	1	2	3	4	5
21. Needs of families with children in trouble with the law.....	1	2	3	4	1	2	3	4	5
22. Needs of teenage parents.....	1	2	3	4	1	2	3	4	5
23. Needs of children whose natural parents cannot care for them.....	1	2	3	4	1	2	3	4	5
24. Needs of single parent families.....	1	2	3	4	1	2	3	4	5

(21)

(31)

(41)

(51)

(59)

	"CONCERN"				"RESPONSIBILITY"					
	1	2	3	4	1	2	3	4	5	
	EXTREMELY CONCERNED	MODERATELY CONCERNED	ONLY SLIGHTLY CONCERNED	NOT AT ALL CONCERNED	CHURCHES	COMMUNITY ORGANIZATIONS	PRIVATE BUSINESSES	STATE & LOCAL GOV'T	FEDERAL GOVERNMENT	
25. Effect of divorce on families	1	2	3	4	1	2	3	4	5	
26. Effect of working mothers on families . . .	1	2	3	4	1	2	3	4	5	
27. Needs of families living with elderly residents	1	2	3	4	1	2	3	4	5	
28. Equal rights for women	1	2	3	4	1	2	3	4	5	
29. Economic aid to needy families with children	1	2	3	4	1	2	3	4	5	(69)
30. Economic aid to unemployed workers	1	2	3	4	1	2	3	4	5	
31. Economic aid to retired persons	1	2	3	4	1	2	3	4	5	
32. Opportunities for youth employment	1	2	3	4	1	2	3	4	5	
33. Effects of inflation on families	1	2	3	4	1	2	3	4	5	(77)
END CARD #1; START CARD #2										
STUDY (1-3) <u>102</u>										
CASE (4-7) _____										
CARD (8) <u>2</u>										
34. Job opportunities for the unemployed . . .	1	2	3	4	1	2	3	4	5	(10)
35. Education on marriage and family life . . .	1	2	3	4	1	2	3	4	5	
36. Education on parenthood	1	2	3	4	1	2	3	4	5	
37. Education on birth control	1	2	3	4	1	2	3	4	5	
38. Education on retirement	1	2	3	4	1	2	3	4	5	
39. Education on changing lifestyles such as step parents, single parent families . .	1	2	3	4	1	2	3	4	5	(20)
40. Education about legal rights and choices for family members	1	2	3	4	1	2	3	4	5	
41. Abortion	1	2	3	4	1	2	3	4	5	(24)

It is very important for us to know about the people answering this survey. All individual responses will be kept confidential.

42. What county do you live in? _____
(RECORD EXACTLY, THEN RECORD BELOW.)

- 1. MARICOPA
- 2. PIMA
- 3. OTHER (25) _____

43. Are you married, widowed, divorced, separated, or have you never been married?

- 1. MARRIED, LIVING WITH SPOUSE
- 2. MARRIED, LIVING SEPARATELY
- 3. WIDOWED
- 4. DIVORCED
- 5. SINGLE, NEVER MARRIED (26) _____

44. Do you have children?

- 1. YES
- 2. NO (27) _____

45. What is your race or ethnic origin? Are you white, black, Hispanic, American Indian, or Oriental?

- 1. HISPANIC
- 2. BLACK
- 3. AMERICAN INDIAN
- 4. ORIENTAL
- 5. WHITE
- 6. OTHER (SPECIFY) _____ (28) _____

46. Now thinking about your (family's) total income from all sources in 1979, was your family income less than \$5000, between \$5000 and \$10,000, between \$10,000 and \$20,000, between \$20,000 and \$30,000, or over \$30,000?

- 1. UNDER \$5000 _____
- 2. \$5000 - \$10,000 _____
- 3. \$10,000 - \$20,000 _____
- 4. \$20,000 - \$30,000 _____
- 5. OVER \$30,000 _____ (29) _____

47. What is your religion, if any?

- 1. CATHOLIC
- 2. JEWISH
- 3. LDS (MORMON)
- 4. PROTESTANT (SPECIFY) _____
- 5. OTHER (SPECIFY) _____
- 6. NONE (30) _____

48. What is your age? _____ (31-32) _____

49. Are you male or female? (ASK IF NOT OBVIOUS)

- 1. MALE
- 2. FEMALE (33) _____

That completes our interview, thank you for your cooperation.

BE SURE TO INSERT: _____ → INTERVIEWER # (34-35)
KEYPUNCHER # (36-37)

SURVEY OF ISSUES OF CONCERN TO ARIZONA FAMILIES

The White House Conference on Families has scheduled three regional conferences in 1980 to discuss issues of concern to families across the United States. This survey was developed to assist Arizona Delegates in understanding the issues for families in Arizona. We invite you to give your views by responding to this survey.

INSTRUCTIONS: In the first column, please indicate whether you are (1) extremely concerned, (2) moderately concerned, (3) only slightly concerned, or (4) not at all concerned about the following issues. In the second column, please indicate who you think should have the major responsibility for assisting families who need help in each of these areas. Be sure to circle the appropriate number for BOTH "CONCERN" and "RESPONSIBILITY". Space has been provided to add additional issues on number 42 and 43.

I. ISSUES

	"CONCERN"				"RESPONSIBILITY"				
	1	2	3	4	1	2	3	4	5
Extremely Concerned.....					Churches.....				
Moderately Concerned.....					Community Organizations.....				
Only Slightly Concerned.....					Private Industry.....				
Not At All Concerned.....					(business)				
					State & Local.....				
					Government				
					Federal Government.....				
1. Prevention of health problems.....	1	2	3	4	1	2	3	4	5
2. Effects of pollution on health.....	1	2	3	4	1	2	3	4	5
3. Prenatal care for pregant women.....	1	2	3	4	1	2	3	4	5
4. Health care for the poor.....	1	2	3	4	1	2	3	4	5
5. Health care for the elderly.....	1	2	3	4	1	2	3	4	5
6. Drug abuse.....	1	2	3	4	1	2	3	4	5
7. Alcohol abuse.....	1	2	3	4	1	2	3	4	5
8. Mental health.....	1	2	3	4	1	2	3	4	5
9. Job descrimination.....	1	2	3	4	1	2	3	4	5
10. Effects of job transfers on families.....	1	2	3	4	1	2	3	4	5
11. Child care for working parents.....	1	2	3	4	1	2	3	4	5
12. Flexible working hours for parents.....	1	2	3	4	1	2	3	4	5
13. Unsafe or unhealthy working conditions.....	1	2	3	4	1	2	3	4	5
14. Needs of ethnic families.....	1	2	3	4	1	2	3	4	5
15. Special needs of non-English speaking families.....	1	2	3	4	1	2	3	4	5
16. Opportunity for ethnic communities to take care of their own problems.....	1	2	3	4	1	2	3	4	5
17. Discrimination because of race, age, handicap, sex, religion.....	1	2	3	4	1	2	3	4	5
18. Needs of handicapped persons.....	1	2	3	4	1	2	3	4	5
19. Child abuse and neglect.....	1	2	3	4	1	2	3	4	5
20. Spouse abuse.....	1	2	3	4	1	2	3	4	5
21. Needs of families with children in trouble with the law.....	1	2	3	4	1	2	3	4	5
22. Needs of teenage parents.....	1	2	3	4	1	2	3	4	5
23. Needs of children whose natural parents cannot care for them.....	1	2	3	4	1	2	3	4	5
24. Needs of single parent families.....	1	2	3	4	1	2	3	4	5

	"CONCERN"				"RESPONSIBILITY"				
	1	2	3	4	1	2	3	4	5
25. Effect of divorce on families.....	1	2	3	4	1	2	3	4	5
26. Effect of working mothers on families.....	1	2	3	4	1	2	3	4	5
27. Needs of families living with elderly.....	1	2	3	4	1	2	3	4	5
residents.....	1	2	3	4	1	2	3	4	5
28. Equal rights for women.....	1	2	3	4	1	2	3	4	5
29. Economic aid to needy families with children.....	1	2	3	4	1	2	3	4	5
30. Economic aid to unemployed workers.....	1	2	3	4	1	2	3	4	5
31. Economic aid to retired persons.....	1	2	3	4	1	2	3	4	5
32. Opportunities for youth employment.....	1	2	3	4	1	2	3	4	5
33. Effects of inflation on families.....	1	2	3	4	1	2	3	4	5
34. Job opportunities for the unemployed.....	1	2	3	4	1	2	3	4	5
35. Education on marriage and family life.....	1	2	3	4	1	2	3	4	5
36. Education for parenthood.....	1	2	3	4	1	2	3	4	5
37. Education on birth control.....	1	2	3	4	1	2	3	4	5
38. Education on retirement.....	1	2	3	4	1	2	3	4	5
39. Education on changing lifestyles such as step parents, single parent families.....	1	2	3	4	1	2	3	4	5
40. Education about legal rights and choices for family members.....	1	2	3	4	1	2	3	4	5
41. Abortion.....	1	2	3	4	1	2	3	4	5
42. _____	1	2	3	4	1	2	3	4	5
43. _____	1	2	3	4	1	2	3	4	5

II. It is very important for us to know more about the people filling out this survey. All individual responses will be kept confidential. Please circle the appropriate number and fill in the blank.

- | | |
|--|--|
| <p>44. What county do you live in? _____</p> <p>45. How old are you? _____</p> <p>46. Sex 1. Female 2. Male</p> <p>47. What is your ethnic group?</p> <p>1. Hispanic</p> <p>2. Black</p> <p>3. American Indian</p> <p>4. Oriental</p> <p>5. White</p> <p>6. Other, (specify) _____</p> <p>48. What is your total family income?</p> <p>1. Under \$5,000 _____</p> <p>2. \$5,000 - \$10,000 _____</p> <p>3. \$10,000 - \$20,000 _____</p> <p>4. \$20,000 - \$30,000 _____</p> <p>5. Over \$30,000 _____</p> | <p>49. What is your religion, if any?</p> <p>1. Catholic</p> <p>2. Jewish</p> <p>3. LDS</p> <p>4. Protestant, (specify) _____</p> <p>5. Other, (specify) _____</p> <p>50. What is your marital status?</p> <p>1. Married, living with spouse</p> <p>2. Married, living separately</p> <p>3. Widowed</p> <p>4. Divorced</p> <p>5. Single, never married</p> <p>51. Do you have children?</p> <p>1. Yes</p> <p>2. No</p> |
|--|--|

III. If you have any questions or concerns about this survey, please call us at 255-5191. Thank you for your cooperation.

Please return this survey by March 21, 1980 to:

White House Conference on Families
 Governor's Council on Children, Youth and Families
 P. O. Box 6113, SDC
 Phoenix, Arizona 85005

APPENDIX B

INTERVIEWER TRAINING MANUAL

INTERVIEWER INSTRUCTIONS

WHITE HOUSE CONFERENCE ON FAMILIES
ARIZONA FAMILY ATTITUDE SURVEY

MICHAEL J. O'NEIL, PH.D.
PROJECT DIRECTOR

CENTER OF CRIMINAL JUSTICE



Arizona State University
Tempe, Arizona 85281

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STATEMENT OF PROFESSIONAL ETHICS

All interviewers for the Center are expected to understand that their professional activities are directed and regulated by the following statements of policy:

The Center undertakes a study only after it has been evaluated in terms of its importance to society and its contribution to scholarly knowledge. It does not conduct studies which are, in its opinion, trivial, of limited importance, or which would involve collecting information that could be obtained more easily by other means, and it does not undertake secret research or conduct studies for the sole benefit of one individual, company, or organization. The Center is a community of scholars whose findings are available to everyone. Every effort is made to disseminate research results as widely as possible; this is done through books, journal and magazine articles, news releases, papers presented at professional meetings, and in the classroom.

The rights of human subjects are a matter of primary concern to the Center and all study procedures are reviewed to ensure that individual respondents are protected at each stage of research. While it is the Center's policy to make study findings public, the utmost care is taken to ensure that no data are released that would permit any respondent to be identified. All information that links a particular interview to a specific respondent is removed as soon as the interview is received at the Center; this information is maintained in special confidential files while the study is in progress, and is destroyed after the study closes. Interviews themselves are identified only by numbers.

The Center's strict precautions to protect the anonymity of respondents will be undermined if the interviewer does not treat information concerning respondents with equal regard. Interviewers perform a professional function when they obtain information from individuals in personal interviews, and they are expected to maintain professional ethical standards of confidentiality regarding what they hear and observe in the respondent's home. All information about respondents obtained during the course of the research is privileged information, whether it relates to the interview itself or includes extraneous observations concerning the respondent's home, family, and activities.

ABBREVIATIONS YOU MAY SEE THROUGHOUT THESE INSTRUCTIONS
AND IN THE INTERVIEW SCHEDULE

R.....respondent
I'er.....interviewer
I'w.....interview
DK.....don't know
Q'aire.....questionnaire
RQ.....repeated (survey) question

LIST OF PERMISSIBLE SHORT FEEDBACKS

Uh-huh
Thanks
Thank you
I see
Hm-mm

Section A

GENERAL INTERVIEWER INSTRUCTIONS

Al. General Background

One goal of survey research is to gather attitudes and information from a small group of people so that we know more about a larger group of people. It is very important that the small group be selected so that the larger group is truly represented. In some surveys respondents are chosen through some system in which those selected are a true random or probability sample of the larger group.

In this study, the sample consists of telephone numbers generated by a computer such that they are representative of all telephone numbers within state of Arizona. This means that responses from this "random sample" of telephone numbers will truly reflect the responses which would be obtained if all telephone households were interviewed. That is, if a quarter of the sample say that they were victims of a crime, or 15% say they reported their victimization these figures reflect the behavior that would be reported by the entire Arizona population. This will be true only if all of the research procedures are carried out properly.

Elaborate rules and procedures are required for accurate measurement to insure that our small group truly reflects the entire population. It is for this reason that you will find we are very strict in the application of procedures.

We must be careful that we measure each respondent's feelings and behaviors in the same way if we want the results to generalize accurately to the population. If we ask some question of part of the sample (or small group) and other questions of the rest of the sample, we ruin the scientific procedures

which guarantee that the sample truly represents the larger group. For example, we cannot discuss how people feel about doctors if we don't ask everyone in the sample how they feel about doctors. Similarly, we must ask the question in the same way for each person. When we ask the same question in two different ways, it actually becomes two different questions. If we want to talk about how the large group would answer a question, then we must make sure we ask each person in the sample the same question in the same way.

This brings us to interviewing -- the procedures by which the questions are posed and the techniques by which interaction with the respondent is guided and directed. A major difficulty with interviewing is that each interviewer is different and creates a different interactive pattern with the respondent. Some people have suggested that interviewing by machine might avoid these individual differences. A machine could be programmed to say the questions and then wait for the respondent to answer into a recording device. The trouble with this is that the human touch is often needed to determine whether the respondent understands the question (it might need to be repeated) or whether the respondent has said enough to fully answer the question. Perhaps the respondent didn't hear the question clearly and wants it repeated. We could program our machine to repeat questions. But what if our question asks about eyedocors and the respondent begins to talk about dentists? It would be impossible to program our machine to fully deal with that situation. (Additionally, most respondents would probably much rather have a person listening than a machine!)

So, where are we? Our goal is to have standard question; yet, our interviewers are human. Therefore, we try to constrain the interviewers in several ways so that their interviewing behavior will be as much alike as

possible. All these constraints are described in the general instructions, and you should understand that they are designed to make the way the questions are asked the same for each respondent. Think of this example: a doctor takes Fred's blood pressure at 3 a.m. Fred then walks across town to another doctor and has his blood pressure taken once again. If Fred's blood pressure is higher the second time, under what circumstances can we say Fred's pressure actually went up? Only if both instruments are used properly. Both instruments must be adjusted in the same manner. Both gauges must be read correctly.

The questionnaire in a survey is the measuring instrument. To get the same quality of reading from each respondent, interviewers (like the doctor) must measure the respondent using proper procedures - the same questions, the same probing for clearer answers, and the same professional manner.

