To the Graduate Council:

I am submitting herewith a thesis written by Archibald V. Arnold III entitled "Satisfaction with Neighborhood as a Predictor of Attitude toward the Police." I recommend that it be accepted in partial fulfillment of the requirements for the degree of Master of Science, with a major in Industrial and Organizational Psychology.

John W. Lounsbury, Major Professor

We have read this thesis and recommend its acceptance:

Accepted for the Council:

Vice Chancellor
Graduate Studies and Research

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SATISFACTION WITH NEIGHBORHOOD AS A PREDICTOR OF ATTITUDE TOWARD THE POLICE

A Thesis

Presented for the

Master of Science

Degree

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ABSTRACT

The purpose of this study was to examine the utility of satisfaction with neighborhood as a predictor of attitude toward the police. This satisfaction measure was compared to the traditional demographic predictors (age, income, race, and education) to determine their relative value as indicators of attitude toward local law enforcement.

Satisfaction with neighborhood and attitude toward the police were measured by summing z scores on several homogeneous items related to each variable. It was hypothesized that: 1. The personal and demographic predictors and satisfaction with neighborhood would be positively related to attitude toward the police. 2. Satisfaction with neighborhood would make a unique contribution in predicting attitude toward police independent of the demographic predictors. 3. The independent contribution of neighborhood satisfaction would be greater for high tenure than for low tenure groups.

A random sample of 344 adult residents was chosen from five neighborhoods within the city limits of Knoxville, Tennessee. Trained interviewers administered a 17 page questionnaire containing items related to personal quality of life, local police, and broader aspects of local government.

Results supported the hypothesized correlations of attitude toward police with age and satisfaction with neighborhood. The unique independent contribution of satisfaction with neighborhood to attitude toward police was substantial and significant. The exploratory

hypothesis was contradicted as the contribution of satisfaction with neighborhood was considerably larger in the low tenure group than in the high tenure group.

The failure of most of the traditional personal and demographic variables to predict attitude toward the police suggests possible explanations for the ineffectiveness of many police-community relations programs targeted on this basis. Furthermore, the significant contribution of satisfaction with neighborhood suggests that the determinants of attitude toward the police may be more diffuse and complex than previously thought. Also, the challenge of gaining citizen support for the police is discussed as a function of the police role as a symbol of many broader aspects of local government.

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CHAPTER I

INTRODUCTION AND RATIONALE

According to the Bill of Rights, this nation's government was created to ". . . form a more perfect union, establish justice, ensure domestic tranquility, provide for the common defense, promote the general welfare, and secure the blessing of liberty to ourselves and our posterity..." The police establishment evolved over the years to perform the role of maintaining these rights in the best interests of the general public. In effect, the public's responsibility for law and order was delegated to a few policemen in order that others in turn could concentrate their efforts in the performance of the other functions vital to the maintenance of the community.

Over the years, the problem of providing effective law enforcement has become increasingly more difficult and complex. The increasing affluence, mobility, and urbanization of the population has compounded the number of occasions at which police presence is required (Chylak 1978). Most recently, several demographic trends have contributed to the increased frequency and magnitude of civil disobedience:

1. The poor demand their share of the nation's wealth.
2. Minorities want a final end to discrimination.
3. The youth want a voice in the decision making process.

As a result of these pressures, the law enforcement establishment has assumed an increasingly adversarial position in relation to the general public. This polarization of the police from the mainstream

of community life has long been recognized by law enforcement officials as a significant hindrance to their effective performance of the police function (Davis and Padgett 1977). Specifically, the loss of public support and esteem has resulted in (Shaw and Williamson 1972, Cromwell and Keefer 1973):

1. The loss of public cooperation in the detection, prevention, and reporting of crimes.

2. Deterioration of police morale as reflected in officers being less enthusiastic about doing their job well.

3. Insufficient recruitment in total numbers and representativeness of minority groups.

4. Turnover among police officers.

5. Reduction in public support in terms of funds for salaries and equipment.

6. A polarization of the police making them less capable of understanding and adapting to the community and its changing needs.

7. Public hostility making officer's reluctant to act; inducing them to use unnecessary force, verbal abuse, and other improper practices.

8. An increase in the danger of police work.

The traditional solution to the crime control problem has been to harness new technologies and other administrative innovations in order to increase the mobility and detection capabilities of the individual police officer (Lewis and Sullivan 1979). Alarm systems, radar, sophisticated communications equipment, and efficient patrolling strategies are among the techniques exemplifying this type solution. Despite these

efforts, crime rates continued to spiral upwards as law enforcement agencies found themselves unable to cope with criminal elements who themselves were becoming increasingly sophisticated (Knowles and Brewer 1973).

More recently, police officials have reached the conclusion that effective law enforcement depends heavily on the cooperation and goodwill of the members of the community (Davis 1977, Stotland and Guppy 1975, Derlega, Eberhardt, Weaver and Wiggs 1979, Momboisse 1967, National Survey of Police and Community Relations 1967). This feeling was articulated by Edward Davis, former Chief of Police of Los Angeles (Reiser and Steinberg 1972):

> With a ratio of one policeman for 500 other people, the only way we can survive and be successful is to enlist and obtain the support of the citizenry at large in helping us protect and serve them.

Also, Anthony Barress, Chief of Police for Newark, N. Y. (Barress 1977):

> It is axiomatic that community acceptance and good will toward its police department are essential to a successful municipal police operation.

As a result of this emphasis, police departments across the country have for a number of years been making serious efforts at gaining citizen support through three basic programs: public relations, police-community relations (PCR) and community service functions. These programs have typically been targeted at minority groups, the poor, young, and less educated, because research evidence indicates that these groups are more likely to have negative attitudes toward police (Klyman and Kruckenberg 1974, Knowles and Brewer 1973, Kuckel and Pattavina

1969, Mathias 1971, Hindelang 1974). Unfortunately the results of these programs have normally ranged from marginal to ineffective. As noted by Albrecht and Green (1977), "it seems fair to say that little significant change in police-community relationships or in the public image of the police has occurred except in some fairly specific and isolated cases." Thus, despite the identification of the demographic and personal variables predictive of poor attitudes toward law enforcement, police programs to change these attitudes seem to be ineffective as a rule (Cohen 1974, Hernandez 1974). Further research appears to be needed to identify alternatives to personal and demographic variables as predictors of attitude toward the police which may help to explain the failure of most PCR programs.

Along this line there has been some recent literature which suggests that an individual's attitude toward the police may be related to his/her satisfaction with neighborhood or local community. As stated by John T. O'Brien (1978), "the police have been thrust upward to serve as the lightning rods of public discontent." People who are dissatisfied with their local neighborhood life because of poor housing, unsafe streets, unemployment, improper family structures, etc., may focus this discontent against the police (Coffey, Eldefonso, and Hartinger 1977). The police thus become a "tangible target" or symbol for the inadequacies of the local neighborhood environment.

If, in fact, the police do symbolize the adequacy of many broader aspects of the local environment, the failure of PCR programs may be attributed to factors not directly involved in the police-citizen

relationship. The actual on-the-job behavior of police officers may have little impact on community attitudes toward them. Similarly, programs to improve communications, awareness, and community participation in police functions may be focused on issues that account for only a small percentage of the variance in attitudes toward the police. Targeting such programs at portions of the community based on personal and demographic variables may be akin to treating the symptom rather than the underlying disease. Dissatisfaction with the quality of neighborhood life may be a far more important determinant of attitudes toward the police on the part of local citizens. Failure of traditional PCR programs could be explained by the investigation of police image as a function of the perceived quality of neighborhood environment.

Based on the foregoing rationale, the purpose of this research was to compare satisfaction with neighborhood with personal and demographic variables (age, race, income, education) as predictors of attitude toward the police.

CHAPTER II

REVIEW OF THE LITERATURE

This review will include an analysis of the literature relating personal and demographic variables: age, race, income, and education, to attitude toward the police. Additionally, the evidence of a relationship between satisfaction with neighborhood and attitude toward the police will be presented.

I. PERSONAL AND DEMOGRAPHIC VARIABLES

Race

The police function has traditionally been viewed by minorities as the method by which the wealthy and powerful elements of society maintain control over the lower classes. With the increased intensity of civil rights activities since the early 1960's, the relationship between the police and minority groups has been increasingly strained. Because the police have come to represent the "establishment" to oppressed minority groups, these groups, especially Blacks, have tended to have lower opinions of the police than the White majority.

As noted by Singer(1975):

> According to a study by the Foundation for Change (1972), the minority member sees the policeman as a functionary of the establishment that he feels has oppressed him. He cannot deal with his frustration in any other way except anger, resentment, and violence and the police are his available target.[1]

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[1]Henry A. Singer, "Police Action-Community Action," Journal of Social Issues, 31 (Winter 1975), 99.

There has been a considerable amount of research pertaining to minority attitudes toward the police. The President's Commission on Law Enforcement and Administration of Justice reported in 1967 that non-Whites (Blacks, Mexican-Americans, and Puerto Ricans) had significantly more negative attitudes toward the police than did Whites. More specifically these attitudes toward police practices were related to riotous behavior. The report cited a Louis Harris Poll describing a nationwide survey that showed 67% of Whites as compared to only 51% of Blacks gave good to excellent ratings of local police performance. In a similar poll by the Harris organization in 1970, the White favorableness rating remained at 67% while the Blacks dipped to only a 43% positive rating (Hindelang 1974).

In a longitudinal study conducted in Birmingham, Alabama, between 1967 and 1969, researchers found that the gap between Black and White perceptions of the police seemed to be widening over time (Ramirez, Lasater, and Wershaw 1970). On the items concerning "perceived honesty of police" and "cynicism toward law enforcement," Blacks were becoming significantly more negative than Whites. This widening gap paralleled the fact that Blacks were simultaneously becoming less satisfied with the civic aspects of life: protection by police, job opportunity, and quality of housing.

In another significant research project, Lohman and Misner (1966) found these same race differences in attitudes toward the police. In large scale surveys in San Diego and Philadelphia, they found that race was the controlling factor in attitude toward law enforcement across

all levels of geography, income, and social class. This systematic difference between Black and White attitudes has been supported in a number of other research projects (Auerback and Walker 1970, Jacob 1971, McCaghy, Irving and Colfax 1968, Rolston 1968, Bayley and Mendelsohn 1969, Chandler and Kassebaum 1979, Roper Research Associates, Inc. 1970).

Biderman (1966), in doing survey research in the District of Columbia, found that negative Black attitudes toward the police were related to disenchantment with the legal system. In a more recent survey in Utah, Albrecht and Green (1977) found that minority negativism toward the police was clearly connected with cynicism concerning equal justice for all citizens. They concluded that attitudes toward the police are related to central and fundamental values concerning the operation of the larger legal and political systems.

