

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

Master Questionnaire Phase 1

Respondent #: _____

INTERVIEWER: BEFORE TURNING IN COMPLETED QUESTIONNAIRE, PLEASE NOTE:

CRC Sampling Unit #: _____ GP

_____ A

_____ B

THIS # IS IN THE UPPER LEFT HAND
CORNER OF YOUR FIELD MAP.

Housing unit #: _____

THIS # IS ON YOUR HOUSEHOLD CONTACT RECORD

Address at which this interview was completed:

Interviewer's name: _____

Time Interview began: _____ Time interview ended: _____

INTRODUCTION:
(IF CHILD ANSWERS
DOOR, ASK TO SPEAK
TO FATHER OR
MOTHER)

NOTE: IF A OR B
SAMPLES, USE THIS INTRO
INTRO ONLY WITH
ELIGIBLE HOUSEHOLDS.
IF INELIGIBLE, USE
SHORT FORM INTERVIEW

Hello, my name is _____ and
I am working as an interviewer for Northwest Certified Surveys, Inc. on a
project for the University of Washington. We're asking people
throughout the City of Seattle about how they see and handle their
everyday problems worries and concerns. Some 600 residents of the City
will participate in this project. The results will be used to hopefully make
it easier for all Seattle residents to deal with their everyday concerns
and problems

USE AS MANY OF THE FOLLOWING AS NECESSARY

* All answers will be kept confidential and anonymous. Answers from any
one correspondent will be combined with answers from all other
respondents.

* There are no right and wrong answers – we're looking for people's
honest reactions , opinions and, concerns.

* This letter of introduction from the University will be left with you after
the interview in case you have any questions you'd like to ask the study
directors.

* Your household was chosen randomly because it's important that we
get answers from a representative group of Seattle residents.

* The interview is divided into two parts. First, respondents are asked to
tell about problems and concerns they've faced in the past month. Then,
they are asked to give details on how they handled the situation. Then
they are asked how they would handle four typical situations faced by a
sizeable number of city residents. In all, the interview will take 45-60
minutes at the most.

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

UPON GETTING AN
OK FROM THE
ADULT AT THE DOOR

My instructions specify the person to be interviewed at this household.
Could you tell me how many people – 18 years or older – are presently
living in your household?

_____ 0 adults

_____ 1 or more adults

TERMINATE
INTERVIEW,
EXPLAINING AGE
REQUIRMENT

CIRCLE ANSWER AT TOP
OF CHART AND ASK:

How many of these are men?

_____ men

CIRCLE ANSWER ON LEFT SIDE
OF CHART

NUMBER OF ADULTS IN HOUSEHOLD					
		1 adult	2 adults	3 adults	4 or more
	0 men	adult	oldest woman	oldest woman	youngest woman
	1 man	adult	woman	youngest woman	man
	2 men		youngest man	youngest man	youngest woman
	3 men			oldest man	woman or youngest woman
	4 or more				youngest man

UPON COMPLETING
CHART:

My instructions are to interview the _____

TURN THE PAGE

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2B /

UPON GETTING AN
O.K FROM THE
ADULT AT THE DOOR:

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living in your household?

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_____ 1 or more adults

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CIRCLE ANSWER AT TOP
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How many of these are men?

_____ men

CIRCLE ANSWER ON LEFT SIDE
OF CHART

NUMBER OF ADULTS IN HOUSEHOLD					
		1 adult	2 adults	3 adults	4 or more
	0 men	adult	oldest woman	youngest woman	youngest woman
	1 man	adult	man	man	oldest woman
	2 men		oldest man	youngest man	youngest man
	3 men			youngest man	oldest man
	4 or more				oldest man

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CIRCLE ANSWER ON LEFT SIDE
OF CHART

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	0 men	adult	youngest woman	youngest woman	oldest woman
	1 man	adult	man	oldest woman	man
	2 men		oldest man	woman	oldest woman
	3 men			youngest man	woman or oldest woman
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CIRCLE ANSWER AT TOP
OF CHART AND ASK:

How many of these are men?

_____ men

CIRCLE ANSWER ON LEFT SIDE
OF CHART

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		1 adult	2 adults	3 adults	4 or more
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	1 man	adult	woman	man	youngest woman
	2 men		youngest man	oldest man	oldest man
	3 men			oldest man	youngest man
	4 or more				youngest man

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CHART:

My instructions are to interview the _____

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2E/

UPON GETTING AN
O.K FROM THE
ADULT AT THE DOOR:

My instructions specify the person to be interviewed at this household.
Could you tell me how many people – 18 years or older – are presently
living in your household?

