

Multifaceted Lifestyle Satisfaction Scale
(MLSS)

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MULTIFACETED LIFESTYLE SATISFACTION SCALE

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April 1990

THE MULTIFACETED LIFESTYLE SATISFACTION SCALE (MLSS) MEASURES MANIFEST SATISFACTION OF AN INDIVIDUAL WITH THEIR LIFE SPACE, INCLUDING THEIR RESIDENCE AND ITS ASSOCIATED FEATURES, THEIR FRIENDS, THEIR COMMUNITY, THEIR EMPLOYMENT, THEIR ACTIVITIES, AND THEIR OPPORTUNITIES.

WHILE THE MLSS REQUIRES MINIMUM TRAINING TO ADMINISTER, THE FOLLOWING STEPS ARE RECOMMENDED.

1. READ THE INSTRUMENT CAREFULLY, ESPECIALLY THE ITEM-SCORING INSTRUCTIONS.
2. READ THROUGH THE QUESTIONS BY YOURSELF, IMAGINING A DIALOG WITH A RESPONDENT.
3. REHEARSE THE INFORMED CONSENT INSTRUCTIONS.
4. PRACTICE GIVING THE SCALE TO A COLLEAGUE.
5. PRACTICE GIVING THE SCALE TO A RESPONDENT FROM YOUR TARGET POPULATION, PREFERABLY IN THE PRESENCE OF ANOTHER EXAMINER WHO HAS ALREADY USED THE SCALE.

ITEM SCORING

EACH OF THE QUESTIONS BELOW SHOULD BE GIVEN TO THE SUBJECT IN THE STRUCTURED INTERVIEW BASED ON 76 ITEMS. THE EXAMINER MUST RATE THE SUBJECT'S RESPONSE TO EACH QUESTION ON A FIVE-POINT SCALE.

- +2 -- RECORD FOR EXTREME AND OVERWHELMINGLY FAVORABLE, ENTHUSIASTIC, POSITIVE RESPONSES. RESERVED FOR MATTERS THAT SEEM VERY IMPORTANT TO THE RESPONDENT. THE RESPONDENT INDICATES A CLEAR UNDERSTANDING OF THE QUESTION AND GIVES AN UNQUALIFIED, ASSERTIVE REPLY.
- +1 -- RECORD FOR MILDLY OR MODERATELY AFFIRMATIVE RESPONSES.
- 0 -- RECORD FOR AMBIVALENT, SELF-CONTRADICTORY; OR NEUTRAL STATEMENTS, E.G., "IT DOESN'T MATTER TO ME," "I DON'T CARE," "SOMETIMES I LIKE IT AND SOMETIMES I DON'T."
- 1 -- RECORD FOR MILDLY OR MODERATELY UNFAVORABLE RESPONSES.
- 2 -- RECORD FOR EXTREME AND OVERWHELMINGLY UNFAVORABLE NEGATIVE RESPONSES. THE RESPONDENT INDICATES A CLEAR UNDERSTANDING OF THE QUESTION AND GIVES AN UNQUALIFIED, ASSERTIVE REPLY.

USE OF SUBSTANTIVE INFORMATION

THE EXAMINER'S TASK IS TO DETERMINE WHETHER THE RESPONDENT'S REACTION TO EACH OF THE 76 ITEMS IS FAVORABLE OR UNFAVORABLE. MANY ITEMS ASK FOR SUBSTANTIVE INFORMATION AS WELL AS "YES" OR "NO." THESE LEADER QUESTIONS ARE UNDERLINED AND INCLUDED PRIMARILY TO ENHANCE RAPPORT AND RESPONDENT COMPREHENSION; THEY SHOULD RARELY BE USED AS THE BASES OF A RATING.

WRITING DOWN VERBATIM RESPONSES

WHILE VERBATIM RESPONSES ARE NOT USED DIRECTLY IN SCORING, THEY CAN BE USEFUL IN REFRESHING EXAMINER'S MEMORY OF THEY HAVE A QUESTION ABOUT THE CORRECTNESS OF ONE OF THEIR RECORDED ANSWERS.

CAPITALIZED INSTRUCTIONS

INSTRUCTIONS WRITTEN IN ALL-CAPITAL LETTERS SHOULD BE READ SILENTLY. ALL MATERIAL WRITTEN IN LOWER CASE LETTERS SHOULD BE READ ALOUD TO THE RESPONDENT.

