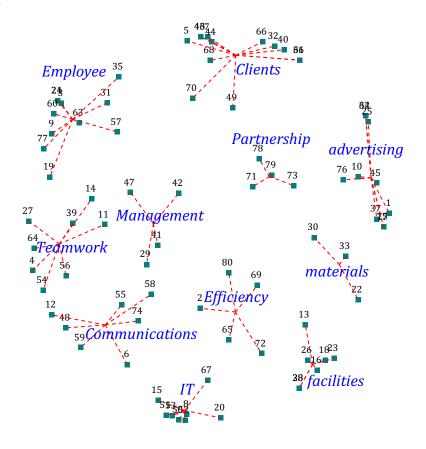
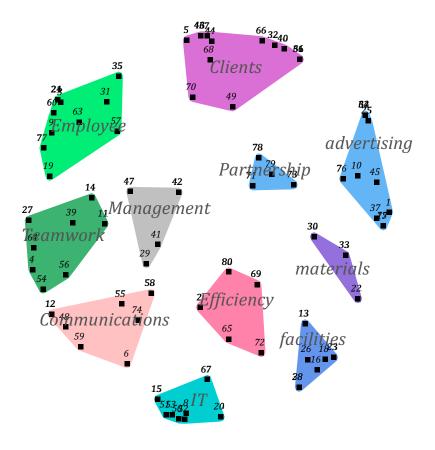
# 1 PLOTS

#### 1.1 CLUSTERS

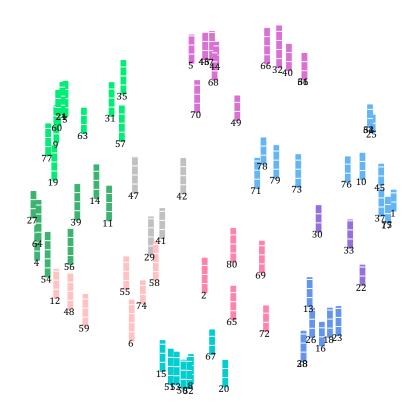


Stress= 0.33 %



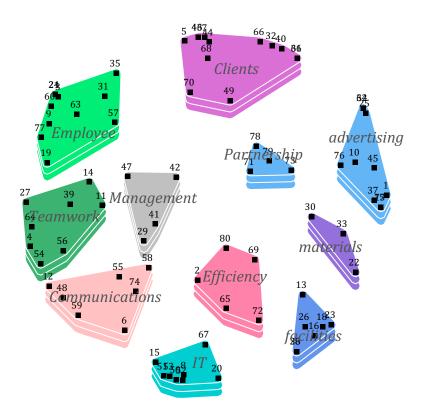
Stress= 0.33 %

## 1.2 UNIVARIATE RATING - BY STATEMENT



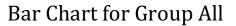
Rating Map for Group All - Feasibility

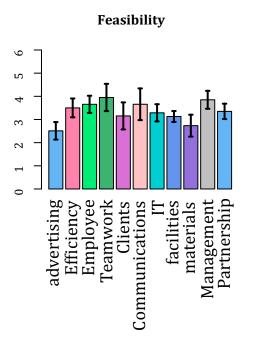
## 1.3 UNIVARIATE RATING - BY CLUSTER

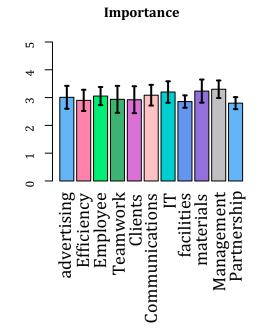


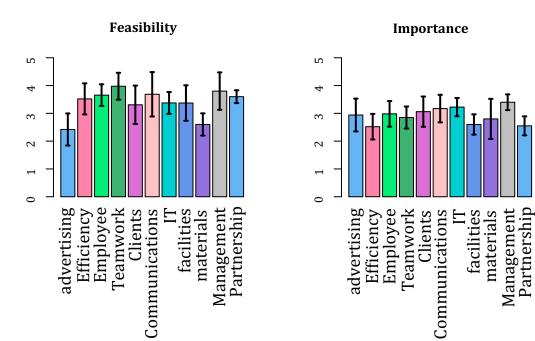
# **Cluster Rating Map for Group All - Importance**

