

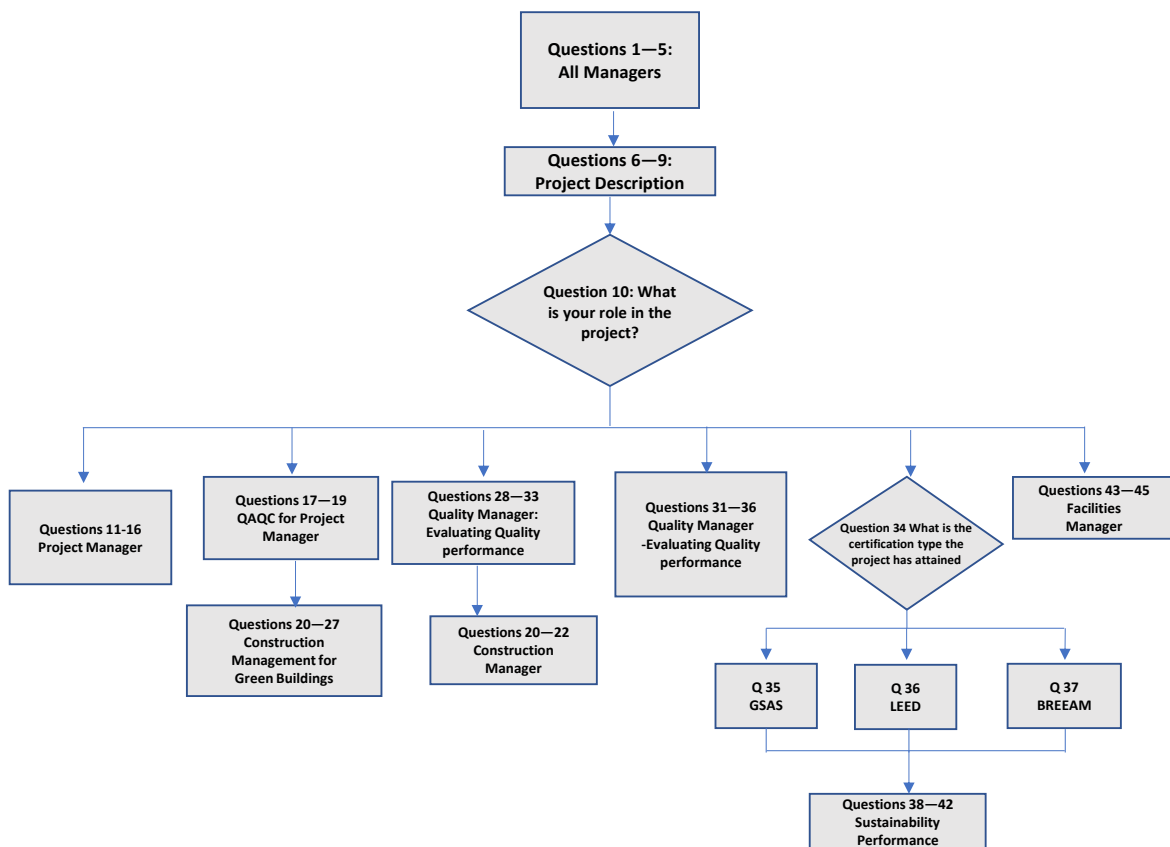
Supporting Information for the Article:

## Managerial Practitioners' Perspectives on Quality Performance of Green-Building Projects

Ayman M. Raouf, Sami G. Al-Ghamdi

### Summary of Questionnaire Results in the Article

#### 1. Questionnaire Structure



## 2. Participant Demographics

Years of experience in construction industry in general:

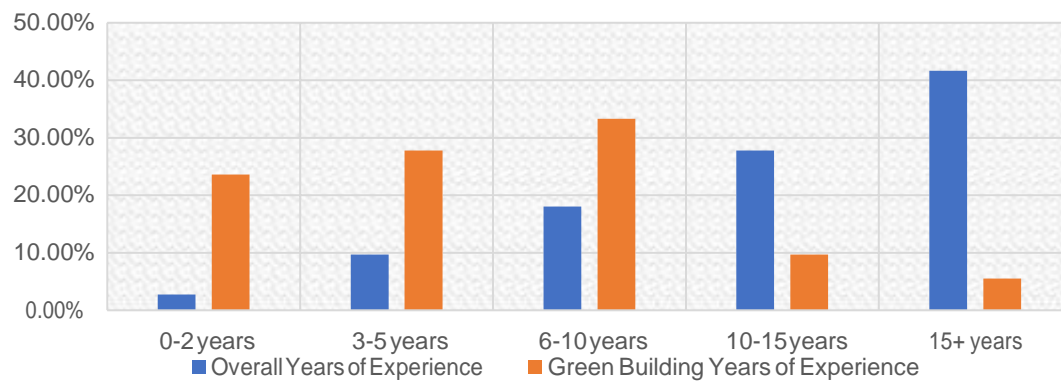
**How many years of experience have you been involved in construction and/or operations?**

Answer Choices	Responses	
0-2 years	2.35%	2
3-5 years	10.59%	9
6-10 years	20.00%	17
10-15 years	24.71%	21
15+ years	42.35%	36
	<b>Answered</b>	<b>85</b>
	<b>Skipped</b>	<b>11</b>

Years of experience in green buildings in particular

**How long have you been involved with green buildings?**

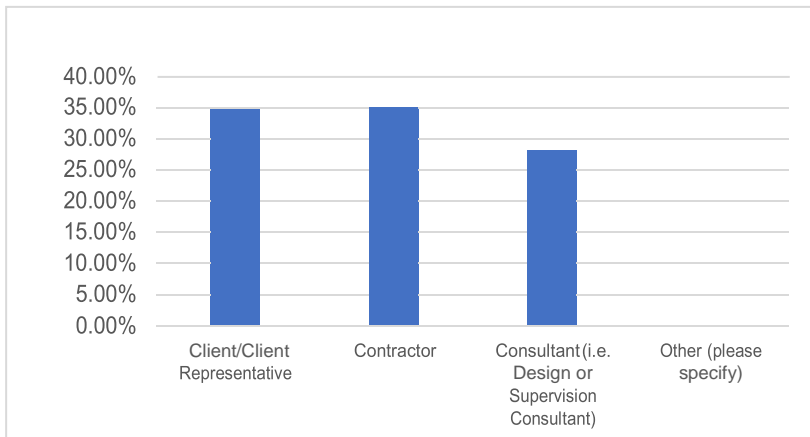
Answer Choices	Responses	
0-2 years	22.35%	19
3-5 years	32.94%	28
6-10 years	30.59%	26
10-15 years	9.41%	8
15+ years	4.71%	4
	<b>Answered</b>	<b>85</b>
	<b>Skipped</b>	<b>11</b>



3. Entity the respondent represents:

**Which entity do you represent?**

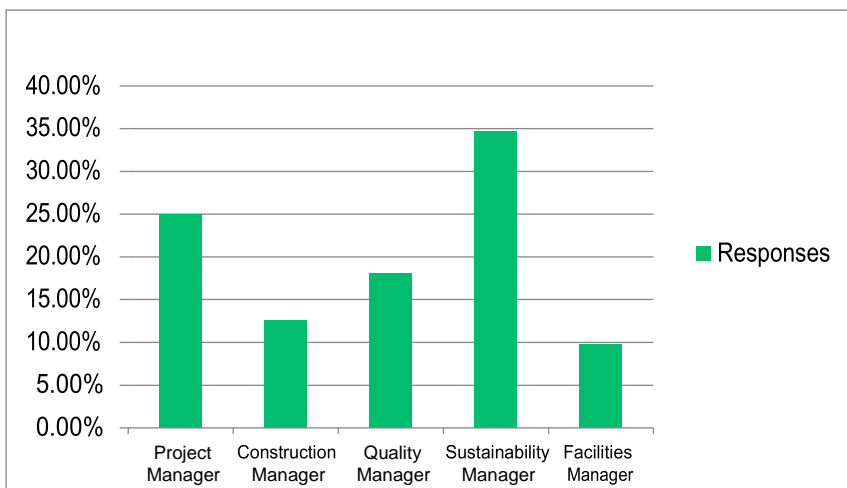
Answer Choices	Responses	
Client/Client Representative	29.76%	25
Contractor	32.14%	27
Consultant (i.e. Design or Supervision Consultant)	33.33%	28
Other (please specify)	4.76%	4
	<b>Answered</b>	<b>84</b>
	<b>Skipped</b>	<b>12</b>



