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March 2010

Non-response on U.S. Navy Quick Polls

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The University of Memphis



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Foreword

Navy leadership routinely gathers information from its personnel using a number of mechanisms, including interviews, focus groups, and mail and Internet surveys. More recently, the use of fast and focused Navy Quick Polls has grown in popularity. To demonstrate the efficacy of Navy Quick Polls methodological studies are needed. This report presents the results of one such study designed to determine reasons for non-response on Navy Quick Polls and to assess the equivalency of responses of respondents and non-respondents on these polls.

The authors would like to thank William Foster (USN, Retired), former head of the Center for Career Development (CCD), for sponsoring this Quick Poll and the CCD staff for their support and assistance. The authors also gratefully acknowledge Dr. Paul Rosenfeld and Ms. Evangeline Clewis for their assistance on this project.

DAVID M. CASHBAUGH
Director

Executive Summary

Problem

In 2002, Navy researchers began conducting a series of Quick Polls to quickly, yet accurately measure U.S. Navy Sailors' opinions of key personnel-related issues. Similar to most large-scale surveys administered in the Navy, Quick Polls typically obtain a 30 percent response rate. Since these polls use an indirect notification method, the purpose of this study was to investigate the reasons for survey non-response on Quick Polls. This study also sought to determine whether the answers provided by respondents and non-respondents on Quick Polls were equivalent, and determine opinions about confidentiality on Internet versus the more traditional mail surveys.

Objective

The goals of this study were to determine reasons respondents do not complete Quick Polls in order to mitigate issues where possible, and to investigate the impact of survey non-response on Quick Poll results.

Approach

A short, follow-up survey was mailed to non-responders to the 2005 Navy Communications Quick Poll. The follow-up survey included selected questions from the Communications Quick Poll as well as items on reasons for not completing the poll. Results from the initial poll were compared to those obtained on the follow-up survey.

Findings

1. Most indicated that they did not complete the Quick Poll because they were not notified. Few indicated that privacy or confidentiality concerns prevented them from completing the poll.
2. While differences were found between completers and non-completers on some of the items, a clear, consistent pattern of differences was not found.
3. Officers who completed the Quick Poll displayed higher organizational commitment scores than non-responders.

Recommendations

1. Investigate if similar results would be found on Quick Polls of sensitive topics.
2. Continue to periodically assess survey non-response on Quick Polls.

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Non-response on U.S. Navy Quick Polls¹

Navy leadership has long expressed interest in quickly, yet accurately assessing the attitudes of its personnel; however, the geographically dispersed nature of the force and technology constraints have made this difficult. In the late 1990s, Navy Personnel Research and Development Center (NPRDC) in San Diego tested a polling capability where respondents completed short surveys via phone or fax; it was deemed infeasible, given the technology constraints at the time. The implementation of a number of technological initiatives in the Navy (IT21, NMCI), including the transition from paper to Internet surveys, led the Institute for Organizational Assessment of the Navy Personnel Research, Studies, and Technology (NPRST) division to again propose the development of a rapid Navy Internet polling capability in 2002. Since that time, Quick Polls have routinely been used to assess “hot-button” issues on a variety of topics in the Navy. Similar to most large-scale Navy surveys, Navy-wide Quick Polls of active duty enlisted and officer personnel typically obtain a 30–35 percent response rate (Newell, Rosenfeld, Harris, & Hindelang, 2004). Polls of specific sub-populations (submariners, surface warfare officers, etc.) have generally obtained higher response rates (40–65%).

The goal of the present study is twofold. Since Quick Polls use an indirect notification method, routine investigations of survey non-response on these polls are needed to determine reasons selected participants do not complete these polls so that barriers can be eliminated from future polls. In addition, non-response studies are routinely conducted in survey research to evaluate the impact of non-response (Wilson & Kawata, 2003). Uriell, Whittam, Newell, and Hargrove (2007) conducted a non-response study on Quick Polls. The current study uses a similar methodology to determine if their findings of little difference between responders and non-responders can be replicated. The relatively low response rates on many Quick Polls, while similar to response rates typically found on both military and civilian surveys (Newell et al., 2004), warrants an additional investigation of whether respondents and non-respondents differ on these polls. Studies of this sort can also demonstrate the validity of Navy Quick Polls as a means of gathering accurate Navy-wide data.

