THE STATUS OF INTERNAL CONTROLS IN FAST MOVING CONSUMER GOODS SMMEs IN THE CAPE PENINSULA

by

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DECLARATION

I, Luyolo Siwangaza, declare that the contents of this dissertation represent my own unaided work, and that the dissertation has not previously been submitted for academic examination towards any qualification. Furthermore, it represents my own opinions and not necessarily those of the Cape Peninsula University of Technology.

Signed **Date**

ABSTRACT

At present, South African Small Medium and Micro Enterprises (SMMEs) play an important role in the stimulation of the national economy. Despite the above, prior research shows that the failure rate of these entities is exceedingly high. Several factors which impact on SMME sustainability have been identified by prior research and as a result SMME sustainability has received attention from both local- and national Government. One of the factors, which is perceived as a major contributor towards the high failure rate of SMMEs, is the lack of proper internal controls. The responsibility to implement internal controls and internal control frameworks, including the task to ensure that these controls are optimally used, lies with management. In essence, it can be said that a business that is uncontrollable, is ultimately, unmanageable.

The analogy was made by the author that "SMMEs are perceived as not sustainable owing to the utilisation of inadequate internal controls". With the absence of adequate internal controls, an environment would be created where a business is susceptible to all kinds of detrimental risks (for example, fraud risk). When these risks are realised within a small business environment the overall sustainability of such a business will, more often than not, be negatively impacted upon.

The main objective of this study was to determine the degree to which the implementation of an adequate system of internal controls can help to improve SMMEs' sustainability. The research that was conducted was empirical in nature and fell within the ambit of the positivistic research paradigm. The logical stance that was undertaken in this study was that of deductive reasoning and, furthermore, this research was regarded as applied research which incorporated quantitative research characteristics. To achieve the above dispensation, questionnaires were administered and distributed to 110 owners and/or managers of SMMEs which operated within the fast moving consumer goods industry, situated in the Cape Peninsula. The non-probability sampling technique that was executed comprised of purposive sampling, and data that were collected from this research was analysed by deploying descriptive and inferential statistics.

Lastly, the research conducted found that SMMEs have implemented internal controls as part of their business measures; however, the issue remains that a majority of these SMMEs are not aware of formal internal control frameworks to further enhance their existing internal control processes. To remedy the above concern, the author was of the perception that respondents should be trained on formal internal control frameworks in order to address the concern of limited awareness of existing internal control frameworks.

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GLOSSARY LIST

Abbreviation	Explanation
AICPA	American Institute of Certified Public Accountants
BODs	Board of Directors
CED	Chief Executive Director
CEO	Chief Executive Officer
COBIT	Control Objectives for Information and Related Technology
COCO	Criteria of Control
COSO	Committee of Sponsoring Organisations
CPA	Certified Practising Accounting
ERM	Enterprise Risk Management
FMCG	Fast Moving Consumer Goods (Products that can be sold quicker)
ICFs	Internal Control Frameworks
IIA	Institute of Internal Auditors
ISACA	Information Systems Audit and Control Association
ISACF	Information Systems Audit and Control Foundation
IT	Information Technology
NYDA	National Youth Development Agency
SEDA	Small Enterprise Development Agency
SMMEs	Small Medium and Micro Enterprises

CHAPTER 1
INTRODUCTION

1.1 BACKGROUND OF THE RESEARCH PROBLEM

Small Medium and Micro Enterprises (hereafter referred to as SMMEs) play an increasingly important role in the South African economy. According to Kesper (2000:7) SMMEs are deemed as important 'vehicles' to address the challenges of job creation, economic growth and the 'fight' against poverty. In the City of Cape Town alone it is estimated that SMMEs generate up to 50% of the City's business transactions, and account for up to 40% of formal employment (Hayes, 2001:52). As a result, the significance of SMMEs, pertaining to the sustainable development of the South African economy, cannot be underestimated. Furthermore, according to Kesper (2000:8), a majority of South African SMMEs are classified as micro and survivalist enterprises, predominantly operating in the retail sector. Solomon (2004:31) asserts that one of the key reasons why small business owners establish small businesses is mainly for survival purposes (necessity entrepreneurs) while Mutezo (2005:11) states that small business owners are mostly concerned about sales and profits more than any other aspect of his/her business. In a study by UCT (2010) it was further revealed that necessity-turned-entrepreneurs (i.e. entrepreneurs who had to start up their own business in order to make a living) increased from 21% during 2009 to 33% in 2010. Also, taking into consideration the current economic landscape of South Africa (Bruwer, Masama, Mgidi, Myezo, Nqayi, Nzuza, Phangwa, Sibanyoni & Va, 2013:9) it is of no surprise that the bulk of entrepreneurs are regarded as necessity entrepreneurs.

From the above, the analogy can be drawn that entrepreneurs who commence with their respective businesses do so mainly for survival purposes. Essentially, SMMEs tend to be more concerned about making profits than being sustainable, which culminates in business operations that are not driven towards growth and developing the business. Inevitably, it will be difficult for such enterprises to manage any competitive environment which will eventually, result in failure.

According to Naidoo (2007:1) SMMEs fail due to the lack of managerial skills and knowledge possessed by owners and/or managers of such businesses. In order to effectively manage the functional areas of a business, it is vital for small business owners to have the necessary (and critical) managerial and operational skills (Solomon, 2004:18). When SMME management possesses these skills, it will be easy for them to respond to ever-changing business needs and risks that are detriment to their business' sustainability, because in order

to respond to these risks, the implementation of an adequate system of internal controls, internal control frameworks and/or internal control processes, are vital. On the contrary, Campbell and Hartcher (2003) assert that small businesses are known for having weak internal controls, as a majority of these entities view the implementation of an adequate system of internal controls as a 'costly exercise'.

This is supported by Jackson and Stent (2007:5) who state that a limitation of internal controls is that of the cost-benefit approach. This approach means that small business owners tend to weigh the costs of implementing internal controls against the benefits that are derived from having the relevant controls. Inescapably, this will result in 'poor' internal controls being implemented and, consequently, a business environment that is susceptible to all kinds of risks will be created. Regrettably if these risks realise, the overall sustainability of these business entities will be in turmoil.

1.2 STATEMENT OF THE RESEARCH PROBLEM

SMMEs play a significant role in the economic and social development of South Africa. Despite their importance to the South African economy, there is still a large number of SMMEs that fail. The lack of managerial and operational skills of owners and/or managers of these business entities are one of the key factors which lead to SMME failure in South Africa. These factors, among others, have a direct effect on how a business is led and controlled in terms of internal controls. Indisputably, when a business cannot be managed, it cannot be controlled; resulting in the implementation of an adequate system(s) of internal controls to be viewed as impossible. The author of this research study was led to believe that the sustainability of SMMEs is linked to the quality of internal controls deployed by these entities. Therefore, the research problem, which was researched within the ambit of the dissertation, reads as follows: "SMMEs are perceived not to be sustainable owing to the utilisation of inadequate internal controls".

1.3 RESEARCH QUESTIONS, SUB-QUESTIONS AND OBJECTIVES

1.3.1 Main research question

The main research question, which was researched, mapping to the research problem above, reads as follows: "To what extent would the implementation of an adequate system of internal controls contribute to the sustainability of SMMEs?"

1.3.2 Sub-questions, research methods and objectives

The sub-questions, research methods and objectives, which pertained to the aforementioned research problem, are collaborated below in Table 1.1.

Table 1.1: Collaboration of sub-questions, research method(s) and objectives of this research study

Sub-question	Research method(s)	Research objectives
How aware are SMME owners and/or managers of the different types of internal controls?	Questionnaire	To determine SMME management's awareness of internal controls, and internal control frameworks.
To what extent are these internal controls implemented in SMMEs?	Questionnaire	To determine whether internal controls are implemented in SMMEs.
What factors prevent SMME owners and/or managers from implementing an adequate system of internal control?	Questionnaire	To identify barriers that may prevent SMMEs from implementing an adequate system of internal controls.
What evaluation/monitoring measures are in place in SMMEs, to determine the effectiveness of current implemented internal controls?	Questionnaire	To establish whether existing internal controls, inside SMMEs are adequately evaluated on their effectiveness.

1.4 RESEARCH DESIGN

An empirical approach was used for the purposes of this research study. According to Olawale and Garwe (2010:733) an empirical approach consists of primary research and the collection of data through means of disseminating and collecting data from adequate data collection tools (for example, questionnaires). This research had the main aim to establish to what extent the implementation of an adequate system of internal controls contribute to the sustainability of SMMEs. To conduct this research study, quantitative research methods were deployed. According to Maree (2007:50) quantitative research entails a systematic and objective way to conduct research; using numerical data from only a selected subgroup (representative sample) of a universe (or population) to generalise findings made to the universe that is studied (deductive reasoning).

The selected data collection methodology was that of a questionnaire as this research study fell predominantly in the positivistic research paradigm (quantitative research). According to Saunders, Lewis and Thornhil (2007:354) a questionnaire is a data collection tool which is provided to respondents to complete, where they are asked to respond to the same set of questions, in a pre-determined order. The units of analysis were that of SMME owners and/or managers that were actively involved in their business activities, operating within the fast moving consumer goods industry; based in the Cape Peninsula. For purposes of this research, non-probability sampling was executed, specifically that of purposive sampling (Maree, 2007:176). The sampling method is of particular importance since purposive sampling enabled the researcher to use his judgment to select cases that best enabled him to answer the listed research questions; all with the purpose to meet the respective research objectives through the analysis of 'rich data' (Saunders *et al.*, 2007:230). The sample size comprised of 110 respondents, all of whom had to adhere to a set of delineation criteria. Subsequently, the data that were collected was analysed by using descriptive and inferential statistics.

1.5 DELINEATION OF THE RESEARCH

In order for the responses of respondents to be regarded as 'valid' for this research study, they had to be regarded as owners and/or managers in their respective SMMEs. The respective SMME had to operate in the fast moving consumer goods industry; particularly retail, food and beverage businesses based in the Cape Peninsula. Furthermore, respondents should have been actively involved in their business' processes and all of their respective SMMEs had to be non-franchise. Also, respondents' SMMEs should have been in existence for at least 1 year and must have satisfied the definition of an "SMME" as per the National Small Business Act, No. 102 of 1996 and the National Small Business Amendment Act, No. 29 of 2004 (South Africa, 1996:8; South Africa, 2004:4).

1.6 CONTRIBUTION OF THE RESEARCH

The research should benefit SMMEs to a great extent as the research provided practical recommendations and relevant conclusions on how SMME owners and/or managers can build an effective internal control system. This output serves as a recommendation whereby internal controls that are implemented by SMMEs, can be evaluated in terms of their effectiveness, adequacy and efficiency. This recommendation is in line with the Commission of Sponsoring Organisation's (COSO's) integrated internal control framework and all these efforts are geared towards improving SMME sustainability as a whole.

CHAPTER 2
LITERATURE REVIEW

2.1 INTRODUCTION

According to Bloomberg and Volpe (2008:46) the literature review involves a systematic identification, location, and analysis of materials related to an identified research problem. Taylor and Procter (2008) further mention that the literature review represents an explanation of what has been published on a topic (i.e. identifying a 'gap') by scholars and researchers. For the purposes of this research study, the literature review was conducted in relation to the topic of internal controls in SMMEs.

This chapter presents an overview of SMMEs (in general) and existing internal control frameworks to evaluate internal control processes. These internal control frameworks are mostly geared towards large enterprises as opposed to that of smaller enterprises; however SMMEs may implement them differently than large businesses. The frameworks that were reviewed in this chapter pertain to that of:

- Committee of Sponsoring Organisations Internal Control Framework (COSO);
- Control Objectives for Information and related Technology (COBIT);
- Criteria of Control (COCO); and
- COSO Enterprise Risk Management (COSO ERM).

This chapter takes the form of a 'discussion', which is structured by the following headings: "The history of South African SMMEs"; "SMME sustainability"; "Factors which affect SMME sustainability"; "Internal controls"; "Internal control frameworks"; "Barriers to internal controls"; "Consequences of weak internal controls", and "Enterprise risk management framework".

2.2 HISTORY OF SOUTH AFRICAN SMMEs

The National Small Business Act No. 102 of 1996, as amended by the National Small Business Amendment Act No. 29 of 2004, defines a small business as "a separate and distinct business entity, which is managed by one or more owner(s) … such enterprises should predominantly conduct business in any sector or sub-sector of the national economy" (South Africa, 1996:8; South Africa, 2004:4).

The Department of Trade and Industry (2007) reports that a small business in South Africa can be categorised as either a micro enterprise, very small enterprise, small enterprise or medium enterprise, by making use of a predetermined set of criteria (as compiled by

government), as stated in the Small Business Act, No. 102 of 1996 and the National Small Business Amendment Act, No. 29 of 2004 (South Africa, 1996:8; South Africa, 2004:4). The criteria for SMMEs operating in the fast moving consumer goods industry are collaborated in Table 2.1 below for the sake of reference.

Table 2.1: Criteria for the classification of SMMEs in the fast moving consumer goods industry (Source: South Africa, 1996:8; South Africa, 2004:4)

Sector	Classification	Number of employees	Annual turnover (Rm)	Gross asset value (Rm)
Retail Trade	Medium	200	39.00	6.00
	Small	50	19.00	3.00
	Very small	20	4.00	0.60
	Micro	5	0.20	0.10
Wholesale Trade	Medium	200	64.00	10.00
	Small	50	32.00	5.00
	Very small	20	6.00	0.60
	Micro	5	0.20	0.10
Catering	Medium	200	13.00	3.00
	Small	50	6.00	1.00
	Very small	20	5.10	1.90
	Micro	5	0.20	0.10

According to Bruwer (2010:7) the concept of SMMEs was initiated by the South African government with the main intention of creating jobs; alleviating poverty and enhancing the national economy. To achieve these pre-determined set objectives, it is reported that these entities have been actively promoted since 1995 (Berry, Von Blottnits, Cassim, Kesper, Rajaratnam & Van Seventer, 2002:1). Furthermore, Bruwer, *et al*. (2013:2) reports that government has given a considerable amount of attention to SMMEs in the past decade by creating and promoting 'financial institutions' and 'advice organisations' to aid these entities with their overall sustainability (for example, Small Enterprise Development Agency (SEDA), the Khula Enterprise, the National Youth Development Agency (NYDA) and Ntsika).

In South Africa, it is estimated that SMMEs are responsible for employing more than 90% of the total workforce; responsible for contributing up to 50% towards the South African Gross Domestic Product (Booyens, 2011:70; Africagrowth, 2010). This is further supported by the Department of Trade and Industry (2012) when stating that South African SMMEs contribute between 52% and 57% to Gross Domestic Product; providing up to, approximately, 61% of South Africa's total employment. The contribution of SMMEs towards the South African

economy is, from the afore-mentioned, essential in driving employment, economic growth and stability, but unfortunately the sustainability of these entities leaves much to be desired.

2.3 SMME SUSTAINABILITY

Notwithstanding the idealistic objectives of SMMEs, as set forth by Government, the failure rate of these entities in South Africa is regarded as one of the highest in the world (Olawale & Garwe, 2010:731). According to Bruwer and Watkins (2010:1) an estimated 1 080 000 fast moving consumer goods SMMEs were in operation, in South Africa, during 2003. Fatoki and Smit (2011:1) note that 75% of these entities have had to close shop after operating, on average, for 42 months. Olawale and Garwe (2010:731) sheds light on the afore-mentioned dispensation when stating that a new business has four stages of growth it has to go through, namely: 1) existence, 2) survival, 3) take-off and 4) resource maturity. The current dilemma regarding the development of new businesses, particularly SMMEs, in South Africa, is that a majority of newly created businesses do not move forward 'naturally' from the first stage (i.e. existence) to the next. Naidoo (2007:26) agrees with the above when mentioning that a majority of SMMEs in South Africa fail in their infancy stages, while the remainder (the minority) fail only a few years after their establishment.

In view of the above SEDA (2010) intonates that 80% of SMMEs have failed within their first year of trading (since early 2004) and, according to Mutezo (2005:37), the South African economy, as a result, have lost more than R68 million in business opportunities; stemming from the failure of more than 117 246 small businesses. The failure rate of SMMEs and the impact thereof on the South African economy, is unacceptably severe. As a result, a number of factors have been 'blamed' for causing these entities' dismal sustainability-rate.

2.4 FACTORS THAT AFFECT SMME SUSTAINABILITY

Although South African SMMEs are commended for their significant contribution to both the African continent and the South African economy, prior research reveals that quite a number of limitations which impacts on the growth and development of these enterprises. It is these limitations (factors), which are strongly believed to contribute significantly towards the low sustainability-rate of SMMEs. According to Booyens (2011:70) a variety of challenges and constraints are faced by South African SMMEs, all of which take on the form of either a macro-economic factor or a micro-economic factors. These factors are elaborated upon below.

2.4.1 Macro-economic factors

According to Kunene (2008:29) macro-economic factors are those factors which are external to a business and are likely to present situational variables, which may assist or inhibit a business owner during the start-up phase and/or the lifespan of the business. These factors cannot be easily managed by a business owner and, more often than not, these factors are influenced by external events beyond the control of the business owner. Grimsholm and Poblete (2010:21) concur with the latter when stating that external factors are beyond the control of an enterprise, and are hardly ever influenced by a business' management's decisions. Against this background, Kadocsa and Francsovics (2011:29) assert that political and economical situations, activities of government, domestic and foreign markets, technical and technological developments, taxes, interest rates, monetary policies, rise in inflation and competition, among other, were major macro-economic factors which directly, and adversely, affected SMME sustainability.

2.4.2 Micro-economic factors

Micro-economic factors include all business-specific factors that are influenced internally in a business by management's actions, including availability of resources, personal skills and abilities, as well as the effective use of resources (Kunene, 2008:34). These factors can be managed by a business owner, to some extent, and, in most cases, are influenced by decisions made by a business owner. Kadocsa and Francsovics (2011: 34) believe that unclear corporate strategies and fuzzy market strategies, the non-existence of a business plan, insufficient capacity utilisation, inadequate capital investments, lack of information technology insight, high employee turnover and poor supplier performance as a result of payment disciplines, were major micro-economic factors which directly, and adversely, affected small business sustainability, in general. Furthermore, Venter *et al.* (2003:17) cited by Bruwer (2010:8), state that ineffective marketing, insufficient business knowledge and poor financial management were other micro-economic factors which affected SMME sustainability adversely.

Apart from the above-mentioned micro economic factors, Olawale and Garwe (2010:731) and Booyens (2011:70) highlight the main micro-economic factor which, they believe, negatively affect the sustainability of SMMEs: 'the lack of managerial experience and skills'. Tihomola (2010:8) expresses the view that South African SMMEs are unable to adequately apply business and management practices, while IT Online Bulletin (2009) further expresses concern that South African entrepreneurs have poor business and managerial skills and knowledge. In addition, Naidoo (2007:1) mentions that the lack of managerial skills and

knowledge can result in non-profit situations, while Tihomola (2010:1) believes that the lack of managerial skills and knowledge results in the inadequate use of internal control systems.

The optimal use of internal control systems within SMMEs rests in the hands of SMME management; also ensuring that internal controls are strategically positioned to achieve the objectives of the respective SMME. Should management, lack necessary managerial skills and knowledge, the implementation of an adequate system of internal controls will culminate in a difficult task to execute properly. This is particularly important since internal controls play a crucial role in the achievement of business objectives. This statement is further complemented by Temkin (2009:1) who believes that good internal controls will ensure a sustained business development. With the absence of internal controls, mainly as a result of poor managerial skills and knowledge, a SMME's business environment would be susceptible to all types of detrimental risks. If these risks, as example, should realise, the overall sustainability of SMMEs will become particularly questionable.

2.5 INTERNAL CONTROLS

COSO (2011) define the term "internal control" as a process which is developed by people, with the main intention to provide reasonable assurance regarding the achievements of three objectives, namely the safeguarding of assets, the reliability of financial and operational data, and compliance with laws and regulations. King II's Code of Corporate Governance (2002) furthermore reports that internal controls support the sustainability of a business during normal and adverse operating conditions. The afore-mentioned objectives are further elaborated upon in Table 2.2.

Table 2.2: Defining the objectives of internal controls

Internal control objective	Explanation
Safeguarding of assets	One of the primary objectives of any internal control system pertains to the safeguarding (both physical and non-physical) of the assets: protecting a business, against potential fraud and plausible errors in the recording of financial information. According to Arvind, Pranil and Joyti (2010:19), in order for an internal control system to achieve the objective, the system of internal control must be durable and encompass many characteristics of sound internal controls. Jackson and Stent (2007:7) describe these characteristics as follows: ➢ Sound control environment;

	➢ Competent and trustworthy personnel; ➢ Segregation (division) of duties; ➢ Isolation of responsibilities; ➢ Sound access/custody controls; ➢ Clear source document designs; and ➢ Periodical reconciliations. Of particular significance, these internal control features should operate, as intended by management, throughout the duration of a financial period (normally a year), and display evidence of periodical reviews of procedures followed (Arvind *et al.*, 2010:19).
The reliability of financial and operational data	Internal control, in its entirety, should ensure that the compilation of financial and operational information, for use by management and relevant stakeholders, though means of annual financial statements, is both accurate and reliable. The CPA (2008:9) draws attention to the fact that the information disclosed in the annual financial statements is, essentially, used by internal and external users of financial information; making sound decisions based on it - as a result the accuracy and reliability of information is crucial. Moreover CPA (2008:9) avers that all users of annual financial information should assume the following when financial information is prepared and presented: ➢ All assets and liabilities actually exist; ➢ Financial records are complete; ➢ All liabilities, rights and obligations are included; ➢ All entries have been allocated to the correct accounts; and ➢ All relevant information has been disclosed.
Compliance with laws and regulations	Policies and procedures, in a theoretical dispensation, exist purely to prevent a business from entering into transactions and/or engaging in activities which are prohibited by external regulatory. Sertima (2005:24) argues that policies and procedures should adhere to pertinent legal requirements and that a business should, in its capacity, have proper controls to ensure that there is compliance with laws and regulations. As a result, management should reiterate to staff the importance of complying with legal requirements and should, in essence, take necessary actions in cases of non-compliance.

Albeit the above, internal controls are greatly affected and influenced by people within an organisation. According to COSO (2011), in larger organisations, key stakeholders that have roles and responsibilities, particularly pertaining to internal controls, are management, the

Board of Directors (hereafter referred to as BOD), the Internal Audit team, and other personnel. This hierarchy is graphically depicted in Figure 2.1 below.

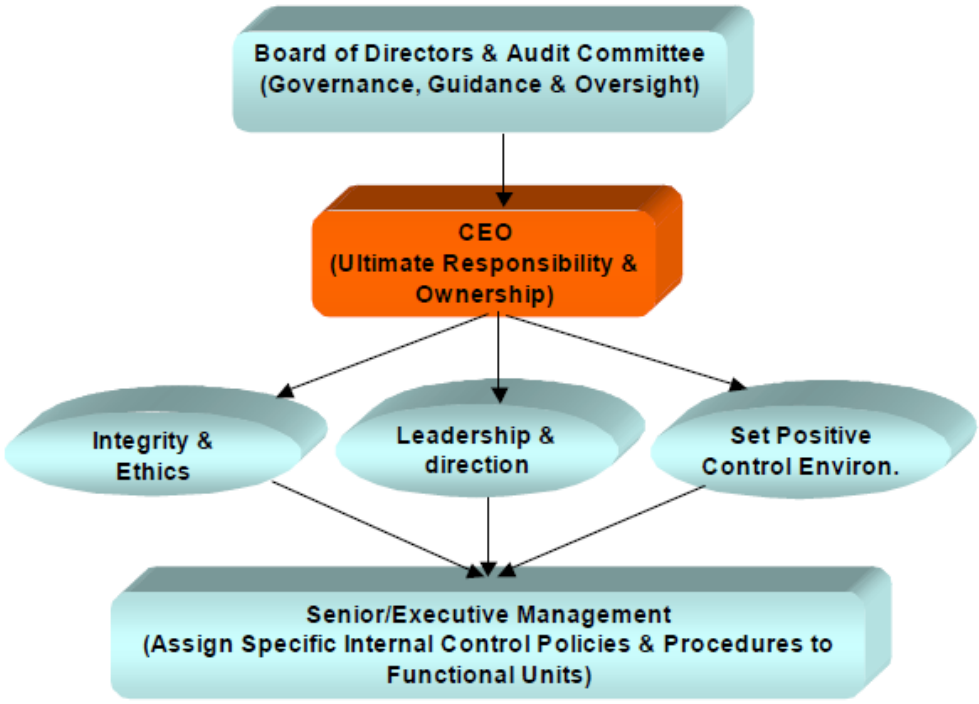

Figure 2.1: Responsibilities of parties involved in internal control (**Source:** COSO, 2010).

Although the above hierarchy is evident, mostly, in large organisations, it can be applied, to some extent, in SMMEs (e.g. the management of an SMME will be the SMME owner and/or manager, while the BODs will relate to the investor(s) and/or SMME owner and/or manager, etc.).The afore-mentioned roles and responsibilities of these stakeholders are further elaborated on below for the ease of reference.

- **Management:** The onus to design and implement a system of internal control ultimately rests in the hands of management. According to Watson (2009:1) management is responsible for 1) establishing and maintaining a system of internal control; 2) identifying proper internal control frameworks to be used when evaluating internal controls; 3) providing an assessment on the effectiveness of internal controls; and 4) identifying any evident material weaknesses in the existing system of internal control. As embedded in management's day-to-day duties they should not only ensure the optimal utilisation of internal control systems but, also, ensure that internal controls are strategically positioned to achieve the objectives of the business (i.e. achieving business sustainability). Of particular significance, Deloitte (2012) draws attention to the fact that the Chief Executive Officer (hereafter referred to as the CEO) has the ultimate

responsibility for internal controls and should, in essence, assume 'ownership' of the existing internal control system. Teketel and Berhanu (2009:24) assert that the leadership of the CEO, who is normally the owner and/or manager within an SMME perspective, is usually more direct. In large businesses it is reported that the CEO provides directions to senior managers and reviews how they (senior managers) control the applicable business as a whole (Vallabhaneni, 2005:178).

- **Board of Directors (BODs):** According to PriceWaterhouseCooper (2011) the BODs form the focal point of corporate governance; with their responsibilities extending to shareholders and other stakeholders of a business. Teketel and Berhanu (2009:24) also draw attention to the fact that the role of BODs in internal control is underpinned by the 1) provision of governance and corporate leadership; 2) allocation of resources within the business; 3) business plans and business decisions; 4) enhancement of capability in business departments; and 5) appointment of management to provide directions pertaining to effective internal control.

The BODs should constantly discuss with senior management the status of internal controls and should rightfully so provide oversight by seeking assistance and/or input from external auditors and internal auditors (COSO, 2011). Against this background, the role of the BODs in internal control is, therefore, vital in providing appropriate governance and ensuring the long-term survival and growth of an enterprise (setting the 'tone' at the top). However, according to Bates (2012), majority of SMMEs view corporate governance as a concept that applies to large corporate entities only and, as result, these entities end up not having sound governance structures in place.

- **Internal auditors:** The Institute of Internal Auditors (IIA) (2011) defines the task of internal auditing as an independent, objective assurance and consulting activity, which is designed to add value and improve business operations – assisting the management team to achieve business objectives through the implementation and management of effective risk management systems, proper internal control systems and sound corporate governance structures (adding value to a business).

According to Thornton (2009:8) Internal Auditors play a significant role in a business by evaluating the system of internal control and contributing towards its ongoing effectiveness. In the execution of their duties, Internal Auditors identify areas within a business where there are 'control deficiencies'. Their assessment of the state of existing internal controls is, in turn, translated into recommendations on how to improve the internal control system as a whole (Teketel & Berhanu, 2009:24).

According to the King III's Code of Corporate Governance (KPMG, 2011) Internal Auditors should not only evaluate operational controls, but should also evaluate internal financial controls. Essentially, the requirements are that internal auditors should also provide a written assessment of the company's internal financial controls to the audit committee (a body overseeing the tasks of both Internal and External auditors). However, KPMG (2011) also expresses the concern that Internal Auditors often concentrate on not duplicating the mandate of External Auditors and, as such, end up not providing reasonable assurance on internal financial control.

From the above it is important to note that internal auditing is critical to ensure that risks are well managed and that an effective system of internal controls is in place to mitigate these risks to a tolerable level. According Jiong and Li (2010:215) the majority of SMMEs do not have internal audit bodies; hence these entities end up not receiving independent and objective assurance on the adequacy and effectiveness of existing established internal controls.

- **Other personnel:** Thornton (2009:8) mentions that all employees of a business should be responsible for producing information that can be utilised in the internal control system, or should take any other actions which are required to affect internal controls in a broad sense. Furthermore, it is the responsibility of such employees to ensure that established policies and procedures, to govern business processes, are complied with. Of particular significance, Shah (2007:164) draws attention to the fact that employees should be responsible for conversing with management any problems in operations, non-compliance with the code of conduct or any other policy violations or illegal actions (without having the fear of being 'targeted' as a negative team player).

In assisting the afore-mentioned role-players to implement a sound system of internal control and evaluate it (to ensure its adequacy and effectiveness), several internal control frameworks should be consulted to find the 'optimum mix' which should could add the most value in an applicable business.

2.6 INTERNAL CONTROLS FRAMEWORKS

According to Cereola and Cereola (2011:521) internal control frameworks (hereafter referred to as ICFs) provide a basis for understanding internal controls in any organisation and is also used to make decisions around the effectiveness of existing internal controls. In addition, ICFs are useful tools for both management and Internal Auditors to evaluate and address the

adequacy of internal controls in their respective organisations (Cereola & Cereola, 2011:521). The ICFs of particular importance, according to the personal perception of the author, are discussed below.

2.6.1 COSO Internal Control Framework

This control framework was established by the Committee of Sponsoring Organisations of the Treadway Commission (COSO) in 1992. According to COSO (2010) internal control is a process, which consists of five inter-related elements, namely that of: 1) control environment; 2) risk assessment; 3) control activities; 4) information and communication; and 5) monitoring. This framework is graphically depicted below in Figure 2.2.

Figure 2.2: COSO Internal Control Framework (**Source:** COSO, 2010).

The five control elements are reported by COSO to be derived from the manner in which management operates their respective businesses (in general) and are integrated within generic management processes. Larry (2006:48) states that these elements collectively help any organisation to accomplish its internal control objectives and, as such, each element is believed to be present in organisations that have effective internal controls. Ratcliffe and Landes (2010:7) express the view that these elements do, in fact, apply to all businesses, however, businesses that are smaller in size may implement these elements differently than larger ones. The major reason for this is because smaller businesses' internal controls are less formal and less structured than those of larger organisations. Each element of the COSO framework is further expanded upon below.

- **Control environment:** According to Puttick and Van Esch (2007:388) this element sets the 'attitude' towards internal control in an organisation; influencing the control consciousness of its people. Moreover, this element determines how much 'people at the top' (leaders of an organisation) care about internal controls. In essence, this element is concerned with the attitude and awareness of directors and managers towards internal controls and their importance to the business (Jackson & Stent, 2007:5). In essence, the control environment of a business is affected by the operating style of management, the competency of employees and the overall ethical values of the business, as established by the businesses' BODs (COSO, 2010).

  Ratcliffe and Landes (2010:7) also argue that small businesses have a unique advantage in establishing a control environment as employees, in smaller businesses, interact more closely with top management; also directly influenced by management actions. Of particular significance, AICPA (2009:5) indicates that through day-to-day practices and actions (operations), management can effectively reinforce a business's fundamental values and directives. Due to the importance of this element, it should essentially form the foundation upon which other elements of the COSO framework are based.

- **Risk assessment:** According to the Imperial Annual Report (2011) risk assessment is the identification and evaluation of actual and potential areas of risk, as it pertains to a business, followed by a procedure of termination, transfer, acceptance (tolerance) or mitigation of each risk. In addition, a sound risk assessment process requires effective methods that allow management to be aware of the risks and obstacles to the successful achievement of business objectives while, simultaneously, being able to deal with them (Cascarino & Van Esch, 2007:54). Identification, assessment and analysis of risks that are associated with the achievement of operations, financial reporting and compliance objectives are vital in the of risk management process since every organisation has a set of objectives that must be achieved (business sustainability). COSO (2010) outlines the following management steps when assessing risks that the business is exposed to:
  - Identification, analysis and assessment of risks to achieve objectives;
  - Assessment of risks from internal and external risk factors;
  - Assessment of risks related to 'change in conditions'; and
  - Assessment of financial impacts of risk analysis on financial statements.

  Moreover, AICPA (2009:5) mentions that risk assessment in smaller businesses can be relatively effective often because in-depth knowledge of the business's operations enables the owner and/or manager to have first-hand information of where (actual and

potential) risks exist. In executing their normal responsibilities, as well as obtaining information gained from employees, customers, suppliers and others, owners and/or managers identify risks that are embedded within their businesses' processes (Ratcliffe & Landes, 2010:7).

- **Control activities:** According to COSO (2006) control activities represent policies and procedures which are implemented by management which, in essence, should keep the identified risks (as per the previous COSO element) at a consistent tolerable level. In addition, sound operational control activities help to ensure that actions, as identified by management, are both necessary and sound to address risks and obstacles which may adversely influence the achievement of business objectives (Cascarino & Van Esch, 2007:55). It is important to note that control activities are evident throughout a business and within all of its functions. The latter is important since every function in a business is faced with a number of risks; these risks can only be mitigated by having sound internal controls in place.

  Internal controls can either be classified as preventative (e.g. access controls over entrances, safes and tills, physical controls over storage and receiving area, security measures over physical assets, segregation of duties, assigning of authority levels, etc.); detective (e.g. budget to actual comparisons, current to prior period comparisons, performance indicators, etc.); or directive (e.g., organisation structure, governing policies, job/ position descriptions, etc.). According to Spafford (2005) 'preventative controls' are used to reduce the likeliness of an undesired event from happening (risk) in future, while 'detective controls' are designed to uncover an undesired problem that has already occurred (realised risk). 'Directive controls', in turn, are designed to provide directions within a business environment to 'correct' the weaknesses that allowed a particular risk to realise in the first place.

- **Information and communication:** Important information must be identified, captured, processed and communicated timely (all pertaining to the 'status' of internal controls) to all relevant stakeholders; ensuring that every stakeholder is aware of what is expected of him/her. Information on the organisation's plans, control environment, risk management, control activities and overall performance (as per the previous COSO elements) should be communicated up, down, and across the organisation (Smit, 2010:12) to ensure that all stakeholders are informed. According to Ratcliffe and Landes (2010:8) effective internal communication can be facilitated more readily in smaller businesses owing to fewer hierarchical levels, fewer number of employed personnel and due to greater visibility and availability of the owner and/or manager. Furthermore,

internal communication in small businesses can take place through frequent meetings and day-to-day activities (i.e. either formal or informal) (AICPA, 2009:6).

- **Monitoring:** According to Cascarino and Van Esch (2007:55), to ensure the effectiveness of the internal control process, the entire internal control system must be monitored to assess the quality of its overall performance, over time. This is accomplished through ongoing monitoring activities (periodical reviews), separate evaluations, or a combination of the two (Ratcliffe & Landes, 2010:8). Furthermore, AICPA (2009:6) believes that managers of smaller businesses have high-level first-hand knowledge of all applicable and relevant business activities. Their close involvement in operational positions, enable them to identify variances (differences) from expectations (criteria) and poor inaccuracies in reported financial information (condition). Effective monitoring will, conclusively, ensure that control deficiencies are identified and reported so that management can take the necessary actions to enhance it, in order to effectively manage risks as it is intended to.

2.6.2 COBIT Framework

According to CPA (2011:2) SMMEs are not likely to have an Information Technology (IT) department or helpdesk that is fully designed to address its IT related affairs. The significant role played by IT, in many businesses, has led to the view that IT governance must be managed to support business objectives, and to mitigate risks that are associated with the implementation of IT (Lin, Guan and Fang, 2010:42). In view of this, Koornhof (2009:4) expresses his concern that IT governance is only pertinent in larger organisations when compared to smaller organisations. One should however keep in mind that IT governance is an integral element of every organisation, irrespective of the size as most businesses make use of IT solutions (Writer, 2007). IT governance ensures that value is added in a business and that risks and controls, in terms of IT, are well balanced. Furthermore effective IT governance ensures that IT supports business objectives, optimises business investment in necessary IT, and appropriately manages IT-related risks and opportunities (Ahmad, 2009:100). Hence, as a result, SMMEs should benefit from the creation of value through the application of IT governance in their day-to-day business operations (Kroonhof, 2009:4). Albeit the above, IT-related control frameworks, e.g. that of the Control Objectives for Information and related Technology (COBIT), among other, are directed towards larger organisations; thereby making it difficult for SMMEs to implement owing to limited resources (both financial and non-financial).

The COBIT framework was developed by the Information Systems Audit and Control Foundation (ISACF) which, since 1996, has been referred to as the Information Systems Audit and Control Association (hereafter referred to as ISACA) (ISACA, 2007:8). The latest edition of COBIT is now referred to as COBIT 5. The development of COBIT was underpinned by the necessity for businesses to make use of IT (became common to make use of IT, in a business dispensation, since the early years of the 21st century) - ensuring that it is business-focused, process-oriented, controls-based and measurement-driven (Weiss & Solomon, 2010:78). Moreover, COBIT is a supporting tool that enables management to bridge the gap between control requirements, technical issues and business risks, and communicating the adequacy of controls to key stakeholders in and around a business (Ahmad, 2009:99).

2.6.3 COCO Framework

The COCO framework was founded by the Canadian Institute of Charted Accountants in 1995. According to the Department of National Treasury (2009:10) COCO was developed to improve the internal controls and governance in organisations and, most importantly, to provide a basis upon which judgments about the effectiveness of an existing internal control system can be made. QFinance (2011) believes that COCO builds on COSO's internal control framework and is perceived, by many, to be much more concrete and user friendly. There is, however, no evidence in research that SMMEs do make use of COCO as an internal control framework to evaluate their existing internal controls. Moreover, COCO views internal control as a collaboration of elements, namely that of resources, systems, processes, culture, structure and tasks, which support management to achieve business objectives (Department of National Treasury, 2009:10).

According to the International Federation of Accountants (2006:4) COCO proposed a set of qualitative criteria to evaluate internal controls such as purpose, commitment, capability, monitoring and learning criteria. The latter is graphically depicted below in Figure 2.3.

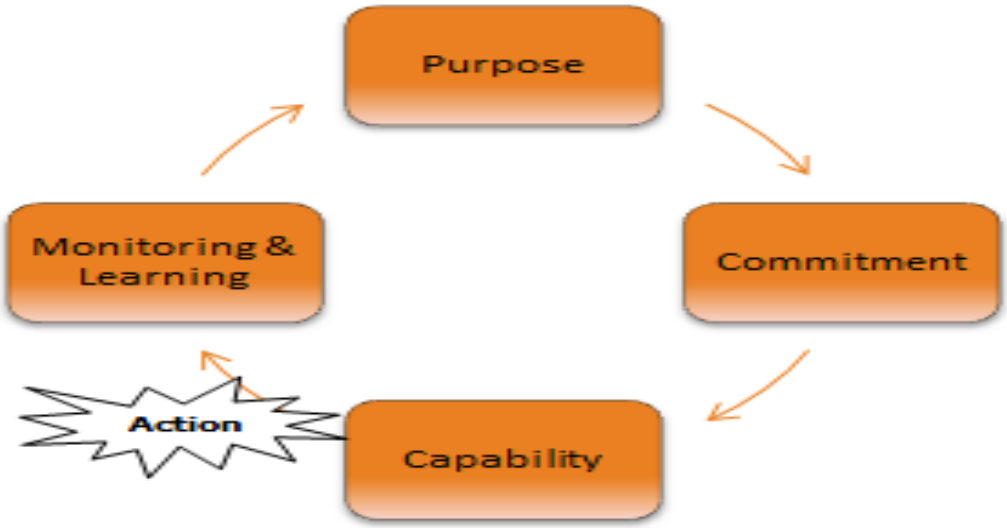

Figure 2.3: Criteria for evaluating control (**Source:** IFAC, 2006:4)**.**

The qualitative criteria for evaluating internal controls are explained below.

- **Purpose criteria:** According to Palfi (2009:6) the purpose criteria provides direction for an organisation by taking into account factors such as business objectives, risks, opportunities, policies, performance indicators and targets. In addition, McGill (2011) recommends the following when businesses endeavor to implement the purpose criteria:
  - Business objectives should be established and communicated up, down and across the organisation;
  - Management should identify, assess and evaluate significant internal and external risks faced by an organisation in the achievement of business objectives;
  - Management should design policies and procedures to support the achievement of business objectives;
  - Plans to guide efforts to achieve the organisation's objectives should be established and communicated; and
  - Objectives and related plans should include measurable performance targets and indicators.

- **Commitment criteria:** According to IFAC (2006:5) the commitment criteria provides 'business identity' and takes into consideration the organisation's ethical values, human resource policies, authority, responsibility, accountability and mutual trust. Moreover McGill (2011) provides the following recommendations when businesses want to implement the commitment criteria:

- Ethical values should be established and communicated throughout the organisation so that employees know exactly what these entail;
- Human resource policies should be established and should be consistent with the organisation's ethical values;
- Authority, responsibility and accountability within the business should be clearly defined and consistent with an organisation's objectives; and
- An environment of mutual trust should be promoted to support the flow of information within the organisation.

- **Capability criteria:** These criteria provide competency within the business and address factors such as knowledge, skills, tools, communication processes, co-ordination and control activities (IFAC, 2006:5). According to McGill (2011) businesses should consider the following when implementing capability criteria:
  - Staff members should possess the necessary knowledge, skills, experience and tools to support the achievement business objectives;
  - Communication processes within the organisation should support business values and achievement of its objectives;
  - Adequate, relevant and timely information should be identified and communicated across the business to enable everybody in the organisation to execute their roles and responsibilities;
  - The decisions and actions taken across the organisation should be coordinated with all concerned parties; and
  - Control activities should be developed as an integral part of the business, taking into consideration business objectives, the risks to the achievement of those objectives, and the interrelatedness of control elements.

- **Monitoring and learning criteria**: According to Palfi (2009:6) monitoring and learning criteria provide business evolution and include, among other, the reviewing of internal and external environment, monitoring of performance against targets, challenging assumptions, reassessing information needs and systems, establishing follow-up procedures and assessing the effectiveness of internal controls. McGill (2011) also draws attention to the following practical recommendations when businesses endeavor to implement monitoring and learning criteria:

- External and internal environments should be monitored to accomplish information that will necessitate a need to re-evaluate the business objectives and internal controls;
- Key performance indicators that are in line with business objectives and plans should be established and monitored against the targets;
- The assumptions behind business objectives should be challenged periodically;
- Business information systems should be evaluated when business objectives change and when reporting deficiencies are identified;
- Follow-up procedures should be established and executed to ensure that appropriate actions are taken; and
- Management should periodically evaluate the effectiveness of internal controls and communicate the results of the assessment to the board of directors.

2.7 BARRIERS TO INTERNAL CONTROL

Businesses that are small in size, particularly those that are facing financial distress, are more likely to report internal control related problems than any other businesses (Petrovits, Shakespeare & Shin, 2009:2). Hence internal control problems, in South African SMMEs, in essence, have become increasingly prominent. There are many issues pertaining to internal controls in SMMEs however management's negligence and the lack of emphasis regarding the control environment, information distortion and ineffective supervision seem to be at the top of this list (Jiong & Li, 2010:214). The current situation, which affects the majority of small businesses, is that these problems could be attributed to the fact that many internal controls standards, guides and frameworks are mostly geared towards large enterprises as opposed to that of smaller enterprises. This will, therefore, make it difficult for SMMEs to adopt such frameworks because of the lack of financial resources and other prevailing issues. These prevailing issues, among other, are elaborated on below.

- **Management neglects internal control:** According to Jiong and Li (2010:214) many SMMEs owing to their business rules, human resources, financial resources and its own conditions, are unwilling to establish standard internal controls. The reason for this is that the perception exists whereby establishing internal control systems are deemed as a 'high cost method', which will bring a heavy burden to the enterprise. This statement is further underpinned by Jackson and Stent (2007:5) who state that one of the limitations of effective internal control implementation is the cost-benefit approach - whereby small business owners tend to weigh the cost of internal controls against the benefit to be derived from the internal controls. Research also suggests that many small business

managers tend to think that their businesses are too small for internal controls (Putra, 2009). The latter view, however, can never hold truth, since every business, whether small or large, can still have effective internal controls in place. Jiong and Li (2010:214) further believe that many SMMEs do not recognise internal management problems which have become a common phenomenon in businesses of all shapes and sizes. Such problems, especially, result in poor awareness of the risks by management and, inevitably, result in poor risk response processes – cultivating an atmosphere where risks can easily realise and adversely influence business sustainability overall.

- **Prominent problems within the enterprise environment:** Management's overall attitude towards internal controls and its importance in the business will create an control environment or culture within the business. It is, therefore, important for top management to set an adequate and appropriate 'tone at the top', which means that management should lead by example. According to Jackson and Stent (2007:5) should managers set a bad example by ignoring internal controls (as an example) and generally project a slack attitude (which will be deemed as 'acceptable'), employees will, in turn, soon develop the same type of attitude. This statement is supported by CPA (2008:6) when raising the opinion that business owners have a critical influence on behaviour and the tone of the culture. According to Jiong and Li (2010:214) the internal environment of SMMEs is 'imperfect' as management does not establish specifications and effective governance within their respective organisations. In addition, these authors are of the view that management does not pay attention to establishing a corporate culture or, simply, have the wrong understanding of what corporate culture is really about.

- **Distortion of accounting information and poor management communication:** Basic accounting work and financial management, in SMMEs, is believed to be of a poor quality, which leads to accounting information, in most cases, to be distorted (Jiong & Li, 2010:215). Moreover, should the communication of relevant information be slow and of a poor quality, business departments will, in essence, be unable to obtain actual and relevant information on a timely basis; adversely affecting business decisions – negatively influencing business sustainability.

- **Lack of effective supervision mechanisms:** According to CPA (2008:24) supervision is deemed as the 'second level' of internal controls. Strong supervision is vital, especially in small businesses, in the sense that it may be difficult to implement segregation of duties effectively (CPA, 2008:24). In addition, management should ensure that internal controls are subject to supervisory reviews and/or reviews by independent assurance providers (objective 3rd parties). These reviews will reflect whether existing internal controls are

effective and are still working as intended. The current situation, which affects the majority of SMMEs, is that management does not necessarily take cognisance of supervision processes. As result, supervision systems turn out to be incomplete in SMMEs; resulting in management not executing their role of supervision and inspection effectively and also cannot evaluate accounting information and the performance of different departments in the business (Jiong & Li, 2010:215).

- **Limited funding and limited resources:** One of the major factors that may hamper the implementation of sound internal controls in SMMEs is limited funding and/or limited resources. Many SMMEs simply do not possess sufficient money or staff (human resources) or technological resources to establish sound and 'solid' internal controls or internal processes such as an internal audit department. As a result, the implementation of segregation of duties is, to a large extent, idealistic for these entities (Fraud Advisory Panel, 2006:2).

- **Unusual transactions:** Internal controls tend to be directed at certain anticipated types of transactions and not at unusual transactions. This means that, in the occurrence of an unusual transaction, internal controls will not be able to adequately address it in terms of risk exposure and, as a result, the business may become vulnerable to criminal activities such as fraud or theft among other irregularities. (Campbell & Hartcher, 2003:12).

- **Intentional disregard of controls:** Certain personnel of small businesses often view the implementation of and/or adherence to established internal controls as 'unnecessary' and, as a result, simply bypass such existing controls. The aforementioned scenario typically indicates an attempt to defraud the business (Campbell & Hartcher, 2003:12). Another major concern is the overriding of controls by management. A fraud survey which was published by KPMG (2009:23) states that the second largest factor, which allowed fraud to occur, was the overriding of internal controls by management.

- **Collusion:** Collusion occurs when two or more people co-operate in an attempt to defraud a business (European Federation of Accountants, 2005:7). Collusion will limit the effectiveness and/or ability of internal controls to pick up the fraud, owing to the fact that some of the parties involved may hold managerial positions. A survey, which was published by KPMG (2009:23) reveals that collusion between employees and third parties (9% of reported cases), and collusion between internal parties (5% of reported cases) are two factors, of many other, that greatly allow fraud to occur within a business.

- **Inadequate use of resources:** Most SMMEs are characterised as having limited resources and funding. It is this factor that highlights the importance of establishing an

effective system of internal control. If the business does not possess adequate internal controls from the beginning, the owner/manager will have to continuously assign resources and funds to address problems, namely fraud, that could have potentially been avoided altogether (Campbell & Hartcher, 2003:12).

- **Unauthorised transactions:** Without adequate controls in place, for example, segregation of duties, personnel may use business funding for non-business related expenses, for example, as they do not require authorisation before making the payment. This may lead to large amounts of the business' funds being squandered and, as a result, cause cash flow problems for the SMME (Campbell & Hartcher, 2003:12).

2.8 CONSEQUENCES OF WEAK INTERNAL CONTROLS

A strong internal control system should ensure sustained business development (Temkin, 2009:1). On the contrary, a small business environment with weak internal controls would be susceptible to all types of risks. The term 'risk', as defined by the IIA, refers to "an uncertainty of an event occurring that could have an [adverse] impact on the achievement of business objectives" (IIA, 2012). When these risks realise within a small business environment, the overall sustainability of the respectable business will be questionable. A risk which is quite common in a business entity which has weak (inadequate) internal controls is that of 'irregularities'. According to Smit (2010:1) irregularities include all types of transgressions. A transgression, in turn, is defined as an act of violation of a law, or a duty or moral principle (Wordnetweb, 2010). Of greater importance, and for purposes of this study, transgressions of internal controls include company policies, mission statements, code of ethics, labour agreements, and so on (Smit, 2010:1). Should a transgression occur and go undetected for a long period of time, the overall sustainability of any business could be hampered.

Furthermore, Smit (2010:1) believes that internal controls may be contravened in error or owing to negligence; however, the most serious are intentional contraventions such as thefts, embezzlement and fraud. In addition, a business environment with weak internal controls is an environment in which fraud and embezzlement can easily thrive; resulting in the susceptibility of business sustainability (Fleak, Harrison & Tuner, 2010:715). Research also shows that one of the most significant and a common type of irregularities, which affect many organisations today, is that of fraud. The term 'fraud', as defined in ISA 240 (revised version), refers to "an intentional act by one or more individuals among management, those charged with governance, employees, or third parties, involving the use of deception to obtain an unjust or illegal advantage" (The International Federation of Accountants, 2004:5). The

damage caused to the organisation's assets and/or public image, by long term fraud, makes it one of the most material transgressions (Smit, 2010:1).

Furthermore, an enterprise may be exposed to three general forms of fraud (Fraud Advisory Panel, 2006:3) namely:

- External fraud: perpetrated by individuals outside the enterprise;
- Internal fraud: perpetrated by management or employees; and
- Collusion: between someone within the enterprise and an outsider.

According to McBride (2008) the three main causes of fraud are incentive, opportunity and rationalisation. Viviers and Venter (2008:52), in turn, argue that if these three latter causes are present, it is highly probable that individuals will commit fraud. It is important to note that if internal controls are poor or inadequate, it will present personnel with opportunities to commit fraud in and/or around the organisation. In addition, Viviers and Venter (2008:53) place emphasis on the fact that opportunities to commit fraud often stem from the lack of adequate internal controls that typifies many SMMEs.

Furthermore, as previously mentioned, collusion amongst employees and management who override controls are also one of the biggest contributors to fraud in many organisations. According to Writer (2007), who published findings of a survey conducted on small businesses, 35% of respondents agreed that collusion with third parties was a major contributor to fraud, while 25% of the respondents agreed that management override was a further contributor to fraud. The above serve as examples of the main reasons why internal control systems do not always achieve their intended objectives. The lack of adequate internal controls, as well as the limitations of implementing sound internal controls, will result in fraud being perpetrated in SMMEs. Inevitably, this will place the overall sustainability of a business in question, should these fraudulent activities go undetected.

2.9 ENTERPRISE RISK MANAGEMENT FRAMEWORK

In order for SMMEs to effectively respond to risks, which particularly stem from weak or inadequate internal controls, implementation of a vigorous risk management process are believed to be of paramount importance to the sustainability of SMMEs. An effective risk management process represents a process that systematically aims to identify, evaluate and manage business related risks that stem from both internal and external risk factors (Grote & Moss, 2008:73). In essence, this means that SMMEs should implement an effective ongoing process to identify risks, measure the potential impact of the risks against probabilities of

such risks occurring and, afterwards, generate what (they believe) are essential activities to proactively manage these risks. Furthermore, the IIA (2010) provide the following recommendations when businesses endeavour to implement an effective risk management process:

- Business objectives should support and align with the business's strategic objectives;
- Significant risks should be identified and assessed;
- Appropriate risk responses that align risk with the business's risk appetite should be selected; and
- Relevant risk information should be captured and communicated in a timely manner across the business, enabling all stakeholders to carry out their responsibilities.

Moreover, the Committee of Sponsoring Organisations developed a risk management framework called "*Enterprise Risk Management (ERM) – Integrated Framework"* in 2004 (COSO, 2004). The ERM framework was initiated by COSO in order for management to effectively identify, asses and manage risks down to an acceptable level. The IIA (2011) also draws attention to the following benefits when management implements COSO's ERM framework:

- Greater probability of attaining business's objectives;
- Consolidated reporting of disparate risks at board level;
- Improved understanding of the key risks facing the business;
- Greater management focus on risks that really matter;
- More focus internally on doing the right things in the right way; and
- More informed risk-taking and decision-making.

2.10 CONCLUSION

Based on the literature review that was conducted it is clear that SMMEs are, in a general dispensation, aware of internal controls and the fundamental value that can be derived from the successful implementation of an adequate system of internal control. The value that can be derived include, but is not limited to the prevention and detection of risks, safeguarding of assets, enhancing the reliability of operational and financial data and assurance regarding the compliance with laws and regulations. However, owing to numerous factors, the implementation of an adequate system of internal control within a small business environment culminates in being a difficult task. Furthermore, most existing major internal control frameworks were developed specifically for larger organisations as opposed to that of SMMEs. Several problems, limitations and risks that SMMEs are exposed to, especially with no existing adequate system of internal control in place, is also clearly evident from the literature review conducted. It is also apparent that an environment with 'poor' internal

controls is more susceptible to fraud and other irregularities; adversely influencing these enterprises' overall sustainability.

Hence, the conclusion can be drawn that when risks inside SMMEs, in particular, which stem from a lack of internal controls, realise, the overall sustainability of these enterprises is challenged and, in some cases, can lead to imminent failure.

CHAPTER 3
SURVEY DESIGN AND METHODOLOGY

3.1 AIM OF THIS CHAPTER

The aim of this chapter was to describe how the research study was designed and how the research study was conducted. In essence, this research study had the main intention to determine the extent to which an adequate system of internal control can help to improve the sustainability of SMMEs, while the primary objective of this research study was to solve the research problem, as defined in Chapter 1, paragraph 1.2, which read as follows: “SMMEs are perceived not to be sustainable owing to the utilisation of inadequate internal controls”. Hence, this chapter aligns the methodological aspects in terms of research with that of the afore-mentioned defined research problem.

Before elaborating on the research design and methodologies employed, it is of paramount importance to take into consideration which research questions were asked in Chapter 1; the main reason being that the type of questions asked by a researcher greatly influences the latter chosen research design(s) and methodologies.

3.2 RESEARCH QUESTIONS

According to Vogt, Gardner and Haeffele (2012:10) a research question or hypothesis is a statement of a perception, which stems from a theoretical foundation (i.e. a thorough literature review). Essentially, this means that a researcher should first reflect on theory, which is relevant to his/her field of study, followed by a hypothesis statement that is compiled for testing by means of either qualitative and/or quantitative research methods. Furthermore, research questions aid the researchers in not only expressing his/her research objectives, but also achieving them through means of answering these ‘questions’ that are, in turn, used to thoroughly test a predetermined hypothesis statement (Zikmund, Babin, Carr & Griffin, 2012:65). Significantly, a research question in a quantitative research study is interrogative in nature and, in general nature, seeks to express a relationship between two or more variables (Johnson & Christensen, 2010:74). According to Collis and Hussey (2003:125) cited by Watkins (2010:35) it is clear that good research questions for quantitative research should not be ambiguous and should imply the possibility of empirical testing. The main research question, which forms the crux of this dissertation, reads as follows: “To what extent would the implementation of an adequate system of internal controls contribute to the sustainability of SMMEs?”

The following investigative questions were asked in support of the afore-mentioned main research question:

- How aware are SMMEs of different types of internal controls?
- To what extent are these internal controls implemented in SMMEs?
- What factors prevent SMME owners and/or managers from implementing an adequate system of internal control?
- What evaluation/monitoring measures are in place in SMMEs, to determine the effectiveness of current implemented internal controls?

3.3 RESEARCH PARADIGM

According to Collis and Hussey (2009:55) a research paradigm is a type of 'framework' that guides a researcher on how to actually conduct research, based on existing philosophies (which hold some significance to the study as a whole) and particular assumptions about the world and the nature of knowledge. Furthermore, Watkins (2010:43) states that there are two research paradigms that exist in the research world, namely that of the positivistic research paradigm and the phenomenological research paradigm. These two research paradigms are expanded upon when further described by Collis and Hussey (2009:56-57) in the sense that the positivistic research paradigm involves a deductive process (formulating a perception based on existing theory) whereby theories (perceptions) are empirically tested to either prove/disprove a hypothesis statement or answer a research question; providing a better understanding about a social phenomena while, conversely, the phenomenological (interpretivistic) research paradigm involves an inductive process (formulating a theory based on empirical observations alone) whereby an interpretive understanding of social phenomena, within a particular context, is provided and further supported by existing literature – essentially developing a theory. In addition, it is frequently advocated that researchers involved in positivistic research are more likely to place emphasis on quantifiable observations that lend themselves to statistical analysis (Saunders *et al.*, 2007:104). Against this background, the positivistic research paradigm is often concerned with quantitative research methods, while the phenomenological research paradigm is concerned with qualitative research methods.

For purposes of this research study, the research that was conducted was empirical in nature and fell within the ambit of the positivistic research paradigm. Moreover, this research was deemed as descriptive research as it entailed the description of a phenomena that exist in the practical world (Collis & Hussey, 2009:5-6). The logical approach, which was undertaken was that of deductive research, and the research was further regarded as applied research; incorporating quantitative research characteristics in order to provide either

recommendations or other tools which could be used to help solve and/or mitigate the identified research problem. The quantitative research approach is discussed below.

3.3.1 Quantitative research approach

Quantitative research, as described by Zikmund *et al.* (2012:134), is a research method that addresses research objectives through empirical assessments that involve numerical measurements and analysis approaches. Daymon and Holloway (2010:10) argue that quantitative research is associated with numbers and detachment and is, therefore, not well suited to the 'vivid description' of a phenomena, such as the case with interpretavistic research. Moreover, Bryman and Bell (2007:28) make mention that quantitative research can be construed as a 'research strategy' that emphasises quantification in the collection and analysis of data. Researchers who are involved in quantitative research often direct a considerable amount of activity towards measuring concepts with scales (e.g. Likert-scales) that, either, directly or indirectly provide numeric values; in turn, providing a better understanding of the perception(s) of the respondent (Zikmund *et al.*, 2012:134). Such numerical values are reported to be subsequently used in statistical computations and hypothesis testing. Against this background, Bryman and Bell (2007:28) believe that quantitative research has the following key characteristics:

- Entails a deductive approach to the relationship between theory (literature review) and research (problem) in which the accent is placed on the testing of theories (empirical research);
- Has incorporated the practices and norms of the natural scientific model and positivism, in particular (by allowing the researcher to be objective); and
- Embodies a view of social reality as an external objective reality (by allowing the researcher to be unbias in the analysis of data gleaned).

3.4 VALIDITY AND RELIABILITY

According to Baumgarten (2012:1) validity and reliability are central quality indicators of any research study; originated in quantitative research - dominated, in recent times, by the positivist research paradigm. Validity and reliability are key elements which ensure research quality. As a result of thorough application, these two methods can culminate in valid (what is said makes sense and holds relevancy) and reliable (what is said is trustworthy and had integrity) research results. Cohen, Manion, Morrison and Morrison (2007:133) draw attention to the fact that if even a slight portion of a research study is invalid, it can then be deemed as 'worthless'. Hence, validity is, therefore, concerned with the integrity of the conclusions that are generated from a piece of research, while, conversely, reliability is concerned with the

question of whether the results of the study are repeatable (Bryman & Bell, 2007:145). Furthermore, Collis and Hussey (2009:64) explain that validity is the extent to which the research findings accurately reflect the phenomena under study, while reliability refers to the absence of differences in the results if the research were repeated. Reliability is, therefore, also concerned with the ability of the research to produce consistent results (Morrison, Ross, Kemp & Kalman, 2010:285). For purposes of this study, the author has validated 50% of all surveys that were received by means of telephonic conversations. The validation questions that were asked included: "Are you the owner or manager of the specific SMME?", "Is your business part of a franchise?" and "What is the name of your business?" as these questions were asked as 'delineation questions' in the data collection tool used.

3.5 CHOICE OF SAMPLING METHOD, SURVEY AND TARGET POPULATION

Sampling is commonly used in research to collect information about a certain population, by approaching respondents that, in size, can be reperesentive of the latter population, which, in turn, is relevant to a particular research study. According to Lim and Ting (2012:2) a population is any complete group that shares a common set of characteristics, while a sample is described by Dattalo (2008:3) as a subset of the population elements that results from a sampling strategy. Hair, Money, Samouel and Page (2007:147) assert that sampling methods in research can be divided into two broad categories, namely that of probability and non-probability sampling. For this research, non-probability sampling was chosen; specifically that of purposive sampling. According to Watkins (2010:56) purposive sampling is used whereby a sample, from the population, is chosen, and approached by the researcher, for a particular 'purpose'. Saunders *et al.* (2007:230) concurs with the latter when stating that purposive sampling is generally used when a researcher wants to obtain 'rich data' from specific (small) samples. Moreover, in purposive sampling the researcher selects elements based on his or her judgment of what elements will facilitate an investigation (Adler & Clark, 2010:123). Teddie and Tashakkori (2009:173) provide the following non-exhaustive list of characteristics of purposive sampling:

- Purposive sampling addresses specific purposes related to the research questions; therefore, the researcher selects cases that are 'information rich' in regard to those questions;
- Purposive samples are often selected by using the 'expect judgment' of researchers and informants;
- Purposive sampling procedures focus on the "depth" of information that can be generated by individual cases; and
- Purposive samples are typically small, but the specific sample size depends on the type of research being conducted and the research questions.

Furthermore**,** based on the purpose of a particular research study and the relevant objectives thereof, Chapman, Hopwood and Shields (2007:478) believe that researchers should identify the sample well before-hand so that it adequately covers the targeted population (a fair representation thereof). The target population is a collection of all respondents that the researcher would like to study (Chapman *et al.*, 2007:478). The sample and targeted population for this survey, respectively, constituted of 110 owners and/or managers of non-franchise SMMEs (which had to adhere to certain delineation criteria – evident in Chapter 1), which operated in the fast moving consumer goods industry; within the Cape Peninsula.

3.6 DATA COLLECTION AND MEASUREMENT SCALES

According to Watkins (2010:57-67) data for any research study can be collected through making use of various data collection tools, namely: focus groups, role playing, in-depth surveys, large-scale surveys, laboratory experiments, scenario research, interviews, observations, critical incident techniques, dairies, protocol analysis, repertory grid techniques, mixed methodologies and questionnaires, just to mention but a few. Wimmer and Dominich (2010:48) specify that data for qualitative research, in particular, can be collected by means of focus groups, field observations, in-depth interviews and case studies. While for quantitative research, data collection methods usually involve, but are not limited to surveys and/or questionnaires. For purposes of the research study, the research method that was deployed was large scale survey research. The raison d'etre for the latter is that the method best assisted the researcher to satisfy his intention of acquiring information about a certain group of respondents (as specified above), in a relatively short period of time, by means of asking specific questions. Survey research is further described by Connaway and Powell (2010:78) as a research 'strategy' that involves the collection of data from all or part of the population, with the main intention to assess the relative incidence, distribution and interrelation of naturally occurring variables. Furthermore, according to Remenyi *et al.* (2002:290) cited by Watkins (2010:67), survey research entails the collection of a large quantity of evidence, which is usually more 'numeric' in nature, or used for the collection of evidence that can easily be converted to numbers when the data collected are to be analysed. A questionnaire comprises a series of questions that, usually, pertain to the same issue and/or set of issues identified by the researcher (Dunn, 2010:53). According to Singh (2007:69) a questionnaire can contain questions of three basic types, namely that of open-ended questions, dichotomous questions and multiple-response questions.

For this research study a 5-point Likert scale was predominantly used when asking questions in the questionnaire. According to Jackson (2009:89) a Likert scale presents a statement

rather than a question; respondents are asked to rate their perceptions (e.g. level of agreement) with a particular statement. Afterwards the association between individually stated scores and the total of the stated scores is ascertained (Singh, 2007:75). Also, it is reported that many (quantitative) researchers prefer to use a Likert-type scale because of its 'simplistic-to-answer-yet-complex-to-analyse' nature (Jackson, 2009:89). In addition, Singh (2007:75) makes specific mention of the fact that ambiguous and irrelevant statements should be omitted from such a scale. Burns and Burns (2008:475) highlight the following advantages when using a Likert scale:

- Greater ease of preparation than the Thurstone technique (similar to Likert);
- The method is entirely based on empirical data regarding the subject's responses rather than the subjective opinions of judges; and
- This method produces more homogeneous scales and increases the probability that a unitary attitude is being measured, increasing validity and reliability.

3.7 SURVEY DESIGN

According to Zikmund *et al.* (2012:120), the task of drawing up a list of questions and designing the format of a questionnaire are important aspects of any survey design. The survey design which was used for the purposes of this study fell within the ambit of survey research, specifically that of a descriptive survey research. According to Burns and Burns (2008:485) descriptive survey research seeks to estimate as precisely as possible the nature of existing conditions or the attributes of a population. In addition, for descriptive survey research, a representative sample of the population is crucial to select as without this representation, estimates of population statistics will be inaccurate and cannot be generalised to the population as a whole (Burns & Burns, 2008:485). Furthermore, Watkins (2010:142) states that questions for any survey should be simple, understandable, concise and should not be presented in an embarrassing form. The researcher should avoid asking loaded or leading questions and should only elicit accurate information from respondents by only asking those questions, which will be answered with utmost honesty. Moreover, the questionnaire should be 'pre-tested' for clarity and ease of use prior to dissemination to participants.

3.8 ETHICAL CONSIDERATION

According to Saunders, Lewis and Thornhill (2000:130) ethics refers to appropriateness of the researcher's behavior in relation to the rights of those who become the subject of the researcher's work, or who are affected by it. The author of this dissertation upholds the

values and principles of ethical behavior, and considered the following ethical issues, as embraced by Saunders *et al.* (2000:130) when conducting the research:

- **Protection from harm:** It is expected that owing to the nature and content of the questionnaire, no participant would be harmed as a result of participating in the study holistically.
- **Informed consent:** The researcher informed participants about the nature of the research study and availed the necessary choice to participants to participate at their own free will. An agreement between the researcher and respondent was made by obtaining respondents' respective signatures (on the front page of questionnaires distributed) in this respect.
- **Right to privacy:** The study respected the privacy of participants, and as such the researcher ensured that the personal detail of participants' was kept strictly confidential.
- **Honesty with professional colleagues:** Under no circumstance did the researcher fabricate data to support conclusions made. The research findings, as reported on in Chapter 4, were all done so in a complete and honest manner.
- **Confidentiality/anonymity:** The researcher availed participants the right to confidentially and anonymity whereby respondents were assured that any data provided by them, to the researcher, would only be used for research purposes.
- **Dignity:** The researcher did not embarrass and/or ridicule participants when distributing questionnaires and/or when respondents had to answer questions listed in the questionnaire.

3.9 QUESTIONNAIRE USED BY THE RESEARCHER

The research survey, which formed the crux of this study, comprised eight sections (Section 'A' to 'H'). Each section in the survey is highlighted below for ease of reference.

Section 'A': This section of the survey gathered essential data in order to facilitate classification of the units of analysis in accordance with the National Small Business Act of 1996, as amended by the National Small Business Amendment Act of 2004. Hence, the following questions were asked:

Question 1: "What is your position in this business?";
Question 2: "How long have you been in this position? (In years)";
Question 3: "In what industry does your business operate? (For example, consumer goods)";
Question 4: "Is your business part of a franchise? (Yes or no)";
Question 5: "How long has your business been in existence? (In years)"; and

Question 6: "How many employees do you have? (Number of employees)".

Section 'B': This section of the survey aimed to determine SMME management's awareness of internal controls and related internal control frameworks. The investigative question, which addressed this objective was as follows: "How aware are SMMEs of the different types of internal controls?" The following relevant questions to this section were asked:

Question 7: "In your opinion, internal controls are helpful with regard to the following internal control objectives :(1 = Very little, 2 = Little, 3 = Moderate, 4 = Quite, 5 = A lot). Answer by circling a number".

7.1. Clarifying business objectives
7.2. Protecting assets
7.3. Preventing errors
7.4. Detecting errors
7.5. Encouraging good management
7.6. Reducing exposure to risks
7.7. Ensuring proper financial reporting
7.8. Enhancing productivity

Question 8: "Internal controls help me to achieve my business objectives. (1 = Disagree strongly, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Agree strongly). Answer by circling a number".

Question 9: "Answer each of the following statements by circling a number in the space provided. (1 = Disagree strongly, 2 = Disagree, 3 = Undecided, 4 =Agree, 5 = Agree strongly)".

9.1. Tasks within a business should be 'divided'.
9.2. Individual Tasks in a business should be clearly defined.
9.3. A business should conduct employee reviews periodically.
9.4. A business should have proper authorisation-controls.
9.5. A business should conduct regular reconciliation of accounts.
9.6. A business' financial documents should be sequentially numbered.
9.7. A business should constantly compare budgeted figures against actual figures.
9.8. Business processes should be governed by formalised policies and procedures.
9.9. A business should have an effective system of follow-up in place (i.e. follow-up on irregularities).

Question 10: "Please indicate the internal control frameworks, which you are aware of".

10.1. COSO

10.2. TURNBUL REPORT
10.3. COCO
10.4. COBIT
10.5. None
10.6. Other

Section 'C': This section was particularly structured to establish the control environment of SMMEs. In the previous chapter of this thesis (the literature review), it became evident that the management of a business should set the 'tone at the top' by leading by example, and avoid presenting a "slack" attitude towards internal controls. Hence to test this, the following question was, therefore, asked:

Question 11: "How important are each of the following in your business with regard to your business sustainability: (0 = Not applicable, 1 = Very little, 2 = Little, 3 = Moderate, 4 = Quite, 5 = A lot). Answer each one by circling a number".
11.1. Integrity within the business
11.2. Ethical behavior within the business
11.3. Moral guidance about what is right and wrong
11.4. Commitment to competency
11.5. Strict adherence to policies and procedures
11.6. Remedial actions taken on non-compliance with policies and procedures
11.7. Customer satisfaction
11.8. Appropriate guidance in performance of jobs
11.9. Communication of human resource policies
11.10. Management operating style
11.11. Compliance with laws and regulations
11.12. Fair and honest dealings with suppliers

Section 'D': This section seeks to determine the types of internal controls, which are implemented by SMME owner managers in the Cape Peninsula. This will enable the researcher to determine the adequacy and effectiveness of internal controls that are implemented, since internal controls are crucial to ensure that a business is safeguarded against potential risks. The following investigative question formed the basis of achieving the research objective: "To what extent are these internal controls implemented?". The following question in relation to the section was asked:

Question 12: “How effective are the following controls in your business with regard to your business sustainability?” (0 = Not applicable, 1 = Very little, 2 = Little, 3 = Moderate, 4 = Quite, 5 = A lot). Answer each one by circling a number”.

12.1. Preventative controls:

12.1.1. Access controls over entrances, safes and tills
12.1.2. Physical controls over storage and receiving area
12.1.3. Security measures over physical assets
12.1.4. Segregation of duties
12.1.5. Assigning of authority levels
12.1.6. Source document design (i.e. numbering)
12.1.7. Administration of key documents
12.1.8. Authorisation of payments
12.1.9. Management supervision
12.1.10. Appropriate supervision of staff
12.1.11. Physical controls to prevent accidents.
12.1.12. Reference checks on new staff
12.1.13. Continuous staff training
12.1.14. Processing of customer complaints

12.2. Detective controls:

12.2.1. Budget to actual comparisons
12.2.2. Current to prior period comparisons
12.2.3. Performance indicators (e.g. Sales target)
12.2.4. Follow-up on unexpected or unusual results
12.2.5. Independent checks of various transactions
12.2.6. Reviews of transactions or work performed
12.2.7. Stock counts
12.2.8. Variance analyses
12.2.9. Exception reports
12.2.10. Regular reconciliation of accounts.
12.2.11. Conduct of regular audits

12.3. Directive controls:

12.3.1. Organisation structure
12.3.2. Governing Policies
12.3.3. Operating Procedures
12.3.4. Management directives

12.3.5. Guidance statements
12.3.6. Circulars
12.3.7. Job/ position description
12.3.8. Guidelines on personal use of assets

Section 'E': This section aimed to establish whether internal controls are subject to effectiveness reviews. To ensure the ongoing success of internal controls, the system of internal control should be evaluated for effectiveness. The following investigative question, therefore, formed the crux of the research objective: "What evaluation/monitoring measures are in place to determine the effectiveness of the current implemented internal controls?". To address this, the following question was asked:

Questions 13: "To what extent are the following reviews conducted in your business in order to evaluate the effectiveness of your internal controls? (0 = Not applicable, 1 = Very little, 2 = Little, 3 = Moderate, 4 = Quite, 5 = A lot). Answer each one by circling a number".
13.1. Ongoing control monitoring
13.2. Control self assessments
13.3. Performance reviews
13.4. Financial metrics
13.5. Time metrics
13.6. Performance metrics

Section 'F': Each system of internal control is subject to certain limitations. This section strives to uncover potential limitations on internal controls. A list of predetermined factors was provided and the following question, therefore, formed the basis to determine limitations on internal controls:

Question 14: "How does the following factors negatively impact on the working of internal controls in your business?" (0 = Not applicable, 1 = Very little, 2 = Little, 3 = Moderate, 4 = Quite, 5 = A lot). Answer each one by circling a number".
14.1. Unexpected transaction
14.2. Collusion
14.3. Management override
14.4. Poor management
14.5. Incompetent personnel
14.6. Limited funding or resources

Section 'G': The questions in respect of this section aimed to identify barriers that may prevent SMMEs from implementing an adequate system of internal control. The following investigative question was deemed appropriate to address the research objective following the ambit of this thesis: "What factors prevent SMME owners / managers from implementing an adequate system of internal control?". The following question in relation to the section was asked:

Question 15: "What problems do you currently experience when trying to implement an adequate system of internal control? (0 = Not applicable, 1 = Very little, 2 = Little, 3 = Moderate, 4 = Quite, 5 = A lot). Answer each by circling a number".

15.1. Lack of internal control awareness
15.2. Lack of approach to implementation of internal controls
15.3. Lack of information
15.4. Lack of interest
15.5. Lack of creativity
15.6. Lack of finances
15.7. Lack of managerial skills
15.8. Lack of readily available resources
15.9. No one to consult
15.10. Support more costly than expected
15.11. Other

Section 'H': This section considered risk management processes within a small business environment. Risk management is critical to ensure that risks are robustly controlled and appropriately managed. Hence, the following question was asked:

Question 16: "Indicate whether the following is currently conducted in your business (yes or no)".

16.1. Identification of risks
16.2. Evaluation of risks
16.3. Managing of risks
16.4. Monitoring of risks
16.5. Reporting back on risks

3.10 CONCLUSION

This chapter dealt with the research study's overall design and methodology and addressed the following functional headings: aim of the chapter; 'research questions'; 'the research paradigm'; 'validity and reliability'; 'choice of sampling method'; 'survey and target

population’; ‘data collection and measurement scales’; ‘survey design’; ‘ethical consideration’; and ‘questionnaire used by the researcher’. In the next chapter (Chapter 4), the results from the survey are analysed in greater detail, whereafter (in Chapter 5) final conclusions are drawn.

CHAPTER 4
ANALYSIS AND FINDINGS

4.1 INTRODUCTION

Data analysis is “the process of bringing order, structure and meaning to the mass of collected data” (De Vos, 2002:339). This chapter discusses the statistical analysis of the survey, which was conducted on SMME owners and/or managers who operate their respective businesses in the non-franchise fast moving consumer goods industry in the Cape Peninsula. The primary objective of the survey was to determine to what extent the implementation of an adequate system of internal controls would contribute to the sustainability of SMMEs. In this chapter data that was obtained from the completed questionnaires are presented and analysed.

In most social research the analysis entails three major steps that are done in the following order:

- Cleaning and organising the information that was collected, which is called the data preparation step;
- Describing the information that was collected (descriptive statistics); and
- Testing the assumptions made through hypothesis and modelling (inferential statistics).

Responses to the questionnaire, which was developed by the researcher for the purpose of obtaining information with regard to whether the implementation of an adequate system of internal controls would contribute to the sustainability of SMMEs were analysed by using SAS software.

4.2 METHOD OF ANALYSIS

4.2.1 Validation of survey results

Data validation is the process of ensuring that a program operates on clean, correct and useful data. Construct validation was addressed in the planning phases of the survey and when the questionnaire was developed. The questionnaire used consisted of 16 questions (three open-ended questions and 13 close-ended questions) and was piloted by three expert researchers and four members of the general public. This questionnaire is intended to measure whether implementation of an adequate system of internal controls would contribute to the sustainability of SMMEs.

4.2.2 Data format

The data was captured by the researcher and received in Microsoft Excel format by the statistician and then imported into SAS-format through the SAS ACCESS module. This was done in order to have quantitative information for analysis purposes. The data that was captured in Excel format was validated by the researcher to ensure the highest degree of validity and accuracy. The author validated 50% of all surveys that were received by means of telephonic conversations. The validation questions that were asked included: “Are you the owner or manager of the specific SMME?”, “Is your business part of a franchise?” and “What is the name of your business?” as these questions were asked as ‘delineation questions’ in the data collection tool used. Furthermore, the data from the questionnaire was coded according to the predetermined coding scheme.

4.2.3 Preliminary analysis

Reliability of the statements (items) in the questionnaire that was posed to respondents of the survey on SMME owners and/or managers, who operate in the non-franchise FMCG industry in the Cape Peninsula, was measured by using the Cronbach Alpha tests. (See paragraph 4.3.1). An uni-variate descriptive analysis was performed on all the original variables; displaying frequencies, percentages, cumulative frequencies, cumulative percentages, means, standard deviations, range, median, mode, and so on. These descriptive statistics are discussed in Paragraphs 4.3.2 and 4.3.3 below. (See also computer printouts in Annexures B and C).

4.2.4 Inferential statistics

The following inferential statistics were performed on the data:

- Cronbach Alpha test. Cronbach’s Alpha is an index of reliability associated with the variation accounted for by the true score of the “underlying construct”. Construct is the hypothetical variables that are measured (Cooper & Schindler, 2001:216-217). Another way to put it would be that Cronbach’s alpha measures how well a set of items (or variables) measures a single uni-dimensional latent construct. When data has a multidimensional structure, Cronbach’s Alpha will usually be low.
- Chi-square tests for nominal data. The Chi-square (two-sample) tests are probably the most widely used nonparametric test of significance that is useful for tests involving nominal data, but it can be used for higher scales as well, like cases where persons, events or objects are grouped in two or more nominal categories such as ‘yes-no’ or cases A, B, C or D. The technique is used to test for significant differences between the

observed distribution of data among categories, and the expected distribution based on the null hypothesis. It should be calculated with actual counts rather than percentages (Cooper & Schindler, 2001:499).

- Analysis of variance is used to compare two or more means to see if there are any statistically significant differences among them. Analysis of variance evaluates the differences among means relative to the dispersion in the sampling distributions (Tabachnick & Fidell, 2007:37).
- The SAS software computes a P-value (Probability value) that measures statistical significance when comparing variables with each other, determining relationships between variables or determining associations between variables. Results will be regarded as significant if the P-values are smaller than 0.05, because this value presents an acceptable level on a 95% confidence interval ($p \leq 0.05$). The P-value is the probability of observing a sample value as extreme as, or more extreme than, the value actually observed, given that the null hypothesis is true. This area represents the probability of a Type 1 error that must be assumed if the null hypothesis is rejected (Cooper & Schindler, 2001:509).
- The P-value is compared to the significance level (α) and on this basis the null hypothesis is either rejected or not rejected. If the P-value is less than the significance level, the null hypothesis is rejected (if P-value $<\alpha$, reject null). If the P-value is greater than or equal to the significance level, the null hypothesis is not rejected (if P-value $\geq\alpha$, do not reject null). Thus, with α=0.05, if the P-value is less than 0.05, the null hypothesis will be rejected. The P-value is determined by using the standard normal distribution. The small P-value represents the risk of rejecting the null hypothesis.
- A difference has statistical significance if there is good reason to believe the difference does not represent random sampling fluctuations only. Results will be regarded as significant if the P-values are smaller than 0.05, because this value is used as a cut-off point in most behavioural science research.

4.2.5 Assistance to the researcher

The conclusions made by the researcher are validated by the statistical report. Help was sought to interpret the outcome of the data. The final report that was written by the researcher was validated and checked by the statistician as means to exclude any misleading interpretations.

All inferential statistics are discussed in paragraph 4.3.4.

4.2.6 Sample

The target population is specified as SMME owners and/or managers who operate in the non-franchise FMCG industry in the Cape Peninsula, where these SMMEs have been in existence for one or more years, and they must meet the definition of an SMME, as per the National Small Business Act, No. 102 of 1996 and the National Small Business Amendment Act, No. 29 of 2004. The non-probability sampling technique of purposive sampling was applied.

4.3 ANALYSIS

In total, 107 respondents from the original sample of 110 SMME owners and managers took part in the survey. Descriptive statistics are given for each variable, and only the respondents who completed the entire questionnaire will be utilised in the inferential statistics.

4.3.1 Reliability testing

Reliability tests (Cronbach's Alpha Coefficient) were conducted on the questions/statements (which is the measuring instrument in this case) and were posed to respondents of the SMME owners and managers in the Cape Peninsula. Only the statements where the Likert scale was used were tested for consistency, as the other variables were categorical and not ordinal of nature.

The results of the Cronbach Alpha tests for the raw variables are shown in Table 4.1 below, and in Annexure A. It shows the correlation between the respective item and the total sum score (without the respective item), and the internal consistency of the scale (coefficient alpha), if the respective item would be deleted. By deleting the items (statements) one by one each time with the statement with the highest Cronbach Alpha value, the Alpha value would increase. In the right-most column of Table 4.1, it can be seen that the reliability of the scale would be higher if any of these statements were deleted.

For instance, if statement NQ16.05 was deleted from this measuring scale, then the Cronbach Alpha Coefficient would have increased to 0.9610, which is not necessary, as the overall Cronbach Alpha Coefficient is already 0.9604, hence an indication that the measuring instrument was reliable.

Table 4.1: Cronbach's alpha coefficient for survey measuring instrument

Statements (Test all statements without current one's input)	Variable nr.	Correlation with total	Cronbach's Alpha Coefficient
SECTION B: INTERNAL CONTROL AWARENESS			
7.1 Internal controls are helpful with regard to: Clarifying business objectives.	Q07_01	0.2909	0.9604
7.2 Internal controls are helpful with regard to: Protecting assets.	Q07_02	0.2709	0.9604
7.3 Internal controls are helpful with regard to: Preventing errors.	Q07_03	0.3843	0.9602
7.4 Internal controls are helpful with regard to: Detecting errors.	Q07_04	0.4324	0.9600
7.5 Internal controls are helpful with regard to: Encouraging good management.	Q07_05	0.4924	0.9599
7.6 Internal controls are helpful with regard to: Reducing exposure to risks.	Q07_06	0.5528	0.9597
7.7 Internal controls are helpful with regard to: Ensuring proper financial reporting.	Q07_07	0.5064	0.9599
7.8 Internal controls are helpful with regard to: Enhancing productivity.	Q07_08	0.4708	0.9600
8. Internal controls help me to achieve my business objectives.	Q08	0.2917	0.9603
9.1 Tasks within a business should be 'divided'.	Q09_01	0.3408	0.9603
9.2 Individual tasks in a business should be clearly defined.	Q09_02	0.6176	0.9597
9.3 A business should have an effective system of follow-up in place.	Q09_03	0.5236	0.9599
9.4 A business should conduct employee reviews periodically.	Q09_04	0.5169	0.9599
9.5 A business should have proper authorisation controls.	Q09_05	0.5748	0.9598
9.6 A business should conduct regular reconciliation of accounts.	Q09_06	0.4654	0.9600
9.7 A business' financial documents should be sequentially numbered.	Q09_07	0.5506	0.9598
9.8 A business should constantly compare budgeted figures against	Q09_08	0.4082	0.9601

Statements (Test all statements without current one's input)	Variable nr.	Correlation with total	Cronbach's Alpha Coefficient
actual figures.			
9.9 Business processes should be governed by formalised policies and procedures.	Q09_09	0.4192	0.9601
SECTION C: INTERNAL CONTROL ENVIRONMENT			
11.1 Importance of: Integrity within the business.	Q11_01	0.4794	0.9599
11.2 Importance of: Ethical behaviour within the business.	Q11_02	0.3693	0.9602
11.3 Importance of: Moral guidance about what is right and what is wrong.	Q11_03	0.3745	0.9602
11.4 Importance of: Commitment to competency.	Q11_04	0.5358	0.9598
11.5 Importance of: Strict adherence to policies and procedures.	Q11_05	0.2976	0.9603
11.6 Importance of: Remedial actions taken on non-compliance with policies and procedures.	Q11_06	0.4068	0.9601
11.7 Importance of: Customer satisfaction.	Q11_07	0.3641	0.9602
11.8 Importance of: Appropriate guidance in performance of jobs.	Q11_08	0.5426	0.9599
11.9 Importance of: Communication of human resource policies.	Q11_09	0.3925	0.9602
11.10 Importance of: Management operating style.	Q11_10	0.4076	0.9601
11.11 Importance of: Compliance of laws and regulations.	Q11_11	0.3534	0.9603
11.12 Importance of: Fair and honest dealings with suppliers.	Q11_12	0.3470	0.9602
SECTION D: INTERNAL CONTROLS			
12.1 Preventative controls: Access control over entrances, safes and tills.	Q12_01	0.4912	0.9599
12.2 Preventative controls: Physical controls over storage and receiving area.	Q12_02	0.3972	0.9601
12.3 Preventative controls: Security measures over physical assets.	Q12_03	0.5083	0.9599

Statements (Test all statements without current one's input)	Variable nr.	Correlation with total	Cronbach's Alpha Coefficient
12.4 Preventative controls: Segregation of duties.	Q12_04	0.5329	0.9598
12.5 Preventative controls: Assignment of authority levels.	Q12_05	0.7058	0.9593
12.6 Preventative controls: Source document design.	Q12_06	0.6172	0.9596
12.7 Preventative controls: Administration of key documents.	Q12_07	0.5713	0.9597
12.8 Preventative controls: Authorisation of payments.	Q12_08	0.5924	0.9598
12.9 Preventative controls: Management of supervision.	Q12_09	0.4305	0.9601
12.10 Preventative controls: Appropriate supervision of staff.	Q12_10	0.5148	0.9599
12.11 Preventative controls: Physical controls to prevent accidents.	Q12_11	0.4775	0.9600
12.12 Preventative controls: Reference checks on new staff.	Q12_12	0.6834	0.9594
12.13 Preventative controls: Continuous staff training.	Q12_13	0.4945	0.9599
12.14 Preventative controls: Processing of customer complaints.	Q12_14	0.4568	0.9600
12.15 Detective controls: Budget to actual comparisons.	Q12_15	0.6508	0.9596
12.16 Detective controls: Current to prior period comparisons.	Q12_16	0.6743	0.9596
12.17 Detective controls: Performance indicators.	Q12_17	0.4743	0.9600
12.18 Detective controls: Follow-up on unexpected or unusual results.	Q12_18	0.6262	0.9596
12.19 Detective controls: Independent checks of various transactions.	Q12_19	0.5806	0.9597
12.20 Detective controls: Reviews of transactions or work performed.	Q12_20	0.5753	0.9597
12.21 Detective controls: Stock counts.	Q12_21	0.6181	0.9596
12.22 Detective controls: Variance analysis.	Q12_22	0.5890	0.9597
12.23 Detective controls: Exception	Q12_23	0.6121	0.9596

Statements (Test all statements without current one's input)	Variable nr.	Correlation with total	Cronbach's Alpha Coefficient
reports.			
12.24 Detective controls: Regular reconciliation of accounts.	Q12_24	0.5636	0.9597
12.25 Detective controls: Conduct regular audits.	Q12_25	0.4972	0.9599
12.26 Directive controls: Organisation structure.	Q12_26	0.6233	0.9596
12.27 Directive controls: Governing policies.	Q12_27	0.3877	0.9602
12.28 Directive controls: Operating procedures.	Q12_28	0.4503	0.9600
12.29 Directive controls: Management directives.	Q12_29	0.4920	0.9599
12.30 Directive controls: Guidance statements.	Q12_30	0.4868	0.9599
12.31 Directive controls: Circulars.	Q12_31	0.3313	0.9603
12.32 Directive controls: Job / position description.	Q12_32	0.5813	0.9597
12.33 Directive controls: Guidelines on personal use of assets.	Q12_33	0.6197	0.9596
SECTION E: EFFECTIVENESS REVIEWS			
13.1 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Ongoing control monitoring.	Q13_01	0.8044	0.9592
13.2 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Control self assessments.	Q13_02	0.6598	0.9596
13.3 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Performance reviews.	Q13_03	0.7783	0.9592
13.4 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Financial metrics.	Q13_04	0.5526	0.9598
13.5 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Time metrics.	Q13_05	0.5699	0.9597

Statements (Test all statements without current one's input)	Variable nr.	Correlation with total	Cronbach's Alpha Coefficient
13.6 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Performance metrics.	Q13_06	0.5821	0.9597
SECTION F: LIMITATIONS ON YOUR INTERNAL CONTROLS			
14.1 Unexpected transactions impact negatively on the working of internal controls in my business.	Q14_01	0.3624	0.9604
14.2 Collusions impact negatively on the working of internal controls in my business.	Q14_02	0.3830	0.9602
14.3 Management overrides impact negatively on the working of internal controls in my business.	Q14_03	0.5790	0.9597
14.4 Poor management impacts negatively on the working of internal controls in my business.	Q14_04	0.4267	0.9601
14.5 Incompetent personnel impacts negatively on the working of internal controls in my business.	Q14_05	0.4588	0.9600
14.6 Limited funding or resources impact negatively on the working of internal controls in my business.	Q14_06	0.6521	0.9595
SECTION G: IMPLEMENTATION BARRIERS			
15.1 Lack of internal control awareness is experienced.	Q15_01	0.3189	0.9604
15.2 Lack of approach to implementation of internal controls is a problem that is experienced.	Q15_02	0.4537	0.9600
15.3 Lack of information is a problem that is experienced.	Q15_03	0.2567	0.9606
15.4 Lack of interest is a problem that is experienced.	Q15_04	0.5021	0.9599
15.5 Lack of creativity is a problem that is experienced.	Q15_05	0.4748	0.9600
15.6 Lack of finances is a problem that is experienced.	Q15_06	0.2419	0.9608
15.7 Lack of managerial skills and knowledge is a problem that is experienced.	Q15_07	0.2631	0.9608
15.8 Lack of readily available resources is a problem that is	Q15_08	0.3928	0.9603

Statements (Test all statements without current one's input)	Variable nr.	Correlation with total	Cronbach's Alpha Coefficient
experienced.			
15.9 No one to consult is a problem that is experienced.	Q15_09	0.3412	0.9604
15.10 Support that is more costly than expected is a problem that is experienced.	Q15_10	0.3616	0.9604
SECTION H: RISK MANAGEMENT			
16.1 Identification of risks is currently conducted in my business.	NQ16_01	-0.2792	0.9609
16.2 Evaluation of risks is currently conducted in my business.	NQ16_02	-0.2333	0.9609
16.3 Managing of risks is currently conducted in my business.	NQ16_03	-0.2464	0.9609
16.4 Monitoring of risks is currently conducted in my business.	NQ16_04	-0.2059	0.9608
16.5 Reporting back on risks is currently conducted in my business.	NQ16_05	-0.2348	0.9610
Cronbach's Coefficient Alpha for standardised variables			**0.9592**
Cronbach's Coefficient Alpha for raw variables			**0.9604**

The Cronbach's Alpha Coefficients for each item were more than 0.70 (the acceptable level according to Nunnally (1978**:**245), and thus these items (statements) in the questionnaire proved to be reliable and consistent.

4.3.2 Descriptive statistics

Table 4.2 below shows the descriptive statistics for all the categorical variables with the frequencies in each category, and the percentage of the total number of questionnaires. The descriptive statistics are based on the total sample. These descriptive statistics are also evident in Annexures B and C.

