

# An Exploration of Trust and Distrust in the Context of Social Commerce

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## ABSTRACT

This exploratory study examines factors that are expected to be significantly correlated with trust and distrust in social commerce (SC). Unlike other studies, trust and distrust are explored as separate dimensions rather than extreme values of a single dimension. Using data from a sample of 662 SC users, all of the factors were found to be significantly correlated with trust or distrust, and the results were the same for males and females. The findings support the idea that trust and distrust may be conceptualized as different dimensions. New findings related mainly to correlations: with distrust, involving cultural characteristics and personality traits, and between trust and age, education, and SC experience. Practical implications identified factors that may be influenced by practitioners to decrease distrust or increase trust as well as factors that define profiles of consumers with different levels of trust and distrust.

## KEYWORDS

Cultural Characteristics, Distrust, Personality Traits, Social Commerce, Trust

## INTRODUCTION

Social media (e.g. Facebook, YouTube, and Twitter) are internet-based applications that build on Web 2.0 technologies to allow the creation and exchange of user generated content in order to motivate interactions and collaboration (Al-Adwan & Kokash, 2019). Social media tools (e.g. forums, chat rooms, and social networks) enable new business models for electronic commerce referred to as social commerce (SC) (Molinillo et al., 2018). SC has three major attributes: social media technologies, community interactions, and commercial activities designed to enable sharing of information about products or services and their acquisition (Maia et al., 2018). Community interactions involve user generated content and user participation in forums, ratings, reviews, recommendations, and referrals (Lin et al., 2019). SC provides businesses with commercial activities, such as marketing, advertising, and customer service (Lee and Lau, 2020). The benefits from these activities include enhancing the corporate brand, increasing trust and customer loyalty, and establishing reputation and credibility (Porntrakoon, 2018; Lin et al., 2019).

In Thailand, there are 57 million internet users accounting for 2.5 percent of all internet users in Asia (Internet World Stats, 2020). In Thailand Facebook and other SC sites are used increasingly to

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review and share information about products and services (Porntrakoon, 2018). E-vendors may buy SC advertising services to promote their products and services in online communities. For example, at the end of the third quarter of 2020, Facebook had earned approximately USD 17.44 billion from advertising (Facebook, 2020).

Trust has been theorized in most studies as an important determinant of an individual's attitude towards and use of an online system and numerous studies have identified antecedents to trust in online systems (Maia et al., 2018; Porntrakoon, 2018; Lin et al., 2019). McKnight and Chervany (2001) identified different trust related concepts such as disposition to trust, institution-based trust, trusting beliefs, and trusting intention. In most previous studies trust has been conceptualized as a single dimension with extreme values ranging from strong lack of trust through to strong trust. This study explores a different approach proposed by Lewicki et al. (1998), Ou & Sia (2009), Seckler et al. (2015), Kang & Park (2017), and Porntrakoon (2018) whereby trust and distrust are conceptualized as separate dimensions.

Adopting this different view of trust and distrust in the context of SC this study addresses three related research questions. In the context of SC in Thailand: *Which constructs have been shown to be correlated with trust or distrust? Which of these correlations are significant?* and *What are the theoretical and practical implications of the findings?* The findings of the study are expected to contribute to a theoretical understanding of the correlates with trust and distrust viewed as separate dimensions. This has not been investigated adequately in studies of SC. Also, the findings have practical implications for those with professional responsibilities related to SC (e.g. users, providers, e-vendors, and marketers).

## RELATED LITERATURE AND HYPOTHESES

### Related Studies

The purpose of the review of related studies was to identify variables that have a significant correlation with Trust or Distrust in the context of online environments especially SC. Initially, recent studies were accessed with online databases (e.g. ABI/INFORM Complete) using relevant key words (e.g. SC, e-commerce, trust, and distrust). The review broadened by accessing relevant references listed in reported studies and using additional search terms (e.g. cultural characteristics and personality traits). Most studies were quantitative explanatory studies testing theoretical causal models of attitude toward and use of SC and related commercial systems using data collected by questionnaires. Fewer studies were qualitative, descriptive, or exploratory. Most estimated causal effects on trust with less attention to correlations and few considered cultural factors, personality traits, or distrust. Articles used different labels for the same or very similar constructs (e.g. Effort Expectancy and Perceived Ease of Use) and in such cases a commonly used label was selected.

Twenty two variables were identified as having significant correlations with the variables Trust or Distrust. The authors organized these 22 variables into six groups (Characteristics of SC, Characteristics of Social Media Websites, Characteristics of E-Vendors, Personality Traits of Consumers, Cultural Characteristics, and Characteristics of Individuals). These groupings emerged as organizers as the review of previous studies expanded based on characteristics of online environments or characteristics of individuals or groups of individuals interacting in those environments.

Table 1 displays the six groups of variables, their definitions, and studies which identified the variables as having significant correlations with Trust or Distrust. Table 2 presents definitions and references for Trust and Distrust. In both tables underlined references were used for the definitions of the variables. In Table 2 \* is used to indicate that the study has examined Trust and Distrust as separate dimensions.

*Trust and Distrust:* Trust implies the psychological acceptance of the vulnerability of other parties based on their ability to meet individual expectations (Cao et al., 2018). In the context of

**Table 1. Variables related to trust or distrust**

Group	Variable	Definition	Reference
Characteristics of SC	Ratings and Recommendations	The extent to which a SC consumer shares information and recommendations about products with others.	Hsiao et al. (2010), Liang & Turban (2012), Huang & Benyoucef (2013), Zheng et al. (2013), Hajli (2014), Lee et al. (2014), Chen & Shen (2015), Hajli (2015), Bianchi et al. (2017), Maia et al. (2018)
	Community	The extent of the participation of community members that supports others through social interactions and communications.	
Characteristics of Social Media Websites	Perceived Ease of Use	The degree to which the site is free of effort.	Liang & Turban (2012), Kim & Park (2013), Shin (2013), Rauniar et al. (2014), Zhou et al. (2014), Osatuyi (2015a), Seckler et al. (2015), Chahal & Rani (2017), Molinillo et al. (2018)
	Perceived Usefulness	The extent to which the user believes that using the site helps to meet their needs.	
	Trustworthiness	The extent to which the site keeps information confidential, secure, and private.	
	Critical Mass	The extent to which size of the membership matters to a user.	
Characteristics of E-Vendors	Competence	The e-vendor's ability to supply the expected goods/ services in an agreed-upon quantity, price, time, and condition.	McKnight & Chervany (2001), Park et al. (2012), Azam et al. (2013), Kim & Park (2013), Tsai & Pai (2014), Dai et al. (2015), Wang et al. (2015), Chen et al. (2016), Hew et al. (2016), Shanmugam et al. (2016), Xiang et al. (2016), Molinillo et al. (2018), Poromatikul et al. (2019)
	Reputation and Integrity	The extent to which consumers believe that the e-vendor is honest, fair, responsible, concerned about customers and willing to act on their behalf.	
	Quality of Information	The currency, accuracy, and completeness of information provided to the users by third parties and the site.	
Personality Traits of Consumers	Extraversion	Being full of life, energetic, dominant, gregarious, and outgoing.	Devaraj et al. (2008), Osatuyi (2015b), Azam et al. (2013)
	Neuroticism	Being anxious and angry.	
	Agreeableness	Being trusting, sympathetic, straightforward, and selfless.	
	Conscientiousness	Being logical, rational, and competent.	
	Openness to Experience	Propensity to: try new things; learn; be intellectual challenged; and curious.	
Cultural Characteristics	Collectivism	Community collaboration through the value of co-existence and interdependence.	Pornpitakpan (2000), Park et al. (2012), Buriyameathagul (2013), <a href="http://www.geerthofstede.com/national-culture.html">www.geerthofstede.com/national-culture.html</a>
	Relationship Orientation	The extent of the psychological bond between two persons (bunkhun).	
	Locus of Control	A tendency to submit to one's individual fate, chance, and the power of others.	
	Uncertainty Avoidance	The extent to which people feel threatened by ambiguous situations and have created beliefs and institutions that try to avoid these.	
Characteristics of Individuals	Gender	Male or female.	Zhou et al. (2014), Shi & Chow (2015), Porntrakoon (2018), Wang et al. (2020)
	Education	A consumer's highest level of formal education.	
	Age	A consumer's age in years.	
	SC Experience	The extent of the consumer's experience in using SC.	

**Table 2. Definitions and studies of trust and distrust**

Variable	Definition	Reference
Trust	A consumer's willingness to engage in a SC transaction, with risk, based on expectations that the e-vendor will engage in generally acceptable practices, and will be able to deliver the promised products or services.	Lewicki et al. (1998)*, Lewicki et al. (2006)*, Ou & Sia (2009)*, Lankton & McKnight (2011), Park et al. (2012), Kim & Park (2013), Seckler et al. (2015)*, Lu et al. 2016, Kang & Park (2017)*, Maia et al. (2018), Porntrakoon (2018)*, Lin et al. (2019), Bolen & Ozen (2020)
Distrust	The extent to which customers fear a realization of loss if they engage in a SC transaction with the e-vendor.	

SC, this relates to: *competence* - the ability of the e-vendor to supply products and services in an agreed-upon quantity, price, time, and condition (Park et al., 2012); *benevolence* - the willingness of the e-vendor to act on a customer's behalf (Kim & Park, 2013); and *integrity* - the honesty, fairness, and willingness of the e-vendor to keep promises (Lankton & McKnight, 2011).

One view is that distrust is the opposite to trust in the same dimension (e.g. Lu et al. 2016; Maia et al., 2018). For example, a score of X percent for their trust would mean a score of (100 – X) percent for distrust. In this view trust is influenced mainly by the trustworthiness of SC (i.e. the extent to which the site keeps information confidential, secure, and private). Lewicki et al. (1998), Lewicki et al. (2006), Ou & Sia (2009), Seckler et al. (2015), Kang & Park (2017) and others have proposed a different view, which is adopted in this study, that trust and distrust are not opposite ends of a single continuum but are instead two separate constructs. This view has not been adequately explored in the context of SC and this is one of the contributions of this study.

From Table 1, Distrust is the extent to which customers fear a realization of loss if they engage in a SC transaction with the e-vendor. Consequently, a high (low) value for Trust is not necessarily equated to a low (high) value for Distrust. For example, an individual may trust SC in the sense that they are willing to engage in SC based on expectations that the e-vendor will engage in generally acceptable practices, and will be able to deliver the promised products or services. However, at the same time this same individual may fear a loss if they engage in a SC transaction with the e-vendor. Given the various decisions associated with participation in SC, while trust may be high with respect to some aspects at the same time distrust may be high with respect to others. The difference between Trust and Distrust in the context of SC is illustrated further by the following indicators proposed by Ou & Sia (2009) which were used in this study to measure these variables on 5-point Likert scales ranging from 1 (*Strongly Disagree*) to 5 (*Strongly Agree*).

### Opinion About Trust in SC

1. I believe that the e-vendor will deliver the products and services as promised.
2. I believe that the e-vendor will have acceptable practices.
3. I believe in the product information and reviews provided by other consumers in the SC site.
4. I am willing to participate in the social commerce website.

### Opinion About Distrust in SC

1. Engaging in social commerce is likely to lead to a loss for the customer.
2. I do not feel comfortable when I use social commerce.
3. I feel that I may experience losses when using social commerce
4. I am afraid when I participate in social commerce.

*Personality Traits and Cultural Characteristics:* The Big Five personality traits in Table 1 have been used in management and psychology research to predict attitudes, cognitions, and behaviors of people. Different traits have different effects on trust in and use of technologies (Osatuyi, 2015b). Culture refers to the values which make a society distinct. Values are the core of the culture and are the socio-cultural products that people have learned and use to guide their lives as effective members of society (Hofstede et al., 2010).

In the context of SC the values of Thai people can be characterized by collectivism, locus of control, relationship orientation, and uncertainty avoidance (Porntrakoon, 2018). Collectivism represents a preference for a framework in society whereby individuals can expect their relatives or members of an in-group to look after them in exchange for unquestioning loyalty. Decisions are influenced by family members and peers (Buriyameathagul, 2013). External locus of control refers to a tendency to submit to one's individual fate, chance, and the power of others (Pornpitakpan, 2000). Thai people tend to have more favorable attitudes toward an advertisement when the endorser is an

expert, regardless of the quality of the message (Pornpitakpan, 2000). Relationship orientation refers to the relationships among people in the society. Thai people have strong relationships with those they respect (Buriyameathagul, 2013). Uncertainty avoidance refers to the degree to which the members of a society feel uncomfortable with uncertainty and ambiguity. Thai people are rated moderately high on uncertainty avoidance (Pornpitakpan, 2000).

## Hypotheses

Based on the studies in Table 1 it is hypothesized that each of the 22 variables in Table 1 has a statistically significant correlation ( $p < 0.05$ ) with: (a) Trust and (b) Distrust as defined in Table 2. Previous studies provide strong support for correlations with Trust even though correlations between Trust and cultural characteristics and personality traits of consumers have received less attention. However, few studies have examined correlations with Distrust and so these hypotheses are considered to be mainly exploratory in nature. It is hypothesized that Trust and Distrust are not significantly negatively correlated which would be the case if these were extreme values of a single dimension.

These hypotheses were tested for all of the participants representing the target population as well as separately for males and females.

## RESEARCH DESIGN AND METHODOLOGY

A cross-sectional field study design was used. This approach has been used successfully in many previous studies. Quantitative data was collected during the last part of 2020 using a self-administered questionnaire. The questionnaire was prepared in the English and Thai languages and was reviewed by a focus group of three experienced SC users. The Thai version was then administered in a pilot study with a sample of five respondents from the target population. Responses and comments were noted and any additional modifications were incorporated into the final versions of the questionnaire. The Thai version was used in the full study.

The unit of analysis for the study is a Thai individual at least 15 years of age with at least 1 month experience in using SC. The size of the target population exceeded 100,000. Based on 5 percent precision and a 95 percent confidence level the minimum sample size for the study was determined to be 400 which also satisfied the statistical validity of the study (<http://www.webcitation.org/66kKEIC0b>). A sampling frame was not available and so following Neuman (2006) a purposive method was used to select participants. The questionnaire together with instructions designed to limit respondents to those from the target population was distributed to the authors' personal contacts and it was also posted on SC websites such as Facebook and Instagram.

The first part of the questionnaire included items related to characteristics of individuals (gender, education, age, and SC experience). The second part included questions related to the other 18 variables defined in Table 1 and Trust and Distrust defined in Table 2. Table 3 presents details of the measurement of the 24 variables including the identification of existing measuring instruments used to develop the questionnaire items. Indicators for latent variables were measured on five-point Likert scales.

## DATA PREPARATION, ANALYSES, AND RESULTS

Data from 724 completed questionnaires was entered into an SPSS worksheet. The data set is included in Tables 7-26 in the Appendix. A random 10 percent (73) were checked for the accuracy of data entry and no errors were found. Sixty two questionnaires were found to include at least one outlier value for a variable (i.e. a value 3 or more standard deviations from the mean) and these questionnaires were removed from the sample to give a final sample size of 662.

Principal Component factor analysis was used to test the construct validity of the measures of the latent variables. The magnitudes of factor loadings for all of the indicators were greater than 0.4

**Table 3. Measurement of variables**

Group	Latent Variable (Number of Indicators)	Measuring Instrument
Characteristics of SC	Ratings and Recommendations (8), Community (4)	Hajli (2015), Lu et al. (2016),
Characteristics of Social Media Websites	Perceived Ease of Use (5), Perceived Usefulness (5), Trustworthiness (4), Critical Mass (3)	Rauniar et al. (2014)
Characteristics of E-Vendors	Competence (4), Reputation and Integrity (6), Quality of Information (7)	Park et al. (2012), Kim & Park (2013)
Personality Traits of Consumers	Extraversion (4), Neuroticism (3), Agreeableness (6), Conscientiousness (3), Openness to Experience (3)	Osatuyi (2015b)
Cultural Characteristics	Collectivism (4), Relationship Orientation (4), Locus of Control (4), Uncertainty Avoidance (4)	Buriyameathagul (2013)
Trust or Distrust	Trust (4), Distrust (4)	Ou & Sia (2009)
	<b>Single Scale Variable (Level)</b>	
Characteristics of Individuals	Gender (Nominal), Education (Ordinal), Age (Ordinal), SC Experience (Ordinal)	Zhou et al. (2014), Porntrakoon (2018)

with associated eigenvalues greater than 1 which indicated satisfactory construct validity (Straub et al., 2004). The equivalence reliability of these measures was evaluated using Cronbach alpha coefficients. The coefficients were all greater than 0.8 and interpreted as either good or excellent (George & Mallery, 2003).

