



LCCI – QES Q4 2017

Methodology: ComRes interviewed 577 London business decision makers online between the 2nd November and 27th November 2017. Data were weighted to be representative of all London businesses by company size and broad industry sector. ComRes is a member of the British Polling Council and abides by its rules.

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Topical Q4 2017

Q_SUM. On the 22nd September 2017 Transport for London rejected Uber's application for a new license to operate within London, a decision which Uber is currently appealing against. To what extent do you agree or disagree with each of the following statements?

SUMMARY TABLE

Base: All respondents

	Total	Agree strongly	Tend to agree	Tend to disagree	Disagree strongly	Don't know	Net: Agree	Net: Disagree	Mean
Since this decision was taken, my business' use of Uber has decreased	577 100%	26 4%	70 12%	157 27%	184 32%	139 24%	96 17%	342 59%	1.9
I support TfL's decision to reject Uber's application for a new license	577 100%	139 24%	124 21%	101 18%	119 21%	95 16%	263 46%	220 38%	2.6
I personally prefer to use Uber and other private hire vehicles over taxis for business purposes	577 100%	99 17%	145 25%	101 18%	136 24%	95 16%	244 42%	238 41%	2.4
New technology and providers in the taxi and private hire industry have benefited businesses and consumers	577 100%	124 22%	229 40%	66 11%	37 6%	121 21%	354 61%	103 18%	3.0

Topical Q4 2017

Q_1. On the 22nd September 2017 Transport for London rejected Uber's application for a new license to operate within London, a decision which Uber is currently appealing against. To what extent do you agree or disagree with each of the following statements?

Since this decision was taken, my business' use of Uber has decreased

Base: All respondents

	BUSINESS SIZE			INDUSTRY								MANUFACTURING/SERVICES	
	Total	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Total	577	410	167	14	83	99	50	93	102	49	87	53	524
Weighted Total	577	517	60	21	80	119	77	66	137	34	43	52	525
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	26 4%	19 4%	7 12% a	* 1%	3 3%	8 7%	2 3%	4 6%	4 3%	2 7%	3 6%	2 3%	24 5%
Tend to agree (3)	70 12%	55 11%	15 25% a	5 22%	9 11%	15 13%	9 11%	10 15%	13 9%	6 16%	4 10%	11 20%	60 11%
Tend to disagree (2)	157 27%	146 28% b	12 19%	8 40%	28 35%	28 24%	19 25%	19 28%	35 26%	8 24%	11 26%	17 33%	140 27%
Disagree strongly (1)	184 32%	170 33% b	14 23%	5 24%	21 26%	37 31%	26 35%	21 33%	51 37%	8 22%	15 36%	12 23%	172 33%
Don't know	139 24%	127 25%	12 21%	3 13%	19 24%	31 26%	20 27%	12 18%	34 25%	11 31%	10 22%	11 21%	129 25%
NETS													
Net: Agree	96 17%	74 14%	22 37% a	5 23%	12 14%	24 20%	11 14%	14 21%	17 12%	8 23%	7 16%	12 23%	84 16%
Net: Disagree	342 59%	316 61% b	26 43%	13 64%	50 62%	65 54%	46 59%	40 61%	86 63% i	16 46%	27 61%	29 56%	312 59%
Mean score	1.9	1.8	2.3 a	2.0	1.9	1.9	1.8	1.9	1.7	2.1 h	1.8	2.0	1.8

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q4 2017

Q_1. On the 22nd September 2017 Transport for London rejected Uber's application for a new license to operate within London, a decision which Uber is currently appealing against. To what extent do you agree or disagree with each of the following statements?

Since this decision was taken, my business' use of Uber has decreased

Base: All respondents

Significance Level: 95%

	BUSINESS SIZE		INDUSTRY									MANUFACTURING/SERVICES	
	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services	
Total	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted Total	577	410	167	14	83	99	50	93	102	49	87	53	524
Weighted Total	577	517	60	21	80	119	77	66	137	34	43	52	525
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Standard deviation	.89	.86	1.06	.78	.82	.98	.85	.94	.83	.99	.95	.84	.90
Standard error	.04	.05	.09	.22	.10	.11	.14	.11	.09	.16	.11	.13	.04

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q4 2017

Q_1. On the 22nd September 2017 Transport for London rejected Uber's application for a new license to operate within London, a decision which Uber is currently appealing against. To what extent do you agree or disagree with each of the following statements?

