

**Spring 2008**  
**Mayor's Office of Diversity and Human Rights**  
**Resident Survey**



**WESTMINSTER**  
SALT LAKE CITY • UTAH

**Quantitative analyses conducted by students in the Stories in Data: Gentle Stats  
May Term 2008 Course:**

Amanda Anderson, Denise Castañeda, Gloria Castañeda, Holly Hiller, Emily Horner,  
Audrey Jones, T'lesa Meadowcroft, Alex Morgan, Kali Mower, Debi Pryor, Angela Swensen,  
Seth Simonds, Alyse Tonon, and Eva Tukuafu-Morgan / Raquel Gabbitas, Course Assistant

**Analyses supervised and report written by** Assistant Professor of Psychology, Jennifer Simonds  
**Spanish translation by** Assistant Professor of Spanish, Joy Woolf

**Bosnian translation by** Associate Professor of English, Fatima Mujcinovic

*For questions, please contact [jsimonds@westminstercollege.edu](mailto:jsimonds@westminstercollege.edu)*

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## Summary

- Highest agreement was found for freedom of religion at home and feeling welcome to participate in Salt Lake City events.
- Lowest agreement was found for feeling that the Salt Lake City community is educated in cultural and religious norms and for feeling that public (K-12) education assists in cultural and religious understanding. The largest differences among and between groups was found in responses to these questions as well.
- The largest group differences for multiple questions were found among respondents of specific racial groups.
- Another large difference was found among respondents of different sexual orientations for the question of feeling protected from discrimination in hiring.
- Event Planning and Advocacy were identified by respondents as the most successful City programs. Anti-Discrimination and Complaints were identified as the least successful City programs. No large group differences were found for identification of most and least successful programs.
- Respondents feel that both anti-discrimination education and policy should be high priorities for the City.
- In open-ended questions, respondents identified the need for influence on positive attitudes about diversity, education, legal issues, and addressing LDS majority issues.
- The majority of respondents feel that Salt Lake City embodies or mostly embodies a vision of a human-rights oriented place.
- City events, the Mutual Commitment Registry, and government leadership were identified most often as good things that are currently being done by the city.

## Survey Administration

Citizens residing in the Salt Lake City area were invited to fill out a survey regarding Diversity and Human Rights in the workplace and within the community. The survey was distributed by email and postal mail through community organizations.

A total of 523 people responded to the survey. Most respondents completed the survey online. Of the total respondents, 512 responded in English, 10 in Spanish, and 1 in Bosnian.

# Original Survey Text

## Salt Lake City Mayor’s Office of Diversity & Human Rights

The purpose of this survey is to provide the Mayor's Office of Diversity & Human Rights with meaningful feedback. It is critical to our success to know what personal experiences diverse groups have had and expectations they envision for city government. We would like the best feedback possible to develop objectives suited to meet the needs of specific populations. The survey is anonymous and carries no penalty. The survey will be conducted from March 31-April 30, 2008.

**Zip Code (Home):** \_\_\_\_\_

**Please circle one**

- Gender:** Male                      Female                      Transgender
- Race:** White    Asian    African American/Black                      Pacific Islander/Native Hawaiian  
 American Indian/Alaskan Native                      Hispanic                      Other
- Sexual Orientation:** Heterosexual                      Gay                      Lesbian                      Bisexual                      Other
- Do you believe yourself to be a spiritual person:**    Yes    No

**Circle the Most Appropriate Answer**

- |  | 1           | 2 | 3 | 4            |
|--|-------------|---|---|--------------|
|  | (Most True) |   |   | (Least True) |
| 1. I have freedom to manifest my religious belief or non-belief in practice, worship, or observance.   |             |   |   |              |
| a. At home   |             | 1 | 2 | 3 4          |
| b. At work   |             | 1 | 2 | 3 4          |
| c. In the community  |             | 1 | 2 | 3 4          |
| 2. I feel socially protected thanks to the efforts of the Salt Lake City government.   |             | 1 | 2 | 3 4          |
| 3. I feel protected from discrimination hiring practices.  |             | 1 | 2 | 3 4          |
| 4. My workplace meets just and favorable conditions for my family needs.   |             | 1 | 2 | 3 4          |
| 5. I feel that the broader Salt Lake City community is well educated in the cultural and religious or non-religious norms of different groups.       |             | 1 | 2 | 3 4          |
| 6. Public education (K-12) at Salt Lake City assists in understanding and acceptance of race, religion, non-religion, and sexual orientation groups. |             | 1 | 2 | 3 4          |
| 7. I feel welcome to participate in the local activities of my <u>neighborhood</u> .   |             | 1 | 2 | 3 4          |
| 8. I feel welcome to participate in the events held in Salt Lake City.   |             | 1 | 2 | 3 4          |
| 9. As Salt Lake City prospers, my role in the community prospers with it.  |             | 1 | 2 | 3 4          |
| 10. Advocacy participation is encouraged and valued.   |             | 1 | 2 | 3 4          |