_____ 0 adults

_____ 1 or more adults

TERMINATE
INTERVIEW,
EXPLAINING AGE
REQUIRMENT

CIRCLE ANSWER AT TOP
OF CHART AND ASK:

How many of these are men?

_____ men

CIRCLE ANSWER ON LEFT SIDE
OF CHART

NUMBER OF ADULTS IN HOUSEHOLD					
		1 adult	2 adults	3 adults	4 or more
	0 men	adult	oldest woman	middle woman	2 nd oldest woman
	1 man	adult	man	youngest woman	middle woman
	2 men		youngest man	oldest man	oldest or youngest woman
	3 men			middle man	middle man
	4 or more				2 nd youngest man

UPON COMPLETING
CHART:

My instructions are to interview the _____

TURN THE PAGE

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2F/

UPON GETTING AN
O.K FROM THE
ADULT AT THE DOOR:

My instructions specify the person to be interviewed at this household.
Could you tell me how many people – 18 years or older – are presently
living in your household?

_____ 0 adults

_____ 1 or more adults

TERMINATE
INTERVIEW,
EXPLAINING AGE
REQUIRMENT

CIRCLE ANSWER AT TOP
OF CHART AND ASK:

How many of these are men?

_____ men

CIRCLE ANSWER ON LEFT SIDE
OF CHART

NUMBER OF ADULTS IN HOUSEHOLD					
		1 adult	2 adults	3 adults	4 or more
	0 men	adult	youngest woman	middle woman	2 nd oldest woman
	1 man	adult	woman	oldest woman	middle woman
	2 men		oldest man	woman	oldest or youngest man
	3 men			middle man	middle man
	4 or more				2 nd oldest man

UPON COMPLETING
CHART:

My instructions are to interview the _____

TURN THE PAGE

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IF ADULT AT DOOR
INDICATES THAT
HE/SHE IS THE ONE
TO BE INTERVIEWED:

GO TO QUESTION #1 ON PAGE 4

IF ADULT AT DOOR
IS NOT THE
SPECIFIED
RESPONDENT, ASK:

Is he/she home?

_____ Yes

_____ No

UPON
MEETING
RESPONDENT,
REPEAT
INTRO AS
NEEDED AND
GO TO Q.1 ON
PAGE 4

When will he/she be home so I can
make an appointment to come back?

_____ Designated
respondent
is out-of-town,
sick, or
otherwise
unavailable

Time to
come back:

Phone # so
appointment
can be
verified or
set up:

Then, my
instructions are
to interview
the adult who
answers the door

GO TO Q. 1 ON
PAGE 4.

PLAN ON
CALL-BACK TO
THIS
HOUSEHOLD

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

SECTION I: IDENTIFICATION OF PROBLEMS, WORRIES , AND CONCERNS

1. Before we start let me give you an overview of the questionnaire. It has three sections. In the first, we want you to identify problems, worries, and concerns you've had in the past month. In the second, we analyse one of these situations in depth. In the third, we want your opinions about how you'd handle some typical situations faced by Seattle residents. There are no right or wrong answers. What's important is that you tell us as much about the situations you face in your everyday life so we can understand how you personally view and handle everyday problems worries and concerns. Your answers will then be combined with those of 600 other city of Seattle residents.

Let's start with identification of the problems, worries, and concerns you've had in the past month. We're interested in any worries or concerns you may have had...or, in any difficult decisions you've had to make... on any subject or topic that has affected and involved you personally. For example, has anything come up where you needed help... or, where you didn't understand something... or, where you needed to decide what to do...or, where you were worried about something?

CHECK HERE IF NONE NAMED. GO TO QUESTION 2 ON PAGE 6

IF SITUATION NAMED, GET COMPLETE DESCRIPTION. RECORD BELOW.

1.a. _____

R
U

IF UNCLEAR OR INCOMPLETE, PROBE: "Is there anything else you can say to give me a complete picture of this situation?"

1.b. Were there any other worries, concerns, or problems in the past month?

CHECK HERE IF NONE NAMED. GO TO QUESTION 2 ON PAGE 6

IF SITUATION NAMED, GET COMPLETE DESCRIPTION. RECORD BELOW.

R
U

IF UNCLEAR OR INCOMPLETE, PROBE: "Is there anything else you can say to give me a complete picture of this situation?"

1.c. Were there any other worries, concerns, or problems in the past month?

CHECK HERE IF NONE NAMED. GO TO QUESTION 2 ON PAGE 6

IF SITUATION NAMED, GET COMPLETE DESCRIPTION. RECORD BELOW.

R

U

IF UNCLEAR OR INCOMPLETE, PROBE: "Is there anything else you can say to give me a complete picture of this situation?"

