

## Survey of Civic Attitudes and Behavior After 9/11

RTI International and the Odum Institute at the University of North Carolina

### Telephone Instrument

Hello, my name is \_\_\_\_\_, and I'm calling on behalf of the Odum Institute at the University of North Carolina. We recently sent you an e-mail message telling you that you had been selected for the Survey of Civic Attitudes and Behavior After 9/11. You were selected for the survey as a member of the Knowledge Networks panel; however, we would like to ask you the questions over the telephone rather than have you answer them on the Web. The questions will take about 15 minutes and will cover topics such as your perceptions of our leaders and government, how you get information regarding safety and health, your involvement with your community, and how your volunteerism might have changed since the events of 9/11.

Your participation is completely voluntary, and you have the right to skip any questions you don't want to answer. As with any Knowledge Networks survey, your answers will be kept confidential.

[READ IF NECESSARY] If you have questions about the survey, you may call Paul Pulliam at Research Triangle Institute at 1-800-334-8571, extension 5258. If you have any questions about your rights as a study participant, you can call RTI's Office of Research Protection at 1-866-214-2043 (a toll-free number).

[DISPLAY IF SAMPLE =2 ]

Hello, my name is \_\_\_\_\_, and I'm calling on behalf of the Odum Institute at the University of North Carolina. [IF LETTER=1: Recently we sent your household a letter to ask for your help.] We are conducting an important research study called the Survey of Civic Attitudes and Behavior After 9/11. Your household has been scientifically selected to participate in this survey. The questions will take about 15 minutes and will cover topics such as your perceptions of our leaders and government, how you get information regarding safety and health, your involvement with your community, and how your volunteerism might have changed since the events of 9/11.

P1. For selection purposes, may I please speak with the adult, 18 years of age or older, that has had the most recent birthday?

1. CONTINUE
2. CALLBACK FOR NEW PERSON

[READ FIRST PARAGRAPH TO NEW RESPONDENT]

You have been selected at random from among members of your household to participate in the survey. Your participation is completely voluntary, and you have the right to skip any questions you don't want to answer. All of your answers will be kept confidential.

[READ IF NECESSARY: If you have questions about the survey, you may call Paul Pulliam at Research Triangle Institute at 1-800-334-8571, extension 5258. If you have any questions about your rights as a study participant, you can call RTI's Office of Research Protection at 1-866-214-2043 (a toll-free number).]

[DISPLAY IF SAMPLE =3 OR 4]

Hello, my name is \_\_\_\_\_, and I'm calling on behalf of the Odum Institute at the University of North Carolina. [IF LETTER=1: Recently we sent your household a letter to ask for your help.] We are conducting an important research study called the Survey of Civic Attitudes and Behavior After 9/11. Your household has been scientifically selected to participate in this survey. The questions will take about 15 minutes and will cover topics such as your perceptions of our leaders and government, how you get information regarding safety and health, your involvement with your community, and how your volunteerism might have changed since the events of 9/11.

You have been selected at random from among members of your household to participate in the survey. Your participation is completely voluntary, and you have the right to skip any questions you don't want to answer. All of your answers will be kept confidential.

[READ IF NECESSARY: If you have questions about the survey, you may call Paul Pulliam at Research Triangle Institute at 1-800-334-8571, extension 5258. If you have any questions about your rights as a study participant, you can call RTI's Office of Research Protection at 1-866-214-2043 (a toll-free number).]

[DISPLAY IF SAMPLE = 5]

Hello, my name is \_\_\_\_\_, and I'm calling on behalf of the Odum Institute at the University of North Carolina. About a month ago, you were invited to participate in the Survey of Civic Attitudes and Behavior After 9/11 as part of the Knowledge Networks panel. You declined to participate at that time, but we would still like to collect some information from you as part of this survey. The web survey is closed now, but I can ask you the survey questions over the telephone right now. The questions will take about 15 minutes and will cover topics such as your perceptions of our leaders and government, how you get information regarding safety and health, your involvement with your community, and how your volunteerism might have changed since the events of 9/11.

Your participation is completely voluntary, and you have the right to skip any questions you don't want to answer. Your answers will be kept confidential.