Most respondents were females 382 (58 percent). The average age of respondents was 32 years. The largest proportion (63 percent) of the respondents either held or was completing a Bachelor Degree. The other participants had either completed or were completing a: Doctoral Degree (1.5 percent); Master Degree (16 percent); Grade 12/Vocational Certificate or High Vocational Certificate (18 percent); and Grade 6 or 9 (1.5 percent). Average SC experience was 18 months. These characteristics indicate that the respondents were suitable representatives of the target population.

Table 4 shows a range of descriptive statistics for the variables. Each latent variable was reduced to a single interval scale variable with values calculated as the weighted mean of the values a participant assigned to the indicators for the latent variable using the standard deviations of the indicators as the weights.

The standard errors for skewness and kurtosis are not displayed in Table 4 but in each case the magnitudes of skewness and kurtosis are less than twice the values of their standard errors. This validates the use of t-tests in subsequent analyses (Walpole et al., 2002).

Except for Age, Education, and SC Experience, the value of 3 on the 5-point measurement scale indicated that respondents were *neutral* about the relevance of the variable. T-tests showed that for all the participants and separately for males and females the mean value for: Neuroticism was not significantly different from 3; Distrust was significantly less than 3; and each of the other variables was significantly greater than 3 ( $p < 0.05$ ).

T-tests were used to examine differences between the mean values of the variables for males and females. The only significant differences ( $p < 0.05$ ) were for Trustworthiness, Reputation and Integrity, Quality of Information, Extraversion, Openness to Experience, and Distrust. In each case, the mean for males was significantly greater than the mean for females. T-tests showed that the mean for Trust was significantly greater than the mean for Distrust among all of the participants and separately for males and females ( $p < 0.05$ ).

Table 6 in the Appendix displays the correlations among all of the variables for all of the participants and the last rows show the correlations for all of the variables with Trust and Distrust for

Table 4. Descriptive statistics

Variable	Mean	Standard Deviation	Skewness	Kurtosis	Variable	Mean	Standard Deviation	Skewness	Kurtosis
Age	32.23	10.857	.558	-.278	Extraversion	3.32	0.666	.295	.021
Education	15.71	2.051	-.856	3.498	Neuroticism	3.05	0.888	-.165	-.178
SC Experience	18.34	25.806	2.207	4.809	Agreeableness	3.62	0.606	.208	-.272
Ratings and Recommendations	3.63	0.899	-.416	.476	Conscientiousness	3.36	0.752	-.193	-.063
Community	3.59	0.707	.059	-.231	Openness to Experience	3.48	0.711	.332	-.260
Perceived Ease of Use	3.74	0.639	.062	-.526	Uncertainty Avoidance	3.55	0.709	.124	-.265
Perceived Usefulness	3.90	0.660	-.136	-.632	Collectivism	3.51	0.734	.257	-.614
Trustworthiness	3.12	0.846	-.191	.117	Locus of Control	3.32	0.569	.385	.053
Critical Mass	3.81	0.682	-.430	-.727	Relationship Orientation	3.63	0.714	.155	-.619
Competence	3.63	0.658	.080	-.376	Trust	3.42	0.654	.067	.615
Reputation and Integrity	3.41	0.733	.227	-.149	Distrust	2.73	0.804	.097	.021
Quality of Information	3.56	0.688	.346	-.231					

the subgroups of males and females. In Table 6, significant correlations ( $p < 0.05$ ) are highlighted in bold type. Table 5 is derived from Table 6 and summarizes the nature of the correlations with Trust and Distrust for all of the participants and separately for males and females. In Table 5, S+ and S- represent significant positive and negative correlations, respectively, which are highlighted in bold type in Table 6. In Table 5, NS indicates that the correlation was not statistically significant ( $p < 0.05$ ).

## DISCUSSION

Among all of the participants distrust in SC on average was very low while, with the exception of neuroticism, on average all of the other variables were very high. The extent of neuroticism was not significantly high or low. These results applied equally to males and females. The only significant differences between the average values for males and females related to six variables (Trustworthiness, Reputation and Integrity, Quality of Information, Extraversion, Openness to Experience, and Distrust). On average males rated these six variables much higher than females. For all of the participants and separately for males and females on average Trust was much higher than Distrust.

## Correlations

Correlations for all of the participants and separately for males and females indicate that the variables are dependent.

From Table 5 each of the correlations with Trust was significant and positive for all of the participants, males, and females. The only exceptions were three variables (Age, Education, and SC Experience) where the correlations with Trust for each of these three groups were not significant.

Among the correlations with Distrust in Table 5 the nature of the correlations was the same for all of the participants, males, and females. There were three types of correlations:

**Table 5. Summary of correlations with Trust and Distrust**

Variable	Trust			Distrust		
	All Participants	Males Only	Females Only	All Participants	Males Only	Females Only
Trust	1	1	1	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>
<b>Characteristics of SC</b>						
Ratings and Recommendations	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>
Community	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	NS	NS	NS
<b>Characteristics of Social Media Website</b>						
Perceived Ease of Use	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	NS	NS	NS
Perceived Usefulness	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>-</sup>	S <sup>-</sup>	S <sup>-</sup>
Trustworthiness	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>
Critical Mass	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>-</sup>	S <sup>-</sup>	S <sup>-</sup>
<b>Characteristics of E-Vendors</b>						
Competence	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	NS	NS	NS
Reputation and Integrity	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	NS	NS	NS
Quality of Information	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	NS	NS	NS
<b>Personality Traits of Consumers</b>						
Extraversion	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>
Neuroticism	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>
Agreeableness	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	NS	NS	NS
Conscientiousness	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	NS	NS	NS
Openness to Experience	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>
<b>Cultural Characteristics</b>						
Collectivism	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>-</sup>	S <sup>-</sup>	S <sup>-</sup>
Relationship Orientation	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	NS	NS	NS
Locus of Control	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>
Uncertainty Avoidance	S <sup>+</sup>	S <sup>+</sup>	S <sup>+</sup>	NS	NS	NS
<b>Characteristics of Individuals</b>						
Education	NS	NS	NS	S <sup>-</sup>	S <sup>-</sup>	S <sup>-</sup>
Age	NS	NS	NS	S <sup>-</sup>	S <sup>-</sup>	S <sup>-</sup>
SC Experience	NS	NS	NS	S <sup>-</sup>	S <sup>-</sup>	S <sup>-</sup>

1. Significant positive correlations with Distrust imply that individuals who: (i) regularly share SC ratings and recommendations about products with others; (ii) believe that social media keep information confidential, secure, and private; (iii) are extraverted, or neurotic, or open to new experiences; or (iv) have a tendency to submit to fate, chance, and the power of others are very likely to have high levels of distrust.
2. Significant negative correlations with Distrust imply that individuals who: (i) are older and have high levels of education and SC experience; (ii) believe that social media are very useful especially when the social media community is large; and (iii) emphasize community collaboration are very likely to have low levels of distrust.
3. Correlations with nine variables (Community, Perceived Ease of Use, Competence, Reputation and Integrity, Quality of Information, Agreeableness, Conscientiousness, Relationship Orientation, and Uncertainty Avoidance) which are not significant.

In particular, among all of the participants, males, and females Distrust has a significant positive correlation with Trust. This supports the notion that in the context of SC Distrust and Trust are separate but not independent dimensions. Otherwise, the correlation between Trust and Distrust would be expected to be significant and negative. For example, even though correlation is not a transitive relationship the variables with a significant positive correlation with both Trust and Distrust illustrate that it is conceivable that an individual with a high level of Distrust who:

1. Frequently shares SC ratings and recommendations about products with others.
2. Strongly believes that social media keep information confidential, secure, and private.
3. Has a strong tendency to: be extraverted, neurotic, or open to new experiences; and submit to fate, chance, and the power of others.

may also be very willing to engage in a SC transaction, accepting the risks, and expecting that the e-vendor will engage in generally acceptable practices and deliver the promised products or services. Also, the significant positive correlation between Trust and Distrust is not contradicted by the findings that:

1. Three variables (Perceived Usefulness, Critical Mass, and Collectivism) are significantly positively correlated with Trust and significantly negatively correlated with Distrust.
2. Nine variables (Community, Perceived Ease of Use, Competence, Reputation and Integrity, Quality of Information, Agreeableness, Conscientiousness, Relationship Orientation, and Uncertainty Avoidance) are significantly positively correlated with Trust but not significantly correlated with Distrust.
3. Three variables (Education, Age, and SC Experience) are not significantly correlated with Trust but are significantly negatively correlated with Distrust.

### **Relationship Between the Findings and Previous Studies**

The previous studies presented in Table 1 identified 22 variables that were hypothesized to be significantly correlated with: (a) Trust and (b) Distrust. The findings indicate general agreement with previous studies which reported significant correlations with Trust. Only three of the 22 variables (Age, Education, and SC Experience) were not significantly correlated with Trust. However, there was less agreement with previous studies about significant correlations with Distrust. Nine of the 22 variables (Community, Perceived Ease of Use, Competence, Reputation and Integrity, Quality of Information, Agreeableness, Conscientiousness, Relationship Orientation, and Uncertainty Avoidance) were not significantly correlated with Distrust. The hypothesis that Trust and Distrust are not significantly negatively correlated was supported by the findings. Furthermore, all of these findings were supported among all of the participants as well as separately among males and females.

It is noted that because of limited attention to distrust in previous studies the hypotheses relating to correlations with Distrust were considered to be exploratory. Also, correlations with cultural characteristics and personality traits of consumers have received limited attention in previous studies and hypotheses associated with these correlations are considered to be exploratory. In particular, although Porntrakoon (2018) focused on causal and moderating effects on Trust and Distrust he did report correlations even though they were not discussed in detail and did not include correlations separately for males and females. However, Porntrakoon (2018) did report that Trust and Distrust are significantly positively correlated.

Consequently, the following may be considered as new or exploratory findings which certainly require validation in further studies:

1. The significant positive correlation between Trust and Distrust.
2. Correlations between Trust and Age, Education, and SC Experience.

3. Correlations between Distrust and Community, Perceived Ease of Use, Competence, Reputation and Integrity, and Quality of Information.
4. Correlations of cultural characteristics and personality traits with both Trust and Distrust.

The findings for males and females separately also require further validation.

### Practical Implications of the Findings

The findings provide practitioners associated with SC (i.e. customers, providers, e-vendors, and marketers) with guidance which may be used in the promotion, development, and use of SC. The correlations with and between Trust and Distrust have two main practical implications:

1. **Profiles:** The findings for the variables in the three categories representing Characteristics of Individuals, Personality Traits of Consumers, and Cultural Characteristics in Table 5 primarily enable practitioners to build profiles of individuals with different levels of trust or distrust, which is of vital importance for targeting developments and promotions of SC sites and functions.

For example, there are few differences between males and females for any of the variables. Customers with a low (high) level of distrust are very likely to be old (young) with high (low) levels of education and SC experience. Extraversion, neuroticism, and openness to experience are most evident among those who have high levels of trust and distrust and the most agreeable and conscientious customers have high levels of trust in SC. High (low) values for the four cultural characteristics (Collectivism, Relationship Orientation, Locus of Control, and Uncertainty Avoidance) are associated with individuals who have high (low) levels of trust. Low (high) distrust is associated with high (low) collectivism and the opposite is true for locus of control. Participants in this study were all Thai with expected high values on these four cultural characteristics. However, the results may be different for participants from other cultural settings.

2. **Actions:** Findings for the variables in the three categories (Characteristics of SC, Characteristics of Social Media Websites, and Characteristics of E-Vendors) suggest practical actions that may be taken to produce desirable levels of trust or distrust. An important finding is that trust and distrust should not be seen as the opposite ends of a single dimension. Instead, as separate constructs they are significantly positively correlated. This means in practice a customer with a high (low) level of trust will be among those who have a high (low) level of distrust even though on average among all of the participants and separately males and females the level of distrust is very low and significantly less than the level of trust which is very high.

If practical actions are taken to raise an individual's level of trust then it is important to ensure that such actions do not also raise the individual's level of distrust. This is directly relevant to the two variables (Ratings and Recommendations, Trustworthiness) which are significantly positively associated with both Trust and Distrust and to a lesser extent to the five variables (Community, Perceived Ease of Use, Competence, Reputation and Integrity, and Quality of Information) which are significantly correlated (positively) with only Trust. For example, if actions are taken through incentives and rewards to encourage customers to increase the extent to which they share ratings and recommendations with others then those customers who increase their sharing with others may be expected to have greater trust in SC. However, if increasing trust is the only objective for the actions they may also increase their distrust in SC, which is not desirable. Thus, increasing the sharing of ratings and recommendations is recommended with a potentially positive outcome for trust but it must be done in such a way that is not associated with an increase in distrust. The solution might be to ensure that the incentives and rewards that are used to increase the sharing of ratings and recommendations are carefully designed to emphasize also that there are specific guaranteed safeguards against potential

losses associated with purchasing the recommended products or services. Activities designed to increase trust must also be designed to decrease distrust.

Findings indicate that high (low) values for Perceived Usefulness and Critical Mass are associated with high (low) values for Trust and low (high) values for Distrust. Consequently, an increase in the value that a customer places on these two aspects is likely to have desirable outcomes with higher trust and lower distrust. Such actions are mainly the responsibility of providers of social media sites with participation from the e-vendors as well. The extent to which a customer believes that using the site helps to meet their needs requires providers and vendors to know what these needs are and then to ensure that they are catered for and promoted to customers. Providers should ensure that the size of the membership using the site for SC is promoted in a positive manner including positive testimonials from satisfied customers.

## CONCLUSION

From a theoretical perspective in answer to “*What are the correlates with trust or distrust?*” and “*Which of these correlates are significant?*” this exploratory study derived 22 factors from previous studies that were hypothesized to be significantly correlated with Trust and Distrust. Only three factors (Age, Education, and SC Experience) were not significantly correlated with Trust and nine factors (Community, Perceived Ease of Use, Competence, Reputation and Integrity, Quality of Information, Agreeableness, Conscientiousness, Relationship Orientation, and Uncertainty Avoidance) were not significantly correlated with Distrust. In particular, the hypothesis that Trust and Distrust are not significantly negatively correlated was supported and instead the correlation between them was found to be significant and positive. All of these findings applied equally to males and females. Consequently, it is plausible and instructive to consider Trust and Distrust in the context of SC as separate dimensions rather than as extreme values of a single dimension.

New or exploratory findings, which require validation in further studies, include correlations: (a) between Trust and Age, Education, and SC Experience; (b) between Trust and Distrust; (c) between Distrust and Community, Perceived Ease of Use, Competence, Reputation and Integrity, and Quality of Information; and (d) of cultural characteristics and personality traits with both Trust and Distrust. Further validation of the findings for males and females separately is required.

From a practical perspective the question “*What are the theoretical and practical implications of the findings?*” was answered by identifying factors: (a) where changes through practical actions may achieve desirable outcomes for levels of trust or distrust; (b) which provide a profile for understanding consumers with different levels of trust and distrust in SC.

There are limitations on this exploratory study. The external validity of the findings can only be enhanced by repeating the study and that is recommended. Future studies may include other factors that may have significant correlations with either Trust or Distrust. The theoretical question about Trust and Distrust as separate dimensions is not completely resolved even though the findings suggest strongly that this is a feasible idea. Future studies need to explore trust and distrust as separate constructs in the context of other internet-based systems and activities (e.g. internet banking and mobile payment) especially given the well-known importance of trust in relation to the adoption of almost all online systems. In addition, for practitioners involved with the provision of SC it is recognized that information about some of the factors in the study may not be readily available (e.g. Personality Traits of Consumers and Cultural Characteristics) and practitioners may need to give careful attention to feasible ways in which they may be able to overcome that problem while respecting the privacy and confidentiality of information about online consumers.