**Multiple Choice**

In which two (2) options do you believe Salt Lake City has been most effective in promoting diversity? Which two (2) have been most ineffective?

- | <u>Most Effective (top 2 choices)</u>     | <u>Least Effective (top 2 choices)</u>    |
|---|---|
| a. Event planning                         | a. Event Planning                         |
| b. Anti-discrimination Education          | b. Anti-discrimination Education          |
| c. Complaint resolution                   | c. Complain resolution                    |
| d. Ordinances granting further protection | d. Ordinances granting further protection |
| e. Advocacy                               | e. Advocacy                               |

To what degree should the Office of Diversity & Human Rights prioritize complaint resolution and policy? Please choose on a scale from one (1) to five (5), one (1) being *lowest priority* and five (5) being *highest priority*.

Anti-discrimination Education	1	2	3	4	5
	<i>(Lowest priority)</i>			<i>(Highest priority)</i>	
Policy	1	2	3	4	5

**Please provide a short answer**

1. How do you believe the issue of race and ethnicity should be addressed by the Salt Lake City government?
2. Do you think Salt Lake City embodies your vision of a human rights oriented place? Why or why not?
3. What makes it difficult to be a member of a minority group in Salt Lake City?
4. What could the city do to make it easier for you to live here?
5. What needs improvement in regards to diversity and human rights in the community?
6. What is being done that is good?

# Results

## 1) Respondent Characteristics

### 1. Residency

Zip codes were categorized by whether they are considered part of Salt Lake City.

59.1% of respondents reside within Salt Lake City.

40.7% of respondents reside outside of Salt Lake City.

One respondent did not include a full zip code.

### 2. Gender

54.3% Female

45.1% Male

0.6% (3 Respondents) Transgender

### 3. Race by Specific Groups

68.3% White

10.9% Hispanic

6.3% "Other"

4.4% African American

4.0% Asian

3.6% American Indian/Alaskan Native

2.5% Pacific Islander/Native Hawaiian

### 4. Race by Overall Groups

68.3% White

31.7% Non-White and/or Hispanic

### 5. Sexual Orientation

76.7% Heterosexual

8.8% Gay

7.3% Lesbian

4.0% Bisexual

3.3% "Other"

### 6. Spirituality

84.5% consider themselves spiritual.

15.5% do not consider themselves spiritual.

## 2) Overall Results

Topic	Question	Mean Score
1a. Religious Freedom - Home	I have freedom to manifest my religious belief or non-belief in practice, worship, or observance at home.	1.12 <i>(Mostly True - True)</i>
1b. Religious Freedom - Work	I have freedom to manifest my religious belief or non-belief in practice, worship, or observance at work.	2.33 <i>(True – Not Quite True)</i>
1c. Religious Freedom - Community	I have freedom to manifest my religious belief or non-belief in practice, worship, or observance in the Community.	1.99 <i>(True)</i>
2. Social Protection	I feel socially protected thanks to the efforts of the Salt Lake City government	2.35 <i>(True- Not Quite True)</i>
3. Hiring Practices	I feel protected from discrimination in hiring practices.	2.35 <i>(True – Not Quite True)</i>
4. Workplace Conditions	My workplace meets just and favorable conditions for my family needs.	1.94 <i>(True)</i>
5. Education - Community	I feel that the broader Salt Lake City community is well educated in the cultural and religious or non-religious norms of the different groups.	2.85 <i>(Not Quite True)</i>
6. Education – K-12	Public education (K-12) in Salt Lake City assists in understanding and acceptance of race, religion, non-religion, and sexual orientation groups.	2.82 <i>(Not Quite True)</i>
7. Neighborhood Participation	I feel welcome to participate in the local activities of my neighborhood.	1.95 <i>(True)</i>
8. Events Participation	I feel welcome to participate in the events held in Salt Lake City.	1.66 <i>(Mostly True – True)</i>
9. Prosperity w/ Community	As Salt Lake City prospers, my role in the community prospers with it.	2.04 <i>(True)</i>
10. Advocacy Participation	Advocacy participation is encouraged and valued.	2.18 <i>(True)</i>

