

**CENTER OF APPLIED RESEARCH
FOR NONPROFIT ORGANIZATIONS**

**Parent Child Center of Tulsa
Preliminary Report**

Prepared by
Nicholas Dubriwny, BA
Chan M. Hellman, PhD

December 2010

Purpose

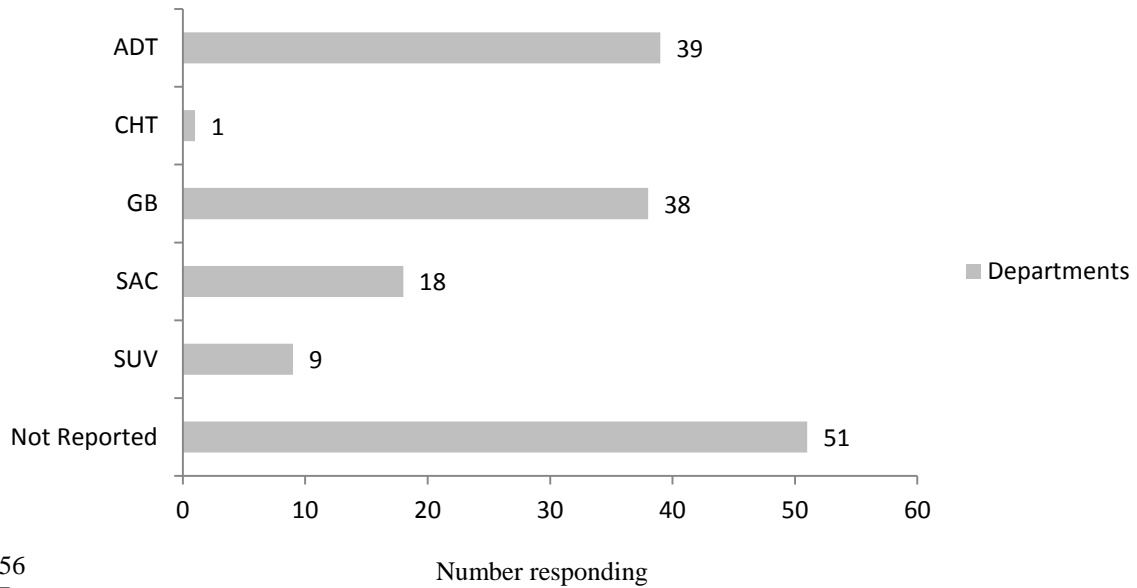
The purpose of this report is to present to the Parent Child Center of Tulsa (PCCT) preliminary findings from a global assessment on the impact of services on the parent child relationship quality as well as the formation of hope. This preliminary report is the framework for future studies on specific programs provided by PCCT.

Procedure

200 surveys were distributed throughout the various departments within PCCT and administered to clients by PCCT staff. The number of surveys given to each department was determined by the number of clients within each department so as to represent the client base equally across the whole organization. The survey consisted of two parts. The first part was a 50 question survey composed of four different scales (such as the Life Satisfaction Scale and the Hope Scale) as well as some questions about satisfaction with the services received. The second part was the Parenting Stress Index-Short Form (PSI-SF), which is made up of 36 items and is meant to identify potentially dysfunctional parent-child systems. For this preliminary report, a total of 156 responses were utilized in the statistical analysis.

In order to establish a representative participation across programs, the total number of clients served by each program was obtained from PCCT. From this count a stratified number of surveys were calculated for each program to attempt to ensure that no department was either over or under represented. Ultimately 156 completed surveys were returned representing a 78% response rate.

Departmental Reporting



The graph above illustrates the total number of responses from each department. ADT and GB had the highest response rates with 39 and 38 responses, respectively. SAC had 18 responses, SUV had 9, and CHT had 1. The total number of surveys not reporting the department was 51.

Instruments

The instruments used in developing the surveys were the Satisfaction with Life Scale, the Hope scale, the Scale of Positive and Negative Experience, Rosenberg's Self-Esteem Scale, and the Parenting Stress Index-Short Form. The following paragraphs describe the reliability of the scales within the current sample.

Reliability is defined as the extent to which a test *consistently* measures whatever it is measuring; therefore, the higher the reliability, the better (Gay & Airasian, 1992). Internal consistency reliability estimates (α) are commonly used to measure reliability; while there is no set standard for an appropriate reliability, an estimate $\geq .70$ may be considered adequate for purposes of this study.

The Satisfaction with Life Scale (SWLS)

The SWLS is a 5-item scale that measures general perceptions about satisfaction with one's life. Respondents indicate on a 7-point Likert scale, which ranges from strongly agree to strongly disagree, their satisfaction with general aspects of their life. Scoring is done by adding up the total of all the responses. A score of 31-35 would indicate the person is extremely satisfied with their life, while 5-9 would indicate extreme dissatisfaction. Within this sample, the SWLS reported high reliability ($\alpha = .85$).

The Hope Scale

The Hope Scale is a 12-item scale that measures the extent to which the respondent feels motivated to obtain goals and whether they see ways to attain those goals. The Hope Scale is divided into two subscales, the agency subscale, which measures the former, and the pathways subscale, which measures latter. A total hope score can be derived by adding to the two subscales. A 4-point Likert scale, ranging from 1 = definitely false to 4 = definitely true, is used to measure the responses. Reliability estimates for the total Hope Scale was adequate ($\alpha = .67$). Reliability for the agency and pathways subscales was also good ($\alpha = .76$; $\alpha = .77$, respectively).

Scale of Positive and Negative Experience (SPANE)

The SPANE is a 12-item scale that measures positive and negative feelings, with six questions about each. Scores are derived by adding up the responses from each subscale, and can vary from 6 (lowest possible score) to 30 (highest possible positive or negative feelings score). A total affect balance score can be derived by subtracting the negative feelings score from the positive feelings score, with a range of possible scores being -24 (unhappiest balance) to 24 (highest affect balance). The respondent indicates on a 5-point Likert scale (1 = very rarely or never, 5 = very often or always) how much they have been experiencing the list of feelings within the past four weeks. Reliability for the positive scale and negative scale were found ($\alpha = .91$; $\alpha = .87$; respectively).

Rosenberg's Self-Esteem Scale (SES)

Rosenberg's SES is a 10-item scale that uses a 4-point Likert format (1 = strongly agree; 4 = strongly disagree) to measure the overall evaluation of one's self worth. Scoring is done by adding up the items with 40 being the highest possible score. Cronbach's alpha of the overall scale was .87.

Parent-Child Center Services Scale

This scale was created in order to obtain information regarding clients' perceptions of the services they were receiving from PCCT. The scale is made up of six items in which respondents indicate on a 4-point Likert scale (1 = strongly disagree and 4 = strongly agree) the extent to which PCCT has improved their situation. Statistical analysis derived a Cronbach's alpha of .95.

Relationship Quality

A relationship quality scale was also developed that consisted of four items with a Likert format similar to the Parent-Child Services Scale. Respondents indicated the extent to which they agreed or disagreed with a list of statements concerning their perceptions of relationship quality since beginning services at PCCT. Statistical analysis discovered a Cronbach's alpha of .94.

Parenting Stress Index-Short Form (PSI-SF)

The PSI-SF is a 36-item scale that has three subscales as well as a total stress score that is derived by adding up the scores from the previous subscales. Also embedded into the scale is a validity subscale, Defensive Responding, which is used to determine whether individuals are underreporting stress. The three subscales are Parental Distress (PD), Parent-Child Dysfunctional Interaction (PCDI), and Difficult Child (DC). PD refers to the stress a parent experiences directly related to their role as parent while the PCDI is concerned with both parents' expectations of the child and whether the child is emotionally reinforcing to the parent (McKelvey, et al., 2009). The DC subscale is concerned with whether the parent perceives behaviors in the child as disruptive. Reliability scores were derived for each subscale (DR, $\alpha = .79$; PD, $\alpha = .88$; PCDI, $\alpha = .88$; DC, $\alpha = .91$; Total Stress, $\alpha = .94$).