Navy Quick Polls

Navy Quick Polls are conducted on personnel-related issues selected by Navy leadership. The topics usually address “hot-button” issues of interest to Navy leadership. These short, targeted polls typically contain approximately 25 questions and are conducted within 15–30 business days, on average, depending on the complexity of the poll requirements. Given the short timeframe, questions are often taken and/or adapted from established, routinely administered Navy-wide surveys. This approach provides the benefit of using questions that have previously been field tested and/or

¹ Portions of this report were presented at the 2006 International Military Testing Association Conference held in Kingston, Ontario, Canada. The opinions expressed are those of the authors. They are not official and do not represent the views of the U.S. Navy Department.

administered and also provides Navy-wide norms to which the Quick Poll responses can be compared (Summaries of previous Quick Polls can be found at <http://quickpolling.nprst.navy.mil/results.htm>).

The sampling frame and sample size for each poll depends on the poll topic and objective. Navy-wide Quick Polls are typically administered to a stratified, random sample of approximately 3,000–8,000 active duty Navy personnel with enlisted/officer status and an additional variable such as gender or pay group (Jr., Mid, and Sr. enlisted & officers) serving as the strata. While most of the large-scale surveys conducted by NPRST are administered to Navy-wide samples, Quick Polls have been administered both Navy-wide and to specific Navy communities (i.e., aviation, submarine, surface) or ratings (SEAL, IT, etc.) (Uriell, Newell, & Whittam, in review). Similar to Navy-wide surveys, Quick Poll samples are designed to ensure that the results are representative of the targeted population and that the margins of error of the group(s) of interest are within ± 5 percent. As with traditionally administered Navy-wide surveys, Quick Poll results are typically weighted so that the results accurately generalize to the population from which they are drawn.

The fast turnaround of the Quick Poll process is primarily due to the novel notification method used to contact respondents. Currently, the Navy does not have a complete database of individual e-mail addresses to notify those selected for a Quick Poll. Therefore the decision was made to use the Naval message system, a Navy-wide electronic internal communication system similar to e-mail, except that messages are sent to commands, not individuals. For each poll, commands with selected personnel are sent a message, which contains the names of those selected, and requests that the Command Career Counselor (CCC) at the command serve as the point of contact, notifying selected personnel and, if needed, providing them Internet access to complete the poll. A reminder Naval message is sent midway through the fielding period, as a general reminder to all commands. The web address of the Navy Quick Poll website is included in the Naval message. The voluntary nature of participation in the poll is clearly stated both in the Naval message and on the Quick Poll website. Respondents are informed that they can skip individual questions and/or opt out of the survey altogether without penalty. Access to the poll is password protected to ensure that only selected personnel complete the poll, and do so only once; because of the novel notification method, the password is a combination of Social Security Number and Date of Birth, information known by the respondent but not known by others. After data collection, the data are analyzed and the results are usually presented in a PowerPoint results briefing to the sponsors, typically within one week of closing the poll.

To date, more than 50 polls have been completed on such personnel-related issues as Navy communications, workplace diversity, financial health, leadership training, enlisted education, character, and retention intentions. Similar to most large-scale Navy surveys, Navy-wide Quick Polls of active duty enlisted and officer personnel typically obtain a 30–35 percent response rate (Newell et al., 2004). Polls of specific Navy communities or sub-populations generally obtain higher response rates (40–65%). This may be due to better support/publicity for the poll within the community, better Internet access of these groups, and/or heightened interest in the poll topic given its relevancy to specific community-related issues.

Despite the success of Quick Polls, issues related to non-response need to be addressed. The goals of the present study are to determine reasons selected participants do not complete Quick Polls so that barriers can be eliminated from future polls and to determine if the responses of those who complete Quick Polls (“completers”) systematically differ from those who do not (“non-completers”).

Method

In October 2005, NPRST administered the Navy Communications Quick Poll to assess Sailor satisfaction with, and awareness and use of, a number of Navy initiatives and communication vehicles. The poll also assessed organizational commitment and general attitudes towards Navy surveys. The Center for Career Development (now part of BUPERS-3) in Millington, TN sponsored the poll. A stratified, random sample of 7,000 active duty Navy personnel were selected to participate. The sample was stratified by officer and enlisted status and officer/enlisted pay groups (Jr., Mid, and Sr. enlisted; Jr. and Sr. officers). Standard Navy Quick Poll procedures described above were used. Commands with selected personnel were contacted via Naval message, which requested that Command Career Counselors notify those selected. Respondents then completed the poll online. Of those selected, 2,462 completed the poll, for a 35 percent response rate. The data were weighted to match the officer/enlisted pay group distribution of the active duty Navy population. Margins of error were ± 5 percent or less on all items.

