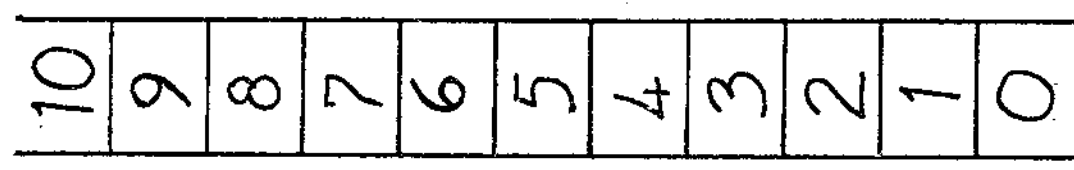


Fig. 2
 Versions of satisfaction scale
 (a) Pilot I March 1971
 (b) Pilot II Oct/Nov 1971
 (c) Main Study: Oct 1973 - Feb 1974

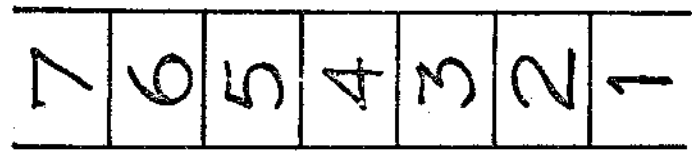
COMPLETELY SATISFIED



(a)

COMPLETELY DISSATISFIED

COMPLETELY SATISFIED



(b)

COMPLETELY DISSATISFIED

(c)