EVALUATING THE IMPLEMENTATION OF A DATA SYSTEM FOR THE COUNTRY OF BELIZE

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ABSTRACT

Obtaining documents such as police and employment records were observed to take significant length of time and done at separate institution. In some instances, inaccuracies could be sighted in documents received. This situation prompted the inquisition of how this problem could be remedied. The consolidation of all personal data which different institutions hold into one system gave rise to the idea of the "Belize Data System". The methodology used to gather information was by means of the questionnaire. The Technology Acceptance Model (TAM) questionnaire sought to question data system users of organizations on several fronts to determine if it is a legitimate problem. The "Belize Data System" is a new concept that is being looked at to verify its applicability and usefulness to managers in Belize. The conclusion of this paper sites the limitation of this survey that opens the avenue for additional research into data systems for Belize.

Key words: Data System, TAM, methodology, legitimate, accessing information

Introduction

Our research team has decided to conduct a research on whether a consolidated data system for accessing personal information on individuals would be viable for organizations. It is important that we find out whether the current systems used by organizations in the country of Belize are effective, efficient, user friendly and produce output that brings satisfaction to both users of the systems and beneficiaries. The Belize Data System is a new concept that has surfaced due to the stagnation of information. This stagnation resulted in vital information such as an employment letter, police record etc. not being able to be released in a timely manner. This stagnation deterred growth and created loss of essential human resource that move on to alternative employment due to this delay. This trend had to be looked at and solutions to remedy the situation had to be employed. Information is captured but cannot be accessed easily to facilitate efficiency at the workplace. This is seen at most organizations in Belize. There is always a waiting period to obtain information. This waiting period could be eliminated if a data system that amalgamates information is put in place.

Our team's objective is to be one of the first pioneers to try to help improve efficiency in organizations across Belize. There are several data systems being used in Belize. They can be found at institutions such as; Financial (banks), Income Tax; National Health Insurance (NHI), Statistical Institute of Belize (SIB), Airport Authority etc. It is known that all these institutions collect information and keep it for their purpose only. What we do not know yet is if greater efficiency could be achieved if the information collected is mined into one system. Our team interviewed, collected and analyzed the qualitative and quantitative data from a sample group of persons. This study goal entails interviewing a sample survey of thirty persons in the workforce in the country of Belize that are exposed to using data base systems. The strategy for the survey was a focus strategy because we targeted persons who are specifically involved with the use of data base systems daily. The survey looked at six variables namely: background information,

personal psychological capital, personal innovativeness with information technology, data base system used at the workplace, retrieval of personal information using data base and personal job performance assessment.

Another reason why we saw the need for this data base system was that organizations are investing heavily in the purchase of up to date information technology equipment. The reason for this is to be competitive in today's business world. The acquisition of information is one vital area why this investment would be incurred. To see that such an investment is used to attract its full potential, extensive research must be done, and the Belize Data System requires no less. Research is comprised of "creative and systematic work undertaken to increase the stock of knowledge, including knowledge of humans, culture and society, and the use of this stock of knowledge to devise new applications. It is used to establish or confirm facts, reaffirm the results of previous work, solve new or existing problems, support theorems, or develop new theories." The findings of the survey will provide important information that will help to determine the viability and eventually the implementation of the Belize Data System.

This paper is structured in several parts. The first being analyzing information, drawing inferences from compilation and finally discuss limitations of the research.

Literature Review

The Belize Data System is a new concept for Belize. The amalgamation of information has not been successfully done so far in Belize. The institutions that have embarked on such a system at home is the Statistical Institute of Belize, regionally is the CARICOM Organization and internationally is the work number agency. These bodies have their unique objectives. They are however similar in acquiring statistical data and disseminating it to the general public in a useful form. This is also the objective of the Belize Data System; therefore, it is important to note what these organizations are contributing to the data system worldwide.