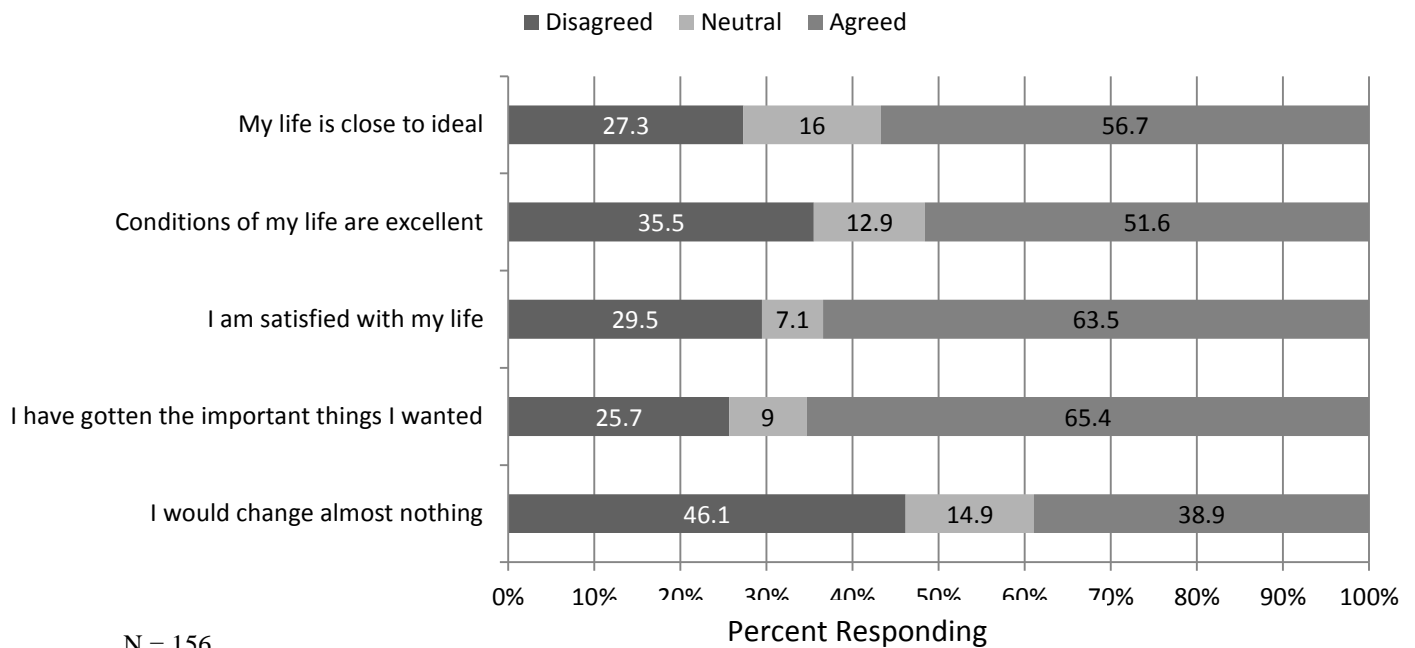
Descriptive Statistics

The chart below displays the various scales that were used, the number responding for each scale, the minimum and maximum score for each scale/subscale, the mean, and the standard deviation.

	N	Minimum	Maximum	Mean	Std. Deviation
Life Satisfaction	148	5.00	35.00	22.3784	7.33865
Hope Agency	153	4.00	16.00	12.2614	2.29923
Hope Pathways	155	6.00	16.00	12.6194	2.25132
Hope Total	152	10.00	32.00	24.9211	4.11993
SPANE Positive	150	9.00	30.00	22.8933	5.03831
SPANE Negative	151	6.00	30.00	14.5960	5.08354
SPANE Balance	147	-20.00	24.00	8.3197	9.32443
Self-Esteem	149	15.00	40.00	32.1611	5.55083
PSI Defensive Responding	149	7.00	29.00	14.8054	5.47683
PSI Parental Distress	145	12.00	49.00	24.4276	8.79689
PSI Parent Child Dysfunctional Interaction	140	12.00	44.00	17.9429	6.52805
PSI Difficult Child	135	11.00	48.00	20.4519	8.37081
PSI Total Stress	127	35.00	132.00	61.6063	20.06306
PCCT Services	149	6.00	24.00	21.1477	3.60438
Relationship Quality	151	4.00	16.00	14.0861	2.62536
Valid N (listwise)	112				

The following pages contain the graphical representations of the participants' responses to the questionnaire

Satisfaction with Life Scale

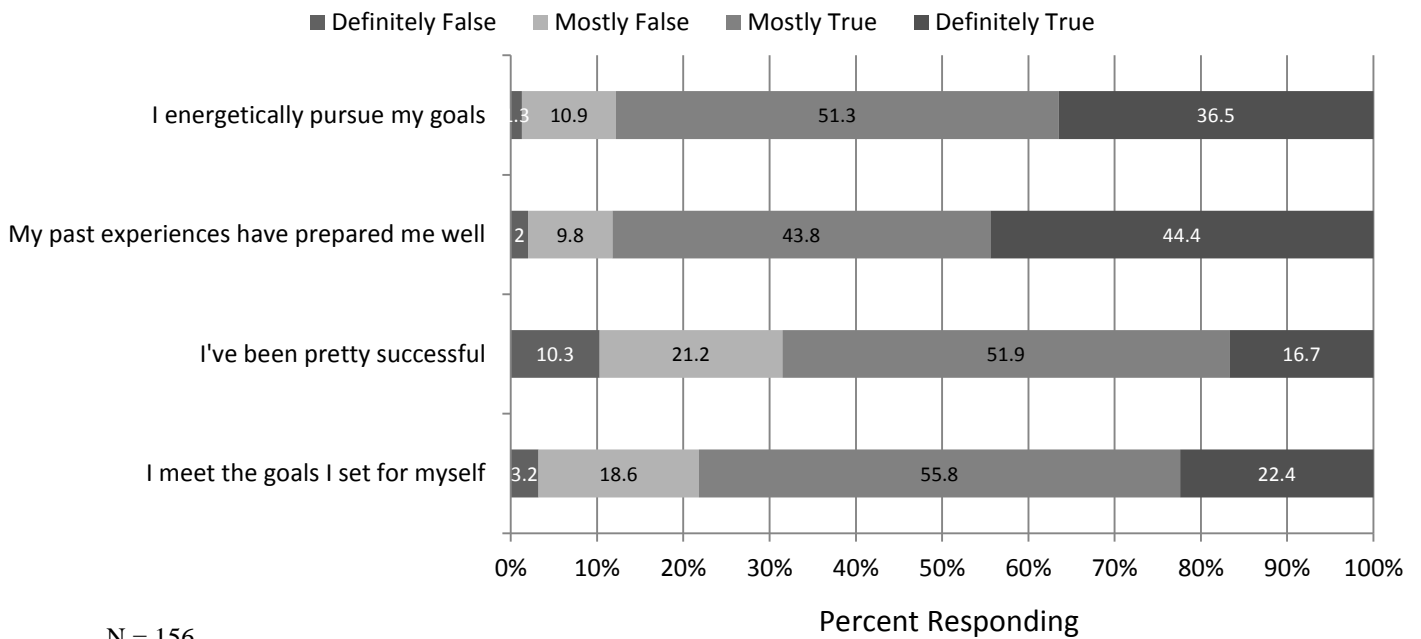


N = 156
PCCT
Fall 2010

Satisfaction with life refers to general perceptions about one's satisfaction with their life

The above graph illustrates the percentage of responses for each question in the SWLS. As shown, 56.7% agreed that their life was close to ideal, 51.6% agreed that the conditions of their life were excellent and 63.5% were satisfied with their life. Also, 65.4% have gotten the important things in life they wanted while 46.1% disagreed that they would change almost nothing.