FLEXIBILITY OF QUESTION PHRASING

THE WORDING OF THE QUESTIONNAIRE IS BASED ON THE EXPERIENCE OF HUNDREDS OF INTERVIEWS AND SHOULD BE FOLLOWED AS CLOSELY AS POSSIBLE. NEVERTHELESS, QUESTIONS SHOULD BE REPEATED AND EVEN REPHRASED TO PROVIDE THE EXAMINER WITH THE BEST AVAILABLE ESTIMATE OF THE RESPONDENT'S "TRUE" RESPONSE.

QUESTIONS THAT REQUIRE EXAMPLES FOR CREDIT

QUESTIONS 2, 5, 7, 9, AND 15, ASK RESPONDENTS TO THINK OF A BETTER PLACE THAN THE ONE WHERE THEY CURRENTLY RESIDE. IF THEY CANNOT NAME THE PLACE (OR, SOMETIMES, PERSON) OR GIVE A VAGUE RESPONSE, THEY MUST BE GIVEN A SCORE OF "NO" FOR THE ITEM. ONLY IF THEY CAN NAME AN EXAMPLE SHOULD THEY BE GIVEN CREDIT FOR A "YES" RESPONSE.

THE GOAL OF MEASUREMENT

THE GOAL OF MEASUREMENT WITH ANY MEASUREMENT DEVICE SUCH AS THE MLSS IS TO OBTAIN AN OBSERVED SCORE THAT IS AS ACCURATE AS POSSIBLE. EVERY OBTAINED SCORE IS ASSUMED TO CONSIST OF TWO COMPONENTS: THE TRUE SCORE AND ERRORS OF MEASUREMENT. ERRORS OF MEASUREMENT ARISE FROM MISUNDERSTOOD QUESTIONS BY THE SUBJECT, MISUNDERSTOOD RESPONSES BY THE EXAMINER, INCORRECTLY RECORDED RESPONSES, ETC. WHEN THEY ARE ADMINISTERING THE MLSS, THE EXAMINERS SHOULD ALWAYS BE CONSCIOUS OF THE POSSIBILITIES FOR SCORING ERRORS, AND BE CONTINUALLY VIGILANT IN THE MATTER OF AVOIDING THEM. IN CASES OF UNCERTAINTY, EXAMINERS SHOULD ASK THEMSELVES, "WHAT DID THE RESPONDENT REALLY INTEND TO COMMUNICATE HERE." E.G., DID THE RESPONDENT REALLY NOT CARE, OR DID THEY EXPRESS A PREFERENCE FOR THEIR PRESENT NEIGHBORHOOD? WHILE IT IS IMPORTANT TO BE OBJECTIVE, AN EXAMINER SHOULD NOT "BEND OVER BACKWARDS" TO IGNORE INFORMATION NOT DIRECTLY ELICITED. ALWAYS RECORD YOUR BEST ESTIMATE OF THE RESPONDENT'S TRUE SCORE.

REVERSE SCORING

THE MLSS MEASURES RESPONDENTS' SATISFACTION WITH THEIR LIVING, WORKING, AND LEISURE TIME ARRANGEMENT. HOWEVER, MANY ITEMS ARE WORDED SO THAT A "NO" ANSWER INDICATES SATISFACTION AND A "YES" INDICATES DISSATISFACTION. IN ORDER TO SIMPLIFY THE EXAMINER'S TASK, ALL ITEMS SHOULD BE SCORED + FOR "YES" RESPONSES OR - FOR "NO" RESPONSES. THE VALUES +1 OR -1 ARE USED FOR NORMAL, "UNENTHUSIASTIC" RESPONSES. THE SCORING FORMULAS (BELOW) PERFORM REVERSE SCORING AUTOMATICALLY. THERE ARE TWO EXCEPTIONS: QUESTIONS 22 AND 23 HAVE POSSIBLE "NO BRANCHES"; IF THESE "NO BRANCHES" ARE USED, THEN THE RESPONSES TO THEIR FOLLOW-UP QUESTIONS

MUST BE REVERSED SCORED. (E.G., IF A RESPONDENT ANSWERS "NO" TO QUESTION 23, "DO YOU HAVE A JOB?" AND THEN RESPONDS "YES" TO THE QUESTION "DO YOU WISH YOU HAD A JOB?" THIS ITEM SHOULD BE SCORED "-"). THERE IS AN INSTRUCTIONAL NOTE WITH EACH ITEM. ALL OTHER REVERSE SCORING IS DONE WITH THE FORMULAS.