Our team researched locally and found that the Statistical Institute of Belize (SIB) has recently embarked on a similar trend to what the Belize Data System is seeking to achieve. The Head of SIB is quoted as follows referencing data collection on Belize. *"It isn't very well coordinated, because S.I.B. has its own operations, then Ministry of Health has its own operations, then Ministry of Finance has its own operations, then Ministry of Education and it goes on – each department, each organization, collect their own data. Now the problem with this is that very often, we at S.I.B. – we are mandated to be organizing all of these data across the country; but the problem is that the coordination is not there. We don't know all the definitions we use that everybody else uses. We first of all have to establish a coordination in the definitions that we use; coordination in the kind of concepts, and then we have to avoid duplication as much as possible. And so there's no point for S.I.B. to go out and do a survey and collect information and then the Ministry of Health has information sitting there." This notion is alarming and endorses the fact that information is scattered and needs to be streamlined.* Looking regionally, we found the Caribbean Community Organization *(CARICOM)* echoing *"*Timely and reliable statistical information enables informed decision making. At the CARICOM Secretariat, the Regional Statistics Programme compiles and disseminates data for and from the CARICOM Member States and Associate Members. This is done via a number of regional statistical databases and online data dissemination. The Regional Statistics Programme also undertakes as a core function, statistical capacity building to foster an enabling environment for statistical development among Member States". This shows that data dissemination is a part of this organizations function and efficient ways must be found to conduct it. Reaching internationally in the United States of America, the Work number agency was looked at for their role in the field of data collection. It was found that, "The Work Number allows

requestors to receive immediate confirmation of an individual's employment and salary for verification purposes. It is used by over 50,000 organizations to verify employment data". This is massive, and a proper system must be put in place to organize data to be available to make decisions.

Looking at these three institutions, it can be confirmed that the Belize Data System is a necessary system to be developed. The goal of the Belize Data System is to assist with moving fully into one consolidated managed information system in Belize. It will seek to consider all the information gathered in the sample survey and after analysis it will be converted into meaningful data to assist in launching the Belize Data System. To add additional meaning to the research, it is important to investigate the use of the proposed system verses the one currently being used.

RESEARCH METHODOLOGY

Information collected was conducted through a survey questionnaire sheet. In this research, the sample size was 30 participants and a Focus Group was used to target participants who use database system but could benefit from big data. A convenient sampling was done to obtain 30 participants. The formulated questionnaire contained six sections the background information, personal psychological capital, personal innovativeness with information technology, database system used at the work place, retrieval of personal information using database, and personal job performance assessment. The questions were measured by a scale of seven. After the primary collection of data, data were analyzed using the IBM SPSS Statistics software (world's leading statistical software used to solve such business and research problems by means of ad-hoc analysis, hypothesis testing, geospatial analysis and predictive analytics). The following tables and bar graphs is a summary of the data analyzed.

Research Model and Hypothesis

With the help of the Technology Acceptance Model, this will be possible. The TAM Model is said to be "an information systems theory that models how users come to accept and use a technology. The model suggests that when users are presented with a new technology, a number of factors influence their decision about how and when they will use it."