Hope Agency

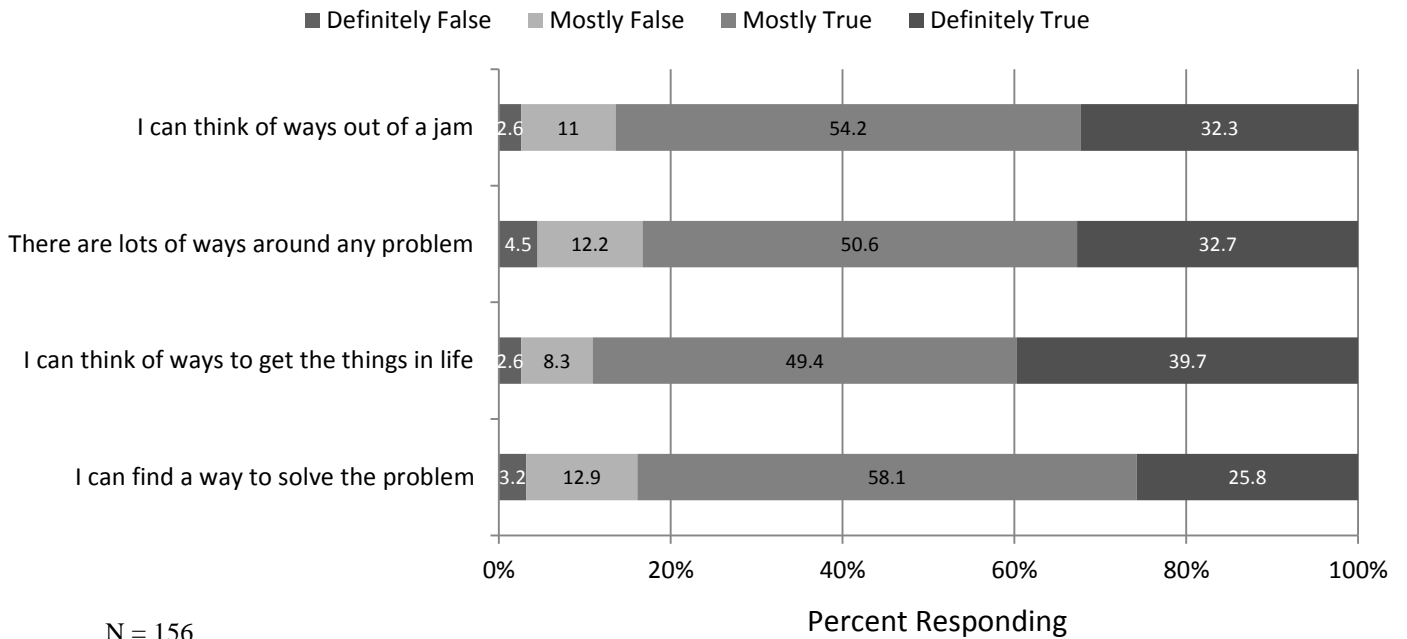


N = 156
 PCCT
 Fall 2010

Hope Agency measures the extent to which the respondent feels motivated to obtain goals

The above graph illustrates the percentage of responses for each question for the Hope Agency subscale of the Hope Scale. 51.3% said it was mostly true that they energetically pursue their goals, while 44.4% claimed it was definitely true that past experiences have prepared them. 51.9% claimed it was mostly true that they have been pretty successful and 55.8% claimed it was mostly true that they meet the goals they set.

Hope Pathways

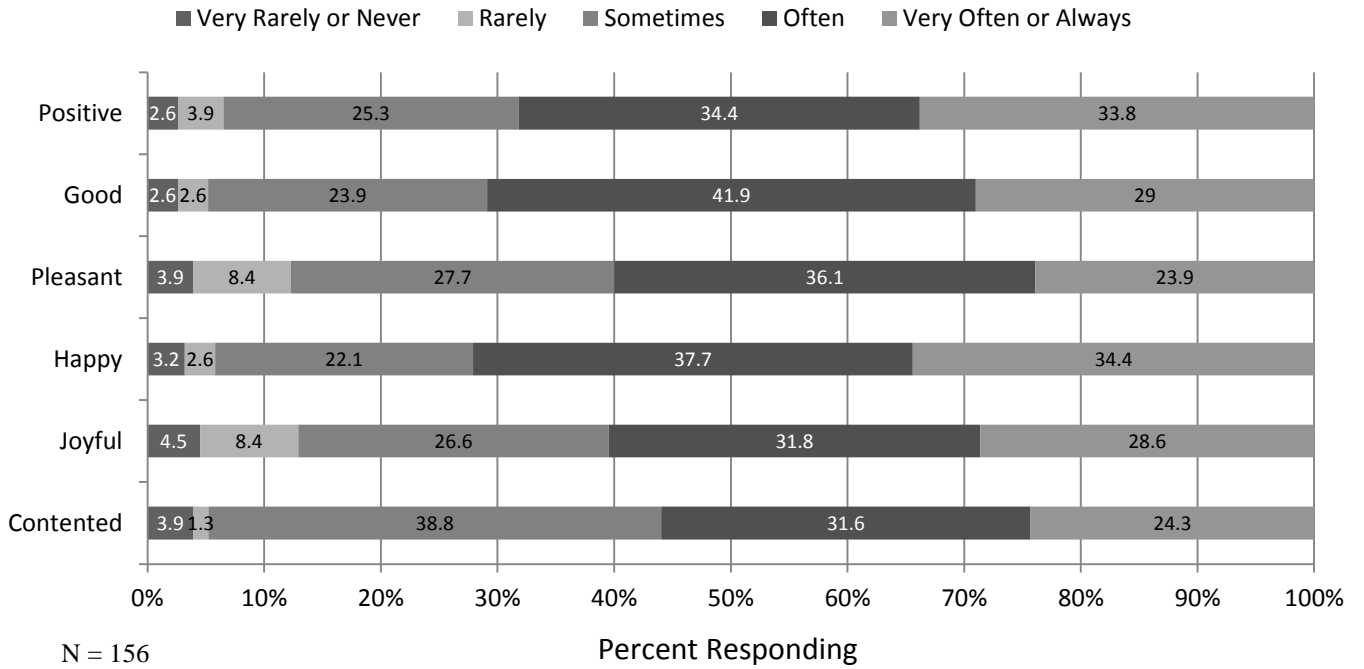


N = 156
PCCT
Fall 2010

Hope Pathways refers to whether individuals see ways to attain goals

The above graph illustrates the percentage of responses to each question for the Hope Pathways subscale. It was mostly true for 54.2% and 50.6% that they can think their way out of a jam and that there are lots of ways out of a problem, respectively. 49.4% and 58.1% reported it was mostly true that they can get things in life and find a way to solve a problem, respectively.

