

ARIZONA DEPARTMENT OF TRANSPORTATION

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INFORMATION SYSTEMS IN ADOT: ANALYSIS OF; INTRA-FUNCTION FLOW, DECISION SUPPORT NEEDS, EXISTING SYSTEMS UTILITY AND USER ATTITUDES.

**Final Report
Volume III: Appendices**

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16. Abstract A report is offered on a study of the information activities within the Right-of-Way section of ADOT. The objectives of the study were to adapt and apply techniques to measure user-perceived needs, satisfaction and utility of services provided Right-of-Way by the Information Systems Group (ISG). A background of the four tested techniques is given along with a review of related literature. The techniques were: (1) a functional analysis using the IDEF methodology (LeClair, 1982) (2) a user needs analysis using the Bailey and Federle methodology (Bailey and Federle, 1983) (3) a systems utility analysis using the Krobock methodology (Krobock, 1981) (4) a user satisfaction analysis using the Pearson methodology (Bailey and Pearson, 1983) The procedure used to collect and analyze the data collected in Right-of-Way is briefly discussed. A manual for ISG use of the techniques is offered. Conclusions from the study include the following observations. The techniques are not hard to learn or use but are time consuming. With the exception of the IDEF technique, the techniques were applied at little cost to the Right-of-Way staff. The techniques by themselves did yield useful insights for ISG. Using the techniques in combination suggested insights not possible when they were used alone. The ISG users manual does provide a reasonable guide to further application of the techniques.					
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TABLE OF CONTENTS

VOLUME I PROJECT REPORT

<u>Section</u>	<u>Page</u>
LIST OF TABLES	iv
LIST OF FIGURES	v
INTRODUCTION	1
BACKGROUND OF THE STUDY	5
Function Modeling	5
Needs Analysis	6
Utility of Information	8
User Satisfaction	10
APPLICATION OF THE RESEARCH METHODOLOGIES FOR ADOT	12
Background	12
Methodologies As Applied	12
IDEF Methodology	12
Bailey and Federie Methodology	17
Krobock Methodology	18
Pearson Methodology	20
Data Collection	21
DATA ANALYSIS PROCEDURES	24
Application of IDEF	24
Bailey and Federie Methodology	24
Krobock Methodology	28
Pearson Methodology	32
Combinations of Methodologies	37

TABLE OF CONTENTS (cont'd)

<u>Section</u>	<u>Page</u>
ANALYSIS OF COLLECTED DATA IN THE RIGHT-OF-WAY	-
SECTION	40
IDEF Methodology	40
Federie Methodology	40
Krobock Methodology	41
Pearson Methodology	44
Combinations of Methodologies	46
Users Manual	48
RESULTS	50
Summary	50
Conclusions	51
BIBLIOGRAPHY	53

LIST OF TABLES

Table 1	Pearson Satisfaction Weights	33
Table 2	Pearson Importance Weights	33
Table 3	Normalized Levels of Satisfaction	35

LIST OF FIGURES

Figure 1	IDEF ₀ Model	13
Figure 2	IDEF ₀ Interrelations	14
Figure 3	IDEF ₀ Break Down	15
Figure 4	IDEF ₀ Parent-daughter	16
Figure 5	Federie Semantic Differential	19
Figure 6	Krobock Relevance Tree	20
Figure 7	Pearson Scale	21

VOLUME II
MANUAL FOR EVALUATION OF NEEDS AND ATTITUDES OF EDP USERS

	<u>Page</u>
APPENDIX A The ISG Users Manual	1
APPENDIX A-1 The Bailey-Federle Questionnaire	34
APPENDIX A-2 The Krobock Questionnaire	48
APPENDIX A-3 The Pearson Questionnaire	51
APPENDIX A-4 Guide for Creating the Data Base and Linking Analysis Programs	65
APPENDIX A-5 Listing of Programs for Analysis of Bailey-Federle Questionnaire Data	75
APPENDIX A-6 Listing of Programs for Analysis of Krobock Data	78
APPENDIX A-7 Listing of Programs for Pearson Data	81

VOLUME III
APPENDICES

		<u>Page</u>
APPENDIX B	Informed Consent Form	1
APPENDIX C	Complete IDEF ₀ Analysis for the Right of Way Section, ADOT	2
APPENDIX D	Questionnaire 1 As Used In This Study	38
APPENDIX E	Questionnaire 2 As Used In This Study	53
APPENDIX F	Activities Performed by ADO1 Personnel In the Right of Way Section.	68
APPENDIX G	EDP Information Reports Generated for ADOT Right of Way Section Personnel.	71
APPENDIX H	Bailey-Federle MX _v Matrix Sorted By Non-Zero Entries.	74
APPENDIX H-1	Guide for Creating the Analysis Data Base and Linking Analysis Programs To It.	77
APPENDIX H-2	Bailey-Federle Questionnaire Data As Stored In the Data Base (DATA2).	87

	<u>Page</u>	
APPENDIX H-3	Listing of the Program (P2NX _v) To Create the Bailey-Federle NX _v Matrix Sorted by Non-Zero Entries.	90
APPENDIX H-4	Bailey-Federle NX _v Matrix Sorted By Average NX _v	91
APPENDIX H-5	Listing of the Program (P2NXVSA) To Create the Bailey-Federle NX _v Matrix Sorted By Average NX _v .	
APPENDIX I	Bailey-Federle X Matrix Sorted By Non-Zero Entries.	95
APPENDIX I-1	Listing of Program (P2X) to Create Bailey-Federle X Matrix Sorted By Non-Zero Entries.	98
APPENDIX J	Bailey-Federle X Matrix Sorted By Average X.	99
APPENDIX J-1	Listing of Program (P2XSA) To Create Bailey-Federle Matrix Sorted By Average X.	102
APPENDIX K	Krobock Data Reduction Matrix	103
APPENDIX K-1	Krobock Questionnaire Data As Stored In the Data Base (DATA3).	104

		<u>Page</u>
APPENDIX K-2	Listing of Program (P3TL) To Create Krobock Data Reduction Matrix.	106
APPENDIX L	Krobock Data Matrce Sorted By Specific Reports.	107
APPENDIX L-1	LISTING OF PROGRAM (P3SP) To Create Krobock Data Matrices Sorted By Specific Reports	116
APPENDIX M	Krobock Data Matrices Sorted Respondents.	117
APPENDIX M-1	Listing of Program (P3SI) To Create Krobock Data Matrices Sorted by Individual Respondents.	122
APPENDIX N	Pearson NS _j Matrix	123
APPENDIX N-1	Pearson Questionnaire Data As Stored In The Data Base (DATA1)	126
APPENDIX N-2	Listing of Programs (P1S-NS and P12-NSAG) To Create Pearson NS _j Matrix.	129
APPENDIX O	Pearson Importance Matrix	132
APPENDIX O-1	Listing of Programs (P1TMP2 and P1TMP3) to Create Pearson Importance Matrix.	135

APPENDIX B

ARIZONA STATE UNIVERSITY

HUMAN SUBJECTS RESEARCH REVIEW COMMITTEE

INFORMED CONSENT FORM

I, _____, in return for the opportunity of participating as a subject in a scientific investigation and for other considerations, hereby authorize the performance upon me of the following procedure: interviews and questionnaires concerning my information environment and use of information systems will be administered.

This consent I give voluntarily as the nature and purpose of the experimental procedure, the known dangers and the possible risks and complications have been fully explained to me by _____. I understand the potential benefits of the investigation to be an improved information environment.

I understand that, as a participant, my rights will not be jeopardized, that my privacy will be maintained and that the data obtained in this study will be used in a manner to maintain confidentiality and personal rights.

I knowingly assume the risks involved, and I am aware that I may withdraw my consent and discontinue participation at any time without penalty to myself.

Dated: _____

Signature

Dated: _____

Signature

APPENDIX C
IDEF₀ ANALYSIS
IDEF METHODOLOGY

The first methodology used in the gathering of data for this research project was IDEF - The Integrated Computer Aided Manufacturing Definition methodology. The methodology was developed for the U.S. Air Force over the past several years to model the functions and information flow required to manage a manufacturing facility; however it is a flexible methodology and can be used in any environment.

The purpose in using IDEF is to model an organization's existing functions, showing relationships and information flows among those functions. LeClair¹ notes that a visual language can give more information than almost any other type of communication. The end product of the IDEF methodology is a picture; a visual model which aids in a better understanding of an environment than could be had with a list or most other types of function identification.

There are three types of IDEF models. IDEF0 is a model showing functions of an organization and relationships between those functions. It is not concerned with how long a function takes to perform or with the sequence of functions. IDEF1 is an information model representing the structure of data which would be needed to support the functional model. IDEF2 is a dynamic model which shows time-varying behavior of the functions of the organization. It was originally intended that both the IDEF0 and

¹Steven R. LeClair, "IDEF - A Language for Industrial Engineers", Engineering Report, Arizona State University, 1983, p. 46.

IDEF1 models would be used; however as the research progressed, it became apparent that IDEF0 alone gave a clear indication of the functions and information flows in the environment. IDEF1 would be a possible methodology for modeling the structure for databases after determining the informational needs of the subjects of a study. The functions and information needs in the type of organization this study was performed for are generally static with time and IDEF2 would not be a useful model.

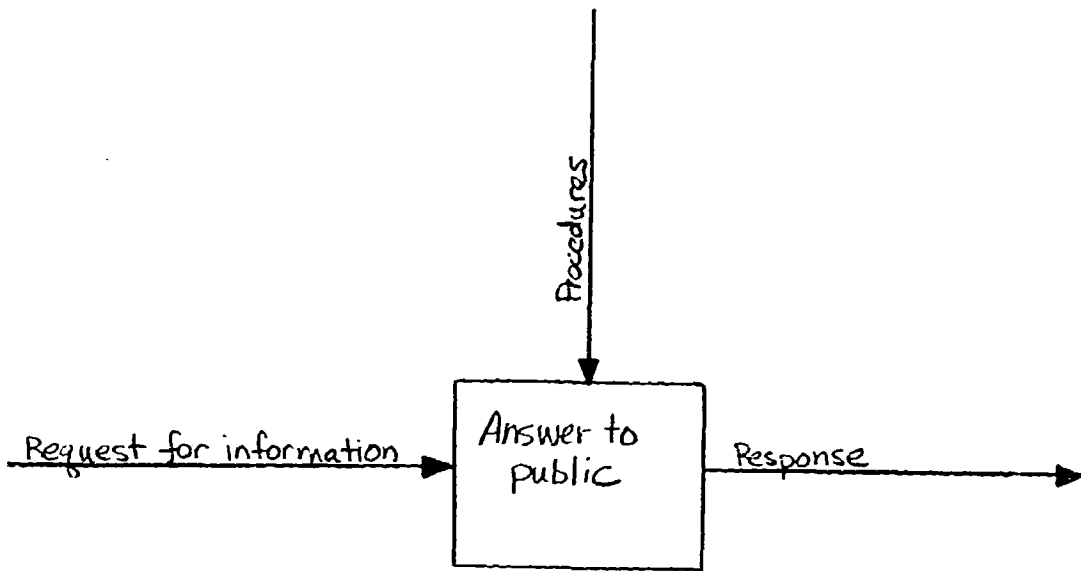
IDEF models are developed for a specific purpose and with a specific viewpoint. Examples of purposes might be to show relationships among departments in a hospital or among different aspects of a construction business. For this research, the purpose was to model the functions of several Services of the Right of Way Section of the Arizona Department of Transportation in order to understand the functions in the environment and the relationships and information flows among those functions. Examples of viewpoints might be from the viewpoint of a doctor or a construction foreman. Each viewpoint shows a different way of looking at a system. The viewpoint selected should give the desired result. Since the objective of this research was to develop a tool for future use by information system specialists in an organization, the viewpoint selected was that of an information systems specialist without knowledge of the specific environment wishing to understand the functional relationships and information flows. When administering the IDEF methodology, it is necessary to obtain information and feedback from those persons who know the functions and information used in the environment being modeled in order to insure accuracy.

Managers and supervisors were interviewed and feedback was encouraged in creating the resulting model.

The construction of the model is illustrated in Figure 1. A box is drawn for the major function of the organization being modeled. The box is labeled with the name of the function - using a verb, since a function is something that is performed (i.e. an activity). Inputs into that function (such as "request for information") are indicated with an arrow going into the left side of the box. Controls (influences on the function which do not themselves produce output, such as written procedures) are indicated with arrows coming into the top of the box. Outputs are indicated with arrows going out of the right side of the box. This first model is called the A-0 (A minus zero) diagram.

From the A-0 diagram, several major subfunctions are identified. Boxes representing these functions are drawn on a new diagram, called the A0 (A zero) diagram. The same procedure is applied to these functions as for the organization's major function but now relationships are identified among the functions. An output of one function may be an input to, or a control on, another function. Any of the functions on this diagram may be likewise broken down into further subfunctions. Only those functions the analyst is concerned with need be broken down. Figure 2 illustrates the identifying of relationships among functions.

Each diagram is given a number which identifies its place in the sequence of diagrams. The first diagram is the A-0 diagram. The next diagram is the A0 diagram. On the A0 diagram, the subfunctions of the major organizational function are drawn.



A-φ

FIGURE 1 Construction of the Model

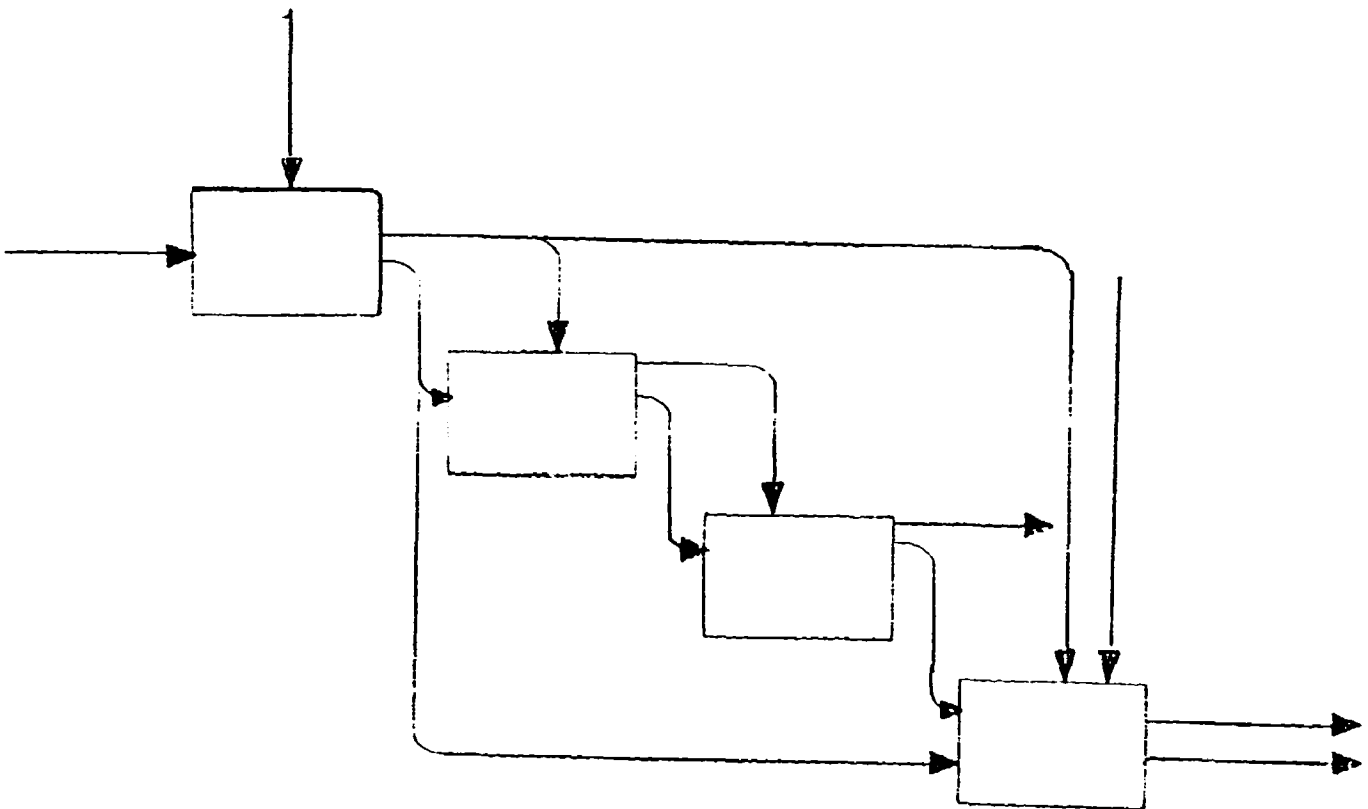


FIGURE 2 Relationships Among the Functions

Each of these boxes is given a number (1, 2, 3, etc.). Any of these boxes which are further broken down will carry its number into its new diagram. For example, if box 1 on diagram A0 is to be broken down, its new diagram will be A1. The boxes in this new diagram (A1) will be numbered (1, 2, 3, etc.). Should any of these boxes be further broken down, their new diagrams will be numbered A11, A12, A13, etc., adding to the last diagram number the number of the box being broken down. In this way the diagrams can be traced back through all of its breakdowns to the original diagram. Because new diagrams are broken down from previous diagrams, the diagram being broken down is called the parent diagram and the new diagram is called the daughter diagram. The breaking down of functions into subfunctions and the numbering procedure is illustrated in Figure 3.

In order to show which loose-ended inputs, controls, and outputs on a parent diagram are the corresponding loose-ended inputs, controls, and outputs on its daughter diagram, codes may be used. The codes number the inputs I1, I2, etc., the controls C1, C2, etc., and the outputs O1, O2, etc. The same code number would be used on the corresponding loose-ended arrows in the parent and daughter diagrams. This is illustrated in Figure 4. For this project, it was apparent which loose-ended arrows in parent diagrams corresponded with loose-ended arrows in daughter diagrams; therefore the codes were not used. This was done to avoid clutter. However, in a situation where the codes make the model easier to read, the codes should be used.

In order to relate the above explanation of IDEF to the actual research done for this project, several examples are

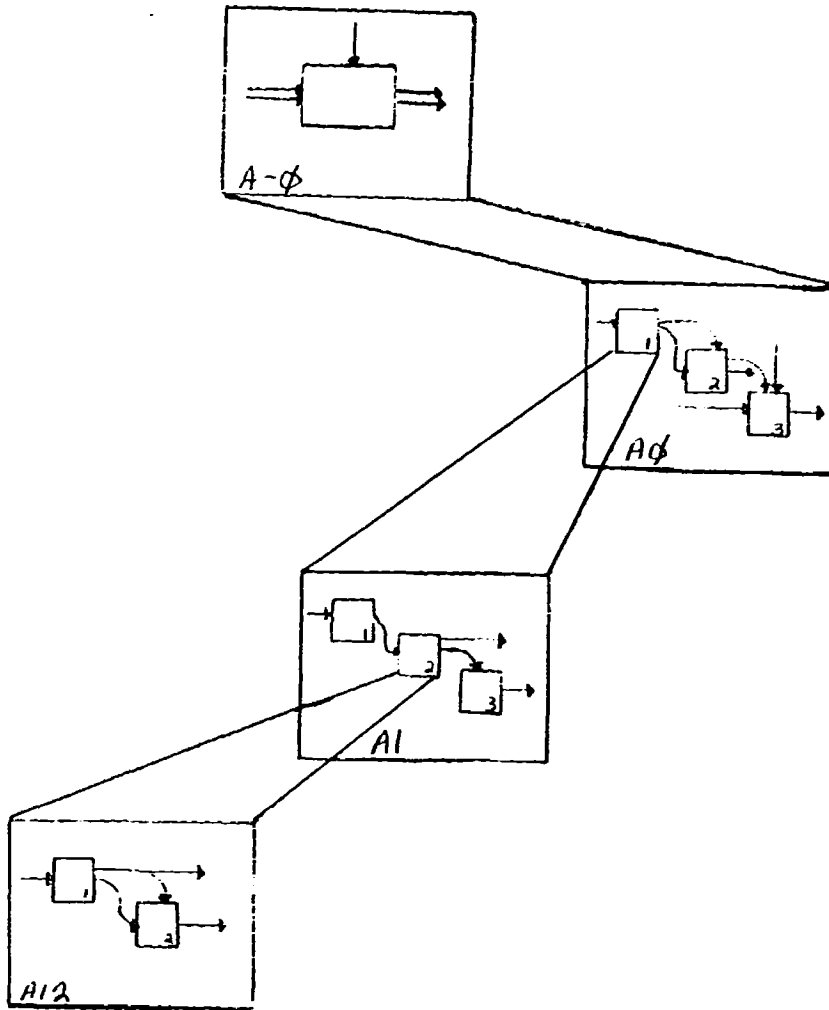


FIGURE 3 Breaking the Functions into Subfunctions and the Numbering Procedure

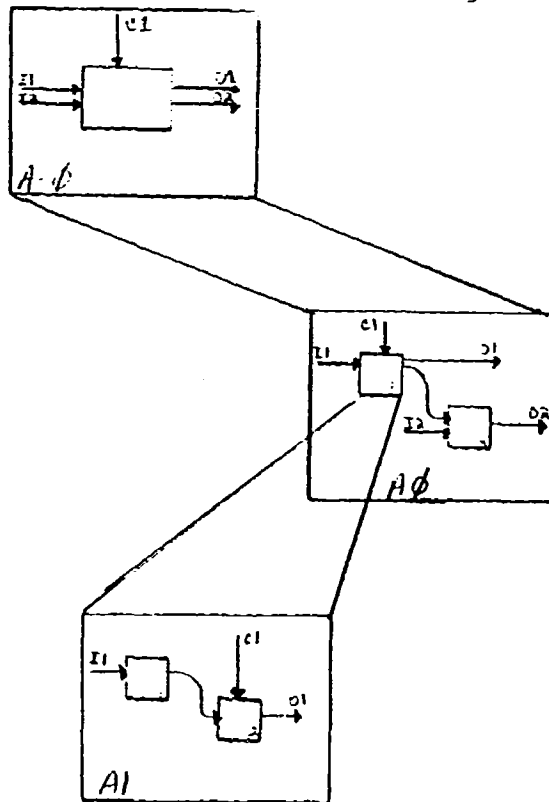


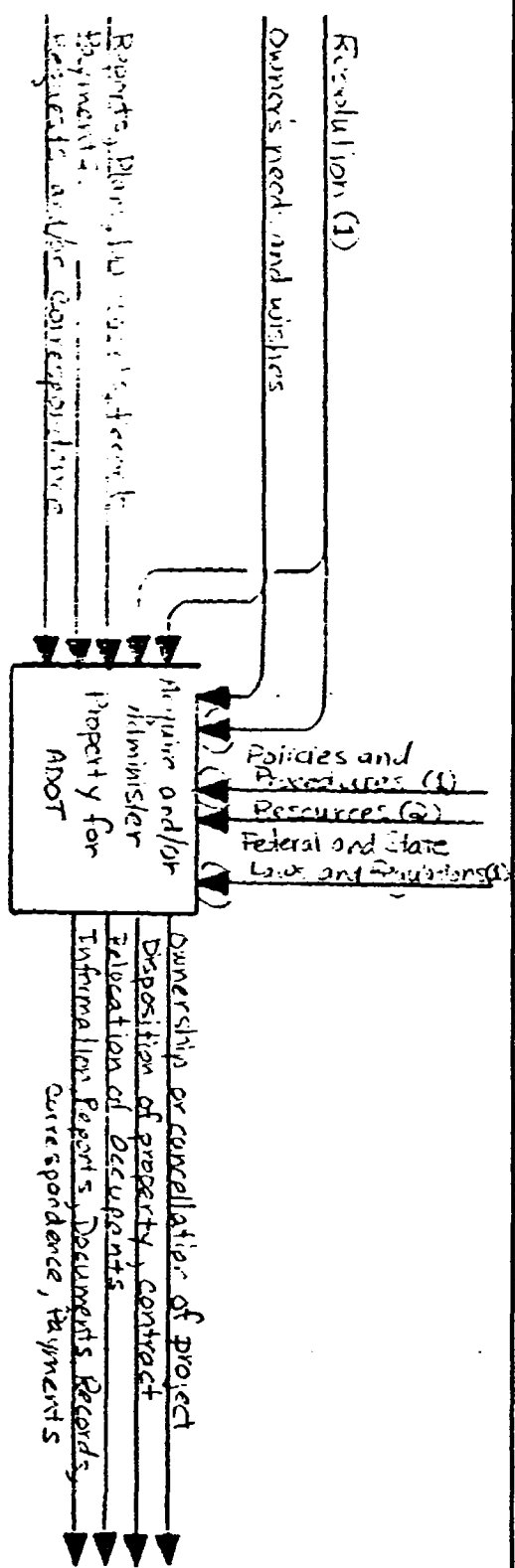
FIGURE 4 7 Coding Loose-Ended Arrows

provided. Figure 5 is the A-0 diagram (showing the major function of the Right of Way Section of ADOT). Figure 6 is the A0 diagram (showing Right of Way's major function broken down into its major subfunctions). Figure 7 is the A1 diagram (a daughter diagram of A0 - its parent box is box 1 of the A0 diagram). Figure 8 is the A12 diagram (a daughter diagram of A1 - its parent box is box 2 of the A1 diagram). The completed model may be found in Appendix A.

Besides the actual IDEF drawings, several other items are included in an IDEF model. The purpose and viewpoint should always be stated so that anyone reading the model will understand the perspective taken in modeling. Any terms used in modeling which need clarification can be defined in a glossary, preferably on the page on which the term was used. For explanations of functions which do not lend themselves to specific IDEF modeling techniques, an "FEO" or "For Exposition Only" diagram may be created. These diagrams may use any technique necessary to clarify the function and are simply attached to the IDEF drawings.

IDEF models may be general or specific. An entire organization may be modeled without consideration of who performs what function or a specific position in an organization may be modeled. The purpose for creating an IDEF model determines what kind of a model it will need to be. Information flows for an organization as a whole may be needed in some cases, and in other cases an analyst may wish to model a single position. For inputs, outputs, and controls in a general model, general terms such as "report" could be used and in a specific model, actual

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(1) Federal and state laws and regulations, policies and procedures, and resolutions are assumed to influence all functions in Right of Way and will therefore be shown only in this model, but carry through to all attached modules. Other inputs, outputs, and controls not shown or may not appear in every function in Right of Way, and will therefore be shown on each model they affect.

(2) Resources include funding, time, manpower, sources of information, documents, specifications and standards, and property.

GLOSSARY: Resolution - Formal Action of the Transportation Board

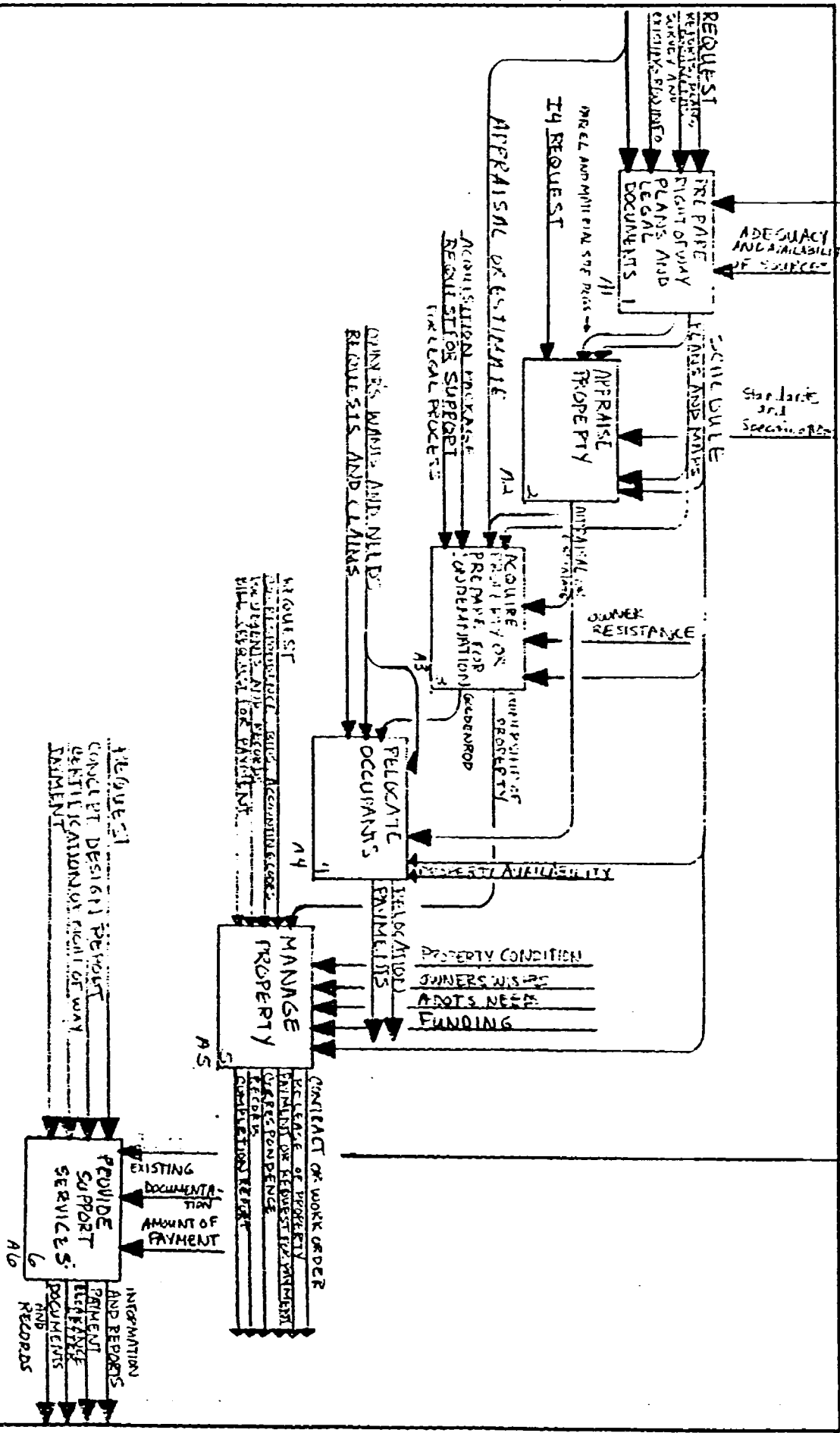
PURPOSE: To model the functions of several services of the Right of Way Section of The Arizona Department of Transportation in order to understand the functions in the environment and the relationships and information flows between those functions.

VIEWPOINT: An information system viewpoint of the functions of the environment wishing to understand those relations, dependencies, and information flows.

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FIGURE 5 The Organization's Major Function (Diagram A-0)

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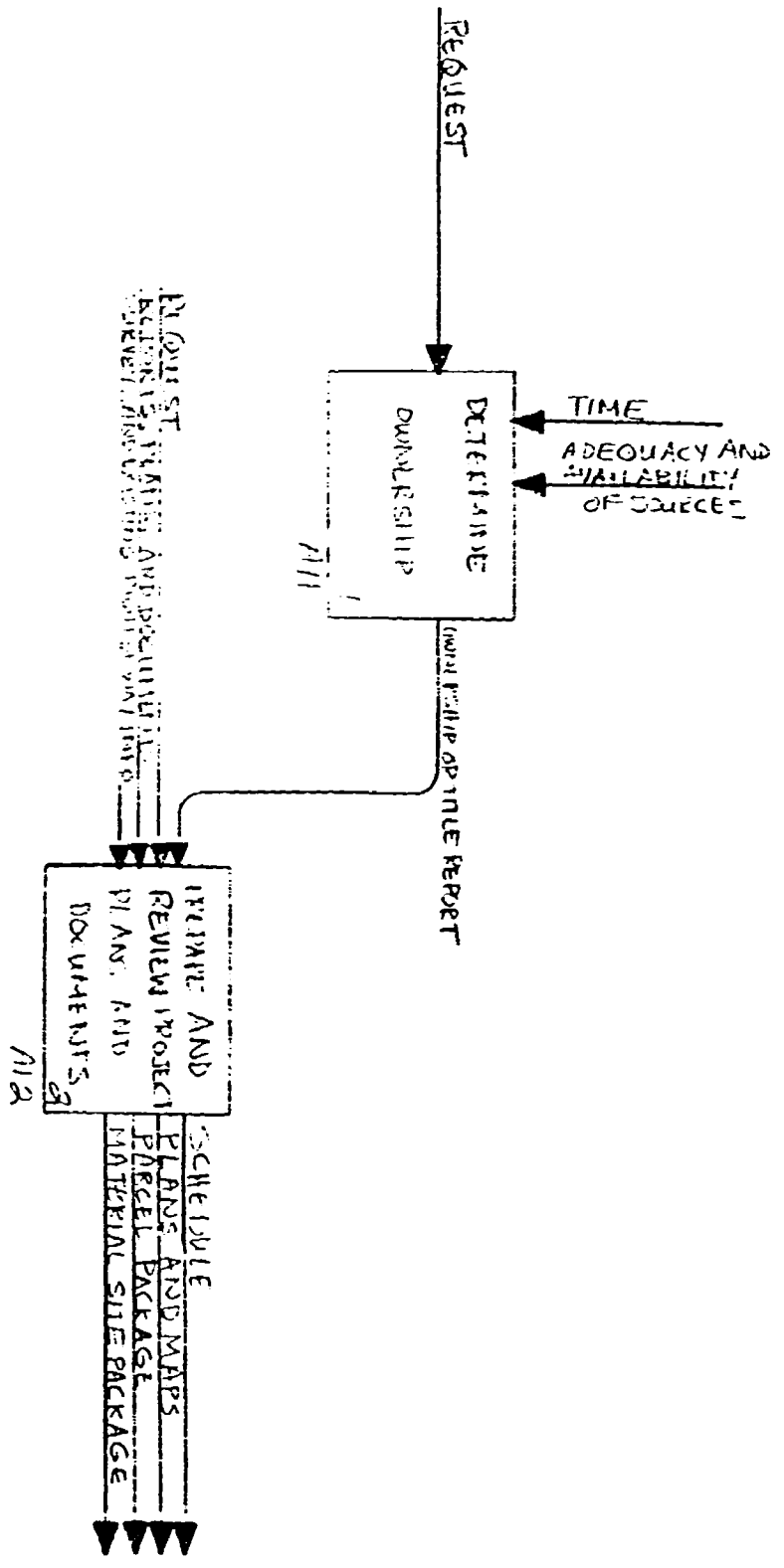


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FIGURE 6 The Major Subfunctions (Diagram A0)

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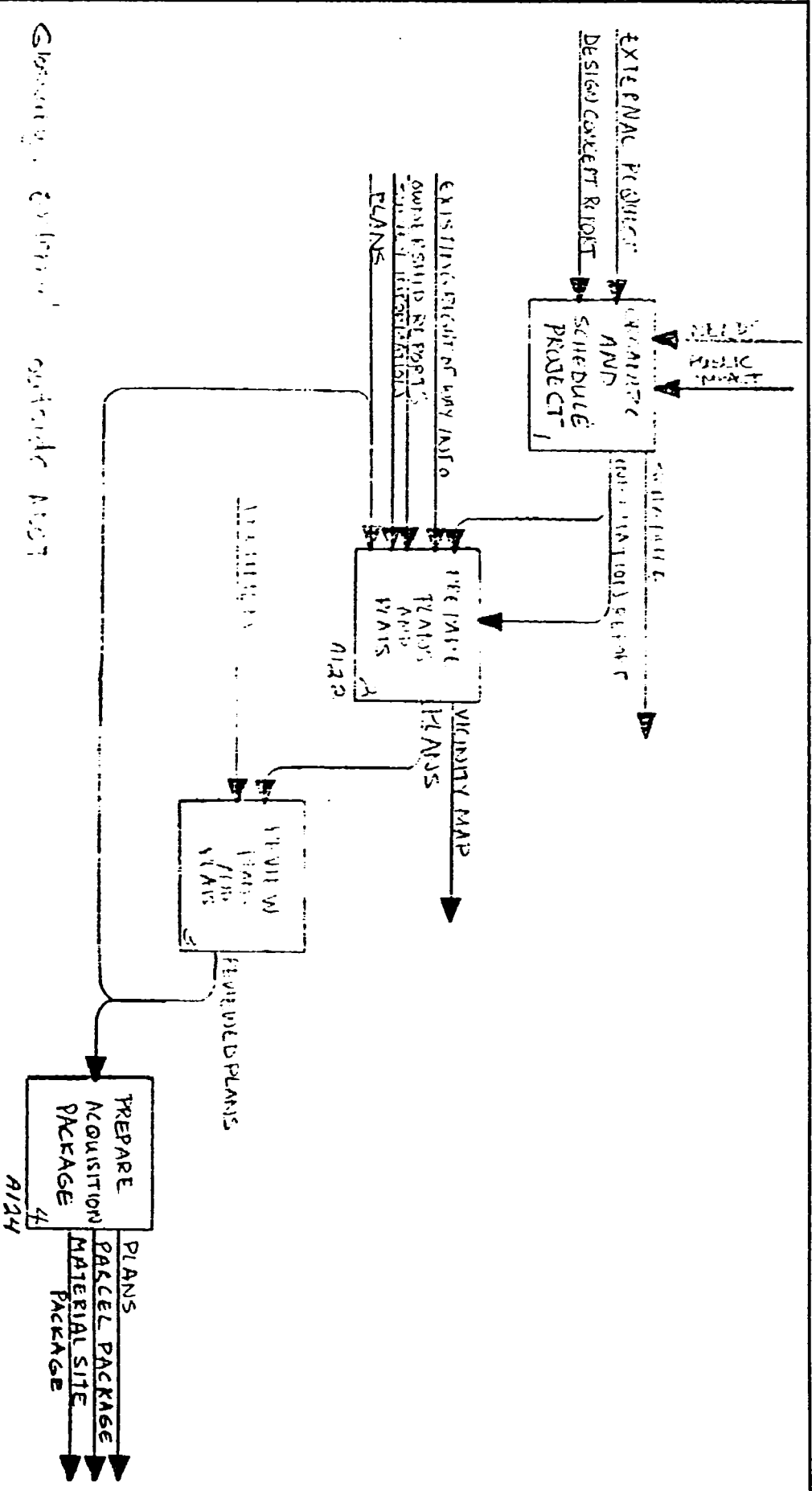
* 4 FEDs are in this category concerning preparing documents and files. Breakdowns follow.