In summary, minorities, especially Blacks, have systematically less positive attitudes toward the police than the White majority. This attitudinal difference has been related to perceptions of the actual quality of police performance, attitudes toward broader aspects of the legal system and resentment of the "establishment" in general.

Age, Income, Education

Many of the reasons for negative minority attitudes toward police also seem to apply to the young, the less educated and lower income groups who also tend to have less positive attitudes toward the police than groups on the other end of their respective scales.

There has been a considerable amount of literature and research on age as a factor related to attitude toward the police. Essentially most research to date agrees with the 1967 report by the President's Commission on Law Enforcement and Administration of Justice which noted that distrust of the police is particularly prevalent among boys and young men.

Cromwell and Keefer (1973) present an interesting rationale for the breakdown in relations between police and the youth. They explain that the tranditional sources of control of anti-social behavior among juveniles (the family, school, church, and neighborhood) are no longer effectively performing this function. The police have been forced to take on the role as "the last barrier to irresponsible lawlessness in the community" by the youth.[2] As a result, youth contacts with police have become increasing negative in nature resulting in mutual feeling of distrust and loss of respect. Lohman and Misner (1966) found that these negative contacts tended to cluster around areas of friction such as curfew, field interrogation, traffic, surveillance, and arrest. Furthermore, they found that youths are more likely to recall contacts with the police as being painful, both physically and psychically, and to view the police as "bad" and "against them."[3] Shepard (1970) cites

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[2]Paul F. Cromwell and George Keefer, Police-Community Relations (1973), 267.

[3]Joseph D. Lohman and Gordon E. Misner, The Police and the Community (1966), 85.

evidence that over 50% of those arrested for burglary, larceny, auto theft, arson and vandalism during 1966-1967 were under 18 years of age. Also, he concludes that youths are more likely to come in conflict with the police due to their propensity for participation in civil rights movements and other forms of protest.[4] Momboisse (1967) blames youth alienation on the fact that over the last 25 years the nation's children have not grown up being exposed to officer "Clancy," the friendly authority figure.[5] The neighborhood footpatrolman once familar to local residents on a personal basis has been replaced by an anonymous cop in a patrol car.

Hollingsworth gives an apt description of the change in the relationship between the police and youth:

> There was a time when the public envisioned the police officer as a man they could trust and whose trust they wanted; a man whom they respected and whose respect they hoped to earn; a man whom they liked and with whom they were willing to cooperate.
>
> That image was the product of numerous personal contacts with citizens made by each officer every day. When the police of America got off their feet and onto the seats of patrol cars, they improved efficiency and increased mobility. But this marked the end of an era in the relationship of the police and the public.[6]

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[4]George H. Shepard, "The Juvenile Specialist in Community Relations," The Police Chief, 37 (January 1970), 319.

[5]Raymond M. Momboisse, Community Relations and Riot Prevention (1967), 203.

[6]Dan Hollingsworth, "Traffic Control: Citizen Support," in Paul F. Cromwell and George Keefer (eds.) Police-Community Relations (1973), 283.

There have been a number of field surveys supporting the reality of a breakdown in police-youth relations. In a 1970 report by the Center for the Study of Crime, Delinquency, and Corrections in Granite City, Illinois, youth were found to have systematically lower opinions than adults on items: "are police doing a good job" and attitude toward a career in law enforcement. These findings were supported by Chappell and Wilson (1968), Falkenstam (1973), and Shaw and Williamson (1972). In summation, it has been made quite clear to police and local officials that age is a useful factor in the prediction of attitude toward the police.

An excellent description of the relationship between the variables: education, income, and attitude toward the police, is offered by Klyman and Kruckenberg (1974). In a study of community perceptions of the police, they report the "amazing paradox" that ghetto residents (typically the poor and undereducated) tend to rely most heavily on the local police in times of illness, personal injury, and other noncriminal problems. Yet, these same people have systematically lower opinions of the quality of local police performance.[7] It appears that income and education operate to predict attitude toward the police in much the same manner as does race. The poor and less educated elements of society tend to have lower living standards, be less satisfied with the quality of their lives, and are themselves a minority group which is

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[7]Fred I. Klyman and Joanna Kruckenberg, "A Methodology for Assessing Citizens Perceptions of Police," Journal of Criminal Justice, 2 (Fall 1974), 221.

alienated and resentful of the establishment. Police are seen as symbols of the establishment for the poor and less educated in much the same manner as for ethnic minorities (Lewis and Sullivan 1979).

Specific research relating income and education to attitudes toward the police is well documented in the literature. Albrecht and Green (1977) found that the poorer segments of the population have more negative attitudes toward the police which are related to cynicism concerning the larger aspects of the legal and political system. Other research concluding that a positive relationship exists between income/education factors and attitudes toward the police has been reported by the National Center on Police and Community Relations (1966), Rolston (1968), Chappell and Wilson (1970), Jacob (1971), Shaw and Williamson (1972), Hindelang (1974), and Chandler and Kassebaum (1979).

In summary, the literature relating personal and demographic variables to attitudes toward the police suggests that the poor, less-educated, young, and ethnic minority groups typically have less favorable attitudes toward the police than the general population.

II. SATISFACTION WITH NEIGHBORHOOD

Satisfaction with neighborhood has apparently not been used as a predictor of attitude toward the police. However, there is some research which used satisfaction with neighborhood as the criterion variable of which perceptions regarding police performance, crime, and safety are predictive.

Naparstek (1977) states that physical security is a primary component of neighborhood satisfaction and that police play a vital role in maintaining this security. He defines physical security as the "confidence level residents and merchants have toward the public safety and criminal justice systems."[8] If there is alienation or a breakdown in the relationship between the police and the local community, this feeling of physical security will be lost. The result would be a degradation of satisfaction with neighborhood. Thus, he posits a logical if not empirical basis for a relationship between satisfaction with neighborhood and attitude toward the police.

Some of the best research on the determinants of neighborhood satisfaction was reported by Marans and Rodgers (1975) using a large sample (N = 2,159) in a 1971 quality of life study conducted by Campbell, Converse, and Rodgers. The results of this study are presented in Table 1. Among the significant contributors to satisfaction with neighborhood are the police performance related variables "safe to walk at night" and "importance of locking doors." It would seem plausible that perceived quality of local police performance would be linked to neighborhood satisfaction through these two intervening variables. This idea was supported by Lansing, Marans, and Zehner (1974) in their report of a survey research study comparing neighborhood satisfaction among 11

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[8]Arthur Naparstek, "A National Policy for Neighborhoods," in Benjamin Goldstein and Davis Ross (eds.), Neighborhoods and the Urban Economy (1977), 51.

TABLE 1

RELATIONSHIPS BETWEEN NEIGHBORHOOD SATISFACTION AND RATINGS ON SPECIFIC NEIGHBORHOOD ATTRIBUTES*

ATTRIBUTES	PEARSON r	BETA COEFFICIENT
Neighbors	.48	.37
Condition of housing	.41	.25
Safe to walk at night	.27	.11
Convenience	.18	.10
Importance of locking door	.15	.07

*Source: Robert W. Marans and Willard Rodgers, "Toward an Understanding of Community Satisfaction," in Amos Hawley and Vincent Rock (eds.), Metropolitan America (1975), 327.

NOTE: Multiple R^2 = 32%

different residential areas of Detroit. They found that the neighborhood reporting the lowest mean satisfaction score was also the most dissatisfied with the threat of crime and lack of traffic safety.

In a more direct analysis of their 1971 survey data, Campbell, Converse and Rodgers (1976) examined community satisfaction from the standpoint of some more general aspects of the community. Their findings are presented in Table 2. These data indicate that there is a statistically significant correlation between perceived quality of police-community relations and satisfaction with community. However, whether this relationship will hold for satisfaction with neighborhood was untested.

Stipak (1977) has done some interesting research relating attitude toward the police to evaluations of other related urban services. The results of his 1973 survey of over a thousand randomly selected residents of Los Angeles are presented in Table 3. Note that the services pertaining to streets, parks and playgrounds are similar to the predictors of community satisfaction used by Campbell, Converse, and Rodgers in Table 2.

In summary, there is indirect evidence that satisfaction with neighborhood might have some potential as a predictor of attitudes toward the police.

TABLE 2

RELATIONSHIPS BETWEEN ATTRIBUTES OF THE COMMUNITY AND SATISFACTION WITH COMMUNITY *

ATTRIBUTES	ETA COEFFICIENT	BETA COEFFICIENT
Public schools	.27	.18
Climate	.23	.18
Police-Community relations	.25	.14
Streets and roads	.22	.13
Local taxes	.17	.11
Parks and playgrounds	.19	.11

*Source: Angus Campbell, Phillip E. Converse, and Willard Rodgers, The Quality of American Life (1976), 237.

NOTE: Multiple R^2 = 17.9%

TABLE 3

PEARSON PRODUCT-MOMENT CORRELATIONS BETWEEN POLICE EVALUATIONS AND ATTITUDES TOWARD OTHER URBAN SERVICES*

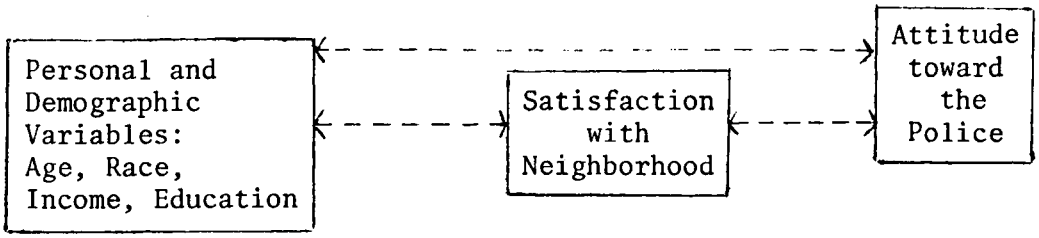
URBAN SERVICES	POLICE EVALUATION (CARD SORT)	POLICE EVALUATION (RATING SCALE)	POLICE EVALUATION (LADDER SCALE)
Parks and Recreation	.29	.28	.29
Refuse Collection	.18	.22	.19
Construction Control	.18	.23	.16
Street Repair	.16	.27	.18
Street Cleaning	.16	.27	.20

*Source: Brian Stipak, "Attitudes and Belief Systems Concerning Urban Services," Public Opinion Quarterly (1977), 45.

CHAPTER III

HYPOTHESES

The presumed relationships between personal and demographic variables, satisfaction with neighborhood, and attitudes toward the police can be diagrammed as follows:



-------correlational

The relationships portrayed above form the basis for the hypotheses to be examined in this study:

Hypothesis 1. Demographic variables: Age, Race, Income, and Education will be significantly related to attitude toward the police.

Hypothesis 2. Satisfaction with neighborhood will be positively related to attitude toward the police.

Hypothesis 3. Satisfaction with neighborhood will be a significant predictor of attitude toward the police independent of the demographic predictors: Age, Race, Income, and Education.

