

# MAP EVALUATION UPDATE

## Opinions and Perceptions of Residents in New York City Public Housing Findings from Household Surveys in MAP Communities and non-MAP Communities

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### INTRODUCTION

As part of an evaluation of the New York City [Mayor's Action Plan for Neighborhood Safety \(MAP\)](#), researchers from John Jay College of Criminal Justice collaborated with survey specialists from NORC at the University Chicago to collect data from two probability samples of residents in public housing developments in New York City. One sample of residents came from communities involved in the MAP initiative. A second sample was from statistically matched housing developments not involved in MAP (See [Evaluation Update 1](#)).

This report describes results from the first iteration of surveys conducted in early 2019. After a second iteration is completed in early 2020, the evaluation team will analyze the data to detect changes in resident perceptions and to identify any changes that may be related to the effects of MAP.

### EVALUATING THE MAP INITIATIVE

New York City launched the Mayor's Action Plan for Neighborhood Safety in 2014, describing it as a "targeted and comprehensive approach" to public safety in housing developments operated by the New York City Housing Authority (NYCHA). The goal of MAP is to improve the public safety of NYCHA communities by supporting the general well-being of residents, facilitating community empowerment, strengthening community connections, and increasing the presence of active community space in and around NYCHA developments. According to the NYC Mayor's Office of Criminal Justice (MOCJ), housing developments involved in MAP accounted for one-fifth of all violent crimes in NYCHA communities during several years preceding MAP.

**MAP:**  
The Mayor's Action Plan for Neighborhood Safety

The Mayor's Action Plan for Neighborhood Safety is a complex, place-based effort to improve public safety and enhance the well-being of residents living in housing developments operated by the New York City Housing Authority (NYCHA).

**MOCJ:**  
The NYC Mayor's Office of Criminal Justice

The NYC Mayor's Office of Criminal Justice oversees the design and implementation of MAP. In 2017, MOCJ asked the City University of New York's John Jay College of Criminal Justice to evaluate the effects of the MAP initiative.

**JohnJayREC:**  
John Jay's Research and Evaluation Center

Investigators from John Jay's Research and Evaluation Center designed an evaluation in partnership with researchers from NORC at the University of Chicago. The study monitors a range of outcomes in each NYCHA development participating in MAP as well as a matched set of non-participating developments.

In 2017, John Jay College's Research and Evaluation Center (JohnJayREC) began the evaluation of MAP and immediately enlisted the partnership of researchers from NORC at the University of Chicago. Most of the evaluation relies on administrative data from police, social services, and other partners, but adding NORC allowed the study to collect survey data directly from residents.

Together, the research teams from John Jay and NORC designed the household survey to measure perceptions, attitudes, and opinions of people living in public housing. Experts from NORC administered the surveys to large samples of residents from more than 30 public housing developments.

Researchers designed the survey to measure perceptions of community safety, the availability of services and social supports for residents, and various other indicators of community well-being.

Drawing on this information, the research team will analyze differences between MAP communities and the matched set of non-MAP communities in 2019 and 2020. Key outcomes measured by the “NYCHA Resident Survey” include social cohesion (trust in one’s community), belief in government legitimacy, perceptions of safety, and the extent to which residents are willing to engage with government in the interests of their community. The survey measured collective efficacy (neighbors solving problems together) using two different forms of this important question (categorical and dichotomous) to test their comparative utility.

To create a useful and theoretically salient set of survey questions and scales (i.e. groups of questions measuring the same concept), the research team first reviewed more than 40 previous studies (Figure 1). Whenever possible, the team preserved the original wording of questions from those studies. Often, however, it was necessary to adapt questions to make them appropriate for a study of New York City public housing residents (Figure 2). Some questions used in previous research referred to topics and activities that would be relevant only in smaller cities and suburban areas (e.g., lawn care).

**FIGURE 1. SCALES USED IN THE NYCHA RESIDENT SURVEY**

Scale	Description	# of Items	Source	Response Categories	Cronbach's Alpha
Awareness of Domestic Violence Issues	Resident’s awareness of domestic violence issues.	3	Fox, Gadd and Sim (2015)	1 (Never) 2 (Rarely) 3 (Sometimes) 4 (Very often)	0.84
Awareness of Social Support Services	Resident’s awareness of available social support programs and services.	7	Crist et al. (2007)	0 (No) 1 (Yes)	0.86
Collective Efficacy: Dichotomous	The ability of members of a community to activate the behavior of individuals and groups in the community.	6	Earls et al. (2007)	0 (No) 1 (Yes)	0.83
Collective Efficacy: Categorical	Private (nongovernmental) actions to facilitate conformity to norms and laws. Includes peer and community pressure, bystander intervention in a crime, and collective organization and responses (such as citizen patrol groups).	4	Earls et al. (2007)	1 (strongly disagree) 2 (disagree) 3 (undecided) 4 (agree) 5 (strongly agree)	0.81
Evaluating Government Employee Decisions	Resident’s perception of City government decision-making.	3	Tyler, Rasinski and McGraw (1985)	0 (No) 1 (Yes)	0.87
Perception of Safety	Resident’s perception of community safety.	6	Elo et al. (2009)	1 (very unsafe) 2 (somewhat unsafe) 3 (somewhat safe) 4 (very safe)	0.92
Procedural Justice NYCHA	Concerns the fairness and the transparency of the processes by which government decisions are made.	8	Rosenbaum et al. (2015)	1 (strongly disagree) 2 (disagree) 3 (undecided) 4 (agree) 5 (strongly agree)	0.96
Procedural Justice NYPD	Concerns the fairness and the transparency of the processes by which government decisions are made.	8	Rosenbaum et al. (2015)	1 (strongly disagree) 2 (disagree) 3 (undecided) 4 (agree) 5 (strongly agree)	0.97
Social Cohesion	Perceptions that members have of belonging, a feeling that members matter to one another and to the group, and a shared faith that members’ needs will be met through their commitment to be together.	12	Kim, Park and Peterson (2013)	1 (strongly disagree) 2 (disagree) 3 (undecided) 4 (agree) 5 (strongly agree)	0.92
Willingness to Engage with Government	Resident’s willingness to engage with government agencies in times of distress.	4	Tyler, Rasinski and McGraw (1985)	0 (No) 1 (Yes)	0.70

## FIGURE 2. ITEMS USED IN THE NYCHA RESIDENT SURVEY

### Awareness of Domestic Violence Issues

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From what you know:

how often do you think domestic violence occurs between partners (e.g. current or former partners, meaning husbands, wives, boyfriends, girlfriends, or exes) in your development?

how often do you think violence against children occurs (sometimes referred to as child abuse) in your development?

how often do you think violence against seniors occurs (sometimes referred to as elder abuse) in your development?