Table 4.2: Descriptive statistics for all categorical variables

Variables	Categories	Frequency	Percentage out of total
SECTION A: RESPONDENT AND BUSINESS PROFILE			
1 What is your position in this business?	Owner	27	25.2%
	Manager	54	50.5%
	Owner and Manager	26	24.3%

Variables	Categories	Frequency	Percentage out of total
3 In what industry does your business operate?	Consumer goods	62	57.9%
	Food and beverage	45	42.1%
4 Is your business part of a franchise?	Yes	0	0.0%
	No	107	100.0%
SECTION B: INTERNAL CONTROL AWARENESS			
7.1 Internal controls are helpful with regard to: Clarifying business objectives.	Very little	2	1.9%
	Little	6	5.6%
	Moderate	30	28.0%
	Quite	31	29.0%
	A lot	38	35.5%
7.2 Internal controls are helpful with regard to: Protecting assets.	Very little	3	2.8%
	Little	6	5.6%
	Moderate	18	16.8%
	Quite	37	34.6%
	A lot	43	40.2%
7.3 Internal controls are helpful with regard to: Preventing errors.	Very little	3	2.8%
	Little	8	7.5%
	Moderate	23	21.5%
	Quite	32	29.9%
	A lot	41	38.3%
7.4 Internal controls are helpful with regard to: Detecting errors.	Very little	3	2.8%
	Little	10	9.4%
	Moderate	20	18.7%
	Quite	34	31.8%
	A lot	40	37.4%
7.5 Internal controls are helpful with regard to: Encouraging good management.	Very little	3	2.8%
	Little	6	5.6%
	Moderate	21	19.6%
	Quite	32	29.9%
	A lot	45	42.1%
7.6 Internal controls are helpful with regard to: Reducing exposure to risks.	Very little	3	2.8%
	Little	7	6.5%
	Moderate	22	20.6%
	Quite	30	28.0%
	A lot	45	42.1%
7.7 Internal controls are helpful with regard to: Ensuring proper financial reporting.	Very little	8	7.5%
	Little	11	10.3%
	Moderate	24	22.4%

Variables	Categories	Frequency	Percentage out of total
	Quite	26	24.3%
	A lot	38	35.5%
7.8 Internal controls are helpful with regard to: Enhancing productivity.	Very little	7	6.5%
	Little	5	4.7%
	Moderate	17	15.9%
	Quite	33	30.8%
	A lot	45	42.1%
8. Internal controls help me to achieve my business objectives.	Disagree strongly	2	1.9%
	Disagree	3	2.8%
	Undecided	21	19.6%
	Agree	38	35.5%
	Agree strongly	43	40.2%
9.1 Tasks within a business should be 'divided'.	Disagree strongly	6	5.6%
	Disagree	9	8.4%
	Undecided	13	12.2%
	Agree	43	40.2%
	Agree strongly	36	33.6%
9.2 Individual tasks in a business should be clearly defined.	Disagree strongly	2	1.9%
	Disagree	8	7.5%
	Undecided	9	8.4%
	Agree	41	38.3%
	Agree strongly	47	43.9%
9.3 A business should have an effective system of follow-up in place.	Disagree strongly	2	1.9%
	Disagree	5	4.7%
	Undecided	15	14.0%
	Agree	40	37.4%
	Agree strongly	45	42.1%
9.4 A business should conduct employee reviews periodically.	Disagree strongly	2	1.9%
	Disagree	7	6.5%
	Undecided	23	21.5%
	Agree	51	47.7%
	Agree strongly	24	22.4%
9.5 A business should have proper authorisation controls.	Disagree strongly	4	3.7%
	Disagree	1	0.9%
	Undecided	15	14.0%
	Agree	49	45.8%
	Agree strongly	38	35.5%
9.6 A business should conduct regular	Disagree strongly	4	3.7%

Variables	Categories	Frequency	Percentage out of total
reconciliation of accounts.	Disagree	5	4.7%
	Undecided	16	15.0%
	Agree	44	41.1%
	Agree strongly	38	35.5%
9.7 A business' financial documents should be sequentially numbered.	Disagree strongly	4	3.7%
	Disagree	10	9.4%
	Undecided	18	16.8%
	Agree	42	39.2%
	Agree strongly	33	30.8%
9.8 A business should constantly compare budgeted figures against actual figures.	Disagree strongly	4	3.7%
	Disagree	6	5.6%
	Undecided	14	13.1%
	Agree	39	36.4%
	Agree strongly	44	41.1%
9.9 Business processes should be governed by formalised policies and procedures.	Disagree strongly	4	3.7%
	Disagree	7	6.5%
	Undecided	17	15.9%
	Agree	48	44.9%
	Agree strongly	31	29.0%
10. Please indicate the internal control frameworks, which you are aware of.	COSO	6	5.6%
	TURNBUL REPORT	2	1.9%
	COCO	1	0.9%
	COBIT	0	0.0%
	None	95	88.8%
	Other	3	2.8%
SECTION C: INTERNAL CONTROL ENVIRONMENT			
11.1 Importance of: Integrity within the business.	Not applicable	0	0.0%
	Very little	3	2.8%
	Little	1	0.9%
	Moderate	15	14.0%
	Quite	31	29.0%
	A lot	57	53.3%
11.2 Importance of: Ethical behaviour within the business.	Not applicable	2	1.9%
	Very little	0	0.0%
	Little	1	0.9%
	Moderate	12	11.2%
	Quite	32	29.9%

Variables	Categories	Frequency	Percentage out of total
	A lot	60	56.1%
11.3 Importance of: Moral guidance about what is right and what is wrong.	Not applicable	0	0.0%
	Very little	1	0.9%
	Little	4	3.7%
	Moderate	13	12.2%
	Quite	38	35.5%
	A lot	51	47.7%
11.4 Importance of: Commitment to competency.	Not applicable	1	0.9%
	Very little	2	1.9%
	Little	5	4.7%
	Moderate	18	16.8%
	Quite	29	27.1%
	A lot	52	48.6%
11.5 Importance of: Strict adherence to policies and procedures.	Not applicable	1	0.9%
	Very little	2	1.9%
	Little	7	6.5%
	Moderate	19	17.8%
	Quite	32	29.9%
	A lot	46	43.0%
11.6 Importance of: Remedial actions taken on non-compliance with policies and procedures.	Not applicable	3	2.8%
	Very little	2	1.9%
	Little	4	3.7%
	Moderate	28	26.2%
	Quite	32	29.9%
	A lot	38	35.5%
11.7 Importance of: Customer satisfaction.	Not applicable	0	0.0%
	Very little	0	0.0%
	Little	1	0.9%
	Moderate	7	6.5%
	Quite	22	20.6%
	A lot	77	72.0%
11.8 Importance of: Appropriate guidance in performance of jobs.	Not applicable	0	0.0%
	Very little	0	0.0%
	Little	6	5.6%
	Moderate	7	6.5%
	Quite	49	45.8%
	A lot	45	42.1%
11.9 Importance of: Communication of	Not applicable	7	6.5%

Variables	Categories	Frequency	Percentage out of total
human resource policies.	Very little	7	6.5%
	Little	7	6.5%
	Moderate	18	16.8%
	Quite	31	29.0%
	A lot	37	34.6%
11.10 Importance of: Management operating style.	Not applicable	6	5.6%
	Very little	5	4.7%
	Little	2	1.9%
	Moderate	22	20.6%
	Quite	34	31.8%
	A lot	38	35.5%
11.11 Importance of: Compliance of laws and regulations.	Not applicable	5	4.7%
	Very little	2	1.9%
	Little	7	6.5%
	Moderate	12	11.2%
	Quite	33	30.8%
	A lot	48	44.9%
11.12 Importance of: Fair and honest dealings with suppliers.	Not applicable	2	1.9%
	Very little	0	0.0%
	Little	2	1.9%
	Moderate	8	7.5%
	Quite	29	27.1%
	A lot	66	61.7%
SECTION D: INTERNAL CONTROLS			
12.1 Preventative controls: Access control over entrances, safes and tills.	Not applicable	7	6.5%
	Very little	8	7.5%
	Little	3	2.8%
	Moderate	9	8.4%
	Quite	25	23.4%
	A lot	55	51.4%
12.2 Preventative controls: Physical controls over storage and receiving area.	Not applicable	4	3.7%
	Very little	4	3.7%
	Little	6	5.6%
	Moderate	7	6.5%
	Quite	38	35.5%
	A lot	48	44.9%
12.3 Preventative controls: Security measures over physical assets.	Not applicable	3	2.8%
	Very little	4	3.7%

Variables	Categories	Frequency	Percentage out of total
	Little	9	8.4%
	Moderate	17	15.9%
	Quite	28	26.2%
	A lot	46	43.0%
12.4 Preventative controls: Segregation of duties.	Not applicable	10	9.4%
	Very little	7	6.5%
	Little	8	7.5%
	Moderate	17	15.9%
	Quite	36	33.6%
	A lot	29	27.1%
12.5 Preventative controls: Assignment of authority levels.	Not applicable	6	5.6%
	Very little	6	5.6%
	Little	7	6.5%
	Moderate	21	19.6%
	Quite	38	35.5%
	A lot	29	27.1%
12.6 Preventative controls: Source document design.	Not applicable	10	9.4%
	Very little	8	7.5%
	Little	10	9.4%
	Moderate	24	22.4%
	Quite	25	23.4%
	A lot	30	28.0%
12.7 Preventative controls: Administration of key documents.	Not applicable	10	9.4%
	Very little	5	4.7%
	Little	6	5.6%
	Moderate	22	20.6%
	Quite	31	29.0%
	A lot	33	30.8%
12.8 Preventative controls: Authorisation of payments.	Not applicable	7	6.5%
	Very little	6	5.6%
	Little	2	1.9%
	Moderate	11	10.3%
	Quite	27	25.2%
	A lot	54	50.5%
12.9 Preventative controls: Management of supervision.	Not applicable	4	3.7%
	Very little	4	3.7%
	Little	4	3.7%
	Moderate	12	11.2%

Variables	Categories	Frequency	Percentage out of total
	Quite	32	29.9%
	A lot	51	47.7%
12.10 Preventative controls: Appropriate supervision of staff.	Not applicable	4	3.7%
	Very little	5	4.7%
	Little	8	7.5%
	Moderate	9	8.4%
	Quite	34	31.8%
	A lot	47	43.9%
12.11 Preventative controls: Physical controls to prevent accidents.	Not applicable	9	8.4%
	Very little	5	4.7%
	Little	5	4.7%
	Moderate	25	23.4%
	Quite	24	22.4%
	A lot	39	36.4%
12.12 Preventative controls: Reference checks on new staff.	Not applicable	10	9.4%
	Very little	6	5.6%
	Little	4	3.7%
	Moderate	23	21.5%
	Quite	26	24.3%
	A lot	38	35.5%
12.13 Preventative controls: Continuous staff training.	Not applicable	8	7.5%
	Very little	8	7.5%
	Little	6	5.6%
	Moderate	23	21.5%
	Quite	31	29.0%
	A lot	31	29.0%
12.14 Preventative controls: Processing of customer complaints.	Not applicable	3	2.8%
	Very little	4	3.7%
	Little	4	3.7%
	Moderate	22	20.6%
	Quite	31	29.0%
	A lot	43	40.2%
12.15 Detective controls: Budget to actual comparisons.	Not applicable	9	8.4%
	Very little	9	8.4%
	Little	9	8.4%
	Moderate	19	17.8%
	Quite	38	35.5%
	A lot	23	21.5%

Variables	Categories	Frequency	Percentage out of total
12.16 Detective controls: Current to prior period comparisons.	Not applicable	9	8.4%
	Very little	11	10.3%
	Little	5	4.7%
	Moderate	28	26.2%
	Quite	37	34.6%
	A lot	17	15.9%
12.17 Detective controls: Performance indicators.	Not applicable	8	7.5%
	Very little	11	10.3%
	Little	7	6.5%
	Moderate	24	22.4%
	Quite	28	26.2%
	A lot	29	27.1%
12.18 Detective controls: Follow-up on unexpected or unusual results.	Not applicable	10	9.4%
	Very little	10	9.4%
	Little	7	6.5%
	Moderate	22	20.6%
	Quite	30	28.0%
	A lot	28	26.2%
12.19 Detective controls: Independent checks of various transactions.	Not applicable	8	7.5%
	Very little	8	7.5%
	Little	7	6.5%
	Moderate	25	23.4%
	Quite	32	29.9%
	A lot	27	25.2%
12.20 Detective controls: Reviews of transactions or work performed.	Not applicable	7	6.5%
	Very little	5	4.7%
	Little	13	12.2%
	Moderate	17	15.9%
	Quite	39	36.4%
	A lot	26	24.3%
12.21 Detective controls: Stock counts.	Not applicable	1	0.9%
	Very little	3	2.8%
	Little	3	2.8%
	Moderate	16	15.0%
	Quite	36	33.6%
	A lot	48	44.9%
12.22 Detective controls: Variance analysis.	Not applicable	7	6.5%
	Very little	13	12.2%

Variables	Categories	Frequency	Percentage out of total
	Little	7	6.5%
	Moderate	24	22.4%
	Quite	30	28.0%
	A lot	26	24.3%
12.23 Detective controls: Exception reports.	Not applicable	17	15.9%
	Very little	7	6.5%
	Little	7	6.5%
	Moderate	30	28.0%
	Quite	24	22.4%
	A lot	22	20.6%
12.24 Detective controls: Regular reconciliation of accounts.	Not applicable	15	14.0%
	Very little	6	5.6%
	Little	7	6.5%
	Moderate	22	20.6%
	Quite	31	29.0%
	A lot	26	24.3%
12.25 Detective controls: Conduct of regular audits.	Not applicable	23	21.5%
	Very little	4	3.7%
	Little	8	7.5%
	Moderate	23	21.5%
	Quite	24	22.4%
	A lot	25	23.4%
12.26 Directive controls: Organisation structure.	Not applicable	21	19.6%
	Very little	2	1.9%
	Little	7	6.5%
	Moderate	25	23.4%
	Quite	25	23.4%
	A lot	27	25.2%
12.27 Directive controls: Governing policies.	Not applicable	19	17.8%
	Very little	5	4.7%
	Little	8	7.5%
	Moderate	25	23.4%
	Quite	25	23.4%
	A lot	25	23.4%
12.28 Directive controls: Operating procedures.	Not applicable	19	17.8%
	Very little	1	0.9%
	Little	5	4.7%
	Moderate	27	25.2%

Variables	Categories	Frequency	Percentage out of total
	Quite	20	18.7%
	A lot	35	32.7%
12.29 Directive controls: Management directives.	Not applicable	13	12.2%
	Very little	7	6.5%
	Little	4	3.7%
	Moderate	22	20.6%
	Quite	25	23.4%
	A lot	36	33.6%
12.30 Directive controls: Guidance statements.	Not applicable	18	16.8%
	Very little	3	2.8%
	Little	4	3.7%
	Moderate	35	32.7%
	Quite	20	18.7%
	A lot	27	25.2%
12.31 Directive controls: Circulars.	Not applicable	20	18.7%
	Very little	8	7.5%
	Little	10	9.4%
	Moderate	31	29.0%
	Quite	21	19.6%
	A lot	17	15.9%
12.32 Directive controls: Job / position description.	Not applicable	11	10.3%
	Very little	7	6.5%
	Little	10	9.4%
	Moderate	20	18.7%
	Quite	27	25.2%
	A lot	32	29.9%
12.33 Directive controls: Guidelines on personal use of assets.	Not applicable	13	12.2%
	Very little	5	4.7%
	Little	9	8.4%
	Moderate	22	20.6%
	Quite	24	22.4%
	A lot	34	31.8%
SECTION E: EFFECTIVENESS REVIEWS			
13.1 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Ongoing control monitoring.	Not applicable	17	15.9%
	Very little	10	9.4%
	Little	5	4.7%
	Moderate	26	24.3%
	Quite	28	26.2%

Variables	Categories	Frequency	Percentage out of total
	A lot	21	19.6%
13.2 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Control self assessments.	Not applicable	19	17.8%
	Very little	7	6.5%
	Little	6	5.6%
	Moderate	27	25.2%
	Quite	31	29.0%
	A lot	17	15.9%
13.3 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Performance reviews.	Not applicable	20	18.7%
	Very little	4	3.7%
	Little	10	9.4%
	Moderate	23	21.5%
	Quite	26	24.3%
	A lot	24	22.4%
13.4 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Financial metrics.	Not applicable	24	22.4%
	Very little	4	3.7%
	Little	5	4.7%
	Moderate	26	24.3%
	Quite	31	29.0%
	A lot	17	16.9%
13.5 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Time metrics.	Not applicable	22	20.6%
	Very little	5	4.7%
	Little	5	4.7%
	Moderate	28	26.2%
	Quite	27	25.2%
	A lot	20	18.7%
13.6 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Performance metrics.	Not applicable	22	20.6%
	Very little	5	4.7%
	Little	5	4.7%
	Moderate	22	20.6%
	Quite	31	29.0%
	A lot	22	20.6%
SECTION F: LIMITATIONS ON YOUR INTERNAL CONTROLS			
14.1 Unexpected transactions impact negatively on the working of internal controls in my business.	Not applicable	12	11.2%
	Very little	10	9.4%
	Little	21	19.6%
	Moderate	27	25.2%
	Quite	15	14.0%
	A lot	22	20.6%

Variables	Categories	Frequency	Percentage out of total
14.2 Collusions impact negatively on the working of internal controls in my business.	Not applicable	18	16.8%
	Very little	9	8.4%
	Little	15	14.0%
	Moderate	24	22.4%
	Quite	22	20.6%
	A lot	19	17.8%
14.3 Management overrides impact negatively on the working of internal controls in my business.	Not applicable	10	9.4%
	Very little	7	6.5%
	Little	7	6.5%
	Moderate	40	37.4%
	Quite	27	25.2%
	A lot	16	15.0%
14.4 Poor management impacts negatively on the working of internal controls in my business.	Not applicable	13	12.2%
	Very little	13	12.2%
	Little	7	6.5%
	Moderate	23	21.5%
	Quite	19	17.8%
	A lot	32	29.9%
14.5 Incompetent personnel impacts negatively on the working of internal controls in my business.	Not applicable	9	8.4%
	Very little	10	9.4%
	Little	10	9.4%
	Moderate	21	19.6%
	Quite	22	20.6%
	A lot	35	32.7%
14.6 Limited funding of resources impact negatively on the working of internal controls in my business.	Not applicable	7	6.5%
	Very little	9	8.4%
	Little	7	6.5%
	Moderate	34	31.8%
	Quite	23	21.5%
	A lot	27	25.2%
SECTION G: IMPLEMENTATION BARRIERS			
15.1 Lack of internal control awareness is experienced.	Not applicable	6	5.6%
	Very little	6	5.6%
	Little	10	9.4%
	Moderate	25	23.4%
	Quite	29	27.1%
	A lot	31	29.0%
15.2 Lack of approach to implementation of	Not applicable	6	5.6%

Variables	Categories	Frequency	Percentage out of total
internal controls is a problem that is experienced.	Very little	3	2.8%
	Little	9	8.4%
	Moderate	32	29.9%
	Quite	30	28.0%
	A lot	27	25.2%
15.3 Lack of information is a problem that is experienced.	Not applicable	7	6.5%
	Very little	5	4.7%
	Little	5	4.7%
	Moderate	22	20.6%
	Quite	39	36.4%
	A lot	29	27.1%
15.4 Lack of interest is a problem that is experienced.	Not applicable	8	7.5%
	Very little	10	9.4%
	Little	11	10.3%
	Moderate	30	28.0%
	Quite	23	21.5%
	A lot	25	23.4%
15.5 Lack of creativity is a problem that is experienced.	Not applicable	10	9.4%
	Very little	8	7.6%
	Little	12	11.3%
	Moderate	27	25.5%
	Quite	24	22.6%
	A lot	25	23.6%
15.6 Lack of finances is a problem that is experienced.	Not applicable	12	11.2%
	Very little	7	6.5%
	Little	12	11.2%
	Moderate	21	19.6%
	Quite	28	26.2%
	A lot	27	25.2%
15.7 Lack of managerial skills and knowledge is a problem that is experienced.	Not applicable	17	15.9%
	Very little	7	6.5%
	Little	13	12.2%
	Moderate	23	21.5%
	Quite	19	17.8%
	A lot	28	26.2%
15.8 Lack of readily available resources is a problem that is experienced.	Not applicable	12	11.2%
	Very little	10	9.4%
	Little	12	11.2%

Variables	Categories	Frequency	Percentage out of total
	Moderate	23	21.5%
	Quite	20	18.7%
	A lot	30	28.0%
15.9 No one to consult is a problem that is experienced.	Not applicable	17	15.9%
	Very little	7	6.5%
	Little	11	10.3%
	Moderate	22	20.6%
	Quite	24	22.4%
	A lot	26	24.3%
15.10 Support that is more costly than expected is a problem that is experienced.	Not applicable	12	11.2%
	Very little	9	8.4%
	Little	11	10.3%
	Moderate	27	25.2%
	Quite	20	18.7%
	A lot	28	26.2%
15.11 Other problems are experienced.	Not applicable	106	99.1%
	Very little	0	0.0%
	Little	0	0.0%
	Moderate	1	0.9%
	Quite	0	0.0%
	A lot	0	0.0%
SECTION H: RISK MANAGEMENT			
16.1 Identification of risks is currently conducted in my business.	Yes	82	76.6%
	No	25	23.4%
16.2 Evaluation of risks is currently conducted in my business.	Yes	70	65.4%
	No	37	34.6%
16.3 Managing of risks is currently conducted in my business.	Yes	81	75.7%
	No	26	24.3%
16.4 Monitoring of risks is currently conducted in my business.	Yes	75	70.1%
	No	32	29.9%
16.5 Reporting back on risks is currently conducted in my business.	Yes	63	58.9%
	No	44	41.1%
SECTION I:			
Suburb	Northern	40	37.4%
	Southern	67	62.6%
Would you like e-mail feedback of this study?	Yes	33	30.8%
	No	74	69.2%

Table 4.3 below shows the descriptive statistics for all the continuous variables and variables with the Likert scale in order to determine central tendency and distribution around the centre. These descriptive statistics are based on the sample where there were responses. This is also the reason why the number of respondents in the sample varies from statement to statement. It should be noted that the more the respondents agree, the higher (nearer to 5) the mean will be. These descriptive statistics are also shown in Annexures B and C.

Table 4.3: Descriptive statistics-mean, median, standard deviation and range.

Variable	N	Mean	Std Dev	Median	Range
SECTION A: RESPONDENT AND BUSINESS PROFILE					
2 How long have you been in this position?	107	6.77	6.9276	5.0	45.0
5 How long have your business been in existence?	107	9.12	8.9523	6.0	45.0
6 How many employees do you have?	107	8.56	14.3430	5.0	134.0
SECTION B: INTERNAL CONTROL AWARENESS					
7.1 Internal controls are helpful with regard to: Clarifying business objectives.	107	3.91	1.0144	4.0	4.0
7.2 Internal controls are helpful with regard to: Protecting assets.	107	4.04	1.0272	4.0	4.0
7.3 Internal controls are helpful with regard to: Preventing errors.	107	3.93	1.0752	4.0	4.0
7.4 Internal controls are helpful with regard to: Detecting errors.	107	3.92	1.0913	4.0	4.0
7.5 Internal controls are helpful with regard to: Encouraging good management.	107	4.03	1.0502	4.0	4.0
7.6 Internal controls are helpful with regard to: Reducing exposure to risks.	107	4.00	1.0728	4.0	4.0
7.7 Internal controls are helpful with regard to: Ensuring proper financial reporting.	107	3.70	1.2605	4.0	4.0
7.8 Internal controls are	107	3.97	1.1692	4.0	4.0

Variable	N	Mean	Std Dev	Median	Range
helpful with regard to: Enhancing productivity.					
8. Internal controls help me to achieve my business objectives.	107	4.09	0.9370	4.0	4.0
9.1 Tasks within a business should be 'divided'.	107	3.88	1.1386	4.0	4.0
9.2 Individual tasks in a business should be clearly defined.	107	4.15	0.9886	4.0	4.0
9.3 A business should have an effective system of follow-up in place.	107	4.13	0.9525	4.0	4.0
9.4 A business should conduct employee reviews periodically.	107	3.82	0.9195	4.0	4.0
9.5 A business should have proper authorisation controls.	107	4.08	0.9328	4.0	4.0
9.6 A business should conduct regular reconciliation of accounts.	107	4.00	1.0187	4.0	4.0
9.7 A business' financial documents should be sequentially numbered.	107	3.84	1.0829	4.0	4.0
9.8 A business should constantly compare budgeted figures against actual figures.	107	4.06	1.0536	4.0	4.0
9.9 Business processes should be governed by formalised policies and procedures.	107	3.89	1.0217	4.0	4.0
SECTION C: INTERNAL CONTROL ENVIRONMENT					
11.1 Importance of: Integrity within the business.	107	4.29	0.9418	5.0	4.0
11.2 Importance of: Ethical behaviour within the business.	105	4.44	0.8328	5.0	3.0
11.3 Importance of: Moral guidance about what is right and what is wrong.	107	4.25	0.8805	4.0	4.0
11.4 Importance of: Commitment to competency.	106	4.17	0.9997	4.0	4.0

Variable	N	Mean	Std Dev	Median	Range
11.5 Importance of: Strict adherence to policies and procedures.	106	4.07	1.0260	4.0	4.0
11.6 Importance of: Remedial actions taken on non-compliance with policies and procedures.	104	3.96	0.9846	4.0	4.0
11.7 Importance of: Customer satisfaction.	107	4.64	0.6500	5.0	3.0
11.8 Importance of: Appropriate guidance in performance of jobs.	107	4.24	0.8108	4.0	3.0
11.9 Importance of: Communication of human resource policies.	100	3.84	1.2037	4.0	4.0
11.10 Importance of: Management operating style.	101	3.97	1.0626	4.0	4.0
11.11 Importance of: Compliance of laws and regulations.	102	4.16	1.0122	4.0	4.0
11.12 Importance of: Fair and honest dealings with suppliers.	105	4.51	0.7221	5.0	3.0
SECTION D: INTERNAL CONTROLS					
12.1 Preventative controls: Access control over entrances, safes and tills.	100	4.16	1.2121	5.0	4.0
12.2 Preventative controls: Physical controls over storage and receiving area.	103	4.16	1.0488	4.0	4.0
12.3 Preventative controls: Security measures over physical assets.	104	3.99	1.1448	4.0	4.0
12.4 Preventative controls: Segregation of duties.	97	3.74	1.1839	4.0	4.0
12.5 Preventative controls: Assignment of authority levels.	101	3.76	1.1238	4.0	4.0
12.6 Preventative controls: Source document design.	97	3.61	1.2546	4.0	4.0
12.7 Preventative controls: Administration of key	97	3.84	1.1244	4.0	4.0

Variable	N	Mean	Std Dev	Median	Range
documents.					
12.8 Preventative controls: Authorisation of payments.	100	4.21	1.1128	5.0	4.0
12.9 Preventative controls: Management of supervision.	103	4.18	1.0455	4.0	4.0
12.10 Preventative controls: Appropriate supervision of staff.	103	4.07	1.1398	4.0	4.0
12.11 Preventative controls: Physical controls to prevent accidents.	98	3.89	1.1477	4.0	4.0
12.12 Preventative controls: Reference checks on new staff.	97	3.89	1.1626	4.0	4.0
12.13 Preventative controls: Continuous staff training.	99	3.72	1.2041	4.0	4.0
12.14 Preventative controls: Processing of customer complaints.	104	4.01	1.0658	4.0	4.0
12.15 Detective controls: Budget to actual comparisons.	98	3.58	1.2093	4.0	4.0
12.16 Detective controls: Current to prior period comparisons.	98	3.45	1.1764	4.0	4.0
12.17 Detective controls: Performance indicators.	99	3.58	1.2864	4.0	4.0
12.18 Detective controls: Follow-up on unexpected or unusual results.	97	3.61	1.2629	4.0	4.0
12.19 Detective controls: Independent checks of various transactions.	99	3.64	1.1906	4.0	4.0
12.20 Detective controls: Reviews of transactions or work performed.	100	3.68	1.1449	4.0	4.0
12.21 Detective controls: Stock counts.	106	4.16	0.9772	4.0	4.0
12.22 Detective controls: Variance analysis.	100	3.49	1.3065	4.0	4.0
12.23 Detective controls: Exception reports.	90	3.52	1.1730	4.0	4.0

Variable	N	Mean	Std Dev	Median	Range
12.24 Detective controls: Regular reconciliation of accounts.	92	3.70	1.1554	4.0	4.0
12.25 Detective controls: Conduct of regular audits.	84	3.69	1.1404	4.0	4.0
12.26 Directive controls: Organisation structure.	86	3.79	1.0529	4.0	4.0
12.27 Directive controls: Governing policies.	88	3.65	1.1551	4.0	4.0
12.28 Directive controls: Operating procedures.	88	3.94	1.0211	4.0	4.0
12.29 Directive controls: Management directives.	94	3.84	1.2031	4.0	4.0
12.30 Directive controls: Guidance statements.	89	3.72	1.0552	4.0	4.0
12.31 Directive controls: Circulars.	87	3.33	1.1878	3.0	4.0
12.32 Directive controls: Job / position description.	96	3.70	1.2407	4.0	4.0
12.33 Directive controls: Guidelines on personal use of assets.	94	3.78	1.1928	4.0	4.0
SECTION E: EFFECTIVENESS REVIEWS					
13.1 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Ongoing control monitoring.	90	3.50	1.2293	4.0	4.0
13.2 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Control self assessments.	88	3.51	1.1244	4.0	4.0
13.3 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Performance reviews.	87	3.64	1.1410	4.0	4.0
13.4 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Financial	83	3.63	1.0325	4.0	4.0

Variable	N	Mean	Std Dev	Median	Range
metrics.					
13.5 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Time metrics.	85	3.61	1.0921	4.0	4.0
13.6 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Performance metrics.	85	3.71	1.1000	4.0	4.0
SECTION F: LIMITATIONS ON YOUR INTERNAL CONTROLS					
14.1 Unexpected transactions impact negatively on the working of internal controls in my business.	95	3.19	1.3071	3.0	4.0
14.2 Collusions impact negatively on the working of internal controls in my business.	89	3.30	1.2650	3.0	4.0
14.3 Management overrides impact negatively on the working of internal controls in my business.	97	3.39	1.0758	3.0	4.0
14.4 Poor management impacts negatively on the working of internal controls in my business.	94	3.53	1.3889	4.0	4.0
14.5 Incompetent personnel impacts negatively on the working of internal controls in my business.	98	3.63	1.3346	4.0	4.0
14.6 Limited funding or resources impact negatively on the working of internal controls in my business.	100	3.52	1.2184	3.5	4.0
SECTION G: IMPLEMENTATION BARRIERS					
15.1 Lack of internal control awareness is experienced.	101	3.68	1.826	4.0	4.0
15.2 Lack of approach to implementation of internal	101	3.68	1.0576	4.0	4.0

Variable	N	Mean	Std Dev	Median	Range
controls is a problem that is experienced.					
15.3 Lack of information is a problem that is experienced.	100	3.82	1.0672	4.0	4.0
15.4 Lack of interest is a problem that is experienced.	99	3.42	1.2624	3.0	4.0
15.5 Lack of creativity is a problem that is experienced.	96	3.48	1.2395	4.0	4.0
15.6 Lack of finances is a problem that is experienced.	95	3.59	1.2334	4.0	4.0
15.7 Lack of managerial skills and knowledge is a problem that is experienced.	90	3.53	1.2826	4.0	4.0
15.8 Lack of readily available resources is a problem that is experienced.	95	3.50	1.3357	4.0	4.0
15.9 No one to consult is a problem that is experienced.	90	3.57	1.2457	4.0	4.0
15.10 Support that is more costly than expected is a problem that is experienced.	95	3.49	1.282	4.0	4.0
SECTION H: RISK MANAGEMENT					
16.1 Identification of risks is currently conducted in my business.	107	1.23	0.4251	1.0	1.0
16.2 Evaluation of risks is currently conducted in my business.	107	1.35	0.4779	1.0	1.0
16.3 Managing of risks is currently conducted in my business.	107	1.24	0.4309	1.0	1.0
16.4 Monitoring of risks is currently conducted in my business.	107	1.30	0.4600	1.0	1.0
16.5 Reporting back on risks is currently conducted in my business.	107	1.41	0.4944	1.0	1.0

4.3.3 Uni-variate graphs

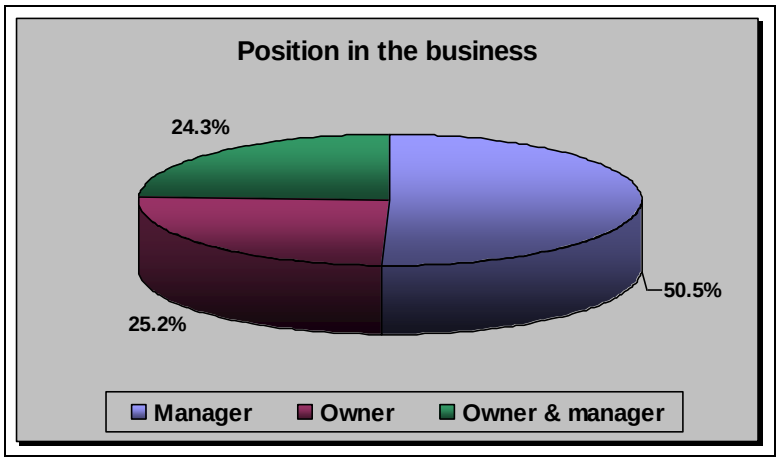

Figure 4.1: Position in the business

According to the above figure, half of the respondents are managers of the businesses; while a quarter are owners of the businesses, and a quarter are owners as well as managers of the businesses.

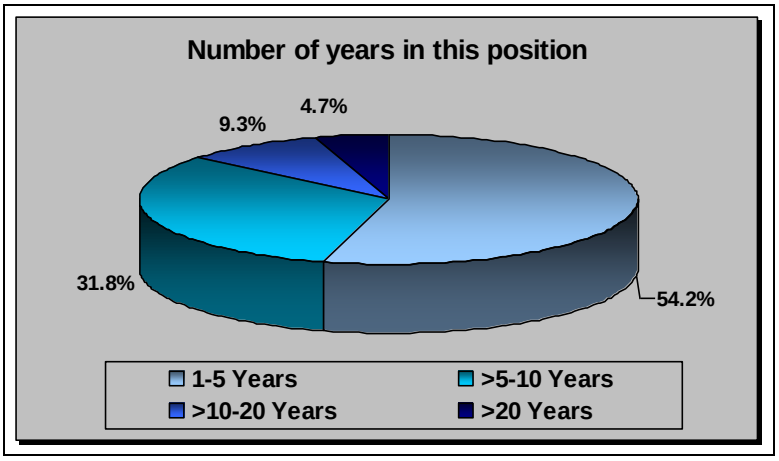

Figure 4.2: Number of years in this position

According to the above figure, more than half of respondents are in their respective positions for 1-5 years; nearly a third of respondents are in their positions for more than 5 to 10 years; 9.3% of respondents are in their positions for more than 10 to 20 years; and 4.7% of respondents are in their respective positions for more than 20 years.

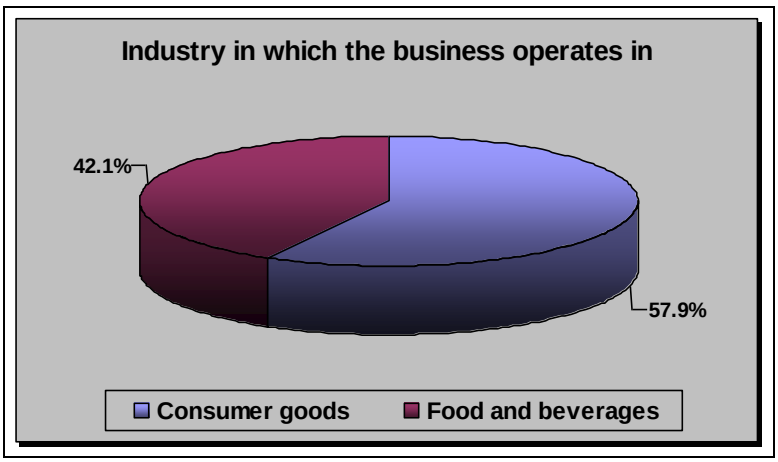

Figure 4.3: Industry in which business operates

According to the above figure, nearly 60% of the respondents' businesses operate in the consumer goods industry and just above 40% of the respondents' businesses operate in the food and beverages industry.

None of the businesses in this survey were part of a franchise.

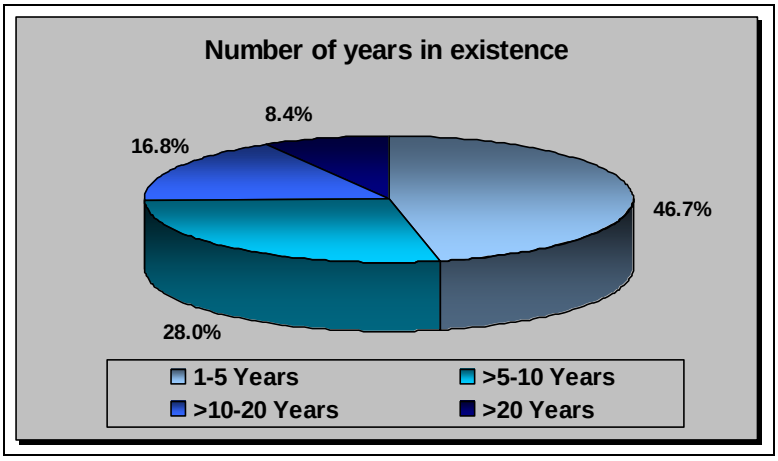

Figure 4.4: Number of years business is in existence

The above figure shows that nearly 50% of businesses in the survey have been in existence for 1 to 5 years; 28% of the businesses have been in existence for more than 5 to 10 years; 16.8% of the businesses have been in existence for more than 10 years to 20 years; and lastly, 8.4 % of businesses have been in existence for more than 20 years.

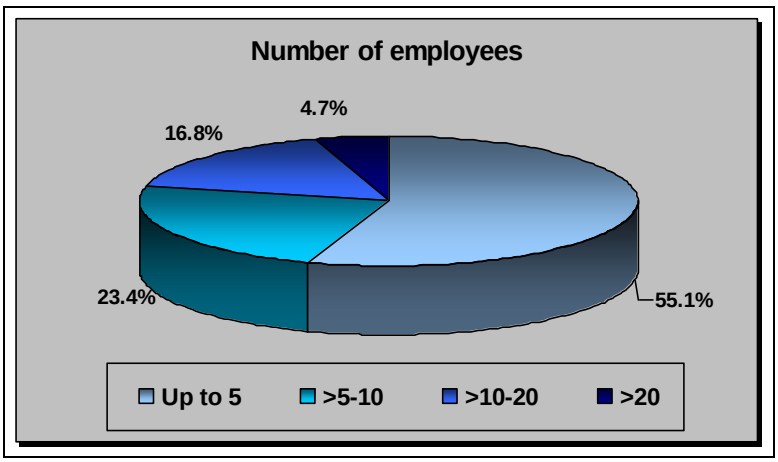

Figure 4.5: Number of employees

The above figure shows that 55% of the businesses have up to 5 employees; 23.4 % of the businesses have more than 5 to 10 employees; 16.8% of the businesses have more than 10 to 20 employees; and 4.5% of the businesses have more than 20 employees.

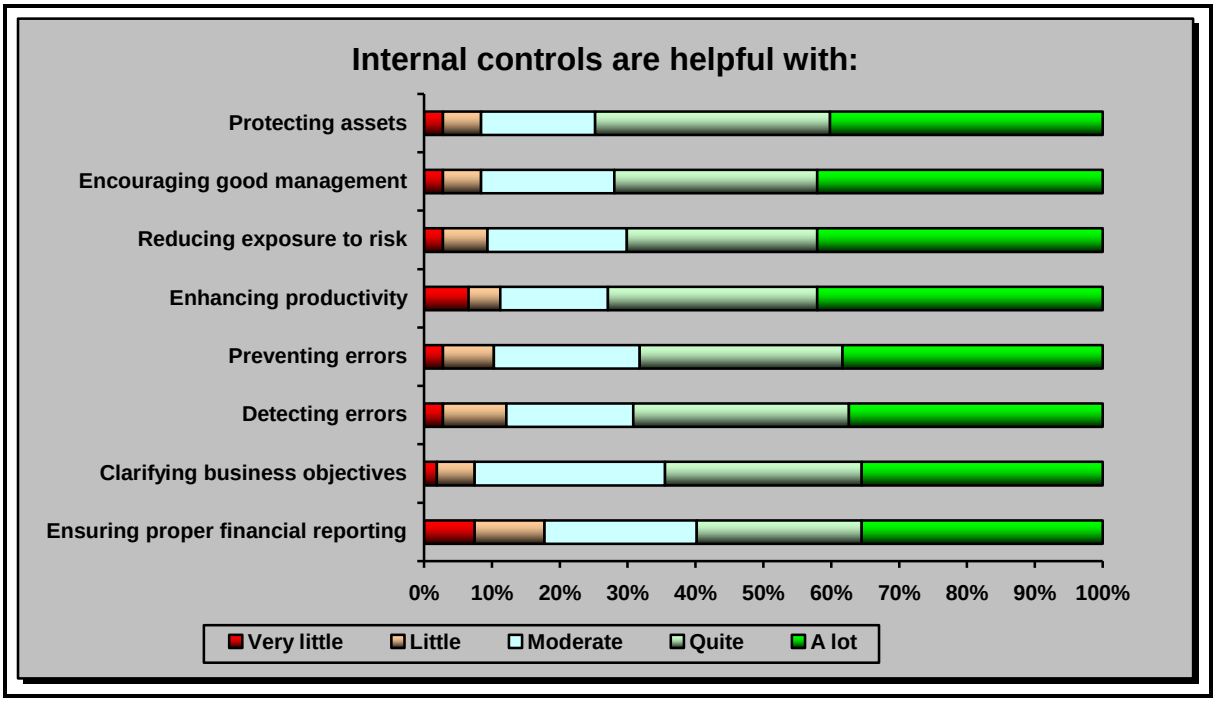

Figure 4.6: Awareness of internal control objectives

In order to determine the awareness of internal controls by SMME owners and/or managers, a list of pre-determined internal control objectives were supplied. Respondents were required to indicate how helpful they thought internal controls were in relation to those objectives. Selection of “quite” to “a lot” for each objective meant that SMMEs were aware of internal controls and the value that can be derived from the successful implementation of internal

controls. The internal control objectives that are helpful were sorted from the most helpful to the least and are as follows:

- Protecting assets (74.8% indicated quite to a lot);
- Encouraging good management (72% indicated quite to a lot);
- Reducing exposure to risks (70.1% indicated quite to a lot);
- Enhancing productivity (72.9% indicated quite to a lot);
- Preventing errors (68.2% indicated quite to a lot);
- Detecting errors (69.2% indicated quite to a lot);
- Clarifying business objectives (64.5% indicated quite to a lot); and
- Ensuring proper financial reporting (59.8% indicated quite to a lot).

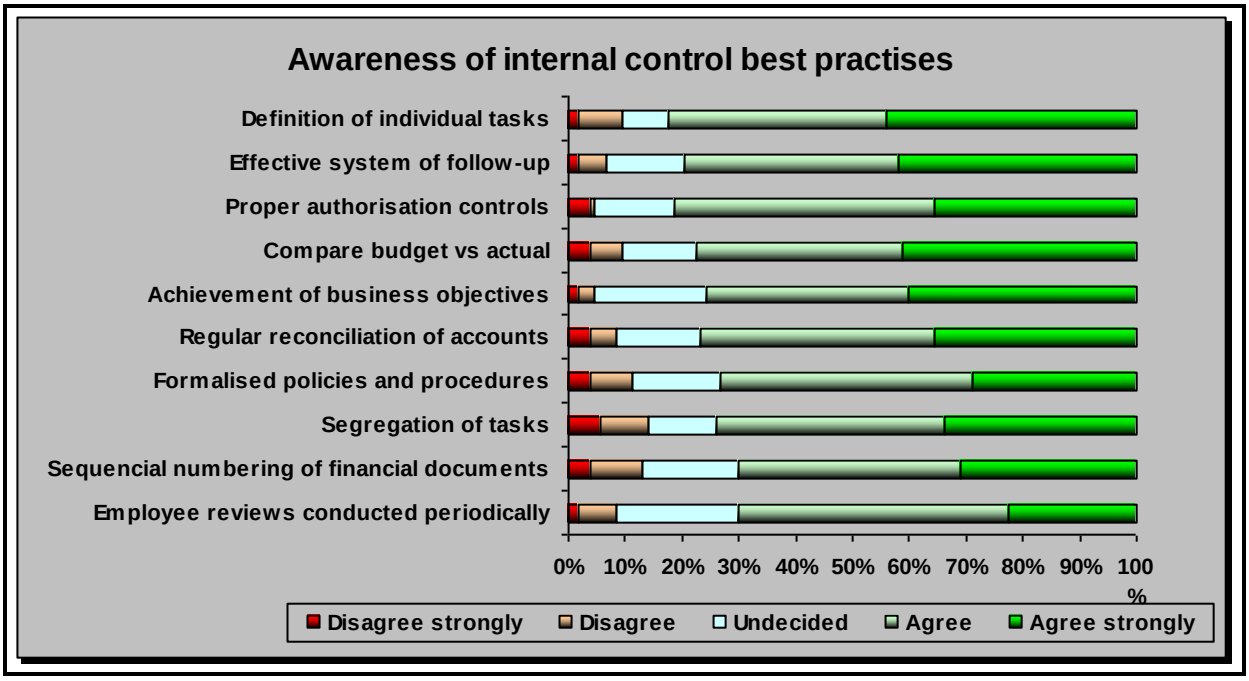

Figure 4.7: Awareness of internal control best practices

Statements, which cover internal control best practices were provided to further ascertain the level of internal control awareness. The selection of “agree” to “agree strongly” indicated a high degree of awareness that SMMEs have towards internal controls. The statements below are sorted from the statement where the respondents mostly agree with to the statement that they least agree with. The respondents agreed more than disagreed with all the statements. The statements, which respondents agreed upon mostly, in descending order, were as follows:

- Individual tasks in a business should be clearly defined (82.2% agree to agree strongly);
- A business should have an effective system of follow-up in place (79.4% agree to agree strongly);
- A business should have proper authorisation-controls (81.3% agree to agree strongly);

- A business should constantly compare budgeted figures against actual costs (77.6% agree to agree strongly);
- Internal controls help me to achieve my business objectives (75.7% agree to agree strongly);
- A business should conduct regular reconciliation of accounts (76.7% agree to agree strongly);
- Business processes should be governed by formalised policies and procedures (73.8% agree to agree strongly);
- Tasks within a business should be 'divided' (73.3% agree to agree strongly);
- A business' financial documents should be sequentially numbered (70.1% agree to agree strongly); and
- A business should conduct employee reviews periodically (70.1% agree to agree strongly).

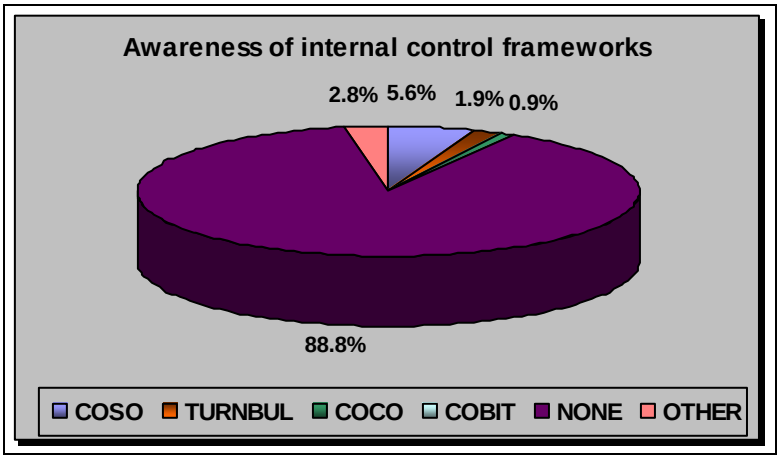

Figure 4.8: Awareness of internal control frameworks

According to the above figure, most respondents indicated that they were not aware of any internal control frameworks (88.8%). The frameworks that they were aware of were COSO (5.6%); Other (2.8%); TURNBUL (1.9%); and COCO (0.9%). It should be noted that the "other" specified frameworks included:

- CATMAN CAN;
- Combination COSO and Turnbul; and
- Combination COCO, COBIT and Turnbul report.

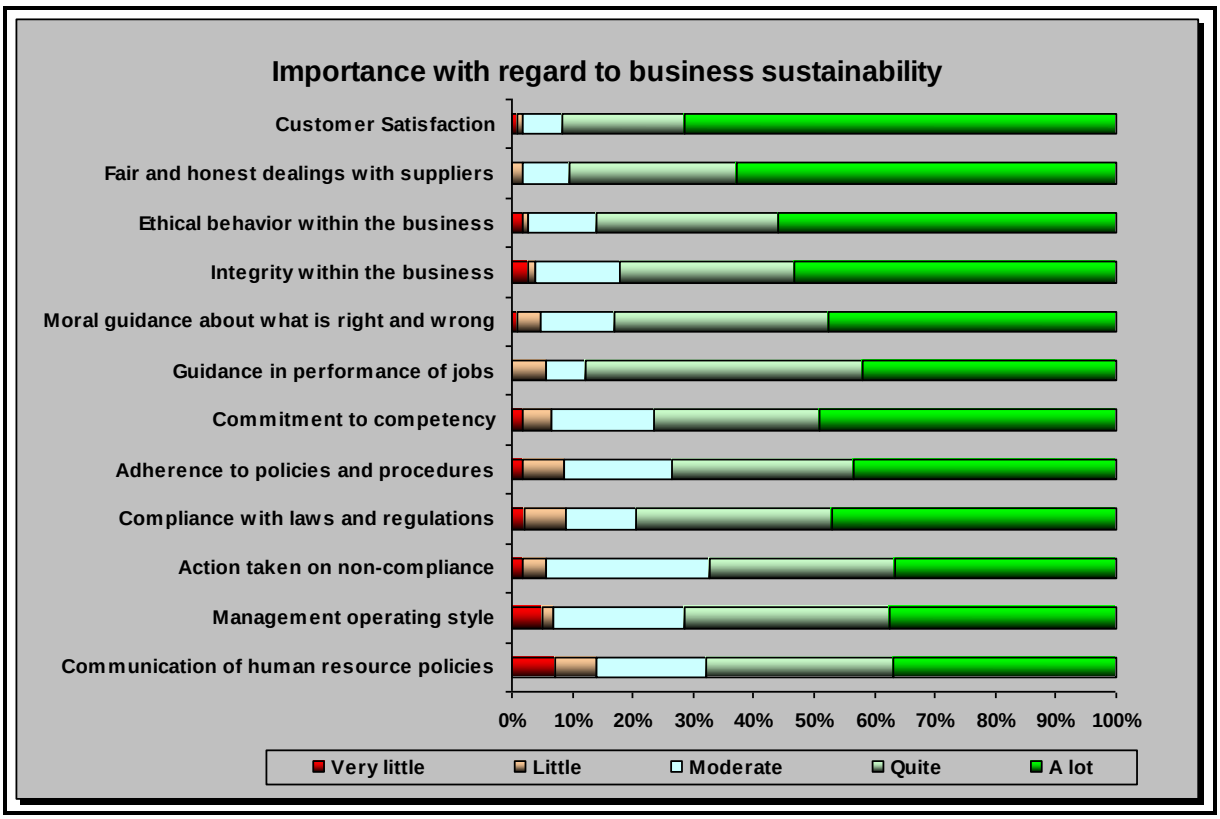

Figure 4.9: Internal control environment

An internal control environment is concerned with how much the people at the top of the organisation (management) care about internal controls. Aspects, which are important with regard to business sustainability are sorted below from “a lot” to “very little” in terms of importance, and were as follows:

- Customer satisfaction (92.5% indicated quite to a lot);
- Fair and honest dealings with suppliers (88.8% indicated quite to a lot);
- Ethical behaviour within the business (86% indicated quite to a lot);
- Integrity within the business (82.2% indicated quite to a lot);
- Moral guidance about what is right and wrong (83.2% indicated quite to a lot);
- Appropriate guidance in performance of jobs (87.8% indicated quite to a lot);
- Commitment to competency (75.7% indicated quite to a lot);
- Strict adherence to policies and procedures (72.9% indicated quite to a lot);
- Compliance with laws and regulations (75.7% indicated quite to a lot);
- Remedial actions taken on non-compliance with policies and procedures (65.4% indicated quite to a lot);
- Management operating style (67.5% indicated quite to a lot); and
- Communication of human resource policies (63.6% indicated quite to a lot).

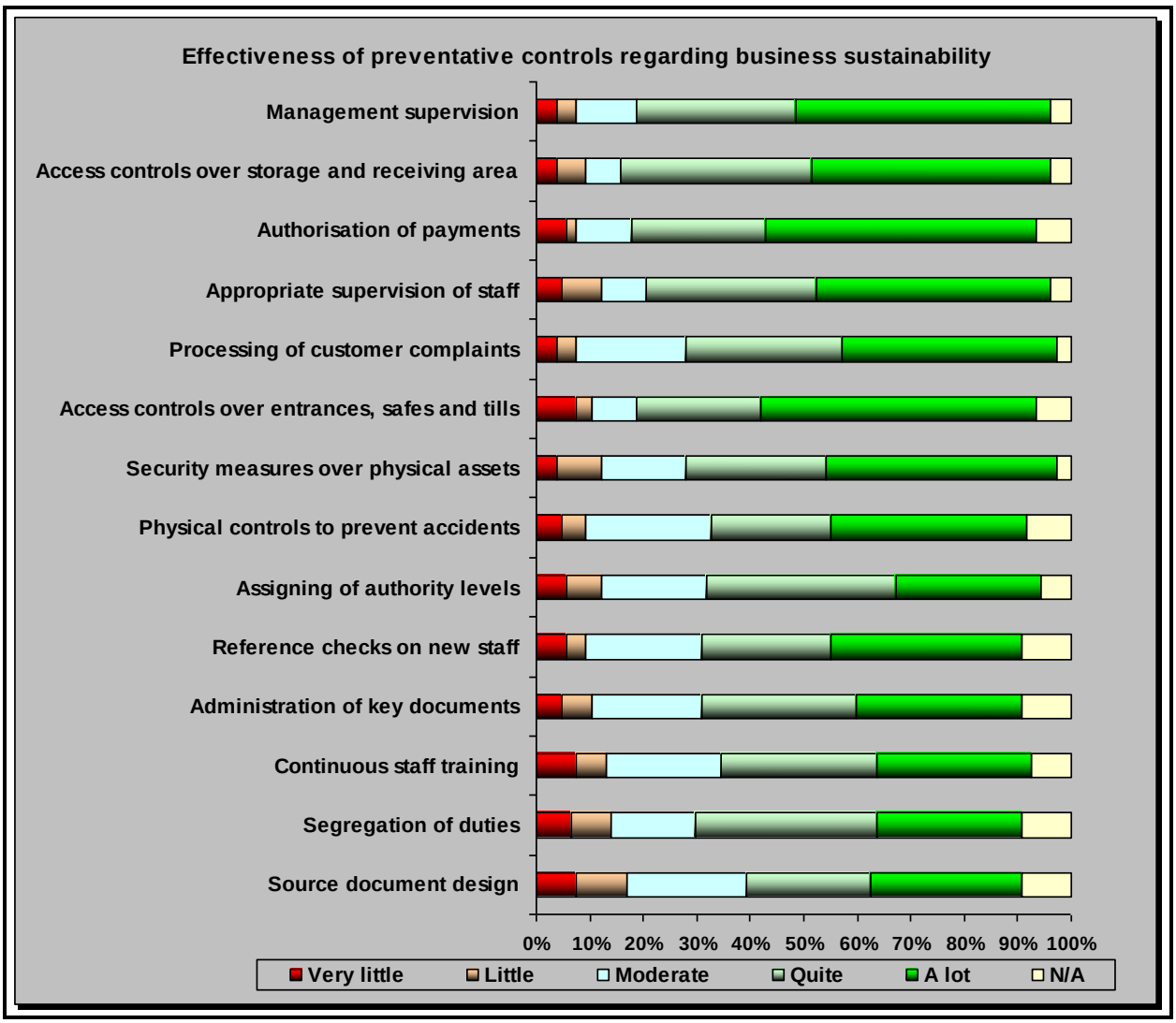

Figure 4.10: Implemented preventative controls

The effectiveness of preventative controls with regard to business sustainability is sorted below from “a lot” to “very little”:

- Management supervision (77.6% indicated quite to a lot);
- Physical controls over storage and receiving area (80.4% indicated quite to a lot);
- Authorisation of payments (75.7% indicated quite to a lot);
- Appropriate supervision of staff (75.7% indicated quite to a lot);
- Processing of customer complaints (79.2% indicated quite to a lot);
- Access controls over entrances, safes and tills (74.8% indicated quite to a lot);
- Security measures over physical assets (79.2% indicated quite to a lot);
- Physical controls to prevent accidents (58.9% indicated quite to a lot);
- Assigning of authority levels (69.2% indicated quite to a lot);
- Reference checks on new staff (59.8% indicated quite to a lot);
- Administration of key documents (59.8% indicated quite to a lot);
- Continuous staff training (57.9% indicated quite to a lot);

- Segregation of duties (60.7% indicated quite to a lot); and
- Source document design (51.4% indicated quite to a lot).

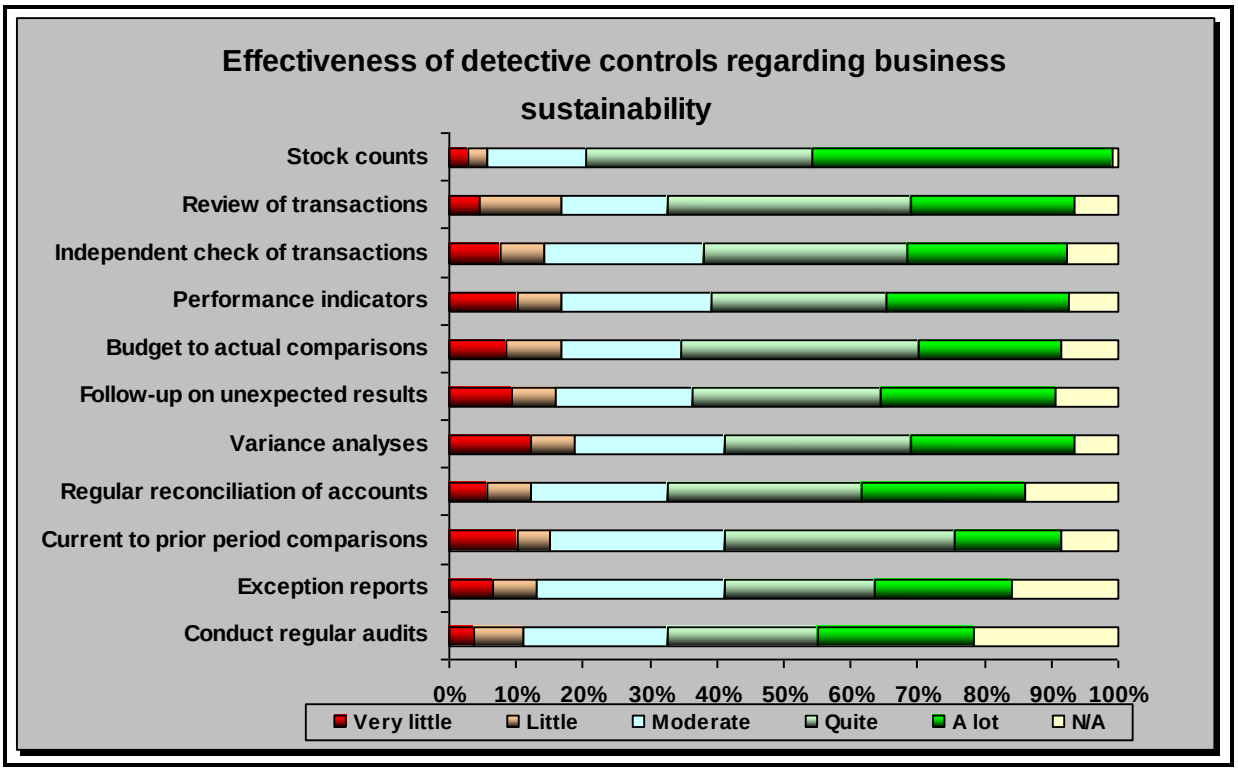

Figure 4.11: Implemented detective controls

The effectiveness of detective controls with regard to business sustainability is sorted below from “a lot” to “very little”:

- Stock counts (78.5% indicated quite to a lot);
- Reviews of transactions or work performed (60.8% indicated quite to a lot);
- Independent checks of various transactions (55.1% indicated quite to a lot);
- Performance indicators (53.3% indicated quite to a lot);
- Budget to actual comparisons (57% indicated quite to a lot);
- Follow-up on unexpected or unusual results (54.2% indicated quite to a lot);
- Variance analysis (52.3% indicated quite to a lot);
- Regular reconciliation of accounts (53.3% indicated quite to a lot);
- Current to prior period comparisons (50.5% indicated quite to a lot);
- Exception reports (43% indicated quite to a lot); and
- Conduct of regular audits (45.8% indicated quite to a lot).

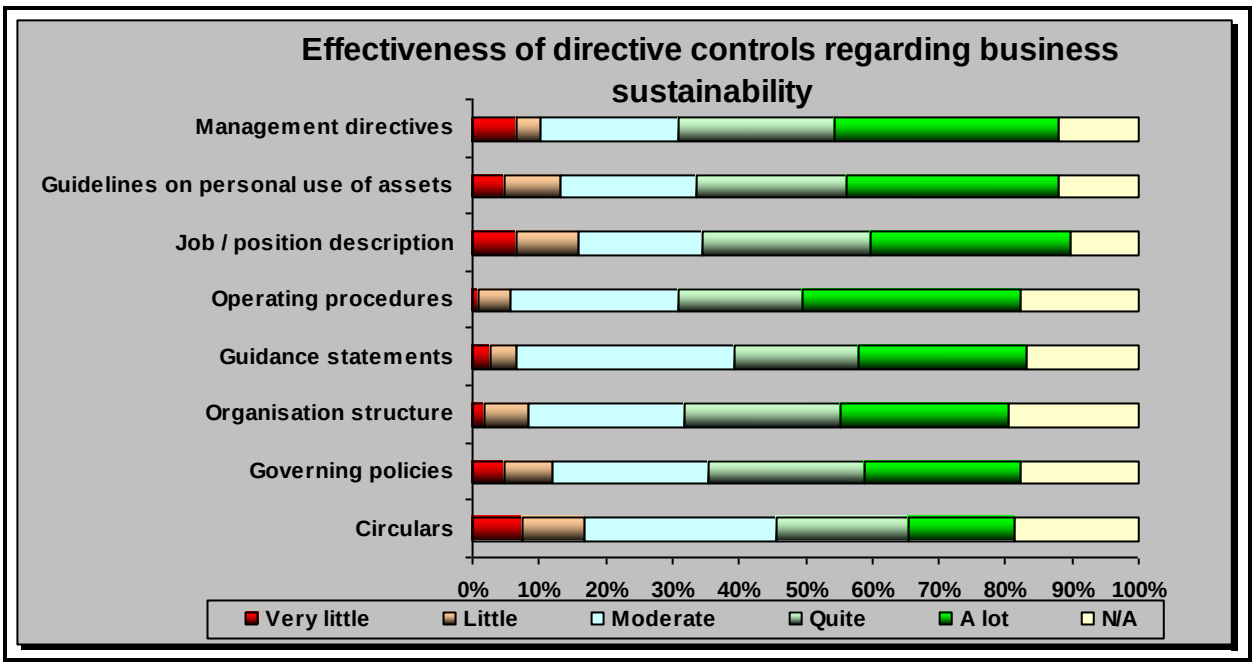

Figure 4.12: Implemented directive controls

The effectiveness of directive controls with regard to business sustainability is sorted below from “a lot” to “very little”:

- Management directives (57% indicated quite to a lot);
- Guidelines on personal use of assets (54.2% indicated quite to a lot);
- Job/position description (55.1% indicated quite to a lot);
- Operating procedures (51.4% indicated quite to a lot);
- Guidance statements (43.9% indicated quite to a lot);
- Organisation structure (48.6% indicated quite to a lot);
- Governing policies (46.7% indicated quite to a lot); and
- Circulars (35.5% indicated quite to a lot).

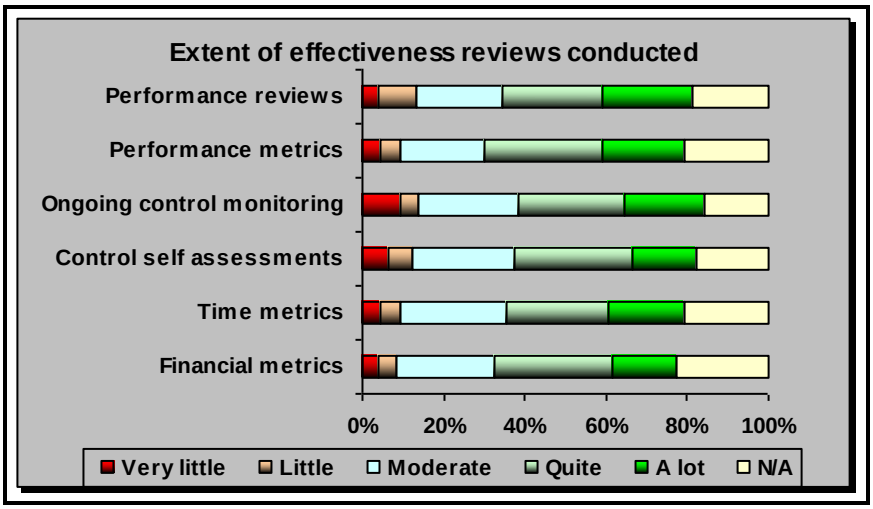

Figure 4.13: Implemented internal control effectiveness reviews

The extent of internal control effectiveness reviews, which were conducted is sorted below from “a lot” to “very little”:

- Performance reviews (67.2% indicated moderate to a lot);
- Performance metrics (70.1% indicated moderate to a lot);
- Ongoing control monitoring (70.1% indicated moderate to a lot);
- Control self assessments (70.0% indicated moderate to a lot);
- Time metrics (70.1% indicated moderate to a lot); and
- Financial metrics (69.2% indicated moderate to a lot);

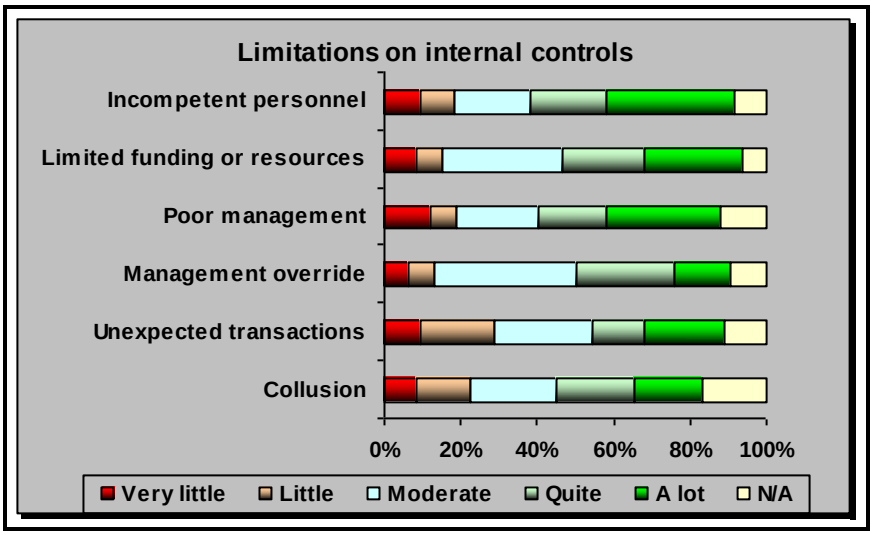

Figure 4.14: Limitations on internal controls

The degree to which the following factors negatively impact on the working of internal controls in the business is sorted below from “a lot” to “very little”:

- Incompetent personnel (72.9% indicated moderate to a lot);
- Limited funding of resources (78.5% indicated moderate to a lot);
- Poor management (69.2% indicated moderate to a lot);
- Management override (77.6% indicated moderate to a lot);
- Unexpected transactions (59.8% indicated moderate to a lot); and
- Collusions (60.8% indicated moderate to a lot).

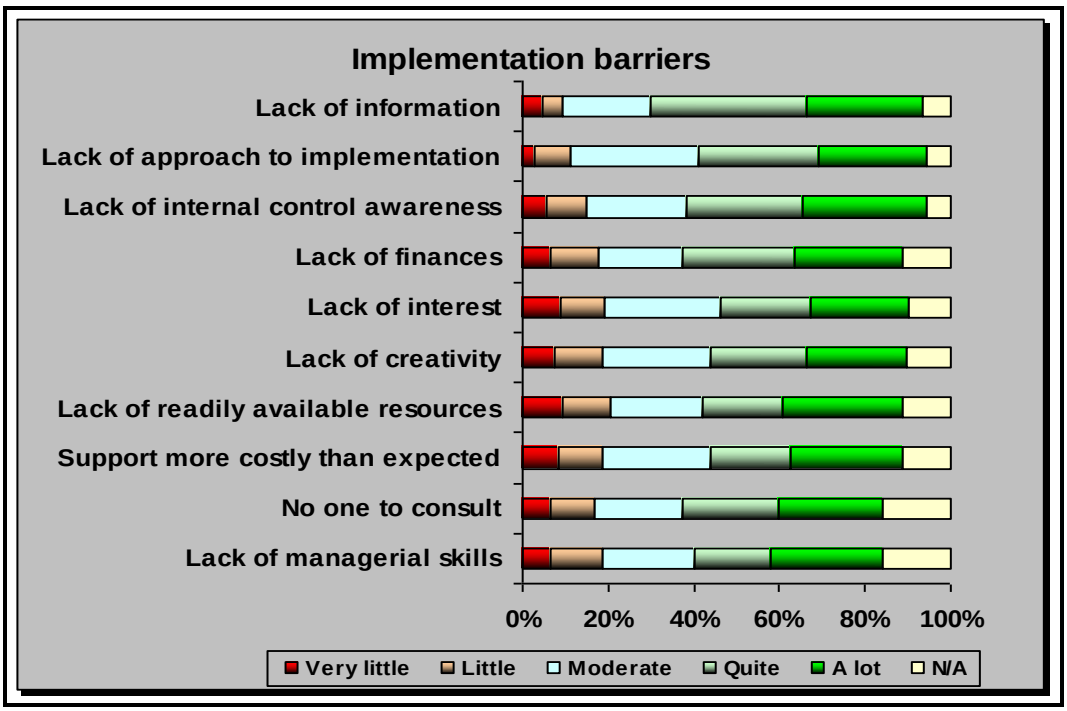

Figure 4.15: Barriers to implementation of internal controls

The extent to which problems are experienced when trying to implement an adequate system of internal control is sorted below from “a lot” to “very little”:

- Lack of information (84.1% indicated moderate to a lot);
- Lack of approach to implementation of internal controls (83.2 % indicated moderate to a lot);
- Lack of internal control awareness (79.4% indicated moderate to a lot);
- Lack of finances (71.0% indicated moderate to a lot);
- Lack of interest (72.9% indicated moderate to a lot);
- Lack of creativity (71.0% indicated moderate to a lot);
- Lack of readily available resources (68.2% indicated moderate to a lot);
- Support more costly than expected (71.0% indicated moderate to a lot);
- No one to consult (67.3% indicated moderate to a lot); and
- Lack of managerial skills and knowledge (65.4% indicated moderate to a lot).

Figure 4.16: Risk management processes within SMMEs

Risk management aspects, which were conducted in the company were as follows:

- Identification of risks (76.6% indicated yes);
- Managing of risks (75.7% indicated yes);
- Monitoring of risks (70.1% indicated yes);
- Evaluation of risks (65.4% indicated yes); and
- Reporting back on risks (58.9% indicated yes).

4.3.4 Pearson chi-square tests

The Pearson chi-square test was used to determine whether there is an association between the position that the respondents fill within the business, and the perceptions of respondents with regard to this survey. It was also used to determine whether there is an association between the type of industry in which the business operates and the perceptions of the respondents with regard to internal controls in the business, and whether there is an association between the suburb where respondents live and their perceptions with regard to this survey.

Due to the fact that in some cases the chi-square statistics can become invalid owing to an expected count of less than 5 in a cell; the “Agree strongly” and “Agree” responses were grouped together as “Agree to agree strongly” and the “Disagree strongly” and “Disagree” responses were grouped together as “Disagree to disagree strongly”. The same applied to the other Likert scale that was used; the “Very little” and “Little” were grouped together to form “Little to very little” and the “Quite” and “A lot” groups were aggregated to form “Quite to a lot”.

Following analysis, results for the statistically significant differences were completed and are shown in Table 4.4. Detailed results are evident in Annexure D.

Table 4. 4: Statistically significant Chi-square tests with regard to position in business

Question / Statement	Sample Size	Chi-Square	DF	P-Value
11.7 Importance of: Customer satisfaction.	107	11.6804	4	0.0199*
12.06 Preventative controls: Source document design.	97	10.2445	4	0.0365*
12.23 Detective controls: Exception reports.	90	13.7345	4	0.0082**
12.29 Directive controls: Management directives.	94	11.6883	4	0.0198*
13.4 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Financial metrics.	83	9.6645	4	0.0435*
16.3 Managing of risks is currently conducted in my business.	107	6.3574	2	0.0416*

** Statistically significant at level 0.05*

*** Statistically significant at level 0.01*

**** Statistically significant at level 0.001*

Table 4.4 above shows where there are statistically significant associations between the positions that respondents filled, and their perceptions of the internal controls in the business.

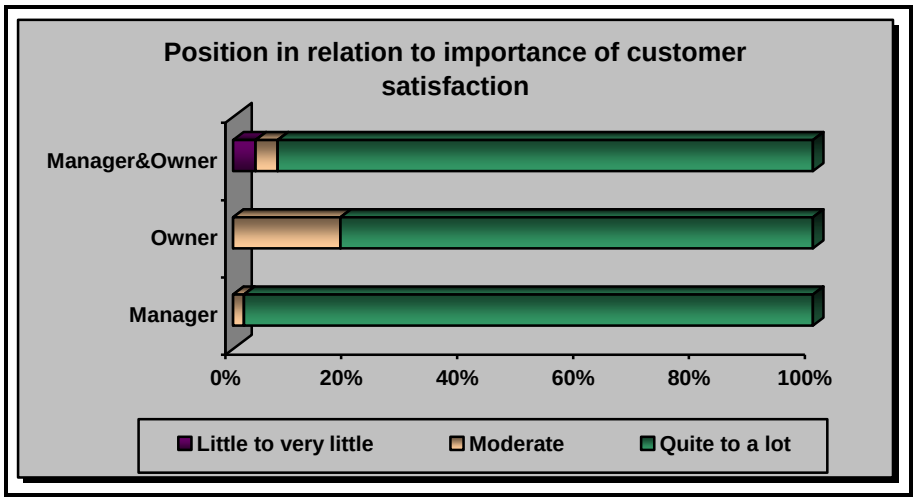

Figure 4.17: Position in relation to importance of customer satisfaction

According to the above figure, more owners of the business indicated that "Customer satisfaction" is "moderately" important than the other two groups of respondents.

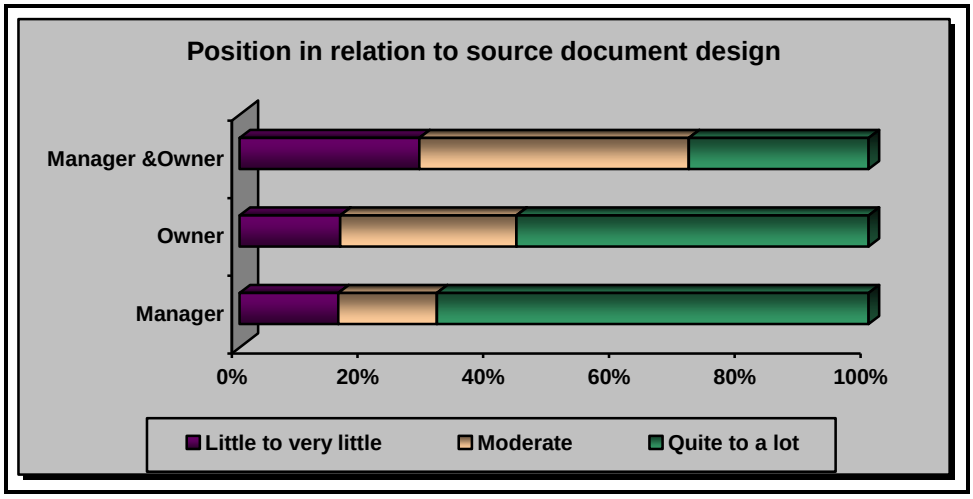

Figure 4.18: Position in relation to source document design

According to the above figure, less of the owner and manager group indicated that the preventative control “Source document design” is “quite to a lot” in terms of effectiveness in the business, as opposed to the other two groups of respondents.

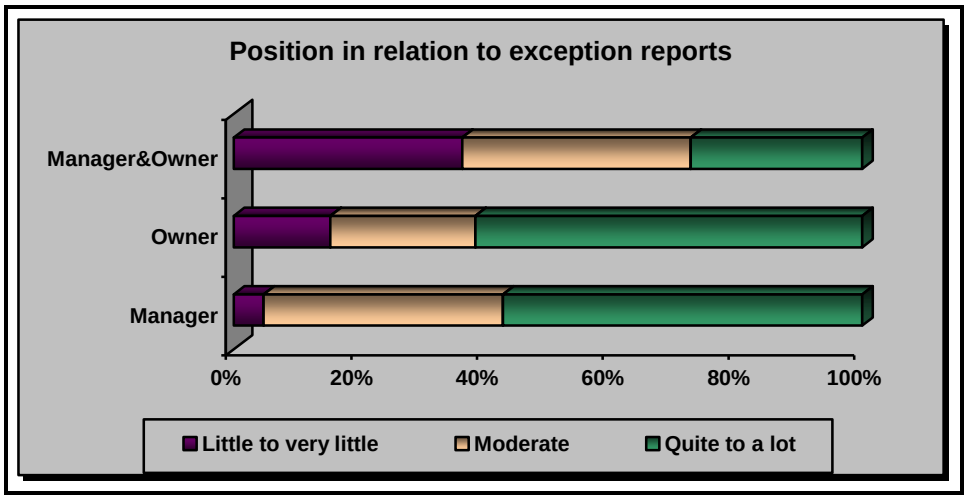

Figure 4.19: Position in relation to exception reports

According to the above figure, less of the owner and manager group indicated that the detective control “Exception reports” is “quite to a lot” in terms of effectiveness in the business when compared to the views of the other two groups of respondents.

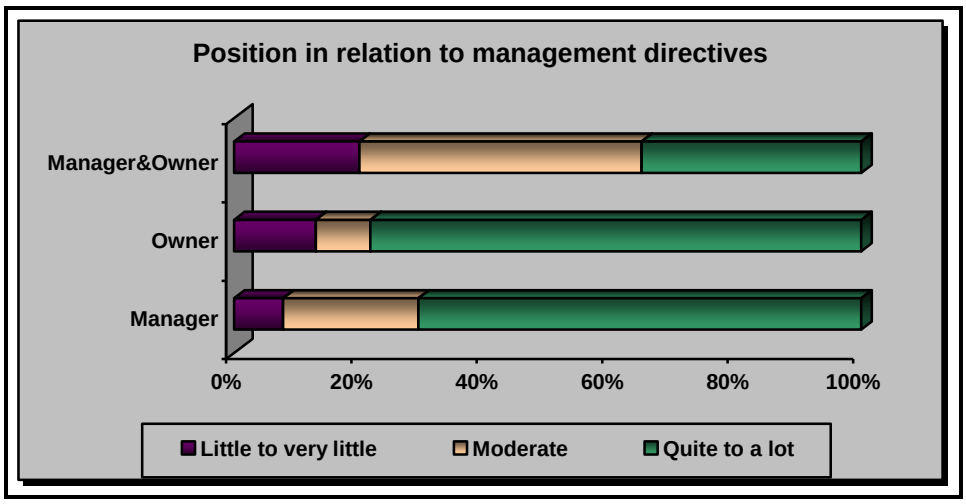

Figure 4.20: Position in relation to management directives

The above figure shows that less of the owner and manager group indicated that the directive control “Management directives” is “quite to a lot” in terms of effectiveness in the business than the other two groups of respondents.

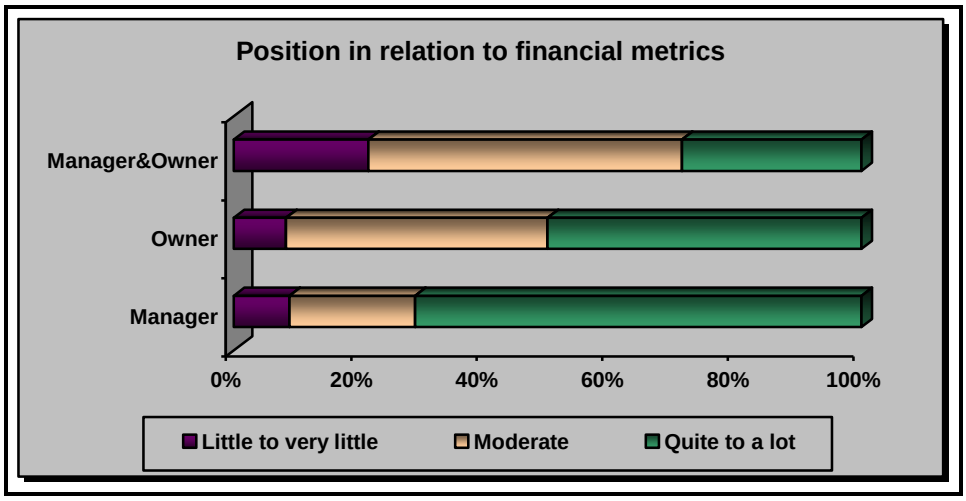

Figure 4.21: Position in relation to financial metrics

The above figure shows that less respondents who were both the owner and manager of the SMME indicated “quite to a lot” in terms of the financial metric, as an effectiveness review in order to evaluate the effectiveness of the internal controls, than those respondents who were either the owner or manager of the SMME.

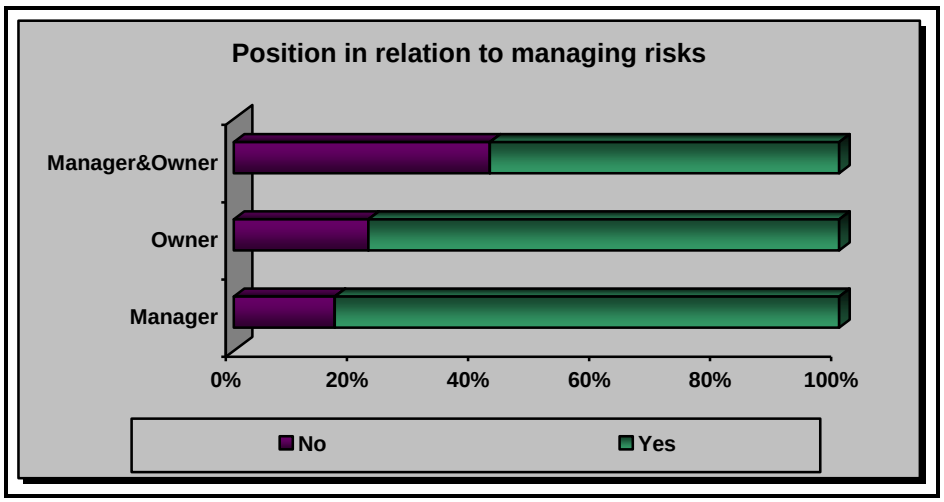

Figure 4.22: Position in relation to managing risks

The above figure shows that less of the owner and manager group indicated that managing risks are conducted in their businesses, as opposed to the views of the other two groups of respondents.

It is clear that respondents who were the owners, as well as managers of their respective businesses indicated that their business is 'very small', and thus it was not necessary for them to conduct financial metric reviews as much as the bigger companies. The same can be said for the managing of risks as the latter respondent-type only depends on a few employees; thus it becomes less necessary to manage the risks. It may also mean that source document design, exception reports and management directives were not needed as much as bigger businesses where there are a lot more employees involved.

Table 4.5: Statistically significant Chi-square tests with regard to type of industry

Question / Statement	Sample Size	Chi-Square	DF	P-Value
9.3 A business should have an effective system of follow-up in place.	107	6.0909	2	0.0476*
9.6 A business should conduct regular reconciliation of accounts.	107	6.4406	2	0.0399*

** Statistically significant at level 0.05*

*** Statistically significant at level 0.01*

**** Statistically significant at level 0.001*

Table 4.5 above shows where there are statistically significant associations between the type of industry in which the businesses are housed and the perceptions of respondents with respect to the internal controls in the business.

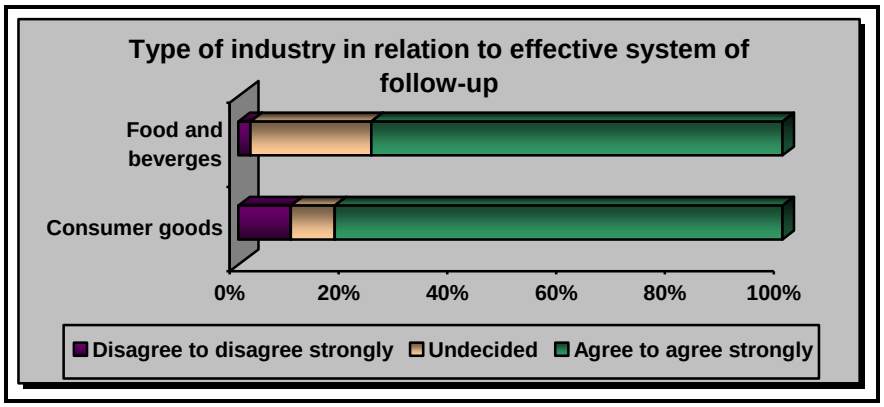

Figure 4.23: Type of industry in relation to effective system of follow-up

Statistically, significantly more respondents from consumer goods businesses “agree to agree strongly” that a business should have an effective system of follow-up in place than respondents from food and beverage businesses.

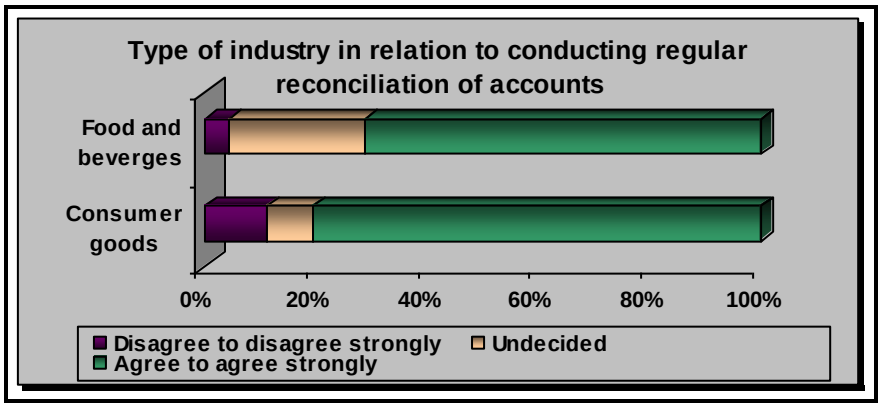

Figure 4.24: Type of industry in relation to conducting regular reconciliation of accounts

Statistically, significantly more respondents from consumer goods businesses “agree to agree strongly” that a business should conduct regular reconciliation of accounts than respondents from food and beverage businesses.

Table 4. 6: Statistically significant Chi-square tests with regard to respondents' suburb

Question / Statement	Sample Size	Chi-Square	DF	P-Value
8. Internal controls help me to achieve my business objectives.	107	7.0514	2	0.0294*
11.2 Importance of: Ethical behaviour within the business.	105	6.5340	2	0.0381*
11.12 Importance of: Fair and honest dealings with suppliers.	105	6.0746	2	0.0480*
12.18 Detective controls: Follow-up on unexpected or unusual results.	97	6.1040	2	0.0473*
13.2 Reviews conducted in order to evaluate the effectiveness of the business' internal controls: Control self-assessments.	88	6.2136	2	0.0447*
14.6 Limited funding or resources impact negatively on the working of internal controls in my business.	100	7.3132	2	0.0258*
15.8 Lack of readily available resources is a problem that is experienced.	95	10.2663	2	0.0059**
16.1 Identification of risks is currently conducted in my business.	107	7.1286	1	0.0076**
16.2 Evaluation of risks is currently conducted in my business.	107	4.7141	1	0.0299*
16.3 Managing of risks is currently conducted in my business.	107	3.9767	1	0.0461*

** Statistically significant at level 0.05*

*** Statistically significant at level 0.01*

**** Statistically significant at level 0.001*

Table 4.6 above shows where there are statistically significant associations between the position that respondents filled, and their perceptions of the internal controls in the business.

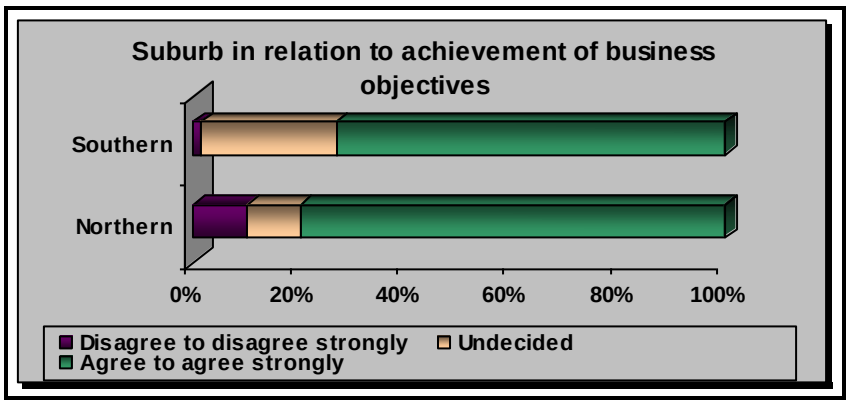

Figure 4.25: Suburb in relation to achievement of business objectives

Statistically, significantly more respondents from the Northern Suburbs indicated that they "agree to agree strongly" with the statement that internal controls helped them to achieve their business objective, than respondents from the Southern suburbs.

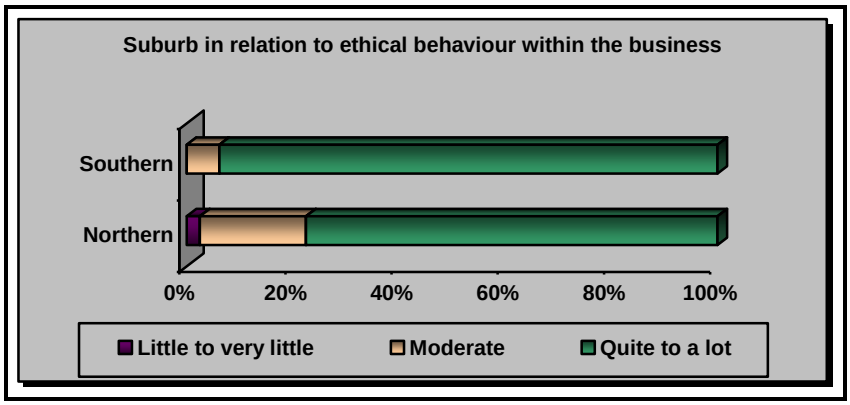

Figure 4.26: Suburb in relation to ethical behaviour within the business

Statistically, significantly more respondents from the Southern Suburbs indicated that ethical behaviour within the business was "quite to a lot" more important, as opposed to the views of respondents from the Northern Suburbs.

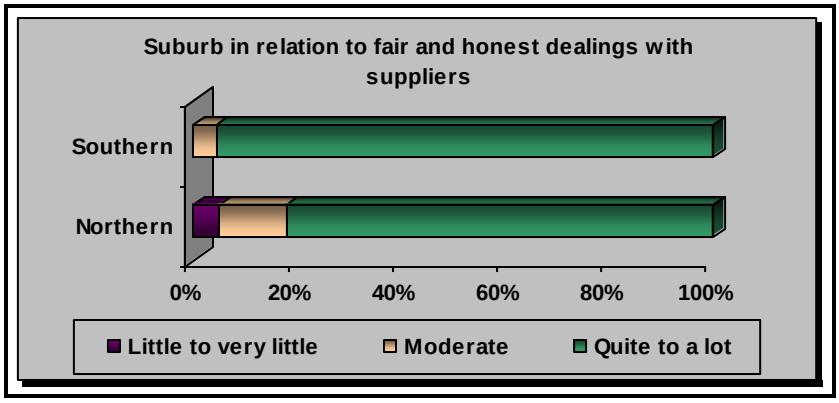

Figure 4.27: Suburb in relation to fair and honest dealings with suppliers

Statistically, significantly more respondents from the Southern Suburbs indicated that fair and honest dealings with suppliers were “quite to a lot” important when compared to the views of respondents from the Northern Suburbs.

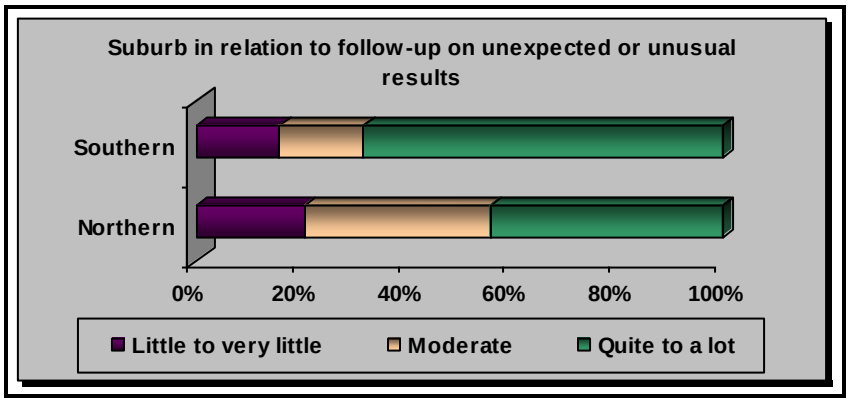

Figure 4.28: Suburb in relation to follow-up on unexpected or unusual results

Statistically, significantly more respondents from the Southern Suburbs indicated that the detective control “follow-up on unexpected or unusual results” was “quite to a lot” more effective than respondents from the Northern Suburbs.

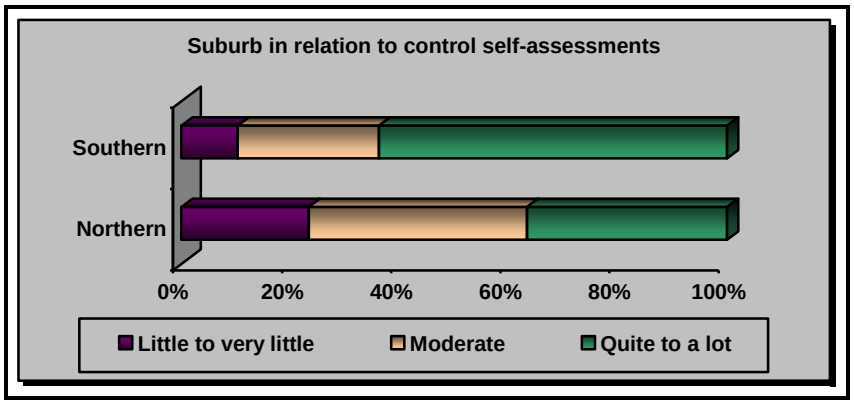

Figure 4.29: Suburb in relation to control self-assessments

Statistically, significantly fewer respondents from the Northern Suburbs indicated that the control self-assessment reviews was conducted “quite to a lot” in order to evaluate the effectiveness of the internal controls, when compared to respondents from the Southern Suburbs.

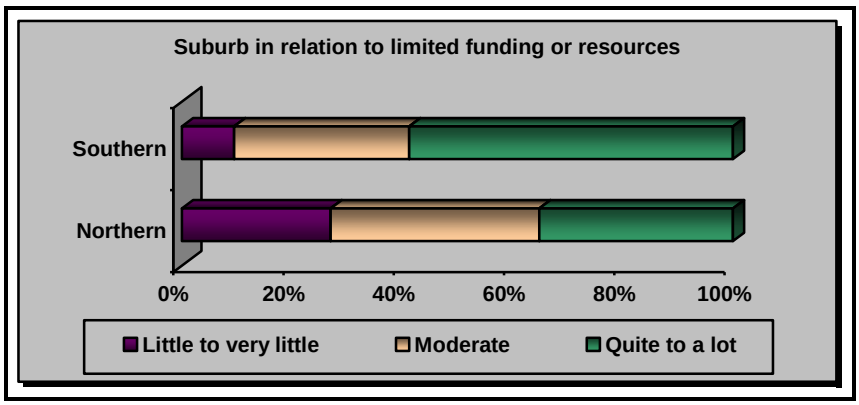

Figure 4.30: Suburb in relation to limited funding or resources

Statistically, significantly fewer respondents from the Northern Suburbs indicated that limited funding or resources was a limitation on the internal controls of the business than respondents from the Southern Suburbs.

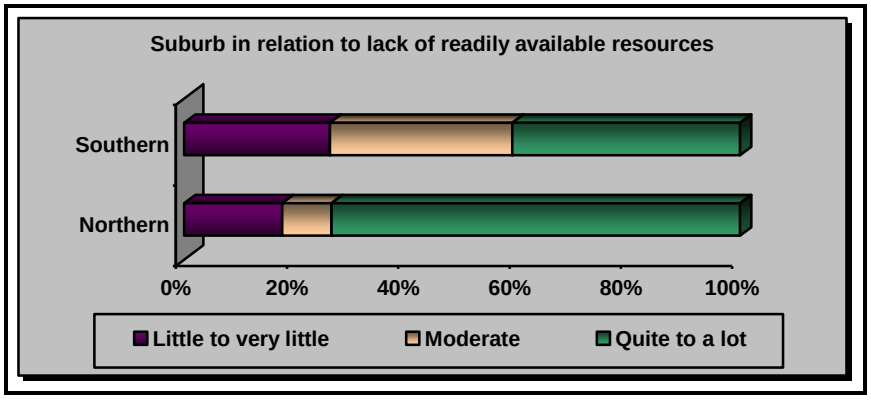

Figure 4.31: Suburb in relation to lack of readily available resources

Statistically, significantly more respondents from the Northern Suburbs indicated that a lack of readily available resources was an implementation barrier that is experienced from “quite to a lot”; than respondents from the Southern Suburbs.

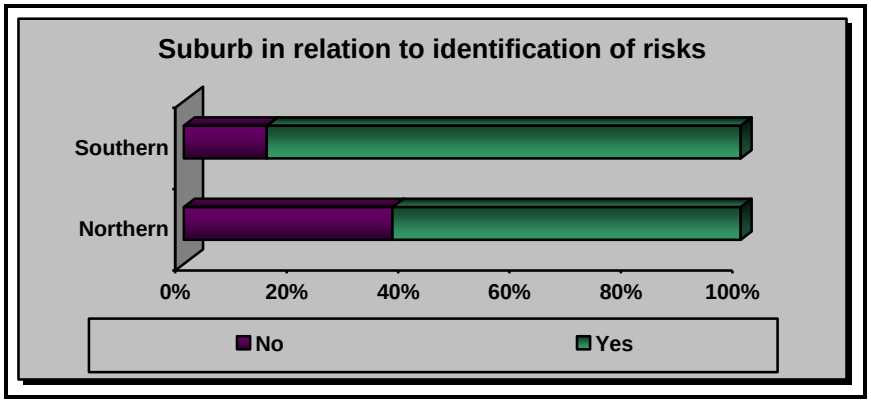

Figure 4.32: Suburb in relation to identification of risks

Statistically, significantly more respondents from the Southern Suburbs indicated that identification of risks were conducted in their businesses than respondents from the Northern Suburbs.

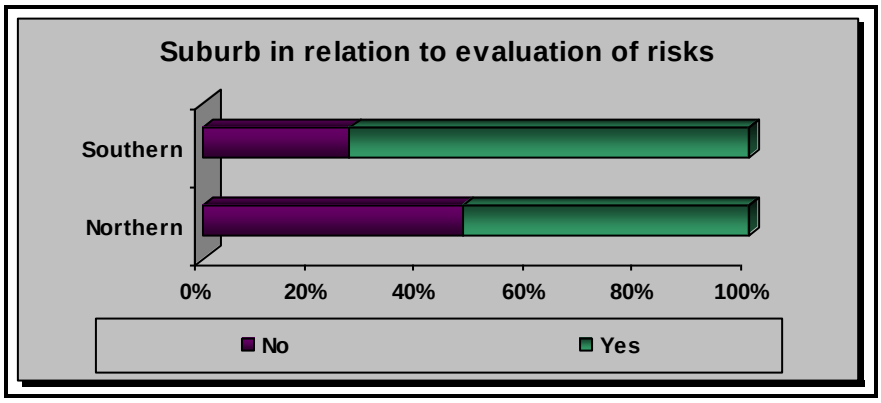

Figure 4.33: Suburb in relation to evaluation of risks

Statistically, significantly more respondents from the Southern Suburbs indicated that evaluation of risks was conducted in their businesses than respondents from the Northern Suburbs.

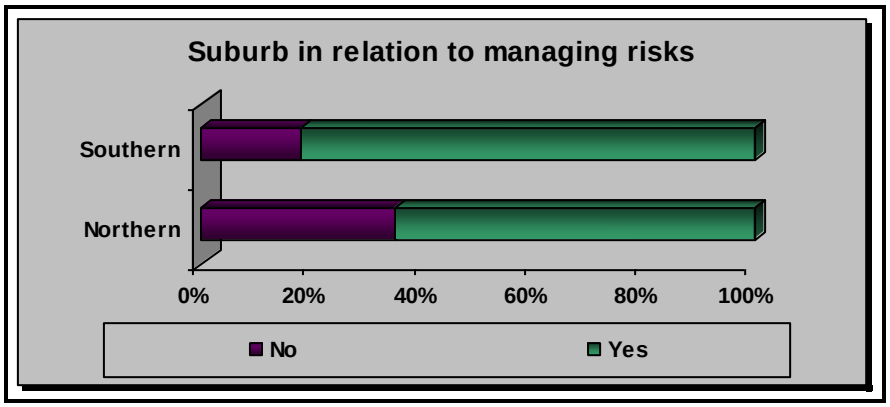

Figure 4.34: Suburb in relation to managing risks

Statistically, significantly more respondents from the Southern Suburbs indicated that managing risks was conducted in their businesses than respondents from the Northern Suburbs. A possible reason for this difference in perception is that businesses in the Southern Suburbs are much more equipped with resources that would enable them to enhance their risk management processes.

4.3.4.1 Analysis of Variance

An Analysis of Variance test was performed to determine whether the average number of years that a respondent is in his/her current position; the average number of years that the

business exists; and the average number of employees that the business has, has an impact on the perceptions of the respondents of this survey. The statistically significant tests are discussed in paragraph below, while all tests are evident in Annexure E

There were statistically significant differences in the number of years that respondents filled a position for ‘management override,’ and ‘no one to consult’. The analysis of the Variance test whether there is a difference between the means and further pair wise testing indicates where that difference lies. If corrections are made for the number of comparisons, then an overall significant difference may no longer be significant.

Firstly, the respondents who indicated that the management override factors negatively impact “A lot” on the working of internal controls were, statistically, significantly longer in the position than those who indicated otherwise, but after pair wise comparisons were made, it seems that they differed statistically significantly from those who indicated “Quite”. (Analysis of variance for equal means test: F statistic=3.0073, P-value=0.0222*).

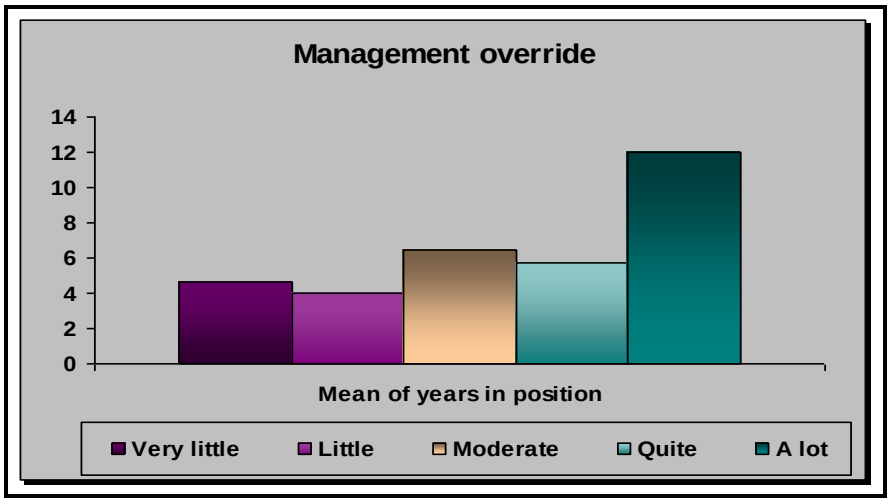

Figure 4.35: Management override

Secondly, the respondents who indicated “Very little” in respect of the problems that they experienced when trying to implement an adequate system of internal controls, were statistically, significantly longer in the position than those who responded otherwise, but when the pair wise comparisons were done, there were no significant differences. (Analysis of variance for equal means test: F statistic=3.0271, P-value=0.0219*). See Annexure E for the results.

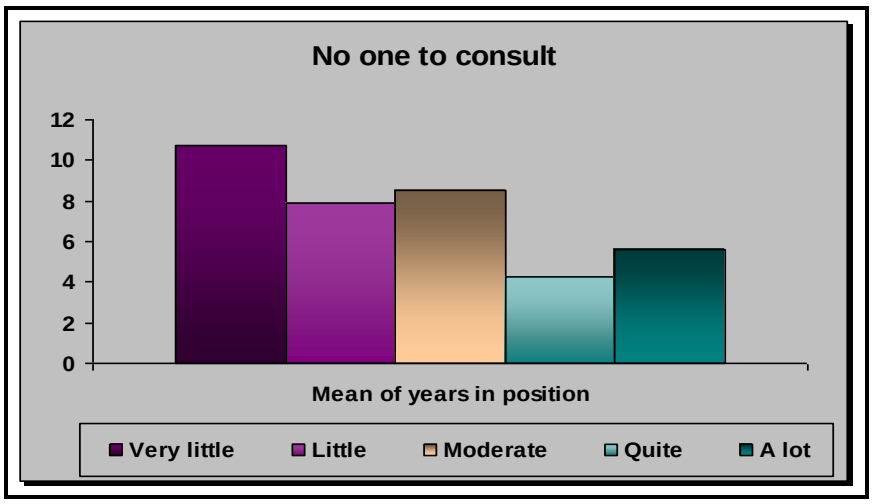

Figure 4.36: No one to consult

According to respondents who have had a greater number of years of experience as owners and/or managers; management override impacted negatively on the working of internal controls in the business, and "no one to consult", is not as big a problem experienced when trying to implement an adequate system of internal control.

There were statistically significant differences in the average number of years that a business exists for Q09_03, Q09_04, Q09_06, Q11_10, Q12_01, Q15_02 and Q15_03. The detail for each question code is represented respectively by the graphs, which are depicted below.

