

research in an area that has been long neglected. The following questions remain to be answered:

- 1) Is the black community more responsive to disaster-related information delivered via black-oriented media?
- 2) Are blacks less prone to evacuate their homes than the general population and, if so, why?
- 3) Is black-oriented programming on television the ideal medium for the delivery of disaster mitigation information to the black community?
- 4) Would more disaster-focused programming and reporting in the black media facilitate disaster preparedness, mitigation, and relief in the black community?
- 5) Can television play a greater role in helping to alleviate the apparently disproportionate negative consequences suffered by minorities during natural disasters?

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APPENDIX IInterview Questions (Officials of Radio Stations and Newspapers)

1. a. What is the organization's policy governing disaster coverage?  
b. Is there a specific plan, and if so, how is this plan related to the municipality's overall natural disaster emergency plan?
2. How effective was this plan during Hurricane Frederic? Were there any substantive changes or recommendations regarding this plan based on its implementation during a natural disaster? If so, what kinds of revisions were made?
3. What is the sequence of action/activities taken to gather, select, and disseminate information about pre and post disaster activities?
4. Is there a specially designated person(s) within the organization responsible for implementing pre-warning and recovery efforts?
5. In what specific ways did the organization actually assist in the pre and post disaster period?
6. How much air time/print coverage was granted on pre and post disaster information? Was the regular news coverage/radio programming substantially changed?
7. What types of messages/information was relayed by the media during the pre and post disaster period (i.e., evacuation routes, emergency procedures, recovery assistance, etc.)?
8. What types of messages did the public seem to respond to, regarding warning and disaster assistance?
9. To what extent was the organization networking with relief agencies, other media outlets, government agencies, etc. (i.e., Red Cross, FEMA, HUD, SBA, FGA, National Weather Service)?
10. Prior to Hurricane Frederic, were there any on-going efforts to educate the local community on disaster preparedness? Has this kind of educational focus changed since the aftermath of the Hurricane?
11. To what extent has Hurricane Frederic impacted the organization's normal programming/news coverage?
12. Were any additional expenses incurred due to Hurricane Frederic?

13. is the organization's facility located in a high risk area? What kinds of structural changes have been made, if any, to strengthen the building(s) to withstand high winds and ground shaking?
14. Does the organization have a contingency plan to continue operations in case of a major power failure? What does this plan include?
15. What impact did Hurricane Frederic have on the organization's employees?
16. Does the radio station/newspaper have any legal responsibility with regard to disaster reporting?
17. As a result of Hurricane Frederic, was there increased attention focused on state and/or local legislation to prevent and/or better prepare for natural disasters?
18. Does the radio station have a copy of a publication written by the National Association of Broadcasters -- "A Broadcaster's Guide to Planning for a Natural Disaster?"



## APPENDIX II

### The Research Instrument

(READ TO RESPONDENT)

Hello, my name is \_\_\_\_\_. I am a member of a research team from Morgan State University. We are conducting interviews with victims of Hurricane Frederic. We are interviewing people such as yourself to find out how they have been doing since the hurricane and how you utilized the media before, during and after Hurricane Frederic. You have been selected as part of a scientific sample and your participation in our study is very important to our research goals. All the answers you give us are kept strictly confidential and we never use people's names in our studies. We are in no way connected with the federal government, although we will convey the things people in our study tell us about problems they are having with the government, in order to improve federal disaster programs. Your cooperation in our study is very important to us and is greatly appreciated.

(INTERVIEWER: ALL DIRECTIONS TO YOU ARE IN CAPITAL LETTERS AND ENCLOSED IN PARENTHESES - DO NOT READ THESE ALOUD TO THE RESPONDENT.)

(READ TO RESPONDENT)

"I would like to start by asking you some questions about your house."

