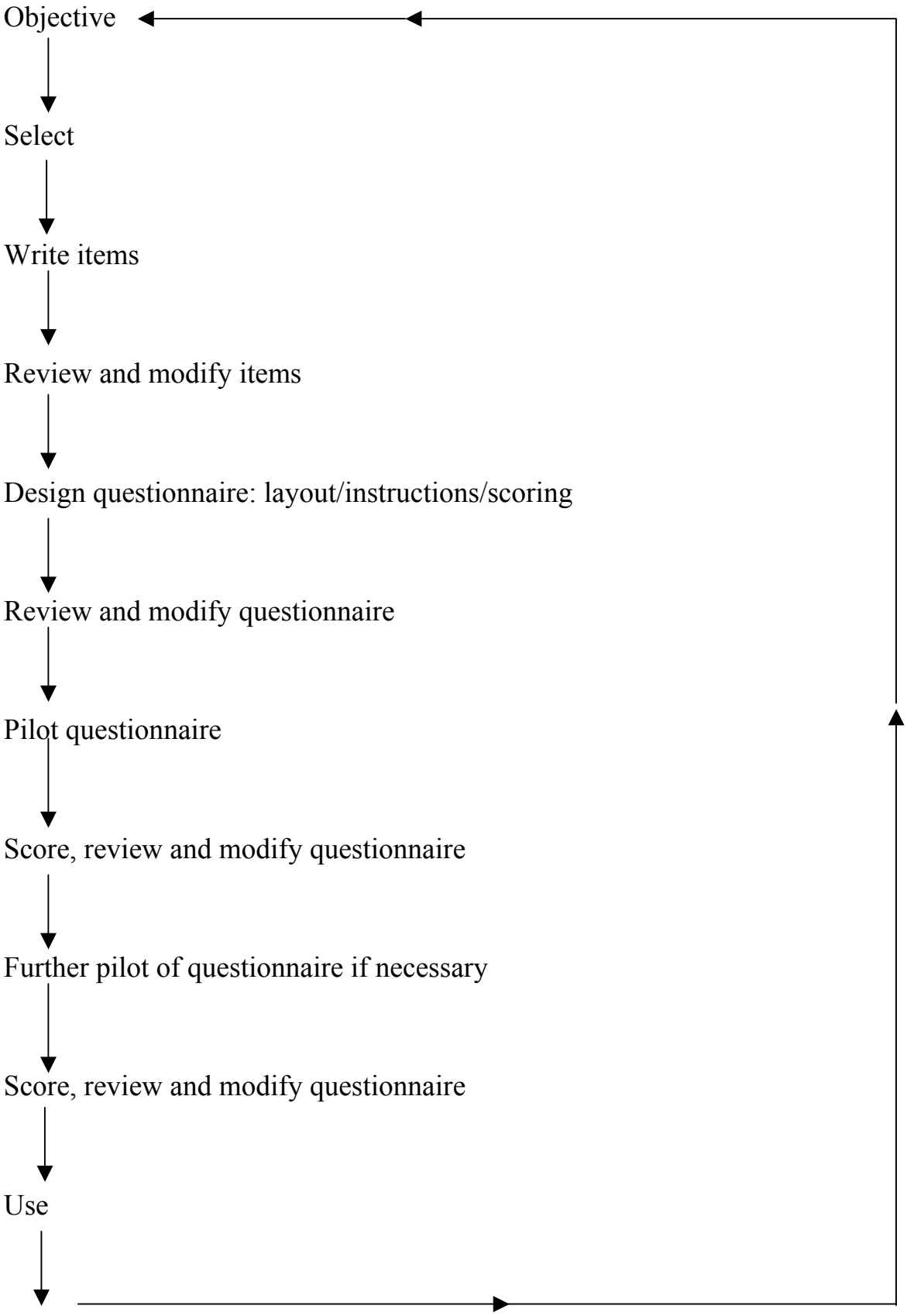STEPS INVOLVED IN CONSTRUCTING QUESTIONNAIRES