

Sample Size: 1034 HR professionals

Fieldwork: 4th June - 8th July 2013

		SECTO	R							
Total (A)	Private (E)	Public (F)	Voluntary/ not for profit (G)	Manufacturing and production (H)	Agriculture, forestry and fishing (I)	Manufacturing (J)	Construction (K)	Mining and extraction (L)	Energy and water supply Education (M)	Education (N)

Q5. Do you currently employ anybody on a zero-

Unweighted Base	1034	680	237	117	155	9	97	38	4	7	103
Base: All HR professionals	1034	753	218	63	147	5	99	27	-	16	55
Yes	19%	17%	24%	34%	11%	31%	10%	17%	-	-	35%
			Е	E*	*	**	*	**		**	HJTWYab*
No	71%	75%	58%	64%	83%	69%	83%	76%	-	100%	60%
		FG		*	NPQRTUVbce*	**	NPQRUVbce*	**		**	*
Don't know	10%	8%	18%	2%	6%	-	7%	7%	-	-	5%
			EG	*	*	**	*	**		**	*



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							SPECIFIC SI	ECTOR		
Tot (4	 Primary and secondary schools (O)	Further and higher education Healthcare (P)	Healthcare (Q)	NHS (R)	Other private healthcare Voluntary/ NFP (S)	Private sector	Voluntary and not-for-profit sectors Private sector services (U)	Hotels, catering	IT industry (W)	Transport and communications (including media) (X)

Q5. Do you currently employ anybody on a zero-

Unweighted Base	1034	57	46	73	42	31	614	102	50	54	50
Base: All HR professionals	1034	27	28	79	31	48	591	57	21	35	41
Yes	19%	41%	29%	27%	29%	25%	18%	34%	48%	6%	19%
		**	HJWa*	HJWa*	HJWa*	**		HJTWYab*	IJQTWXYZab	(*	*
No	71%	57%	62%	67%	65%	68%	73%	63%	50%	94%	69%
		**	*	*	*	**	NVce	*	*	PQRTUVXYZbc	*
Don't know	10%	2%	8%	6%	6%	7%	8%	3%	2%	-	12%
		**	*	*	*	**		*	*	*	W*



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Total (A)Consultancy services (Y)Finance, insurance and real estate (Z)Wholesale and retail trade (a)Other business services Public administration and defence (b)Public administration and defence (c)Public administration administration (d)Public administration - local government, including fire services (e)Armed forces (f)Quango (g)									
		services	insurance and real estate	and retail trade	services Public administration and defence	administration and defence	administration – central government	administration – local government, including fire services	•

Q5. Do you currently employ anybody on a zero-

Unweighted Base	1034	68	61	89	140	89	27	45	11	6
Base: All HR professionals	1034	150	95	68	124	162	47	87	22	6
Yes	19%	17%	18%	10%	16%	21%	14%	26%	-	63%
		*	*	*	*	*	**	HJW*	**	**
No	71%	76%	74%	84%	68%	58%	69%	52%	64%	37%
		Vce*	V*	NPQRUVbce*	*	*	**	*	**	**
Don't know	10%	7%	8%	6%	15%	22%	17%	22%	36%	-
		*	*	*	HTUW*	HJNQTUVWYa*	**	HNTUVWa*	**	**



Sample Size: 1034 HR professionals

Fieldwork: 4th June - 8th July 2013

	REGION									
Total (A)	North (NET) (h)	North-west England (i)	North-east England (j)	Yorkshire and Humberside (k)	Midlands (NET) (I)	West Midlands (m)	East Midlands (n)	Eastern England (o)	South (NET) (p)	London (q)

Q5. Do you currently employ anybody on a zero-

Unweighted Base	1034	168	69	29	70	161	64	45	52	406	163
Base: All HR professionals	1034	166	58	24	85	140	55	46	38	336	149
Yes	19%	21%	25%	21%	18%	15%	17%	14%	15%	18%	18%
		*	*	**	**	*	*	**	*		*
No	71%	73%	75%	70%	73%	75%	70%	82%	73%	71%	64%
		*	*	**	**	*	*	**	*		*
Don't know	10%	6%	1%	8%	9%	10%	13%	4%	12%	11%	18%
		*	*	**	**	i*	i*	**	i*	i	hirs*



