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Yuko Sato Spofford
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THESIS APPROVAL

The abstract and thesis of Yuko Sato Spofford for the Master of Science in Psychology were presented August 22, 1995, and accepted by the thesis committee and the department.


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An abstract of the thesis of Yuko Sato Spofford for the Master of Science in Psychology presented August 22, 1995.

Title: Intentions to Cooperate with Court Appointed Special Advocates (CASAs) in Child Protective Proceedings: The Role of Perceived Social Pressure in The Theory of Planned Behavior

Ajzen's Theory of Planned Behavior with the addition of Perceived Moral Obligation was used to investigate the behavioral intentions of 65 caseworkers of the Children's Services Division (CSD) to cooperate with Court Appointed Special Advocates (CASAs) on cases involving abused or neglected children. Hierarchical regression analyses indicated that the subjective norms and perceived moral obligation constructs were significant predictors of the three behavioral intention categories and of all three categories combined. The two constructs, however, seem to have a considerable amount of overlap, suggesting that they may be measuring what is broadly called "social pressure to perform/not to perform" the target behavior.

Perceived Behavioral Control was not significant in any categories and the attitude measure was marginally predictive. Possible reasons for the nonsignificant contributions of the two constructs include low inter-item correlations, questionnaire format,

missing data concentrated in the two constructs, and finally, the notion that the caseworkers' attitudes and perceptions of control were of little consequence in their decisions to cooperate with CASAs.

Of the three behavioral intention categories, all models performed best for the second category, "voluntarily sharing pertinent information about the cases with CASAs." The attitude construct performed best for this category, especially in the first and second models. Unlike the other two, this asked about the caseworkers' "voluntary" cooperation. This finding seems to confirm the argument that Ajzen's models work better for a behavior for which one perceives greater volitional control.

Prior, direct working experience with CASAs turned out to be an essential part of the attitude construct. The tested models performed better with the 54 caseworkers who had had direct working experience with CASAs in the last 24 months. This finding seems to indicate that the data from the 11 "no-experience" workers should not be combined with that of the 54 workers. Future studies of the theory of planned behavior with this sample are discussed.

INTENTIONS TO COOPERATE
WITH
COURT APPOINTED SPECIAL ADVOCATES (CASAS)
IN CHILD PROTECTIVE PROCEEDINGS:
THE ROLE OF PERCEIVED SOCIAL PRESSURE
IN THE THEORY OF PLANNED BEHAVIOR

by
YUKO SATO SPOFFORD

A thesis submitted in partial fulfillment
of the requirements for the degree of

MASTER OF SCIENCE
in
PSYCHOLOGY

Portland State University
1996

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INTRODUCTION

Efforts to reduce additional trauma for abused and neglected children in the nation's legal systems have taken many forms. Research findings by legal scholars and psychologists have contributed to modifications of laws and understandings of the special needs of children in legal proceedings. Videotaped testimony of sexually abused children, for instance, is accepted in lieu of their direct testimony in front of the accused in some courts in order to reduce the children's emotional stress (e.g., Goodman et al., 1990) and to avoid repeated interviews with suggestive questions (Howard, 1990).

The main goal of the legal proceedings for abuse and neglect cases is finding a solution in a most expedient manner that provides children with a permanent, stable, and safe environment in which they can grow. Depending on the individual situations in which children are found, this permanent environment may mean different placements such as living with an adoptive family, staying at a long-term foster care placement, and reuniting with their parents.

A lengthy legal process to achieve such "permanency" has been found to become an additional source of trauma for abused and neglected children. These cases often take months to conclude. Prolonged separation from the primary caregiver and disruptions in the

child's family relationships have been found to affect the child's cognitive and emotional development negatively, to compromise the quality of child-caregiver attachment, and to ultimately create problems in the child's later life (c.f., Sroufe, 1989). In addition, there is a need to make legal proceedings themselves appropriate to children's developmental status.

Differences between adults and children in comprehending time concepts such as future, present, and past (Piaget, 1969) and estimating duration of events (Fraisie, 1982) can create confusion and stress for the children. While the adults are proceeding through a series of court hearings and service revisions, the children are often caught in a bureaucratic maze feeling uncertain about "now" and "tomorrow." Efforts must be made to reduce the length of the process in order to keep this potentially harmful and clearly stressful experience for the children to a minimum.

Guardian ad Litem (GAL) and Court Appointed Special Advocate (CASA)

Providing an advocate to represent the children's best interests and to provide a voice for these children in protective court proceedings became a promising way to improve the legal system for children. With the enactment of the Child Abuse Prevention and Treatment Act (Public

Law 93-247) in 1974, the idea of protecting children from further trauma by providing such an advocate became mandatory.

Traditionally, attorneys were appointed as GALs. However, in 1977, a GAL program in Seattle, Washington, began its operation using trained, non-attorney volunteers. This program proved to be so successful that the idea of using trained volunteers spread fast across the nation. Under the recommendation of the National Council of Juvenile and Family Court Judges, the Seattle program used the term, "Court Appointed Special Advocates (CASAs)," to distinguish the lay volunteers' special role as child advocates in court (Ray-Bettineski, 1978).

Although both the 1974 initial Act and the 1988 reauthorization of it failed to specify the requirements and responsibilities of the advocates (National Center for Child Abuse and Neglect, 1988), it is broadly agreed upon in most states that the role of a child advocate has at least three main components. One is that an advocate must be an investigator of all relevant facts for the case in order to consider alternatives and provide recommendations to the court. Second, an advocate has a responsibility to advocate aggressively for the child's interests in court. Finally, an advocate, as a neutral party to the case, monitors the progress of the overall plan for the child and the other

parties' actions. These three components must coexist in order for the child's interests to be represented effectively (Muhlhauser, 1990).

Currently, 553 CASA programs are in operation and an estimated 33,000 volunteers represent children in all 50 states. Moreover, new CASA programs are being started at an average rate of two per month (National CASA Association, 1994).

Multnomah County CASA, Inc., Oregon

Thirty-one of the 34 counties in Oregon have their own CASA programs and three counties (i.e., Hood River, Sherman, and Wasco) operate a joint program (Multnomah County CASA, Inc., 1994).

Founded in 1985 as the first child advocacy program in the state, Multnomah County CASA, Incorporated (Multnomah CASA hereafter), a private non-profit agency, is the largest such program in Oregon. With 213 volunteers, it has served 602 children who are under the protection of the Multnomah County Juvenile Court for the 1994-1995 fiscal year (Multnomah CASA, April, 1995).

Once appointed to a case, Multnomah CASA volunteers have four primary responsibilities: (1) to investigate the situation, (2) to advocate for the child in court, (3) to monitor court orders, and (4) to facilitate and negotiate a timely resolution (ORS417.600-670). In Oregon, CASAs are equipped with the legal rights to all relevant information and written

reports made by professionals and to interview and visit anyone involved in each case.

Children's Services Division, Department of Human Resources

When the reports of suspected abuse or neglect are substantiated upon investigation by the Children's Protective Services of Children's Services Division (CSD) and/or the law enforcement agency, caseworkers at CSD are assigned to work with the families in which the abuse/neglect allegedly occurred. Their responsibilities include investigation, provision of various services in order to alleviate the problems that led to the investigation within the families, and to provide information and recommendations to the juvenile court. The goal of the CSD for all cases, at least initially, is reuniting the family. Therefore, the trend is for the caseworkers to work with the families as a whole without removing the children (CSD, 1993).

The caseworkers are the main force in resolving the familial conflict situations during the legal process. When the CASAs are appointed to the cases in Multnomah County, they must first contact the caseworkers to obtain information in the case files and be briefed about the cases at CSD. This initial contact with the caseworkers begins the CASAs' effort toward effective advocacy. It is critical, therefore, that CASAs and CSD caseworkers work cooperatively in order for their

children's cases to progress in the least amount of time possible.

However, for some caseworkers, who are said to be overloaded with cases and have to work with a great number of legal and social service professionals for each case, involvement of a CASA in their cases might be seen as "one more person" who will demand their effort to provide something to the children and their families. Such caseworkers may not have a positive attitude toward CASAs, which, in turn, might reflect on their willingness to work closely with the CASAs.

A survey, requested by the Oregon State Legislature and conducted by CSD in 1986, asked caseworkers, attorneys, and judges/referees (N=42) about the effectiveness of the then-new CASA programs in Multnomah and Josephine Counties (CSD, 1987). Although the respondents generally believed in the value and effectiveness of an independent representative for the child, 37% of them stated that they did not like having "just one more person we have to discuss everything with" and "another adversary in the legal system undermining case planning and worker/client relationship" (p. 11). If a caseworker was reluctant to "discuss everything with" the CASA, difficulty in obtaining critical information would certainly jeopardize the quality of advocacy and would delay the process which could ultimately increase the children's and their families' stress.

The CASA program in Multnomah County has operated for 10 years since the above survey was conducted and more caseworkers have had an opportunity to work with CASAs for their cases. Now that the program is considered by many judges/referees and other legal professionals to be one of the most valuable resources to advocate for children's best interests, attitudes of CSD caseworkers toward the CASAs' involvement also needs to be reassessed.

Using psychological theory, interrelationships between caseworkers' attitude toward a cooperative working relationship with CASA's can be examined.

Attitude-Behavior Relationship

Attempts to predict behavior from attitudes are largely based on a general notion of consistency. It is usually considered to be logical for an individual who holds a positive attitude toward a certain object to perform favorable behaviors, and not to perform unfavorable behaviors, with respect to the object. A person who has a positive attitude toward a political candidate, for example, is more likely to vote for this candidate than not to vote for him.

Based on the reviews of more than 100 research articles, Ajzen and Fishbein (1977) concluded that the strength of a relationship between an attitude and a behavior would depend on the degree of

correspondence among four elements: (1) the action; (2) the target at which the action is directed; (3) the context in which the action is performed; and (4) the time at which it is performed. When these elements match in strength for the attitude and the behavior, the attitude seems to correspond better to the behavior. For example, if one is interested in finding out whether an individual will donate money to the Salvation Army during a holiday season, one must form a question, "Will you donate money to the Salvation Army between November and December?," rather than phrasing a question in more general terms (e.g., Do you donate money to charitable organizations?).

Theory of Reasoned Action

Research on the attitude-behavior relationship has drawn renewed interest because of the contribution of cognitive psychological research. Ajzen and Fishbein's (1977) Theory of Reasoned Action (TRA) is probably the most extensively studied model (Figure 1). It explains the attitude-behavior relationship with constructs that are fundamentally motivational in nature and uses a cognitive framework. That is, the immediate antecedent of any behavior is the intention to perform the behavior in question. Rather than trying to connect attitudes directly to the behavior of interest, Fishbein and Ajzen propose the inclusion of the

cognitive mediating factor.

Insert Figure 1 about here

It is argued that, even when one has a positive attitude toward performing a certain behavior, attitude alone does not predict the occurrence of the behavior. Only when one has an intention to perform the behavior, can the overt behavior be predicted more accurately. The stronger one's intention, the more one is expected to try, and hence the greater the likelihood that the behavior will actually be performed.

