APPENDIX 1: CASE STUDY INSTRUMENT

VERBAL CONSENT: You are invited to participate in an interview to help Morning Star Development understand and improve their impact on your community. The interview is part of the research for completion of a DBA degree at EBS. Your participation is voluntary. Any information that is obtained in connection with this study will be used solely for research purposes. All information will remain confidential. If you are uncomfortable answering certain questions, you are not required to provide a response. You can discontinue the interview at anytime if you no longer wish to participate.

Services

1. Which services are most effective? How/Why?
2. Which services are least effective? How/Why?
3. Which services are missing and should be included? Why?
4. Are there any services MSDEV should not provide? Why?
5. Does the MSDEV community center staff receive any occasional or consistent complaints about its services? Why?
6. Does the MSDEV community center staff receive any occasional or consistent complements about its services? Why?

Economic Impact

1. What positive/negative economic impacts have MSDEV health services had on the surrounding communities?
2. How have these impacts have occurred?
3. Why have these impacts have occurred?
4. What are community members saying about MSDEV economic impact on the surrounding area?
5. Why do they believe these things?

Social Impact

1. What positive/negative social impacts have MSDEV health services had on the surrounding communities?
2. How have these impacts have occurred?
3. Why have these impacts have occurred?
4. What are community members saying about MSDEV economic impact on the surrounding area?
5. Why do they believe these things?

General Questions

1. Are there any other general changes in the surrounding communities that you have observed as a result of the MSDEV health services or community center?
2. Has the health clinic or community center impacted men, women and children in the community differently? If yes, how?
3. Would you suggest that MSDEV change or improve anything about the health clinic or community centers? How/Why?
4. How can MSDEV best serve the community in the future with its community centers?
5. Is there anyone else you can think of that I should talk to who can help me better understand how the health clinic or community centers are impacting the surrounding community economically or socially?