Sometimes the researchers have worded a question awkwardly. But it is still important that interviewers adhere strictly to the interview as it is written so that all respondents answer the same awkward question rather than several other versions of it. Most procedures are commonsensical as well as important for standardization, such as speaking slowly and clearly so that the respondent will hear the question. Because we feel this standardization is so important to assure that we are measuring each respondent in the same manner, we have tried to standardize as much of the interviewer's speech and actions as is practical. So when we insist that you use exact words in interacting with the respondent, you now realize why.

A2. Monitoring the Telephone Interview

Definition (what monitoring is). Each interviewer will be regularly monitored by the supervisory staff of the telephone facility. Monitoring means that a supervisor listens in on an actual telephone interview, makes an objective written evaluation of the interviewer's performance, and then dis-

cusses this evaluation with the individual interviewer in a post-interview session.

Philosophy (why monitoring is done). Monitoring is done for several reasons. It gives the interviewer an objective report on her progress in using correct interviewing, recording, and editing techniques. It also gives the study staff a reliable measure of the "quality control" on their projects; that is, they can be confident that the data collected are as accurate and as free from interviewer error and bias as is possible.

Frequent monitoring is especially important in telephone interviewing, because the telephone interviewer takes many more interviews in a shorter period of time on any given project than does the field interviewer. Thus an uncorrected interviewer error can produce serious distortion in the research results.

Although the monitor usually does a rather thorough evaluation, it is generally neither possible nor productive to give a minutely critical analysis at each feedback session. Instead the monitor will concentrate on working with the interviewer on those parts of the interviewer's performance which need immediate improvement (such as reading questions incorrectly, too rapid a pace, directive probing or reinforcing, etc.). In successive feedback sessions, attention will be given to refining the interviewer's technique.

The monitor will review the interview with the interviewer--on a question-by-question basis, if necessary -- to point out strengths and weaknesses, to check the accuracy of important respondent verbatim, and to see that the interview has been correctly edited. The monitor will also offer specific suggestions, role play, answer questions, or discuss relevant issues raised by the interviewer.

Section B

ASKING THE QUESTIONS

B1. General Instructions

Ask the questions exactly as they are worded in the questionnaire.

Since exactly the same questions must be asked of each respondent, you should not make changes in their phrasing. Avoid not only deliberate word changes, but also inadvertent ones. You may unwittingly leave out part of a question or change some of the words; or you may ask the question just as it is worded, but in an effort to be conversational, add just a few words at the end of a question. The respondent's answer is prompted by the words in the question, and a change in wording can very easily produce a change in response.

Experiments show that even a slight change in wording can distort results. For example, if the interviewer merely changes the order of response categories it might produce a bias in favor of one of them. If the alternatives or fixed response categories are varied by some of the interviewers, the responses obtained cannot be combined accurately with the responses obtained by interviewers who adhere strictly to the original wording. So, read the questions exactly as they are written and if the respondent starts to respond while you are reading a question, continue reading until you have read the entire question.

Many of the questions have underlined words. The purpose is that not only the words, but the emphases are similar for all interviews. Practice so that you can read the questions, emphasizing the underlined words in a natural manner.

Ask the questions in the order in which they appear in the questionnaire.

The question sequence is designed to create a sense of continuity and to ensure that early questions will not have a harmful effect on the respondent's answers

to later questions. Furthermore, question order needs to be standardized from respondent to respondent if the interviews are to be comparable.

Ask every question specified in the questionnaire. In answering one question, a respondent will sometimes also answer another question which appears later in the interview. Or, from time to time, when an interviewer needs to ask a series of apparently similar questions, the respondent may say, "Just put me down as 'yes' to all of them." In these cases, you may wonder whether you should skip the questions which are apparently answered. YOU SHOULD NOT. It is your responsibility to make certain, wherever possible, that the respondent is fully exposed to each question specified in the questionnaire.

On questions that have a YES category, many respondents will start off mentioning things rather than just saying "yes" and waiting for the probe question. You should be alert for this eventuality and try to ask the probe question anyway. Many probe questions ask R if there "is anything else..." or "are there any other...", or make similar requests for additional information. Do not skip such probe questions, even when in response to the immediately preceding question the respondent had said something like, "...and that's all." When this happens, you will find that the tone of voice you use for the probe can do much to make the probe sound appropriate.

In the specific question instructions you will find an exception to this rule. The exception is only when the respondent has given a specific and complete response to a simple factual item before the question is asked. For example: In the questions on education in response to the first question the respondent says, "I graduated from college, got my B.A. degree, and then went on and got a Ph.D." You should code all the education questions without asking other questions.

PRINCIPLE: All respondents should be asked the same questions. This helps to standardize the stimuli for each respondent.

B2. Pace

Studies in interviewing methodology indicate that the ideal reading pace is about two words per second. Even if you read a question correctly, it does not do much good if the words are all pushed together in a rush or lost in a mumble. A slow and deliberate pace gives the respondent time to understand the full scope of the question and to formulate a careful reply.

It is also important to read slowly for other reasons. A slow pace communicates the importance of considering the questions carefully. The respondent will take a more serious attitude when the pace is slow and deliberate.

The slow pace also communicates that the interviewer is interested in hearing the respondent's answers. A respondent will try harder if he believes that his answers are truly interesting to the interviewer, and the slow pace is a neutral way in which to communicate this interest.

You may feel at the beginning that your slow pace sounds unnatural. But familiarity with the questions and several practice sessions on inflection should bring your speaking voice the naturalness it needs for the slower pace. Do spend some time with the tape recorder practicing portions of the questionnaire and listening to the way your voice sounds until you are satisfied with it.

A common reason for a pace that is too quick is a respondent saying, "I only have a few minutes so you'll have to hurry up." Do not let the respondent bully you in this manner. If the interviewer hurries through the questions, the respondent tends to hurry also to the point of answering a question before the interviewer finishes reading it.

Although you will become very familiar with the questionnaire during the course of a study, you must remember that it is all new to each respondent, and

each should be given an equal chance to understand and respond to all of the questions.

Proper pace also requires proper timing between the end of a response and the next interviewer behavior. Feedback may either encourage or close off further response depending on the timing. Some pause should always be allowed prior to a feedback or the asking of the next question.

B3. Inflection

Especially important together with a slow pace is inflection. Watch the rising and declining tones in your voice so that the questions sound important, but natural. Questions in everyday speaking often have a rising tone in the last phrase or word as if to lead into the answer. You can encourage answers by letting your voice rise on the last word of a question. This is particularly important for long lists of similar questions which are likely to lull the interviewer as well as the respondent if not read properly.

B4. Feedback Statements

Perhaps the most difficult of the interviewing tasks is to ask the questions and give feedback statements so that they sound natural. Generally speaking, feedback consists of things you say that will give R cues that encourage him to continue to respond.

The only legal feedbacks are the following: "Uh-huh", "Thanks", "Thank you", "I see", and "Hm-mm". These are the only feedbacks that are ever permitted. (You may combine them, however, as in "Thank you, I see". Such deviations are the only permissible deviations from this listing). Above all, NEVER, under pain of severe repercussions, give any evaluative feedback such as "OK", or "good" or any comment or tone of voice that indicates approval or disapproval of the content of any answer. We want to reward and reinforce the fact that the respondent has responded appropriately (i.e., that he has answered the

question) but never to give any reaction, positive or negative, to the content of an answer except to the extent that it does or does not answer the question.

When to deliver feedbacks. Feedbacks should be given after EACH appropriate response. Never deliver a feedback when the respondent responds in a manner that does not answer the question asked or especially when the R refuses to answer a question. We do not want to give any encouragement to such behaviors whatsoever. Generally Rs will answer the questions asked, so you should normally expect to deliver a feedback after EACH response. It may seem a little unnatural but rigorous research has indicated conclusively that respondents need this sort of constant reinforcement over the phone in order to substitute for the absence of the visual cues (head nodding, observable recording of questions, etc.) that are present in face-to-face interviewing.

PRINCIPLE: R is given an initial positive feedback for good reporting behavior. If good behavior continues it should be recognized. But we do not want to provide positive feedback for poor performance. Therefore, irrelevant material should not receive positive feedback.

Never react in any way to the content of answers (except to the extent that they answer the questions asked!.) We never want to indicate any approval or disapproval of respondents' expressed attitudes on the subjects of the survey. This applies no matter how strongly you personally abhor, despise, agree with, or otherwise react to responses; no matter how racist, sexist, s.o.b., conservative, liberal, radical, or whatever they are. You should, it follows, never argue (or agree) with anything the respondent says. The reaction you are allowed to show is only of one type; the same professional, neutral, nonjudgmental demeanor no matter what your personal reaction to the content of an answer. Our purpose is to measure attitudes, not to change them or to judge them. This is a scientific commitment to understanding attitudes and behavior. In agreeing to work as an interviewer you are

agreeing to subordinate whatever personal reactions you might otherwise prefer to express in order to maintain the necessary commitment to obtaining data of the highest quality. You should think carefully about this and if you are unable to make this commitment wholeheartedly, you should not commit yourself to undertaking any interviews.

Especially, the feedback statements must sound spontaneous and as though you just thought of them. If these statements sound artificial or as though they are read from the questionnaire, they are ineffective. Moreover, you will feel embarrassed or uneasy using them because they sound unnatural. Most of us find some of the feedbacks awkward at first. "I would never say that!" or "I feel peculiar saying that," or "I'll just never be able to say that properly." To overcome this, you must approach the task as an actor does a play. Learn the statements and practice them. Use a tape recorder, read questions and feedbacks and listen. Do they sound spontaneous and natural? If not, why? Practice again. Soon you will find that they are a part of your "interviewer role" and are comfortable for you to use.

The feedback is tied to the requirements of each question and any instructions that may go along with it. In this way, we hope to standardize the interview in a very important way, by controlling the interpersonal behavior that goes on during the course of an interview. In order for this idea to work, you must do several things. First, you must eliminate extraneous comments and conversation from the interview. Where we have provided you with something to say, you must make sure that this gets through to the respondent. The scenario for a typical question might go like this: you have asked a question and the respondent has given a response; the first thing to do is to decide whether this response is adequate to meet the demands of the question.

These requirements will generally be clear from the wording of the question and any instructions that go with it and from the feedback provided for it. The third thing you must do is to provide the appropriate feedback for the response given. When the respondent has met the requirements of the item, you will say a short phrase telling him so. It is important to use only the probe that is written in the questionnaire.

As stated earlier, feedback statements ("I see," etc.) should appear spontaneous, not read off the page. It is also important to allow a slight pause after the response before giving the feedback.

So, all communication from you to the respondent must conform to the rules set by the questionnaire. There must be no extraneous conversation. While this may seem mechanical, it actually gives a clear signal to R concerning his performance. It should be clear by now that much of the practice you will need in training is to insure that instructions and feedback statements sound natural and spontaneous.

Section C

SOME SPECIAL PROBLEMS

There may be times when a response doesn't quite fit the pattern we have set up in the instrument. These situations are difficult to anticipate and so we cannot standardize procedures to straighten things out. But we do want to formulate some rules for you to follow in these cases so that we can insure some comparability between your reactions to them and any other interviewer's behavior. This goes back to the notion of standardizing the measurement process so that we can be sure that each respondent gets the same (or very nearly the same) interview experience. Here, then, are some difficult situations and what you should use in each of them.

Cl. Respondent Questions.

One of the responses that could give you trouble during the course of the interview is a question by the respondent to you about the nature of the question you have just asked. For example, after you have asked how fair the police are in handling people like yourself, the respondent replies "Well, I once got a ticket for something I didn't do, is that the sort of thing you mean?" In another case, you ask the respondent how he evaluates police protection in his neighborhood. He may respond by asking, "What do you mean by 'police protection'?" These situations require some responses from you which will enable the respondent to answer the question meaningfully. Here are the rules to follow in these cases.

Your first, and probably most effective response is to repeat the original question. It may be that the respondent didn't hear all of the words, or wasn't paying complete attention. Repeating the question may clear up this kind of confusion quickly and easily. Some situations will only require that you repeat part of the question in order to have the respondent understand it. You must, however, not change the original wording.

Another type of question the respondent may ask is about a particular term in the question. Repeating the question, or some part of it, will insure that the respondent has heard all of the words correctly. Use this response if it appears that some words were missed or misinterpreted. But if the respondent has heard the word and asks for a definition of it, say "If the term isn't clear, let's go on," and go on to the next question. Under NO circumstances should you attempt to define a word for the respondent.

PRINCIPLE: Except when specifically stated, the respondent should define for himself all the meanings and definitions of the questions.

C2. Irrelevant Responses

A second type of response problem is the irrelevant response. This answer simply misses the point of the question, as when the respondent tells you about his operation when you ask about his visits to the doctor. The response may again be the result of the respondent's not hearing the question correctly, and so your remedy for this situation is to repeat the question. This technique will also work in the cases where the respondent has heard the question but has misconstrued it.

PRINCIPLE: The respondent should use his own definition, but we want the question understood.

C3. If the respondent asks something which is covered in the question-by-question instructions, you should give a direct answer.

Example --- Respondent: "Does a chiropractor count as a doctor?"

Interviewer: "No" (Because instructions say they are not included.)

PRINCIPLE: The exceptions to self definition by the respondent are when we do want the respondent to use our definition.

C4. The "I Don't Know" Response

The "I don't know" answer can mean any number of things.

For instance:

- The respondent doesn't understand the question and answers "don't know" to avoid saying he doesn't understand.
- The respondent is thinking the question over and says "don't know" to fill the silence and to give time for thought.
- The respondent may be trying to evade the issue or may feel that a question is too personal and doesn't want to hurt the interviewer's feelings by saying so in a direct manner.
- The respondent really does not know, or does not have an opinion or attitude on the subject.

If the respondent actually doesn't have the information requested, this is in itself significant to the survey result. It is the interviewer's responsibility to be sure that this is, in fact, the case and not mistake "I have no opinion on that" for "Wait a minute, I'm thinking."

When a respondent gives a "don't know" answer:

- (1) wait a few seconds to give the respondent time to think. If the respondent still does not give an answer,
- (2) check "don't know" answer (code 9), and;
- (3) repeat the question. Always repeat the question unless the respondent has elaborated on the "don't know" in such a way that it is clear that he really means it.

PRINCIPLE: "Don't know" is a valid response, but we want to be sure the respondent is giving a true "don't know" and is not giving the response for some other reason.

C5. The Respondent Answers in Terms of Other People Rather Than Self

Respondents sometimes answer questions referring to other people rather than to self. When this happens, you should repeat the question (or the appropriate part of the question) stressing "you". The rules on repeating the questions may be confusing. The only occasion on which the question can be repeated is when the respondent fails to understand. This may be indicated by a query as to what was meant by the question, a "don't know," or an irrelevant response, etc. The question can be repeated only once.

The rules for repeating the question do not apply to subquestions or probes. These should be repeated only if the respondent says he doesn't understand or specifically asks for clarification. The exception is when the respondent answers a "scale" question not using one of the response choices. The scale should then be repeated. For example: "Has crime increased, de-

creased or stayed about the same." Response: "Oh, it's not so bad." Repeat responses, "increased, decreased or stayed about the same."

PRINCIPLE: We want to keep the techniques and questions as standard as possible for all respondents. Therefore, we want to give an additional stimulus only to clarify the question and not to get additional information. You should not repeat the question or a probe to gain additional information. Even, if the information appears to be incomplete and even unclear, do not probe further. Use only those probes or subquestions on the questionnaire.

C6. When to Give Feedback

For feedback statements to be effective, they must meet three criteria:

1. Sound spontaneous, not read.
2. Be given at the appropriate time.
3. Be given so as not to close off responses.

Spontaneity in giving feedback is achieved simply by "learning" the statement and saying it as though you mean it. This comes only with practice and familiarity.