### Awareness of Social Support Services

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Whether or not you have used the service yourself, do you know how to get services that help with the following issues:

medical help (e.g. ambulance or home attendant)

food support (e.g. food pantry or food stamps)

cash assistance (e.g. temporary or emergency cash grants)

rental assistance (e.g. rent supplement programs)

legal assistance (e.g. lawyer referrals)

substance abuse (e.g. inpatient/residential or outpatient treatment programs, or syringe access and disposal)

family violence Intervention (e.g. community based domestic violence services or confidential counseling)

### Collective Efficacy: Dichotomous

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Would your neighbors:

organize to do something to keep the community center open if budget cuts were closing it?

organize to raise funds for a neighbor who needed help?

Work together to achieve a shared goal?

take care of each other's kids?

say something to a youth showing disrespect to an adult?

break up a fight in your development?

### Collective Efficacy: Categorical

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People in your development:

know and communicate with one another?

try to teach youth how to avoid conflict?

do something if a group of youth were skipping school and hanging out on a street corner?

do something if some youth were spray painting or damaging a wall or building?

### Evaluating Government Employee Decisions

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In deciding what policies to implement in your community, do City government agencies:

take enough time to consider their policy decisions carefully?

allow their employees to have enough time to make good policy decisions?

make sure that their employees are unbiased and impartial in making policy decisions?

### Willingness to Engage with Government

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Would you:

organize meetings with the police and other organizations to promote safety in your development?

work with the City to ensure that parks are equipped with good facilities for youth to play, in your development?

work with the City to get more police patrols in your development?

work with the City to improve lighting in your development?

### Perception of Safety

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On an average day, how safe do you feel in your development when you are:

moving around your building (including entry area, stairways, and elevators) during the day?

walking around your development during the day?

moving around your building (including entry area, stairways, and elevators) at night?

walking around your development at night?

when a stranger stops you at night in your development to ask for directions?

when you hear footsteps behind you at night in your development?

### Procedural Justice NYCHA

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In your last interaction with a NYCHA employee, do you strongly agree, agree, are undecided, disagree, or strongly disagree that the official:

clearly explained the reasons for his/her decision(s)?

gave honest explanations for his/her actions?

gave you a chance to express your view before making decisions?

considered your opinion when making a decision?

took your needs and concerns into account?

treated you with dignity and respect?

sincerely tried to help with your problem(s)?

tried to find the best solution for your problem(s)?

### Procedural Justice NYPD

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In your last interaction with an NYPD officer, do you strongly agree, agree, are undecided, disagree, or strongly disagree that the officer:

clearly explained the reasons for his/her decision(s)?

gave honest explanations for his/her actions?

gave you a chance to express your view before making decisions?

considered your opinion when making a decision?

took your needs and concerns into account?

treated you with dignity and respect?

sincerely tried to help with your problem(s)?

tried to find the best solution for your problem(s)?

### Social Cohesion

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You really feel part of your development?

Most people in your development can be trusted?

If you were in trouble, there are lots of people in your development who would help you?

Most people in your development are friendly?

Most people try to make this a good place to live?

You like the people in your development?

People in this development share the same values?

You live in a close-knit development?

In your development:

when someone moves in, people make them feel welcome?

when someone moves in, people are nice to them?

you feel protective towards other people?

you feel a bond with other people?

Before launching data collection, researchers from NORC and JohnJayREC presented the questionnaire to officials from MOCJ and NYCHA for their review and approval. The NYCHA Resident Survey was then pilot tested with a small group of residents. Feedback from the pilot group helped to ensure the suitability of language used in the questionnaire and to confirm the accuracy and accessibility of instructions provided for survey respondents.

## SAMPLING AND RECRUITMENT

Residents were sampled from 34 public housing developments with similar population sizes and demographic characteristics, including 17 developments involved in the MAP initiative (treatment group) and 17 developments not involved in MAP (comparison group).<sup>1</sup> To begin the sampling process, NYCHA provided NORC analysts with a de-identified list of more than 80,000 adult residents (ages 18 and older) across all 34 study sites. NORC randomly selected 17,630 of those residents as the initial study sample (Figure 3).

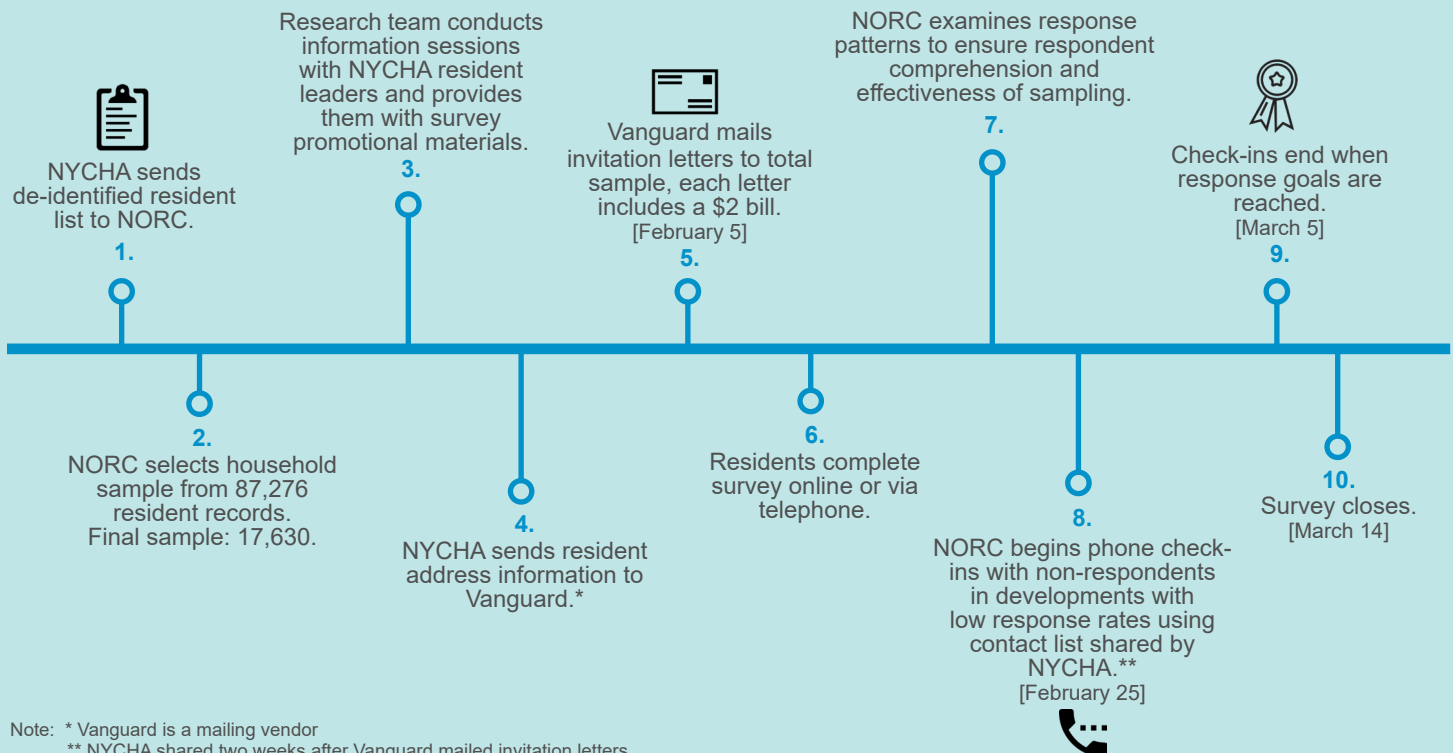
1. The MAP initiative is often described as an intervention focused on 15 housing developments, but NYCHA considers three of those developments (Red Hook, Queensbridge, and Van Dyke) as comprising two distinct communities each. Thus, MAP could be defined as an effort involving 18 sites. One of those sites, however, is exclusively for older residents (Van Dyke II). It was excluded from the study. Thus, the John Jay College evaluation conceptualizes MAP as an initiative affecting 17 NYCHA communities.