Managerial Role In Project

**What is your role in the project?**

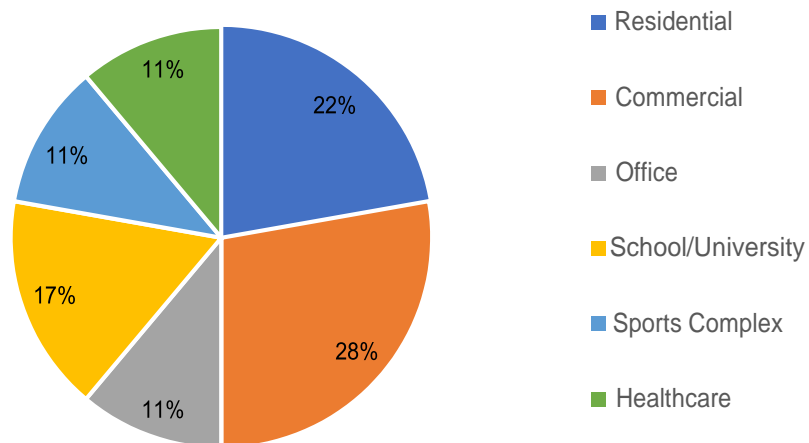
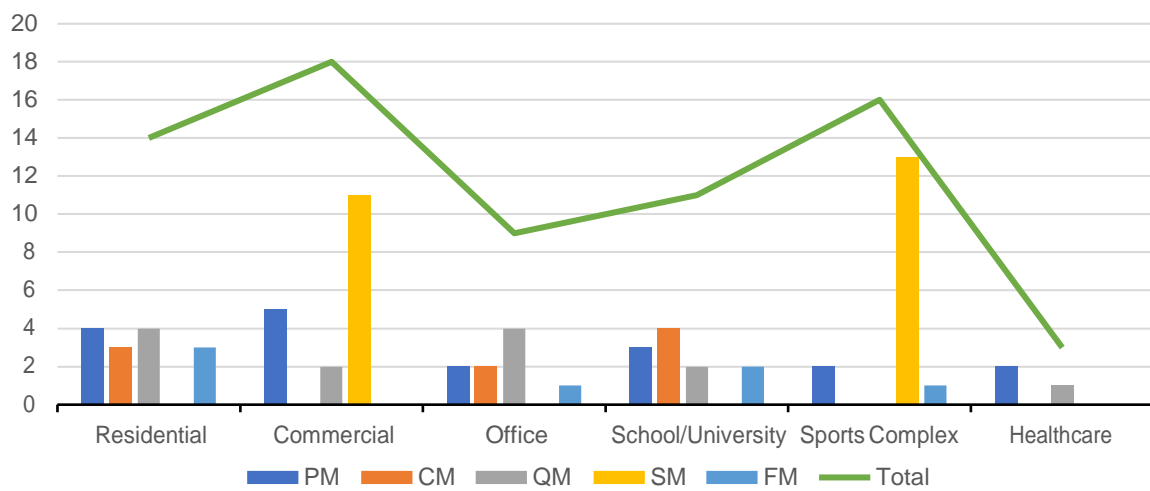
Answer Choices	Responses	
Project Manager	21.18%	18
Construction Manager	17.65%	15
Quality Manager	21.18%	18
Sustainability Manager	30.59%	26
Facilities Manager	9.41%	8
	<b>Answered</b>	<b>85</b>
	<b>Skipped</b>	<b>11</b>



4. Projects Information

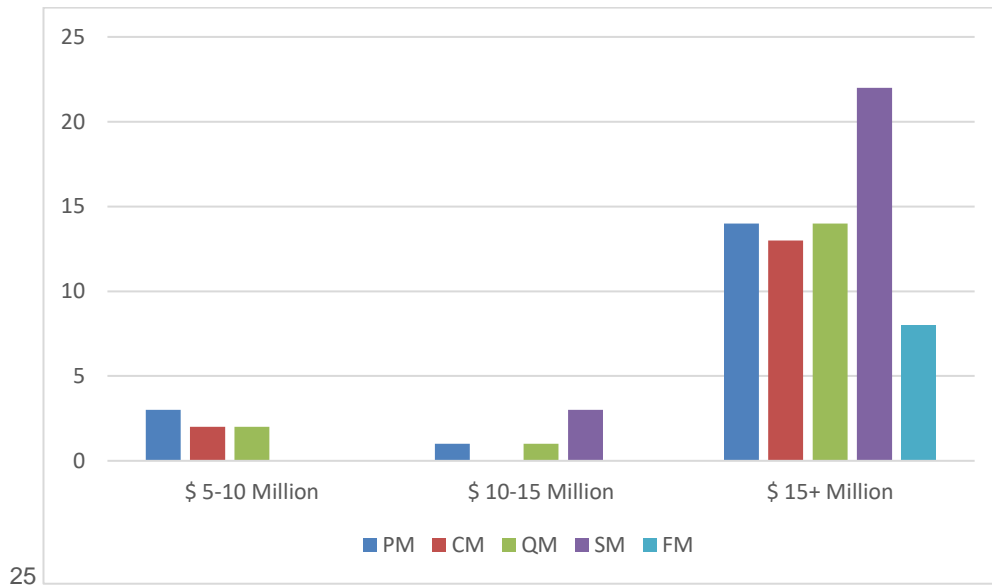
Project Type:

Project Type	PM	CM	QM	SM	FM	Total
Residential	4	3	4	0	3	14
Commercial	5	3	5	12	0	25
Office	2	4	5	0	1	12
School/University	3	4	2	0	2	11
Sports Complex	2	1	0	13	2	18
Healthcare	2	0	1	0	0	3



Project Size

Project Size in USD	PM	CM	QM	SM	FM
\$ 5-10 Million	3	2	2	0	0
\$ 10-15 Million	1	0	1	3	0
\$ 15+ Million	14	13	14	22	8

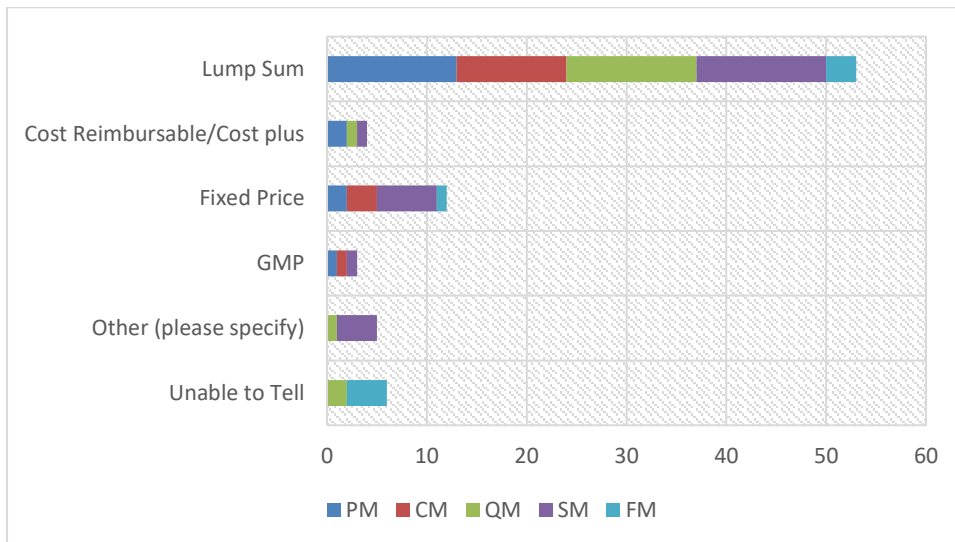


Delivery System Type

Delivery System	PM	CM	QM	SM	FM
Design Bid Build	5	4	5	3	1
Design and Build	12	8	10	19	5
Construction Management Agency/@Risk	1	3	1	0	0
Hybrid (please specify)	0	0	1	3	0
Unable to Tell	0	0	0	0	2
<b>Total</b>	<b>18</b>	<b>15</b>	<b>17</b>	<b>25</b>	<b>8</b>

Payment Mechanism

Payment Provision	PM	CM	QM	SM	FM
Unable to Tell	0	0	2	0	4
Other (please specify)	0	0	1	4	0
GMP	1	1	0	1	0
Fixed Price	2	3	0	6	1
Cost Reimbursable/Cost plus	2	0	1	1	0
Lump Sum	13	11	13	13	3



### Green certification Types Pursued

Certification Type	PM	CM	QM*	SM	FM	Total
LEED	3	4	3	1	4	15
GSAS	5	5	11	14	3	38
BREEAM	0	0	0	0	0	0

\*The QM results were collated based on the Collector of the online platform. Also important to note on occasions that the PM and QM worked on the same project so it was not feasible to separate the results on certification type for a project but rather on managerial type.

### 5. Quality Control and Assurance Awareness

Respondents' asked to respond correctly to the definitions of Quality Assurance and Quality Control:

Quality Assurance: "Owner/owner representative conducting planned, systematic actions to establish level of confidence that project design documents comply with applicable codes, standards and criteria, and that the resulting construction complies with the contract documents."

"Design or construction professional conducting plans, procedures, resources and organisation needed to monitor quality of the contract documents to ensure consistency with applicable codes, standards and criteria. This includes observations, inspections, tests and documentation that either confirm quality processes and systems are effective in ensuring achievement of quality."

Chi-Squared Test for QA QC Definitions

<b>Actual</b>			
Response	QA Correct Definition	QC Correct Definition	Total Number of Respondents
QM	10	10	20
CM	7	8	15
PM	7	7	14
Grand total	24	25	49

<b>Expected</b>			
Response	QA Correct Definition	QC Correct Definition	Total number of respondents
QM	9.795918367	10.20408	20
CM	7.346938776	7.653061	15
PM	6.857142857	7.142857	14
Grand total	24	25	49

Ho is that there is no difference between managerial type and correct answer for Quality Control and Assurance

less than 0.05 is strong evidence against null

P to reject 0.05 hypothesis

P value: 0.977126762 Do not reject Null Hypothesis

Conclusion: no significant difference between the managers in the perception of the correct answer

6. Ranking of Quality Consequences

Rank 1: Greatest priority consequence that the manager influences

Rank 7: Lowest priority consequence that the manager influences

Managerial Type	Respondent Number	Liquidated Damages	Reputation Loss	Cost Overruns in Rectifying Mistakes	Schedule Delays	Material Loss	Labor Productivity Loss	Assigning Team to Work Overtime
QM	1	7	1	5	6	3	2	4
	2	7	5	2	4	6	1	3
	3	7	1	2	6	3	4	5
	4	7	1	2	6	5	3	4
	5	6	1	3	5	7	2	4
	6	3	1	5	4	6	7	2

Managerial Type	Respondent Number	Liquidated Damages	Reputation Loss	Cost Overruns in Rectifying Mistakes	Schedule Delays	Material Loss	Labor Productivity Loss	Assigning Team to Work Overtime
	7	4	3	1	2	5	6	7
	8	2	4	1	3	5	6	7
	9	3	7	2	1	4	5	6
	10	6	5	2	3	1	4	7
	11	4	3	1	2	5	6	7
PM	1	4	1	2	3	5	6	7
	2	1	2	3	4	7	6	5
	3	7	4	2	1	5	3	6
	4	5	1	2	4	3	6	7
	5	3	1	4	2	5	7	6
	6	6	7	3	5	4	1	2
	7	7	5	2	3	4	6	1
	8	4	3	6	1	5	2	7
	9	3	4	1	2	3	5	6
	10	6	4	2	1	7	5	3
	11	3	5	4	6	2	1	7
CM	1	3	5	4	1	2	7	6
	2	5	1	3	2	4	6	7
	3	6	7	5	3	4	1	2
	4	7	6	5	4	3	2	1
	5	6	7	1	3	4	2	5
	6	7	5	2	1	6	3	4
	7	1	2	3	5	6	4	7
	8	1	2	3	4	6	7	5
	9	6	7	5	1	2	3	4
	10	6	7	5	1	2	3	4
	11	6	7	5	2	1	4	3
	12	6	4	5	1	2	3	7
	13	6	7	5	1	2	4	3
	14	6	7	5	1	3	2	4