1. Did you live in the Mobile area at the time of Hurricane Frederic (Sept. 1979)? \_\_\_\_\_
  - \_\_\_\_\_ 1. Yes
  - \_\_\_\_\_ 2. No (THANK RESPONDENT AND CONCLUDE INTERVIEW)
2. At the time of the hurricane what type of dwelling were you living in? \_\_\_\_\_
  - \_\_\_\_\_ 1. Trailer (Owned)
  - \_\_\_\_\_ 2. Trailer (Rented)
  - \_\_\_\_\_ 3. House (Owned)
  - \_\_\_\_\_ 4. House (Rented)
  - \_\_\_\_\_ 5. Apartment
  - \_\_\_\_\_ 6. Condominium/Townhouse
3. At the time of the hurricane, how many years had you lived in the dwelling? \_\_\_\_\_
 

\_\_\_\_\_ (YEARS)
4. How many years have you lived in this community? \_\_\_\_\_
 

\_\_\_\_\_ (YEARS)
5. Have you moved since the hurricane? \_\_\_\_\_
  - \_\_\_\_\_ 1. Yes
  - \_\_\_\_\_ 2. No (IF NO SKIP TO QUESTION #7)
6. If so, did you move because of your experiences with the hurricane? \_\_\_\_\_
  - \_\_\_\_\_ 1. Yes, moved due to experiences.
  - \_\_\_\_\_ 2. No, did not move due to hurricane experiences.

7. How many persons lived with you at the time of the hurricane? \_\_\_\_\_  
(RECORD ACTUAL NUMBER OF INDIVIDUALS  
RESIDING IN THE HOUSE AT THE TIME  
OF THE HURRICANE. TOTAL SHOULD INCLUDE  
RESPONDENT.)
8. What were their ages at the time of the hurricane?  
(RECORD AGES OF ALL INDIVIDUALS EXCLUDING RESPONDENT AND  
RELATIONSHIP TO RESPONDENT.) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
9. Were any of these persons not related to you i.e. not family or kin?  
\_\_\_\_\_  
1. Yes \_\_\_\_\_  
2. No (IF NO, PLEASE SKIP TO QUESTION #11) \_\_\_\_\_
10. If so how many were unrelated to you? \_\_\_\_\_  
(RECORD NUMBER)
11. At the time of the Hurricane how many working TV's did you have  
in your house? (RECORD ACTUAL NUMBER) \_\_\_\_\_  
(TV's)
12. At the time of the Hurricane how many working radios did you have  
in your house (not counting car radios)? (RECORD ACTUAL NUMBER). \_\_\_\_\_  
(RADIOS)
13. Do you subscribe to or regularly read a Mobile area newspaper?  
\_\_\_\_\_  
1. Yes \_\_\_\_\_  
2. No (IF NO PLEASE SKIP TO QUESTION #15) \_\_\_\_\_
14. If so, which ones?  
\_\_\_\_\_  
(NAME OF MOBILE AREA NEWSPAPER)  
(LIST ALL MENTIONED)

15. How much time (in hours) on the average do you normally spend  
listening to a radio each day (including car radio)? \_\_\_\_\_  
(RECORD ACTUAL NUMBER OF HOURS) \_\_\_\_\_ (HOURS)
16. Approximately how much time do you normally spend watching TV  
each day? (RECORD ACTUAL NUMBER OF HOURS) \_\_\_\_\_  
(HOURS)
17. Besides your experience with Hurricane Frederic have you ever  
been in any other natural disaster?  
\_\_\_\_\_  
1. Yes \_\_\_\_\_  
2. No (IF NOT PLEASE SKIP TO QUESTION #21) \_\_\_\_\_
18. What type (CHECK ALL THAT APPLY).  
\_\_\_\_\_  
1. Tornado \_\_\_\_\_  
2. Flood \_\_\_\_\_  
3. Hurricane \_\_\_\_\_  
4. Earthquake \_\_\_\_\_  
5. Tsunami (Tidal Wave) \_\_\_\_\_  
6. Other \_\_\_\_\_ (SPECIFY)
19. Did you receive any warning messages for that (those) disasters?  
\_\_\_\_\_  
1. Yes \_\_\_\_\_  
2. No (IF NO PLEASE SKIP TO QUESTION #21) \_\_\_\_\_
20. From what sources? (CHECK ALL THAT APPLY)  
\_\_\_\_\_  
1. TV \_\_\_\_\_  
2. Radio \_\_\_\_\_  
3. Newspaper \_\_\_\_\_  
4. Face to Face \_\_\_\_\_  
5. Sirens \_\_\_\_\_

21. Have you ever been warned about a disaster that never actually came or affected you? \_\_\_\_\_  
1. Yes, in Mobile \_\_\_\_\_  
2. Yes, elsewhere \_\_\_\_\_  
3. No \_\_\_\_\_

22. Please answer Agree or Disagree to the following statements:  
(CIRCLE ANSWER GIVEN)

AGREE DISAGREE a. False warnings make me feel like not believing most disaster warnings. \_\_\_\_\_  
AGREE DISAGREE b. False warnings are OK because it's better to be safe than sorry. \_\_\_\_\_

(READ TO RESPONDENT)

"Now I have some questions to ask about warnings you might have received about Hurricane Frederic."