1.d. Were there any other worries, concerns, or problems in the past month?

CHECK HERE IF NONE NAMED. GO TO QUESTION 2 ON PAGE 6

IF SITUATION NAMED, GET COMPLETE DESCRIPTION. RECORD BELOW.

R

U

IF UNCLEAR OR INCOMPLETE, PROBE: "Is there anything else you can say to give me a complete picture of this situation?"

1.e. Were there any other worries, concerns, or problems in the past month?

CHECK HERE IF NONE NAMED. GO TO QUESTION 2 ON PAGE 6

IF SITUATION NAMED, GET COMPLETE DESCRIPTION. RECORD BELOW.

R

U

IF UNCLEAR OR INCOMPLETE, PROBE: "Is there anything else you can say to give me a complete picture of this situation?"

2. Now, we'd like to go through a list of topics on which other residents of Seattle have told us they have had concerns, worries and problems. We'd like to know if you've had worries, problems or concerns in any of these areas in the past month. We're interested in situations that have affected or involved you personally. In addition, we'd like you to describe situations that you have not resolved already.

2A. How about crime and safety? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2B. How about employment or job issues? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2C. How about leisure time activity? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2D. How about neighborhood issues? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2. Now, we'd like to go through a list of topics on which other residents of Seattle have told us they have had concerns, worries and problems. We'd like to know if you've had worries, problems or concerns in any of these areas in the past month. We're interested in situations that have affected or involved you personally. In addition, we'd like you to describe situations that you have not resolved already.

2L. How about transportation? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2K. How about discrimination and race relations? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2J. How about education and schooling? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2I. How about health matters? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

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7A/

2E. How about housing and housing maintenance? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2F. How about consumer, buying and financial matters? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2G. How about childcare and family relationships? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2H. How about legal matters? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2H. How about legal matters? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2G. How about child care and family relationships? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2F. How about consumer, buying and financial matters? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2E. How about household and household maintenance? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2I. How about health matters? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2J How about consumer, buying and financial matters? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2K. How about discrimination and race relations? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2L How about transportation? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2D. How about neighborhood issues? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2C. How about leisure time activity? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2B How about employment or job issues? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2F. How about consumer, buying and financial matters? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

2A How about crime and safety? Have you had a problem, worry, or concern in this area in the past month?

_____ no _____ yes IF YES: GET COMPLETE DESCRIPTION

R

U

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9/

3. At this point, we'd like to go back and look at each of the situations you've named so far a little closer. Most of us face a lot of situations just about every day. Some of these we manage to resolve... we solve them.../or, we put them aside...or, we ignore them...or, we're still looking for a solution...or, they keep nagging and worrying us...they remain unresolved. Right now, I'm going to re-read each of the situations you've named and I'd like to know which of the situations have been resolved and which have been left unresolved.

INTERVIEWER: REPEAT THE RESOLVED vs UNRESOLVED DISTINCTION, IF NECESSARY.

Resolved -- solved, put aside, ignored

Unresolved – unsolved, still working on, still looking for a solution, still worrying about, still nagged by

RE-READ ONE BY ONE ALL OF THE SITUATIONS NAMED BY RESPONDENT ON PAGES 4 - 8.

AFTER READING EACH SITUATION, ASK:

“Has this situation been resolved...or is it unresolved?”

IN THE LEFT HAND MARGIN,

CIRCLE THE R IF SITUATION RESOLVED

CIRCLE THE U IF SITUATION UNRESOLVED

COUNT AND RECORD THE NUMBER OF RESOLVED AND UNRESOLVED SITUATIONS:

_____ RESOLVED SITUATIONS

_____ UNRESOLVED SITUATIONS

SECTION II: ANALYSIS OF SITUATION

4. INTERVIEWER: RECORD THE NUMBER OF RESOLVED SITUATIONS NAMED BY RESPONDENT.

_____No resolved named

_____One resolved named

_____Two or more resolved named

As we went through situations you listed, I noted that you didn't name any resolved Situations. At this point, I'd like you to think back over the last month. Can you recall any problem, worry, or concern that you did resolve?

No

GO TO Q. 5 ON ON PAGE 11

Yes

What was this situation?

GET COMPLETE DESCRIPTION

USE THIS ONE RESOLVED SITUATION FOR IN-DEPTH ANALYSIS. GO TO Q. 6 ON PAGE 12.

As we went through the situations you listed, I note that you named INSERT COUNT HERE resolved situations. Could you tell me which one of these situations you remember best -- remember the most about in terms of things that happened?

REVIEW ALL SITUATIONS WITH A R . PUT A STAR (*) BESIDE THE ONE WHICH RESPONDENT SAYS IS "BEST REMEMBERED".