Since this decision was taken, my business' use of Uber has decreased

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Total	577	287	290	84	456	37	147	430	235	342	166	379	32
Weighted Total	577	271	306	54	490	33	87	490	216	361	160	383	34
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	26 4%	17 6% b	8 3%	5 10% d	16 3%	5 16% d	6 7%	19 4%	7 3%	19 5%	8 5%	16 4%	2 6%
Tend to agree (3)	70 12%	33 12%	37 12%	10 19% d	52 11%	8 25% d	25 29% g	45 9%	30 14%	40 11%	20 13%	42 11%	8 23% k
Tend to disagree (2)	157 27%	75 28%	82 27%	16 30%	132 27%	10 29%	20 24%	137 28%	63 29%	94 26%	50 31%	98 26%	10 28%
Disagree strongly (1)	184 32%	75 28%	109 36% a	11 21%	168 34% ce	5 14%	14 16%	170 35% f	68 31%	116 32%	46 28%	135 35% l	4 12%
Don't know	139 24%	69 26%	70 23%	11 20%	123 25%	5 16%	21 24%	119 24%	47 22%	92 26%	36 23%	93 24%	10 31%
NETS													
Net: Agree	96 17%	51 19%	45 15%	15 29% d	67 14%	13 41% d	32 37% g	64 13%	37 17%	59 16%	29 18%	57 15%	10 30% k
Net: Disagree	342 59%	151 56%	191 62%	28 51%	300 61% e	14 43%	34 39%	307 63% f	131 61%	210 58%	95 59% l	233 61% l	14 40%
Mean score	1.9	2.0 b	1.8	2.2 d	1.8	2.5	2.4 g	1.8	1.9	1.9	1.9	1.8	2.3
Standard deviation	.89	.94	.84	.99	.85	1.00	.93	.86	.86	.92	.90	.88	.88
Standard error	.04	.06	.06	.11	.05	.19	.08	.05	.06	.06	.08	.05	.18

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l

Topical Q4 2017

Q_2. On the 22nd September 2017 Transport for London rejected Uber's application for a new license to operate within London, a decision which Uber is currently appealing against. To what extent do you agree or disagree with each of the following statements?

I support TfL's decision to reject Uber's application for a new license

Base: All respondents

	BUSINESS SIZE			INDUSTRY								MANUFACTURING/SERVICES	
	Total	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Total	577	410	167	14	83	99	50	93	102	49	87	53	524
Weighted Total	577	517	60	21	80	119	77	66	137	34	43	52	525
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	139 24%	126 24%	13 21%	- -	18 23%	30 25%	14 18%	15 23%	40 29%	8 23%	14 32%	8 16%	131 25%
Tend to agree (3)	124 21%	108 21%	16 27%	7 35%	22 27%	30 25%	16 21%	18 27%	16 12%	5 16%	9 20%	17 33%	106 20%
Tend to disagree (2)	101 18%	88 17%	13 22%	- -	6 8%	14 12%	17 22%	16 24%	38 28%	6 16%	5 12%	3 6%	98 19%
Disagree strongly (1)	119 21%	108 21%	11 18%	12 59%	25 31%	20 17%	12 15%	10 16%	26 19%	5 15%	8 20%	16 31%	102 20%
Don't know	95 16%	87 17%	7 12%	1 6%	9 12%	24 20%	18 23%	7 10%	17 13%	10 30%	7 17%	7 14%	87 17%
NETS													
Net: Agree	263 46%	234 45%	29 48%	7 35%	40 50%	61 51%	30 40%	33 50%	56 41%	13 39%	22 52%	26 49%	237 45%
Net: Disagree	220 38%	196 38%	24 40%	12 59%	31 39%	35 29%	28 37%	26 39%	63 46%	11 31%	13 31%	19 37%	200 38%
Mean score	2.6	2.6	2.6	1.7	2.5	2.7	2.6	2.6	2.6	2.7	2.8	2.4	2.6
Standard deviation	1.15	1.16	1.07	.99	1.22	1.13	1.07	1.06	1.16	1.17	1.20	1.16	1.14
Standard error	.05	.06	.09	.28	.14	.12	.17	.11	.12	.19	.14	.17	.05

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q4 2017

Q_2. On the 22nd September 2017 Transport for London rejected Uber's application for a new license to operate within London, a decision which Uber is currently appealing against. To what extent do you agree or disagree with each of the following statements?