23 Overall about how many warning messages did you receive about Frederic (from all sources) prior to the hurricane getting here? \_\_\_\_\_  
(RECORD ACTUAL NUMBER OF SOURCES OR VERBAL STATEMENT IF RESPONDENT CAN'T GIVE AN EXACT NUMBER IN, UNSURE, PROBE FOR MANY, FEW ETC.) \_\_\_\_\_

24 From what source did you first hear that Frederic might hit Mobile? \_\_\_\_\_

1. Local fire/police \_\_\_\_\_
2. Radio \_\_\_\_\_
3. TV \_\_\_\_\_
4. Newspaper \_\_\_\_\_
5. Neighbor, friend \_\_\_\_\_
6. Relative \_\_\_\_\_
7. Family member - living at home \_\_\_\_\_
8. Did not receive any warning \_\_\_\_\_

25. How did you receive the first message that Frederic might hit Mobile? \_\_\_\_\_

1. Telephone \_\_\_\_\_
2. Face to Face \_\_\_\_\_
3. Tuned in to media \_\_\_\_\_
4. Read about it \_\_\_\_\_

26. After receiving your first warning, how certain were you that Frederic would hit your area? (ON A SCALE OF 0 TO 6 WITH 1 BEING VERY UNCERTAIN AND 6 BEING VERY CERTAIN.) \_\_\_\_\_

0 1 2 3 4 5 6

27. For about how long before Frederic hit did you receive warning messages? (IN HOURS/DAYS) \_\_\_\_\_

(HOURS/DAYS)

28. From what sources did you receive warning messages about Frederic? (CHECK ALL THAT APPLY) \_\_\_\_\_

1. TV \_\_\_\_\_
2. Radio \_\_\_\_\_
3. Neighbor, friend \_\_\_\_\_
4. Relative \_\_\_\_\_
5. Family member - i.e. living at home \_\_\_\_\_
6. Local fire/police \_\_\_\_\_

29 Which source did you tend to believe the most? (CHECK ONLY ONE) \_\_\_\_\_

1. TV \_\_\_\_\_
2. Radio \_\_\_\_\_
3. Neighbor, friend \_\_\_\_\_
4. Relative \_\_\_\_\_
5. Family member - living at home \_\_\_\_\_
6. Local fire/police \_\_\_\_\_

- 30 In the 12 hours before Frederic hit did you rely on one source more than others for keeping track of the storm?  
 \_\_\_\_\_  
 1. Yes  
 \_\_\_\_\_  
 2. No (IF NO, PLEASE SKIP TO QUESTION #32)  
 \_\_\_\_\_
31. If yes, which one? (RECORD SOURCE - SPECIFIC NAME OF STATION, NEWSPAPER, ETC.)  
 \_\_\_\_\_
32. In the 12 hours before the storm, did you attempt to confirm or get additional information on any warning message by either checking other media or calling anyone?  
 \_\_\_\_\_  
 1. Yes  
 \_\_\_\_\_  
 2. No  
 \_\_\_\_\_
33. Did you receive any messages from anyone about evacuating your home prior to Frederic hitting Mobile?  
 \_\_\_\_\_  
 1. Yes  
 \_\_\_\_\_  
 2. No  
 \_\_\_\_\_
34. If yes, did you evacuate your home?  
 \_\_\_\_\_  
 1. Yes  
 \_\_\_\_\_  
 2. No (IF NO, SKIP TO QUESTION #37)  
 \_\_\_\_\_
- 35 If yes where did you go and how long did you remain there?  
 \_\_\_\_\_ (PLACE)  
 \_\_\_\_\_ (LENGTH OF TIME SPENT THERE IN DAYS/HOURS)  
 \_\_\_\_\_
36. How soon after Hurricane Frederic struck were you able to return to your own home to live? (IN DAYS)  
 \_\_\_\_\_ (DAYS, GO TO QUESTION #39)  
 \_\_\_\_\_
37. If not, why didn't you evacuate? (RECORD VERBATIM)  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
38. Since you didn't evacuate did you do anything special to prepare your home and family for Frederic? (LIST ALL THINGS DONE)  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
39. Did you follow any advice given out over the media regarding how to prepare for Frederic?  
 \_\_\_\_\_  
 1. Yes  
 \_\_\_\_\_  
 2. No (IF NO, PLEASE SKIP TO QUESTION #41)  
 \_\_\_\_\_
40. If yes what? (RECORD ALL ADVICE FOLLOWED WHETHER THEY EVACUATED OR NOT)  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
41. Twelve hours before Frederic hit, how certain were you that your area (neighborhood) was going to be impacted? (ON A SCALE OF 0 TO 6 WITH 0 BEING NOT CERTAIN AT ALL AND 6 BEING VERY CERTAIN)  
 \_\_\_\_\_  
 0 1 2 3 4 5 6
42. How much danger did you personally feel you were in prior to Frederic hitting? (ON A SCALE OF 0 TO 6 WITH 0 BEING NONE AND 6 EXTREME)  
 \_\_\_\_\_  
 0 1 2 3 4 5 6