Sample Size: 1034 HR professionals

Fieldwork: 4th June - 8th July 2013

_								
Total (A)	South-west England (r)	South-east England (s)	Scotland (t)	Wales (u)	Northern Ireland (v)	Channel Islands (w)	All of the UK (x)	Abroad (y)

Q5. Do you currently employ anybody on a zero-

Unweighted Base	1034	95	148	63	39	11	2	177	7
Base: All HR professionals	1034	71	116	69	35	14	1	268	6
Yes	19%	19%	18%	25%	26%	-	-	20%	22%
		*	*	*	**	**	**		**
No	71%	78%	75%	68%	67%	100%	100%	68%	78%
		*	*	*	**	**	**		**
Don't know	10%	3%	7%	7%	7%	-	-	12%	-
		*	*	*	**	**	**	i	**



Sample Size: 1034 HR professionals

Fieldwork: 4th June - 8th July 2013

							COM	PANY SIZE					
Total	NET 1-249	NET 50-264	NET 250+	2-9	10–49	50–99	100–249	250–499	500–999	1000 to 4999	5,000–9,999	10,000–19,999	20,000 or more
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)

Q5. Do you currently employ anybody on a zero-

Unweighted Base	1034	639	232	395	219	188	110	122	73	55	101	49	29	88
Base: All HR professionals	1034	416	139	618	132	145	60	79	50	100	181	75	59	155
Yes	19%	11%	15%	25%	4%	14%	10%	18%	30%	32%	23%	36%	31%	13%
		Е	E	BCEFGN		Е	*	E*	BCEFGN*	BCEFGN*	BE*	BCEFGN*	**	E*
No	71%	86%	84%	61%	95%	79%	88%	80%	60%	55%	66%	51%	56%	67%
		DIJKLN	DIJKLN		BCDFHIJKLN	DIJKL	DIJKLN*	DIJKL*	*	*	*	*	**	*
Don't know	10%	3%	1%	14%	1%	7%	2%	1%	10%	12%	12%	13%	14%	20%
				BCEFGH		CE	*	*	BCEGH*	BCEH*	BCEGH*	BCEGH*	**	BCEFGH*



Sample Size: 1034 HR professionals

Fieldwork: 4th June - 8th July 2013

	REDUNDANCIES		ZERO HOUR CONTRACT				BUSINESS GROWTH OVER 2 YEARS								
Total (A)	Yes (O)	No (P)	Yes (Q)	No (R)	Don't know (S)	Rapid growth (T)	Steady growth (U)	Holding steady (V)	Steady decline (W)	Rapid decline (X)	Growth (Y)	Decline (Z)			

Q5. Do you currently employ anybody on a zero-

Unweighted Base	1034	197	739	174	793	67	91	290	497	133	23	381	156
Base: All HR professionals	1034	265	646	199	735	100	93	300	467	160	14	393	173
Yes	19%	32%	15%	100%	-	-	25%	20%	14%	26%	47%	21%	28%
		Р		RS		*	V*			V*	**		V*
No	71%	56%	79%	-	100%	-	71%	71%	76%	58%	53%	71%	57%
			0		QS	*	*	WZ	WZ	*	**	WZ	*
Don't know	10%	12%	6%	-	-	100%	3%	9%	10%	16%	-	8%	15%
		Р				QR*	*			TY*	**		TY*



Sample Size: 1034 HR professionals

Fieldwork: 4th June - 8th July 2013

	MIGI	RANT EI	MPLOYEES	EARN LESS	THAN £216 gpw
Total	Yes	No	Don't know	Yes	No
(A)	(a)	(b)	(C)	(d)	(e)

Q5. Do you currently employ anybody on a zero-

Unweighted Base	1034	352	641	41	388	362
Base: All HR professionals	1034	377	596	61	364	383
Yes	19%	25%	16%	20%	27%	11%
		b		**	е	
No	71%	67%	76%	48%	61%	83%
			а	**		d
Don't know	10%	8%	8%	32%	11%	6%
				**		



Fieldwork: 4th June - 8th July 2013

	SECTOR									
Total (A)	Private (E)	Public (F)	Voluntary/ not for profit (G)	Manufacturing and production (H)	Agriculture, forestry and fishing (I)	Manufacturing (J)	Construction (K)	Mining and extraction (L)	Energy and water supply Education (M)	Education (N)

