

APPENDIX II

APPENDIX II(A)

For socio-economic status, the investigator used Dr K. G. Desai's standardized scale for socio-economic status for Gujarat state where in the aspect of income was updated by the investigator with the help of Professor V N. Kothari, Economics Department, M. S. University, Baroda as the scale was made in year 1986 – 87 and by 1997 – 98 the value of money had deflated. The formula for updating the income from Dr. K. G. Desai scale was as follows

$$\text{Original income group of K G. Desai} \times \frac{\text{*Urban Non-Manual cost of index for 97-98}}{\text{Urban Non-Manual cost of index for 86-87}}$$

Wherein the year in the formula were taken as 1997 – 98 because the present study was conducted in 1997 – 98 and the year 1986 – 87 was taken because the original K G Desai's scale was prepared in the year 1986 – 87 For all the other items, predetermined responses were worked out and the respondents were supposed to tick mark (✓) against the appropriate remark.

Indices of SES and the marks assigned to different levels.

1. Caste and Sub-caste

Scores	Caste groups
1	Bhangi, chmar and all other types of harijans, all types of tribals.
2	Fishermen, thakerda, koli, waghri, rabari, pinjara
3	Barber, potter, pathan, shoe maker, gardener, washermen, mason, memon, malek, khoja, chhipa
4	Carpenter, blacksmith, khatri, tailor, oil-merchant, christian, shaikh, baraiya
5	Patidar, rajput, kshatriya, goldsmith, bohra, dowlabohra.
6	Brahmin, brahmakshatriya, C. K. P., kayastha, parsi, jew, jain, sayyed

2. Vocation

Scores	Vocations
1	Unskilled workers. daily wages, labourers, gardeners, vegetable vendors, store-labourers, petrol pump workers, motor scooter cleaners, shoe-menders, hand-cart pullers, leather-tanners, butchers
2	Semi-skilled workers: cane-weavers, masons, radio, watch and scooter repairers, garage-labourers, foreman, potters, barbers, oil-merchants, washer-men, shoe-makers, handi-craftsmen, toe-makers, bus conductors, peons.
3	Skilled workers: Clerks, electricians, store-managers, telephone operator, typists, nurses, book-sellers, photographers, primary school teachers, or head masters
4	Middle order vocations: Insurance agents, university or college lecturers, high or higher secondary school teachers or head masters, pharmacists, contractors, Gujarati news paper correspondents, stenographers, government servants class II.
5	Professions. Doctors, managers, engineers, lawyers, government servants-class I, university professors or readers, first class magistrates, IAS officers, architects, chartered accountants, principals of big colleges, newspaper editors, English newspaper correspondents, heads of big offices, heads of any type of big institutions.

3. Education

Scores	Educational qualification
0	Illiterate
1	IV grades or those who are able to read and write
2	Primary school graduate or seventh graders
3	Secondary school graduates, technical school certificate holders (after IX grade), higher secondary school graduate, those who have passed minimum VIII grade
4	Any type of diploma of two years-holders, those who have completed three years college course of any faculty, homeopathy doctors, ayurvedic doctors, bone setters.
5	Three to four year diploma holders, B A., B.Com , B. Sc., L.C.P S.
6	B Pharm , B. D S., B. Ed , LL. B., M. A , M. Com., M. Sc , M. Ed., M. B. B S , B. E , B. Tech., B. Sc. (Agri.)
7	M. D., M. S , M. E., Ph. D., M. Pharm., C. A., F R. C. S., M. D S.