Attitude toward Behavior. One of the two conceptually independent determinants of an intention in the TRA is a personal factor termed "Attitude toward the Behavior." It is defined as the degree to which a person has a positive or negative evaluation of the behavior in question.

Subjective Norms. The second construct is a social factor termed "Subjective Norms," which refers to the social pressure one perceives to perform or not to perform the target behavior. This construct is determined by the strength of "Beliefs." Normative Beliefs are concerned with the likelihood that important individuals or groups would approve or disapprove of performing the behavior. A person who believes that "most referents with whom he is motivated to comply think

he should perform the behavior will perceive social pressure to do so" (Ajzen & Fishbein, 1980, p. 7). These two determinants along with their respective antecedent beliefs are weighted for their relative importance and the theory assumes that they jointly affect one's intention to perform the target behavior (see Figure 1).

The TRA has been tested using diverse behavioral criteria from physical exercise (Kimiecik, 1992) to such socially significant behaviors as donating blood (Burnkrant & Page, 1988) and behaving altruistically (Zuckerman & Reis, 1978). A meta-analysis conducted by Sheppard, Hartwick, and Warshaw (1988) notes the usefulness of this theory in predicting behavioral intentions and behavior as a whole. The theory works better, however, for predicting behaviors that are under full volitional control. When a behavior is not under complete control, the theory's predictive power seems to decrease (e.g., Schlegel, D'Avernas, Zanna, DeCourville, & Manske, 1992).

Theory of Planned Behavior

Ajzen (1988) proposed the Theory of Planned Behavior (TPB) in an attempt to extend the model of the Theory of Reasoned Action by incorporating another cognitive antecedent component, namely, one's "Perceived Behavioral Control" over the target behavior. Ajzen argues that, when one has complete control over whether or not to perform a

behavior in question, intentions alone are sufficient to predict the behavior and, therefore, the TRA is useful. However, the addition of perceived behavioral control becomes increasingly useful as volitional control over the behavior declines.

Perceived Behavioral Control. Perceived Behavioral Control is defined as "one's perception of the ease or difficulty of performing the behavior of interest" (Ajzen, 1991, p. 183). It is included as a cognitive variable that has both a direct effect on the behavior of interest and an indirect effect on the behavior through intentions (see Figure 2).

Insert Figure 2 about here

The direct path from perceived behavioral control is assumed to reflect the actual control (e.g., availability of resources and opportunities) one has over performing the behavior. The indirect effect is based on the assumption that perceived behavioral control has motivational implications for behavioral intentions. When people think that they have little control over performing a certain behavior because of a lack of resources, for instance, their intentions to perform the behavior may be low even if they have favorable attitudes and/or subjective norms concerning performance of that behavior.

The conditions to predict behavior accurately in this theory are similar to those for the TRA. That is, intentions and perceived behavioral control must correspond to the behavior to be predicted in specificity. In order for perceived behavioral control to have a high predictive validity, the person's perception of control must reflect actual control with some degree of accuracy.

Ajzen and Madden (1986) conducted the first empirical test of this theory using college students. Their first experiment investigating students' class attendance revealed significant predictive power of Perceived Behavioral Control over intentions, independent of the effects of attitude and subjective norms. However, it did not have a significant effect on the prediction of the target behavior after controlling for intentions. It seems reasonable to assume that the degree of perceived control depends on the type of behavior in question.

The second experiment by Ajzen and Madden (1986) examined students' intention toward receiving an "A" in a course. A student's actual grade in the course was used as a measure of the target behavior. When the students' responses at the beginning of the semester were analyzed, results were similar to those of the first experiment. That is, perceived control enhanced the prediction of intentions, but did not contribute to the prediction of behavior.

However, when the students were asked again in the middle of the semester, perceived control did contribute to the prediction of behavior even after controlling for intentions. Significant changes in the students' perception of control and intentions were observed. Ajzen and Madden suggest that the students' perceptions of control toward the target behavior became more accurate as they became more familiar with the material for the class and their ability in class. This finding strongly suggests that the perceptions of control must be accurate in order for the component of perceived behavioral control to be a significant predictor of the target behavior.

Similarly promising results have accumulated. For instance, Ajzen (1991) compared 14 different studies and reported that a considerable amount of variance in intentions can be accounted for by the three predictors in the theory. The multiple correlations ranged from a low of .43 (target behavior - participation in election) to a high of .94 (playing video games, voting choice, and exercising after childbirth), with an average of .71. More importantly, the addition of perceived behavioral control led to significant improvements in the prediction of intentions in all 14 studies.

While the results for subjective norms were mixed, attitudes toward the various behaviors made significant contributions in all but one study.

One possible reason for the mixed results for subjective norms may be that differences in the types of behaviors studied may determine the degree to which the behaviors are affected by people's subjective norms. For instance, one may not consider the degree of social pressure as important to decide whether one goes shopping with a friend or washes a car (Madden, Ellen, & Ajzen, 1992), whereas losing weight might be influenced more by one's belief about the social norm or others' approval or disapproval of that behavior (Schifter & Ajzen, 1985).

Perceived Moral Obligation

Encouragement from Ajzen (1991) to add other components to his model led researchers to include other factors. One construct that has shown promise is one's perception of moral obligation in performing or not performing the behavior in question. Raats, Shepherd, and Sparks (1993) found that perceived moral obligation added significant strength to TPB in predicting behavioral intentions to select milk with different fat contents for the sake of family members' health.

Beck and Ajzen (1991) also investigated the moral responsibility issue using college students in the context of three unethical behaviors: cheating on a test, shoplifting, and lying to get out of turning in an assignment on time. The inclusion of perceived moral obligation, in

addition to attitudes, subjective norm, and perceived behavioral control in a step-wise hierarchical regression analysis, explained an additional 3% to 6% of the variance raising the multiple correlation to .83 (lying), .84 (cheating), and .87 (shoplifting). The authors concluded that for behaviors that require moral judgment, the addition of moral norms may be useful.

Effects of Direct vs. Indirect Experience with the Target Behavior on Attitude and Perceived Behavioral Control

Adding more components may not be the only way to increase understanding of the relationship among the TPB's constructs. The experiences by which an attitude is formed has been found to affect the strength of attitude-behavior consistency. Regan and Fazio (1977), for example, found a greater attitude-behavior consistency among college students who experienced a "housing crisis" in the form of having to sleep on a cot in a dormitory lounge compared to those who only read about the crisis. Fazio and Zanna (1981) concluded that "attitudes based on direct, behavioral experience with an attitude object are more predictive of later behavior than are attitudes based on indirect, nonbehavioral experience (e.g., information gathering, observation of others' behavior)" (p. 172, examples added).

Similarly, as Beck and Ajzen (1991) found, direct experience

increases the accuracy of perceived behavioral control and, therefore, prediction will be better for behaviors with which individuals have had more experience. Bandura (1986) also stated that past experience with a behavior is the most important source of information about whether an individual perceives more or less control over that behavior in the future. Using these notions, TPB's power can be further improved by identifying the manners of attitude formation.

The Present Study

As described above, the TPB model has been tested using various types of behaviors. The behavior of interest for the present study is how one cooperates with others. "To cooperate" means "to work together toward a common end" (The American Heritage Dictionary, 1990). In many social situations a cooperative relationship among individuals often produces a better outcome. This study looks at one such situation in which several adults work toward finding a better and safer environment for abused and neglected children in the legal system.

Cooperation with CASAs. Multnomah CASAs are currently appointed when the cases have already been in the system for a while - that is, the caseworkers and attorneys have been working on the cases before the CASAs begin their advocacy effort. The

judges/referees often appoint CASAs when the cases are found to be staggering in the system, when the children's situations become worse, or because the complexity of the case requires an advocate for the child.

Although cooperation among all legal parties is always a critical element in completing cases in a most expedient manner, it becomes crucial when the CASAs begin their advocacy effort midway through the proceedings. As mentioned above, the CASAs must depend on the caseworkers' cooperation to share all the pertinent information necessary to begin and continue their work. When the CASAs enter the cases on which the other professionals have been already working, the latter may be less willing to involve "another person" in their cases because appointments of CASAs might sometimes reflect negatively on the efforts of these professionals. In such a situation, these professionals' attitudes toward the CASA's involvement may become a greater factor in the progress and outcome of the cases. For example, caseworkers' attitudes toward the CASA may affect their motivational level to cooperate with the CASA in sharing the important information and keeping in constant communication. Since the caseworkers are the individuals whose effort greatly influences the length and quality of the process, their acceptance of the CASA's advocacy effort becomes a

necessity if the CASA is to fulfill her duties successfully.

Finding out the caseworkers' attitudes toward cooperating with CASA volunteers may help CSD and the Multnomah CASA to develop better strategies to encourage the caseworkers and volunteers to have better working relationships. The improvement will most likely enhance the quality of the outcome and speed up the legal process which, in turn, will benefit the children and families involved.

Purpose of the Present Study. Based on the work of Ajzen and Fishbein, three theoretical models were used in an attempt to understand the caseworkers' intentions to cooperate with the CASA volunteers. These models are described below, after a short definition of their key terms is given. "Behavioral Intention" was operationally defined by three cooperation categories: (1) to provide services requested by CASAs to the children and families; (2) to voluntarily provide pertinent information caseworkers discover about their cases to CASAs; and (3) to return phone calls to CASAs within three working days. The above three categories were selected out of 10 by experienced CASAs, who indicated that these would, if performed, most likely demonstrate caseworkers' cooperative tendency toward the CASAs and, thus, affect their advocacy most positively. The present study investigated the relationship of Attitude, Subjective Norms,

Perceived Behavioral Control, and Perceived Moral Obligation to Behavioral Intentions of the CSD caseworkers to cooperate with CASAs at one measurement point. No information was collected for the relationship to the behavior of interest itself.

Model 1: Interrelationship among Attitude, Subjective Norms, and Behavioral Intentions (Figure 3). The relationships among the following variables were examined: (1) the caseworkers' attitudes toward cooperating with CASAs (Attitude toward Behavior), (2) whether the caseworkers perceive any pressure from various referents to cooperate or not to cooperate with CASAs (Subjective Norms), and (3) whether these two components will predict the caseworkers' intentions to cooperate with CASAs (Behavioral Intentions).

Insert Figure 3 about here

Model 2: Theory of Planned Behavior (Figure 4). This model examined whether the addition of Perceived Behavioral Control would improve the predictive power of Model 1 for Behavioral Intentions.

Insert Figure 4 about here

Model 3: Addition of Perceived Moral Obligation to Model 2 (Figure

5). Since the behavior of interest, "cooperation with CASAs," is interrelated with the moral issues of children's rights and abuse/neglect, the caseworkers' perception of moral obligation toward cooperation with CASAs was measured and added to TPB to determine whether this addition would improve the predictive power of the TPB.