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FIGURE 7 Diagram A1 (A Daughter Diagram of A0)

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FIGURE 8 Diagram A12 (A Daughter Diagram of A1)

report titles could be used.

Advantages of using the IDEF methodology are that it is a step by step procedure (facilitating the collection of all necessary data needed to document existing information needs), it is easy to show interrelationships of functions (helping to show where different functions may use the same information), and its end product (a visual model) is easy to read and easy to show to others.

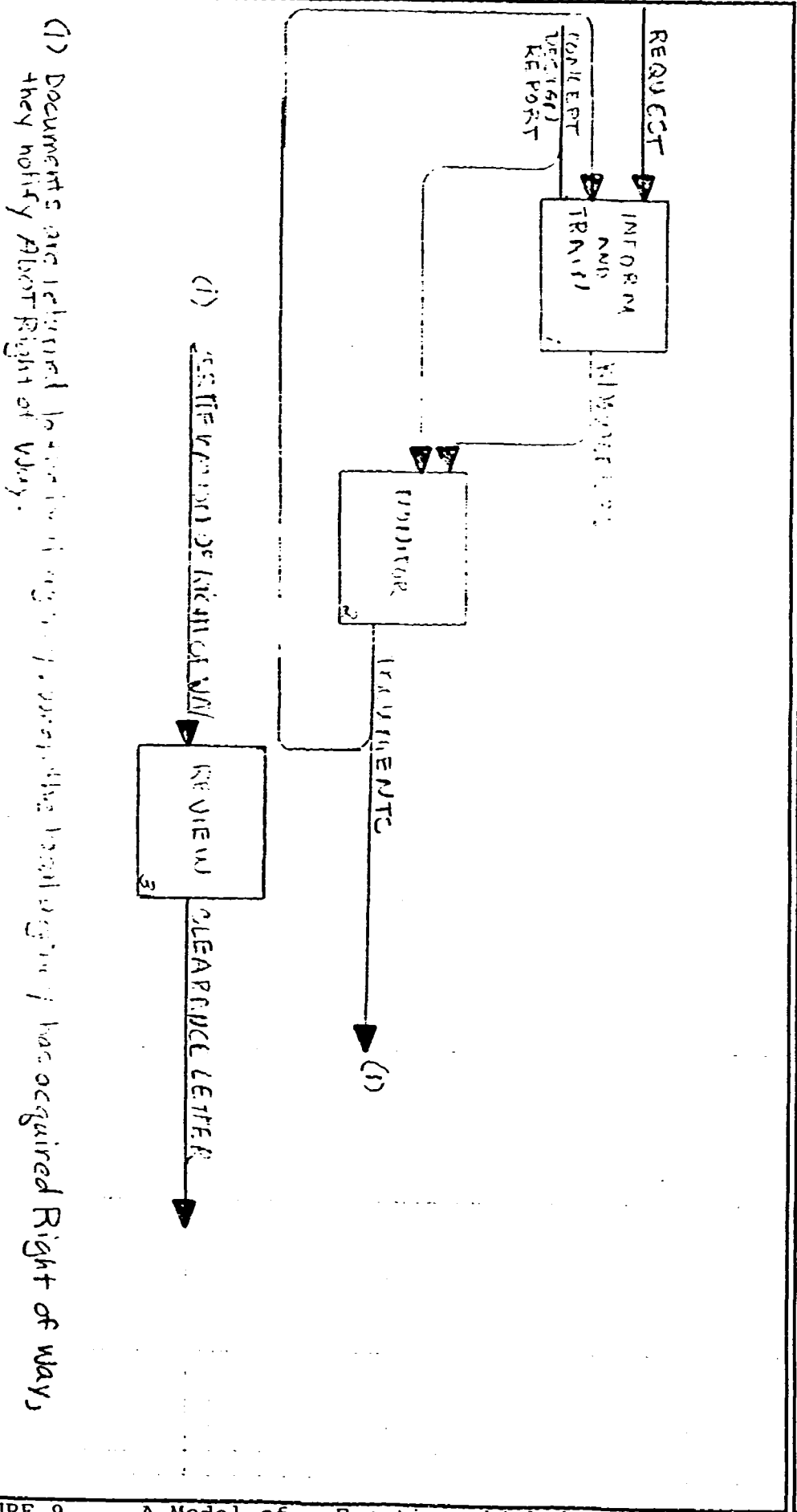
IDEF's main disadvantage is that it can be a time-consuming project to undertake. For this research project, approximately 150 manhours were spent interviewing 22 people (consisting of all Right of Way managers plus all supervisors in the three services about which the study was done), drawing the IDEF model, recirculating the model for review, and preparing the final model. This was a relatively small project and it is evident that for a large project, using the IDEF methodology would be extremely time-consuming.

There are several possible uses for results of the IDEF methodology. Most important to the objective of this research is that it shows relationships among different functions in an environment and can aid in the identification and documentation of existing information needs.

Another possible use is the identification of areas in an environment in which it may be beneficial to provide stand-alone information systems (i.e. those areas which do not share information needs with other areas) or access to mainframe computers with shared databases. Figure 9 illustrates a function which is not in any way related to any other function at Right of

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A 6 1	LOCAL ACQUISITION OF RIGHT OF WAY	

FIGURE 9 A Model of a Function which is not Related to any other Function in the Organization

Way. This is one area where a stand-alone system might be useful. Access to mainframe computers might be indicated if there are like functions needing the same type of computer-generated information being performed in several different physical areas.

The IDEF methodology gives a picture of the functions and information flows in an organization; therefore it can provide valuable information to a systems analyst. If a long-term, complete analysis is to be performed, it is recommended that the IDEF methodology be used to aid in giving a clear understanding of an environment. If a short-term analysis is to be performed, IDEF is not a feasible methodology. The time required to perform the methodology would not be available in this type of analysis. A possible solution to this problem would be to do a long-term general study of an entire organization, then as specific applications needed analysis, those areas could be modeled with a more specific technique. The analyst could then relate the two models to extract whatever information is needed.

If more information about IDEF is desired, material explaining the methodology in great detail is available from the ICAM CM Library, AFWAL/MLTC, Wright-Patterson Air Force Base, Ohio 45433.

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<p>(1) Federal and state Laws and Regulations, Policies and Procedures, and Resolutions, are assumed to influence all functions in the organization and will therefore be shown only on this model, but carry through to all attached models. Other inputs, outputs, and controls may or may not appear in every function and will therefore be shown on each model they affect.</p> <p>(2) Resources include funding, time, manpower, sources of information, documents, specifications and standards, and property.</p> <p>GLOSSARY: Resolution - Formal Action</p> <p>PURPOSE: To model the functions of several units of a government organization in order to understand the function in the environment and the relationships and information flows between these functions.</p> <p>VIEWPOINT: An information system, selected input, products of the environment in being to understand the relationships and information flow.</p>					
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									FEO
NOTES: 1 2 3 4 5 6 7 8 9 10		<pre> graph TD A[HEAD] --> B[PREPARE RESOLUTION] C[ACTION PLAN] --> B D[CONSENSUS] --> B B --> E[REGULATION OF ESTABLISHMENT PROCESS] B --> F[REGULATION REPORT AND RECOMMENDATION] B --> G[REGULATION] E --> H[1. ENVIRONMENTAL AND PUBLIC HEARINGS] E --> I[2. FUNDING] E --> J[3. 5-YEAR PLAN] F --> K[1. CONCURRENTS] F --> L[2. STATUTES] G --> M[RESOLUTION TO MAKE CHANGES] </pre> <p>The flowchart illustrates the process of preparing and implementing a resolution. It starts with 'HEAD' leading to 'PREPARE RESOLUTION'. This step is supported by 'ACTION PLAN' and 'CONSENSUS'. From 'PREPARE RESOLUTION', the process branches into three main paths: 1) 'REGULATION OF ESTABLISHMENT PROCESS', which includes 'ENVIRONMENTAL AND PUBLIC HEARINGS', 'FUNDING', and a '5-YEAR PLAN'; 2) 'REGULATION REPORT AND RECOMMENDATION', which leads to 'CONCURRENTS' and 'STATUTES'; and 3) 'REGULATION', which leads to 'RESOLUTION TO MAKE CHANGES'.</p>							
NODE: A111	TITLE: PREPARE RESOLUTION APPROVAL	NUMBER:							

IDRF FORM		DATE: _____		CONTEXT:	
USED AT:		REV: _____		FEO	
AUTHOR:		WORKING		READER	
PROJECT:		DRAFT		DATE	
NOTES: 1 2 3 4 5 6 7 8 9 10		RECOMMENDED PUBLICATION			

PRESENT SCHEDULE

PREPARE SCHEDULE

1. 1 MONTH

2. 15-MONTH

3. 24-MONTH

4. 36-MONTH

5. 48-MONTH

6. 60-MONTH

7. 72-MONTH

8. 84-MONTH

9. 96-MONTH

10. 108-MONTH

PREPARE SCHEDULE

1. 1 MONTH

2. 15-MONTH

3. 24-MONTH

4. 36-MONTH

5. 48-MONTH

6. 60-MONTH

7. 72-MONTH

8. 84-MONTH

9. 96-MONTH

10. 108-MONTH

DEVELOPMENT ESTIMATES

1. MAKE LOG

2. STATUS REPORT

3. GAINING

4. CHECK ID APPRAISE

5. ACQUIRE AND RECOGNATE

6. COST ESTIMATES

MONITOR AND CONTROL ESTIMATES

USES:

1. LEGAL DOCUMENTS FROM RELOCATION
2. APPRAISAL PACKAGE
3. UTILITIES
4. UPDATED SCHEDULE
5. C.C.P.A. OFFICE LETTER

REPORT KEEPING AND CONTROL FOR ACQUISITIONS

1. 1 MONTH

2. 15-MONTH

3. 24-MONTH

4. 36-MONTH

5. 48-MONTH

6. 60-MONTH

7. 72-MONTH

8. 84-MONTH

9. 96-MONTH

10. 108-MONTH

NODE: A1E2	TITLE: FILE PAGE 1 THROUGH 10 AND FILE 1	NUMBER: _____
------------	--	---------------

IDEP FORM USED AT:		AUTHOR: PROJECT:		DATE: REV:		WORKING DRAF RECOMMENDED PUBLICATION		READER:		DATE:		CONTEXT:	
NOTES: 1 2 3 4 5 6 7 8 9 10												FFC	
<p>TITLE REPORT LEGAL EXAMINATIONS CORRESPONDANCE</p> <p>CREATE PERMANENT FILES</p> <p>PERMANENT FILE</p> <p>CONTROL POLICIES, PROCEDURES, LAWS, AND REGULATIONS</p>													
MODE: AIL		TITLE: PREPARE DOCUMENTS AND FILES						NUMBER:					

IDEF FORM		AUTHOR PROJECT		DATE REV.		WORKING DRAFT RECOMMENDED PUBLICATION		READER		DATE		CONTEXT	
USED AT:													
NOTES: 1 2 3 4 5 6 7 8 9 10													
ACQUISITION PACKAGE		<pre> graph TD A[ACQUISITION PACKAGE] --> B[PREPARE DOCUMENTS FOR ACQUISITION 1] B --> C[PURCHASE PROPERTY 2] D[APPRaisal] --> C E[TARGET DATE] --> C C --> F[SCHEMATICALLY OWNERSHIP OF PROPERTY DOCUMENTS] C --> G[PREPARED + FILE CONVEYANCE DOCUMENTS 3] C --> H[SUPPORT LEGAL PROCESS 4] G --> I[ACQUIRE INFORMATION] I --> H H -- LEASE AGREEMENT --> C </pre>											
<p>① Documents include Draft, offer to Purchase, Building Reports, Release of Lease</p> <p>② Goes to Relocation</p> <p>③ If refusal, include: additional memo, correspondence</p>													
MODE: A3	TITLE: ACQUIRE PROPERTY/PREPARATION FOR CONVEYANCE											NUMBER:	

IDEF FORM USED AT:	AUTHOR: PROJECT: DATE: REV:	WORKING DRAFT RECOMMENDED PUBLICATION	READER:	DATE:	CONTEXT:
NOTES: 1 2 3 4 5 6 7 8 9 10					
MODE: A5R	TITLE: DISPOSE OF PROPERTY			NUMBER:	

IDEF FORM USED AT	AUTHOR: _____ PROJECT: _____	DATE: _____ REV: _____	READER: _____	DATE: _____	CONTEXT: _____
	NOTES: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20	WORKING DRAFT RECOMMENDED PUBLICATION			


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graph TD
    1[SOLICIT AND EVALUATE CONTRACTORS] --> 2[DETERMINE EXTENT OF NECESSARY MAINTENANCE]
    2 --> 3[CONTRACT FOR SERVICES]
    2 --> 4[OR MAINTENANCE CONTRACT]
    3 --> 4
    4 --> 5[ADDITIONAL DETAIL WORK]
    5 --> 6[COMPLETION OF REPAIR WORK]
    6 --> 7[BILL FOR WORK]
    7 --> 8[PAYMENT TO CONTRACTOR]
    8 --> 4
  
```

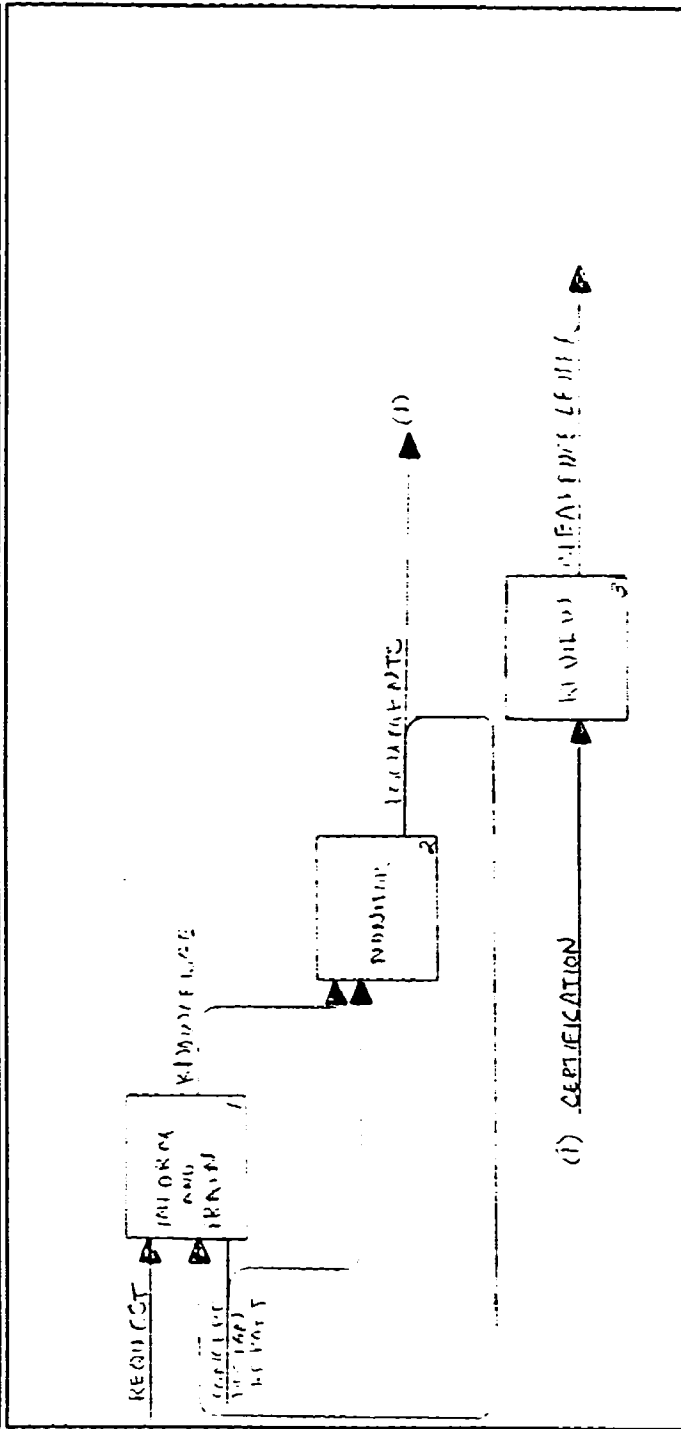
ISSUES FOR THE OPERATION

RECORD OF WORK DONE

NODE: A 1/1	TITLE: MAINTAIN PROPERTY	NUMBER: _____
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IDEF FORM USED AT:	AUTHOR PROJECT:	DATE REV:	WORKING DRAFT RECOMMENDED PUBLICATION	READER:	DATE:	CONTEXT:
	NOTES: 1 2 3 4 5 6 7 8 9 10	<pre> graph TD A[INITIAL REQUEST FOR PROPOSALS] --> B[ACQUIRE APPROVALS] B --> C[NEGOTIATE AND PREPARE LEASE] C -- LEASE --> D[ACQUIRE APPROVALS] D --> E[REQUEST FOR PAYMENTS] E --> F[APPROVED REQUEST FOR PAYMENT] E -. REQUESTS CALLED ACCOUNTING LOGS .-> D </pre>				
MODE:	TITLE:	CHANGING ACCOUNTING				

IDEF FORM USED AT	AUTHOR	DATE	READER	DATE	CONTEXT
	PROJECT	REV.			
	NOTES	1 2 3 4 5 6 7 8 9 10	WORKING DRAFT	RECOMMENDED PUBLICATION	



MODE: A61	TITLE: LOCAL AGENCY NEEDED	NUMBER:
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(1) documents are referred to the local agency, when the local agency has acquired what it needs they notify this organization.

IDEF FORM		AUTHOR:		DATE:		READER:		CONTEXT:		
USED AT:		PROJECT:		REV:		DRAFT				
						RECOMMENDED				
						PUBLICATION				
NOTES: 1 2 3 4 5 6 7 8 9 10										
<p>Approval request for payment Payment from external source</p> <p>Existing Documentation</p> <p>Review for correctness</p> <p>Approved document</p> <p>Amount of payment</p> <p>Library: External - outside organization</p> <p>Supplemental receiving report</p> <p>Payment</p> <p>Record</p>										
NODE:	11605	TITLE: Budget accounting project						NUMBER:		

APPENDIX D

QUESTIONNAIRE 1 AS USED IN THIS STUDY

ROLES

INTRODUCTION:

In the course of doing your job on a day to day basis, you assume many roles. Each role is composed of many activities. Some of these activities are more important to your success and some consume more of your time than others. The following is a list of 11 POSSIBLE roles with example activities you might assume. Each activity has a brief explanation of its meaning. In completing the form titled "CRITICAL ACTIVITIES" (on p.4), attempt to select from the activities (which are underlined) which follow. All or none of the activities under each role category may pertain to you. If an important or time consuming activity that you perform is not on the list, identify it and use it as a critical activity.

POSSIBLE ROLES AND ACTIVITIES

ENTREPRENEURIAL ROLE ACTIVITIES

Forecasting: To predict future situations.

Organizational Planning: To assess, acquire or alter organizational capabilities.

DISTURBANCE HANDLER ROLE ACTIVITIES

Conflict Management: To identify and resolve conflicts between subordinates.

Resource Crisis Resolution: To implement decisions caused by personnel on material shortfall.

RESOURCE ALLOCATOR (PLANNING) ROLE ACTIVITIES

Programming: To establish the sequence and priority for resource acquisition and use.

Staffing: To establish staffing needs.

Establish Operating Policies: To establish wage and operational policies and procedures.

RESOURCE ALLOCATOR (CONTROL) ROLE ACTIVITIES

Budgeting: To establish budgets for subordinates' activities.

Financial Analysis and Control: To manage cash flow and capital structure.

Scheduling: To establish and coordinate the occurrence of subordinate's activities.

Auditing and Inspecting: To monitor and evaluate the performance of subordinates.

NEGOTIATOR ROLE ACTIVITIES

Budget Negotiating: To negotiate budgetary needs with subordinates.

MONITOR ROLE ACTIVITIES

Committee Work: To attend meetings so as to gain and pass on information.

Monitor Operating Performance: To gain and pass on information as to subordinate's performance.

Mail and Report Analysis: To read received documents and gain general information.

Monitor Business Indicators: To gain information about internal, external and political developments.

DISSEMINATOR ROLE ACTIVITIES

Communicating with Subordinates: To pass on oral or written information to subordinates.

Professional (Technical) Consulting: To gain or pass on specialized or technical information.

SPOKESMAN ROLE ACTIVITIES

Responding to Info. Requests from Outsiders: To pass on information to non-subordinates.

Performance Reporting: To pass on performance information.

Financial Reporting: To pass on financial information.

Public Relations: To represent the organization to the public.

FIGUREHEAD ROLE ACTIVITIES

Document Authentication: To validate organization documents.

LEADER ROLE ACTIVITIES

Personal Interaction with Subordinates: To motivate and provide face to face leadership.

Coaching and Training: To train, counsel and advise subordinates.

Personnel Development: To plan and prepare for subordinate promotion.

Performance Counseling: To review and then correct or praise subordinates for their performance.

Employee Relations: To develop good working attitudes in subordinates.

Committee Chairman: To lead non-subordinate groups.

LIAISON ROLE ACTIVITIES

Client/Customer Relations: To relate with customers.

Activities with Outsiders: To relate with the general public.

External Coordinating Activities: To work with others in organization.

CRITICAL ACTIVITIES

DIRECTIONS:

1) Please list 10 or fewer activities which are most critical to your job success. Try to select from the preceeding list or create new activity descriptors you feel relate more specifically to your job.

2) Now, divide 100 points of importance among the 11 or fewer items above. Give more points to those activities which have the greatest impact on your job performance. Place your responses in the column marked "IMPORTANCE" corresponding to each item. Make sure the total equals 100 points.

3) Next, divide 100 points of time-consumption, meaning, in the long run, how your work time is divided. Show the relative amount of time spent on each item on your activity list. Place your responses in the column marked "TIME-CONSUMPTION" corresponding to each item. Make sure the total equals 100 points.

	IMPORTANCE	TIME-CONSUMPTION
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____
7. _____	_____	_____
8. _____	_____	_____
9. _____	_____	_____
10. _____	_____	_____
11. ALL OTHER ACTIVITIES _____	_____	_____
	100	100

SEMANTIC DIFFERENTIAL

DIRECTIONS: On the line below, write the activity 1 from your list on page 4.

Four pairs of adjectives are listed below with adverbial modifiers. Reading one adverb vertically and one adjective horizontally, pairs are formed such as "extremely consistent". Rate activity 1 on each adverbial scale by placing an X under the most correct adverb for each pair of adjectives.

VARIETY OF CIRCUMSTANCES

(Variety indicates the frequency of unexpected and novel events that occur in the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
CONSISTENT								WIDE VARIATION
SIMILAR								FREQUENTLY NOVEL

STRUCTURE OF RESPONSE

(Structure indicates the stability of the process followed in doing the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
PROCEDURAL								INTUITIVE
CONSISTENT								CHANGING

SEMANTIC DIFFERENTIAL

DIRECTIONS: On the line below, write the activity 2 from your list on page 4.

Four pairs of adjectives are listed below with adverbial modifiers. Reading one adverb vertically and one adjective horizontally, pairs are formed such as "extremely consistent". Rate activity 2 on each adverbial scale by placing an X under the most correct adverb for each pair of adjectives.

VARIETY OF CIRCUMSTANCES

(Variety indicates the frequency of unexpected and novel events that occur in the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
CONSISTENT	_	_	_	_	_	_	_	WIDE VARIATION
SIMILAR	_	_	_	_	_	_	_	FREQUENTLY NOVEL

STRUCTURE OF RESPONSE

(Structure indicates the stability of the process followed in doing the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
PROCEDURAL	_	_	_	_	_	_	_	INTUITIVE
CONSISTENT	_	_	_	_	_	_	_	CHANGING

SEMANTIC DIFFERENTIAL

DIRECTIONS: On the line below, write the activity 3 from your list on page 4.

Four pairs of adjectives are listed below with adverbial modifiers. Reading one adverb vertically and one adjective horizontally, pairs are formed such as "extremely consistent". Rate activity 3 on each adverbial scale by placing an X under the most correct adverb for each pair of adjectives.

VARIETY OF CIRCUMSTANCES

(Variety indicates the frequency of unexpected and novel events that occur in the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
CONSISTENT								WIDE VARIATION
SIMILAR								FREQUENTLY NOVEL

STRUCTURE OF RESPONSE

(Structure indicates the stability of the process followed in doing the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
PROCEDURAL								INTUITIVE
CONSISTENT								CHANGING

SEMANTIC DIFFERENTIAL

DIRECTIONS: On the line below, write the activity # from your list on page 4.

Four pairs of adjectives are listed below with adverbial modifiers. Reading one adverb vertically and one adjective horizontally, pairs are formed such as "extremely consistent". Rate activity # on each adverbial scale by placing an X under the most correct adverb for each pair of adjectives.

VARIETY OF CIRCUMSTANCES

(Variety indicates the frequency of unexpected and novel events that occur in the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
CONSISTENT								WIDE VARIATION
SIMILAR								FREQUENTLY NOVEL

STRUCTURE OF RESPONSE

(Structure indicates the stability of the process followed in doing the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
PROCEDURAL								INTUITIVE
CONSISTENT								CHANGING

SEMANTIC DIFFERENTIAL

DIRECTIONS: On the line below, write the activity 5 from your list on page 4.

Four pairs of adjectives are listed below with adverbial modifiers. Reading one adverb vertically and one adjective horizontally, pairs are formed such as "extremely consistent". Rate activity 5 on each adverbial scale by placing an X under the most correct adverb for each pair of adjectives.

VARIETY OF CIRCUMSTANCES

(Variety indicates the frequency of unexpected and novel events that occur in the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
CONSISTENT								WIDE VARIATION

SIMILAR								FREQUENTLY NOVEL
---------	--	--	--	--	--	--	--	------------------

STRUCTURE OF RESPONSE

(Structure indicates the stability of the process followed in doing the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
PROCEDURAL								INTUITIVE
CONSISTENT								CHANGING

SEMANTIC DIFFERENTIAL

DIRECTIONS: On the line below, write the activity 6 from your list on page 4.

Four pairs of adjectives are listed below with adverbial modifiers. Reading one adverb vertically and one adjective horizontally, pairs are formed such as "extremely consistent". Rate activity 6 on each adverbial scale by placing an X under the most correct adverb for each pair of adjectives.

VARIETY OF CIRCUMSTANCES

(Variety indicates the frequency of unexpected and novel events that occur in the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
CONSISTENT								WIDE VARIATION
SIMILAR								FREQUENTLY NOVEL

STRUCTURE OF RESPONSE

(Structure indicates the stability of the process followed in doing the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
PROCEDURAL								INTUITIVE
CONSISTENT								CHANGING

SEMANTIC DIFFERENTIAL

DIRECTIONS: On the line below, write the activity 7 from your list on page 4.

Four pairs of adjectives are listed below with adverbial modifiers. Reading one adverb vertically and one adjective horizontally, pairs are formed such as "extremely consistent". Rate activity 7 on each adverbial scale by placing an X under the most correct adverb for each pair of adjectives.

VARIETY OF CIRCUMSTANCES

(Variety indicates the frequency of unexpected and novel events that occur in the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
CONSISTENT								WIDE VARIATION
SIMILAR								FREQUENTLY NOVEL

STRUCTURE OF RESPONSE

(Structure indicates the stability of the process followed in doing the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
PROCEDURAL								INTUITIVE
CONSISTENT								CHANGING

SEMANTIC DIFFERENTIAL

DIRECTIONS: On the line below, write the activity # from your list on page 4.

Four pairs of adjectives are listed below with adverbial modifiers. Reading one adverb vertically and one adjective horizontally, pairs are formed such as "extremely consistent". Rate activity # on each adverbial scale by placing an X under the most correct adverb for each pair of adjectives.

VARIETY OF CIRCUMSTANCES

(Variety indicates the frequency of unexpected and novel events that occur in the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
CONSISTENT								WIDE VARIATION
SIMILAR								FREQUENTLY NOVEL

STRUCTURE OF RESPONSE

(Structure indicates the stability of the process followed in doing the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
PROCEDURAL								INTUITIVE
CONSISTENT								CHANGING

SEMANTIC DIFFERENTIAL

DIRECTIONS: On the line below, write the activity 9 from your list on page 4.

Four pairs of adjectives are listed below with adverbial modifiers. Reading one adverb vertically and one adjective horizontally, pairs are formed such as "extremely consistent". Rate activity 9 on each adverbial scale by placing an X under the most correct adverb for each pair of adjectives.

VARIETY OF CIRCUMSTANCES

(Variety indicates the frequency of unexpected and novel events that occur in the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
CONSISTENT								WIDE VARIATION
SIMILAR								FREQUENTLY NOVEL

STRUCTURE OF RESPONSE

(Structure indicates the stability of the process followed in doing the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
PROCEDURAL								INTUITIVE
CONSISTENT								CHANGING

SEMANTIC DIFFERENTIAL

DIRECTIONS: On the line below, write the activity 10 from your list on page 4.

Four pairs of adjectives are listed below with adverbial modifiers. Reading one adverb vertically and one adjective horizontally, pairs are formed such as "extremely consistent". Rate activity 10 on each adverbial scale by placing an X under the most correct adverb for each pair of adjectives.

VARIETY OF CIRCUMSTANCES

(Variety indicates the frequency of unexpected and novel events that occur in the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
CONSISTENT								WIDE VARIATION
SIMILAR								FREQUENTLY NOVEL

STRUCTURE OF RESPONSE

(Structure indicates the stability of the process followed in doing the activity.)

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
PROCEDURAL								INTUITIVE
CONSISTENT								CHANGING

DATA AND INFORMATION FOR JOB RESPONSIBILITIES

DIRECTIONS:

1) Please indicate the percentage of the information you use in your job which comes from the following sources (Please be sure the total adds up to 100):

	<u>Percentage</u>
ELECTRONIC DATA PROCESSING (EDP) (Computer-generated)	_____
NON-ELECTRONIC DATA PROCESSING Examples are meetings (formal or informal), telephone calls, non-computer reports.	_____
TOTAL	100

2) Of the information which is "NON-ELECTRONIC DATA PROCESSING", please estimate how much you think could be computerized if there were resources to do so. (Please be sure the total adds up to 100).

	<u>Percentage</u>
PERCENTAGE YOU BELIEVE <u>COULD</u> BE COMPUTERIZED.	_____
PERCENTAGE YOU BELIEVE <u>CANNOT</u> BE COMPUTERIZED.	_____
TOTAL	100

APPENDIX E

QUESTIONNAIRE 2 AS USED IN THIS STUDY

USER SATISFACTION

Directions:

Each of the following questions has a set of four scales with pairs of words surrounding each scale. As with the first questionnaire, rate each question by placing an X under the most correct adverb.

1. Top management involvement: The positive or negative degree of interest, enthusiasm, support, or participation of any management level above the user's own level toward computer-based information systems or services or toward the computer staff which supports them.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
strong								weak
consistent								inconsistent
important								unimportant

2. Organizational competition with the ISG unit: The contention between the respondent's organizational unit and the ISG unit when vying for organizational resources or for responsibility for success or failure of computer-based information systems or services of interest to both parties.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
low								high
harmonious								dissonant
important								unimportant

3. Priorities determination: Policies and procedures which establish precedence for the allocation of ISG resources and services between different organizational units and their requests.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
fair								unfair
consistent								inconsistent
important								unimportant

4. Charge-back method of payment for services: The schedule or charges and the procedures for assessing users on a pro rata basis for the ISG resources and services that they utilize.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
reasonable								unreasonable
consistent								inconsistent
important								unimportant

5. Relationship with the ISG staff: The manner and methods of interaction, conduct, and association between the user and the ISG staff.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
good								bad
cooperative								uncooperative
important								unimportant

6. Communication with the ISG staff: The manner and methods or information exchange between the user and the ISG staff.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
precise								vague
meaningful								meaningless
important								unimportant

7. Technical competence of the ISG staff: The computer technology skills and expertise exhibited by the ISG staff.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
current								obsolete
sufficient								insufficient
important								unimportant

8. Attitude of the ISG staff: The willingness and commitment of the ISG staff to subjugate external, professional goals in favor of organizationally directed goals and tasks.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
cooperative								belligerent
courteous								discourteous
important								unimportant

9. Schedule of products and services: The ISG center timetable for production or information system outputs and for provision of computer-based services.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
regular								irregular
reasonable								unreasonable
important								unimportant

10. Time required for new development: The elapsed time between the user's request for new applications and the design, development, and/or implementation of the application systems by the ISG staff.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
short								long
acceptable								unacceptable
important								unimportant

11. Processing of change requests: The manner, method, and required time with which the ISG staff responds to user requests for changes in existing computer-based information systems or services.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
timely								untimely
flexible								rigid
important								unimportant

12. Vendor support: The type and quality of the service rendered by a vendor, either directly or indirectly, to the user to maintain the hardware or software required by that organizational status.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
sufficient								insufficient
eager								indifferent
important								unimportant

13. Response/turnaround time: The elapsed time between a user-initiated request for service or action and a reply to that request. Response time generally refers to the elapsed time for terminal type request or entry. Turnaround time generally refers to the elapsed time for execution of a program submitted or requested by a user and the return of the output to that user.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
good								bad
consistent								inconsistent
important								unimportant

14. Means of input/output with ISG center: The method and medium by which a user inputs data to and receives output from the ISG center.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
clear								hazy
efficient								inefficient
important								unimportant

15. Convenience of access: The ease or difficulty with which the user may act to utilize the capability of the computer system.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
convenient								inconvenient
efficient								inefficient
important								unimportant

16. Accuracy: The correctness of the output information.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
accurate								inaccurate
consistent								inconsistent
important								unimportant

17. Timeliness: The availability of the output information at a time suitable for its use.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
timely								untimely
consistent								inconsistent
important								unimportant

18. Precision: The variability of the output information from that which it purports to measure.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
sufficient								insufficient
consistent								inconsistent
important								unimportant

19. Reliability: The consistency and dependability of the output information.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
consistent								inconsistent
sufficient								insufficient
important								unimportant

20. Currency: The age of the output information.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
timely								untimely
adequate								inadequate
important								unimportant

21. Completeness: The comprehensiveness of the output information content.

	EXTREMELY		QUITE		SLIGHTLY		NEITHER		SLIGHTLY		QUITE		EXTREMELY	
complete														incomplete
consistent														inconsistent
important														unimportant

22. Format of output: The material design of the layout and display of the output contents.

	EXTREMELY		QUITE		SLIGHTLY		NEITHER		SLIGHTLY		QUITE		EXTREMELY	
simple														complex
useful														useless
important														unimportant

23. Language: The set of vocabulary, syntax, and grammatical rules used to interact with the computer systems.

	EXTREMELY		QUITE		SLIGHTLY		NEITHER		SLIGHTLY		QUITE		EXTREMELY	
powerful														weak
easy-to-use														hard-to-use
important														unimportant

24. **Volume of output:** The amount of information conveyed to a user from computer-based systems. This is expressed not only by the number or reports or outputs but also by the voluminousness of the output contents.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
concise								redundant
reasonable								unreasonable
important								unimportant

25. **Relevancy:** The degree of congruence between what the user wants or requires and what is provided by the information products and services.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
reievant								irrelevant
clear								hazy
important								unimportant

26. **Error recovery:** The methods and policies governing correction and rerun of system outputs that are incorrect.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
superior								inferior
complete								incomplete
important								unimportant

27. Security of data: The safeguarding of data from misappropriation or unauthorized alteration or loss.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
good								bad
definite								uncertain
important								unimportant

28. Documentation: The recorded description of an information system. This includes formal instructions for the utilization of the system.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
clear								hazy
current								obsolete
important								unimportant

29. Expectations: The set of attributes or features of the computer-based information products or services that a user considers reasonable and due from the computer-based information support rendered within his organization.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
pleased								displeased
definite								uncertain
important								unimportant

30. Understanding of systems: The degree of comprehension that a user possesses about the computer-based information systems or services that are provided.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
sufficient								insufficient
complete								incomplete
important								unimportant

31. Perceived utility: The user's judgment about the relative balance between the cost and the considered usefulness of the computer-based information products or services that are provided. The costs include any costs related to providing the resource, including money, time, manpower, and opportunity. The usefulness includes any benefits that the user believes to be derived from the support.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
positive								negative
useful								useless
important								unimportant

32. Confidence in the systems: The user's feelings or assurance or certainty about the systems provided.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
definite								uncertain
good								bad
important								unimportant

33. Feeling of participation: The degree of involvement and commitment which the user shares with the ISG staff and others toward the functioning of the computer-based information systems and services.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
encouraged								repelled
sufficient								insufficient
important								unimportant

34. Feeling of control: The user's awareness of the personal power or lack of power to regulate, direct or dominate the development, alteration, and/or execution of the computer-based information systems or services which serve the user's perceived function.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
sufficient								insufficient
precise								vague
important								unimportant

35. Degree of training: The amount of specialized instruction and practice that is afforded to the user to increase the user's proficiency in utilizing the computer capability that is unavailable.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
complete								incomplete
sufficient								insufficient
important								unimportant

36. Job effects: The changes in job freedom and job performance that are ascertained by the user as resulting from modifications induced by the computer-based information systems and services.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
significant								insignificant
valuable								worthless
important								unimportant

37. Organizational Position of the ISG Function: The hierarchical relationship of the ISG function to the overall organizational structure.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
appropriate								inappropriate
strong								weak
important								unimportant

38. Flexibility of Systems: The capacity of the information system to change or to adjust in response to new conditions, demands, or circumstances.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
flexible								rigid
sufficient								insufficient
important								unimportant

39. Integration of systems: The ability of systems to communicate/transmit data between systems servicing different functional areas.

	EXTREMELY	QUITE	SLIGHTLY	NEITHER	SLIGHTLY	QUITE	EXTREMELY	
complete								Incomplete
successful								unsuccessful
important								unimportant

- I. TITLE OF INFORMATION:
- II. HOW OFTEN DELIVERED:
- III. NUMBER OF TIMES USED IN A MONTH:

IV. DIRECTIONS:

Please score the computed-generated information listed above from 0 to 100 with regard to the aspects below. Base your ratings on how these aspects affect the usefulness of the above listed item. Your score should reflect the relative usefulness of each aspect as compared to the others. Your total score should add up to 100 points.

TIMELINESS AFFECTS ON USEFULNESS

- 1. Item must be delivered on TIME _____
- 2. Data must be current _____

CONTENT AFFECT ON USEFULNESS

- 3. Data must be accurate _____
- 4. Item must be relevant to use _____
- 5. Data must be adequate _____

CONVENIENCE AFFECTS ON USEFULNESS

- 6. Item must be easy to use _____
- 7. Item must be handy _____

TOTAL 100

V. COMMENTS ABOUT THIS REPORT:

APPENDIX F

NUMERIC LIST OF ACTIVITIES PERFORMED BY RIGHT OF WAY PERSONNEL

- 200 Forecasting: To predict future situations.
- 201 Organizational Planning: To assess, acquire, or alter organizational capabilities.
- 202 Conflict Management: To identify and resolve conflicts between subordinates.
- 203 Resource Crisis Resolution: To implement decisions caused by personnel or material shortfall.
- 204 Programming: To establish the sequence and priority for resource acquisition and use.
- 205 Staffing: To establish staffing needs.
- 206 Establish Operating Policies: To establish wage and operational policies and procedures.
- 207 Budgeting: To establish budgets for subordinates' activities.
- 208 Financial Analysis and Control: To manage cash flow and capital structure.
- 209 Scheduling: To establish and coordinate the occurrence of subordinates' activities.
- 210 Auditing and Inspecting: To monitor and evaluate the performance of subordinates.
- 211 Budget Negotiating: To negotiate budgetary needs with subordinates.
- 212 Committee Work: To attend meetings so as to gain and pass on information.
- 213 Monitor Operating Performance: To gain and pass on information as to subordinate's performance.
- 214 Mail and Report Analysis: To read received documents and gain general information.

- 215 Monitor Business Indicators: To gain information about internal, external, and political developments.
- 216 Communicating with Subordinates: To pass on oral or written information to subordinates.
- 217 Professional (Technical) Consulting: To gain or pass on specialized or technical information.
- 218 Responding to Information Requests from Outsiders: To pass on information to non-subordinates.
- 219 Performance Reporting: To pass on performance information.
- 220 Financial Reporting: To pass on financial information.
- 221 Document Authentication: To validate organization documents.
- 222 Personal Interaction with Subordinates: To motivate and provide face to face leadership.
- 223 Coaching and Training: To train, council, and advise subordinates.
- 224 Personnel Development: To plan and prepare for subordinate promotion.
- 225 Performance Counseling: To review and then correct or praise subordinates for their performance.
- 226 Employee Relations: To develop good working attitudes in subordinates.
- 227 Committee Chairman: To lead non-subordinate groups.
- 228 Client/Customer Relations: To relate with customers.
- 229 Activities with Outsiders: To relate with the general public.
- 230 External Coordinating Activities: To work with others in the organization.
- 231 Debugging
- 232 Resource Creation
- 233 Updating Construction Schedule
- 234 Secretarial Support
- 235 Administrative Support/Research

- 236 Store Recommendations and Resolutions
- 237 Right of Way Manual
- 238 Phones
- 239 Reports
- 240 Public Relations: To represent the organization to the public.
- 241 Monitor Rent Statistics
- 242 Assist Auditors
- 243 Assist Accounts Receivable
- 244 Assist Accounts Payable
- 245 Monitor Operating Performance of Local Public Agencies
- 246 Process Disposal Recommendations
- 247 Monitor Disposals
- 248 Prepare Resolutions
- 249 Correspondence
- 250 Computer Updating
- 251 Records Center Files
- 252 Purchasing
- 253 Inventory
- 254 Computing
- 255 Drafting
- 256 Interpret Survey Notes
- 257 Interpret Title Reports

APPENDIX G

NUMERIC LIST OF EDP INFORMATION
TITLES PRODUCED BY I.S.G.

- 300 - Property Control Report
- 301 Project Numbering Reference
- 302 Correspondence
- 303 COGO
- 304 Material Site Report
- 305 Project Expenditures
- 306 Federal Aid Billing (CAP)
- 307 Selected Valid Project Cost History
- 308 Payroll
- 309 Vendor List
- 310 Project CAP
- 311 Escrow Deposits
- 312 Resolution Index
- 313 5-Year Construction Schedule
- 314 Project Scheduling
- 315 Documents
- 316 Vehicle Usage
- 317 Rental Program (Mark IV)
- 318 Administrative Services Division Financial and Project Analysis
Section Supplement to Construction Schedule
- 319 Recommendation
- 320 Resolution

- 321 Memo
- 322 Report
- 323 Manual Chapter
- 324 Inventory by Project Number
- 325 Inventory by Route Number
- 326 Inventory by Parcel Number
- 327 Inventory by Grantor Name
- 328 Inventory by Location
- 329 Excess Land
- 330 Facility Sites
- 331 Lease Data (Lessee)
- 332 Lease Data (Lessor)
- 333 Contract and Specification Project Status Report
- 334 Project Scheduling - OPS - B Schedule and Monitoring
- 335 R/W Status: Construction Schedule and Active R/W Projects
- 336 Delinquent Rent Report
- 337 Project Scheduling - 12-month
- 338 Director's Report (Transaction List)
- 339 Log of Inquiries (Outer Loop Project)
- 340 Indexes
- 341 Active R/W Entries
- 342 Concurrent Audit Program
- 343 Annual Lien Tax to Counties
- 344 Condemnation Cash Deposit
- 345 Rent Receivables

346	Security Deposits
347	Rent and Refunds
348	6-Month Construction Report
349	Milepost Log: Arizona Highway System
350	Fact Data Table
351	Location and Project Table
352	Calendar Report
353	5-Year Highway Construction and Development Program
354	Finalize R/W and Construction Projects
355	Updated Inventory List
356	Inventory of State Property
357	1-Year Construction Schedule
358	Land Inventory Report by Map Number
359	Land Inventory Report by Subdivision
360	Land Inventory Report by Township and Range
361	Land Inventory Report by Interstate
362	Land Inventory Report by Secondary Road System
363	Land Inventory Report by Primary Road System
364	Land Inventory Report by Facility Sites

APPENDIX H

Bailey - Federle NX_y Matrix Sorted By
Non-Zero Entries

	1	1	1	1	1	1	1	1	1	1
	0	0	0	0	0	0	1	1	1	2
	0	1	3	5	6	9	1	4	9	0
ACT 230 NXV	61	68	86	86	71	25	43	0	46	89
ACT 214 NXV	82	0	79	43	0	21	75	0	36	100
ACT 217 NXV	93	61	46	0	0	29	0	46	29	0
ACT 218 NXV	0	0	36	43	43	21	36	0	0	0
ACT 228 NXV	29	0	0	86	0	0	61	0	0	64
ACT 216 NXV	71	0	0	43	57	0	39	86	57	0
ACT 221 NXV	0	0	0	43	86	68	0	100	0	0
ACT 229 NXV	82	0	0	86	0	29	43	0	0	57
ACT 200 NXV	0	0	50	0	0	14	0	0	32	0
ACT 223 NXV	0	0	0	0	0	0	0	57	0	0
ACT 220 NXV	0	0	0	43	0	14	0	0	36	0
ACT 204 NXV	0	0	0	0	86	0	0	57	0	0
ACT 222 NXV	0	0	0	0	0	0	0	43	43	0
ACT 209 NXV	0	0	0	0	0	0	0	57	39	0
ACT 213 NXV	0	0	0	0	68	0	0	71	71	0
ACT 210 NXV	0	0	0	0	0	0	0	0	0	0
ACT 212 NXV	0	0	0	0	0	0	0	0	0	0
ACT 225 NXV	0	0	0	0	0	0	0	0	0	0
ACT 215 NXV	0	0	0	0	0	0	0	0	0	0
ACT 208 NXV	0	0	0	0	0	36	0	0	36	0
ACT 224 NXV	0	0	0	0	0	0	0	86	0	0
ACT 234 NXV	0	0	0	0	0	0	0	0	0	93
ACT 235 NXV	0	0	0	0	0	0	0	0	0	79
ACT 236 NXV	0	0	0	0	0	0	0	0	0	0
ACT 240 NXV	0	0	0	0	0	39	0	0	0	0
ACT 233 NXV	0	0	0	0	0	0	0	0	0	93
ACT 219 NXV	0	0	0	0	0	0	0	0	0	0
ACT 202 NXV	0	0	0	0	0	0	0	0	0	0
ACT 231 NXV	0	46	0	0	0	0	0	0	0	0
ACT 237 NXV	0	0	0	0	0	0	0	0	0	0
ACT 238 NXV	0	0	0	0	0	0	0	0	0	0
ACT 239 NXV	0	0	0	0	0	0	0	0	0	0
ACT 232 NXV	0	0	0	0	0	0	0	68	0	0
ACT 241 NXV	0	0	0	0	0	0	0	0	0	0
ACT 242 NXV	0	0	0	0	0	0	0	0	0	0
ACT 243 NXV	0	0	0	0	0	0	0	0	0	0
ACT 244 NXV	0	0	0	0	0	0	0	0	0	0
ACT 245 NXV	0	0	0	0	0	0	0	0	0	0
ACT 246 NXV	0	0	0	0	0	0	0	0	0	0
ACT 247 NXV	0	0	0	0	0	0	0	0	0	0
ACT 248 NXV	0	0	0	0	0	0	0	0	0	0
ACT 249 NXV	0	0	0	0	0	0	0	0	0	0
ACT 250 NXV	0	0	0	0	0	0	0	0	0	0
ACT 251 NXV	0	0	0	0	0	0	0	0	0	0
ACT 252 NXV	0	0	0	0	0	0	0	0	0	0
ACT 253 NXV	0	0	0	0	0	0	0	0	0	0
ACT 254 NXV	0	0	0	0	0	0	0	0	0	0
ACT 255 NXV	0	0	0	0	0	0	0	0	0	0
ACT 256 NXV	0	0	0	0	0	0	0	0	0	0
ACT 257 NXV	0	0	0	0	0	0	0	0	0	0

	1 2 1	1 2 6	1 2 7	1 3 0	1 3 3	1 3 5	1 3 8	1 4 6	1 4 7	1 5 3
ACT 230 NXV	0	0	0	86	29	0	0	57	0	0
ACT 214 NXV	0	0	79	0	57	54	0	54	43	50
ACT 217 NXV	0	0	57	0	29	57	0	0	0	46
ACT 218 NXV	0	46	50	57	46	0	0	0	0	0
ACT 228 NXV	0	46	36	64	0	0	0	0	29	43
ACT 216 NXV	0	0	0	0	36	43	0	0	0	0
ACT 221 NXV	0	0	0	0	0	44	0	57	0	86
ACT 229 NXV	0	0	0	41	0	0	0	0	0	0
ACT 200 NXV	0	0	50	0	54	0	0	0	0	0
ACT 223 NXV	0	71	0	86	0	71	0	0	79	0
ACT 220 NXV	0	0	0	0	0	0	86	86	0	71
ACT 204 NXV	0	75	57	0	68	39	0	0	0	0
ACT 222 NXV	0	86	50	0	36	44	0	0	0	0
ACT 209 NXV	0	75	0	73	0	57	0	0	0	0
ACT 213 NXV	0	75	0	0	0	0	0	0	0	0
ACT 210 NXV	0	82	82	86	0	71	0	0	0	0
ACT 212 NXV	0	79	82	0	75	0	0	0	0	0
ACT 225 NXV	0	44	0	0	57	0	0	0	0	0
ACT 215 NXV	0	0	0	0	0	54	0	0	0	0
ACT 208 NXV	0	0	0	0	0	0	0	0	0	0
ACT 224 NXV	0	39	0	0	0	0	0	0	0	0
ACT 234 NXV	86	0	0	0	0	0	0	0	0	0
ACT 235 NXV	0	0	0	0	0	0	0	0	0	0
ACT 236 NXV	82	0	0	0	0	0	0	0	0	0
ACT 240 NXV	0	0	0	50	0	0	0	0	0	0
ACT 233 NXV	0	0	0	0	0	0	0	0	0	0
ACT 219 NXV	0	82	0	0	0	0	0	0	0	0
ACT 202 NXV	0	0	0	86	0	0	0	0	0	0
ACT 231 NXV	0	0	0	0	0	0	0	0	0	0
ACT 237 NXV	71	0	0	0	0	0	0	0	0	0
ACT 238 NXV	82	0	0	0	0	0	0	0	0	0
ACT 239 NXV	79	0	0	0	0	0	0	0	0	0
ACT 232 NXV	0	0	0	0	0	0	0	0	0	0
ACT 241 NXV	0	0	0	0	0	0	0	0	0	0
ACT 242 NXV	0	0	0	0	0	86	0	0	0	0
ACT 243 NXV	0	0	0	0	0	86	0	0	0	0
ACT 244 NXV	0	0	0	0	0	86	0	0	0	0
ACT 245 NXV	0	0	0	0	0	71	0	0	0	0
ACT 246 NXV	0	0	0	0	0	0	0	46	0	0
ACT 247 NXV	0	0	0	0	0	0	0	0	0	0
ACT 248 NXV	0	0	0	0	0	0	0	0	0	0
ACT 249 NXV	0	0	0	0	0	0	0	0	0	0
ACT 250 NXV	0	0	0	0	0	0	0	0	0	0
ACT 251 NXV	0	0	0	0	0	0	0	0	0	0
ACT 252 NXV	0	0	0	0	0	0	0	0	0	0
ACT 253 NXV	0	0	0	0	0	0	0	0	0	0
ACT 254 NXV	0	0	0	0	0	0	0	0	0	0
ACT 255 NXV	0	0	0	0	0	0	0	0	0	0
ACT 256 NXV	0	0	0	0	0	0	0	0	0	0
ACT 257 NXV	0	0	0	0	0	0	0	0	0	0

	1 5 5	1 5 6	1 5 7	1 5 9	1 6 1	AVG	TOTAL	# NON-ZERO
ACT 230 NXV	29	61	0	0	50	59.048	885.714	15.000
ACT 214 NXV	0	0	0	0	75	60.459	846.429	14.000
ACT 217 NXV	14	68	0	0	57	48.626	632.143	13.000
ACT 218 NXV	21	36	0	0	39	39.583	475.000	12.000
ACT 228 NXV	0	0	0	0	0	50.794	457.143	9.000
ACT 216 NXV	0	0	0	0	0	54.018	432.143	8.000
ACT 221 NXV	0	50	0	0	0	69.196	553.571	8.000
ACT 229 NXV	0	0	0	0	68	60.714	425.000	7.000
ACT 200 NXV	25	0	0	0	57	40.306	282.143	7.000
ACT 223 NXV	0	68	0	0	0	72.024	432.143	6.000
ACT 220 NXV	0	0	0	0	0	55.952	335.714	6.000
ACT 204 NXV	0	0	0	0	0	63.690	382.143	6.000
ACT 222 NXV	0	0	0	0	0	53.571	321.429	6.000
ACT 209 NXV	0	0	0	0	0	60.714	303.571	5.000
ACT 215 NXV	0	0	0	0	0	71.429	285.714	4.000
ACT 210 NXV	0	0	0	0	0	80.357	321.429	4.000
ACT 212 NXV	0	0	0	0	46	70.536	282.143	4.000
ACT 225 NXV	0	0	0	0	0	60.714	121.429	2.000
ACT 215 NXV	0	64	0	0	0	58.929	117.857	2.000
ACT 208 NXV	0	0	0	0	0	35.714	71.429	2.000
ACT 224 NXV	0	0	0	0	0	62.500	125.000	2.000
ACT 234 NXV	0	0	0	0	0	89.286	178.571	2.000
ACT 235 NXV	14	0	0	0	0	46.429	92.857	2.000
ACT 236 NXV	50	0	0	0	0	66.071	132.143	2.000
ACT 240 NXV	0	0	0	0	0	44.643	89.286	2.000
ACT 233 NXV	0	0	0	0	0	92.857	92.857	1.000
ACT 219 NXV	0	0	0	0	0	82.143	82.143	1.000
ACT 202 NXV	0	0	0	0	0	85.714	85.714	1.000
ACT 231 NXV	0	0	0	0	0	46.429	46.429	1.000
ACT 237 NXV	0	0	0	0	0	71.429	71.429	1.000
ACT 238 NXV	0	0	0	0	0	82.143	82.143	1.000
ACT 239 NXV	0	0	0	0	0	78.571	78.571	1.000
ACT 232 NXV	0	0	0	0	0	67.857	67.857	1.000
ACT 241 NXV	0	0	0	0	0	85.714	85.714	1.000
ACT 242 NXV	0	0	0	0	0	85.714	85.714	1.000
ACT 243 NXV	0	0	0	0	0	85.714	85.714	1.000
ACT 244 NXV	0	0	0	0	0	71.429	71.429	1.000
ACT 245 NXV	0	0	0	0	0	46.429	46.429	1.000
ACT 246 NXV	29	0	0	0	0	28.571	28.571	1.000
ACT 247 NXV	32	0	0	0	0	32.143	32.143	1.000
ACT 248 NXV	18	0	0	0	0	17.857	17.857	1.000
ACT 249 NXV	29	0	0	0	0	28.571	28.571	1.000
ACT 250 NXV	0	61	0	0	0	60.714	60.714	1.000
ACT 251 NXV	0	0	25	0	0	25.000	25.000	1.000
ACT 252 NXV	0	0	61	0	0	60.714	60.714	1.000
ACT 253 NXV	0	0	61	0	0	60.714	60.714	1.000
ACT 254 NXV	0	0	0	86	0	85.714	85.714	1.000
ACT 255 NXV	0	0	0	68	0	67.857	67.857	1.000
ACT 256 NXV	0	0	0	68	0	67.857	67.857	1.000
ACT 257 NXV	0	0	0	57	0	57.143	57.143	1.000

APPENDIX H-1

GUIDE FOR CREATING THE ANALYSIS DATA BASE AND LINKING ANALYSIS PROGRAMS TO IT

INTRODUCTION

The ISG (ADOT) has been provided four identical diskettes which contain the eight data analysis programs developed and used for this project. The programs are specific for the data collected, and therefore will require some modification if used for newly collected data. This will be further explained in the following sections.

These programs were developed on an IBM PC/XT microcomputer and therefore must be run on the same, or highly compatible, equipment. Specific needs of the programs are the EDLIN line editor and the BASICA Basic-Language compiler.

PREPARATION OF DATA FOR ENTRY

Respondent Identification Numbers

Each respondent should be assigned an identification number ranging from 100 to 199. This identification number must be used for each questionnaire completed by this respondent. Note that for a given analysis no more than 100 respondents can be identified by the programs (for later purposes of this report the respondent number is coded IDN).

Pearson Questionnaire Data

In the Pearson questionnaire, each respondent answers a series of 39 questionnaires by checking a set of three scales for each question.

The first two of these scales are identified as "Satisfaction" scale. Numeric values for these scales should be assigned according to Table 1.

TABLE 1 - Unweighted levels of satisfaction for individual participants for individual factors

<u>Value</u>	<u>Level of Satisfaction</u>
+3	Extremely Satisfied
+2	Quite Satisfied
+1	Slightly Satisfied
0	Neither Satisfied nor Dissatisfied or not applicable
-1	Slightly Dissatisfied
-2	Quite Dissatisfied
-3	Extremely Dissatisfied

The third scale is identified as the "Importance" scale. Numeric values of this scale should be assigned according to Table 2.

TABLE 2 - Levels of Importance

<u>Value</u>	<u>Level of Importance</u>
1.00	Extremely Important
.85	Quite Important
.70	Slightly Important
.55	Neither Important nor Unimportant or not applicable
.40	Slightly Unimportant
.25	Quite Unimportant
.10	Extremely Unimportant

These three specific data points are coded as a Satisfaction Trio ("ST").

Bailey-Federle Questionnaire Data

In the Bailey-Federle questionnaire each respondent is asked to consider an initial list of 32 activities he/she might perform. In addition, the respondent is urged to add activities to this list that are peculiar to his/her own job.

A master list of all possible activities must be compiled after administration of this questionnaire and identification numbers assigned. The identification numbers for the original 32 activities are 200 through 231, all additional activities should be numbered consecutively starting with 232. No activity may be numbered greater than 299. (A maximum of 100 activities). Activity number is coded as "AN."

The respondent lists as many activities as he/she wishes (with a limit of 10) and evaluates the importance (coded IM) and time-consumption (coded TC) of each. (This may be a one-to-three digit number).

The respondent then evaluates each activity with four scales. Each of these scales allows a check mark to be placed in one of 7 categories. These responses must be assigned numeric values, with a 1 assigned to a check in the far right category and ranging to a 7 for a check in the far left category. (These values are coded "VS").

The number of different activities each respondent lists must be identified and maintained for use in the data analysis program.

Krobock Questionnaire Data

The Krobock questionnaire data is divided into three distinct components: 1) Computerizability of information; 2) Relative value of use for each computer generated report; and 3) usefulness of each computer generated report.

The data is coded so that it can be entered into the data base in two modules. The first module contains data from components 1) and 2) identified in the preceding paragraph. The data for 1) computerizability of information are directly shown in one-to-three digit numeric values and are coded as "A", "B", "C" and "D." To properly code the data for, 2) relative value of use for report, all questionnaires must be collected and all reports identified by respondents must be tabulated. The report titles should be listed in order and identification numbers assigned ranging from 300 to 399 (a maximum of 100 reports). These numbers are coded "RN." For a given respondent, all reports listed must be assigned identification numbers and the total number of reports listed should be counted and kept for later use. The value score for each report is numeric (one-to-three digits) and is coded "VR." This concludes the data coding for the first module of the Krobock data.

The second module contains data for the 3) usefulness of each computer generated report. Each report the respondent lists is evaluated according to seven (7) aspects of usefulness. These evaluations (coded UE) are numeric (one-to-three digits).

DATA FILES AND DATA ENTRY

Three data files must be created using the EDLIN editor. There is one data file associated with each of the three sets of questionnaire data. Since the analysis programs are written in BASIC, each specific data point, or value, must be separated from the succeeding value by one or more blank spaces.

For convenience in explaining data entry format Table 3 presents a summary of the code names associated with the data collection questionnaires.

TABLE 3
Code Identification for Data Entry

<u>Code</u>	<u>Description</u>	<u>Questionnaire</u>
IDN	Respondent Number	All
ST	Satisfaction Trio (three data points for each question)	Pearson
AN	Activity Number	Bailey-Federle
IM	Importance of Activity	Bailey-Federle
TC	Time Consumption of Activity	Bailey-Federle
VS	Variety and Structure (four data points for each activity)	Bailey-Federle
A,B,C,D	Computerizability of Information Reports	Krobock
RN	Report Number	Krobock
VR	Value of Report	Krobock
UE	Usefulness Evaluations (seven data points for each report)	Krobock

DATAL - Data File for Pearson Questionnaire Data

Using the EDLIN line editor to create (or identify) the data file DATAL, the data from the Pearson questionnaire is entered as follows (the commas are

used to delimit the code identification, they are not required for actual data entry).

For each respondent the first data line is:

IDN, ST₁, ST₂, . . . , ST₇

The second through fifth data lines are;

ST₁₊₁, ST₁₊₂, . . . , ST₁₊₇ (Satisfaction trios for each successive set of seven questions)

the sixth data line includes the satisfaction trios for the last four questions.

Example 1 shows a sample of how the data is stored in DATA 1

EXAMPLE 1

