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Appendix 1

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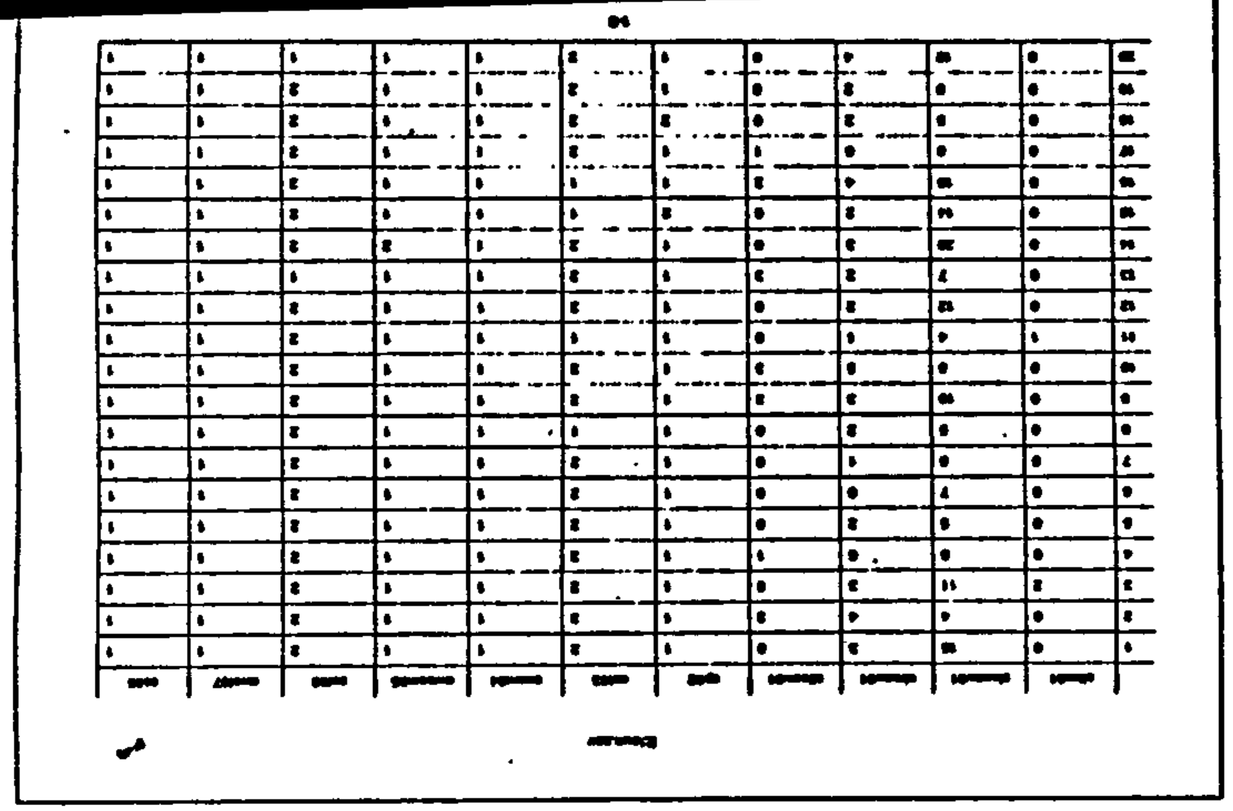

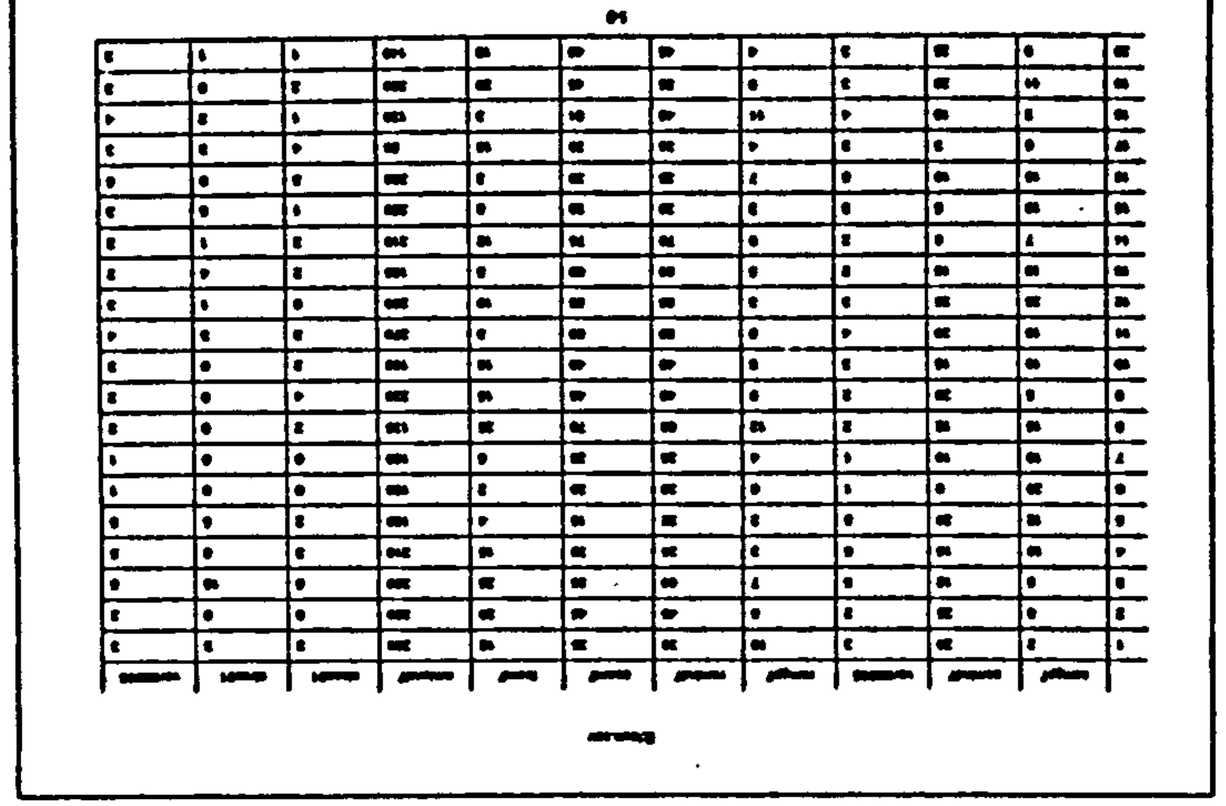

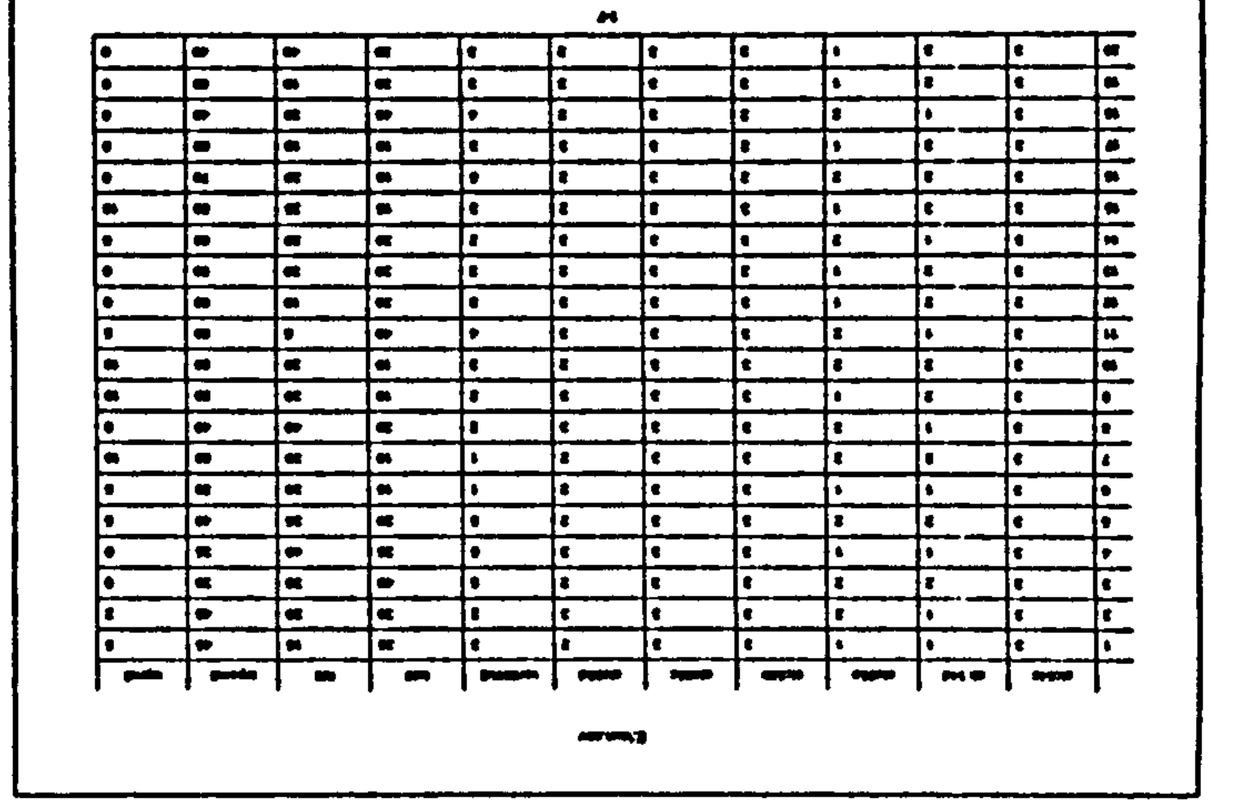

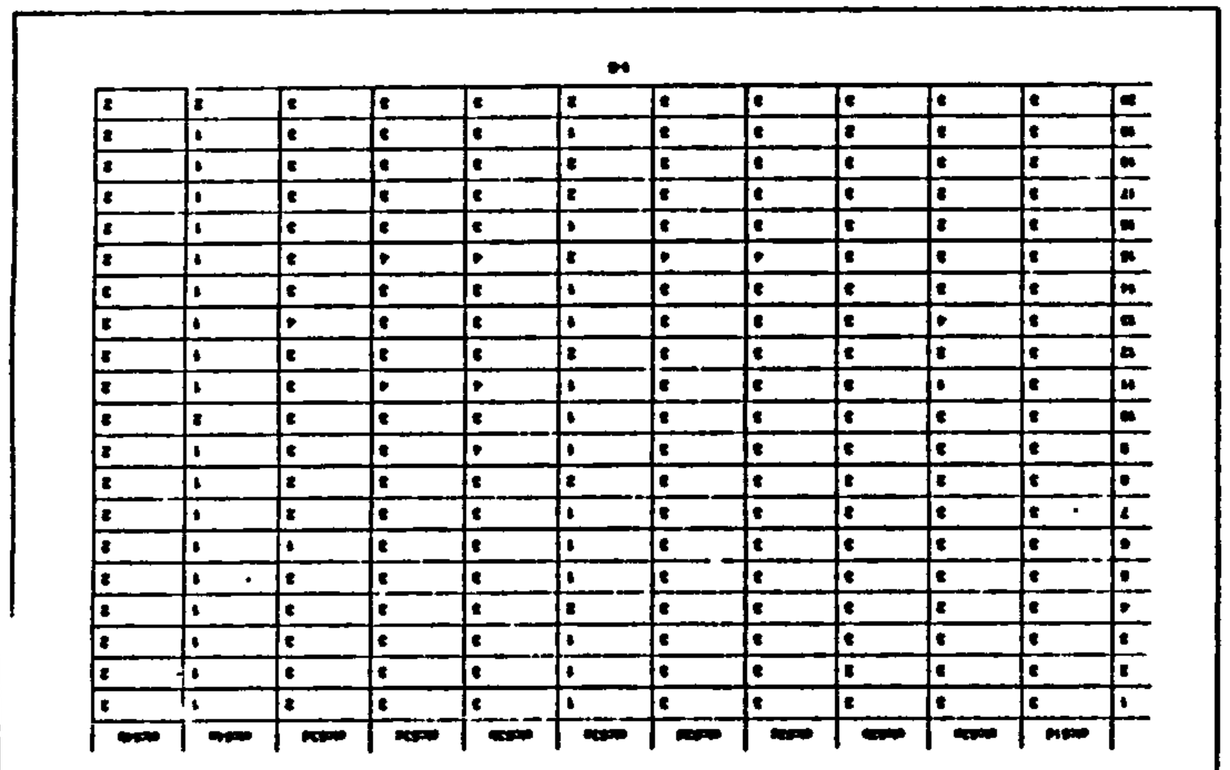

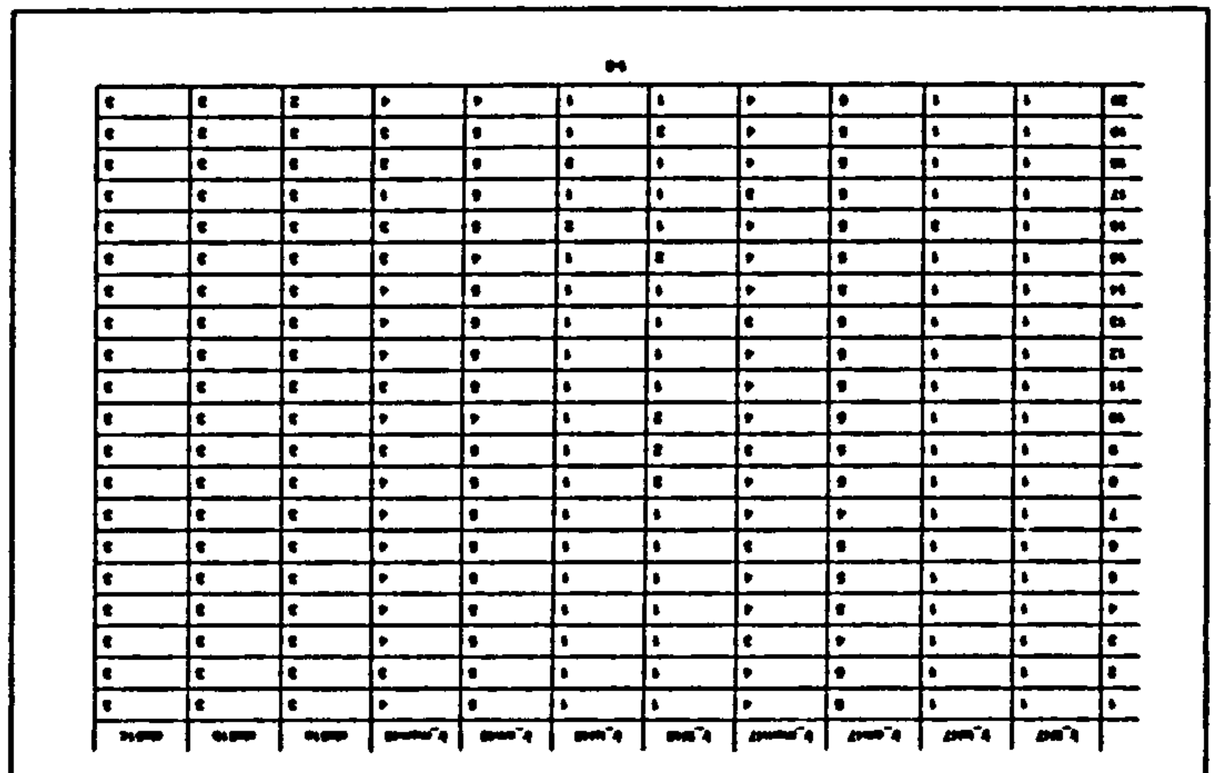

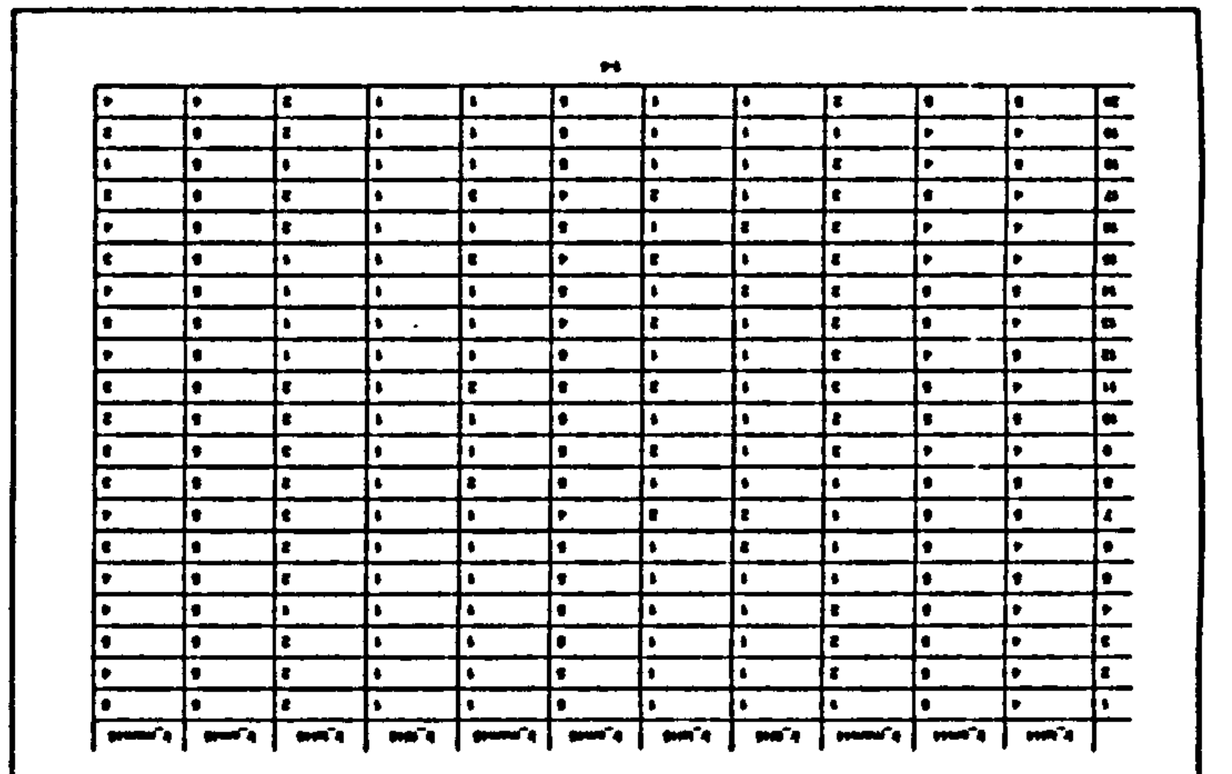

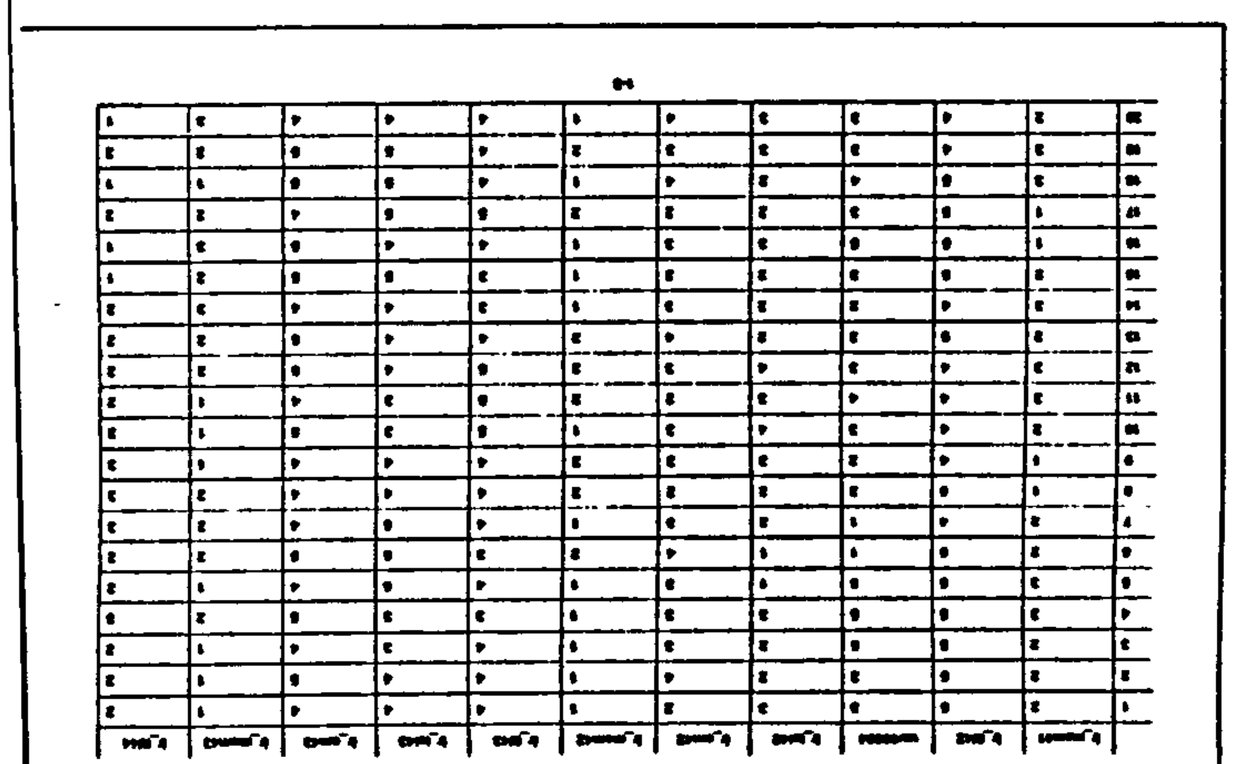

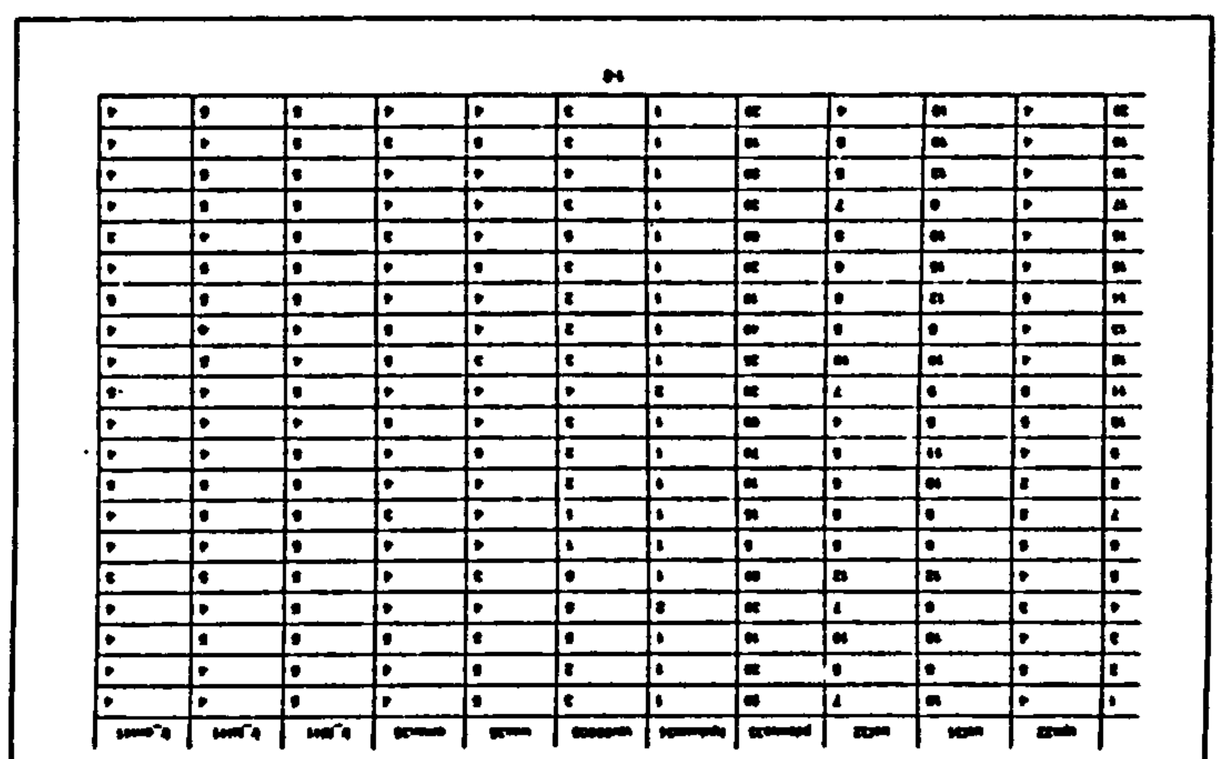

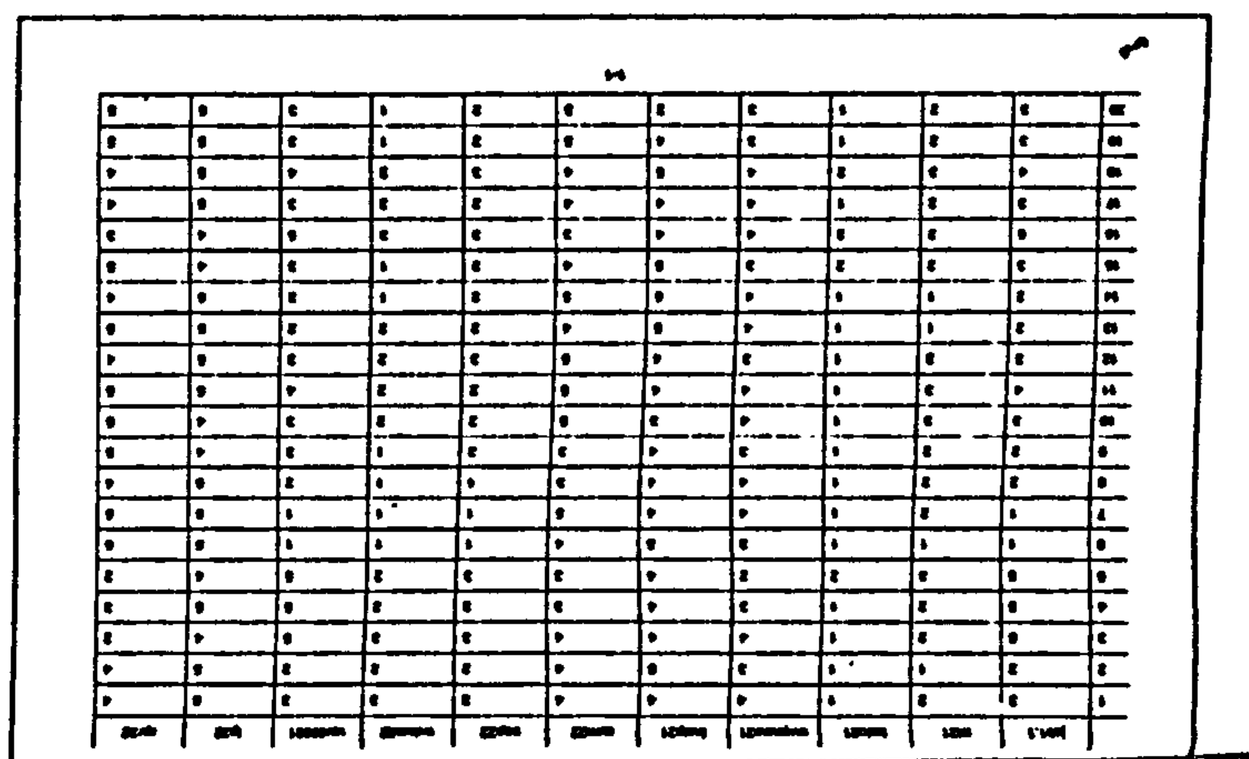

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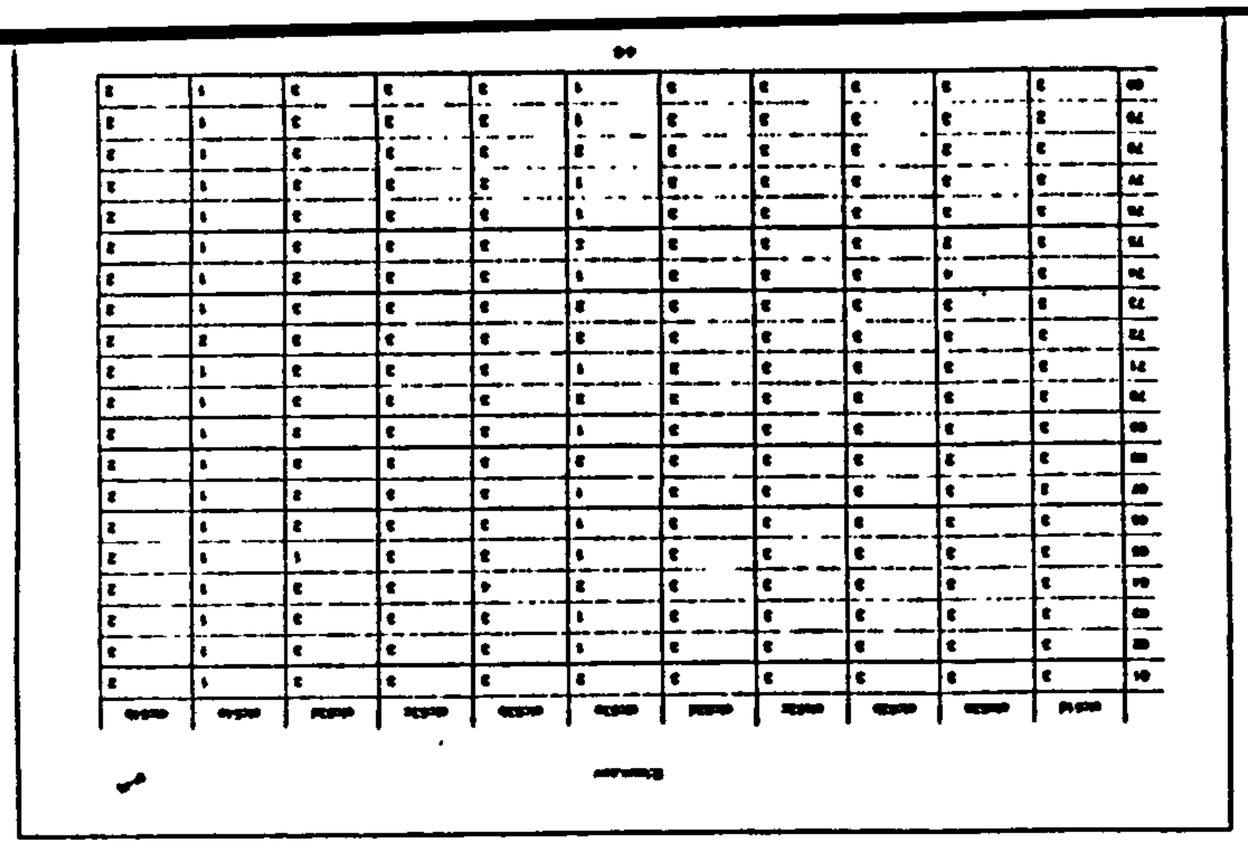