Q6. What proportion of your workforce is employed on zero-hour contracts?Please type in numbers not words e.g.'10' not 'ten'.

ords e.g. 10' not 'ten'.											
Unweighted Base	174	91	50	33	12	2	7	3	-	-	28
Base: All with employees on zero hour contracts	199	125	52	21	16	2	10	4	-	-	19
0-10	54%	53%	52%	64%	73%	100%	77%	57%	-	-	49%
		*	*	**	**	**	**	**			**
11-20	11%	10%	14%	6%	-	-	-	-	-	-	20%
		*	*	**	**	**	**	**			**
21-30	5%	5%	2%	9%	-	-	-	-	-	-	6%
		*	*	**	**	**	**	**			**
31-40	2%	3%	0%	2%	-	-	-	-	-	-	-
		*	*	**	**	**	**	**			**
41-50	3%	5%	-	-	-	-	-	-	-	-	5%
		*	*	**	**	**	**	**			**
51-60	0%	0%	-	-	-	-	-	-	-	-	-
		*	*	**	**	**	**	**			**
61-70	1%	1%	-	-	-	-	-	-	-	-	-
		*	*	**	**	**	**	**			**
71-80	0%	0%	-	-	-	-	-	-	-	-	-
		*	*	**	**	**	**	**			**
81-90	0%	-	-	2%	-	-	-	-	-	-	-
		*	*	**	**	**	**	**			**
91-100	4%	3%	4%	7%	-	-	-	-	-	-	4%
		*	*	**	**	**	**	**			**
Don't know	20%	19%	28%	10%	27%	-	23%	43%	-	-	16%
		*	*	**	**	**	**	**			**
Mean	15.54	16.39	12.54	16.90	1.92	1.00	1.39	4.04	-	-	16.81
			**	**	**	**	**	**			**
Median	5.00	5.00	5.00	5.00	1.00	1.00	1.00	5.00	-	-	9.96
		J									



Fieldwork: 4th June - 8th July 2013

								SPECIFIC SI	ECTOR		
	Total (A)	Primary and secondary schools (O)	Further and higher education Healthcare (P)	Healthcare (Q)	NHS (R)	Other private healthcare Voluntary/ NFP (S)	Private sector services (T)	Voluntary and not-for-profit sectors Private sector services (U)	Hotels, catering and leisure (V)	IT industry (W)	Transport and communications (including media) (X)
Ē	174	13	15	18	9	9	98	30	19	2	8
è				-	-	_			-	_	-
5	199	11	8	21	9	12	109	19	10	2	8
)	54%	56% **	40% **	70% **	69% **	70% **	50%	64% **	24% **	26% **	78% **

Q6. What proportion of your workforce is employed on zero-hour contracts?Please type in numbers not words e.g.'10' not 'ten'.

vords e.g.'10' not 'ten'.											
Unweighted Base	174	13	15	18	9	9	98	30	19	2	8
Base: All with employees on zero hour contracts	199	11	8	21	9	12	109	19	10	2	8
0-10	54%	56%	40%	70%	69%	70%	50%	64%	24%	26%	78%
		**	**	**	**	**		**	**	**	**
11-20	11%	26%	13%	18%	21%	17%	9%	4%	15%	-	-
		**	**	**	**	**		**	**	**	**
21-30	5%	-	14%	-	-	-	7%	10%	18%	-	-
		**	**	**	**	**		**	**	**	**
31-40	2%	-	-	-	-	-	4%	2%	2%	-	-
		**	**	**	**	**		**	**	**	**
41-50	3%	-	12%	-	-	-	5%	-	20%	-	-
		**	**	**	**	**		**	**	**	**
51-60	0%	-	-	-	-	-	0%	-	-	-	-
		**	**	**	**	**		**	**	**	**
61-70	1%	-	-	-	-	-	1%	-	-	-	-
		**	**	**	**	**		**	**	**	**
71-80	0%	-	-	-	-	-	0%	-	3%	-	-
		**	**	**	**	**		**	**	**	**
81-90	0%	-	-	-	-	-	0%	2%	-	-	-
		**	**	**	**	**		**	**	**	**
91-100	4%	6%	-	8%	-	13%	3%	8%	20%	-	-
		**	**	**	**	**		**	**	**	**
Don't know	20%	12%	20%	4%	10%	-	20%	9%	-	74%	22%
		**	**	**	**	**		**	**	**	**
Mean	15.54	16.01	18.03	13.74	6.95	18.27	17.85	17.84	41.28	2.00	5.66
		**	**	**	**	**		**	**	**	**
Median	5.00	8.74	12.51	5.00	5.52	3.96	5.00	5.00	30.00	2.00	5.00