Relative Importance Index Calculations

Overall							
W	177	143	113	104	147	145	175
A	7	7	7	7	7	7	7
N	36	36	36	36	36	36	36
RII	0.702381	0.56746	0.448413	0.412698	0.583333	0.575397	0.694444
	7	3	2	1	5	4	6
Quality Managers							
W	56	32	26	42	50	46	56
A	7	7	7	7	7	7	7
N	11	11	11	11	11	11	11
RII	0.7272727	0.41558	0.337662	0.545455	0.649351	0.597403	0.727273
		4					



	6	2	1	3	5	4	6
Project Managers							
W	49	37	31	32	50	48	57
A	7	7	7	7	7	7	7
N	11	11	11	11	11	11	11
RII	0.6363636	0.48051	0.402597	0.415584	0.649351	0.623377	0.74026
	5	3	1	2	6	4	7
Construction Managers							
W	72	74	56	30	47	51	62
A	7	7	7	7	7	7	7
N	14	14	14	14	14	14	14
RII	0.7346939	0.75510	0.571429	0.306122	0.479592	0.520408	0.632653
Rank	6	7	4	1	2	3	5

7. Mann Whitney Test

Quality Failure Consequences Ranked In Terms of Managerial Type Influence	Asymptotic Significance (2-tailed) of Pairwise Comparison		
	Test 1	Test 2	Test 3
	PM and CM	PM and QM	QM and CM
Liquidated Damages	0.3443	0.440	0.8234
Reputation Loss	0.0209	0.542	0.0133
Cost Overruns	0.040	0.315	0.0128
Schedule Delays	0.242	0.230	0.0201
Material Loss	0.0817	0.8128	0.0973
Labor Productivity Loss	0.456	0.8145	0.5075
Overtime	0.306	0.8658	0.4045

Mann Whitney Test results for each item shown in subsequent pages



## Qatar Biomedical Research Institute Institutional Review Board

September 2, 2018

Sami Al-Gahmdi  
Assistant Professor  
College of Science and Engineering  
HBKU  
Doha, Qatar

Ref.: Approval for QBRI-IRB  
Review Type: Expedited Review  
IRB Approval Date: September 2, 2018  
IRB Expiration Date: September 2, 2019  
IRB Project Number: 2018-025  
Project Title: Managerial Perspectives on Green Building Projects' Delivery Processes

Dear Prof. Sami Al-Gahmdi,

The QBRI Institutional Review Board (IRB) has reviewed your research proposal that was submitted for the above referenced protocol (2018-0025). It has been determined that your research proposal is eligible for expedited status and requires no further review. This falls under the category two in MOPH guidelines, regulations and policies for research involving human subjects stating that research the use of educational tests (cognitive, diagnostic, aptitude, achievement), survey procedures, interview procedures or observation of public behavior, unless: (i) information obtained is recorded in such a manner that human subjects can be identified; and (ii) any disclosure of the human subjects' responses outside the research could reasonably place the subjects at risk of criminal or civil liability or be damaging to the subjects' financial standing, employability, or reputation.

Although your research proposal falls under the exempt status, the research must be conducted according to the submitted research protocol outlined in the approved proposal. Please note that any changes/modifications to the original submitted protocol should be reported to the IRB committee for guidance and review. Please consider that any modifications to the referenced research proposal may subject the proposal from qualifying for exempt review and require submission of a new IRB application.

Request for a renewal, if required, should be submitted to IRB at least one month prior to the expiry date to allow the IRB sufficient time to review and approve the request. It is the sole responsibility of the investigator to ensure the timely renewal of the IRB.

Wishing you all the success in conducting your research.

Sincerely,  
  
Dr. Khalid Al-Ali  
Chairperson



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Manager	Opinion	Rank	$t_i$	$T_i$
1	7	19.5	6	17.5
1	7	19.5		
1	7	19.5		
1	7	19.5		
1	6	14.5	4	5
1	3	5	5	10
1	4	9.5	4	5
1	2	2	1	0
1	3	5		
1	6	14.5		
1	4	9.5		
2	4	9.5		
2	1	1	1	0
2	7	19.5		
2	5	12	1	0
2	3	5		
2	6	14.5		
2	7	19.5		
2	4	9.5		
2	3	5		
2	6	14.5		
2	3	5		
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
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			0	0
			0	0
			0	0
			0	0
			0	0
			0	0

Managerial Type Coding  
1 Quality Manager  
2 Project Manager

Opinion coding  
1 Highest  
2  
3  
4  
5  
6  
7 Lowest

UDF 72

### Mann-Whitney U test Liquidated Damages QM PM

#### Step 1: Counts

Group	n
Quality M:	11 =COUNTIF(A:A;G3)
Project M:	11
total	22 =SUM(M7:M8)

#### Step 2:

Group	Quality M:	Project M:
	66 =M7*(M7+1)/2	$\frac{n_i \times (n_i + 1)}{2}$
	66	2

#### Step 3: Determine ranks

Determine the rank for each respondent (use average rank)  
C2: =RANK.AVG(B2:B;B;1)

#### Step 4: Determine average rank and sum of ranks per group

Group	Avg. Rank	Sum rank (R <sub>i</sub> )
Quality M:	12.54545	138 =SUMIF(A:A;G3;C:C)
Project M:	10.45455	115

#### Step 5: Determine difference with Max rank (U)

Group	Difference
Quality M:	72 =N24-M14
Project M:	49

$$U_i = R_i - \frac{n_i \times (n_i + 1)}{2}$$

#### Step 6: Determine numerator for Z

Group	Denom.
Quality M:	11.5 =M30-\$M\$7*\$M\$8/2
Project M:	-11.5

$$U_i = \frac{n_1 \times n_2}{2}$$

#### Step 7: Determine the number of tied scores (t<sub>i</sub>)

See column D  
D2: =F(COUNTIF(\$C\$1:C1;C2)>0;"",COUNTIF(C:C;C2))

#### Step 8: Determine the adjustment for ties per tied rank

See column E  
E2: =F(D2="";(D2^3-D2)/12)

$$T_i = \frac{t_i^3 - t_i}{12}$$

#### Step 9: Sum the results of step 8

Sum T <sub>i</sub>	37.5 =SUM(E:E)	$T = \sum T_i$
--------------------	----------------	----------------

#### Step 10: Determine denominator (= SE)

denominator 14.90286 =SQRT(M7\*M8/(M9\*(M9-1))\*((M9^3-M9)/12-M49))

#### Step 11: Determine Z

UDF 0.771664	Z	0.771664 =M36/M53	$SE = \sqrt{\frac{n_1 \times n_2}{N(N-1)} \times \left( \frac{N^3 - N}{12} - \sum T_i \right)}$
UDF 0.034226	sig	0.034226 =2*(1-NORM.S.DIST(ABS(M57);TRUE))	$Z = \frac{U_i - \frac{n_1 \times n_2}{2}}{SE}$
UDF 0.440313	sig	0.440313 =2*(1-NORM.S.DIST(ABS(M57);TRUE))	0.034226 =2*(1-NORMSDIST(ABS(M57)))
UDF 0.440313	sig	0.440313 =2*(1-NORMSDIST(ABS(M57)))	

Manager	Opinion	Rank	t <sub>i</sub>	T <sub>i</sub>
1	1	4.5	8	42
1	5	18.5	4	5
1	1	4.5		
1	1	4.5		
1	1	4.5		
1	1	4.5		
1	1	4.5		
1	3	11	3	2
1	4	14.5	4	5
1	7	21.5	2	0.5
1	5	18.5		
1	3	11		
2	1	4.5		
2	2	9	1	0
2	4	14.5		
2	1	4.5		
2	1	4.5		
2	7	21.5		
2	5	18.5		
2	3	11		
2	4	14.5		
2	4	14.5		
2	5	18.5		
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
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			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0

Managerial Type Coding  
1 Quality Manager  
2 Project Manager

Opinion coding  
1 Highest  
2  
3  
4  
5  
6  
7 Lowest

UDF 51.5

UDF -0.61006

UDF 0.034226

UDF 0.541824

### Mann-Whitney U test Reputation Loss QM PM

**Step 1: Counts**

Group	n
Quality M:	11 =COUNTIF(A:A;G3)
Project M:	11
total	22 =SUM(M7:M8)

**Step 2:**

Group		$\frac{n_i \times (n_i + 1)}{2}$
Quality M:	66 =M7*(M7+1)/2	
Project M:	66	

**Step 3: Determine ranks**

Determine the rank for each respondent (use average rank)  
C2: =RANK.AVG(B2:B;B;1)

**Step 4: Determine average rank and sum of ranks per group**

Group	Avg. Rank	Sum rank (R <sub>i</sub> )
Quality M:	10.68182	117.5 =SUMIF(A:A;G3;C:C)
Project M:	12.31818	135.5

**Step 5: Determine difference with Max rank (U)**

Group	Difference	$U_i = R_i - \frac{n_i \times (n_i + 1)}{2}$
Quality M:	51.5 =N24-M14	
Project M:	69.5	

**Step 6: Determine numerator for Z**

Group	Denom.	$U_i - \frac{n_i \times n_2}{2}$
Quality M:	-9 =M30-\$M\$7*\$M\$8/2	
Project M:	9	

**Step 7: Determine the number of tied scores (t<sub>i</sub>)**

See column D  
D2: =IF(COUNTIF(\$C\$1:C1;C2)>0;"",COUNTIF(C:C;C2))