4. Total monthly income

Scores	Income range
1	Less than Rs 1000
2	Rs. 1001 to Rs 1500
3	Rs. 1501 to Rs. 3000
4	Rs. 3001 to Rs. 6000
5	Rs 6001 to Rs. 15000
6	Rs. 15001 to Rs 30000
7	Rs 30001 or more

5. Residence

Scores	Types of house whether owned, rented or provided by employer
0	Living in the open
1	A but with a roof
2	One or two rooms with shared bathroom
3	Two rooms with independent bathroom and lavatory
4	An independent bungalow or flat or row house of three or four rooms
5	An independent bungalow or a big flat having five rooms
6	A big bungalow having more than five rooms and a garden

6. Vehicle

Scores	Type of vehicle
1	Bicycle
2	Scooter or motor cycle
3	Rickshaw or tractor
4	Motor car or station wagon

(If somebody possesses more than one type of vehicles, the higher type only is to be taken into account. If somebody has more than one vehicle of same type marks are to be given for one only)

APPENDIX II(B)

Consumer Redressal Seeking Behaviour Scale (CRSB) utilized in pilot study

Consumer Redressal Seeking Behaviour scale

Redressal Seeking Behaviour: The behaviour adopted by the consumer of Indian Railways, whenever dissatisfied with the services of Indian Railways.

Given below are the various options and courses of action that would be taken by consumers of Indian Railways, when they face problems related to the services availed of. Please indicate from the following nine statements which behaviour you shall adopt when face with the situation as given below.

1. Forget about the incidence and do nothing.
2. Plan to take action at the time of incidence and later on do not take any action.
3. Speak to co-consumers availing the same services and convey negative word of mouth
4. Personally boycott the service
5. Convey dissatisfaction to the employee whosoever comes at that time
6. Complain to the authorities / person about the deficiency in service orally.
7. Complain to the authorities in writing requesting immediate action.
8. Seek redressal through some third party, i.e., voluntary consumer organization
9. Take some legal action i.e., going to consumer courts.

If you face a situation as given below, indicate the course of action you would take from 1 to 9 above by writing the appropriate number against each statement for each problem situation.

What cause of action would you take, If you as a consumer of Indian Railways

SN	SITUATION	CRSB
1.	Just got railway reservation done and find that the money collected at the reservation counter was more than what was mentioned in the ticket.	
2.	Find a late comer than you, standing ahead in the queue to buy the ticket.	
3.	Find the Railway staff at the reservation counter arrogant and rude	

- 4 Find your name missing from the reservation chart on the day of journey.
- 5 Find two reservation counters without Railway staff to attend to the large number of people in queue during working hours
- 6 Get poor response from the Railway staff at the enquiry counter.
7. Find the attendant in the waiting room rude
8. Find the attendant indifferent when told about the absence of running water in toilets and bathrooms of the waiting room
9. Get cold food in Railway canteen when your turn comes.
10. Find the charges asked by Railway canteen is more than what is displayed on the board/Menu Card
11. Find that the ice cream vendor charges more money than prescribed on rate list at the station
- 12 Find that Railway authorities are unable to locate your luggage inspite of it being booked in the luggage van of the same train
- 13 Find difficulties due to wrong information given by the Railway staff at the enquiry counter.
- 14 Find that the train by which you have to travel gets indefinitely delayed.
- 15 Find someone else sitting on your confirmed berth, with confirmed ticket of the same berth.
16. Got hurt as the berth / seat broke.
- 17 Reach the destination late because of which you miss the connecting train
18. Find a fellow passenger pulling the chain to get down at a small station.
19. Could not sleep the whole night because of the noise made by the loosely fixed window.
- 20 Gets badly injured due to a train accident.
21. Feel uncomfortable because of unauthorized passengers sitting on your berth, smoking and playing card.
22. Get badly injured, when the window shutter accidentally fell on you.
- 23 Finds that nothing has been done so far though the government declared compensation for train accident.
24. Find that you are not given meal in the train even on the pre-paid coupon
25. Find some insect in the food served by the pantry car.
26. Find the compartment dirty and stinking
- 27 Find the toilet and wash basin of your coach in the train dirty

28. Get disturbed while travelling due to fluctuating light and noisy fan
29. Suffer financial loss, due to the attack of the decoits on train
30. Could not travel comfortably because of unauthorised passengers occupying the seats till their station came
31. Find some illegal transactions going on between a passenger and the Ticket Collector.
32. Find the Ticket Collector trying to take undue advantage of the ignorant passenger by asking extra money.
33. Losses suitcase from the cloak room, where you had registered it during break of journey.
34. Switches on the light of the compartment and get an electric shock
35. Loaded a well packed scooter in the cargo van of the train and received it damaged at its destination
36. Fracture your foot as you slipped due to clogged water in the toilet
37. Find the coolie asking exorbitant charge for your luggage, while travelling alone.
38. Fall sick after you consumed bowl of soup purchased from a Railway vendor.
39. Board the general compartment "for ladies only", you find two male passengers sitting