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APPENDIX

Table 6. Correlations

Variable	Characteristics of Individual			Characteristics of SC		Characteristics of Social Media Website				Characteristics of E-vendor			Personality Traits of Consumer					Cultural Characteristics					
	Age	Education	SC Experience	Ratings and Recommendations	Community	Perceived Ease of Use	Perceived Usefulness	Trustworthiness	Critical Mass	Competence	Reputation and Integrity	Quality of Information	Extraversion	Neuroticism	Agreeableness	Conscientiousness	Openness to Experience	Uncertainty Avoidance	Collectivism	Locus of Control	Relationship Orientation	Trust	
Education	.212	1																					
SC Experience	.221	.110	1																				
Ratings and Recommendations (RR)	-.084	-.036	-.008	1																			
Community (CM)	.045	.005	.071	.433	1																		
Perceived Ease of Use (PE)	-.063	.028	.070	.353	.515	1																	
Perceived Usefulness (PU)	.070	.011	.128	.253	.467	.697	1																
Trustworthiness (TW)	-.042	-.136	-.011	.270	.263	.293	.289	1															
Critical Mass (CT)	.058	.038	.116	.144	.365	.500	.599	.112	1														
Competence (CP)	-.011	.063	.050	.289	.404	.481	.469	.254	.405	1													
Reputation and Integrity (RI)	-.073	.087	.001	.272	.415	.399	.349	.289	.235	.599	1												
Quality of Information (QI)	-.044	.143	.038	.280	.473	.467	.417	.241	.363	.628	.798	1											
Extraversion (EV)	-.071	-.069	-.087	.350	.319	.365	.286	.349	.148	.289	.259	.282	1										
Neuroticism (NR)	-.286	-.034	-.089	.127	.088	.103	.063	.044	.030	-.104	.100	.103	.099	1									
Agreeableness (AG)	-.065	.011	-.002	.287	.428	.415	.381	.255	.332	.367	.339	.377	.569	.152	1								
Conscientiousness (CS)	.007	.052	.040	.189	.196	.282	.258	.142	.211	.253	.181	.229	.285	.180	.417	1							
Openness to Experience (OE)	-.041	-.011	-.020	.269	.264	.321	.253	.228	.188	.200	.237	.274	.416	.053	.473	.401	1						
Uncertainty Avoidance (UA)	.110	.207	.075	.245	.431	.380	.370	.147	.338	.445	.401	.408	.212	.049	.296	.273	.237	1					
Collectivism (CL)	.149	.160	.062	.191	.404	.315	.323	.179	.276	.337	.366	.373	.215	.014	.252	.242	.229	.646	1				
Locus of Control (LC)	-.044	-.080	-.004	.237	.343	.346	.292	.248	.126	.288	.244	.214	.250	.081	.275	.121	.196	.282	.247	1			
Relationship Orientation (RO)	.090	.124	.055	.219	.551	.414	.377	.220	.290	.379	.420	.415	.279	.043	.349	.229	.245	.603	.650	.358	1		
Trust (TR)	-.046	.035	.055	.344	.442	.463	.397	.365	.298	.485	.488	.522	.294	.126	.387	.251	.402	.329	.271	.242	.346	1	
Distrust (DT)	-.191	-.198	-.141	.111	.009	-.006	-.108	.198	-.204	-.019	.009	-.047	.168	.287	.064	.051	-.104	-.083	-.115	.130	-.069	.124	1
Males	Trust (TR)	-.058	.065	.016	.395	.476	.415	.358	.330	.243	.507	.497	.505	.287	.225	.394	.257	.465	.337	.284	.248	.340	1
	Distrust (DT)	-.252	-.200	-.204	.168	.006	.017	-.119	.255	-.213	.091	.045	.007	.253	.299	.038	.073	.187	-.092	-.125	.122	-.060	.169
Females	Trust (TR)	-.036	.014	.085	.306	.414	.499	.427	.385	.345	.467	.475	.530	.289	.037	.380	.247	.345	.321	.258	.232	.343	1
	Distrust (DT)	-.139	-.197	-.104	.147	.001	-.027	-.100	.141	-.195	-.011	-.038	-.003	.278	.271	.001	-.044	.102	-.083	-.115	.127	-.089	.107

Note: Correlations in bold type are the only correlations that are statistically significant at a level of 0.05 or less.

Table 7. Data set

15	14	13	12	11	10	9	8	7	6	5	4	3	2	1	Case
1	2	1	2	1	1	2	1	1	1	2	2	2	2	2	Gender
29	29	28	27	27	21	21	21	21	20	20	18	60	50	22	Age
12	12	12	12	12	12	12	12	12	12	12	12	9	9	9	Education
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	SC
4.13	3.41	3.41	3.69	2.85	3.41	3.56	3.25	2.42	3.41	3.41	3.84	3.98	4.12	3.41	Experience
3.76	3.00	3.50	3.25	3.00	3.00	3.00	3.25	3.00	3.00	3.00	3.50	3.00	3.00	3.00	RR
3.80	3.61	2.80	3.20	3.00	3.00	3.00	3.00	3.39	4.00	4.00	4.21	4.21	2.80	3.00	CM
3.60	3.00	2.60	2.60	3.00	3.00	3.00	3.80	3.00	4.00	4.20	4.19	3.00	3.00	3.00	PE
3.74	2.00	3.26	2.52	3.00	3.00	3.00	3.50	3.50	4.00	4.24	2.26	4.76	3.00	3.00	PU
3.38	3.69	3.08	3.38	2.77	2.77	2.77	2.46	2.46	3.69	3.69	4.61	3.69	4.31	2.77	TW
3.26	3.00	2.76	3.26	3.00	3.00	3.00	3.26	3.24	3.74	4.00	3.76	4.00	2.26	3.00	CT
3.10	2.61	2.91	3.70	3.00	3.00	3.00	2.99	2.80	3.00	3.80	4.10	3.09	3.00	3.00	CP
3.00	3.00	2.77	3.43	3.00	3.00	3.00	3.14	3.44	3.00	3.14	3.85	3.57	3.00	3.00	RI
4.00	3.00	2.77	3.24	3.00	3.00	3.00	2.76	3.48	3.27	3.26	2.26	5.00	3.00	3.00	QI
4.00	2.00	3.00	3.33	3.00	3.00	3.00	3.33	3.33	3.67	3.34	3.00	3.66	3.24	3.00	NI
3.34	3.00	2.66	2.83	3.00	3.00	3.00	3.50	3.17	2.67	3.34	4.67	4.67	4.17	2.83	NR
3.00	2.31	3.35	3.35	2.65	3.00	3.00	2.66	3.34	3.66	3.00	1.66	3.00	3.00	3.00	AG
3.32	3.00	3.00	3.67	3.00	3.00	3.00	2.35	3.33	3.68	3.00	3.33	4.00	3.00	3.00	CS
4.00	2.50	3.00	2.75	2.75	3.00	3.00	3.00	2.76	3.75	3.00	3.00	3.25	2.76	3.00	OE
4.24	3.00	2.49	3.74	2.50	3.00	3.00	2.74	3.49	2.50	3.00	2.75	3.75	3.00	3.00	UA
3.77	3.00	3.50	2.75	3.23	3.00	3.00	3.25	3.52	3.48	3.00	3.75	3.75	3.00	3.00	CL
4.52	3.00	3.00	3.51	2.00	3.00	3.00	2.51	3.00	2.24	3.00	3.74	4.76	3.00	3.00	LC
3.00	2.51	3.00	3.25	2.75	3.00	3.00	3.51	4.26	3.00	4.51	4.00	4.00	3.00	3.00	RO
3.00	3.25	3.00	2.77	3.00	3.00	3.00	3.01	3.25	3.26	3.74	2.75	2.00	3.00	3.00	TR
3.46	3.45	3.44	3.43	3.42	3.41	3.40	3.39	3.38	3.37	3.36	3.35	3.34	3.33	3.32	DT
2	2	1	1	1	1	2	1	1	1	2	1	1	2	2	Case
37	36	34	33	25	22	21	56	28	24	44	37	21	33	19	Gender
16	16	16	16	16	16	16	14	14	14	12	12	12	16	16	Age
10	10	10	10	10	10	10	10	10	10	10	10	10	9	9	Education
2.70	2.85	3.41	4.13	4.55	3.27	3.98	4.69	3.84	5.69	4.27	3.84	4.83	5.40	4.55	SC
2.25	4.00	3.25	3.50	4.00	3.75	3.50	3.50	4.25	5.00	4.50	3.00	4.51	5.00	4.00	Experience
4.21	3.40	2.80	3.60	4.00	3.60	3.20	3.60	4.21	5.00	5.00	3.00	4.21	3.80	3.80	RR
3.60	3.80	3.19	3.40	4.00	3.40	3.59	4.60	3.19	5.00	5.00	3.00	4.40	5.00	4.80	CM
1.00	2.50	3.00	3.00	4.00	3.50	3.50	4.51	3.51	5.00	5.00	3.00	3.74	3.26	2.74	PU
4.31	3.69	2.77	2.77	3.69	3.08	3.69	4.00	4.00	4.61	4.61	3.69	3.39	4.61	4.61	TW
4.26	3.50	3.49	3.00	4.74	3.25	3.51	4.75	3.70	5.00	3.00	4.00	4.51	4.26	3.50	CT
2.40	2.38	2.59	3.41	4.59	3.39	3.41	4.40	3.70	5.00	2.40	4.00	4.51	3.47	4.29	CP
4.00	2.57	2.86	4.00	4.00	3.14	3.43	4.00	4.00	3.28	3.14	4.00	4.57	4.56	3.72	RI
4.00	2.76	3.00	3.00	4.27	3.27	4.23	3.50	3.00	5.00	3.14	4.00	4.24	5.00	3.51	QI
2.34	3.34	3.00	3.00	4.33	3.34	3.33	3.67	1.33	3.33	4.24	3.00	4.24	3.51	3.51	EV
4.00	3.66	3.00	3.00	4.50	3.34	3.33	3.66	3.50	5.00	3.67	3.00	4.67	1.00	3.67	NR
3.66	3.00	2.66	3.00	4.31	3.35	3.34	3.31	3.31	5.00	4.66	3.00	4.69	4.31	3.67	AG
4.33	2.33	3.00	3.00	4.65	3.35	3.35	3.32	4.00	5.00	4.68	3.00	4.31	4.35	4.31	CS
4.26	4.25	3.50	2.75	4.00	3.00	3.75	3.75	3.51	5.00	3.50	3.50	4.76	4.00	3.00	OE
2.49	3.24	3.50	2.50	3.50	3.00	3.50	4.75	3.51	5.00	3.50	3.50	3.76	4.24	3.76	UA
3.00	3.25	3.25	3.25	4.25	3.27	3.73	3.50	3.50	4.77	4.24	3.26	4.26	4.24	4.75	CL
3.00	3.25	3.26	3.00	3.76	3.00	3.52	4.52	3.76	3.00	4.52	3.00	4.25	4.50	4.25	LC
4.75	2.25	3.00	4.00	4.25	3.00	3.50	3.75	3.76	5.00	4.52	3.26	4.00	4.51	5.00	RO
2.27	2.77	3.00	4.00	4.00	3.75	3.23	4.26	3.00	5.00	3.49	3.00	4.26	3.26	4.26	TR
															DT



Table 9. Data set (continued)

Case	47	46	45	44	43	42	41	40	39	38	37	36	35	34	33	32
Gender	2	2	1	1	2	1	2	1	2	1	2	2	2	2	2	1
Age	18	18	18	18	18	18	18	18	18	18	38	34	30	26	25	24
Education	16	16	16	16	16	16	16	16	16	16	14	14	14	14	14	14
SC Experience	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
RR	3.98	4.55	3.41	3.41	4.26	2.56	3.27	1.56	3.83	3.55	2.13	3.84	2.28	3.98	4.41	3.84
CM	3.51	3.00	3.00	4.00	3.75	3.00	3.75	2.50	3.50	3.75	2.00	3.50	5.00	4.00	3.25	3.00
PE	3.60	4.00	3.80	4.80	3.60	5.00	3.80	4.21	4.41	4.00	3.61	2.80	5.00	4.00	3.00	3.60
PU	3.20	4.00	4.00	4.80	3.60	5.00	3.60	5.00	3.39	3.40	3.61	2.80	5.00	4.00	3.40	3.40
TW	3.26	3.00	2.74	3.00	3.00	4.51	2.50	2.50	3.24	3.24	2.00	2.49	3.51	3.76	3.24	3.24
CT	3.08	3.69	3.69	3.69	2.77	3.69	4.61	3.69	3.69	4.31	4.31	3.39	3.69	3.69	4.31	3.69
CP	4.00	3.76	3.26	4.00	4.00	3.51	4.00	3.51	2.74	3.26	3.26	3.26	5.00	3.25	4.50	3.00
RI	4.50	3.30	3.00	3.19	3.30	3.51	3.42	2.81	3.00	2.99	2.80	3.09	4.60	3.09	4.09	3.31
RQ	5.00	3.29	3.29	3.71	3.57	3.43	3.14	3.29	3.43	3.00	3.00	3.72	5.00	3.71	4.14	3.42
EV	4.76	3.26	4.27	3.66	3.00	4.49	3.23	4.50	3.51	3.00	2.27	3.51	3.23	4.76	3.73	3.73
NR	2.33	2.00	2.67	4.66	3.33	3.67	4.66	4.66	3.67	3.00	3.33	2.00	1.00	2.66	3.66	3.66
AG	5.00	3.83	4.00	3.67	3.17	3.83	4.34	4.34	4.33	4.16	2.84	3.66	4.83	4.00	4.33	3.50
CS	4.00	1.66	2.31	3.00	3.00	3.31	4.00	4.35	2.69	3.31	3.35	3.65	4.66	3.31	3.00	3.35
OE	4.00	2.65	4.35	3.00	3.00	3.00	3.00	2.65	3.65	3.00	3.68	2.68	3.33	3.33	2.67	3.68
UA	3.51	3.26	3.00	3.25	3.25	3.49	3.00	3.76	3.00	2.75	3.00	3.25	4.51	3.75	3.51	2.75
CL	3.49	3.00	3.24	3.75	2.75	3.75	2.75	2.24	3.51	2.74	2.51	3.75	4.50	3.75	3.26	3.24
LC	2.77	3.00	3.20	2.77	3.77	3.50	3.25	3.77	3.25	2.50	3.73	3.25	4.77	3.77	3.00	3.25
RO	3.76	3.00	3.76	3.76	3.76	3.25	3.24	3.76	3.74	3.25	3.26	3.52	4.76	4.00	3.00	2.76
TR	3.00	2.49	2.74	3.00	3.51	3.50	3.00	3.26	5.00	4.00	2.75	2.75	4.26	3.26	2.50	3.24
DT	2.25	3.00	3.00	3.00	3.00	3.23	3.52	4.27	4.51	4.52	3.00	2.49	3.26	2.75	2.75	3.27
Case	378	377	376	375	374	373	372	371	370	369	368	367	366	365	364	363
Gender	2	2	2	2	2	1	1	1	2	1	1	1	1	1	1	1
Age	21	16	16	16	16	16	16	16	14	14	14	12	12	12	12	21
Education	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12
SC Experience	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
RR	5.55	3.55	3.98	4.56	2.42	3.98	2.85	3.98	4.41	3.70	2.41	3.54	4.55	2.84	3.41	3.54
CM	4.30	3.00	3.50	4.00	2.00	3.25	3.00	3.49	4.00	4.25	3.75	4.25	3.25	3.00	3.00	3.25
PE	4.41	3.41	4.80	5.00	2.79	5.00	3.41	4.00	4.80	3.59	3.20	4.20	4.00	2.80	3.40	4.79
PU	3.80	3.00	5.00	4.60	2.60	4.00	4.00	3.40	4.80	3.60	3.60	4.80	4.20	3.40	2.60	3.60
TW	1.50	3.00	4.74	3.26	2.74	4.26	3.51	3.74	3.76	2.26	2.50	3.26	2.50	3.00	3.00	3.50
CT	4.61	2.77	4.00	4.61	2.16	3.38	3.69	4.61	3.08	4.61	3.69	4.61	4.61	3.08	4.61	4.61
CP	4.50	3.50	3.49	5.00	2.74	3.76	4.00	3.26	3.51	4.26	3.00	3.51	2.76	2.76	4.00	3.49
RI	4.81	3.20	2.89	4.90	3.79	3.89	3.09	3.49	3.70	4.20	2.49	2.79	3.00	2.90	3.41	3.49
RQ	4.44	3.29	3.43	5.00	2.86	3.58	3.00	3.28	3.43	4.86	3.00	3.28	3.00	3.14	4.02	2.84
EV	2.24	3.51	3.23	4.00	3.23	3.24	3.24	3.76	3.52	2.74	2.76	3.23	3.50	2.52	4.49	3.00
NR	1.66	4.00	4.33	1.66	3.33	4.00	1.33	3.34	3.33	3.33	4.00	3.33	2.33	3.00	4.00	2.33
AG	4.33	4.00	5.00	4.17	2.66	3.67	4.66	3.50	3.66	3.50	3.34	3.67	3.84	3.50	4.00	3.84
CS	4.35	4.00	2.66	4.31	4.35	3.34	4.31	3.35	3.66	3.31	3.00	3.35	3.35	3.31	4.35	2.31
OE	3.65	3.68	5.00	3.65	2.67	2.65	4.00	3.35	3.33	4.00	4.00	3.65	3.68	2.33	4.00	3.33
UA	1.75	3.00	3.74	4.26	4.51	3.51	3.00	3.26	3.00	4.49	2.75	3.25	4.25	2.75	3.00	4.51
CL	2.49	3.50	2.49	3.50	4.76	3.75	2.75	2.50	2.50	4.24	3.49	3.76	2.75	3.26	3.00	3.75
LC	2.75	3.77	2.73	3.50	2.77	3.25	2.52	3.50	3.50	3.48	2.73	4.25	3.52	3.23	3.00	2.75
RO	2.76	3.76	4.76	4.76	4.52	3.52	3.00	3.25	3.48	4.00	2.50	4.25	3.48	3.24	2.52	3.50
TR	4.26	3.25	4.51	5.00	3.26	3.76	3.74	3.00	4.25	3.75	3.00	3.24	3.00	2.49	4.00	4.00
DT	2.52	3.00	4.48	1.00	2.48	4.27	2.23	2.52	2.75	1.23	2.23	3.00	2.23	3.25	3.23	1.76