**Step 8: Determine the adjustment for ties per tied rank**

See column E  
E2: =IF(D2="";(D2^3-D2)/12)  
 $T_i = \frac{t_i^3 - t_i}{12}$

**Step 9: Sum the results of step 8**

Sum T <sub>i</sub>	54.5 =SUM(E:E)	$T = \sum T_i$
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**Step 10: Determine denominator (= SE)**

denominator 14.75272 =SQRT(M7\*M8/(M9\*(M9-1))\*(M9^3-M9)/12-M49))

**Step 11: Determine Z**

$$SE = \sqrt{\frac{n_1 \times n_2}{N(N-1)} \times \left( \frac{N^3 - N}{12} - \sum T_i \right)}$$

Z -0.61006 =M36/M53

**Step 12: Determine significance**

$$0(Z = \frac{U_i - \frac{n_1 \times n_2}{2}}{SE} ; M.S.DIST(ABS(M57);TRUE))$$

0.034226 =2\*(1-NORMSDIST(ABS(M57)))

sig 0.541824 =2\*(1-NORM.S.DIST(ABS(M57);TRUE))  
0.541824 =2\*(1-NORMSDIST(ABS(M57)))

Manager	Opinion	Rank	t <sub>i</sub>	T <sub>i</sub>
1	5	20.5	2	0.5
1	2	9.5	10	82.5
1	2	9.5		
1	2	9.5		
1	3	16	3	2
1	5	20.5		
1	1	2.5	4	5
1	1	2.5		
1	2	9.5		
1	2	9.5		
1	1	2.5		
1	2	9.5		
2	2	9.5		
2	3	16		
2	2	9.5		
2	2	9.5		
2	4	18.5	2	0.5
2	3	16		
2	2	9.5		
2	6	22	1	0
2	1	2.5		
2	2	9.5		
2	4	18.5		
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
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			0	0
			0	0
			0	0
			0	0
			0	0
			0	0

**Managerial Type Coding**  
1 Quality Manager  
2 Project Manager

**Opinion coding**  
1 Highest  
2  
3  
4  
5  
6  
7 Lowest

**Mann-Whitney U test Cost Overruns QM PM**

**Step 1: Counts**

Group	n	
Quality M	11	=COUNTIF(A:A;G3)
Project M	11	
total	22	=SUM(M7:M8)

**Step 2:**

Group		
Quality M	66	=M7*(M7+1)/2
Project M	66	$\frac{n_i \times (n_i + 1)}{2}$

**Step 3: Determine ranks**

Determine the rank for each respondent (use average rank)  
C2: =RANK.AVG(B2;B;1)

**Step 4: Determine average rank and sum of ranks per group**

Group	Avg. Rank	Sum rank (R <sub>i</sub> )
Quality M	10.18182	112
Project M	12.81818	141

**Step 5: Determine difference with Max rank (U)**

Group	Difference	
Quality M	46	=N24-M14
Project M	75	

UDF 46

$$U_i = R_i - \frac{n_i \times (n_i + 1)}{2}$$

**Step 6: Determine numerator for Z**

Group	Denom.	
Quality M	-14.5	=M30-\$M57*\$M58/2
Project M	14.5	

$$U_i - \frac{n_i \times n_j}{2}$$

**Step 7: Determine the number of tied scores (t<sub>i</sub>)**

See column D  
D2: =IF(COUNTIF(\$C\$1:C1;C2)>0;"";COUNTIF(C;C2))

**Step 8: Determine the adjustment for ties per tied rank**

E2	=IF(D2="";(D2^3-D2)/12)	$T_i = \frac{t_i^3 - t_i}{12}$

**Step 9: Sum the results of step 8**

Sum T <sub>i</sub>	
90.5	=SUM(E:E)

$$T = \sum T_i$$

**Step 10: Determine denominator (=SE)**

denominator 14.42963 =SQRT(M7\*M8/(M9\*(M9-1))\*((M9^3-M9)/12-M49))

**Step 11: Determine Z**

UDF -1.00488	Z	-1.00488	=M36/M53
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$$SE = \sqrt{\frac{n_1 \times n_2}{N(N-1)} \times \left( \frac{N^3 - N}{12} - \sum T_i \right)}$$

$$Z = \frac{U_i - \frac{n_1 \times n_2}{2}}{SE}$$

**Step 12: Determine significance**

UDF 0.314956	sig	0.314956	=2*(1-NORM.S.DIST(ABS(M57);TRUE))
UDF 0.034226	sig	0.314956	=2*(1-NORM.S.DIST(ABS(M57);TRUE))
		0.034226	=2*(1-NORM.S.DIST(ABS(M57);TRUE))
		0.034226	=2*(1-NORM.S.DIST(ABS(M57);TRUE))

Manager:	Opinion	Rank	t <sub>i</sub>	T <sub>i</sub>
1	6	20.5	4	5
1	4	14.5	4	5
1	6	20.5		
1	6	20.5		
1	5	17.5	2	0.5
1	4	14.5		
1	2	6.5	4	5
1	3	10.5	4	5
1	1	2.5	4	5
1	3	10.5		
1	2	6.5		
2	3	10.5		
2	4	14.5		
2	1	2.5		
2	4	14.5		
2	2	6.5		
2	5	17.5		
2	3	10.5		
2	1	2.5		
2	2	6.5		
2	1	2.5		
2	6	20.5		

Managerial Type Coding  
1 Quality Manager  
2 Project Manager

Opinion coding  
1 Highest  
2  
3  
4  
5  
6  
7 Lowest

Mann-Whitney U test Schedule Delays QM PM

Step 1: Counts

Group	n	
Quality M:	11	=COUNTIF(A:A;G3)
Project M:	11	
total	22	=SUM(M7:M8)

Step 2:

Group			
Quality M:	66	=M7*(M7+1)/2	$\frac{n_i \times (n_i + 1)}{2}$
Project M:	66		$\frac{n_i \times (n_i + 1)}{2}$

Step 3: Determine ranks

Determine the rank for each respondent (use average rank)  
C2: =RANK.AVG(B2:B;B;1)

Step 4: Determine average rank and sum of ranks per group

Group	Avg. Rank	Sum rank (R <sub>i</sub> )	
Quality M:	13.13636	144.5	=SUMIF(A:A;G3;C:C)
Project M:	9.863636	108.5	

Step 5: Determine difference with Max rank (U)

UDF 78.5

Group	Difference	
Quality M:	78.5	=N24-M14
Project M:	42.5	

$$U_i = R_i - \frac{n_i \times (n_i + 1)}{2}$$

Step 6: Determine numerator for Z

Group	Denom.	
Quality M:	18	=M30-\$M\$7*\$M\$8/2
Project M:	-18	

$$U_i - \frac{n_i \times n_2}{2}$$

Step 7: Determine the number of tied scores (t<sub>i</sub>)

See column D  
D2: =F(COUNTIF(\$C\$1:C1;C2)>0;"";COUNTIF(C:C;C2))

Step 8: Determine the adjustment for ties per tied rank

See column E  
E2: =F(D2="";"";(D2^3-D2)/12)

$$T_i = \frac{t_i^3 - t_i}{12}$$

Step 9: Sum the results of step 8

Sum T <sub>i</sub>	25.5	=SUM(E:E)
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$$T = \sum T_i$$

Step 10: Determine denominator (=SE)

denominator 15.00793 =SQRT(M7\*M8/(M9\*(M9-1))\*(M9^3-M9)/12-M49))

Step 11: Determine Z

UDF 1.199366

Z	1.199366	=M36/M53
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UDF 0.034226

Step 12: Determine significance

sig 0.034226 =2\*(1-NORM.S.DIST(ABS(M57);TRUE))

UDF 0.230386

sig	0.230386	=2*(1-NORM.S.DIST(ABS(M57);TRUE))
	0.230386	=2*(1-NORMSDIST(ABS(M57)))

$$SE = \sqrt{\frac{n_1 \times n_2}{N(N-1)} \times \left( \frac{N^3 - N}{12} - \sum T_i \right)}$$

$$Z = \frac{U_i - \frac{n_1 \times n_2}{2}}{SE}$$

M.S.DIST(ABS(M57);TRUE))

Manager:	Opinion	Rank	$t_i$	$T_i$
1	3	4.5	4	5
1	6	18.5	2	0.5
1	3	4.5		
1	5	13.5	8	42
1	7	21	3	2
1	6	18.5		
1	5	13.5		
1	5	13.5		
1	4	8	3	2
1	1	1	1	0
1	5	13.5		
2	5	13.5		
2	7	21		
2	5	13.5		
2	3	4.5		
2	5	13.5		
2	4	8		
2	4	8		
2	5	13.5		
2	3	4.5		
2	7	21		
2	2	2	1	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0

- Managerial Type Coding**
- 1 Quality Manager
  - 2 Project Manager
- Opinion coding**
- 1 Highest
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7 Lowest

### Mann-Whitney U test Material Losses QM PM

**Step 1: Counts**

Group	n	
Quality M:	11	=COUNTIF(A:A;G3)
Project M:	11	
total	22	=SUM(M7:M8)

**Step 2:**

Group		
Quality M:	66	=M7*(M7+1)/2
Project M:	66	$\frac{n_i \times (n_i + 1)}{2}$

**Step 3: Determine ranks**

Determine the rank for each respondent (use average rank)  
 C2: =RANK.AVG(B2:B;B;1)

**Step 4: Determine average rank and sum of ranks per group**

Group	Avg. Rank	Sum rank (R <sub>i</sub> )
Quality M:	11.81818	130 =SUMIF(A:A;G3;C:C)
Project M:	11.8182	123

**Step 5: Determine difference with Max rank (U)**

Group	Difference	
Quality M:	64	=N24-M14
Project M:	57	$U_i = R_i - \frac{n_i \times (n_i + 1)}{2}$

**Step 6: Determine numerator for Z**

Group	Denom.	
Quality M:	3.5	=M30-\$M\$7*\$M\$8/2
Project M:	-3.5	$U_i - \frac{n_i \times n_i}{2}$

**Step 7: Determine the number of tied scores (t<sub>i</sub>)**

See column D  
 D2: =IF(COUNTIF(\$C\$1:C1;C2)>0;"";COUNTIF(C:C;C2))