Reliability of items on CRSB scale

Item No.	CRSB scale (Reliability on 39 item scale)	Item no.	CRSB scale (Reliability on 39 item scale)
1	0.738	21	0.755
*2	0.444	22	0.880
3	0.821	23	0.667
4	0.668	24	0.664
5	0.813	25	0.704
6	0.901	26	0.717
7	0.849	27	0.881
8	0.804	28	0.927
9	0.844	29	0.712
10	0.924	30	0.801
11	0.857	31	0.856
12	0.379	32	0.858
13	0.914	33	0.752
14	0.654	34	0.791
15	0.816	*35	0.443
16	0.862	36	0.900
17	0.643	37	0.864
18	0.594	38	0.881
19	0.833	*39	0.399
*20	0.367		

** Items not included in the final scale*

Following are the numbers of items that made up each area/component of CRSB scale

Area/components of CRSB scale	Item numbers
a Reservation	1, 4, 5, 6, 13, 15, 21, 30
b Safety	12, 16, 18, 22, 23, 29, 33, 36
c Punctuality	3, 7, 14, 17, 31, 32, 37
d. Catering	9, 10, 11, 24, 25, 38
e Basic amenities	8, 19, 26, 27, 28, 34

APPENDIX II(C)

Awareness Scale included in pilot study

Awareness Scale

Given below are some statements related to

- Rules and regulations of Indian Railways
- Facilities extended by Indian Railways
- Redressal Grievance Machinery of Indian Railways
- Redressal Grievance Machinery of Central Government

(A) Complete each of the statement given below by encircling the most appropriate option

SN	Statement	Option
A 1.	Reservation for the express trains can be made	1 30 days in advance 2 45 days in advance 3. 15 days in advance 4. 60 days in advance
A 2	The anti-corruption cell in Railways is called	1 Vigilance Organization 2 Redressal Cell 3 Public Grievance Redressal Organization 4. None of the above.
A.3.	Tickets for full refund should be cancelled	1. Two days in advance 2. One day in advance 3. Three days in advance 4 Four hours before actual departure of train
A 4.	"May I help you" booths are set up at the station to	1. help passengers board the train 2. help passengers know about Railways rules 3. to solve passenger problems 4. all of the above.
A 5	A passenger travelling in IInd class (sleeper) can carry the luggage upto	1 35 Kgs 2 40 Kgs 3. 50 Kgs 4. 70 Kgs

A.6.	At the railway station, authorities display the	<ol style="list-style-type: none"> 1. Usual timings of the train 2. Platform No of trains 3. Reservation charts 4. All of the above
A.7	The Inquiry office generally functions	<ol style="list-style-type: none"> 1. 24 hours 2. 18 hours 3. 16 hours 4. 12 hours
A.8.	The passenger through telephone inquiry can get information related to	<ol style="list-style-type: none"> 1. Arrival/Departure of train 2. Platform No of train 3. Reservation confirmation 4. all of the above
A 9.	A passenger travelling in Ist 1.C can carry the luggage upto	<ol style="list-style-type: none"> 1. 35 Kg 2. 40 Kg 3. 50 Kg 4. 70 Kg
A10.	Railway authorities keep a strict check on the quality of food served in terms of	<ol style="list-style-type: none"> 1. Packing 2. Cooking standards 3. Rates 4. All of the above
A 11.	The holders of the single journey ticket can break the journey only after	<ol style="list-style-type: none"> 1. 300 Kms 2. 500 Kms 3. 800 Kms 4. 600 Kms
A.12.	Railways provide compensation of the accident to	<ol style="list-style-type: none"> 1. to only authorised passengers 2. to unauthorised passengers 3. to passengers who claim for it 4. None of the above
A.13.	Complaint books/suggestion box have been provided at	<ol style="list-style-type: none"> 1. all stations 2. Refreshment rooms 3. Dinning cars/stalls 4. All of the above.
A.14.	To deal with consumer complaints more effectively, the Railways have recently set up a	<ol style="list-style-type: none"> 1. Public Grievance Redressal Organization 2. Vigilance Organization 3. May I help you booth 4. Special squad
A.15	In a particular zone, the highest authority in Railways is	<ol style="list-style-type: none"> 1. General Manager 2. Asstt. General Manager 3. Director 4. Divisional Railway Manager