Table 12. Data set (continued)

98	97	96	95	94	93	92	91	90	89	88	87	86	85	84	83	82	Case
2	25	24	24	1	1	2	2	1	1	2	2	2	1	2	2	1	Gender
16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	Age
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	Education
2.27	3.41	4.26	5.69	3.98	5.69	2.70	3.84	3.98	4.26	3.41	3.70	2.84	4.27	2.27	2.84	3.69	SC Experience
3.25	3.50	3.24	3.25	3.50	3.75	3.00	3.00	4.24	3.76	3.00	3.50	3.50	4.00	2.24	2.25	2.75	RR
3.60	3.60	3.41	3.60	3.60	5.00	3.79	2.80	4.20	4.60	3.00	3.20	3.59	3.80	3.00	3.00	3.20	CM
4.00	3.60	2.59	3.60	4.00	5.00	4.20	3.00	4.19	4.40	3.00	3.40	4.00	4.00	3.00	2.19	3.60	PU
1.50	2.74	3.00	4.00	3.49	5.00	3.49	1.26	2.50	3.26	3.00	3.26	3.76	2.76	3.00	2.50	2.74	TW
2.77	3.38	3.69	4.61	3.38	4.61	4.00	3.08	4.61	4.61	2.77	3.38	4.31	3.69	2.77	2.15	2.77	CT
3.00	3.24	3.26	4.26	3.49	5.00	4.00	2.00	3.76	2.76	3.00	3.00	3.00	3.76	2.00	2.26	3.76	CP
3.00	3.11	3.20	3.09	3.60	5.00	2.49	2.00	4.61	3.10	3.00	3.00	3.00	3.89	2.00	2.30	3.50	RI
3.00	3.28	3.29	3.58	3.57	5.00	2.28	2.00	4.15	3.43	3.00	3.28	3.29	4.14	2.00	1.85	3.00	QI
3.00	3.50	3.52	3.76	3.50	4.76	2.48	3.73	3.00	3.74	3.00	3.00	2.49	2.74	3.27	2.75	4.00	EV
3.00	3.33	3.00	3.00	3.33	2.67	4.33	3.66	4.34	2.00	3.00	3.00	2.67	2.00	2.66	2.67	4.00	NR
3.16	3.33	3.17	3.83	3.50	5.00	3.33	3.64	3.49	4.00	3.00	3.17	3.50	4.00	3.83	2.83	4.00	AG
2.35	3.35	3.00	4.00	3.34	1.66	4.00	3.31	3.34	4.35	3.00	3.00	3.31	2.31	4.31	2.65	3.31	CS
3.68	2.68	3.32	2.67	3.68	4.68	2.68	2.00	4.33	3.33	3.00	3.68	3.33	2.00	5.00	2.33	4.00	OE
3.51	2.49	3.49	4.51	3.49	4.76	3.50	2.75	4.26	3.26	3.00	3.00	4.00	3.51	3.00	2.24	2.74	UA
3.25	2.50	3.26	5.00	3.50	4.50	3.75	2.24	3.24	3.51	3.00	3.51	4.49	2.50	3.00	3.76	3.24	CL
2.50	2.48	2.48	4.25	3.75	4.77	2.25	2.25	4.25	4.25	3.00	2.77	2.50	3.52	3.00	3.23	3.48	LC
3.00	3.26	3.50	4.52	3.50	5.00	3.51	2.00	4.76	3.26	3.00	3.00	4.00	3.25	3.00	3.51	3.00	RO
2.75	3.25	3.51	4.00	3.50	5.00	3.25	1.25	3.49	3.00	3.00	3.00	4.00	2.00	2.00	2.24	4.00	TR
2.52	3.23	2.49	3.00	3.48	2.51	3.27	1.00	2.48	2.49	3.00	3.49	1.52	2.00	2.00	2.23	2.23	DT
4.29	4.28	4.27	4.26	4.25	4.24	4.23	4.22	4.21	4.20	4.19	4.18	4.17	4.16	4.15	4.14	4.13	Case
2	2	2	2	2	2	2	2	1	2	2	1	2	1	2	2	2	Gender
42	41	41	40	40	40	39	39	39	38	37	37	37	37	37	36	35	Age
16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	Education
12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	SC Experience
2.85	1.14	4.41	4.26	3.55	3.13	4.26	3.41	3.83	4.41	2.42	3.41	5.69	4.27	3.98	2.27	3.42	RR
2.50	3.00	4.00	3.75	3.00	3.50	4.50	3.50	3.00	3.25	3.75	4.00	5.00	3.75	3.00	3.00	3.75	CM
2.80	3.00	3.80	3.20	3.80	3.59	5.00	4.00	4.00	3.40	3.80	3.20	5.00	3.59	3.39	3.60	4.00	PE
2.60	3.00	5.00	3.80	4.00	3.80	5.00	4.00	3.40	3.80	4.00	3.20	5.00	4.00	4.00	3.80	4.00	PU
2.74	2.76	3.00	1.76	3.26	3.00	4.76	3.69	3.74	2.00	1.76	3.50	4.31	3.76	3.74	1.74	4.00	TW
2.15	2.77	4.61	4.00	3.08	3.38	4.61	3.69	2.77	4.00	4.31	3.69	4.31	3.69	3.69	4.00	3.69	CT
3.25	3.00	3.74	2.50	4.00	3.26	3.51	3.74	3.74	3.50	4.00	4.00	4.74	3.76	4.00	3.51	4.00	CP
3.09	3.00	3.41	3.00	4.00	2.50	3.10	3.89	3.80	2.61	4.72	4.00	3.99	2.99	2.70	3.40	3.61	RI
3.14	3.00	3.71	3.14	4.00	2.58	3.14	3.43	3.72	3.14	5.00	4.00	5.00	3.42	3.00	4.00	4.00	QI
3.26	2.48	3.50	3.00	3.00	2.00	4.00	2.73	3.77	3.00	4.76	2.76	4.73	4.27	3.00	2.50	3.49	EV
3.33	2.33	2.34	2.67	3.00	3.00	3.00	4.00	3.00	3.33	3.67	2.66	2.33	3.66	3.67	2.00	2.66	NR
3.17	3.00	4.00	2.83	3.17	3.00	3.83	3.34	3.00	3.67	3.83	3.34	4.34	4.17	3.67	3.34	3.67	AG
3.35	1.66	4.00	3.69	3.35	3.00	3.66	3.35	3.65	3.35	2.66	2.66	4.31	4.35	4.00	3.00	2.66	CS
2.68	1.65	3.35	3.35	3.00	3.00	3.33	2.33	3.65	3.98	3.65	3.00	5.00	4.00	4.00	2.00	3.00	OE
2.51	3.00	3.25	3.25	3.25	3.25	3.51	3.51	2.50	4.75	3.26	4.00	5.00	3.00	4.25	4.25	3.25	UA
3.25	3.00	2.50	3.50	3.49	2.50	3.50	3.75	2.50	4.51	3.24	4.26	5.00	3.75	3.50	4.26	3.50	CL
2.75	3.00	4.00	3.50	3.25	3.00	3.77	3.25	4.00	3.48	2.73	3.25	4.50	3.50	3.77	2.48	3.50	LC
3.50	3.00	3.76	3.76	3.76	3.76	3.00	3.76	3.00	4.52	3.48	4.52	4.76	3.76	2.26	4.26	4.00	RO
3.25	2.74	4.00	2.75	3.00	3.00	3.50	3.50	3.49	3.75	1.75	3.00	3.74	4.00	4.00	3.49	4.00	TR
2.74	2.75	3.00	2.73	3.00	3.00	1.23	2.23	3.25	2.23	1.45	2.25	2.52	3.47	4.00	3.27	2.00	DT

Table 13. Data set (continued)

Case	114	113	112	111	110	109	108	107	106	105	104	103	102	101	100	99	Case
Gender	2	1	2	2	2	2	1	2	2	2	1	2	2	2	2	2	Gender
Age	33	32	32	31	30	29	29	29	28	28	28	27	27	27	27	25	Age
Education	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	Education
SC Experience	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	SC Experience
RR	4.56	3.98	3.13	3.41	3.56	3.70	4.55	3.40	4.83	3.98	3.84	3.26	3.13	3.84	3.83	RR	
CM	2.75	3.00	2.50	4.00	4.00	3.25	4.00	3.49	4.00	4.00	3.50	4.00	4.25	3.24	4.00	CM	
PE	3.00	3.00	2.80	4.00	3.80	2.80	4.00	3.60	4.40	3.80	3.00	4.61	3.80	3.59	3.80	PE	
PU	4.20	4.00	2.40	4.00	3.80	2.80	4.00	4.00	4.20	4.00	3.40	4.80	3.80	3.80	4.00	PU	
TW	2.24	3.26	3.24	3.26	3.24	2.46	4.00	3.26	3.69	3.24	3.00	3.24	2.50	3.50	3.26	TW	
CT	4.61	3.38	1.85	3.69	3.38	2.46	3.69	2.77	3.69	4.31	3.08	4.61	4.00	3.69	4.31	CT	
CP	4.26	3.00	2.00	4.00	4.00	2.51	4.26	3.00	4.50	4.51	3.26	4.51	4.26	3.76	4.74	CP	
RI	2.69	2.70	2.90	4.00	2.91	3.10	4.59	3.10	3.90	4.00	3.10	4.28	3.59	3.51	3.90	RI	
RI	3.43	3.00	2.43	4.00	3.14	3.00	4.28	3.44	4.29	4.15	3.43	5.00	3.57	2.57	4.80	RI	
NI	2.48	3.23	2.27	3.00	3.00	2.23	4.00	3.23	4.50	3.51	3.24	3.24	3.24	3.76	3.76	NI	
EV	3.00	3.66	3.00	3.66	3.33	2.67	3.00	3.67	2.66	3.34	3.66	3.67	3.67	3.33	4.00	EV	
NR	3.50	3.34	2.51	4.00	3.00	2.00	5.00	3.34	4.67	3.84	3.66	4.00	3.34	3.50	4.00	NR	
AG	2.65	3.66	2.65	3.66	3.31	1.31	4.31	3.69	3.00	3.69	3.66	4.35	2.66	1.31	4.00	AG	
OE	3.68	4.00	3.00	3.00	3.00	2.33	5.00	3.68	4.35	3.68	3.00	4.00	3.35	2.67	4.00	OE	
UA	4.25	2.49	3.50	3.25	3.50	3.00	4.00	3.25	4.00	5.00	3.25	3.25	3.25	3.00	4.00	UA	
CL	2.75	2.49	3.50	3.75	3.50	3.00	3.50	3.74	4.25	3.75	3.00	2.75	2.50	2.75	4.50	CL	
LC	3.48	3.00	3.23	3.25	3.00	2.73	3.77	2.73	3.77	2.77	3.48	2.77	3.50	3.25	3.77	LC	
RO	4.52	2.76	2.75	3.25	3.52	3.48	3.76	3.25	3.76	3.76	3.26	3.24	3.76	2.76	5.00	RO	
TR	3.00	2.75	3.00	3.75	3.00	2.74	5.00	3.00	4.00	3.26	3.26	3.51	3.75	2.51	4.75	TR	
DT	1.74	3.00	3.00	2.77	3.00	2.00	2.00	2.23	2.23	2.74	3.23	1.23	2.73	3.00	4.00	DT	
Case	446	445	444	442	441	440	439	438	437	436	435	434	433	432	431	430	Case
2	2	2	2	2	2	1	1	2	1	1	1	1	2	2	1	2	Gender
37	37	36	36	35	33	33	32	26	53	53	46	45	44	44	43	42	Age
18	18	18	18	18	18	18	18	18	16	16	16	16	16	16	16	16	Education
12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	SC Experience
4.84	2.27	1.14	3.41	3.13	4.97	4.42	4.26	2.70	3.83	4.12	2.56	3.68	1.14	3.41	2.99	3.27	RR
4.50	2.75	5.00	3.00	4.00	4.00	4.75	3.51	3.75	3.00	3.75	3.00	4.00	3.00	4.25	3.25	4.75	CM
4.80	3.80	3.80	3.41	3.39	4.40	3.80	3.60	4.40	3.00	4.00	2.60	2.80	3.59	4.00	3.80	4.00	PE
5.00	5.00	4.39	4.00	4.80	5.00	4.39	4.39	3.40	3.00	4.00	3.00	3.40	3.60	4.61	4.00	4.39	PU
2.00	3.00	2.26	2.51	3.74	3.50	3.74	1.50	3.50	3.00	4.00	2.00	2.00	2.76	3.26	3.74	3.74	TW
4.61	3.69	3.38	3.69	4.61	4.61	4.61	4.31	4.61	2.77	3.69	3.69	4.31	3.69	3.39	3.69	4.31	CT
5.00	4.00	3.76	4.26	4.02	4.51	4.50	4.51	4.50	3.00	3.50	2.74	3.74	3.74	4.00	4.00	4.76	CP
4.02	4.00	4.30	3.00	5.00	3.30	3.29	3.80	2.79	3.00	3.21	2.00	3.91	3.74	3.10	2.90	3.91	RI
4.29	2.86	4.72	3.00	5.00	4.28	4.28	4.58	3.00	3.00	3.14	2.43	4.00	3.27	3.86	3.42	4.00	QI
2.74	2.00	3.00	2.76	4.00	2.76	4.49	3.26	3.51	3.00	3.00	2.51	4.00	2.73	4.00	3.00	4.00	EV
2.67	3.00	1.33	4.00	2.34	2.33	4.34	2.00	2.34	3.00	2.33	2.00	3.00	1.66	3.33	3.00	2.66	NR
3.33	2.50	3.50	3.17	4.83	3.67	4.67	3.67	4.83	3.00	3.17	3.17	3.00	3.00	3.83	3.00	4.17	AG
4.35	2.65	2.66	2.31	3.65	4.00	3.65	3.65	1.31	3.00	3.00	3.00	2.66	2.31	3.00	3.00	3.66	OS
4.00	2.65	3.00	2.00	5.00	4.33	5.00	3.68	5.00	3.00	3.33	2.68	3.00	3.00	4.00	4.00	4.00	CE
4.75	4.00	3.00	5.00	4.76	2.75	3.50	4.25	2.49	3.26	3.26	2.51	3.51	3.00	4.25	3.51	4.51	UA
3.75	3.50	3.24	4.50	4.76	3.50	3.24	3.75	3.24	2.75	3.49	3.25	2.75	2.50	4.25	2.50	4.50	LC
2.73	3.73	3.52	5.00	3.48	3.48	3.25	3.25	3.75	3.00	3.52	2.48	2.77	4.00	3.00	3.25	4.50	CL
4.25	4.00	4.49	4.76	4.76	4.25	3.51	4.50	3.52	3.76	3.76	3.52	3.76	3.76	3.76	3.24	4.76	RO
3.50	3.75	3.75	3.00	4.25	3.75	4.26	3.74	4.00	3.00	3.00	2.00	4.00	3.25	4.00	3.00	3.49	TR
1.26	3.00	1.76	3.00	2.77	1.73	2.00	1.96	2.48	2.73	3.00	2.23	3.00	2.75	4.00	2.48	2.73	DT