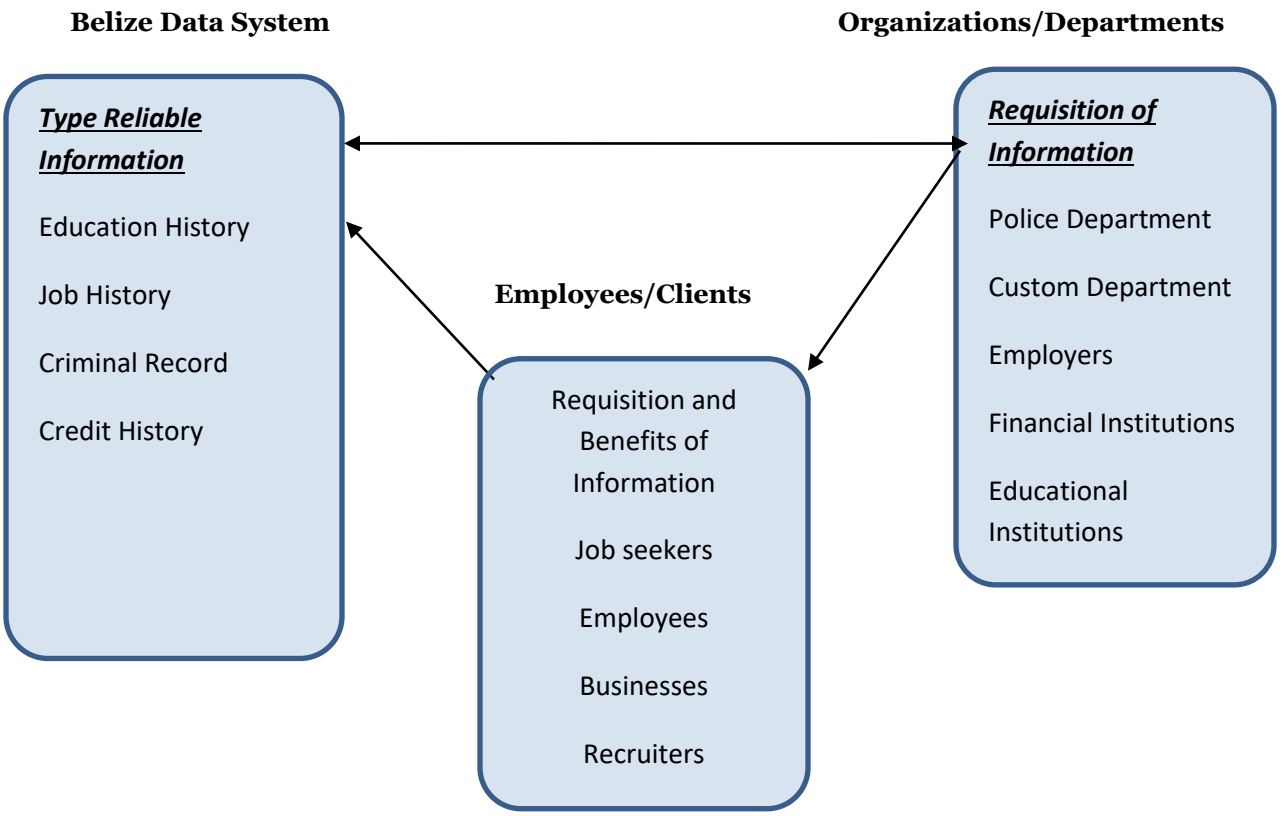


Figure 1. Research Model

The TAM model is defined by Fred Davis, It portrays two purposes, and these are: perceived usefulness (the degree to which a person believes that using a particular system would enhance his or her job performance) and Perceived ease of use (the degree to which a person believes that using a particular system would be free from effort). The Belize Data System will seek to find out by means of the TAM sample questionnaire if there is a perceived usefulness for the implementation of such a system. Our team is aware that using the TAM model sights limitations, "Analysis of empirical research using TAM shows that results are not totally consistent or clear. This suggests that significant factors are not included in the models. TAM is a useful model, but it has to be integrated into a broader one which would include variables related to both human and social change processes, and to the adoption of the innovation model."

It is our hope that if the survey proves successful, the official proposal and roll out of the Belize Data System will transpire. If it should come to fruition, there will be no more waiting and obtaining of inaccurate data for employers, financial institutions, educational institutions and the police records section. The vision of the Belize Data System is to ensure that these institutions are equipped with the appropriate hardware and software to perform tasks. A clerk should be able to complete a task in hours compared to what formerly would have taken him/her a week or two. This would cut out the tremendous strain that individuals undergo mainly because available data is not amalgamated into one system. The Belize Data System will seek to correct this.

Development of Hypothesis

The Belize Data System requires further development and validation before it can be served as a model for implementation. This study has hypothesized the following four hypotheses tested:

1. Employers require quick, reliable and easy retrieval and storage of information to recruit new employees. Employers use aspiring employees' personal information to assess their application. This information is usually obtained from the aspiring candidate on their resume. Frequently information provided is invalid. The data base system is intended to store all previous information for retrieval from the Human Development Department for a small free.

2. Financial Institutions requires a quick, reliable and easy retrieval of borrowers' credit history and employment history.

   Financial Institutions frequently requires reliable and efficient information from their clients reflecting their credit history and employment information for credit assessment. The database system intends to provide efficient and effective information about, credit history and employment status from the initiation of employment.

3. Educational institutions worldwide require previous information for new enrollment. In Belize unlike the person willing to enroll in an institution must undergo a long back and forth process to obtain old school documents. Hence the data base system is intended to have stored by logging all the educational information for everyone entered in an educational institution in Belize.

4. The Police Department requires a quick, reliable and easy retrieval and storage of criminal record.

   In Belize it takes about two to four weeks to obtain a Police Record form Belmopan. This tedious process has the country at risk of have business conducted with the individuals who are recorded for criminal records. The Police Department will have the entering and retrieval of criminal record at their fingertips.