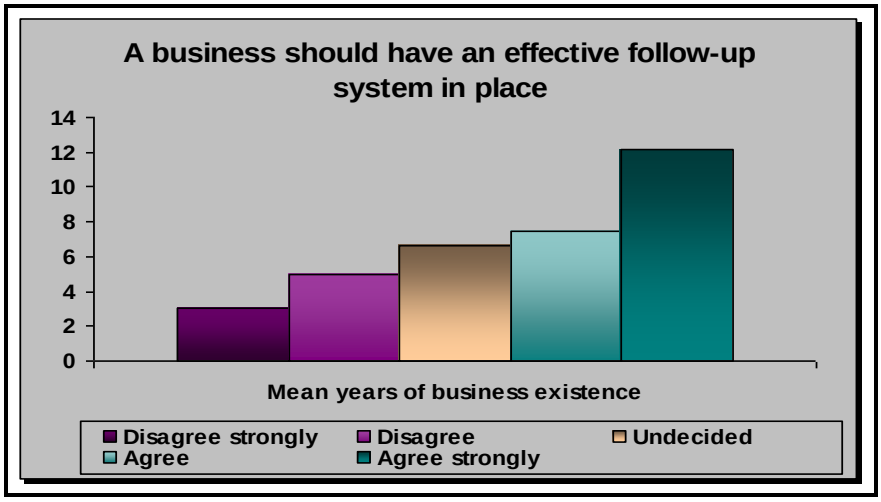

Figure 4.37: A business should have an effective follow-up system in place

More respondents "Agreed strongly" with the statement that "A business should have effective systems of follow-up in place" from businesses that existed longer. However, after pair wise comparisons, there were no statistically significant differences between the

average number of years of existence for the different responses. (Analysis of variance for equal means test: F statistic=2.5662, P-value=0.0426*).

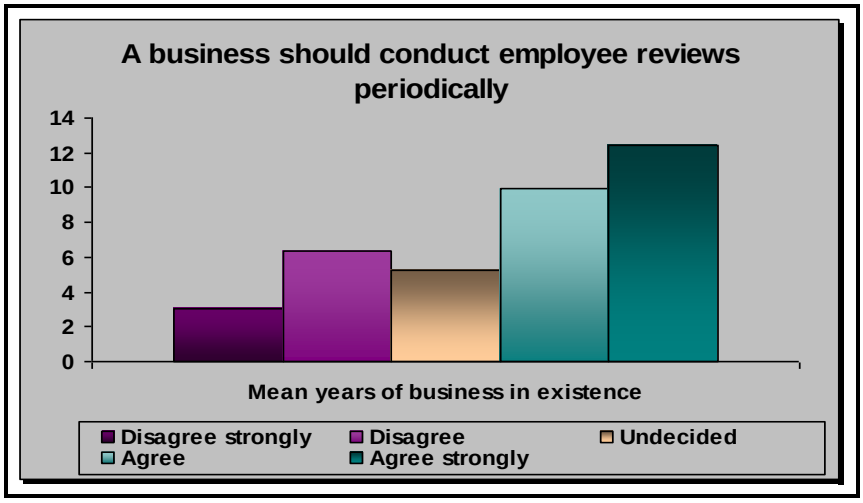

Figure 4.38: A business should conduct employee reviews periodically

The respondents that “Agreed strongly” with the statement that “A business should conduct employee reviews periodically” operated in businesses that have been in existence, on average, for a longer period. After pair wise comparisons, it showed that this significant difference lies between those who “agreed strongly” and those who were “undecided”. (Analysis of variance for equal means test: F statistic=2.5739, P-value=0.0421*).

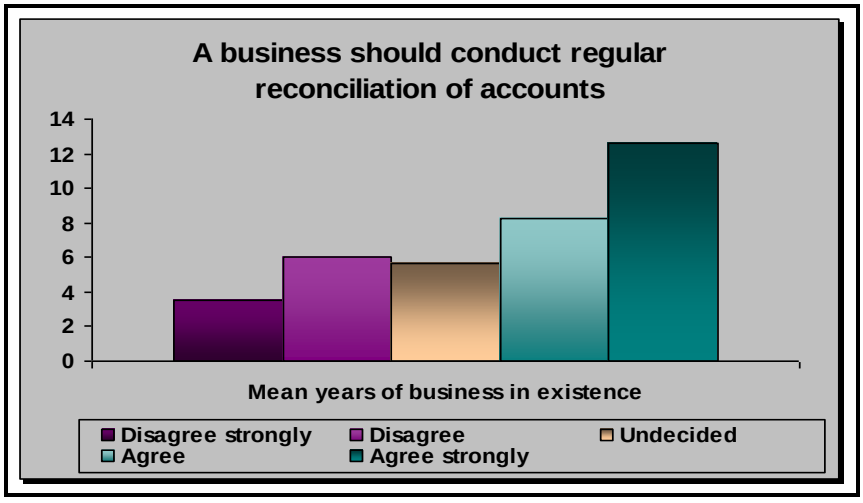

Figure 4.39: A business should conduct reconciliation of accounts

The respondents that “Agreed strongly” with the statement that “A business should conduct reconciliation of accounts” were from businesses that, on average, existed longer. However, after pair wise comparisons, there were no statistically significant differences between the average number of years of existence for the different responses. (Analysis of variance for equal means test: F statistic=2.8599, P-value=0.0272*).

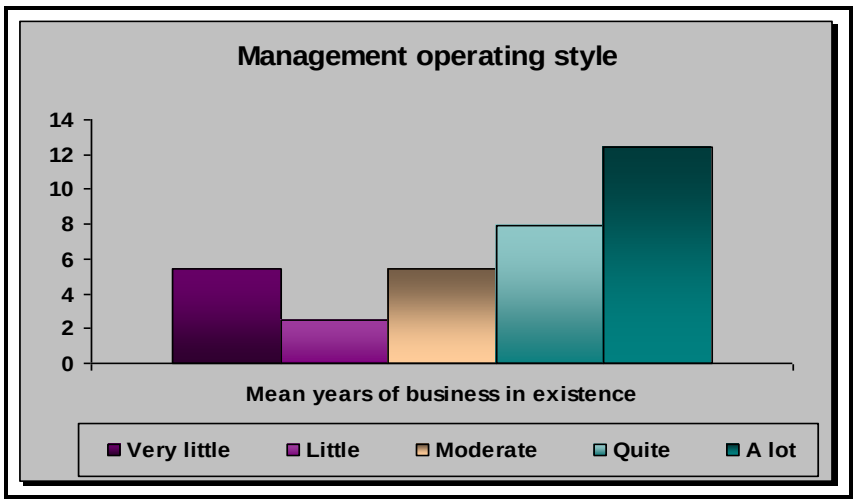

Figure 4.40: Management operating style

The respondents who indicated that the management operating style is “A lot” more important were from businesses that, on average, existed for a longer period of time. After pair wise comparisons were made, it became apparent that the statistical significance difference of the number of average years of business existence lies between those who indicated “A lot” and those who indicated “moderate”. (Analysis of variance for equal means test: F statistic=3.3014, P-value=0.0140*).

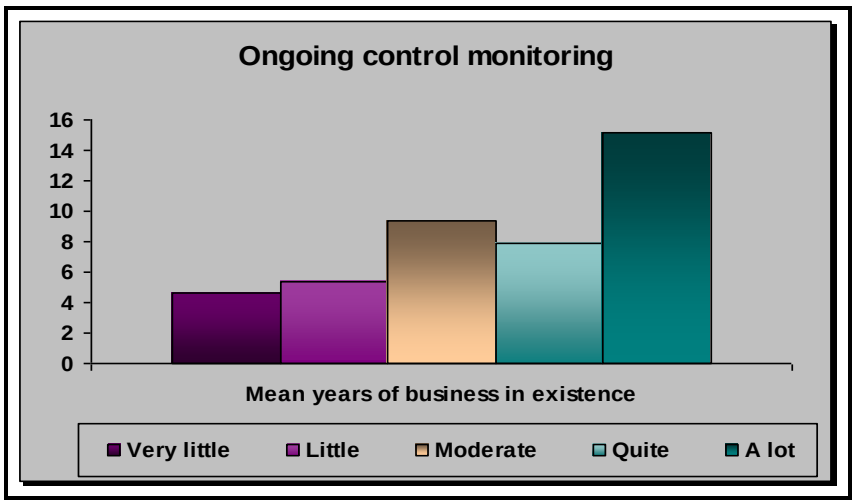

Figure 4.41: Ongoing control monitoring

The respondents who indicated that ongoing control monitoring is conducted “A lot”, were from businesses that, on average, existed for a longer period of time. After pair wise comparisons, it seems that this statistical significant difference lies between the respondents who indicated “A lot” and those who indicated “very little”. (Analysis of variance for equal means test: F statistic=3.5688, P-value=0.0097**).

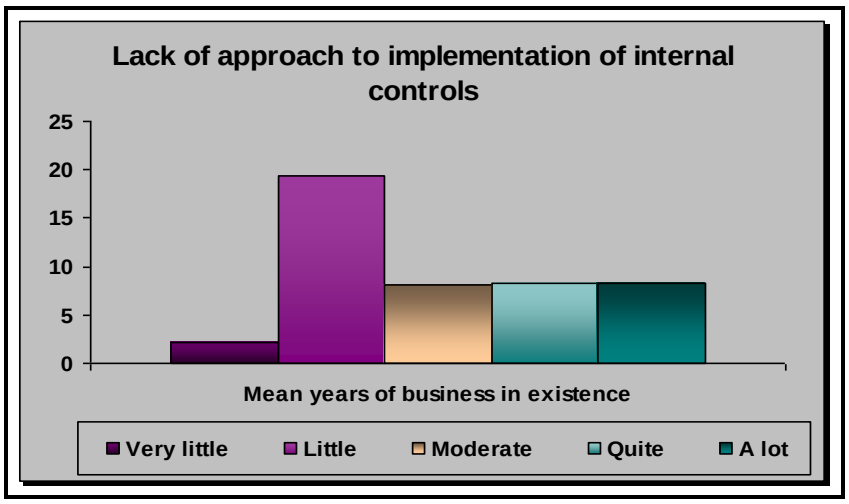

Figure 4.42: Lack of approach to implementation of internal controls

The respondents who indicated “Little” in terms of the problem that they experienced because “lack of approach to implementation of internal controls”, were from businesses that, on a average, existed for a longer period of time. After pair wise comparisons, it seems that this statistically significant difference lies between the respondents who indicated “little” and the respondents who indicated any of the other choices. (Analysis of variance for equal means test: F statistic=4.0352, P-value=0.0046**).

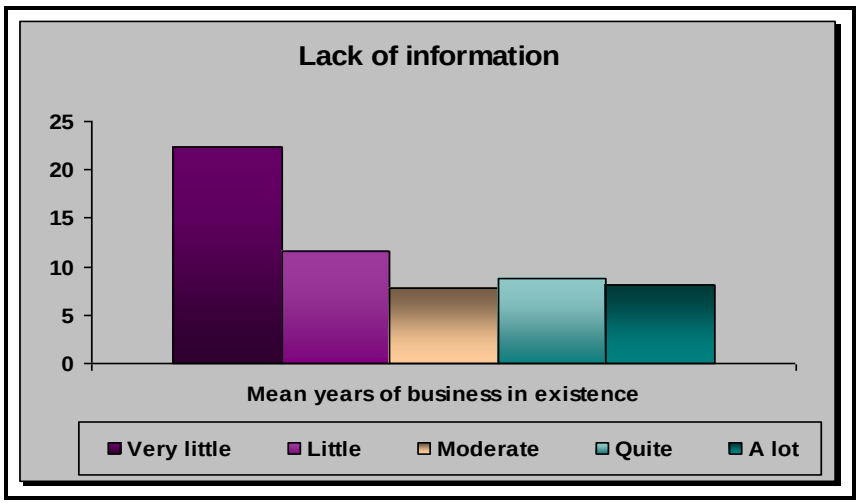

Figure 4.43: Lack of information

The respondents who indicated “Very little” in terms of the problem that they experienced because “lack of information”, were from businesses that, on average, also existed for a longer period of time. After pair wise comparisons, it seems that this statistically significant difference lies between the respondents who indicated “very little” and the respondents who indicated “moderate”, “quite” or “A lot”. (Analysis of variance for equal means test: F statistic=3.2147, P-value=0.0160*).

The businesses, which ”Agreed strongly” with the following statements, are businesses, which existed for a longer period of time (number of years):

- A business should have effective systems of follow-up in place;
- A business should conduct employee reviews periodically; and
- A business should conduct reconciliation of accounts.

The businesses, which rated “management operating style” as “A lot” in terms of importance, and businesses that rated “conducted ongoing control monitoring” as “A lot”, were also in existence for a longer period of time (number of years).

Thus, it became apparent that businesses, which had been in existence for a longer period of time did not experience the following problems as much:

- Lack of approach to implementation of internal controls; and
- Lack of information.

There were statistically significant differences in the average number of employees in the business for: a lack of internal control awareness (Q15_01); lack of approach to implementation of internal controls (Q15_02); and lack of information (Q15_03).

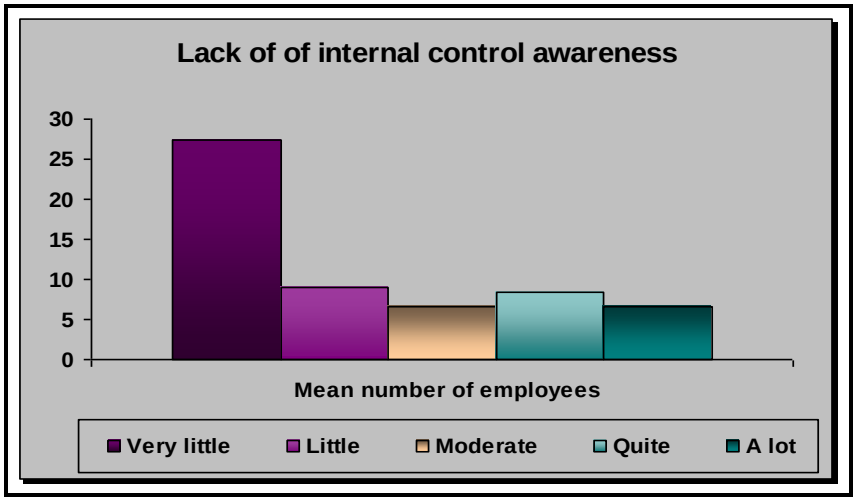

Figure 4.44: Lack of internal control awareness

The respondents who indicated “Very little” in terms of the problem that they experienced a “lack of internal control awareness”, were from businesses that, on average, had more employees. After pair wise comparisons, it seems that this statistical significant difference lies between the respondents who indicated “very little” and the respondents who indicated “moderate”, “quite” or “A lot”. (Analysis of variance for equal means test: F statistic=2.9451, P-value=0.0241*).

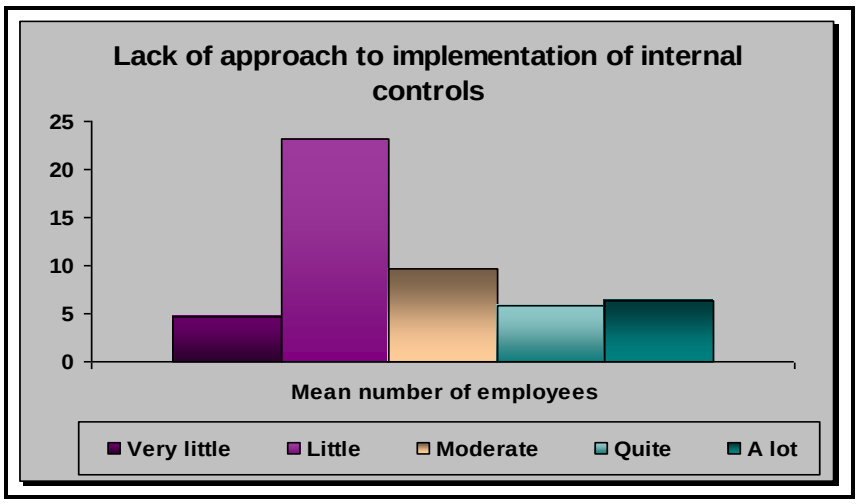

Figure 4.45: Lack of approach to implementation of internal controls

The respondents who indicated “Little” in terms of the problem that they experienced a “lack of approach to implementation of internal controls”, were from businesses that, on average, had more employees. After pair wise comparisons, it seems that this statistical significant difference lies between the respondents who indicated “little” and the respondents who indicated “quite” or “A lot”. (Analysis of variance for equal means test: F statistic=2.9275, P-value=0.0248*).

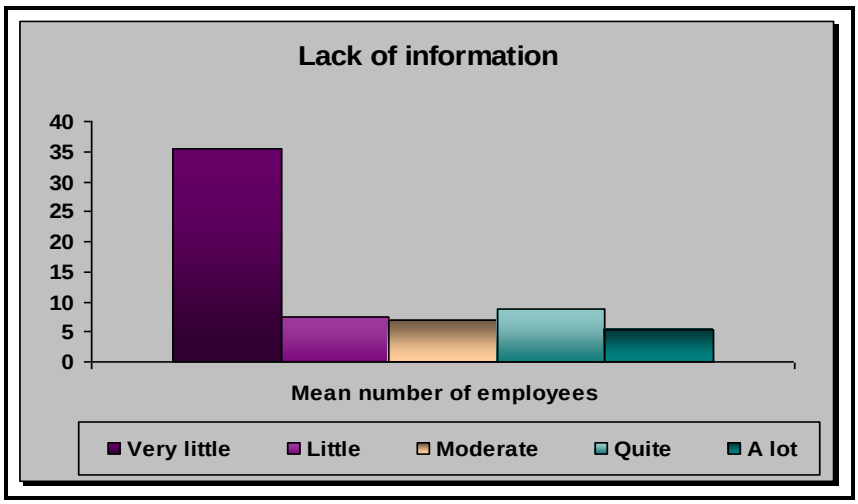

Figure 4.46: Lack of information

The respondents who indicated “Very little” in terms of the problem that they experienced a “lack of information”, were from businesses that, on average, had more employees. After pair wise comparisons, it seems that this statistically significant difference lies between the respondents who indicated “very little” and the respondents who any of the other choices. (Analysis of variance for equal means test: F statistic=5.4227, P-value=0.0006***).

Fundamentally, it became apparent that the bigger businesses (small businesses, which have more employees) do not experience the following problems as much as the small businesses with fewer employees:

- Lack of internal control awareness;
- Lack of approach to implementation of internal controls; and
- Lack of information.

CHAPTER 5
CONCLUSION AND RECOMMENDATIONS

5.1 INTRODUCTION

The research conducted found that SMMEs have implemented internal controls as part of their business measures; however, the issue remains that a majority of these SMMEs are not aware of formal internal control frameworks to further enhance their existing internal control processes.

In Chapter 2 it was established that the implementation of internal controls, as well as internal control frameworks, are critical to ensure that a business is well managed and controlled. From a theoretical dispensation it was understood how the optimum use of internal controls and internal control frameworks could contribute to the sustainability of SMMEs.

In Chapter 4 the data analysis and interpretation of the results established the perceived effectiveness of internal controls in relation to the business sustainability of these entities, and provided statistical data to help mitigate and/or solve the identified research problem.

For the sake of completeness, the research problem, main research question, investigative questions, key research objectives and survey findings are revisited in Chapter 5, and recommendations are provided, while final conclusions are also drawn.

5.2 PRIMARY PROBLEM REVISITED

The research problem that was researched within the ambit of this dissertation reads as follows: “SMMEs are perceived not to be sustainable owing to the utilisation of inadequate internal controls”.

As discussed in Chapter 2 of this dissertation, internal controls may be used by SMMEs as part of their business sustainability endeavours. In Chapter 4 it was found that the adequacy of these internal controls is adversely influenced by the following factors (major limitations to internal controls):

- Incompetent personnel (72.9% negative impact);
- limited funding of resources (78.5% negative impact);
- poor management (69.2% negative impact); and
- management override (77.6% negative impact).

Moreover, the results of the data analysis in Chapter 4 returned, to a large degree, the perceived effectiveness of internal controls, which are implemented by fast moving consumer goods SMMEs in the Cape Peninsula. These internal controls were classified into three sub-categories, namely preventative, detective and directive internal controls. From the foregoing, the following internal controls were implemented by SMMEs and were rated as the most effective with regard to their overall business sustainability:

Preventative internal controls

- Physical controls over storage and receiving area (80.4% effective);
- management supervision(77.6% effective);
- authorisation of payments (75.7% effective);
- appropriate supervision of staff (75.7% effective);
- processing of customer complaints (79.2% effective);
- access controls over entrances, safes and tills(74.8% effective);
- security measures over physical assets (79.2% effective); and
- assigning of authority levels (69.2% effective).

Detective internal controls

- Stock counts (78.5% effective); and
- reviews of transactions or work performed (60.8% effective).

Directive internal controls

- Management directives (57% effective);
- guidelines on personal use of assets (54.2% effective); and
- job/position description (55.1% effective).

From the above it appears that SMMEs do make use of preventative and detective internal controls, however, these enterprises still do not make absolute use of directive controls to further enhance their overall sustainability. A possible reason for this is that these entities are still exposed to 'limitations' (factors), which have a direct impact on the implementation and overall functioning of an adequate system of internal control. The author believes that, in essence, any system of internal control (comprising of various controls), which cannot provide a reasonable assurance that business objectives will be met, is a sign of a weak internal control platform (weak risk identification processes and/or risk assessment processes).

Based on the reported findings, the analogy can be drawn that SMMEs utilise a combination of different internal control–types (preventative, detective and directive internal controls); all of which are critical to ensure that a business is well sustained and safeguarded against potential risks. The findings further reveal that some specific internal controls (within the three internal control-types) were perceived as effective in terms of business sustainability. As a result, the author is led to believe that the internal controls of these enterprises are satisfactory. However, there is a need for SMMEs to implement additional and/or more effective directive internal controls to further enhance the adequacy of the system of internal control in place. Essentially, all internal control-types should be evaluated on a continuous basis to ensure the effectiveness of all internal control processes accordingly.

5.3 PRIMARY RESEARCH QUESTION REVISITED

The main research question, which forms the crux of this dissertation, reads as follows: *"*To what extent would the implementation of an adequate system of internal controls contribute to the sustainability of SMMEs?"

Based on the theoretical insight, which was gleaned in Chapter 2, it was evident that internal controls are critical to ensure the ongoing success of any business. In essence, the latter translates to the fact that any 'weakness' in an entity's internal control system could potentially result in a 'knock on' effect on the sustainability of such an enterprise; potentially risking its own survival. For this reason alone the author drew on the analogy that businesses with 'poor' or 'inadequate' internal controls are susceptible to all kinds of detrimental risks, which can prospectively hinder such businesses' ability to continue operations as a going concern.

From the findings in Chapter 4 it was evident that internal controls are helpful with regard to the achievement of the following business objectives:

- Protecting assets (internal controls were 74.8% helpful);
- encouraging good management (internal controls were 72% helpful);
- reducing exposure to risks (internal controls were 70.1% helpful);
- enhancing productivity (internal controls were 72.9% helpful);
- preventing errors (internal controls were 68.2% helpful);
- detecting errors (internal controls were 69.2% helpful);
- clarifying business objectives (internal controls were 64.5% helpful); and
- ensuring proper financial reporting (internal controls were 59.8% helpful).

It is worth noting that the above-mentioned objectives do in fact play a significant role in the enhancement of a business's sustainability (CPA, 2008:8). Furthermore, respondents of the survey were strongly of the view that internal controls help them to achieve their business objectives (75.7% were in agreement). Hence, from the above, the analogy can be drawn that by implementing an adequate system of internal control, the sustainability of a business can be greatly enhanced.

5.4 INVESTIGATIVE RESEARCH QUESTION REVISITED

The following investigative questions were in support of the afore-mentioned primary research question:

- How aware are SMMEs of the different types of internal controls?
- To what extent are these internal controls implemented in SMMEs?
- What factors prevent SMME owners and/or managers from implementing an adequate system of internal control?
- What evaluation/monitoring measures are in place, in SMMEs, to determine the effectiveness of current implemented internal controls?

According to the survey findings in Chapter 4, the following were evident with regard to the investigative questions.

5.4.1 Internal control awareness

Respondents (owners and/or managers) were generally aware of the different types of internal controls, which exist within their SMMEs. Their awareness of internal control was assessed by means of asking specific questions (by means of a structured questionnaire), which pertained to the best practices for internal control. A majority of the SMMEs that were selected 'agreed' to 'agreed strongly' to questions relating to the level of internal control awareness. The statements below, which were categorised as different types of internal controls, were used to gauge levels of internal control awareness.

Awareness of preventative internal controls:

- A business should have proper authorisation controls (81.3% agreed);
- tasks within a business should be 'divided' (73.3% agreed); and
- financial documents should be sequentially numbered (70.1% agreed).

Awareness of detective internal controls:

- A business should have effective systems of follow-up in place (79.4% agreed);

- a business should conduct employee reviews periodically (70.1% agreed);
- a business should conduct reconciliation of accounts (76.7% agreed); and
- a business should constantly compare budgeted figures against actual costs (77.6% agreed).

Awareness of directive internal controls:

- Business processes should be governed by formalised policies and procedures (73.8% agreed); and
- individual tasks in a business should be clearly defined (82.2% agreed).

In addition, the following statements were agreed upon by respondents with extensive experience (years of experience in their respective positions as owners and/or managers) in the business realm:

- A business should have effective systems of follow-up in place (79.4% agreed);
- a business should conduct employee reviews periodically (70.1% agreed);
- a business should conduct reconciliation of accounts (76.7% agreed); and
- individual tasks in a business should be clearly defined (82.2% agreed).

Moreover, the research that was conducted showed that though SMMEs are aware of the different types of internal controls, their awareness of formal internal control frameworks is, to a large extent, fairly limited. This became evident when a majority of the respondents indicated that they were aware of 'none' of the available internal control frameworks (88.8% of the time). The framework, which respondents were aware of was COSO (5.6% of respondents); other (2.8% of respondents); TURNBUL (1.9% of respondents); and COCO (0.9% of respondents). It should be noted that the 'other' specified internal control frameworks pertained to the following:

- CATMAN CAN;
- a combination of COSO and Turnbul; and
- a combination of COCO, COBIT and Turnbul report.

5.4.2 Implementation of internal controls

The following internal controls were mostly implemented by FMCG SMMEs, which operate in the Cape Peninsula:

Preventative controls

- Physical controls over storage and receiving area (80.4% of the time);
- management supervision (77.6% of the time);

- authorisation of payments (75.7% of the time);
- appropriate supervision of staff (75.7% of the time);
- processing of customer complaints (79.2% of the time);
- access controls over entrances, safes and tills (74.8% of the time);
- security measures over physical assets (79.2% of the time); and
- assigning of authority levels (69.2% of the time).

Detective controls

- Stock counts (78.5% of the time); and
- reviews of transactions or work performed (60.8% of the time).

Directive controls

- Management directives (57% of the time);
- guidelines on personal use of assets (54.2% of the time); and
- job/position descriptions (55.1% of the time).

From the above the author drew the analogy that even though SMMEs have established internal controls as part of their business sustainability measures, these entities are still exposed to the risk that current implemented internal controls are not in line with formal internal control frameworks. This observation is supported by the fact that SMMEs are, to a large extent, not aware of formal internal control frameworks to further enhance their internal control processes (something, which is not known cannot be fully implemented to capacity). In Chapter 2 of this dissertation the different types of internal control frameworks were provided and elaborated upon. From a theoretical dispensation it was established that internal control frameworks provide a basis to understand internal controls in an organisation and to make judgments about the effectiveness of internal controls. Also, it was found that internal control frameworks provide a useful tool for management to evaluate and address the adequacy of internal controls in their respective organisations (Cereola & Cereola, 2011:521). For the sake of completeness, the aspects that should be considered by SMMEs in order to enhance their use of internal control frameworks are contained in the recommendations section of this dissertation.

5.4.3 Barriers to internal control implementation

The barriers highlighted by respondents when implementing a system of internal control relates to the following:

- Lack of information;
- lack of approach to implementation of internal controls;

- lack of internal control awareness;
- lack of finances;
- lack of interest;
- lack of creativity; and
- support more costly than expected.

In addition, it should be noted that businesses that are longer in existence and businesses with more employees do not experience the following problem as much as businesses that have been operational for a shorter period:

- Lack of approach to implementation of internal controls.

According to respondents who were more experienced in their position as owners and/or managers, “no one to consult with” was another barrier, which affected the implementation of a system of internal control adversely.

5.4.4 Evaluating the effectiveness of internal controls

The effectiveness of internal controls were determined through means of asking respondents, which reviews they conducted in order to ‘evaluate and/or monitor’ their existing internal controls. The reviews, which were most popular from the data analysis, included:

- Performance reviews (67.2% usage);
- performance metrics (70.1% usage);
- ongoing control monitoring (70.1% usage);
- control self assessments (70.0% usage);
- time metrics (70.1% usage); and
- financial metrics (69.2% usage).

From the above it is evident that effectiveness reviews were conducted to an ‘average’ extent in order to evaluate the effectiveness of the internal controls.

5.5 KEY RESEARCH OBJECTIVES REVISITED

The key research objectives stated in Chapter 1 of this dissertation read as follows:

- To determine SMME management’s awareness of internal controls, and internal control frameworks;
- To determine whether internal controls are implemented in SMMEs;

- To identify barriers that may prevent SMMEs from implementing an adequate system of internal controls; and
- To establish whether existing internal controls, inside SMMEs are adequately evaluated on their effectiveness.

5.5.1 Internal control awareness

Despite the fact that SMMEs were aware of the different internal control-types, their awareness of existing formal internal control frameworks was regarded as 'very limited'.

5.5.2 Implementation of internal controls

It was determined that the internal controls implemented by SMMEs take the form of preventative, detective and directive internal controls. This was extensively presented in paragraph 5.4.2 above.

5.5.3 Barriers to internal control implementation

It was found that the major barriers, which may prevent SMMEs from implementing an adequate system of internal controls included: a lack of information; a lack of approach to implementation of internal controls; a lack of finances; a lack of interest; and a lack of creativity and support, which were more costly than expected.

5.5.4 Evaluating the effectiveness of internal controls

It was established that the internal controls implemented by SMMEs were subject to effectiveness reviews. The effectiveness reviews that were conducted to an 'average' extent, were to evaluate the effectiveness of the internal controls in relation to performance reviews, performance metrics, ongoing control monitoring, control self assessments, time metrics and financial metrics.

5.6 AD HOC RESEARCH FINDINGS

The following findings do not directly relate to the research problem and objectives, however, they assist in drawing conclusions and for recommending areas, where further research is required.

5.6.1 Control environment of SMMEs

The adequacy and effectiveness of internal controls are highly dependent on the control environment of the enterprise. As discussed in Chapter 2, the control environment of the business is concerned with how much management cares about internal controls and the overall culture in the business, as set by these managers (setting an appropriate tone at the top). The results of the survey that was conducted returned the following aspects of the control environment, which were the most important for business sustainability:

- Customer satisfaction (92.5% of the time);
- fair and honest dealings with suppliers (88.8% of the time);
- ethical behaviour within the business (86% of the time);
- integrity within the business (82.2% of the time);
- moral guidance about what is right and wrong (83.2% of the time);
- appropriate guidance in performance of jobs (87.8% of the time);
- commitment to competency (75.7% of the time);
- strict adherence to policies and procedures (72.9% of the time); and
- compliance with laws and regulations (75.7% of the time).

From the above, the analogy can be drawn that processes around the internal control environment of SMMEs are in place, and are also operating effectively to a large extent.

5.6.2 Risk management processes within the SMME environment

In Chapter 2 it was established that internal controls cannot be viewed in isolation of risk management owing to the fact that internal controls are processes, which are geared to ensure that risks are well controlled, managed and mitigated. The risk management processes, which were mostly conducted in businesses included:

- Identification of risks (76.6% of the time);
- managing of risks (75.7% of the time); and
- monitoring of risks (70.1%).

Despite the above, popular literature shows that risk management processes are less developed within the small business sector where a strong enterprise culture manages risk in a professional and structured way (Jayathilake, 2012). Against this background, additional research is recommended in this dissertation on how risk management processes can be improved within the SMME environment.

5.7 RECOMMENDATIONS

The following key concerns were identified and summarised below in order to establish remedial actions to manage and/or mitigate the identified research problem:

- SMMEs are exposed to limitations, which hamper the implementation and overall functioning of an adequate system of internal control;
- SMMEs are not making absolute use of directive internal controls;
- The awareness of internal control frameworks is limited; thereby exposing SMMEs to the risk of internal controls not being aligned to formal internal control frameworks; and
- Barriers exist, which may hamper SMMEs from implementing an adequate system of internal control.

5.7.1 Recommendations for limitations of internal controls

The following recommendations should be considered in order to mitigate the key concerns noted in respect of limitations of internal controls, namely incompetent personnel, limited funding, poor management and management override. Examples provided within the recommended practices are not all inclusive, but are merely used for illustrative purposes only.

Addressing the concern of incompetent personnel

The author recommends that SMMEs should perform reference checks on employees as part of their recruitment processes. The reference checks performed should not only require the validation of employees' previous work experience and training history, but should also provide assurance on the employees' qualifications, integrity and track record (NHS,2012:4). Moreover, the recruitment process followed by SMMEs should furthermore gauge levels of competency by means of personal and aptitude assessments. All of these probes are essential in laying the foundation from an internal control point of view, and ensuring that SMMEs employ the right talent, which best supports the business' needs.

Furthermore, in dealing with employees who are already employed by the business, the management team should develop performance management tools in order to measure levels of competency and on-the-job performance. The leadership team should take cognisance of the fact that performance management is about aligning the objectives of the business with employees' agreed measures, skills, competency requirements, development plans and delivery of results (Aifheli, 2012:9). Essentially, their performance management should entail measurement of individual performance targets versus actual performance. Hence, in cases where business expectations were not met by employees, management

should introduce learning interventions to address pertinent issues, which impact individual performance. These learning interventions should not only provide skill enhancements, but should also play a pivotal role in developing employees as a whole; so that they are positioned and geared to attain success. Ultimately, SMMEs' overall emphasis on performance management should be on improvement; learning and development in order achieve the strategy of the business; and to create a high performing labour force (Aifheli, 2012:9).

Addressing the concern of limited funding

To address the concern of limited funding and access to finance, several interventions have been made available, both at public and private sector level; in order to assist SMMEs with their start up capital, expansion and investment needs. Such financial needs are of greater importance to enhance the adequacy of internal controls; particularly to mould business performance and ensure consistent profit growth. Furthermore, the greater part of these interventions are not only to assist SMMEs with their financial needs; but they also provide support in the form of business managerial skills and knowledge and financial literacy to further enhance the overall governance and operational requirements of these entities.

The Department of Trade and Industry (DTI) has, conversely, implemented several SMME related policies to ensure that adequate financial and non-financial assistance is provided to SMMEs to boost their long-term prosperity and success. Popular literature shows that commercial banks, and several initiatives supported by the DTI proved to be the most efficient and effective in providing SMMEs with financial assistance. The author, therefore, recommends that SMMEs should take advantage of these opportunities in order to create an environment where business objectives are met through the utilisation of adequate internal controls.

Addressing the concern of poor business management

Poor business management can ultimately result in enterprise failure when remedial interventions are not established to correct the behaviour. To remedy this overarching concern, SMME owners and/or managers should be educated on fundamental business management techniques and financial skills in order to effectively manage their respective businesses. The management team should ultimately possess levels of education, which cover the following key concepts that should, evidently, enhance overall sustainability: the development of a business plan; capital structure formulation; strategic planning; leading; organising and controlling skills; vision; mission; values and objective setting; risk management; corporate governance and internal control; process optimisation and monitoring; cash flow management; performance management (financial and non-financial);

human resource management; business expansion; pricing methods; competitor assessment; Industry knowledge and benchmarking; marketing and promotion strategies; and customer services. The above list is non-exhaustive and its main purpose is to provide a type of guideline to address the issue of poor management.

Importantly, the knowledge and understanding of the above-mentioned principles should more often than not, from a theoretical perspective, result in a business environment that is well managed, and inevitably contribute greatly towards the on-going success of the business. Moreover, the leadership team will be in a position to respond to ever challenging business risks, and establish internal controls that will mitigate existing and potential risks down to an acceptable level.

Addressing the concern of management override

The following example was formulated by the author in order to explain the concept of management override, and to provide relevant recommendations to address the issue:

"XYZ enterprise is a small business, which operates in the retail industry and sells long life and perishable products to customers. The business has a strong and reliable clientele base, which also consists of friends and family members of the management team. The business accepts cash, cheque, debit and credit cards payment methods. The business has a policy, whereby cheque payments must first be vetted by the manager via the cheque guarantee service (external service provider) before the sale transaction can be concluded on the till system by the cashier. This is done to confirm the validity of cheque payments, and to avoid potential financial losses. There, is however, a weakness in the till system in that a cheque transaction can still be processed even though a cheque verification process (as per the policy) was not adhered to. With this weakness in the system, the store is also faced with the risk of cashiers processing fictitious cheque transactions on the tills, as no management authorisation control is built into the system. Of major concern, since some of the customers are friends and family members of the management team, there are managers who override the control by allowing cheque transactions to go through the tills without being vetted. The business has recently suffered financial losses, where cheques were dishonoured by the bank and referred to the drawers".

The above example highlights the concern of management override, which typically affects many businesses. Of concern is that many small businesses are dominated by the company's founder or other strong leaders who exercise a great deal of discretion and provide personal direction to certain individuals, and hence override established policies and procedures (COSO, 2006). To address the above concern, particularly around the scenario of XYZ enterprise, the owners and/or managers would first need to enhance the policy by defining procedures that should be followed when the cheque verification process is performed. The policy should furthermore state who has the responsibility and authority to

perform these vetting procedures. Moreover, the policy should clearly state that under no circumstances should cheque payment transactions be processed on the till system without the verification process being performed. There should, furthermore, be an alignment between the policy and till system, since a reference number should be requested from the service provider as evidence that the process was followed. This reference number should be captured on the till to release the transaction and for the sale to be concluded on the system. To prevent till operators from processing fictitious cheque payments, the till should require management authorisation before a cheque transaction can be processed. The policy should be clear in terms of disciplinary actions to be taken when dealing with cases of non-conformance.

In relation to this research study, the example, which has been provided above, as well as the recommended internal control practices, served to provide a high level overview of management override. The concern of management override varies from business to business; however, the example provided should provide SMMEs with guidelines when different cases of management override are addressed. The key aspects, which should be noted by SMMEs from the above example are policy and procedure, authority and responsibility and segregation of duties. These aspects are critical when setting up an adequate system of internal control.

Furthermore, the author has drawn from the insight, which was gleaned from the COSO guideline published on internal control in 2006 and, therefore, provides the following recommendations to further assist SMMEs to manage and/or mitigate the risk of management override:

- SMMEs should promote a business culture where integrity and ethical values are embraced and held in high esteem within the business. These values should be embedded across the business and practised on a daily basis;
- In order for these values to be supported and reinforced, SMMEs should recruit and promote individuals where these values are appropriately reflected in their behavior;
- SMMEs should (where possible) establish a whistle-blowing program, whereby staff members will be more comfortable to report wrongdoings, irrespective of the level at which they may be committed. To avoid unnecessary high costs when implementing this whistle-blowing program, wrongdoings can be reported internally in a discreet and anonymous manner;
- The management team should promote and maintain confidentiality and anonymity. The program itself should ensure that improprieties will be investigated and dealt with appropriately without any ‘comebacks’; and

- Ultimately, the owners and/or managers of the entity should exercise their roles and responsibilities by preventing and/or detecting cases of management override.

5.7.2 Recommendations for adequate use of directive internal controls

The questions that SMME owners and/or mangers should ask themselves to further enhance their utilisation of directive internal controls are posed below:

- What documents / guidelines should be established to guide / direct our staff members when executing key business processes?
- What measures should be established to detect anomalies that have already occurred?

Addressing the first question requires knowledge and understanding of policies and procedures. The level of understanding is evident when SMMEs establish adequate and effective policies and procedures to govern business processes. As a point of recommendation, SMME management should review their day-to-day business processes and determine whether there are areas that require formalisation and definition. Essentially, all processes should be clearly defined and procedures should be documented. Once the policies and procedures have been finalised, they should state who has the authority to approve the policies and procedures, and how frequently they will be reviewed for appropriateness (these documents should ideally be version controlled and last update date recorded). Furthermore, the approved policies and procedures should be communicated and stored in a place that is accessible to all concerned for ease of reference. Moreover, the following elements should be considered to further enhance policies and procedures:

- The roles and responsibilities of personnel involved in the execution of key processes should be formally defined;
- The roles and responsibilities of personnel involved should be clearly defined to demonstrate how duties are segregated between incompatible functions and what monitoring mechanisms are in place where duties cannot be adequately segregated;
- Definition of the procedures and the controls over the administration of manual transactions;
- Definition of monitoring mechanisms to ensure the validity and accuracy of business transactions; and
- Administration, retention and review of key documents should be defined.

To place the second question into context, detective controls are designed to uncover events once they have occurred (essentially flowing from directive controls). The key concepts to remember when the question is addressed are reconciliations, analyses, comparatives, performance management tools, and so on. These control measures are meant to detect

potential irregularities, and SMMEs should perform them on a periodic basis in order identify any potential risk factors, which are likely to have an impact on the business's operations, finances and compliance to laws and regulations. To streamline the process and to ensure that adequate measures are established, SMME owners and/or managers should first gather an understanding of all the business processes, followed by a thorough understanding and identification of risks and controls. The identified controls should be classified as preventative, detective or directive controls. In performing this assessment, SMMEs should ask them, which of the identified risks they can prevent, detect or direct from a control point of view. For the risks, which can be prevented in advance, the associated measures should be classified as preventative controls. For the risks, which cannot be detected in advance, the associated measures should be detective controls and for those risks, which can be mitigated and/or controlled by means of adequate and effective policies and procedures, that measure should be classified as directive controls. When there are no controls in place, or the identified controls are inadequate, then this concern should be classified as control gap. If SMMEs cannot themselves address these control gaps, they should seek professional advice in order to address the identified control gaps.

Overall, and of greater importance, where SMMEs are unable to implement the above recommendations owing to capacity constraints, the author recommends that SMME owners and/or managers should outsource an external service provider, who in turn will gather an understanding of key processes, risks and controls and suggest adequate measures to control and/or mitigate the identified risks.

5.7.3 Recommendations for limited awareness of internal control frameworks

SMME owners and/or managers should be trained on formal internal control frameworks in order to address the concern of limited awareness of existing internal control frameworks. This can be achieved by outsourcing an external service provider (technical functional trainer) who in turn will provide training and development, which encompasses different types of internal control frameworks; how to select a framework taking into consideration the size, industry and nature of the business; implementation guidelines; and how the framework can be used to evaluate established internal controls. Furthermore, the training that is received should provide practical examples on how similar businesses have implemented different types of internal controls and how these businesses have actually benefited from its implementation. Ultimately, the transfer of knowledge should be cascaded across the organisation to ensure that relevant information is communicated to all relevant stakeholders.

Moreover, the implementation of at least one formal internal control framework is recommended by the author, specifically that of the COSO's integrated internal control framework. The author recommends this framework, in particular, because it has gained broad acceptance and is widely used around the world by organisations of all sizes and industries. Most importantly, this is a leading framework for designing, implementing and evaluating the effectiveness of internal controls (COSO, 2011). In essence, the implementation thereof will allow for improvement opportunities to be identified and addressed by management, and to foster process improvement, streamline current internal control processes and allow space for risks to be adequately and effectively controlled.

In implementing the COSO's integrated framework on internal control, SMMEs should ensure that the following aspects, which are classified as components of internal control are established, namely that of control environment, risk assessment, control activities, information and communication and monitoring activities. Furthermore, the following principles are endorsed by COSO (2011), and should be considered by SMMEs when implementing each component, as listed below for the sake of completeness.

Control environment

SMMEs owners and / managers should:

- Commit and emphasise integrity and ethical values across the business;
- Provide oversight for the development and performance of internal control;
- Develop structures, reporting lines, and appropriate authorities and responsibilities in the achievement of business objectives;
- Attract, develop and retain competent and trustworthy personnel in the achievement of business objectives; and
- Hold employees accountable for their internal control responsibilities in the achievement of business objectives.

Risk assessment

SMMEs owners and / managers should:

- Specify the objectives with detailed clarity in order to allow for the identification and assessment of risks hindering the achievement of business objectives;
- Identify the risks across the entirety of business operations and analyse the risks in order to determine how these risks should be managed;
- Consider potential fraud when assessing the risks; and
- Identify and assess changes that significantly impact on the overall functioning of internal controls.

Control activities

SMMEs owners and / managers should:

- Select and develop control activities that will aid in the mitigation of risks to acceptable levels;
- Select and develop general control activities over technology to further enhance the achievement of business objectives; and
- Deploy control activities, which are documented in policies and procedures.

Information and communication

SMMEs owners and / managers should:

- Generate and use relevant, quality information to support the overall functioning of other internal control components;
- Communicate internally the objectives and responsibilities for internal controls; and
- Communicate with external parties regarding matters, which affect the overall functioning of other internal control components.

Monitoring activities

SMMEs owners and / managers should:

- Select, develop and perform ongoing and separate evaluations to determine overall functioning of internal control components; and
- Evaluate and communicate internal control deficiencies timeously to those stakeholders who are responsible for taking corrective actions.

Additionally, COSO has also developed a COSO internal control framework over financial reporting – a guiding document for smaller businesses. Importantly, it should be noted that the COSO internal control framework for small businesses does not only address the unique needs of financial reporting, as many of the principles and attributes contained in the framework also covers all three major internal control objectives such as financial reporting, compliance and operations (COSO, 2006). This framework is tailor-made for smaller businesses, taking into account the challenges faced by these entities such as limited funding and resources.

Furthermore, the COSO internal control framework for small businesses provides principles and attributes, which are aligned with COSO's integrated internal control framework, and allows organisations of all sizes to comprehend the necessary elements to ensure a robust system of internal control reflecting size, structure, and degree of complexity (COSO, 2006). In addition, this COSO internal control framework for small businesses, which is available online, provides examples of how small businesses have in fact implemented principles and related attributes, which are discussed in the document.

It is, therefore, highly recommended that SMMEs should access this document in order to reap the associated benefits. Moreover, this document will also enhance the overall understanding and awareness of internal controls by SMMEs (SMMEs will see the 'bigger picture').

5.7.4 Recommendations for barriers to internal control implementation

The author strongly believes that the barriers, which were identified in Chapter 4 (lack of information, lack of approach to implementation of internal controls, lack of finances, lack of interest, lack of creativity and support, which were more costly than expected) and, which may prevent SMMEs from implementing an adequate system of internal control, will be remedied by the successful implementation of the recommendations, which were extensively outlined in paragraphs 5.7.1 to 5.7.3. Specifically, the barriers 'lack of finances' and 'support more costly than expected' should ideally be addressed in paragraphs 5.7.1. Moreover, paragraphs 5.7.1, 5.7.2 and 5.7.3 should adequately antidote the barriers 'lack of information 'and 'lack of approach to implementation' '. Lastly, 'lack of interest' and 'lack of creativity' should fairly be dealt with in paragraphs 5.7.1 and 5.7.3. All the above recommended practices are rigorous and robust in their own right, and should hence help SMME to address the noted concerns.

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5.8 AVENUES FOR FURTHER RESEARCH

The author suggests the following avenues for further research:

- Factors, which impact the awareness of internal control frameworks;
- barriers to internal control implementation;
- impact of an effective control environment on internal control implementation; and
- how risk management processes can be improved within the SMME environment.

5.9 CONCLUSION

According to Chapter 1 of this dissertation, an initial perception was raised that SMMEs are not sustainable owing to the utilisation of inadequate internal controls.

Based on the literature review that was conducted in Chapter 2, it became evident that SMMEs do make use of internal controls as part of their business sustainability endeavours. However, owing to several reported factors, which adversely affect the sustainability of these enterprises and limitations and barriers to internal controls, it was established that the

implementation of an adequate system of internal control culminates in a difficult task to ‘perfect’ within a small business environment.

The results of the survey presented in Chapter 4 showed the effectiveness of internal controls implemented by SMMEs. It was evident that SMMEs do in actual fact make use of internal controls effectively, however, these enterprises are still not making absolute use of directive controls to further enhance their overall sustainability. A possible reason for this is that these entities are still exposed to ‘limitations’, which may hamper the overall ‘status’ of the current implemented internal controls. Moreover, it was also established that in spite of the fact that SMMEs are aware of the different types of internal controls, and have implemented these controls as part of their business continuity measures, their awareness of formal internal control frameworks is, to a large extent, limited. Against this background, final conclusions were drawn by the author that SMMEs are exposed to the risk that current implemented internal controls are not in line with formal internal control frameworks. As a result, SMMEs could be inadequately safeguarded (by means of internal controls) against risks, which are likely to impact on SMME sustainability.

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ANNEXURES

Annexure A: Cronbach Alpha Coefficients

9 Variables: Q07_01 Q07_02 Q07_03 Q07_04 Q07_05 Q07_06 Q07_07 Q07_08 Q08

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum	Label
Q07_01	107	3.90654	1.01436	418.00000	1.00000	5.00000	Q07_01
Q07_02	107	4.03738	1.02723	432.00000	1.00000	5.00000	Q07_02
Q07_03	107	3.93458	1.07520	421.00000	1.00000	5.00000	Q07_03
Q07_04	107	3.91589	1.09132	419.00000	1.00000	5.00000	Q07_04
Q07_05	107	4.02804	1.05023	431.00000	1.00000	5.00000	Q07_05
Q07_06	107	4.00000	1.07282	428.00000	1.00000	5.00000	Q07_06
Q07_07	107	3.70093	1.26054	396.00000	1.00000	5.00000	Q07_07
Q07_08	107	3.97196	1.16924	425.00000	1.00000	5.00000	Q07_08
Q08	107	4.09346	0.93700	438.00000	1.00000	5.00000	Q08

Cronbach Coefficient Alpha

Variables	Alpha
Raw	0.902741
Standardized	0.901919

Cronbach Coefficient Alpha with Deleted Variable

Deleted Variable	Raw Variables Correlation with Total	Raw Variables Alpha	Standardized Variables Correlation with Total	Standardized Variables Alpha	Label
Q07_01	0.548822	0.900576	0.549552	0.899978	Q07_01
Q07_02	0.591503	0.897696	0.590531	0.896982	Q07_02
Q07_03	0.752681	0.885898	0.752109	0.884826	Q07_03
Q07_04	0.786656	0.883170	0.785089	0.882275	Q07_04
Q07_05	0.766550	0.885034	0.764425	0.883876	Q07_05
Q07_06	0.688164	0.890766	0.685249	0.889924	Q07_06
Q07_07	0.706258	0.889896	0.706428	0.888319	Q07_07
Q07_08	0.708437	0.889225	0.707323	0.888251	Q07_08
Q08	0.513018	0.902574	0.510880	0.902772	Q08

Pearson Correlation Coefficients, N = 107

Prob > |r| under H0: Rho=0

	Q07_01	Q07_02	Q07_03	Q07_04	Q07_05
Q07_01	1.00000	0.41987	0.41819	0.42747	0.48069
Q07_01		<.0001	<.0001	<.0001	<.0001
Q07_02	0.41987	1.00000	0.54036	0.51617	0.47123
Q07_02	<.0001		<.0001	<.0001	<.0001
Q07_03	0.41819	0.54036	1.00000	0.75906	0.67835
Q07_03	<.0001	<.0001		<.0001	<.0001
Q07_04	0.42747	0.51617	0.75906	1.00000	0.67703
Q07_04	<.0001	<.0001	<.0001		<.0001
Q07_05	0.48069	0.47123	0.67835	0.67703	1.00000
Q07_05	<.0001	<.0001	<.0001	<.0001	
Q07_06	0.36410	0.37666	0.59704	0.62851	0.65310
Q07_06	0.0001	<.0001	<.0001	<.0001	<.0001
Q07_07	0.40587	0.47500	0.57012	0.60560	0.58361
Q07_07	<.0001	<.0001	<.0001	<.0001	<.0001
Q07_08	0.49889	0.47216	0.52382	0.60439	0.60757
Q07_08	<.0001	<.0001	<.0001	<.0001	<.0001
Q08	0.35668	0.32958	0.39005	0.43214	0.39037
Q08	0.0002	0.0005	<.0001	<.0001	<.0001

	Q07_06	Q07_07	Q07_08	Q08
Q07_01	0.36410	0.40587	0.49889	0.35668
Q07_01	0.0001	<.0001	<.0001	0.0002
Q07_02	0.37666	0.47500	0.47216	0.32958
Q07_02	<.0001	<.0001	<.0001	0.0005
Q07_03	0.59704	0.57012	0.52382	0.39005
Q07_03	<.0001	<.0001	<.0001	<.0001
Q07_04	0.62851	0.60560	0.60439	0.43214
Q07_04	<.0001	<.0001	<.0001	<.0001
Q07_05	0.65310	0.58361	0.60757	0.39037
Q07_05	<.0001	<.0001	<.0001	<.0001
Q07_06	1.00000	0.54413	0.57158	0.38478
Q07_06		<.0001	<.0001	<.0001
Q07_07	0.54413	1.00000	0.57033	0.47916

Q07_07	<.0001		<.0001	<.0001
Q07_08	0.57158	0.57033	1.00000	0.38990
Q07_08	<.0001	<.0001		<.0001
Q08	0.38478	0.47916	0.38990	1.00000
Q08	<.0001	<.0001	<.0001	

9 Variables: Q09_01 Q09_02 Q09_03 Q09_04 Q09_05 Q09_06 Q09_07 Q09_08 Q09_09

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum	Label
Q09_01	107	3.87850	1.13860	415.00000	1.00000	5.00000	Q09_01
Q09_02	107	4.14953	0.98865	444.00000	1.00000	5.00000	Q09_02
Q09_03	107	4.13084	0.95250	442.00000	1.00000	5.00000	Q09_03
Q09_04	107	3.82243	0.91953	409.00000	1.00000	5.00000	Q09_04
Q09_05	107	4.08411	0.93285	437.00000	1.00000	5.00000	Q09_05
Q09_06	107	4.00000	1.01869	428.00000	1.00000	5.00000	Q09_06
Q09_07	107	3.84112	1.08288	411.00000	1.00000	5.00000	Q09_07
Q09_08	107	4.05607	1.05358	434.00000	1.00000	5.00000	Q09_08
Q09_09	107	3.88785	1.02172	416.00000	1.00000	5.00000	Q09_09

Cronbach Coefficient Alpha

Variables	Alpha
Raw	0.897178
Standardized	0.899148

Cronbach Coefficient Alpha with Deleted Variable

Deleted Variable	Raw Variables Correlation with Total	Raw Variables Alpha	Standardized Variables Correlation with Total	Standardized Variables Alpha	Label
Q09_01	0.490044	0.900726	0.494596	0.900678	Q09_01
Q09_02	0.709140	0.882098	0.710065	0.884459	Q09_02
Q09_03	0.702771	0.882805	0.705880	0.884784	Q09_03
Q09_04	0.739790	0.880434	0.739178	0.882190	Q09_04
Q09_05	0.579546	0.891693	0.579575	0.894401	Q09_05
Q09_06	0.708120	0.882043	0.708881	0.884551	Q09_06
Q09_07	0.753638	0.878099	0.754275	0.881006	Q09_07
Q09_08	0.664077	0.885540	0.662182	0.888150	Q09_08
Q09_09	0.637149	0.887601	0.636990	0.890072	Q09_09

Pearson Correlation Coefficients, N = 107
Prob > |r| under H0: Rho=0

	Q09_01	Q09_02	Q09_03	Q09_04	Q09_05
Q09_01	1.00000	0.41856	0.39754	0.47479	0.45381
Q09_01		<.0001	<.0001	<.0001	<.0001
Q09_02	0.41856	1.00000	0.68030	0.48609	0.50792
Q09_02	<.0001		<.0001	<.0001	<.0001
Q09_03	0.39754	0.68030	1.00000	0.60843	0.49713
Q09_03	<.0001	<.0001		<.0001	<.0001
Q09_04	0.47479	0.48609	0.60843	1.00000	0.49049
Q09_04	<.0001	<.0001	<.0001		<.0001
Q09_05	0.45381	0.50792	0.49713	0.49049	1.00000
Q09_05	<.0001	<.0001	<.0001	<.0001	
Q09_06	0.27654	0.49646	0.57364	0.61435	0.38717
Q09_06	0.0039	<.0001	<.0001	<.0001	<.0001
Q09_07	0.34381	0.55112	0.55998	0.64408	0.42427
Q09_07	0.0003	<.0001	<.0001	<.0001	<.0001
Q09_08	0.30457	0.57152	0.48146	0.45831	0.38870
Q09_08	0.0014	<.0001	<.0001	<.0001	<.0001
Q09_09	0.36932	0.51175	0.40298	0.60118	0.36632
Q09_09	<.0001	<.0001	<.0001	<.0001	0.0001

	Q09_06	Q09_07	Q09_08	Q09_09
Q09_01	0.27654	0.34381	0.30457	0.36932
Q09_01	0.0039	0.0003	0.0014	<.0001
Q09_02	0.49646	0.55112	0.57152	0.51175
Q09_02	<.0001	<.0001	<.0001	<.0001
Q09_03	0.57364	0.55998	0.48146	0.40298
Q09_03	<.0001	<.0001	<.0001	<.0001
Q09_04	0.61435	0.64408	0.45831	0.60118
Q09_04	<.0001	<.0001	<.0001	<.0001
Q09_05	0.38717	0.42427	0.38870	0.36632
Q09_05	<.0001	<.0001	<.0001	0.0001
Q09_06	1.00000	0.71837	0.58892	0.56197
Q09_06		<.0001	<.0001	<.0001
Q09_07	0.71837	1.00000	0.68593	0.52945
Q09_07	<.0001		<.0001	<.0001
Q09_08	0.58892	0.68593	1.00000	0.48791

Q09_08	<.0001	<.0001	<.0001	
Q09_09	0.56197	0.52945	0.48791	1.00000
Q09_09	<.0001	<.0001	<.0001	

12 Variables: Q11_01 Q11_02 Q11_03 Q11_04 Q11_05 Q11_06 Q11_07 Q11_08 Q11_09 Q11_10 Q11_11 Q11_12

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum	Label
Q11_01	95	4.31579	0.90228	410.00000	1.00000	5.00000	Q11_01
Q11_02	95	4.46316	0.72656	424.00000	2.00000	5.00000	Q11_02
Q11_03	95	4.36842	0.77257	415.00000	2.00000	5.00000	Q11_03
Q11_04	95	4.18947	1.01368	398.00000	1.00000	5.00000	Q11_04
Q11_05	95	4.20000	0.96315	399.00000	1.00000	5.00000	Q11_05
Q11_06	95	4.08421	0.88321	388.00000	2.00000	5.00000	Q11_06
Q11_07	95	4.66316	0.64595	443.00000	2.00000	5.00000	Q11_07
Q11_08	95	4.31579	0.73315	410.00000	2.00000	5.00000	Q11_08
Q11_09	95	3.95789	1.10044	376.00000	1.00000	5.00000	Q11_09
Q11_10	95	4.06316	0.94318	386.00000	1.00000	5.00000	Q11_10
Q11_11	95	4.25263	0.89880	404.00000	2.00000	5.00000	Q11_11
Q11_12	95	4.53684	0.72656	431.00000	2.00000	5.00000	Q11_12

Cronbach Coefficient Alpha

Variables	Alpha
Raw	0.904281
Standardized	0.906736

Cronbach Coefficient Alpha with Deleted Variable

Deleted Variable	Raw Variables Correlation with Total	Raw Variables Alpha	Standardized Variables Correlation with Total	Standardized Variables Alpha	Label
Q11_01	0.560458	0.899922	0.562977	0.902502	Q11_01
Q11_02	0.617939	0.897381	0.617991	0.899895	Q11_02
Q11_03	0.573398	0.899069	0.580360	0.901682	Q11_03
Q11_04	0.785144	0.887898	0.791155	0.891474	Q11_04
Q11_05	0.640206	0.896059	0.640679	0.898811	Q11_05
Q11_06	0.563188	0.899695	0.573046	0.902027	Q11_06
Q11_07	0.578546	0.899415	0.581298	0.901637	Q11_07
Q11_08	0.736371	0.892437	0.726197	0.894672	Q11_08
Q11_09	0.651155	0.896436	0.643035	0.898698	Q11_09
Q11_10	0.675710	0.894094	0.663863	0.897697	Q11_10
Q11_11	0.619782	0.896936	0.619179	0.899839	Q11_11
Q11_12	0.618229	0.897370	0.618660	0.899863	Q11_12

Pearson Correlation Coefficients, N = 95

Prob > |r| under H0: Rho=0

	Q11_01	Q11_02	Q11_03	Q11_04	Q11_05	Q11_06
Q11_01	1.00000	0.42363	0.41125	0.65503	0.30604	0.24661
Q11_01		<.0001	<.0001	<.0001	0.0026	0.0160
Q11_02	0.42363	1.00000	0.56458	0.50069	0.41350	0.43592
Q11_02	<.0001		<.0001	<.0001	<.0001	<.0001
Q11_03	0.41125	0.56458	1.00000	0.60271	0.45750	0.35941
Q11_03	<.0001	<.0001		<.0001	<.0001	0.0003
Q11_04	0.65503	0.50069	0.60271	1.00000	0.59276	0.45729
Q11_04	<.0001	<.0001	<.0001		<.0001	<.0001
Q11_05	0.30604	0.41350	0.45750	0.59276	1.00000	0.39268
Q11_05	0.0026	<.0001	<.0001	<.0001		<.0001
Q11_06	0.24661	0.43592	0.35941	0.45729	0.39268	1.00000
Q11_06	0.0160	<.0001	0.0003	<.0001	<.0001	
Q11_07	0.47650	0.31329	0.44318	0.61842	0.33173	0.53507
Q11_07	<.0001	0.0020	<.0001	<.0001	0.0010	<.0001
Q11_08	0.42659	0.42150	0.35587	0.60573	0.63275	0.45137
Q11_08	<.0001	<.0001	0.0004	<.0001	<.0001	<.0001
Q11_09	0.35639	0.45043	0.29373	0.50314	0.50989	0.39773
Q11_09	0.0004	<.0001	0.0039	<.0001	<.0001	<.0001
Q11_10	0.38884	0.36049	0.37652	0.49919	0.47780	0.38944
Q11_10	<.0001	0.0003	0.0002	<.0001	<.0001	<.0001
Q11_11	0.42530	0.47055	0.24755	0.49569	0.30968	0.38835
Q11_11	<.0001	<.0001	0.0156	<.0001	0.0023	0.0001
Q11_12	0.29039	0.45100	0.42094	0.49598	0.54424	0.42615
Q11_12	0.0043	<.0001	<.0001	<.0001	<.0001	<.0001

	Q11_07	Q11_08	Q11_09	Q11_10	Q11_11	Q11_12
Q11_01	0.47650	0.42659	0.35639	0.38884	0.42530	0.29039
Q11_01	<.0001	<.0001	0.0004	<.0001	<.0001	0.0043
Q11_02	0.31329	0.42150	0.45043	0.36049	0.47055	0.45100
Q11_02	0.0020	<.0001	<.0001	0.0003	<.0001	<.0001
Q11_03	0.44318	0.35587	0.29373	0.37652	0.24755	0.42094

Q11_03	<.0001	0.0004	0.0039	0.0002	0.0156	<.0001
Q11_04	0.61842	0.60573	0.50314	0.49919	0.49569	0.49598
Q11_04	<.0001	<.0001	<.0001	<.0001	<.0001	<.0001
Q11_05	0.33173	0.63275	0.50989	0.47780	0.30968	0.54424
Q11_05	0.0010	<.0001	<.0001	<.0001	0.0023	<.0001
Q11_06	0.53507	0.45137	0.39773	0.38944	0.38835	0.42615
Q11_06	<.0001	<.0001	<.0001	<.0001	0.0001	<.0001
Q11_07	1.00000	0.45164	0.24923	0.34960	0.40467	0.36674
Q11_07		<.0001	0.0149	0.0005	<.0001	0.0003
Q11_08	0.45164	1.00000	0.62321	0.60161	0.50727	0.49718
Q11_08	<.0001		<.0001	<.0001	<.0001	<.0001
Q11_09	0.24923	0.62321	1.00000	0.67907	0.49488	0.42774
Q11_09	0.0149	<.0001		<.0001	<.0001	<.0001
Q11_10	0.34960	0.60161	0.67907	1.00000	0.59589	0.41572
Q11_10	0.0005	<.0001	<.0001		<.0001	<.0001
Q11_11	0.40467	0.50727	0.49488	0.59589	1.00000	0.47432
Q11_11	<.0001	<.0001	<.0001	<.0001		<.0001
Q11_12	0.36674	0.49718	0.42774	0.41572	0.47432	1.00000
Q11_12	0.0003	<.0001	<.0001	<.0001	<.0001	

33 Variables: Q12_01 Q12_02 Q12_03 Q12_04 Q12_05 Q12_06 Q12_07 Q12_08 Q12_09 Q12_10 Q12_11 Q12_12 Q12_13 Q12_14 Q12_15 Q12_16 Q12_17 Q12_18 Q12_19 Q12_20 Q12_21 Q12_22 Q12_23 Q12_24 Q12_25 Q12_26 Q12_27 Q12_28 Q12_29 Q12_30 Q12_31 Q12_32 Q12_33

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum	Label
Q12_01	65	4.38462	0.94691	285.00000	1.00000	5.00000	Q12_01
Q12_02	65	4.35385	0.75892	283.00000	2.00000	5.00000	Q12_02
Q12_03	65	4.24615	0.91908	276.00000	1.00000	5.00000	Q12_03
Q12_04	65	4.06154	0.96626	264.00000	1.00000	5.00000	Q12_04
Q12_05	65	3.95385	1.00671	257.00000	1.00000	5.00000	Q12_05
Q12_06	65	3.98462	0.92690	259.00000	2.00000	5.00000	Q12_06
Q12_07	65	4.07692	0.88931	265.00000	2.00000	5.00000	Q12_07
Q12_08	65	4.47692	0.73117	291.00000	3.00000	5.00000	Q12_08
Q12_09	65	4.41538	0.72656	287.00000	3.00000	5.00000	Q12_09
Q12_10	65	4.41538	0.70472	287.00000	2.00000	5.00000	Q12_10
Q12_11	65	4.16923	0.83981	271.00000	3.00000	5.00000	Q12_11
Q12_12	65	4.10769	0.92065	267.00000	1.00000	5.00000	Q12_12
Q12_13	65	3.93846	0.99808	256.00000	1.00000	5.00000	Q12_13
Q12_14	65	4.32308	0.79270	281.00000	2.00000	5.00000	Q12_14
Q12_15	65	4.01538	0.81953	261.00000	2.00000	5.00000	Q12_15
Q12_16	65	3.90769	0.80473	254.00000	2.00000	5.00000	Q12_16
Q12_17	65	4.04615	0.89147	263.00000	2.00000	5.00000	Q12_17
Q12_18	65	3.96923	0.91804	258.00000	2.00000	5.00000	Q12_18
Q12_19	65	4.00000	0.88388	260.00000	1.00000	5.00000	Q12_19
Q12_20	65	3.98462	0.90988	259.00000	1.00000	5.00000	Q12_20
Q12_21	65	4.30769	0.84637	280.00000	2.00000	5.00000	Q12_21
Q12_22	65	3.98462	0.92690	259.00000	2.00000	5.00000	Q12_22
Q12_23	65	3.84615	0.98791	250.00000	1.00000	5.00000	Q12_23
Q12_24	65	4.01538	0.89254	261.00000	2.00000	5.00000	Q12_24
Q12_25	65	3.84615	1.01905	250.00000	2.00000	5.00000	Q12_25
Q12_26	65	3.95385	0.90882	257.00000	2.00000	5.00000	Q12_26
Q12_27	65	4.01538	0.90988	261.00000	2.00000	5.00000	Q12_27
Q12_28	65	4.10769	0.95399	267.00000	2.00000	5.00000	Q12_28
Q12_29	65	4.21538	0.85682	274.00000	2.00000	5.00000	Q12_29
Q12_30	65	3.92308	0.94054	255.00000	2.00000	5.00000	Q12_30
Q12_31	65	3.56923	1.04537	232.00000	1.00000	5.00000	Q12_31
Q12_32	65	4.06154	0.94995	264.00000	2.00000	5.00000	Q12_32
Q12_33	65	4.01538	0.96002	261.00000	2.00000	5.00000	Q12_33

Cronbach Coefficient Alpha

Variables	Alpha
Raw	0.949415
Standardized	0.950410

Cronbach Coefficient Alpha with Deleted Variable

Deleted Variable	Raw Variables Correlation with Total	Raw Variables Alpha	Standardized Variables Correlation with Total	Standardized Variables Alpha	Label
Q12_01	0.517447	0.948521	0.530171	0.949428	Q12_01
Q12_02	0.516672	0.948463	0.528160	0.949444	Q12_02
Q12_03	0.488666	0.948739	0.487245	0.949774	Q12_03
Q12_04	0.462661	0.949022	0.455507	0.950029	Q12_04
Q12_05	0.689305	0.946993	0.687159	0.948150	Q12_05
Q12_06	0.631476	0.947532	0.631073	0.948608	Q12_06
Q12_07	0.691096	0.947054	0.690456	0.948122	Q12_07

Q12_08	0.677142	0.947393	0.687979	0.948143	Q12_08
Q12_09	0.519219	0.948457	0.531639	0.949416	Q12_09
Q12_10	0.623829	0.947792	0.634031	0.948584	Q12_10
Q12_11	0.546823	0.948232	0.552947	0.949244	Q12_11
Q12_12	0.624097	0.947596	0.622340	0.948680	Q12_12
Q12_13	0.476313	0.948951	0.469906	0.949913	Q12_13
Q12_14	0.523965	0.948405	0.536746	0.949375	Q12_14
Q12_15	0.611958	0.947742	0.613565	0.948751	Q12_15
Q12_16	0.612429	0.947751	0.614264	0.948745	Q12_16
Q12_17	0.530129	0.948376	0.531354	0.949418	Q12_17
Q12_18	0.683971	0.947088	0.685473	0.948163	Q12_18
Q12_19	0.687150	0.947092	0.695815	0.948078	Q12_19
Q12_20	0.632262	0.947530	0.637808	0.948553	Q12_20
Q12_21	0.653430	0.947400	0.659482	0.948376	Q12_21
Q12_22	0.724163	0.946734	0.725488	0.947834	Q12_22
Q12_23	0.666331	0.947210	0.661254	0.948362	Q12_23
Q12_24	0.701281	0.946966	0.701818	0.948029	Q12_24
Q12_25	0.641533	0.947442	0.638564	0.948547	Q12_25
Q12_26	0.690653	0.947039	0.681924	0.948192	Q12_26
Q12_27	0.472408	0.948864	0.467183	0.949935	Q12_27
Q12_28	0.568121	0.948085	0.568070	0.949121	Q12_28
Q12_29	0.583284	0.947945	0.581550	0.949012	Q12_29
Q12_30	0.571351	0.948050	0.561828	0.949172	Q12_30
Q12_31	0.391800	0.949834	0.380757	0.950627	Q12_31
Q12_32	0.455504	0.949060	0.440808	0.950147	Q12_32
Q12_33	0.614124	0.947681	0.605154	0.948820	Q12_33

Pearson Correlation Coefficients, N = 65
Prob > |r| under H0: Rho=0

	Q12_01	Q12_02	Q12_03	Q12_04	Q12_05	Q12_06	Q12_07
Q12_01	1.00000	0.67737	0.37427	0.14450	0.46147	0.50532	0.29831
Q12_01		<.0001	0.0021	0.2508	0.0001	<.0001	0.0158
Q12_02	0.67737	1.00000	0.41080	0.20422	0.36938	0.31883	0.35261
Q12_02	<.0001		0.0007	0.1027	0.0025	0.0096	0.0040
Q12_03	0.37427	0.41080	1.00000	0.49291	0.46843	0.31632	0.51174
Q12_03	0.0021	0.0007		<.0001	<.0001	0.0103	<.0001
Q12_04	0.14450	0.20422	0.49291	1.00000	0.58123	0.24532	0.35807
Q12_04	0.2508	0.1027	<.0001		<.0001	0.0489	0.0034
Q12_05	0.46147	0.36938	0.46843	0.58123	1.00000	0.63554	0.57997
Q12_05	0.0001	0.0025	<.0001	<.0001		<.0001	<.0001
Q12_06	0.50532	0.31883	0.31632	0.24532	0.63554	1.00000	0.62699
Q12_06	<.0001	0.0096	0.0103	0.0489	<.0001		<.0001
Q12_07	0.29831	0.35261	0.51174	0.35807	0.57997	0.62699	1.00000
Q12_07	0.0158	0.0040	<.0001	0.0034	<.0001	<.0001	
Q12_08	0.61107	0.59219	0.40386	0.15685	0.41246	0.54126	0.61553
Q12_08	<.0001	<.0001	0.0008	0.2121	0.0006	<.0001	<.0001
Q12_09	0.30922	0.40936	0.21887	0.18559	0.32569	0.35766	0.50597
Q12_09	0.0122	0.0007	0.0798	0.1388	0.0081	0.0034	<.0001
Q12_10	0.48271	0.42204	0.24978	0.26017	0.40185	0.39266	0.42192
Q12_10	<.0001	0.0005	0.0448	0.0363	0.0009	0.0012	0.0005
Q12_11	0.44738	0.41940	0.24884	0.25654	0.50838	0.48514	0.27519
Q12_11	0.0002	0.0005	0.0456	0.0391	<.0001	<.0001	0.0265
Q12_12	0.41775	0.28005	0.50369	0.43154	0.46063	0.36818	0.44774
Q12_12	0.0005	0.0239	<.0001	0.0003	0.0001	0.0025	0.0002
Q12_13	0.20730	0.07045	0.34041	0.49004	0.38590	0.35365	0.30468
Q12_13	0.0975	0.5771	0.0055	<.0001	0.0015	0.0039	0.0136
Q12_14	0.45636	0.53424	0.16794	0.07564	0.27352	0.38966	0.27450
Q12_14	0.0001	<.0001	0.1811	0.5493	0.0275	0.0013	0.0269
Q12_15	0.25401	0.39306	0.47201	0.57100	0.45540	0.35000	0.53432
Q12_15	0.0412	0.0012	<.0001	<.0001	0.0001	0.0043	<.0001
Q12_16	0.35489	0.36133	0.34809	0.34902	0.57327	0.39607	0.40307
Q12_16	0.0037	0.0031	0.0045	0.0044	<.0001	0.0011	0.0009
Q12_17	0.27480	0.43738	0.42454	0.17804	0.38544	0.28452	0.31080
Q12_17	0.0267	0.0003	0.0004	0.1559	0.0015	0.0216	0.0117
Q12_18	0.40926	0.39712	0.28689	0.26638	0.55636	0.56867	0.63452
Q12_18	0.0007	0.0011	0.0205	0.0320	<.0001	<.0001	<.0001
Q12_19	0.48539	0.48916	0.36545	0.34760	0.52680	0.45773	0.51683
Q12_19	<.0001	<.0001	0.0028	0.0046	<.0001	0.0001	<.0001
Q12_20	0.35155	0.46056	0.39697	0.39208	0.42567	0.27762	0.38769
Q12_20	0.0041	0.0001	0.0011	0.0012	0.0004	0.0252	0.0014
Q12_21	0.49340	0.41166	0.24258	0.22486	0.40203	0.40447	0.40400
Q12_21	<.0001	0.0007	0.0515	0.0717	0.0009	0.0008	0.0008
Q12_22	0.29169	0.38547	0.31632	0.21043	0.55181	0.56351	0.60804
Q12_22	0.0184	0.0015	0.0103	0.0925	<.0001	<.0001	<.0001
Q12_23	0.31479	0.36551	0.57583	0.40292	0.43265	0.35571	0.52944
Q12_23	0.0107	0.0028	<.0001	0.0009	0.0003	0.0036	<.0001
Q12_24	0.34416	0.33784	0.18579	0.19818	0.41815	0.39691	0.51030
Q12_24	0.0050	0.0059	0.1384	0.1135	0.0005	0.0011	<.0001

Q12_25	0.27278	0.31393	0.25794	0.16845	0.41943	0.44410	0.58223
Q12_25	0.0279	0.0109	0.0380	0.1798	0.0005	0.0002	<.0001
Q12_26	0.31145	0.20528	0.21958	0.28797	0.45874	0.42576	0.44911
Q12_26	0.0116	0.1009	0.0788	0.0200	0.0001	0.0004	0.0002
Q12_27	0.10184	0.08250	-0.02328	-0.01887	0.25666	0.20408	0.21093
Q12_27	0.4195	0.5135	0.8539	0.8814	0.0390	0.1030	0.0917
Q12_28	0.16099	0.27027	0.16532	0.02660	0.24930	0.24929	0.37685
Q12_28	0.2001	0.0295	0.1882	0.8334	0.0452	0.0452	0.0020
Q12_29	0.30073	0.33751	0.11020	0.11585	0.28342	0.27968	0.32652
Q12_29	0.0149	0.0060	0.3822	0.3581	0.0221	0.0241	0.0079
Q12_30	0.15655	0.14818	0.07647	0.36634	0.35924	0.30331	0.30607
Q12_30	0.2130	0.2388	0.5449	0.0027	0.0033	0.0140	0.0132
Q12_31	0.09107	-0.02151	0.14461	0.33603	0.24806	0.29944	0.28831
Q12_31	0.4706	0.8649	0.2504	0.0062	0.0463	0.0154	0.0199
Q12_32	0.02539	-0.00900	0.32241	0.37031	0.32979	0.40924	0.34573
Q12_32	0.8409	0.9433	0.0088	0.0024	0.0073	0.0007	0.0048
Q12_33	0.19965	0.12109	0.15502	0.45375	0.42110	0.33390	0.38293
Q12_33	0.1108	0.3366	0.2176	0.0001	0.0005	0.0066	0.0016

	Q12_08	Q12_09	Q12_10	Q12_11	Q12_12	Q12_13	Q12_14
Q12_01	0.61107	0.30922	0.48271	0.44738	0.41775	0.20730	0.45636
Q12_01	<.0001	0.0122	<.0001	0.0002	0.0005	0.0975	0.0001
Q12_02	0.59219	0.40936	0.42204	0.41940	0.28005	0.07045	0.53424
Q12_02	<.0001	0.0007	0.0005	0.0005	0.0239	0.5771	<.0001
Q12_03	0.40386	0.21887	0.24978	0.24884	0.50369	0.34041	0.16794
Q12_03	0.0008	0.0798	0.0448	0.0456	<.0001	0.0055	0.1811
Q12_04	0.15685	0.18559	0.26017	0.25654	0.43154	0.49004	0.07564
Q12_04	0.2121	0.1388	0.0363	0.0391	0.0003	<.0001	0.5493
Q12_05	0.41246	0.32569	0.40185	0.50838	0.46063	0.38590	0.27352
Q12_05	0.0006	0.0081	0.0009	<.0001	0.0001	0.0015	0.0275
Q12_06	0.54126	0.35766	0.39266	0.48514	0.36818	0.35365	0.38966
Q12_06	<.0001	0.0034	0.0012	<.0001	0.0025	0.0039	0.0013
Q12_07	0.61553	0.50597	0.42192	0.27519	0.44774	0.30468	0.27450
Q12_07	<.0001	<.0001	0.0005	0.0265	0.0002	0.0136	0.0269
Q12_08	1.00000	0.62128	0.57988	0.40087	0.50280	0.21213	0.51179
Q12_08		<.0001	<.0001	0.0009	<.0001	0.0898	<.0001
Q12_09	0.62128	1.00000	0.60375	0.39514	0.32918	0.20818	0.49585
Q12_09	<.0001		<.0001	0.0011	0.0074	0.0961	<.0001
Q12_10	0.57988	0.60375	1.00000	0.53939	0.45980	0.37013	0.53918
Q12_10	<.0001	<.0001		<.0001	0.0001	0.0024	<.0001
Q12_11	0.40087	0.39514	0.53939	1.00000	0.29940	0.32952	0.47989
Q12_11	0.0009	0.0011	<.0001		0.0154	0.0074	<.0001
Q12_12	0.50280	0.32918	0.45980	0.29940	1.00000	0.56847	0.35837
Q12_12	<.0001	0.0074	0.0001	0.0154		<.0001	0.0034
Q12_13	0.21213	0.20818	0.37013	0.32952	0.56847	1.00000	0.20327
Q12_13	0.0898	0.0961	0.0024	0.0074	<.0001		0.1044
Q12_14	0.51179	0.49585	0.53918	0.47989	0.35837	0.20327	1.00000
Q12_14	<.0001	<.0001	<.0001	<.0001	0.0034	0.1044	
Q12_15	0.40477	0.40896	0.47574	0.20048	0.41195	0.36412	0.30490
Q12_15	0.0008	0.0007	<.0001	0.1093	0.0007	0.0029	0.0135
Q12_16	0.44776	0.30712	0.42684	0.32403	0.37215	0.28462	0.43939
Q12_16	0.0002	0.0128	0.0004	0.0085	0.0023	0.0216	0.0003
Q12_17	0.32527	0.21118	0.21772	0.28159	0.24134	0.33690	0.42079
Q12_17	0.0082	0.0913	0.0815	0.0231	0.0528	0.0061	0.0005
Q12_18	0.44120	0.34742	0.40649	0.37166	0.29977	0.33896	0.42182
Q12_18	0.0002	0.0046	0.0008	0.0023	0.0153	0.0057	0.0005
Q12_19	0.55607	0.53528	0.55186	0.46309	0.40323	0.26568	0.51292
Q12_19	<.0001	<.0001	<.0001	0.0001	0.0009	0.0324	<.0001
Q12_20	0.50441	0.34072	0.52185	0.35108	0.37506	0.20541	0.33195
Q12_20	<.0001	0.0055	<.0001	0.0041	0.0021	0.1007	0.0069
Q12_21	0.61762	0.47495	0.48967	0.34326	0.47817	0.26322	0.33859
Q12_21	<.0001	<.0001	<.0001	0.0051	<.0001	0.0341	0.0058
Q12_22	0.56432	0.40407	0.39266	0.44500	0.33156	0.13408	0.34712
Q12_22	<.0001	0.0008	0.0012	0.0002	0.0070	0.2870	0.0046
Q12_23	0.38437	0.26457	0.34010	0.27670	0.49953	0.35472	0.30389
Q12_23	0.0016	0.0332	0.0056	0.0257	<.0001	0.0037	0.0139
Q12_24	0.56320	0.32732	0.41198	0.43422	0.34022	0.22910	0.34621
Q12_24	<.0001	0.0078	0.0007	0.0003	0.0056	0.0664	0.0047
Q12_25	0.51942	0.25649	0.30795	0.28650	0.40099	0.43606	0.33329
Q12_25	<.0001	0.0392	0.0126	0.0207	0.0009	0.0003	0.0067
Q12_26	0.33932	0.28978	0.37195	0.46077	0.56626	0.39301	0.32466
Q12_26	0.0057	0.0192	0.0023	0.0001	<.0001	0.0012	0.0083
Q12_27	0.15320	0.20290	0.25792	0.38505	0.22182	0.15591	0.38294
Q12_27	0.2231	0.1050	0.0380	0.0015	0.0758	0.2149	0.0016
Q12_28	0.44043	0.34022	0.32752	0.24993	0.30681	0.12194	0.30452
Q12_28	0.0002	0.0056	0.0077	0.0447	0.0129	0.3332	0.0136
Q12_29	0.40711	0.25563	0.39293	0.33941	0.30687	0.10710	0.31004
Q12_29	0.0008	0.0399	0.0012	0.0057	0.0129	0.3958	0.0120
Q12_30	0.25867	0.23041	0.35542	0.25412	0.33452	0.31113	0.15960

Q12_30	0.0375	0.0648	0.0037	0.0411	0.0065	0.0116	0.2041
Q12_31	0.15033	0.09527	0.14064	0.06654	0.21131	0.27371	0.07629
Q12_31	0.2320	0.4503	0.2638	0.5985	0.0911	0.0274	0.5458
Q12_32	0.18204	0.12086	0.17128	0.14343	0.38535	0.38310	0.07693
Q12_32	0.1467	0.3376	0.1725	0.2544	0.0015	0.0016	0.5424
Q12_33	0.21198	0.23711	0.31374	0.26804	0.45774	0.40868	0.21922
Q12_33	0.0900	0.0572	0.0109	0.0309	0.0001	0.0007	0.0793

	Q12_15	Q12_16	Q12_17	Q12_18	Q12_19	Q12_20	Q12_21
Q12_01	0.25401	0.35489	0.27480	0.40926	0.48539	0.35155	0.49340
Q12_01	0.0412	0.0037	0.0267	0.0007	<.0001	0.0041	<.0001
Q12_02	0.39306	0.36133	0.43738	0.39712	0.48916	0.46056	0.41166
Q12_02	0.0012	0.0031	0.0003	0.0011	<.0001	0.0001	0.0007
Q12_03	0.47201	0.34809	0.42454	0.28689	0.36545	0.39697	0.24258
Q12_03	<.0001	0.0045	0.0004	0.0205	0.0028	0.0011	0.0515
Q12_04	0.57100	0.34902	0.17804	0.26638	0.34760	0.39208	0.22486
Q12_04	<.0001	0.0044	0.1559	0.0320	0.0046	0.0012	0.0717
Q12_05	0.45540	0.57327	0.38544	0.55636	0.52680	0.42567	0.40203
Q12_05	0.0001	<.0001	0.0015	<.0001	<.0001	0.0004	0.0009
Q12_06	0.35000	0.39607	0.28452	0.56867	0.45773	0.27762	0.40447
Q12_06	0.0043	0.0011	0.0216	<.0001	0.0001	0.0252	0.0008
Q12_07	0.53432	0.40307	0.31080	0.63452	0.51683	0.38769	0.40400
Q12_07	<.0001	0.0009	0.0117	<.0001	<.0001	0.0014	0.0008
Q12_08	0.40477	0.44776	0.32527	0.44120	0.55607	0.50441	0.61762
Q12_08	0.0008	0.0002	0.0082	0.0002	<.0001	<.0001	<.0001
Q12_09	0.40896	0.30712	0.21118	0.34742	0.53528	0.34072	0.47495
Q12_09	0.0007	0.0128	0.0913	0.0046	<.0001	0.0055	<.0001
Q12_10	0.47574	0.42684	0.21772	0.40649	0.55186	0.52185	0.48967
Q12_10	<.0001	0.0004	0.0815	0.0008	<.0001	<.0001	<.0001
Q12_11	0.20048	0.32403	0.28159	0.37166	0.46309	0.35108	0.34326
Q12_11	0.1093	0.0085	0.0231	0.0023	0.0001	0.0041	0.0051
Q12_12	0.41195	0.37215	0.24134	0.29977	0.40323	0.37506	0.47817
Q12_12	0.0007	0.0023	0.0528	0.0153	0.0009	0.0021	<.0001
Q12_13	0.36412	0.28462	0.33690	0.33896	0.26568	0.20541	0.26322
Q12_13	0.0029	0.0216	0.0061	0.0057	0.0324	0.1007	0.0341
Q12_14	0.30490	0.43939	0.42079	0.42182	0.51292	0.33195	0.33859
Q12_14	0.0135	0.0003	0.0005	0.0005	<.0001	0.0069	0.0058
Q12_15	1.00000	0.54710	0.51230	0.45753	0.58240	0.52417	0.44360
Q12_15		<.0001	<.0001	0.0001	<.0001	<.0001	0.0002
Q12_16	0.54710	1.00000	0.59410	0.52484	0.52721	0.44616	0.34058
Q12_16	<.0001		<.0001	<.0001	<.0001	0.0002	0.0055
Q12_17	0.51230	0.59410	1.00000	0.55544	0.39660	0.38615	0.33293
Q12_17	<.0001	<.0001		<.0001	0.0011	0.0015	0.0067
Q12_18	0.45753	0.52484	0.55544	1.00000	0.65470	0.50448	0.47489
Q12_18	0.0001	<.0001	<.0001		<.0001	<.0001	<.0001
Q12_19	0.58240	0.52721	0.39660	0.65470	1.00000	0.56343	0.52216
Q12_19	<.0001	<.0001	0.0011	<.0001		<.0001	<.0001
Q12_20	0.52417	0.44616	0.38615	0.50448	0.56343	1.00000	0.43232
Q12_20	<.0001	0.0002	0.0015	<.0001	<.0001		0.0003
Q12_21	0.44360	0.34058	0.33293	0.47489	0.52216	0.43232	1.00000
Q12_21	0.0002	0.0055	0.0067	<.0001	<.0001	0.0003	
Q12_22	0.43228	0.50081	0.37907	0.55031	0.49587	0.55552	0.50406
Q12_22	0.0003	<.0001	0.0018	<.0001	<.0001	<.0001	<.0001
Q12_23	0.44685	0.35528	0.45173	0.47709	0.48314	0.39713	0.50599
Q12_23	0.0002	0.0037	0.0002	<.0001	<.0001	0.0011	<.0001
Q12_24	0.36281	0.45884	0.35257	0.61080	0.53476	0.61598	0.57278
Q12_24	0.0030	0.0001	0.0040	<.0001	<.0001	<.0001	<.0001
Q12_25	0.32094	0.43969	0.43793	0.49592	0.43368	0.33444	0.32748
Q12_25	0.0091	0.0002	0.0003	<.0001	0.0003	0.0065	0.0077
Q12_26	0.31565	0.27182	0.29196	0.42900	0.31122	0.39593	0.48595
Q12_26	0.0104	0.0285	0.0183	0.0004	0.0116	0.0011	<.0001
Q12_27	0.02063	0.23670	0.32659	0.33728	0.21371	0.18902	0.33868
Q12_27	0.8704	0.0576	0.0079	0.0060	0.0874	0.1315	0.0058
Q12_28	0.19770	0.25738	0.26965	0.23577	0.24089	0.37996	0.51951
Q12_28	0.1144	0.0385	0.0298	0.0587	0.0532	0.0018	<.0001
Q12_29	0.15097	0.27856	0.17089	0.34625	0.28885	0.44525	0.51048
Q12_29	0.2300	0.0246	0.1735	0.0047	0.0196	0.0002	<.0001
Q12_30	0.26508	0.27949	0.15338	0.32294	0.31952	0.41853	0.44239
Q12_30	0.0328	0.0242	0.2225	0.0087	0.0095	0.0005	0.0002
Q12_31	0.22672	0.21203	0.12227	0.16507	0.20293	0.25576	0.09917
Q12_31	0.0694	0.0900	0.3319	0.1888	0.1050	0.0397	0.4319
Q12_32	0.25968	0.27326	0.29181	0.23512	0.13026	0.10958	0.18985
Q12_32	0.0367	0.0276	0.0183	0.0594	0.3010	0.3849	0.1298
Q12_33	0.53591	0.28502	0.25476	0.46150	0.40511	0.39381	0.45560
Q12_33	<.0001	0.0214	0.0406	0.0001	0.0008	0.0012	0.0001

	Q12_22	Q12_23	Q12_24	Q12_25	Q12_26	Q12_27	Q12_28
Q12_01	0.29169	0.31479	0.34416	0.27278	0.31145	0.10184	0.16099
Q12_01	0.0184	0.0107	0.0050	0.0279	0.0116	0.4195	0.2001

Q12_02	0.38547	0.36551	0.33784	0.31393	0.20528	0.08250	0.27027
Q12_02	0.0015	0.0028	0.0059	0.0109	0.1009	0.5135	0.0295
Q12_03	0.31632	0.57583	0.18579	0.25794	0.21958	-0.02328	0.16532
Q12_03	0.0103	<.0001	0.1384	0.0380	0.0788	0.8539	0.1882
Q12_04	0.21043	0.40292	0.19818	0.16845	0.28797	-0.01887	0.02660
Q12_04	0.0925	0.0009	0.1135	0.1798	0.0200	0.8814	0.8334
Q12_05	0.55181	0.43265	0.41815	0.41943	0.45874	0.25666	0.24930
Q12_05	<.0001	0.0003	0.0005	0.0005	0.0001	0.0390	0.0452
Q12_06	0.56351	0.35571	0.39691	0.44410	0.42576	0.20408	0.24929
Q12_06	<.0001	0.0036	0.0011	0.0002	0.0004	0.1030	0.0452
Q12_07	0.60804	0.52944	0.51030	0.58223	0.44911	0.21093	0.37685
Q12_07	<.0001	<.0001	<.0001	<.0001	0.0002	0.0917	0.0020
Q12_08	0.56432	0.38437	0.56320	0.51942	0.33932	0.15320	0.44043
Q12_08	<.0001	0.0016	<.0001	<.0001	0.0057	0.2231	0.0002
Q12_09	0.40407	0.26457	0.32732	0.25649	0.28978	0.20290	0.34022
Q12_09	0.0008	0.0332	0.0078	0.0392	0.0192	0.1050	0.0056
Q12_10	0.39266	0.34010	0.41198	0.30795	0.37195	0.25792	0.32752
Q12_10	0.0012	0.0056	0.0007	0.0126	0.0023	0.0380	0.0077
Q12_11	0.44500	0.27670	0.43422	0.28650	0.46077	0.38505	0.24993
Q12_11	0.0002	0.0257	0.0003	0.0207	0.0001	0.0015	0.0447
Q12_12	0.33156	0.49953	0.34022	0.40099	0.56626	0.22182	0.30681
Q12_12	0.0070	<.0001	0.0056	0.0009	<.0001	0.0758	0.0129
Q12_13	0.13408	0.35472	0.22910	0.43606	0.39301	0.15591	0.12194
Q12_13	0.2870	0.0037	0.0664	0.0003	0.0012	0.2149	0.3332
Q12_14	0.34712	0.30389	0.34621	0.33329	0.32466	0.38294	0.30452
Q12_14	0.0046	0.0139	0.0047	0.0067	0.0083	0.0016	0.0136
Q12_15	0.43228	0.44685	0.36281	0.32094	0.31565	0.02063	0.19770
Q12_15	0.0003	0.0002	0.0030	0.0091	0.0104	0.8704	0.1144
Q12_16	0.50081	0.35528	0.45884	0.43969	0.27182	0.23670	0.25738
Q12_16	<.0001	0.0037	0.0001	0.0002	0.0285	0.0576	0.0385
Q12_17	0.37907	0.45173	0.35257	0.43793	0.29196	0.32659	0.26965
Q12_17	0.0018	0.0002	0.0040	0.0003	0.0183	0.0079	0.0298
Q12_18	0.55031	0.47709	0.61080	0.49592	0.42900	0.33728	0.23577
Q12_18	<.0001	<.0001	<.0001	<.0001	0.0004	0.0060	0.0587
Q12_19	0.49587	0.48314	0.53476	0.43368	0.31122	0.21371	0.24089
Q12_19	<.0001	<.0001	<.0001	0.0003	0.0116	0.0874	0.0532
Q12_20	0.55552	0.39713	0.61598	0.33444	0.39593	0.18902	0.37996
Q12_20	<.0001	0.0011	<.0001	0.0065	0.0011	0.1315	0.0018
Q12_21	0.50406	0.50599	0.57278	0.32748	0.48595	0.33868	0.51951
Q12_21	<.0001	<.0001	<.0001	0.0077	<.0001	0.0058	<.0001
Q12_22	1.00000	0.42397	0.75577	0.54335	0.55560	0.38935	0.56735
Q12_22		0.0004	<.0001	<.0001	<.0001	0.0013	<.0001
Q12_23	0.42397	1.00000	0.51662	0.56590	0.46185	0.38510	0.43233
Q12_23	0.0004		<.0001	<.0001	0.0001	0.0015	0.0003
Q12_24	0.75577	0.51662	1.00000	0.68980	0.54024	0.46146	0.54854
Q12_24	<.0001	<.0001		<.0001	<.0001	0.0001	<.0001
Q12_25	0.54335	0.56590	0.68980	1.00000	0.48148	0.42388	0.48341
Q12_25	<.0001	<.0001	<.0001		<.0001	0.0004	<.0001
Q12_26	0.55560	0.46185	0.54024	0.48148	1.00000	0.62442	0.60054
Q12_26	<.0001	0.0001	<.0001	<.0001		<.0001	<.0001
Q12_27	0.38935	0.38510	0.46146	0.42388	0.62442	1.00000	0.62809
Q12_27	0.0013	0.0015	0.0001	0.0004	<.0001		<.0001
Q12_28	0.56735	0.43233	0.54854	0.48341	0.60054	0.62809	1.00000
Q12_28	<.0001	0.0003	<.0001	<.0001	<.0001	<.0001	
Q12_29	0.57480	0.31665	0.60855	0.43224	0.59487	0.65708	0.73580
Q12_29	<.0001	0.0102	<.0001	0.0003	<.0001	<.0001	<.0001
Q12_30	0.44670	0.35702	0.39230	0.34611	0.54416	0.53089	0.54921
Q12_30	0.0002	0.0035	0.0012	0.0047	<.0001	<.0001	<.0001
Q12_31	0.29944	0.25255	0.15793	0.27417	0.38991	0.28634	0.37627
Q12_31	0.0154	0.0424	0.2089	0.0271	0.0013	0.0208	0.0020
Q12_32	0.33826	0.49308	0.16472	0.34889	0.45580	0.32428	0.33740
Q12_32	0.0059	<.0001	0.1898	0.0044	0.0001	0.0084	0.0060
Q12_33	0.49193	0.39793	0.51031	0.30592	0.66344	0.41114	0.37350
Q12_33	<.0001	0.0010	<.0001	0.0132	<.0001	0.0007	0.0022

	Q12_29	Q12_30	Q12_31	Q12_32	Q12_33
Q12_01	0.30073	0.15655	0.09107	0.02539	0.19965
Q12_01	0.0149	0.2130	0.4706	0.8409	0.1108
Q12_02	0.33751	0.14818	-0.02151	-0.00900	0.12109
Q12_02	0.0060	0.2388	0.8649	0.9433	0.3366
Q12_03	0.11020	0.07647	0.14461	0.32241	0.15502
Q12_03	0.3822	0.5449	0.2504	0.0088	0.2176
Q12_04	0.11585	0.36634	0.33603	0.37031	0.45375
Q12_04	0.3581	0.0027	0.0062	0.0024	0.0001
Q12_05	0.28342	0.35924	0.24806	0.32979	0.42110
Q12_05	0.0221	0.0033	0.0463	0.0073	0.0005
Q12_06	0.27968	0.30331	0.29944	0.40924	0.33390
Q12_06	0.0241	0.0140	0.0154	0.0007	0.0066
Q12_07	0.32652	0.30607	0.28831	0.34573	0.38293

Q12_07	0.0079	0.0132	0.0199	0.0048	0.0016
Q12_08	0.40711	0.25867	0.15033	0.18204	0.21198
Q12_08	0.0008	0.0375	0.2320	0.1467	0.0900
Q12_09	0.25563	0.23041	0.09527	0.12086	0.23711
Q12_09	0.0399	0.0648	0.4503	0.3376	0.0572
Q12_10	0.39293	0.35542	0.14064	0.17128	0.31374
Q12_10	0.0012	0.0037	0.2638	0.1725	0.0109
Q12_11	0.33941	0.25412	0.06654	0.14343	0.26804
Q12_11	0.0057	0.0411	0.5985	0.2544	0.0309
Q12_12	0.30687	0.33452	0.21131	0.38535	0.45774
Q12_12	0.0129	0.0065	0.0911	0.0015	0.0001
Q12_13	0.10710	0.31113	0.27371	0.38310	0.40868
Q12_13	0.3958	0.0116	0.0274	0.0016	0.0007
Q12_14	0.31004	0.15960	0.07629	0.07693	0.21922
Q12_14	0.0120	0.2041	0.5458	0.5424	0.0793
Q12_15	0.15097	0.26508	0.22672	0.25968	0.53591
Q12_15	0.2300	0.0328	0.0694	0.0367	<.0001
Q12_16	0.27856	0.27949	0.21203	0.27326	0.28502
Q12_16	0.0246	0.0242	0.0900	0.0276	0.0214
Q12_17	0.17089	0.15338	0.12227	0.29181	0.25476
Q12_17	0.1735	0.2225	0.3319	0.0183	0.0406
Q12_18	0.34625	0.32294	0.16507	0.23512	0.46150
Q12_18	0.0047	0.0087	0.1888	0.0594	0.0001
Q12_19	0.28885	0.31952	0.20293	0.13026	0.40511
Q12_19	0.0196	0.0095	0.1050	0.3010	0.0008
Q12_20	0.44525	0.41853	0.25576	0.10958	0.39381
Q12_20	0.0002	0.0005	0.0397	0.3849	0.0012
Q12_21	0.51048	0.44239	0.09917	0.18985	0.45560
Q12_21	<.0001	0.0002	0.4319	0.1298	0.0001
Q12_22	0.57480	0.44670	0.29944	0.33826	0.49193
Q12_22	<.0001	0.0002	0.0154	0.0059	<.0001
Q12_23	0.31665	0.35702	0.25255	0.49308	0.39793
Q12_23	0.0102	0.0035	0.0424	<.0001	0.0010
Q12_24	0.60855	0.39230	0.15793	0.16472	0.51031
Q12_24	<.0001	0.0012	0.2089	0.1898	<.0001
Q12_25	0.43224	0.34611	0.27417	0.34889	0.30592
Q12_25	0.0003	0.0047	0.0271	0.0044	0.0132
Q12_26	0.59487	0.54416	0.38991	0.45580	0.66344
Q12_26	<.0001	<.0001	0.0013	0.0001	<.0001
Q12_27	0.65708	0.53089	0.28634	0.32428	0.41114
Q12_27	<.0001	<.0001	0.0208	0.0084	0.0007
Q12_28	0.73580	0.54921	0.37627	0.33740	0.37350
Q12_28	<.0001	<.0001	0.0020	0.0060	0.0022
Q12_29	1.00000	0.60255	0.33199	0.21382	0.45180
Q12_29		<.0001	0.0069	0.0872	0.0002
Q12_30	0.60255	1.00000	0.64912	0.42510	0.53778
Q12_30	<.0001		<.0001	0.0004	<.0001
Q12_31	0.33199	0.64912	1.00000	0.51488	0.44265
Q12_31	0.0069	<.0001		<.0001	0.0002
Q12_32	0.21382	0.42510	0.51488	1.00000	0.47868
Q12_32	0.0872	0.0004	<.0001		<.0001
Q12_33	0.45180	0.53778	0.44265	0.47868	1.00000
Q12_33	0.0002	<.0001	0.0002	<.0001	