[READ IF NECESSARY: If you have questions about the survey, you may call Paul Pulliam at Research Triangle Institute at 1-800-334-8571, extension 5258. If you have

any questions about your rights as a study participant, you can call RTI's Office of Research Protection at 1-866-214-2043 (a toll-free number).]

[IF LETTER = 1; ELSE SKIP]

P2. Did you or someone else in your household receive a letter from the University of North Carolina Odum Institute about this study?

1. Yes
2. No
3. Not Sure

[ALL]

1. First, we would like to ask you about President Bush and his performance in office thus far. Using a grading scale of A, B, C, D, and F just like you have in school, where A is excellent and F is very poor and using any of the grades in between, how would you rate the job George Bush has done as president?

[Responses: A/B/C/D/F/Don't know/REF]

2. How would you grade President Bush on dealing with terrorism?

[Responses: A/B/C/D/F/Don't know/REF]

We would like to get your feelings toward some of our political leaders and other people who are in the news these days. I'll read the name of a person, and I'd like you to rate that person using something we call the feeling thermometer. The feeling thermometer can rate people from 0 to 100 degrees.

Ratings between 50 degrees and 100 degrees mean that you feel favorable and warm toward the person. Ratings between 0 degrees and 50 degrees mean that you don't feel favorable toward the person. Rating the person at the midpoint, the 50 degree mark, means you don't feel particularly warm or cold toward the person.

PROBE FOR "DON'T KNOW" RESPONSE: When you say, "don't know" do you mean that you don't know who the person is or do you have something else in mind?

8. The first person is: George W. Bush

Where on that feeling thermometer would you rate George Bush?

[Coding categories: 0\_100, CAN'T RATE/DK/REF]

9. The next person is: Al Gore

[Where on that feeling thermometer would you rate him?]

[Coding categories: 0\_100, CAN'T RATE/DK/REF]

2b. There are a number of budget priorities that our nation's leaders must weigh. We'd like to know which ones you think are most important. Please rank the priorities listed below in order from 1 to 5, where 1 is most important and 5 least important.

1. Passing a prescription drug benefit
2. Funding the military's fight against terrorism
3. Maintaining the tax cuts for future years that were passed in 2001
4. Balancing the federal budget
5. Developing public health responses to biological and chemical terrorism

3. How worried are you about the threat of terrorism in the USA?

- (1) Very worried
  - (2) Somewhat worried
  - (3) Not very worried
  - (4) Not at all worried
- DK/REF

4. How much do you agree or disagree with the following statement: Bioterrorism is one of the most serious problems facing the country today.

- (1) Strongly disagree
  - (2) Somewhat disagree
  - (3) Neither agree or disagree
  - (4) Somewhat agree
- Strongly agree  
DK/REF

5. The Centers for Disease Control and Prevention, or CDC, is the federal agency responsible for preventing and controlling diseases. When a bioterrorism event happens in the United States, what, if any, information do you expect the CDC to provide to the public? Do you expect the CDC to . . .

a. Name the type of germ released and explain the ways it could be transmitted (e.g., air, water, mosquito, person-to-person)

- 1 YES
  - 2 NO
- DK/REF

b. Name possible criminal suspects responsible for the act

- 1 YES

2 NO  
DK/REF

- c. Provide the number of people ill, hospitalized or dead during the outbreak and the geographic locations of cases?

1 YES  
2 NO

DK/REF

- d. Give an explanation of steps well people could take to minimize the risk of infection to them and their families?

1 YES  
2 NO  
DK/REF

- e. Give recommendations for treating the illness caused by the release of the germ?

1 YES  
2 NO  
DK/REF

- f. Provide travel advisories and/or restrictions related to the outbreak?

1 YES  
2 NO  
DK/REF

6. Have you sought information in the past 4 weeks concerning anthrax or other severe illnesses occurring in the United States from any of the sources listed below?

(1) Local television and radio

1 YES  
2 NO  
DK/REF

(2) Internet health and news sites

1 YES  
2 NO  
DK/REF

(3) Toll-free government information numbers

- 1 YES
- 2 NO
- DK/REF

(4) Cable 24-hour news channels and network news channels

- 1 YES
- 2 NO
- DK/REF

(5) Own physician, health care professional or HMO

- 1 YES
- 2 NO
- DK/REF

(6) Local or state health department

- 1 YES
- 2 NO
- DK/REF

7. If a bioterrorism incident occurred in your community who would you trust most as a spokesperson?

- (1) Elected officials, such as the mayor
- (2) Law enforcement agencies, such as the local police
- (3) Religious leaders
- (4) Local health department
- (5) Local physician or hospital
- DK/REF

We would like to ask you a few questions about how you stay informed about current affairs or important issues in your community.