```

C)TYPE A:DATA1
100 1 2 .85 -2 2 .85 2 2 1.0 1 1 .85 2 2 1.0 2 3 1.0 2 2 1.0
    3 3 1.0 2 2 1.0 -1 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0
    2 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0 3 3 1.0 2 2 1.0
    2 3 1.0 3 -1 1.0 2 2 1.0 2 2 1.0 2 2 1.0 2 3 1.0 2 2 1.0
    2 2 1.0 2 2 1.0 2 3 1.0 2 2 1.0 2 2 1.0 2 2 .85 2 2 1.0 1 1 1.0
    1 2 1.0 2 3 1.0 2 2 1.0 2 2 1.0
101 2 2 .85 2 -2 .70 1 1 .55 1 1 .70 0 2 .85 -2 -1 .85 1 -1 .85
    1 2 .70 0 0 .55 -2 -1 .70 1 1 .55 -1 -1 .70 -1 -1 .70 1 0 .55
    1 -1 .70 2 2 .85 1 1 .70 2 2 .85 1 1 .70 1 1 .55 1 1 .70
    0 0 .55 0 -1 .85 -1 0 .55 1 1 .70 -1 0 .70 0 0 .55 0 0 .55
    -1 0 .70 -1 -1 .70 1 1 .70 0 1 .70 0 0 .55 -1 0 .70 -2 -2 .70
    1 -1 .55 0 0 .55 -1 0 .70 -1 -1 .70
103 0 0 .55 -2 0 .85 -2 0 .85 0 0 .55 0 -1 1.0 -2 1 1.0 -1 -1 1.0
    1 2 1.0 2 0 1.0 -2 0 1.0 -2 0 1.0 0 0 .55 0 2 .85 2 -2 1.0
    -2 -2 1.0 2 2 1.0 1 3 1.0 -2 0 1.0 2 1 1.0 -1 -1 1.0 -2 0 1.0
    -1 -1 1.0 -1 -1 .70 2 2 .85 2 2 .85 -1 0 1.0 0 0 .40 -2 -1 1.0
    -2 2 .85 -1 -1 .85 -1 -1 .85 -1 -1 .85 -1 -1 .85 -1 0 .85 -2 -2 .85
    0 0 .55 0 0 .55 -1 -1 .85 0 0 .55
105 3 3 1.0 -3 3 1.0 0 0 .55 0 0 .55 2 2 .85 2 2 .85 2 2 .85
    3 2 .85 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 1 1 .70
    0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 -1 0 .55
    0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55
    0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55
    0 0 .55 0 0 .55 0 0 .55 0 0 .55

```

DATA2 - Data File for Bailey-Federle Questionnaire Data

Using the EDLIN line editor to create (or identify) the data file DATA2, the data from the Bailey-Federle questionnaire is entered as follows.

For each respondent the first data line is:

IDN, AN, IM, TC, VS;

each succeeding data line is,

AN, IM, TC, VS.

Note that each activity identified by that respondent has its own data line and the total number of activities for each respondent must be tallied, in order of entry, and kept for later use.

Example 2 shows a sample of how the data is stored in DATA 2.

EXAMPLE 2

```
C>TYPE A:DATA2
100 214 35 35 5 6 6 6
    216 25 25 2 6 6 6
    217 5 5 7 6 6
    228 10 10 2 2 2 2
    229 15 15 5 6 6 6
    230 10 10 3 4 3 3
101 217 10 10 6 3 3 3
    230 15 35 4 3 6 6
    231 73 55 2 3 3 3
103 200 5 10 6 3 3 2
    214 5 10 5 5 6 6
    217 5 10 2 6 2 3
    218 73 40 2 2 3 3
    230 5 5 6 6 6 6
    299 5 23 0 0 0 0
105 214 30 0 6 0 6 0
    216 30 0 6 0 6 0
    218 2.5 0 6 0 6 0
    220 2.5 0 6 0 6 0
    221 5 0 6 0 6 0
    228 10 0 6 6 6 6
    229 10 0 6 6 6 6
    230 10 0 6 6 6 6
106 204 20 20 6 6 6 6
    213 5 5 2 5 6 6
    216 20 20 6 3 2 5
    218 5 5 2 3 2 5
    221 40 40 6 6 6 6
    230 10 10 5 5 5 5
```

DATA3 - Data File for Krobock Questionnaire Data

As noted earlier, data from the Krobock questionnaire is stored in data file, DATA3, in two distinct modules. The first module contains data regarding: 1) computerizability of information; and 2) relative value of use for each computer generated report.

For this module, use the EDLIN line editor to create (or locate the appropriate line number in the existing file) the data file DATA3, and enter the data from the Krobock questionnaire as follows.

For each respondent the data line is;

IDN, A, B, C, D, RN, VR, RN, VR . . . , RN, VR

if necessary additional data lines may be entered as;

RN, VR, RN, VR

The second module contains the seven factors concerning the 3) usefulness of each computer generated report. This data must be listed in exactly the same order as the reports listed in the first module.

For this module, use the EDLIN line editor to add data lines to the existing data file, DATA3.

For each respondent the first data line is:

IDN, UE

each succeeding line (one per information report) is;

UE.

Example 3 shows a sample of how the data is stored in DATA3.

EXAMPLE 3

```

C)TYPE A:DATA3
100 50 50 30 70 300 30 301 25 302 45
101 85 15 0 100 303 97 304 3
103 15 85 90 10 305 20 306 75 307 5
105 30 70 60 40 310 50 308 25 309 25
106 10 90 20 80 301 90 309 5 311 5
109 20 80 50 50 312 45 313 45 314 10
111 0 100 2 98
114 40 40 50 50 315 40 303 40
119 20 80 50 50 310 50 314 5 301 25 317 10 314 10
120 2 98 5 95 318 100
121 75 25 80 20 319 15 320 15 302 20 321 10 322 10 323 30
124 40 40 30 70 324 13 325 5 324 20 327 10 328 20 329 10 330 10 304 2 331 5
332 5
127 37 73 15 85 313 15 333 10 334 25 337 10 335 25 312 15
130 25 75 5 95 334 25 332 50 338 10 335 10 311 5
133 20 80 45 55 335 45 339 5 341 10 313 5 301 25 340 10
135 5 95 15 85 317 20 345 40 300 40
138 40 40 75 25 317 40 314 10 308 10 305 10 342 10 343 10 344 10
144 40 40 20 80 345 50 324 10 344 10 343 5 347 5 311 5 305 5 344 5 301 5
147 0 100 0 100 348 100
153 10 90 35 45 301 70 309 30
155 10 90 40 40 312 34 301 37 349 5 353 5 348 1 350 1 351 1 352 1 313 5
334 1 333 1 335 1 354 5
154 45 25 0 100 348 100
157 10 90 10 90 355 50 354 50
159 50 50 90 10 303 100
161 50 50 75 25 313 85 334 5 357 10
100 0 30 30 20 10 0 10
20 30 20 20 10 0 0
20 20 20 10 10 10 10
101 5 5 50 10 15 10 5
10 10 30 10 10 15 15
103 20 15 20 10 10 10 15
20 15 20 10 10 10 15
20 5 5 25 5 20 20
105 0 50 50 0 0 0 0
75 0 12.5 12.5 0 0 0
50 25 12.5 12.5 0 0 0
104 20 30 10 5 5 20 10
10 20 30 5 5 20 10
10 30 30 10 10 5 5
109 5 20 30 5 15 10 15
5 20 20 10 15 15 15
5 20 20 10 15 15 15
111
114 10 20 30 20 10 5 5
20 10 50 10 5 4 0
119 15 15 20 10 15 15 10
5 10 50 5 20 10 0
5 5 50 10 20 10 0
20 20 50 0 0 10 0
25 20 40 0 5 10 0
120 10 45 45 0 0 0 0
121 25 20 20 10 5 10 10
25 20 20 10 5 10 10
20 20 20 10 10 10 10
20 20 20 20 5 10 5
20 20 20 10 15 5 10
10 25 20 10 15 10 10
124 5 20 30 10 15 5 15
5 30 25 10 10 5 15

```

PROGRAMS FOR DATA ANALYSIS

As noted earlier, eight data analysis programs were developed for this project. These programs use the data files (DATA1, DATA2 and DATA3) previously discussed. In addition, two of the programs create additional data files (DATA101 and DATA201) which are then stored. These two "new" data files will be explained in the next two sections of this report.

Since these programs were developed specifically for this project there are specific commands which must be altered when the questionnaires are used to develop additional data. Several of these commands apply to all eight programs and are presented in this section. Other commands are specific to specific programs and are presented with those programs.

The general commands, which must be changed in all programs, are:

1. NN=25. This study had 25 respondents, a different number of respondents will require NN=(new number). This command is line 10 or 20 in all programs.
2. All programs, in listing results, will stop after one page has been printed, to continue printing a Y key must be pressed.
3. A three digit number must be used to identify all respondents.

The specific programs and command changes are presented below.

Programs PIS-NS and PIS-NSAG

These programs work in conjunction to create a matrix based on the Person questionnaire data (DATA1). This matrix is "Normalized Satisfaction" sorted by average. Program PIS-NS calculates average values of normalized satisfaction, sorts them according to average, creates DATA101, and stores these values in DATA101. Program PIS-NSAG uses DATA101 and produces the final result.

The only specific command which might need to be changed is QN=39 (line 20) if fewer than 39 questions are used in the Pearson questionnaire.

Programs PLIMP2 and PLIMP3

These programs work in conjunction to create a matrix based on the Pearson questionnaire data (DATA1). This matrix is "Importance" sorted by average. Program PLIMP2 calculates average values of perceived importance, sorts them according to average, creates DATA201, and stores these values in DATA201. Program PLIMP3 uses DATA201 and produces the final result.

The only specific command which might need to be changed is QN=39 (line 20) if fewer than 39 questions are used in the Pearson questionnaire.

Program P2NXV

This program produces a matrix based on Bailey-Federle data (DATA2) which shows total scores for activity structure and consistency sorted by the number of non-zero entries.

Specific command changes which may be required are:

1. ACTN=58 (line 30). This project identified 58 different activities. A different use of the Bailey-Federle questionnaire will yield a different number.
2. The number of activities per respondent in the exact order in which respondent data is entered into DATA2 must be entered as DATA statements (lines 40, 50 and 60).

Program P2X

This program produces a matrix based on Bailey-Federle data (DATA2) which shows total computerizability scores sorted by the number of non-zero entries.

Specific command changes which may be required are:

1. ACTN=58 (line 30). This project identified 58 different activities. A different use of the Bailey-Federle questionnaire will yield a different number.
2. The number of activities per respondent in the exact order in which respondent data is entered into DATA2 must be entered as DATA statements (lines 40, 50 and 60).

Program P3SP

This program produces a set of matrices based on Krobock data (DATA3) which shows, by report number, the relative value individuals assign to that report.

Specific command changes which may be required are:

1. RN=61 (line 30). This project identified 61 different reports. A different use of the Krobock questionnaire will yield a different number.
2. The number of reports listed per respondent in the exact order in which respondent data is entered into DATA3 must be entered as DATA statements (lines 40, 50 and 60).

Program P3SI

This program produces a set of matrices based on Krobock data (DATA3) which shows, by individual respondent number, the relative value that individual assigns to all reports.

Specific command changes which may be required are:

1. ~~RN=61~~ (line 30). This project identified 61 different reports. A different use of the Krobock questionnaire will yield a different number.
2. The number of reports listed per respondent in the exact order in which respondent data is entered into DATA3 must be entered as DATA statements (lines 40, 50 and 60).

APPENDIX H-2

BAILY-FEDERLE QUESTIONNAIRE DATA AS STORED
IN THE DATA BASE (DATA 2)