For the current study, login information was used to identify those who did not complete the poll. These non-respondents on the Navy Communications Quick Poll were mailed a short, follow-up paper survey (see Appendix A) in January 2006. This survey included selected questions from the Navy Communications Poll as well as items on reasons for not completing the poll. The follow-up survey remained open for three months, with one reminder letter mailed approximately one month into data collection. Of the 4,538 follow-up surveys mailed, 1,052 were returned for a 23 percent response rate. The data were weighted to match the officer/enlisted pay group distribution of the original non-response population. Frequencies and cross-tabulations were conducted using the Statistical Package for the Social Sciences (SPSS, version 11.5).

Results

Approximately one-half of the officers (51%) and enlisted (48%) who completed the non-response follow-up survey indicated that they did not complete the Navy Communications Quick Poll (see Table 1). Nearly one-half also reported either completing the poll (20–24%) or reported that they did not know if they completed the poll (25–32%). Given the delay between the close of the poll and administration of the follow-up survey, respondents not recalling seems plausible. Those indicating that they completed the poll (when they actually did not) may be due to Internet problems or to respondents recalling another survey that they completed during that timeframe.

Table 1
Did you complete the recent Internet-based Navy
Communications Quick Poll in October 2005?
(Non-completers only)

	Enlisted	Officers
Yes	20%	24%
No	48%	51%
Do not know	32%	25%

Respondents who indicated that they had not completed the poll were asked to indicate the reason(s) why they did not complete the poll, selecting from a list of possible reasons (see Table 2). For officers and enlisted, the majority reported that they were not notified to complete the poll (56% and 46%, respectively). A large percentage also reported that Internet issues (deployed, no access; survey page would not load; or website blocked due to security) prevented them from completing the poll (18% and 25%, respectively). Other reasons for not completing the poll included work demands/leave (26% and 32%, respectively). Less than 5 percent of both groups indicated confidentiality concerns (“Did not believe confidential”/“Someone at my command might see my answers”) as a reason for not completing the poll.

Table 2
Why didn't you complete the poll? (Non-completers only)*

	Enlisted	Officers
Not told to complete the poll	46%	56%
Was on leave/TAD	16%	16%
More important work demands	16%	10%
Deployed, did not have access to Website	12%	8%
Survey web page would not load	11%	9%
Don't believe survey results will lead to improvement	10%	4%
Dislike computer surveys	8%	2%
Did not want to take poll	6%	3%
Not interested in poll topic	4%	3%
Website blocked due to security	2%	1%
Did not believe confidential	2%	0%
Someone at my command might see my answers	1%	0%
Other	15%	16%

*Multiple responses allowed.

As mentioned earlier, the follow-up survey also contained questions from the original Communications Quick Poll. Table 3 shows the percentage indicating that they have Internet access for officer and enlisted completers and non-completers. Most enlisted completers (66%) and non-completers (57%) reported having shared access to the Internet at work, while most officer completers (73%) and non-completers (71%) reported that they had Internet access on their own workstation. Chi-square analyses indicated a significant difference between enlisted completers and non-completers who share computers, $\chi^2(2, N = 1,992) = 12.295, p \leq .001$ and those who have their own computer, $\chi^2(2, N = 1,992) = 10.618, p \leq .001$.

Table 3
Do you have access to Internet at your Navy job?

	Enlisted		Officer	
	Completers	Non-Completers	Completers	Non-Completers
No	6%	7%	3%	5%
Yes, shared workstation	66%	57%**	25%	24%
Yes, own workstation	28%	36%**	73%	71%
Do not know	0%	0%	0%	0%

** = $p \leq .001$.

A similar pattern was found regarding frequency of Internet access and is displayed in Table 4. The majority of officer and enlisted completers and non-completers indicate that they can access the Internet anytime. While a somewhat smaller percentage of non-completers than completers agreed with this response, the pattern of results is the same for both groups. Chi-square analyses revealed that officer and enlisted non-completers were significantly less likely than completers to have Internet access “anytime I want,” $\chi^2(2, N = 1,992) = 7.076, p = .01$ (enlisted); $\chi^2(2, N = 1,424) = 6.403, p = .01$ (officer). A significant difference was also found between enlisted completers and non-completers who rarely have access, $\chi^2(2, N = 1,992) = 20.07, p \leq .001$.

