

## APPENDICES

### Appendix A: Questionnaire



UNIVERSITI SAINS ISLAM MALAYSIA  
جَامِعَةُ الْعُلُومِ الْإِسْلَامِيَّةِ الْمَالِيزِيَّةِ  
ISLAMIC SCIENCE UNIVERSITY OF MALAYSIA

Dear Respondents,

I am a doctoral candidate at Faculty of Leadership & Management (Universiti Sains Islam Malaysia - UAIM), and I am conducting a study “**Mediating Role of Job Satisfaction Between Intellectual Capital, Transformational Leadership, and Organizational Innovation Among Fujairah Police Employees in UAE**”. If you are an employee within Fujairah Police Employees in UAE, I would be very grateful if you fill out this questionnaire.

Only aggregate data will be used for academic work and not for commercial purposes. Your participation in this study is greatly appreciated, and your thoughts and comments will be of great value to us.

There will be no risk anticipated from participating in this study, and it will only take few minutes of your time. Your response will remain anonymous and completely confidential, and your participation in this study is strictly voluntary.

Should you have any doubt do not hesitate to contact researchers: Saif Saeed Alyileili at (+971.....; e-mail: .....@.....com and Dr. .... at (+60.....); e-mail: .....@usim.edu.my

Please kindly return the completed questionnaire to us.

Thank you very much once again for your valuable time and kind cooperation

Yours faithfully,

SAIF SAEED ABDULLA ALI ALYILEILI  
Faculty Of Leadership & Management  
Universiti Sains Islam Malaysia

**Instructions :**

Please circle the number that indicates the response that most accurately describes your thoughts towards each statement. There is no right or wrong answer. All we are interested in is a number that best reflects your judgment to each statement, for example, whether you strongly disagree (1), disagree (2), neutral (3), agree (4), strongly agree (5). Please answer all questions. If you are not sure, please answer to the best of your ability.

Scale:	
1= Strongly Disagree	2= Disagree
3= neutral	
4= Agree	5= Strongly Agree

**Section One: Transformational Leadership**

In this section, we are interested in your assessment of transformational leadership (defined as the degree to which Fujirah police leaders raise employees' interests by creating awareness and acceptance of a certain purpose, and by motivating them to work for higher goals to fulfil self-actualizing). Please read the following statements and circle the number that most accurately reflects your opinion.

Transformational Leadership		Strongly Disagree → Strongly Agree				
	<b>Idealised Influence</b>					
1	Leaders instil pride in others for being associated with them.	1	2	3	4	5
2	Leaders go beyond self-interest for the good of the group.	1	2	3	4	5
3	Leaders act in ways that build others' respect for them.	1	2	3	4	5
4	Leaders display a sense of power and confidence.	1	2	3	4	5
5	Leaders talk about their most important values and beliefs	1	2	3	4	5
6	Leaders specify the importance of having a strong sense of purpose.	1	2	3	4	5
7	Leaders consider the moral and ethical consequences of decisions.	1	2	3	4	5
8	Leaders emphasize the importance of having a collective sense of mission.	1	2	3	4	5
	<b>Inspirational Motivation</b>					
9	Leaders talk optimistically about the future.	1	2	3	4	5
10	Leaders talk enthusiastically about what needs to be accomplished.	1	2	3	4	5
11	Leaders articulate a compelling vision of the future.	1	2	3	4	5
12	Leaders express confidence that goals will be achieved.	1	2	3	4	5

<b>Intellectual Stimulation</b>						
13	Leaders re-examine critical assumptions to question whether they are appropriate.	1	2	3	4	5
14	Leaders seek differing perspectives when solving problems.	1	2	3	4	5
15	Leaders get others to look at problems from many different angles.	1	2	3	4	5
16	Leaders suggest new ways of looking at how to complete assignments.	1	2	3	4	5
<b>Individualized Consideration</b>						
17	Leaders treat others as individuals rather than just as a member of a group.	1	2	3	4	5
18	Leaders consider an individual as having different needs, abilities, and aspirations from others.	1	2	3	4	5
19	Leaders seek differing point of view when dealing with the organizational issues.	1	2	3	4	5
20	Leaders help others to develop their strengths.	1	2	3	4	5

## Section Two: Intellectual Capital

In this section, we are interested in your assessment of Intellectual Capital that is composed of three dimensions namely: 1) human capital (*defined as the educational background, training, experience, professional skills of employees of Fujirah police workforce that represents the critical resources to the organization*), 2) structural capital (*defined as the level of interaction, mutual trust, and personal friendships among employees at Fujirah police department*), 3) relational capital (*defined as employees' perceived understanding about authority, responsibility, organizational culture, perspective, information system, and processes at Fujirah police department*). Please read the following statements and circle the number that most accurately reflects your opinion.