Furthermore, the following hypothesis is advanced on an exploratory basis based on the assumption that attitudes develop and become firmly established only after sufficient exposure to the stimulus object eliciting the attitude.

Hypothesis 4. The unique independent contribution of satisfaction with neighborhood will be greater for the respondent group with high longevity (> 2 years at present address) than for the low longevity group (< 2 years at present address).

CHAPTER IV

METHODS

The study was conducted in Knoxville, Tennessee, a city of approximately 200,000 people, between January and December of 1977.

I. SUBJECTS

A sample of 344 adult residents were chosen from five neighborhoods within the city limits. Neighborhoods were selected based on crime rate and racial and socioeconomic composition so as to be reasonably representative of the range of neighborhoods in Knoxville. Households were sampled according to a random block design. The local police department suggested where the center of each neighborhood was on a census tract map. A circle consisting of approximately two tracts per neighborhood was drawn around the center. Blocks were randomly selected within each census tract. Every other house on one side of a block was selected for the survey. The starting point on each block was alternated according to a fixed plan. Within apartment projects, each building was included in the sample and every other apartment was surveyed. If there was no response to the interviewer's knock or if the interviewer was rejected, the interviewer continued selecting households as if there had been someone home at each residence. The rejection/no response rate averaged 10% across neighborhoods.

The demographic characteristics of the respondents in each neighborhood are presented in Appendix 1 and 2.

II. PROCEDURE

Interviewers were undergraduate and graduate students at The University of Tennessee, Knoxville, who received academic credit for their participation. Each interviewer was trained in administering the survey instrument by a team leader in accordance with standard interviewing procedures. Interviewers were randomly assigned to neighborhoods and to houses within neighborhoods. The data collection procedure was monitored and controlled by a team leader in each neighborhood.

When a respondent answered an interviewer's call, the interviewers initially identified themselves as being associated with The University of Tennessee, Knoxville. They further explained that they were conducting a study of police-community relations on behalf of the police department. If granted an interview, the interviewers first read a prepared statement explaining the purpose of the questionnaire and guaranteeing confidentiality of responses. Interviewers then obtained signed consent from participants and proceeded to read the questions from the questionnaire and record the responses. No prompts or alternative answers were offered except for specifically designated questions. Individual interviews lasted from 45 minutes to an hour.

III. MEASURES

Data were collected from interviews based on a 17 page questionnaire containing 103 open and closed-ended and Likert format questions. The questionnaire items were suggested by members of the Psychology

Department at The University of Tennessee, Knoxville, police officers from the Police Planning Department, representatives from the Mayor's Committee on Safety, and staff members from several community agencies. Items were also obtained from the U. S. President's Commission on Law Enforcement and Administration of Justice's 1967 report.

IV. PERSONAL AND DEMOGRAPHIC VARIABLES

Personal and demographic predictors were determined by self-report. Questions and response formats were as follows:

A. Age: What is your age?

1. 18-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65-74
7. 75 or over

B. Education: What is the highest grade you attended in school? (Circle highest level)

_____Never attended school

K 1 2 3 4 5 6 7 8 9 10 11 High School Diploma

College 1 2 3 4 5 6 or more

Bus/Tech 1 2 3 4 or more

C. Race: _____Black _____White _____Other (Specify)

D. Income: About what was your total family income last year from all the members of the family together including all sources such as wages, profits, interest, and so on?

1. Under $3,000
2. $3,000 - 4,999
3. $5,000 - 6,999
4. $7,000 - 9,999
5. $10,000 - 14,999
6. $15,000 - 19,999
7. $20,000 - 24,999
8. $25,000 - and over
9. Don't Know

V. ATTITUDE TOWARD THE POLICE

Three questions were related to the respondent's perception of the quality of local police performance.

A. How successful would you consider the police in solving crime?

1. Very successful
2. Moderately successful
3. Moderately unsuccessful
4. Very unsuccessful
5. Don't Know

B. Now we'd like to ask how well in general the police are doing their job in your neighborhood. If we say that 10 stands for an excellent job and 0 stands for a terrible job, what rating between 0 and 10 would you give the police on how good a job they are doing <u>in this neighborhood</u>.

0	1	2	3	4	5	6	7	8	9	10
Terrible					Average					Excellent

C. If we say that 10 stands for an excellent job and 0 stands for a terrible job, what rating between 0 and 10 would you give the Knoxville Police on how good a job they are doing <u>in general</u>?

0	1	2	3	4	5	6	7	8	9	10
Terrible					Average					Excellent

VI. SATISFACTION WITH NEIGHBORHOOD

One closed-ended question along with a series of matched descriptors were used to determine individual satisfaction with the local environment.

A. On the whole, how do you like living in this neighborhood? Do you

1. Like it very much
2. Like it
3. Don't particularly like or dislike it
4. Dislike it
5. Dislike it very much

B. Now, let's look at your neighborhood as a place to live again but in a little different way. I am going to read you a series of pairs of words such as "wealthy-poor." For each pair, I would like you to point where along the scale you think your neighborhood fits. For instance, is your neighborhood wealthy (Interviewer point to wealthy), poor (point to poor), or somewhere in between?

	1 2 3 4 5 6 7	
Wealthy	:__:__:__:__:__:__:__:	Poor
Unchanging	:__:__:__:__:__:__:__:	Changing
People similar to me	:__:__:__:__:__:__:__:	People dissimilar to me
Private	:__:__:__:__:__:__:__:	Not private
Uncrowded	:__:__:__:__:__:__:__:	Crowded
Close-Knit	:__:__:__:__:__:__:__:	Not Close-Knit

	1	2	3	4	5	6	7	
Pleasant	:	:	:	:	:	:	:	Unpleasant
Quiet	:	:	:	:	:	:	:	Noisy
Pretty	:	:	:	:	:	:	:	Ugly
Safe	:	:	:	:	:	:	:	Dangerous

CHAPTER V

ANALYSIS AND RESULTS

I. COMPOSITE VARIABLES

The components of the variable satisfaction with neighborhood were first factor analyzed by the method of principal factoring with iteration to obtain orthogonal factor solutions (Nie, Hull, Jenkins, Steinbrenner and Bent 1975). Based on the results of this procedure (see Tables 4 and 5), the variables with factor loadings greater than .55 on factor 1 were selected. Although this cutting point was arbitrarily set, it does establish a high degree of relevence for variables to be used in the satisfaction with neighborhood composite (Frank 1978). Thus, the variables close-knit, changing, and people similar to me were deleted. Also, the exclusion of these variables was justified based on their positive loadings on factor 2. The remaining variables were converted to z scores and summed to provide a composite index of satisfaction with neighborhood.

Descriptive statistics and intercorrelations among component variables are presented in Tables 5 and 6.

The criterion variable, attitude toward the police, was measured by adding simple z scores of the three questions regarding perceptions of the quality of local police performance. Descriptive statistics and intercorrelations among components are presented in Table 7.

TABLE 4

RESULTS OF FACTOR ANALYSIS ON COMPONENTS OF PREDICTOR VARIABLE, SATISFACTION WITH NEIGHBORHOOD

VARIABLE	FACTOR 1[a]	FACTOR 2[b]	COMMUNALITY
Like Neighborhood	.74	-.19	.58
Wealthy	.59	-.00	.35
Changing	.36	.39	.28
People Similar	.55	.28	.38
Private	.69	-.20	.51
Crowded	.64	-.10	.42
Close-Knit	.52	.28	.35
Pleasant	.84	-.08	.71
Quiet	.75	-.06	.57
Pretty	.77	-.01	.59
Safe	.72	.04	.52

[a]Factor 1: Eigenvalue 4.86; Percentage of Variance 92.30; Cumulative Percentage of Variance 92.30.

[b]Factor 2: Eigenvalue .41; Percentage of Variance 7.70; Cumulative Percentage of Variance 100.00.

TABLE 5

INTERCORRELATIONS AMONG VARIABLES FACTOR ANALYZED TO FORM THE COMPOSITE VARIABLE, SATISFACTION WITH NEIGHBORHOOD

VARIABLE	LIKE NEIGHBORHOOD	WEALTHY	CHANGING	PEOPLE SIMILAR TO ME	PRIVATE	CROWDED	CLOSE-KNIT	PLEASANT	QUIET	PRETTY
Wealthy	.49									
Changing	.14	.27								
People Similar to me	.35	.30	.30							
Private	.49	.41	.20	.33						
Crowded	.49	.43	.21	.33	.55					
Close-Knit	.35	.27	.29	.38	.25	.32				
Pleasant	.63	.47	.23	.47	.61	.50	.44			
Quiet	.56	.32	.28	.36	.55	.48	.39	.67		
Pretty	.57	.50	.24	.42	.49	.46	.42	.63	.60	
Safe	.54	.44	.32	.40	.48	.42	.33	.61	.57	.56

TABLE 6

DESCRIPTIVE STATISTICS FOR COMPONENTS OF THE COMPOSITE VARIABLE, SATISFACTION WITH NEIGHBORHOOD

VARIABLE	MEAN	STANDARD DEVIATION	CASES
Like Neighborhood	2.08	1.09	324
Wealthy	4.41	1.38	324
Private	3.18	1.96	324
Crowded	3.54	1.93	324
Pleasant	2.90	1.82	324
Quiet	3.14	1.85	324
Pretty	3.40	1.88	324
Safe	3.39	1.86	324
Satisfaction with Neighborhood	.15	6.02	324

TABLE 7

PEARSON PRODUCT-MOMENT CORRELATION COEFFICIENTS AMONG ITEMS COMPRISING THE ATTITUDE TOWARD THE POLICE VARIABLE

VARIABLE	POLICE SUCCESS SOLVING CRIME	RATING OF POLICE PERFORMANCE IN NEIGHBORHOOD
Rating of Police Performance in Neighborhood	-.42*	
Rating of Police Performance in General	-.34*	.51*

DESCRIPTIVE STATISTICS

VARIABLE	MEAN	STANDARD DEVIATION	CASES
Attitude toward Police	.10	2.41	286
Police Success Solving Crime	2.24	.73	286
Rating of Police Performance in Neighborhood	5.26	2.61	342
Rating of Police Performance in General	5.63	2.24	344

*$p < .001$

Simple descriptive statistics for the personal and demographic variables are presented in Table 8.

II. STATISTICAL PROCEDURES

Based on the composition of the foregoing variables, the following statistical strategies were used to test each hypothesis:

Hypothesis 1: The strength of the linear relationship between each of the demographic predictors and attitude toward the police was measured by simple Pearson product-moment correlation coefficients. Missing values were excluded from the computations by pairwise deletion.

Hypothesis 2: The relationship between satisfaction with neighborhood and attitude toward the police was measured by the Pearson product-moment correlation coefficient using pairwise deletion of missing values.