I support TfL's decision to reject Uber's application for a new license

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Total	577	287	290	84	456	37	147	430	235	342	166	379	32
Weighted Total	577	271	306	54	490	33	87	490	216	361	160	383	34
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	139 24%	55 20%	84 27%	21 39%	113 23%	5 17%	16 19%	123 25%	43 20%	96 27%	46 29%	90 24%	2 7%
			a	de							l	l	
Tend to agree (3)	124 21%	60 22%	64 21%	11 21%	100 20%	12 37%	24 27%	100 20%	45 21%	79 22%	25 15%	83 22%	16 47%
					d								jk
Tend to disagree (2)	101 18%	54 20%	47 15%	8 15%	87 18%	6 17%	20 23%	81 17%	36 17%	65 18%	18 11%	78 20%	5 13%
												j	
Disagree strongly (1)	119 21%	60 22%	58 19%	7 13%	104 21%	8 23%	14 16%	105 21%	50 23%	69 19%	42 26%	70 18%	6 18%
											k		
Don't know	95 16%	41 15%	53 17%	7 12%	86 18%	2 6%	13 15%	82 17%	41 19%	53 15%	28 18%	61 16%	5 16%
NETS													
Net: Agree	263 46%	115 43%	148 48%	32 60%	213 43%	18 54%	40 46%	223 45%	88 41%	175 48%	71 44%	174 45%	18 53%
				d									
Net: Disagree	220 38%	114 42%	105 34%	15 28%	191 39%	13 40%	34 39%	186 38%	86 40%	134 37%	61 38%	148 39%	11 31%
Mean score	2.6	2.5	2.7	3.0	2.5	2.5	2.6	2.6	2.5	2.7	2.6	2.6	2.5
			a	de									
Standard deviation	1.15	1.12	1.16	1.11	1.15	1.06	1.04	1.17	1.15	1.14	1.27	1.11	.92
Standard error	.05	.07	.07	.13	.06	.18	.09	.06	.08	.07	.11	.06	.17

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l

Topical Q4 2017

Q_3. On the 22nd September 2017 Transport for London rejected Uber's application for a new license to operate within London, a decision which Uber is currently appealing against. To what extent do you agree or disagree with each of the following statements?

I personally prefer to use Uber and other private hire vehicles over taxis for business purposes

Base: All respondents

	BUSINESS SIZE			INDUSTRY								MANUFACTURING/SERVICES	
	Total	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Total	577	410	167	14	83	99	50	93	102	49	87	53	524
Weighted Total	577	517	60	21	80	119	77	66	137	34	43	52	525
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	99 17%	89 17%	11 18%	3 16%	19 24%	19 16%	13 17%	6 8%	31 22%	2 7%	6 14%	12 24%	87 17%
Tend to agree (3)	145 25%	123 24%	22 37%	12 58%	17 21%	28 24%	18 23%	21 31%	24 18%	11 31%	15 35%	18 35%	127 24%
Tend to disagree (2)	101 18%	94 18%	8 13%	3 13%	17 22%	19 16%	8 10%	14 22%	29 21%	6 19%	5 10%	7 14%	94 18%
Disagree strongly (1)	136 24%	125 24%	11 18%	3 13%	18 22%	28 23%	20 26%	15 23%	34 25%	6 17%	12 28%	7 14%	129 25%
Don't know	95 16%	87 17%	8 14%	- -	9 11%	25 21%	18 23%	10 15%	19 14%	9 27%	5 12%	7 13%	88 17%
NETS													
Net: Agree	244 42%	211 41%	33 55%	15 74%	36 44%	47 40%	31 40%	26 40%	55 40%	13 38%	21 49%	31 59%	214 41%
Net: Disagree	238 41%	219 42%	19 31%	5 26%	35 44%	47 40%	28 36%	30 45%	63 46%	12 35%	17 39%	15 28%	223 42%
Mean score	2.4	2.4	2.6	2.8	2.5	2.4	2.4	2.3	2.4	2.4	2.4	2.8	2.4

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q4 2017

Q_3. On the 22nd September 2017 Transport for London rejected Uber's application for a new license to operate within London, a decision which Uber is currently appealing against. To what extent do you agree or disagree with each of the following statements?