USE THIS "BEST REMEMBERED" SITUATION FOR IN-DEPTH ANALYSIS. GO TO Q. 6 ON PAGE 12.

USE THIS SITUATION FOR IN-DEPTH ANALYSIS. GO TO Q. 6 ON PAGE 12.

SECTION II: ANALYSIS OF SITUATION

4. INTERVIEWER: RECORD THE NUMBER OF UNRESOLVED SITUATIONS NAMED BY RESPONDENT.

_____ No unresolved
named

_____ One unresolved
named

_____ Two or more unresolved
named

As we went through situations you listed, I noted that you didn't name any unresolved Situations. At this point, I'd like you to think back over the last month. Can you recall any problem, worry, or concern that still remains unresolved?

No

GO TO
Q. 5 ON
ON PAGE
11

Yes

What was this situation?

GET COMPLETE
DESCRIPTION

USE THIS SITUATION
FOR IN-DEPTH
ANALYSIS. GO TO
Q. 6 ON PAGE 12.

USE THIS ONE
UNRESOLVED SITUATION
FOR IN-DEPTH
ANALYSIS. GO
TO Q. 6 ON
PAGE 12.

As we went through the situations you listed, I note that you named INSERT COUNT HERE unresolved situations. Could you tell me which one of these situations you remember best -- remember the most about in terms of things that happened?

REVIEW ALL
SITUATIONS WITH A
U . PUT A STAR (*)
BESIDE THE ONE
THAT RESPONDENT
SAYS IS "BEST
REMEMBERED".

USE THIS "BEST
REMEMBERED"
SITUATION FOR
IN-DEPTH
ANALYSIS. GO TO
Q. 6 ON PAGE 12.

5. INTERVIEWER: RECORD THE NUMBER OF UNRESOLVED SITUATIONS NAMED BY RESPONDENT

_____ No unresolved
named

_____ One unresolved
named

_____ Two or more unresolved
named

As we went through situations you listed, I noted that you didn't name any unresolved situations. At this point, I'd like you to think back over the last month. Can you recall any problem, worry, or concern that still remains unresolved?

No

GO TO
Q. 33 ON
ON PAGE
24

Yes

What was this situation?

GET COMPLETE
DESCRIPTION

USE THIS SITUATION
FOR IN-DEPTH
ANALYSIS. GO TO
Q. 6 ON PAGE 12.

USE THIS ONE
UNRESOLVED SITUATION
FOR IN-DEPTH
ANALYSIS. GO
TO Q. 6 ON
PAGE 12.

As we went through the situations you listed, I note that you named INSERT COUNT HERE unresolved situations. Could you tell me which one of these situations you remember best -- remember the most about in terms of things that happened?

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SITUATIONS WITH A
U . PUT A STAR (*)
BESIDE THE ONE
THAT RESPONDENT
SAYS IS "BEST
REMEMBERED".

USE THIS "BEST
REMEMBERED"
SITUATION FOR
IN-DEPTH
ANALYSIS. GO TO
Q. 6 ON PAGE 12.

5. INTERVIEWER: RECORD THE NUMBER OF RESOLVED SITUATIONS NAMED BY RESPONDENT

_____No resolved
named

_____One resolved
named

_____Two or more resolved
named

As we went through situations you listed, I noted that you didn't name any resolved situations. At this point, I'd like you to think back over the last month. Can you recall any problem, worry, or concern that you did resolved?

No

GO TO
Q. 33 ON
ON PAGE
24

Yes

What was this situation?

GET COMPLETE
DESCRIPTION

USE THIS SITUATION
FOR IN-DEPTH
ANALYSIS. GO TO
Q. 6 ON PAGE 12.

USE THIS ONE
RESOLVED SITUATION
FOR IN-DEPTH
ANALYSIS. GO
TO Q. 6 ON
PAGE 12.

As we went through the situations you listed, I note that you named INSERT COUNT HERE resolved situations. Could you tell me which one of these situations you remember best -- remember the most about in terms of things that happened?

REVIEW ALL
SITUATIONS WITH A
R . PUT A STAR (*)
BESIDE THE ONE
THAT RESPONDENT
SAYS IS "BEST
REMEMBERED".

USE THIS "BEST
REMEMBERED"
SITUATION FOR
IN-DEPTH
ANALYSIS. GO TO
Q. 6 ON PAGE 12.

6. The next section of this questionnaire involves you telling me some details about how you handled or dealt with one of the situations you named – the one.... DESCRIBE SITUATION CHOSEN FOR IN-DEPTH ANALYSIS ...