43. In the 12 hours prior to impact did you at anytime discuss the situation with family or relatives?
1. Yes, Face to Face  
2. Yes, Over the Telephone  
3. Yes both (FACE TO FACE AND TELEPHONE)  
4. No
44. In the 12 hours prior to impact did you at anytime discuss the situation with friends/neighbors?
1. Yes, Face to Face  
2. Yes, Over the Telephone  
3. Yes both (FACE TO FACE AND TELEPHONE)  
4. No (SKIP TO QUESTION #47)
45. Did those discussions influence what you decided to do regarding the Hurricane?
1. Yes  
2. No (IF NO PLEASE SKIP TO QUESTION #47)
46. If so how? (RECORD ACTUAL RESPONSE)
47. Did your neighbors evacuate the area?
1. Yes  
2. No  
3. DK
48. Did any of your relatives evacuate the area?
1. Yes  
2. No  
3. Not Applicable
49. Did you receive any information from any source about where to go for evacuations?
1. Yes (IF YES, FROM WHICH SOURCES)
50. Given all the warning and evacuation messages you received, which source provided you with the most believable information? (CHECK ONLY ONE)
1. Local Fire/Police  
2. TV  
3. Radio  
4. Newspapers  
5. Friends/Neighbors  
6. Relatives  
7. Family Member (i.e. living at home)
51. What was it in particular that made you believe those messages? (CHECK ONLY ONE)
1. Content (What they said)  
2. Delivery (How they said it)  
3. Accuracy, Specificity of the message  
4. Visual aspects - TV  
5. Did not believe  
6. Other
- (RECORD RESPONSE)

52 In terms of the storm's actual impact and damage, which one source of information provided you with what, looking back, turned out to be the most accurate information?

- \_\_\_\_\_ 1. Local Fire/Police  
 \_\_\_\_\_ 2. TV  
 \_\_\_\_\_ 3. Radio  
 \_\_\_\_\_ 4. Newspapers  
 \_\_\_\_\_ 5. Friends/Neighbors  
 \_\_\_\_\_ 6. Relatives  
 \_\_\_\_\_ 7. Family Member (i.e. living at home)

53. How much damage did your home and property receive from the storm?  
(RECORD ANY DESCRIPTION)

- \_\_\_\_\_ 1. None  
 \_\_\_\_\_ 2. Slight  
 \_\_\_\_\_ 3. Moderate  
 \_\_\_\_\_ 4. Severe  
 \_\_\_\_\_ 5. Totally destroyed

54. Was your home damaged by a tornado set off by Hurricane Frederic?

- \_\_\_\_\_ 1. Yes  
 \_\_\_\_\_ 2. No (IF NO, PLEASE SKIP TO QUESTION #57)

55 If yes did you receive any specific tornado warning?

- \_\_\_\_\_ 1. Yes  
 \_\_\_\_\_ 2. No (IF NO, PLEASE SKIP TO QUESTION # 57)