Insert Figure 5 about here

Effects of Direct and Indirect Experience with CASAs within Model 3

(Figure 6). In addition to the above three models, effects of direct working experience with CASAs in the past and knowledge of the CASAs' advocacy effort alone (indirect experience) were also investigated within the third model. Specifically, the caseworkers' attitude and perception of control toward cooperation with CASAs were hypothesized to be affected by their prior direct and/or indirect experience with CASAs.

Insert Figure 6 about here

The Models' Predictive Power. Among the three models hypothesized to predict the caseworkers' intentions to cooperate with CASAs, Model 2 with Perceived Behavioral Control is predicted to improve Model 1 significantly. The addition of Perceived Moral Obligation in Model 3 is expected to significantly improve the predictive power further. The direct and indirect working experience with CASAs would have a significant effect on the prediction of the Attitude and Perceived Behavioral Control measures, which, in turn, will affect the strengths of these constructs to predict Behavioral Intentions.

METHOD

Participants and Procedure

Questionnaires were hand-delivered to four branches of the Children's Services Division. They were placed in the caseworkers' individual mailboxes along with a cover letter and a self-addressed, stamped return envelope. The cover letter described the purpose of the survey as dealing with the respondents' views concerning a variety of activities with a CASA for their child protective cases. It informed the participants about their right not to return the questionnaire and the confidentiality of their identity. Also attached was a raffle ticket which was to be mailed back with the questionnaire for a chance to win one of the five gift certificates. A reminder note was mailed to 80 caseworkers

to return their copy two weeks after they originally received it.

One hundred forty-two CSD caseworkers were asked to participate in this study. Seventy-three caseworkers (51%) returned their questionnaire, eight of which were missing more than 25% of the responses. Consequently, a total of 65 were used for data analyses. Fifty-four of the 65 caseworkers indicated that they have worked with CASAs for some of their cases (up to 50% of their total caseloads) in the last 24 months and the rest ($n=11$) marked on the questionnaire that they had no direct working experience with CASAs in this time frame. On average, the participating caseworkers had worked for CSD for 9.3 years and had a caseload of 24.3 cases at the time of their participation. Human Subjects Considerations. Children's Services Division approved the administration of the questionnaire to its caseworkers in Multnomah County after modifications of the questionnaire to fit the agency's required length of one page. The study was also approved by the Human Subjects Review Committee of Portland State University.

Questionnaire Development (see Appendix)

Questionnaire items concerning the three behavioral categories (i.e., providing services requested by CASAs, voluntarily providing pertinent information discovered about the cases with CASAs, and returning

phonecalls to CASAs within three working days) were created for each construct in the tested models. Most of the items for each behavioral category were presented together, followed by questions regarding the caseworkers' time with CSD, current caseload, and amount of knowledge (i.e., indirect experience) about and direct working experience with CASA volunteers. The two items for Attitude and one item for Perceived Behavioral Control for each behavioral category were put together in a different format from the rest.

The items are illustrated here with respect to Behavioral Category 1 (BC1: to provide services requested by CASAs to the children and families). The same items were used for the other two behavioral categories (i.e., BC2: to voluntarily provide important information discovered to CASAs and BC3: to return phonecalls to CASAs within three working days).

Attitudes toward Behavior (ATT). Two items were used for each behavioral category to assess ATT. The statement, "For me, providing a service requested by CASAs to the children and their families is..." was presented with two bipolar scales (desirable/undesirable and agreeable/disagreeable). The scales, advantageous/disadvantageous and pleasant/unpleasant were used for BC2 and beneficial/harmful and desirable/undesirable appeared with the BC3 statement.

Subjective Norms (SN). For each behavioral category, the measure for SN was created using normative beliefs concerning the expectations of three referents (supervisor, coworkers, the court), and the respondents' motivation to comply with each referent. With respect to BC1, the respondents were asked to rate whether their referents think they should "provide services requested by CASAs to the children and families," on true/false scale. The statement, "It is important to me to do what the court/supervisor/ coworkers think(s) I should" was used with an agree/disagree scale to assess the motivational level of the respondents to comply with the referents' expectations. Each normative belief was then multiplied with the motivation score, and the sum of the products was used as the belief-based measure of SN for each behavioral category, as suggested by Ajzen (1991).

Perceived Behavioral Control (PBC). Two 7-point rating scale items for each behavioral category were created. The first statement for BC1, "For me to provide services requested by CASAs to the children and families is," was rated on a difficult/easy scale and the second statement began with a phrase, "It is mostly up to me whether I...," followed by each behavioral category and was presented with an agree/disagree adjective pair.

Behavioral Intentions (BI). Intentions toward the three behavioral categories were operationalized via two items for each category. In order to assess the predictive power of BI for the actual behavior, a timeline of "six months" was added to each sentence. For instance, BC1 is addressed as, "I plan to provide services requested by CASAs to the children and families in the next 6 months," with a definitely not/definitely yes bipolar scale. The phrase for the second item began with, "I will try to ... (behavioral category)... in the next 6 months," and was rated true/false.

Perceived Moral Obligation (PMO). Potential contributions of PMO to TPB's predictive power for Behavioral Intentions were assessed using two items for each behavioral category. Three phrases were created and two of the three were randomly selected for each behavioral category (i.e., "I would feel bad if I didn't..." for BC's 1 and 3, "I feel morally obligated to do..." for BC's 1 and 2, and "...go against my principles if I didn't..." for BC's 2 and 3). The participants rated the statements on a 7-point true/false scale.

Experience (EXP). To measure the degree of indirect experience, one item for each behavioral category was created. With respect to BC1, the statement was phrased, "I know that my coworkers have provided services requested by CASAs to the children and families." In

addition, three items were included to assess amount of general knowledge about CASAs: (1) "I know what a CASA is"; (2) "I know the legal rights a CASA comes equipped with when s/he is appointed to my case"; (3) "I know what CASAs' main responsibilities are." The scores for these were summed to create the Indirect Experience scale. To assess the amount of direct working experience with CASAs, one item for each behavioral category was presented. For BC1, for example, the statement read, "In the past, I have provided services requested by CASAs to the children and families." All the above items were rated on an agree/disagree 7-point scale. In addition, a question, "In the last 24 months, for what percentage of your cases have you worked with CASAs?" was asked with a 5-point scale with Less than 25% and More than 75% as the two end points.

Results

For the following analyses, missing data were estimated as the means of the specific items.

Reliability

Reliability coefficients and standardized item alpha coefficients for the scales are presented in Table 1. Two of the six items for Perceived Behavioral Control had high frequencies of missing data. Eight of the subjects ($N=65$) were missing the item, "Providing services requested

by CASAs to children and families is easy/difficult (Behavioral Category 1, BC1)," and 11 ($N=65$) were missing the same easy/difficult scale for Behavioral Category 2 (BC2).

Insert Table 1 about here

Closer examination of each item for the behavior construct indicated very low inter-item correlations between the two items for each behavioral category ($r=.01$ for BC1, $r=.00$ for BC2, $r=.23$ for BC3). Interestingly, the three items that asked the caseworkers to rate whether it was up to them to perform each behavior and the other three items that asked the ease or difficulty in performing those behaviors correlated much better (e.g., $r=.60$ for BC's 1 and 2, "it was up to me..." question). Other factors that may relate to the low reliability coefficient for this construct are discussed below.

Correlations

Statistically significant correlation coefficients are presented in Figures 7 through 10 for the three behavioral categories separately and for all three categories combined. Subjective Norms were significantly related to Attitude, Perceived Moral Obligation, and Behavioral Intentions for all three behavioral categories. Perceived Moral

Obligation also had a significant correlation with Behavioral Intentions across all three categories. Attitude and Perceived Moral Obligation were significantly related in Behavioral Categories 1 and 2 and for the combined analysis. Attitude was also correlated with Direct Experience with CASAs In Behavioral Categories 2, 3, and all combined. Perceived Behavioral Control did not correlate with any other constructs except with Subjective Norms in Behavioral Category 2. The correlation was also reflected in the combined analysis and it was negatively correlated at $r = -.40$.

Insert Figures 7 through 10 about here

Multiple Regression

Hierarchical regression analyses were performed for each behavioral category, testing each construct's unique contribution to the prediction of Behavioral Intentions. The components of the theory of reasoned action, Attitude and Subjective Norms, were entered on the first step. The theory of planned behavior was then tested in the second step by adding Perceived Behavioral Control. Finally, in the third step, Perceived Moral Obligation was entered to examine its contribution above and beyond that of the previous constructs in the

two theories.

Behavioral Category I (Providing Services Requested by CASAs to the Children and Families). As can be seen in Table 2 (column 1), 14 to 18% of the variance in Behavioral Intentions was explained with significant F ratios for all R^2 throughout the analyses ($p \leq .02$). The main predictive strength came from Subjective Norms (Beta reached .36, $p = .005$) and neither Perceived Behavioral Control nor Perceived Moral Obligation contributed significantly. Although the third model with all four constructs explained greater variance ($R^2 = .18$) than the other two overall, incremental F ratios for the additions of PBC (Model 2) and PMO (Model 3) were nonsignificant. It should be noted, however, that the nonsignificance of both Subjective Norms and Perceived Moral Obligation in Model 3 may be due to the possibility that these two constructs may have some overlapping variance.

Insert Table 2 about here

Behavioral Category II (Voluntarily Providing Important Information I Discover about My Cases to CASAs). The Attitude construct contributed significantly throughout the analyses ($\beta = .49, .51, .36$, all at $p \leq .005$, for Steps 1, 2, 3, respectively). The inclusion of Perceived

Moral Obligation in Step 3 increased the R^2 from 31% (Step 1) and 32% (Step 2) to 40%. Moreover, the analysis of its unique contribution was found to be significant. Subjective Norms and Perceived Behavioral Control were not significant for this category.

Behavioral Category III (Returning Phone calls to CASAs within 3 Working Days). Although Subjective Norms contributed well for Steps 1 ($\beta=.29$, $p=.03$) and 2 ($\beta=.37$, $p=.01$), Perceived Moral Obligation took over in Step 3 ($\beta=.27$, $p=.04$). The overall R^2 changed from 10% in Step 1 to 19% in Step 3. The increment F ratios for Subjective Norms in Step 2 and Perceived Moral Obligation in Step 3 were statistically significant. Attitude and Perceived Behavioral Control did not contribute to any of the three analyses.

All Behavioral Categories Combined (I, II, and III). Subjective Norms were significant predictors in the first two steps ($\beta=.27$, $p=.04$ for Step 1, $\beta=.29$, $p=.04$ for Step 2) and the Perceived Moral Obligation improved the overall percentage of variance accounted for in the third step ($\beta=.31$, $p=.02$, overall $R^2=.25$, $p=.002$). Again, the increment F ratios, calculated to determine the unique contribution of Subjective Norms revealed significance in the first two steps. It is suggested that the nonsignificant strength of Subjective Norms found in Step 3 may be due to overlapping variance with Perceived Moral Obligation which was

significant in Step 3. Perceived Behavioral Control and Attitude remained nonsignificant when the three categories were combined.