### 1.4 BAR CHART



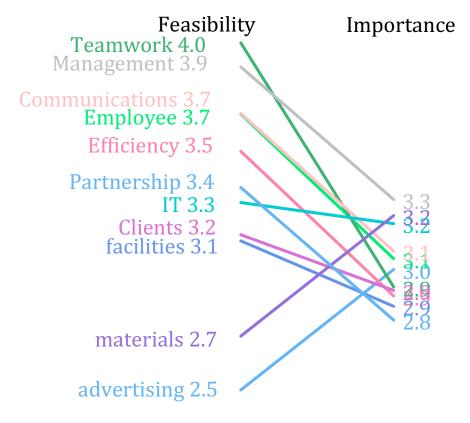






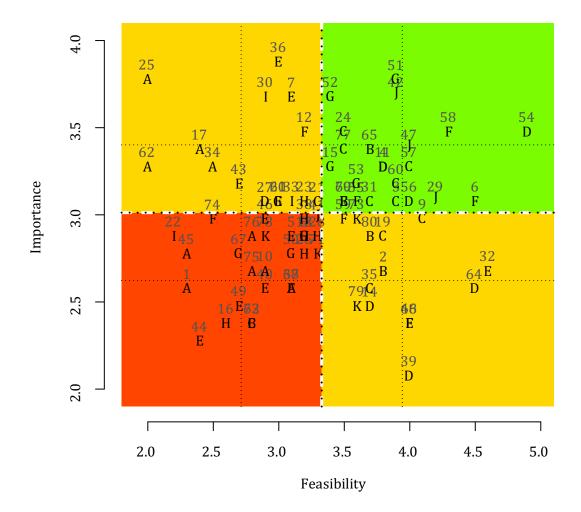
# Bar Chart for Group LargeMedium

#### 1.5 PATTERN MATCHING

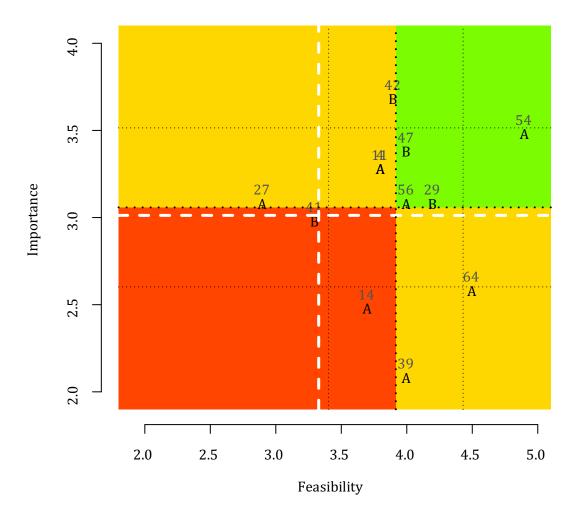


## 1.6 GOZONE

## **GoZone for Group All**







## 1.7 DENDROGRAM



hclust (\*, "complete")

# 2 **REPORTS**

### 2.1 SORTERS

Group: All

Sorter ID	<b>Statements Sorted</b>	Groupings
1	80	13
2	80	11
3	80	12
4	80	10
5	80	13
6	80	12
7	80	13
8	80	13
9	80	9
10	80	20

## 2.2 STATEMENTS

Group: All, Rating variable: Importance

ID	Statement	Mean	SD	Cluster ID
25	sponsor local arts and cultural events to improve organization's image	3.8	1.14	advertising
17	improve the quality of our program advertising	3.4	0.97	advertising
34	improve organization's image in the LOCAL community	3.3	0.95	advertising
62	pick a visible community-level organization we can become the publicly-recognized sponsor for	3.3	1.64	advertising
76	find ways to make our programs more appealing to the key client groups	2.9	1.20	advertising
45	develop a unified program logo and look	2.8	1.14	advertising
10	conduct program effectiveness analysis for all major current programs	2.7	1.16	advertising
75	develop a stronger external marketing campaign	2.7	1.25	advertising
1	advertise the organization's image rather than just specific programs	2.6	1.17	advertising
37	improve targeting of messages to appropriate clients	2.6	1.17	advertising
36	perform regular client satisfaction surveys	3.9	0.99	Clients
7	improve cleanliness of offices and program locations	3.7	1.34	Clients
43	change the layout/style of facilities	3.2	1.23	Clients
61	conduct ongoing client focus groups to assure continuous feedback	3.1	1.52	Clients
70	close facilities that are too old or are underutilized	3.1	0.88	Clients
46	reduce the clutter of reading material and program information in the public areas of the main facility	3.0	0.82	Clients
5	friendlier program managers	2.9	1.60	Clients