The appropriate time for delivering feedback is soon after the respondent has made a response and you are recording.

Timing is important. If feedback is given before the respondent has completed the response, it is likely to cut off added response. Therefore, allow some pause after the response to be sure the respondent has finished. (The timing of feedbacks is similar to that of a comedian delivering the punch line. Its effectiveness all depends on timing.)

PRINCIPLE: Both timing and naturalness of delivery of feedback statements are crucial to their effectiveness.

C7. When to Skip a Question

Occasionally a respondent will give a complete answer to two or three questions at one time. On questions of fact where a complete and exact response has been given, the answer can be recorded without asking. For example:

On a question about drinking hard liquor during the past month, if the respondent says, "I don't often drink hard liquor but a few days ago we were invited to a party and I had two drinks. That's all I drank last month." ---

This response answers two questions completely:

1. How often he drank (once)
2. How much he drank (two drinks)

In cases where a partial response was given or the question asks for opinions, not facts, the question must be asked.

PRINCIPLE: Skip a question only when it asks for facts (not opinions) and only when it is fully answered in preceding questions.

C8. If the Respondent does not Answer in one of the Exact Categories Given in the Question for Evaluative Questions.

Example: The response categories given to a particular question are "excellent, good, fair, or poor." The respondent answers by saying "adequate", or "OK, I guess". The interviewer's response should be to repeat the question: "Would you say that.....(exact text of original question).....are excellent, good, fair, or poor." You will be surprised--respondents will almost always answer in terms of the categories we provide on the second attempt. If they don't, record exactly what they said and take to the supervisor after the I'w is completed for coding.

PRINCIPLE: Only the respondent should place himself in a category.

C9. If the Respondent Hedges by Saying "Some do, Some don't" to a Request for an Opinion about Some Group.

Example: The respondent is asked about feelings about the quality of police services and responds by saying that some police are good, others poor. The appropriate response is to say: "Well, in general, (then repeat the original question as originally worded)". Again, you will be surprised at how almost

all respondents will now answer in one of the provided categories.

PRINCIPLE: Only the respondent should place himself in a category
(same principle as above).

SUMMARY OF PRINCIPLES

1. Except when specifically stated, the respondent should define for himself all the meanings and definitions.
2. The respondent should use his own definition, but we want the question understood.
3. The exceptions to self definition by the respondent are when we do want the respondent to use our definition.
4. "Don't Know" is a valid response, but we want to be sure the response is a true "don't know" and is not given for some other reason.
5. We want to keep the questions as standard as possible for all respondents. Therefore, we want to give an additional stimulus only to clarify the question and not to get additional information. You should not repeat the question or a probe to gain additional information. Even, if the information appears to be incomplete and even unclear, do not probe further. Use only those probes or subquestions on the questionnaire.
6. Both timing and naturalness of delivery of feedback statements are crucial to their effectiveness.
7. Skip a question only when it asks for facts (not opinions) and only when it is fully answered in preceding questions.
8. Only the respondent should place himself in a category.
9. Do not "force" responses into a category where they do not belong.

INTRODUCTIONS -- THE BEGINNING OF THE INTERVIEW

D1. The Importance of High Response Rates

Unfortunately not all people agree to be interviewed. This is an issue of serious concern to survey researchers and to us in this study.

To refer briefly to the basis of survey research, the principle is that one can draw a "random" or probability sample of the United States population and generalize from that sample to the population. To make this generalization with assurance requires that each person selected into the sample be interviewed. This is important because people who decline an interview may be different in some important characteristics from those who grant an interview.

Suppose that people who are very busy refuse an interview because it takes time. Such people may come from a particular segment of society; business executives, high income, high education, etc. If such people are not included in our sample, the results may be biased; that is, they would not adequately reflect that segment of the population. Such people may be less concerned about crime, less victimized, more favorable towards the police, healthier, see doctors less frequently, spend more for health insurance, watch TV less, watch different programs than others, etc. If we fail to interview them, our overall results will be an inaccurate picture of the entire population.

Thus, obtaining interviews from a high proportion of our selected sample is crucially important to the accuracy of the findings. We will put emphasis on and will measure interviewer success in part on the response rate--the percentage of people who are successfully interviewed.

In asking the questions, the introductory statements are to be used exactly as written. You are also being provided with statements which can be used in addition to these introductions to answer respondent questions, or when you think they are needed to prevent a refusal. (They are appended). Problems of refusals and techniques for overcoming them will be discussed in detail during the training.

D2. How to Get Respondent Co-operation

Introducing yourself and persuading the respondent to give the interview is probably one of the most critical and difficult parts of telephone interviewing. You have almost none of the aids that the field interviewer has: physical presence, identification, letters of introduction, newspaper clippings, Chamber of Commerce registration, etc. On some projects, our respondents have been sent a letter in advance, but we cannot really depend on the respondent's having received and/or read it.

Thus you must, during the crucial first minutes of the initial contact, convince the respondent of four things:

1. That you are a professional interviewer,
2. that you are calling from and for a legitimate and reputable organization (ASU-COPP),
3. that you are engaged in important and worthwhile social research,
4. that the respondent's participation is vital to the success of the research.

Your voice and your words must convey your credibility. You should be serious, pleasant, and self-confident. This is no time for giggles or other nervous gestures. If you don't take yourself and your work seriously, it is unlikely that the respondent will. Make a special point of speaking slowly and clearly; this prevents confusion and sets the tone for the interview.

Self-confidence comes from being well-prepared. You should assume that

the respondent will be friendly and interested and that if he isn't, it is because he is not yet informed about why you are calling.

You must also be prepared to discuss the nature and purpose of the particular study you are calling about. To prepare yourself for this, you should read the pertinent material in the Q-by-Q and listen carefully to the study director at the training session as he explains the research. Written notes may help clarify and fix the fine points in your mind.

If a respondent asks, "What is this about"? he may want to know everything from the sample size to the name of the study director. You should be ready for this. Usually, however, a more general answer will suffice. (See handout for suggestions).

Frequently when the respondent wants to know what it's all about, he is concerned that the interview may be a test that will make him appear ignorant. Now you must persuade the respondent that his participation is vital.

For example: R.: "Well, I don't know--I don't know much about the police."

I'er: "I see. We need to find out that kind of information too. I'd like to point out that there aren't any right or wrong answers to our questions; we're only asking for your opinion. I'm sure you'll find it interesting, and we'd really appreciate knowing how you feel on these topics."

The question, "Who will see this information?" may be double-edged. The respondent may want to know how the research results will be used, or he may be concerned with confidentiality (or both). If in doubt, answer both objections.

D3. Other Suggestions for Introductions

Don't ask a question of a respondent that can be answered "no". Many interviewers find this difficult to do, because they have been raised from

childhood to politely ask permission. Once you become aware that you are setting yourself up for refusals, however, you will find it easier to replace your questions with statements. For example, instead of asking:

"May I talk with you now?" or

"Is this a convenient time to do the interview?"

Try saying,

"I'm hoping I can talk with you now." or

"I'd like to do the interview with you now." or

"I've been told I can talk with you now." (if appointment)

When it is necessary to make an appointment, don't ask when would be a convenient time. Begin by suggesting alternate days and times (preferably shifts when you work).

"I could give you a call on Thursday evening."

After setting the appointment, a nice final touch is to say:

"I'm looking forward to talking to you."

Don't allow long pauses in the introduction. Listen carefully to the respondent, then present your case in a clear, straightforward, confident manner. If you pause, and the respondent says nothing---keep talking!

D4. The Reluctant Respondent

A good technique to use when a respondent is expressing reluctance or hesitation is active listening. This involves listening closely to what the other person is saying, rephrasing what he has said, and then reflecting it back to him. Everyone appreciates being listened to and if by chance you have misunderstood the respondent, he will usually correct you quickly.

R.: "I don't know about giving information over the phone."

I'er: "I can understand your reluctance to give information over the phone. You think you can't really be sure you know who you're

talking to. A lot of people feel that way. So why don't you take down our number. You can check it out with your local operator or you can call us collect just to reassure yourself."

The respondent may do this, or feel reassured enough by the offer or he may indicate that the problem is somewhat different.

R.: "Well, I think you're probably legitimate---but I don't like giving out personal information. I don't know who will see it..."

The interviewer should now realize that confidentiality, not our identity, is the problem, and can focus on this particular concern and allay it.

If active listening could be reduced to a formula, it might be the following:

"I understand...(your concern)..., but...(this is how we can solve it)."

Above all, let the respondent know that you hear him. Too often in the rush to secure an interview, we really don't listen to what the respondent is telling us.

Most refusals fall into one of two categories:

- 1) the respondent is reluctant because he doesn't have enough information (about us, the study, etc.) or
- 2) we called at a bad time.

Use active listening to determine which category your respondent fits. If the first, you might want to use the "I'd like to tell you more about our study" approach. If the second, apologize for calling at an inopportune moment and indicate you will call back when more convenient.

If you're not sure you have any specific issue to deal with (e.g. the respondent who keeps saying, "I'm not interested"), pick an issue (time, confidentiality, importance of the study, etc.) and begin to discuss it.

It is quite possible you will strike a responsive chord somewhere with this shotgun approach, and you may crystallize the respondent's objections so you can deal with them specifically.

If coming to a dead-end, leave graciously; but keep the door open.

"We'll give you some time to think it over and give you another call in a week or so."

If the respondent hangs up on you, you might try calling back immediately and saying, "I'm very sorry. We seem to be having trouble with the phone lines. I think we were disconnected."

If there has been a lapse of time after the hang-up, begin by verifying the telephone number before you introduce yourself: "Is this ###-###-####?"

When preparing to do a refusal conversation, try writing down what you want to say. This helps focus your thoughts, gives you something to get started with, and, if the respondent is not home when you call, the notes can be kept with the coversheet and used the next time you call.

D5. Some Suggested Responses to Recurrent Questions

You may find some of the following "canned" responses useful in responding to reluctant respondents. Feel free to use any of these where appropriate or to adapt them to a particular context.

SOME SUGGESTED RESPONSES TO RECURRENT QUESTIONS

WHERE ARE YOU CALLING FROM? (OR WHAT IS THE COLLEGE OF PUBLIC PROGRAMS?)

The College of Public Programs is part of Arizona State University. In addition to teaching at the University, the faculty in the College conduct research on issues of broad public interest.

OF WHAT USE ARE SURVEYS?

Every day decisions are made which affect the lives of millions of people and which involve large amounts of money. All too often, the people who make these decisions do not have all the information they need to make wise choices. By taking surveys, we can get information not available in other ways on the opinions of the American people. We only conduct studies we feel are important to society and that will contribute to scholarly knowledge or public policy. (We do not market research).

(MORE SPECIFIC QUESTION): OF WHAT USE IS THIS PARTICULAR SURVEY?

Results from this survey are written up in a report to the Arizona delegates to the White House Conference on Families. Results will help them know how Arizona citizens feel about important issues facing the family.

(CONFIDENTIALITY/PRIVACY): WHO WILL SEE MY ANSWERS? WHAT WILL HAPPEN TO MY ANSWERS?

After I record your answers they are combined with the answers given by hundreds of others all over Arizona. These are used in writing up a report of the results. There is, however, no way that you could be identified personally. Any identifying information, such as your phone number, is kept strictly separate from your interview in special confidential files. These files are destroyed after the study is over. (No information on individual responses is ever released; all information is held in strictest confidence).

WHY ARE YOU CALLING ME WAY OUT HERE IN _____?

We are interested in finding out how people all over Arizona feel about these topics. To do that we have to call people throughout the state.

HOW DID YOU GET MY NUMBER? HOW DID YOU PICK ME?

In order to be sure we interview a representative group of people, we select telephone numbers from all over Arizona. We don't know anything at all about you, except your phone number. However, we do know that in order for our results to be accurate, it is very important that we interview people at all the numbers we've selected; substitutions are not permitted, we can't just call someone else.

WHY DON'T YOU CALL SOMEONE ELSE?

We want to be sure we interview a representative group of people, so it is important that we talk to busy people as well as people who have more time. So in order for our results to be accurate, it is very important that we interview people at all the households we call; we can't make substitutions or call anyone else. That is why we need your help.

I'M BUSY!!

I understand that you have a busy schedule, but it's very important that we speak with busy people like yourself in order to get an accurate cross-section of opinion. We know that your time is valuable (that you're concerned with tying up your line, or whatever) that's why we are concerned about doing this at a time convenient to you. Even a few minutes at a time would be a big help. We're open from 9 in the morning until 10 at night; I'm sure we can find a time that would fit your schedule. I could give you a call at _____ (suggest time and day when you are scheduled to work.)

I DON'T KNOW MUCH ABOUT THAT: WHY DON'T YOU ASK SOMEONE WHO KNOWS MORE ABOUT THAT, ETC?

We think that everybody's opinions are important. The interview is not a test; there are no right answers. Most of the questions are about your own opinions and experiences. I'm sure you'll find the interview interesting, and we'd really appreciate knowing how you feel. Of course, if there is a particular question you would rather not answer, just say so and we'll go on to the next question.

IMPORTANT NOTE CONCERNING HIGHLY SUSPICIOUS RESPONDENTS

If the respondent is highly suspicious that the survey is really for some illegitimate purpose or that we are not who we say we are, you can feel free to give them a phone number where we can be reached by them dialing us (we will provide this number once we are settled in to your interviewing site).

SECTION E

GENERAL PROCEDURAL ISSUES

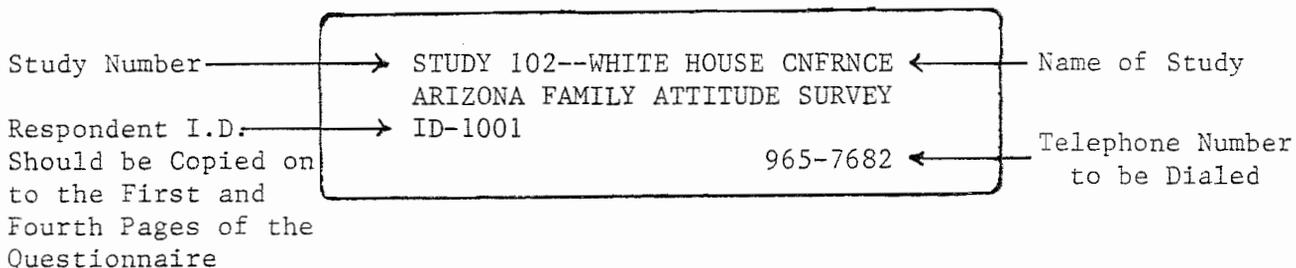
E1. The Coversheet

The way these telephone numbers were selected does not guarantee that the number you call will be residential, but it does increase the likelihood that the number belongs to an actual telephone and is not just an empty set that the telephone company is not using.

If a young child answers the telephone, ask to speak to his/her father first, if father is not available, then the mother. If a teenager, use your best judgment about whether they seem responsible and knowledgeable enough to give meaningful answers for the household. When in any doubt, the criterion is 18 years or older. Although you want to catch (and hold) the attention of the erstwhile respondent (or informant), please do not rush through your introduction; speaking slowly and clearly need not be monotonous. The emphasis should be on Arizona State University.

E2. Facsimile of a Label on Coversheet

A label identifying the telephone number to call, such as shown below, will appear on the first page of each coversheet.



E3. Call Records

Record the result of every call first on the coversheet, then on the Interviewer's Tally Sheet. The data in each call record is coded and it is important that it be accurate. Remember, every call has some result--be sure to record it. Include the actual interview in the call record as the last call and code the result "01." Please record only one result per call. If more than one result code applies, make an explanatory note in the "Notes" section of the coversheet.

If there is anything unusual about a call or anything that needs an explanation, make whatever explanatory notes are necessary in the "Notes" section of the coversheet. All comments in the "Notes" section should be referenced with the appropriate call number. If you feel a need to explain what happened to a supervisor it probably means some explanation is necessary in the "Notes" section. Remember, the next caller (if a callback is attempted) will only know what you have recorded about the results of your attempt. Use this section to make any comments that would aid a callback interviewer.