SCORING FORMULAS

IN THE SCORING FORMULAE BELOW THE NUMBERS ARE ITEM NUMBERS AND THE SIGNS INDICATE WHETHER THE ITEM SCORE IS TO BE ADDED OR SUBTRACTED IN THE CALCULATION OF THE SUBSCALE TOTAL. FOR EXAMPLE, THE FRIENDS AND FREE TIME SUBSCALE (PALSAT) IS CALCULATED BY SUBTRACTING THE SCORE OF ITEMS 12, 14, AND 15 FROM THE SCORE OF ITEMS 11, 13, AND 16, AND THEN MULTIPLYING THIS DIFFERENCE BY 5/3. FOR EXAMPLE, IF A MALE RESPONDENT GAVE AN UNENTHUSIASTIC "YES" TO ITEMS 11 THRU 13 AND AN ENTHUSIASTIC "NO" TO ITEMS 14 THRU 16, HIS PALSAT SCORE WOULD BE

$$5/3 ((+1)-(+1)+(+1)-(-1)-(-1)+(-1)) \text{ OR } 5/3(2) \text{ OR } 3.33$$

THE SCORING FORMULAS (WHICH MAY BE ADJUSTED AFTER THE ITEM ANALYSIS IS COMPLETED) ARE AS FOLLOWS:

1. SATISFACTION WITH ONE'S COMMUNITY
(COMSAT)=10/14 (+1-2-3+4-5+6-7+8-9+61+62-63-64-72)
2. FRIENDS AND FREE TIME
PALSAT = 10/10 (+11-12+13-14-15+16+65+66+74+76)
3. SATISFACTION WITH SERVICES
SVCSAT = 10/7 (+18+19+20+21+22+24+27)
4. JOB SATISFACTION
JOBSAT = 10/11(+23+30+31+32-33+34-35-36+37+38+39)
IF NO JOB, USE THE FOLLOWING FORMULA
JOBSAT = 5(+23-30(FROM NO BRANCH))
5. SATISFACTION WITH RECREATION AND LEISURE ACTIVITIES
RECSAT = 10/21(-40+41-42-43-44+45-46-47-48-49-50-51-52
-53-54-55-56+57-58-59-60)
6. SATISFACTION WITH INTERPERSONAL INTERACTIONS
INTSAT = 10/12(+10+17+25+26+28+67-68-69-70-71-73-76)
7. GENERAL SATISFACTION
GENSAT = (eliminated until item analysis is completed)
8. TOTAL SATISFACTION
TOTSAT = ACQSUB (COMSAT+PALSAT+SVCSAT+
INTSAT+JOBSAT+RECSAT+GENSAT)

AN ACQUIESCENCE SCALE IS COMPOSED OF FOUR PAIRS OF ITEMS, ONE MEMBER OF EACH PAIR REQUIRING A "YES" TO INDICATE SATISFACTION, AND THE OTHER MEMBER REQUIRING A "NO" TO INDICATE SATISFACTION. A SIGNIFICANTLY POSITIVE SCORE ON ACQUIESCENCE IMPLIES EITHER THAT THE SUBJECT IS DISPOSED TO SAY "YES" OR THAT THE EXAMINER IS INCLINED TO RECOGNIZE "YES" MORE EASILY THAN "NO." A REGRESSION ANALYSIS ON THE ACQUIESCENCE SCALE WILL YIELD A FRACTION TO BE MULTIPLIED BY TOTSAT SCORE TO YIELD A MORE TRUE SCORE.

8. ACQUIESCENCE/LENIENCY

$$ACQSUB = +10+12+13+14+28+29+34+35$$

RESPONDENT _____
 DATE _____
 RATER _____

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INFORMED CONSENT INSTRUCTIONS: READ UPPER CASE INSTRUCTIONS SILENTLY; READ LOWER CASE INSTRUCTIONS ALOUD.