ID	Statement	Mean	SD	Cluster ID
32	improve client satisfaction	2.7	1.16	Clients
40	establish a client satisfaction/complaints telephone hotline	2.6	0.97	Clients
68	find better ways to manage high-traffic (peak) periods in the facilities	2.6	1.07	Clients
49	expand the number of program facilities by 25% in next five years	2.5	1.18	Clients
66	take a "total quality service" approach to working with the client	2.4	1.35	Clients
44	coordinate the facilities' color schemes	2.3	1.06	Clients
12	initiate labor management relations group	3.5	1.08	Communications
58	manage internal resources more efficiently	3.5	1.27	Communications
6	reduce unnecessary reports, memos, meetings	3.1	1.20	Communications
55	reduce middle management make organizational structure more horizontal	3.1	1.20	Communications
59	open the budgeting process to more than just managers	3.0	0.94	Communications
74	hire outside support to do routine administrative tasks wherever possible	3.0	1.41	Communications
48	improve management/labor negotiation process	2.4	1.17	Communications
65	devise a team-based productivity incentive system for program teams	3.4	0.84	Efficiency
69	focus on only the most effective programs	3.1	1.52	Efficiency
80	look for ways to reduce fees in order to increase program attendance	2.9	1.20	Efficiency
2	establish a 'quality circle' team approach for program employees	2.7	1.42	Efficiency
72	outsource program support wherever possible	2.4	0.70	Efficiency
24	improve employee benefits package	3.5	1.27	Employee
77	develop strategies to enable employees to work at home as much as possible	3.4	1.26	Employee
57	change policy to encourage ongoing training of all employees	3.3	1.06	Employee
60	develop a merit bonus program	3.2	1.23	Employee
3	improve employee medical benefits	3.1	1.10	Employee
21	provide employee-sponsored childcare subsidy	3.1	1.20	Employee
31	improve new employee orientation and training	3.1	1.37	Employee
9	allow employees flex-time options	3.0	1.25	Employee
19	develop employee incentive program	2.9	1.20	Employee
35	improve and expand in-house inservice training opportunities	2.6	1.26	Employee
63	examine managed care health plans as an alternative to current health insurance	2.4	0.97	Employee
23	purchase more state-of-the-art equipment	3.1	1.45	facilities
38	increase the automation of the production process wherever possible	3.0	1.05	facilities
13	explore options for program facilities and office expansion	2.9	1.37	facilities
18	decrease client waiting time	2.9	1.20	facilities

ID	Statement	Mean	SD	Cluster ID
28	improve the technology to allow high quality in house publications	2.9	0.99	facilities
26	purchase more vans to enable efficient access to programs	2.8	1.23	facilities
16	investigate potential safety issues in the workplace	2.4	1.17	facilities
51	have an organization-wide information system (rather than by department/division)	3.8	1.40	IT
52	improve the speed and reliability of computer network services	3.7	1.34	IT
15	develop in-house computer network for management staff	3.3	1.34	IT
53	develop a consistent user interface for all computer databases	3.2	0.92	IT
20	computerize all phases of the program management system	3.1	1.20	IT
8	computerize communication mailing lists	2.9	1.20	IT
50	improve information systems	2.8	1.14	IT
67	improve the payment for service process to take advantage of newest technologies	2.8	1.32	IT
42	move toward becoming a "learning organization"	3.7	1.06	Management
47	do program-wide comparative salary analysis	3.4	1.58	Management
29	hold weekly brainstorming sessions with program management teams	3.1	1.52	Management
41	train management in not-for-profit management methods	3.0	1.25	Management
30	develop new procedures/models for projecting program improvement	3.7	1.06	materials
33	rewrite program documentation/instructions to improve clarity and readability	3.1	1.45	materials
22	improve program information and materials	2.9	1.29	materials
73	investigate emerging partnership or new program opportunities	3.0	0.94	Partnership
78	look for small organizations we might partner with	2.9	1.10	Partnership
71	develop better strategies to learn what other programs are doing	2.8	1.23	Partnership
79	find out what our other similar programs are planning to do in our area	2.5	1.18	Partnership
54	encourage more teamwork	3.5	1.08	Teamwork
4	improve communication among employees	3.3	1.06	Teamwork
11	develop better strategy for determining annual salary increases	3.3	1.06	Teamwork
27	start an in-house newsletter to improve employee awareness	3.1	1.10	Teamwork
56	develop better processes for involving people across departments/functions	3.1	0.74	Teamwork
64	spell out personnel policies in language everyone can understand	2.6	0.97	Teamwork
14	start a program to reduce employee absenteeism and turnover	2.5	1.35	Teamwork
39	develop an employee evaluation process for all levels of staff	2.1	0.88	Teamwork

Group: LargeMedium,	Rating variable:	Importance
		P

ID	Statement	Mean	SD	Cluster ID
	sponsor local arts and cultural events to improve organization's			
25	image	3.8	1.10	advertising
17	improve the quality of our program advertising	3.6	1.14	advertising
76	find ways to make our programs more appealing to the key client groups	3.4	1.14	advertising
34	improve organization's image in the LOCAL community	3.2	1.30	advertising
1	advertise the organization's image rather than just specific programs	3.0	1.41	advertising
62	pick a visible community-level organization we can become the publicly-recognized sponsor for	3.0	1.87	advertising
45	develop a unified program logo and look	2.8	0.84	advertising
10	conduct program effectiveness analysis for all major current programs	2.2	0.84	advertising
37	improve targeting of messages to appropriate clients	2.2	1.30	advertising
75	develop a stronger external marketing campaign	2.2	1.30	advertising
36	perform regular client satisfaction surveys	3.8	1.30	Clients
5	friendlier program managers	3.6	1.34	Clients
61	conduct ongoing client focus groups to assure continuous feedback	3.6	1.14	Clients
32	improve client satisfaction	3.4	0.89	Clients
43	change the layout/style of facilities	3.4	0.89	Clients
49	expand the number of program facilities by 25% in next five years	3.4	0.89	Clients
7	improve cleanliness of offices and program locations	3.2	1.30	Clients
70	close facilities that are too old or are underutilized	3.0	1.00	Clients
40	establish a client satisfaction/complaints telephone hotline	2.8	0.84	Clients
46	reduce the clutter of reading material and program information in the public areas of the main facility	2.6	0.55	Clients
66	take a "total quality service" approach to working with the client	2.6	1.52	Clients
68	find better ways to manage high-traffic (peak) periods in the facilities	2.4	1.52	Clients
44	coordinate the facilities' color schemes	2.0	0.71	Clients
12	initiate labor management relations group	3.8	1.30	Communications
58	manage internal resources more efficiently	3.8	1.30	Communications
6	reduce unnecessary reports, memos, meetings	3.2	1.30	Communications
74	hire outside support to do routine administrative tasks wherever possible	3.2	1.48	Communications
59	open the budgeting process to more than just managers	3.0	0.71	Communications
48	improve management/labor negotiation process	2.6	1.52	Communications
55	reduce middle management make organizational structure more horizontal	2.6	1.34	Communications
65	devise a team-based productivity incentive system for program teams	3.0	0.71	Efficiency