Table 14. Data set (continued)

		130	129	128	127	126	125	124	123	122	121	120	119	118	117	116	Case								
		Gender	Age	Education	SC Experience	RR	CM	PE	TW	CT	CP	RI	QI	EV	NR	AG	NC	CS	OE	UA	CL	LC	RO	TR	DT
2	461	2	460	459	458	457	456	455	454	453	452	451	450	449	448	447									
33	18	38	44	41	41	60	46	45	43	42	42	42	41	40	38	38									
16	12	16	22	18	18	18	18	18	18	18	18	18	18	18	18	18									
14	14	13	12	12	12	12	12	12	12	12	12	12	12	12	12	12									
526	228	327	156	384	383	383	383	241	285	299	341	469	312	384	312	341									
475	350	400	325	400	425	425	375	200	400	200	300	425	225	425	351	375									
440	361	400	480	380	380	380	320	261	380	200	300	359	380	380	460	240									
480	440	400	400	400	400	460	360	360	460	260	300	380	320	420	380	360									
369	461	369	461	431	431	324	176	351	274	300	300	174	226	249	150	250									
426	450	426	450	400	400	350	400	374	425	300	300	351	300	300	450	324									
440	357	390	900	400	400	300	400	370	470	240	300	390	200	261	491	470									
400	477	400	500	400	400	343	400	342	486	300	300	415	271	400	500	401									
300	300	323	423	300	300	400	351	376	300	250	300	348	350	327	324	326									
433	384	366	367	366	366	134	200	200	200	300	300	367	300	334	367	366									
400	131	400	369	363	483	483	335	166	317	300	300	417	383	400	450	467									
433	433	335	433	335	335	500	400	265	466	300	300	366	366	300	469	231									
500	250	351	449	425	450	450	375	376	500	300	300	400	300	300	433	500									
500	324	350	475	450	450	450	350	376	475	300	324	425	200	376	451	374									
477	425	377	452	348	348	348	248	426	325	300	300	451	325	400	426	424									
476	351	376	476	476	476	400	376	376	476	300	300	352	300	376	400	252									
426	351	375	374	426	400	300	375	200	424	250	300	326	300	375	326	400									
226	326	323	325	325	223	352	223	200	273	300	300	300	300	223	100	223									

Table 15. Data set (continued)

147	146	145	144	143	142	141	140	139	138	137	136	135	134	133	132	Case
2	1	2	2	1	2	2	2	1	1	2	1	1	2	1	1	Gender
27	25	63	60	54	51	51	50	49	45	44	43	43	43	43	42	Age
18	18	16	16	16	16	16	16	16	16	16	16	16	16	16	16	Education
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	SC Experience
3.27	4.54	2.56	3.27	3.69	3.84	4.55	2.27	3.55	3.27	4.55	4.55	4.41	3.69	4.12	2.42	RR
4.25	3.51	2.00	3.00	2.75	4.25	3.25	3.00	3.25	3.25	4.00	3.75	3.80	3.80	3.75	2.00	CM
3.39	4.00	2.80	3.61	3.60	3.41	3.80	3.00	3.00	3.59	4.00	4.20	3.80	3.80	3.24	2.80	PE
3.40	4.39	3.00	3.20	4.20	3.40	3.20	3.00	3.60	4.40	4.00	4.39	3.80	4.00	3.61	2.40	PU
1.50	2.76	2.86	3.26	4.26	3.74	3.00	3.00	3.00	3.49	3.24	4.24	3.24	3.26	3.74	2.00	TW
3.69	3.38	1.85	2.77	3.69	3.08	3.08	2.77	2.77	4.00	3.69	3.38	2.77	3.69	4.00	2.77	CT
3.26	3.74	2.00	3.49	4.26	3.49	4.00	3.00	3.00	3.24	4.00	4.26	3.00	3.00	4.50	2.74	CP
3.30	3.18	2.00	3.40	3.00	2.69	4.00	3.00	3.00	4.60	3.59	4.30	3.00	3.00	4.01	1.90	RI
3.85	4.29	2.00	3.42	3.15	2.71	3.00	4.00	3.00	3.57	3.72	4.00	3.00	3.00	3.43	2.00	QI
3.74	2.48	2.24	3.77	4.74	3.23	4.00	2.48	3.00	3.48	3.76	4.00	3.26	3.00	3.50	2.48	EV
1.67	3.67	2.00	4.00	1.00	2.67	4.00	4.00	3.67	3.66	3.00	4.00	3.00	3.00	3.67	3.34	NR
3.83	3.50	3.83	3.51	4.34	2.67	4.00	3.67	3.17	3.34	4.00	4.00	3.33	3.00	4.17	3.33	AG
4.00	3.31	3.00	3.00	4.35	3.35	3.65	3.31	3.00	4.00	3.31	3.31	2.00	2.66	3.35	3.66	CS
4.00	3.00	3.67	3.67	3.33	3.32	3.00	3.00	3.00	4.67	4.00	3.00	3.00	3.00	4.65	3.00	OE
4.49	4.25	3.00	3.50	3.49	3.49	3.00	2.49	3.24	2.75	4.00	4.00	3.00	3.51	3.24	2.49	UA
4.26	4.74	3.00	3.24	3.00	3.51	3.00	4.00	3.00	2.75	3.75	3.50	2.75	3.00	3.76	3.00	CL
3.00	4.50	2.48	3.27	3.77	3.50	3.00	3.25	3.52	3.25	3.50	3.50	2.73	3.00	3.23	2.48	LC
4.26	4.75	3.00	3.76	3.76	3.76	3.52	3.00	3.00	4.52	3.76	3.76	4.52	3.24	4.25	3.00	RO
3.00	3.76	2.00	3.24	3.00	2.26	3.00	3.00	3.49	3.76	3.25	3.51	3.49	3.00	3.75	2.00	TR
3.26	1.75	2.00	3.74	3.00	3.00	3.48	3.00	3.74	3.00	3.23	1.00	3.00	3.00	4.48	3.00	DT
478	477	476	475	474	473	472	471	470	469	468	467	466	465	464	463	Case
1	2	2	2	2	2	1	1	2	1	2	2	2	1	1	1	Gender
41	38	37	25	20	30	63	49	35	37	63	38	27	22	37	28	Age
16	16	16	14	14	16	16	16	16	14	18	18	16	14	12	18	Education
20	20	20	20	20	19	18	18	18	18	16	15	15	15	15	14	SC Experience
1.14	2.99	4.26	3.41	5.55	3.98	4.12	2.99	3.26	3.27	3.27	3.83	3.84	4.68	4.56	3.41	RR
4.00	3.75	3.51	4.00	4.00	4.00	4.00	2.76	4.00	2.75	3.00	4.00	2.50	3.50	2.25	3.00	CM
3.60	3.59	2.80	3.80	3.59	3.60	3.60	3.40	3.41	3.00	4.00	4.60	3.39	3.40	3.39	3.80	PE
4.20	3.80	2.80	3.20	4.00	4.40	3.39	3.19	3.00	3.00	4.00	4.41	4.41	4.61	4.20	4.20	PU
3.26	3.76	3.25	2.26	3.26	3.00	3.26	3.24	2.26	3.26	1.76	3.50	3.26	2.76	3.76	3.50	TW
4.31	4.31	3.08	3.69	2.77	4.61	3.69	3.08	3.69	4.61	3.69	4.61	3.08	3.00	4.00	4.00	CT
2.00	3.49	2.75	3.00	3.00	4.26	3.51	3.26	3.26	3.00	3.26	3.51	3.00	3.00	3.49	4.02	CP
2.90	1.69	2.50	2.70	3.90	3.79	2.80	3.20	4.22	3.00	3.40	4.90	3.09	3.41	1.88	4.10	RI
2.86	2.00	3.00	3.00	4.00	3.86	2.58	3.28	3.58	3.00	3.29	4.72	3.01	3.14	2.57	4.14	QI
3.52	3.73	3.00	3.00	4.00	3.51	3.50	3.23	2.74	3.00	2.76	3.24	3.26	3.51	3.76	4.23	EV
4.00	1.00	3.00	3.00	4.00	4.00	1.00	2.66	2.00	3.00	3.00	2.00	2.67	3.00	2.33	3.67	NR
3.67	3.67	3.00	3.00	4.83	3.67	3.33	3.34	3.66	3.00	3.00	3.17	3.49	3.51	3.16	3.84	AG
3.66	3.31	2.66	2.66	4.65	4.00	4.00	2.66	3.31	3.00	2.66	3.66	2.66	4.34	3.31	3.66	CS
3.33	3.33	3.00	2.68	4.68	3.68	4.65	3.00	3.00	3.00	2.00	3.33	3.35	3.32	3.67	4.00	OE
3.25	3.24	3.75	3.00	3.25	4.26	3.50	3.25	3.76	3.25	3.00	4.00	3.75	3.75	2.99	2.74	UA
3.50	2.24	3.26	2.75	3.50	4.50	2.75	3.24	3.51	3.50	3.00	3.50	3.26	3.24	2.49	3.00	CL
3.77	3.00	2.73	3.52	4.00	2.50	3.73	3.25	3.77	3.52	3.00	2.77	4.05	3.73	3.48	3.00	LC
4.00	3.25	4.00	2.76	4.00	3.76	3.76	3.00	4.00	3.48	3.00	3.76	3.00	3.24	3.75	3.25	RO
2.26	3.00	4.51	3.00	4.00	3.51	3.75	3.26	3.00	3.00	3.00	3.25	3.00	3.00	2.51	4.00	TR
2.00	3.00	3.48	3.00	4.00	3.00	1.73	3.00	2.49	3.00	2.25	2.23	3.00	2.48	2.23	3.23	DT



Table 17. Data set (continued)

182.	181.	180.	179.	178.	177.	176.	175.	174.	173.	172.	171.	170.	169.	168.	167.	166.	Case						
Gender	Age	Education	SC	Experience	RR	CM	PE	TW	CT	CP	RI	QI	EV	NR	AG	CS	OE	UA	CL	LC	RO	TR	DT
2	2	2	1	1	2	1	2	2	2	1	1	1	2	1	1	1	497						
21	21	21	21	20	19	20	19	16	19	18	18	18	40	21	20	20	2						
16	16	16	16	16	16	16	16	2	16	16	16	16	14	14	14	14	16						
2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2						
3.41	3.55	3.27	5.11	3.70	5.26	3.83	2.27	3.13	5.11	1.28	4.27	4.12	4.70	1.28	3.84	4.41	4.41	5.00	5.00	5.00	5.00	5.00	5.00
3.00	3.49	3.24	4.00	3.00	4.00	3.24	3.75	3.25	4.00	3.75	3.50	3.50	4.75	5.00	3.24	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
3.00	3.00	2.80	4.21	4.20	4.40	4.41	3.00	2.60	5.00	3.40	4.20	4.20	4.41	4.80	3.40	4.41	4.41	4.80	3.40	4.41	4.40	4.40	4.40
3.26	3.00	2.80	4.00	4.00	4.00	3.39	3.00	3.40	5.00	3.40	3.60	4.41	4.60	5.00	3.40	4.40	4.40	5.00	3.40	4.40	4.40	4.40	4.40
2.46	2.77	2.77	2.00	2.49	3.76	3.08	1.51	3.26	5.00	2.50	4.00	3.50	4.50	5.00	3.49	2.76	2.76	5.00	3.49	2.76	2.76	2.76	2.76
3.26	3.00	3.25	4.49	3.74	4.26	4.26	3.00	3.26	5.00	4.26	3.24	4.24	4.00	3.26	3.49	4.25	4.25	3.26	3.49	4.25	4.25	4.25	4.25
3.00	3.10	3.41	4.00	4.00	3.80	3.30	3.00	4.00	4.71	2.39	3.70	4.40	3.41	3.49	3.50	2.90	2.90	3.41	3.49	3.50	3.50	3.50	3.50
3.00	3.00	3.14	4.00	4.14	3.58	3.30	3.00	3.43	4.86	3.00	3.71	4.86	3.42	3.49	3.29	3.71	3.71	3.42	3.49	3.29	3.29	3.29	3.29
3.00	3.00	3.24	4.27	4.23	4.23	3.00	2.23	2.23	4.52	4.23	3.27	4.00	4.24	4.52	3.77	4.23	4.23	4.52	3.77	4.23	4.23	4.23	4.23
3.16	3.00	3.00	3.00	3.33	3.33	3.33	3.66	4.34	4.66	1.66	4.33	4.00	3.66	3.67	3.67	4.66	4.66	3.67	3.67	3.67	3.67	3.67	3.67
3.00	3.00	3.34	4.66	4.16	4.34	3.49	4.51	2.67	3.50	4.33	3.66	4.66	4.50	3.50	3.33	3.84	3.84	4.50	3.33	3.84	3.84	3.84	3.84
3.00	4.00	3.68	5.00	3.00	4.00	3.65	4.00	3.00	3.35	2.65	4.00	4.32	4.35	2.66	3.00	3.69	3.69	4.32	3.32	3.32	3.32	3.32	3.32
4.25	3.00	2.75	4.00	1.51	4.50	4.50	3.25	3.76	4.49	4.26	3.50	4.26	4.25	2.75	3.26	3.51	3.51	4.26	3.26	3.26	3.26	3.26	3.26
3.00	3.26	3.00	2.24	3.49	3.26	1.24	3.26	4.26	3.50	3.50	2.50	3.49	3.74	4.24	3.00	4.25	4.25	3.74	4.24	3.00	4.25	4.25	4.25
3.00	3.00	3.25	4.52	3.48	3.50	3.48	3.00	2.25	4.25	4.25	3.77	3.76	3.74	3.52	3.25	3.25	3.25	3.74	3.52	2.73	3.25	3.25	3.25
3.00	3.00	3.00	4.00	4.26	3.76	3.51	4.26	3.74	4.26	4.76	3.76	3.76	2.76	4.76	2.24	4.51	4.51	4.76	2.24	4.76	2.24	4.51	4.51
3.00	3.00	3.25	4.00	4.26	3.76	3.25	2.74	3.26	5.00	1.77	3.74	4.00	4.50	3.49	3.24	3.00	3.00	4.50	3.49	3.24	3.00	3.24	3.00
3.00	3.00	3.00	4.00	1.48	2.49	3.48	2.00	2.00	5.00	1.77	4.00	4.26	4.77	1.23	3.52	4.00	4.00	4.77	1.23	3.52	4.00	4.77	4.00
513	512	511	510	509	508	507	506	505	504	503	502	501	500	499	498	497	Case						
Gender	Age	Education	SC	Experience	RR	CM	PE	TW	CT	CP	RI	QI	EV	NR	AG	CS	OE	UA	CL	LC	RO	TR	DT
2	2	1	1	1	2	1	2	2	1	2	2	1	1	2	2	2	2	2	2	2	2	2	2
36	36	36	33	32	38	38	37	36	36	36	35	34	34	33	31	29	29	31	31	16	16	16	16
18	18	18	18	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16
24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24
4.26	4.83	3.12	4.83	3.55	4.13	3.41	4.55	3.28	3.41	3.27	5.26	4.41	3.41	5.40	4.55	2.70	2.70	4.41	4.55	4.55	4.55	4.55	4.55
4.00	3.25	4.00	5.00	3.50	4.00	3.25	4.00	3.50	3.80	3.76	5.00	4.00	4.00	4.00	5.00	5.00	5.00	4.00	4.00	4.00	4.00	4.00	4.00
4.21	4.00	3.59	4.21	4.61	3.80	3.59	3.59	4.00	3.80	2.80	4.40	5.00	3.80	4.60	4.20	3.80	3.80	4.60	4.20	4.20	4.21	4.21	4.21
3.80	4.00	3.60	4.00	2.60	3.80	4.60	4.40	4.80	4.00	4.20	5.00	5.00	3.80	3.61	4.00	3.80	3.80	3.61	4.00	4.00	3.80	3.80	3.80
3.00	3.76	3.00	1.99	2.50	3.69	3.38	1.76	4.00	3.00	2.49	2.76	3.00	2.74	3.74	4.26	3.76	3.76	4.61	4.61	4.61	4.61	4.61	4.61
4.00	4.00	3.69	4.61	4.31	3.69	3.38	3.69	4.61	4.61	3.69	4.61	4.61	3.69	4.61	4.61	4.61	4.61	3.69	4.61	4.61	4.61	4.61	4.61
3.24	3.30	3.00	2.74	3.50	3.76	3.75	4.00	3.74	5.00	2.76	4.00	4.76	4.00	4.26	4.50	3.26	3.26	4.00	4.26	4.50	3.26	3.26	3.26
3.30	3.30	3.00	3.30	2.09	3.49	3.49	4.10	3.09	4.41	3.00	4.00	4.71	3.00	4.12	4.61	4.90	4.90	4.71	4.61	4.61	4.61	4.61	4.61
3.29	3.43	3.85	3.15	1.70	3.72	3.43	4.14	3.86	4.01	2.72	4.43	4.86	3.85	4.29	3.42	5.00	5.00	3.85	4.29	3.42	5.00	5.00	5.00
3.26	3.24	3.24	3.24	3.76	3.77	3.49	3.76	3.00	1.76	3.48	3.77	4.73	3.49	5.00	3.51	2.48	2.48	3.49	5.00	3.51	2.48	2.48	2.48
1.00	3.00	2.66	3.66	3.66	4.00	4.67	3.66	4.00	4.33	3.34	4.00	2.66	1.00	1.00	3.33	2.67	2.67	1.00	3.33	2.67	1.00	3.33	3.33
2.66	4.35	3.66	4.17	4.34	3.67	3.34	4.17	3.67	4.17	3.33	4.00	4.67	3.66	4.83	4.50	3.83	3.83	3.66	4.83	4.50	3.83	3.83	3.83
2.66	4.00	3.00	2.66	4.69	3.66	3.31	3.66	4.35	4.00	3.35	4.33	3.34	4.00	3.35	4.31	4.31	4.31	4.00	3.35	4.31	4.31	4.31	4.31
2.65	4.00	3.00	4.68	5.00	4.00	3.00	3.33	3.68	2.65	3.35	4.33	3.33	3.65	4.68	3.00	4.00	4.00	3.65	4.68	3.00	4.00	4.00	4.00
3.51	4.00	3.50	4.51	3.76	4.25	3.49	4.50	4.50	4.00	3.51	4.00	4.26	3.50	3.49	4.76	2.76	2.76	3.50	4.76	2.76	2.76	2.76	2.76
3.75	4.26	2.50	4.24	4.50	4.26	3.26	4.51	4.75	3.75	2.51	3.75	4.50	4.25	3.49	4.75	2.75	2.75	4.25	3.49	4.75	2.75	2.75	2.75
3.23	3.23	2.50	2.77	4.75	2.73	3.25	4.75	4.25	3.23	3.25	4.00	4.50	2.25	3.49	4.75	3.25	3.25	2.25	3.49	4.75	3.25	3.25	3.25
3.76	3.00	4.26	4.51	4.50	4.24	3.26	4.00	4.53	4.51	3.00	3.25	4.76	4.00	2.74	5.00	4.00	4.00	4.53	2.74	5.00	4.00	4.00	4.00
3.50	3.50	3.25	3.51	2.51	3.26	3.51	4.26	3.51	4.74	1.75	4.75	3.00	3.51	3.51	3.51	4.51	4.51	3.51	3.51	3.51	3.51	3.51	3.51
1.23	2.00	2.75	1.96	2.75	2.00	3.23	2.96	3.02	3.27	3.51	3.23	1.00	2.23	1.26	3.75	2.77	2.77	1.26	3.75	2.77	2.77	2.77	2.77