6 Variables: Q13_01 Q13_02 Q13_03 Q13_04 Q13_05 Q13_06

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum	Label
Q13_01	79	3.70886	1.03962	293.00000	1.00000	5.00000	Q13_01
Q13_02	79	3.67089	1.02183	290.00000	1.00000	5.00000	Q13_02
Q13_03	79	3.73418	1.11756	295.00000	1.00000	5.00000	Q13_03
Q13_04	79	3.60759	1.01801	285.00000	1.00000	5.00000	Q13_04
Q13_05	79	3.59494	1.05635	284.00000	1.00000	5.00000	Q13_05
Q13_06	79	3.72152	1.09704	294.00000	1.00000	5.00000	Q13_06

Cronbach Coefficient Alpha

Variables	Alpha
Raw	0.944246
Standardized	0.944425

Cronbach Coefficient Alpha with Deleted Variable

Deleted Variable	Raw Variables Correlation with Total	Raw Variables Alpha	Standardized Variables Correlation with Total	Standardized Variables Alpha	Label
Q13_01	0.803798	0.936969	0.803165	0.937342	Q13_01
Q13_02	0.777026	0.940030	0.777221	0.940404	Q13_02
Q13_03	0.825411	0.934685	0.825738	0.934655	Q13_03
Q13_04	0.869650	0.929389	0.868812	0.929469	Q13_04

Q13_05	0.848308	0.931684	0.848222	0.931958	Q13_05
Q13_06	0.862822	0.929876	0.863275	0.930140	Q13_06

Pearson Correlation Coefficients, N = 79
Prob > |r| under H0: Rho=0

	Q13_01	Q13_02	Q13_03	Q13_04	Q13_05	Q13_06
Q13_01	1.00000	0.75343	0.79324	0.69017	0.66173	0.69239
Q13_01		<.0001	<.0001	<.0001	<.0001	<.0001
Q13_02	0.75343	1.00000	0.70828	0.68768	0.67069	0.67202
Q13_02	<.0001		<.0001	<.0001	<.0001	<.0001
Q13_03	0.79324	0.70828	1.00000	0.72977	0.71126	0.73358
Q13_03	<.0001	<.0001		<.0001	<.0001	<.0001
Q13_04	0.69017	0.68768	0.72977	1.00000	0.86366	0.86519
Q13_04	<.0001	<.0001	<.0001		<.0001	<.0001
Q13_05	0.66173	0.67069	0.71126	0.86366	1.00000	0.85283
Q13_05	<.0001	<.0001	<.0001	<.0001		<.0001
Q13_06	0.69239	0.67202	0.73358	0.86519	0.85283	1.00000
Q13_06	<.0001	<.0001	<.0001	<.0001	<.0001	

6 Variables: Q14_01 Q14_02 Q14_03 Q14_04 Q14_05 Q14_06

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum	Label
Q14_01	78	3.29487	1.27013	257.00000	1.00000	5.00000	Q14_01
Q14_02	78	3.37179	1.21793	263.00000	1.00000	5.00000	Q14_02
Q14_03	78	3.44872	1.07688	269.00000	1.00000	5.00000	Q14_03
Q14_04	78	3.65385	1.29762	285.00000	1.00000	5.00000	Q14_04
Q14_05	78	3.65385	1.33705	285.00000	1.00000	5.00000	Q14_05
Q14_06	78	3.57692	1.21162	279.00000	1.00000	5.00000	Q14_06

Cronbach Coefficient Alpha

Variables	Alpha
Raw	0.865739
Standardized	0.866555

Cronbach Coefficient Alpha with Deleted Variable

Deleted Variable	Raw Variables Correlation with Total	Raw Variables Alpha	Standardized Variables Correlation with Total	Standardized Variables Alpha	Label
Q14_01	0.546727	0.863485	0.548423	0.863737	Q14_01
Q14_02	0.679078	0.839926	0.682178	0.840502	Q14_02
Q14_03	0.658034	0.844888	0.659078	0.844605	Q14_03
Q14_04	0.690698	0.837702	0.689522	0.839189	Q14_04
Q14_05	0.743476	0.827503	0.741023	0.829874	Q14_05
Q14_06	0.662253	0.842894	0.658585	0.844693	Q14_06

Pearson Correlation Coefficients, N = 78
Prob > |r| under H0: Rho=0

	Q14_01	Q14_02	Q14_03	Q14_04	Q14_05	Q14_06
Q14_01	1.00000	0.59144	0.42423	0.40945	0.42031	0.36061
Q14_01		<.0001	0.0001	0.0002	0.0001	0.0012
Q14_02	0.59144	1.00000	0.59399	0.45228	0.55857	0.46881
Q14_02	<.0001		<.0001	<.0001	<.0001	<.0001
Q14_03	0.42423	0.59399	1.00000	0.55870	0.51516	0.49576
Q14_03	0.0001	<.0001		<.0001	<.0001	<.0001
Q14_04	0.40945	0.45228	0.55870	1.00000	0.68606	0.58298
Q14_04	0.0002	<.0001	<.0001		<.0001	<.0001
Q14_05	0.42031	0.55857	0.51516	0.68606	1.00000	0.67802
Q14_05	0.0001	<.0001	<.0001	<.0001		<.0001
Q14_06	0.36061	0.46881	0.49576	0.58298	0.67802	1.00000
Q14_06	0.0012	<.0001	<.0001	<.0001	<.0001	

10 Variables: Q15_01 Q15_02 Q15_03 Q15_04 Q15_05 Q15_06 Q15_07 Q15_08 Q15_09 Q15_10

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum	Label
Q15_01	79	3.83544	1.09111	303.00000	1.00000	5.00000	Q15_01
Q15_02	79	3.84810	0.90707	304.00000	2.00000	5.00000	Q15_02
Q15_03	79	3.89873	0.98182	308.00000	1.00000	5.00000	Q15_03
Q15_04	79	3.53165	1.13041	279.00000	1.00000	5.00000	Q15_04
Q15_05	79	3.58228	1.15034	283.00000	1.00000	5.00000	Q15_05
Q15_06	79	3.74684	1.18179	296.00000	1.00000	5.00000	Q15_06
Q15_07	79	3.65823	1.23917	289.00000	1.00000	5.00000	Q15_07
Q15_08	79	3.64557	1.20934	288.00000	1.00000	5.00000	Q15_08
Q15_09	79	3.51899	1.20746	278.00000	1.00000	5.00000	Q15_09
Q15_10	79	3.62025	1.19082	286.00000	1.00000	5.00000	Q15_10

Cronbach Coefficient Alpha

Variables	Alpha
Raw	0.915470
Standardized	0.916778

Cronbach Coefficient Alpha with Deleted Variable

Deleted Variable	Raw Variables Correlation with Total	Raw Variables Alpha	Standardized Variables Correlation with Total	Standardized Variables Alpha	Label
Q15_01	0.662455	0.908337	0.675440	0.909217	Q15_01
Q15_02	0.678822	0.908255	0.684803	0.908680	Q15_02
Q15_03	0.693374	0.907044	0.699590	0.907828	Q15_03
Q15_04	0.711474	0.905510	0.713508	0.907024	Q15_04
Q15_05	0.700877	0.906118	0.694668	0.908112	Q15_05
Q15_06	0.688510	0.906886	0.684329	0.908707	Q15_06
Q15_07	0.728788	0.904479	0.722683	0.906492	Q15_07
Q15_08	0.742520	0.903574	0.737248	0.905645	Q15_08
Q15_09	0.680592	0.907435	0.682121	0.908834	Q15_09
Q15_10	0.611645	0.911554	0.607511	0.913079	Q15_10

Pearson Correlation Coefficients, N = 79
Prob > |r| under H0: Rho=0

	Q15_01	Q15_02	Q15_03	Q15_04	Q15_05
Q15_01	1.00000	0.67392	0.69033	0.61235	0.42461
Q15_01		<.0001	<.0001	<.0001	<.0001
Q15_02	0.67392	1.00000	0.63031	0.55489	0.45445
Q15_02	<.0001		<.0001	<.0001	<.0001
Q15_03	0.69033	0.63031	1.00000	0.51119	0.41612
Q15_03	<.0001	<.0001		<.0001	0.0001
Q15_04	0.61235	0.55489	0.51119	1.00000	0.73495
Q15_04	<.0001	<.0001	<.0001		<.0001
Q15_05	0.42461	0.45445	0.41612	0.73495	1.00000
Q15_05	<.0001	<.0001	0.0001	<.0001	
Q15_06	0.49423	0.51382	0.46379	0.42834	0.49648
Q15_06	<.0001	<.0001	<.0001	<.0001	<.0001
Q15_07	0.47939	0.46649	0.44538	0.60731	0.60908
Q15_07	<.0001	<.0001	<.0001	<.0001	<.0001
Q15_08	0.43132	0.48791	0.53085	0.52411	0.63869
Q15_08	<.0001	<.0001	<.0001	<.0001	<.0001
Q15_09	0.45490	0.48259	0.63969	0.49972	0.49959
Q15_09	<.0001	<.0001	<.0001	<.0001	<.0001
Q15_10	0.36571	0.42068	0.44917	0.39001	0.47234
Q15_10	0.0009	0.0001	<.0001	0.0004	<.0001

	Q15_06	Q15_07	Q15_08	Q15_09	Q15_10
Q15_01	0.49423	0.47939	0.43132	0.45490	0.36571
Q15_01	<.0001	<.0001	<.0001	<.0001	0.0009
Q15_02	0.51382	0.46649	0.48791	0.48259	0.42068
Q15_02	<.0001	<.0001	<.0001	<.0001	0.0001
Q15_03	0.46379	0.44538	0.53085	0.63969	0.44917
Q15_03	<.0001	<.0001	<.0001	<.0001	<.0001
Q15_04	0.42834	0.60731	0.52411	0.49972	0.39001
Q15_04	<.0001	<.0001	<.0001	<.0001	0.0004
Q15_05	0.49648	0.60908	0.63869	0.49959	0.47234
Q15_05	<.0001	<.0001	<.0001	<.0001	<.0001
Q15_06	1.00000	0.71056	0.71684	0.38974	0.46830
Q15_06		<.0001	<.0001	0.0004	<.0001
Q15_07	0.71056	1.00000	0.61965	0.48851	0.49303
Q15_07	<.0001		<.0001	<.0001	<.0001
Q15_08	0.71684	0.61965	1.00000	0.56657	0.49290
Q15_08	<.0001	<.0001		<.0001	<.0001
Q15_09	0.38974	0.48851	0.56657	1.00000	0.64705
Q15_09	0.0004	<.0001	<.0001		<.0001
Q15_10	0.46830	0.49303	0.49290	0.64705	1.00000
Q15_10	<.0001	<.0001	<.0001	<.0001	

5 Variables: NQ16_01 NQ16_02 NQ16_03 NQ16_04 NQ16_05

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum
NQ16_01	107	1.23364	0.42514	132.00000	1.00000	2.00000
NQ16_02	107	1.34579	0.47786	144.00000	1.00000	2.00000
NQ16_03	107	1.24299	0.43091	133.00000	1.00000	2.00000
NQ16_04	107	1.29907	0.46000	139.00000	1.00000	2.00000
NQ16_05	107	1.41121	0.49437	151.00000	1.00000	2.00000

Cronbach Coefficient Alpha

Variables	Alpha

Raw	0.848342
Standardized	0.848854

Cronbach Coefficient Alpha with Deleted Variable

Deleted Variable	Raw Variables Correlation with Total	Raw Variables Alpha	Standardized Variables Correlation with Total	Standardized Variables Alpha
NQ16_01	0.623950	0.826112	0.627141	0.826046
NQ16_02	0.768480	0.785723	0.768043	0.787849
NQ16_03	0.702418	0.806359	0.704837	0.805295
NQ16_04	0.532987	0.849548	0.530059	0.850918
NQ16_05	0.671850	0.813925	0.667863	0.815265

Pearson Correlation Coefficients, N = 107
Prob > |r| under H0: Rho=0

	NQ16_01	NQ16_02	NQ16_03	NQ16_04	NQ16_05
NQ16_01	1.00000	0.62016	0.61411	0.36292	0.43627
		<.0001	<.0001	0.0001	<.0001
NQ16_02	0.62016	1.00000	0.64183	0.46928	0.67029
	<.0001		<.0001	<.0001	<.0001
NQ16_03	0.61411	0.64183	1.00000	0.43902	0.54508
	<.0001	<.0001		<.0001	<.0001
NQ16_04	0.36292	0.46928	0.43902	1.00000	0.49122
	0.0001	<.0001	<.0001		<.0001
NQ16_05	0.43627	0.67029	0.54508	0.49122	1.00000
	<.0001	<.0001	<.0001	<.0001	

All Variables

Simple Statistics

Variable	N	Mean	Std Dev	Sum	Minimum	Maximum	Label
Q07_01	49	4.10204	0.94085	201.00000	1.00000	5.00000	Q07_01
Q07_02	49	4.24490	0.87870	208.00000	1.00000	5.00000	Q07_02
Q07_03	49	3.97959	1.01015	195.00000	1.00000	5.00000	Q07_03
Q07_04	49	4.00000	1.04083	196.00000	1.00000	5.00000	Q07_04
Q07_05	49	4.20408	0.97851	206.00000	1.00000	5.00000	Q07_05
Q07_06	49	4.12245	1.03345	202.00000	1.00000	5.00000	Q07_06
Q07_07	49	3.87755	1.07301	190.00000	1.00000	5.00000	Q07_07
Q07_08	49	4.14286	0.93541	203.00000	1.00000	5.00000	Q07_08
Q08	49	4.26531	0.75761	209.00000	3.00000	5.00000	Q08
Q09_01	49	4.30612	0.87092	211.00000	1.00000	5.00000	Q09_01
Q09_02	49	4.24490	0.80443	208.00000	2.00000	5.00000	Q09_02
Q09_03	49	4.36735	0.80865	214.00000	2.00000	5.00000	Q09_03
Q09_04	49	4.00000	0.76376	196.00000	2.00000	5.00000	Q09_04
Q09_05	49	4.24490	0.77810	208.00000	2.00000	5.00000	Q09_05
Q09_06	49	4.16327	0.92075	204.00000	1.00000	5.00000	Q09_06
Q09_07	49	4.02041	0.96803	197.00000	2.00000	5.00000	Q09_07
Q09_08	49	4.26531	0.88448	209.00000	2.00000	5.00000	Q09_08
Q09_09	49	4.04082	0.93450	198.00000	1.00000	5.00000	Q09_09
Q11_01	49	4.38776	0.88545	215.00000	1.00000	5.00000	Q11_01
Q11_02	49	4.51020	0.68076	221.00000	3.00000	5.00000	Q11_02
Q11_03	49	4.46939	0.71011	219.00000	2.00000	5.00000	Q11_03
Q11_04	49	4.44898	0.79218	218.00000	1.00000	5.00000	Q11_04
Q11_05	49	4.46939	0.68014	219.00000	3.00000	5.00000	Q11_05
Q11_06	49	4.26531	0.86061	209.00000	2.00000	5.00000	Q11_06
Q11_07	49	4.77551	0.51093	234.00000	3.00000	5.00000	Q11_07
Q11_08	49	4.40816	0.60959	216.00000	3.00000	5.00000	Q11_08
Q11_09	49	4.08163	0.93177	200.00000	2.00000	5.00000	Q11_09
Q11_10	49	4.12245	0.80707	202.00000	3.00000	5.00000	Q11_10
Q11_11	49	4.20408	0.95698	206.00000	2.00000	5.00000	Q11_11
Q11_12	49	4.67347	0.55482	229.00000	3.00000	5.00000	Q11_12
Q12_01	49	4.36735	1.01435	214.00000	1.00000	5.00000	Q12_01
Q12_02	49	4.30612	0.76931	211.00000	2.00000	5.00000	Q12_02
Q12_03	49	4.24490	0.94716	208.00000	1.00000	5.00000	Q12_03
Q12_04	49	4.14286	0.95743	203.00000	1.00000	5.00000	Q12_04
Q12_05	49	3.97959	1.05059	195.00000	1.00000	5.00000	Q12_05
Q12_06	49	4.00000	0.95743	196.00000	2.00000	5.00000	Q12_06
Q12_07	49	4.12245	0.88111	202.00000	2.00000	5.00000	Q12_07
Q12_08	49	4.44898	0.73771	218.00000	3.00000	5.00000	Q12_08
Q12_09	49	4.34694	0.72316	213.00000	3.00000	5.00000	Q12_09
Q12_10	49	4.38776	0.73076	215.00000	2.00000	5.00000	Q12_10
Q12_11	49	4.06122	0.85167	199.00000	3.00000	5.00000	Q12_11
Q12_12	49	4.08163	0.93177	200.00000	1.00000	5.00000	Q12_12
Q12_13	49	3.85714	1.04083	189.00000	1.00000	5.00000	Q12_13
Q12_14	49	4.26531	0.81075	209.00000	2.00000	5.00000	Q12_14
Q12_15	49	4.08163	0.73134	200.00000	2.00000	5.00000	Q12_15
Q12_16	49	3.93878	0.74744	193.00000	3.00000	5.00000	Q12_16
Q12_17	49	4.04082	0.81545	198.00000	2.00000	5.00000	Q12_17
Q12_18	49	3.97959	0.92398	195.00000	2.00000	5.00000	Q12_18

Q12_19	49	3.95918	0.84061	194.00000	1.00000	5.00000	Q12_19
Q12_20	49	3.97959	0.90115	195.00000	1.00000	5.00000	Q12_20
Q12_21	49	4.30612	0.84666	211.00000	2.00000	5.00000	Q12_21
Q12_22	49	3.91837	0.90914	192.00000	2.00000	5.00000	Q12_22
Q12_23	49	3.81633	0.95030	187.00000	2.00000	5.00000	Q12_23
Q12_24	49	3.93878	0.89926	193.00000	2.00000	5.00000	Q12_24
Q12_25	49	3.77551	1.04613	185.00000	2.00000	5.00000	Q12_25
Q12_26	49	3.91837	0.93177	192.00000	2.00000	5.00000	Q12_26
Q12_27	49	3.97959	0.94626	195.00000	2.00000	5.00000	Q12_27
Q12_28	49	4.08163	0.97546	200.00000	2.00000	5.00000	Q12_28
Q12_29	49	4.22449	0.84817	207.00000	2.00000	5.00000	Q12_29
Q12_30	49	3.97959	0.94626	195.00000	2.00000	5.00000	Q12_30
Q12_31	49	3.69388	1.00424	181.00000	1.00000	5.00000	Q12_31
Q12_32	49	4.16327	0.87433	204.00000	2.00000	5.00000	Q12_32
Q12_33	49	4.04082	0.95654	198.00000	2.00000	5.00000	Q12_33
Q13_01	49	3.81633	0.90539	187.00000	1.00000	5.00000	Q13_01
Q13_02	49	3.87755	0.83248	190.00000	2.00000	5.00000	Q13_02
Q13_03	49	3.95918	0.88880	194.00000	2.00000	5.00000	Q13_03
Q13_04	49	3.87755	0.78083	190.00000	2.00000	5.00000	Q13_04
Q13_05	49	3.81633	0.88208	187.00000	2.00000	5.00000	Q13_05
Q13_06	49	3.91837	0.86209	192.00000	2.00000	5.00000	Q13_06
Q14_01	49	3.28571	1.27475	161.00000	1.00000	5.00000	Q14_01
Q14_02	49	3.51020	1.10156	172.00000	1.00000	5.00000	Q14_02
Q14_03	49	3.57143	0.95743	175.00000	1.00000	5.00000	Q14_03
Q14_04	49	3.91837	1.05745	192.00000	1.00000	5.00000	Q14_04
Q14_05	49	3.89796	1.21183	191.00000	1.00000	5.00000	Q14_05
Q14_06	49	3.75510	1.01099	184.00000	1.00000	5.00000	Q14_06
Q15_01	49	3.67347	1.14360	180.00000	1.00000	5.00000	Q15_01
Q15_02	49	3.77551	0.96318	185.00000	2.00000	5.00000	Q15_02
Q15_03	49	3.79592	1.07973	186.00000	1.00000	5.00000	Q15_03
Q15_04	49	3.38776	1.18702	166.00000	1.00000	5.00000	Q15_04
Q15_05	49	3.40816	1.20621	167.00000	1.00000	5.00000	Q15_05
Q15_06	49	3.53061	1.27642	173.00000	1.00000	5.00000	Q15_06
Q15_07	49	3.46939	1.32448	170.00000	1.00000	5.00000	Q15_07
Q15_08	49	3.57143	1.29099	175.00000	1.00000	5.00000	Q15_08
Q15_09	49	3.46939	1.22648	170.00000	1.00000	5.00000	Q15_09
Q15_10	49	3.65306	1.23408	179.00000	1.00000	5.00000	Q15_10
NQ16_01	49	1.18367	0.39123	58.00000	1.00000	2.00000	
NQ16_02	49	1.24490	0.43448	61.00000	1.00000	2.00000	
NQ16_03	49	1.18367	0.39123	58.00000	1.00000	2.00000	
NQ16_04	49	1.16327	0.37344	57.00000	1.00000	2.00000	
NQ16_05	49	1.30612	0.46566	64.00000	1.00000	2.00000	

Cronbach Coefficient Alpha

Variables	Alpha
Raw	0.960439
Standardized	0.959240

Cronbach Coefficient Alpha with Deleted Variable

	Raw Variables		Standardized Variables		
Deleted Variable	Correlation with Total	Alpha	Correlation with Total	Alpha	Label
Q07_01	0.290900	0.960411	0.273611	0.959232	Q07_01
Q07_02	0.270872	0.960431	0.254249	0.959281	Q07_02
Q07_03	0.384305	0.960197	0.363572	0.959008	Q07_03
Q07_04	0.436311	0.960064	0.429505	0.958842	Q07_04
Q07_05	0.492449	0.959909	0.477125	0.958723	Q07_05
Q07_06	0.552835	0.959743	0.531781	0.958585	Q07_06
Q07_07	0.506350	0.959873	0.506495	0.958649	Q07_07
Q07_08	0.470764	0.959965	0.463924	0.958756	Q07_08
Q08	0.291667	0.960348	0.298569	0.959170	Q08
Q09_01	0.340837	0.960268	0.326553	0.959100	Q09_01
Q09_02	0.617557	0.959666	0.610060	0.958387	Q09_02
Q09_03	0.523603	0.959865	0.519568	0.958616	Q09_03
Q09_04	0.516901	0.959895	0.513607	0.958631	Q09_04
Q09_05	0.574821	0.959770	0.570413	0.958487	Q09_05
Q09_06	0.465404	0.959978	0.457513	0.958772	Q09_06
Q09_07	0.550554	0.959760	0.552917	0.958531	Q09_07
Q09_08	0.408196	0.960114	0.400479	0.958915	Q09_08
Q09_09	0.419197	0.960092	0.426292	0.958850	Q09_09
Q11_01	0.479386	0.959947	0.514241	0.958629	Q11_01
Q11_02	0.369297	0.960197	0.402101	0.958911	Q11_02
Q11_03	0.374537	0.960185	0.389386	0.958943	Q11_03
Q11_04	0.535754	0.959846	0.570906	0.958486	Q11_04
Q11_05	0.297573	0.960325	0.324527	0.959105	Q11_05
Q11_06	0.406808	0.960116	0.437999	0.958821	Q11_06
Q11_07	0.364063	0.960239	0.387217	0.958948	Q11_07

Q11_08	0.542632	0.959928	0.571976	0.958483	Q11_08
Q11_09	0.392536	0.960158	0.428363	0.958845	Q11_09
Q11_10	0.407576	0.960114	0.445904	0.958801	Q11_10
Q11_11	0.353391	0.960261	0.387235	0.958948	Q11_11
Q11_12	0.347036	0.960252	0.369931	0.958992	Q11_12
Q12_01	0.491191	0.959912	0.511634	0.958636	Q12_01
Q12_02	0.397173	0.960137	0.413014	0.958884	Q12_02
Q12_03	0.508265	0.959870	0.517879	0.958620	Q12_03
Q12_04	0.532932	0.959807	0.529198	0.958591	Q12_04
Q12_05	0.705758	0.959313	0.717047	0.958115	Q12_05
Q12_06	0.617164	0.959592	0.640667	0.958309	Q12_06
Q12_07	0.571301	0.959733	0.608057	0.958392	Q12_07
Q12_08	0.592409	0.959758	0.612458	0.958381	Q12_08
Q12_09	0.430499	0.960077	0.457391	0.958772	Q12_09
Q12_10	0.514817	0.959913	0.536694	0.958572	Q12_10
Q12_11	0.477478	0.959956	0.491367	0.958687	Q12_11
Q12_12	0.683451	0.959437	0.669446	0.958236	Q12_12
Q12_13	0.494491	0.959904	0.493667	0.958681	Q12_13
Q12_14	0.456773	0.960008	0.464679	0.958754	Q12_14
Q12_15	0.650830	0.959648	0.670937	0.958233	Q12_15
Q12_16	0.674277	0.959589	0.681510	0.958206	Q12_16
Q12_17	0.474318	0.959970	0.483213	0.958707	Q12_17
Q12_18	0.626242	0.959583	0.643904	0.958301	Q12_18
Q12_19	0.580599	0.959728	0.611843	0.958382	Q12_19
Q12_20	0.575294	0.959716	0.589853	0.958438	Q12_20
Q12_21	0.618068	0.959641	0.625078	0.958349	Q12_21
Q12_22	0.588981	0.959680	0.616145	0.958372	Q12_22
Q12_23	0.612107	0.959607	0.616971	0.958369	Q12_23
Q12_24	0.563554	0.959745	0.579024	0.958465	Q12_24
Q12_25	0.497207	0.959897	0.520830	0.958612	Q12_25
Q12_26	0.623311	0.959587	0.629640	0.958337	Q12_26
Q12_27	0.387674	0.960172	0.379039	0.958969	Q12_27
Q12_28	0.450264	0.960018	0.452398	0.958785	Q12_28
Q12_29	0.492010	0.959924	0.491742	0.958686	Q12_29
Q12_30	0.486787	0.959924	0.477494	0.958722	Q12_30
Q12_31	0.331321	0.960336	0.322666	0.959110	Q12_31
Q12_32	0.581312	0.959712	0.569307	0.958490	Q12_32
Q12_33	0.619686	0.959586	0.604621	0.958401	Q12_33
Q13_01	0.804384	0.959160	0.809801	0.957879	Q13_01
Q13_02	0.659846	0.959556	0.658856	0.958263	Q13_02
Q13_03	0.778299	0.959238	0.773169	0.957972	Q13_03
Q13_04	0.552577	0.959815	0.529548	0.958590	Q13_04
Q13_05	0.569912	0.959736	0.551866	0.958534	Q13_05
Q13_06	0.582089	0.959715	0.555396	0.958525	Q13_06
Q14_01	0.362351	0.960398	0.363502	0.959008	Q14_01
Q14_02	0.383023	0.960234	0.368861	0.958994	Q14_02
Q14_03	0.579043	0.959689	0.573529	0.958479	Q14_03
Q14_04	0.426734	0.960095	0.418939	0.958869	Q14_04
Q14_05	0.458843	0.960047	0.437965	0.958821	Q14_05
Q14_06	0.652074	0.959479	0.627529	0.958343	Q14_06
Q15_01	0.318936	0.960446	0.295902	0.959177	Q15_01
Q15_02	0.453721	0.960008	0.423287	0.958858	Q15_02
Q15_03	0.256730	0.960583	0.231274	0.959338	Q15_03
Q15_04	0.502113	0.959902	0.475125	0.958728	Q15_04
Q15_05	0.474835	0.959994	0.440576	0.958814	Q15_05
Q15_06	0.241932	0.960801	0.199943	0.959416	Q15_06
Q15_07	0.263091	0.960779	0.211181	0.959388	Q15_07
Q15_08	0.392772	0.960306	0.348845	0.959044	Q15_08
Q15_09	0.341251	0.960433	0.301665	0.959162	Q15_09
Q15_10	0.361571	0.960372	0.316048	0.959126	Q15_10
NQ16_01	-.279164	0.960942	-.255464	0.960535	
NQ16_02	-.233298	0.960944	-.222504	0.960455	
NQ16_03	-.246413	0.960909	-.225784	0.960462	
NQ16_04	-.205911	0.960849	-.195787	0.960389	
NQ16_05	-.234784	0.960983	-.234428	0.960484	

Annexure B: Descriptive statistics: Frequency tables

Q01	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Manager	54	50.47	54	50.47
Owner	27	25.23	81	75.70
Owner and manager	26	24.30	107	100.00

Q01_1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	107	100.00	107	100.00

Q02	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	12	11.21	12	11.21
1.5	1	0.93	13	12.15
2	17	15.89	30	28.04
3	13	12.15	43	40.19
4	5	4.67	48	44.86
5	10	9.35	58	54.21
5.5	1	0.93	59	55.14
6	10	9.35	69	64.49
7	7	6.54	76	71.03
7.5	1	0.93	77	71.96
8	4	3.74	81	75.70
9	1	0.93	82	76.64
10	10	9.35	92	85.98
11	1	0.93	93	86.92
12	2	1.87	95	88.79
15	3	2.80	98	91.59
17	1	0.93	99	92.52
19	1	0.93	100	93.46
20	2	1.87	102	95.33
21	1	0.93	103	96.26
26	1	0.93	104	97.20
27	1	0.93	105	98.13
29	1	0.93	106	99.07
46	1	0.93	107	100.00

Q03_1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Consumer goods	62	57.94	62	57.94
Food and beverage	45	42.06	107	100.00

Q03_2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	107	100.00	107	100.00

Q04	Frequency	Percent	Cumulative Frequency	Cumulative Percent
No	107	100.00	107	100.00

Q05	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	7	6.54	7	6.54
2	14	13.08	21	19.63
2.5	1	0.93	22	20.56
3	11	10.28	33	30.84
4	9	8.41	42	39.25
5	8	7.48	50	46.73
5.5	1	0.93	51	47.66
6	4	3.74	55	51.40
7	5	4.67	60	56.07
7.5	1	0.93	61	57.01
8	5	4.67	66	61.68
9	3	2.80	69	64.49
10	11	10.28	80	74.77
12	1	0.93	81	75.70
13	1	0.93	82	76.64
14	1	0.93	83	77.57

15	8	7.48	91	85.05
18	1	0.93	92	85.98
19	3	2.80	95	88.79
20	3	2.80	98	91.59
21	1	0.93	99	92.52
22	1	0.93	100	93.46
25	1	0.93	101	94.39
27	1	0.93	102	95.33
29	1	0.93	103	96.26
31	1	0.93	104	97.20
40	1	0.93	105	98.13
45	1	0.93	106	99.07
46	1	0.93	107	100.00

Q06	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1	8	7.48	8	7.48
2	15	14.02	23	21.50
3	16	14.95	39	36.45
4	10	9.35	49	45.79
5	10	9.35	59	55.14
6	8	7.48	67	62.62
7	4	3.74	71	66.36
8	3	2.80	74	69.16
9	2	1.87	76	71.03
10	8	7.48	84	78.50
11	3	2.80	87	81.31
12	1	0.93	88	82.24
13	1	0.93	89	83.18
14	2	1.87	91	85.05
15	5	4.67	96	89.72
16	1	0.93	97	90.65
17	1	0.93	98	91.59
20	4	3.74	102	95.33
25	1	0.93	103	96.26
26	1	0.93	104	97.20
32	1	0.93	105	98.13
50	1	0.93	106	99.07
135	1	0.93	107	100.00

Q07_01	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Very little	2	1.87	2	1.87
Little	6	5.61	8	7.48
Moderate	30	28.04	38	35.51
Quite	31	28.97	69	64.49
A lot	38	35.51	107	100.00

Q07_02	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Very little	3	2.80	3	2.80
Little	6	5.61	9	8.41
Moderate	18	16.82	27	25.23
Quite	37	34.58	64	59.81
A lot	43	40.19	107	100.00

Q07_03	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Very little	3	2.80	3	2.80
Little	8	7.48	11	10.28
Moderate	23	21.50	34	31.78
Quite	32	29.91	66	61.68
A lot	41	38.32	107	100.00

Q07_04	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Very little	3	2.80	3	2.80
Little	10	9.35	13	12.15
Moderate	20	18.69	33	30.84
Quite	34	31.78	67	62.62
A lot	40	37.38	107	100.00

Q07_05	Frequency	Percent	Cumulative Frequency	Cumulative Percent

Very little	3	2.80	3	2.80
Little	6	5.61	9	8.41
Moderate	21	19.63	30	28.04
Quite	32	29.91	62	57.94
A lot	45	42.06	107	100.00

Q07_06	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Very little	3	2.80	3	2.80
Little	7	6.54	10	9.35
Moderate	22	20.56	32	29.91
Quite	30	28.04	62	57.94
A lot	45	42.06	107	100.00

Q07_07	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Very little	8	7.48	8	7.48
Little	11	10.28	19	17.76
Moderate	24	22.43	43	40.19
Quite	26	24.30	69	64.49
A lot	38	35.51	107	100.00

Q07_08	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Very little	7	6.54	7	6.54
Little	5	4.67	12	11.21
Moderate	17	15.89	29	27.10
Quite	33	30.84	62	57.94
A lot	45	42.06	107	100.00

Q08	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree strongly	2	1.87	2	1.87
Disagree	3	2.80	5	4.67
Undecided	21	19.63	26	24.30
Agree	38	35.51	64	59.81
Agree strongly	43	40.19	107	100.00

Q09_01	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree strongly	6	5.61	6	5.61
Disagree	9	8.41	15	14.02
Undecided	13	12.15	28	26.17
Agree	43	40.19	71	66.36
Agree strongly	36	33.64	107	100.00

Q09_02	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree strongly	2	1.87	2	1.87
Disagree	8	7.48	10	9.35
Undecided	9	8.41	19	17.76
Agree	41	38.32	60	56.07
Agree strongly	47	43.93	107	100.00

Q09_03	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree strongly	2	1.87	2	1.87
Disagree	5	4.67	7	6.54
Undecided	15	14.02	22	20.56
Agree	40	37.38	62	57.94
Agree strongly	45	42.06	107	100.00

Q09_04	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree strongly	2	1.87	2	1.87
Disagree	7	6.54	9	8.41
Undecided	23	21.50	32	29.91
Agree	51	47.66	83	77.57
Agree strongly	24	22.43	107	100.00

Q09_05	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree strongly	4	3.74	4	3.74
Disagree	1	0.93	5	4.67
Undecided	15	14.02	20	18.69
Agree	49	45.79	69	64.49
Agree strongly	38	35.51	107	100.00

Q09_06	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree strongly	4	3.74	4	3.74
Disagree	5	4.67	9	8.41
Undecided	16	14.95	25	23.36
Agree	44	41.12	69	64.49
Agree strongly	38	35.51	107	100.00

Q09_07	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree strongly	4	3.74	4	3.74
Disagree	10	9.35	14	13.08
Undecided	18	16.82	32	29.91
Agree	42	39.25	74	69.16
Agree strongly	33	30.84	107	100.00

Q09_08	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree strongly	4	3.74	4	3.74
Disagree	6	5.61	10	9.35
Undecided	14	13.08	24	22.43
Agree	39	36.45	63	58.88
Agree strongly	44	41.12	107	100.00

Q09_09	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Disagree strongly	4	3.74	4	3.74
Disagree	7	6.54	11	10.28
Undecided	17	15.89	28	26.17
Agree	48	44.86	76	71.03
Agree strongly	31	28.97	107	100.00

Q10	Frequency	Percent	Cumulative Frequency	Cumulative Percent
C0C0, COBIT & Turnbull Report	1	0.93	1	0.93
COCO	1	0.93	2	1.87
COSO	6	5.61	8	7.48
COSO & Turnbull Report	1	0.93	9	8.41
None	95	88.79	104	97.20
Other	1	0.93	105	98.13
Turnbul Report	2	1.87	107	100.00

Q10_01	Frequency	Percent	Cumulative Frequency	Cumulative Percent
CATMAN CAN	1	0.93	1	0.93
N/A	106	99.07	107	100.00

Q11_01	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Very little	3	2.80	3	2.80
Little	1	0.93	4	3.74
Moderate	15	14.02	19	17.76
Quite	31	28.97	50	46.73
A Lot	57	53.27	107	100.00

Q11_02	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	2	1.87	2	1.87
Little	1	0.93	3	2.80
Moderate	12	11.21	15	14.02
Quite	32	29.91	47	43.93
A Lot	60	56.07	107	100.00

Q11_03	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Very little	1	0.93	1	0.93
Little	4	3.74	5	4.67
Moderate	13	12.15	18	16.82
Quite	38	35.51	56	52.34
A Lot	51	47.66	107	100.00

Q11_04	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	1	0.93	1	0.93
Very little	2	1.87	3	2.80
Little	5	4.67	8	7.48
Moderate	18	16.82	26	24.30
Quite	29	27.10	55	51.40
A Lot	52	48.60	107	100.00

Q11_05	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	1	0.93	1	0.93
Very little	2	1.87	3	2.80
Little	7	6.54	10	9.35
Moderate	19	17.76	29	27.10
Quite	32	29.91	61	57.01
A Lot	46	42.99	107	100.00

Q11_06	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	3	2.80	3	2.80
Very little	2	1.87	5	4.67
Little	4	3.74	9	8.41
Moderate	28	26.17	37	34.58
Quite	32	29.91	69	64.49
A Lot	38	35.51	107	100.00

Q11_07	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Little	1	0.93	1	0.93
Moderate	7	6.54	8	7.48
Quite	22	20.56	30	28.04
A Lot	77	71.96	107	100.00

Q11_08	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Little	6	5.61	6	5.61
Moderate	7	6.54	13	12.15
Quite	49	45.79	62	57.94
A Lot	45	42.06	107	100.00

Q11_09	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	7	6.54	7	6.54
Very little	7	6.54	14	13.08
Little	7	6.54	21	19.63
Moderate	18	16.82	39	36.45
Quite	31	28.97	70	65.42
A Lot	37	34.58	107	100.00

Q11_10	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	6	5.61	6	5.61
Very little	5	4.67	11	10.28
Little	2	1.87	13	12.15
Moderate	22	20.56	35	32.71
Quite	34	31.78	69	64.49
A Lot	38	35.51	107	100.00

Q11_11	Frequency	Percent	Cumulative Frequency	Cumulative Percent

N/A	5	4.67	5	4.67
Very little	2	1.87	7	6.54
Little	7	6.54	14	13.08
Moderate	12	11.21	26	24.30
Quite	33	30.84	59	55.14
A Lot	48	44.86	107	100.00

Q11_12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	2	1.87	2	1.87
Little	2	1.87	4	3.74
Moderate	8	7.48	12	11.21
Quite	29	27.10	41	38.32
A Lot	66	61.68	107	100.00

Q12_01	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	7	6.54	7	6.54
Very little	8	7.48	15	14.02
Little	3	2.80	18	16.82
Moderate	9	8.41	27	25.23
Quite	25	23.36	52	48.60
A Lot	55	51.40	107	100.00

Q12_02	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	4	3.74	4	3.74
Very little	4	3.74	8	7.48
Little	6	5.61	14	13.08
Moderate	7	6.54	21	19.63
Quite	38	35.51	59	55.14
A Lot	48	44.86	107	100.00

Q12_03	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	3	2.80	3	2.80
Very little	4	3.74	7	6.54
Little	9	8.41	16	14.95
Moderate	17	15.89	33	30.84
Quite	28	26.17	61	57.01
A Lot	46	42.99	107	100.00

Q12_04	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	10	9.35	10	9.35
Very little	7	6.54	17	15.89
Little	8	7.48	25	23.36
Moderate	17	15.89	42	39.25
Quite	36	33.64	78	72.90
A Lot	29	27.10	107	100.00

Q12_05	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	6	5.61	6	5.61
Very little	6	5.61	12	11.21
Little	7	6.54	19	17.76
Moderate	21	19.63	40	37.38
Quite	38	35.51	78	72.90
A Lot	29	27.10	107	100.00

Q12_06	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	10	9.35	10	9.35
Very little	8	7.48	18	16.82
Little	10	9.35	28	26.17
Moderate	24	22.43	52	48.60
Quite	25	23.36	77	71.96
A Lot	30	28.04	107	100.00

Q12_07	Frequency	Percent	Cumulative Frequency	Cumulative Percent

N/A	10	9.35	10	9.35
Very little	5	4.67	15	14.02
Little	6	5.61	21	19.63
Moderate	22	20.56	43	40.19
Quite	31	28.97	74	69.16
A Lot	33	30.84	107	100.00

Q12_08	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	7	6.54	7	6.54
Very little	6	5.61	13	12.15
Little	2	1.87	15	14.02
Moderate	11	10.28	26	24.30
Quite	27	25.23	53	49.53
A Lot	54	50.47	107	100.00

Q12_09	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	4	3.74	4	3.74
Very little	4	3.74	8	7.48
Little	4	3.74	12	11.21
Moderate	12	11.21	24	22.43
Quite	32	29.91	56	52.34
A Lot	51	47.66	107	100.00

Q12_10	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	4	3.74	4	3.74
Very little	5	4.67	9	8.41
Little	8	7.48	17	15.89
Moderate	9	8.41	26	24.30
Quite	34	31.78	60	56.07
A Lot	47	43.93	107	100.00

Q12_11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	9	8.41	9	8.41
Very little	5	4.67	14	13.08
Little	5	4.67	19	17.76
Moderate	25	23.36	44	41.12
Quite	24	22.43	68	63.55
A Lot	39	36.45	107	100.00

Q12_12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	10	9.35	10	9.35
Very little	6	5.61	16	14.95
Little	4	3.74	20	18.69
Moderate	23	21.50	43	40.19
Quite	26	24.30	69	64.49
A Lot	38	35.51	107	100.00

Q12_13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	8	7.48	8	7.48
Very little	8	7.48	16	14.95
Little	6	5.61	22	20.56
Moderate	23	21.50	45	42.06
Quite	31	28.97	76	71.03
A Lot	31	28.97	107	100.00

Q12_14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	3	2.80	3	2.80
Very little	4	3.74	7	6.54
Little	4	3.74	11	10.28
Moderate	22	20.56	33	30.84
Quite	31	28.97	64	59.81
A Lot	43	40.19	107	100.00

Q12_15	Frequency	Percent	Cumulative Frequency	Cumulative Percent

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N/A	9	8.41	9	8.41
Very little	9	8.41	18	16.82
Little	9	8.41	27	25.23
Moderate	19	17.76	46	42.99
Quite	38	35.51	84	78.50
A Lot	23	21.50	107	100.00

Q12_16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	9	8.41	9	8.41
Very little	11	10.28	20	18.69
Little	5	4.67	25	23.36
Moderate	28	26.17	53	49.53
Quite	37	34.58	90	84.11
A Lot	17	15.89	107	100.00

Q12_17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	8	7.48	8	7.48
Very little	11	10.28	19	17.76
Little	7	6.54	26	24.30
Moderate	24	22.43	50	46.73
Quite	28	26.17	78	72.90
A Lot	29	27.10	107	100.00

Q12_18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	10	9.35	10	9.35
Very little	10	9.35	20	18.69
Little	7	6.54	27	25.23
Moderate	22	20.56	49	45.79
Quite	30	28.04	79	73.83
A Lot	28	26.17	107	100.00

Q12_19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	8	7.48	8	7.48
Very little	8	7.48	16	14.95
Little	7	6.54	23	21.50
Moderate	25	23.36	48	44.86
Quite	32	29.91	80	74.77
A Lot	27	25.23	107	100.00

Q12_20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	7	6.54	7	6.54
Very little	5	4.67	12	11.21
Little	13	12.15	25	23.36
Moderate	17	15.89	42	39.25
Quite	39	36.45	81	75.70
A Lot	26	24.30	107	100.00

Q12_21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	1	0.93	1	0.93
Very little	3	2.80	4	3.74
Little	3	2.80	7	6.54
Moderate	16	14.95	23	21.50
Quite	36	33.64	59	55.14
A Lot	48	44.86	107	100.00

Q12_22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	7	6.54	7	6.54
Very little	13	12.15	20	18.69
Little	7	6.54	27	25.23
Moderate	24	22.43	51	47.66
Quite	30	28.04	81	75.70
A Lot	26	24.30	107	100.00

Cumulative Cumulative

Q12_23	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	17	15.89	17	15.89
Very little	7	6.54	24	22.43
Little	7	6.54	31	28.97
Moderate	30	28.04	61	57.01
Quite	24	22.43	85	79.44
A Lot	22	20.56	107	100.00

Q12_24	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	15	14.02	15	14.02
Very little	6	5.61	21	19.63
Little	7	6.54	28	26.17
Moderate	22	20.56	50	46.73
Quite	31	28.97	81	75.70
A Lot	26	24.30	107	100.00

Q12_25	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	23	21.50	23	21.50
Very little	4	3.74	27	25.23
Little	8	7.48	35	32.71
Moderate	23	21.50	58	54.21
Quite	24	22.43	82	76.64
A Lot	25	23.36	107	100.00

Q12_26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	21	19.63	21	19.63
Very little	2	1.87	23	21.50
Little	7	6.54	30	28.04
Moderate	25	23.36	55	51.40
Quite	25	23.36	80	74.77
A Lot	27	25.23	107	100.00

Q12_27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	19	17.76	19	17.76
Very little	5	4.67	24	22.43
Little	8	7.48	32	29.91
Moderate	25	23.36	57	53.27
Quite	25	23.36	82	76.64
A Lot	25	23.36	107	100.00

Q12_28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	19	17.76	19	17.76
Very little	1	0.93	20	18.69
Little	5	4.67	25	23.36
Moderate	27	25.23	52	48.60
Quite	20	18.69	72	67.29
A Lot	35	32.71	107	100.00

Q12_29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	13	12.15	13	12.15
Very little	7	6.54	20	18.69
Little	4	3.74	24	22.43
Moderate	22	20.56	46	42.99
Quite	25	23.36	71	66.36
A Lot	36	33.64	107	100.00

Q12_30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	18	16.82	18	16.82
Very little	3	2.80	21	19.63
Little	4	3.74	25	23.36
Moderate	35	32.71	60	56.07
Quite	20	18.69	80	74.77
A Lot	27	25.23	107	100.00

Q12_31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	20	18.69	20	18.69
Very little	8	7.48	28	26.17
Little	10	9.35	38	35.51
Moderate	31	28.97	69	64.49
Quite	21	19.63	90	84.11
A Lot	17	15.89	107	100.00

Q12_32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	11	10.28	11	10.28
Very little	7	6.54	18	16.82
Little	10	9.35	28	26.17
Moderate	20	18.69	48	44.86
Quite	27	25.23	75	70.09
A Lot	32	29.91	107	100.00

Q12_33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	13	12.15	13	12.15
Very little	5	4.67	18	16.82
Little	9	8.41	27	25.23
Moderate	22	20.56	49	45.79
Quite	24	22.43	73	68.22
A Lot	34	31.78	107	100.00

Q13_01	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	17	15.89	17	15.89
Very little	10	9.35	27	25.23
Little	5	4.67	32	29.91
Moderate	26	24.30	58	54.21
Quite	28	26.17	86	80.37
A Lot	21	19.63	107	100.00

Q13_02	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	19	17.76	19	17.76
Very little	7	6.54	26	24.30
Little	6	5.61	32	29.91
Moderate	27	25.23	59	55.14
Quite	31	28.97	90	84.11
A Lot	17	15.89	107	100.00

Q13_03	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	20	18.69	20	18.69
Very little	4	3.74	24	22.43
Little	10	9.35	34	31.78
Moderate	23	21.50	57	53.27
Quite	26	24.30	83	77.57
A Lot	24	22.43	107	100.00

Q13_04	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	24	22.43	24	22.43
Very little	4	3.74	28	26.17
Little	5	4.67	33	30.84
Moderate	26	24.30	59	55.14
Quite	31	28.97	90	84.11
A Lot	17	15.89	107	100.00

Q13_05	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	22	20.56	22	20.56
Very little	5	4.67	27	25.23
Little	5	4.67	32	29.91
Moderate	28	26.17	60	56.07
Quite	27	25.23	87	81.31
A Lot	20	18.69	107	100.00

Q13_06	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	22	20.56	22	20.56
Very little	5	4.67	27	25.23
Little	5	4.67	32	29.91
Moderate	22	20.56	54	50.47
Quite	31	28.97	85	79.44
A Lot	22	20.56	107	100.00

Q14_01	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	12	11.21	12	11.21
Very little	10	9.35	22	20.56
Little	21	19.63	43	40.19
Moderate	27	25.23	70	65.42
Quite	15	14.02	85	79.44
A Lot	22	20.56	107	100.00

Q14_02	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	18	16.82	18	16.82
Very little	9	8.41	27	25.23
Little	15	14.02	42	39.25
Moderate	24	22.43	66	61.68
Quite	22	20.56	88	82.24
A Lot	19	17.76	107	100.00

Q14_03	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	10	9.35	10	9.35
Very little	7	6.54	17	15.89
Little	7	6.54	24	22.43
Moderate	40	37.38	64	59.81
Quite	27	25.23	91	85.05
A Lot	16	14.95	107	100.00

Q14_04	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	13	12.15	13	12.15
Very little	13	12.15	26	24.30
Little	7	6.54	33	30.84
Moderate	23	21.50	56	52.34
Quite	19	17.76	75	70.09
A Lot	32	29.91	107	100.00

Q14_05	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	9	8.41	9	8.41
Very little	10	9.35	19	17.76
Little	10	9.35	29	27.10
Moderate	21	19.63	50	46.73
Quite	22	20.56	72	67.29
A Lot	35	32.71	107	100.00

Q14_06	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	7	6.54	7	6.54
Very little	9	8.41	16	14.95
Little	7	6.54	23	21.50
Moderate	34	31.78	57	53.27
Quite	23	21.50	80	74.77
A Lot	27	25.23	107	100.00

Q15_01	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	6	5.61	6	5.61
Very little	6	5.61	12	11.21
Little	10	9.35	22	20.56
Moderate	25	23.36	47	43.93
Quite	29	27.10	76	71.03

A Lot	31	28.97	107	100.00

Q15_02	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	6	5.61	6	5.61
Very little	3	2.80	9	8.41
Little	9	8.41	18	16.82
Moderate	32	29.91	50	46.73
Quite	30	28.04	80	74.77
A Lot	27	25.23	107	100.00

Q15_03	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	7	6.54	7	6.54
Very little	5	4.67	12	11.21
Little	5	4.67	17	15.89
Moderate	22	20.56	39	36.45
Quite	39	36.45	78	72.90
A Lot	29	27.10	107	100.00

Q15_04	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	8	7.48	8	7.48
Very little	10	9.35	18	16.82
Little	11	10.28	29	27.10
Moderate	30	28.04	59	55.14
Quite	23	21.50	82	76.64
A Lot	25	23.36	107	100.00

Q15_05	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	11	10.28	11	10.28
Very little	8	7.48	19	17.76
Little	12	11.21	31	28.97
Moderate	27	25.23	58	54.21
Quite	24	22.43	82	76.64
A Lot	25	23.36	107	100.00

Q15_06	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	12	11.21	12	11.21
Very little	7	6.54	19	17.76
Little	12	11.21	31	28.97
Moderate	21	19.63	52	48.60
Quite	28	26.17	80	74.77
A Lot	27	25.23	107	100.00

Q15_07	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	17	15.89	17	15.89
Very little	7	6.54	24	22.43
Little	13	12.15	37	34.58
Moderate	23	21.50	60	56.07
Quite	19	17.76	79	73.83
A Lot	28	26.17	107	100.00

Q15_08	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	12	11.21	12	11.21
Very little	10	9.35	22	20.56
Little	12	11.21	34	31.78
Moderate	23	21.50	57	53.27
Quite	20	18.69	77	71.96
A Lot	30	28.04	107	100.00

Q15_09	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	17	15.89	17	15.89
Very little	7	6.54	24	22.43
Little	11	10.28	35	32.71
Moderate	22	20.56	57	53.27

Quite	24	22.43	81	75.70
A Lot	26	24.30	107	100.00

Q15_10	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	12	11.21	12	11.21
Very little	9	8.41	21	19.63
Little	11	10.28	32	29.91
Moderate	27	25.23	59	55.14
Quite	20	18.69	79	73.83
A Lot	28	26.17	107	100.00

Q15_11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	106	99.07	106	99.07
Moderate	1	0.93	107	100.00

Q15_12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
N/A	106	99.07	106	99.07
lack of support	1	0.93	107	100.00

Q16_01	Frequency	Percent	Cumulative Frequency	Cumulative Percent
no	25	23.36	25	23.36
yes	82	76.64	107	100.00

Q16_02	Frequency	Percent	Cumulative Frequency	Cumulative Percent
no	37	34.58	37	34.58
yes	70	65.42	107	100.00

Q16_03	Frequency	Percent	Cumulative Frequency	Cumulative Percent
no	26	24.30	26	24.30
yes	81	75.70	107	100.00

Q16_04	Frequency	Percent	Cumulative Frequency	Cumulative Percent
no	32	29.91	32	29.91
yes	75	70.09	107	100.00

Q16_05	Frequency	Percent	Cumulative Frequency	Cumulative Percent
no	44	41.12	44	41.12
yes	63	58.88	107	100.00

Suburb	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Northern	40	37.38	40	37.38
Southern	67	62.62	107	100.00

Feedback	Frequency	Percent	Cumulative Frequency	Cumulative Percent
no	74	69.16	74	69.16
yes	33	30.84	107	100.00

Annexure C: Descriptive statistics: Uni-variate with means and standard deviations where appropriate

The UNIVARIATE Procedure
Variable: Q02 (Q02)

N	107	Sum Weights	107
Mean	6.77102804	Sum Observations	724.5
Std Deviation	6.92761781	Variance	47.9918886
Skewness	2.72897065	Kurtosis	10.3275302
Uncorrected SS	9992.75	Corrected SS	5087.14019
Coeff Variation	102.312644	Std Error Mean	0.66971809

Basic Statistical Measures

Location		Variability	
Mean	6.771028	Std Deviation	6.92762
Median	5.000000	Variance	47.99189
Mode	2.000000	Range	45.00000
		Interquartile Range	6.00000

Tests for Location: Mu0=0

Test	-Statistic-	-----p Value------
Student's t	t 10.11027	Pr > |t| <.0001
Sign	M 53.5	Pr >= |M| <.0001
Signed Rank	S 2889	Pr >= |S| <.0001

Quantiles (Definition 5)

Quantile	Estimate
100% Max	46
99%	29
95%	20
90%	15
75% Q3	8
50% Median	5
25% Q1	2
10%	1
5%	1
1%	1
0% Min	1

Variable: Q05 (Q05)

N	107	Sum Weights	107
Mean	9.11682243	Sum Observations	975.5
Std Deviation	8.95233169	Variance	80.1442426
Skewness	2.05581346	Kurtosis	4.99143675
Uncorrected SS	17388.75	Corrected SS	8495.28972
Coeff Variation	98.1957448	Std Error Mean	0.86545457

Basic Statistical Measures

Location		Variability	
Mean	9.116822	Std Deviation	8.95233
Median	6.000000	Variance	80.14424
Mode	2.000000	Range	45.00000
		Interquartile Range	9.00000

Tests for Location: Mu0=0

Test	-Statistic-	-----p Value------
Student's t	t 10.53414	Pr > |t| <.0001
Sign	M 53.5	Pr >= |M| <.0001
Signed Rank	S 2889	Pr >= |S| <.0001

Quantiles (Definition 5)

Quantile	Estimate
100% Max	46
99%	45
95%	27
90%	20
75% Q3	12
50% Median	6
25% Q1	3
10%	2
5%	1

1%	1
0% Min	1

Variable: Q06 (Q06)

N	107	Sum Weights	107
Mean	8.56074766	Sum Observations	916
Std Deviation	14.3429541	Variance	205.720332
Skewness	6.8812776	Kurtosis	58.0485223
Uncorrected SS	29648	Corrected SS	21806.3551
Coeff Variation	167.543241	Std Error Mean	1.38658571

Basic Statistical Measures

Location		Variability	
Mean	8.560748	Std Deviation	14.34295
Median	5.000000	Variance	205.72033
Mode	3.000000	Range	134.00000
		Interquartile Range	7.00000

Tests for Location: Mu0=0

Test	-Statistic-		-----p Value------
Student's t	t 6.173977	Pr > |t|	<.0001
Sign	M 53.5	Pr >= |M|	<.0001
Signed Rank	S 2889	Pr >= |S|	<.0001

Quantiles (Definition 5)

Quantile	Estimate
100% Max	135
99%	50
95%	20
90%	16
75% Q3	10
50% Median	5
25% Q1	3
10%	2
5%	1
1%	1
0% Min	1

Variable: Q07_01 (Q07_01)

N	107	Sum Weights	107
Mean	3.90654206	Sum Observations	418
Std Deviation	1.01435648	Variance	1.02891906
Skewness	-0.5833789	Kurtosis	-0.2898434
Uncorrected SS	1742	Corrected SS	109.065421
Coeff Variation	25.9655845	Std Error Mean	0.09806154

Basic Statistical Measures

Location		Variability	
Mean	3.906542	Std Deviation	1.01436
Median	4.000000	Variance	1.02892
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q07_02 (Q07_02)

N	107	Sum Weights	107
Mean	4.03738318	Sum Observations	432
Std Deviation	1.02722592	Variance	1.05519309
Skewness	-1.0337163	Kurtosis	0.64757641
Uncorrected SS	1856	Corrected SS	111.850467
Coeff Variation	25.4428642	Std Error Mean	0.09930568

Basic Statistical Measures

Location		Variability	
Mean	4.037383	Std Deviation	1.02723
Median	4.000000	Variance	1.05519
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q07_03 (Q07_03)

N	107	Sum Weights	107
Mean	3.93457944	Sum Observations	421
Std Deviation	1.07520097	Variance	1.15605713
Skewness	-0.7960096	Kurtosis	-0.0620694
Uncorrected SS	1779	Corrected SS	122.542056
Coeff Variation	27.3269606	Std Error Mean	0.1039436

Basic Statistical Measures

Location		Variability	
Mean	3.934579	Std Deviation	1.07520

Median	4.000000	Variance	1.15606
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q07_04 (Q07_04)

N	107	Sum Weights	107
Mean	3.91588785	Sum Observations	419
Std Deviation	1.09131646	Variance	1.19097161
Skewness	-0.8068338	Kurtosis	-0.1240838
Uncorrected SS	1767	Corrected SS	126.242991
Coeff Variation	27.8689406	Std Error Mean	0.10550154

Basic Statistical Measures

Location		Variability	
Mean	3.915888	Std Deviation	1.09132
Median	4.000000	Variance	1.19097
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q07_05 (Q07_05)

N	107	Sum Weights	107
Mean	4.02803738	Sum Observations	431
Std Deviation	1.05022858	Variance	1.10298007
Skewness	-0.9530522	Kurtosis	0.33787105
Uncorrected SS	1853	Corrected SS	116.915888
Coeff Variation	26.0729602	Std Error Mean	0.10152943

Basic Statistical Measures

Location		Variability	
Mean	4.028037	Std Deviation	1.05023
Median	4.000000	Variance	1.10298
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q07_06 (Q07_06)

N	107	Sum Weights	107
Mean	4	Sum Observations	428
Std Deviation	1.0728203	Variance	1.1509434
Skewness	-0.8875902	Kurtosis	0.09360003
Uncorrected SS	1834	Corrected SS	122
Coeff Variation	26.8205075	Std Error Mean	0.10371345

Basic Statistical Measures

Location		Variability	
Mean	4.000000	Std Deviation	1.07282
Median	4.000000	Variance	1.15094
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q07_07 (Q07_07)

N	107	Sum Weights	107
Mean	3.70093458	Sum Observations	396
Std Deviation	1.26054012	Variance	1.58896138
Skewness	-0.6528775	Kurtosis	-0.5876435
Uncorrected SS	1634	Corrected SS	168.429907
Coeff Variation	34.0600486	Std Error Mean	0.12186101

Basic Statistical Measures

Location		Variability	
Mean	3.700935	Std Deviation	1.26054
Median	4.000000	Variance	1.58896
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q07_08 (Q07_08)

N	107	Sum Weights	107
Mean	3.97196262	Sum Observations	425
Std Deviation	1.16924378	Variance	1.36713102
Skewness	-1.1355202	Kurtosis	0.58351609
Uncorrected SS	1833	Corrected SS	144.915888
Coeff Variation	29.4374316	Std Error Mean	0.11303506

Basic Statistical Measures

Location		Variability	
Mean	3.971963	Std Deviation	1.16924
Median	4.000000	Variance	1.36713
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q08 (Q08)

N	107	Sum Weights	107
Mean	4.09345794	Sum Observations	438
Std Deviation	0.93700356	Variance	0.87797567
Skewness	-0.9603586	Kurtosis	0.79646282
Uncorrected SS	1886	Corrected SS	93.0654206
Coeff Variation	22.8902695	Std Error Mean	0.09058355

Basic Statistical Measures

Location		Variability	
Mean	4.093458	Std Deviation	0.93700
Median	4.000000	Variance	0.87798
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q09_01 (Q09_01)

N	107	Sum Weights	107
Mean	3.87850467	Sum Observations	415
Std Deviation	1.13860458	Variance	1.29642038
Skewness	-1.0467438	Kurtosis	0.41006462
Uncorrected SS	1747	Corrected SS	137.420561
Coeff Variation	29.3567927	Std Error Mean	0.11007306

Basic Statistical Measures

Location		Variability	
Mean	3.878505	Std Deviation	1.13860
Median	4.000000	Variance	1.29642
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q09_02 (Q09_02)

N	107	Sum Weights	107
Mean	4.14953271	Sum Observations	444
Std Deviation	0.9886501	Variance	0.97742902
Skewness	-1.2618359	Kurtosis	1.1757805
Uncorrected SS	1946	Corrected SS	103.607477
Coeff Variation	23.8255768	Std Error Mean	0.09557641

Basic Statistical Measures

Location		Variability	
Mean	4.149533	Std Deviation	0.98865
Median	4.000000	Variance	0.97743
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q09_03 (Q09_03)

N	107	Sum Weights	107
Mean	4.13084112	Sum Observations	442
Std Deviation	0.95249535	Variance	0.9072474
Skewness	-1.1346159	Kurtosis	1.10338639
Uncorrected SS	1922	Corrected SS	96.1682243
Coeff Variation	23.0581454	Std Error Mean	0.0920812

Basic Statistical Measures

Location		Variability	
Mean	4.130841	Std Deviation	0.95250
Median	4.000000	Variance	0.90725
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q09_04 (Q09_04)

N	107	Sum Weights	107
Mean	3.82242991	Sum Observations	409
Std Deviation	0.91952699	Variance	0.84552989
Skewness	-0.7500148	Kurtosis	0.5558559
Uncorrected SS	1653	Corrected SS	89.6261682
Coeff Variation	24.0560851	Std Error Mean	0.08889403

Basic Statistical Measures

Location		Variability	
Mean	3.822430	Std Deviation	0.91953
Median	4.000000	Variance	0.84553
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q09_05 (Q09_05)

N	107	Sum Weights	107
Mean	4.08411215	Sum Observations	437

Std Deviation	0.93285416	Variance	0.87021689
Skewness	-1.3777683	Kurtosis	2.55855665
Uncorrected SS	1877	Corrected SS	92.2429907
Coeff Variation	22.8410516	Std Error Mean	0.09018242

Basic Statistical Measures

Location		Variability	
Mean	4.084112	Std Deviation	0.93285
Median	4.000000	Variance	0.87022
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q09_06 (Q09_06)

N	107	Sum Weights	107
Mean	4	Sum Observations	428
Std Deviation	1.01869321	Variance	1.03773585
Skewness	-1.1458531	Kurtosis	1.15909763
Uncorrected SS	1822	Corrected SS	110
Coeff Variation	25.4673302	Std Error Mean	0.09848079

Basic Statistical Measures

Location		Variability	
Mean	4.000000	Std Deviation	1.01869
Median	4.000000	Variance	1.03774
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q09_07 (Q09_07)

N	107	Sum Weights	107
Mean	3.8411215	Sum Observations	411
Std Deviation	1.08288166	Variance	1.17263269
Skewness	-0.8579725	Kurtosis	0.13738956
Uncorrected SS	1703	Corrected SS	124.299065
Coeff Variation	28.1918097	Std Error Mean	0.10468612

Basic Statistical Measures

Location		Variability	
Mean	3.841121	Std Deviation	1.08288
Median	4.000000	Variance	1.17263
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q09_08 (Q09_08)

N	107	Sum Weights	107
Mean	4.05607477	Sum Observations	434
Std Deviation	1.05358128	Variance	1.1100335
Skewness	-1.1986156	Kurtosis	1.03306874
Uncorrected SS	1878	Corrected SS	117.663551
Coeff Variation	25.9753909	Std Error Mean	0.10185355

Basic Statistical Measures

Location		Variability	
Mean	4.056075	Std Deviation	1.05358
Median	4.000000	Variance	1.11003
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q09_09 (Q09_09)

N	107	Sum Weights	107
Mean	3.88785047	Sum Observations	416
Std Deviation	1.02171797	Variance	1.0439076
Skewness	-1.0151017	Kurtosis	0.80774196
Uncorrected SS	1728	Corrected SS	110.654206
Coeff Variation	26.279765	Std Error Mean	0.0987732

Basic Statistical Measures

Location		Variability	
Mean	3.887850	Std Deviation	1.02172
Median	4.000000	Variance	1.04391
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q11_01 (Q11_01)

N	107	Sum Weights	107
Mean	4.28971963	Sum Observations	459
Std Deviation	0.9417902	Variance	0.88696879
Skewness	-1.5113132	Kurtosis	2.43434909
Uncorrected SS	2063	Corrected SS	94.0186916
Coeff Variation	21.9545865	Std Error Mean	0.0910463

Basic Statistical Measures

Location		Variability	
Mean	4.289720	Std Deviation	0.94179
Median	5.000000	Variance	0.88697
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q11_02 (Q11_02)

N	105	Sum Weights	105
Mean	4.43809524	Sum Observations	466
Std Deviation	0.73280034	Variance	0.53699634
Skewness	-1.0518802	Kurtosis	0.2256779
Uncorrected SS	2124	Corrected SS	55.847619
Coeff Variation	16.5115956	Std Error Mean	0.07151399

Basic Statistical Measures

Location		Variability	
Mean	4.438095	Std Deviation	0.73280
Median	5.000000	Variance	0.53700
Mode	5.000000	Range	3.00000
		Interquartile Range	1.00000

Variable: Q11_03 (Q11_03)

N	107	Sum Weights	107
Mean	4.25233645	Sum Observations	455
Std Deviation	0.88053862	Variance	0.77534826
Skewness	-1.1960033	Kurtosis	1.27905185
Uncorrected SS	2017	Corrected SS	82.1869159
Coeff Variation	20.707172	Std Error Mean	0.08512488

Basic Statistical Measures

Location		Variability	
Mean	4.252336	Std Deviation	0.88054
Median	4.000000	Variance	0.77535
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q11_04 (Q11_04)

N	106	Sum Weights	106
Mean	4.16981132	Sum Observations	442
Std Deviation	0.99973042	Variance	0.99946092
Skewness	-1.1073021	Kurtosis	0.65929199
Uncorrected SS	1948	Corrected SS	104.943396
Coeff Variation	23.9754355	Std Error Mean	0.0971024

Basic Statistical Measures

Location		Variability	
Mean	4.169811	Std Deviation	0.99973
Median	4.000000	Variance	0.99946
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q11_05 (Q11_05)

N	106	Sum Weights	106
Mean	4.06603774	Sum Observations	431
Std Deviation	1.02603135	Variance	1.05274034
Skewness	-0.9429724	Kurtosis	0.22271691
Uncorrected SS	1863	Corrected SS	110.537736
Coeff Variation	25.2341818	Std Error Mean	0.09965697

Basic Statistical Measures

Location		Variability	
Mean	4.066038	Std Deviation	1.02603
Median	4.000000	Variance	1.05274
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q11_06 (Q11_06)

N	104	Sum Weights	104
Mean	3.96153846	Sum Observations	412
Std Deviation	0.98457104	Variance	0.96938013
Skewness	-0.6687059	Kurtosis	-0.0098832
Uncorrected SS	1732	Corrected SS	99.8461538
Coeff Variation	24.8532496	Std Error Mean	0.09654513

Basic Statistical Measures

Location		Variability	

Mean	3.961538	Std Deviation	0.98457
Median	4.000000	Variance	0.96938
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q11_07 (Q11_07)

N	107	Sum Weights	107
Mean	4.63551402	Sum Observations	496
Std Deviation	0.65000034	Variance	0.42250044
Skewness	-1.7800171	Kurtosis	2.68933757
Uncorrected SS	2344	Corrected SS	44.7850467
Coeff Variation	14.0221847	Std Error Mean	0.0628379

Basic Statistical Measures

Location		Variability	
Mean	4.635514	Std Deviation	0.65000
Median	5.000000	Variance	0.42250
Mode	5.000000	Range	3.00000
		Interquartile Range	1.00000

Variable: Q11_08 (Q11_08)

N	107	Sum Weights	107
Mean	4.24299065	Sum Observations	454
Std Deviation	0.81078952	Variance	0.65737965
Skewness	-1.1242741	Kurtosis	1.15294715
Uncorrected SS	1996	Corrected SS	69.682243
Coeff Variation	19.1089161	Std Error Mean	0.07838198

Basic Statistical Measures

Location		Variability	
Mean	4.242991	Std Deviation	0.81079
Median	4.000000	Variance	0.65738
Mode	4.000000	Range	3.00000
		Interquartile Range	1.00000

Variable: Q11_09 (Q11_09)

N	100	Sum Weights	100
Mean	3.84	Sum Observations	384
Std Deviation	1.20369801	Variance	1.44888889
Skewness	-0.9263257	Kurtosis	0.0335408
Uncorrected SS	1618	Corrected SS	143.44
Coeff Variation	31.3463022	Std Error Mean	0.1203698

Basic Statistical Measures

Location		Variability	
Mean	3.840000	Std Deviation	1.20370
Median	4.000000	Variance	1.44889
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q11_10 (Q11_10)

N	101	Sum Weights	101
Mean	3.97029703	Sum Observations	401
Std Deviation	1.06259537	Variance	1.12910891
Skewness	-1.0623558	Kurtosis	0.91871413
Uncorrected SS	1705	Corrected SS	112.910891
Coeff Variation	26.7636239	Std Error Mean	0.10573219

Basic Statistical Measures

Location		Variability	
Mean	3.970297	Std Deviation	1.06260
Median	4.000000	Variance	1.12911
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q11_11 (Q11_11)

N	102	Sum Weights	102
Mean	4.15686275	Sum Observations	424
Std Deviation	1.01225264	Variance	1.02465541
Skewness	-1.1985394	Kurtosis	0.87070776
Uncorrected SS	1866	Corrected SS	103.490196
Coeff Variation	24.3513607	Std Error Mean	0.10022795

Basic Statistical Measures

Location		Variability	
Mean	4.156863	Std Deviation	1.01225
Median	4.000000	Variance	1.02466
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q11_12 (Q11_12)

N	105	Sum Weights	105
Mean	4.51428571	Sum Observations	474
Std Deviation	0.72210011	Variance	0.52142857
Skewness	-1.4565381	Kurtosis	1.69560455
Uncorrected SS	2194	Corrected SS	54.2285714
Coeff Variation	15.9958886	Std Error Mean	0.07046976

Basic Statistical Measures

Location		Variability	
Mean	4.514286	Std Deviation	0.72210
Median	5.000000	Variance	0.52143
Mode	5.000000	Range	3.00000
		Interquartile Range	1.00000

Variable: Q12_01 (Q12_01)

N	100	Sum Weights	100
Mean	4.16	Sum Observations	416
Std Deviation	1.2120606	Variance	1.46909091
Skewness	-1.529441	Kurtosis	1.41561626
Uncorrected SS	1876	Corrected SS	145.44
Coeff Variation	29.1360722	Std Error Mean	0.12120606

Basic Statistical Measures

Location		Variability	
Mean	4.160000	Std Deviation	1.21206
Median	5.000000	Variance	1.46909
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q12_02 (Q12_02)

N	103	Sum Weights	103
Mean	4.16504854	Sum Observations	429
Std Deviation	1.04878162	Variance	1.09994289
Skewness	-1.4821634	Kurtosis	1.80404527
Uncorrected SS	1899	Corrected SS	112.194175
Coeff Variation	25.1805378	Std Error Mean	0.10333952

Basic Statistical Measures

Location		Variability	
Mean	4.165049	Std Deviation	1.04878
Median	4.000000	Variance	1.09994
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q12_03 (Q12_03)

N	104	Sum Weights	104
Mean	3.99038462	Sum Observations	415
Std Deviation	1.14480839	Variance	1.31058626
Skewness	-0.970572	Kurtosis	0.05771715
Uncorrected SS	1791	Corrected SS	134.990385
Coeff Variation	28.6891742	Std Error Mean	0.1122577

Basic Statistical Measures

Location		Variability	
Mean	3.990385	Std Deviation	1.14481
Median	4.000000	Variance	1.31059
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_04 (Q12_04)

N	97	Sum Weights	97
Mean	3.74226804	Sum Observations	363
Std Deviation	1.18390553	Variance	1.4016323
Skewness	-0.8672128	Kurtosis	-0.0060827
Uncorrected SS	1493	Corrected SS	134.556701
Coeff Variation	31.6360431	Std Error Mean	0.12020739

Basic Statistical Measures

Location		Variability	
Mean	3.742268	Std Deviation	1.18391
Median	4.000000	Variance	1.40163
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_05 (Q12_05)

N	101	Sum Weights	101
Mean	3.76237624	Sum Observations	380

Std Deviation	1.12381951	Variance	1.2629703
Skewness	-0.8525554	Kurtosis	0.18406427
Uncorrected SS	1556	Corrected SS	126.29703
Coeff Variation	29.8699397	Std Error Mean	0.11182422

Basic Statistical Measures

Location		Variability	
Mean	3.762376	Std Deviation	1.12382
Median	4.000000	Variance	1.26297
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_06 (Q12_06)

N	97	Sum Weights	97
Mean	3.60824742	Sum Observations	350
Std Deviation	1.2546306	Variance	1.57409794
Skewness	-0.5739421	Kurtosis	-0.6187522
Uncorrected SS	1414	Corrected SS	151.113402
Coeff Variation	34.7711909	Std Error Mean	0.12738844

Basic Statistical Measures

Location		Variability	
Mean	3.608247	Std Deviation	1.25463
Median	4.000000	Variance	1.57410
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_07 (Q12_07)

N	97	Sum Weights	97
Mean	3.83505155	Sum Observations	372
Std Deviation	1.12435549	Variance	1.26417526
Skewness	-0.8344093	Kurtosis	0.11323523
Uncorrected SS	1548	Corrected SS	121.360825
Coeff Variation	29.3178715	Std Error Mean	0.114161

Basic Statistical Measures

Location		Variability	
Mean	3.835052	Std Deviation	1.12436
Median	4.000000	Variance	1.26418
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_08 (Q12_08)

N	100	Sum Weights	100
Mean	4.21	Sum Observations	421
Std Deviation	1.11278157	Variance	1.23828283
Skewness	-1.5944474	Kurtosis	2.01226578
Uncorrected SS	1895	Corrected SS	122.59
Coeff Variation	26.4318663	Std Error Mean	0.11127816

Basic Statistical Measures

Location		Variability	
Mean	4.210000	Std Deviation	1.11278
Median	5.000000	Variance	1.23828
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q12_09 (Q12_09)

N	103	Sum Weights	103
Mean	4.18446602	Sum Observations	431
Std Deviation	1.04550928	Variance	1.09308966
Skewness	-1.4290423	Kurtosis	1.68421893
Uncorrected SS	1915	Corrected SS	111.495146
Coeff Variation	24.9854887	Std Error Mean	0.10301709

Basic Statistical Measures

Location		Variability	
Mean	4.184466	Std Deviation	1.04551
Median	4.000000	Variance	1.09309
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q12_10 (Q12_10)

N	103	Sum Weights	103
Mean	4.06796117	Sum Observations	419
Std Deviation	1.1398498	Variance	1.29925757
Skewness	-1.2695517	Kurtosis	0.83001074
Uncorrected SS	1837	Corrected SS	132.524272
Coeff Variation	28.0201741	Std Error Mean	0.11231274

Basic Statistical Measures

Location		Variability	
Mean	4.067961	Std Deviation	1.13985
Median	4.000000	Variance	1.29926
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q12_11 (Q12_11)

N	98	Sum Weights	98
Mean	3.8877551	Sum Observations	381
Std Deviation	1.14767944	Variance	1.3171681
Skewness	-0.8203669	Kurtosis	-0.0202226
Uncorrected SS	1609	Corrected SS	127.765306
Coeff Variation	29.5203636	Std Error Mean	0.11593313

Basic Statistical Measures

Location		Variability	
Mean	3.887755	Std Deviation	1.14768
Median	4.000000	Variance	1.31717
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_12 (Q12_12)

N	97	Sum Weights	97
Mean	3.88659794	Sum Observations	377
Std Deviation	1.16257875	Variance	1.35158935
Skewness	-0.911861	Kurtosis	0.18087039
Uncorrected SS	1595	Corrected SS	129.752577
Coeff Variation	29.9125036	Std Error Mean	0.11804199

Basic Statistical Measures

Location		Variability	
Mean	3.886598	Std Deviation	1.16258
Median	4.000000	Variance	1.35159
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_13 (Q12_13)

N	99	Sum Weights	99
Mean	3.71717172	Sum Observations	368
Std Deviation	1.20407814	Variance	1.44980416
Skewness	-0.7946938	Kurtosis	-0.1084636
Uncorrected SS	1510	Corrected SS	142.080808
Coeff Variation	32.3923195	Std Error Mean	0.12101441

Basic Statistical Measures

Location		Variability	
Mean	3.717172	Std Deviation	1.20408
Median	4.000000	Variance	1.44980
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Note: The mode displayed is the smallest of 2 modes with a count of 31.

Variable: Q12_14 (Q12_14)

N	104	Sum Weights	104
Mean	4.00961538	Sum Observations	417
Std Deviation	1.06575277	Variance	1.13582898
Skewness	-1.0007338	Kurtosis	0.56119517
Uncorrected SS	1789	Corrected SS	116.990385
Coeff Variation	26.5799253	Std Error Mean	0.10450566

Basic Statistical Measures

Location		Variability	
Mean	4.009615	Std Deviation	1.06575
Median	4.000000	Variance	1.13583
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_15 (Q12_15)

N	98	Sum Weights	98
Mean	3.58163265	Sum Observations	351
Std Deviation	1.20927233	Variance	1.46233958
Skewness	-0.7486201	Kurtosis	-0.2613958
Uncorrected SS	1399	Corrected SS	141.846939
Coeff Variation	33.7631592	Std Error Mean	0.12215495

Basic Statistical Measures

Location		Variability	

Mean	3.581633	Std Deviation	1.20927
Median	4.000000	Variance	1.46234
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q12_16 (Q12_16)

N	98	Sum Weights	98
Mean	3.44897959	Sum Observations	338
Std Deviation	1.1764217	Variance	1.38396802
Skewness	-0.7090197	Kurtosis	-0.1139294
Uncorrected SS	1300	Corrected SS	134.244898
Coeff Variation	34.1092683	Std Error Mean	0.11883654

Basic Statistical Measures

Location		Variability	
Mean	3.448980	Std Deviation	1.17642
Median	4.000000	Variance	1.38397
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q12_17 (Q12_17)

N	99	Sum Weights	99
Mean	3.57575758	Sum Observations	354
Std Deviation	1.28643558	Variance	1.65491651
Skewness	-0.6556428	Kurtosis	-0.5185209
Uncorrected SS	1428	Corrected SS	162.181818
Coeff Variation	35.9765884	Std Error Mean	0.12929164

Basic Statistical Measures

Location		Variability	
Mean	3.575758	Std Deviation	1.28644
Median	4.000000	Variance	1.65492
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_18 (Q12_18)

N	97	Sum Weights	97
Mean	3.60824742	Sum Observations	350
Std Deviation	1.26290588	Variance	1.59493127
Skewness	-0.7087328	Kurtosis	-0.4004457
Uncorrected SS	1416	Corrected SS	153.113402
Coeff Variation	35.0005345	Std Error Mean	0.12822866

Basic Statistical Measures

Location		Variability	
Mean	3.608247	Std Deviation	1.26291
Median	4.000000	Variance	1.59493
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_19 (Q12_19)

N	99	Sum Weights	99
Mean	3.63636364	Sum Observations	360
Std Deviation	1.19056277	Variance	1.4174397
Skewness	-0.7016983	Kurtosis	-0.2070735
Uncorrected SS	1448	Corrected SS	138.909091
Coeff Variation	32.7404761	Std Error Mean	0.11965606

Basic Statistical Measures

Location		Variability	
Mean	3.636364	Std Deviation	1.19056
Median	4.000000	Variance	1.41744
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_20 (Q12_20)

N	100	Sum Weights	100
Mean	3.68	Sum Observations	368
Std Deviation	1.14486116	Variance	1.31070707
Skewness	-0.7016717	Kurtosis	-0.3164576
Uncorrected SS	1484	Corrected SS	129.76
Coeff Variation	31.1103575	Std Error Mean	0.11448612

Basic Statistical Measures

Location		Variability	
Mean	3.680000	Std Deviation	1.14486
Median	4.000000	Variance	1.31071
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_21 (Q12_21)

N	106	Sum Weights	106
Mean	4.16037736	Sum Observations	441
Std Deviation	0.97723412	Variance	0.95498652
Skewness	-1.2656512	Kurtosis	1.52878683
Uncorrected SS	1935	Corrected SS	100.273585
Coeff Variation	23.4890741	Std Error Mean	0.09491737

Basic Statistical Measures

Location		Variability	
Mean	4.160377	Std Deviation	0.97723
Median	4.000000	Variance	0.95499
Mode	5.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q12_22 (Q12_22)

N	100	Sum Weights	100
Mean	3.49	Sum Observations	349
Std Deviation	1.3065105	Variance	1.7069697
Skewness	-0.6155165	Kurtosis	-0.614898
Uncorrected SS	1387	Corrected SS	168.99
Coeff Variation	37.4358311	Std Error Mean	0.13065105

Basic Statistical Measures

Location		Variability	
Mean	3.490000	Std Deviation	1.30651
Median	4.000000	Variance	1.70697
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_23 (Q12_23)

N	90	Sum Weights	90
Mean	3.52222222	Sum Observations	317
Std Deviation	1.17298982	Variance	1.37590512
Skewness	-0.4817805	Kurtosis	-0.3783011
Uncorrected SS	1239	Corrected SS	122.455556
Coeff Variation	33.3025501	Std Error Mean	0.12364398

Basic Statistical Measures

Location		Variability	
Mean	3.522222	Std Deviation	1.17299
Median	4.000000	Variance	1.37591
Mode	3.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q12_24 (Q12_24)

N	92	Sum Weights	92
Mean	3.69565217	Sum Observations	340
Std Deviation	1.15538995	Variance	1.33492594
Skewness	-0.7318928	Kurtosis	-0.102079
Uncorrected SS	1378	Corrected SS	121.478261
Coeff Variation	31.2634928	Std Error Mean	0.12045773

Basic Statistical Measures

Location		Variability	
Mean	3.695652	Std Deviation	1.15539
Median	4.000000	Variance	1.33493
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_25 (Q12_25)

N	84	Sum Weights	84
Mean	3.69047619	Sum Observations	310
Std Deviation	1.14045215	Variance	1.3006311
Skewness	-0.5597085	Kurtosis	-0.4021037
Uncorrected SS	1252	Corrected SS	107.952381
Coeff Variation	30.9025743	Std Error Mean	0.12443353

Basic Statistical Measures

Location		Variability	
Mean	3.690476	Std Deviation	1.14045
Median	4.000000	Variance	1.30063
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_26 (Q12_26)

N	86	Sum Weights	86
Mean	3.79069767	Sum Observations	326

Std Deviation	1.05290946	Variance	1.10861833
Skewness	-0.4957354	Kurtosis	-0.4293261
Uncorrected SS	1330	Corrected SS	94.2325581
Coeff Variation	27.7761391	Std Error Mean	0.11353815

Basic Statistical Measures

Location		Variability	
Mean	3.790698	Std Deviation	1.05291
Median	4.000000	Variance	1.10862
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_27 (Q12_27)

N	88	Sum Weights	88
Mean	3.64772727	Sum Observations	321
Std Deviation	1.15509638	Variance	1.33424765
Skewness	-0.5531167	Kurtosis	-0.3870289
Uncorrected SS	1287	Corrected SS	116.079545
Coeff Variation	31.6661936	Std Error Mean	0.12313369

Basic Statistical Measures

Location		Variability	
Mean	3.647727	Std Deviation	1.15510
Median	4.000000	Variance	1.33425
Mode	3.000000	Range	4.00000
		Interquartile Range	2.00000

Note: The mode displayed is the smallest of 3 modes with a count of 25.