SPANE Positive Feelings

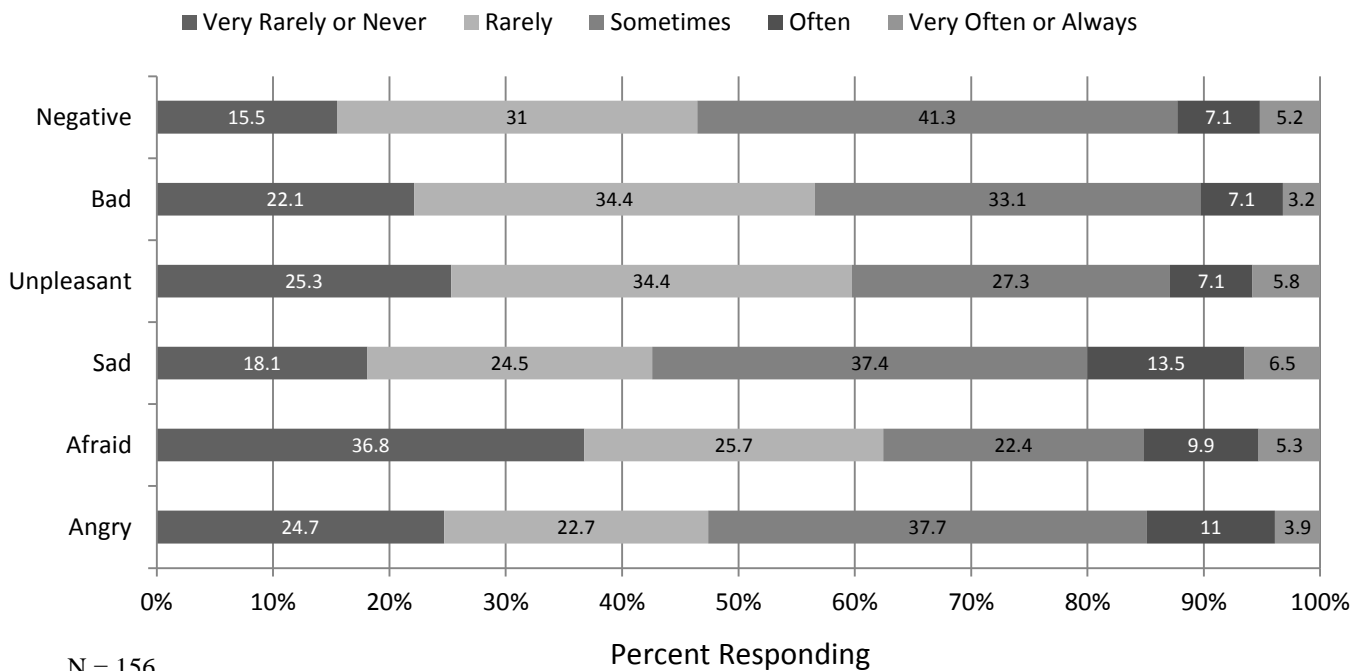


N = 156
PCCT
Fall 2010

Subscale which examines the number of positive feelings within the last four weeks

The above graph illustrates the percentage of responses for each question of the SPANE Positive Feelings subscale. The highest percentages were found within the response of 'Often', with Positive being 34.4%, Good 41.9% and Pleasant 36.1%. Also, Happy was found to be 37.7%, Joyful 31.8% and Contented 31.6%.

SPANE Negative Feelings

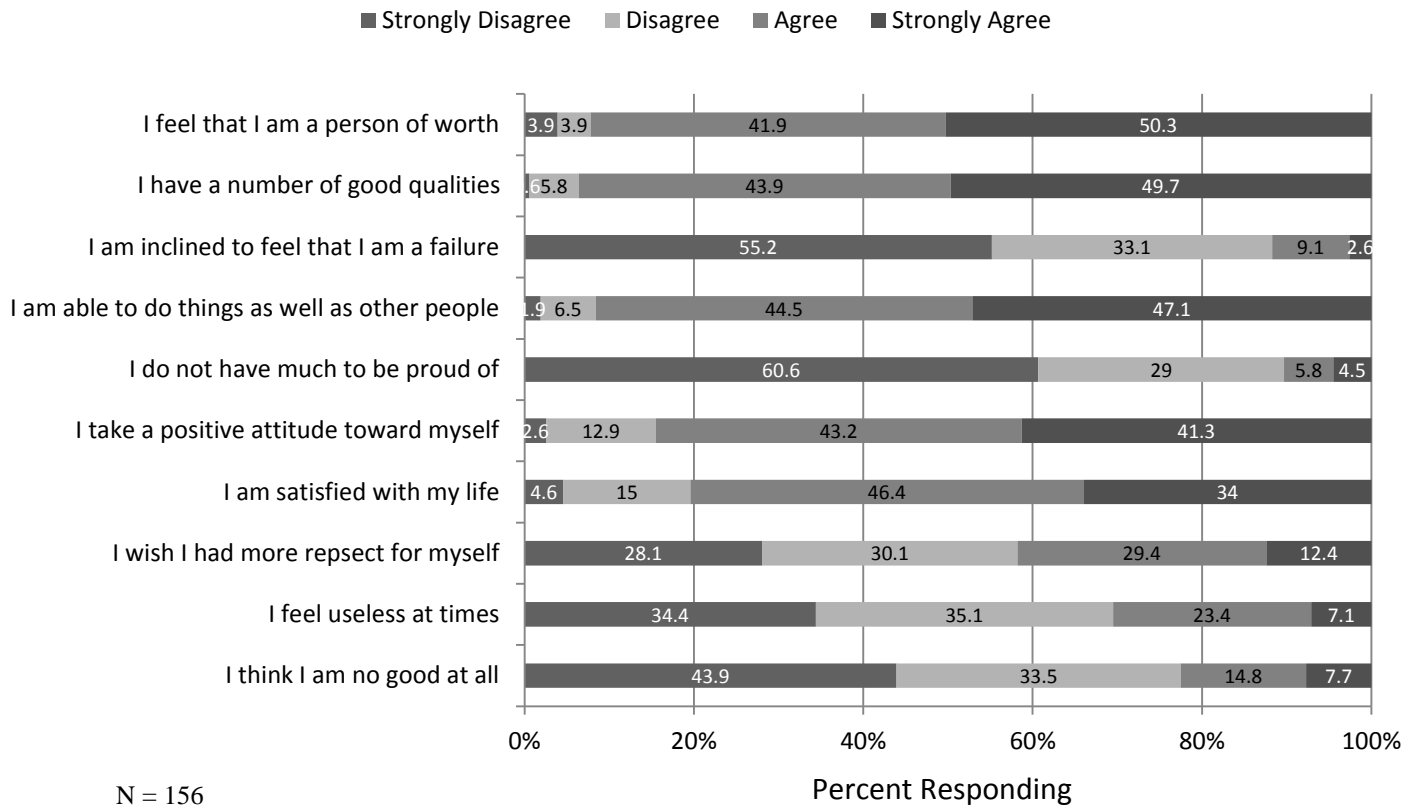


N = 156
PCCT
Fall 2010

Subscale which examines the number of negative feelings within the last four weeks

The above graph illustrates the percentage of responses for each question of the SPANE Negative Feelings subscale. 41.3% reported feeling Negative sometimes, 34.4% reported feeling Bad rarely and 34.4% reported feeling Unpleasant rarely. 37.4% and 37.7% of respondents also reported feeling Sad and Angry sometimes, respectively, while 36.8% very rarely or never felt afraid.