```

C>TYPE A:DATA2
100 214 35 35 5 6 6 6
    216 25 25 2 6 6 6
    217 5 5 7 7 6 6
    228 10 10 2 2 2 2
    229 15 15 5 6 6 6
    230 10 10 3 6 5 3
101 217 10 10 6 3 5 3
    230 15 35 4 3 6 6
    231 75 55 2 3 5 3
103 200 5 10 6 3 3 2
    214 5 10 5 5 6 6
    217 5 10 2 6 2 3
    218 75 40 2 2 3 3
    230 5 5 6 6 6 6
    299 5 25 0 0 0 0
105 214 30 0 6 0 6 0
    216 30 0 6 0 6 0
    218 2.5 0 6 0 6 0
    220 2.5 0 6 0 6 0
    221 5 0 6 0 6 0
    228 10 0 6 6 6 6
    229 10 0 6 6 6 6
    230 10 0 6 6 6 6
106 204 20 20 6 6 6 6
    213 5 5 2 5 6 6
    216 20 20 6 3 2 5
    218 5 5 2 3 2 5
    221 40 40 6 6 6 6
    230 10 10 5 5 5 5
109 200 15 20 1 1 1 1
    208 5 3 2 2 3 3
    214 10 10 1 1 2 2
    217 10 10 2 2 2 2
    218 10 10 1 1 2 2
    220 10 10 1 1 1 1
    240 5 2 3 3 2 3
    221 10 10 3 3 7 6
    229 10 10 2 2 2 2
    230 10 10 1 2 2 2
    299 5 5 0 0 0 0
111 214 50 30 6 3 6 6
    216 30 30 3 3 2 3
    218 10 10 2 3 2 3
    228 2 2 3 5 3 6
    229 2 2 3 3 3 3
    230 6 6 2 3 5 2
    299 0 0 0 0 0 0
114 232 15 50 2 3 7 7
    204 5 3 6 6 2 2
    209 5 3 6 6 2 2
    213 10 3 6 6 2 6
    216 10 5 6 6 6 6
    217 5 2 2 2 4 5
    221 20 5 7 7 7 7
    222 10 5 2 5 2 3
    223 10 5 2 3 6 5
    224 10 5 6 6 6 6
    299 0 9 0 0 0 0

```

119	200	14	20	2	2	3	2
	213	3	3	6	6	4	4
	208	7	10	2	2	3	3
	214	7	5	2	2	3	3
	216	3	3	4	4	4	4
	220	20	20	2	2	3	3
	230	14	10	2	2	5	4
	222	7	5	3	3	3	3
	209	10	9	2	2	4	3
	217	14	10	2	2	2	2
	299	1	5	0	0	0	0
120	228	5	5	2	4	6	6
	229	3	5	3	3	5	5
	230	7	5	5	6	7	7
	233	3	5	6	6	7	7
	234	65	70	6	6	7	7
	235	15	10	5	5	6	6
	214	10	10	7	7	7	7
121	236	40	25	6	5	5	7
	237	20	25	5	3	5	7
	234	15	35	6	6	6	6
	239	10	10	6	5	5	6
	238	15	10	6	6	6	5
126	222	25	15	6	6	6	6
	204	20	10	5	5	5	6
	228	10	15	3	3	2	5
	212	2	3	5	5	6	6
	219	2	2	7	5	6	5
	209	3	2	6	6	3	6
	223	3	10	5	3	6	6
	224	2	5	5	5	6	5
	225	10	5	5	3	5	5
	224	10	5	2	2	2	5
	213	2	7	5	5	6	5
	218	4	8	2	3	3	5
	210	3	3	6	6	6	5
	299	4	10	0	0	0	0
127	222	20	20	3	3	4	4
	217	15	15	2	2	6	6
	214	14	10	5	5	6	6
	200	12	5	2	2	5	5
	218	10	25	1	1	6	6
	204	9	10	2	2	6	6
	228	9	5	2	2	3	3
	212	6	5	6	5	6	6
	210	2	2	6	5	6	6
	299	3	3	2	3	3	3

130 202 2 1 6 6 6 6
209 5 3 6 6 6 3
210 3 2 6 6 6 6
218 10 11 6 2 5 3
240 27 30 2 2 5 5
223 2 2 6 6 6 6
228 10 11 3 3 6 6
229 27 30 2 3 6 6
230 14 10 6 6 6 6
133 200 15 5 3 5 5 2
204 5 2 5 6 6 2
212 5 3 4 5 6 6
214 10 5 5 5 3 3
216 5 10 2 3 3 2
217 10 15 2 2 2 2
218 20 25 3 3 3 4
222 5 10 2 3 2 3
225 5 5 3 4 4 5
230 20 20 2 2 2 2
135 221 10 6 3 5 5 5
204 10 7 3 3 3 3
209 9 7 3 3 5 5
210 9 8 5 5 5 5
215 9 7 3 2 5 5
214 9 8 3 2 5 5
216 8 6 2 2 5 3
217 10 8 3 3 5 5
222 9 10 5 3 5 5
223 9 10 5 5 5 5
299 8 23 0 0 0 0
138 220 50 70 6 6 6 6
241 15 15 6 6 6 6
242 10 5 6 6 6 6
243 15 5 6 6 6 6
244 10 5 3 5 6 6
146 221 25 25 2 6 2 6
214 25 35 2 4 1 6
220 35 30 6 6 6 6
230 15 10 2 6 6 2
147 245 80 60 3 4 3 3
214 10 15 2 2 4 4
228 5 20 2 2 2 2
223 5 5 4 6 6 6
153 214 5 5 3 3 2 6
217 10 10 2 3 3 5
220 25 25 2 6 6 6
221 50 50 6 5 7 6
228 10 10 2 3 2 5
155 248 30 20 1 1 1 2
246 25 20 2 2 2 2
247 5 5 2 2 2 3
236 5 4 2 2 3 7
218 14 10 1 2 1 2
235 1 1 1 1 1 1
249 5 10 2 2 2 2
200 5 5 2 2 1 2
217 5 10 1 1 1 1
230 3 5 2 2 2 2
299 2 10 0 0 0 0
156 221 75 25 2 3 6 3
215 10 2 6 3 4 5
217 0 5 7 6 3 3
218 0 3 1 2 5 2
223 0 5 6 5 5 3
230 5 10 2 3 6 6
250 10 50 6 3 5 3
157 251 15 40 2 2 1 2
252 45 40 3 3 6 5
253 40 20 1 2 7 7
159 254 50 35 6 6 6 6
255 25 55 2 6 5 6
256 20 5 6 6 3 4
257 5 5 3 5 4 4
161 200 10 5 5 5 2 4
212 20 10 2 2 5 4
214 5 10 6 5 7 3
217 20 10 4 4 4 4
218 30 30 1 2 4 4
229 5 5 4 6 4 5
230 10 30 3 3 4 4

APPENDIX H-3

LISTING OF PROGRAM (P2NXV) TO CREATE THE BAILEY-FEDERLE NX_V MATRIX SORTED BY NON-ZERO ENTRIES

```

1 CLEAR:ACTN=58: AN=ACTN+1 'ESTIMATE 58 ACTIVITIES INVOLVED
2 NN=25 ' # OF QUESTIONNAIRES
3 PN=INT(NN/10)+1 ' EACH PAGE PRINT 10 PEOPLE, MAXIMUM PAGE NUMBER
4 REM NXV=(100/28)*(XV) XV RANGE 4 TO 28
5 TIS="BAILEY AND FEDERLE STRUCTURE AND CONSISTENCY SORTED BY NON-ZERO"
10 DIM CODE(NN),ACTNUM(NN),POT(AN,NN+1),TOPS(NN),MCS(NN),BOS(NN),HSUM(AN)
11 DIM DOV(AN,NN+1),HDSUM(AN),KT(AN),CT(AN),RANK(AN)
20 FOR I=1 TO NN
30 READ ACTNUM(I): NEXT I ' ACTNUM INDICATE HOW MANY ACTIVITIES INVOLVED
40 DATA 6,3,6,8,6,11,7,11,11,7
50 DATA 5,14,10,9,10,11,3,4,4
60 DATA 5,11,7,3,4,7
70 OPEN "A:DATA2" FOR INPUT AS #1
80 FOR I=1 TO NN: INPUT #1, CODE(I):CODE$=STR$(CODE(I)):TOPS(I)=MID$(CODE$,2,1):
MCS(I)=MID$(CODE$,3,1):BOS(I)=RIGHT$(CODE$,1): FOR J=1 TO ACTNUM(I)
90 INPUT #1, A1,A2,A3,A4,A5,A6,A7: IF A1=299 THEN GOTO 120 '299 INDICATE REMA
INDER PERCENTAGE PORTIONS
91 REM## A2 IS XI(IMPORTANCE): A3 IS XT(TIME-CONSUMPTION)
100 POT(A1-199,I)=100*(A4+A5+A6+A7)/28
120 NEXT J: NEXT I ' BECAUSE ACTIVITY NUMBERED FROM #200
123 GOSUB 300
124 GOSUB 400 'SORTING PROCEDURE
125 GOSUB 500
130 END
300 REM ### CALCULATE BEFORE SORTING ###
310 FOR J=1 TO ACTN : KT(J)=0
320 FOR I=1 TO NN
330 IF POT(J,I)=0 GOTO 350 ELSE KT(J)=KT(J)+1
350 NEXT I: NEXT J
399 RETURN
400 REM ### SORTING PROCESS ###
410 FOR J=1 TO AN: RANK(J)=J: NEXT J ' J IS THE RANKING BEFORE SORTING
420 FOR J=1 TO AN-1
430 MAX=KT(J)
440 FOR I=J+1 TO AN
450 IF KT(I)<MAX THEN GOTO 480
460 MAX=KT(I): KT(I)=KT(J): KT(J)=MAX 'VALUE SORTED
470 TEMP=RANK(J): RANK(J)=RANK(I): RANK(I)=TEMP 'KEEP TRACK ON RANK
480 NEXT I: NEXT J
490 RETURN
500 S=1: SE=9
501 PRINT TIS
510 FOR PAGE=1 TO PN
520 PRINT TAB(17):FOR I=S TO S+SE: IF I=NN+1 THEN PRINT " " ELSE PRINT TOPS(I) S
PC(5): NEXT I:PRINT
530 PRINT TAB(17):FOR I=S TO S+SE:IF I=NN+1 THEN PRINT "AVG:" " TOTAL:" " # N
ON-ZERO" ELSE PRINT MCS(I) SPC(5): NEXT I:PRINT
540 PRINT TAB(17):FOR I=S TO S+SE:IF I=NN+1 THEN PRINT " " ELSE PRINT BOS(I) SPC
(5): NEXT I: PRINT
550 PRINT STRING$(80,45)
560 FOR J=1 TO ACTN ' ACTIVITY 200-257
570 PRINT "ACT":199+RANK(J):PRINT "NXV" ;
580 FOR I=S TO S+SE : IF I=NN+1 THEN GOSUB 651
590 PRINT USING "#####": POT(RANK(J),I):HSUM(J)=HSUM(J)+POT(RANK(J),I)
600 NEXT I
601 PRINT
605 NEXT J
610 IF PAGE=PN GOTO 799 'LAST PAGE,
620 IF PAGE < PN-1 THEN S=S+10 ELSE GOTO 630
621 GOTO 649
630 S=21: SE=5
649 AS=INKEY$: IF AS="" GOTO 649
650 GOTO 700
651 IF KT(J)=0 THEN PRINT : GOTO 652 ELSE PRINT USING "####.###": HSUM(J)/KT(J)
(HSUM(J))KT(J)
652 RETURN 606
700 NEXT PAGE
799 RETURN
0

```

APPENDIX H-4

BAILEY-FEDERLE MATRIX SORTED BY AVERAGE NX_v

	1 0 0	1 0 1	1 0 3	1 0 5	1 0 6	1 0 9	1 1 1	1 1 4	1 1 9	1 2 0
ACT 233 NXV	0	0	0	0	0	0	0	0	0	93
ACT 234 NXV	0	0	0	0	0	0	0	0	0	93
ACT 202 NXV	0	0	0	0	0	0	0	0	0	0
ACT 241 NXV	0	0	0	0	0	0	0	0	0	0
ACT 242 NXV	0	0	0	0	0	0	0	0	0	0
ACT 243 NXV	0	0	0	0	0	0	0	0	0	0
ACT 254 NXV	0	0	0	0	0	0	0	0	0	0
ACT 219 NXV	0	0	0	0	0	0	0	0	0	0
ACT 238 NXV	0	0	0	0	0	0	0	0	0	0
ACT 210 NXV	0	0	0	0	0	0	0	0	0	0
ACT 239 NXV	0	0	0	0	0	0	0	0	0	0
ACT 223 NXV	0	0	0	0	0	0	0	57	0	0
ACT 213 NXV	0	0	0	0	68	0	0	71	71	0
ACT 244 NXV	0	0	0	0	0	0	0	0	0	0
ACT 237 NXV	0	0	0	0	0	0	0	0	0	0
ACT 212 NXV	0	0	0	0	0	0	0	0	0	0
ACT 221 NXV	0	0	0	43	86	68	0	100	0	0
ACT 232 NXV	0	0	0	0	0	0	0	68	0	0
ACT 255 NXV	0	0	0	0	0	0	0	0	0	0
ACT 256 NXV	0	0	0	0	0	0	0	0	0	0
ACT 236 NXV	0	0	0	0	0	0	0	0	0	0
ACT 204 NXV	0	0	0	0	86	0	0	57	0	0
ACT 224 NXV	0	0	0	0	0	0	0	86	0	0
ACT 229 NXV	82	0	0	86	0	29	43	0	0	57
ACT 252 NXV	0	0	0	0	0	0	0	0	0	0
ACT 253 NXV	0	0	0	0	0	0	0	0	0	0
ACT 209 NXV	0	0	0	0	0	0	0	57	39	0
ACT 225 NXV	0	0	0	0	0	0	0	0	0	0
ACT 250 NXV	0	0	0	0	0	0	0	0	0	0
ACT 214 NXV	82	0	79	43	0	21	75	0	36	100
ACT 230 NXV	61	68	86	86	71	23	43	0	46	89
ACT 215 NXV	0	0	0	0	0	0	0	0	0	0
ACT 257 NXV	0	0	0	0	0	0	0	0	0	0
ACT 220 NXV	0	0	0	43	0	14	0	0	36	0
ACT 216 NXV	71	0	0	43	57	0	39	86	57	0
ACT 222 NXV	0	0	0	0	0	0	0	43	43	0
ACT 228 NXV	29	0	0	86	0	0	61	0	0	64
ACT 217 NXV	93	61	46	0	0	29	0	46	29	0
ACT 235 NXV	0	0	0	0	0	0	0	0	0	79
ACT 245 NXV	0	0	0	0	0	0	0	0	0	0
ACT 231 NXV	0	46	0	0	0	0	0	0	0	0
ACT 240 NXV	0	0	0	0	0	39	0	0	0	0
ACT 200 NXV	0	0	50	0	0	14	0	0	32	0
ACT 218 NXV	0	0	36	43	43	21	36	0	0	0
ACT 208 NXV	0	0	0	0	0	36	0	0	36	0
ACT 247 NXV	0	0	0	0	0	0	0	0	0	0
ACT 249 NXV	0	0	0	0	0	0	0	0	0	0
ACT 246 NXV	0	0	0	0	0	0	0	0	0	0
ACT 251 NXV	0	0	0	0	0	0	0	0	0	0
ACT 248 NXV	0	0	0	0	0	0	0	0	0	0

	1 2 1	1 2 6	1 2 7	1 3 0	1 3 3	1 3 5	1 3 8	1 4 6	1 4 7	1 5 3
ACT 233 NXV	0	0	0	0	0	0	0	0	0	0
ACT 234 NXV	86	0	0	0	0	0	0	0	0	0
ACT 202 NXV	0	0	0	86	0	0	0	0	0	0
ACT 241 NXV	0	0	0	0	0	0	86	0	0	0
ACT 242 NXV	0	0	0	0	0	0	86	0	0	0
ACT 243 NXV	0	0	0	0	0	0	86	0	0	0
ACT 234 NXV	0	0	0	0	0	0	0	0	0	0
ACT 219 NXV	0	82	0	0	0	0	0	0	0	0
ACT 238 NXV	82	0	0	0	0	0	0	0	0	0
ACT 210 NXV	0	82	82	86	0	71	0	0	0	0
ACT 239 NXV	79	0	0	0	0	0	0	0	0	0
ACT 223 NXV	0	71	0	86	0	71	0	0	79	0
ACT 213 NXV	0	75	0	0	0	0	0	0	0	0
ACT 244 NXV	0	0	0	0	0	0	71	0	0	0
ACT 237 NXV	71	0	0	0	0	0	0	0	0	0
ACT 212 NXV	0	79	82	0	75	0	0	0	0	0
ACT 221 NXV	0	0	0	0	0	64	0	57	0	86
ACT 232 NXV	0	0	0	0	0	0	0	0	0	0
ACT 233 NXV	0	0	0	0	0	0	0	0	0	0
ACT 256 NXV	0	0	0	0	0	0	0	0	0	0
ACT 236 NXV	82	0	0	0	0	0	0	0	0	0
ACT 204 NXV	0	75	57	0	68	39	0	0	0	0
ACT 224 NXV	0	39	0	0	0	0	0	0	0	0
ACT 229 NXV	0	0	0	61	0	0	0	0	0	0
ACT 252 NXV	0	0	0	0	0	0	0	0	0	0
ACT 253 NXV	0	0	0	0	0	0	0	0	0	0
ACT 209 NXV	0	75	0	75	0	57	0	0	0	0
ACT 225 NXV	0	64	0	0	57	0	0	0	0	0
ACT 250 NXV	0	0	0	0	0	0	0	0	0	0
ACT 214 NXV	0	0	79	0	57	54	0	54	43	50
ACT 230 NXV	0	0	0	86	29	0	0	57	0	0
ACT 215 NXV	0	0	0	0	0	54	0	0	0	0
ACT 237 NXV	0	0	0	0	0	0	0	0	0	0
ACT 220 NXV	0	0	0	0	0	0	86	86	0	71
ACT 216 NXV	0	0	0	0	36	43	0	0	0	0
ACT 222 NXV	0	86	50	0	36	64	0	0	0	0
ACT 228 NXV	0	46	36	64	0	0	0	0	29	43
ACT 217 NXV	0	0	57	0	29	57	0	0	0	46
ACT 235 NXV	0	0	0	0	0	0	0	0	0	0
ACT 245 NXV	0	0	0	0	0	0	0	0	46	0
ACT 231 NXV	0	0	0	0	0	0	0	0	0	0
ACT 240 NXV	0	0	0	50	0	0	0	0	0	0
ACT 200 NXV	0	0	50	0	54	0	0	0	0	0
ACT 218 NXV	0	46	50	57	46	0	0	0	0	0
ACT 208 NXV	0	0	0	0	0	0	0	0	0	0
ACT 247 NXV	0	0	0	0	0	0	0	0	0	0
ACT 249 NXV	0	0	0	0	0	0	0	0	0	0
ACT 246 NXV	0	0	0	0	0	0	0	0	0	0
ACT 231 NXV	0	0	0	0	0	0	0	0	0	0
ACT 248 NXV	0	0	0	0	0	0	0	0	0	0

	1 5 5	1 5 4	1 5 7	1 5 9	1 6 1	AVG	TOTAL	# NON-ZERO
ACT 233 NXV	0	0	0	0	0	92.857	92.857	1.000
ACT 234 NXV	0	0	0	0	0	89.286	178.571	2.000
ACT 202 NXV	0	0	0	0	0	85.714	85.714	1.000
ACT 241 NXV	0	0	0	0	0	85.714	85.714	1.000
ACT 242 NXV	0	0	0	0	0	85.714	85.714	1.000
ACT 243 NXV	0	0	0	0	0	85.714	85.714	1.000
ACT 254 NXV	0	0	0	86	0	85.714	85.714	1.000
ACT 219 NXV	0	0	0	0	0	82.143	92.143	1.000
ACT 238 NXV	0	0	0	0	0	82.143	82.143	1.000
ACT 210 NXV	0	0	0	0	0	80.357	321.429	4.000
ACT 239 NXV	0	0	0	0	0	78.571	78.571	1.000
ACT 223 NXV	0	58	0	0	0	72.024	432.143	6.000
ACT 213 NXV	0	0	0	0	0	71.429	285.714	4.000
ACT 244 NXV	0	0	0	0	0	71.429	71.429	1.000
ACT 237 NXV	0	0	0	0	0	71.429	71.429	1.000
ACT 212 NXV	0	0	0	0	46	70.536	282.143	4.000
ACT 221 NXV	0	50	0	0	0	69.196	353.571	8.000
ACT 232 NXV	0	0	0	0	0	67.857	67.857	1.000
ACT 255 NXV	0	0	0	68	0	67.857	67.857	1.000
ACT 256 NXV	0	0	0	68	0	67.857	67.857	1.000
ACT 236 NXV	50	0	0	0	0	44.071	132.143	2.000
ACT 204 NXV	0	0	0	0	0	63.690	382.143	6.000
ACT 224 NXV	0	0	0	0	0	62.500	125.000	2.000
ACT 229 NXV	0	0	0	0	68	60.714	425.000	7.000
ACT 252 NXV	0	0	61	0	0	60.714	60.714	1.000
ACT 253 NXV	0	0	61	0	0	60.714	60.714	1.000
ACT 209 NXV	0	0	0	0	0	60.714	303.571	5.000
ACT 225 NXV	0	0	0	0	0	60.714	121.429	2.000
ACT 250 NXV	0	61	0	0	0	60.714	60.714	1.000
ACT 214 NXV	0	0	0	0	75	60.459	846.429	14.000
ACT 230 NXV	29	61	0	0	50	59.048	885.714	15.000
ACT 215 NXV	0	64	0	0	0	58.929	117.857	2.000
ACT 257 NXV	0	0	0	57	0	57.143	57.143	1.000
ACT 220 NXV	0	0	0	0	0	55.952	335.714	6.000
ACT 216 NXV	0	0	0	0	0	54.018	432.143	8.000
ACT 222 NXV	0	0	0	0	0	53.571	321.429	6.000
ACT 228 NXV	0	0	0	0	0	50.794	457.143	9.000
ACT 217 NXV	14	68	0	0	57	48.626	632.143	13.000
ACT 235 NXV	14	0	0	0	0	46.429	92.857	2.000
ACT 245 NXV	0	0	0	0	0	46.429	46.429	1.000
ACT 231 NXV	0	0	0	0	0	46.429	46.429	1.000
ACT 240 NXV	0	0	0	0	0	44.643	89.286	2.000
ACT 200 NXV	25	0	0	0	57	40.306	282.143	7.000
ACT 218 NXV	21	36	0	0	39	39.583	475.000	12.000
ACT 208 NXV	0	0	0	0	0	35.714	71.429	2.000
ACT 247 NXV	32	0	0	0	0	32.143	32.143	1.000
ACT 249 NXV	29	0	0	0	0	28.571	28.571	1.000
ACT 246 NXV	29	0	0	0	0	28.571	28.571	1.000
ACT 251 NXV	0	0	25	0	0	25.000	25.000	1.000
ACT 248 NXV	18	0	0	0	0	17.857	17.857	1.000

APPENDIX H-5

LISTING OF THE PROGRAM (P2NXVSA) TO CREATE THE BAILEY-FEDERLE NX_V MATRIX SORTED BY AVERAGE NX_V

```

C)
1 CLEAR:ACTN=58: AN=ACTN+1      'ESTIMATE 58 ACTIVITIES INVOLVED
2 NN=25      ' # OF QUESTIONNAIRES
3 PN=INT(NN/10)+1      ' EACH PAGE PRINT 10 PEOPLE, MAXIMUM PAGE NUMBER
4 REM NXV=(100/28)*(XV)  XV RANGE 4 TO 28
5 TIS='BAILEY AND FEDERLE STRUCTURE AND CONSISTENCY SORTED BY AVERAGE'
10 DIM CODE(NN),ACTNUM(NN),POT(AN,NN+1),TOPS(NN),MCS(NN),BOS(NN),HSUM(AN)
11 DIM DOV(AN,NN+1),HDSUM(AN),KT(AN),CT(AN),RANK(AN),AVG(AN)
20 FOR I=1 TO NN
30 READ ACTNUM(I): NEXT I      ' ACTNUM INDICATE HOW MANY ACTIVITIES INVOLVED
40 DATA 6,3,6,8,6,11,7,11,11,7
50 DATA 5,14,10,9,10,11,5,4,4
60 DATA 5,11,7,3,4,7
70 OPEN 'A:DATA2' FOR INPUT AS #1
80 FOR I=1 TO NN: INPUT #1, CODE(I):CODES=STR$(CODE(I)):TOPS(I)=MID$(CODES,2,1):
MCS(I)=MID$(CODES,3,1):BOS(I)=RIGHT$(CODES,1): FOR J=1 TO ACTNUM(I)
90 INPUT #1, A1,A2,A3,A4,A5,A6,A7: IF A1=299 THEN GOTO 120      '299 INDICATE REMA
INDER PERCENTAGE PORTIONS
91 REM## A2 IS X(I(IMPORTANCE)): A3 IS XT(TIME-CONSUMPTION)
100 POT(A1-199,I)=100*(A4+A5+A6+A7)/28
120 NEXT J: NEXT I      'BECAUSE ACTIVITY NUMBERED FROM #200
123 GOSUB 300
124 GOSUB 400      'SORTING PROCEDURE
125 GOSUB 500
130 END
300 REM ### CALCULATE BEFORE SORTING ###
210 FOR J=1 TO ACTN : KT(J)=0: HSUM(J)=0
220 FOR I=1 TO NN
230 IF POT(I,J)=0 THEN GOTO 330 ELSE KT(J)=KT(J)+1: HSUM(J)=HSUM(J)+POT(I,J)
240 NEXT I: IF KT(J)=0 GOTO 331 ELSE AVG(J)=HSUM(J)/KT(J)
250 NEXT J
299 RETURN
400 REM ### SORTING PROCESS ###
410 FOR J=1 TO AN: RANK(J)=J: NEXT J      'J IS THE RANKING BEFORE SORTING
420 FOR J=1 TO AN-1
430 MAX=AVG(J)
440 FOR I=J+1 TO AN
450 IF AVG(I)<MAX THEN GOTO 480
460 MAX=AVG(I): AVG(I)=AVG(J): AVG(J)=MAX      'VALUE SORTED
470 TEMP=RANK(J): RANK(J)=RANK(I): RANK(I)=TEMP      'KEEP TRACK ON RANK
480 NEXT I: NEXT J      'AVG(RANK(J)) STORE THE ORIGINAL VALUE
490 RETURN      'AVG(I) IS THE LARGEST VALUE NOW
500 S=1: SE=9
501 PRINT TIS
510 FOR PAGE=1 TO PN
520 PRINT TAB(17):FOR I=S TO S+SE: IF I=NN+1 THEN PRINT ' ' ELSE PRINT TOPS(I) S
PC(5): NEXT I:PRINT
530 PRINT TAB(17):FOR I=S TO S+SE:IF I=NN+1 THEN PRINT 'AVG:' TOTAL'1' # N
ON-ZERO' ELSE PRINT MCS(I) SPC(5): NEXT I:PRINT
540 PRINT TAB(17):FOR I=S TO S+SE:IF I=NN+1 THEN PRINT ' ' ELSE PRINT BOS(I) SPC
(5): NEXT I: PRINT
550 PRINT STRING$(80,45)
560 FOR J=1 TO ACTN      ' ACTIVITY 200-257
570 PRINT 'ACT'1199+RANK(J):PRINT 'NXV' I
580 FOR I=S TO S+SE : IF I=NN+1 THEN GOSUB 651
590 PRINT USING '#####': POT(RANK(J),I)
600 NEXT I:PRINT      ' HSUM FOR HORIZONTAL SUM OF NXV(ROT HERE)
606 NEXT J
610 IF PAGE=PN GOTO 799 'LAST PAGE,
620 IF PAGE < PN-1 THEN S=S+10 ELSE GOTO 630
621 GOTO 649
630 S=21: SE=5
649 AB=INKEY$: IF AB="" GOTO 649
650 GOTO 700
651 IF KT(RANK(J))=0 THEN PRINT : GOTO 652 ELSE PRINT USING '#####.###'AVG(J):A
VG(J)*KT(RANK(J)):KT(RANK(J))
652 RETURN 606
700 NEXT PAGE
799 RETURN
0

```

APPENDIX I

BAILEY-FEDERLE X MATRIX SORTED BY NON-ZERO ENTRIES

		1	1	1	1	1	1	1	1	1	1
		0	0	0	0	0	0	1	1	1	2
		0	1	3	5	6	9	1	4	9	0
ACT 230	X=	707	1543	454	857	814	350	293	0	790	640
ACT 214	X=	4100	0	443	1286	0	314	3250	0	283	1100
ACT 217	X=	489	707	282	0	0	386	0	242	540	0
ACT 218	X=	0	0	5679	107	239	314	457	0	0	0
ACT 228	X=	386	0	0	857	0	0	123	0	0	346
ACT 216	X=	2411	0	0	1286	1543	0	2079	907	180	0
ACT 221	X=	0	0	0	214	5029	779	0	2100	0	0
ACT 229	X=	1457	0	0	857	0	386	90	0	0	186
ACT 200	X=	0	0	300	0	0	314	0	0	730	0
ACT 220	X=	0	0	0	107	0	243	0	0	1114	0
ACT 204	X=	0	0	0	0	2114	0	0	301	0	0
ACT 222	X=	0	0	0	0	0	0	0	479	335	0
ACT 223	X=	0	0	0	0	0	0	0	621	0	0
ACT 209	X=	0	0	0	0	0	0	0	301	483	0
ACT 213	X=	0	0	0	0	364	0	0	744	223	0
ACT 210	X=	0	0	0	0	0	0	0	0	0	0
ACT 212	X=	0	0	0	0	0	0	0	0	0	0
ACT 225	X=	0	0	0	0	0	0	0	0	0	0
ACT 215	X=	0	0	0	0	0	0	0	0	0	0
ACT 208	X=	0	0	0	0	0	194	0	0	320	0
ACT 224	X=	0	0	0	0	0	0	0	907	0	0
ACT 234	X=	0	0	0	0	0	0	0	0	0	10584
ACT 235	X=	0	0	0	0	0	0	0	0	0	1329
ACT 236	X=	0	0	0	0	0	0	0	0	0	0
ACT 240	X=	0	0	0	0	0	206	0	0	0	0
ACT 233	X=	0	0	0	0	0	0	0	0	0	294
ACT 219	X=	0	0	0	0	0	0	0	0	0	0
ACT 202	X=	0	0	0	0	0	0	0	0	0	0
ACT 231	X=	0	7607	0	0	0	0	0	0	0	0
ACT 237	X=	0	0	0	0	0	0	0	0	0	0
ACT 238	X=	0	0	0	0	0	0	0	0	0	0
ACT 239	X=	0	0	0	0	0	0	0	0	0	0
ACT 232	X=	0	0	0	0	0	0	0	0	0	0
ACT 241	X=	0	0	0	0	0	0	0	1748	0	0
ACT 242	X=	0	0	0	0	0	0	0	0	0	0
ACT 243	X=	0	0	0	0	0	0	0	0	0	0
ACT 244	X=	0	0	0	0	0	0	0	0	0	0
ACT 245	X=	0	0	0	0	0	0	0	0	0	0
ACT 246	X=	0	0	0	0	0	0	0	0	0	0
ACT 247	X=	0	0	0	0	0	0	0	0	0	0
ACT 248	X=	0	0	0	0	0	0	0	0	0	0
ACT 249	X=	0	0	0	0	0	0	0	0	0	0
ACT 250	X=	0	0	0	0	0	0	0	0	0	0
ACT 251	X=	0	0	0	0	0	0	0	0	0	0
ACT 252	X=	0	0	0	0	0	0	0	0	0	0
ACT 253	X=	0	0	0	0	0	0	0	0	0	0
ACT 254	X=	0	0	0	0	0	0	0	0	0	0
ACT 255	X=	0	0	0	0	0	0	0	0	0	0
ACT 256	X=	0	0	0	0	0	0	0	0	0	0
ACT 257	X=	0	0	0	0	0	0	0	0	0	0

		1	1	1	1	1	1	1	1	1
		2	2	2	3	3	3	3	4	5
		1	6	7	0	3	5	8	6	7
ACT 230 X=	0	0	0	1340	971	0	0	1007	0	0
ACT 214 X=	0	0	1240	0	621	554	0	2214	579	275
ACT 217 X=	0	0	1082	0	436	651	0	0	0	564
ACT 218 X=	0	218	750	681	1429	0	0	0	0	0
ACT 228 X=	0	614	366	753	0	0	0	0	243	529
ACT 216 X=	0	0	0	0	229	391	0	0	0	0
ACT 221 X=	0	0	0	0	0	703	0	2054	0	6786
ACT 229 X=	0	0	0	2449	0	0	0	0	0	0
ACT 200 X=	0	0	660	0	879	0	0	0	0	0
ACT 220 X=	0	0	0	0	0	0	7786	4050	0	2411
ACT 204 X=	0	1700	604	0	349	463	0	0	0	0
ACT 222 X=	0	2518	1400	0	229	669	0	0	0	0
ACT 223 X=	0	244	0	175	0	733	0	0	418	0
ACT 209 X=	0	231	0	390	0	577	0	0	0	0
ACT 213 X=	0	144	0	0	0	0	0	0	0	0
ACT 210 X=	0	255	168	263	0	715	0	0	0	0
ACT 212 X=	0	163	523	0	390	0	0	0	0	0
ACT 225 X=	0	693	0	0	311	0	0	0	0	0
ACT 215 X=	0	0	0	0	0	545	0	0	0	0
ACT 208 X=	0	0	0	0	0	0	0	0	0	0
ACT 224 X=	0	443	0	0	0	0	0	0	0	0
ACT 234 X=	1811	0	0	0	0	0	0	0	0	0
ACT 235 X=	0	0	0	0	0	0	0	0	0	0
ACT 236 X=	4286	0	0	0	0	0	0	0	0	0
ACT 240 X=	0	0	0	2160	0	0	0	0	0	0
ACT 233 X=	0	0	0	0	0	0	0	0	0	0
ACT 219 X=	0	168	0	0	0	0	0	0	0	0
ACT 202 X=	0	0	0	173	0	0	0	0	0	0
ACT 231 X=	0	0	0	0	0	0	0	0	0	0
ACT 237 X=	1929	0	0	0	0	0	0	0	0	0
ACT 238 X=	1382	0	0	0	0	0	0	0	0	0
ACT 239 X=	886	0	0	0	0	0	0	0	0	0
ACT 232 X=	0	0	0	0	0	0	0	0	0	0
ACT 241 X=	0	0	0	0	0	0	1511	0	0	0
ACT 242 X=	0	0	0	0	0	0	907	0	0	0
ACT 243 X=	0	0	0	0	0	0	1361	0	0	0
ACT 244 X=	0	0	0	0	0	0	764	0	0	0
ACT 245 X=	0	0	0	0	0	0	0	0	8514	0
ACT 246 X=	0	0	0	0	0	0	0	0	0	0
ACT 247 X=	0	0	0	0	0	0	0	0	0	0
ACT 248 X=	0	0	0	0	0	0	0	0	0	0
ACT 249 X=	0	0	0	0	0	0	0	0	0	0
ACT 250 X=	0	0	0	0	0	0	0	0	0	0
ACT 251 X=	0	0	0	0	0	0	0	0	0	0
ACT 252 X=	0	0	0	0	0	0	0	0	0	0
ACT 253 X=	0	0	0	0	0	0	0	0	0	0
ACT 254 X=	0	0	0	0	0	0	0	0	0	0
ACT 255 X=	0	0	0	0	0	0	0	0	0	0
ACT 256 X=	0	0	0	0	0	0	0	0	0	0
ACT 257 X=	0	0	0	0	0	0	0	0	0	0

		1	1	1	1	1	AVG	TOTAL	# NON-ZERO
		5	5	5	5	6			
		5	6	7	9	1			
ACT 230	X=	101	354	0	0	800	734.1	11041.0	15.0
ACT 214	X=	0	0	0	0	425	1334.7	18686.3	14.0
ACT 217	X=	121	0	0	0	1343	570.4	6844.3	12.0
ACT 218	X=	440	0	0	0	2079	1124.6	12392.7	11.0
ACT 228	X=	0	0	0	0	0	466.9	4219.7	9.0
ACT 216	X=	0	0	0	0	0	1128.1	9024.9	8.0
ACT 221	X=	0	5625	0	0	0	2911.1	23288.6	8.0
ACT 229	X=	0	0	0	0	344	827.1	5789.7	7.0
ACT 200	X=	150	0	0	0	621	550.6	3854.3	7.0
ACT 220	X=	0	0	0	0	0	2618.5	15710.7	6.0
ACT 204	X=	0	0	0	0	0	921.9	5531.4	6.0
ACT 222	X=	0	0	0	0	0	938.1	5628.6	6.0
ACT 223	X=	0	0	0	0	0	438.4	2191.9	5.0
ACT 209	X=	0	0	0	0	0	396.4	1981.9	5.0
ACT 213	X=	0	0	0	0	0	374.0	1495.9	4.0
ACT 210	X=	0	0	0	0	0	350.4	1401.7	4.0
ACT 212	X=	0	0	0	0	1129	551.1	2204.6	4.0
ACT 225	X=	0	0	0	0	0	501.8	1003.6	2.0
ACT 215	X=	0	663	0	0	0	604.0	1208.0	2.0
ACT 208	X=	0	0	0	0	0	256.8	513.6	2.0
ACT 224	X=	0	0	0	0	0	675.0	1350.0	2.0
ACT 234	X=	0	0	0	0	0	6198.2	12396.4	2.0
ACT 235	X=	15	0	0	0	0	671.9	1343.9	2.0
ACT 236	X=	270	0	0	0	0	2277.9	4555.7	2.0
ACT 240	X=	0	0	0	0	0	1183.2	2366.4	2.0
ACT 233	X=	0	0	0	0	0	293.6	293.6	1.0
ACT 219	X=	0	0	0	0	0	168.3	168.3	1.0
ACT 202	X=	0	0	0	0	0	173.4	173.4	1.0
ACT 231	X=	0	0	0	0	0	7607.1	7607.1	1.0
ACT 237	X=	0	0	0	0	0	1928.6	1928.6	1.0
ACT 238	X=	0	0	0	0	0	1382.1	1382.1	1.0
ACT 239	X=	0	0	0	0	0	885.7	885.7	1.0
ACT 232	X=	0	0	0	0	0	1767.9	1767.9	1.0
ACT 241	X=	0	0	0	0	0	1510.7	1510.7	1.0
ACT 242	X=	0	0	0	0	0	907.1	907.1	1.0
ACT 243	X=	0	0	0	0	0	1360.7	1360.7	1.0
ACT 244	X=	0	0	0	0	0	764.3	764.3	1.0
ACT 245	X=	0	0	0	0	0	8514.3	8514.3	1.0
ACT 246	X=	1214	0	0	0	0	1214.3	1214.3	1.0
ACT 247	X=	186	0	0	0	0	185.7	185.7	1.0
ACT 248	X=	1136	0	0	0	0	1135.7	1135.7	1.0
ACT 249	X=	193	0	0	0	0	192.9	192.9	1.0
ACT 250	X=	0	1107	0	0	0	1107.1	1107.1	1.0
ACT 251	X=	0	0	975	0	0	975.0	975.0	1.0
ACT 252	X=	0	0	4532	0	0	4532.1	4532.1	1.0
ACT 253	X=	0	0	3229	0	0	3228.6	3228.6	1.0
ACT 254	X=	0	0	0	6036	0	6035.7	6035.7	1.0
ACT 255	X=	0	0	0	3071	0	3071.4	3071.4	1.0
ACT 256	X=	0	0	0	1457	0	1457.1	1457.1	1.0
ACT 257	X=	0	0	0	311	0	310.7	310.7	1.0

APPENDIX I-1

LISTING OF PROGRAM (P2X) TO CREATE BAILEY-FEDERLE X MATRIX SORTED BY NON-ZERO ENTRIES