Addition of Direct and Indirect Experience Measures. To examine the effects of direct and indirect experience, separate regression analyses were run with the Attitude and Perceived Behavioral Control measures as dependent variables. Direct Experience contributed significantly, explaining 20% ($\beta=.45$, $p=.0002$) of the variance accounted for in the prediction of Attitude in Behavioral Category 2 (BC2) and 10% ($\beta=.29$, $p=.04$) in BC3 (Table 3). However, no significance was revealed with Perceived Behavioral Control in any of the three behavioral categories. Indirect Experience did not have significant effect for any of the categories for either construct.

Insert Table 3 about here

Multiple Regression with 54 Caseworkers with Direct Working Experience with CASAs

In order to investigate the effects of direct experience overall, the respondents were separated into two groups using the item that asked whether they had worked with CASAs in the last 24 months and if so, for what percentage of their cases. Eleven respondents who answered

that they had not worked with CASAs were removed and 54 caseworkers, who answered that they had worked with CASAs for "less than 25%" to up to 50% of their cases were used for further analyses. Hierarchical regression analyses used the same 3 steps described above to investigate the relationship among the constructs.

As seen in Table 4, for the group with prior working experience with CASAs, interesting findings emerged. When compared with the analyses with all the subjects ($N=65$), much greater percentages of variance accounted for were found in all steps in all behavioral categories, indicating that all three models tested performed better with this group of caseworkers. Since the 11 caseworkers indicated that they had no prior working experience with CASAs, their responses probably differed from those of the 54 caseworkers with experience, affecting the previous analyses as "noise" in the data. It may also be possible that different models are necessary for the two groups with different types and amount of experience. Due to the small sample size of caseworkers with no prior direct experience with CASAs, this group was not tested in the present study.

Insert Table 4 about here

Subjective Norms turned out to be the strongest contributor across all the categories for this group. For BC1, for instance, Subjective Norms was the only significant measure, raising the overall R^2 to .34 ($\beta=.33$, $p=.05$).

As described above, Direct Experience significantly affected the prediction of Attitude for BC2 ($\beta=.45$, $p=.0002$). For this separate analysis with just the caseworkers with direct prior working experience with CASAs, the standardized regression coefficient of Attitude reached .43 ($p=.001$), contributing significantly to explain up to 51% of the overall variance accounted for in Step 3. Subjective Norms was also a significant predictor in the first two steps for BC2 ($\beta=.27$, .25, both $p\leq .05$, for Steps 1 and 2 respectively). The addition of Perceived Moral Obligation in the third step further improved the R^2 to 51% ($\beta=.27$, $p=.03$).

While Subjective Norms significantly contributed to the model which explained up to 18% overall in Step 2 for BC3 ($\beta=.45$, $p=.004$), the addition of Perceived Moral Obligation increased R^2 to .31 ($\beta=.39$, $p=.003$) in the third step. Attitude and Perceived Behavioral Control were not significant.

When the analysis was conducted with all categories combined, Subjective Norms again performed well with 31% explained overall

($\beta=.43$, $p=.003$) in Step 2. Attitude was also significant ($\beta=.24$, $p=.05$) in Step 1. Perceived Moral Obligation improved the percentage of variance explained to 40% ($\beta=.34$, $p=.011$) overall in the final analysis.

For this subset of caseworkers, the third model with Perceived Moral Obligation performed best in all three behavioral categories in predicting the behavioral intention to cooperate. Subjective Norms and Perceived Moral Obligation were very strong throughout the analyses. Attitude also contributed in Behavioral Category 2, raising the R^2 to 46%.

Discussion

Removal of those 11 caseworkers, who indicated that they had no prior direct working experience with CASAs, clarified the patterns of the relationships among the constructs. This seems to indicate that including the data from those who have not had a chance to perform the behavior is not appropriate. Responses from "no-experience" caseworkers were perceptual and those of "with-experience" workers were based on their direct experience.

Relating to the above argument, the effect of direct working experience, which turned out to be essential to understanding the interrelationships among the constructs tested, may not be as independent a factor as was hypothesized. The small sample size

disallowed the experience measures to be treated as another construct in the models for the present study. A further study with a greater same size, using a factor analysis, for instance, may clarify the relationship of one's experience with attitude and perceived behavioral control and, consequently, the contribution of it in predicting the caseworkers' intentions to cooperate with CASAs.

Fazio and Zanna (1981) stated that attitudes toward certain behaviors based on direct experience with the behavior are stronger predictors of later behavior than are attitudes that are indirect and knowledge-based. The findings in the present study seem to correspond well with this notion and are discussed further with respect to the 54 caseworkers who have worked with CASAs in the last 24 months.

All the models, though with modest results in many areas, significantly explained the relationships among the variables tested. When the three behavioral categories were combined, Subjective Norms and Perceived Moral Obligation proved to be the strongest predictors of the caseworkers' intentions toward cooperative behavior with CASAs.

Although adding Perceived Behavioral Control did not affect the second and third models, the inclusion of Perceived Moral Obligation in

Model 3 significantly increased the percentage of variance accounted for overall and its unique predictive power was very strong throughout most of the analyses.

Perceived Behavioral Control turned out to be a problematic construct. There were strong theoretical expectations that this construct would make significant contributions to predicting behavioral intentions. Nevertheless, its role turned out to be marginal at best. Several factors may have caused this construct to be insignificant in most of the analyses performed.

First, as indicated by a low inter-item correlation, the two items for the construct probably measured different aspects of one's perceived control toward the Behavioral Intentions. The first item asked the respondents whether performing each behavior was easy or difficult. The second item asked if it was mostly up to the respondents themselves to decide to perform or not to perform the behavior. For instance, just because the caseworkers thought that it was easy to provide a service that was requested by a CASA, this may not have meant that they felt they could actually do so. As Ajzen and Fishbein (1977) pointed out, the two items probably did not match in specificity.

The definition of Perceived Behavioral Control has been criticized as inconsistent. Kimiecik (1992), for instance, pointed out that Ajzen

seems to use two types of definition for this new construct. One emphasizes the notion of self-efficacy and the other is more focused on the importance of facilitating factors that lead individuals to feel more control over performing a behavior. The question, "It is up to me...", in the present study addressed the self efficacy aspect. Although the bipolar scale with easy/difficult adjectives has been used in other studies as one of the Perceived Behavioral Control items (e.g., Ajzen & Madden, 1986; Beck & Ajzen, 1991; Godin, Valois, & Lepage, 1993), it probably did not match specifically with the other item in the present study.

A second potentially damaging factor relates to the questionnaire format. This may have been responsible for a substantial amount of missing data for this construct. Due to requirements by the Children's Services Division, the questionnaire had to be reduced to one page or less in length. Not only was the number of items for each construct reduced, but also the sentences within the items were shortened or combined. In order to save space one of the items for Perceived Behavioral Control was combined with the two Attitude items and a single behavioral statement in a different format from the rest of the questionnaire (see Appendix). This compromise apparently confused the caseworkers such that some caseworkers marked only one of the

three items in that particular section rather than marking all three. This resulted in the concentration of missing responses in this particular section in each behavioral category which led the Attitude (ATT) and Perceived Behavioral Control (PBC) measures to have more missing data than any other measures ranging from 2 for ATT in BC2 to 8 for PBC in BC2.

Finally, it is possible that, for this particular population and behavior of interest, how able the caseworkers perceive themselves to perform the behavior might have less of an impact on their intentions to actually perform the behavior. Consequently, this construct would not have much predictive power in this case. Closer examination of the responses shows that, for the item phrased "It is mostly up to me...", more caseworkers marked on the negative side and "Neither" across the behavioral categories, reducing the overall mean to 3.6 (3=slightly true and 4=neither). Almost half of the caseworkers (n=25) marked between "neither" and "extremely false" for the three items. As can be seen in Table 5, the Perceived Behavioral Control items were the only ones with the mean score of 3.5 for all behavioral categories. These caseworkers felt that it was not up to them to decide whether or not to perform the behavior.

Insert Table 5 about here

Did the caseworkers feel they had to do what they were told by the court, their supervisors, the attorneys, and perhaps the CASAs for their cases without perceiving themselves to have any control over their decisions to perform in certain ways? Future studies should investigate, in more detail, the perceived control aspect of the caseworkers' effort using more items that address different elements of their job including communication with children/families/attorneys/CASAs, investigation of situations, and case monitoring.

The Attitude construct did not have consistent predictive power in this study as hypothesized. As described above, both items for Attitude were placed with one of the Perceived Behavioral Control items in a different format. Similar to Perceived Behavioral Control, the Attitude construct probably suffered from the missing responses. Nevertheless, it had a very strong predictive power ($\beta=.43$, $p=.001$) in Behavioral Category 2, contributing to explaining 51% of the variance accounted for in Behavioral Intentions overall. As discussed below, this behavioral category may have been perceived to be different from the other two categories by the caseworkers because this behavior is "voluntary,"

while the other two behaviors follow the CASAs' initial actions. For the caseworkers in this study, Attitude may have affected their intentions more strongly for voluntary performance of the cooperative behavior.

It also seems possible that, as was the case for Perceived Behavioral Control, what type of attitude caseworkers had toward cooperating with CASAs in general might not have been as important because they simply did not believe that they had any choice.

As demonstrated in the analyses, Subjective Norms and Perceived Moral Obligation turned out to be much more powerful than Attitude and Perceived Behavioral Control in predicting the caseworkers' intentions to cooperate with CASA volunteers overall. Perhaps, this particular behavior under study is more strongly affected by social pressure. Beck and Ajzen (1991) suggested that contribution of Subjective Norms and Perceived Moral Obligation to predict Behavioral Intentions is often determined by the type of behavior under study. Caseworkers are often under great pressure from the court and the other legal professionals to perform well in their effort. Thus, the caseworkers who participated in this study may have perceived pressures from the referents to cooperate with the CASAs who often needed their support.

More specifically, the caseworkers indicated that the court was their most influential referent from whom they perceived pressure to perform

the three cooperative activities with CASAs. The mean response for all three behavioral categories was 2.1, which meant that the caseworkers "quite agreed" that they thought they should do what the court thought they should do. The mean response regarding the supervisors as the referent was 2.6, while one for the coworkers was 3.6. Subjective Norms and Perceived Moral Obligation were closely interrelated ($r=.29$ for BC2, $.61$ for BC3, and $r=.43$ for the combined). There seemed to be overlap in some part of what these constructs measured. This may explain the nonsignificant contribution of Subjective Norms in the third step analyses for BC's 1, 3, and all categories combined, when Perceived Moral Obligation was entered into the models. Depending on definitions of the two constructs, choice of wording of items, and the type of behavior of interest, what one feels morally obligated to do can be categorized as pressure from a societal value system. Based on the present data, even with some overlap with Subjective Norms, adding Moral Obligation to the theory of planned behavior seems beneficial to measure "social pressure" from a somewhat different perspective from what Subjective Norms alone can measure.