Rosenberg's Self-Esteem Scale

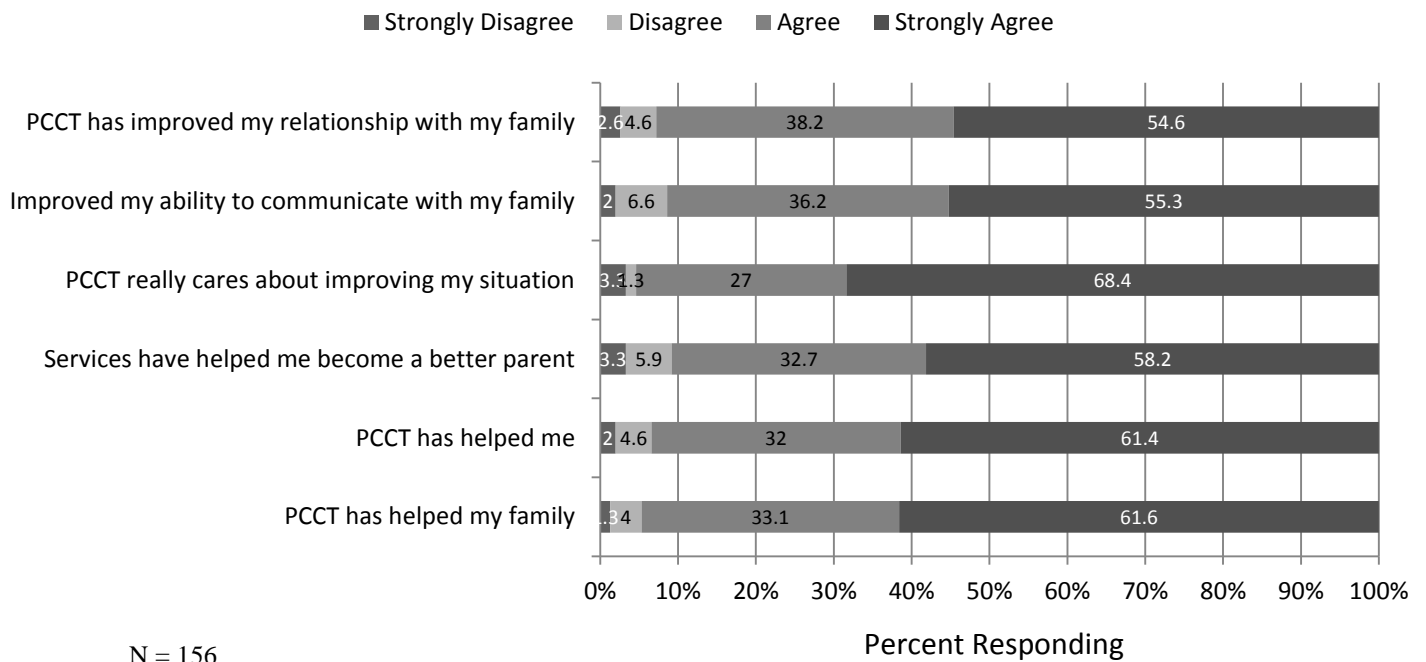


N = 156
 PCCT
 Fall 2010

Self-esteem is seen as an overall perception of one's self worth

The above graph illustrates the percentage of responses for each question of Rosenberg's Self-Esteem Scale. 50.3% and 49.7% strongly agreed that they were a person of worth and they had good qualities, respectively. Also, 60.6% strongly disagreed that they do not have much to be proud of, while 43.9% strongly disagree with the statement that they are no good at all.

Parent-Child Center Services Scale

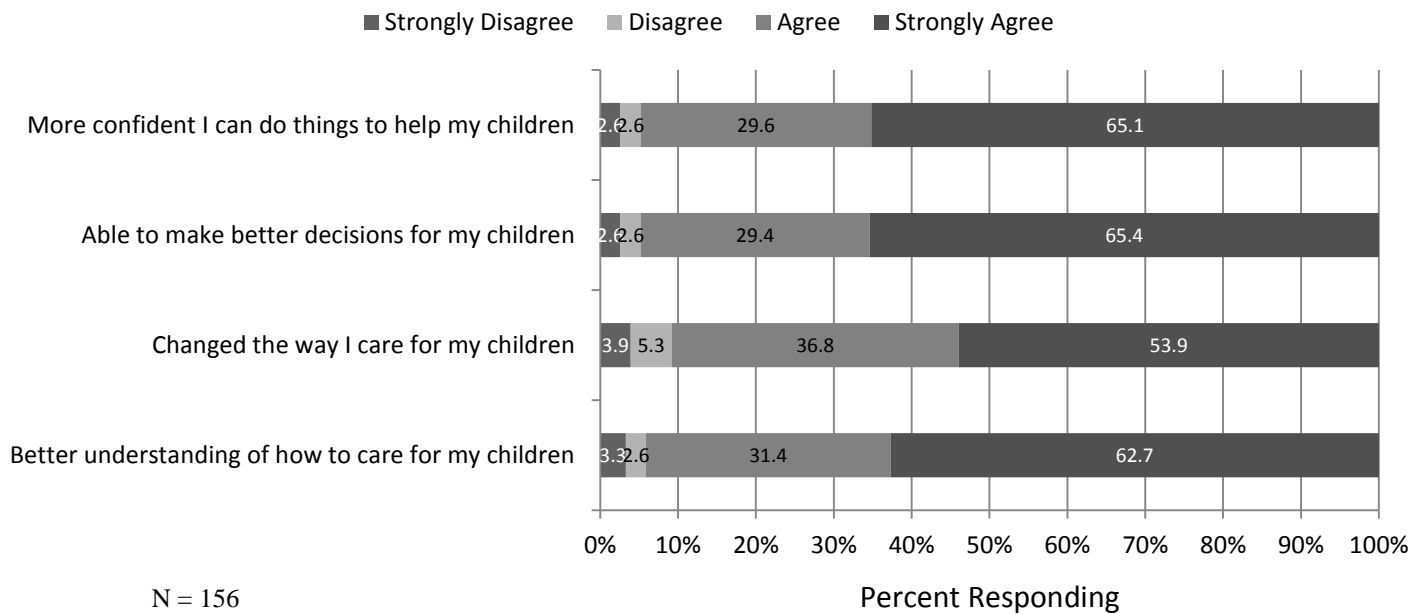


N = 156
PCCT
Fall 2010

**Examines respondents
perceptions of the services they
have received from PCCT**

The above graph illustrates the percentage of responses for each question of the PCCT Services Scale. An overwhelming number of respondents indicated that they agreed or strongly agreed with all of the questions. For example, 92.8% agreed/strongly agreed that PCCT improved their relationship with their family, while 91.5% agreed/strongly agreed that PCCT improved their ability to communicate with their family. 93.4% agreed/strongly agreed that PCCT has helped them, while 94.7% agreed/strongly agreed that PCCT has helped their family.

