Experiement 11/25 - Final

Survey Flow

BlockRandomizer: 1 -

EmbeddedData
Treatment = 1
EmbeddedData
Treatment = 2
EmbeddedData
Treatment = 3
EmbeddedData
Treatment = 4

BlockRandomizer: 1 -

EmbeddedData
Demographics = Before
EmbeddedData
Demographics = Before
EmbeddedData
Demographics = After

BlockRandomizer: 0 -

WebService: GET - http://reporting.qualtrics.com/projects/randomNumGen.php - Fire and Forget

Block: Consent Form (1 Question)

Branch: New Branch
If
If Demographics Is Equal to Before

Block: Demographics 1 (8 Questions)

Block: Vignette (8 Questions)
Block: Post-vignette (7 Questions)

Branch: New Branch
If
If Demographics Is Equal to After

Block: Demographics 1 (8 Questions)

Standard: Demographics 2 (3 Questions)

Page Break

Start of Block: Consent Form

Citizen Evaluations of Government Programs

Researchers in the School of Public Affairs at American University are conducting a study of how the public perceives and responds to government initiatives.

If you decide to participate in this study, you will be asked to respond to several survey questions, including some questions about a fictional government initiative. **All information provided about public agencies or studies of agencies in this survey is fictional.**

Completing this survey should take about **5-10 minutes**. If you finish the survey with valid responses, you will receive **$0.50**. **Your responses are confidential**. Results from this study will be shared with others, but your identity will not be associated with your responses. Once data collection is complete, I will employ standard measures to ensure confidentiality. Specifically, I will destroy any information (MTurk IDs, IP addresses) linking individuals to responses. After deleting these individual identifiers, the anonymous survey response data will be shared with others. ***Your involvement in the study is voluntary, and you may choose not to participate or to stop at any time.***

The results of this study may help inform experts considering how citizen opinions can be interpreted and used when evaluating government organizations and initiatives. We do not anticipate that your participation will result in any risks or discomforts, but you may skip any questions you do not want to answer.

If you have any questions about this research project, please feel free to contact me at 202-885-6362 or favero@american.edu. Questions or concerns about your rights as a research participant should be directed to the Social Behavioral IRB at American University at 202-885-3447 or by email at irb@american.edu.

By completing the following survey, you are agreeing to participate in this research project. Participants must be 18 years of age or older. If you wish, please feel free to print and keep a copy of this page for your records.

Thank you for participating in this study.

Dr. Nathan Favero Principal Investigator Assistant Professor, Department of Public Administration & Policy School of Public Affairs, American University 202-885-6362 favero@american.edu

End of Block: Consent Form

Start of Block: Demographics 1

sex

Are you male or female?

- ○ Male (1)
- ○ Female (2)

---

age What is your age?

- ○ 18-29 years old (1)
- ○ 30-49 years old (2)
- ○ 50-64 years old (3)
- ○ 65 years and over (4)

---

party

In politics today, do you consider yourself a:

- ○ Republican (1)
- ○ Democrat (2)
- ○ Independent (3)
- ○ Something else (4)

Skip To: poleff17 If In politics today, do you consider yourself a: = Republican
Skip To: poleff17 If In politics today, do you consider yourself a: = Democrat

---

partyln

As of today do you lean more to...

- Republican (1)
- Democrat (2)

---

poleff17 How much do you agree or disagree with the following statement?
Most government administrators can be trusted to do what is best for the country

- Strongly agree (1)
- Agree (2)
- Neither agree nor disagree (3)
- Disagree (4)
- Strongly disagree (5)

Page Break

educ

What is the highest level of school you have completed or the highest degree you have received?

- ○ High school incomplete or less (1)
- ○ High school graduate or GED (includes technical/vocational training that doesn't count towards college credit) (2)
- ○ Some college (some community college, associate's degree) (3)
- ○ Four year college degree/bachelor's degree (4)
- ○ Some postgraduate or professional schooling, no postgraduate degree (5)
- ○ Postgraduate or professional degree, including master's, doctorate, medical or law degree (6)

---

region In which US Census region do you live?