Hypothesis 3: Demographic predictors were intercorrelated by the Pearson correlation procedure to check for multicollinearity. Since they were not highly intercorrelated, it was decided not to combine them to form a composite Socio-Economic Status Index. (See intercorrelations in Table 8.) To examine the third hypothesis, a multiple regression procedure was performed which combined the stepwise regression method and the hierarchical method. First, the demographic predictors: age, race, income, and education, were entered into the regression equation in stepwise fashion. Thus, the demographic variable that explained the greatest amount of variance in the dependent variable, attitude toward police, entered first; the variable that explained the

TABLE 8

DESCRIPTIVE STATISTICS AND INTERCORRELATIONS
AMONG PERSONAL AND DEMOGRAPHIC VARIABLES

DESCRIPTIVE STATISTICS

VARIABLE	MEAN	STANDARD DEVIATION	CASES
Income	3.84	2.41	301
Education	12.45	3.70	337
Age	3.67	1.80	338
Race	1.77	.42	316

INTERCORRELATIONS

VARIABLE	INCOME	EDUCATION	AGE
Education	.60*		
Age	-.01	-.24*	
Race	.27*	.26*	-.01

*$p < .001$

greatest amount of variance in conjunction with the first entered second, and so on. After all demographic predictors entered, the satisfaction with neighborhood variable was entered into the regression equation by using the hierarchical procedure. The unique contribution that satisfaction with neighborhood made to predicting attitude toward the police was assessed by the increase in variance (squared multiple correlation) occurring in the last step of variable inclusion. An F ratio was calculated to determine the significance of the contribution of satisfaction with neighborhood. All missing values were deleted in listwise fashion.

Additionally, the relationship between satisfaction with neighborhood and attitude toward the police was measured by the partial correlation procedure. The demographic predictors were partialed out prior to correlating the remaining two variables.

Hypothesis 4: The sample was divided into two groups according to the length of time living at current residence. The unique independent contribution of satisfaction with neighborhood for the low-longevity group (N = 64) was compared to that of the high-longevity group (N = 162). A multiple regression procedure was performed on both groups which combined the stepwise regression method and the hierarchical procedure in the same manner as for hypothesis 3.

III. RESULTS

Hypothesis 1: Pearson product-moment correlation coefficients between personal and demographic variables (age, income, race, education)

and attitude toward the police are reported in Table 9. Both income and age were significantly and positively related to attitude toward the police as hypothesized. However, education and race were essentially uncorrelated with attitude toward the police.

Hypothesis 2: As hypothesized, satisfaction with neighborhood was significantly related to attitude toward the police. The Pearson product-moment correlation (r = .36) was substantial and statistically significant (df = 277; $p < .001$).

Hypothesis 3: Results of the multiple regression analysis are presented in Table 10. In the stepwise inclusion of personal and demographic variables, all four predictors entered the equation. However, only the variable, age, made a significant contribution to the prediction of attitude toward the police.

As hypothesized, satisfaction with neighborhood did make a significant independent contribution to the prediction equation when entered in hierarchical fashion (R^2 Change = .11).

Descriptive statistics and intercorrelations among variables in the regression equation are reported in Table 11.

The result of the partial correlation of "satisfaction with neighborhood" with "attitude toward the police" was also significant. When income, education, age, and race were partialled out of both the predictor and criterion variables, the resulting correlation was r = .34 (df = 220, $p < .001$).

Hypothesis 4: Contrary to predictions, the unique independent contribution of satisfaction with neighborhood was smaller for the

TABLE 9

PEARSON PRODUCT-MOMENT CORRELATION COEFFICIENTS
BETWEEN PERSONAL AND DEMOGRAPHIC VARIABLES
AND ATTITUDE TOWARD THE POLICE

VARIABLE	INCOME	AGE	EDUCATION	RACE
Attitude toward the Police	.13	.19	.03	.00
$p <$	.05	.001	N.S.	N.S.
Number of Cases*	255	284	283	266

*Missing values were deleted in pairwise fashion.

TABLE 10

SUMMARY OF RESULTS OF MULTIPLE REGRESSION ANALYSIS USING PERSONAL AND DEMOGRAPHIC VARIABLES (STEPWISE) AND SATISFACTION WITH NEIGHBORHOOD (HIERARCHICAL) TO PREDICT ATTITUDE TOWARD THE POLICE

VARIABLES[a]	R	R^2	R^2 CHANGE	F[b]	$p <$
Age	.22	.05	.05	11,68	.01
Income	.24	.06	.01	2.02	N.S.
Race	.24	.06	.00	.27	N.S.
Education	.24	.06	.00	.05	N.S.
Satisfaction with Neighborhood	.41	.17	.11	28.351	.01

NOTE: Missing values were deleted in listwise fashion.

NOTE: $F = 8.81$ (df = 5,220; $p < .01$)

[a]Variables are listed in the order in which they entered the regression equation.

[b]F statistic was calculated for each variable as it entered in the regression equation ($F = R^2$ Change ÷ Mean Square Residual).

TABLE 11

DESCRIPTIVE STATISTICS AND INTERCORRELATION
AMONG THE VARIABLES USED IN THE
MULTIPLE REGRESSION ANALYSIS

DESCRIPTIVE STATISTICS

VARIABLE	MEAN	STANDARD DEVIATION	CASES
Income	3.96	2.27	226
Education	12.87	3.52	226
Race	1.78	.41	226
Age	3.52	1.72	226
Satisfaction with Neighborhood	-.08	6.24	226
Attitude toward the Police	.17	2.39	226

INTERCORRELATIONS

VARIABLE	INCOME	EDUCATION	RACE	AGE	ATTITUDE TOWARD POLICE
Education	.60*				
Race	.27*	.26*			
Age	-.01	-.23*	-.01		
Attitude toward the Police	.09	-.01	-.01	.22*	
Satisfaction with Neighborhood	-.39*	-.27*	-.08	-.29*	-.38*

*$p < .001$

respondent group with high longevity ($\underline{R}^2$ Change = .09) than for the low longevity group ($\underline{R}^2$ Change = .15). The results of the multiple regression procedures for each group are presented in Table 12 (High Longevity) and Table 13 (Low Longevity).

Comparitive statistics between groups (Table 14) reveal that respondents in the Low Longevity group were considerably younger and less satisfied with their neighborhood than members of the High Longevity group. Smaller differences in the same direction were also noted for the variables of income and attitude toward the police.

In order to investigate the possibility of range restriction being an alternative explanation for the failure to confirm hypothesis 4, the $\underline{F}$ distribution was used to compare variances between groups on both variables, attitude toward police and satisfaction with neighborhood (Hays 1973). Neither calculated $\underline{F}$ value exceeded the critical value of $\underline{F}$ (α = .05, df = 64,162) = 1.40. Therefore, it could not be concluded that a significant range restriction on either variable had occurred. Instead, a more likely explanation might be found in the differences in the types of people between groups.

TABLE 12

SUMMARY OF RESULTS OF MULTIPLE REGRESSION ANALYSIS TO PREDICT ATTITUDE TOWARD THE POLICE IN THE HIGH LONGEVITY GROUP

VARIABLES[a]	R	R^2	R^2 CHANGE	F[b]	p<
Age	.20	.04	.04	6.52	.05
Education	.23	.05	.01	2.00	N.S.
Race	.23	.05	.00	.52	N.S.
Income	.23	.05	.00	.08	N.S.
Satisfaction with Neighborhood	.38	.15	.09	17.11	.01

NOTE: Missing values were deleted in listwise fashion.

NOTE: $F = 5.43$; ($df = 5,156$; $p < .01$)

[a]Variables are listed in the order in which they entered the regression equation.

[b]F statistic was calculated for each variable as it entered in the regression equation ($F = R^2$ Change ÷ Mean Square Residual).

TABLE 13

SUMMARY OF RESULTS OF MULTIPLE REGRESSION ANALYSIS TO PREDICT ATTITUDE TOWARD THE POLICE IN THE LOW LONGEVITY GROUP

VARIABLE[a]	R	R^2	R^2 CHANGE	F[b]	p<
Education	.26	.07	.07	4.51	.05
Income	.35	.13	.06	4.01	.05
Age	.38	.15	.02	1.55	N.S.
Satisfaction with Neighborhood	.55	.30	.15	12.97	.01
Race	.56	.31	.01	1.08	N.S.

NOTE: Missing values were deleted in listwise fashion.

NOTE: $F = 5.30$; ($df = 5.58$; $p < .01$)

[a]Variables are listed in the order in which they entered the regression equation.

[b]F statistic was calculated for each variable as it entered in the regression equation ($F = R^2$ Change ÷ Mean Square Residual).

TABLE 14

COMPARITIVE STATISTICS BETWEEN LOW AND HIGH LONGEVITY GROUPS

VARIABLE	LOW LONGEVITY GROUP (N=64) MEAN	LOW LONGEVITY GROUP (N=64) STANDARD DEVIATION	HIGH LONGEVITY GROUP (N=162) MEAN	HIGH LONGEVITY GROUP (N=162) STANDARD DEVIATION
Income	3.53	2.19	3.97	1.98
Education	12.55	2.75	12.41	4.03
Race	1.83	.38	1.74	.44
Age	2.73	1.67	4.05	1.71
Attitude toward the Police	-.26	2.47	.35	2.35
Satisfaction with Neighborhood	1.66	6.04	-.77	6.20

CHAPTER VI

CONCLUSIONS

I. PERSONAL AND DEMOGRAPHIC VARIABLES

Hypothesis 1 involved an attempt to confirm the traditional view that certain groups in society tend to have lower opinions of local police performance than others. In particular, the young, less educated, lower income, and minority groups are thought to differ from their counterparts in this regard. Surprisingly the personal and demographic variables: age, race, income, and education, as a group were only weakly correlated with attitude toward the police in this study. Specifically, the correlations for education and race were essentially zero while those for age ($\underline{r}$ = .19) and income ($\underline{r}$ = .13) were positive but rather low. Some discussion of possible explanations for this general lack of correlation seems in order.

Momboisse (1967) offers an interesting view of why the more highly educated groups may have poor attitudes toward the police:

> It may be anomalous, but the better educated citizenry often regards the policeman as gruff and ill-bred, of low mentality, doubtful honesty and scanty integrity. It considers him an uncouth, aggressive, rude figure of brutality, a frequently sadistic individual who chronically harasses the innocent citizen.

In other words, the highly educated group might tend to look down upon policemen as belonging to a lower, less worthy class and therefore does not hold him in high regard. According to this line of reasoning, the

expected positive correlation between education and attitude toward police may be attenuated by low attitudes on the high end of the education scale. In essence, the relationship may be curvilinear in nature.

In order to check this alternative, an eta statistic was calculated to measure the strength of the total relationship between education and attitude toward the police. The resulting correlation of .29 gives support for the hypothesis that a nonlinear relationship exists. An inspection of the bi-variate plot of these variables was not helpful in determining the nature of this curvilinear relationship.