Table 18. Data set (continued)

200	199	198	197	196	195	194	193	192	191	190	189	188	187	186	185	184	183	Case
1	2	1	1	2	2	2	2	1	2	1	2	1	1	1	1	2	1	Gender
39	18	16	16	46	16	43	36	28	25	23	22	22	22	22	21	21	21	Age
18	18	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	Education
2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	SC Experience
4.69	4.55	2.27	2.84	4.70	4.83	1.85	3.55	4.55	3.41	4.12	4.84	1.85	3.98	3.98	2.98	3.55	3.84	RR
4.00	4.25	2.49	5.00	3.50	5.00	1.50	3.00	4.24	3.00	3.25	5.00	4.75	3.50	3.25	3.76	2.75	3.40	CM
4.00	4.00	2.59	4.21	4.00	4.20	3.21	3.00	4.00	3.40	3.40	4.60	4.80	3.20	3.60	4.40	2.80	3.20	PE
4.00	4.00	2.60	4.39	4.20	4.00	3.60	3.60	3.80	3.00	3.39	5.00	4.80	4.00	3.39	4.39	3.39	3.39	PU
4.00	4.00	2.76	3.26	3.00	3.76	3.26	4.00	3.00	2.51	4.74	1.00	4.74	1.00	3.76	1.50	3.24	3.26	TW
3.69	4.31	3.08	2.77	4.61	3.69	3.69	3.69	4.00	2.77	3.08	4.61	4.61	3.38	3.08	4.00	3.08	3.08	CT
4.00	4.00	2.50	3.75	4.25	4.00	3.24	3.00	4.24	3.00	3.51	4.76	4.74	3.50	3.50	3.50	3.26	3.25	CP
4.00	4.71	2.90	3.90	3.79	5.00	3.71	3.00	4.00	3.00	3.20	3.10	4.71	2.98	3.60	4.61	3.30	3.11	RI
4.00	5.00	3.00	3.42	4.00	4.86	3.00	3.58	4.00	3.00	3.14	3.73	4.58	3.29	3.14	3.72	3.14	3.29	QI
3.76	3.00	3.00	3.76	4.00	3.24	3.24	3.00	4.28	3.00	3.48	1.48	3.23	3.73	3.73	2.50	2.73	3.50	EV
4.00	3.34	3.00	3.33	3.33	4.00	1.66	3.66	4.00	3.00	3.66	3.33	3.67	3.67	3.67	5.00	3.34	3.33	NR
4.00	3.50	3.17	4.83	4.34	4.50	2.83	3.00	4.16	3.00	3.17	4.67	2.83	3.51	3.50	4.17	3.17	2.66	AG
4.00	3.35	2.65	2.66	3.66	5.00	3.69	2.66	4.00	3.00	2.35	4.66	1.31	3.65	4.31	3.66	3.35	2.65	CS
4.00	4.00	2.65	3.32	4.65	4.00	4.00	3.00	4.35	3.00	3.32	4.65	4.33	3.68	3.65	4.35	3.00	3.32	OE
3.75	5.00	2.74	2.24	3.51	5.00	1.25	3.00	3.75	3.00	3.76	4.50	5.00	3.00	3.50	2.76	2.76	2.76	UA
4.75	4.51	3.00	2.50	3.51	4.75	3.51	2.50	3.00	3.00	4.50	3.49	4.75	3.00	3.50	5.00	2.75	3.50	CL
3.52	2.50	3.73	3.50	2.98	4.25	2.48	3.25	3.50	3.00	3.75	4.50	4.52	2.73	2.52	3.75	3.50	3.52	LC
4.26	4.76	3.00	3.50	3.26	4.76	2.50	3.25	3.76	3.00	3.02	5.00	4.76	3.00	4.26	4.26	3.00	3.26	RO
3.00	4.00	2.51	3.50	3.75	4.00	3.00	3.00	4.00	3.00	2.49	4.50	5.00	3.00	4.00	3.50	2.75	3.01	TR
3.00	3.73	3.00	3.00	3.27	1.00	2.23	2.75	4.51	3.00	3.00	1.00	2.23	2.74	3.26	2.26	2.74	2.74	DT
531	530	529	528	527	526	525	524	523	522	521	520	519	518	517	516	515	514	Case
2	2	1	2	2	2	1	2	2	2	1	1	1	2	2	1	1	1	Gender
21	20	20	30	46	51	42	42	50	43	43	42	41	40	38	38	38	37	Age
16	16	14	16	16	22	22	22	18	18	18	18	18	18	18	18	18	18	Education
30	30	30	26	25	24	24	24	24	24	24	24	24	24	24	24	24	24	SC Experience
4.97	2.84	4.40	3.98	2.85	5.69	4.13	4.69	4.55	3.13	1.14	4.69	5.55	3.55	3.69	4.27	3.13	4.40	RR
4.00	3.00	4.25	4.75	4.00	5.00	4.51	5.00	4.00	2.51	3.00	3.76	5.00	3.25	3.75	3.75	3.00	4.00	CM
4.20	3.80	4.40	4.80	3.40	4.20	3.80	4.61	4.00	4.60	2.60	3.61	5.00	3.60	3.80	3.40	4.00	4.20	PE
2.24	4.40	4.20	4.00	3.80	5.00	4.61	4.41	4.00	5.00	2.60	3.20	5.00	3.41	4.00	3.80	3.39	4.39	PU
3.69	4.61	4.00	2.77	3.69	4.61	4.61	4.61	3.69	4.61	3.69	2.77	4.61	3.69	3.69	3.69	3.08	4.31	CT
4.50	3.76	3.50	3.74	3.50	4.50	4.50	3.26	4.00	5.00	3.50	3.75	5.00	3.74	4.00	3.51	4.00	4.00	CP
4.61	3.30	4.10	4.41	2.29	3.37	4.12	2.99	4.00	4.80	2.39	3.97	5.00	3.60	4.30	4.10	3.19	4.59	RI
4.72	3.86	4.00	3.86	2.57	4.71	4.44	3.99	4.00	5.00	2.86	4.58	5.00	3.58	4.28	4.00	4.28	4.15	QI
3.24	3.52	4.50	4.00	2.76	3.51	2.48	4.52	4.00	2.73	2.23	4.24	5.00	3.26	3.27	3.74	3.50	3.00	EV
2.00	3.33	3.33	4.34	2.67	5.00	4.00	4.34	4.00	3.67	3.66	4.00	1.00	2.00	2.00	4.34	2.34	3.00	NR
4.34	4.00	4.33	4.50	3.66	3.51	3.51	4.83	3.84	3.50	3.84	3.67	5.00	3.83	3.34	3.34	2.83	3.83	AG
2.31	4.31	1.31	3.31	3.00	2.66	4.01	4.66	3.66	3.69	3.66	3.31	4.31	3.66	3.66	2.66	2.66	3.66	CS
3.00	4.33	4.33	3.68	2.33	3.35	2.65	4.68	5.00	3.00	1.65	3.00	5.00	4.00	4.00	3.68	3.00	3.32	OE
2.76	4.51	3.76	3.76	3.75	5.00	4.51	4.49	3.25	4.51	3.49	4.26	3.50	4.00	3.76	4.49	3.25	4.26	UA
2.50	4.50	3.50	4.76	3.24	4.75	3.75	4.75	3.49	3.26	2.75	4.75	4.76	4.52	4.26	4.26	2.50	4.49	CL
2.48	2.77	4.00	3.77	3.25	3.25	4.00	3.77	3.00	3.00	3.25	3.23	3.52	3.23	2.73	3.77	3.50	3.75	LC
3.50	4.26	4.26	5.00	3.25	4.28	4.02	4.76	3.00	3.75	3.00	4.25	5.00	3.00	3.76	5.00	3.26	4.52	RO
3.76	3.49	4.26	3.74	2.25	3.51	4.00	3.51	3.74	4.00	2.49	3.74	5.00	3.25	4.00	2.78	3.51	3.00	TR
3.01	2.47	4.00	3.25	2.77	1.00	1.49	2.23	4.00	1.00	3.75	3.00	1.23	2.00	2.23	2.48	2.73	1.73	DT

Table 19. Data set (continued)

Case	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217
2	2	1	2	1	2	2	2	2	2	2	2	1	2	1	2	2	2
21	20	42	43	55	18	19	30	40	34	35	37	44	19	20	20	32	34
16	16	18	18	6	12	12	12	12	14	14	14	14	16	16	16	16	16
3	2	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3
5.12	3.97	2.13	4.56	4.56	4.12	3.41	3.69	5.11	4.41	3.98	1.14	3.84	3.83	3.26	3.39	2.84	2
4.49	3.51	4.76	3.75	3.75	3.00	4.50	4.00	4.25	4.00	3.51	3.75	3.25	3.51	3.24	2.25	3.51	20
4.40	4.80	4.00	4.40	2.60	3.39	4.40	4.00	4.40	4.00	3.20	3.60	3.40	3.40	3.60	3.40	3.60	16
4.59	5.00	4.00	4.40	4.40	4.40	3.60	4.20	4.40	4.00	3.20	4.00	3.80	2.60	4.20	4.20	3.60	16
4.50	4.40	4.00	4.40	4.40	4.40	3.76	2.50	5.00	4.00	3.26	3.24	3.76	3.26	3.51	3.76	3.76	3
3.38	4.61	3.69	3.38	3.38	3.69	3.69	4.61	4.61	3.69	2.77	3.69	3.69	3.38	3.08	4.31	3.69	3
4.75	4.24	3.00	3.25	3.25	3.00	4.50	4.00	4.51	4.00	3.25	4.00	2.50	2.24	3.75	3.00	3.00	2
4.31	3.09	4.19	3.00	3.00	3.00	3.21	3.80	4.70	4.00	3.60	3.69	3.00	2.50	3.40	3.00	3.10	2
4.43	4.71	3.14	3.00	3.00	3.58	3.86	4.15	4.15	3.72	3.86	3.86	3.14	3.28	3.29	3.28	3.14	2
5.00	3.74	3.14	4.00	4.00	2.76	3.26	3.23	5.00	3.26	3.76	2.48	3.74	3.52	3.74	3.74	3.74	5
3.67	2.67	3.00	1.00	1.00	2.00	2.67	1.33	1.33	3.00	4.00	1.66	2.33	3.33	1.33	3.00	3.00	4
4.51	3.50	3.67	2.66	2.66	3.49	3.34	3.51	5.00	3.83	3.83	3.17	3.33	2.33	3.50	3.34	3.50	4
4.35	3.69	3.31	2.66	2.66	2.66	2.66	3.66	4.31	3.66	3.31	3.66	3.66	1.31	2.66	2.66	2.66	4
4.65	5.00	3.00	3.00	3.00	5.00	2.67	3.33	5.00	3.33	3.33	3.00	3.65	4.35	3.68	3.68	3.68	3
4.50	3.65	4.24	4.24	3.49	3.00	4.26	4.00	4.00	3.76	3.25	3.51	3.75	2.74	3.76	3.76	3.76	4
3.75	4.75	5.00	4.75	4.75	3.00	4.24	3.50	4.25	4.50	2.50	3.50	3.51	3.25	3.24	2.50	2.50	3
4.00	3.52	2.73	3.52	3.52	3.00	4.50	3.52	3.52	3.50	3.52	3.48	3.25	3.25	3.27	3.25	3.25	4
4.74	5.00	4.26	4.00	4.00	3.00	4.76	4.48	4.48	3.76	3.26	3.76	4.00	2.00	4.25	2.00	4.00	4
4.24	4.00	3.25	3.25	3.25	3.00	3.75	4.00	4.75	4.00	3.24	3.26	3.26	4.25	3.50	3.50	3.51	4
4.01	1.48	4.25	3.25	3.25	3.00	3.26	1.52	1.00	3.00	3.00	2.73	3.27	2.98	3.49	2.27	2.23	2
548	532	533	534	535	536	537	538	539	540	541	542	543	544	545	546	547	548
2	2	2	2	1	2	1	2	1	1	1	2	2	2	1	2	2	2
34	28	36	38	42	37	22	15	21	34	43	49	50	23	24	25	32	34
16	16	16	16	16	16	16	9	12	12	12	12	12	16	16	16	16	16
36	30	30	30	30	31	35	36	36	36	36	36	36	36	36	36	36	36
1.14	3.97	4.13	5.12	4.84	2.98	2.98	4.27	3.55	2.70	1.14	3.41	4.41	4.12	3.97	3.97	3.97	3
3.39	3.76	4.75	4.50	3.50	5.00	3.00	3.00	3.00	2.25	3.75	3.76	3.00	3.75	2.50	2.76	2.76	3
3.20	5.00	3.60	3.60	5.00	5.00	3.80	4.00	3.00	3.40	4.00	3.80	3.39	4.21	3.59	3.80	3.80	3
3.20	5.00	4.40	4.40	5.00	5.00	4.60	4.00	3.00	3.40	4.00	3.76	4.40	3.61	4.39	4.39	4.39	3
2.51	1.76	2.24	3.00	3.24	3.24	4.50	1.76	3.26	3.00	3.26	4.61	3.26	3.24	4.51	4.31	4.31	2
3.39	4.61	4.61	4.61	4.61	4.61	4.61	3.50	3.08	3.69	4.61	4.00	3.26	3.39	4.61	4.31	4.31	3
2.99	2.26	4.20	2.89	5.00	2.90	4.24	3.50	4.26	2.74	4.26	4.00	3.26	3.24	3.50	3.50	3.50	3
3.00	2.18	4.20	2.89	5.00	2.90	4.24	3.50	4.26	2.74	4.26	4.00	3.26	3.24	3.50	3.50	3.50	3
3.00	2.84	4.15	3.28	5.00	3.28	4.57	2.69	3.39	2.85	3.00	2.72	3.00	3.85	3.18	2.31	3.18	3
1.50	4.00	3.00	3.00	3.00	3.00	3.27	3.00	3.50	2.48	3.26	3.00	2.50	3.76	4.28	2.85	4.28	3
1.34	2.66	3.00	3.00	3.00	3.00	3.27	3.00	3.50	2.48	3.26	3.00	2.50	3.76	4.28	2.85	4.28	3
2.17	3.67	3.00	3.00	3.00	3.00	3.27	3.00	3.50	2.48	3.26	3.00	2.50	3.76	4.28	2.85	4.28	3
3.00	3.67	3.00	3.00	3.00	3.00	3.27	3.00	3.50	2.48	3.26	3.00	2.50	3.76	4.28	2.85	4.28	3
3.00	3.67	3.00	3.00	3.00	3.00	3.27	3.00	3.50	2.48	3.26	3.00	2.50	3.76	4.28	2.85	4.28	3
4.00	3.31	3.00	3.00	3.00	3.35	4.31	3.00	3.68	3.00	3.00	4.33	4.33	5.00	5.00	5.00	5.00	4
3.00	3.00	3.00	3.00	3.00	3.00	3.76	2.25	3.00	3.00	2.51	3.25	3.74	3.24	3.25	3.25	3.25	3
3.00	4.51	5.00	4.75	4.75	4.75	2.75	3.00	3.00	3.25	3.75	3.74	2.75	3.24	3.25	3.25	3.25	3
3.00	3.00	3.77	4.75	4.75	4.75	2.75	3.00	3.00	3.25	3.75	3.74	2.75	3.24	3.25	3.25	3.25	3
3.00	3.00	3.77	4.75	4.75	4.75	2.75	3.00	3.00	3.25	3.75	3.74	2.75	3.24	3.25	3.25	3.25	3
3.00	3.00	3.77	4.75	4.75	4.75	2.75	3.00	3.00	3.25	3.75	3.74	2.75	3.24	3.25	3.25	3.25	3
2.51	4.00	3.51	4.51	4.51	4.00	5.00	3.00	2.76	2.50	4.23	3.48	3.48	3.76	2.48	3.26	3.26	3
3.74	3.00	3.51	4.51	4.51	4.00	5.00	3.00	2.76	2.50	4.23	3.48	3.48	3.76	2.48	3.26	3.26	3
2.23	2.00	2.23	2.23	1.45	4.00	4.77	3.00	3.48	3.00	3.00	3.00	3.27	4.25	2.27	3.49	2.27	2



