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**TRUST AND CITIZEN ENGAGEMENT IN
METROPOLITAN PHILADELPHIA:
A CASE STUDY**

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FOREWORD

Alexis de Tocqueville wrote in the 1830s that "nothing ... deserves more attention" in the fledgling United States than the immense variety and number of civic associations to which Americans belonged. Engagement in these associations appeared to reflect a unique degree of social trust and to promote a connectedness among citizens that fostered sensible government, thriving commerce, and cooperative communities.

Over the past few years, amid growing cynicism and the apparent disengagement of many Americans from political and civic activities, opinion surveys have found a steady decline in social trust -- a decline that seemed emblematic of a general feeling that the overall quality of American life was deteriorating.

To examine this proposition in greater depth, the Pew Charitable Trusts commissioned an extensive study of Philadelphia area residents and a parallel study of Americans nationwide that focused on trust, citizen engagement and their interrelationship.

The results, which are presented in this report, indicate that there is a considerable reservoir of "social capital" in the historic City of Brotherly Love, its suburbs and, indeed, across the United States.

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OVERVIEW

An extensive survey of Philadelphia and its suburbs by the Pew Research Center has found that alarm about the capacity of American communities to solve their problems, i.e., their "social capital," may be premature. A smaller parallel survey nationwide by the Center found that key attitudes observed in Philadelphians are much the same for all Americans.

Among the highlights of the study:

✧ Most Philadelphians are *actively engaged* in social and civic events in their neighborhoods and communities, with many volunteering, joining, and contributing to their causes.

✧ Philadelphians are cautious in their contacts with other people. Most believe you can't be too careful in dealing with other people, although larger majorities believe most people try to be fair and helpful. Like other Americans, too, Philadelphians show much more *distrust* of institutions, particularly government institutions.

✧ But most Philadelphians, like most Americans, believe people like themselves can improve their neighborhoods, schools, and communities. They *feel empowered* to make a difference. Acting on this "can do" spirit, many of them attempt to make changes and of those who try, a high proportion succeed.

✧ These results call into question the role of trust in building "social capital." Scholars have maintained that trust and engagement are closely related and together create the foundation of such capital. But the Pew survey found that interpersonal trust is only modestly related to civic engagement, when demographic characteristics are taken into account, and even less directly related to volunteer work. Moderate distrust, in fact, is *not* a barrier to social engagement.

✧ The feeling of empowerment, of being effective, is much more significant in explaining citizen engagement. In this interaction of attitudes and behavior, trust is related to empowerment, and empowerment is related to engagement. Thus, trust only indirectly affects engagement.

✧ Demographically, whites are more trusting than non-whites, the older generation more than younger ones, the better educated and more affluent more than the less schooled and poorer Philadelphians. Parental warnings to children to beware of strangers are the most important family background factor in the level of distrust, and Philadelphians under 30 say they were warned much more often in this regard than older Philadelphians. The amount of television viewing is not directly correlated with the level of distrust.

✧ Suburbanites in the four nearby counties are more trusting of others than city dwellers, but it is the nature of the neighborhood that matters. Those from "bad" neighborhoods are less trusting. The gap in trust between blacks and whites, however, exists in virtually all locations and socio-economic circumstances.

✧ Nine out of ten Philadelphia area residents took part in some civic engagement during the past year. The better educated and older residents were more active, as were those most "rooted" in the community through home ownership. Volunteering was less common than among Americans nationwide, although almost one in two Philadelphians said they volunteered for some activity at least one time during the previous month.

✧ The wide racial disparities evident in trust levels disappeared in volunteerism, with African Americans more engaged than whites in volunteering that was church-related, neighborhood-focused, and related to help for the needy. A family history of volunteering was a strong predictor that a resident would engage in the activity as an adult.

✧ Some type of informal social activity, ranging from working out to taking adult education classes to participating in a reading or religious study group, engaged Philadelphians on average a total of 14 times in the previous month. The activities expand interpersonal connections and result in larger support networks to whom individuals feel they can turn for aid. Children are often the vehicles for such informal activities. Overall, working moms in the Philadelphia area participate in civic and volunteer activities as much as women who do not have children, although working mothers with young children are less engaged than other mothers.

✧ In terms of liveability, Philadelphians who live in the city rated living there lower than big city dwellers nationwide, while suburbanites rated their areas the same whether they lived outside of Philadelphia or elsewhere in the nation's suburbs. Philadelphia area residents as a whole report slightly more success in their efforts to get local government to pay attention to a problem than do big city dwellers and suburbanites nationwide.

SUMMARY

Alarm about declining citizen engagement and dwindling "social capital" in the country may be overstated, based on an in-depth survey of the experiences and attitudes of Philadelphia area residents. Most Philadelphians are active participants in the social and civic lives of their neighborhoods and communities. Many volunteer their time and give their money to charitable causes. Moreover, there is little indication of social isolationism. Residents of the Philadelphia area engage in a variety of informal social activities that are the basis of interpersonal support networks. Merely one in ten, mostly the poor and elderly, say they have virtually no one to whom to turn for personal support.

The survey of 2,517 adults in Philadelphia and four of its neighboring counties¹ also found a large majority of residents confident that people like themselves can make their communities better places in which to live. Most believe that on their own they could contact a local official to take up a problem, if the need arose. These views are supported by the significant percentages of people who reported that they had helped organize groups to improve conditions in their neighborhood, community or schools.

A companion nationwide poll that carried key indicators from the principal survey found that behaviors and attitudes observed in Philadelphia are for the most part typical of the nation as a whole.

Contrasting Views

The portrait observed contrasts considerably with the picture of citizenry painted by Harvard Professor Robert D. Putnam in his famous essay, "Bowling Alone", and elsewhere. He argues that the "vibrancy" of American civil society has declined over the past several decades, measured not only in fewer bowling leagues and more individual bowling, but also in political activities such as voter turnout, and in membership in voluntary organizations from the Boy Scouts to the League of Women Voters. He observes that social and civic engagement and trust are strongly related, and together, the decrease in trust and engagement represents a decrease in the nation's "social capital" or its capacity to collectively solve problems.²

¹ Bucks, Chester, Delaware and Montgomery.

² "Bowling Alone," *Journal of Democracy*, January 1995; American Political Science Association lecture, September 1995; and "Tuning in, Tuning out: The Strange Disappearance of Civic America," *The American Prospect*, 1996.

While Putnam's concerns about a crisis in citizen engagement are not borne out by the results of the survey, the Pew Research Center study did uncover substantial levels of interpersonal distrust among residents of the City of Brotherly Love and its environs, and even greater distrust of Philadelphia area institutions. Most residents are cautious in their contacts with other people. Less than half say they have a lot of trust in neighbors, co-workers and fellow club-members. Suspicion of strangers is fueled not only by fear of crime, but also by concerns about dishonesty and the potential for being manipulated and exploited.

However, the survey of Philadelphia and the companion nationwide survey found less distrust of others than observed in other recent polls.³

More Wary Than Distrusting

To put this in perspective, the results of the new survey describe a Philadelphia public that is more wary than distrusting. Most respondents (54%) said that one can't be too careful in dealing with other people, but a larger majority (64%) said other people try to be fair (rather than try to take advantage) and a similar majority (57%) said that most times people try to be helpful (rather than just looking out for themselves).

Although wariness best characterizes Philadelphians as a whole, the survey did find that social distrust is much higher in the city proper than in its suburbs. Most city residents are not only cautious of strangers, but do not have a lot of trust in neighbors, co-workers or casual social acquaintances. Substantially more distrust exists among blacks than whites. Education and age are important factors as well; the older, more educated and more affluent respondents were more trusting. At the other extreme, poorly educated young whites and young blacks are extremely distrustful of other people.

Opinions About Other People		
	<u>Phil</u>	<u>Suburbs</u>
	%	%
<i>Trust:</i>		
Most people can be trusted	28	48
You can't be too careful	67	47
Other/Don't know	<u>5</u>	<u>5</u>
	100	100
<i>Fairness:</i>		
Most would try to be fair	54	71
Most would take advantage	35	18
Other/Don't know	<u>11</u>	<u>11</u>
	100	100
<i>Helpfulness:</i>		
People mostly try to be helpful	46	64
People mostly look out for selves	42	29
Other/Don't know	<u>12</u>	<u>7</u>
	100	100

³ National surveys by the National Opinion Research Center and by Kaiser/Harvard/The Washington Post have found higher levels of distrust, apparently because the trust question follows questions about crime on some forms of these questionnaires. But aside from the level of distrust, the trend in the NORC surveys reveals a modest increase in distrust over the past 20 years.

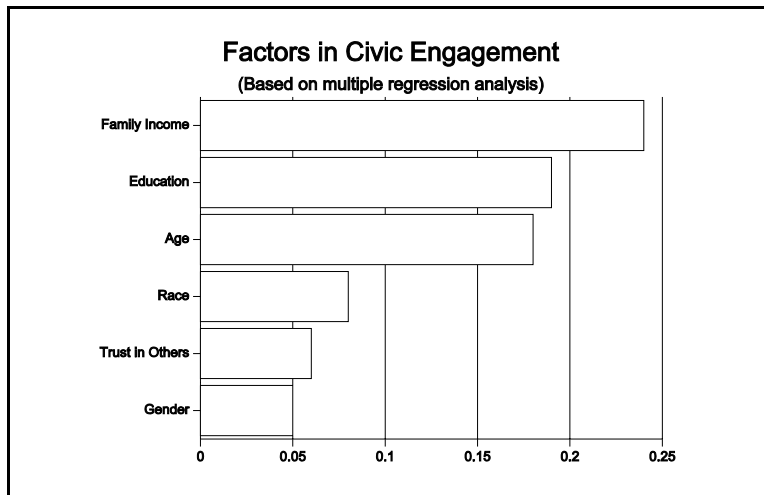
Fear of Lying

Social distrust is as much predicated on fear of manipulation and exploitation as fear of crime. In open-ended follow up questions respondents as often said they are distrustful of others because of dishonesty and of human nature being what it is, as said they are wary of other people because of crime. The most distrustful people identified by the survey placed more emphasis on dishonesty and human nature.

The Pew survey calls into question the meaning and implications of interpersonal distrust in relation to citizen engagement. The survey found that trust in others bears only a small relationship to community involvement once a person's age, education and income are taken into account.⁴ Volunteering is even less directly correlated with trust. Background characteristics such as education and age explain these behaviors much more persuasively. Factors such as feelings of personal empowerment, a strong support network, home ownership, and parent's history of volunteerism are all considerably more significant in explaining volunteer and civic participation than how trusting people say they are of others.

	People Who Distrust Others	
	A Little %	A Lot %
	<i>Reasons For Distrust:</i>	
Fear of crime	40	39
People's Characteristics (Dishonest/Selfish/Unpredictable/Inconsiderate)	30	39
Life Experiences	10	12
The Way Of The World	17	13
News Media	14	6
Other	5	7
Don't know	<u>3</u>	<u>2</u>
	*119	*118

* Total exceeds 100% due to multiple responses.



⁴ Community involvement (or, as it is often referred to here, civic engagement) encompasses activities including: attending public forums; contacting elected officials; joining or giving money to an organization in support of a cause; participating in union activities; joining with coworkers to solve a workplace problem; and voting in Presidential and local elections.

A Social Ill Whose Relevance Is Unclear

A general distrust of others is an obvious social ill. However, its direct relevance to the way people act is unclear. Groups that are *highly* distrustful are civically disengaged, but other aspects of their lives and background contributed more than distrust to that disengagement. For the *moderately* distrustful, moreover, this attitude is **not** a barrier to good citizenship. Among college trained people, for example, a belief that "one can make a difference," or whether or not one's parents volunteered, are each more relevant than trust to the level of civic engagement. And for people who never attended college and for non-whites, owning a home is more relevant to civic engagement than is their trust level.

Can't Trust City Hall or the Cops

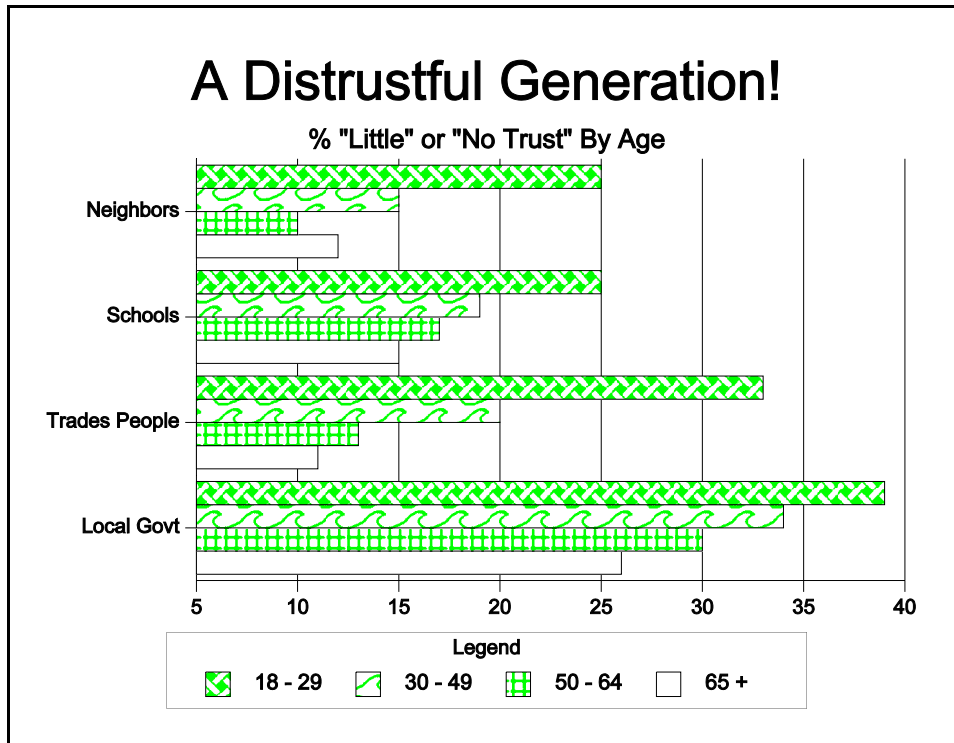
Distrust of people is dwarfed by distrust of Philadelphia's major *institutions*. Only the fire department inspires a *lot* confidence among most (78%) of area residents. The police are highly trusted by a large majority of suburbanites (58%) but by rather few city residents (33%). Similarly, more suburbanites than city dwellers have a lot of trust in public schools (41% vs. 19%). But both have serious doubts about local, state and federal government, as well as of the news media. Only about one in five area residents have a lot of trust in the daily newspapers and local Philadelphia TV news, and merely one in ten are very trusting in each of the three levels of government.

While few have a *lot* of trust in major institutions, large majorities of area residents have at least *some* trust in most institutions. But there are exceptions, even at that. Nearly half in both the city and suburbs have little or no confidence in the federal government. Over four in ten city residents have little or no confidence in local (41%) *or* state (44%) government.

Who Do You Trust?		
	<u>Phil</u>	<u>Suburbs</u>
<i>% Who Trust Each A Lot:</i>		
Family members	77	88
Fire department	74	80
People at church	52	62
Your boss	44	55
Co-Workers	35	51
Police department	33	58
Fellow club members	33	48
Neighbors	27	52
Trades people	24	31
Local TV News	21	30
Public schools	19	41
Inquirer/Daily News/Other local daily newspapers	18	20
City or Local Govt	10	16
Federal govt in Washington	10	6
People downtown	8	5
State govt in Harrisburg	7	9

Distrust Yes, Disengagement No

Distrust of institutions is so pervasive that, in and of itself, it does not bear a particularly sharp relationship to civic engagement. The demographic factors that strongly correlate with interpersonal trust -- race and education -- also relate to confidence in institutions. Generational differences are also clearly evident. People under 50 years of age are less trusting than the pre-war generations, and of the post war generations, those under 30 are generally more cynical than Baby Boomers 30 to 49 years old. As with interpersonal trust, the survey found that whites are more trusting of many institutions than non-whites, and the well educated more than the less educated.



"My Mother Said So"

The high levels of interpersonal distrust among younger people may in part reflect the fact that this generation was more often instructed by their parents to be wary of others. Fully 43% of those under 30 reported that their parents *often* cautioned them not to trust to certain kinds of people, compared to 34% of 30-49 year olds and only 27% of those 50 and older. Analysis of the data indicated that parental warnings against trusting strangers was the most important family background factor in how much people trust others. It was more important than a divorce in the family or even than recollections of a family member being victimized by crime.

Another factor associated with the post war generations, TV viewing, does not appear to make much difference in trust. While hours spent in front of a TV set bore a relationship to some measures of trust in other people, the demographic profile of heavy TV viewers accounted for this effect, i.e., that younger, less educated and less affluent are heavy viewers and also less trusting.

Philadelphia city dwellers are less trusting than suburbanites probably because the nature of neighborhoods matters. People who live in "bad" neighborhoods, with poverty, crime, and low home ownership rates, are less trusting of other people regardless of race and education and of whether or not the neighborhood is in the city or the suburbs. But the gap in social trust between blacks and whites is not only a matter of suburb vs. city, the quality of neighborhoods, level of income or other socio-economic factors.

	Whites <u>in city</u> %	Blacks <u>in city</u> %	Whites <u>in suburbs</u> %	Blacks <u>in suburbs</u> * %
<i>% saying they trust group "a lot":</i>				
Church members	58	46	65	36
Boss	57	28	58	29
Co-workers	46	21	55	17
Club members	44	21	50	16
Neighbors	39	13	54	23
* Small sample size.				

Empowerment Matters Most

Many of the factors that shape public trust are also related to how empowered people feel. Older, better educated people more often feel they are capable of making their community a better place in which to live than do their demographic counterparts. Overall however, *most* Philadelphians feel they can be efficacious in their communities, neighborhoods and schools. Fully 70% of residents think they can have an impact on making their communities a better place to live.

Six in ten Philadelphians said that, if the need arose, they would be able to contact a local official directly with a problem (rather than needing someone as intermediary), and the same proportion said they could organize their neighborhoods to deal with a neighborhood problem. More than half of parents with school children (53%) said they knew how to get things done at their schools if need be.

Reflecting this sense of empowerment, the frequency with which residents sought community action and their successes was high. Four in ten (40%) have tried at least once to get their local government to address a concern (with suburbanites more active in this respect), and almost one in four have sought such help more than once. Of those who tried, about half reported success in the effort (51%). Similarly, 41% of Philadelphia residents said they helped to organize neighbors to fix or improve a problem in their community. Of them, 85% reported success. Almost half (45%) of parents sought to solve some problem in schools, and of them, 79% said they were successful.

Another Eternal Triangle?

Such reports call into question concern about declining social capital in American communities. However, a relationship between trust and empowerment is clearly present. The Pew Research Center survey found that trustful people more often feel that they can make a difference in their community. For example, 74% of those who said they have a lot of trust in their neighbors also believe they could organize those neighbors to address a common problems. In contrast, only 37% of those with little or no trust in theirs neighbors feel this way. Even when race, education, and age are taken into account, trust has a strong influence on feelings of empowerment.

The study found a three-way relationship between empowerment, trust and civic participation.

While trust has little *direct* relationship to civic engagement, its has an *indirect* impact on it through feelings of empowerment. In particular, people who both trust others and feel empowered are highly engaged in civic activities.

Trust and empowerment are part of a pattern of attitudes that affect civic participation. But clearly, a sense of efficacy is the attitude more relevant to citizen engagement.

Philadelphia Connections

The survey found little indication of an "engagement" problem in Philadelphia. The connection between respondents and their communities and neighborhoods was evident in the fact that more than nine out of ten took part in civic events in the past year, including:

- ◆ 56% joined or contributed money to an organization in support of a cause.
- ◆ 49% of workers said they joined with others to solve a work place problem.
- ◆ 30% attended a civic meeting or public hearing.
- ◆ 30% contacted an elected official about a problem.

While better educated and older people participate in civic activities more than younger and less well educated residents, the depth of roots in the community also bears a strong relationship to engagement. Homeowners and people who have lived in the Philadelphia area for a number of years were more likely to have engaged in a variety of civic activities than renters and newcomers. This pattern was true even taking into account socio-economic factors and age.

Empowerment and Engagement			
	<i>People Who Think They Can Have...</i>		
	<u>Big Impact</u> %	<u>Moderate Impact</u> %	<u>Small Impact</u> %
<i>What They Do:</i>			
Attend town meetings	36	31	21
Contacted elected official	35	31	23
Always votes in local elections	50	41	36
Church group volunteers	36	28	18
Help poor, elderly or homeless	28	24	13
Community group volunteers	24	16	8
Youth development group volunteers	23	19	13

Volunteering

Volunteering is less common than civic activities, but many Philadelphia area residents report some engagement of this type in the past year. Almost half (49%) spent part of one or more days volunteering in the month preceding the interview. The average volunteer spent at least part of five days in the preceding month in volunteer activity. Three areas of volunteering were most popular: church-related, youth-focused, and efforts to assist the poor and homeless. In the previous month, one in five volunteered at least one day to church activities, slightly fewer gave at least one day to help the poor and needy, and more than one in ten gave at least one day to help young people.

While education and age most influence volunteer and civic engagement, the survey found that an important predictor of whether and how a resident got involved in the community was his or her degree of "rootedness." Home ownership and having school aged children are factors that also distinguish the engaged from the unengaged Philadelphians.

Creatures of Habit

A family history of volunteering emerged as crucial. People who recalled a family member volunteering were more likely to themselves participate in a variety of community activities than those who did not.

The wide racial disparities in trust levels between whites and blacks are not echoed in volunteering. In fact, African Americans more often than whites reported church related volunteering and working in youth development and poverty programs. Curiously, the poll did not find that older people, who presumably have more time on their hands, volunteer more than younger citizens.

Volunteering: The Legacy Factor		
	<i>A Family Member Volunteered</i>	
	<u>Yes</u> %	<u>No</u> %
Church	33	24
Help poor, elderly, or homeless	28	17
Child or youth development programs	24	14
Local government, neighborhood, civic, or community group	21	12
School or tutoring program	20	12
Hospital or health org.	15	8
Arts or cultural org.	12	4
Political org./Candidates	10	5
Environmental org.	7	3

The Gym and The Church

There were few indications in the survey of social isolationism. Most Philadelphians get out and have strong connections with other people. They engage in a variety of informal activities that promote social contacts and are the basis of interpersonal support networks. The gymnasium and the church are the principal centers for the *informal social activities*. During the month prior to the survey, six in ten said they worked out or attended church. During the previous year, three out of four said they were engaged in each of these activities. Other traditional social activities such as playing cards and other games with a regular group, participating in book reading and study clubs, and participating in organized sports leagues, also attracted considerable proportions of residents. But so have newer activities such as sending and receiving e-mail, as well as taking adult education classes.

On average, the typical Philadelphia area resident engaged in some informal activity of this type 14 times in the month preceding the survey, which is almost every other day. These activities result in interpersonal connections that potentially expand individual support networks. Most respondents said they develop friendships and meet people through these activities who can be relied on to help with personal problem.

Clearly, most Philadelphians have a strong social *support network*, with only one in ten saying they have hardly anyone to turn to (9%) or no one to turn to (1%). Isolated residents tend to be over 65 years old, non-white, and have low incomes.

Support Networks and Volunteerism

The size of support networks correlates with volunteerism. Those enjoying large networks are roughly twice as likely as those with small or no networks to volunteer in religious groups, organizations to help the poor, civic groups, and youth development programs. A similar though somewhat weaker relationship was found between large support groups and the amount of informal social activity.

The polling found large difference between city residents and suburbanites in where their support network is located. Fully 73% of city dwellers said their principal confidants live either in their neighborhood or elsewhere in the city compared to just 39% of suburbanites. Most suburbanites (60%) said the people they confide in live out of town, out of state or out of the country.

Children often are the vehicles for informal social activity between their *parents*, resulting in many new friendships. Two out of three parents with children under 18 years of age said their children take part in recreational activities, and a similar proportion of those parents report making new friendships via those activities. Suburbanites, whites and the college educated report children in such activities most often, with participation rising with family income. Interestingly, however, new friendships made through such activities do not necessarily broaden the parents' support network, as measured by willingness to ask for help with a personal problem.

Overall working mothers in the Philadelphia area participate as much as women who do not have children, although working mothers with young children are less engaged than other mothers.

Time Keeps On Slipping

Time, as expected, is the biggest single *barrier* to greater activism among Philadelphians. Although volunteering was the least frequent type of engagement, most residents (55%) said they sometimes wish they had more time in this respect. The college educated, those under 50 years old, and women led in expressing such dissatisfaction. Almost twice as many employed residents wished they had more time to volunteer than did unemployed and retired persons (61% vs. 37%).

The Philadelphia Story

Residents of the city of Philadelphia rated their area somewhat lower than the average city dweller, as found in the smaller, parallel Pew survey of 1,000 adults nationwide. Big city dwellers nationwide were more positive about their city overall and about their neighborhoods than were residents of Philadelphia proper.⁵ However, Philadelphia suburbanites and suburbanites in the country as a whole rated their neighborhoods about the same.

Philadelphia area residents are very much like other Americans in the amount of trust they place in their fellow citizens and their local and national institutions. Similar proportions say most people can be trusted (more than four in ten) and that people mostly try to be helpful (more than half). Philadelphians and Americans who tend to be more trusting are quite similar: whites, older persons, the better educated, and suburbanites.

Americans as a whole, like Philadelphians, put their trust in family first, then fellow churchgoers, employers and co-workers, neighbors, club members and store clerks, in that order. Area residents and citizens nationwide are also very similar in the institutions they trust most, with local fire departments first and the federal government last. Finally, Philadelphians are less fearful that people would try to take advantage if they had the chance, but they also volunteer less in their communities than do other Americans.

In terms of empowerment, Philadelphians and people in other parts of the country are much alike in the proportion believing they can have an impact on their community, with about seven of ten saying they can have a big or moderate impact.

	<i>Phil</i> City <u>Dwellers</u>	<i>Natl</i> Large City <u>Dwellers</u>	<i>Phil</i> Suburb- <u>anites</u>	<i>Natl</i> Suburb- <u>anites</u>
	%	%	%	%
Excellent	13	19	37	35
Very good	23	31	34	35
Good	31	25	21	24
Fair	25	17	7	6
Poor	8	8	1	*
Other/DK	*	*	*	*
	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>

⁵ In part this difference may reflect the fact that people who say they live in big cities *nationwide* are actually living in smaller, newer or more affluent cities than Philadelphia. In an effort to account for this difference, the Philadelphia city sample was demographically matched to the national sample. The matched comparison still found Philadelphians rating their city and neighborhood lower than the nationwide sample.

Americans nationwide act on their feelings of empowerment at about the same rate as Philadelphians, but more Philadelphia area residents report success in their efforts to get local government to pay attention to a problem. Considering only city dwellers, fewer in Philadelphia tried to get attention to a problem than nationwide (33% vs. 41%) but they reported success much more often than city dwellers nationwide (50% vs. 35%). Suburbanites near Philadelphia were largely the same as suburbanites nationwide in this regard.

Philadelphians are, however, somewhat *less* likely than citizens nationwide to spend time in certain kinds of volunteer work. Thirty-eight percent of Americans volunteered for a church or religious group in the past year compared to 27% of Philadelphians. Similarly, Philadelphians were 12% points less likely to have spent time in the past year volunteering for any organization to help the poor, elderly or homeless. At the same time, Philadelphians keep pace with the nation in their volunteer work for political, cultural, and health-related groups and lag only slightly behind in their work for school programs and environmental organizations.

Some Concluding Observations

Our study cannot speak to *trends* in behavior in the Philadelphia area, but the *levels* of civic participation, volunteering and community action recorded in this survey call into question concerns about the level of engagement and dwindling social capital. Lending credence to our conclusion, trend analysis of national surveys about civic engagement, published in Public Perspective, observed that a tremendous amount of readily available data refutes the notion that Americans direct engagement in politics and government has fallen steadily and sharply.⁶

This is not to say that there has not been a decrease in some types of civic participation. For example, voting in presidential elections has obviously declined. But, other forms of participation are strong, if not stronger, than they once were. Overall, there is little evidence in our research and elsewhere of a broad pattern of disengagement.