Construct	Survey Questions
Background Information	SQ1: Age SQ2: Computer experience SQ3: Years of working experience SQ4: Gender SQ5: Education level SQ6: Work position
Personal Psychological Association	SQ7: Meeting with management SQ8: Confidence in contribution to company SQ9: Confidence in presentation SQ10: Knowledge to get out of difficult situation SQ11: Success at work SQ12: Ambition to meet goals SQ13: Self satisfaction at work SQ14: Problem solving at work SQ15: Experience with difficulty SQ16: Optimism to work SQ17: Optimistic to future with work

Personal Innovativeness With Information Technology	SQ18: Experiment to new technology SQ19: Hesitancy to new technology SQ20: First to try new technology
Data Base System Used at Workplace	SQ22: Use of data base system at work SQ23: Use of data base system at work for retrieving information SQ24: Use of data base system at work for downloading information SQ25: Use of computer system in the work place for gaming SQ26: Use of computer system in the work place for video conferencing SQ27: Use of computer system in the work place for browsing the web SQ28: Use of computer system in the work place for mobile e-mailing SQ29: Use of computer system in the work place for viewing/ editing
Retrieval of Personal Information Using Database	SQ30: Difficulty of process for obtaining employment letter SQ31: Difficulty in process of obtaining police record SQ32: Work requirement and retrieval for personal information SQ33: Accuracy of information provided SQ34: Need for data base system in retrieval of information
Personal Job Performance Assessment	SQ35: Quality of work SQ36: Quantity of work SQ37: Technical competence SQ38: Working as part of a team or group SQ39: Helpfulness

Table 1. Measurement items from questionnaire

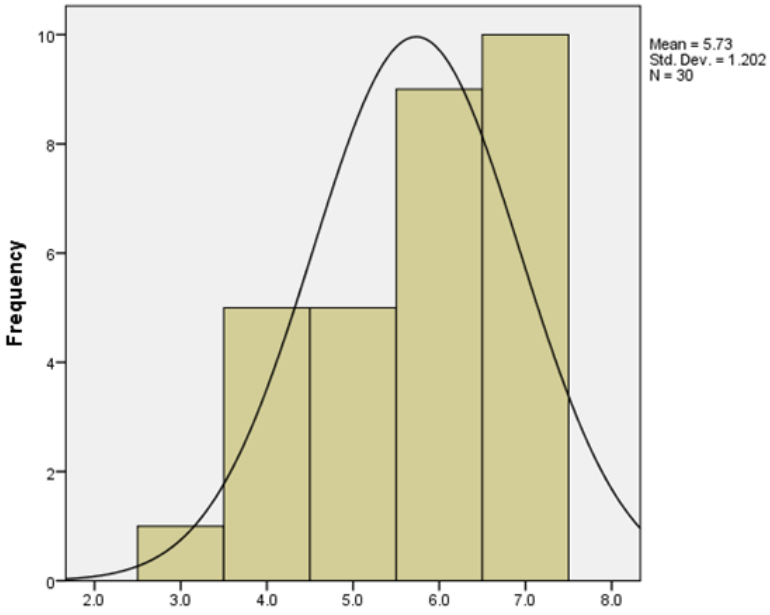
Characteristics	Number	Percentage
Gender		
Male	12	40
Female	18	60
Age		
Less than 25	3	10
From 25 to 30	9	30
over 30 to 35	3	10
Over 35 to 40	8	26.7
Over 40 to 45	4	13.3
Over 45 to 50	2	6.7
Older than 50	1	3.3
Education		
Highschool and less	9	30
Associates	7	23.3
B.A	11	36.7
Master	3	10
Work Experience		
Less than 5	9	30
From 5 to 10	21	70
Use of Database System		
Never	2	6.7
Twice a year	1	3.3
Once a week	2	6.7
Once a day	6	20
Many times a day	19	63.3

Table 2 - Sampling and Data Collection

The Data Sampling Chart above reflects the response from the 30 samples collected.
40% of the Samples were males and 60% were Females. Their age ranges from below 25 to above 50. Education level is from High School to Master's Degree. All involved were from the working class. 93% of the sample use Database System at work.