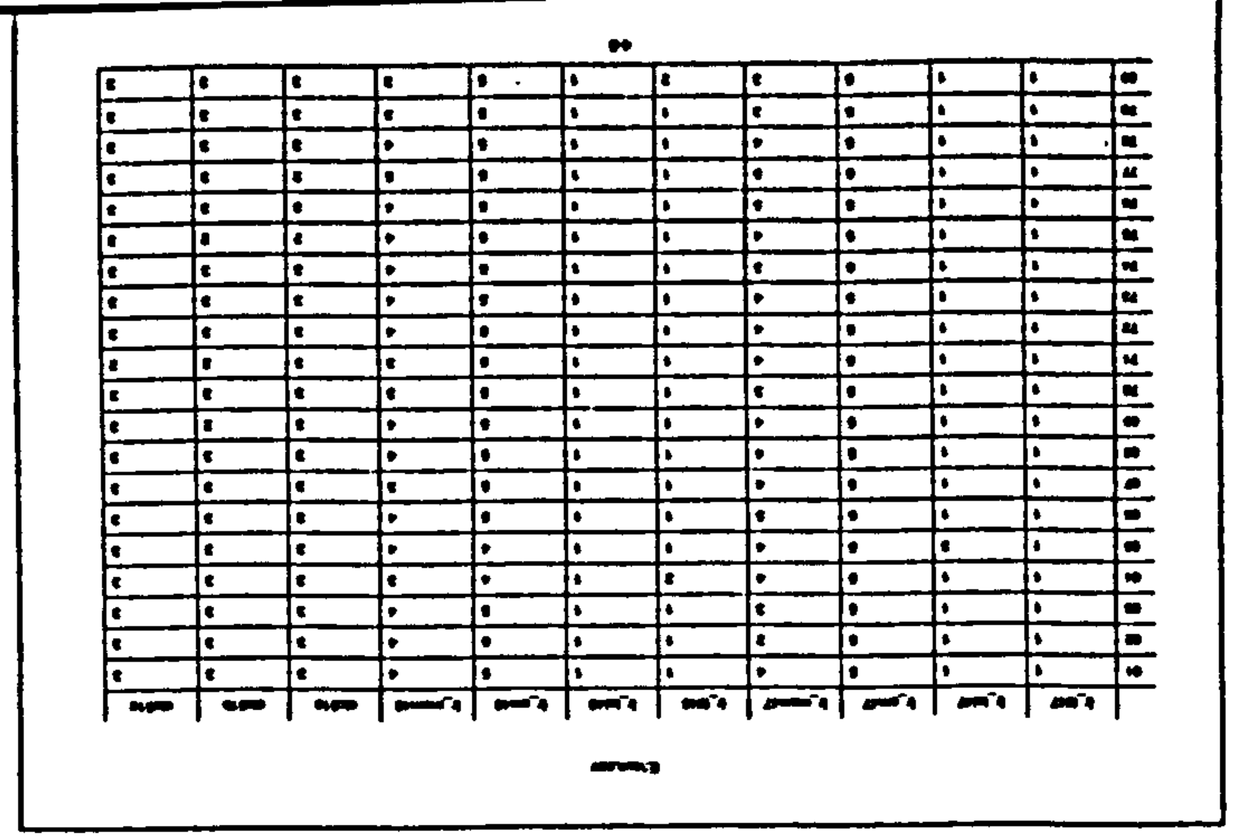

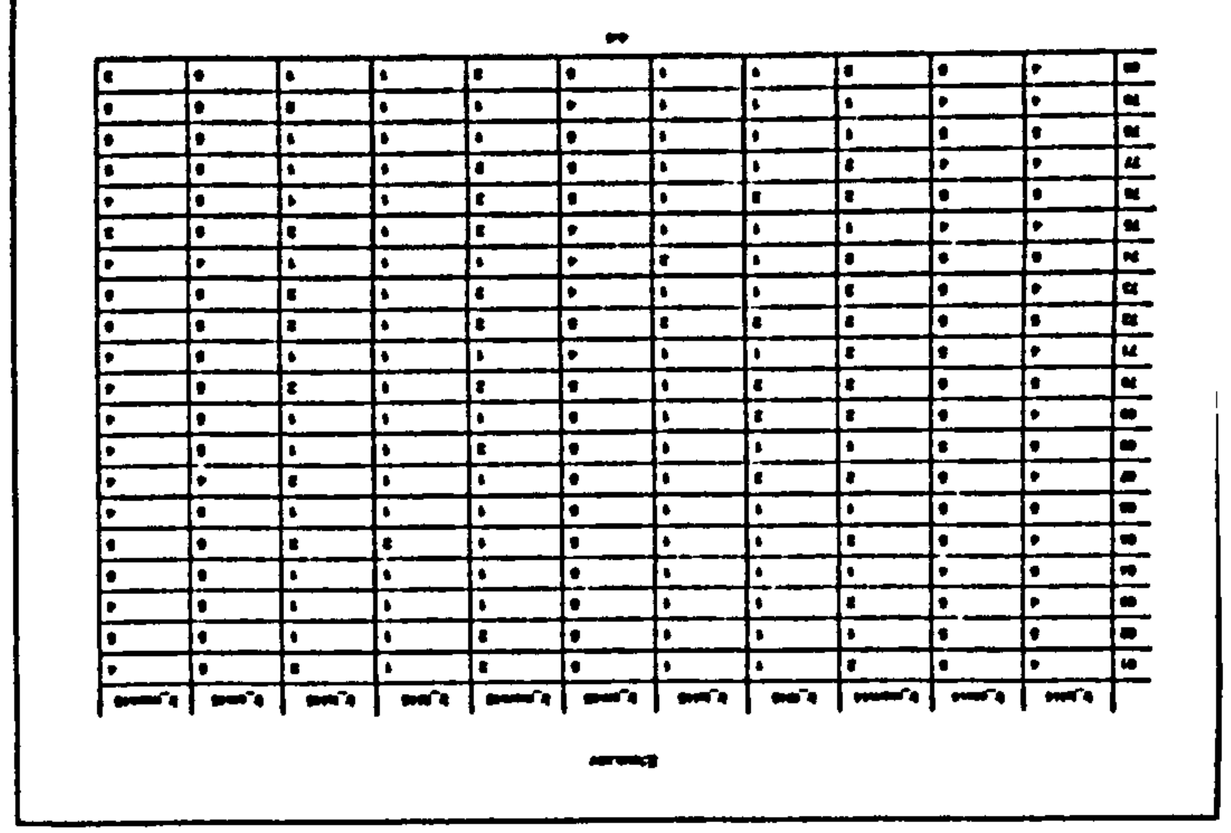

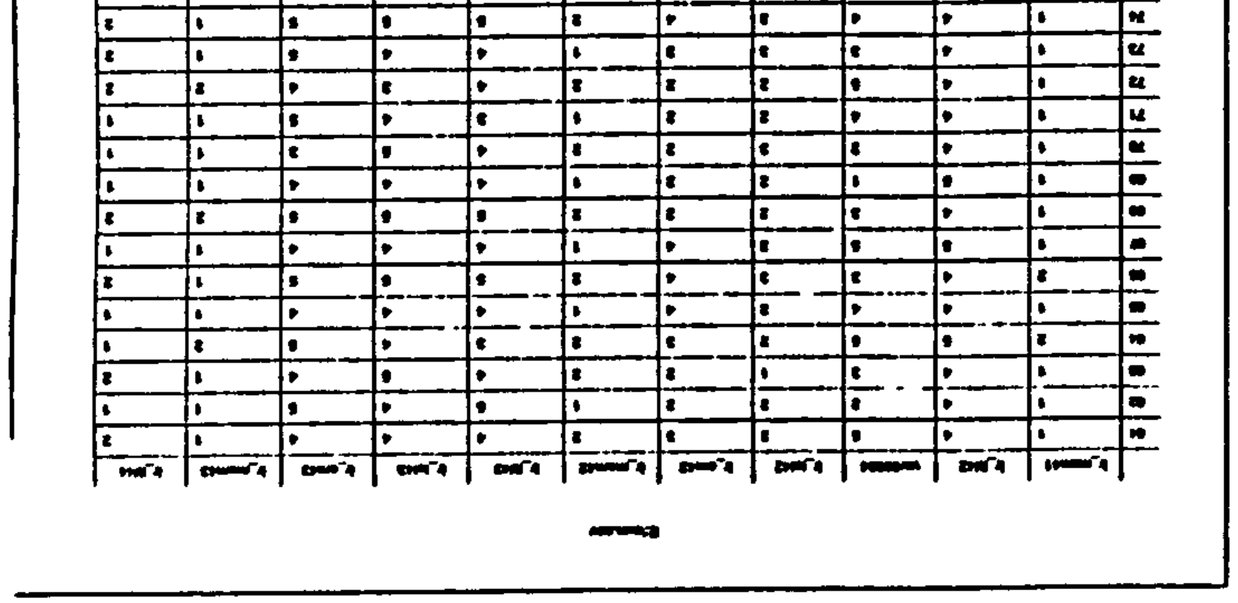

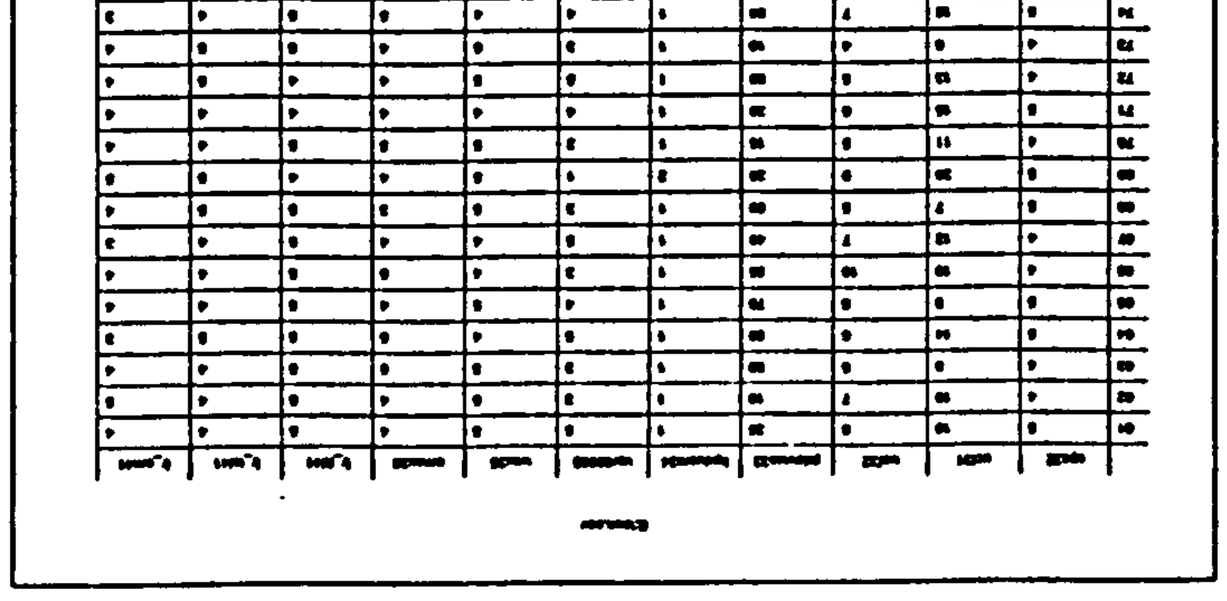

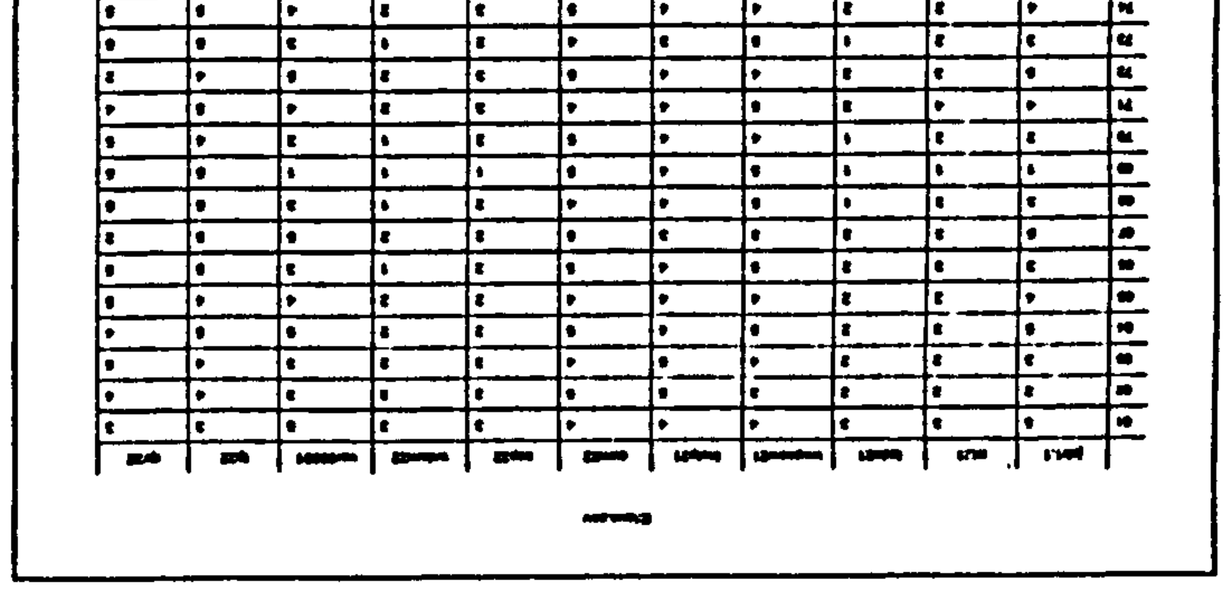

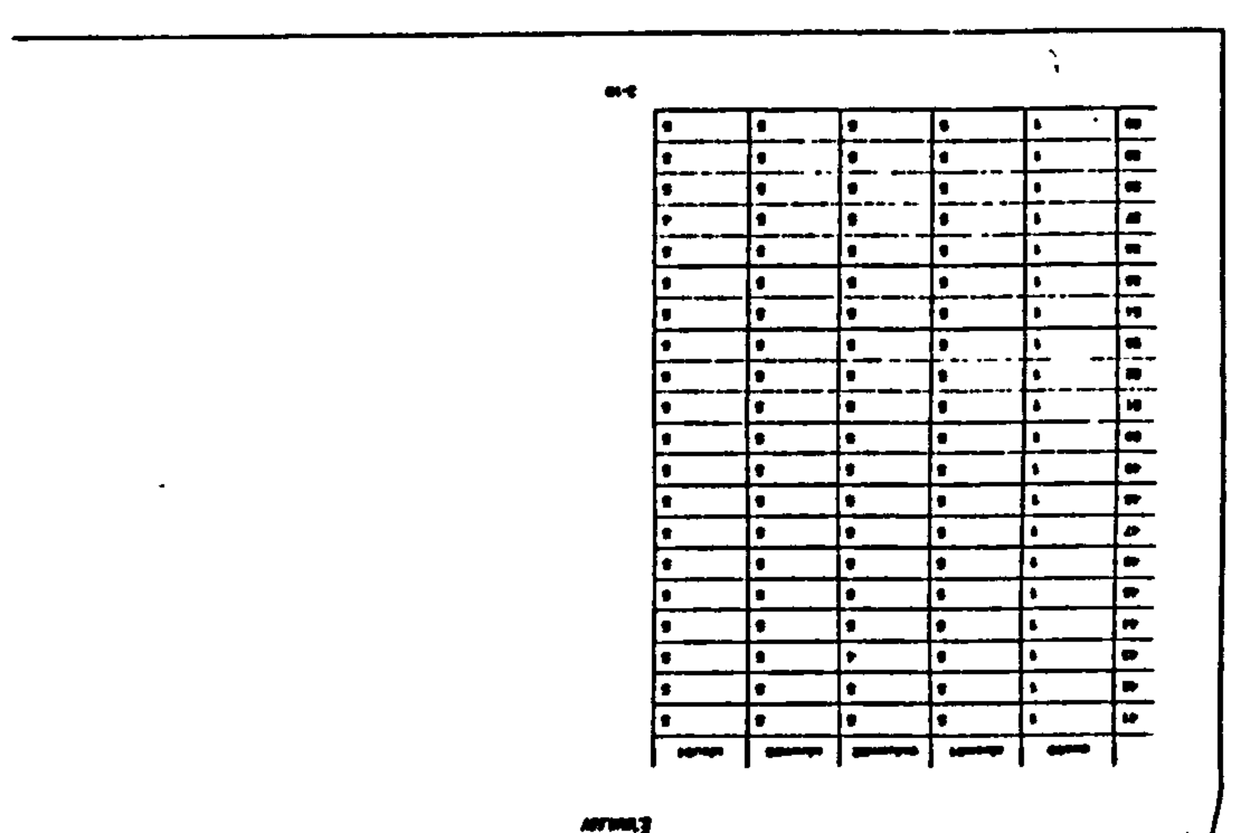

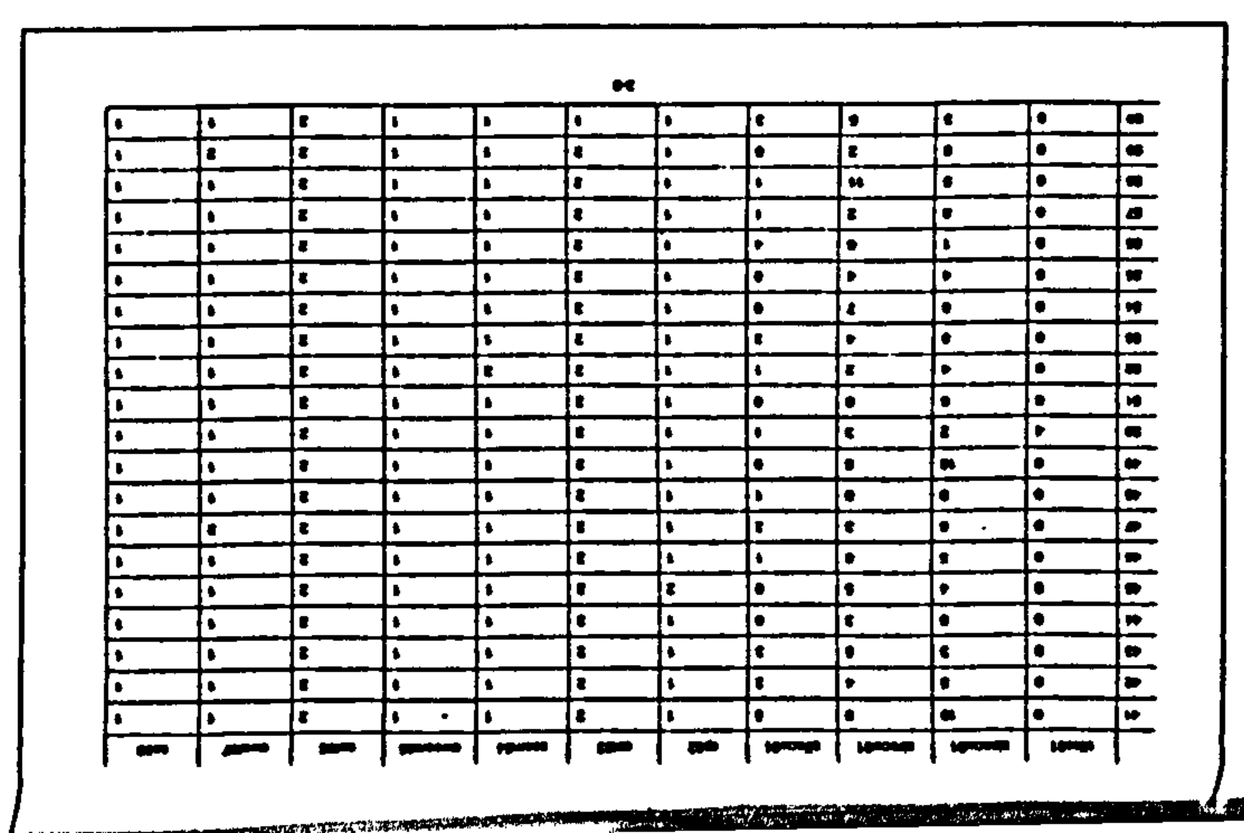

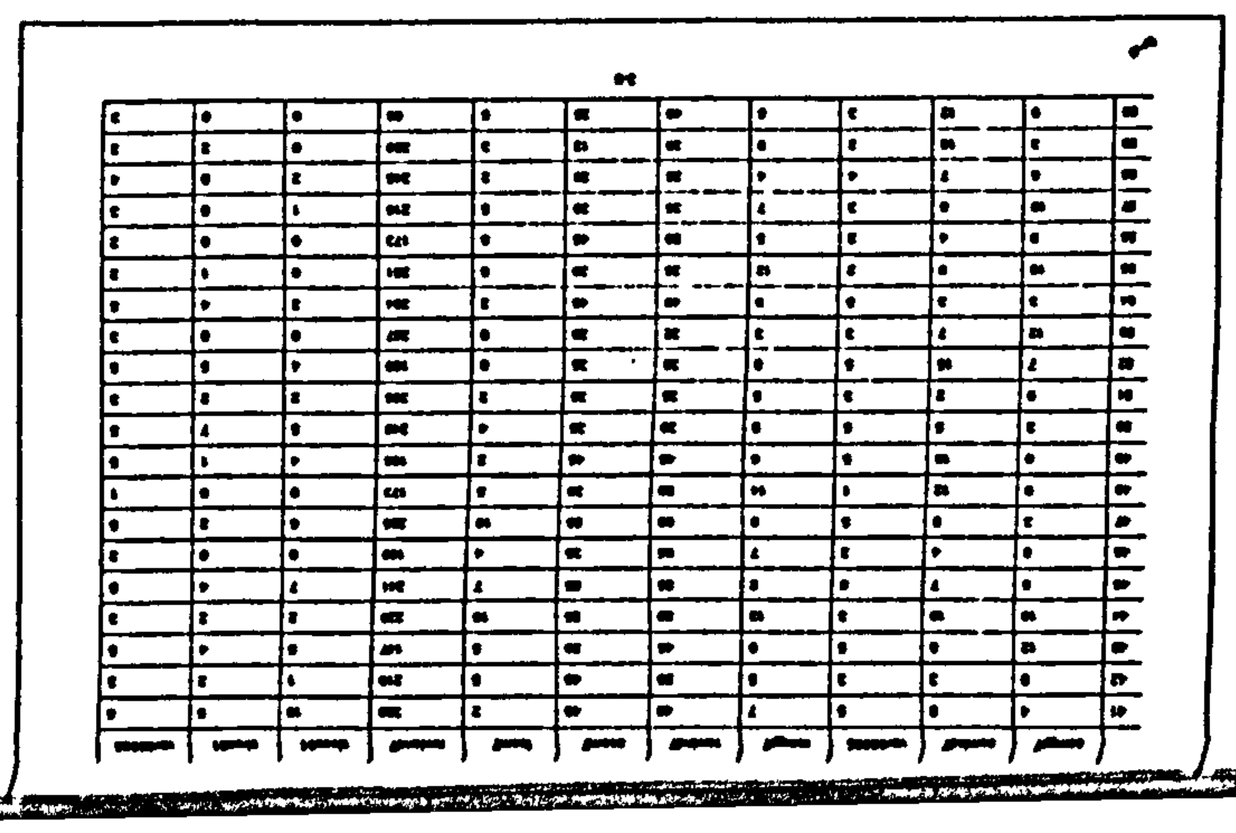

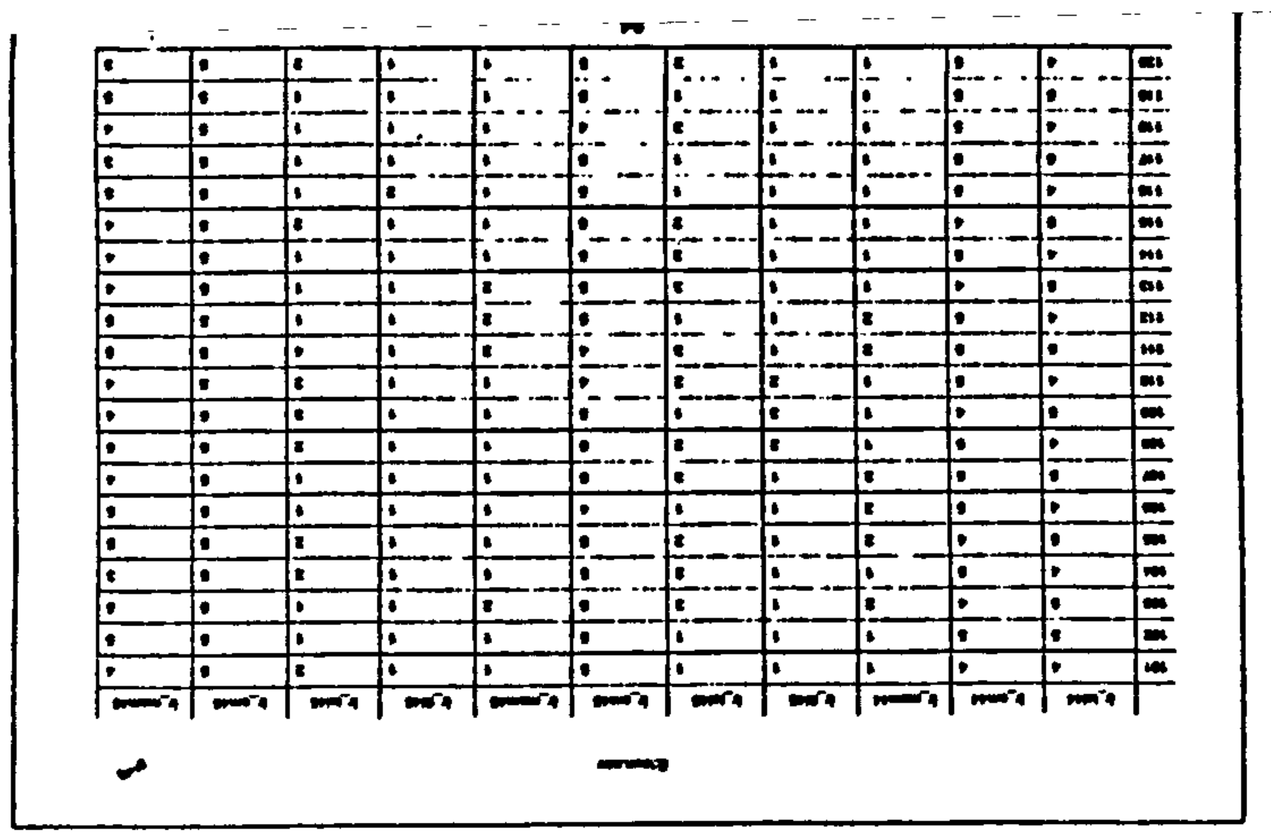

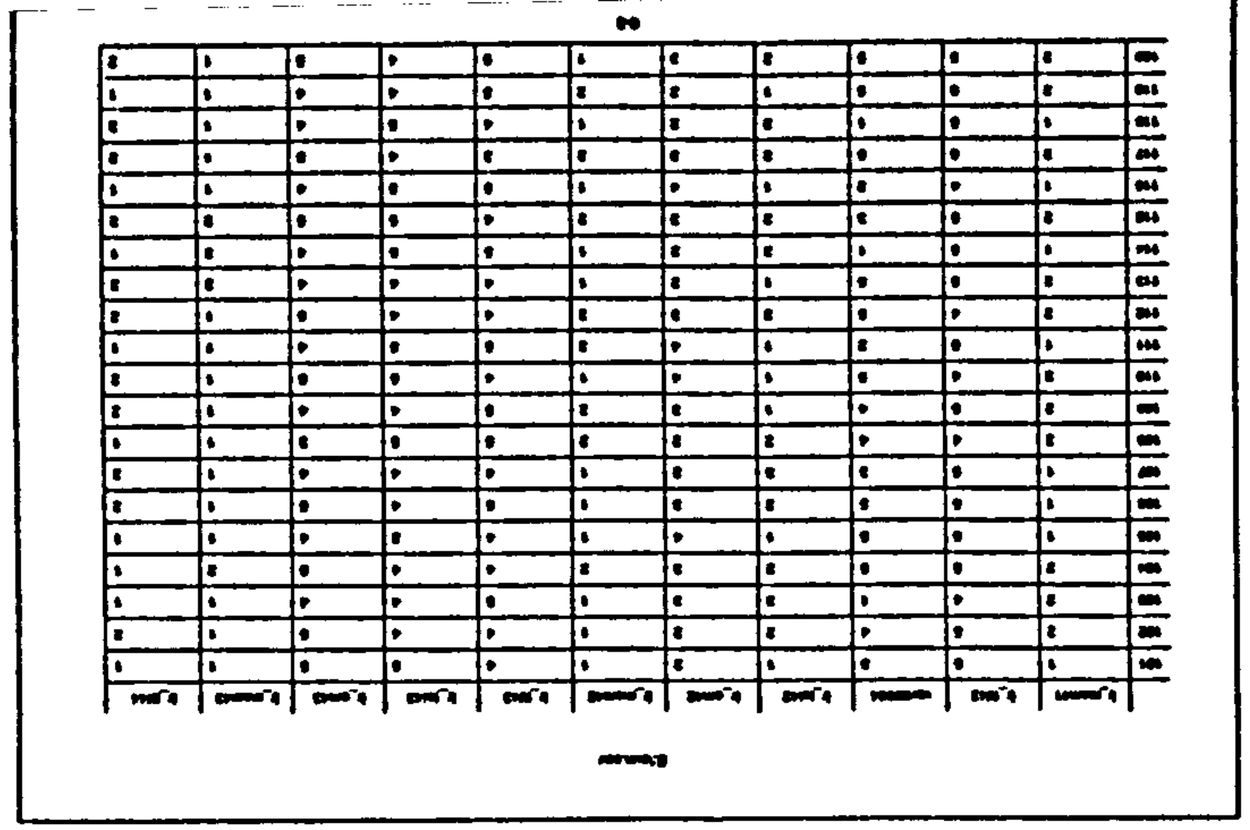

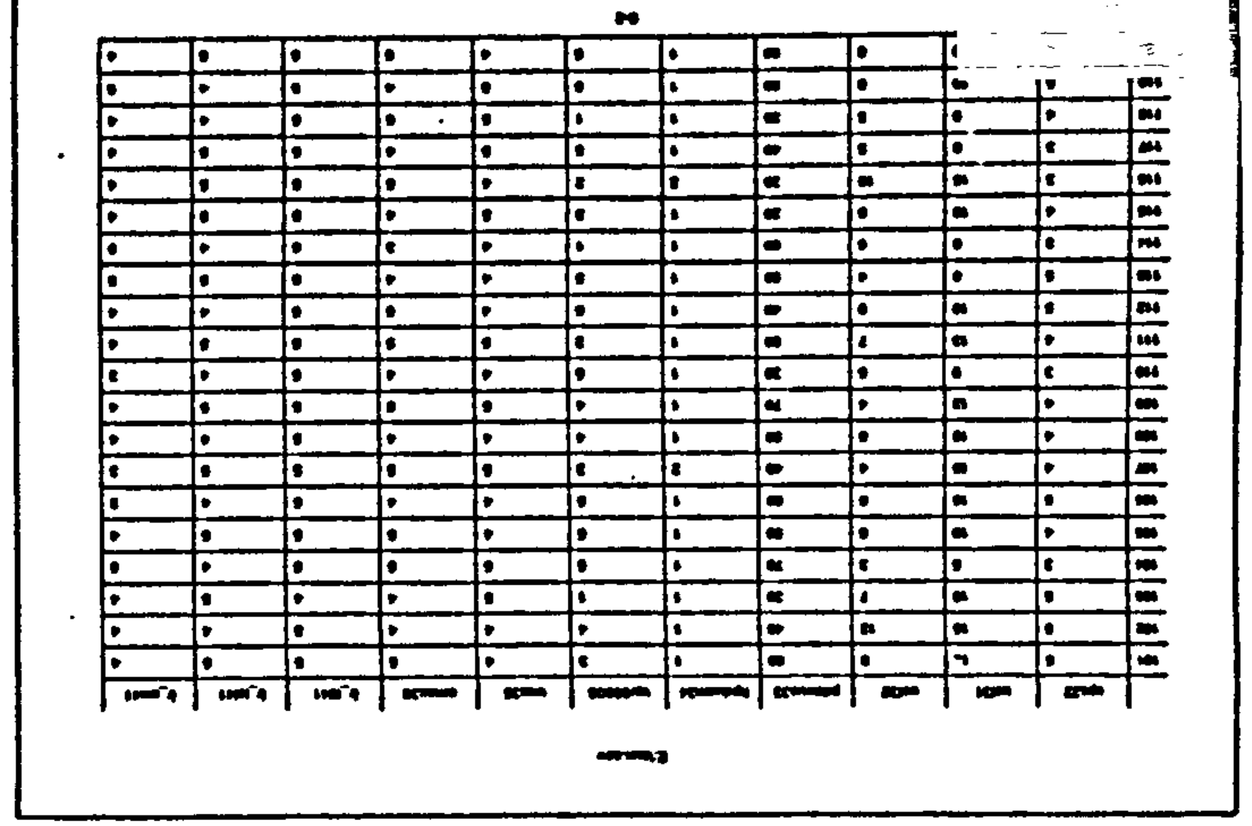

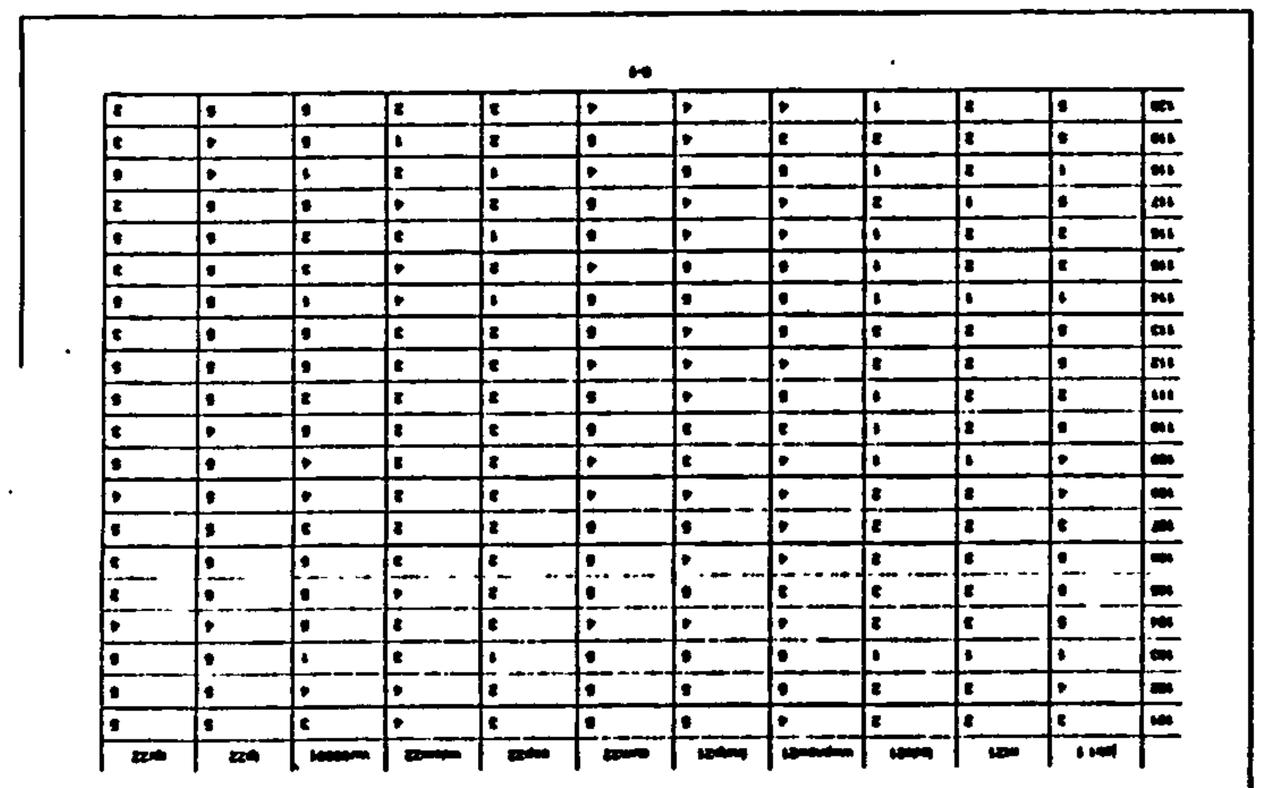

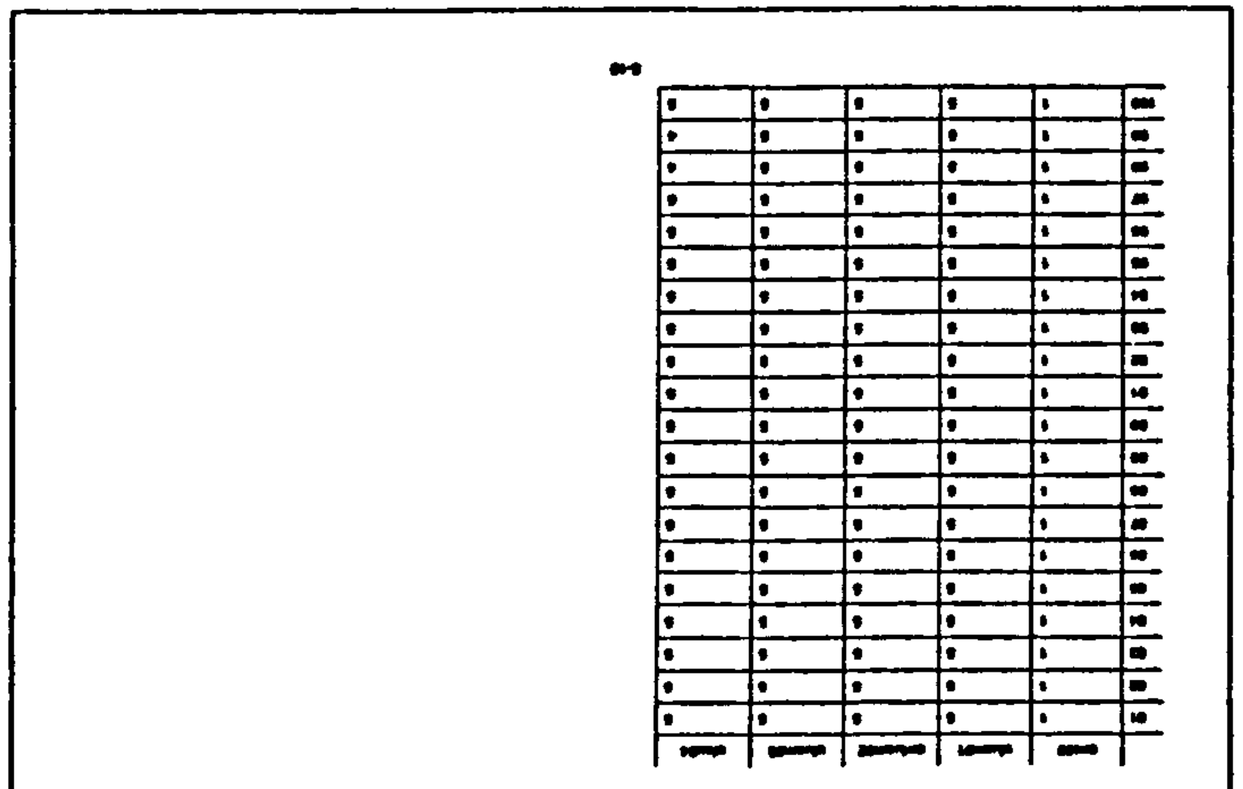

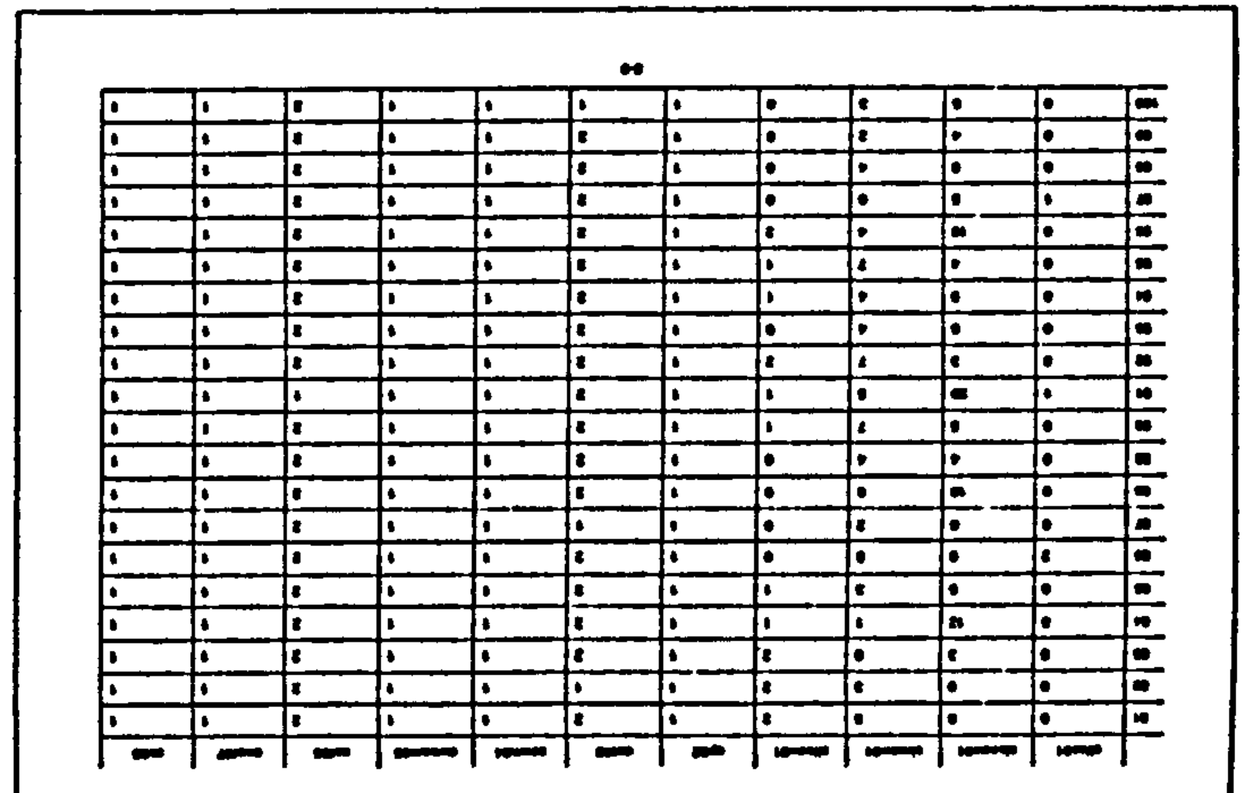

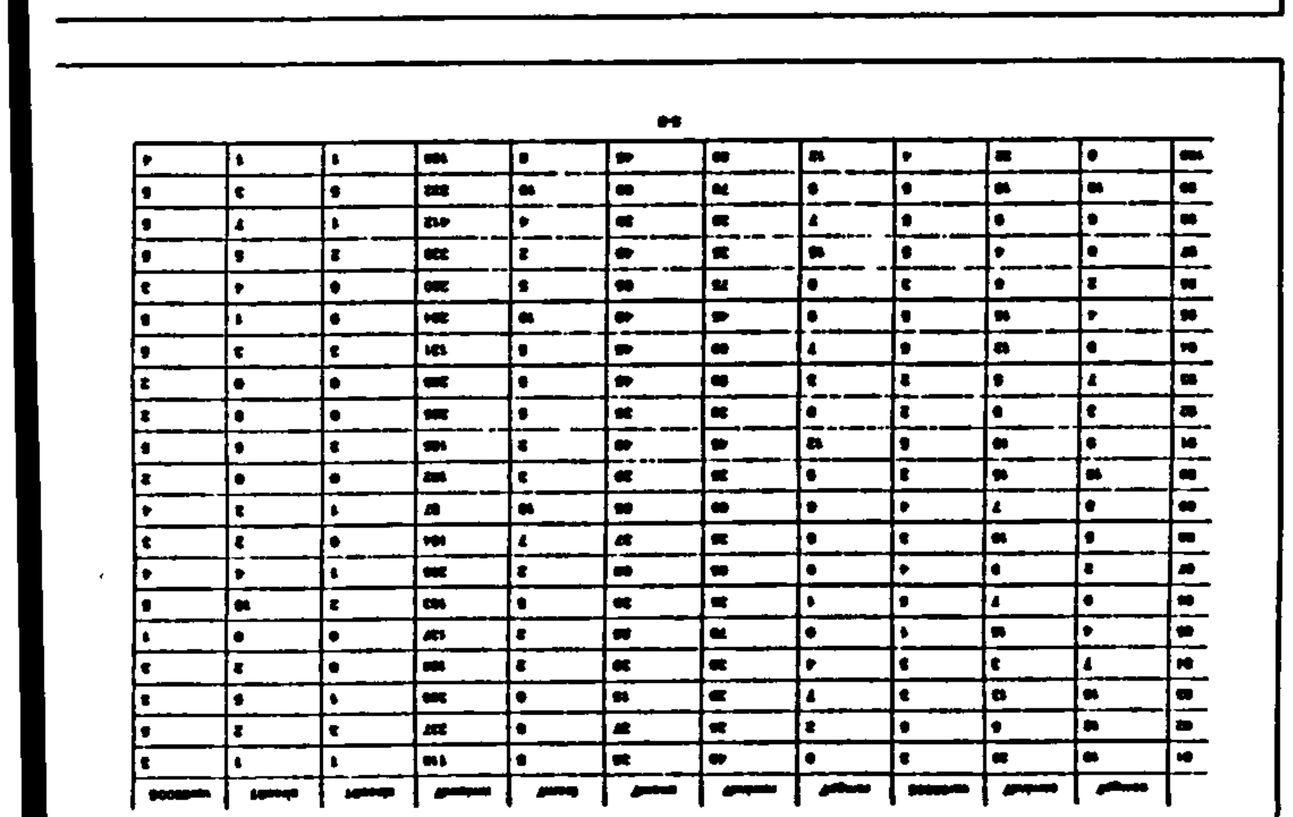

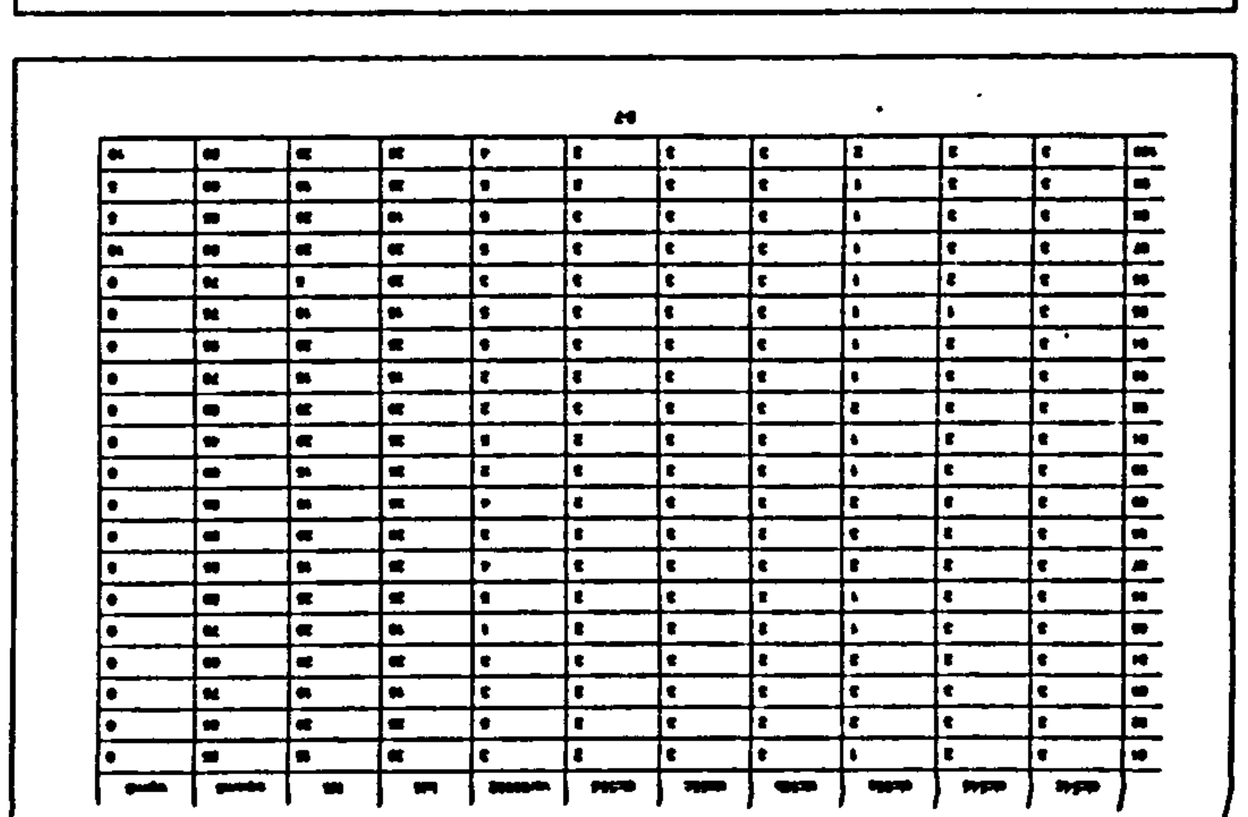

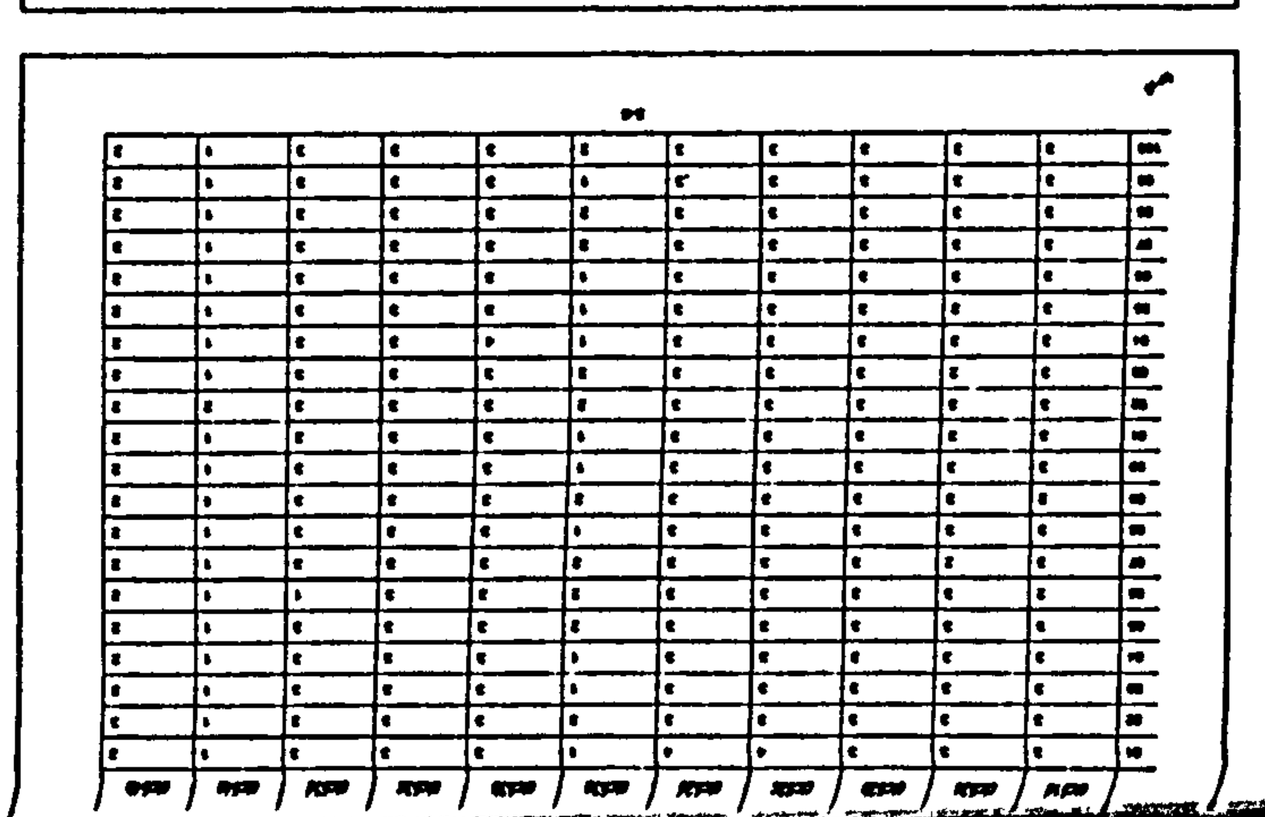

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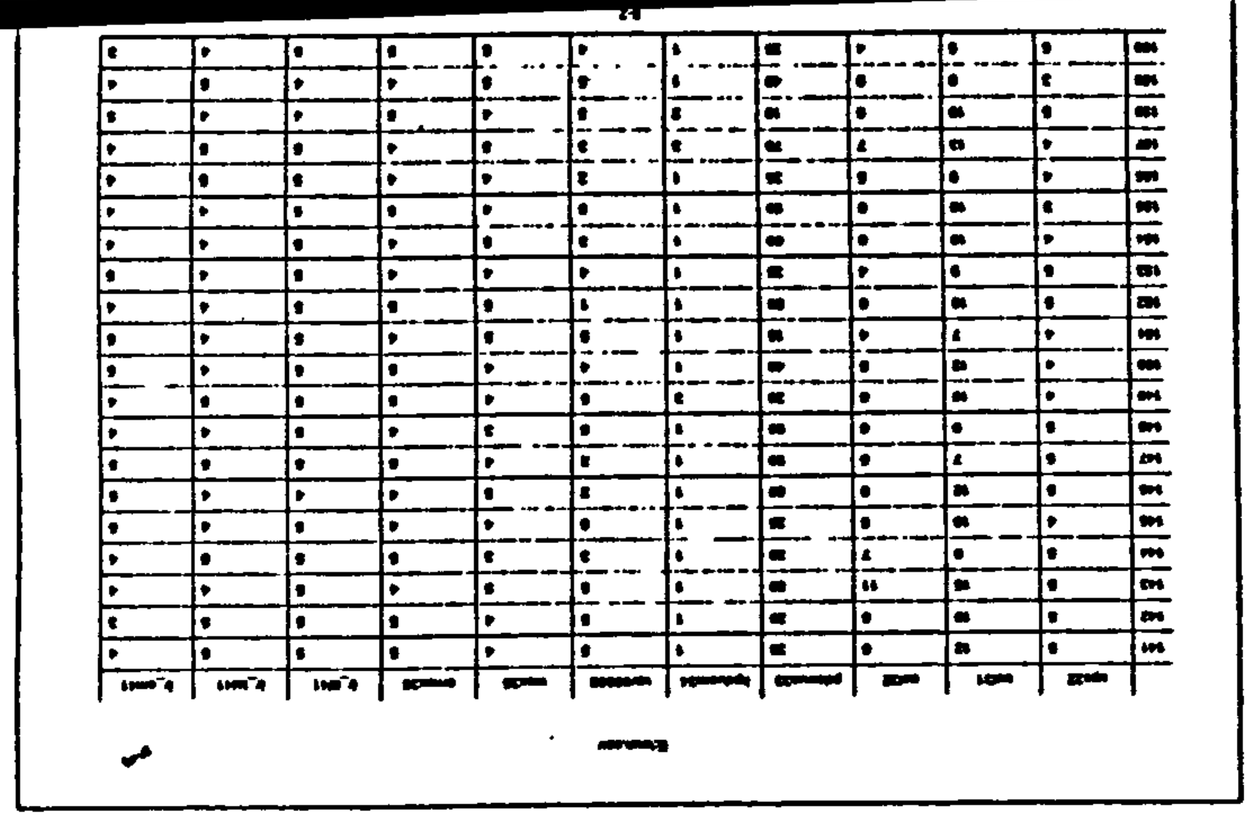

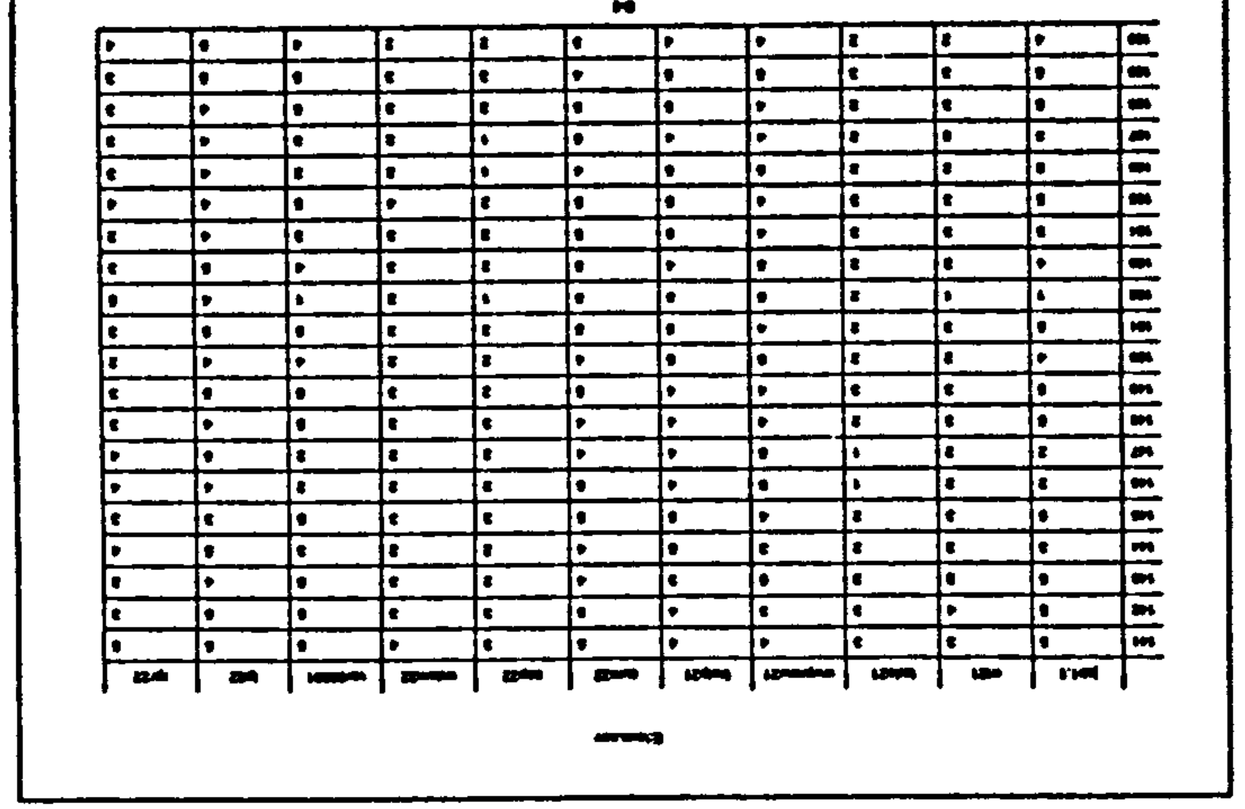

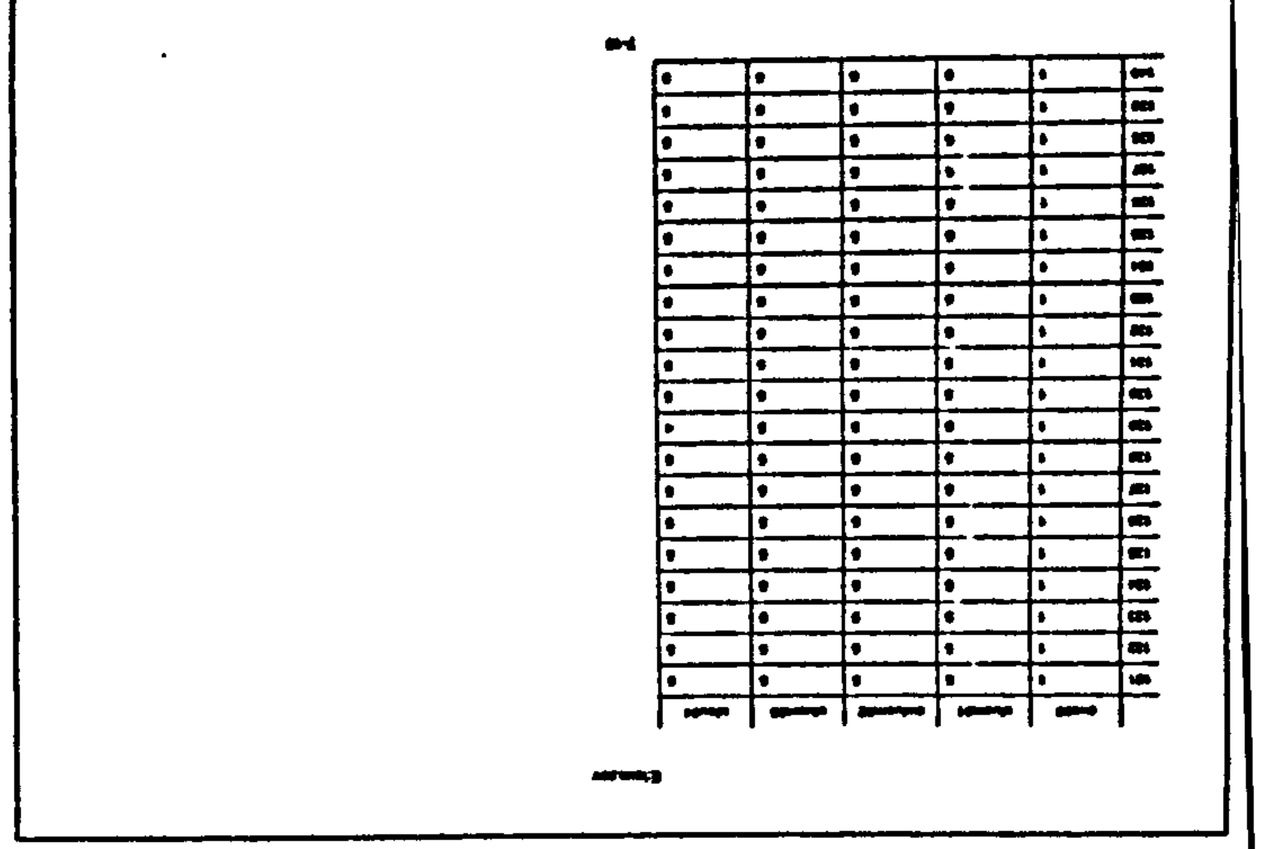

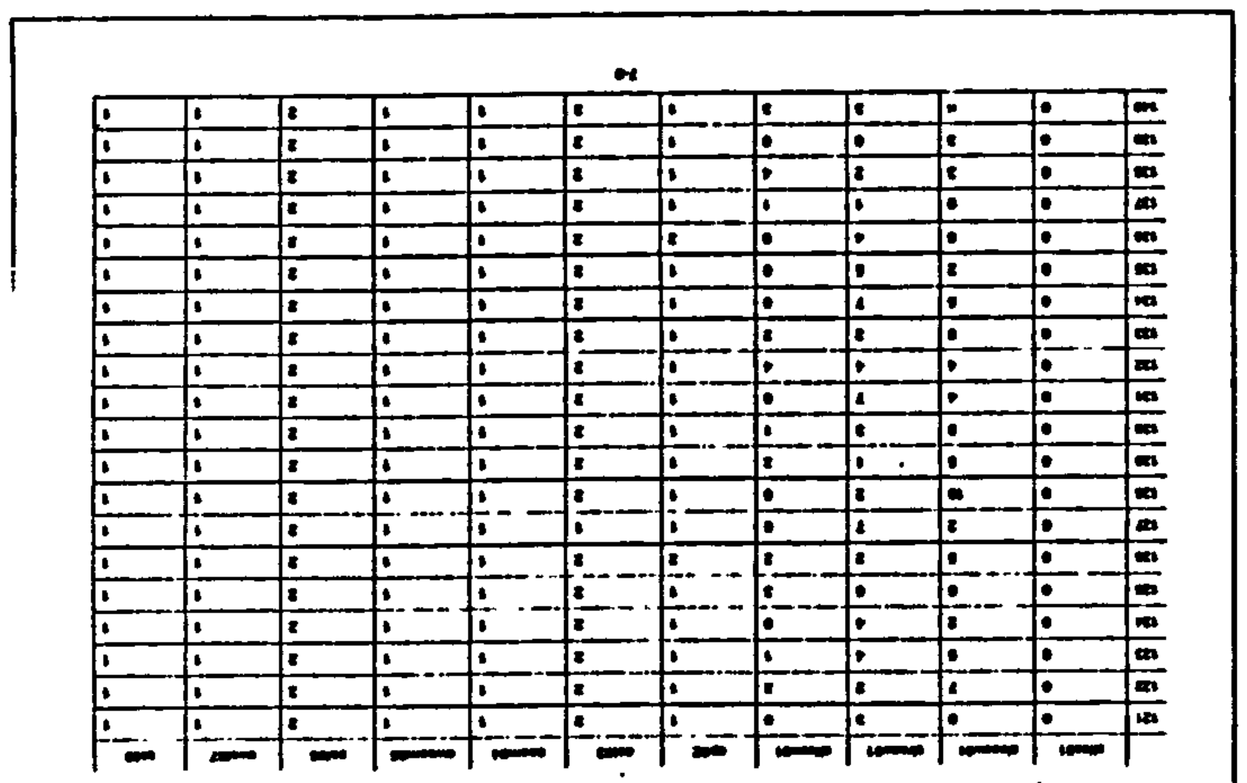

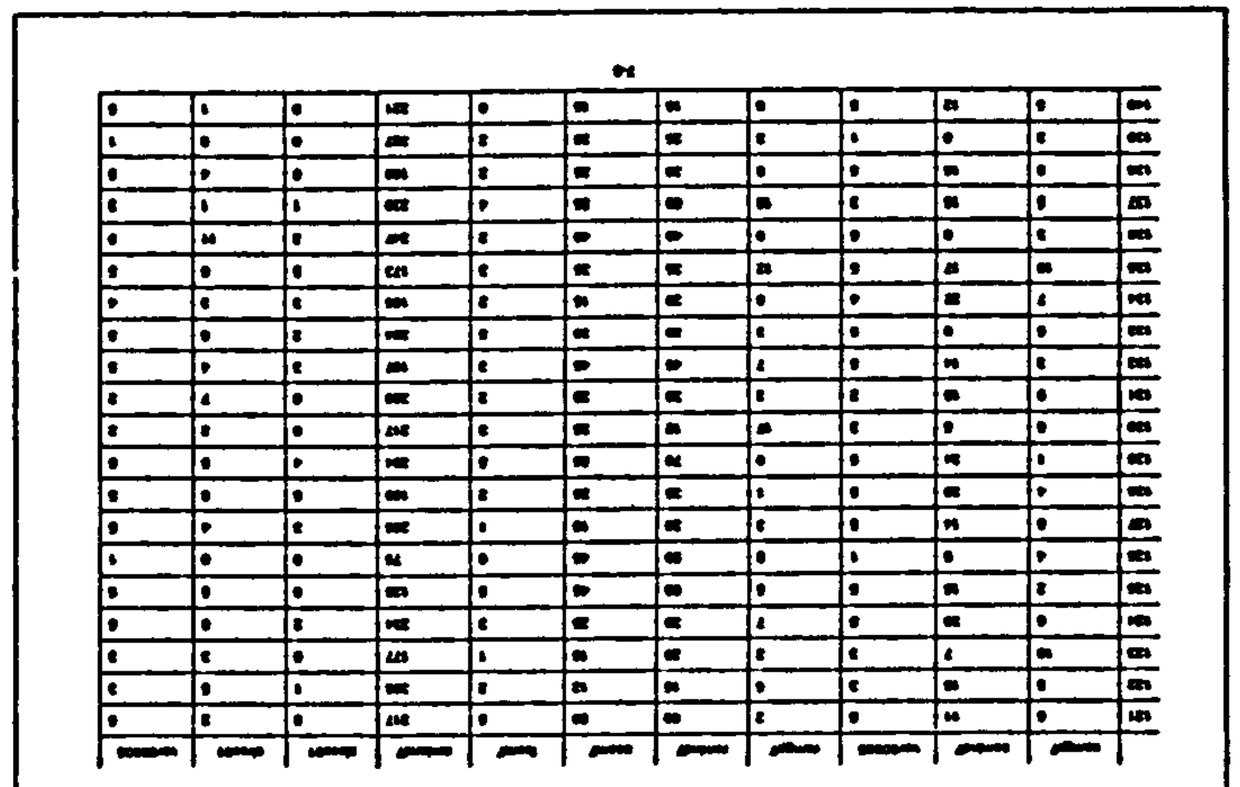

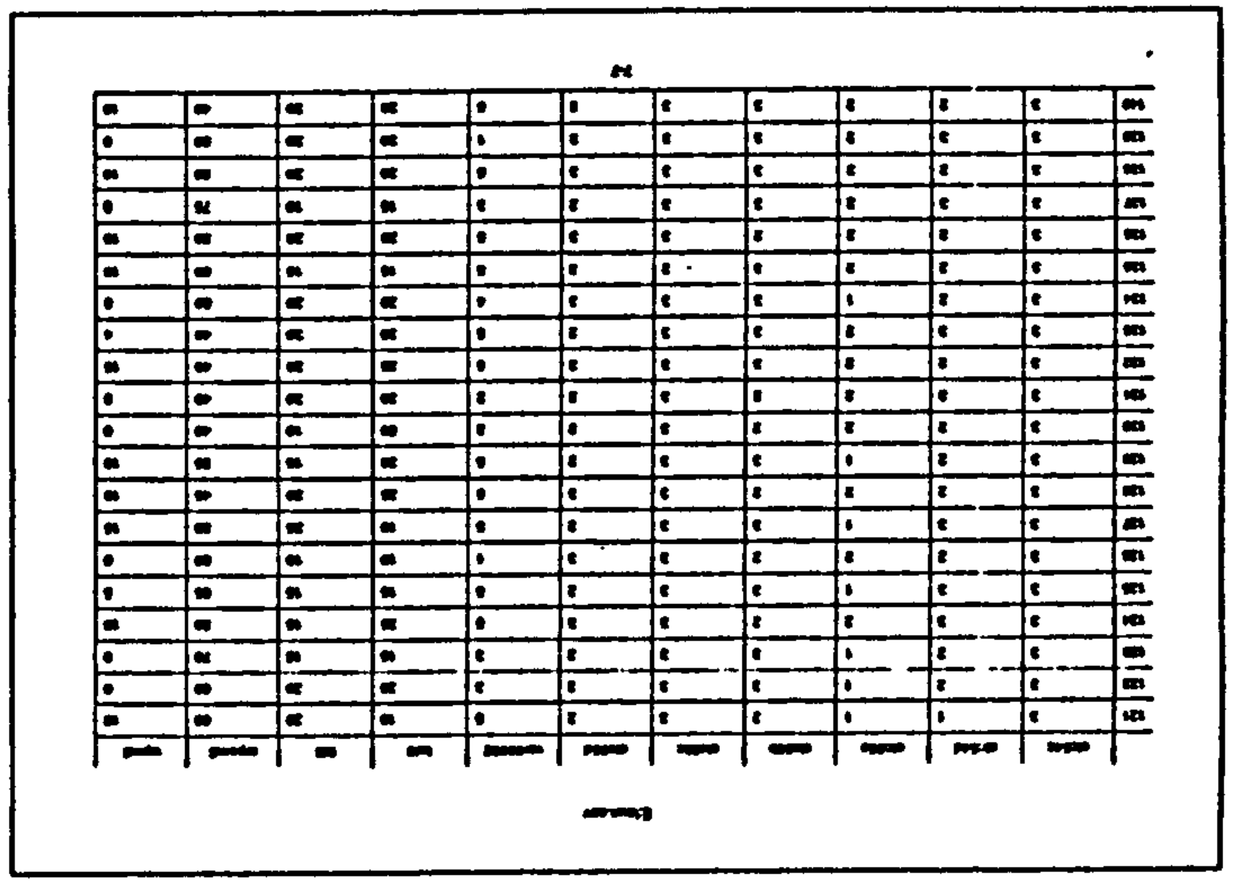

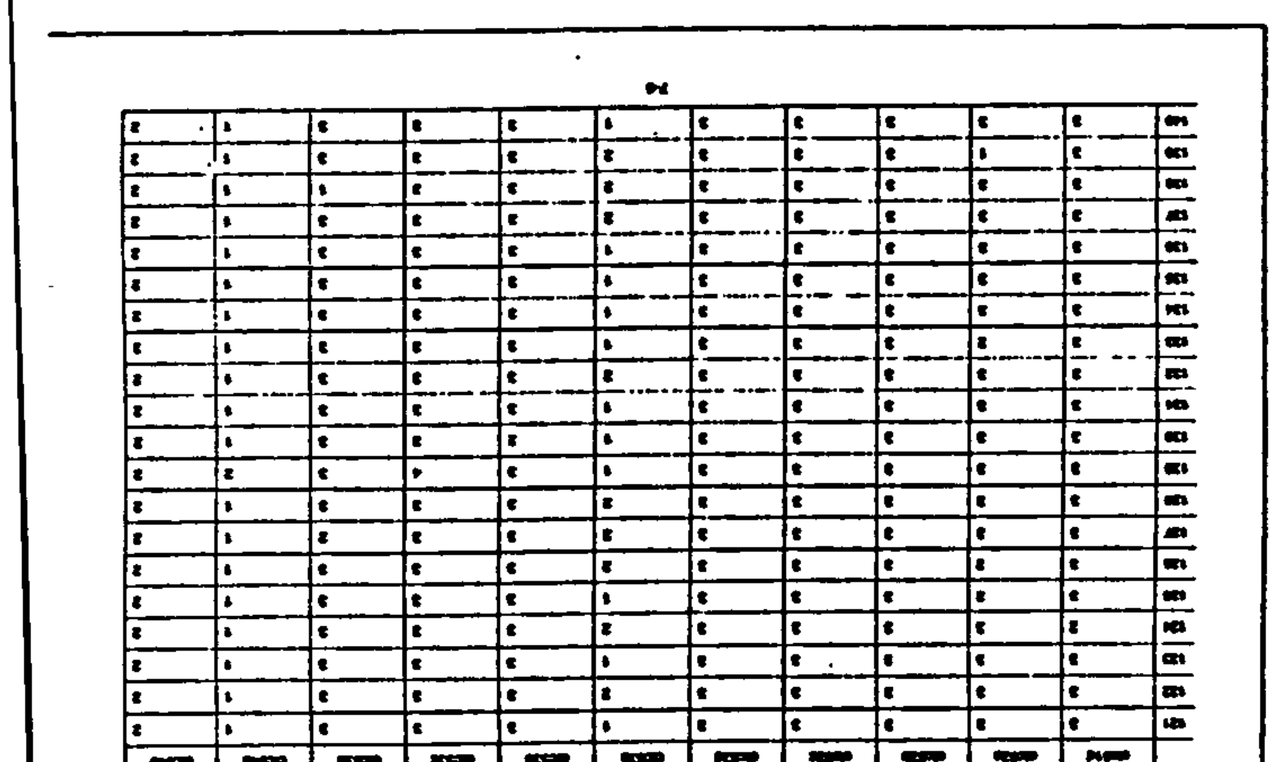

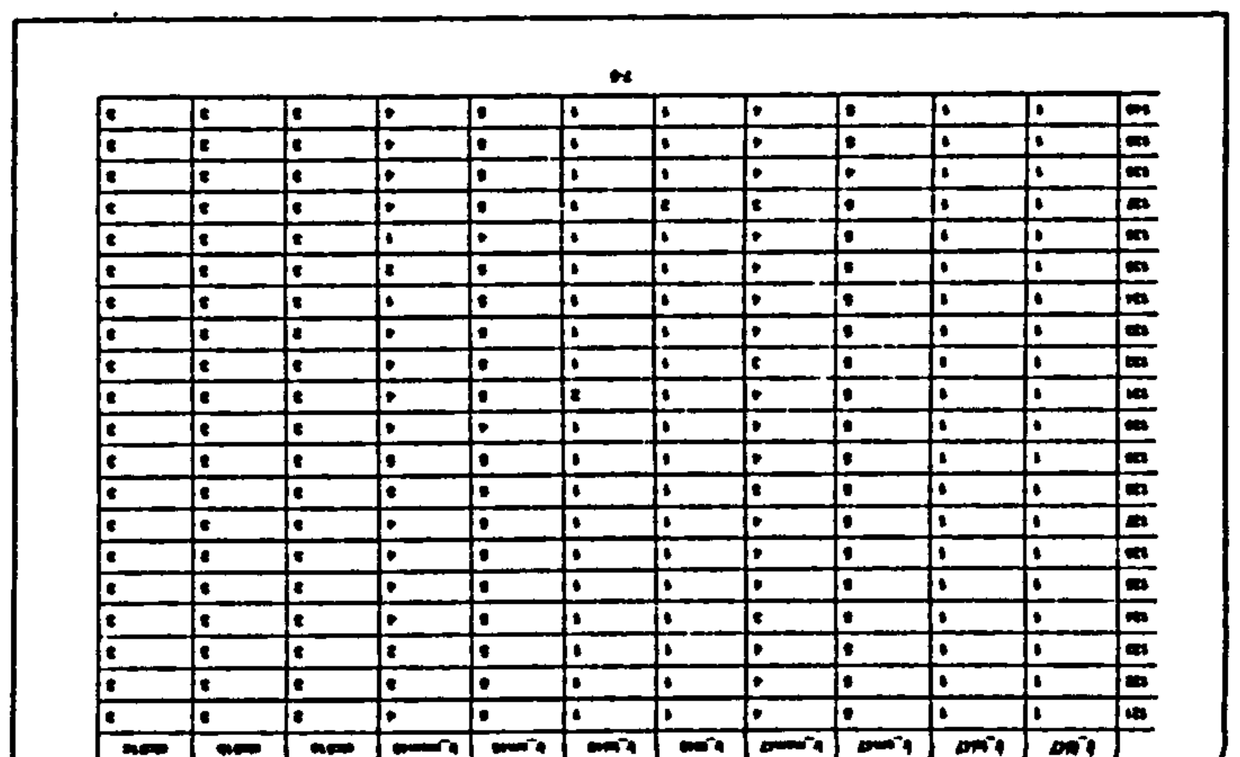

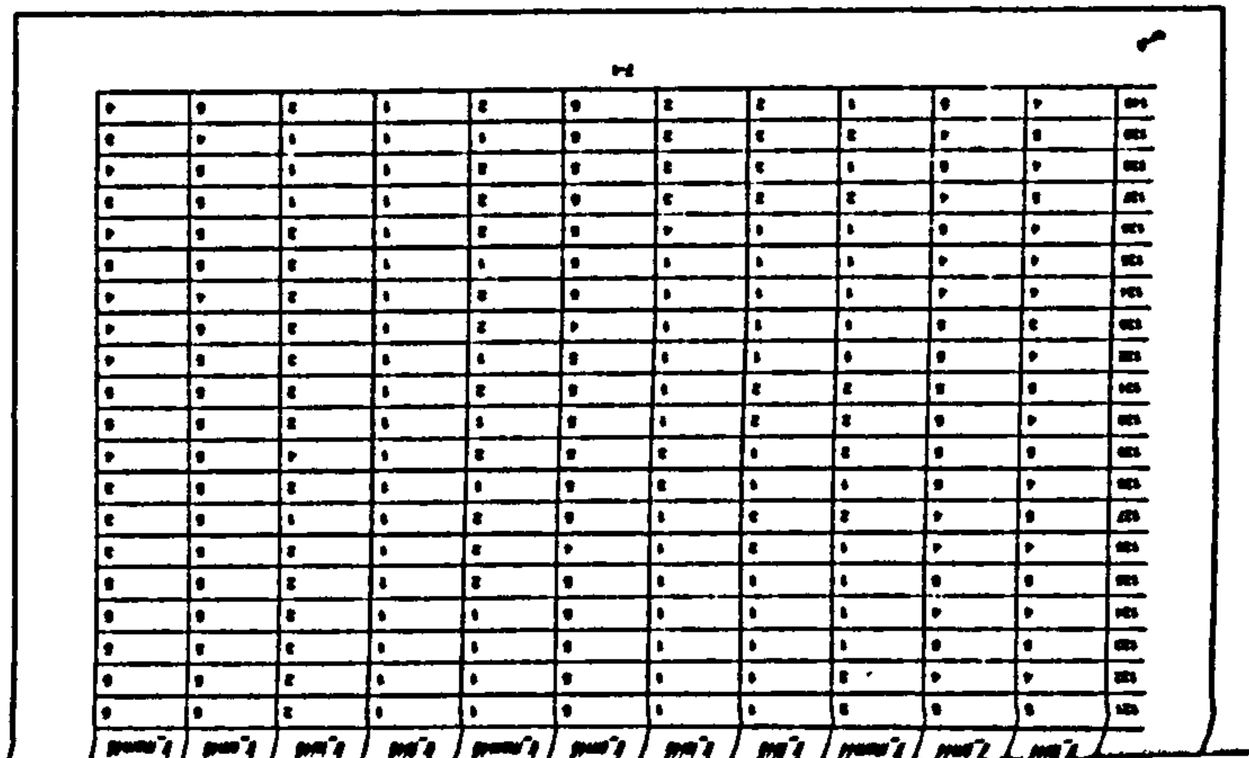

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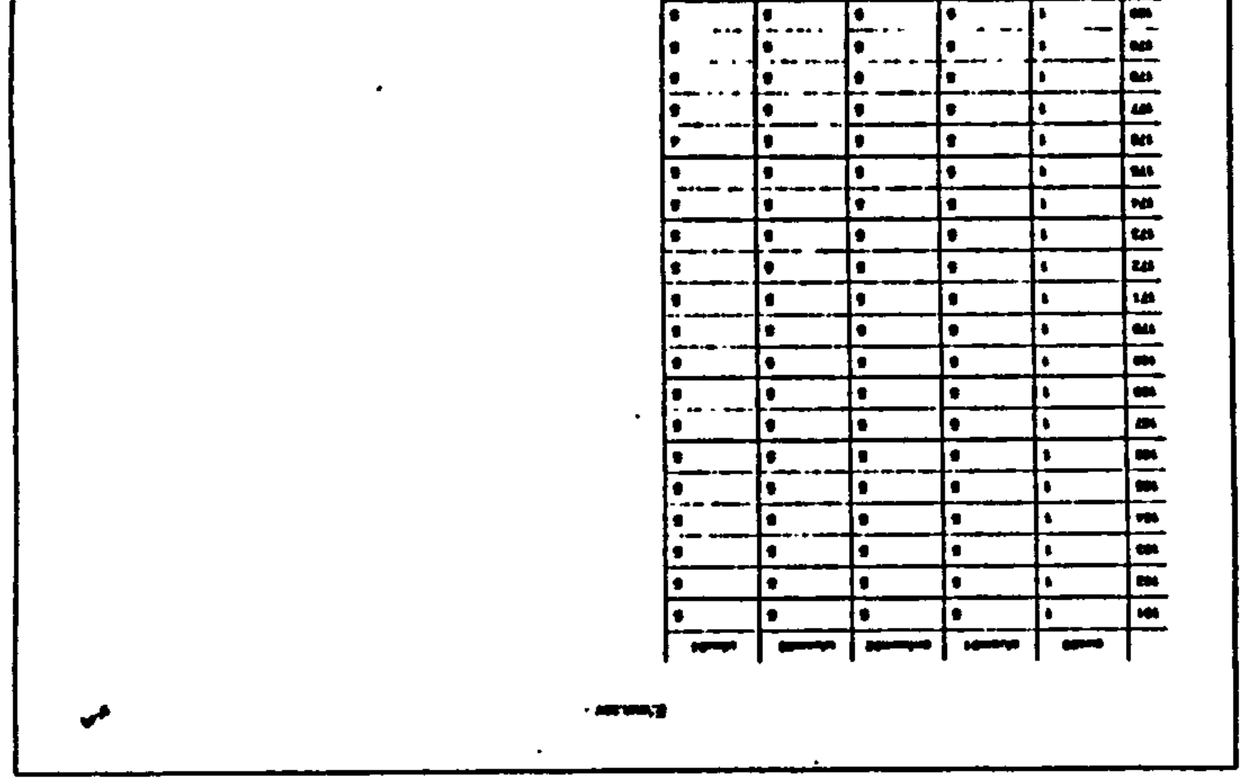

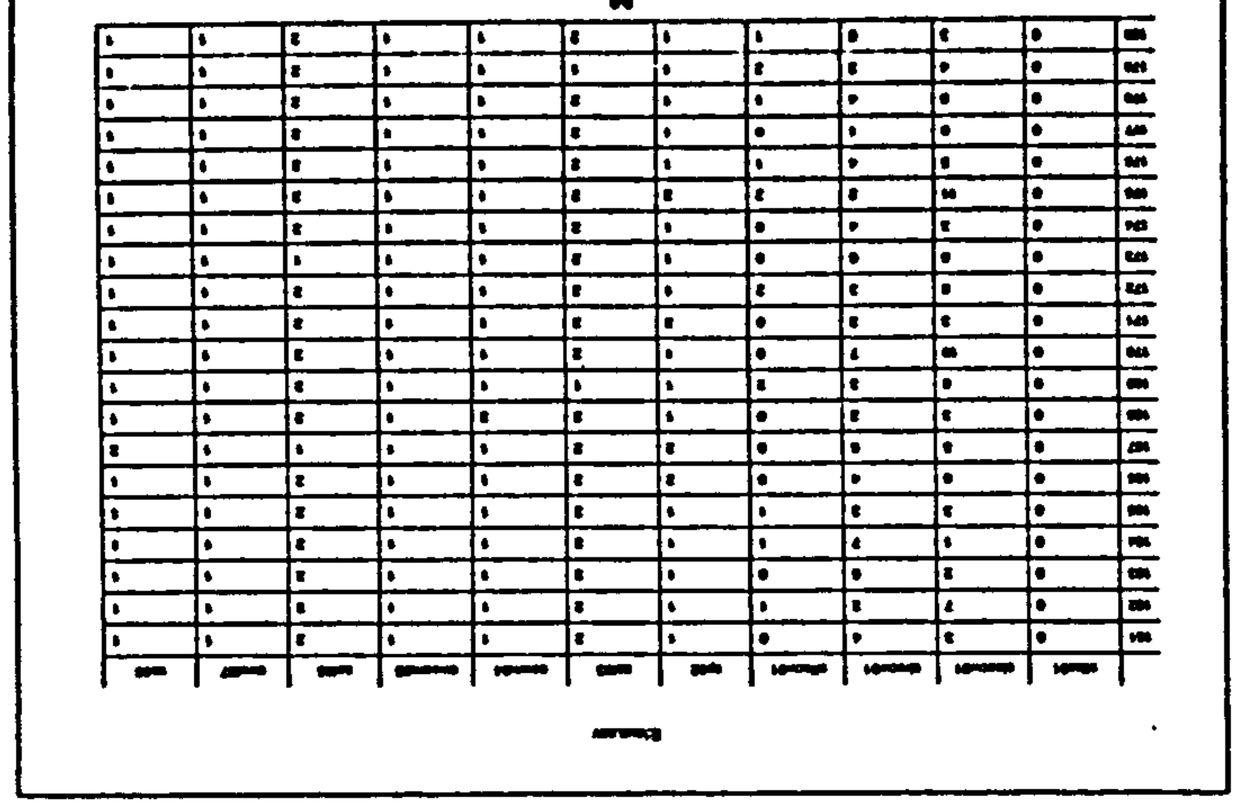

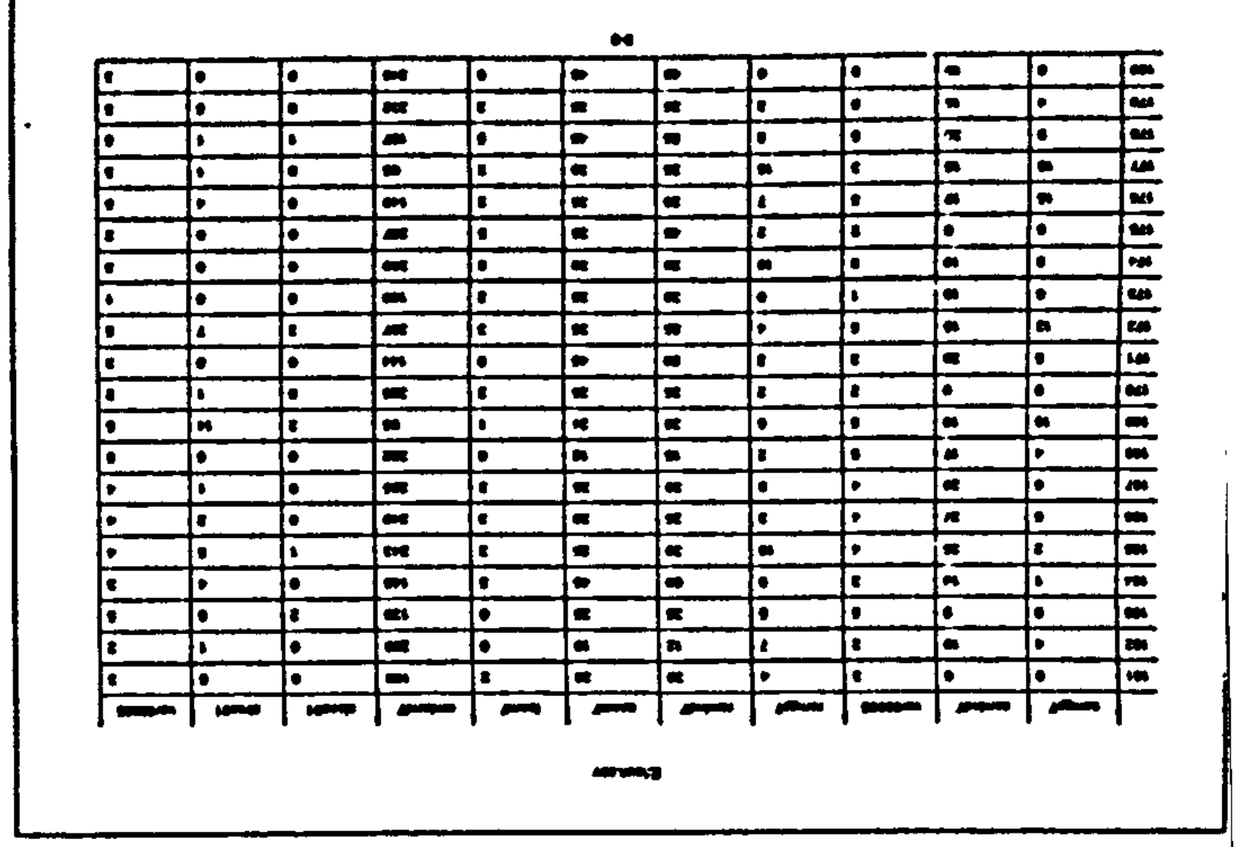

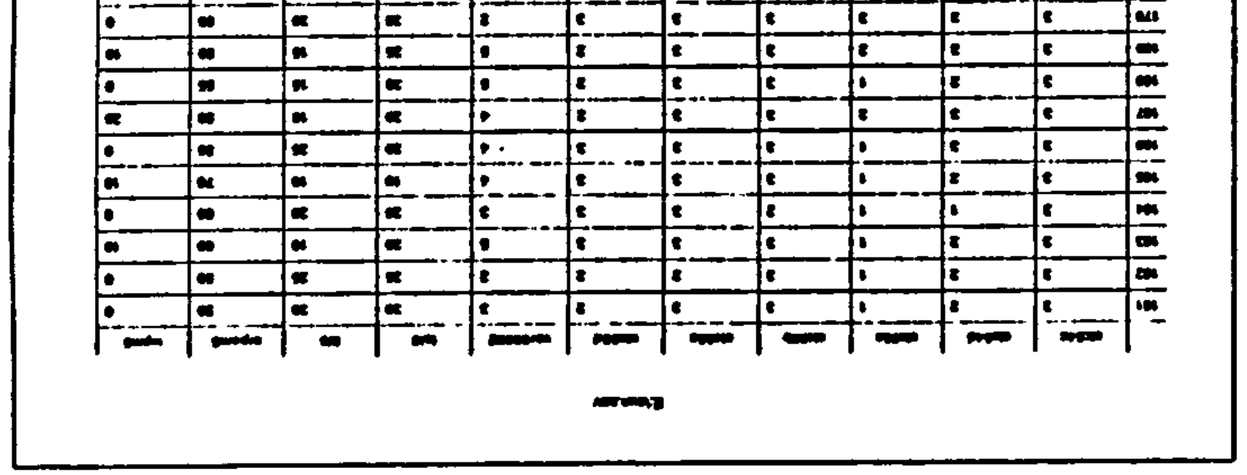

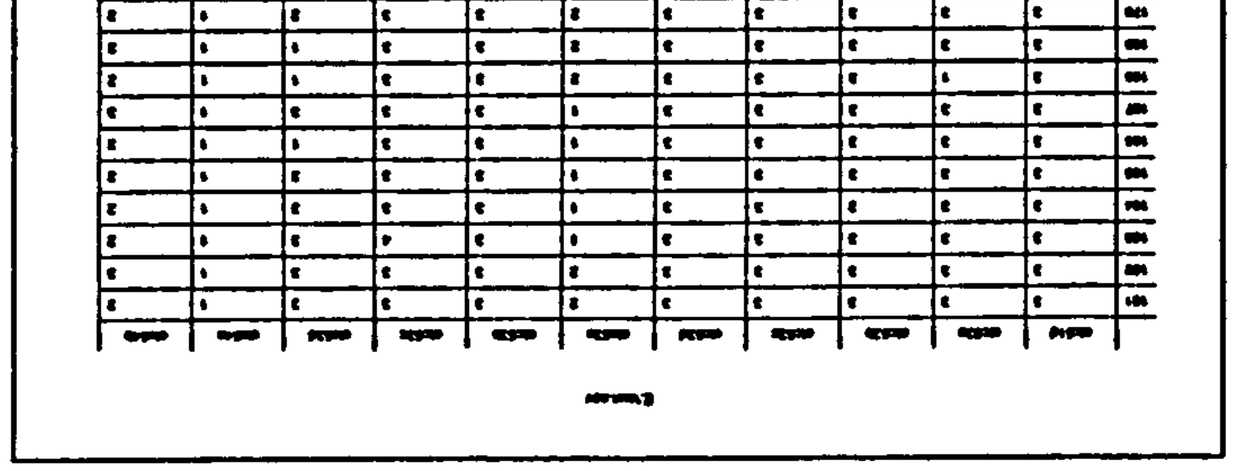

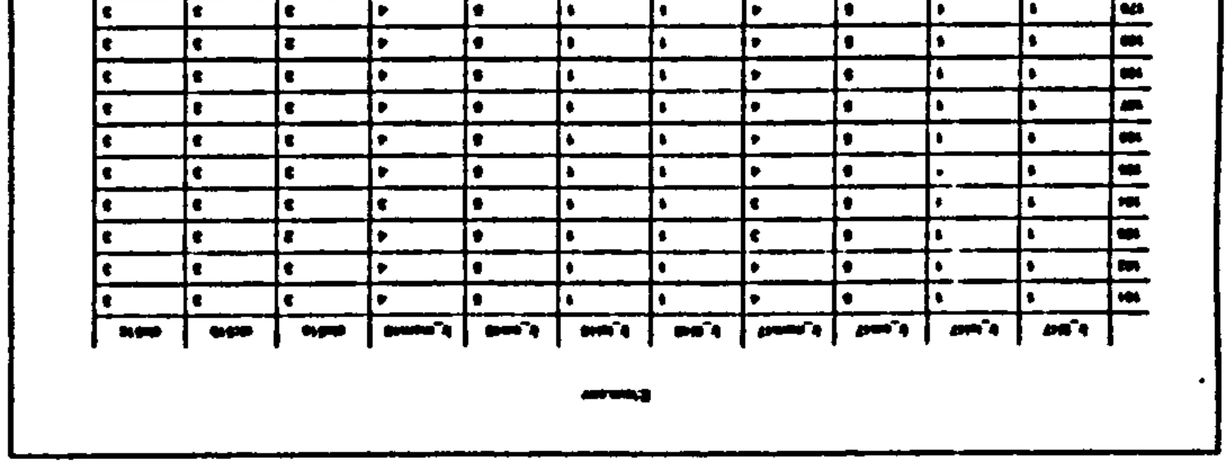

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107	1	2	5	4	1	1	5	4	3	3	3
108	1	1	5	4	1	1	5	4	3	3	3
109	1	1	5	4	1	1	5	4	3	3	3
110	1	1	5	4	1	1	5	4	3	3	3
111	1	1	5	4	1	1	5	4	3	3	3
112	1	1	5	4	1	1	5	4	3	3	3
113	1	1	5	4	1	1	5	4	3	3	3
114	1	1	5	4	1	1	5	4	3	3	3
115	1	1	5	4	1	1	5	4	3	3	3
116	1	1	5	4	1	1	5	4	3	3	3
117	1	1	5	4	1	1	5	4	3	3	3
118	1	1	5	4	1	1	5	4	3	3	3
119	1	1	5	4	1	1	5	4	3	3	3
120	1	1	5	4	1	1	5	4	3	3	3

10-5

101	3	3	3	3	3	1	3	3	3	1	3
102	3	3	3	3	3	1	3	3	3	1	3
103	3	2	3	3	3	1	3	3	2	1	3
104	3	3	3	3	3	1	3	4	3	1	3
105	3	3	3	3	3	1	3	3	3	1	3
106	3	3	3	3	3	1	3	3	3	1	3
107	3	3	3	3	3	1	3	3	2	1	3
108	3	3	3	3	3	1	3	3	3	1	3
109	3	3	3	3	3	1	3	3	3	1	3
110	3	4	3	3	3	2	3	3	3	1	3
111	3	3	3	3	3	2	3	3	3	1	3
112	3	3	3	3	3	2	3	3	3	1	3
113	3	3	3	3	3	2	3	3	3	1	3
114	3	2	3	3	3	2	3	3	3	1	3
115	3	3	3	3	3	2	3	3	3	1	3
116	3	3	3	3	3	2	3	3	3	1	3
117	3	3	3	3	3	2	3	3	3	1	3
118	3	3	3	3	3	2	3	3	3	1	3
119	3	1	3	3	3	2	3	3	3	1	3
120	3	2	3	3	3	1	3	3	3	1	3

10-6

101	3	3	2	3	3	3	5	20	20	60	0
102	3	2	1	3	3	3	3	20	20	60	0
103	3	2	2	3	3	3	1	10	20	60	0
104	3	3	2	3	3	3	4	20	20	60	0
105	3	3	1	3	3	3	5	10	20	60	0
106	3	2	2	3	3	3	3	20	10	60	0
107	3	2	2	3	3	3	2	0	20	40	20
108	3	3	1	3	3	3	3	20	20	60	0
109	3	3	2	3	3	3	3	20	20	60	0
110	3	3	1	3	3	3	2	0	20	40	20
111	3	3	2	3	3	3	1	0	20	40	0
112	3	3	3	3	3	3	3	0	20	40	20
113	3	3	3	3	3	3	2	20	10	60	0
114	3	3	1	3	3	3	4	20	20	40	20
115	3	3	2	3	3	3	1	20	10	60	0
116	3	3	3	3	3	3	3	20	20	40	0
117	3	3	3	3	3	3	2	20	20	60	0
118	3	3	2	3	3	3	3	0	20	40	0
119	3	3	2	3	3	3	3	0	20	40	0
120	3	3	1	3	3	3	4	0	40	40	20

10-7

101	3	20	0	0	20	20	1	200	0	4	0
102	4	10	0	11	20	20	2	100	1	0	0
103	0	20	1	0	20	40	0	200	0	0	1
104	10	12	4	3	20	20	3	100	2	0	4
105	0	0	2	7	60	40	10	100	0	0	2
106	0	0	0	10	40	40	0	100	1	2	0
107	3	10	0	0	20	20	2	200	4	4	0
108	0	0	3	4	60	40	0	70	2	1	3
109	0	20	3	0	20	20	0	80	0	0	0
110	0	10	0	10	20	20	2	100	3	4	0
111	4	10	1	0	20	20	2	110	0	0	1
112	0	10	0	0	60	40	2	200	4	0	0
113	10	7	2	2	40	20	4	100	0	0	2
114	3	12	4	0	60	40	0	90	0	0	4
115	0	10	1	0	20	40	10	200	0	0	1
116	0	0	3	3	40	20	0	200	0	0	0
117	7	14	5	0	60	20	7	100	2	0	0
118	0	20	3	2	20	20	2	200	0	1	0
119	0	20	0	0	20	20	10	110	7	10	0
120	0	10	0	1	40	20	4	200	0	0	0

10-8

101	2	3	2	0	1	2	1	1	2	1	1
102	0	4	3	2	2	2	1	1	2	1	1
103	0	7	2	1	1	2	1	1	2	1	1
104	0	3	1	2	1	2	1	1	2	1	1
105	0	3	4	3	1	1	1	1	1	1	1
106	1	0	2	0	1	2	1	1	2	1	1
107	0	0	2	2	1	2	1	1	2	1	1
108	0	2	1	1	1	2	1	1	2	1	1
109	0	0	2	0	2	2	1	1	2	1	1
110	0	3	4	0	1	2	1	1	2	1	1
111	0	3	3	3	1	1	1	1	2	1	1
112	1	2	2	2	1	2	1	1	2	1	1
113	0	0	1	2	2	2	1	1	2	1	1
114	0	0	7	0	1	2	1	1	2	1	1
115	0	0	2	0	1	1	1	1	2	1	1
116	0	0	0	0	2	2	1	1	2	1	1
117	0	0	4	2	1	2	1	1	2	1	1
118	0	3	0	1	1	2	1	1	2	1	1
119	0	3	0	0	1	2	1	1	2	1	1
120	0	0	0	1	1	2	1	1	2	1	1

10-9

201	1	0	0	0	0
202	1	0	0	0	0
203	1	0	0	0	0
204	1	0	0	0	0
205	1	0	0	0	0
206	1	0	0	0	0
207	1	0	0	0	0
208	1	0	0	0	0
209	1	0	0	0	0
210	1	0	0	0	0
211	1	0	0	0	0
212	1	0	0	0	0
213	1	0	0	0	0
214	1	0	0	0	0
215	1	0	0	0	0
216	1	0	0	0	0
217	1	0	0	0	0
218	1	0	0	0	0
219	1	0	0	0	0
220	1	0	0	0	0

10-10

201	2	3	3	4	3	3	3	3	3	3	4
202	3	2	3	4	4	3	2	3	3	4	3
203	3	3	3	4	4	3	1	3	3	4	3
204	3	2	2	4	3	4	1	3	3	4	4
205	3	2	2	3	4	3	3	4	3	3	3
206	1	1	1	3	4	3	1	1	1	3	3
207	4	2	2	3	3	4	1	2	4	3	4
208	3	2	2	4	4	3	2	3	4	4	3
209	3	2	3	4	3	4	3	3	3	3	3
210	3	1	1	3	4	4	2	3	3	4	3
211	2	1	1	3	4	3	3	1	2	4	3
212	3	2	1	3	4	3	3	3	3	4	3
213	3	4	2	4	3	4	3	3	3	4	3
214	4	3	3	3	4	4	3	3	4	4	3
215	3	3	1	3	4	3	2	2	3	3	4
216	4	2	1	3	4	3	3	3	4	3	3
217	3	2	2	4	3	3	2	3	3	4	3
218	1	2	1	3	4	3	2	1	1	3	4
219	3	3	1	4	4	3	2	2	3	4	4
220	3	2	2	3	4	3	2	3	3	4	3

11-4

201	3	3	3	3	3	3	3	3	3	3	3
202	3	3	3	3	3	3	3	3	3	3	3
203	3	3	3	3	3	3	3	3	3	3	3
204	3	3	3	3	3	3	3	3	3	3	3
205	3	3	3	3	3	3	3	3	3	3	3
206	3	3	3	3	3	3	3	3	3	3	3
207	3	3	3	3	3	3	3	3	3	3	3
208	3	3	3	3	3	3	3	3	3	3	3
209	3	3	3	3	3	3	3	3	3	3	3
210	3	3	3	3	3	3	3	3	3	3	3
211	3	3	3	3	3	3	3	3	3	3	3
212	3	3	3	3	3	3	3	3	3	3	3
213	3	3	3	3	3	3	3	3	3	3	3
214	3	3	3	3	3	3	3	3	3	3	3
215	3	3	3	3	3	3	3	3	3	3	3
216	3	3	3	3	3	3	3	3	3	3	3
217	3	3	3	3	3	3	3	3	3	3	3
218	3	3	3	3	3	3	3	3	3	3	3
219	3	3	3	3	3	3	3	3	3	3	3
220	3	3	3	3	3	3	3	3	3	3	3

11-2

Elements

201	2	3	2	1	3	1	4	4	4	1	2
202	1	3	3	2	3	1	3	3	4	2	2
203	1	3	3	1	2	1	4	3	4	1	1
204	1	4	3	2	3	2	4	4	4	2	1
205	2	3	3	1	2	1	3	4	4	1	2
206	1	3	3	1	3	2	4	4	3	1	2
207	2	3	4	1	2	1	3	3	4	1	1
208	1	4	3	1	3	2	3	3	4	2	2
209	1	3	3	2	3	1	4	4	4	1	2
210	2	3	3	1	3	2	4	4	4	1	1
211	2	3	3	2	3	2	4	4	4	2	2
212	1	3	3	2	3	2	4	4	4	1	2
213	1	3	3	1	4	1	3	4	4	2	1
214	1	3	4	2	3	1	4	4	4	1	2
215	1	3	3	2	3	1	3	4	4	1	2
216	2	4	4	1	3	1	4	3	3	2	2
217	1	3	3	2	3	2	3	4	4	1	2
218	2	3	3	1	3	1	3	3	3	1	2
219	1	3	3	1	4	2	3	3	4	1	2
220	1	3	3	2	3	1	4	4	3	2	2

11-5

Elements

201	4	4	1	1	2	3	3	1	2	3	4
202	3	4	1	1	1	3	2	1	1	3	4
203	4	3	1	1	2	3	1	1	1	3	3
204	4	3	1	1	1	3	1	1	2	4	4
205	4	3	1	1	2	3	2	1	1	3	3
206	4	3	1	1	2	3	1	1	1	3	4
207	4	3	1	1	2	3	2	1	2	3	3
208	4	4	1	1	1	3	1	1	1	3	4
209	4	3	1	1	1	3	1	1	1	3	4
210	4	3	1	1	2	3	1	1	2	3	4
211	4	3	1	1	2	3	1	1	1	3	4
212	4	3	1	1	1	3	1	1	2	3	3
213	4	3	1	1	2	3	1	1	2	3	4
214	4	3	1	1	1	3	1	1	1	3	3
215	4	3	1	1	2	3	1	1	2	3	4
216	4	3	1	1	2	3	1	1	2	3	4
217	4	3	1	1	2	3	1	1	1	3	4
218	4	3	1	1	2	3	1	1	2	3	4
219	4	3	1	1	2	3	1	1	2	3	4
220	4	3	1	1	2	3	1	1	2	3	4

11-6

Elements

201	1	1	3	3	1	1	3	4	3	3	3
202	1	1	4	4	1	1	3	4	3	3	3
203	1	1	3	4	1	1	3	3	3	3	3
204	1	1	3	3	1	1	3	4	3	3	3
205	1	1	3	3	1	1	3	4	3	3	3
206	1	1	3	4	1	1	3	4	3	3	3
207	1	1	3	4	1	1	3	4	3	3	3
208	1	1	3	4	1	1	3	4	3	3	3
209	1	1	3	3	1	1	3	4	3	3	3
210	1	1	3	4	1	1	3	4	3	3	3
211	1	1	3	4	1	1	3	4	3	3	3
212	2	2	3	3	1	1	3	3	3	3	3
213	1	1	3	3	1	1	3	4	3	3	3
214	1	1	3	3	1	1	3	4	3	3	3
215	1	1	3	4	1	1	3	4	3	3	3
216	1	1	3	4	1	1	3	4	3	3	3
217	1	1	3	4	1	1	3	4	3	3	3
218	1	1	3	4	1	1	3	4	3	3	3
219	1	1	3	4	1	1	3	4	3	3	3
220	1	1	3	4	1	1	3	4	3	3	3

11-8

Elements

201	3	3	3	3	3	2	3	3	3	1	3
202	3	3	3	3	3	1	4	3	3	1	2
203	3	3	3	3	3	1	3	3	3	1	2
204	3	3	3	3	3	1	3	3	3	1	2
205	3	3	3	3	3	1	3	3	3	1	2
206	3	4	3	3	3	1	3	3	3	1	2
207	3	3	3	3	3	1	3	3	3	1	2
208	3	3	3	3	3	2	3	3	3	1	2
209	3	3	3	3	3	1	3	3	3	1	2
210	3	3	3	3	3	1	3	3	3	1	2
211	3	3	3	3	3	1	3	3	3	1	2
212	3	3	3	3	3	1	3	4	3	1	2
213	3	3	3	3	3	1	3	3	3	1	2
214	3	3	3	3	3	1	3	3	3	1	2
215	3	3	3	3	3	2	3	3	3	1	2
216	3	3	3	3	3	1	3	3	3	1	2
217	3	3	3	3	3	1	3	3	3	1	2
218	3	3	3	3	3	1	3	3	3	1	2
219	3	3	3	3	3	1	3	3	3	1	2
220	3	3	3	3	3	1	3	3	3	1	2

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Elements

201	3	3	3	3	3	3	3	3	3	1	3
202	3	3	3	3	3	3	3	3	3	1	3
203	3	3	3	3	3	3	3	3	3	1	3
204	3	3	3	3	3	3	3	3	3	1	3
205	3	3	3	3	3	3	3	3	3	1	3
206	3	3	3	3	3	3	3	3	3	1	3
207	3	3	3	3	3	3	3	3	3	1	3
208	3	3	3	3	3	3	3	3	3	1	3
209	3	3	3	3	3	3	3	3	3	1	3
210	3	3	3	3	3	3	3	3	3	1	3
211	3	3	3	3	3	3	3	3	3	1	3
212	3	3	3	3	3	3	3	3	3	1	3
213	3	3	3	3	3	3	3	3	3	1	3
214	3	3	3	3	3	3	3	3	3	1	3
215	3	3	3	3	3	3	3	3	3	1	3
216	3	3	3	3	3	3	3	3	3	1	3
217	3	3	3	3	3	3	3	3	3	1	3
218	3	3	3	3	3	3	3	3	3	1	3
219	3	3	3	3	3	3	3	3	3	1	3
220	3	3	3	3	3	3	3	3	3	1	3

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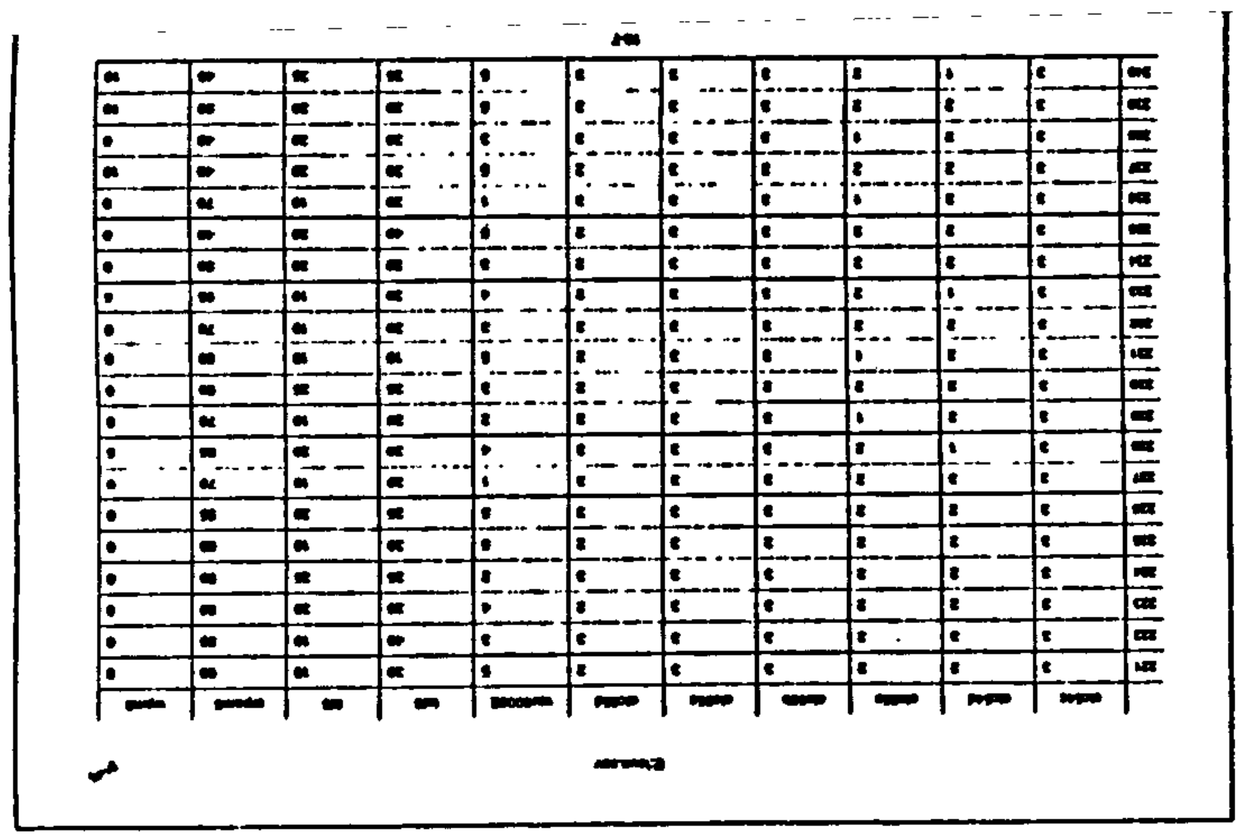
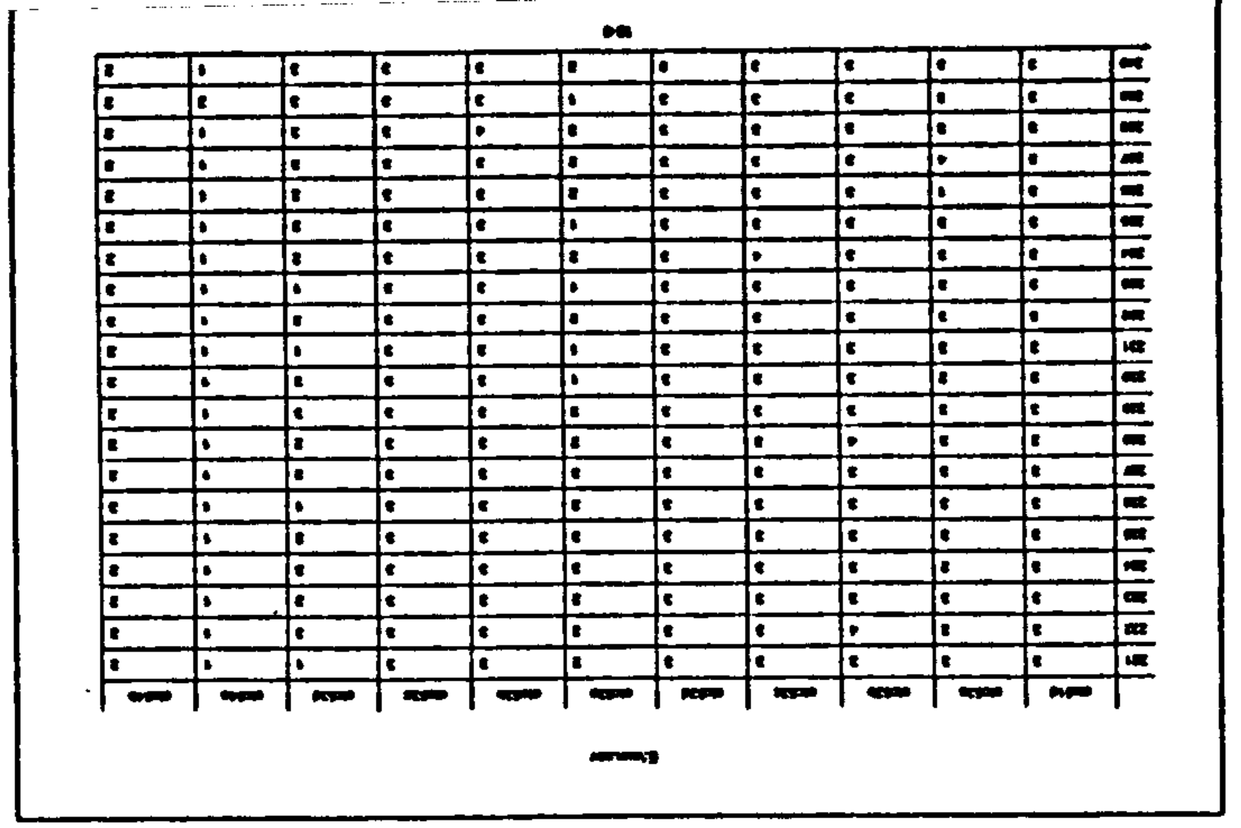
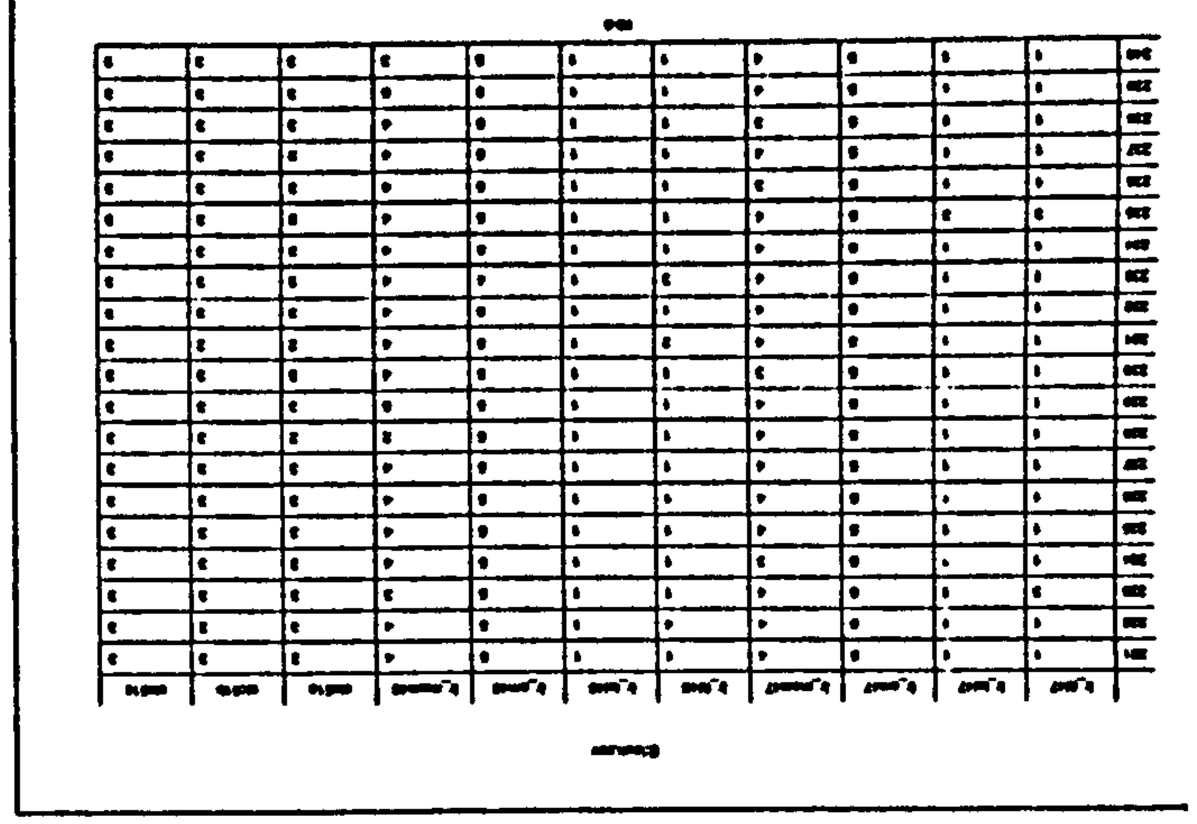
Elements