Similarly, there are no indications of heightened social isolation. The means and nature of social connections may be changing, but people are still meaningful linked to one another in support networks. Adult education classes and self help groups can be as socially cohesive as PTA and bowling leagues.

Social trust, in and of itself, does not bear an important direct relationship to civic engagement or to volunteering. The extent of interpersonal distrust nationwide has been exaggerated in surveys by the context in which these questions have been asked. In more neutral placements, both in our Philadelphia and our nationwide polls, the level of distrust was lower than in the NORC and Kaiser surveys. However, levels of distrust in *institutions* are much more worrisome and are consistently high in all surveys.

⁶ "The Data Just Don't Show Erosion of America's 'Social Capital'," Everett C. Ladd, The Public Perspective, June/July 1996, p.1.

It is important to recognize that while the two types of trust -- of people and of institutions -- are related, they are quite distinct. Both bear a relationship to feelings of empowerment and affect engagement indirectly. However, an individual's sense of empowerment is much more directly and crucially related to engagement than is trust. Many distrustful people volunteer, vote and participate in their communities. Many fewer who do not feel empowered do such things.

TRUST

The Pew Center survey examined the broad issue of "social trust" in three ways: trust in people generally; trust in specific groups of people (often referred to here as interpersonal trust); and trust in specific institutions. Substantial amounts of distrust are evident in all three areas, though institutional trust stands out as particularly high. In this regard, Philadelphia *mirrors* the nation.

"I think people have trust in other people," observed one local resident, "but in terms of trusting information -- what is the problem, and what's the solution, and what can I do -- people don't trust that stuff any more, from the government, from the newspaper, from TV, from organizations. They don't trust that anymore."

How Trusting Are Philadelphians (And Why)?

Many Philadelphians trust their fellow residents, but even more believe they are safer exercising caution in dealing with others. Less than half of area residents (41%) believe most people can be trusted; the majority (54%) believe that "you can't be too careful in dealing with people". At the same time that a substantial number of people shy away from trusting others in general, however, majorities agree that most people try to be fair and helpful (64% and 57%, respectively). About one-fourth take the bleakest view, saying both that one can't be too careful *and* that most people would try to take advantage or would only look out for themselves.

Similar proportions of *Americans* believe that most people can be trusted (45% nationally compared to 41% in Philadelphia), and similar majorities, at the same time, say that people try to be helpful most of the time (56% nationally, 57% in Philadelphia). On one measure, however, residents of the City of Brotherly Love appear more optimistic than Americans in general: 37% of Americans say that most people would try to take advantage if they got the chance, compared to 25% of Philadelphians.

Those who believe most people can be trusted relied primarily on their positive attitudes toward human nature in making this judgment. When asked *why* they believed that, 44% cited honorable traits in mankind, such as a tendency to honesty or good intentions. About one-third (31%) said they had no bad experiences to lead them to an opposite conclusion. One in ten (11%) recalled the "Golden Rule."

Explained one respondent: "I do believe that about human nature. My experience is that if you treat them decently, they will treat you decently."

Trust in Philadelphia	
	<u>%</u>
Most people can be trusted	41
You can't be too careful	54
Other/Don't know	<u>5</u>
	100
Fairness	
Most would try to be fair	64
Most people would take advantage	25
Other/Don't know	<u>11</u>
	100
Helpfulness	
People mostly try to be helpful	57
People mostly look out for selves	34
Other/Don't know	<u>9</u>
	100

The majority who preferred caution over trust, on the other hand, spoke not only about crime levels in the area but also of their negative evaluations of human nature. When asked why they thought it was better to be careful, one in three (34%) mentioned such factors as dishonesty, inconsiderateness, lack of predictability and selfishness in others. About the same number (39%) associated their lack of trust specifically with high crime rates (which are among the top concerns of all Americans), citing various scams, robbery and murder. Another 15% fatalistically attributed their attitudes to the "way of the world these days". One in ten pointed specifically to the media, or to media coverage of crime, as a reason for their lack of trust.

"I think people have pulled into themselves a lot because of violence. They're not as trusting as they used to be. You hear about crime every single night on the news, you're not as trusting," a working-class Philadelphian said.

Interestingly, those residents who are least trusting of others are more likely to cite some of the less savory traits of humanity (39%) to justify their attitudes than are those who are only slightly distrustful of others (30%). But these slightly distrustful Philadelphians are twice as likely to mention the news media when explaining their feelings than are the least trustful (14% compared to 6%).

The Non-Respondents: How Trusting?

Non-response is always a problem in survey research, but might be particularly worrisome if the attitude one is trying to measure, such as trust, is a factor in a respondent's decision to speak to a strange interviewer on the phone. For this reason, the Center went back to those Philadelphians who originally chose not to participate in the survey and attempted to administer a greatly condensed version of the questionnaire. 476 original refusals completed the survey. The level of trust found in this new batch of respondents was very close to the levels found in the full sample.

	Full* Sample	New Resp.
	%	%
Most people can be trusted	42	41
You can't be too careful	53	51
Other/DK	<u>5</u>	<u>8</u>
	100	100
◆Most people take advantage	23	30
Most people try to be fair	67	60
Other/DK	<u>10</u>	<u>10</u>
	100	100

Surprisingly, the new respondents were more likely to say they had spent time volunteering, and equally likely to say they had tried to get government officials to pay attention to a problem.

In Past Year:

Volunteered for a church or religious group	29	42
Volunteered to help the poor, elderly or homeless	23	42
Tried to get local gov't to pay attention to a problem	41	37
N	(2517)	(476)
	◆(1228)	

* Numbers shown for both samples are unweighted.

The fact that Philadelphians leaned heavily on human nature in this respect reflects a societal element of trust that varies widely among disparate nations. In a recent national survey, 57% of Americans said they believed that most people in our society can be trusted.⁷ Comparative data collected in 1991 showed significantly fewer Spaniards, Italians and French feel the same way about people in their own societies (45%, 33% and 34%, respectively), while Britons and Germans are closer to Americans in this respect.⁸

One-third (34%) of Philadelphia area residents believe most people look out for themselves, but many see justification for this self-centered attitude. Ten percent, for example, said people look out for themselves because they are *afraid* to get involved. Another predominant rationale was fear of crime or victimization (8%). Other Philadelphians more often turned back to the darker side of human nature for explanations: 18% said people are selfish and 14% said people don't want to be bothered.

About Measures of Trust . . .

*The percentage of people in the trusting category in the Pew Center survey was greater than it has been in one national survey on which many analyses of trust are based (the General Social Survey, or GSS). This difference may arise because half the people in the GSS are questioned about trust after a series of questions on crime. Lending credence to this explanation, the trust measure also follows a crime question on a Kaiser/Harvard/Washington Post survey which found more distrust. However, in a 1992 National Election Study (NES) survey where the question was placed in a more neutral context, the level of trust is comparable to the Pew Center survey.**

	GSS		Kaiser/Hvd/ W. Post			Pew
	<u>1993</u>	<u>1994</u>	<u>1996</u>	<u>1996</u>	<u>1992</u>	<u>1996</u>
	%	%	%	%	%	%
Most people can be trusted	36	34	34	35	45	45
You can't be too careful	60	61	61	63	54	52
Other/Depends	<u>4</u> 100	<u>5</u> 100	<u>5</u> 100	<u>2</u> 100	<u>1</u> 100	<u>3</u> 100

* For further discussion of possible context effects on the trust question in the GSS, see Tom W. Smith, "Context Effects in the General Social Survey", in *Measurement Errors in Surveys*, ed. Biemer, Groves, Lyberg, Mathiowetz, and Sudman, 1991: John Wiley and Sons. NES data obtained from ICPSR, University of Michigan. GSS data collected by National Opinion Research Center, University of Chicago.

⁷ "A Partisan Public Agenda," The Pew Research Center for The People & The Press, January 1997.

⁸ "Mixed Messages about Press Freedom on Both Sides of the Atlantic," Times Mirror Center for The People & The Press, March 1994.

One in four area residents feel their fellow citizens would rather take advantage of them than be fair. Asked how they might be victimized, more than half (54%) feared being manipulated and over a third (36%) feared financial loss through plots or scams, or unfair pricing of goods.

When Philadelphians were asked who specifically they distrusted, "strangers" was the response of an overwhelming 85%. More probing found that the distrusted included: everybody (33%); people hanging out on street corners (11%); younger people (9%); con artists (6%); and drug addicts (4%). Those distrusted most seem to be the most distant -- furthest and perhaps also farthest -- from the individual respondent.

In Their Own Words . . . Trusting Others

What Makes You Think Most People Can Be Trusted?

Haven't had any bad experiences

- ▶ Overall good experiences with people.
- ▶ Because I generally don't lock my door and people never seem to break in.
- ▶ I have been fortunate in my experiences. . . have not had a lot of negative experiences.

Most people are trustworthy

- ▶ The people who commit crimes are a small minority, [the] rest can be trusted.
- ▶ In dealing with most people, in most cases, people are trustworthy.
- ▶ When I talk to strangers one on one, they seem to be polite. They don't seem to be mean.
- ▶ The majority of people are honest.
- ▶ I don't have any problem with people trusting. My kids tell me I'm too trusting. You have to learn, you have to trust people.

Most people have good intentions

- ▶ Human nature is positive.
- ▶ There are a lot of good people around.
- ▶ I think there's good in everybody and they can be trusted.
- ▶ Humanity is still decent even if T.V. [is] misguiding them.

My area

- ▶ I know a few of my neighbors and they are pretty decent.
- ▶ I've grown up in [this] neighborhood . . . know most people here.
- ▶ People that I know have been trustworthy. Where you live the people are pretty much like yourself.
- ▶ No problems in [my] area. No gangs. Stores are great.

The golden rule

- ▶ I believe that about human nature. My experience [is] if you treat them decently they will treat you decently.
- ▶ [I've] always helped people and people always helped me.
- ▶ If you're nice to them they'll be nice to you.
- ▶ I'm just a neat guy and I expect everyone to be. I'm honest and I expect others to be.

In Their Own Words . . . You Can't Be Too Careful

What Makes You Think You Can't Be Too Careful?

Most people are not trustworthy

- ▶ Too many ripoffs and people who are dishonorable and [you] can't believe what they say. [The] quality of a person's word doesn't mean anything, especially the younger generation.
- ▶ People will take advantage of trust placed in them.
- ▶ People are weak and can give in to temptations, even if they knew it was not right.
- ▶ It's hard to determine who is a con artist. I was married to one so I know . . . cuts across all classes.
- ▶ Con artists, everyone has a game, a catch. You always have to have your guard up. You just can never be too sure or careful.
- ▶ Everybody doesn't have a kind heart.

Crime

- ▶ Drugs, shooting and other crimes.
- ▶ Because of the high rate of theft here in this area. Abductions you hear about.
- ▶ There's so much going on, like crimes. Years ago you could leave doors unlocked and you could walk the streets.
- ▶ Several times I have been robbed and several friends have been robbed.
- ▶ Regardless of [the] city I live in . . . with crime, [you] can't be too careful.
- ▶ Because people are out to scam. People are out for themselves. They will steal from you as soon as they speak to you.

Life experiences

- ▶ Because of the things I read in the paper, what I see on TV, personal experiences . . . doing business in different places and hearing from friends.
- ▶ Because of my job at [a] juvenile detention center molded how I feel, seeing these juveniles and what they do.

The way of the world

- ▶ The way the world is . . . leadership in White House. . . no integrity.
- ▶ Today's world . . . gotta be careful.
- ▶ Because you don't know how people are going to react; the world is not a safe place.
- ▶ Because of the economy . . . it has affected people . . . they are more desperate.

Getting information through the media

- ▶ Look at [the] newspaper daily. . . people are out for themselves. People get older and don't mature.
- ▶ The news stories of robberies, murder.
- ▶ The media tell you that. Newspapers tell you.
- ▶ Just read the local crime reports.
- ▶ Just watch the news.
- ▶ Watch the news . . . you'll see.

Other

- ▶ Better safe than sorry.

In Their Own Words . . . Fear of Being Taken Advantage of

HOW Would People Try to Take Advantage of You?

Try to get something for nothing

- ▶ Everybody wants something for nothing.
- ▶ If a person [can] obtain a benefit for themselves at another person's expense without consequences to themselves, they would do so.

Financial threats

- ▶ Financially . . . scams or plots to get my money.
- ▶ Scamming senior citizens.
- ▶ Try to take your money.

Any way they can

- ▶ Any way they can. It seems if they have the upper hand, they use it any way they can against you.
- ▶ Get everything they can out of you

Jack up prices

- ▶ Like cheating you if they do work for you. They put the prices too high, and you don't know if it's a good price or a bad price.
- ▶ Inflating bills -- auto repairs.
- ▶ Sales, construction charge too much money.
- ▶ Increase prices.

Capitalize on vulnerabilities/Take advantage of kindness

- ▶ Asking too many favors of good-hearted people.
- ▶ If they feel weakness, they take it.
- ▶ Once they see you're being nice and kind to them, they take that as a weakness and run with it.
- ▶ It depends on who you are and what you have. Like if you're a nice person, people will take advantage of you nine times out of ten.

Lie or fool you

- ▶ Try to fool you.
- ▶ Lying to you about a product.
- ▶ People say they forget to return money they borrow.

In Their Own Words . . . Watch out for Strangers

What Kinds of People Do You Have to Be MORE Careful with?

Strangers

- ▶ People I don't know. I don't make distinctions between ethnic groups -- [there are] good and bad of all types.
- ▶ Anybody that you don't know.
- ▶ Strangers, generally speaking.
- ▶ Strangers. People that you don't meet in your workplace or school.

All types of people

- ▶ Everybody in general regardless of race or creed.
- ▶ Everybody in Philadelphia. Some people don't want to work so they take yours.
- ▶ Anybody outside me.
- ▶ No special kind of people . . . you have to be careful with everybody. You can't tell the good from the bad.

People hanging on the street

- ▶ Ones doing drugs and hanging out on corners.
- ▶ Ones that stand on [the] corner in my neighborhood.
- ▶ [Those] out at night. People in the street generally.

Younger people

- ▶ Younger people that haven't lived life and haven't [the] responsibility to understand people's property and respect [it].
- ▶ Younger kids, teenagers.
- ▶ Kids are more crazier than before.
- ▶ [I am] very aware of strangers, especially young males -- white or black race does not matter.

Con artists

- ▶ People try to get over on people, selling you things and you never get the product.
- ▶ People offering to sell you things for very little money.

People you do business with

- ▶ Just about everyone today, when you have a business, people don't trust you.
- ▶ People selling things.
- ▶ Business people and medical people.

Other

- ▶ People that talk fast or live in Philadelphia itself.
- ▶ Males. [I am] careful about almost anybody as a single woman.
- ▶ People who might look unkempt. Some of the homeless people who are mentally ill, and I guess, this might sound strange, and people who might be dealing drugs in fancy cars, whether they're white collar or blue collar.

In Their Own Words . . . Looking out for Number One

Why Do You Think People Mostly Look out for Themselves?

People are selfish

- ▶ It's a selfish society.
- ▶ Most people have their own agenda which comes first.
- ▶ They take care of number one.
- ▶ Nobody helps you. If they do help, it's only because they want something.

The times we live in

- ▶ The times we live in . . . me first.
- ▶ They feel everybody else is doing it so why shouldn't they.
- ▶ This is the way society is. People don't want to get involved.
- ▶ That is the world we live in. People are mean.

People don't care

- ▶ People don't want to be bothered.
- ▶ Don't care about anyone else.
- ▶ Because they don't want to get involved.

You can't trust people

- ▶ They are afraid. They are mistrusting and cautious.
- ▶ Because people pretend to be your friend and you can't trust them.
- ▶ People don't trust people.

They're afraid to get involved

- ▶ Afraid to get involved. Afraid it will cost them time or money.
- ▶ Everybody's afraid to help someone, because of fear of injury, due to muggings lately.
- ▶ A lot of people are afraid to get involved with other people.
- ▶ Because are afraid to help others because of crime.

Life experiences

- ▶ Nobody here tries to help anybody else out. [We] don't know our neighbors.
- ▶ Probably due to prior negative experiences -- cheating repairmen, etcetera.
- ▶ From the way they live. The young people around here are terrible.

Interpersonal Trust: Who Philadelphians Trust, Who They Don't, and Why

All Philadelphians, from the most trusting to the least trusting, find the people they can trust closest to home. Fully 84% of area residents said they trust their family a lot, followed by fellow worshippers (59%). About half of those who are employed said they trusted their boss or supervisor a lot, slightly more than said they trust their coworkers a lot (45%). Neighbors and people in the same clubs and activities received somewhat lower grades (42%), but higher than clerks in stores (28%). At the bottom of the list are people encountered in downtown Philadelphia.

"Outside my family, I would trust, I call them the elders, the older lady across the street and some family across the street," a middle-class woman said. "They're not even our same religion but because of the faith that they show in their religion, the discipline in their family, they would be another."

How Much Do People Trust . . .		
	<i>% Saying They Trust "A Lot"</i>	
	<u>Phil</u>	<u>Natl</u>
	%	%
Family	84	84
Churchgoers	59	57
Boss	51	51
Co-workers	45	41
Neighbors	42	45
Club members	42	41
Clerks in stores	28	30
People downtown	6	n/a

This Philadelphian ranking of people who can be trusted mirrors the country. National respondents provided an almost identical ranking, with family and fellow worshippers at the top of the list, neighborhoods and coworkers in the middle, and shopkeepers at the bottom.

Those Philadelphians who felt they could *not* trust the people they encounter in their daily lives once again relied on negative judgments of human character, mainly that others were not always honest. For example, 57% of those who did not trust their family gave that reason. Similarly large percentages did the same for supervisors, coworkers, fellow worshippers and people in their clubs.

Distrustful persons also attributed their attitudes to feeling that others did not care about them, or did not have their welfare at heart. About one in three (30%) cited these rationales as reasons for distrusting their supervisor, and similar percentages gave this response in explaining why they could not trust people who worked in their local stores or those they might run into downtown. One-quarter of those who said they do not trust their neighbors also gave this response; another quarter said their neighbors just did not know how to act.

Who Are the Trusting?

Where one lives affects the level of interpersonal trust in the Philadelphia area as well as across the nation. Suburban residents are much more trusting than those who live in the city, whites are more trusting than blacks or Hispanics, and those who rank higher on the socioeconomic scale -- better educated and better off financially -- have more trust in their fellow man than those with less formal education and lower incomes. Importantly, the young (those under 30) in the city and in the nation stand out as much less trusting than their elders. *{see box p.26}* And in a sign that environment influences

attitudes toward others, those Philadelphians in neighborhoods with high risk of crime and high poverty levels find it much harder to trust those around them, whether they are in the suburbs *or* in the city.⁹

The City/Suburb Divide: Suburban Philadelphians split on whether most people can be trusted (48% say yes, 46% say one can't be too careful), but more than twice as many city dwellers advocated caution as chose to trust (67% can't be too careful, 28% trust). A similar gap was found in trusting one's neighbors. Half (52%) of suburbanites say they can trust their neighbors a lot, compared to one-fourth (27%) of those in the city. This city-suburb gap also exists in attitudes about trusting co-workers, club-members, and even fellow worshippers. *{see box p.26}*

This divide is not solely according to race: whites in the city are 14% points less likely to be trusting than are whites in the suburbs. Instead, the difference between city and suburbs seems to lie in the safety of the respective neighborhoods. When the quality of the neighborhood is taken into account, then location -- i.e., city or suburb -- is no longer a significant predictor of trust in others.

Neighborhood: Not surprisingly, living in a dangerous, run-down neighborhood dampens one's ability to trust others beyond the family circle. Philadelphians who live with high risk of crime and low home ownership rates, with nearby drug dealing, abandoned buildings, and gang activity, report far lower levels of trust than those in neighborhoods free of these blights. For example, 10% of those who report the highest numbers of such neighborhood problems say they can trust their neighbors a lot, compared to 58% of those in a problem-free neighborhood. This relationship holds irrespective of race and age, (even though it is reduced by including these factors), and helps explain why city residents are more distrustful than their suburban neighbors.

Whites in predominantly white neighborhoods are more likely to trust their neighbors than whites in mixed race neighborhoods. But blacks in all black neighborhoods are less willing to trust their neighbors than are blacks in mixed neighborhoods. These relationships disappear, however, once the quality of the neighborhood and the education and age of residents are taken into account. This suggests that the predominantly white and mixed neighborhoods have fewer problems than all black neighborhoods.

Race: Whites appear more trusting than minorities across all measures . They are more trusting of their families, their neighbors, coworkers and club members. *{see box p.26}* The relationship between race and trust remains even when critical factors such as education, income, city residence and age are taken into account. For example, 59% of white college graduates think most people can be trusted, but only 24% of college-educated African Americans agree. Similarly, though less dramatic, 36% of whites living in the city say most people can be trusted compared to 20% of non-whites. Whites aside, Hispanics are 10 percentage points more likely than African Americans to say they trust family and fellow churchgoers "a lot."

⁹

There is no comparable data for the national survey on neighborhood quality.

Age: The generation of Philadelphians coming of civic age are significantly less trusting of others than are their parents and grandparents. Those under age 30 are less trusting of their neighbors, co-workers, fellow club-members and even of fellow churchgoers, as well as of the strangers they might meet in stores or downtown. One positive note is that the younger generation is just as trusting of their families as older residents. Those beyond the family circle are the ones who occasion doubt.

Education and Income: Education appears to play a role in generating trust. Those with more education are more trusting of others, even when race and residence are held constant. Income, too, is related to interpersonal trust, but appears to influence trust through the quality and safety of the area in which residents are able to live. In other words, income is no longer a significant determinant of trust in others when the quality of the neighborhood is held constant.

In sum, the most trusting Philadelphians are older, well-educated whites living in the suburbs. Those with the lowest levels of trust include poorly educated, low-income African Americans, and young, poorly educated whites in the city. This combination of life circumstances points to *socioeconomic* status as a factor in the level of trust: those who enjoy economic and social security are more likely to feel they can trust other people. They have the resources to recover if their trust is misplaced. The economically and socially insecure -- the young, the poor, those who never finished high school, those living in bad neighborhoods -- are less trusting toward people in their more threatening world.

Trust in Specific Groups				
% Who Trust "A Lot"				
	<u>Family</u>	<u>Neighbors</u>	<u>Co-Workers</u>	<u>Fellow Club Members</u>
	%	%	%	%
Race				
White	89	50	52	48
Non-white	65	17	22	22
Black	64	15	20	20
* Other/Mixed	75	31	44	40
* Hispanic	75	20	25	23
Age				
18 -29	83	22	38	31
30 -49	84	41	45	41
50 -64	85	51	56	48
65 +	82	58	56	49
50 +	84	54	56	48
Education				
College Grad	90	53	54	54
Some College	86	42	46	40
H. S. Grad	85	41	38	40
< H. S. Grad	72	30	40	32
Family Income				
\$75,000+	91	61	57	54
\$50,000-\$74,999	89	48	47	50
\$30,000-\$49,999	84	40	44	43
\$20,000-\$29,999	82	36	39	36
<\$20,000	75	31	31	32
Community				
Philadelphia	77	27	35	33
Suburb	88	52	51	48
Marital Status				
Married	87	51	51	48
Divorced/Separated	74	29	43	37
Widowed	84	50	44	43
Never married	80	26	34	31
Total Ever Divorced	81	39	47	43
* Note Small sample size.				

What Other Factors Affect Trust?

In addition to race, age, education and income, several other factors play a role in generating trust among Philadelphians.

Childhood Experiences: Parents' warnings about not trusting strangers impact on Philadelphians when they become adults. Less than a third (31%) of those whose parents often warned them not to trust others now say that most people can be trusted, compared to almost half (48%) of those whose parents never or hardly ever gave them this warning. While young people today, growing up in a more dangerous era, are warned about not trusting strangers more often than were older generations of Philadelphians, the relationship is significant even when age and other explanatory factors are held constant.

Another traumatic childhood event -- having a family member victimized by crime -- is related to trust, but this effect is smaller than that due to parental warnings and diminishes when current education, age, and income are held constant. There is also a relationship between trust and parents' divorce during childhood: only 16% of those whose parents were divorced have high levels of interpersonal trust, compared to 29% of those whose parents remained together (or were never married). Again, however this relationship disappears when current socioeconomic status, race, and other background experiences are considered.

Personal Security/Personal Life: Twice as many Philadelphians who have a large network of people they can depend on for help believe most people can be trusted, compared to those who feel socially isolated: 50% vs. 23%. The relationship holds true regardless of age, race, education, or the type of neighborhood.

Feeling that other people trust *you* also contributes to feelings of trust toward others. A small minority (9%) of Philadelphians feel others are suspicious of them. Of this group, only 18% feel that most others can be trusted, compared to 45% among the larger group who themselves feel trusted by others. More so than Philadelphians on average, those who don't feel trusted are more likely to be black or Hispanic, young and male. Despite the distinctive profile of those who feel they are not trusted, this factor -- whether they feel others trust them -- persists as a predictor of trust toward others even when race, age and education are taken into account.

<p>Factors Which Relate to Trust in Others <i>(even when other influences are held constant)</i></p> <p>Race Age Feelings of being trusted oneself Social isolation Education Neighborhood characteristics Church attendance Religious affiliation Parents' warnings</p>
--

<p>Childhood Warnings <i>Parents Warned About Not Trusting Strangers:</i></p>			
	<u>Often</u>	<u>Some- times</u>	<u>Hardly ever/ Never</u>
	%	%	%
Most people can be trusted	31	43	48
You can't be too careful	66	51	47
Other/Depends	<u>3</u>	<u>6</u>	<u>5</u>
	100	100	100

Those who have been divorced are less trusting of others. Thirty-seven percent of those who are divorced say they trust people in their clubs or activities a lot, compared to 48% of those who are married. But once current age, education, and income are considered, divorce is no longer an important predictor of trust on its own. A similar relationship exists among those who have been victims of crime. Though those who have been victimized are less trusting, this relationship disappears once a person's feelings of safety in their neighborhood is taken into account.

Religion: Philadelphians who claim a religious affiliation are more trusting than those who do not. This is true even holding age constant. And those who attend religious services more frequently are more trusting of others than those who never attend or attend only infrequently.

Rootedness: Philadelphians who are homeowners appear more trusting, but this relationship disappears when neighborhood and personal characteristics of homeowners are taken into account. Another feature of community life -- being the parent of a school-aged child -- does not impact on trust of other people, however.

"The people next to me," complained a home-owning Philadelphia, "they're all renting and they're trashing it, just destroying the houses and not taking care of the property."

Media Not an Observable Factor in Trust

Increased time in front of the television does not bear a strong relationship to trust. Those who watched more than four hours of television a day were equally likely as those who watch one hour or less to have a very high degree of trust in others (25% and 28%, respectively). Neither did the survey indicate watching either the local or national news affected trust among television watchers.

	Trust and Time Spent with Television		
	<i>TV consumed yesterday:</i>		
	1 hr. or less	1 hr. to under 4 hrs.	4 hrs. or more
	%	%	%
<i>Interpersonal Trust:</i>			
Very high	28	25	25
High	39	39	38
Low	24	28	28
Very low	9	8	9
	100	100	100

"Humanity is still decent even if television is misguiding them," said one respondent.

Coda: Do People SAY Age, Gender or Race Matter in Deciding to Trust Someone?

Large majorities of Philadelphians say that neither a person's age, sex nor race matter in deciding whether or not to trust them. Fully 77% said age was not a factor. Of those for whom age was a factor, three times as many believed that trusting someone their own age was easier than believed it was harder (17% vs. 5%). Older Philadelphians were much more likely than younger ones say it is easier to trust someone their own age (27% of those over 50, 7% of those under age 30).