A.16.	The claims for the accident victims should be asked from	<ol style="list-style-type: none"> 1 Reservation officer 2. Commercial officer 3 Chief Claim officer 4 Station Master
A.17	In a running train, the complaint book is available with the	<ol style="list-style-type: none"> 1. Guard 2 Ticket Collector 3 Engine Driver 4. None of the above
A 18	If a passenger is unable to get reserved seat vacated, he/she should approach	<ol style="list-style-type: none"> 1. Ticket Collector 2 Guard of train 3 Railway Police Protection Force 4. Station Master
A.19.	If dissatisfied with Railways services, one can go to	<ol style="list-style-type: none"> 1. Consumer Courts 2 Railway authorities 3. Voluntary organisations 4 Any one of the above
A 20.	The Government legal agency that works for consumer protection at District level is	<ol style="list-style-type: none"> 1 District Court 2 District Consumer Redressal Forum 3 Public Utility Commission 4. None of the above
A.21.	The Consumer Dispute Redressal Agency has been set up at	<ol style="list-style-type: none"> 1. Three levels 2 Four levels 3 Two levels 4. Five levels
A.22.	The consumers can approach any level of the Consumer Court depending upon	<ol style="list-style-type: none"> 1. Compensation required 2 Type of case 3. Opposite party to be dealt with 4 All of the above
A.23.	The District Forums entertain complaints upto	<ol style="list-style-type: none"> 1. Rs.2 lakhs 2. Rs.5 lakhs 3. Rs 7 lakhs 4. Rs.1 lakh
A 24	The District Forums should decide the case within	<ol style="list-style-type: none"> 1. 60 days 2. 90 days 3 120 days 4. No time limit
A.25.	The complaints can be filed in consumer courts, from the day dispute occurred till	<ol style="list-style-type: none"> 1. Two years 2. One year 3 Six months 4 Fortnight

A.26	If not satisfied with the judgment of District Forum, a consumer can appeal against District Forum in	<ol style="list-style-type: none"> 1. Supreme Court 2. District Civil Court 3. State Commission 4. High Court
A.27	The manner of compensation that can be granted to consumer in consumer dispute Redressal agencies is	<ol style="list-style-type: none"> 1. Replacement of good/Removing defects 2. Refund 3. Compensation for loss/injury 4. Any one of the above
A.28	The National Commission entertains complaints for more than	<ol style="list-style-type: none"> 1. Rs.10 lakhs 2. Rs.15 lakhs 3. Rs.20 lakhs 4. Rs.25 lakhs
A.29.	The State Commission entertain complaints within	<ol style="list-style-type: none"> 1. Rs.1 Lakh - 10 Lakhs 2. Rs 5 Lakhs- 15 Lakhs 3 Rs 5 Lakhs- 20 Lakhs 4. Rs 5 Lakhs- 25 Lakhs
A.30	Indrail Pass facility is provided to	<ol style="list-style-type: none"> 1 Foreigners only 2. Indians settled abroad 3. Foreign nationals and Indian residing abroad 4. None of the above
A.31	Member of District Forum can hold office for a term of	<ol style="list-style-type: none"> 1 1 year 2 2 years 3. 3 years 4. 5 years
A.32	The person not satisfied by the jurisdiction of District Forum can appeal against order to the State Commission within a period of	<ol style="list-style-type: none"> 1 15 days 2. 30 days 3 60 days 4. 90 days
A.33.	The complaints from complaint book and suggestion box should reach the authorities within	<ol style="list-style-type: none"> 1. 24 hours 2. 36 hours 3. 7 days 4. 30 days
A.34.	If unsatisfied with the services of catering, the complaint should be made to the	<ol style="list-style-type: none"> 1. Divisional Manager 2. Chief Claim Officer 3 Chief Commercial Superintendent 4 Any one of the abvoe