<b>Intellectual Capital</b>		<b>Strongly Disagree → Strongly Agree</b>				
<b>Human Capital</b>						
1	Employees have suitable education to fulfill their jobs.	1	2	3	4	5
2	Employees are well trained.	1	2	3	4	5
3	Employees hold suitable work experience for accomplishing their job successfully.	1	2	3	4	5
4	Employees are well-skilled professionally to accomplish their job successfully.	1	2	3	4	5
5	Employees understand that doing this job well is a reward in itself.	1	2	3	4	5

6	Considering the time spent on the job, employees feel thoroughly familiar with their tasks.	1	2	3	4	5
7	Mastering their jobs means a lot to our employees.	1	2	3	4	5
<b>Relational Capital</b>						
8	Employees have a close interaction with their stakeholders.	1	2	3	4	5
9	Employees have mutual respect with the stakeholders.	1	2	3	4	5
10	Employees have mutual trust with the stakeholders.	1	2	3	4	5
11	Employees have personal friendships with the stakeholders	1	2	3	4	5
<b>Structural Capital</b>						
12	Employees realize the relationships among authority, responsibility, and benefit.	1	2	3	4	5
13	Employees effectively construct an information system.	1	2	3	4	5
14	Employees effectively utilize their information system.	1	2	3	4	5
15	Employees know well about the contents of organization's culture.	1	2	3	4	5
16	Employees clearly recognize the organization's perspective.	1	2	3	4	5
17	Employees can operate an efficient organization process.	1	2	3	4	5
18	Employees can effectively share their knowledge with each other.	1	2	3	4	5
19	Employees can conveniently access organization information.	1	2	3	4	5

### Section Three: Job Satisfaction

In this section, we are interested in your assessment of Job Satisfaction (*defined as the degree to which the employees at Fujirah police believe that they feel close to the people at work, feel good about working at this public institution, feel secure about their job, believe leaders are concerned about them, their wages are good, and all their talents and skills are used at work*). Please read the following statements and circle the number that most accurately reflects your opinion.

Job Satisfaction		Strongly Disagree → Strongly Agree				
1	I receive recognition for a job well done.	1	2	3	4	5
2	I feel close to the people at work.	1	2	3	4	5
3	I feel good about working at this organization.	1	2	3	4	5
4	I feel secure about my job.	1	2	3	4	5
5	I believe management is concerned about me.	1	2	3	4	5
6	On the whole, I believe work is good for my physical health.	1	2	3	4	5
7	My wages are good.	1	2	3	4	5
8	All my talents and skills are used at work.	1	2	3	4	5
9	I get along with my supervisors.	1	2	3	4	5
10	I feel good about my job.	1	2	3	4	5

### Section Four: Innovation

In this section, we are interested in your assessment of Innovation (*defined as the creativity that is derived from novel and useful ideas, while innovation results from fruitful execution of creative and continuously improving ideas by Fujirah police department, specifically, new approaches and technological methods in security, frequently refining provisions, and inventing new services*). Please read the following statements and circle the number that most accurately reflects your opinion.

Innovation		Strongly Disagree → Strongly Agree				
	<b>Radical innovation (RI)</b>					
1	We accept demands that go beyond existing services.	1	2	3	4	5
2	We invent new services.	1	2	3	4	5
3	We experiment with new approaches and technological methods in education.	1	2	3	4	5
	<b>Incremental innovation (II)</b>					
4	We frequently refine the provision of existing services.	1	2	3	4	5
5	We regularly implement small adaptations to existing services.	1	2	3	4	5
6	We introduce improved but existing services for the public.	1	2	3	4	5
7	We improve our provision's efficiency of services.	1	2	3	4	5

## Section Five: Demographic Information

**Demographic information:** It includes 5 items with regards to the personal information of the respondents. The following questions concern your personal information:

Demographic Information			
<b>1. Age:</b> <input type="checkbox"/> Less than 20 years <input type="checkbox"/> 20 – 29 years <input type="checkbox"/> 30 – 39 years <input type="checkbox"/> 40 – 49 years <input type="checkbox"/> Over 50 years	<b>2. Gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female	<b>3. Education:</b> <input type="checkbox"/> Secondary <input type="checkbox"/> Diploma <input type="checkbox"/> Bachelor <input type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other	<b>4. Marital Status:</b> <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed <input type="checkbox"/> Other
<b>5. Working Experience:</b> <input type="checkbox"/> Less than 2 years <input type="checkbox"/> 2 – 5 years <input type="checkbox"/> 6 – 10 years <input type="checkbox"/> Over 10 years			