**Step 8: Determine the adjustment for ties per tied rank**

See column E	
E2: =IF(D2="";"";(D2^3-D2)/12)	$T_i = \frac{t_i^3 - t_i}{12}$

**Step 9: Sum the results of step 8**

Sum T <sub>i</sub>	51.5	=SUM(E:E)
		$T = \sum T_i$

**Step 10: Determine denominator (=SE)**

denominator 14.77933 =SQRT(M7\*M8/(M9\*(M9-1))\*(M9^3-M9)/12-M49))

**Step 11: Determine Z**

UDF 0.236817	Z	0.236817 =M36/M53
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$$SE = \sqrt{\frac{n_1 \times n_2}{N(N-1)} \times \left( \frac{N^3 - N}{12} - \sum T_i \right)}$$

**Step 12: Determine significance**

UDF 0.034226	sig	0.034226 =2*(1-NORM.S.DIST(ABS(M57);TRUE))
UDF 0.812799	sig	0.812799 =2*(1-NORM.S.DIST(ABS(M57);TRUE))
UDF 0.812799	sig	0.812799 =2*(1-NORMSDIST(ABS(M57)))

$$Z = \frac{U_i - \frac{n_1 \times n_2}{2}}{SE}$$

M.S.DIST(ABS(M57);TRUE))



Manager:Opinion	Rank	t <sub>i</sub>	T <sub>i</sub>
1 2	5	3	2
1 1	2	3	2
1 4	9.5	2	0.5
1 3	7.5	2	0.5
1 2	5		
1 7	21.5	2	0.5
1 6	17	7	28
1 6	17		
1 5	12	3	2
1 4	9.5		
1 6	17		
2 6	17		
2 6	17		
2 3	7.5		
2 6	17		
2 7	21.5		
2 1	2		
2 6	17		
2 2	5		
2 5	12		
2 5	12		
2 1	2		
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0

**Managerial Type Coding**  
1 Quality Manager  
2 Project Manager

**Opinion coding**  
1 Highest  
7  
6  
6  
5  
6  
7 Lowest

**Mann-Whitney U test Labor Productivity QM PM**

**Step 1: Counts**

Group	n	
Quality M:	11	=COUNTIF(A:A;G3)
Project M:	11	
total	22	=SUM(M7:M8)

**Step 2:**

Group		$\frac{n_i \times (n_i + 1)}{2}$
Quality M:	66	=M7*(M7+1)/2
Project M:	66	

**Step 3: Determine ranks**

Determine the rank for each respondent (use average rank)  
C2: =RANK.AVG(B2;B;1)

**Step 4: Determine average rank and sum of ranks per group**

Group	Avg. Rank	Sum rank (R <sub>i</sub> )
Quality M:	11.18182	123 =SUMIF(A:A;G3;C:C)
Project M:	11.81818	130

**Step 5: Determine difference with Max rank (U)**

Group	Difference	$U_i = R_i - \frac{n_i \times (n_i + 1)}{2}$
Quality M:	57 =N24-M14	
Project M:	64	

UDF 57

**Step 6: Determine numerator for Z**

Group	Denom.	$U_i - \frac{n_i \times n_i}{2}$
Quality M:	-3.5 =M30-\$M5*\$M5/2	
Project M:	3.5	

**Step 7: Determine the number of tied scores (t<sub>i</sub>)**

See column D  
D2: =IF(COUNTIF(\$C\$1:C1;C2)>0;"";COUNTIF(C;C2))

**Step 8: Determine the adjustment for ties per tied rank**

	$T_i = \frac{t_i^3 - t_i}{12}$
E2: =IF(D2="";(D2^3-D2)/12)	

**Step 9: Sum the results of step 8**

Sum T <sub>i</sub>	$T = \sum T_i$
35.5 =SUM(E:E)	

**Step 10: Determine denominator (=SE)**

denominator 14.92042 =SQRT(M7\*M8/(M9\*(M9-1))\*((M9^3-M9)/12-M49))

**Step 11: Determine Z**

$$SE = \sqrt{\frac{n_1 \times n_2}{N(N-1)} \times \left( \frac{N^3 - N}{12} - \sum T_i \right)}$$

UDF -0.23458

Z -0.23458 =M36/M53

$$Z = \frac{U_i - \frac{n_1 \times n_2}{2}}{SE}$$

**Step 12: Determine significance**

UDF 0.814536

sig 0.814536 =2\*(1-NORM.S.DIST(ABS(M57);TRUE))

UDF 0.034226

0.814536 =2\*(1-NORM.S.DIST(ABS(M57);TRUE))  
0.034226 =2\*(1-NORM.S.DIST(ABS(M57);TRUE))

Managerial Opinion	Rank	$t_i$	$T_i$	
1	4	7	3	2
1	3	4.5	2	0.5
1	5	9.5	2	0.5
1	4	7		
1	4	7		
1	2	2.5	2	0.5
1	7	18.5	8	42
1	7	18.5		
1	6	12.5	4	5
1	7	18.5		
1	7	18.5		
2	7	18.5		
2	5	9.5		
2	6	12.5		
2	7	18.5		
2	6	12.5		
2	2	2.5		
2	1	1	1	0
2	7	18.5		
2	6	12.5		
2	3	4.5		
2	7	18.5		
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0

Managerial Type Coding  
 1 Quality Manager  
 2 Project Manager

Opinion coding  
 1 Highest  
 2  
 3  
 4  
 5  
 6  
 7 Lowest

### Mann-Whitney U test Labor Overtime QM PM

#### Step 1: Counts

Group	n	
Quality M:	11	=COUNTIF(A:A;G3)
Project M:	11	
total	22	=SUM(M7:M8)

#### Step 2:

Group			
Quality M:	66	=M7*(M7+1)/2	$\frac{n_i \times (n_i + 1)}{2}$
Project M:	66		

#### Step 3: Determine ranks

Determine the rank for each respondent (use average rank)  
 C2: =RANK.AVG(B2:B;B;1)

#### Step 4: Determine average rank and sum of ranks per group

Group	Avg. Rank	Sum rank (R <sub>i</sub> )	
Quality M:	11.27273	124	=SUMIF(A:A;G3;C:C)
Project M:	11.72727	129	

#### Step 5: Determine difference with Max rank (U)

Group	Difference	
Quality M:	58	=N24-M14
Project M:	63	

$$U_i = R_i - \frac{n_i \times (n_i + 1)}{2}$$

UDF 58

#### Step 6: Determine numerator for Z

Group	Denom.	
Quality M:	-2.5	=M30-\$M\$7*\$M\$8/2
Project M:	2.5	

$$U_i = \frac{n_1 \times n_2}{2}$$

#### Step 7: Determine the number of tied scores (t<sub>i</sub>)

See column D  
 D2: =IF(COUNTIF(\$C\$1:C1;C2)>0;"";COUNTIF(C:C;C2))

#### Step 8: Determine the adjustment for ties per tied rank

See column E  
 E2: =IF(D2="";"(D2^3-D2)/12)

$$T_i = \frac{t_i^3 - t_i}{12}$$

#### Step 9: Sum the results of step 8

Sum T <sub>i</sub>	50.5	=SUM(E:E)
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$$T = \sum T_i$$

#### Step 10: Determine denominator (= SE)

denominator 14.78819 =SQRT(M7\*M8/(M9\*(M9-1))\*(M9^3-M9)/12-M49))

#### Step 11: Determine Z

$$SE = \sqrt{\frac{n_1 \times n_2}{N(N-1)} \times \left( \frac{N^3 - N}{12} - \sum T_i \right)}$$

UDF -0.16905 Z -0.16905 =M36/M53

#### Step 12: Determine significance

$$Z = \frac{U_i - \frac{n_1 \times n_2}{2}}{SE}$$

$$sig = 2 * (1 - \text{NORM.S.DIST}(\text{ABS}(M57); \text{TRUE}))$$

UDF 0.865754 sig 0.865754 =2\*(1-NORM.S.DIST(ABS(M57);TRUE))

UDF 0.865754 sig 0.865754 =2\*(1-NORMSDIST(ABS(M57)))

Managerial Opinion	Rank	t <sub>i</sub>	T <sub>i</sub>	
1	7	22.5	6	17.5
1	7	22.5		
1	7	22.5		
1	7	22.5		
1	6	14.5	7	28
1	3	5	3	2
1	4	7.5	2	0.5
1	2	3	1	0
1	3	5		
1	6	14.5		
1	4	7.5		
2	3	5		
2	5	9	1	0
2	6	14.5		
2	7	22.5		
2	6	14.5		
2	7	22.5		
2	1	1.5	2	0.5
2	1	1.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		
2	6	14.5		

Managerial Type Coding  
1 Quality Manager  
2 Construction Manager

Opinion coding  
1 Highest  
2  
3  
4  
5  
6  
7 Lowest

Mann-Whitney U test Liquidated Damages QM CM

Step 1: Counts

Group	n
Quality M	11 =COUNTIF(A:A;G3)
Constructi	14
total	25 =SUM(M7:M8)

Step 2:

Group		
Quality M	66 =M7*(M7+1)/2	$\frac{n_i \times (n_i + 1)}{2}$
Constructi	105	2

Step 3: Determine ranks

Determine the rank for each respondent (use average rank)  
C2: =RANK.AVG(B2:B;B;1)

Step 4: Determine average rank and sum of ranks per group

Group	Avg. Rank	Sum rank (R <sub>i</sub> )
Quality M	13.36364	147 =SUMIF(A:A;G3;C:C)
Constructi	12.22727	134.5

Step 5: Determine difference with Max rank (U)

Group	Difference
Quality M	81 =N24-M14
Constructi	29.5

$$U_i = R_i - \frac{n_i \times (n_i + 1)}{2}$$

UDF 81

Step 6: Determine numerator for Z

Group	Denom.
Quality M	4 =M30-\$M\$7*\$M\$8/2
Constructi	-47.5

$$U_i - \frac{n_i \times n_2}{2}$$

Step 7: Determine the number of tied scores (t<sub>i</sub>)

See column D  
D2: =F(COUNTIF(\$C\$1:C1;C2)>0;"";COUNTIF(C:C;C2))