10. Where do you get most of your information about important issues? Please tell me which of these is your number one source of information:

- (1) Newspapers and magazines (printed editions)
  - (2) Television news
  - (3) Radio news
  - (4) Family and friends
  - (5) Church or religious group
  - (6) The Internet
  - (7) School or workplace
  - (8) Another source not listed above
- DK/REF

11. How often do you typically discuss politics or government with family or friends?

- (1) Never
  - (2) Rarely
  - (3) Occasionally
  - (4) Often
- DK/REF

12. How often do you typically discuss important community issues or current events with family or friends?

- (1) Never
  - (2) Rarely
  - (3) Occasionally
  - (4) Often
- DK/REF

13. How worried are you that war will spread throughout the Middle East?

- (1) Very worried
  - (2) Somewhat worried
  - (3) Not very worried
  - (4) Not at all worried
- DK/REF

Our next questions are about your neighborhood and neighbors. We know that people define neighborhoods in different ways. If you live in a large city, you might have one definition while if you live in suburbs or rural areas you might have another. We'd like you to use your own definition and think about the area that you consider to be your neighborhood.

14. With that in mind, about how many people would you say live in your neighborhood?

[ENTER A NUMBER]

DK/REF

15. In general, what percentage of the people who live in your neighborhood would you say can be trusted?

[ENTER A NUMBER BETWEEN 0 AND 100.]

DK/REF

16. What percentage of the people who live in your neighborhood do you think would try to return a wallet they found with \$100 and an ID in it to its owner?

[ENTER A NUMBER BETWEEN 0 AND 100.]

DK/REF

17. What percentage of your neighbors' names do you know?

[ENTER A NUMBER BETWEEN 0 AND 100.]

DK/REF

18. Within the past year, how often have you borrowed, loaned, or exchanged small things like a cup of sugar or tools with people who live in your neighborhood?

- (1) Never
- (2) Rarely
- (3) Sometimes
- (4) Often

DK/REF

19. Within the past year, how often have people in this neighborhood helped you or you helped them with small favors, such as taking care of a pet, giving a ride somewhere, or helping with a repair?

- (1) Never
- (2) Rarely
- (3) Sometimes
- (4) Often

DK/REF

The next three questions ask about activities that you do with one or more of your neighbors. We would like you to think about a typical week and to answer how frequently you do the following activities. Your answer should range from 0 to 7 where 0 means that the activity does not happen in a typical week and 7 means that you do it every day.





[MAKE THIS SINGLE-SELECT RADIO BUTTON]

The next few questions relate to your involvement with certain types of community activities.

27. Over the past 12 months, you may have volunteered your time for a community service or to help others. Some examples of this unpaid work would be serving meals to senior citizens, picking up litter, or tutoring young people. Over the past year, how often would you say that you have been involved in such activities:

(1) Never [skip next question]

(2) One to three times

(3) Four to six times

(4) More than six times

DK/REF

28. How did you **first** become involved in these community service activities?

(1) Through church or other religious group

(2) Through a school or college

(3) Through your workplace or other business

(4) Through another organization

(5) Through a family member or friend

(6) Through your own efforts

DK/REF

29. Over the past 12 months, you may have voluntarily donated money, clothing, or other items for charitable purposes. This would include contributions to support charitable organizations or donations to a specific person in need. Over the past year, how often would you say that you have made these types of voluntary donations?

(1) Never

(2) One to three times

(3) Four to six times

(4) More than six times

DK/REF

30. Have you given more time to volunteer/community service activities since September 11th?

(1) YES

(2) NO

DK/REF

[if Q30=Yes]

31. How much additional time have you devoted in total to these activities since September 11th?

- (1) 0-10 hours
- (2) 11-20 hours
- (3) 21-40 hours
- (4) 41-60 hours
- (5) 60-80 hours
- (6) more than 80 hours
- DK/REF

31b. Do you consider yourself to be Protestant, Catholic, Jewish, not religious, or something else?