Closer observation of each behavioral category further clarified strengths and limitations of the tested models for this particular population. For example, hierarchical regression analyses revealed that

the three tested models performed best for Behavioral Category 2 (voluntarily providing important information the caseworkers discover about their cases to CASAs). In particular, 51% of the variance accounted for was explained in the third model using the data from 54 caseworkers with prior working experience with CASAs (see Table 4). Interestingly, the Attitude construct was the strongest predictor only in Behavioral Category 2.

Behavioral Category 2 may have measured a different element of the overall cooperating behavior from the other two categories. That is, Behavioral Categories 1 and 3 require the caseworkers to perform the cooperative behavior after the initial request from the CASAs. The services are requested by CASAs first before the caseworkers provide/do not provide those services in Behavioral Category 1. The phone calls come in from the CASAs first before the caseworkers respond/do not respond to them (BC3). Behavioral Category 2, on the other hand, is "voluntary." It is strictly up to them to share newly discovered information with CASAs. Even though caseworkers are required by law to inform the court everything about their protective cases, the type of social pressure the caseworkers may feel to share pertinent information with CASAs is certainly more subtle. Not only did the attitude construct perform best for this category for all models, but

also the models worked best for this behavioral intention category overall. This finding seems to confirm the notion that the models do perform better for the type of behavior for which one perceives greater volitional control.

Conclusion

Although some shortcomings resulted in weaker support for the models tested, the fundamental concept of the close relationships among Attitude, Subjective Norms, and Behavioral Intentions was present and interesting findings emerged nonetheless.

Whether the caseworkers had direct working experience with CASAs affected their responses greatly. The theoretical models performed better in explaining the interrelationships among the constructs with this group of caseworkers than with one including those with no working experience.

Subjective Norms were very strong predictors throughout most of the stages of data analyses. The inclusion of Perceived Moral Obligation significantly improved the percentage explained overall. Although these two constructs seemed to overlap, affecting each other's unique strength, inclusion of the moral obligation measure to the theory of planned behavior may be beneficial in an attempt to tap into part of a broader construct that can be termed "social pressure." "Social

pressure" from the court, in particular, was perceived most influential by the caseworkers in this study. This finding alone is not surprising, since the behavior under study is closely tied to the legal system for which the court has the ultimate power. What is disappointing, however, is that this pressure may be perceived as overwhelmingly strong so that caseworkers do not believe that how they feel is not important as long as they do what the court tells them to do, including cooperating with CASAs. The amount of social pressure the caseworkers perceived (i.e., Perceived Moral Obligation and Subjective Norms) probably overshadowed how the caseworkers felt about working with CASAs (Attitude) and whether they felt they could cooperate with CASAs (Perceived Behavioral Control).

Although the questionnaire was tested with several caseworkers and CASAs before the study, a pilot study using a larger subset of subjects may have pointed out some of the limitations discussed above. Careful examination of the adjectives to be used in the questions and the format of the questionnaire itself is also recommended for the future.

The attitude-behavior relationship has been studied using various types of behavior. The present study attempted to understand the relationship using cooperative behavior of social service workers with

volunteer child advocates. The theories of reasoned action and planned behavior perform very differently depending on the type of behavior of choice. As Ajzen and Fishbein (1977) pointed out, one of the most critical elements of a successful explanation of the attitude-behavior relationship is how specifically each construct is operationalized and measured. In order to better understand the attitude-behavior relationship for the behavior of cooperation, a future study should operationalize the behavior using more detailed and concise definition with a greater number of items per construct. It should also include a second measurement point at which time the actual behavior of interest is measured.

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Table 1.**Reliability Coefficients for Constructs Used in the Study.**

Constructs	Reliability	Standardized
(Number of Items)	Coefficients	Item Alpha
Attitude (6)	.77	.80
Subjective Norm (9)	.87	.90
Perceived Behav. Control (6)	.60	.59
Perceived Moral Obligation (6)	.80	.80
Behavioral Intention (6)	.78	.80
Experience (6)	.74	.75

Table 2.

Multiple Regression Analyses for Predicting Attitudes as Dependent Variable with Experience.

	Behavioral Intention Category							
	1		2		3		ALL	
	<u> </u>		<u> </u>		<u> </u>		<u>Combined</u>	
Experience	β	R^2	β	R^2	β	R^2	β	R^2
Direct	.23		.45**		.29*		.03	
Indirect	-.09	.04	-.02	.20**	.03	.10*	.13	.02

β = Standardized Regression Coefficient.

R^2 = Overall Percentage of Variance Accounted for.

* $p=.04$, ** $p=.0002$.

Table 3.

Hierarchical Regression Analyses for Predicting Behavioral Intentions (N=65).

	Behavioral Intention Category							
	1		2		3		ALL	
							<u>Combined</u>	
	β	R ²	β	R ²	β	R ²	β	R ²
<u>Step 1.</u>								
Attitude	.02		.49***		.05		.23	
Subjective Norms	.36**	.14	.14	.31	.29*	.10	.27*	.18
<u>Step 2.</u>								
Attitude	.03		.51***		.03		.22	
Subjective Norms	.34*		.13		.37*		.29*	
Percvd Beh Cntrl	-.11	.15	-.05	.32	.18	.12	.05	.18
<u>Step 3.</u>								
Attitude	.02		.36**		.01		.18	
Subjective Norms	.20		.10		.26		.15	
Percvd Beh Cntrl	-.14		-.02		.15		.01	
Percvd Moral Oblg	.21	.18	.33**	.40	.27*	.19	.31*	.25

β = Standardized Regression Coefficient.

R² = Overall Percentage of Variance Accounted for all significant @ $p \leq .05$).

Overall F ratios for R² in each step are all significant ($p \leq .02$ for BC1, $p \leq .000$ for BC2, $p \leq .04$ for BC3, $p \leq .007$ for All Combined).

* $p \leq .04$, ** $p \leq .005$. *** $p \leq .0001$.

Table 4.

Hierarchical Regression Analyses for Predicting Behavioral Intentions using Subjects with Direct Working Experience with CASAs (N=54).

	Behavioral Intention Category							
	1		2		3		ALL	
	β	R ²	β	R ²	β	R ²	<u>Combined</u>	
							β	R ²
<u>Step 1.</u>								
Attitude	.09		.55***		.06		.25*	
Subjective Norms	.52***	.30	.27*	.46	.40**	.16	.41**	.31
<u>Step 2.</u>								
Attitude	.09		.56***		-.00		.24	
Subjective Norms	.52***		.25*		.45**		.43**	
Percvd Beh Cntrl	-.01	.30	-.07	.46	.14	.18	.04	.31
<u>Step 3.</u>								
Attitude	.07		.43**		-.07		.16	
Subjective Norms	.33*		.21		.38**		.29*	
Percvd Beh Cntrl	-.06		-.06		.08		-.02	
Percvd Moral Oblg	.27	.34	.27*	.51	.39**	.31	.34*	.40

β = Standardized Regression Coefficient.

R² = Overall Percentage of Variance Accounted for (all significant @ $p \leq .05$).

Overall F ratios for R² in each step are all significant ($p \leq .0004$ for BC1, $p \leq .0000$ for BC2, $p \leq .02$ for BC3, $p \leq .0003$ for All Combined).

* $p \leq .05$, ** $p \leq .009$. *** $p \leq .0002$.

Table 5.

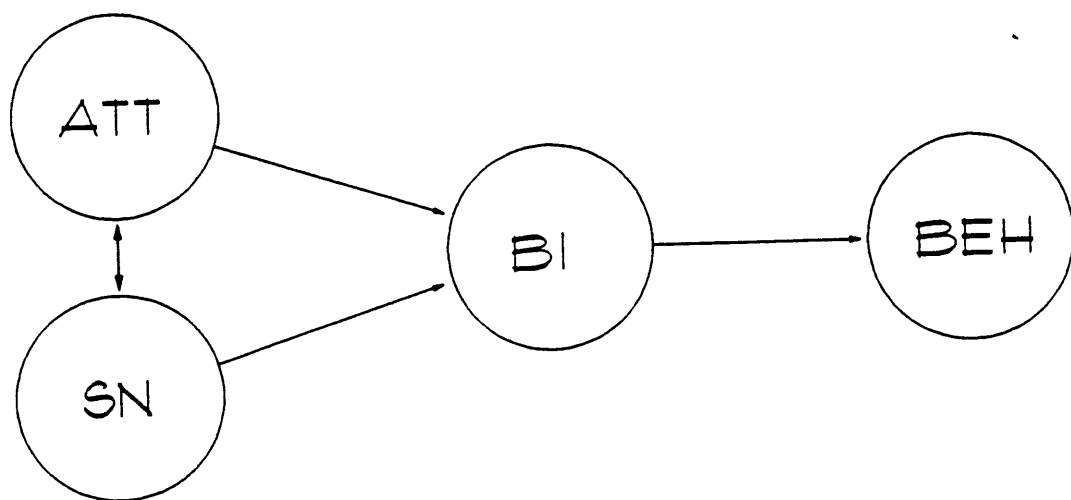
Means and Standard Deviations (SD) for Item Scores of Each Construct for Three Behavioral Categories (BC) (N=54).

Construct (BC: 1, 2, 3)		Mean	SD	Minimum	Maximum
ATTITUDE	1	3.22	1.08	1.00	6.00
	2	2.93	1.67	1.00	6.00
	3	2.69	1.23	1.00	5.00
SUBJECTIVE NORM*	1	8.69	4.90	1.67	25.00
	2	7.70	4.27	2.00	19.67
	3	8.45	4.35	1.33	20.33
PERCEIVED BEHAVIORAL CONTROL	1	3.78	1.14	1.50	6.50
	2	3.50	1.10	1.50	6.00
	3	3.62	1.31	1.00	6.50
PERCEIVED MORAL OBLIGATION	1	3.64	1.52	1.00	7.00
	2	3.23	1.54	1.00	7.00
	3	2.84	1.28	1.00	7.00
BEHAVIORAL INTENTIONS	1	2.63	1.16	1.00	6.50
	2	2.50	1.16	1.00	6.50
	3	2.57	1.24	1.00	6.50
DIRECT EXPERIENCE		1.77	0.83	1.00	4.70
INDIRECT EXPERIENCE		1.86	1.00	1.00	5.00

***Different method (Ajzen, 1991) was used to calculate the Subjective Norms scores: Sum of Normative Belief Score X Motivation to Comply with Referent Score for the three referents.**

Figure Caption

Figure 1. Theory of Reasoned Action.