INTERVIEW

01 Completed interview the interview is granted, taken, edited and all is done. SUPERVISOR.

05 Partial interview the interview is only partially complete, no more calls to be made. SUPERVISOR must decide to code 05. Normally a partial is a 15.

HOUSEHOLD CONTACT - NO INTERVIEW COMPLETED

11 Appointment with R a specific appointment set up by respondent himself/herself has been made. KEEP OR SUPERVISOR

12 Call back; best time for R known no specific appointment made but the respondent did indicate a "good time" to call back. Note this in "NOTES" section. KEEP OR SUPERVISOR

13 Call back; best time for R not known no specific, "good time" given for call back but not explicit refusal. KEEP OR SUPERVISOR

14 Initial refusal when you spoke to the respondent he said that they were "not interested", "too busy", "don't know about things like that", etc. SUPERVISOR

15 Partial interview partial completion; will make attempt to complete. KEEP OR SUPERVISOR

16 R will call back on ###-### the respondent wants to call us to be sure we're legitimate. Tell him to call ###-###. SUPERVISOR

NONHOUSEHOLD CONTACT

21 No qualified informant reached (child, babysitter, answering service, tape recording) self explanatory. KEEP OR SUPERVISOR

22 First wrong connection you reached a number other than that you dialed. When you asked, for example, "Is this 668-6977?" you discovered it was another number. Call again immediately. If the same things happens again, code 81 the 2nd time.

NO CONTACT

31 Busy signal (regular) when you dialed you heard a busy signal. KEEP (try every 30 minutes)

41 Ring, no answer the phone rang but no one answered. KEEP

42 Complete silence or "strange noise" when you dialed you heard complete silence or a strange noise on two consecutive dialings. KEEP (try later) After 6 attempts on 2 different days, code 82.

43 "Fast busy" signal busy signal twice as fast as normal on two consecutive dialings (120/min. instead of 60). Usually indicates trunk line busy. KEEP (when trunk lines are available, you should be able to get through)

FINAL DISPOSITION (ONLY SUPERVISOR CAN AUTHORIZE THESE CODES)

61 Final refusal (at least two refusals) -- take to supervisor for OK --

62 Noninterview, circumstantial (in hospital, etc.) generally this means no respondent available

63 No English-speaking respondent in household self explanatory

71 Final "fast busy" use only after verifying no trunk line saturation

72 Phone never answered after many attempts at different times, SUPERVISOR may authorize code 72.

NONSAMPLE NUMBERS

81 Second wrong connection when you redial a "22" and the same thing happens, it becomes an "81".

82 Nonworking number or temporarily disconnected an operator or recorded message tells you that this number is not in service at this time or is temporarily disconnected. (Repeat number immediately; if same message--SUPERVISOR; if not, proceed.)

83 Business (nonresidential) number the number is not assigned to a residence but to a business, hospital, school, etc. SUPERVISOR

84 Out of Arizona R says the household reached is not in Arizona. SUPERVISOR

85 Number changed an operator or recorded message indicates that the number has been changed. Repeat dialing immediately. If same message, code 85 and give to SUPERVISOR. DO NOT INTERVIEW.

"INTERVIEWER'S TALLY SHEET"

(N.B THIS SHEET MUST BE FILLED OUT EVERY DAY YOU WORK AND TURNED IN AND SIGNED BY THE SUPERVISOR BEFORE YOU LEAVE.)

I'er Name _____

I'er Number _____

Date _____

TIME	PHONE #	RESULT CODE	TIME	PHONE #	RESULT CODE	TIME	PHONE #	RESULT CODE
1.	_____	_____	23.	_____	_____	45.	_____	_____
2.	_____	_____	24.	_____	_____	46.	_____	_____
3.	_____	_____	25.	_____	_____	47.	_____	_____
4.	_____	_____	26.	_____	_____	48.	_____	_____
5.	_____	_____	27.	_____	_____	49.	_____	_____
6.	_____	_____	28.	_____	_____	50.	_____	_____
7.	_____	_____	29.	_____	_____	51.	_____	_____
8.	_____	_____	30.	_____	_____	52.	_____	_____
9.	_____	_____	31.	_____	_____	53.	_____	_____
0.	_____	_____	32.	_____	_____	54.	_____	_____
1.	_____	_____	33.	_____	_____	55.	_____	_____
2.	_____	_____	34.	_____	_____	56.	_____	_____
3.	_____	_____	35.	_____	_____	57.	_____	_____
4.	_____	_____	36.	_____	_____	58.	_____	_____
5.	_____	_____	37.	_____	_____	59.	_____	_____
6.	_____	_____	38.	_____	_____	60.	_____	_____
7.	_____	_____	39.	_____	_____	61.	_____	_____
8.	_____	_____	40.	_____	_____	62.	_____	_____
9.	_____	_____	41.	_____	_____	63.	_____	_____
0.	_____	_____	42.	_____	_____	64.	_____	_____
1.	_____	_____	43.	_____	_____	65.	_____	_____
2.	_____	_____	44.	_____	_____	66.	_____	_____

(Continue on backside if necessary)

TIME SHIFT BEGAN _____

TIME SHIFT ENDED _____

SIGNATURE _____

SUPERVISOR ONLY

HOURS CREDITED _____
SUPERVISOR OK _____

Section F

INSTRUCTIONS FOR SPECIFIC QUESTIONS--"Q by Q's"

Most of the questions are self-explanatory; i.e., the objective is readily apparent. A few need clarification as to what is appropriate. Remember: it is not your job to fully explain each question. For the most part you will simply read the question and record the response.

Q1a. If the respondent asks what you mean by "concerned," your response should be, "Whatever it means to you."

Example #1. (Here the respondent gives a correct category.)

I'er: ". . . would you say you are EXTREMELY CONCERNED, MODERATELY CONCERNED, ONLY SLIGHTLY CONCERNED, or NOT AT ALL CONCERNED?"

R: "Oh, Moderately Concerned, I guess."

I'er: "Thank you."

Example #2. (In this example the respondent does not give a correct category.)

I'er: ". . . would you say you are EXTREMELY CONCERNED, MODERATELY CONCERNED, ONLY SLIGHTLY CONCERNED or NOT AT ALL CONCERNED?"

R: "Oh, I'm fairly concerned."

I'er: "Would you say you are EXTREMELY CONCERNED, MODERATELY CONCERNED, ONLY SLIGHTLY CONCERNED or NOT AT ALL CONCERNED?"

R: "Slightly."

I'er: "Thank you."

Q1b. If the respondent asks what is meant by "responsibility," repeat the entire question clearly.

If the respondent gives "individual families" or something like that as an answer, repeat the second sentence of the question with emphasis on the word outside: "If families need outside help, should this be provided by churches, community organizations, private businesses, state and local governments, or the federal government?"

If the respondent gives a multiple answer (for example, if he says, "Churches and Community Organizations"), ask, "Which one of these should have the major responsibility for assisting families who need help in this area." If R continues to insist, circle both answers, but DO NOT DO SO UNTIL YOU HAVE PROBED AT LEAST ONCE BY ASKING WHICH ONE HAS THE MAJOR RESPONSIBILITY. If the respondent gives multiple answers to subsequent questions, probe once for each and every question for which he gives a multiple response. Never accept a multiple response without probing at least once. We are interested in obtaining measures of the single groups the respondents would like to see with the major responsibility for each of these areas, and multiple responses are almost impossible to analyze (hardly much better than missing data), so all multiple responses should be probed.

Questions Between 1b and 2. The purpose of the first sequence of questions is to determine whether the phone number we have reached is really a home phone. We want to have an equal chance of reaching everyone. Therefore, we can't allow the possibility of reaching some people at both their businesses and in their homes. It is possible that some people will have home phone numbers which also serve as business numbers.

Number verification is important. It is vital that you verify the number that was REACHED. Not only is there always a possibility of a dialing error, but even if you DIALED the right number, the telephone company's switching system frequently misconnects. This means that some numbers can be reached by dialing more than one number, and unless we decline to interview numbers reached by bad connections, we do not have an equal chance of selecting everyone.

Questions 2-41. For each of these items there are two questions. The first is identical to 1a, the second to 1b. Use the handout entitled "STEM QUESTIONS" to read the text of these questions; do not trust the text to memory, no matter how well you think you know the question.

All of the instructions for questions 1a and 1b apply to questions 2-41 equally. In addition, if the respondent should ask what any of the items mean (for example, "What do you mean by 'ethnic families'?"), your proper response is, "Whatever it means to you." If pressed, you may indicate that you are not allowed to answer questions about questions.

Questions 42-49. If R resists, stress the confidentiality of the survey, its use for research purposes only, etc. (Note the form of the instruction for Question 48 as a possible response if R asks why we are asking such "personal" questions.)

Q42. If the respondent does not know his county, get the name of his city or town. Write in the name of the county on the line provided and then circle the correct category. (Metropolitan Phoenix is in Maricopa County, Tucson is in Pima County.) If you are unsure of the county, leave the

encircled response category blank. As long as you write the name of the Town or City, we can look up the correct county later.

Q43. Beware that in this question the response categories provided are not worded exactly the same way as the categories in the question. The order of the categories is changed also. The meaning of the categories is identical in the question and the response categories, however. (For example, "separated" in the question is intended to correspond exactly to the "MARRIED, LIVING SEPARATELY" response category.) If the respondent is married but the spouse is overseas or away from home for an extended time, or the spouse lives elsewhere because of his/her job, check the "MARRIED, LIVING SEPARATELY" box. If the respondent is living with someone of the opposite sex but is not married, make a note of this in the margin but do not check the "MARRIED" box. Choose from the other boxes as if the respondent were not living with someone.

PLEASE DO NOT FORGET TO CHECK THE APPROPRIATE BOX.

Q44. Code yes whether the children presently live with the respondent or not. Likewise, adopted or foster children also count. Count children living in the home for whom the R is responsible, even if they are not blood relatives of the respondent.

Q45. Note that the response categories are in a different order from the wording of the question. The categories used in this question are based upon the requirements of the Federal Government for statistical reporting on race and ethnicity. The categories are defined as follows:

1. Hispanic. A person of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture of origin, regardless of race.
2. Black. A person having origins in any of the black racial groups of Africa.
3. American Indian. A person having origins in any of the original peoples of North America, and who maintains cultural identification through tribal affiliation or community recognition.
4. Oriental. A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, India, Japan, Korea, the Philippine Islands, and Samoa.
5. White. A person having origins in any of the original peoples of Europe, North Africa, or the Middle East.

A person of mixed racial or ethnic origin should be classified according to the way he is recognized in his community. If the respondent demurs, do not insist. Ethnic origins may not always be clear even if the respondent cooperates. Do the best you can and describe any dilemmas in the margin.

Q46. If the respondent asks, this question refers to all income whether derived from working or from investments of any kind. If the respondent asks, you may also tell him that if more than one person in the household works, earnings from all workers in the household should be included. If the respondent gives an exact dollar figure that corresponds to one of the demarcation points you should probe ONCE as follows:

I'er: ". . . was your family income less than \$5000, between \$5000 and \$10,000, between \$10,000 and \$20,000, between \$20,000 and \$30,000, or over \$30,000?"

R: "\$20,000."

I'er: "Would that be between \$10,000 and \$20,000 or between \$20,000 and \$30,000?"

R: "Our income was just under \$20,000, so I would say the lower category."

I'er: "Thank you."

If the respondent refuses to distinguish after a single probe (for example, he says, "Exactly \$20,000" to the probe), simply code the higher category.

Q47. For "Protestant" be sure to get a denomination. For "Other" be sure to get the R to specify. "Other" means that the R very definitely has a religion, it just is not one of those listed above. "None" means R says he has no religion. Note that this question pertains to religious identification, not church-going. One need not be active in a church or attend services to have a religious identification.

Q48. If the respondent demurs, try to get an approximate age. If the R resists or wants to know why we are asking, say, "The only reason we ask is to help us know whether older and younger persons have different attitudes on these questions, we never release any information about any individual." The same explanation may be adapted for objections about any of these demographic ("personal") questions.

Q49. Ask respondent sex only if you are not certain.

After the Interview

Write your two digit interviewer number in the place provided in the right margin. This is the number you were assigned during training and will not change throughout the study.

Place the appropriate result code on the coversheet.

Review the entire interview to ensure that all responses are filled in. Be sure that the specifications, if required, are indicated for Questions 42, 45, 47, and 48.

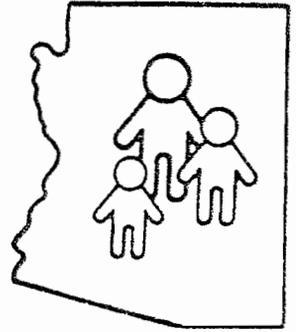
Make sure that all responses are clearly indicated. Remember, the keypunchers will not be able to read your mind, nor will you be able to remember what you meant several days from now.

APPENDIX C

MISCELLANEOUS ADMINISTRATIVE DOCUMENTS

1. Memorandum/Coverletter (to accompany the self-administered questionnaires)
2. Coding Instructions (for processing the self-administered questionnaires)
3. Stem questions (for reference by telephone interviewers)
4. Telephone Survey Final Disposition Sheet (for response rate data)

White House Conference on Families



M E M O R A N D U M

TO: Citizens of Arizona

FROM: Steering Committee, Arizona White House Conference
On Families

RE: Survey of Issues of Concern to Arizona Families

A two step process has been designed by the Steering Committee to gather information on the issues of concern to Arizona Families. This information will be used as the basis for Arizona's report to the Regional White House Conference on Families in Los Angeles, California in July. The first step is through testimony presented by citizens at the 6 regional hearings.

The second step is through information gathered from this survey. The basic assumption upon which this survey was built is that the Steering Committee supports the individual family as the unit to handle these issues. Only when the family or the family's network of friends and relatives are unable to assume this responsibility should outside agencies become involved. The role of such agencies should then be to assist the individual family in developing the resources and skills necessary for a full and rich existence.

The purpose of the "main responsibility" section of this survey is to gather information about who you think should have the major responsibility for assisting families who need help in these areas when the individual family or the family's network of friends and relatives are not able to provide assistance. This information will be of great value to a variety of community groups, agencies, policy makers, and government in planning for programs and services to assist families when they need help.

We invite you to participate in this survey. Your views are important.

CODING INSTRUCTIONS

Coding for each mailed questionnaire will be accomplished on four lines of a coding sheet. Skip a line between each questionnaire.

The following is a list of column pictures:

<u>Column Number</u>	<u>Description</u>
<u>Line 1</u>	
Columns 1-3	<u>ALWAYS</u> code 103
Columns 4-7	Case ID number from upper right hand corner
Column 8	<u>ALWAYS</u> code 1
Column 9	Code 1 for blue; code 2 for gold; if xeroxed, code for color of other surveys with which this survey is banded.
Column 10	Code circled number at top of page; indicates location; if no number, check envelope for postal stamp of city and code Phoenix=1, Tucson=2, Flagstaff=3, Yuma=4, Sacaton=5, Nogales=6.
Columns 11-76	Question 1 through 11, code as follows: "Concern" section code as indicated. If 1 circled, code 1; if 2 circled, code 2; etc. "Responsibilities" section will be coded for each individual response. EXAMPLE: For columns 12-16, if churches is circled, code 1 in col. 12, code 0 in col. 13, code 0 in col. 14, code 0 in col. 15, and code 0 in col. 16. If 4 and 5 are both circled, code 0 in col. 12, code 0 in col. 13, code 0 in col. 14, code 1 in col. 15, and code 1 in col. 16. This process is used for the entire "Responsibilities" section. Any missing responses code as 0.
<u>Line 2</u>	
Columns 1-3	<u>ALWAYS</u> code 103
Columns 4-7	Case ID number, same as in line 1.
Column 8	<u>ALWAYS</u> code 2

(Line 2--continued)

Columns 9-80

Questions 12 through 23; follow the same instructions for "Concern" and "Responsibilities" sections for Line 1.