Each respondent marked two most effective and two least effective city programs.

**Most Effective City Programs**

<b>Event Planning</b>	<b>39%</b>
Advocacy	23%
Ordinances	17%
Anti-Discrimination	14%
Complaints	7%

**Least Effective City Programs**

<b>Anti-Discrimination</b>	<b>31%</b>
Complaints	22%
Ordinances	19%
Advocacy	17%
Event Planning	10%

Respondents answered how high a priority anti-discrimination education and policy should be on a scale of 1 (lowest priority) to 5 (highest priority).

<b>Priority on Anti-Discrimination Education</b>	3.94 (high priority)
<b>Priority on Policy</b>	3.82 (high priority)

### 3) Significant Differences by Demographic Group

\* Represents statistical significance. This means that differences between or among groups are larger than the differences within those groups. Overall, statistical significance means a difference is large enough to be considered to not occur by chance.

*Note: Group mean differences and/or questions are not reported in this section where no significant differences were found.*

#### 1c. Religious Freedom in the Community

Non-White	1.81
<b>White</b>	<b>2.07</b>

\* There is a significant difference between Non-White and White respondents in reports of experiencing religious freedom in the community. Non-White respondents report feeling more religious freedom in the community; White respondents report feeling less freedom

<b>White</b>	<b>2.07</b>
Asian	1.62
African-American	1.83
Pacific Islander/Native Hawaiian	1.69
<b>American Indian/Alaskan Native</b>	<b>2.16</b>
Hispanic	1.70
Other	1.97

\* Differences were found by specific racial groups. Asian and Pacific Islander/Native Hawaiian groups report the most freedom of religion in the community, while White and American Indian/Alaskan Native groups report the least feelings of religious freedom in the community.

Heterosexual	1.93
<b>Gay</b>	<b>2.24</b>
<b>Lesbian</b>	<b>2.26</b>
Bisexual	1.86
Other	1.99

\* Significant differences were found by sexual orientation. Gay and Lesbian respondents report feeling less religious freedom in the community.

<b>Not Spiritual</b>	<b>2.20</b>
Spiritual	1.95

\* A significant difference was found between those who report themselves as Spiritual and Not Spiritual. Non-Spiritual respondents report feeling less religious freedom in the community.

### 3. Protection from Hiring Discrimination

<b>Non-White</b>	<b>2.55</b>
White	2.25

\* White respondents report feeling significantly more protected in hiring practices; Non-White respondents feel less protected.

White	2.25
<b>Asian</b>	<b>2.48</b>
<b>African-American</b>	<b>2.74</b>
Pacific Islander/Native Hawaiian	2.23
<b>American Indian/Alaskan Native</b>	<b>2.74</b>
<b>Hispanic</b>	<b>2.42</b>
<b>Other</b>	<b>2.73</b>

\* Most racial groups report feeling less protected in hiring practices than White respondents with respect to meeting favorable conditions for family needs. Least agreement was found in African-American and American Indian/Alaskan Native groups.

Heterosexual	2.20
<b>Gay</b>	<b>2.76</b>
<b>Lesbian</b>	<b>2.79</b>
<b>Bisexual</b>	<b>2.71</b>
<b>Other</b>	<b>3.18</b>

\* Gay, Lesbian, Bisexual, and “Other” respondents feel less protected in hiring decisions than Heterosexual respondents.

### 4. Just and Favorable Workplace Conditions

<b>Non-White</b>	<b>2.12</b>
White	1.85

\* Non-White respondents report feeling *less satisfied*, and White respondents report feeling *more satisfied* that their workplace meets just and favorable conditions for family needs.