Fieldwork: 4th June - 8th July 2013

	Total (A)	Consultancy services (Y)	Finance, insurance and real estate (Z)	Wholesale and retail trade (a)	Other business services Public administration and defence (b)	Public administration and defence (C)	Public administration – central government (d)	Public administration – local government, including fire services (e)	Armed forces (f)	Quango (g)	
16. What proportion of your workforce is employed n zero-hour contracts?Please type in numbers not rords e.g. '10' not 'ten'.											
Unweighted Base	174	9	7	8	15	18	4	12	-	2	
Base: All with employees on zero hour contracts	199	25	17	7	20	34	7	23	-	4	
0-10	54%	29%	60%	21%	68%	50%	40%	44%	-	100%	
		**	**	**	**	**	**	**		**	
11-20	11%	14%	5%	45%	-	12%	30%	9%	-	-	
		**	**	**	**	**	**	**		**	
21-30	5%	-	-	-	21%	-	-	-	-	-	
		**	**	**	**	**	**	**		**	
31-40	2%	-	18%	-	4%	-	-	-	-	-	
		**	**	**	**	**	**	**		**	
41-50	3%	-	18%	-	-	-	-	-	-	-	
		**	**	**	**	**	**	**		**	
51-60	0%	-	-	7%	-	-	-	-	-	-	
		**	**	**	**	**	**	**		**	
61-70	1%	-	-	-	7%	-	-	-	-	-	
0110											

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All figures, unless otherwise stated, are from
YouGov Plc.

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Fieldwork: 4th June - 8th July 2013

	REGION									
Total (A)	North (NET) (h)	North-west England (i)	North-east England (j)	Yorkshire and Humberside (k)	Midlands (NET) (I)	West Midlands (m)	East Midlands (n)	Eastern England (o)	South (NET) (p)	London (q)

Q6. What proportion of your workforce is employed on zero-hour contracts?Please type in numbers not words e.g.'10' not 'ten'.

ords e.g.'10' not 'ten'.											
Unweighted Base	174	31	13	8	10	21	8	8	5	68	23
Base: All with employees on zero hour contracts	199	35	14	5	15	21	9	6	6	61	27
0-10	54%	49%	60%	43%	40%	49%	28%	44%	92%	42%	27%
		**	**	**	**	**	**	**	**		**
11-20	11%	7%	13%	9%	-	11%	26%	-	-	14%	22%
		**	**	**	**	**	**	**	**		**
21-30	5%	3%	-	-	6%	5%	-	8%	8%	6%	8%
		**	**	**	**	**	**	**	**		**
31-40	2%	9%	-	-	20%	4%	-	12%	-	-	-
		**	**	**	**	**	**	**	**		**
41-50	3%	9%	-	-	20%	-	-	-	-	3%	4%
		**	**	**	**	**	**	**	**		**
51-60	0%	-	-	-	-	-	-	-	-	1%	-
		**	**	**	**	**	**	**	**		**
61-70	1%	-	-	-	-	4%	8%	-	-	1%	-
		**	**	**	**	**	**	**	**		**
71-80	0%	-	-	-	-	-	-	-	-	0%	1%
		**	**	**	**	**	**	**	**		**
81-90	0%	-	-	-	-	-	-	-	-	1%	1%
		**	**	**	**	**	**	**	**		**
91-100	4%	-	-	-	-	14%	17%	23%	-	6%	-
		**	**	**	**	**	**	**	**		**
Don't know	20%	24%	27%	47%	13%	14%	21%	14%	-	25%	37%
		**	**	**	**	**	**	**	**		**
Mean	15.54	15.38	5.90	6.35	24.82	26.62	35.85	36.01	5.00	21.50	18.37
		**	**	**	**	**	**	**	**		**
Median	5.00	8.00	2.63	7.05	30.68	5.00	15.22	22.26	2.99	8.00	15.00



Fieldwork: 4th June - 8th July 2013

Total (A)	South-west England (r)	South-east England (s)	Scotland (t)	Wales (u)	Northern Ireland (v)	Channel Islands (w)	All of the UK (x)	Abroad (y)

Q6. What proportion of your workforce is employed on zero-hour contracts?Please type in numbers not words e.g.'10' not 'ten'.