PUT A SHORT DESCRIPTION OF THE SITUATION SELECTED FOR IN-DEPTH ANALYSIS BELOW:

Short description: _____

Identification label: _____

PUT THE Q. # LABEL OF THE SITUATION
HERE (e.g. 1a, 1b ...2A, 2B...ETC.

INTERVIEWER: NOTE THAT THE REMAINING QUESTIONS IN THIS SECTION ARE STATED IN TWO TENSES – PAST AND PRESENT. CHOOSE THE TENSE MOST APPROPRIATE TO THE RESPONDENTS SELECTED SITUATION.

IF THE SITUATION IS RESOLVED, USE PAST TENSE.
IF SITUATION IS UNRESOLVED, USE PRESENT TENSE

THE PAST TENSE FORM IS BUILT DIRECTLY INTO THE QUESTIONS
THE PRESENT TENSE FORM IS IN PARENTHESIS.

7. First, I'd like you to think back to everything that happened (so far) when you were dealing with this situation. Think back, trying to remember all the steps that occurred – the things that you did, the things that just happened. What one thing that happened (so far) while you were dealing with this situation do you remember best? Pick the one event that stands out in your mind.

8. You've just told me that you remember REPEAT R'S ANSWER TO Q. 7 best. Now, think back over this situation to all the things that happened before this event that you remember best. Were there any steps that occurred before this?

_____no _____yes

Tell me what happened first, what happened second, and so on right up to the REPEAT R'S ANSWER TO Q. 7 -- part you remember best. PROBE: "What else?"

INTERVIEWER: NUMBER OF STEPS IN ORDER RESPONDENT NAMES THEM

9. Now, let's start from the point that you remember best -- REPEAT R'S ANSWER TO Q. 7 Think back over this situation to all the things that happened after this event that you remember best. Try to remember everything that happened right up to the present. Were there any steps that occurred after this?

_____no _____yes

Tell me what happened after this...each step in order that things happened right up to the present time. PROBE: "What else?"

INTERVIEWER: NUMBER OF STEPS IN ORDER RESPONDENT NAMES THEM

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10. Situations that we face differ from each other in the way we think about them. Do you feel this situation was (is) one...?

REPEAT RESPONSES AFTER ALL QUESTIONS UNTIL R KNOWS ALTERNATIVES

Do you feel this situation was (is) one....?	Would you say?	
	Yes	No
a) Where you knew (know) what you wanted (want) to do but just couldn't (can't) seem to make any progress?		
b) Where you felt (feel) you just had (have) to be satisfied with the way things turned (turn) out?		
c) Where you just wanted (want) to know what was (is) going on?		
d) Where you needed (need) a basis for choosing between more than one alternative?		
e) Where you felt (feel) you couldn't (can't) control things?		
f) Where you felt (feel) anxious and helpless?		
g) Where you knew (know) what you wanted (want) to do but things kept (keep) going wrong?		
h) Where there just didn't (doesn't) seem to be anything you could (can) do?		
i) Where you needed (need) to get the facts		
k) Where there just didn't seemed (seems) to be more than one way to go?		
l) Where you felt (feel) you couldn't (can't) predict what was (is) going on?		
m) Where you knew (know) what you wanted (want) to do but something stood (stands) in your way?		
n) Where you compared (can compare) more than one alternative?		
o) Where you wanted (want) more details on what the situation was (is) about?		
p) Where you had to (have to) choose between more than one possible situation?		
q) Where you wanted (want) a better way of thinking about the situation?		
r) where you had (have) a solution but couldn't (can't) make it work?		
s) Where it was (is) difficult to make up your mind what to do?		
t) Where you simply wanted (want) to understand something?		

11. Some of the decisions we face or problems we get involved in include other people while some don't. Was (Is) this a situation where you were (are) the only person involved...or, were (are) other people directly involved?

_____ Only person involved _____ Other people directly involved

About how many other people were (are) directly involved?

_____ people GET SPECIFIC NUMBER

Who were (are) these people? We <u>don't want to know their names</u> ...only their general relationship to you?	How were (are) these people involved in this situation?