ID	Statement	Mean	SD	Cluster ID
69	focus on only the most effective programs	2.8	1.64	Efficiency
80	look for ways to reduce fees in order to increase program attendance	2.6	1.34	Efficiency
72	outsource program support wherever possible	2.4	0.55	Efficiency
2	establish a 'quality circle' team approach for program employees	1.8	1.10	Efficiency
57	change policy to encourage ongoing training of all employees	3.6	0.89	Employee
60	develop a merit bonus program	3.6	1.14	Employee
24	improve employee benefits package	3.4	1.14	Employee
3	improve employee medical benefits	3.2	0.84	Employee
21	provide employee-sponsored childcare subsidy	3.2	1.30	Employee
31	improve new employee orientation and training	3.0	1.41	Employee
19	develop employee incentive program	2.8	1.10	Employee
77	develop strategies to enable employees to work at home as much as possible	2.8	1.10	Employee
9	allow employees flex-time options	2.4	1.14	Employee
35	improve and expand in-house inservice training opportunities	2.4	0.89	Employee
63	examine managed care health plans as an alternative to current health insurance	2.4	1.14	Employee
23	purchase more state-of-the-art equipment	3.2	1.64	facilities
38	increase the automation of the production process wherever possible	3.0	1.22	facilities
13	explore options for program facilities and office expansion	2.6	1.52	facilities
18	decrease client waiting time	2.4	0.55	facilities
26	purchase more vans to enable efficient access to programs	2.4	1.14	facilities
28	improve the technology to allow high quality in house publications	2.4	0.89	facilities
16	investigate potential safety issues in the workplace	2.2	1.10	facilities
51	have an organization-wide information system (rather than by department/division)	3.8	1.10	IT
8	computerize communication mailing lists	3.4	0.55	IT
53	develop a consistent user interface for all computer databases	3.4	1.14	IT
15	develop in-house computer network for management staff	3.2	1.64	IT
20	computerize all phases of the program management system	3.2	1.48	IT
52	improve the speed and reliability of computer network services	3.2	1.64	IT
50	improve information systems	2.8	1.30	IT
67	improve the payment for service process to take advantage of newest technologies	2.8	1.10	IT
42	move toward becoming a "learning organization"	3.8	1.30	Management
47	do program-wide comparative salary analysis	3.4	1.52	Management
29	hold weekly brainstorming sessions with program management teams	3.2	1.79	Management
41	train management in not-for-profit management methods	3.2	1.48	Management
30	develop new procedures/models for projecting program improvement	3.6	1.52	materials

ID	Statement	Mean	SD	Cluster ID
33	rewrite program documentation/instructions to improve clarity and readability	2.6	1.67	materials
22	improve program information and materials	2.2	1.10	materials
73	investigate emerging partnership or new program opportunities	3.0	0.71	Partnership
79	find out what our other similar programs are planning to do in our area	2.6	1.34	Partnership
78	look for small organizations we might partner with	2.4	0.89	Partnership
71	develop better strategies to learn what other programs are doing	2.2	1.10	Partnership
54	encourage more teamwork	3.6	1.14	Teamwork
27	start an in-house newsletter to improve employee awareness	3.0	1.22	Teamwork
56	develop better processes for involving people across departments/functions	3.0	0.71	Teamwork
4	improve communication among employees	2.8	1.10	Teamwork
11	develop better strategy for determining annual salary increases	2.8	0.84	Teamwork
64	spell out personnel policies in language everyone can understand	2.8	0.84	Teamwork
39	develop an employee evaluation process for all levels of staff	2.6	0.89	Teamwork
14	start a program to reduce employee absenteeism and turnover	2.2	0.84	Teamwork