More than seven in ten Philadelphians said a person's sex did not matter in deciding to trust him or her. Those who thought that sex did matter, however, split between those thinking it was easier to trust someone of the opposite sex, and those thinking it harder to do so. Among both men and women, about one in five said that a person's sex does make a difference in whether to trust them. And confirming popular wisdom, men more often said it is *easier* to trust women than other men, while women found it *harder* to trust men than other women.¹⁰

A Gender Gap			
	<u>Total</u>	<u>Men</u>	<u>Women</u>
	%	%	%
<i>Opposite Sex:</i>			
Harder to trust	15	10	20
Easier to trust	11	16	6
Sex doesn't matter	72	72	72
Other/DK	<u>2</u>	<u>2</u>	<u>2</u>
	100	100	100

Finally, more than eight in ten Philadelphians said that race does not matter in deciding whether or not to trust someone, slightly more than the number who said age and sex do not matter. Whites and blacks answered these questions in similar ways.¹¹

Trust in Institutions: How Much, How Little, and Why

Philadelphians are much less trusting of institutions than of their neighbors, club members and co-workers, as are Americans in general. Asked about a variety of local, state and national institutions, they gave the highest ratings to local fire departments and the lowest to state government in Harrisburg and the federal government in Washington, with the media falling somewhere between. A national sample of Americans produced an identical ranking of groups.

Most Trusted Institutions		
	<u>Phil</u>	<u>Natl</u>
	%	%
Fire department	78	78
Police department	48	46
Public Schools	33	32
Local TV News	27	24
Daily Newspapers	19	22
City or Local Govt	14	14
State Govt	8	9
Federal Govt	8	6

Almost eight in ten (78%) Philadelphia area residents said they trust their local fire department a lot, and another 17% said they trust it some. Firefighters left local police far behind in trust measures: only 48% said they trust the local police department a lot.

¹⁰ This question was asked in two forms: first whether it was easier or harder to trust someone of their same sex; and second, whether it was easier or harder to trust the opposite sex. Slightly more people said that a person's sex mattered when asked about the opposite sex than when asked about the same sex. There were no sex-of-interviewer effects among women, but men were slightly less likely to say it is harder to trust other men when they were being interviewed by another male.

¹¹ This question was also asked in two forms: once about people of the same race, and once about those of a different race. There were no differences in response across the two forms. There were also no significant race-of-interviewer effects.

"They're [the police] afraid of lawsuits," said one working-class resident, "and I don't think they get paid enough. I think they just feel like putting in their nine to five." Another said: "You can't trust them to be in the job." Added a middle-class woman: "Different little crimes around my neighborhood, I would never think to report them because, what's the use?"

The rest of local Philadelphia institutions -- schools, the media and local government -- fared even worse than local police. Only a third of respondents said that they trusted their local schools a lot, though another 38% said they trusted their schools to some degree. Local television news channels are trusted more than local newspapers (27% vs. 19%). Bringing up the rear is city and local government (14% trust a lot) and federal and state governments (8% trust each a lot).

On the other hand, Philadelphians do not *completely* reject these institutions as being untrustworthy. Only 14% said they had *little or no* trust in the police, and 19% had little or no trust in the schools. Larger numbers, however, had little or no trust in government (33% for local government, 46% for the federal government).

Most Philadelphians who said they have little trust in government and the media gave as their reason that people in these institutions are not always honest. Significant numbers also said they did not trust the government because its officials did not care about them. These same reasons were cited for lack of trust in the police.

Distrust of local schools was based on less personal reasons, with most respondents (43%) saying schools were not given enough resources to do their jobs. Another 20% said that people in local schools did not know how to act.

"Philadelphia school teachers always seem so overwhelmed," an older Philadelphian said. "They are always telling you war stories about what happened in class. It just seems like they don't expect their kids to do that well."

Distrust of Institutions: Who and Where

The City and the Suburbs: There are large differences between city dwellers and suburbanites in the extent to which people trust their local institutions. Most suburbanites say they trust the local police department a lot (58%), compared to only 33% who live in the city. Similarly, twice as many suburban residents as city residents say they trust the public schools in their area a lot (41% vs. 19%).

People who live in the city are also 14 percentage points more likely than suburbanites to say they have little or no trust in their local government.

The only *local* institution which received approximately the same ratings in the city and the suburbs was the fire department.

City dwellers are less trusting of their institutions than suburbanites even when race, age and neighborhood problems are considered. Sixty-four percent of whites who live in relatively problem-free areas of the city trust their local government at least "some," compared with 73% of whites in comparable neighborhoods in the suburbs.

Whether in the city or in the suburbs, however, safe and clean neighborhoods are related to greater trust in local institutions. Sixty-two percent of suburbanites who report no problems in their neighborhoods say they trust the police a lot, compared to 40% of those suburbanites with at least some problems (such as theft or drug dealing) in their neighborhoods. And those in the worst neighborhoods in the city are 14 percentage points more likely to say they have little or no trust in their local government, compared to those in relatively problem-free areas of the city. Similarly, feelings of personal safety (i.e., when walking in one's neighborhood at night) relate to the extent to which one trusts institutions. Those who do not feel protected and safe on their streets are less likely to place their trust in those involved in city and state institutions. This is true even holding race, age and education constant.

Interestingly, length of residence in one's neighborhood bears a small relationship to the trust one places in some local institutions. Fifty-one percent of those who have lived in their neighborhood more than 10 years trust the local police, compared to 41% of those who are new to the Philadelphia area. Similarly, those with longer tenure are 14 percentage points more likely to trust the fire department than newer residents.

Race, Age and Education: As with interpersonal trust, race, age and education are also related to trust in institutions. Whites are more trusting of their local institutions than blacks, with Hispanics in between. Close to six in ten (56%) whites trust their local police department a lot,

Trust in Specific Institutions				
% Who Trust "A Lot"				
	Police	Public	City/	Local
	Dept.	Schools	Local	TV
	%	%	Govt	News
	%	%	%	%
Race				
White	56	36	15	28
Non-white	22	22	9	20
Black	21	22	8	19
*Other/Mixed	35	30	16	33
*Hispanic	37	29	11	23
Age				
18 -29	35	21	10	26
30 -49	47	33	10	26
50 -64	50	36	16	23
65 +	60	42	25	33
50 +	55	38	20	28
Education				
College Grad	57	39	18	21
Some College	46	30	10	25
H. S. Grad	47	32	11	30
< H. S. Grad	39	28	17	27
Family Income				
\$75,000+	56	43	16	25
\$50,000-\$74,999	55	34	13	25
\$30,000-\$49,999	47	32	9	26
\$20,000-\$29,999	40	27	9	28
<\$20,000	38	28	16	29
Community				
Philadelphia	33	19	10	21
Suburb	58	41	16	30
Marital Status				
Married	55	37	13	24
Divorced/Separated	37	25	11	27
Widowed	52	40	18	35
Never married	36	25	14	28
Total Ever Divorced	47	30	11	25
* Note: Small sample size.				

compared to merely 21% of blacks and 37% of Hispanics. Whites were also 14 percentage points more likely than blacks to say they trust their local public schools a lot, 18% points more likely to trust their local fire departments a lot, and slightly more likely to trust local media sources.

Neither whites nor minorities in Philadelphia are very trusting of their state government (8% of whites trust the state government a lot, compared to 7% of blacks and 10% of Hispanics), but blacks were 10% points more likely than whites, and 7% points more likely than Hispanics, to say they don't trust the state government *at all*. Whites and blacks are equally distrustful of the federal government.

Younger Philadelphians are less trusting of many local institutions than older Philadelphians, particularly of the police and the schools. More than half (55%) of those over age 50 said they trust the local police a lot, compared to 35% of those aged 18 to 29. And only 21% of those under age 30 said they trust schools a lot, compared to 38% of those over the age of 50. Young people are joined by 30 to 49 year olds in having relatively low trust in their city government (10% of each group says they have *a lot*). Seniors (over age 65) are the most likely to say they trust their city government a lot (25% do). Young people are slightly less likely to say they trust the federal government as well. Trust in the state government in Harrisburg, however, does not differ significantly across age groups, nor does trust in local television news channels.

Those with more education are also more trusting of some institutions, but the relationship between education and trust is less significant with respect to institutions than it is in predicting how Philadelphians feel about people. Those with college educations are more likely to trust their local police department and their local schools. However, education makes little difference in ratings of the local fire departments and media outlets, nor does it have a clear relationship to trust in the state or federal government. Surprisingly, income plays little role in explaining differing levels of trust in institutions -- about the same number of Philadelphians at the top and the bottom of the income ladder rate high in institutional trust.

Men and women in Philadelphia seem nearly identical in their views about the trustworthiness of local and national institutions, though other studies have found gender differences in trust in government.

Other Factors Affecting Institutional Trust

Perhaps because institutional trust is depressed across all groups of Philadelphia residents, few explanations for differing levels of trust stand out beyond neighborhood, race, and age. Among the exceptions are feelings about one's relationships to others. Those who are more isolated, who feel they have few people to depend on, are also more likely to distrust institutions. And those who feel that others do not trust *them* project this distrust back onto society in the form of distrust in institutions. These relationships are significant even when demographic and other factors are taken into account.

Childhood Experiences: Three events from childhood -- whether parents often issued warnings about not trusting strangers, whether parents divorced, and whether someone in the family was the victim of a crime -- all bear a small relationship to trust in institutions. However, the first two relationships disappear when current socioeconomic factors are taken into consideration. The third event -- family experience with a crime -- maintains some relationship to current feelings about institutions, but the connection is slight.

Personal Life: The experience of divorce, which played a role for some residents in their trust in other people, has little relationship to trust in institutions. Another traumatic life experience -- being the victim of a crime -- is related to trust in institutions, even holding other factors constant. The effect is fairly minor, however. Those who claim affiliation with some religious tradition, perhaps because of the hierarchical nature of worship systems, do have slightly more trust in institutions, as do frequent church attenders compared to non-attenders. The latter relationship, however, does not influence institutional trust once other factors are considered.

While there are few differences between parents and non-parents in trust for most local institutions, those with school aged children are slightly more likely to say they trust local schools. Thirty-seven percent of parents with school-aged children said they have a lot of trust in the public schools in their area, compared to 26% of those without school-aged children.

Finally, as is the case with interpersonal trust, neither hours in front of the television set nor consumption of local or national news seemed to bear any relationship to the extent of trust in institutions.

Trust in People/ Trust in Institutions

Not surprisingly, the extent to which Philadelphians trust local and national institutions is related to the trust placed in people in general, and visa versa. Those who have a great deal of trust in institutions are also at least 20% points more likely than the average resident to say they trust their neighbors, their boss and co-workers, their fellow church members and club members, and even the clerks in their local stores.

Trust and Time Spent with Television			
	<i>TV consumed yesterday:</i>		
	<i>1 hr. or less</i>	<i>1 hr. to under 4 hrs.</i>	<i>4 hrs. or more</i>
	%	%	%
<i>Institutional Trust:</i>			
Very high	16	14	13
High	46	45	49
Low	28	30	29
Very low	<u>10</u>	<u>11</u>	<u>9</u>
	100	100	100

At the same time, the greater prevalence of institutional distrust alone indicates that the two kinds of trust are also distinctive. At least a third of residents who have virtually *no trust* in government, the media or law enforcement have *a lot of trust* in some of the people they meet in everyday life. Fully three-quarters of those with very low levels of institutional trust say they trust their families a lot, and about 30% of them say they trust their boss, co-workers and fellow worshippers a lot.

ENGAGEMENT

Widespread concern about low levels of civic participation may be overstated, at least in the greater Philadelphia area. Most Philadelphians are engaged in a variety of informal social, civil and volunteer activities. Nine out of ten (92%) area residents report participating in one or more civic activities in the past year, as many (91%) in informal social activities in the past month, and almost half (49%) in volunteer work during the past month. Moreover, Philadelphians use volunteer and informal social activities as opportunities for social interaction and through them augment their social support networks.

"I think that, in fact, there's still widespread participation," said one resident. Explained another: "I don't think the increase in participation is keeping pace with the increase in need and therefore, it might seem like there's less participation."

Civic Engagement: How Much?

Residents of the greater Philadelphia area report significant levels of participation in political and governmental events, such as attending civic forums, as well as public activities associated with special interests and their jobs.

In the year preceding the interview, almost six in ten residents (56%) joined or contributed money to an organization in support of a particular cause and, among those who are employed, half (49%) joined with co-workers to solve a workplace problem. During that same period, almost one third attended some type of public forum (30%) or contacted an elected official (30%). Philadelphians were engaged in these activities at essentially the same rate as Americans nationwide.

Civic Participation in the Past Year		
	<u>Phil</u> %	<u>Natl</u> %
Joined or contributed money to an organization in support of a cause	56	57
Joined with co-workers to solve a workplace problem	49	55
Called or sent a letter to any elected official	30	29
Attended a town meeting, public hearing or public affairs discussion	30	34
Participated in union activities	10	11

Area residents participated in civic events frequently: 92% at least once and 83% on two or more occasions in the previous year. Residents who participated in these activities did so on average six times in the past year.

Philadelphians are also on par with the nation when it comes voting, the most common form of civic involvement. Seven in ten (69%) say they voted in the 1996 presidential election, comparable with the national proportion (63%) who, in a January 1997 Pew Research Center poll, said they voted in the

election.¹² In addition, most Philadelphians said they "always" (42%) or "almost always" (18%) vote in elections for mayor or council members in their city or town.

Volunteerism: How Much?

Most Philadelphians (60%) volunteered for some type of organization in the past year, 49% in the past month. Most popular was volunteering for a church or religious group (27%), for organizations to help the poor, elderly or homeless (22%), or for youth development programs (18%). Fewer Philadelphians volunteered for local government, neighborhood or community groups, school or tutoring programs, or hospital or health organizations. Just half of all Philadelphians (49%) volunteered on at least one day in the past month. However, those who volunteer do so often: 27% volunteered on 10 or more days in the past month and the average volunteer on five days. Still, Philadelphians volunteered less often than adults nationwide for most of the activities included in the survey.

Philadelphia Volunteers: How Much Time They Give	
<i>*Times volunteered in past month:</i>	
1-3 days	35%
4-6 days	27%
7-9 days	11%
10+ days	<u>27%</u>
	100%
* Among those who volunteered one or more days in the past month.	

Most volunteers work in conjunction with others and many grow close enough to fellow volunteers to feel they can ask them for help with a personal problem. These activities thus appear to encourage social interaction, which engenders community, i.e., working with others toward a common purpose.

For each volunteer activity, 75% or more Philadelphia residents who do such work said they work with others rather than alone. No particular type of activity engendered significantly more collaboration than any other, but among those activities in which overwhelming majorities work with others are arts or cultural organizations (89%), school or tutoring programs (88%), and church or religious groups (87%).

Volunteer Work Done in the Past Year		
	<u>Phil</u>	<u>Natl</u>
	%	%
Church or religious groups	27	38
Organization to help the poor, elderly or homeless	22	34
Youth development programs	18	26
School or tutoring groups	16	22
Neighborhood or community groups	16	23
Hospital or health organization	11	15
Political organizations or candidates	8	8
Arts or cultural organizations	7	11
Environmental groups	5	11

¹² Respondents commonly over-report their voting practices in surveys, including U.S. Census surveys. See supplement to the Current Population Survey.

For each activity, too, at least four in ten volunteers developed a relationship with another volunteer to whom they feel close enough to ask for help with a personal problem. The highest proportion of people who established such a relationship volunteered with church or religious groups (70%), arts or cultural organizations (58%), and neighborhood groups (54%). Activities that generate fewest new relationships tend to be seasonal, such as work for political organizations or candidates (39%) or school programs (37%).

Informal Engagement: How Much?

Philadelphians are engaged at high levels in informal social activities that range from church attendance to contemporary on-line chat rooms, and they participate on a regular basis. As with volunteering, regular participation in these informal activities stimulates personal interaction which provides a way for people to expand social networks.

Over seven in ten Philadelphians say they attend worship services (73%) and exercise or work out (71%), making these two activities the most popular forms of informal social engagement as well as the most popular forms of all social and civic participation. A substantial number of Philadelphians also report engaging in other recreational activities, such as card or board games with a usual group of friends, continuing education classes, computer e-mail or discussion forums, religious study or other study groups, and organized sports leagues. Fewer say they attend self-help groups, such as those to lose weight, quit smoking, or make other personal improvements.

Residents who were active in the past year engaged in one or more of these activities an average of 14 times in the month preceding the interview. Exercising and attending religious services are especially common, with 46% exercising six or more times and 42% attending religious services three or more times during that month.

Most Philadelphians who participate in informal social activities say they mingle with others rather than stay to themselves when they engage in these activities. At least seven in ten participants interacted in this way in every

activity except exercising (where 34% mingled with others). Organized recreational leagues (97%) and reading, religious study and other types of study groups (93%) are especially fertile ground for social interaction. Even in activities where participants could easily focus on themselves in the midst of the group, such as continuing education classes or self-help groups, most choose to interact socially.

Making Connections through Informal Activities		
<i>(Among Those Who Have Done Activity in past Month)</i>		
	Mingle With <u>Others</u> %	Find Someone to <u>Rely On</u> %
<i>Participated In ...</i>		
Recreational leagues	97	64
Reading groups or study groups	93	82
Adult education classes	76	39
Self-help groups	73	70
Church or religious services	71	72
Exercising or working out	34	46

As a result, many participants in informal activities develop relationships that are familiar enough for them to feel they can ask for help with a personal problem. Some kinds of activities seem to produce closer relationships than others. Specifically, majorities of those involved in informal activities where there is intimate interaction coupled with consistent meetings, such as playing cards with a regular group of friends or participating in a reading or study group, say they develop supportive relationships there. Fewer develop supportive relationships in activities where there is little intimate interaction, such as exercising, or where the meetings are seasonal, such as organized recreational leagues, or temporary such as adult education classes. *{see box p.36}*

The Most Active Residents: Who Are They?

Detailed analysis shows that whether citizens feel they can make a difference in their community and their family volunteer history are very strong predictors of whether or not Philadelphians participate in their community, especially in civic and volunteer activities. Education is one of the most important background characteristics, though its relationship to civic, volunteer or social activities varies across these activities. Race has only a marginal relationship to volunteer and civic activities, in sharp contrast to its strong relationship to social trust.

"People want to know that they can make a difference in their own community, in other people's lives," one Philadelphian observed. "They want to know that what they're going to do is going to change something. It's just seeing it's possible and knowing that it's going to make a difference."

More residents who report that a family member volunteered when they were a child, or who feel they can have a big or moderate impact on their community, are involved in each category of engagement. In addition, Philadelphians who have at least some college education, if not a degree, are more likely to be engaged than those with less education.

Factors Which Relate to Overall Engagement
(Even When Other Influences Are Taken into Account)

Feelings of Empowerment
 Family Volunteer History
 Education
 Race

Civic Life: Who Gets Involved?

In addition to the general indicators of engagement (belief one can make a difference in the community, family volunteer history and education), age and income are significantly related to the degree of civic activity. Home ownership, length of time in the neighborhood, and the number of problems facing the neighborhood are also significant, once other background factors are taken into account.

Philadelphians who feel capable of making a difference are engaged in all civic activities at a higher rate than those who do not feel they could have much impact. In the past year, more attended a public forum (36% vs. 21%), contacted an elected official (35% vs. 23%), or joined or contributed money to an organization (63% vs. 48%). Similarly, those who felt they could be effective are more likely than their opposites to say they voted in the 1996 presidential election (76% vs. 61%) or that they "always" vote in local elections (50% vs. 36%).

More people participate in civic activities if a family member volunteered when they were children compared with those who say no one in their family volunteered. This suggests that role models are important to shaping civically active citizens. Specifically, more residents who had a volunteer role model in childhood attended a public forum (37% vs. 23%), contacted an elected official (36% vs. 24%), joined or contributed money to an organization to support a cause (68% vs. 49%), joined with co-workers to solve a workplace problem (37% vs. 25%), or said they voted in the 1996 presidential election (73% vs. 66%).

More college educated people than those without any college education called or sent a letter to an elected official (38% vs. 22%), joined or contributed money to an organization (66% vs. 49%), or joined with co-workers to solve a workplace problem (38% vs. 23%). Those with college education also were more likely to say they voted: 76% versus 62% in the 1996 presidential election. Similarly, more college educated residents report that they "always" vote in local elections (47% vs. 38%).

Philadelphians age 30 or older are more engaged than younger residents across practically all types of civic activities including: joining or contributing to an organization in support of a cause; calling or sending a letter to an elected official; attending a town meeting or public hearing. Like Americans as a whole, more older Philadelphians than younger people report that they voted in the 1996 presidential election (74% vs. 48%), or that they "always" vote in local elections (48% vs. 19%).

A tangible connection to one's community inspires civic activity. More homeowners than renters have attended a town meeting or public hearing (34% vs. 22%), contacted a public official (33% vs. 23%), or joined or contributed money to an organization in support of a cause (62% vs. 48%). Similarly, residents who have lived in the Philadelphia area for more than 10 years are more likely than those who have lived in the area for a shorter period to have contacted an elected official (30% vs. 22%), attended a public forum (30% vs. 25%), say they voted in the 1996 election (71% vs. 52%) or "always" vote in local elections (46% vs. 21%). Whether residents live in the city of Philadelphia or outlying areas is only meaningful with regard to contacting elected officials: 33% of suburban residents compared with 23% of city residents called or sent a letter to a public official.

Union membership does not figure prominently in whether or not Philadelphia area residents participate in civic activities, despite the historic activism of unions in community and governmental affairs.

Volunteering: Who Does It?

Philadelphian volunteer levels are related to many of the same factors affecting their level of civic participation: feelings of empowerment, family volunteer history, home ownership and the prevalence of neighborhood problems. In addition, parental status and the size of Philadelphians' support networks are also important in this respect. Background characteristics are much less significant when respondents' surroundings and personal circumstances are taken into account. Only education remains strongly related to volunteerism in this respect, though race is marginally correlated.

Residents' belief that they can make a difference in their community is one of the strongest indicators of whether or not they volunteer. For most volunteer activities, twice as many Philadelphians who feel empowered take part compared with those who believe that they can have only a small or no impact.

Family volunteer history is also important. More "legacy volunteers" than those who do not have this distinction volunteer with organizations involved in religious activities, caring for the sick or disadvantaged, civic activities, youth, and arts and culture. *{see box p.11}*

More Philadelphians who have attended college, compared to those who have not, volunteer to help the disadvantaged (26% vs. 18%), in schools (21% vs. 11%), in health care (16% vs. 7%), or in arts and culture (12% vs. 3%).

More parents of children (under age 18) than non-parents volunteer for activities focused on youth such as child development (35% vs. 10%) and tutoring programs (26% vs. 13%). But more parents than non-parents also volunteer for church groups (34% vs. 19%) and civic groups (19% vs. 11%).

A concrete link to the community promotes volunteerism. For example, 46% of renters compared with 37% of homeowners did *not* volunteer for anything in the past year. A high number of local problems also spurs activity: 25% of Philadelphians who say they have many problems in their neighborhood, compared with just 15% of those who say they have few or no problems, volunteered for a neighborhood or community organization. Neighborhood tenure and city versus suburban residency, on the other hand, are not important factors in whether or not residents volunteer.

"Kids are the major things that bring people to participate in, sports, recreation committees, school groups," said one resident. "That's first, then another thing that brings people together is the physical condition of the neighborhood, things that have to do with cleaning it up, making it look better."

Strong tangible links to one's community, or "rootedness," stimulates participation in volunteer and civic activities. The belief that engagement can make a difference in their own or their children's daily lives is also important in understanding what motivates citizens to be civically active.

Thinking One Can Make A Difference . . . And Making A Difference			
	<i>People Who Think They Can Have . . .</i>		
	<u>Big Impact</u> %	<u>Moderate Impact</u> %	<u>Small Impact</u> %
<i>Where They Volunteer:</i>			
Church or religious groups	36	28	18
Organizations to help the poor, elderly or homeless	28	24	13
Community groups	24	16	8
Youth development programs	23	19	12
School or tutoring programs	21	17	9

More African Americans than whites volunteer for civic groups (24% vs. 13%), organizations that help the poor and homeless (28% vs. 20%), church (32% vs. 26%) and youth development groups (22% vs. 17%).

Informal Social Activities: Who Are the Joiners?

The factors that most influence informal social activities include a few of those that influence participation in civic and volunteer activities: age, education, family volunteer history, perceived empowerment, and to a lesser degree, religious preference.

In practically all informal social activities, more Philadelphians under age 30 participated in the past year than those who are older, sometimes for obvious reasons. Among these activities are exercising or working out (82% 18-29 vs. 74% 30-49 vs. 60% 50+); organized recreational league play (32% vs. 24% vs. 10%); playing card or board games with a usual group of friends (63% vs. 43% vs. 32%); and computer e-mail and on-line discussion outlets (37% vs. 25% vs. 11%). However, two-thirds (66%) of young adults compared with three-quarters (75%) of those over age 30 said they attended worship services some time in the past year.

More Philadelphians who attended college, compared with those who did not, take continuing education classes (35% vs. 15%), exercise or work out (78% vs. 64%), or use computer e-mail or on-line discussion outlets (37% vs. 10%).

Among Protestants, evangelicals participate in religious activities in notably higher proportions than non-evangelicals: 88% attend church compared with 70% of non-evangelicals; 45% participate in a reading group, religious study or other study group compared with 17% non-evangelicals.

Philadelphians with a family history of volunteerism participate in higher proportions in most informal activities than those without such family models, including church attendance and continuing education classes.

Philadelphians' level of participation in informal activities is explained by their immediate social context rather than by their long standing connection to the community. The "rootedness" so important to stimulating volunteerism and civic activities is less important to informal social engagement.

Stronger Support Networks Enhance Engagement

Most Philadelphians have strong social support networks. Merely 10% said they have hardly anyone (9%) or no one (1%) to turn to for support when they need help. Half as many residents under age 65 compared with those who are older (9% vs. 18%) have this complaint. More non-white and low income residents than their counterparts lack support, and fewer of those with such limited support participate in volunteer and informal social activities.

More Philadelphians who have many people in their support network volunteer, compared with those who have few supporters, for religious groups (34% vs. 18%), organizations to help the poor, elderly or homeless (27% vs. 15%), civic groups or educational programs (20% vs. 8%), or youth development programs (20% vs. 11%).

More Philadelphians who have a large support network are also involved in informal social activities. They more often are enrolled in continuing education classes (27% vs. 19%), exercise (76% vs. 62%), attend church or religious services (80% vs. 58%), or play card or board games (47% vs. 32%).

Barriers to Engagement: What Are They and Who Do They Affect?

Philadelphians were asked whether they would like to spend more of their time volunteering, and if so, why they do not. Their responses probably reflect obstacles to greater participation in civic and informal social activities as well.

A majority (55%) said they sometimes wish they could volunteer more of their time. The college educated (63%), those under age 50 (62%) and women (59%) are more dissatisfied than their counterparts with how much time they now spend volunteering.

"People don't have time to get involved," one resident explained impatiently. "Life is so fast."

Almost contrary to expectations, fewer unemployed (52%) and retirees (33%) than the employed (61%) or students and homemakers (56%) say they wish they could volunteer more. Although they presumably have the time, they do not volunteer in higher proportions than the other groups in any volunteer activity. Time appears to be a necessary but not sufficient reason for volunteer work.

More people who feel they can have a big or moderate impact on their communities (58%) than those who feel they can have a small or no impact (49%) are dissatisfied with how much they volunteer. Similarly, more of those who say a family member volunteered when they were a child (61%) than those who did not observe such behavior (51%) wish they could volunteer more.

Residents blame their lifestyles and family responsibilities for leaving little time for volunteer work. Lack of spare time generally (34%), and long work hours specifically (26%) are the main reasons given for not volunteering more time; caring for children (13%) and other family commitments (5%) are other reasons cited.