12. In dealing with situations, many people try to find out things...or, learn things...or, come to understand things that they feel will help them. I'd like you to think back of this situation (as it has occurred so far) and try to recall all the things you tried (have tried) to find out...or, learn...or, come to understand. What were these things

_____ None listed _____ Tried to find out things

CHECK THIS ONLY IF R VOLUNTEERS NONE

LIST THINGS HERE:

1) _____

GO TO Q.14 ON PAGE 17

2) _____

3) _____

4) _____

5) _____

6) _____

PROBE: "What else"

GO TO Q.13, NEXT PAGE

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

13. Now, I want to ask a number of questions about each of these things you tried to find out...or, learn...or, come to understand.
 FILL IN ONE ROW OF CHART BELOW FOR EACH THING LISTED AS ANSWER TO Q. 12

One of the things you tried to find out was...	(a)			(b)	(c)		(d)		(e)
	Would you say it was easy, hard or impossible to find this out?			How did you go about trying to find this out...or, learn about it, or understand it?	Did you succeed in finding this out?		IF YES TO (c): Did finding this out help you?		IF YES: How? IF NO: Why not?
	E	H	I		No	Yes	No	Yes	

14. Some of the situations that we face are tied in with a lot of other things... and some seem to be independent of other things. Would you say this situation was (is) tied in with other situations ...or independent?

_____Independent

_____Tied in with other situations

What <u>other</u> situations was (is) <u>this</u> situation tied in with?	How was (is) <u>this</u> situation tied in with these <u>other</u> situations?

15. In order to understand some situations, we have to step back from them ...while other we have to get up close. Did (do) you see this situation as one where you had (have) to stand back...or, get up close...or, do both?

_____stand back

_____get up close

_____do both

Was (is) this useful?

_____no

_____yes

Why (why not?)

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

16. Some situations just seem to crop up or appear while others seem to grow out of...or result from a lot of other situations. Was this situation one that just cropped up...or one that grew out of other situations?

_____Cropped up

_____Grew out of other situations

What <u>other</u> situations did <u>this</u> situation grow out of?	How did <u>this</u> situation seem to grow out of these <u>other</u> situations?

17. It's easier to get to the heart of some situations than it is for others. Was (is) this a situation that it was (is) easy to get to the heart of...or hard?

_____Easy

_____Hard

What made (makes) it easy to get at the heart of this

What made (makes) it hard to get at the the heart of this situation?

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

22. This question may seem to repeat some of the things we talked about earlier. We want to make sure, however, that we have a complete picture of this situation. I'd like you to go through this list with me and tell me which of the things on the list you did (have done) ...or did not do (have not done) in the process of dealing with this situation (so far).

In the process of dealing with this situation, did you (have you)?	(a)	Yes	(b)		(c)
	Doesn't apply or No		IF YES: Did it help?		IF YES: how did it help? IF NO: why didn't it help?
			No	Yes	
Change (changed) your view of the situation?					
Complain (complained) to someone about the situation					
Find (found) someone who agrees with you generally?					
Read something relating to the situation?					
Get (gotten) emotional or angry about the situation?					
Put the situation out of your mind for a while?					
Talk (talked) to someone about the situation?					
Spend time (spent time) thinking about the situation?					
Try (tried) out a possible solution to see whether or not it was right?					
Eliminate (eliminated) an approach to the situation?					
Compare (compared) at least two different approaches?					
Get (gotten) outside help with the situation?					
Ask (asked) someone else what to do?					

23. I have a few more questions about this situation. Some situations are easier to deal with than others. Would you say this situation was (is)...

READ ALL POSSIBLE RESPONSES ...?

- very easy for you to deal with
- somewhat easy for you to deal with
- somewhat difficult for you to deal with
- very difficult for you to deal with

24. Would you say this situation is one for which resolution is...

READ ALL POSSIBLE RESPONSES ...?

- very available
- somewhat available
- somewhat unavailable
- very unavailable

25. Would you say this situation is one for which information is...

READ ALL POSSIBLE RESPONSES ...?

- very available
- somewhat available
- somewhat unavailable
- very unavailable

26. Would you say this situation is one for which outside help is...

READ ALL POSSIBLE RESPONSES ...?

- very available
- somewhat available
- somewhat unavailable
- very unavailable

27. Let's assume for a moment that a lot of people are going to face a situation very much like this situation that you faced (face). About how many of these people so you think will be able to resolve this situation?

Would you say...

READ ALL POSSIBLE RESPONSES ...?

- all of them
- most of them
- only a few of them
- none of them

28. Finally, I'd like you to look back over this situation as you have described it to me and tell me whether you would call this situation...

READ ALL POSSIBLE RESPONSES ... completely resolved, almost resolved, or still unresolved.

_____ Completely resolved

_____ Almost resolved

_____ Unresolved

Do you feel this situation was resolved the way you felt it should be?

What would you say are the major reasons why this situation is almost resolved (unresolved)?

_____ no

_____ yes

Why?

Let me check on a few other things. Is this a situation that you feel still exists?

_____ no

_____ yes

In general, how satisfied would you say you are now with the resolution?

Is this a situation that you feel you are still working on?

Would you say...