I personally prefer to use Uber and other private hire vehicles over taxis for business purposes

Base: All respondents

Significance Level: 95%

	BUSINESS SIZE		INDUSTRY									MANUFACTURING/SERVICES	
	0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services	
Total	a	b	c	d	e	f	g	h	i	j	k	l	
Unweighted Total	577	410	167	14	83	99	50	93	102	49	87	53	524
Weighted Total	577	517	60	21	80	119	77	66	137	34	43	52	525
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Standard deviation	1.11	1.11	1.04	.89	1.14	1.12	1.18	.99	1.16	.95	1.11	1.03	1.11
Standard error	.05	.06	.09	.24	.13	.12	.19	.11	.12	.15	.13	.15	.05

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q4 2017

Q_3. On the 22nd September 2017 Transport for London rejected Uber's application for a new license to operate within London, a decision which Uber is currently appealing against. To what extent do you agree or disagree with each of the following statements?

I personally prefer to use Uber and other private hire vehicles over taxis for business purposes

Base: All respondents

Significance Level: 95%

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted Total	577	287	290	84	456	37	147	430	235	342	166	379	32
Weighted Total	577	271	306	54	490	33	87	490	216	361	160	383	34
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	99 17%	50 19%	49 16%	10 19%	82 17%	8 23%	12 14%	87 18%	46 22%	53 15%	34 21%	60 16%	5 15%
Tend to agree (3)	145 25%	71 26%	74 24%	16 30%	120 24%	9 27%	34 40%	111 23%	55 26%	90 25%	38 24%	97 25%	9 27%
Tend to disagree (2)	101 18%	42 16%	59 19%	12 22%	81 17%	8 25%	15 18%	86 18%	35 16%	66 18%	20 12%	72 19%	10 29%
Disagree strongly (1)	136 24%	62 23%	75 24%	10 18%	122 25%	5 14%	13 15%	124 25%	40 19%	96 27%	43 27%	92 24%	2 6%
Don't know	95 16%	46 17%	49 16%	6 11%	85 17%	4 11%	12 14%	83 17%	39 18%	56 16%	26 16%	61 16%	8 24%
NETS													
Net: Agree	244 42%	121 45%	123 40%	26 49%	202 41%	16 50%	47 54%	198 40%	101 47%	143 40%	73 45%	157 41%	14 42%
Net: Disagree	238 41%	104 38%	134 44%	22 40%	203 41%	13 39%	28 32%	210 43%	76 35%	162 45%	62 39%	164 43%	12 34%
Mean score	2.4	2.5	2.4	2.6	2.4	2.7	2.6	2.4	2.6	2.3	2.5	2.4	2.7
Standard deviation	1.11	1.12	1.10	1.04	1.12	1.05	.96	1.13	1.11	1.10	1.18	1.09	.89
Standard error	.05	.07	.07	.12	.06	.18	.08	.06	.08	.06	.10	.06	.18

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l

Topical Q4 2017

Q_4. On the 22nd September 2017 Transport for London rejected Uber's application for a new license to operate within London, a decision which Uber is currently appealing against. To what extent do you agree or disagree with each of the following statements?

New technology and providers in the taxi and private hire industry have benefited businesses and consumers