Several groups mention time constraints in higher proportions than their counterparts. Those under age 65 (36%), whites (37%), the college educated (38%) and the employed (38%) are more likely to cite time constraints as a reason they cannot volunteer more time. There are similar patterns for those who mention long work hours and caring for children, except that gender differences are meaningful and racial differences are not. One third of men (31%) compared with a quarter (23%) of women say long work hours prevent them from volunteering more. In contrast, three times as many women as men (18% vs. 6%) cite being busy with children as a reason they cannot volunteer more. However, non-whites are

just as likely as whites to blame long work hours and child care for preventing them from volunteering more often.

Children's Activities Lead to Parents' Involvement

Children, especially those old enough to be in school, are vehicles for informal social interaction to occur among parents and, as a result, for new friendships with fellow parents. Two-thirds of parents with children under age 18 (64%) report that their children regularly participate in recreational activities such as sports teams, music or dance lessons, or scouts. More parents of school-aged children (age 5-17) than parents of younger children say that their children are in a regular activity (76% vs. 50%).

More parents who are in the suburbs (70%), white (67%), and college educated (70%) than their counterparts say their children are involved in regular activities. In addition, the proportion who say their children are involved in activities increases as family income increases: 50% in families with annual incomes under \$30,000 compared with 80% in families earning \$75,000 or more.

Among the parents whose children participate in a regular activity, most (72%) develop new friendships with parents of other children in that activity. However, demographic differences again appear meaningful for such social networking. Parents who attended college and earn over \$30,000 a year have developed more new friendships in this way than their counterparts. In addition, fewer parents who have lived in the greater Philadelphia area for 10 years or less cultivated such new relationships, even though their children participated in social activities at the same rate as longer-term residents.

Developing such friendships among parents does not necessarily broaden parents' *support* network, however. Less than a third (30%) of parents whose children participate in an activity feel close enough to these new friends to ask them for help with a personal problem. Those most reluctant to ask for help are non-white parents, and those who have a family income of \$30,000 or less. Residency status is again related. Those who have not lived in their neighborhood for very long, even though Philadelphians for 10 years or more, are less likely to feel they can ask for support.

A Special Look at Working Mothers

Working mothers comprise 13% of survey respondents, twice as many as mothers who do not work outside of the home and equal to the proportion of women who do not have children. Overall, mothers in the Philadelphia area participate in civic and volunteer activities in equal or higher proportions to women who do not have children. Among working mothers, those who have school-aged children are more engaged than those of very young children, i.e., children under age five.

Philadelphia mothers and women who do not have children are equally likely to engage in civic activities with one exception: 32% of mothers, compared with 24% of women under 55 without children, attended a town meeting, public hearing or public affairs discussion group at least once in the past year. Among mothers, fewer of those with very young children compared with other mothers, report such participation. For example, 34% of working moms with school-aged children and 30% of stay-at-home moms attended some type of public forum compared with only 21% of moms with very young children.

There are no meaningful differences among these groups with regard to voter turnout for the most recent presidential election, however.

	Not	---Working Moms---		Stay at	
	Moms	Kids	Kids	Home	
	(Age 18-54)	All	Under 5	5-17	
	%	%	%	%	
Joined or contributed money to an organization in support of a cause	65	62	56	64	51
Joined with co-workers to solve a workplace problem	40	43	39	42	n/a
Called or sent a letter to any elected official	32	33	26	34	26
Attended a town meeting, public hearing or public affairs discussion	24	32	21	34	30
Participated in union activities	8	10	5	11	2

Philadelphia women who do not have children are less likely to have volunteered in the past year than mothers: 42% without children did not vs. 29% of mothers. Mothers are especially more involved in activities related to children and their community. Specifically, more mothers than women who do not have children worked with a youth development program (34% vs. 9%), school or tutoring program (32% vs. 15%), religious group (35% vs. 21%), or neighborhood or civic group (18% vs. 11%). Working mothers with very young children are less likely to volunteer compared with other mothers. For example, a quarter of working mothers with very young children (24%) compared with 34% of mothers with older children and 40% of stay-at-home mothers worked with a church or religious group in the past year.

More working mothers with school-aged children report that their children regularly participate in some activity, providing them with more opportunity to build social links and cultivate support networks through their children's activities. Three-quarters (74%) of working mothers with older children, compared with 54% of other mothers, said their children participate on a regular basis in a recreational activity.

TRUST AND ENGAGEMENT: A RELATIONSHIP?

Philadelphians' wariness of their local institutions, and their preference for caution over trust in dealing with others, themselves are cause for concern. But the relatively low levels of trust in people and institutions become more significant if they directly translate, as some authorities claim they do, into an inability to take part in community activities. There is little evidence that this is the case in Philadelphia, however.

*Interpersonal Trust and Volunteerism*¹³

Trust in other people is not related to most types of voluntary activity measured by the Pew Center survey. Approximately equal numbers of the trustful and the distrustful say they volunteered in the past month for political organizations, environmental groups, youth development programs, cultural organizations, hospitals or health related programs, or civic or community groups.¹⁴ However, some relationship does exist between volunteering for a church or religious organization and trust in others, even when holding age, education and race constant. A small relationship between trust in others and school volunteering also appears once background factors are taken into account.

Interpersonal Trust and Volunteerism					
<i>-- Trust in Others --</i>					
Very Very					
<u>Total</u> <u>High</u> <u>High</u> <u>Low</u> <u>Low</u>					
<u>%</u> <u>%</u> <u>%</u> <u>%</u> <u>%</u>					
<i>Volunteered in the past month for:</i>					
Political organizations	4	4	5	3	6
Church or religious	20	27	21	15	12
School-related	12	14	12	9	11
Environmental	3	2	3	3	4
Child development	13	11	14	12	15
Cultural	5	6	5	4	4
Hospital or health org..	7	8	7	6	10
Civic or community	11	11	12	11	8
Organizations to help poor	16	21	15	13	18

A powerful example of the limited effect of trust is that African Americans are much less trusting than whites of their respective neighbors, club members and local institutions, but they are *more* likely than whites to volunteer their time to community groups and programs to help the poor and the homeless.

¹³ Information on the scales used in multivariate analysis can be found in Appendix A. A correlation matrix showing the relationship between each of the individual volunteer activities and the trust scales is in Appendix B. A regression equation including trust and the demographics as predictors of overall volunteer activity is in Appendix C.

¹⁴ Comparing those who "volunteered in the last year" rather than "volunteered in the last month" provides similar results. The latter measure was chosen because it gives a more accurate picture of current community involvement.

Institutional Trust and Volunteerism

Like interpersonal trust, institutional trust does not relate to most types of volunteer activities carried out by Philadelphia area residents. Those individuals with relatively higher levels of trust in local and national institutions volunteer at approximately the same rate as those with lower levels of trust in institutions for environmental organizations, child development programs, arts groups, hospitals, community or block associations and organizations to help the poor. Further analysis shows, however, that trust in institutions does bear a small relationship to spending time working for a church or religious organization, a political organization or a school when background factors are taken into account.

Institutional Trust and Volunteerism					
-- Trust in Institutions --					
	Very		Very		
	<u>Total</u>	<u>High</u>	<u>High</u>	<u>Low</u>	<u>Low</u>
	%	%	%	%	%
<i>Volunteered in the past month for:</i>					
Political organizations	4	3	4	5	6
Church or religious	20	27	20	20	15
School-related	12	14	12	11	9
Environmental	3	2	2	5	2
Child development	13	12	11	15	14
Cultural	5	6	6	5	3
Hospital or health org..	7	7	7	7	6
Civic or community	11	12	11	11	13
Organizations to help poor	16	17	15	18	17

Overall, trust is one predictor of how much time Philadelphians give to a few volunteer organizations, but not to most, and it plays a smaller role in this respect than background factors such as level of education and family history of volunteering, as well as of other attitudes, such as the extent to which one feels capable of making a difference in the community.

Interpersonal Trust and Civic Engagement¹⁵

Unlike the case of trust and volunteerism, where little relationship between being trusting and donating time is apparent, there is more of a relationship between interpersonal trust and civic engagement. Those who are more trusting of other people are more likely to have been involved in such activities as joining or donating to an organization, or contacting an election official {see box p.46}. Yet this relationship is substantially reduced once factors which influence both of these attitudes -- mainly education and age-- are taken into account. This is displayed graphically in the following table with the comparison between all Philadelphians and only those residents who are college-educated and over 40 years of age. The table shows that age and education give the appearance of a stronger relationship between interpersonal trust and several types of civic involvement than actually exists. Voting seems to be the exception: those who are more trusting of others are also more likely to say they vote, even when background factors are taken into account.

¹⁵ A correlation matrix showing the relationship between each of the individual civic activities and the trust scales is in Appendix B. A regression equation including trust and the demographics as predictors of overall civic activity appears as part of the path analysis in Appendix C.

Interpersonal Trust and Civic Engagement

The relationship between trust and civic activities is evident when looking at all respondents at once (left columns), but once education and age are held constant, the relationship is no longer consistent for the first three traditional civic activities (right columns).

	-- All Respondents--					College Grads --Over Age 40--		
	Very High		Very Low			Very High		
	%	%	%	%		%	%	%
<i>Did this civic activity within the last year:</i>								
Attended a town meeting	33	30	27	22	↔	40	34	43
Contacted official	34	31	26	16	↔	47	46	43
Joined or gave money to an organization	61	60	54	40	↔	71	82	66
Voted in 1996	79	68	63	59	↔	92	85	83
"Always" vote locally	56	39	36	32	↔	70	61	56

* There were not enough respondents in the "very low" category to stand alone; these were merged with the low trust respondents.

Overall, then, there is only a limited relationship between trust in others and civic activity, and it appears to rely mainly on a connection between trust and voting, rather than between trust and more traditional civic involvements such as attending a town meeting or contacting an elected official. Moreover, trust is less a factor in determining civic participation than the income, age and educational background of residents.

Institutional Trust and Civic Engagement

Lastly, and perhaps surprisingly, there is not a strong direct relationship between trust for institutions and civic involvement. Those with low institutional trust are equally likely as those with high institutional trust to have attended a town meeting, contacted a public official, or to always vote in local elections. Low trust individuals are less likely to have joined or given money to an organization in the past year, however, and to have voted in the recent Presidential election. But when socioeconomic status is taken into account, trust in institutions does not play a significant role in predicting overall civic activity.¹⁶ As with volunteer activity, age and education are more important than trust in this regard. Rootedness, in the form of being a homeowner, also bears a stronger relationship to civic involvement than trust.

	Institutional Trust and Civic Engagement			
	<i>Institutional Trust</i>			
	Very			Very
	<u>High</u>	<u>High</u>	<u>Low</u>	<u>Low</u>
	%	%	%	%
<i>Did this civic activity within the last year:</i>				
Attended a town meeting	31	28	31	31
Contacted official	27	28	33	29
Joined or gave money to an organization	57	59	58	45
Joined with co-workers to solve a problem	24	31	31	29
"Always" vote in local elections	46	42	41	42

Overall, then, trust in others seems to play a modest direct role at best in influencing Philadelphians' engagement in city affairs, both private and public, and trust in institutions is not a persuasive predictor of engagement. And, as concluded in the earlier section, neither does trust play a powerful role in predicting volunteer involvement. In short, an important, direct role for trust is not apparent in the engagement of Philadelphians. Later analysis will examine the possibility that having a great deal of trust in other people or in institutions might influence engagement through the indirect channel of empowerment.

¹⁶ Note in Appendix C that institutional trust does predict overall civic engagement when demographic factors are taken into account, but the coefficient is small *and* in the opposite direction than was predicted.

EMPOWERMENT

Feelings of Empowerment

Most Philadelphians believe they can have a positive effect on their community. Seven in ten said they think that people like them could have a "big" (28%) or "moderate" (42%) impact. But almost three in ten said they could only have a "small impact" or "no impact at all" (22% and 6%, respectively). In this regard, Philadelphians are almost identical to the nation.

Philadelphians who believe they could have at least a small impact on communal life said the most effective way to do so is to get other people involved (45%) or to volunteer time (40%). Only 6% thought complaining to authorities is the way to bring about change, and fewer still (3%) said giving money is most effective.

How Much of an Impact Can You Have On Your Community?		
	<u>Phil</u>	<u>Natl</u>
	%	%
Big	28	25
Moderate	42	41
Small	22	24
None	6	8
Don't know	<u>2</u>	<u>2</u>
	100	100

City Hall and the Neighborhood

Most Philadelphians feel empowered to approach their local government officials or their neighbors about improving their community. Moreover, substantial minorities of Philadelphians have actually tried to get such help to deal with a community concern, and have had success in doing so.

Philadelphians are as confident in their ability to approach a local government official in this regard as they are in their ability to organize their neighbors for the same purpose. Six in ten Philadelphians said that if they had a community problem, they could personally contact a local official about it; and among those who said they would have to find someone else to contact the official, over half (54%) said they think it would be easy to do so. Similarly, six in ten residents said they would be able to personally organize their neighbors to fix or improve something in their neighborhood. Among those who say they would need help from someone else to get their neighbors to work together, slightly fewer than half (45%) think this would be an easy task.

Many Philadelphians said they have asked community leaders or fellow residents to take action to improve their community, with varying levels of success. About four in ten (39%) said they have tried at least once to get their local government to pay attention to a concern,

Taking Problems Up With Local Officials		
	<u>Phil</u>	<u>Natl</u>
	%	%
Tried once	16	15
Tried more than once	23	28
Have not tried	61	56
Don't know	<u>*</u>	<u>1</u>
	100	100
Does It Pay Off?		
<i>(Among Those Who Brought a Problem To Officials' Attention)</i>		
	<u>Phil</u>	<u>Natl</u>
	%	%
Were successful	51	45
Were not successful	36	43
Mixed results	10	11
Don't know	<u>3</u>	<u>1</u>
	100	100

including a quarter (23%) who have tried more than once. Philadelphians are on par with the nation in this respect. Forty-three percent of all Americans say they have tried to get local government to address something that concerned them. But somewhat more Philadelphians report success in motivating local officials.

Philadelphians have had greater success in organizing neighbors than in motivating local officials. Four in ten (41%) Philadelphians said they have tried to get their neighbors to work together to fix or improve something in their neighborhood. Fully 85% of those who tried to get their neighbors to work together said they were successful.

Parents' and Their Children's Schools

Many parents of children (age 5 to 17) in Philadelphia feel that they know how to make changes or improvements at their child's school, and those who do not, think it would be easy for them to get help to do so. Over half (53%) of the parents surveyed said they would know how to get something changed at their child's school on their own. Among parents who said they would need help from someone else, nearly seven in ten (68%) felt it would be easy to find that help.

Forty-five percent of parents with school-aged children have tried at least once to get something changed in their child's school, including 27% who have tried more often. Among those who said they have tried to make a change, 79% said they succeeded.

Empowered Philadelphians: Who Are They?

The factors influencing whether Philadelphians feel empowered depend on the arena, (e.g., the local government versus the neighborhood) in which residents are operating. For example, suburbanites feel more empowered than city residents when dealing with local government officials, but there is no significant difference between them in their confidence to organize neighbors or their general feelings of capability once race, income and other background characteristics are taken into account. Philadelphians with a large support network feel empowered in all contexts, however.

Support Networks: The number of people in their support network is one of the strongest indicators of whether Philadelphians feel, in general, they can be effective in their community. The relationship is most apparent among those feeling least empowered. More than half (56%) of Philadelphians who have hardly anyone or no one to turn to for support when they need help, compared to only 17% of those with a larger support network, said they could only have a small or no impact in their community.

Social Support Fosters Empowerment			
	<i>Number of People for Support</i>		
	<u>Many</u>	<u>A Few</u>	<u>Hardly Any/None</u>
<i>How Much Impact Think Can Have On Community:</i>	<i>%</i>	<i>%</i>	<i>%</i>
Big	35	24	24
Moderate	47	43	17
Small	14	25	37
None	3	6	19
Don't know	<u>1</u>	<u>2</u>	<u>3</u>
	100	100	100

Race, Age and Other Background Characteristics: Race is one of the strongest background characteristics with regard to *general* feelings of empowerment. More non-whites (36%) than whites (26%) believe they can have a “big” impact on making their community a better place to live, although the difference disappears or is reversed when asked about empowerment in specific contexts. Age, party identification, home ownership and family volunteer history are also important. Residents age 30 to 64 are more likely than those younger and older to believe they can have a big impact (32% vs. 23% and 19%, respectively). In addition, more Philadelphians who align themselves with traditional political parties, compared with Independents, are confident they can make a big difference in their community (31% vs. 21%). Though education appears meaningful in this regard its importance diminishes once other background characteristics are taken into account. Gender is also not significant.

Residents who do not own their homes or who did not have a family member volunteer when they were a child are more likely than their counterparts to feel they could have only a small, if any, impact on improving their community. One-third of renters (34%) and residents whose family members did not volunteer (33%), compared with a quarter of homeowners (26%) and residents who had a family volunteer (22%), said they feel they could have only a minor impact. The number of years of residency in the Philadelphia area and whether residents live in the city or suburbs are not meaningful to their general feelings of empowerment.

What Is the Best Way to Have an Impact?

As noted above, most Philadelphians said that the most effective way for citizens to have an impact in their community is to volunteer their time or to get other people involved. There are, however, some notable differences among those with such views. Education, income, family volunteer history and support network help define the type of remedy citizens think would work best. Residents with some college education were more likely to say volunteering is most effective: 46%, compared to 34% with no college training. More residents with annual incomes of \$50,000 or more, compared with lower income residents, also recommend volunteering time (49% vs. 36%). Conversely, about half (48%) of residents who earn less than \$50,000, compared with four in ten who earn more, said getting others involved would be most effective.

Philadelphians with a history of family volunteering during their youth are more likely than those who do not have such a legacy to believe that volunteering time is most effective, 46% vs. 36%. More residents with at least a few people for support also recommend volunteering. The type of neighborhood and the length of time residents have lived in the Philadelphia area, on the other hand, do not have a significant relationship in this regard.

Approaching Local Government: Who Feels They Can Do So on Their Own?

Philadelphians’ feelings about whether they could directly contact a local official, such as the mayor or local council member, are strongly related to where they live. Almost three-quarters of suburban residents (72%), compared with only four in ten (42%) city residents, feel they could contact a local official on their own. No other aspect of residency status, such as neighborhood tenure or home ownership, is meaningful in this regard when other background characteristics are taken into account.

Education and race are the background characteristics most important to explaining confidence in dealing with local government. Seven in ten residents with at least some college education, compared to half (52%) of those without any college training, said they could contact an official on their own. Education is important to this type of empowerment but not to general feelings of capability, a finding which suggests that communication and other college-related skills contribute greatly to engender confidence about approaching local government, but not necessarily about working in the community more broadly. More whites than non-whites said they could take the initiative to contact a local official (64% vs. 48%).

Can You Call City Hall?				
	<u>Need Someone to Contact Official</u>	<u>Could Approach Official Directly</u>	<u>Depends on Problem</u>	<u>Don't know</u>
	%	%	%	%
<i>Total</i>	37	60	1	2=100
<i>Community Type</i>				
City residents	54	42	1	3=100
Suburban residents	26	72	*	2=100
<i>Education</i>				
College graduate	24	73	1	2=100
Some college	32	66	*	2=100
High School graduate	40	58	1	1=100
< HS graduate	54	41	0	5=100
<i>Race</i>				
White	34	64	*	2=100
Non-white	49	48	*	3=100
Question: Suppose you had a problem to take up with an important local official, such as the mayor or local council member, but you did not personally know this official. Do you feel that you would have to find someone who could contact the official for you, or could you contact the official directly?				

Personal support networks also relate to whether Philadelphians feel empowered in this regard. Nearly seven in ten (68%) residents who have many people for support, compared with 57% with a few people and 44% of those with hardly anyone for support, feel they could contact a local official on their own.

The Activists: Getting Government's Attention

Many factors influence whether Philadelphians have tried to get local government to pay attention to a concern. Age is a key indicator of activism with regard to local government, even when other background factors are taken into consideration: 45% of those age 30 to 64, compared with 34% of those older and 23% of those younger, said they have tried to get help. Education is also a strong indicator. More residents who attended college, compared with those who have not, have approached their local government (48% vs. 32%). Race is another background characteristic related to this type of community activism, though its importance diminishes when home ownership, neighborhood tenure, the prevalence of problems in the neighborhood, and feelings of efficacy are taken into account.

Tangible and longstanding relationships with the community also predict Philadelphia residents' activism through their local government. Those who own their homes and those who have lived in their neighborhood for over ten years are more likely to have tried to get local government to pay attention to a concern, especially more than once. For example, 27% of homeowners compared with 15% of renters tried more than once to get attention.

Contacting City Hall				
	<u>Tried Once</u>	<u>Tried More Than Once</u>	<u>Haven't Tried</u>	<u>Don't know</u>
	%	%	%	%
<i>Total</i>	16	23	61	*=100
<i>Type of Resident</i>				
Owner	19	27	54	*=100
Renter	13	15	72	*=100
<i>Neighborhood Tenure</i>				
More than 10 years	16	28	56	*=100
10 years or less	17	18	65	*=100
Question: Have you ever tried to get your local government to pay attention to something that concerned you? (IF YES) Have you done this more than once?				

A family legacy of volunteerism and feelings of empowerment also relate to whether Philadelphians have tried to bring about change through local government. Half (49%) of those who say a family member volunteered when they were a child have tried, including 29% who tried this more than once. In contrast, only a third (32%) of those who did not enjoy a volunteer model have tried to stir local

government to action. Similarly, 48% of those who believe they can have a big impact in their community, compared with 39% who think they can have a moderate impact and 32% who think they can have less impact, have tried to improve their community through such channels.

Success With City Hall

In-depth analysis shows that Philadelphians who feel empowered, live in quality neighborhoods, and are older have the most success in getting local government to act. Of those who tried to get local government to help with a problem, 56% of residents who feel that they can have at least a moderate impact on their community succeeded compared to 38% of those who feel they can have less impact. Similarly, six in ten of those without neighborhood problems were successful, compared with 47% of those with at least a few such problems. Among these activists, 53% of those age 30 or older, compared with 43% of those younger, were successful in getting local government to act. Background characteristics such as education and income appear meaningful in this regard but their importance diminishes once other factors are taken into account.

Organizing Neighbors: Who Feels They Can Solve a Neighborhood Problem?

The size of support networks is one of the most important factors in explaining whether Philadelphians feel they could get their neighbors to work together to improve their community. Three-quarters (74%) of those who have many people for support, compared with 56% of those with just a few people and 30% of those with hardly anyone for support, said they could organize their neighbors to fix or improve something in their neighborhood.

Race, age and income are also critically related to Philadelphians’ feeling that they are capable of organizing their neighbors. More whites than non-whites said they could get their neighbors to work together on their own (63% vs. 53%). Residents age 30 to 64 are more likely than those younger or older to feel they could handle this task: 64% of middle-aged Philadelphians compared with 57% of those under age 30 and 50% of those age 65 or older said they feel they could organize their neighbors. More affluent residents also feel they could rally their neighbors. Three-quarters (74%) of residents with incomes of \$50,000 or more, compared with 59% of those earning \$20,000 to \$50,000 and 46% with incomes less than \$20,000, said they thought they could do this on their own.

In addition, the number of problems existing in the neighborhood, home ownership, and family volunteer history are important in explaining whether Philadelphians feel they could mobilize their neighbors. Residents who report having the most problems in their neighborhood are least likely to feel they could get their neighbors to work together without help from someone else. Only half (49%) of those who said they have at least some neighborhood problems believe that they could unite their

	Support Networks Foster Neighborhood Organizing		
	<i>Number of People for Support</i>		
	<u>Many</u>	<u>A Few</u>	<u>Hardly Any/None</u>
	%	%	%
Could get neighbors together w/out help	74	56	30
Would have to get help	20	39	61
Depends on the problem	2	2	3
Don't know	<u>4</u>	<u>3</u>	<u>6</u>
	100	100	100

neighbors to make improvements where they live, compared with six in ten (60%) residents who said they have hardly any problems and seven in ten (69%) who said they have none. More homeowners than renters believe they could accomplish this (66% vs. 48%), although the number of years a resident has lived in their neighborhood is not an important factor. Residents who said a family member volunteered when they were a child are more likely to feel that they could get their neighbors to work together without help from someone else: 68% who said a family member volunteered, compared with 55% who did not.

The Activists: Neighborhood Organizers

The prevalence of problems in the neighborhood and neighborhood tenure are two factors very important to neighborhood activism. More residents in troubled neighborhoods have tried to get their neighbors to collectively solve a problem: 51% of residents with many neighborhood problems, compared with 36% who have none. Similarly, almost half (47%) of Philadelphians who have lived in the same neighborhood for over 10 years, compared with a third who have lived in their neighborhood for less time, have made the attempt.

	Improving Neighborhoods: Problems Call for Action			
	<i>Number of Neighborhood Problems</i>			
	<u>Many</u>	<u>Some</u>	<u>Hardly Any</u>	<u>None</u>
	%	%	%	%
<i>Attempts to Rally Neighbors:</i>				
Tried once	22	18	18	18
Tried more than once	29	31	22	18
Have not tried	49	50	60	63
Don't know	<u>0</u>	<u>1</u>	<u>*</u>	<u>1</u>
	100	100	100	100

Home ownership and feelings of empowerment are also important. Homeowners are one and a half times more likely than renters to report having tried once to mobilize their neighbors: 21% vs. 14%. Half (51%) of Philadelphians who feel they could have a big impact in their community, compared with a third (34%) who feel they could have only a small impact, have tried to organize their neighbors.

Race and age are background factors related to whether residents have tried to mobilize their neighbors, though they are less important than contextual ones. More non-whites than whites have tried at least once to get their neighbors to work together on fixing a problem, including a third (32%) of non-whites compared with a fifth (20%) of whites who have tried more than once. Forty-five percent of those age 30 to 64, compared with 38% of those older and 30% of those younger have tried to organize their neighbors.

A history of volunteerism in the family and parental status are somewhat related to Philadelphians neighborhood activism, with residents who had a parent volunteer or who are themselves parents being more likely to have tried to organize their neighbors than their counterparts. A strong support network is not an important factor in this regard, in contrast to its decisive relationship with Philadelphians *feeling* that they would be able to organize neighbors.

Success With Neighbors

Several factors that predict neighborhood activism are also related to success with such efforts, once background characteristics are controlled. Among those who have tried to organize their neighbors, residents with very few, if any, problems in their neighborhood, those who own their homes, and those who feel that they could make a positive difference in their community have had more success with rallying neighbors.

More Problems, Less Success			
	<i>Number of Neighborhood Problems</i>		
	<u>Many/</u> <u>Some</u> %	<u>Hardly</u> <u>Any</u> %	<u>None</u> %
<i>Success in getting neighbors together:</i>			
Successful	73	88	93
Unsuccessful	26	12	6
Don't know	<u>1</u>	<u>*</u>	<u>1</u>
	100	100	100

Income is also important. Among those who tried to organize their neighbors, the more affluent residents were more successful than middle or lower income residents in getting neighbors to work together: 96% of those with annual incomes over \$75,000, compared with 86% with incomes of \$20,000 to \$75,000 and 75% with incomes of less than \$20,000.

Empowered Parents: Who Are They?

Education and race are key factors related to whether or not parents in Philadelphia feel empowered to make changes at their child's school. The type of community parents live in and the size of their support network are also important. Six in ten (59%) parents who attended college, compared with 48% who have no college training, feel they could get something changed at their child's school on their own. Similarly, more white parents compared with non-white parents (57% vs. 43%) feel empowered to make improvements at their child's school.

More suburban parents than parents who live in the city (57% vs. 45%) said they feel they would know how to get something changed on their own at their child's school. Large support networks are also significant: 59% of parents with many people to turn to for support, compared with 48% who say they have a few people or no one for support, feel empowered in this respect.

The factors related to empowerment regarding schools are the same as those related to empowerment toward local government officials. However, while race and the size of their support network are important to parents' feelings of empowerment toward schools, education and community type are not. Further, age, income, neighborhood problems and other factors are also meaningful with regard to parents' confidence in dealing with neighbors, though not significant regarding local officials and schools. This suggests that while some factors lead Philadelphians to feel confident about dealing with institutions, other factors come into play regarding confidence about dealing with peers. Race and the size of support networks are important in both cases.