Unweighted Base	174	19	26	13	9	-	-	31	1
Base: All with employees on zero hour contracts	199	14	21	17	9	-	-	54	1
0-10	54%	46%	58%	75%	49%	-	-	65%	100%
		**	**	**	**			**	**
11-20	11%	18%	2%	-	26%	-	-	11%	-
		**	**	**	**			**	**
21-30	5%	8%	3%	5%	-	-	-	5%	-
		**	**	**	**			**	**
31-40	2%	-	-	3%	-	-	-	0%	-
		**	**	**	**			**	**
41-50	3%	-	4%	5%	2%	-	-	-	-
		**	**	**	**			**	**
51-60	0%	4%	-	-	-	-	-	-	-
		**	**	**	**			**	**
61-70	1%	-	4%	-	-	-	-	-	-
		**	**	**	**			**	**
71-80	0%	-	-	-	-	-	-	-	-
		**	**	**	**			**	**
81-90	0%	-	-	-	-	-	-	-	-
		**	**	**	**			**	**
91-100	4%	24%	2%	-	-	-	-	2%	-
		**	**	**	**			**	**
Don't know	20%	-	27%	12%	22%	-	-	18%	-
		**	**	**	**			**	**
Mean	15.54	33.53	14.25	9.42	8.53	-	-	8.40	1.00
		**	**	**	**			**	**
Median	5.00	15.00	5.00	5.00	8.18	-	-	5.00	1.00



Fieldwork: 4th June - 8th July 2013

							COM	PANY SIZE					
Total	NET 1-249	NET 50-264	NET 250+	2-9	10–49	50–99	100–249	250–499	500–999	1000 to 4999	5,000–9,999	10,000–19,999	20,000 or more
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)

Q6. What proportion of your workforce is employed on zero-hour contracts?Please type in numbers not words e.g.'10' not 'ten'.

ords e.g. '10' not 'ten'.														
Unweighted Base	174	71	38	103	7	26	12	26	19	19	29	17	8	11
Base: All with employees on zero hour contracts	199	46	21	153	5	20	6	15	15	32	41	27	18	20
0-10	54%	59%	74%	52%	44%	47%	59%	81%	83%	47%	64%	46%	39%	35%
		*	**	*	**	**	**	**	**	**	**	**	**	**
11-20	11%	15%	12%	10%	-	21%	29%	5%	6%	5%	2%	26%	-	22%
		*	**	*	**	**	**	**	**	**	**	**	**	**
21-30	5%	3%	2%	5%	-	5%	-	3%	3%	5%	11%	2%	-	4%
		*	**	*	**	**	**	**	**	**	**	**	**	**
31-40	2%	3%	2%	2%	-	4%	-	3%	-	-	0%	-	-	15%
		*	**	*	**	**	**	**	**	**	**	**	**	**
41-50	3%	3%	-	3%	4%	5%	-	-	-	3%	2%	-	-	15%
		*	**	*	**	**	**	**	**	**	**	**	**	**
51-60	0%	-	-	0%	-	-	-	-	3%	-	-	-	-	-
		*	**	*	**	**	**	**	**	**	**	**	**	**
61-70	1%	3%	-	-	-	8%	-	-	-	-	-	-	-	-
		D*	**	*	**	**	**	**	**	**	**	**	**	**
71-80	0%	1%	1%	-	-	-	-	2%	-	-	-	-	-	-
		*	**	*	**	**	**	**	**	**	**	**	**	**
81-90	0%	1%	2%	-	-	-	6%	-	-	-	-	-	-	-
		*	**	*	**	**	**	**	**	**	**	**	**	**
91-100	4%	7%	3%	3%	18%	10%	-	4%	-	5%	-	3%	11%	-
		*	**	*	**	**	**	**	**	**	**	**	**	**
Don't know	20%	6%	3%	25%	34%	1%	6%	2%	4%	36%	21%	23%	50%	9%
		*	**	B*	**	**	**	**	**	**	**	**	**	**
Mean	15.54	20.32	12.37	13.75	30.85	26.48	12.20	12.44	6.68	14.94	8.54	12.49	26.55	22.22
		*	**	*	**	**	**	**	**	**	**	**	**	**
Median	5.00	6.00	5.00	5.00	1.89	14.94	5.42	5.00	3.40	5.00	4.87	5.00	5.80	15.00
		1												