56. If yes, from what source did you receive tornado warnings? (SPECIFY)

\_\_\_\_\_

57. How many people did you know who were injured in the storm?  
(RECORD ACTUAL NUMBER)

\_\_\_\_\_ # of friends/neighbors  
 \_\_\_\_\_ # of family (living with you)  
 \_\_\_\_\_ # of kin

58. Did you use any aid program to help pay or repair the damage to your home?

- \_\_\_\_\_ 1. Yes  
 \_\_\_\_\_ 2. No

59. I'm going to read you a list of agencies/organizations that made aid available to victims of Frederic. For each that I mention would you tell me if you received aid from it and what type?

YES	NO	TYPE OF AID RECEIVED
_____	_____	Red Cross
_____	_____	Salvation Army
_____	_____	FDAA (FEDERAL GOVERNMENT)
_____	_____	SEA (HOW MUCH FOR LOAN)
_____	_____	Local Civic Organizations
_____	_____	Church Groups

64. Is your family completely over the storm in terms of your finances (reconstruction losses, etc.)? \_\_\_\_\_

- \_\_\_\_\_ 1. Yes  
\_\_\_\_\_ 2. No

65. After the storm, were you or any member(s) of your family particularly upset by the storm emotionally speaking? \_\_\_\_\_

- \_\_\_\_\_ 1. Yes  
\_\_\_\_\_ 2. No (IF NO SKIP TO QUESTION #67)

66. Did you (they) seek any counseling, guidance or help with these emotional upsets? \_\_\_\_\_

- \_\_\_\_\_ 1. Yes (FROM WHOM) \_\_\_\_\_  
\_\_\_\_\_ 2. No \_\_\_\_\_

67. Were you aware of any programs designed to help disaster victims with their emotional problems? \_\_\_\_\_

- \_\_\_\_\_ 1. Yes  
\_\_\_\_\_ 2. No (IF NO SKIP TO QUESTION # 69)

68. If yes, how did you hear about them? (RECORD ACTUAL RESPONSE) \_\_\_\_\_

69. Would you do anything differently if you heard that Mobile might be hit by another hurricane? \_\_\_\_\_

- \_\_\_\_\_ 1. Yes (SPECIFY) \_\_\_\_\_  
\_\_\_\_\_ 2. No \_\_\_\_\_

60. For the aid programs that you got help from in recovery how did you find out about each one? \_\_\_\_\_

#### SOURCE OF INFORMATION

RED CROSS \_\_\_\_\_

SALVATION ARMY \_\_\_\_\_

FDA (FEDERAL GOV.) \_\_\_\_\_

SBA \_\_\_\_\_

LOCAL CIVIC ORGANIZATIONS \_\_\_\_\_

CHURCH \_\_\_\_\_

61. Did you have insurance on your home? \_\_\_\_\_

- \_\_\_\_\_ 1. Yes  
\_\_\_\_\_ 2. No (IF NO SKIP TO QUESTION #64)  
\_\_\_\_\_ 3. Not Applicable (SKIP TO QUESTION #64)

62. If yes, was the settlement adequate to cover your losses from Frederic? \_\_\_\_\_

- \_\_\_\_\_ 1. Yes (IF YES SKIP TO QUESTION # 64)  
\_\_\_\_\_ 2. No \_\_\_\_\_

63. How did you make up the difference between your losses and your insurance money? (RECORD ACTUAL RESPONSE) \_\_\_\_\_

75. Are there any improvements that you can recommend in terms of how disaster aid program were advertised after Frederic (RECORD RESPONSE)

70. Would you use the same sources for information you mentioned earlier if your heard another one was coming?

1. Yes  
2. No

71. Which one media source would you be most likely to use in case of a future disaster here?

(GET NAME OF PAPER, CHANNEL OF TV, ETC )

72. Are there any specific personal characteristics about a TV reporter that might make you believe disaster warnings?

1. Dress  
2. Manner (SPECIFY)  
3. Race  
4. Other

73. Is there anything about the actual disaster warning messages that your hear or see that would make you more likely to believe them? (CHECK ALL THAT APPLY)

1. Tone of the message  
2. What the message consisted of  
3. Source of the message  
4. Other

74. Do you find that the use of weather maps, pictures of the storm, on TV or in newspapers, were influential in your believing the warnings about Frederic?