ID	Statement	Mean	SD	Cluster ID
37	improve targeting of messages to appropriate clients	3.1	0.74	advertising
10	conduct program effectiveness analysis for all major current programs	2.9	1.10	advertising
75	develop a stronger external marketing campaign	2.8	1.40	advertising
76	find ways to make our programs more appealing to the key client groups	2.8	0.79	advertising
34	improve organization's image in the LOCAL community	2.5	0.97	advertising
17	improve the quality of our program advertising	2.4	0.52	advertising
1	advertise the organization's image rather than just specific programs	2.3	0.95	advertising
45	develop a unified program logo and look	2.3	1.16	advertising
25	sponsor local arts and cultural events to improve organization's image	2.0	1.33	advertising
62	pick a visible community-level organization we can become the publicly-recognized sponsor for	2.0	1.05	advertising
32	improve client satisfaction	4.6	0.52	Clients
66	take a "total quality service" approach to working with the client	4.0	0.82	Clients
70	close facilities that are too old or are underutilized	3.5	1.43	Clients
5	friendlier program managers	3.1	0.99	Clients
7	improve cleanliness of offices and program locations	3.1	0.88	Clients
68	find better ways to manage high-traffic (peak) periods in the facilities	3.1	0.99	Clients
36	perform regular client satisfaction surveys	3.0	0.94	Clients
61	conduct ongoing client focus groups to assure continuous feedback	3.0	0.82	Clients
40	establish a client satisfaction/complaints telephone hotline	2.9	1.10	Clients
46	reduce the clutter of reading material and program information in the public areas of the main facility	2.9	1.20	Clients
43	change the layout/style of facilities	2.7	1.25	Clients
49	expand the number of program facilities by 25% in next five years	2.7	1.16	Clients
44	coordinate the facilities' color schemes	2.4	1.35	Clients
6	reduce unnecessary reports, memos, meetings	4.5	0.53	Communications
58	manage internal resources more efficiently	4.3	0.82	Communications
48	improve management/labor negotiation process	4.0	1.05	Communications
55	reduce middle management make organizational structure more horizontal	3.6	1.71	Communications
59	open the budgeting process to more than just managers	3.5	1.43	Communications
12	initiate labor management relations group	3.2	1.75	Communications
74	hire outside support to do routine administrative tasks wherever possible	2.5	1.43	Communications
2	establish a 'quality circle' team approach for program employees	3.8	0.79	Efficiency

ID	Statement	Mean	SD	Cluster ID
65	devise a team-based productivity incentive system for program teams	3.7	0.67	Efficiency
80	look for ways to reduce fees in order to increase program attendance	3.7	0.67	Efficiency
69	focus on only the most effective programs	3.5	0.85	Efficiency
72	outsource program support wherever possible	2.8	1.75	Efficiency
9	allow employees flex-time options	4.1	1.10	Employee
57	change policy to encourage ongoing training of all employees	4.0	1.15	Employee
3	improve employee medical benefits	3.9	1.20	Employee
60	develop a merit bonus program	3.9	0.99	Employee
19	develop employee incentive program	3.8	1.14	Employee
31	improve new employee orientation and training	3.7	0.82	Employee
35	improve and expand in-house inservice training opportunities	3.7	0.95	Employee
24	improve employee benefits package	3.5	1.27	Employee
77	develop strategies to enable employees to work at home as much as possible	3.5	1.43	Employee
21	provide employee-sponsored childcare subsidy	3.3	1.49	Employee
63	examine managed care health plans as an alternative to current health insurance	2.8	0.92	Employee
28	improve the technology to allow high quality in house publications	3.3	1.16	facilities
13	explore options for program facilities and office expansion	3.2	1.62	facilities
18	decrease client waiting time	3.2	0.92	facilities
23	purchase more state-of-the-art equipment	3.2	1.23	facilities
26	purchase more vans to enable efficient access to programs	3.2	0.79	facilities
38	increase the automation of the production process wherever possible	3.2	1.23	facilities
16	investigate potential safety issues in the workplace	2.6	1.65	facilities
51	have an organization-wide information system (rather than by department/division)	3.9	1.29	IT
53	develop a consistent user interface for all computer databases	3.6	1.26	IT
15	develop in-house computer network for management staff	3.4	0.97	IT
52	improve the speed and reliability of computer network services	3.4	1.17	IT
8	computerize communication mailing lists	3.2	1.40	IT
50	improve information systems	3.1	1.52	IT
20	computerize all phases of the program management system	3.0	0.82	IT
67	improve the payment for service process to take advantage of newest technologies	2.7	1.16	IT
29	hold weekly brainstorming sessions with program management teams	4.2	1.03	Management
47	do program-wide comparative salary analysis	4.0	0.94	Management
42	move toward becoming a "learning organization"	3.9	0.88	Management
41	train management in not-for-profit management methods	3.3	1.42	Management
33	rewrite program documentation/instructions to improve clarity and readability	3.1	1.37	materials