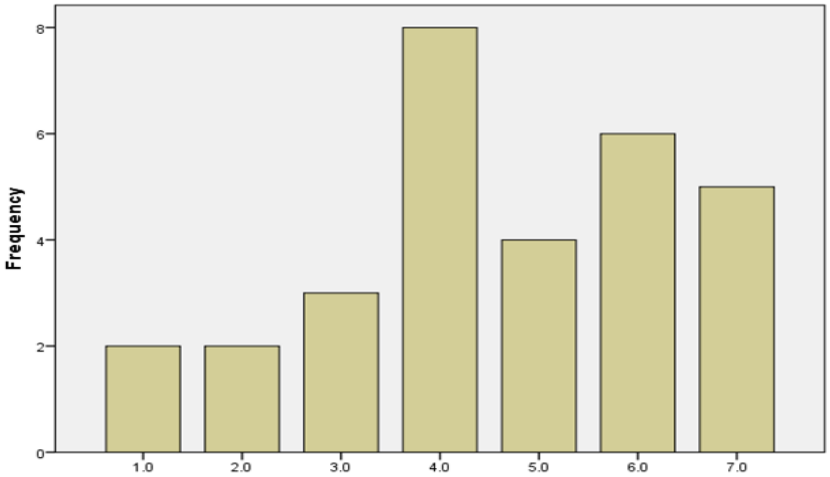
Graph 1. Hesitant to New Technology

The graph1 reflects the sample that were hesitant to new Technology. 18 of the sample show that they are not hesitant to the use of new technology. This shows that if the Belize Database System is launched they will be willing to use the system.



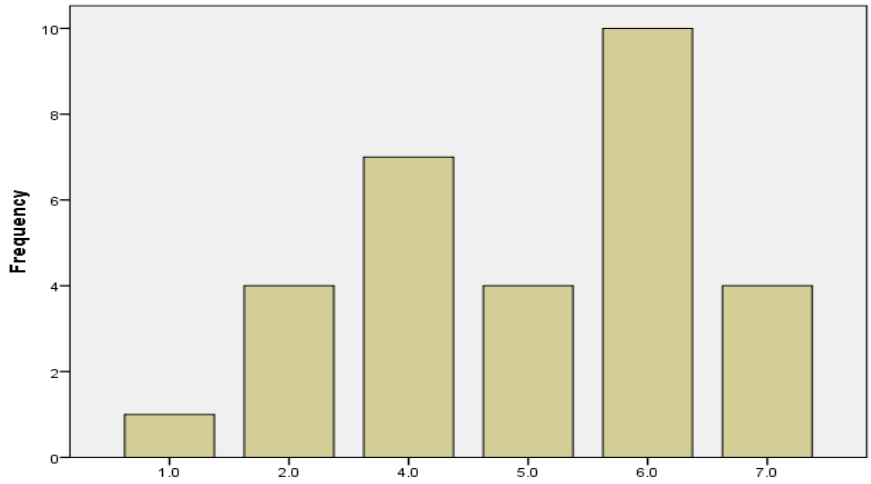
Graph 2. New Technology

The graph 2 shows the sample response to the use of New Technology. The section below the curve reflects the sample that is interested in the use of New Technology, therefore we can see that the mean is 5.73 which reflect more that 50% of the sample and Standard Deviation is 1.2, hence the population is open to New Technology. Hence the bar graph reflects that they will be open- minded to the instruction of new technology in their work place.



Graph 3. Obtain Employment Letter

The graph 3 reflects the difficulty in obtaining an employment letter. 15 of the sample always have difficulties in obtaining a job letter, which they may require for many reasons for obtaining, a Visa, a scholarship and even for credit lending. 8 of them found it hard sometimes and found it easy sometimes. Hence there is the need for the Belize Database System implementation. A hard copy of an employment letter will no longer be need as all the information about employment will be available on the database.