1. Yes  
2. No

76. Which technique would be most useful to victims for telling them about disaster aid?

1. TV  
2. Radio  
3. Newspapers  
4. Posters  
5. Loudspeakers  
6. Other

77. Prior to impact did you see any films on TV of Frederic?

1. Yes  
2. No (IF NO, SKIP TO QUESTION #79)

78. Did any of these films on TV influence you in terms of what actions you took?

1. Yes  
2. No

79. Did you watch weather program on TV regarding the storm?

1. Yes  
2. No (IF NO, PLEASE SKIP TO QUESTION #81)



80 Did these weather programs influence you in terms of what actions you took?

1 Yes  
2 No

81 At any time during Hurricane Frederic were you worried about the possibility of looters?

1. Yes  
2. No

82. Did that concern affect what you did before the storm hit?  
(RECORD ACTUAL RESPONSE)

(READ TO RESPONDENT)

"Now I'd like to ask you some questions about your feelings, experiences, and attitudes regarding things in general."

"I'm going to read you some things some people have told us that they have felt from time to time. Do you tend to feel or not..."

(CIRCLE APPROPRIATE ANSWER)

YES, FEEL NO, NOT FEEL DK

83. The people running the country don't really care what happens to you.

1 2 3

84. The rich get richer and the poor get poorer.

1 2 3

85. What you think doesn't count very much anymore.

1 2 3

86 Most people with power try to take advantage of people like yourself.

1 2 3

(CIRCLE APPROPRIATE ANSWER)

YES, FEEL NO, NOT FEEL DK

87. The people in Washington, D.C. are out of touch with the rest of the country.

1 2 3

88. Family ties are strengthened when times are hard

1 2 3

"Here's a list of statements. After I read the statements will you tell me if you agree or disagree with the statement."

(CIRCLE APPROPRIATE ANSWER)

AGREE DISAGREE

89. Many times I feel that I have little influence over the things that happen to me.

1 2

90. In the long run the bad things that happen to us are balanced by the good ones.

1 2

91. It is not always wise to plan too far ahead because many things turn out to be a matter of good or bad luck anyhow.

1 2

92. Sometimes I feel that I don't have enough control over the direction my life is taking.

1 2

(READ TO RESPONDENT)

"Before we conclude, I'd like to ask a few general questions about yourself and your family."

93. How old are you?

\_\_\_\_ YEARS

94. Race of respondent (ASK THIS QUESTION ONLY IF YOU CANNOT DETERMINE THE ANSWER YOURSELF)

99. What is your current marital status?

- 1. Married
- 2. Single
- 3. Divorced
- 4. Separated
- 5. Widowed
- 6. Unmarried Cohabitant

100. What was your marital status at the time of Hurricane Frederic?

- 1. Married
- 2. Single
- 3. Divorced
- 4. Separated
- 5. Widowed
- 6. Unmarried Cohabitant

101. What is your religious affiliation?

- 1. None
- 2. Protestant
- 3. Catholic
- 4. Jewish
- 5. Other

102. How frequently do you attend religious services.

- 1. Do not attend
- 2. Very infrequently
- 3. Occasionally
- 4. Frequently

95. Sex of respondent.

- 1. Male
- 2. Female

96. Occupation of head of household.

SPECIFY

97. What was the highest grade you completed in school?

- 1. Grade 9 or less
- 2. High School - incomplete
- 3. High School - Graduate
- 4. Some college or technical school
- 5. College Graduate
- 6. Post graduate - professional
- 7. Other

98. About how much is your total income (from all sources in a given year)?

- 1. Less than \$5000
- 2. \$5001 to \$7500
- 3. \$7501 to \$10,000
- 4. \$10,001 to \$15,000
- 5. \$15001 to \$20,000
- 6. \$20,001+

103. How important is religion in your life?

- \_\_\_\_\_ 1. Very Important
- \_\_\_\_\_ 2. Fairly Important
- \_\_\_\_\_ 3 Neither Important nor unimportant
- \_\_\_\_\_ 4. Unimportant
- \_\_\_\_\_ 5. Completely unimportant

THANK THE RESPONDENT AND CONCLUDE THE INTERVIEW!

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