ID	Statement	Mean	SD	Cluster ID
30	develop new procedures/models for projecting program improvement	2.9	1.10	materials
22	improve program information and materials	2.2	0.79	materials
73	investigate emerging partnership or new program opportunities	3.6	1.07	Partnership
79	find out what our other similar programs are planning to do in our area	3.6	0.97	Partnership
71	develop better strategies to learn what other programs are doing	3.3	1.16	Partnership
78	look for small organizations we might partner with	2.9	1.29	Partnership
54	encourage more teamwork	4.9	0.32	Teamwork
64	spell out personnel policies in language everyone can understand	4.5	1.08	Teamwork
39	develop an employee evaluation process for all levels of staff	4.0	0.82	Teamwork
56	develop better processes for involving people across departments/functions	4.0	0.94	Teamwork
4	improve communication among employees	3.8	0.92	Teamwork
11	develop better strategy for determining annual salary increases	3.8	0.92	Teamwork
14	start a program to reduce employee absenteeism and turnover	3.7	0.67	Teamwork
27	start an in-house newsletter to improve employee awareness	2.9	1.29	Teamwork

Group <sup>1</sup>	[argeMedium]	Rating varia	ble: Feasibility
Group.	Buigenieurum,	Runng vund	ole. I custoffilly

ID	Statement	Mean	SD	Cluster ID
10	conduct program effectiveness analysis for all major current programs	3.4	1.34	advertising
37	improve targeting of messages to appropriate clients	3.0	1.00	advertising
1	advertise the organization's image rather than just specific programs	2.6	1.14	advertising
75	develop a stronger external marketing campaign	2.6	1.34	advertising
76	find ways to make our programs more appealing to the key client groups	2.6	0.55	advertising
17	improve the quality of our program advertising	2.4	0.55	advertising
45	develop a unified program logo and look	2.4	1.52	advertising
34	improve organization's image in the LOCAL community	2.0	1.00	advertising
62	pick a visible community-level organization we can become the publicly-recognized sponsor for	1.8	0.84	advertising
25	sponsor local arts and cultural events to improve organization's image	1.4	0.89	advertising
32	improve client satisfaction	4.6	0.55	Clients
70	close facilities that are too old or are underutilized	4.4	0.55	Clients
66	take a "total quality service" approach to working with the client	3.8	0.84	Clients
68	find better ways to manage high-traffic (peak) periods in the facilities	3.6	0.89	Clients
7	improve cleanliness of offices and program locations	3.4	0.55	Clients
49	expand the number of program facilities by 25% in next five years	3.4	1.14	Clients
5	friendlier program managers	3.2	1.30	Clients
61	conduct ongoing client focus groups to assure continuous feedback	3.2	1.10	Clients
36	perform regular client satisfaction surveys	3.0	1.22	Clients
46	reduce the clutter of reading material and program information in the public areas of the main facility	3.0	1.41	Clients
43	change the layout/style of facilities	2.8	1.64	Clients
40	establish a client satisfaction/complaints telephone hotline	2.4	1.14	Clients
44	coordinate the facilities' color schemes	2.2	1.79	Clients
6	reduce unnecessary reports, memos, meetings	4.8	0.45	Communications
58	manage internal resources more efficiently	4.4	0.89	Communications
48	improve management/labor negotiation process	4.0	1.00	Communications
12	initiate labor management relations group	3.6	1.95	Communications
55	reduce middle management make organizational structure more horizontal	3.4	2.19	Communications
59	open the budgeting process to more than just managers	3.2	1.79	Communications
74	hire outside support to do routine administrative tasks wherever possible	2.4	1.52	Communications
65	devise a team-based productivity incentive system for program teams	4.0	0.71	Efficiency

ID	Statement	Mean	SD	Cluster ID
2	establish a 'quality circle' team approach for program employees	3.8	0.84	Efficiency
80	look for ways to reduce fees in order to increase program attendance	3.8	0.84	Efficiency
69	focus on only the most effective programs	3.4	1.14	Efficiency
72	outsource program support wherever possible	2.6	1.82	Efficiency
9	allow employees flex-time options	4.2	0.84	Employee
57	change policy to encourage ongoing training of all employees	4.0	1.22	Employee
60	develop a merit bonus program	4.0	1.22	Employee
3	improve employee medical benefits	3.8	1.10	Employee
19	develop employee incentive program	3.8	1.30	Employee
31	improve new employee orientation and training	3.8	0.84	Employee
35	improve and expand in-house inservice training opportunities	3.8	0.84	Employee
24	improve employee benefits package	3.4	1.52	Employee
63	examine managed care health plans as an alternative to current health insurance	3.2	0.84	Employee
77	develop strategies to enable employees to work at home as much as possible	3.2	1.79	Employee
21	provide employee-sponsored childcare subsidy	3.0	1.87	Employee
13	explore options for program facilities and office expansion	4.0	1.41	facilities
23	purchase more state-of-the-art equipment	4.0	0.71	facilities
26	purchase more vans to enable efficient access to programs	3.6	0.55	facilities
38	increase the automation of the production process wherever possible	3.6	1.14	facilities
28	improve the technology to allow high quality in house publications	3.2	1.64	facilities
18	decrease client waiting time	3.0	1.22	facilities
16	investigate potential safety issues in the workplace	2.2	1.30	facilities
51	have an organization-wide information system (rather than by department/division)	4.0	1.00	IT
15	develop in-house computer network for management staff	3.6	1.14	IT
52	improve the speed and reliability of computer network services	3.6	1.14	IT
53	develop a consistent user interface for all computer databases	3.6	1.14	IT
20	computerize all phases of the program management system	3.2	0.84	IT
50	improve information systems	3.2	1.64	IT
67	improve the payment for service process to take advantage of newest technologies	3.0	1.58	IT
8	computerize communication mailing lists	2.8	1.64	IT
47	do program-wide comparative salary analysis	4.6	0.55	Management
29	hold weekly brainstorming sessions with program management teams	4.0	1.41	Management
42	move toward becoming a "learning organization"		0.89	Management
41	train management in not-for-profit management methods	3.6 3.0	1.41	Management
30	develop new procedures/models for projecting program improvement	3.0	1.58	materials