Step 8: Determine the adjustment for ties per tied rank

See column E  
E2: =F(D2="";(D2^3-D2)/12)

$$T_i = \frac{t_i^3 - t_i}{12}$$

Step 9: Sum the results of step 8

Sum T <sub>i</sub>	48.5
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$$T = \sum T_i$$

Step 10: Determine denominator (=SE)

denominator 17.92256 =SQRT(M7\*M8/(M9\*(M9-1))\*(M9^3-M9)/12-M49)

Step 11: Determine Z

UDF 0.228207 Z 0.223182 =M36/M53

$$SE = \sqrt{\frac{n_1 \times n_2}{N(N-1)} \times \left( \frac{N^3 - N}{12} - \sum T_i \right)}$$

Step 12: Determine significance

UDF 0.034226 sig 0.034226 =2\*(1-NORM.S.DIST(ABS(M57);TRUE))  
UDF 0.819486 sig 0.823394 =2\*(1-NORM.S.DIST(ABS(M57);TRUE))  
0.823394 =2\*(1-NORMSDIST(ABS(M57)))

$$0(Z = \frac{U_i - \frac{n_1 \times n_2}{2}}{SE}, \text{M.S.DIST(ABS(M57);TRUE)})$$

Managerial Opinion	Rank	$t_i$	$T_i$	
1	1	3.5	6	17.5
1	5	14.5	4	5
1	1	3.5		
1	1	3.5		
1	1	3.5		
1	3	9.5	2	0.5
1	4	11.5	1	0
1	7	21.5	6	17.5
1	5	14.5		
1	3	9.5		
2	5	14.5		
2	1	3.5		
2	7	21.5		
2	6	17	1	0
2	7	21.5		
2	5	14.5		
2	2	7.5	2	0.5
2	2	7.5		
2	7	21.5		
2	7	21.5		
2	7	21.5		
2	4		0	0
2	7		0	0
2	7		0	0
2	7		0	0
2	7		0	0
2	7		0	0
2	7		0	0
2	7		0	0
2	7		0	0
2	7		0	0
2	7		0	0
2	7		0	0
2	7		0	0
2	7		0	0
2	7		0	0
2	7		0	0

- Managerial Type Coding**  
1 Quality Manager  
2 Construction Manager
- Opinion coding**  
1 Highest  
2  
3  
4  
5  
6  
7 Lowest

Mann-Whitney U test Reputation Loss QM CM

Step 1: Counts

Group	n	
Quality M:	11	=COUNTIF(A:A;G3)
Constructi	14	
total	25	=SUM(M7:M8)

Step 2:

Group		$n_i \times (n_i + 1)$
Quality M:	66	=M7*(M7+1)/2
Constructi	105	2

Step 3: Determine ranks

Determine the rank for each respondent (use average rank)  
C2: =RANK.AVG(B2:B;B;1)

Step 4: Determine average rank and sum of ranks per group

Group	Avg. Rank	Sum rank (R <sub>i</sub> )	
Quality M:	8.954545	98.5	=SUMIF(A:A;G3;C:C)
Constructi	15.63636	172	

Step 5: Determine difference with Max rank (U)

UDF 32.5

Group	Difference	$U_i = R_i - \frac{n_i \times (n_i + 1)}{2}$
Quality M:	32.5	=N24-M14
Constructi	67	

Step 6: Determine numerator for Z

Group	Denom.	$U_i - \frac{n_i \times n_i}{2}$
Quality M:	-44.5	=M30-\$M\$7*\$M\$8/2
Constructi	-10	

Step 7: Determine the number of tied scores (t<sub>i</sub>)

See column D  
D2: =F(COUNTIF(\$C\$1:C1;C2)>0;"";COUNTIF(C:C;C2))

Step 8: Determine the adjustment for ties per tied rank

See column E  
E2: =IF(D2="";(D2^3-D2)/12)  
 $T_i = \frac{t_i^3 - t_i}{12}$

Step 9: Sum the results of step 8

Sum T <sub>i</sub>	41	=SUM(E:E)	$T = \sum T_i$
--------------------	----	-----------	----------------

Step 10: Determine denominator (=SE)

denominator 17.97619 =SQRT(M7\*M8/(M9\*(M9-1))\*(M9^3-M9)/12-M49))

Step 11: Determine Z

UDF -2.50045

Z	-2.4755	=M36/M53
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$$SE = \sqrt{\frac{n_1 \times n_2}{N(N-1)} \times \left( \frac{N^3 - N}{12} - \sum T_i \right)}$$

Step 12: Determine significance

UDF 0.012404

sig	0.013305	=2*(1-NORM.S.DIST(ABS(M57);TRUE))
	0.013305	=2*(1-NORMSDIST(ABS(M57)))

$$Z = \frac{U_i - \frac{n_1 \times n_2}{2}}{SE}$$

sig = M.S.DIST(ABS(M57);TRUE))  
0.034226 = 2\*(1-NORMSDIST(ABS(M57)))

Managerial Opinion	Rank	t <sub>i</sub>	T <sub>i</sub>
1	5	20.5	7
1	2	7.5	6
1	2	7.5	17.5
1	2	7.5	
1	3	12.5	4
1	5	20.5	5
1	1	2.5	4
1	1	2.5	5
1	2	7.5	
1	2	7.5	
1	1	2.5	
2	4	15	1
2	3	12.5	
2	5	20.5	
2	5	20.5	
2	1	2.5	
2	2	7.5	
2	3	12.5	
2	3	12.5	
2	5	20.5	
2	5	20.5	
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0
2	5		0

Managerial Type Coding  
 1 Quality Manager  
 2 Construction Manager  
  
 Opinion coding  
 1 Highest  
 2  
 3  
 4  
 5  
 6  
 7 Lowest

Mann-Whitney U test Cost Overruns QM CM

Step 1: Counts

Group	n
Quality M:	11 =COUNTIF(A:A;G3)
Constructi	14
total	25 =SUM(M7:M8)

Step 2:

Group		
Quality M:	66 =M7*(M7+1)/2	$\frac{n_i \times (n_i + 1)}{2}$
Constructi	105	$\frac{n_i \times (n_i + 1)}{2}$

Step 3: Determine ranks

Determine the rank for each respondent (use average rank)  
 C2: =RANK.AVG(B2:B;B;1)

Step 4: Determine average rank and sum of ranks per group

Group	Avg. Rank	Sum rank (R <sub>i</sub> )
Quality M:	8.954545	98.5 =SUMIF(A:A;G3;C:C)
Constructi	15	165

Step 5: Determine difference with Max rank (U)

Group	Difference
Quality M:	32.5 =N24-M14
Constructi	60

$$U_i = R_i - \frac{n_i \times (n_i + 1)}{2}$$

UDF 32.5

Step 6: Determine numerator for Z

Group	Denom.
Quality M:	-44.5 =M30-\$M\$7*\$M\$8/2
Constructi	-17

$$U_i - \frac{n_i \times n_2}{2}$$

Step 7: Determine the number of tied scores (t<sub>i</sub>)

See column D  
 D2: =F(COUNTIF(\$C\$1:C1;C2)>0;"",COUNTIF(C:C;C2))

Step 8: Determine the adjustment for ties per tied rank

See column E  
 E2: =F(D2="";(D2^3-D2)/12)

$$T_i = \frac{t_i^3 - t_i}{12}$$

Step 9: Sum the results of step 8

Sum T<sub>i</sub> 55.5 =SUM(E:E)

$$T = \sum T_i$$

Step 10: Determine denominator (= SE)

denominator 17.87237 =SQRT(M7\*M8/(M9\*(M9-1))\*(M9^3-M9)/12-M49)

Step 11: Determine Z

$$SE = \sqrt{\frac{n_1 \times n_2}{N(N-1)} \times \left( \frac{N^3 - N}{12} - \frac{\sum T_i}{T} \right)}$$

UDF -2.54625 Z -2.48988 =M36/M53

Step 12: Determine significance

$$Z = \frac{U_i - \frac{n_1 \times n_2}{2}}{SE} \text{ M.S.DIST}(ABS(M57);TRUE))$$

$$0.034226 = 2*(1-NORMSDIST(ABS(M57)))$$

UDF 0.010889 sig 0.012779 =2\*(1-NORM.S.DIST(ABS(M57);TRUE))

Managerial Opinion	Rank	$t_i$	$T_i$	
1	6	24	3	2
1	4	18.5	4	5
1	6	24		
1	6	24		
1	5	21.5	2	0.5
1	4	18.5		
1	2	10.5	4	5
1	3	14.5	4	5
1	1	4.5	5	10
1	3	14.5		
1	2	10.5		
2	1	4.5		
2	2	10.5		
2	3	14.5		
2	4	18.5		
2	3	14.5		
2	1	4.5		
2	5	21.5		
2	4	18.5		
2	1	4.5		
2	2	10.5		
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0
2	1		0	0

**Managerial Type Coding**

1 Quality Manager
2 Construction Manager

**Opinion coding**

1 Highest
2
3
4
5
6
7 Lowest

**Mann-Whitney U test Schedule Delay QM CM**

**Step 1: Counts**

Group	n
Quality M:	11 =COUNTIF(A:A;G3)
Constructi	14
total	25 =SUM(M7:M8)

**Step 2:**

Group	Quality M:	Constructi
	66 =M7*(M7+1)/2	$\frac{n_i \times (n_i + 1)}{2}$
	105	7

**Step 3: Determine ranks**

Determine the rank for each respondent (use average rank)  
C2: =RANK.AVG(B2:B;B;1)

**Step 4: Determine average rank and sum of ranks per group**

Group	Avg. Rank	Sum rank (R <sub>i</sub> )
Quality M:	16.81818	185 =SUMIF(A:A;G3;C:C)
Constructi	11.5	126.5

**Step 5: Determine difference with Max rank (U)**

Group	Difference	Equation
Quality M:	119 =N24-M14	$U_i = R_i - \frac{n_i \times (n_i + 1)}{2}$
Constructi	21.5	

**Step 6: Determine numerator for Z**

Group	Denom.	Equation
Quality M:	42 =M30-\$M\$7*\$M\$8/2	$U_i - \frac{n_i \times n_2}{2}$
Constructi	-55.5	