Fieldwork: 4th June - 8th July 2013

	REDUN	DANCIES	ZERO	HOUR	CONTRACT	BUSINESS GROWTH OVER 2 YEARS									
Total (A)	Yes (O)	No (P)	Yes (Q)	No (R)	Don't know (S)	Rapid growth (T)	Steady growth (U)	Holding steady (V)	Steady decline (W)	Rapid decline (X)	Growth (Y)	Decline (Z)			

Q6. What proportion of your workforce is employed on zero-hour contracts?Please type in numbers not words e.g.'10' not 'ten'.

Unweighted Base	174	57	101	174	-	-	18	48	71	29	8	66	37
Base: All with employees on zero hour contracts	199	84	100	199	-	-	24	60	67	42	6	83	48
0-10	54%	48%	61%	54%	-	-	70%	51%	59%	40%	44%	57%	41%
		*	*				**	**	*	**	**	*	**
11-20	11%	11%	9%	11%	-	-	12%	20%	6%	1%	28%	18%	5%
		*	*				**	**	*	**	**	*	**
21-30	5%	3%	3%	5%	-	-	11%	3%	6%	1%	-	5%	1%
		*	*				**	**	*	**	**	*	**
31-40	2%	4%	1%	2%	-	-	-	1%	5%	2%	-	1%	2%
		*	*				**	**	*	**	**	*	**
41-50	3%	5%	2%	3%	-	-	4%	-	8%	-	-	1%	-
		*	*				**	**	*	**	**	*	**
51-60	0%	-	0%	0%	-	-	2%	-	-	-	-	1%	-
		*	*				**	**	*	**	**	*	**
61-70	1%	-	2%	1%	-	-	-	3%	-	-	-	2%	-
		*	*				**	**	*	**	**	*	**
71-80	0%	-	0%	0%	-	-	-	0%	-	-	-	0%	-
		*	*				**	**	*	**	**	*	**
81-90	0%	-	0%	0%	-	-	-	-	1%	-	-	-	-
		*	*				**	**	*	**	**	*	**
91-100	4%	4%	3%	4%	-	-	-	-	5%	10%	-	-	9%
		*	*				**	**	*	**	**	*	**
Don't know	20%	26%	16%	20%	-	-	1%	21%	10%	45%	28%	16%	43%
		*	*				**	**	*	**	**	*	**
Mean	15.54	16.77	14.11	15.54	-	-	10.56	10.42	18.80	23.77	8.86	10.47	21.27
		*	*				**	*	*	**	**	*	**
Median	5.00	5.84	5.00	5.00	-	-	5.25	5.00	6.00	5.00	5.03	5.00	5.00



Fieldwork: 4th June - 8th July 2013

	MIG	RANT EI	MPLOYEES	EARN LESS THAN £216 gpw					
Total	Yes	No	Don't know	Yes	No				
(A)	(a)	(b)	(c)	(d)	(e)				

Q6. What proportion of your workforce is employed on zero-hour contracts?Please type in numbers not words e.g.'10' not 'ten'.

Unweighted Base	174	77	87	10	104	32
ase: All with employees on zero hour contracts	199	93	94	12	100	42
0-10	54%	49%	61%	36%	60%	50%
		*	*	**		**
11-20) 11%	12% *	10% *	11% **	13%	13% **
21-30) 5%	9% *	1% *	-	6%	3% **
31-40	2%	4% *	1% *	-	1%	7% **
41-50	3%	5% *	1% *	-	2%	10%
51-60	0%	1% *	-	-	0%	-
61-70) 1%	- *	2% *	-	2%	- **
71-80	0%	0%	-	-	-	-
81-90	0%	*	* 0%	-	0%	**
91-100) 4%	* 2% *	* 6% *	-	5%	**
Don't knov	/ 20%	* 19% *	* 17% *	** 53% **	10%	** 16% **
Mear	15.54	15.75	15.97 *	6.63 **	16.42	15.05 **
Mediar	5.00	5.76	5.00	1.00	5.00	7.14