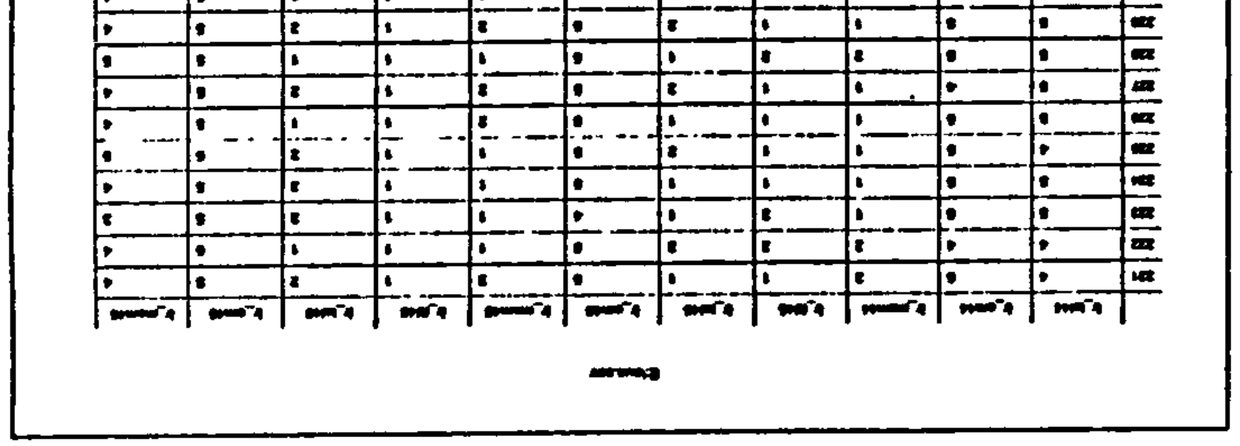
201	0	16	2	2	60	30	0	70	0	0	2
202	0	17	0	0	40	30	0	200	1	2	6
203	0	0	0	0	30	15	0	150	0	4	5
204	0	30	3	7	40	30	0	80	0	1	3
205	0	0	0	0	60	0	0	120	3	0	0
206	60	30	1	0	30	30	0	180	0	0	1
207	4	17	4	6	40	30	4	80	2	0	4
208	0	4	0	11	30	30	0	150	2	4	5
209	0	16	5	5	40	30	4	200	2	0	0
210	0	0	3	6	30	15	3	270	1	1	3
211	4	0	2	7	40	30	0	80	0	0	2
212	1	16	3	9	30	15	0	110	1	0	3
213	0	3	3	4	60	40	0	220	0	0	3
214	0	0	4	6	30	30	3	180	2	1	4
215	4	60	3	9	60	40	4	217	0	0	3
216	7	30	4	7	30	30	2	80	1	0	4
217	0	0	0	0	30	30	1	184	2	4	6
218	0	60	1	2	60	40	4	200	0	0	1
219	4	30	0	0	30	30	0	180	0	0	5
220	11	16	3	11	60	40	16	220	0	0	3

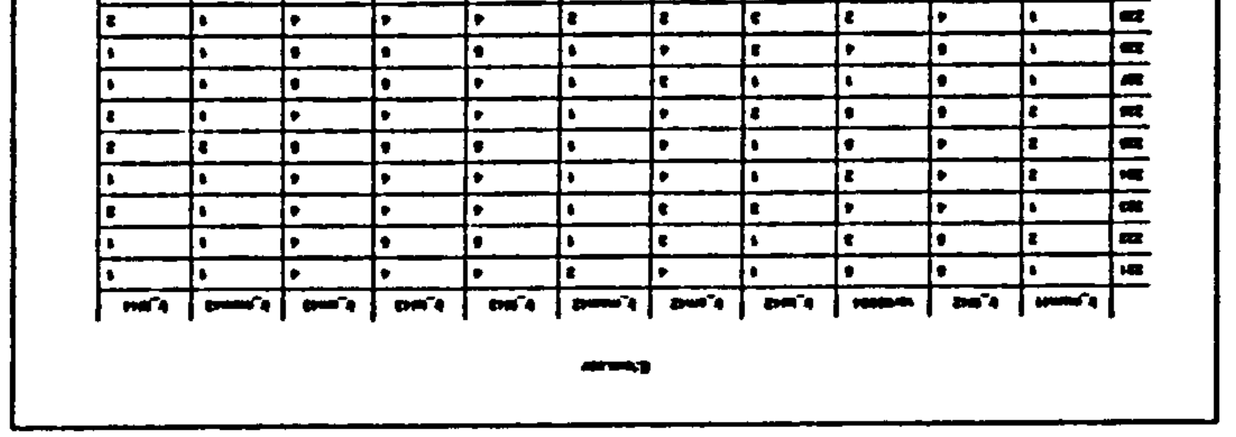
11-0

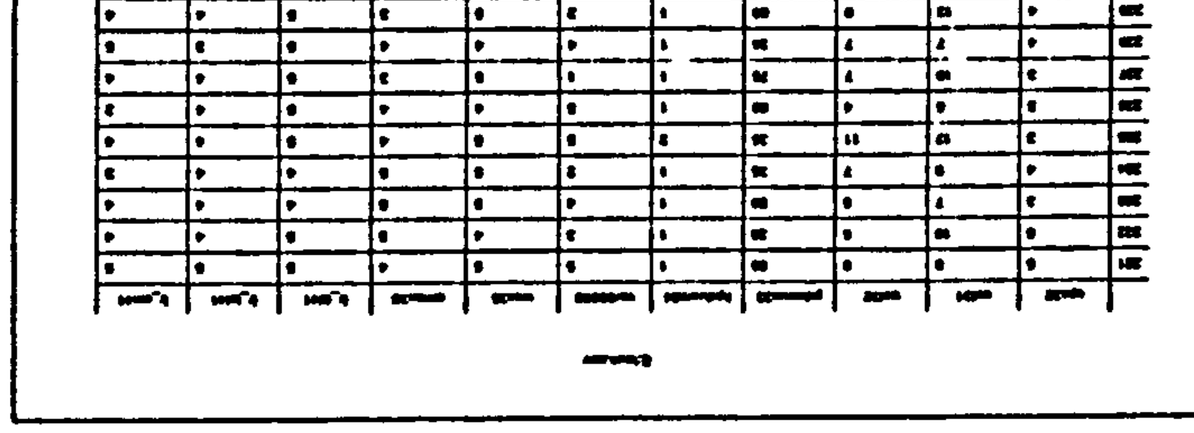


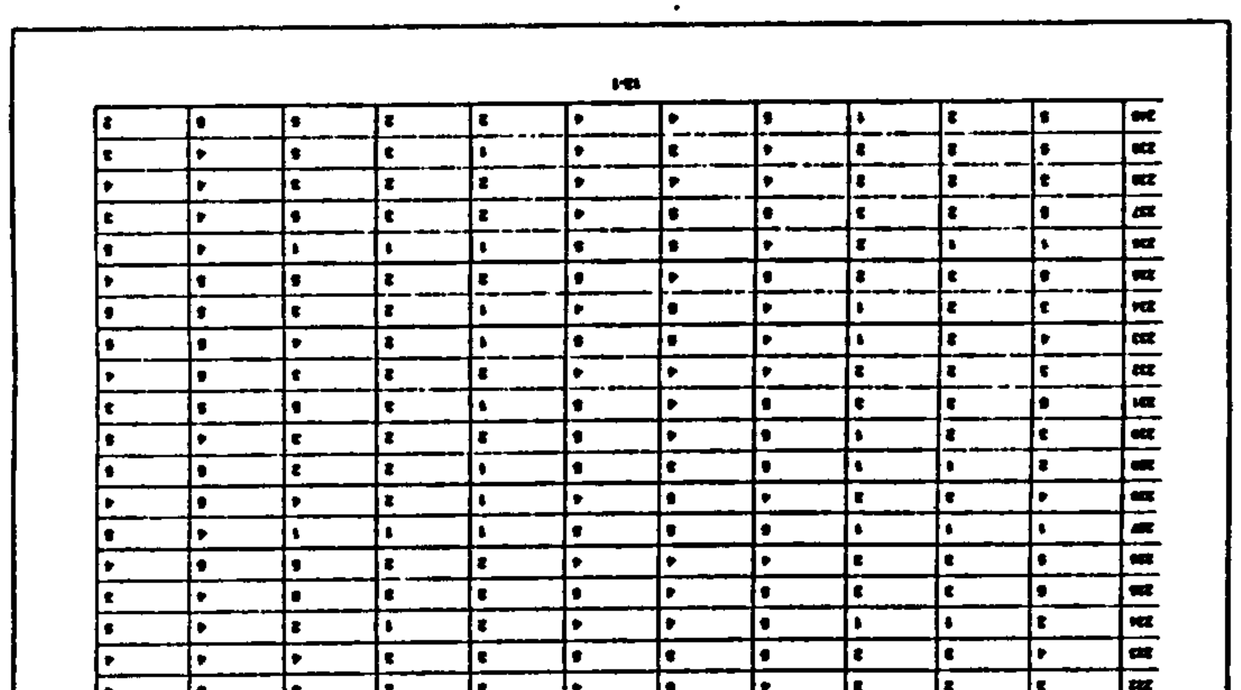


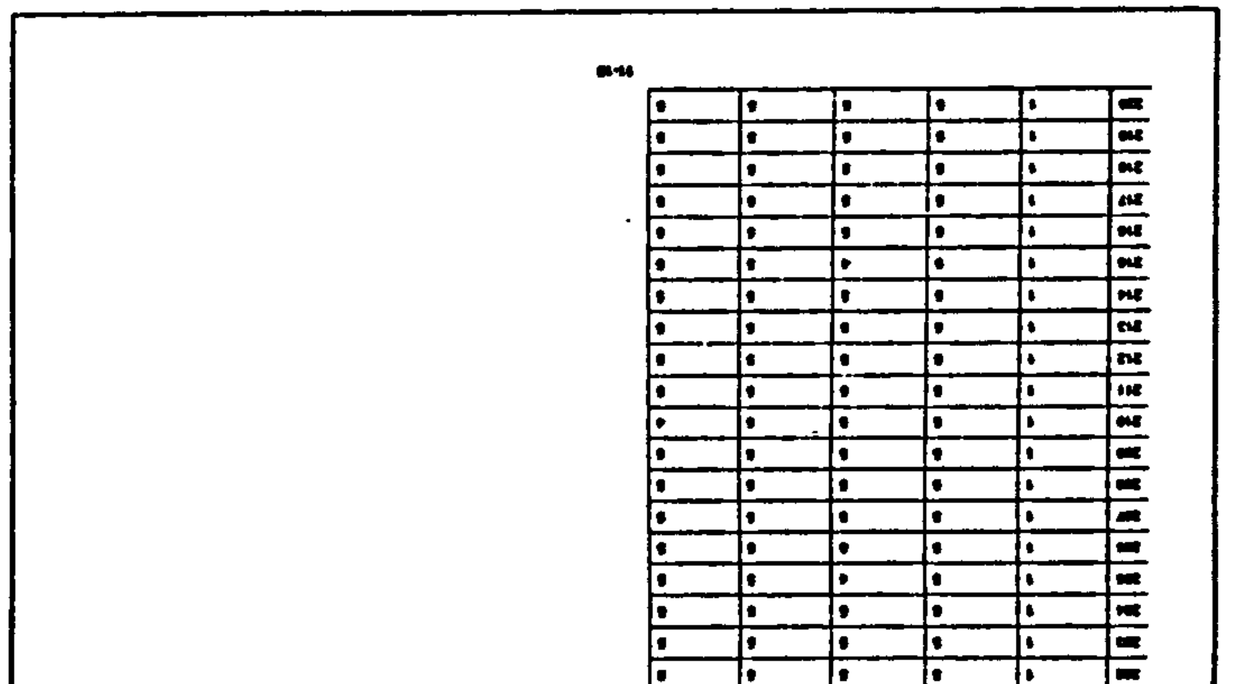


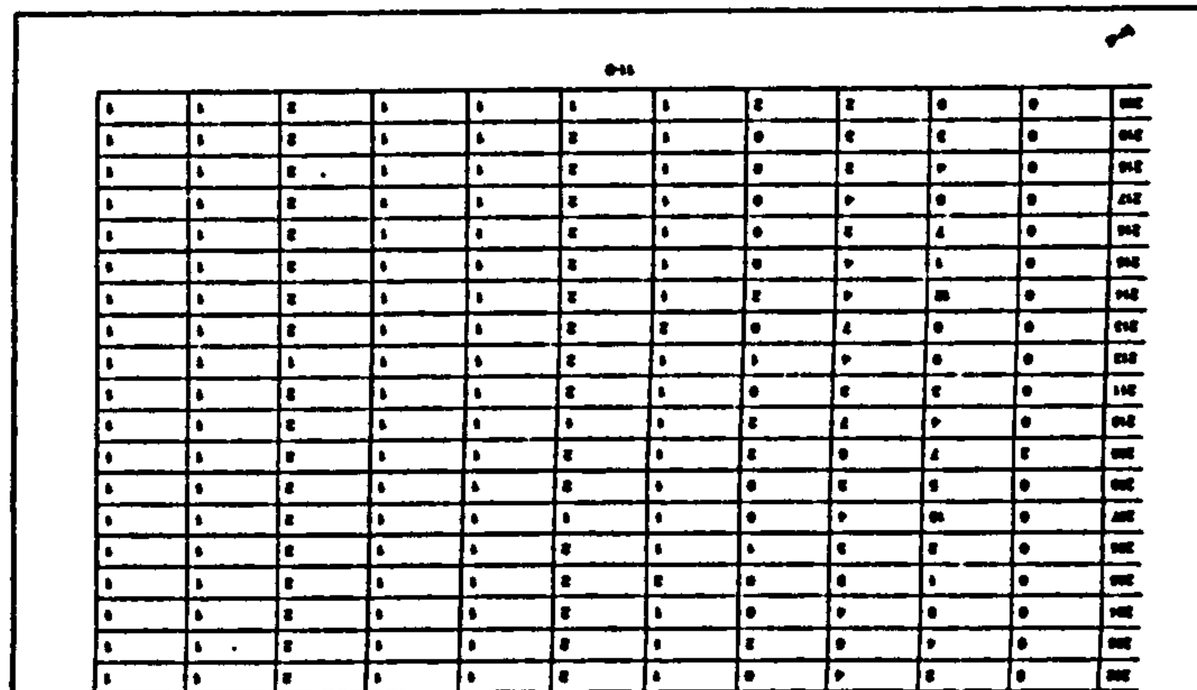


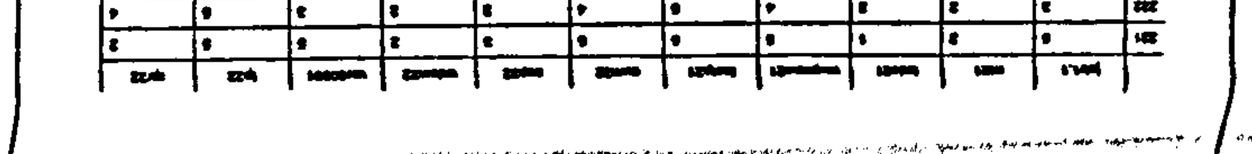


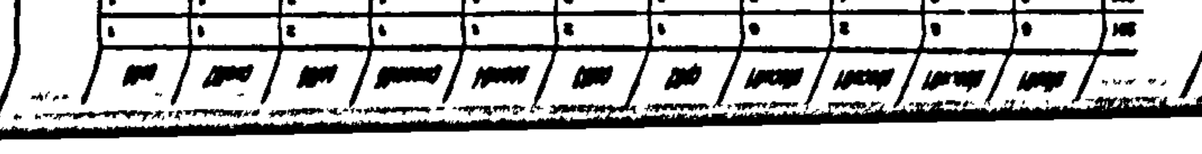


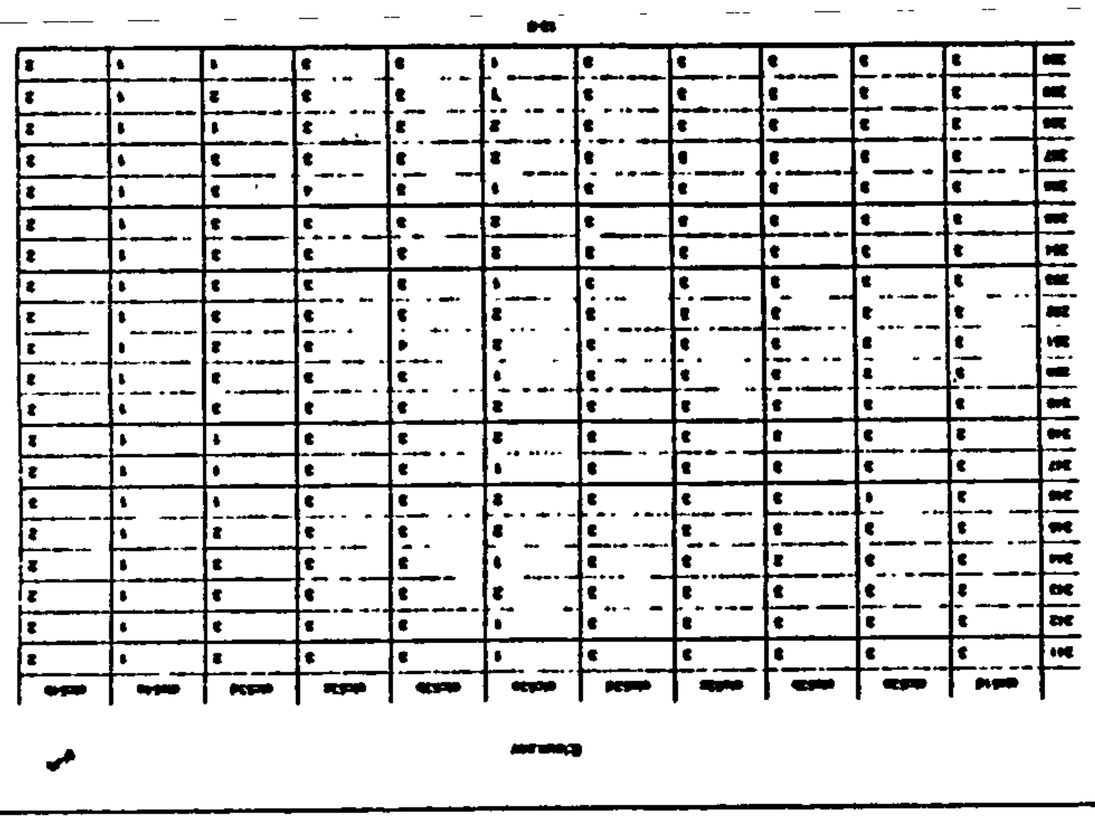


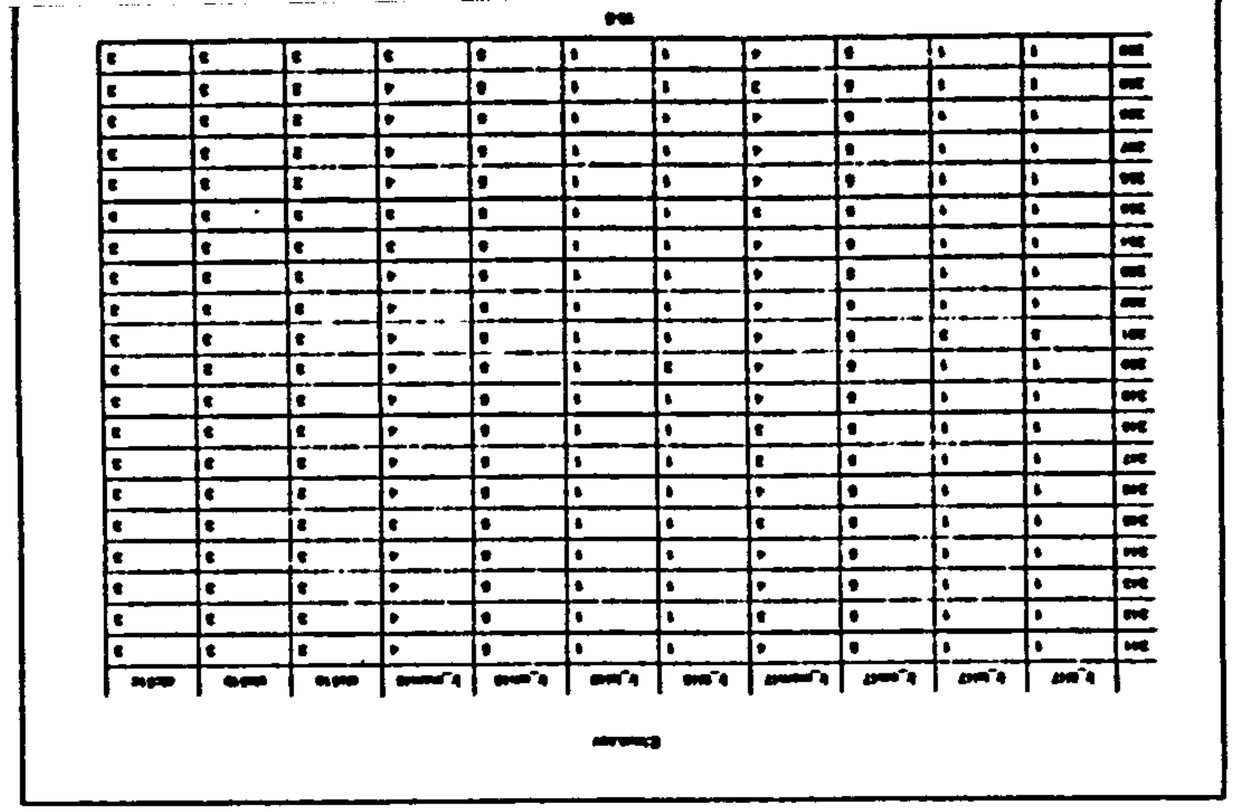


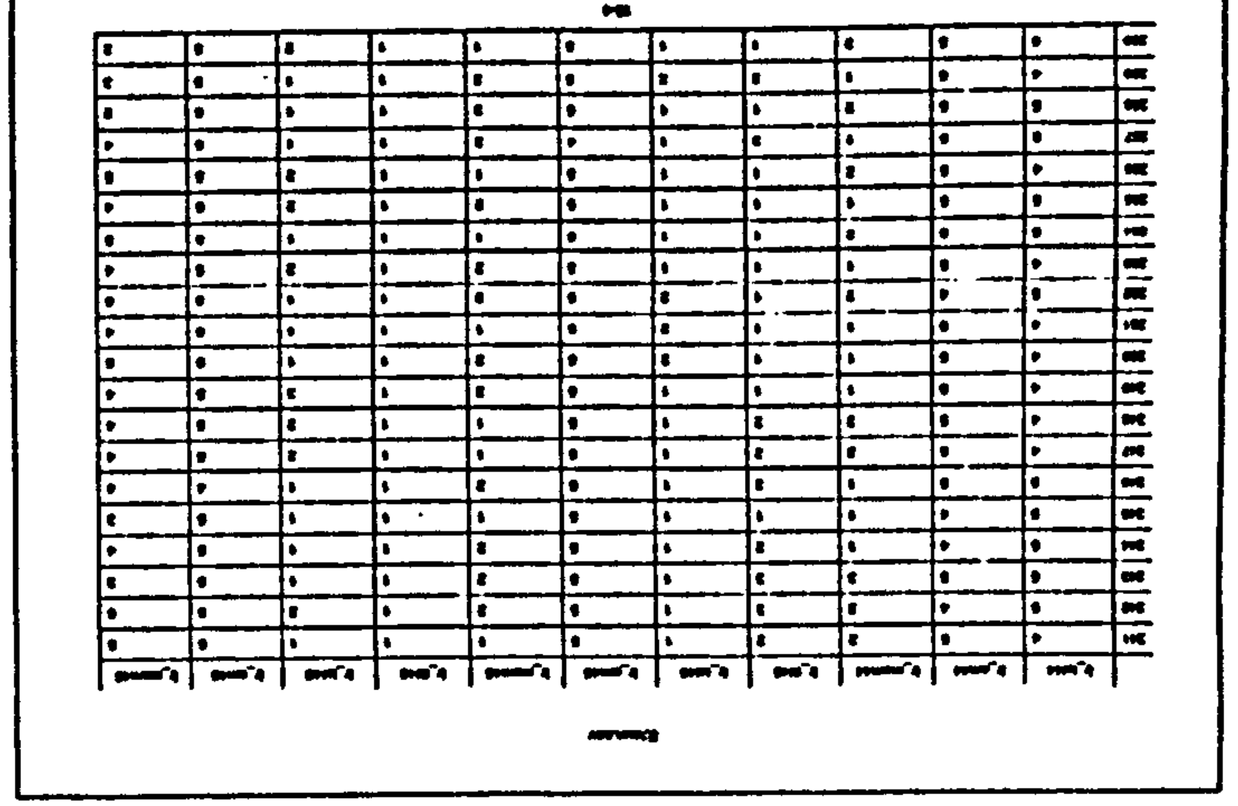


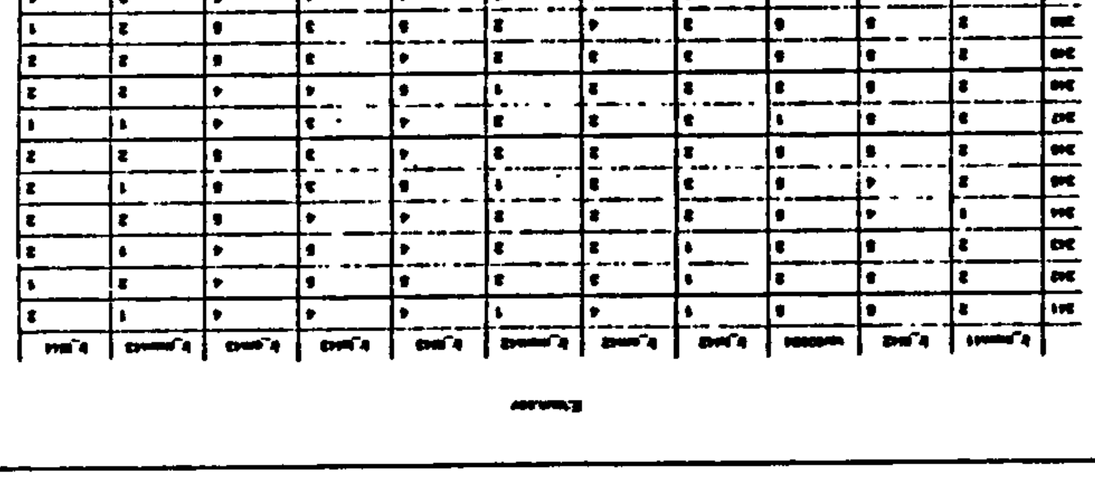


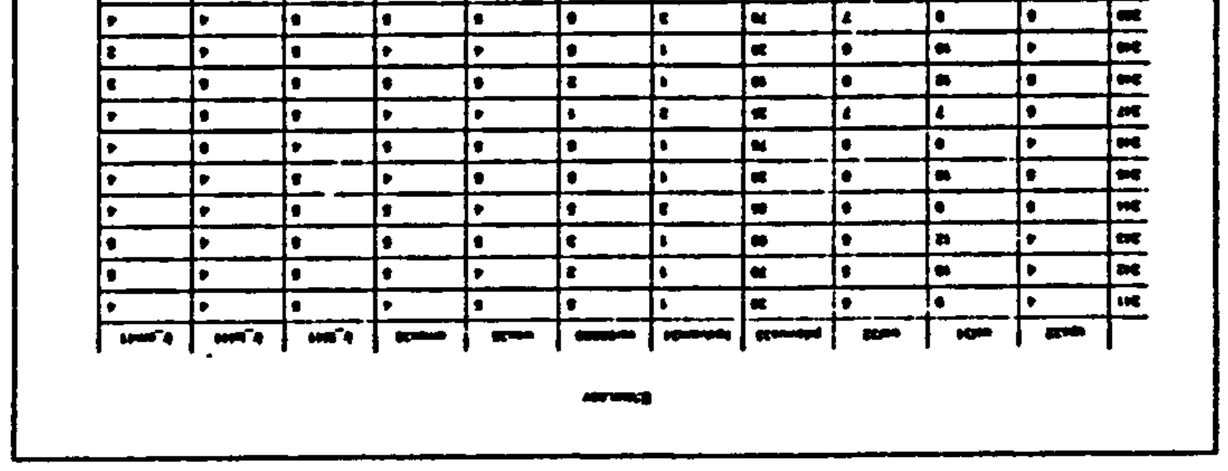


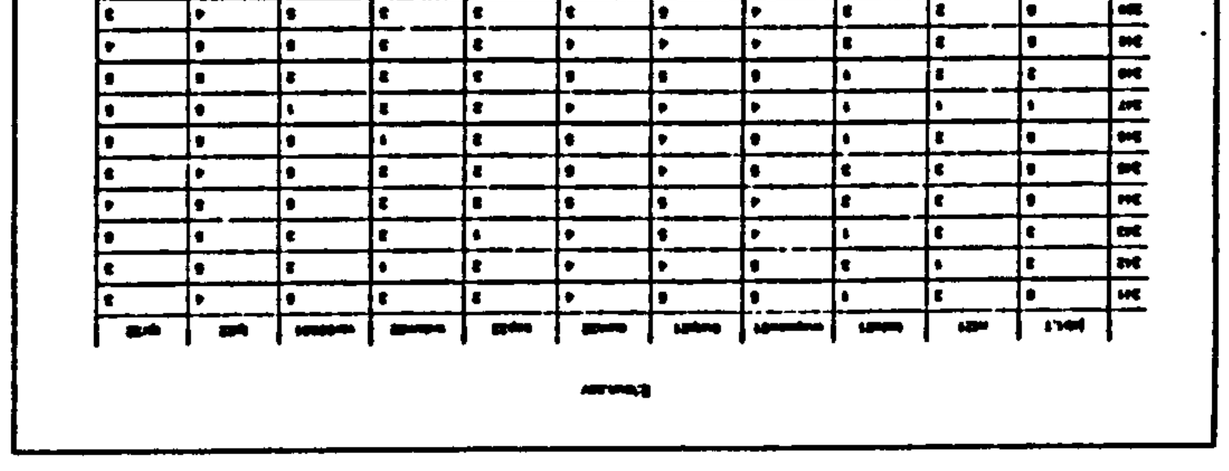


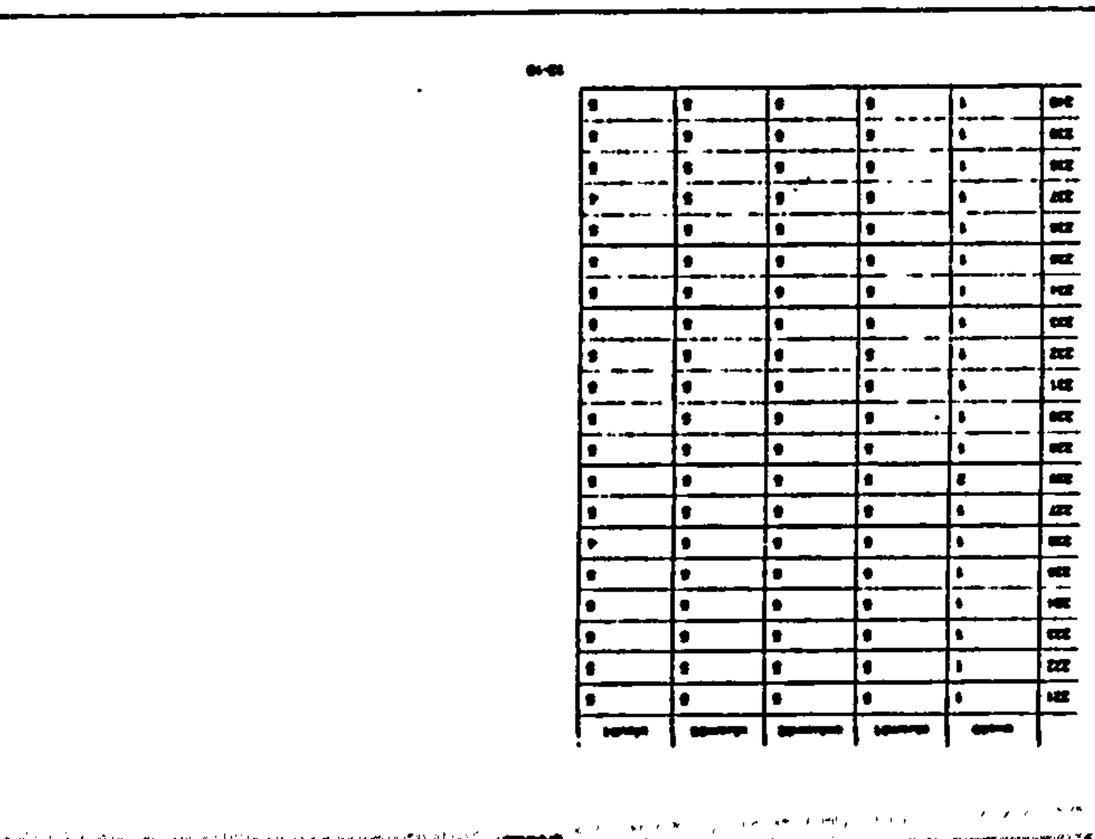


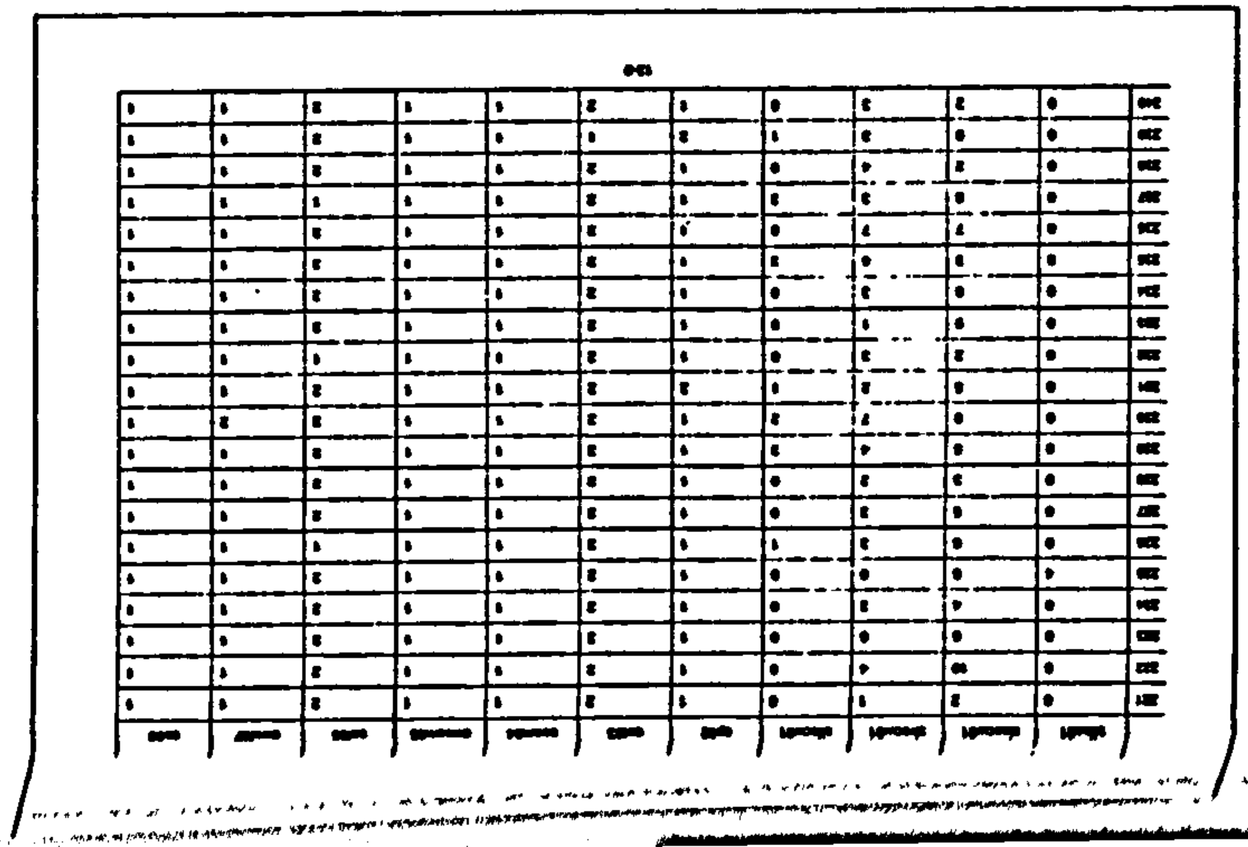


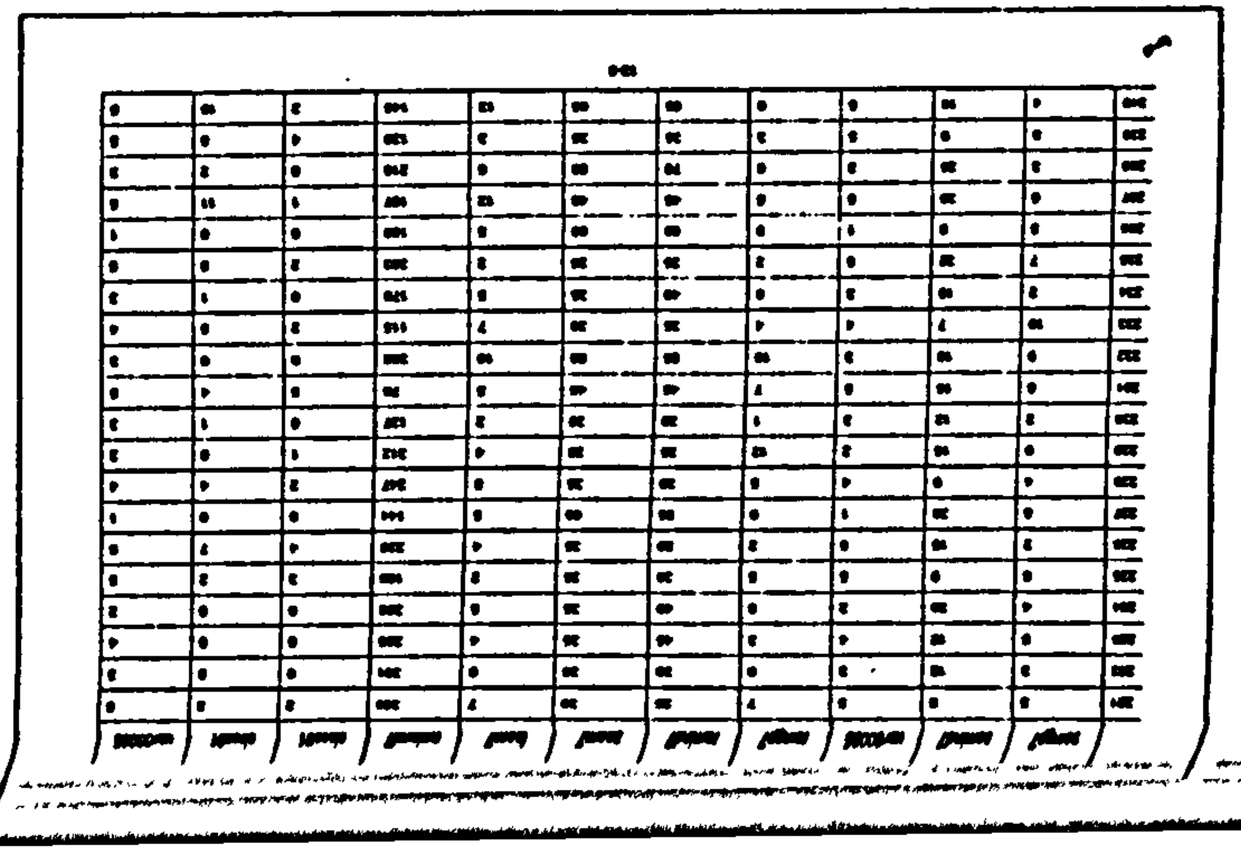












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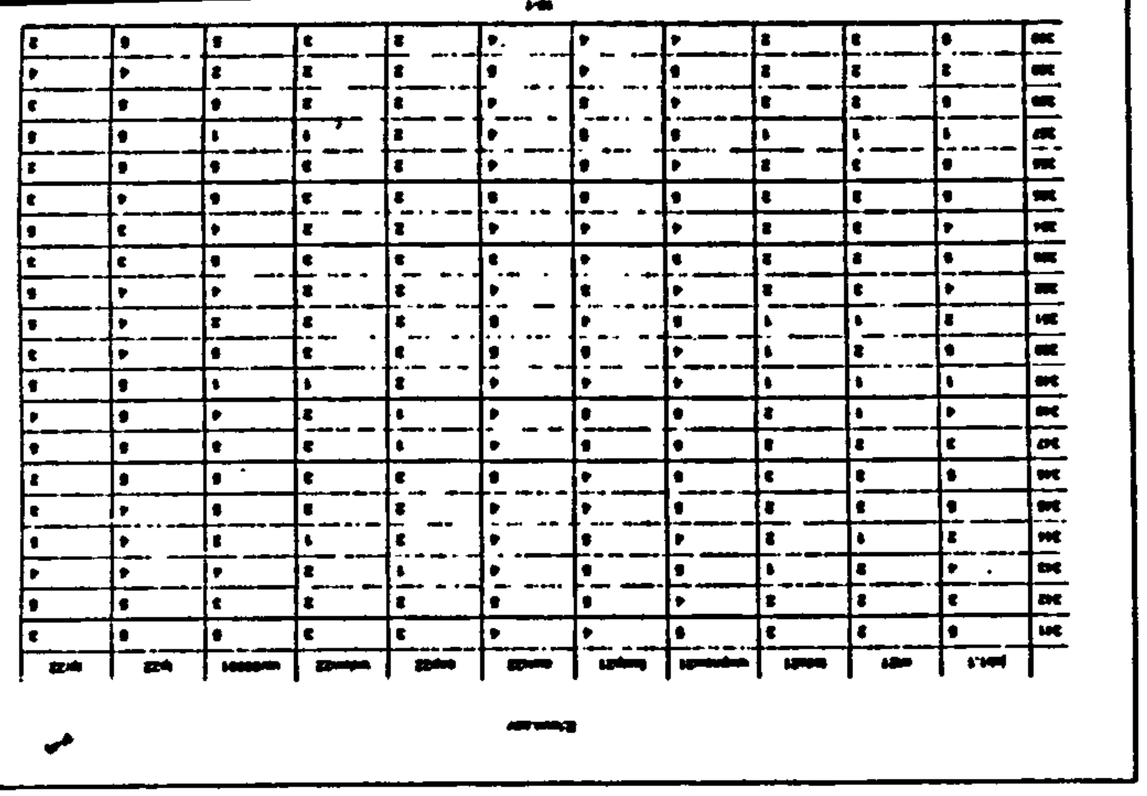

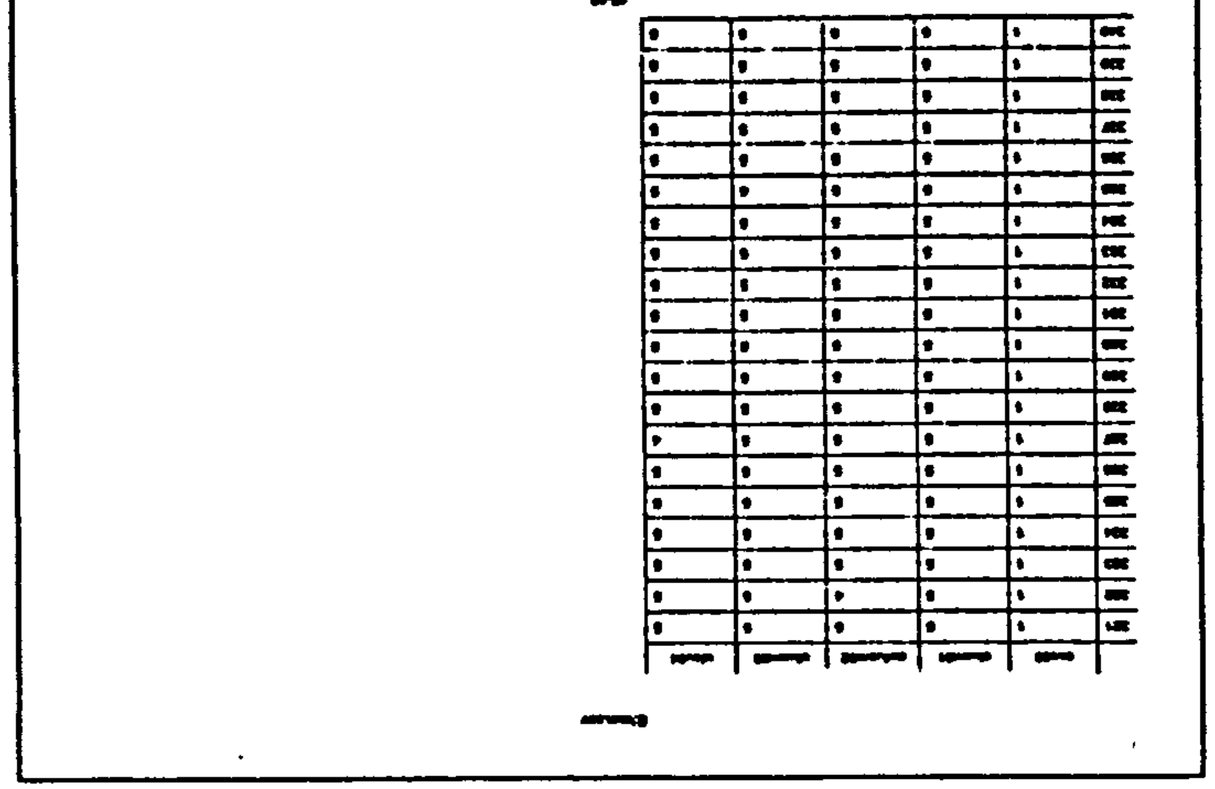

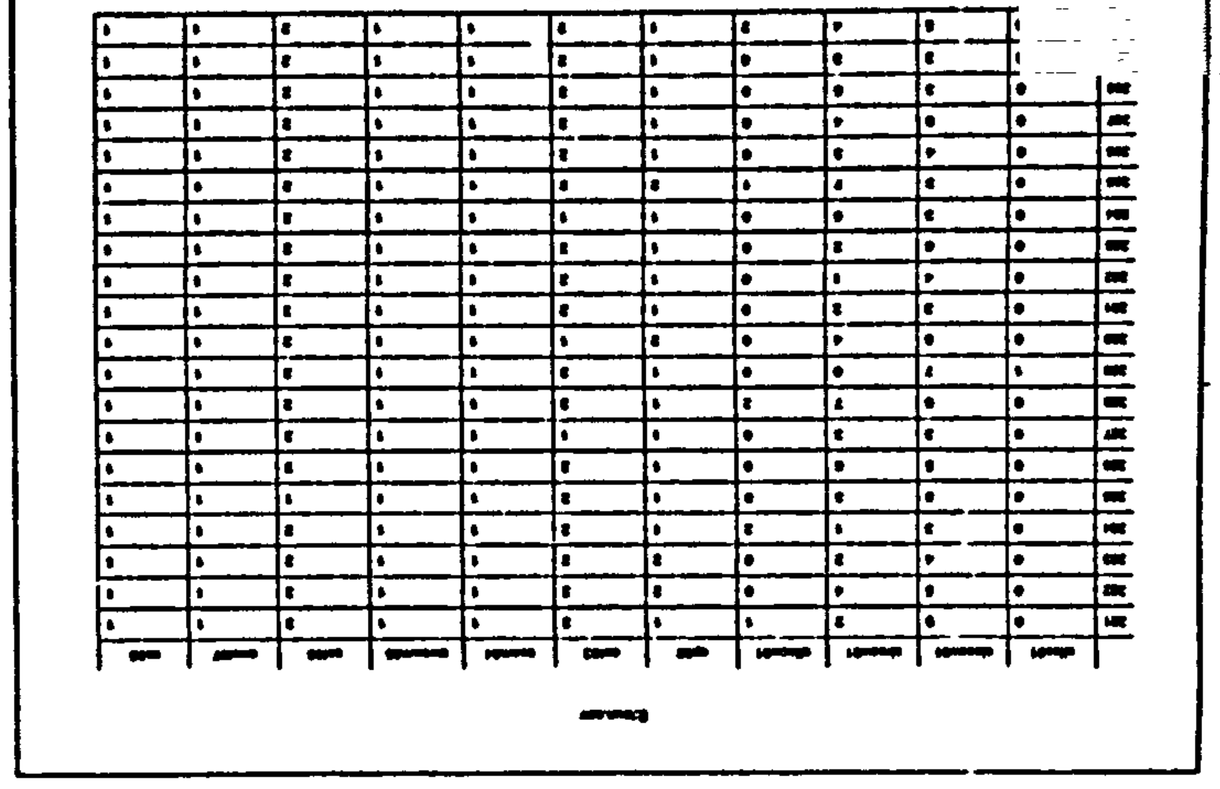

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10-2

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10-3

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10-4

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10-5

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10-6

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10-7

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257	15	0	1	0	60	60	0	200	0	0	1
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10-8

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10-9

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256	1	0	0	0	0
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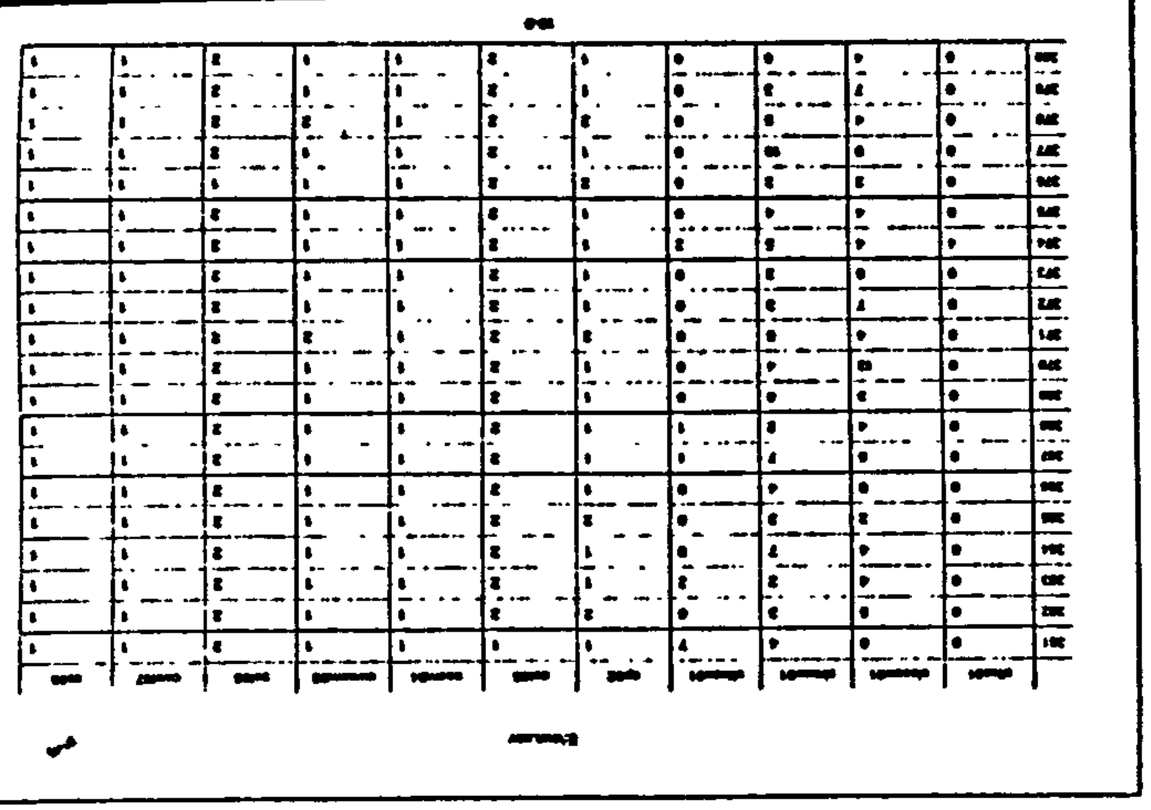
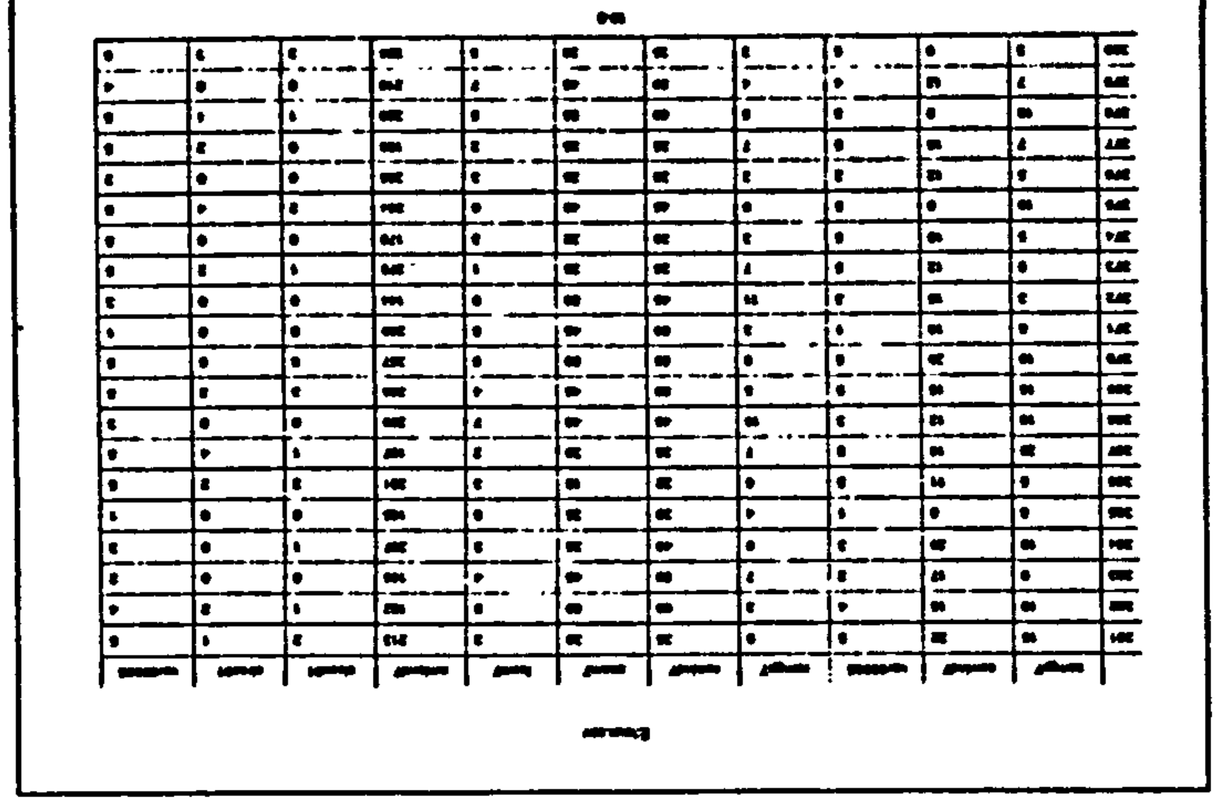
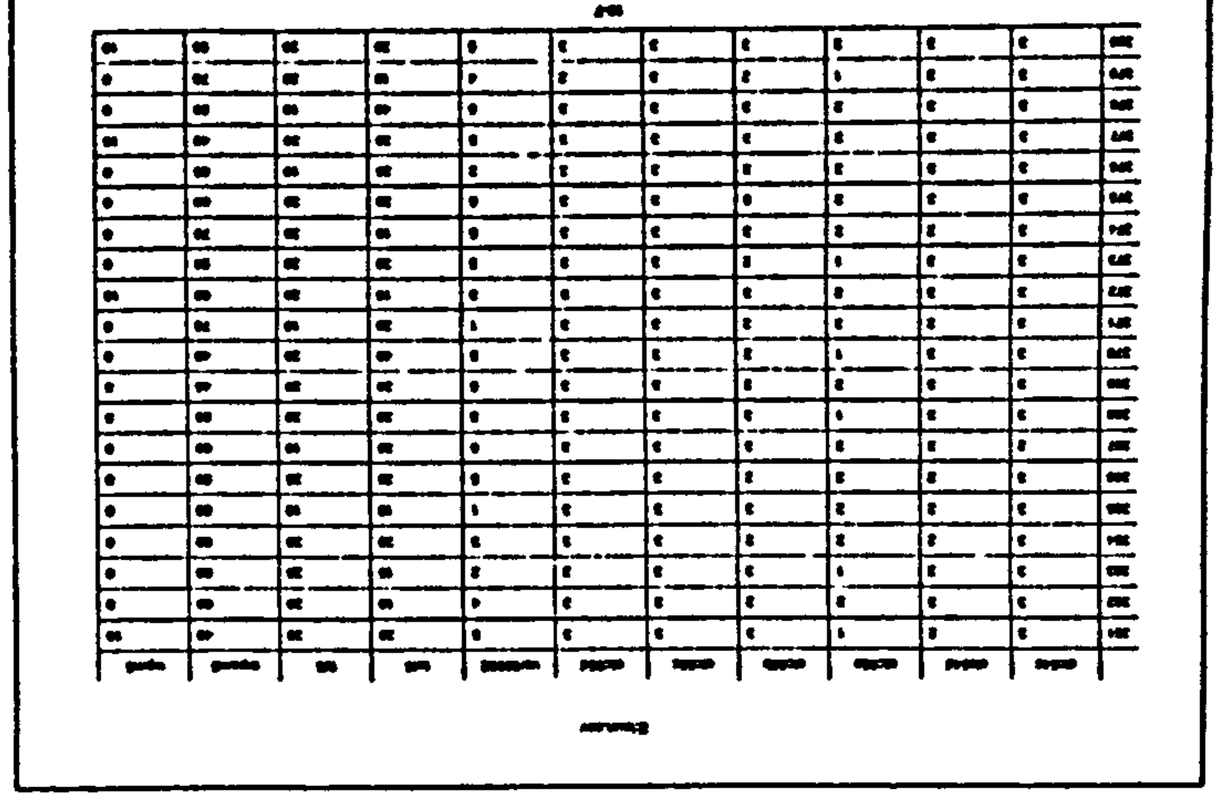
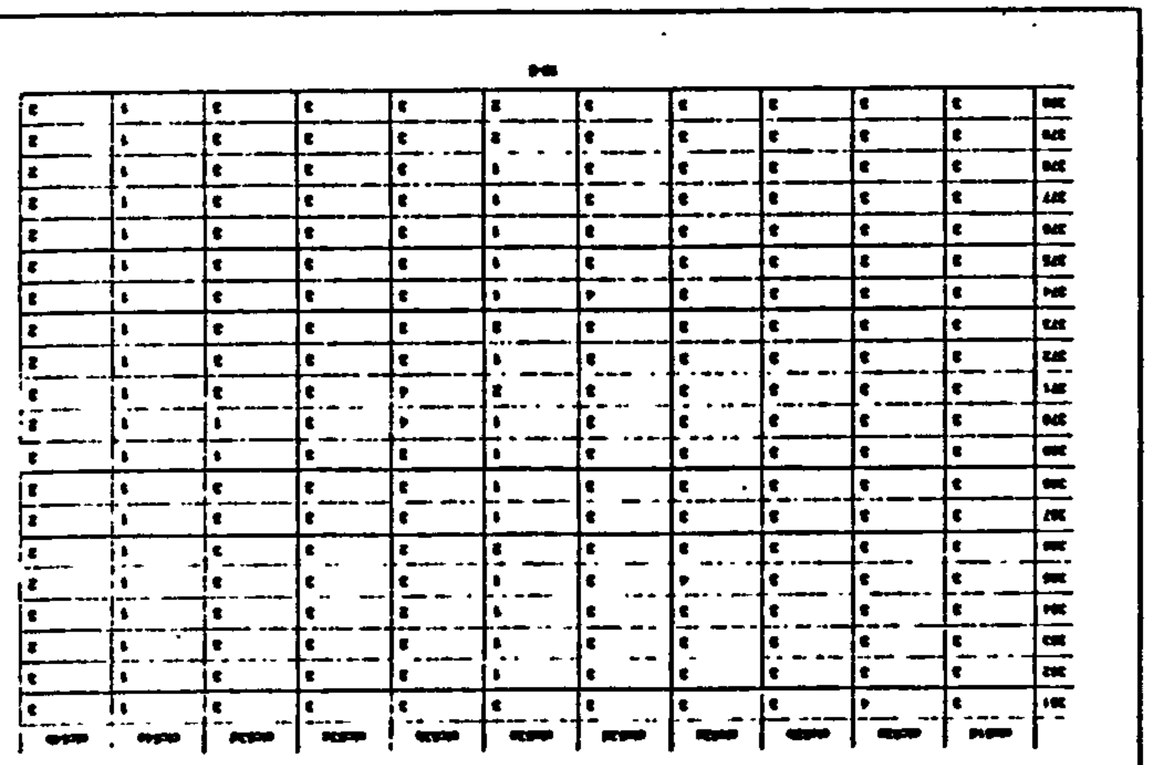
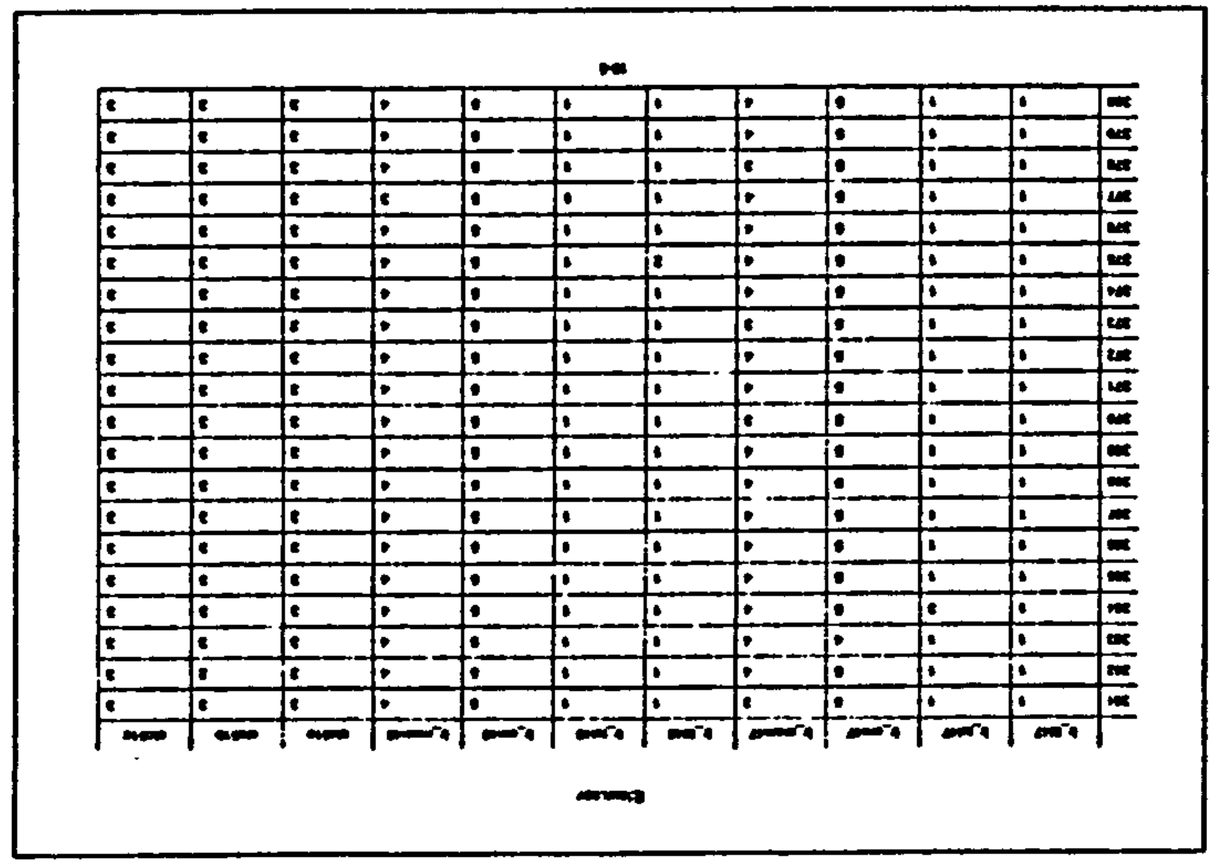
10-10