Variable: Q12_28 (Q12_28)

N	88	Sum Weights	88
Mean	3.94318182	Sum Observations	347
Std Deviation	1.02113251	Variance	1.0427116
Skewness	-0.4807472	Kurtosis	-0.7123621
Uncorrected SS	1459	Corrected SS	90.7159091
Coeff Variation	25.8961558	Std Error Mean	0.10885309

Basic Statistical Measures

Location		Variability	
Mean	3.943182	Std Deviation	1.02113
Median	4.000000	Variance	1.04271
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_29 (Q12_29)

N	94	Sum Weights	94
Mean	3.84042553	Sum Observations	361
Std Deviation	1.20307126	Variance	1.44738046
Skewness	-0.8970526	Kurtosis	0.06314041
Uncorrected SS	1521	Corrected SS	134.606383
Coeff Variation	31.3265093	Std Error Mean	0.12408733

Basic Statistical Measures

Location		Variability	
Mean	3.840426	Std Deviation	1.20307
Median	4.000000	Variance	1.44738
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_30 (Q12_30)

N	89	Sum Weights	89
Mean	3.71910112	Sum Observations	331
Std Deviation	1.05516871	Variance	1.113381
Skewness	-0.3607976	Kurtosis	-0.3464223
Uncorrected SS	1329	Corrected SS	97.9775281
Coeff Variation	28.3716057	Std Error Mean	0.11184766

Basic Statistical Measures

Location		Variability	
Mean	3.719101	Std Deviation	1.05517
Median	4.000000	Variance	1.11338
Mode	3.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_31 (Q12_31)

N	87	Sum Weights	87
Mean	3.33333333	Sum Observations	290
Std Deviation	1.18779321	Variance	1.41085271
Skewness	-0.2951267	Kurtosis	-0.5741804
Uncorrected SS	1088	Corrected SS	121.333333

Coeff Variation	35.6337963	Std Error Mean	0.1273448

Basic Statistical Measures

Location		Variability	
Mean	3.333333	Std Deviation	1.18779
Median	3.000000	Variance	1.41085
Mode	3.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q12_32 (Q12_32)

N	96	Sum Weights	96
Mean	3.69791667	Sum Observations	355
Std Deviation	1.2407111	Variance	1.53936404
Skewness	-0.6857102	Kurtosis	-0.4902459
Uncorrected SS	1459	Corrected SS	146.239583
Coeff Variation	33.5516241	Std Error Mean	0.12662955

Basic Statistical Measures

Location		Variability	
Mean	3.697917	Std Deviation	1.24071
Median	4.000000	Variance	1.53936
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q12_33 (Q12_33)

N	94	Sum Weights	94
Mean	3.77659574	Sum Observations	355
Std Deviation	1.19275821	Variance	1.42267216
Skewness	-0.6816062	Kurtosis	-0.4298631
Uncorrected SS	1473	Corrected SS	132.308511
Coeff Variation	31.5828936	Std Error Mean	0.12302362

Basic Statistical Measures

Location		Variability	
Mean	3.776596	Std Deviation	1.19276
Median	4.000000	Variance	1.42267
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q13_01 (Q13_01)

N	90	Sum Weights	90
Mean	3.5	Sum Observations	315
Std Deviation	1.22932337	Variance	1.51123596
Skewness	-0.6309161	Kurtosis	-0.3375137
Uncorrected SS	1237	Corrected SS	134.5
Coeff Variation	35.1235249	Std Error Mean	0.12958206

Basic Statistical Measures

Location		Variability	
Mean	3.500000	Std Deviation	1.22932
Median	4.000000	Variance	1.51124
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q13_02 (Q13_02)

N	88	Sum Weights	88
Mean	3.51136364	Sum Observations	309
Std Deviation	1.12438303	Variance	1.2642372
Skewness	-0.6246944	Kurtosis	-0.0485456
Uncorrected SS	1195	Corrected SS	109.988636
Coeff Variation	32.0212643	Std Error Mean	0.11985963

Basic Statistical Measures

Location		Variability	
Mean	3.511364	Std Deviation	1.12438
Median	4.000000	Variance	1.26424
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q13_03 (Q13_03)

N	87	Sum Weights	87
Mean	3.64367816	Sum Observations	317
Std Deviation	1.14096054	Variance	1.30179096
Skewness	-0.5079307	Kurtosis	-0.5033161
Uncorrected SS	1267	Corrected SS	111.954023
Coeff Variation	31.3134282	Std Error Mean	0.12232381

Basic Statistical Measures

Location		Variability	

Mean	3.643678	Std Deviation	1.14096
Median	4.000000	Variance	1.30179
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q13_04 (Q13_04)

N	83	Sum Weights	83
Mean	3.62650602	Sum Observations	301
Std Deviation	1.03252997	Variance	1.06611813
Skewness	-0.6211928	Kurtosis	0.24014229
Uncorrected SS	1179	Corrected SS	87.4216867
Coeff Variation	28.4717565	Std Error Mean	0.11333489

Basic Statistical Measures

Location		Variability	
Mean	3.626506	Std Deviation	1.03253
Median	4.000000	Variance	1.06612
Mode	4.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q13_05 (Q13_05)

N	85	Sum Weights	85
Mean	3.61176471	Sum Observations	307
Std Deviation	1.09211588	Variance	1.19271709
Skewness	-0.5740797	Kurtosis	-0.00738
Uncorrected SS	1209	Corrected SS	100.188235
Coeff Variation	30.237736	Std Error Mean	0.1184566

Basic Statistical Measures

Location		Variability	
Mean	3.611765	Std Deviation	1.09212
Median	4.000000	Variance	1.19272
Mode	3.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q13_06 (Q13_06)

N	85	Sum Weights	85
Mean	3.70588235	Sum Observations	315
Std Deviation	1.1000382	Variance	1.21008403
Skewness	-0.7615426	Kurtosis	0.18862191
Uncorrected SS	1269	Corrected SS	101.647059
Coeff Variation	29.6835704	Std Error Mean	0.11931589

Basic Statistical Measures

Location		Variability	
Mean	3.705882	Std Deviation	1.10004
Median	4.000000	Variance	1.21008
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q14_01 (Q14_01)

N	95	Sum Weights	95
Mean	3.18947368	Sum Observations	303
Std Deviation	1.30705725	Variance	1.70839866
Skewness	-0.009386	Kurtosis	-1.0982575
Uncorrected SS	1127	Corrected SS	160.589474
Coeff Variation	40.9803428	Std Error Mean	0.13410124

Basic Statistical Measures

Location		Variability	
Mean	3.189474	Std Deviation	1.30706
Median	3.000000	Variance	1.70840
Mode	3.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q14_02 (Q14_02)

N	89	Sum Weights	89
Mean	3.30337079	Sum Observations	294
Std Deviation	1.26495144	Variance	1.60010215
Skewness	-0.2506228	Kurtosis	-0.9219754
Uncorrected SS	1112	Corrected SS	140.808989
Coeff Variation	38.2927477	Std Error Mean	0.13408458

Basic Statistical Measures

Location		Variability	
Mean	3.303371	Std Deviation	1.26495
Median	3.000000	Variance	1.60010
Mode	3.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q14_03 (Q14_03)

N	97	Sum Weights	97
Mean	3.39175258	Sum Observations	329
Std Deviation	1.0758398	Variance	1.15743127
Skewness	-0.3794027	Kurtosis	-0.0583023
Uncorrected SS	1227	Corrected SS	111.113402
Coeff Variation	31.7192889	Std Error Mean	0.10923498

Basic Statistical Measures

Location		Variability	
Mean	3.391753	Std Deviation	1.07584
Median	3.000000	Variance	1.15743
Mode	3.000000	Range	4.00000
		Interquartile Range	1.00000

Variable: Q14_04 (Q14_04)

N	94	Sum Weights	94
Mean	3.53191489	Sum Observations	332
Std Deviation	1.38891253	Variance	1.92907801
Skewness	-0.5594258	Kurtosis	-0.8672538
Uncorrected SS	1352	Corrected SS	179.404255
Coeff Variation	39.3246319	Std Error Mean	0.14325539

Basic Statistical Measures

Location		Variability	
Mean	3.531915	Std Deviation	1.38891
Median	4.000000	Variance	1.92908
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q14_05 (Q14_05)

N	98	Sum Weights	98
Mean	3.63265306	Sum Observations	356
Std Deviation	1.33461261	Variance	1.78119083
Skewness	-0.6230512	Kurtosis	-0.752985
Uncorrected SS	1466	Corrected SS	172.77551
Coeff Variation	36.739336	Std Error Mean	0.13481623

Basic Statistical Measures

Location		Variability	
Mean	3.632653	Std Deviation	1.33461
Median	4.000000	Variance	1.78119
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q14_06 (Q14_06)

N	100	Sum Weights	100
Mean	3.52	Sum Observations	352
Std Deviation	1.21837779	Variance	1.48444444
Skewness	-0.4748252	Kurtosis	-0.49446
Uncorrected SS	1386	Corrected SS	146.96
Coeff Variation	34.6130055	Std Error Mean	0.12183778

Basic Statistical Measures

Location		Variability	
Mean	3.520000	Std Deviation	1.21838
Median	3.500000	Variance	1.48444
Mode	3.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q15_01 (Q15_01)

N	101	Sum Weights	101
Mean	3.68316832	Sum Observations	372
Std Deviation	1.18263006	Variance	1.39861386
Skewness	-0.6158691	Kurtosis	-0.431179
Uncorrected SS	1510	Corrected SS	139.861386
Coeff Variation	32.109042	Std Error Mean	0.11767609

Basic Statistical Measures

Location		Variability	
Mean	3.683168	Std Deviation	1.18263
Median	4.000000	Variance	1.39861
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q15_02 (Q15_02)

N	101	Sum Weights	101
Mean	3.68316832	Sum Observations	372

Std Deviation	1.05764543	Variance	1.11861386
Skewness	-0.4179129	Kurtosis	-0.4089854
Uncorrected SS	1482	Corrected SS	111.861386
Coeff Variation	28.7156421	Std Error Mean	0.10523965

Basic Statistical Measures

Location		Variability	
Mean	3.683168	Std Deviation	1.05765
Median	4.000000	Variance	1.11861
Mode	3.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q15_03 (Q15_03)

N	100	Sum Weights	100
Mean	3.82	Sum Observations	382
Std Deviation	1.0672347	Variance	1.1389899
Skewness	-0.9032671	Kurtosis	0.52436094
Uncorrected SS	1572	Corrected SS	112.76
Coeff Variation	27.9380811	Std Error Mean	0.10672347

Basic Statistical Measures

Location		Variability	
Mean	3.820000	Std Deviation	1.06723
Median	4.000000	Variance	1.13899
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q15_04 (Q15_04)

N	99	Sum Weights	99
Mean	3.42424242	Sum Observations	339
Std Deviation	1.26241515	Variance	1.59369202
Skewness	-0.3847959	Kurtosis	-0.7522185
Uncorrected SS	1317	Corrected SS	156.181818
Coeff Variation	36.8669912	Std Error Mean	0.1268775

Basic Statistical Measures

Location		Variability	
Mean	3.424242	Std Deviation	1.26242
Median	3.000000	Variance	1.59369
Mode	3.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q15_05 (Q15_05)

N	96	Sum Weights	96
Mean	3.47916667	Sum Observations	334
Std Deviation	1.23951745	Variance	1.53640351
Skewness	-0.4085647	Kurtosis	-0.7382983
Uncorrected SS	1308	Corrected SS	145.958333
Coeff Variation	35.6268489	Std Error Mean	0.12650772

Basic Statistical Measures

Location		Variability	
Mean	3.479167	Std Deviation	1.23952
Median	4.000000	Variance	1.53640
Mode	3.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q15_06 (Q15_06)

N	95	Sum Weights	95
Mean	3.58947368	Sum Observations	341
Std Deviation	1.23335502	Variance	1.52116461
Skewness	-0.5579367	Kurtosis	-0.6403746
Uncorrected SS	1367	Corrected SS	142.989474
Coeff Variation	34.3603306	Std Error Mean	0.12653956

Basic Statistical Measures

Location		Variability	
Mean	3.589474	Std Deviation	1.23336
Median	4.000000	Variance	1.52116
Mode	4.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q15_07 (Q15_07)

N	90	Sum Weights	90
Mean	3.53333333	Sum Observations	318
Std Deviation	1.28255363	Variance	1.64494382
Skewness	-0.4024839	Kurtosis	-0.9160924
Uncorrected SS	1270	Corrected SS	146.4
Coeff Variation	36.2986877	Std Error Mean	0.13519302

Basic Statistical Measures

Location		Variability	
Mean	3.533333	Std Deviation	1.28255
Median	4.000000	Variance	1.64494
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q15_08 (Q15_08)

N	95	Sum Weights	95
Mean	3.50526316	Sum Observations	333
Std Deviation	1.33586918	Variance	1.78454647
Skewness	-0.4491191	Kurtosis	-0.9333034
Uncorrected SS	1335	Corrected SS	167.747368
Coeff Variation	38.1103821	Std Error Mean	0.13705729

Basic Statistical Measures

Location		Variability	
Mean	3.505263	Std Deviation	1.33587
Median	4.000000	Variance	1.78455
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q15_09 (Q15_09)

N	90	Sum Weights	90
Mean	3.56666667	Sum Observations	321
Std Deviation	1.24566665	Variance	1.55168539
Skewness	-0.5121566	Kurtosis	-0.6930826
Uncorrected SS	1283	Corrected SS	138.1
Coeff Variation	34.9252331	Std Error Mean	0.13130479

Basic Statistical Measures

Location		Variability	
Mean	3.566667	Std Deviation	1.24567
Median	4.000000	Variance	1.55169
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: Q15_10 (Q15_10)

N	95	Sum Weights	95
Mean	3.49473684	Sum Observations	332
Std Deviation	1.28720119	Variance	1.6568869
Skewness	-0.4161154	Kurtosis	-0.8255662
Uncorrected SS	1316	Corrected SS	155.747368
Coeff Variation	36.8325641	Std Error Mean	0.13206406

Basic Statistical Measures

Location		Variability	
Mean	3.494737	Std Deviation	1.28720
Median	4.000000	Variance	1.65689
Mode	5.000000	Range	4.00000
		Interquartile Range	2.00000

Variable: NQ16_01

N	107	Sum Weights	107
Mean	1.23364486	Sum Observations	132
Std Deviation	0.42514014	Variance	0.18074414
Skewness	1.27688989	Kurtosis	-0.376952
Uncorrected SS	182	Corrected SS	19.1588785
Coeff Variation	34.4621172	Std Error Mean	0.04109985

Basic Statistical Measures

Location		Variability	
Mean	1.233645	Std Deviation	0.42514
Median	1.000000	Variance	0.18074
Mode	1.000000	Range	1.00000
		Interquartile Range	0

Variable: NQ16_02

N	107	Sum Weights	107
Mean	1.34579439	Sum Observations	144
Std Deviation	0.47786482	Variance	0.22835479
Skewness	0.65768749	Kurtosis	-1.5976681
Uncorrected SS	218	Corrected SS	24.2056075
Coeff Variation	35.508011	Std Error Mean	0.04619694

Basic Statistical Measures

Location		Variability	
Mean	1.345794	Std Deviation	0.47786

Median	1.000000	Variance	0.22835
Mode	1.000000	Range	1.00000
		Interquartile Range	1.00000

Variable: NQ16_03

N	107	Sum Weights	107
Mean	1.24299065	Sum Observations	133
Std Deviation	0.43090781	Variance	0.18568154
Skewness	1.21559535	Kurtosis	-0.5326383
Uncorrected SS	185	Corrected SS	19.682243
Coeff Variation	34.667019	Std Error Mean	0.04165743

Basic Statistical Measures

Location		Variability	
Mean	1.242991	Std Deviation	0.43091
Median	1.000000	Variance	0.18568
Mode	1.000000	Range	1.00000
		Interquartile Range	0

Variable: NQ16_04

N	107	Sum Weights	107
Mean	1.29906542	Sum Observations	139
Std Deviation	0.46000314	Variance	0.21160289
Skewness	0.89026307	Kurtosis	-1.230794
Uncorrected SS	203	Corrected SS	22.4299065
Coeff Variation	35.4103139	Std Error Mean	0.04447018

Basic Statistical Measures

Location		Variability	
Mean	1.299065	Std Deviation	0.46000
Median	1.000000	Variance	0.21160
Mode	1.000000	Range	1.00000
		Interquartile Range	1.00000

Variable: NQ16_05

N	107	Sum Weights	107
Mean	1.41121495	Sum Observations	151
Std Deviation	0.49436964	Variance	0.24440134
Skewness	0.36602648	Kurtosis	-1.9019338
Uncorrected SS	239	Corrected SS	25.9065421
Coeff Variation	35.031491	Std Error Mean	0.04779252

Basic Statistical Measures

Location		Variability	
Mean	1.411215	Std Deviation	0.49437
Median	1.000000	Variance	0.24440
Mode	1.000000	Range	1.00000
		Interquartile Range	1.00000

Annexure D: Inferential statistics: Chi-square tests

Impact of position on responses

```
            Table of Q01 by Q07_01
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Manager         ,     4 ,    15 ,    35 ,    54
                ,  3.74 ,  14.02 ,  32.71 ,  50.47
                ,  7.41 ,  27.78 ,  64.81 ,
                ,  50.00 ,  50.00 ,  50.72 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner           ,     2 ,     6 ,    19 ,    27
                ,  1.87 ,   5.61 ,  17.76 ,  25.23
                ,  7.41 ,  22.22 ,  70.37 ,
                ,  25.00 ,  20.00 ,  27.54 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner and manage ,     2 ,     9 ,    15 ,    26
r               ,  1.87 ,   8.41 ,  14.02 ,  24.30
                ,  7.69 ,  34.62 ,  57.69 ,
                ,  25.00 ,  30.00 ,  21.74 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total                 8      30      69     107
                   7.48    28.04    64.49   100.00

        Statistics for Table of Q01 by Q07_01
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      1.0623    0.9002
Likelihood Ratio Chi-Square   4      1.0620    0.9002
Mantel-Haenszel Chi-Square    1      0.0886    0.7660
Phi Coefficient                      0.0996
Contingency Coefficient              0.0991
Cramer's V                           0.0705
 WARNING: 33% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
                 Sample Size = 107

            Table of Q01 by Q07_02
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Manager         ,     2 ,     8 ,    44 ,    54
                ,  1.87 ,   7.48 ,  41.12 ,  50.47
                ,  3.70 ,  14.81 ,  81.48 ,
                ,  22.22 ,  44.44 ,  55.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner           ,     3 ,     6 ,    18 ,    27
                ,  2.80 ,   5.61 ,  16.82 ,  25.23
                ,  11.11 ,  22.22 ,  66.67 ,
                ,  33.33 ,  33.33 ,  22.50 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner and manage ,     4 ,     4 ,    18 ,    26
r               ,  3.74 ,   3.74 ,  16.82 ,  24.30
                ,  15.38 ,  15.38 ,  69.23 ,
                ,  44.44 ,  22.22 ,  22.50 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total                 9      18      80     107
                   8.41    16.82    74.77   100.00

        Statistics for Table of Q01 by Q07_02
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      4.4583    0.3475
Likelihood Ratio Chi-Square   4      4.4838    0.3445
Mantel-Haenszel Chi-Square    1      3.4567    0.0630
Phi Coefficient                      0.2041
Contingency Coefficient              0.2000
```

Cramer's V 0.1443

WARNING: 56% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Q01 by Q07_03

Frequency , Percent , Row Pct , Col Pct	Little t,Moderate,Quite to, Total o Very l, , a lot , ittle , , ,
Manager	5 , 12 , 37 , 54
	4.67 , 11.21 , 34.58 , 50.47
	9.26 , 22.22 , 68.52 ,
	45.45 , 52.17 , 50.68 ,
Owner	3 , 4 , 20 , 27
	2.80 , 3.74 , 18.69 , 25.23
	11.11 , 14.81 , 74.07 ,
	27.27 , 17.39 , 27.40 ,
Owner and manage r	3 , 7 , 16 , 26
	2.80 , 6.54 , 14.95 , 24.30
	11.54 , 26.92 , 61.54 ,
	27.27 , 30.43 , 21.92 ,
Total	11 23 73 107
	10.28 21.50 68.22 100.00

Statistics for Table of Q01 by Q07_03

Statistic	DF	Value	Prob
Chi-Square	4	1.3496	0.8529
Likelihood Ratio Chi-Square	4	1.3940	0.8452
Mantel-Haenszel Chi-Square	1	0.2101	0.6467
Phi Coefficient		0.1123	
Contingency Coefficient		0.1116	
Cramer's V		0.0794	

WARNING: 22% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Q01 by Q07_04

Frequency , Percent , Row Pct , Col Pct	Little t,Moderate,Quite to, Total o Very l, , a lot , ittle , , ,
Manager	6 , 12 , 36 , 54
	5.61 , 11.21 , 33.64 , 50.47
	11.11 , 22.22 , 66.67 ,
	46.15 , 60.00 , 48.65 ,
Owner	4 , 5 , 18 , 27
	3.74 , 4.67 , 16.82 , 25.23
	14.81 , 18.52 , 66.67 ,
	30.77 , 25.00 , 24.32 ,
Owner and manage r	3 , 3 , 20 , 26
	2.80 , 2.80 , 18.69 , 24.30
	11.54 , 11.54 , 76.92 ,
	23.08 , 15.00 , 27.03 ,
Total	13 20 74 107
	12.15 18.69 69.16 100.00

Statistics for Table of Q01 by Q07_04

Statistic	DF	Value	Prob
Chi-Square	4	1.5855	0.8114
Likelihood Ratio Chi-Square	4	1.6623	0.7976
Mantel-Haenszel Chi-Square	1	0.0916	0.7622
Phi Coefficient		0.1217	

Contingency Coefficient 0.1208
Cramer's V 0.0861
WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Sample Size = 107

Table of Q01 by Q07_05
Frequency ,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager , 4 , 12 , 38 , 54
, 3.74 , 11.21 , 35.51 , 50.47
, 7.41 , 22.22 , 70.37 ,
, 44.44 , 57.14 , 49.35 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner , 3 , 3 , 21 , 27
, 2.80 , 2.80 , 19.63 , 25.23
, 11.11 , 11.11 , 77.78 ,
, 33.33 , 14.29 , 27.27 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage , 2 , 6 , 18 , 26
r , 1.87 , 5.61 , 16.82 , 24.30
, 7.69 , 23.08 , 69.23 ,
, 22.22 , 28.57 , 23.38 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 9 21 77 107
8.41 19.63 71.96 100.00

Statistics for Table of Q01 by Q07_05
Statistic DF Value Prob
ƒƒ
Chi-Square 4 1.8282 0.7673
Likelihood Ratio Chi-Square 4 1.9779 0.7398
Mantel-Haenszel Chi-Square 1 0.0057 0.9398
Phi Coefficient 0.1307
Contingency Coefficient 0.1296
Cramer's V 0.0924
WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Sample Size = 107

Table of Q01 by Q07_06
Frequency ,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager , 6 , 11 , 37 , 54
, 5.61 , 10.28 , 34.58 , 50.47
, 11.11 , 20.37 , 68.52 ,
, 60.00 , 50.00 , 49.33 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner , 3 , 5 , 19 , 27
, 2.80 , 4.67 , 17.76 , 25.23
, 11.11 , 18.52 , 70.37 ,
, 30.00 , 22.73 , 25.33 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage , 1 , 6 , 19 , 26
r , 0.93 , 5.61 , 17.76 , 24.30
, 3.85 , 23.08 , 73.08 ,
, 10.00 , 27.27 , 25.33 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 10 22 75 107
9.35 20.56 70.09 100.00

Statistics for Table of Q01 by Q07_06
Statistic DF Value Prob
ƒƒ
Chi-Square 4 1.2997 0.8614
Likelihood Ratio Chi-Square 4 1.5254 0.8221
Mantel-Haenszel Chi-Square 1 0.6872 0.4071
Phi Coefficient 0.1102
Contingency Coefficient 0.1096

Cramer's V 0.0779

WARNING: 22% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Q01 by Q07_07

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Manager	9	12	33	54
	8.41	11.21	30.84	50.47
	16.67	22.22	61.11	
	47.37	50.00	51.56	
Owner	6	5	16	27
	5.61	4.67	14.95	25.23
	22.22	18.52	59.26	
	31.58	20.83	25.00	
Owner and manage r	4	7	15	26
	3.74	6.54	14.02	24.30
	15.38	26.92	57.69	
	21.05	29.17	23.44	
Total	19	24	64	107
	17.76	22.43	59.81	100.00

Statistics for Table of Q01 by Q07_07

Statistic	DF	Value	Prob
Chi-Square	4	0.8771	0.9278
Likelihood Ratio Chi-Square	4	0.8568	0.9307
Mantel-Haenszel Chi-Square	1	0.0156	0.9006
Phi Coefficient	0.0905		
Contingency Coefficient	0.0902		
Cramer's V	0.0640		

WARNING: 22% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Q01 by Q07_08

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Manager	5	7	42	54
	4.67	6.54	39.25	50.47
	9.26	12.96	77.78	
	41.67	41.18	53.85	
Owner	6	5	16	27
	5.61	4.67	14.95	25.23
	22.22	18.52	59.26	
	50.00	29.41	20.51	
Owner and manage r	1	5	20	26
	0.93	4.67	18.69	24.30
	3.85	19.23	76.92	
	8.33	29.41	25.64	
Total	12	17	78	107
	11.21	15.89	72.90	100.00

Statistics for Table of Q01 by Q07_08

Statistic	DF	Value	Prob
Chi-Square	4	5.8743	0.2087
Likelihood Ratio Chi-Square	4	5.7087	0.2220
Mantel-Haenszel Chi-Square	1	0.0003	0.9873
Phi Coefficient	0.2343		
Contingency Coefficient	0.2281		
Cramer's V	0.1657		

WARNING: 44% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Sample Size = 107

Table of Q01 by Q08

Frequency Percent Row Pct Col Pct	Disagree to Disagree	Undecided	Agree to agree	Total
Manager	2 1.87 3.70 40.00	11 10.28 20.37 52.38	41 38.32 75.93 50.62	54 50.47
Owner	2 1.87 7.41 40.00	3 2.80 11.11 14.29	22 20.56 81.48 27.16	27 25.23
Owner and manager	1 0.93 3.85 20.00	7 6.54 26.92 33.33	18 16.82 69.23 22.22	26 24.30
Total	5 4.67	21 19.63	81 75.70	107 100.00

Statistics for Table of Q01 by Q08

Statistic	DF	Value	Prob
Chi-Square	4	2.5600	0.6339
Likelihood Ratio Chi-Square	4	2.6192	0.6234
Mantel-Haenszel Chi-Square	1	0.1586	0.6905
Phi Coefficient		0.1547	
Contingency Coefficient		0.1529	
Cramer's V		0.1094	

WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Sample Size = 107

Table of Q01 by Q09_01

Frequency Percent Row Pct Col Pct	Disagree to Disagree	Undecided	Agree to agree	Total
Manager	7 6.54 12.96 46.67	6 5.61 11.11 46.15	41 38.32 75.93 51.90	54 50.47
Owner	5 4.67 18.52 33.33	5 4.67 18.52 38.46	17 15.89 62.96 21.52	27 25.23
Owner and manager	3 2.80 11.54 20.00	2 1.87 7.69 15.38	21 19.63 80.77 26.58	26 24.30
Total	15 14.02	13 12.15	79 73.83	107 100.00

Statistics for Table of Q01 by Q09_01

Statistic	DF	Value	Prob
Chi-Square	4	2.5551	0.6348
Likelihood Ratio Chi-Square	4	2.4849	0.6473
Mantel-Haenszel Chi-Square	1	0.0085	0.9267
Phi Coefficient		0.1545	

```
Contingency Coefficient              0.1527
Cramer's V                           0.1093
 WARNING: 44% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
                Sample Size = 107



              Table of Q01 by Q09_02
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Disagree,Undecide,Agree to,  Total
                , to Disa,d       , agree s,
                ,gree str,        ,trongly ,
                ,ongly   ,        ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Manager         ,     6 ,     3 ,    45 ,    54
                ,  5.61 ,   2.80 ,  42.06 ,  50.47
                ,  11.11 ,   5.56 ,  83.33 ,
                ,  60.00 ,  33.33 ,  51.14 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner           ,     3 ,     2 ,    22 ,    27
                ,  2.80 ,   1.87 ,  20.56 ,  25.23
                ,  11.11 ,   7.41 ,  81.48 ,
                ,  30.00 ,  22.22 ,  25.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner and manage ,     1 ,     4 ,    21 ,    26
 r               ,  0.93 ,   3.74 ,  19.63 ,  24.30
                ,  3.85 ,  15.38 ,  80.77 ,
                ,  10.00 ,  44.44 ,  23.86 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total              10       9      88      107
                  9.35     8.41    82.24   100.00

        Statistics for Table of Q01 by Q09_02
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      3.1872    0.5270
Likelihood Ratio Chi-Square   4      3.1887    0.5268
Mantel-Haenszel Chi-Square    1      0.2477    0.6187
Phi Coefficient                      0.1726
Contingency Coefficient              0.1701
Cramer's V                           0.1220
 WARNING: 56% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
                Sample Size = 107

              Table of Q01 by Q09_03
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Disagree,Undecide,Agree to,  Total
                , to Disa,d       , agree s,
                ,gree str,        ,trongly ,
                ,ongly   ,        ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Manager         ,     3 ,     7 ,    44 ,    54
                ,  2.80 ,   6.54 ,  41.12 ,  50.47
                ,  5.56 ,  12.96 ,  81.48 ,
                ,  42.86 ,  46.67 ,  51.76 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner           ,     4 ,     4 ,    19 ,    27
                ,  3.74 ,   3.74 ,  17.76 ,  25.23
                ,  14.81 ,  14.81 ,  70.37 ,
                ,  57.14 ,  26.67 ,  22.35 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner and manage ,     0 ,     4 ,    22 ,    26
 r               ,  0.00 ,   3.74 ,  20.56 ,  24.30
                ,  0.00 ,  15.38 ,  84.62 ,
                ,  0.00 ,  26.67 ,  25.88 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total              7       15      85      107
                  6.54    14.02    79.44   100.00

        Statistics for Table of Q01 by Q09_03
Statistic                    DF       Value      Prob
```

```
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      5.0911    0.2781
Likelihood Ratio Chi-Square   4      6.0526    0.1953
Mantel-Haenszel Chi-Square    1      0.1473    0.7011
Phi Coefficient                      0.2181
Contingency Coefficient              0.2131
Cramer's V                           0.1542
 WARNING: 56% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
                Sample Size = 107

             Table of Q01 by Q09_04
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Disagree,Undecide,Agree to,  Total
                , to Disa,d       , agree s,
                ,gree str,        ,trongly ,
                ,ongly   ,        ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Manager         ,     3 ,    10 ,    41 ,    54
                ,  2.80 ,  9.35 ,  38.32 ,  50.47
                ,  5.56 ,  18.52 ,  75.93 ,
                ,  33.33 ,  43.48 ,  54.67 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner           ,     4 ,     3 ,    20 ,    27
                ,  3.74 ,  2.80 ,  18.69 ,  25.23
                ,  14.81 ,  11.11 ,  74.07 ,
                ,  44.44 ,  13.04 ,  26.67 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner and manage ,     2 ,    10 ,    14 ,    26
 r               ,  1.87 ,  9.35 ,  13.08 ,  24.30
                ,  7.69 ,  38.46 ,  53.85 ,
                ,  22.22 ,  43.48 ,  18.67 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total                9      23      75     107
                   8.41    21.50    70.09   100.00

        Statistics for Table of Q01 by Q09_04
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      8.2169    0.0839
Likelihood Ratio Chi-Square   4      7.7584    0.1008
Mantel-Haenszel Chi-Square    1      1.8394    0.1750
Phi Coefficient                      0.2771
Contingency Coefficient              0.2671
Cramer's V                           0.1960
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
                Sample Size = 107

             Table of Q01 by Q09_05
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Disagree,Undecide,Agree to,  Total
                , to Disa,d       , agree s,
                ,gree str,        ,trongly ,
                ,ongly   ,        ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Manager         ,     3 ,     8 ,    43 ,    54
                ,  2.80 ,  7.48 ,  40.19 ,  50.47
                ,  5.56 ,  14.81 ,  79.63 ,
                ,  60.00 ,  53.33 ,  49.43 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner           ,     1 ,     4 ,    22 ,    27
                ,  0.93 ,  3.74 ,  20.56 ,  25.23
                ,  3.70 ,  14.81 ,  81.48 ,
                ,  20.00 ,  26.67 ,  25.29 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner and manage ,     1 ,     3 ,    22 ,    26
 r               ,  0.93 ,  2.80 ,  20.56 ,  24.30
                ,  3.85 ,  11.54 ,  84.62 ,
                ,  20.00 ,  20.00 ,  25.29 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total                5      15      87     107
                   4.67    14.02    81.31   100.00

        Statistics for Table of Q01 by Q09_05
```

Statistic	DF	Value	Prob
Chi-Square	4	0.3868	0.9835
Likelihood Ratio Chi-Square	4	0.3947	0.9829
Mantel-Haenszel Chi-Square	1	0.2805	0.5964
Phi Coefficient		0.0601	
Contingency Coefficient		0.0600	
Cramer's V		0.0425	

WARNING: 56% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Q01 by Q09_06

Frequency Percent Row Pct Col Pct	Disagree to Disagree strongly	Undecided	Agree to agree strongly	Total
Manager	3 2.80 5.56 33.33	6 5.61 11.11 37.50	45 42.06 83.33 54.88	54 50.47
Owner	4 3.74 14.81 44.44	4 3.74 14.81 25.00	19 17.76 70.37 23.17	27 25.23
Owner and manager	2 1.87 7.69 22.22	6 5.61 23.08 37.50	18 16.82 69.23 21.95	26 24.30
Total	9 8.41	16 14.95	82 76.64	107 100.00

Statistics for Table of Q01 by Q09_06

Statistic	DF	Value	Prob
Chi-Square	4	4.1771	0.3826
Likelihood Ratio Chi-Square	4	3.8929	0.4207
Mantel-Haenszel Chi-Square	1	1.2460	0.2643
Phi Coefficient		0.1976	
Contingency Coefficient		0.1938	
Cramer's V		0.1397	

WARNING: 56% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Q01 by Q09_07

Frequency Percent Row Pct Col Pct	Disagree to Disagree strongly	Undecided	Agree to agree strongly	Total
Manager	6 5.61 11.11 42.86	7 6.54 12.96 38.89	41 38.32 75.93 54.67	54 50.47
Owner	5 4.67 18.52 35.71	5 4.67 18.52 27.78	17 15.89 62.96 22.67	27 25.23
Owner and manager	3 2.80 11.54 21.43	6 5.61 23.08 33.33	17 15.89 65.38 22.67	26 24.30
Total	14 13.08	18 16.82	75 70.09	107 100.00

Statistics for Table of Q01 by Q09_07

Statistic	DF	Value	Prob
Chi-Square	4	2.4867	0.6470
Likelihood Ratio Chi-Square	4	2.4055	0.6616
Mantel-Haenszel Chi-Square	1	0.4296	0.5122
Phi Coefficient		0.1524	
Contingency Coefficient		0.1507	
Cramer's V		0.1078	

WARNING: 44% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Q01 by Q09_08

Frequency Percent Row Pct Col Pct	Disagree, to Disa, gree str, ongly	Undecide, d agree s, trongly ,	Agree to, Total
Manager	3 2.80 5.56 30.00	8 7.48 14.81 57.14	43 40.19 79.63 51.81	54 50.47
Owner	4 3.74 14.81 40.00	2 1.87 7.41 14.29	21 19.63 77.78 25.30	27 25.23
Owner and manage r	3 2.80 11.54 30.00	4 3.74 15.38 28.57	19 17.76 73.08 22.89	26 24.30
Total	10 9.35	14 13.08	83 77.57	107 100.00

Statistics for Table of Q01 by Q09_08

Statistic	DF	Value	Prob
Chi-Square	4	2.8190	0.5886
Likelihood Ratio Chi-Square	4	2.9356	0.5687
Mantel-Haenszel Chi-Square	1	0.9586	0.3275
Phi Coefficient		0.1623	
Contingency Coefficient		0.1602	
Cramer's V		0.1148	

WARNING: 44% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Q01 by Q09_09

Frequency Percent Row Pct Col Pct	Disagree, to Disa, gree str, ongly	Undecide, d agree s, trongly ,	Agree to, Total
Manager	6 5.61 11.11 54.55	9 8.41 16.67 52.94	39 36.45 72.22 49.37	54 50.47
Owner	4 3.74 14.81 36.36	4 3.74 14.81 23.53	19 17.76 70.37 24.05	27 25.23
Owner and manage r	1 0.93	4 3.74	21 19.63	26 24.30

```
          ,  3.85 ,  15.38 ,  80.77 ,
          ,  9.09 ,  23.53 ,  26.58 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total            11      17      79     107
               10.28   15.89   73.83  100.00

       Statistics for Table of Q01 by Q09_09
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      1.8999    0.7542
Likelihood Ratio Chi-Square   4      2.1618    0.7060
Mantel-Haenszel Chi-Square    1      0.7531    0.3855
Phi Coefficient                      0.1333
Contingency Coefficient              0.1321
Cramer's V                           0.0942
 WARNING: 44% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
              Sample Size = 107

           Table of Q01 by Q11_01
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
          ,o Very l,       , a lot  ,
          ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager         ,     2 ,    10 ,    42 ,    54
          ,  1.87 ,   9.35 ,  39.25 ,  50.47
          ,  3.70 ,  18.52 ,  77.78 ,
          ,  50.00 ,  66.67 ,  47.73 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner           ,     2 ,     3 ,    22 ,    27
          ,  1.87 ,   2.80 ,  20.56 ,  25.23
          ,  7.41 ,  11.11 ,  81.48 ,
          ,  50.00 ,  20.00 ,  25.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     0 ,     2 ,    24 ,    26
r         ,  0.00 ,   1.87 ,  22.43 ,  24.30
          ,  0.00 ,   7.69 ,  92.31 ,
          ,  0.00 ,  13.33 ,  27.27 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total            4      15      88     107
               3.74   14.02   82.24  100.00

       Statistics for Table of Q01 by Q11_01
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      4.0826    0.3949
Likelihood Ratio Chi-Square   4      4.9136    0.2963
Mantel-Haenszel Chi-Square    1      1.5874    0.2077
Phi Coefficient                      0.1953
Contingency Coefficient              0.1917
Cramer's V                           0.1381
 WARNING: 56% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
              Sample Size = 107



           Table of Q01 by Q11_02
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
          ,o Very l,       , a lot  ,
          ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager         ,     0 ,     5 ,    47 ,    52
          ,  0.00 ,   4.76 ,  44.76 ,  49.52
          ,  0.00 ,   9.62 ,  90.38 ,
          ,  0.00 ,  41.67 ,  51.09 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner           ,     1 ,     4 ,    22 ,    27
          ,  0.95 ,   3.81 ,  20.95 ,  25.71
          ,  3.70 ,  14.81 ,  81.48 ,
          , 100.00 ,  33.33 ,  23.91 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     0 ,     3 ,    23 ,    26
```

```
r            ,   0.00 ,   2.86 ,  21.90 ,  24.76
             ,   0.00 ,  11.54 ,  88.46 ,
             ,   0.00 ,  25.00 ,  25.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              1      12      92      105
                0.95    11.43    87.62   100.00

        Statistics for Table of Q01 by Q11_02
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      3.4732    0.4820
Likelihood Ratio Chi-Square   4      3.2881    0.5108
Mantel-Haenszel Chi-Square    1      0.2212    0.6381
Phi Coefficient                      0.1819
Contingency Coefficient              0.1789
Cramer's V                           0.1286
 WARNING: 56% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
             Effective Sample Size = 105
               Frequency Missing = 2

             Table of Q01 by Q11_03
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager          ,     3 ,     4 ,    47 ,    54
                 ,  2.80 ,   3.74 ,  43.93 ,  50.47
                 ,  5.56 ,   7.41 ,  87.04 ,
                 ,  60.00 ,  30.77 ,  52.81 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner            ,     2 ,     3 ,    22 ,    27
                 ,  1.87 ,   2.80 ,  20.56 ,  25.23
                 ,  7.41 ,  11.11 ,  81.48 ,
                 ,  40.00 ,  23.08 ,  24.72 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     0 ,     6 ,    20 ,    26
r                ,   0.00 ,   5.61 ,  18.69 ,  24.30
                 ,   0.00 ,  23.08 ,  76.92 ,
                 ,   0.00 ,  46.15 ,  22.47 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                5      13      89      107
                  4.67    12.15    83.18   100.00

        Statistics for Table of Q01 by Q11_03
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      5.5441    0.2359
Likelihood Ratio Chi-Square   4      6.3150    0.1768
Mantel-Haenszel Chi-Square    1      0.0031    0.9557
Phi Coefficient                      0.2276
Contingency Coefficient              0.2220
Cramer's V                           0.1610
 WARNING: 56% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
               Sample Size = 107

             Table of Q01 by Q11_04
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager          ,     2 ,     8 ,    43 ,    53
                 ,  1.89 ,   7.55 ,  40.57 ,  50.00
                 ,  3.77 ,  15.09 ,  81.13 ,
                 ,  28.57 ,  44.44 ,  53.09 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner            ,     4 ,     5 ,    18 ,    27
                 ,  3.77 ,   4.72 ,  16.98 ,  25.47
                 ,  14.81 ,  18.52 ,  66.67 ,
                 ,  57.14 ,  27.78 ,  22.22 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     1 ,     5 ,    20 ,    26
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```
r           ,  0.94 ,  4.72 , 18.87 , 24.53
            ,  3.85 , 19.23 , 76.92 ,
            , 14.29 , 27.78 , 24.69 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              7     18     81     106
                6.60  16.98  76.42  100.00

       Statistics for Table of Q01 by Q11_04
Statistic                    DF      Value     Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4     4.4160    0.3526
Likelihood Ratio Chi-Square   4     3.8737    0.4234
Mantel-Haenszel Chi-Square    1     0.3380    0.5610
Phi Coefficient                   0.2041
Contingency Coefficient           0.2000
Cramer's V                        0.1443
 WARNING: 56% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 106
            Frequency Missing = 1

           Table of Q01 by Q11_05
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager         ,     5 ,     9 ,    40 ,    54
                ,  4.72 ,  8.49 , 37.74 , 50.94
                ,  9.26 , 16.67 , 74.07 ,
                , 55.56 , 47.37 , 51.28 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner           ,     3 ,     3 ,    21 ,    27
                ,  2.83 ,  2.83 , 19.81 , 25.47
                , 11.11 , 11.11 , 77.78 ,
                , 33.33 , 15.79 , 26.92 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     1 ,     7 ,    17 ,    25
r               ,  0.94 ,  6.60 , 16.04 , 23.58
                ,  4.00 , 28.00 , 68.00 ,
                , 11.11 , 36.84 , 21.79 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              9     19     78     106
                8.49  17.92  73.58  100.00



       Statistics for Table of Q01 by Q11_05
Statistic                    DF      Value     Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4     3.1848    0.5274
Likelihood Ratio Chi-Square   4     3.2146    0.5226
Mantel-Haenszel Chi-Square    1     0.0370    0.8475
Phi Coefficient                   0.1733
Contingency Coefficient           0.1708
Cramer's V                        0.1226
 WARNING: 56% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 106
            Frequency Missing = 1

           Table of Q01 by Q11_06
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager         ,     3 ,    11 ,    39 ,    53
                ,  2.88 , 10.58 , 37.50 , 50.96
                ,  5.66 , 20.75 , 73.58 ,
                , 50.00 , 39.29 , 55.71 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner           ,     3 ,     7 ,    17 ,    27
                ,  2.88 ,  6.73 , 16.35 , 25.96
                , 11.11 , 25.93 , 62.96 ,
```

```
           , 50.00 , 25.00 , 24.29 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     0 ,    10 ,    14 ,    24
r           ,  0.00 ,  9.62 , 13.46 , 23.08
           ,  0.00 , 41.67 , 58.33 ,
           ,  0.00 , 35.71 , 20.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              6      28      70     104
                5.77   26.92   67.31  100.00

       Statistics for Table of Q01 by Q11_06
Statistic                 DF      Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 4     6.0911    0.1924
Likelihood Ratio Chi-Square   4     6.9788    0.1370
Mantel-Haenszel Chi-Square    1     0.1937    0.6598
Phi Coefficient                  0.2420
Contingency Coefficient          0.2352
Cramer's V                       0.1711
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 104
            Frequency Missing = 3



           Table of Q01 by Q11_07
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager         ,     0 ,     1 ,    53 ,    54
           ,  0.00 ,  0.93 , 49.53 , 50.47
           ,  0.00 ,  1.85 , 98.15 ,
           ,  0.00 , 14.29 , 53.54 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner           ,     0 ,     5 ,    22 ,    27
           ,  0.00 ,  4.67 , 20.56 , 25.23
           ,  0.00 , 18.52 , 81.48 ,
           ,  0.00 , 71.43 , 22.22 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     1 ,     1 ,    24 ,    26
r           ,  0.93 ,  0.93 , 22.43 , 24.30
           ,  3.85 ,  3.85 , 92.31 ,
           , 100.00 , 14.29 , 24.24 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              1      7     99     107
                0.93   6.54   92.52  100.00

       Statistics for Table of Q01 by Q11_07
Statistic                 DF      Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 4    11.6804    0.0199
Likelihood Ratio Chi-Square   4    10.2002    0.0372
Mantel-Haenszel Chi-Square    1     2.7009    0.1003
Phi Coefficient                  0.3304
Contingency Coefficient          0.3137
Cramer's V                       0.2336
 WARNING: 67% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
            Sample Size = 107

           Table of Q01 by Q11_08
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager         ,     4 ,     3 ,    47 ,    54
           ,  3.74 ,  2.80 , 43.93 , 50.47
           ,  7.41 ,  5.56 , 87.04 ,
           , 66.67 , 42.86 , 50.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
```

```
Owner          ,     2 ,     3 ,    22 ,    27
               ,  1.87 ,  2.80 , 20.56 , 25.23
               ,  7.41 , 11.11 , 81.48 ,
               , 33.33 , 42.86 , 23.40 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     0 ,     1 ,    25 ,    26
r              ,  0.00 ,  0.93 , 23.36 , 24.30
               ,  0.00 ,  3.85 , 96.15 ,
               ,  0.00 , 14.29 , 26.60 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                6       7      94     107
                  5.61    6.54   87.85  100.00

        Statistics for Table of Q01 by Q11_08
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      3.4895    0.4795
Likelihood Ratio Chi-Square   4      4.8054    0.3079
Mantel-Haenszel Chi-Square    1      1.3348    0.2480
Phi Coefficient                     0.1806
Contingency Coefficient             0.1777
Cramer's V                          0.1277
 WARNING: 67% of the cells have expected counts less
         than 5. Chi-Square may not be a valid test.
                 Sample Size = 107

             Table of Q01 by Q11_09
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager          ,     10 ,     10 ,     33 ,     53
                 ,  10.00 ,  10.00 ,  33.00 ,  53.00
                 ,  18.87 ,  18.87 ,  62.26 ,
                 ,  71.43 ,  55.56 ,  48.53 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner            ,      4 ,      2 ,     20 ,     26
                 ,   4.00 ,   2.00 ,  20.00 ,  26.00
                 ,  15.38 ,   7.69 ,  76.92 ,
                 ,  28.57 ,  11.11 ,  29.41 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,      0 ,      6 ,     15 ,     21
r                ,   0.00 ,   6.00 ,  15.00 ,  21.00
                 ,   0.00 ,  28.57 ,  71.43 ,
                 ,   0.00 ,  33.33 ,  22.06 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                14       18       68      100
                  14.00    18.00    68.00   100.00

        Statistics for Table of Q01 by Q11_09
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      7.3305    0.1194
Likelihood Ratio Chi-Square   4     10.3999    0.0342
Mantel-Haenszel Chi-Square    1      3.1491    0.0760
Phi Coefficient                     0.2707
Contingency Coefficient             0.2613
Cramer's V                          0.1914

 WARNING: 44% of the cells have expected counts less
         than 5. Chi-Square may not be a valid test.
            Effective Sample Size = 100
              Frequency Missing = 7

             Table of Q01 by Q11_10
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager          ,      4 ,     11 ,     36 ,     51
                 ,   3.96 ,  10.89 ,  35.64 ,  50.50
                 ,   7.84 ,  21.57 ,  70.59 ,
                 ,  57.14 ,  50.00 ,  50.00 ,
```

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ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner          ,     2 ,     4 ,    21 ,    27
               ,  1.98 ,  3.96 , 20.79 , 26.73
               ,  7.41 , 14.81 , 77.78 ,
               , 28.57 , 18.18 , 29.17 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner and manage ,     1 ,     7 ,    15 ,    23
r              ,  0.99 ,  6.93 , 14.85 , 22.77
               ,  4.35 , 30.43 , 65.22 ,
               , 14.29 , 31.82 , 20.83 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total                7      22      72     101
                  6.93   21.78   71.29  100.00

        Statistics for Table of Q01 by Q11_10
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     4      1.9668    0.7419
Likelihood Ratio Chi-Square    4      1.9862    0.7383
Mantel-Haenszel Chi-Square     1      0.0264    0.8710
Phi Coefficient                      0.1395
Contingency Coefficient              0.1382
Cramer's V                           0.0987
 WARNING: 33% of the cells have expected counts less
         than 5. Chi-Square may not be a valid test.
            Effective Sample Size = 101
              Frequency Missing = 6

             Table of Q01 by Q11_11
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Manager         ,     5 ,     6 ,    40 ,    51
                 ,  4.90 ,  5.88 , 39.22 , 50.00
                 ,  9.80 , 11.76 , 78.43 ,
                 , 55.56 , 50.00 , 49.38 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner           ,     3 ,     2 ,    22 ,    27
                 ,  2.94 ,  1.96 , 21.57 , 26.47
                 , 11.11 ,  7.41 , 81.48 ,
                 , 33.33 , 16.67 , 27.16 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner and manage ,     1 ,     4 ,    19 ,    24
 r               ,  0.98 ,  3.92 , 18.63 , 23.53
                 ,  4.17 , 16.67 , 79.17 ,
                 , 11.11 , 33.33 , 23.46 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total                9      12      81     102
                   8.82   11.76   79.41  100.00

        Statistics for Table of Q01 by Q11_11
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     4      1.7524    0.7812
Likelihood Ratio Chi-Square    4      1.8929    0.7554
Mantel-Haenszel Chi-Square     1      0.2576    0.6117
Phi Coefficient                      0.1311
Contingency Coefficient              0.1300
Cramer's V                           0.0927
 WARNING: 56% of the cells have expected counts less
         than 5. Chi-Square may not be a valid test.
            Effective Sample Size = 102
              Frequency Missing = 5

             Table of Q01 by Q11_12
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Manager         ,     0 ,     4 ,    49 ,    53
                 ,  0.00 ,  3.81 , 46.67 , 50.48
                 ,  0.00 ,  7.55 , 92.45 ,
```

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          ,  0.00 ,  50.00 ,  51.58 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner         ,     2 ,     2 ,    23 ,    27
          ,  1.90 ,   1.90 ,  21.90 ,  25.71
          ,  7.41 ,   7.41 ,  85.19 ,
          , 100.00 ,  25.00 ,  24.21 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     0 ,     2 ,    23 ,    25
r          ,  0.00 ,   1.90 ,  21.90 ,  23.81
          ,  0.00 ,   8.00 ,  92.00 ,
          ,  0.00 ,  25.00 ,  24.21 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              2      8      95     105
                1.90    7.62    90.48   100.00



       Statistics for Table of Q01 by Q11_12
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 4      5.8973    0.2069
Likelihood Ratio Chi-Square    4      5.5535    0.2351
Mantel-Haenszel Chi-Square     1      0.1451    0.7032
Phi Coefficient                   0.2370
Contingency Coefficient           0.2306
Cramer's V                        0.1676
 WARNING: 67% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 105
            Frequency Missing = 2

           Table of Q01 by Q12_01
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager         ,     3 ,     6 ,    42 ,    51
          ,  3.00 ,   6.00 ,  42.00 ,  51.00
          ,  5.88 ,  11.76 ,  82.35 ,
          , 27.27 ,  66.67 ,  52.50 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner           ,     4 ,     3 ,    19 ,    26
          ,  4.00 ,   3.00 ,  19.00 ,  26.00
          , 15.38 ,  11.54 ,  73.08 ,
          , 36.36 ,  33.33 ,  23.75 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     4 ,     0 ,    19 ,    23
r          ,  4.00 ,   0.00 ,  19.00 ,  23.00
          , 17.39 ,   0.00 ,  82.61 ,
          , 36.36 ,   0.00 ,  23.75 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              11       9      80      100
                11.00    9.00    80.00   100.00

       Statistics for Table of Q01 by Q12_01
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 4      5.4227    0.2466
Likelihood Ratio Chi-Square    4      7.5129    0.1111
Mantel-Haenszel Chi-Square     1      1.2708    0.2596
Phi Coefficient                   0.2329
Contingency Coefficient           0.2268
Cramer's V                        0.1647
 WARNING: 56% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 100
            Frequency Missing = 7



           Table of Q01 by Q12_02
 Frequency       ,
 Percent         ,
 Row Pct         ,
```

```
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager         ,     4 ,     3 ,    47 ,    54
                ,  3.88 ,  2.91 , 45.63 , 52.43
                ,  7.41 ,  5.56 , 87.04 ,
                , 40.00 , 42.86 , 54.65 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner           ,     3 ,     2 ,    20 ,    25
                ,  2.91 ,  1.94 , 19.42 , 24.27
                ,  12.00 ,  8.00 , 80.00 ,
                ,  30.00 , 28.57 , 23.26 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     3 ,     2 ,    19 ,    24
r               ,  2.91 ,  1.94 , 18.45 , 23.30
                ,  12.50 ,  8.33 , 79.17 ,
                ,  30.00 , 28.57 , 22.09 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              10       7       86      103
                 9.71     6.80    83.50   100.00

        Statistics for Table of Q01 by Q12_02
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      1.0530    0.9017
Likelihood Ratio Chi-Square   4      1.0537    0.9015
Mantel-Haenszel Chi-Square    1      0.8079    0.3687
Phi Coefficient                      0.1011
Contingency Coefficient              0.1006
Cramer's V                           0.0715
 WARNING: 56% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
             Effective Sample Size = 103
               Frequency Missing = 4

             Table of Q01 by Q12_03
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Manager         ,     5 ,     7 ,    40 ,    52
                 ,  4.81 ,  6.73 , 38.46 , 50.00
                 ,  9.62 , 13.46 , 76.92 ,
                 ,  38.46 , 41.18 , 54.05 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner           ,     2 ,     5 ,    19 ,    26
                 ,  1.92 ,  4.81 , 18.27 , 25.00
                 ,  7.69 , 19.23 , 73.08 ,
                 , 15.38 , 29.41 , 25.68 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner and manage ,     6 ,     5 ,    15 ,    26
 r               ,  5.77 ,  4.81 , 14.42 , 25.00
                 ,  23.08 , 19.23 , 57.69 ,
                 ,  46.15 , 29.41 , 20.27 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total              13       17      74      104
                  12.50    16.35    71.15   100.00

        Statistics for Table of Q01 by Q12_03
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      4.6022    0.3306
Likelihood Ratio Chi-Square   4      4.2825    0.3691
Mantel-Haenszel Chi-Square    1      3.1212    0.0773
Phi Coefficient                      0.2104
Contingency Coefficient              0.2059
Cramer's V                           0.1487
 WARNING: 44% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
             Effective Sample Size = 104
               Frequency Missing = 3

             Table of Q01 by Q12_04
 Frequency       ,
 Percent         ,
```

```
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Manager         ,     6 ,     8 ,    36 ,    50
                ,  6.19 ,  8.25 , 37.11 , 51.55
                ,  12.00 , 16.00 , 72.00 ,
                ,  40.00 , 47.06 , 55.38 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner           ,     6 ,     3 ,    17 ,    26
                ,  6.19 ,  3.09 , 17.53 , 26.80
                ,  23.08 , 11.54 , 65.38 ,
                ,  40.00 , 17.65 , 26.15 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner and manage ,     3 ,     6 ,    12 ,    21
r               ,  3.09 ,  6.19 , 12.37 , 21.65
                ,  14.29 , 28.57 , 57.14 ,
                ,  20.00 , 35.29 , 18.46 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total              15      17      65      97
                 15.46   17.53   67.01   100.00

        Statistics for Table of Q01 by Q12_04
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      3.9426    0.4138
Likelihood Ratio Chi-Square   4      3.6977    0.4485
Mantel-Haenszel Chi-Square    1      0.7784    0.3776
Phi Coefficient                      0.2016
Contingency Coefficient              0.1976
Cramer's V                           0.1426
 WARNING: 44% of the cells have expected counts less
         than 5. Chi-Square may not be a valid test.
            Effective Sample Size = 97
              Frequency Missing = 10

             Table of Q01 by Q12_05
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Manager         ,     6 ,    10 ,    37 ,    53
                 ,  5.94 ,  9.90 , 36.63 , 52.48
                 ,  11.32 , 18.87 , 69.81 ,
                 ,  46.15 , 47.62 , 55.22 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner           ,     3 ,     6 ,    16 ,    25
                 ,  2.97 ,  5.94 , 15.84 , 24.75
                 ,  12.00 , 24.00 , 64.00 ,
                 ,  23.08 , 28.57 , 23.88 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner and manage ,     4 ,     5 ,    14 ,    23
 r               ,  3.96 ,  4.95 , 13.86 , 22.77
                 ,  17.39 , 21.74 , 60.87 ,
                 ,  30.77 , 23.81 , 20.90 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total              13      21      67      101
                  12.87   20.79   66.34   100.00

        Statistics for Table of Q01 by Q12_05
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      0.9275    0.9206
Likelihood Ratio Chi-Square   4      0.8941    0.9254
Mantel-Haenszel Chi-Square    1      0.6777    0.4104
Phi Coefficient                      0.0958
Contingency Coefficient              0.0954
Cramer's V                           0.0678
 WARNING: 33% of the cells have expected counts less
         than 5. Chi-Square may not be a valid test.
            Effective Sample Size = 101
              Frequency Missing = 6

             Table of Q01 by Q12_06
 Frequency       ,
```

```
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Manager         ,     8 ,     8 ,    35 ,    51
                ,  8.25 ,  8.25 , 36.08 , 52.58
                ,  15.69 , 15.69 , 68.63 ,
                ,  44.44 , 33.33 , 63.64 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner           ,     4 ,     7 ,    14 ,    25
                ,  4.12 ,  7.22 , 14.43 , 25.77
                ,  16.00 , 28.00 , 56.00 ,
                ,  22.22 , 29.17 , 25.45 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner and manage ,     6 ,     9 ,     6 ,    21
r               ,  6.19 ,  9.28 ,  6.19 , 21.65
                ,  28.57 , 42.86 , 28.57 ,
                ,  33.33 , 37.50 , 10.91 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total              18      24      55      97
                 18.56   24.74   56.70  100.00

        Statistics for Table of Q01 by Q12_06
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4     10.2445    0.0365
Likelihood Ratio Chi-Square   4     10.4228    0.0339
Mantel-Haenszel Chi-Square    1      4.5406    0.0331
Phi Coefficient                    0.3250
Contingency Coefficient            0.3091
Cramer's V                         0.2298
 WARNING: 22% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 97
             Frequency Missing = 10

             Table of Q01 by Q12_07
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,       ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Manager         ,     5 ,     9 ,    36 ,    50
                 ,  5.15 ,  9.28 , 37.11 , 51.55
                 ,  10.00 , 18.00 , 72.00 ,
                 ,  45.45 , 40.91 , 56.25 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner           ,     3 ,     5 ,    17 ,    25
                 ,  3.09 ,  5.15 , 17.53 , 25.77
                 ,  12.00 , 20.00 , 68.00 ,
                 ,  27.27 , 22.73 , 26.56 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner and manage ,     3 ,     8 ,    11 ,    22
 r               ,  3.09 ,  8.25 , 11.34 , 22.68
                 ,  13.64 , 36.36 , 50.00 ,
                 ,  27.27 , 36.36 , 17.19 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total              11      22      64      97
                  11.34   22.68   65.98  100.00



        Statistics for Table of Q01 by Q12_07
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      3.7109    0.4465
Likelihood Ratio Chi-Square   4      3.5349    0.4726
Mantel-Haenszel Chi-Square    1      1.3176    0.2510
Phi Coefficient                    0.1956
Contingency Coefficient            0.1920
Cramer's V                         0.1383
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 97
             Frequency Missing = 10
```

Table of Q01 by Q12_08

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Manager	3 , 3.00 , 6.00 , 37.50 , 12.50 , 4.00 ,	5 , 5.00 , 10.00 , 45.45 , 18.18 , 8.00 ,	42 , 42.00 , 84.00 , 51.85 , 27.16 , 88.00 ,	50 50.00
Owner	1 , 1.00 , 4.00 , 12.50 , 4.00 ,	2 , 2.00 , 8.00 , 18.18 , 8.00 ,	22 , 22.00 , 88.00 , 27.16 , 22.00 ,	25 25.00
Owner and manager	4 , 4.00 , 16.00 , 50.00 , 16.00 ,	4 , 4.00 , 16.00 , 36.36 , 16.00 ,	17 , 17.00 , 68.00 , 20.99 , 17.00 ,	25 25.00
Total	8 8.00	11 11.00	81 81.00	100 100.00

Statistics for Table of Q01 by Q12_08

Statistic	DF	Value	Prob
Chi-Square	4	4.2966	0.3674
Likelihood Ratio Chi-Square	4	3.9574	0.4118
Mantel-Haenszel Chi-Square	1	2.3521	0.1251
Phi Coefficient		0.2073	
Contingency Coefficient		0.2030	
Cramer's V		0.1466	

WARNING: 56% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 100

Frequency Missing = 7

Table of Q01 by Q12_09

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Manager	2 , 1.94 , 3.85 , 25.00 , 7.69 , 4.00 ,	9 , 8.74 , 17.31 , 75.00 , 34.62 , 18.00 ,	41 , 39.81 , 78.85 , 49.40 , 157.69 , 82.00 ,	52 50.49
Owner	3 , 2.91 , 11.54 , 37.50 , 11.54 , 6.00 ,	1 , 0.97 , 3.85 , 8.33 , 3.85 , 2.00 ,	22 , 21.36 , 84.62 , 26.51 , 84.62 , 44.00 ,	26 25.24
Owner and manager	3 , 2.91 , 12.00 , 37.50 , 11.54 , 6.00 ,	2 , 1.94 , 8.00 , 16.67 , 7.69 , 4.00 ,	20 , 19.42 , 80.00 , 24.10 , 76.92 , 40.00 ,	25 24.27
Total	8 7.77	12 11.65	83 80.58	103 100.00

Statistics for Table of Q01 by Q12_09

Statistic	DF	Value	Prob
Chi-Square	4	5.2288	0.2646
Likelihood Ratio Chi-Square	4	5.6503	0.2268
Mantel-Haenszel Chi-Square	1	0.6038	0.4371
Phi Coefficient		0.2253	
Contingency Coefficient		0.2198	
Cramer's V		0.1593	

WARNING: 56% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 103
Frequency Missing = 4

Table of Q01 by Q12_10

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Manager	5	4	43	52
	4.85	3.88	41.75	50.49
	9.62	7.69	82.69	
	38.46	44.44	53.09	
Owner	4	3	19	26
	3.88	2.91	18.45	25.24
	15.38	11.54	73.08	
	30.77	33.33	23.46	
Owner and manage r	4	2	19	25
	3.88	1.94	18.45	24.27
	16.00	8.00	76.00	
	30.77	22.22	23.46	
Total	13	9	81	103
	12.62	8.74	78.64	100.00

Statistics for Table of Q01 by Q12_10

Statistic	DF	Value	Prob
Chi-Square	4	1.3028	0.8609
Likelihood Ratio Chi-Square	4	1.2908	0.8629
Mantel-Haenszel Chi-Square	1	0.8093	0.3683
Phi Coefficient		0.1125	
Contingency Coefficient		0.1118	
Cramer's V		0.0795	

WARNING: 56% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 103
Frequency Missing = 4

Table of Q01 by Q12_11

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Manager	5	13	32	50
	5.10	13.27	32.65	51.02
	10.00	26.00	64.00	
	50.00	52.00	50.79	
Owner	3	5	18	26
	3.06	5.10	18.37	26.53
	11.54	19.23	69.23	
	30.00	20.00	28.57	
Owner and manage r	2	7	13	22
	2.04	7.14	13.27	22.45
	9.09	31.82	59.09	
	20.00	28.00	20.63	
Total	10	25	63	98
	10.20	25.51	64.29	100.00

Statistics for Table of Q01 by Q12_11

Statistic	DF	Value	Prob
Chi-Square	4	1.0158	0.9074
Likelihood Ratio Chi-Square	4	1.0276	0.9056
Mantel-Haenszel Chi-Square	1	0.0092	0.9236
Phi Coefficient		0.1018	
Contingency Coefficient		0.1013	

```
Cramer's V                          0.0720
 WARNING: 22% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 98
             Frequency Missing = 9

            Table of Q01 by Q12_12
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Manager         ,     5 ,    13 ,    32 ,    50
                 ,  5.15 ,  13.40 ,  32.99 ,  51.55
                 ,  10.00 ,  26.00 ,  64.00 ,
                 ,  50.00 ,  56.52 ,  50.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner           ,     1 ,     4 ,    19 ,    24
                 ,  1.03 ,   4.12 ,  19.59 ,  24.74
                 ,  4.17 ,  16.67 ,  79.17 ,
                 ,  10.00 ,  17.39 ,  29.69 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner and manage ,     4 ,     6 ,    13 ,    23
 r               ,  4.12 ,   6.19 ,  13.40 ,  23.71
                 ,  17.39 ,  26.09 ,  56.52 ,
                 ,  40.00 ,  26.09 ,  20.31 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total              10      23      64      97
                  10.31   23.71   65.98   100.00

        Statistics for Table of Q01 by Q12_12
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      3.6436    0.4564
Likelihood Ratio Chi-Square   4      3.7402    0.4423
Mantel-Haenszel Chi-Square    1      0.3940    0.5302
Phi Coefficient                      0.1938
Contingency Coefficient              0.1903
Cramer's V                           0.1370
 WARNING: 22% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 97
             Frequency Missing = 10

            Table of Q01 by Q12_13
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Manager         ,     7 ,    12 ,    31 ,    50
                 ,  7.07 ,  12.12 ,  31.31 ,  50.51
                 ,  14.00 ,  24.00 ,  62.00 ,
                 ,  50.00 ,  52.17 ,  50.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner           ,     3 ,     7 ,    16 ,    26
                 ,  3.03 ,   7.07 ,  16.16 ,  26.26
                 ,  11.54 ,  26.92 ,  61.54 ,
                 ,  21.43 ,  30.43 ,  25.81 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner and manage ,     4 ,     4 ,    15 ,    23
 r               ,  4.04 ,   4.04 ,  15.15 ,  23.23
                 ,  17.39 ,  17.39 ,  65.22 ,
                 ,  28.57 ,  17.39 ,  24.19 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total              14      23      62      99
                  14.14   23.23   62.63   100.00

        Statistics for Table of Q01 by Q12_13
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      0.8326    0.9340
Likelihood Ratio Chi-Square   4      0.8539    0.9311
Mantel-Haenszel Chi-Square    1      0.0074    0.9313
Phi Coefficient                      0.0917
```

Contingency Coefficient 0.0913
Cramer's V 0.0648
WARNING: 22% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 99
Frequency Missing = 8

Table of Q01 by Q12_14

Frequency , Percent , Row Pct , Col Pct	Little t,Moderate,Quite to, Total o Very l, , a lot , ittle , , ,
Manager	3 , 13 , 35 , 51 2.88 , 12.50 , 33.65 , 49.04 5.88 , 25.49 , 68.63 , 37.50 , 59.09 , 47.30 ,
Owner	1 , 3 , 23 , 27 0.96 , 2.88 , 22.12 , 25.96 3.70 , 11.11 , 85.19 , 12.50 , 13.64 , 31.08 ,
Owner and manage r	4 , 6 , 16 , 26 3.85 , 5.77 , 15.38 , 25.00 15.38 , 23.08 , 61.54 , 50.00 , 27.27 , 21.62 ,
Total	8 22 74 104 7.69 21.15 71.15 100.00

Statistics for Table of Q01 by Q12_14

Statistic	DF	Value	Prob
Chi-Square	4	5.6924	0.2233
Likelihood Ratio Chi-Square	4	5.6058	0.2306
Mantel-Haenszel Chi-Square	1	0.9812	0.3219
Phi Coefficient		0.2340	
Contingency Coefficient		0.2278	
Cramer's V		0.1654	

WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 104
Frequency Missing = 3

Table of Q01 by Q12_15

Frequency , Percent , Row Pct , Col Pct	Little t,Moderate,Quite to, Total o Very l, , a lot , ittle , , ,
Manager	7 , 11 , 32 , 50 7.14 , 11.22 , 32.65 , 51.02 14.00 , 22.00 , 64.00 , 38.89 , 57.89 , 52.46 ,
Owner	6 , 2 , 18 , 26 6.12 , 2.04 , 18.37 , 26.53 23.08 , 7.69 , 69.23 , 33.33 , 10.53 , 29.51 ,
Owner and manage r	5 , 6 , 11 , 22 5.10 , 6.12 , 11.22 , 22.45 22.73 , 27.27 , 50.00 , 27.78 , 31.58 , 18.03 ,
Total	18 19 61 98 18.37 19.39 62.24 100.00

Statistics for Table of Q01 by Q12_15

Statistic	DF	Value	Prob
Chi-Square	4	4.5352	0.3384

```
Likelihood Ratio Chi-Square    4      5.0356    0.2837
Mantel-Haenszel Chi-Square     1      1.1630    0.2808
Phi Coefficient                       0.2151
Contingency Coefficient               0.2103
Cramer's V                            0.1521
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 98
             Frequency Missing = 9



            Table of Q01 by Q12_16
 Q01(Q01)         Q12_16(Q12_16)
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Manager         ,     7 ,    16 ,    28 ,    51
                 ,  7.14 ,  16.33 ,  28.57 ,  52.04
                 ,  13.73 ,  31.37 ,  54.90 ,
                 ,  43.75 ,  57.14 ,  51.85 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner           ,     4 ,     6 ,    16 ,    26
                 ,  4.08 ,   6.12 ,  16.33 ,  26.53
                 ,  15.38 ,  23.08 ,  61.54 ,
                 ,  25.00 ,  21.43 ,  29.63 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner and manage ,     5 ,     6 ,    10 ,    21
 r               ,   5.10 ,   6.12 ,  10.20 ,  21.43
                 ,  23.81 ,  28.57 ,  47.62 ,
                 ,  31.25 ,  21.43 ,  18.52 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total              16      28      54      98
                  16.33   28.57   55.10  100.00

        Statistics for Table of Q01 by Q12_16
 Statistic                    DF       Value      Prob
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
 Chi-Square                    4      1.7697    0.7780
 Likelihood Ratio Chi-Square   4      1.7104    0.7888
 Mantel-Haenszel Chi-Square    1      0.7209    0.3958
 Phi Coefficient                      0.1344
 Contingency Coefficient              0.1332
 Cramer's V                           0.0950
 WARNING: 22% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 98
             Frequency Missing = 9

            Table of Q01 by Q12_17
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Manager         ,     9 ,    14 ,    28 ,    51
                 ,  9.09 ,  14.14 ,  28.28 ,  51.52
                 ,  17.65 ,  27.45 ,  54.90 ,
                 ,  50.00 ,  58.33 ,  49.12 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner           ,     3 ,     4 ,    18 ,    25
                 ,  3.03 ,   4.04 ,  18.18 ,  25.25
                 ,  12.00 ,  16.00 ,  72.00 ,
                 ,  16.67 ,  16.67 ,  31.58 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner and manage ,     6 ,     6 ,    11 ,    23
 r               ,   6.06 ,   6.06 ,  11.11 ,  23.23
                 ,  26.09 ,  26.09 ,  47.83 ,
                 ,  33.33 ,  25.00 ,  19.30 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total              18      24      57      99
                  18.18   24.24   57.58  100.00
```

Statistics for Table of Q01 by Q12_17

Statistic	DF	Value	Prob
Chi-Square	4	3.6199	0.4599
Likelihood Ratio Chi-Square	4	3.6416	0.4567
Mantel-Haenszel Chi-Square	1	0.3049	0.5808
Phi Coefficient		0.1912	
Contingency Coefficient		0.1878	
Cramer's V		0.1352	

WARNING: 22% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 99

Frequency Missing = 8

Table of Q01 by Q12_18

Frequency , Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total
Manager	8	10	31	49
	8.25	10.31	31.96	50.52
	16.33	20.41	63.27	
	47.06	45.45	53.45	
Owner	4	6	16	26
	4.12	6.19	16.49	26.80
	15.38	23.08	61.54	
	23.53	27.27	27.59	
Owner and manager	5	6	11	22
	5.15	6.19	11.34	22.68
	22.73	27.27	50.00	
	29.41	27.27	18.97	
Total	17	22	58	97
	17.53	22.68	59.79	100.00

Statistics for Table of Q01 by Q12_18

Statistic	DF	Value	Prob
Chi-Square	4	1.2307	0.8730
Likelihood Ratio Chi-Square	4	1.2156	0.8755
Mantel-Haenszel Chi-Square	1	0.6748	0.4114
Phi Coefficient		0.1126	
Contingency Coefficient		0.1119	
Cramer's V		0.0796	

WARNING: 33% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 97

Frequency Missing = 10

Table of Q01 by Q12_19

Frequency , Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total
Manager	5	13	32	50
	5.05	13.13	32.32	50.51
	10.00	26.00	64.00	
	33.33	52.00	54.24	
Owner	5	5	17	27
	5.05	5.05	17.17	27.27
	18.52	18.52	62.96	
	33.33	20.00	28.81	
Owner and manager	5	7	10	22
	5.05	7.07	10.10	22.22
	22.73	31.82	45.45	
	33.33	28.00	16.95	
Total	15	25	59	99

```
                15.15    25.25    59.60   100.00

        Statistics for Table of Q01 by Q12_19
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      3.7349    0.4431
Likelihood Ratio Chi-Square   4      3.8127    0.4320
Mantel-Haenszel Chi-Square    1      2.6348    0.1045
Phi Coefficient                      0.1942
Contingency Coefficient              0.1907
Cramer's V                           0.1373
 WARNING: 22% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
             Effective Sample Size = 99
               Frequency Missing = 8

              Table of Q01 by Q12_20
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Manager         ,     8 ,     11 ,     33 ,     52
                 ,  8.00 ,  11.00 ,  33.00 ,  52.00
                 ,  15.38 ,  21.15 ,  63.46 ,
                 ,  44.44 ,  64.71 ,  50.77 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner           ,     6 ,     1 ,     19 ,     26
                 ,  6.00 ,  1.00 ,  19.00 ,  26.00
                 ,  23.08 ,  3.85 ,  73.08 ,
                 ,  33.33 ,  5.88 ,  29.23 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner and manage ,     4 ,     5 ,     13 ,     22
 r               ,  4.00 ,  5.00 ,  13.00 ,  22.00
                 ,  18.18 ,  22.73 ,  59.09 ,
                 ,  22.22 ,  29.41 ,  20.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total              18       17       65      100
                  18.00    17.00    65.00   100.00

        Statistics for Table of Q01 by Q12_20
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      4.5669    0.3347
Likelihood Ratio Chi-Square   4      5.6823    0.2242
Mantel-Haenszel Chi-Square    1      0.1290    0.7195
Phi Coefficient                      0.2137
Contingency Coefficient              0.2090
Cramer's V                           0.1511
 WARNING: 44% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
             Effective Sample Size = 100
               Frequency Missing = 7

              Table of Q01 by Q12_21
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Manager         ,     4 ,     8 ,     42 ,     54
                 ,  3.77 ,  7.55 ,  39.62 ,  50.94
                 ,  7.41 ,  14.81 ,  77.78 ,
                 ,  66.67 ,  50.00 ,  50.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner           ,     1 ,     2 ,     23 ,     26
                 ,  0.94 ,  1.89 ,  21.70 ,  24.53
                 ,  3.85 ,  7.69 ,  88.46 ,
                 ,  16.67 ,  12.50 ,  27.38 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Owner and manage ,     1 ,     6 ,     19 ,     26
 r               ,  0.94 ,  5.66 ,  17.92 ,  24.53
                 ,  3.85 ,  23.08 ,  73.08 ,
                 ,  16.67 ,  37.50 ,  22.62 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
```

Total	6	16	84	106
	5.66	15.09	79.25	100.00

Statistics for Table of Q01 by Q12_21

Statistic	DF	Value	Prob
Chi-Square	4	3.0559	0.5485
Likelihood Ratio Chi-Square	4	3.1164	0.5385
Mantel-Haenszel Chi-Square	1	0.0997	0.7521
Phi Coefficient		0.1698	
Contingency Coefficient		0.1674	
Cramer's V		0.1201	

WARNING: 56% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 106
Frequency Missing = 1

Table of Q01 by Q12_22

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Manager	7	14	29	50
	7.00	14.00	29.00	50.00
	14.00	28.00	58.00	
	35.00	58.33	51.79	
Owner	5	3	18	26
	5.00	3.00	18.00	26.00
	19.23	11.54	69.23	
	25.00	12.50	32.14	
Owner and manage r	8	7	9	24
	8.00	7.00	9.00	24.00
	33.33	29.17	37.50	
	40.00	29.17	16.07	
Total	20	24	56	100
	20.00	24.00	56.00	100.00

Statistics for Table of Q01 by Q12_22

Statistic	DF	Value	Prob
Chi-Square	4	7.6389	0.1057
Likelihood Ratio Chi-Square	4	7.8917	0.0956
Mantel-Haenszel Chi-Square	1	3.5116	0.0609
Phi Coefficient		0.2764	
Contingency Coefficient		0.2664	
Cramer's V		0.1954	

Effective Sample Size = 100
Frequency Missing = 7

Table of Q01 by Q12_23

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Manager	2	16	24	42
	2.22	17.78	26.67	46.67
	4.76	38.10	57.14	
	14.29	53.33	52.17	
Owner	4	6	16	26
	4.44	6.67	17.78	28.89
	15.38	23.08	61.54	
	28.57	20.00	34.78	
Owner and manage r	8	8	6	22
	8.89	8.89	6.67	24.44
	36.36	36.36	27.27	
	57.14	26.67	13.04	

Total	14	30	46	90
	15.56	33.33	51.11	100.00

Statistics for Table of Q01 by Q12_23

Statistic	DF	Value	Prob
Chi-Square	4	13.7345	0.0082
Likelihood Ratio Chi-Square	4	13.7737	0.0081
Mantel-Haenszel Chi-Square	1	10.2664	0.0014
Phi Coefficient		0.3906	
Contingency Coefficient		0.3639	
Cramer's V		0.2762	

WARNING: 22% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 90

Frequency Missing = 17

WARNING: 16% of the data are missing.

Table of Q01 by Q12_24

Frequency , Percent , Row Pct , Col Pct	Little t,o Very little	Moderate, a little	Quite to a lot	Total
Manager	6 6.52 13.04 46.15	11 11.96 23.91 50.00	29 31.52 63.04 50.88	46 50.00
Owner	4 4.35 16.00 30.77	2 2.17 8.00 9.09	19 20.65 76.00 33.33	25 27.17
Owner and manager	3 3.26 14.29 23.08	9 9.78 42.86 40.91	9 9.78 42.86 15.79	21 22.83
Total	13 14.13	22 23.91	57 61.96	92 100.00

Statistics for Table of Q01 by Q12_24

Statistic	DF	Value	Prob
Chi-Square	4	7.9406	0.0938
Likelihood Ratio Chi-Square	4	8.3593	0.0793
Mantel-Haenszel Chi-Square	1	0.4768	0.4899
Phi Coefficient		0.2938	
Contingency Coefficient		0.2819	
Cramer's V		0.2077	

WARNING: 22% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 92

Frequency Missing = 15

WARNING: 14% of the data are missing.

Table of Q01 by Q12_25

Frequency , Percent , Row Pct , Col Pct	Little t,o Very little	Moderate, a little	Quite to a lot	Total
Manager	3 3.57 7.50 25.00	12 14.29 30.00 52.17	25 29.76 62.50 51.02	40 47.62
Owner	2 2.38 8.70 16.67	6 7.14 26.09 26.09	15 17.86 65.22 30.61	23 27.38
Owner and manage r	7 8.33	5 5.95	9 10.71	21 25.00

```
           , 33.33 , 23.81 , 42.86 ,
           , 58.33 , 21.74 , 18.37 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             12      23      49      84
                14.29   27.38   58.33  100.00

      Statistics for Table of Q01 by Q12_25
Statistic                   DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                   4      8.5060    0.0747
Likelihood Ratio Chi-Square  4      7.4709    0.1130
Mantel-Haenszel Chi-Square   1      5.5006    0.0190
Phi Coefficient                     0.3182
Contingency Coefficient             0.3032
Cramer's V                          0.2250
 WARNING: 22% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 84
            Frequency Missing = 23
      WARNING: 21% of the data are missing.

           Table of Q01 by Q12_26
 Frequency      ,
 Percent        ,
 Row Pct        ,
 Col Pct        ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager       ,     6 ,    14 ,    28 ,    48
           ,  6.98 , 16.28 , 32.56 , 55.81
           , 12.50 , 29.17 , 58.33 ,
           , 66.67 , 56.00 , 53.85 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner         ,     0 ,     5 ,    17 ,    22
           ,  0.00 ,  5.81 , 19.77 , 25.58
           ,  0.00 , 22.73 , 77.27 ,
           ,  0.00 , 20.00 , 32.69 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     3 ,     6 ,     7 ,    16
r          ,  3.49 ,  6.98 ,  8.14 , 18.60
           , 18.75 , 37.50 , 43.75 ,
           , 33.33 , 24.00 , 13.46 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             9      25      52      86
                10.47   29.07   60.47  100.00

      Statistics for Table of Q01 by Q12_26
Statistic                   DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                   4      6.0407    0.1961
Likelihood Ratio Chi-Square  4      8.1179    0.0874
Mantel-Haenszel Chi-Square   1      0.1207    0.7282
Phi Coefficient                     0.2650
Contingency Coefficient             0.2562
Cramer's V                          0.1874
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 86
            Frequency Missing = 21
      WARNING: 20% of the data are missing.

           Table of Q01 by Q12_27
 Frequency      ,
 Percent        ,
 Row Pct        ,
 Col Pct        ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager       ,     4 ,    17 ,    27 ,    48
           ,  4.55 , 19.32 , 30.68 , 54.55
           ,  8.33 , 35.42 , 56.25 ,
           , 30.77 , 68.00 , 54.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner         ,     5 ,     4 ,    15 ,    24
           ,  5.68 ,  4.55 , 17.05 , 27.27
           , 20.83 , 16.67 , 62.50 ,
           , 38.46 , 16.00 , 30.00 ,
```

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ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner and manage ,     4 ,     4 ,     8 ,    16
r               ,  4.55 ,  4.55 ,  9.09 ,  18.18
                ,  25.00 ,  25.00 ,  50.00 ,
                ,  30.77 ,  16.00 ,  16.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total                13      25      50      88
                  14.77   28.41   56.82   100.00

        Statistics for Table of Q01 by Q12_27
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      5.4069    0.2480
Likelihood Ratio Chi-Square   4      5.5446    0.2358
Mantel-Haenszel Chi-Square    1      1.8368    0.1753
Phi Coefficient                      0.2479
Contingency Coefficient              0.2406
Cramer's V                           0.1753
 WARNING: 33% of the cells have expected counts less
         than 5. Chi-Square may not be a valid test.
            Effective Sample Size = 88
              Frequency Missing = 19
        WARNING: 18% of the data are missing.

             Table of Q01 by Q12_28
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Manager          ,     1 ,    18 ,    30 ,    49
                 ,  1.14 ,  20.45 ,  34.09 ,  55.68
                 ,  2.04 ,  36.73 ,  61.22 ,
                 ,  16.67 ,  66.67 ,  54.55 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner            ,     2 ,     5 ,    16 ,    23
                 ,  2.27 ,  5.68 ,  18.18 ,  26.14
                 ,  8.70 ,  21.74 ,  69.57 ,
                 ,  33.33 ,  18.52 ,  29.09 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner and manage ,     3 ,     4 ,     9 ,    16
r                ,  3.41 ,  4.55 ,  10.23 ,  18.18
                 ,  18.75 ,  25.00 ,  56.25 ,
                 ,  50.00 ,  14.81 ,  16.36 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total                  6      27      55      88
                    6.82   30.68   62.50   100.00

        Statistics for Table of Q01 by Q12_28
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      6.7494    0.1497
Likelihood Ratio Chi-Square   4      6.3215    0.1764
Mantel-Haenszel Chi-Square    1      2.2455    0.1340
Phi Coefficient                      0.2769
Contingency Coefficient              0.2669
Cramer's V                           0.1958
 WARNING: 44% of the cells have expected counts less
         than 5. Chi-Square may not be a valid test.
            Effective Sample Size = 88
              Frequency Missing = 19
        WARNING: 18% of the data are missing.

             Table of Q01 by Q12_29
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Manager          ,     4 ,    11 ,    36 ,    51
                 ,  4.26 ,  11.70 ,  38.30 ,  54.26
                 ,  7.84 ,  21.57 ,  70.59 ,
                 ,  36.36 ,  50.00 ,  59.02 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Owner            ,     3 ,     2 ,    18 ,    23
```

```
           ,  3.19 ,   2.13 ,  19.15 ,  24.47
           ,  13.04 ,   8.70 ,  78.26 ,
           ,  27.27 ,   9.09 ,  29.51 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     4 ,     9 ,     7 ,    20
r           ,  4.26 ,   9.57 ,   7.45 ,  21.28
           ,  20.00 ,  45.00 ,  35.00 ,
           ,  36.36 ,  40.91 ,  11.48 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              11      22      61      94
                11.70   23.40   64.89   100.00

       Statistics for Table of Q01 by Q12_29
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4     11.6883    0.0198
Likelihood Ratio Chi-Square   4     11.9032    0.0181
Mantel-Haenszel Chi-Square    1      4.4870    0.0342
Phi Coefficient                    0.3526
Contingency Coefficient            0.3326
Cramer's V                         0.2493
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 94
            Frequency Missing = 13
       WARNING: 12% of the data are missing.

            Table of Q01 by Q12_30
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
            ,o Very l,       , a lot  ,
            ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Manager         ,     2 ,    17 ,    28 ,    47
           ,  2.25 ,  19.10 ,  31.46 ,  52.81
           ,  4.26 ,  36.17 ,  59.57 ,
           ,  28.57 ,  48.57 ,  59.57 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner           ,     4 ,     7 ,    12 ,    23
           ,  4.49 ,   7.87 ,  13.48 ,  25.84
           ,  17.39 ,  30.43 ,  52.17 ,
           ,  57.14 ,  20.00 ,  25.53 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     1 ,    11 ,     7 ,    19
r           ,  1.12 ,  12.36 ,   7.87 ,  21.35
           ,  5.26 ,  57.89 ,  36.84 ,
           ,  14.29 ,  31.43 ,  14.89 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              7      35      47      89
                7.87   39.33   52.81   100.00

       Statistics for Table of Q01 by Q12_30
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      7.1696    0.1272
Likelihood Ratio Chi-Square   4      6.5836    0.1596
Mantel-Haenszel Chi-Square    1      1.8208    0.1772
Phi Coefficient                    0.2838
Contingency Coefficient            0.2730
Cramer's V                         0.2007
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 89
            Frequency Missing = 18
       WARNING: 17% of the data are missing.

            Table of Q01 by Q12_31
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
            ,o Very l,       , a lot  ,
            ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Manager         ,     7 ,    16 ,    22 ,    45
           ,  8.05 ,  18.39 ,  25.29 ,  51.72
           ,  15.56 ,  35.56 ,  48.89 ,
```

```
           , 38.89 , 51.61 , 57.89 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner      ,     5 ,     8 ,    10 ,    23
           ,  5.75 ,  9.20 , 11.49 , 26.44
           , 21.74 , 34.78 , 43.48 ,
           , 27.78 , 25.81 , 26.32 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     6 ,     7 ,     6 ,    19
r          ,  6.90 ,  8.05 ,  6.90 , 21.84
           , 31.58 , 36.84 , 31.58 ,
           , 33.33 , 22.58 , 15.79 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             18      31      38      87
                20.69   35.63   43.68  100.00

       Statistics for Table of Q01 by Q12_31
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      2.6038    0.6262
Likelihood Ratio Chi-Square   4      2.5634    0.6333
Mantel-Haenszel Chi-Square    1      2.4985    0.1140
Phi Coefficient                    0.1730
Contingency Coefficient            0.1705
Cramer's V                         0.1223
 WARNING: 22% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 87
            Frequency Missing = 20
       WARNING: 19% of the data are missing.

            Table of Q01 by Q12_32
 Frequency      ,
 Percent        ,
 Row Pct        ,
 Col Pct        ,Little t,Moderate,Quite to,  Total
               ,o Very l,       , a lot  ,
               ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager        ,     6 ,    11 ,    33 ,    50
               ,  6.25 , 11.46 , 34.38 , 52.08
               , 12.00 , 22.00 , 66.00 ,
               , 35.29 , 55.00 , 55.93 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner          ,     5 ,     3 ,    17 ,    25
               ,  5.21 ,  3.13 , 17.71 , 26.04
               , 20.00 , 12.00 , 68.00 ,
               , 29.41 , 15.00 , 28.81 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     6 ,     6 ,     9 ,    21
r              ,  6.25 ,  6.25 ,  9.38 , 21.88
               , 28.57 , 28.57 , 42.86 ,
               , 35.29 , 30.00 , 15.25 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             17      20      59      96
                17.71   20.83   61.46  100.00

       Statistics for Table of Q01 by Q12_32
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      5.4903    0.2406
Likelihood Ratio Chi-Square   4      5.6227    0.2291
Mantel-Haenszel Chi-Square    1      3.4271    0.0641
Phi Coefficient                    0.2391
Contingency Coefficient            0.2326
Cramer's V                         0.1691
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 96
            Frequency Missing = 11
       WARNING: 10% of the data are missing.

            Table of Q01 by Q12_33
 Frequency      ,
 Percent        ,
 Row Pct        ,
 Col Pct        ,Little t,Moderate,Quite to,  Total
               ,o Very l,       , a lot  ,
               ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
```

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Manager        ,     9 ,    13 ,    29 ,    51
               ,  9.57 ,  13.83 ,  30.85 ,  54.26
               ,  17.65 ,  25.49 ,  56.86 ,
               ,  64.29 ,  59.09 ,  50.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner          ,     3 ,     4 ,    17 ,    24
               ,  3.19 ,  4.26 ,  18.09 ,  25.53
               ,  12.50 ,  16.67 ,  70.83 ,
               ,  21.43 ,  18.18 ,  29.31 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     2 ,     5 ,    12 ,    19
r              ,  2.13 ,  5.32 ,  12.77 ,  20.21
               ,  10.53 ,  26.32 ,  63.16 ,
               ,  14.29 ,  22.73 ,  20.69 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             14      22      58      94
                14.89   23.40   61.70  100.00

       Statistics for Table of Q01 by Q12_33
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 4      1.7488    0.7818
Likelihood Ratio Chi-Square    4      1.8050    0.7716
Mantel-Haenszel Chi-Square     1      0.7839    0.3760
Phi Coefficient                   0.1364
Contingency Coefficient           0.1351
Cramer's V                        0.0964
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 94
            Frequency Missing = 13
       WARNING: 12% of the data are missing.

            Table of Q01 by Q13_01
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager        ,     8 ,    16 ,    25 ,    49
               ,  8.89 ,  17.78 ,  27.78 ,  54.44
               ,  16.33 ,  32.65 ,  51.02 ,
               ,  53.33 ,  61.54 ,  51.02 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner          ,     4 ,     4 ,    17 ,    25
               ,  4.44 ,  4.44 ,  18.89 ,  27.78
               ,  16.00 ,  16.00 ,  68.00 ,
               ,  26.67 ,  15.38 ,  34.69 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     3 ,     6 ,     7 ,    16
r              ,  3.33 ,  6.67 ,  7.78 ,  17.78
               ,  18.75 ,  37.50 ,  43.75 ,
               ,  20.00 ,  23.08 ,  14.29 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             15      26      49      90
                16.67   28.89   54.44  100.00

       Statistics for Table of Q01 by Q13_01
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 4      3.4257    0.4893
Likelihood Ratio Chi-Square    4      3.6230    0.4594
Mantel-Haenszel Chi-Square     1      0.0171    0.8959
Phi Coefficient                   0.1951
Contingency Coefficient           0.1915
Cramer's V                        0.1380
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 90
            Frequency Missing = 17
       WARNING: 16% of the data are missing.

            Table of Q01 by Q13_02
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
```

```
            ,o Very l,       , a lot  ,
            ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager         ,     7 ,    14 ,    26 ,    47
            ,  7.95 ,  15.91 ,  29.55 ,  53.41
            ,  14.89 ,  29.79 ,  55.32 ,
            ,  53.85 ,  51.85 ,  54.17 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner           ,     3 ,     8 ,    14 ,    25
            ,  3.41 ,  9.09 ,  15.91 ,  28.41
            ,  12.00 ,  32.00 ,  56.00 ,
            ,  23.08 ,  29.63 ,  29.17 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     3 ,     5 ,     8 ,    16
r           ,  3.41 ,  5.68 ,  9.09 ,  18.18
            ,  18.75 ,  31.25 ,  50.00 ,
            ,  23.08 ,  18.52 ,  16.67 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              13      27      48      88
                14.77   30.68   54.55  100.00

       Statistics for Table of Q01 by Q13_02
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      0.4055    0.9820
Likelihood Ratio Chi-Square   4      0.4024    0.9823
Mantel-Haenszel Chi-Square    1      0.0895    0.7648
Phi Coefficient                     0.0679
Contingency Coefficient             0.0677
Cramer's V                          0.0480
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 88
            Frequency Missing = 19
       WARNING: 18% of the data are missing.

            Table of Q01 by Q13_03
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
            ,o Very l,       , a lot  ,
            ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager         ,     6 ,    14 ,    26 ,    46
            ,  6.90 ,  16.09 ,  29.89 ,  52.87
            ,  13.04 ,  30.43 ,  56.52 ,
            ,  42.86 ,  60.87 ,  52.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner           ,     4 ,     5 ,    16 ,    25
            ,  4.60 ,  5.75 ,  18.39 ,  28.74
            ,  16.00 ,  20.00 ,  64.00 ,
            ,  28.57 ,  21.74 ,  32.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage ,     4 ,     4 ,     8 ,    16
r           ,  4.60 ,  4.60 ,  9.20 ,  18.39
            ,  25.00 ,  25.00 ,  50.00 ,
            ,  28.57 ,  17.39 ,  16.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              14      23      50      87
                16.09   26.44   57.47  100.00

       Statistics for Table of Q01 by Q13_03
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      2.0852    0.7201
Likelihood Ratio Chi-Square   4      2.0128    0.7334
Mantel-Haenszel Chi-Square    1      0.6819    0.4089
Phi Coefficient                     0.1548
Contingency Coefficient             0.1530
Cramer's V                          0.1095
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 87
            Frequency Missing = 20
       WARNING: 19% of the data are missing.


            Table of Q01 by Q13_04
```

Frequency ,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager , 4 , 9 , 32 , 45
, 4.82 , 10.84 , 38.55 , 54.22
, 8.89 , 20.00 , 71.11 ,
, 44.44 , 34.62 , 66.67 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner , 2 , 10 , 12 , 24
, 2.41 , 12.05 , 14.46 , 28.92
, 8.33 , 41.67 , 50.00 ,
, 22.22 , 38.46 , 25.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage , 3 , 7 , 4 , 14
r , 3.61 , 8.43 , 4.82 , 16.87
, 21.43 , 50.00 , 28.57 ,
, 33.33 , 26.92 , 8.33 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 9 26 48 83
10.84 31.33 57.83 100.00

Statistics for Table of Q01 by Q13_04
Statistic DF Value Prob
ƒƒ
Chi-Square 4 9.6645 0.0465
Likelihood Ratio Chi-Square 4 9.7157 0.0455
Mantel-Haenszel Chi-Square 1 5.1740 0.0229
Phi Coefficient 0.3412
Contingency Coefficient 0.3229
Cramer's V 0.2413
WARNING: 44% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 83
Frequency Missing = 24
WARNING: 22% of the data are missing.

Table of Q01 by Q13_05
Frequency ,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Manager , 4 , 14 , 27 , 45
, 4.71 , 16.47 , 31.76 , 52.94
, 8.89 , 31.11 , 60.00 ,
, 40.00 , 50.00 , 57.45 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner , 2 , 9 , 13 , 24
, 2.35 , 10.59 , 15.29 , 28.24
, 8.33 , 37.50 , 54.17 ,
, 20.00 , 32.14 , 27.66 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Owner and manage , 4 , 5 , 7 , 16
r , 4.71 , 5.88 , 8.24 , 18.82
, 25.00 , 31.25 , 43.75 ,
, 40.00 , 17.86 , 14.89 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 10 28 47 85
11.76 32.94 55.29 100.00

Statistics for Table of Q01 by Q13_05
Statistic DF Value Prob
ƒƒ
Chi-Square 4 3.7213 0.4450
Likelihood Ratio Chi-Square 4 3.2106 0.5232
Mantel-Haenszel Chi-Square 1 2.4393 0.1183
Phi Coefficient 0.2092
Contingency Coefficient 0.2048
Cramer's V 0.1480
WARNING: 22% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 85
Frequency Missing = 22

WARNING: 21% of the data are missing.

Table of Q01 by Q13_06

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Manager	3	11	31	45
	3.53	12.94	36.47	52.94
	6.67	24.44	68.89	
	30.00	50.00	58.49	
Owner	3	6	16	25
	3.53	7.06	18.82	29.41
	12.00	24.00	64.00	
	30.00	27.27	30.19	
Owner and manage r	4	5	6	15
	4.71	5.88	7.06	17.65
	26.67	33.33	40.00	
	40.00	22.73	11.32	
Total	10	22	53	85
	11.76	25.88	62.35	100.00

Statistics for Table of Q01 by Q13_06

Statistic	DF	Value	Prob
Chi-Square	4	5.7398	0.2194
Likelihood Ratio Chi-Square	4	5.3113	0.2568
Mantel-Haenszel Chi-Square	1	4.9971	0.0254
Phi Coefficient		0.2599	
Contingency Coefficient		0.2515	
Cramer's V		0.1837	

WARNING: 33% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 85

Frequency Missing = 22

WARNING: 21% of the data are missing.

Table of Q01 by Q14_01

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Manager	16	15	17	48
	16.84	15.79	17.89	50.53
	33.33	31.25	35.42	
	51.61	55.56	45.95	
Owner	10	2	12	24
	10.53	2.11	12.63	25.26
	41.67	8.33	50.00	
	32.26	7.41	32.43	
Owner and manage r	5	10	8	23
	5.26	10.53	8.42	24.21
	21.74	43.48	34.78	
	16.13	37.04	21.62	
Total	31	27	37	95
	32.63	28.42	38.95	100.00

Statistics for Table of Q01 by Q14_01

Statistic	DF	Value	Prob
Chi-Square	4	7.8301	0.0980
Likelihood Ratio Chi-Square	4	8.9045	0.0635
Mantel-Haenszel Chi-Square	1	0.3896	0.5325
Phi Coefficient		0.2871	
Contingency Coefficient		0.2759	
Cramer's V		0.2030	

Effective Sample Size = 95

Frequency Missing = 12
WARNING: 11% of the data are missing.

Table of Q01 by Q14_02

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Manager	11	11	21	43
	12.36	12.36	23.60	48.31
	25.58	25.58	48.84	
	45.83	45.83	51.22	
Owner	8	5	11	24
	8.99	5.62	12.36	26.97
	33.33	20.83	45.83	
	33.33	20.83	26.83	
Owner and manager	5	8	9	22
	5.62	8.99	10.11	24.72
	22.73	36.36	40.91	
	20.83	33.33	21.95	
Total	24	24	41	89
	26.97	26.97	46.07	100.00

Statistics for Table of Q01 by Q14_02

Statistic	DF	Value	Prob
Chi-Square	4	1.8228	0.7683
Likelihood Ratio Chi-Square	4	1.7675	0.7784
Mantel-Haenszel Chi-Square	1	0.0293	0.8641
Phi Coefficient		0.1431	
Contingency Coefficient		0.1417	
Cramer's V		0.1012	

Effective Sample Size = 89
Frequency Missing = 18
WARNING: 17% of the data are missing.

Table of Q01 by Q14_03

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Manager	7	25	18	50
	7.22	25.77	18.56	51.55
	14.00	50.00	36.00	
	50.00	62.50	41.86	
Owner	5	8	12	25
	5.15	8.25	12.37	25.77
	20.00	32.00	48.00	
	35.71	20.00	27.91	
Owner and manager	2	7	13	22
	2.06	7.22	13.40	22.68
	9.09	31.82	59.09	
	14.29	17.50	30.23	
Total	14	40	43	97
	14.43	41.24	44.33	100.00

Statistics for Table of Q01 by Q14_03

Statistic	DF	Value	Prob
Chi-Square	4	4.8399	0.3041
Likelihood Ratio Chi-Square	4	4.8219	0.3061
Mantel-Haenszel Chi-Square	1	1.3523	0.2449
Phi Coefficient		0.2234	
Contingency Coefficient		0.2180	
Cramer's V		0.1579	

WARNING: 22% of the cells have expected counts less

than 5. Chi-Square may not be a valid test.
Effective Sample Size = 97
Frequency Missing = 10

Table of Q01 by Q14_04

Frequency Percent Row Pct Col Pct	Little t,o Very little	Moderate, a lot	Quite to,	Total
Manager	7 7.45 14.58 35.00	14 14.89 29.17 60.87	27 28.72 56.25 52.94	48 51.06
Owner	7 7.45 28.00 35.00	7 7.45 28.00 30.43	11 11.70 44.00 21.57	25 26.60
Owner and manager	6 6.38 28.57 30.00	2 2.13 9.52 8.70	13 13.83 61.90 25.49	21 22.34
Total	20 21.28	23 24.47	51 54.26	94 100.00

Statistics for Table of Q01 by Q14_04

Statistic	DF	Value	Prob
Chi-Square	4	5.2907	0.2588
Likelihood Ratio Chi-Square	4	5.8953	0.2071
Mantel-Haenszel Chi-Square	1	0.9149	0.3388
Phi Coefficient		0.2372	
Contingency Coefficient		0.2308	
Cramer's V		0.1678	

Effective Sample Size = 94
Frequency Missing = 13
WARNING: 12% of the data are missing.

Table of Q01 by Q14_05

Frequency Percent Row Pct Col Pct	Little t,o Very little	Moderate, a lot	Quite to,	Total
Manager	9 9.18 17.65 45.00	11 11.22 21.57 52.38	31 31.63 60.78 54.39	51 52.04
Owner	7 7.14 26.92 35.00	8 8.16 30.77 38.10	11 11.22 42.31 19.30	26 26.53
Owner and manager	4 4.08 19.05 20.00	2 2.04 9.52 9.52	15 15.31 71.43 26.32	21 21.43
Total	20 20.41	21 21.43	57 58.16	98 100.00

Statistics for Table of Q01 by Q14_05

Statistic	DF	Value	Prob
Chi-Square	4	5.0176	0.2855
Likelihood Ratio Chi-Square	4	5.2923	0.2586
Mantel-Haenszel Chi-Square	1	0.0073	0.9319
Phi Coefficient		0.2263	
Contingency Coefficient		0.2207	
Cramer's V		0.1600	

WARNING: 22% of the cells have expected counts less

than 5. Chi-Square may not be a valid test.
Effective Sample Size = 98
Frequency Missing = 9

Table of Q01 by Q14_06

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Manager	5	21	25	51
	5.00	21.00	25.00	51.00
	9.80	41.18	49.02	
	31.25	61.76	50.00	
Owner	6	7	12	25
	6.00	7.00	12.00	25.00
	24.00	28.00	48.00	
	37.50	20.59	24.00	
Owner and manage r	5	6	13	24
	5.00	6.00	13.00	24.00
	20.83	25.00	54.17	
	31.25	17.65	26.00	
Total	16	34	50	100
	16.00	34.00	50.00	100.00

Statistics for Table of Q01 by Q14_06

Statistic	DF	Value	Prob
Chi-Square	4	4.2963	0.3674
Likelihood Ratio Chi-Square	4	4.3537	0.3602
Mantel-Haenszel Chi-Square	1	0.6730	0.4120
Phi Coefficient		0.2073	
Contingency Coefficient		0.2030	
Cramer's V		0.1466	

WARNING: 22% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 100
Frequency Missing = 7

Table of Q01 by Q15_01

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Manager	9	11	31	51
	8.91	10.89	30.69	50.50
	17.65	21.57	60.78	
	56.25	44.00	51.67	
Owner	5	9	11	25
	4.95	8.91	10.89	24.75
	20.00	36.00	44.00	
	31.25	36.00	18.33	
Owner and manage r	2	5	18	25
	1.98	4.95	17.82	24.75
	8.00	20.00	72.00	
	12.50	20.00	30.00	
Total	16	25	60	101
	15.84	24.75	59.41	100.00

Statistics for Table of Q01 by Q15_01

Statistic	DF	Value	Prob
Chi-Square	4	4.7455	0.3144
Likelihood Ratio Chi-Square	4	4.8620	0.3018
Mantel-Haenszel Chi-Square	1	0.8363	0.3605
Phi Coefficient		0.2168	
Contingency Coefficient		0.2118	
Cramer's V		0.1533	

WARNING: 22% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 101
Frequency Missing = 6

Table of Q01 by Q15_02

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Manager	6	17	29	52
	5.94	16.83	28.71	51.49
	11.54	32.69	55.77	
	50.00	53.13	50.88	
Owner	5	7	13	25
	4.95	6.93	12.87	24.75
	20.00	28.00	52.00	
	41.67	21.88	22.81	
Owner and manage r	1	8	15	24
	0.99	7.92	14.85	23.76
	4.17	33.33	62.50	
	8.33	25.00	26.32	
Total	12	32	57	101
	11.88	31.68	56.44	100.00

Statistics for Table of Q01 by Q15_02

Statistic	DF	Value	Prob
Chi-Square	4	2.9863	0.5601
Likelihood Ratio Chi-Square	4	3.1538	0.5324
Mantel-Haenszel Chi-Square	1	0.4123	0.5208
Phi Coefficient		0.1720	
Contingency Coefficient		0.1695	
Cramer's V		0.1216	

WARNING: 22% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 101
Frequency Missing = 6

Table of Q01 by Q15_03

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Manager	5	11	36	52
	5.00	11.00	36.00	52.00
	9.62	21.15	69.23	
	50.00	50.00	52.94	
Owner	4	5	14	23
	4.00	5.00	14.00	23.00
	17.39	21.74	60.87	
	40.00	22.73	20.59	
Owner and manage r	1	6	18	25
	1.00	6.00	18.00	25.00
	4.00	24.00	72.00	
	10.00	27.27	26.47	
Total	10	22	68	100
	10.00	22.00	68.00	100.00

Statistics for Table of Q01 by Q15_03

Statistic	DF	Value	Prob
Chi-Square	4	2.4697	0.6501
Likelihood Ratio Chi-Square	4	2.5118	0.6425
Mantel-Haenszel Chi-Square	1	0.1465	0.7019
Phi Coefficient		0.1572	
Contingency Coefficient		0.1552	

Cramer's V 0.1111

WARNING: 22% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 100

Frequency Missing = 7

Table of Q01 by Q15_04

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Manager	11	15	25	51
	11.11	15.15	25.25	51.52
	21.57	29.41	49.02	
	52.38	50.00	52.08	
Owner	5	8	10	23
	5.05	8.08	10.10	23.23
	21.74	34.78	43.48	
	23.81	26.67	20.83	
Owner and manage r	5	7	13	25
	5.05	7.07	13.13	25.25
	20.00	28.00	52.00	
	23.81	23.33	27.08	
Total	21	30	48	99
	21.21	30.30	48.48	100.00

Statistics for Table of Q01 by Q15_04

Statistic	DF	Value	Prob
Chi-Square	4	0.4184	0.9809
Likelihood Ratio Chi-Square	4	0.4159	0.9812
Mantel-Haenszel Chi-Square	1	0.0267	0.8701
Phi Coefficient		0.0650	
Contingency Coefficient		0.0649	
Cramer's V		0.0460	

Effective Sample Size = 99

Frequency Missing = 8

Table of Q01 by Q15_05

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Manager	11	14	25	50
	11.46	14.58	26.04	52.08
	22.00	28.00	50.00	
	55.00	51.85	51.02	
Owner	6	7	10	23
	6.25	7.29	10.42	23.96
	26.09	30.43	43.48	
	30.00	25.93	20.41	
Owner and manage r	3	6	14	23
	3.13	6.25	14.58	23.96
	13.04	26.09	60.87	
	15.00	22.22	28.57	
Total	20	27	49	96
	20.83	28.13	51.04	100.00

Statistics for Table of Q01 by Q15_05

Statistic	DF	Value	Prob
Chi-Square	4	1.7888	0.7745
Likelihood Ratio Chi-Square	4	1.8573	0.7620
Mantel-Haenszel Chi-Square	1	0.6428	0.4227
Phi Coefficient		0.1365	
Contingency Coefficient		0.1353	
Cramer's V		0.0965	

WARNING: 22% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 96
Frequency Missing = 11
WARNING: 10% of the data are missing.

Table of Q01 by Q15_06

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Manager	9 9.47 18.00 47.37	9 9.47 18.00 42.86	32 33.68 64.00 58.18	50 52.63
Owner	5 5.26 21.74 26.32	6 6.32 26.09 28.57	12 12.63 52.17 21.82	23 24.21
Owner and manager	5 5.26 22.73 26.32	6 6.32 27.27 28.57	11 11.58 50.00 20.00	22 23.16
Total	19 20.00	21 22.11	55 57.89	95 100.00

Statistics for Table of Q01 by Q15_06

Statistic	DF	Value	Prob
Chi-Square	4	1.7173	0.7876
Likelihood Ratio Chi-Square	4	1.7201	0.7871
Mantel-Haenszel Chi-Square	1	0.7356	0.3911
Phi Coefficient		0.1344	
Contingency Coefficient		0.1333	
Cramer's V		0.0951	

WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 95
Frequency Missing = 12
WARNING: 11% of the data are missing.