- ○ Midwest - IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI (1)
- ○ Northeast - CT, MA, ME, NH, NJ, NY, PA, RI, VT (2)
- ○ South - AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV (3)
- ○ West - AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY (4)

Q59

End of Block: Demographics 1

Start of Block: Vignette

All of the information I provide to you in this survey is hypothetical. Garrison County does not exist, and the national study of DMV offices that I reference is also fictional.

Please carefully read the following account of a hypothetical initiative in a local government office and then respond to the questions that follow:

Display This Question:

If Treatment = 1

The Garrison County DMV Garrison County's local Department of Motor Vehicles (DMV) office serves over 400 customers on a typical operating day. The local office manager has been studying the issue of customer wait times and thinking about ways to better serve local customers. An initial review revealed the following: In 2016, the average wait time at the Garrison County DMV was 35 minutes. A recent nationwide study found that the average wait time at mid-sized DMV offices across the United States is typically around 35 minutes.

Display This Question:

If Treatment = 2

The Garrison County DMV Garrison County's local Department of Motor Vehicles (DMV) office serves over 400 customers on a typical operating day. The local office manager has been studying the issue of customer wait times and thinking about ways to better serve local customers. An initial review revealed the following: In 2016, the average wait time at the Garrison County DMV was 35 minutes. A recent nationwide study found that the average wait time at mid-sized DMV offices across the United States is typically around 55 minutes.

Display This Question:

If Treatment = 3

The Garrison County DMV Garrison County's local Department of Motor Vehicles (DMV) office serves over 400 customers on a typical operating day. The local office manager has been studying the issue of customer wait times and thinking about ways to better serve local customers. An initial review revealed the following: In 2016, the average wait time at the Garrison County DMV was 55 minutes. A recent nationwide study found that the average wait time at mid-sized DMV offices across the United States is typically around 35 minutes.

Display This Question:

If Treatment = 4

The Garrison County DMV Garrison County's local Department of Motor Vehicles (DMV) office serves over 400 customers on a typical operating day. The local office manager has been studying the issue of customer wait times and thinking about ways to better serve local customers. An initial review revealed the following: In 2016, the average wait time at the Garrison County DMV was 55 minutes. A recent nationwide study found that the average wait time at mid-sized DMV offices across the United States is typically around 55 minutes.

Q45 At the beginning of 2017, the Garrison County DMV started giving customers numbered service tickets upon arrival at the office. The manager hopes this process will lead to shorter wait times.

Based on the limited information provided about the Garrison County DMV, please offer your best assessment for each of the following questions:

pos_exp If you had to predict, how long do you expect the average wait time will be at the Garrison County DMV for the year 2017?

- 0-10 min (1)
- 10-20 min (2)
- 20-30 min (3)
- 30-40 min (4)
- 40-50 min (5)
- 50-60 min (6)
- 60-70 min (7)
- more than 70 min (8)

norm_exp Thinking about what is reasonable for a Garrison resident to expect from their local DMV, what do you think the average wait time *should* be?

- 0-10 min is acceptable, more than 10 min is unacceptable (1)
- 0-20 min is acceptable, more than 20 min is unacceptable (2)
- 0-30 min is acceptable, more than 30 min is unacceptable (3)
- 0-40 min is acceptable, more than 40 min is unacceptable (4)
- 0-50 min is acceptable, more than 50 min is unacceptable (5)
- 0-60 min is acceptable, more than 60 min is unacceptable (6)
- 0-70 min is acceptable, more than 70 min is unacceptable (7)
- more than 70 min is acceptable (8)

End of Block: Vignette

Start of Block: Post-vignette

Data for the first 10 months of 2017 shows that the average wait time for the Garrison County DMV has been 45 minutes so far. **Based on all the information that has been provided, please consider how well you think the Garrison County DMV is serving its residents:**

satisf Using a 10-point scale on which “0” means “very dissatisfied” and “10” means “very satisfied,” how satisfied are you with the services provided by the Garrison county DMV? very dissatisfied very satisfied

- ○ 0 (1)
- ○ 1 (2)
- ○ 2 (3)
- ○ 3 (4)
- ○ 4 (5)
- ○ 5 (6)
- ○ 6 (7)
- ○ 7 (8)
- ○ 8 (9)
- ○ 9 (10)
- ○ 10 (11)

Page Break

The following questions will be used to gauge how well study participants remember information from the descriptions above. Please answer as best as you can based on what you remember.