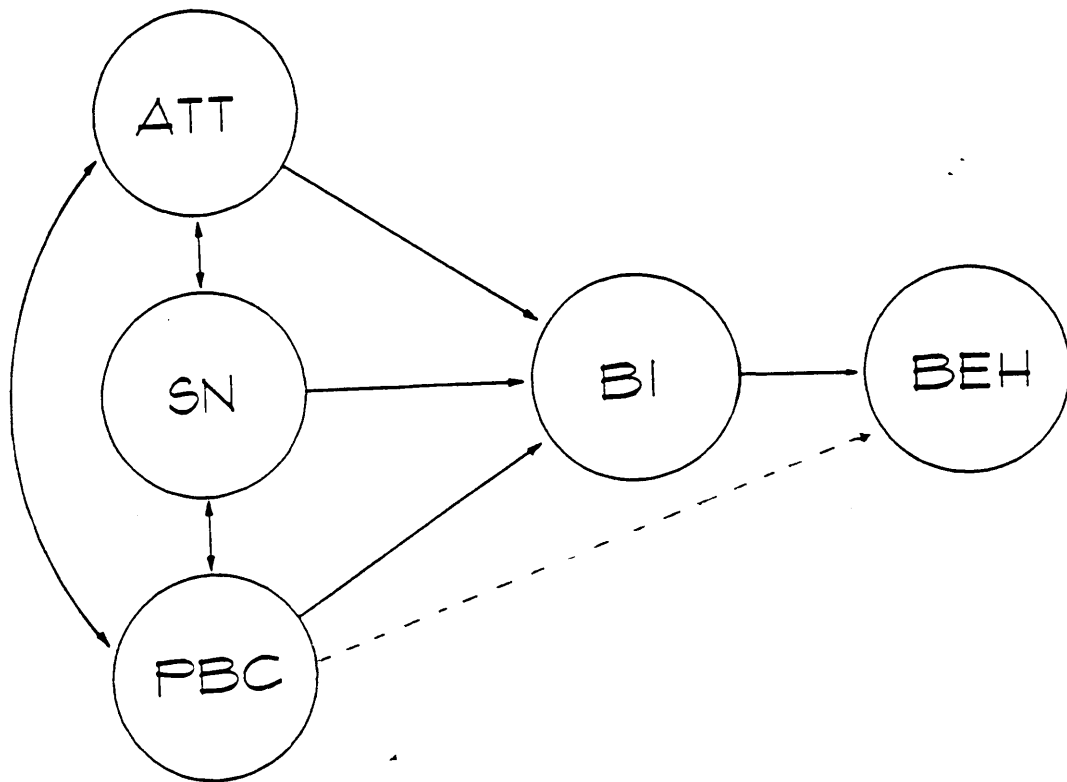


Figure Caption

Figure 2. Theory of Planned Behavior.

Figure Caption

Figure 3. **Model 1: Interrelationship among Attitude,
Subjective Norms, and Behavioral Intentions.**

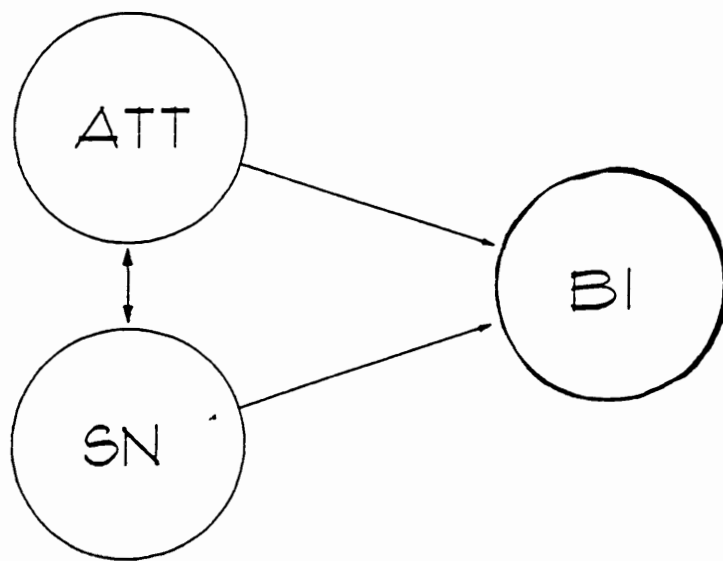


Figure Caption

Figure 4. **Model 2: Addition of Perceived Behavioral Control to Model 1.**

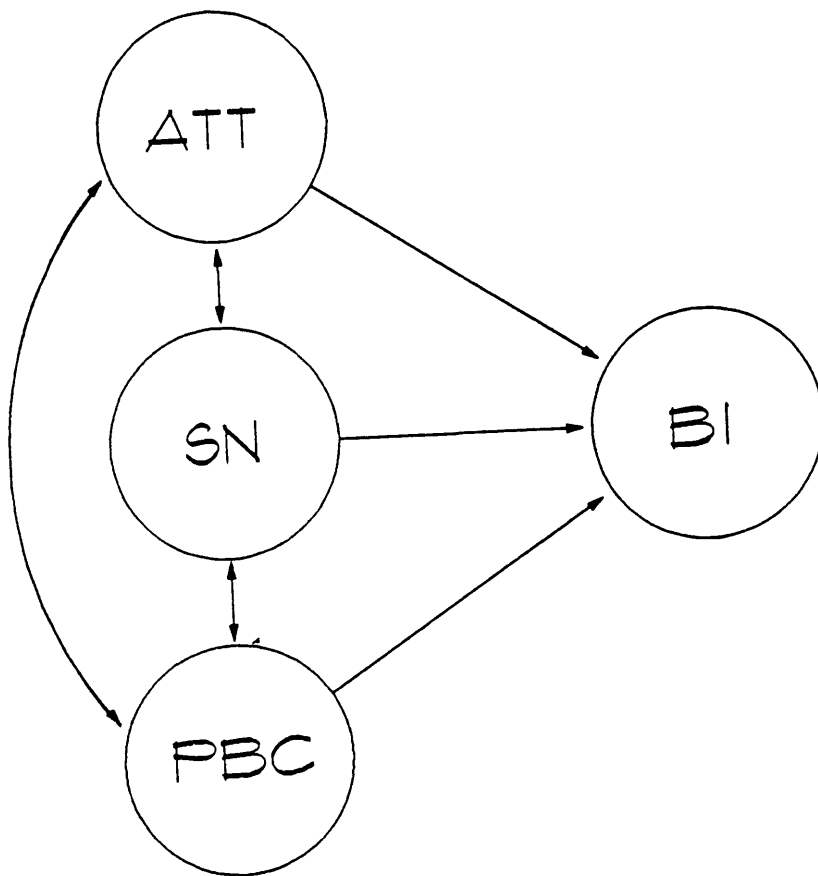


Figure Caption

Figure 5. Model 3: Addition of Perceived Moral Obligation to Model 2.

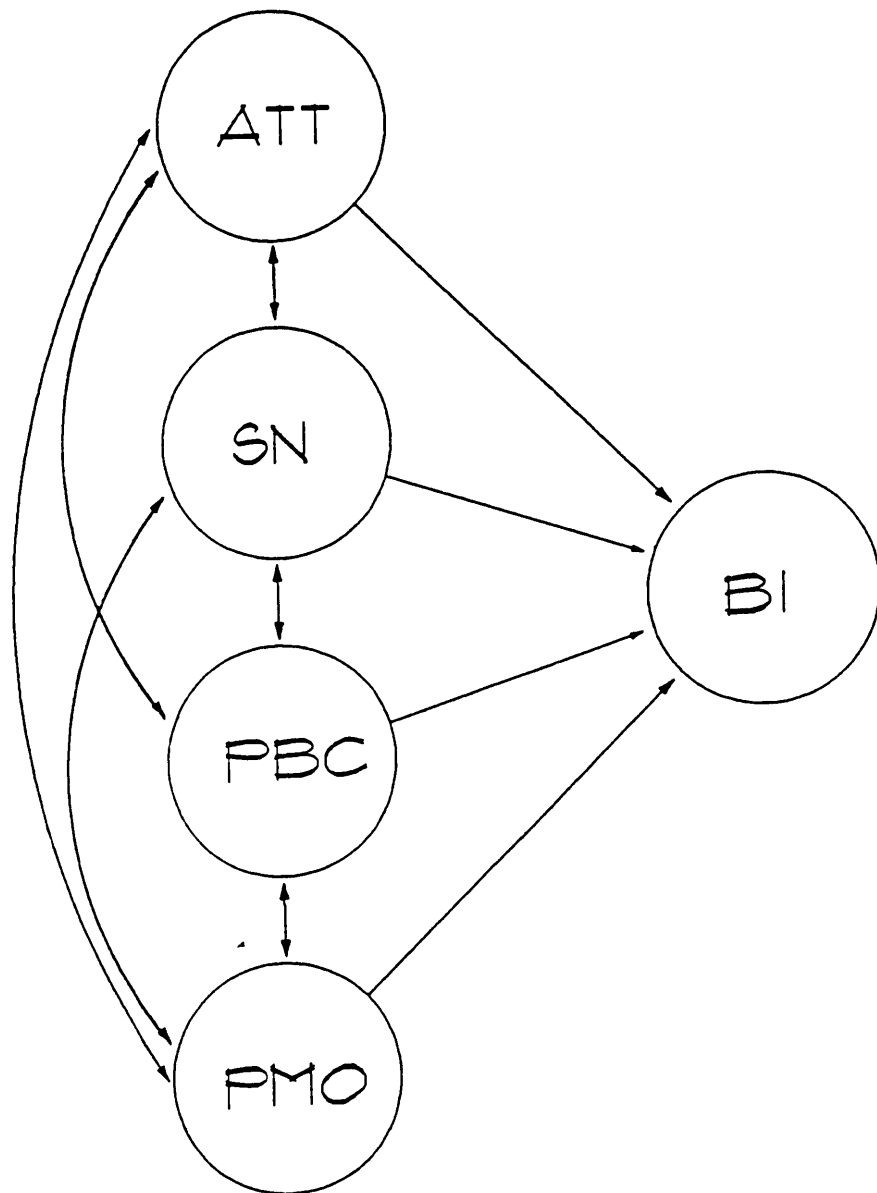


Figure Caption

Figure 6. Addition of Direct and Indirect Experience to Model 3.