Thank you for Participating in this Survey

**Appendix B: Descriptive analysis**

**HC1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Niether Agree or Disagree	78	22.4	22.4	22.4
	Agree	142	40.8	40.8	63.2
	Strongly Agree	128	36.8	36.8	100.0
	Total	348	100.0	100.0	

**HC2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Niether Agree or Disagree	75	21.6	21.6	21.6
	Agree	148	42.5	42.5	64.1
	Strongly Agree	125	35.9	35.9	100.0
	Total	348	100.0	100.0	

**HC3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Niether Agree or Disagree	79	22.7	22.7	22.7

	Agree	122	35.1	35.1	57.8
	Strongly Agree	147	42.2	42.2	100.0
	Total	348	100.0	100.0	

#### HC4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	1.1	1.1	1.1
	Niether Agree or Disagree	79	22.7	22.7	23.9
	Agree	126	36.2	36.2	60.1
	Strongly Agree	139	39.9	39.9	100.0
	Total	348	100.0	100.0	

#### HC5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	0.6	0.6	0.6
	Niether Agree or Disagree	78	22.4	22.4	23.0
	Agree	122	35.1	35.1	58.0
	Strongly Agree	146	42.0	42.0	100.0
	Total	348	100.0	100.0	

HC6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	0.3	0.3	0.3
	Disagree	1	0.3	0.3	0.6
	Niether Agree or Disagree	84	24.1	24.1	24.7
	Agree	125	35.9	35.9	60.6
	Strongly Agree	137	39.4	39.4	100.0
	Total	348	100.0	100.0	

HC7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	13	3.7	3.7	3.7
	Disagree	64	18.4	18.4	22.1
	Niether Agree or Disagree	126	36.2	36.2	58.3
	Agree	100	28.7	28.7	87.1
	Strongly Agree	45	12.9	12.9	100.0
	Total	348	100.0	100.0	

RC1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	0.6	0.6	0.6
	Disagree	1	0.3	0.3	0.9
	Niether Agree or Disagree	69	19.8	19.8	20.7
	Agree	156	44.8	44.8	65.5
	Strongly Agree	120	34.5	34.5	100.0
	Total	348	100.0	100.0	

**RC2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	4	1.1	1.1	1.1
	Niether Agree or Disagree	77	22.1	22.1	23.3
	Agree	133	38.2	38.2	61.5
	Strongly Agree	134	38.5	38.5	100.0
	Total	348	100.0	100.0	

**RC3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	0.3	0.3	0.3
	Disagree	6	1.7	1.7	2.0

	Niether Agree or Disagree	75	21.6	21.6	23.6
	Agree	146	42.0	42.0	65.5
	Strongly Agree	120	34.5	34.5	100.0
	Total	348	100.0	100.0	

**RC4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	3	0.9	0.9	0.9
	Disagree	7	2.0	2.0	2.9
	Niether Agree or Disagree	70	20.1	20.1	23.0
	Agree	146	42.0	42.0	64.9
	Strongly Agree	122	35.1	35.1	100.0
	Total	348	100.0	100.0	

**SC1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	0.3	0.3	0.3
	Niether Agree or Disagree	61	17.5	17.5	17.8
	Agree	159	45.7	45.7	63.5
	Strongly Agree	127	36.5	36.5	100.0

Total	348	100.0	100.0
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**SC2**