JS

check1 How long was the average wait time at the Garrison County DMV in 2016?

_____

JS

check2 How long was the average wait time at mid-sized DMV offices across the United States according to the recent nationwide study?

_____

check3 Was the Garrison County DMV's average wait time in the first 10 months of 2017 shorter or longer than their wait time last year?

- Shorter wait time than 2016 (1)
- Longer wait time than 2016 (2)

check4 Was the Garrison County DMV's average wait time in the first 10 months of 2017 shorter or longer than the average time cited in the nationwide study?

- Shorter wait time than average in study (1)
- Longer wait time than average in study (2)

End of Block: Post-vignette

Start of Block: Demographics 2

hisp

Are you of Hispanic, Latino, or Spanish origin, such as Mexican, Puerto Rican or Cuban?

- ○ Yes (1)
- ○ No (2)

---

race

Which of the following describes your race? [You can select as many as apply]

- ☐ White (1)
- ☐ Black or African American (2)
- ☐ Native American/American Indian/Alaska Native (3)
- ☐ Asian or Asian American (4)
- ☐ Native Hawaiian or other Pacific Islander (5)
- ☐ Some other race, specify: (6) _____

---

income

Last year, that is in 2016, what was your total family income from all sources, before taxes?

- Less than $30,000 (1)
- $30,000 to less than $60,000 (2)
- $60,000 to less than $90,000 (3)
- $90,000 or more (4)

End of Block: Demographics 2

```
-------------------------------------------------------------------------------
      name:  <unnamed>
       log:  C:\Users\favero\OneDrive - american.edu\research\citizen evaluation
> s\survey experiment\results\11-2017_survey_data_deidentification.txt
  log type:  text
 opened on:   7 Mar 2018, 14:00:39

.
. // deidentify_data.do:
. // Nathan Favero 3/7/2018
.
. version 14.2

. clear all

. macro drop _all

. set linesize 80

.
. cd "C:\Users\favero\OneDrive - american.edu\research\citizen evaluations\surve
> y experiment\results"
C:\Users\favero\OneDrive - american.edu\research\citizen evaluations\survey expe
> riment\results

.
. insheet using Batch_3023358_batch_results.csv
(30 vars, 1,000 obs)

.
. drop assignmentid workerid

. save Batch_3023358_batch_results_unprocessed, replace // unmodified but de-ide
> ntified
file Batch_3023358_batch_results_unprocessed.dta saved

.
. destring answersurveycode, gen(mturkvercode) force
answersurveycode: contains nonnumeric characters; mturkvercode generated as long
(3 missing values generated)

. replace mturkvercode=27008349 if mturkvercode==7008349 // fix copy-paste error
(1 real change made)

. drop if mturkvercode==. // drop 3 cases (2 copy-paste errors that can't be mat
> ched & 1 who did a shoddy job)
(3 observations deleted)

. save Batch_3023358_batch_results, replace
file Batch_3023358_batch_results.dta saved

.
. clear

. insheet using "Experiement 11\numeric\25 - Final_March 6, 2018_23.23 - 2nd & 3
> rd row deleted.csv"
(38 vars, 1,094 obs)

.
. merge 1:1 mturkvercode using Batch_3023358_batch_results

    Result                           # of obs.
    -----------------------------------------
    not matched                            97
        from master                        97  (_merge==1)
        from using                          0  (_merge==2)

    matched                               997  (_merge==3)
    -----------------------------------------
```

```
.
. // drop ipaddress & location info
.         duplicates tag ipaddress, gen(dup_ipadd)

Duplicates in terms of ipaddress

.         duplicates tag ipaddress if _merge==3, gen(dup_ipadd_matched)

Duplicates in terms of ipaddress

.         drop ipaddress

.
.         gen loc_miss = 0

.         replace loc_miss = 1 if locationlatitude==. & locationlongitude==.
(84 real changes made)

.         duplicates tag locationlatitude locationlongitude if loc_miss==0, gen(
> dup_location)

Duplicates in terms of locationlatitude locationlongitude

.         duplicates tag locationlatitude locationlongitude if dup_ipadd_matched
> ==0 & loc_miss==0 & _merge==3, gen(dup_location_matched)

Duplicates in terms of locationlatitude locationlongitude

.         drop locationlatitude locationlongitude

.
. // delete response data from people who didn't complete survey
.         foreach var of varlist check1-check2 race-race_6_text {
  2.                 replace `var' = "" if _merge==1
  3.         }
(15 real changes made)
(15 real changes made)
(13 real changes made)
(0 real changes made)

.         foreach var of varlist sex-satisf check3-hisp income {
  2.                 replace `var' = . if _merge==1
  3.         }
(59 real changes made, 59 to missing)
(59 real changes made, 59 to missing)
(59 real changes made, 59 to missing)
(17 real changes made, 17 to missing)
(56 real changes made, 56 to missing)
(50 real changes made, 50 to missing)
(49 real changes made, 49 to missing)
(60 real changes made, 60 to missing)
(60 real changes made, 60 to missing)
(60 real changes made, 60 to missing)
(15 real changes made, 15 to missing)
(15 real changes made, 15 to missing)
(13 real changes made, 13 to missing)
(13 real changes made, 13 to missing)

.
. sort _merge

.
. save 11-2017_survey_results, replace
file 11-2017_survey_results.dta saved

. export delimited using 11-2017_survey_results, replace
file 11-2017_survey_results.csv saved
```

```
.
. log close
      name:  <unnamed>
       log:  C:\Users\favero\OneDrive - american.edu\research\citizen evaluation
> s\survey experiment\results\11-2017_survey_data_deidentification.txt
  log type:  text
 closed on:   7 Mar 2018, 14:00:39
-------------------------------------------------------------------------------