Table 4
How often are you able to access the WWW?

	Enlisted		Officer	
	Completers	Non-Completers	Completers	Non-Completers
Any time I want	60%	53%*	86%	81%*
Sometimes	36%	36%	13%	16%
Rarely	5%	11%**	2%	3%

* = $p < .01$; ** = $p \leq .001$.

Respondents were asked if they had ever visited Navy Knowledge Online, a personnel-related website for Navy Sailors. For both officers and enlisted, approximately 90 percent reported visiting the site. Chi-square analyses indicated no significant differences between completers and non-completers on this question (see Table 5).

Table 5
Have you ever viewed Navy Knowledge Online (NKO)?

	Enlisted		Officer	
	Completers	Non-Completers	Completers	Non-Completers
Yes	94%	95%	89%	91%
No	5%	4%	10%	9%
Do not know	1%	1%	1%	1%

Table 6 displays the results of the series of questions related to attitudes towards Navy surveys. For most items, little difference was found between officer and enlisted completers and non-completers. On the item “It would be easy for others to find out my answers on this survey,” a significantly larger percentage of enlisted completers (44%) agreed than non-completers (29%), $\chi^2(2, N = 1,992) = 36.932, p \leq .001$. A similar pattern was found for officer completers (39%) and non-completers (28%), $\chi^2(2, N = 1,424) = 17.208, p \leq .001$ on this item. Significant differences were also found between completers and non-completers on the item “I was pressured into taking this survey.” On this item a significantly smaller percentage of enlisted non-completers (10%) agreed than completers (16%), $\chi^2(2, N = 1,992) = 10.374, p \leq .001$. A similar pattern was found for officer non-completers (5%) and non-completers (11%), $\chi^2(2, N = 1,424) = 15.133, p \leq .001$ on this item.

Table 6
Attitudes towards Navy surveys

	Percentage “Strongly Agree/Agree”			
	Enlisted		Officer	
	Completers	Non-Completers	Completers	Non-Completers
Surveys provide Navy leadership with valuable information	65%	63%	65%	66%
The responses I provided will be kept confidential	57%	53%	61%	55%
It would be easy for others to find out my answers on this survey	44%	29%**	39%	28%**
I was pressured into taking this survey	16%	10%**	11%	5%**
This survey is an invasion of my privacy	7%	4%	2%	2%

** = $p \leq .001$.

Means were computed for the organizational commitment items (see Table 7). While no significant differences were found between the enlisted completers and non-completers, significant differences were found between officer completers and non-completers on three items. T-tests revealed that officer completers had significantly higher means than non-completers on the items “I could not be as attached to another organization,” $t(1,424) = 3.126, p = .01$; “I feel emotionally attached to the Navy,” $t(1,424) = 4.714, p \leq .001$; and “I feel like part of the family in the Navy,” $t(1,424) = 2.811, p = .01$.

Table 7
Organizational commitment

	Mean: 1 “Strongly Disagree” to 5 “Strongly Agree”			
	Enlisted		Officer	
	Completers	Non-Completers	Completers	Non-Completers
I feel a strong sense of belonging in the Navy	3.43	3.35	3.98	3.89
I could not be as attached to another organization	2.89	2.77	3.03	2.83*
I feel emotionally attached to the Navy	3.22	3.07	3.96	3.69**
I feel like part of the family in the Navy	3.43	3.38	3.99	3.84*
The Navy has a great deal of personal meaning for me	3.79	3.78	4.33	4.24

* = $p = .01$; ** = $p \leq .001$.

Discussion

The purpose of this study was to investigate reasons Sailors do not complete Navy Quick Polls and to determine if responders differ from non-responders on these polls. The results suggest that a considerable proportion of selected samples indicate they are not notified by their commands to complete these polls. This may partially be due to the worldwide deployed nature of the Navy. Command Career Counselors (CCC) located on ships or at other remote locations may not have the time or the inclination to notify Sailors about the poll, or be able to provide Internet access for all of those they do notify. It may also be a function of the short administration period for this Quick Poll and the lack of reminder messages to complete it. In more recent polls, we have found that extending the fielding period of polls and including reminder messages addressed these issues and increased the likelihood that commands access the Navy Messages in time for participants to respond. Once a Navy-wide database of e-mail addresses exists, respondents could be contacted directly via email or non-respondents would be sent reminder e-mails if they have not yet completed the poll.