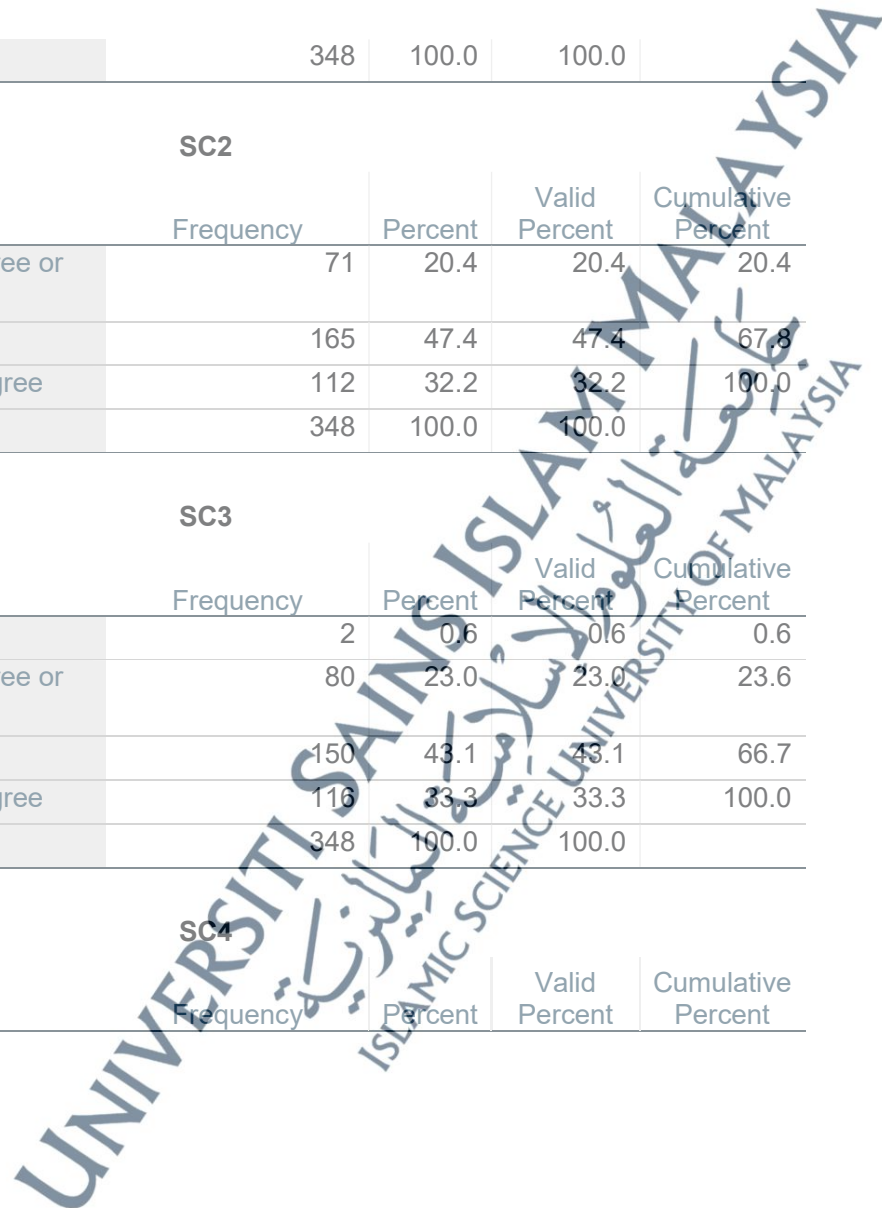
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Niether Agree or Disagree	71	20.4	20.4	20.4
	Agree	165	47.4	47.4	67.8
	Strongly Agree	112	32.2	32.2	100.0
	Total	348	100.0	100.0	

**SC3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	0.6	0.6	0.6
	Niether Agree or Disagree	80	23.0	23.0	23.6
	Agree	150	43.1	43.1	66.7
	Strongly Agree	116	33.3	33.3	100.0
	Total	348	100.0	100.0	

**SC4**

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Niether Agree or Disagree	85	24.4	24.4	24.4
	Agree	129	37.1	37.1	61.5
	Strongly Agree	134	38.5	38.5	100.0
	Total	348	100.0	100.0	

**SC5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Niether Agree or Disagree	82	23.6	23.6	23.6
	Agree	132	37.9	37.9	61.5
	Strongly Agree	134	38.5	38.5	100.0
	Total	348	100.0	100.0	

**SC6**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Niether Agree or Disagree	83	23.9	23.9	23.9
	Agree	134	38.5	38.5	62.4
	Strongly Agree	131	37.6	37.6	100.0
	Total	348	100.0	100.0	

**SC7**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Niether Agree or Disagree	80	23.0	23.0	23.0
	Agree	142	40.8	40.8	63.8
	Strongly Agree	126	36.2	36.2	100.0
	Total	348	100.0	100.0	

**SC8**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	25	7.2	7.2	7.2
	Disagree	77	22.1	22.1	29.3
	Niether Agree or Disagree	99	28.4	28.4	57.8
	Agree	108	31.0	31.0	88.8
	Strongly Agree	39	11.2	11.2	100.0
	Total	348	100.0	100.0	

**II1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	48	13.8	13.8	13.8
	Disagree	59	17.0	17.0	30.7

	Niether Agree or Disagree	82	23.6	23.6	54.3
	Agree	113	32.5	32.5	86.8
	Strongly Agree	46	13.2	13.2	100.0
	Total	348	100.0	100.0	

### II2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	46	13.2	13.2	13.2
	Disagree	73	21.0	21.0	34.2
	Niether Agree or Disagree	96	27.6	27.6	61.8
	Agree	84	24.1	24.1	85.9
	Strongly Agree	49	14.1	14.1	100.0
	Total	348	100.0	100.0	