Line 3

Columns 1-3

ALWAYS code 103

Columns 4-7

Case ID number, same as in line 1.

Column 8

ALWAYS code 3

Columns 9-80

Questions 24 through 35; follow the same instructions for "Concern" and "Responsibilities" sections for Line 1.

Line 4

Columns 1-3

ALWAYS code 103

Columns 4-7

Case ID number, same as in line 1.

Column 8

ALWAYS code 4

Columns 9-44

Questions 36 through 41; follow the same instructions for "Concern" and "Responsibilities" sections for Line 1.

Columns 45-46

Question 44; county ID; Code Maricopa=11, Pima=12, Pinal=13, Gila=14, Yavapai=15; Coconino=16; Mohave=17; Yuma=18; Navajo=19; Apache=20; Graham=21; Greenlee=22; Cochise=23; Santa Cruz=24.

Columns 47-48

Question 45, age.

Column 49

Question 46, sex as Female=1, Male=2.

Columns 50-54

Questions 47 through 51; code as indicated (if 1 is circled, code 1, etc.); missing responses, code 0.

Write your own interviewer ID number in the upper left hand corner of front page to indicate that the survey has been coded. Continual errors in coding will mean that you will be asked to recode your surveys. Please be careful.

Keep coding sheets and surveys together.

STEM QUESTIONS

- A. How CONCERNED WOULD YOU SAY YOU ARE ABOUT (THE) _____?
WOULD YOU SAY YOU ARE EXTREMELY CONCERNED, MODERATELY CONCERNED,
ONLY SLIGHTLY CONCERNED, OR NOT AT ALL CONCERNED?

(FEEDBACK!! "Uh-huh", "Thanks", "Thank You", "I See", or "Hm-mm")

- B. WHO DO YOU THINK SHOULD HAVE THE MAJOR RESPONSIBILITY FOR ASSISTING
FAMILIES WHO NEED HELP IN THIS AREA? IF FAMILIES NEED OUTSIDE
HELP, SHOULD THIS BE PROVIDED BY CHURCHES, COMMUNITY ORGANIZATIONS,
PRIVATE BUSINESSES, STATE & LOCAL GOVERNMENTS, OR THE FEDERAL
GOVERNMENT?

(FEEDBACK!! "Uh-huh", "Thanks", "Thank You", "I See", or "Hm-mm")

VOLUNTEERED RESPONSES TO QUESTION B.

6. R INSISTS ON "INDIVIDUAL FAMILIES" OR "NO ONE" (EVEN AFTER PROBE)
7. R INSISTS ON MULTIPLE RESPONSE (EVEN AFTER PROBE)
9. DON'T KNOW OR REFUSAL

FOR ALL QUESTIONS

9. DON'T KNOW OR REFUSAL

POSSIBLE RESPONSE TO OBJECTIONS TO DEMOGRAPHIC QUESTIONS.

"THE ONLY REASON WE ASK IS TO HELP US KNOW WHETHER _____
(OLDER AND YOUNGER, PERSONS OF DIFFERENT RELIGIONS, INCOMES, ETC)
HAVE DIFFERENT ATTITUDES ON THESE QUESTIONS ABOUT THE FAMILY,
WE NEVER RELEASE INFORMATION ABOUT ANY INDIVIDUAL."

APPENDIX D

FREQUENCY DISTRIBUTIONS FOR THE RANDOM GENERAL
POPULATION TELEPHONE SURVEY OF ARIZONA
FAMILIES, THE PUBLIC HEARINGS SAMPLE,
AND THE CLUBS AND ORGANIZATIONS SAMPLE

QUESTION 1
PREVENTION OF HEALTH PROBLEMS

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	47.5	51.8	52.1
MODERATELY CONCERNED	40.1	39.0	39.8
ONLY SLIGHTLY CONCERNED	8.8	8.4	7.1
NOT AT ALL CONCERNED	3.6	0.7	1.0
TOTALS	100.0%	99.9%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	7.0	6.4	4.5
COMMUNITY ORGANIZATIONS	17.1	32.9	29.4
PRIVATE BUSINESSES	4.0	11.8	14.5
STATE AND LOCAL GOVERNMENTS	43.5	40.4	48.4
FEDERAL GOVERNMENT	22.7	18.3	32.5
INDIVIDUAL FAMILIY (INSIST)	1.9	*	*
MULTIPLE RESPONSE (INSIST)	3.7	*	*
TOTALS	99.9%	109.8%	129.3%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 2
EFFECTS OF POLLUTION ON HEALTH

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	46.3	43.7	48.7
MODERATELY CONCERNED	39.6	40.2	36.2
ONLY SLIGHTLY CONCERNED	11.4	14.6	14.3
NOT AT ALL CONCERNED	2.7	1.6	0.8
TOTALS	100.0%	100.1%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	2.7	2.8	0.7
COMMUNITY ORGANIZATIONS	11.3	13.6	8.5
PRIVATE BUSINESSES	5.5	27.4	27.2
STATE AND LOCAL GOVERNMENTS	47.3	43.4	47.7
FEDERAL GOVERNMENT	26.8	32.5	45.4
INDIVIDUAL FAMILIY (INSIST)	1.2	*	*
MULTIPLE RESPONSE (INSIST)	5.2	*	*
TOTALS	100.0%	119.7%	129.5%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 3
 PRENATAL CARE FOR PREGNANT WOMEN

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	40.8	47.8	31.3
MODERATELY CONCERNED	35.1	34.0	41.7
ONLY SLIGHTLY CONCERNED	14.2	14.8	22.9
NOT AT ALL CONCERNED	9.9	3.5	4.1
TOTALS	100.0%	100.1%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	5.6	9.4	5.0
COMMUNITY ORGANIZATIONS	25.1	42.4	41.9
PRIVATE BUSINESSES	3.6	14.6	10.7
STATE AND LOCAL GOVERNMENTS	43.3	27.8	39.7
FEDERAL GOVERNMENT	13.9	9.6	12.2
INDIVIDUAL FAMILY (INSIST)	4.8	*	*
MULTIPLE RESPONSE (INSIST)	3.7	*	*
TOTALS	100.0%	103.8%	109.5%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 4
HEALTH CARE FOR THE POOR

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	47.2	47.6	50.8
MODERATELY CONCERNED	40.7	40.1	39.9
ONLY SLIGHTLY CONCERNED	9.0	11.4	9.3
NOT AT ALL CONCERNED	3.1	0.9	0.0
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	4.6	18.2	8.0
COMMUNITY ORGANIZATIONS	14.4	29.9	20.0
PRIVATE BUSINESSES	0.9	6.9	4.2
STATE AND LOCAL GOVERNMENTS	43.6	43.1	51.9
FEDERAL GOVERNMENT	30.5	25.3	43.1
INDIVIDUAL FAMILY (INSIST)	0.8	*	*
MULTIPLE RESPONSE (INSIST)	5.2	*	*
TOTALS	100.0%	123.4%	127.2%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 5
HEALTH CARE FOR THE ELDERLY

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	57.5	53.7	57.7
MODERATELY CONCERNED	35.9	37.5	33.4
ONLY SLIGHTLY CONCERNED	5.2	7.9	8.4
NOT AT ALL CONCERNED	1.3	0.9	0.5
TOTALS	99.9%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	4.1	17.2	11.0
COMMUNITY ORGANIZATIONS	12.8	27.0	20.7
PRIVATE BUSINESSES	1.1	7.4	7.0
STATE AND LOCAL GOVERNMENTS	38.0	40.4	46.6
FEDERAL GOVERNMENT	36.5	26.7	49.4
INDIVIDUAL FAMILIY (INSIST)	1.1	*	*
MULTIPLE RESPONSE (INSIST)	6.5	*	*
TOTALS	100.1%	118.7%	134.7%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 6
DRUG ABUSE

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	59.0	61.5	41.9
MODERATELY CONCERNED	27.5	28.5	40.9
ONLY SLIGHTLY CONCERNED	7.9	8.7	15.2
NOT AT ALL CONCERNED	5.7	1.3	2.0
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	7.3	25.2	14.5
COMMUNITY ORGANIZATIONS	25.6	45.8	51.4
PRIVATE BUSINESSES	1.4	8.1	7.7
STATE AND LOCAL GOVERNMENTS	39.3	36.3	41.4
FEDERAL GOVERNMENT	17.8	17.5	23.9
INDIVIDUAL FAMILIY (INSIST)	1.8	*	*
MULTIPLE RESPONSE (INSIST)	6.7	*	*
TOTALS	99.9%	132.9%	138.9%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 7
ALCOHOL ABUSE

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	48.0	58.1	43.1
MODERATELY CONCERNED	37.0	31.1	39.5
ONLY SLIGHTLY CONCERNED	9.5	9.1	16.1
NOT AT ALL CONCERNED	5.5	1.7	1.3
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	7.3	25.6	14.7
COMMUNITY ORGANIZATIONS	31.9	50.0	55.1
PRIVATE BUSINESSES	2.7	9.6	12.0
STATE AND LOCAL GOVERNMENTS	39.4	33.9	41.1
FEDERAL GOVERNMENT	10.6	13.0	20.8
INDIVIDUAL FAMILIY (INSIST)	1.8	*	*
MULTIPLE RESPONSE (INSIST)	6.2	*	*
TOTALS	99.9%	132.1%	143.7%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 8
MENTAL HEALTH

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	37.6	47.8	45.5
MODERATELY CONCERNED	45.8	37.2	39.9
ONLY SLIGHTLY CONCERNED	13.1	13.4	13.4
NOT AT ALL CONCERNED	3.4	1.6	1.3
TOTALS	99.9%	100.0%	100.1%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	4.1	22.9	14.2
COMMUNITY ORGANIZATIONS	17.2	38.5	43.0
PRIVATE BUSINESSES	2.7	9.5	12.2
STATE AND LOCAL GOVERNMENTS	52.8	38.8	48.6
FEDERAL GOVERNMENT	17.6	14.2	23.5
INDIVIDUAL FAMILY (INSIST)	0.9	*	*
MULTIPLE RESPONSE (INSIST)	4.7	*	*
TOTALS	100.0%	123.9%	141.5%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 9
JOB DISCRIMINATION

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	37.6	32.0	39.6
MODERATELY CONCERNED	34.7	34.8	36.9
ONLY SLIGHTLY CONCERNED	16.6	25.4	17.2
NOT AT ALL CONCERNED	11.1	7.8	6.3
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	2.0	4.3	3.0
COMMUNITY ORGANIZATIONS	9.1	13.5	11.7
PRIVATE BUSINESSES	13.4	32.3	29.9
STATE AND LOCAL GOVERNMENTS	40.4	38.0	33.9
FEDERAL GOVERNMENT	29.7	29.8	49.2
INDIVIDUAL FAMILIY (INSIST)	1.2	*	*
MULTIPLE RESPONSE (INSIST)	4.2	*	*
TOTALS	100.0%	117.9%	127.7%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 10
EFFECTS OF JOB TRANSFERS ON FAMILIES

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	10.7	10.7	10.2
MODERATELY CONCERNED	28.9	23.9	20.7
ONLY SLIGHTLY CONCERNED	29.7	39.3	42.5
NOT AT ALL CONCERNED	30.6	26.1	26.6
TOTALS	99.9%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	4.4	12.0	9.2
COMMUNITY ORGANIZATIONS	15.8	20.4	22.2
PRIVATE BUSINESSES	38.9	44.9	56.6
STATE AND LOCAL GOVERNMENTS	25.9	8.4	8.5
FEDERAL GOVERNMENT	7.9	4.7	6.3
INDIVIDUAL FAMILIY (INSIST)	5.1	*	*
MULTIPLE RESPONSE (INSIST)	2.0	*	*
TOTALS	100.0%	90.4%	102.8%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 11
CHILD CARE FOR WORKING PARENTS

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	31.9	38.9	38.9
MODERATELY CONCERNED	37.6	27.6	34.6
ONLY SLIGHTLY CONCERNED	17.5	21.4	18.3
NOT AT ALL CONCERNED	13.0	12.2	8.1
TOTALS	100.0%	100.1%	99.9%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	8.0	18.7	14.0
COMMUNITY ORGANIZATIONS	27.7	35.7	42.6
PRIVATE BUSINESSES	9.2	25.0	30.2
STATE AND LOCAL GOVERNMENTS	37.8	19.8	30.2
FEDERAL GOVERNMENT	6.9	11.2	15.0
INDIVIDUAL FAMILY (INSIST)	5.4	*	*
MULTIPLE RESPONSE (INSIST)	5.1	*	*
TOTALS	100.1%	110.4%	132.0%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 12
FLEXIBLE WORKING HOURS FOR PARENTS

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	20.6	23.7	21.1
MODERATELY CONCERNED	37.7	30.5	34.5
ONLY SLIGHTLY CONCERNED	22.0	27.0	30.5
NOT AT ALL CONCERNED	19.7	18.8	14.0
TOTALS	100.0%	100.0%	100.1%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	3.7	2.8	1.0
COMMUNITY ORGANIZATIONS	14.5	9.6	12.0
PRIVATE BUSINESSES	40.7	63.9	72.0
STATE AND LOCAL GOVERNMENTS	27.1	13.3	16.2
FEDERAL GOVERNMENT	7.0	7.5	7.7
INDIVIDUAL FAMILIY (INSIST)	4.8	*	*
MULTIPLE RESPONSE (INSIST)	2.2	*	*
TOTALS	100.0%	97.1%	108.9%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 13
UNSAFE OR UNHEALTHY WORKING CONDITIONS

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	54.5	42.3	42.7
MODERATELY CONCERNED	32.5	36.7	34.4
ONLY SLIGHTLY CONCERNED	9.7	17.9	19.6
NOT AT ALL CONCERNED	3.3	3.1	3.3
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	0.5	2.8	1.5
COMMUNITY ORGANIZATIONS	5.6	8.6	7.5
PRIVATE BUSINESSES	24.8	49.9	49.1
STATE AND LOCAL GOVERNMENTS	38.5	37.0	37.4
FEDERAL GOVERNMENT	25.1	22.3	34.7
INDIVIDUAL FAMILIY (INSIST)	.3	*	*
MULTIPLE RESPONSE (INSIST)	5.3	*	*
TOTALS	100.1%	120.6%	130.2%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 14
NEEDS OF ETHNIC FAMILIES

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	16.1	23.7	23.1
MODERATELY CONCERNED	45.8	38.3	35.7
ONLY SLIGHTLY CONCERNED	23.6	27.4	31.9
NOT AT ALL CONCERNED	14.5	10.6	9.3
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	9.5	23.3	16.7
COMMUNITY ORGANIZATIONS	23.1	45.9	46.1
PRIVATE BUSINESSES	3.7	8.0	6.2
STATE AND LOCAL GOVERNMENTS	38.8	28.0	35.2
FEDERAL GOVERNMENT	17.4	11.5	21.2
INDIVIDUAL FAMILIY (INSIST)	2.3	*	*
MULTIPLE RESPONSE (INSIST)	5.2	*	*
TOTALS	100.0%	116.7%	125.4%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 15
SPECIAL NEEDS OF NON-ENGLISH SPEAKING FAMILIES

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	15.2	20.6	14.8
MODERATELY CONCERNED	37.4	37.0	41.1
ONLY SLIGHTLY CONCERNED	28.1	30.3	32.9
NOT AT ALL CONCERNED	19.3	12.1	11.2
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	6.1	15.8	12.2
COMMUNITY ORGANIZATIONS	28.9	54.3	54.9
PRIVATE BUSINESSES	2.2	6.1	7.0
STATE AND LOCAL GOVERNMENTS	41.1	27.9	33.7
FEDERAL GOVERNMENT	14.9	9.6	15.2
INDIVIDUAL FAMILY (INSIST)	3.7	*	*
MULTIPLE RESPONSE (INSIST)	3.1	*	*
TOTALS	100.0%	113.7%	123.0%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 16
 OPPORTUNITY FOR ETHNIC COMMUNITIES
 TO TAKE CARE OF THEIR OWN PROBLEMS

