

## Hypothesis 2 and Hypothesis 3:

A20: Severely impact work getting done  
 A21: Negatively impact business relationship

The full and reduced model of A20 (Severely impact work getting done) regressed on Causes (LI, CD, CI, II) does not admit a plausible association. With the full-rank (28 variable) model, none of the coefficients were significant at any important level, nor was the intercept. In the reduced model (9 variables), only 3 had p-values as low as 15%, with intercept of 2.34 (ambivalence on severity of impact) highly significant.

Although other analyses may be done, there is not a simple linear association between the importance/severity of the Causes and the impact on getting work done. This indicates the general ability to continue working in the face of communication difficulties.

For the “Negatively impact on business relationship” response (A21), the reduced model for causes LI, CD, LI and II represents a strong linear model. The majority of the coefficients are positive and highly significant. For A21, large response values indicate a negative impact on business; small values indicate there is no negative impact on business relationships.

### Regression - Reduced Model: Working Relationship on Causes

#### Coefficients:

	Value	Std. Error	t value	Pr(> t )	Signif
(Intercept)	0.597	0.440	1.359	0.182	x
B2e	0.350	0.142	2.471	0.018	***
B2g	-0.293	0.167	-1.752	0.088	*
B3a	0.724	0.134	5.403	0	***
B3f	0.255	0.110	2.329	0.025	***
B5a	-0.258	0.129	-2.001	0.052	*
B5b	0.310	0.148	2.100	0.042	**
B5c	-0.397	0.136	-2.929	0.006	***

Residual standard error: 1.05 on 39 degrees of freedom

Multiple R-Squared: 0.5111

F-statistic: 5.825 on 7 and 39 degrees of freedom, p-value 0.0001142

#### Items

B2e: Cause of comm breakdown – LI – improper syntax/word order

B2g: Cause of comm breakdown – LI – punctuation errors

B3a: Cause of comm breakdown – CD – didn't understand urgency

B3f: Cause of comm breakdown – CD – personality problems

B5a: Cause of comm breakdown – II – asked wrong person

B5b: Cause of comm breakdown – II – Receiver distrusts Sender

B5c: Cause of comm breakdown – II – proprietary info requested  
 by non-company personnel

Since LI/CO/CD/IN are coded by the respondent with 1-5, least to most significant Cause, as the cause importance increases, positive coefficients increase the severity or impact of ability to get

work done, or “negatively impacting the business relationship” (A21). Regarding the regression intercept, with no association we have an insignificant intercept of about 0.6, or a generally acceptable business relationship.

Positive coefficients indicate an increase on negative impact on business relationships, which we see for B2e - improper syntax/word order; B3a - didn't understand urgency; B3f - personality problems; and, B5b - Receiver distrusts Sender.

Negative coefficients on causes reduce the negative impact and are assigned to B2g – punctuation errors; B5a – asked wrong person; and B5c – proprietary info requested by non-company personnel. For example, in the case of punctuation being ranked as a very significant cause of communication problem, we see that in fact they reduce the IMPACT on business relationship. This is best explained by \_\_\_\_\_, or compensation for what is known to be an “honest mistake.”

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The regression coefficients are also validated out by considering the consistent POSITIVE correlation between the

**Correlation - Reduced Model: A21 and Causes**

	A21	B2e	B2g	B3a	B3f	B5a	B5b	B5c
A21	1	0.18	0.07	0.46	0.22	0.03	0.15	-0.05
B2e	0.18	1	0.67	0.25	0.07	0.36	0.33	0.45
B2g	0.07	0.67	1	0.38	0.04	0.47	0.41	0.4
B3a	0.46	0.25	0.38	1	-0.08	0.46	0.29	0.38
B3f	0.22	0.07	0.04	-0.08	1	0.19	0.3	0.14
B5a	0.03	0.36	0.47	0.46	0.19	1	0.6	0.54
B5b	0.15	0.33	0.41	0.29	0.3	0.6	1	0.64
B5c	-0.05	0.45	0.4	0.38	0.14	0.54	0.64	1