```

1 CLEAR:ACTN=58: AN=ACTN+1 'ESTIMATE 58 ACTIVITIES INVOLVED
2 NN=25 ' # OF QUESTIONNAIRES
3 PN=INT(NN/10)+1 ' EACH PAGE PRINT 10 PEOPLE, MAXIMUM PAGE NUMBER
4 REM X=XI(XT+NXV)
5 TIS="BAILEY AND FEDERLE COMPUTERIZABILITY SORTED BY NON-ZERO"
10 DIM CODE(NN),ACTNUM(NN),POT(AN,NN+1),TOPS(NN),MCB(NN),BOB(NN),HSUM(AN)
11 DIM DOV(AN,NN+1),HDSUM(AN),KT(AN),CT(AN),RANK(AN)
20 FOR I=1 TO NN
30 READ ACTNUM(I): NEXT I ' ACTNUM INDICATE HOW MANY ACTIVITIES INVOLVED
40 DATA 6,3,6,8,6,11,7,11,11,7
50 DATA 5,14,10,9,10,11,5,4,4
60 DATA 5,11,7,3,4,7
70 OPEN "A:DATA2" FOR INPUT AS #1
80 FOR I=1 TO NN: INPUT #1, CODE(I):CODE#=STR$(CODE(I)):TOPS(I)=MID$(CODE#,2,1):
MCB(I)=MID$(CODE#,3,1):BOB(I)=RIGHT$(CODE#,1): FOR J=1 TO ACTNUM(I)
90 INPUT #1, A1,A2,A3,A4,A5,A6,A7: IF A1=299 THEN GOTO 120 '299 INDICATE REMA
INDER PERCENTAGE PORTIONS
91 REM## A2 IS XI(IMPORTANCE): A3 IS XT(TIME-CONSUMPTION)
100 POT(A1-199,I)=100*(A4+A5+A6+A7)/28:DOV(A1-199,I)=A2*(A3+POT(A1-199,I))
120 NEXT J: NEXT I 'BECAUSE ACTIVITY NUMBERED FROM #200
123 GOSUB 300
124 GOSUB 400 'SORTING PROCEDURE
125 GOSUB 500
130 END
300 REM ## CALCULATE BEFORE SORTING ##
310 FOR J=1 TO ACTN : KT(J)=0
320 FOR I=1 TO NN
330 IF DOV(J,I)=0 GOTO 350 ELSE KT(J)=KT(J)+1
350 NEXT I: NEXT J
399 RETURN
400 REM ## SORTING PROCESS ##
410 FOR J=1 TO AN: RANK(J)=J: NEXT J 'J IS THE RANKING BEFORE SORTING
420 FOR J=1 TO AN-1
430 MAX=KT(J)
440 FOR I=J+1 TO AN
450 IF KT(I)<=MAX THEN GOTO 480
460 MAX=KT(I): KT(I)=KT(J): KT(J)=MAX 'VALUE SORTED
470 TEMP=RANK(J): RANK(J)=RANK(I): RANK(I)=TEMP 'KEEP TRACK ON RANK
480 NEXT I: NEXT J
490 RETURN
500 S=1: SE=9
501 PRINT TIS
510 FOR PAGE=1 TO PN
520 PRINT TAB(17):FOR I=S TO S+SE: IF I=NN+1 THEN PRINT " " ELSE PRINT TOPS(I) S
PC(5): NEXT I:PRINT
530 PRINT TAB(17):FOR I=S TO S+SE:IF I=NN+1 THEN PRINT "AVG:" TOTAL:" # N
ON-ZERO" ELSE PRINT MCB(I) SPC(5): NEXT I:PRINT
540 PRINT TAB(17):FOR I=S TO S+SE:IF I=NN+1 THEN PRINT " " ELSE PRINT BOB(I) SPC
(5): NEXT I: PRINT
550 PRINT STRING$(80,45)
560 FOR J=1 TO ACTN 'ACTIVITY 200-257
570 PRINT "ACT":199+RANK(J):PRINT " X=" I
590 FOR I=S TO S+SE : IF I=NN+1 THEN GOSUB 631
590 PRINT USING "*****": DOV(RANK(J),I):HSUM(J)=HSUM(J)+DOV(RANK(J),I)
600 NEXT I:PRINT ' HSUM FOR HORIZONTAL SUM OF X (DOV HERE)
605 NEXT J
610 IF PAGE=PN GOTO 799 'LAST PAGE,
620 IF PAGE < PN-1 THEN S=S+10 ELSE GOTO 630
621 GOTO 649
630 S=21: SE=5
649 AB=INKEY$: IF AB="" GOTO 649
650 GOTO 700
651 IF KT(J)=0 THEN PRINT : GOTO 652 ELSE PRINT USING "*****.#": HSUM(J)/KT(J)
HSUM(J):KT(J)
652 RETURN 606
700 NEXT PAGE
799 RETURN
0

```

APPENDIX J

BAILEY-FEDERLE X MATRIX SORTED BY AVERAGE X

	1	1	1	1	1	1	1	1	1	1
	0	0	0	0	0	0	1	1	1	2
	0	1	3	5	6	9	1	4	9	0
ACT 245 X=	0	0	0	0	0	0	0	0	0	0
ACT 231 X=	0	7607	0	0	0	0	0	0	0	0
ACT 234 X=	0	0	0	0	0	0	0	0	0	10586
ACT 254 X=	0	0	0	0	0	0	0	0	0	0
ACT 252 X=	0	0	0	0	0	0	0	0	0	0
ACT 253 X=	0	0	0	0	0	0	0	0	0	0
ACT 255 X=	0	0	0	0	0	0	0	0	0	0
ACT 221 X=	0	0	0	214	5029	779	0	2100	0	0
ACT 220 X=	0	0	0	107	0	243	0	0	1114	0
ACT 236 X=	0	0	0	0	0	0	0	0	0	0
ACT 237 X=	0	0	0	0	0	0	0	0	0	0
ACT 232 X=	0	0	0	0	0	0	0	1768	0	0
ACT 241 X=	0	0	0	0	0	0	0	0	0	0
ACT 256 X=	0	0	0	0	0	0	0	0	0	0
ACT 238 X=	0	0	0	0	0	0	0	0	0	0
ACT 243 X=	0	0	0	0	0	0	0	0	0	0
ACT 214 X=	4100	0	443	1286	0	314	5250	0	285	1100
ACT 246 X=	0	0	0	0	0	0	0	0	0	0
ACT 240 X=	0	0	0	0	0	206	0	0	0	0
ACT 248 X=	0	0	0	0	0	0	0	0	0	0
ACT 216 X=	2411	0	0	1286	1543	0	2079	907	180	0
ACT 218 X=	0	0	5679	107	239	314	457	0	0	0
ACT 250 X=	0	0	0	0	0	0	0	0	0	0
ACT 251 X=	0	0	0	0	0	0	0	0	0	0
ACT 222 X=	0	0	0	0	0	0	0	479	335	0
ACT 204 X=	0	0	0	0	2114	0	0	301	0	0
ACT 242 X=	0	0	0	0	0	0	0	0	0	0
ACT 239 X=	0	0	0	0	0	0	0	0	0	0
ACT 229 X=	1457	0	0	857	0	386	90	0	0	186
ACT 244 X=	0	0	0	0	0	0	0	0	0	0
ACT 230 X=	707	1543	454	857	814	350	293	0	790	660
ACT 224 X=	0	0	0	0	0	0	0	907	0	0
ACT 235 X=	0	0	0	0	0	0	0	0	0	1329
ACT 215 X=	0	0	0	0	0	0	0	0	0	0
ACT 217 X=	489	707	282	0	0	386	0	242	540	0
ACT 212 X=	0	0	0	0	0	0	0	0	0	0
ACT 200 X=	0	0	300	0	0	514	0	0	730	0
ACT 225 X=	0	0	0	0	0	0	0	0	0	0
ACT 228 X=	386	0	0	857	0	0	125	0	0	346
ACT 223 X=	0	0	0	0	0	0	0	621	0	0
ACT 209 X=	0	0	0	0	0	0	0	301	483	0
ACT 213 X=	0	0	0	0	364	0	0	744	223	0
ACT 210 X=	0	0	0	0	0	0	0	0	0	0
ACT 257 X=	0	0	0	0	0	0	0	0	0	0
ACT 233 X=	0	0	0	0	0	0	0	0	0	294
ACT 208 X=	0	0	0	0	0	194	0	0	320	0
ACT 249 X=	0	0	0	0	0	0	0	0	0	0
ACT 247 X=	0	0	0	0	0	0	0	0	0	0
ACT 202 X=	0	0	0	0	0	0	0	0	0	0
ACT 219 X=	0	0	0	0	0	0	0	0	0	0

	1 2 1	1 2 6	1 2 7	1 3 0	1 3 3	1 3 5	1 3 8	1 4 6	1 4 7	1 5 3
ACT 245 X=	0	0	0	0	0	0	0	0	8514	0
ACT 231 X=	0	0	0	0	0	0	0	0	0	0
ACT 234 X=	1811	0	0	0	0	0	0	0	0	0
ACT 254 X=	0	0	0	0	0	0	0	0	0	0
ACT 252 X=	0	0	0	0	0	0	0	0	0	0
ACT 253 X=	0	0	0	0	0	0	0	0	0	0
ACT 255 X=	0	0	0	0	0	0	0	0	0	0
ACT 221 X=	0	0	0	0	0	703	0	2034	0	6786
ACT 220 X=	0	0	0	0	0	0	7786	4050	0	2411
ACT 236 X=	4286	0	0	0	0	0	0	0	0	0
ACT 237 X=	1929	0	0	0	0	0	0	0	0	0
ACT 232 X=	0	0	0	0	0	0	0	0	0	0
ACT 241 X=	0	0	0	0	0	0	1511	0	0	0
ACT 256 X=	0	0	0	0	0	0	0	0	0	0
ACT 238 X=	1382	0	0	0	0	0	0	0	0	0
ACT 243 X=	0	0	0	0	0	0	1361	0	0	0
ACT 214 X=	0	0	1240	0	621	554	0	2214	579	275
ACT 246 X=	0	0	0	0	0	0	0	0	0	0
ACT 240 X=	0	0	0	2160	0	0	0	0	0	0
ACT 248 X=	0	0	0	0	0	0	0	0	0	0
ACT 216 X=	0	0	0	0	229	391	0	0	0	0
ACT 218 X=	0	218	750	681	1429	0	0	0	0	0
ACT 250 X=	0	0	0	0	0	0	0	0	0	0
ACT 251 X=	0	0	0	0	0	0	0	0	0	0
ACT 222 X=	0	2518	1400	0	229	669	0	0	0	0
ACT 204 X=	0	1700	604	0	349	463	0	0	0	0
ACT 242 X=	0	0	0	0	0	0	907	0	0	0
ACT 239 X=	386	0	0	0	0	0	0	0	0	0
ACT 229 X=	0	0	0	2449	0	0	0	0	0	0
ACT 244 X=	0	0	0	0	0	0	764	0	0	0
ACT 230 X=	0	0	0	1340	971	0	0	1007	0	0
ACT 224 X=	0	443	0	0	0	0	0	0	0	0
ACT 235 X=	0	0	0	0	0	0	0	0	0	0
ACT 215 X=	0	0	0	0	0	545	0	0	0	0
ACT 217 X=	0	0	1082	0	436	651	0	0	0	564
ACT 212 X=	0	163	523	0	390	0	0	0	0	0
ACT 200 X=	0	0	640	0	879	0	0	0	0	0
ACT 225 X=	0	693	0	0	311	0	0	0	0	0
ACT 228 X=	0	614	366	753	0	0	0	0	243	529
ACT 223 X=	0	244	0	175	0	733	0	0	418	0
ACT 209 X=	0	231	0	390	0	577	0	0	0	0
ACT 213 X=	0	164	0	0	0	0	0	0	0	0
ACT 210 X=	0	255	168	263	0	715	0	0	0	0
ACT 257 X=	0	0	0	0	0	0	0	0	0	0
ACT 233 X=	0	0	0	0	0	0	0	0	0	0
ACT 208 X=	0	0	0	0	0	0	0	0	0	0
ACT 249 X=	0	0	0	0	0	0	0	0	0	0
ACT 247 X=	0	0	0	0	0	0	0	0	0	0
ACT 202 X=	0	0	0	173	0	0	0	0	0	0
ACT 219 X=	0	168	0	0	0	0	0	0	0	0

	1	1	1	1	1			
	5	5	5	5	6	AVG	TOTAL	# NON-ZERO
	5	6	7	9	1			
ACT 245 X=	0	0	0	0	0	8514.3	8514.3	1.0
ACT 231 X=	0	0	0	0	0	7607.1	7607.1	1.0
ACT 234 X=	0	0	0	0	0	6198.2	12396.4	2.0
ACT 254 X=	0	0	0	6036	0	6035.7	6035.7	1.0
ACT 292 X=	0	0	4532	0	0	4532.1	4532.1	1.0
ACT 253 X=	C	0	3229	0	0	3228.6	3228.6	1.0
ACT 255 X=	0	0	0	3071	0	3071.4	3071.4	1.0
ACT 221 X=	0	5625	0	0	0	2911.1	23288.6	8.0
ACT 220 X=	0	0	0	0	0	2618.5	15710.7	6.0
ACT 236 X=	270	0	0	0	0	2277.9	4555.7	2.0
ACT 237 X=	0	0	0	0	0	1928.6	1928.6	1.0
ACT 232 X=	0	0	0	0	0	1767.9	1767.9	1.0
ACT 241 X=	0	0	0	0	0	1510.7	1510.7	1.0
ACT 256 X=	0	0	0	1457	0	1457.1	1457.1	1.0
ACT 238 X=	0	0	0	0	0	1382.1	1382.1	1.0
ACT 243 X=	0	0	0	0	0	1360.7	1360.7	1.0
ACT 214 X=	0	0	0	0	425	1334.7	18686.3	14.0
ACT 246 X=	1214	0	0	0	0	1214.3	1214.3	1.0
ACT 240 X=	0	0	0	0	0	1183.2	2366.4	2.0
ACT 248 X=	1136	0	0	0	0	1135.7	1135.7	1.0
ACT 216 X=	0	0	0	0	0	1128.1	9024.9	8.0
ACT 218 X=	440	0	0	0	2079	1126.6	12392.7	11.0
ACT 250 X=	0	1107	0	0	0	1107.1	1107.1	1.0
ACT 251 X=	0	0	975	0	0	975.0	975.0	1.0
ACT 222 X=	0	0	0	0	0	938.1	5628.6	6.0
ACT 204 X=	0	0	0	0	0	921.9	5531.4	6.0
ACT 242 X=	0	0	0	0	0	907.1	907.1	1.0
ACT 239 X=	0	0	0	0	0	885.7	885.7	1.0
ACT 229 X=	0	0	0	0	364	827.1	5789.7	7.0
ACT 244 X=	0	C	0	0	0	764.3	764.3	1.0
ACT 230 X=	101	354	0	0	800	736.1	11041.0	15.0
ACT 224 X=	C	0	0	0	0	675.0	1350.0	2.0
ACT 235 X=	15	0	0	0	0	671.9	1343.9	2.0
ACT 215 X=	0	663	0	0	0	604.0	1208.0	2.0
ACT 217 X=	121	0	0	0	1343	570.4	6844.3	12.0
ACT 212 X=	0	0	0	0	1129	551.1	2204.6	4.0
ACT 200 X=	150	0	0	0	421	550.6	3854.3	7.0
ACT 225 X=	0	0	0	0	0	501.8	1003.6	2.0
ACT 228 X=	0	0	0	0	0	468.9	4219.7	9.0
ACT 223 X=	C	0	0	0	0	438.4	2191.9	5.0
ACT 209 X=	0	0	0	0	0	396.4	1981.9	5.0
ACT 213 X=	0	0	0	0	0	374.0	1495.9	4.0
ACT 210 X=	0	0	0	0	0	350.4	1401.7	4.0
ACT 257 X=	0	0	0	311	0	310.7	310.7	1.0
ACT 233 X=	0	0	0	0	0	293.6	293.6	1.0
ACT 208 X=	0	0	0	0	0	256.8	513.6	2.0
ACT 249 X=	193	0	0	0	0	192.9	192.9	1.0
ACT 247 X=	186	0	0	0	0	185.7	185.7	1.0
ACT 202 X=	0	0	0	0	0	173.4	173.4	1.0
ACT 219 X=	0	0	0	0	0	168.3	168.3	1.0

APPENDIX J-1

LISTING OF PROGRAM (P2XSA) TO CREATE BAILEY-FEDERLE MATRIX SORTED BY AVERAGE X

```

1 CLEAR:ACTN=58: AN=ACTN+1      'ESTIMATE 58 ACTIVITIES INVOLVED
2 NN=25      ' # OF QUESTIONNAIRES
3 PN=INT(NN/10)+1      ' EACH PAGE PRINT 10 PEOPLE, MAXIMUM PAGE NUMBER
4 REM X=XI(XT+NXU)
5 TIS='BAILEY AND FEDERLE COMPUTERIZABILITY SORTED BY AVERAGE'
10 DIM CODE(NN),ACTNUM(NN),POT(AN,NN+1),TOPS(NN),MCS(NN),BOS(NN),HSUM(AN)
11 DIM DOV(AN,NN+1),HDSUM(AN),KT(AN),CT(AN),RANK(AN),AVG(AN)
20 FOR I=1 TO NN
30 READ ACTNUM(I): NEXT I      ' ACTNUM INDICATE HOW MANY ACTIVITIES INVOLVED
40 DATA 6,3,6,8,6,11,7,11,11,7
50 DATA 5,14,10,9,10,11,5,4,4
60 DATA 5,11,7,3,4,7
70 OPEN 'A:DATA2' FOR INPUT AS #1
80 FOR I=1 TO NN: INPUT #1, CODE(I):CODE$=STR$(CODE(I)):TOPS(I)=MID$(CODE$,2,1):
MCS(I)=MID$(CODE$,3,1):BOS(I)=RIGHT$(CODE$,1): FOR J=1 TO ACTNUM(I)
90 INPUT #1, A1,A2,A3,A4,A5,A6,A7: IF A1=299 THEN GOTO 120      '299 INDICATE REMA
INDER PERCENTAGE PORTIONS
101 REM## A2 IS XI(IMPORTANCE); A3 IS XT(TIME-CONSUMPTION)
100 POT(A1-199,I)=100*(A4+A5+A6+A7)/28:DOV(A1-199,I)=A2*(A3+POT(A1-199,I))
120 NEXT J: NEXT I      'BECAUSE ACTIVITY NUMBERED FROM #200
123 GOSUB 300
124 GOSUB 400      'SORTING PROCEDURE
:25 GOSUB 500
130 END
300 REM ### CALCULATE BEFORE SORTING ###
310 FOR J=1 TO ACTN : KT(J)=0: HSUM(J)=0
320 FOR I=1 TO NN
330 IF DOV(J,I)=0 GOTO 350 ELSE KT(J)=KT(J)+1: HSUM(J)=HSUM(J)+DOV(J,I)
350 NEXT I
351 IF KT(J)=0 GOTO 352 ELSE AVG(J)=HSUM(J)/KT(J)
352 NEXT J
399 RETURN
400 REM ### SORTING PROCESS ###
410 FOR J=1 TO AN: RANK(J)=J: NEXT J      'J IS THE RANKING BEFORE SORTING
420 FOR J=1 TO AN-1
430 MAX=AVG(J)
440 FOR I=J+1 TO AN
450 IF AVG(I)<=MAX THEN GOTO 480
460 MAX=AVG(I): AVG(I)=AVG(J): AVG(J)=MAX      'VALUE SORTED
470 TEMP=RANK(J): RANK(J)=RANK(I): RANK(I)=TEMP      'KEEP TRACK ON RANK
480 NEXT I: NEXT J
490 RETURN
500 S=1: SE=9
501 PRINT TIS
510 FOR PAGE=1 TO PN
520 PRINT TAB(17):FOR I=S TO S+SE: IF I=NN+1 THEN PRINT " " ELSE PRINT TOPS(I) S
PC(I):: NEXT I:PRINT
530 PRINT TAB(17):FOR I=S TO S+SE:IF I=NN+1 THEN PRINT "AVG:" TOTAL:" # N
ON-ZERO" ELSE PRINT MCS(I) SPC(3):: NEXT I:PRINT
540 PRINT TAB(17):FOR I=S TO S+SE:IF I=NN+1 THEN PRINT " " ELSE PRINT BOS(I) SPC
(5):: NEXT I: PRINT
550 PRINT STRING$(80,45)
560 FOR J=1 TO ACTN      ' ACTIVITY 200-257
570 PRINT "ACT":199+RANK(J)::PRINT " X=" ;
580 FOR I=S TO S+SE : IF I=NN+1 THEN GOSUB 451
590 PRINT USING "#####": DOV(RANK(J),I)
600 NEXT I:PRINT      ' HSUM FOR HORIZONTAL SUM OF X (DOV HERE)
506 NEXT J
610 IF PAGE=PN GOTO 799      'LAST PAGE,
620 IF PAGE < PN-1 THEN S=S+10 ELSE GOTO 630
621 GOTO 649
630 S=21: SE=3
649 AS=INKEY$: IF AS="" GOTO 649
650 GOTO 700
651 IF KT(RANK(J))=0 THEN PRINT : GOTO 652 ELSE PRINT USING "#####.": AVG(J):
AVG(J)*KT(RANK(J));KT(RANK(J))
652 RETURN      606
700 NEXT PAGE
799 RETURN
0

```

APPENDIX K
KROBOCK DATA REDUCTION MATRIX

KROBOCK DATA						
	A	B	C	D	B+C	A/(A+(B+C))
100	0.500	0.500	0.300	0.700	0.150	0.769
101	0.850	0.150	0.000	1.000	0.000	1.000
103	0.150	0.850	0.900	0.100	0.765	0.164
105	0.300	0.700	0.600	0.400	0.420	0.417
106	0.100	0.900	0.200	0.800	0.180	0.357
109	0.200	0.800	0.500	0.500	0.400	0.333
111	0.000	1.000	0.020	0.980	0.020	0.000
114	0.600	0.400	0.500	0.500	0.200	0.750
119	0.200	0.800	0.500	0.500	0.400	0.333
120	0.020	0.980	0.050	0.950	0.049	0.290
121	0.750	0.250	0.800	0.200	0.200	0.789
124	0.400	0.600	0.300	0.700	0.180	0.690
127	0.370	0.730	0.150	0.850	0.109	0.772
130	0.250	0.750	0.050	0.950	0.037	0.870
133	0.200	0.800	0.450	0.550	0.360	0.357
135	0.050	0.950	0.150	0.850	0.142	0.260
138	0.400	0.600	0.750	0.250	0.450	0.471
146	0.400	0.600	0.200	0.800	0.120	0.769
147	0.000	1.000	0.000	1.000	0.000	0.000
153	0.100	0.900	0.350	0.650	0.315	0.241
155	0.100	0.900	0.400	0.600	0.360	0.217
156	0.650	0.350	0.000	1.000	0.000	1.000
157	0.100	0.900	0.100	0.900	0.090	0.526
159	0.500	0.500	0.900	0.100	0.450	0.526
161	0.500	0.500	0.750	0.250	0.375	0.571

APPENDIX K-1

KROBOCK QUESTIONNAIRE DATA AS STORED IN THE DATA BASE (DATA 3)

```

C)TYPE A:DATA3
100 50 50 30 70 300 30 301 25 302 45
101 85 15 0 100 303 97 304 3
103 15 85 90 10 305 20 306 75 307 5
105 30 70 40 40 310 50 308 25 309 25
106 10 90 20 80 301 90 309 5 311 5
109 20 80 50 50 312 45 313 45 314 10
111 0 100 2 98
114 60 40 50 50 315 60 303 40
119 20 80 50 50 310 50 316 5 301 25 317 10 314 10
120 2 98 5 95 318 100
121 75 25 80 20 319 15 320 15 302 20 321 10 322 10 323 30
126 40 60 30 70 324 13 325 5 326 20 327 10 328 20 329 10 330 10 304 2 331 5
332 5
127 37 73 15 85 313 15 333 10 334 25 337 10 335 25 312 15
130 25 75 5 95 336 25 332 50 338 10 335 10 311 5
133 20 80 45 55 335 45 339 5 341 10 313 5 301 25 340 10
135 5 95 15 85 317 20 345 40 300 40
138 40 60 75 25 317 40 316 10 308 10 305 10 342 10 343 10 344 10
146 40 60 20 80 345 50 336 10 346 10 343 5 347 5 311 5 305 5 344 5 301 5
147 0 100 0 100 348 100
153 10 90 35 45 301 70 309 30
155 10 90 40 60 312 36 301 37 349 5 353 5 348 1 350 1 351 1 352 1 313 5
334 1 333 1 335 1 354 5
156 45 35 0 100 348 100
157 10 90 10 90 355 50 356 50
159 50 50 90 10 303 100
161 50 50 75 25 313 85 334 5 357 10
100 0 30 30 20 10 0 10
20 30 20 20 10 0 0
20 20 20 10 10 10 10
101 5 5 50 10 15 10 5
10 10 30 10 10 15 15
103 20 15 20 10 10 10 15
20 15 20 10 10 10 15
20 5 5 25 5 20 20
105 0 50 50 0 0 0 0
75 0 12.5 12.5 0 0 0
50 25 12.5 12.5 0 0 0
106 20 30 10 5 5 20 10
10 20 30 5 5 20 10
10 30 30 10 10 5 5
109 5 20 30 5 15 10 15
5 20 20 10 15 15 15
5 20 20 10 15 15 15
111
114 10 20 30 20 10 5 5
20 10 50 10 5 6 0
119 15 15 20 10 15 15 10
5 10 50 5 20 10 0
5 5 50 10 20 10 0
20 20 50 0 0 10 0
25 20 40 0 5 10 0
120 10 45 45 0 0 0 0
121 25 20 20 10 5 10 10
25 20 20 10 5 10 10
20 20 20 10 10 10 10
20 20 20 20 5 10 5
20 20 20 10 15 5 10
10 25 20 10 15 10 10

```

126 5 20 30 10 15 5 15
5 30 25 10 10 5 15
5 30 25 10 15 5 10
5 30 25 10 10 5 15
5 30 25 10 10 5 15
5 30 30 10 10 5 10
5 30 30 10 10 5 10
5 20 25 10 10 10 20
20 30 30 5 5 5 5
20 20 20 10 10 10 10
127 0 10 20 20 20 20 10
10 10 20 10 10 30 10
20 20 20 10 10 20 0
10 20 20 20 10 10 10
5 10 25 10 10 30 10
20 10 10 10 10 30 10
130 5 5 25 10 25 20 10
20 20 25 5 10 10 10
10 15 35 10 20 5 5
25 5 50 5 5 5 5
20 25 25 10 10 5 5
133 20 15 20 10 10 15 10
20 15 20 15 10 10 10
10 15 25 10 10 15 15
30 10 15 10 10 20 15
15 20 20 10 10 15 10
25 20 25 10 5 10 5
135 10 20 20 10 10 10 20
20 20 20 15 15 5 5
10 20 10 5 15 10 30
138 0 0 75 0 0 25 0
10 0 70 0 0 20 0
0 0 80 0 0 20 0
0 0 0 0 0 0 0
10 0 70 0 0 20 0
0 0 85 0 0 15 0
10 0 70 0 0 20 0
146 0 25 50 0 0 0 25
35 0 35 0 0 30 0
25 0 50 0 0 25 0
25 0 50 0 0 25 0
35 0 35 0 0 30 0
35 0 35 0 0 30 0
35 0 35 0 0 30 0
35 0 35 0 0 30 0
35 0 35 0 0 30 0
147 50 50 0 0 0 0 0
153 5 25 25 5 10 5 25
5 25 25 5 25 5 10
155 20 30 0 20 20 5 5
30 30 10 10 10 5 5
5 15 20 20 20 10 10
0 0 0 0 0 0 0
15 25 25 20 5 5 5
0 0 0 0 0 0 0
10 10 20 20 20 10 10
0 0 0 0 0 0 0
10 10 20 20 20 10 10
10 10 20 20 20 10 10
10 10 20 20 20 10 10
10 10 20 20 20 10 10
156 25 25 25 10 4 10 1
157 25 25 25 0 0 0 25
25 25 25 0 0 0 25
159 25 1 50 10 4 5 5
161 50 50 0 0 0 0 0
0 50 50 0 0 0 0
15 15 15 15 15 15 10

APPENDIX K-2

LISTING OF PROGRAM (P3TL) TO CREATE KROBOCK DATA REDUCTION MATRIX