### II3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	46	13.2	13.2	13.2
	Disagree	73	21.0	21.0	34.2
	Niether Agree or Disagree	92	26.4	26.4	60.6
	Agree	86	24.7	24.7	85.3
	Total	348	100.0	100.0	

Strongly Agree	51	14.7	14.7	100.0
Total	348	100.0	100.0	

**II4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	46	13.2	13.2	13.2
	Disagree	48	13.8	13.8	27.0
	Niether Agree or Disagree	99	28.4	28.4	55.5
	Agree	98	28.2	28.2	83.6
	Strongly Agree	57	16.4	16.4	100.0
	Total	348	100.0	100.0	

**II5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	39	11.2	11.2	11.2
	Disagree	59	17.0	17.0	28.2
	Niether Agree or Disagree	131	37.6	37.6	65.8
	Agree	84	24.1	24.1	89.9
	Strongly Agree	35	10.1	10.1	100.0
	Total	348	100.0	100.0	

II6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	35	10.1	10.1	10.1
	Disagree	77	22.1	22.1	32.2
	Niether Agree or Disagree	118	33.9	33.9	66.1
	Agree	90	25.9	25.9	92.0
	Strongly Agree	28	8.0	8.0	100.0
	Total	348	100.0	100.0	

II7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	34	9.8	9.8	9.8
	Disagree	79	22.7	22.7	32.5
	Niether Agree or Disagree	135	38.8	38.8	71.3
	Agree	73	21.0	21.0	92.2
	Strongly Agree	27	7.8	7.8	100.0
	Total	348	100.0	100.0	

II8

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Strongly Disagree	42	12.1	12.1	12.1
	Disagree	64	18.4	18.4	30.5
	Niether Agree or Disagree	142	40.8	40.8	71.3
	Agree	70	20.1	20.1	91.4
	Strongly Agree	30	8.6	8.6	100.0
	Total	348	100.0	100.0	

IM1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	41	11.8	11.8	11.8
	Disagree	63	18.1	18.1	29.9
	Niether Agree or Disagree	125	35.9	35.9	65.8
	Agree	83	23.9	23.9	89.7
	Strongly Agree	36	10.3	10.3	100.0
	Total	348	100.0	100.0	

IM2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	37	10.6	10.6	10.6
	Disagree	83	23.9	23.9	34.5

	Niether Agree or Disagree	114	32.8	32.8	67.2
	Agree	85	24.4	24.4	91.7
	Strongly Agree	29	8.3	8.3	100.0
	Total	348	100.0	100.0	

### IM3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	35	10.1	10.1	10.1
	Disagree	88	25.3	25.3	35.3
	Niether Agree or Disagree	129	37.1	37.1	72.4
	Agree	66	19.0	19.0	91.4
	Strongly Agree	30	8.6	8.6	100.0
	Total	348	100.0	100.0	

### IM4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	43	12.4	12.4	12.4
	Disagree	72	20.7	20.7	33.0
	Niether Agree or Disagree	136	39.1	39.1	72.1
	Agree	65	18.7	18.7	90.8

Strongly Agree	32	9.2	9.2	100.0
Total	348	100.0	100.0	

**IS1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	41	11.8	11.8	11.8
	Disagree	78	22.4	22.4	34.2
	Niether Agree or Disagree	126	36.2	36.2	70.4
	Agree	81	23.3	23.3	93.7
	Strongly Agree	22	6.3	6.3	100.0
	Total	348	100.0	100.0	

**IS2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	39	11.2	11.2	11.2
	Disagree	78	22.4	22.4	33.6
	Niether Agree or Disagree	113	32.5	32.5	66.1
	Agree	82	23.6	23.6	89.7
	Strongly Agree	36	10.3	10.3	100.0
	Total	348	100.0	100.0	