Parents' Activism

The factors that predict feelings of empowerment among parents are not necessarily those that predict action. Education is strongly related to whether parents have tried to get something done at their child's school. One-third (33%) of college educated parents said they have tried more than once, compared with a fifth (20%) of their less educated counterparts. At first glance, age appears to be meaningful, but the relationship disappears when the average age of parents of school-aged children is taken into consideration. Similarly, race, city versus suburban residency and the size of their support network are not significantly related to parents' activism toward schools once other factors are taken into account.

Small numbers of interviews make sound comparisons of parents' success with making changes at their child's school difficult, though education is clearly important: 85% of parents who attended college compared with 71% of those with no college training reported that they were able to get something changed at their child's school.

TRUST AND EMPOWERMENT: A RELATIONSHIP?

In attempting to understand what attitudes, or mindsets, are conducive to engagement, two relationships have been discussed so far. One, trust on its own does not have a strong direct relationship to Philadelphians' engagement in civic and voluntary activities. For many types of activities, less trusting people are as likely to participate as the very trusting. Second, feelings of empowerment do play a part in motivating Philadelphians to take action. Residents who think they can get things done on their own are more likely to participate in a variety of community activities.

The question here is whether these two attitudes -- feelings of trust and feelings of empowerment -- are related to each other in any way. The conclusion, developed below, is that feelings of trust and empowerment *are* in fact related. Philadelphians who are more trusting of others are more likely to feel they can impact their community. In coordination with empowerment, then, trust plays an indirect role in citizen engagement.

Trust and Empowerment

Philadelphia area residents with more generalized trust in others feel they can make a bigger impact on the community than those who are less trusting.¹⁷ Those who said most people can be trusted were 15% points more likely than those who advocated caution to believe they could have a big or at least moderate impact in making their community a better place to live (79% vs. 64%). Trust in institutions also appears to be a particularly significant predictor of generalized perceptions of empowerment, even after other demographic and explanatory factors are taken into account. Those who are more trusting of institutions are more likely to say they could make a difference in their community.

Trust is not only related to generalized feelings of civic capacity, but also to feelings of empowerment in specific situations, such as dealing with problems in one's neighborhood or approaching the local government. Trust in other people -- neighbors, coworkers, and fellow worshippers, for example -- is related to Philadelphians' feelings about solving problems in their own area. Fully 68% of those city dwellers who trust their neighbors "a lot" say they could get these neighbors to work together to fix or improve something, compared to only 39% of those who trust their neighbors a little or not at all. This relationship exists in the suburbs as well. Interpersonal trust matters for neighborhood empowerment even when race, education, income and other explanatory

	Trust in Neighbors and Feelings of Neighborhood Empowerment					
	<i>How much do you trust your neighbors?</i>					
	---City---			---Suburb---		
	Little/Not			Little/Not		
	<u>A lot</u>	<u>Some</u>	<u>At all</u>	<u>A lot</u>	<u>Some</u>	<u>At all</u>
	%	%	%	%	%	%
Get neighbors organized	68	53	39	77	59	32
Would need help	26	42	58	18	35	60
Other/Depends	<u>6</u> 100	<u>5</u> 100	<u>3</u> 100	<u>5</u> 100	<u>6</u> 100	<u>8</u> 100

¹⁷ See analysis in Appendix C.

factors are held constant, though these factors dampen the relationship.

About one-third (34%) of Philadelphians said they would have to get help to organize their neighbors to solve a problem, and these residents were split on whether finding such help would be easy (45% said it would and 48% said it would not). Again, trust plays a part in their answer. The majority of those who believe that most people can be trusted say it would be easy to find help (56% easy), while the majority of those who advocated carefulness over trust thought it would be hard to find help (54% *not easy*).

Both interpersonal trust and institutional trust are also related to feelings about the approachability of local government officials. Those who trust the people and institutions around them are more likely to feel they could work through those local institutions to get their problems solved. A large majority (69%) of those who trust local government "a lot" said they could contact a local official such as the mayor or a council member *directly* if they had a problem, another 26% said they would need to go through a connection to get their problem solved. But those who said they don't trust local government "at all" were evenly split on the question of whether they could approach an official directly: 47% said yes, 50% said they would have to go through a connection. Again, the relationship between both personal and institutional trust and empowerment toward local government remains, although it becomes weaker, when race, income, education and age are taken into account.

Trust in Local Government and Feelings of Civic Empowerment				
<i>How much do you trust local government?</i>				
	<u>A lot</u>	<u>Some</u>	<u>Little</u>	<u>Not at all</u>
	%	%	%	%
Could contact local official directly	69	63	55	47
Would need to go through connection	26	34	44	50
Other/Depends	$\frac{5}{100}$	$\frac{3}{100}$	$\frac{1}{100}$	$\frac{3}{100}$

Finally, trust in local institutions including the local public schools is related to parents' beliefs about being able to get things accomplished at their child's school. More than six in ten (61%) parents who said they had "a lot" of trust in their local public schools also said they would know how to get something changed at their child's school if need be, compared to 48% of other parents.

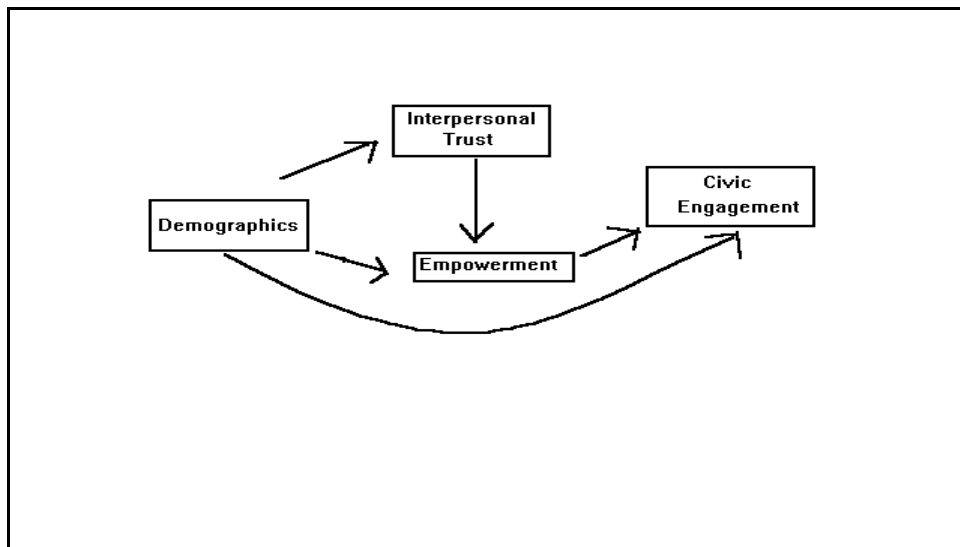
While it is true that trust and empowerment are related, it is also true that a good number of empowered Philadelphians *are not* particularly trusting of others. Empowerment, in other words, can and does exist separately from trust. Fully 30% of those with *very low* interpersonal trust said they felt they could have a big impact on their community, and another 22% said they could have a moderate impact.

Trust, Empowerment and Engagement: Trust as an Indirect Influence

Trust and empowerment, then, are related. One part of this relationship is the fact that both of

these attitudes are shaped by similar background factors, such as education, income, and in some cases, race. Both trust and empowerment are also impacted by age. Younger Philadelphians are coming to civic age in a generation which is low on trust. They are also at a stage of their lives where taking on community problems may seem more daunting, or less relevant, than it does to their parents. Background factors alone, however, do not account entirely for the relationship between these two important attitudes.

Given that the two attitudes are related, however, it is fair to say that both interpersonal trust and trust in institutions play an *indirect* role in Philadelphians' community engagement. Trust is related to feelings of empowerment among Philadelphians, and empowerment plays a role in motivating actual engagement. In diagram form, this relationship looks as follows:¹⁸



Here, background characteristics affect both attitude and behavior. At the same time, trust influences empowerment, which then influences engagement.¹⁹

¹⁸ The multivariate analysis used to produce this model, and similar models for other types of trust and engagement, is presented in Appendix C.

¹⁹ The model is substantially similar for institutional trust and volunteer engagement, and interpersonal trust and volunteer engagement. In the case of institutional trust and civic engagement, however, a small relationship between trust and engagement does exist, but the relationship is not in the expected direction. See appendix C.

Further analysis lends preliminary support for a slightly different role for interpersonal trust (though not for trust in institutions). In this model, it is the interaction between trust and empowerment which is important, that is, the *combination* of trust in others and feelings of empowerment create a motivating force for becoming active in the community. Conversely, those who feel they cannot trust people around them, and that they cannot make a difference in the community, are the least likely to be engaged. Interpersonal trust, then, seems to enhance the effects of feeling empowered on actual engagement.

Interpersonal Trust, Empowerment, and Civic Engagement (Using Empowerment Toward Local Government)				
	<i>More Trust in Others</i>		<i>Less Trust in Others</i>	
	more <u>empowered</u> %	less <u>empowered</u> %	more <u>empowered</u> %	less <u>empowered</u> %
<i>Civic Engagement:</i>				
Higher	57	37	44	32
Lower	<u>43</u>	<u>63</u>	<u>56</u>	<u>68</u>
	100	100	100	100

A CITY OF NEIGHBORHOODS

Rating Philadelphia

For livability, Philadelphians give their area mixed reviews. Slightly less than a third rated it at or near the top (30% said "excellent" or "very good"), but an equal proportion gave it dim reviews (30% "only fair" or "poor"), and the rest (38%) said it was a "good" place to live. Suburbanite Philadelphians were happier with life than city dwellers; almost twice as many gave their area a top grade (36% vs. 21%).

In both the city and the suburbs, those who gave the area higher ratings were more likely to be college educated, live in neighborhoods with few reported problems, and earn higher incomes. For example, more than half (53%) of those suburbanites making over \$75,000 per year said the area was excellent or very good, compared with only 19% of those making less than \$20,000 a year. Residents who indicated they have a large social support network were also more likely to give the area high marks.

City dwellers nationwide were significantly more likely than Philadelphia city dwellers to give their area high ratings.²⁰ Almost twice as many Americans living in cities gave their area a rating of excellent or very good (41% vs. 21% of Philadelphia city residents).

"There's a lot of positive and negative in Philadelphia. We've got great schools, great colleges. We have a lot of activities that a lot of people do not get involved in," said one African American resident. "It's what you want to be about in Philadelphia."

	Rating One's Area as a Place to Live			
	<i>Philadelphia</i>			<i>National</i>
	<u>All</u>	<u>Suburb- anites</u>	<u>City dwellers</u>	<u>Big City dwellers</u>
	%	%	%	%
Excellent	8	10	6	17
Very good	22	26	15	24
Good	38	37	40	33
Fair	21	16	28	17
Poor	9	8	10	8
Other/DK	<u>2</u>	<u>3</u>	<u>1</u>	<u>1</u>
	100	100	100	100

²⁰ In part this difference may reflect the fact that nationally, people who say they live in big cities are actually living in smaller, newer or more affluent cities than Philadelphia. In an effort to account for this difference, the Philadelphia city sample was demographically matched to the national sample. The matched comparison still found Philadelphians rating their city lower than city dwellers nationwide.

Note that it is not possible to compare the ratings of all Philadelphians to all national respondents due to differences in question wording. Philadelphians in all five counties were asked to rate their "area" as a place to live. Because this wording was not appropriate for all types of locales nationally, national respondents were asked to rate their "city", "town", "suburb" or "(rural)area" as a place to live (after self-selecting one of these descriptions).

Neighborhoods

Philadelphians are much more positive about their neighborhoods. More than half rated their neighborhood excellent or very good (27% and 30%, respectively, for a total of 57%), compared with only 30% who said the same things about the Philadelphia area in general. Again, those in the suburbs were much more likely to give their neighborhoods the highest rating. About four in ten residents of Chester, Bucks and Montgomery counties said their neighborhoods were an excellent place to live, compared to 28% of those in Delaware County, and only 12% of those who live in Philadelphia itself.

	<i>Philadelphia</i>		<i>National</i>	
	<u>Suburb-anites</u>	<u>City dwellers</u>	<u>Big City dwellers</u>	<u>Suburb-anites</u>
	%	%	%	%
Excellent	37	13	19	35
Very good	34	23	31	35
Good	21	31	25	24
Fair	7	25	17	6
Poor	1	8	8	*
Other/DK	*	*	*	*
	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>

"It's provincial, but in a good way. It's walkable," said one Philadelphian. "I think that's what keeps a lot of people living here -- a small town atmosphere." Added another: "There are all kinds of neighborhoods here. It's a city of neighborhoods."

Suburban Philadelphians are on par with their national counterparts in terms of satisfaction with their neighborhoods, but Philadelphians living in the city lag a bit behind city-dwellers nationwide. Nationally, half of Americans living in cities rate their neighborhood as excellent (19%) or very good (31%). Only one-third of Philadelphians feel the same way (13% and 23%, respectively).

One likely cause of the city's lower neighborhood ratings in comparison with the suburbs are the high rates of reported crime and decay. Almost seven in ten (69%) city dwellers said they have stealing such as auto theft or burglary in their neighborhoods, and 38% reported violent assaults such as muggings, rapes or murders (compared to 40% and 10%, respectively, in the suburbs.) At least a quarter of city residents also said there were teenage gangs in their neighborhoods (26%) or run-down or abandoned buildings and empty lots (37%), and half reported illegal drug use or drug dealing (52%). These problems also occur in the suburbs, but at much lower rates.

	<u>Philadelphia</u>	<u>Suburbs</u>
	%	%
Teenage gangs	26	8
Abandoned buildings	37	7
Racial tensions	13	6
Illegal drugs	52	24
Stealing	69	40
Violent assaults	38	10

"Too much crime and too much drugs here. It's not really the people, because you have workin' people here. You have good people here. But the crime rate and the drug rate have went up so high it's torn Philadelphia down," said one black resident. Said another: "I don't let nobody walk in back of me when I'm walking."

City residents are significantly more afraid than suburbanites of walking in their neighborhoods at night, or even being in their homes. More than four in ten suburban residents (43%) say they feel "very safe" walking in their neighborhood after dark, compared with 12% of city residents. Similarly, a majority of suburbanites feel very safe in their homes at night (62%), compared to only 38% of those living in Philadelphia proper.

Though the higher crime rates in the city might seem to be a deterrent in getting to know one's neighbors, city residents are actually *slightly more likely* than suburbanites to describe their neighborhoods as a place where people socialize with one another rather than keep to themselves. Half of city dwellers say their neighbors socialize together, compared with 43% of those in the suburbs.

"In our neighborhood, a lot of people give a lot of time, free time, for the kids and stuff," one proud Philadelphian explained, "and that's what I like about my neighborhood."

Almost half of respondents (48%) said they had lived in Philadelphia their entire lives, and another 27% more than twenty years. Only 8% reported living in the area five years or less. These newcomers are younger, more educated, and more likely to be single than the average resident. More than six in ten (63%) of area residents own their homes, and 29% are renting.

There is evidence of mobility *within* the city. About a quarter of those who said they have lived in Philadelphia their entire lives have been in their neighborhoods less than six years. Interestingly, length of residence is not related to ratings of the city as a place to live.

Finally, many Philadelphians report that they live in neighborhoods which are predominantly made up of people of their own race. More than half of residents said all (17%) or most (35%) of the people in their neighborhood are the same race as themselves. Almost a third of African-Americans living in the city said everyone in their neighborhood is black. In comparison, 16% of white suburban residents said all their neighbors are white, but another 45% said *most* others in their neighborhood were white. Four in ten area residents (42%) live in neighborhoods where there is a mixture of racial groups (more often in the city than in the suburbs), and only 5% live in an area where most of the people are of a different race.

Single race neighborhoods in the city are more common in Philadelphia than in the nation. Almost half (47%) of those living in Philadelphia itself said that their neighbors are all or mostly the same race as they are, compared with 34% of those living in cities across the country.

Social Networks

In an effort to gain insight into the extent of their social networks, respondents were asked with whom, other than people now living with them, they would share good news about themselves. Most Philadelphians name family members (52%), especially parents (23%), and friends from various contexts (37%), including the neighborhood (9%) and their childhood (7%) as their confidants. Among those who are employed, 12% mention people they know from work. Young Philadelphians are more likely to share good news with friends, as opposed to family, than older residents: 49% of those under age 30

compared with 34% of those older would share good news with a friend.

"I tell you what. I can always depend on my neighbors for anything. If something would come up and I needed their help, I wouldn't hesitate to ask them," a Philadelphia man said.

Philadelphians are often characterized as provincial and their residency patterns support this description. However, the *geographical* extent of their social networks varies depending upon whether they live in the city, the length of time they have lived in the area, and their education. Urban Philadelphians, for example, have cast smaller social nets than those who live in the suburbs. A large majority of city residents (73%) would rely on people in their neighborhood or town for support; only 27% say they would want to contact someone in another town or state. But the majority of suburbanites (60%) would make their first call to someone *outside* of Philadelphia.

Finally, the more years of school Philadelphians have completed, the more likely it is that their confidants live far away from them. Two-thirds (63%) of college graduates compared with 51% who did not finish college and 44% of high school graduates say their confidant lives in a different part of the state or farther away; only 28% of residents who did not complete high school say this.

TABLES
(PHILADELPHIA)

INTERPERSONAL TRUST

	--- Trust in Neighbors ---					--- Trust in Coworkers ---				
	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>None</u>	<u>DK</u>	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>None</u>	<u>DK</u>
	%	%	%	%	%	%	%	%	%	%
Total	42	40	10	5	3=100	45	41	9	2	3=100
Sex										
Male	43	38	11	5	3	49	38	8	2	3
Female	41	42	10	4	3	42	44	10	2	2
Race										
White	50	38	7	3	2	52	39	6	1	2
Non-white	17	47	21	11	4	23	47	20	5	5
Black	15	47	22	12	4	20	49	20	6	5
Other/Mixed	32	48	12	4	4	n/a	n/a	n/a	n/a	n/a
Hispanic	20	46	16	16	2	n/a	n/a	n/a	n/a	n/a
Age										
18-29	22	51	17	8	2	38	44	12	3	3
30 - 49	41	43	10	4	2	45	43	8	2	2
50 - 64	51	34	7	3	5	56	32	7	2	3
65 +	57	27	9	3	4	n/a	n/a	n/a	n/a	n/a
Education										
College Graduate	53	38	5	2	2	54	38	5	1	2
Some College	42	45	9	2	2	46	43	6	2	3
High School Graduate	41	40	12	4	3	38	45	11	3	3
< HS Graduate	30	39	15	12	4	n/a	n/a	n/a	n/a	n/a
Family Income										
\$75,000 +	61	34	4	*	1	57	37	3	*	3
\$50,000 - \$74,999	48	44	6	1	1	47	44	5	3	1
\$30,000 - \$49,999	40	47	8	2	3	44	44	9	1	2
\$20,000 - \$29,999	36	41	13	6	4	39	43	11	5	2
< \$20,000	31	39	18	10	2	31	37	22	4	6
Residency Status										
Philadelphia	27	44	16	10	3	35	44	13	4	4
Suburbs	52	38	6	2	2	51	39	7	1	2
Home Ownership										
Owns Home	52	36	7	3	2	49	41	6	2	2
Rents	21	48	17	10	4	38	43	13	3	3

Question: Now, I want to ask you about trusting different groups of people. First, thinking about (people in your neighborhood/people you work with), generally speaking would you say you can trust them a lot, trust them some, trust them only a little or not trust them at all?

NOTE: Some numbers not available due to small sample size.

Continued ...

	--- Trust in Neighbors ---					--- Trust in Coworkers ---				
	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>None</u>	<u>DK</u>	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>None</u>	<u>DK</u>
	%	%	%	%	%	%	%	%	%	%
Total	42	40	10	5	3=100	45	41	9	2	3=100
Marital Status										
Married	51	36	7	3	3	51	39	6	2	2
Divorced/Separated	29	49	11	7	4	43	39	11	3	4
Widowed	50	36	9	3	2	n/a	n/a	n/a	n/a	n/a
Never Married	25	46	18	9	2	34	46	14	3	3
Total Ever Divorced	39	44	10	4	3	47	39	10	2	2
Religious Affiliation										
Protestant	43	39	11	5	2	44	40	11	3	2
Evangelicals	36	42	13	6	3	35	45	15	3	2
Non-evangelicals	47	38	9	4	2	52	36	8	2	2
Catholics	46	41	7	4	2	46	43	6	2	3
Jews	44	40	12	2	2	63	33	2	0	2
No Religion	28	42	17	9	4	40	39	12	1	8
Neighborhood Tenure										
> 10 Yrs. Same N'hood	49	35	10	4	2	49	38	8	2	3
> 10 Yrs. Philly Area	35	44	11	6	4	41	45	10	2	2
0 - 10 Yrs. Philly Area	30	52	12	4	2	47	40	9	1	3
Number of People for Support										
Many	54	36	6	2	2	56	35	6	1	2
A few	36	45	12	5	2	38	47	10	2	3
Hardly any/none	21	37	20	15	7	33	37	17	7	6
Neighborhood Problems										
Many	10	47	21	20	2	32	33	17	11	7
Some	21	45	20	12	2	39	44	12	3	2
Hardly Any	42	43	10	3	2	44	44	8	2	2
None	58	33	4	2	3	53	37	6	1	3
Risk of Crime Against Persons										
High	25	39	25	10	1	n/a	n/a	n/a	n/a	n/a
Medium	42	43	8	6	1	52	38	7	*	3
Low	57	36	4	1	2	51	42	5	*	2
TV Consumption Yesterday										
1 Hr. or Less	43	38	11	5	3	48	40	8	1	3
1 Hr. to under 4 Hrs.	41	43	10	4	2	44	41	10	3	2
4 Hrs. or More	38	41	12	5	4	40	44	9	3	4
Parent Warned You about Trust										
Often	31	42	17	7	3	38	45	11	4	2
Sometimes	39	48	8	3	2	47	40	8	2	3
Hardly Ever/Never	53	33	7	4	3	51	37	8	1	3

INSTITUTIONAL TRUST

	--- Trust in Local Police ---					--- Trust in Local Public Schools ---				
	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>None</u>	<u>DK</u>	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>None</u>	<u>DK</u>
	%	%	%	%	%	%	%	%	%	%
Total	48	36	9	5	2=100	33	37	13	6	11=100
Sex										
Male	49	33	9	7	2	35	36	14	7	8
Female	47	38	9	4	2	31	39	13	5	12
Race										
White	56	33	6	3	2	36	37	11	5	11
Non-white	22	44	19	12	3	22	39	21	10	8
Black	20	45	20	12	3	22	39	22	10	7
Other/Mixed	35	40	16	7	2	30	37	12	7	14
Hispanic	37	35	12	16	0	29	38	16	7	10
Age										
18-29	35	37	14	13	1	21	47	17	7	8
30 - 49	48	40	8	3	1	34	40	12	7	7
50 - 64	50	34	7	6	3	36	36	12	5	11
65 +	61	26	7	3	3	42	23	12	3	20
Education										
College Graduate	58	33	6	2	1	39	36	11	4	10
Some College	47	40	6	6	1	30	42	12	7	9
High School Graduate	47	37	10	5	1	32	40	12	6	10
< HS Graduate	39	32	15	9	5	28	29	20	9	14
Family Income										
\$75,000 +	56	35	6	1	2	43	36	10	3	8
\$50,000 - \$74,999	55	35	6	3	1	34	42	11	6	7
\$30,000 - \$49,999	47	39	7	6	1	32	40	15	5	8
\$20,000 - \$29,999	41	41	10	8	*	27	43	13	7	10
< \$20,000	38	33	17	9	3	28	34	15	9	14
Residency Status										
Philadelphia	33	41	14	9	3	19	39	20	9	13
Suburbs	58	32	6	3	1	41	37	9	4	9
Home Ownership										
Owns Home	54	34	7	4	1	37	35	12	5	11
Rents	37	39	12	8	4	26	40	15	7	12

Question: Now I'm going to read a list of institutions. For each one, please tell me whether you feel that you can trust them a lot, some, only a little, or not at all. First, how about (the police department in your area/the public schools in your area), do you feel you can trust them a lot, some, only a little or not at all?

Continued ...

	--- Trust in Local Police ---					--- Trust in Local Public Schools ---				
	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>None</u>	<u>DK</u>	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>None</u>	<u>DK</u>
	%	%	%	%	%	%	%	%	%	%
Total	48	36	9	5	2=100	33	37	13	6	11=100
Marital Status										
Married	55	35	6	2	2	37	37	12	5	9
Divorced/Separated	37	43	10	7	3	25	41	15	7	12
Widowed	52	29	11	4	4	40	22	11	5	22
Never Married	36	36	14	12	2	25	41	16	9	9
Total Ever Divorced	47	39	6	5	3	30	36	15	6	13
Religious Affiliation										
Protestant	45	37	10	6	2	34	38	14	5	9
Evangelicals	40	39	13	6	2	27	44	16	5	8
Non-evangelicals	48	36	9	5	2	38	34	13	5	10
Catholics	54	35	5	4	2	33	38	12	7	10
Jews	50	33	12	3	2	30	30	11	6	23
No Religion	45	29	12	10	4	26	36	18	8	12
Neighborhood Tenure										
> 10 Yrs. Same N'hood	51	32	9	6	2	35	36	13	6	10
> 10 Yrs. Philly Area	46	39	8	5	2	30	39	15	7	9
0 - 10 Yrs. Philly Area	41	41	10	5	3	29	40	10	6	15
Number of People for Support										
Many	57	32	6	3	2	40	36	10	4	10
A few	43	39	10	6	2	28	41	15	6	10
Hardly any/none	37	30	15	13	5	24	32	19	12	13
Neighborhood Problems										
Many	23	48	16	12	1	26	34	24	10	6
Some	33	38	15	13	1	16	42	18	13	11
Hardly Any	50	34	9	5	2	34	37	13	5	11
None	57	34	5	2	2	41	36	9	3	11
Risk of Crime Against Persons										
High	31	33	22	11	3	23	28	22	12	15
Medium	52	35	8	4	1	32	37	13	9	9
Low	59	33	5	2	1	39	37	10	4	10
TV Consumption Yesterday										
1 Hr. or Less	51	33	9	5	2	34	36	14	6	10
1 Hr. to under 4 Hrs.	48	35	9	6	2	32	39	13	6	10
4 Hrs. or More	42	41	8	7	2	30	39	12	7	12
Parent Warned You about Trust										
Often	42	38	11	8	1	28	39	16	8	9
Sometimes	46	40	9	3	2	32	42	13	3	10
Hardly Ever/Never	55	30	7	5	3	38	33	11	6	12

INSTITUTIONAL TRUST

	--- Trust in Local Government ---					--- Trust in Local TV News Channels ---				
	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>None</u>	<u>DK</u>	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>None</u>	<u>DK</u>
	%	%	%	%	%	%	%	%	%	%
Total	14	50	22	11	3=100	26	47	17	7	3=100
Sex										
Male	16	49	21	11	3	26	49	15	8	2
Female	11	52	22	11	4	27	45	18	6	4
Race										
White	15	53	20	9	3	28	49	14	6	3
Non-white	9	42	27	18	4	20	39	29	9	3
Black	8	42	28	18	4	19	40	30	8	3
Other/Mixed	16	44	12	24	4	n/a	n/a	n/a	n/a	n/a
Hispanic	11	45	29	13	2	n/a	n/a	n/a	n/a	n/a
Age										
18-29	10	48	26	13	3	26	41	22	8	3
30 - 49	10	54	22	12	2	26	50	16	7	1
50 - 64	15	51	21	10	3	23	54	14	7	2
65 +	25	41	17	9	8	33	41	15	4	7
Education										
College Graduate	18	56	17	7	2	21	56	15	5	3
Some College	10	53	26	9	2	25	47	16	8	4
High School Graduate	11	51	24	12	2	30	45	15	9	1
< HS Graduate	17	40	19	17	7	27	42	21	5	5
Family Income										
\$75,000 +	15	58	20	5	2	25	49	16	7	3
\$50,000 - \$74,999	13	56	23	8	*	25	54	16	4	1
\$30,000 - \$49,999	10	55	23	10	2	26	51	13	8	2
\$20,000 - \$29,999	9	50	25	13	3	28	45	18	7	2
< \$20,000	16	45	19	15	5	29	42	19	4	6
Residency Status										
Philadelphia	10	46	25	16	3	21	44	24	7	4
Suburbs	16	53	20	8	3	30	49	12	6	3
Home Ownership										
Owns Home	14	52	22	9	3	26	48	16	7	3
Rents	12	49	21	14	4	26	49	17	4	4

Question:

Now I'm going to read a list of institutions. For each one, please tell me whether you feel that you can trust them a lot, some, only a little, or not at all. First, how about (the city or local government/local television news channels that cover your area), do you feel you can trust them a lot, some, only a little or not at all?