Table 21. Data set (continued)

Case	250	249	248	247	246	245	244	243	242	241	240	239	238	237	236	235	Case
Gender	2	2	1	2	2	1	1	1	2	2	1	1	2	2	2	2	Gender
Age	31	24	23	23	23	22	22	21	20	20	20	19	30	24	24	2	Age
Education	16	16	16	16	16	16	16	16	16	16	16	16	14	14	12	18	Education
SC Experience	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	SC Experience
RR	2.99	3.12	3.69	4.13	3.27	4.41	4.12	4.84	3.70	4.54	3.84	2.27	3.70	3.98	3.55	3.97	RR
CM	3.50	4.50	3.25	4.00	3.50	4.00	4.00	3.75	3.24	4.25	4.50	2.75	3.00	3.00	3.50	2.75	CM
PE	3.20	3.60	4.59	4.00	4.80	3.80	4.20	3.60	3.20	4.21	4.20	4.60	3.60	3.60	2.80	4.80	PE
PU	3.60	4.19	3.00	3.60	3.80	4.60	4.20	4.39	2.81	4.80	5.00	5.00	3.19	4.60	3.41	4.20	PU
TW	3.76	3.50	2.51	2.00	3.26	2.50	3.24	4.49	3.26	3.76	5.00	1.50	2.50	3.76	3.76	3.74	TW
CT	3.08	4.61	3.08	4.00	3.38	4.31	4.00	3.69	2.77	4.61	4.61	3.69	4.31	4.61	4.00	4.00	CT
CP	2.75	2.74	3.00	3.50	3.24	4.50	4.00	3.50	3.00	4.26	3.74	3.25	3.00	2.74	3.00	3.50	CP
RI	3.20	2.90	3.26	3.00	3.31	3.10	4.50	3.70	2.20	3.70	3.74	4.42	2.89	3.19	2.70	4.09	RI
QI	3.71	2.86	3.00	3.00	3.00	3.57	4.43	3.86	3.00	3.43	3.71	4.16	3.14	3.00	3.00	4.57	QI
NR	3.76	3.23	3.00	3.52	3.27	3.51	3.24	3.76	2.50	3.52	3.74	3.23	2.49	3.26	3.76	2.48	NR
EV	3.00	2.67	2.33	2.34	3.33	4.34	3.33	4.66	2.00	2.66	5.00	4.00	3.00	3.66	2.34	2.34	EV
AG	3.00	3.84	4.83	4.00	3.67	3.50	3.33	2.67	2.66	3.67	4.67	4.34	2.83	3.67	3.34	3.17	AG
CS	3.69	3.35	2.00	2.66	3.65	3.69	3.66	2.65	2.31	2.66	3.66	3.31	2.66	3.65	2.31	2.31	CS
OE	4.00	2.65	5.00	3.33	4.00	3.68	3.00	4.33	2.33	3.33	4.00	3.33	3.00	3.68	4.00	4.00	OE
UA	3.49	3.49	2.75	3.25	3.75	4.00	3.76	3.51	3.26	4.26	3.51	4.00	3.00	3.00	3.00	3.50	UA
CL	3.24	2.75	2.50	3.50	3.00	3.51	4.26	3.50	2.75	3.51	3.00	3.49	3.00	3.25	3.00	4.26	CL
LC	2.98	3.50	3.27	3.00	3.23	3.52	3.52	3.25	3.25	3.77	2.77	4.25	3.75	3.00	3.00	3.00	LC
RO	3.74	3.48	3.00	4.00	3.26	4.52	4.74	3.26	3.25	3.74	3.51	4.24	3.00	3.76	4.26	4.26	RO
TR	3.00	3.51	3.00	3.24	3.25	3.50	3.75	3.50	2.50	3.74	5.00	3.00	3.00	3.26	3.00	4.00	TR
DT	3.00	4.00	2.75	3.00	3.49	1.45	2.48	3.03	2.25	3.00	4.48	3.02	2.23	2.00	2.23	2.23	DT
Case	582	381	579	578	577	576	575	574	573	572	571	570	569	568	567	566	Case
2	37	56	43	39	39	34	28	25	24	22	32	40	60	45	45	2	2
18	16	16	16	16	16	16	16	16	16	16	14	22	18	18	18	18	18
48	48	48	48	48	48	48	48	48	48	48	48	36	36	36	36	36	36
4.69	3.69	4.55	1.56	3.56	2.84	3.41	3.27	3.84	1.42	4.56	3.98	4.13	2.85	2.27	2.56	2.41	4.75
5.00	3.40	5.00	4.00	3.75	3.00	3.80	2.75	3.25	3.00	2.50	4.75	4.00	4.00	3.75	4.00	2.00	5.00
5.00	3.80	5.00	4.80	4.21	3.59	3.80	3.40	4.40	4.60	4.20	3.80	3.60	3.59	3.20	3.60	3.39	5.00
3.26	3.50	5.00	3.76	4.02	4.50	2.24	3.00	2.50	3.00	5.00	3.80	3.76	2.50	2.24	1.50	3.00	3.26
4.51	3.76	5.00	4.26	4.26	4.26	3.76	3.74	3.51	3.00	4.61	3.69	3.69	4.00	3.69	3.38	3.38	4.51
3.40	3.90	5.00	4.00	3.81	4.61	3.00	2.49	2.51	2.29	4.00	4.00	3.90	3.29	2.51	4.00	3.08	3.40
4.00	3.71	5.00	4.00	3.58	5.00	3.28	3.00	3.14	2.69	3.71	3.48	4.00	3.43	2.86	4.15	2.87	4.00
3.76	3.74	4.23	2.23	3.27	3.76	3.76	2.24	3.74	3.50	3.76	2.76	4.00	3.49	3.00	3.00	2.73	3.76
3.34	3.34	2.00	3.00	3.00	3.66	3.00	2.00	2.34	2.01	3.66	2.00	3.34	1.66	3.33	2.66	3.33	3.34
4.17	3.83	3.00	3.34	4.83	3.34	3.34	2.34	3.67	4.66	4.50	3.17	3.84	3.84	3.17	3.83	3.00	4.17
3.31	4.00	3.31	2.66	3.35	4.66	2.66	3.34	3.66	5.00	3.66	2.66	2.66	3.00	3.66	3.65	3.65	3.31
2.33	3.67	4.33	3.00	3.00	4.00	3.00	3.00	3.00	5.00	4.00	3.00	3.00	3.65	3.00	3.00	3.00	2.33
3.00	3.25	5.00	3.76	4.75	5.00	3.00	2.76	2.25	3.76	3.49	4.25	3.51	4.00	3.00	3.00	3.00	3.00
3.00	2.50	5.00	3.24	4.76	4.75	3.24	3.00	2.49	3.00	3.49	4.25	3.26	3.50	3.74	2.26	3.74	3.00
3.00	3.25	5.00	4.00	3.48	4.75	3.24	3.00	2.73	3.75	3.75	3.52	2.75	3.75	2.48	3.48	3.00	3.00
3.00	3.50	5.00	2.76	4.00	3.48	2.77	2.73	2.75	2.76	4.76	4.76	3.76	3.25	4.00	2.26	3.48	3.00
3.75	3.49	3.26	4.00	3.26	3.00	3.00	3.00	4.48	3.00	5.00	3.00	3.75	3.75	2.75	2.75	3.75	3.75
2.75	3.75	2.00	2.23	2.23	3.23	3.00	3.00	2.00	1.23	3.75	2.23	2.00	2.00	2.73	1.96	2.00	2.75



Table 23. Data set (continued)

287	286	285	284	283	282	281	280	279	278	277	276	275	274	273	272	271	270	Case	
2	2	2	2	1	1	2	2	1	2	2	1	1	2	2	2	2	2	Gender	
20	20	34	49	29	22	19	22	51	36	33	56	50	43	38	30	27	26	Age	
16	16	14	12	12	12	18	18	22	18	16	16	16	16	16	16	16	16	Education	
6	6	6	6	6	6	6	6	5	5	5	5	5	5	5	5	5	5	SC Experience	
3.98	4.12	2.99	3.14	3.55	3.26	2.13	4.97	2.13	3.83	4.41	3.98	3.12	1.28	2.56	4.55	3.14	3.84	RR	
3.24	3.00	2.75	3.00	3.50	4.00	3.25	4.50	2.00	3.25	4.00	3.75	3.00	2.25	3.24	4.00	2.24	3.00	CM	
3.00	3.40	3.39	4.00	3.41	4.60	4.20	4.20	4.20	3.00	4.21	3.59	2.80	3.00	4.00	4.00	2.60	3.80	PE	
3.20	4.20	4.80	4.80	3.00	4.40	3.60	4.81	4.00	2.60	4.40	3.00	3.60	3.60	4.20	3.80	2.80	3.61	PU	
3.51	1.50	3.00	3.26	3.51	1.50	2.50	3.00	4.00	2.26	3.76	3.00	2.76	3.51	3.24	2.74	2.77	2.00	TW	
2.77	4.31	4.00	4.00	3.38	4.00	4.31	4.61	3.69	3.08	4.00	3.39	3.69	3.69	3.69	3.69	3.69	3.69	CT	
3.00	3.50	3.74	3.26	3.74	4.49	2.74	4.75	2.00	2.74	3.74	3.00	3.24	3.00	3.00	4.00	3.00	3.51	CP	
3.11	2.99	3.29	3.80	2.90	4.39	2.30	4.40	2.00	2.10	4.10	3.51	3.00	3.00	2.81	4.00	2.21	4.19	RI	
3.14	2.86	3.15	3.13	2.99	4.00	2.29	4.43	2.00	3.00	4.00	3.29	3.00	3.00	3.00	4.00	2.29	3.00	QI	
2.51	2.77	3.27	4.00	3.51	5.00	2.73	3.50	4.76	3.27	4.00	3.24	2.00	2.76	3.24	4.00	3.00	3.77	NR	
3.00	3.33	4.34	2.66	2.67	4.00	5.00	3.33	1.67	3.67	3.66	2.00	2.00	2.33	3.00	4.00	2.00	2.34	EV	
3.17	3.16	3.83	4.49	3.17	4.16	4.34	3.34	4.17	3.49	4.16	3.31	3.00	2.67	3.83	4.00	2.00	3.66	AG	
3.00	3.66	3.35	4.31	3.00	4.31	4.31	3.35	4.00	2.31	3.31	2.31	2.66	4.35	4.00	4.00	2.00	2.31	CS	
3.00	3.33	3.68	4.35	3.00	5.00	4.32	3.33	4.35	3.35	3.67	3.00	3.00	3.33	3.00	3.65	3.00	3.00	OE	
3.00	3.00	2.76	3.00	3.00	3.74	3.25	3.51	4.25	2.26	4.00	2.74	3.00	3.25	2.76	3.25	2.51	3.74	UA	
3.50	2.76	2.99	3.00	2.24	3.00	3.25	3.24	2.49	2.76	3.50	3.00	3.75	3.00	3.50	3.24	3.00	2.75	CL	
4.00	2.73	2.77	2.73	3.27	3.77	3.23	2.77	3.77	3.23	4.00	3.25	3.00	2.48	3.25	2.77	3.77	3.75	LC	
3.76	3.00	3.00	3.00	3.76	4.51	2.74	3.25	4.00	2.24	4.25	3.25	3.76	3.00	4.00	3.25	3.76	3.25	RO	
3.00	3.75	3.00	3.51	3.75	3.50	3.75	3.00	3.75	3.00	3.75	3.00	2.75	3.00	3.00	3.76	2.75	3.00	TR	
3.26	3.75	3.00	2.48	2.75	3.48	2.00	2.52	2.23	2.25	4.00	3.48	2.00	3.00	4.00	2.48	3.00	3.00	DT	
618	617	616	615	614	613	612	611	610	609	608	607	606	605	604	603	602	601	Case	
2	2	1	1	1	2	1	1	1	2	2	1	1	1	2	1	1	2	Gender	
39	38	59	59	55	55	48	44	43	43	40	40	38	35	35	33	32	32	Age	
18	18	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	Education	
60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	SC Experience
4.41	4.70	2.97	1.84	3.41	2.98	4.27	3.41	4.55	1.99	3.70	2.27	4.69	3.27	3.41	3.83	2.84	3.27	RR	
3.00	3.51	4.25	2.75	4.00	3.24	4.50	4.00	4.76	3.25	3.75	3.00	4.25	3.00	3.00	3.00	3.51	4.00	CM	
4.00	4.40	3.79	3.00	3.60	3.59	3.61	3.80	4.21	4.21	3.20	3.00	4.40	4.40	3.00	3.60	3.80	3.20	PE	
4.00	2.50	4.80	3.00	4.40	4.60	4.60	4.19	4.20	4.40	3.60	3.00	4.40	4.00	3.00	3.60	4.39	3.80	PU	
4.00	2.50	3.50	3.00	4.50	3.50	2.50	3.00	4.76	1.24	3.76	4.00	5.00	4.24	3.00	3.00	2.24	3.51	TW	
3.69	4.61	4.61	2.46	4.61	4.61	3.69	4.00	4.31	4.61	3.69	4.61	4.61	4.00	4.31	3.69	4.00	4.00	CT	
4.00	4.00	1.99	3.00	3.74	4.00	3.74	3.25	4.00	4.49	3.51	3.26	5.00	3.74	2.50	3.26	3.00	4.00	CP	
4.00	2.90	3.00	3.00	3.19	3.10	3.09	3.19	4.50	3.10	3.39	3.00	5.00	3.49	2.90	4.00	3.88	4.40	RI	
4.00	3.72	2.42	3.00	3.44	3.42	3.42	3.29	4.72	3.70	3.43	3.14	5.00	3.49	4.00	4.00	3.84	3.57	QI	
4.00	3.24	2.50	3.00	3.76	3.73	3.27	2.76	3.77	3.49	2.48	2.00	4.00	1.49	2.73	3.00	2.73	3.00	EV	
4.00	1.33	1.00	3.00	1.67	1.34	1.34	1.66	1.34	3.66	2.34	2.66	2.66	3.34	2.33	3.00	2.34	1.34	NR	
4.00	4.34	3.33	3.00	4.01	3.00	3.33	3.17	4.50	3.50	3.50	3.00	4.50	2.49	3.67	3.00	3.50	3.00	AG	
4.35	3.65	2.00	3.00	3.31	3.69	3.66	2.66	3.66	4.31	1.66	2.31	2.31	4.00	1.31	2.66	3.66	1.31	CS	
4.33	4.33	4.65	3.00	3.33	4.00	4.65	3.35	3.65	3.33	2.68	3.00	5.00	4.00	4.35	3.00	3.68	3.00	OE	
3.75	4.49	4.26	3.00	4.51	4.50	3.75	3.75	4.26	3.26	3.26	3.00	4.26	4.50	3.00	3.76	4.24	3.25	UA	
3.50	4.76	4.50	3.00	4.50	4.50	4.74	3.50	3.75	2.75	4.24	5.00	3.50	4.51	3.00	3.26	5.00	2.50	CL	
3.25	2.50	3.25	3.00	2.25	3.52	4.00	2.48	3.48	2.52	4.25	3.00	2.77	3.52	3.00	3.28	5.00	3.75	LC	
3.76	3.76	4.28	3.00	4.52	3.52	5.00	3.76	4.76	2.52	3.51	3.75	3.76	4.00	3.00	3.48	4.51	3.74	RO	
3.00	4.00	4.75	2.75	3.25	2.50	3.76	3.00	4.00	3.51	2.75	4.25	4.25	4.00	3.51	2.75	3.25	3.75	TR	
2.23	1.48	2.00	3.00	2.00	3.00	2.77	2.00	1.48	3.74	1.49	2.77	2.23	2.23	4.00	3.00	1.00	1.00	DT	