While differences were found on some of the responses to the current poll, a clear, consistent pattern of differences between completers and non-completers was not found. Indeed, the differences between completers and non-completers that were found tended to relate to real reasons why non-completers may have failed to complete the poll (e.g., non-completers are less likely to be able to access the Internet whenever they want) rather than any systematic non-response bias. Of more potential concern is the finding for officers on three of the organizational commitment items that non-completers felt less emotionally attached to the Navy and less part of the Navy family than completers. This echoes some earlier work (discussed in Newell et al., 2004) which found that completers may be “better organizational citizens” than non-completers. These potential “individual differences” between completers and non-completers should continue to be explored. Overall, the present results replicate those of Uriell et al. (2007) and suggest that the results obtained from respondents to Navy Quick Polls do not substantially differ from those obtained with non-respondents. Thus, even with response rates in the 30 percent range, accurate Navy-wide estimates can be obtained on Quick Polls.

Few reported being pressured into taking the poll. Given that respondents are notified to complete polls by their command, this suggests that most do not report feeling unduly influenced to complete the poll. It was also encouraging that few reported privacy or confidentiality concerns as a reason for not completing the poll. This indicates that Sailors are receptive to completing online surveys. The later finding that a larger percentage of those who completed the poll online agreed it would be easy for others to find out their answers is likely due to the fact that Quick Poll respondents are asked to provide username and password information prior to accessing the poll questions.

Another interesting finding was that 20–24 percent of respondents who reported that they completed the poll, when in fact they did not. This may be due to Internet problems occurring during the transmission of responses, or to respondents recalling another survey that they completed, or of respondents exhibiting some “impression management” or “false memories,” and recalling that they did the right thing—completed the poll—when actually they had not. Future non-response follow-up assessments should further investigate this issue. Deploying the follow-up survey closer to the end of the close of the poll might improve the chance that respondents can accurately recall if they completed the poll or not.

In sum, consistent with the findings of previous studies (Newell, et al., 2004; Uriell et al., 2007), although there were some statistically significant differences between completers and non-completers, there did not appear to be systematic differences between them. Future studies should investigate if similar results would be found on sensitive topic polls. As the current study did not contain questions that were sensitive in nature, it is uncertain if a similar pattern would be found.

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Appendix: Non-response Survey

NAVY QUICK POLL FOLLOW-UP

Dear Sailor,

In October 2005, you were selected to participate in a Navy Quick Poll on Communications in the Navy. A Navy Message was sent to your command on October 21, 2005, inviting you to participate in this Internet survey. You may or may not have been notified to complete the poll at that time. This is a follow-up to that survey; we are attempting to learn more about why people do or do not complete these polls/surveys, so that we can improve the process.

Please take a few minutes to complete and return this short survey. Your participation is voluntary and greatly appreciated. Your responses will remain anonymous and will only be known to the researchers conducting this survey.

If you have any questions, please contact the Navy Survey Line at (901) 874-2202, DSN 882-2202, or email MILL_Navyquickpolling@navy.mil.

Thank you VERY much for your opinions!

PRIVACY ACT STATEMENT

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. Authority to request this information is granted under 10 U.S.C. 5031 and 5032, and 5 U.S.C. 301: Executive Order 9397. License to administer this survey is granted per OPNAVINST 5300.8B under OPNAV Report Control Symbol 1000-4, which expires 28 February 2006.

PURPOSE: The purpose of this questionnaire is to collect data to evaluate existing and proposed Navy personnel policies, procedures, and programs.

ROUTINE USES: The information provided in this questionnaire will be analyzed by the Navy Personnel Research, Studies, and Technology Department. The data files will be maintained by the Navy Personnel Research, Studies, and Technology Department where they may be used for determining changing trends in the Navy.

ANONYMITY: All responses will be held in confidence by the Navy Personnel Research, Studies, and Technology Department. Information you provide will be considered only when statistically summarized with the responses of others, and will not be attributable to any single individual.

PARTICIPATION: Completion of this questionnaire is entirely voluntary. Failure to respond to any of the questions will NOT result in any penalties except possible lack of representation of your views in the final results and outcomes.

IMPORTANT MARKING INSTRUCTIONS

- Use a No. 2 pencil only.
- Do not use ink, ballpoint, or felt tip pens.
- Make solid marks that fill the response completely.
- Erase cleanly any marks you wish to change.
- Make no stray marks on this form.
- Do not fold, tear, or mutilate this form.