_____ no

READ ALL POSSIBLE RESPONSES

_____ yes

_____ very satisfied

_____ somewhat satisfied

_____ somewhat unsatisfied

_____ very unsatisfied

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

29. Now, I'd like to ask a few questions about how you think an expert might help you in this situation. ADD, IF NECESSARY: if you can face it again
Imagine for a moment there is such an expert on this situation – someone who could answer all your questions. If you were talking to such an expert, what questions would you want the expert to answer? SPECIFY "NONE", IF VOLUNTEERED

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

30. Usually when we contact an expert about a situation that we're in, we want the expert to have answers to all our questions. However, we know in advance that the expert knows little about us...or about our particular situation. In order to really help, the expert might need to know some things about you and your particular situation. What would you want the expert to know so he could really help you? GET SPECIFIC ANSWERS SPECIFY "NONE", IF VOLUNTEERED

- 1) _____
- 2) _____
- 3) _____
- 4) _____

31. Assume that after talking to this expert, you have some information or advice that you've written down on a piece of paper. Assume that you've decided to file this piece of paper away for possible later use. What label would you put on the paper before you filed it away?

32. How likely do you think it is that a library would have some information that would help you in this situation? Would you say...
READ ALL POSSIBLE RESPONSES

_____ not likely at all

GO TO Q. 33 on NEXT PAGE

_____ somewhat unlikely

_____ somewhat likely

ASK: If you went to the library for information to help you with this situation, what would you look for?

_____ very likely

SECTION III: HYPOTHETICAL SITUATIONS

33. This next section of the questionnaire is very brief. I'm going to ask how you think you'd handle four different situations that many people in Seattle have reported lately. First, imagine that you have decided to find a new place to live. Before looking, however, you want to understand what the housing market is...what's available generally and at what cost. What steps would you go through in order to get this understanding? PROBE: "Anything else?"

1)

2)

3)

4)

34. Is there anything in particular that you would try to find out or understand that would help you get this understanding?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

35. Now, imagine that a member of your family is sick and unable to make a decision for himself. The doctor has told you that there are several different methods of treatment possible. You must make a decision. What steps would you go through in order to make this decision? PROBE: "Anything else?"

1)

2)

3)

4)

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

36. Is there anything in particular that you would try to find out or understand that you think would help you make this decision?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

SECTION III: HYPOTHETICAL SITUATIONS

33. This next section of the questionnaire is very brief. I'm going to ask how you think you'd handle four different situations that many people in Seattle have reported lately. First, imagine that you have decided to find a new place to live. You have located several possible places and must decide between them.. What steps would you go through in order to make this decision?

PROBE: "Anything else?"

1)

2)

3)

4)

34. Is there anything in particular that you would try to find out or understand that would help you make this decision?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

35. Now, imagine that a member of your family is very sick. You have taken him to see several very good doctors but none of the doctors have been able to determine what's wrong. You are very worried. What steps would you go through in order to deal with this worry.

PROBE: "Anything else?"

1)

2)

3)

4)

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

36. Is there anything in particular that you would try to find out or understand that would help you deal with this worry?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

SECTION III: HYPOTHETICAL SITUATIONS

33. This next section of the questionnaire is very brief. I'm going to ask how you think you'd handle four different situations that many people in Seattle have reported lately. First, imagine that you have decided to find a new place to live. You are worried, however, that the unpredictable effects of inflation will wipe out your ability to pay for housing you like. What steps would you go through in order to deal with this worry? PROBE: "Anything else?"

1)

2)

3)

4)

34. Is there anything in particular that you would try to find out or understand that would help you deal with this worry?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

35. Now, imagine that a member of your family is sick and you have decided to take him to see a doctor. However, the family member refuses to see a doctor. You see this refusal as an obstacle that you must get around. What steps would you go through in order to deal with this obstacle? PROBE: "Anything else?"

1)

2)

3)

4)

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

36. Is there anything in particular that you would try to find out or understand that would help you deal with this obstacle?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

SECTION III: HYPOTHETICAL SITUATIONS

33. This next section of the questionnaire is very brief. I'm going to ask how you think you'd handle four different situations that many people in Seattle have reported lately. First, imagine that you have decided to find a new place to live. However, you simply can't seem to find the time it takes to look for a new place. Your lack of time has become a real obstacle to your housing search. What steps would you go through in order to deal with this obstacle? PROBE: "Anything else?"

1)

2)

3)

4)

34. Is there anything in particular that you would try to find out or understand that would help you deal with this obstacle?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

35. Now, imagine that a member of your family is very sick and has just returned from the doctor and told you in detail everything the doctor said. However, neither you nor the family member understand the nature of the sickness or the treatment. You want to understand. What steps would you go through in order to get this understanding? PROBE: "Anything else?"