The failure of race to correlate with attitude toward the police is particularly curious because it is this relationship which is most supported in the literature. It may be noted that the bulk of research reporting the relationship between race and attitude toward police was done in the middle to late sixties, a period immediately following the emotionalism and violence associated with the race riots and demonstrations of the early part of that decade. Also, much of the research was done in ghetto areas associated with some of the larger urban areas where living conditions for segregated minority groups were particularly oppressive. It may be that, in terms of race, the sampled population of Knoxville is not representative of the populations upon which earlier research was based for several reasons. First, it seems reasonable to believe that the minority group member of 1977 was considerably better off in terms of civil rights than his or her counterpart of the 1960's. Additionally, the negative publicity associated

with police efforts in controlling civil disobedience in the 1960's may have faded somewhat in the community memory and particularly so in the memory of the minorities who were most often involved in negative contacts with law enforcement officials. Also, it might be reasonable to presume that minority groups in Knoxville enjoy living conditions which are significantly better than those associated with the urban ghettos of some of this nation's larger cities. At any rate, it seems that the Knoxville Police have made an impression on the local community that applies equally across racial lines.

Hypothesis 1 was partially confirmed in that age and income were both positively correlated with attitude toward the police. These relationships fit well with results of previous research. However, the relatively low value of these two correlations coupled with the absence of correlation for the other two variables does provide a possible clue to the cause of ineffectiveness of some police-community relations programs targeted specifically at these groups. It may be that predictors other than personal and demographic variables may be more useful in identifying types of people who tend to have low attitudes toward the police.

II. SATISFACTION WITH NEIGHBORHOOD

Hypothesis 2, which involved measuring the strength of the relationship between satisfaction with neighborhood and attitude toward the police, was fully supported by the result of the Pearson correlation procedure. In fact, the correlation (r = .36) was nearly twice as

large as any of the correlations achieved by the personal and demographic variables. This relationship provides meaningful evidence that people who are satisfied with life in their neighborhood also tend to have positive attitudes toward the quality of local police performance. Such a conclusion appears to be congruent with the previously noted findings of Marans and Rodgers (1975) that variables like "safe to walk at night" and "importance of locking doors" are significantly related to satisfaction with neighborhood. Thus, the linkage between attitude toward the police and satisfaction with neighborhood is supported by this result.

Hypothesis 3 was concerned with measuring the unique contribution of satisfaction with neighborhood to the prediction of attitude toward the police. In view of the relatively low correlations between demographic variables and attitude toward the police, it is not surprising that they contributed rather little to the variance on the criterion variable. Only age contributed substantially to variance during the stepwise phase of the analysis ($\underline{R}^2$ Change = .05; $\underline{p} < .01$), with the cumulative contribution of the other personal and demographic variables totaling less than .01. The significant contribution of satisfaction with neighborhood ($\underline{R}^2$ Change = .11; $\underline{p} < .01$), strongly supports the hypothesis that this variable may be a very useful predictor of attitude toward the police. Furthermore, these results add credence to the theory that the police role in the daily lives of the citizenry is that of a symbol of broader aspects of the local government. The extent to which people are satisfied with local living conditions can be

attributed to the functions of the local government or establishment of which the police are a visible representative. The mediocre success of police efforts to gain and maintain the support of their clientele may be explained by the breadth of their symbolic role. If neighborhood satisfaction depends heavily on the perceived quality of neighbors, condition of housing, and convenience (Marans and Rodgers 1975), the effectiveness of police-community relations programs may be rather limited. The police function can contribute to the relative safety of a local area from the threats of crime, traffic, drug abuse, etc. However, other crucial determinants of satisfaction with neighborhood may depend on different government functions and economic conditions. In summary, the police may have little power to positively influence many of the factors which are associated with neighborhood satisfaction. It may well be that some of the determinants of attitude toward the police are not subject to improvement by means of police-community relations programs.

As an alternative to the "symbol" hypothesis, it is possible that the significant contribution of satisfaction with neighborhood to attitude toward the police is due to a general halo effect. According to this interpretation, attitude toward police should be consistent an individual's attitude toward many aspects of life in general. Therefore, the correlation between neighborhood satisfaction and attitude toward the police could be explained due to halo rather than the objective nature of neighborhood conditions. Further research is needed to investigate this interpretation.

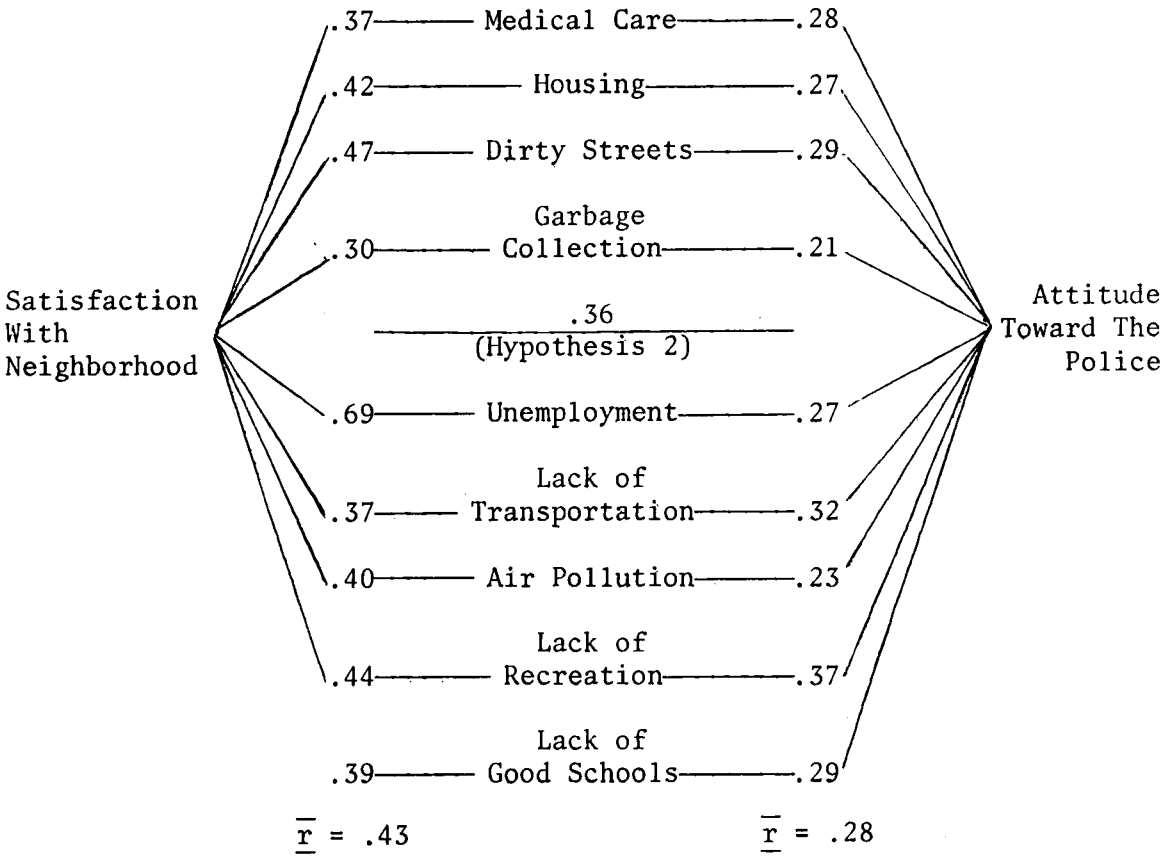
In order to investigate further the possibility that other non-police related aspects of the neighborhood environment may mediate the relationship between neighborhood satisfaction and attitude toward the police, simple Pearson product-moment correlations were calculated for some such intervening variables. Questionnaire item 6 measured individual perceptions of the quality of garbage collection and the air, availability of medical and recreation facilities, and cleanliness of streets (Appendix 3). Respondents were asked to rate on a four-point scale the degree to which each of these characteristics was a problem in neighborhood life. These scores were then correlated with both satisfaction with neighborhood and attitude toward the police. The results of this procedure are presented in Table 15. The fact that all correlations were both significant and positive does provide some evidence that attitudes toward the police may be dependent on many diffuse aspects of the local environment.

The average correlation between attitude toward the police and the intervening variables was .28. This average was considerably lower than the average correlation between satisfaction with neighborhood and the intervening variables which was .43. The difference between these average correlations provides evidence that attitude toward the police is influenced by some factors other than those related to satisfaction with neighborhood

This analysis suggests that the quality of police-related functions in the neighborhood may not be the sole determinant of attitude toward the police. Instead, it appears that the performance of many other

TABLE 15

PEARSON PRODUCT-MOMENT CORRELATIONS BETWEEN NON-POLICE RELATED ASPECTS OF NEIGHBORHOOD LIFE AND THE VARIABLES: ATTITUDE TOWARD THE POLICE AND SATISFACTION WITH NEIGHBORHOOD



arms of local government relating to such community support functions as schooling, transportation, garbage collection, and recreation services, may be related to attitudes toward the police. If such a relationship holds true, community support for the police may be influenced by the quality of many other governmental functions outside the purview of the police role.

III. HIGH VERSUS LOW LONGEVITY

Hypothesis 4 dealt with the idea that the relationship between attitude toward the police and satisfaction with neighborhood would be attenuated in the low longevity group (less than 2 years in current residence) because of insufficient time to form these attitudes. Contrary to the hypothesis, the unique contribution of satisfaction with neighborhood was significantly greater for the low than for the high longevity groups. It should be added that the sample was also dichotomized at 1 year of longevity to see if the location of the tenure cutting point had a significant impact on results. In fact, the contribution of satisfaction with neighborhood became even larger in this very low longevity group ($\underline{R}^2$ Change = .21; $\underline{p} < .01$). The fact that the respondents in the low longevity group were considerably younger (mean age = 35) than respondents in the high longevity group (mean age = 50) would appear to be useful in explaining the failure of results to confirm this hypothesis.

In a 1955 census by the U. S. Bureau of the Census reported by Foote, Abu-lughad, Foley, and Winnick (1960), it was found that people

who had moved in the past year were systematically younger and of lower income than those who had not. Foote concluded that moving could be interpreted as an expression of dissatisfaction with housing. Further, he reported that this dissatisfaction was due to lack of space and the quality of the neighborhood surrounding the home (primarily its social composition and physical characteristics). Research by Keller (1968) also supports the idea that age is positively related to satisfaction with neighborhood. Additionally, in a study involving the residents of San Juan, Puerto Rico, Caplow, Stryker, and Wallace (1964) not only reported a positive correlation between satisfaction with neighborhood and intent to move, they also found that neighborhood evaluation rises with increasing tenure. This relationship is explained by Keller (1968) who found that people become rooted in the social structure of their neighborhood over time and tend to regard it positively regardless of living standards which may be regarded by outsiders as intolerably low. In sum, this past research in conjunction with the results of this study suggests that people who move tend to be younger and less satisfied with neighborhood than their older, more tenured counterparts.