ID	Statement	Mean	SD	Cluster ID
33	rewrite program documentation/instructions to improve clarity and readability		0.89	materials
22	improve program information and materials	2.2	0.84	materials
73	investigate emerging partnership or new program opportunities	3.8	1.30	Partnership
79	find out what our other similar programs are planning to do in our area	3.8	1.10	Partnership
71	71 develop better strategies to learn what other programs are doing			Partnership
78	look for small organizations we might partner with	3.4	1.52	Partnership
54	encourage more teamwork	4.8	0.45	Teamwork
64	spell out personnel policies in language everyone can understand		1.34	Teamwork
4	improve communication among employees	4.0	1.00	Teamwork
11	develop better strategy for determining annual salary increases	4.0	0.71	Teamwork
14	start a program to reduce employee absenteeism and turnover	4.0	0.71	Teamwork
39	develop an employee evaluation process for all levels of staff	3.8	0.84	Teamwork
56	develop better processes for involving people across departments/functions	3.6	1.14	Teamwork
27	start an in-house newsletter to improve employee awareness	3.2	1.48	Teamwork

## 2.3 CLUSTERS

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Cluster ID	Ν	SSq/N	Mean	S D		
advertising	10	0.032	2.940	0.589		
Efficiency	5	0.024	2.520	0.460		
Employee	11	0.025	2.982	0.460		
Teamwork	8	0.028	2.850	0.396		
Clients	13	0.039	3.062	0.544		
Communications	7	0.032	3.171	0.496		
IT	8	0.010	3.225	0.328		
facilities	7	0.009	2.600	0.365		
materials	3	0.017	2.800	0.721		
Management	4	0.022	3.400	0.283		
Partnership	4	0.007	2.550	0.342		

Group: LargeMedium, Rating variable: Importance

Cluster ID	Ν	SSq/N	Mean	S D
advertising	10	0.032	3.010	0.412
Efficiency	5	0.024	2.900	0.381
Employee	11	0.025	3.055	0.327
Teamwork	8	0.028	2.938	0.484
Clients	13	0.039	2.923	0.483
Communications	7	0.032	3.086	0.372
IT	8	0.010	3.200	0.385
facilities	7	0.009	2.857	0.223
materials	3	0.017	3.233	0.416
Management	4	0.022	3.300	0.316
Partnership	4	0.007	2.800	0.216

Group: All, Rating variable: Importance

## **3** ANALYSIS

#### 3.1 ANOVA

Group: All, Rating variable: Feasibility

DF	Sum Sq.	Mean Sq.	F value	p-value
10	14.704	1.47041	6.6857	3.6379e-07
69	15.175	0.21993		

Group: LargeMedium, Rating variable: Feasibility

DF	Sum Sq.	Mean Sq.	F value	p-value
10	16.422	1.64221	5.0782	1.6053e-05
69	22.313	0.32338		

Group: LargeMedium, Rating variable: Importance

DF	Sum Sq.	Mean Sq.	F value	p-value
10	4.5011	0.45011	2.0169	0.044473
69	15.3984	0.22317		

Group: All, Rating variable: Importance

DF	Sum Sq.	Mean Sq.	F value	p-value
10	1.377	0.1377	0.89886	0.53899
69	10.570	0.1532		