A.35.	The Zonal level Redressal Machinery of the Railways is headed by	1. Additional General Manager 2. Additional Divisional Manager 3. Chief Commercial Superintendent 4. None of the above
A.36.	The computerised reservation can be done between	1. 8 A.M. to 5 P.M. 2. 10 A.M. to 6 P.M. 3. 10 A.M. to 8 P.M. 4. 8 A.M. to 8 P.M.
A 37	In order to provide safety to the passengers, Railways have their own police, called	1. Railway Protection Force 2. Rapid Action Force 3. Security Force 4. None of the above
A 38	According to the Railway authorities, train is in time if it reaches the station within	1. 5 minutes of scheduled time 2. 10 minutes of scheduled time 3. 30 minutes of scheduled time 4. 45 minutes of scheduled time

(B) Go through each of the following statements and indicate whether it is true 'T' or false 'F' by ticking in the appropriate box.

SN	Statement	True	False
B 1.	Passenger is not entitled to board the train if the reservation is in waiting list.	T	F
B.2.	The passengers do not need to pay cancellation charges for reservation, if just preponing or postponing the journey.	T	F
B.3.	Railways have authorised agents through which passengers can book the ticket.	T	F
B 4	The unused reserved ticket cannot be refunded once the train leaves the station.	T	F
B.5.	Railway reservation can not be done by credit cards.	T	F
B.6	The name of the passenger can not be changed in the reserved ticket even if the person is blood relative.	T	F
B 7.	The passenger holding a RAC (Reservation Against Cancellation) ticket is entitled to board the train in the reserved compartment.	T	F
B.8.	The Railway authorities are not responsible for the quality of food served at the station/train.	T	F
B.9.	The tariff for selected meals, breakfast, beverages items, are fixed by Railway authorities	T	F

B.10	Passengers can demand prompt action from the Railway authorities, related to the matters of cleanliness and hygiene.	T	F
B.11.	Railways do not provide any assistance related to the medical services in case of passengers fall sick during journey.	T	F
B.12.	Railway services can be used at concessional rates if going for an educational tour.	T	F
B.13.	Smoking is permitted only if the co-passengers in sleeper class do not object.	T	F
B.14.	Railway is responsible for the safety of luggage carried by the passengers personally	T	F
B.15.	Indian Railways have recently set up Public Grievance Redressal Booths at major stations	T	F
B.16.	Railway authorities do not have any liability to inform the complainant about the action/no action taken.	T	F
B.17.	A passenger using the Railways services is a consumer according to Consumer Protection Act.	T	F
B.18.	Consumer Courts are similar as civil courts.	T	F
B.19	Fees is required, to file/register complaint in the consumer courts.	T	F
B.20	Consumer Courts require the complainant to engage a lawyer for pleading the case.	T	F
B.21.	There is a fixed time when aggrieved passenger can approach the Railway officials regarding the complaint.	T	F
B.22	Purchasing tickets from the unauthorised agents is illegal.	T	F
B.23	Reserved ticket issued to children will be treated as full ticket for the reservation of the Berth.	T	F
B.24	The reservation ticket holds valid till the three stations of boarding the train.	T	F
B.25	It is illegal to travel on roof, steps and footboards of the train.	T	F
B.26	Transfer or resale of rail journey ticket on which reservation of berth or seat is made is punishable.	T	F
B.27	No cancellation charges shall be payable on reserved ticket if the train is running late.	T	F
B.28	Passengers with reserved accommodation ticket from particular station can entrain from another station en route on request.	T	F
B.29	Indian Railways run number of extra trains during Puja, Diwali, summer and Christmas holidays	T	F