Based on these data, a plausible alternative to hypothesis 4 would be that the relationship between attitude toward police and satisfaction with neighborhood will be stronger in low satisfaction groups than in high satisfaction groups. A highly dissatisfied individual may be more inclined to seek a scapegoat or target upon which to vent his other anger and frustration. This type of person might be more likely to seize upon the police as a symbol of the establishment which has denied

him the lifestyle to which he aspires. Essentially, the low satisfaction individual's attitude toward the police is formulated on an emotional and subjective basis causing it to be more consistently negative. Conversely, a high longevity resident would probably be more satisfied with neighborhood conditions as indicated by the fact that he/she has not recently moved and has become involved in the local social structure. Such an individual may not translate this satisfaction with neighborhood into an improved opinion regarding the quality of local police performance. High neighborhood satisfaction may remove an incentive to regard the police negatively but may not be attributed to high quality law enforcement. It is possible, then, that highly satisfied residents may evaluate police based on their actual behavior and performance rather on a symbolic basis as with their low satisfaction counterparts. Any change in neighborhood satisfaction in the low satisfaction respondent may be directly reflected in similar change in level of animosity toward the police. However, changes in satisfaction with neighborhood in the high satisfaction group might be totally uncorrelated to any change in attitude toward the police. In essence, formation of attitudes toward the police may be more objective in high satisfaction groups than in low satisfaction groups. According to this hypothesis, as objectivity increases, the correlation between satisfaction with neighborhood and attitude toward the police will decrease. As a minimum, the role of time as a mediator of the strength of this relationship would appear to be insignificant. Any impact of time for attitude formation is probably obliterated by the effect of movers being younger and less

satisfied with neighborhood. Further research would be needed to examine the accuracy of this explanation.

IV. LIMITATIONS OF THE STUDY

One limitation on the validity of the foregoing results involves a lack of quality and attention to the details of the data gathering process. The failure of interviewers to fully complete their input portions of each questionnaire caused a considerable percentage of the data to be missing. Specifically, among 344 completed questionnaires, there was an unacceptably large amount of missing data on the variables: Success solving crime (58 observations missing), income (43 observations missing) and race (28 observations missing). Using pairwise deletion in the Pearson correlation procedures and listwise deletion in the multiple regression analysis resulted in a major reduction in the number of cases available to each analysis. For hypotheses 1 and 2 between 60 and 80 observations were missing from the calculations of each correlation coefficient. For the multiple regressions the data loss was even greater as only 226 observations were available for the analysis.

Of particular concern was the failure of interviewers to record the race of the respondents in some 28 cases. In reviewing the questionnaires with missing race data, it was found in most cases that the interviewers had failed to complete any of the interviewer observations called for in the last pages of the questionnaire. It was also curious that among 316 racially identified respondents, none were members of any race other than Black or Caucasian (see Appendix 2). Because

appearances can be deceptive in this regard, it may have been advisable to let the respondent identify his own race rather than calling for a post hoc judgment on the part of the interviewer.

There also seemed to be some resistance on the part of respondents to the extreme length of the questionnaire. A number of respondents made personal comments at the close of their interviews to the effect that the procedure had taken too much time. In fact, in a few cases, respondents terminated the interview prior to completion because they had other priorities to attend to. Of course, the converse was true in the case of some respondents who enjoyed the audience for their opinions provided by the interviewer, and they tended to drag out the interviews to inordinate lengths.

Despite these shortcomings in the data collection process, a comparison of descriptive statistics between predictor variables in the entire data set (Table 8, page 32) and data available to the regression procedures (Table 11, page 37) reveals only very small absolute differences in means and standard deviations. Therefore, it appears that the lost observations occur rather randomly throughout the sample and probably do not create any systematic bias in the data. F tests for variances and t tests for means revealed no significant differences in any of the predictor variables. Thus, there does not appear to be a restriction in range on any of the variables involved in the regression procedures. However, the reduction in sample size causes some reduction in the power of the statistical analyses to detect significant effects.

Another fundamental limitation of this study is its inability to really establish a causal relationship between satisfaction with neighborhood and attitude toward the police. Because survey data were collected on only one occasion, the significant relationships established were purely correlational in nature from which causality could not be inferred. Longitudinal data would be required to conclude that there is a causal connection between satisfaction with neighborhood and attitude toward the police.

Lastly, it is important to realize that satisfaction with neighborhood together with the personal and demographic predictors accounted for only a small amount of the total variance in attitude toward the police. It is therefore necessary to admit the possibility that many important predictors of attitude toward the police were not investigated in this study. Specifically, there may be several aspects of police behavior which do influence the attitudes of the citizenry. The significant contribution of satisfaction with neighborhood serves only to indicate that at least some factors related to this attitude formation are beyond the direct influence of the police. However, this does not mean that all attitudes toward police are formed regardless of the objective quality of local police performance. The small magnitude of the contribution of personal and demographic predictors suggests that police-community relations programs may be mistargeted. The more important contribution of satisfaction with neighborhood suggests that even a properly targeted program, if not of sufficient breadth, may be somewhat limited in its opportunity for success. The effectiveness

of police-community relations programs is determined by many factors of which satisfaction with neighborhood is only one.

V. IMPLICATIONS

The results of this study provide evidence that the traditionally relied upon personal and demographic predictors of attitude toward the police may be of questionable usefulness. In the past police public relations officials have employed a strategy of targeting special groups for PCR programs based on these predictors. The failure of many such programs may be partially explained by the present research in which only one predictor, age, was significantly but not highly related to attitude toward police in both correlation and regression procedures.

More noteworthy was the finding that satisfaction with neighborhood was more highly correlated with attitude toward the police ($\underline{r}$ = .37) than the personal and demographic predictors (maximum $\underline{r}$ = .19). Additionally, the significant unique contribution of satisfaction with neighborhood to variance in the attitude toward police argues strongly that police officials should adopt a broader systems approach to their investigations of how attitudes toward local law enforcement agencies are formed. In this instance, personal and demographic predictors explain very little. It would seem logical to suggest that future investigations to determine the nature of community support for police should be designed to measure the relationship of this attitude to other aspects of daily life: living conditions, other local government functions, and so forth.

Another interesting ramification of these research results involves the hypothesis that police symbolize many aspects of the broader establishment to local citizens. The demonstrated relationship of satisfaction with neighborhood to attitude toward police provides evidence for this "symbol" hypothesis. If the police do symbolize the "establishment" to some elements of the population, then the relationship between actual police behavior and the formation of attitudes toward the police may be smaller than expected. Future research would be needed to examine the relationship between the quality of real daily contact with the police and attitudes toward them. It may be that the courtesy, responsiveness, and professionalism of the force has less than expected to do with the formation of attitudes about the quality of police performance. The intent here is not to imply that competent and professional police behavior is not an important goal for the trainers and managers of the police. Rather, police officials should realize that the attainment of these performance goals and the effective conduct of their societal role will not necessarily lead to citizen support. In turn, a lack of support by the local population might eventually lead to a loss of effectiveness owing to insufficient recruitment, low morale, or failure of citizens to report crimes or testify in court.

The relationship between satisfaction with neighborhood and attitude toward the police does suggest that the factors contributing to the former may also be related to the latter. The aspects of neighborhood life, such as the quality of housing, street repair, refuse collection, convenience to schools and recreational areas, probably

influence individual attitudes toward "the establishment" and the police as their representatives. According to this idea, the quality of the functions of many other governmental agencies plays an important role in determining community support for the police. Therefore, programs to improve police-community relations should be sufficiently broad in scope so as to include improvements in the quality of neighborhood life in general. The police will have difficulty improving relations with the community on an independent basis and therefore should coordinate their efforts in this regard with the other applicable arms of local government. This strategy would seem to present a viable alternative to the traditional strategy of targeting special groups within the community for PCR programs based on their identification by personal and demographic variables.

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APPENDIXES

APPENDIX 1

PERSONAL AND DEMOGRAPHIC CHARACTERISTICS OF SUBJECTS: AGE AND INCOME

AGE			INCOME		
YEARS	FREQ.	PCT.	ANNUAL	FREQ.	PCT.
18-24	51	15	< $3,000	62	18
25-34	58	17	$3,000-$4,999	50	14
35-44	48	14	$5,000-$6,999	43	13
45-54	54	16	$7,000-$9,999	48	14
55-64	66	19	$10,000-$14,999	20	6
65-74	45	13	$15,000-$19,999	18	5
> 75	16	5	$20,000-$24,999	14	4
Missing	6	2	> $25,000	46	13
Totals:	344	100	Don't Know	30	9
Mean: 45 years			Missing	13	4
			Totals:	344	100
			Mean: $7,000		

APPENDIX 2

PERSONAL AND DEMOGRAPHIC CHARACTERISTICS OF SUBJECTS:

LONGEVITY, RACE, AND EDUCATION

EDUCATION			LONGEVITY		
YEARS	FREQ.	PCT.	YEARS	FREQ.	PCT.
0-6	34	10.1	0-1	66	19.2
7-9	64	18.7	2-3	61	17.7
10-12	121	35.2	4-6	72	20.9
13-16	96	28.0	8-10	49	13.3
> 16	22	6.3	> 10	96	26.7
Missing	7	2.0	Missing	0	0
Totals:	344	100	Totals:	344	100
Mean = 11.5 years			Mean = 8.8 years		

RACE

	FREQ.	PCT.
White	243	70.6
Black	73	21.2
Other	28	8.1
Totals:	344	100

APPENDIX 3

QUESTIONNAIRE

1. About how long have you lived at this address?

_____ years

2. Since 1960, what is the longest time you have lived at any one address?

_____ years

QUALITY OF LIFE IN CITY AND NEIGHBORHOOD

3. On the whole how do you feel about living in Knoxville? Do you (read responses)

1. Like it very much
2. Like it
3. Don't particularly like or dislike it
4. Dislike it
5. Dislike it very much

3a. What are the main things you don't like about living in Knoxville? (Do not read responses; prompt if necessary)

1. Countryside
2. The size of the city
3. The people (their traits, e.g., unfriendliness, etc.)
4. Business opportunities
5. _____
6. _____

4. On the whole, how do you like living in this neighborhood? Do you (read responses)

1. Like it very much
2. Like it
3. Don't particularly like it or dislike it
4. Dislike it
5. Dislike it very much

5. Now, let's look at your neighborhood as a place to live again but in a little different way. I am going to read you a series of pairs of words such as "wealthy---poor." For each pair, I would like you to point where along the scale you think your neighborhood fits. For instance, is your neighborhood wealthy (Interviewer point to wealthy). Poor (point to poor), or somewhere in between?