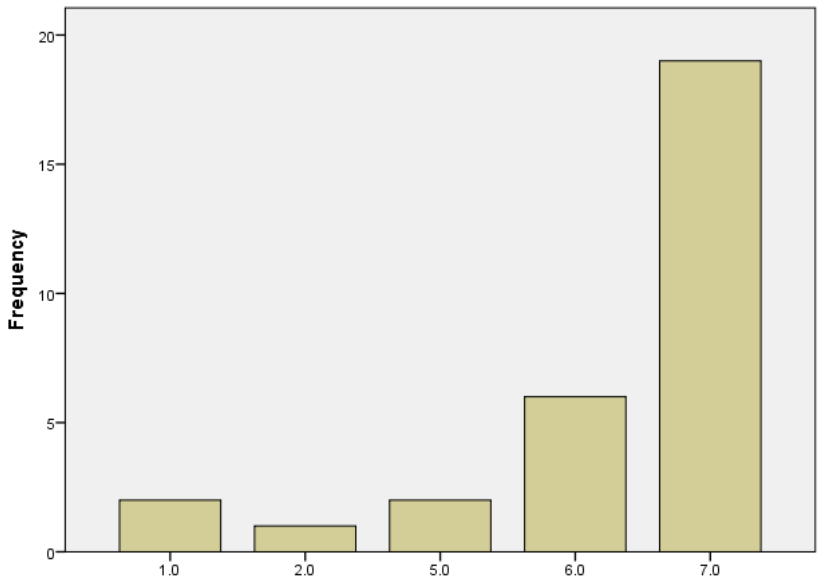
Graph 4. Obtain Police Records

The graph 4 reflects the difficulty in obtaining a Police Report. 19 of the sample shows that was difficulty process to obtain a police report and 7 found it difficult at time. Hence there is the need for the Belize Database System implementation. A criminal report will be available on the database for efficient and reliable retrieval.

RESEARCH RESULTS

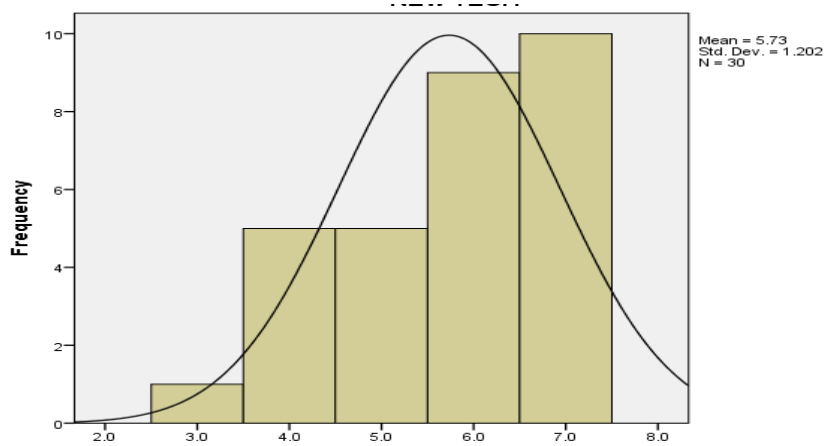
This research on having a Belize Data System in Belize proves that our country is in need of better management information system. Belize is not at the level of most countries like the U.S but the country is progressing slowly because the leaders and citizens realized that to be successful in this technological era, we must be equipped and well versed in data management.

This can be seen on the analysis of the survey done by randomly choosing businesses in Belize that uses information system in their area of work to answer the survey we created for our research.



Graph 5. Use of Database System

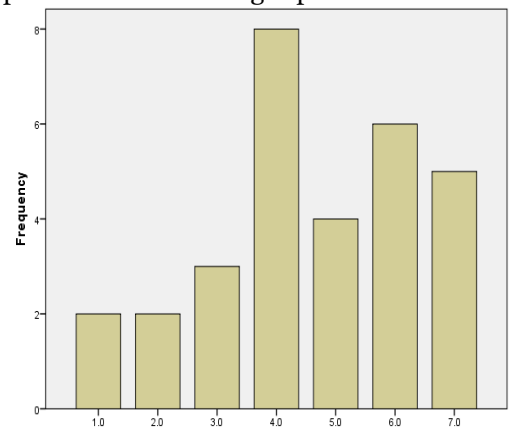
Based on the analysis of our survey sample, 93.3 percent use a database system. To further break it down, 6.7 percent still do records keeping manually, 3.3 percent use a computer twice a year, 6.7 percent uses a computer once a week, 20 percent uses computer once a day and 63.3 percent uses the computer many times a day. 28 people were delighted about the idea of having a Belize Data Base system where accurate information can be retrieved about an individual.



Graph 6. New Technology

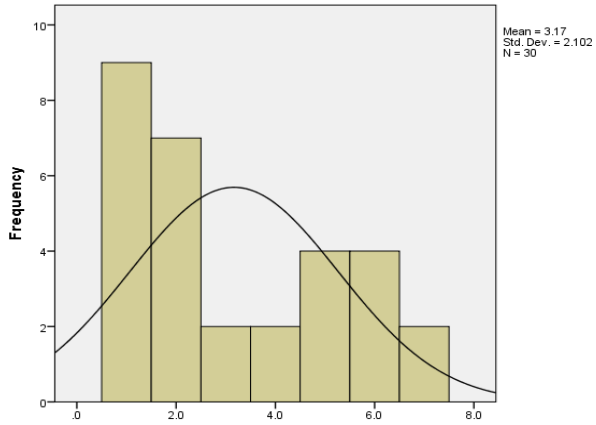
The above graph shows the sample response to the use of New Technology. More than 50% expressed that they would look for ways to experiment new technology if they had access to one. This show that the

willingness to learn is in the individual, therefore; learning to use the Belize Data System will not be a problem once training is provided.