```

1 CLEAR:NN=25: RN=61      ' NN= # OF PEOPLE; RN= # OF REPORT ESTIMATED
5 TI$="KROBOCK DATA"
10 DIM CODE(NN),ACTNUM(NN)
11 DIM UNIT(NN,7)
20 FOR I=1 TO NN
30 READ ACTNUM(I): NEXT I
40 DATA 3,2,3,3,3, 3,0,2 ,5 ,1
50 DATA 6,10,6 ,5,6 ,3 ,7,9,1
60 DATA 2,13,1,2,1,3
70 OPEN "A:DATA3" FOR INPUT AS #1
80 FOR I=1 TO NN: INPUT #1, KODE,A,B,C,D:CODE(I)=KODE
81 A=A*.01: B=B*.01: C=C*.01: D=D*.01
95 UNIT(I,1)=A
96 UNIT(I,2)=B
97 UNIT(I,3)=C
98 UNIT(I,4)=D
99 UNIT(I,5)=B*C
100 IF (A+(B*C))=0 THEN UNIT(I,6)=0! ELSE UNIT(I,6)=A/(A+(B*C))
101 UNIT(I,7)=A2*.01      'VALUE OF CURRENT INFORMATION
118 FOR J= 1 TO ACTNUM(I)
119 INPUT #1, A1,A2
120 NEXT J
121 NEXT I
122 FOR I=1 TO NN:INPUT #1,DUMKD: FOR J=1 TO ACTNUM(I): INPUT #1,V1,V2,V3,V4,V5,
V6,V7:NEXT J: NEXT I
125 GOSUB 500
130 END
500 REM *** DRAW TABLES *****
501 PRINT TI$
530 PRINT SPC(15) "A" SPC(8) "B" SPC(7) "C" SPC(6) "D" SPC(6) "B*C" SPC(3) "A/(A
+(B*C))"
540 PRINT STRING$(75,45)      'HEADING
550 FOR I=1 TO NN
570 PRINT CODE(I) SPC(6):: FOR M=1 TO 6: PRINT USING"###.###"; UNIT(I,M):: NEXT
M
580 PRINT
700 NEXT I
800 RETURN
0

```

APPENDIX L
KROBOCK DATA SORTED BY SPECIFIC REPORTS

KROBOCK SORTED REPORT NUMBER
(REPORT # 300)

	A	SCORE	A#SCORE	1	2	3	4	5	6	7
100	0.500	0.300	0.1500	0.00	0.30	0.30	0.20	0.10	0.00	0.10
135	0.050	0.400	0.0200	0.10	0.20	0.10	0.05	0.15	0.10	0.30
TOTAL	0.550	0.700	0.1700	0.10	0.50	0.40	0.25	0.25	0.10	0.40
AVERAGE	0.275	0.350	0.0850	0.05	0.25	0.20	0.12	0.12	0.05	0.20

(REPORT # 301)

	A	SCORE	A#SCORE	1	2	3	4	5	6	7
100	0.500	0.250	0.1250	0.20	0.30	0.20	0.20	0.10	0.00	0.00
106	0.100	0.900	0.0900	0.20	0.30	0.10	0.05	0.05	0.20	0.10
119	0.200	0.250	0.0500	0.05	0.05	0.50	0.10	0.20	0.10	0.00
133	0.200	0.250	0.0500	0.15	0.20	0.20	0.10	0.10	0.15	0.10
146	0.400	0.050	0.0200	0.35	0.00	0.35	0.00	0.00	0.30	0.00
153	0.100	0.700	0.0700	0.05	0.25	0.25	0.05	0.10	0.05	0.25
155	0.100	0.370	0.0370	0.30	0.30	0.10	0.10	0.10	0.05	0.05
TOTAL	1.600	2.770	0.4420	1.30	1.40	1.70	0.60	0.65	0.85	0.50
AVERAGE	0.229	0.396	0.0631	0.19	0.20	0.24	0.09	0.09	0.12	0.07

(REPORT # 302)

	A	SCORE	A#SCORE	1	2	3	4	5	6	7
100	0.500	0.450	0.2250	0.20	0.20	0.20	0.10	0.10	0.10	0.10
121	0.750	0.200	0.1500	0.20	0.20	0.20	0.10	0.10	0.10	0.10
TOTAL	1.250	0.650	0.3750	0.40	0.40	0.40	0.20	0.20	0.20	0.20
AVERAGE	0.625	0.325	0.1875	0.20	0.20	0.20	0.10	0.10	0.10	0.10

(REPORT # 303)

	A	SCORE	A#SCORE	1	2	3	4	5	6	7
101	0.850	0.970	0.8245	0.05	0.05	0.50	0.10	0.15	0.10	0.05
114	0.600	0.400	0.2400	0.20	0.10	0.50	0.10	0.05	0.06	0.00
159	0.500	1.000	0.5000	0.25	0.01	0.50	0.10	0.04	0.05	0.05
TOTAL	1.950	2.370	1.5645	0.50	0.16	1.50	0.30	0.24	0.21	0.10
AVERAGE	0.650	0.790	0.5215	0.17	0.05	0.50	0.10	0.08	0.07	0.03

(REPORT # 304)

	A	SCORE	A#SCORE	1	2	3	4	5	6	7
101	0.850	0.030	0.0255	0.10	0.10	0.30	0.10	0.10	0.15	0.15
126	0.400	0.020	0.0080	0.05	0.20	0.25	0.10	0.10	0.10	0.20
TOTAL	1.250	0.050	0.0335	0.15	0.30	0.55	0.20	0.20	0.25	0.35
AVERAGE	0.625	0.025	0.0168	0.07	0.15	0.27	0.10	0.10	0.12	0.17

(REPORT # 305)										
	A	SCORE	A*SCORE	1	2	3	4	5	6	7
103	0.150	0.200	0.0300	0.20	0.15	0.20	0.10	0.10	0.10	0.15
138	0.400	0.100	0.0400	0.00	0.00	0.00	0.00	0.00	0.00	0.00
146	0.400	0.050	0.0200	0.35	0.00	0.35	0.00	0.00	0.30	0.00
TOTAL	0.950	0.350	0.0900	0.55	0.15	0.55	0.10	0.10	0.40	0.15
AVERAGE	0.317	0.117	0.0300	0.18	0.05	0.18	0.03	0.03	0.13	0.05

(REPORT # 306)										
	A	SCORE	A*SCORE	1	2	3	4	5	6	7
103	0.150	0.750	0.1125	0.20	0.15	0.20	0.10	0.10	0.10	0.15
TOTAL	0.150	0.750	0.1125	0.20	0.15	0.20	0.10	0.10	0.10	0.15
AVERAGE	0.150	0.750	0.1125	0.20	0.15	0.20	0.10	0.10	0.10	0.15

(REPORT # 307)										
	A	SCORE	A*SCORE	1	2	3	4	5	6	7
103	0.150	0.050	0.0075	0.20	0.05	0.05	0.25	0.05	0.20	0.20
TOTAL	0.150	0.050	0.0075	0.20	0.05	0.05	0.25	0.05	0.20	0.20
AVERAGE	0.150	0.050	0.0075	0.20	0.05	0.05	0.25	0.05	0.20	0.20

(REPORT # 308)										
	A	SCORE	A*SCORE	1	2	3	4	5	6	7
105	0.300	0.250	0.0750	0.75	0.00	0.13	0.13	0.00	0.00	0.00
138	0.400	0.100	0.0400	0.00	0.00	0.80	0.00	0.00	0.20	0.00
TOTAL	0.700	0.350	0.1150	0.75	0.00	0.93	0.13	0.00	0.20	0.00
AVERAGE	0.350	0.175	0.0575	0.38	0.00	0.46	0.07	0.00	0.10	0.00

(REPORT # 309)										
	A	SCORE	A*SCORE	1	2	3	4	5	6	7
105	0.300	0.250	0.0750	0.50	0.25	0.13	0.13	0.00	0.00	0.00
106	0.100	0.050	0.0050	0.10	0.20	0.30	0.05	0.05	0.20	0.10
153	0.100	0.300	0.0300	0.05	0.25	0.25	0.05	0.25	0.05	0.10
TOTAL	0.500	0.600	0.1100	0.65	0.70	0.68	0.23	0.30	0.25	0.20
AVERAGE	0.167	0.200	0.0367	0.22	0.23	0.23	0.08	0.10	0.08	0.07

(REPORT # 310)										
	A	SCORE	A*SCORE	1	2	3	4	5	6	7
105	0.300	0.500	0.1500	0.00	0.50	0.50	0.00	0.00	0.00	0.00
119	0.200	0.500	0.1000	0.15	0.15	0.20	0.10	0.15	0.15	0.10
TOTAL	0.500	1.000	0.2500	0.15	0.65	0.70	0.10	0.15	0.15	0.10
AVERAGE	0.250	0.500	0.1250	0.07	0.33	0.35	0.05	0.07	0.07	0.05

(REPORT # 311)										
	A	SCORE	A*SCORE	1	2	3	4	5	6	7
106	0.100	0.050	0.0050	0.10	0.30	0.30	0.10	0.10	0.05	0.05
130	0.250	0.050	0.0125	0.20	0.25	0.25	0.10	0.10	0.05	0.05
146	0.400	0.050	0.0200	0.35	0.00	0.35	0.00	0.00	0.30	0.00
TOTAL	0.750	0.150	0.0375	0.65	0.55	0.90	0.20	0.20	0.40	0.10
AVERAGE	0.250	0.050	0.0125	0.22	0.18	0.30	0.07	0.07	0.13	0.03

(REPORT # 312)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
109	0.200	0.450	0.0900	0.05	0.20	0.30	0.05	0.15	0.10	0.15
127	0.370	0.150	0.0555	0.20	0.10	0.10	0.10	0.10	0.30	0.10
155	0.100	0.360	0.0360	0.20	0.30	0.00	0.20	0.20	0.05	0.05
TOTAL	0.670	0.960	0.1815	0.45	0.60	0.40	0.35	0.45	0.45	0.30
AVERAGE	0.223	0.320	0.0605	0.15	0.20	0.13	0.12	0.15	0.15	0.10

(REPORT # 313)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
109	0.200	0.450	0.0900	0.05	0.20	0.20	0.10	0.15	0.15	0.15
127	0.370	0.150	0.0555	0.00	0.10	0.20	0.20	0.20	0.20	0.10
133	0.200	0.050	0.0100	0.30	0.10	0.15	0.10	0.10	0.20	0.15
155	0.100	0.050	0.0050	0.10	0.10	0.20	0.20	0.20	0.10	0.10
161	0.500	0.850	0.4250	0.50	0.50	0.00	0.00	0.00	0.00	0.00
TOTAL	1.370	1.550	0.5855	0.95	1.00	0.75	0.60	0.65	0.65	0.50
AVERAGE	0.274	0.310	0.1171	0.19	0.20	0.15	0.12	0.13	0.13	0.10

(REPORT # 314)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
109	0.200	0.100	0.0200	0.05	0.20	0.20	0.10	0.15	0.15	0.15
119	0.200	0.100	0.0200	0.25	0.20	0.40	0.00	0.05	0.10	0.00
TOTAL	0.400	0.200	0.0400	0.30	0.40	0.60	0.10	0.20	0.25	0.15
AVERAGE	0.200	0.100	0.0200	0.15	0.20	0.30	0.05	0.10	0.12	0.07

(REPORT # 315)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
114	0.600	0.600	0.3600	0.10	0.20	0.30	0.20	0.10	0.05	0.05
TOTAL	0.600	0.600	0.3600	0.10	0.20	0.30	0.20	0.10	0.05	0.05
AVERAGE	0.600	0.600	0.3600	0.10	0.20	0.30	0.20	0.10	0.05	0.05

(REPORT # 316)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
119	0.200	0.050	0.0100	0.05	0.10	0.50	0.05	0.20	0.10	0.00
138	0.400	0.100	0.0400	0.10	0.00	0.70	0.00	0.00	0.20	0.00
TOTAL	0.600	0.150	0.0500	0.15	0.10	1.20	0.05	0.20	0.30	0.00
AVERAGE	0.300	0.075	0.0250	0.07	0.05	0.60	0.02	0.10	0.15	0.00

(REPORT # 317)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
119	0.200	0.100	0.0200	0.20	0.20	0.50	0.00	0.00	0.10	0.00
135	0.050	0.200	0.0100	0.10	0.20	0.20	0.10	0.10	0.10	0.20
138	0.400	0.400	0.1600	0.00	0.00	0.75	0.00	0.00	0.25	0.00
TOTAL	0.650	0.700	0.1900	0.30	0.40	1.45	0.10	0.10	0.45	0.20
AVERAGE	0.217	0.233	0.0633	0.10	0.13	0.48	0.03	0.03	0.15	0.07

(REPORT # 318)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
120	0.020	1.000	0.0200	0.10	0.45	0.45	0.00	0.00	0.00	0.00
TOTAL	0.020	1.000	0.0200	0.10	0.45	0.45	0.00	0.00	0.00	0.00
AVERAGE	0.020	1.000	0.0200	0.10	0.45	0.45	0.00	0.00	0.00	0.00

(REPORT # 319)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
121	0.750	0.150	0.1125	0.25	0.20	0.20	0.10	0.05	0.10	0.10
TOTAL	0.750	0.150	0.1125	0.25	0.20	0.20	0.10	0.05	0.10	0.10
AVERAGE	0.750	0.150	0.1125	0.25	0.20	0.20	0.10	0.05	0.10	0.10

(REPORT # 320)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
121	0.750	0.150	0.1125	0.25	0.20	0.20	0.10	0.05	0.10	0.10
TOTAL	0.750	0.150	0.1125	0.25	0.20	0.20	0.10	0.05	0.10	0.10
AVERAGE	0.750	0.150	0.1125	0.25	0.20	0.20	0.10	0.05	0.10	0.10

(REPORT # 321)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
121	0.750	0.100	0.0750	0.20	0.20	0.20	0.20	0.05	0.10	0.05
TOTAL	0.750	0.100	0.0750	0.20	0.20	0.20	0.20	0.05	0.10	0.05
AVERAGE	0.750	0.100	0.0750	0.20	0.20	0.20	0.20	0.05	0.10	0.05

(REPORT # 322)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
121	0.750	0.100	0.0750	0.20	0.20	0.20	0.10	0.15	0.05	0.10
TOTAL	0.750	0.100	0.0750	0.20	0.20	0.20	0.10	0.15	0.05	0.10
AVERAGE	0.750	0.100	0.0750	0.20	0.20	0.20	0.10	0.15	0.05	0.10

(REPORT # 323)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
121	0.750	0.300	0.2250	0.10	0.25	0.20	0.10	0.15	0.10	0.10
TOTAL	0.750	0.300	0.2250	0.10	0.25	0.20	0.10	0.15	0.10	0.10
AVERAGE	0.750	0.300	0.2250	0.10	0.25	0.20	0.10	0.15	0.10	0.10

(REPORT # 324)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
126	0.400	0.130	0.0520	0.05	0.20	0.30	0.10	0.15	0.05	0.15
TOTAL	0.400	0.130	0.0520	0.05	0.20	0.30	0.10	0.15	0.05	0.15
AVERAGE	0.400	0.130	0.0520	0.05	0.20	0.30	0.10	0.15	0.05	0.15

(REPORT # 325)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
126	0.400	0.050	0.0200	0.05	0.30	0.25	0.10	0.10	0.05	0.15
TOTAL	0.400	0.050	0.0200	0.05	0.30	0.25	0.10	0.10	0.05	0.15
AVERAGE	0.400	0.050	0.0200	0.05	0.30	0.25	0.10	0.10	0.05	0.15

(REPORT # 326)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
126	0.400	0.200	0.0800	0.05	0.30	0.25	0.10	0.15	0.05	0.10
TOTAL	0.400	0.200	0.0800	0.05	0.30	0.25	0.10	0.15	0.05	0.10
AVERAGE	0.400	0.200	0.0800	0.05	0.30	0.25	0.10	0.15	0.05	0.10

(REPORT # 327)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
126	0.400	0.100	0.0400	0.05	0.30	0.25	0.10	0.10	0.05	0.15
TOTAL	0.400	0.100	0.0400	0.05	0.30	0.25	0.10	0.10	0.05	0.15
AVERAGE	0.400	0.100	0.0400	0.05	0.30	0.25	0.10	0.10	0.05	0.15

(REPORT # 328)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
126	0.400	0.200	0.0800	0.05	0.30	0.25	0.10	0.10	0.05	0.15
TOTAL	0.400	0.200	0.0800	0.05	0.30	0.25	0.10	0.10	0.05	0.15
AVERAGE	0.400	0.200	0.0800	0.05	0.30	0.25	0.10	0.10	0.05	0.15

(REPORT # 329)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
126	0.400	0.100	0.0400	0.05	0.30	0.30	0.10	0.10	0.05	0.10
TOTAL	0.400	0.100	0.0400	0.05	0.30	0.30	0.10	0.10	0.05	0.10
AVERAGE	0.400	0.100	0.0400	0.05	0.30	0.30	0.10	0.10	0.05	0.10

(REPORT # 330)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
126	0.400	0.100	0.0400	0.05	0.30	0.30	0.10	0.10	0.05	0.10
TOTAL	0.400	0.100	0.0400	0.05	0.30	0.30	0.10	0.10	0.05	0.10
AVERAGE	0.400	0.100	0.0400	0.05	0.30	0.30	0.10	0.10	0.05	0.10

(REPORT # 331)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
126	0.400	0.050	0.0200	0.20	0.30	0.30	0.05	0.05	0.05	0.05
TOTAL	0.400	0.050	0.0200	0.20	0.30	0.30	0.05	0.05	0.05	0.05
AVERAGE	0.400	0.050	0.0200	0.20	0.30	0.30	0.05	0.05	0.05	0.05

(REPORT # 332)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
126	0.400	0.050	0.0200	0.20	0.20	0.20	0.10	0.10	0.10	0.10
130	0.250	0.500	0.1250	0.20	0.20	0.25	0.05	0.10	0.10	0.10
TOTAL	0.650	0.550	0.1450	0.40	0.40	0.45	0.15	0.20	0.20	0.20

(REPORT # 333)

A	SCORE	A*SCORE	1	2	3	4	5	6	7	
127	0.370	0.100	0.0370	0.10	0.10	0.20	0.10	0.10	0.30	0.10
155	0.100	0.010	0.0010	0.10	0.10	0.20	0.20	0.20	0.10	0.10
TOTAL	0.470	0.110	0.0380	0.20	0.20	0.40	0.30	0.30	0.40	0.20
AVERAGE	0.235	0.055	0.0190	0.10	0.10	0.20	0.15	0.15	0.20	0.10

(REPORT # 334)

A	SCORE	A*SCORE	1	2	3	4	5	6	7	
127	0.370	0.250	0.0925	0.20	0.20	0.20	0.10	0.10	0.20	0.00
155	0.100	0.010	0.0010	0.10	0.10	0.20	0.20	0.20	0.10	0.10
161	0.500	0.050	0.0250	0.00	0.50	0.50	0.00	0.00	0.00	0.00
TOTAL	0.970	0.310	0.1185	0.30	0.80	0.90	0.30	0.30	0.30	0.10
AVERAGE	0.323	0.103	0.0395	0.10	0.27	0.30	0.10	0.10	0.10	0.03

(REPORT # 335)

A	SCORE	A*SCORE	1	2	3	4	5	6	7	
127	0.370	0.250	0.0925	0.05	0.10	0.25	0.10	0.10	0.30	0.10
130	0.250	0.100	0.0250	0.25	0.05	0.50	0.05	0.05	0.05	0.05
133	0.200	0.450	0.0900	0.20	0.15	0.20	0.10	0.10	0.15	0.10
155	0.100	0.010	0.0010	0.10	0.10	0.20	0.20	0.20	0.10	0.10
TOTAL	0.920	0.810	0.2085	0.60	0.40	1.15	0.45	0.45	0.60	0.35
AVERAGE	0.230	0.202	0.0521	0.15	0.10	0.29	0.11	0.11	0.15	0.09

(REPORT # 336)

A	SCORE	A*SCORE	1	2	3	4	5	6	7	
130	0.250	0.250	0.0625	0.05	0.05	0.25	0.10	0.25	0.20	0.10
146	0.400	0.100	0.0400	0.35	0.00	0.35	0.00	0.00	0.30	0.00
TOTAL	0.650	0.350	0.1025	0.40	0.05	0.60	0.10	0.25	0.50	0.10
AVERAGE	0.325	0.175	0.0513	0.20	0.02	0.30	0.05	0.13	0.25	0.05

(REPORT # 337)

A	SCORE	A*SCORE	1	2	3	4	5	6	7	
127	0.370	0.100	0.0370	0.10	0.20	0.20	0.20	0.10	0.10	0.10
TOTAL	0.370	0.100	0.0370	0.10	0.20	0.20	0.20	0.10	0.10	0.10
AVERAGE	0.370	0.100	0.0370	0.10	0.20	0.20	0.20	0.10	0.10	0.10

(REPORT # 338)

A	SCORE	A*SCORE	1	2	3	4	5	6	7	
130	0.250	0.100	0.0250	0.10	0.15	0.35	0.10	0.20	0.05	0.05
TOTAL	0.250	0.100	0.0250	0.10	0.15	0.35	0.10	0.20	0.05	0.05
AVERAGE	0.250	0.100	0.0250	0.10	0.15	0.35	0.10	0.20	0.05	0.05

(REPORT # 339)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
133	0.200	0.050	0.0100	0.20	0.15	0.20	0.15	0.10	0.10	0.10
TOTAL	0.200	0.050	0.0100	0.20	0.15	0.20	0.15	0.10	0.10	0.10
AVERAGE	0.200	0.050	0.0100	0.20	0.15	0.20	0.15	0.10	0.10	0.10

(REPORT # 340)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
133	0.200	0.100	0.0200	0.25	0.20	0.25	0.10	0.05	0.10	0.05
TOTAL	0.200	0.100	0.0200	0.25	0.20	0.25	0.10	0.05	0.10	0.05
AVERAGE	0.200	0.100	0.0200	0.25	0.20	0.25	0.10	0.05	0.10	0.05

(REPORT # 341)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
133	0.200	0.100	0.0200	0.10	0.15	0.25	0.10	0.10	0.15	0.15
TOTAL	0.200	0.100	0.0200	0.10	0.15	0.25	0.10	0.10	0.15	0.15
AVERAGE	0.200	0.100	0.0200	0.10	0.15	0.25	0.10	0.10	0.15	0.15

(REPORT # 342)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
138	0.400	0.100	0.0400	0.10	0.00	0.70	0.00	0.00	0.20	0.00
TOTAL	0.400	0.100	0.0400	0.10	0.00	0.70	0.00	0.00	0.20	0.00
AVERAGE	0.400	0.100	0.0400	0.10	0.00	0.70	0.00	0.00	0.20	0.00

(REPORT # 343)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
138	0.400	0.100	0.0400	0.00	0.00	0.85	0.00	0.00	0.15	0.00
146	0.400	0.050	0.0200	0.25	0.00	0.50	0.00	0.00	0.25	0.00
TOTAL	0.800	0.150	0.0600	0.25	0.00	1.35	0.00	0.00	0.40	0.00
AVERAGE	0.400	0.075	0.0300	0.13	0.00	0.67	0.00	0.00	0.20	0.00

(REPORT # 344)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
138	0.400	0.100	0.0400	0.10	0.00	0.70	0.00	0.00	0.20	0.00
146	0.400	0.050	0.0200	0.35	0.00	0.35	0.00	0.00	0.30	0.00
TOTAL	0.800	0.150	0.0600	0.45	0.00	1.05	0.00	0.00	0.50	0.00
AVERAGE	0.400	0.075	0.0300	0.23	0.00	0.53	0.00	0.00	0.25	0.00

(REPORT # 345)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
135	0.050	0.400	0.0200	0.20	0.20	0.20	0.15	0.15	0.05	0.05
146	0.400	0.500	0.2000	0.00	0.25	0.50	0.00	0.00	0.00	0.25
TOTAL	0.450	0.900	0.2200	0.20	0.45	0.70	0.15	0.15	0.05	0.30
AVERAGE	0.225	0.450	0.1100	0.10	0.23	0.35	0.07	0.07	0.02	0.15

(REPORT # 346)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7

(REPORT # 346)

	A	SCORE	A#SCORE	1	2	3	4	5	6	7
146	0.400	0.100	0.0400	0.25	0.00	0.50	0.00	0.00	0.25	0.00
TOTAL	0.400	0.100	0.0400	0.25	0.00	0.50	0.00	0.00	0.25	0.00
AVERAGE	0.400	0.100	0.0400	0.25	0.00	0.50	0.00	0.00	0.25	0.00

(REPORT # 347)

	A	SCORE	A#SCORE	1	2	3	4	5	6	7
146	0.400	0.050	0.0200	0.35	0.00	0.35	0.00	0.00	0.30	0.00
TOTAL	0.400	0.050	0.0200	0.35	0.00	0.35	0.00	0.00	0.30	0.00
AVERAGE	0.400	0.050	0.0200	0.35	0.00	0.35	0.00	0.00	0.30	0.00

(REPORT # 348)

	A	SCORE	A#SCORE	1	2	3	4	5	6	7
153	0.100	0.010	0.0010	0.15	0.25	0.25	0.20	0.05	0.05	0.05
156	0.650	1.000	0.6500	0.25	0.25	0.25	0.10	0.04	0.10	0.01
TOTAL	0.750	1.010	0.6510	0.40	0.50	0.50	0.30	0.09	0.15	0.06
AVERAGE	0.375	0.905	0.3255	0.20	0.25	0.25	0.15	0.05	0.07	0.03

(REPORT # 349)

	A	SCORE	A#SCORE	1	2	3	4	5	6	7
153	0.100	0.050	0.0050	0.05	0.15	0.20	0.20	0.20	0.10	0.10
TOTAL	0.100	0.050	0.0050	0.05	0.15	0.20	0.20	0.20	0.10	0.10
AVERAGE	0.100	0.050	0.0050	0.05	0.15	0.20	0.20	0.20	0.10	0.10

(REPORT # 350)

	A	SCORE	A#SCORE	1	2	3	4	5	6	7
153	0.100	0.010	0.0010	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0.100	0.010	0.0010	0.00	0.00	0.00	0.00	0.00	0.00	0.00
AVERAGE	0.100	0.010	0.0010	0.00	0.00	0.00	0.00	0.00	0.00	0.00

(REPORT # 351)

	A	SCORE	A#SCORE	1	2	3	4	5	6	7
153	0.100	0.010	0.0010	0.10	0.10	0.20	0.20	0.20	0.10	0.10
TOTAL	0.100	0.010	0.0010	0.10	0.10	0.20	0.20	0.20	0.10	0.10
AVERAGE	0.100	0.010	0.0010	0.10	0.10	0.20	0.20	0.20	0.10	0.10

(REPORT # 352)

	A	SCORE	A#SCORE	1	2	3	4	5	6	7
153	0.100	0.010	0.0010	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0.100	0.010	0.0010	0.00	0.00	0.00	0.00	0.00	0.00	0.00
AVERAGE	0.100	0.010	0.0010	0.00	0.00	0.00	0.00	0.00	0.00	0.00

(REPORT # 353)										
	A	SCORE	A*SCORE	1	2	3	4	5	6	7
155	0.100	0.050	0.0050	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0.100	0.050	0.0050	0.00	0.00	0.00	0.00	0.00	0.00	0.00
AVERAGE	0.100	0.050	0.0050	0.00	0.00	0.00	0.00	0.00	0.00	0.00

(REPORT # 354)										
	A	SCORE	A*SCORE	1	2	3	4	5	6	7
155	0.100	0.050	0.0050	0.10	0.10	0.20	0.20	0.20	0.10	0.10
TOTAL	0.100	0.050	0.0050	0.10	0.10	0.20	0.20	0.20	0.10	0.10
AVERAGE	0.100	0.050	0.0050	0.10	0.10	0.20	0.20	0.20	0.10	0.10

(REPORT # 355)										
	A	SCORE	A*SCORE	1	2	3	4	5	6	7
157	0.100	0.500	0.0500	0.25	0.25	0.25	0.00	0.00	0.00	0.25
TOTAL	0.100	0.500	0.0500	0.25	0.25	0.25	0.00	0.00	0.00	0.25
AVERAGE	0.100	0.500	0.0500	0.25	0.25	0.25	0.00	0.00	0.00	0.25

(REPORT # 356)										
	A	SCORE	A*SCORE	1	2	3	4	5	6	7
157	0.100	0.500	0.0500	0.25	0.25	0.25	0.00	0.00	0.00	0.25
TOTAL	0.100	0.500	0.0500	0.25	0.25	0.25	0.00	0.00	0.00	0.25
AVERAGE	0.100	0.500	0.0500	0.25	0.25	0.25	0.00	0.00	0.00	0.25

(REPORT # 357)										
	A	SCORE	A*SCORE	1	2	3	4	5	6	7
161	0.500	0.100	0.0500	0.15	0.15	0.15	0.15	0.15	0.15	0.10
TOTAL	0.500	0.100	0.0500	0.15	0.15	0.15	0.15	0.15	0.15	0.10
AVERAGE	0.500	0.100	0.0500	0.15	0.15	0.15	0.15	0.15	0.15	0.10

APPENDIX L-1

LISTING OF PROGRAM (P3SP) TO CREATE KROBOCK DATA MATRICES SORTED BY SPECIFIC REPORTS

```

1 CLEAR:NN=25: RN=61      ' NN= # OF PEOPLE; RN= # OF REPORT ESTIMATED
5 TIS="KROBOCK SORTED REPORT NUMBER"
10 DIM CODEX(NN),ACTNUMX(NN),AX(NN,20)      ' A MATRIX TRACK THE ACT NUMBER
11 DIM UNITX(NN,RN,10)
20 FOR I=1 TO NN
30 READ ACTNUMX(I): NEXT I
40 DATA 3,2,3,3,3, 3,0,2 ,5 ,1
50 DATA 6,10,6 ,5,6 ,3 ,7,9,1
60 DATA 2,13,1,2,1,3
70 OPEN "A:DATA3" FOR INPUT AS #1
80 FOR I=1 TO NN: INPUT #1, KODE,A,B,C,D:CODEX(I)=KODE
82 FOR J= 1 TO ACTNUMX(I)
90 INPUT #1, AX(I,J),A2 : A1=AX(I,J)
93 UNITX(I,A1-299,1)=A      'VALUE A
96 UNITX(I,A1-299,2)=A2      'VALUE OF CURRENT INFORMATION
97 UNITX(I,A1-299,3)=A#A2
100 NEXT J: NEXT I
102 FOR I=1 TO NN: INPUT #1, IDK
103 FOR J=1 TO ACTNUMX(I):INPUT #1, V1,V2,V3,V4,V5,V6,V7
104 UNITX(I,AX(I,J)-299,4)=V1      : UNITX(I,AX(I,J)-299,5)=V2
106 UNITX(I,AX(I,J)-299,6)=V3      : UNITX(I,AX(I,J)-299,7)=V4
108 UNITX(I,AX(I,J)-299,8)=V5      : UNITX(I,AX(I,J)-299,9)=V6
110 UNITX(I,AX(I,J)-299,10)=V7
112 NEXT J: NEXT I
114 CLOSE #1
125 GOSUB 500
130 END
500 REM *** DRAW TABLES *****
501 PRINT TIS
510 FOR J=1 TO RN
511 TNN=0
520 PRINT "(REPORT # ";299+J;")"
530 PRINT SPC(15) "A" SPC(4) "SCORE" SPC(2) "A#SCORE" SPC(3) "1" SPC(5) "2" SPC(
5) "3" SPC(5) "4" SPC(5) "5" SPC(5) "6" SPC(5) "7"
540 PRINT STRING$(75,45)
541 FOR K=1 TO 10: SUBT(K)=0: NEXT K
550 FOR I=1 TO NN
560 IF UNITX(I,J,1)=0 GOTO 700      'IF NO VALUE STORED, SKIP
561 TNN=TNN+1
570 PRINT CODEX(I) SPC(6); FOR M=1 TO 2: PRINT USING"###.###": UNITX(I,J,M)*.01
;: SUBT(M)=SUBT(M)+UNITX(I,J,M)*.01
571 NEXT M
572 PRINT USING "###.###":UNITX(I,J,3)*.0001;
573 SUBT(3)=SUBT(3)+UNITX(I,J,3)*.0001
574 FOR M=4 TO 10: PRINT USING"###.##": UNITX(I,J,M)*.01;:SUBT(M)=SUBT(M)+UNITX(
I,J,M)*.01: NEXT M
580 PRINT
700 NEXT I
701 IF TNN=0 GOTO 780
750 PRINT STRING$(75,45): PRINT "TOTAL" SPC(6);
751 PRINT USING "###.###": SUBT(1);:AG(1)=SUBT(1)/TNN: PRINT USING "###.###": SU
BT(2);:AG(2)=SUBT(2)/TNN
753 PRINT USING "###.###": SUBT(3);:AG(3)=SUBT(3)/TNN
755 FOR I=4 TO 10: PRINT USING "###.##":SUBT(I);:AG(I)=SUBT(I)/TNN: NEXT I
760 PRINT "AVERAGE" SPC(4)
771 PRINT USING "###.###": AG(1);:PRINT USING "###.###": AG(2);
773 PRINT USING "###.###": AG(3);
775 FOR I=4 TO 10: PRINT USING "###.##":AG(I);: NEXT I
780 PRINT:PRINT:PRINT:NEXT J
800 RETURN
0

```


APPENDIX M

KROBOCK DATA SORTED BY INDIVIDUAL RESPONDENTS

KROBOCK SORTED BY INDIVIDUAL
(INDIVIDUAL # 100)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
300	0.500	0.300	0.1500	0.00	0.30	0.30	0.20	0.10	0.00	0.10
301	0.500	0.250	0.1250	0.20	0.30	0.20	0.20	0.10	0.00	0.00
302	0.500	0.450	0.2250	0.20	0.20	0.20	0.10	0.10	0.10	0.10
TOTAL	1.500	1.000	0.5000	0.40	0.80	0.70	0.50	0.30	0.10	0.20
AVERAGE	0.500	0.333	0.1667	0.13	0.27	0.23	0.17	0.10	0.03	0.07

(INDIVIDUAL # 101)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
303	0.850	0.970	0.8245	0.05	0.05	0.50	0.10	0.15	0.10	0.05
304	0.850	0.030	0.0255	0.10	0.10	0.30	0.10	0.10	0.15	0.15
TOTAL	1.700	1.000	0.8500	0.15	0.15	0.80	0.20	0.25	0.25	0.20
AVERAGE	0.850	0.500	0.4250	0.07	0.07	0.40	0.10	0.12	0.12	0.10

(INDIVIDUAL # 103)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
305	0.150	0.200	0.0300	0.20	0.15	0.20	0.10	0.10	0.10	0.15
306	0.150	0.750	0.1125	0.20	0.15	0.20	0.10	0.10	0.10	0.15
307	0.150	0.050	0.0075	0.20	0.05	0.05	0.25	0.05	0.20	0.20
TOTAL	0.450	1.000	0.1500	0.60	0.35	0.45	0.45	0.25	0.40	0.50
AVERAGE	0.150	0.333	0.0500	0.20	0.12	0.15	0.15	0.08	0.13	0.17

(INDIVIDUAL # 105)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
308	0.300	0.250	0.0750	0.75	0.00	0.13	0.13	0.00	0.00	0.00
309	0.300	0.250	0.0750	0.50	0.25	0.13	0.13	0.00	0.00	0.00
310	0.300	0.500	0.1500	0.00	0.50	0.50	0.00	0.00	0.00	0.00
TOTAL	0.900	1.000	0.3000	1.25	0.75	0.76	0.26	0.00	0.00	0.00
AVERAGE	0.300	0.333	0.1000	0.42	0.25	0.25	0.09	0.00	0.00	0.00

(INDIVIDUAL # 106)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
301	0.100	0.900	0.0900	0.20	0.30	0.10	0.05	0.05	0.20	0.10
309	0.100	0.050	0.0050	0.10	0.20	0.30	0.05	0.05	0.20	0.10
311	0.100	0.050	0.0050	0.10	0.30	0.30	0.10	0.10	0.05	0.05
TOTAL	0.300	1.000	0.1000	0.40	0.80	0.70	0.20	0.20	0.45	0.25
AVERAGE	0.100	0.333	0.0333	0.13	0.27	0.23	0.07	0.07	0.15	0.08

(INDIVIDUAL # 109)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
312	0.200	0.450	0.0900	0.05	0.20	0.30	0.05	0.15	0.10	0.15
313	0.200	0.450	0.0900	0.05	0.20	0.20	0.10	0.15	0.15	0.15
314	0.200	0.100	0.0200	0.05	0.20	0.20	0.10	0.15	0.15	0.15
TOTAL	0.600	1.000	0.2000	0.15	0.60	0.70	0.25	0.45	0.40	0.45
AVERAGE	0.200	0.333	0.0667	0.05	0.20	0.23	0.08	0.15	0.13	0.15

(INDIVIDUAL # 111)
 A SCORE A*SCORE 1 2 3 4 5 6 7

(INDIVIDUAL # 114)
 A SCORE A*SCORE 1 2 3 4 5 6 7

 303 0.600 0.400 0.2400 0.20 0.10 0.30 0.10 0.05 0.06 0.00
 315 0.600 0.600 0.3600 0.10 0.20 0.30 0.20 0.10 0.05 0.05

 TOTAL 1.200 1.000 0.6000 0.30 0.30 0.80 0.30 0.15 0.11 0.05
 AVERAGE 0.600 0.500 0.3000 0.15 0.15 0.40 0.15 0.07 0.06 0.02

(INDIVIDUAL # 119)
 A SCORE A*SCORE 1 2 3 4 5 6 7

 301 0.200 0.250 0.0500 0.05 0.05 0.50 0.10 0.20 0.10 0.00
 310 0.200 0.500 0.1000 0.15 0.15 0.20 0.10 0.15 0.15 0.10
 314 0.200 0.100 0.0200 0.25 0.20 0.40 0.00 0.05 0.10 0.00
 316 0.200 0.050 0.0100 0.05 0.10 0.50 0.05 0.20 0.10 0.00
 317 0.200 0.100 0.0200 0.20 0.20 0.50 0.00 0.00 0.10 0.00

 TOTAL 1.000 1.000 0.2000 0.70 0.70 2.10 0.25 0.60 0.55 0.10
 AVERAGE 0.200 0.200 0.0400 0.14 0.14 0.42 0.05 0.12 0.11 0.02

(INDIVIDUAL # 120)
 A SCORE A*SCORE 1 2 3 4 5 6 7

 318 0.020 1.000 0.0200 0.10 0.45 0.45 0.00 0.00 0.00 0.00

 TOTAL 0.020 1.000 0.0200 0.10 0.45 0.45 0.00 0.00 0.00 0.00
 AVERAGE 0.020 1.000 0.0200 0.10 0.45 0.45 0.00 0.00 0.00 0.00

(INDIVIDUAL # 121)
 A SCORE A*SCORE 1 2 3 4 5 6 7

 302 0.750 0.200 0.1500 0.20 0.20 0.20 0.10 0.10 0.10 0.10
 319 0.750 0.150 0.1125 0.25 0.20 0.20 0.10 0.05 0.10 0.10
 320 0.750 0.150 0.1125 0.25 0.20 0.20 0.10 0.05 0.10 0.10
 321 0.750 0.100 0.0750 0.20 0.20 0.20 0.20 0.05 0.10 0.05
 322 0.750 0.100 0.0750 0.20 0.20 0.20 0.10 0.15 0.05 0.10
 323 0.750 0.300 0.2250 0.10 0.25 0.20 0.10 0.15 0.10 0.10

 TOTAL 4.500 1.000 0.7500 1.20 1.25 1.20 0.70 0.55 0.55 0.55
 AVERAGE 0.750 0.167 0.1250 0.20 0.21 0.20 0.12 0.09 0.09 0.09

(INDIVIDUAL # 126)
 A SCORE A*SCORE 1 2 3 4 5 6 7

 304 0.400 0.020 0.0080 0.05 0.20 0.25 0.10 0.10 0.10 0.20
 324 0.400 0.130 0.0520 0.05 0.20 0.30 0.10 0.15 0.05 0.15
 325 0.400 0.050 0.0200 0.05 0.30 0.25 0.10 0.10 0.05 0.15
 326 0.400 0.200 0.0800 0.05 0.30 0.25 0.10 0.15 0.05 0.10
 327 0.400 0.100 0.0400 0.05 0.30 0.25 0.10 0.10 0.05 0.15
 328 0.400 0.200 0.0800 0.05 0.30 0.25 0.10 0.10 0.05 0.15
 329 0.400 0.100 0.0400 0.05 0.30 0.30 0.10 0.10 0.05 0.10
 330 0.400 0.100 0.0400 0.05 0.30 0.30 0.10 0.10 0.05 0.10
 331 0.400 0.050 0.0200 0.20 0.30 0.30 0.05 0.05 0.05 0.05
 332 0.400 0.050 0.0200 0.20 0.20 0.20 0.10 0.10 0.10 0.10

 TOTAL 4.000 1.000 0.4000 0.80 2.70 2.65 0.95 1.05 0.60 1.25
 AVERAGE 0.400 0.100 0.0400 0.08 0.27 0.26 0.09 0.11 0.06 0.12

(INDIVIDUAL # 127)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
312	0.370	0.150	0.0555	0.20	0.10	0.10	0.10	0.10	0.30	0.10
313	0.370	0.150	0.0555	0.00	0.10	0.20	0.20	0.20	0.20	0.10
333	0.370	0.100	0.0370	0.10	0.10	0.20	0.10	0.10	0.30	0.10
334	0.370	0.250	0.0925	0.20	0.20	0.20	0.10	0.10	0.20	0.00
335	0.370	0.250	0.0925	0.05	0.10	0.25	0.10	0.10	0.30	0.10
337	0.370	0.100	0.0370	0.10	0.20	0.20	0.20	0.10	0.10	0.10
TOTAL	2.220	1.000	0.3700	0.65	0.80	1.15	0.80	0.70	1.40	0.50
AVERAGE	0.370	0.167	0.0617	0.11	0.13	0.19	0.13	0.12	0.23	0.08

(INDIVIDUAL # 130)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
311	0.250	0.050	0.0125	0.20	0.25	0.25	0.10	0.10	0.05	0.05
332	0.250	0.500	0.1250	0.20	0.20	0.25	0.05	0.10	0.10	0.10
335	0.250	0.100	0.0250	0.25	0.05	0.50	0.05	0.05	0.05	0.05
336	0.250	0.250	0.0625	0.05	0.05	0.25	0.10	0.25	0.20	0.10
338	0.250	0.100	0.0250	0.10	0.15	0.35	0.10	0.20	0.05	0.05
TOTAL	1.250	1.000	0.2500	0.80	0.70	1.60	0.40	0.70	0.45	0.35
AVERAGE	0.250	0.200	0.0500	0.16	0.14	0.32	0.08	0.14	0.09	0.07

(INDIVIDUAL # 133)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
301	0.200	0.250	0.0500	0.15	0.20	0.20	0.10	0.10	0.15	0.10
313	0.200	0.050	0.0100	0.30	0.10	0.15	0.10	0.10	0.20	0.15
335	0.200	0.450	0.0900	0.20	0.15	0.20	0.10	0.10	0.15	0.10
339	0.200	0.050	0.0100	0.20	0.15	0.20	0.15	0.10	0.10	0.10
340	0.200	0.100	0.0200	0.25	0.20	0.25	0.10	0.05	0.10	0.05
341	0.200	0.100	0.0200	0.10	0.15	0.25	0.10	0.10	0.15	0.15
TOTAL	1.200	1.000	0.2000	1.20	0.95	1.25	0.65	0.55	0.85	0.65
AVERAGE	0.200	0.167	0.0333	0.20	0.16	0.21	0.11	0.09	0.14	0.11

(INDIVIDUAL # 135)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
300	0.050	0.400	0.0200	0.10	0.20	0.10	0.05	0.15	0.10	0.30
317	0.050	0.200	0.0100	0.10	0.20	0.20	0.10	0.10	0.10	0.20
345	0.050	0.400	0.0200	0.20	0.20	0.20	0.15	0.15	0.05	0.05
TOTAL	0.150	1.000	0.0500	0.40	0.60	0.50	0.30	0.40	0.25	0.55
AVERAGE	0.050	0.333	0.0167	0.13	0.20	0.17	0.10	0.13	0.08	0.18

(INDIVIDUAL # 138)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
305	0.400	0.100	0.0400	0.00	0.00	0.00	0.00	0.00	0.00	0.00
308	0.400	0.100	0.0400	0.00	0.00	0.80	0.00	0.00	0.20	0.00
316	0.400	0.100	0.0400	0.10	0.00	0.70	0.00	0.00	0.20	0.00
317	0.400	0.400	0.1600	0.00	0.00	0.75	0.00	0.00	0.25	0.00
342	0.400	0.100	0.0400	0.10	0.00	0.70	0.00	0.00	0.20	0.00
343	0.400	0.100	0.0400	0.00	0.00	0.85	0.00	0.00	0.15	0.00
344	0.400	0.100	0.0400	0.10	0.00	0.70	0.00	0.00	0.20	0.00
TOTAL	2.800	1.000	0.4000	0.30	0.00	4.50	0.00	0.00	1.20	0.00
AVERAGE	0.400	0.143	0.0571	0.04	0.00	0.64	0.00	0.00	0.17	0.00

(INDIVIDUAL # 146)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
301	0.400	0.050	0.0200	0.35	0.00	0.35	0.00	0.00	0.30	0.00
305	0.400	0.050	0.0200	0.35	0.00	0.35	0.00	0.00	0.30	0.00
311	0.400	0.050	0.0200	0.35	0.00	0.35	0.00	0.00	0.30	0.00
336	0.400	0.100	0.0400	0.35	0.00	0.35	0.00	0.00	0.30	0.00
343	0.400	0.050	0.0200	0.25	0.00	0.50	0.00	0.00	0.25	0.00
344	0.400	0.050	0.0200	0.35	0.00	0.35	0.00	0.00	0.30	0.00
345	0.400	0.500	0.2000	0.00	0.25	0.50	0.00	0.00	0.00	0.25
346	0.400	0.100	0.0400	0.25	0.00	0.50	0.00	0.00	0.25	0.00
347	0.400	0.050	0.0200	0.35	0.00	0.35	0.00	0.00	0.30	0.00
TOTAL	3.600	1.000	0.4000	2.60	0.25	3.60	0.00	0.00	2.30	0.25
AVERAGE	0.400	0.111	0.0444	0.29	0.03	0.40	0.00	0.00	0.26	0.03

(INDIVIDUAL # 147)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
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(INDIVIDUAL # 153)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
301	0.100	0.700	0.0700	0.05	0.25	0.25	0.05	0.10	0.05	0.25
309	0.100	0.300	0.0300	0.05	0.25	0.25	0.05	0.25	0.05	0.10
TOTAL	0.200	1.000	0.1000	0.10	0.50	0.50	0.10	0.35	0.10	0.35
AVERAGE	0.100	0.500	0.0500	0.05	0.25	0.25	0.05	0.18	0.05	0.18

(INDIVIDUAL # 155)

	A	SCORE	A*SCORE	1	2	3	4	5	6	7
301	0.100	0.370	0.0370	0.30	0.30	0.10	0.10	0.10	0.05	0.05
312	0.100	0.360	0.0360	0.20	0.30	0.00	0.20	0.20	0.05	0.05
313	0.100	0.050	0.0050	0.10	0.10	0.20	0.20	0.20	0.10	0.10
333	0.100	0.010	0.0010	0.10	0.10	0.20	0.20	0.20	0.10	0.10
334	0.100	0.010	0.0010	0.10	0.10	0.20	0.20	0.20	0.10	0.10
335	0.100	0.010	0.0010	0.10	0.10	0.20	0.20	0.20	0.10	0.10
348	0.100	0.010	0.0010	0.15	0.25	0.25	0.20	0.05	0.05	0.05
349	0.100	0.050	0.0050	0.05	0.15	0.20	0.20	0.20	0.10	0.10
350	0.100	0.010	0.0010	0.00	0.00	0.00	0.00	0.00	0.00	0.00
351	0.100	0.010	0.0010	0.10	0.10	0.20	0.20	0.20	0.10	0.10
352	0.100	0.010	0.0010	0.00	0.00	0.00	0.00	0.00	0.00	0.00
353	0.100	0.050	0.0050	0.00	0.00	0.00	0.00	0.00	0.00	0.00
354	0.100	0.050	0.0050	0.10	0.10	0.20	0.20	0.20	0.10	0.10
TOTAL	1.300	1.000	0.1000	1.30	1.60	1.75	1.90	1.75	0.85	0.85
AVERAGE	0.100	0.077	0.0077	0.10	0.12	0.13	0.15	0.13	0.07	0.07

(INDIVIDUAL # 156)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
348	0.650	1.000	0.6500	0.25	0.25	0.25	0.10	0.04	0.10	0.01
TOTAL	0.650	1.000	0.6500	0.25	0.25	0.25	0.10	0.04	0.10	0.01
AVERAGE	0.650	1.000	0.6500	0.25	0.25	0.25	0.10	0.04	0.10	0.01

(INDIVIDUAL # 157)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
355	0.100	0.500	0.0500	0.25	0.25	0.25	0.00	0.00	0.00	0.25
356	0.100	0.500	0.0500	0.25	0.25	0.25	0.00	0.00	0.00	0.25
TOTAL	0.200	1.000	0.1000	0.50	0.50	0.50	0.00	0.00	0.00	0.50
AVERAGE	0.100	0.500	0.0500	0.25	0.25	0.25	0.00	0.00	0.00	0.25

(INDIVIDUAL # 159)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
303	0.500	1.000	0.5000	0.25	0.01	0.50	0.10	0.04	0.05	0.05
TOTAL	0.500	1.000	0.5000	0.25	0.01	0.50	0.10	0.04	0.05	0.05
AVERAGE	0.500	1.000	0.5000	0.25	0.01	0.50	0.10	0.04	0.05	0.05

(INDIVIDUAL # 161)										
	A	SCORE	A#SCORE	1	2	3	4	5	6	7
313	0.500	0.850	0.4250	0.50	0.50	0.00	0.00	0.00	0.00	0.00
324	0.500	0.050	0.0250	0.00	0.50	0.50	0.00	0.00	0.00	0.00
357	0.500	0.100	0.0500	0.15	0.15	0.15	0.15	0.15	0.15	0.10
TOTAL	1.500	1.000	0.5000	0.65	1.15	0.65	0.15	0.15	0.15	0.10
AVERAGE	0.500	0.333	0.1667	0.22	0.38	0.22	0.05	0.05	0.05	0.03

APPENDIX M-1

LISTING OF PROGRAM (P3SI) TO CREATE KROBOCK DATA MATRICES SORTED BY INDIVIDUAL RESPONDENTS