Soon thereafter, each sampled participant received an envelope via U.S. Mail with a letter explaining the survey, its purpose, and its sponsorship. Respondents were assured that—while NYCHA endorsed the survey—the housing authority was not conducting the survey and would not see the answers of any residents, nor would any resident’s participation or lack of participation in the survey affect their housing status.

Every invitation envelope contained a \$2 bill and the letter described additional incentives for respondents who completed the survey. Respondents could answer the survey by phone or by using a website accessible with a desktop or mobile device after entering their unique log-in credentials. Everyone completing the survey received a \$15 gift card as well as a \$10 bonus if they completed it within two weeks of receiving the invitation letter. The survey was available in four languages: English; Spanish; Cantonese; and, Mandarin.

To ensure effective understanding of the survey and to clarify the independence of the project, the research team from NORC and JohnJayREC met with leaders of NYCHA resident associations before beginning data collection. Two information sessions were held at the MOCJ offices with

**FIGURE 3. SURVEY ADMINISTRATION TIMELINE**



Note: \* Vanguard is a mailing vendor  
 \*\* NYCHA shared two weeks after Vanguard mailed invitation letters

Resident Association Leaders (RAL) and other important stakeholders. During the first meeting, residents recommended promotional materials (e.g., posters) to familiarize residents with the survey and to encourage those receiving invitation letters to take the survey seriously. Before data collection commenced, the research team delivered posters in English, Spanish, and Cantonese to each RAL. Resident leaders placed the posters in heavily trafficked areas of NYCHA buildings, including elevators and stairways.

After invitation letters were mailed and responses began to appear on the survey website, NORC researchers monitored the response rate and conducted ongoing analyses to ensure data quality. Based on their estimation of the sample sizes required for adequate statistical power, the research team hoped to receive at least 40 valid and complete responses from each of the 34 sampled developments. The actual response rate was much better than expected (N=50+).

NORC researchers expected to use phone follow-ups with non-respondents to ensure sufficient response rates. Phone interviews were scheduled to begin during the fifth week of data collection, but they began and ended two weeks early due to the study's unexpectedly high response rate. In the end, fewer than 80 telephone interviews were required in just 9 of 34 developments. All other developments provided 50 or more completed surveys prior to the start of phone follow-ups. Data collection began on February 5th, 2019 and concluded five weeks later.

## RESULTS: SAMPLE CHARACTERISTICS

The final respondent pool from this first iteration of the NYCHA Resident Survey was just under 2,000 (N=1,942), half from MAP communities and half from comparison communities, with few significant differences between respondents in MAP and non-MAP sites. Only small differences were observed in age, gender, ethnicity, education level, and employment status (Table 1).

Respondents from MAP and non-MAP communities were very similar in age. More than half of all respondents in both groups were between ages 25 and 69. Most respondents were female (MAP 72%; Comparison 67%), which is representative of NYCHA residents overall according to city data.

Some differences were observed in self-reported ethnicity, with more Black or African American respondents in the MAP group (47% versus 32%) and somewhat more Asian respondents in the comparison group (13% versus 5%).

About eight in ten respondents reported they had earned at least a high school diploma, and at least four in ten reported some college experience (MAP 43%; Comparison 45%). More than a third of all respondents reported being employed either part-time or full-time (MAP 36%; Comparison 37%).

Two-thirds of all respondents reported that they had been living in their NYCHA developments more than ten years (Table 2). Very few respondents were newcomers. Among respondents in MAP sites, just 10 percent had been residing in the development fewer than 3 years while the same was true for just 8 percent of respondents from comparison sites.

Most respondents reported that their households included at least three people (MAP 54%; Comparison 46%). Nearly one in six respondents reported households of five or more, and this was due to the presence of children. When household size was reported for adults only (age 18 or older), fewer than five percent of survey respondents reported more than 4 people in their households (MAP 2%; Comparison 3%).

The analysis of respondent characteristics in treatment and comparison sites suggests the two samples were very similar. The results provide support for the comparability of treatment and comparison sites as intended by the research team.

## RESULTS: OUTCOME MEASURES

Researchers employed exploratory and confirmatory factor analysis to identify sets of survey items that were sufficiently correlated with one another to qualify as multi-item scales or factors. Of the 70 potential outcome items measured in the survey, 61 were used to create 10 different scales. Nine items were not used in the analysis because they failed to combine into scales with sufficient reliability. (Responses to all items and scales are provided in the Appendix.)

The NYCHA Resident Survey was intended to measure key outcomes of the MAP initiative by comparing changes in MAP and non-MAP communities between iterations of the survey.

**TABLE 1. RESIDENT CHARACTERISTICS**

<b>Age group</b>	<b>MAP</b>	<b>Comparison</b>	<b>Difference</b>
18 – 24	21%	18%	2%
25 – 34	20%	16%	3%
35 – 44	15%	13%	2%
45 – 59	20%	20%	0%
60 – 69	9%	10%	-2%
70 and up	17%	22%	-5%
<b>Gender</b>	<b>MAP</b>	<b>Comparison</b>	<b>Difference</b>
Male Only	28%	33%	-4%
Female Only	72%	67%	5%
Other <sup>1</sup>	0%	0%	0%
<b>Race / Ethnicity</b>	<b>MAP</b>	<b>Comparison</b>	<b>Difference</b>
Black or African American	47%	32%	15%
Hispanic or Latino/a	37%	40%	-3%
Asian	5%	13%	-8%
White	2%	3%	-1%
Mixed <sup>2</sup>	8%	10%	-2%
Other <sup>3</sup>	2%	2%	0%
<b>Highest level of education</b>	<b>MAP</b>	<b>Comparison</b>	<b>Difference</b>
Less than High School	18%	17%	1%
High School or GED	34%	33%	1%
Certificate or Diploma	5%	4%	1%
Some College or 2-Year Degree	30%	31%	-1%
4-Year Degree or Higher	13%	14%	-1%
<b>Employment status</b>	<b>MAP</b>	<b>Comparison</b>	<b>Difference</b>
Full-time	24%	23%	2%
Part-time	12%	14%	-2%
Employed, but fluctuating hours	5%	5%	0%
Temporary	3%	4%	-1%
Retired	14%	18%	-4%
Not currently employed	41%	36%	5%