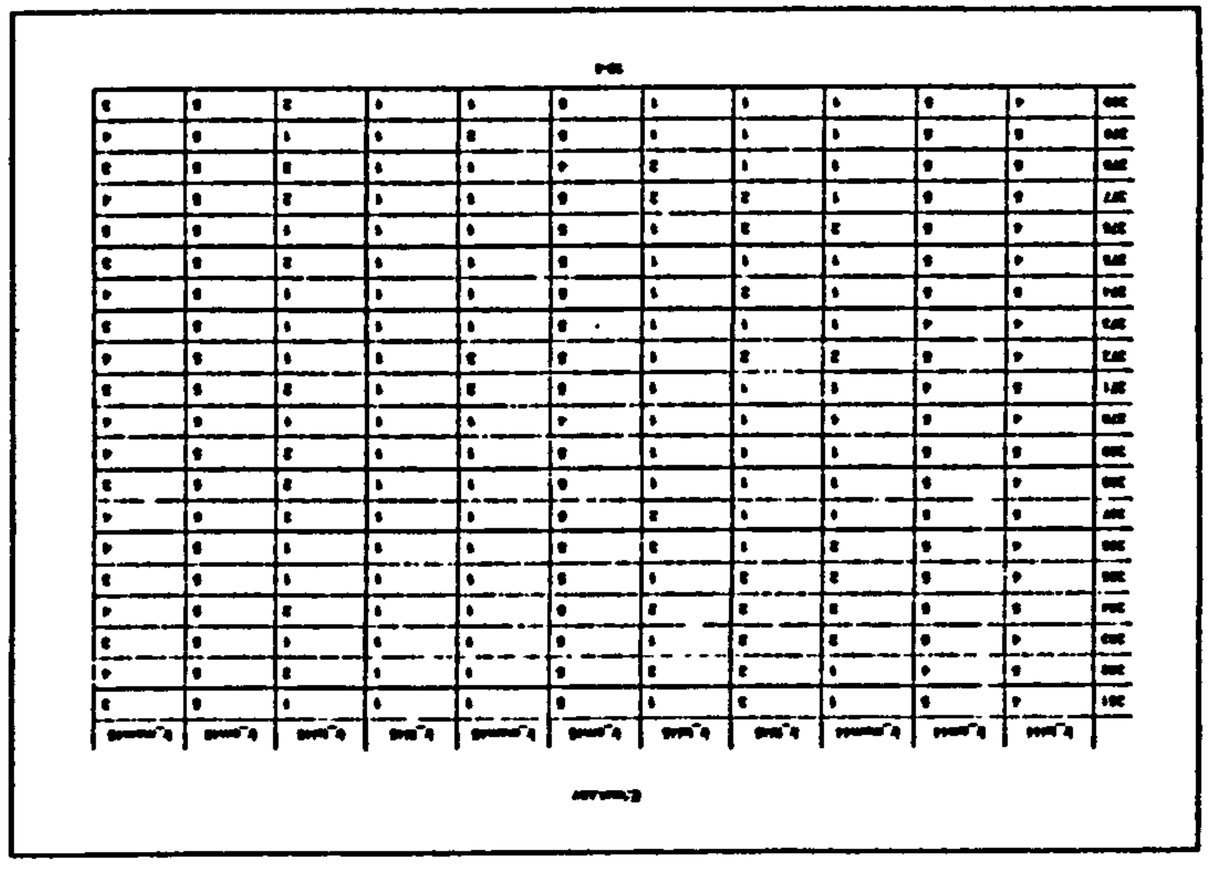


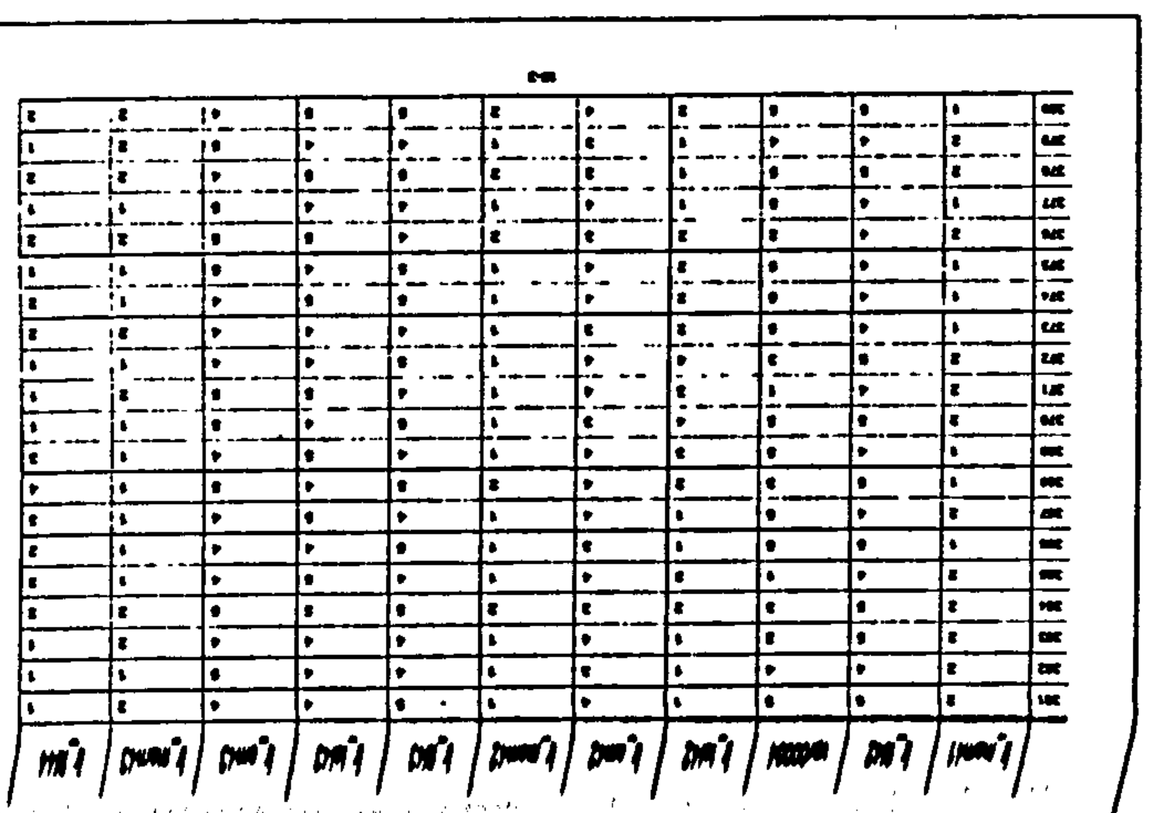


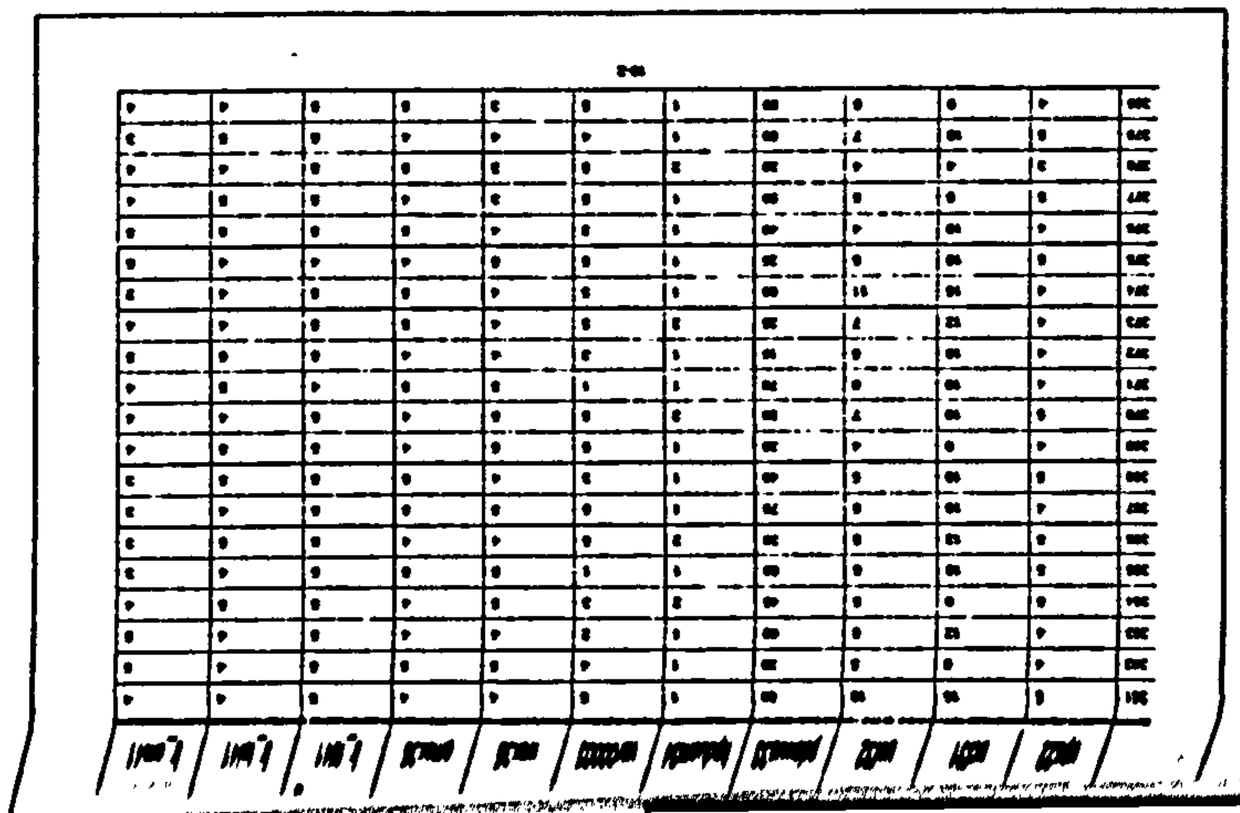


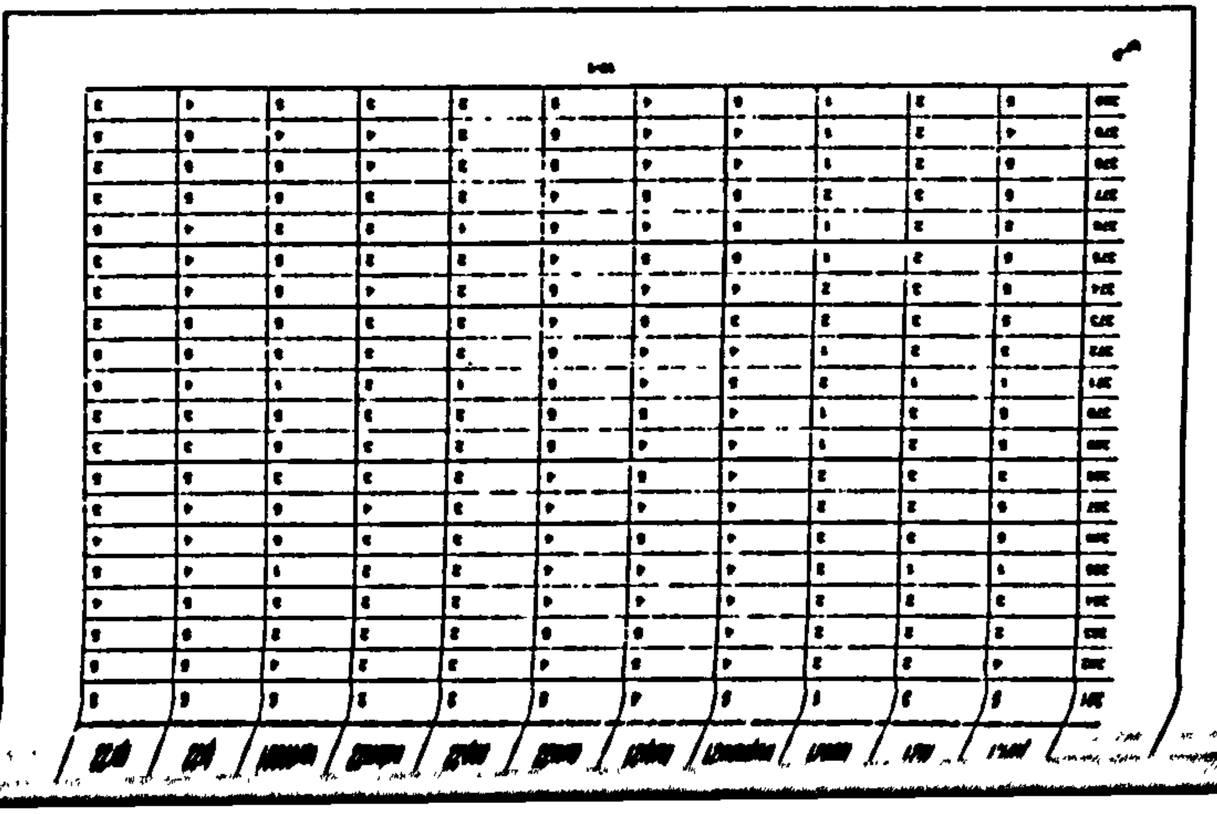


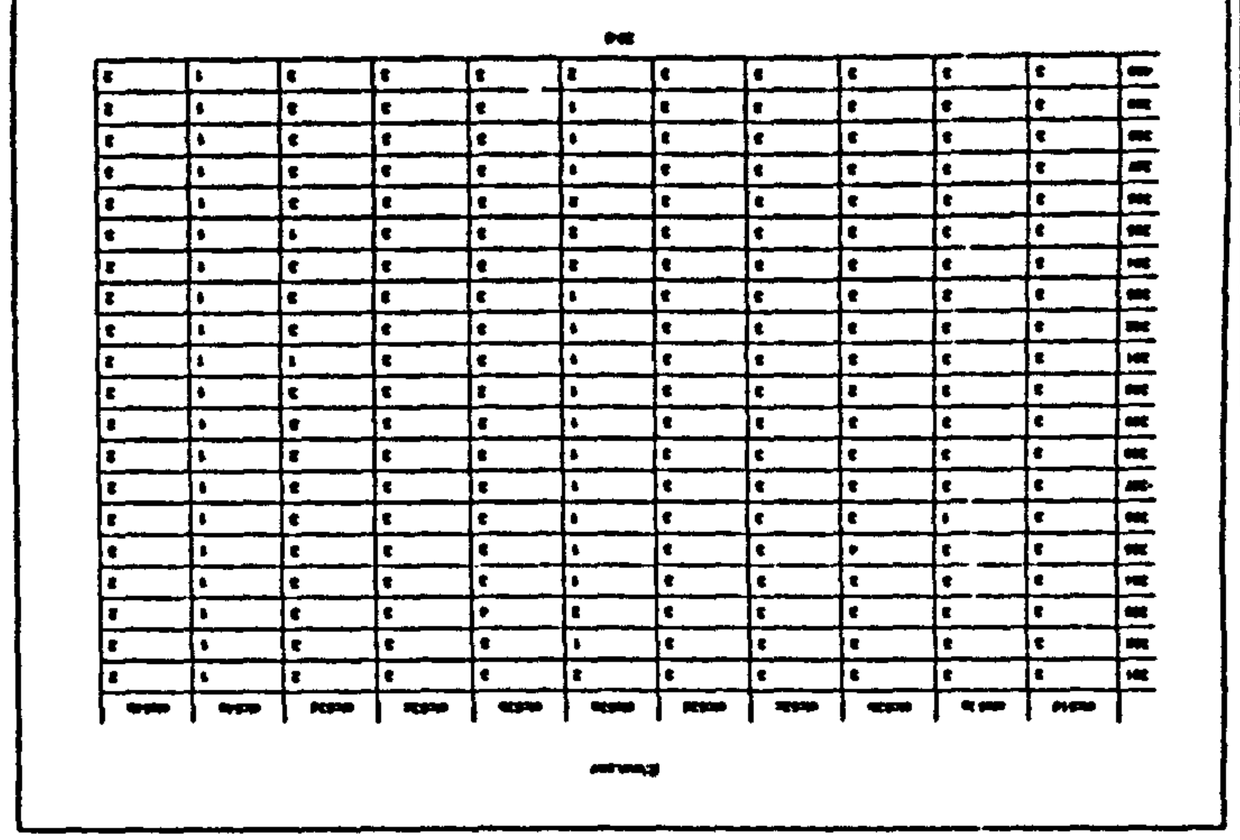


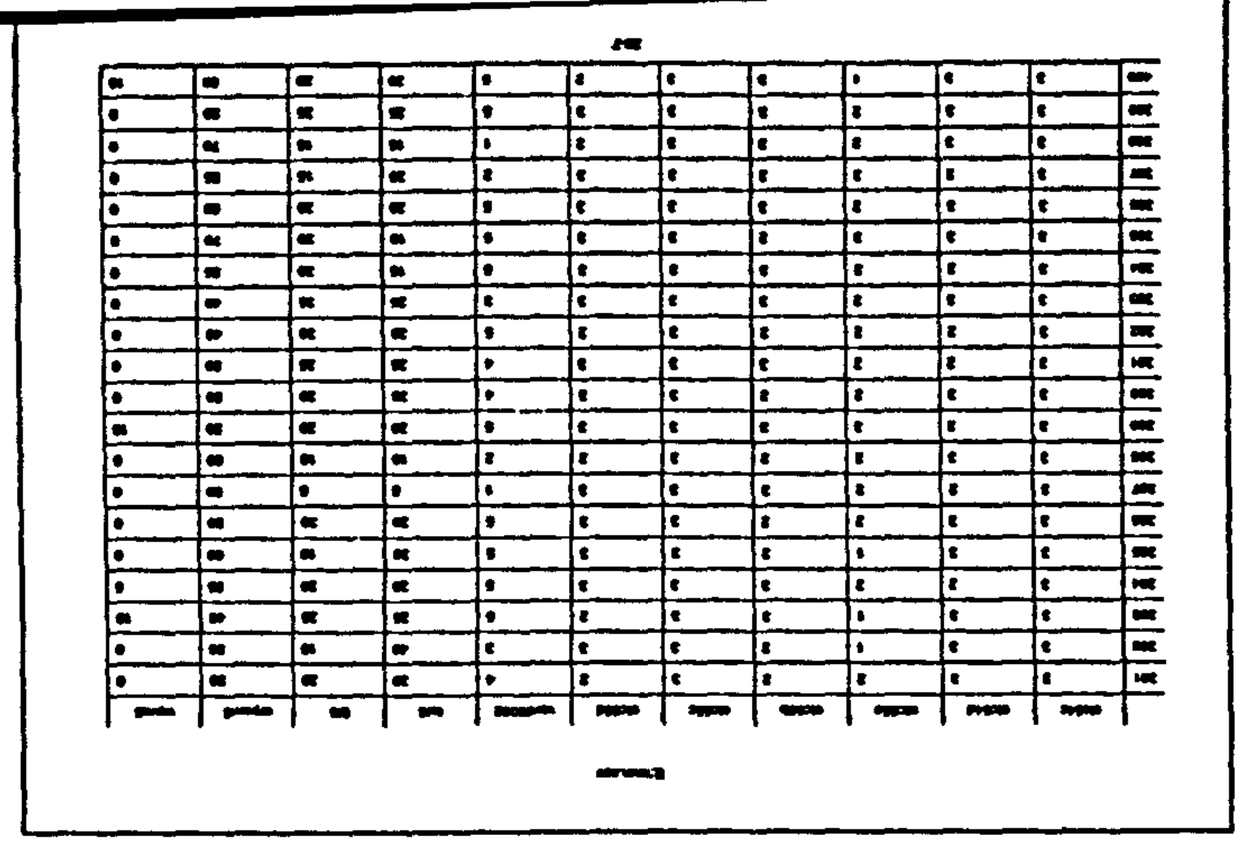


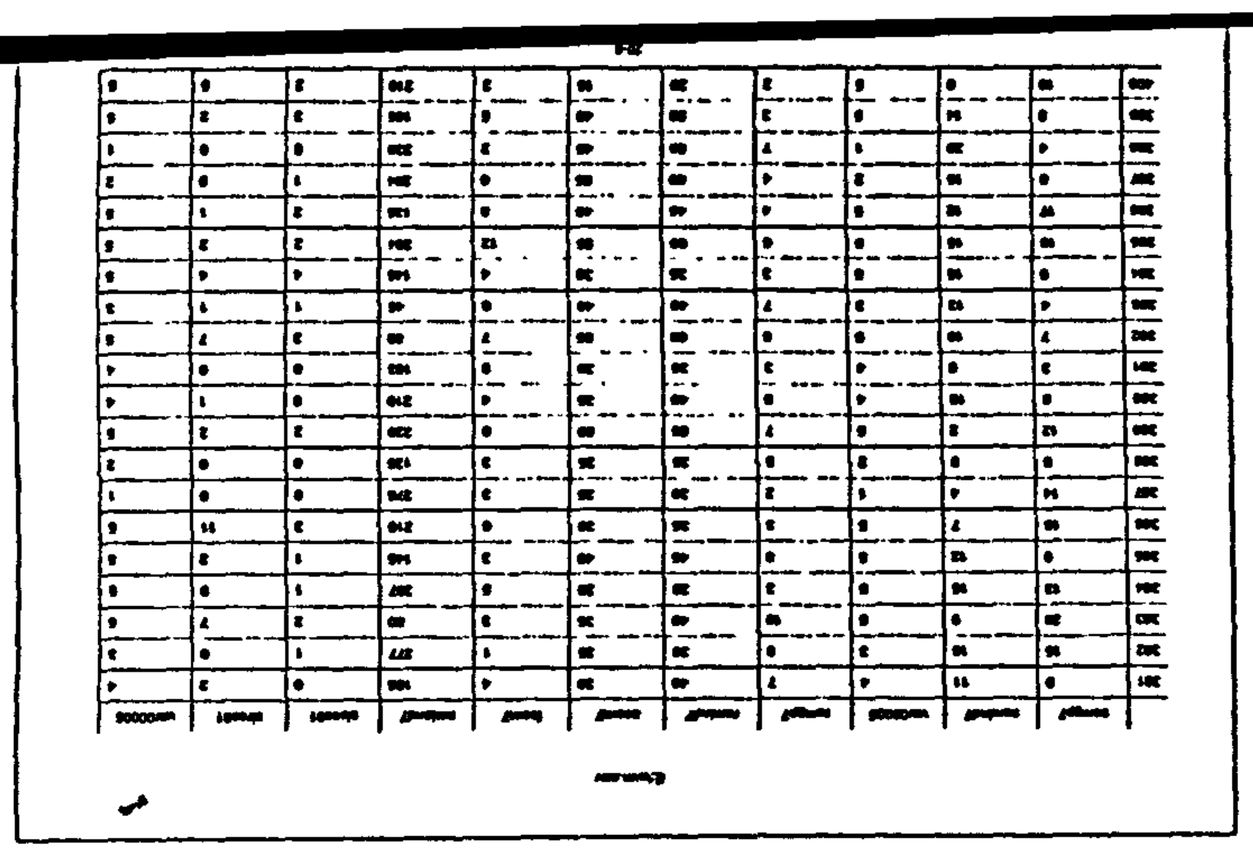


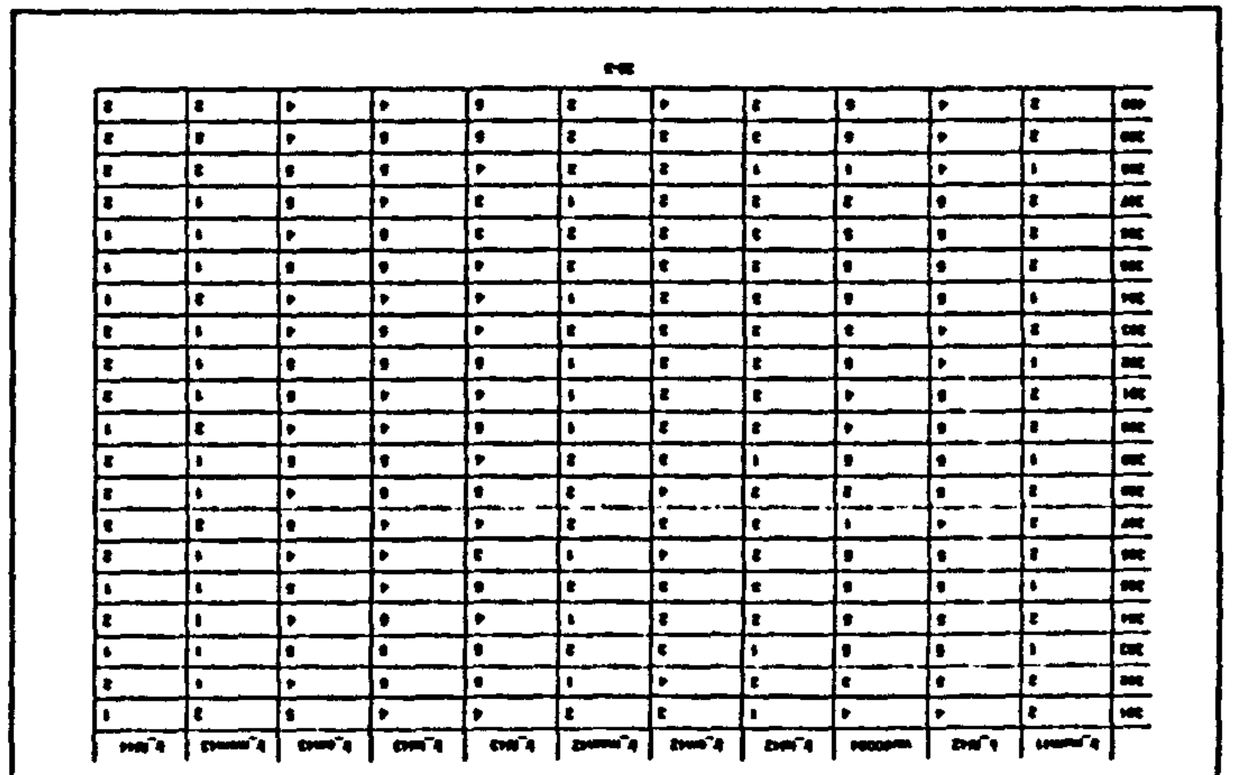


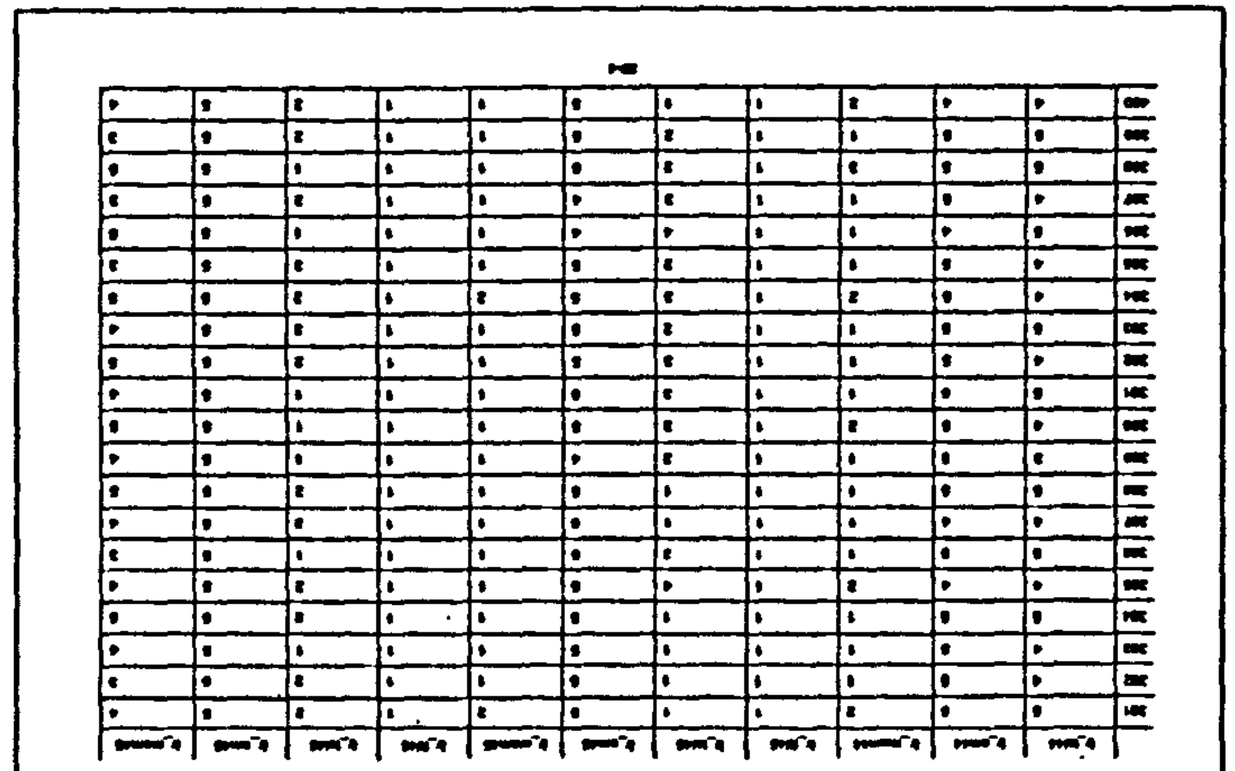


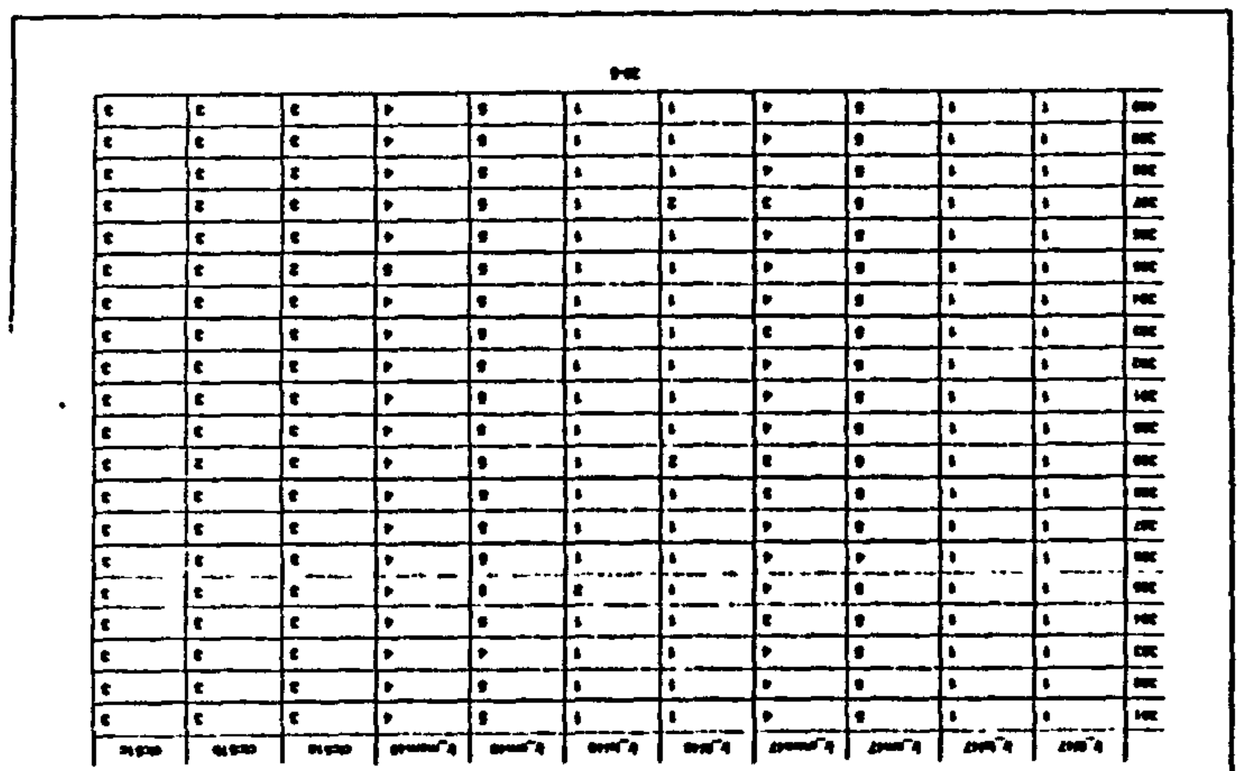


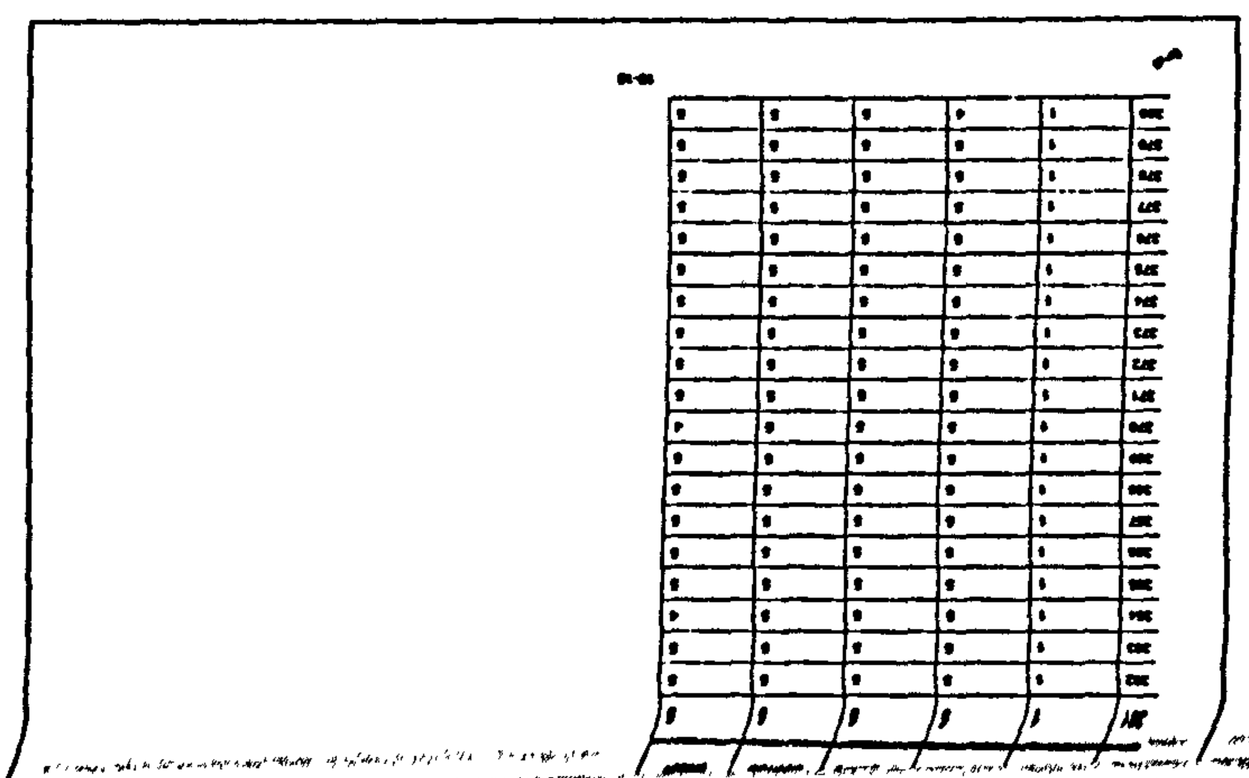


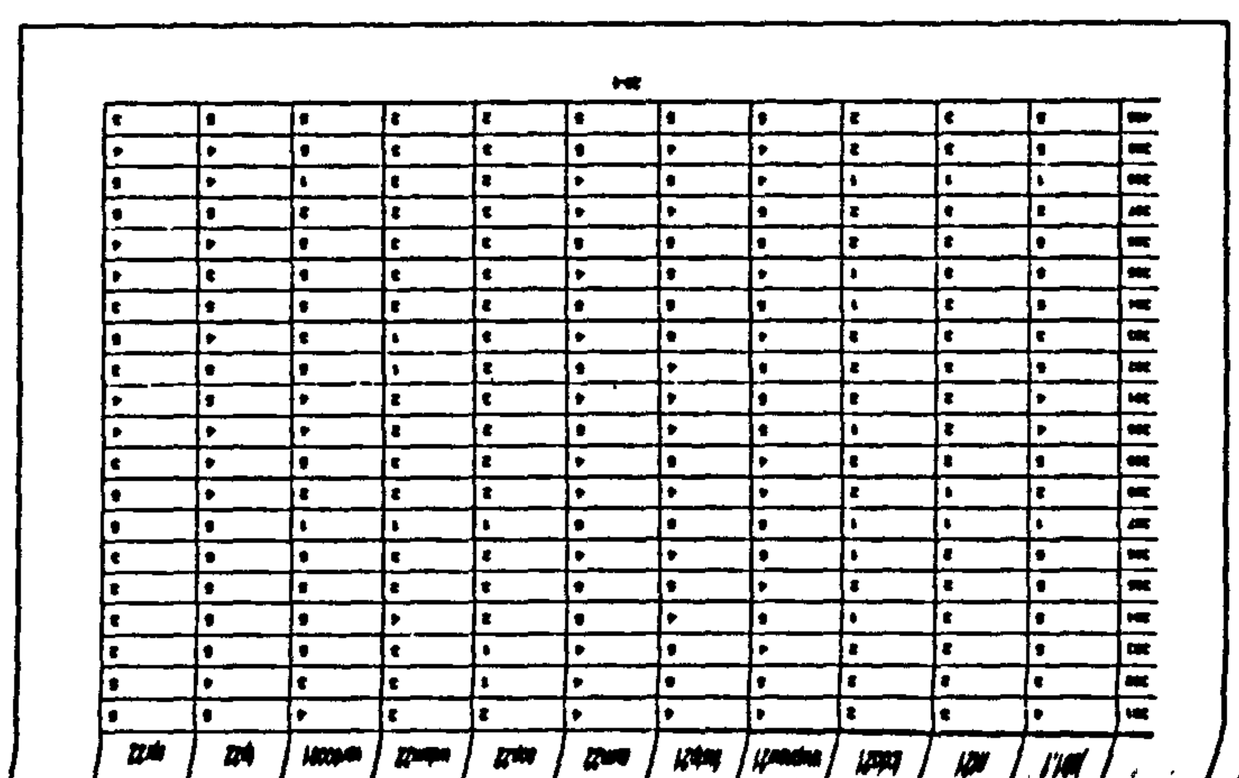


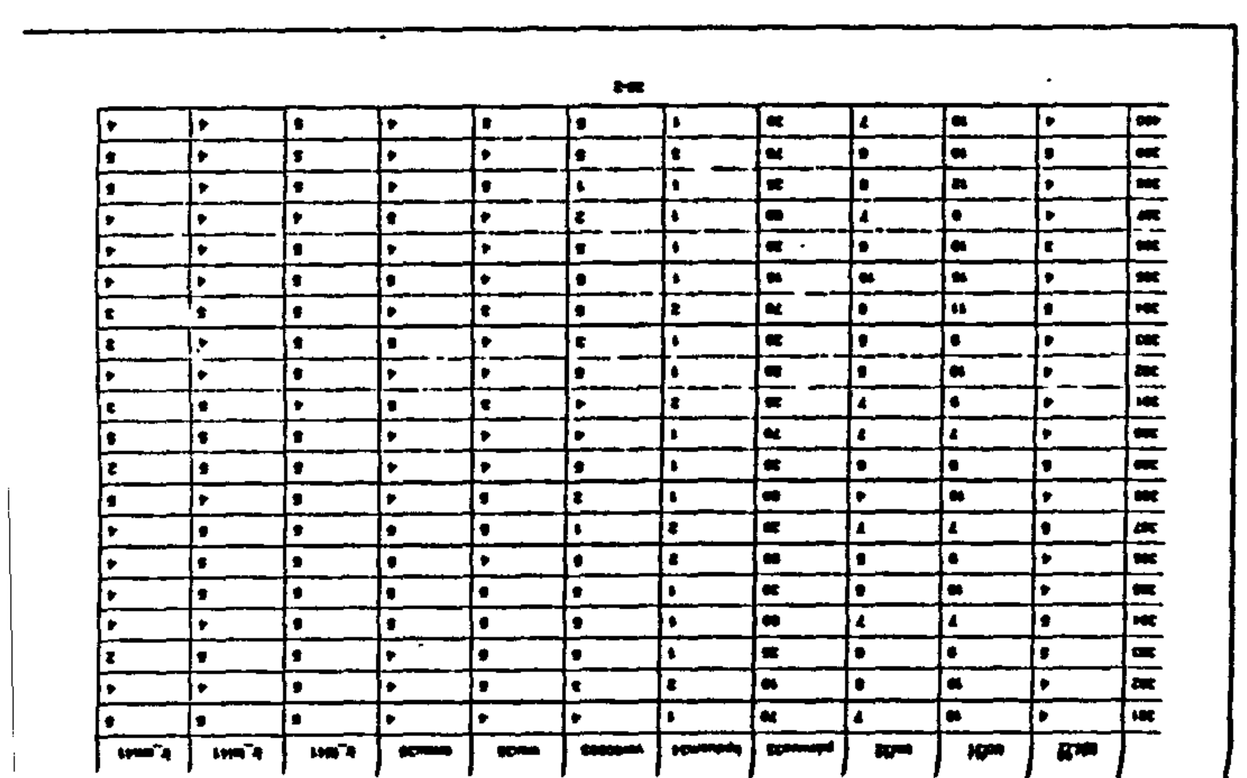


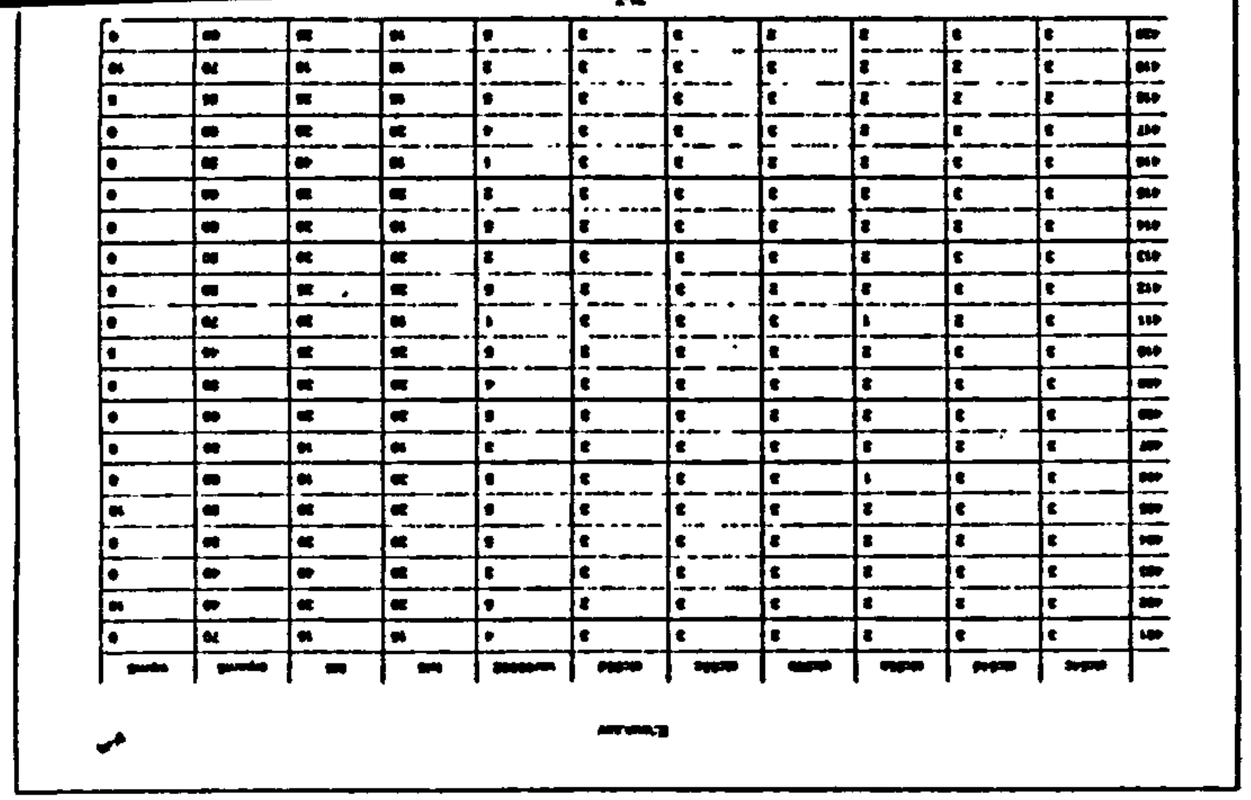


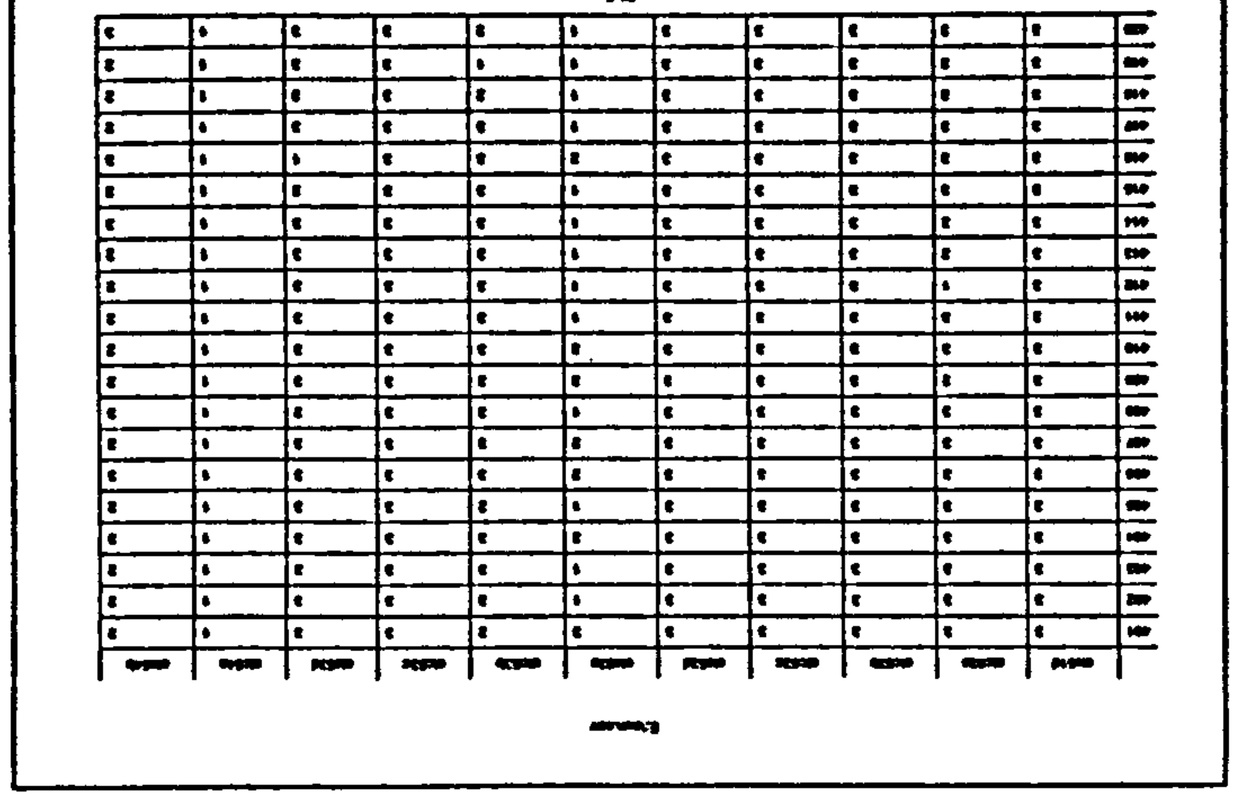


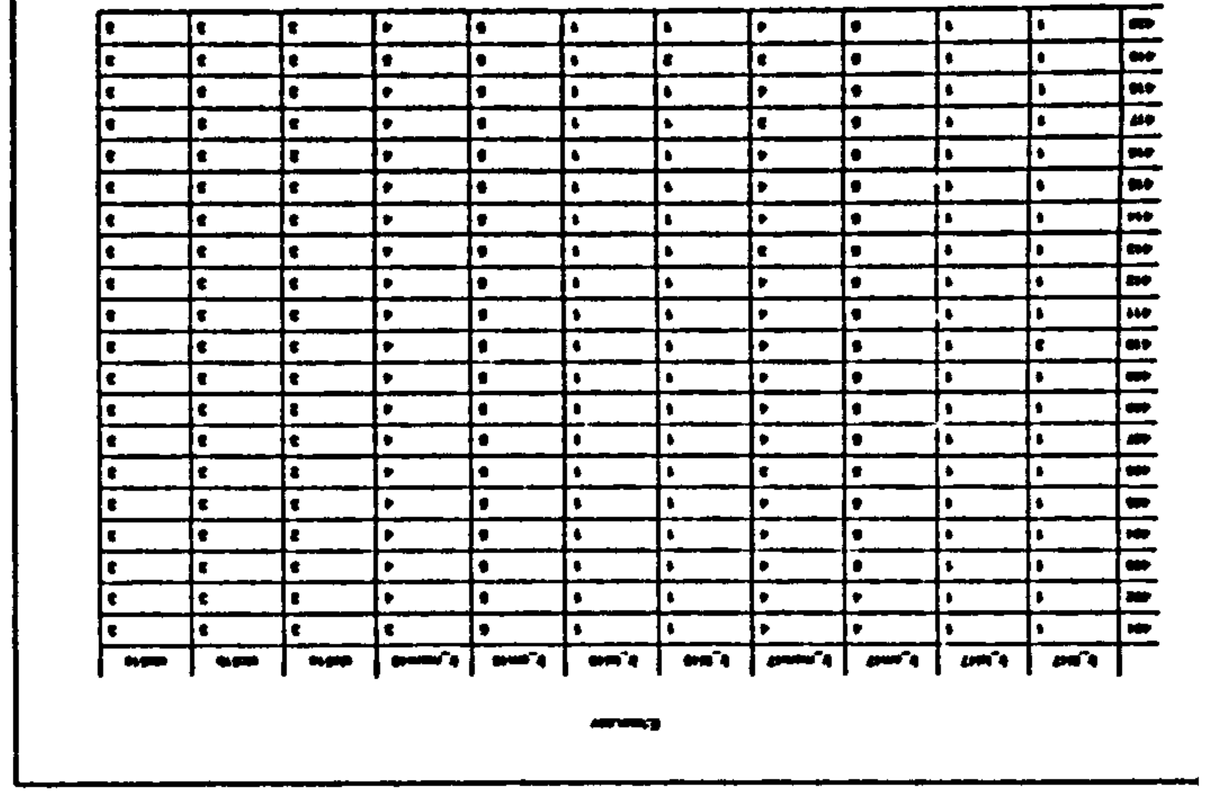


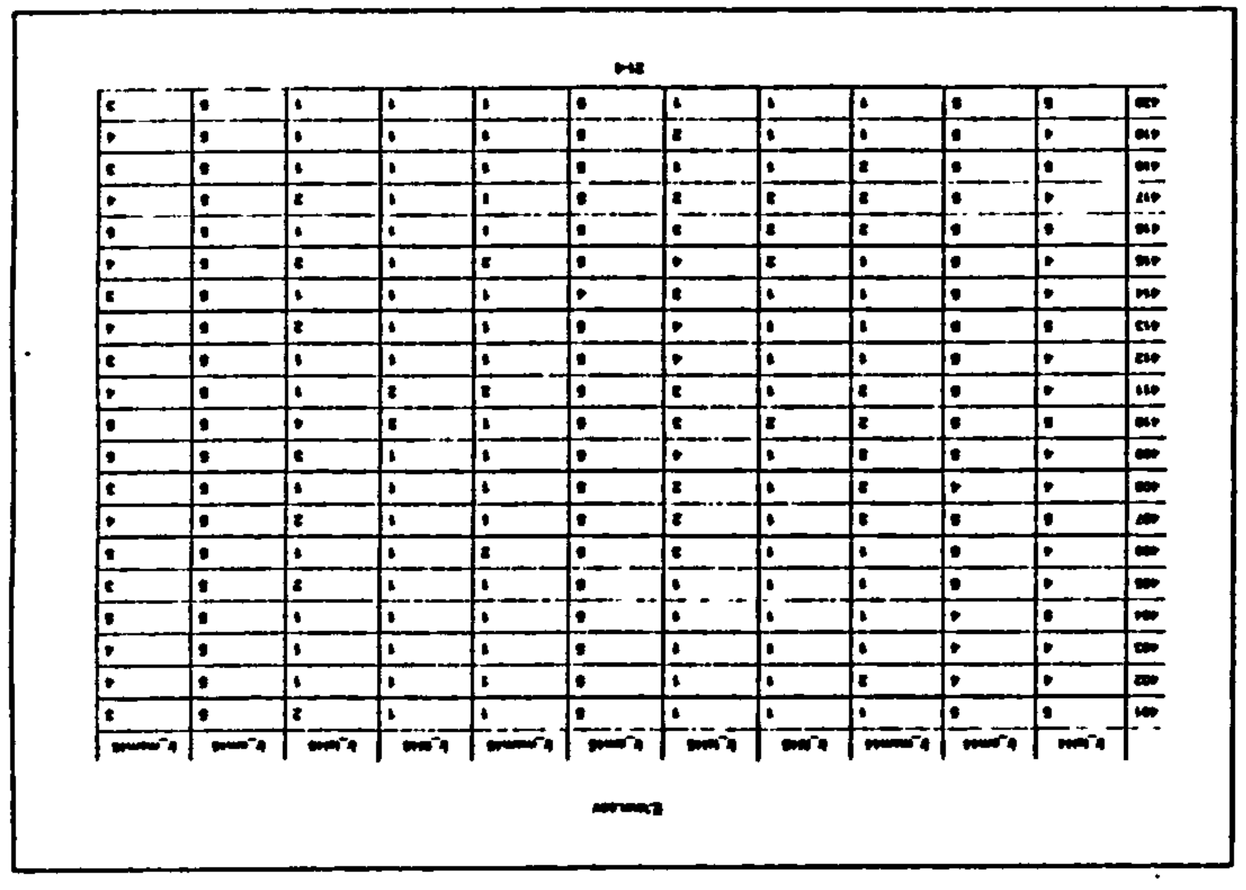


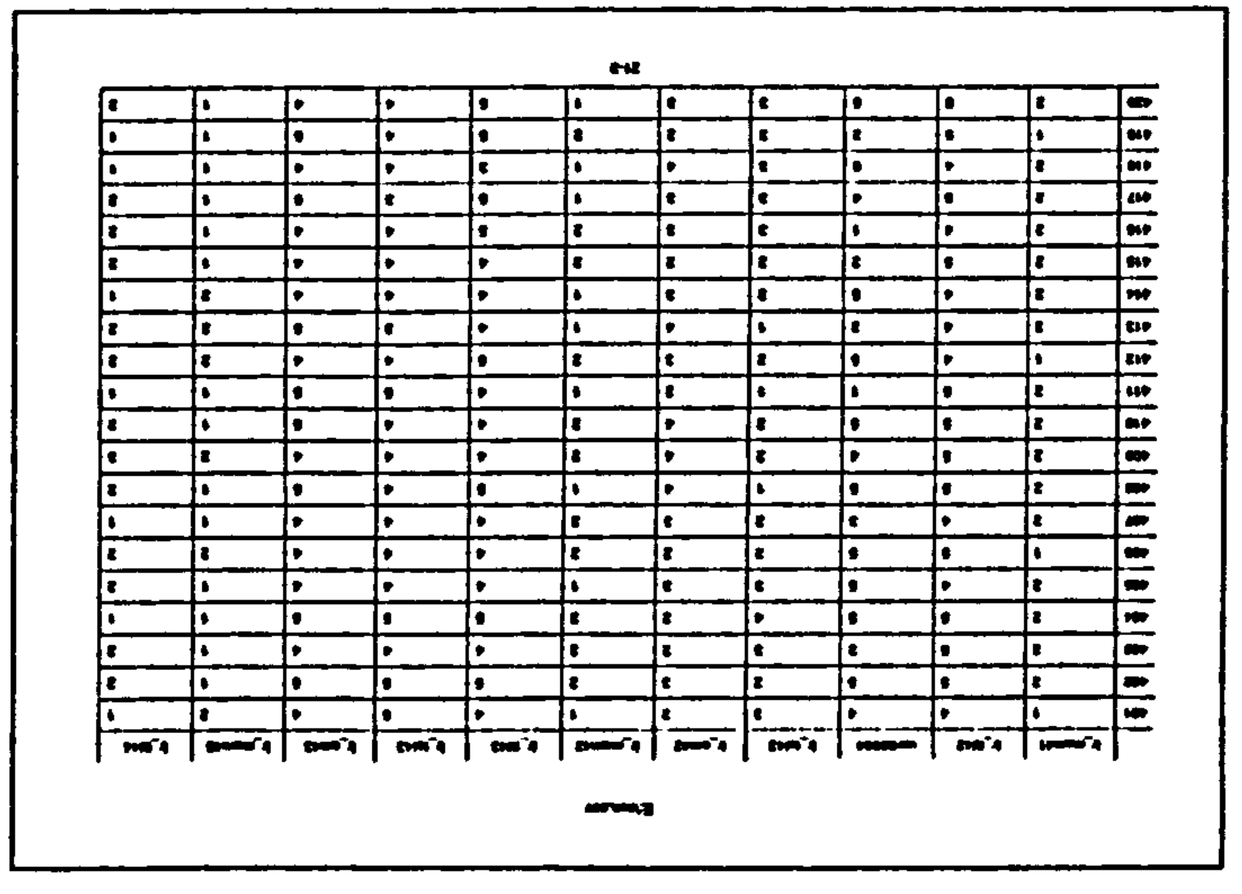


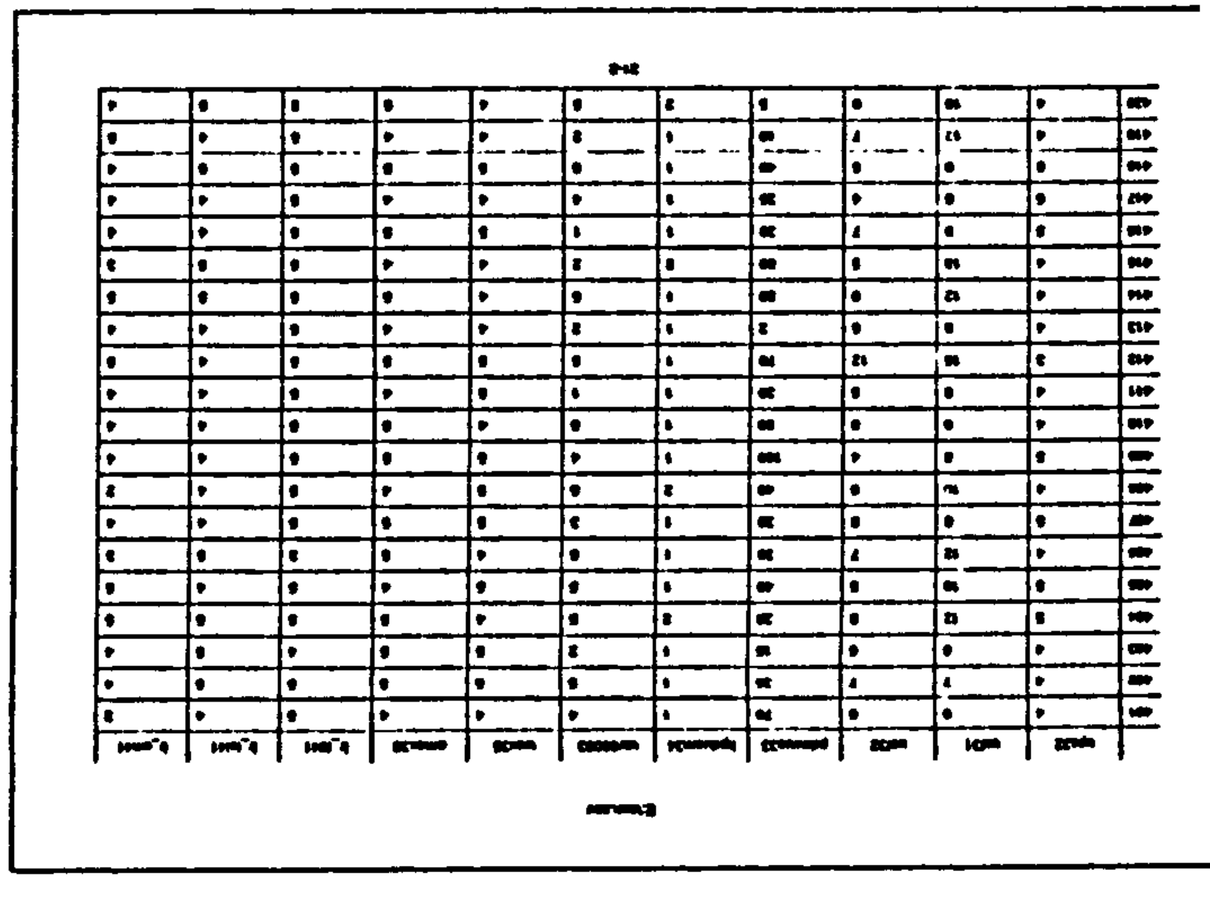


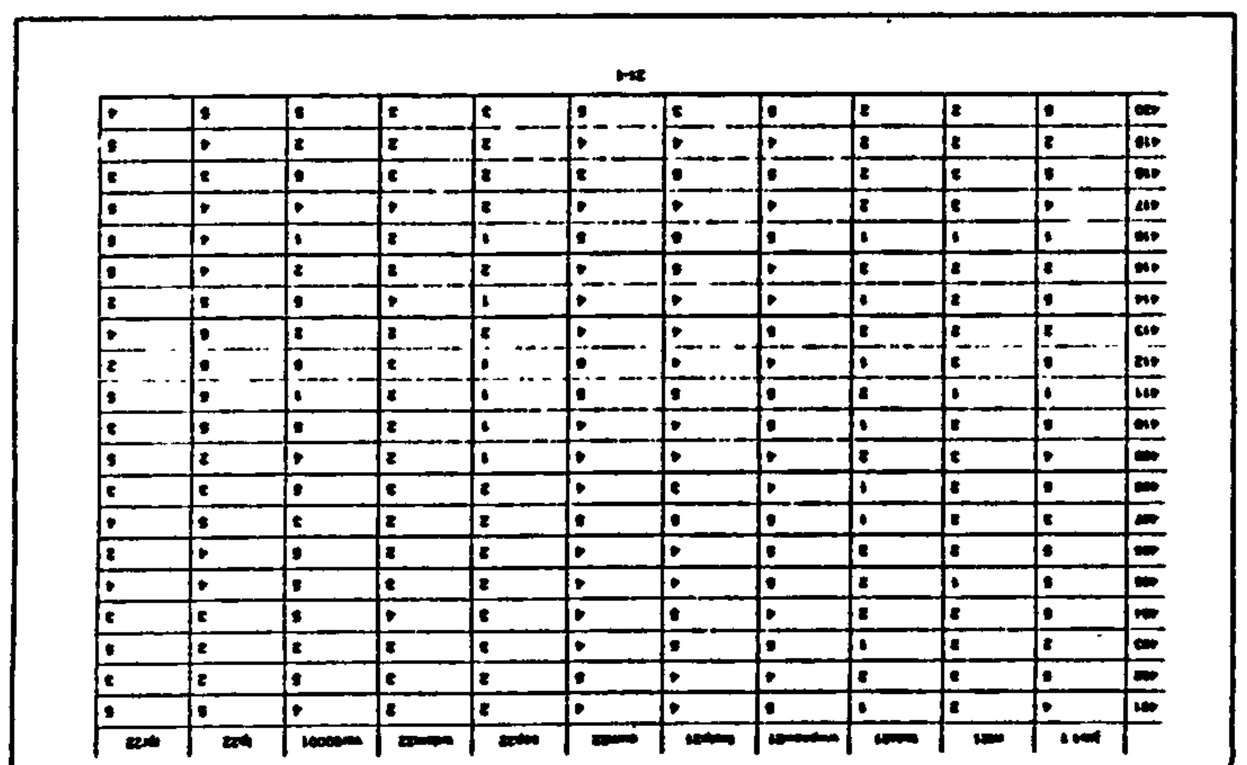


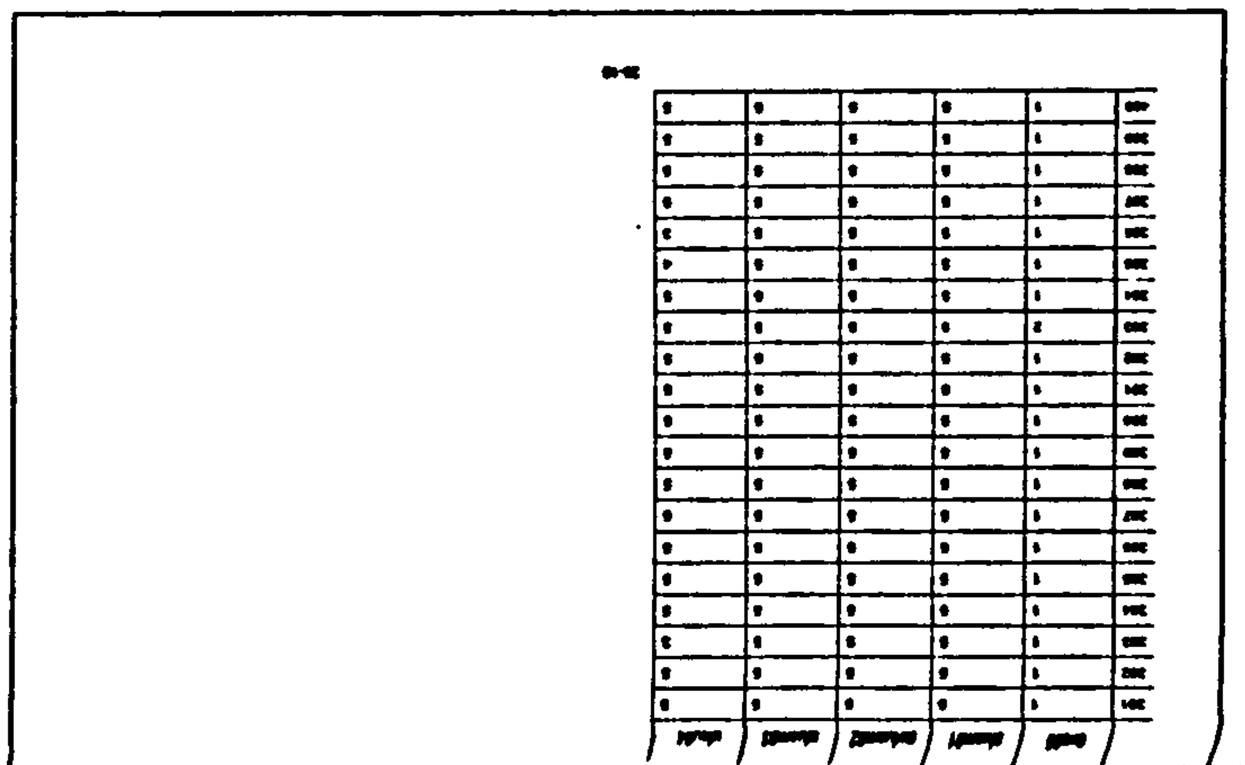


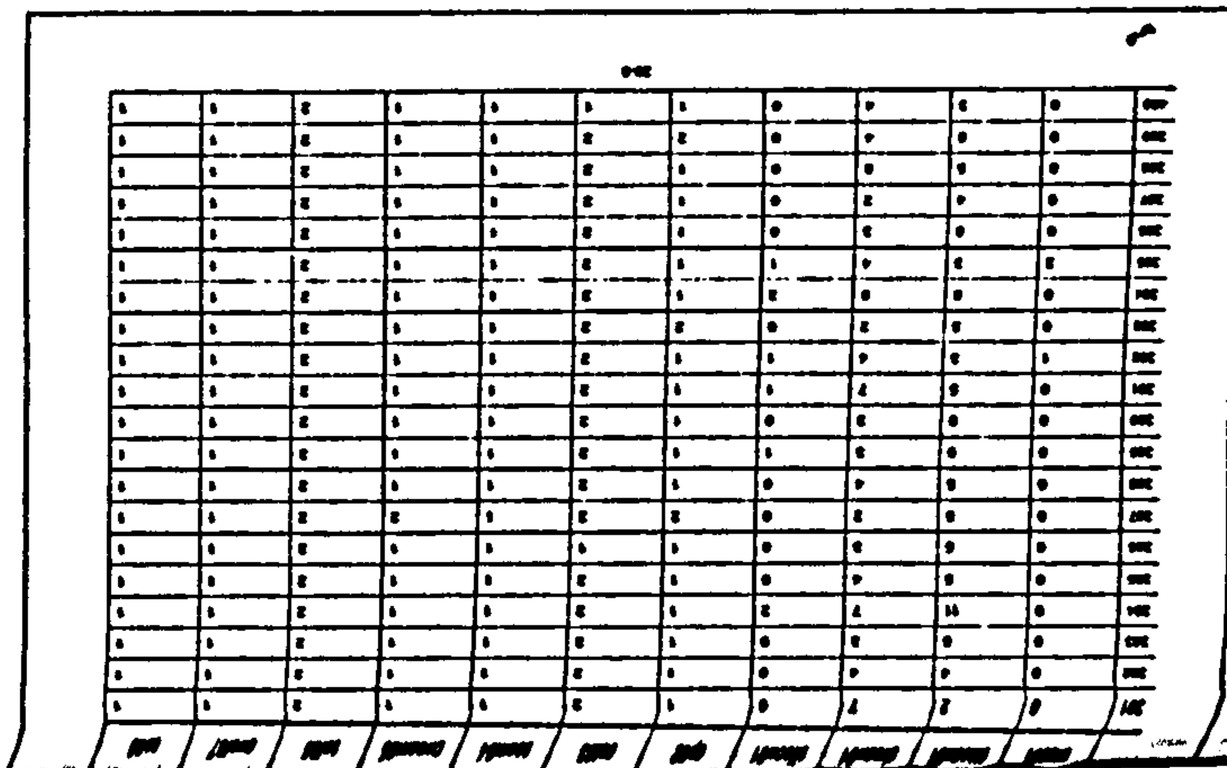


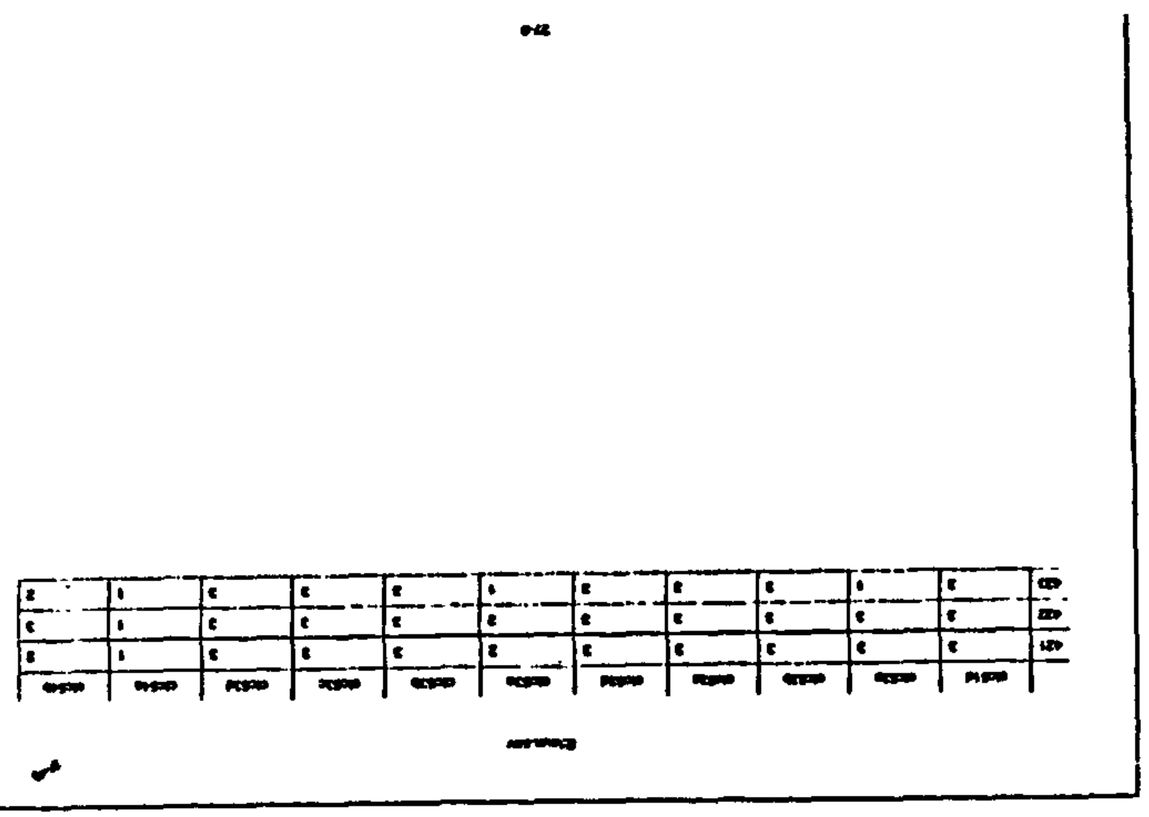


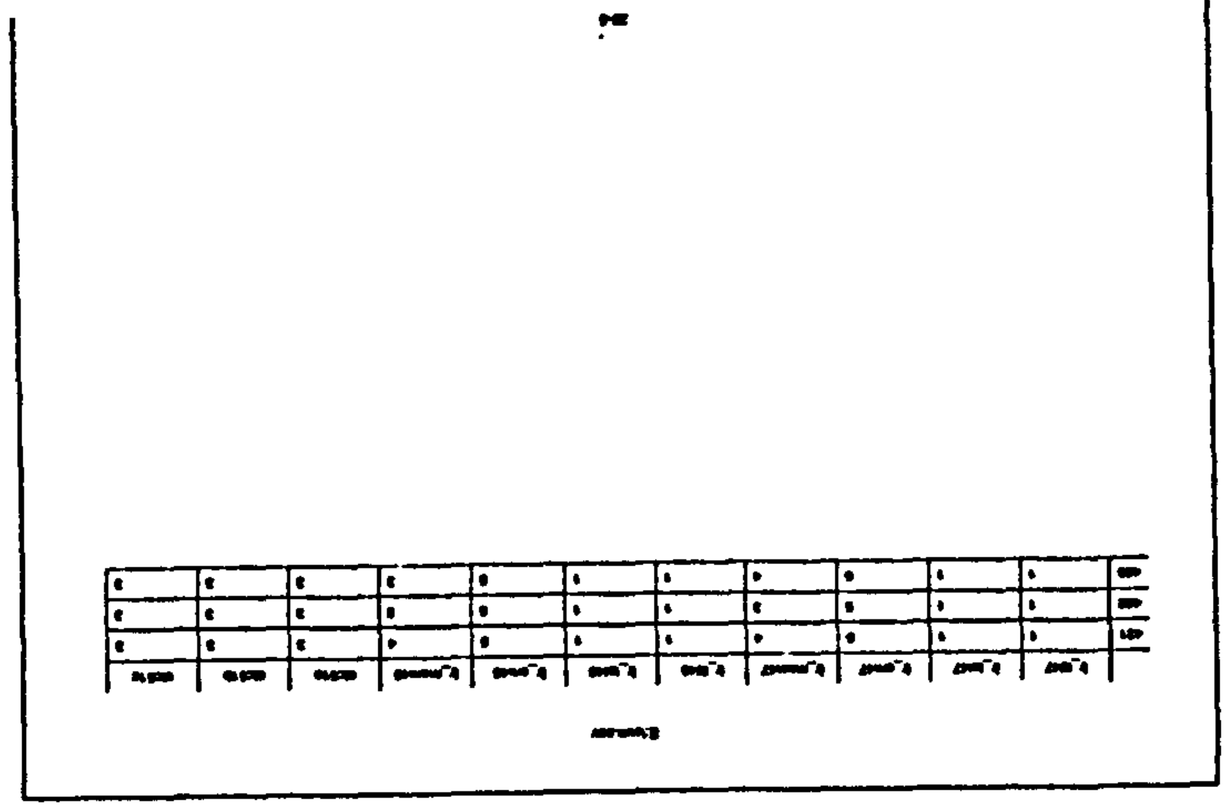


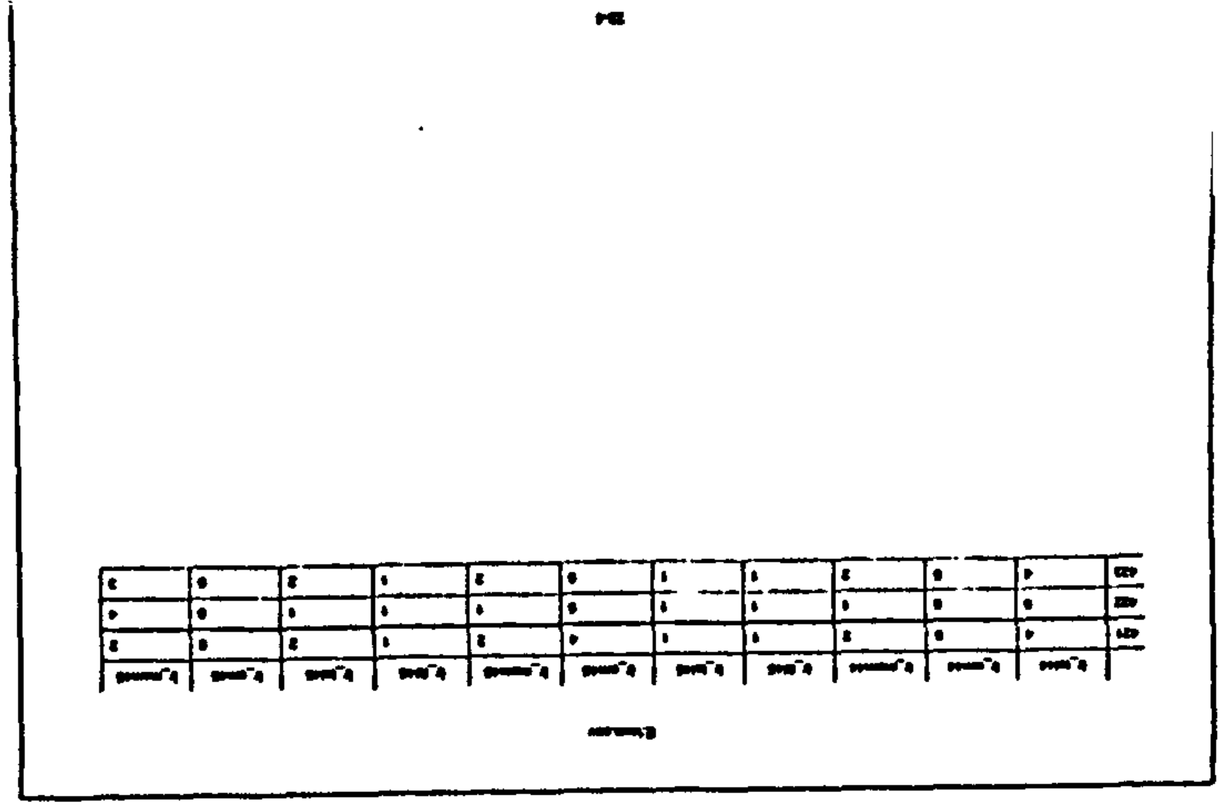


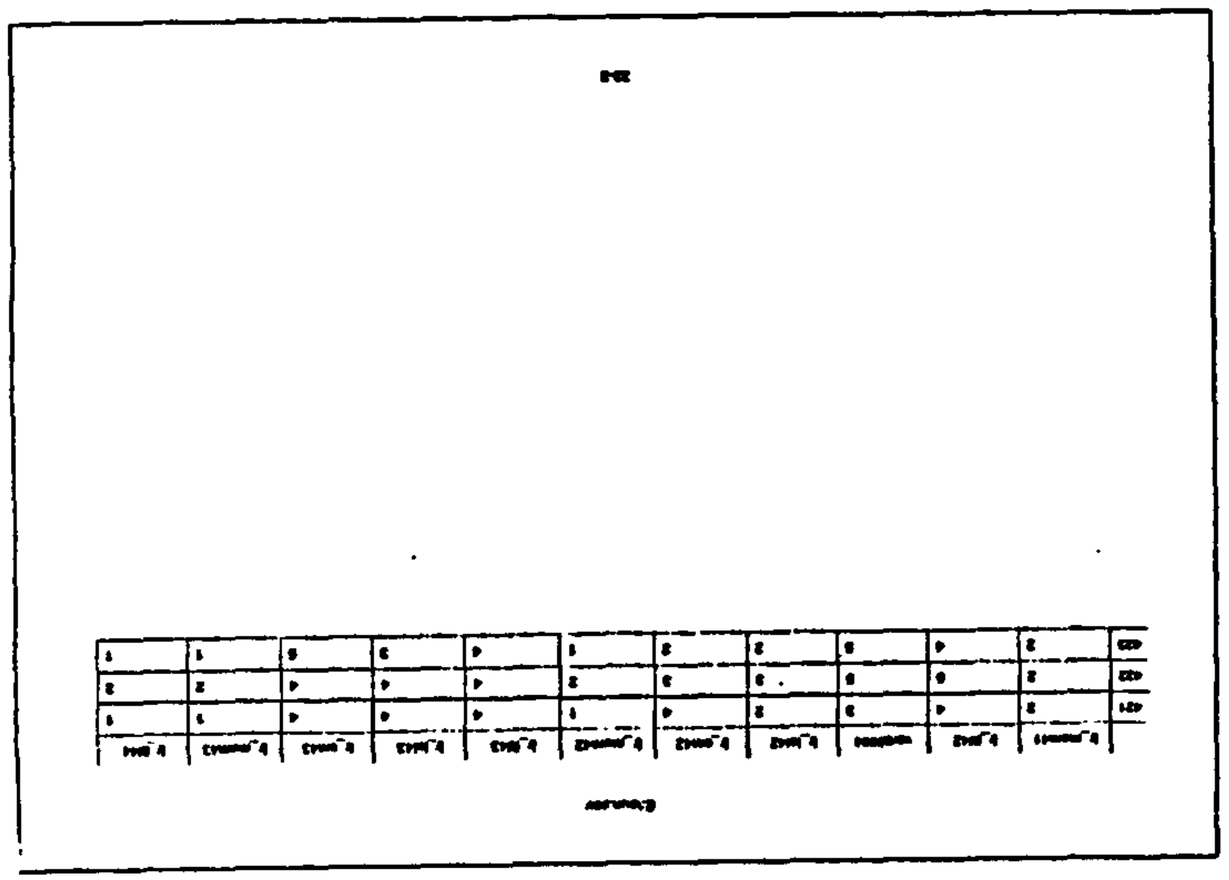


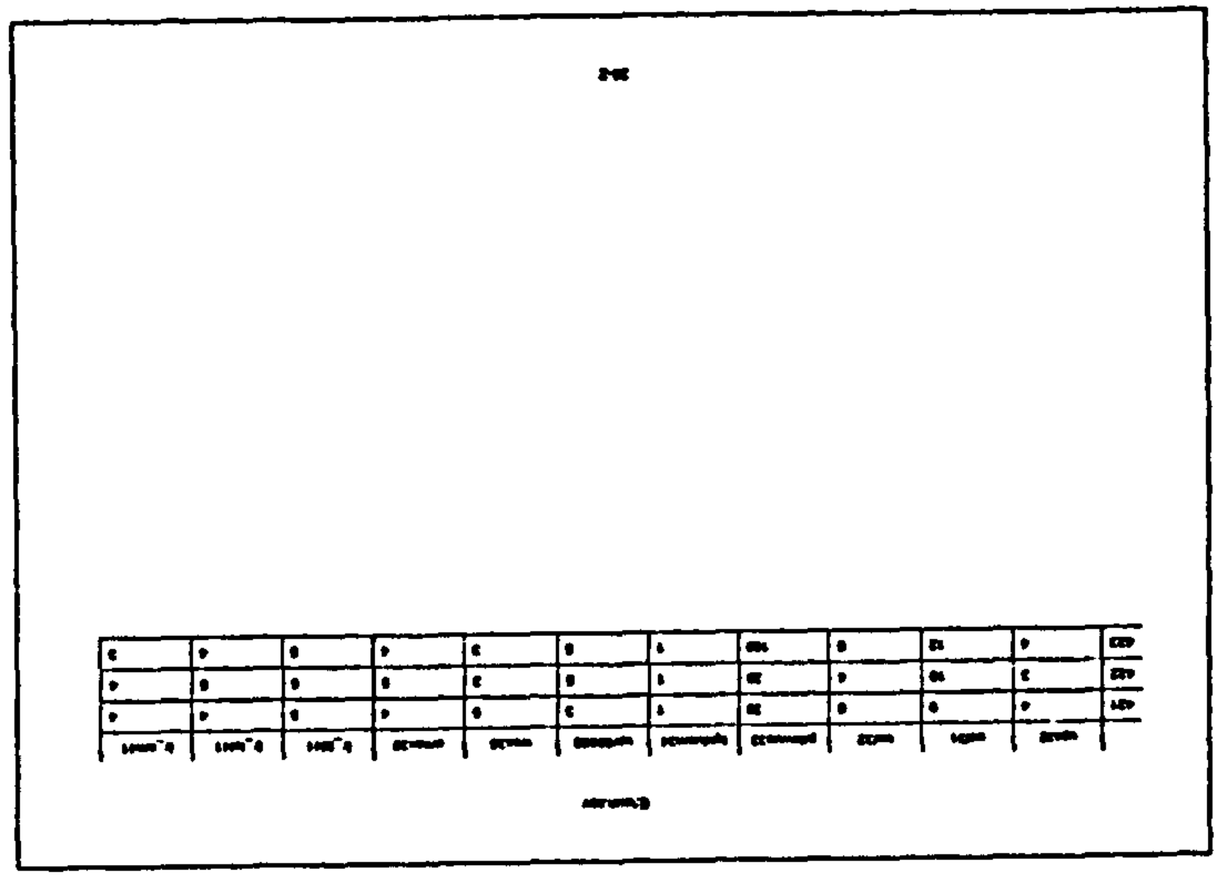


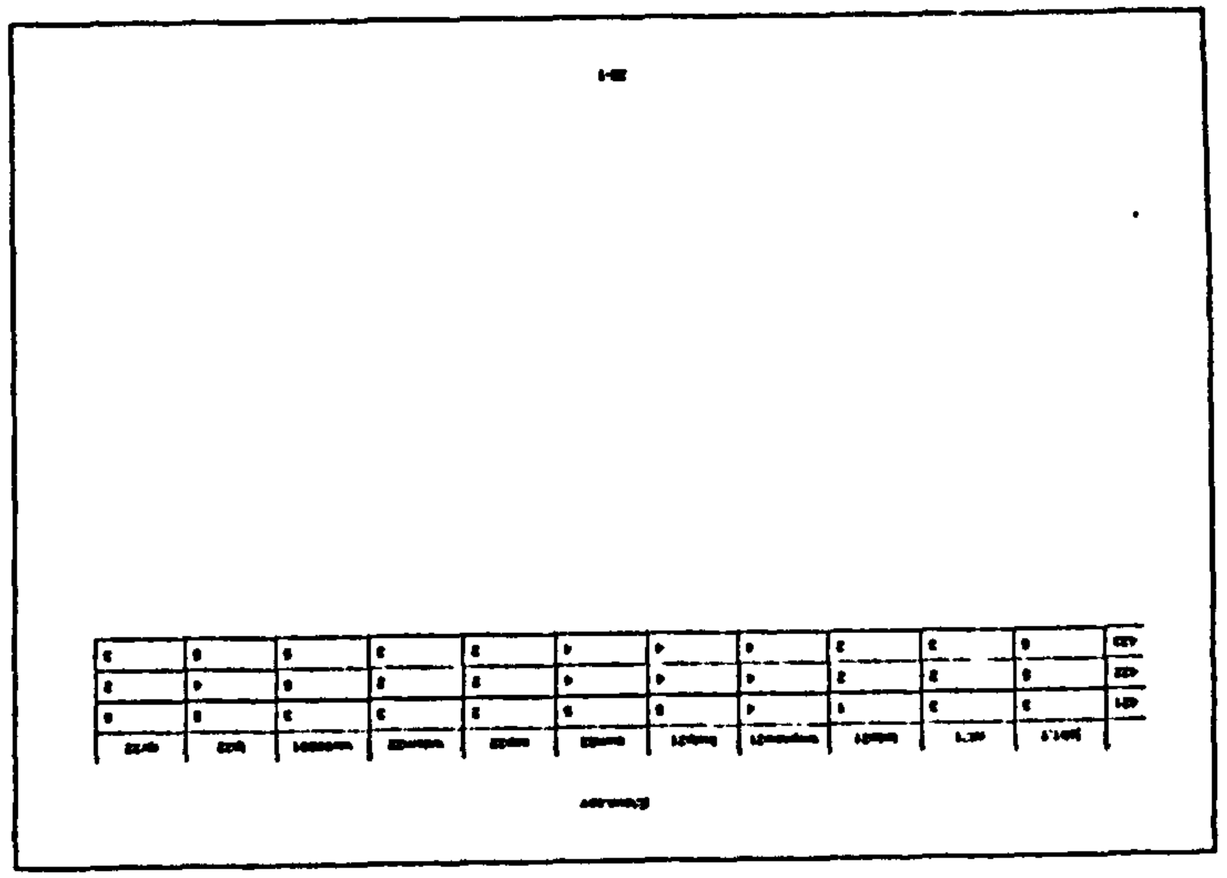


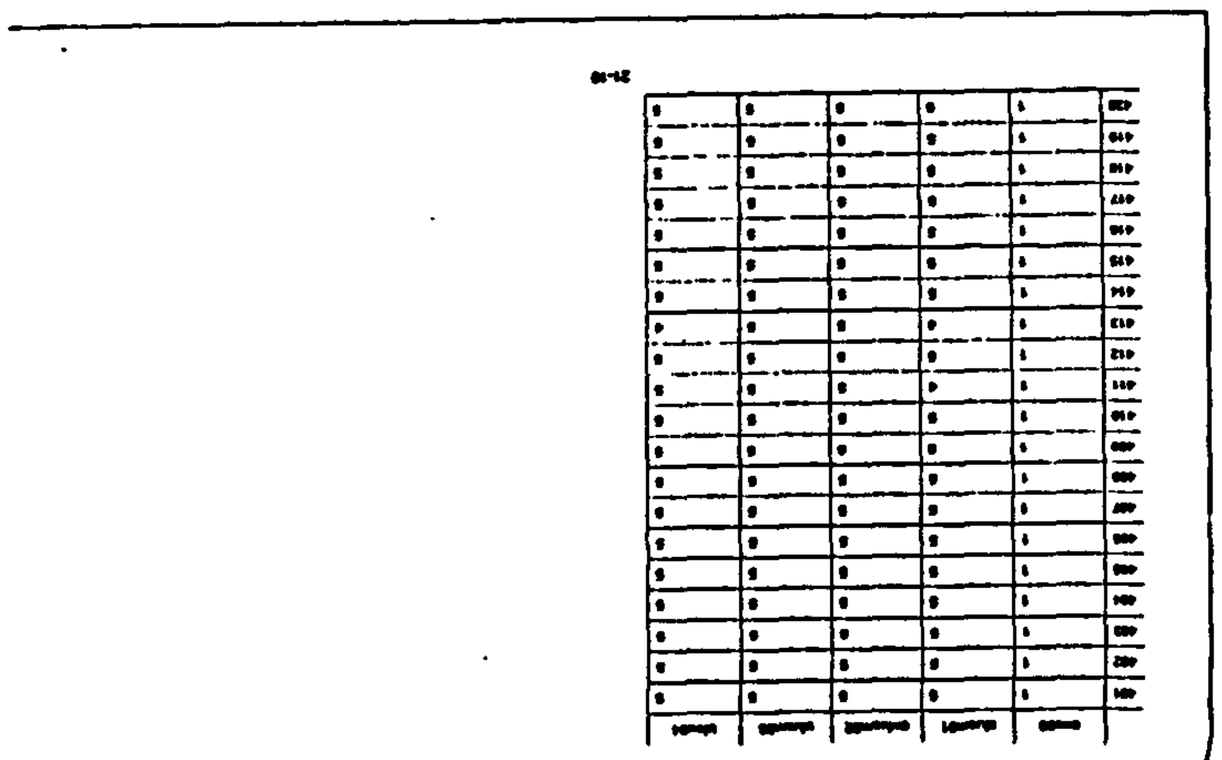


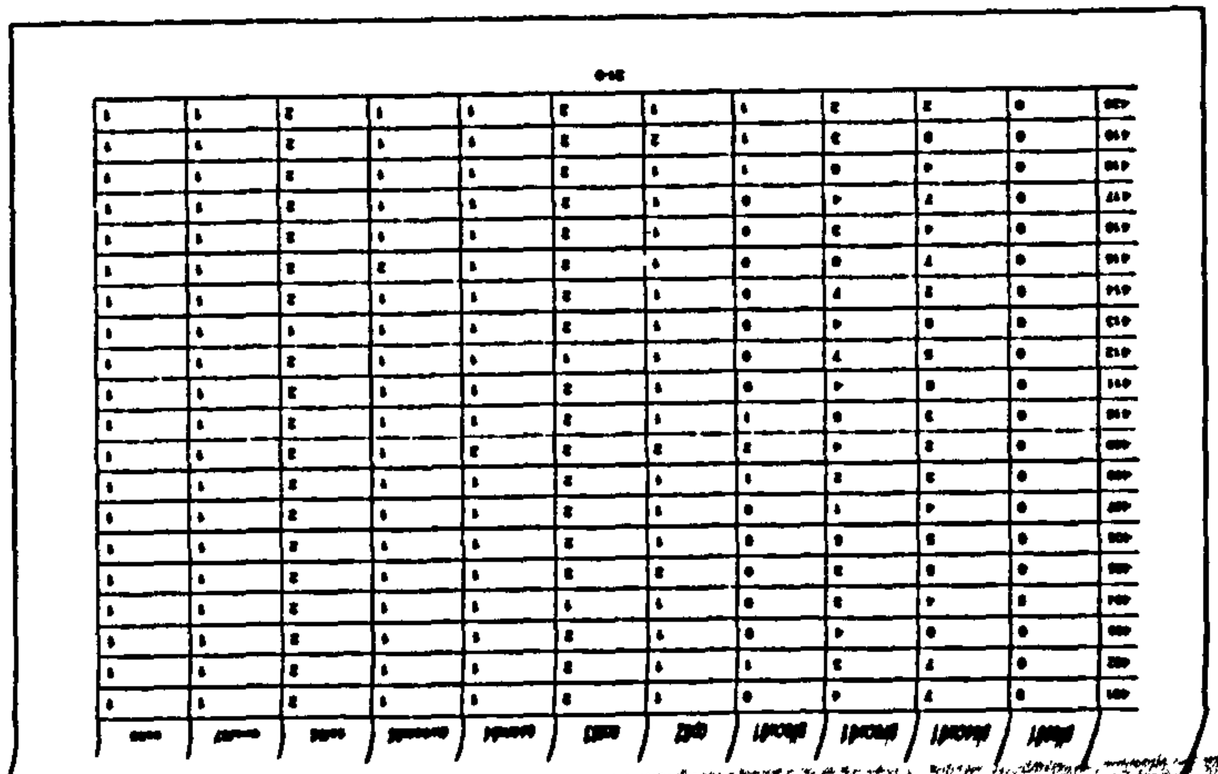


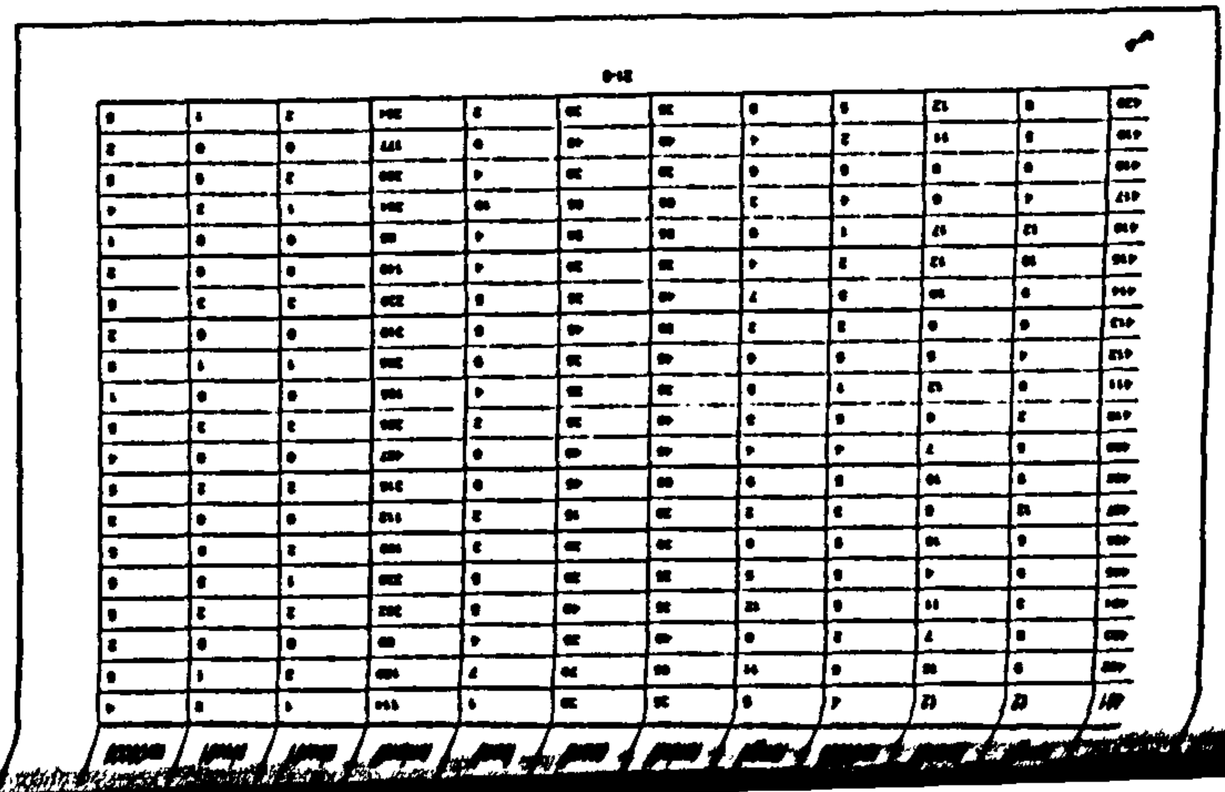












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422	3	3	2	3	3	3	0	20	30	60	0
423	3	3	3	3	3	2	0	30	30	60	0

	bengp7	serlin7	var00005	engp7	serlin8	asan2	ban2	enlan7	dlsu01	dlsu01	var00006
421	12	21	3	4	35	20	4	200	0	0	0
422	0	10	0	7	50	40	0	100	4	0	0
423	0	10	0	3	40	50	0	300	0	10	0

	dlsu01	dlscu01	dlscu01	dlscu01	cp02	cs03	ssen04	cnsen05	tot06	Cns07	tot0
421	0	0	1	0	1	2	1	1	2	1	1
422	0	7	3	0	1	2	1	1	2	1	1
423	0	15	0	1	1	2	1	1	2	1	1

E:\ssa.csv

	cns05	dlscu01	dlscu02	dlscu03	dlsc04
421	1	0	0	0	0
422	1	0	0	0	0
423	1	0	0	0	0

Appendix 2

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Sum
i have use computer for	423	4	20	4138
I have use e-mail for	423	2	12	2686
percent of people i deal with outside my work group who use e-mail	423	2	100	20468
the number of hours per day i spend using electronic mail	423	1	3	520
indicate the degree of my work experiece on the scale	423	2	5	1831
indicate the degree of my email experience on the scale	423	3	5	1877
generally how do you feel about the ease of use of email94	423	3	5	2078
Valid N (listwise)	423			

Descriptive Statistics

	Mean	Std. Deviation
i have use computer for	9.78	2.24
I have use e-mail for	6.35	1.82
percent of people i deal with outside my work group who use e-mail	48.39	24.25
the number of hours per day i spend using electronic mail	1.23	.51
indicate the degree of my work experiece on the scale	4.33	.68
indicate the degree of my email experience on the scale	4.44	.55
generally how do you feel about the ease of use of email94	4.91	.31
Valid N (listwise)		

Factor Analysis

Communalities

	Initial	Extraction
i have use computer for	1.000	.760
i have use e-mail for	1.000	.761
percent of people i deal with outside my work group who use e-mail	1.000	.770
the number of hours per day i spend using electronic mail	1.000	.787
indicate the degree of my work experiece on the scale	1.000	.341
indicate the degree of my email experience on the scale	1.000	.718
generally how do you feel about the ease of use of email94	1.000	.579

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues		
Component	Total	% of Variance	Cumulative %
1	1.539	21.982	21.982
2	1.103	15.751	37.733
3	1.050	15.002	52.735
4	1.025	14.640	67.376
5	.965	13.779	81.155
6	.840	12.006	93.162
7	.479	6.838	100.000

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %
1	1.539	21.982	21.982
2	1.103	15.751	37.733
3	1.050	15.002	52.735
4	1.025	14.640	67.376
5			
6			
7			

Extraction Method: Principal Component Analysis.

Experience output

Total Variance Explained

Component	Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.519	21.705	21.705
2	1.082	15.454	37.159
3	1.071	15.293	52.452
4	1.045	14.924	67.376
5			
6			
7			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component			
	1	2	3	4
i have use computer for	.858	-.145	4.175E-02	-5.670E-03
i have use e-mail for	.857	-.107	.123	-1.973E-02
percent of people i deal with outside my work group who use e-mail	5.518E-02	.413	.392	.665
the number of hours per day i spend using electronic mail	-3.725E-02	.315	.500	-.661
indicate the degree of my work experiece on the scale	-.143	-.396	.172	.366
indicate the degree of my email experience on the scale	.156	.306	-.775	-1.055E-02
generally how do you feel about the ease of use of email94	.137	.741	7.251E-03	.106

Extraction Method: Principal Component Analysis.

a. 4 components extracted.

Experience output

Rotated Component Matrix[a]

	Component			
	1	2	3	4
i have use computer for	.870	4.763E-02	-1.235E-02	-3.343E-02
i have use e-mail for	.871	6.690E-03	3.426E-02	3.337E-02
percent of people i deal with outside my work group who use e-mail	1.769E-02	-.208	.841	-.141
the number of hours per day i spend using electronic mail	-2.239E-02	-9.237E-02	-1.156E-02	.882
indicate the degree of my work experiece on the scale	-5.819E-02	-.455	-5.961E-03	-.362
indicate the degree of my email experience on the scale	1.126E-02	.810	-4.985E-02	-.244
generally how do you feel about the ease of use of email94	6.059E-03	.405	.600	.234

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.
a. Rotation converged in 5 iterations.

Component Transformation Matrix

Component	1	2	3	4
1	.978	.186	.091	.003
2	-.171	.550	.702	.420
3	.115	-.788	.352	.491
4	-.016	-.204	.613	-.763

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Factor Analysis

Communalities

	Initial	Extraction
i have use computer for	1.000	.754
i have use e-mail for	1.000	.754
indicate the degree of my work experiece on the scale	1.000	1.644E-02

Extraction Method: Principal Component Analysis.

Experience output

Total Variance Explained

Component	Initial Eigenvalues		
	Total	% of Variance	Cumulative %
1	1.524	50.807	50.807
2	.994	33.143	83.950
3	.481	16.050	100.000

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.524	50.807	50.807
2			
3			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
i have use computer for	.868
I have use e-mail for	.868
indicate the degree of my work experiece on the scale	-.128

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Rotated Component Matrix[a]

a. Only one component was extracted. The solution cannot be rotated.

Factor Analysis

Communalities

	Initial	Extraction
I have use computer for	1.000	.759
I have use e-mail for	1.000	.759
percent of people i deal with outside my work group who use e-mail	1.000	.499
the number of hours per day i spend using electronic mail	1.000	.520

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues		
	Total	% of Variance	Cumulative %
1	1.520	37.997	37.997
2	1.018	25.438	63.434
3	.984	24.594	88.029
4	.479	11.971	100.000

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.520	37.997	37.997
2	1.018	25.438	63.434
3			
4			

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.518	37.961	37.961
2	1.019	25.473	63.434
3			
4			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component	
	1	2
i have use computer for	.871	2.988E-02
I have use e-mail for	.870	4.491E-02
percent of people i deal with outside my work group who use e-mail	4.526E-02	-.705
the number of hours per day i spend using electronic mail	-4.614E-02	.719

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Rotated Component Matrix[a]

	Component	
	1	2
i have use computer for	.871	1.673E-02
I have use e-mail for	.871	1.699E-03
percent of people i deal with outside my work group who use e-mail	7.496E-03	.706
the number of hours per day i spend using electronic mail	-7.596E-03	-.721

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 3 iterations.

Component Transformation Matrix

Component	1	2
1	.999	.053
2	.053	-.999

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
i have use computer for	423	4	20	9.78	2.24
i have use e-mail for	423	2	12	6.35	1.82
percent of people i deal with outside my work group who use e-mail	423	2	100	48.39	24.25
the number of hours per day i spend using electronic mail	423	1	3	1.23	.51
indicate the degree of my work experiece on the scale	423	2	5	4.33	.68
indicate the degree of my email experience on the scale	423	3	5	4.44	.55
Valid N (listwise)	423				

Factor Analysis

Component Matrix[a]

a. 2 components extracted.

Rotated Component Matrix[a]

	Component	
	1	2
i have use computer for	.871	1.673E-02
i have use e-mail for	.871	1.699E-03
percent of people i deal with outside my work group who use e-mail	7.496E-03	.706
the number of hours per day i spend using electronic mail	-7.596E-03	-.721

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 3 iterations.

Total Variance Explained

Component	Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.518	37.961	37.961
2	1.019	25.473	63.434

Extraction Method: Principal Component Analysis.

Component Transformation Matrix

Component	1	2
1	.999	.053
2	.053	-.999

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Descriptives

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
email45	423	4	5	4.86	.34
email41	423	2	5	3.98	.77
email44	423	4	5	4.78	.41
email46	423	4	5	4.98	.15
email47	423	3	5	4.96	.21
email48	423	4	5	4.96	.20
email42	423	2	4	3.01	.78
email43	423	3	5	4.50	.52
Valid N (listwise)	423				

Factor Analysis

Component Matrix[a]

a. 2 components extracted.

Rotated Component Matrix[a]

	Component	
	1	2
email41	-.439	.267
email42	.779	.216
email43	.565	-.123
email44	-2.645E-02	.655
ENEW	-7.873E-02	.723

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 3 iterations.

Total Variance Explained

Component	Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.127	22.539	22.539
2	1.084	21.685	44.225

Extraction Method: Principal Component Analysis.

Component Transformation Matrix

Component	1	2
1	-.783	.622
2	.622	.783

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Descriptives

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
task1a	423	2	3	2.77	.42
task2a	423	1	4	2.83	.54
task3a	423	1	4	1.46	.59
task4a	423	1	2	1.02	.15
task5a	423	1	3	1.79	.57
Valid N (listwise)	423				

Factor Analysis

Communalities

	Initial	Extraction
task1a	1.000	.285
task2a	1.000	.464
task3a	1.000	.537
task4a	1.000	.516
task5a	1.000	.389

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues		
	Total	% of Variance	Cumulative %
1	1.148	22.962	22.962
2	1.042	20.832	43.794
3	.975	19.493	63.287
4	.943	18.852	82.139
5	.893	17.861	100.000

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.148	22.962	22.962
2	1.042	20.832	43.794
3			
4			
5			

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.147	22.937	22.937
2	1.043	20.858	43.794
3			
4			
5			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component	
	1	2
task1a	.491	-.209
task2a	.675	9.099E-02
task3a	-.278	.678
task4a	.159	.700
task5a	-.591	-.200

Extraction Method: Principal Component Analysis.
a. 2 components extracted.

Rotated Component Matrix[a]

	Component	
	1	2
task1a	.465	-.261
task2a	.681	1.712E-02
task3a	-.203	.704
task4a	.234	.679
task5a	-.609	-.135

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.
a. Rotation converged in 3 iterations.

Component Transformation Matrix

Component	1	2
1	.994	-.109
2	.109	.994

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
does your company have a policy to encourage email use82	423	1	2	1.11	.31
does your company offer training in e-mail use83	423	1	2	1.89	.31
does your superior encourage you to use e-mail84	423	1	2	1.01	.11
does your co-worker encourage you to use email85	423	1	2	1.02	.13
does your superior ever express feeling or emotion using email86	423	1	2	1.94	.24
does your co-worker ever express feeling or emotion using email87	423	1	2	1.01	9.69E-02
does your superior ever suggest to send or receive work or non-work material through attachment of email88	423	1	2	1.01	8.40E-02
does your co-worker ever suggest to send or receive work or non-work material through attactchment of email89	423	1	2	1.01	8.40E-02
Valid N (listwise)	423				

Factor Analysis

Component Matrix[a]

a. 2 components extracted.

Rotated Component Matrix[a]

	Component	
	1	2
does your company have a policy to encourage email use82	.716	.364
does your company offer training in e-mail use83	.730	-.348
does your superior ever express feeling or emotion using email86	-6.283E-03	.877

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 3 iterations.

Total Variance Explained

Component	Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.047	34.887	34.887
2	1.023	34.098	68.985

Extraction Method: Principal Component Analysis.

Component Transformation Matrix

Component	1	2
1	.998	.055
2	-.055	.998

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
does your company have a policy to encourage email use82	423	1	2	1.11	.31
does your company offer training in e-mail use83	423	1	2	1.89	.31
does your superior encourage you to use e-mail84	423	1	2	1.01	.11
does your co-worker encourage you to use email85	423	1	2	1.02	.13
does your superior ever express feeling or emotion using email86	423	1	2	1.94	.24
does your co-worker ever express feeling or emotion using email87	423	1	2	1.01	9.69E-02
does your superior ever suggest to send or receive work or non-work material through attachment of email88	423	1	2	1.01	8.40E-02
does your co-worker ever suggest to send or receive work or non-work material through attactchment of email89	423	1	2	1.01	8.40E-02
ETOT	423	43	194	106.36	28.55
Valid N (listwise)	423				

Factor Analysis

Communalities

	Initial	Extraction
does your company have a policy to encourage email use82	1.000	.650
does your company offer training in e-mail use83	1.000	.466
does your superior encourage you to use e-mail84	1.000	.614
does your co-worker encourage you to use email85	1.000	.789
does your superior ever express feeling or emotion using email86	1.000	.608
does your co-worker ever express feeling or emotion using email87	1.000	.254
does your superior ever suggest to send or receive work or non-work material through attachment of email88	1.000	.631
does your co-worker ever suggest to send or receive work or non-work material through attactchment of email89	1.000	.905
ETOT	1.000	.575

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues		
	Total	% of Variance	Cumulative %
1	1.242	13.803	13.803
2	1.123	12.473	26.276
3	1.090	12.113	38.390
4	1.027	11.410	49.800
5	1.009	11.217	61.016
6	.990	11.002	72.018
7	.939	10.433	82.451
8	.849	9.429	91.881
9	.731	8.119	100.000

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.242	13.803	13.803
2	1.123	12.473	26.276
3	1.090	12.113	38.390
4	1.027	11.410	49.800
5	1.009	11.217	61.016
6			
7			
8			
9			

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.149	12.765	12.765
2	1.144	12.713	25.477
3	1.089	12.100	37.578
4	1.078	11.979	49.556
5	1.031	11.460	61.016
6			
7			
8			
9			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component				
	1	2	3	4	5
does your company have a policy to encourage email use82	.769	1.219E-02	.241	-1.590E-02	2.817E-02
does your company offer training in e-mail use83	.323	6.213E-03	-.563	.205	4.776E-02
does your superior encourage you to use e-mail84	.222	.154	.582	-.444	6.915E-02
does your co-worker encourage you to use email85	.435	.228	6.519E-02	.537	-.506
does your superior ever express feeling or emotion using email86	1.999E-02	.772	9.135E-02	-5.811E-02	2.057E-02
does your co-worker ever express feeling or emotion using email87	.144	.231	-.282	-.311	6.178E-02
does your superior ever suggest to send or receive work or non-work material through attachment of email88	.491	-.514	-.135	-.327	1.125E-02
does your co-worker ever suggest to send or receive work or non-work material through attactchment of email89	.184	.112	5.391E-03	.345	.860
ETOT	-.111	-.348	.515	.417	4.897E-02

Extraction Method: Principal Component Analysis.

a. 5 components extracted.

Rotated Component Matrix[a]

	Component				
	1	2	3	4	5
does your company have a policy to encourage email use82	.577	.350	8.135E-02	.360	.241
does your company offer training in e-mail use83	.254	.185	.313	-.481	.195
does your superior encourage you to use e-mail84	3.767E-02	3.641E-02	4.427E-02	.780	1.151E-02
does your co-worker encourage you to use email85	.839	-.151	-.133	-.157	-.142
does your superior ever express feeling or emotion using email86	.193	-.599	.369	.257	9.830E-02
does your co-worker ever express feeling or emotion using email87	-2.602E-02	2.589E-02	.501	3.005E-02	2.814E-02
does your superior ever suggest to send or receive work or non-work material through attachment of email88	6.305E-02	.775	.143	7.746E-02	-1.143E-02
does your co-worker ever suggest to send or receive work or non-work material through attactchment of email89	-3.922E-02	-5.975E-02	-5.553E-02	-4.761E-02	.946
ETOT	4.498E-02	2.293E-02	-.745	8.896E-02	.101

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 12 iterations.

Component Transformation Matrix

Component	1	2	3	4	5
1	.739	.507	.272	.206	.284
2	.263	-.795	.498	.192	.118
3	.103	-.150	-.597	.782	.005
4	.446	-.294	-.566	-.549	.304
5	-.418	.045	.043	.091	.902

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
does your company have a policy to encourage email use82	423	1	2	1.11	.31
does your company offer training in e-mail use83	423	1	2	1.89	.31
does your superior ever express feeling or emotion using email86	423	1	2	1.94	.24
ETOT	423	43	194	106.36	28.55
Valid N (listwise)	423				

Factor Analysis

Communalities

	Initial	Extraction
does your company have a policy to encourage email use82	1.000	.875
does your company offer training in e-mail use83	1.000	.781
does your superior ever express feeling or emotion using email86	1.000	.764
ETOT	1.000	.711

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues		
	Total	% of Variance	Cumulative %
1	1.087	27.187	27.187
2	1.039	25.966	53.153
3	1.004	25.103	78.256
4	.870	21.744	100.000

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.087	27.187	27.187
2	1.039	25.966	53.153
3	1.004	25.103	78.256
4			

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.067	26.673	26.673
2	1.046	26.151	52.824
3	1.017	25.432	78.256
4			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component		
	1	2	3
does your company have a policy to encourage email use82	.268	.539	.716
does your company offer training in e-mail use83	.440	.669	-.373
does your superior ever express feeling or emotion using email86	.560	-.500	.448
ETOT	-.713	.224	.391

Extraction Method: Principal Component Analysis.

a. 3 components extracted.

Rotated Component Matrix[a]

	Component		
	1	2	3
does your company have a policy to encourage email use82	6.895E-02	9.923E-02	.928
does your company offer training in e-mail use83	-.124	.863	.146
does your superior ever express feeling or emotion using email86	.831	-.206	.177
ETOT	-.597	-.500	.323

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 10 iterations.

Component Transformation Matrix

Component	1	2	3
1	.786	.595	.167
2	-.573	.599	.560
3	.233	-.536	.811

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Factor Analysis

Communalities

	Initial	Extraction
does your company have a policy to encourage email use82	1.000	.635
does your company offer training in e-mail use83	1.000	.664
does your superior ever express feeling or emotion using email86	1.000	.758
ETOT	1.000	.708
send receiving processing email3	1.000	.493

Extraction Method: Principal Component Analysis.

Rotated Component Matrix[a]

	Component		
	1	2	3
does your company have a policy to encourage email use82	.791	-9.235E-02	6.457E-03
does your company offer training in e-mail use83	.150	.787	-.148
does your superior ever express feeling or emotion using email86	.173	-.236	.820
ETOT	.240	-.530	-.608
send receiving processing email3	.617	.329	6.620E-02

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 15 iterations.

Component Transformation Matrix

Component	1	2	3
1	.746	.599	.291
2	.395	-.047	-.917
3	.536	-.799	.272

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Factor Analysis

Communalities

	Initial	Extraction
does your company have a policy to encourage email use82	1.000	.423
does your company offer training in e-mail use83	1.000	.519
does your superior ever express feeling or emotion using email86	1.000	.758
send receiving processing email3	1.000	.498

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues		
	Total	% of Variance	Cumulative %
1	1.174	29.356	29.356
2	1.023	25.585	54.940
3	.931	23.263	78.204
4	.872	21.796	100.000

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.174	29.356	29.356
2	1.023	25.585	54.940
3			
4			

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	1.173	29.316	29.316
2	1.025	25.624	54.940
3			
4			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component	
	1	2
does your company have a policy to encourage email use82	.614	.214
does your company offer training in e-mail use83	.532	-.485
does your superior ever express feeling or emotion using email86	.128	.861
send receiving processing email3	.705	2.333E-02

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

Rotated Component Matrix[a]

	Component	
	1	2
does your company have a policy to encourage email use82	.633	.150
does your company offer training in e-mail use83	.480	-.537
does your superior ever express feeling or emotion using email86	.216	.843
send receiving processing email3	.704	-4.902E-02

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 3 iterations.

Component Transformation Matrix

Component	1	2
1	.995	-.102
2	.102	.995

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

Appendix 3

TEXT BOUND INTO THE SPINE

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Variable print
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Amos

by James L. Arbuckle

Version 4.01

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Chicago, IL 60615 USA
773-667-8635
Fax: 773-955-6252
http://www.smallwaters.com

****

11a8smc: 07 November 2000 12:39

el contains the following variables

choiceem	observed	endogenous
inforic8	observed	exogenous
soin8	observed	exogenous
equnew	observed	exogenous
exper8	observed	exogenous
error	unobserved	exogenous

Number of variables in your model: 6
Number of observed variables: 5
Number of unobserved variables: 1
Number of exogenous variables: 5
Number of endogenous variables: 1

f Parameters

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed:	1	0	0	0	0	1
Labeled:	0	0	0	0	0	0
Unlabeled:	4	6	5	0	0	15
Total:	5	6	5	0	0	16

odel is recursive.

ze: 2115

fault model

Number of distinct sample moments: 15
Number of distinct parameters to be estimated: 15
Degrees of freedom: 0

4.0e+001	0.0000e+000	1.00e+004	1.57381175248e+003	0	1.00e+004
8.8e+000	0.0000e+000	6.61e-001	5.19935858570e+002	5	0.00e+000
6.9e+000	0.0000e+000	3.84e-001	5.25856719409e+001	1	9.07e-001
4.3e+000	0.0000e+000	7.89e-002	4.10619188337e+000	1	1.16e+000
4.0e+000	0.0000e+000	3.00e-002	4.75518491465e-002	1	1.07e+000
3.9e+000	0.0000e+000	3.72e-003	8.24577981362e-006	1	1.01e+000
4.0e+000	0.0000e+000	4.99e-005	-7.10542735760e-015	1	1.00e+000

as achieved

e = -0.000
f freedom = 0
ty level cannot be computed

ikelihood Estimates

n Weights:

	Estimate	S.E.	C.R.	Label
choiceem <------ equnew	-0.299	0.007	-40.302	par-7
choiceem <------ exper8	0.009	0.004	2.025	par-8
choiceem <---- inforic8	0.002	0.045	0.042	par-9
choiceem <------- soin8	0.052	0.089	0.578	par-10

zed Regression Weights:

	Estimate
choiceem <------ equnew	-0.659
choiceem <------ exper8	0.033
choiceem <---- inforic8	0.001
choiceem <------- soin8	0.009

es:

	Estimate	S.E.	C.R.	Label
inforic8 <------> soin8	0.000	0.000	1.290	par-1
inforic8 <-----> equnew	-0.000	0.004	-0.000	par-2
soin8 <--------> exper8	-0.011	0.003	-3.144	par-3
soin8 <--------> equnew	0.000	0.002	0.000	par-4
inforic8 <-----> exper8	0.019	0.007	2.863	par-5
equnew <-------> exper8	0.000	0.040	0.000	par-6

ons:

	Estimate
inforic8 <------> soin8	0.028
inforic8 <-----> equnew	-0.000
soin8 <--------> exper8	-0.069
soin8 <--------> equnew	0.000
inforic8 <-----> exper8	0.062
equnew <-------> exper8	0.000

:

	Estimate	S.E.	C.R.	Label
inforic8	0.029	0.001	32.512	par-11
soin8	0.007	0.000	32.512	par-12
equnew	1.075	0.033	32.512	par-13
exper8	3.155	0.097	32.512	par-14
error	0.125	0.004	32.512	par-15

ultiple Correlations:

	Estimate
choiceem	0.435

Covariances

exper8	equnew	soin8	inforic8	choiceem

0.000e+000-6.283e-023-8.674e-019
0.000e+000 1.262e-022 0.000e+000 0.000e+000
1.041e-011 6.906e-011 6.729e-013 1.583e-012 1.910e-009

zed Residual Covariances

exper8	equnew	soin8	inforic8	choiceem
0.000e+000				
-6.346e-021	0.000e+000			
0.000e+000	-3.225e-020	-3.778e-015		
0.000e+000	3.290e-020	0.000e+000	0.000e+000	
5.719e-010	5.432e-009	7.608e-010	9.088e-010	2.802e-007

ons of Estimates

par-1	par-2	par-3	par-4	par-5	par-6	par-7
1.000						
0.000	1.000					
0.060	0.000	1.000				
-0.000	0.028	0.000	1.000			
-0.067	0.000	0.024	0.000	1.000		
0.000	0.062	0.000	-0.069	-0.000	1.000	
0.000	-0.000	0.000	-0.000	0.000	-0.000	1.000
0.000	-0.000	-0.000	-0.000	-0.000	-0.000	-0.000
-0.000	-0.000	-0.000	0.000	-0.000	0.000	0.000
-0.000	-0.000	-0.000	-0.000	-0.000	0.000	-0.000
0.040	-0.000	0.002	-0.000	0.088	-0.000	0.000
0.040	0.000	-0.097	0.000	-0.003	-0.000	0.000
-0.000	-0.000	0.000	0.000	-0.000	0.000	-0.000
-0.006	0.000	-0.097	-0.000	0.088	0.000	-0.000
0.000	0.000	0.000	0.000	0.000	0.000	-0.000

par-8	par-9	par-10	par-11	par-12	par-13	par-14
1.000						
-0.064	1.000					
0.070	-0.032	1.000				
0.000	-0.000	0.000	1.000			
-0.000	0.000	-0.000	0.001	1.000		
0.000	0.000	0.000	0.000	0.000	1.000	
-0.000	0.000	-0.000	0.004	0.005	0.000	1.000
-0.000	-0.000	-0.000	0.000	0.000	0.000	0.000

par-15
1.000

of models

Model	NPAR	CMIN	DF	P	CMIN/DF
efault model	15	-0.000	0		
urated model	15	0.000	0		
ndence model	5	1227.928	10	0.000	122.793

Model	RMR	GFI	AGFI	PGFI
efault model	0.000	1.000		
urated model	0.000	1.000		
ndence model	0.084	0.849	0.774	0.566

Model	DELTA1 NFI	RHO1 RFI	DELTA2 IFI	RHO2 TLI	CFI
efault model	1.000		1.000		1.000
urated model	1.000		1.000		1.000
ndence model	0.000	0.000	0.000	0.000	0.000

Model	PRATIO	PNFI	PCFI
efault model	0.000	0.000	0.000
urated model	0.000	0.000	0.000
ndence model	1.000	0.000	0.000

Model	NCP	LO 90	HI 90
Default model	0.000	0.000	0.000
Saturated model	0.000	0.000	0.000
Independence model	1217.928	1106.531	1336.698

Model	FMIN	F0	LO 90	HI 90
Default model	-0.000	0.000	0.000	0.000
Saturated model	0.000	0.000	0.000	0.000
Independence model	0.581	0.576	0.523	0.632