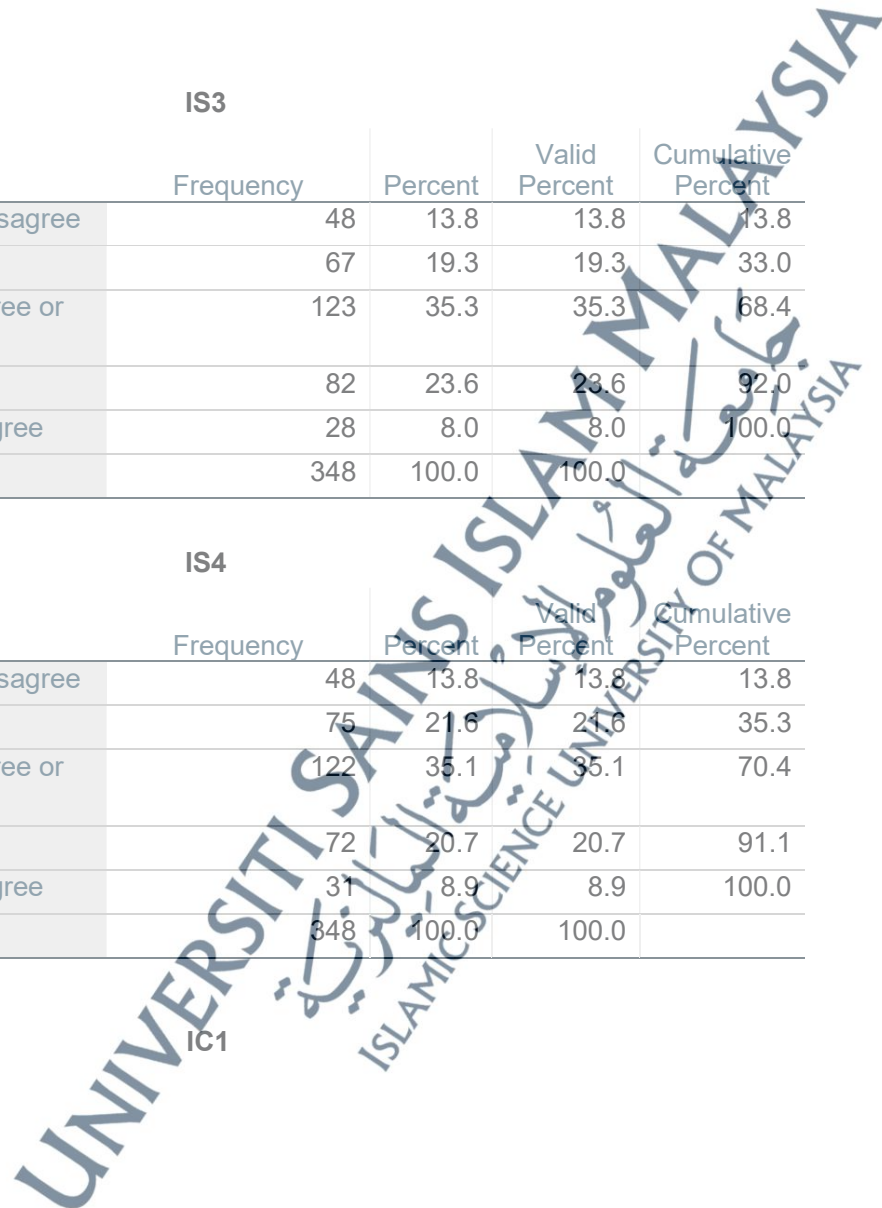
**IS3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	48	13.8	13.8	13.8
	Disagree	67	19.3	19.3	33.0
	Niether Agree or Disagree	123	35.3	35.3	68.4
	Agree	82	23.6	23.6	92.0
	Strongly Agree	28	8.0	8.0	100.0
	Total	348	100.0	100.0	

**IS4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	48	13.8	13.8	13.8
	Disagree	75	21.6	21.6	35.3
	Niether Agree or Disagree	122	35.1	35.1	70.4
	Agree	72	20.7	20.7	91.1
	Strongly Agree	31	8.9	8.9	100.0
	Total	348	100.0	100.0	

**IC1**



		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	25	7.2	7.2	7.2
	Disagree	60	17.2	17.2	24.4
	Niether Agree or Disagree	84	24.1	24.1	48.6
	Agree	107	30.7	30.7	79.3
	Strongly Agree	72	20.7	20.7	100.0
	Total	348	100.0	100.0	

IC2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	26	7.5	7.5	7.5
	Disagree	71	20.4	20.4	27.9
	Niether Agree or Disagree	79	22.7	22.7	50.6
	Agree	104	29.9	29.9	80.5
	Strongly Agree	68	19.5	19.5	100.0
	Total	348	100.0	100.0	

IC3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	26	7.5	7.5	7.5

	Disagree	76	21.8	21.8	29.3
	Niether Agree or Disagree	92	26.4	26.4	55.7
	Agree	83	23.9	23.9	79.6
	Strongly Agree	71	20.4	20.4	100.0
	Total	348	100.0	100.0	

IC4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	25	7.2	7.2	7.2
	Disagree	75	21.6	21.6	28.7
	Niether Agree or Disagree	102	29.3	29.3	58.0
	Agree	84	24.1	24.1	82.2
	Strongly Agree	62	17.8	17.8	100.0
	Total	348	100.0	100.0	

JS1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	11	3.2	3.2	3.2
	Disagree	33	9.5	9.5	12.6