#### 4. Just and Favorable Workplace Conditions, cont'd.

White	1.85
<b>Asian</b>	<b>2.24</b>
<b>African-American</b>	<b>2.30</b>
<b>Pacific Islander/Native Hawaiian</b>	<b>2.31</b>
American Indian/Alaskan Native	1.58
<b>Hispanic</b>	<b>2.04</b>
<b>Other</b>	<b>2.30</b>

\* Most racial groups report feeling less satisfied with workplace conditions than White respondents with respect to meeting favorable conditions for family needs.

Heterosexual	1.91
Gay	1.96
Lesbian	1.92
Bisexual	1.86
<b>Other</b>	<b>2.65</b>

\* Respondents identifying as Bisexual report “most true” in response to their workplace meeting their familial needs, more so than Heterosexual, Gay, and/or Lesbian individuals.

Not Spiritual	1.69
<b>Spiritual</b>	<b>1.98</b>

\* Spiritual respondents report feeling that workplace conditions are just and favorable less than spiritual respondents.

#### 5. SLC Community Educated in Cultural & Religious Norms of Different Groups

In Salt Lake City	2.66
<b>Non-Salt Lake City</b>	<b>2.97</b>

\* Respondents who live outside of Salt Lake City report lower agreement with the statement that the SLC community is educated about religious and cultural norms.

Male	2.70
<b>Female</b>	<b>2.97</b>
Transgender	2.67

\* There is a significant difference among *genders*: Women and Transgender individuals agree less than Men that the SLC community is educated about religious and cultural norms.

**5. SLC Community Educated in Cultural & Religious Norms of Different Groups, cont'd.**

<b>Non-White</b>	<b>3.04</b>
White	2.76

\* White respondents report feeling that the Salt Lake community is not as well educated in regards to Cultural & Religious Norms, representing a significant difference between *White and Non-White* persons.

White	2.76
Asian	2.95
<b>African-American</b>	<b>3.17</b>
Pacific Islander/Native Hawaiian	3.00
<b>American Indian/Alaskan Native</b>	<b>3.53</b>
Hispanic	2.82
<b>Other</b>	<b>3.09</b>

\* Differences were found among specific racial groups. African-American, American Indian/Alaskan Native and Other racial groups report the strongest disagreement that the SLC community is educated in cultural and religious norms.

**6. Public Education Assists Cultural & Religious Understanding**

In Salt Lake City	2.66
<b>Non-Salt Lake City</b>	<b>2.92</b>

\* Salt Lake City residents report lower agreement about public education assisting cultural understanding.

White	2.80
Asian	2.67
<b>African-American</b>	<b>3.22</b>
Pacific Islander/Native Hawaiian	2.38
<b>American Indian/Alaskan Native</b>	<b>3.47</b>
Hispanic	2.51
<b>Other</b>	<b>3.18</b>

\* There is a significant difference among specific racial groups. Asian, Pacific Islander, and Hispanic respondents agreed the most that public education promotes cultural understanding. American Indian, African-American, and Other race respondents report the lowest agreement.

## 6. Public Education Assists Cultural & Religious Understanding, cont'd.

<b>Heterosexual</b>	<b>2.69</b>
Gay	3.24
Lesbian	3.32
Bisexual	3.24
Other	3.18

\* Significant differences were found among respondents of different sexual orientation. Gay, Lesbian, Bisexual, and those reporting “Other” sexual orientation show less agreement about public education supporting cultural understanding.

## 7. Participation in Neighborhood Activities and Events

White	1.90
<b>Non-White</b>	<b>2.07</b>

\* Non-White respondents report feeling significantly less welcome to participate in neighborhood activities and events.

## 8. Participation in Salt Lake City Events

In Salt Lake City	1.61
<b>Non-Salt Lake City</b>	<b>1.75</b>

\* Non-SLC residents feel less welcome to participate in City events.

Male	1.70
Female	1.62
<b>Transgender</b>	<b>3.33</b>

\*A significant difference was found among Men, Women, and Transgender individuals. Transgender respondents do not feel as welcome to participate in Salt Lake City events. However, with only 3 Transgender respondents, this finding may not generalize to many Transgendered persons in Salt Lake City.