**Step 7: Determine the number of tied scores (t<sub>i</sub>)**

See column D  
D2: =F(COUNTIF(\$C\$1:C1;C2)>0;"");COUNTIF(C:C;C2))

**Step 8: Determine the adjustment for ties per tied rank**

Equation	Equation
E2: =F(D2="";(D2^3-D2)/12)	$T_i = \frac{t_i^3 - t_i}{12}$

**Step 9: Sum the results of step 8**

Sum T <sub>i</sub>	Equation	Equation
27.5	=SUM(E:E)	$T = \sum T_i$

**Step 10: Determine denominator (=SE)**

denominator 18.07231 =SQRT(M7\*M8/(M9\*(M9-1))\*(M9^3-M9)/12-M49))

**Step 11: Determine Z**

$$SE = \sqrt{\frac{n_1 \times n_2}{N(N-1)} \times \left( \frac{N^3 - N}{12} - \sum T_i \right)}$$

UDF	-2.35378	Z	2.323998 =M36/M53
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**Step 12: Determine significance**

$$P(Z) = \frac{U_i - \frac{n_1 \times n_2}{2}}{SE} \text{ M.S.DIST}(ABS(M57);TRUE))$$

$$0.034226 = 2 * (1 - \text{NORMSDIST}(ABS(M57)))$$

UDF	0.018584	sig	0.020126 =2*(1-NORM.S.DIST(ABS(M57);TRUE))
			0.020126 =2*(1-NORMSDIST(ABS(M57)))

Manager	Opinion	Rank	t <sub>i</sub>	T <sub>i</sub>
1	3	9.5	3	2
1	6	22	5	10
1	3	9.5		
1	5	17.5	4	5
1	7	25	1	0
1	6	22		
1	5	17.5		
1	5	17.5		
1	4	13.5	4	5
1	1	1.5	2	0.5
1	5	17.5		
2	2	5	3	2
2	4	13.5		
2	4	13.5		
2	3	9.5		
2	4	13.5		
2	6	22		
2	6	22		
2	6	22		
2	2	5		
2	2	5		
2	1	1.5		
2	2		0	0
2	2		0	0
2	2		0	0
2	2		0	0
2	2		0	0
2	2		0	0
2	2		0	0
2	2		0	0
2	2		0	0
2	2		0	0
2	2		0	0
2	2		0	0
2	2		0	0
2	3		0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0
2			0	0

**Managerial Type Coding**  
 1 Quality Manager  
 2 Construction Manager

**Opinion coding**  
 1 Highest  
 2  
 3  
 4  
 5  
 6  
 7 Lowest

### Mann-Whitney U test Material Losses QM CM

#### Step 1: Counts

Group	n	Formula
Quality M	11	=COUNTIF(A:A;G3)
Constructi	14	
total	25	=SUM(M7:M8)

#### Step 2:

Group	Quality M	Constructi	Formula
Quality M	66		=M7*(M7+1)/2
Constructi		105	$\frac{n_i \times (n_i + 1)}{2}$

#### Step 3: Determine ranks

Determine the rank for each respondent (use average rank)  
 C2: =RANK.AVG(B2:B;B;1)

#### Step 4: Determine average rank and sum of ranks per group

Group	Avg. Rank	Sum rank (R <sub>i</sub> )	Formula
Quality M	15.72727	173	=SUMIF(A:A;G3;C:C)
Constructi	12.04545	132.5	

#### Step 5: Determine difference with Max rank (U)

Group	Difference	Formula
Quality M	107	=N24-M14
Constructi	27.5	$U_i = R_i - \frac{n_i \times (n_i + 1)}{2}$

UDF 47

#### Step 6: Determine numerator for Z

Group	Denom.	Formula
Quality M	30	=M30-\$M\$7*\$M\$8/2
Constructi	-49.5	$U_i - \frac{n_i \times n_i}{2}$

#### Step 7: Determine the number of tied scores (t<sub>i</sub>)

See column D  
 D2: =IF(COUNTIF(\$C\$1:C1;C2)>0;"",COUNTIF(C:C;C2))

#### Step 8: Determine the adjustment for ties per tied rank

See column E  
 E2: =IF(D2="";(D2^3-D2)/12)  
 $T_i = \frac{t_i^3 - t_i}{12}$

#### Step 9: Sum the results of step 8

Sum T <sub>i</sub>	Formula	Equation
24.5	=SUM(E:E)	$T = \sum T_i$

#### Step 10: Determine denominator (= SE)

denominator 18.0936 =SQRT(M7\*M8/(M9\*(M9-1))\*(M9^3-M9)/12-M49)

#### Step 11: Determine Z

UDF -1.66524

Z	1.658045	=M36/M53
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$$SE = \sqrt{\frac{n_1 \times n_2}{N(N-1)} \times \left( \frac{N^3 - N}{12} - \sum T_i \right)}$$

#### Step 12: Determine significance

UDF 0.034226

sig 0.097308  
 0.097308 =2\*(1-NORM.S.DIST(ABS(M57);TRUE))

$$Z = \frac{U_i - \frac{n_1 \times n_2}{2}}{SE}$$

$0.034226 = 2*(1-NORMSDIST(ABS(M57)))$

UDF 0.095865

sig 0.097308 =2\*(1-NORM.S.DIST(ABS(M57);TRUE))  
 0.097308 =2\*(1-NORMSDIST(ABS(M57)))























8. Complexity in Evaluating Quality Performance

Cronbach's Alpha Result:

Cronbach Alpha  $\alpha = \text{Total Number of Items} / (\text{Total Number of items} - 1) * (1 - \text{Sum of Item Variances} / \text{Variance Total})$  Below is the Likert scale responses received by FM and QM.

Managerial Type	Item 1 Costs accounted with rectifying non-conformance through construction rework	Item 2 Costs accounted with rectifying non-conformance through design rework	Item 3 Total cost for QAQC personnel for a specific task (Activity-Based costing) -	Item 4 Inspection costs for Extra Low Voltage Systems (HVAC and Lighting Control)	Item 5 Revising Design Drawings to Achieve Code Compliance Before Construction Drawings	Item 6 Testing and Balancing of Water Systems	Item 7 Factory Tests for High Voltage Switchgears	Item 8 Repair of Green Building Technology Defects After Handover (e.g. HVAC/Greywater system/rainwater system)	Item 9 Indoor humidity and Mold Growth from Ventilation	Item 10 Installation errors from inexperienced sub- contractors	Item 11 Power surges affecting software glitches for building automation systems causing water systems' cistern malfunction	Item 12 6 Month Chemical and Bacterial Test of Drinking Water Systems	Item 13 Plumbing Defects: Water Hammer, Back-Siphonage
FM			3	2		2	2	5	3	3	2	2	
FM			3	4		4	3	4	4	2	3	5	4
FM			1	2		3	3	3	4	3	4	3	3
FM			3	4		3	4	4	1	1	1	1	5
FM			3	1		1	1	4	4	2	1	1	3
FM			1	4		4	4	4	4	4	4	2	3
FM			2	2		4	3	5	4	4	3	4	3
QM	5	4	2	2	3	3	3	5	5	4	4		
QM	5	3	3	3	2	3	5	5	3	3	4		
QM	4	3	3	3	4	3	3	3	2	4	4		
QM	4	3	3	2	2	3	2	4	3	4	4		
QM	4	4	3	3	4	3	3	5	4	4	5		
QM	5	2	4	4	3	5	4	4	4	5	5		
QM	2	3	3	2	2	2	2	4	2	3	3		
QM	4	4	3	3	4	5	5	2	4	4	4		
QM	5	2	2	3	3	3	3	5	4	5	5		
QM	2	4	4	3	4	3	3	5	4	5	5		
QM	3	2	1	2	1	2	3	4	3	4	3		
QM	2	2	6	4	5	2	2	6	6	6	5		
QM	3	3	3	3	3	3	3	3	3	3	3		
QM	4	2	2	3	3	3	3	3	5	4	4		
Variances	1.109375	0.6875	1.859375	0.359375		1.359375	0.859375	0.75	1.5		1.359375	1.36	
Simple	3	4	6	4		3	4	2	2		1	3	
Complex	5	4	7	9		10	9	11	11		12	2	

# Items/Questions 13  
Sum of item variances 13.04  
Variance of Total Scores 41.06  
Cronbach's alpha 0.7

- Likert Scale
- 1 Very Simple
  - 2 Somewhat Simple
  - 3 Neutral
  - 4 Complex
  - 5 Very Complex
  - 6 Not Feasible

### 9. T-test results for Complexity Comparisons between Managerial types

Item 1: Costs accounted with rectifying non-conformance through construction rework (QM Only)		Item 2: Costs accounted with rectifying non-conformance through design rework (QM Only)		Item 3: Total cost for QAQC personnel for a specific task (Activity-Based costing) (QM and FM)	
Mean	3.714285714	Mean	2.928571429	Mean	2.761904762
Variance	1.296703297	Variance	0.686813187	Variance	1.29047619
Observations	14	Observations	14	Observations	21
Hypothesized Mean Difference	3	Hypothesized Mean Difference	3	Hypothesized Mean Difference	3
df	13	df	13	df	20
t Stat	2.34701397	t Stat	-0.32249031	t Stat	0.960473438
P(T<=t) one-tail	0.017711332	P(T<=t) one-tail	0.376104494	P(T<=t) one-tail	0.174142938
t Critical one-tail	1.770933396	t Critical one-tail	1.770933396	t Critical one-tail	1.724718243
P(T<=t) two-tail	0.035422664	P(T<=t) two-tail	0.752208987	P(T<=t) two-tail	0.348285875
t Critical two-tail	2.160368656	t Critical two-tail	2.160368656	t Critical two-tail	2.085963447