Continued ...

	--- Trust in Local Government ---					--- Trust in Local TV News Channels ---				
	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>None</u>	<u>DK</u>	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>None</u>	<u>DK</u>
	%	%	%	%	%	%	%	%	%	%
Total	14	50	22	11	3=100	26	47	17	7	3=100
Marital Status										
Married	13	54	21	9	3	24	52	15	6	3
Divorced/Separated	11	47	25	16	1	27	51	13	7	2
Widowed	18	47	16	10	9	35	37	19	3	6
Never Married	14	45	24	14	3	28	40	21	8	3
Total Ever Divorced	11	50	24	12	3	25	54	13	6	2
Religious Affiliation										
Protestant	14	49	23	10	4	26	45	19	6	4
Evangelicals	13	49	25	9	4	27	38	23	6	6
Non-evangelicals	15	50	21	10	4	26	49	17	6	2
Catholics	14	54	20	10	2	29	49	13	6	3
◇ Jews	17	47	20	12	4	15	56	18	7	4
No Religion	11	44	24	16	5	23	49	14	13	1
Neighborhood Tenure										
> 10 Yrs. Same N'hood	16	48	21	11	4	28	44	17	7	4
> 10 Yrs. Philly Area	11	54	22	11	2	24	50	18	6	2
0 - 10 Yrs. Philly Area	11	51	24	9	5	26	52	13	7	2
Number of People for Support										
Many	19	53	19	7	2	30	45	16	5	4
A few	10	52	23	12	3	24	49	18	7	2
Hardly any/none	12	34	25	23	6	27	47	13	11	2
Neighborhood Problems										
● Many	2	45	29	22	2	16	41	23	20	0
Some	10	46	21	21	2	16	49	23	9	3
Hardly Any	14	50	23	9	4	28	45	17	6	4
None	17	54	19	6	4	32	49	12	4	3
Risk of Crime Against Persons										
† High	7	41	29	17	6	18	50	23	7	2
Medium	16	49	22	11	2	30	44	14	9	3
Low	17	55	18	7	3	29	50	10	6	5
TV Consumption Yesterday										
1 Hr. or Less	15	50	21	10	4	23	46	18	8	5
1 Hr. to under 4 Hrs.	13	50	22	12	3	28	48	16	5	3
4 Hrs. or More	12	52	23	10	3	33	47	13	6	1
Parent Warned You about Trust										
Often	10	49	23	14	4	28	43	18	8	3
Sometimes	12	54	23	8	3	23	54	14	5	4
Hardly Ever/Never	18	49	20	10	3	28	45	18	7	2

[◇ Small Sample Size Local TV News, N=67]
 [● Small Sample Size Local TV News, N=68]
 [† Small Sample Size Local TV News, N=69]

CIVIC ACTIVITIES IN THE PAST YEAR
(Summary of Those Who Have Done Activity 1+ Times)

	<u>Attend town meeting/ public hearing</u>	<u>Called/sent letter to any elected official</u>	<u>Joined/contrib. money to org. in support of cause</u>	<u>Union activities</u>	<u>Joined co- workers to solve problem</u>
	%	%	%	%	%
Total	30	29	57	10	30
Sex					
Male	32	29	54	14	36
Female	28	29	59	6	24
Race					
White	29	32	61	9	32
Total non-white	30	21	46	13	25
Black	31	20	45	13	26
Other/Mixed	23	36	53	10	22
Hispanic	28	10	45	10	25
Age					
18 - 29	18	21	49	7	35
30 - 49	34	33	63	12	40
50 - 64	38	33	57	13	25
65+	24	26	51	3	2
Education					
College graduate	34	39	69	9	42
Some college	36	37	63	10	35
High School graduate	28	26	55	12	30
< HS graduate	20	14	39	6	10
Employment Status					
Employed	32	31	61	13	49
Unemployed	25	18	36	6	na
Retired	28	28	52	4	na
Other	26	26	52	4	na
Family Income					
\$75,000+	39	43	72	10	44
\$50 - \$74,999	37	40	67	14	43
\$30 - \$49,999	30	30	60	15	38
\$20 - \$29,999	31	25	57	11	28
< \$20,000	23	21	39	4	14
Residency Status					
Philadelphia	25	23	49	12	25
Suburbs	33	33	62	8	33
Home Ownership					
Owns home	34	33	62	10	31
Rents	22	23	48	9	30

Question: As I read each one, please tell me if you have ever done it. Have you ever (INSERT ITEMS. RANDOMIZE ITEMS)? In the past year, about how many times have you done this?

Continued ...

	<u>Attend town meeting/ public hearing</u>	<u>Called/sent letter to any elected official</u>	<u>Joined/contrib. money to org. in support of cause</u>	<u>Union activities</u>	<u>Joined co-workers to solve problem</u>
	%	%	%	%	%
<i>Total</i>	30	29	57	10	30
<i>Parental Status</i>					
Parents (children <18 yrs.)	34	32	60	12	37
Non-parents	22	26	55	8	36
<i>Religious Affiliation</i>					
Protestants	30	26	55	10	29
Evangelicals	32	26	55	11	30
Non-evangelicals	28	25	55	9	27
Catholics	30	34	61	10	33
Jews	24	29	73	6	24
No religion	27	30	47	8	29
<i>Party Affiliation</i>					
Republican	32	34	62	8	31
Democrat	30	28	55	13	28
Independent	28	28	56	9	35
<i>Neighborhood Tenure</i>					
> 10 yrs. same n'hood.	32	31	58	10	25
> 10 yrs. in Phil. area	28	29	57	11	36
0-10 yrs. in Phila. area	25	22	53	6	32
<i>General Feelings of Empowerment</i>					
Can have big impact on community	36	35	63	12	36
Can have moderate impact	31	30	59	10	32
Can have small/no impact	21	23	48	8	23
<i>Support Network</i>					
Many people for support	33	33	63	10	36
Just a few people	29	28	55	10	28
Hardly any people/no one	21	20	43	8	18
<i>Neighborhood Problems</i>					
Many neighbor'd problems	31	20	46	15	31
Some neighbor'd problems	29	28	52	11	28
Hardly any problems	30	32	60	9	29
No neighbor'd problems	29	28	57	8	32
<i>Family Volunteer History</i>					
A family member volunteered	37	36	68	11	37
No family member volunteered	23	24	49	8	25

VOLUNTEER ACTIVITIES IN THE PAST YEAR

(Summary of Those Who Have Done Activity)

	Church <u>groups</u> %	Political <u>orgs.</u> %	School/ tutor <u>prgrm.</u> %	Env't. <u>orgs.</u> %	Youth devel. <u>prgrm.</u> %	Arts/ culture <u>groups</u> %	Hosp./ health <u>orgs.</u> %	Civic/ comm. <u>groups</u> %	Orgs. for poor/ <u>homeless</u> %
Total	27	7	16	5	18	7	11	16	22
Sex									
Male	24	8	12	5	19	8	9	16	20
Female	30	6	19	5	18	7	13	15	24
Race									
White	26	7	15	5	17	7	12	13	20
Total non-white	32	7	17	3	22	8	11	24	28
Black	33	7	17	3	22	7	10	24	28
Other/Mixed	27	6	13	11	21	14	20	25	20
Hispanic	27	10	16	5	15	4	10	14	17
Age									
18 - 29	18	7	18	5	20	9	12	10	18
30 - 49	30	7	21	5	26	8	12	20	24
50 - 64	28	10	10	4	11	6	10	19	22
65+	30	4	3	4	5	4	8	9	23
Education									
College graduate	32	9	23	6	22	13	17	20	26
Some college	28	10	20	6	23	11	16	19	27
High School graduate	28	6	13	4	17	4	8	15	20
< HS graduate	21	4	7	3	11	2	5	9	16
Employment Status									
Employed	26	8	17	5	21	8	12	18	22
Unemployed	29	7	13	5	12	3	5	16	20
Retired	28	4	4	4	7	5	9	11	23
Other	30	5	24	4	20	8	14	15	24
Family Income									
\$75,000+	28	10	22	8	25	12	20	20	24
\$50 - \$74,999	37	10	20	6	25	9	15	17	24
\$30 - \$49,999	29	7	17	4	20	8	9	17	22
\$20 - \$29,999	22	6	13	4	15	6	10	20	24
< \$20,000	22	5	12	4	14	4	9	12	19
Residency Status									
Philadelphia	25	7	15	4	16	8	10	17	20
Suburbs	29	7	16	5	19	7	12	15	24
Home Ownership									
Owns home	31	8	16	4	20	7	11	18	24
Rents	21	6	14	5	16	8	11	13	18

Question:

Next I would like to talk with you about volunteer activity. By volunteer activity, I mean not just belonging to an organization, but actually spending your time helping without being paid for it. In the past year have you volunteered your time to (INSERT FIRST ITEM. RANDOMIZE ITEMS)? How about (INSERT ITEM)?

Continued ...

	Church <u>groups</u>	Political <u>orgs.</u>	School/ tutor <u>prgrm.</u>	Env't. <u>orgs.</u>	Youth devel. <u>prgrm.</u>	Arts/ culture <u>groups</u>	Hosp./ health <u>orgs.</u>	Civic/ comm. <u>groups</u>	Orgs. for poor/ <u>homeless</u>
	%	%	%	%	%	%	%	%	%
Total	27	7	16	5	18	7	11	16	22
Parental Status									
Parents (children <18 yrs.)	34	9	26	4	35	6	11	19	22
Non-parents	19	6	13	7	10	11	13	11	20
Religious Affiliation									
Protestants	37	6	16	5	20	7	9	17	25
Evangelicals	54	7	16	3	25	7	9	18	32
Non-evangelicals	24	6	16	7	17	8	10	17	21
Catholics	22	7	17	3	18	6	12	16	19
Jews	20	6	10	6	7	10	16	11	14
No religion	8	10	13	7	14	13	14	12	20
Party Affiliation									
Republican	34	7	16	4	22	6	12	14	24
Democrat	25	8	15	5	17	7	12	18	22
Independent	24	4	17	5	17	10	12	14	22
Neighborhood Tenure									
> 10 yrs. same n'hood.	29	8	14	5	16	6	12	18	23
> 10 yrs. in Phila. area	27	6	17	4	21	7	10	14	21
0-10 yrs. in Phila. area	22	6	18	6	20	11	13	13	20
General Feelings of Empowerment									
Can have big impact on community	36	10	21	7	23	11	13	24	28
Can have moderate impact	28	6	17	5	19	7	12	16	24
Can have small/no impact	18	6	9	3	12	4	8	8	13
Support Network									
Many people for support	34	8	20	5	20	9	13	20	27
Just a few people	24	7	14	4	18	7	11	14	20
Hardly any people/no one	18	3	8	4	11	5	7	8	15
Neighborhood Problems									
Many neighbor'd problems	26	10	20	6	19	9	10	25	28
Some neighbor'd problems	25	8	16	5	22	8	12	18	23
Hardly any problems	28	7	16	4	17	8	12	15	22
No neighbor'd problems	28	6	14	5	17	6	11	14	21
Family Volunteer History									
A family member volunteered	33	10	20	7	24	12	15	21	28
No family member volunteered	24	5	12	3	14	4	8	12	17

INFORMAL ACTIVITIES IN THE PAST YEAR

(Summary of Those Who Have Done Activity)

	Adult educ. <u>classes</u>	Work <u>out</u>	Self- help <u>group</u>	<u>Church</u>	Read/ study <u>group</u>	Organ'd. recreate. <u>leagues</u>	Card/ board <u>games</u>	Online chats/ <u>E-mail</u>
	%	%	%	%	%	%	%	%
Total	24	71	11	73	21	20	43	22
Sex								
Male	23	76	8	68	18	27	46	26
Female	25	66	13	76	23	15	41	19
Race								
White	23	72	10	72	17	22	43	24
Total non-white	28	66	12	74	33	16	43	17
Black	29	66	12	74	34	16	43	15
Other/Mixed	25	75	11	66	25	19	45	38
Hispanic	21	70	16	75	20	26	47	12
Age								
18 - 29	28	82	7	66	20	32	63	37
30 - 49	30	74	14	74	20	24	43	25
50 - 64	19	67	11	72	20	12	30	17
65+	10	52	7	77	22	7	34	3
Education								
College graduate	38	82	10	74	21	22	40	41
Some college	33	75	13	74	23	23	45	33
High School graduate	16	70	10	76	20	22	44	13
< HS graduate	12	55	10	64	21	14	45	4
Employment Status								
Employed	30	76	11	72	19	25	45	28
Unemployed	25	64	15	69	26	23	51	13
Retired	10	54	9	77	20	8	37	5
Other	16	73	10	74	26	18	43	26
Family Income								
\$75,000+	37	82	11	74	20	24	41	43
\$50 - \$74,999	27	76	12	81	23	20	42	33
\$30 - \$49,999	25	75	10	74	19	27	46	23
\$20 - \$29,999	23	68	11	69	23	20	46	16
< \$20,000	17	57	11	68	22	13	45	12
Residency Status								
Philadelphia	21	64	10	70	23	17	44	17
Suburbs	26	75	11	74	19	23	43	26
Home Ownership								
Owns home	24	70	11	78	20	19	39	22
Rents	25	69	11	61	21	23	50	22

Question: I'm going to read a list of activities, please tell me whether you have spent time participating in each of them in the past year. What about (INSERT ITEM. RANDOMIZE ORDER) have you done this in the past year?

Continued ...

	Adult educ. <u>classes</u>	Work <u>out</u>	Self- help <u>group</u>	<u>Church</u>	Read/ study <u>group</u>	Organ'd. recreate. <u>leagues</u>	Card/ board <u>games</u>	Online chats/ <u>E-mail</u>
	%	%	%	%	%	%	%	%
<i>Total</i>	24	71	11	73	21	20	43	22
<i>Parental Status</i>								
Parents (children <18 yrs.)	28	72	12	79	24	26	42	24
Non-parents	28	78	9	64	16	27	53	35
<i>Religious Affiliation</i>								
Protestants	25	69	11	78	29	18	41	21
Evangelicals	28	66	14	88	46	20	42	16
Non-evangelicals	23	70	10	70	17	17	41	25
Catholics	21	73	9	79	11	25	46	22
Jews	32	73	14	71	22	12	35	31
No religion	28	72	12	27	16	21	43	30
<i>Party Affiliation</i>								
Republican	26	74	10	82	22	21	41	24
Democrat	23	68	11	71	21	17	43	21
Independent	26	76	11	66	19	26	48	23
<i>Neighborhood Tenure</i>								
> 10 yrs. same n'hood.	21	68	10	76	21	18	41	16
> 10 yrs. in Phila. area	27	74	12	71	21	23	47	25
0-10 yrs. in Phila. area	29	76	10	64	19	27	45	42
<i>General Feelings of Empowerment</i>								
Can have big impact on community	28	77	14	79	28	20	45	26
Can have moderate impact	24	73	11	75	21	23	45	25
Can have small/no impact	20	64	9	64	14	18	40	16
<i>Support Network</i>								
Many people for support	27	76	11	80	24	23	47	24
Just a few people	23	69	11	69	18	19	43	23
Hardly any people/no one	19	62	7	58	18	18	32	14
<i>Neighborhood Problems</i>								
Many neighbor'd problems	23	67	12	71	25	27	53	11
Some neighbor'd problems	23	71	14	69	26	19	47	21
Hardly any problems	26	72	10	74	20	21	43	23
No neighbor'd problems	23	70	10	73	18	20	40	25
<i>Family Volunteer History</i>								
A family member volunteered	30	76	12	77	25	25	46	29
No family member volunteered	20	68	10	69	18	17	41	18

GENERAL FEELINGS OF EMPOWERMENT

	<i>Amount of Impact in Making Community a Better Place</i>				
	<u>Big</u> %	<u>Moderate</u> %	<u>Small</u> %	<u>None</u> %	<u>DK/Ref.</u> %
Total	28	42	22	6	2=100
Sex					
Male	28	41	23	6	2
Female	28	42	22	6	2
Race					
White	26	45	21	6	2
Total non-white	36	32	24	7	1
Black	36	31	25	7	1
Other/Mixed	36	37	20	5	2
Hispanic	26	37	31	4	2
Age					
18 - 29	23	48	24	5	*
30 - 49	33	42	19	5	1
50 - 64	29	41	24	5	1
65+	19	36	29	11	5
Education					
College graduate	34	42	19	4	1
Some college	31	48	17	4	*
High School graduate	24	44	24	7	1
< HS graduate	26	30	29	10	5
Employment Status					
Employed	31	44	19	5	1
Unemployed	26	34	28	10	2
Retired	21	36	30	10	3
Other	29	41	23	5	2
Family Income					
\$75,000+	34	44	19	3	*
\$50 - \$74,999	29	49	19	3	*
\$30 - \$49,999	30	45	20	4	1
\$20 - \$29,999	25	39	29	6	1
< \$20,000	25	36	26	10	3
Residency Status					
Philadelphia	30	36	24	8	2
Suburbs	27	46	21	5	1
Home Ownership					
Owns home	31	42	20	6	1
Rents	25	39	27	7	2

Question: Overall, how much impact do you think people like you can have in making your community a better place to live--a big impact, a moderate impact, a small impact, or no impact at all?

Continued ...

Amount of Impact in Making Community a Better Place

	<u>Big</u>	<u>Moderate</u>	<u>Small</u>	<u>None</u>	<u>DK/Ref.</u>
	%	%	%	%	%
Total	28	42	22	6	2=100
Parental Status					
Parents (children <18 yrs.)	33	42	19	5	1
Non-parents	25	47	21	6	1
Religious Affiliation					
Protestants	32	41	20	5	2
Evangelicals	37	40	19	3	1
Non-evangelicals	29	40	22	7	2
Catholics	26	43	23	6	2
Jews	23	47	25	4	1
No religion	24	42	22	10	2
Party Affiliation					
Republican	30	46	18	5	1
Democrat	31	39	23	5	2
Independent	21	45	26	7	1
Neighborhood Tenure					
> 10 yrs. same n'hood.	28	41	23	6	2
> 10 yrs. in Phila. area	32	40	21	6	1
0-10 yrs. in Phila. area	22	49	22	6	1
Support Network					
Many people for support	36	46	14	3	1
Just a few people	24	43	25	6	2
Hardly any people/no one	24	17	37	19	3
Neighborhood Problems					
Many neighbor'd problems	36	28	26	10	*
Some neighbor'd problems	30	35	25	8	2
Hardly any problems	26	44	22	6	2
No neighbor'd problems	29	45	21	4	1
Family Volunteer History					
A family member volunteered	32	45	19	3	1
No family member volunteered	26	39	25	8	2

COMMUNITY ACTION VIA LOCAL GOVERNMENT

	<u>Tried once</u> %	<u>Tried more than once</u> %	<u>Have not tried</u> %	<u>DK/Ref.</u> %
Total	16	23	61	*=100
Sex				
Male	17	25	58	*
Female	16	21	63	*
Race				
White	18	24	58	*
Total non-white	13	19	68	*
Black	13	18	68	1
Other/Mixed	14	21	65	0
Hispanic	10	16	74	0
Age				
18 - 29	11	12	77	0
30 - 49	19	25	56	0
50 - 64	18	30	52	*
65+	13	21	64	2
Education				
College graduate	17	28	55	*
Some college	23	27	50	0
High School graduate	15	22	63	*
< HS graduate	11	14	75	*
Employment Status				
Employed	17	24	59	*
Unemployed	16	16	68	0
Retired	12	27	59	2
Other	18	16	66	0
Family Income				
\$75,000+	24	25	51	0
\$50 - \$74,999	19	27	54	0
\$30 - \$49,999	16	26	58	*
\$20 - \$29,999	15	22	63	*
< \$20,000	13	18	68	1
Residency Status				
Philadelphia	12	21	66	1
Suburbs	19	24	57	*
Home Ownership				
Owns home	19	27	54	*
Rents	13	15	72	*

Question: Have you ever tried to get your local government to pay attention to something that concerned you? IF YES: Have you done this more than once?

Continued ...

	<u>Tried once</u>	<u>Tried more than once</u>	<u>Have not tried</u>	<u>DK/Ref.</u>
	%	%	%	%
Total	16	23	61	*=100
Parental Status				
Parents (children <18 yrs.)	21	24	55	0
Non-parents	13	17	70	*
Religious Affiliation				
Protestants	17	23	60	*
Evangelicals	18	24	57	1
Non-evangelicals	17	22	61	*
Catholics	17	23	60	*
Jews	18	22	60	0
No religion	10	21	69	0
Party Affiliation				
Republican	21	25	54	*
Democrat	14	21	64	1
Independent	15	24	61	0
Neighborhood Tenure				
> 10 yrs. same n'hood.	16	28	56	*
> 10 yrs. in Phila. area	18	19	63	*
0-10 yrs. in Phila. area	16	15	69	0
General Feelings of Empowerment				
Can have big impact on community	18	31	51	*
Can have moderate impact	18	21	61	0
Can have small/no impact	14	18	68	*
Support Network				
Many people for support	19	26	55	*
Just a few people	15	21	64	*
Hardly any people/no one	13	20	67	*
Neighborhood Problems				
Many neighbor'd problems	12	24	64	0
Some neighbor'd problems	16	26	58	*
Hardly any problems	17	24	59	*
No neighbor'd problems	17	20	63	*
Family Volunteer History				
A family member volunteered	20	29	51	*
No family member volunteered	14	19	67	*

SURVEY METHODOLOGY

ABOUT THIS SURVEY

Project Design

The study progressed in three stages: 1) a round table discussion about the issues of social trust and citizen engagement; 2) focus groups about these issues; 3) a large telephone survey in the greater Philadelphia area, and a smaller companion national survey. We convened a group of nationally known scholars and practitioners from various disciplines for a round table discussion in June of 1996. The goals of the gathering were to better understand the crucial aspects of the debate about social trust and citizen engagement, and to discuss the ways in which a study of these topics could expand our understanding of the state of social capital in Philadelphia. The ideas discussed in this meeting were used to develop a topic guide for the focus groups.

Prior to questionnaire design, Princeton Survey Research Associates (PSRA) directed six focus groups in the Philadelphia area between August 5-7, 1996. The purpose of the groups was to investigate the perceptions and attitudes of Philadelphians regarding community involvement in Philadelphia and levels of trust among area residents. Of particular interest was the degree to which leaders who develop community activities and the residents for whom they are designed concurred about what types of opportunities are available for community involvement, reasons to get involved and the barriers to doing so.

Four groups were conducted among residents of the Philadelphia community and two groups among Philadelphians who hold leadership positions in nongovernment organizations that service the community. The community members groups were stratified by race, income and age, resulting in four groups with demographically distinct characteristics: 1) working class ethnic; 2) working class African-American; 3) middle/upper-middle class; and 4) the post baby-boom generation. These particular characteristics were selected because they provided a cross-section of Philadelphia's residents. Similarly, participants in the community leaders groups were representatives of a cross-section of service organizations, including religious groups and organizations focused on the environment, urban renewal, youth and the elderly. Each of the six groups consisted of eight to ten participants and each discussion averaged one and a half hours in length. Participants in the community members groups were paid \$40 to take part in the discussions.

The Philadelphia Survey

The survey results are based on telephone interviews with a representative sample of 2,517 adults living in Philadelphia and the adjoining metropolitan counties of Bucks, Chester, Delaware and Montgomery. The interviews were conducted from November 13 - December 8, 1996. For results based on the total sample, one can say with 95 percent confidence that the error attributable to sampling is plus or minus 2 percentage points. In addition to sampling error, question wording and practical difficulties in conducting telephone surveys can introduce error or bias into the finding of opinion polls.

Sample Design

The sample of telephone numbers used for this survey was a random digit dial sample drawn from telephone exchanges serving the targeted five-county area and was designed to provide an accurate representation of all population subgroups. The sample was drawn by Genesys Sampling Systems, following the specifications of Princeton Survey Research Associates. Sampled telephone numbers were divided into two groups (Philadelphia and the other four metropolitan counties), and separate interviewing targets were set for each.

At least four attempts were made to complete an interview at every sampled telephone number. The calls were staggered over times of day and days of the week to maximize the chances of making a contact with a respondent. Interviewers used a systematic respondent selection procedure to select an adult within contacted households containing more than one resident 18 years of age or older.

Matching Race of Interviewers and Respondents

Because of the racially sensitive nature of some of the survey questions, it was desirable to improve the likelihood that black respondents would be interviewed by black interviewers, and non-black respondents by non-black interviewers. This goal was accomplished by using estimates of the black density of telephone exchanges provided by Genesys Sampling Systems (based on the mapping of exchanges to geographic areas defined by the Census Bureau, for which estimates of black population density were available).

Black interviewers were assigned to call telephone numbers in exchanges with black density estimates in excess of 50%. Although this unobtrusive method did not achieve the desired matching in all cases, it greatly improved the likelihood that black interviewers would interview black respondents, and non-black interviewers would interview non-black respondents. Race of interviewer and respondent was ascertained for all completed interviews.

Contextual Information

For each completed interview, an attempt was made to ascertain sufficient geographic information to assign each respondent's residence to a Census Tract (a restricted geographic area whose boundaries are determined by the Census Bureau). A total of 964 Census tracts are represented in our sample. For each census tract, a variety of information is available, including estimates of the risk of various sorts of crime, housing occupancy, rates of home ownership, employment, and high school graduation rate. Census Tract-level data of this sort were merged into respondents' data records for analytical purposes, to help in understanding expressed levels of trust and community participation.

Response Rate

The following table presents the full disposition of sampled telephone numbers:

Non-sample number:	
Telephone number not in service/not working/business/fax	3,054
Households never screened (results of final call):	
No answer/busy/answering machine	1,841
Not available/callback	338
Households that refused:	
Refusals	1,395
Households with no eligible member:	
Language Barrier/Health problem/ No one 18 or older	842
Households with eligible member:	
Incomplete interviews	91
Completed interviews	2,517
TOTAL TELEPHONE NUMBERS	10,078

Weighting

Demographic weighting was used to bring the characteristics of the sample into alignment with the demographic characteristics of the adult population of Philadelphia and the four adjoining metropolitan counties of Bucks, Chester, Delaware and Montgomery.

The demographic targets used for this weighting were estimates of the characteristics of adults in the five-county survey area, purchased from Claritas/NPDC and based on demographic adjustments to update the 1990 Decennial Census data. The characteristics of survey respondents (age, gender, race, education and county of residence) were compared to the targets for adults 18 or older, and weights were calculated to bring the sample into conformity with the target distributions.

The National Survey

Results for the national survey are based on telephone interviews conducted under the direction of Princeton Survey Research Associates among a nationwide sample of 1,003 adults, 18 years of age or older, during the period February 6-9, 1997. For results based on the total sample, one can say with 95% confidence that the error attributable to sampling and other random effects is plus or minus 4 percentage points. In addition to sampling error, one should bear in mind that question wording and practical difficulties in conducting surveys can introduce error or bias into the findings of opinion polls.

The sample for the national survey is a random digit sample of telephone numbers selected from telephone exchanges in the continental United States. The random digit aspect of the sample is used to avoid "listing" bias and provides representation of both listed and unlisted numbers (including not-yet-listed). The design of the sample ensures this representation by random generation of the last two digits

of telephone numbers selected on the basis of their area code, telephone exchange, and bank number.