## 8. Participation in Salt Lake City Events, cont'd.

White	1.62
Asian	1.57
<b>African-American</b>	<b>1.96</b>
<b>Pacific-Islander/Native Hawaiian</b>	<b>2.31</b>
American-Indian/Alaskan Native	1.74
Hispanic	1.61
<b>Other</b>	<b>1.79</b>

\*A significant difference was found among respondents in specific racial groups. Pacific Islanders, African-Americans, and those reporting “Other” race feel less welcome to participate in Salt Lake City events. There was no significant difference found overall when analyzed as White or Non-White groups.

## 9. Role Prospers with City

White	2.01
Asian	1.95
<b>African-American</b>	<b>2.52</b>
<b>Pacific-Islander/Native Hawaiian</b>	<b>2.46</b>
<b>American-Indian/Alaskan Native</b>	<b>2.68</b>
Hispanic	1.82
Other	1.88

\* A significant difference was found among respondents in specific racial groups regarding how much they feel they prosper with the city. The lowest agreement was found in African-American, Pacific-Islander, and American-Indian groups. No differences were found overall when analyzed as White or Non-White groups.

Male	1.97
Female	2.08
<b>Transgender</b>	<b>3.33</b>

\* A significant difference was found among respondents of different genders. Transgendered persons agreed less that their role prospers with the city while Women agreed somewhat less than Men.

Heterosexual	2.08
Gay	1.65
<b>Lesbian</b>	<b>2.16</b>
Bisexual	2.00
Other	1.94

\* A significant difference was found among respondents of different sexual orientations. Lesbians agree the least that their role prospers with the city.

## 10. Advocacy Participation

White	2.13
Asian	1.95
<b>African-American</b>	<b>2.48</b>
<b>Pacific-Islander</b>	<b>2.38</b>
<b>American-Indian/Alaskan Native</b>	<b>2.68</b>
Hispanic	2.07
Other	2.39

\*A significant difference was found among respondents of specific racial groups. American Indians/Alaskan Natives, African-Americans, and Pacific Islanders report the lowest agreement with feeling that advocacy participation is encouraged in the community.

## Priority on Anti-Discrimination

Male	3.68
<b>Female</b>	<b>4.17</b>
Transgender	4.00

\* 79.5% of Women rate anti-discrimination education as highest priority. 66% of Transgendered individuals rate anti-discrimination as high priority. 61% of Men rate anti-discrimination education as high priority.

Heterosexual	3.92
<b>Gay</b>	<b>4.04</b>
<b>Lesbian</b>	<b>4.29</b>
<b>Bisexual</b>	<b>4.24</b>
Other	3.18

\* 69.5% of Heterosexual respondents feel anti-discrimination education should be a high priority. 76% of Gay respondents feel anti-discrimination education should be a high priority. 86.8% of Lesbians feel this way while 85.7% of Bisexual individuals agree that anti-discrimination education should be highest priority for the Office of Diversity & Human Rights.

## Priority on Policy

Male	3.57
<b>Female</b>	<b>4.02</b>
<b>Transgender</b>	<b>4.00</b>

\* 74.9% of Women rated policy as a high priority. 66% of Transgender individuals rated policy as a high priority. 59.7% of Men rated policy as a high priority

Heterosexual	3.76
Gay	3.96
<b>Lesbian</b>	<b>4.34</b>
<b>Bisexual</b>	<b>4.24</b>
Other	3.12

\* 64.5% of Heterosexual respondents felt anti-discrimination policy should be a high priority. 78% of Gay respondents felt anti-discrimination policy should be a high priority. 86.4% of Lesbians feel anti-discrimination policy should be a high priority. 90% of Bisexual individuals feel anti-discrimination policy should be a high priority. 41% who identified as “Other” felt anti-discrimination policy should be a high priority.

## 4) Open-Ended Questions

Responses to open-ended questions were categorized by frequently identified issues. Number of responses by category include both positive and negative sentiments. For example, responses that identified immigration as an issue include both pro- and anti-immigration opinions. Some responses were coded in multiple categories; responses considered as “other” issues were not coded by category. Issues with three or more responses are included in the category tables. Blank and “NA” responses are not included in the tabulation. Full answers to open-ended questions are contained in a separate document.