I want to ask you some questions about how you usually feel about where you live and work. You don't have to answer any question that you don't want to, and we'll stop any time you want to. Okay? We want to know how people feel about where they live and work. We're not going to tell you supervisor or anyone else what you say, and we can't do anything to change where you live. There are no right or wrong answers. We only want to know how you usually feel? Okay? PROCEED ONLY IF THE RESPONDENT CONSENTS, AND TERMINATE THE INTERVIEW IF THE RESPONDENT ASKS TO DO SO.

- _____ 1.(c1) How do you like living here?
OR
 How do you like your home where you live?
- _____ 2.(c2) Can you think of a better place to live? Where would that be?
 SCORE "NO" FOR A VAGUE RESPONSE
- _____ 3.(c3) Where did you live before you lived here? Did you like it better there (+) or here (-)?
- _____ 4.(c4) Do you like the food here?
- _____ 5.(c5) Can you think of a place to live where the food would be better? Where would that be?
 SCORE "NO" FOR A VAGUE RESPONSE.
- _____ 6.(c6) Whom do you live with here?
 Do you like living with (Name of room-mate or spouse)?
OR
 Do you like living alone?
- _____ 7.(c7) Would you like living with someone (else) better? Who would that be?
 SCORE "NO" FOR A VAGUE RESPONSE
- _____ 8.(c8) Do you like the neighborhood here?
- _____ 9.(c9) Can you think of a neighborhood that you would like better? Where would that be?
 SCORE "NO" FOR A VAGUE RESPONSE

***What do you do in your free time?

_____ 10.(i1) Are you happy with what you do in your free time?

_____ 11.(p1) Do you have enough things to do in your free time?

_____ 12.(p2) Do you wish you could enjoy your free time more?

OR (OPTIONAL)

Do you wish you could have more fun in your free time?

***Who are your friends here?

_____ 13.(p3) Do you have enough friends?

_____ 14.(p4) Do you wish you had more friends?

_____ 15.(p5) Can you think of a place to live where you would have more friends? Where would that be?

SCORE "NO" FOR A VAGUE RESPONSE

_____ 16.(p6) Do you get to see enough of your friends?

***Who is your supervisor here? (PROBE IF NECESSARY)

IF THE RESPONDENT USES A DIFFERENT LABEL, SUCH AS "CASEWORKER,"
APPLY THAT LABEL TO QUESTION 17

_____ 17.(i2) Do you like your supervisor?

OR

How do you like not having a supervisor?

***Now I'm going to ask you about some things we call services.

_____ 18.(s1) How do you like your dentist?

_____ 19.(s2) How do you like your laundry facilities?

_____ 20.(s3) How do you like the taxi service?

_____ 21.(s4) How do you like your grocery store and the other stores around here?

***Do you take any classes?

_____ 22.(s5) IF "YES": Do you like your classes?

OR

_____ IF "NO": Is there a class that you wish that you could take? What would that class be?

NOTE: IF THE "NO BRANCH" IS USED, SCORE + FOR "NO"
AND + FOR "YES"

***Do you have a job?

_____ 23.(j1) IF "YES": Do you like your job?

OR

_____ IF "NO": Do you wish you had a job?

NOTE: IF THE "NO BRANCH" IS USED, SCORE + FOR "NO"
AND - FOR "YES"

_____ 24.(s6) All these things that we've talked about, like the doctor, the bus, the stores, and other things, are called services. Do you like all these services?

***What are you learning about here? ALLOW RESPONDENT TO LIST TRAINING ITEMS.

_____ 25.(i3) Are you happy with what you are learning here?

***What are the rules here? Does your (landlord) have any rules?

Does (name of supervisor) have any rules?

(AS SOON AS RESPONDENT MENTIONS A RULE, ASK):

_____ 26.(i4) Do you like that rule?

_____ 27.(s7) Can you think of another rule? Do you like that rule?

_____ 28.(i5) Do you like living here?

_____ 29.(a1) Would you like to go back to

_____ (USE RESPONSE FROM QUESTION 3)

***Now we are going to talk jobs. Do you have a job?

IF YES: COMPLETE ITEMS 30 - 39.

_____ 30.(j2) Do you like your job?

_____ 31.(j3) Do you like the people you work with?

_____ 32.(j4) Do you look forward to going to work?

_____ 33.(j5) Would you rather stay home?

_____ 34.(j6) Do you like the hours that you work?

_____ 35.(j7) Would you like to work different hours?

_____ 36.(j8) Do you wish that your hours were more regular?

***Do you have to work on Saturday and Sunday? YES NO

_____ 37.(j9) If yes, do you like working on the weekend?

If no, do you like having the weekend off?