The telephone exchanges were selected with probabilities proportional to their size. The first eight digits of the sampled telephone numbers (area code, telephone exchange, bank number) were selected to be proportionally stratified by county and by telephone exchange within county. That is, the number of telephone numbers randomly sampled from within a given county is proportional to that county's share of telephone households in the U.S. Estimates of the number of telephone households within each county are derived from 1990 Census data on residential telephone incidence that have been updated with state-level information on new telephone installations and county-level projections of the number of households. Only working banks of telephone numbers are selected. A working bank is defined as 100 contiguous telephone numbers containing three or more residential listings.

The sample was released for interviewing in replicates. Using replicates to control the release of sample to the field ensures that the complete call procedures are followed for the entire sample.

At least four attempts were made to complete an interview at every sampled telephone number. The calls were staggered over times of day and days of the week to maximize the chances of making a contact with a potential respondent. All interview breakoffs and refusals were re-contacted at least once in order to attempt to convert them to completed interviews. In each contacted household, interviewers asked to speak with the "youngest male 18 or older who is at home". If there is no eligible man at home, interviewers asked to speak with "the oldest woman 18 or older who lives in the household". This systematic respondent selection technique has been shown empirically to produce samples that closely mirror the population in terms of age and gender.

Non-response in telephone interview surveys produces some known biases in survey-derived estimates because participation tends to vary for different subgroups of the population, and these subgroups are likely to vary also on questions of substantive interest. In order to compensate for these known biases, the sample data are weighted in analysis.

The demographic weighting parameters are derived from a special analysis of the most recently available Census Bureau's Current Population Survey (March 1994). This analysis produced population parameters for the demographic characteristics of households with adults 18 or older, which are then compared with the sample characteristics to construct sample weights. The analysis only included households in the continental United States that contain a telephone. The weights are derived using an iterative technique that simultaneously balances the distributions of all weighting parameters.

QUESTIONNAIRES

**GREATER PHILADELPHIA SOCIAL TRUST SURVEY
PRINCETON SURVEY RESEARCH ASSOCIATES FOR
PEW RESEARCH CENTER
FINAL TOPLINE**

Number of interviews: 2,517 adults 18+ living in the Philadelphia metropolitan area
n=1,228 for Form 1 (representative half of total sample)
n=1,289 for Form 2 (representative half of total sample)

Margin of error: plus or minus 2 percentage points for total
plus or minus 3 percentage points for Form 1
plus or minus 3 percentage points for Form 2

Dates of interviewing: November 13-December 11, 1996

INTRODUCTION: Hello, I am _____ calling for Princeton Survey Research Associates in Princeton, New Jersey. We are conducting an opinion survey about life in the Philadelphia metro area. I'd like to ask a few questions of the youngest male, 18 years of age or older, who is now at home. **(IF NO MALE, ASK:** May I please speak with the oldest female, 18 years of age or older, who is now at home?)

1. Overall, how would you rate the Philadelphia area as a place to live? Would you say it is excellent, very good, good, only fair or poor?

8	Excellent
22	Very good
38	Good
21	Only fair
9	Poor
<u>2</u>	Don't know/Refused
100	

2. About how long have you lived in the Philadelphia area? Have you lived here less than one year, one to five years, six to ten years, 11 to 20 years, more than 20 years OR have you lived here all your life?

2	Less than one year
6	1-5 years
6	6-10 years
11	11-20 years
27	More than 20 years
48	All my life
<u>*</u>	Don't know/Refused ²¹
100	

²¹ An asterisk indicates a value of less than 1%.

3. And how long have you lived in your NEIGHBORHOOD? Have you lived here less than one year, one to five years, six to ten years, 11 to 20 years, more than 20 years OR have you lived here all your life?

6	Less than one year
24	1-5 years
16	6-10 years
19	11-20 years
25	More than 20 years
10	All my life
<u>*</u>	Don't know/Refused
100	

Now I want you to think generally, not just about your neighborhood . . .

4. Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?

41	Most people can be trusted
54	Can't be too careful
4	Other/Depends (VOLUNTEERED)
1	Don't know
<u>*</u>	Refused
100	

5.F1 What makes you think (most people can be trusted/you can't be too careful)? (**REQUIRED PROBE:** Other reasons?)

Based on Form 1 respondents who either say “most people can be trusted” or “you can’t be too careful in dealing with people.”

Reasons People Can be Trusted

23	People’s Characteristics (NET)
10	Most people are honest/trustworthy
9	Most people have good intentions/try to be good
5	The golden rule
13	No bad experiences
6	Because of where I live
3	Feelings/Intuition

Reasons People Cannot be Trusted

21	People’s Characteristics (NET)
9	Most people are dishonest/not trustworthy
4	People are not kind/considerate
7	Don’t know how people will act/respond
3	People are selfish
23	Crime (NET)
3	Drugs
3	Murders/killings
6	Robbery/Been robbery victim
5	Scams/Rip-offs/Con artists
9	Miscellaneous crime mentions
1	Unemployment
9	Life experiences
9	The way of the world/Current social conditions
6	The media/news media/TV
3	Other
3	Don’t know

(n=1,086)

Total exceeds 100% due to multiple responses.

5.F2 What kinds of people do you have to be MORE careful with? **(IF R SAYS STRANGERS, PROBE: What kinds of strangers?)**

Based on Form 2 respondents who say “you can’t be too careful in dealing with people.”

2	Teenagers
7	Younger people-unspecified
3	Men
2	Black people
85	Strangers (NET)
33	Everybody/All types of people
11	People hanging on the street/street corners
2	Homeless people
6	Con artists/Fast talkers/People trying to sell things
1	Drug dealers
4	Drug addicts
3	People in the city/Urban dwellers
5	People do business with/People in stores
2	People from out of town/outside
1	People who dress different/Unkempt people
23	Strangers-unspecified
2	Other
4	Don’t know

(n=564)

Total exceeds 100% dues to multiple responses.

6.F1 Do you think most people would try to take advantage of you if they got the chance, or would they try to be fair?

Based on Form 1 respondents.

25	Would take advantage of you
64	Would try to be fair
8	Depends (VOLUNTEERED)
3	Don’t know
*	Refused
100	

7.F1 HOW would people try to take advantage? (**REQUIRED PROBE:** Are there other ways?)

Based on Form 1 respondents who say “most people would try to take advantage of you.”

54	Manipulation (NET)
11	Use people’s kindness for their gain
16	Try to get something for nothing
8	Capitalize on weakness or vulnerability
8	Lie/Get over on or fool you
14	Any way they can
36	Financial Gain (NET)
15	Scams/Plots to take your money
5	Misrepresenting products/services
3	Borrow money and not pay it back
9	Jack up prices of goods/services
7	Financial gain-unspecified
7	Mugging/Robbery
3	Other
5	Don’t know

(n=250)

Total exceeds 100% due to multiple responses.

8.F2 Would you say that most of the time people try to be helpful, or that they are mostly just looking out for themselves?

Based on Form 2 respondents.

57	Try to be helpful
34	Just looking out for themselves
7	Depends (VOLUNTEERED)
2	Don’t know
*	Refused
100	

9.F2 Why do you think people mostly look out for themselves? (**REQUIRED PROBE:** Any other reasons?)

Based on Form 2 respondents who say “people are mostly just looking out for themselves.”

39	Skepticism (NET)
4	Think they’ll get in trouble/involved with wrong people/lawsuits
2	Think it will cost them money/time
4	Afraid of being hurt/taken advantage of
8	Afraid of crime/victimization/violence
13	Think people are dishonest/Can’t trust anyone
10	Afraid to get involved-unspecified
4	Everybody thinks they’re right/People are uncooperative
18	People are selfish
14	Don’t care about others/Don’t want to be bothered
3	Human nature
6	Based on life experiences/observations
14	Times we live in/The status quo
6	For money/Financial stress/bad economy
2	Other
2	Don’t know

(n=383)

Total exceeds 100% due to multiple responses.

10. Generally speaking, do you think that most people who come into contact with you TRUST YOU or do you think people are suspicious of you?

85	Most people trust me
9	People are suspicious of me
3	Other/Depends (VOLUNTEERED)
3	Don’t know
*	Refused
100	

11. In general, do you think it is easier to trust a person about the same age as yourself, harder to trust a person about your age or doesn’t age matter in deciding to trust someone?

17	Easier
5	Harder
77	Age doesn’t matter
<u>1</u>	Don’t know/Refused
100	

12.F1 In general, do you think it's easier to trust a (man/woman), harder to trust a (man/woman) or doesn't the person's sex matter in deciding to trust someone?

Based on Form 1 respondents. Men were asked about men and women were asked about women.

9	Easier
10	Harder
78	Sex doesn't matter
<u>3</u>	Don't know/Refused
100	

12.F2 In general, do you think it's easier to trust a (man/woman), harder to trust a (man/woman) or doesn't the person's sex matter in deciding to trust someone?

Based on Form 2 respondents. Men were asked about women and women were asked about men.

11	Easier
15	Harder
72	Sex doesn't matter
<u>2</u>	Don't know/Refused
100	

13.F1 In general, do you think it's easier to trust a person of the same race as yourself, harder to trust a person of the same race or doesn't race matter in deciding to trust someone?

Based on Form 1 respondents.

11	Easier
2	Harder
85	Race doesn't matter
<u>2</u>	Don't know/Refused
100	

13.F2 In general, do you think it's easier to trust a person of A DIFFERENT RACE from yourself, harder to trust a person of A DIFFERENT RACE or doesn't race matter in deciding to trust someone?

Based on Form 2 respondents.

2	Easier
14	Harder
82	Race doesn't matter
<u>2</u>	Don't know/Refused
100	

14. Now, I want to ask you about trusting different groups of people. First, thinking about **(INSERT ITEM a)**, generally speaking would you say you can trust them a lot, trust them some, trust them only a little or not trust them at all? How about **(INSERT ITEMS b-h. ITEM d ALWAYS FOLLOWS ITEM c)** would you say you can trust them a lot, some, only a little or not at all?

	<u>A lot</u>	<u>Some</u>	<u>Only a little</u>	<u>Not at all</u>	<u>N/A</u>	<u>DK/Ref.</u>
a. People in your immediate family	84	11	3	1	*	1=100
b. People in your neighborhood	42	40	10	5	2	1=100
Based on those who are employed. (n=1,621)						
c. Your boss or supervisor	51	27	9	5	7	1=100
Based on those who are employed. (n=1,621)						
d. People you work with	45	41	9	2	2	1=100
e. People at your church or place of worship	59	22	3	1	14	1=100
f. People in the same clubs or activities as you	42	38	6	2	11	1=100
g. People who work in the stores where you shop	28	49	15	5	1	2=100
h. People you encounter in downtown Philadelphia	6	36	22	13	20	3=100

15. Would you say you can't trust them very much because they don't care about you, they don't know how to act or because they are not always honest?

Based on those who say they trust these people "only a little" or "not at all."
Total may exceed 100% due to multiple responses.

	<u>Don't care about me</u>	<u>Don't know how to act</u>	<u>Not always honest</u>	<u>Don't know them</u>	<u>Other</u>	<u>DK/Ref.</u>	<u>n</u>
a. People in your immediate family	20	19	57	3	2	9	(84)
b. People in your neighborhood	24	25	38	13	3	6	(361)
Based on those who are employed. (n=1,621)							
c. Your boss or supervisor	30	13	57	4	3	4	(231)
Based on those who are employed. (n=1,621)							
d. People you work with	18	16	61	5	3	5	(170)
e. People at your church or place of worship	17	14	51	8	4	11	(95)
f. People in the same clubs or activities as you	17	18	53	9	4	5	(182)
g. People who work in the stores where you shop	28	12	48	10	4	3	(468)
h. People you encounter in downtown Philadelphia	29	17	40	14	4	4	(852)

16. Next, I'm going to read a list of institutions. For each one, please tell me whether you feel that you can trust them a lot, some, only a little or not at all. (First/How about) **(INSERT ITEMS. RANDOMIZE ITEMS)**, do you feel you can trust them a lot, some, only a little or not at all?

		<u>A lot</u>	<u>Some</u>	<u>Only a little</u>	<u>Not at all</u>	<u>DK/ Ref.</u>
a.	The police department in your area	48	36	9	5	2=100
b.	The fire department in your area	78	17	2	*	3=100
c.	The public schools in your area	33	38	13	6	10=100
d.	The city or local government	14	50	22	11	3=100

Based on Form 1 respondents.

e.	The Philadelphia Inquirer, The Daily News and other local daily newspapers	19	48	19	8	6=100
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Based on Form 2 respondents.

f.	Local television news channels that cover your area	27	47	16	7	3=100
g.	The state government in Harrisburg	8	50	25	13	4=100
h.	The federal government in Washington	8	44	28	18	2=100

17. Would you say you can't trust them very much because they don't care about you, they don't know how to do their job, they don't have the resources they need to do their job or because they are not always honest?

Based on those who say they trust these people "only a little" or "not at all."

		Don't care about me	Don't know how to act	Don't have resources	Not always honest	Other	DK/ Ref.	n
a.	The police department in your area	20	12	16	45	5	2=100	(347)
b.	The fire department in your area	17	8	28	23	4	20=100	(53)
c.	The public schools in your area	12	20	43	17	4	4=100	(469)
d.	The city or local government	19	12	13	50	4	2=100	(803)

Based on Form 1 respondents.

e.	The Philadelphia Inquirer, The Daily News and other local daily newspapers	10	9	7	58	11 ²²	5=100	(318)
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Based on Form 2 respondents.

f.	Local television news channels that cover your area	14	7	8	63	7	1=100	(303)
g.	The state government in Harrisburg	23	9	10	51	5	2=100	(945)
h.	The federal government in Washington	22	9	8	55	5	1=100	(1,128)

18. Overall, how much impact do you think people like you can have in making your community a better place to live—a big impact, a moderate impact, a small impact, or no impact at all?

28	Big
42	Moderate
22	Small
6	No impact at all
<u>2</u>	Don't know/Refused
100	

²²

Five percent of respondents who offer "other" for this item say "stories are slanted" or "biased."

19. What do you think is the MOST effective way people can have an impact? Is it to . . . **(READ AND ROTATE)**

Based on those who think people can have an impact on making their community a better place to live.

3 Give money,
40 Volunteer time,
45 Get other people involved,
6 Complain to authorities,
4 **(READ LAST)** Or some other way?
2 Don't know/Refused
100
(n=2,349)

20. Suppose you had some problem to take up with an important local official, such as the mayor or local council member, but you did not personally know this official. Do you feel that you would have to find someone who could contact the official FOR you, or could you contact the official directly?

37 Would have to go through connection
60 Could approach directly
1 Depends on the problem (**VOLUNTEERED**)
2 Don't know/Refused
100

21. If such a situation arose, do you think it would be easy for you to find a person who could contact the official for you?

Based on those who would have to find someone to contact a local official for them.

54 Yes, would be easy
42 No, would not be easy
4 Don't know/Refused
100
(n=891)

22. Have you ever tried to get your local government to pay attention to something that concerned you? **IF YES:** Have you done this more than once?

16 Yes, tried ONCE
23 Yes, tried more than once
61 No
* Don't know/Refused
100

23. (Were you/Were you usually) successful in getting local government to do what you wanted?

Based on those who have tried to get local government to pay attention to something that concerned them.

51 Yes
36 No
10 Mixed/Depends (**VOLUNTEERED**)
3 Don't Know/Refused
100
(n=1,023)

24. Suppose there are things that need to be fixed or improved in your neighborhood. Do you feel you would be able to get your neighbors to do something about it, or do you feel you would have to get help from someone else to get your neighbors to work together?

60 Could get neighbors to work together
34 Would have to get help
2 Depends on problem (**VOLUNTEERED**)
4 Don't know/Refused
100

25. Do you think that it would be easy to find someone in your neighborhood who could get your neighbors to work together?

Based on those who would have to get help from someone to get their neighbors to work together.

45 Yes, would be easy
48 No, would not be easy
7 Don't know/Refused
100
(n=868)

26. Have you ever tried to get your neighbors to work together to fix or improve something in your neighborhood?
IF YES: Have you done this more than once?

18 Yes, tried ONCE
23 Yes, tried more than once
59 No
* Don't know/Refused
100

27. (Were you/Were you usually) successful in getting your neighbors to work together?

Based on those who have tried to get their neighbors to work together to fix or improve something in their neighborhood.

85 Yes
14 No
1 Don't Know/Refused
100
(n=1,043)

28. Suppose there is something at your child's school that you feel should be changed or improved. Do you feel you would know how to get this thing changed on your own, or would you need to get help from someone who knows how to get these kinds of things done?

Based on parents of school-aged children who live in their household.

53 Knows how to get done
43 Would have to get help
3 Depends on problem (**VOLUNTEERED**)
1 Don't know/Refused
100
(n=672)

29. Do you think it would be easy for you to find someone who knows how to get things changed or improved at your child's school?

Based on parents who would need help to get things done at their child's school.

68 Yes, would be easy
29 No, would not be easy
3 Don't know/Refused
100
(n=301)

30. Have you ever tried to get anything changed or improved at your child's school? **IF YES:** Have you done this more than once?

Based on parents of school-aged children who live in their household.

18 Yes, tried ONCE
27 Yes, tried more than once
54 No
1 Don't know/Refused
100
(n=672)

31. (Were you/Were you usually) successful in getting something changed at your child's school?

Based on parents who have tried to change or improve something at their child's school.

79 Yes
19 No
2 Don't know/Refused
100
(n=318)

On a different subject . . .

32. When you need help, would you say that you can you turn to many people for support, just a few people, or hardly any people for support?

40 Many people
49 Just a few people
9 Hardly any people
1 No one/None (**VOLUNTEERED**)
1 Don't know/Refused
100

33. Imagine that you got really GOOD NEWS about yourself. OUTSIDE OF THE PEOPLE YOU LIVE WITH, what ONE person would you MOST like to share it with? (**RECORD IN APPROPRIATE CATEGORY**)

23 Parent
12 Brother or sister
11 Child
9 Friend/know from neighborhood/Neighbor
7 Friend from childhood
6 Friend/know from work/Spouse or partner's work
6 Extended family member (e.g. aunt, uncle, cousin etc.)
4 Boyfriend/Girlfriend/Partner
4 Friend-unspecified
3 Friend/know from own school
2 Friend/know from church
2 Clergy or other religious leader
2 Co-worker
1 Boss or supervisor
1 Friend/know from child's activity
1 Teacher/Professor or other mentor figure
1 Other
2 Wouldn't tell anyone outside of the people live with
3 Don't know/Refused
100

34. Does (he/she) live in the same neighborhood as you, the same town or city as you, the same state or further away? **(READ CATEGORIES IF NECESSARY. RECORD IN APPROPRIATE CATEGORY)**

Based on those who would share good news with someone other than the people they live with.

24 In the same neighborhood
 28 In the same city or town
 28 In the same state
 18 In a different state
 1 In a different country
1 Don't know/Refused
 100
 (n=2,405)

35. I'm going to read a list of activities, please tell me whether you have spent time participating in each of them in THE PAST YEAR. What about **(INSERT FIRST ITEM. RANDOMIZE ORDER)** have you done this in the past year?
36. In the past MONTH, how many times have you done this? **(PROBE FOR BEST GUESS) (RECORD NUMBER OF TIMES)**

	Didn't do in the <u>past year</u>	<u>Number of times Done in Past Month</u>						DK/ Ref.
		<u>0</u>	<u>1</u>	<u>2</u>	<u>3-5</u>	<u>6+</u>		
a. Taking continuing or adult education classes	76	11	3	2	4	4	*=100	
b. Exercising or working out	29	7	1	4	13	46	*=100	
c. Attending a self-help group, such as those to help you lose weight, quit smoking, or make other personal improvements	89	4	2	1	3	1	*=100	
d. Attending church or religious services	27	13	7	11	34	8	*=100	
e. Participating in a reading group, religious study group, or other study group	79	6	2	3	7	3	*=100	
f. Participating in organized recreational leagues, such as softball or bowling leagues	79	8	1	2	6	4	*=100	
g. Playing cards or board games with a usual group of friends	57	11	9	8	10	5	*=100	
h. Using a computer to send or receive personal e-mail, or to get involved in on-line discussions or "chat groups" over the Internet	77	3	2	2	4	12	*=100	

37. And when you do this, do you mostly keep to yourself or do you find yourself mingling with other people?

Based on those who have done activity in the past month.

		Mostly stay to self	Mingle with others	DK/ Ref.	n
a.	Taking continuing or adult education classes	23	76	1=100	(305)
b.	Exercising or working out	66	34	*=100	(1,513)
c.	Attending a self-help group, such as those to help you lose weight, quit smoking, etc.	27	73	0=100	(150)
d.	Attending church or religious services	28	71	1=100	(1,383)
e.	Participating in a reading group, religious study group, or other study group	7	93	*=100	(314)
f.	Participating in organized recreational leagues, such as softball or bowling leagues	3	97	0=100	(279)
g.	Playing cards or board games with a usual group of friends	N/A ²³	N/A	N/A	
h.	Using a computer to send or receive personal e-mail, or to get involved in on-line discussions or “chat groups” over the Internet	N/A	N/A	N/A	

²³ “N/A” indicates the question was not asked about this item.

38. Do you feel close enough to anyone who does this activity with you to ask them for help with a personal problem?

Based on those who have done activity in the past month.

	<u>Yes, someone to ask for help</u>	<u>No, no one to ask for help</u>	<u>DK/Ref.</u>	<u>n</u>
a. Taking continuing or adult education classes	39	59	2=100	(305)
b. Exercising or working out	46	50	4=100	(1,513)
c. Attending a self-help group, such as those to help you lose weight, quit smoking, etc.	70	29	1=100	(150)
d. Attending church or religious services	72	27	1=100	(1,383)
e. Participating in a reading group, religious study group, or other study group	82	17	1=100	(314)
f. Participating in organized recreational leagues, such as softball or bowling leagues	64	36	0=100	(279)
g. Playing cards or board games with a usual group of friends	85	14	1=100	(707)
h. Using a computer to send or receive personal e-mail, or to get involved in on-line discussions or "chat groups" over the Internet	58	42	*=100	(506)

39. (Does your child/Do any of your children) participate on a regular basis in any recreational activities such as sports teams, music or dance lessons or scouts?

Based on parents of children under age 18 who live in their household.

64	Yes
36	No
*	Don't Know/Refused
100	
(n=866)	

40. Because of (your child's/your children's) participation in these activities, have you developed any new friendships with other parents?

Based on parents of children under age 18 whose children participate on a regular basis in recreational activities.

72	Yes
28	No
<u> *</u>	Don't know/Refused
100	
(n=558)	

41. Do you feel close enough to any other parents you know from these activities to ask them for help with a personal problem?

Based on parents of children under age 18 whose children participate on a regular basis in recreational activities.

30	Yes
42	No
28	Hasn't developed new friendships with other parents
<u> *</u>	Don't know/Refused
100	
(n=558)	

42. Next I would like to talk with you about volunteer activity. By volunteer activity, I mean not just belonging to an organization, but actually spending your time helping without being paid for it. In the PAST YEAR have you volunteered your time to **(INSERT FIRST ITEM. RANDOMIZE ITEMS)**. How about **(INSERT ITEMS)**?
43. In the past MONTH, on about how many days, if any, have you done this? **(PROBE FOR BEST GUESS)**
(RECORD NUMBER OF TIMES)

	Didn't do in the past year	Number of Days Volunteered in Past Month						DK/ Ref.
		<u>0</u>	<u>1</u>	<u>2</u>	<u>3-5</u>	<u>6+</u>		
a. Any church or religious group	73	7	4	4	9	3	*=100	
b. Any political organizations or candidates	93	3	2	1	1	1	*=100	
c. Any school or tutoring program	84	4	2	2	4	4	*=100	
d. Any environmental organizations	95	2	1	1	1	0	*=100	
e. Any child or youth development programs, such as day care centers, scouts or little league	82	5	2	2	5	4	*=100	
f. Any arts or cultural organization, like a theater or music group, museum, or public TV station	93	2	1	1	2	1	*=100	
g. Any hospital or health organization, including those that fight particular diseases	89	4	2	2	2	1	*=100	
h. Any local government, neighborhood, civic or community group such as block association or a neighborhood watch	84	4	4	3	3	2	*=100	
i. Any organization to help the poor, elderly, or homeless	78	6	5	4	4	3	*=100	

44. And when you volunteered for this organization did you mostly do things that required you to work with other people or did you mostly do tasks by yourself?

Based on those who have volunteered in the past month.

		Mostly worked <u>with others</u>	Mostly worked <u>alone</u>	DK/ Ref.	<u>n</u>
a.	Any church or religious group	87	12	1=100	(508)
b.	Any political organizations or candidates	78	22	0=100	(105)
c.	Any school or tutoring program	88	12	*=100	(291)
d.	Any environmental organizations	79	18	3=100	(61)
e.	Any child or youth development programs, such as day care centers, scouts or little league	86	13	1=100	(308)
f.	Any arts or cultural organization, like a theater or music group, museum, or public TV station	89	10	1=100	(133)
g.	Any hospital or health organization, including those that fight particular diseases	83	17	*=100	(193)
h.	Any local government, neighborhood, civic or community group such as block association or a neighborhood watch	85	15	*=100	(304)
i.	Any organization to help the poor, elderly, or homeless	75	25	*=100	(403)

45. Do you feel close enough to anyone you know from this volunteer activity to ask them for help with a personal problem? **(RECORD ANSWER)**

Based on those who have volunteered in the past month.

		Yes, someone to ask for help	No, no one to ask for help	DK/ Ref.	n
a.	Any church or religious group	70	29	1=100	(508)
b.	Any political organizations or candidates	39	61	0=100	(105)
c.	Any school or tutoring program	37	63	*=100	(291)
d.	Any environmental organizations	50	50	0=100	(61)
e.	Any child or youth development programs, such as day care centers, scouts or little league	47	52	1=100	(308)
f.	Any arts or cultural organization, like a theater or music group, museum, or public TV station	58	40	2=100	(133)
g.	Any hospital or health organization, including those that fight particular diseases	50	50	0=100	(193)
h.	Any local government, neighborhood, civic or community group such as block association or a neighborhood watch	54	46	*=100	(304)
i.	Any organization to help the poor, elderly, or homeless	49	50	1=100	(403)

46. Thinking about the kinds of organizations I have just listed, do you sometimes wish you could volunteer (more of) your time in any of these kinds of activities, or are you satisfied with how much you volunteer?

55	Wish could volunteer more
44	Satisfied
<u>1</u>	Don't know/Refused
100	

47. What keeps you from volunteering (more) in these kinds of activities? (**REQUIRED PROBE:** Any other reasons?) (**RECORD VERBATIM RESPONSES**)

Based on those who wish they could volunteer more.

72	Lifestyle/Work (NET)
34	Too busy/No time
6	School
9	Work schedule
26	Long work hours/work-related travel
2	Household chores/Taking care of home
4	Other lifestyle mentions
19	Family Commitments (NET)
5	Family-unspecified
13	Busy with children/grandchildren
2	Caring for sick/older family member
10	Personal Health/Illness (NET)
5	Personal physical/mental disability
4	Personal health-unspecified
2	Getting old/Slowing down
6	Community Activities/Organizations (NET)
1	Lack of activities in neighborhood
2	Lack of awareness or info. about activities/organizations
3	Don't know how to get involved/No special interest
2	Laziness
2	Transportation problems
2	Other
1	Don't know

(n=1,402)

Total exceeds 100% due to multiple responses.