Graph 7. Obtain Employment Letter

The graph above depicts the difficulty in obtaining an Employment letter for an individual seeking a job or for other personal reason. 15 (50%) of the samples surveyed always had difficulties in obtaining a job letter while 26.67 % found it not so difficult at times. 33.33 percent found it easy to obtain the employment letter. Here we can see clearly that the need for the Belize Database System implementation which will make employment verification easier. An employment letter will no longer be needed as all the information about employment will be available on the database.



Graph 8. Hesitant to New Technology

The analysis of the survey dealing with individuals being hesitant to try out new technology resulted in 18 (60%) not being hesitant 2 (6.67%) being neutral and 10 (33.33%) being hesitant. These further backs up the fact that majority are getting comfortable with technology. Training in the database system should improve the result for those who are hesitant and neutral.

Discussions

The data collected by the information system employed by the organizations interviewed were solely to derive data for the organization's personal use. The type of information system used by one organization was not necessarily useful for another organization except if they were in the same type of business. Since

the systems were different, organizations depended on each other for different types of data that may become necessary from time to time. For example, hiring a new employee requires a police records and a phone call to an individual's last place of work. The person hiring rely on the individual seeking employment to provide these information and trust that the documents provided are true, accurate and not created by the individual seeking employment.

Implications and limitations

Below is the list of limitations we came across during our survey and analysis:

The Sample Size – The number of survey conducted by our group was 30. We believe the sample size was small not giving everyone dealing with information system an opportunity to do the survey. We believe that 90 percent of the population would have to have been involved to get a more accurate figure.

Position of most employees – Even if we had surveyed 90 percent of the population, the number of persons using information system to do their work is below the 90 percent. Some managers only have a computer to send and receive e-mails but not necessarily to have software to manage information on.

Lack of prior research on the topic – The Belize Data System that we are recommending for implementation in Belize is very new and ambitious of us as we did not come across any during our research on the internet. So, our group must do it from the beginning by asking through our survey the idea about having a Belize Data Base System. That is the first step. As seen on the graph provided, 93.3 percent would like to have a Data Base System in Belize.

Longitudinal Effects – Since this research is for a course, the time for completion restricted us to only one survey done. Time constraints set limitation on what our group can accomplished. For example, we do not have time to do a follow up on the results achieved on the survey to the participants to let them know what was achieved in the first section.

Security of confidential information – The respondents to our surveys were receptive on the idea of a Data Base System but their concern was on security measures for people's confidential data and some cited that even in the U.S where technology is advanced still have security issues. We do not have the kind of security that will be needed for this type of information because the survey on the need for the data system is just one of much research to be done on the topic.

Future Research

Further research need to be done on data managers who still do things manually. These people still need to be interviewed to see how they would react to the idea of the new Belize Data System, how it will work and them being a part of managing information systems. Example is the slow mail. Information is being kept in ledger books.

Most managers who completed the survey expressed the concern of the quality of documents received. One organization experienced such a case where an employee was hired because of the recommendations provided but turned out later that it was all made up by the individual. They express that more information on this will need to be made available and the citizens need to be educated on the topic of what the system will provide and how it works. Those responsible for personal information verification will need to be trained on the use of the system.

CONCLUSION:

Based on all the information gathered surrounding the Belize Data System, it seems to be a viable concept for implementation. Our team looked at these results and determined that the Belize Data System was not an idea that should be discarded. We became even more confident in moving forward when the survey results showed that 93.3% of the respondents use a data base system for work. This is the start because the Belize Data System can only succeed if organizations are computerized and has competent users of the database. All the other findings were also encouraging including the fact that more than 50% of the respondents are completely and certain to having new systems implemented. At the same time, we acknowledge our limitations sighted. The fact that the Belize Data System is a new concept, the sample size taken for this survey is too small and most of all the security limitation concern. The implementation of such a system will call for unwavering security measures to protect information. If at any point security is breached, it will compromise the system and it could see its end. We are mindful of this.