```

Edit Project

Specify the properties that are common for all of the HITs created using this project.

1 Enter Properties
2 Design Layout
3 Preview and Finish

Project Name: Expectancy-confirmation survey 1 This name is not displayed to Workers.

Describe your HIT to Workers

Title	Answer a survey about a government initiative Describe the task to Workers. Be as specific as possible, e.g. "answer a survey about movies", instead of "short survey", so Workers know what to expect.
Description	Give us your opinion about a government initiative we describe Give more detail about this task. This gives Workers a bit more information before they decide to view your HIT.
Keywords	survey, demographics, government, perceptions Provide keywords that will help Workers search for your HITs.

Setting up your HIT

Reward per assignment	$ 0.5 This is how much a Worker will be paid for completing an assignment. Consider how long it will take a Worker to complete each assignment.
Number of assignments per HIT	1000 How many unique Workers do you want to work on each HIT?
Time allotted per assignment	30 Minutes Maximum time a Worker has to work on a single task. Be generous so that Workers are not rushed.
HIT expires in	30 Days Maximum time your HIT will be available to Workers on Mechanical Turk.
Auto-approve and pay Workers in	3 Days This is the amount of time you have to reject a Worker's assignment after they submit the assignment.

Worker requirements

Tip: Use Premium Qualifications to specify Workers that are eligible to work on your HITs based on their Education, Marital Status, and more. More details here.

Require that Workers be Masters to do your HITs (Who are Mechanical Turk Masters?)

○ Yes ◉ No

Specify any additional qualifications Workers must meet to work on your HITs:

- HIT Approval Rate (%) for all Requesters' HITs | greater than | 90 Remove
- Location | is | UNITED STATES (US) Remove
- Number of HITs Approved | greater than | 50 Remove

(+) Add another criterion(up to 2 more)

(Premium Qualifications incur additional fees, see Pricing Details to learn more)

Project contains adult content (See details)

☐ This project may contain potentially explicit or offensive content, for example, nudity.

HIT Visibility (What is HIT visibility?)

○ Public - All Workers can see and preview my HITs
○ Private - All Workers can see my HITs, but only Workers that meet all Qualification requirements can preview my HITs
◉ Hidden - Only Workers that meet my HIT Qualification requirements can see and preview my HITs

Save Design Layout

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×

Input Data Format

The input data must be a CSV file (comma separated values). CSV is a common format for representing tabular data. Columns are separated by commas and rows are separated by newlines/carriage returns. For example:

```
Name,Age<newline>
John Smith,40<newline>
Jane Doe,32<newline>
```

Most spreadsheet applications allow you to save your spreadsheet in the CSV format. For example in Microsoft Excel:

1. Select **File -> Save as**
2. Select **Save as type -> CSV (Comma delimited)(*.csv)**
3. Select **Save**
4. When you're prompted with "... may contain features that are not compatible with CSV (Comma delimited). Do you want to keep the workbook in this format?", click **Yes**

Note: If you're using a Mac, save the CSV file for Windows to ensure compatibility

Note: Your CSV file should be UTF-8 encoded and cannot contain characters with encodings larger than 3 bytes.