Item 3: Total cost for QAQC personnel for a specific task (Activity-Based costing) (QM Only)		Item 3: Total cost for QAQC personnel for a specific task (Activity-Based costing) (FM Only)		Item 4: Inspection costs for Extra Low Voltage Systems (HVAC and Lighting Control) (QM and FM)	
Mean	3	Mean	2.285714286	Mean	2.8095238
Variance	1.384615385	Variance	0.904761905	Variance	0.7619048
Observations	14	Observations	7	Observations	21
Hypothesized Mean Difference	3	Hypothesized Mean Difference	3	Hypothesized Mean Difference	3
df	13	df	6	df	20
t Stat	0	t Stat	1.986798536	t Stat	-1
P(T<=t) one-tail	0.5	P(T<=t) one-tail	0.047066383	P(T<=t) one-tail	0.1646283
t Critical one-tail	1.770933396	t Critical one-tail	1.943180281	t Critical one-tail	1.7247182
P(T<=t) two-tail	1	P(T<=t) two-tail	0.094132767	P(T<=t) two-tail	0.3292566
t Critical two-tail	2.160368656	t Critical two-tail	2.446911851	t Critical two-tail	2.0859634

<i>Item 4: Inspection costs for Extra Low Voltage Systems (HVAC and Lighting Control) (QM Only)</i>		<i>Item 4: Inspection costs for Extra Low Voltage Systems (HVAC and Lighting Control) (FM Only)</i>		<i>Item 5: Revising Design Drawings to Achieve Code Compliance before issuing Issue for Construction designs (QM Only)</i>	
Mean	2.857142857	Mean	2.714285714	Mean	3.071428571
Variance	0.43956044	Variance	1.571428571	Variance	1.148351648
Observations	14	Observations	7	Observations	14
Hypothesized Mean Difference	3	Hypothesized Mean Difference	3	Hypothesized Mean Difference	3
df	13	df	6	df	13
t Stat	-0.806225775	t Stat	0.603022689	t Stat	0.249401197
P(T<=t) one-tail	0.217306935	P(T<=t) one-tail	0.284285628	P(T<=t) one-tail	0.403473882
t Critical one-tail	1.770933396	t Critical one-tail	1.943180281	t Critical one-tail	1.770933396
P(T<=t) two-tail	0.434613871	P(T<=t) two-tail	0.568571257	P(T<=t) two-tail	0.806947764
t Critical two-tail	2.160368656	t Critical two-tail	2.446911851	t Critical two-tail	2.160368656

<i>Item 6: Testing and Balancing of Water Systems (QM and FM)</i>		<i>Item 6: Testing and Balancing of Water Systems (QM Only)</i>		<i>Item 6: Testing and Balancing of Water Systems (FM Only)</i>	
Mean	3.047619048	Mean	3.071428571	Mean	3
Variance	0.947619048	Variance	0.840659341	Variance	1.3333333
Observations	21	Observations	14	Observations	7
Hypothesized Mean Difference	3	Hypothesized Mean Difference	3	Hypothesized Mean Difference	3
df	20	df	13	df	6
t Stat	0.22416792	t Stat	0.291491544	t Stat	0
P(T<=t) one-tail	0.412450396	P(T<=t) one-tail	0.387637299	P(T<=t) one-tail	0.5
t Critical one-tail	1.724718243	t Critical one-tail	1.770933396	t Critical one-tail	1.9431803
P(T<=t) two-tail	0.824900791	P(T<=t) two-tail	0.775274599	P(T<=t) two-tail	1
t Critical two-tail	2.085963447	t Critical two-tail	2.160368656	t Critical two-tail	2.4469119

---

*Item 7: Factory Tests for High Voltage Switchgears*

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Mean	3.047619048
Variance	0.947619048
Observations	21
Hypothesized Mean Difference	3
df	20
t Stat	0.22416792
P(T<=t) one-tail	0.412450396
t Critical one-tail	1.724718243
P(T<=t) two-tail	0.824900791
t Critical two-tail	2.085963447

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*Item 8: Factory Tests for High Voltage Switchgears (QM and FM)*

---

Mean	3.142857143
Variance	0.901098901
Observations	14
Hypothesized Mean Difference	3
df	13
t Stat	0.563092506
P(T<=t) one-tail	0.291476902
t Critical one-tail	1.770933396
P(T<=t) two-tail	0.582953803
t Critical two-tail	2.160368656

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*Item 8: Factory Tests for High Voltage Switchgears (QM Only)*

---

Mean	2.857142857
Variance	1.142857143
Observations	7
Hypothesized Mean Difference	3
df	6
t Stat	0.353553391
P(T<=t) one-tail	0.36788243
t Critical one-tail	1.943180281
P(T<=t) two-tail	0.73576486
t Critical two-tail	2.446911851

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*Item 9: Repair of Green Building Technology Defects After Handover (e.g. HVAC/Greywater system/rainwater system) (QM and FM)*

---

Mean	4.142857143
Variance	0.928571429
Observations	21
Hypothesized Mean Difference	3
df	20
t Stat	5.434929764
P(T<=t) one-tail	1.27521E-05
t Critical one-tail	1.724718243
P(T<=t) two-tail	2.55041E-05
t Critical two-tail	2.085963447

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*Item 9: Repair of Green Building Technology Defects After Handover (e.g. HVAC/Greywater system/rainwater system) (QM Only)*

---

Mean	4.142857143
Variance	1.208791209
Observations	14
Hypothesized Mean Difference	3
df	13
t Stat	3.889379478
P(T<=t) one-tail	0.000931619
t Critical one-tail	1.770933396
P(T<=t) two-tail	0.001863239
t Critical two-tail	2.160368656

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*Item 9: Repair of Green Building Technology Defects After Handover (e.g. HVAC/Greywater system/rainwater system) (FM Only)*

---

Mean	4.1428571
Variance	0.4761905
Observations	7
Hypothesized Mean Difference	3
df	6
t Stat	4.3817805
P(T<=t) one-tail	0.0023296
t Critical one-tail	1.9431803
P(T<=t) two-tail	0.0046592
t Critical two-tail	2.4469119

---

<i>Item 10: Indoor humidity and mold growth from ventilation (QM and FM)</i>		<i>Item10: Indoor humidity and mold growth from ventilation (QM Only)</i>		<i>Item 10: Indoor humidity and mold growth from ventilation (FM Only)</i>	
Mean	3.619047619	Mean	3.714285714	Mean	3.428571429
Variance	1.247619048	Variance	1.296703297	Variance	1.285714286
Observations	21	Observations	14	Observations	7
Hypothesized Mean Difference	3	Hypothesized Mean Difference	3	Hypothesized Mean Difference	3
df	20	df	13	df	6
t Stat	2.539760162	t Stat	2.34701397	t Stat	1
P(T<=t) one-tail	0.009750431	P(T<=t) one-tail	0.017711332	P(T<=t) one-tail	0.177958842
t Critical one-tail	1.724718243	t Critical one-tail	1.770933396	t Critical one-tail	1.943180281
P(T<=t) two-tail	0.019500862	P(T<=t) two-tail	0.035422664	P(T<=t) two-tail	0.355917684
t Critical two-tail	2.085963447	t Critical two-tail	2.160368656	t Critical two-tail	2.446911851

<i>Item 11: Installation errors from inexperienced sub-contractors (QM and FM)</i>		<i>Item 11: Installation errors from inexperienced sub-contractors (QM Only)</i>		<i>Item 11 Installation errors from inexperienced sub-contractors (FM Only)</i>	
Mean	3.666666667	Mean	4.142857143	Mean	2.7142857
Variance	1.333333333	Variance	0.747252747	Variance	1.2380952
Observations	21	Observations	14	Observations	7
Hypothesized Mean Difference	3	Hypothesized Mean Difference	3	Hypothesized Mean Difference	3
df	20	df	13	df	6
t Stat	2.645751311	t Stat	4.946775539	t Stat	0.6793662
P(T<=t) one-tail	0.007754512	P(T<=t) one-tail	0.00013348	P(T<=t) one-tail	0.2611182
t Critical one-tail	1.724718243	t Critical one-tail	1.770933396	t Critical one-tail	1.9431803
P(T<=t) two-tail	0.015509024	P(T<=t) two-tail	0.00026696	P(T<=t) two-tail	0.5222364
t Critical two-tail	2.085963447	t Critical two-tail	2.160368656	t Critical two-tail	2.4469119

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*Item 12: Power surges affecting software glitches for building automation systems causing water systems' cistern malfunction (QM and FM)*

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Mean	3.619047619
Variance	1.447619048
Observations	21
Hypothesized Mean Difference	3
df	20
t Stat	2.357797813
P(T<=t) one-tail	0.01433977
t Critical one-tail	1.724718243
P(T<=t) two-tail	0.028679541
t Critical two-tail	2.085963447

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*Power surges affecting software glitches for building automation systems causing water systems' cistern malfunction (QM Only)*

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Mean	4.142857143
Variance	0.593406593
Observations	14
Hypothesized Mean Difference	3
df	13
t Stat	5.551109332
P(T<=t) one-tail	4.68355E-05
t Critical one-tail	1.770933396
P(T<=t) two-tail	9.36709E-05
t Critical two-tail	2.160368656

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*Power surges affecting software glitches for building automation systems causing water systems' cistern malfunction (FM Only)*

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Mean	2.571428571
Variance	1.619047619
Observations	7
Hypothesized Mean Difference	3
df	6
t Stat	0.891132789
P(T<=t) one-tail	0.203585254
t Critical one-tail	1.943180281
P(T<=t) two-tail	0.407170508
t Critical two-tail	2.446911851

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*6 Month Chemical and Bacterial Test of Drinking Water Systems (FM Only)*

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Mean	2.571428571
Variance	2.285714286
Observations	7
Hypothesized Mean Difference	3
df	6
t Stat	-0.75
P(T<=t) one-tail	0.240808907
t Critical one-tail	1.943180281
P(T<=t) two-tail	0.481617814
t Critical two-tail	2.446911851

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*Plumbing defects: Water hammer, back-siphonage (FM Only)*

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Mean	3.285714286
Variance	0.904761905
Observations	7
Hypothesized Mean Difference	3
df	6
t Stat	0.794719414
P(T<=t) one-tail	0.228525824
t Critical one-tail	1.943180281
P(T<=t) two-tail	0.457051648
t Critical two-tail	2.446911851

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