_____ 38.(j10) Does the work you do make you feel worthwhile?

_____ 39.(j11) Does your job provide you with enough money to buy the things that you want?

IF NO: COMPLETE THE FOLLOWING QUESTION.

_____ 30.(j2) Do you wish you had a job?

***Now we are going to talk about activities.

***What do you do for fun?

_____ 40.(r1) Do you wish you could _____ more?

***What kind of chores (responsibilities) do you do here?

_____ 41.(r2) Do you enjoy doing these chores?

CIRCLE Y FOR "YES" OR N FOR "NO" IN LEADER QUESTIONS AS AN OPTIONAL COMPONENT TO STUDY RECREATION PATTERNS OF INDIVIDUALS

***Do you attend church? Y N

_____ 42.(r3) Would you like to go to church more?

***Do you go to parties? Y N

_____ 43.(r4) Would you like to spend more time going to parties?

***Do you go to bars (taverns)? Y N

_____ 44.(r5) Do you wish you could go to bars more?

- ___ ***Do you play video games? Y N
 ___ 45.(r6) Do you play video games enough?
 ___ ***Do you play any sports? Y N
 ___ 46.(r7) Would you like to play _____ more?
 ___ ***Do you watch any sports on television? Y N
 ___ 47.(r8) Do you wish you could watch more/any _____ on television?
 ___ ***Do you go to any sporting events? Y N
 (ie. basketball, football games)
 ___ 48.(r9) Do you wish you could go to more _____?
 ___ ***Do you watch television? Y N
 ___ 49.(r10) Do you wish you could watch more television?
 ___ ***Do you play cards? Y N
 ___ 50.(r11) Do you wish you could play cards more?
 ___ ***Do you do puzzles? Y N
 ___ 51.(r12) Do you wish you could do more puzzles?
 ___ ***Do you listen to the radio? Y N
 ___ 52.(r13) Would you like to listen to the radio more?
 ___ ***Do you listen to records/tapes? Y N
 ___ 53.(r14) Do you wish that you had more records/tapes to listen to?
 ___ 54.(r15) Do you wish you had more time to listen to records/tapes?
 ___ ***Do you eat out at restaurants? Y N
 ___ 55.(r16) Would you like to go out to eat more?
 ___ ***Do you go to movies? Y N
 ___ 56.(r17) Would you like to go to the movies more often?
 ___ ***Do you go shopping? Y N
 ___ 57.(r18) Do you have enough money to go shopping?
 ___ 58.(r19) Would you like to go shopping more?
 ___ ***Do you ever take walks just for fun? Y N
 ___ 59.(r20) Would you like to take more walks?
 ___ ***Do you ever go to the park? Y N
 ___ 60.(r21) Do you wish that you could go to the park more?
 ___ 61.(c10) Do you like to go into the community?
 ___ 62.(c11) Do you feel comfortable when you go in the community?
 ___ ***Do your neighbors talk to you? Y N
 ___ 63.(c12) Do you wish that your neighbors would talk to you more?
 ___ 64.(c13) Do you wish that your neighbors would invite you over for
 dinner more than they do?
 ___ ***Do you ever have problems that you cannot solve?
 ___ 65.(p7) Can you usually find a friend who will help you solve
 that problem?
 ___ ***Do you ever feel that your life is out of control?
 ___ 66.(p8) Is someone there to help you when you think you need it?

***who makes choices for you? Like who decides when it's time to go to bed or when it's mealtime or when you can go downtown?

- _____ 67.(i6) Are you happy with the choices that person makes for you?
- _____ 68.(i7) Would you like to make more of your own choices?
- _____ 69.(i8) Do you need someone to take care of you?
- _____ 70.(i9) When you know how to do something, does it bother you when someone tries to help you with it?
- _____ 71.(i10) When you don't know how to do something, does it bother you when someone tries to show you how to do it?
- _____ 72.(c14) Do people make fun of you when you go out in the community?
- _____ 73.(i11) Does it hurt your feelings when someone criticizes you?
- _____ 74.(p9) Do you feel comfortable to ask someone to help you?
- _____ 75.(i12) Do you get upset when someone teases you?
- _____ 76.(p10) Do you get upset when someone teases one of your friends?