```

1 CLEAR:NN=25: RN=61      ' NN= # OF PEOPLE; RN= # OF REPORT ESTIMATED
5 TI#="KROBOCK SORTED REPORT NUMBER"
10 DIM CODE%(NN),ACTNUM%(NN),A%(NN,20)      ' A MATRIX TRACK THE ACT NUMBER
11 DIM UNIT%(NN,RN,10)
20 FOR I=1 TO NN
30 READ ACTNUM%(I): NEXT I
40 DATA 3,2,3,3,3, 3,0,2 ,5 ,1
50 DATA 6,10,6 ,3,6 ,3 ,7,9,1
60 DATA 2,13,1,2,1,3
70 OPEN "A:DATA3" FOR INPUT AS #1
80 FOR I=1 TO NN: INPUT #1, KODE,A,B,C,D:CODE%(I)=KODE
82 FOR J= 1 TO ACTNUM%(I)
90 INPUT #1, A%(I,J),A2 : A1=A%(I,J)
95 UNIT%(I,A1-299,1)=A      'VALUE A
96 UNIT%(I,A1-299,2)=A2      'VALUE OF CURRENT INFORMATION
97 UNIT%(I,A1-299,3)=A*A2
100 NEXT J: NEXT I
102 FOR I=1 TO NN: INPUT #1, IDK
103 FOR J=1 TO ACTNUM%(I):INPUT #1, V1,V2,V3,V4,V5,V6,V7
104 UNIT%(I,A%(I,J)-299,4)=V1      : UNIT%(I,A%(I,J)-299,5)=V2
106 UNIT%(I,A%(I,J)-299,6)=V3      : UNIT%(I,A%(I,J)-299,7)=V4
108 UNIT%(I,A%(I,J)-299,8)=V5      : UNIT%(I,A%(I,J)-299,9)=V6
110 UNIT%(I,A%(I,J)-299,10)=V7
112 NEXT J: NEXT I
114 CLOSE #1
125 GOSUB 500
130 END
500 REM **** DRAW TABLES ****
501 PRINT TI#
510 FOR J=1 TO RN
511 TNN=0
520 PRINT "(REPORT # ";299+J;)"
530 PRINT SPC(15) "A" SPC(4) "SCORE" SPC(2) "A%SCORE" SPC(3) "1" SPC(5) "2" SPC(
5) "3" SPC(5) "4" SPC(5) "5" SPC(5) "6" SPC(5) "7"
540 PRINT STRING$(75,45)
541 FOR K=1 TO 10: SUBT(K)=0: NEXT K
550 FOR I=1 TO NN
560 IF UNIT%(I,J,1)=0 GOTO 700      'IF NO VALUE STORED, SKIP
561 TNN=TNN+1
570 PRINT CODE%(I) SPC(6);: FOR M=1 TO 2: PRINT USING"###.###"; UNIT%(I,J,M)*.01
;: SUBT(M)=SUBT(M)+UNIT%(I,J,M)*.01
571 NEXT M
572 PRINT USING "###.###";UNIT%(I,J,3)*.0001;
573 SUBT(3)=SUBT(3)+UNIT%(I,J,3)*.0001
574 FOR M=4 TO 10: PRINT USING"###.##"; UNIT%(I,J,M)*.01;:SUBT(M)=SUBT(M)+UNIT%(
J,J,M)*.01: NEXT M
580 PRINT
700 NEXT I
701 IF TNN=0 GOTO 780
750 PRINT STRING$(75,45): PRINT "TOTAL" SPC(6);
751 PRINT USING "###.###"; SUBT(1);:AG(1)=SUBT(1)/TNN: PRINT USING "###.###"; SU
BT(2);:AG(2)=SUBT(2)/TNN
753 PRINT USING "###.###"; SUBT(3);:AG(3)=SUBT(3)/TNN
755 FOR I=4 TO 10: PRINT USING "###.##";SUBT(I);:AG(I)=SUBT(I)/TNN: NEXT I
760 PRINT "AVERAGE" SPC(4)
771 PRINT USING "###.###"; AG(1);:PRINT USING "###.###"; AG(2);
773 PRINT USING "###.###"; AG(3);
775 FOR I=4 TO 10: PRINT USING "###.##";AG(I);: NEXT I
780 PRINT:PRINT:PRINT:NEXT J
800 RETURN
0

```

APPENDIX N
PEARSON NS_i MATRIX

	1	1	1	1	1	1	1	1	1	1
5	0	4	5	2	0	2	5	5	0	
7	0	6	9	1	6	7	6	5	5	

QUES 16	0.000	2.000	3.000	3.000	2.000	1.700	2.000	3.000	1.700	0.000
QUES 19	0.000	2.000	3.000	3.000	2.000	1.700	2.000	2.000	1.700	0.000
QUES 5	0.000	2.000	3.000	0.000	2.500	1.700	3.000	3.000	1.700	1.700
QUES 1	0.000	1.275	1.700	1.400	2.000	3.000	3.000	0.800	2.550	3.000
QUES 8	0.000	3.000	1.700	0.000	2.500	1.700	3.000	1.700	1.700	2.125
QUES 21	0.000	2.000	1.700	3.000	2.000	0.850	3.000	1.700	2.000	-0.275
QUES 6	0.000	2.500	3.000	-1.700	2.000	1.050	2.500	1.700	1.700	1.700
QUES 36	0.000	1.500	3.000	3.000	2.000	1.700	1.700	1.400	2.000	0.000
QUES 17	0.000	2.000	3.000	1.700	2.000	1.700	3.000	1.700	1.700	0.000
QUES 7	0.000	2.000	1.700	-0.425	2.000	1.700	3.000	2.000	2.000	1.700
QUES 18	0.000	2.000	0.000	3.000	2.000	1.700	1.000	2.125	1.275	0.000
QUES 25	0.000	2.000	1.700	1.700	1.500	1.700	2.000	2.125	1.500	0.000
QUES 22	0.000	2.500	1.700	1.700	2.000	1.700	2.000	1.400	1.275	0.000
QUES 14	0.000	2.000	1.700	1.700	2.000	1.700	0.550	2.125	1.700	0.700
QUES 32	0.000	2.000	1.700	3.000	2.000	1.275	1.700	2.125	1.700	0.000
QUES 20	0.000	3.000	-0.500	3.000	2.000	1.275	2.000	1.700	1.275	0.000
QUES 24	0.000	2.000	-0.500	1.700	1.275	1.700	1.275	0.700	1.500	0.000
QUES 13	0.000	2.000	1.700	1.700	2.000	1.700	-1.500	1.700	2.000	0.000
QUES 11	0.000	2.000	0.000	0.000	2.000	-0.425	1.700	1.700	1.275	0.000
QUES 31	0.000	2.500	1.700	1.700	2.000	1.700	0.000	1.275	1.700	0.000
QUES 26	0.000	2.000	3.000	1.700	1.500	1.700	0.000	0.350	0.850	0.000
QUES 3	0.000	2.000	-0.400	0.000	1.275	1.400	1.700	1.700	1.700	0.000
QUES 9	0.000	2.000	1.700	0.000	1.500	1.700	0.000	0.000	1.700	0.000
QUES 15	0.000	2.000	3.000	1.700	2.500	1.700	1.700	2.125	1.700	0.000
QUES 33	0.000	1.700	0.700	0.000	1.500	0.000	1.700	1.700	1.700	0.000
QUES 37	0.000	1.500	0.000	0.000	1.700	1.700	0.000	1.400	1.700	0.000
QUES 29	0.000	2.000	1.700	1.700	1.500	1.700	0.000	1.275	1.700	0.000
QUES 27	0.000	2.500	3.000	0.000	1.000	0.000	-1.000	2.000	0.700	0.000
QUES 39	3.000	2.000	1.700	0.000	1.000	0.000	1.500	0.200	1.700	0.000
QUES 23	0.000	1.000	1.700	1.700	0.000	1.700	0.000	1.275	1.500	0.000
QUES 38	0.000	2.000	1.700	0.000	2.000	1.700	1.700	0.700	1.275	0.000
QUES 4	0.000	0.850	0.000	0.000	0.000	1.400	0.000	0.700	0.800	0.000
QUES 34	0.000	2.000	0.000	0.000	2.000	0.000	1.700	0.825	1.275	0.000
QUES 2	0.000	0.000	1.700	0.000	1.275	0.000	0.425	1.700	1.400	0.000
QUES 28	0.000	2.000	1.700	-0.800	2.000	0.000	1.700	1.700	1.275	0.000
QUES 30	0.000	2.000	1.700	1.700	1.000	0.000	0.000	2.500	1.000	0.000
QUES 12	0.000	2.000	-0.300	0.850	-0.500	0.000	-0.850	0.425	1.500	0.000
QUES 10	0.000	0.500	-0.400	0.000	1.000	0.000	-0.350	1.050	0.850	0.000
QUES 35	0.000	1.000	-0.500	-0.800	-1.500	0.000	0.850	0.700	1.275	0.000
NOR SCORE	1.000	0.635	0.546	0.532	0.531	0.523	0.513	0.511	0.509	0.444
SI VALUE	3.000	74.325	55.700	39.925	60.525	45.525	47.700	58.300	59.550	10.650
% OF ZERO	38	1	5	14	2	10	8	1	0	32

1	1	1	1	1	1	1	1	1	1	1
3	1	3	3	5	6	5	0	0	0	1
8	4	0	5	2	1	3	9	1	1	1

QUES 16	1.700	3.000	0.425	1.000	1.700	2.000	1.700	1.700	1.700	1.700	1.700
QUES 19	1.700	2.000	1.700	1.000	1.700	1.700	0.700	1.700	0.700	1.700	1.700
QUES 5	3.000	0.850	1.400	0.700	0.000	1.700	3.000	1.700	0.850	0.850	0.850
QUES 1	3.000	1.700	1.700	0.850	0.700	2.000	1.400	3.000	1.700	0.000	0.000
QUES 8	0.000	2.000	1.700	1.500	1.050	1.700	0.000	1.700	1.050	-0.275	-0.275
QUES 21	-0.500	2.000	1.700	-0.500	0.700	1.700	1.000	-0.850	0.700	1.700	1.700
QUES 6	3.000	2.000	1.700	0.850	0.000	1.100	1.400	0.425	-1.275	-1.275	-1.275
QUES 36	1.700	0.350	1.700	1.500	0.550	0.000	0.700	0.000	0.000	0.000	2.500
QUES 17	1.700	2.000	-0.850	1.000	0.700	1.000	-0.700	0.700	0.700	0.700	0.000
QUES 7	3.000	2.000	-0.400	2.000	1.700	1.700	1.400	0.000	0.000	0.000	0.000
QUES 18	1.700	1.700	1.700	0.000	0.000	0.000	0.000	0.000	0.000	1.700	0.000
QUES 25	-0.500	3.000	1.700	0.700	0.700	1.700	-0.700	1.700	0.700	-1.700	-1.700
QUES 22	0.700	3.000	1.700	1.000	0.700	0.500	0.000	0.425	0.000	-1.700	-1.700
QUES 14	1.700	1.700	0.000	0.000	1.700	1.700	0.000	-0.700	0.275	0.000	0.000
QUES 32	0.700	1.000	0.000	1.000	0.700	0.000	-0.275	-0.850	0.350	1.700	1.700
QUES 20	-0.500	1.700	1.700	-1.000	1.700	1.700	0.000	1.700	0.550	0.000	0.000
QUES 24	0.700	2.000	1.700	0.000	1.275	0.000	-0.275	0.350	-0.275	-0.700	-0.700
QUES 13	1.700	1.700	0.425	1.000	0.000	-0.500	0.000	-1.050	-0.700	-0.700	-0.700
QUES 11	1.700	0.000	0.700	0.000	0.700	0.700	0.000	1.700	0.550	1.700	1.700
QUES 31	-0.500	0.425	-0.350	0.000	1.700	0.850	0.000	0.000	0.700	2.125	2.125
QUES 26	0.700	1.000	-0.850	0.000	1.400	-0.425	-0.700	0.000	-0.350	-0.350	-0.350
QUES 3	-0.275	-0.425	0.000	0.850	1.700	0.000	1.050	0.700	0.550	-0.125	-0.125
QUES 9	0.700	0.500	0.000	1.000	0.700	0.000	1.400	0.000	0.000	0.000	0.000
QUES 15	1.700	-1.000	0.425	1.500	-1.400	1.700	-0.350	-0.850	0.000	-1.275	-1.275
QUES 33	-0.500	0.000	0.850	1.000	0.000	0.000	0.000	0.700	0.000	0.000	0.000
QUES 37	0.000	0.000	0.000	0.000	0.000	0.425	0.000	0.000	0.000	0.000	1.275
QUES 29	-0.400	1.275	0.000	1.000	0.000	0.000	-0.550	0.000	-0.350	0.000	0.000
QUES 27	0.000	2.000	-0.850	1.000	-1.400	-1.500	-0.425	0.850	0.000	-1.500	-1.500
QUES 39	0.000	1.275	0.000	0.000	0.700	-2.000	-0.700	-0.700	-0.700	0.000	0.000
QUES 23	1.700	1.500	0.850	1.000	0.000	0.275	-0.350	-0.425	-0.425	-2.125	-2.125
QUES 38	0.000	-1.000	0.850	0.000	0.700	0.850	-1.700	-0.700	-0.350	-1.275	-1.275
QUES 4	0.000	0.550	0.000	0.000	0.000	0.000	0.000	0.000	0.700	-0.275	-0.275
QUES 34	-0.500	-0.425	0.000	0.000	0.000	-0.700	0.000	0.700	-0.350	1.700	1.700
QUES 2	0.000	-0.425	0.000	-0.350	-0.275	0.000	0.000	-0.700	0.000	0.200	0.200
QUES 28	0.700	1.000	0.000	0.000	0.350	-0.350	-0.500	-1.275	0.000	-2.000	-2.000
QUES 30	-0.500	-1.000	0.850	0.500	0.700	0.700	-0.700	-1.700	-0.700	-1.400	-1.400
QUES 12	0.000	0.000	0.000	0.000	0.000	0.425	0.000	-1.275	-0.700	-1.700	-1.700
QUES 10	1.700	-1.000	-0.350	0.000	0.700	0.500	0.275	-0.700	-1.050	0.000	0.000
QUES 35	0.700	-1.500	0.850	0.000	-1.700	0.000	0.000	-3.000	-1.400	-0.850	-0.850
NOR SCORE	0.338	0.328	0.280	0.279	0.240	0.235	0.085	0.053	0.049	-0.022	-0.022
SI VALUE	31.425	36.450	22.675	20.100	20.150	21.150	6.100	4.975	4.850	-2.075	-2.075
# OF ZERO	9	4	12	15	11	11	15	9	10	11	11

	1 2 0	1 3 3	1 0 3	1 4 7	1 1 9	AVERAGE
QUES 16	2.000	1.700	2.000	-0.700	2.000	1.6810
QUES 19	0.850	0.350	1.500	0.000	2.000	1.4680
QUES 5	0.700	1.275	-0.500	0.000	2.000	1.4450
QUES 1	-1.050	1.275	0.000	1.700	-2.500	1.3680
QUES 8	0.000	0.000	1.500	0.000	1.700	1.2420
QUES 21	1.700	-0.350	-1.000	0.000	2.000	1.0390
QUES 6	0.000	0.850	-0.500	0.000	1.000	0.9490
QUES 36	0.000	0.000	0.000	0.000	-2.000	0.9320
QUES 17	-0.850	0.000	2.000	0.000	-1.500	0.9080
QUES 7	0.000	-0.850	-1.000	0.000	-3.000	0.8890
QUES 18	0.700	0.700	-1.000	0.000	1.000	0.8520
QUES 23	0.850	-0.700	1.700	-0.200	-2.000	0.8470
QUES 22	0.000	0.425	-1.000	0.000	0.500	0.8210
QUES 14	0.700	0.000	0.000	0.000	-2.000	0.7700
QUES 32	-0.350	0.700	-0.850	-0.400	-1.000	0.7170
QUES 20	-0.700	-0.850	-1.000	0.000	-3.000	0.6300
QUES 24	0.000	-0.425	1.700	0.000	-0.700	0.6000
QUES 13	0.000	0.425	0.850	0.000	0.500	0.5980
QUES 11	0.000	-0.700	-1.000	0.000	-1.500	0.5120
QUES 31	-0.700	-0.350	-0.850	-0.400	-2.500	0.5090
QUES 26	-0.850	0.000	-0.500	-0.400	2.000	0.4710
QUES 3	0.000	-0.425	-0.850	0.000	-0.500	0.4650
QUES 9	0.000	-0.850	1.000	0.000	-3.000	0.4020
QUES 15	-0.850	-0.425	-2.000	-1.100	-3.000	0.3800
QUES 33	0.000	-0.350	-0.850	0.000	-1.000	0.3540
QUES 37	0.000	-0.350	0.000	0.000	-2.000	0.3340
QUES 29	-0.700	-0.850	0.000	0.000	-3.000	0.3200
QUES 27	-0.850	0.700	0.000	0.000	0.700	0.2770
QUES 39	0.850	0.000	0.000	0.000	-3.000	0.2730
QUES 23	-0.850	0.000	-0.700	0.000	-3.000	0.2530
QUES 38	0.000	-0.850	-0.850	0.000	-2.000	0.1900
QUES 4	0.000	0.000	0.000	0.000	0.000	0.1890
QUES 34	0.000	-0.700	-0.425	-0.250	-3.000	0.1540
QUES 2	0.000	0.000	-0.850	0.000	-0.500	0.1420
QUES 28	-1.275	-0.350	-1.500	0.000	-3.000	0.0550
QUES 30	-0.350	-0.850	-0.850	-0.800	-3.000	0.0320
QUES 12	0.000	0.425	0.000	0.000	0.000	0.0120
QUES 10	0.000	-1.275	-1.000	0.000	-3.000	-0.1020
QUES 35	-1.050	-0.700	-1.700	0.000	-3.000	-0.4930
NOR SCORE	-0.029	-0.035	-0.089	-0.094	-0.382	
SI VALUE	-2.075	-3.375	-8.525	-2.550	-42.350	0.279 (NSR AVG)
# OF ZERO	18	9	9	30	2	0.577 (COL AVG)

APPENDIX N-1

PEARSON QUESTIONNAIRE DATA AS STORED
IN THE DATA BASE (DATA1)

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C:\TYPE A:DATA1
100 1 2 .85 -2 2 .85 2 2 1.0 1 1 .65 2 2 1.0 2 3 1.0 2 2 1.0
    3 3 1.0 2 2 1.0 -1 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0
    2 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0
    2 3 1.0 3 -1 1.0 2 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0
    2 2 1.0 2 2 1.0 2 3 1.0 2 2 1.0 2 2 1.0 2 2 1.0 2 2 1.0
    1 2 1.0 2 3 1.0 2 2 1.0 2 2 1.0
101 2 2 .85 2 -2 .70 1 1 .55 1 1 .70 0 2 .85 -2 -1 .85 1 -1 .85
    1 2 .70 0 0 .55 -2 -1 .70 1 1 .55 -1 -1 .70 -1 -1 .70 1 0 .55
    1 -1 .70 2 2 .85 1 1 .70 2 2 .85 1 1 .70 1 1 .55 1 1 .70
    0 0 .55 0 -1 .85 -1 0 .55 1 1 .70 -1 0 .70 0 0 .55 0 0 .55
    -1 0 .70 -1 -1 .70 1 1 .70 0 1 .70 0 0 .55 -1 0 .70 -2 -2 .70
    1 -1 .55 0 0 .55 -1 0 .70 -1 -1 .70
103 0 0 .55 -2 0 .85 -2 0 .85 0 0 .55 0 -1 1.0 -2 1 1.0 -1 -1 1.0
    1 2 1.0 2 0 1.0 -2 0 1.0 -2 0 1.0 0 0 .55 0 2 .85 2 -2 1.0
    -2 -2 1.0 2 2 1.0 1 3 1.0 -2 0 1.0 2 1 1.0 -1 -1 1.0 -2 0 1.0
    -1 -1 1.0 -1 -1 .70 2 2 .85 2 2 .85 -1 0 1.0 0 0 .40 -2 -1 1.0
    -2 2 .85 -1 -1 .85 -1 -1 .85 -1 -1 .85 -1 -1 .85 -1 0 .85 -2 -2 .85
    0 0 .55 0 0 .55 -1 -1 .85 0 0 .55
105 3 3 1.0 -3 3 1.0 0 0 .55 0 0 .55 2 2 .85 2 2 .85 2 2 .85
    3 2 .85 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 1 1 .70
    0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 -1 0 .55
    0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55
    0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55
106 3 3 1.0 0 0 .55 2 2 .70 2 2 .70 2 2 .85 1 2 .70 2 2 .85
    2 2 .85 2 2 .85 0 0 .55 -1 0 .85 0 0 .55 2 2 .85 2 2 .85
    2 2 .85 2 2 .85 2 2 .85 2 2 .85 2 2 .85 1 2 .85 1 1 .85
    2 2 .85 2 2 .85 2 2 .85 2 2 .85 2 2 .85 0 0 .55 0 0 .55
    2 2 .85 0 0 .55 2 2 .85 1 2 .85 0 0 .55 0 0 .55 0 0 .55
    2 2 .85 2 2 .85 2 2 .85 0 0 .55
109 3 3 1.0 -1 -1 .70 1 1 .70 0 0 .55 2 2 .85 0 1 .85 1 -1 .85
    2 2 .85 0 0 .55 -1 -1 .70 2 2 .85 -2 -1 .85 -2 -1 .70 -1 -1 .70
    -1 -1 .85 2 2 .85 1 1 .70 0 0 .55 2 2 .85 2 2 .85 -1 -1 .85
    -1 2 .85 0 -1 .85 0 1 .70 2 2 .85 0 0 .55 1 1 .85 -3 0 .85
    0 0 .70 -2 -2 .85 0 0 .55 -1 -1 .85 1 1 .70 -3 -3 1.0
    0 0 .55 0 0 .55 -1 -1 .70 -1 -1 .70
111 1 -1 .25 0 1 .40 0 -1 .25 -1 0 .55 0 2 .85 -2 -1 .85 1 -1 .85
    0 -1 .55 0 0 .55 -1 1 .55 2 2 .85 -2 -2 .85 -1 -1 .70 0 0 .55
    -2 -1 .85 2 2 .85 0 0 .55 0 0 .55 2 2 .85 0 0 .55 2 2 .85
    -2 -2 .85 -2 -3 .85 -1 -1 .70 -2 -2 .85 -2 1 .70 -2 -1 1.0 -2 -2 1.0
    0 0 .55 -2 -2 .70 2 3 .85 2 2 .85 -1 1 .85 2 2 .85 -1 -1 .85
    2 3 1.0 2 1 .85 -2 -1 .85 0 0 .55
114 2 2 .85 -2 1 .85 -1 0 .85 0 2 .55 1 1 .85 2 2 1.0 2 2 1.0
    2 2 1.0 -1 2 1.0 -1 -1 1.0 -1 1 1.0 -1 1 1.0 2 2 .85 2 2 .85
    -1 -1 1.0 3 3 1.0 2 2 1.0 2 2 .85 2 2 1.0 2 2 .85 2 2 1.0
    3 3 1.0 2 1 1.0 2 2 1.0 3 3 1.0 1 1 1.0 2 2 1.0 1 1 1.0
    1 2 .85 -1 -1 1.0 0 1 .85 1 1 1.0 0 0 1.0 -1 0 .85 -2 -1 1.0
    0 1 .70 0 0 .55 -1 -1 1.0 1 2 .85
119 -3 -2 1.0 -2 0 .55 -1 0 1.0 0 0 .55 2 2 1.0 1 1 1.0 -3 -3 1.0
    2 2 .85 -3 -3 1.0 -3 -3 1.0 -3 0 1.0 0 0 1.0 2 -1 1.0 -2 -2 1.0
    -3 -3 1.0 2 2 1.0 -3 0 1.0 1 1 1.0 2 2 1.0 -3 -3 1.0 2 2 1.0
    0 1 1.0 -3 -3 1.0 -2 0 .70 -2 -2 1.0 2 2 1.0 2 0 .70 -3 -3 1.0
    -3 -3 1.0 -3 -3 1.0 -3 -2 1.0 -2 0 1.0 -1 -1 1.0 -3 -3 1.0 -3 -3 1.0
    -2 -2 1.0 -2 -2 1.0 -2 -2 1.0 -3 -3 1.0
120 -2 -1 .70 0 0 .55 0 0 .55 0 0 .55 1 1 .70 0 0 .55 0 0 .55
    0 0 .55 0 0 .55 0 0 .55 0 0 .55 0 0 .55 1 -1 .70 1 1 .70
    -1 -1 .85 2 2 1.0 -1 -1 .85 1 1 .70 1 1 .85 -1 -1 .70 2 2 .85
    -1 1 .85 0 -2 .85 0 0 .70 1 1 .85 -1 -1 .85 -1 -1 .85 -2 -1 .85
    -2 0 .70 -1 0 .70 -1 -1 .70 0 -1 .70 0 0 .55 0 0 .55 -1 -2 .70
    0 0 .55 1 -1 .40 0 0 .55 1 1 .85

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121	2	2	1.0	1	2	.85	2	1	.85	0	0	.55	3	2	1.0	2	2	1.0	2	2	1.0	2	2	1.0
	3	2	1.0	1	2	1.0	1	1	1.0	2	2	1.0	-2	1	1.0	2	2	1.0	2	2	1.0	2	2	1.0
	3	2	1.0	2	2	1.0	2	2	1.0	2	2	1.0	2	2	1.0	2	2	1.0	2	2	1.0	2	2	1.0
	2	2	1.0	1	-1	1.0	2	1	.85	1	2	1.0	1	2	1.0	1	1	1.0	2	2	1.0	2	2	1.0
	2	1	1.0	1	1	1.0	2	2	1.0	2	2	1.0	2	1	1.0	2	2	1.0	-1	-2	1.0	-1	-2	1.0
	2	2	1.0	2	2	.85	2	2	1.0	1	1	1.0												
127	3	3	1.0	-1	2	.85	2	2	.85	0	0	.10	3	3	1.0	2	3	1.0	3	3	1.0	3	3	1.0
	3	3	1.0	0	0	.55	-1	0	.70	2	2	.85	-2	0	.85	-1	-2	1.0	2	0	.55			
	2	2	.85	2	2	1.0	3	3	1.0	1	1	1.0	2	2	1.0	2	2	1.0	3	3	1.0			
	2	2	1.0	0	0	.85	2	1	.85	2	2	1.0	0	0	1.0	-1	-1	1.0	2	2	.85			
	0	0	.55	0	0	.55	0	0	.55	2	2	.85	2	2	.85	2	2	.85	1	1	.85			
	2	2	.85	0	0	.55	2	2	.85	1	2	1.0												
130	2	2	.85	0	0	.55	0	0	.55	0	0	.55	2	2	.70	2	2	.85	-1	-1	.40			
	2	2	.85	0	0	.55	-1	0	.70	1	1	.70	0	0	.55	2	-1	.85	0	0	.55			
	2	-1	.85	2	-1	.85	-1	-1	.85	2	2	.85	2	2	.85	2	2	.85	2	2	.85			
	2	2	.85	0	2	.85	2	2	.85	2	2	.85	-1	-1	.85	-1	-1	.85	0	0	.55			
	0	0	.55	1	1	.85	-1	0	.70	0	0	.55	1	1	.85	0	0	.55	1	1	.85			
	2	2	.85	0	0	.55	1	1	.85	0	0	.55												
133	2	1	.85	0	0	.70	0	-1	.85	0	0	.70	1	2	.85	1	1	.85	-1	-1	.85			
	0	0	.85	-1	-1	.85	-2	-1	.85	0	-2	.70	1	0	.85	0	1	.85	0	0	.70			
	0	-1	.85	2	2	.85	-1	1	.85	1	1	.70	1	0	.70	-1	-1	.85	-1	0	.70			
	-1	2	.85	1	-1	.70	-1	0	.85	-1	-1	.70	0	0	.70	1	1	.70	-1	0	.70			
	-1	-1	.85	-1	-1	.85	-1	0	.70	1	1	.70	0	-1	.70	-1	-1	.70	-1	-1	.70			
	0	0	.70	-1	0	.70	-1	-1	.85	0	0	.70												
135	1	1	.85	-1	0	.70	1	1	.85	0	0	.55	1	1	.70	1	1	.85	2	2	1.0			
	2	1	1.0	1	1	1.0	0	0	1.0	0	0	1.0	0	0	1.0	1	1	1.0	0	0	1.0			
	2	1	1.0	1	1	1.0	1	1	1.0	0	0	1.0	1	1	1.0	-1	-1	1.0	-1	0	1.0			
	1	1	1.0	1	1	1.0	0	0	1.0	1	1	.70	0	0	1.0	1	1	1.0	0	0	1.0			
	1	1	1.0	2	-1	1.0	0	0	1.0	1	1	1.0	1	1	1.0	0	0	.70	0	0	.85			
	1	2	1.0	0	0	.85	0	0	1.0	0	0	1.0												
138	3	3	1.0	0	0	.55	-1	0	.55	0	0	.55	3	3	1.0	3	3	1.0	3	3	1.0			
	0	0	.55	1	1	.70	2	2	.85	2	2	.85	0	0	.55	2	2	.85	2	2	.85			
	2	2	.85	2	2	.85	2	2	.85	2	2	.85	2	2	.85	-2	-2	.25	-2	-2	.25			
	1	1	.70	2	2	.85	1	1	.70	-2	-2	.25	1	1	.70	0	0	.55	1	1	.70			
	-1	-1	.40	-2	-2	.25	-2	-2	.25	1	1	.70	-2	-2	.25	-2	-2	.25	1	1	.70			
	2	2	.85	0	0	.55	0	0	.55	0	0	.55												
146	2	2	.85	2	2	.85	-1	-1	.40	0	0	.55	3	3	1.0	3	3	1.0	2	2	.85			
	2	2	.85	2	2	.85	-1	-1	.40	0	0	.55	-3	-3	1.0	2	2	.85	2	2	.85			
	3	3	1.0	3	3	1.0	3	3	1.0	0	0	.55	3	3	1.0	-2	-2	.25	2	2	.85			
	2	2	.85	2	2	.85	-2	-2	.25	2	2	.85	3	3	1.0	3	3	1.0	2	2	.85			
	2	2	.85	2	2	.85	2	2	.85	2	2	.85	1	1	.70	0	0	.55	-2	-2	.25			
147	3	3	1.0	0	0	.55	2	2	.85	2	2	.85												
	2	2	.85	0	0	.25	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55			
	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55			
	-2	-2	.55	-2	0	.70	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55			
	0	0	.25	0	0	.25	0	0	.55	-1	0	.40	-1	-1	.40	0	0	.55	0	0	.25			
	0	0	.25	-2	-2	.40	-1	-1	.40	-1	-1	.40	0	0	.25	0	-2	.25	0	0	.25			
	0	0	.25	0	0	.25	0	0	.25	0	0	.40												
152	1	1	.70	-1	0	.55	2	2	.85	0	0	.55	0	0	.55	0	0	.55	2	2	.85			
	1	2	.70	1	1	.70	1	1	.70	1	1	.70	1	1	.70	0	0	.55	0	0	.55	2	2	.85
	-2	-2	.70	2	2	.85	1	1	.70	0	0	.55	2	2	.85	2	2	.85	1	1	.70			
	1	1	.70	0	0	.55	1	2	.85	1	1	.70	2	2	.70	-2	-2	.70	1	0	.70			
	0	0	.55	1	1	.70	2	2	.85	1	1	.70	0	0	.55	0	0	.55	0	0	.55	-2	-2	.85
	1	1	.55	0	0	.55	1	1	.70	1	1	.70												
153	2	2	.70	0	0	.55	2	1	.70	0	0	.55	3	3	1.0	2	2	.70	2	2	.70			
	0	0	.55	2	2	.70	0	1	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55			
	-1	0	.70	2	2	.85	-1	-1	.70	0	0	.55	1	1	.70	0	0	.55	1	1	1.0			
	0	0	.55	1	-2	.70	-1	0	.55	-1	-1	.70	-1	-1	.70	-1	0	.85	-1	0	1.0			
	-1	-1	.55	-1	-1	.70	0	0	.55	-1	0	.55	0	0	.55	0	0	.55	0	0	.55			
	1	1	.70	0	0	.55	-2	-2	.85	-1	-1	.70												
155	3	3	.85	2	2	.70	2	2	.85	2	2	.40	2	2	.85	2	2	.85	3	1	1.0			
	2	2	.85	2	2	.85	1	1	.85	2	1	.85	1	2	1.0	2	2	1.0	2	2	.85			
	2	2	.85	2	2	.85	2	2	.85	1	2	.85	2	2	.85	2	1	.85	2	2	1.0			
	1	2	.85	2	1	1.0	2	2	1.0	2	1	1.0	1	1	.85	1	1	.70	1	2	.85			
	2	2	.85	1	1	1.0	2	2	.85	2	2	.85	2	2	.85	2	1	.85	1	2	.85			
	2	2	1.0	2	2	.85	2	1	.85	2	2	.85												

156	2	2	.40	2	2	.65	2	2	.85	0	2	.70	3	3	1.0	2	2	.85	2	2	1.0
	2	2	.85	0	0	.55	1	2	.70	2	2	.85	0	1	.85	2	2	.85	3	2	.85
	2	3	.85	3	3	1.0	2	2	.85	3	2	.85	2	2	1.0	2	2	.85	2	2	.85
	2	2	.70	2	1	.65	1	1	.70	3	2	.85	1	0	.70	2	2	1.0	2	2	.85
	2	1	.85	3	2	1.0	1	2	.85	2	3	.85	2	2	.85	1	2	.55	1	1	.70
	2	2	.70	2	2	.70	1	1	.70	1	0	.40									
157	0	0	1.0	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55
	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55
	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55
	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55
	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55
	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55	0	0	.55
	0	0	.55	0	0	.55	0	0	.55	3	3	1.0									
159	2	2	.70	0	0	.55	0	0	.55	0	0	.55	0	0	.55	-2	-2	.85	0	-1	.85
	0	0	.55	0	0	.55	0	0	.55	0	0	.55	2	0	.85	2	2	.85	2	2	.85
	2	2	.85	3	3	1.0	2	2	.85	3	3	1.0	3	3	1.0	3	3	1.0	3	3	1.0
	2	2	.85	2	2	.85	2	2	.85	2	2	.85	2	2	.85	0	0	.55	-2	-2	.40
	2	2	.85	2	2	.85	2	2	.85	3	3	1.0	0	0	.55	0	0	.55	-2	-2	.40
	3	3	1.0	0	0	.55	0	0	.55	0	0	.55									
161	3	1	1.0	-2	2	.85	0	0	.55	0	0	.55	2	2	.85	2	2	.55	2	2	.85
	2	2	.85	-1	1	.85	0	1	1.0	1	1	.70	1	0	.85	0	-1	1.0	2	2	.85
	2	2	.85	2	2	1.0	1	1	1.0	0	0	.55	2	2	.85	2	2	.85	2	2	.85
	-1	2	1.0	2	-1	.55	0	0	.55	2	2	.85	-1	0	.85	-3	0	1.0	-1	0	.70
	0	0	.55	1	1	.70	1	1	.85	0	0	.55	0	0	.55	-1	-1	.70	0	0	.55
	0	0	.55	-1	2	.85	1	1	.85	-2	-2	1.0									

APPENDIX N-2

LISTING OF PROGRAMS (P1S-NS AND P1S-NSAG) TO CREATE
PEARSON NS_i MATRIX