Relationship Quality

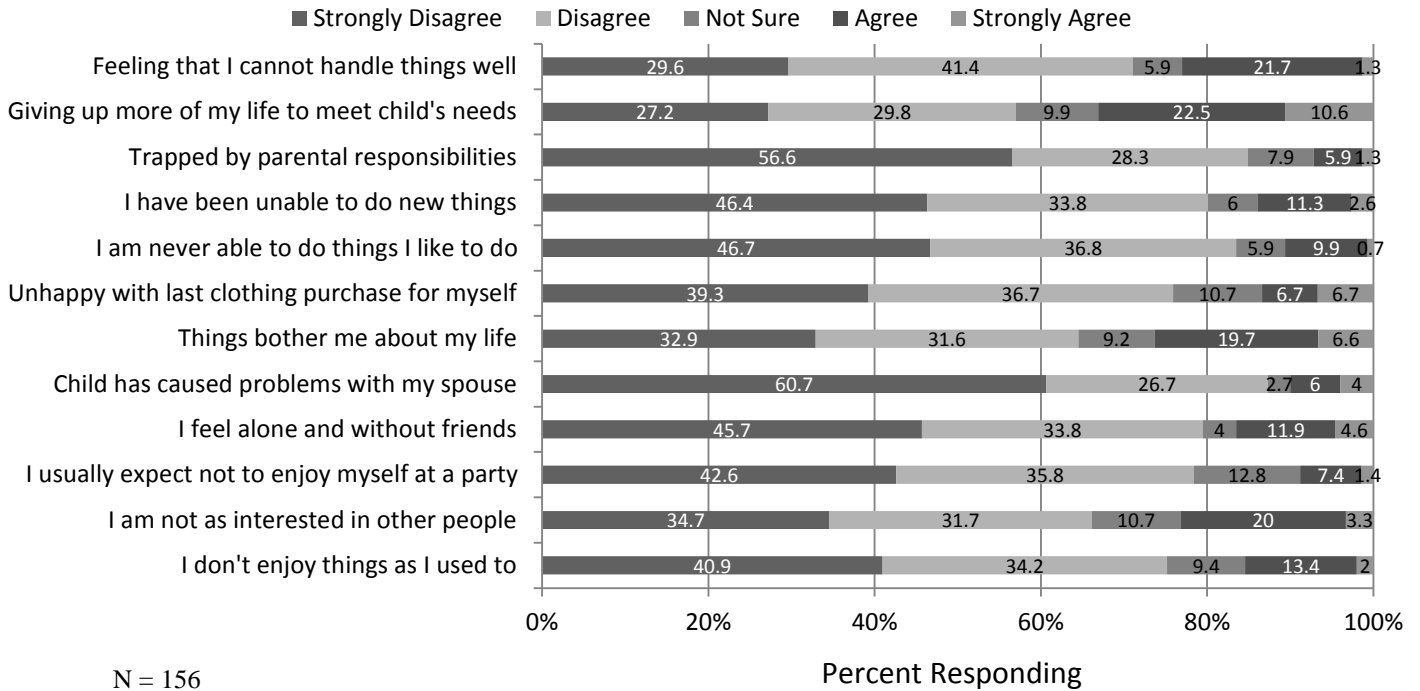


N = 156
 PCCT
 Fall 2010

Examines the changes in relationship quality since beginning services at PCCT

The above graph illustrates the percentage of responses for each question of the Relationship Quality scale. 94.7%, 94.8%, 90.7%, and 94.1% agreed/strongly agreed that they felt more confident to help their child, make better decisions regarding their child, changed the way they care for their child, and have a better understanding of how to care for their child, respectively.

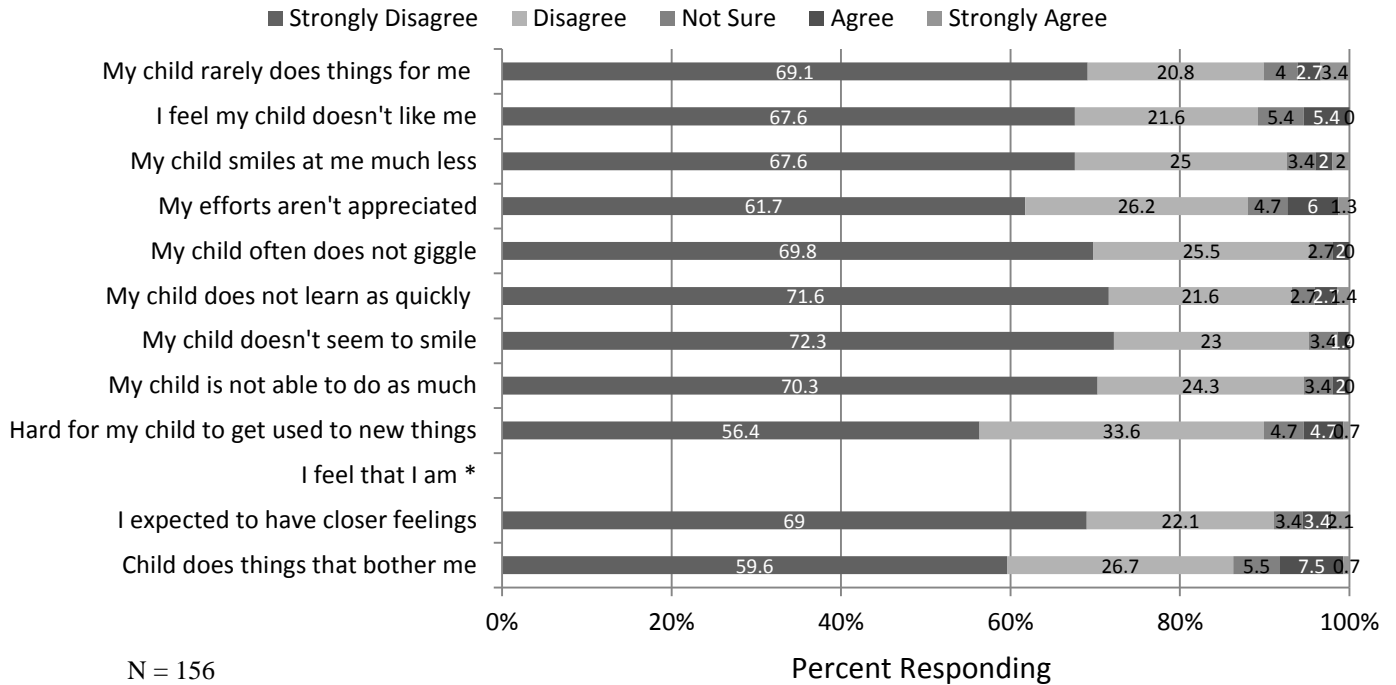
Parental Distress (PD)



Stress related to one's role as a parent

The above graph illustrates the percentage of responses for each question of the Parental Distress subscale of the PSI-SF. 56.6% strongly disagreed that they felt trapped by parental responsibilities while 60.7% strongly disagreed that their child has caused problems with their spouse. Also, 41.4% disagreed that they could not handle things well and 45.7% strongly disagreed that they felt alone.

Parent-Child Dysfunctional Interaction (PCDI)



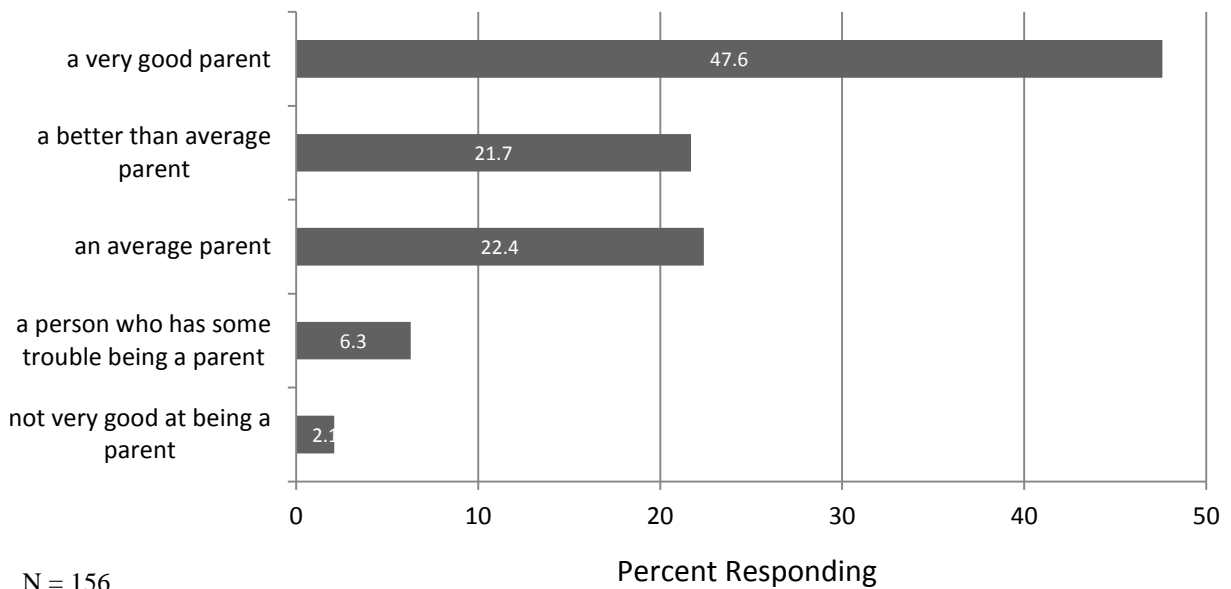
Subscale looks at parents' expectations of their child

The above graph illustrates the percentage of responses for each question of the PCDI subscale of the PSI-SF. The majority of responses were in the strongly disagreed category. 72.3% strongly disagreed that their child does not seem to smile and 71.6% strongly disagreed that their child does not learn quickly. 70.3% and 69.1% strongly disagreed that their child is not able to do as much as other children and rarely does things for them, respectively.