**TABLE 2. HOUSEHOLD CHARACTERISTICS**

<b>Years in NYCHA</b>	<b>MAP</b>	<b>Comparison</b>	<b>Difference</b>
Less than one	2%	1%	1%
One to three	8%	7%	0%
More than three to five	9%	9%	0%
More than five to ten	17%	16%	1%
More than ten to twenty	29%	28%	1%
More than twenty	36%	39%	-4%
<b>Household size</b>	<b>MAP</b>	<b>Comparison</b>	<b>Difference</b>
One	18%	20%	-2%
Two	28%	26%	2%
Three	23%	23%	0%
Four	17%	17%	0%
Five or more	14%	14%	0%
<b>Household size (adults 18 and over)</b>	<b>MAP</b>	<b>Comparison</b>	<b>Difference</b>
One	36%	37%	0%
Two	38%	31%	0%
Three	19%	21%	0%
Four	5%	9%	0%
Five or more	2%	3%	0%

**Notes:**

Percentages calculated based on valid responses only.

Percentages may not add to 100% due to rounding.

Denominators exclude “don’t know,” “prefer not to answer,” and missing responses.

1. Includes transgender, male and female, female and other.

2. Includes mixed ethnicities.

3. Includes Asian, American Indian/Alaskan Native, Middle Eastern/ North African, Native Hawaiian/Other Pacific Islander, Other race/ ethnicity not listed.

Only preliminary conclusions may be drawn from this first iteration of the survey. After the second iteration, the evaluation team should be able to assess changes in resident responses to estimate the potential effects of MAP. The team’s ability to conduct such an analysis depends on the reliability of the outcome measures tracked by the study.

Researchers assessed each scale using Cronbach’s alpha coefficient, a traditional statistic used to judge reliability. Alpha coefficients range from zero to one. As the value approaches 1.0, the internal consistency among items is stronger. Values above 0.9 are considered excellent, while those above 0.8 are good. Values above 0.7 are considered acceptable, but values lower than 0.7 are considered not useful. All scales reported in this analysis were above the acceptable threshold (Figure 1).

After the second iteration of the survey, researchers will test for differences between treatment and comparison sites. Even in this first iteration, however, two scales already show significant differences (Table 3). Perceptions of respondents from MAP sites were slightly more positive than those from comparison sites: “awareness of social support services” (MAP 4.67; Comparison 4.34); and “collective efficacy: categorical” (MAP 12.23; Comparison 11.85).

Assessing the significance of differences in the survey scales depends on the particular method used and the study’s assumptions about the distribution of scores for each scale. Based on the scales as constructed, the research team tried two different methods to compare differences between MAP and non-MAP sites: independent samples t-tests and Mann-Whitney U tests (Table 4). The Mann-Whitney U test was added because the distributions of responses to many survey scales were skewed (responses tended to cluster at one end or the other of a scale rather than being evenly distributed across all values).

After the second iteration of the survey, the evaluation team will address the potential effects of non-response when analyzing changes in MAP outcomes. Approximately 40 of the 88 survey items had missing values above an acceptable threshold of 10 percent (combining “I don’t know” and “prefer not to answer” responses). Such “nonattitude” responses could accurately reflect the absence of an opinion, or they may be random choices by respondents who feign engagement in a survey while randomly completing items to reach the end and secure the financial incentive. After the second round of data collection, the research team will apply missing data techniques such as imputation or mean substitution to correct for potential bias.

**TABLE 3. DIFFERENCES IN SURVEY SCALES BY TREATMENT GROUP**

Scale	Scale Values		MAP			Comparison			Sum Means
	Min	Max	n	Mean	Std Dev	n	Mean	Std Dev	Difference
Awareness of Domestic Violence Issues	3	12	670	7.79	2.37	692	7.57	2.41	0.22
Awareness of Social Support Services	0	7	775	4.67	2.30	786	4.34	2.42	0.34 *
Collective Efficacy: Dichotomous	0	6	371	3.46	2.13	326	3.20	2.23	0.26
Collective Efficacy: Categorical	4	20	766	12.23	3.72	730	11.85	3.85	0.38 *
Evaluating Government Employee Decisions	0	3	456	1.14	1.32	434	1.13	1.27	0.00
Perception of Safety	6	24	867	14.61	4.70	884	14.81	4.79	-0.20
Procedural Justice NYCHA	8	40	829	25.49	8.88	843	25.54	8.91	-0.06
Procedural Justice NYPD	8	40	729	25.90	8.63	749	26.53	8.64	-0.63
Social Cohesion	12	60	709	37.00	10.22	735	36.82	10.41	0.17
Willingness to Engage with Government	0	4	601	3.30	1.09	592	3.24	1.11	0.06

**TABLE 4. STATISTICAL SIGNIFICANCE OF GROUP DIFFERENCES BY SURVEY SCALE**

Scale	t-test		Mann-Whitney U test	
	t statistic	p-value	U statistic	p-value
Awareness of Domestic Violence Issues	-1.666	0.096	220732.5	0.124
Awareness of Social Support Services	-2.803	0.005 *	282705.5	0.012 *
Collective Efficacy: Dichotomous	-1.562	0.119	56274.5	0.108
Collective Efficacy: Categorical	-1.950	0.051 *	261061.5	0.026 *
Evaluating Government Employee Decisions	-0.027	0.979	98187.0	0.829
Perception of Safety	0.876	0.381	375154.5	0.445
Procedural Justice NYCHA	0.129	0.898	348841.0	0.953
Procedural Justice NYPD	1.403	0.161	264617.0	0.302
Social Cohesion	-0.321	0.749	257594.5	0.708
Willingness to Engage with Government	-0.991	0.322	171111.0	0.195

## CONCLUSION

Preliminary results suggest the NYCHA Resident Survey was administered as intended by the evaluation team. Respondent samples from the MAP and non-MAP communities were demographically similar and should allow fair comparisons of changes in attitudes and experiences once the second iteration of surveys is completed. The primary focus of this Evaluation Update was to examine the first iteration of data collected using the survey instrument and to test baseline differences between respondents in MAP and non-MAP sites. Significant differences in two survey scales (awareness of social supports and collective efficacy) could be due to the presence of MAP, and it is too soon to draw strong causal inferences. Still, these results may be interpreted as promising.

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## APPENDIX: Survey Responses from Residents in NYCHA Developments

The following pages contain data graphics representing the respondents' answers to every survey item used to construct outcome indices. Responses shown are those of the entire study sample, both MAP and non-MAP developments.