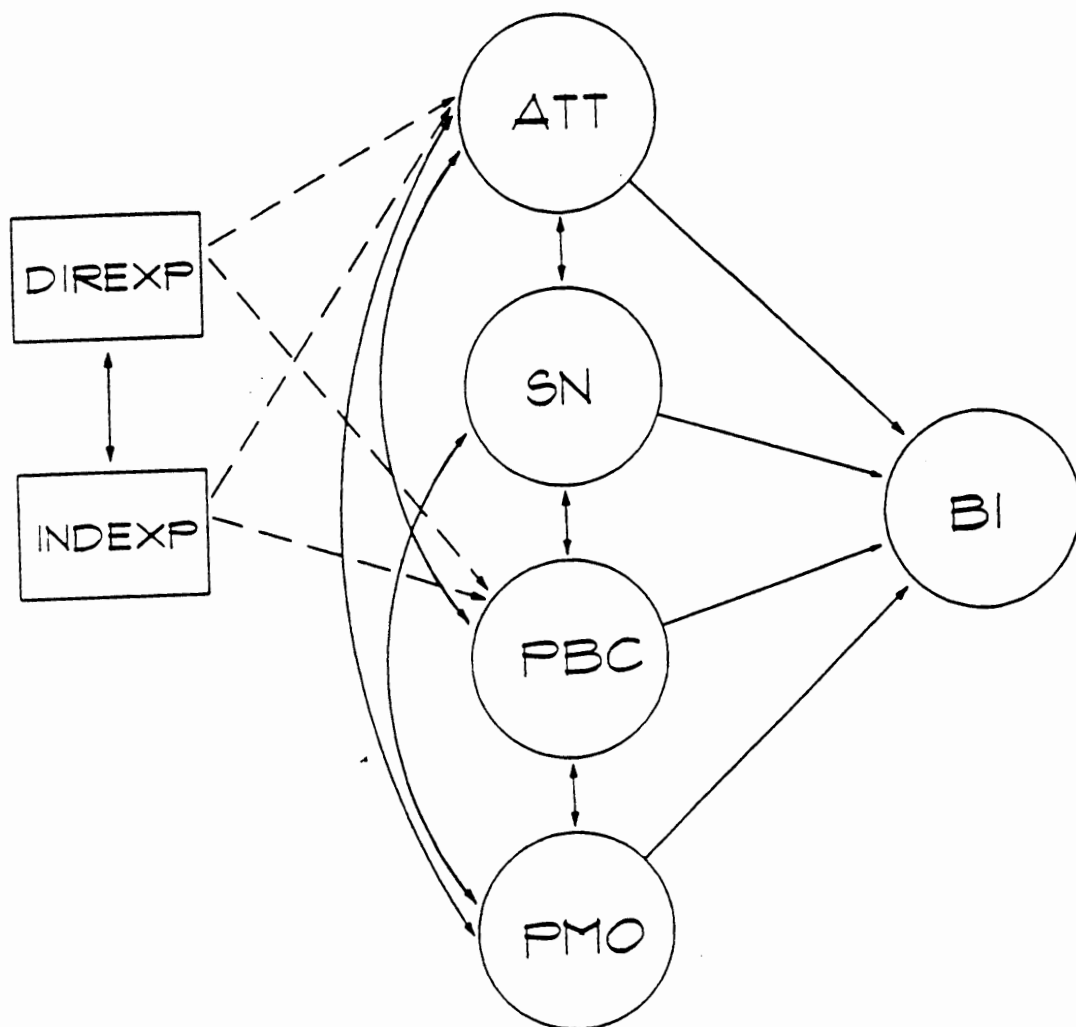


Figure Caption

Figure 7. Significant correlation coefficients in Behavioral Category 1:
Providing services requested by CASAs to children and families.

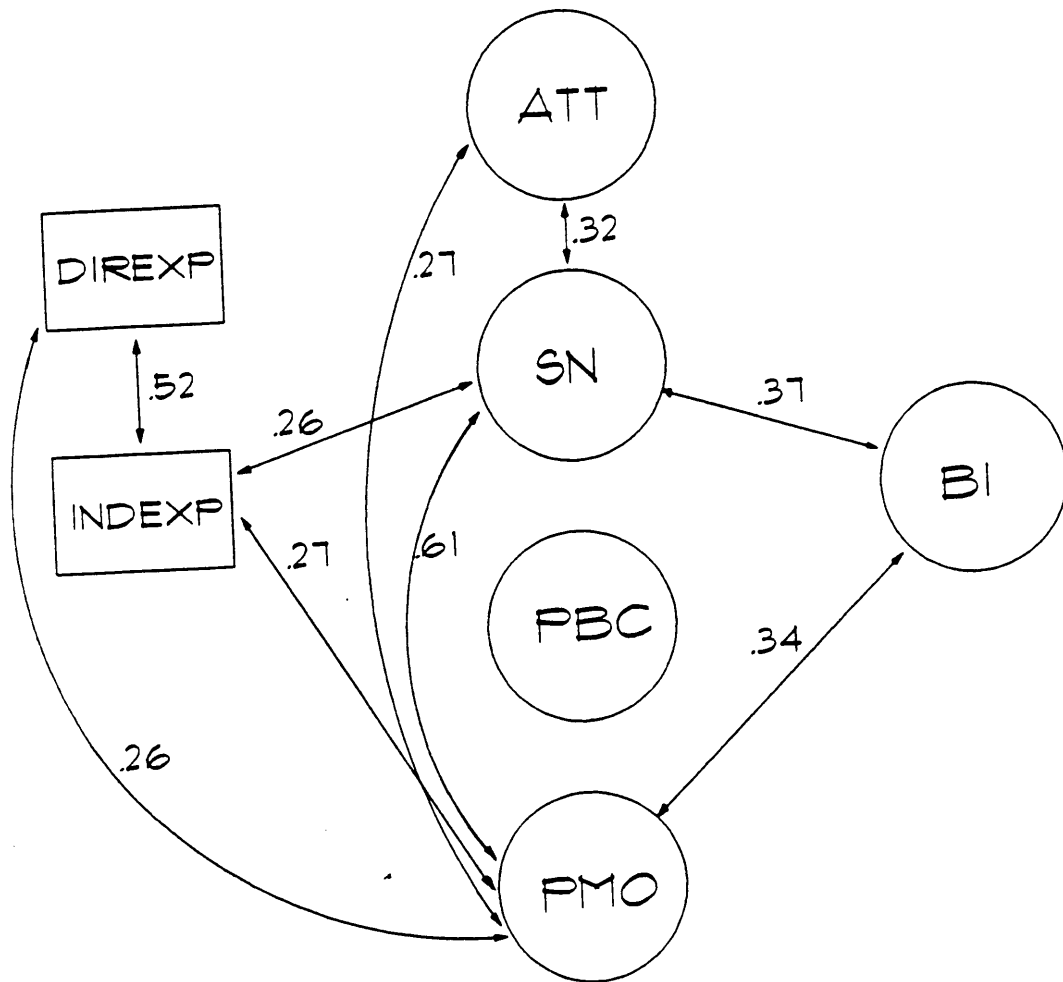


Figure Caption

Figure 8. Significant correlation coefficients in Behavioral Category 2: Voluntarily providing important information discovered about cases to CASAs.

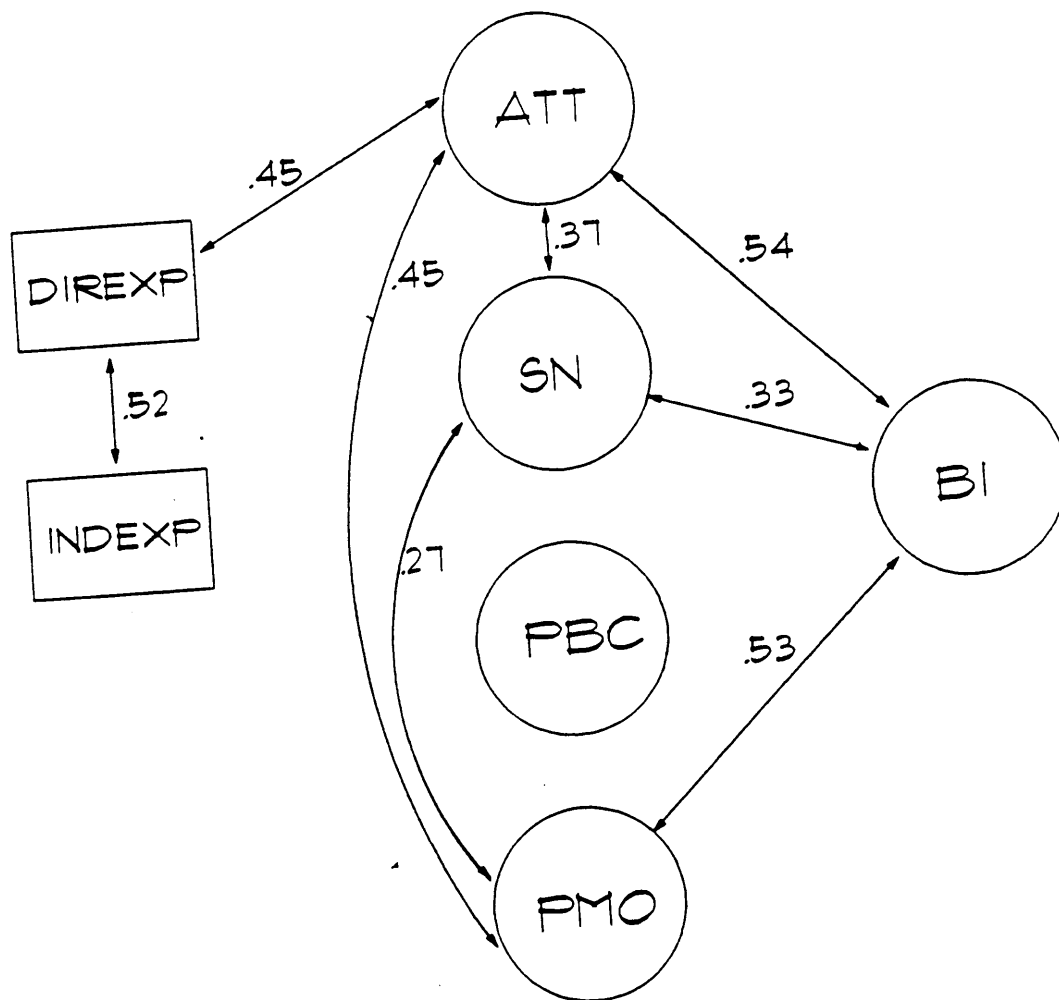


Figure Caption

Figure 9. Significant correlation coefficients in Behavioral Category 3:
Returning phonecalls to CASAs within 3 working days.