# 3.2 TUKEY

Group: All, Rating variable: Feasibility

Difference	Lower CI	Upper CI	Adjusted p-value
0.644	-0.013	1.301	5.944e-02
1.147	0.378	1.917	2.390e-04
0.990	0.135	1.845	1.084e-02
1.145	0.462	1.827	2.226e-05
0.619	-0.151	1.388	2.321e-01
0.778	0.037	1.518	3.159e-02
1.340	0.416	2.264	3.910e-04
0.223	-0.804	1.251	9.997e-01
0.840	-0.084	1.764	1.076e-01
1.440	0.699	2.181	6.318e-07
0.503	-0.229	1.235	4.528e-01
0.346	-0.475	1.168	9.437e-01
0.501	-0.139	1.140	2.660e-01
-0.025	-0.757	0.707	1.000e+00
0.134	-0.568	0.835	9.999e-01
0.696	-0.196	1.589	2.710e-01
-0.421	-1.420	0.579	9.443e-01
0.196	-0.696	1.089	9.997e-01
0.796	0.095	1.498	1.372e-02
-0.157	-1.071	0.757	1.000e+00
-0.003	-0.757	0.752	1.000e+00
-0.529	-1.363	0.306	5.754e-01
-0.370	-1.178	0.438	9.070e-01
0.193	-0.786	1.171	9.999e-01
-0.924	-2.001	0.154	1.600e-01
-0.307	-1.286	0.671	9.931e-01
0.293	-0.515	1.101	9.797e-01
0.155	-0.688	0.997	9.999e-01
-0.371	-1.286	0.543	9.554e-01
-0.213	-1.103	0.678	9.993e-01
0.350	-0.697	1.397	9.888e-01
-0.767	-1.907	0.373	4.866e-01
-0.150	-1.197	0.897	1.000e+00
0.450	-0.440	1.340	8.388e-01
-0.526	-1.281	0.229	4.328e-01
-0.367	-1.092	0.358	8.382e-01
0.195	-0.716	1.107	9.997e-01
-0.921	-1.938	0.096	1.106e-01
-0.305	-1.216	0.607	9.888e-01
0.295	-0.430	1.021	9.547e-01
0.159	-0.649	0.967	9.999e-01
0.721	-0.257	1.700	3.491e-01

Difference	Lower CI	Upper CI	Adjusted p-value
-0.395	-1.473	0.682	9.778e-01
0.221	-0.757	1.200	9.995e-01
0.821	0.013	1.629	4.303e-02
0.563	-0.394	1.519	6.770e-01
-0.554	-1.611	0.503	8.066e-01
0.063	-0.894	1.019	1.000e+00
0.663	-0.118	1.443	1.705e-01
-1.117	-2.309	0.076	8.641e-02
-0.500	-1.604	0.604	9.123e-01
0.100	-0.856	1.056	1.000e+00
0.617	-0.576	1.809	8.192e-01
1.217	0.160	2.274	1.161e-02
0.600	-0.356	1.556	5.887e-01

Group: LargeMedium, Rating variable: Feasibility

Difference	Lower CI	Upper CI	Adjusted p-value
0.888	0.091	1.684	0.0168000
1.266	0.333	2.199	0.0012010
1.100	0.063	2.137	0.0284700
1.235	0.407	2.062	0.0002345
0.951	0.019	1.884	0.0417800
0.955	0.057	1.853	0.0277600
1.380	0.260	2.500	0.0049110
0.180	-1.066	1.426	1.0000000
1.180	0.060	2.300	0.0305100
1.555	0.657	2.453	0.0000110
0.378	-0.509	1.266	0.9397000
0.212	-0.784	1.209	0.9997000
0.347	-0.429	1.122	0.9186000
0.064	-0.824	0.951	1.0000000
0.067	-0.783	0.918	1.0000000
0.492	-0.590	1.575	0.9101000
-0.708	-1.920	0.505	0.6874000
0.292	-0.790	1.375	0.9979000
0.667	-0.183	1.518	0.2634000
-0.166	-1.274	0.943	1.0000000
-0.031	-0.946	0.884	1.0000000
-0.314	-1.326	0.698	0.9936000
-0.311	-1.290	0.669	0.9925000
0.114	-1.072	1.301	1.0000000
-1.086	-2.392	0.221	0.1932000
-0.086	-1.272	1.101	1.0000000
0.289	-0.690	1.269	0.9957000

Difference	Lower CI	Upper CI	Adjusted p-value
0.135	-0.887	1.156	1.0000000
-0.149	-1.257	0.960	1.0000000
-0.145	-1.224	0.934	1.0000000
0.280	-0.990	1.550	0.9996000
-0.920	-2.303	0.463	0.5023000
0.080	-1.190	1.350	1.0000000
0.455	-0.624	1.534	0.9434000
-0.283	-1.198	0.632	0.9938000
-0.280	-1.159	0.600	0.9924000
0.145	-0.960	1.251	1.0000000
-1.055	-2.288	0.178	0.1626000
-0.055	-1.160	1.051	1.0000000
0.320	-0.559	1.200	0.9789000
0.004	-0.976	0.983	1.0000000
0.429	-0.758	1.615	0.9802000
-0.771	-2.078	0.535	0.6723000
0.229	-0.958	1.415	0.9999000
0.604	-0.376	1.583	0.6151000
0.425	-0.734	1.584	0.9779000
-0.775	-2.057	0.507	0.6407000
0.225	-0.934	1.384	0.9999000
0.600	-0.347	1.547	0.5743000
-1.200	-2.646	0.246	0.1947000
-0.200	-1.539	1.139	1.0000000
0.175	-0.984	1.334	1.0000000
1.000	-0.446	2.446	0.4441000
1.375	0.093	2.657	0.0253800
0.375	-0.784	1.534	0.9913000

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