Model	RMSEA	LO 90	HI 90	PCLOSE
Independence model	0.240	0.229	0.251	0.000

Model	AIC	BCC	BIC	CAIC
Default model	30.000	30.085	138.994	129.852
Saturated model	30.000	30.085	138.994	129.852
Independence model	1237.928	1237.956	1274.259	1271.212

Model	ECVI	LO 90	HI 90	MECVI
Default model	0.014	0.014	0.014	0.014
Saturated model	0.014	0.014	0.014	0.014
Independence model	0.586	0.533	0.642	0.586

Model	HOELTER .05	HOELTER .01
Default model		
Independence model	32	40

Execution time summary:

Minimization:	0.060
Miscellaneous:	2.200
Bootstrap:	0.000
Total:	2.260

Amos

by James L. Arbuckle

Version 4.01

Copyright 1994-1999 SmallWaters Corporation
1507 E. 53rd Street - #452
Chicago, IL 60615 USA
773-667-8635
Fax: 773-955-6252
http://www.smallwaters.com

****

33a8smc: 08 November 2000 11:52

l contains the following variables

choiceem	observed	endogenous
equ01_01	observed	exogenous
exper8	observed	exogenous
soin8	observed	exogenous
error	unobserved	exogenous

Number of variables in your model:	5
Number of observed variables:	4
Number of unobserved variables:	1
Number of exogenous variables:	4
Number of endogenous variables:	1

f Parameters

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed:	1	0	0	0	0	1
Labeled:	0	0	0	0	0	0
nlabeled:	3	3	4	0	0	10
Total:	4	3	4	0	0	11

odel is recursive.

ze: 2115

fault model

Number of distinct sample moments: 10
Number of distinct parameters to be estimated: 10
Degrees of freedom: 0

0	1.6e+001	0.0000e+000	1.00e+004	1.21899908408e+003	0	1.00e+004
0	4.1e+001	0.0000e+000	9.76e-001	8.93179516115e+002	3	0.00e+000
0	1.4e+001	0.0000e+000	1.20e-001	3.01834924297e+002	1	1.28e+000
0	6.1e+000	0.0000e+000	1.12e-001	6.84174130295e+001	1	1.25e+000
0	3.7e+000	0.0000e+000	9.05e-002	6.98758693095e+000	1	1.18e+000
0	3.4e+000	0.0000e+000	4.29e-002	1.30585926911e-001	1	1.09e+000
0	3.3e+000	0.0000e+000	7.00e-003	6.13089364085e-005	1	1.01e+000
0	3.5e+000	0.0000e+000	1.56e-004	1.35313982241e-011	1	1.00e+000

was achieved

are = 0.000
of freedom = 0
lity level cannot be computed

Likelihood Estimates

ion Weights:

	Estimate	S.E.	C.R.	Label
choiceem <---- equ01_01	-0.723	0.021	-33.772	
choiceem <------ exper8	0.004	0.005	0.934	
choiceem <------- soin8	0.005	0.096	0.057	

dized Regression Weights:

	Estimate
choiceem <---- equ01_01	-0.592
choiceem <------ exper8	0.016
choiceem <------- soin8	0.001

nces:

	Estimate	S.E.	C.R.	Label
equ01_01 <------> soin8	-0.000	0.001	-0.570	
exper8 <--------> soin8	-0.011	0.003	-3.144	
equ01_01 <-----> exper8	-0.019	0.015	-1.266	

tions:

	Estimate
equ01_01 <------> soin8	-0.012
exper8 <--------> soin8	-0.069
equ01_01 <-----> exper8	-0.028

s:

	Estimate	S.E.	C.R.	Label
equ01_01	0.148	0.005	32.512	
exper8	3.155	0.097	32.512	
soin8	0.007	0.000	32.512	
error	0.144	0.004	32.512	

Multiple Correlations:

	Estimate
choiceem	0.351

of models

Model	NPAR	CMIN	DF	P	CMIN/DF
efault model	10	0.000	0		
ated model	10	0.000	0		
dence model	4	926.554	6	0.000	154.426

aturated model	0.000	1.000		
pendence model	0.036	0.848	0.747	0.509

Model	DELTA1 NFI	RHO1 RFI	DELTA2 IFI	RHO2 TLI	CFI
Default model	1.000		1.000		1.000
aturated model	1.000		1.000		1.000
pendence model	0.000	0.000	0.000	0.000	0.000

Model	PRATIO	PNFI	PCFI
Default model	0.000	0.000	0.000
aturated model	0.000	0.000	0.000
pendence model	1.000	0.000	0.000

Model	NCP	LO 90	HI 90
Default model	0.000	0.000	0.000
aturated model	0.000	0.000	0.000
pendence model	920.554	824.234	1024.261

Model	FMIN	F0	LO 90	HI 90
Default model	0.000	0.000	0.000	0.000
aturated model	0.000	0.000	0.000	0.000
endence model	0.438	0.435	0.390	0.485

Model	RMSEA	LO 90	HI 90	PCLOSE
endence model	0.269	0.255	0.284	0.000

Model	AIC	BCC	BIC	CAIC
Default model	20.000	20.047	90.431	86.568
turated model	20.000	20.047	90.431	86.568
endence model	934.554	934.573	962.727	961.181

Model	ECVI	LO 90	HI 90	MECVI
Default model	0.009	0.009	0.009	0.009
turated model	0.009	0.009	0.009	0.009
endence model	0.442	0.397	0.491	0.442

Model	HOELTER .05	HOELTER .01
Default model		
endence model	29	39

on time summary:

Minimization: 0.160
Miscellaneous: 2.090
Bootstrap: 0.000
Total: 2.250

Amos

by James L. Arbuckle

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Chicago, IL 60615 USA
773-667-8635
Fax: 773-955-6252
http://www.smallwaters.com

****

del11b8: 09 November 2000 12:52

del contains the following variables

emb	observed	endogenous
inforic8	observed	exogenous
soin8	observed	exogenous
equnew	observed	exogenous
exper8	observed	exogenous
error	unobserved	exogenous

Number of variables in your model:	6
Number of observed variables:	5
Number of unobserved variables:	1
Number of exogenous variables:	5
Number of endogenous variables:	1

of Parameters

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed:	1	0	0	0	0	1
Labeled:	0	0	0	0	0	0
Unlabeled:	4	6	5	0	0	15
Total:	5	6	5	0	0	16

model is recursive.

size: 2115

Default model

Number of distinct sample moments: 15
Number of distinct parameters to be estimated: 15
Degrees of freedom: 0

0	3.7e+000	0.0000e+000	1.00e+004	3.78822134529e+002	0	1.00e+004
0	3.3e+000	0.0000e+000	5.98e-001	1.08757094869e+002	1	6.09e-001
0	2.7e+000	0.0000e+000	1.56e-001	1.01314784456e+001	1	1.16e+000
0	2.4e+000	0.0000e+000	7.05e-002	2.33041116951e-001	1	1.09e+000
0	2.4e+000	0.0000e+000	1.32e-002	1.86637520998e-004	1	1.02e+000
0	2.4e+000	0.0000e+000	3.90e-004	1.30609301152e-010	1	1.00e+000

m was achieved

uare = 0.000
s of freedom = 0
ility level cannot be computed

n Likelihood Estimates

sion Weights:

		Estimate	S.E.	C.R.	Label
emb	<---------- equnew	-0.111	0.009	-12.474	par-7
emb	<---------- exper8	-0.005	0.005	-0.903	par-8
emb	<--------- inforic8	0.005	0.054	0.100	par-9
emb	<---------- soin8	-0.052	0.107	-0.485	par-10

dized Regression Weights:

		Estimate
emb	<---------- equnew	-0.262
emb	<---------- exper8	-0.019
emb	<--------- inforic8	0.002
emb	<---------- soin8	-0.010

nces:

		Estimate	S.E.	C.R.	Label
inforic8	<------> soin8	0.000	0.000	1.290	par-1
inforic8	<-----> equnew	-0.000	0.004	-0.000	par-2
soin8	<--------> exper8	-0.011	0.003	-3.144	par-3
soin8	<--------> equnew	0.000	0.002	0.000	par-4
inforic8	<-----> exper8	0.019	0.007	2.863	par-5
equnew	<-------> exper8	0.000	0.040	0.000	par-6

tions:

		Estimate
inforic8	<------> soin8	0.028
inforic8	<-----> equnew	-0.000
soin8	<--------> exper8	-0.069
soin8	<--------> equnew	0.000
inforic8	<-----> exper8	0.062
equnew	<-------> exper8	0.000

es:

	Estimate	S.E.	C.R.	Label
inforic8	0.029	0.001	32.512	par-11
soin8	0.007	0.000	32.512	par-12
equnew	1.075	0.033	32.512	par-13
exper8	3.155	0.097	32.512	par-14
error	0.181	0.006	32.512	par-15

Multiple Correlations:

	Estimate
emb	0.069

ions of Estimates

par-1	par-2	par-3	par-4	par-5	par-6	par-7

-0.067	0.000	0.024	0.000	1.000		
0.000	0.062	0.000	-0.069	-0.000	1.000	
0.000	0.000	0.000	-0.000	-0.000	-0.000	1.000
-0.000	-0.000	-0.000	-0.000	0.000	0.000	-0.000
-0.000	0.000	0.000	0.000	-0.000	-0.000	0.000
0.000	0.000	-0.000	0.000	-0.000	-0.000	-0.000
0.040	-0.000	0.002	-0.000	0.088	-0.000	-0.000
0.040	0.000	-0.097	0.000	-0.003	-0.000	-0.000
-0.000	-0.000	0.000	0.000	-0.000	0.000	0.000
-0.006	0.000	-0.097	-0.000	0.088	0.000	0.000
-0.000	0.000	0.000	-0.000	-0.000	-0.000	0.000

par-8	par-9	par-10	par-11	par-12	par-13	par-14
1.000						
-0.064	1.000					
0.070	-0.032	1.000				
-0.000	0.000	-0.000	1.000			
0.000	-0.000	-0.000	0.001	1.000		
-0.000	-0.000	0.000	0.000	0.000	1.000	
-0.000	0.000	0.000	0.004	0.005	0.000	1.000
-0.000	0.000	-0.000	0.000	0.000	0.000	0.000

par-15
1.000

of models

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	15	0.000	0		
turated model	15	0.000	0		
endence model	5	171.484	10	0.000	17.148

Model	RMR	GFI	AGFI	PGFI
Default model	0.000	1.000		
turated model	0.000	1.000		
endence model	0.032	0.970	0.954	0.646

Model	DELTA1 NFI	RHO1 RFI	DELTA2 IFI	RHO2 TLI	CFI
Default model	1.000		1.000		1.000
urated model	1.000		1.000		1.000
ndence model	0.000	0.000	0.000	0.000	0.000

Model	PRATIO	PNFI	PCFI
efault model	0.000	0.000	0.000
urated model	0.000	0.000	0.000
ndence model	1.000	0.000	0.000

Model	NCP	LO 90	HI 90
efault model	0.000	0.000	0.000
urated model	0.000	0.000	0.000
ndence model	161.484	122.693	207.714

Model	FMIN	F0	LO 90	HI 90
efault model	0.000	0.000	0.000	0.000
rated model	0.000	0.000	0.000	0.000
dence model	0.081	0.076	0.058	0.098

Model	RMSEA	LO 90	HI 90	PCLOSE
dence model	0.087	0.076	0.099	0.000

Model	AIC	BCC	BIC	CAIC

rated model	30.000	30.085	138.994	129.852
dence model	181.484	181.512	217.815	214.768

Model	ECVI	LO 90	HI 90	MECVI
fault model	0.014	0.014	0.014	0.014
rated model	0.014	0.014	0.014	0.014
dence model	0.086	0.067	0.108	0.086

Model	HOELTER .05	HOELTER .01
fault model		
dence model	226	287

time summary:

Minimization:	0.050
Miscellaneous:	2.040
Bootstrap:	0.000
Total:	2.090

Amos

by James L. Arbuckle

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Chicago, IL 60615 USA
773-667-8635
Fax: 773-955-6252
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****

el11c8: 09 November 2000 12:55

el contains the following variables

emc	observed	endogenous
inforic8	observed	exogenous
soin8	observed	exogenous
equnew	observed	exogenous
exper8	observed	exogenous
error	unobserved	exogenous

Number of variables in your model:	6
Number of observed variables:	5
Number of unobserved variables:	1
Number of exogenous variables:	5
Number of endogenous variables:	1

of Parameters

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed:	1	0	0	0	0	1
Labeled:	0	0	0	0	0	0
Unlabeled:	4	6	5	0	0	15
Total:	5	6	5	0	0	16

odel is recursive.

2115

model

```
                Number of distinct sample moments:   15
Number of distinct parameters to be estimated:   15
                                                 ----------
                                Degrees of freedom:    0

 2.4e+000   0.0000e+000  1.00e+004   1.26042194393e+002    0 1.00e+004
 2.6e+000   0.0000e+000  2.67e-001   4.55045616585e+000    1 9.28e-001
 2.4e+000   0.0000e+000  5.40e-002   3.21555956987e-002    1 1.05e+000
 2.4e+000   0.0000e+000  5.22e-003   2.75448322107e-006    1 1.01e+000
 2.4e+000   0.0000e+000  5.04e-005   5.13367126587e-013    1 1.00e+000

as achieved


e = 0.000
f freedom = 0
ty level cannot be computed
```

```
ikelihood Estimates
-------------------


n Weights:                              Estimate     S.E.      C.R.      Label
----------                              --------   -------   -------   -------

     emc <---------- equnew               -0.008     0.003    -2.420    par-7
     emc <---------- exper8               -0.000     0.002    -0.093    par-8
     emc <--------- inforic8               0.028     0.019     1.449    par-9
     emc <----------- soin8               -0.015     0.038    -0.400    par-10

zed Regression Weights:                 Estimate
----------------------                  --------

     emc <---------- equnew               -0.053
     emc <---------- exper8               -0.002
     emc <--------- inforic8               0.032
     emc <----------- soin8               -0.009

ces:                                    Estimate     S.E.      C.R.      Label
----                                    --------   -------   -------   -------

     inforic8 <------> soin8               0.000     0.000     1.290    par-1
     inforic8 <-----> equnew              -0.000     0.004    -0.000    par-2
     soin8 <--------> exper8              -0.011     0.003    -3.144    par-3
     soin8 <--------> equnew               0.000     0.002     0.000    par-4
     inforic8 <-----> exper8               0.019     0.007     2.863    par-5
     equnew <-------> exper8               0.000     0.040     0.000    par-6

ons:                                    Estimate
----                                    --------

     inforic8 <------> soin8               0.028
     inforic8 <-----> equnew              -0.000
     soin8 <--------> exper8              -0.069
     soin8 <--------> equnew               0.000
     inforic8 <-----> exper8               0.062
     equnew <-------> exper8               0.000

s:                                      Estimate     S.E.      C.R.      Label
--                                      --------   -------   -------   -------

                  inforic8                 0.029     0.001    32.512    par-11
                     soin8                 0.007     0.000    32.512    par-12
                    equnew                 1.075     0.033    32.512    par-13
                    exper8                 3.155     0.097    32.512    par-14
                     error                 0.022     0.001    32.512    par-15

Multiple Correlations:                  Estimate
----------------------                  --------

                       emc                 0.004

lons of Estimates

 par-1    par-2    par-3    par-4    par-5    par-6    par-7
-------- -------- -------- -------- -------- -------- --------
   1.000
```

-0.067	0.000	0.024	0.000	1.000		
0.000	0.062	0.000	-0.069	-0.000	1.000	
0.000	0.000	0.000	-0.000	-0.000	0.000	1.000
-0.000	-0.000	-0.000	0.000	0.000	-0.000	-0.000
-0.000	-0.000	0.000	-0.000	0.000	0.000	0.000
0.000	0.000	0.000	-0.000	0.000	-0.000	-0.000
0.040	-0.000	0.002	-0.000	0.088	-0.000	-0.000
0.040	0.000	-0.097	0.000	-0.003	-0.000	-0.000
-0.000	-0.000	0.000	0.000	-0.000	0.000	-0.000
-0.006	0.000	-0.097	-0.000	0.088	0.000	0.000
-0.000	-0.000	-0.000	0.000	0.000	-0.000	-0.000

par-8	par-9	par-10	par-11	par-12	par-13	par-14
1.000						
-0.064	1.000					
0.070	-0.032	1.000				
0.000	0.000	-0.000	1.000			
-0.000	0.000	-0.000	0.001	1.000		
-0.000	0.000	-0.000	0.000	0.000	1.000	
0.000	-0.000	0.000	0.004	0.005	0.000	1.000
-0.000	0.000	-0.000	0.000	0.000	0.000	0.000

par-15
1.000

of models

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	15	0.000	0		
turated model	15	0.000	0		
endence model	5	28.493	10	0.002	2.849

Model	RMR	GFI	AGFI	PGFI
Default model	0.000	1.000		
turated model	0.000	1.000		
endence model	0.006	0.995	0.992	0.663

Model	DELTA1 NFI	RHO1 RFI	DELTA2 IFI	RHO2 TLI	CFI
Default model	1.000		1.000		1.000
turated model	1.000		1.000		1.000
endence model	0.000	0.000	0.000	0.000	0.000

Model	PRATIO	PNFI	PCFI
Default model	0.000	0.000	0.000
turated model	0.000	0.000	0.000
endence model	1.000	0.000	0.000

Model	NCP	LO 90	HI 90
Default model	0.000	0.000	0.000
turated model	0.000	0.000	0.000
endence model	18.493	6.210	38.403

Model	FMIN	F0	LO 90	HI 90
Default model	0.000	0.000	0.000	0.000
turated model	0.000	0.000	0.000	0.000
endence model	0.013	0.009	0.003	0.018

Model	RMSEA	LO 90	HI 90	PCLOSE
endence model	0.030	0.017	0.043	0.996

Model	AIC	BCC	BIC	CAIC

Model	ECVI	LO 90	HI 90	MECVI
Default model	0.014	0.014	0.014	0.014
Saturated model	0.014	0.014	0.014	0.014
dependence model	0.018	0.012	0.028	0.018

Model	HOELTER .05	HOELTER .01
Default model		
dependence model	1359	1722

tion time summary:

Minimization: 0.050
Miscellaneous: 1.980
Bootstrap: 0.000
Total: 2.030

Amos

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Chicago, IL 60615 USA
773-667-8635
Fax: 773-955-6252
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****

el11d8: 09 November 2000 12:57

del contains the following variables

emd	observed	endogenous
inforic8	observed	exogenous
soin8	observed	exogenous
equnew	observed	exogenous
exper8	observed	exogenous
error	unobserved	exogenous

Number of variables in your model:	6
Number of observed variables:	5
Number of unobserved variables:	1
Number of exogenous variables:	5
Number of endogenous variables:	1

of Parameters

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed:	1	0	0	0	0	1
Labeled:	0	0	0	0	0	0
Unlabeled:	4	6	5	0	0	15
Total:	5	6	5	0	0	16

Model is recursive.

ze: 2115

fault model

tion of degrees of freedom

Number of distinct sample moments:	15
Number of distinct parameters to be estimated:	15
Degrees of freedom:	0

0	4.7e+000	0.0000e+000	1.00e+004	5.41999099558e+002	0	1.00e+004
0	3.0e+000	0.0000e+000	4.44e-001	7.02557332406e+001	2	0.00e+000
0	2.6e+000	0.0000e+000	1.42e-001	2.79308828679e+000	1	1.09e+000
0	2.5e+000	0.0000e+000	3.85e-002	1.91588627297e-002	1	1.05e+000
0	2.5e+000	0.0000e+000	3.63e-003	1.29544484473e-006	1	1.01e+000
0	2.5e+000	0.0000e+000	3.04e-005	-3.42836870004e-013	1	1.00e+000

rn was achieved

are = -0.000
of freedom = 0
lity level cannot be computed

n Likelihood Estimates

ion Weights:

		Estimate	S.E.	C.R.	Label
emd	<---------- equnew	-0.173	0.010	-17.592	par-7
emd	<---------- exper8	-0.008	0.006	-1.372	par-8
emd	<--------- inforic8	0.051	0.060	0.849	par-9
emd	<---------- soin8	0.167	0.118	1.412	par-10

dized Regression Weights:

		Estimate
emd	<---------- equnew	-0.357
emd	<---------- exper8	-0.028
emd	<--------- inforic8	0.017
emd	<---------- soin8	0.029

nces:

		Estimate	S.E.	C.R.	Label
inforic8	<------> soin8	0.000	0.000	1.290	par-1
inforic8	<-----> equnew	-0.000	0.004	-0.000	par-2
soin8	<--------> exper8	-0.011	0.003	-3.144	par-3
soin8	<--------> equnew	0.000	0.002	0.000	par-4
inforic8	<-----> exper8	0.019	0.007	2.863	par-5
equnew	<-------> exper8	0.000	0.040	0.000	par-6

tions:

		Estimate
inforic8	<------> soin8	0.028
inforic8	<-----> equnew	-0.000
soin8	<--------> exper8	-0.069
soin8	<--------> equnew	0.000
inforic8	<-----> exper8	0.062
equnew	<-------> exper8	0.000

es:

	Estimate	S.E.	C.R.	Label
inforic8	0.029	0.001	32.512	par-11
soin8	0.007	0.000	32.512	par-12
equnew	1.075	0.033	32.512	par-13
exper8	3.155	0.097	32.512	par-14
error	0.219	0.007	32.512	par-15

Multiple Correlations:

	Estimate
emd	0.129

tions of Estimates

par-1	par-2	par-3	par-4	par-5	par-6	par-7
1.000						

urated model	30.000	30.085	138.994	129.852
ndence model	323.444	323.472	359.775	356.728

Model	ECVI	LO 90	HI 90	MECVI
efault model	0.014	0.014	0.014	0.014
urated model	0.014	0.014	0.014	0.014
ndence model	0.153	0.127	0.182	0.153

Model	HOELTER .05	HOELTER .01
efault model		
ndence model	124	157

time summary:

Minimization:	0.060
Miscellaneous:	2.580
Bootstrap:	0.000
Total:	2.640

Amos

by James L. Arbuckle

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Chicago, IL 60615 USA
773-667-8635
Fax: 773-955-6252
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****

33b8smc: 09 November 2000 12:59

l contains the following variables

emb	observed	endogenous
equ01_01	observed	exogenous
exper8	observed	exogenous
soin8	observed	exogenous
error	unobserved	exogenous

Number of variables in your model:	5
Number of observed variables:	4
Number of unobserved variables:	1
Number of exogenous variables:	4
Number of endogenous variables:	1

of Parameters

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed:	1	0	0	0	0	1
Labeled:	0	0	0	0	0	0
Unlabeled:	3	3	4	0	0	10
Total:	4	3	4	0	0	11

odel is recursive.

ze: 2115

fault model

Number of distinct parameters to be estimated: 10

Degrees of freedom: 0

3.3e+000	0.0000e+000	1.00e+004	3.03693968489e+002	0	1.00e+004
2.7e+000	0.0000e+000	5.13e-001	5.68313946846e+001	1	7.16e-001
2.4e+000	0.0000e+000	1.31e-001	3.65639538682e+000	1	1.14e+000
2.3e+000	0.0000e+000	4.71e-002	3.55596657261e-002	1	1.06e+000
2.3e+000	0.0000e+000	5.37e-003	4.53830297520e-006	1	1.01e+000
2.3e+000	0.0000e+000	6.18e-005	4.83169060317e-013	1	1.00e+000

s achieved

= 0.000
freedom = 0
y level cannot be computed

kelihood Estimates

Weights:

	Estimate	S.E.	C.R.	Label
emb <--- equ01_01	-0.270	0.024	-11.164	
emb <--- exper8	-0.006	0.005	-1.210	
emb <--- soin8	-0.069	0.108	-0.639	

ed Regression Weights:

	Estimate
emb <--- equ01_01	-0.236
emb <--- exper8	-0.026
emb <--- soin8	-0.014

s:

	Estimate	S.E.	C.R.	Label
equ01_01 <--> soin8	-0.000	0.001	-0.570	
exper8 <--> soin8	-0.011	0.003	-3.144	
equ01_01 <--> exper8	-0.019	0.015	-1.266	

ns:

	Estimate
equ01_01 <--> soin8	-0.012
exper8 <--> soin8	-0.069
equ01_01 <--> exper8	-0.028

	Estimate	S.E.	C.R.	Label
equ01_01	0.148	0.005	32.512	
exper8	3.155	0.097	32.512	
soin8	0.007	0.000	32.512	
error	0.183	0.006	32.512	

ltiple Correlations:

	Estimate
emb	0.056

models

Model	NPAR	CMIN	DF	P	CMIN/DF
fault model	10	0.000	0		
ated model	10	0.000	0		
dence model	4	134.002	6	0.000	22.334

Model	RMR	GFI	AGFI	PGFI
fault model	0.000	1.000		

Amos

by James L. Arbuckle

Version 4.01

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1507 E. 53rd Street - #452
Chicago, IL 60615 USA
773-667-8635
Fax: 773-955-6252
http://www.smallwaters.com

****

33c8: 09 November 2000 01:00

el contains the following variables

emc	observed	endogenous
equ01_01	observed	exogenous
exper8	observed	exogenous
soin8	observed	exogenous
error	unobserved	exogenous

Number of variables in your model:	5
Number of observed variables:	4
Number of unobserved variables:	1
Number of exogenous variables:	4
Number of endogenous variables:	1

of Parameters

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed:	1	0	0	0	0	1
Labeled:	0	0	0	0	0	0
Unlabeled:	3	3	4	0	0	10
Total:	4	3	4	0	0	11

model is recursive.

ize: 2115

efault model

Number of distinct sample moments: 10
Number of distinct parameters to be estimated: 10
Degrees of freedom: 0

0	2.4e+000	0.0000e+000	1.00e+004	1.07612911551e+002	0 1.00e+004
0	2.3e+000	0.0000e+000	2.49e-001	2.94835273010e+000	1 9.46e-001
0	2.2e+000	0.0000e+000	4.56e-002	1.86683048032e-002	1 1.05e+000
0	2.2e+000	0.0000e+000	4.11e-003	1.21683621757e-006	1 1.01e+000
0	2.3e+000	0.0000e+000	3.37e-005	8.93507490218e-013	1 1.00e+000

was achieved

are = 0.000
of freedom = 0
lity level cannot be computed

Likelihood Estimates

ion Weights:

	Estimate	S.E.	C.R.	Label
emc <--------- equ01_01	-0.024	0.008	-2.811	par-1
emc <---------- exper8	-0.000	0.002	-0.080	par-2
emc <---------- soin8	-0.015	0.038	-0.394	par-6

dized Regression Weights:

	Estimate
emc <--------- equ01_01	-0.061
emc <---------- exper8	-0.002
emc <---------- soin8	-0.009

nces:

	Estimate	S.E.	C.R.	Label
equ01_01 <------> soin8	-0.000	0.001	-0.570	par-3
exper8 <--------> soin8	-0.011	0.003	-3.144	par-4
equ01_01 <-----> exper8	-0.019	0.015	-1.266	par-5

tions:

	Estimate
equ01_01 <------> soin8	-0.012
exper8 <--------> soin8	-0.069
equ01_01 <-----> exper8	-0.028

es:

	Estimate	S.E.	C.R.	Label
equ01_01	0.148	0.005	32.512	par-7
exper8	3.155	0.097	32.512	par-8
soin8	0.007	0.000	32.512	par-9
error	0.022	0.001	32.512	par-10

Multiple Correlations:

	Estimate
emc	0.004

tions of Estimates

par-1	par-2	par-3	par-4	par-5	par-6	par-7
1.000						
0.028	1.000					
-0.000	0.000	1.000				
0.000	-0.000	-0.027	1.000			
-0.000	0.000	-0.068	-0.010	1.000		
0.014	0.069	0.000	-0.000	0.000	1.000	
0.000	0.000	-0.018	0.000	-0.039	-0.000	1.000
0.000	-0.000	0.003	-0.097	-0.039	-0.000	0.001
-0.000	-0.000	-0.018	-0.097	0.001	-0.000	0.000
0.000	-0.000	-0.000	0.000	-0.000	-0.000	0.000

0.005 1.000
0.000 0.000 1.000

of models

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	10	0.000	0		
Saturated model	10	0.000	0		
Independence model	4	20.004	6	0.003	3.334

Model	RMR	GFI	AGFI	PGFI
Default model	0.000	1.000		
Saturated model	0.000	1.000		
Independence model	0.007	0.995	0.992	0.597

Model	DELTA1 NFI	RHO1 RFI	DELTA2 IFI	RHO2 TLI	CFI
Default model	1.000		1.000		1.000
Saturated model	1.000		1.000		1.000
Independence model	0.000	0.000	0.000	0.000	0.000

Model	PRATIO	PNFI	PCFI
Default model	0.000	0.000	0.000
Saturated model	0.000	0.000	0.000
Independence model	1.000	0.000	0.000

Model	NCP	LO 90	HI 90
Default model	0.000	0.000	0.000
Saturated model	0.000	0.000	0.000
Independence model	14.004	4.043	31.540

Model	FMIN	F0	LO 90	HI 90
Default model	0.000	0.000	0.000	0.000
Saturated model	0.000	0.000	0.000	0.000
Independence model	0.009	0.007	0.002	0.015

Model	RMSEA	LO 90	HI 90	PCLOSE
Independence model	0.033	0.018	0.050	0.951

Model	AIC	BCC	BIC	CAIC
Default model	20.000	20.047	90.431	86.568
Saturated model	20.000	20.047	90.431	86.568
Independence model	28.004	28.023	56.177	54.631

Model	ECVI	LO 90	HI 90	MECVI
Default model	0.009	0.009	0.009	0.009
Saturated model	0.009	0.009	0.009	0.009
Independence model	0.013	0.009	0.022	0.013

Model	HOELTER .05	HOELTER .01
Default model		
Independence model	133	177

on time summary:

```
nimization: 0.050
cellaneous: 1.870
 Bootstrap: 0.000
     Total: 1.920
```

Amos

by James L. Arbuckle

Version 4.01

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Chicago, IL 60615 USA
773-667-8635
Fax: 773-955-6252
http://www.smallwaters.com

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odel33d8: 09 November 2000 01:01

model contains the following variables

emd	observed	endogenous
equ01_01	observed	exogenous
exper8	observed	exogenous
soin8	observed	exogenous
error	unobserved	exogenous

Number of variables in your model:	5
Number of observed variables:	4
Number of unobserved variables:	1
Number of exogenous variables:	4
Number of endogenous variables:	1

ty of Parameters

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed:	1	0	0	0	0	1
Labeled:	0	0	0	0	0	0
Unlabeled:	3	3	4	0	0	10
Total:	4	3	4	0	0	11

he model is recursive.

e size: 2115

: Default model

on time summary:

```
   Minimization: 0.050
Miscellaneous: 2.040
    Bootstrap: 0.000
        Total: 2.090
```

Appendix 4

1:Background Information

1.1:Please state your position in the company (tick one)

☐ President ☐ Vice-President ☐ Director ☐ Vice-Director

☐ Manager ☐ Vice-Manager ☐ Supervisor ☐ Other_____
(Please specify)

2: Task Equivocality/Uncertainty

	not at all	little	neutral (Circle below)	much	very much
2.1:Most of your task involves:					
Routine repetitive tasks	1	2	3	4	5
Tasks with clearly defined outcomes	1	2	3	4	5
Working with people you are not acquainted with	1	2	3	4	5
Finding novel solutions to problems	1	2	3	4	5
2.2:Most of your task is governed by:					
Crises/Urgent Matters	1	2	3	4	5
Standard Operating Procedures	1	2	3	4	5
Well defined subject matter	1	2	3	4	5
Time pressures compare to other people	1	2	3	4	5
Rules, policies and regulations compare to other people	1	2	3	4	5
Unexpected problems/situations	1	2	3	4	5

3: Electronic mail experience:

3.1: I have used computer for _____(years)

3.2: I have used E-Mail for _____(years)

3.3: Percent of people I deal with outside my work group who use electronic mail _____%

3.4: The number of hours per day I spend using electronic mail is _____(hours)

3.5: Indicate the degree of my work experience on the scale;

(Tick one)

very inexperience	moderately inexperience	neutral	moderately experience	very experience
☐	☐	☐	☐	☐

3.6: Indicate the degree of my E-mail experience on the scale;

(Tick one)

very inexperience	moderately inexperience	neutral	moderately experience	very experience
☐	☐	☐	☐	☐

4: Information Richness of E-Mail

Please indicate how you feel about the following strategies on each media .