```

LIST
10 REM *****
20 REM ADOT PROJECT DATA ANALYSIS ARIZONA STATE UNIVERSITY 1984
30 REM ***** FORMULA *****
40 REM VSUMI=WEIGHTED CALCULATION ON EACH QUESTION OF EACH USER SATISFACTION
50 REM QUESTIONNAIRE(3 TO -3; 1.00,0.85,0.70,0.55,0.40,0.25,0.10)
60 REM SUM OF VSUMI=S1 DEFINED IN THE PAPER
70 REM DELTA = 0 OR 1 DEPENDING THE THE FIRST TWO RESPONSES ON EACH QUESTION
80 REM SUM OF DELTA=F1 DEFINED IN THE PAPER
90 REM NORMAL SCORE(NORSCR)=S1/(F1*3.0)
100 REM *****
120 CLEAR: GN=39: NN=25 'TOTAL QUESTIONS ; # OF PEOPLE
121 TI$="GENERATE BY SORTING NORMAL SCORE"
130 DIM MEASURE(GN,3,NN), CODE(NN), TOP$(NN), MC$(NN), BO$(NN), NCZERO(NN), NSCR(NN)
140 DIM VSUMI(NN,GN), DELTA(GN,NN), FSUM(NN) 'WEIGHTED: 1 OR 0; F1=SUM OF DELTA
150 DIM CSUM(NN), RANK(NN), RSUM(GN), RAVG(GN) 'NORMAL SCORE=CSUM/FSUM*3.0
152 GOSUB 1000
340 END
1000 OPEN "A:DATA1" FOR INPUT AS #1 'READ DATA INTO WORKING AREA
1010 FOR I=1 TO NN: INPUT #1, CODE(I)
1020 FOR J=1 TO GN: FOR K=1 TO 3
1030 INPUT #1, MEASURE(J,K,I)
1040 NEXT K
1041 VSUMI(I,J)=MEASURE(J,3,I)*((MEASURE(J,1,I)+MEASURE(J,2,I))/2)
1050 IF MEASURE(J,1,I)=0 AND MEASURE(J,2,I)=0 THEN DELTA(J,I)=0 ELSE DELTA(J,I)=1
1052 NEXT J: NEXT I
1060 CLOSE #1
1070 FOR J=1 TO GN: FOR I=1 TO NN 'CALCULATE SOME BASIC VALUES
1080 RSUM(J)=RSUM(J)+VSUMI(I,J)
1090 NEXT I: RAVG(J)=RSUM(J)/NN: NEXT J
1100 FOR I=1 TO NN :CSUM(I)=0:DEL=0: FOR J=1 TO GN
1110 DEL=DEL+DELTA(J,I)
1120 CSUM(I)=CSUM(I)+VSUMI(I,J)
1130 NEXT J: NSCR(I)=CSUM(I)/(DEL*3!): NEXT I
2000 REM SORTING PROCEDURES
2010 FOR I=1 TO NN: RANK(I)=I: NEXT I 'RANK(I) REFLECT THE ORIGINAL ORDER
2020 FOR I=1 TO NN-1
2030 MAX=NSCR(I)
2040 FOR J=I+1 TO NN
2050 IF NSCR(J)<=MAX THEN GOTO 2200
2060 MAX=NSCR(J): NSCR(J)=NSCR(I): NSCR(I)=MAX
2070 TEMP=RANK(I):RANK(I)=RANK(J):RANK(J)=TEMP
2200 NEXT J: NEXT I
2210 OPEN "A:DATA101" FOR OUTPUT AS #1 'WRITE THE SORTING ORDER BACK
2220 FOR I=1 TO NN: PRINT #1, CODE(RANK(I));
2230 FOR J=1 TO GN: FOR K=1 TO 3
2240 PRINT #1, MEASURE(J,K, RANK(I));
2250 NEXT K: NEXT J: PRINT #1, " ": NEXT I
2260 CLOSE #1
2500 RETURN
0

```

```

LIST
10 REM *****
20 REM ADOT PROJECT DATA ANALYSIS ARIZONA STATE UNIVERSITY 1984
30 REM ***** FORMULA *****
40 REM VSUMI=WEIGHTED CALCULATION ON EACH QUESTION OF EACH USER SATISFACTION
50 REM QUESTIONNAIRE(3 TO -3) 1.00,0.85,0.70,0.55,0.40,0.25,0.10)
60 REM SUM OF VSUMI=S1 DEFINED IN THE PAPER
70 REM DELTA = 0 OR 1 DEPENDING THE THE FIRST TWO RESPONSES ON EACH QUESTION
80 REM SUM OF DELTA=FI DEFINED IN THE PAPER
90 REM NORMAL SCORE(NORSCR)=S1/(F1*3.0)
100 REM *****
120 CLEAR: QN=39: NN=25 'TOTAL QUESTIONS I # OF PEOPLE
121 TI$="PEARSON SORTED BY NORMALIZED SATISFACTION AND AVERAGE"
130 DIM MEASURE(QN,3,NN),CODE(NN),TOP$(NN),MC$(NN),BO$(NN),NCZERO(NN),NSCR(NN)
140 DIM VSUMI(NN,QN), DELTA(QN,NN), FSUM(NN) 'WEIGHTED I OR O; F1=SUM OF DELTA
150 DIM CSUM(NN),RANK(QN), RSUM(QN),RAVG(QN) 'NORMAL SCORE=CSUM/FSUM*3.0
152 GOSUB 1000
160 OPEN "A:DATA102" FOR INPUT AS #1
170 FOR I=1 TO NN : FSUM(I)=0 'FSUM IS FOR COLUMN SUM-UP USE
180 REM SEPERATE CODE INTO TOP, MIDDLE AND BOTTOM PARTS FOR PRINT HEADING
190 INPUT #1, CODE(I): CODE$=STR$(CODE(I)) 'BEWARE CODE$ CONTAIN A SPACE AHEAD
200 TOP$(I)=MID$(CODE$,2,1)
210 MC$(I)=MID$(CODE$,3,1)
220 BO$(I)=RIGHT$(CODE$,1)
230 REM READ 39 X 3 DATA FOR EACH QUESTIONNAIRE
240 FOR J=1 TO QN
250 FOR K=1 TO 3: INPUT #1, MEASURE(J,K,I): NEXT K
260 REM VSUMI=WEIGHT * ONE HALF OF THE SUM OF TWO DATA
270 VSUMI(I,J)=MEASURE(J,3,I)+((MEASURE(J,1,I)+MEASURE(J,2,I))/2)
280 REM DELTA COMPARE THE RESPONSE VALUES; IF SAME , =0, ELSE =1
290 IF MEASURE(J,1,I)=0 AND MEASURE(J,2,I)=0 THEN DELTA(J,I)=0 ELSE DELTA(J,I)=1
300 IF VSUMI(I,J)=0 THEN NCZERO(I)=NCZERO(I)+1
310 NEXT J: NEXT I
320 CLOSE #1
330 GOSUB 350
340 END
350 PEM *****
360 REM PRINT THE MATRIX OUT
370 PRINT TI$ : FLAG=0
380 S=1: SE=9 'S & SE DEFINE HOW MANY COLUMNS TO BE SHOWN IN A SINGLE PRINTOUT
390 SETAIL=NN-INT(NN/(S+SE))*(S+SE)
400 PGN=INT(NN/(S+SE))+1: FOR PAGE=1 TO PGN 'DEFINE # OF PAGES PRINTOUT
410 PRINT TAB(13);
420 FOR I=S TO S+SE:PRINT TOP$(I) SPC(6);:NEXT I: PRINT
430 PRINT TAB(13);
440 FOR I=S TO S+SE:IF I=NN THEN GOTO 460 ELSE PRINT MC$(I) SPC(6);:NEXT I
450 PRINT:GOTO 470
460 PRINT MC$(I) SPC(6) "AVERAGE":
470 PRINT TAB(13);
480 FOR I=S TO S+SE: PRINT BO$(I) SPC(6);:NEXT I: PRINT
490 PRINT STRING$(80,45)
500 FOR J=1 TO QN: IF RANK(J)<10 THEN GAP$=" " ELSE GAP$=" "
510 PRINT "QUES":RANK(J);GAP$:FOR I=S TO S+SE:PRINT USING "###.###"VSUMI(I,J);
520 NEXT I:IF FLAG=1 THEN GOSUB 610 'CALCULATE HORIZONTAL AVERAGE VALUES
530 PRINT: NEXT J
540 GOSUB 640 'CLACULATE NORMAL SCORE
550 IF PAGE=PGN THEN GOTO 600
560 AS=II$KEY$: IF AS="Y" THEN GOTO 570 ELSE 560
570 IF PAGE+1<>PGN THEN S=S+10: GOTO 590
580 IF PAGE+1=PGN THEN S=S+10 : SE=SETAIL-1: FLAG=1 : GOTO 590
590 NEXT PAGE
600 RETURN
610 RSUM(J)=0: FOR I=1 TO NN
620 RSUM(J)=RSUM(J)+VSUMI(I,J): NEXT I

```

```

630 RAVG(J)=RSUM(J)/NN
640 PRINT USING "###.###"; RAVG(J);
650 RETURN
660 PRINT STRING$(80,45)
670 PRINT"NR SCORE":FOR I=S TO S+SE:DEL=0::CSUM(I)=0: FOR J=1 TO GN
680 DEL=DEL+DELTA(J,I):CSUM(I)=CSUM(I)+VSUM(I,J): NEXT J
690 NSCR(I)=CSUM(I)/(DEL*3!)
700 PRINT USING "###.###"INSCR(I);
710 NEXT I
711 PRINT:PRINT "S: VALUE ";:FOR I=S TO S+SE
712 PRINT USING "###.###"CSUM(I);
713 NEXT I
720 IF FLAG=1 THEN GOSUB 800 'FORMAT LAST PAGE USE
730 PRINT" OF ZERO":FOR I=S TO S+SE
740 PRINT USING "#####"INCZERO(I): NEXT I
750 IF FLAG=1 THEN GOTO 770
760 GOTO 790
770 FOR J=1 TO GN: AAVG=RAVG(J)+AAVG: NEXT J 'TOTAL AVG OF RAVG
780 PRINT USING " ###.###"AAVG/GN:PRINT "(CCL AVG)";
790 RETURN
800 FOR I=1 TO NN: TNSCR=TNSCR+NSCR(I): NEXT I
910 PRINT USING " ###.###"TNSCR/NN: PRINT"(NSR AVG)"
920 RETURN
1000 OPEN "A:DATA101" FOR INPUT AS #1 'READ DATA INTO WORKING AREA
1010 FOR I=1 TO NN: INPUT #1, CODE(I)
1020 FOR J=1 TO GN: FOR K=1 TO 3
1030 INPUT #1, MEASURE(J,K,I)
1040 NEXT K
1041 VSUM(I,J)=MEASURE(J,3,I)*((MEASURE(J,1,I)+MEASURE(J,2,I))/2)
1050 IF MEASURE(J,1,I)=0 AND MEASURE(J,2,I)=0 THEN DELTA(J,I)=0 ELSE DELTA(J,I)=
1
1052 NEXT J: NEXT I
1060 CLOSE #1
1070 FOR J=1 TO GN: FOR I=1 TO NN 'CALCULATE SOME BASIC VALUES
1080 RSUM(J)=RSUM(J)+VSUM(I,J)
1090 NEXT I: RAVG(J)=RSUM(J)/NN: NEXT J
1100 FOR I=1 TO NN :CSUM(I)=0:DEL=0: FOR J=1 TO GN
1110 DEL=DEL+DELTA(J,I)
1120 CSUM(I)=CSUM(I)+VSUM(I,J)
1130 NEXT J: NSCR(I)=CSUM(I)/(DEL*3!): NEXT I
2000 REM SORTING PROCEDURES
2010 FOR J=1 TO GN: RANK(J)=J: NEXT J 'RANK(I) REFLECT THE ORIGINAL ORDER
2020 FOR J=1 TO GN-1
2030 MAX=RAVG(J)
2040 FOR I=J+1 TO GN
2050 IF RAVG(I)<=MAX THEN GOTO 2200
2060 MAX=RAVG(I): RAVG(I)=RAVG(J): RAVG(J)=MAX
2070 TEMP=RANK(J):RANK(J)=RANK(I):RANK(I)=TEMP
2200 NEXT I: NEXT J
2210 OPEN "A:DATA102" FOR OUTPUT AS #1 'WRITE THE SORTING ORDER BACK
2220 FOR I=1 TO NN: PRINT #1, CODE(I);
2230 FOR J=1 TO GN: FOR K=1 TO 3
2240 PRINT #1, MEASURE(RANK(J),K,I);
2250 NEXT K: NEXT J: PRINT #1, " ": NEXT I
2260 CLOSE #1
2300 RETURN
0

```

APPENDIX O
PEARSON IMPORTANCE MATRIX

PEARSON SORTED BY IMPORTANCE AND AVERAGE

	1	1	1	1	1	1	1	1	1	1
	0	2	1	3	1	5	0	2	5	6
	0	1	9	5	4	5	3	7	6	1
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
QUES 16	1.000	1.000	1.000	1.000	1.000	0.850	1.000	1.000	1.000	1.000
QUES 19	1.000	1.000	1.000	1.000	1.000	0.850	1.000	1.000	1.000	0.850
QUES 7	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	0.850
QUES 15	1.000	1.000	1.000	1.000	1.000	0.850	1.000	0.850	0.850	0.850
QUES 5	1.000	1.000	1.000	0.700	0.850	0.850	1.000	1.000	1.000	0.850
QUES 17	1.000	1.000	1.000	1.000	1.000	0.850	1.000	1.000	0.850	1.000
QUES 21	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	0.850	0.850
QUES 1	0.850	1.000	1.000	0.850	0.850	0.850	0.350	1.000	1.000	0.400
QUES 6	1.000	1.000	1.000	0.850	1.000	0.850	1.000	1.000	0.850	0.550
QUES 22	1.000	1.000	1.000	1.000	1.000	0.850	1.000	1.000	0.700	1.000
QUES 13	1.000	1.000	1.000	1.000	0.850	1.000	0.850	1.000	0.850	1.000
QUES 26	1.000	1.000	1.000	1.000	1.000	0.850	1.000	1.000	0.700	0.850
QUES 23	1.000	1.000	1.000	1.000	1.000	1.000	0.700	0.850	0.850	0.350
QUES 25	1.000	1.000	1.000	0.700	1.000	1.000	0.850	1.000	0.850	0.850
QUES 8	1.000	1.000	0.850	1.000	1.000	0.850	1.000	1.000	0.850	0.850
QUES 32	1.000	1.000	1.000	1.000	1.000	0.850	0.850	0.850	0.850	0.350
QUES 27	1.000	1.000	0.700	1.000	1.000	0.700	0.400	1.000	1.000	1.000
QUES 14	1.000	1.000	1.000	1.000	0.850	0.850	1.000	0.350	0.850	0.850
QUES 38	1.000	1.000	1.000	1.000	1.000	0.850	0.850	0.850	0.700	0.850
QUES 18	1.000	1.000	1.000	1.000	0.850	0.850	1.000	1.000	0.850	0.550
QUES 28	1.000	1.000	1.000	1.000	1.000	0.850	1.000	0.850	0.850	0.700
QUES 30	1.000	1.000	1.000	1.000	1.000	1.000	0.850	0.350	1.000	0.700
QUES 11	1.000	1.000	1.000	1.000	1.000	0.850	1.000	0.850	0.850	0.700
QUES 20	1.000	1.000	1.000	1.000	0.850	0.850	1.000	1.000	0.850	0.850
QUES 36	1.000	1.000	1.000	1.000	0.700	1.000	0.350	0.850	0.700	0.550
QUES 31	1.000	1.000	1.000	1.000	0.850	0.850	0.850	0.350	0.850	0.850
QUES 24	1.000	0.850	0.700	1.000	1.000	1.000	0.850	0.850	0.700	0.350
QUES 10	1.000	1.000	1.000	1.000	1.000	0.850	1.000	0.700	0.700	1.000
QUES 39	1.000	1.000	1.000	1.000	0.850	0.850	0.350	1.000	0.400	1.000
QUES 9	1.000	1.000	1.000	1.000	1.000	0.850	1.000	0.350	0.350	0.850
QUES 12	1.000	1.000	1.000	1.000	1.000	1.000	0.350	0.850	0.850	0.850
QUES 35	1.000	1.000	1.000	0.850	1.000	0.850	0.850	0.850	0.700	0.350
QUES 29	1.000	1.000	1.000	1.000	0.850	0.850	0.850	0.350	0.850	0.350
QUES 33	0.850	1.000	1.000	1.000	1.000	0.850	0.850	0.850	0.850	0.350
QUES 3	1.000	0.850	1.000	0.850	0.850	0.850	0.850	0.850	0.850	0.550
QUES 2	0.850	0.850	0.350	0.700	0.850	0.700	0.850	0.850	0.850	0.850
QUES 34	1.000	1.000	1.000	0.700	0.850	0.850	0.850	0.850	0.350	0.700
QUES 37	1.000	0.850	1.000	0.850	0.350	0.850	0.350	0.350	0.700	0.850
QUES 4	0.950	0.350	0.350	0.350	0.350	0.400	0.350	0.100	0.700	0.350
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
AVERAGE	0.995	0.973	0.958	0.938	0.923	0.865	0.858	0.846	0.800	0.781

1	1	1	1	1	1	1	1	1	1	1
3	0	0	4	5	3	1	2	5	0	
3	6	9	6	9	0	1	0	2	1	

QUES 16	0.850	0.850	0.850	1.000	1.000	0.850	0.850	1.000	0.850	0.850
QUES 19	0.700	0.850	0.850	1.000	1.000	0.850	0.850	0.850	0.850	0.700
QUES 7	0.850	0.850	0.850	0.850	0.850	0.400	0.850	0.550	0.850	0.850
QUES 15	0.850	0.850	0.850	1.000	0.850	0.850	0.850	0.850	0.700	0.700
QUES 5	0.850	0.850	0.850	1.000	0.550	0.700	0.850	0.700	0.550	0.850
QUES 17	0.850	0.850	0.700	1.000	0.850	0.850	0.550	0.850	0.700	0.700
QUES 21	0.700	0.850	0.850	0.850	1.000	0.850	0.850	0.850	0.700	0.700
QUES 1	0.850	1.000	1.000	0.850	0.700	0.850	0.250	0.700	0.700	0.850
QUES 6	0.850	0.700	0.850	1.000	0.850	0.850	0.850	0.550	0.550	0.850
QUES 22	0.850	0.850	0.850	0.850	0.850	0.850	0.850	0.850	0.700	0.550
QUES 13	0.850	0.850	0.700	0.850	0.850	0.850	0.700	0.700	0.550	0.700
QUES 26	0.700	0.850	0.550	1.000	0.850	0.850	0.700	0.850	0.700	0.700
QUES 23	0.700	0.850	0.850	0.850	0.850	0.850	0.850	0.850	0.550	0.850
QUES 25	0.700	0.850	0.850	0.850	0.850	0.850	0.850	0.850	0.700	0.700
QUES 8	0.850	0.850	0.850	0.850	0.550	0.850	0.550	0.550	0.700	0.700
QUES 32	0.700	0.850	0.850	0.850	1.000	0.550	0.850	0.700	0.700	0.700
QUES 27	0.700	0.550	0.850	1.000	0.550	0.850	1.000	0.850	0.700	0.550
QUES 14	0.700	0.850	0.700	0.850	0.850	0.550	0.550	0.700	0.850	0.550
QUES 38	0.850	0.850	0.700	0.850	0.550	0.850	0.850	0.550	0.700	0.700
QUES 18	0.700	0.850	0.550	0.550	1.000	0.850	0.550	0.700	0.550	0.850
QUES 28	0.700	0.550	0.850	0.850	0.400	0.550	1.000	0.850	0.700	0.550
QUES 30	0.850	0.550	0.850	0.850	0.850	0.850	0.700	0.700	0.700	0.700
QUES 11	0.700	0.850	0.850	0.550	0.550	0.700	0.850	0.550	0.700	0.550
QUES 20	0.850	0.850	0.850	0.250	1.000	0.850	0.550	0.700	0.850	0.550
QUES 36	0.700	0.850	0.550	1.000	1.000	0.850	1.000	0.550	0.550	0.550
QUES 31	0.700	0.850	0.550	0.550	0.850	0.700	0.850	0.700	0.850	0.700
QUES 24	0.850	0.850	0.700	0.250	0.850	0.850	0.700	0.700	0.850	0.550
QUES 10	0.850	0.550	0.700	0.400	0.550	0.700	0.550	0.550	0.700	0.700
QUES 29	0.700	0.550	0.700	0.850	0.550	0.550	0.550	0.850	0.700	0.700
QUES 9	0.850	0.850	0.550	0.850	0.550	0.550	0.550	0.550	0.700	0.550
QUES 12	0.850	0.550	0.850	0.100	0.850	0.550	0.850	0.550	0.550	0.700
QUES 35	0.700	0.550	1.000	0.250	0.400	0.850	0.850	0.700	0.850	0.700
QUES 29	0.850	0.850	0.700	0.850	0.850	0.550	0.550	0.700	0.550	0.700
QUES 33	0.700	0.550	0.700	0.700	0.550	0.850	0.850	0.550	0.550	0.550
QUES 3	0.850	0.700	0.700	0.400	0.550	0.550	0.250	0.550	0.850	0.550
QUES 2	0.700	0.550	0.700	0.850	0.550	0.550	0.400	0.550	0.550	0.700
QUES 34	0.700	0.550	0.700	0.550	0.550	0.550	0.850	0.550	0.550	0.700
QUES 37	0.700	0.850	0.550	0.550	0.550	0.550	0.850	0.400	0.550	0.550
QUES 4	0.700	0.700	0.550	0.550	0.550	0.550	0.550	0.550	0.550	0.700
AVERAGE	0.773	0.765	0.758	0.754	0.742	0.731	0.727	0.688	0.685	0.681

	1 5 3	1 3 8	1 0 5	1 5 7	1 4 7	AVERAGE
QUES 16	0.850	0.850	0.550	0.550	0.700	0.8920
QUES 19	0.700	0.850	0.550	0.550	0.550	0.8560
QUES 7	0.700	1.000	0.850	0.550	0.550	0.8500
QUES 15	0.700	0.850	0.550	0.550	0.550	0.8380
QUES 5	1.000	1.000	0.850	0.550	0.550	0.8380
QUES 17	0.700	0.850	0.550	0.550	0.550	0.8320
QUES 21	1.000	0.250	0.550	0.550	0.550	0.8320
QUES 1	0.700	1.000	1.000	1.000	0.850	0.8260
QUES 6	0.700	1.000	0.850	0.550	0.550	0.8260
QUES 22	0.550	0.700	0.550	0.550	0.250	0.8080
QUES 13	0.550	0.850	0.550	0.550	0.550	0.8080
QUES 26	0.700	0.700	0.550	0.550	0.400	0.8020
QUES 23	0.700	0.850	0.550	0.550	0.250	0.7960
QUES 25	0.700	0.250	0.550	0.550	0.400	0.7900
QUES 8	0.550	0.550	0.850	0.550	0.550	0.7900
QUES 32	0.550	0.700	0.550	0.550	0.400	0.7780
QUES 27	0.850	0.550	0.550	0.550	0.550	0.7780
QUES 14	0.550	0.850	0.700	0.550	0.550	0.7720
QUES 38	0.850	0.550	0.550	0.550	0.250	0.7720
QUES 18	0.550	0.850	0.550	0.550	0.550	0.7720
QUES 28	1.000	0.700	0.550	0.550	0.250	0.7720
QUES 30	0.700	0.250	0.550	0.550	0.400	0.7660
QUES 11	0.550	0.850	0.550	0.550	0.550	0.7660
QUES 20	0.550	0.250	0.550	0.550	0.550	0.7660
QUES 36	0.700	0.850	0.550	0.550	0.250	0.7540
QUES 31	0.550	0.250	0.550	0.550	0.400	0.7480
QUES 24	0.550	0.700	0.550	0.550	0.550	0.7420
QUES 10	0.550	0.850	0.550	0.550	0.550	0.7420
QUES 39	0.700	0.550	0.550	1.000	0.400	0.7420
QUES 9	0.700	0.700	0.550	0.550	0.550	0.7360
QUES 12	0.550	0.550	0.550	0.550	0.550	0.7300
QUES 35	0.550	0.700	0.550	0.550	0.250	0.7240
QUES 29	0.550	0.400	0.550	0.550	0.250	0.7180
QUES 33	0.550	0.250	0.550	0.550	0.250	0.7000
QUES 3	0.700	0.550	0.550	0.550	0.550	0.6940
QUES 2	0.550	0.550	1.000	0.550	0.250	0.6760
QUES 34	0.550	0.250	0.550	0.550	0.250	0.6700
QUES 37	0.550	0.550	0.550	0.550	0.250	0.6520
QUES 4	0.550	0.550	0.550	0.550	0.550	0.5620
AVERAGE	0.662	0.650	0.608	0.573	0.454	0.767 (HOR AVG) 0.767 (COL AVG)

APPENDIX O-1

LISTING OF PROGRAMS (P1IMP2 AND P1IMP3)
TO CREATE PEARSON IMPORTANCE MATRIX

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10 REM *****
20 REM ADOT PROJECT DATA ANALYSIS ARIZONA STATE UNIVERSITY 1984
30 REM ***** FORMULA *****
40 REM VSUMI=WEIGHTED CALCULATION ON EACH QUESTION OF EACH USER SATISFACTION
50 REM QUESTIONNAIRE(3 TO -3; 1.00,0.85,0.70,0.55,0.40,0.25,0.10)
60 REM SUM OF VSUMI=S1 DEFINED IN THE PAPER
70 REM DELTA = 0 OR 1 DEPENDING THE THE FIRST TWO RESPONSES ON EACH QUESTION
80 REM SUM OF DELTA=F1 DEFINED IN THE PAPER
90 REM NORMAL SCORE(NORSCR)=S1/(F1*3.0)
100 REM *****
110 CLEAR: GN=39: NN=25 'TOTAL QUESTIONS I # OF PEOPLE
130 TI$="GENERATE BY IMPORTANT VALUES AND SORTED BY ROW FIRST"
140 DIM MEASURE(GN,3,NN),CODE(NN),TOP*(NN),MC*(NN),BD*(NN),NCZERO(NN),NSCR(NN)
150 DIM VSUMI(NN,GN), DELTA(GN,NN), FSUM(NN) 'WEIGHTED; 1 OR 0; F1=SUM OF DELTA
160 DIM CSUM(NN),RANK(NN), RSUM(GN),RAVG(GN) 'NORMAL SCORE=CSUM/FSUM*3.0
161 GOSUB 830
340 END
830 OPEN "A:DATA1" FOR INPUT AS #1 'READ DATA INTO WORKING AREA
840 FOR I=1 TO NN: INPUT #1, CODE(I)
850 FOR J=1 TO GN: FOR K=1 TO 3
860 INPUT #1, MEASURE(J,K,I)
870 NEXT K
880 VSUMI(I,J)=MEASURE(J,3,I)
890 IF MEASURE(J,1,I)=0 AND MEASURE(J,2,I)=0 THEN DELTA(J,I)=0 ELSE DELTA(J,I)=1
900 NEXT J: NEXT I
910 CLOSE #1
920 FOR J=1 TO GN: FOR I=1 TO NN 'CALCULATE SOME BASIC VALUES
930 RSUM(J)=RSUM(J)+VSUMI(I,J)
940 NEXT I: RAVG(J)=RSUM(J)/NN: NEXT J
950 FOR I=1 TO NN :CSUM(I)=0:DEL=0: FOR J=1 TO GN
960 DEL=DEL+DELTA(J,I)
970 CSUM(I)=CSUM(I)+VSUMI(I,J)
980 NEXT J: NSCR(I)=CSUM(I)/GN : NEXT I
990 REM SORTING PROCEDURES
1000 FOR I=1 TO NN: RANK(I)=I: NEXT I 'RANK(I) REFLECT THE ORIGINAL ORDER
1010 FOR I=1 TO NN-1
1020 MAX=NSCR(I)
1030 FOR J=I+1 TO NN
1040 IF NSCR(J)<=MAX THEN GOTO 1070
1050 MAX=NSCR(J): NSCR(J)=NSCR(I): NSCR(I)=MAX
1060 TEMP=RANK(I):RANK(I)=RANK(J):RANK(J)=TEMP
1070 NEXT J: NEXT I
1080 OPEN "A:DATA201" FOR OUTPUT AS #1 ' WRITE THE SORTING ORDER BACK
1090 FOR I=1 TO NN: PRINT #1, CODE(RANK(I)); ' SORT BY AVERAGE
1100 FOR J=1 TO GN: FOR K=1 TO 3
1110 PRINT #1, MEASURE(J,K,RANK(I));
1120 NEXT K: NEXT J: PRINT #1," ": NEXT I
1130 CLOSE #1
1140 RETURN
0

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10 REM *****
20 REM ADOT PROJECT DATA ANALYSIS ARIZONA STATE UNIVERSITY 1984
30 REM ***** FORMULA *****
40 REM VSUMI=WEIGHTED CALCULATION ON EACH QUESTION OF EACH USER SATISFACTION
50 REM QUESTIONNAIRE(3 TO -3; 1.00,0.85,0.70,0.55,0.40,0.25,0.10)
60 REM SUM OF VSUMI=SI DEFINED IN THE PAPER
70 REM DELTA = 0 OR 1 DEPENDING THE THE FIRST TWO RESPONSES ON EACH QUESTION
80 REM SUM OF DELTA=FI DEFINED IN THE PAPER
90 REM NORMAL SCORE(NORSCR)=SI/(FI*3,0)
100 REM *****
110 CLEAR: GN=39: NN=25 'TOTAL QUESTIONS ; # OF PEOPLE
120 TI$="PEARSON SORTED BY IMPORTANCE AND AVERAGE"
130 DIM MEASURE(GN,3,NN),CODE(GN),TOPS(NN),MCS(NN),BOS(NN),NCZERO(NN),NSCR(NN)
140 DIM VSUMI(NN,GN), DELTA(GN,NN), FSUM(NN) 'WEIGHTED; 1 OR 0; FI=SUM OF DELTA
150 DIM CSUM(NN),RANK(GN), RSUM(GN),RAVG(GN) 'NORMAL SCORE=CSUM/FSUM*3.0
161 GOSUB 830
162 OPEN "A:DATA202" FOR INPUT AS #1
170 FOR I=1 TO NN : FSUM(I)=0 'FSUM IS FOR COLUMN SUM-UP USE
180 REM SEPERATE CODE INTO TOP, MIDDLE AND BOTTOM PARTS FOR PRINT HEADING
190 INPUT #1, CODE(I): CODE$=STR$(CODE(I)) 'BEWARE CODE$ CONTAIN A SPACE AHEAD
200 TOP$(I)=MID$(CODE$,2,1)
210 MCS(I)=MID$(CODE$,3,1)
220 BOS(I)=RIGHT$(CODE$,1)
230 REM READ 39 X 3 DATA FOR EACH QUESTIONNAIRE
240 FOR J=1 TO GN
250 FOR K=1 TO 3: INPUT #1, MEASURE(J,K,I): NEXT K
260 REM VSUMI=IMPORTANT FACTOR ONLY
270 VSUMI(I,J)=MEASURE(J,3,I) 'JUST WANT IMPORTANT VALUE
280 REM DELTA COMPARE THE RESPONSE VALUES; IF SAME , =0, ELSE =1
290 IF MEASURE(J,1,I)=0 AND MEASURE(J,2,I)=0 THEN DELTA(J,I)=0 ELSE DELTA(J,I)=1
300 IF VSUMI(I,J)=0 THEN NCZERO(I)=NCZERO(I)+1
310 NEXT J: NEXT I
320 CLOSE #1
330 GOSUB 350
340 END
350 REM *****
360 REM PRINT THE MATRIX OUT
370 PRINT TI$ : FLAG=0
380 S=1: SE=9 'S & SE DEFINE HOW MANY COLUMNS TO BE SHOWN IN A SINGLE PRINTOUT
390 SETAIL=NN-INT(NN/(S+SE))*(S+SE)
400 PGN=INT(NN/(S+SE))+1: FOR PAGE=1 TO PGN 'DEFINE # OF PAGES PRINTOUT
410 PRINT TAB(13);
420 FOR I=S TO S+SE:PRINT TOP$(I) SPC(6):NEXT I: PRINT
430 PRINT TAB(13);
440 FOR I=S TO S+SE:IF I=NN THEN GOTO 460 ELSE PRINT MCS(I) SPC(6):NEXT I
450 PRINT:GOTO 470
460 PRINT MCS(I) SPC(6) "AVERAGE"
470 PRINT TAB(13);
480 FOR I=S TO S+SE: PRINT BOS(I) SPC(6):NEXT I: PRINT
490 PRINT STRING$(80,45)
500 FOR J=1 TO GN: IF RANK(J)<10 THEN GAPS=" " ELSE GAPS=" "
510 PRINT "QUES";RANK(J);GAPS;:FOR I=S TO S+SE:PRINT USING "###.###"VSUMI(I,J);
520 NEXT I:IF FLAG=1 THEN GOSUB 610 'CALCULATE HORIZONTAL AVERAGE VALUES
530 PRINT: NEXT J
540 GOSUB 660 'CLACULATE AVG OF IMPORTANT VALUES
550 IF PAGE=PGN THEN GOTO 600
560 AS=INKEY$: IF AS="Y" OR AS="y" THEN GOTO 570 ELSE 560
570 IF PAGE+1<>PGN THEN S=S+10: GOTO 590
580 IF PAGE+1=PGN THEN S=S+10 : SE=SETAIL-1: FLAG=1 : GOTO 590
590 NEXT PAGE

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600 RETURN
610 RSUM(J)=0: FOR I=1 TO NN
620 RSUM(J)=RSUM(J)+VSUMI(I,J): NEXT I
630 RAVG(J)=RSUM(J)/NN
640 PRINT USING "###.###": RAVG(J);
650 RETURN
660 PRINT STRING$(80,45)
670 PRINT "AVERAGE ":FOR I=S TO S+SE:DEL=0!:CSUM(I)=0: FOR J=1 TO GN
680 CSUM(I)=CSUM(I)+VSUMI(I,J): NEXT J
690 NSCR(I)=CSUM(I)/GN
700 PRINT USING "###.###":NSCR(I);
710 NEXT I
720 IF FLAG=1 THEN GOSUB 800 'FORMAT LAST PAGE USE
730 PRINT " ":FOR I=S TO S+SE
740 PRINT " ": NEXT I
750 IF FLAG=1 THEN GOTO 770
760 GOTO 790
770 FOR J=1 TO GN: AAVG=RAVG(J)+AAVG: NEXT J 'TOTAL AVG OF RAVG
780 PRINT USING "###.###":AAVG/GN:PRINT "(COL AVG)";
790 RETURN
800 FOR I=1 TO NN: TNSCR=TNSCR+NSCR(I): NEXT I
810 PRINT USING "###.###":TNSCR/NN: PRINT "(HOR AVG)";
820 RETURN
830 OPEN "A:DATA201" FOR INPUT AS #1 'READ DATA INTO WORKING AREA
840 FOR I=1 TO NN: INPUT #1, CODE(I)
850 FOR J=1 TO GN: FOR K=1 TO 3
860 INPUT #1, MEASURE(J,K,I)
870 NEXT K
880 VSUMI(I,J)=MEASURE(J,3,I)
890 IF MEASURE(J,1,I)=0 AND MEASURE(J,2,I)=0 THEN DELTA(J,I)=0 ELSE DELTA(J,I)=1
900 NEXT J: NEXT I
910 CLOSE #1
920 FOR J=1 TO GN: FOR I=1 TO NN 'CALCULATE SOME BASIC VALUES
930 RSUM(J)=RSUM(J)+VSUMI(I,J)
940 NEXT I: RAVG(J)=RSUM(J)/NN: NEXT J
950 FOR I=1 TO NN :CSUM(I)=0:DEL=0: FOR J=1 TO GN
960 DEL=DEL+DELTA(J,I)
970 CSUM(I)=CSUM(I)+VSUMI(I,J)
980 NEXT J: NSCR(I)=CSUM(I)/GN : NEXT I
990 REM SORTING PROCEDURES
1000 FOR J=1 TO GN: RANK(J)=J: NEXT J 'RANK(I) REFLECT THE ORIGINAL ORDER
1010 FOR J=1 TO GN-1
1020 MAX=RAVG(J)
1030 FOR I=J+1 TO GN
1040 IF RAVG(I)<=MAX THEN GOTO 1070
1050 MAX=RAVG(I): RAVG(I)=RAVG(J): RAVG(J)=MAX
1060 TEMP=RANK(J):RANK(J)=RANK(I):RANK(I)=TEMP
1070 NEXT I: NEXT J
1080 OPEN "A:DATA202" FOR OUTPUT AS #1 'WRITE THE SORTING ORDER BACK
1090 FOR I=1 TO NN: PRINT #1, CODE(I) 'SORT BY AVERAGE
1100 FOR J=1 TO GN: FOR K=1 TO 3
1110 PRINT #1, MEASURE(RANK(J),K,I)
1120 NEXT K: NEXT J: PRINT #1," ": NEXT I
1130 CLOSE #1
1140 RETURN
0

```