	Niether Agree or Disagree	93	26.7	26.7	39.4
	Agree	152	43.7	43.7	83.0
	Strongly Agree	59	17.0	17.0	100.0
	Total	348	100.0	100.0	

### JS2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	6	1.7	1.7	1.7
	Disagree	33	9.5	9.5	11.2
	Niether Agree or Disagree	75	21.6	21.6	32.8
	Agree	151	43.4	43.4	76.1
	Strongly Agree	83	23.9	23.9	100.0
	Total	348	100.0	100.0	

### JS3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	13	3.7	3.7	3.7
	Disagree	28	8.0	8.0	11.8
	Niether Agree or Disagree	73	21.0	21.0	32.8
	Agree	166	47.7	47.7	80.5

Strongly Agree	68	19.5	19.5	100.0
Total	348	100.0	100.0	

**JS4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	13	3.7	3.7	3.7
	Disagree	32	9.2	9.2	12.9
	Niether Agree or Disagree	90	25.9	25.9	38.8
	Agree	158	45.4	45.4	84.2
	Strongly Agree	55	15.8	15.8	100.0
	Total	348	100.0	100.0	

**JS5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	14	4.0	4.0	4.0
	Disagree	35	10.1	10.1	14.1
	Niether Agree or Disagree	72	20.7	20.7	34.8
	Agree	145	41.7	41.7	76.4
	Strongly Agree	82	23.6	23.6	100.0
	Total	348	100.0	100.0	

JS6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	14	4.0	4.0	4.0
	Disagree	37	10.6	10.6	14.7
	Niether Agree or Disagree	61	17.5	17.5	32.2
	Agree	156	44.8	44.8	77.0
	Strongly Agree	80	23.0	23.0	100.0
	Total	348	100.0	100.0	

JS7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	8	2.3	2.3	2.3
	Disagree	47	13.5	13.5	15.8
	Niether Agree or Disagree	103	29.6	29.6	45.4
	Agree	110	31.6	31.6	77.0
	Strongly Agree	80	23.0	23.0	100.0
	Total	348	100.0	100.0	

JS8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	11	3.2	3.2	3.2
	Disagree	40	11.5	11.5	14.7
	Niether Agree or Disagree	104	29.9	29.9	44.5
	Agree	144	41.4	41.4	85.9
	Strongly Agree	49	14.1	14.1	100.0
	Total	348	100.0	100.0	

JS9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	18	5.2	5.2	5.2
	Disagree	34	9.8	9.8	14.9
	Niether Agree or Disagree	61	17.5	17.5	32.5
	Agree	154	44.3	44.3	76.7
	Strongly Agree	81	23.3	23.3	100.0
	Total	348	100.0	100.0	

JS10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	17	4.9	4.9	4.9

	Disagree	36	10.3	10.3	15.2
	Niether Agree or Disagree	69	19.8	19.8	35.1
	Agree	144	41.4	41.4	76.4
	Strongly Agree	82	23.6	23.6	100.0
	Total	348	100.0	100.0	

**RI1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	12	3.4	3.4	3.4
	Disagree	34	9.8	9.8	13.2
	Niether Agree or Disagree	89	25.6	25.6	38.8
	Agree	145	41.7	41.7	80.5
	Strongly Agree	68	19.5	19.5	100.0
	Total	348	100.0	100.0	

**RI2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	12	3.4	3.4	3.4
	Disagree	33	9.5	9.5	12.9

	Niether Agree or Disagree	82	23.6	23.6	36.5
	Agree	124	35.6	35.6	72.1
	Strongly Agree	97	27.9	27.9	100.0
	Total	348	100.0	100.0	

### RI3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	10	2.9	2.9	2.9
	Disagree	39	11.2	11.2	14.1
	Niether Agree or Disagree	80	23.0	23.0	37.1
	Agree	140	40.2	40.2	77.3
	Strongly Agree	79	22.7	22.7	100.0
	Total	348	100.0	100.0	

### IIN1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	15	4.3	4.3	4.3
	Disagree	36	10.3	10.3	14.7
	Niether Agree or Disagree	67	19.3	19.3	33.9

	Agree	148	42.5	42.5	76.4
	Strongly Agree	82	23.6	23.6	100.0
	Total	348	100.0	100.0	

### IIN2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	21	6.0	6.0	6.0
	Disagree	26	7.5	7.5	13.5
	Niether Agree or Disagree	75	21.6	21.6	35.1
	Agree	142	40.8	40.8	75.9
	Strongly Agree	84	24.1	24.1	100.0
	Total	348	100.0	100.0	