4.1:The following media have the attribute to provide instant feedback, allowing a more interactive discussion.

	strongly disagree	disagree	uncertain	agree	strongly agree	
Face-to-Face:	_____	_____	_____	_____	_____	(Tick one)
Telephone :	_____	_____	_____	_____	_____	(Tick one)
E-Mail :	_____	_____	_____	_____	_____	(Tick one)
Memo :	_____	_____	_____	_____	_____	(Tick one)

4.2:The following media have the richness of multiple cues, like voice inflection and body gestures or expression.

	strongly disagree	disagree	uncertain	agree	strongly agree	
Face-to-Face:	_____	_____	_____	_____	_____	(Tick one)
Telephone :	_____	_____	_____	_____	_____	(Tick one)
E-Mail :	_____	_____	_____	_____	_____	(Tick one)
Memo :	_____	_____	_____	_____	_____	(Tick one)

43:The following media have the capability to convey message very clearly.

	strongly disagree	disagree	uncertain	agree	strongly agree	
Face-to-Face:	_____	_____	_____	_____	_____	(Tick one)
Telephone :	_____	_____	_____	_____	_____	(Tick one)
E-Mail :	_____	_____	_____	_____	_____	(Tick one)
Memo :	_____	_____	_____	_____	_____	(Tick one)

4.4:The following media enable a person to convey the message with a personal touch.

	strongly disagree	disagree	uncertain	agree	strongly agree	
Face-to-Face:	_____	_____	_____	_____	_____	(Tick one)
Telephone :	_____	_____	_____	_____	_____	(Tick one)
E-Mail :	_____	_____	_____	_____	_____	(Tick one)
Memo :	_____	_____	_____	_____	_____	(Tick one)

4.5:The following media have the capability to reach many people that are geographically disperse at any one time.

	strongly disagree	disagree	uncertain	agree	strongly agree	
Face-to-Face:	_____	_____	_____	_____	_____	(Tick one)
Telephone :	_____	_____	_____	_____	_____	(Tick one)
E-Mail :	_____	_____	_____	_____	_____	(Tick one)
Memo :	_____	_____	_____	_____	_____	(Tick one)

4.6:Conversations made via the following media are recordable and modifiable.

	strongly disagree	disagree	uncertain	agree	strongly agree	
Face-to-Face:	_____	_____	_____	_____	_____	(Tick one)
Telephone :	_____	_____	_____	_____	_____	(Tick one)
E-Mail :	_____	_____	_____	_____	_____	(Tick one)
Memo :	_____	_____	_____	_____	_____	(Tick one)

4.7:Messages by the following media are able to be search and manage electronically.

	strongly disagree	disagree	uncertain	agree	strongly agree	
Face-to-Face:	_____	_____	_____	_____	_____	(Tick one)
Telephone :	_____	_____	_____	_____	_____	(Tick one)
E-Mail :	_____	_____	_____	_____	_____	(Tick one)
Memo :	_____	_____	_____	_____	_____	(Tick one)

4.8:The following media allow anyone to contribute any of their input without worrying about when the receivers is going to be free.

	strongly disagree	disagree	uncertain	agree	strongly agree	
Face-to-Face:	_____	_____	_____	_____	_____	(Tick one)
Telephone :	_____	_____	_____	_____	_____	(Tick one)
E-Mail :	_____	_____	_____	_____	_____	(Tick one)
Memo :	_____	_____	_____	_____	_____	(Tick one)

5: Communication Tasks Characteristics

You are faced with the following communication tasks. Select the medium you would use to communicate in each case by marking "X" in the appropriate box.

Task 1: The purpose of the communication is to give your subordinate a set of five cost figures that he requested last week.

a)This person in the same building.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
b)This person is outside the country.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
c)Send same message to groups of people.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
d)You are under time pressure to respond.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**

Task 2: The purpose of the communication is to let a new worker know that he/she is doing an excellent job and that you are pleased.

a)This person in the same building.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
b)This person is outside the country.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
c)Send same message to groups of people.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
d)You are under time pressure to respond.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**

Task 3: The purpose of the communication is to explain to your new secretary how you want your phone calls handled.

a)This person in the same building.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
b)This person is outside the country.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
c)Send same message to groups of people.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
d)You are under time pressure to respond.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**

Task 4: The purpose of the communication is to persuade one of your peers to stay with your firm and turn down an attractive job with another firm.

a)This person in the same building.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
b)This person is outside the country.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
c)Send same message to groups of people.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
d)You are under time pressure to respond.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**

Task 5: The purpose of the communication is to get an explanation from a peer in an other department of a complicated technical matter in which you have little formal training or experience.

a)This person in the same building.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
b)This person is outside the country.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
c)Send same message to groups of people.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**
d)You are under time pressure to respond.	☐	**Face to face**	☐	**Telephone**	☐	**E-mail**	☐	**Memo**

6:Media Choice (in general):

What % of your communications with people inside the firm are:

	Percent of your time spend % (fill in below)
On the telephone	_____
In face-to-face conversations and/or meetings	_____
Sending/receiving/processing electronic mail	_____
Writing policy memo	_____
	Total =100%

7:Email usage

Using the previous work week as a point of reference, please estimate the number of times last week that I...

	Number
Sent an E-mail message to a group of people:	
Sent an E-mail message to individual people:	
Received an E-mail message with group of people:	
Received an E-mail message addressed to me personally:	
Answered someone's previous E-mail message:	
Forwarded someone an E-mail message:	
How many messages are typically in my active mail file?	

8:Social Influence:

8.1:Using the previous work week as a point of reference, please estimate the number of times that I;

	Number
Sent E-mail message to my Superior	
Receive E-mail message from my Superior	
Forwarded E-mail message to my Superior	

Sent E mail message to my Co-worker	
Receive E mail message from my Co-worker	
Forwarded E-mail message to my Co-worker	

	(tick one)	
8.2: Does your Company have a policy to encourage E-mail use?	**Yes** ☐	**No** ☐
8.3: Does your Company offer training in E-mail use?	**Yes** ☐	**No** ☐
8.4: Does your Superior encourage you to use E-mail?	**Yes** ☐	**No** ☐
8.5: Does your Co-worker encourage you to use E-mail?	**Yes** ☐	**No** ☐
8.6: Does your superior ever express feeling or emotion using E-mail symbol like smile face ☺, sad face ☹ etc?	**Yes** ☐	**No** ☐
8.7: Does your Co-worker ever express feeling or emotion using E-mail symbol like smile ☺, sad face ☹ etc?	**Yes** ☐	**No** ☐
8.8: Does your superior ever suggest to send or receive work or non-work material through attachment of E-mail?	**Yes** ☐	**No** ☐
8.9: Does your Co-worker ever suggest to send or receive work or non-work material through attachment of E-mail?	**Yes** ☐	**No** ☐

9.1: Generally how does your superior feel about the usefulness of Email compare to other office communications?.

(Tick one)

extremely not useful	moderately not useful	neutral useful	moderately useful	extremely useful
_____	_____	_____	_____	_____

9.2: Generally how does your co-worker feel about the usefulness of Email compare to other office communications?.

(Tick one)

extremely not useful	moderately not useful	neutral useful	moderately useful	extremely useful
_____	_____	_____	_____	_____

9.3: Generally how do you feel about the usefulness of Email compare to other office communications?.

(Tick one)

extremely not useful	moderately not useful	neutral useful	moderately useful	extremely useful
_____	_____	_____	_____	_____

9.4: Generally how do you feel about the ease of use of Email?.

(Tick one)

extremely not easy to use	moderately not easy to use	neutral	moderately easy to use	extremely easy to use
_____	_____	_____	_____	_____

Thank you very much for your participation. Please use space below or next page for any comments on this study. Return completed questionnaires in the stamped envelope provided to : Mr Tanasak Krabuanrat.

Inter-Office Memorandum

To: Study participant
(Electronic mail user)

Date

From:

Location

Subject: Your help with our electronic mail study

Organisation

Researcher from Information technology management at City University Business school, London England are helping us conduct a study of electronic mail uses here at our company. The aim is to document the many uses and benefits of electronic mail. As well as examine any adverse side effects. We feel that this information will be valuable in planning future system development as well as ensuring the organisation benefit from the efficient and effective use of electronic mail.

You have been selected to participate in this study through a random sampling of electronic mail users. Your experiences make you uniquely qualified to help us establish our database on uses and impacts of electronic mail. As a community, we have been using electronic mail for a number of years in a variety of ways not yet experienced by other users of this technology. Whether you have been using electronic mail for some time, or have just begun to use it, please carefully fill out the enclosed questionnaire.

The questionnaire gathers information about the nature of your job, communication practices, uses of and attitudes toward electronic mail, possible new electronic mail features, and your background. It has been designed for easy reading and response; in pretests people averaged between 10-15 minutes to fill it out. All responses are completely confidential; results will be presented in statistical summary only.

After completing the questionnaire, return it in the enclosed envelope or send it via company mail to: Tanasak Krabuanrat. Please contact the researcher if you have any questions about the study, Tel: 2433555 Mobile: 01-8151976.

Yours sincerely

Inter-Office Memorandum

To : Study participant Date July

From: Location:

Subject: Your help with our electronic mail study Organisation

Dear Respondent,

Recently you received a questionnaire as part of our study of the electronic mail use for Manager communication choice at City University Business school, London. You were one of a select group of Managers chosen on the basis of your Position, location and whether you are an experience user of electronic mail or just a beginner. Both type of users of electronic mail were included in the survey in order to see how people pick and choose a particular media, especially electronic mail in a business environment. In order to obtain a representative cross section of Managers opinion and to ensure the integrity of the information collected, it is extremely import that everyone responds.

If you have already completed and returned the questionnaire, we thank you for your prompt attention. However, if you have not yet had a chance to complete the survey, please do so at your earliest convenience. Your contribution will help us in planning future system development and ensure that organisation efficiency will benefit as a direct result from a better informed Managers about electronic mail communication, based on the best available information. We will also keep you inform with the result finding and any publication in the journal.

Thank you for your co-operation and let us assure you again that the information you provide will be held in the strictest confidence by research team. If you have any questions, or need another copy of the questionnaire, please feel free to contact the researcher, Tanasak Krabuanrat, Tel: 2433555 or Mobile 01-8151972.

Yours sincerely

Questions to be answered By data.	Question No.s	What analysis for those Questions?
Organisational level Task (equivocality/uncertainty)	1.1,2.1,2.2	-higher level manager tend to face more equivocal task. -lower level manager tend to face more task with high uncertainty.
Organisational levels Media choice (in general)	1.1,3	-higher level manager tend to rely on information rich media more i.e. face to face, telephone (ie. Oral) than lower level manager.
Organisational levels Task (equivocality/uncertainty) Information richness of media	1.1,2.1,2.2, 4.1,4.2,4.3,4.3, 4.5,4.6,4.7,4.8.	-higher level manager tend to feel that traditional medias are more information rich than new media.
Media usage sensitivity (Policy scenarios of task uncertainty/equivocality)	5	-manager will pick info rich media for task high in equivocality and lean media for task high in uncertainty.
Task (equivocality/uncertainty) Media choice (in general)	2.1,2.2,3	-info rich medium usage (i.e. face-to-face and Telephone is correlated with task high in Equivocality. Info lean medium usage (i.e. e-mail and memo) is correlated with task high in uncertainty.
Symbolic interaction (Practicality) Media choice (in general)	3,6(situation 1-5)	-practicality of situational constraint of (time, distance, pressure, accessibility and connection of communication partners to the medium) will influence media selection.
Social influence	8.1,8.2,8.3	-if the organisation have policy of using e-mail Hence it will influence you to use it.
	8.1,8.4,8.5	-if your superior or co-worker encourage you to use e-mail ,hence it will influence you to use it.
	8.1,8.6,8.7	-if your superior or co-worker express feeling or emotion using e-mail symbol then it will influence you to use e-mail more.
	8.1,8.8,8.9	-if your superior or co-worker ever suggest to send or receive work or non-work through e-mail then it will influence you to use it more.
	8.9.1	-if your superior or co-worker find e-mail useful hence it will influence you to use it more.
E-mail experience	7-7.9.2	-the more experience you are with e-mail the More likely hood that you will use it.
	7-7.9.2,4.1-4.8	-the more experience you are with e-mail the more info rich you will perceive the medium to be.
E-mail usefulness	8.9.2,7.8	-the more you find e-mail useful the more you will use it.
E-mail ease of use	8.9.3,7.8	-if user find email easy to use hence high usage level.

Appendix 5

TEXT BOUND INTO THE SPINE

NO.	TITLE	SECTOR	COMPANY	ADDRESS
3	Plant Manager	Manufacturing	Charoenchai Transformer Co.,Ltd	443/3 Moo 4, Soi Pracha-Uthit 21, Pracha-Uthit Rd., Rajburana, Bangkok 10140
2	Senior Executive Vice President	Manufacturing	Thai Plastic and Chemical Plc.	191 Asia Sathorn Bldg., South Sathorn Rd., Bangkok 10120
5	Assistant Manager / Citigold	Finance	Citibank, N.A.	82 North Sathorn Rd., Bangkok 10500
5	Assistant Manager	Finance	ONE Asset Management Limited	5F. Gaysorn Place, 999 Ploenchit Rd., Bangkok 10330
5	Analyst	Finance	Jardine Fleming Thanakom Securities Ltd.	29F. Silom Complex Bldg., 191 Silom Rd., Bangkok 10500
1	Managing Director	Manufacturing	Thai Modern Plastic Industry Co.,Ltd.	58 Krungthonburi Rd., Klongsan, Bangkok 10600
1	General Manager	Manufacturing	Thai Food International Co.,Ltd.	18 Moo5, Bangsaipha, Suchartpattana, Nakornpathom
2	Chief Engineer	Property	49 Construction Management Co.,Ltd.	10 F., 75/16 Richmond Bldg., Sukumvit 26, Bangkok 10110
2	Executive Vice President / Treasury	Finance	Jardine Fleming Thanakom Securities Ltd.	29F. Silom Complex Bldg., 191 Silom Rd., Bangkok 10500
3	Finance Director	Property	Siam Sindhorn Property	130-132 Sindhorn Building, Wireless Rd., Bangkok 10330
3	Channel Manager	Manufacturing	The Coca-Cola Export Corporation Co.,Ltd	183 Regent House, Rajdamri Rd., Bangkok 10330
2	Senior Treasurer	Finance	Citibank, N.A.	82 North Sathorn Rd., Bangkok 10500
2	Vice President / Research Department	Finance	ONE Asset Management Limited	5F. Gaysorn Place, 999 Ploenchit Rd., Bangkok 10330
3	Plant Manager	Manufacturing	Colgate-Palmolive (Thailand) Ltd.	19 Off Sunthornkosa Rd., Klongtoey, Bangkok 10501
5	Relationship Manager	Finance	Standard Chartered Bank	990 Rama 4 Rd., Bangkok 10500
3	Finance Manager	Manufacturing	AMD (Thailand) Ltd.	229 Moo 4, Chaengwattana Rd., Pakkret, Nonthaburi 11120
4	Assistant Sales Manager	Manufacturing	CPAC Block Industry Co.,Ltd.	123 Moo5, Romklao Rd., Lardkrabang, bangkok 10520
3	Senior Manager	Finance	Credit Agrigole Indoseuz Bank	152 Wireless Rd., Pathumwan, Bangkok 10330
3	Barrister-at-Law	Consulting	Clifford Chance Wirot	Sindhorn Bldg Tower 3, 21F. 130-132 Wireless Rd., Bangkok 10330
5	Loan Officer	Finance	DBS Thai Dhanu Bank	393 Silom Rd., Bankok 10500
5	Relationship Manager	Finance	Citibank, N.A.	82 North Sathorn Rd., Bangkok 10500
5	Section Manager	Manufacturing	Hitachi Consumer Products Co.,Ltd.	274 Moo 9, Sukumvit Rd., Teparak, Samutprakarn 10270
1	Chief Executive Officer	Manufacturing	Karat Sanitaryware Plc.	15F. Mahathun Plaza Bldg., 888/150-153 Ploenchit Rd., Bangkok 10330
4	Manager	Finance	Credit Agrigole Indoseuz Bank	152 Wireless Rd., Pathumwan, Bangkok 10330
3	Director of Sales	Property	RS Real Estate Co.,Ltd.	407 Plathong Karat Bldg. Rachadapisek Rd., Bangkok 10310
5	Loan Officer	Finance	DBS Thai Dhanu Bank	393 Silom Rd., Bankok 10500
5	Assistant Manager	Finance	Jardine Fleming Thanakom Securities Ltd.	29F. Silom Complex Bldg., 191 Silom Rd., Bangkok 10500
5	Accounting Officer	Manufacturing	Thai Dairy Industry Co.,Ltd.	16&20F., Kian Gwan II, 140/1 Wireless Rd., Lumpini, Bangkok 10330
5	Marketing Officer	Manufacturing	Alphasource Manufacturing Solutions Co.,Ltd.	Bangkadi Industrial Park, 156 Moo 5, Tivanon Rd., Pathumthani 12000
4	Manager	Manufacturing	Petroleum Authority of Thailand	555 PTT Bldg., Vipavadee-Rangsit Rd., Bangkok 10900
4	Account Manager	Manufacturing	Oracle Systems (Thailand) Co.,Ltd.	16F. Ramaland Bldg. 952 Rama 4 Rd., Bangkok 10500
4	Section Supervisor	Manufacturing	Century Electronics & Systems Co.,Ltd.	101/78 Navanakorn Industrial Estate, Klongluang, Prathumthani 12120
5	Analyst	Finance	Jardine Fleming Thanakom Securities Ltd.	29F. Silom Complex Bldg., 191 Silom Rd., Bangkok 10500
5	Account Executive	Manufacturing	Thai Fuji Xerox Co.,Ltd.	16 Surasak Rd., Bangrak, Bangkok 10500
2	Accounting Manager	Manufacturing	CPAC Roof Tile Co.,Ltd.	1365 Pracharaj 1 Rd., Bangson, Bangkok 10800
5	Assistant Manager	Manufacturing	CPAC Block Industry Co.,Ltd.	123 Moo5, Romklao Rd., Lardkrabang, Bangkok 10520
5	Sales Executive	Property	49 Construction Management Co.,Ltd.	10 F., 75/16 Richmond Bldg., Sukumvit 26, Bangkok 10110
5	Assistant Manager	Consulting	Bangkok Capital Alliance Co.,Ltd.	12F. Capital Tower, All Seasons Place, 87/1 Wireless Rd., Pathumwan, Bangkok 10330
3	Sales Manager	Manufacturing	CPAC Block Industry Co.,Ltd.	123 Moo5, Romklao Rd., Lardkrabang, bangkok 10520
5	Assistant Manager	Finance	Bangkok Bank	333 Silom Rd., Bangkok 10500
3	Barrister-at-Law	Consulting	Clifford Chance Wirot	Sindhorn Bldg Tower 3, 21F. 130-132 Wireless Rd., Bangkok 10330
5	Sales Representative	Manufacturing	Thai Plastic and Chemical Plc.	191 Asia Sathorn Bldg., South Sathorn Rd., Bangkok 10120
3	Sales Manager	Manufacturing	Novatris (Thailand) Ltd.	159/30 Vibhavadi Rangsit Rd., Donmuang, Bangkok 10210
5	Assistant Manager	Manufacturing	AMD (Thailand) Ltd.	229 Moo 4, Chaengwattana Rd., Pakkret, Nonthaburi 11120
2	Vice President	Finance	Bank of America	Bank of America Center, 2/2 Wireless Rd., Bangkok 10330
5	Sales Executive	Manufacturing	Sahapattanapibul Co.,Ltd.	2156 New Petchburi Rd., Huaykwang, Bangkok 10310
1	President	Consulting	Engineering Management Solution Co.,Ltd.	3F, Plaza Paholyothin Place, 412/63 Paholyothin Rd., Samsennai, Bangkok 10400
5	Assistant Manager	Finance	ONE Asset Management Limited	5F. Gaysorn Place, 999 Ploenchit Rd., Bangkok 10330
5	Account Executive	Manufacturing	Oracle Systems (Thailand) Co.,Ltd.	16F. Ramaland Bldg. 952 Rama 4 Rd., Bangkok 10500
3	Senior Manager	Finance	Thai Farmers Bank	1 Soi Thai Farmers Bank, Ratburana Rd., Bangkok 10140

5	Marketing Officer	Manufacturing	Alphasource Manufacturing Solutions Co.,Ltd.	Bangkadi Industrial Park, 156 Moo 5, Tivanon Rd., Pathumthani 12000
3	Director	Consulting	Andersen Consulting Co.,Ltd.	30F. Abdulrahim Place, 990 Rama 4 rd., Bangkok 10500
5	Loan Officer	Finance	DBS Thai Dhanu Bank	393 Silom Rd., Bankok 10500
2	Senior Membership Executive	Finance	American Express (Thailand) Ltd.	388 SP Tower, Paholyothin Rd., Phayathai, Bangkok 10400
2	Chief Architect	Property	49 Construction Management Co.,Ltd.	10 F., 75/16 Richmond Bldg., Sukumvit 26, Bangkok 10110
3	Marketing & Sales Manager	Manufacturing	Alphasource Manufacturing Solutions Co.,Ltd.	Bangkadi Industrial Park, 156 Moo 5, Tivanon Rd., Pathumthani 12000
4	Section Manager	Manufacturing	Siam Strip Mill Plc.	SSP Tower, 11F, 116/36-39 Soonthornkosa Rd., Bangkok 10110
2	Vice President / Marketing Department	Finance	ONE Asset Management Limited	5F. Gaysorn Place, 999 Ploenchit Rd., Bangkok 10330
3	Sales Coordinator	Manufacturing	Pepsi-Cola (Thailand) Co.,Ltd.	163 Rajtapak Bldg. Asoke Rd., Bangkok 10110
5	Account Officer	Finance	Bangkok Bank	333 Silom Rd., Bangkok 10500
2	Deputy Managing Director	Manufacturing	Thai Modern Plastic Industry Co.,Ltd.	58 Krungthonburi Rd., Klongsan, Bangkok 10600
3	Barrister-at-Law	Consulting	Linklaters (Thailand) Ltd.	20F. Capital Tower, All Seasons Place, 87/1 Wireless Rd., Bangkok 10330
5	Sales Representative	Manufacturing	ATEC Computer Co.,Ltd.	33 F., 128/360-3 Phayathai Plaza, Rajthevee, Bangkok 10400
4	Manager	Finance	Thai Farmers Bank	1 Soi Thai Farmers Bank, Ratburana Rd., Bangkok 10140
3	Manager	Finance	Bangkok Bank	333 Silom Rd., Bangkok 10500
5	Assistant Manager	Manufacturing	Petroleum Authority of Thailand	555 PTT Bldg., Vipavadee-Rangsit Rd., Bangkok 10900
3	Manager	Finance	The Hongkong and Shianghai Banking Corporation Limited	64 Silom Rd., bangkok 10500
1	Senior Partner	Consulting	PriceWaterhouseCoopers	Bangkok City Tower, South Sathorn Rd., Bangkok 10500
2	Senior Consultant	Consulting	Greenwood Consultants Co.,Ltd.	6/117 Moo16, Srinakarin Rd., Bangplee, Samutprakarn 10540
4	Consultant	Consulting	OMNEX Co.,Ltd	17F, Unit 1709, Pacific place Bldg., Sukumvit Rd., Bangkok 10110
5	Loan Officer	Finance	Siam Commercial Bank	9 Rutchadapisek Rd., Jatujak, Bangkok 10900
3	Finance & Admin. Director	Manufacturing	Thai Modern Plastic Industry Co.,Ltd.	58 Krungthonburi Rd., Klongsan, Bangkok 10600
4	Associate / Institutional Sales	Finance	SG Asia Credit Securities Plc.	11F. Emporium Tower, 622 Sukumvit 24, Klongtoey, Bangkok 10110
4	Section Supervisor	Manufacturing	Century Electronics & Systems Co.,Ltd.	101/78 Navanakorn Industrial Estate, Klongluang, Prathumthani 12120
3	Assistant Vice President	Finance	Bank of America	Bank of America Center, 2/2 Wireless Rd., Bangkok 10330
5	Credit Officer	Finance	Thai Farmers Bank	1 Soi Thai Farmers Bank, Ratburana Rd., Bangkok 10140
2	Senior Consultant	Consulting	Greenwood Consultants Co.,Ltd.	6/117 Moo16, Srinakarin Rd., Bangplee, Samutprakarn 10540
5	Asset Manager	Consulting	Bangkok Capital Alliance Co.,Ltd.	12F. Capital Tower, All Seasons Place, 87/1 Wireless Rd., Pathumwan, Bangkok 10330
5	Marketing Officer	Finance	AJF Asset Management Ltd.	8A Ploenchit Tower, 898 Ploenchit Rd., Bangkok 10330
3	Barrister-at-Law	Consulting	Clifford Chance Wirot	Sindhorn Bldg Tower 3, 21F. 130-132 Wireless Rd., Bangkok 10330
5	Relationship Manager	Finance	Citibank, N.A.	82 North Sathorn Rd., Bangkok 10500
3	Barrister-at-Law	Consulting	Clifford Chance Wirot	Sindhorn Bldg Tower 3, 21F. 130-132 Wireless Rd., Bangkok 10330
3	Senior Analyst	Finance	ONE Asset Management Limited	5F. Gaysorn Place, 999 Ploenchit Rd., Bangkok 10330
1	Managing Director	Manufacturing	Mahajak Development Co.,Ltd.	46 Mahajak Bldg., Sukumvit Soi 3, Bangkok 10110
5	Officer	Finance	Bank of America	Bank of America Center, 2/2 Wireless Rd., Bangkok 10330
4	Sales Manager	Manufacturing	ATEC Computer Co.,Ltd.	33 F., 128/360-3 Phayathai Plaza, Rajthevee, Bangkok 10400
3	Human Resource Manager	Manufacturing	AMD (Thailand) Ltd.	229 Moo 4, Chaengwattana Rd., Pakkret, Nonthaburi 11120
4	System Engineer	Manufacturing	Siam Electrical Parts Co.,Ltd.	Bangplee Industrial Estate., 366 Moo 17, Bangna-Trad rd., KM23, Samut Prakarn 10540
2	Finance & Accounting Director	Manufacturing	Sahapattanapibul Co.,Ltd.	2156 New Petchburi Rd., Huaykwang, Bangkok 10310
5	Loan Officer	Finance	DBS Thai Dhanu Bank	393 Silom Rd., Bankok 10500
2	Vice President	Finance	Bank of America	Bank of America Center, 2/2 Wireless Rd., Bangkok 10330
2	Director/Human Resources	Consulting	PA Balanz Co.,Ltd	42 Tower Bldg., 16F Sukumvit 42, Klongtoey, Bangkok 10110
5	Analyst	Finance	Jardine Fleming Thanakom Securities Ltd.	29F. Silom Complex Bldg., 191 Silom Rd., Bangkok 10500
5	Loan Officer	Finance	DBS Thai Dhanu Bank	393 Silom Rd., Bankok 10500
3	Accounting Manager	Manufacturing	CPAC Block Industry Co.,Ltd.	123 Moo5, Romklao Rd., Lardkrabang, Bangkok 10520
5	Account Executive	Finance	American Express (Thailand) Ltd.	388 SP Tower, Paholyothin Rd., Phayathai, Bangkok 10400
5	Assistant Manager	Property	International General Construction Co.,Ltd	662/36 Sukumvit 22, Sukumvit Rd., Bangkok 10110
5	Marketing Manager	Property	Living Standard Group Co.,Ltd	Senathip Livingplace Bldg., Tivanon, Nonthaburi 11000
4	Senior Manager	Consulting	Andersen Consulting Co.,Ltd.	30F. Abdulrahim Place, 990 Rama 4 rd., Bangkok 10500
3	Senior Manager	Finance	Thai Farmers Bank	1 Soi Thai Farmers Bank, Ratburana Rd., Bangkok 10140
4	Consultant	Consulting	PriceWaterhouseCoopers	Bangkok City Tower, South Sathorn Rd., Bangkok 10500
1	President & CEO	Manufacturing	Thai Plastic and Chemical Plc.	191 Asia Sathorn Bldg., South Sathorn Rd., Bangkok 10120
5	Officer	Consulting	OMNEX Co.,Ltd	17F, Unit 1709, Pacific place Bldg., Sukumvit Rd., Bangkok 10110

5	Assistant Manager	Manufacturing	Petroleum Authority of Thailand	555 PTT Bldg., Vipavadee-Rangsit Rd., Bangkok 10900
5	Project Supervisor	Property	Quality House Co.,Ltd	38 Q.House, Convent Rd., Silom, Bangkok 10500
3	Barrister-at-Law	Consulting	Linklaters (Thailand) Ltd.	20F. Capital Tower, All Seasons Place, 87/1 Wireless Rd., Bangkok 10330
4	Consultant	Consulting	Ferrior Hodgson	Level 21/1 Sathorn City Tower, 175 South Sathorn Rd., Bangkok 10120
4	Manager	Manufacturing	Petroleum Authority of Thailand	555 PTT Bldg., Vipavadee-Rangsit Rd., Bangkok 10900
5	Assistant Manager	Property	49 Construction Management Co.,Ltd.	10 F., 75/16 Richmond Bldg., Sukumvit 26, Bangkok 10110
2	Partner	Consulting	PriceWaterhouseCoopers	Bangkok City Tower, South Sathorn Rd., Bangkok 10500
5	Sales Manager	Property	MDX Plc.	1 Wireless Rd., Pathumwan, Bangkok 10330
5	Assistant Manager	Manufacturing	Oracle Systems (Thailand) Co.,Ltd.	16F. Ramaland Bldg. 952 Rama 4 Rd., Bangkok 10500
1	Managing Director	Property	Architect Chiradorn Prasongkit Co.,Ltd.	6/17 Soi Promsri 1, Sukumvit 39, Bangkok 10110
3	Senior Consultant	Consulting	Ferrior Hodgson	Level 21/1 Sathorn City Tower, 175 South Sathorn Rd., Bangkok 10120
2	Senior Executive Vice President	Manufacturing	Thai Plastic and Chemical Plc.	191 Asia Sathorn Bldg., South Sathorn Rd., Bangkok 10120
5	Account Executive	Manufacturing	General Hospital Products Plc.	101/99 Soi 7, Navanakorn, Phaholyothin Rd., Pathumthani 12120
1	Managing Director	Manufacturing	V.K.Garment Co.,Ltd.	55 Moo 8, Phetkasem Rd., Omyai, Nakomphathom 73160
5	Manager	Consulting	PA Balanz Co.,Ltd	42 Tower Bldg., 16F Sukumvit 42, Klongtoey, Bangkok 10110
5	Sales Executive	Manufacturing	Sahapattanapibul Co.,Ltd.	2156 New Petchburi Rd., Huaykwang, Bangkok 10310
5	Assistant Manager	Finance	Jardine Fleming Thanakom Securities Ltd.	29F. Silom Complex Bldg., 191 Silom Rd., Bangkok 10500
3	QC Manager	Manufacturing	Colgate-Palmolive (Thailand) Ltd.	19 Off Sunthornkosa Rd., Klongtoey, Bangkok 10501
3	Senior Consultant	Consulting	PriceWaterhouseCoopers	Bangkok City Tower, South Sathorn Rd., Bangkok 10500
5	Assistant Manager	Manufacturing	AMD (Thailand) Ltd.	229 Moo 4, Chaengwattana Rd., Pakkret, Nonthaburi 11120
5	Assistant Manager	Manufacturing	Petroleum Authority of Thailand	555 PTT Bldg., Vipavadee-Rangsit Rd., Bangkok 10900
1	President & CEO	Manufacturing	General Hospital Products Plc.	101/99 Soi 7, Navanakorn, Phaholyothin Rd., Pathumthani 12120
5	Account Executive	Consulting	Package Business Services Co.,Ltd.	300/2 Rachadapisek Rd., Huaykwang, Bangkok 10320
5	Supervisor	Manufacturing	Colgate-Palmolive (Thailand) Ltd.	19 Off Sunthornkosa Rd., Klongtoey, Bangkok 10501
5	Project Supervisor	Property	Sino-Thai Construction Services Co.,Ltd.	28F. Sino-Thai Tower, 32/59 Sukumvit 21, Bangkok 10110
2	Vice President	Finance	Bank of America	Bank of America Center, 2/2 Wireless Rd., Bangkok 10330
2	Vice President	Consulting	Bangkok Capital Alliance Co.,Ltd.	12F. Capital Tower, All Seasons Place, 87/1 Wireless Rd., Pathumwan, Bangkok 10330
5	Dealer	Finance	The Hongkong and Shianghai Banking Corporation Limited	64 Silom Rd., Bangkok 10500
5	Supervisor	Manufacturing	CIBA Specialty Chemicals (Thailand) Ltd.	Ladkrabang Industrial Estate, 44/1 Moo4, Chalongkrung Rd., Ladkrabang, Bangkok 10540
4	Branch Manager	Property	Quality House Co.,Ltd	38 Q.House, Convent Rd., Silom, Bangkok 10500
5	Sales Representative	Manufacturing	Wattanasuk International Co.,Ltd.	606 Luang Rd., Pomprab, Bangkok 10100
5	Junior Officer	Property	Design Concept Co.,Ltd.	88/29 Soi Timland, Ngamwongwan Rd., Nonthaburi 11000
3	Brand Manager	Manufacturing	Sahapattanapibul Co.,Ltd.	2156 New Petchburi Rd., Huaykwang, Bangkok 10310
5	Sales Representative	Manufacturing	Thai Plastic and Chemical Plc.	191 Asia Sathorn Bldg., South Sathorn Rd., Bangkok 10120
1	Managing Director	Consulting	PA Balanz Co.,Ltd	42 Tower Bldg., 16F Sukumvit 42, Klongtoey, Bangkok 10110
5	Assistant Manager	Consulting	Bangkok Capital Alliance Co.,Ltd.	12F. Capital Tower, All Seasons Place, 87/1 Wireless Rd., Pathumwan, Bangkok 10330
5	Assistant Manager	Finance	The Hongkong and Shianghai Banking Corporation Limited	64 Silom Rd., Bangkok 10500
5	Account Executive	Finance	American Express (Thailand) Ltd.	388 SP Tower, Paholyothin Rd., Phayathai, Bangkok 10400
5	Supervisor	Manufacturing	CIBA Specialty Chemicals (Thailand) Ltd.	Ladkrabang Industrial Estate, 44/1 Moo4, Chalongkrung Rd., Ladkrabang, Bangkok 10540
3	Assistant Vice President	Finance	Bank of America	Bank of America Center, 2/2 Wireless Rd., Bangkok 10330
5	Assistant Manager	Manufacturing	Hitachi Consumer Products Co.,Ltd.	274 Moo 9, Sukumvit Rd., Teparak, Samutprakarn 10270
2	Director / Debt Capital Market	Finance	SG Asia Credit Securities Plc.	11F. Emporium Tower, 622 Sukumvit 24, Klongtoey, Bangkok 10110
2	Vice President	Manufacturing	General Hospital Products Plc.	101/99 Soi 7, Navanakorn, Phaholyothin Rd., Pathumthani 12120
5	Marketing Executive	Manufacturing	DHL Siamwalla Ltd.	210 Surawong Rd., Bangkok 10500
5	Assistant Manager	Consulting	Ferrior Hodgson	Level 21/1 Sathorn City Tower, 175 South Sathorn Rd., Bangkok 10120
4	Project Manager	Property	Land and House Plc.	38 Q.House, Convent Rd., Silom, Bangkok 10500
5	Assistant Manager	Manufacturing	Wattanasuk International Co.,Ltd.	606 Luang Rd., Pomprab, Bangkok 10100
1	Deputy Managing Director	Manufacturing	Nishida Gumi Co.,Ltd.	193/49-50 Lake Rajada Office Complex, 12A F. Rajadapisek Rd., Bangkok 10110
4	Manager	Property	Quality House Co.,Ltd	38 Q.House, Convent Rd., Silom, Bangkok 10500
3	Senior Consultant	Consulting	PriceWaterhouseCoopers	Bangkok City Tower, South Sathorn Rd., Bangkok 10500
5	Section Supervisor	Manufacturing	Siam Electrical Parts Co.,Ltd.	Bangplee Industrial Estate., 366 Moo 17, Bangna-Trad rd., KM23, Samut Prakarn 10540
2	Director	Manufacturing	Sahapattanapibul Co.,Ltd.	2156 New Petchburi Rd., Huaykwang, Bangkok 10310

1	Chairman	Consulting	General Electronic Commerce Services Co.,Ltd.	973 President Tower, 9F. Ploenchit Rd., Bangkok 10330
5	Loan Officer	Finance	Siam Commercial Bank	9 Rutchadapisek Rd., Jatujak, Bangkok 10900
5	Supervisor	Manufacturing	Colgate-Palmolive (Thailand) Ltd.	19 Off Sunthornkosa Rd., Klongtoey, Bangkok 10501
3	Finance & Admin. Director	Consulting	Robere & Associates (Thailand) Ltd.	13f, Sukumvit-Suite Bldg., Sukumvit 13, Bangkok 10110
5	Project Supervisor	Property	Sino-Thai Construction Services Co.,Ltd.	28F. Sino-Thai Tower, 32/59 Sukumvit 21, Bangkok 10110
5	Manager	Manufacturing	Petroleum Authority of Thailand	555 PTT Bldg., Vipavadee-Rangsit Rd., Bangkok 10900
1	President	Manufacturing	Mahajak Development Co.,Ltd.	46 Mahajak Bldg., Sukumvit Soi 3, Bangkok 10110
3	Human Resources Manager	Manufacturing	Thai Fuji Xerox Co.,Ltd.	16 Surasak Rd., Bangrak, Bangkok 10500
5	Account Executive	Consulting	Package Business Services Co.,Ltd.	300/2 Rachadapisek Rd., Huaykwang, Bangkok 10320
5	Officer	Finance	Thai Farmers Bank	1 Soi Thai Farmers Bank, Ratburana Rd., Bangkok 10140
5	Assistant Manager	Manufacturing	Thai Modern Plastic Industry Co.,Ltd.	58 Krungthonburi Rd., Klongsan, Bangkok 10600
2	First Vice President / Corporate Finance	Finance	Jardine Fleming Thanakom Securities Ltd.	29F. Silom Complex Bldg., 191 Silom Rd., Bangkok 10500
5	Analyst	Finance	Jardine Fleming Thanakom Securities Ltd.	29F. Silom Complex Bldg., 191 Silom Rd., Bangkok 10500
5	Account Executive	Finance	American Express (Thailand) Ltd.	388 SP Tower, Paholyothin Rd., Phayathai, Bangkok 10400
4	Consultant	Consulting	OMNEX Co.,Ltd	17F, Unit 1709, Pacific place Bldg., Sukumvit Rd., Bangkok 10110
5	Manager	Consulting	Andersen Consulting Co.,Ltd.	30F. Abdulrahim Place, 990 Rama 4 rd., Bangkok 10500
4	Marketing Manager	Manufacturing	ATEC Computer Co.,Ltd.	33 F., 128/360-3 Phayathai Plaza, Rajthevee, Bangkok 10400
3	Senior Consultant	Consulting	PricewaterhouseCoopers	Bangkok City Tower, 179/74-80, South Sathorn Rd., Bangkok 10120
5	Marketing Officer	Finance	ABN Amro Asia Securities Plc.	3F. Sathorn City Tower, South Sathorn Rd., Bangkok 10120
5	Sales Coordinator	Manufacturing	Thai Wire Yamazaki Co.,Ltd.	142 Pacific Two Bldg., Sukumvit 4, Bangkok
5	Sales Supervisor	Manufacturing	Siam Strip Mill Plc.	SSP Tower, 11F, 116/36-39 Soonthornkosa Rd., Bangkok 10110
5	Section Supervisor	Manufacturing	V.K.Garment Co.,Ltd.	55 Moo 8, Phetkasem Rd., Omyai, Nakornphathom 73160
1	Senior Partner	Consulting	Linklaters (Thailand) Ltd.	20F. Capital Tower, All Seasons Place, 87/1 Wireless Rd., Bangkok 10330
2	Account Director	Manufacturing	DHL Siamwalla Ltd.	210 Surawong Rd., Bangkok 10500
5	Sales Representative	Manufacturing	NCR-TRB Industry Co.,Ltd.	291 Moo1, Teparuk rd., Samutprakarn 10270
4	Marketing Manager	Finance	Bangkok Insurance Plc.	302 Silom Rd., Bangrak, Bangkok 10500
4	Quality Control Manager	Manufacturing	Siam Electrical Parts Co.,Ltd.	Bangplee Industrial Estate., 366 Moo 17, Bangna-Trad rd., KM23, Samut Prakarn 10540
5	Credit Officer	Finance	Thai Farmers Bank	1 Soi Thai Farmers Bank, Ratburana Rd., Bangkok 10140
3	Finance & Admin. Manager	Manufacturing	CIBA Specialty Chemicals (Thailand) Ltd.	Ladkrabang Industrial Estate, 44/1 Moo4, Chalongkrung Rd., Ladkrabang, Bangkok 10540
5	Relationship Manager	Finance	Standard Chartered Bank	990 Rama 4 Rd., Bangkok 10500
5	Account Executive	Consulting	Package Business Services Co.,Ltd.	300/2 Rachadapisek Rd., Huaykwang, Bangkok 10320
5	Project Supervisor	Property	Sino-Thai Construction Services Co.,Ltd.	28F. Sino-Thai Tower, 32/59 Sukumvit 21, Bangkok 10110
2	Assistant Marketing Manager	Manufacturing	Pepsi-Cola (Thailand) Co.,Ltd.	163 Rajtapak Bldg. Asoke Rd., Bangkok 10110
1	Managing Director	Property	Design Concept Co.,Ltd.	88/29 Soi Timland, Ngamwongwan Rd., Nonthaburi 11000
5	Sales Representative	Manufacturing	Thai Plastic and Chemical Plc.	191 Asia Sathorn Bldg., South Sathorn Rd., Bangkok 10120
5	Account Executive	Manufacturing	Oracle Systems (Thailand) Co.,Ltd.	16F. Ramaland Bldg. 952 Rama 4 Rd., Bangkok 10500
4	Senior Manager	Consulting	Andersen Consulting Co.,Ltd.	30F. Abdulrahim Place, 990 Rama 4 rd., Bangkok 10500
5	Loan Officer	Finance	DBS Thai Dhanu Bank	393 Silom Rd., Bankok 10500
2	Vice President	Manufacturing	CIBA Specialty Chemicals (Thailand) Ltd.	Ladkrabang Industrial Estate, 44/1 Moo4, Chalongkrung Rd., Ladkrabang, Bangkok 10540
5	Account Executive	Finance	American Express (Thailand) Ltd.	388 SP Tower, Paholyothin Rd., Phayathai, Bangkok 10400
5	Loan Officer	Finance	DBS Thai Dhanu Bank	393 Silom Rd., Bankok 10500
5	Asset Manager	Consulting	Bangkok Capital Alliance Co.,Ltd.	12F. Capital Tower, All Seasons Place, 87/1 Wireless Rd., Pathumwan, Bangkok 10330
3	Senior Consultant	Consulting	Fernor Hodgson	Level 21/1 Sathorn City Tower, 175 South Sathorn Rd., Bangkok 10120
5	Sales Supervisor	Manufacturing	Siam Strip Mill Plc.	SSP Tower, 11F, 116/36-39 Soonthornkosa Rd., Bangkok 10110
4	Senior Section Manager	Manufacturing	Thai Plastic and Chemical Plc.	191 Asia Sathorn Bldg., South Sathorn Rd., Bangkok 10120
5	Officer	Finance	Bank of America	Bank of America Center, 2/2 Wireless Rd., Bangkok 10330
1	General Manager	Manufacturing	Century Electronics & Systems Co.,Ltd.	101/78 Navanakorn Industrial Estate, Klongluang, Prathumthani 12120
5	Officer	Finance	Credit Agrigole Indoseuz Bank	152 Wireless Rd., Pathumwan, Bangkok 10330
2	Executive Vice President	Manufacturing	Karat Sanitaryware Plc.	15F. Mahathun Plaza Bldg., 888/150-153 Ploenchit Rd., Bangkok 10330
5	Marketing Consultant	Consulting	General Electronic Commerce Services Co.,Ltd.	973 President Tower, 9F. Ploenchit Rd., Bangkok 10330
2	Director	Manufacturing	M.I.Engineering Co.,Ltd.	46 Mahajak Bldg., 4F room 401, Sukumvit Soi 3, Bangkok 10110
1	Senior Partner	Consulting	Linklaters (Thailand) Ltd.	20F. Capital Tower, All Seasons Place, 87/1 Wireless Rd., Bangkok 10330
4	Project Engineer	Property	Quality House Co.,Ltd	38 Q.House, Convent Rd., Silom, Bangkok 10500

3	Senior Consultant	Consulting	Ferrior Hodgson	Level 21/1 Sathorn City Tower, 175 South Sathorn Rd., Bangkok 10120
2	Branch Manager	Finance	Siam Commercial Bank	Ramindra Branch, 66/99 Ramindra Rd., Ladprao, Bangkok 10230
5	Officer	Finance	Credit Agrigole Indoseuz Bank	152 Wireless Rd., Pathumwan, Bangkok 10330
4	Branch Manager	Property	Quality House Co.,Ltd	38 Q.House, Convent Rd., Silom, Bangkok 10500
5	Exports Division Officer	Finance	Siam Commercial Bank	Ramindra Branch, 66/99 Ramindra Rd., Ladprao, Bangkok 10230
5	Manager	Consulting	Andersen Consulting Co.,Ltd.	30F. Abdulrahim Place, 990 Rama 4 rd., Bangkok 10500
2	Executive Vice President	Manufacturing	Karat Sanitaryware Plc.	15F. Mahathun Plaza Bldg., 888/150-153 Ploenchit Rd., Bangkok 10330
5	Assistant Manager	Property	International General Construction Co.,Ltd	662/36 Sukumvit 22, Sukumvit Rd., Bangkok 10110
5	Loan Officer	Finance	Siam Commercial Bank	9 Rutchadapisek Rd., Jatujak, Bangkok 10900
2	Assistant Managing Director	Manufacturing	M.I.Engineering Co.,Ltd.	46 Mahajak Bldg., 4F room 401, Sukumvit Soi 3, Bangkok 10110
5	Assistant Manager / Funding	Finance	TISCO Finance Co., Ltd.	TISCO Tower, 48/8 North Sathorn Rd., Bangkok 10500
3	Plant Manager	Manufacturing	NCR-TRB Industry Co.,Ltd.	291 Mool, Teparuk rd., Samutprakarn 10270
5	Account Officer	Finance	Bangkok Bank	333 Silom Rd., Bangkok 10500
5	Credit Officer	Finance	Siam Commercial Bank	Ramindra Branch, 66/99 Ramindra Rd., Ladprao, Bangkok 10230
3	Director	Consulting	Andersen Consulting Co.,Ltd.	30F. Abdulrahim Place, 990 Rama 4 rd., Bangkok 10500
5	Assistant Manager / Funding	Finance	TISCO Finance Co., Ltd.	TISCO Tower, 48/8 North Sathorn Rd., Bangkok 10500
5	Credit Officer	Finance	Thai Farmers Bank	1 Soi Thai Farmers Bank, Ratburana Rd., Bangkok 10140
3	Investment Manager / Private & Corporate Funds	Finance	AJF Asset Management Ltd.	8A Ploenchit Tower, 898 Ploenchit Rd., Bangkok 10330
3	Customer Services Manager	Manufacturing	Thai Fuji Xerox Co.,Ltd.	16 Surasak Rd., Bangrak, Bangkok 10500
4	Marketing Manager / Corporate and Institution Sales	Finance	ABN Amro Asia Securities Plc.	3F. Sathorn City Tower, South Sathorn Rd., Bangkok 10120
4	Project Manager	Property	Land and House Plc.	38 Q.House, Convent Rd., Silom, Bangkok 10500
5	Account Executive	Manufacturing	Thai Fuji Xerox Co.,Ltd.	16 Surasak Rd., Bangrak, Bangkok 10500
4	Associate / Retail Sales	Finance	SG Asia Credit Securities Plc.	11F. Emporium Tower, 622 Sukumvit 24, Klongtoey, Bangkok 10110
1	Senior Partner	Consulting	PricewaterhouseCoopers	Bangkok City Tower, 179/74-80, South Sathorn Rd., Bangkok 10120
2	Senior Executive Vice President	Finance	TISCO Finance Co., Ltd.	TISCO Tower, 48/8 North Sathorn Rd., Bangkok 10500
5	Assistant Manager / Corporate Lending	Finance	TISCO Finance Co., Ltd.	TISCO Tower, 48/8 North Sathorn Rd., Bangkok 10500
3	QC Manager	Manufacturing	Colgate-Palmolive (Thailand) Ltd.	19 Off Sunthornkosa Rd., Klongtoey, Bangkok 10501
5	Supervisor	Manufacturing	Colgate-Palmolive (Thailand) Ltd.	19 Off Sunthornkosa Rd., Klongtoey, Bangkok 10501
4	Project Engineer	Property	Quality House Co.,Ltd	38 Q.House, Convent Rd., Silom, Bangkok 10500
5	Marketing Officer	Finance	ABN Amro Asia Securities Plc.	3F. Sathorn City Tower, South Sathorn Rd., Bangkok 10120
3	Marketing Manager	Finance	AJF Asset Management Ltd.	8A Ploenchit Tower, 898 Ploenchit Rd., Bangkok 10330
4	Manager	Finance	Credit Agrigole Indoseuz Bank	152 Wireless Rd., Pathumwan, Bangkok 10330
2	Partner	Consulting	PricewaterhouseCoopers	Bangkok City Tower, 179/74-80, South Sathorn Rd., Bangkok 10120
5	Credit Officer	Finance	Thai Farmers Bank	1 Soi Thai Farmers Bank, Ratburana Rd., Bangkok 10140
5	Analyst	Finance	Jardine Fleming Thanakom Securities Ltd.	29F. Silom Complex Bldg., 191 Silom Rd., Bangkok 10500
3	Consultant	Consulting	Greenwood Consultants Co.,Ltd.	6/117 Moo16, Srinakarin Rd., Bangplee, Samutprakarn 10540
4	Manager	Finance	Thai Farmers Bank	1 Soi Thai Farmers Bank, Ratburana Rd., Bangkok 10140
1	President	Consulting	General Electronic Commerce Services Co.,Ltd.	973 President Tower, 9F. Ploenchit Rd., Bangkok 10330
5	Sales Coordinator	Manufacturing	Thai Wire Yamazaki Co.,Ltd.	142 Pacific Two Bldg., Sukumvit 4, Bangkok
2	Director/Asia Operation	Consulting	OMNEX Co.,Ltd	17F, Unit 1709, Pacific place Bldg., Sukumvit Rd., Bangkok 10110
4	Purchasing Manager	Manufacturing	Thai Plastic and Chemical Plc.	191 Asia Sathorn Bldg., South Sathorn Rd., Bangkok 10120
5	Loan Officer	Finance	Siam Commercial Bank	9 Rutchadapisek Rd., Jatujak, Bangkok 10900
4	Branch Manager	Property	Quality House Co.,Ltd	38 Q.House, Convent Rd., Silom, Bangkok 10500
5	Sales Representative	Manufacturing	ATEC Computer Co.,Ltd.	33 F., 128/360-3 Phayathai Plaza, Rajthevee, Bangkok 10400
5	Marketing Officer	Finance	AJF Asset Management Ltd.	8A Ploenchit Tower, 898 Ploenchit Rd., Bangkok 10330
1	Managing Director	Manufacturing	DHL Siamwalla Ltd.	210 Surawong Rd., Bangkok 10500
5	Loan Officer	Finance	DBS Thai Dhanu Bank	393 Silom Rd., Bankok 10500
2	Senior Vice President	Property	Sino-Thai Construction Services Co.,Ltd.	28F. Sino-Thai Tower, 32/59 Sukumvit 21, Bangkok 10110
5	Manager	Consulting	Andersen Consulting Co.,Ltd.	30F. Abdulrahim Place, 990 Rama 4 rd., Bangkok 10500
5	Dealer	Finance	The Hongkong and Shianghai Banking Corporation Limited	64 Silom Rd., Bangkok 10500
4	Manager	Manufacturing	Petroleum Authority of Thailand	555 PTT Bldg., Vipavadee-Rangsit Rd., Bangkok 10900
2	Vice President	Consulting	Bangkok Capital Alliance Co.,Ltd.	12F. Capital Tower, All Seasons Place, 87/1 Wireless Rd., Pathumwan, Bangkok 10330
3	Attorney-at-Law	Consulting	Freshfields Ltd.	Sathorn City Tower, 11F. 175 South Sathorn Rd., Bangkok 10120

5	Marketing Officer	Finance	ABN Amro Asia Securities Plc.	3F. Sathorn City Tower, South Sathorn Rd., Bangkok 10120
5	Section Supervisor	Manufacturing	Siam Electrical Parts Co.,Ltd.	Bangplee Industrial Estate., 366 Moo 17, Bangna-Trad rd., KM23, Samut Prakarn 10540
3	Production Manager	Manufacturing	Siam Strip Mill Plc.	SSP Tower, 11F, 116/36-39 Soonthornkosa Rd., Bangkok 10110
2	Vice President	Manufacturing	Novatris (Thailand) Ltd.	159/30 Vibhavadi Rangsit Rd., Donmuang, Bangkok 10210
3	Senior Consultant	Consulting	PricewaterhouseCoopers	Bangkok City Tower, 179/74-80, South Sathorn Rd., Bangkok 10120
3	Treasurer	Property	Sino-Thai Construction Services Co.,Ltd.	28F. Sino-Thai Tower, 32/59 Sukumvit 21, Bangkok 10110
4	Section Manager	Manufacturing	Siam Strip Mill Plc.	SSP Tower, 11F, 116/36-39 Soonthornkosa Rd., Bangkok 10110
3	Manager	Finance	Bangkok Bank	333 Silom Rd., Bangkok 10500
4	Purchasing Manager	Property	Land and House Plc.	38 Q.House, Convent Rd., Silom, Bangkok 10500
5	Account Executive	Finance	American Express (Thailand) Ltd.	388 SP Tower, Paholyothin Rd., Phayathai, Bangkok 10400
1	Chairman	Manufacturing	Karat Sanitaryware Plc.	15F. Mahathun Plaza Bldg., 888/150-153 Ploenchit Rd., Bangkok 10330
5	Marketing Officer	Finance	Siam Commercial Bank	9 Rutchadapisek Rd., Jatujak, Bangkok 10900
3	Finance Manager	Manufacturing	General Hospital Products Plc.	101/99 Soi 7, Navanakorn, Phaholyothin Rd., Pathumthani 12120
5	Sales Executive	Property	49 Construction Management Co.,Ltd.	10 F., 75/16 Richmond Bldg., Sukumvit 26, Bangkok 10110
3	Brand Manager	Manufacturing	Sahapattanapibul Co.,Ltd.	2156 New Petchburi Rd., Huaykwang, Bangkok 10310
4	Senior Dealer	Finance	The Hongkong and Shianghai Banking Corporation Limited	64 Silom Rd., Bangkok 10500
2	Senior Membership Executive	Finance	American Express (Thailand) Ltd.	388 SP Tower, Paholyothin Rd., Phayathai, Bangkok 10400
5	Marketing Officer	Finance	ABN Amro Asia Securities Plc.	3F. Sathorn City Tower, South Sathorn Rd., Bangkok 10120
5	Sales Executive	Manufacturing	Thai Wire Yamazaki Co.,Ltd.	142 Pacific Two Bldg., Sukumvit 4, Bangkok
1	General Manager	Consulting	Package Business Services Co.,Ltd.	300/2 Rachadapisek Rd., Huaykwang, Bangkok 10320
4	Architect	Property	Architect Chiradorn Prasongkit Co.,Ltd.	6/17 Soi Promsri 1, Sukumvit 39, Bangkok 10110
2	Vice President	Finance	Bank of America	Bank of America Center, 2/2 Wireless Rd., Bangkok 10330
3	Investment Manager / Fixed Income	Finance	AJF Asset Management Ltd.	8A Ploenchit Tower, 898 Ploenchit Rd., Bangkok 10330
5	Account Executive	Consulting	Package Business Services Co.,Ltd.	300/2 Rachadapisek Rd., Huaykwang, Bangkok 10320
3	Senior Export Manageer	Manufacturing	V.K.Garment Co.,Ltd.	55 Moo 8, Phetkasem Rd., Omyai, Nakornphathom 73160
4	Manager	Property	Quality House Co.,Ltd	38 Q.House, Convent Rd., Silom, Bangkok 10500
3	Finance Director	Manufacturing	Karat Sanitaryware Plc.	15F. Mahathun Plaza Bldg., 888/150-153 Ploenchit Rd., Bangkok 10330
5	Sales Representative	Manufacturing	NCR-TRB Industry Co.,Ltd.	291 Moo1, Teparuk rd., Samutprakarn 10270
1	Managing Director	Manufacturing	Wattanasuk International Co.,Ltd.	606 Luang Rd., Pomprab, Bangkok 10100
5	Assistant Manager	Manufacturing	Oracle Systems (Thailand) Co.,Ltd.	16F. Ramaland Bldg. 952 Rama 4 Rd., Bangkok 10500
3	Sales Manager	Manufacturing	Novatris (Thailand) Ltd.	159/30 Vibhavadi Rangsit Rd., Donmuang, Bangkok 10210
5	Account Officer	Finance	Bangkok Bank	333 Silom Rd., Bangkok 10500
5	Section Supervisor	Manufacturing	V.K.Garment Co.,Ltd.	55 Moo 8, Phetkasem Rd., Omyai, Nakornphathom 73160
5	Assistant Manager	Manufacturing	Thai Modern Plastic Industry Co.,Ltd.	58 Krungthonburi Rd., Klongsan, Bangkok 10600
2	Chief Investment Officer	Finance	ONE Asset Management Limited	5F. Gaysorn Place, 999 Ploenchit Rd., Bangkok 10330
3	Production Manager	Manufacturing	V.K.Garment Co.,Ltd.	55 Moo 8, Phetkasem Rd., Omyai, Nakornphathom 73160
5	Assistant Manager	Property	49 Construction Management Co.,Ltd.	10 F., 75/16 Richmond Bldg., Sukumvit 26, Bangkok 10110
5	Assistant Manager	Manufacturing	Hitachi Consumer Products Co.,Ltd.	274 Moo 9, Sukumvit Rd., Teparak, Samutprakarn 10270
5	Marketing Consultant	Consulting	General Electronic Commerce Services Co.,Ltd.	973 President Tower, 9F. Ploenchit Rd., Bangkok 10330
1	General Manager	Manufacturing	Mahajak-Misubishi Heavy Industry Co.,Ltd.	46 Mahajak Bldg., Sukumvit Soi 3, Bangkok 10110
2	Partner	Consulting	PricewaterhouseCoopers	Bangkok City Tower, 179/74-80, South Sathorn Rd., Bangkok 10120
5	Section Manager	Manufacturing	Hitachi Consumer Products Co.,Ltd.	274 Moo 9, Sukumvit Rd., Teparak, Samutprakarn 10270
5	Officer	Consulting	OMNEX Co.,Ltd	17F, Unit 1709, Pacific place Bldg., Sukumvit Rd., Bangkok 10110
5	Assistant Manager	Manufacturing	CPAC Block Industry Co.,Ltd.	123 Moo5, Romklao Rd., Lardkrabang, Bangkok 10520
4	System Engineer	Manufacturing	Siam Electrical Parts Co.,Ltd.	Bangplee Industrial Estate., 366 Moo 17, Bangna-Trad rd., KM23, Samut Prakarn 10540
5	Operation Officer	Manufacturing	Century Electronics & Systems Co.,Ltd.	101/78 Navanakorn Industrial Estate, Klongluang, Prathumthani 12120
5	Consultant	Consulting	Linklaters (Thailand) Ltd.	20F. Capital Tower, All Seasons Place, 87/1 Wireless Rd., Bangkok 10330
5	Assistant Manager	Finance	The Hongkong and Shianghai Banking Corporation Limited	64 Silom Rd., Bangkok 10500
2	Project Coordinator	Consulting	General Electronic Commerce Services Co.,Ltd.	973 President Tower, 9F. Ploenchit Rd., Bangkok 10330
3	Manager	Manufacturing	Alphasource Manufacturing Solutions Co.,Ltd.	Bangkadi Industrial Park, 156 Moo 5, Tivanon Rd., Pathumthani 12000
5	Marketing Officer	Finance	AJF Asset Management Ltd.	8A Ploenchit Tower, 898 Ploenchit Rd., Bangkok 10330
5	Sales Executive	Manufacturing	Thai Wire Yamazaki Co.,Ltd.	142 Pacific Two Bldg., Sukumvit 4, Bangkok

5	Account Executive	Finance	American Express (Thailand) Ltd.	388 SP Tower, Paholyothin Rd., Phayathai, Bangkok 10400
2	Finance Director	Manufacturing	Siam Strip Mill Plc.	SSP Tower, 11F, 116/36-39 Soonthornkosa Rd., Bangkok 10110
5	Account Executive	Consulting	Package Business Services Co.,Ltd.	300/2 Rachadapisek Rd., Huaykwang, Bangkok 10320
3	QC Manager	Manufacturing	Colgate-Palmolive (Thailand) Ltd.	19 Off Sunthornkosa Rd., Klongtoey, Bangkok 10501
5	Relationship Manager	Finance	Standard Chartered Bank	990 Rama 4 Rd., Bangkok 10500
5	Sales Representative	Manufacturing	ATEC Computer Co.,Ltd.	33 F., 128/360-3 Phayathai Plaza, Rajthevee, Bangkok 10400

Appendix 6

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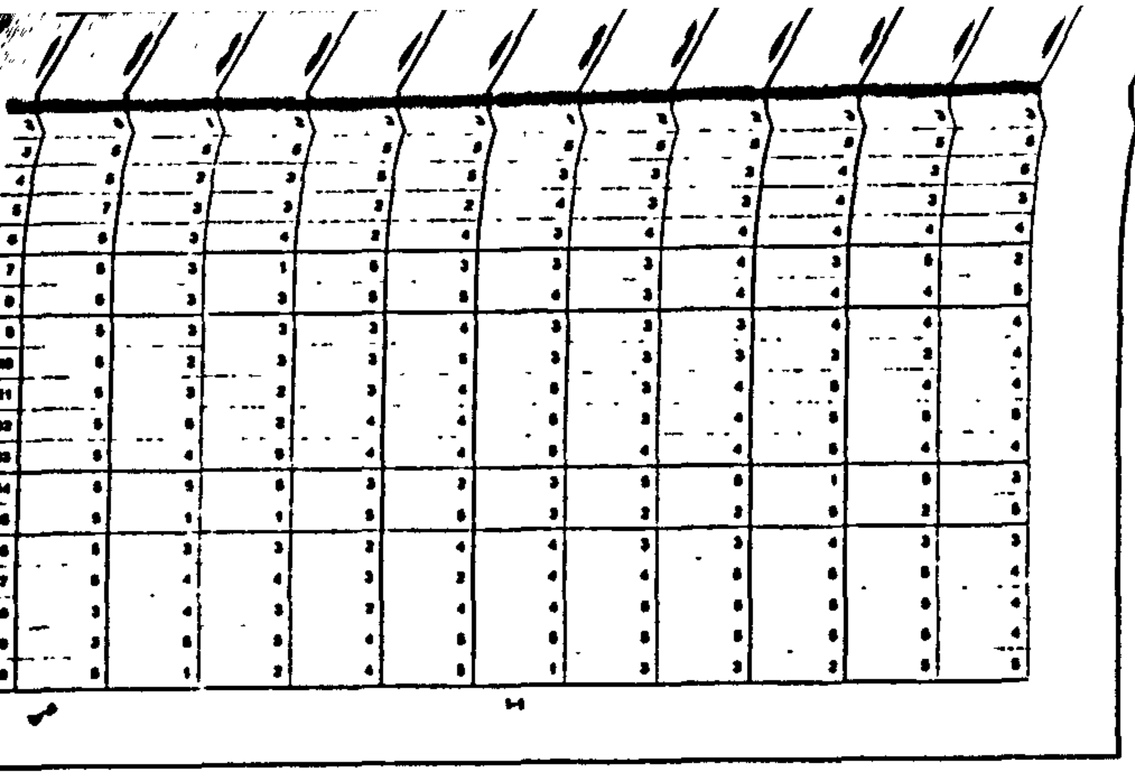
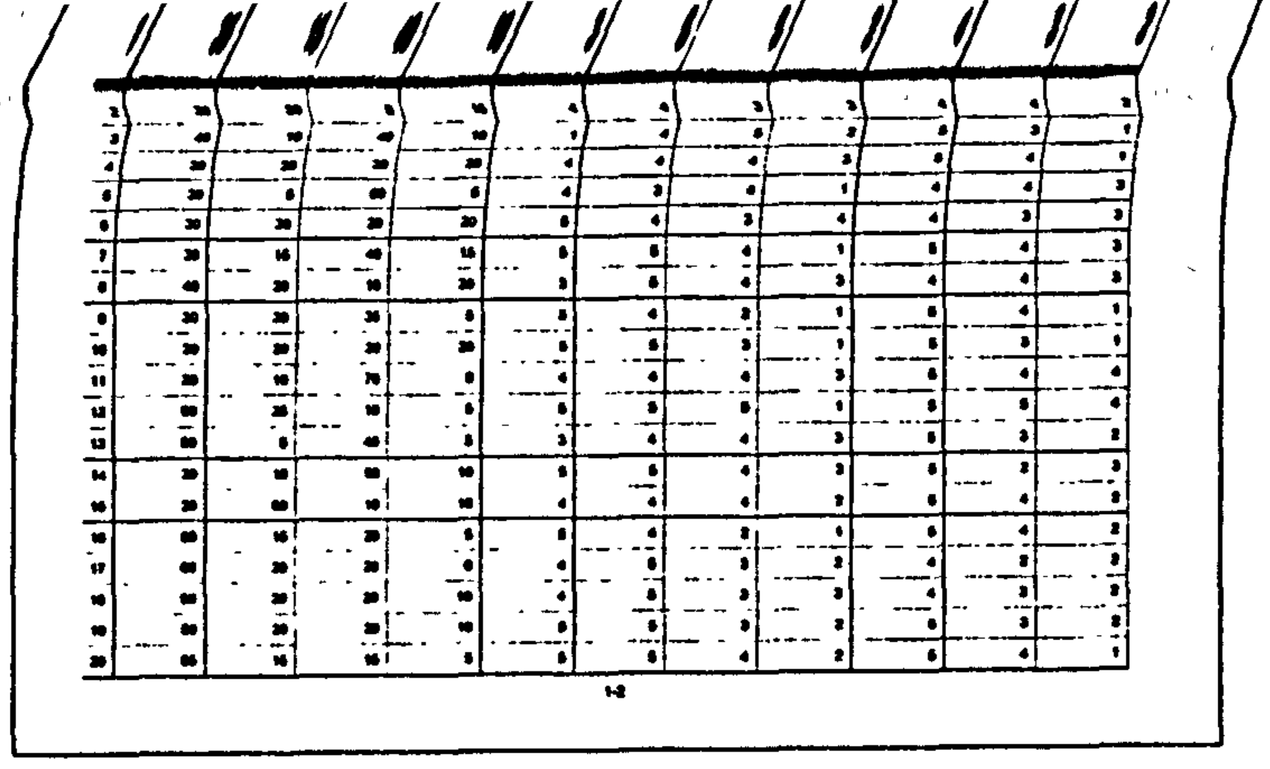
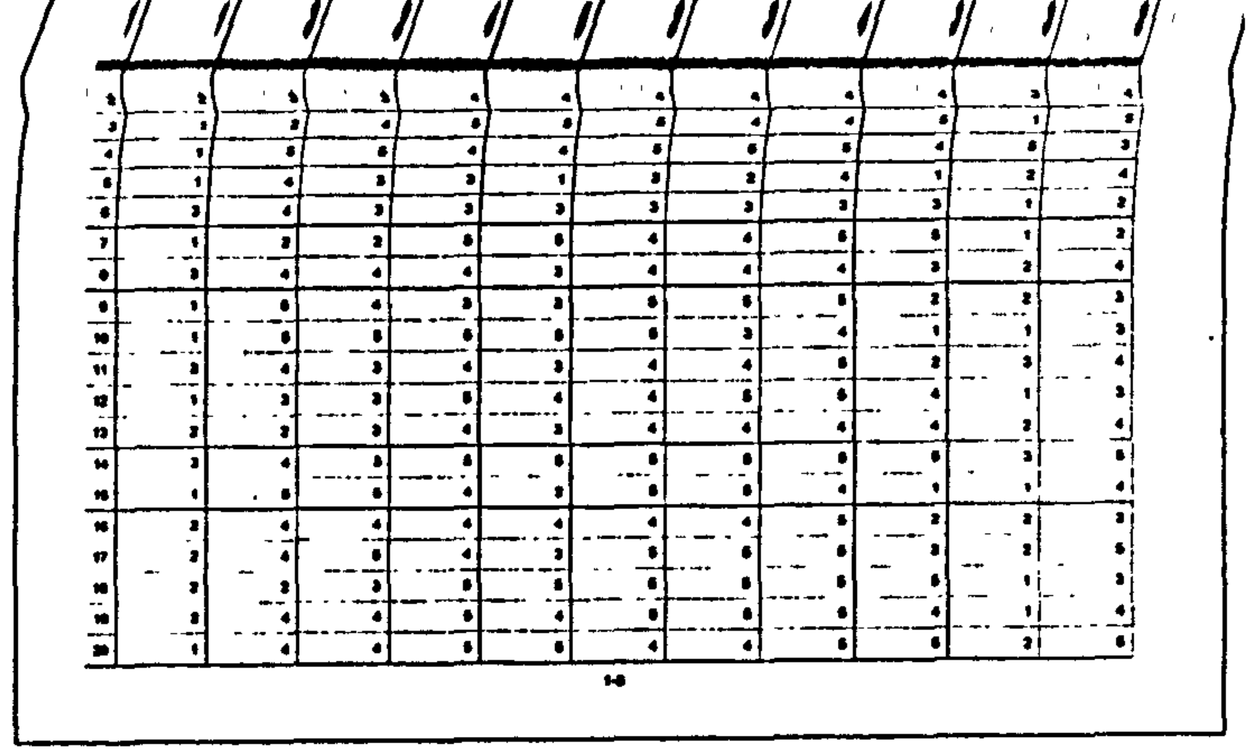
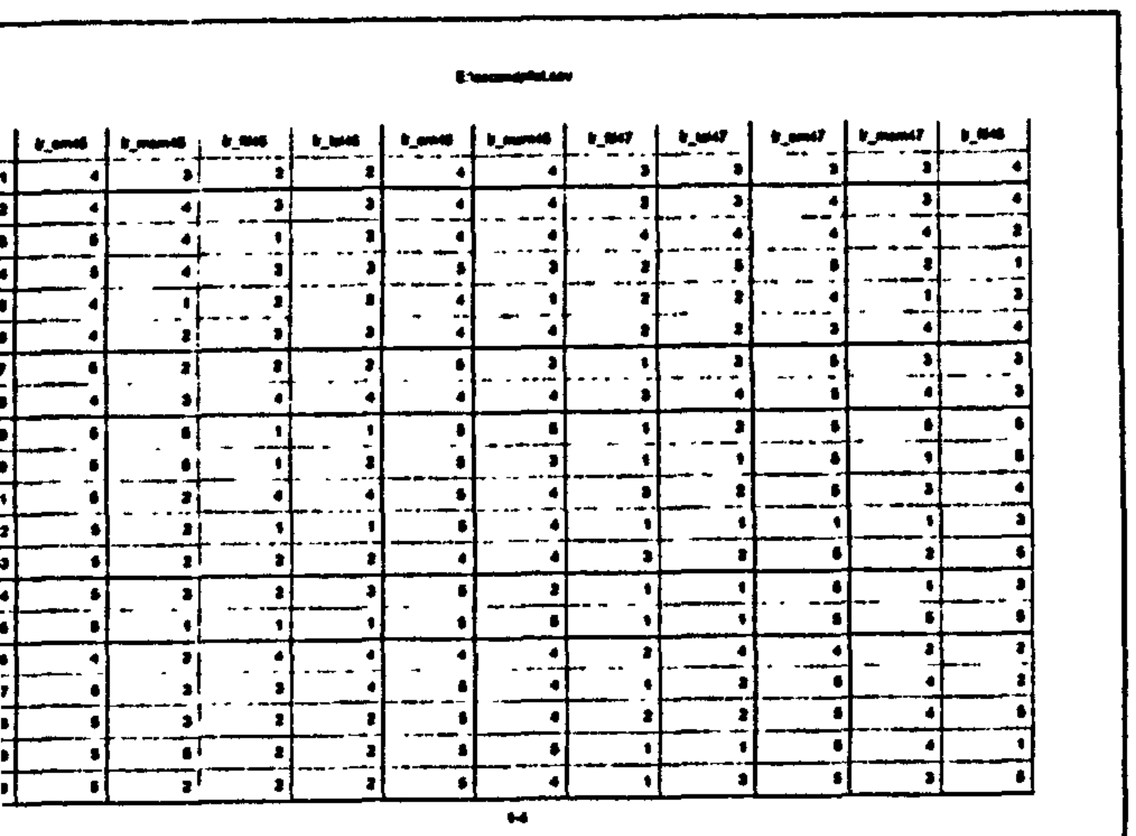
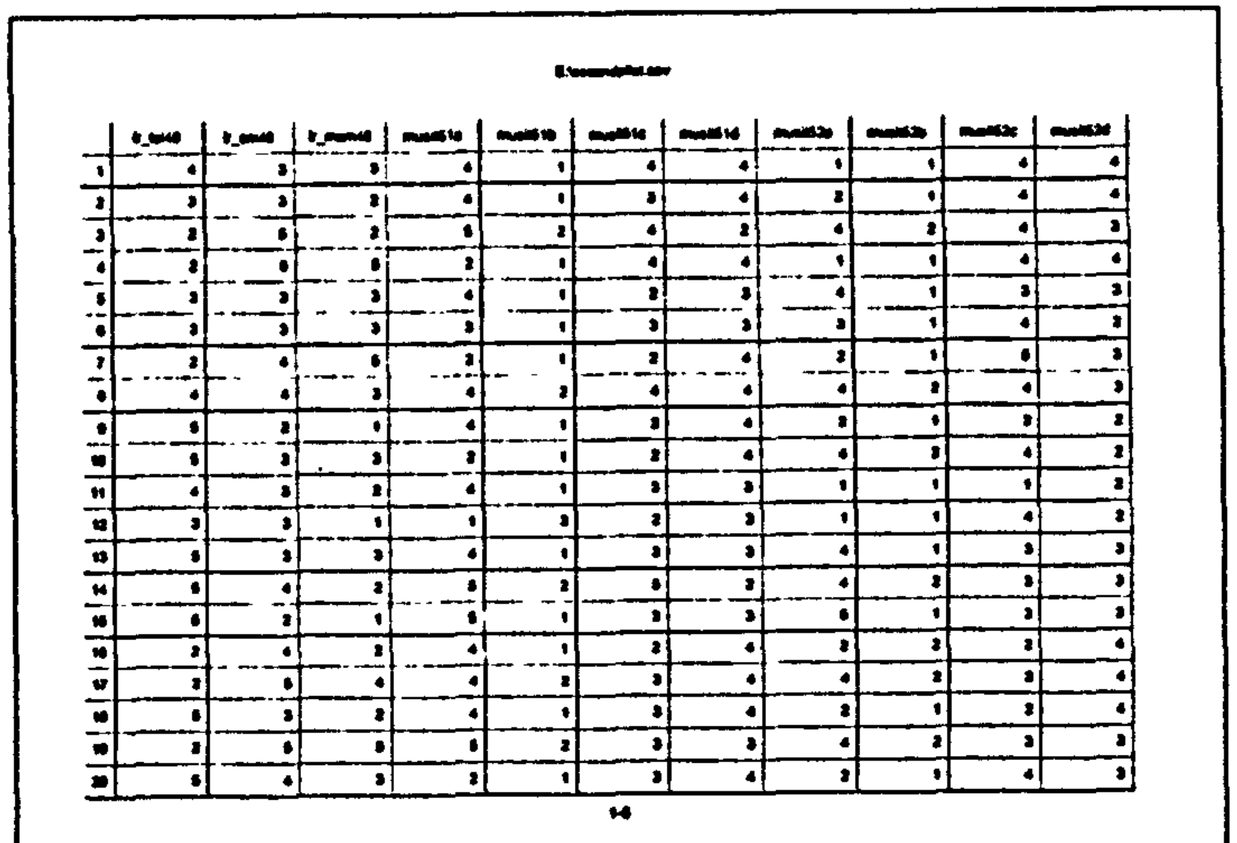
quality

