

Hello

Attached is the Process Quality Rating you requested.

The research for which we originally developed this measure is reported in: Andrew R. Goetz, Paul S. Dempsey, and Carl Larson," Metropolitan Planning Organizations: Findings and Recommendations for Improving Transportation Planning," Publius: The Journal of Federation, Vol. 32, No.1 (Winter, 2002) pp. 87-105.

I revised the scale slightly so that it does not directly refer to transportation planning processes, and may be used to assess process quality in other contexts.

For your information:

- The scale is scored by assigning values of 6 for "strongly agree" down to 1 for "strongly disagree," reversing the values for items 3, 5,8, 9, "and 13. Calculate an average across all items, with the average ranging between 1 and 6.
- I recommend that you regard any score of 4.25 or higher to mean "good" process quality.
- The internal reliabilities (chronbach's alphas) have ranged from .921 to .938, suggesting strong internal consistency for the scale.
- Factor analyses have produced single factor solutions. We believe that people tend to view process quality as a global, unidimensional property of the process. The items which make up the scale are highly correlated.