### IIN3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	21	6.0	6.0	6.0
	Disagree	29	8.3	8.3	14.4
	Niether Agree or Disagree	85	24.4	24.4	38.8
	Agree	140	40.2	40.2	79.0
	Strongly Agree	73	21.0	21.0	100.0
	Total	348	100.0	100.0	

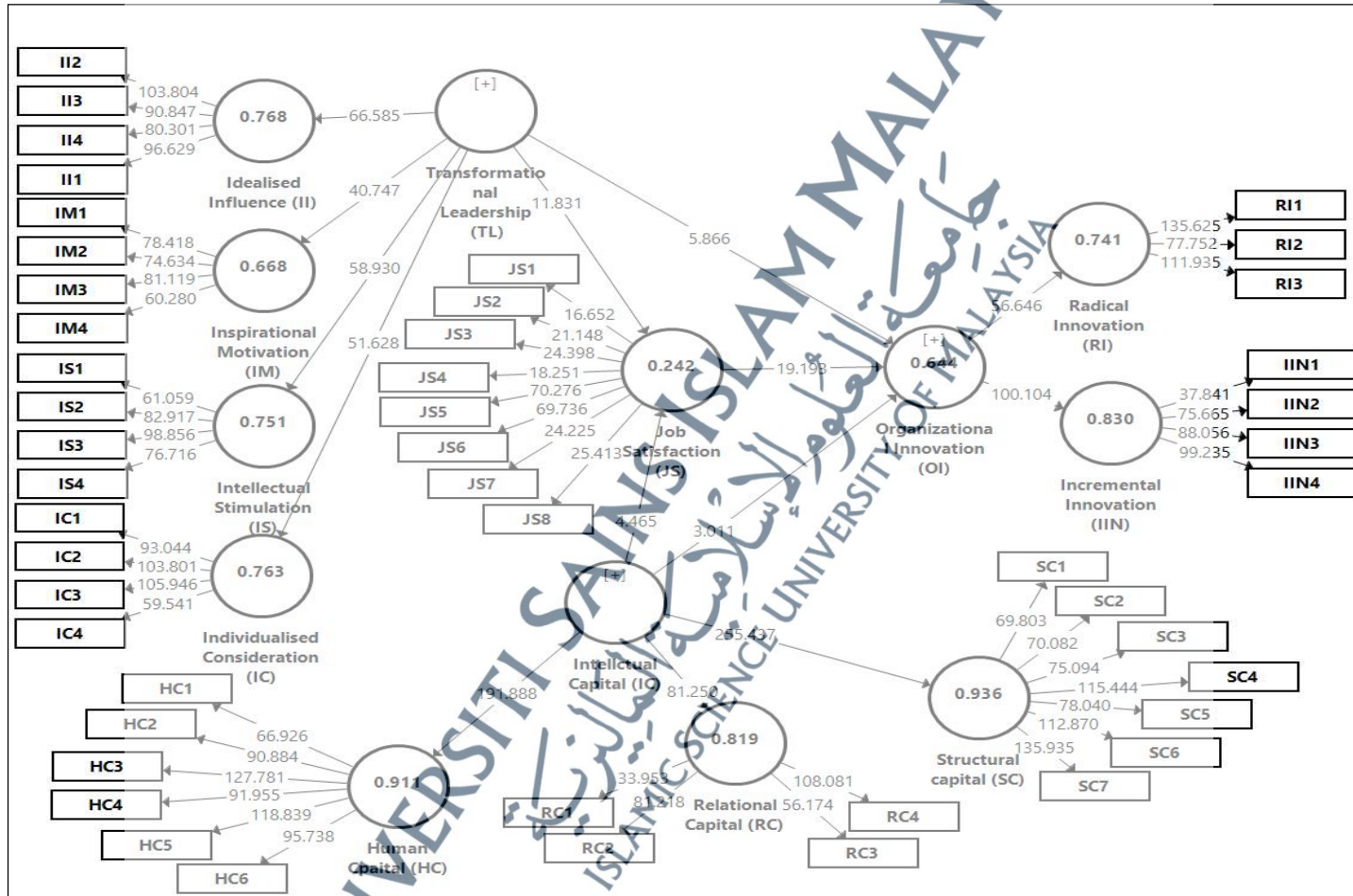
## IIN4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	26	7.5	7.5	7.5
	Disagree	33	9.5	9.5	17.0
	Niether Agree or Disagree	78	22.4	22.4	39.4
	Agree	139	39.9	39.9	79.3
	Strongly Agree	72	20.7	20.7	100.0
	Total	348	100.0	100.0	

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Appendix D: PLS bootstrapping (T Statistics)



Appendix E: Importance-Performance Map Analysis (IPMA)