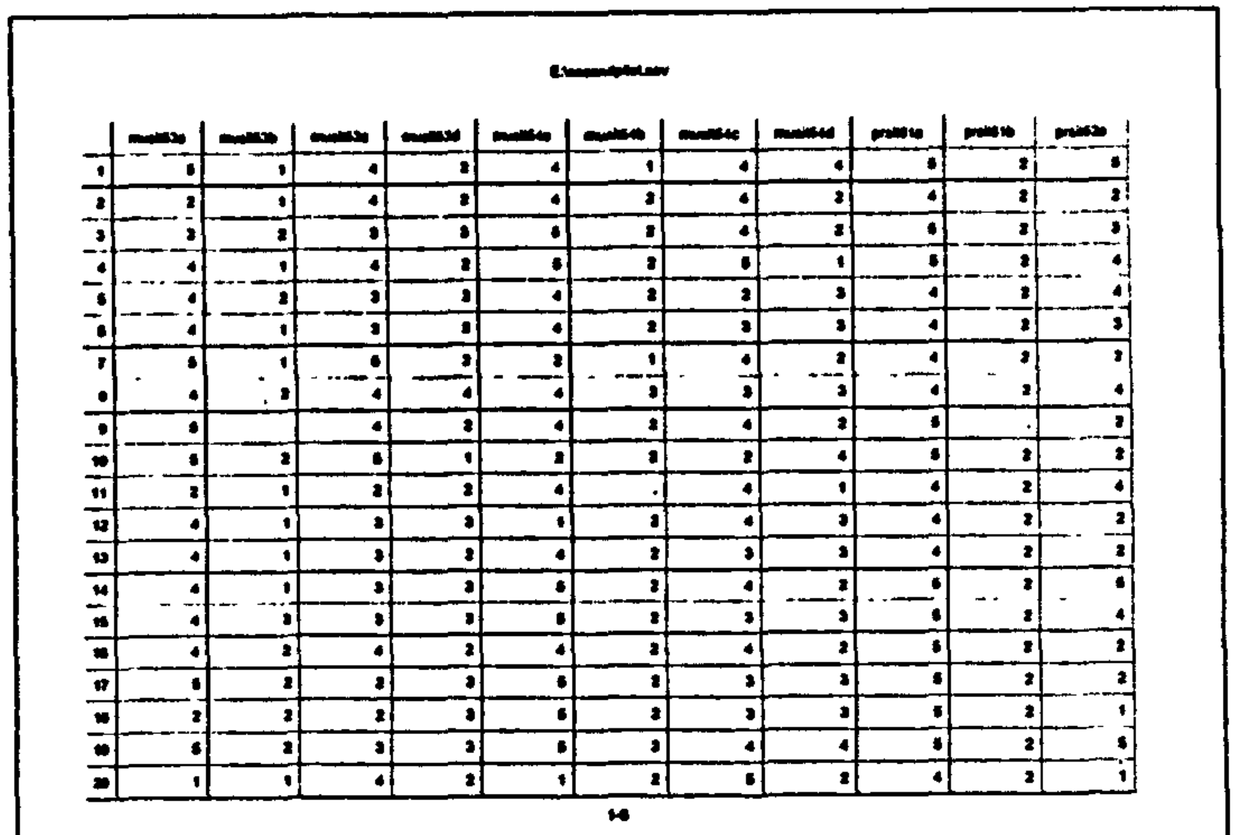


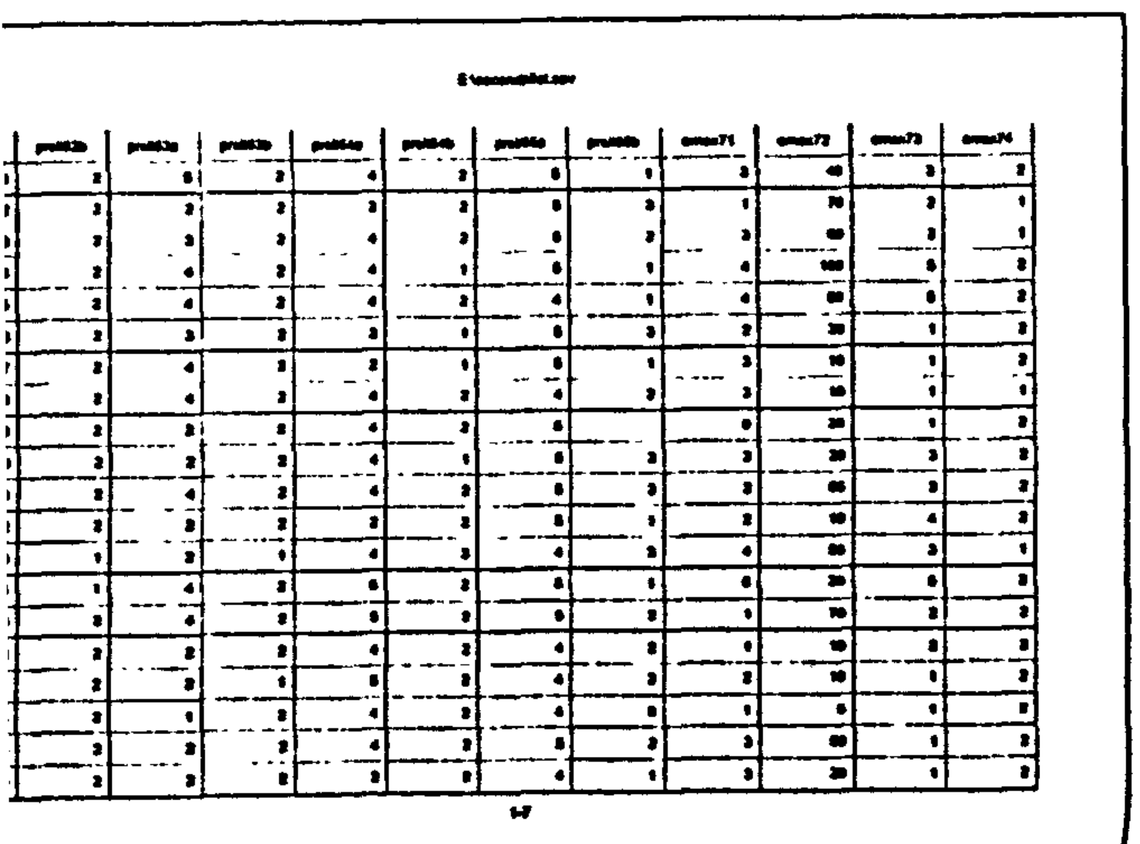


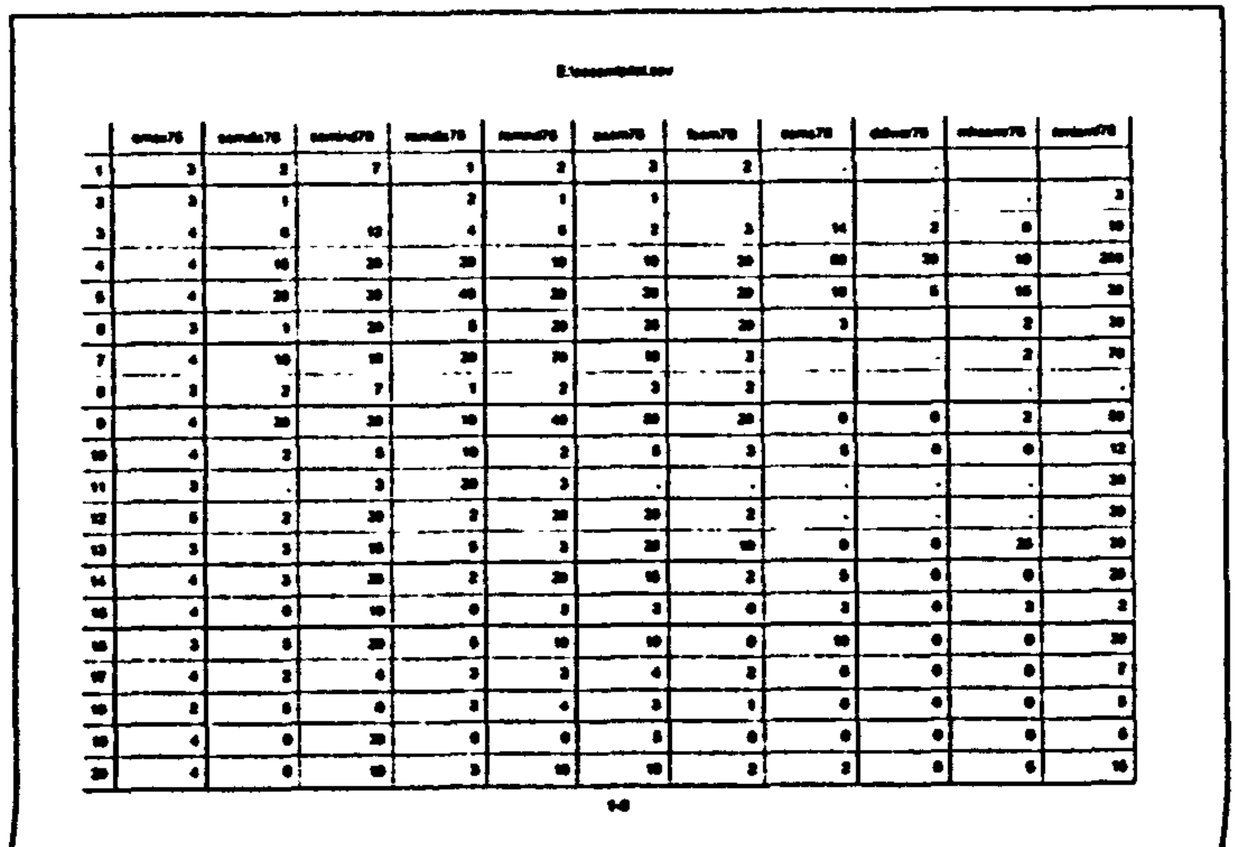


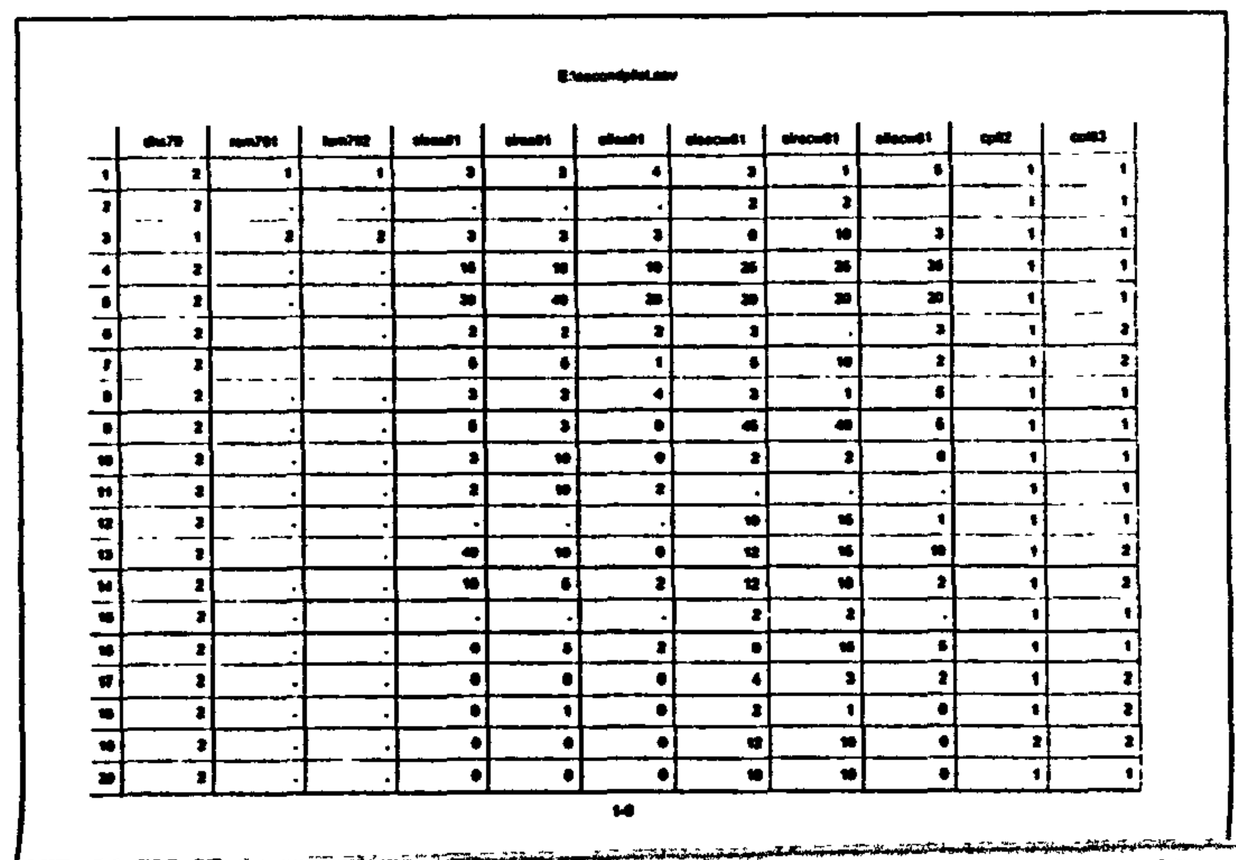


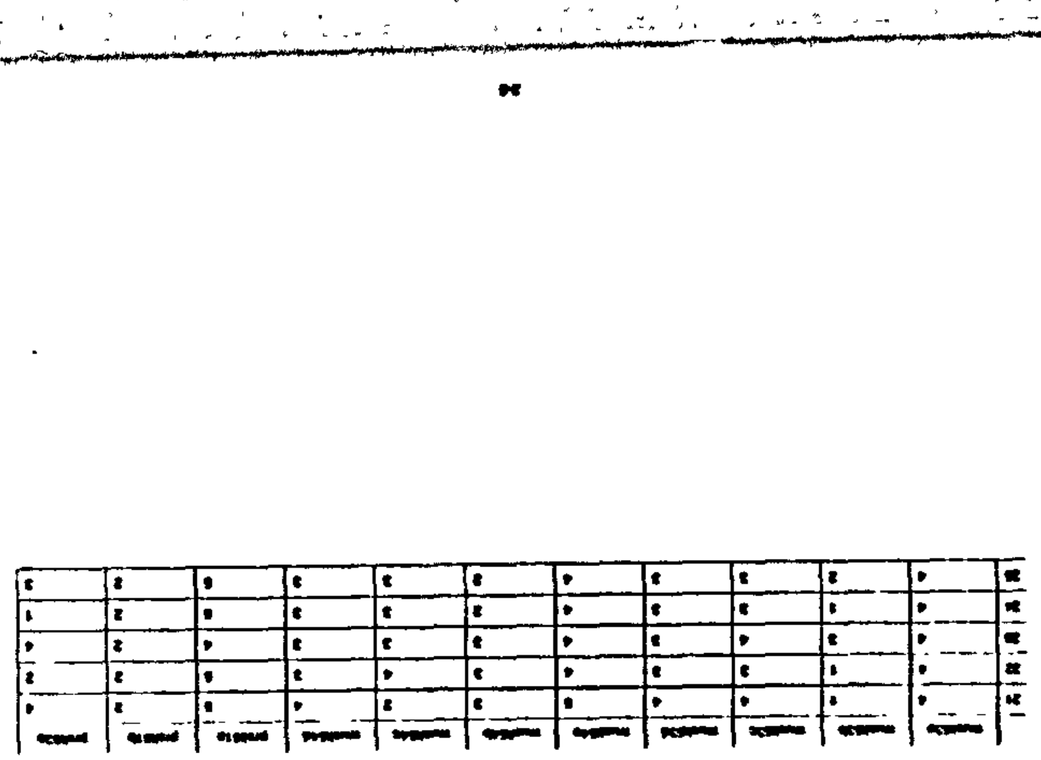


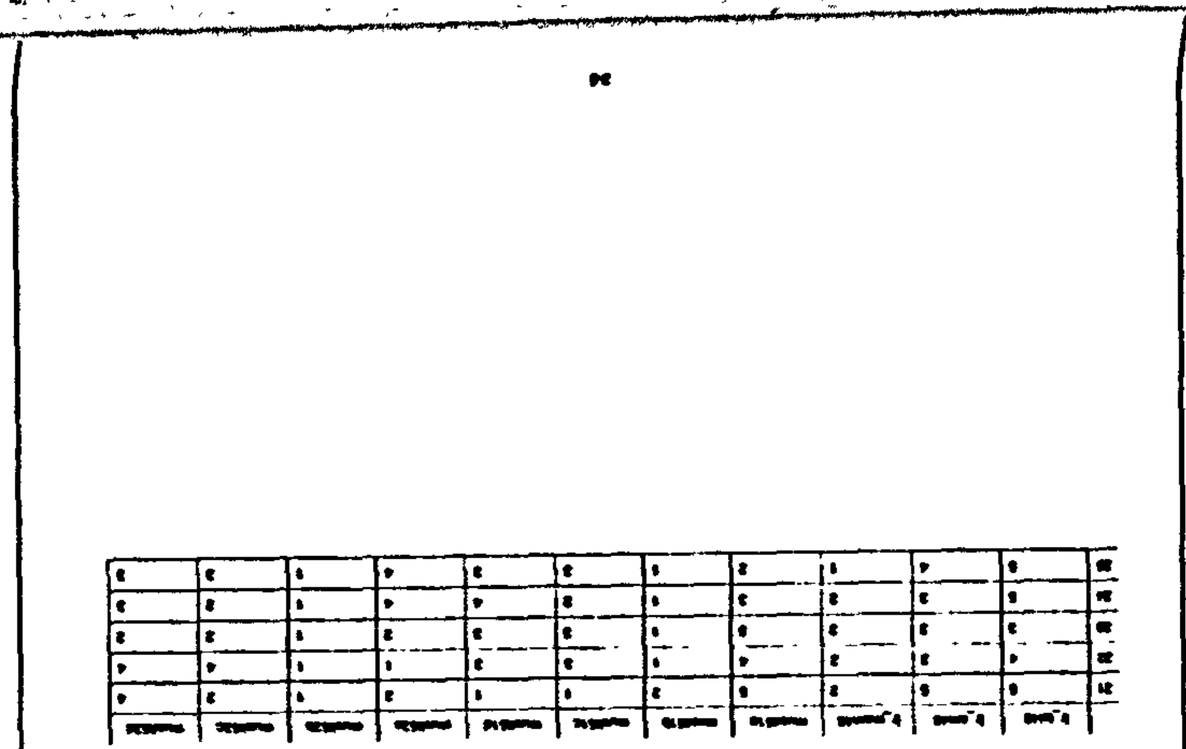


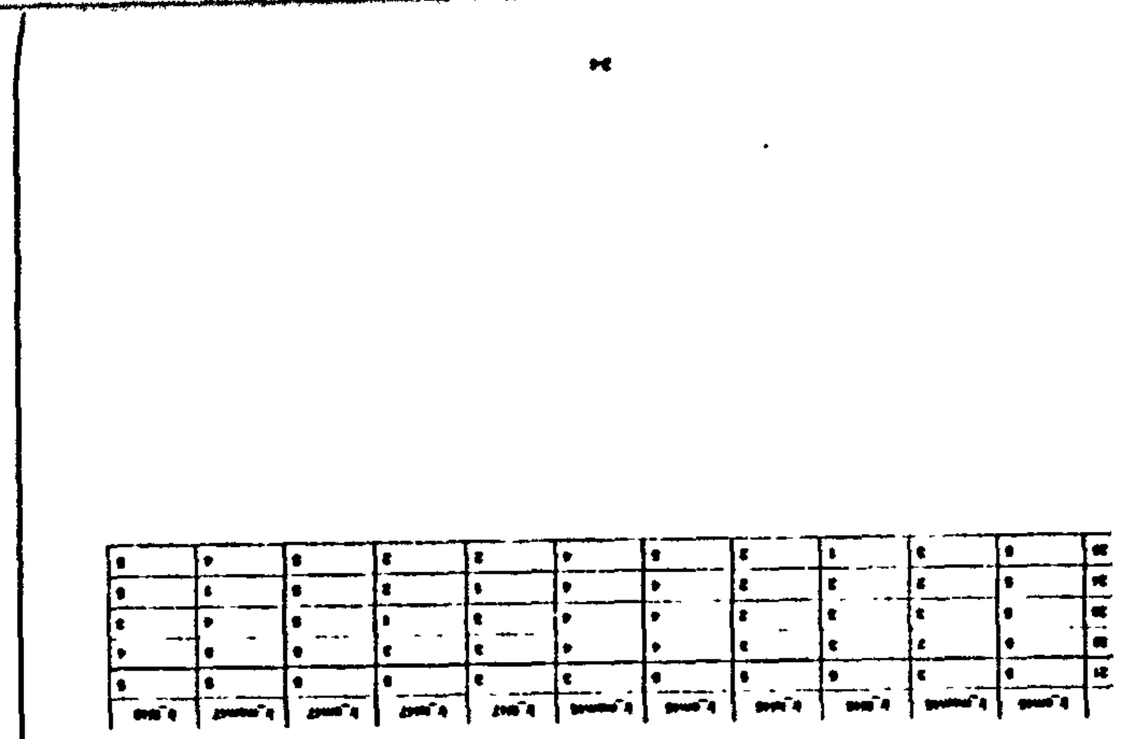
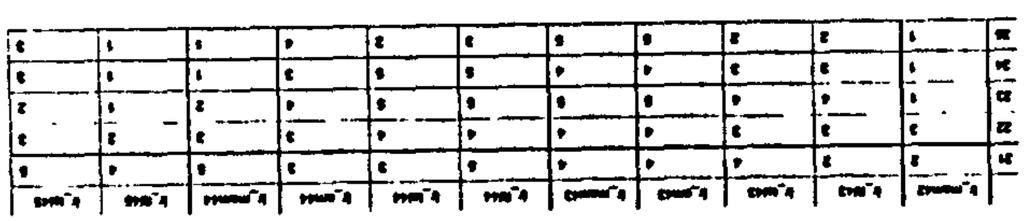


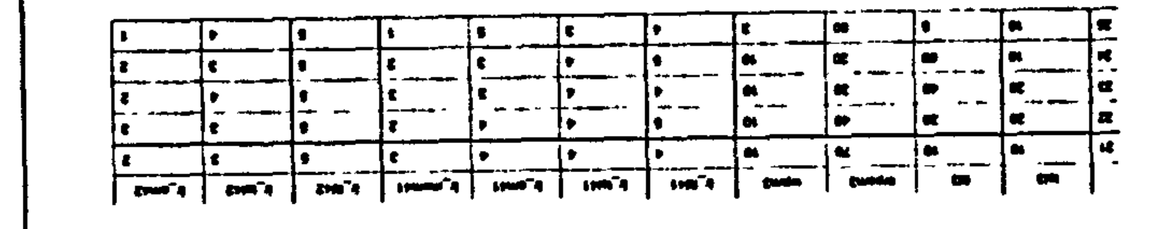


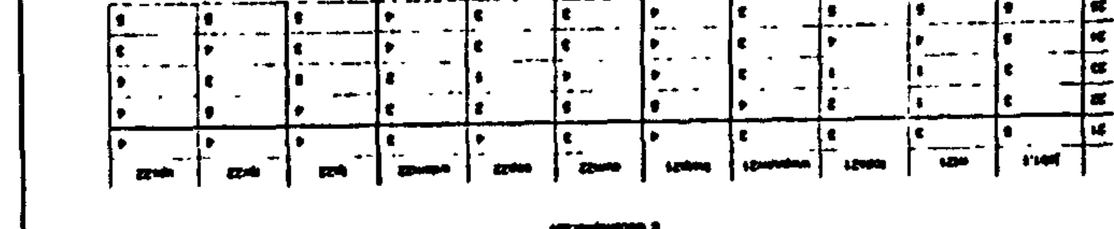


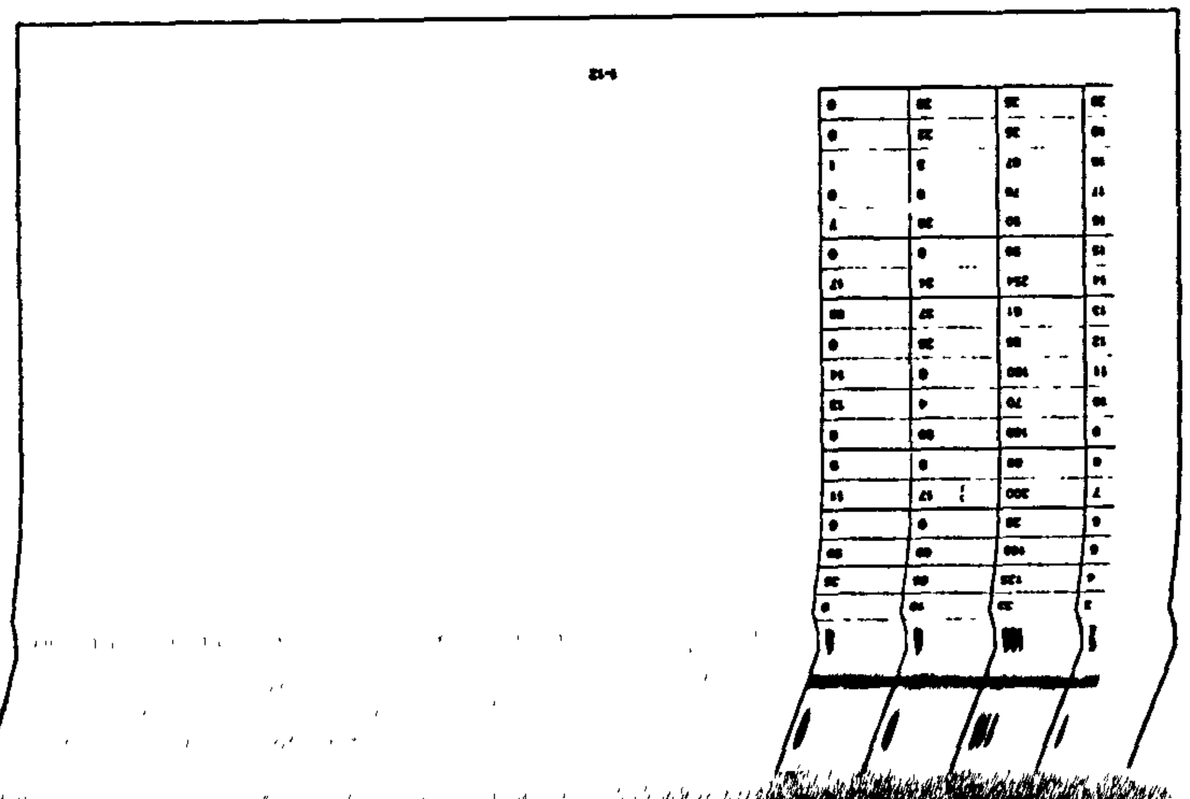


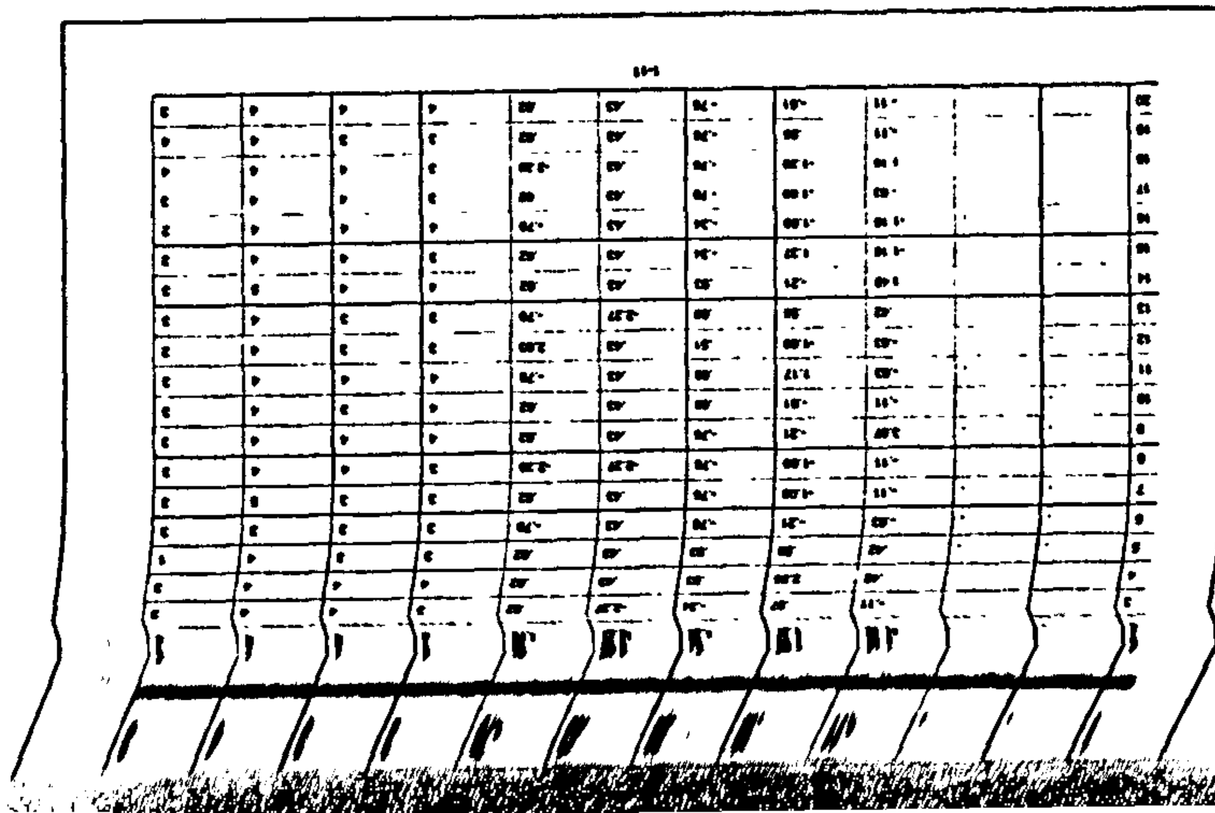


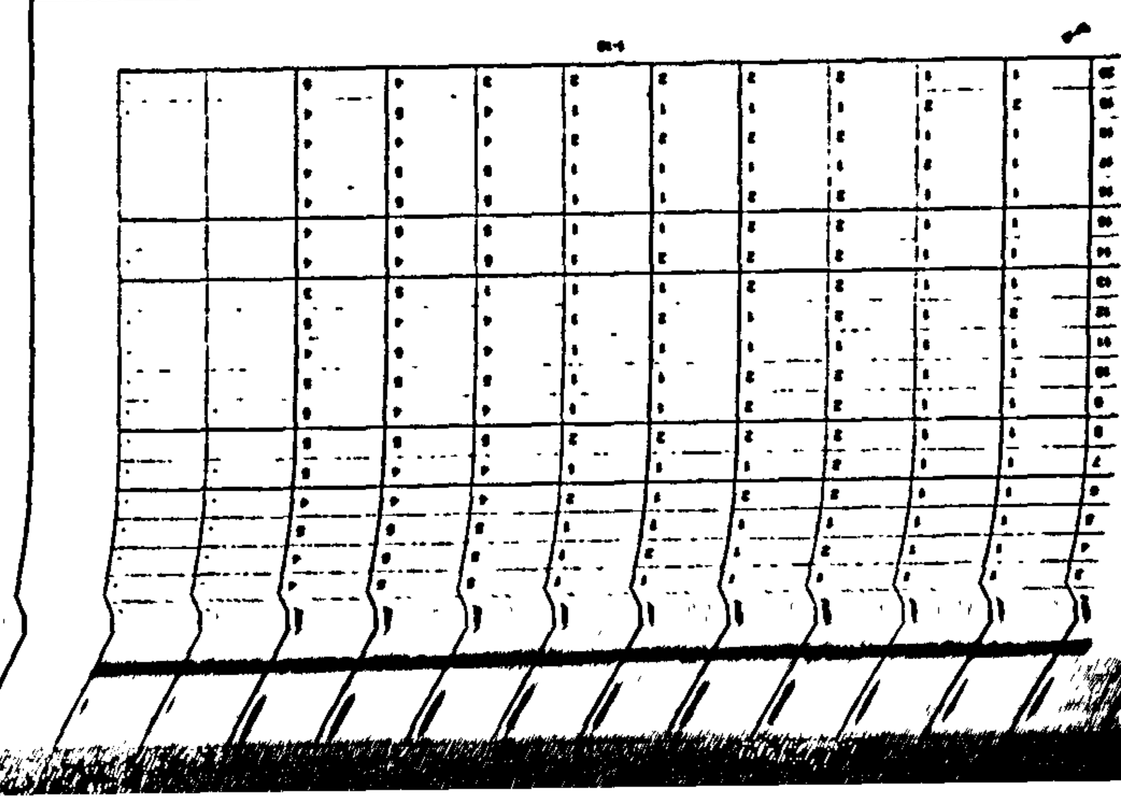


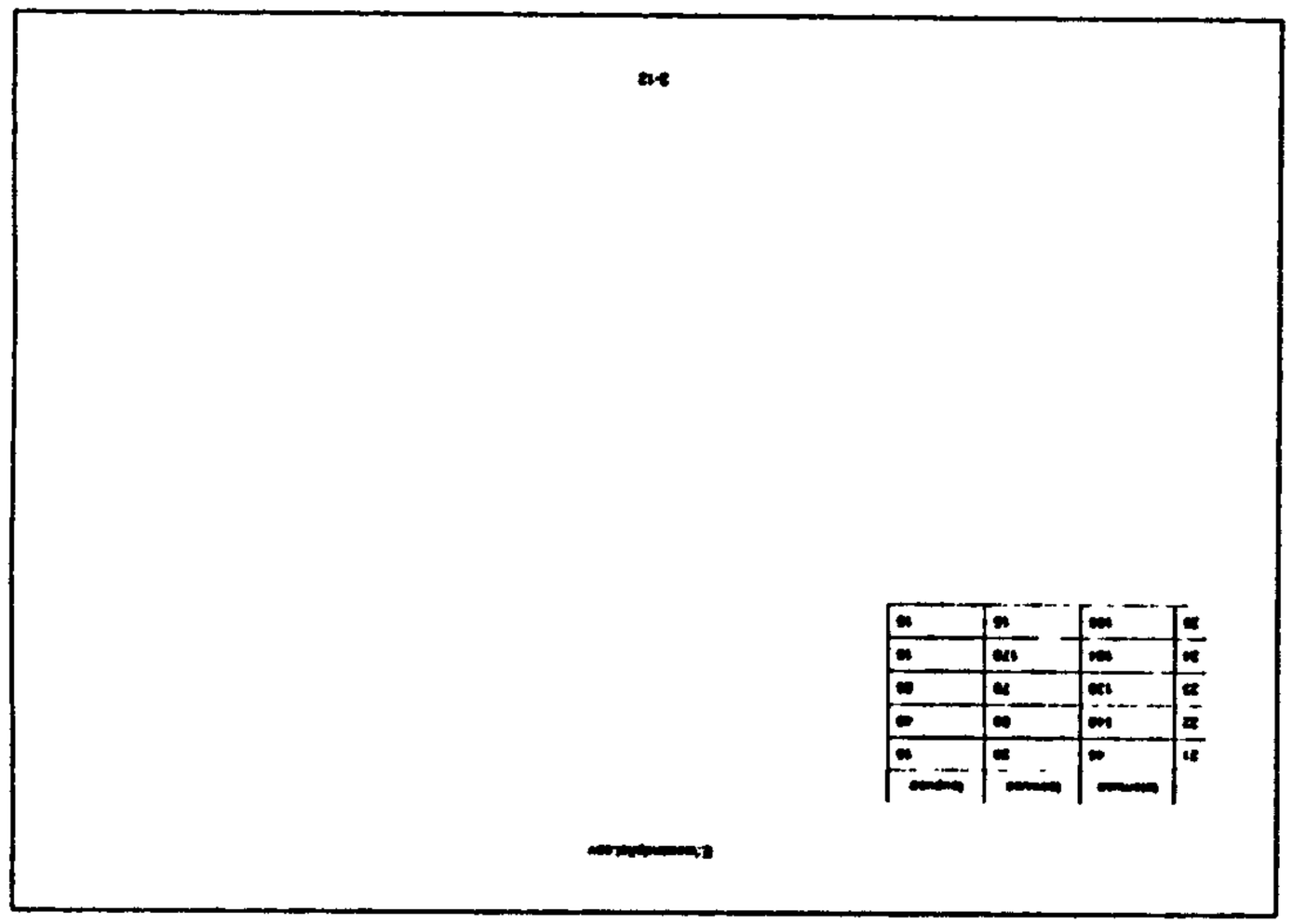


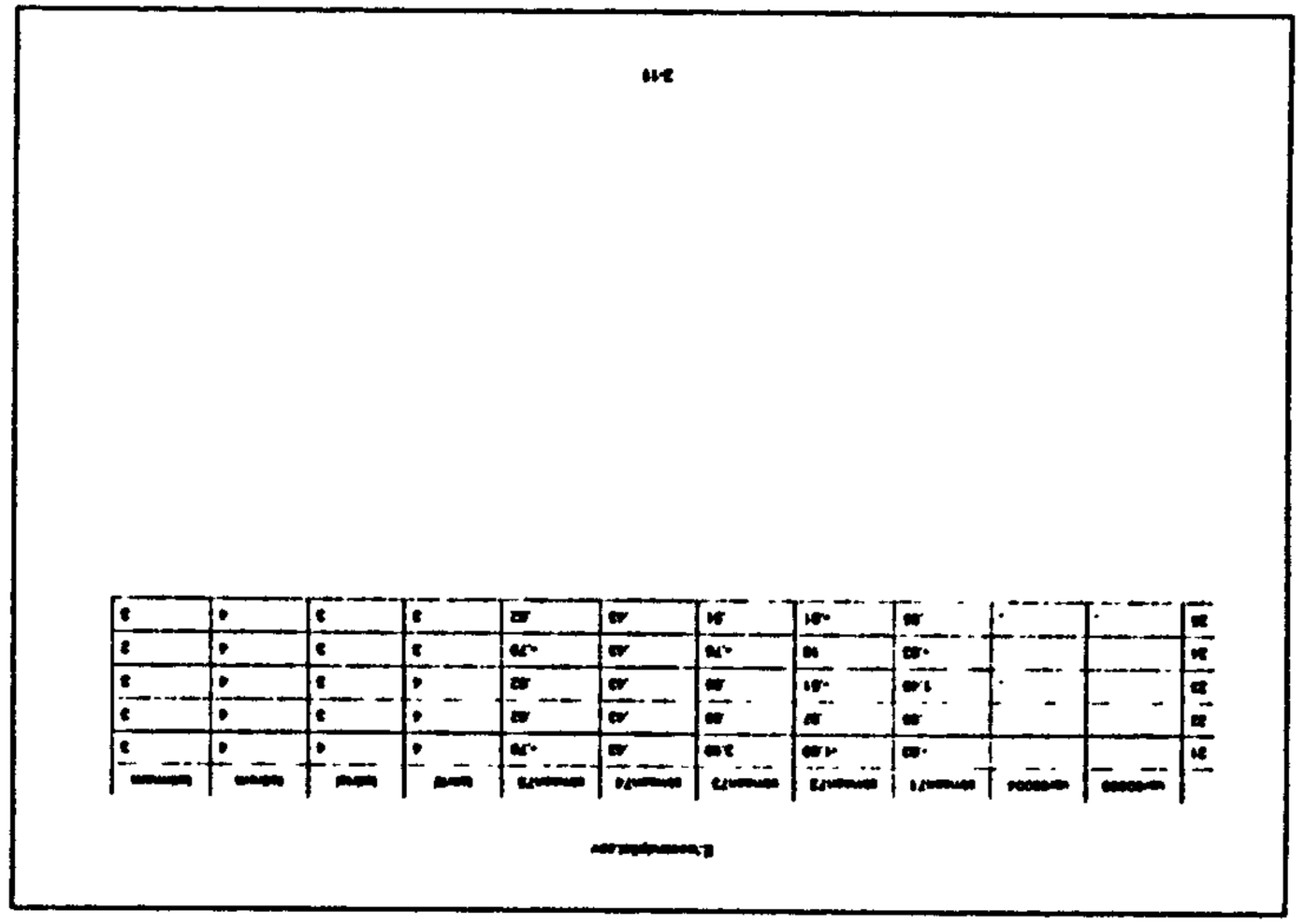


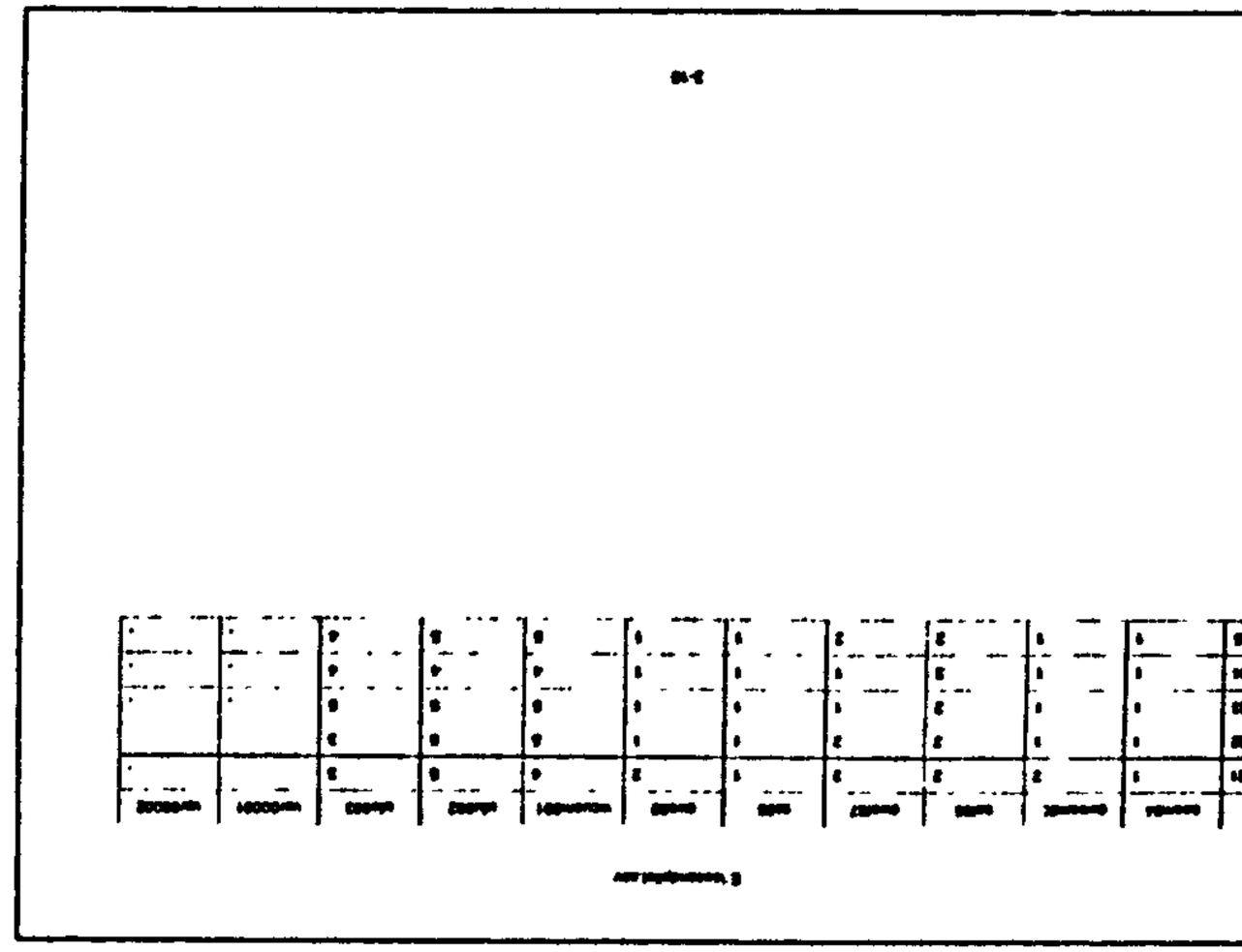


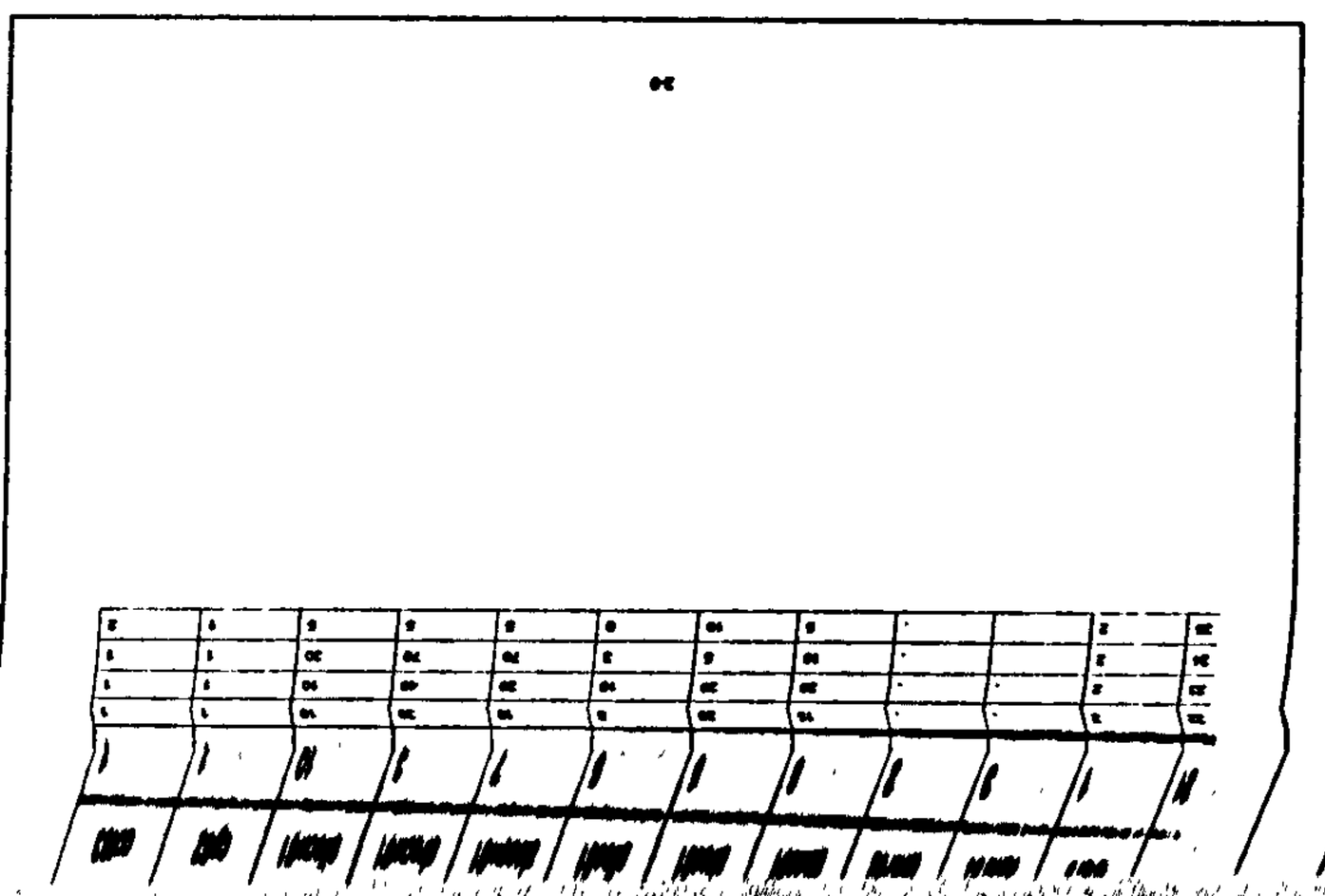


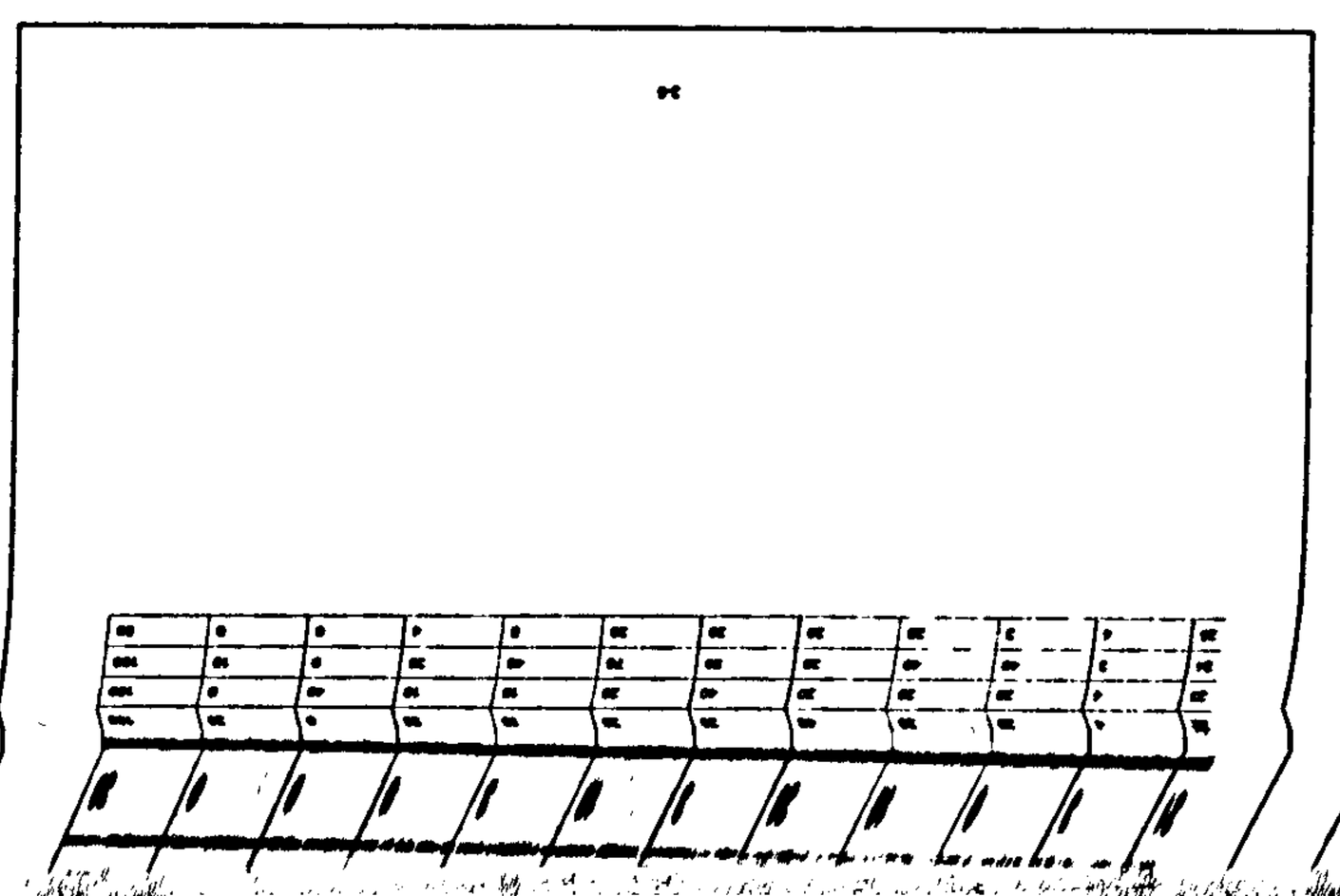


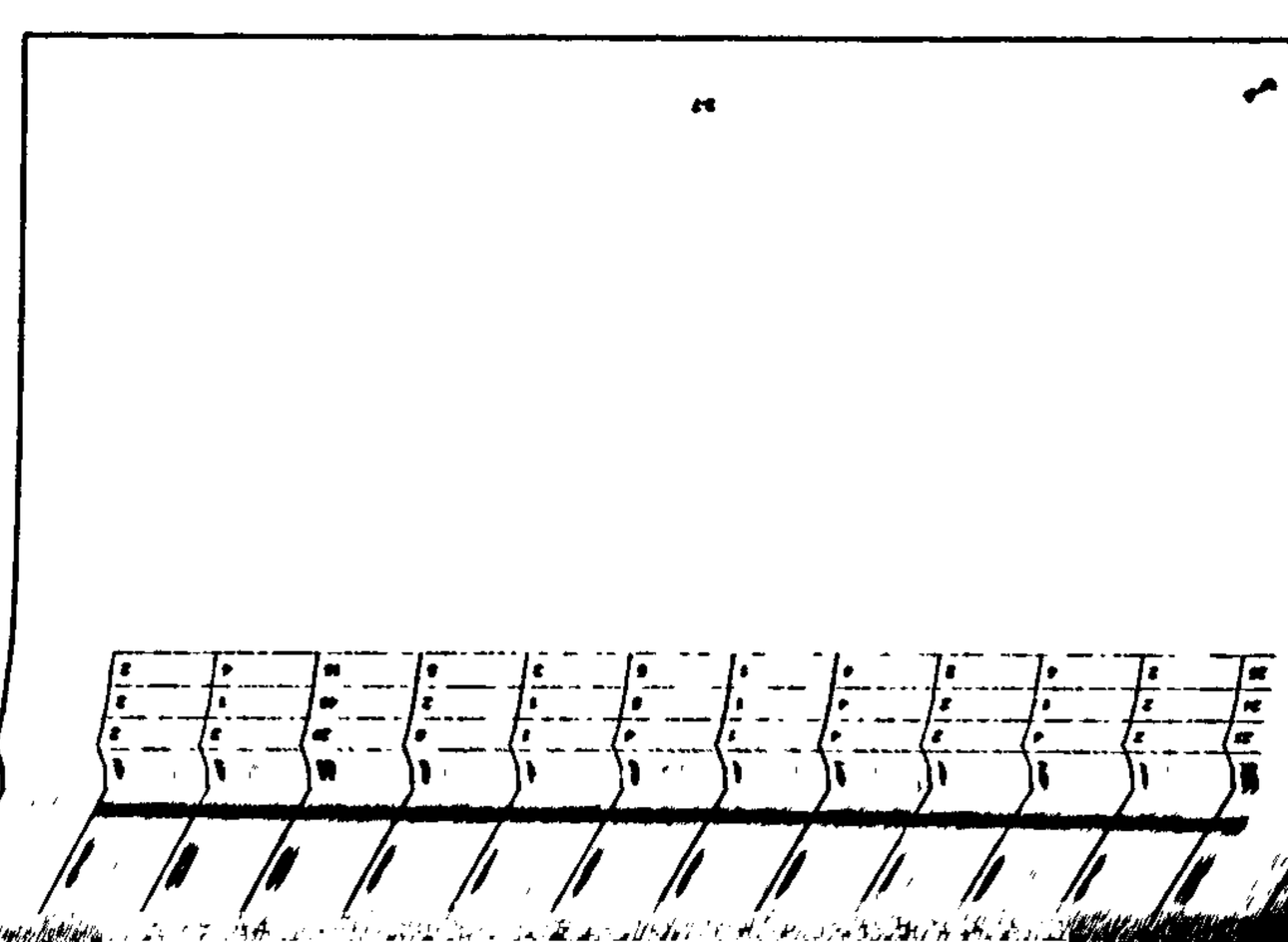












Appendix 7

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

N of Cases = 25.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	3.7200	3.0800	4.8800	1.8000	1.5844	.2858

Inter-item Correlations	Mean	Minimum	Maximum	Range	Max/Min	Variance
	.1488	-.4752	.8460	1.3212	-1.7803	.1187

Reliability Coefficients 11 items

Alpha = .6704 Standardized item alpha = .6578

Correlation-Organisational level-information richness of media (1.1,4.1,4.2,4.3,4.4,4.5,4.6,4.7,4.8)

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

N of Cases = 25.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	3.4509	1.6800	4.8800	3.2000	2.9048	.8593

Inter-item Correlations	Mean	Minimum	Maximum	Range	Max/Min	Variance
	.0444	-.7358	.9061	1.6419	-1.2314	.0623

Reliability Coefficients 33 items

Alpha = .5702 Standardized item alpha = .6055

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	JOB1.1	4.8800	1.0924	25.0
2.	IR_FTF41	4.2000	.9574	25.0
3.	IR_TEL41	4.3200	.6272	25.0
4.	IR_EM41	3.6800	.8524	25.0
5.	IR_MEM41	2.1600	.8981	25.0
6.	IR_FTF42	4.7200	.4583	25.0
7.	IR_TEL42	3.4800	.7141	25.0
8.	IR_EM42	2.1600	.8981	25.0
9.	IR_MEM42	1.6800	.8021	25.0
10.	IR_FTF43	3.4800	1.0456	25.0
11.	IR_TEL43	3.5200	.9183	25.0
12.	IR_EM43	4.2800	.6782	25.0
13.	IR_MEM43	3.9200	1.0770	25.0
14.	IR_FTF44	4.2800	.8426	25.0
15.	IR_TEL44	4.0800	.9539	25.0
16.	IR_EM44	4.2800	.7371	25.0
17.	IR_MEM44	3.1200	1.4810	25.0
18.	IR_FTF45	1.9200	1.0770	25.0
19.	IR_TEL45	3.4800	1.0456	25.0
20.	IR_EM45	4.7600	.4359	25.0
21.	IR_MEM45	2.8400	1.1431	25.0
22.	IR_FTF46	2.3600	1.1136	25.0
23.	IR_TEL46	2.5200	1.0456	25.0
24.	IR_EM46	4.5600	.5066	25.0
25.	IR_MEM46	3.7600	.8794	25.0
26.	IR_FTF47	1.9600	.9345	25.0
27.	IR_TEL47	2.4400	1.2275	25.0
28.	IR_EM47	4.5200	.9626	25.0
29.	IR_MEM47	3.1200	1.3940	25.0
30.	IR_FTF48	3.6400	1.3191	25.0
31.	IR_TEL48	3.7200	1.2423	25.0
32.	IR_EM48	3.4800	1.0050	25.0
33.	IR_MEM48	2.5600	1.1930	25.0

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

N of Cases = 23.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	2.8505	1.3043	3.9130	2.6087	3.0000	.7216

Inter-item Correlations	Mean	Minimum	Maximum	Range	Max/Min	Variance
	.0340	-.6418	.7494	1.3911	-1.1677	.0797

Reliability Coefficients 16 items

Alpha = .3603 Standardized item alpha = .3604

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

1.	MUSIT51A	situation51a
2.	MUSIT51B	situation51b
3.	MUSIT51C	situation51c
4.	MUSIT51D	situation51d
5.	MUSIT52A	situation52a
6.	MUSIT52B	situation52b
7.	MUSIT52C	situation52c
8.	MUSIT52D	situation52d
9.	MUSIT53A	situation53a
10.	MUSIT53B	situation53b
11.	MUSIT53C	situation53c
12.	MUSIT53D	situation53d
13.	MUSIT54A	situation54a
14.	MUSIT54B	situation54b
15.	MUSIT54C	situation54c
16.	MUSIT54D	situation54d

		Mean	Std Dev	Cases
1.	MUSIT51A	3.6087	1.2336	23.0
2.	MUSIT51B	1.3478	.5728	23.0
3.	MUSIT51C	2.9130	.9002	23.0
4.	MUSIT51D	3.3043	.8221	23.0
5.	MUSIT52A	2.8696	1.2900	23.0
6.	MUSIT52B	1.3043	.4705	23.0
7.	MUSIT52C	3.3043	.8757	23.0
8.	MUSIT52D	3.1739	.7168	23.0
9.	MUSIT53A	3.8696	1.0137	23.0
10.	MUSIT53B	1.5652	.6624	23.0
11.	MUSIT53C	3.4348	.7878	23.0
12.	MUSIT53D	2.6087	.7223	23.0
13.	MUSIT54A	3.9130	1.2400	23.0
14.	MUSIT54B	2.1304	.5481	23.0
15.	MUSIT54C	3.4348	.8435	23.0
16.	MUSIT54D	2.8261	.7777	23.0

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

1.	EMEX71	i have used email for71
2.	EMEX72	percent of people i deal with outside my
3.	EMEX73	number of hours per day i spend using em
4.	EMEX74	do i need repeat help to use email74
5.	EMEX75	indicate the degree of my email experien
6.	SEMDIS78	sent email message to distribution list7
7.	SEMIND78	sent email message to individual78
8.	REMDIS78	received email message from distribution
9.	REMIND78	received email message from individual78
10.	ASEM78	answer someone's previous email78
11.	FSEM78	forwarded someone email message78
12.	CEMS78	copied myself an email message sent78
13.	DDLWOR78	deleted a distribution list message with
14.	MHCEMR78	made hardcopy of email received78
15.	NMIAMF78	how many messages are typically in my ac

		Mean	Std Dev	Cases
1.	EMEX71	3.5556	2.0926	18.0
2.	EMEX72	36.1111	25.7565	18.0
3.	EMEX73	3.0556	2.6673	18.0
4.	EMEX74	1.8889	.3234	18.0
5.	EMEX75	3.6667	.5941	18.0
6.	SEMDIS78	9.6667	11.7923	18.0
7.	SEMIND78	19.0000	10.7046	18.0
8.	REMDIS78	13.5556	13.6865	18.0
9.	REMIND78	15.1667	15.4282	18.0
10.	ASEM78	18.3889	18.3852	18.0
11.	FSEM78	8.9444	11.4402	18.0
12.	CEMS78	10.6667	16.1282	18.0
13.	DDLWOR78	4.2778	11.3749	18.0
14.	MHCEMR78	5.3889	7.7622	18.0
15.	NMIAMF78	44.2222	51.0888	18.0

N of Cases = 18.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	13.1704	1.8889	44.2222	42.3333	23.4118	153.1589

Inter-item Correlations	Mean	Minimum	Maximum	Range	Max/Min	Variance
	.3005	-.5208	.8623	1.3831	-1.6559	.0782

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

N of Cases = 18.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	6.5331	1.5556	44.2222	42.6667	28.4286	68.3752

Inter-item Correlations	Mean	Minimum	Maximum	Range	Max/Min	Variance
	.0420	-.7033	.9349	1.6382	-1.3294	.0771

Reliability Coefficients 47 items

Alpha = .7797 Standardized item alpha = .6734

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	EMEX71	3.5556	2.0926	18.0
2.	EMEX72	36.1111	25.7565	18.0
3.	EMEX73	3.0556	2.6673	18.0
4.	EMEX74	1.8889	.3234	18.0
5.	EMEX75	3.6667	.5941	18.0
6.	SEMDIS78	9.6667	11.7923	18.0
7.	SEMIND78	19.0000	10.7046	18.0
8.	REMDIS78	13.5556	13.6865	18.0
9.	REMIND78	15.1667	15.4282	18.0
10.	ASEM78	18.3889	18.3852	18.0
11.	FSEM78	8.9444	11.4402	18.0
12.	CEMS78	10.6667	16.1282	18.0
13.	DDLWOR78	4.2778	11.3749	18.0
14.	MHCEMR78	5.3889	7.7622	18.0
15.	NMIAMF78	44.2222	51.0888	18.0
16.	IR_FTF41	4.2222	1.0033	18.0
17.	IR_TEL41	4.2222	.6468	18.0
18.	IR_EM41	3.5556	.8556	18.0
19.	IR_MEM41	2.0556	.8024	18.0
20.	IR_FTF42	4.8333	.3835	18.0
21.	IR_TEL42	3.3333	.6860	18.0
22.	IR_EM42	1.8333	.7071	18.0
23.	IR_MEM42	1.5556	.7048	18.0
24.	IR_FTF43	3.5556	1.1490	18.0
25.	IR_TEL43	3.7778	.8782	18.0
26.	IR_EM43	4.3333	.6860	18.0
27.	IR_MEM43	3.9444	1.1618	18.0
28.	IR_FTF44	4.5556	.7048	18.0
29.	IR_TEL44	4.1667	1.0432	18.0
30.	IR_EM44	4.2778	.7519	18.0
31.	IR_MEM44	3.0000	1.6450	18.0
32.	IR_FTF45	1.8889	1.1318	18.0
33.	IR_TEL45	3.6667	1.0290	18.0
34.	IR_EM45	4.8889	.3234	18.0
35.	IR_MEM45	2.9444	1.2590	18.0
36.	IR_FTF46	2.2222	1.1144	18.0
37.	IR_TEL46	2.4444	1.0416	18.0
38.	IR_EM46	4.6111	.5016	18.0
39.	IR_MEM46	3.7222	1.0178	18.0
40.	IR_FTF47	1.8889	.9634	18.0
41.	IR_TEL47	2.3889	1.3346	18.0
42.	IR_EM47	4.8333	.3835	18.0
43.	IR_MEM47	3.1667	1.5435	18.0
44.	IR_FTF48	3.6667	1.5339	18.0
45.	IR_TEL48	3.8889	1.3672	18.0
46.	IR_EM48	3.5556	1.1490	18.0
47.	IR_MEM48	2.5000	1.2005	18.0

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

1.	EMEX71	i have used email for71
2.	EMEX72	percent of people i deal with outside my
3.	EMEX73	number of hours per day i spend using em
4.	EMEX74	do i need repeat help to use email74
5.	EMEX75	indicate the degree of my email experien
6.	SEMDIS78	sent email message to distribution list7
7.	SEMIND78	sent email message to individual78
8.	REMDIS78	received email message from distribution
9.	REMIND78	received email message from individual78
10.	ASEM78	answer someone's previous email78
11.	FSEM78	forwarded someone email message78
12.	CEMS78	copied myself an email message sent78
13.	DDLWOR78	deleted a distribution list message with
14.	MHCEMR78	made hardcopy of email received78
15.	NMIAMF78	how many messages are typically in my ac
16.	IR_FTF41	ftf41
17.	IR_TEL41	telephone41
18.	IR_EM41	email41
19.	IR_MEM41	memo41
20.	IR_FTF42	ftf42
21.	IR_TEL42	telephone42
22.	IR_EM42	email42
23.	IR_MEM42	memo42
24.	IR_FTF43	ftf43
25.	IR_TEL43	telephone43
26.	IR_EM43	email43
27.	IR_MEM43	memo43
28.	IR_FTF44	ftf44
29.	IR_TEL44	telephone44
30.	IR_EM44	email44
31.	IR_MEM44	memo44
32.	IR_FTF45	ftf45
33.	IR_TEL45	telephone45
34.	IR_EM45	email45
35.	IR_MEM45	memo45
36.	IR_FTF46	ftf46
37.	IR_TEL46	telephone46
38.	IR_EM46	email46
39.	IR_MEM46	memo46
40.	IR_FTF47	ftf47
41.	IR_TEL47	telephone47
42.	IR_EM47	email47
43.	IR_MEM47	memo47
44.	IR_FTF48	ftf48
45.	IR_TEL48	telphone48
46.	IR_EM48	email48
47.	IR_MEM48	memo48

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

1.	SEMDIS78	sent email message to distribution list7
2.	SEMIND78	sent email message to individual78
3.	REMDIS78	received email message from distribution
4.	REMIND78	received email message from individual78
5.	ASEM78	answer someone's previous email78
6.	FSEM78	forwarded someone email message78
7.	CEMS78	copied myself an email message sent78
8.	DDLWOR78	deleted a distribution list message with
9.	MHCEMR78	made hardcopy of email received78
10.	NMIAMF78	how many messages are typically in my ac
11.	UFU892	how do you feel about usefulness of emai

		Mean	Std Dev	Cases
1.	SEMDIS78	9.6667	11.7923	18.0
2.	SEMIND78	19.0000	10.7046	18.0
3.	REMDIS78	13.5556	13.6865	18.0
4.	REMIND78	15.1667	15.4282	18.0
5.	ASEM78	18.3889	18.3852	18.0
6.	FSEM78	8.9444	11.4402	18.0
7.	CEMS78	10.6667	16.1282	18.0
8.	DDLWOR78	4.2778	11.3749	18.0
9.	MHCEMR78	5.3889	7.7622	18.0
10.	NMIAMF78	44.2222	51.0888	18.0
11.	UFU892	4.7222	.4609	18.0

N of Cases = 18.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	14.0000	4.2778	44.2222	39.9444	10.3377	126.9401

Inter-item Correlations	Mean	Minimum	Maximum	Range	Max/Min	Variance
	.3929	-.3985	.8623	1.2608	-2.1641	.1050

Reliability Coefficients 11 items

Alpha = .8303 Standardized item alpha = .8769

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

1.	SEMDIS78	sent email message to distribution list7
2.	SEMIND78	sent email message to individual78
3.	REMDIS78	received email message from distribution
4.	REMIND78	received email message from individual78
5.	ASEM78	answer someone's previous email78
6.	FSEM78	forwarded someone email message78
7.	CEMS78	copied myself an email message sent78
8.	DDLWOR78	deleted a distribution list message with
9.	MHCEMR78	made hardcopy of email received78
10.	NMIAMF78	how many messages are typically in my ac
11.	UFE893	how do you feel about the ease of use of

		Mean	Std Dev	Cases
1.	SEMDIS78	9.6667	11.7923	18.0
2.	SEMIND78	19.0000	10.7046	18.0
3.	REMDIS78	13.5556	13.6865	18.0
4.	REMIND78	15.1667	15.4282	18.0
5.	ASEM78	18.3889	18.3852	18.0
6.	FSEM78	8.9444	11.4402	18.0
7.	CEMS78	10.6667	16.1282	18.0
8.	DDLWOR78	4.2778	11.3749	18.0
9.	MHCEMR78	5.3889	7.7622	18.0
10.	NMIAMF78	44.2222	51.0888	18.0
11.	UFE893	4.1111	.6764	18.0

N of Cases = 18.0

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	13.9444	4.1111	44.2222	40.1111	10.7568	128.1080

Inter-item Correlations	Mean	Minimum	Maximum	Range	Max/Min	Variance
	.4132	-.3784	.8623	1.2408	-2.2786	.0846

Reliability Coefficients 11 items

Alpha = .8305 Standardized item alpha = .8857

Appendix 8

Pilot Questionnaire

Appendix 1

1:BACKGROUND INFORMATION

1.1:Category which best describe your job?(tick one)

☐ Marketing/Sales ☐ Public Relations ☐ Programming/Software ☐ System Operation

☐ Planning/Strategy ☐ Finance ☐ Administration ☐ Design/Implement

☐ Co-ordinating ☐ Personnel ☐ Research ☐ Training

☐ Consultant ☐ Other_____(please specify)

1.2:Please state your position in the company (tick one)

☐ President ☐ Vice-President ☐ Director ☐ Vice-Director

☐ Manager ☐ Vice-Manager ☐ Supervisor ☐ Other_____
(Please specify)

1.3:Your highest level of education attained is....?(tick one)

☐ High school ☐ College ☐ Bachelors ☐ Masters

☐ Ph.D. or Medical Doctor ☐ Other_____(please speci

1.4: Are you working at (tick one) Head Office ☐ Subsidiary Office ☐

1.5: My sex is...? (tick one) ☐ Male ☐ Female

1.6: Years I have worked for this company: _____(years)

1.7: Years in my current position: _____(years)

1.8: My age is..? _____(years)

1.9: Number of reporting levels I am from my division head: _____(number)

1.1.0 Number of people I supervise, (In this city): _____(number)

1.1.1 (In other cities): _____(number)

*2:*JOB CHARACTERISTICS

	not at all	little	neutral (Circle below)	much	very much
Your Job Involves:					
Routine repetitive tasks	1	2	3	4	5
Tasks with clearly defined outcomes	1	2	3	4	5
Working with people you are not acquainted with	1	2	3	4	5
Finding novel solutions to problems	1	2	3	4	5
Your Job is Governed By:					
Crises/Urgent Matters	1	2	3	4	5
Standard Operating Procedures	1	2	3	4	5
Well defined subject matter	1	2	3	4	5
Time pressures	1	2	3	4	5
Rules, policies and regulations	1	2	3	4	5
Unexpected problems/situations	1	2	3	4	5

*2.1:*WORK GROUP CHARACTERISTICS

The term work group as used below refers to your immediate organisationally assigned unit.	not at all	little	neutral (Circle below)	much	very much
Decision Making In My Work Group:					
Routine operating decisions are made mainly by the head of the work group.	1	2	3	4	5
Strategic or policy decisions are made mainly by the head of the work group.	1	2	3	4	5
Work Group Products:					
The techniques, skills or information required to produce your group's products are always changing.	1	2	3	4	5
The marketplace, technology, and regulations for your work group's products are generally stable.	1	2	3	4	5

*2.2:*WORK GROUP MEMBERSHIP

Number of people in your work group: In this city: _____

In other cities: _____

Number of people using electronic mail in your work group: _____

Do you participate on a project team(s) outside your work group: YES ☐ NO ☐

If you answer NO from the previous question then skip this question, If you answer YES then, Are people on this team located in another city? YES ☐ NO ☐

*2.3:*WORK FLOWS

	not at all	little	neutral (Circle below)	much	very much
In your group the products of your work:					
Are independent of other's work	1	2	3	4	5
Feed into someone else's work	1	2	3	4	5
Require input from someone else's work	1	2	3	4	5
Are completed with others in a team approach	1	2	3	4	5
The products of your work group:					
Are independent of other groups	1	2	3	4	5
Feed into another work group	1	2	3	4	5
Require input from another work group	1	2	3	4	5
Are completed as a team with another group	1	2	3	4	5

*2.4:*DURING AN AVERAGE WORK WEEK, YOU SPEND:

	Percent of your time spend % (fill in below)
On the telephone	_____
In face-to-face conversations and/or meetings	_____
Reading (or looking at printed material)	_____
Sending/receiving/processing electronic mail	_____
Producing written materials on a computer	_____
Producing written materials by hand or typewriter	_____
Using other office equipment (calculator, copying machine,etc)	_____
Other (thinking, walking, travelling , etc)	_____
	Total =100%

3: Using the adjectives below , please use the scale to indicate how you feel about using Electronic mail as a media to communicate with partners.