Additional research and surveys must be conducted to decide the way forward. We must subscribe to the idea that "Thousands of companies depend on the accurate recording, updating and tracking of their data on a minute-to-minute basis. Employees use this data to complete accounting reports, calculate sales estimates and invoice customers. The workers access this data through a computerized database." This is evidence that the Belize Data System is not a farfetched idea. The practicality of it will be realized as we progress in managing information systems. We will move forward in confidence and not in fear.

ACKNOWLEDGEMENTS:

Our Team would like to say heartfelt thanks to all who contributed in any way to the success of this paper. Thanks to our Management Information Systems lecturers Mr. Mark Miller and Dr. Kieran Ryan for their unrelenting guidance in the completion of this research. Special thanks to the Statistical Institute of Belize and all thirty participants who took time out to answer survey. Your effort did not go unnoticed. Our team is hopeful that the Belize Data System will come to fruition and be of great assistance to the people and in the development of Belize. Once again, thanks all!

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APPENDIX

Questionnaire I – "Belize Data System"

Purpose

This questionnaire asks for information about yourself. It is intended to assist in the implementation of a data base system for Belize. This system will provide organizations, businesses both private and public with effective and efficient retrieval and tracking of information about people who resides in Belize.

We would like your participation in this decision-making process. Your information provided will be held confidential.

Instructions

This is a survey, not a test; there are no right or wrong answers. Please print in the spaces provided and tick the boxes to mark your answers. Your Survey ID number will be provided.

1. Background Information	**Answers:**
Please enter your age:	
Please enter amount of computer experience you have in years:	
Please indicate the number of years you have been working for this company:	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐ 8☐ ☐ 10☐
Please indicate your gender:	Male ☐ Female ☐
Please indicate highest education level attained:	PhD ☐ Masters ☐ Bachelors ☐ Associates [High Schc ☐ Primary Schc ☐
Which of the following best describes your position in this company?	Manager ☐ Forman/Supervisor ☐ No Manager ☐

Indicate your agreement with each statement by rating it from (1) strongly disagree to (7) strongly agree.

2. Personal Psychological Capital	**Disagree ---------- Agree**
I feel confident in representing my department in meetings with management.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I feel confident contributing to discussions about the company's mission and vision.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I feel confident presenting information to a group of colleagues.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
If I should find myself in a jam at work, I could think of many ways to get out of it.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
Right now I see myself as being pretty successful at work.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I can think of many ways to reach my current work goals.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
At this time, I am meeting the work goals that I have set for [illegible]	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I can solve problems at work on my own if I have to.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I usually deal well with stress at work.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I can get through difficult times at work because I've experienced difficulty before.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I always look on the bright side of things regarding my job.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I'm optimistic about what will happen to me in the future as it pertains to work.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
3. Personal Innovativeness with Information Technology	**Disagree ---------- Agree**

If I heard about a new technology, I would look for ways to experiment with it.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
In general, I am hesitant to try out new technology.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
Among my peers, I am usually the first to try out new	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I like to experiment with new technologies.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐

Please answer the following questions using this scale:
1 Never **2** Twice a year **3** Less than once a month **4** Once a month **5** Once a week **6** Once a day **7** Many times a day

4. Data base system use at the Workplace	**Never ---------- Often**
I use my data base system in the workplace:	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I use my data base system in the workplace for retrieving	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I use my data base system in the workplace for downloading:	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I use my computer system in the workplace for gaming:	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I use my computer system in the workplace for video	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I use my computer system in the workplace for browsing websites:	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I use my computer system in the workplace for mobile e-mailing:	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
I use my computer system in the workplace for viewing/editing	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐

Assess your usage of personal information gathering for self and clients on the following items by rating them from (1) seldom to (7) often.

5.Retrieval of Personal Information Using Database	**Very Poor ---------- Outstanding**
Is obtaining an employment letter a difficult process?	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
Is the process for obtaining a police report difficult?	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
Does your work often require the retrieval of personnel info?	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
Is information provided by personnel's accurate and without bias	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
Is a database system needed for the retrieval of information?	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐

Assess your personal job performance on the following items by rating them from (1) very poor to (7) outstanding

6. Personal Job Performance Assessment	**Very Poor ----------**
Quality of work.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
Quantity of work.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
Technical competence.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
Working as part of a team or work group.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐
Help others when it is not part of my job.	1☐ 2☐ 3☐ 4☐ 5☐ 6☐ 7☐