	1	2	3	4	5	6	7	
Wealthy	:	:	:	:	:	:	:	Poor
Unchanging	:	:	:	:	:	:	:	Changing
People similar to me	:	:	:	:	:	:	:	People dissimilar to me
Private	:	:	:	:	:	:	:	Not private
Uncrowded	:	:	:	:	:	:	:	Crowded
Close-knit	:	:	:	:	:	:	:	Not close-knit
Pleasant	:	:	:	:	:	:	:	Unpleasant
Quiet	:	:	:	:	:	:	:	Noisy
Pretty	:	:	:	:	:	:	:	Ugly
Safe	:	:	:	:	:	:	:	Dangerous

6. Tell me how much each of the following things is a problem in your neighborhood. (Interviewer should let respondent look at next page while answering this item emphasizing the use of column headings.)

	1 Severe	2 Moderate	3 Small	4 No Problem	5 Don't Know
1. fear of crime . . .					
2. lack of good medical care.					
3. housing					
4. dirty streets and sidewalks					
5. garbage collection.					
6. unemployment . . .					
7. lack of recreation for adults.					
8. fires in neighborhood.					
9. low pay, not enough maney to live on. .					
10. lack of transportation.					
11. dirty air or pollution					
12. noise in the neighborhood					
13. lack of recreaction for teenagers . . .					
14. lack of parks or places for children to play					

	1 Severe	2 Moderate	3 Small	4 No Problem	5 Don't Know
15. teenage gangs. . .					
16. care of children while parents work					
17. lack of good schools.					
18. bars					
19. empty buildings. .					
20. drug use					
21. drug sales					
22. adults drinking. .					
23. children drinking.					
24. any other.					

7. Now I'd like to ask about your neighbors. How many of your nearest neighbors do you know by name? Do you know (read responses)

1. All of them
2. Nearly all of them
3. About half
4. Just a few
5. Or none

8. About how often do you chat with one of your nearest neighbors? Would it be (read responses)

1. Every day
2. Several times a week
3. Once a week
4. A few times a month
5. A few times a year
6. Never

9. Would you move away from this neighborhood, if you could?

1. Yes
2. No

If yes, why? _____

_____

10. How about crimes happening in your neighborhood--would you say that they are committed mostly by the people who live here in this neighborhood or mostly by outsiders?

1. People who live here
2. Half and Half
3. Outsiders
4. Don't know who commits them

11. What ypes of people do you think they (the people who commit crimes) might be? (Do not read responses)

1. Juveniles
2. Blacks
3. Whites
4. Junkies
5. Drunks
6. Young people looking for drug money
7. Other _____

12. What do you think should be done with these people (who commit the crimes)?

_____

_____

13. What do you think would be the most important thing that can be done here to cut down the amount of crime in this neighborhood? (Do not read responses)

1. More police car patrol
2. More police foot patrol
3. Stricter drug laws
4. Close down rowdy bars
5. Stricter sentences
6. Better police
7. Other _____

_____

14. (Other than what you've told me) do you think there's a lot, something, or very little that you as an individual can do about crime in this neighborhood?

1. A lot
2. Something
3. Very little
4. Don't know

14a. Why do you feel this way? _____

_____

POLICE ACTIVITIES IN THE NEIGHBORHOOD

15. How often do the police patrol your neighborhood? (Do not read responses)

1. Never
2. Less than once per week
3. Once per day
4. Several times per day
5. Don't know

16. Do you feel that police on foot patrol reduce criminal activity in a neighborhood?

1. Yes
2. No

16a. If so, how? _____

_____

16b. Have you seen foot patrols in your neighborhood?

1. Yes 2. No

17. Would you call the police if the following were to happen to you:

Yes	No		
___	___	a.	Burglary at your house
___	___	b.	Burglary at your neighbor's house
___	___	c.	Shooting in the neighborhood
___	___	d.	Someone being mugged in the street in front of your house
___	___	e.	Kids throwing rocks at your house/car
___	___	f.	Kids throwing rocks at your neighbor's house/car
___	___	g.	A bad fight with your spouse
___	___	h.	A bad fight in a neighbor's family
___	___	i.	Noisy cars racing up and down the street
___	___	j.	People walking by your house on the street after midnight
___	___	k.	Neighbor's kids riding bikes in your yard
___	___	l.	Loud stereo in a neighbor's house
___	___	m.	Neighbor's throwing garbage in your yard
___	___	n.	Kids fighting in the street
___	___	o.	Kids yelling in the street
___	___	p.	Kids tipping over your garbage cans

18. Have you ever had to call the police about anyone in this neighborhood?

1. Yes 2. No

18a. When was the last time you called them about someone in the neighborhood?

_____ Date

18b. What was that about? _____

_____

19. In your neighborhood, what do you think is the biggest problem the police have to contend with?

_____

20. Why do you think people might be hesitant (cautious about) to call the police about a violation of the law or disturbance in the neighborhood?

_____

20a. What violations of the law occur that the police apparently do not know about?

_____

_____

21. Do the police overlook certain violations of the law in your neighborhood?

1. Yes 2. No

21a. What are they? _____

_____

22. If there were more Blacks or other minority members on the police force, do you think people in your neighborhood would cooperate more, about the same, or less with the police?

1. More 2. Same 3. Less 4. Don't know

22a. Why would this make people (more/less) cooperative? _____

_____

PERSONAL PROTECTION ACTIVITIES

23. What have you done to make your home safer from crime? (Do not read responses) (Prompt if necessary)

1. Locks on doors
2. Locks or bars on windows
3. Additional lights
4. Insurance policy
5. "Operation Identification"
6. Firearm

24. How have you changed your lifestyle or habits because of fear of crime? (Do not read responses)

1. Stay off streets at night
2. Use taxis at night
3. Avoid being out alone
4. Avoid talking to strangers
5. Other (specify) _____
6. Have not changed ways at all

QUALITY OF POLICE PERFORMANCE IN YOUR NEIGHBORHOOD

25. In what ways do you think police are doing a good job in your neighborhood? _____

_____

26. In what ways do you think police are not doing a good job in your neighborhood? _____

_____

27. What do you feel are the main problems facing police that make it difficult for them to do their job well? (Do not read responses)

1. Inadequate education
2. Their authority not accepted by people
3. Inadequate manpower
4. Not enough pay
5. Other _____

28. Is there anything about the way the police in your neighborhood act that you find bothersome or that you feel is not befitting a police officer? What? _____

_____

29. Do you think policemen themselves are involved in violations of the law?

1. Yes
2. No

29a. What kinds of violations? _____

_____

30. How successful would you consider the police in solving crime?

1. Very successful
2. Moderately successful
3. Moderately unsuccessful
4. Very unsuccessful
5. Don't know

31. Now we'd like to ask how well in general the police are doing their job in your neighborhood. If we say that 10 stands for an excellent job and 0 stands for a terrible job, what rating between 0 and 10 would you give the police on how good a job they are doing <u>in this neighborhood</u>.

0	1	2	3	4	5	6	7	8	9	10
/					/					/
Terrible					Average					Excellent

32. We would now like to find out if any crimes or attempted crimes have happened to you personally or anyone who lives with you in your household while you have been living here now? When was that? Where was it? By crime, we mean anything that a person could be fined or taken to court for doing or even trying to do. (Prompt on smaller crimes like petty theft and vandalism, e.g., bike stolen, C.B. radio stolen, breaking car windshields, etc.)

_____

_____

33. When was the last time you talked to a policeman about something official--like getting a ticket or reporting something that was wrong? (If never, probe: Not even for anything like getting a driver's license or anything like that?)

1. Within past week
2. More than a week but less than a month ago
3. More than a month but less than a year ago
4. More than a year ago
5. Never (Skip to question 34)

33a. Did you talk by telephone or in person?

1. Telephone 2. In person

33b. What was the reason for your speaking to the policeman? (Describe fully being sure to indicate the kind of incident involved, its seriousness, and the role of R.)

_____

_____

33c. What did you like or dislike about the way he/they acted?

_____

33d. How did the officer(s) treat you as a person? (How did you feel about what he did to you as a person?)

_____

_____

34. What was the last time you talked with a policeman about something that was not official--socially, or just to say hello, or even out of curiosity to ask what was going on?

1. Within past week
2. More than a week but less than a year ago
3. More than a month but less than a year ago
4. More than a year ago
5. Never

(If there is any doubt as to whether the official or the social contact was most recent, ask question 34a; if no doubt, check without asking)

34a. Which contact--the social or the official one--was most recent?

1. Official 2. Social 3. No contact

PERFORMANCE OF KNOXVILLE POLICE IN GENERAL (NOT JUST NEIGHBORHOOD)

35. Do you know any Knoxville police officers well enough to call them by name?

1. Yes 2. No

36. Do you wave or say hello to policemen when you pass them on the street?

1. Yes 2. No

37. Have you ever invited a police officer to eat a meal with you?

1. Yes 2. No

37a. When was the last time?

1. Less than a week
2. Less than one month
3. Less than a year
4. More than a year

38. Do you think that how the Knoxville police treat you depends on who you are or what you look like?

1. Yes 2. Sometimes 3. No (Skip to question 39)

38a. What sort of people are treated well and what sort are treated not so well?

Well Treated	Poorly Treated
_____	_____
_____	_____

38b. (If Blacks are mentioned, ask question) What have you personally seen that affected your ideas of how the police treat Blacks?

_____

_____

39. Have you ever had an experience where you saw a Knoxville police officer using physical force of some kind toward a person?

1. Yes 2. No

39a. How do you feel about the way he handled the situation?

_____

_____

40. Do you feel the police are adequately trained for their job?

1. Yes 2. No (Go on to question 40a)

40a. In what areas should training be improved? (Probe: Firearms, family quarrels, community relations, etc.)

_____

_____

41. Other than regular police work, do you know of anything the Knoxville police are doing to work with people in this community?

1. Yes 2. No

41a. What are they doing? _____

_____

41b. How do you feel about what they are doing? _____

_____

41c. Is there anything you think the police should be doing besides routine police duties to work with the people in this community? (Describe) _____

_____

42. In the past few months, city employees, including police officers, have requested pay increases. Do you think the Knoxville police should be paid: (Read responses)

1. Very much more
2. Somewhat more
3. Same pay
4. Somewhat less
5. Very much less
6. Don't know

42a. If you think they should be paid more, where should the money come from? _____

_____

42b. Would you be willing to pay more in taxes to pay them their increases?

1. Yes 2. No

43. If we say that 10 stands for an excellent job and 0 stands for a terrible job, what rating between 0 and 10 would you give the Knoxville police on how good a job they are doing in general?

0	1	2	3	4	5	6	7	8	9	10
/					/					/
Terrible					Average					Excellent

COURTS

Now we'd like to ask you some questions about the law and courts here.

44. From your own experience or from what you hear, do you think that the criminal courts in Knoxville always give people accused of crimes a fair trial?