Base: All respondents

	Total	BUSINESS SIZE		INDUSTRY								MANUFACTURING/SERVICES	
		0-9	10+	Agriculture, forestry & fishing / production	Construction / property	Motor trades / wholesale / retail / transport & storage / accommodation & food services	Information & communication	Finance & insurance / business administration and support	Professional, scientific & technical	Public administration and defence / education / health	Arts, entertainment, recreation and other services	Manufacturing	Services
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Total	577	410	167	14	83	99	50	93	102	49	87	53	524
Weighted Total	577	517	60	21	80	119	77	66	137	34	43	52	525
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	124 22%	110 21%	14 24%	9 41%	21 26%	19 16%	18 23%	11 17%	34 25%	4 12%	8 19%	15 30%	109 21%
Tend to agree (3)	229 40%	202 39%	27 45%	7 35%	31 39%	39 33%	30 39%	35 53% e	55 40%	14 41%	17 40%	18 35%	211 40%
Tend to disagree (2)	66 11%	60 12%	6 10%	1 5%	7 9%	16 13%	10 12%	7 11%	16 12%	4 12%	5 11%	6 11%	60 11%
Disagree strongly (1)	37 6%	34 7%	4 6%	3 13%	3 3%	9 8%	3 4%	4 7%	10 7%	1 4%	5 10%	4 8%	33 6%
Don't know	121 21%	112 22%	9 15%	1 6%	18 22%	36 30% gh	17 22%	8 12%	22 16%	11 31% gh	8 19%	8 16%	112 21%
NETS													
Net: Agree	354 61%	312 60%	41 69% a	16 76%	52 65% e	59 49%	47 62%	46 70% e	89 65% e	18 54%	26 60%	34 65%	320 61%
Net: Disagree	103 18%	93 18%	9 16%	4 18%	10 12%	25 21%	12 16%	12 18%	26 19%	5 15%	9 21%	10 19%	93 18%
Mean score	3.0	3.0	3.0	3.1	3.1 e	2.8	3.0	2.9	3.0	2.9	2.8	3.0	3.0
Standard deviation	.86	.87	.83	1.04	.78	.92	.80	.79	.89	.76	.94	.93	.85
Standard error	.04	.05	.07	.29	.10	.11	.13	.09	.09	.13	.11	.14	.04

Columns Tested: a,b - c,d,e,f,g,h,i,j - k,l

Topical Q4 2017

Q_4. On the 22nd September 2017 Transport for London rejected Uber's application for a new license to operate within London, a decision which Uber is currently appealing against. To what extent do you agree or disagree with each of the following statements?

New technology and providers in the taxi and private hire industry have benefited businesses and consumers

Base: All respondents

	Total	LOCATION		EXPECTED CHANGES IN WORKFORCE SIZE			PAST RECRUITMENT		CAPACITY		EXPECTED PRICES		
		Inner London	Outer London	Increase	Stay the same	Fall	Tried to recruit	Did not try to recruit	Full capacity	Below capacity	Rise	Stay the same	Fall
		a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%													
Unweighted Total	577	287	290	84	456	37	147	430	235	342	166	379	32
Weighted Total	577	271	306	54	490	33	87	490	216	361	160	383	34
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Agree strongly (4)	124 22%	62 23%	62 20%	17 32%	100 20%	7 23%	22 25%	103 21%	57 27%	67 19%	37 23%	79 21%	9 26%
Tend to agree (3)	229 40%	104 38%	125 41%	22 41%	196 40%	11 35%	38 43%	192 39%	87 41%	142 39%	55 34%	164 43%	10 30%
Tend to disagree (2)	66 11%	39 15%	26 9%	4 7%	53 11%	8 25%	8 10%	57 12%	14 6%	52 14%	17 11%	43 11%	5 15%
Disagree strongly (1)	37 6%	10 4%	28 9%	2 3%	31 6%	4 12%	2 3%	35 7%	8 4%	29 8%	14 8%	21 5%	3 8%
Don't know	121 21%	55 20%	65 21%	9 17%	110 22%	2 5%	17 19%	104 21%	49 23%	72 20%	38 24%	75 20%	7 20%
NETS													
Net: Agree	354 61%	166 61%	187 61%	39 73%	295 60%	19 57%	59 68%	294 60%	145 67%	209 58%	91 57%	243 64%	19 56%
Net: Disagree	103 18%	49 18%	54 18%	5 10%	85 17%	12 38%	11 12%	92 19%	22 10%	81 22%	31 19%	64 17%	8 24%
Mean score	3.0	3.0	2.9	3.2	3.0	2.7	3.1	2.9	3.2	2.9	2.9	3.0	2.9
Standard deviation	.86	.81	.91	.76	.86	.99	.74	.88	.78	.89	.94	.82	.99
Standard error	.04	.05	.06	.09	.05	.16	.07	.05	.06	.05	.08	.05	.19

Columns Tested: a,b - c,d,e - f,g - h,i - j,k,l