Table 25. Data set (continued)

323	322	321	320	319	318	317	316	315	314	313	312	311	310	309	308	307	306	Case					
Gender	Age	Education	SC	Experience	RR	PE	TW	TV	CT	CP	RI	QI	NR	AG	CS	OE	UA	CL	LC	RO	TR	DT	
2	2	2	2	1	2	2	1	1	2	2	2	1	2	2	1	2	1	1	1	1	1	1	1
38	32	28	21	20	23	43	30	22	20	39	35	53	43	42	28	43	28	18	18	16	16	6	
16	16	16	16	16	12	18	16	16	16	16	22	18	12	16	12	18	16	12	12	12	18	6	
8	8	8	8	8	8	7	7	7	7	7	6	6	6	6	6	6	6	6	6	6	6	6	
4.12	4.54	3.84	4.27	4.54	3.41	3.41	3.40	4.41	3.55	3.83	2.27	3.55	2.42	2.71	3.98	2.84	3.41	2.84	2.84	3.41	3.41	3.41	
4.76	4.50	3.25	3.75	3.75	3.00	3.00	3.40	4.00	3.00	3.75	3.00	2.75	1.50	3.00	4.00	3.25	4.00	3.25	3.25	4.00	4.00	4.00	
4.59	4.61	3.80	3.41	3.00	3.00	3.00	4.60	3.80	3.40	4.20	3.40	3.60	2.80	3.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	
5.00	4.20	4.20	4.40	3.61	3.00	3.00	4.80	4.00	3.00	4.60	3.61	3.59	4.41	2.00	3.40	3.00	4.20	3.00	3.00	4.20	4.20	4.20	
3.26	3.51	3.50	2.24	3.49	3.00	3.00	3.26	3.26	3.00	2.24	3.00	2.24	4.00	1.76	2.74	1.00	3.26	1.00	3.26	3.26	3.26	3.26	
4.61	3.69	4.61	4.61	3.08	2.77	3.69	4.61	2.77	2.77	4.61	3.38	4.00	4.61	4.61	4.61	3.69	3.69	4.61	4.61	3.69	3.69	3.69	
3.74	4.00	3.74	3.76	3.49	3.50	4.00	4.26	4.00	3.00	4.50	4.00	2.74	4.26	3.00	4.25	4.26	4.00	4.25	4.26	4.00	4.00	4.00	
2.21	3.99	2.79	2.61	3.49	3.00	3.40	3.69	3.90	3.00	3.18	4.01	2.71	4.80	2.30	4.21	4.71	4.00	4.21	4.71	4.00	4.00	4.00	
3.14	3.58	4.00	1.71	3.57	3.00	3.00	3.72	3.86	3.00	4.86	5.00	3.29	3.99	3.00	3.72	5.00	4.00	3.72	5.00	4.00	4.00	4.00	
4.52	3.76	2.50	2.76	3.74	2.23	2.74	3.27	4.00	2.76	3.52	2.48	3.27	3.52	2.49	2.49	3.00	2.76	3.52	2.49	3.00	2.76	2.76	
3.00	2.67	3.00	3.66	4.33	2.34	2.67	3.00	3.66	3.00	2.33	4.00	2.00	1.34	3.00	3.00	3.67	3.67	3.00	3.00	3.67	3.67	3.67	
4.17	4.00	3.83	3.50	3.34	2.49	4.00	4.00	2.33	3.67	3.67	3.67	3.50	3.67	2.83	3.50	3.67	3.84	3.50	3.67	3.84	3.84	3.84	
2.66	2.31	3.66	2.65	3.66	3.00	3.69	4.35	1.31	4.35	4.35	4.00	2.66	4.31	2.66	4.34	3.69	3.66	4.34	3.69	3.66	3.66	3.66	
3.33	3.65	3.00	2.33	3.00	3.00	3.00	3.33	3.00	3.00	4.33	4.00	3.32	3.00	2.33	3.65	3.00	4.00	3.65	3.00	4.00	4.00	4.00	
4.25	3.75	2.74	3.51	4.24	3.25	4.00	4.25	3.00	3.00	4.33	4.00	3.32	3.00	2.33	3.65	3.00	4.00	3.65	3.00	4.00	4.00	4.00	
4.74	4.49	2.51	3.76	4.49	3.24	3.00	3.26	2.75	3.00	3.24	3.75	3.24	4.75	4.51	4.75	5.00	4.00	4.75	5.00	4.00	4.00	4.00	
3.25	3.25	3.27	3.25	3.48	3.25	3.00	3.50	3.48	3.00	3.24	3.25	3.24	3.27	3.50	4.00	4.75	4.25	4.00	4.75	5.00	4.00	4.00	
3.76	4.50	2.76	3.76	4.28	3.26	3.00	4.74	3.76	3.00	2.76	3.52	2.76	4.76	4.51	4.00	4.76	3.76	4.51	4.00	4.76	4.76	4.76	
3.26	3.49	3.26	3.49	4.25	3.00	3.00	3.75	3.00	3.00	3.00	3.75	3.00	3.50	2.74	4.00	3.25	4.00	3.50	2.74	4.00	4.00	4.00	
2.73	4.00	1.23	2.73	3.99	3.00	3.00	2.73	3.00	3.00	2.23	2.23	2.51	1.48	3.00	2.52	2.00	2.00	2.52	3.00	2.52	2.00	2.00	
654	653	652	651	650	649	648	647	646	645	644	643	642	641	640	639	638	637	Case					
1	2	2	2	1	2	2	2	1	2	2	2	1	2	2	2	2	2	Gender					
41	37	37	36	35	28	37	43	42	32	38	33	31	43	21	21	57	49	Age					
16	16	16	16	16	16	12	18	18	18	16	16	16	12	12	12	18	16	Education					
120	120	120	120	120	120	120	100	100	96	96	96	96	96	96	96	84	84	SC					
4.55	4.27	5.69	4.56	1.14	4.70	5.69	2.84	2.70	3.41	2.55	3.55	3.98	3.13	4.42	3.84	2.41	3.83	RR					
4.25	3.76	3.00	2.25	3.25	3.75	5.00	3.25	3.24	3.00	3.00	3.25	4.00	3.00	2.75	2.75	3.75	5.00	CM					
3.59	3.80	4.80	3.40	3.40	3.59	5.00	3.80	3.39	3.41	3.60	3.00	3.80	4.00	4.60	2.59	3.40	4.00	PE					
3.00	3.80	3.00	4.20	4.00	3.80	5.00	4.00	4.20	3.80	3.80	3.00	4.60	4.00	4.60	3.00	4.60	4.00	TV					
3.00	3.50	1.00	3.24	2.76	3.51	4.49	4.00	2.74	3.00	1.98	2.76	3.00	4.00	2.50	3.00	3.51	4.00	TW					
3.69	4.61	3.08	3.69	3.69	2.77	4.31	4.00	3.69	2.77	3.69	2.46	4.61	4.61	4.61	2.77	4.31	3.69	CT					
3.49	2.51	1.00	2.89	4.00	3.80	4.30	4.71	5.00	3.00	3.50	2.75	4.00	4.00	3.00	3.24	3.50	3.00	CP					
3.86	3.56	3.00	3.14	4.00	3.85	3.99	4.43	4.43	3.00	2.10	2.80	3.68	4.00	2.30	3.10	3.80	4.31	RI					
3.52	2.74	3.24	3.49	3.26	2.00	4.50	2.49	3.26	3.51	2.26	2.85	4.86	3.56	2.86	3.14	4.15	4.00	QI					
3.34	3.34	3.67	3.00	3.34	4.66	4.00	2.66	3.33	3.33	2.26	3.51	3.76	4.49	2.50	3.73	3.74	3.00	EV					
3.34	3.67	3.00	3.34	3.34	4.84	4.17	2.67	4.01	4.00	3.17	2.67	3.67	3.84	3.00	3.00	3.66	3.00	NR					
3.00	4.00	4.34	3.31	4.00	3.66	4.35	2.69	3.65	4.31	3.35	2.66	2.66	3.31	3.35	3.00	3.66	3.00	AG					
2.65	4.00	4.00	3.33	5.00	3.00	4.67	4.00	4.00	3.33	3.00	3.35	3.33	3.00	2.65	3.32	3.33	3.00	CS					
3.75	2.49	3.00	3.00	4.00	3.25	5.00	3.24	2.75	4.00	2.76	2.75	3.25	4.75	2.74	2.50	2.24	3.50	OE					
3.50	2.24	3.00	2.76	4.50	2.75	3.00	4.24	3.49	4.00	3.49	3.25	3.74	4.00	1.24	2.76	3.49	3.50	UA					
4.27	3.48	4.48	2.48	3.50	3.77	4.77	2.25	3.02	3.25	3.49	3.25	3.48	3.00	3.27	2.73	3.50	3.77	LC					
3.76	3.74	3.00	3.76	3.49	3.25	5.00	4.00	2.76	3.76	2.25	3.51	3.00	4.00	2.74	2.49	3.48	3.77	RO					
3.00	4.00	3.25	3.76	3.49	3.00	5.00	3.74	4.00	3.25	3.01	3.51	3.51	4.00	2.74	2.49	3.48	3.77	TR					
1.73	1.75	3.00	2.00	2.25	3.00	4.77	1.48	2.48	2.23	1.73	1.48	1.52	1.73	3.51	3.51	2.48	3.00	DT					

Table 26. Data set (continued)

331	330	329	328	327	326	325	324	Case
2	1	2	1	1	1	2	2	Gender
18	21	21	21	43	41	45	42	Age
16	12	12	12	18	18	16	16	Education
9	9	9	9	8	8	8	8	SC Experience
3.70	3.55	4.83	3.13	4.12	1.42	4.41	2.98	RR
3.00	5.00	4.25	2.76	3.50	3.24	2.76	4.76	CM
3.00	4.40	5.00	2.60	3.60	3.60	2.80	4.21	PE
3.00	4.39	5.00	2.81	3.80	4.00	4.59	4.41	PU
3.00	5.00	4.26	3.24	4.00	1.24	1.00	4.00	TW
3.38	4.61	4.61	3.08	3.69	4.61	4.31	4.00	CT
3.74	4.00	5.00	3.26	3.50	2.26	5.00	4.00	CP
3.89	4.69	5.00	3.00	3.70	1.10	1.30	3.50	RI
3.42	4.15	5.00	2.85	3.72	2.70	2.14	4.01	QI
4.00	4.76	3.23	2.73	4.00	3.51	2.50	3.00	EV
3.67	2.34	1.00	3.00	4.00	3.34	2.66	3.66	NR
3.84	4.84	4.50	3.33	3.84	3.50	3.49	3.83	AG
3.69	2.31	3.31	3.34	3.00	3.69	3.31	1.66	CS
3.33	5.00	4.35	3.33	3.35	3.00	3.00	2.67	OE
4.00	3.74	4.75	2.49	3.25	1.51	3.50	4.26	UA
3.75	3.50	5.00	3.25	2.75	3.24	2.75	4.75	CL
3.77	3.50	4.75	2.75	3.25	1.73	4.52	3.52	LC
3.76	4.76	5.00	3.26	3.76	3.25	1.76	5.00	RO
3.24	4.51	5.00	2.76	3.25	2.24	2.51	4.00	TR
2.48	1.51	2.73	2.75	3.26	2.77	3.52	2.77	DT
662	661	660	659	658	657	656	655	Case
1	2	1	2	2	2	1	1	Gender
43	42	42	38	37	35	31	49	Age
18	18	18	18	18	18	18	16	Education
120	120	120	120	120	120	120	120	SC Experience
2.13	4.27	3.69	4.12	2.70	3.41	3.98	4.55	RR
3.25	3.00	4.00	4.75	3.75	3.00	4.00	4.00	CM
4.00	3.80	3.60	4.00	4.20	3.80	3.80	3.40	PE
4.00	4.00	3.39	4.41	3.80	4.00	4.40	3.60	PU
3.00	3.00	2.00	3.26	3.50	1.00	3.26	3.00	TW
3.69	3.69	3.38	4.61	4.61	3.69	4.31	3.69	CT
4.00	3.51	4.00	3.50	4.50	3.00	3.50	3.26	CP
3.60	4.00	3.49	3.00	3.00	3.00	2.79	3.00	RI
3.86	4.00	3.14	3.28	3.57	3.00	2.86	3.14	QI
2.76	3.27	3.00	4.49	3.00	2.74	2.26	3.00	EV
3.33	1.66	4.00	2.33	2.33	2.00	2.66	2.00	NR
3.17	3.83	3.67	4.67	3.66	2.66	3.34	2.84	AG
3.65	4.00	3.31	3.97	3.31	3.69	4.31	2.31	CS
3.00	4.00	4.00	3.67	2.65	3.33	4.33	2.00	OE
3.00	4.00	4.26	4.25	3.50	3.50	5.00	4.00	UA
2.75	3.50	4.26	4.50	3.50	3.24	4.75	2.50	CL
3.23	3.77	3.25	3.25	3.00	2.73	4.00	3.73	LC
3.00	3.76	4.26	4.26	4.52	3.00	4.24	3.76	RO
3.74	4.00	3.75	3.49	3.76	3.00	3.00	2.26	TR
2.23	1.73	2.23	2.23	2.00	2.00	2.25	2.00	DT

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