- 1) PROTESTANT [INCLUDES BAPTISTS, METHODISTS, PRESBYTERIANS, REFORMED] [GO TO Q32]
- 2) CATHOLIC [GO TO Q33]
- 3) JEWISH [GO TO Q 34]
- 4) NOTHING IN PARTICULAR/NOT RELIGIOUS
- 5) "JUST A CHRISTIAN"
- 6) SOMETHING ELSE
- DK/REF

[Q31b = 1]

32. Would you say that you are a fundamentalist, an evangelical, a mainline, or a theologically liberal Protestant?:

- (1) FUNDAMENTALIST PROTESTANT
- (2) EVANGELICAL PROTESTANT
- (3) MAINLINE PROTESTANT
- (4) THEOLOGICALLY LIBERAL PROTESTANT
- (5) OTHER
- (6) DON'T KNOW
- (7) REFUSED

[SKIP TO Q34B]

[Q31b = 2]

33. Would you say that you are a traditionalist Catholic, a liberal Catholic, a charismatic Catholic, or "just Catholic"?:

- (1) TRADITIONALIST CATHOLIC
- (2) LIBERAL CATHOLIC
- (3) CHARISMATIC CATHOLIC
- (4) "JUST CATHOLIC"
- (5) DON'T KNOW
- (6) REFUSED

[SKIP TO Q34B]

[Q31b = 3]

34. Would you say that you are a Reform Jew, a Conservative Jew, an Orthodox Jew, or none of the above?:

- (1) REFORM JEW
- (2) CONSERVATIVE JEW
- (3) ORTHODOX JEW
- (4) NONE OF THE ABOVE/JUST JEWISH
- (5) DON'T KNOW
- (6) REFUSED

34b. How often have you been attending religious services in the last year?

- 1) More than once a week
  - 2) Once a week
  - 3) 2-3 times a month
  - 4) Once a month
  - 5) Less than once a month
  - 6) Never
- DK/REF

[for all]

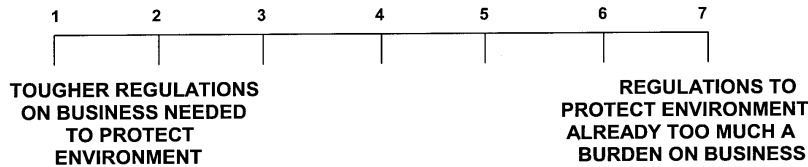
35. How much better or worse off would the United States be if evangelical Christians had more influence on public issues?

- (1) Much better off
- (2) Somewhat better off
- (3) Somewhat worse off
- (4) Much worse off
- (5) DON'T KNOW
- (6) REFUSED

Now we would like to ask you a few questions about regulations of businesses to protect the environment.

[OK TO NOT DISPLAY VISUAL IN CATI]

### Regulation of Business



Some people think we need much tougher government regulations on business in order to protect the environment. Suppose these people are at one end of a scale, at point 1. Others think that current regulations to protect the environment are already too much of a burden on business. Suppose these people are at the other end, at point 7. And, of course, some other people have opinions somewhere in between, at points 2, 3, 4, 5, or 6.

36. Where would you place yourself on this scale, or haven't you thought much about this? \_\_\_\_

[RANDOMIZE THE ORDER OF Q37 AND Q38]

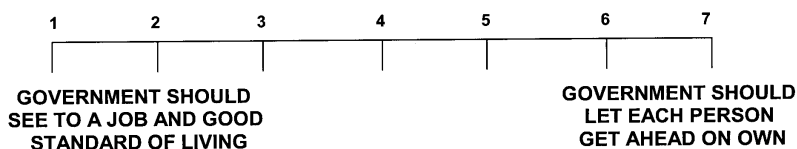
37. Where would you place Al Gore on this issue? \_\_\_\_

38. Where would you place George Bush on this issue? \_\_\_\_

[Responses for all questions: 1,2,3,4,5,6, or 7, or DK/REF]  
[RADIO BUTTON PREFERRED]

[OK TO NOT DISPLAY VISUAL IN CATI]

### Job and Good Standard of Living



Some people feel the government in Washington should see to it that every person has a job and a good standard of living. Suppose these people are at one end of a scale, at point 1. Others think the government should just let each person get ahead on their own. Suppose these people are at the other end, at point 7. And, of course, some other people have opinions somewhere in between, at points 2, 3, 4, 5, or 6.