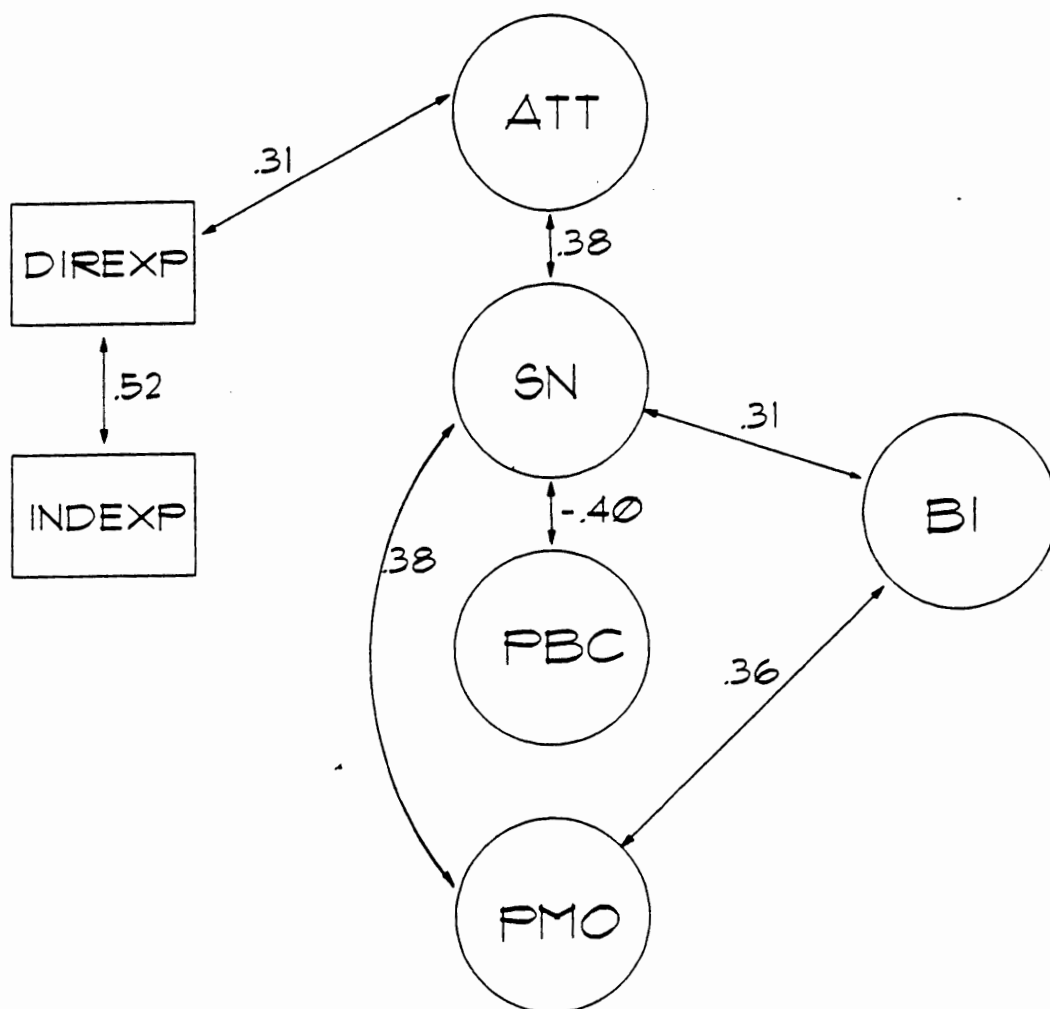
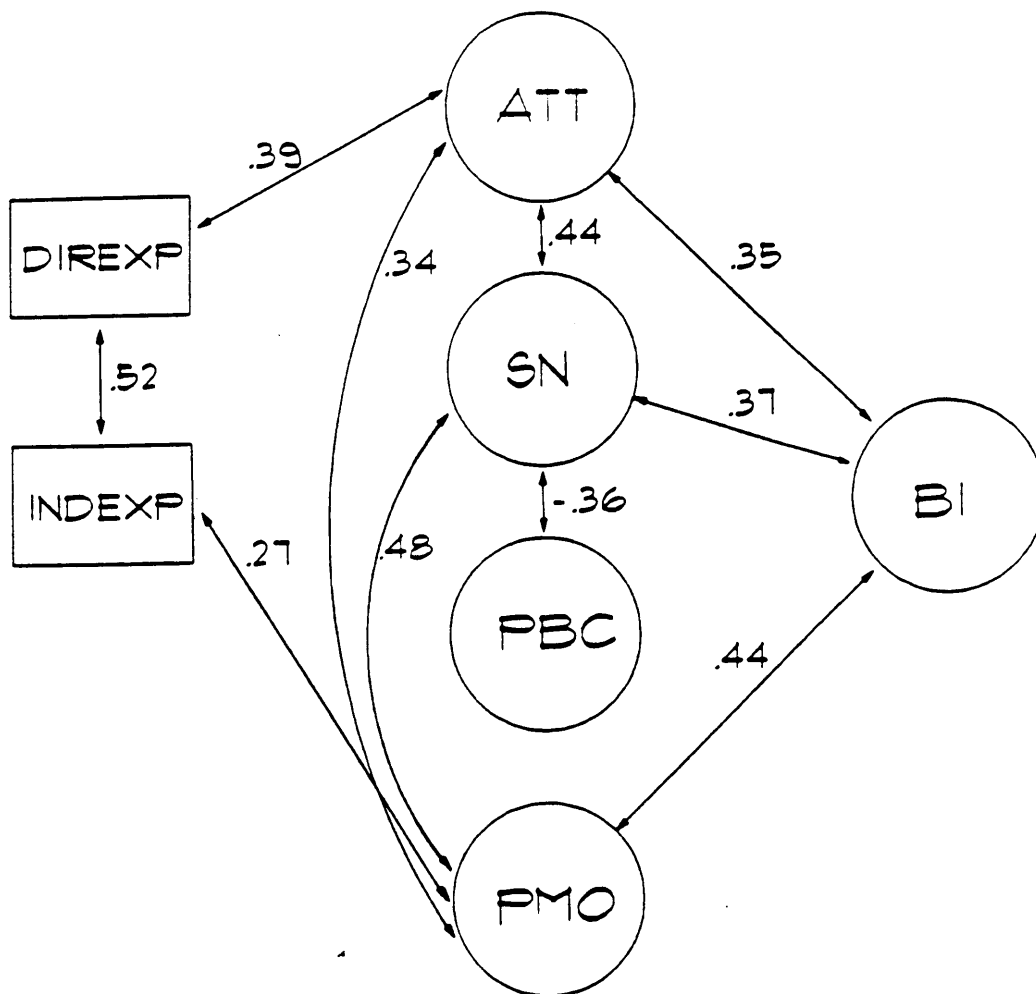


Figure Caption

**Figure 10. Significant correlation coefficients in all
three behavioral categories combined.**



Appendix

Questionnaire:

Activities with a Court Appointed Special Advocate

Activities with a Court Appointed Special Advocate (CASA)

In this questionnaire we are interested in your views toward various activities with CASAs for your current cases.

In making your ratings, please remember the following:

- (1) Fill in the blank or circle the number that best describes you.
- (2) Be sure you answer ALL items - please do not skip any.
- (3) Never put more than one circle on each question.
- (4) When you finish the survey, please mail it back in the enclosed envelope as soon as possible.

If you have any questions or concerns about this survey, please call the **Human Subject Research Committee** at 725-3417 or **Yuko Spofford** at 725-3963 (voice mail only).

How long have you been a CSD's caseworker?

_____ (years/months)

Have you worked with CASAs for any of your cases in the last 24 months?

Yes 1 → If YES, for what percentage of your cases have you worked with them?

No 0

How many cases are you handling right now?

_____ (Cases)

Less than 25% 1
25% 2
50% 3
75% 4
More than 75% 5

For the following questions, please circle the number that represents you most closely.

	Strongly Agree	Quite Agree	Slightly Agree	Neither	Slightly Disagree	Quite Disagree	Strongly Disagree
a. I believe every child in a protective case needs someone besides me to advocate for his/her best interests.	1	2	3	4	5	6	7
b. I know what a CASA is.	1	2	3	4	5	6	7
c. I have provided a service requested by a CASA to the children and their families for my cases.	1	2	3	4	5	6	7
d. It is important to me to do what the Court thinks I should do.	1	2	3	4	5	6	7
e. I think that a child advocate like a CASA can be a trained, nonprofessional volunteer.	1	2	3	4	5	6	7
f. I know the legal rights a CASA comes equipped with when he/she is appointed to my cases.	1	2	3	4	5	6	7
g. I have voluntarily provided important information I discover to a CASA for my cases.	1	2	3	4	5	6	7
h. It is important to me to do what my supervisor thinks I should do.	1	2	3	4	5	6	7
i. I believe that the legal system in Multnomah County works well for abused/neglected children and their families.	1	2	3	4	5	6	7
j. I have returned phone calls to a CASA within 3 working days.	1	2	3	4	5	6	7
k. I know what CASAs' main responsibilities are.	1	2	3	4	5	6	7
l. It is important to me to do what my coworkers think you should do.	1	2	3	4	5	6	7

	Extremely Desirable	Quite Desirable	Slightly Desirable	Neither	Slightly Undesirable	Quite Undesirable	Extremely Undesirable
For me, providing a service requested by CASAs to the children and their families is ...	1	2	3	4	5	6	7
Disagreeable	1	2	3	4	5	6	7
Easy	1	2	3	4	5	6	7

	Extremely True	Quite True	Slightly True	Neither	Slightly False	Quite False	Extremely False
Providing a service requested by CASAs to the children and their families is something ...	1	2	3	4	5	6	7
a. my supervisor expects me to do.	1	2	3	4	5	6	7
b. my coworkers expect me to do.	1	2	3	4	5	6	7
c. the Court expects me to do.	1	2	3	4	5	6	7
d. I feel morally obligated to do.	1	2	3	4	5	6	7
e. that is mostly up to me whether or not to do.	1	2	3	4	5	6	7
f. I would feel bad if I didn't do.	1	2	3	4	5	6	7
g. I intend to do in the next six months.	1	2	3	4	5	6	7

		Extremely	Quite	Slightly	Neither	Slightly	Quite	Extremely	
For me, voluntarily providing important information I discover about my cases to CASAs is ...	Pleasant	1	2	3	4	5	6	7	Unpleasant
	Disadvantageous	1	2	3	4	5	6	7	Advantageous
	Difficult	1	2	3	4	5	6	7	Easy

Voluntarily providing important information I discover about my cases to CASAs is something ...

	Extremely True	Quite True	Slightly True	Neither	Slightly False	Quite False	Extremely False
a. that goes against my principles if I didn't do	1	2	3	4	5	6	7
b. the Court thinks I should do	1	2	3	4	5	6	7
c. my supervisor thinks I should do	1	2	3	4	5	6	7
d. my coworkers think I should do	1	2	3	4	5	6	7
e. I will try to do in the next 6 months	1	2	3	4	5	6	7
f. that is mostly up to me whether or not I do	1	2	3	4	5	6	7
g. I feel morally obligated to do	1	2	3	4	5	6	7

		Extremely	Quite	Slightly	Neither	Slightly	Quite	Extremely	
For me, returning phone calls to CASAs within 3 working days is ...	Harmful	1	2	3	4	5	6	7	Beneficial
	Desirable	1	2	3	4	5	6	7	Undesirable
	Difficult	1	2	3	4	5	6	7	Easy

Returning phone calls to CASAs within 3 working days is something ...

	Extremely True	Quite True	Slightly True	Neither	Slightly False	Quite False	Extremely False
a. that would go against my principles if I didn't do	1	2	3	4	5	6	7
b. I will try to do that in the next 6 months	1	2	3	4	5	6	7
c. I can decide on my own whether or not to do	1	2	3	4	5	6	7
d. I would feel bad if I didn't do	1	2	3	4	5	6	7
e. My supervisor expects me to do	1	2	3	4	5	6	7
f. The Court expects me to do	1	2	3	4	5	6	7
g. My coworkers expect me to do	1	2	3	4	5	6	7

In the next 6 months, I plan to ...

	Definitely Not	Not	Slightly Not	Slightly Yes	Yes	Definitely Yes
a. provide services requested by CASAs for the children and their families for my cases	1	2	3	4	5	6
b. return phone calls to CASAs within three working days for my cases	1	2	3	4	5	6
c. voluntarily provide important information I discover about my cases to CASAs	1	2	3	4	5	6

**When you finish, please return the survey in the envelope provided.
Don't forget to mail your raffle ticket!**

Thank You Very Much for Your Help and Good Luck with the Raffle!