For more information about the expected format of the input file, see our Getting Started Guide or User Guide

```
<script src="https://ajax.googleapis.com/ajax/libs/jquery/1.8.3/jquery.min.js"
type="text/javascript">
</script><script type="text/javascript">
$("#mturk_form").submit(function() {
    if ($('#surveycode').val() == ''){
      alert("Please enter your survey code.");
      return false;
      }
});
</script><script>
document.addEventListener('DOMContentLoaded', function(){

  //INSERT YOUR UNIQUE TURKER CODE HERE
  var ut_id = "8eb70209743cf4c21137b29ee078c407";

  //    Don't change anything else inside this script block!

  document.getElementById('submitButton').setAttribute('style', 'display:none
  !important');
  if (turkGetParam('assignmentId', '') != '' && turkGetParam('assignmentId', '') !=
  'ASSIGNMENT_ID_NOT_AVAILABLE') {
    var assignmentId = turkGetParam('assignmentId', '');
    var workerId = turkGetParam('workerId', '');
    var url = 'https://uniqueturker.myleott.com/'+ut_id+'/'+workerId+'/'+assignmentId;
    var request = new XMLHttpRequest();
    request.open('GET', url, false);
    request.send();
    if (request.responseText != '1') {
        document.getElementById('contentPreview').style.display = 'none';
        document.getElementById('contentWorkerEligible').style.display = 'none';
        document.getElementById('contentWorkerNotEligible').style.display = 'block';
        document.getElementById('submitButton').setAttribute('style', 'display:none
        !important');
    } else {
        document.getElementById('contentPreview').style.display = 'none';
        document.getElementById('contentWorkerEligible').style.display = 'block';
        document.getElementById('contentWorkerNotEligible').style.display = 'none';
        document.getElementById('submitButton').setAttribute('style', 'display:block
        !important');
        }
  }  else {
    document.getElementById('contentPreview').style.display = 'block';
    document.getElementById('contentWorkerEligible').style.display = 'none';
    document.getElementById('contentWorkerNotEligible').style.display = 'none';
    document.getElementById('submitButton').setAttribute('style', 'display:none
    !important');
    }

 });
 function turkGetParam( name ) { // This function gets URL parameters
    name = name.replace(/[\[]/,"\\[").replace(/[\]]/,"\\]");
    var regexS = "[\?&]"+name+"=([^&#]*)";
    var regex = new RegExp( regexS );
    var results = regex.exec( window.location.href );
    if( results == null )
    return "";
    else
    return results[1];
 }
</script>
<div id="contentPreview" style="display:none"><!--
        PLACE CONTENT BELOW.
        Participants will see this content when they preview the HIT.
        I usually put a description of the study here.
    -->This survey is part of a study of how the public perceives and responds to
    government initiatives.<br />
<br />
Completing this survey should take about <b>5-10 minutes</b>. You will be asked to
respond to several survey questions, including some questions about a fictional
```

```
government initiative.<br />
<br />
Click &quot;Accept HIT&quot; to get the survey link.</div>

<div id="contentWorkerEligible" style="display:none"><!--
        PLACE CONTENT BELOW.
        Participants will see this content after they accept the HIT if they are eligible.
        Below is a simple template that you can use.
        It includes a link to the study, and a textbox for users to enter their completion code.
    --><a href="https://american.co1.qualtrics.com/jfe/preview/SV_d3TikQQTubwObXf?Q_CHL=preview" target="_blank">Click here</a> to begin the study.<br />
Once you have completed the study, you must enter your completion code below.<br />
<br />
Please enter your completion code: <input id="surveycode" name="surveycode" size="12" type="text" /></div>

<div id="contentWorkerNotEligible" style="display:none"><!--
        PLACE CONTENT BELOW.
        Participants will see this content if they are NOT eligible.
        Below is an example message that you can use.
    -->Sorry, but it looks like you have already completed this HIT.<br />
Please click &quot;Return HIT&quot;.</div>
```