### **Question 19: How do you believe the issue of race and ethnicity should be addressed by Salt Lake City government?**

TOTAL: 483 Responses (Blank and “N/A” responses not included)

<b>Number of Responses</b>	<b>Issues Identified</b>
138	Attitude (e.g., tolerance, acceptance)
104	Education, General & K-12
84	Staff/Hiring/Management/Training Issues
72	Laws, Rights, Ordinances, and Policy
48	Other
42	Events
43	Dialogue-Outreach
29	Nothing
24	Maintain Current Practices
23	Unsure
11	LDS Issues
6	Advertising/Media
5	Advocacy

**Question 20: Do you think Salt Lake City embodies your vision of a human rights-oriented place?  
Why or why not?**

TOTAL: 491 Responses

459 Responses included a level of agreement

# Responses	% Responses	
139	30.3%	Yes
121	26.4%	Mostly Yes
50	10.9%	Mixed
24	5.2%	Mostly No
125	27.2%	No

Number of Responses	Issues Identified
53	Negative feelings about LDS & "Dominant Culture" Influence
32	Negative feelings about state-level issues (e.g., legislature)
18	Negative feelings about racial issues
17	Negative feelings about GLBT issues
14	Negative feelings about general employment issues
15	Negative feelings about immigration and/or language issues
10	Negative feelings about City government and/or officials
8	Negative feelings about police
8	Positive feelings about Mutual Commitment Registry
8	Positive feelings about City events
7	Negative feelings about social class issues
6	Negative feelings about disability issues
4	Negative feelings about housing

**Question 21: What makes it difficult to be a member of a minority group in Salt Lake City?**

TOTAL: 489 Responses

<b>Number of Responses</b>	<b>Issues Identified</b>
171	Attitudes (e.g., stereotypes) and Negative Actions
96	LDS Majority
38	Small Size of Minority Population
34	Exclusion from Participation
28	Workplace and Employment Issues
22	No Difficulty
20	State Legislature
19	Not a Minority
14	Language
14	Crime/ Violence / Police
9	Education
8	Advocacy
7	Laws & Rights
6	Communication Among / Between Groups and/or Government
5	Trouble Speaking Out

**Question 22: What needs improvement in regards to diversity and human rights in the community?**

TOTAL: 476 Responses

<b>Number of Responses</b>	<b>Issues Identified</b>
106	Positive Attitudes (e.g., tolerance, acceptance, non-discrimination)
98	Education - general and K-12
39	Communication/Dialogue, Media and Advertising
36	Laws, Ordinances, and Policies
30	LDS Influence
29	City Government
26	Employment Issues
24	City Events
19	State Legislature
17	Outreach & Community Building
14	Immigration and/or Language Issues
12	Homelessness
12	Nothing
12	Infrastructure
10	Police Issues
9	Maintain Current Practices
8	Boundaries of Group Recognition

**Question 23: What could the city do to make it easier for you to live here?**

TOTAL: 480 Responses

<b>Number of Responses</b>	<b>Issues Identified</b>
53	Legal: Rights, Ordinances, Policies & Zoning
51	Promotion of Positive Attitudes
51	Infrastructure, including Housing
36	Police & Safety
35	Education, general K-12
32	City Government
32	Maintain Current Practices
30	LDS Influence
30	Content with Current Status
27	Communication/Dialogue & Media/Advertising
27	Employment Issues
18	Taxes and Economic Issues
17	Nothing
17	Outreach & Community-Building
16	Immigration and Language Issues
13	City Events
13	State Legislature
12	Environmental Issues
4	Boundaries of Group Recognition

**Question 24: What is being done today that is good?**

TOTAL: 450 Responses

<b>Number of Responses</b>	<b>Issues Identified</b>
71	City Events
60	Mutual Commitment Registry
57	Government Leadership - Mayor & Others
50	This Survey
45	General Positive Atmosphere
30	Opportunities for Input (not including survey)
22	Education
20	Advocacy
18	Laws, Rights, Policies, and Ordinances
14	Transportation
13	Arts
12	Creation of Office of Diversity & Human Rights
11	Police/Safety
10	Revitalization of Downtown
10	City Library
9	Business & Shopping - Zoning / Development
9	Employment
8	Environment
6	Parks & Recreation
4	Outdoor