Example 1: For example, if you feel that using electronic mail is very hard-to-use you would mark the scale like this;

	very	moderately	neutral	moderately	very	
Easy-to-use	____	____	____	____	__X__	Hard-to-use

Example 2: If you feel that by using electronic mail, the message sent/received are moderately clear to understand, you would mark the scale like this;

Ambiguous	____	____	____	__X__	____	Clear

Typically using Electronic mail, indicate your feeling toward each set of adjectives.

	very	moderately	neutral	moderately	very	
Always available	____	____	____	____	____	Not always available
Ambiguous	____	____	____	____	____	Clear
Confidential	____	____	____	____	____	Public
Delayed feedback	____	____	____	____	____	Immediate feedback
Dependable	____	____	____	____	____	Non-dependable
Easy-to-use	____	____	____	____	____	Hard-to-use
Favourable	____	____	____	____	____	Unfavourable
Flexible	____	____	____	____	____	Restricted
Precise	____	____	____	____	____	Imprecise
Accurate	____	____	____	____	____	Inaccurate
Convenient	____	____	____	____	____	Inconvenient
Personal	____	____	____	____	____	Impersonal
Reliable	____	____	____	____	____	Unreliable
Sensitive	____	____	____	____	____	Not sensitive
Simple	____	____	____	____	____	Complex
Slow	____	____	____	____	____	Fast
Subjective	____	____	____	____	____	Objective
Technical	____	____	____	____	____	Non-technical
Urgent	____	____	____	____	____	Not-urgent
Wide-ranging	____	____	____	____	____	Narrow-focused

*3.1:*MY ELECTRONIC MAIL SYSTEM EXPERIENCE

The electronic mail system I use now is (eg Netscape, Explorer etc) _____(name)

I have used it for _____(years) and _____(months)

I share a computer/terminal with how many people? _____(number)

Percent of people I deal with outside my work group who use electronic mail _____%

Approximate number of hours per day I work on a computer is _____(hours)

The percent of this time I use electronic mail is _____%

I used an others system prior to this for _____(years) and _____(months)

*3.2:*DISTRIBUTION LIST (DL) MEMBERSHIP

Distribution list is a network of people with shared common interest linked together by electronic mail system.

Approximate number of distribution lists I belong to that are:

Organisation DLs (Location or Dept) _____(number)

Work related interest DLs _____(number)

Non-work/social DLs _____(number)

Other_____ _____(number)

Number of work related DLs I founded: _____(number)

Number of non-work/social DLs I founded: _____(number)

I find it difficult to put myself on a distribution list: YES ☐ NO ☐ (please tick)

4: Media Usage Sensitivity (Policy Scenarios)

Given your current working environment, please select the media that you would use to communicate the most.

Content Reasons	E-mail	Face to face	Teleph one	Memo
To convey confidential, private, or delicate information				
To describe a complicated situation or proposal				
To influence, persuade, or sell an idea				
To express feelings or emotions				
To keep someone informed				
To follow-up earlier communication				

Situational Reasons	E-mail	Face to face	Teleph one	Memo
To respond to a straightforward telephone message				
To respond to a complicated email message				
To communicate something of little importance to someone close by				
To communicate something complicated to someone far away				
To use the communication medium you prefer best				
To communicate the same thing to many people				

4: Media Usage Sensitivity (Policy Scenarios) continue....

Symbolic Reasons	E-mail	Face to face	Teleph one	Memo
When you want to be casual, informal				
When you want to convey urgency				
When you want to convey personal concern or interest				
When you want to obtain an immediate response, action				
When you want to show authority, status, position				
When you want to show that your communication is official				

Information Exchange Task	E-mail	Face to face	Teleph one	Memo
To Seek task information from people				
To Broadcast requests for information				
To Distribute/Provide information				
To Give/Receive feedback on report/ideas				
To Keep track of company happenings				
To Brainstorm/Generate ideas				
To Forward messages to someone who is not on some distribution list				
To Discuss confidential matters				
To Find out about job/promotion opening				

Scheduling Task	E-mail	Face to face	Teleph one	Memo
To Schedule meeting/appointments				
To Co-ordinate activities of projects you are on				
To Send a message requiring an immediate response				
To Send a message requiring a response the same day				
To Organise/co-ordinate a social activity				

Sensitive personnel issue Task	E-mail	Face to face	Teleph one	Memo
To Keep in touch/maintain relationships				
To Learn about events/thing your are interested in				
To Get to know someone				
To Participate in entertaining events(games) or conversation				

Negotiation Task	E-mail	Face to face	Teleph one	Fax
To Carry on negotiation/Bargain				
To Resolve conflicts/Disagreement				

*5:*Supervisor Social Influence

Please identify your immediate supervisor and report his E-mail use:
The number of times last week that your Supervisor....

Supervisor Use	**Number**
Sent message	
Receive message	
Forwarded message	
Sent note	
Receive note	

Please indicate on the scale with a cross "X" to how your supervisor feel about the usefulness of E-mail.

	very	**moderately**	**neutral**	**moderately**	**very**	
Not useful	_____	_____	_____	_____	_____	Extremely useful

*5.1:*Co-worker Social Influence

Please identify your five most frequent communication partners and report their E-mail use :

	Position		Position		Position		Position		Position
Co-Worker1		Co-Worker2		Co-Worker3		Co-Worker4		Co-Worker5	

The number of times last week that your Co-workers....

Co-worker1	*number*	Co-worker2	*number*	Co-worker3	*number*	Co-worker4	*number*	Co-worker5	*number*
Sent message		Sent message		Sent message		Sent message		Sent message	
Receive message		Receive message		Receive message		Receive message		Receive message	
Forwarded message		Forwarded message		Forwarded message		Forwarded message		Forwarded message	
Sent note		Sent note		Sent note		Sent note		Sent note	
Receive note		Receive note		Receive note		Receive note		Receive note	

Please indicate on the scale with a cross "X" to show how your Co-Workers feel about the usefulness of E-mail.

		very	**moderately**	**neutral**	**moderately**	**very**	
Co-Worker 1:	Not useful	_____	_____	_____	_____	_____	Extremely useful
Co-Worker 2:	Not useful	_____	_____	_____	_____	_____	Extremely useful
Co-Worker 3:	Not useful	_____	_____	_____	_____	_____	Extremely useful
Co-Worker 4:	Not useful	_____	_____	_____	_____	_____	Extremely useful
Co-Worker 5:	Not useful	_____	_____	_____	_____	_____	Extremely useful

6: ELECTRONIC MAIL USE;

Using the previous work week as a point of reference, please estimate:

THE NUMBER OF TIMES LAST WEEK THAT YOU...

Please note: Distribution list is network of people with shared common interest, group together by sender of the message using electronic mail system to reach them.

	Number
•SENT AN E-MAIL MESSAGE TO : a distribution list(s)?	
: Individual people?	
• RECEIVED AN E-MAIL MESSAGE ADDRESSED TO: a distributionlist(s)	
: Me personally?	
•ANSWERED SOMEONE'S PREVIOUS E-MAIL MESSAGE:	
•FORWARDED SOMEONE AN EMAIL MESSAGE:	
•COPIED MYSELF ON E-MAIL MESSAGES SENT:	
•DELETED A DISTRIBUTION LIST MESSAGE WITHOUT READING:	
•MADE A HARDCOPY OF AN E-MAIL MESSAGE I RECEIVED	
•HOW MANY MESSAGES ARE TYPICALLY IN YOUR ACTIVE MAIL FILE?	

6.1: •WAS LAST WEEK TYPICAL OF YOUR ELECTRONIC MAIL USE?

Yes ☐ No ☐

6.2: •IF NO, HOW WAS IT DIFFERENT?

Sent More ☐ Received More ☐ Sent less ☐ Received less ☐

6.3: •IF YOU HAVE A SECRETARY, DOES THIS PERSON:

READ YOUR ELECTRONIC MAIL FOR YOU?

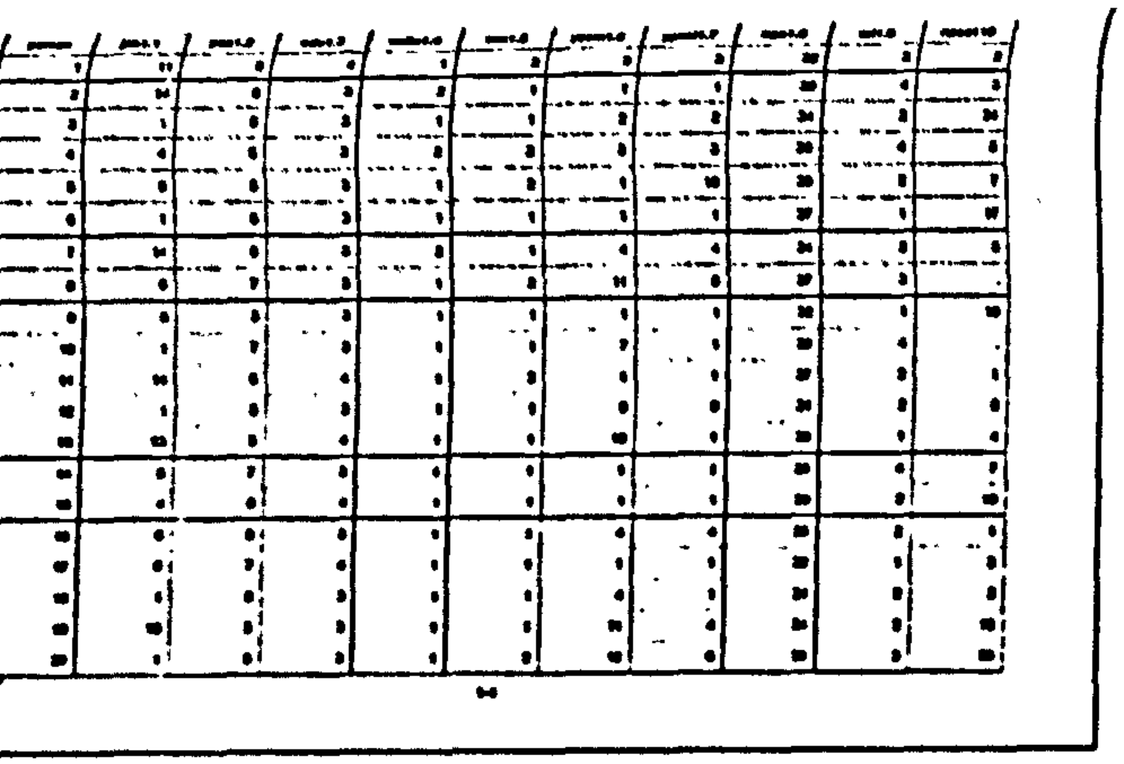
NEVER ☐ SOMETIMES ☐ ALWAYS ☐

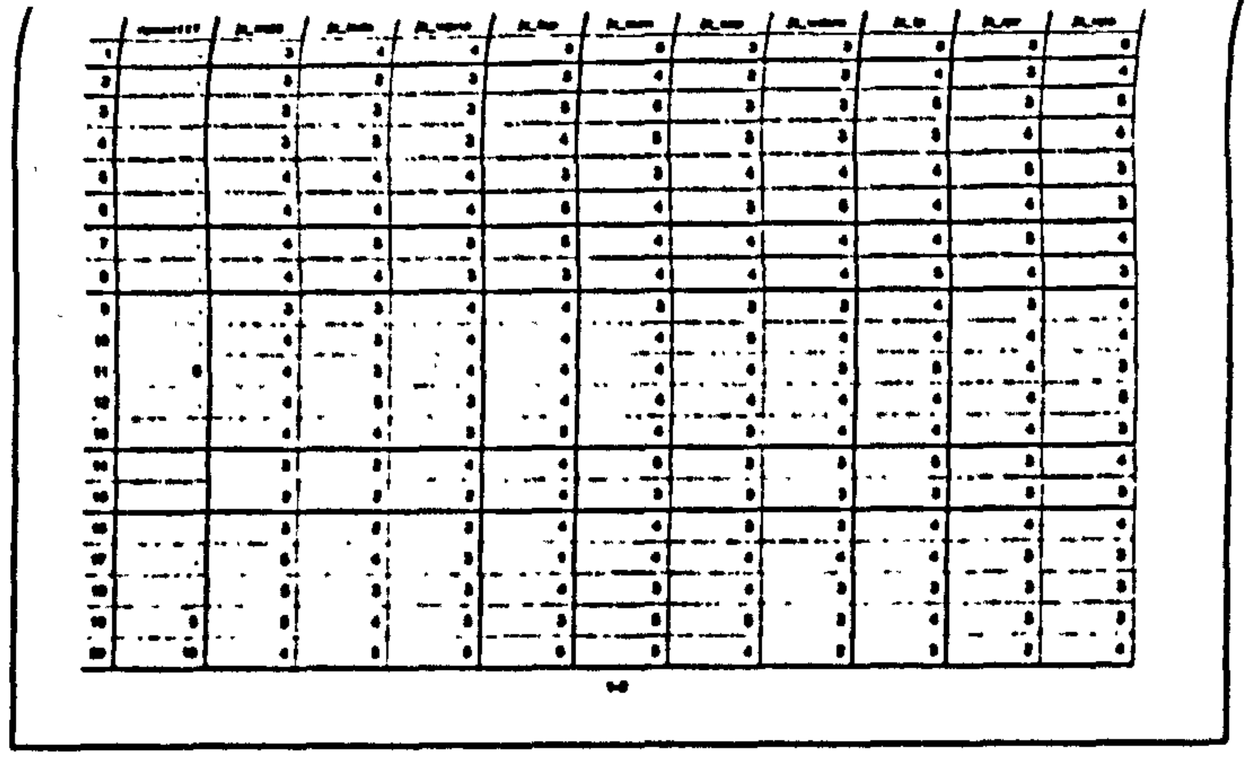
TYPE YOUR ELECTRONIC MAIL FOR YOU?

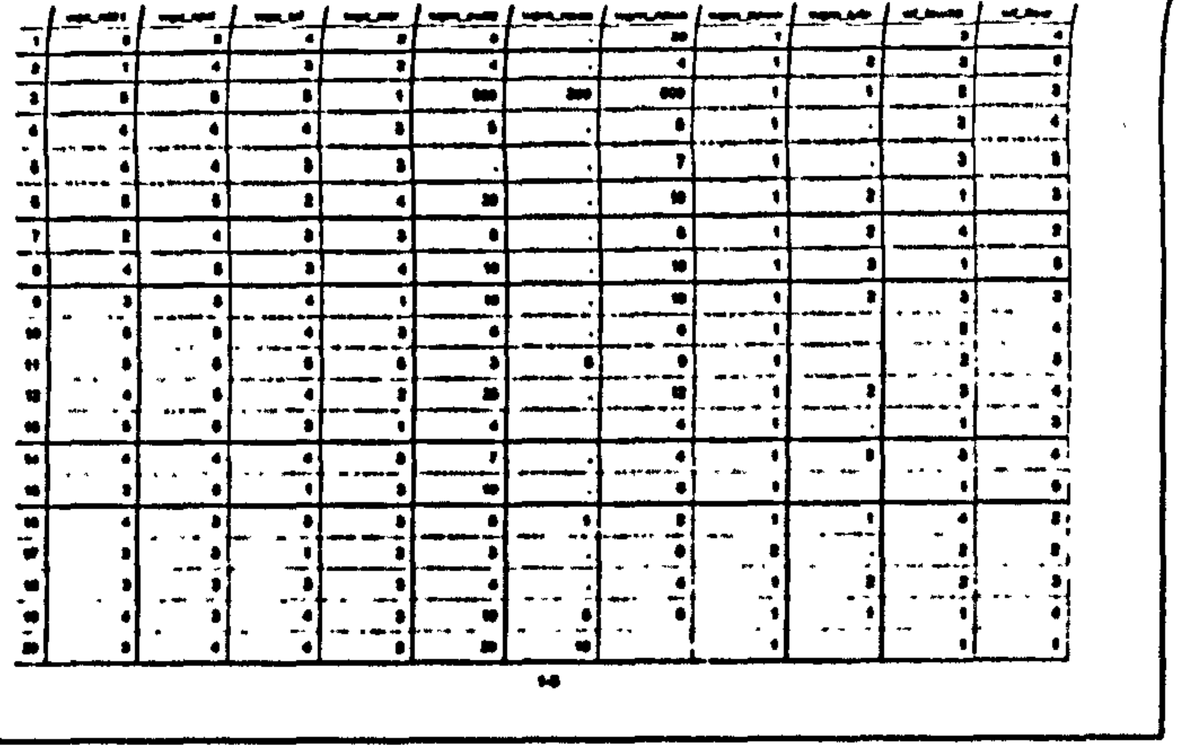
NEVER ☐ SOMETIMES ☐ ALWAYS ☐

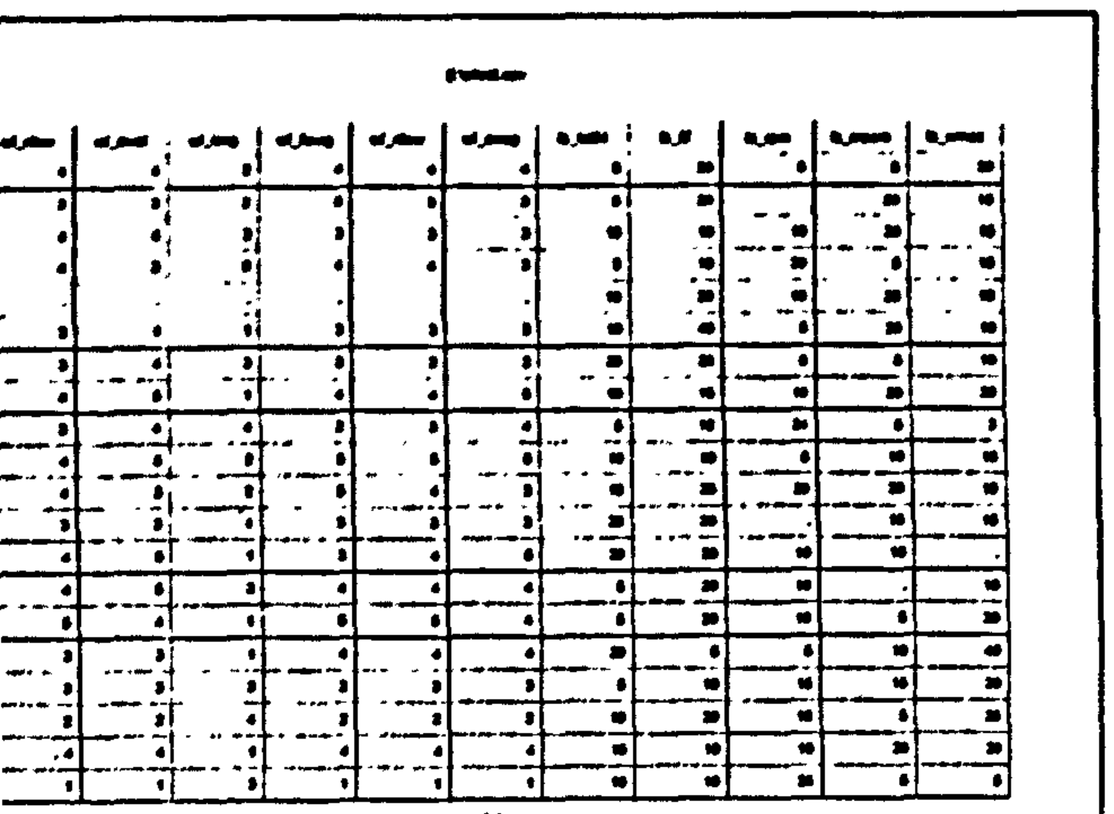
Thank you very much for your participation. Please use space below or next page for any comments on this study. Return completed questionnaires in the stamped envelope provided to : Mr Tanasak Krabuanrat.

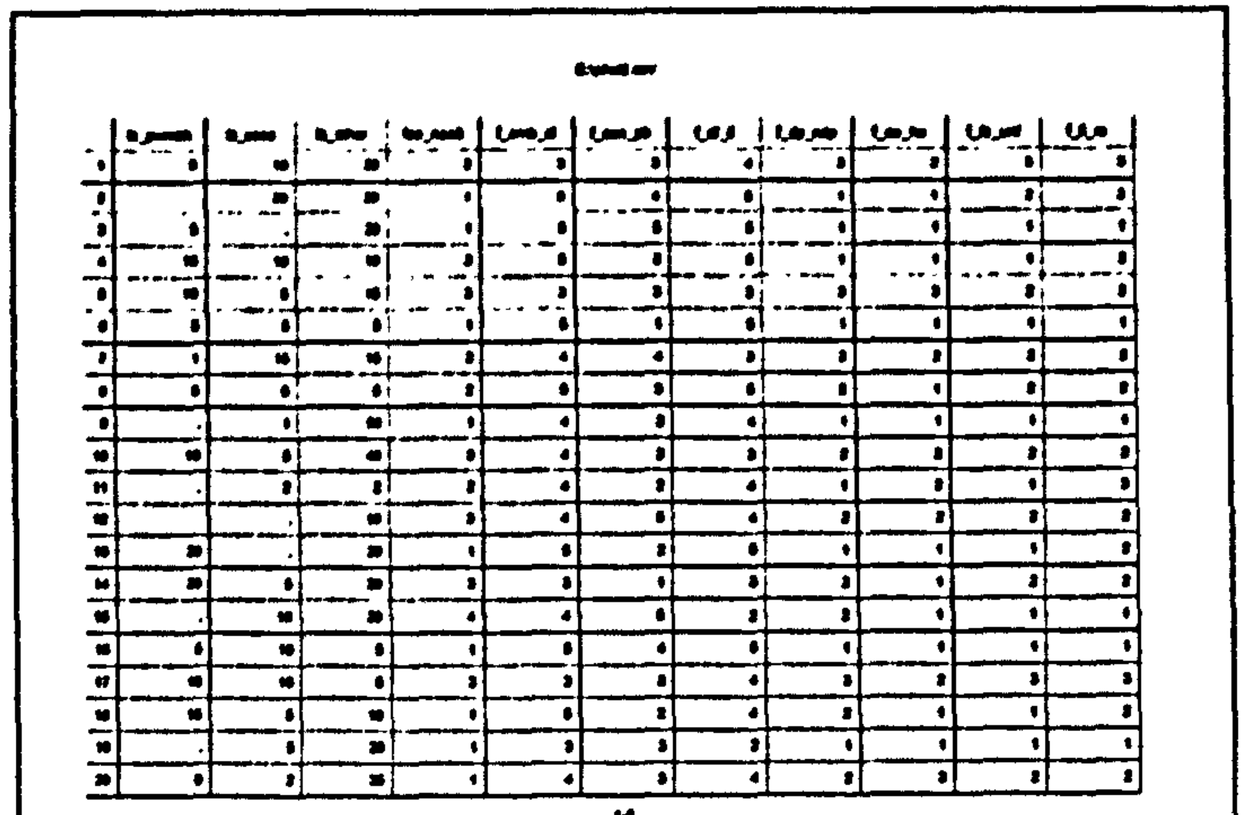
Appendix 9

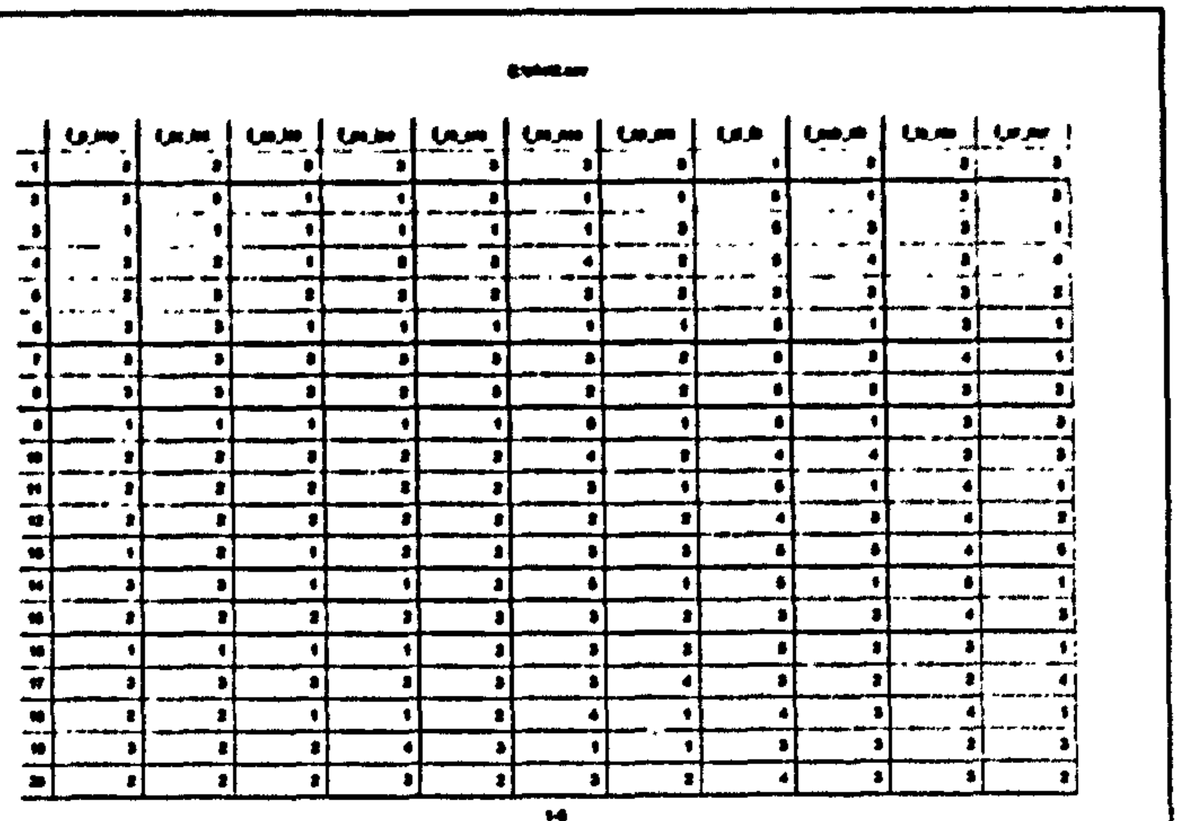


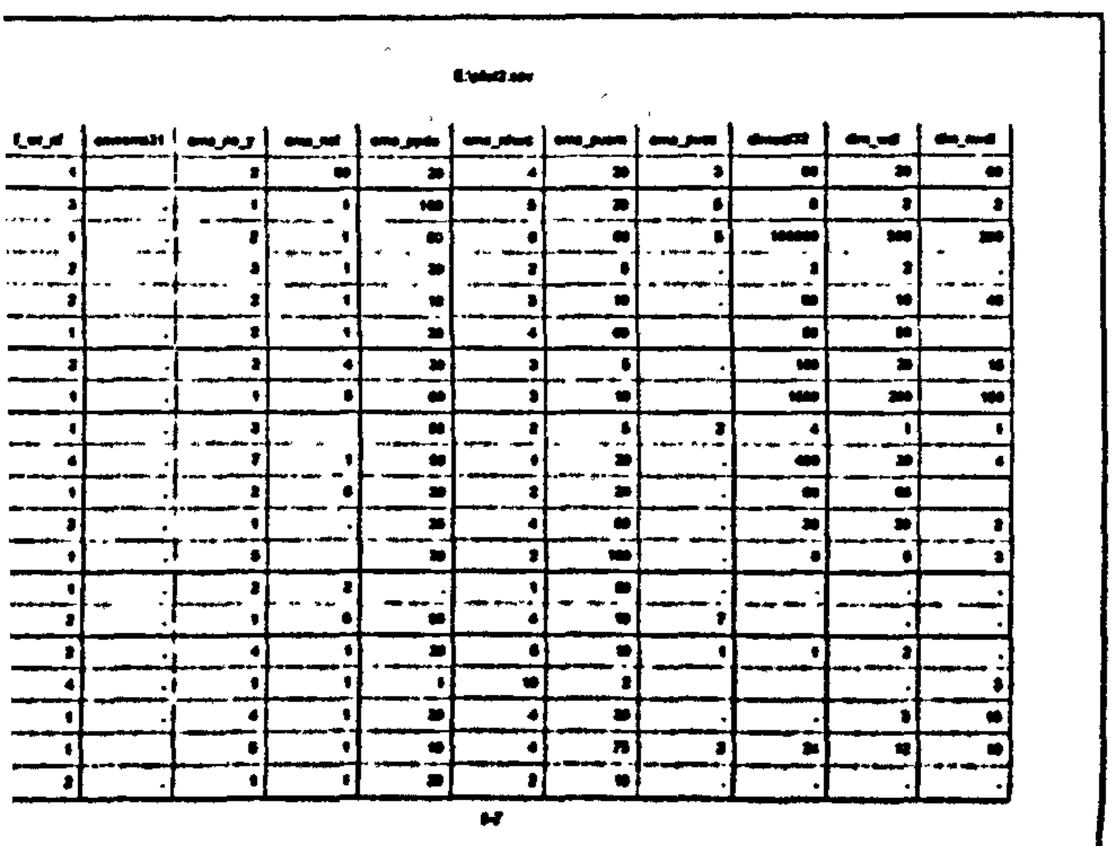


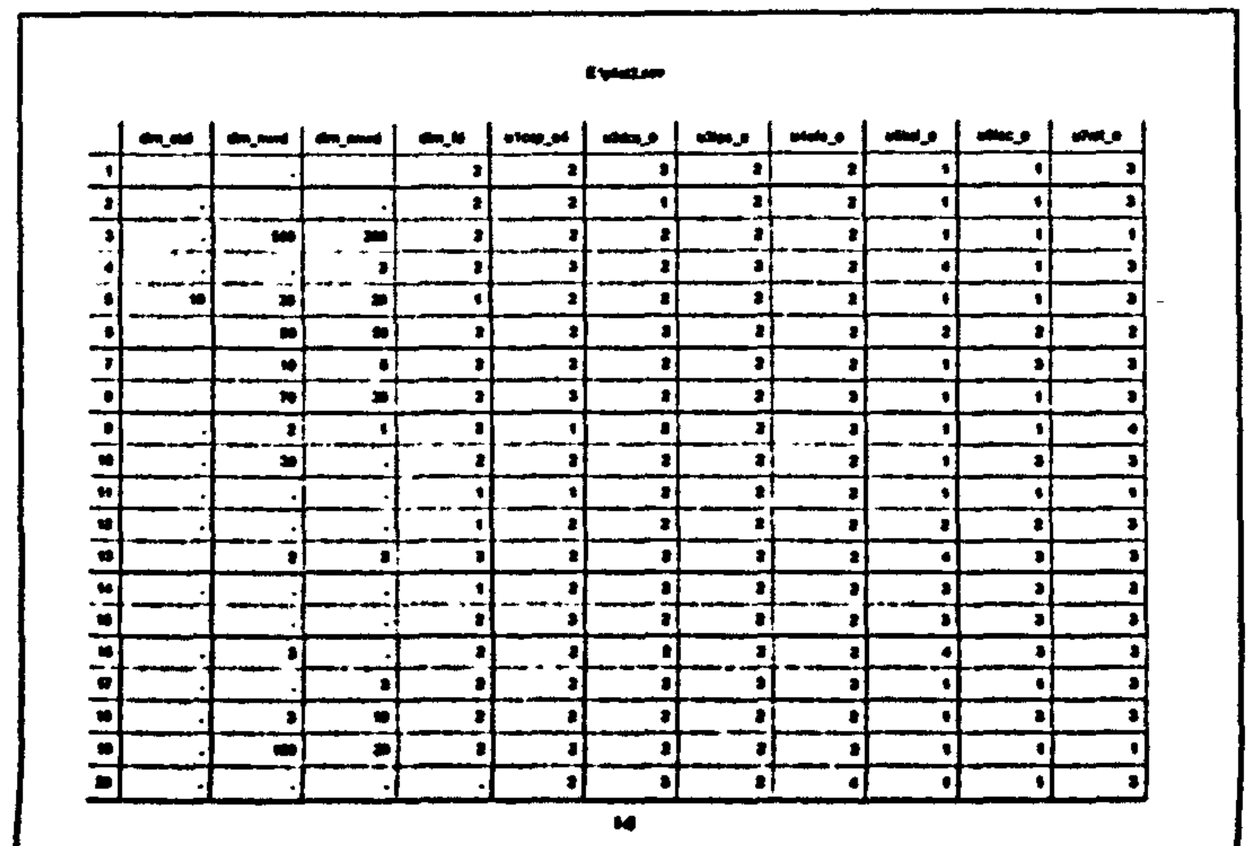


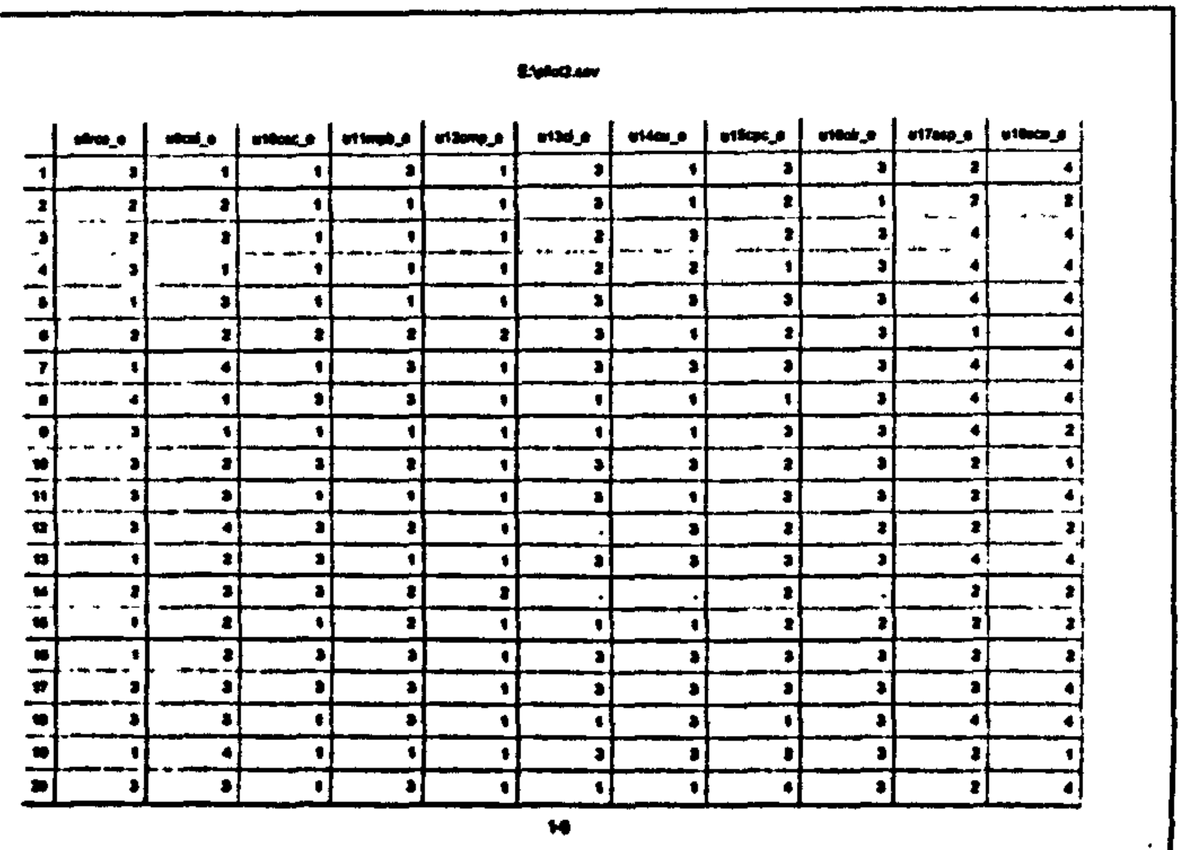












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34	1			60	3						

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33					2	3	2	2	4	3	3	3
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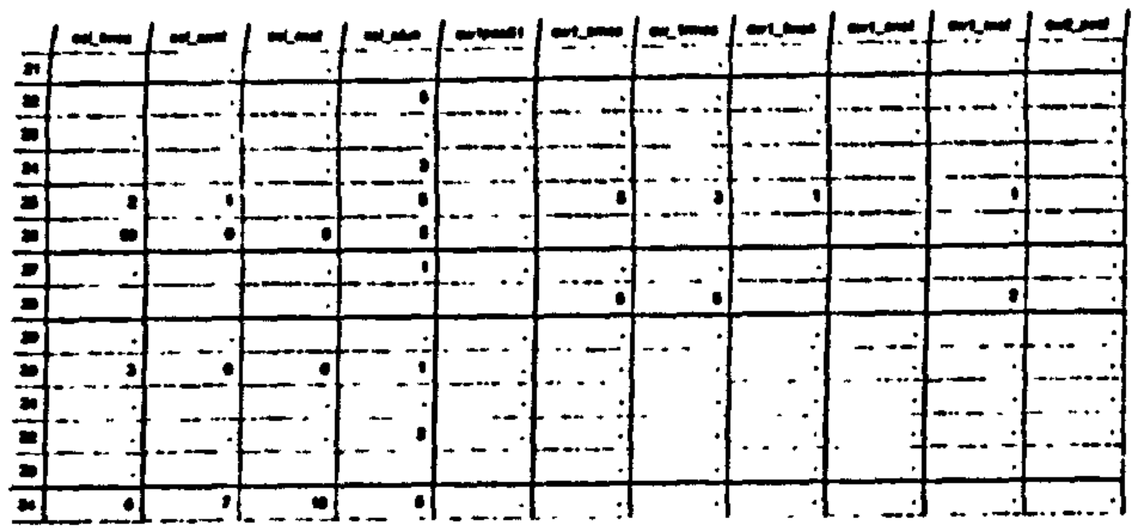

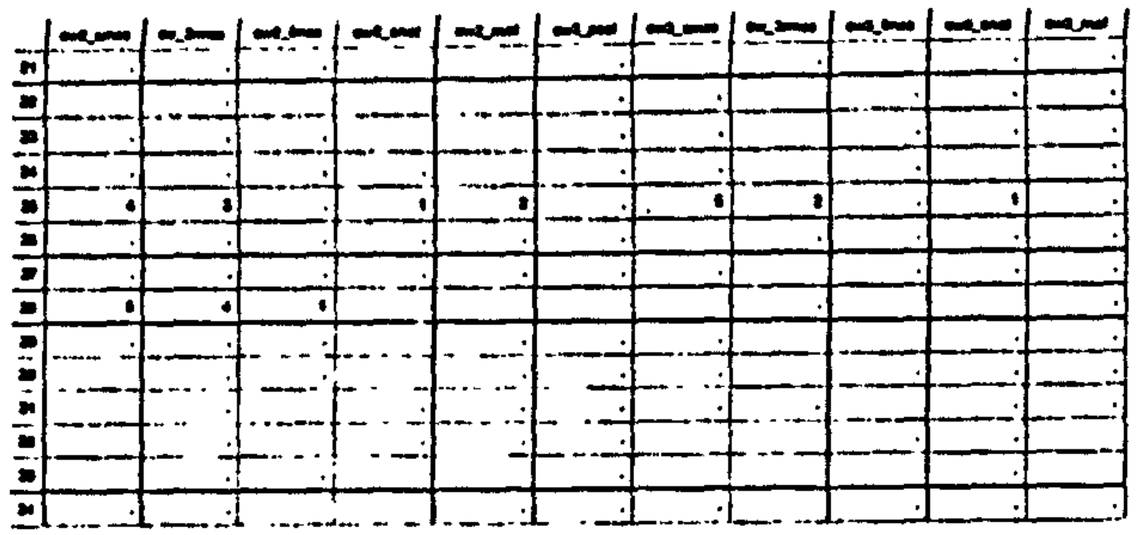

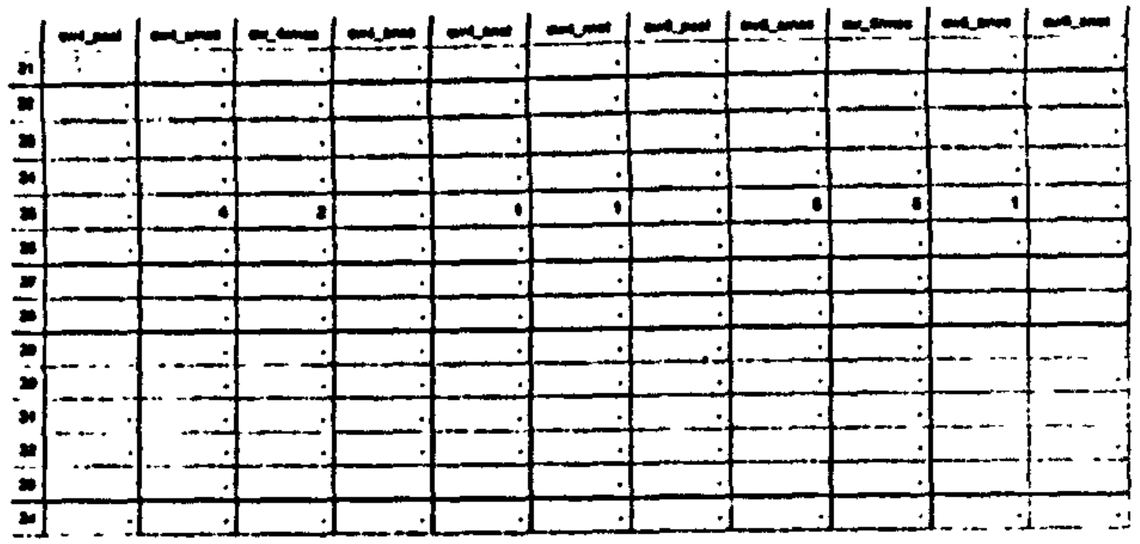

Appendix 10

TEXT BOUND INTO THE SPINE

ıbles

Job count

	job category	
	Count	%
marketing/sales	N=10	29.4%
programming/software	N=1	2.9%
system operation	N=3	8.8%
planning/strategy	N=4	11.8%
finance	N=6	17.6%
personnel	N=1	2.9%
research	N=1	2.9%
consultant	N=5	14.7%
other	N=3	8.8%
Total	N=34	100.0%

bles

position count

	positon in the company	
	Count	%
director	N=4	11.8%
vice-director	N=1	2.9%
manager	N=15	44.1%
vice-manager	N=4	11.8%
supervisor	N=5	14.7%
other	N=5	14.7%
Total	N=34	100.0%

bles

education count

	highest education attained	
	Count	%
High school	N=2	5.9%
Bachelors	N=26	76.5%
Masters	N=6	17.6%
Total	N=34	100.0%

les

worksite count

	work site	
	Count	%
Head office	N=27	79.4%
Subsisdiary office	N=7	20.6%
Total	N=34	100.0%

es

sex count

	sex	
	Count	%
male	N=22	64.7%
female	N=12	35.3%
Total	N=34	100.0%

Tables

years worked for this company count

	number of years at company	
	Count	%
1	N=9	26.5%
2	N=1	2.9%
3	N=2	5.9%
4	N=6	17.6%
6	N=4	11.8%
7	N=3	8.8%
8	N=2	5.9%
9	N=2	5.9%
10	N=2	5.9%
11	N=2	5.9%
12	N=1	2.9%
Total	N=34	100.0%

Tables

'ears in my current position count

	number of years in current position	
	Count	%
1	N=13	38.2%
2	N=1	2.9%
3	N=7	20.6%
4	N=6	17.6%
5	N=1	2.9%
6	N=1	2.9%
7	N=3	8.8%
9	N=1	2.9%
10	N=1	2.9%
Total	N=34	100.0%

ables

age count

	age	
	Count	%
24	N=2	5.9%
25	N=1	2.9%
26	N=1	2.9%
29	N=5	14.7%
30	N=5	14.7%
31	N=1	2.9%
32	N=5	14.7%
33	N=4	11.8%
34	N=2	5.9%
36	N=1	2.9%
37	N=3	8.8%
38	N=3	8.8%
39	N=1	2.9%
Total	N=34	100.0%

Tables

number of reporting level count

	number of reporting levels from division head	
	Count	%
1	N=8	23.5%
2	N=17	50.0%
3	N=5	14.7%
4	N=4	11.8%
Total	N=34	100.0%

Tables

number of people I supervise in this city count

	number of people i supervise in this city	
	Count	%
1	N=2	6.7%
2	N=4	13.3%
3	N=2	6.7%
4	N=1	3.3%
5	N=3	10.0%
6	N=2	6.7%
7	N=3	10.0%
10	N=3	10.0%
12	N=1	3.3%
13	N=1	3.3%
17	N=1	3.3%
20	N=2	6.7%
24	N=1	3.3%
36	N=1	3.3%
40	N=1	3.3%
41	N=1	3.3%
300	N=1	3.3%
Total	N=30	100.0%

Tables

number of people I supervise in other city count

	number of people i supervise in other city	
	Count	%
5	N=1	20.0%
6	N=1	20.0%
10	N=1	20.0%
13	N=1	20.0%
20	N=1	20.0%
Total	N=5	100.0%

Descriptive Statistics

	Mean	Std. Deviation	N
media usage_to communicate something complicated to someone far away	1.84	1.08	32
media usage_to use the communication medium you prefer best	2.22	.94	32
medium usage_to communicate the same thing to many people	1.56	1.08	32
media usage_symbolic reasons_when you want to be casual ,informal	2.33	.96	30
media usage_when you want to convey urgency	2.35	.98	31
media usage_when you want to convey personal concern or interest	2.44	.88	32
media usage_when you want to obtain an immediate response,action	2.68	.60	31
media usage_when you want to show authority,status,position	2.81	1.00	32
media usage_when you want to show that your communication is official	3.19	1.09	32

PAGE
NUMBERS
CUT OFF
IN
ORIGINAL

Correlations

Descriptive Statistics

	Mean	Std. Deviation	N
Job ch_crises/urgent matters	3.97	.83	34
Job ch_time pressures	4.24	.70	34
Job ch_unexpected problems/situations	3.68	.88	34
Job ch_rules,policies and regulations	3.65	.73	34
Job ch_working with ppl you are not acquainted wih	3.35	.88	34

Correlations

		Job ch_crises/urgent matters	Job ch_time pressures	Job ch_unexpected problems/situations
Job ch_crises/urgent matters	Pearson Correlation			
	Sig. (2-tailed)			
	N			
Job ch_time pressures	Pearson Correlation	.792**		
	Sig. (2-tailed)	.000		
	N	34		
Job ch_unexpected problems/situations	Pearson Correlation	.607**	.572**	
	Sig. (2-tailed)	.000	.000	
	N	34	34	
Job ch_rules,policies and regulations	Pearson Correlation	.032	.108	-.089
	Sig. (2-tailed)	.857	.544	.619
	N	34	34	34
Job ch_working with ppl you are not acquainted wih	Pearson Correlation	.343*	.156	.152
	Sig. (2-tailed)	.047	.379	.392
	N	34	34	34

Correlations

		Job ch_rules,policies and regulations	Job ch_working with ppl you are not acquainted wih
Job ch_crises/urgent matters	Pearson Correlation Sig. (2-tailed) N		
Job ch_time pressures	Pearson Correlation Sig. (2-tailed) N		
Job ch_unexpected problems/situations	Pearson Correlation Sig. (2-tailed) N		
Job ch_rules,policies and regulations	Pearson Correlation Sig. (2-tailed) N		
Job ch_working with ppl you are not acquainted wih	Pearson Correlation Sig. (2-tailed) N	-.129 .466 34	

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Correlation Matrix

	JC_CUM	JC_TP	JC_UPS	JC_RPR	JC_WPNA
JC_CUM	1.0000				
JC_TP	.7918	1.0000			
JC_UPS	.6071	.5723	1.0000		
JC_RPR	.0320	.1078	-.0885	1.0000	
JC_WPNA	.3434	.1559	.1516	-.1292	1.0000

N of Cases = 34.0

Statistics for	Mean	Variance	Std Dev	N of Variables
Scale	18.8824	6.5918	2.5675	5

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	3.7765	3.3529	4.2353	.8824	1.2632	.1136

Inter-item Correlations	Mean	Minimum	Maximum	Range	Max/Min	Variance
	.2544	-.1292	.7918	.9210	-6.1271	.0924

Reliability Coefficients 5 items

Alpha = .6291 Standardized item alpha = .6305

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

Correlation Matrix

	JC_RRT20	JC_FSP
JC_RRT20	1.0000	
JC_FSP	-.3364	1.0000

N of Cases = 34.0

Statistics for Scale	Mean	Variance	Std Dev	N of Variables
	7.5000	1.0455	1.0225	2

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	3.7500	3.4706	4.0294	.5588	1.1610	.1561

Inter-item Correlations	Mean	Minimum	Maximum	Range	Max/Min	Variance
	-.3364	-.3364	-.3364	.0000	1.0000	.0000

Reliability Coefficients 2 items

Alpha = -.9821 Standardized item alpha = -1.0139

Correlations

		Job Ch_routine repetitive tasks	Job ch_tasks with clearly defined outcomes	Job ch_working with ppl you are not acquainted wih
Job Ch_routine repetitive tasks	Pearson Correlation			
	Sig. (2-tailed)			
	N			
Job ch_tasks with clearly defined outcomes	Pearson Correlation	.385*		
	Sig. (2-tailed)	.025		
	N	34		
Job ch_working with ppl you are not acquainted wih	Pearson Correlation	.190	.157	
	Sig. (2-tailed)	.283	.375	
	N	34	34	
Job ch_finding novel solution to problems	Pearson Correlation	-.336	-.212	.200
	Sig. (2-tailed)	.052	.230	.257
	N	34	34	34
Job ch_crises/urgent matters	Pearson Correlation	.068	-.132	.343*
	Sig. (2-tailed)	.703	.457	.047
	N	34	34	34
Job ch_standard operating procedures	Pearson Correlation	.231	.308	.345*
	Sig. (2-tailed)	.189	.076	.046
	N	34	34	34
Job ch_well defined subject matter	Pearson Correlation	.026	.464**	-.059
	Sig. (2-tailed)	.885	.006	.741
	N	34	34	34
Job ch_time pressures	Pearson Correlation	-.097	-.093	.156
	Sig. (2-tailed)	.585	.602	.379
	N	34	34	34
Job ch_rules,policies and regulations	Pearson Correlation	-.228	.025	-.129
	Sig. (2-tailed)	.194	.887	.466
	N	34	34	34
Job ch_unexpected problems/situations	Pearson Correlation	-.168	-.167	.152
	Sig. (2-tailed)	.344	.344	.392
	N	34	34	34
wg_ch_routine operating decisions	Pearson Correlation	.235	.311	.113
	Sig. (2-tailed)	.180	.074	.523
	N	34	34	34
wg_ch_strategic or policy decisions	Pearson Correlation	-.016	.138	.176
	Sig. (2-tailed)	.927	.437	.321
	N	34	34	34
wg_ch_techniques,skill or information required to produce your group's products are always	Pearson Correlation	-.162	-.029	.440*
	Sig. (2-tailed)	.368	.875	.010
	N	33	33	33
wg_ch_marketplace,technology and regulations for your work group's products are generally	Pearson Correlation	-.052	.030	.320
	Sig. (2-tailed)	.773	.870	.070
	N	33	33	33

Correlations

		Job Ch_routine repetitive tasks	Job ch_tasks with clearly defined outcomes	Job ch_working with ppl you are not acquainted wih
media usage_to convey confidential,private,or delicate information	Pearson Correlation	-.091	-.096	-.323
	Sig. (2-tailed)	.619	.600	.071
	N	32	32	32
media usage_to describe a complicated situation or proposal	Pearson Correlation	.098	-.049	-.061
	Sig. (2-tailed)	.593	.792	.739
	N	32	32	32
media usage_to infouence,persuade,or sell an idea	Pearson Correlation	.081	.036	-.255
	Sig. (2-tailed)	.661	.846	.159
	N	32	32	32
media usage_to express feelins or emotions	Pearson Correlation	.328	.071	.248
	Sig. (2-tailed)	.067	.700	.171
	N	32	32	32
media usage_to keep someone inform	Pearson Correlation	-.164	-.244	-.110
	Sig. (2-tailed)	.369	.178	.548
	N	32	32	32
media usage_follow-up earlier communication	Pearson Correlation	-.232	-.296	-.170
	Sig. (2-tailed)	.208	.106	.360
	N	31	31	31
media usage_to respond to a straightforward telephone message	Pearson Correlation	-.093	-.151	-.351*
	Sig. (2-tailed)	.614	.410	.049
	N	32	32	32
media usage_to respond to a complicated email message	Pearson Correlation	.175	.155	.041
	Sig. (2-tailed)	.355	.412	.831
	N	30	30	30
media usage_to communicate something of little important to someone close by	Pearson Correlation	.282	.052	.066
	Sig. (2-tailed)	.118	.776	.720
	N	32	32	32
media usage_to communicate something complicated to someone far away	Pearson Correlation	.050	.166	-.004
	Sig. (2-tailed)	.786	.363	.982
	N	32	32	32
media usage_to use the communication medium you prefer best	Pearson Correlation	.116	-.169	-.250
	Sig. (2-tailed)	.527	.356	.167
	N	32	32	32
medium usage_to communicate the same thing to many people	Pearson Correlation	-.166	.020	.174
	Sig. (2-tailed)	.364	.915	.342
	N	32	32	32
media usage_symbolic reasons_when you want to be casual ,informal	Pearson Correlation	.278	-.071	-.065
	Sig. (2-tailed)	.137	.711	.735
	N	30	30	30
media usage_when you want to convey urgency	Pearson Correlation	.195	.083	-.070
	Sig. (2-tailed)	.293	.658	.707
	N	31	31	31
media usage_when you want to convey personal concern or interest	Pearson Correlation	.020	-.169	.111
	Sig. (2-tailed)	.913	.356	.544
	N	32	32	32

Correlations

		Job Ch_routine repetitive tasks	Job ch_tasks with clearly defined outcomes	Job ch_working with ppl you are not acquainted wih
media usage_when you want to obtain an immediate response,action	Pearson Correlation	.469**	.068	-.027
	Sig. (2-tailed)	.008	.716	.883
	N	31	31	31
media usage_when you want to show authority,status,position	Pearson Correlation	.154	.021	-.205
	Sig. (2-tailed)	.401	.908	.261
	N	32	32	32
media usage_when you want to show that your communication is official	Pearson Correlation	.044	.213	-.236
	Sig. (2-tailed)	.812	.241	.193
	N	32	32	32

Correlations

		Job ch_finding novel solution to problems	Job ch_crises/urgent matters	Job ch_standard operating procedures
Job Ch_routine repetitive tasks	Pearson Correlation			
	Sig. (2-tailed)			
	N			
Job ch_tasks with clearly defined outcomes	Pearson Correlation			
	Sig. (2-tailed)			
	N			
Job ch_working with ppl you are not acquainted wih	Pearson Correlation			
	Sig. (2-tailed)			
	N			
Job ch_finding novel solution to problems	Pearson Correlation			
	Sig. (2-tailed)			
	N			
Job ch_crises/urgent matters	Pearson Correlation	.339		
	Sig. (2-tailed)	.050		
	N	34		
Job ch_standard operating procedures	Pearson Correlation	-.133	.026	
	Sig. (2-tailed)	.455	.883	
	N	34	34	
Job ch_well defined subject matter	Pearson Correlation	-.140	-.022	.491**
	Sig. (2-tailed)	.429	.903	.003
	N	34	34	34
Job ch_time pressures	Pearson Correlation	.258	.792**	-.099
	Sig. (2-tailed)	.141	.000	.579
	N	34	34	34
Job ch_rules,policies and regulations	Pearson Correlation	-.070	.032	.310
	Sig. (2-tailed)	.693	.857	.074
	N	34	34	34
Job ch_unexpected problems/situations	Pearson Correlation	.582**	.607**	-.130
	Sig. (2-tailed)	.000	.000	.465
	N	34	34	34
wg_ch_routine operating decisions	Pearson Correlation	.169	.361*	.085
	Sig. (2-tailed)	.341	.036	.634
	N	34	34	34
wg_ch_strategic or policy decisions	Pearson Correlation	.354*	.191	-.068
	Sig. (2-tailed)	.040	.278	.702
	N	34	34	34
wg_ch_techniques,skill or information required to produce your group's products are always	Pearson Correlation	.476**	.394*	.097
	Sig. (2-tailed)	.005	.023	.590
	N	33	33	33
wg_ch_marketplace,technology and regulations for your work group's products are generally	Pearson Correlation	-.012	-.061	.366*
	Sig. (2-tailed)	.947	.735	.036
	N	33	33	33

Correlations

		Job ch_finding novel solution to problems	Job ch_crises/urgent matters	Job ch_standard operating procedures
media usage_to convey confidential,private,or delicate information	Pearson Correlation	-.147	.000	-.084
	Sig. (2-tailed)	.423	1.000	.647
	N	32	32	32
media usage_to describe a complicated situation or proposal	Pearson Correlation	-.227	-.254	-.106
	Sig. (2-tailed)	.211	.161	.562
	N	32	32	32
media usage_to infouence,persuade,or sell an idea	Pearson Correlation	-.555**	.024	-.109
	Sig. (2-tailed)	.001	.895	.551
	N	32	32	32
media usage_to express feelins or emotions	Pearson Correlation	-.155	-.059	.155
	Sig. (2-tailed)	.396	.749	.397
	N	32	32	32
media usage_to keep someone inform	Pearson Correlation	.063	.211	-.233
	Sig. (2-tailed)	.732	.246	.198
	N	32	32	32
media usage_follow-up earlier communication	Pearson Correlation	.135	-.082	.143
	Sig. (2-tailed)	.470	.661	.442
	N	31	31	31
media usage_to respond to a straightforward telephone message	Pearson Correlation	-.072	-.376*	-.354*
	Sig. (2-tailed)	.696	.034	.047
	N	32	32	32
media usage_to respond to a complicated email message	Pearson Correlation	-.294	-.156	-.032
	Sig. (2-tailed)	.114	.410	.866
	N	30	30	30
media usage_to communicate something of little important to someone close by	Pearson Correlation	.013	.045	.334
	Sig. (2-tailed)	.944	.806	.062
	N	32	32	32
media usage_to communicate something complicated to someone far away	Pearson Correlation	-.145	.060	.073
	Sig. (2-tailed)	.430	.744	.692
	N	32	32	32
media usage_to use the communication medium you prefer best	Pearson Correlation	-.179	-.105	-.054
	Sig. (2-tailed)	.327	.569	.769
	N	32	32	32
medium usage_to communicate the same thing to many people	Pearson Correlation	-.137	-.103	-.043
	Sig. (2-tailed)	.455	.576	.815
	N	32	32	32
media usage_symbolic reasons_when you want to be casual ,informal	Pearson Correlation	-.116	.255	-.054
	Sig. (2-tailed)	.542	.173	.777
	N	30	30	30
media usage_when you want to convey urgency	Pearson Correlation	-.312	.003	.305
	Sig. (2-tailed)	.088	.989	.095
	N	31	31	31
media usage_when you want to convey personal concern or interest	Pearson Correlation	-.090	-.137	.053
	Sig. (2-tailed)	.626	.456	.774
	N	32	32	32

Correlations

		Job ch_finding novel solution to problems	Job ch_crises/urgent matters	Job ch_standard operating procedures
media usage_when you want to obtain an immediate response,action	Pearson Correlation	-.366*	-.132	-.035
	Sig. (2-tailed)	.043	.480	.853
	N	31	31	31
media usage_when you want to show authority,status,position	Pearson Correlation	.006	.139	-.121
	Sig. (2-tailed)	.974	.446	.511
	N	32	32	32
media usage_when you want to show that your communication is official	Pearson Correlation	-.006	-.233	-.263
	Sig. (2-tailed)	.976	.199	.145
	N	32	32	32

Correlations

		Job ch_well defined subject matter	Job ch_time pressures	Job ch_rules,policies and regulations	Job ch_unexpected problems/situations
Job Ch_routine repetitive tasks	Pearson Correlation Sig. (2-tailed) N				
Job ch_tasks with clearly defined outcomes	Pearson Correlation Sig. (2-tailed) N				
Job ch_working with ppl you are not acquainted wih	Pearson Correlation Sig. (2-tailed) N				
Job ch_finding novel solution to problems	Pearson Correlation Sig. (2-tailed) N				
Job ch_crises/urgent matters	Pearson Correlation Sig. (2-tailed) N				
Job ch_standard operating procedures	Pearson Correlation Sig. (2-tailed) N				
Job ch_well defined subject matter	Pearson Correlation Sig. (2-tailed) N				
Job ch_time pressures	Pearson Correlation Sig. (2-tailed) N	.097 .585 34			
Job ch_rules,policies and regulations	Pearson Correlation Sig. (2-tailed) N	.490** .003 34	.108 .544 34		
Job ch_unexpected problems/situations	Pearson Correlation Sig. (2-tailed) N	-.139 .432 34	.572** .000 34	-.089 .619 34	
wg_ch_routine operating decisions	Pearson Correlation Sig. (2-tailed) N	.060 .737 34	.391* .022 34	.180 .308 34	.101 .569 34
wg_ch_strategic or policy decisions	Pearson Correlation Sig. (2-tailed) N	.016 .927 34	.238 .176 34	.259 .139 34	.178 .315 34
wg_ch_techniques,skill or information required to produce your group's products are always	Pearson Correlation Sig. (2-tailed) N	-.234 .191 33	.448** .009 33	-.237 .185 33	.354* .043 33
wg_ch_marketplace,technology and regulations for your work group's products are generally	Pearson Correlation Sig. (2-tailed) N	.221 .217 33	.017 .925 33	.127 .480 33	-.316 .073 33

Correlations

		Job ch_well defined subject matter	Job ch_time pressures	Job ch_rules,policies and regulations	Job ch_unexpected problems/situations
media usage_to convey confidential,private,or delicate information	Pearson Correlation	.000	-.106	.098	-.164
	Sig. (2-tailed)	1.000	.564	.592	.371
	N	32	32	32	32
media usage_to describe a complicated situation or proposal	Pearson Correlation	-.098	-.147	-.230	-.114
	Sig. (2-tailed)	.593	.422	.206	.535
	N	32	32	32	32
media usage_to infouence,persuade,or sell an idea	Pearson Correlation	.055	.069	.005	-.129
	Sig. (2-tailed)	.764	.708	.980	.481
	N	32	32	32	32
media usage_to express feelins or emotions	Pearson Correlation	-.149	-.097	-.220	-.035
	Sig. (2-tailed)	.417	.596	.225	.848
	N	32	32	32	32
media usage_to keep someone inform	Pearson Correlation	-.111	.027	.329	-.056
	Sig. (2-tailed)	.547	.882	.066	.762
	N	32	32	32	32
media usage_follow-up earlier communication	Pearson Correlation	.231	-.184	.209	-.087
	Sig. (2-tailed)	.212	.323	.260	.643
	N	31	31	31	31
media usage_to respond to a straightforward telephone message	Pearson Correlation	-.220	-.260	-.061	.009
	Sig. (2-tailed)	.227	.150	.739	.962
	N	32	32	32	32
media usage_to respond to a complicated email message	Pearson Correlation	-.061	.043	-.379*	-.009
	Sig. (2-tailed)	.747	.821	.039	.964
	N	30	30	30	30
media usage_to communicate something of little important to someone close by	Pearson Correlation	.115	-.118	-.106	.105
	Sig. (2-tailed)	.529	.520	.565	.569
	N	32	32	32	32
media usage_to communicate something complicated to someone far away	Pearson Correlation	.173	.040	.131	-.119
	Sig. (2-tailed)	.343	.826	.473	.518
	N	32	32	32	32
media usage_to use the communication medium you prefer best	Pearson Correlation	.055	-.114	-.211	.045
	Sig. (2-tailed)	.766	.533	.246	.805
	N	32	32	32	32
medium usage_to communicate the same thing to many people	Pearson Correlation	.166	-.103	.008	-.280
	Sig. (2-tailed)	.364	.576	.967	.120
	N	32	32	32	32
media usage_symbolic reasons_when you want to be casual ,informal	Pearson Correlation	.029	.120	.063	.027
	Sig. (2-tailed)	.878	.527	.740	.888
	N	30	30	30	30
media usage_when you want to convey urgency	Pearson Correlation	.249	-.137	.115	-.166
	Sig. (2-tailed)	.176	.464	.537	.373
	N	31	31	31	31
media usage_when you want to convey personal concern or interest	Pearson Correlation	-.112	-.245	-.009	-.067
	Sig. (2-tailed)	.543	.176	.960	.717
	N	32	32	32	32

Correlations

		Job ch_well defined subject matter	Job ch_time pressures	Job ch_rules,policies and regulations	Job ch_unexpected problems/situations
media usage_when you want to obtain an immediate response,action	Pearson Correlation	-.104	-.112	-.166	-.320
	Sig. (2-tailed)	.577	.548	.373	.079
	N	31	31	31	31
media usage_when you want to show authority,status,position	Pearson Correlation	.048	.332	.127	.221
	Sig. (2-tailed)	.795	.063	.487	.224
	N	32	32	32	32
media usage_when you want to show that your communication is official	Pearson Correlation	.030	.037	-.236	-.169
	Sig. (2-tailed)	.871	.839	.194	.355
	N	32	32	32	32

Correlations

		wg_ch_routine operating decisions	wg_ch_strategic or policy decisions	wg_ch_techniques,skill or information required to produce your group's products are always changing
Job Ch_routine repetitive tasks	Pearson Correlation Sig. (2-tailed) N			
Job ch_tasks with clearly defined outcomes	Pearson Correlation Sig. (2-tailed) N			
Job ch_working with ppl you are not acquainted wih	Pearson Correlation Sig. (2-tailed) N			
Job ch_finding novel solution to problems	Pearson Correlation Sig. (2-tailed) N			
Job ch_crises/urgent matters	Pearson Correlation Sig. (2-tailed) N			
Job ch_standard operating procedures	Pearson Correlation Sig. (2-tailed) N			
Job ch_well defined subject matter	Pearson Correlation Sig. (2-tailed) N			
Job ch_time pressures	Pearson Correlation Sig. (2-tailed) N			
Job ch_rules,policies and regulations	Pearson Correlation Sig. (2-tailed) N			
Job ch_unexpected problems/situations	Pearson Correlation Sig. (2-tailed) N			
wg_ch_routine operating decisions	Pearson Correlation Sig. (2-tailed) N			
wg_ch_strategic or policy decisions	Pearson Correlation Sig. (2-tailed) N	.401* .019 34		
wg_ch_techniques,skill or information required to produce your group's products are always	Pearson Correlation Sig. (2-tailed) N	.389* .025 33	.249 .163 33	
wg_ch_marketplace,technology and regulations for your work group's products are generally	Pearson Correlation Sig. (2-tailed) N	-.021 .906 33	.038 .833 33	.241 .177 33

Correlations

		wg_ch_routine operating decisions	wg_ch_strategic or policy decisions	wg_ch_techniques,skill or information required to produce your group's products are always changing
media usage_to convey confidential,private,or delicate information	Pearson Correlation	-.124	-.076	-.259
	Sig. (2-tailed)	.498	.679	.159
	N	32	32	31
media usage_to describe a complicated situation or proposal	Pearson Correlation	.106	-.091	.063
	Sig. (2-tailed)	.564	.619	.735
	N	32	32	31
media usage_to infouence,persuade,or sell an idea	Pearson Correlation	-.182	-.258	-.438*
	Sig. (2-tailed)	.320	.154	.014
	N	32	32	31
media usage_to express feelins or emotions	Pearson Correlation	-.017	.040	-.101
	Sig. (2-tailed)	.926	.829	.590
	N	32	32	31
media usage_to keep someone inform	Pearson Correlation	.208	.024	-.060
	Sig. (2-tailed)	.254	.896	.747
	N	32	32	31
media usage_follow-up earlier communication	Pearson Correlation	-.151	-.170	-.088
	Sig. (2-tailed)	.417	.360	.642
	N	31	31	30
media usage_to respond to a straightforward telephone message	Pearson Correlation	-.180	-.050	-.161
	Sig. (2-tailed)	.323	.785	.387
	N	32	32	31
media usage_to respond to a complicated email message	Pearson Correlation	-.177	-.231	.038
	Sig. (2-tailed)	.348	.219	.843
	N	30	30	30
media usage_to communicate something of little important to someone close by	Pearson Correlation	-.148	-.158	.048
	Sig. (2-tailed)	.420	.387	.796
	N	32	32	31
media usage_to communicate something complicated to someone far away	Pearson Correlation	.310	.201	.029
	Sig. (2-tailed)	.084	.271	.875
	N	32	32	31
media usage_to use the communication medium you prefer best	Pearson Correlation	-.133	-.344	-.156
	Sig. (2-tailed)	.467	.054	.402
	N	32	32	31
medium usage_to communicate the same thing to many people	Pearson Correlation	-.046	-.084	.211
	Sig. (2-tailed)	.802	.649	.254
	N	32	32	31
media usage_symbolic reasons_when you want to be casual ,informal	Pearson Correlation	.167	-.135	-.135
	Sig. (2-tailed)	.377	.479	.483
	N	30	30	29
media usage_when you want to convey urgency	Pearson Correlation	.110	-.106	.119
	Sig. (2-tailed)	.555	.570	.532
	N	31	31	30
media usage_when you want to convey personal concern or interest	Pearson Correlation	-.068	-.241	-.041
	Sig. (2-tailed)	.711	.184	.827
	N	32	32	31

Correlations

		wg_ch_routine operating decisions	wg_ch_strategic or policy decisions	wg_ch_techniques,skill or information required to produce your group's products are always changing
media usage_when you want to obtain an immediate response,action	Pearson Correlation	.392*	-.116	-.049
	Sig. (2-tailed)	.029	.536	.798
	N	31	31	30
media usage_when you want to show authority,status,position	Pearson Correlation	.080	.086	.017
	Sig. (2-tailed)	.662	.640	.929
	N	32	32	31
media usage_when you want to show that your communication is official	Pearson Correlation	.152	-.109	-.015
	Sig. (2-tailed)	.407	.551	.935
	N	32	32	31

Appendix 11

Outline of interview topics

1. Job description

2. Overview of daily communication activities

3. Electronic mail
   Number of messages received and sent daily
   Nature of electronic mail message
   General usage pattern
   How long used it
   What does she/he use it for
   Who she/he uses it to communicate with
   Benefits and advantages of electronic mail
   What is electronic mail particularly "good" for
   What is electronic mail particularly "bad" for

4. Comparison of media
   Nature of communication in electronic mail
   Dealing with ambiguous, prolonged difference in opinions
   Dealing with uncertainty, complexity or technical exchanges
   For sending, for receiving
   Message selection, access and preparation
   Documentation: Keep a record, print, save, file
   Broadcasting
   File transfer

Interviewer: What do you think electronic mail is particularly bad for?

Interviewee: You have to type, that's the thing!!, It's ok for me because I am quite a quick typist. And the thing is, if it's a simple job then using electronic mail isstraight forward enough, but when it involves the idea from other people as well then it's a little more tricky. Basically it might take longer to get the job done if you use electronic mail instead of meeting or telephone where you can discuss the issue real time.

Interviewer: Out of 4 mediums that is available in your office i.e. face to face, telephone, electronic mail and memo, Generally can you give me the order in which you would preferred to use each one?

Interviewee: Do I have to use all of them?

Interviewer: It's up to you, you can use all of them if you see fit, or just some if you don't.

Interviewee: Ok, this is difficult to say, because it will really depends on the situation that I will face at the time. But for an argument sake, I will give you my general guideline ok. Firstly, I like to meet face to face every time when I can. But in an ideal world each meeting takes a good 2-3 hours in Thailand, due to our culture, hence its not really efficient. Then in that case telephone would be my second choice if my communication partner doesn't use electronic mail, but the problem with telephone, sometime you spend more time chasing people than actually talking business. But if they use electronic mail, then I would take that option, its just more efficient. Plus, it's the vision from our President, he is a pro technology, so as a General manager I have to lead by example to my subordinate also. As for memo, hmmm, not that I don't like to use it, but it's very low down in my pecking order.

Interviewer: Ok Sir, thank you very much for that. Now I will be more specific about the task that you will face. After each task, it would be so kind if you could indicate to me of the kind of media that you will be willing to use, in some cases, you might like to use more than one.

Interviewee: Ok, fine.

Interviewer: To convey confidential, private or delicate information.

Interviewee: Face to face and telephone/email

Interviewer: To describe a complicated situation or proposal.

Interviewee: Face to face

Interviewer: To influence, persuade or sell an idea

Interviewee: Face to face

Interviewer: To express feeling or emotion

Interviewee: electronic mail/face to face

Interviewer: To keep someone informed

Interviewee: Email/memo

Interviewer: To follow-up earlier communication.

Interviewee: Email/telephone

Interviewer: To respond to a straightforward telephone message

Interviewee: Email

Interviewer: To respond to a complicated email message

Interviewee: Telephone/Email

Interviewer: To communicate something of little importance to someone close by

Interviewee: face to face/ Email

Interviewer: To communicate something complicated to someone far away

Interviewee: Email/telephone

Interviewer: To use communication medium you prefer best

Interviewee: face to face

Interviewer: To communicate the same thing to many people

Interviewee: Email/memo

Interviewer: When you want to be casual and informal

Interviewee: Email/telephone

Interviewer: When you want to convey urgency.

Interviewee: Telephone

Interviewer: When you want to convey personal concern or interest

Interviewee: Face to face

Interviewer: When you want to obtain an immediate response, action

Interviewee: Telephone/Email

Interviewer: When you want to show authority, status, position.

Interviewee: Memo

Interviewer: When you want to show that your communication is official.

Interviewee: Memo

Interviewer: That was very good indeed, thank you very much for your valuable time.

Interviewee: Good luck with your research. If you need any more information then please do not hesitate to contact me.

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