1. Yes 2. No 3. Don't know

45. For what reasons might someone not get a fair trial? (Prompt, if necessary) _____

_____

46. Do you think the sentences that Knoxville judges had out

a. for street crimes are: #____
b. for white collar crimes are: #____
c. for juvenile crimes are: #____

1. Much too lenient?
2. Too lenient?
3. About right?
4. Too harsh?
5. Much too harsh?
6. Don't know

46a. In what way? (Probe for full and complete response)

(a) Street (b) White Collar (c) Juvenile

_____

_____

47. Whom would you hold most responsible for the present rate of crime?

_____

48. Overall, what do you think is the most serious problem with the legal system in Knoxville today? (Do not read responses) (Prompt on street, white collar, and juvenile crimes in relation to the legal system; sentences too lenient) _____

_____

49. Do you feel that it is too easy for a person who has been convicted of a crime to get out on parole?

1. Yes 2. No

50. Should Knoxville spend money on crime prevention programs? (Check as many as apply)

___ 1. 1st offender
___ 2. Family therapy
___ 3. Increase patrol
___ 4. Foot patrol
___ 5. Community relations
___ 6. Church activities
___ 7. Other (specify) _____

_____

INFORMATION ABOUT RESPONDENTS

51. Which of the people living here were working at a regular job last week?

1. None
2. Male head only
3. Female head only
4. Both male head and female spouse
5. One person, other than head or spouse
6. More than one person, but none of the above applicable

52. About what was your total family income last year--1975--from all the members of the family together including all sources such as wages, profits, interest, and so on? Just give me the letter on the card that fits.

a. Under $3,000
b. $3,000-$4,999
c. $5,000-$6,999
d. $7,000-$9,999
e. $10,000-$14,000
f. $15,000-$19,999
g. $20,000-$24,999
h. $25,000 and over
i. Don't know

53. Do you have a telephone here in this house/apartment?

1. Yes
2. No (Answer question 53a)

53a. Is there a phone in the building that you can use whenever you want to?

1. Yes
2. No

54. Are you (Read alternatives):

1. Married
2. Widowed
3. Divorced
4. Separated
5. Never married
6. Living with someone

55. What is your occupation? _____

55a. What kind of work do you do on your job? _____

_____

56. Now just a few questions about the people who live here and we'll be through. How many people are there, children as well as adults, in your family who live at this address with you? (Not counting respondent)

_____ People

57. Are there any other people, besides family, who share this house/apartment with you?

1. Yes. How many? _____ 2. No

58. Do you own or rent this house/apartment?

1. Own (Skip question 60) 2. Rent

59. What is your monthly rent, including utilities?

$_____

60. What is the present market value of your house? (If R owns)

$_____

61. What is your age?

1. 18-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65-74
7. 75 or over

62. What is the highest grade you attended in school? (Circle the highest level)

_____ Never attended school

K 1 2 3 4 5 6 7 8 9 10 11 High School Diploma

College 1 2 3 4 5 6 or more

Bus/Tech 1 2 3 4 or more

Ask question 63 if Respondent is not head of household and lives with others. If Respondent is head of household, lives alone, or there is no acknowledged head, skip to question 66.

63. What is the occupation of the head of the household? _____

_____

63a. What kind of work does he/she do on his/her job? _____

_____

64. What is his marital status? (Read alternatives)

1. Married
2. Widowed
3. Divorced
4. Separated
5. Never married

65. What was the last grade in school attended by the head? (Circle highest level)

_____ Never attended

K 1 2 3 4 5 6 7 8 9 10 11 High School Diploma

College 1 2 3 4 5 6 or more

Bus/Tech 1 2 3 4 or more

66a. What is your religious affiliation? _____

_____

66b. How often do you attend church?

1. Twice a week
2. Once a week
3. Twice a month
4. Once a month
5. Never

HOME AND FAMILY QUESTIONS (ASK ONLY OF PARENTS WITH CHILDREN PRESENT IN THE HOME)

67. Do your children do things regularly that you find an annoying problem? What are they? (List up to 5 episodes)

1. _____
2. _____
3. _____
4. _____
5. _____

67a. How do you punish your child when doing these annoying things? For instance, when he _____ what do you usually do?

_____

_____

67b. If you could get it, would you like outside help with these problems?

1. Yes 2. No

68. What do you try to teach your kids about fighting with other children?

_____

_____

68a. Has anyone seriously bothered your children away from home?

1. Yes 2. No

68b. If yes, what happened? _____

_____

69. Where do your children play most of the time?

1. In and around the house
2. At the neighbor's houses nearby
3. Away from the house at a park, playground, Boys' or Girls' Club
4. Other _____

70. In the past year have you had contact with any of the following agencies:

___ Police
___ Dept of Human Services
___ Juvenile Court
___ Mental Health Center
___ Fire Department
___ Child & Family Services
___ City Hall
___ Youth Division
___ Lawyer
___ Doctor/Dentist
___ School Counselor

PERSONAL QUALITY OF LIFE

Now I would like to ask you some very general questions regarding how you feel about your life these days.

71. Taking all things together, how would you say things are these days--would you say you're:

1. Extremely happy
2. Very happy
3. Pretty happy
4. Not too happy
5. Unhappy

72. In general, how satisfying do you find the way you're spending your life these days? Would you call it:

    1. Completely satisfying 2. Pretty satisfying 3. Not too satisfying

73. Here is a picture of a ladder. Suppose we say that the top of the ladder represents the best possible life for you and the bottom represents the worst possible life for you.

    1. Would you please point to the place on the ladder where you personally feel you stand at the present time? _____

    2. Where on the ladder would you say you stood five (5) years ago?

    _____

    3. And where do you think you will be on the ladder five (5) years from now? _____

    Interviewers use this code:

    _____

    _____10 Best Possible Life
    _____ 9
    _____ 8
    _____ 7
    _____ 6
    _____ 5
    _____ 4
    _____ 3
    _____ 2
    _____ 1
    _____ 0 Worst Possible Life

    _____

74. Thank you for your cooperation. That completes the questions we have. Is there anything else you'd like to mention about the problem of crime in this area that you think public authorities should know about?

    _____

    _____

INTERVIEWER OBSERVATIONS
(as leaving interview)

1. Sex of respondent _____ Male _____ Female

2. Race _____ Black _____ White _____ Other (Specify)

3. How would you rate the overall quality of this lot as a place to live? _____

Bad	Average	Good
0	5	10

4. How would you rate the appearance of this lot? _____

Ugliest	Average	Most beautiful
0	5	10

5. The upkeep of this neighborhood as a whole? _____

Bad	Average	Good
0	5	10

6. The amount of building coverage in this neighborhood? _____

Rural or estate-like	Entirely built-up
0	10

7. How well is the structure maintained?

_____ Excellent _____ Good _____ Poor

8. How well is the respondent's lot maintained? e.g., absence of litter, landscaping, etc.

_____ Excellent _____ Good _____ Poor

9. How well is the lot maintained in relation to other lots in the neighborhood?

_____ Excellent _____ Good _____ Poor

10. STREETS: (1) ___ well maintained (2) ___ average
(3) ___ poor condition (broken pvt., pot holes)

11. SIDEWALKS: (1) ___ none (2) ___ along one side
(3) ___ along both sides (4) ___ intermittent

12. Curb and gutter in front of home? _____ yes _____ no

13. Condition of curb and gutter? _____ excellent _____ good ____poor

14. How much vegetation is there on this lot?

_____ much _____ some _____ not very much

15. How is the vegetation maintained?

_____ excellent _____ good _____ fair _____ poor

16. Was there any evidence of neighboring during the interview? (visits while you were there, phone calls from friends, etc.) ___ yes ___no

16. How would you rate the quality of the inside of the house as a place to live?

Bad	Average	Good
0	5	10

REACTIONS TO THE INTERVIEW

The people conducting this survey would like to know what you thought about this interview and the questions asked on it. Your comment will be useful in planning future surveys of this nature.

Circle one response for each question. (Read all responses)

1. Do you resent (feel any bitterness about) having been asked to participate in this interview?

   1. Definitely no 2. No 3. Yes 4. Definitely yes

2. How interesting did you find this interview?

   1. Not at all 2. A little bit 3. Somewhat 4. Very
   5. Extremely

3. To what extent do you feel that the questions asked were an invasion of your privacy?

   1. Not at all 2. A little bit 3. Somewhat 4. A lot

4. Were the questions asked in the survey clear and understandable?

   1. Yes--all of them were clear and understandable
   2. Most of them were clear and understandable
   3. Only some of them were clear and understandable
   4. Only a few of them were clear and understandable
   5. No--none of them were clear and understandable

5. To what extent did the way the questions and answers were worded give you a chance to express (tell) the way you really feel about things?

   1. Not at all 2. A little bit 3. Somewhat 4. A lot

6. While the interview was being conducted, how much were you distracted (bothered) by other things such as noise, phone calls, and interruptions by children or other people?

   1. Not at all 2. A little bit 3. Somewhat 4. A lot

7. Taking into account the amount of time it took and when it was done, how much of an inconvenience was it for you to complete this interview?

   1. Not at all 2. A little bit 3. Somewhat 4. A lot

8. If everybody in your neighborhood were to complete this interview, do you think the results would give a clear picture of what people in your neighborhood think about the Knoxville Police Department?

   1. Definitely no 2. No 3. Maybe 4. Yes 5. Definitely

   If not, why? _____

   _____

9. How important do you think your own responses (answers) will be to the success of this survey?

   1. Not at all 2. A little bit 3. Somewhat 4. Very
   5. Extremely

10. What do you personally think the chances (odds) are that this survey will help improve relations between the Knoxville Police Department and your neighborhood?

   1. No chance at all 2. A slight chance 3. Some chance
   4. A good chance 5. It's all but certain

11. How could the interview (or interviewer) be improved? _____

   _____

12. How willing would you be to be interviewed again in, say six months?

   1. Not at all 2. A little bit 3. Somewhat 4. Very

   Are there any other questions (record questions)?

   _____

   _____

THANK YOU VERY MUCH FOR YOUR TIME AND COOPERATION

VITA

Archibald V. Arnold III was born in Lawton, Oklahoma on March 1, 1949. He was graduated from the Hotchkiss School, Lakeville, Connecticut in June 1967. He was subsequently nominated to the United States Military Academy at West Point, New York by Senator Abraham Ribicoff of Connecticut and was graduated from that institution in June 1971 with a Bachelor of Science degree. He was commissioned in the Infantry and currently remains on active duty with that branch.

He was initially assigned to Fort Carson, Colorado for a tour of duty with the 4th Infantry Division. In 1975, he was transferred to the Federal Republic of Germany where he served three years with the Berlin Brigade. Upon completion of this overseas assignment he attended the Infantry Officer's Advanced Course prior to beginning two years of graduate study at The University of Tennessee, Knoxville, in June 1978. He received a Master of Science degree in Industrial and Organizational Psychology in June 1980.

Upon completion of his graduate studies, Captain Arnold will be assigned as an instructor in the Department of Behavioral Sciences and Leadership at the U. S. Military Academy, West Point, New York.

He is married to the former Cordy DeBolt Wiley of Columbus, Georgia.