48. I have one more short list of activities. As I read each one, please tell me if you have ever done it. Have you EVER (INSERT ITEMS. RANDOMIZE. ITEM e ALWAYS FOLLOWS ITEM d)?
49. In the past YEAR, about how many times have you done this? (PROBE FOR BEST GUESS. RECORD NUMBER OF TIMES)

	Have not ever done this	Number of Times Done in Past Year						DK/Ref.
		0	1	2	3-5	6+		
a. Attended a town meeting, public hearing or public affairs discussion group	53	17	10	9	7	4	*=100	
b. Called or sent a letter to any elected official	56	14	11	9	7	3	*=100	
c. Joined or contributed money to an organization in support of a particular cause	34	8	13	13	16	14	2=100	
d. Participated in union activities	79	11	1	2	3	4	*=100	
<i>Based on those who are employed. (n=1,621)</i>								
e. Joined together with co-workers to solve a workplace problem	40	10	9	10	13	17	1=100	

50. Now I'm going to ask a few questions about voting . . . Are you currently registered to vote?

80 Yes/Don't have to register
 20 No
 * Don't know/Refused
 100

51. Thinking about the 1996 presidential election, when Clinton ran against Dole and Perot, did things come up that kept you from voting, or did you happen to vote?

69 Yes, voted
 31 No, didn't vote
 * Don't remember if voted
 * Refused
 100

52. And how often would you say you vote in elections for MAYOR OR COUNCIL MEMBERS IN YOUR CITY OR TOWN—always, NEARLY always, part of the time, or seldom?

42	Always
18	Nearly always
12	Part of the time
16	Seldom
1	Other (VOLUNTEERED)
10	Never vote (VOLUNTEERED)
<u>1</u>	Don't know/Refused
100	

53. Now I'd like to ask a few questions about where you live . . . In general, how would you rate your NEIGHBORHOOD as a place to live? Would you say it is excellent, very good, good, only fair or poor?

27	Excellent
30	Very good
25	Good
14	Only fair
4	Poor
<u>*</u>	Don't know/Refused
100	

54. As far as you know, are the people in your neighborhood all the same race as you, are most the same race as you, is there a mixture of racial groups, or are most people in your neighborhood of a different race from you?

17	All the same race
35	Most the same race
42	Mixture of racial groups
5	Most a different race/Predominantly another race
<u>1</u>	Don't know/Refused
100	

55. And would you say your neighborhood is a place where people socialize with one another or where the people mostly keep to themselves?

46	Socialize with one another
49	Keep to themselves
2	Other
<u>3</u>	Don't know/Refused
100	

56. In general, how safe would you say you (and your family) are from crime at each of the following locations? First/How about **(INSERT ITEMS)**, would you say you (and your family) are very safe, somewhat safe, not too safe or not at all safe from crime?

	<u>Very safe</u>	<u>Some-what safe</u>	<u>Not too safe</u>	<u>Not at all safe</u>	<u>Does not apply</u>	<u>DK/Ref.</u>
a. At home at night	53	40	5	2	*	*=100
b. When walking in your neighborhood after dark	31	47	11	6	5	*=100

57. AS FAR AS YOU KNOW, does your neighborhood have any of the following problems? (First,) how about **(INSERT ITEMS. RANDOMIZE ITEMS)**?

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Teenage gangs	15	81	4=100
b. Run-down or abandoned buildings and empty lots	19	80	1=100
c. Tension or arguments among different racial or cultural groups living in the neighborhood	9	89	2=100
d. Illegal drug use or drug dealing	35	57	8=100
e. Stealing such as auto theft or burglary	52	46	2=100
f. Violent assaults such as muggings, rapes or murders	21	77	2=100

58. In the PAST 12 MONTHS, have you (or someone in your family) been the victim of a crime? **(IF YES: Was it a violent crime such as a mugging or other physical assault?)**

4	Yes, violent crime
10	Yes, not violent crime
86	No
<u>*</u>	Don't know/Refused
100	

59. Now, I'd like you to think back to when you were A CHILD. As I read a list of things that sometimes happen during childhood, please tell me if this is something that happened while you were growing up. **(READ ITEMS) (ROTATE ITEMS)**

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Someone in your family worked as a volunteer for a local organization or hospital	42	54	4=100
b. Someone in your family was the victim of a crime	31	67	2=100
c. Your parents got divorced	17	82	1=100

60. Still thinking about when you were a child, how often did your parents or other adults caution you not to trust certain kinds of people— often, sometimes, hardly ever or never?

33	Often
27	Sometimes
21	Hardly ever
17	Never
<u>2</u>	Don't know/Refused
100	

Now on a different subject . . .

61. Did you watch anything on television (FRIDAY/YESTERDAY) or not? **IF "YES" ASK:** About how much time did you spend in total watching any kind of television program (Friday/yesterday), including entertainment programs, news and sports? **(DO NOT READ)**

4	A half hour or less
2	Thirty minutes to less than one hour
11	About one hour
6	More than one hour but less than two hours
19	Two hours to less than three hours
13	Three hours to less than four hours
18	Four or more hours
1	Don't know how long
24	Did not watch yesterday
<u>2</u>	Don't watch television/Don't know/Refused
100	

62. Do you happen to read any DAILY newspaper or newspapers regularly, or not? (IF YES: Which ones?)

34 Philadelphia Inquirer
18 Philadelphia Daily News
2 USA Today
3 New York Times
2 Wall Street Journal
23 Yes, other daily newspaper
37 No
1 Don't know/Refused

Total exceeds 100% due to multiple responses.

63. Did you get a chance to read a daily newspaper yesterday or not?

37 Yes
25 No
38 Do not regularly read daily newspaper
0 Don't know/Refused
100

64. Did you watch the news or a news program on television yesterday or not?

61 Yes
27 No
12 Did not watch television yesterday
* Don't know/Refused
100

65. Was any of this LOCAL TV news about your viewing area? This usually comes on before the national news and then later at night at 10 or 11 o'clock.

40 Yes
20 No
39 Did not watch television at all or the news on television yesterday
1 Don't know/Refused
100

66. Do you ever listen to LOCAL news on the radio, or not?

69 Yes
31 No
* Don't know/Refused
100

**SOCIAL TRUST SURVEY
NATIONAL COMPONENT
PRINCETON SURVEY RESEARCH ASSOCIATES FOR
PEW RESEARCH CENTER
FINAL TOPLINE**

N = 1,003 adults 18+ nationwide
Field Start: 2/6/97
Field End: 2/9/97

Hello, I am _____ calling for Princeton Survey Research Associates in Princeton, New Jersey. We are conducting a telephone opinion survey for leading newspapers and TV stations around the country. I'd like to ask a few questions of the youngest male, 18 years of age or older, who is now at home. **[IF NO MALE, ASK: May I please speak with the oldest female, 18 years of age or older, who is now at home?]**

Q.1 Do you approve or disapprove of the way Bill Clinton is handling his job as President? **[IF DK ENTER AS DK. IF DEPENDS PROBE ONCE WITH: Overall do you approve or disapprove of the way Bill Clinton is handling his job as President? IF STILL DEPENDS ENTER AS DK]**

	<u>Approve</u>	<u>Disapprove</u>	<u>Don't Know</u>
National Only			
February, 1997	57	30	13=100
January, 1997	59	31	10=100
July, 1996	54	38	8=100
June, 1996	54	38	8=100
April, 1996	53	39	8=100
March, 1996	55	38	7=100
February, 1996	51	39	10=100
January, 1996	50	43	7=100
October, 1995	48	42	10=100
September, 1995	45	42	13=100
August, 1995	44	44	12=100
June, 1995	50	40	10=100
April, 1995	47	43	10=100
March, 1995	44	44	12=100
February, 1995	44	44	12=100
December, 1994	41	47	12=100
November, 1994	48	40	12=100
October, 1994	41	47	12=100
Early October, 1994	38	47	15=100
September, 1994	41	52	7=100
July, 1994	45	46	9=100
June, 1994	42	44	14=100
May, 1994	46	42	12=100
March, 1994	45	42	13=100
January, 1994	51	35	14=100
Early January, 1994	48	35	17=100

Q.1 con't ...

	<u>Approve</u>	<u>Disapprove</u>	<u>Don't Know</u>
December, 1993	48	36	16=100
October, 1993	44	42	14=100
September, 1993	49	35	16=100
Early September, 1993	43	43	14=100
August, 1993	39	46	15=100
May, 1993	39	43	18=100
Early May, 1993	45	37	18=100
April, 1993	49	29	22=100
February, 1993	56	25	19=100

S1. Which of the following BEST describes the place where you now live?...(READ)

<u>Natl</u>	
20	A large city
22	A suburb near a large city
37	A small city or town
20	OR a rural area
<u>1</u>	(DO NOT READ) Don't know/Refused
100	

2. Overall, how would you rate your **(INSERT RESPONSE FROM QS1: city, suburb, town, area -- this should be used for '4' rural area and '9' DK)** as a place to live? Would you say it is excellent, very good, good, only fair or poor?

<u>Natl</u> ²⁴	<u>Phil</u>	
25	8	Excellent
31	22	Very good
28	38	Good
11	21	Only fair
4	9	Poor
<u>1</u>	<u>2</u>	Don't know/Refused
100	100	

²⁴ The figures for Philadelphia and the nation cannot be compared directly because of differences in question wording. Specifically, in the Philadelphia study, respondents were asked, "Overall, how would you rate the *Philadelphia area* as a place to live?" See section on "Rating Philadelphia" in the main report for a modified comparison.

Now thinking GENERALLY, not just about the area where you live. . .

3. Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?

<u>Natl</u>	<u>Phil</u>	
45	41	Most people can be trusted
52	54	Can't be too careful
2	4	Other/Depends (VOLUNTEERED)
1	1	Don't know
*	*	Refused
<u>100</u>	<u>100</u>	

4. Do you think most people would try to take advantage of you if they got the chance, or would they try to be fair?

<u>Natl</u>	<u>Phil</u>	
37	25	Would take advantage of you
58	64	Would try to be fair
4	8	Depends (VOLUNTEERED)
1	3	Don't know
*	*	Refused
<u>100</u>	<u>100</u>	

5. Would you say that most of the time people try to be helpful, or that they are mostly just looking out for themselves?

<u>Natl</u>	<u>Phil</u>	
56	57	Try to be helpful
39	34	Just looking out for themselves
4	7	Depends (VOLUNTEERED)
1	2	Don't know
*	*	Refused
<u>100</u>	<u>100</u>	

6. Now, I want to ask you about trusting different groups of people. First, thinking about **(INSERT ITEM a)**, generally speaking would you say you can trust them a lot, trust them some, trust them only a little or not trust them at all? How about **(INSERT ITEMS b-h. ROTATE ITEMS b-g, EXCEPT THAT d MUST ALWAYS FOLLOW c AS THE NEXT ITEM IN THE LIST)** would you say you can trust them a lot, some, only a little or not at all?

		<u>A lot</u>	<u>Some</u>	<u>Only a little</u>	<u>Not at all</u>	<u>N/A</u>	<u>DK/ Ref.</u>
a.	People in your immediate family						
	National	84	11	3	1	*	1 =100
	Philadelphia	84	11	3	1	*	1 =100
b.	People in your neighborhood						
	National	45	36	11	5	2	1 =100
	Philadelphia	42	40	10	5	2	1 =100
<i>Based on those who are employed</i>							
c.	Your boss or supervisor						
	National (N=627)	51	27	9	5	7	1=100
	Philadelphia (N=1,621)	51	27	9	5	7	1 =100
<i>Based on those who are employed</i>							
d.	People you work with						
	National (N=627)	41	40	14	3	2	0 =100
	Philadelphia (N=1,621)	45	41	9	2	2	1 =100
e.	People at your church or place of worship						
	National	57	21	4	2	15	1 =100
	Philadelphia	59	22	3	1	14	1 =100
f.	People in the same clubs or activities as you						
	National	41	38	8	2	10	1 =100
	Philadelphia	42	38	6	2	11	1 =100
g.	People who work in the stores where you shop						
	National	30	50	13	4	1	2 =100
	Philadelphia	28	49	15	5	1	2 =100

7. Next, I'm going to read a list of institutions. For each one, please tell me whether you feel that you can trust them a lot, some, only a little or not at all. (First/How about) **(INSERT ITEMS. RANDOMIZE ITEMS)**, do you feel you can trust them a lot, some, only a little or not at all? **(IF R SAYS TRUST TO DO WHAT, SAY: Trust to do their job.)**

	<u>A lot</u>	<u>Some</u>	<u>Only a little</u>	<u>Not at all</u>	<u>DK/ Ref.</u>
a. The police department in your area					
National	46	32	12	8	2 =100
Philadelphia	48	36	9	5	2 =100
b. The fire department in your area					
National	78	17	3	1	1 =100
Philadelphia	78	17	2	*	3 =100
c. The public schools in your area					
National	32	39	15	7	7 =100
Philadelphia	33	38	13	6	10 =100
d. Your city or local government					
National	14	51	23	9	3 =100
Philadelphia	14	50	22	11	3 =100
e. The local daily newspapers in your area					
National	22	49	20	6	3 =100
Philadelphia	19	48	19	8	6 =100
f. Local television news channels that cover your area					
National	24	52	17	4	3 =100
Philadelphia	27	47	16	7	3 =100
g. Your state government					
National	9	52	26	10	3 =100
Philadelphia	8	50	25	13	4 =100
h. The federal government in Washington					
National	6	42	32	17	3 =100
Philadelphia	8	44	28	18	2 =100

ON ANOTHER SUBJECT...

8. Overall, how much impact do you think people like you can have in making your community a better place to live -- a big impact, a moderate impact, a small impact, or no impact at all?

<u>Natl</u>	<u>Phil</u>	
25	28	Big
41	42	Moderate
24	22	Small
8	6	No impact at all
<u>2</u>	<u>2</u>	Don't know/Refused
100	100	

9. Have you ever tried to get your local government to pay attention to something that concerned you? **IF YES:** Have you done this more than once?

<u>Natl</u>	<u>Phil</u>	
15	16	Yes, tried ONCE
28	23	Yes, tried more than once
56	61	No-- GO TO Q.11
<u>1</u>	<u>*</u>	Don't know/Refused-- GO TO Q11
100	100	

10. (Were you/Were you usually) successful in getting local government to do what you wanted?

Based on those who have tried to get local government to pay attention to something that concerned them: National N = 454; Philadelphia N = 1,043

<u>Natl</u>	<u>Phil</u>	
45	51	Yes
43	36	No
11	10	Mixed/Depends (VOLUNTEERED)
<u>1</u>	<u>3</u>	Don't Know/Refused
100	100	

ASK ALL:

Now thinking about your personal life. . .

11. When you need help, would you say that you can you turn to many people for support, just a few people, or hardly any people for support?

	<u>Natl</u>	<u>Phil</u>	
	39	40	Many people
	51	49	Just a few people
	8	9	Hardly any people
	1	1	No one/None (VOLUNTEERED)
	<u>1</u>	<u>1</u>	Don't know/Refused
	100	100	

12. Next I would like to talk with you about volunteer activity. By volunteer activity, I mean not just belonging to an organization, but actually spending your time helping without being paid for it. In the PAST YEAR have you volunteered your time to (**INSERT FIRST ITEM. RANDOMIZE ITEMS**). How about (**INSERT ITEMS**)? (**RECORD ANSWER, THEN FOR ITEMS DONE IN PAST YEAR ASK Q13**)

13. In the past MONTH, on about how many days, if any, have you done this? (**PROBE FOR BEST GUESS**) (**RECORD NUMBER OF TIMES, THEN ASK NEXT ITEM IN Q12**)

		Didn't do in the <u>past year</u>	<u>Number of Days Volunteered in Past Month</u>					
			<u>0</u>	<u>1</u>	<u>2</u>	<u>3-5</u>	<u>6+</u>	<u>DK/Ref.</u>
a.	Any church or religious group							
	National	61	6	5	5	14	8	1=100
	Philadelphia	73	7	4	4	9	3	*=100
b.	Any political organizations or candidates							
	National	92	5	*	1	1	1	0=100
	Philadelphia	93	3	2	1	1	1	*=100
c.	Any school or tutoring program							
	National	78	4	3	5	5	5	*=100
	Philadelphia	84	4	2	2	4	4	*=100
d.	Any environmental organizations							
	National	89	4	1	2	2	2	0=100
	Philadelphia	95	2	1	1	1	0	*=100
e.	Any child or youth development programs, such as day care centers, scouts or little league							
	National	74	8	3	2	6	7	*=100
	Philadelphia	82	5	2	2	5	4	*=100

Q.12/13 con't ...

	Didn't do in the <u>past year</u>	<u>Number of Days Volunteered in Past Month</u>					
		<u>0</u>	<u>1</u>	<u>2</u>	<u>3-5</u>	<u>6+</u>	<u>DK/Ref.</u>
f. Any arts or cultural organization, like a theater or music group, museum, or public TV station							
National	89	2	2	2	3	2	0=100
Philadelphia	93	2	1	1	2	1	*=100
g. Any hospital or health organization, including those that fight particular diseases							
National	84	5	3	2	3	2	1=100
Philadelphia	89	4	2	2	2	1	*=100
h. Any local government, neighborhood, civic or community group such as block association or a neighborhood watch							
National	77	5	4	4	5	5	*=100
Philadelphia	84	4	4	3	3	2	*=100
i. Any organization to help the poor, elderly, or homeless							
National	66	10	5	6	8	5	*=100
Philadelphia	78	6	5	4	4	3	*=100

14. I have one more short list of activities. As I read each one, please tell me if you have ever done it. Have you EVER (INSERT ITEMS. RANDOMIZE EXCEPT ITEM e SHOULD ALWAYS FOLLOW ITEM d)? (RECORD ANSWER, THEN IF SAY "YES" ASK Q15 ABOUT THE SAME ITEM)

15. In the past YEAR, about how many times have you done this? (PROBE FOR BEST GUESS. RECORD NUMBER OF TIMES, THEN ASK NEXT ITEM IN Q14)

	Have not ever done this	<u>Number of Times Done in Past Year</u>					
		<u>0</u>	<u>1</u>	<u>2</u>	<u>3-5</u>	<u>6+</u>	<u>DK/Ref.</u>
a. Attended a town meeting, public hearing or public affairs discussion group							
National	50	16	12	10	8	4	*=100
Philadelphia	53	17	10	9	7	4	*=100
b. Called or sent a letter to any elected official							
National	56	15	11	7	6	5	0=100
Philadelphia	56	14	11	9	7	3	*=100

Q.14/15 con't ...

	Have not ever <u>done this</u>	<u>Number of Times Done in Past Year</u>						<u>DK/Ref.</u>
		<u>0</u>	<u>1</u>	<u>2</u>	<u>3-5</u>	<u>6+</u>		
c. Joined or contributed money to an organization in support of a particular cause								
National	35	7	15	12	17	13	1=100	
Philadelphia	34	8	13	13	16	14	2=100	
d. Participated in union activities								
National	77	12	2	2	3	4	*=100	
Philadelphia	79	11	1	2	3	4	*=100	

Based on those who are employed

e. Joined together with co-workers to solve a workplace problem							
National (N=627)	36	8	8	12	14	21	1=100
Philadelphia (N=1,621)	40	10	9	10	13	17	1=100

16. Now I'd like to ask a few questions about where you live . . . In general, how would you rate your NEIGHBORHOOD as a place to live? Would you say it is excellent, very good, good, only fair or poor? **(IF R SAYS ALREADY ANSWERED THIS QUESTION SAY: "That question was about your -- INSERT RESPONSE FROM QS1: city, suburb, town, area -- in general. Now I'd like to know about your specific neighborhood.")**

<u>Natl</u>	<u>Phil</u>	
31	27	Excellent
30	30	Very good
26	25	Good
9	14	Only fair
4	4	Poor
*	*	Don't know/Refused
100	100	

17. As far as you know, are the people in your neighborhood all the same race as you, are most the same race as you, is there a mixture of racial groups, or are most people in your neighborhood of a different race from you?

<u>Natl</u>	<u>Phil</u>	
22	17	All the same race
31	35	Most the same race
40	42	Mixture of racial groups
6	5	Most a different race/Predominantly another race
<u>1</u>	<u>1</u>	Don't know/Refused
100	100	

APPENDIX

APPENDIX A

The Scales

Scales were created to form the main concepts discussed in this report. The items that comprise each scale are reported below.

Interpersonal Trust (Q14)

Eight four-point items make up the interpersonal trust scale. The original response categories represented here range from 1 "trust a lot" to 4 "not trust at all".* Respondents' scale score is an average of the items to which they gave a response in the 1 to 4 range.

Variable	Mean	Std Dev	N of cases
Family	1.21	.54	2517
Neighbors	1.78	.83	2517
Boss	1.65	.87	1621
Coworkers	1.67	.74	1621
Church members	1.37	.60	2517
Club members	1.65	.72	2517
Store clerks	1.96	.81	2517
People downtown	2.53	.86	2517

Reliability coefficient (alpha) for full scale = .80 (N=919)

Reliability coefficient (alpha) without q14c and q14d (which were asked only of employed persons) = .75 (N=1512)

* Note that final trust scales were recoded so that a high score represented a high level of the attitude or behavior in question.

Institutional Trust (Q16)

This scale is comprised of eight four-point items parallel to above.

Variable	Mean	Std Dev	N of Cases
Fire Dept.	1.22	.48	2517
Police Dept.	1.71	.85	2517
Public schools	1.92	.88	2517
Local TV news	2.04	.85	1289
Newspapers	2.16	.84	1228
Local govt.	2.31	.85	2517
State govt.	2.44	.83	2517
Federal govt.	2.57	.87	2517

Reliability coefficient (alpha) for Form 1 respondents (did not receive Q16f) = .75 (N=984)

Reliability coefficient (alpha) for Form 2 respondents (did not receive Q16e) = .78 (N=1043)

Civic Engagement (Q48, Q49, Q51, Q52)

The civic engagement scale is a simple summative scale. The first five items were recoded as follows: 0 if had not done activity in past year; 1 if had done at least once in past year; and 2 if had done more than once in past year. The last two items measure election behavior.

Variable	Mean	Std Dev	N of Cases
Town meeting	.49	.80	2517
Contact official	.47	.79	2517
Join/Gave money	1.00	.93	2517
Union	.17	.54	2517
Workplace problem	.50	.83	1621
Vote 1996	.69	.46	2517
Vote locally	1.03	.90	2517

Reliability coefficient (alpha) for full scale = .52 (N=2517)

Voluntarism Scale (Q42, Q43)

The volunteer engagement scale is a simple summative scale. Items were recoded as follows: 0 if had not done activity in past month; 1 if had done at least once in past month; and 2 if had done more than once in past month.

Variable	Mean	Std Dev*
Environmental	.05	.28
Political	.06	.32
Cultural	.08	.35
Health	.11	.42
Community	.16	.49
School	.19	.54
Child	.21	.58
Poor	.23	.56
Church	.33	.68

* (N of cases for all items is 2517)

Reliability coefficient (alpha) for full scale = .52 (N=2517)

Empowerment (Q18)

For purposes of the multivariate analysis, empowerment was operationalized using a single item (recoded in same direction as scales). Q18 reads:

"Overall, how much impact do you think people like you can have in making your community a better place to live -- a big impact, a moderate impact, a small impact, or no impact at all?"

APPENDIX B

Below are the zero-order correlation coefficients between the individual volunteer engagement items and the two trust scales (see appendix A for description of scales and items). Numbers in parentheses represent significance (p).

	Interpersonal <u>Trust</u>	Institutional <u>Trust</u>
church	.12** (.000)	.05** (.010)
political	.10 (.989)	-.04* (.028)
school	.04* (.040)	.04* (.042)
environmental	.00 (.966)	-.03 (.129)
child development	-.02 (.270)	-.04* (.024)
cultural	.01 (.508)	.02 (.308)
health	-.02 (.239)	.01 (.545)
community	.02 (.199)	.01 (.565)
poor/homeless	.01 (.660)	-.01 (.560)

* Significant at the $p < .05$ level

** Significant at the $p < .01$ level

Below are the zero-order correlation coefficients between the individual civic engagement items and the two trust scales (see appendix A for description of scales and items). Numbers in parentheses represent significance (p).

	Interpersonal <u>Trust</u>	Institutional <u>Trust</u>
town meeting	.06** (.001)	-.02 (.387)
contact official	.11** (.000)	-.02 (.204)
join/contribute to organization	.13** (.000)	.06** (.006)
union activity	-.04 (.058)	-.02 (.256)
workplace	.02 (.323)	-.01 (.541)
vote locally	.18** (.000)	.06** (.005)
voted nationally in 1996	.14** (.000)	.08** (.000)

APPENDIX C

Path Analysis: Predicting *volunteer* engagement using *interpersonal* trust, empowerment and demographics. See appendix A for information on scales. Numbers are unstandardized and standardized betas from Ordinary Least Squares (OLS) regressions.*

<i>Independent Variables:</i>	----- <i>Dependent Variables</i> -----					
	<u>Interpersonal Trust</u>		<u>Empowerment</u>		<u>Volunteer Engagement</u>	
	<i>Std. b</i>	<i>Unstd. b</i>	<i>Std. b</i>	<i>Unstd. b</i>	<i>Std. b</i>	<i>Unstd. b</i>
Education	.14	.42	.06	.03	.12	.14
Age	.30	.09	-.09	-.00	NS	
Income	.10	.26	.09	.04	.09	.08
Race	.31	3.7	-.14	-.28	-.15	-.69
Interpersonal Trust		--	.18	.03	NS	
Empowerment		--	--	.18	.42	
Adjusted R ²		.24		.06		.08

* For this analysis and the three others that follow:

NS = Not significant at p < .05.

Two dashes indicate variable was not entered in model.

Education, age and income are coded from low to high. Race is a dummy variable signifying white(1)/non-white(0).

Path Analysis: Predicting *volunteer* engagement using *institutional* trust, empowerment and demographics. See appendix A for information on scales. Numbers are unstandardized and standardized betas from OLS regressions.

<i>Independent Variables:</i>	----- <i>Dependent Variables</i> -----					
	<u>Institutional Trust</u>		<u>Empowerment</u>		<u>Volunteer Engagement</u>	
	<i>Std. b</i>	<i>Unstd. b</i>	<i>Std. b</i>	<i>Unstd. b</i>	<i>Std. b</i>	<i>Unstd. b</i>
Education	.08	.25	.07	.04	.12	.15
Age	.16	.05	-.07	-.00	NS	
Income		NS	.10	.04	.09	.09
Race	.22	2.8	-.13	-.26	-.13	-.62
Institutional Trust		--	.20	.03	NS	
Empowerment		--	--		.18	.43
Adjusted R ²		.09		.06		.08

Path Analysis: Predicting *civic* engagement using *interpersonal* trust, empowerment and demographics. See appendix A for information on scales. Numbers are unstandardized and standardized betas from OLS regressions.

----- Dependent Variables -----

Independent Variables:	Interpersonal <u>Trust</u>		<u>Empowerment</u>		Civic <u>Engagement</u>	
	<i>Std. b</i>	<i>Unstd. b</i>	<i>Std. b</i>	<i>Unstd. b</i>	<i>Std. b</i>	<i>Unstd. b</i>
Education	.14	.42	.06	.03	.17	.29
Age	.30	.09	-.09	-.00	.19	.03
Income	.10	.26	.09	.04	.23	.31
Race	.31	3.7	-.14	-.28	-.06	-.36
Interpersonal Trust	--		.18	.03	NS	
Empowerment	--		--		.16	.51
Adjusted R ²		.24		.06		.16

Path Analysis: Predicting *civic* engagement using *institutional* trust, empowerment and demographics. See appendix A for information on scales. Numbers are unstandardized and standardized betas from OLS regressions.

----- Dependent Variables -----

Independent Variables:	Institutional <u>Trust</u>		<u>Empowerment</u>		Civic <u>Engagement</u>	
	<i>Std. b</i>	<i>Unstd. b</i>	<i>Std. b</i>	<i>Unstd. b</i>	<i>Std. b</i>	<i>Unstd. b</i>
Education	.08	.25	.07	.04	.18	.30
Age	.16	.05	-.07	-.00	.22	.04
Income		NS	.10	.04	.23	.31
Race	.22	2.8	-.13	-.26	NS	
Institutional Trust	--		.20	.03	-.07	-.04
Empowerment	--		--		.17	.56
Adjusted R ²		.09		.06		.17

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