39. Where would you place yourself on this scale, or haven't you thought much about this? \_\_\_\_

[RANDOMIZE THE ORDER OF Q40 AND Q41]

40. Where would you place Al Gore on this issue?

41. Where would you place George Bush on this issue?

[Responses for questions 42 to 44: 1, 2, 3, 4, 5, 6, or 7, or DK/REF]  
[RADIO BUTTON PREFERRED]

## **NORTH CAROLINA QUESTIONS**

[DISPLAY QUESTIONS WHERE NC = 1, ELSE SKIP TO Q49]

42. Do you approve or disapprove of the way Mike Easley is handling his job as Governor?

- (1) APPROVE
- (2) DISAPPROVE
- (3) DON'T KNOW
- REF

43. Do you approve or disapprove of the way Jesse Helms is handling his job as U.S. Senator?

- (1) APPROVE
- (2) DISAPPROVE
- (3) DON'T KNOW
- REF

44. Do you approve or disapprove of the way John Edwards is handling his job as U.S. Senator?

- (1) APPROVE
- (2) DISAPPROVE
- (3) DON'T KNOW

REF

45. Do you approve or disapprove of the way George W. Bush is handling his job as president?

- (1) APPROVE
  - (2) DISAPPROVE
  - (3) DON'T KNOW
- REF

46. If the elections for Congress were being held today, would you vote for the Republican Party's candidate or the Democratic Party's candidate for North Carolina?

- (1) REPUBLICAN
  - (2) DEMOCRAT
  - (3) DON'T KNOW
- REF

47. How much thought have you given to the coming U.S. Senate election next year in North Carolina?

- (1) Quite a lot
  - (2) Only a little
  - (3) DON'T KNOW
- REF

48. I am going to read you a list of names of candidates who have said they plan to run for the Senate this year. For each name would you please tell me if you have a strong favorable impression of the candidate, a somewhat favorable impression, an unfavorable impression, or you don't know enough about the candidate to have formed an impression.

48a. Erskine Bowles

- (1) Strong favorable impression
  - (2) Somewhat favorable impression
  - (3) Unfavorable impression
  - (4) Don't know enough to have formed an impression
- REF

48b. Dan Blue

- (1) Strong favorable impression
  - (2) Somewhat favorable impression
  - (3) Unfavorable impression
  - (4) Don't know enough to have formed an impression
- REF

48c. Elaine Marshall

- (1) STRONG FAVORABLE IMPRESSION

- (2) SOMEWHAT FAVORABLE IMPRESSION
  - (3) UNFAVORABLE IMPRESSION
  - (4) DON'T KNOW ENOUGH TO HAVE FORMED AN IMPRESSION
- REF

48d. Elizabeth Dole

- (1) STRONG FAVORABLE IMPRESSION
  - (2) SOMEWHAT FAVORABLE IMPRESSION
  - (3) UNFAVORABLE IMPRESSION
  - (4) DON'T KNOW ENOUGH TO HAVE FORMED AN IMPRESSION
- REF

48e. Jim Snyder

- (1) STRONG FAVORABLE IMPRESSION
  - (2) SOMEWHAT FAVORABLE IMPRESSION
  - (3) UNFAVORABLE IMPRESSION
  - (4) DON'T KNOW ENOUGH TO HAVE FORMED AN IMPRESSION
- REF

[ASK ALL]

49. Generally speaking, do you usually think of yourself as a ....

- (1) Republican
  - (2) Democrat
  - (3) Independent
  - (4) Other (specify: \_\_\_\_\_) [TX]
  - (5) No preference
- DK/REF

[ASK ALL]

50. Are you a member of a labor union?

- (1) YES
  - (2) NO
- DK/REF

### **Core Profile Questions**

*[DISPLAY THE P-SERIES QUESTIONS WHERE 'SAMPLE' = 2 OR 3 OR 4]*

*Finally, we have just a few more questions about your background.*

P1. [ASK IF NOT CERTAIN] Record Respondents' Gender

- 1 – Male
- 2 – Female

P2. How old are you?