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	21.9	32.4	27.2
MODERATELY CONCERNED	42.5	37.3	39.5
ONLY SLIGHTLY CONCERNED	25.5	22.1	25.9
NOT AT ALL CONCERNED	10.2	8.3	7.3
TOTALS	100.1%	100.1%	99.9%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	6.4	13.0	10.2
COMMUNITY ORGANIZATIONS	39.4	58.2	59.1
PRIVATE BUSINESSES	3.0	5.4	6.2
STATE AND LOCAL GOVERNMENTS	36.0	24.2	27.9
FEDERAL GOVERNMENT	10.0	7.5	12.5
INDIVIDUAL FAMILY (INSIST)	1.9	*	*
MULTIPLE RESPONSE (INSIST)	3.2	*	*
TOTALS	99.9%	108.3%	115.9%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 17
 DISCRIMINATION BECAUSE OF RACE, AGE,
 HANDICAP, SEX, RELIGION

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	48.2	48.6	52.0
MODERATELY CONCERNED	35.4	31.3	33.1
ONLY SLIGHTLY CONCERNED	9.6	15.3	12.4
NOT AT ALL CONCERNED	6.9	4.8	2.5
TOTALS	100.1%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	2.6	12.4	12.2
COMMUNITY ORGANIZATIONS	12.9	22.7	20.7
PRIVATE BUSINESSES	7.2	22.0	22.7
STATE AND LOCAL GOVERNMENTS	38.9	39.5	39.7
FEDERAL GOVERNMENT	32.1	35.0	57.1
INDIVIDUAL FAMILY (INSIST)	1.2	*	*
MULTIPLE RESPONSE (INSIST)	5.1	*	*
TOTALS	100.0%	131.6%	152.4%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 18
NEEDS OF HANDICAPPED PERSONS

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	54.6	41.2	36.9
MODERATELY CONCERNED	36.9	47.0	47.5
ONLY SLIGHTLY CONCERNED	7.6	11.0	14.4
NOT AT ALL CONCERNED	0.9	0.8	1.3
TOTALS	100.0%	100.0%	100.1%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	1.8	15.4	10.2
COMMUNITY ORGANIZATIONS	16.0	41.3	34.9
PRIVATE BUSINESSES	4.4	16.5	20.2
STATE AND LOCAL GOVERNMENTS	44.4	43.4	50.4
FEDERAL GOVERNMENT	25.2	20.4	32.7
INDIVIDUAL FAMILY (INSIST)	0.6	*	*
MULTIPLE RESPONSE (INSIST)	7.6	*	*
TOTALS	100.0%	137.0%	148.4%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 19
CHILD ABUSE AND NEGLECT

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	80.2	81.5	73.4
MODERATELY CONCERNED	15.8	15.4	23.4
ONLY SLIGHTLY CONCERNED	2.5	2.7	2.5
NOT AT ALL CONCERNED	1.5	0.4	0.8
TOTALS	100.0%	100.0%	100.1%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	4.8	36.9	24.2
COMMUNITY ORGANIZATIONS	17.9	40.0	39.7
PRIVATE BUSINESSES	1.1	8.0	9.2
STATE AND LOCAL GOVERNMENTS	50.2	50.3	65.2
FEDERAL GOVERNMENT	15.5	16.6	24.5
INDIVIDUAL FAMILY (INSIST)	0.8	*	*
MULTIPLE RESPONSE (INSIST)	9.8	*	*
TOTALS	100.1%	151.8%	162.8%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 20
SPOUSE ABUSE

" CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	42.5	59.3	46.4
MODERATELY CONCERNED	36.9	28.6	36.0
ONLY SLIGHTLY CONCERNED	11.9	9.4	13.7
NOT AT ALL CONCERNED	8.7	2.7	3.8
TOTALS	100.0%	100.0%	99.9%

" RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	11.0	34.8	21.4
COMMUNITY ORGANIZATIONS	24.7	39.7	44.1
PRIVATE BUSINESSES	0.9	6.3	5.7
STATE AND LOCAL GOVERNMENTS	47.2	43.8	52.6
FEDERAL GOVERNMENT	9.0	12.9	15.0
INDIVIDUAL FAMILY (INSIST)	1.8	*	*
MULTIPLE RESPONSE (INSIST)	5.3	*	*
TOTALS	99.9%	137.5%	138.8%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 21
NEEDS OF FAMILIES WITH CHILDREN
IN TROUBLE WITH THE LAW

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	39.9	39.5	30.6
MODERATELY CONCERNED	40.0	42.0	45.3
ONLY SLIGHTLY CONCERNED	14.7	16.3	20.0
NOT AT ALL CONCERNED	5.4	2.2	4.1
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	9.4	37.2	20.0
COMMUNITY ORGANIZATIONS	21.8	43.5	47.4
PRIVATE BUSINESSES	1.4	4.9	5.0
STATE AND LOCAL GOVERNMENTS	53.4	37.7	54.6
FEDERAL GOVERNMENT	5.6	7.7	9.5
INDIVIDUAL FAMILY (INSIST)	3.2	*	*
MULTIPLE RESPONSE (INSIST)	5.2	*	*
TOTALS	100.0%	131.0%	136.5%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 22
NEEDS OF TEENAGE PARENTS

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	27.1	40.8	30.3
MODERATELY CONCERNED	44.1	37.5	40.6
ONLY SLIGHTLY CONCERNED	18.6	17.1	22.8
NOT AT ALL CONCERNED	10.2	4.7	6.3
TOTALS	100.0%	100.1%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	16.7	41.5	21.7
COMMUNITY ORGANIZATIONS	32.4	48.3	64.6
PRIVATE BUSINESSES	1.1	4.8	4.2
STATE AND LOCAL GOVERNMENTS	35.0	22.0	29.4
FEDERAL GOVERNMENT	4.6	7.7	8.2
INDIVIDUAL FAMILY (INSIST)	5.4	*	*
MULTIPLE RESPONSE (INSIST)	4.8	*	*
TOTALS	100.0%	124.3%	128.1%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 23
NEEDS OF CHILDREN WHOSE NATURAL PARENTS
CANNOT CARE FOR THEM

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	52.7	57.7	51.1
MODERATELY CONCERNED	35.0	32.8	37.0
ONLY SLIGHTLY CONCERNED	10.6	8.3	9.9
NOT AT ALL CONCERNED	1.8	1.2	2.0
TOTALS	100.1%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	7.5	39.1	22.2
COMMUNITY ORGANIZATIONS	17.9	39.7	40.1
PRIVATE BUSINESSES	1.5	4.5	5.2
STATE AND LOCAL GOVERNMENTS	54.9	43.0	57.9
FEDERAL GOVERNMENT	11.6	8.8	13.7
INDIVIDUAL FAMILIY (INSIST)	1.4	*	*
MULTIPLE RESPONSE (INSIST)	5.1	*	*
TOTALS	99.9%	135.1%	139.1%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 24
NEEDS OF SINGLE PARENT FAMILIES

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	23.4	41.9	33.2
MODERATELY CONCERNED	43.4	38.6	40.9
ONLY SLIGHTLY CONCERNED	20.6	15.6	20.9
NOT AT ALL CONCERNED	12.6	3.9	5.0
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	11.3	40.7	23.2
COMMUNITY ORGANIZATIONS	27.5	44.4	59.4
PRIVATE BUSINESSES	3.0	6.9	7.2
STATE AND LOCAL GOVERNMENTS	40.4	27.1	33.2
FEDERAL GOVERNMENT	8.1	9.0	12.0
INDIVIDUAL FAMILIY (INSIST)	6.1	*	*
MULTIPLE RESPONSE (INSIST)	3.7	*	*
TOTALS	100.1%	128.1%	135.0%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 25
EFFECT OF DIVORCE ON FAMILIES

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	34.1	50.0	30.7
MODERATELY CONCERNED	38.0	32.3	40.9
ONLY SLIGHTLY CONCERNED	17.2	14.8	22.0
NOT AT ALL CONCERNED	10.7	2.9	6.4
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	30.1	51.8	37.4
COMMUNITY ORGANIZATIONS	25.0	40.2	60.3
PRIVATE BUSINESSES	1.2	4.9	6.2
STATE AND LOCAL GOVERNMENTS	29.5	14.3	20.0
FEDERAL GOVERNMENT	4.6	6.2	8.2
INDIVIDUAL FAMILIY (INSIST)	5.3	*	*
MULTIPLE RESPONSE (INSIST)	4.2	*	*
TOTALS	100.0%	117.4%	132.1%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 26
EFFECT OF WORKING MOTHERS ON FAMILIES

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	25.3	50.3	27.1
MODERATELY CONCERNED	36.9	29.7	34.4
ONLY SLIGHTLY CONCERNED	23.1	14.9	27.1
NOT AT ALL CONCERNED	14.7	5.1	11.4
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	11.3	34.2	19.0
COMMUNITY ORGANIZATIONS	32.2	39.0	51.2
PRIVATE BUSINESSES	9.6	11.5	17.0
STATE AND LOCAL GOVERNMENTS	30.8	16.2	17.7
FEDERAL GOVERNMENT	6.0	6.9	9.0
INDIVIDUAL FAMILY (INSIST)	6.2	*	*
MULTIPLE RESPONSE (INSIST)	3.9	*	*
TOTALS	100.0%	107.8%	113.9%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 27
NEEDS OF FAMILIES LIVING WITH ELDERLY RESIDENTS

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	16.9	25.8	17.8
MODERATELY CONCERNED	37.3	39.2	35.1
ONLY SLIGHTLY CONCERNED	26.9	27.2	34.3
NOT AT ALL CONCERNED	18.9	7.8	12.8
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	14.2	32.8	21.7
COMMUNITY ORGANIZATIONS	31.9	41.8	52.9
PRIVATE BUSINESSES	1.7	4.4	4.0
STATE AND LOCAL GOVERNMENTS	32.7	16.7	26.7
FEDERAL GOVERNMENT	12.3	8.1	11.0
INDIVIDUAL FAMILIY (INSIST)	4.6	*	*
MULTIPLE RESPONSE (INSIST)	2.7	*	*
TOTALS	100.1%	103.8%	116.3%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 28
EQUAL RIGHTS FOR WOMEN

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	29.5	47.4	47.0
MODERATELY CONCERNED	32.3	18.4	27.2
ONLY SLIGHTLY CONCERNED	16.7	13.7	12.8
NOT AT ALL CONCERNED	21.5	20.5	13.1
TOTALS	100.0%	100.0%	100.1%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	3.0	20.5	12.7
COMMUNITY ORGANIZATIONS	12.5	17.8	17.2
PRIVATE BUSINESSES	9.3	19.9	17.0
STATE AND LOCAL GOVERNMENTS	31.8	30.5	34.4
FEDERAL GOVERNMENT	34.2	30.7	57.6
INDIVIDUAL FAMILY (INSIST)	4.0	*	*
MULTIPLE RESPONSE (INSIST)	5.1	*	*
TOTALS	99.9%	119.4%	138.9%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 29
ECONOMIC AID TO NEEDY FAMILIES WITH CHILDREN

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	40.7	41.9	36.5
MODERATELY CONCERNED	43.4	37.8	43.2
ONLY SLIGHTLY CONCERNED	12.6	17.6	16.7
NOT AT ALL CONCERNED	3.3	2.7	3.6
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	5.1	30.5	12.2
COMMUNITY ORGANIZATIONS	11.7	22.8	18.5
PRIVATE BUSINESSES	1.2	7.0	4.0
STATE AND LOCAL GOVERNMENTS	48.6	45.3	57.6
FEDERAL GOVERNMENT	27.0	21.0	37.2
INDIVIDUAL FAMILY (INSIST)	1.2	*	*
MULTIPLE RESPONSE (INSIST)	5.1	*	*
TOTALS	99.9%	126.6%	129.5%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 30
ECONOMIC AID TO UNEMPLOYED WORKERS

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	21.9	26.8	24.4
MODERATELY CONCERNED	44.5	37.6	39.4
ONLY SLIGHTLY CONCERNED	23.4	28.6	29.1
NOT AT ALL CONCERNED	10.1	6.9	7.1
TOTALS	99.9%	99.9%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	2.3	15.9	7.2
COMMUNITY ORGANIZATIONS	8.6	12.7	11.0
PRIVATE BUSINESSES	6.4	14.3	13.5
STATE AND LOCAL GOVERNMENTS	49.8	49.0	57.9
FEDERAL GOVERNMENT	26.6	21.3	32.7
INDIVIDUAL FAMILY (INSIST)	2.4	*	*
MULTIPLE RESPONSE (INSIST)	3.8	*	*
TOTALS	99.9%	113.2%	122.3%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 31
ECONOMIC AID TO RETIRED PERSONS

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	40.4	31.8	31.2
MODERATELY CONCERNED	43.3	42.2	41.1
ONLY SLIGHTLY CONCERNED	12.6	21.7	23.8
NOT AT ALL CONCERNED	3.7	4.3	3.9
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	1.4	15.0	7.5
COMMUNITY ORGANIZATIONS	6.1	13.5	12.2
PRIVATE BUSINESSES	3.3	15.6	11.7
STATE AND LOCAL GOVERNMENTS	32.3	38.1	47.4
FEDERAL GOVERNMENT	49.9	32.5	48.9
INDIVIDUAL FAMILY (INSIST)	1.8	*	*
MULTIPLE RESPONSE (INSIST)	5.2	*	*
TOTALS	100.0%	114.7%	127.7%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 32
OPPORTUNITIES FOR YOUTH EMPLOYMENT

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	36.1	32.5	31.4
MODERATELY CONCERNED	40.6	38.2	44.7
ONLY SLIGHTLY CONCERNED	17.0	24.8	21.3
NOT AT ALL CONCERNED	6.3	4.5	2.6
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	1.2	6.9	6.0
COMMUNITY ORGANIZATIONS	18.3	31.2	28.4
PRIVATE BUSINESSES	19.0	38.8	40.6
STATE AND LOCAL GOVERNMENTS	39.3	32.4	44.7
FEDERAL GOVERNMENT	14.4	12.9	25.7
INDIVIDUAL FAMILIY (INSIST)	1.8	*	*
MULTIPLE RESPONSE (INSIST)	6.0	*	*
TOTALS	100.0%	122.2%	145.4%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 33
EFFECTS OF INFLATION ON FAMILIES

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	81.9	68.2	68.9
MODERATELY CONCERNED	13.7	22.4	19.6
ONLY SLIGHTLY CONCERNED	2.6	7.5	9.4
NOT AT ALL CONCERNED	1.8	1.9	2.1
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	1.7	7.0	5.5
COMMUNITY ORGANIZATIONS	4.0	13.8	11.2
PRIVATE BUSINESSES	2.6	21.1	20.4
STATE AND LOCAL GOVERNMENTS	17.1	28.8	27.9
FEDERAL GOVERNMENT	66.2	52.6	72.1
INDIVIDUAL FAMILIY (INSIST)	1.4	*	*
MULTIPLE RESPONSE (INSIST)	7.0	*	*
TOTALS	100.0%	123.3%	137.1%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 34
JOB OPPORTUNITIES FOR THE UNEMPLOYED

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	41.8	40.2	40.5
MODERATELY CONCERNED	39.4	38.4	40.3
ONLY SLIGHTLY CONCERNED	13.4	18.4	16.3
NOT AT ALL CONCERNED	5.4	3.0	2.9
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	1.4	7.7	5.0
COMMUNITY ORGANIZATIONS	7.6	19.5	12.7
PRIVATE BUSINESSES	13.4	39.5	39.0
STATE AND LOCAL GOVERNMENTS	46.3	39.2	46.1
FEDERAL GOVERNMENT	23.0	19.1	28.2
INDIVIDUAL FAMILIY (INSIST)	1.8	*	*
MULTIPLE RESPONSE (INSIST)	6.4	*	*
TOTALS	99.9%	125.0%	131.0%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 35
EDUCATION ON MARRIAGE AND FAMILY LIFE