### HIGHLIGHTS:

#### Procedural Justice: NYPD

- Referring to a recent interaction with an NYPD officer, fewer than one in three respondents agreed that the officer tried to find the best solution for an issue, that the officer treated them with dignity and respect, or took their needs into account.

#### Procedural Justice: NYCHA

- Referring to a recent interaction with a NYCHA employee, nearly 60 percent of respondents thought they had been treated with dignity and respect, and nearly 50 percent thought the employee had clearly explained the action that was taken in response to a complaint or request.

#### Social Cohesion

- Only 24 percent of respondents believed that people in their NYCHA development shared the same values and just 32 percent described the development as “close-knit.”
- More than 60 percent of respondents believed most people in their development were friendly.

#### Willingness to Engage with Government

- More than 80 percent of respondents believed their neighbors would be willing to organize meetings with police officials to improve the safety of their community.
- Fewer than half of respondents thought their neighbors would work with city officials to improve lighting in their NYCHA development.

#### Awareness of Social Supports

- Fewer than half of all NYCHA residents knew where to get help with substance abuse services, legal assistance, or help for issues related to family violence.
- More than 80 percent of all residents knew where to get medical help and food supports.

#### Awareness of Domestic Violence Issues

- More than half of all respondents reported that domestic violence between partners occurs “very often” (23%) or “sometimes” (36%) in their NYCHA development.

#### Collective Efficacy

- More than 40 percent of respondents believed their neighbors would help out if it was necessary to break up a fight, stop youth who were being disrespectful toward adults, keep someone from vandalizing a building, or work together to achieve mutual goals.

#### Perceptions of Safety

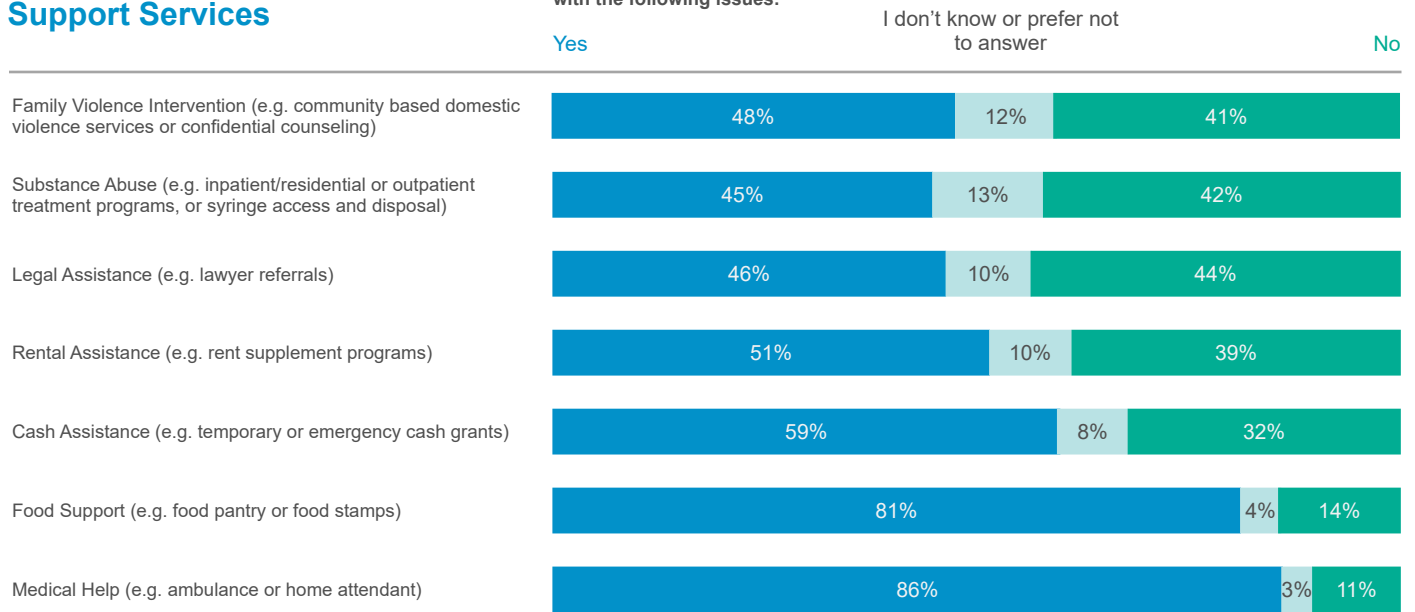
- More than 80 percent of all respondents agreed that they feel safe walking around their NYCHA developments during daylight hours.
- Fewer than 50 percent of respondents agreed that they feel safe walking around their NYCHA developments during night time hours.

#### Evaluating Government Employee Decisions

- 44 percent of respondents thought that City employees did not take enough time to consider policy decisions.

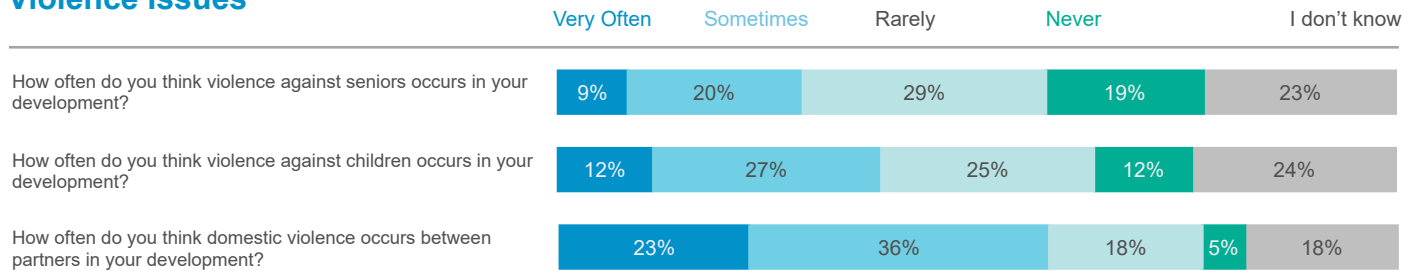
## Awareness of Social Support Services

Whether or not you have used the service yourself, do you know how to get services that help with the following issues:



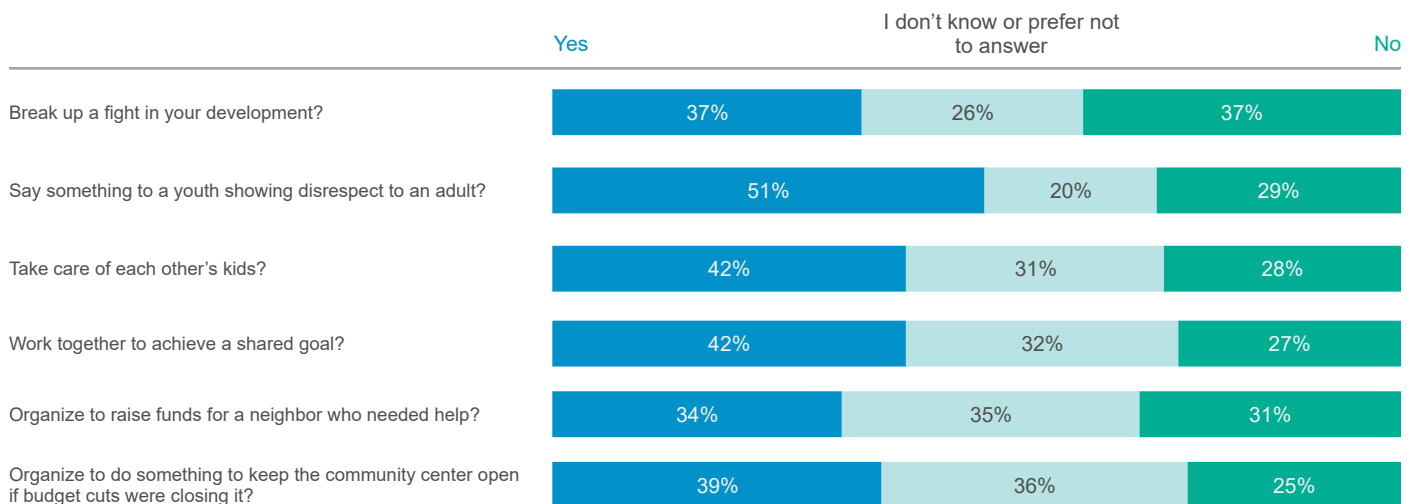
## Awareness of Domestic Violence Issues

Please indicate the frequency that each of the following statements occur by selecting: Very often, sometimes, rarely, or never.



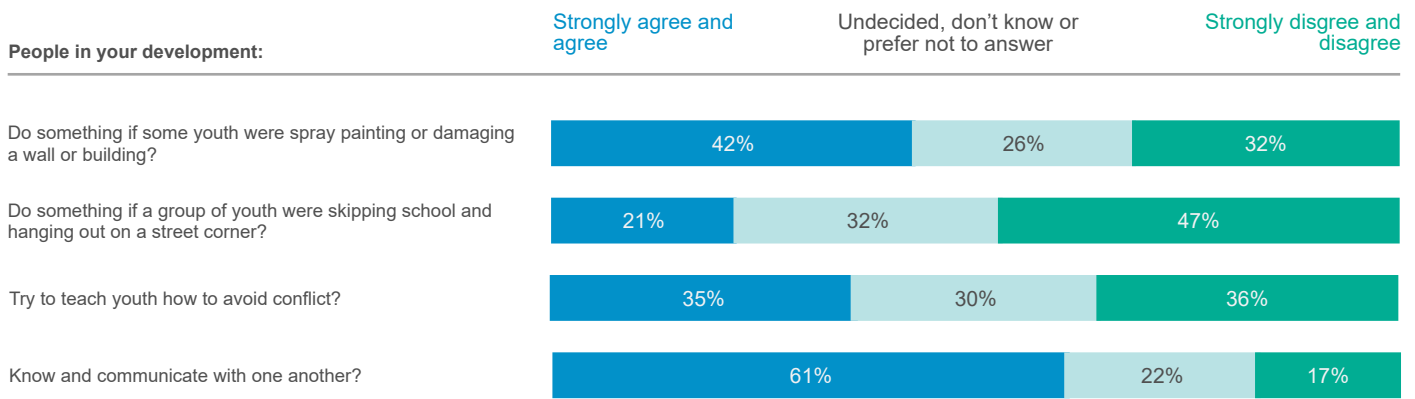
## Collective Efficacy: Dichotomous

Would your neighbors:

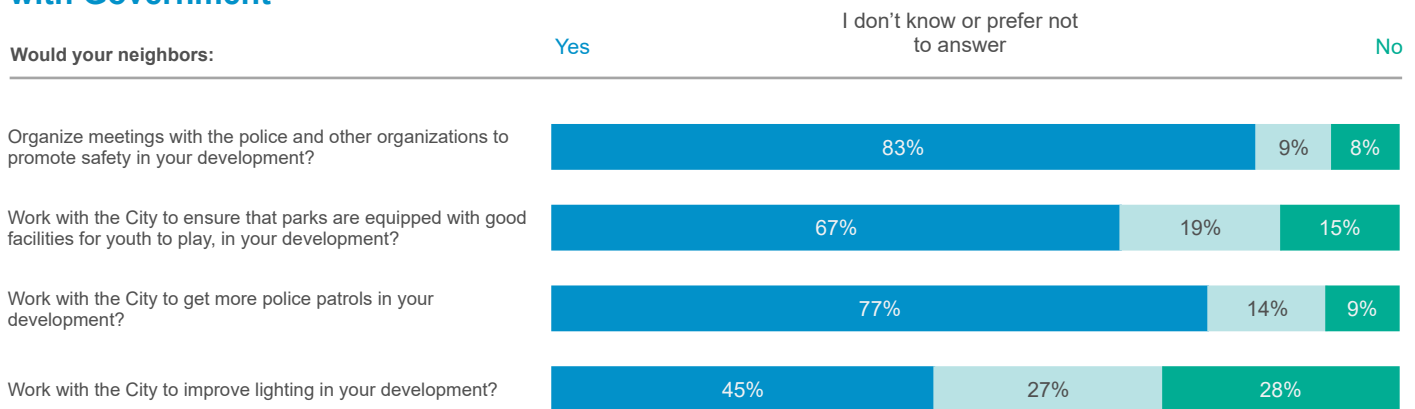


## Collective Efficacy: Categorical

Do you strongly agree, agree, are undecided, disagree, or strongly disagree with the following statements:

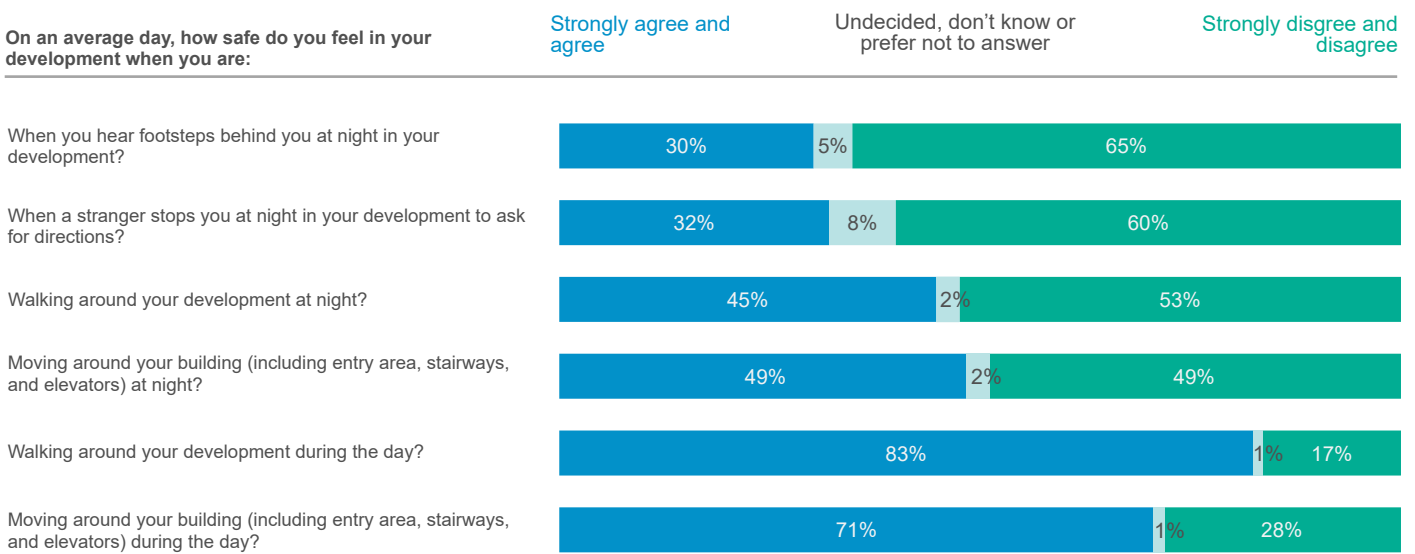


## Willingness to Engage with Government



## Perception of Safety

Do you strongly agree, agree, are undecided, disagree, or strongly disagree with the following statements:



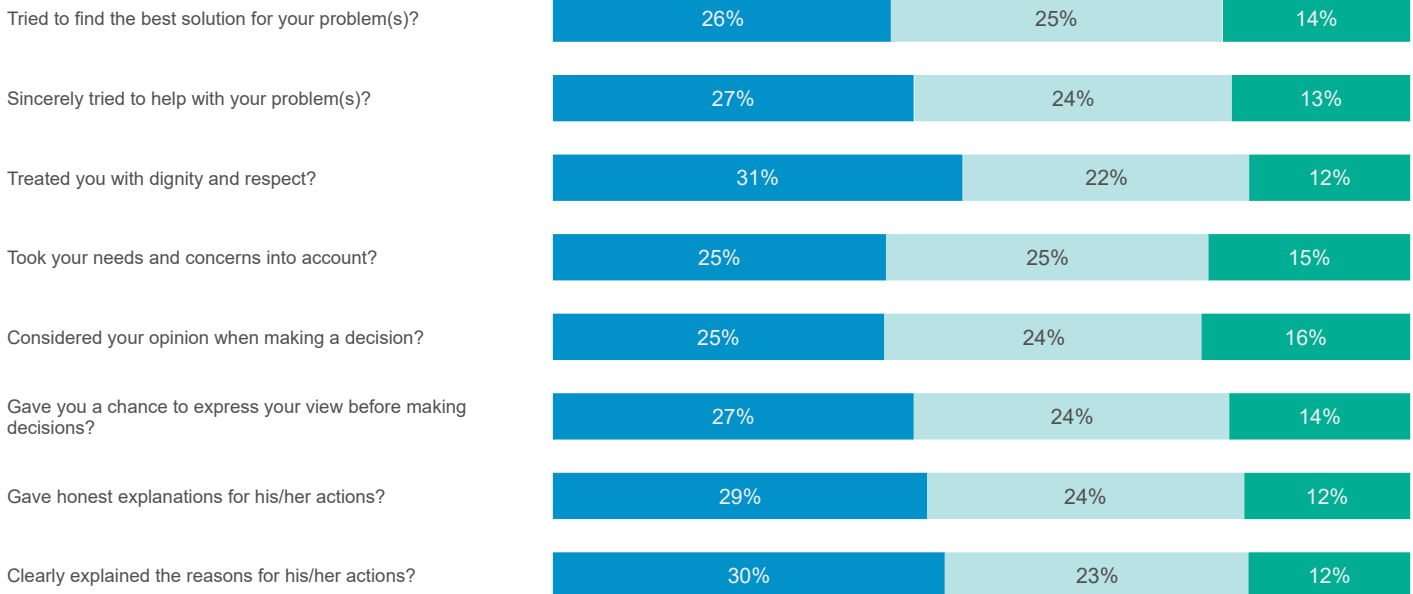
## Procedural Justice: NYPD

In your last interaction with an NYPD officer, do you strongly agree, agree, are undecided, disagree, or strongly disagree that the officer:

Strongly agree and agree

Undecided, don't know or prefer not to answer

Strongly disagree and disagree



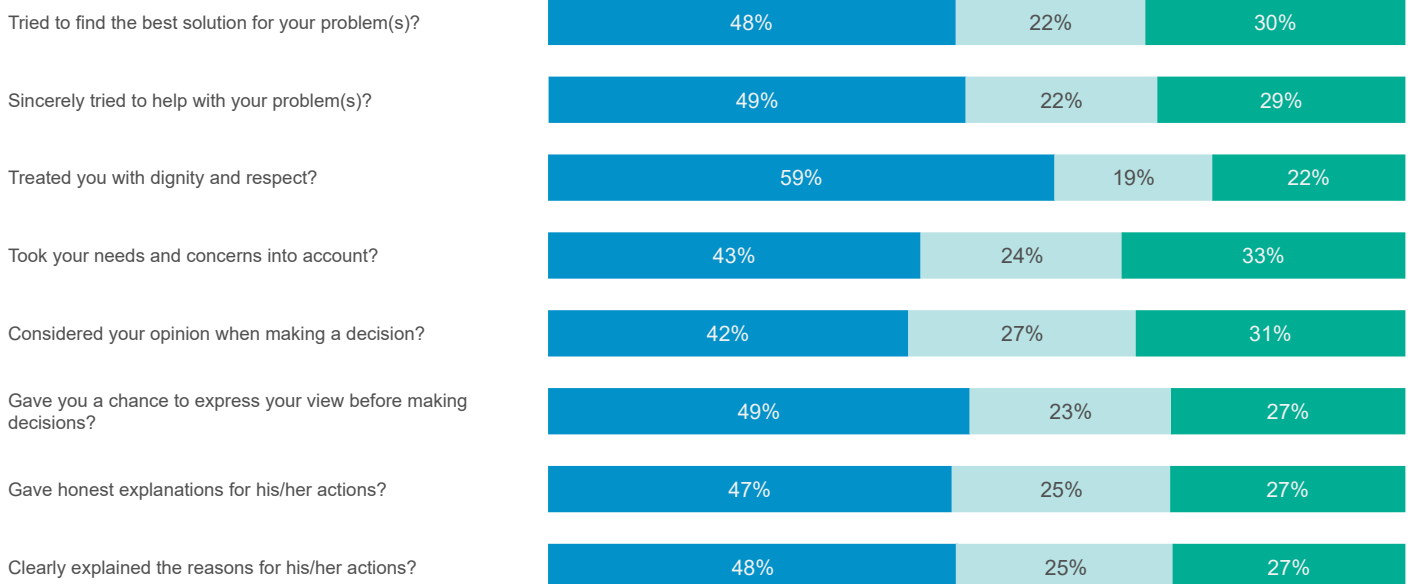
## Procedural Justice: NYCHA

In your last interaction with a NYCHA employee, do you strongly agree, agree, are undecided, disagree, or strongly disagree that the official:

Strongly agree and agree

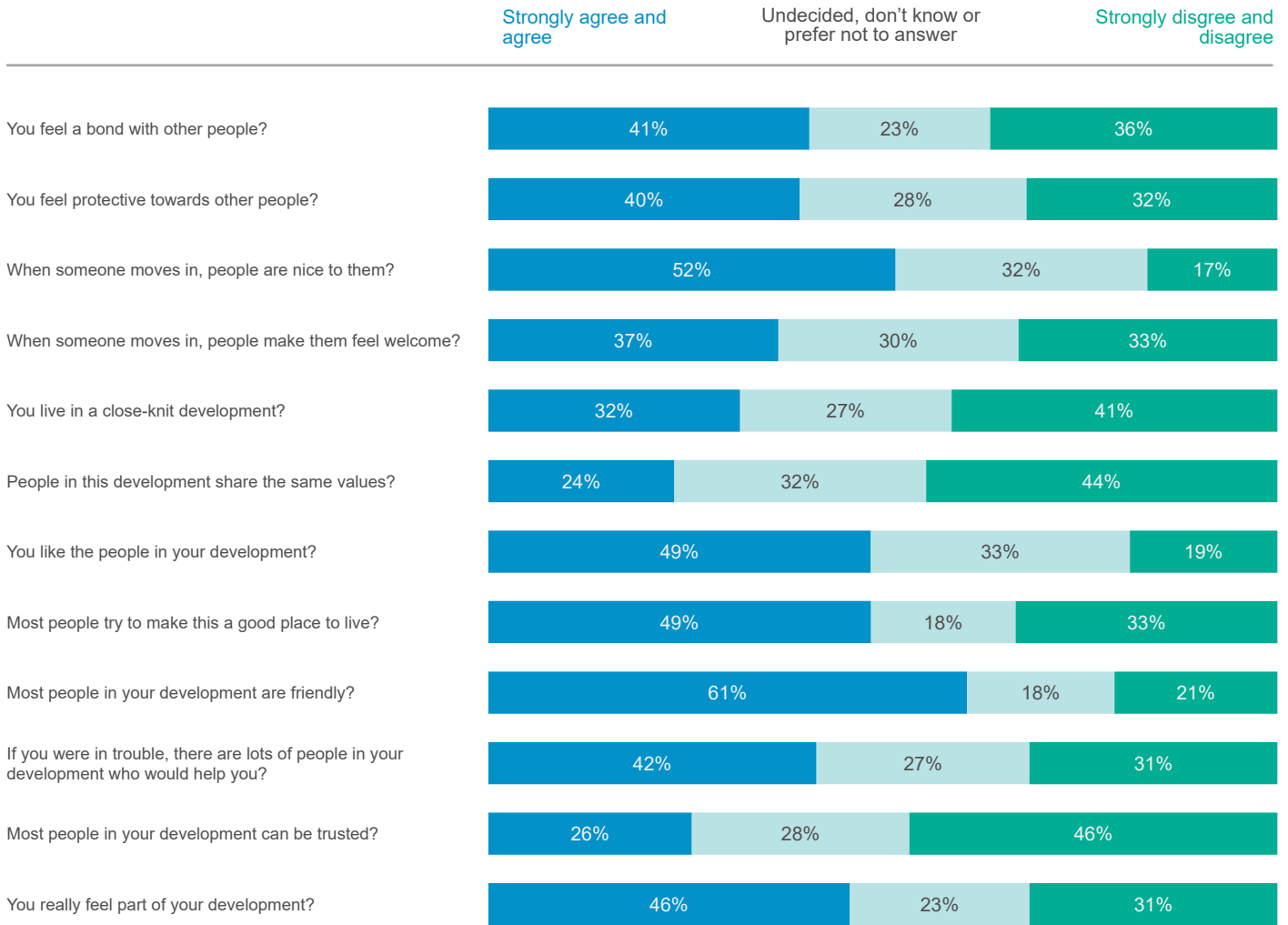
Undecided, don't know or prefer not to answer

Strongly disagree and disagree



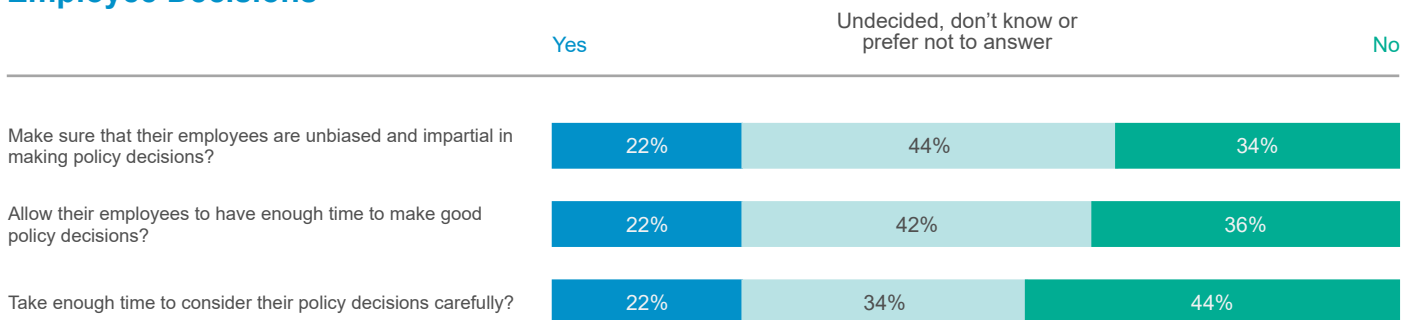
## Social Cohesion

Do you strongly agree, agree, are undecided, disagree, or strongly disagree with the following statements:



## Evaluating Government Employee Decisions

In deciding what policies to implement in your community, do City government agencies:





# RESEARCH AND EVALUATION CENTER



The John Jay College Research and Evaluation Center (JohnJayREC) is an applied research organization within John Jay College of Criminal Justice in New York City. The Center provides members of the academic community with opportunities to respond to the research needs of justice practitioners in New York City, New York State, and the nation. At any given time, the Center is working on several projects to discover, test, and improve programs and policies in the justice system. The Center operates under the supervision of John Jay College's Office for the Advancement of Research.