B 30	Ticket collector in the reserved compartment can allot vacant seats according to his own convenience	T	F
B.31	Public Grievance Redressal Machinery of Railways gives only refunds and no compensation	T	F
B.32	Passengers holding concession tickets can board any trains including Rajdhani, August Kranti and Shatabdi	T	F
B.33	Public Grievance Redressal Machinery of Railways can relax the rules in providing relief in individual cases.	T	F
B.34	No separate accommodation is provided for ladies in sleeper class coaches.	T	F
B 35	Bulky and heavy luggage is not permitted to be carried in the passenger coaches.	T	F
B.36	Safe deposit locker facility is provided in all the stations.	T	F
B 37	If the A C. equipment fails to work for a portion of journey, refund on ticket for that portion of journey will be granted.	T	F
B.38	No refund is granted on lost or misplaced tickets.	T	F
B.39	The standard circular journey ticket facility has been provided by Railway for places of great historical, scientific and cultural interest.	T	F
B.40	The State Government can establish more than one District Forum in a District wherever necessary.	T	F
B.41	The person aggrieved by an order made by the National Commission, cannot appeal anywhere else.	T	F
B.42	A Registered Voluntary Consumer Organisation can file the complaint in consumer case on behalf of the complainant.	T	F
B.43	Passenger can complain about the unreasonable rate charged by Coolie/Vendor to the Railway authorities	T	F
B 44	Any personal injury caused to the passengers due to negligence of Indian Railways, can be complained.	T	F
B 45	Consumer Protection Act applies to all goods and services unless specifically exempted by Central Government.	T	F
B.46	The complaint can be sent by post to the appropriate Forum/Commission.	T	F
B.47	The National Commission and State Commission are required to decide the appeal within 90 days from first date of hearing	T	F
B.48	The District Forum consists of 4 members, out of which two members are women	T	F



B 49	There is a prescribed form for lodging report regarding theft or robbery in Indian Railways.		
B 50	The passengers holding waiting list tickets cannot board the reserved coaches.	T	F
B 51	The period of advance reservation is inclusive of the date of journey.	T	F
B 52	The reservation tickets are valid only for particular trains and the particular days for which they are issued.	T	F
B 53	A supplementary charge is levied per passenger irrespective of the distance travelled for Super Fast trains.	T	F
B 54	The Railways have specified the maximum size of trunks/suitcases that can be carried in the passengers compartment	T	F
B 55	To patronise unauthorised hawkers/vendors by passengers is punishable.	T	F
B 56	No cancellation charges are levied on RAC/waitlisted tickets	T	F
B 57	Indian Railways is the State owned monopoly.	T	F
B 58	The responsibility of Railway administration and management rests with Railway Board	T	F

(C) Fill in the blanks by choosing the most appropriate option given in the bracket

- Students can get _____% of concession on Railway fare. (25, 50, 75)
- To protect the interest of consumers, Government has passed the _____ Act in 1986. (Railway, Indian Penal Code, Consumer Protection)
- Pantry car facilities have to be provided by the Railways in all _____ trains (Passenger, Superfast Express, Express)
- The lowest level of consumer court is _____ (District Forum, Lok Adalat District Courts)
- _____ can be filed in consumer courts on behalf of group of consumers having same interest. (Common Complaint, Group Complaint, Class Action Complaint)
- Senior citizens can get _____% of concession on Railway fare for a journey of more than 500 kms. (25, 50, 75)
- _____ booths are there at the platform to provide on the spot redressal of passenger complaints. (Reservation, RPF, May I Help You)
- The District Forum and State Commission comprises of _____ members each. (3, 4, 5)
- The National Commission consists of _____ members (3, 5, 7)

10. If complaint instituted is found to be frivolous or vexatious, the District Forum may _____ the complaint. (cancel, dismiss, admit)

11 The State Commission has the authority to correct errors of jurisdiction committed by _____. (District Forum, State Commission, National Commission)

12 The passengers are requested to quote _____ No. for any enquiry or complaint relating to reservation. (Key, Ticket, PNR)

13 Boys under _____ years of age may travel in lady's compartment with relatives or friends. (6, 10, 12)

14. _____ was the first State to set up the District Forums. (U.P , Bihar, Kerala)

15 _____ is there in the Sleeper Class to look after the comfort and convenience of the passengers. (Attendant, TTE, TC)