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	30.9	65.4	47.4
MODERATELY CONCERNED	39.2	21.4	31.8
ONLY SLIGHTLY CONCERNED	19.5	8.8	16.1
NOT AT ALL CONCERNED	10.4	4.5	4.7
TOTALS	100.0%	100.1%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	25.7	60.4	43.1
COMMUNITY ORGANIZATIONS	24.9	29.9	48.1
PRIVATE BUSINESSES	2.3	4.3	4.7
STATE AND LOCAL GOVERNMENTS	31.7	16.4	25.4
FEDERAL GOVERNMENT	7.6	6.9	7.0
INDIVIDUAL FAMILY (INSIST)	3.3	*	*
MULTIPLE RESPONSE (INSIST)	4.5	*	*
TOTALS	100.0%	117.9%	128.3%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 36
EDUCATION ON PARENTHOOD

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	35.8	68.4	48.4
MODERATELY CONCERNED	41.7	21.2	33.4
ONLY SLIGHTLY CONCERNED	15.3	7.5	14.5
NOT AT ALL CONCERNED	7.2	3.0	3.6
TOTALS	100.0%	100.1%	99.9%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	18.3	58.1	38.4
COMMUNITY ORGANIZATIONS	34.0	32.5	53.6
PRIVATE BUSINESSES	1.4	3.5	4.2
STATE AND LOCAL GOVERNMENTS	31.9	16.4	26.2
FEDERAL GOVERNMENT	6.0	6.6	7.2
INDIVIDUAL FAMILIY (INSIST)	3.2	*	*
MULTIPLE RESPONSE (INSIST)	5.2	*	*
TOTALS	100.0%	117.1%	129.6%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 37
EDUCATION ON BIRTH CONTROL

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	46.0	63.7	55.8
MODERATELY CONCERNED	37.1	18.8	30.9
ONLY SLIGHTLY CONCERNED	9.9	9.7	8.8
NOT AT ALL CONCERNED	7.0	7.9	4.4
TOTALS	100.0%	100.1%	99.9%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	12.3	47.8	27.2
COMMUNITY ORGANIZATIONS	26.8	30.8	52.9
PRIVATE BUSINESSES	2.0	4.0	5.7
STATE AND LOCAL GOVERNMENTS	39.0	17.9	31.7
FEDERAL GOVERNMENT	9.8	8.6	14.5
INDIVIDUAL FAMILY (INSIST)	3.8	*	*
MULTIPLE RESPONSE (INSIST)	6.4	*	*
TOTALS	100.1%	109.1%	132.0%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 38
EDUCATION ON RETIREMENT

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	21.7	32.2	28.8
MODERATELY CONCERNED	41.9	33.4	40.1
ONLY SLIGHTLY CONCERNED	23.5	25.2	23.6
NOT AT ALL CONCERNED	12.9	9.2	7.6
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	2.5	20.2	15.7
COMMUNITY ORGANIZATIONS	22.5	41.9	47.6
PRIVATE BUSINESSES	12.5	20.8	26.2
STATE AND LOCAL GOVERNMENTS	34.8	23.1	24.7
FEDERAL GOVERNMENT	20.7	8.4	14.2
INDIVIDUAL FAMILIY (INSIST)	2.5	*	*
MULTIPLE RESPONSE (INSIST)	4.5	*	*
TOTALS	100.0%	114.4%	128.4%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 39

EDUCATION ON CHANGING LIFESTYLES SUCH AS STEP PARENTS,
SINGLE PARENT FAMILIES

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	17.9	39.6	27.7
MODERATELY CONCERNED	37.4	29.3	35.9
ONLY SLIGHTLY CONCERNED	26.7	20.5	26.4
NOT AT ALL CONCERNED	18.0	10.6	9.9
TOTALS	100.0%	100.0%	99.9%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	16.9	41.4	30.4
COMMUNITY ORGANIZATIONS	35.5	40.7	60.1
PRIVATE BUSINESSES	1.8	5.0	6.2
STATE AND LOCAL GOVERNMENTS	31.8	15.2	19.0
FEDERAL GOVERNMENT	5.9	6.3	8.2
INDIVIDUAL FAMILY (INSIST)	5.0	*	*
MULTIPLE RESPONSE (INSIST)	3.2	*	*
TOTALS	100.0%	108.6%	123.9%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 40
 EDUCATION ABOUT LEGAL RIGHTS AND CHOICES
 FOR FAMILY MEMBERS

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	21.7	44.2	30.1
MODERATELY CONCERNED	47.1	27.6	38.0
ONLY SLIGHTLY CONCERNED	20.6	17.9	22.3
NOT AT ALL CONCERNED	10.7	10.4	9.6
TOTALS	100.1%	100.1%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	5.5	23.0	11.2
COMMUNITY ORGANIZATIONS	23.8	38.4	44.6
PRIVATE BUSINESSES	2.7	5.3	7.5
STATE AND LOCAL GOVERNMENTS	51.0	29.9	37.4
FEDERAL GOVERNMENT	12.5	11.5	13.2
INDIVIDUAL FAMILY (INSIST)	2.4	*	*
MULTIPLE RESPONSE (INSIST)	2.1	*	*
TOTALS	100.0%	108.1%	113.9%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

QUESTION 41

ABORTION

"CONCERN"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
EXTREMELY CONCERNED	41.8	77.5	53.7
MODERATELY CONCERNED	33.9	11.8	26.9
ONLY SLIGHTLY CONCERNED	10.9	4.0	12.0
NOT AT ALL CONCERNED	13.4	6.7	7.4
TOTALS	100.0%	100.0%	100.0%

"RESPONSIBILITY"	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CHURCHES	16.1	47.2	26.7
COMMUNITY ORGANIZATIONS	15.0	18.5	29.7
PRIVATE BUSINESSES	2.5	4.8	5.7
STATE AND LOCAL GOVERNMENTS	34.3	17.7	29.2
FEDERAL GOVERNMENT	21.1	21 .6	37.2
INDIVIDUAL FAMILIY (INSIST)	5.6	*	*
MULTIPLE RESPONSE (INSIST)	5.3	*	*
TOTALS	99.9%	109.8%	128.5%

* Responses for both the public hearings and clubs and organizations were coded to permit multiple responses so that total percentages for these groups can exceed 100%.

COUNTY OF RESIDENCE

(Q42 ARIZONA RANDOM SAMPLE)
(Q44 FOR HEARINGS AND ORGANIZATIONS)

COUNTY	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
MARICOPA	57.3	33.4	66.4
PIMA	22.5	41.2	24.5
OTHER	20.2	25.4	9.0
TOTALS	100.0%	100.0%	99.9%

MARITAL STATUS

(Q43 ARIZONA RANDOM SAMPLES)
(Q50 FOR HEARINGS AND ORGANIZATIONS)

MARITAL STATUS	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
MARRIED WITH SPOUSE	58.7	75.0	57.9
MARRIED LIVING SEPARATELY	2.1	1.1	2.3
WIDOWED	7.2	4.9	5.4
DIVORCED	9.7	6.6	13.6
SINGLE NEVER MARRIED	22.4	12.3	20.7
TOTALS	100.1%	99.9%	99.9%

PRESENCE OF CHILDREN

(Q44 ARIZONA RANDOM SAMPLE)
(Q51 FOR HEARINGS AND ORGANIZATIONS)

CHILDREN	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
YES	65.5	79.6	67.4
NO	34.5	20.4	32.6
TOTALS	100.0%	100.0%	100.0%

RACE/ETHNIC ORIGIN

(Q45 ARIZONA RANDOM SAMPLE)
(Q47 FOR HEARINGS AND ORGANIZATIONS)

RACE	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
HISPANIC	8.3	3.7	4.3
BLACK	2.2	0.7	5.1
AMERICAN INDIAN	1.8	1.6	2.5
ORIENTAL	0.9	0.3	1.0
WHITE	86.5	91.3	85.2
OTHER	0.3	2.4	1.8
TOTALS	100.0%	100.0%	99.9%

TOTAL FAMILY INCOME 1979

(Q46 ARIZONA RANDOM SAMPLE)
(Q48 FOR HEARINGS AND ORGANIZATIONS)

FAMILY INCOME	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
UNDER \$5,000	8.2	6.7	7.3
\$5,000 - \$10,000	20.7	14.1	14.9
\$10,000 - \$20,000	36.8	35.2	25.8
\$20,000 - \$30,000	18.5	25.4	22.7
OVER \$30,000	15.8	18.6	29.2
TOTALS	100.0%	100.0%	99.9%

RELIGION

(Q47 ARIZONA RANDOM SAMPLE)
(Q49 FOR HEARINGS AND ORGANIZATIONS)

RELIGION	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
CATHOLIC	24.6	15.7	19.9
JEWISH	3.0	3.4	11.0
LATTER-DAY SAINTS (MORMON)	5.0	26.6	7.0
PROTESTANT	53.0	35.0	44.4
OTHER	2.7	19.3	17.7
NONE	11.7	0.0	0.0
TOTALS	100.0%	100.0%	100.0%

AGE OF RESPONDENT

(Q48 ARIZONA RANDOM SAMPLE)
(Q45 FOR HEARINGS AND ORGANIZATIONS)

AGE	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
MEAN RESPONSE	39.981	40.422	40.132

SEX OF RESPONDENT

(Q49 ARIZONA RANDOM SAMPLE)
(Q46 HEARINGS AND ORGANIZATIONS)

SEX	RANDOM ARIZONA SAMPLE	PUBLIC HEARINGS	CLUBS AND ORGANIZATIONS
MALE	42.0	27.6	30.0
FEMALE	58.0	72.4	70.0
TOTALS	100.0%	100.0%	100.0%

APPENDIX E

ESTIMATED REAL-DOLLAR BUDGET FOR THE WHITE HOUSE CONFERENCE ON FAMILIES SURVEYS

Although no funding was received to undertake this survey whatsoever, it might be instructive to readers to know what the project would have cost had all donated labor been compensated at prevailing wages. All of these estimates are based on the amount of time that was actually expended on the project, rather than less reliable projections of what amount of time actually would be expended on a contemplated future project. The University overhead rates (indirect costs) cited are those applicable to federally-funded grants and contracts at Arizona State University. If the survey were state-supported, the indirect costs (\$12,825) might either be reduced or eliminated, reducing the overall costs accordingly. Most other costs are dependent on the quality of the survey itself (time expended in training, amount of supervision, 100% verification of all coding and keypunching, etc.).

ESTIMATED REAL-DOLLAR BUDGET FOR THE WHITE HOUSE
CONFERENCE ON FAMILIES SURVEYS

SALARIED PERSONNEL

- | | |
|---|----------|
| - Principal Investigator
50% effort X 4 months X \$2,385/month | \$ 4,770 |
| - Research Assistants (2) (assist in training,
supervision, data cleaning)
\$500/month X 4 months X 2 | 4,000 |

HOURLY PERSONNEL

- | | |
|---|-------|
| - Secretarial
60 hours X \$5/hour | 300 |
| - Interviewer Training/Supervisor Training
25 hours X 50 persons* X \$4/hour | 5,000 |
| - Interviewing (includes interviewer time spent
on administrative tasks, callbacks, checking
interviews, etc.)
25 hours X 35 persons X \$4/hour | 3,500 |
| - Supervisors (in addition to Research Assistants)
25 hours X 5 persons X \$5/hour | 625 |
| - Key punching/Checking of Phone Survey
670 surveys X 10 minutes each X \$4/hour | 450 |
| - Coding/Key punching/Checking of Self-Administered
Surveys (10 minutes coding, 5 minutes check coding,
5 minutes key punching, 5 minutes check key punching,
5 minutes data cleaning per survey = 30 minutes per
survey)
1,800 surveys X 30 minutes each X \$4/hour | 3,600 |

TOTAL PERSONNEL COSTS \$22,245

*This permits dropping 10 persons who turn out to be ill-suited for telephone interviewing.

SUPPLIES

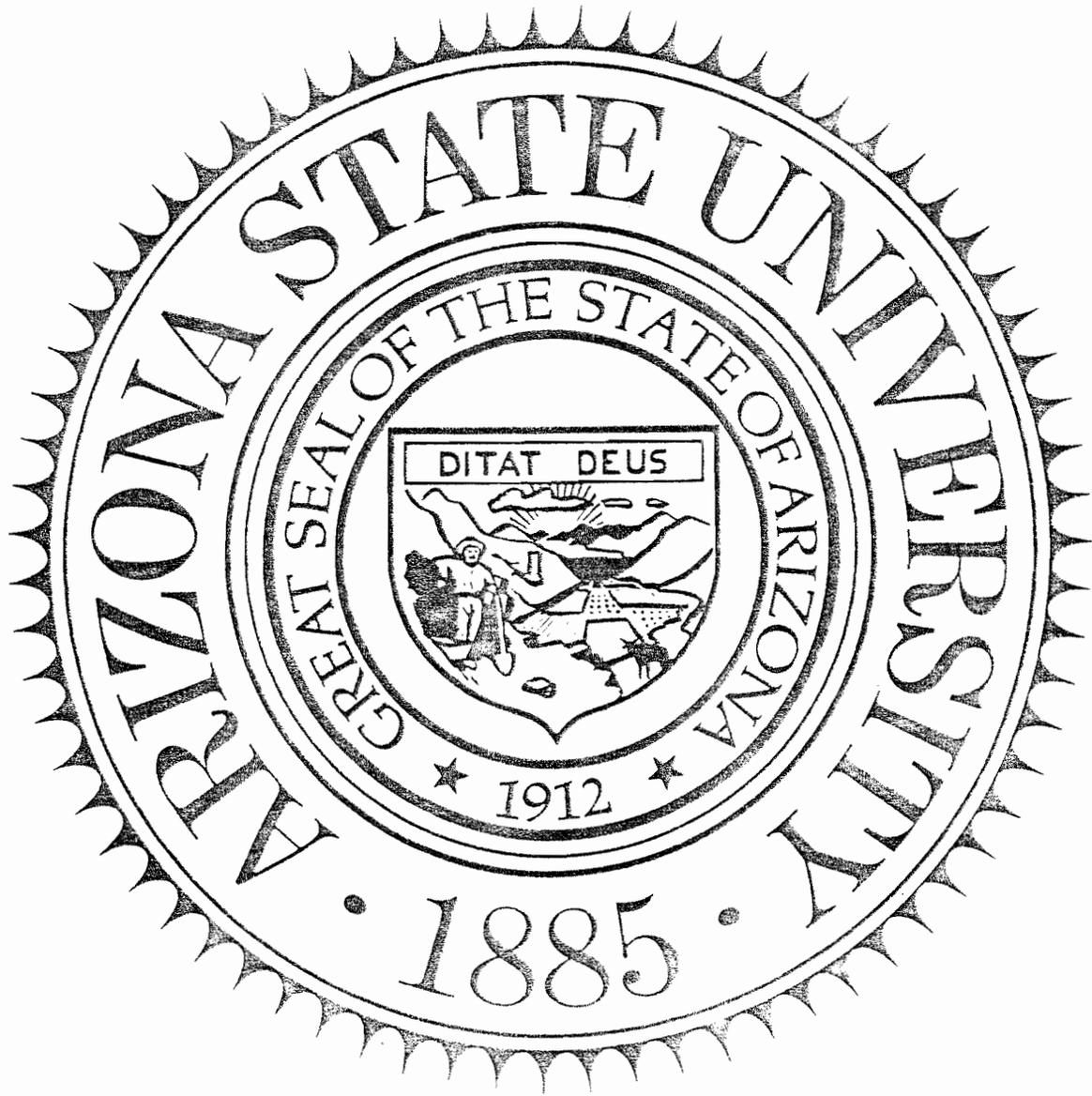
- Printing (interviewer manuals, questionnaires, reports, survey administrative records) 17,000 pages @ 3¢/page	\$ 510
- Computer Costs (mostly time sharing costs)	500
- Phone Costs (KAET Fee) \$100/day X 5 days	500

TOTAL SUPPLIES \$ 1,510

TOTALS

PERSONNEL COSTS	\$22,245
SUPPLIES	1,510
<hr/>	
TOTAL DIRECT COSTS	\$23,755
INDIRECT COSTS (University Overhead Rate = .54 of Direct Costs)	12,825
<hr/>	
TOTAL ESTIMATED REAL-DOLLAR BUDGET (Including Indirect Costs)	\$36,580





A 107-100

Survey Results Indicate
FAMILY CONCERNS AND INSTITUTIONAL
PREFERENCES OF ARIZONA CITIZENS

Michael J. O'Neil, Ph.D.
College of Public Programs
Arizona State University

SURVEY HIGHLIGHTS:

- Inflation and Child Abuse Head List of Specific Concerns
- Health and Economic Concerns Found Most Important General Areas of Concern
- State and Local Government Aid Most Frequently Chosen to Assist Families Needing Outside Help
- Priorities of Participants in Public Hearings Differ Substantially from Those of General Public

This survey of the Arizona population was conducted by Dr. Michael J. O'Neil of Arizona State University as a public service. This article presents a brief summary of the results of this survey and a survey of participants in the six regional public hearings held throughout Arizona for the White House Conference on Families. These surveys were conducted at the request of the Governor's Council on Children, Youth, and Families who were responsible for the initiation and coordination of this survey for the Arizona White House Conference on Families' Steering Committee.