CORRECT: ●
INCORRECT: ◐ ◑ ◒ ◓ ◔

1. What is your current paygrade?

- | | | |
|---------------------------|---------------------------|------------------------------------|
| <input type="radio"/> E-1 | <input type="radio"/> W-2 | <input type="radio"/> O-1/O-1E |
| <input type="radio"/> E-2 | <input type="radio"/> W-3 | <input type="radio"/> O-2/O-2E |
| <input type="radio"/> E-3 | <input type="radio"/> W-4 | <input type="radio"/> O-3/O-3E |
| <input type="radio"/> E-4 | <input type="radio"/> W-5 | <input type="radio"/> O-4 |
| <input type="radio"/> E-5 | | <input type="radio"/> O-5 |
| <input type="radio"/> E-6 | | <input type="radio"/> O-6 |
| <input type="radio"/> E-7 | | <input type="radio"/> O-7 or above |
| <input type="radio"/> E-8 | | |
| <input type="radio"/> E-9 | | |

2. I am currently assigned to:

- Sea Duty
 Shore Duty

3. Did you complete the recent Internet-based Quick Poll titled "Navy Communications Quick Poll" in October 2005?

- Yes
 No
 Don't know

4. Why didn't you complete the poll? (Mark ALL that apply.)

- I was not told to complete the poll
 The survey Web page would not load
 I did not want to take it
 I was not interested in the topic
 I was concerned someone in my chain of command would see the answers
 The Web site was blocked due to security issues
 There are more important work demands on my time
 I don't trust your organization to keep my answers confidential
 I dislike computer surveys
 I don't believe that survey results are used to improve program/policies
 I was on leave/TAD
 I was deployed and could not access the website
 Other _____

5. Who asked you to complete the poll? (Mark ALL that apply.)

- CO
- XO
- Command Master Chief/Chief of the Boat
- Command Career Counselor
- Department Head
- Division Head
- No one
- Don't Know
- Other _____

6. Have you been invited to participate in Navy Quick Polls?

- Yes
- No

7. Do you personally have access to the Internet at your Navy job (i.e., you can personally send/receive email, view information on the World Wide Web (WWW), or do other related activities on the Internet)?

- Yes, I have access at my own computer workstation
- Yes, I have access at a computer workstation I share with others at my command
- No
- Don't know

8. How often are you able to access the WWW?

- At any time I want - I work at or have easy access to a computer connected to WWW
- Sometimes - I don't have immediate access, but I can get access if needed
- Rarely - I don't work at or have easy access to a computer connected to the WWW

9. Have you ever viewed/used Navy Knowledge Online (NKO)?

- Yes
- No
- Don't know/unsure

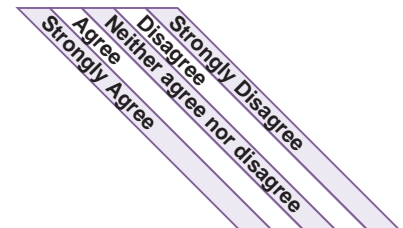
10. Have you ever heard of Sea Warrior?

- Yes
- No → **Skip to Question #12.**
- Don't know/unsure

11. Which of the following are key characteristics of Sea Warrior? (Check ALL that apply.)

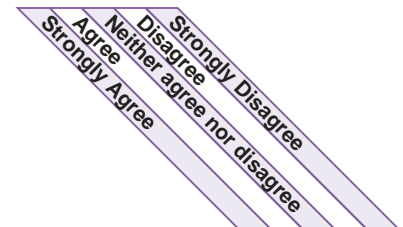
- Improved training and education
- Better career management
- Increased individual choice
- More growth and development
- Improved assignment policy

12. How much do you AGREE or DISAGREE with the following items?



a.	Surveys provide Navy leadership with valuable information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	This survey will be used to improve Navy programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	I think it would be easy for someone to find out my answers to this survey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	I feel that all of the information I provided will be kept confidential	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	I was pressured into taking this survey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	This survey is an invasion of my privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. How much do you AGREE or DISAGREE with the following items?



a.	The Navy has a great deal of personal meaning for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	I feel like "part of the family" in the Navy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	I feel "emotionally attached" to the Navy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	I couldn't become as attached to another organization as I am to the Navy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	I feel a strong sense of belonging in the Navy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Comments: If you have any comments please write them in the space below:

THANK YOU FOR COMPLETING THIS SURVEY!

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