1)

2)

3)

4)

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

36. Is there anything in particular that you would try to find out or understand that you think would help you get this understanding?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

25A /

37. Now, imagine that there is a dog in your neighborhood that barks every night keeping you awake. You don't personally know the neighbour who owns the dog but have decided that you must go over and talk to this neighbor. However, you are worried about approaching the neighbor. What steps would you go through in order to deal with this worry? PROBE: "Anything else?"

1)

2)

3)

4)

38. Is there anything in particular that you would try and find out or understand that would help you deal with this worry?

_____no

_____yes

What?

How would you go about finding this out...or understanding this?

39. Now, imagine that you have decided to buy a new television set. You know exactly the set you want and the store you are going to get it from. However, you can't pick up the TV set because you work whenever the store is open. In addition, the store only delivers during the hours when you aren't at home. What steps would you go through in order to deal with this obstacle to getting your TV set? PROBE: "Anything else?"

1)

2)

3)

4)

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

40. Is there anything in particular that you would try and find out or understand that would help you deal with this obstacle?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

25B /

37. Now, imagine that there is a dog in your neighborhood that barks every night keeping you awake. You need your sleep and the dogs barking is preventing sleep. What steps would you go through in order to deal with this obstacle to your sleeping? PROBE: "Anything else?"

1)

2)

3)

4)

38. Is there anything in particular that you would try and find out or understand that would help you deal with this obstacle?

_____no

_____yes

What?

How would you go about finding this out...or understanding this?

39. Now, imagine that you have decided to buy a new television set. Your new TV set has been delivered and you find that you don't understand how to tune it so the color picture is good. What steps would you go through in order to get this understanding? PROBE: "Anything else?"

1)

2)

3)

4)

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

40. Is there anything in particular that you would try and find out or understand that would help you get this understanding?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

25C /

37. Now, imagine that there is a dog in your neighborhood that barks every night keeping you awake. You want to understand why the dog control laws in the City of Seattle don't seem to be enforced. What steps would you go through in order to get this understanding? PROBE: "Anything else?"

1)

2)

3)

4)

38. Is there anything in particular that you would try and find out or understand that would help you get this understanding?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

39. Now, imagine that you have decided to buy a new television set. You are comparing several different brands on several different features. What steps would you go through in order to make this decision. -- to decide which TV set to buy? PROBE: "Anything else?"

1)

2)

3)

4)

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

40. Is there anything in particular that you would try and find out or understand that would help you make this decision?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

25D /

37. Now, imagine that there is a dog in your neighborhood that barks every night keeping you awake. You have analysed the situation and determined that there are several different ways you could deal with it. What steps would you go through in order to decide what approach to take? PROBE: "Anything else?"

1)

2)

3)

4)

38. Is there anything in particular that you would try and find out or understand that would help you make this decision?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

39. Now, imagine that you have decided to buy a new television set. You found a set you liked and paid a lot of money for it. Upon delivery, however, you find that the set can not be returned. You are now worried that the set may not be worth the money you spent. What steps would you go through in order to deal with this worry? PROBE: "Anything else?"

1)

2)

3)

4)

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

40. Is there anything in particular that you would try and find out or understand that would help you deal with this worry?

_____no _____yes

What?

How would you go about finding this out...or understanding this?

SECTION IV: DEMOGRAPHY

41. Finally, we need to ask a few questions about you and your household so we can determine what groups of people have different problems and concerns. Please remember that your answers are confidential and will only be used in combination with those of other respondents. How many adults...people 18 years or older..live in your household?

GET SPECIFIC NUMBER

_____adults

42. How many children...people under 18 ...live in your household?

_____children

43. Are you employed?

_____no

_____yes

What kind of job do you have and what kind of place do you work at?

_____ Kind of job

_____ Kind of place

44. Are any other members of the household employed?

_____no

_____yes

What kind of job (kinds of jobs) does this person (do these people) have?
What kind of place (kind of places) does this person (do these people) work at?

Person 1

_____ Kind of job

_____ Kind of place

Person 2

_____ Kind of job

_____ Kind of place

Person 3

_____ Kind of job

_____ Kind of place

Appendix 6 Reproduced Questionnaire from Dervin et al. study (1976)

28 /

INTERVIEWER: PLEASE NOTE THE FOLLOWING AFTER COMPLETING THE INTERVIEW

51. Sex of respondent:

_____male

_____female

52. Racial/ethnic origin of respondent:

_____Asian American

_____Black

_____Chicano

_____Native American

_____White

_____Don't know

53 Total number of minutes this interview took: _____minutes