Table of Q01 by Q15_07

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Manager	12 13.33 24.49 60.00	9 10.00 18.37 39.13	28 31.11 57.14 59.57	49 54.44
Owner	4 4.44 19.05 20.00	7 7.78 33.33 30.43	10 11.11 47.62 21.28	21 23.33
Owner and manager	4 4.44 20.00 20.00	7 7.78 35.00 30.43	9 10.00 45.00 19.15	20 22.22
Total	20 22.22	23 25.56	47 52.22	90 100.00

Statistics for Table of Q01 by Q15_07

Statistic	DF	Value	Prob
Chi-Square	4	2.9511	0.5660
Likelihood Ratio Chi-Square	4	2.9514	0.5660
Mantel-Haenszel Chi-Square	1	0.0065	0.9356

```
Phi Coefficient                     0.1811
Contingency Coefficient             0.1782
Cramer's V                          0.1280
 WARNING: 22% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 90
             Frequency Missing = 17
       WARNING: 16% of the data are missing.

            Table of Q01 by Q15_08
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,       ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Manager         ,    11 ,    11 ,    27 ,    49
                 ,  11.58 ,  11.58 ,  28.42 ,  51.58
                 ,  22.45 ,  22.45 ,  55.10 ,
                 ,  50.00 ,  47.83 ,  54.00 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner           ,     7 ,     4 ,    11 ,    22
                 ,   7.37 ,   4.21 ,  11.58 ,  23.16
                 ,  31.82 ,  18.18 ,  50.00 ,
                 ,  31.82 ,  17.39 ,  22.00 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner and manage ,     4 ,     8 ,    12 ,    24
 r               ,   4.21 ,   8.42 ,  12.63 ,  25.26
                 ,  16.67 ,  33.33 ,  50.00 ,
                 ,  18.18 ,  34.78 ,  24.00 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total              22      23      50      95
                  23.16   24.21   52.63  100.00

        Statistics for Table of Q01 by Q15_08
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      2.4953    0.6455
Likelihood Ratio Chi-Square   4      2.4134    0.6602
Mantel-Haenszel Chi-Square    1      0.0034    0.9532
Phi Coefficient                     0.1621
Contingency Coefficient             0.1600
Cramer's V                          0.1146
           Effective Sample Size = 95
             Frequency Missing = 12
       WARNING: 11% of the data are missing.

            Table of Q01 by Q15_09
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,       ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Manager         ,     7 ,     8 ,    32 ,    47
                 ,   7.78 ,   8.89 ,  35.56 ,  52.22
                 ,  14.89 ,  17.02 ,  68.09 ,
                 ,  38.89 ,  36.36 ,  64.00 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner           ,     7 ,     7 ,     7 ,    21
                 ,   7.78 ,   7.78 ,   7.78 ,  23.33
                 ,  33.33 ,  33.33 ,  33.33 ,
                 ,  38.89 ,  31.82 ,  14.00 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner and manage ,     4 ,     7 ,    11 ,    22
 r               ,   4.44 ,   7.78 ,  12.22 ,  24.44
                 ,  18.18 ,  31.82 ,  50.00 ,
                 ,  22.22 ,  31.82 ,  22.00 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total              18      22      50      90
                  20.00   24.44   55.56  100.00

        Statistics for Table of Q01 by Q15_09
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      8.0604    0.0894
Likelihood Ratio Chi-Square   4      8.0504    0.0897
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Mantel-Haenszel Chi-Square     1      1.4777    0.2241
Phi Coefficient                       0.2993
Contingency Coefficient               0.2867
Cramer's V                            0.2116
 WARNING: 22% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
            Effective Sample Size = 90
              Frequency Missing = 17
        WARNING: 16% of the data are missing.

              Table of Q01 by Q15_10
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Manager         ,     8 ,    15 ,    27 ,    50
                 ,  8.42 ,  15.79 ,  28.42 ,  52.63
                 ,  16.00 ,  30.00 ,  54.00 ,
                 ,  40.00 ,  55.56 ,  56.25 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner           ,     8 ,     6 ,     9 ,    23
                 ,  8.42 ,  6.32 ,  9.47 ,  24.21
                 ,  34.78 ,  26.09 ,  39.13 ,
                 ,  40.00 ,  22.22 ,  18.75 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Owner and manage ,     4 ,     6 ,    12 ,    22
 r               ,  4.21 ,  6.32 ,  12.63 ,  23.16
                 ,  18.18 ,  27.27 ,  54.55 ,
                 ,  20.00 ,  22.22 ,  25.00 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total              20      27      48      95
                  21.05   28.42   50.53   100.00

        Statistics for Table of Q01 by Q15_10
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    4      3.6310    0.4582
Likelihood Ratio Chi-Square   4      3.3951    0.4940
Mantel-Haenszel Chi-Square    1      0.2496    0.6174
Phi Coefficient                      0.1955
Contingency Coefficient              0.1919
Cramer's V                           0.1382
 WARNING: 22% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
            Effective Sample Size = 95
              Frequency Missing = 12
        WARNING: 11% of the data are missing.

              Table of Q01 by NQ16_01
    Frequency       ,
    Percent         ,
    Row Pct         ,
    Col Pct         ,      1,      2,  Total
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Manager         ,     44 ,     10 ,    54
                    ,  41.12 ,   9.35 ,  50.47
                    ,  81.48 ,  18.52 ,
                    ,  53.66 ,  40.00 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Owner           ,     21 ,     6 ,    27
                    ,  19.63 ,   5.61 ,  25.23
                    ,  77.78 ,  22.22 ,
                    ,  25.61 ,  24.00 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Owner and manage ,     17 ,     9 ,    26
    r               ,  15.89 ,   8.41 ,  24.30
                    ,  65.38 ,  34.62 ,
                    ,  20.73 ,  36.00 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total              82      25     107
                     76.64   23.36   100.00

        Statistics for Table of Q01 by NQ16_01
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.5660    0.2772
```

```
Likelihood Ratio Chi-Square    2      2.4439    0.2947
Mantel-Haenszel Chi-Square     1      2.3383    0.1262
Phi Coefficient                     0.1549
Contingency Coefficient             0.1530
Cramer's V                          0.1549
              Sample Size = 107

           Table of Q01 by NQ16_02
     Frequency      ,
     Percent        ,
     Row Pct        ,
     Col Pct        ,      1,      2,  Total
     ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
     Manager        ,    39 ,    15 ,    54
                    ,  36.45 ,  14.02 ,  50.47
                    ,  72.22 ,  27.78 ,
                    ,  55.71 ,  40.54 ,
     ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
     Owner          ,    19 ,     8 ,    27
                    ,  17.76 ,   7.48 ,  25.23
                    ,  70.37 ,  29.63 ,
                    ,  27.14 ,  21.62 ,
     ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
     Owner and manage ,    12 ,    14 ,    26
     r              ,  11.21 ,  13.08 ,  24.30
                    ,  46.15 ,  53.85 ,
                    ,  17.14 ,  37.84 ,
     ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
     Total               70      37     107
                       65.42   34.58  100.00

       Statistics for Table of Q01 by NQ16_02
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      5.6631    0.0589
Likelihood Ratio Chi-Square   2      5.4720    0.0648
Mantel-Haenszel Chi-Square    1      4.5424    0.0331
Phi Coefficient                     0.2301
Contingency Coefficient             0.2242
Cramer's V                          0.2301
              Sample Size = 107

           Table of Q01 by NQ16_03
     Frequency      ,
     Percent        ,
     Row Pct        ,
     Col Pct        ,      1,      2,  Total
     ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
     Manager        ,    45 ,     9 ,    54
                    ,  42.06 ,   8.41 ,  50.47
                    ,  83.33 ,  16.67 ,
                    ,  55.56 ,  34.62 ,
     ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
     Owner          ,    21 ,     6 ,    27
                    ,  19.63 ,   5.61 ,  25.23
                    ,  77.78 ,  22.22 ,
                    ,  25.93 ,  23.08 ,
     ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
     Owner and manage ,    15 ,    11 ,    26
     r              ,  14.02 ,  10.28 ,  24.30
                    ,  57.69 ,  42.31 ,
                    ,  18.52 ,  42.31 ,
     ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
     Total               81      26     107
                       75.70   24.30  100.00

       Statistics for Table of Q01 by NQ16_03
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      6.3574    0.0416
Likelihood Ratio Chi-Square   2      5.9730    0.0505
Mantel-Haenszel Chi-Square    1      5.7437    0.0165
Phi Coefficient                     0.2438
Contingency Coefficient             0.2368
Cramer's V                          0.2438
              Sample Size = 107

           Table of Q01 by NQ16_04
     Frequency      ,
```

```
    Percent        ,
    Row Pct        ,
    Col Pct        ,     1,     2,  Total
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Manager        ,    37 ,    17 ,    54
                   , 34.58 , 15.89 , 50.47
                   , 68.52 , 31.48 ,
                   , 49.33 , 53.13 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Owner          ,    21 ,     6 ,    27
                   , 19.63 ,  5.61 , 25.23
                   , 77.78 , 22.22 ,
                   , 28.00 , 18.75 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Owner and manage ,    17 ,     9 ,    26
    r              , 15.89 ,  8.41 , 24.30
                   , 65.38 , 34.62 ,
                   , 22.67 , 28.13 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total              75      32     107
                    70.09   29.91  100.00

      Statistics for Table of Q01 by NQ16_04
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.0995    0.5771
Likelihood Ratio Chi-Square    2      1.1361    0.5666
Mantel-Haenszel Chi-Square     1      0.0091    0.9241
Phi Coefficient                       0.1014
Contingency Coefficient               0.1009
Cramer's V                            0.1014
             Sample Size = 107

           Table of Q01 by NQ16_05
    Frequency      ,
    Percent        ,
    Row Pct        ,
    Col Pct        ,     1,     2,  Total
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Manager        ,    36 ,    18 ,    54
                   , 33.64 , 16.82 , 50.47
                   , 66.67 , 33.33 ,
                   , 57.14 , 40.91 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Owner          ,    17 ,    10 ,    27
                   , 15.89 ,  9.35 , 25.23
                   , 62.96 , 37.04 ,
                   , 26.98 , 22.73 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Owner and manage ,    10 ,    16 ,    26
    r              ,  9.35 , 14.95 , 24.30
                   , 38.46 , 61.54 ,
                   , 15.87 , 36.36 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total              63      44     107
                    58.88   41.12  100.00

      Statistics for Table of Q01 by NQ16_05
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      6.0153    0.0494
Likelihood Ratio Chi-Square    2      5.9575    0.0509
Mantel-Haenszel Chi-Square     1      5.0963    0.0240
Phi Coefficient                       0.2371
Contingency Coefficient               0.2307
Cramer's V                            0.2371
             Sample Size = 107
```

Impact of type of industry on responses

Table of Q03_1 by Q07_01

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Consumer goods	5 4.67 8.06 62.50	17 15.89 27.42 56.67	40 37.38 64.52 57.97	62 57.94
Food and beverage	3 2.80 6.67 37.50	13 12.15 28.89 43.33	29 27.10 64.44 42.03	45 42.06
Total	8 7.48	30 28.04	69 64.49	107 100.00

Statistics for Table of Q03_1 by Q07_01

Statistic	DF	Value	Prob
Chi-Square	2	0.0882	0.9568
Likelihood Ratio Chi-Square	2	0.0890	0.9565
Mantel-Haenszel Chi-Square	1	0.0274	0.8684
Phi Coefficient		0.0287	
Contingency Coefficient		0.0287	
Cramer's V		0.0287	

WARNING: 33% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Q03_1 by Q07_02

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Consumer goods	6 5.61 9.68 66.67	12 11.21 19.35 66.67	44 41.12 70.97 55.00	62 57.94
Food and beverage	3 2.80 6.67 33.33	6 5.61 13.33 33.33	36 33.64 80.00 45.00	45 42.06
Total	9 8.41	18 16.82	80 74.77	107 100.00

Statistics for Table of Q03_1 by Q07_02

Statistic	DF	Value	Prob
Chi-Square	2	1.1275	0.5691
Likelihood Ratio Chi-Square	2	1.1471	0.5635
Mantel-Haenszel Chi-Square	1	0.7822	0.3765
Phi Coefficient		0.1027	
Contingency Coefficient		0.1021	
Cramer's V		0.1027	

Sample Size = 107

Table of Q03_1 by Q07_03

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle	,Moderate, a lot	,Quite to,	Total
Consumer goods	7 6.54 11.29	10 9.35 16.13	45 42.06 72.58	62 57.94

```
           , 63.64 , 43.48 , 61.64 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     4 ,    13 ,    28 ,    45
e           ,  3.74 , 12.15 , 26.17 , 42.06
           ,  8.89 , 28.89 , 62.22 ,
           , 36.36 , 56.52 , 38.36 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             11      23      73     107
                10.28   21.50   68.22  100.00

      Statistics for Table of Q03_1 by Q07_03
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2      2.5314    0.2820
Likelihood Ratio Chi-Square  2      2.5041    0.2859
Mantel-Haenszel Chi-Square   1      0.0920    0.7616
Phi Coefficient                   0.1538
Contingency Coefficient           0.1520
Cramer's V                        0.1538
             Sample Size = 107

          Table of Q03_1 by Q07_04
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
               ,o Very l,       , a lot  ,
               ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     9 ,    10 ,    43 ,    62
               ,  8.41 ,  9.35 , 40.19 , 57.94
               , 14.52 , 16.13 , 69.35 ,
               , 69.23 , 50.00 , 58.11 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     4 ,    10 ,    31 ,    45
e           ,  3.74 ,  9.35 , 28.97 , 42.06
           ,  8.89 , 22.22 , 68.89 ,
           , 30.77 , 50.00 , 41.89 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             13      20      74     107
                12.15   18.69   69.16  100.00

      Statistics for Table of Q03_1 by Q07_04
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2      1.1983    0.5493
Likelihood Ratio Chi-Square  2      1.2157    0.5445
Mantel-Haenszel Chi-Square   1      0.3079    0.5789
Phi Coefficient                   0.1058
Contingency Coefficient           0.1052
Cramer's V                        0.1058
             Sample Size = 107

          Table of Q03_1 by Q07_05
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
               ,o Very l,       , a lot  ,
               ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     6 ,    12 ,    44 ,    62
               ,  5.61 , 11.21 , 41.12 , 57.94
               ,  9.68 , 19.35 , 70.97 ,
               , 66.67 , 57.14 , 57.14 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     3 ,     9 ,    33 ,    45
e           ,  2.80 ,  8.41 , 30.84 , 42.06
           ,  6.67 , 20.00 , 73.33 ,
           , 33.33 , 42.86 , 42.86 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             9      21      77     107
                8.41   19.63   71.96  100.00

      Statistics for Table of Q03_1 by Q07_05
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2      0.3068    0.8578
Likelihood Ratio Chi-Square  2      0.3138    0.8548
```

Mantel-Haenszel Chi-Square 1 0.2416 0.6230
Phi Coefficient 0.0535
Contingency Coefficient 0.0535
Cramer's V 0.0535
Sample Size = 107

Table of Q03_1 by Q07_06
Frequency ,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods , 6 , 15 , 41 , 62
, 5.61 , 14.02 , 38.32 , 57.94
, 9.68 , 24.19 , 66.13 ,
, 60.00 , 68.18 , 54.67 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag , 4 , 7 , 34 , 45
e , 3.74 , 6.54 , 31.78 , 42.06
, 8.89 , 15.56 , 75.56 ,
, 40.00 , 31.82 , 45.33 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 10 22 75 107
9.35 20.56 70.09 100.00

Statistics for Table of Q03_1 by Q07_06
Statistic DF Value Prob
ƒƒ
Chi-Square 2 1.2942 0.5236
Likelihood Ratio Chi-Square 2 1.3214 0.5165
Mantel-Haenszel Chi-Square 1 0.3859 0.5345
Phi Coefficient 0.1100
Contingency Coefficient 0.1093
Cramer's V 0.1100
Sample Size = 107

Table of Q03_1 by Q07_07
Frequency ,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods , 12 , 15 , 35 , 62
, 11.21 , 14.02 , 32.71 , 57.94
, 19.35 , 24.19 , 56.45 ,
, 63.16 , 62.50 , 54.69 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag , 7 , 9 , 29 , 45
e , 6.54 , 8.41 , 27.10 , 42.06
, 15.56 , 20.00 , 64.44 ,
, 36.84 , 37.50 , 45.31 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 19 24 64 107
17.76 22.43 59.81 100.00

Statistics for Table of Q03_1 by Q07_07
Statistic DF Value Prob
ƒƒ
Chi-Square 2 0.6949 0.7065
Likelihood Ratio Chi-Square 2 0.6984 0.7053
Mantel-Haenszel Chi-Square 1 0.5026 0.4784
Phi Coefficient 0.0806
Contingency Coefficient 0.0803
Cramer's V 0.0806
Sample Size = 107

Table of Q03_1 by Q07_08
Frequency ,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,

```
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,     7 ,     9 ,    46 ,    62
                 ,  6.54 ,  8.41 , 42.99 , 57.94
                 , 11.29 , 14.52 , 74.19 ,
                 , 58.33 , 52.94 , 58.97 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     5 ,     8 ,    32 ,    45
e                ,  4.67 ,  7.48 , 29.91 , 42.06
                 , 11.11 , 17.78 , 71.11 ,
                 , 41.67 , 47.06 , 41.03 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total               12      17      78     107
                  11.21   15.89   72.90  100.00

       Statistics for Table of Q03_1 by Q07_08
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.2093    0.9006
Likelihood Ratio Chi-Square   2      0.2078    0.9013
Mantel-Haenszel Chi-Square    1      0.0208    0.8854
Phi Coefficient                      0.0442
Contingency Coefficient              0.0442
Cramer's V                           0.0442
                Sample Size = 107

             Table of Q03_1 by Q08
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Disagree,Undecide,Agree to,  Total
                , to Disa,d       , agree s,
                ,gree str,        ,trongly ,
                ,ongly   ,        ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,     3 ,    10 ,    49 ,    62
                 ,  2.80 ,  9.35 , 45.79 , 57.94
                 ,  4.84 , 16.13 , 79.03 ,
                 , 60.00 , 47.62 , 60.49 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     2 ,    11 ,    32 ,    45
e                ,  1.87 , 10.28 , 29.91 , 42.06
                 ,  4.44 , 24.44 , 71.11 ,
                 , 40.00 , 52.38 , 39.51 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total               5      21      81     107
                  4.67    19.63   75.70  100.00

       Statistics for Table of Q03_1 by Q08
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.1434    0.5646
Likelihood Ratio Chi-Square   2      1.1311    0.5680
Mantel-Haenszel Chi-Square    1      0.2609    0.6095
Phi Coefficient                      0.1034
Contingency Coefficient              0.1028
Cramer's V                           0.1034
WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
                Sample Size = 107

           Table of Q03_1 by Q09_01
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Disagree,Undecide,Agree to,  Total
                , to Disa,d       , agree s,
                ,gree str,        ,trongly ,
                ,ongly   ,        ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,    11 ,     8 ,    43 ,    62
                 ,  10.28 ,  7.48 , 40.19 , 57.94
                 ,  17.74 , 12.90 , 69.35 ,
                 ,  73.33 , 61.54 , 54.43 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     4 ,     5 ,    36 ,    45
e                ,  3.74 ,  4.67 , 33.64 , 42.06
                 ,  8.89 , 11.11 , 80.00 ,
                 , 26.67 , 38.46 , 45.57 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
```

Total	15	13	79	107
	14.02	12.15	73.83	100.00

Statistics for Table of Q03_1 by Q09_01

Statistic	DF	Value	Prob
Chi-Square	2	1.9269	0.3816
Likelihood Ratio Chi-Square	2	2.0042	0.3671
Mantel-Haenszel Chi-Square	1	1.9060	0.1674
Phi Coefficient		0.1342	
Contingency Coefficient		0.1330	
Cramer's V		0.1342	

Sample Size = 107

Table of Q03_1 by Q09_02

Frequency Percent Row Pct Col Pct	Disagree to Disagree strongly	Undecided	Agree to agree strongly	Total
Consumer goods	4 3.74 6.45 40.00	6 5.61 9.68 66.67	52 48.60 83.87 59.09	62 57.94
Food and beverage	6 5.61 13.33 60.00	3 2.80 6.67 33.33	36 33.64 80.00 40.91	45 42.06
Total	10 9.35	9 8.41	88 82.24	107 100.00

Statistics for Table of Q03_1 by Q09_02

Statistic	DF	Value	Prob
Chi-Square	2	1.6498	0.4383
Likelihood Ratio Chi-Square	2	1.6350	0.4415
Mantel-Haenszel Chi-Square	1	1.0137	0.3140
Phi Coefficient		0.1242	
Contingency Coefficient		0.1232	
Cramer's V		0.1242	

WARNING: 33% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Q03_1 by Q09_03

Frequency Percent Row Pct Col Pct	Disagree to Disagree strongly	Undecided	Agree to agree strongly	Total
Consumer goods	6 5.61 9.68 85.71	5 4.67 8.06 33.33	51 47.66 82.26 60.00	62 57.94
Food and beverage	1 0.93 2.22 14.29	10 9.35 22.22 66.67	34 31.78 75.56 40.00	45 42.06
Total	7 6.54	15 14.02	85 79.44	107 100.00

Statistics for Table of Q03_1 by Q09_03

Statistic	DF	Value	Prob
Chi-Square	2	6.0909	0.0476
Likelihood Ratio Chi-Square	2	6.3720	0.0413
Mantel-Haenszel Chi-Square	1	0.2826	0.5950
Phi Coefficient		0.2386	
Contingency Coefficient		0.2321	

```
Cramer's V                      0.2386
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
              Sample Size = 107


           Table of Q03_1 by Q09_04
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Disagree,Undecide,Agree to,  Total
              , to Disa,d       , agree s,
              ,gree str,        ,trongly ,
              ,ongly   ,        ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Consumer goods   ,     6 ,     11 ,     45 ,     62
              ,   5.61 ,  10.28 ,  42.06 ,  57.94
              ,   9.68 ,  17.74 ,  72.58 ,
              ,  66.67 ,  47.83 ,  60.00 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Food and beverag ,     3 ,     12 ,     30 ,     45
 e                ,   2.80 ,  11.21 ,  28.04 ,  42.06
              ,   6.67 ,  26.67 ,  66.67 ,
              ,  33.33 ,  52.17 ,  40.00 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total                 9       23       75      107
                    8.41    21.50    70.09   100.00

       Statistics for Table of Q03_1 by Q09_04
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.3773    0.5023
Likelihood Ratio Chi-Square    2      1.3708    0.5039
Mantel-Haenszel Chi-Square     1      0.0000    0.9950
Phi Coefficient                       0.1135
Contingency Coefficient               0.1127
Cramer's V                            0.1135
              Sample Size = 107

           Table of Q03_1 by Q09_05
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Disagree,Undecide,Agree to,  Total
              , to Disa,d       , agree s,
              ,gree str,        ,trongly ,
              ,ongly   ,        ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Consumer goods   ,     3 ,     11 ,     48 ,     62
              ,   2.80 ,  10.28 ,  44.86 ,  57.94
              ,   4.84 ,  17.74 ,  77.42 ,
              ,  60.00 ,  73.33 ,  55.17 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Food and beverag ,     2 ,     4 ,     39 ,     45
 e                ,   1.87 ,   3.74 ,  36.45 ,  42.06
              ,   4.44 ,   8.89 ,  86.67 ,
              ,  40.00 ,  26.67 ,  44.83 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total                 5       15       87      107
                    4.67    14.02    81.31   100.00

       Statistics for Table of Q03_1 by Q09_05
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.7407    0.4188
Likelihood Ratio Chi-Square    2      1.8186    0.4028
Mantel-Haenszel Chi-Square     1      0.5396    0.4626
Phi Coefficient                       0.1275
Contingency Coefficient               0.1265
Cramer's V                            0.1275
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
              Sample Size = 107

           Table of Q03_1 by Q09_06
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Disagree,Undecide,Agree to,  Total
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             , to Disa,d       , agree s,
             ,gree str,        ,trongly ,
             ,ongly   ,        ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,      7 ,     5 ,     50 ,    62
             ,   6.54 ,   4.67 ,  46.73 ,  57.94
             ,  11.29 ,   8.06 ,  80.65 ,
             ,  77.78 ,  31.25 ,  60.98 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      2 ,     11 ,     32 ,    45
e            ,   1.87 ,  10.28 ,  29.91 ,  42.06
             ,   4.44 ,  24.44 ,  71.11 ,
             ,  22.22 ,  68.75 ,  39.02 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                9      16       82      107
                  8.41    14.95    76.64   100.00

       Statistics for Table of Q03_1 by Q09_06
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      6.4406    0.0399
Likelihood Ratio Chi-Square   2      6.5190    0.0384
Mantel-Haenszel Chi-Square    1      0.0599    0.8066
Phi Coefficient                      0.2453
Contingency Coefficient              0.2383
Cramer's V                           0.2453
               Sample Size = 107

            Table of Q03_1 by Q09_07
Frequency        ,
Percent          ,
Row Pct          ,
Col Pct          ,Disagree,Undecide,Agree to,  Total
             , to Disa,d       , agree s,
             ,gree str,        ,trongly ,
             ,ongly   ,        ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,      7 ,     10 ,     45 ,    62
             ,   6.54 ,   9.35 ,  42.06 ,  57.94
             ,  11.29 ,  16.13 ,  72.58 ,
             ,  50.00 ,  55.56 ,  60.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      7 ,      8 ,     30 ,    45
e            ,   6.54 ,   7.48 ,  28.04 ,  42.06
             ,  15.56 ,  17.78 ,  66.67 ,
             ,  50.00 ,  44.44 ,  40.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                14      18       75      107
                  13.08    16.82    70.09   100.00

       Statistics for Table of Q03_1 by Q09_07
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.5348    0.7654
Likelihood Ratio Chi-Square   2      0.5306    0.7670
Mantel-Haenszel Chi-Square    1      0.5226    0.4698
Phi Coefficient                      0.0707
Contingency Coefficient              0.0705
Cramer's V                           0.0707
               Sample Size = 107

            Table of Q03_1 by Q09_08
Frequency        ,
Percent          ,
Row Pct          ,
Col Pct          ,Disagree,Undecide,Agree to,  Total
             , to Disa,d       , agree s,
             ,gree str,        ,trongly ,
             ,ongly   ,        ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,      5 ,      8 ,     49 ,    62
             ,   4.67 ,   7.48 ,  45.79 ,  57.94
             ,   8.06 ,  12.90 ,  79.03 ,
             ,  50.00 ,  57.14 ,  59.04 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      5 ,      6 ,     34 ,    45
e            ,   4.67 ,   5.61 ,  31.78 ,  42.06
             ,  11.11 ,  13.33 ,  75.56 ,
             ,  50.00 ,  42.86 ,  40.96 ,
```

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ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total               10       14       83      107
                  9.35    13.08    77.57   100.00

       Statistics for Table of Q03_1 by Q09_08
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.3033    0.8593
Likelihood Ratio Chi-Square    2      0.3001    0.8607
Mantel-Haenszel Chi-Square     1      0.2947    0.5873
Phi Coefficient                       0.0532
Contingency Coefficient               0.0532
Cramer's V                            0.0532
               Sample Size = 107

            Table of Q03_1 by Q09_09
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Disagree,Undecide,Agree to,  Total
               , to Disa,d       , agree s,
               ,gree str,        ,trongly ,
               ,ongly   ,        ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,     6 ,     12 ,     44 ,     62
               ,   5.61 ,  11.21 ,  41.12 ,  57.94
               ,   9.68 ,  19.35 ,  70.97 ,
               ,  54.55 ,  70.59 ,  55.70 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     5 ,     5 ,     35 ,     45
e              ,   4.67 ,   4.67 ,  32.71 ,  42.06
               ,  11.11 ,  11.11 ,  77.78 ,
               ,  45.45 ,  29.41 ,  44.30 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total               11       17       79      107
                  10.28    15.89    73.83   100.00

       Statistics for Table of Q03_1 by Q09_09
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.3312    0.5140
Likelihood Ratio Chi-Square    2      1.3761    0.5026
Mantel-Haenszel Chi-Square     1      0.0464    0.8295
Phi Coefficient                       0.1115
Contingency Coefficient               0.1109
Cramer's V                            0.1115
               Sample Size = 107

            Table of Q03_1 by Q11_01
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
               ,o Very l,       , a lot  ,
               ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,     3 ,     6 ,     53 ,     62
               ,   2.80 ,   5.61 ,  49.53 ,  57.94
               ,   4.84 ,   9.68 ,  85.48 ,
               ,  75.00 ,  40.00 ,  60.23 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     1 ,     9 ,     35 ,     45
e              ,   0.93 ,   8.41 ,  32.71 ,  42.06
               ,   2.22 ,  20.00 ,  77.78 ,
               ,  25.00 ,  60.00 ,  39.77 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total               4       15       88      107
                  3.74    14.02    82.24   100.00

       Statistics for Table of Q03_1 by Q11_01
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      2.6477    0.2661
Likelihood Ratio Chi-Square    2      2.6461    0.2663
Mantel-Haenszel Chi-Square     1      0.0383    0.8449
Phi Coefficient                       0.1573
Contingency Coefficient               0.1554
Cramer's V                            0.1573
WARNING: 33% of the cells have expected counts less
```

than 5. Chi-Square may not be a valid test.
Sample Size = 107

Table of Q03_1 by Q11_02

Frequency , Percent , Row Pct , Col Pct	,Little t,Moderate,Quite to, Total ,o Very l, , a lot , ,ittle , , ,
Consumer goods	0 , 7 , 53 , 60
	, 0.00 , 6.67 , 50.48 , 57.14
	, 0.00 , 11.67 , 88.33 ,
	, 0.00 , 58.33 , 57.61 ,
Food and beverag , e	1 , 5 , 39 , 45
	, 0.95 , 4.76 , 37.14 , 42.86
	, 2.22 , 11.11 , 86.67 ,
	, 100.00 , 41.67 , 42.39 ,
Total	1 12 92 105
	0.95 11.43 87.62 100.00

Statistics for Table of Q03_1 by Q11_02

Statistic	DF	Value	Prob
Chi-Square	2	1.3484	0.5096
Likelihood Ratio Chi-Square	2	1.7097	0.4253
Mantel-Haenszel Chi-Square	1	0.2862	0.5927
Phi Coefficient		0.1133	
Contingency Coefficient		0.1126	
Cramer's V		0.1133	

WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Effective Sample Size = 105
Frequency Missing = 2

Table of Q03_1 by Q11_03

Frequency , Percent , Row Pct , Col Pct	,Little t,Moderate,Quite to, Total ,o Very l, , a lot , ,ittle , , ,
Consumer goods	4 , 7 , 51 , 62
	, 3.74 , 6.54 , 47.66 , 57.94
	, 6.45 , 11.29 , 82.26 ,
	, 80.00 , 53.85 , 57.30 ,
Food and beverag , e	1 , 6 , 38 , 45
	, 0.93 , 5.61 , 35.51 , 42.06
	, 2.22 , 13.33 , 84.44 ,
	, 20.00 , 46.15 , 42.70 ,
Total	5 13 89 107
	4.67 12.15 83.18 100.00

Statistics for Table of Q03_1 by Q11_03

Statistic	DF	Value	Prob
Chi-Square	2	1.1027	0.5762
Likelihood Ratio Chi-Square	2	1.1977	0.5494
Mantel-Haenszel Chi-Square	1	0.6181	0.4318
Phi Coefficient		0.1015	
Contingency Coefficient		0.1010	
Cramer's V		0.1015	

WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.
Sample Size = 107

Table of Q03_1 by Q11_04

Frequency , Percent , Row Pct , Col Pct	,Little t,Moderate,Quite to, Total ,o Very l, , a lot , ,ittle , , ,

```
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,     4 ,     9 ,    48 ,    61
                 ,  3.77 ,  8.49 , 45.28 , 57.55
                 ,  6.56 , 14.75 , 78.69 ,
                 , 57.14 , 50.00 , 59.26 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     3 ,     9 ,    33 ,    45
e                ,  2.83 ,  8.49 , 31.13 , 42.45
                 ,  6.67 , 20.00 , 73.33 ,
                 , 42.86 , 50.00 , 40.74 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total                7      18      81     106
                  6.60   16.98   76.42  100.00

       Statistics for Table of Q03_1 by Q11_04
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.5173    0.7721
Likelihood Ratio Chi-Square    2      0.5129    0.7738
Mantel-Haenszel Chi-Square     1      0.1267    0.7218
Phi Coefficient                      0.0699
Contingency Coefficient              0.0697
Cramer's V                           0.0699
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 106
             Frequency Missing = 1

           Table of Q03_1 by Q11_05
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,     6 ,    13 ,    42 ,    61
                 ,  5.66 , 12.26 , 39.62 , 57.55
                 ,  9.84 , 21.31 , 68.85 ,
                 , 66.67 , 68.42 , 53.85 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     3 ,     6 ,    36 ,    45
e                ,  2.83 ,  5.66 , 33.96 , 42.45
                 ,  6.67 , 13.33 , 80.00 ,
                 , 33.33 , 31.58 , 46.15 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total                9      19      78     106
                  8.49   17.92   73.58  100.00

       Statistics for Table of Q03_1 by Q11_05
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.6633    0.4353
Likelihood Ratio Chi-Square    2      1.6977    0.4279
Mantel-Haenszel Chi-Square     1      1.0388    0.3081
Phi Coefficient                      0.1253
Contingency Coefficient              0.1243
Cramer's V                           0.1253
           Effective Sample Size = 106
             Frequency Missing = 1

           Table of Q03_1 by Q11_06
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,     4 ,    16 ,    39 ,    59
                 ,  3.85 , 15.38 , 37.50 , 56.73
                 ,  6.78 , 27.12 , 66.10 ,
                 , 66.67 , 57.14 , 55.71 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     2 ,    12 ,    31 ,    45
e                ,  1.92 , 11.54 , 29.81 , 43.27
                 ,  4.44 , 26.67 , 68.89 ,
                 , 33.33 , 42.86 , 44.29 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
```

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Total                6      28      70      104
                  5.77   26.92   67.31   100.00

       Statistics for Table of Q03_1 by Q11_06
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.2727    0.8725
Likelihood Ratio Chi-Square   2      0.2789    0.8698
Mantel-Haenszel Chi-Square    1      0.2372    0.6262
Phi Coefficient                      0.0512
Contingency Coefficient              0.0511
Cramer's V                           0.0512
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 104
             Frequency Missing = 3

            Table of Q03_1 by Q11_07
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Consumer goods   ,     0 ,     3 ,    59 ,    62
                  ,   0.00 ,   2.80 ,  55.14 ,  57.94
                  ,   0.00 ,   4.84 ,  95.16 ,
                  ,   0.00 ,  42.86 ,  59.60 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Food and beverag ,     1 ,     4 ,    40 ,    45
 e                ,   0.93 ,   3.74 ,  37.38 ,  42.06
                  ,   2.22 ,   8.89 ,  88.89 ,
                  , 100.00 ,  57.14 ,  40.40 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total                1       7      99      107
                   0.93    6.54   92.52   100.00

       Statistics for Table of Q03_1 by Q11_07
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.1425    0.3426
Likelihood Ratio Chi-Square   2      2.4864    0.2885
Mantel-Haenszel Chi-Square    1      1.9471    0.1629
Phi Coefficient                      0.1415
Contingency Coefficient              0.1401
Cramer's V                           0.1415
 WARNING: 67% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
              Sample Size = 107

            Table of Q03_1 by Q11_08
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Consumer goods   ,     2 ,     3 ,    57 ,    62
                  ,   1.87 ,   2.80 ,  53.27 ,  57.94
                  ,   3.23 ,   4.84 ,  91.94 ,
                  ,  33.33 ,  42.86 ,  60.64 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Food and beverag ,     4 ,     4 ,    37 ,    45
 e                ,   3.74 ,   3.74 ,  34.58 ,  42.06
                  ,   8.89 ,   8.89 ,  82.22 ,
                  ,  66.67 ,  57.14 ,  39.36 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total                6       7      94      107
                   5.61    6.54   87.85   100.00

       Statistics for Table of Q03_1 by Q11_08
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.4251    0.2974
Likelihood Ratio Chi-Square   2      2.3986    0.3014
Mantel-Haenszel Chi-Square    1      2.3654    0.1240
Phi Coefficient                      0.1505
```

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Contingency Coefficient              0.1489
Cramer's V                           0.1505
 WARNING: 67% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
                Sample Size = 107

            Table of Q03_1 by Q11_09
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Consumer goods   ,      8 ,     9 ,     39 ,     56
                 ,   8.00 ,   9.00 ,  39.00 ,  56.00
                 ,  14.29 ,  16.07 ,  69.64 ,
                 ,  57.14 ,  50.00 ,  57.35 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Food and beverag ,      6 ,     9 ,     29 ,     44
 e                ,   6.00 ,   9.00 ,  29.00 ,  44.00
                 ,  13.64 ,  20.45 ,  65.91 ,
                 ,  42.86 ,  50.00 ,  42.65 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total               14       18       68      100
                   14.00    18.00    68.00   100.00

       Statistics for Table of Q03_1 by Q11_09
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.3209    0.8518
Likelihood Ratio Chi-Square   2      0.3192    0.8525
Mantel-Haenszel Chi-Square    1      0.0134    0.9079
Phi Coefficient                      0.0567
Contingency Coefficient              0.0566
Cramer's V                           0.0567
           Effective Sample Size = 100
             Frequency Missing = 7

            Table of Q03_1 by Q11_10
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Consumer goods   ,      4 ,     11 ,     42 ,     57
                 ,   3.96 ,  10.89 ,  41.58 ,  56.44
                 ,   7.02 ,  19.30 ,  73.68 ,
                 ,  57.14 ,  50.00 ,  58.33 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Food and beverag ,      3 ,     11 ,     30 ,     44
 e                ,   2.97 ,  10.89 ,  29.70 ,  43.56
                 ,   6.82 ,  25.00 ,  68.18 ,
                 ,  42.86 ,  50.00 ,  41.67 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total               7       22       72      101
                   6.93    21.78    71.29   100.00

       Statistics for Table of Q03_1 by Q11_10
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.4775    0.7876
Likelihood Ratio Chi-Square   2      0.4748    0.7887
Mantel-Haenszel Chi-Square    1      0.0970    0.7555
Phi Coefficient                      0.0688
Contingency Coefficient              0.0686
Cramer's V                           0.0688
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 101
             Frequency Missing = 6

            Table of Q03_1 by Q11_11
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
```

```
            ,o Very l,       , a lot  ,
            ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,      7 ,     4 ,    47 ,    58
            ,   6.86 ,   3.92 ,  46.08 ,  56.86
            ,  12.07 ,   6.90 ,  81.03 ,
            ,  77.78 ,  33.33 ,  58.02 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      2 ,     8 ,    34 ,    44
e            ,   1.96 ,   7.84 ,  33.33 ,  43.14
            ,   4.55 ,  18.18 ,  77.27 ,
            ,  22.22 ,  66.67 ,  41.98 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total               9      12      81     102
                 8.82    11.76    79.41   100.00

       Statistics for Table of Q03_1 by Q11_11
Statistic                  DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                  2      4.3581    0.1132
Likelihood Ratio Chi-Square    2      4.4690    0.1070
Mantel-Haenszel Chi-Square     1      0.4121    0.5209
Phi Coefficient                   0.2067
Contingency Coefficient              0.2024
Cramer's V                        0.2067
           Effective Sample Size = 102
             Frequency Missing = 5

           Table of Q03_1 by Q11_12
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
            ,o Very l,       , a lot  ,
            ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,      1 ,     4 ,    55 ,    60
            ,   0.95 ,   3.81 ,  52.38 ,  57.14
            ,   1.67 ,   6.67 ,  91.67 ,
            ,  50.00 ,  50.00 ,  57.89 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      1 ,     4 ,    40 ,    45
e            ,   0.95 ,   3.81 ,  38.10 ,  42.86
            ,   2.22 ,   8.89 ,  88.89 ,
            ,  50.00 ,  50.00 ,  42.11 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total               2       8      95     105
                 1.90     7.62    90.48   100.00

       Statistics for Table of Q03_1 by Q11_12
Statistic                  DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                  2      0.2303    0.8912
Likelihood Ratio Chi-Square    2      0.2282    0.8922
Mantel-Haenszel Chi-Square     1      0.2031    0.6522
Phi Coefficient                   0.0468
Contingency Coefficient              0.0468
Cramer's V                        0.0468
 WARNING: 67% of the cells have expected counts less
         than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 105
             Frequency Missing = 2

           Table of Q03_1 by Q12_01
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
            ,o Very l,       , a lot  ,
            ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,      6 ,     5 ,    45 ,    56
            ,   6.00 ,   5.00 ,  45.00 ,  56.00
            ,  10.71 ,   8.93 ,  80.36 ,
            ,  54.55 ,  55.56 ,  56.25 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      5 ,     4 ,    35 ,    44
e            ,   5.00 ,   4.00 ,  35.00 ,  44.00
            ,  11.36 ,   9.09 ,  79.55 ,
```

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             ,  45.45 ,  44.44 ,  43.75 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total               11       9      80      100
                 11.00     9.00   80.00   100.00

       Statistics for Table of Q03_1 by Q12_01
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.0122    0.9939
Likelihood Ratio Chi-Square    2      0.0122    0.9939
Mantel-Haenszel Chi-Square     1      0.0120    0.9127
Phi Coefficient                       0.0110
Contingency Coefficient               0.0110
Cramer's V                            0.0110
 WARNING: 33% of the cells have expected counts less
         than 5. Chi-Square may not be a valid test.
            Effective Sample Size = 100
              Frequency Missing = 7

            Table of Q03_1 by Q12_02
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Consumer goods   ,      7 ,     4 ,     50 ,     61
                  ,   6.80 ,   3.88 ,  48.54 ,  59.22
                  ,  11.48 ,   6.56 ,  81.97 ,
                  ,  70.00 ,  57.14 ,  58.14 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Food and beverag ,      3 ,     3 ,     36 ,     42
 e                ,   2.91 ,   2.91 ,  34.95 ,  40.78
                  ,   7.14 ,   7.14 ,  85.71 ,
                  ,  30.00 ,  42.86 ,  41.86 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total               10       7      86      103
                   9.71     6.80   83.50   100.00

       Statistics for Table of Q03_1 by Q12_02
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.5353    0.7652
Likelihood Ratio Chi-Square    2      0.5532    0.7583
Mantel-Haenszel Chi-Square     1      0.4669    0.4944
Phi Coefficient                       0.0721
Contingency Coefficient               0.0719
Cramer's V                            0.0721
 WARNING: 50% of the cells have expected counts less
         than 5. Chi-Square may not be a valid test.
            Effective Sample Size = 103
              Frequency Missing = 4

            Table of Q03_1 by Q12_03
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Consumer goods   ,     11 ,     8 ,     41 ,     60
                  ,  10.58 ,   7.69 ,  39.42 ,  57.69
                  ,  18.33 ,  13.33 ,  68.33 ,
                  ,  84.62 ,  47.06 ,  55.41 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Food and beverag ,      2 ,     9 ,     33 ,     44
 e                ,   1.92 ,   8.65 ,  31.73 ,  42.31
                  ,   4.55 ,  20.45 ,  75.00 ,
                  ,  15.38 ,  52.94 ,  44.59 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total               13      17      74      104
                   12.50    16.35   71.15   100.00

       Statistics for Table of Q03_1 by Q12_03
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      4.8067    0.0904
```

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Likelihood Ratio Chi-Square    2      5.3135    0.0702
Mantel-Haenszel Chi-Square     1      2.9522    0.0858
Phi Coefficient                     0.2150
Contingency Coefficient             0.2102
Cramer's V                          0.2150
          Effective Sample Size = 104
            Frequency Missing = 3

           Table of Q03_1 by Q12_04
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     11 ,     10 ,     34 ,     55
                 ,  11.34 ,  10.31 ,  35.05 ,  56.70
                 ,  20.00 ,  18.18 ,  61.82 ,
                 ,  73.33 ,  58.82 ,  52.31 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      4 ,      7 ,     31 ,     42
e                ,   4.12 ,   7.22 ,  31.96 ,  43.30
                 ,   9.52 ,  16.67 ,  73.81 ,
                 ,  26.67 ,  41.18 ,  47.69 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                 15       17       65       97
                   15.46    17.53    67.01   100.00

       Statistics for Table of Q03_1 by Q12_04
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.2324    0.3275
Likelihood Ratio Chi-Square   2      2.3201    0.3135
Mantel-Haenszel Chi-Square    1      2.2080    0.1373
Phi Coefficient                     0.1517
Contingency Coefficient             0.1500
Cramer's V                          0.1517
          Effective Sample Size = 97
            Frequency Missing = 10

           Table of Q03_1 by Q12_05
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,      9 ,     11 ,     38 ,     58
                 ,   8.91 ,  10.89 ,  37.62 ,  57.43
                 ,  15.52 ,  18.97 ,  65.52 ,
                 ,  69.23 ,  52.38 ,  56.72 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      4 ,     10 ,     29 ,     43
e                ,   3.96 ,   9.90 ,  28.71 ,  42.57
                 ,   9.30 ,  23.26 ,  67.44 ,
                 ,  30.77 ,  47.62 ,  43.28 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                 13       21       67      101
                   12.87    20.79    66.34   100.00

       Statistics for Table of Q03_1 by Q12_05
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.9734    0.6147
Likelihood Ratio Chi-Square   2      0.9978    0.6072
Mantel-Haenszel Chi-Square    1      0.4971    0.4808
Phi Coefficient                     0.0982
Contingency Coefficient             0.0977
Cramer's V                          0.0982
          Effective Sample Size = 101
            Frequency Missing = 6

           Table of Q03_1 by Q12_06
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
```

```
            ,o Very l,       , a lot  ,
            ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     12 ,     11 ,     34 ,     57
            ,  12.37 ,  11.34 ,  35.05 ,  58.76
            ,  21.05 ,  19.30 ,  59.65 ,
            ,  66.67 ,  45.83 ,  61.82 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      6 ,     13 ,     21 ,     40
e            ,   6.19 ,  13.40 ,  21.65 ,  41.24
            ,  15.00 ,  32.50 ,  52.50 ,
            ,  33.33 ,  54.17 ,  38.18 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              18       24       55       97
                 18.56    24.74    56.70   100.00

       Statistics for Table of Q03_1 by Q12_06
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.3316    0.3117
Likelihood Ratio Chi-Square   2      2.3128    0.3146
Mantel-Haenszel Chi-Square    1      0.0450    0.8321
Phi Coefficient                      0.1550
Contingency Coefficient              0.1532
Cramer's V                           0.1550
           Effective Sample Size = 97
             Frequency Missing = 10

           Table of Q03_1 by Q12_07
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
            ,o Very l,       , a lot  ,
            ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,      8 ,     11 ,     40 ,     59
            ,   8.25 ,  11.34 ,  41.24 ,  60.82
            ,  13.56 ,  18.64 ,  67.80 ,
            ,  72.73 ,  50.00 ,  62.50 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      3 ,     11 ,     24 ,     38
e            ,   3.09 ,  11.34 ,  24.74 ,  39.18
            ,   7.89 ,  28.95 ,  63.16 ,
            ,  27.27 ,  50.00 ,  37.50 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              11       22       64       97
                 11.34    22.68    65.98   100.00

       Statistics for Table of Q03_1 by Q12_07
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.8112    0.4043
Likelihood Ratio Chi-Square   2      1.8184    0.4028
Mantel-Haenszel Chi-Square    1      0.1106    0.7395
Phi Coefficient                      0.1366
Contingency Coefficient              0.1354
Cramer's V                           0.1366
           Effective Sample Size = 97
             Frequency Missing = 10

           Table of Q03_1 by Q12_08
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
            ,o Very l,       , a lot  ,
            ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,      5 ,      3 ,     50 ,     58
            ,   5.00 ,   3.00 ,  50.00 ,  58.00
            ,   8.62 ,   5.17 ,  86.21 ,
            ,  62.50 ,  27.27 ,  61.73 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      3 ,      8 ,     31 ,     42
e            ,   3.00 ,   8.00 ,  31.00 ,  42.00
            ,   7.14 ,  19.05 ,  73.81 ,
            ,  37.50 ,  72.73 ,  38.27 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
```

```
Total               8      11      81      100
                 8.00   11.00   81.00   100.00

      Statistics for Table of Q03_1 by Q12_08
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      4.7922    0.0911
Likelihood Ratio Chi-Square   2      4.7912    0.0911
Mantel-Haenszel Chi-Square    1      0.3039    0.5815
Phi Coefficient                      0.2189
Contingency Coefficient              0.2138
Cramer's V                           0.2189
 WARNING: 50% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 100
            Frequency Missing = 7

           Table of Q03_1 by Q12_09
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Consumer goods  ,     6 ,     5 ,    50 ,    61
                 ,   5.83 ,   4.85 ,  48.54 ,  59.22
                 ,   9.84 ,   8.20 ,  81.97 ,
                 ,  75.00 ,  41.67 ,  60.24 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Food and beverag ,     2 ,     7 ,    33 ,    42
 e                ,   1.94 ,   6.80 ,  32.04 ,  40.78
                  ,   4.76 ,  16.67 ,  78.57 ,
                  ,  25.00 ,  58.33 ,  39.76 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total               8      12      83      103
                  7.77   11.65   80.58   100.00

      Statistics for Table of Q03_1 by Q12_09
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.3918    0.3024
Likelihood Ratio Chi-Square   2      2.4096    0.2998
Mantel-Haenszel Chi-Square    1      0.1620    0.6873
Phi Coefficient                      0.1524
Contingency Coefficient              0.1506
Cramer's V                           0.1524
 WARNING: 50% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.

          Effective Sample Size = 103
            Frequency Missing = 4

           Table of Q03_1 by Q12_10
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Consumer goods  ,     9 ,     4 ,    46 ,    59
                 ,   8.74 ,   3.88 ,  44.66 ,  57.28
                 ,  15.25 ,   6.78 ,  77.97 ,
                 ,  69.23 ,  44.44 ,  56.79 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Food and beverag ,     4 ,     5 ,    35 ,    44
 e                ,   3.88 ,   4.85 ,  33.98 ,  42.72
                  ,   9.09 ,  11.36 ,  79.55 ,
                  ,  30.77 ,  55.56 ,  43.21 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
 Total               13       9      81      103
                  12.62    8.74   78.64   100.00

      Statistics for Table of Q03_1 by Q12_10
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.3727    0.5034
Likelihood Ratio Chi-Square   2      1.3911    0.4988
```

```
Mantel-Haenszel Chi-Square     1      0.4797    0.4886
Phi Coefficient                       0.1154
Contingency Coefficient               0.1147
Cramer's V                            0.1154
          Effective Sample Size = 103
            Frequency Missing = 4

           Table of Q03_1 by Q12_11
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
              ,o Very l,       , a lot  ,
              ,ittle   ,       ,       ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Consumer goods   ,      6 ,     14 ,     35 ,     55
              ,   6.12 ,  14.29 ,  35.71 ,  56.12
              ,  10.91 ,  25.45 ,  63.64 ,
              ,  60.00 ,  56.00 ,  55.56 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Food and beverag ,      4 ,     11 ,     28 ,     43
 e                ,   4.08 ,  11.22 ,  28.57 ,  43.88
              ,   9.30 ,  25.58 ,  65.12 ,
              ,  40.00 ,  44.00 ,  44.44 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total                10       25       63       98
                   10.20    25.51    64.29   100.00

       Statistics for Table of Q03_1 by Q12_11
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.0694    0.9659
Likelihood Ratio Chi-Square   2      0.0699    0.9657
Mantel-Haenszel Chi-Square    1      0.0613    0.8045
Phi Coefficient                      0.0266
Contingency Coefficient              0.0266
Cramer's V                           0.0266
          Effective Sample Size = 98
            Frequency Missing = 9

           Table of Q03_1 by Q12_12
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
              ,o Very l,       , a lot  ,
              ,ittle   ,       ,       ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Consumer goods   ,      7 ,     10 ,     40 ,     57
              ,   7.22 ,  10.31 ,  41.24 ,  58.76
              ,  12.28 ,  17.54 ,  70.18 ,
              ,  70.00 ,  43.48 ,  62.50 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Food and beverag ,      3 ,     13 ,     24 ,     40
 e                ,   3.09 ,  13.40 ,  24.74 ,  41.24
              ,   7.50 ,  32.50 ,  60.00 ,
              ,  30.00 ,  56.52 ,  37.50 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total                10       23       64       97
                   10.31    23.71    65.98   100.00

       Statistics for Table of Q03_1 by Q12_12
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      3.1074    0.2115
Likelihood Ratio Chi-Square   2      3.0860    0.2137
Mantel-Haenszel Chi-Square    1      0.0010    0.9746
Phi Coefficient                      0.1790
Contingency Coefficient              0.1762
Cramer's V                           0.1790
          Effective Sample Size = 97
            Frequency Missing = 10

           Table of Q03_1 by Q12_13
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
              ,o Very l,       , a lot  ,
```

```
            ,ittle   ,      ,      ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,    11 ,    15 ,    31 ,    57
            ,  11.11 ,  15.15 ,  31.31 ,  57.58
            ,  19.30 ,  26.32 ,  54.39 ,
            ,  78.57 ,  65.22 ,  50.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     3 ,     8 ,    31 ,    42
e            ,   3.03 ,   8.08 ,  31.31 ,  42.42
            ,   7.14 ,  19.05 ,  73.81 ,
            ,  21.43 ,  34.78 ,  50.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              14      23      62      99
                14.14   23.23   62.63   100.00

       Statistics for Table of Q03_1 by Q12_13
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      4.5332    0.1037
Likelihood Ratio Chi-Square   2      4.7430    0.0933
Mantel-Haenszel Chi-Square    1      4.2632    0.0389
Phi Coefficient                      0.2140
Contingency Coefficient              0.2092
Cramer's V                           0.2140
           Effective Sample Size = 99
             Frequency Missing = 8

           Table of Q03_1 by Q12_14
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
            ,o Very l,       , a lot  ,
            ,ittle   ,      ,      ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     5 ,    13 ,    42 ,    60
            ,   4.81 ,  12.50 ,  40.38 ,  57.69
            ,   8.33 ,  21.67 ,  70.00 ,
            ,  62.50 ,  59.09 ,  56.76 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     3 ,     9 ,    32 ,    44
e            ,   2.88 ,   8.65 ,  30.77 ,  42.31
            ,   6.82 ,  20.45 ,  72.73 ,
            ,  37.50 ,  40.91 ,  43.24 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              8      22      74      104
                7.69   21.15   71.15   100.00

       Statistics for Table of Q03_1 by Q12_14
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.1199    0.9418
Likelihood Ratio Chi-Square   2      0.1208    0.9414
Mantel-Haenszel Chi-Square    1      0.1177    0.7316
Phi Coefficient                      0.0340
Contingency Coefficient              0.0339
Cramer's V                           0.0340
 WARNING: 33% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 104
             Frequency Missing = 3

           Table of Q03_1 by Q12_15
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
            ,o Very l,       , a lot  ,
            ,ittle   ,      ,      ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     9 ,    11 ,    35 ,    55
            ,   9.18 ,  11.22 ,  35.71 ,  56.12
            ,  16.36 ,  20.00 ,  63.64 ,
            ,  50.00 ,  57.89 ,  57.38 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     9 ,     8 ,    26 ,    43
e            ,   9.18 ,   8.16 ,  26.53 ,  43.88
            ,  20.93 ,  18.60 ,  60.47 ,
            ,  50.00 ,  42.11 ,  42.62 ,
```

```
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              18      19      61      98
                 18.37   19.39   62.24  100.00

      Statistics for Table of Q03_1 by Q12_15
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.3372    0.8448
Likelihood Ratio Chi-Square    2      0.3353    0.8456
Mantel-Haenszel Chi-Square     1      0.2799    0.5968
Phi Coefficient                      0.0587
Contingency Coefficient              0.0586
Cramer's V                           0.0587
          Effective Sample Size = 98
            Frequency Missing = 9

           Table of Q03_1 by Q12_16
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,      9 ,     18 ,     28 ,     55
                 ,   9.18 ,  18.37 ,  28.57 ,  56.12
                 ,  16.36 ,  32.73 ,  50.91 ,
                 ,  56.25 ,  64.29 ,  51.85 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      7 ,     10 ,     26 ,     43
e                ,   7.14 ,  10.20 ,  26.53 ,  43.88
                 ,  16.28 ,  23.26 ,  60.47 ,
                 ,  43.75 ,  35.71 ,  48.15 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              16      28      54      98
                 16.33   28.57   55.10  100.00

      Statistics for Table of Q03_1 by Q12_16
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.1578    0.5605
Likelihood Ratio Chi-Square    2      1.1695    0.5572
Mantel-Haenszel Chi-Square     1      0.1958    0.6581
Phi Coefficient                      0.1087
Contingency Coefficient              0.1081
Cramer's V                           0.1087
          Effective Sample Size = 98
            Frequency Missing = 9

           Table of Q03_1 by Q12_17
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     10 ,     14 ,     35 ,     59
                 ,  10.10 ,  14.14 ,  35.35 ,  59.60
                 ,  16.95 ,  23.73 ,  59.32 ,
                 ,  55.56 ,  58.33 ,  61.40 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      8 ,     10 ,     22 ,     40
e                ,   8.08 ,  10.10 ,  22.22 ,  40.40
                 ,  20.00 ,  25.00 ,  55.00 ,
                 ,  44.44 ,  41.67 ,  38.60 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              18      24      57      99
                 18.18   24.24   57.58  100.00

      Statistics for Table of Q03_1 by Q12_17
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.2153    0.8980
Likelihood Ratio Chi-Square    2      0.2144    0.8983
Mantel-Haenszel Chi-Square     1      0.2038    0.6517
Phi Coefficient                      0.0466
Contingency Coefficient              0.0466
Cramer's V                           0.0466
```

Effective Sample Size = 99
Frequency Missing = 8

Table of Q03_1 by Q12_18

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Consumer goods	8	13	35	56
	8.25	13.40	36.08	57.73
	14.29	23.21	62.50	
	47.06	59.09	60.34	
Food and beverage	9	9	23	41
	9.28	9.28	23.71	42.27
	21.95	21.95	56.10	
	52.94	40.91	39.66	
Total	17	22	58	97
	17.53	22.68	59.79	100.00

Statistics for Table of Q03_1 by Q12_18

Statistic	DF	Value	Prob
Chi-Square	2	0.9725	0.6149
Likelihood Ratio Chi-Square	2	0.9621	0.6181
Mantel-Haenszel Chi-Square	1	0.8940	0.3444
Phi Coefficient		0.1001	
Contingency Coefficient		0.0996	
Cramer's V		0.1001	

Effective Sample Size = 97
Frequency Missing = 10

Table of Q03_1 by Q12_19

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Consumer goods	11	11	34	56
	11.11	11.11	34.34	56.57
	19.64	19.64	60.71	
	73.33	44.00	57.63	
Food and beverage	4	14	25	43
	4.04	14.14	25.25	43.43
	9.30	32.56	58.14	
	26.67	56.00	42.37	
Total	15	25	59	99
	15.15	25.25	59.60	100.00

Statistics for Table of Q03_1 by Q12_19

Statistic	DF	Value	Prob
Chi-Square	2	3.3502	0.1873
Likelihood Ratio Chi-Square	2	3.4241	0.1805
Mantel-Haenszel Chi-Square	1	0.7072	0.4004
Phi Coefficient		0.1840	
Contingency Coefficient		0.1809	
Cramer's V		0.1840	

Effective Sample Size = 99
Frequency Missing = 8

Table of Q03_1 by Q12_20

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Consumer goods	11	10	36	57
	11.00	10.00	36.00	57.00

```
           , 19.30 , 17.54 , 63.16 ,
           , 61.11 , 58.82 , 55.38 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     7 ,     7 ,    29 ,    43
e           ,  7.00 ,  7.00 , 29.00 , 43.00
           , 16.28 , 16.28 , 67.44 ,
           , 38.89 , 41.18 , 44.62 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total             18      17      65     100
                18.00   17.00   65.00  100.00

      Statistics for Table of Q03_1 by Q12_20
Statistic                 DF      Value     Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ

Chi-Square                 2     0.2164    0.8975
Likelihood Ratio Chi-Square  2     0.2174    0.8970
Mantel-Haenszel Chi-Square   1     0.2011    0.6539
Phi Coefficient                  0.0465
Contingency Coefficient          0.0465
Cramer's V                       0.0465
          Effective Sample Size = 100
            Frequency Missing = 7

           Table of Q03_1 by Q12_21
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,     4 ,     9 ,    49 ,    62
           ,  3.77 ,  8.49 , 46.23 , 58.49
           ,  6.45 , 14.52 , 79.03 ,
           , 66.67 , 56.25 , 58.33 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     2 ,     7 ,    35 ,    44
e           ,  1.89 ,  6.60 , 33.02 , 41.51
           ,  4.55 , 15.91 , 79.55 ,
           , 33.33 , 43.75 , 41.67 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total             6      16      84     106
                5.66   15.09   79.25  100.00

      Statistics for Table of Q03_1 by Q12_21
Statistic                 DF      Value     Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2     0.1991    0.9052
Likelihood Ratio Chi-Square  2     0.2030    0.9035
Mantel-Haenszel Chi-Square   1     0.0856    0.7699
Phi Coefficient                  0.0433
Contingency Coefficient          0.0433
Cramer's V                       0.0433
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 106
            Frequency Missing = 1

           Table of Q03_1 by Q12_22
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,    12 ,    13 ,    33 ,    58
           , 12.00 , 13.00 , 33.00 , 58.00
           , 20.69 , 22.41 , 56.90 ,
           , 60.00 , 54.17 , 58.93 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     8 ,    11 ,    23 ,    42
e           ,  8.00 , 11.00 , 23.00 , 42.00
           , 19.05 , 26.19 , 54.76 ,
           , 40.00 , 45.83 , 41.07 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total            20      24      56     100
                20.00   24.00   56.00  100.00
```

Statistics for Table of Q03_1 by Q12_22

Statistic	DF	Value	Prob
Chi-Square	2	0.1974	0.9060
Likelihood Ratio Chi-Square	2	0.1966	0.9064
Mantel-Haenszel Chi-Square	1	0.0024	0.9610
Phi Coefficient		0.0444	
Contingency Coefficient		0.0444	
Cramer's V		0.0444	

Effective Sample Size = 100
Frequency Missing = 7

Table of Q03_1 by Q12_23

Frequency , Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total
Consumer goods	11 12.22 21.15 78.57	15 16.67 28.85 50.00	26 28.89 50.00 56.52	52 57.78
Food and beverage	3 3.33 7.89 21.43	15 16.67 39.47 50.00	20 22.22 52.63 43.48	38 42.22
Total	14 15.56	30 33.33	46 51.11	90 100.00

Statistics for Table of Q03_1 by Q12_23

Statistic	DF	Value	Prob
Chi-Square	2	3.2550	0.1964
Likelihood Ratio Chi-Square	2	3.4581	0.1775
Mantel-Haenszel Chi-Square	1	1.6874	0.1939
Phi Coefficient		0.1902	
Contingency Coefficient		0.1868	
Cramer's V		0.1902	

Effective Sample Size = 90
Frequency Missing = 17
WARNING: 16% of the data are missing.

Table of Q03_1 by Q12_24

Frequency , Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total
Consumer goods	8 8.70 15.09 61.54	11 11.96 20.75 50.00	34 36.96 64.15 59.65	53 57.61
Food and beverage	5 5.43 12.82 38.46	11 11.96 28.21 50.00	23 25.00 58.97 40.35	39 42.39
Total	13 14.13	22 23.91	57 61.96	92 100.00

Statistics for Table of Q03_1 by Q12_24

Statistic	DF	Value	Prob
Chi-Square	2	0.7009	0.7044
Likelihood Ratio Chi-Square	2	0.6960	0.7061
Mantel-Haenszel Chi-Square	1	0.0008	0.9771
Phi Coefficient		0.0873	
Contingency Coefficient		0.0870	
Cramer's V		0.0873	

Effective Sample Size = 92
Frequency Missing = 15

WARNING: 14% of the data are missing.

Table of Q03_1 by Q12_25

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Consumer goods	9	14	26	49
	10.71	16.67	30.95	58.33
	18.37	28.57	53.06	
	75.00	60.87	53.06	
Food and beverage	3	9	23	35
	3.57	10.71	27.38	41.67
	8.57	25.71	65.71	
	25.00	39.13	46.94	
Total	12	23	49	84
	14.29	27.38	58.33	100.00

Statistics for Table of Q03_1 by Q12_25

Statistic	DF	Value	Prob
Chi-Square	2	1.9926	0.3692
Likelihood Ratio Chi-Square	2	2.0747	0.3544
Mantel-Haenszel Chi-Square	1	1.9673	0.1607
Phi Coefficient		0.1540	
Contingency Coefficient		0.1522	
Cramer's V		0.1540	

Effective Sample Size = 84
Frequency Missing = 23

WARNING: 21% of the data are missing.

Table of Q03_1 by Q12_26

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total
Consumer goods	5	14	31	50
	5.81	16.28	36.05	58.14
	10.00	28.00	62.00	
	55.56	56.00	59.62	
Food and beverage	4	11	21	36
	4.65	12.79	24.42	41.86
	11.11	30.56	58.33	
	44.44	44.00	40.38	
Total	9	25	52	86
	10.47	29.07	60.47	100.00

Statistics for Table of Q03_1 by Q12_26

Statistic	DF	Value	Prob
Chi-Square	2	0.1183	0.9426
Likelihood Ratio Chi-Square	2	0.1181	0.9427
Mantel-Haenszel Chi-Square	1	0.0827	0.7736
Phi Coefficient		0.0371	
Contingency Coefficient		0.0371	
Cramer's V		0.0371	

Effective Sample Size = 86
Frequency Missing = 21

WARNING: 20% of the data are missing.

Table of Q03_1 by Q12_27

Frequency , Percent , Row Pct , Col Pct	,Little t,o Very l,ittle ,	,Moderate, a lot ,	,Quite to,	Total

```
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,     8 ,    14 ,    28 ,    50
                 ,  9.09 ,  15.91 ,  31.82 ,  56.82
                 ,  16.00 ,  28.00 ,  56.00 ,
                 ,  61.54 ,  56.00 ,  56.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     5 ,    11 ,    22 ,    38
e                ,  5.68 ,  12.50 ,  25.00 ,  43.18
                 ,  13.16 ,  28.95 ,  57.89 ,
                 ,  38.46 ,  44.00 ,  44.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total              13      25      50      88
                 14.77    28.41    56.82   100.00

       Statistics for Table of Q03_1 by Q12_27
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.1385    0.9331
Likelihood Ratio Chi-Square   2      0.1397    0.9325
Mantel-Haenszel Chi-Square    1      0.1130    0.7367
Phi Coefficient                      0.0397
Contingency Coefficient              0.0396
Cramer's V                           0.0397
           Effective Sample Size = 88
             Frequency Missing = 19
       WARNING: 18% of the data are missing.

            Table of Q03_1 by Q12_28
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,     3 ,    14 ,    34 ,    51
                 ,  3.41 ,  15.91 ,  38.64 ,  57.95
                 ,  5.88 ,  27.45 ,  66.67 ,
                 ,  50.00 ,  51.85 ,  61.82 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     3 ,    13 ,    21 ,    37
e                ,  3.41 ,  14.77 ,  23.86 ,  42.05
                 ,  8.11 ,  35.14 ,  56.76 ,
                 ,  50.00 ,  48.15 ,  38.18 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total              6      27      55      88
                  6.82    30.68    62.50   100.00

       Statistics for Table of Q03_1 by Q12_28
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.9054    0.6359
Likelihood Ratio Chi-Square   2      0.9023    0.6369
Mantel-Haenszel Chi-Square    1      0.6635    0.4153
Phi Coefficient                      0.1014
Contingency Coefficient              0.1009
Cramer's V                           0.1014
 WARNING: 33% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 88
             Frequency Missing = 19
       WARNING: 18% of the data are missing.

            Table of Q03_1 by Q12_29
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,     8 ,    11 ,    37 ,    56
                 ,  8.51 ,  11.70 ,  39.36 ,  59.57
                 ,  14.29 ,  19.64 ,  66.07 ,
                 ,  72.73 ,  50.00 ,  60.66 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     3 ,    11 ,    24 ,    38
e                ,  3.19 ,  11.70 ,  25.53 ,  40.43
                 ,  7.89 ,  28.95 ,  63.16 ,
```

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           ,  27.27 ,  50.00 ,  39.34 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             11      22      61      94
                11.70   23.40   64.89   100.00

      Statistics for Table of Q03_1 by Q12_29
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.6572    0.4367
Likelihood Ratio Chi-Square   2      1.6819    0.4313
Mantel-Haenszel Chi-Square    1      0.2308    0.6309
Phi Coefficient                      0.1328
Contingency Coefficient              0.1316
Cramer's V                           0.1328
          Effective Sample Size = 94
            Frequency Missing = 13
       WARNING: 12% of the data are missing.

           Table of Q03_1 by Q12_30
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods  ,      6 ,     17 ,     29 ,     52
                ,   6.74 ,  19.10 ,  32.58 ,  58.43
                ,  11.54 ,  32.69 ,  55.77 ,
                ,  85.71 ,  48.57 ,  61.70 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      1 ,     18 ,     18 ,     37
e               ,   1.12 ,  20.22 ,  20.22 ,  41.57
                ,   2.70 ,  48.65 ,  48.65 ,
                ,  14.29 ,  51.43 ,  38.30 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                 7      35      47      89
                  7.87   39.33   52.81   100.00

      Statistics for Table of Q03_1 by Q12_30
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      3.7530    0.1531
Likelihood Ratio Chi-Square   2      4.0493    0.1320
Mantel-Haenszel Chi-Square    1      0.3374    0.5613
Phi Coefficient                      0.2053
Contingency Coefficient              0.2012
Cramer's V                           0.2053
WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
          Effective Sample Size = 89
            Frequency Missing = 18
       WARNING: 17% of the data are missing.

           Table of Q03_1 by Q12_31
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods  ,     12 ,     17 ,     22 ,     51
                ,  13.79 ,  19.54 ,  25.29 ,  58.62
                ,  23.53 ,  33.33 ,  43.14 ,
                ,  66.67 ,  54.84 ,  57.89 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      6 ,     14 ,     16 ,     36
e               ,   6.90 ,  16.09 ,  18.39 ,  41.38
                ,  16.67 ,  38.89 ,  44.44 ,
                ,  33.33 ,  45.16 ,  42.11 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                18      31      38      87
                  20.69   35.63   43.68   100.00

      Statistics for Table of Q03_1 by Q12_31
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.6714    0.7148
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Likelihood Ratio Chi-Square    2      0.6817    0.7112
Mantel-Haenszel Chi-Square     1      0.3730    0.5414
Phi Coefficient                       0.0879
Contingency Coefficient               0.0875
Cramer's V                            0.0879
          Effective Sample Size = 87
            Frequency Missing = 20
       WARNING: 19% of the data are missing.

           Table of Q03_1 by Q12_32
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Consumer goods   ,    14 ,     9 ,    32 ,    55
                  ,  14.58 ,   9.38 ,  33.33 ,  57.29
                  ,  25.45 ,  16.36 ,  58.18 ,
                  ,  82.35 ,  45.00 ,  54.24 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Food and beverag ,     3 ,    11 ,    27 ,    41
 e                ,   3.13 ,  11.46 ,  28.13 ,  42.71
                  ,   7.32 ,  26.83 ,  65.85 ,
                  ,  17.65 ,  55.00 ,  45.76 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total               17      20      59      96
                   17.71    20.83    61.46   100.00

       Statistics for Table of Q03_1 by Q12_32
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      5.8236    0.0544
Likelihood Ratio Chi-Square   2      6.2986    0.0429
Mantel-Haenszel Chi-Square    1      3.5769    0.0586
Phi Coefficient                      0.2463
Contingency Coefficient              0.2391
Cramer's V                           0.2463
          Effective Sample Size = 96
            Frequency Missing = 11
       WARNING: 10% of the data are missing.

           Table of Q03_1 by Q12_33
 Frequency       ,
 Percent         ,
 Row Pct         ,
 Col Pct         ,Little t,Moderate,Quite to,  Total
                 ,o Very l,       , a lot  ,
                 ,ittle   ,       ,        ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Consumer goods   ,     6 ,    14 ,    34 ,    54
                  ,   6.38 ,  14.89 ,  36.17 ,  57.45
                  ,  11.11 ,  25.93 ,  62.96 ,
                  ,  42.86 ,  63.64 ,  58.62 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Food and beverag ,     8 ,     8 ,    24 ,    40
 e                ,   8.51 ,   8.51 ,  25.53 ,  42.55
                  ,  20.00 ,  20.00 ,  60.00 ,
                  ,  57.14 ,  36.36 ,  41.38 ,
 ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
 Total               14      22      58      94
                   14.89    23.40    61.70   100.00

       Statistics for Table of Q03_1 by Q12_33
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.5965    0.4501
Likelihood Ratio Chi-Square   2      1.5839    0.4530
Mantel-Haenszel Chi-Square    1      0.8803    0.3481
Phi Coefficient                      0.1303
Contingency Coefficient              0.1292
Cramer's V                           0.1303
          Effective Sample Size = 94
            Frequency Missing = 13
       WARNING: 12% of the data are missing.

           Table of Q03_1 by Q13_01
 Frequency       ,
```

```
Percent        ,
Row Pct        ,
Col Pct        ,Little t,Moderate,Quite to,  Total
               ,o Very l,       , a lot  ,
               ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods  ,     9 ,    12 ,    32 ,    53
               ,  10.00 ,  13.33 ,  35.56 ,  58.89
               ,  16.98 ,  22.64 ,  60.38 ,
               ,  60.00 ,  46.15 ,  65.31 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     6 ,    14 ,    17 ,    37
e              ,   6.67 ,  15.56 ,  18.89 ,  41.11
               ,  16.22 ,  37.84 ,  45.95 ,
               ,  40.00 ,  53.85 ,  34.69 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total               15      26      49      90
                 16.67   28.89   54.44  100.00

       Statistics for Table of Q03_1 by Q13_01
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.5829    0.2749
Likelihood Ratio Chi-Square   2      2.5648    0.2774
Mantel-Haenszel Chi-Square    1      0.3074    0.5793
Phi Coefficient                      0.1694
Contingency Coefficient              0.1670
Cramer's V                           0.1694
          Effective Sample Size = 90
            Frequency Missing = 17
       WARNING: 16% of the data are missing.

           Table of Q03_1 by Q13_02
Frequency      ,
Percent        ,
Row Pct        ,
Col Pct        ,Little t,Moderate,Quite to,  Total
               ,o Very l,       , a lot  ,
               ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods  ,     9 ,    17 ,    25 ,    51
               ,  10.23 ,  19.32 ,  28.41 ,  57.95
               ,  17.65 ,  33.33 ,  49.02 ,
               ,  69.23 ,  62.96 ,  52.08 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     4 ,    10 ,    23 ,    37
e              ,   4.55 ,  11.36 ,  26.14 ,  42.05
               ,  10.81 ,  27.03 ,  62.16 ,
               ,  30.77 ,  37.04 ,  47.92 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total               13      27      48      88
                 14.77   30.68   54.55  100.00

       Statistics for Table of Q03_1 by Q13_02
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.6353    0.4415
Likelihood Ratio Chi-Square   2      1.6558    0.4370
Mantel-Haenszel Chi-Square    1      1.4195    0.2335
Phi Coefficient                      0.1363
Contingency Coefficient              0.1351
Cramer's V                           0.1363
          Effective Sample Size = 88
            Frequency Missing = 19
       WARNING: 18% of the data are missing.

           Table of Q03_1 by Q13_03
Frequency      ,
Percent        ,
Row Pct        ,
Col Pct        ,Little t,Moderate,Quite to,  Total
               ,o Very l,       , a lot  ,
               ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods  ,     9 ,    11 ,    31 ,    51
               ,  10.34 ,  12.64 ,  35.63 ,  58.62
               ,  17.65 ,  21.57 ,  60.78 ,
               ,  64.29 ,  47.83 ,  62.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
```

```
Food and beverag ,     5 ,    12 ,    19 ,    36
e            ,  5.75 ,  13.79 ,  21.84 ,  41.38
             , 13.89 ,  33.33 ,  52.78 ,
             , 35.71 ,  52.17 ,  38.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             14      23      50      87
                16.09   26.44   57.47   100.00

      Statistics for Table of Q03_1 by Q13_03
Statistic                 DF      Value     Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2     1.5255    0.4664
Likelihood Ratio Chi-Square    2     1.5116    0.4696
Mantel-Haenszel Chi-Square     1     0.0004    0.9834
Phi Coefficient                  0.1324
Contingency Coefficient          0.1313
Cramer's V                       0.1324
          Effective Sample Size = 87
            Frequency Missing = 20
       WARNING: 19% of the data are missing.

           Table of Q03_1 by Q13_04
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
             ,o Very l,       , a lot  ,
             ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     8 ,    14 ,    25 ,    47
             ,  9.64 ,  16.87 ,  30.12 ,  56.63
             , 17.02 ,  29.79 ,  53.19 ,
             , 88.89 ,  53.85 ,  52.08 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     1 ,    12 ,    23 ,    36
e            ,  1.20 ,  14.46 ,  27.71 ,  43.37
             ,  2.78 ,  33.33 ,  63.89 ,
             , 11.11 ,  46.15 ,  47.92 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              9      26      48      83
                10.84   31.33   57.83   100.00

      Statistics for Table of Q03_1 by Q13_04
Statistic                 DF      Value     Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2     4.2993    0.1165
Likelihood Ratio Chi-Square    2     4.9729    0.0832
Mantel-Haenszel Chi-Square     1     3.5084    0.0611
Phi Coefficient                  0.2276
Contingency Coefficient          0.2219
Cramer's V                       0.2276
          Effective Sample Size = 83
            Frequency Missing = 24
       WARNING: 22% of the data are missing.

           Table of Q03_1 by Q13_05
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
             ,o Very l,       , a lot  ,
             ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     9 ,    15 ,    25 ,    49
             , 10.59 ,  17.65 ,  29.41 ,  57.65
             , 18.37 ,  30.61 ,  51.02 ,
             , 90.00 ,  53.57 ,  53.19 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     1 ,    13 ,    22 ,    36
e            ,  1.18 ,  15.29 ,  25.88 ,  42.35
             ,  2.78 ,  36.11 ,  61.11 ,
             , 10.00 ,  46.43 ,  46.81 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             10      28      47      85
                11.76   32.94   55.29   100.00

      Statistics for Table of Q03_1 by Q13_05
Statistic                 DF      Value     Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
```

```
Chi-Square                    2      4.8598    0.0880
Likelihood Ratio Chi-Square   2      5.6998    0.0578
Mantel-Haenszel Chi-Square    1      3.7860    0.0517
Phi Coefficient                      0.2391
Contingency Coefficient              0.2326
Cramer's V                           0.2391
          Effective Sample Size = 85
            Frequency Missing = 22
       WARNING: 21% of the data are missing.

            Table of Q03_1 by Q13_06
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods  ,      7 ,    14 ,    27 ,    48
                ,   8.24 ,  16.47 ,  31.76 ,  56.47
                ,  14.58 ,  29.17 ,  56.25 ,
                ,  70.00 ,  63.64 ,  50.94 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     3 ,     8 ,    26 ,    37
e               ,   3.53 ,   9.41 ,  30.59 ,  43.53
                ,   8.11 ,  21.62 ,  70.27 ,
                ,  30.00 ,  36.36 ,  49.06 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                10      22      53      85
                  11.76   25.88   62.35   100.00

       Statistics for Table of Q03_1 by Q13_06
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.8629    0.3940
Likelihood Ratio Chi-Square   2      1.8943    0.3878
Mantel-Haenszel Chi-Square    1      1.5921    0.2070
Phi Coefficient                      0.1480
Contingency Coefficient              0.1464
Cramer's V                           0.1480
          Effective Sample Size = 85
            Frequency Missing = 22
       WARNING: 21% of the data are missing.

            Table of Q03_1 by Q14_01
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods  ,     20 ,    13 ,    23 ,    56
                ,  21.05 ,  13.68 ,  24.21 ,  58.95
                ,  35.71 ,  23.21 ,  41.07 ,
                ,  64.52 ,  48.15 ,  62.16 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,    11 ,    14 ,    14 ,    39
e               ,  11.58 ,  14.74 ,  14.74 ,  41.05
                ,  28.21 ,  35.90 ,  35.90 ,
                ,  35.48 ,  51.85 ,  37.84 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                31      27      37      95
                  32.63   28.42   38.95   100.00

       Statistics for Table of Q03_1 by Q14_01
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.8565    0.3953
Likelihood Ratio Chi-Square   2      1.8407    0.3984
Mantel-Haenszel Chi-Square    1      0.1356    0.7127
Phi Coefficient                      0.1398
Contingency Coefficient              0.1384
Cramer's V                           0.1398
          Effective Sample Size = 95
            Frequency Missing = 12
       WARNING: 11% of the data are missing.

            Table of Q03_1 by Q14_02
```

```
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     16 ,     14 ,     22 ,     52
                ,  17.98 ,  15.73 ,  24.72 ,  58.43
                ,  30.77 ,  26.92 ,  42.31 ,
                ,  66.67 ,  58.33 ,  53.66 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      8 ,     10 ,     19 ,     37
e                ,   8.99 ,  11.24 ,  21.35 ,  41.57
                ,  21.62 ,  27.03 ,  51.35 ,
                ,  33.33 ,  41.67 ,  46.34 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                24       24       41       89
                  26.97    26.97    46.07   100.00

       Statistics for Table of Q03_1 by Q14_02
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.0547    0.5902
Likelihood Ratio Chi-Square   2      1.0677    0.5863
Mantel-Haenszel Chi-Square    1      1.0420    0.3073
Phi Coefficient                      0.1089
Contingency Coefficient              0.1082
Cramer's V                           0.1089
           Effective Sample Size = 89
             Frequency Missing = 18
        WARNING: 17% of the data are missing.

            Table of Q03_1 by Q14_03
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,      8 ,     22 ,     25 ,     55
                ,   8.25 ,  22.68 ,  25.77 ,  56.70
                ,  14.55 ,  40.00 ,  45.45 ,
                ,  57.14 ,  55.00 ,  58.14 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,      6 ,     18 ,     18 ,     42
e                ,   6.19 ,  18.56 ,  18.56 ,  43.30
                ,  14.29 ,  42.86 ,  42.86 ,
                ,  42.86 ,  45.00 ,  41.86 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total                14       40       43       97
                  14.43    41.24    44.33   100.00

       Statistics for Table of Q03_1 by Q14_03
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.0845    0.9586
Likelihood Ratio Chi-Square   2      0.0845    0.9586
Mantel-Haenszel Chi-Square    1      0.0102    0.9195
Phi Coefficient                      0.0295
Contingency Coefficient              0.0295
Cramer's V                           0.0295
           Effective Sample Size = 97
             Frequency Missing = 10

            Table of Q03_1 by Q14_04
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     12 ,     13 ,     29 ,     54
                ,  12.77 ,  13.83 ,  30.85 ,  57.45
                ,  22.22 ,  24.07 ,  53.70 ,
                ,  60.00 ,  56.52 ,  56.86 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
```

```
Food and beverag ,     8 ,    10 ,    22 ,    40
e            ,  8.51 ,  10.64 ,  23.40 ,  42.55
             ,  20.00 ,  25.00 ,  55.00 ,
             ,  40.00 ,  43.48 ,  43.14 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             20      23      51      94
                21.28   24.47   54.26   100.00

      Statistics for Table of Q03_1 by Q14_04
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2      0.0685    0.9663
Likelihood Ratio Chi-Square    2      0.0688    0.9662
Mantel-Haenszel Chi-Square     1      0.0543    0.8158
Phi Coefficient                   0.0270
Contingency Coefficient           0.0270
Cramer's V                        0.0270
          Effective Sample Size = 94
            Frequency Missing = 13
       WARNING: 12% of the data are missing.

           Table of Q03_1 by Q14_05
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
             ,o Very l,       , a lot  ,
             ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     10 ,     10 ,     36 ,     56
             ,  10.20 ,  10.20 ,  36.73 ,  57.14
             ,  17.86 ,  17.86 ,  64.29 ,
             ,  50.00 ,  47.62 ,  63.16 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     10 ,     11 ,     21 ,     42
e            ,  10.20 ,  11.22 ,  21.43 ,  42.86
             ,  23.81 ,  26.19 ,  50.00 ,
             ,  50.00 ,  52.38 ,  36.84 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             20      21      57      98
                20.41   21.43   58.16   100.00

      Statistics for Table of Q03_1 by Q14_05
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2      2.0365    0.3612
Likelihood Ratio Chi-Square    2      2.0350    0.3615
Mantel-Haenszel Chi-Square     1      1.1912    0.2751
Phi Coefficient                   0.1442
Contingency Coefficient           0.1427
Cramer's V                        0.1442
          Effective Sample Size = 98
            Frequency Missing = 9

           Table of Q03_1 by Q14_06
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
             ,o Very l,       , a lot  ,
             ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Consumer goods   ,     11 ,     14 ,     32 ,     57
             ,  11.00 ,  14.00 ,  32.00 ,  57.00
             ,  19.30 ,  24.56 ,  56.14 ,
             ,  68.75 ,  41.18 ,  64.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Food and beverag ,     5 ,     20 ,     18 ,     43
e            ,   5.00 ,  20.00 ,  18.00 ,  43.00
             ,  11.63 ,  46.51 ,  41.86 ,
             ,  31.25 ,  58.82 ,  36.00 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total             16      34      50      100
                16.00   34.00   50.00   100.00

      Statistics for Table of Q03_1 by Q14_06
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 2      5.3742    0.0681
```

```
Likelihood Ratio Chi-Square    2      5.3768    0.0680
Mantel-Haenszel Chi-Square     1      0.0025    0.9604
Phi Coefficient                       0.2318
Contingency Coefficient               0.2258
Cramer's V                            0.2318
          Effective Sample Size = 100
            Frequency Missing = 7

           Table of Q03_1 by Q15_01
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
              ,o Very l,       , a lot  ,
              ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,      8 ,     12 ,     38 ,     58
              ,   7.92 ,  11.88 ,  37.62 ,  57.43
              ,  13.79 ,  20.69 ,  65.52 ,
              ,  50.00 ,  48.00 ,  63.33 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,      8 ,     13 ,     22 ,     43
e             ,   7.92 ,  12.87 ,  21.78 ,  42.57
              ,  18.60 ,  30.23 ,  51.16 ,
              ,  50.00 ,  52.00 ,  36.67 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total                16       25       60      101
                  15.84    24.75    59.41   100.00

       Statistics for Table of Q03_1 by Q15_01
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      2.1258    0.3454
Likelihood Ratio Chi-Square    2      2.1228    0.3460
Mantel-Haenszel Chi-Square     1      1.2213    0.2691
Phi Coefficient                       0.1451
Contingency Coefficient               0.1436
Cramer's V                            0.1451
          Effective Sample Size = 101
            Frequency Missing = 6
           Table of Q03_1 by Q15_02
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
              ,o Very l,       , a lot  ,
              ,ittle   ,       ,        ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,      7 ,     18 ,     33 ,     58
              ,   6.93 ,  17.82 ,  32.67 ,  57.43
              ,  12.07 ,  31.03 ,  56.90 ,
              ,  58.33 ,  56.25 ,  57.89 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,      5 ,     14 ,     24 ,     43
e             ,   4.95 ,  13.86 ,  23.76 ,  42.57
              ,  11.63 ,  32.56 ,  55.81 ,
              ,  41.67 ,  43.75 ,  42.11 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total                12       32       57      101
                  11.88    31.68    56.44   100.00

       Statistics for Table of Q03_1 by Q15_02
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.0273    0.9865
Likelihood Ratio Chi-Square    2      0.0272    0.9865
Mantel-Haenszel Chi-Square     1      0.0001    0.9918
Phi Coefficient                       0.0164
Contingency Coefficient               0.0164
Cramer's V                            0.0164
          Effective Sample Size = 101
            Frequency Missing = 6

           Table of Q03_1 by Q15_03
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
              ,o Very l,       , a lot  ,
```

```
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,     6 ,    12 ,    41 ,    59
                 ,  6.00 , 12.00 , 41.00 , 59.00
                 , 10.17 , 20.34 , 69.49 ,
                 , 60.00 , 54.55 , 60.29 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     4 ,    10 ,    27 ,    41
e                ,  4.00 , 10.00 , 27.00 , 41.00
                 ,  9.76 , 24.39 , 65.85 ,
                 , 40.00 , 45.45 , 39.71 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total              10      22      68     100
                 10.00   22.00   68.00  100.00

       Statistics for Table of Q03_1 by Q15_03
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.2317    0.8906
Likelihood Ratio Chi-Square   2      0.2301    0.8913
Mantel-Haenszel Chi-Square    1      0.0223    0.8814
Phi Coefficient                      0.0481
Contingency Coefficient              0.0481
Cramer's V                           0.0481
          Effective Sample Size = 100
            Frequency Missing = 7

           Table of Q03_1 by Q15_04
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,    11 ,    16 ,    30 ,    57
                 ,  11.11 , 16.16 , 30.30 , 57.58
                 ,  19.30 , 28.07 , 52.63 ,
                 ,  52.38 , 53.33 , 62.50 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,    10 ,    14 ,    18 ,    42
e                ,  10.10 , 14.14 , 18.18 , 42.42
                 ,  23.81 , 33.33 , 42.86 ,
                 ,  47.62 , 46.67 , 37.50 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total              21      30      48      99
                 21.21   30.30   48.48  100.00

       Statistics for Table of Q03_1 by Q15_04
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.9296    0.6283
Likelihood Ratio Chi-Square   2      0.9316    0.6276
Mantel-Haenszel Chi-Square    1      0.6361    0.4251
Phi Coefficient                      0.0969
Contingency Coefficient              0.0964
Cramer's V                           0.0969
          Effective Sample Size = 99
            Frequency Missing = 8

           Table of Q03_1 by Q15_05
Frequency       ,
Percent         ,
Row Pct         ,
Col Pct         ,Little t,Moderate,Quite to,  Total
                ,o Very l,       , a lot  ,
                ,ittle   ,       ,       ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods   ,    13 ,    14 ,    28 ,    55
                 ,  13.54 , 14.58 , 29.17 , 57.29
                 ,  23.64 , 25.45 , 50.91 ,
                 ,  65.00 , 51.85 , 57.14 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,     7 ,    13 ,    21 ,    41
e                ,   7.29 , 13.54 , 21.88 , 42.71
                 ,  17.07 , 31.71 , 51.22 ,
                 ,  35.00 , 48.15 , 42.86 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total              20      27      49      96
```

20.83 28.13 51.04 100.00

Statistics for Table of Q03_1 by Q15_05

Statistic	DF	Value	Prob
Chi-Square	2	0.8127	0.6661
Likelihood Ratio Chi-Square	2	0.8195	0.6638
Mantel-Haenszel Chi-Square	1	0.3144	0.5750
Phi Coefficient		0.0920	
Contingency Coefficient		0.0916	
Cramer's V		0.0920	

Effective Sample Size = 96
Frequency Missing = 11
WARNING: 10% of the data are missing.

Table of Q03_1 by Q15_06

Frequency , Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total
Consumer goods	10 10.53 18.18 52.63	14 14.74 25.45 66.67	31 32.63 56.36 56.36	55 57.89
Food and beverage	9 9.47 22.50 47.37	7 7.37 17.50 33.33	24 25.26 60.00 43.64	40 42.11
Total	19 20.00	21 22.11	55 57.89	95 100.00

Statistics for Table of Q03_1 by Q15_06

Statistic	DF	Value	Prob
Chi-Square	2	0.9317	0.6276
Likelihood Ratio Chi-Square	2	0.9462	0.6231
Mantel-Haenszel Chi-Square	1	0.0425	0.8366
Phi Coefficient		0.0990	
Contingency Coefficient		0.0985	
Cramer's V		0.0990	

Effective Sample Size = 95
Frequency Missing = 12
WARNING: 11% of the data are missing.

Table of Q03_1 by Q15_07

Frequency , Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total
Consumer goods	10 11.11 18.87 50.00	13 14.44 24.53 56.52	30 33.33 56.60 63.83	53 58.89
Food and beverage	10 11.11 27.03 50.00	10 11.11 27.03 43.48	17 18.89 45.95 36.17	37 41.11
Total	20 22.22	23 25.56	47 52.22	90 100.00

Statistics for Table of Q03_1 by Q15_07

Statistic	DF	Value	Prob
Chi-Square	2	1.1799	0.5544
Likelihood Ratio Chi-Square	2	1.1759	0.5555
Mantel-Haenszel Chi-Square	1	1.1159	0.2908
Phi Coefficient		0.1145	
Contingency Coefficient		0.1138	
Cramer's V		0.1145	

Effective Sample Size = 90
Frequency Missing = 17
WARNING: 16% of the data are missing.

Table of Q03_1 by Q15_08

Frequency , Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total
Consumer goods	11	14	30	55
	11.58	14.74	31.58	57.89
	20.00	25.45	54.55	
	50.00	60.87	60.00	
Food and beverage	11	9	20	40
	11.58	9.47	21.05	42.11
	27.50	22.50	50.00	
	50.00	39.13	40.00	
Total	22	23	50	95
	23.16	24.21	52.63	100.00

Statistics for Table of Q03_1 by Q15_08

Statistic	DF	Value	Prob
Chi-Square	2	0.7369	0.6918
Likelihood Ratio Chi-Square	2	0.7309	0.6939
Mantel-Haenszel Chi-Square	1	0.6043	0.4370
Phi Coefficient		0.0881	
Contingency Coefficient		0.0877	
Cramer's V		0.0881	

Effective Sample Size = 95
Frequency Missing = 12
WARNING: 11% of the data are missing.

Table of Q03_1 by Q15_09

Frequency , Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total
Consumer goods	10	13	30	53
	11.11	14.44	33.33	58.89
	18.87	24.53	56.60	
	55.56	59.09	60.00	
Food and beverage	8	9	20	37
	8.89	10.00	22.22	41.11
	21.62	24.32	54.05	
	44.44	40.91	40.00	
Total	18	22	50	90
	20.00	24.44	55.56	100.00

Statistics for Table of Q03_1 by Q15_09

Statistic	DF	Value	Prob
Chi-Square	2	0.1085	0.9472
Likelihood Ratio Chi-Square	2	0.1079	0.9475
Mantel-Haenszel Chi-Square	1	0.1051	0.7458
Phi Coefficient		0.0347	
Contingency Coefficient		0.0347	
Cramer's V		0.0347	

Effective Sample Size = 90
Frequency Missing = 17
WARNING: 16% of the data are missing.