* Please see graph on the next page for this question

* Sub Question of PCDI

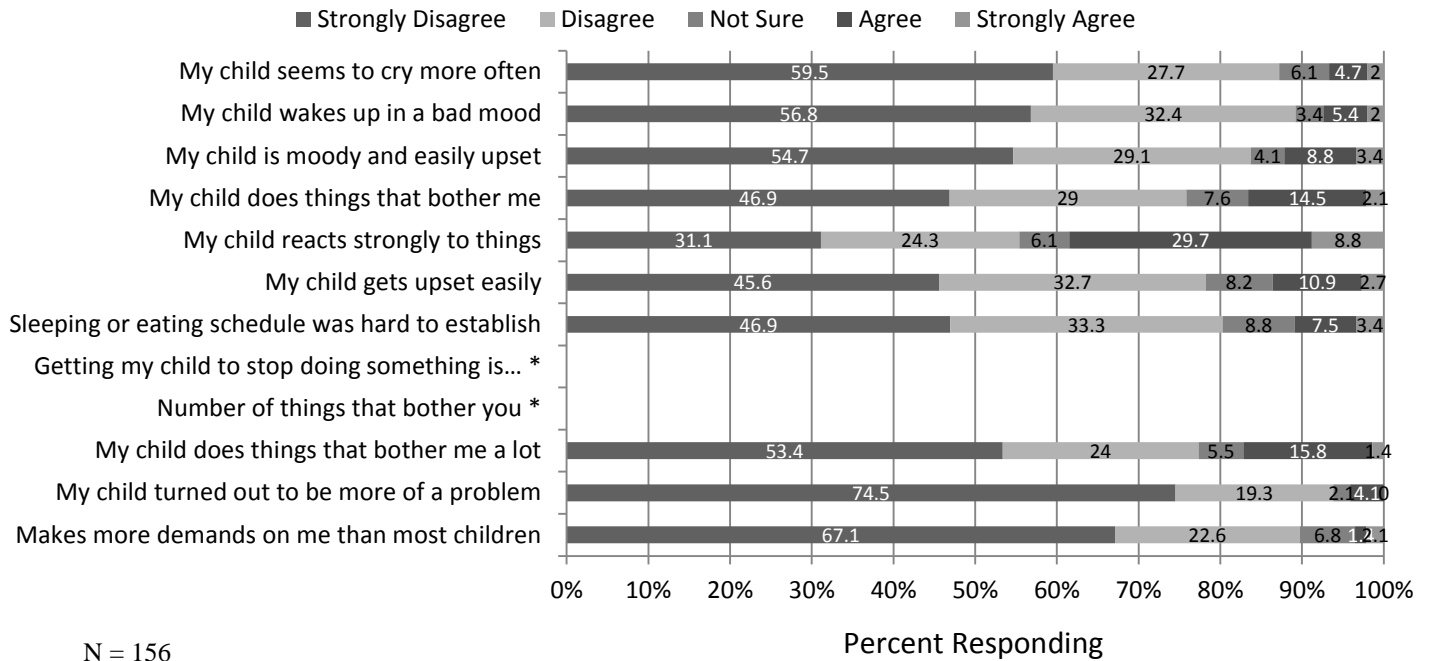
I feel that I am...



N = 156
PCCT
Fall 2010

The above graph illustrates the percentage of responses for the statement "I feel that...". 47.6% reported they felt they are a very good parent, 21.7% a better than average parent and 22.4% an average parent. Also, 6.3% and 2.1% reported being a person that has some troubles parenting and feel that they are not very good at being a parent, respectively.

Difficult Child (DC)



N = 156
PCCT
Fall 2010

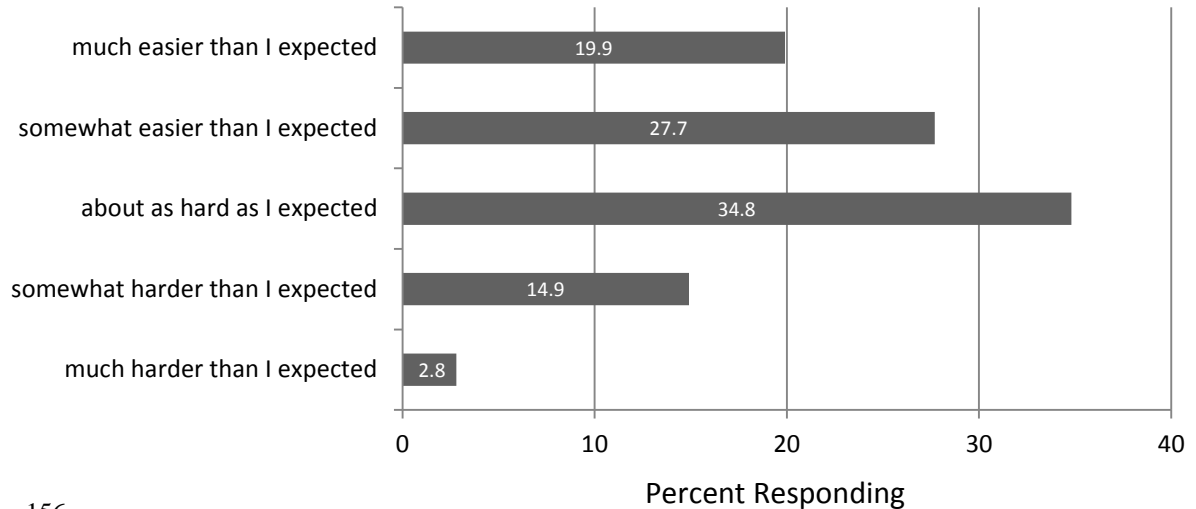
Difficult Child examines whether the parent views their child's behavior as disruptive

The above graph illustrates the percentage of responses for each question of the Difficult Child subscale. For the most part, the highest percentage of responses are strongly disagree, with 59.5% strongly disagreeing that their child seems to cry more often than other children and 56.8% strongly disagreeing that their child wakes up in a bad mood. Also, 74.5% strongly disagreed that their child turned out be more of a problem while 67.1% strongly disagreed that their child makes more demands on them.

* Please see graphs on the following pages for these responses

* Sub Question #1 for DC

I have found that getting my child to do something or stop doing something is...

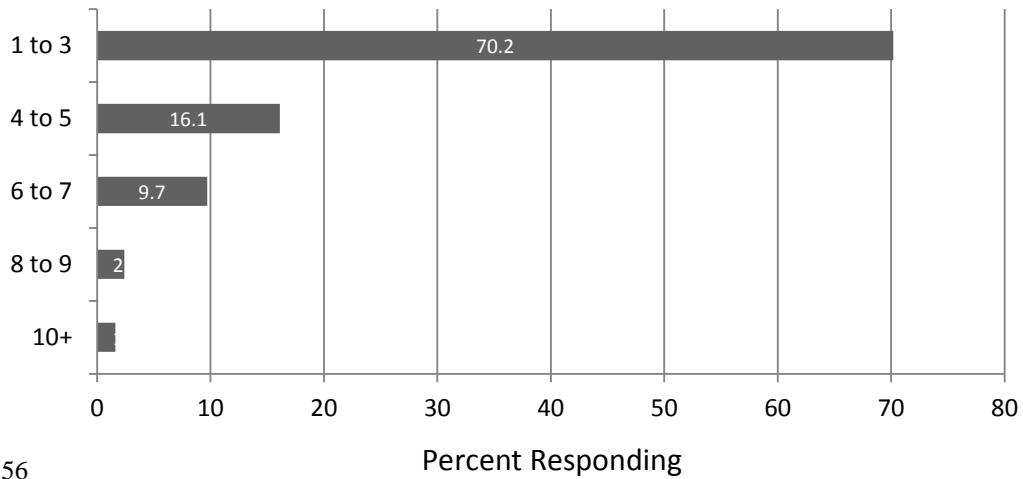


N = 156
PCCT
Fall 2010

The above graph illustrates the percentage of responses for the statement “I have found that getting my child to do something or stop doing something is...”. 47.6% felt that getting their child to do something was much easier or somewhat easier than expected. 34.8% felt that it was about as hard as they expected. 17.7% felt that it was somewhat harder or much harder than they expected.