Amore extensive description of the results may be found in a detailed 147 page Technical Report which may be obtained on request from:

Governor's Council on Children, Youth and Families
Gay L. Bond, M.S.W., Executive Director
Post Office Box 6123, 012C
Phoenix, Arizona 85005

FAMILY CONCERNS AND INSTITUTIONAL
PREFERENCES OF ARIZONA CITIZENS

A general population telephone survey of the people of the State of Arizona was conducted recently to help inform the Arizona delegates to the White House Conference on Families about issues of concern to Arizona families. Two basic substantive questions were asked about each of forty-one separate areas chosen to represent a broad range of family-related concerns. The first of these asked respondents to indicate their level of concern about each area: "How concerned would you say you are about _____? Would you say you are extremely concerned, moderately concerned, only slightly concerned, or not at all concerned?" The follow-up question asked which source of institutional assistance was preferred for families needing outside help: "Who do you think should have the major responsibility for assisting families who need help in this area? If families need outside help, should this be provided by churches, community organizations, private businesses, state and local governments, or the federal government?"

This survey of the Arizona population was conducted by trained interviewers under close professional supervision of Dr. Michael J. O'Neil of Arizona State University. Six hundred seventy-three (673) interviews were completed between March 24 and March 29, 1980. The sampling method used (Random Digit Dialing) ensures that all residential telephone numbers in the State of Arizona had an equal chance of selection, whether or not the numbers were listed in any telephone directory. Interviews were successfully completed with roughly 80% of the eligible households included in our initial

sample of numbers. These random digit dialing sampling methods ensured that the results are representative of the Arizona population with telephones within a sampling error of plus or minus 3.8% (at the 95% confidence level). This means that the value for any percentage reported will be within 3.8% of the figure that would have been obtained had the entire state population been interviewed ninety-five times out of one hundred.

A brief comment should be made about the choice and wording of questions. The list of "concern" questions is necessarily selective and judgmental; no list could possibly be comprehensive. The reader should also know that the omission of an "individual families" response in the follow-up question was not meant to indicate that individual family solutions are not preferred. Quite the contrary, it was assumed in drafting the questionnaire that many or most respondents would prefer individual family solutions. The purpose of this question was rather to determine which outside agencies' assistance would be most preferred in those cases where individual family needs could not be met adequately without some outside assistance.

Family-Relevant Concerns of the Arizona Population

The results of the "concern" questions are given in the left-hand portion of Table 1. An inspection of this table reveals very substantial differences in the level of concern expressed for various issues. The coding scheme used (and described in the footnote to Table 1) means that a lower mean

score corresponds to a greater level of concern. While space limitations preclude a detailed analysis, we may describe some of the broad outlines of the findings reported in this summary table.

Insert Table 1 Here

The most conspicuous individual findings were the extremely high concern ratings given to two specific areas: the effects of inflation on families (1) and child abuse and neglect (2).¹ The highest score on the entire survey, that for the effects of inflation on families, is readily explicable in a period of record-breaking inflation (running at 18% per annum during the survey period). Furthermore, it is likely that the high rating for inflation is attributable in part to the fact that this is one of the few issues in the entire survey that demonstrably affects nearly everyone. At virtually the same level of concern was the issue of child abuse and neglect. Though it is hopefully less pervasive than inflation, it appears that recent publicity about this problem may have produced a substantial increase in the level of public concern about child abuse and neglect.

After these two concerns, there are several patterns evident in the ratings of the remaining issues. The extent of the differences, however, are not quite as striking as those which distinguish the effects of inflation and child abuse and neglect from the other issues. Health-

¹Unless otherwise indicated, the numbers in parentheses in this section refer to the relative ranking of particular concerns.

TABLE 1

CONCERN RANKINGS FOR SELECTED FAMILY-RELATED ISSUES

RANDOM ARIZONA SAMPLE			PUBLIC HEARINGS	
RANK	MEAN SCORE*	QUESTION	MEAN SCORE	RANK
1	1.242	Effects of inflation on families	1.432	3
2	1.253	Child abuse and neglect	1.221	1
3	1.504	Health care for the elderly	1.560	10
4	1.548	Needs of handicapped persons	1.713	16
5	1.603	Drug abuse	1.499	5
6	1.615	Needs of children whose natural parents cannot care for them	1.530	7
7	1.618	Unsafe or unhealthy working conditions	1.817	24
8	1.680	Health care for the poor	1.656	13
9	1.685	Prevention of health problems	1.581	11
10	1.704	Effects of pollution on health	1.740	18
11	1.725	Alcohol abuse	1.544	8
12	1.751	Discrimination because of race, age, handicap, sex, religion	1.764	20
13	1.779	Education on birth control	1.618	12
14	1.784	Economic aid to needy families with children	1.811	21
15	1.796	Economic aid to retired persons	1.984	28
16	1.824	Mental health	1.687	14
17	1.825	Job opportunities for the unemployed	1.841	25
18	1.856	Needs of families with children in trouble with the law	1.811	22
19	1.869	Spouse abuse	1.555	9
20	1.932	Prenatal care for pregnant women	1.740	17
21	1.935	Opportunities for youth employment	2.013	29
22	1.939	Education on parenthood	1.451	4
23	1.959	Abortion	1.399	2
24	2.012	Job discrimination	2.091	34
25	2.045	Effect of divorce on families	1.704	15
26	2.095	Education on marriage and family life	1.524	6
27	2.115	Child care for working parents	2.068	32
28	2.120	Needs of teenage parents	1.857	26
29	2.203	Education about legal rights and choices for family members	1.945	27
30	2.222	Economic aid to unemployed workers	2.158	36
31	2.224	Needs of single-parent families	1.815	23
32	2.239	Opportunity for ethnic communities to take care of their own problems	2.062	31
33	2.272	Effect of working mothers on families	1.748	19
34	2.276	Education on retirement	2.113	35
35	2.302	Equal rights for women	2.072	33
36	2.366	Needs of ethnic families	2.248	38
37	2.408	Flexible working hours for parents	2.409	40
38	2.448	Education on changing lifestyles such as setparents, single-parent families	2.021	30
39	2.478	Needs of families living with elderly residents	2.170	37
40	2.514	Special needs of non-English speaking families	2.338	39
41	2.802	Effects of job transfers on families	2.809	41

*1 = Extremely Concerned; 2 = Moderately Concerned; 3 = Only Slightly Concerned; 4 = Not At All Concerned. Due to the sampling error inherent in any sample survey, differences in scores must be at least .065 to be statistically significant (i.e., not attributable to chance).

related issues clearly were a high priority item. Health care for the elderly (3), unsafe or unhealthy working conditions (7), health care for the poor (8), the prevention of health problems (9), and the effects of pollution on health (10) all ranked in the upper quartile of concerns. Other health-related concerns, mental health (16) and prenatal care for pregnant women (20), were in the top half of the list of concerns, but were judged to be of significantly lower concern than were the first group of health-related concerns. Drug abuse (5) and alcohol abuse (11) also were judged to be of great concern and both have a clear health-related component. Thus, they are consistent with the overall finding that health-related concerns are collectively among the most salient concerns of Arizonans.

Other than the overwhelming concern about inflation already noted, economic issues were clearly of moderate concern. Except for inflation, the highest ranked issue that may be construed to have an economic base was discrimination because of race, age, handicap, sex, or religion (12) which was not even in the top quartile of concerns. In order of relative concern, economic aid to needy families with children (14) was judged of the next greatest concern, followed by economic aid to retired persons (15), job opportunities for the unemployed (17), opportunities for youth employment (21), job discrimination (24), child care for working parents (27), and economic aid to unemployed workers (30). With the single exception of inflation, economic issues were judged of lower overall concern than most of the health-related issues dealt with in the survey but were generally of greater concern than most of the other areas covered.

All other sets of issues were ranked substantially lower than either health-related issues or economic-related issues. Among these were issues that some would see as having a "moral" component (ranked 13, 22, 23, 25, 26, 28) and questions dealing with concern about education for various family-related needs (ranked 13, 22, 26, 29, 34, 38). Concerns specifically addressed to various minority groups (ranked 33, 35, 36, 40) and several "lifestyle" issues (ranked 34, 37, 38, 39, 41) were ranked among the lowest of all issues covered in the survey.

Institutional Preferences

The left-hand portion of Table 2 presents the percent of the respondents who cited each of the five institutional areas as the one that should have the major responsibility for assisting families who need outside help averaged across the forty-one specific concerns covered. Of course, substantially different configurations of institutions are preferred for dealing with different specific concerns.

Insert Table 2 Here

Overall, the configuration of institutional responses preferred constitutes a ringing endorsement of state and local government aid for families who need outside help in the areas covered in this survey. Fully 39.27% of the responses given represented preferences for state and local government aid in these areas, a figure nearly twice that of the second most preferred institution. Equally impressive was the fact that state and local governments were given as the most frequently chosen preference for thirty-one of the forty-one questions. State and local

TABLE 2
 INSTITUTIONAL PREFERENCES FOR DEALING
 WITH SELECTED FAMILY CONCERNS

INSTITUTION	MEAN PERCENT REPSONSE	
	RANDOM ARIZONA SAMPLE*	PUBLIC HEARINGS**
STATE AND LOCAL GOVERNMENT	39.27%	30.60%
COMMUNITY ORGANIZATIONS	20.27%	32.46%
FEDERAL GOVERNMENT	18.41%	16.10%
CHURCHES	7.74%	24.36%
PRIVATE BUSINESSES	6.62%	15.35%
MEAN NUMBER OF RESPONSES	.9231	1.1887

* 2.82% of the respondents insisted on "individual families" after a single probe and 4.86% insisted on a multiple response after a single probe.

** Multiple responses were recorded for the public hearings surveys.

governments were chosen as the second most frequent preference in all of the remaining areas. The overall preference for state and local government aid over assistance by any of the other institutions could hardly have been more impressive.

Aid to families who need outside assistance by community organizations (20.27% of responses) was approximately as popular as was aid by the federal government (18.41% of responses). Both were substantially less popular than aid by state and local governments, being chosen about half as often as this option. On the other hand, both community organizations and the federal government were substantially more popular than aid by either churches (7.74% of responses) or by private businesses (6.62% of responses), being chosen about three times as often as either of these institutions. Churches were the most popular institutional source of aid in only one of the forty-one areas and were the second most commonly chosen option only once. Likewise, private businesses were chosen most often only two times out of forty-one and were chosen second most often only once.

The Public Hearings Surveys

Self-administered questionnaires were distributed at the six regional hearings for the White House Conference on Families held throughout Arizona in the Spring of 1980; 1,389 surveys were returned. Using the results of the random telephone survey as a highly reliable indication of the composition of the state's population, one may determine the extent to which the characteristics of this sample differ from those of the state's population as a whole with respect to these attributes. The complete figures for all demographic attributes may be found in the Technical Report; major findings are discussed here.

Respondents from the hearings are more likely to be married and living with a spouse (75.0% of the hearings sample vs. 58.7% of the general population sample) and less likely to be in any of the other marital statuses (separated, widowed, divorced, or never married) especially never married (12.3% vs. 22.4%). Persons responding at the hearings are also more likely to either have or live with children (79.6% vs. 65.5%). There are more whites (91.3% vs. 86.5%) and fewer Hispanics (3.7% vs. 8.3%) and Blacks (0.7% vs. 2.2%) in the hearings sample than in the state's population. Respondents from the public hearings also have higher incomes than the statewide sample (with a greater proportion of persons in each category over \$20,000 and a smaller proportion in each category under \$20,000). Respondents in the hearings sample are substantially more likely to be Mormon (26.6% vs. 5.0%) and less likely to be either Catholic (15.7% vs. 24.6%) or Protestant (35.0% vs. 53.0%) than the general state population. The hearings sample also contained an even greater proportion of females (72.4% vs. 58.0%) than the general population state survey. Pima county residents were overrepresented and Maricopa county residents were underrepresented at the hearings. The only demographic variable for which there was no appreciable difference between the samples was age; in both samples the mean age was approximately forty years.

The mean concern ratings and relative rankings of the forty-one issues covered in the survey distributed at the public hearings are given in the right-hand portion of Table 1. There are a number of differences in the relative priority of various concerns by the public hearings and

the general population samples. The two conspicuously paramount concerns in the random Arizona sample, child abuse and neglect and the effects of inflation on families, are both still substantial concerns of the public hearings sample, but their prominence is no longer conspicuous. Issues that have a "moral" component (abortion, education on marriage and family life, education on parenthood, and the effects of divorce on families) experienced the most dramatic increase in salience as did spouse abuse. Issues that impact on the traditional two-parent family (the effects of working mothers on families, needs of single-parent families, and education on changing lifestyles such as stepparents and single-parent families) also increased in salience, although less dramatically.

The primary relative and absolute drop in concerns among the public hearings sample was felt in issues related to economics and health. Of the thirteen concerns that dropped at least five ranks relative to their rank by the general population sample, seven were related to economic issues and four were health-related issues. Because these were the two most highly rated general areas in the general population survey, these findings are indicative of a substantial departure from the priorities of the general population. The other notable aspect of these findings is the specific groups whose needs were rated as substantially less salient to the public hearings sample than to the general public. These included retired persons, handicapped persons, the unemployed, youth, the elderly, and needy families with children.

The right-hand column of Table 2 indicates the extent to which the institutional preferences of the public hearings sample diverge from the

preferences of the general population sample. Because the self-administered surveys yielded a much higher proportion of multiple responses to this question, they were coded in a manner which permitted the recording of multiple responses. This meant that the total percent responses to the institutional responsibility questions could, and usually did, exceed 100%. These differences must be taken into account when comparing these results with those of the random telephone survey.

Mindful of this caveat, the differences in institutional preferences are rather striking. Those responding to the survey at the public hearings are more inclined to prefer relying on community organizations and churches and less likely to prefer government aid (whether at the state, local, or federal level) than is the general state population. State and local government aid, however, still ranks near the top of the institutional preferences of the public hearings sample. For this sample, however, state and local government aid competes with community organizations for designation as the "most preferred" option. Private businesses, on the other hand, were chosen least often by both samples.