Table of Q03_1 by Q15_10

Frequency , Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total

```
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Consumer goods  ,    10 ,    16 ,    29 ,    55
           , 10.53 , 16.84 , 30.53 , 57.89
           , 18.18 , 29.09 , 52.73 ,
           , 50.00 , 59.26 , 60.42 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Food and beverag ,    10 ,    11 ,    19 ,    40
e           , 10.53 , 11.58 , 20.00 , 42.11
           , 25.00 , 27.50 , 47.50 ,
           , 50.00 , 40.74 , 39.58 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total             20      27      48      95
                21.05   28.42   50.53  100.00

      Statistics for Table of Q03_1 by Q15_10
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.6572    0.7199
Likelihood Ratio Chi-Square   2      0.6516    0.7219
Mantel-Haenszel Chi-Square    1      0.6084    0.4354
Phi Coefficient                      0.0832
Contingency Coefficient              0.0829
Cramer's V                           0.0832
          Effective Sample Size = 95
            Frequency Missing = 12
       WARNING: 11% of the data are missing.

          Table of Q03_1 by NQ16_01
    Frequency     ,
    Percent       ,
    Row Pct       ,
    Col Pct       ,      1,      2,  Total
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Consumer goods  ,     50 ,     12 ,     62
                , 46.73 , 11.21 , 57.94
                , 80.65 , 19.35 ,
                , 60.98 , 48.00 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Food and beverag ,     32 ,     13 ,     45
    e             , 29.91 , 12.15 , 42.06
                , 71.11 , 28.89 ,
                , 39.02 , 52.00 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Total               82      25     107
                    76.64   23.36  100.00

     Statistics for Table of Q03_1 by NQ16_01
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    1      1.3237    0.2499
Likelihood Ratio Chi-Square   1      1.3112    0.2522
Continuity Adj. Chi-Square    1      0.8448    0.3580
Mantel-Haenszel Chi-Square    1      1.3113    0.2522
Phi Coefficient                      0.1112
Contingency Coefficient              0.1105
Cramer's V                           0.1112

          Fisher's Exact Test
       ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
       Cell (1,1) Frequency (F)       50
       Left-sided Pr <= F         0.9160
       Right-sided Pr >= F        0.1788
       Table Probability (P)      0.0948
       Two-sided Pr <= P          0.2590
             Sample Size = 107


          Table of Q03_1 by NQ16_02
    Frequency     ,
    Percent       ,
    Row Pct       ,
    Col Pct       ,      1,      2,  Total
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Consumer goods  ,     42 ,     20 ,     62
                , 39.25 , 18.69 , 57.94
                , 67.74 , 32.26 ,
                , 60.00 , 54.05 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Food and beverag ,     28 ,     17 ,     45
```

```
e            , 26.17 , 15.89 , 42.06
             , 62.22 , 37.78 ,
             , 40.00 , 45.95 ,
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total              70      37     107
                 65.42   34.58  100.00

      Statistics for Table of Q03_1 by NQ16_02
Statistic                  DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                  1      0.3512    0.5534
Likelihood Ratio Chi-Square 1      0.3501    0.5541
Continuity Adj. Chi-Square  1      0.1496    0.6990
Mantel-Haenszel Chi-Square  1      0.3479    0.5553
Phi Coefficient                    0.0573
Contingency Coefficient            0.0572
Cramer's V                         0.0573

           Fisher's Exact Test
       ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
       Cell (1,1) Frequency (F)       42
       Left-sided Pr <= F         0.7880
       Right-sided Pr >= F        0.3486
       Table Probability (P)      0.1365
       Two-sided Pr <= P          0.6809
              Sample Size = 107

         Table of Q03_1 by NQ16_03
    Frequency       ,
    Percent         ,
    Row Pct         ,
    Col Pct         ,      1,      2,  Total
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Consumer goods  ,     48 ,     14 ,     62
                    , 44.86 , 13.08 , 57.94
                    , 77.42 , 22.58 ,
                    , 59.26 , 53.85 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Food and beverag ,     33 ,     12 ,     45
    e               , 30.84 , 11.21 , 42.06
                    , 73.33 , 26.67 ,
                    , 40.74 , 46.15 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total               81      26     107
                      75.70   24.30  100.00

      Statistics for Table of Q03_1 by NQ16_03
Statistic                  DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                  1      0.2367    0.6266
Likelihood Ratio Chi-Square 1      0.2355    0.6275
Continuity Adj. Chi-Square  1      0.0667    0.7963
Mantel-Haenszel Chi-Square  1      0.2345    0.6282
Phi Coefficient                    0.0470
Contingency Coefficient            0.0470
Cramer's V                         0.0470

           Fisher's Exact Test
       ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
       Cell (1,1) Frequency (F)       48
       Left-sided Pr <= F         0.7634
       Right-sided Pr >= F        0.3960
       Table Probability (P)      0.1594
       Two-sided Pr <= P          0.6537
              Sample Size = 107

         Table of Q03_1 by NQ16_04
    Frequency       ,
    Percent         ,
    Row Pct         ,
    Col Pct         ,      1,      2,  Total
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Consumer goods  ,     47 ,     15 ,     62
                    , 43.93 , 14.02 , 57.94
                    , 75.81 , 24.19 ,
                    , 62.67 , 46.88 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Food and beverag ,     28 ,     17 ,     45
    e               , 26.17 , 15.89 , 42.06
```

```
                , 62.22 ,  37.78 ,
                , 37.33 ,  53.13 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total              75      32     107
                    70.09    29.91   100.00

      Statistics for Table of Q03_1 by NQ16_04
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    1      2.2953    0.1298
Likelihood Ratio Chi-Square   1      2.2789    0.1311
Continuity Adj. Chi-Square    1      1.6931    0.1932
Mantel-Haenszel Chi-Square    1      2.2739    0.1316
Phi Coefficient                     0.1465
Contingency Coefficient             0.1449
Cramer's V                          0.1465

          Fisher's Exact Test
       ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
       Cell (1,1) Frequency (F)       47
       Left-sided Pr <= F         0.9577
       Right-sided Pr >= F        0.0969
       Table Probability (P)      0.0546
       Two-sided Pr <= P          0.1409
              Sample Size = 107

         Table of Q03_1 by NQ16_05
    Frequency       ,
    Percent         ,
    Row Pct         ,
    Col Pct         ,      1,      2,  Total
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Consumer goods  ,     36 ,     26 ,     62
                    ,  33.64 ,  24.30 ,  57.94
                    ,  58.06 ,  41.94 ,
                    ,  57.14 ,  59.09 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Food and beverag ,     27 ,     18 ,     45
    e               ,  25.23 ,  16.82 ,  42.06
                    ,  60.00 ,  40.00 ,
                    ,  42.86 ,  40.91 ,
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total              63      44     107
                    58.88    41.12   100.00

      Statistics for Table of Q03_1 by NQ16_05
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    1      0.0403    0.8408
Likelihood Ratio Chi-Square   1      0.0404    0.8407
Continuity Adj. Chi-Square    1      0.0000    0.9985
Mantel-Haenszel Chi-Square    1      0.0400    0.8415
Phi Coefficient                    -0.0194
Contingency Coefficient             0.0194
Cramer's V                         -0.0194

          Fisher's Exact Test
       ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
       Cell (1,1) Frequency (F)       36
       Left-sided Pr <= F         0.5000
       Right-sided Pr >= F        0.6546
       Table Probability (P)      0.1547
       Two-sided Pr <= P          1.0000
              Sample Size = 107
```

Impact of suburb on responses

Table of Suburb by Q07_01

Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,

Northern	2	13	25	40
	1.87	12.15	23.36	37.38
	5.00	32.50	62.50	
	25.00	43.33	36.23	
Southern	6	17	44	67
	5.61	15.89	41.12	62.62
	8.96	25.37	65.67	
	75.00	56.67	63.77	
Total	8	30	69	107
	7.48	28.04	64.49	100.00

Statistics for Table of Suburb by Q07_01

Statistic	DF	Value	Prob
Chi-Square	2	1.0169	0.6014
Likelihood Ratio Chi-Square	2	1.0407	0.5943
Mantel-Haenszel Chi-Square	1	0.0798	0.7776
Phi Coefficient		0.0975	
Contingency Coefficient		0.0970	
Cramer's V		0.0975	

Sample Size = 107

Table of Suburb by Q07_02

Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,

Northern	2	5	33	40
	1.87	4.67	30.84	37.38
	5.00	12.50	82.50	
	22.22	27.78	41.25	
Southern	7	13	47	67
	6.54	12.15	43.93	62.62
	10.45	19.40	70.15	
	77.78	72.22	58.75	
Total	9	18	80	107
	8.41	16.82	74.77	100.00

Statistics for Table of Suburb by Q07_02

Statistic	DF	Value	Prob
Chi-Square	2	2.1042	0.3492
Likelihood Ratio Chi-Square	2	2.2003	0.3328
Mantel-Haenszel Chi-Square	1	1.7917	0.1807
Phi Coefficient		0.1402	
Contingency Coefficient		0.1389	
Cramer's V		0.1402	

Sample Size = 107

Table of Suburb by Q07_03

Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,

Northern	2	9	29	40
	1.87	8.41	27.10	37.38
	5.00	22.50	72.50	
	18.18	39.13	39.73	
Southern	9	14	44	67

```
          ,  8.41 ,  13.08 ,  41.12 ,  62.62
          ,  13.43 ,  20.90 ,  65.67 ,
          ,  81.82 ,  60.87 ,  60.27 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        11      23      73     107
              10.28    21.50    68.22   100.00

      Statistics for Table of Suburb by Q07_03
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.9337    0.3803
Likelihood Ratio Chi-Square   2      2.1308    0.3446
Mantel-Haenszel Chi-Square    1      1.6080    0.2048
Phi Coefficient                      0.1344
Contingency Coefficient              0.1332
Cramer's V                           0.1344
               Sample Size = 107

          Table of Suburb by Q07_04
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
          ,o Very l,       , a lot  ,
          ,ittle   ,       ,      ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      2 ,      8 ,     30 ,     40
          ,   1.87 ,   7.48 ,  28.04 ,  37.38
          ,   5.00 ,  20.00 ,  75.00 ,
          ,  15.38 ,  40.00 ,  40.54 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     11 ,     12 ,     44 ,     67
          ,  10.28 ,  11.21 ,  41.12 ,  62.62
          ,  16.42 ,  17.91 ,  65.67 ,
          ,  84.62 ,  60.00 ,  59.46 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        13      20      74     107
              12.15    18.69    69.16   100.00

      Statistics for Table of Suburb by Q07_04
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      3.0613    0.2164
Likelihood Ratio Chi-Square   2      3.4422    0.1789
Mantel-Haenszel Chi-Square    1      2.6292    0.1049
Phi Coefficient                      0.1691
Contingency Coefficient              0.1668
Cramer's V                           0.1691
               Sample Size = 107


          Table of Suburb by Q07_05
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
          ,o Very l,       , a lot  ,
          ,ittle   ,       ,      ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      3 ,      7 ,     30 ,     40
          ,   2.80 ,   6.54 ,  28.04 ,  37.38
          ,   7.50 ,  17.50 ,  75.00 ,
          ,  33.33 ,  33.33 ,  38.96 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,      6 ,     14 ,     47 ,     67
          ,   5.61 ,  13.08 ,  43.93 ,  62.62
          ,   8.96 ,  20.90 ,  70.15 ,
          ,  66.67 ,  66.67 ,  61.04 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         9      21      77     107
               8.41    19.63    71.96   100.00

      Statistics for Table of Suburb by Q07_05
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.2921    0.8641
Likelihood Ratio Chi-Square   2      0.2950    0.8628
Mantel-Haenszel Chi-Square    1      0.1987    0.6557
Phi Coefficient                      0.0522
```

Contingency Coefficient 0.0522
Cramer's V 0.0522
Sample Size = 107

Table of Suburb by Q07_06
Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern , 2 , 7 , 31 , 40
, 1.87 , 6.54 , 28.97 , 37.38
, 5.00 , 17.50 , 77.50 ,
, 20.00 , 31.82 , 41.33 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Southern , 8 , 15 , 44 , 67
, 7.48 , 14.02 , 41.12 , 62.62
, 11.94 , 22.39 , 65.67 ,
, 80.00 , 68.18 , 58.67 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 10 22 75 107
9.35 20.56 70.09 100.00

Statistics for Table of Suburb by Q07_06
Statistic DF Value Prob
ƒƒ
Chi-Square 2 2.0819 0.3531
Likelihood Ratio Chi-Square 2 2.2092 0.3313
Mantel-Haenszel Chi-Square 1 2.0233 0.1549
Phi Coefficient 0.1395
Contingency Coefficient 0.1382
Cramer's V 0.1395
Sample Size = 107

Table of Suburb by Q07_07
Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern , 6 , 9 , 25 , 40
, 5.61 , 8.41 , 23.36 , 37.38
, 15.00 , 22.50 , 62.50 ,
, 31.58 , 37.50 , 39.06 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Southern , 13 , 15 , 39 , 67
, 12.15 , 14.02 , 36.45 , 62.62
, 19.40 , 22.39 , 58.21 ,
, 68.42 , 62.50 , 60.94 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 19 24 64 107
17.76 22.43 59.81 100.00

Statistics for Table of Suburb by Q07_07
Statistic DF Value Prob
ƒƒ
Chi-Square 2 0.3507 0.8392
Likelihood Ratio Chi-Square 2 0.3568 0.8366
Mantel-Haenszel Chi-Square 1 0.3407 0.5594
Phi Coefficient 0.0572
Contingency Coefficient 0.0572
Cramer's V 0.0572
Sample Size = 107

Table of Suburb by Q07_08
Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern , 3 , 5 , 32 , 40
, 2.80 , 4.67 , 29.91 , 37.38
, 7.50 , 12.50 , 80.00 ,

```
        , 25.00 , 29.41 , 41.03 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     9 ,    12 ,    46 ,    67
        ,  8.41 , 11.21 , 42.99 , 62.62
        , 13.43 , 17.91 , 68.66 ,
        , 75.00 , 70.59 , 58.97 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         12      17      78     107
             11.21   15.89   72.90  100.00

      Statistics for Table of Suburb by Q07_08
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.6897    0.4296
Likelihood Ratio Chi-Square   2      1.7486    0.4172
Mantel-Haenszel Chi-Square    1      1.4482    0.2288
Phi Coefficient                      0.1257
Contingency Coefficient              0.1247
Cramer's V                           0.1257
               Sample Size = 107

            Table of Suburb by Q08
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Undecide,Agree to,  Total
        , to Disa,d       , agree s,
        ,gree str,        ,trongly ,
        ,ongly   ,        ,       ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     4 ,     4 ,    32 ,    40
        ,  3.74 ,  3.74 , 29.91 , 37.38
        , 10.00 , 10.00 , 80.00 ,
        , 80.00 , 19.05 , 39.51 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     1 ,    17 ,    49 ,    67
        ,  0.93 , 15.89 , 45.79 , 62.62
        ,  1.49 , 25.37 , 73.13 ,
        , 20.00 , 80.95 , 60.49 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         5      21      81     107
             4.67   19.63   75.70  100.00

       Statistics for Table of Suburb by Q08
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      7.0514    0.0294
Likelihood Ratio Chi-Square   2      7.2966    0.0260
Mantel-Haenszel Chi-Square    1      0.5075    0.4762
Phi Coefficient                      0.2567
Contingency Coefficient              0.2486
Cramer's V                           0.2567
 WARNING: 33% of the cells have expected counts less
       than 5. Chi-Square may not be a valid test.
               Sample Size = 107

            Table of Suburb by Q09_01
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Undecide,Agree to,  Total
        , to Disa,d       , agree s,
        ,gree str,        ,trongly ,
        ,ongly   ,        ,       ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     8 ,     5 ,    27 ,    40
        ,  7.48 ,  4.67 , 25.23 , 37.38
        , 20.00 , 12.50 , 67.50 ,
        , 53.33 , 38.46 , 34.18 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     7 ,     8 ,    52 ,    67
        ,  6.54 ,  7.48 , 48.60 , 62.62
        , 10.45 , 11.94 , 77.61 ,
        , 46.67 , 61.54 , 65.82 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        15      13      79     107
            14.02   12.15   73.83  100.00

      Statistics for Table of Suburb by Q09_01
```

Statistic	DF	Value	Prob
Chi-Square	2	1.9836	0.3709
Likelihood Ratio Chi-Square	2	1.9270	0.3815
Mantel-Haenszel Chi-Square	1	1.9443	0.1632
Phi Coefficient		0.1362	
Contingency Coefficient		0.1349	
Cramer's V		0.1362	

Sample Size = 107

Table of Suburb by Q09_02

Frequency, Percent , Row Pct , Col Pct ,Disagree,Undecide,Agree to, Total , to Disa,d , agree s, ,gree str, ,trongly , ,ongly , , ,				
Northern	5 4.67 12.50 50.00	2 1.87 5.00 22.22	33 30.84 82.50 37.50	40 37.38
Southern	5 4.67 7.46 50.00	7 6.54 10.45 77.78	55 51.40 82.09 62.50	67 62.62
Total	10 9.35	9 8.41	88 82.24	107 100.00

Statistics for Table of Suburb by Q09_02

Statistic	DF	Value	Prob
Chi-Square	2	1.5643	0.4574
Likelihood Ratio Chi-Square	2	1.6134	0.4463
Mantel-Haenszel Chi-Square	1	0.2925	0.5886
Phi Coefficient		0.1209	
Contingency Coefficient		0.1200	
Cramer's V		0.1209	

WARNING: 33% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Suburb by Q09_03

Frequency, Percent , Row Pct , Col Pct ,Disagree,Undecide,Agree to, Total , to Disa,d , agree s, ,gree str, ,trongly , ,ongly , , ,				
Northern	4 3.74 10.00 57.14	7 6.54 17.50 46.67	29 27.10 72.50 34.12	40 37.38
Southern	3 2.80 4.48 42.86	8 7.48 11.94 53.33	56 52.34 83.58 65.88	67 62.62
Total	7 6.54	15 14.02	85 79.44	107 100.00

Statistics for Table of Suburb by Q09_03

Statistic	DF	Value	Prob
Chi-Square	2	2.1071	0.3487
Likelihood Ratio Chi-Square	2	2.0496	0.3589
Mantel-Haenszel Chi-Square	1	1.9728	0.1601
Phi Coefficient		0.1403	
Contingency Coefficient		0.1390	
Cramer's V		0.1403	

WARNING: 33% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Suburb by Q09_04

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Undecide,Agree to, Total
, to Disa,d , agree s,
,gree str, ,trongly ,
,ongly , , ,

Northern	4	10	26	40
	3.74	9.35	24.30	37.38
	10.00	25.00	65.00	
	44.44	43.48	34.67	
Southern	5	13	49	67
	4.67	12.15	45.79	62.62
	7.46	19.40	73.13	
	55.56	56.52	65.33	
Total	9	23	75	107
	8.41	21.50	70.09	100.00

Statistics for Table of Suburb by Q09_04

Statistic	DF	Value	Prob
Chi-Square	2	0.7932	0.6726
Likelihood Ratio Chi-Square	2	0.7847	0.6755
Mantel-Haenszel Chi-Square	1	0.5745	0.4485
Phi Coefficient		0.0861	
Contingency Coefficient		0.0858	
Cramer's V		0.0861	

Sample Size = 107

Table of Suburb by Q09_05

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Undecide,Agree to, Total
, to Disa,d , agree s,
,gree str, ,trongly ,
,ongly , , ,

Northern	2	5	33	40
	1.87	4.67	30.84	37.38
	5.00	12.50	82.50	
	40.00	33.33	37.93	
Southern	3	10	54	67
	2.80	9.35	50.47	62.62
	4.48	14.93	80.60	
	60.00	66.67	62.07	
Total	5	15	87	107
	4.67	14.02	81.31	100.00

Statistics for Table of Suburb by Q09_05

Statistic	DF	Value	Prob
Chi-Square	2	0.1309	0.9367
Likelihood Ratio Chi-Square	2	0.1324	0.9359
Mantel-Haenszel Chi-Square	1	0.0038	0.9509
Phi Coefficient		0.0350	
Contingency Coefficient		0.0350	
Cramer's V		0.0350	

WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Suburb by Q09_06

Frequency,
Percent ,
Row Pct ,
Col Pct ,Disagree,Undecide,Agree to, Total
, to Disa,d , agree s,
,gree str, ,trongly ,
,ongly , , ,

```
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Northern ,     3 ,     7 ,    30 ,    40
       ,   2.80 ,   6.54 ,  28.04 ,  37.38
       ,   7.50 ,  17.50 ,  75.00 ,
       ,  33.33 ,  43.75 ,  36.59 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Southern ,     6 ,     9 ,    52 ,    67
       ,   5.61 ,   8.41 ,  48.60 ,  62.62
       ,   8.96 ,  13.43 ,  77.61 ,
       ,  66.67 ,  56.25 ,  63.41 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
Total         9      16      82     107
            8.41    14.95    76.64   100.00

      Statistics for Table of Suburb by Q09_06
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.3624    0.8343
Likelihood Ratio Chi-Square   2      0.3581    0.8361
Mantel-Haenszel Chi-Square    1      0.0003    0.9863
Phi Coefficient                      0.0582
Contingency Coefficient              0.0581
Cramer's V                           0.0582
               Sample Size = 107

          Table of Suburb by Q09_07
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Undecide,Agree to,  Total
           , to Disa,d       , agree s,
           ,gree str,        ,trongly ,
           ,ongly   ,        ,       ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Northern ,     7 ,     5 ,    28 ,    40
           ,   6.54 ,   4.67 ,  26.17 ,  37.38
           ,  17.50 ,  12.50 ,  70.00 ,
           ,  50.00 ,  27.78 ,  37.33 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Southern ,     7 ,    13 ,    47 ,    67
           ,   6.54 ,  12.15 ,  43.93 ,  62.62
           ,  10.45 ,  19.40 ,  70.15 ,
           ,  50.00 ,  72.22 ,  62.67 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Total        14      18      75     107
               13.08    16.82    70.09   100.00

      Statistics for Table of Suburb by Q09_07
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.6616    0.4357
Likelihood Ratio Chi-Square   2      1.6619    0.4356
Mantel-Haenszel Chi-Square    1      0.4888    0.4845
Phi Coefficient                      0.1246
Contingency Coefficient              0.1237
Cramer's V                           0.1246
               Sample Size = 107

          Table of Suburb by Q09_08
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Disagree,Undecide,Agree to,  Total
           , to Disa,d       , agree s,
           ,gree str,        ,trongly ,
           ,ongly   ,        ,       ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Northern ,     4 ,     5 ,    31 ,    40
           ,   3.74 ,   4.67 ,  28.97 ,  37.38
           ,  10.00 ,  12.50 ,  77.50 ,
           ,  40.00 ,  35.71 ,  37.35 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Southern ,     6 ,     9 ,    52 ,    67
           ,   5.61 ,   8.41 ,  48.60 ,  62.62
           ,   8.96 ,  13.43 ,  77.61 ,
           ,  60.00 ,  64.29 ,  62.65 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Total        10      14      83     107
               9.35    13.08    77.57   100.00
```

Statistics for Table of Suburb by Q09_08

Statistic	DF	Value	Prob
Chi-Square	2	0.0460	0.9773
Likelihood Ratio Chi-Square	2	0.0458	0.9774
Mantel-Haenszel Chi-Square	1	0.0150	0.9026
Phi Coefficient		0.0207	
Contingency Coefficient		0.0207	
Cramer's V		0.0207	

Sample Size = 107

Table of Suburb by Q09_09

Frequency, Percent , Row Pct , Col Pct	Disagree, to Disa,d ,gree str, ,ongly	Undecide, agree s, ,trongly ,	Agree to, Quite to, a lot ,	Total
Northern	3	9	28	40
	2.80	8.41	26.17	37.38
	7.50	22.50	70.00	
	27.27	52.94	35.44	
Southern	8	8	51	67
	7.48	7.48	47.66	62.62
	11.94	11.94	76.12	
	72.73	47.06	64.56	
Total	11	17	79	107
	10.28	15.89	73.83	100.00

Statistics for Table of Suburb by Q09_09

Statistic	DF	Value	Prob
Chi-Square	2	2.3653	0.3065
Likelihood Ratio Chi-Square	2	2.3240	0.3129
Mantel-Haenszel Chi-Square	1	0.0219	0.8825
Phi Coefficient		0.1487	
Contingency Coefficient		0.1471	
Cramer's V		0.1487	

Sample Size = 107

Table of Suburb by Q11_01

Frequency, Percent , Row Pct , Col Pct	Little t,o Very l,ittle ,	Moderate, a lot ,	Quite to,	Total
Northern	1	5	34	40
	0.93	4.67	31.78	37.38
	2.50	12.50	85.00	
	25.00	33.33	38.64	
Southern	3	10	54	67
	2.80	9.35	50.47	62.62
	4.48	14.93	80.60	
	75.00	66.67	61.36	
Total	4	15	88	107
	3.74	14.02	82.24	100.00

Statistics for Table of Suburb by Q11_01

Statistic	DF	Value	Prob
Chi-Square	2	0.4262	0.8081
Likelihood Ratio Chi-Square	2	0.4436	0.8011
Mantel-Haenszel Chi-Square	1	0.4197	0.5171
Phi Coefficient		0.0631	
Contingency Coefficient		0.0630	
Cramer's V		0.0631	

WARNING: 33% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Suburb by Q11_02

Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,

Northern	1	8	31	40
	0.95	7.62	29.52	38.10
	2.50	20.00	77.50	
	100.00	66.67	33.70	
Southern	0	4	61	65
	0.00	3.81	58.10	61.90
	0.00	6.15	93.85	
	0.00	33.33	66.30	
Total	1	12	92	105
	0.95	11.43	87.62	100.00

Statistics for Table of Suburb by Q11_02

Statistic	DF	Value	Prob
Chi-Square	2	6.5340	0.0381
Likelihood Ratio Chi-Square	2	6.6994	0.0351
Mantel-Haenszel Chi-Square	1	6.4717	0.0110
Phi Coefficient		0.2495	
Contingency Coefficient		0.2420	
Cramer's V		0.2495	

WARNING: 50% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 105
Frequency Missing = 2

Table of Suburb by Q11_03

Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,

Northern	2	8	30	40
	1.87	7.48	28.04	37.38
	5.00	20.00	75.00	
	40.00	61.54	33.71	
Southern	3	5	59	67
	2.80	4.67	55.14	62.62
	4.48	7.46	88.06	
	60.00	38.46	66.29	
Total	5	13	89	107
	4.67	12.15	83.18	100.00

Statistics for Table of Suburb by Q11_03

Statistic	DF	Value	Prob
Chi-Square	2	3.7686	0.1519
Likelihood Ratio Chi-Square	2	3.6368	0.1623
Mantel-Haenszel Chi-Square	1	1.0423	0.3073
Phi Coefficient		0.1877	
Contingency Coefficient		0.1845	
Cramer's V		0.1877	

WARNING: 50% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Suburb by Q11_04

Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,

Northern	4	9	27	40
	3.77	8.49	25.47	37.74

```
          ,  10.00 ,  22.50 ,  67.50 ,
          ,  57.14 ,  50.00 ,  33.33 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     3 ,     9 ,    54 ,    66
          ,   2.83 ,   8.49 ,  50.94 ,  62.26
          ,   4.55 ,  13.64 ,  81.82 ,
          ,  42.86 ,  50.00 ,  66.67 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         7      18      81     106
             6.60    16.98    76.42   100.00

      Statistics for Table of Suburb by Q11_04
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.9425    0.2296
Likelihood Ratio Chi-Square   2      2.8750    0.2375
Mantel-Haenszel Chi-Square    1      2.4970    0.1141
Phi Coefficient                      0.1666
Contingency Coefficient              0.1643
Cramer's V                           0.1666
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 106
             Frequency Missing = 1

           Table of Suburb by Q11_05
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
          ,o Very l,       , a lot  ,
          ,ittle   ,       ,       ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     2 ,     9 ,    29 ,    40
          ,   1.89 ,   8.49 ,  27.36 ,  37.74
          ,   5.00 ,  22.50 ,  72.50 ,
          ,  22.22 ,  47.37 ,  37.18 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     7 ,    10 ,    49 ,    66
          ,   6.60 ,   9.43 ,  46.23 ,  62.26
          ,  10.61 ,  15.15 ,  74.24 ,
          ,  77.78 ,  52.63 ,  62.82 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         9      19      78     106
             8.49    17.92    73.58   100.00

      Statistics for Table of Suburb by Q11_05
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.6825    0.4312
Likelihood Ratio Chi-Square   2      1.7376    0.4194
Mantel-Haenszel Chi-Square    1      0.2930    0.5883
Phi Coefficient                      0.1260
Contingency Coefficient              0.1250
Cramer's V                           0.1260
           Effective Sample Size = 106
             Frequency Missing = 1

           Table of Suburb by Q11_06
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
          ,o Very l,       , a lot  ,
          ,ittle   ,       ,       ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     3 ,    11 ,    26 ,    40
          ,   2.88 ,  10.58 ,  25.00 ,  38.46
          ,   7.50 ,  27.50 ,  65.00 ,
          ,  50.00 ,  39.29 ,  37.14 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     3 ,    17 ,    44 ,    64
          ,   2.88 ,  16.35 ,  42.31 ,  61.54
          ,   4.69 ,  26.56 ,  68.75 ,
          ,  50.00 ,  60.71 ,  62.86 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         6      28      70     104
             5.77    26.92    67.31   100.00
```

Statistics for Table of Suburb by Q11_06

Statistic	DF	Value	Prob
Chi-Square	2	0.3970	0.8200
Likelihood Ratio Chi-Square	2	0.3880	0.8236
Mantel-Haenszel Chi-Square	1	0.3614	0.5477
Phi Coefficient		0.0618	
Contingency Coefficient		0.0617	
Cramer's V		0.0618	

WARNING: 33% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.

Effective Sample Size = 104
Frequency Missing = 3

Table of Suburb by Q11_07

Frequency, Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total
Northern	0 0.00 0.00 0.00	4 3.74 10.00 57.14	36 33.64 90.00 36.36	40 37.38
Southern	1 0.93 1.49 100.00	3 2.80 4.48 42.86	63 58.88 94.03 63.64	67 62.62
Total	1 0.93	7 6.54	99 92.52	107 100.00

Statistics for Table of Suburb by Q11_07

Statistic	DF	Value	Prob
Chi-Square	2	1.8086	0.4048
Likelihood Ratio Chi-Square	2	2.1001	0.3499
Mantel-Haenszel Chi-Square	1	0.1669	0.6829
Phi Coefficient		0.1300	
Contingency Coefficient		0.1289	
Cramer's V		0.1300	

WARNING: 67% of the cells have expected counts less
than 5. Chi-Square may not be a valid test.

Sample Size = 107

Table of Suburb by Q11_08

Frequency, Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total
Northern	1 0.93 2.50 16.67	4 3.74 10.00 57.14	35 32.71 87.50 37.23	40 37.38
Southern	5 4.67 7.46 83.33	3 2.80 4.48 42.86	59 55.14 88.06 62.77	67 62.62
Total	6 5.61	7 6.54	94 87.85	107 100.00

Statistics for Table of Suburb by Q11_08

Statistic	DF	Value	Prob
Chi-Square	2	2.2685	0.3217
Likelihood Ratio Chi-Square	2	2.3631	0.3068
Mantel-Haenszel Chi-Square	1	0.1863	0.6660
Phi Coefficient		0.1456	
Contingency Coefficient		0.1441	
Cramer's V		0.1456	

WARNING: 67% of the cells have expected counts less

than 5. Chi-Square may not be a valid test.
Sample Size = 107

Table of Suburb by Q11_09

Frequency, Percent , Row Pct , Col Pct	Little t,o Very little	Moderate, a lot	Quite to,	Total
Northern	8 8.00 20.51 57.14	10 10.00 25.64 55.56	21 21.00 53.85 30.88	39 39.00
Southern	6 6.00 9.84 42.86	8 8.00 13.11 44.44	47 47.00 77.05 69.12	61 61.00
Total	14 14.00	18 18.00	68 68.00	100 100.00

Statistics for Table of Suburb by Q11_09

Statistic	DF	Value	Prob
Chi-Square	2	5.8944	0.0525
Likelihood Ratio Chi-Square	2	5.8283	0.0542
Mantel-Haenszel Chi-Square	1	4.3294	0.0375
Phi Coefficient		0.2428	
Contingency Coefficient		0.2359	
Cramer's V		0.2428	

Effective Sample Size = 100
Frequency Missing = 7

Table of Suburb by Q11_10

Frequency, Percent , Row Pct , Col Pct	Little t,o Very little	Moderate, a lot	Quite to,	Total
Northern	2 1.98 5.13 28.57	10 9.90 25.64 45.45	27 26.73 69.23 37.50	39 38.61
Southern	5 4.95 8.06 71.43	12 11.88 19.35 54.55	45 44.55 72.58 62.50	62 61.39
Total	7 6.93	22 21.78	72 71.29	101 100.00

Statistics for Table of Suburb by Q11_10

Statistic	DF	Value	Prob
Chi-Square	2	0.7698	0.6805
Likelihood Ratio Chi-Square	2	0.7746	0.6789
Mantel-Haenszel Chi-Square	1	0.0228	0.8799
Phi Coefficient		0.0873	
Contingency Coefficient		0.0870	
Cramer's V		0.0873	

WARNING: 33% of the cells have expected counts less than 5. Chi-Square may not be a valid test.
Effective Sample Size = 101
Frequency Missing = 6

Table of Suburb by Q11_11

Frequency, Percent , Row Pct , Col Pct	Little t,o Very little	Moderate, a lot	Quite to,	Total

```
    Northern ,     2 ,     4 ,    33 ,    39
           ,   1.96 ,   3.92 , 32.35 , 38.24
           ,   5.13 ,  10.26 , 84.62 ,
           ,  22.22 ,  33.33 , 40.74 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     7 ,     8 ,    48 ,    63
           ,   6.86 ,   7.84 , 47.06 , 61.76
           ,  11.11 ,  12.70 , 76.19 ,
           ,  77.78 ,  66.67 , 59.26 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          9      12      81     102
                8.82   11.76   79.41  100.00

      Statistics for Table of Suburb by Q11_11
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.3146    0.5182
Likelihood Ratio Chi-Square    2      1.3947    0.4979
Mantel-Haenszel Chi-Square     1      1.2954    0.2551
Phi Coefficient                       0.1135
Contingency Coefficient               0.1128
Cramer's V                            0.1135
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 102
             Frequency Missing = 5

           Table of Suburb by Q11_12
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     2 ,     5 ,    32 ,    39
           ,   1.90 ,   4.76 , 30.48 , 37.14
           ,   5.13 ,  12.82 , 82.05 ,
           , 100.00 ,  62.50 , 33.68 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     0 ,     3 ,    63 ,    66
           ,   0.00 ,   2.86 , 60.00 , 62.86
           ,   0.00 ,   4.55 , 95.45 ,
           ,   0.00 ,  37.50 , 66.32 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          2       8      95     105
                1.90    7.62   90.48  100.00

      Statistics for Table of Suburb by Q11_12
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      6.0746    0.0480
Likelihood Ratio Chi-Square    2      6.5599    0.0376
Mantel-Haenszel Chi-Square     1      5.9851    0.0144
Phi Coefficient                       0.2405
Contingency Coefficient               0.2339
Cramer's V                            0.2405
 WARNING: 50% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 105
             Frequency Missing = 2

           Table of Suburb by Q12_01
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     5 ,     4 ,    30 ,    39
           ,   5.00 ,   4.00 , 30.00 , 39.00
           ,  12.82 ,  10.26 , 76.92 ,
           ,  45.45 ,  44.44 , 37.50 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     6 ,     5 ,    50 ,    61
           ,   6.00 ,   5.00 , 50.00 , 61.00
           ,   9.84 ,   8.20 , 81.97 ,
           ,  54.55 ,  55.56 , 62.50 ,
```

```
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total        11       9      80      100
          11.00     9.00    80.00   100.00

      Statistics for Table of Suburb by Q12_01
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.3804    0.8268
Likelihood Ratio Chi-Square    2      0.3760    0.8286
Mantel-Haenszel Chi-Square     1      0.3161    0.5739
Phi Coefficient                       0.0617
Contingency Coefficient               0.0616
Cramer's V                            0.0617
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 100
             Frequency Missing = 7

           Table of Suburb by Q12_02
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,       ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      4 ,      4 ,     28 ,     36
           ,   3.88 ,   3.88 ,  27.18 ,  34.95
           ,  11.11 ,  11.11 ,  77.78 ,
           ,  40.00 ,  57.14 ,  32.56 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,      6 ,      3 ,     58 ,     67
           ,   5.83 ,   2.91 ,  56.31 ,  65.05
           ,   8.96 ,   4.48 ,  86.57 ,
           ,  60.00 ,  42.86 ,  67.44 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        10       7      86      103
              9.71     6.80    83.50   100.00

      Statistics for Table of Suburb by Q12_02
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.8450    0.3975
Likelihood Ratio Chi-Square    2      1.7582    0.4152
Mantel-Haenszel Chi-Square     1      0.4898    0.4840
Phi Coefficient                       0.1338
Contingency Coefficient               0.1327
Cramer's V                            0.1338
 WARNING: 50% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 103
             Frequency Missing = 4

           Table of Suburb by Q12_03
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,       ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      5 ,      7 ,     26 ,     38
           ,   4.81 ,   6.73 ,  25.00 ,  36.54
           ,  13.16 ,  18.42 ,  68.42 ,
           ,  38.46 ,  41.18 ,  35.14 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,      8 ,     10 ,     48 ,     66
           ,   7.69 ,   9.62 ,  46.15 ,  63.46
           ,  12.12 ,  15.15 ,  72.73 ,
           ,  61.54 ,  58.82 ,  64.86 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        13       17      74      104
              12.50    16.35    71.15   100.00

      Statistics for Table of Suburb by Q12_03
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.2413    0.8863
Likelihood Ratio Chi-Square    2      0.2390    0.8874
```

```
Mantel-Haenszel Chi-Square     1      0.0973    0.7550
Phi Coefficient                       0.0482
Contingency Coefficient               0.0481
Cramer's V                            0.0482
           Effective Sample Size = 104
             Frequency Missing = 3

            Table of Suburb by Q12_04
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      5 ,      7 ,     24 ,     36
           ,   5.15 ,   7.22 ,  24.74 ,  37.11
           ,  13.89 ,  19.44 ,  66.67 ,
           ,  33.33 ,  41.18 ,  36.92 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     10 ,     10 ,     41 ,     61
           ,  10.31 ,  10.31 ,  42.27 ,  62.89
           ,  16.39 ,  16.39 ,  67.21 ,
           ,  66.67 ,  58.82 ,  63.08 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         15       17       65       97
             15.46    17.53    67.01   100.00

      Statistics for Table of Suburb by Q12_04
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.2131    0.8989
Likelihood Ratio Chi-Square    2      0.2129    0.8990
Mantel-Haenszel Chi-Square     1      0.0385    0.8444
Phi Coefficient                       0.0469
Contingency Coefficient               0.0468
Cramer's V                            0.0469
           Effective Sample Size = 97
             Frequency Missing = 10

            Table of Suburb by Q12_05
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      4 ,      6 ,     27 ,     37
           ,   3.96 ,   5.94 ,  26.73 ,  36.63
           ,  10.81 ,  16.22 ,  72.97 ,
           ,  30.77 ,  28.57 ,  40.30 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,      9 ,     15 ,     40 ,     64
           ,   8.91 ,  14.85 ,  39.60 ,  63.37
           ,  14.06 ,  23.44 ,  62.50 ,
           ,  69.23 ,  71.43 ,  59.70 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         13       21       67      101
             12.87    20.79    66.34   100.00

      Statistics for Table of Suburb by Q12_05
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.1683    0.5576
Likelihood Ratio Chi-Square    2      1.1905    0.5514
Mantel-Haenszel Chi-Square     1      0.6601    0.4165
Phi Coefficient                       0.1076
Contingency Coefficient               0.1069
Cramer's V                            0.1076
           Effective Sample Size = 101
             Frequency Missing = 6

            Table of Suburb by Q12_06
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
```

```
          ,ittle  ,       ,      ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     8 ,    11 ,    15 ,    34
          ,  8.25 , 11.34 , 15.46 , 35.05
          , 23.53 , 32.35 , 44.12 ,
          , 44.44 , 45.83 , 27.27 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,    10 ,    13 ,    40 ,    63
          , 10.31 , 13.40 , 41.24 , 64.95
          , 15.87 , 20.63 , 63.49 ,
          , 55.56 , 54.17 , 72.73 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        18      24      55      97
            18.56   24.74   56.70  100.00

     Statistics for Table of Suburb by Q12_06
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      3.3850    0.1841
Likelihood Ratio Chi-Square   2      3.3768    0.1848
Mantel-Haenszel Chi-Square    1      2.0690    0.1503
Phi Coefficient                      0.1868
Contingency Coefficient              0.1836
Cramer's V                           0.1868
          Effective Sample Size = 97
            Frequency Missing = 10

          Table of Suburb by Q12_07
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
          ,o Very l,       , a lot  ,
          ,ittle  ,       ,      ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     3 ,    11 ,    19 ,    33
          ,  3.09 , 11.34 , 19.59 , 34.02
          ,  9.09 , 33.33 , 57.58 ,
          , 27.27 , 50.00 , 29.69 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     8 ,    11 ,    45 ,    64
          ,  8.25 , 11.34 , 46.39 , 65.98
          , 12.50 , 17.19 , 70.31 ,
          , 72.73 , 50.00 , 70.31 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        11      22      64      97
            11.34   22.68   65.98  100.00

     Statistics for Table of Suburb by Q12_07
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      3.2611    0.1958
Likelihood Ratio Chi-Square   2      3.1492    0.2071
Mantel-Haenszel Chi-Square    1      0.0815    0.7752
Phi Coefficient                      0.1834
Contingency Coefficient              0.1803
Cramer's V                           0.1834
          Effective Sample Size = 97
            Frequency Missing = 10

          Table of Suburb by Q12_08
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
          ,o Very l,       , a lot  ,
          ,ittle  ,       ,      ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     4 ,     6 ,    28 ,    38
          ,  4.00 ,  6.00 , 28.00 , 38.00
          , 10.53 , 15.79 , 73.68 ,
          , 50.00 , 54.55 , 34.57 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     4 ,     5 ,    53 ,    62
          ,  4.00 ,  5.00 , 53.00 , 62.00
          ,  6.45 ,  8.06 , 85.48 ,
          , 50.00 , 45.45 , 65.43 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          8      11      81     100
```

8.00 11.00 81.00 100.00

Statistics for Table of Suburb by Q12_08

Statistic	DF	Value	Prob
Chi-Square	2	2.1721	0.3376
Likelihood Ratio Chi-Square	2	2.1179	0.3468
Mantel-Haenszel Chi-Square	1	1.3120	0.2520
Phi Coefficient		0.1474	
Contingency Coefficient		0.1458	
Cramer's V		0.1474	

WARNING: 50% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 100

Frequency Missing = 7

Table of Suburb by Q12_09

Frequency, Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to	Total
Northern	4	2	32	38
	3.88	1.94	31.07	36.89
	10.53	5.26	84.21	
	50.00	16.67	38.55	
Southern	4	10	51	65
	3.88	9.71	49.51	63.11
	6.15	15.38	78.46	
	50.00	83.33	61.45	
Total	8	12	83	103
	7.77	11.65	80.58	100.00

Statistics for Table of Suburb by Q12_09

Statistic	DF	Value	Prob
Chi-Square	2	2.7973	0.2469
Likelihood Ratio Chi-Square	2	3.0492	0.2177
Mantel-Haenszel Chi-Square	1	0.0307	0.8608
Phi Coefficient		0.1648	
Contingency Coefficient		0.1626	
Cramer's V		0.1648	

WARNING: 33% of the cells have expected counts less than 5. Chi-Square may not be a valid test.

Effective Sample Size = 103

Frequency Missing = 4

Table of Suburb by Q12_10

Frequency, Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to	Total
Northern	4	5	29	38
	3.88	4.85	28.16	36.89
	10.53	13.16	76.32	
	30.77	55.56	35.80	
Southern	9	4	52	65
	8.74	3.88	50.49	63.11
	13.85	6.15	80.00	
	69.23	44.44	64.20	
Total	13	9	81	103
	12.62	8.74	78.64	100.00

Statistics for Table of Suburb by Q12_10

Statistic	DF	Value	Prob
Chi-Square	2	1.5971	0.4500
Likelihood Ratio Chi-Square	2	1.5454	0.4618

```
Mantel-Haenszel Chi-Square     1      0.0206    0.8858
Phi Coefficient                       0.1245
Contingency Coefficient               0.1236
Cramer's V                            0.1245
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
            Effective Sample Size = 103
              Frequency Missing = 4

             Table of Suburb by Q12_11
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,      ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      5 ,     11 ,     20 ,     36
           ,   5.10 ,  11.22 ,  20.41 ,  36.73
           ,  13.89 ,  30.56 ,  55.56 ,
           ,  50.00 ,  44.00 ,  31.75 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,      5 ,     14 ,     43 ,     62
           ,   5.10 ,  14.29 ,  43.88 ,  63.27
           ,   8.06 ,  22.58 ,  69.35 ,
           ,  50.00 ,  56.00 ,  68.25 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         10       25       63       98
                10.20    25.51    64.29   100.00

      Statistics for Table of Suburb by Q12_11
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.9996    0.3680
Likelihood Ratio Chi-Square    2      1.9737    0.3728
Mantel-Haenszel Chi-Square     1      1.7005    0.1922
Phi Coefficient                       0.1428
Contingency Coefficient               0.1414
Cramer's V                            0.1428
            Effective Sample Size = 98
              Frequency Missing = 9

             Table of Suburb by Q12_12
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,      ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      3 ,      8 ,     22 ,     33
           ,   3.09 ,   8.25 ,  22.68 ,  34.02
           ,   9.09 ,  24.24 ,  66.67 ,
           ,  30.00 ,  34.78 ,  34.38 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,      7 ,     15 ,     42 ,     64
           ,   7.22 ,  15.46 ,  43.30 ,  65.98
           ,  10.94 ,  23.44 ,  65.63 ,
           ,  70.00 ,  65.22 ,  65.63 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         10       23       64       97
                10.31    23.71    65.98   100.00

      Statistics for Table of Suburb by Q12_12
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.0815    0.9600
Likelihood Ratio Chi-Square    2      0.0830    0.9593
Mantel-Haenszel Chi-Square     1      0.0558    0.8133
Phi Coefficient                       0.0290
Contingency Coefficient               0.0290
Cramer's V                            0.0290
            Effective Sample Size = 97
              Frequency Missing = 10

             Table of Suburb by Q12_13
    Frequency,
    Percent  ,
    Row Pct  ,
```

Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern , 6 , 8 , 22 , 36
, 6.06 , 8.08 , 22.22 , 36.36
, 16.67 , 22.22 , 61.11 ,
, 42.86 , 34.78 , 35.48 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Southern , 8 , 15 , 40 , 63
, 8.08 , 15.15 , 40.40 , 63.64
, 12.70 , 23.81 , 63.49 ,
, 57.14 , 65.22 , 64.52 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 14 23 62 99
14.14 23.23 62.63 100.00

Statistics for Table of Suburb by Q12_13

Statistic	DF	Value	Prob
Chi-Square	2	0.3007	0.8604
Likelihood Ratio Chi-Square	2	0.2954	0.8627
Mantel-Haenszel Chi-Square	1	0.2248	0.6354
Phi Coefficient		0.0551	
Contingency Coefficient		0.0550	
Cramer's V		0.0551	

Effective Sample Size = 99
Frequency Missing = 8

Table of Suburb by Q12_14
Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern , 5 , 8 , 24 , 37
, 4.81 , 7.69 , 23.08 , 35.58
, 13.51 , 21.62 , 64.86 ,
, 62.50 , 36.36 , 32.43 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Southern , 3 , 14 , 50 , 67
, 2.88 , 13.46 , 48.08 , 64.42
, 4.48 , 20.90 , 74.63 ,
, 37.50 , 63.64 , 67.57 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 8 22 74 104
7.69 21.15 71.15 100.00

Statistics for Table of Suburb by Q12_14

Statistic	DF	Value	Prob
Chi-Square	2	2.8552	0.2399
Likelihood Ratio Chi-Square	2	2.7176	0.2570
Mantel-Haenszel Chi-Square	1	2.5824	0.1081
Phi Coefficient		0.1657	
Contingency Coefficient		0.1635	
Cramer's V		0.1657	

Effective Sample Size = 104
Frequency Missing = 3

Table of Suburb by Q12_15
Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern , 5 , 5 , 25 , 35
, 5.10 , 5.10 , 25.51 , 35.71
, 14.29 , 14.29 , 71.43 ,
, 27.78 , 26.32 , 40.98 ,
ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Southern , 13 , 14 , 36 , 63
, 13.27 , 14.29 , 36.73 , 64.29
, 20.63 , 22.22 , 57.14 ,
, 72.22 , 73.68 , 59.02 ,

ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 18 19 61 98
18.37 19.39 62.24 100.00

Statistics for Table of Suburb by Q12_15

Statistic	DF	Value	Prob
Chi-Square	2	1.9625	0.3748
Likelihood Ratio Chi-Square	2	2.0038	0.3672
Mantel-Haenszel Chi-Square	1	1.2550	0.2626
Phi Coefficient		0.1415	
Contingency Coefficient		0.1401	
Cramer's V		0.1415	

Effective Sample Size = 98
Frequency Missing = 9

Table of Suburb by Q12_16

Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern , 6 , 10 , 19 , 35
, 6.12 , 10.20 , 19.39 , 35.71
, 17.14 , 28.57 , 54.29 ,
, 37.50 , 35.71 , 35.19 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Southern , 10 , 18 , 35 , 63
, 10.20 , 18.37 , 35.71 , 64.29
, 15.87 , 28.57 , 55.56 ,
, 62.50 , 64.29 , 64.81 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 16 28 54 98
16.33 28.57 55.10 100.00

Statistics for Table of Suburb by Q12_16

Statistic	DF	Value	Prob
Chi-Square	2	0.0288	0.9857
Likelihood Ratio Chi-Square	2	0.0287	0.9858
Mantel-Haenszel Chi-Square	1	0.0280	0.8671
Phi Coefficient		0.0171	
Contingency Coefficient		0.0171	
Cramer's V		0.0171	

Effective Sample Size = 98
Frequency Missing = 9

Table of Suburb by Q12_17

Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern , 6 , 12 , 16 , 34
, 6.06 , 12.12 , 16.16 , 34.34
, 17.65 , 35.29 , 47.06 ,
, 33.33 , 50.00 , 28.07 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Southern , 12 , 12 , 41 , 65
, 12.12 , 12.12 , 41.41 , 65.66
, 18.46 , 18.46 , 63.08 ,
, 66.67 , 50.00 , 71.93 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 18 24 57 99
18.18 24.24 57.58 100.00

Statistics for Table of Suburb by Q12_17

Statistic	DF	Value	Prob
Chi-Square	2	3.6120	0.1643
Likelihood Ratio Chi-Square	2	3.5132	0.1726
Mantel-Haenszel Chi-Square	1	0.3637	0.5465
Phi Coefficient		0.1910	

```
Contingency Coefficient              0.1876
Cramer's V                           0.1910
          Effective Sample Size = 99
            Frequency Missing = 8

           Table of Suburb by Q12_18
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,      ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      7 ,     12 ,     15 ,     34
           ,   7.22 ,  12.37 ,  15.46 ,  35.05
           ,  20.59 ,  35.29 ,  44.12 ,
           ,  41.18 ,  54.55 ,  25.86 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     10 ,     10 ,     43 ,     63
           ,  10.31 ,  10.31 ,  44.33 ,  64.95
           ,  15.87 ,  15.87 ,  68.25 ,
           ,  58.82 ,  45.45 ,  74.14 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         17       22       58       97
             17.53    22.68    59.79   100.00

      Statistics for Table of Suburb by Q12_18
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      6.1040    0.0473
Likelihood Ratio Chi-Square    2      6.0085    0.0496
Mantel-Haenszel Chi-Square     1      1.9894    0.1584
Phi Coefficient                       0.2509
Contingency Coefficient               0.2433
Cramer's V                            0.2509
          Effective Sample Size = 97
            Frequency Missing = 10

           Table of Suburb by Q12_19
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,      ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      6 ,     10 ,     22 ,     38
           ,   6.06 ,  10.10 ,  22.22 ,  38.38
           ,  15.79 ,  26.32 ,  57.89 ,
           ,  40.00 ,  40.00 ,  37.29 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,      9 ,     15 ,     37 ,     61
           ,   9.09 ,  15.15 ,  37.37 ,  61.62
           ,  14.75 ,  24.59 ,  60.66 ,
           ,  60.00 ,  60.00 ,  62.71 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         15       25       59       99
             15.15    25.25    59.60   100.00

      Statistics for Table of Suburb by Q12_19
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.0741    0.9636
Likelihood Ratio Chi-Square    2      0.0740    0.9637
Mantel-Haenszel Chi-Square     1      0.0485    0.8257
Phi Coefficient                       0.0274
Contingency Coefficient               0.0274
Cramer's V                            0.0274
          Effective Sample Size = 99
            Frequency Missing = 8

           Table of Suburb by Q12_20
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,      ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
```

```
    Northern ,     8 ,     8 ,    22 ,    38
           ,  8.00 ,  8.00 , 22.00 , 38.00
           , 21.05 , 21.05 , 57.89 ,
           , 44.44 , 47.06 , 33.85 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,    10 ,     9 ,    43 ,    62
           , 10.00 ,  9.00 , 43.00 , 62.00
           , 16.13 , 14.52 , 69.35 ,
           , 55.56 , 52.94 , 66.15 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         18      17      65     100
                18.00   17.00   65.00  100.00

      Statistics for Table of Suburb by Q12_20
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.3855    0.5002
Likelihood Ratio Chi-Square   2      1.3728    0.5034
Mantel-Haenszel Chi-Square    1      0.8235    0.3642
Phi Coefficient                      0.1177
Contingency Coefficient              0.1169
Cramer's V                           0.1177
           Effective Sample Size = 100
             Frequency Missing = 7

           Table of Suburb by Q12_21
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,      ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     1 ,     6 ,    32 ,    39
           ,  0.94 ,  5.66 , 30.19 , 36.79
           ,  2.56 , 15.38 , 82.05 ,
           , 16.67 , 37.50 , 38.10 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     5 ,    10 ,    52 ,    67
           ,  4.72 ,  9.43 , 49.06 , 63.21
           ,  7.46 , 14.93 , 77.61 ,
           , 83.33 , 62.50 , 61.90 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         6      16      84     106
                5.66   15.09   79.25  100.00

      Statistics for Table of Suburb by Q12_21
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.1098    0.5741
Likelihood Ratio Chi-Square   2      1.2449    0.5366
Mantel-Haenszel Chi-Square    1      0.8877    0.3461
Phi Coefficient                      0.1023
Contingency Coefficient              0.1018
Cramer's V                           0.1023
 WARNING: 33% of the cells have expected counts less
        than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 106
             Frequency Missing = 1

           Table of Suburb by Q12_22
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,      ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     9 ,    10 ,    16 ,    35
           ,  9.00 , 10.00 , 16.00 , 35.00
           , 25.71 , 28.57 , 45.71 ,
           , 45.00 , 41.67 , 28.57 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,    11 ,    14 ,    40 ,    65
           , 11.00 , 14.00 , 40.00 , 65.00
           , 16.92 , 21.54 , 61.54 ,
           , 55.00 , 58.33 , 71.43 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        20      24      56     100
```

```
            20.00    24.00    56.00   100.00

      Statistics for Table of Suburb by Q12_22
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.3653    0.3065
Likelihood Ratio Chi-Square   2      2.3563    0.3078
Mantel-Haenszel Chi-Square    1      1.8836    0.1699
Phi Coefficient                      0.1538
Contingency Coefficient              0.1520
Cramer's V                           0.1538
          Effective Sample Size = 100
            Frequency Missing = 7

           Table of Suburb by Q12_23
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     6 ,     12 ,     13 ,     31
           ,   6.67 ,  13.33 ,  14.44 ,  34.44
           ,  19.35 ,  38.71 ,  41.94 ,
           ,  42.86 ,  40.00 ,  28.26 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     8 ,     18 ,     33 ,     59
           ,   8.89 ,  20.00 ,  36.67 ,  65.56
           ,  13.56 ,  30.51 ,  55.93 ,
           ,  57.14 ,  60.00 ,  71.74 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         14       30       46       90
             15.56    33.33    51.11   100.00

      Statistics for Table of Suburb by Q12_23
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.6278    0.4431
Likelihood Ratio Chi-Square   2      1.6302    0.4426
Mantel-Haenszel Chi-Square    1      1.2035    0.2726
Phi Coefficient                      0.1345
Contingency Coefficient              0.1333
Cramer's V                           0.1345
          Effective Sample Size = 90
            Frequency Missing = 17
       WARNING: 16% of the data are missing.

           Table of Suburb by Q12_24
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     6 ,      8 ,     19 ,     33
           ,   6.52 ,   8.70 ,  20.65 ,  35.87
           ,  18.18 ,  24.24 ,  57.58 ,
           ,  46.15 ,  36.36 ,  33.33 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     7 ,     14 ,     38 ,     59
           ,   7.61 ,  15.22 ,  41.30 ,  64.13
           ,  11.86 ,  23.73 ,  64.41 ,
           ,  53.85 ,  63.64 ,  66.67 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         13       22       57       92
             14.13    23.91    61.96   100.00

      Statistics for Table of Suburb by Q12_24
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.7594    0.6840
Likelihood Ratio Chi-Square   2      0.7415    0.6902
Mantel-Haenszel Chi-Square    1      0.7404    0.3895
Phi Coefficient                      0.0909
Contingency Coefficient              0.0905
Cramer's V                           0.0909
          Effective Sample Size = 92
```

Frequency Missing = 15
WARNING: 14% of the data are missing.

Table of Suburb by Q12_25

Frequency, Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total
Northern	4	8	16	28
	4.76	9.52	19.05	33.33
	14.29	28.57	57.14	
	33.33	34.78	32.65	
Southern	8	15	33	56
	9.52	17.86	39.29	66.67
	14.29	26.79	58.93	
	66.67	65.22	67.35	
Total	12	23	49	84
	14.29	27.38	58.33	100.00

Statistics for Table of Suburb by Q12_25

Statistic	DF	Value	Prob
Chi-Square	2	0.0319	0.9842
Likelihood Ratio Chi-Square	2	0.0318	0.9842
Mantel-Haenszel Chi-Square	1	0.0055	0.9408
Phi Coefficient		0.0195	
Contingency Coefficient		0.0195	
Cramer's V		0.0195	

Effective Sample Size = 84
Frequency Missing = 23
WARNING: 21% of the data are missing.

Table of Suburb by Q12_26

Frequency, Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total
Northern	2	11	15	28
	2.33	12.79	17.44	32.56
	7.14	39.29	53.57	
	22.22	44.00	28.85	
Southern	7	14	37	58
	8.14	16.28	43.02	67.44
	12.07	24.14	63.79	
	77.78	56.00	71.15	
Total	9	25	52	86
	10.47	29.07	60.47	100.00

Statistics for Table of Suburb by Q12_26

Statistic	DF	Value	Prob
Chi-Square	2	2.2547	0.3239
Likelihood Ratio Chi-Square	2	2.2218	0.3293
Mantel-Haenszel Chi-Square	1	0.0003	0.9863
Phi Coefficient		0.1619	
Contingency Coefficient		0.1598	
Cramer's V		0.1619	

Effective Sample Size = 86
Frequency Missing = 21
WARNING: 20% of the data are missing.

Table of Suburb by Q12_27

Frequency, Percent , Row Pct , Col Pct	Little t,o Very l,ittle	Moderate, a lot	Quite to,	Total

```
    Northern ,     5 ,    11 ,    14 ,    30
           ,  5.68 ,  12.50 ,  15.91 ,  34.09
           ,  16.67 ,  36.67 ,  46.67 ,
           ,  38.46 ,  44.00 ,  28.00 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     8 ,    14 ,    36 ,    58
           ,  9.09 ,  15.91 ,  40.91 ,  65.91
           ,  13.79 ,  24.14 ,  62.07 ,
           ,  61.54 ,  56.00 ,  72.00 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         13      25      50      88
              14.77    28.41    56.82   100.00

      Statistics for Table of Suburb by Q12_27
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.0286    0.3627
Likelihood Ratio Chi-Square   2      2.0130    0.3655
Mantel-Haenszel Chi-Square    1      0.8061    0.3693
Phi Coefficient                      0.1518
Contingency Coefficient              0.1501
Cramer's V                           0.1518
           Effective Sample Size = 88
             Frequency Missing = 19
       WARNING: 18% of the data are missing.

            Table of Suburb by Q12_28
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,       ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     3 ,     7 ,    20 ,    30
           ,  3.41 ,  7.95 ,  22.73 ,  34.09
           ,  10.00 ,  23.33 ,  66.67 ,
           ,  50.00 ,  25.93 ,  36.36 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     3 ,    20 ,    35 ,    58
           ,  3.41 ,  22.73 ,  39.77 ,  65.91
           ,  5.17 ,  34.48 ,  60.34 ,
           ,  50.00 ,  74.07 ,  63.64 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         6      27      55      88
              6.82    30.68    62.50   100.00

      Statistics for Table of Suburb by Q12_28
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.6034    0.4486
Likelihood Ratio Chi-Square   2      1.6041    0.4484
Mantel-Haenszel Chi-Square    1      0.0330    0.8559
Phi Coefficient                      0.1350
Contingency Coefficient              0.1338
Cramer's V                           0.1350
 WARNING: 33% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 88
             Frequency Missing = 19
       WARNING: 18% of the data are missing.

            Table of Suburb by Q12_29
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,       ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     3 ,     8 ,    18 ,    29
           ,  3.19 ,  8.51 ,  19.15 ,  30.85
           ,  10.34 ,  27.59 ,  62.07 ,
           ,  27.27 ,  36.36 ,  29.51 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     8 ,    14 ,    43 ,    65
           ,  8.51 ,  14.89 ,  45.74 ,  69.15
           ,  12.31 ,  21.54 ,  66.15 ,
           ,  72.73 ,  63.64 ,  70.49 ,
```

```
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total         11       22       61       94
            11.70    23.40    64.89   100.00

      Statistics for Table of Suburb by Q12_29
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.4310    0.8062
Likelihood Ratio Chi-Square    2      0.4237    0.8091
Mantel-Haenszel Chi-Square     1      0.0001    0.9942
Phi Coefficient                       0.0677
Contingency Coefficient               0.0676
Cramer's V                            0.0677
           Effective Sample Size = 94
             Frequency Missing = 13
        WARNING: 12% of the data are missing.

            Table of Suburb by Q12_30
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Northern ,     2 ,    16 ,    12 ,    30
           ,   2.25 ,  17.98 ,  13.48 ,  33.71
           ,   6.67 ,  53.33 ,  40.00 ,
           ,  28.57 ,  45.71 ,  25.53 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Southern ,     5 ,    19 ,    35 ,    59
           ,   5.62 ,  21.35 ,  39.33 ,  66.29
           ,   8.47 ,  32.20 ,  59.32 ,
           ,  71.43 ,  54.29 ,  74.47 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Total         7       35       47       89
                7.87    39.33    52.81   100.00

      Statistics for Table of Suburb by Q12_30
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      3.7465    0.1536
Likelihood Ratio Chi-Square    2      3.7156    0.1560
Mantel-Haenszel Chi-Square     1      0.6879    0.4069
Phi Coefficient                       0.2052
Contingency Coefficient               0.2010
Cramer's V                            0.2052
 WARNING: 33% of the cells have expected counts less
          than 5. Chi-Square may not be a valid test.
           Effective Sample Size = 89
             Frequency Missing = 18
        WARNING: 17% of the data are missing.

            Table of Suburb by Q12_31
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Northern ,     8 ,    12 ,     8 ,    28
           ,   9.20 ,  13.79 ,   9.20 ,  32.18
           ,  28.57 ,  42.86 ,  28.57 ,
           ,  44.44 ,  38.71 ,  21.05 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Southern ,    10 ,    19 ,    30 ,    59
           ,  11.49 ,  21.84 ,  34.48 ,  67.82
           ,  16.95 ,  32.20 ,  50.85 ,
           ,  55.56 ,  61.29 ,  78.95 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Total        18       31       38       87
               20.69    35.63    43.68   100.00

      Statistics for Table of Suburb by Q12_31
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      4.0018    0.1352
Likelihood Ratio Chi-Square    2      4.0901    0.1294
```

```
Mantel-Haenszel Chi-Square     1      3.0775    0.0794
Phi Coefficient                     0.2145
Contingency Coefficient             0.2097
Cramer's V                          0.2145
          Effective Sample Size = 87
            Frequency Missing = 20
       WARNING: 19% of the data are missing.

            Table of Suburb by Q12_32
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     6 ,     7 ,    20 ,    33
           ,   6.25 ,   7.29 ,  20.83 ,  34.38
           ,  18.18 ,  21.21 ,  60.61 ,
           ,  35.29 ,  35.00 ,  33.90 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,    11 ,    13 ,    39 ,    63
           ,  11.46 ,  13.54 ,  40.63 ,  65.63
           ,  17.46 ,  20.63 ,  61.90 ,
           ,  64.71 ,  65.00 ,  66.10 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         17      20      59      96
             17.71    20.83    61.46   100.00

      Statistics for Table of Suburb by Q12_32
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.0158    0.9921
Likelihood Ratio Chi-Square    2      0.0157    0.9922
Mantel-Haenszel Chi-Square     1      0.0128    0.9098
Phi Coefficient                     0.0128
Contingency Coefficient             0.0128
Cramer's V                          0.0128
          Effective Sample Size = 96
            Frequency Missing = 11
       WARNING: 10% of the data are missing.

            Table of Suburb by Q12_33
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     5 ,     7 ,    18 ,    30
           ,   5.32 ,   7.45 ,  19.15 ,  31.91
           ,  16.67 ,  23.33 ,  60.00 ,
           ,  35.71 ,  31.82 ,  31.03 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     9 ,    15 ,    40 ,    64
           ,   9.57 ,  15.96 ,  42.55 ,  68.09
           ,  14.06 ,  23.44 ,  62.50 ,
           ,  64.29 ,  68.18 ,  68.97 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         14      22      58      94
             14.89    23.40    61.70   100.00

      Statistics for Table of Suburb by Q12_33
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.1138    0.9447
Likelihood Ratio Chi-Square    2      0.1121    0.9455
Mantel-Haenszel Chi-Square     1      0.1081    0.7423
Phi Coefficient                     0.0348
Contingency Coefficient             0.0348
Cramer's V                          0.0348
          Effective Sample Size = 94
            Frequency Missing = 13
       WARNING: 12% of the data are missing.

            Table of Suburb by Q13_01
    Frequency,
    Percent  ,
```

Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern , 5 , 11 , 13 , 29
, 5.56 , 12.22 , 14.44 , 32.22
, 17.24 , 37.93 , 44.83 ,
, 33.33 , 42.31 , 26.53 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Southern , 10 , 15 , 36 , 61
, 11.11 , 16.67 , 40.00 , 67.78
, 16.39 , 24.59 , 59.02 ,
, 66.67 , 57.69 , 73.47 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 15 26 49 90
16.67 28.89 54.44 100.00

Statistics for Table of Suburb by Q13_01

Statistic	DF	Value	Prob
Chi-Square	2	1.9462	0.3779
Likelihood Ratio Chi-Square	2	1.9184	0.3832
Mantel-Haenszel Chi-Square	1	0.4204	0.5167
Phi Coefficient		0.1471	
Contingency Coefficient		0.1455	
Cramer's V		0.1471	

Effective Sample Size = 90
Frequency Missing = 17
WARNING: 16% of the data are missing.

Table of Suburb by Q13_02
Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern , 7 , 12 , 11 , 30
, 7.95 , 13.64 , 12.50 , 34.09
, 23.33 , 40.00 , 36.67 ,
, 53.85 , 44.44 , 22.92 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Southern , 6 , 15 , 37 , 58
, 6.82 , 17.05 , 42.05 , 65.91
, 10.34 , 25.86 , 63.79 ,
, 46.15 , 55.56 , 77.08 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total 13 27 48 88
14.77 30.68 54.55 100.00

Statistics for Table of Suburb by Q13_02

Statistic	DF	Value	Prob
Chi-Square	2	6.2136	0.0447
Likelihood Ratio Chi-Square	2	6.2136	0.0447
Mantel-Haenszel Chi-Square	1	5.1333	0.0235
Phi Coefficient		0.2657	
Contingency Coefficient		0.2568	
Cramer's V		0.2657	

Effective Sample Size = 88
Frequency Missing = 19
WARNING: 18% of the data are missing.

Table of Suburb by Q13_03
Frequency,
Percent ,
Row Pct ,
Col Pct ,Little t,Moderate,Quite to, Total
,o Very l, , a lot ,
,ittle , , ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern , 7 , 9 , 15 , 31
, 8.05 , 10.34 , 17.24 , 35.63
, 22.58 , 29.03 , 48.39 ,
, 50.00 , 39.13 , 30.00 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Southern , 7 , 14 , 35 , 56

```
          ,  8.05 ,  16.09 ,  40.23 ,  64.37
          ,  12.50 ,  25.00 ,  62.50 ,
          ,  50.00 ,  60.87 ,  70.00 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        14      23      50      87
              16.09    26.44    57.47   100.00

      Statistics for Table of Suburb by Q13_03
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.0743    0.3545
Likelihood Ratio Chi-Square   2      2.0378    0.3610
Mantel-Haenszel Chi-Square    1      2.0071    0.1566
Phi Coefficient                      0.1544
Contingency Coefficient              0.1526
Cramer's V                           0.1544
          Effective Sample Size = 87
            Frequency Missing = 20
       WARNING: 19% of the data are missing.

           Table of Suburb by Q13_04
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
          ,o Very l,       , a lot  ,
          ,ittle   ,       ,       ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     3 ,     10 ,     17 ,     30
          ,   3.61 ,  12.05 ,  20.48 ,  36.14
          ,  10.00 ,  33.33 ,  56.67 ,
          ,  33.33 ,  38.46 ,  35.42 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     6 ,     16 ,     31 ,     53
          ,   7.23 ,  19.28 ,  37.35 ,  63.86
          ,  11.32 ,  30.19 ,  58.49 ,
          ,  66.67 ,  61.54 ,  64.58 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          9       26       48       83
              10.84    31.33    57.83   100.00

      Statistics for Table of Suburb by Q13_04
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.1023    0.9501
Likelihood Ratio Chi-Square   2      0.1022    0.9502
Mantel-Haenszel Chi-Square    1      0.0014    0.9698
Phi Coefficient                      0.0351
Contingency Coefficient              0.0351
Cramer's V                           0.0351
          Effective Sample Size = 83
            Frequency Missing = 24
       WARNING: 22% of the data are missing.

           Table of Suburb by Q13_05
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
          ,o Very l,       , a lot  ,
          ,ittle   ,       ,       ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     3 ,      9 ,     18 ,     30
          ,   3.53 ,  10.59 ,  21.18 ,  35.29
          ,  10.00 ,  30.00 ,  60.00 ,
          ,  30.00 ,  32.14 ,  38.30 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     7 ,     19 ,     29 ,     55
          ,   8.24 ,  22.35 ,  34.12 ,  64.71
          ,  12.73 ,  34.55 ,  52.73 ,
          ,  70.00 ,  67.86 ,  61.70 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         10       28       47       85
              11.76    32.94    55.29   100.00

      Statistics for Table of Suburb by Q13_05
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.4302    0.8065
```

```
Likelihood Ratio Chi-Square    2      0.4329    0.8054
Mantel-Haenszel Chi-Square     1      0.3368    0.5617
Phi Coefficient                       0.0711
Contingency Coefficient               0.0710
Cramer's V                            0.0711
          Effective Sample Size = 85
            Frequency Missing = 22
       WARNING: 21% of the data are missing.

            Table of Suburb by Q13_06
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,      ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      5 ,     9 ,    18 ,    32
           ,   5.88 ,  10.59 ,  21.18 ,  37.65
           ,  15.63 ,  28.13 ,  56.25 ,
           ,  50.00 ,  40.91 ,  33.96 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,      5 ,    13 ,    35 ,    53
           ,   5.88 ,  15.29 ,  41.18 ,  62.35
           ,   9.43 ,  24.53 ,  66.04 ,
           ,  50.00 ,  59.09 ,  66.04 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         10      22      53      85
             11.76    25.88    62.35   100.00

       Statistics for Table of Suburb by Q13_06
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.0563    0.5897
Likelihood Ratio Chi-Square    2      1.0394    0.5947
Mantel-Haenszel Chi-Square     1      1.0273    0.3108
Phi Coefficient                       0.1115
Contingency Coefficient               0.1108
Cramer's V                            0.1115
          Effective Sample Size = 85
            Frequency Missing = 22
       WARNING: 21% of the data are missing.

            Table of Suburb by Q14_01
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,      ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     15 ,     8 ,    12 ,    35
           ,  15.79 ,   8.42 ,  12.63 ,  36.84
           ,  42.86 ,  22.86 ,  34.29 ,
           ,  48.39 ,  29.63 ,  32.43 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     16 ,    19 ,    25 ,    60
           ,  16.84 ,  20.00 ,  26.32 ,  63.16
           ,  26.67 ,  31.67 ,  41.67 ,
           ,  51.61 ,  70.37 ,  67.57 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total         31      27      37      95
             32.63    28.42    38.95   100.00

       Statistics for Table of Suburb by Q14_01
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      2.6885    0.2607
Likelihood Ratio Chi-Square    2      2.6562    0.2650
Mantel-Haenszel Chi-Square     1      2.1274    0.1447
Phi Coefficient                       0.1682
Contingency Coefficient               0.1659
Cramer's V                            0.1682
          Effective Sample Size = 95
            Frequency Missing = 12
       WARNING: 11% of the data are missing.

            Table of Suburb by Q14_02
    Frequency,
```

```
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Northern ,    11 ,     9 ,    14 ,    34
           ,  12.36 ,  10.11 ,  15.73 ,  38.20
           ,  32.35 ,  26.47 ,  41.18 ,
           ,  45.83 ,  37.50 ,  34.15 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Southern ,    13 ,    15 ,    27 ,    55
           ,  14.61 ,  16.85 ,  30.34 ,  61.80
           ,  23.64 ,  27.27 ,  49.09 ,
           ,  54.17 ,  62.50 ,  65.85 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Total        24      24      41      89
              26.97   26.97   46.07   100.00

      Statistics for Table of Suburb by Q14_02
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.8827    0.6432
Likelihood Ratio Chi-Square    2      0.8748    0.6457
Mantel-Haenszel Chi-Square     1      0.8706    0.3508
Phi Coefficient                       0.0996
Contingency Coefficient               0.0991
Cramer's V                            0.0996
          Effective Sample Size = 89
            Frequency Missing = 18
       WARNING: 17% of the data are missing.

           Table of Suburb by Q14_03
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Northern ,     5 ,    17 ,    14 ,    36
           ,   5.15 ,  17.53 ,  14.43 ,  37.11
           ,  13.89 ,  47.22 ,  38.89 ,
           ,  35.71 ,  42.50 ,  32.56 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Southern ,     9 ,    23 ,    29 ,    61
           ,   9.28 ,  23.71 ,  29.90 ,  62.89
           ,  14.75 ,  37.70 ,  47.54 ,
           ,  64.29 ,  57.50 ,  67.44 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Total        14      40      43      97
              14.43   41.24   44.33   100.00

      Statistics for Table of Suburb by Q14_03
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.8913    0.6404
Likelihood Ratio Chi-Square    2      0.8900    0.6408
Mantel-Haenszel Chi-Square     1      0.1077    0.7428
Phi Coefficient                       0.0959
Contingency Coefficient               0.0954
Cramer's V                            0.0959
          Effective Sample Size = 97
            Frequency Missing = 10

           Table of Suburb by Q14_04
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Northern ,     9 ,     9 ,    18 ,    36
           ,   9.57 ,   9.57 ,  19.15 ,  38.30
           ,  25.00 ,  25.00 ,  50.00 ,
           ,  45.00 ,  39.13 ,  35.29 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆ
    Southern ,    11 ,    14 ,    33 ,    58
```

```
          , 11.70 , 14.89 , 35.11 , 61.70
          , 18.97 , 24.14 , 56.90 ,
          , 55.00 , 60.87 , 64.71 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        20      23      51      94
              21.28   24.47   54.26  100.00

      Statistics for Table of Suburb by Q14_04
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.5816    0.7476
Likelihood Ratio Chi-Square   2      0.5767    0.7495
Mantel-Haenszel Chi-Square    1      0.5728    0.4491
Phi Coefficient                      0.0787
Contingency Coefficient              0.0784
Cramer's V                           0.0787
           Effective Sample Size = 94
             Frequency Missing = 13
       WARNING: 12% of the data are missing.

           Table of Suburb by Q14_05
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,    10 ,     9 ,    17 ,    36
           , 10.20 ,  9.18 , 17.35 , 36.73
           , 27.78 , 25.00 , 47.22 ,
           , 50.00 , 42.86 , 29.82 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,    10 ,    12 ,    40 ,    62
           , 10.20 , 12.24 , 40.82 , 63.27
           , 16.13 , 19.35 , 64.52 ,
           , 50.00 , 57.14 , 70.18 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        20      21      57      98
              20.41   21.43   58.16  100.00

      Statistics for Table of Suburb by Q14_05
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      3.0242    0.2204
Likelihood Ratio Chi-Square   2      2.9993    0.2232
Mantel-Haenszel Chi-Square    1      2.7154    0.0994
Phi Coefficient                      0.1757
Contingency Coefficient              0.1730
Cramer's V                           0.1757
           Effective Sample Size = 98
             Frequency Missing = 9

           Table of Suburb by Q14_06
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,    10 ,    14 ,    13 ,    37
           , 10.00 , 14.00 , 13.00 , 37.00
           , 27.03 , 37.84 , 35.14 ,
           , 62.50 , 41.18 , 26.00 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     6 ,    20 ,    37 ,    63
           ,  6.00 , 20.00 , 37.00 , 63.00
           ,  9.52 , 31.75 , 58.73 ,
           , 37.50 , 58.82 , 74.00 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        16      34      50     100
              16.00   34.00   50.00  100.00

      Statistics for Table of Suburb by Q14_06
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      7.3132    0.0258
Likelihood Ratio Chi-Square   2      7.2458    0.0267
```

```
Mantel-Haenszel Chi-Square     1      7.1550    0.0075
Phi Coefficient                     0.2704
Contingency Coefficient             0.2611
Cramer's V                          0.2704
          Effective Sample Size = 100
            Frequency Missing = 7

           Table of Suburb by Q15_01
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      4 ,     10 ,     25 ,     39
           ,   3.96 ,   9.90 ,  24.75 ,  38.61
           ,  10.26 ,  25.64 ,  64.10 ,
           ,  25.00 ,  40.00 ,  41.67 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     12 ,     15 ,     35 ,     62
           ,  11.88 ,  14.85 ,  34.65 ,  61.39
           ,  19.35 ,  24.19 ,  56.45 ,
           ,  75.00 ,  60.00 ,  58.33 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          16       25       60      101
             15.84    24.75    59.41   100.00

      Statistics for Table of Suburb by Q15_01
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      1.5072    0.4707
Likelihood Ratio Chi-Square   2      1.5834    0.4531
Mantel-Haenszel Chi-Square    1      1.3761    0.2408
Phi Coefficient                     0.1222
Contingency Coefficient             0.1213
Cramer's V                          0.1222
          Effective Sample Size = 101
            Frequency Missing = 6

           Table of Suburb by Q15_02
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      4 ,     16 ,     19 ,     39
           ,   3.96 ,  15.84 ,  18.81 ,  38.61
           ,  10.26 ,  41.03 ,  48.72 ,
           ,  33.33 ,  50.00 ,  33.33 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,      8 ,     16 ,     38 ,     62
           ,   7.92 ,  15.84 ,  37.62 ,  61.39
           ,  12.90 ,  25.81 ,  61.29 ,
           ,  66.67 ,  50.00 ,  66.67 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          12       32       57      101
             11.88    31.68    56.44   100.00

      Statistics for Table of Suburb by Q15_02
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      2.5619    0.2778
Likelihood Ratio Chi-Square   2      2.5315    0.2820
Mantel-Haenszel Chi-Square    1      0.1346    0.7137
Phi Coefficient                     0.1593
Contingency Coefficient             0.1573
Cramer's V                          0.1593
          Effective Sample Size = 101
            Frequency Missing = 6

           Table of Suburb by Q15_03
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
```

```
          ,ittle  ,       ,       ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     2 ,    10 ,    25 ,    37
          ,   2.00 ,  10.00 ,  25.00 ,  37.00
          ,   5.41 ,  27.03 ,  67.57 ,
          ,  20.00 ,  45.45 ,  36.76 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     8 ,    12 ,    43 ,    63
          ,   8.00 ,  12.00 ,  43.00 ,  63.00
          ,  12.70 ,  19.05 ,  68.25 ,
          ,  80.00 ,  54.55 ,  63.24 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        10      22      68     100
               10.00    22.00    68.00   100.00

      Statistics for Table of Suburb by Q15_03
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      1.9160    0.3837
Likelihood Ratio Chi-Square    2      2.0206    0.3641
Mantel-Haenszel Chi-Square     1      0.5248    0.4688
Phi Coefficient                       0.1384
Contingency Coefficient               0.1371
Cramer's V                            0.1384
          Effective Sample Size = 100
            Frequency Missing = 7

          Table of Suburb by Q15_04
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
          ,o Very l,       , a lot  ,
          ,ittle  ,       ,       ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     7 ,    11 ,    19 ,    37
          ,   7.07 ,  11.11 ,  19.19 ,  37.37
          ,  18.92 ,  29.73 ,  51.35 ,
          ,  33.33 ,  36.67 ,  39.58 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,    14 ,    19 ,    29 ,    62
          ,  14.14 ,  19.19 ,  29.29 ,  62.63
          ,  22.58 ,  30.65 ,  46.77 ,
          ,  66.67 ,  63.33 ,  60.42 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        21      30      48      99
               21.21    30.30    48.48   100.00

      Statistics for Table of Suburb by Q15_04
Statistic                     DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                     2      0.2530    0.8812
Likelihood Ratio Chi-Square    2      0.2546    0.8805
Mantel-Haenszel Chi-Square     1      0.2443    0.6211
Phi Coefficient                       0.0506
Contingency Coefficient               0.0505
Cramer's V                            0.0506
          Effective Sample Size = 99
            Frequency Missing = 8

          Table of Suburb by Q15_05
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
          ,o Very l,       , a lot  ,
          ,ittle  ,       ,       ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     6 ,    12 ,    19 ,    37
          ,   6.25 ,  12.50 ,  19.79 ,  38.54
          ,  16.22 ,  32.43 ,  51.35 ,
          ,  30.00 ,  44.44 ,  38.78 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,    14 ,    15 ,    30 ,    59
          ,  14.58 ,  15.63 ,  31.25 ,  61.46
          ,  23.73 ,  25.42 ,  50.85 ,
          ,  70.00 ,  55.56 ,  61.22 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        20      27      49      96
```

20.83 28.13 51.04 100.00

Statistics for Table of Suburb by Q15_05

Statistic	DF	Value	Prob
Chi-Square	2	1.0143	0.6022
Likelihood Ratio Chi-Square	2	1.0291	0.5978
Mantel-Haenszel Chi-Square	1	0.4065	0.5238
Phi Coefficient		0.1028	
Contingency Coefficient		0.1023	
Cramer's V		0.1028	

Effective Sample Size = 96
Frequency Missing = 11
WARNING: 10% of the data are missing.

Table of Suburb by Q15_06

Frequency,				
Percent ,				
Row Pct ,				
Col Pct	Little t,o Very l,ittle	Moderate, ,	Quite to, a lot ,	Total
Northern	5	6	23	34
	5.26	6.32	24.21	35.79
	14.71	17.65	67.65	
	26.32	28.57	41.82	
Southern	14	15	32	61
	14.74	15.79	33.68	64.21
	22.95	24.59	52.46	
	73.68	71.43	58.18	
Total	19	21	55	95
	20.00	22.11	57.89	100.00

Statistics for Table of Suburb by Q15_06

Statistic	DF	Value	Prob
Chi-Square	2	2.0880	0.3520
Likelihood Ratio Chi-Square	2	2.1226	0.3460
Mantel-Haenszel Chi-Square	1	1.6094	0.2046
Phi Coefficient		0.1483	
Contingency Coefficient		0.1467	
Cramer's V		0.1483	

Effective Sample Size = 95
Frequency Missing = 12
WARNING: 11% of the data are missing.

Table of Suburb by Q15_07

Frequency,				
Percent ,				
Row Pct ,				
Col Pct	Little t,o Very l,ittle	Moderate, ,	Quite to, a lot ,	Total
Northern	6	7	17	30
	6.67	7.78	18.89	33.33
	20.00	23.33	56.67	
	30.00	30.43	36.17	
Southern	14	16	30	60
	15.56	17.78	33.33	66.67
	23.33	26.67	50.00	
	70.00	69.57	63.83	
Total	20	23	47	90
	22.22	25.56	52.22	100.00

Statistics for Table of Suburb by Q15_07

Statistic	DF	Value	Prob
Chi-Square	2	0.3572	0.8365
Likelihood Ratio Chi-Square	2	0.3580	0.8361
Mantel-Haenszel Chi-Square	1	0.2502	0.6169
Phi Coefficient		0.0630	

```
Contingency Coefficient              0.0629
Cramer's V                           0.0630
          Effective Sample Size = 90
            Frequency Missing = 17
       WARNING: 16% of the data are missing.

            Table of Suburb by Q15_08
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      6 ,      3 ,     25 ,     34
           ,   6.32 ,   3.16 ,  26.32 ,  35.79
           ,  17.65 ,   8.82 ,  73.53 ,
           ,  27.27 ,  13.04 ,  50.00 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     16 ,     20 ,     25 ,     61
           ,  16.84 ,  21.05 ,  26.32 ,  64.21
           ,  26.23 ,  32.79 ,  40.98 ,
           ,  72.73 ,  86.96 ,  50.00 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          22       23       50       95
             23.16    24.21    52.63   100.00

      Statistics for Table of Suburb by Q15_08
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2     10.2663    0.0059
Likelihood Ratio Chi-Square   2     11.0091    0.0041
Mantel-Haenszel Chi-Square    1      3.6849    0.0549
Phi Coefficient                     0.3287
Contingency Coefficient             0.3123
Cramer's V                          0.3287
          Effective Sample Size = 95
            Frequency Missing = 12
       WARNING: 11% of the data are missing.

            Table of Suburb by Q15_09
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
           ,o Very l,       , a lot  ,
           ,ittle   ,       ,        ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,      5 ,      8 ,     20 ,     33
           ,   5.56 ,   8.89 ,  22.22 ,  36.67
           ,  15.15 ,  24.24 ,  60.61 ,
           ,  27.78 ,  36.36 ,  40.00 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     13 ,     14 ,     30 ,     57
           ,  14.44 ,  15.56 ,  33.33 ,  63.33
           ,  22.81 ,  24.56 ,  52.63 ,
           ,  72.22 ,  63.64 ,  60.00 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total          18       22       50       90
             20.00    24.44    55.56   100.00

      Statistics for Table of Suburb by Q15_09
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.8525    0.6529
Likelihood Ratio Chi-Square   2      0.8757    0.6454
Mantel-Haenszel Chi-Square    1      0.8417    0.3589
Phi Coefficient                     0.0973
Contingency Coefficient             0.0969
Cramer's V                          0.0973
          Effective Sample Size = 90
            Frequency Missing = 17
       WARNING: 16% of the data are missing.

            Table of Suburb by Q15_10
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,Little t,Moderate,Quite to,  Total
```

```
          ,o Very l,       , a lot  ,
          ,ittle  ,      ,      ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     9 ,     9 ,    16 ,    34
          ,  9.47 ,  9.47 , 16.84 , 35.79
          , 26.47 , 26.47 , 47.06 ,
          , 45.00 , 33.33 , 33.33 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,    11 ,    18 ,    32 ,    61
          , 11.58 , 18.95 , 33.68 , 64.21
          , 18.03 , 29.51 , 52.46 ,
          , 55.00 , 66.67 , 66.67 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        20      27      48      95
            21.05   28.42   50.53  100.00

      Statistics for Table of Suburb by Q15_10
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    2      0.9352    0.6265
Likelihood Ratio Chi-Square   2      0.9148    0.6329
Mantel-Haenszel Chi-Square    1      0.7998    0.3712
Phi Coefficient                      0.0992
Contingency Coefficient              0.0987
Cramer's V                           0.0992
          Effective Sample Size = 95
            Frequency Missing = 12
       WARNING: 11% of the data are missing.

          Table of Suburb by NQ16_01
        Frequency,
        Percent  ,
        Row Pct  ,
        Col Pct  ,      1,      2,  Total
        ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
        Northern ,     25 ,     15 ,     40
              ,  23.36 ,  14.02 ,  37.38
              ,  62.50 ,  37.50 ,
              ,  30.49 ,  60.00 ,
        ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
        Southern ,     57 ,     10 ,     67
              ,  53.27 ,   9.35 ,  62.62
              ,  85.07 ,  14.93 ,
              ,  69.51 ,  40.00 ,
        ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
        Total        82      25     107
                  76.64   23.36  100.00

      Statistics for Table of Suburb by NQ16_01
Statistic                    DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                    1      7.1286    0.0076
Likelihood Ratio Chi-Square   1      6.9453    0.0084
Continuity Adj. Chi-Square    1      5.9236    0.0149
Mantel-Haenszel Chi-Square    1      7.0620    0.0079
Phi Coefficient                     -0.2581
Contingency Coefficient              0.2499
Cramer's V                          -0.2581

           Fisher's Exact Test
        ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
        Cell (1,1) Frequency (F)       25
        Left-sided Pr <= F         0.0080
        Right-sided Pr >= F        0.9980
        Table Probability (P)      0.0060
        Two-sided Pr <= P          0.0099
               Sample Size = 107

          Table of Suburb by NQ16_02
        Frequency,
        Percent  ,
        Row Pct  ,
        Col Pct  ,      1,      2,  Total
        ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
        Northern ,     21 ,     19 ,     40
              ,  19.63 ,  17.76 ,  37.38
              ,  52.50 ,  47.50 ,
              ,  30.00 ,  51.35 ,
        ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
```

```
Southern ,    49 ,    18 ,    67
      , 45.79 , 16.82 , 62.62
      , 73.13 , 26.87 ,
      , 70.00 , 48.65 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total        70      37     107
        65.42   34.58  100.00

     Statistics for Table of Suburb by NQ16_02
Statistic                 DF      Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 1     4.7141    0.0299
Likelihood Ratio Chi-Square    1     4.6593    0.0309
Continuity Adj. Chi-Square     1     3.8461    0.0499
Mantel-Haenszel Chi-Square     1     4.6701    0.0307
Phi Coefficient                  -0.2099
Contingency Coefficient            0.2054
Cramer's V                       -0.2099

        Fisher's Exact Test
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Cell (1,1) Frequency (F)       21
Left-sided Pr <= F         0.0254
Right-sided Pr >= F        0.9911
Table Probability (P)      0.0165
Two-sided Pr <= P          0.0368
       Sample Size = 107

   Table of Suburb by NQ16_03
Frequency,
Percent ,
Row Pct ,
Col Pct ,      1,      2,  Total
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern ,    26 ,    14 ,    40
      , 24.30 , 13.08 , 37.38
      , 65.00 , 35.00 ,
      , 32.10 , 53.85 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Southern ,    55 ,    12 ,    67
      , 51.40 , 11.21 , 62.62
      , 82.09 , 17.91 ,
      , 67.90 , 46.15 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Total        81      26     107
        75.70   24.30  100.00

     Statistics for Table of Suburb by NQ16_03
Statistic                 DF      Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 1     3.9767    0.0461
Likelihood Ratio Chi-Square    1     3.8835    0.0488
Continuity Adj. Chi-Square     1     3.1019    0.0782
Mantel-Haenszel Chi-Square     1     3.9395    0.0472
Phi Coefficient                  -0.1928
Contingency Coefficient            0.1893
Cramer's V                       -0.1928

        Fisher's Exact Test
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Cell (1,1) Frequency (F)       26
Left-sided Pr <= F         0.0402
Right-sided Pr >= F        0.9863
Table Probability (P)      0.0265
Two-sided Pr <= P          0.0624
       Sample Size = 107

   Table of Suburb by NQ16_04
Frequency,
Percent ,
Row Pct ,
Col Pct ,      1,      2,  Total
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Northern ,    27 ,    13 ,    40
      , 25.23 , 12.15 , 37.38
      , 67.50 , 32.50 ,
      , 36.00 , 40.63 ,
ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
Southern ,    48 ,    19 ,    67
```

```
          , 44.86 ,  17.76 ,  62.62
          , 71.64 ,  28.36 ,
          , 64.00 ,  59.38 ,
    ƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        75      32     107
            70.09    29.91   100.00

  Statistics for Table of Suburb by NQ16_04
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 1      0.2050    0.6507
Likelihood Ratio Chi-Square    1      0.2037    0.6517
Continuity Adj. Chi-Square     1      0.0550    0.8146
Mantel-Haenszel Chi-Square     1      0.2031    0.6523
Phi Coefficient                  -0.0438
Contingency Coefficient            0.0437
Cramer's V                       -0.0438

       Fisher's Exact Test
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
    Cell (1,1) Frequency (F)       27
    Left-sided Pr <= F          0.4047
    Right-sided Pr >= F         0.7500
    Table Probability (P)       0.1547
    Two-sided Pr <= P           0.6680
           Sample Size = 107

      Table of Suburb by NQ16_05
    Frequency,
    Percent  ,
    Row Pct  ,
    Col Pct  ,      1,      2,  Total
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Northern ,     22 ,     18 ,     40
          , 20.56 ,  16.82 ,  37.38
          , 55.00 ,  45.00 ,
          , 34.92 ,  40.91 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Southern ,     41 ,     26 ,     67
          , 38.32 ,  24.30 ,  62.62
          , 61.19 ,  38.81 ,
          , 65.08 ,  59.09 ,
    ƒƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒƒˆƒƒƒƒƒƒƒˆ
    Total        63      44     107
            58.88    41.12   100.00

  Statistics for Table of Suburb by NQ16_05
Statistic                 DF       Value      Prob
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Chi-Square                 1      0.3969    0.5287
Likelihood Ratio Chi-Square    1      0.3957    0.5293
Continuity Adj. Chi-Square     1      0.1823    0.6694
Mantel-Haenszel Chi-Square     1      0.3932    0.5306
Phi Coefficient                  -0.0609
Contingency Coefficient            0.0608
Cramer's V                       -0.0609

       Fisher's Exact Test
    ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
    Cell (1,1) Frequency (F)       22
    Left-sided Pr <= F          0.3339
    Right-sided Pr >= F         0.7978
    Table Probability (P)       0.1317
    Two-sided Pr <= P           0.5488
           Sample Size = 107
```

Annexure E: Comparisons using Analysis of Variance test

Impact of number of year's employee is in current position

The NPAR1WAY Procedure

Analysis of Variance for Variable Q02
Classified by Variable Q07_01

Q07_01	N	Mean
Quite	31	4.951613
A lot	38	7.605263
Moderate	30	7.966667
Little	6	4.666667
Very little	2	7.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	199.583820	49.895955	1.0413	0.3897
Within	102	4887.556367	47.917219		

Analysis of Variance for Variable Q02
Classified by Variable Q07_02

Q07_02	N	Mean
A lot	43	7.627907
Quite	37	5.932432
Very little	3	4.666667
Moderate	18	8.055556
Little	6	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	185.901483	46.475371	0.9672	0.4289
Within	102	4901.238704	48.051360		

Analysis of Variance for Variable Q02
Classified by Variable Q07_03

Q07_03	N	Mean
A lot	41	8.219512
Quite	32	6.453125
Moderate	23	5.782609
Little	8	4.375000
Very little	3	4.333333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	175.481399	43.870350	0.9111	0.4605
Within	102	4911.658788	48.153518		

Analysis of Variance for Variable Q02
Classified by Variable Q07_04

Q07_04	N	Mean
A lot	40	8.112500
Quite	34	6.411765
Little	10	5.400000
Moderate	20	5.750000
Very little	3	4.333333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	133.844476	33.461119	0.6890	0.6012
Within	102	4953.295711	48.561723		

Analysis of Variance for Variable Q02
Classified by Variable Q07_05

Q07_05	N	Mean
Quite	32	6.671875
A lot	45	7.733333
Moderate	21	5.666667
Little	6	4.000000
Very little	3	6.666667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	113.702166	28.425542	0.5830	0.6757

Within 102 4973.438021 48.759196

Analysis of Variance for Variable Q02
Classified by Variable Q07_06

Q07_06	N	Mean
A lot	45	7.722222
Quite	30	6.300000
Moderate	22	5.636364
Little	7	7.285714
Very little	3	4.333333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	95.376262	23.844065	0.4872	0.7451
Within	102	4991.763925	48.938862		

Analysis of Variance for Variable Q02
Classified by Variable Q07_07

Q07_07	N	Mean
A lot	38	8.434211
Quite	26	7.038462
Little	11	3.727273
Moderate	24	6.208333
Very little	8	3.875000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	283.577971	70.894493	1.5054	0.2062
Within	102	4803.562216	47.093747		

Analysis of Variance for Variable Q02
Classified by Variable Q07_08

Q07_08	N	Mean
A lot	45	7.611111
Quite	33	5.878788
Moderate	17	7.176471
Little	5	3.800000
Very little	7	6.714286

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	104.981431	26.245358	0.5373	0.7086
Within	102	4982.158756	48.844694		

Analysis of Variance for Variable Q02
Classified by Variable Q08

Q08	N	Mean
Agree strongly	43	8.058140
Agree	38	6.210526
Undecided	21	6.190476
Disagree strongly	2	2.000000
Disagree	3	2.666667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	186.314984	46.578746	0.9694	0.4277
Within	102	4900.825203	48.047306		

Analysis of Variance for Variable Q02
Classified by Variable Q09_01

Q09_01	N	Mean
Agree strongly	36	7.666667
Agree	43	7.034884
Undecided	13	5.384615
Disagree	9	5.444444
Disagree strongly	6	4.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	103.643367	25.910842	0.5303	0.7137
Within	102	4983.496820	48.857812		

Analysis of Variance for Variable Q02

Classified by Variable Q09_02

Q09_02	N	Mean
Agree strongly	47	8.074468
Agree	41	6.378049
Undecided	9	5.000000
Disagree	8	4.062500
Disagree strongly	2	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	201.541831	50.385458	1.0519	0.3844
Within	102	4885.598356	47.898023		

Analysis of Variance for Variable Q02
Classified by Variable Q09_03

Q09_03	N	Mean
Agree strongly	45	8.566667
Agree	40	5.887500
Undecided	15	5.100000
Disagree	5	4.200000
Disagree strongly	2	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	279.696437	69.924109	1.4836	0.2127
Within	102	4807.443750	47.131801		

Analysis of Variance for Variable Q02
Classified by Variable Q09_04

Q09_04	N	Mean
Agree strongly	24	9.625000
Agree	51	6.617647
Undecided	23	4.804348
Disagree	7	5.642857
Disagree strongly	2	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	322.994361	80.748590	1.7288	0.1494
Within	102	4764.145826	46.707312		

Analysis of Variance for Variable Q02
Classified by Variable Q09_05

Q09_05	N	Mean
Agree strongly	38	8.894737
Undecided	15	3.866667
Agree	49	6.142857
Disagree	1	10.000000
Disagree strongly	4	4.375000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	350.640406	87.660102	1.8878	0.1183
Within	102	4736.499781	46.436272		

Analysis of Variance for Variable Q02
Classified by Variable Q09_06

Q09_06	N	Mean
Agree	44	5.761364
Agree strongly	38	9.144737
Disagree	5	5.600000
Disagree strongly	4	3.000000
Undecided	16	5.218750

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	361.257546	90.314387	1.9493	0.1080
Within	102	4725.882641	46.332183		

Analysis of Variance for Variable Q02
Classified by Variable Q09_07

Q09_07	N	Mean

ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Undecided 18 6.444444
Agree strongly 33 8.515152
Disagree strongly 4 2.750000
Agree 42 6.595238
Disagree 10 3.950000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	247.859271	61.964818	1.3061	0.2728
Within	102	4839.280916	47.443931		

Analysis of Variance for Variable Q02
Classified by Variable Q09_08

Q09_08 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Agree 39 7.474359
Agree strongly 44 7.443182
Undecided 14 4.321429
Disagree strongly 4 3.250000
Disagree 6 5.333333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	185.170969	46.292742	0.9633	0.4311
Within	102	4901.969218	48.058522		

Analysis of Variance for Variable Q02
Classified by Variable Q09_09

Q09_09 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Agree 48 7.156250
Agree strongly 31 7.000000
Undecided 17 6.617647
Disagree 7 4.428571
Disagree strongly 4 5.125000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	58.395570	14.598893	0.2961	0.8799
Within	102	5028.744617	49.301418		

Analysis of Variance for Variable Q02
Classified by Variable Q11_01

Q11_01 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Quite 31 7.483871
A Lot 57 7.350877
Little 1 10.000000
Moderate 15 3.400000
Very little 3 4.166667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	236.149129	59.037282	1.2414	0.2982
Within	102	4850.991058	47.558736		

Analysis of Variance for Variable Q02
Classified by Variable Q11_02

Q11_02 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Quite 32 7.031250
A Lot 60 7.075000
Moderate 12 5.583333
Little 1 2.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	3	46.859226	15.619742	0.3148	0.8146
Within	101	5011.297917	49.616811		

Analysis of Variance for Variable Q02
Classified by Variable Q11_03

Q11_03 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Quite 38 6.039474
A Lot 51 7.431373
Moderate 13 8.000000
Little 4 2.250000

Very little 1 3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	158.189594	39.547398	0.8184	0.5163
Within	102	4928.950593	48.323045		

Analysis of Variance for Variable Q02
Classified by Variable Q11_04

Q11_04	N	Mean
Quite	29	5.724138
A Lot	52	7.807692
Moderate	18	7.111111
Little	5	2.400000
Very little	2	4.750000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	193.312573	48.328143	1.0003	0.4111
Within	101	4879.472804	48.311612		

Analysis of Variance for Variable Q02
Classified by Variable Q11_05

Q11_05	N	Mean
A Lot	46	7.532609
Little	7	4.714286
Quite	32	7.203125
Moderate	19	5.368421
Very little	2	4.750000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	107.679979	26.919995	0.5476	0.7012
Within	101	4965.105399	49.159459		

Analysis of Variance for Variable Q02
Classified by Variable Q11_06

Q11_06	N	Mean
A Lot	38	7.500000
Quite	32	5.921875
Moderate	28	7.071429
Little	4	2.750000
Very little	2	3.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	130.066535	32.516634	0.7276	0.5752
Within	99	4424.161830	44.688503		

Analysis of Variance for Variable Q02
Classified by Variable Q11_07

Q11_07	N	Mean
A Lot	77	7.188312
Quite	22	6.636364
Little	1	1.000000
Moderate	7	3.428571

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	3	125.315512	41.771837	0.8671	0.4608
Within	103	4961.824675	48.173055		

Analysis of Variance for Variable Q02
Classified by Variable Q11_08

Q11_08	N	Mean
A Lot	45	6.955556
Little	6	3.083333
Quite	49	6.877551
Moderate	7	8.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	3	94.255436	31.418479	0.6481	0.5859
Within	103	4992.884751	48.474609		

Analysis of Variance for Variable Q02
Classified by Variable Q11_09

Q11_09	N	Mean
Quite	31	6.887097
A Lot	37	7.513514
Very little	7	5.214286
Moderate	18	4.694444
Little	7	4.428571

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	142.517116	35.629279	0.8457	0.4997
Within	95	4002.310384	42.129583		

Analysis of Variance for Variable Q02
Classified by Variable Q11_10

Q11_10	N	Mean
Quite	34	6.308824
A Lot	38	8.394737
Moderate	22	4.204545
Very little	5	4.900000
Little	2	1.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	316.295045	79.073761	1.9887	0.1023
Within	96	3817.115846	39.761623		

Analysis of Variance for Variable Q02
Classified by Variable Q11_11

Q11_11	N	Mean
Quite	33	6.803030
A Lot	48	7.781250
Very little	2	2.500000
Moderate	12	3.958333
Little	7	4.428571

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	218.028333	54.507083	1.2289	0.3037
Within	97	4302.366274	44.354291		

Analysis of Variance for Variable Q02
Classified by Variable Q11_12

Q11_12	N	Mean
A Lot	66	7.371212
Quite	29	6.206897
Moderate	8	5.000000
Little	2	4.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	3	73.333695	24.444565	0.4948	0.6867
Within	101	4989.413924	49.400138		

Analysis of Variance for Variable Q02
Classified by Variable Q12_01

Q12_01	N	Mean
A Lot	55	8.000000
Quite	25	6.380000
Moderate	9	5.111111
Little	3	3.333333
Very little	8	4.750000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	177.131944	44.282986	0.8729	0.4832
Within	95	4819.195556	50.728374		

Analysis of Variance for Variable Q02
Classified by Variable Q12_02

Q12_02	N	Mean

A Lot	48	7.791667
Little	6	3.333333
Quite	38	6.526316
Moderate	7	4.571429
Very little	4	6.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	157.280477	39.320119	0.8010	0.5274
Within	98	4810.937970	49.091204		

Analysis of Variance for Variable Q02
Classified by Variable Q12_03

Q12_03	N	Mean
Quite	28	7.000000
A Lot	46	7.652174
Little	9	6.222222
Moderate	17	5.176471
Very little	4	6.625000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	81.233785	20.308446	0.4075	0.8028
Within	99	4933.648426	49.834833		

Analysis of Variance for Variable Q02
Classified by Variable Q12_04

Q12_04	N	Mean
Quite	36	7.041667
A Lot	29	8.068966
Little	8	3.937500
Moderate	17	5.617647
Very little	7	9.285714

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	177.285826	44.321457	0.8551	0.4941
Within	92	4768.461596	51.831104		

Analysis of Variance for Variable Q02
Classified by Variable Q12_05

Q12_05	N	Mean
A Lot	29	8.379310
Quite	38	6.736842
Moderate	21	7.142857
Little	7	3.571429
Very little	6	5.750000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	149.871001	37.467750	0.7474	0.5621
Within	96	4812.856722	50.133924		

Analysis of Variance for Variable Q02
Classified by Variable Q12_06

Q12_06	N	Mean
A Lot	30	8.133333
Quite	25	8.040000
Moderate	24	5.250000
Little	10	4.500000
Very little	8	4.687500

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	237.650975	59.412744	1.3167	0.2697
Within	92	4151.395417	45.123863		

Analysis of Variance for Variable Q02
Classified by Variable Q12_07

Q12_07	N	Mean
Quite	31	7.661290
A Lot	33	8.454545
Moderate	22	5.704545

Little 6 2.666667
Very little 5 4.600000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 261.720518 65.430129 1.3104 0.2720
Within 92 4593.738245 49.931937

Analysis of Variance for Variable Q02
Classified by Variable Q12_08
Q12_08 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Quite 27 6.000000
A Lot 54 8.240741
Moderate 11 4.909091
Very little 6 4.500000
Little 2 3.500000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 219.970539 54.992635 1.0901 0.3659
Within 95 4792.279461 50.445047

Analysis of Variance for Variable Q02
Classified by Variable Q12_09
Q12_09 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Quite 32 6.953125
A Lot 51 8.029412
Moderate 12 3.500000
Little 4 5.000000
Very little 4 4.750000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 236.743071 59.185768 1.2190 0.3077
Within 98 4758.135570 48.552404

Analysis of Variance for Variable Q02
Classified by Variable Q12_10
Q12_10 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
A Lot 47 8.414894
Quite 34 5.764706
Moderate 9 4.500000
Little 8 6.750000
Very little 5 5.700000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 210.762584 52.690646 1.0759 0.3727
Within 98 4799.577222 48.975278

Analysis of Variance for Variable Q02
Classified by Variable Q12_11
Q12_11 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
A Lot 39 9.076923
Moderate 25 5.060000
Quite 24 6.208333
Very little 5 5.300000
Little 5 3.000000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 369.516518 92.379129 2.1095 0.0858
Within 93 4072.687564 43.792339
The NPAR1WAY Procedure

Analysis of Variance for Variable Q02
Classified by Variable Q12_12
Q12_12 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
A Lot 38 9.105263
Little 4 1.750000
Quite 26 7.403846
Very little 6 6.833333
Moderate 23 5.065217

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	363.237786	90.809446	1.8655	0.1232
Within	92	4478.324070	48.677436		

Analysis of Variance for Variable Q02
Classified by Variable Q12_13

Q12_13	N	Mean
A Lot	31	8.177419
Very little	8	6.625000
Quite	31	6.967742
Moderate	23	7.000000
Little	6	2.833333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	147.731549	36.932887	0.7252	0.5769
Within	94	4786.950269	50.925003		

Analysis of Variance for Variable Q02
Classified by Variable Q12_14

Q12_14	N	Mean
A Lot	43	8.162791
Moderate	22	5.227273
Quite	31	6.983871
Very little	4	6.250000
Little	4	2.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	209.473867	52.368467	1.0774	0.3719
Within	99	4812.216037	48.608243		

Analysis of Variance for Variable Q02
Classified by Variable Q12_15

Q12_15	N	Mean
A Lot	23	9.869565
Moderate	19	5.078947
Quite	38	6.618421
Little	9	6.388889
Very little	9	5.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	303.666486	75.916622	1.5815	0.1857
Within	93	4464.346269	48.003723		

Analysis of Variance for Variable Q02
Classified by Variable Q12_16

Q12_16	N	Mean
A Lot	17	8.705882
Moderate	28	5.678571
Quite	37	6.959459
Very little	11	5.000000
Little	5	12.600000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	299.099256	74.774814	1.5611	0.1912
Within	93	4454.525744	47.898126		

Analysis of Variance for Variable Q02
Classified by Variable Q12_17

Q12_17	N	Mean
Very little	11	8.363636
A Lot	29	8.448276
Little	7	6.428571
Quite	28	6.214286
Moderate	24	5.416667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	160.525277	40.131319	0.7969	0.5301

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Within	94	4733.479773	50.356168		

Analysis of Variance for Variable Q02
Classified by Variable Q12_18

Q12_18	N	Mean
A Lot	28	8.250000
Little	7	3.571429
Quite	30	7.233333
Very little	10	7.900000
Moderate	22	5.840909