16 _____ Act, 1989 is the law governing the Railway industry. (Railway, Consumer Protection, Railway Claim Tribunal)

17. _____ Act, 1987 provides for disposal of accident claims, cases and loss or damage of goods dispatched by train (Railway, Consumer Protection, Railway Claim Tribunal)

Item selection for Awareness scale

(A)

Item No.	D.I*	V.I**	Item No.	D.I*	V.I**	Item No.	D.I*	V.I**
1.	0.72	0.25	14.	0.63	0.39	27.	0.40	0.64
2	0.72	0.54	#15	--	--	#28	--	--
3.	0.50	-0.26	16	0.72	0.45	#29.	--	--
#4.	0.22	-0.12	#17	0.76	0.16	30.	0.49	0.45
5.	0.36	0.58	#18.	0.81	0.60	#31	--	--
#6.	0.77	-0.11	#19.	0.45	0.18	32.	0.27	0.45
#7	0.95	0.30	20	0.67	0.32	#33		
8	0.54	0.34	#21	0.36	0.00	34.	0.36	0.39
9.	0.50	0.80	#22.	--	---	#35.	--	--
#10.	0.45	0.00	#23.	0.18	0.30	36.	0.81	0.62
11.	0.45	0.40	#24.	0.18	0.30	37.	0.77	0.66
#12	0.81	0.27	#25	--	--	38.	0.36	0.58
#13	0.63	-0.25	26	0.22	0.36			

*D I = Difficulty index **V.I = Validity index

items not included in final scale

(B)

Item No.	D.I*	V.I**	Item No.	D.I*	V.I**	Item No.	D.I*	V.I**
#1.	0.76	0.11	21.	0.45	0.56	41.	0.40	0.30
#2.	0.49	-0.08	#22.	0.95	0.30	42.	0.63	0.79
3.	0.63	0.22	#23.	0.90	0.43	43.	0.77	0.60
4.	0.67	0.32	#24.	0.40	0.08	44.	0.77	0.60
#5.	0.85	0.17	#25.	1.00	0.00	45.	0.72	0.65
#6.	0.18	0.00	#26.	0.95	0.00	46.	0.72	0.65
#7.	0.95	0.30	#27.	0.58	0.10	47.	0.58	0.65
#8.	0.90	0.43	#28.	0.85	0.16	48.	0.45	0.37
#9.	1.00	0.00	#29.	1.00	0.00	#49.	0.54	0.56
#10.	1.00	0.00	#30.	0.58	0.10	#50.	0.90	0.00
11.	0.72	0.25	31.	0.36	0.40	51.	0.58	0.26
#12.	0.90	0.00	#32.	0.81	0.00	#52.	1.00	0.00
13.	0.67	0.32	33.	0.31	0.32	#53.	0.90	0.00
#14.	0.81	0.00	34.	0.36	0.58	54.	0.63	0.57
15.	0.72	0.70	#35.	0.90	0.19	#55.	0.40	-0.07
16.	0.72	0.45	#36.	0.54	0.19	#56.	0.63	0.00
#17.	0.90	0.43	#37.	0.45	0.18	#57.	0.40	-0.07
18.	0.27	0.23	#38.	0.85	-0.15	#58.	0.81	0.26
19.	0.58	0.47	#39.	0.86	0.55			
20.	0.58	0.47	40.	0.54	0.56			

*D.I = Difficulty index **V.I = Validity index

items not included in final scale

(C)

Item No.	D.I*	V.I**	Item No.	D.I*	V.I**	Item No.	D.I*	V.I**
1	0.76	0.34	7	0.67	0.32	13	0.22	0.35
2	0.58	0.63	#8.	0.27	0.15	#14.	--	--
3	0.50	0.42	9	0.50	0.45	#15.	0.40	0.08
4.	0.36	0.58	10.	0.56	0.44	16	0.32	0.32
#5.	--	--	11.	0.40	0.70	17	0.49	0.62
#6.	0.41	0.08	#12.	0.22	-0.08			

*D I = *Difficulty index* **V.I = *Validity index*

items not included in final scale