RECORD NUMBER OF YEARS: \_\_\_\_\_

[range restriction 18-99]

P3. Now we would like to ask you about your ethnicity. Are you of Spanish, Hispanic, or Latino descent?

- (1) No, I am not
- (2) Yes
- (3) DK/REFUSED

*[PROBE IF REFUSE P3]*

[IF NECESSARY: Information about your ethnicity is very important. We greatly appreciate your response and will protect your confidentiality. ]

*[If P3 = 1 OR P3=DK/Refused]*

P4. Now we would like to know what you consider your racial background to be.

Do you consider yourself to be white, black or African-American, American Indian or Alaska Native, or Asian or Pacific Islander?

- (1) White
- (2) Black/African-American
- (3) American Indian or Alaska Native
- (4) Asian/Pacific Islander
- (5) DK/REFUSED

[IF NECESSARY: Although race categories in this survey may not fully describe your racial background, they match the categories commonly used by the U.S. Census Bureau. We greatly appreciate your effort to describe your racial background using the standard categories provided. This information helps us compare the Knowledge Networks panel to other representative samples of the U.S. population. ]

P5. [If P3 = 2]

You have indicated that you are of Hispanic origin. In addition to being Hispanic, do you **also** consider yourself to be white, black or African-American, American Indian or Alaska Native, or Asian/Pacific Islander?

- (1) White
- (2) Black/African-American
- (3) American Indian or Alaska Native

- (4) Asian/Pacific Islander
- (5) DK/REFUSED

*PROBE IF REFUSE P5*

[IF NECESSARY: Information about your racial background is very important to us. We greatly appreciate your response and will keep it strictly confidential.]

P6. What is the highest degree or level of education that you have completed?  
[READ LIST]

- (1) Less than high school
- (2) Some high school, no diploma
- (3) Graduated from high school – Diploma or Equivalent (GED)
- (4) Some college, no degree
- (5) Associate degree (for example: AA, AS)
- (6) Bachelor's degree
- (7) Master's degree
- (8) Professional degree (for example: MD, DDS, LLB, JD)
- (9) Doctorate degree
- (10) DK/REFUSED

P7. Was your total HOUSEHOLD income in the past 12 months below \$35,000, or \$35,000 or more?

- (1) below \$35,000
- (2) \$35,000 or more
- (3) DK/REFUSED

*PROBE IF REFUSE P7*

[IF NECESSARY: Information about your household income is very important. We greatly appreciate your response and will keep it strictly confidential. ]

P8. If P7=1

We would like to get a more accurate estimate of your total HOUSEHOLD income in the past 12 months before taxes. I am going to read some income categories. Please stop me when I reach the category that best describes your total household income before taxes.

- (1) less than \$5,000
- (2) \$5,000 to \$7,499
- (3) \$7,500 to \$9,999
- (4) \$10,000 to \$12,499
- (5) \$12,500 to \$14,999

- (6) \$15,000 to \$19,999
- (7) \$20,000 to \$24,999
- (8) \$25,000 to \$29,999
- (9) \$30,000 to \$34,999
- (10) DK/REFUSED

**PROBE IF REFUSE P8**

[IF NECESSARY: Information about your household income is very important. We greatly appreciate your response and will keep it strictly confidential. ]

**P9. If P7=2**

We would like to get a more accurate estimate of your total HOUSEHOLD income in the past 12 months before taxes. I am going to read some income categories. Please stop me when I reach the category that best describes your total household income before taxes.

- (1) \$35,000 to \$39,999
- (2) \$40,000 to \$49,999
- (3) \$50,000 to \$59,999
- (4) \$60,000 to \$74,999
- (5) \$75,000 to \$84,999
- (6) \$85,000 to \$99,999
- (7) \$100,000 to \$124,999
- (8) \$125,000 or more
- (9) DK/REFUSED

[IF NECESSARY: Information about your household income is very important. We greatly appreciate your response and will keep it strictly confidential.]

**P10. Are you currently married, single and never married, divorced, widowed, or separated?**

- (1) married
- (2) single (never married)
- (3) divorced
- (4) widowed
- (5) separated
- (6) DK/REFUSED
- (7) PROBE IF REFUSE

**CLOSING:**

Thank you very much for your help with this study. We appreciate the time you have spent in sharing with us your opinions about these important national topics. Good bye and thank you again.