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	165.302670	41.325667	0.8331	0.5075
Within	92	4563.424134	49.602436		

Analysis of Variance for Variable Q02
Classified by Variable Q12_19

Q12_19	N	Mean
Little	7	6.214286
A Lot	27	8.814815
Very little	8	7.250000
Quite	32	6.453125
Moderate	25	6.220000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	117.797869	29.449467	0.5773	0.6798
Within	94	4795.222333	51.013004		

Analysis of Variance for Variable Q02
Classified by Variable Q12_20

Q12_20	N	Mean
A Lot	26	9.230769
Quite	39	5.807692
Moderate	17	6.382353
Little	13	4.153846
Very little	5	9.100000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	312.167410	78.041852	1.6589	0.1660
Within	95	4469.080090	47.042948		

Analysis of Variance for Variable Q02
Classified by Variable Q12_21

Q12_21	N	Mean
A Lot	48	7.583333
Very little	3	4.666667
Moderate	16	6.218750
Quite	36	6.444444
Little	3	2.333333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	112.742302	28.185576	0.5725	0.6832
Within	101	4972.873264	49.236369		

Analysis of Variance for Variable Q02
Classified by Variable Q12_22

Q12_22	N	Mean
A Lot	26	8.961538
Moderate	24	4.812500
Quite	30	7.000000
Very little	13	7.961538
Little	7	3.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	310.828942	77.707236	1.6481	0.1686
Within	95	4479.098558	47.148406		

Analysis of Variance for Variable Q02

Classified by Variable Q12_23

Q12_23	N	Mean
A Lot	22	9.454545
Moderate	30	4.916667
Quite	24	6.833333
Very little	7	8.428571
Little	7	4.928571

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	304.530772	76.132693	1.7008	0.1573
Within	85	3804.758117	44.761860		

Analysis of Variance for Variable Q02
Classified by Variable Q12_24

Q12_24	N	Mean
A Lot	26	9.615385
Quite	31	6.919355
Moderate	22	5.204545
Little	7	5.000000
Very little	6	3.583333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	346.224562	86.556140	1.7554	0.1452
Within	87	4289.740112	49.307358		

Analysis of Variance for Variable Q02
Classified by Variable Q12_25

Q12_25	N	Mean
A Lot	25	9.400000
Quite	24	4.770833
Moderate	23	8.043478
Little	8	5.687500
Very little	4	6.750000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	298.037526	74.509381	1.4061	0.2396
Within	79	4186.164855	52.989429		

Analysis of Variance for Variable Q02
Classified by Variable Q12_26

Q12_26	N	Mean
A Lot	27	8.037037
Little	7	8.285714
Moderate	25	5.660000
Quite	25	7.680000
Very little	2	9.750000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	104.323000	26.080750	0.4820	0.7489
Within	81	4383.316534	54.115019		

Analysis of Variance for Variable Q02
Classified by Variable Q12_27

Q12_27	N	Mean
A Lot	25	8.12000
Moderate	25	5.90000
Quite	25	7.04000
Little	8	5.43750
Very little	5	10.90000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	156.410227	39.102557	0.7419	0.5661
Within	83	4374.518750	52.705045		

Analysis of Variance for Variable Q02
Classified by Variable Q12_28

Q12_28	N	Mean
A Lot	35	8.142857

Moderate	27	7.055556
Quite	20	5.150000
Little	5	3.100000
Very little	1	4.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	195.615801	48.903950	1.0493	0.3869
Within	83	3868.202381	46.604848		

Analysis of Variance for Variable Q02
Classified by Variable Q12_29

Q12_29	N	Mean
A Lot	36	7.722222
Quite	25	6.160000
Moderate	22	5.772727
Very little	7	10.357143
Little	4	6.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	149.444339	37.361085	0.7407	0.5667
Within	89	4489.303001	50.441607		

Analysis of Variance for Variable Q02
Classified by Variable Q12_30

Q12_30	N	Mean
A Lot	27	8.074074
Moderate	35	7.085714
Quite	20	4.500000
Very little	3	4.666667
Little	4	5.250000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	173.483006	43.370752	0.9259	0.4529
Within	84	3934.511376	46.839421		

Analysis of Variance for Variable Q02
Classified by Variable Q12_31

Q12_31	N	Mean
Quite	21	5.571429
Moderate	31	6.741935
Little	10	6.700000
A Lot	17	7.647059
Very little	8	9.875000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	118.501088	29.625272	0.6157	0.6525
Within	82	3945.435694	48.115069		

Analysis of Variance for Variable Q02
Classified by Variable Q12_32

Q12_32	N	Mean
Very little	7	6.642857
A Lot	32	6.843750
Moderate	20	5.725000
Little	10	8.650000
Quite	27	7.444444

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	66.534003	16.633501	0.3177	0.8655
Within	91	4764.005060	52.351704		

Analysis of Variance for Variable Q02
Classified by Variable Q12_33

Q12_33	N	Mean
Moderate	22	6.568182
A Lot	34	8.382353
Very little	5	4.700000
Quite	24	7.145833

Little 9 3.777778

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	189.475062	47.368766	0.9140	0.4594
Within	89	4612.272278	51.823284		

Analysis of Variance for Variable Q02
Classified by Variable Q13_01

Q13_01	N	Mean
A Lot	21	10.476190
Very little	10	3.750000
Moderate	26	5.865385
Quite	28	6.392857
Little	5	5.600000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	411.101709	102.775427	2.2908	0.0662
Within	85	3813.520513	44.864947		

Analysis of Variance for Variable Q02
Classified by Variable Q13_02

Q13_02	N	Mean
A Lot	17	9.941176
Moderate	27	6.648148
Quite	31	6.290323
Very little	7	4.642857
Little	6	5.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	227.770813	56.942703	1.1867	0.3227
Within	83	3982.592824	47.983046		

Analysis of Variance for Variable Q02
Classified by Variable Q13_03

Q13_03	N	Mean
A Lot	24	9.250000
Moderate	23	4.630435
Quite	26	7.846154
Little	10	5.100000
Very little	4	5.250000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	317.373930	79.343483	1.6866	0.1610
Within	82	3857.643311	47.044431		

Analysis of Variance for Variable Q02
Classified by Variable Q13_04

Q13_04	N	Mean
Quite	31	5.580645
Moderate	26	6.826923
Little	5	5.800000
A Lot	17	9.529412
Very little	4	5.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	184.505406	46.126351	1.0356	0.3943
Within	78	3474.054835	44.539165		

Analysis of Variance for Variable Q02
Classified by Variable Q13_05

Q13_05	N	Mean
Quite	27	6.666667
Moderate	28	6.696429
Very little	5	4.800000
A Lot	20	8.500000
Little	5	6.800000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	74.977416	18.744354	0.3669	0.8315
Within	80	4087.269643	51.090871		

Analysis of Variance for Variable Q02
Classified by Variable Q13_06

Q13_06	N	Mean
Quite	31	7.096774
Moderate	22	5.431818
A Lot	22	7.863636
Little	5	6.000000
Very little	5	6.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	74.845804	18.711451	0.4160	0.7966
Within	80	3598.448314	44.980604		

Analysis of Variance for Variable Q02
Classified by Variable Q14_01

Q14_01	N	Mean
A Lot	22	9.750000
Moderate	27	5.018519
Little	21	7.857143
Very little	10	5.750000
Quite	15	4.933333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	363.901866	90.975466	2.0463	0.0945
Within	90	4001.245503	44.458283		

Analysis of Variance for Variable Q02
Classified by Variable Q14_02

Q14_02	N	Mean
A Lot	19	9.289474
Moderate	24	5.687500
Very little	9	9.055556
Little	15	7.266667
Quite	22	5.772727

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	212.534641	53.133660	1.0658	0.3786
Within	84	4187.583337	49.852183		

Analysis of Variance for Variable Q02
Classified by Variable Q14_03

Q14_03	N	Mean
A Lot	16	12.031250
Quite	27	5.722222
Very little	7	4.642857
Little	7	4.000000
Moderate	40	6.425000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	562.049290	140.512322	3.0073	0.0222
Within	92	4298.533185	46.723187		

Analysis of Variance for Variable Q02
Classified by Variable Q14_04

Q14_04	N	Mean
Little	7	5.428571
A Lot	32	8.437500
Very little	13	6.615385
Moderate	23	6.282609
Quite	19	6.052632

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	114.007954	28.501988	0.5687	0.6860
Within	89	4460.526621	50.118277		

Analysis of Variance for Variable Q02

Classified by Variable Q14_05

Q14_05	N	Mean
Very little	10	5.300000
A Lot	35	7.657143
Quite	22	6.409091
Moderate	21	6.261905
Little	10	5.900000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	63.785049	15.946262	0.3190	0.8646
Within	93	4648.513420	49.984015		

Analysis of Variance for Variable Q02
Classified by Variable Q14_06

Q14_06	N	Mean
Moderate	34	5.161765
Quite	23	5.869565
A Lot	27	8.592593
Very little	9	6.555556
Little	7	11.428571

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	348.403484	87.100871	1.8599	0.1239
Within	95	4448.924016	46.830779		

Analysis of Variance for Variable Q02
Classified by Variable Q15_01

Q15_01	N	Mean
A Lot	31	6.790323
Very little	6	6.333333
Moderate	25	6.980000
Quite	29	6.775862
Little	10	6.400000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	3.628645	0.907161	0.0177	0.9994
Within	96	4908.653534	51.131808		

Analysis of Variance for Variable Q02
Classified by Variable Q15_02

Q15_02	N	Mean
Little	9	8.777778
A Lot	27	6.444444
Moderate	32	6.500000
Very little	3	2.000000
Quite	30	6.716667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	107.510369	26.877592	0.5572	0.6942
Within	96	4630.563889	48.235041		

Analysis of Variance for Variable Q02
Classified by Variable Q15_03

Q15_03	N	Mean
A Lot	29	6.431034
Very little	5	11.400000
Quite	39	7.217949
Moderate	22	4.977273
Little	5	8.600000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	205.789359	51.447340	1.0412	0.3902
Within	95	4693.898141	49.409454		

Analysis of Variance for Variable Q02
Classified by Variable Q15_04

Q15_04	N	Mean
Moderate	30	5.550000

Little	11	6.954545
Very little	10	8.950000
Quite	23	7.130435
A Lot	25	7.040000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	97.309082	24.327271	0.4771	0.7525
Within	94	4793.195968	50.991446		

Analysis of Variance for Variable Q02
Classified by Variable Q15_05

Q15_05	N	Mean
Quite	24	8.583333
Very little	8	4.687500
Little	12	6.375000
Moderate	27	5.129630
A Lot	25	5.760000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	190.214016	47.553504	1.4814	0.2144
Within	91	2921.220880	32.101328		

Analysis of Variance for Variable Q02
Classified by Variable Q15_06

Q15_06	N	Mean
Little	12	6.208333
A Lot	27	5.777778
Very little	7	7.571429
Quite	28	5.678571
Moderate	21	6.904762

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	35.999530	8.999883	0.2751	0.8934
Within	90	2944.526786	32.716964		

Analysis of Variance for Variable Q02
Classified by Variable Q15_07

Q15_07	N	Mean
Very little	7	5.142857
Little	13	7.038462
A Lot	28	7.000000
Quite	19	6.368421
Moderate	23	5.717391

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	37.177992	9.294498	0.1892	0.9434
Within	85	4175.922008	49.128494		

Analysis of Variance for Variable Q02
Classified by Variable Q15_08

Q15_08	N	Mean
A Lot	30	5.566667
Little	12	5.833333
Very little	10	5.450000
Quite	20	6.200000
Moderate	23	7.043478

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	34.243040	8.560760	0.2649	0.8998
Within	90	2908.914855	32.321276		

Analysis of Variance for Variable Q02
Classified by Variable Q15_09

Q15_09	N	Mean
A Lot	26	5.596154
Very little	7	10.714286
Quite	24	4.291667
Moderate	22	8.500000
Little	11	7.909091

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	370.708278	92.677069	3.0271	0.0219
Within	85	2602.305611	30.615360		

Analysis of Variance for Variable Q02
Classified by Variable Q15_10

Q15_10	N	Mean
A Lot	28	5.267857
Very little	9	9.888889
Moderate	27	6.888889
Quite	20	6.025000
Little	11	5.863636

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	157.867787	39.466947	1.2045	0.3145
Within	90	2949.079582	32.767551		

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Analysis of Variance for Variable Q05
Classified by Variable Q07_01

Q07_01	N	Mean
Quite	31	6.451613
A lot	38	10.039474
Moderate	30	11.300000
Little	6	5.000000
Very little	2	12.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	520.121511	130.030378	1.6630	0.1644
Within	102	7975.168209	78.187924		

Analysis of Variance for Variable Q05
Classified by Variable Q07_02

Q07_02	N	Mean
A lot	43	10.406977
Quite	37	7.756757
Very little	3	8.666667
Moderate	18	10.944444
Little	6	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	425.239891	106.309973	1.3437	0.2589
Within	102	8070.049829	79.118136		

Analysis of Variance for Variable Q05
Classified by Variable Q07_03

Q07_03	N	Mean
A lot	41	9.231707
Quite	32	9.984375
Moderate	23	7.739130
Little	8	9.562500
Very little	3	7.666667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	76.178552	19.044638	0.2307	0.9205
Within	102	8419.111167	82.540306		

Analysis of Variance for Variable Q05
Classified by Variable Q07_04

Q07_04	N	Mean
A lot	40	10.875000
Quite	34	8.529412
Little	10	6.550000
Moderate	20	8.100000
Very little	3	7.666667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	228.252465	57.063116	0.7041	0.5910
Within	102	8267.037255	81.049385		

Analysis of Variance for Variable Q05
Classified by Variable Q07_05

Q07_05	N	Mean
Quite	32	8.921875
A lot	45	10.411111
Moderate	21	7.357143
Little	6	6.166667
Very little	3	10.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	196.185826	49.046456	0.6028	0.6615
Within	102	8299.103894	81.363764		

Analysis of Variance for Variable Q05
Classified by Variable Q07_06

Q07_06	N	Mean
A lot	45	10.844444
Quite	30	8.166667
Moderate	22	6.863636
Little	7	9.428571
Very little	3	8.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	274.906747	68.726687	0.8528	0.4951
Within	102	8220.382973	80.591990		

Analysis of Variance for Variable Q05
Classified by Variable Q07_07

Q07_07	N	Mean
A lot	38	11.881579
Quite	26	9.403846
Little	11	4.181818
Moderate	24	7.750000
Very little	8	5.937500

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	686.207885	171.551971	2.2408	0.0698
Within	102	7809.081834	76.559626		

Analysis of Variance for Variable Q05
Classified by Variable Q07_08

Q07_08	N	Mean
A lot	45	9.888889
Quite	33	9.121212
Moderate	17	8.941176
Little	5	3.600000
Very little	7	8.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	182.188947	45.547237	0.5589	0.6930
Within	102	8313.100772	81.500988		

Analysis of Variance for Variable Q05
Classified by Variable Q08

Q08	N	Mean
Agree strongly	43	10.627907
Agree	38	9.394737
Undecided	21	7.071429
Disagree strongly	2	2.000000
Disagree	3	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	402.521403	100.630351	1.2683	0.2874
Within	102	8092.768316	79.340866		

Analysis of Variance for Variable Q05

Classified by Variable Q09_01

Q09_01	N	Mean
Agree strongly	36	9.972222
Agree	43	10.162791
Undecided	13	6.576923
Disagree	9	7.333333
Disagree strongly	6	4.666667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	304.700622	76.175156	0.9486	0.4392
Within	102	8190.589098	80.299893		

Analysis of Variance for Variable Q05
Classified by Variable Q09_02

Q09_02	N	Mean
Agree strongly	47	10.180851
Agree	41	9.585366
Undecided	9	5.444444
Disagree	8	6.125000
Disagree strongly	2	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	330.028512	82.507128	1.0307	0.3952
Within	102	8165.261208	80.051580		

Analysis of Variance for Variable Q05
Classified by Variable Q09_03

Q09_03	N	Mean
Agree strongly	45	12.144444
Agree	40	7.500000
Undecided	15	6.533333
Disagree	5	5.000000
Disagree strongly	2	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	776.745275	194.186319	2.5662	0.0426
Within	102	7718.544444	75.672004		

Analysis of Variance for Variable Q05
Classified by Variable Q09_04

Q09_04	N	Mean
Agree strongly	24	12.458333
Agree	51	9.921569
Undecided	23	5.217391
Disagree	7	6.357143
Disagree strongly	2	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	778.874925	194.718731	2.5739	0.0421
Within	102	7716.414794	75.651125		

Analysis of Variance for Variable Q05
Classified by Variable Q09_05

Q09_05	N	Mean
Agree strongly	38	11.868421
Undecided	15	6.000000
Agree	49	8.183673
Disagree	1	15.000000
Disagree strongly	4	4.625000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	591.413176	147.853294	1.9081	0.1148
Within	102	7903.876544	77.488986		

Analysis of Variance for Variable Q05
Classified by Variable Q09_06

Q09_06	N	Mean
Agree	44	8.227273

Agree strongly	38 12.592105
Disagree	5 6.000000
Disagree strongly	4 3.500000
Undecided	16 5.687500

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	856.697315	214.174329	2.8599	0.0272
Within	102	7638.592404	74.888161		

Analysis of Variance for Variable Q05
Classified by Variable Q09_07

Q09_07	N	Mean
Undecided	18	8.944444
Agree strongly	33	11.212121
Disagree strongly	4	2.750000
Agree	42	9.059524
Disagree	10	5.300000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	453.378933	113.344733	1.4376	0.2270
Within	102	8041.910786	78.842263		

Analysis of Variance for Variable Q05
Classified by Variable Q09_08

Q09_08	N	Mean
Agree	39	10.615385
Agree strongly	44	9.602273
Undecided	14	6.321429
Disagree strongly	4	3.250000
Disagree	6	6.250000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	394.340606	98.585152	1.2413	0.2982
Within	102	8100.949113	79.421070		

Analysis of Variance for Variable Q05
Classified by Variable Q09_09

Q09_09	N	Mean
Agree	48	10.104167
Agree strongly	31	9.548387
Undecided	17	7.794118
Disagree	7	5.642857
Disagree strongly	4	5.625000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	215.559079	53.889770	0.6639	0.6185
Within	102	8279.730641	81.173830		

Analysis of Variance for Variable Q05
Classified by Variable Q11_01

Q11_01	N	Mean
Quite	31	9.096774
A Lot	57	9.894737
Little	1	10.000000
Moderate	15	7.000000
Very little	3	4.833333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	157.544954	39.386239	0.4818	0.7490
Within	102	8337.744765	81.742596		

Analysis of Variance for Variable Q05
Classified by Variable Q11_02

Q11_02	N	Mean
Quite	32	8.921875
A Lot	60	9.766667
Moderate	12	7.750000
Little	1	2.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	3	98.809598	32.936533	0.3983	0.7545
Within	101	8352.538021	82.698396		

Analysis of Variance for Variable Q05
Classified by Variable Q11_03

Q11_03	N	Mean
Quite	38	8.236842
A Lot	51	9.754902
Moderate	13	11.076923
Little	4	4.000000
Very little	1	5.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	221.811947	55.452987	0.6837	0.6049
Within	102	8273.477772	81.112527		

Analysis of Variance for Variable Q05
Classified by Variable Q11_04

Q11_04	N	Mean
Quite	29	7.586207
A Lot	52	10.413462
Moderate	18	10.472222
Little	5	2.200000
Very little	2	4.750000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	465.625433	116.406358	1.4673	0.2177
Within	101	8012.556171	79.332239		

Analysis of Variance for Variable Q05
Classified by Variable Q11_05

Q11_05	N	Mean
A Lot	46	9.967391
Little	7	5.428571
Quite	32	9.593750
Moderate	19	8.368421
Very little	2	5.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	179.966051	44.991513	0.5490	0.7002
Within	101	8277.555175	81.955992		

Analysis of Variance for Variable Q05
Classified by Variable Q11_06

Q11_06	N	Mean
A Lot	38	11.394737
Quite	32	7.218750
Moderate	28	8.625000
Little	4	6.750000
Very little	2	4.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	383.848937	95.962234	1.2455	0.2967
Within	99	7627.610197	77.046568		

Analysis of Variance for Variable Q05
Classified by Variable Q11_07

Q11_07	N	Mean
A Lot	77	9.896104
Quite	22	8.113636
Little	1	1.000000
Moderate	7	4.857143

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	3	261.797837	87.265946	1.0917	0.3561
Within	103	8233.491883	79.936814		

Analysis of Variance for Variable Q05
Classified by Variable Q11_08

Q11_08	N	Mean
A Lot	45	9.811111
Little	6	3.166667
Quite	49	9.244898
Moderate	7	8.857143

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	3	235.393575	78.464525	0.9784	0.4060
Within	103	8259.896145	80.193166		

Analysis of Variance for Variable Q05
Classified by Variable Q11_09

Q11_09	N	Mean
Quite	31	7.403226
A Lot	37	12.135135
Very little	7	6.571429
Moderate	18	6.555556
Little	7	6.714286

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	627.026197	156.756549	2.1716	0.0780
Within	95	6857.621303	72.185487		

Analysis of Variance for Variable Q05
Classified by Variable Q11_10

Q11_10	N	Mean
Quite	34	7.897059
A Lot	38	12.421053
Moderate	22	5.454545
Very little	5	5.400000
Little	2	2.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	909.247046	227.311762	3.3014	0.0140
Within	96	6609.807409	68.852161		

Analysis of Variance for Variable Q05
Classified by Variable Q11_11

Q11_11	N	Mean
Quite	33	7.787879
A Lot	48	11.562500
Very little	2	3.500000
Moderate	12	6.208333
Little	7	4.571429

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	654.427426	163.606856	2.1589	0.0793
Within	97	7350.771104	75.781145		

Analysis of Variance for Variable Q05
Classified by Variable Q11_12

Q11_12	N	Mean
A Lot	66	10.022727
Quite	29	7.206897
Moderate	8	10.500000
Little	2	2.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	3	262.773089	87.591030	1.0749	0.3632
Within	101	8229.974530	81.484896		

Analysis of Variance for Variable Q05
Classified by Variable Q12_01

Q12_01	N	Mean
A Lot	55	10.272727
Quite	25	8.820000

Moderate	9	10.222222
Little	3	5.666667
Very little	8	5.125000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	244.201187	61.050297	0.7224	0.5788
Within	95	8028.946313	84.515224		

Analysis of Variance for Variable Q05
Classified by Variable Q12_02

Q12_02	N	Mean
A Lot	48	10.041667
Little	6	4.083333
Quite	38	9.105263
Moderate	7	9.714286
Very little	4	7.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	204.755831	51.188958	0.6160	0.6521
Within	98	8143.632519	83.098291		

Analysis of Variance for Variable Q05
Classified by Variable Q12_03

Q12_03	N	Mean
Quite	28	11.285714
A Lot	46	10.108696
Little	9	6.333333
Moderate	17	5.500000
Very little	4	8.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	467.711404	116.927851	1.4617	0.2196
Within	99	7919.670807	79.996675		

Analysis of Variance for Variable Q05
Classified by Variable Q12_04

Q12_04	N	Mean
Quite	36	9.402778
A Lot	29	11.034483
Little	8	3.812500
Moderate	17	8.735294
Very little	7	10.571429

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	344.351973	86.087993	1.0044	0.4094
Within	92	7885.117099	85.707795		

Analysis of Variance for Variable Q05
Classified by Variable Q12_05

Q12_05	N	Mean
A Lot	29	10.275862
Quite	38	9.789474
Moderate	21	9.976190
Little	7	5.785714
Very little	6	6.083333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	191.926998	47.981750	0.5715	0.6839
Within	96	8059.483893	83.952957		

Analysis of Variance for Variable Q05
Classified by Variable Q12_06

Q12_06	N	Mean
A Lot	30	11.400000
Quite	25	11.240000
Moderate	24	7.145833
Little	10	5.000000
Very little	8	5.625000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	629.068716	157.267179	2.0171	0.0985
Within	92	7172.874583	77.966028		

Analysis of Variance for Variable Q05
Classified by Variable Q12_07

Q12_07	N	Mean
Quite	31	9.612903
A Lot	33	12.303030
Moderate	22	7.795455
Little	6	3.333333
Very little	5	5.400000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	635.802276	158.950569	1.9368	0.1109
Within	92	7550.187414	82.067255		

Analysis of Variance for Variable Q05
Classified by Variable Q12_08

Q12_08	N	Mean
Quite	27	6.611111
A Lot	54	11.370370
Moderate	11	9.181818
Very little	6	5.000000
Little	2	4.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	583.791877	145.947969	1.7826	0.1387
Within	95	7777.895623	81.872586		

Analysis of Variance for Variable Q05
Classified by Variable Q12_09

Q12_09	N	Mean
Quite	32	8.750000
A Lot	51	10.735294
Moderate	12	7.583333
Little	4	5.750000
Very little	4	5.375000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	261.886838	65.471710	0.7963	0.5304
Within	98	8058.030637	82.224802		

Analysis of Variance for Variable Q05
Classified by Variable Q12_10

Q12_10	N	Mean
A Lot	47	11.180851
Quite	34	7.558824
Moderate	9	9.333333
Little	8	7.562500
Very little	5	6.100000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	344.704578	86.176144	1.0503	0.3854
Within	98	8041.013869	82.051162		

Analysis of Variance for Variable Q05
Classified by Variable Q12_11

Q12_11	N	Mean
A Lot	39	11.333333
Moderate	25	8.220000
Quite	24	8.708333
Very little	5	7.000000
Little	5	2.400000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	462.668163	115.667041	1.4667	0.2186
Within	93	7334.365000	78.864140		

Analysis of Variance for Variable Q05
Classified by Variable Q12_12

Q12_12	N	Mean
A Lot	38	11.342105
Little	4	2.125000
Quite	26	10.826923
Very little	6	7.500000
Moderate	23	7.978261

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	461.467110	115.366777	1.4056	0.2383
Within	92	7550.950416	82.075548		

Analysis of Variance for Variable Q05
Classified by Variable Q12_13

Q12_13	N	Mean
A Lot	31	11.854839
Very little	8	6.875000
Quite	31	8.370968
Moderate	23	10.217391
Little	6	4.333333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	438.484847	109.621212	1.3230	0.2671
Within	94	7788.702022	82.858532		

Analysis of Variance for Variable Q05
Classified by Variable Q12_14

Q12_14	N	Mean
A Lot	43	10.604651
Moderate	22	8.363636
Quite	31	8.854839
Very little	4	7.000000
Little	4	4.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	211.511612	52.877903	0.6370	0.6373
Within	99	8217.466753	83.004715		

Analysis of Variance for Variable Q05
Classified by Variable Q12_15

Q12_15	N	Mean
A Lot	23	12.086957
Moderate	19	7.789474
Quite	38	9.750000
Little	9	6.611111
Very little	9	5.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	424.366925	106.091731	1.2804	0.2834
Within	93	7705.747871	82.857504		

Analysis of Variance for Variable Q05
Classified by Variable Q12_16

Q12_16	N	Mean
A Lot	17	11.294118
Moderate	28	8.803571
Quite	37	9.256757
Very little	11	6.045455
Little	5	14.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	301.153168	75.288292	0.8952	0.4702
Within	93	7821.737138	84.104700		

Analysis of Variance for Variable Q05
Classified by Variable Q12_17

Q12_17	N	Mean

ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Very little 11 8.772727
A Lot 29 11.896552
Little 7 8.857143
Quite 28 8.428571
Moderate 24 8.104167

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	253.747890	63.436972	0.7485	0.5615
Within	94	7967.075342	84.756121		

Analysis of Variance for Variable Q05
Classified by Variable Q12_18

Q12_18	N	Mean
A Lot	28	12.035714
Little	7	5.285714
Quite	30	9.350000
Very little	10	8.300000
Moderate	22	8.068182

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	364.098849	91.024712	1.0860	0.3682
Within	92	7711.215584	83.817561		

Analysis of Variance for Variable Q05
Classified by Variable Q12_19

Q12_19	N	Mean
Little	7	5.785714
A Lot	27	10.814815
Very little	8	7.750000
Quite	32	10.078125
Moderate	25	8.560000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	199.621051	49.905263	0.5879	0.6722
Within	94	7979.717333	84.890610		

Analysis of Variance for Variable Q05
Classified by Variable Q12_20

Q12_20	N	Mean
A Lot	26	10.807692
Quite	39	8.653846
Moderate	17	11.352941
Little	13	4.307692
Very little	5	10.900000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	483.193032	120.798258	1.4932	0.2104
Within	95	7685.466968	80.899652		

Analysis of Variance for Variable Q05
Classified by Variable Q12_21

Q12_21	N	Mean
A Lot	48	10.229167
Very little	3	4.833333
Moderate	16	10.062500
Quite	36	8.111111
Little	3	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	277.391771	69.347943	0.8524	0.4954
Within	101	8216.638889	81.352860		

Analysis of Variance for Variable Q05
Classified by Variable Q12_22

Q12_22	N	Mean
A Lot	26	10.961538
Moderate	24	7.750000
Quite	30	10.666667

Very little 13 8.038462
Little 7 4.642857

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	357.943883	89.485971	1.0822	0.3698
Within	95	7855.716117	82.691749		

Analysis of Variance for Variable Q05
Classified by Variable Q12_23

Q12_23	N	Mean
A Lot	22	13.227273
Moderate	30	7.366667
Quite	24	9.416667
Very little	7	8.714286
Little	7	5.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	555.255014	138.813754	1.7003	0.1575
Within	85	6939.592208	81.642261		

Analysis of Variance for Variable Q05
Classified by Variable Q12_24

Q12_24	N	Mean
A Lot	26	13.307692
Quite	31	8.612903
Moderate	22	8.340909
Little	7	6.857143
Very little	6	3.416667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	700.967607	175.241902	2.0895	0.0890
Within	87	7296.651958	83.869563		

Analysis of Variance for Variable Q05
Classified by Variable Q12_25

Q12_25	N	Mean
A Lot	25	13.440000
Quite	24	6.708333
Moderate	23	10.478261
Little	8	8.062500
Very little	4	6.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	653.004143	163.251036	1.8387	0.1297
Within	79	7014.076214	88.785775		

Analysis of Variance for Variable Q05
Classified by Variable Q12_26

Q12_26	N	Mean
A Lot	27	10.518519
Little	7	10.714286
Moderate	25	8.380000
Quite	25	11.160000
Very little	2	10.750000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	110.263827	27.565957	0.3010	0.8765
Within	81	7417.294312	91.571535		

Analysis of Variance for Variable Q05
Classified by Variable Q12_27

Q12_27	N	Mean
A Lot	25	10.120
Moderate	25	9.140
Quite	25	10.360
Little	8	8.000
Very little	5	10.900

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F

ƒƒ

Among	4	53.128636	13.282159	0.1450	0.9647
Within	83	7602.360000	91.594699		

Analysis of Variance for Variable Q05
Classified by Variable Q12_28

Q12_28	N	Mean
A Lot	35	10.942857
Moderate	27	10.166667
Quite	20	8.100000
Little	5	4.600000
Very little	1	4.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	273.111445	68.277861	0.8016	0.5276
Within	83	7069.385714	85.173322		

Analysis of Variance for Variable Q05
Classified by Variable Q12_29

Q12_29	N	Mean
A Lot	36	10.361111
Quite	25	8.840000
Moderate	22	9.295455
Very little	7	10.714286
Little	4	8.750000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	48.520476	12.130119	0.1380	0.9678
Within	89	7820.673672	87.872738		

Analysis of Variance for Variable Q05
Classified by Variable Q12_30

Q12_30	N	Mean
A Lot	27	11.222222
Moderate	35	9.842857
Quite	20	7.300000
Very little	3	4.666667
Little	4	5.750000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	304.802862	76.200716	0.8941	0.4712
Within	84	7158.669048	85.222251		

Analysis of Variance for Variable Q05
Classified by Variable Q12_31

Q12_31	N	Mean
Quite	21	10.571429
Moderate	31	9.016129
Little	10	9.100000
A Lot	17	9.941176
Very little	8	10.250000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	37.452192	9.363048	0.1046	0.9806
Within	82	7340.725969	89.521048		

Analysis of Variance for Variable Q05
Classified by Variable Q12_32

Q12_32	N	Mean
Very little	7	6.928571
A Lot	32	10.812500
Moderate	20	8.675000
Little	10	9.700000
Quite	27	9.037037

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	121.116501	30.279125	0.3470	0.8455
Within	91	7940.289749	87.255931		

Analysis of Variance for Variable Q05
Classified by Variable Q12_33

Q12_33	N	Mean
Moderate	22	9.795455
A Lot	34	10.352941
Very little	5	4.800000
Quite	24	11.000000
Little	9	5.111111

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	363.698243	90.924561	1.0502	0.3860
Within	89	7705.283140	86.576215		

Analysis of Variance for Variable Q05
Classified by Variable Q13_01

Q13_01	N	Mean
A Lot	21	15.142857
Very little	10	4.600000
Moderate	26	9.326923
Quite	28	7.928571
Little	5	5.400000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1062.747497	265.686874	3.5688	0.0097
Within	85	6327.999725	74.447056		

Analysis of Variance for Variable Q05
Classified by Variable Q13_02

Q13_02	N	Mean
A Lot	17	14.352941
Moderate	27	8.833333
Quite	31	8.903226
Very little	7	5.785714
Little	6	6.333333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	580.134701	145.033675	1.7841	0.1398
Within	83	6747.353935	81.293421		

Analysis of Variance for Variable Q05
Classified by Variable Q13_03

Q13_03	N	Mean
A Lot	24	14.083333
Moderate	23	8.065217
Quite	26	8.923077
Little	10	6.100000
Very little	4	5.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	755.618914	188.904728	2.3872	0.0577
Within	82	6488.731661	79.130874		

Analysis of Variance for Variable Q05
Classified by Variable Q13_04

Q13_04	N	Mean
Quite	31	8.516129
Moderate	26	9.096154
Little	5	5.800000
A Lot	17	13.647059
Very little	4	5.250000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	466.882361	116.720590	1.4285	0.2324
Within	78	6373.183904	81.707486		

Analysis of Variance for Variable Q05
Classified by Variable Q13_05

Q13_05	N	Mean

Quite	27	9.592593
Moderate	28	9.017857
Very little	5	4.600000
A Lot	20	12.300000
Little	5	6.800000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	319.463939	79.865985	0.9203	0.4564
Within	80	6942.959590	86.786995		

Classified by Variable Q13_06

Q13_06	N	Mean
Quite	31	8.483871
Moderate	22	8.159091
A Lot	22	13.454545
Little	5	6.000000
Very little	5	5.800000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	544.133867	136.033467	1.7286	0.1518
Within	80	6295.689663	78.696121		

Analysis of Variance for Variable Q05
Classified by Variable Q14_01

Q14_01	N	Mean
A Lot	22	13.318182
Moderate	27	8.166667
Little	21	9.666667
Very little	10	7.650000
Quite	15	6.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	583.282974	145.820744	1.8294	0.1301
Within	90	7173.964394	79.710715		

Analysis of Variance for Variable Q05
Classified by Variable Q14_02

Q14_02	N	Mean
A Lot	19	10.631579
Moderate	24	8.979167
Very little	9	10.833333
Little	15	8.400000
Quite	22	9.636364

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	64.766432	16.191608	0.1790	0.9487
Within	84	7598.351545	90.456566		

Analysis of Variance for Variable Q05
Classified by Variable Q14_03

Q14_03	N	Mean
A Lot	16	14.125000
Quite	27	8.388889
Very little	7	5.357143
Little	7	5.571429
Moderate	40	9.425000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	601.510101	150.377525	1.8071	0.1341
Within	92	7655.763095	83.214816		

Analysis of Variance for Variable Q05
Classified by Variable Q14_04

Q14_04	N	Mean
Little	7	8.428571
A Lot	32	11.640625
Very little	13	6.923077
Moderate	23	9.891304

Quite 19 7.263158

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 339.200000 84.800000 0.9952 0.4145
Within 89 7583.417022 85.206933

Analysis of Variance for Variable Q05
Classified by Variable Q14_05
Q14_05 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Very little 10 8.000000
A Lot 35 11.357143
Quite 22 6.818182
Moderate 21 9.261905
Little 10 7.200000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 341.562647 85.390662 1.0147 0.4040
Within 93 7826.467965 84.155570

Analysis of Variance for Variable Q05
Classified by Variable Q14_06
Q14_06 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Moderate 34 8.926471
Quite 23 7.304348
A Lot 27 10.981481
Very little 9 7.333333
Little 7 13.000000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 303.073518 75.768379 0.9110 0.4609
Within 95 7901.176482 83.170279

Analysis of Variance for Variable Q05
Classified by Variable Q15_01
Q15_01 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
A Lot 31 8.790323
Very little 6 15.083333
Moderate 25 7.240000
Quite 29 8.568966
Little 10 12.600000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 434.938937 108.734734 1.3254 0.2661
Within 96 7875.917499 82.040807

Analysis of Variance for Variable Q05
Classified by Variable Q15_02
Q15_02 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Little 9 19.444444
A Lot 27 8.222222
Moderate 32 8.140625
Very little 3 2.166667
Quite 30 8.216667

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 1180.213313 295.053328 4.0352 0.0046
Within 96 7019.514410 73.119942

Analysis of Variance for Variable Q05
Classified by Variable Q15_03
Q15_03 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
A Lot 29 8.120690
Very little 5 22.400000
Quite 39 8.820513
Moderate 22 7.727273
Little 5 11.600000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	987.112688	246.778172	3.2147	0.0160
Within	95	7292.834812	76.766682		

Analysis of Variance for Variable Q05
Classified by Variable Q15_04

Q15_04	N	Mean
Moderate	30	6.216667
Little	11	10.318182
Very little	10	14.250000
Quite	23	9.173913
A Lot	25	9.080000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	526.888986	131.722246	1.8258	0.1303
Within	94	6781.747378	72.146249		

Analysis of Variance for Variable Q05
Classified by Variable Q15_05

Q15_05	N	Mean
Quite	24	10.583333
Very little	8	9.250000
Little	12	10.958333
Moderate	27	5.462963
A Lot	25	8.120000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	433.459537	108.364884	1.8593	0.1244
Within	91	5303.665463	58.282038		

Analysis of Variance for Variable Q05
Classified by Variable Q15_06

Q15_06	N	Mean
Little	12	8.833333
A Lot	27	8.111111
Very little	7	14.214286
Quite	28	7.107143
Moderate	21	8.285714

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	288.221178	72.055294	1.2046	0.3144
Within	90	5383.726190	59.819180		

Analysis of Variance for Variable Q05
Classified by Variable Q15_07

Q15_07	N	Mean
Very little	7	7.857143
Little	13	11.000000
A Lot	28	10.107143
Quite	19	7.368421
Moderate	23	6.847826

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	241.550842	60.387710	0.8048	0.5255
Within	85	6378.174158	75.037343		

Analysis of Variance for Variable Q05
Classified by Variable Q15_08

Q15_08	N	Mean
A Lot	30	7.516667
Little	12	8.416667
Very little	10	10.200000
Quite	20	8.400000
Moderate	23	8.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	56.267982	14.066996	0.2327	0.9193
Within	90	5441.058333	60.456204		

Analysis of Variance for Variable Q05

Classified by Variable Q15_09

Q15_09	N	Mean
A Lot	26	7.461538
Very little	7	12.571429
Quite	24	6.645833
Moderate	22	9.863636
Little	11	12.818182

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	459.382320	114.845580	1.9527	0.1091
Within	85	4999.142680	58.813443		

Analysis of Variance for Variable Q05
Classified by Variable Q15_10

Q15_10	N	Mean
A Lot	28	6.428571
Very little	9	11.611111
Moderate	27	9.259259
Quite	20	9.625000
Little	11	7.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	259.089178	64.772294	1.0685	0.3769
Within	90	5455.868717	60.620764		

Impact of number of employees

Analysis of Variance for Variable Q06
Classified by Variable Q07_01

Q07_01	N	Mean
Quite	31	6.612903
A lot	38	11.578947
Moderate	30	7.900000
Little	6	3.166667
Very little	2	7.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	653.703810	163.425953	0.7881	0.5355
Within	102	21152.651330	207.378935		

Analysis of Variance for Variable Q06
Classified by Variable Q07_02

Q07_02	N	Mean
A lot	43	11.372093
Quite	37	7.135135
Very little	3	12.333333
Moderate	18	6.000000
Little	6	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	761.317638	190.329409	0.9225	0.4540
Within	102	21045.037503	206.323897		

Analysis of Variance for Variable Q06
Classified by Variable Q07_03

Q07_03	N	Mean
A lot	41	7.634146
Quite	32	10.937500
Moderate	23	8.391304
Little	8	6.000000
Very little	3	4.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	331.489684	82.872421	0.3936	0.8128
Within	102	21474.865456	210.537897		

Analysis of Variance for Variable Q06
Classified by Variable Q07_04

Q07_04 N Mean

A lot	40	12.175000
Quite	34	6.676471
Little	10	8.900000
Moderate	20	5.050000
Very little	3	4.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	953.288964	238.322241	1.1657	0.3304
Within	102	20853.066176	204.441825		

Analysis of Variance for Variable Q06
Classified by Variable Q07_05

Q07_05 N Mean

Quite	32	7.718750
A lot	45	11.088889
Moderate	21	5.380952
Little	6	7.333333
Very little	3	4.333333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	585.289565	146.322391	0.7033	0.5915
Within	102	21221.065575	208.049663		

Analysis of Variance for Variable Q06
Classified by Variable Q07_06

Q07_06 N Mean

A lot	45	12.755556
Quite	30	6.300000
Moderate	22	4.909091
Little	7	4.428571
Very little	3	4.666667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1403.544895	350.886224	1.7542	0.1439
Within	102	20402.810245	200.027551		

Analysis of Variance for Variable Q06
Classified by Variable Q07_07

Q07_07 N Mean

A lot	38	11.710526
Quite	26	8.730769
Little	11	3.454545
Moderate	24	6.541667
Very little	8	6.125000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	809.863360	202.465840	0.9836	0.4200
Within	102	20996.491780	205.847959		

Analysis of Variance for Variable Q06
Classified by Variable Q07_08

Q07_08 N Mean

A lot	45	11.555556
Quite	33	7.303030
Moderate	17	5.941176
Little	5	3.200000
Very little	7	5.428571

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	784.818870	196.204717	0.9520	0.4373
Within	102	21021.536270	206.093493		

Analysis of Variance for Variable Q06
Classified by Variable Q08

Q08 N Mean

Agree strongly	43	11.697674
Agree	38	7.973684

Undecided 21 4.238095
Disagree strongly 2 3.500000
Disagree 3 4.666667

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 925.335498 231.333875 1.1300 0.3466
Within 102 20881.019642 204.715879

Analysis of Variance for Variable Q06
Classified by Variable Q09_01
Q09_01 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Agree strongly 36 9.138889
Agree 43 10.395349
Undecided 13 5.076923
Disagree 9 4.555556
Disagree strongly 6 5.500000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 515.125216 128.781304 0.6170 0.6514
Within 102 21291.229924 208.737548

Analysis of Variance for Variable Q06
Classified by Variable Q09_02
Q09_02 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Agree strongly 47 8.574468
Agree 41 10.365854
Undecided 9 5.222222
Disagree 8 4.250000
Disagree strongly 2 3.500000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 433.798028 108.449507 0.5176 0.7230
Within 102 21372.557112 209.534874

Analysis of Variance for Variable Q06
Classified by Variable Q09_03
Q09_03 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Agree strongly 45 12.755556
Agree 40 5.375000
Undecided 15 6.800000
Disagree 5 3.600000
Disagree strongly 2 3.500000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 1418.569029 354.642257 1.7743 0.1398
Within 102 20387.786111 199.880256

Analysis of Variance for Variable Q06
Classified by Variable Q09_04
Q09_04 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Agree strongly 24 9.625000
Agree 51 10.333333
Undecided 23 5.347826
Disagree 7 4.000000
Disagree strongly 2 3.500000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 621.679416 155.419854 0.7483 0.5614
Within 102 21184.675725 207.692899

Analysis of Variance for Variable Q06
Classified by Variable Q09_05
Q09_05 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Agree strongly 38 11.473684
Undecided 15 7.400000
Agree 49 7.142857
Disagree 1 3.000000
Disagree strongly 4 4.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	555.281456	138.820364	0.6663	0.6168
Within	102	21251.073684	208.343860		

Analysis of Variance for Variable Q06
Classified by Variable Q09_06

Q09_06	N	Mean
Agree	44	7.295455
Agree strongly	38	12.394737
Disagree	5	3.000000
Disagree strongly	4	9.000000
Undecided	16	4.562500

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1040.179602	260.044900	1.2773	0.2838
Within	102	20766.175538	203.589956		

Analysis of Variance for Variable Q06
Classified by Variable Q09_07

Q09_07	N	Mean
Undecided	18	6.666667
Agree strongly	33	8.818182
Disagree strongly	4	8.750000
Agree	42	10.142857
Disagree	10	4.400000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	345.153192	86.288298	0.4101	0.8010
Within	102	21461.201948	210.403941		

Analysis of Variance for Variable Q06
Classified by Variable Q09_08

Q09_08	N	Mean
Agree	39	9.589744
Agree strongly	44	8.136364
Undecided	14	9.071429
Disagree strongly	4	8.750000
Disagree	6	3.666667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	196.725520	49.181380	0.2321	0.9197
Within	102	21609.629620	211.859114		

Analysis of Variance for Variable Q06
Classified by Variable Q09_09

Q09_09	N	Mean
Agree	48	10.041667
Agree strongly	31	8.290323
Undecided	17	8.647059
Disagree	7	2.857143
Disagree strongly	4	2.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	482.311881	120.577970	0.5768	0.6801
Within	102	21324.043259	209.059248		

Analysis of Variance for Variable Q06
Classified by Variable Q11_01

Q11_01	N	Mean
Quite	31	8.483871
A Lot	57	9.385965
Little	1	2.000000
Moderate	15	7.200000
Very little	3	2.666667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	214.037766	53.509442	0.2528	0.9074
Within	102	21592.317374	211.689386		

Analysis of Variance for Variable Q06
Classified by Variable Q11_02

Q11_02	N	Mean
Quite	32	11.406250
A Lot	60	7.533333
Moderate	12	7.416667
Little	1	5.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	3	349.421726	116.473909	0.5502	0.6492
Within	101	21381.568750	211.698700		

Analysis of Variance for Variable Q06
Classified by Variable Q11_03

Q11_03	N	Mean
Quite	38	11.763158
A Lot	51	6.705882
Moderate	13	8.000000
Little	4	5.250000
Very little	1	2.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	656.148484	164.037121	0.7911	0.5336
Within	102	21150.206656	207.354967		

Analysis of Variance for Variable Q06
Classified by Variable Q11_04

Q11_04	N	Mean
Quite	29	9.758621
A Lot	52	9.307692
Moderate	18	6.666667
Little	5	4.200000
Very little	2	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	291.718392	72.929598	0.3431	0.8483
Within	101	21471.187268	212.586013		

Analysis of Variance for Variable Q06
Classified by Variable Q11_05

Q11_05	N	Mean
A Lot	46	6.826087
Little	7	3.714286
Quite	32	13.406250
Moderate	19	6.052632
Very little	2	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1232.655105	308.163776	1.5357	0.1975
Within	101	20266.703386	200.660430		

Analysis of Variance for Variable Q06
Classified by Variable Q11_06

Q11_06	N	Mean
A Lot	38	11.394737
Quite	32	7.312500
Moderate	28	6.321429
Little	4	6.750000
Very little	2	2.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	592.410064	148.102516	0.7034	0.5915
Within	99	20844.811090	210.553647		

Analysis of Variance for Variable Q06
Classified by Variable Q11_07

Q11_07	N	Mean

A Lot	77	9.259740
Quite	22	7.636364
Little	1	4.000000
Moderate	7	4.428571

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	3	196.744751	65.581584	0.3126	0.8162
Within	103	21609.610390	209.802043		

Analysis of Variance for Variable Q06
Classified by Variable Q11_08

Q11_08	N	Mean
A Lot	45	6.688889
Little	6	2.833333
Quite	49	10.551020
Moderate	7	11.571429

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	3	612.040628	204.013543	0.9915	0.4000
Within	103	21194.314512	205.770044		

Analysis of Variance for Variable Q06
Classified by Variable Q11_09

Q11_09	N	Mean
Quite	31	6.548387
A Lot	37	10.972973
Very little	7	3.714286
Moderate	18	7.388889
Little	7	12.571429

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	642.568973	160.642243	0.7375	0.5687
Within	95	20694.071027	217.832327		

Analysis of Variance for Variable Q06
Classified by Variable Q11_10

Q11_10	N	Mean
Quite	34	9.000000
A Lot	38	11.210526
Moderate	22	5.681818
Very little	5	2.400000
Little	2	4.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	676.696632	169.174158	0.7743	0.5446
Within	96	20974.788517	218.487380		

Analysis of Variance for Variable Q06
Classified by Variable Q11_11

Q11_11	N	Mean
Quite	33	6.333333
A Lot	48	11.229167
Very little	2	2.000000
Moderate	12	8.833333
Little	7	4.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	736.481618	184.120404	0.8533	0.4950
Within	97	20929.479167	215.767826		

Analysis of Variance for Variable Q06
Classified by Variable Q11_12

Q11_12	N	Mean
A Lot	66	10.106061
Quite	29	5.344828
Moderate	8	8.875000
Little	2	5.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F

ƒƒ
Among 3 476.806176 158.935392 0.7542 0.5224
Within 101 21284.184300 210.734498

Analysis of Variance for Variable Q06
Classified by Variable Q12_01

Q12_01	N	Mean
A Lot	55	9.490909
Quite	25	9.640000
Moderate	9	5.555556
Little	3	11.666667
Very little	8	3.375000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 398.480657 99.620164 0.4536 0.7695
Within 95 20864.269343 219.623888

Analysis of Variance for Variable Q06
Classified by Variable Q12_02

Q12_02	N	Mean
A Lot	48	7.583333
Little	6	8.000000
Quite	38	11.078947
Moderate	7	7.571429
Very little	4	3.000000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 416.690841 104.172710 0.4799 0.7504
Within 98 21272.144110 217.062695

Analysis of Variance for Variable Q06
Classified by Variable Q12_03

Q12_03	N	Mean
Quite	28	9.892857
A Lot	46	10.152174
Little	9	4.111111
Moderate	17	6.588235
Very little	4	3.000000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 532.139725 133.034931 0.6214 0.6483
Within 99 21195.619890 214.097171

Analysis of Variance for Variable Q06
Classified by Variable Q12_04

Q12_04	N	Mean
Quite	36	11.305556
A Lot	29	8.413793
Little	8	5.000000
Moderate	17	7.529412
Very little	7	4.571429

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 498.387358 124.596839 0.5530 0.6973
Within 92 20728.622951 225.311119

Analysis of Variance for Variable Q06
Classified by Variable Q12_05

Q12_05	N	Mean
A Lot	29	7.551724
Quite	38	11.842105
Moderate	21	6.142857
Little	7	8.428571
Very little	6	3.500000

Source DF Sum of Squares Mean Square F Value Pr > F
ƒƒ
Among 4 713.474389 178.368597 0.8317 0.5082
Within 96 20588.010760 214.458445

Analysis of Variance for Variable Q06
Classified by Variable Q12_06

Q12_06	N	Mean
A Lot	30	12.933333
Quite	25	8.120000
Moderate	24	6.958333
Little	10	5.400000
Very little	8	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	987.021598	246.755399	1.1172	0.3533
Within	92	20319.865000	220.868098		

Analysis of Variance for Variable Q06
Classified by Variable Q12_07

Q12_07	N	Mean
Quite	31	8.161290
A Lot	33	12.878788
Moderate	22	5.863636
Little	6	4.500000
Very little	5	2.800000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1041.957092	260.489273	1.1840	0.3231
Within	92	20240.599609	220.006517		

Analysis of Variance for Variable Q06
Classified by Variable Q12_08

Q12_08	N	Mean
Quite	27	5.592593
A Lot	54	10.425926
Moderate	11	10.000000
Very little	6	2.666667
Little	2	2.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	729.194444	182.298611	0.8510	0.4965
Within	95	20351.555556	214.226901		

Analysis of Variance for Variable Q06
Classified by Variable Q12_09

Q12_09	N	Mean
Quite	32	6.906250
A Lot	51	10.313725
Moderate	12	10.333333
Little	4	5.000000
Very little	4	3.250000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	440.748269	110.187067	0.5086	0.7295
Within	98	21231.115809	216.644039		

Analysis of Variance for Variable Q06
Classified by Variable Q12_10

Q12_10	N	Mean
A Lot	47	11.255319
Quite	34	6.470588
Moderate	9	8.777778
Little	8	7.250000
Very little	5	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	654.974579	163.743645	0.7640	0.5512
Within	98	21002.462314	214.310840		

Analysis of Variance for Variable Q06
Classified by Variable Q12_11

Q12_11	N	Mean

A Lot	39	7.000
Moderate	25	9.040
Quite	24	13.250
Very little	5	4.800
Little	5	3.200

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	839.562449	209.890612	0.9553	0.4359
Within	93	20433.060000	219.710323		

Analysis of Variance for Variable Q06
Classified by Variable Q12_12

Q12_12	N	Mean
A Lot	38	9.210526
Little	4	2.750000
Quite	26	12.346154
Very little	6	3.833333
Moderate	23	7.913043

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	634.369556	158.592389	0.7020	0.5925
Within	92	20783.609825	225.908802		

Analysis of Variance for Variable Q06
Classified by Variable Q12_13

Q12_13	N	Mean
A Lot	31	12.225806
Very little	8	4.750000
Quite	31	9.516129
Moderate	23	6.869565
Little	6	3.833333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	739.856277	184.964069	0.8390	0.5039
Within	94	20724.103319	220.469184		

Analysis of Variance for Variable Q06
Classified by Variable Q12_14

Q12_14	N	Mean
A Lot	43	7.558140
Moderate	22	8.000000
Quite	31	11.612903
Very little	4	2.500000
Little	4	7.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	494.877049	123.719262	0.5762	0.6805
Within	99	21256.959490	214.716763		

Analysis of Variance for Variable Q06
Classified by Variable Q12_15

Q12_15	N	Mean
A Lot	23	7.000000
Moderate	19	6.105263
Quite	38	12.973684
Little	9	4.333333
Very little	9	5.555556

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1148.616661	287.154165	1.3250	0.2665
Within	93	20154.985380	216.720273		

Analysis of Variance for Variable Q06
Classified by Variable Q12_16

Q12_16	N	Mean
A Lot	17	7.823529
Moderate	28	6.142857
Quite	37	11.945946

Very little	11	5.272727
Little	5	6.800000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	731.359783	182.839946	0.8385	0.5042
Within	93	20278.772870	218.051321		

Analysis of Variance for Variable Q06
Classified by Variable Q12_17

Q12_17	N	Mean
Very little	11	5.181818
A Lot	29	12.896552
Little	7	5.000000
Quite	28	7.392857
Moderate	24	8.791667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	785.542127	196.385532	0.8884	0.4741
Within	94	20778.962924	221.052797		

Analysis of Variance for Variable Q06
Classified by Variable Q12_18

Q12_18	N	Mean
A Lot	28	12.607143
Little	7	6.000000
Quite	30	6.933333
Very little	10	5.900000
Moderate	22	7.636364

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	673.401997	168.350499	0.7607	0.5535
Within	92	20360.536147	221.310176		

Analysis of Variance for Variable Q06
Classified by Variable Q12_19

Q12_19	N	Mean
Little	7	4.571429
A Lot	27	7.074074
Very little	8	4.000000
Quite	32	12.468750
Moderate	25	7.200000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	870.646931	217.661733	1.0104	0.4062
Within	94	20249.534888	215.420584		

Analysis of Variance for Variable Q06
Classified by Variable Q12_20

Q12_20	N	Mean
A Lot	26	7.192308
Quite	39	11.948718
Moderate	17	6.882353
Little	13	3.692308
Very little	5	11.400000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	889.080166	222.270041	1.0361	0.3928
Within	95	20379.669834	214.522840		

Analysis of Variance for Variable Q06
Classified by Variable Q12_21

Q12_21	N	Mean
A Lot	48	10.729167
Very little	3	4.666667
Moderate	16	6.500000
Quite	36	7.194444
Little	3	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	498.715278	124.678819	0.5922	0.6691
Within	101	21265.784722	210.552324		

Analysis of Variance for Variable Q06
Classified by Variable Q12_22

Q12_22	N	Mean
A Lot	26	6.615385
Moderate	24	6.166667
Quite	30	14.433333
Very little	13	5.076923
Little	7	7.857143

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1428.605934	357.151484	1.6803	0.1609
Within	95	20192.634066	212.554043		

Analysis of Variance for Variable Q06
Classified by Variable Q12_23

Q12_23	N	Mean
A Lot	22	12.954545
Moderate	30	5.800000
Quite	24	11.625000
Very little	7	4.571429
Little	7	3.571429

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1157.691883	289.422971	1.2369	0.3014
Within	85	19888.808117	233.985978		

Analysis of Variance for Variable Q06
Classified by Variable Q12_24

Q12_24	N	Mean
A Lot	26	12.692308
Quite	31	7.709677
Moderate	22	7.409091
Little	7	4.142857
Very little	6	4.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	731.007813	182.751953	0.7959	0.5311
Within	87	19977.600883	229.627596		

Analysis of Variance for Variable Q06
Classified by Variable Q12_25

Q12_25	N	Mean
A Lot	25	12.120000
Quite	24	8.583333
Moderate	23	8.913043
Little	8	5.000000
Very little	4	6.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	405.938675	101.484669	0.3939	0.8124
Within	79	20354.299420	257.649360		

Analysis of Variance for Variable Q06
Classified by Variable Q12_26

Q12_26	N	Mean
A Lot	27	8.555556
Little	7	10.428571
Moderate	25	6.480000
Quite	25	13.600000
Very little	2	2.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	790.309280	197.577320	0.7964	0.5310
Within	81	20094.620952	248.081740		

Analysis of Variance for Variable Q06
Classified by Variable Q12_27

Q12_27	N	Mean
A Lot	25	6.5200
Moderate	25	5.7600
Quite	25	16.4000
Little	8	5.8750
Very little	5	7.0000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1882.768182	470.692045	2.0715	0.0919
Within	83	18859.675000	227.225000		

Analysis of Variance for Variable Q06
Classified by Variable Q12_28

Q12_28	N	Mean
A Lot	35	10.800000
Moderate	27	6.814815
Quite	20	10.450000
Little	5	8.200000
Very little	1	2.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	331.075926	82.768981	0.3332	0.8549
Within	83	20619.424074	248.426796		

Analysis of Variance for Variable Q06
Classified by Variable Q12_29

Q12_29	N	Mean
A Lot	36	11.027778
Quite	25	10.160000
Moderate	22	7.545455
Very little	7	3.857143
Little	4	4.250000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	501.212472	125.303118	0.5321	0.7124
Within	89	20957.393911	235.476336		

Analysis of Variance for Variable Q06
Classified by Variable Q12_30

Q12_30	N	Mean
A Lot	27	12.814815
Moderate	35	7.742857
Quite	20	10.000000
Very little	3	2.000000
Little	4	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	746.251448	186.562862	0.7629	0.5523
Within	84	20540.759788	244.532855		

Analysis of Variance for Variable Q06
Classified by Variable Q12_31

Q12_31	N	Mean
Quite	21	17.952381
Moderate	31	5.903226
Little	10	6.500000
A Lot	17	6.352941
Very little	8	8.250000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	2163.513060	540.878265	2.3520	0.0608
Within	82	18857.544411	229.970054		

Analysis of Variance for Variable Q06
Classified by Variable Q12_32

Q12_32	N	Mean

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Very little 7 4.285714
A Lot 32 13.343750
Moderate 20 7.650000
Little 10 2.500000
Quite 27 8.851852

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1217.853604	304.463401	1.3688	0.2510
Within	91	20241.104729	222.429722		

Analysis of Variance for Variable Q06
Classified by Variable Q12_33
Q12_33 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Moderate 22 6.500000
A Lot 34 8.470588
Very little 5 2.800000
Quite 24 13.916667
Little 9 5.333333

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1036.555653	259.138913	1.1407	0.3426
Within	89	20218.603922	227.175325		

Analysis of Variance for Variable Q06
Classified by Variable Q13_01
Q13_01 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
A Lot 21 15.714286
Very little 10 3.800000
Moderate 26 8.038462
Quite 28 9.178571
Little 5 4.600000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1314.301160	328.575290	1.4064	0.2388
Within	85	19858.154396	233.625346		

Analysis of Variance for Variable Q06
Classified by Variable Q13_02
Q13_02 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
A Lot 17 11.352941
Moderate 27 8.518519
Quite 31 11.096774
Very little 7 4.571429
Little 6 9.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	331.668852	82.917213	0.3319	0.8558
Within	83	20733.047057	249.795748		

Analysis of Variance for Variable Q06
Classified by Variable Q13_03
Q13_03 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
A Lot 24 15.958333
Moderate 23 7.217391
Quite 26 8.884615
Little 10 4.700000
Very little 4 4.750000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1447.004087	361.751022	1.5126	0.2061
Within	82	19610.375223	239.150917		

Analysis of Variance for Variable Q06
Classified by Variable Q13_04
Q13_04 N Mean
ƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒƒ
Quite 31 13.000000
Moderate 26 5.384615

Little	5	4.000000
A Lot	17	11.352941
Very little	4	4.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1147.433680	286.858420	1.1542	0.3376
Within	78	19386.036199	248.538926		

Analysis of Variance for Variable Q06
Classified by Variable Q13_05

Q13_05	N	Mean
Quite	27	12.111111
Moderate	28	7.035714
Very little	5	3.600000
A Lot	20	12.350000
Little	5	4.400000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	820.524930	205.131232	0.8205	0.5159
Within	80	20000.580952	250.007262		

Analysis of Variance for Variable Q06
Classified by Variable Q13_06

Q13_06	N	Mean
Quite	31	7.838710
Moderate	22	5.954545
A Lot	22	17.954545
Little	5	4.200000
Very little	5	3.600000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	2249.144420	562.286105	2.4236	0.0548
Within	80	18560.102639	232.001283		

Analysis of Variance for Variable Q06
Classified by Variable Q14_01

Q14_01	N	Mean
A Lot	22	12.318182
Moderate	27	7.740741
Little	21	6.857143
Very little	10	7.200000
Quite	15	7.666667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	420.158378	105.039595	0.4610	0.7642
Within	90	20507.462674	227.860696		

Analysis of Variance for Variable Q06
Classified by Variable Q14_02

Q14_02	N	Mean
A Lot	19	5.736842
Moderate	24	7.875000
Very little	9	6.666667
Little	15	7.866667
Quite	22	14.727273

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1022.582584	255.645646	1.0822	0.3706
Within	84	19842.406180	236.219121		

Analysis of Variance for Variable Q06
Classified by Variable Q14_03

Q14_03	N	Mean
A Lot	16	6.250000
Quite	27	11.407407
Very little	7	4.285714
Little	7	6.000000
Moderate	40	8.950000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	483.524044	120.881011	0.5343	0.7108
Within	92	20812.847090	226.226599		

Analysis of Variance for Variable Q06
Classified by Variable Q14_04

Q14_04	N	Mean
Little	7	8.285714
A Lot	32	11.500000
Very little	13	5.307692
Moderate	23	8.478261
Quite	19	7.526316

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	426.528353	106.632088	0.4573	0.7668
Within	89	20750.673775	233.153638		

Analysis of Variance for Variable Q06
Classified by Variable Q14_05

Q14_05	N	Mean
Very little	10	6.100000
A Lot	35	13.028571
Quite	22	6.954545
Moderate	21	7.190476
Little	10	5.400000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	942.035931	235.508983	1.0632	0.3793
Within	93	20600.464069	221.510366		

Analysis of Variance for Variable Q06
Classified by Variable Q14_06

Q14_06	N	Mean
Moderate	34	9.411765
Quite	23	7.086957
A Lot	27	11.518519
Very little	9	5.555556
Little	7	6.142857

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	423.428513	105.857128	0.4750	0.7540
Within	95	21171.881487	222.861910		

Analysis of Variance for Variable Q06
Classified by Variable Q15_01

Q15_01	N	Mean
A Lot	31	6.580645
Very little	6	27.333333
Moderate	25	6.560000
Quite	29	8.310345
Little	10	9.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	2339.800888	584.950222	2.9451	0.0241
Within	96	19067.248617	198.617173		

Analysis of Variance for Variable Q06
Classified by Variable Q15_02

Q15_02	N	Mean
Little	9	23.222222
A Lot	27	6.407407
Moderate	32	9.687500
Very little	3	4.666667
Quite	30	5.900000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	2354.991190	588.747797	2.9275	0.0248
Within	96	19306.315741	201.107456		

Analysis of Variance for Variable Q06
Classified by Variable Q15_03

Q15_03	N	Mean
A Lot	29	5.379310
Very little	5	35.600000
Quite	39	8.871795
Moderate	22	6.909091
Little	5	7.600000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	4015.595258	1003.898814	5.4227	0.0006
Within	95	17587.404742	185.130576		

Analysis of Variance for Variable Q06
Classified by Variable Q15_04

Q15_04	N	Mean
Moderate	30	6.566667
Little	11	6.909091
Very little	10	17.800000
Quite	23	10.086957
A Lot	25	6.960000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1119.661388	279.915347	1.2871	0.2807
Within	94	20442.661845	217.475126		

Analysis of Variance for Variable Q06
Classified by Variable Q15_05

Q15_05	N	Mean
Quite	24	9.875000
Very little	8	5.875000
Little	12	15.166667
Moderate	27	6.629630
A Lot	25	7.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	784.370370	196.092593	0.8721	0.4839
Within	91	20461.462963	224.851241		

Analysis of Variance for Variable Q06
Classified by Variable Q15_06

Q15_06	N	Mean
Little	12	8.583333
A Lot	27	7.222222
Very little	7	23.714286
Quite	28	8.214286
Moderate	21	6.619048

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1734.226692	433.556673	1.9732	0.1053
Within	90	19774.678571	219.718651		

Analysis of Variance for Variable Q06
Classified by Variable Q15_07

Q15_07	N	Mean
Very little	7	8.000000
Little	13	15.230769
A Lot	28	9.535714
Quite	19	5.789474
Moderate	23	6.913043

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	811.299596	202.824899	0.8503	0.4973
Within	85	20274.255960	238.520658		

Analysis of Variance for Variable Q06
Classified by Variable Q15_08

Q15_08	N	Mean

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A Lot	30	7.433333
Little	12	11.583333
Very little	10	17.800000
Quite	20	8.250000
Moderate	23	5.608696

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1199.246301	299.811575	1.3291	0.2652
Within	90	20301.111594	225.567907		

Analysis of Variance for Variable Q06
Classified by Variable Q15_09

Q15_09	N	Mean
A Lot	26	6.461538
Very little	7	10.571429
Quite	24	9.041667
Moderate	22	6.136364
Little	11	17.545455

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1162.669883	290.667471	1.2375	0.3012
Within	85	19964.452339	234.875910		

Analysis of Variance for Variable Q06
Classified by Variable Q15_10

Q15_10	N	Mean
A Lot	28	5.964286
Very little	9	9.666667
Moderate	27	6.851852
Quite	20	17.000000
Little	11	6.090909

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1758.866584	439.716646	2.0045	0.1006
Within	90	19743.280784	219.369786		

Annexure F: Inferential statistics: Pair wise comparisons for significant Analysis of Variance tests

Impact of number of years employee is in current position

Analysis of Variance for Variable Q02
Classified by Variable Q14_03

Q14_03	N	Mean
A Lot	16	12.031250
Quite	27	5.722222
Very little	7	4.642857
Little	7	4.000000
Moderate	40	6.425000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	562.049290	140.512322	3.0073	0.0222
Within	92	4298.533185	46.723187		

Class Level Information

Class	Levels	Values
Q14_03	5	A Lot Little Moderate Quite Very little

Dependent Variable: Q02 Q02

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	562.049290	140.512322	3.01	0.0222
Error	92	4298.533185	46.723187		
Corrected Total	96	4860.582474			

R-Square	Coeff Var	Root MSE	Q02 Mean
0.115634	99.77988	6.835436	6.850515

Source	DF	Anova SS	Mean Square	F Value	Pr > F
Q14_03	4	562.0492897	140.5123224	3.01	0.0222

Tukey's Studentized Range (HSD) Test for Q02

NOTE: This test controls the Type I experimentwise error rate.

Alpha	0.05
Error Degrees of Freedom	92
Error Mean Square	46.72319
Critical Value of Studentized Range	3.93522

Comparisons significant at the 0.05 level are indicated by ***.

Q14_03 Comparison	Difference Between Means	Simultaneous 95% Confidence Limits		
A Lot - Moderate	5.606	-0.020	11.233	
A Lot - Quite	6.309	0.308	12.310	***
A Lot - Very little	7.388	-1.231	16.008	
A Lot - Little	8.031	-0.588	16.651	
Moderate - A Lot	-5.606	-11.233	0.020	
Moderate - Quite	0.703	-4.035	5.440	
Moderate - Very little	1.782	-6.011	9.575	
Moderate - Little	2.425	-5.368	10.218	
Quite - A Lot	-6.309	-12.310	-0.308	***
Quite - Moderate	-0.703	-5.440	4.035	
Quite - Very little	1.079	-6.988	9.147	
Quite - Little	1.722	-6.345	9.790	
Very little - A Lot	-7.388	-16.008	1.231	
Very little - Moderate	-1.782	-9.575	6.011	
Very little - Quite	-1.079	-9.147	6.988	
Very little - Little	0.643	-9.524	10.810	
Little - A Lot	-8.031	-16.651	0.588	
Little - Moderate	-2.425	-10.218	5.368	
Little - Quite	-1.722	-9.790	6.345	
Little - Very little	-0.643	-10.810	9.524	

Analysis of Variance for Variable Q02
Classified by Variable Q15_09

Q15_09	N	Mean
A Lot	26	5.596154
Very little	7	10.714286
Quite	24	4.291667
Moderate	22	8.500000
Little	11	7.909091

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	370.708278	92.677069	3.0271	0.0219
Within	85	2602.305611	30.615360		

Class Level Information

Class	Levels	Values
Q15_09	5	A Lot Little Moderate Quite Very little

Dependent Variable: Q02 Q02

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	370.708278	92.677069	3.03	0.0219
Error	85	2602.305611	30.615360		
Corrected Total	89	2973.013889			

R-Square	Coeff Var	Root MSE	Q02 Mean
0.124691	83.34399	5.533115	6.638889

Source	DF	Anova SS	Mean Square	F Value	Pr > F
Q15_09	4	370.7082778	92.6770695	3.03	0.0219

Tukey's Studentized Range (HSD) Test for Q02

NOTE: This test controls the Type I experimentwise error rate.

Alpha	0.05
Error Degrees of Freedom	85
Error Mean Square	30.61536
Critical Value of Studentized Range	3.94169

Comparisons significant at the 0.05 level are indicated by ***.

Q15_09 Comparison	Difference Between Means	Simultaneous 95% Confidence Limits	
Very little - Moderate	2.214	-4.478	8.907
Very little - Little	2.805	-4.651	10.262
Very little - A Lot	5.118	-1.449	11.685
Very little - Quite	6.423	-0.202	13.047
Moderate - Very little	-2.214	-8.907	4.478
Moderate - Little	0.591	-5.104	6.286
Moderate - A Lot	2.904	-1.564	7.371
Moderate - Quite	4.208	-0.344	8.760
Little - Very little	-2.805	-10.262	4.651
Little - Moderate	-0.591	-6.286	5.104
Little - A Lot	2.313	-3.234	7.860
Little - Quite	3.617	-1.998	9.233
A Lot - Very little	-5.118	-11.685	1.449
A Lot - Moderate	-2.904	-7.371	1.564
A Lot - Little	-2.313	-7.860	3.234
A Lot - Quite	1.304	-3.061	5.670
Quite - Very little	-6.423	-13.047	0.202
Quite - Moderate	-4.208	-8.760	0.344
Quite - Little	-3.617	-9.233	1.998
Quite - A Lot	-1.304	-5.670	3.061

Impact of number of years that business is in existence

Analysis of Variance for Variable Q05
Classified by Variable Q09_03

Q09_03	N	Mean
Agree strongly	45	12.144444
Agree	40	7.500000
Undecided	15	6.533333
Disagree	5	5.000000
Disagree strongly	2	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	776.745275	194.186319	2.5662	0.0426
Within	102	7718.544444	75.672004		

Wilcoxon Scores (Rank Sums) for Variable Q05
Classified by Variable Q09_03

Q09_03	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Agree strongly	45	3018.50	2430.0	157.955641	67.077778
Agree	40	1885.50	2160.0	154.810508	47.137500

Undecided	15	649.00	810.0	111.089390	43.266667
Disagree	5	172.50	270.0	67.533324	34.500000
Disagree strongly	2	52.50	108.0	43.335388	26.250000

Kruskal-Wallis Test

Chi-Square	15.4144
DF	4
Pr > Chi-Square	0.0039

The ANOVA Procedure

Dependent Variable: Q05 Q05

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	776.745275	194.186319	2.57	0.0426
Error	102	7718.544444	75.672004		
Corrected Total	106	8495.289720			

R-Square	Coeff Var	Root MSE	Q05 Mean
0.091432	95.41664	8.698966	9.116822

Source	DF	Anova SS	Mean Square	F Value	Pr > F
Q09_03	4	776.7452752	194.1863188	2.57	0.0426

Tukey's Studentized Range (HSD) Test for Q05

NOTE: This test controls the Type I experimentwise error rate.

Alpha	0.05
Error Degrees of Freedom	102
Error Mean Square	75.672
Critical Value of Studentized Range	3.92752

Comparisons significant at the 0.05 level are indicated by ***.

Q09_03 Comparison	Difference Between Means	Simultaneous 95% Confidence Limits	
Agree strongly - Agree	4.644	-0.605	9.894
Agree strongly - Undecided	5.611	-1.592	12.814
Agree strongly - Disagree	7.144	-4.244	18.533
Agree strongly - Disagree strongly	9.144	-8.314	26.603
Agree - Agree strongly	-4.644	-9.894	0.605
Agree - Undecided	0.967	-6.348	8.281
Agree - Disagree	2.500	-8.959	13.959
Agree - Disagree strongly	4.500	-13.005	22.005
Undecided - Agree strongly	-5.611	-12.814	1.592
Undecided - Agree	-0.967	-8.281	6.348
Undecided - Disagree	1.533	-10.942	14.009
Undecided - Disagree strongly	3.533	-14.653	21.719
Disagree - Agree strongly	-7.144	-18.533	4.244
Disagree - Agree	-2.500	-13.959	8.959
Disagree - Undecided	-1.533	-14.009	10.942
Disagree - Disagree strongly	2.000	-18.213	22.213
Disagree strongly - Agree strongly	-9.144	-26.603	8.314
Disagree strongly - Agree	-4.500	-22.005	13.005
Disagree strongly - Undecided	-3.533	-21.719	14.653
Disagree strongly - Disagree	-2.000	-22.213	18.213

Analysis of Variance for Variable Q05

Classified by Variable Q09_04

Q09_04	N	Mean
Agree strongly	24	12.458333
Agree	51	9.921569
Undecided	23	5.217391
Disagree	7	6.357143
Disagree strongly	2	3.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	778.874925	194.718731	2.5739	0.0421
Within	102	7716.414794	75.651125		

Wilcoxon Scores (Rank Sums) for Variable Q05

Classified by Variable Q09_04

Q09_04	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Agree strongly	24	1650.50	1296.0	133.468170	68.770833
Agree	51	2861.50	2754.0	159.813013	56.107843
Undecided	23	886.50	1242.0	131.442739	38.543478

Disagree	7	327.00	378.0	79.119231	46.714286
Disagree strongly	2	52.50	108.0	43.335388	26.250000

Kruskal-Wallis Test

Chi-Square	13.4495
DF	4
Pr > Chi-Square	0.0093

The ANOVA Procedure

Dependent Variable: Q05 Q05

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	778.874925	194.718731	2.57	0.0421
Error	102	7716.414794	75.651125		
Corrected Total	106	8495.289720			

R-Square	Coeff Var	Root MSE	Q05 Mean
0.091683	95.40348	8.697766	9.116822

Source	DF	Anova SS	Mean Square	F Value	Pr > F
Q09_04	4	778.8749254	194.7187314	2.57	0.0421

Tukey's Studentized Range (HSD) Test for Q05

NOTE: This test controls the Type I experimentwise error rate.

Alpha	0.05
Error Degrees of Freedom	102
Error Mean Square	75.65113
Critical Value of Studentized Range	3.92752

Comparisons significant at the 0.05 level are indicated by ***.

Q09_04 Comparison	Difference Between Means	Simultaneous 95% Confidence Limits		
Agree strongly	- Agree	2.537	-3.443	8.516
Agree strongly	- Disagree	6.101	-4.275	16.477
Agree strongly	- Undecided	7.241	0.193	14.289 ***
Agree strongly	- Disagree strongly	9.458	-8.319	27.236
Agree	- Agree strongly	-2.537	-8.516	3.443
Agree	- Disagree	3.564	-6.172	13.301
Agree	- Undecided	4.704	-1.363	10.771
Agree	- Disagree strongly	6.922	-10.490	24.334
Disagree	- Agree strongly	-6.101	-16.477	4.275
Disagree	- Agree	-3.564	-13.301	6.172
Disagree	- Undecided	1.140	-9.287	11.567
Disagree	- Disagree strongly	3.357	-16.010	22.724
Undecided	- Agree strongly	-7.241	-14.289	-0.193 ***
Undecided	- Agree	-4.704	-10.771	1.363
Undecided	- Disagree	-1.140	-11.567	9.287
Undecided	- Disagree strongly	2.217	-15.590	20.025
Disagree strongly	- Agree strongly	-9.458	-27.236	8.319
Disagree strongly	- Agree	-6.922	-24.334	10.490
Disagree strongly	- Disagree	-3.357	-22.724	16.010
Disagree strongly	- Undecided	-2.217	-20.025	15.590

Analysis of Variance for Variable Q05

Classified by Variable Q09_06

Q09_06	N	Mean
Agree	44	8.227273
Agree strongly	38	12.592105
Disagree	5	6.000000
Disagree strongly	4	3.500000
Undecided	16	5.687500

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	856.697315	214.174329	2.8599	0.0272
Within	102	7638.592404	74.888161		

Wilcoxon Scores (Rank Sums) for Variable Q05

Classified by Variable Q09_06

Q09_06	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Agree	44	2150.50	2376.0	157.445282	48.875000
Agree strongly	38	2565.50	2052.0	153.126157	67.513158
Disagree	5	208.50	270.0	67.533324	41.700000

Disagree strongly	4	127.00	216.0	60.699015	31.750000
Undecided	16	726.50	864.0	114.107378	45.406250

Kruskal-Wallis Test

Chi-Square	12.5546
DF	4
Pr > Chi-Square	0.0137

The ANOVA Procedure

Dependent Variable: Q05 Q05

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	856.697315	214.174329	2.86	0.0272
Error	102	7638.592404	74.888161		
Corrected Total	106	8495.289720			

R-Square	Coeff Var	Root MSE	Q05 Mean
0.100844	94.92117	8.653795	9.116822

Source	DF	Anova SS	Mean Square	F Value	Pr > F
Q09_06	4	856.6973153	214.1743288	2.86	0.0272

Tukey's Studentized Range (HSD) Test for Q05

NOTE: This test controls the Type I experimentwise error rate.

Alpha	0.05
Error Degrees of Freedom	102
Error Mean Square	74.88816
Critical Value of Studentized Range	3.92752

Comparisons significant at the 0.05 level are indicated by ***.

Q09_06 Comparison	Difference Between Means	Simultaneous 95% Confidence Limits	
Agree strongly - Agree	4.365	-0.957	9.687
Agree strongly - Disagree	6.592	-4.841	18.025
Agree strongly - Undecided	6.905	-0.258	14.067
Agree strongly - Disagree strongly	9.092	-3.541	21.725
Agree - Agree strongly	-4.365	-9.687	0.957
Agree - Disagree	2.227	-9.115	13.569
Agree - Undecided	2.540	-4.476	9.556
Agree - Disagree strongly	4.727	-7.824	17.278
Disagree - Agree strongly	-6.592	-18.025	4.841
Disagree - Agree	-2.227	-13.569	9.115
Disagree - Undecided	0.313	-12.001	12.626
Disagree - Disagree strongly	2.500	-13.622	18.622
Undecided - Agree strongly	-6.905	-14.067	0.258
Undecided - Agree	-2.540	-9.556	4.476
Undecided - Disagree	-0.313	-12.626	12.001
Undecided - Disagree strongly	2.188	-11.247	15.622
Disagree strongly - Agree strongly	-9.092	-21.725	3.541
Disagree strongly - Agree	-4.727	-17.278	7.824
Disagree strongly - Disagree	-2.500	-18.622	13.622
Disagree strongly - Undecided	-2.188	-15.622	11.247

Analysis of Variance for Variable Q05

Classified by Variable Q11_10

Q11_10	N	Mean
Quite	34	7.897059
A Lot	38	12.421053
Moderate	22	5.454545
Very little	5	5.400000
Little	2	2.500000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	909.247046	227.311762	3.3014	0.0140
Within	96	6609.807409	68.852161		

Wilcoxon Scores (Rank Sums) for Variable Q05

Classified by Variable Q11_10

Q11_10	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Quite	34	1695.00	1734.0	138.672425	49.852941
A Lot	38	2312.50	1938.0	142.159316	60.855263

Moderate	22	880.50	1122.0	121.126212	40.022727
Very little	5	222.50	255.0	63.655197	44.500000
Little	2	40.50	102.0	40.883291	20.250000

Kruskal-Wallis Test

Chi-Square	9.9564
DF	4
Pr > Chi-Square	0.0412

The ANOVA Procedure

Dependent Variable: Q05 Q05

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	909.247046	227.311762	3.30	0.0140
Error	96	6609.807409	68.852161		
Corrected Total	100	7519.054455			

R-Square	Coeff Var	Root MSE	Q05 Mean
0.120926	93.90137	8.297720	8.836634

Source	DF	Anova SS	Mean Square	F Value	Pr > F
Q11_10	4	909.2470462	227.3117616	3.30	0.0140

Tukey's Studentized Range (HSD) Test for Q05

NOTE: This test controls the Type I experimentwise error rate.

Alpha	0.05
Error Degrees of Freedom	96
Error Mean Square	68.85216
Critical Value of Studentized Range	3.93194

Comparisons significant at the 0.05 level are indicated by ***.

Q11_10 Comparison	Difference Between Means	Simultaneous 95% Confidence Limits	
A Lot - Quite	4.524	-0.922	9.970
A Lot - Moderate	6.967	0.786	13.147 ***
A Lot - Very little	7.021	-3.954	17.996
A Lot - Little	9.921	-6.816	26.658
Quite - A Lot	-4.524	-9.970	0.922
Quite - Moderate	2.443	-3.870	8.755
Quite - Very little	2.497	-8.553	13.547
Quite - Little	5.397	-11.389	22.183
Moderate - A Lot	-6.967	-13.147	-0.786 ***
Moderate - Quite	-2.443	-8.755	3.870
Moderate - Very little	0.055	-11.375	11.484
Moderate - Little	2.955	-14.084	19.993
Very little - A Lot	-7.021	-17.996	3.954
Very little - Quite	-2.497	-13.547	8.553
Very little - Moderate	-0.055	-11.484	11.375
Very little - Little	2.900	-16.402	22.202
Little - A Lot	-9.921	-26.658	6.816
Little - Quite	-5.397	-22.183	11.389
Little - Moderate	-2.955	-19.993	14.084
Little - Very little	-2.900	-22.202	16.402

Analysis of Variance for Variable Q05

Classified by Variable Q13_01

Q13_01	N	Mean
A Lot	21	15.142857
Very little	10	4.600000
Moderate	26	9.326923
Quite	28	7.928571
Little	5	5.400000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1062.747497	265.686874	3.5688	0.0097
Within	85	6327.999725	74.447056		

Wilcoxon Scores (Rank Sums) for Variable Q05

Classified by Variable Q13_01

Q13_01	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
A Lot	21	1282.50	955.50	104.493422	61.071429
Very little	10	273.00	455.00	77.642543	27.300000

Moderate	26	1137.00	1183.00	111.977669	43.730769
Quite	28	1227.50	1274.00	114.374608	43.839286
Little	5	175.00	227.50	56.591242	35.000000

Kruskal-Wallis Test

Chi-Square	13.4389
DF	4
Pr > Chi-Square	0.0093

The ANOVA Procedure

Dependent Variable: Q05 Q05

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	1062.747497	265.686874	3.57	0.0097
Error	85	6327.999725	74.447056		
Corrected Total	89	7390.747222			

R-Square	Coeff Var	Root MSE	Q05 Mean
0.143794	90.77082	8.628271	9.505556

Source	DF	Anova SS	Mean Square	F Value	Pr > F
Q13_01	4	1062.747497	265.686874	3.57	0.0097

Tukey's Studentized Range (HSD) Test for Q05

NOTE: This test controls the Type I experimentwise error rate.

Alpha	0.05
Error Degrees of Freedom	85
Error Mean Square	74.44706
Critical Value of Studentized Range	3.94169

Comparisons significant at the 0.05 level are indicated by ***.

Q13_01 Comparison	Difference Between Means	Simultaneous 95% Confidence Limits	
A Lot - Moderate	5.816	-1.240	12.872
A Lot - Quite	7.214	0.272	14.157 ***
A Lot - Little	9.743	-2.224	21.710
A Lot - Very little	10.543	1.303	19.783 ***
Moderate - A Lot	-5.816	-12.872	1.240
Moderate - Quite	1.398	-5.151	7.948
Moderate - Little	3.927	-7.817	15.671
Moderate - Very little	4.727	-4.222	13.676
Quite - A Lot	-7.214	-14.157	-0.272 ***
Quite - Moderate	-1.398	-7.948	5.151
Quite - Little	2.529	-9.147	14.204
Quite - Very little	3.329	-5.531	12.188
Little - A Lot	-9.743	-21.710	2.224
Little - Moderate	-3.927	-15.671	7.817
Little - Quite	-2.529	-14.204	9.147
Little - Very little	0.800	-12.372	13.972
Very little - A Lot	-10.543	-19.783	-1.303 ***
Very little - Moderate	-4.727	-13.676	4.222
Very little - Quite	-3.329	-12.188	5.531
Very little - Little	-0.800	-13.972	12.372

Analysis of Variance for Variable Q05
Classified by Variable Q15_02

Q15_02	N	Mean
Little	9	19.444444
A Lot	27	8.222222
Moderate	32	8.140625
Very little	3	2.166667
Quite	30	8.216667

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	1180.213313	295.053328	4.0352	0.0046
Within	96	7019.514410	73.119942		

Wilcoxon Scores (Rank Sums) for Variable Q05
Classified by Variable Q15_02

Q15_02	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Little	9	675.50	459.0	83.631469	75.055556
A Lot	27	1299.50	1377.0	129.912906	48.129630
Moderate	32	1650.00	1632.0	136.569617	51.562500
Very little	3	52.00	153.0	49.834284	17.333333

Quite	30	1474.00	1530.0	134.135693	49.133333

Kruskal-Wallis Test

Chi-Square	10.4851
DF	4
Pr > Chi-Square	0.0330

The ANOVA Procedure

Dependent Variable: Q05 Q05

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	1180.213313	295.053328	4.04	0.0046
Error	96	7019.514410	73.119942		
Corrected Total	100	8199.727723			

R-Square	Coeff Var	Root MSE	Q05 Mean
0.143933	94.85481	8.551020	9.014851

Source	DF	Anova SS	Mean Square	F Value	Pr > F
Q15_02	4	1180.213313	295.053328	4.04	0.0046

Tukey's Studentized Range (HSD) Test for Q05

NOTE: This test controls the Type I experimentwise error rate.

Alpha	0.05
Error Degrees of Freedom	96
Error Mean Square	73.11994
Critical Value of Studentized Range	3.93194

Comparisons significant at the 0.05 level are indicated by ***.

Q15_02 Comparison	Difference Between Means	Simultaneous 95% Confidence Limits		
Little - A Lot	11.222	2.071	20.373	***
Little - Quite	11.228	2.192	20.263	***
Little - Moderate	11.304	2.334	20.274	***
Little - Very little	17.278	1.428	33.127	***
A Lot - Little	-11.222	-20.373	-2.071	***
A Lot - Quite	0.006	-6.301	6.312	
A Lot - Moderate	0.082	-6.131	6.294	
A Lot - Very little	6.056	-8.413	20.524	
Quite - Little	-11.228	-20.263	-2.192	***
Quite - A Lot	-0.006	-6.312	6.301	
Quite - Moderate	0.076	-5.966	6.118	
Quite - Very little	6.050	-8.346	20.446	
Moderate - Little	-11.304	-20.274	-2.334	***
Moderate - A Lot	-0.082	-6.294	6.131	
Moderate - Quite	-0.076	-6.118	5.966	
Moderate - Very little	5.974	-8.381	20.329	
Very little - Little	-17.278	-33.127	-1.428	***
Very little - A Lot	-6.056	-20.524	8.413	
Very little - Quite	-6.050	-20.446	8.346	
Very little - Moderate	-5.974	-20.329	8.381	

Analysis of Variance for Variable Q05
Classified by Variable Q15_03

Q15_03	N	Mean
A Lot	29	8.120690
Very little	5	22.400000
Quite	39	8.820513
Moderate	22	7.727273
Little	5	11.600000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	987.112688	246.778172	3.2147	0.0160
Within	95	7292.834812	76.766682		

Wilcoxon Scores (Rank Sums) for Variable Q05
Classified by Variable Q15_03

Q15_03	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
A Lot	29	1311.00	1464.50	131.245201	45.206897
Very little	5	379.00	252.50	63.037948	75.800000
Quite	39	2097.00	1969.50	141.075787	53.769231
Moderate	22	940.50	1111.00	119.815747	42.750000
Little	5	322.50	252.50	63.037948	64.500000

Kruskal-Wallis Test

Chi-Square	8.0460
DF	4
Pr > Chi-Square	0.0899

The ANOVA Procedure

Dependent Variable: Q05 Q05

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	987.112688	246.778172	3.21	0.0160
Error	95	7292.834812	76.766682		
Corrected Total	99	8279.947500			

R-Square	Coeff Var	Root MSE	Q05 Mean
0.119217	95.28722	8.761660	9.195000

Source	DF	Anova SS	Mean Square	F Value	Pr > F
Q15_03	4	987.1126877	246.7781719	3.21	0.0160

Tukey's Studentized Range (HSD) Test for Q05

NOTE: This test controls the Type I experimentwise error rate.

Alpha	0.05
Error Degrees of Freedom	95
Error Mean Square	76.76668
Critical Value of Studentized Range	3.93274

Comparisons significant at the 0.05 level are indicated by ***.

Q15_03 Comparison	Difference Between Means	Simultaneous 95% Confidence Limits		
Very little - Little	10.800	-4.610	26.210	
Very little - Quite	13.579	2.006	25.153	***
Very little - A Lot	14.279	2.481	26.078	***
Very little - Moderate	14.673	2.601	26.744	***
Little - Very little	-10.800	-26.210	4.610	
Little - Quite	2.779	-8.794	14.353	
Little - A Lot	3.479	-8.319	15.278	
Little - Moderate	3.873	-8.199	15.944	
Quite - Very little	-13.579	-25.153	-2.006	***
Quite - Little	-2.779	-14.353	8.794	
Quite - A Lot	0.700	-5.275	6.674	
Quite - Moderate	1.093	-5.403	7.590	
A Lot - Very little	-14.279	-26.078	-2.481	***
A Lot - Little	-3.479	-15.278	8.319	
A Lot - Quite	-0.700	-6.674	5.275	
A Lot - Moderate	0.393	-6.495	7.282	
Moderate - Very little	-14.673	-26.744	-2.601	***
Moderate - Little	-3.873	-15.944	8.199	
Moderate - Quite	-1.093	-7.590	5.403	
Moderate - A Lot	-0.393	-7.282	6.495	

Impact of number of employees

Analysis of Variance for Variable Q06
Classified by Variable Q15_01

Q15_01	N	Mean
A Lot	31	6.580645
Very little	6	27.333333
Moderate	25	6.560000
Quite	29	8.310345
Little	10	9.000000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	2339.800888	584.950222	2.9451	0.0241
Within	96	19067.248617	198.617173		

Wilcoxon Scores (Rank Sums) for Variable Q06
Classified by Variable Q15_01

Q15_01	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
A Lot	31	1479.50	1581.0	135.153065	47.725806
Very little	6	274.00	306.0	69.268129	45.666667
Moderate	25	1321.00	1275.0	126.465723	52.840000
Quite	29	1484.50	1479.0	132.574891	51.189655
Little	10	592.00	510.0	87.521898	59.200000

Kruskal-Wallis Test

Chi-Square	1.4833
DF	4
Pr > Chi-Square	0.8296

The ANOVA Procedure

Dependent Variable: Q06 Q06

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	2339.80089	584.95022	2.95	0.0241
Error	96	19067.24862	198.61717		
Corrected Total	100	21407.04950			

R-Square	Coeff Var	Root MSE	Q06 Mean
0.109300	164.9373	14.09316	8.544554

Source	DF	Anova SS	Mean Square	F Value	Pr > F
Q15_01	4	2339.800888	584.950222	2.95	0.0241

Tukey's Studentized Range (HSD) Test for Q06

NOTE: This test controls the Type I experimentwise error rate.

Alpha	0.05
Error Degrees of Freedom	96
Error Mean Square	198.6172
Critical Value of Studentized Range	3.93194

Comparisons significant at the 0.05 level are indicated by ***.

Q15_01 Comparison	Difference Between Means	Simultaneous 95% Confidence Limits		
Very little - Little	18.333	-1.901	38.567	
Very little - Quite	19.023	1.449	36.597	***
Very little - A Lot	20.753	3.277	38.229	***
Very little - Moderate	20.773	2.960	38.586	***
Little - Very little	-18.333	-38.567	1.901	
Little - Quite	0.690	-13.680	15.059	
Little - A Lot	2.419	-11.831	16.669	
Little - Moderate	2.440	-12.221	17.101	
Quite - Very little	-19.023	-36.597	-1.449	***
Quite - Little	-0.690	-15.059	13.680	
Quite - A Lot	1.730	-8.393	11.852	
Quite - Moderate	1.750	-8.943	12.444	
A Lot - Very little	-20.753	-38.229	-3.277	***
A Lot - Little	-2.419	-16.669	11.831	
A Lot - Quite	-1.730	-11.852	8.393	
A Lot - Moderate	0.021	-10.512	10.553	
Moderate - Very little	-20.773	-38.586	-2.960	***
Moderate - Little	-2.440	-17.101	12.221	
Moderate - Quite	-1.750	-12.444	8.943	
Moderate - A Lot	-0.021	-10.553	10.512	

Analysis of Variance for Variable Q06
Classified by Variable Q15_02

Q15_02	N	Mean
Little	9	23.222222
A Lot	27	6.407407
Moderate	32	9.687500
Very little	3	4.666667
Quite	30	5.900000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	2354.991190	588.747797	2.9275	0.0248
Within	96	19306.315741	201.107456		

Wilcoxon Scores (Rank Sums) for Variable Q06
Classified by Variable Q15_02

Q15_02	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
Little	9	557.50	459.0	83.496575	61.944444
A Lot	27	1266.00	1377.0	129.703362	46.888889
Moderate	32	1798.00	1632.0	136.349336	56.187500
Very little	3	128.00	153.0	49.753903	42.666667
Quite	30	1401.50	1530.0	133.919338	46.716667

Kruskal-Wallis Test

Chi-Square	3.7091
DF	4
Pr > Chi-Square	0.4468

The ANOVA Procedure

Dependent Variable: Q06 Q06

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	2354.99119	588.74780	2.93	0.0248
Error	96	19306.31574	201.10746		
Corrected Total	100	21661.30693			

R-Square	Coeff Var	Root MSE	Q06 Mean
0.108719	162.2089	14.18124	8.742574

Source	DF	Anova SS	Mean Square	F Value	Pr > F
Q15_02	4	2354.991190	588.747797	2.93	0.0248

Tukey's Studentized Range (HSD) Test for Q06

NOTE: This test controls the Type I experimentwise error rate.

Alpha	0.05
Error Degrees of Freedom	96
Error Mean Square	201.1075
Critical Value of Studentized Range	3.93194

Comparisons significant at the 0.05 level are indicated by ***.

Q15_02 Comparison	Difference Between Means	Simultaneous 95% Confidence Limits	
Little - Moderate	13.535	-1.342	28.411
Little - A Lot	16.815	1.639	31.991 ***
Little - Quite	17.322	2.337	32.307 ***
Little - Very little	18.556	-7.730	44.841
Moderate - Little	-13.535	-28.411	1.342
Moderate - A Lot	3.280	-7.023	13.583
Moderate - Quite	3.788	-6.232	13.807
Moderate - Very little	5.021	-18.786	28.828
A Lot - Little	-16.815	-31.991	-1.639 ***
A Lot - Moderate	-3.280	-13.583	7.023
A Lot - Quite	0.507	-9.952	10.967
A Lot - Very little	1.741	-22.254	25.736
Quite - Little	-17.322	-32.307	-2.337 ***
Quite - Moderate	-3.788	-13.807	6.232
Quite - A Lot	-0.507	-10.967	9.952
Quite - Very little	1.233	-22.642	25.108
Very little - Little	-18.556	-44.841	7.730
Very little - Moderate	-5.021	-28.828	18.786
Very little - A Lot	-1.741	-25.736	22.254
Very little - Quite	-1.233	-25.108	22.642

Analysis of Variance for Variable Q06
Classified by Variable Q15_03

Q15_03	N	Mean
A Lot	29	5.379310
Very little	5	35.600000
Quite	39	8.871795
Moderate	22	6.909091
Little	5	7.600000

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Among	4	4015.595258	1003.898814	5.4227	0.0006
Within	95	17587.404742	185.130576		

Wilcoxon Scores (Rank Sums) for Variable Q06
Classified by Variable Q15_03

Q15_03	N	Sum of Scores	Expected Under H0	Std Dev Under H0	Mean Score
A Lot	29	1244.0	1464.50	131.036255	42.896552
Very little	5	389.0	252.50	62.937589	77.800000
Quite	39	2129.0	1969.50	140.851190	54.589744
Moderate	22	1020.0	1111.00	119.624997	46.363636
Little	5	268.0	252.50	62.937589	53.600000

Kruskal-Wallis Test

Chi-Square	7.7702
DF	4
Pr > Chi-Square	0.1004

The ANOVA Procedure

Dependent Variable: Q06 Q06

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	4	4015.59526	1003.89881	5.42	0.0006
Error	95	17587.40474	185.13058		
Corrected Total	99	21603.00000			

R-Square	Coeff Var	Root MSE	Q06 Mean
0.185881	156.3939	13.60627	8.700000

Source	DF	Anova SS	Mean Square	F Value	Pr > F
Q15_03	4	4015.595258	1003.898814	5.42	0.0006

Tukey's Studentized Range (HSD) Test for Q06

NOTE: This test controls the Type I experimentwise error rate.

Alpha	0.05
Error Degrees of Freedom	95
Error Mean Square	185.1306
Critical Value of Studentized Range	3.93274

Comparisons significant at the 0.05 level are indicated by ***.

Q15_03 Comparison	Difference Between Means	Simultaneous 95% Confidence Limits		
Very little - Quite	26.728	8.755	44.702	***
Very little - Little	28.000	4.070	51.930	***
Very little - Moderate	28.691	9.945	47.437	***
Very little - A Lot	30.221	11.899	48.543	***
Quite - Very little	-26.728	-44.702	-8.755	***
Quite - Little	1.272	-16.702	19.245	
Quite - Moderate	1.963	-8.126	12.052	
Quite - A Lot	3.492	-5.785	12.770	
Little - Very little	-28.000	-51.930	-4.070	***
Little - Quite	-1.272	-19.245	16.702	
Little - Moderate	0.691	-18.055	19.437	
Little - A Lot	2.221	-16.101	20.543	
Moderate - Very little	-28.691	-47.437	-9.945	***
Moderate - Quite	-1.963	-12.052	8.126	
Moderate - Little	-0.691	-19.437	18.055	
Moderate - A Lot	1.530	-9.168	12.228	
A Lot - Very little	-30.221	-48.543	-11.899	***
A Lot - Quite	-3.492	-12.770	5.785	
A Lot - Little	-2.221	-20.543	16.101	
A Lot - Moderate	-1.530	-12.228	9.168	