* Sub Question #2 for DC

Count the number of things your child does that bother you



N = 156
PCCT
Fall 2010

The above graph illustrates the percentage of responses for the statement “Count the number of things your child does that bother you”. 70.2% reported 1-3, 16.1% reported 4 to 5, and 9.7% reported 6 to 7. 2.4% and 1.6% reported 8 to 9 and 10+, respectively.

Correlation Matrix

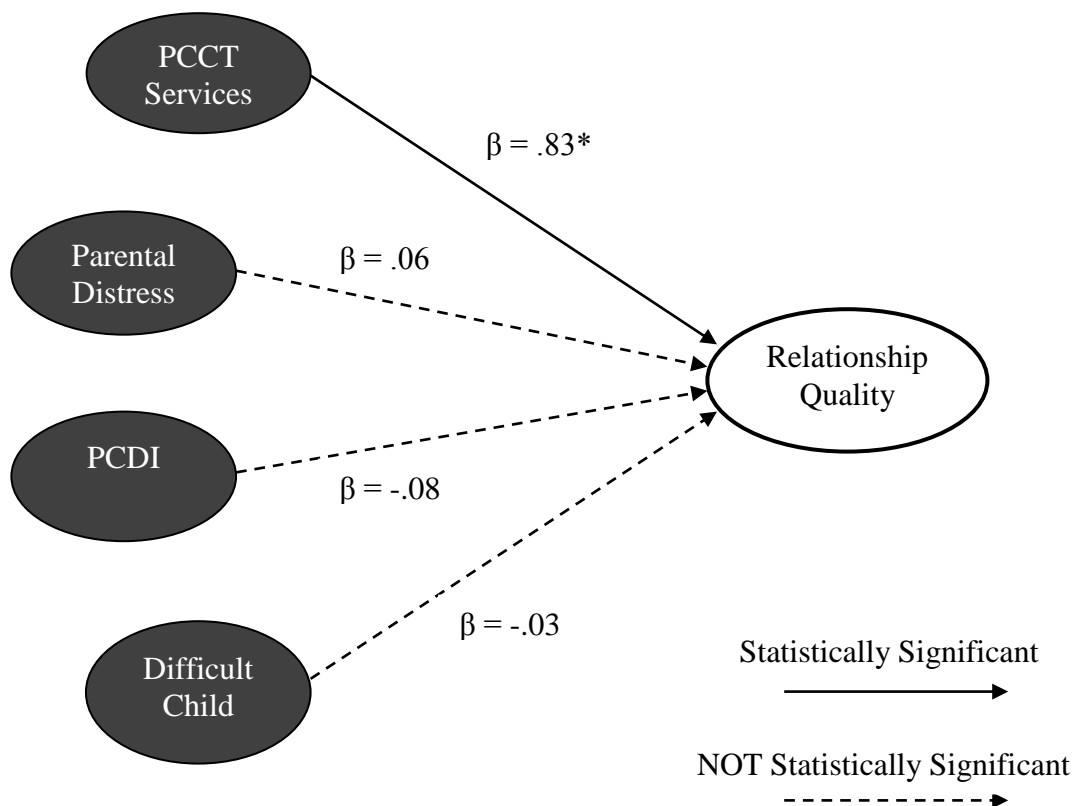
Correlations of all of the various scales and subscales

Variable	Life Satisfaction	Hope Agency	Hope Pathways	Hope Total	SPANE Positive	SPANE Negative	SPANE Balance	Self-Esteem	PSI-DR	PSI-PD	PSI-PCDI	PSI-DC	PSI-Total Stress	PCCT Services	RQ
Life Satisfaction															
Hope Agency	.58**														
Hope Pathways	.50**	.64**													
Hope Total	.59**	.91**	.90**												
SPANE Positive	.59**	.56**	.47**	.56**											
SPANE Negative	-.45**	-.53**	-.32**	-.48**	-.67**										
SPANE Balance	.58**	.59**	.43**	.57**	.91**	-.91**									
Self-Esteem	.45**	.49**	.43**	.50**	.68**	-.59**	.70**								
PSI-DR	-.38**	-.42**	-.35**	-.42**	-.53**	.52**	-.57**	-.63**							
PSI-PD	-.40**	-.47**	-.34**	-.45**	-.54**	.52**	-.58**	-.62**	.96**						
PSI-PCDI	-.24**	-.16	-.16	-.18*	-.29**	.29**	-.32**	-.38**	.47**	.50**					
PSI-DC	-.25**	-.17*	-.18	-.16	-.31**	.29**	-.34**	-.32**	.51**	.59**	.77**				
PSI-Total Stress	-.35**	-.34**	-.22*	-.31**	-.45**	.46**	-.50**	-.50**	.77**	.82**	.84**	.90**			
PCCT Services	.30*	.36**	.26**	.35**	.47**	-.32**	.44**	.25**	-.27**	-.27**	-.16	-.17	-.21*		
RQ	.25**	.28**	.19*	.26**	.40**	-.28**	.37**	.25**	-.24**	-.22**	-.15	-.17*	-.21*	.79**	

Note. N = 156. * $p < .05$, ** $p < .01$

Regression Analysis

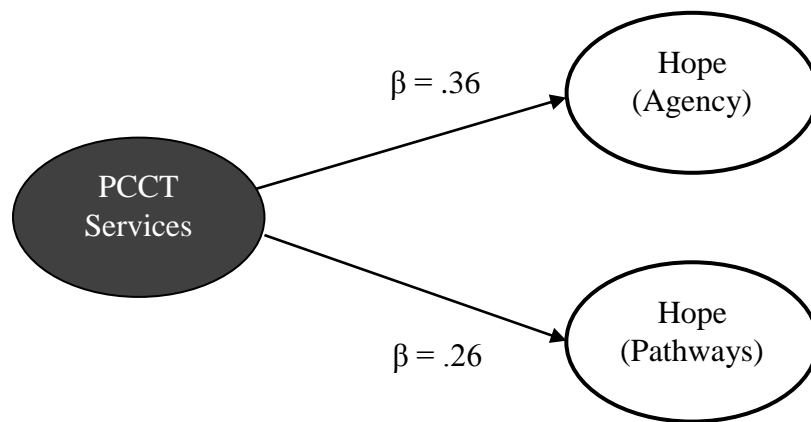
A regression analysis was used to determine the relationship between the three subscales of the PSI-SF, PCCT Services Scale, and Relationship Quality. Specifically, Relationship Quality was regressed on the other scales (see figure 1). The regression was significant $R^2 = .71$ [$F(4, 118) = 71.83, p < .01$] with the predictors accounting for 71% of the variance. However, the only predictor that proved significant when controlling for the variables was PCCT services. This means that PCCT services are *the* significant predictive factor in relationship quality ($\beta = .83; p < .001$).



Note. * $p < .001$

Parent-Child Center as a Pathway of Hope

Hope is the perceived capacity to produce clear goals, along with the routes to reach these goals (pathways thinking) and the motivation to use those routes (agency thinking). PCCT services are significant predictors of hope. Indeed, services received have increased the pathways to goal attainment as well as the motivation to pursue the pathways. Both are fundamental to the development of hope.



References

Diener, E., Wirtz, D., Tov, W., Kim-Prieto, C., Choi, D., Oishi, S., & Biswas-Diener, R. (2009). New measures of well-being: Flourishing and positive and negative feelings. *Social Indicators Research, 39*, 247-266.