Tolworth Rewilding Project: Affinity Diagramming

User																	
Background		Living Environment				Routine							Mobile Phone Activity		Medical History		
[P1] p. 2 Single mother to one daughter.	[P2] p. 2 Self-employed making craft items that she sells on Etsy and Facebook.	[P1] p. 3 Suburban area.	[P1] p. 3 Does not mind her living situation, "it's okay for now" but would like "more space in open air".	[P2] p. 4 The area is convenient for shopping and there are a few parks nearby.	[P2] p. 4 The area can feel a bit crowded at times.		Ind	oors			Outc	loors		[P1] p. 5 Spend around 3 to 4 hours on her mobile device each day.	[P1] p. 5 Is happy with the amount of time she spends on her phone because it is mainly for work.	[P1] p. 6 Suffers from anxiety.	[P1] p. 6 Her anxiety worsens washe spends large amount of time inside.
[P1] p. 2 Dog walker in the animal car industry.	[P3] p. 2 Works as a nanny.	[P1] p. 3 Densely populated area.	[P1] p. 4 Finds it difficult to find rural areas and would like larger natural spaces.	[P2] p. 5 Finds it difficult to find rural areas to spend time in, there are some parks but she is restricted by transport.	[P2] p. 5 Is not aware of any communities around her.	[P2] p. 4 Works from home so spends a lot of time during the week indoors, and tends to work into the evenings.	[P2] p. 4 Makes her feel a bit restricted and mentally tired due to the lack of fresh air and being stuck inside.	[P3] p. 4 Gets irritated and feels trapped when she spends long amounts of time indoors.	[P3] p. 6 Wakes up at 6am to an alarm but sleeps when it gets dark naturally.	[P1] p. 2 Tries to get out on the evenings and weekends.	[P1] p. 4 Feels a lot happier when she is outside, and relieved of stress and anxiety.	[P4] p. 4 Spends about an hour a day outside, weather depending.	[P4] p. 5 Feels more energised and refreshed after spending time outside and tends to get a better nights sleep.	[P1] p. 6 Gets distracted by her mobile phone she is out in nature.	[P2] p. 6 Spends little time on her mobile phone, only really for business reasons.	[P1] p. 6 Tends to also get worse when she is on her mobile device as she worries herself Googling her symptoms.	[P1] p. 7 Nature helps to relieve anxiety.
[P4] p. 2 Teacher at a local school.	[P4] p. 2 Has 3 children.	[P1] p. 5 Would be interested in joining local communities but has not heard of any.	[P2] p. 3 Has a daughter and a grand daughter that live nearby.	[P2] p. 5 Would be encouraged to spend more time outside if she was aware of communities to join.	[P2] p. 9 Would love to have more places to go locally to spend time in nature.	[P1] p. 4 Being indoors makes her feel anxious and cooped up.	[P2] p. 7 Wakes up naturally and rarely sets an alarm due to being self employed.	[P3] p. 7 Feels more refreshed when waking up to natural light but feels that this is a luxury for most people due to commitments and schedules.	[P4] p. 3 Typical weekday gets the kids to school and then works as a teacher, tries to go for a walk in the evenings or if it's raining does something indoors.	[P1] p. 3 Outside roughly 8 hours a day.	[P2] p. 4 Being outside makes her feel better, it clears her head and she feels more active.	[P4] p. 5 Notices improvements in his mental and physical health after being outside.	[P4] p. 7 Attends a local scouting group with his son and helps out occassionally.	[P2] p. 6 Happy with the amount of time she spends on her mobile phone.	[P2] p. 6 Sometimes gets distracted by her mobile phone when out in nature.	[P2] p. 6 Feels that she is a bit overweight.	[P2] p. 7 Does not feel worse was she spends time on hamobile device but understands why oth might.
[P5] p. 2 Student living in an urban area near to Tolworth.	[P5] p. 3 Has no family or dependant in the local area.	[P2] p. 3 Lives in an urban area.	[P1] p. 2 Lives in a flat in Tolworth.	[P3] p. 2 Lives in the Surbiton area but looks after a families children in Tolworth so knows the area well.	[P3] p. 3 Describes her area as suburban, a train journey from central London but still has several rural areas around her.	[P1] p. 3 Spends as little time as possible indoors.	[P2] p. 7 Falls asleep in natural darkness and wakes up naturally.	[P4] p. 5 Finds it hard to get into a routine and stay motivated if he has not been outside for a while.	[P4] p. 9 Tends to go to sleep at the same time each night and either wakes up naturally or to an alarm, but often gets woken up by their baby.	lot of time outside she would prefer to spend	[P1] p. 7 Knows about the physical and mental benefits of spending time in nature.	[P4] p. 6 Is happy with the amount of time he is spending outside but finds it hard to find new things to do and places to see in his area.		[P3] p. 5 Often finds herself getting distracted from the outside world due to her phone and social media.	[P4] p. 8 Spends about 2/3 hours on his mobile phone each day.	[P2] p. 7 Believes her mood worsens when she does not spend time outside, worsens her anxiety and body image.	[P3] p. 6 Suffers from anxiety depression.
[P6] p. 2 Works as a visual effects artist in central London.	[P6] p. 2 No family or dependant nearby.	[P2] p. 2 Live in Tolworth.	[P2] p. 3 Around 10,000 people in her area, would describe her area as densely populated.	[P3] p. 3 Densely populated area.	[P3] p. 3 Likes living in her area has the city and also glimpses of countryside.	[P2] p. 7 Feels more refreshed when she wakes up naturally.	[P1] p. 7 Does not sleep particularly well even when exposed to a natural sleep cycle.	[P4] p. 9 Feels much more refreshed when he wakes up naturally, and waking up to an alarm increases his anxiety.	[P4] p. 9 Sleeps well after a long walk.	[P2] p. 8 Spending time in nature makes he feel naturally tired and helps her sleep better which makes her feel more refreshed and able to function better.	[P2] p. 3 Spends more time outside on the weekends and goes on longer walks with her dog.	[P5] p. 3 Tries to switch off from school on the weekends and attends sporting events.	[P5] p. 5 Gets more tired when he spends long periods of time outside but notices minimal change in himself.	[P4] p. 8 Definately finds himself getting discracted by his phone when spending time outside.	[P5] p. 6 Spends between 5 and 8 hours a day on his mobile phone.	[P3] p. 6 Believes her conditions get worse when she is inside and not in natural light.	[P3] p. 6 Believes spending looperiods on her mobile phone also makes hold conditions worse.
[P1] p. 2 Enviromental activist since his college days.	[P1] p. 2 Organised a sustainable community campaign in Santa Cruz in the 1990s.	[P3] p. 4 Says there is not too many places that are rural to spend time without having to travel to more rural areas like Cambridge and Oxford, etc.	[P4] p. 2 Grew up in Kent but has moved to the more urbanised area of Long Ditton.	[P4] p. 4 Describes his area as urban and somewhat densely populated.	[P4] p. 4 It took a while for him to get used to the area but he is accustom to it now.	[P2] p. 10 She feels that people spend too much time inside on technology and it restricts social interactions and meeting new people.	[P2] p. 2 Spends a lot of time at home which is a bit restrictive.	[P5] p. 2 Spends his weekdays studying and has class 2 days a week.	[P5] p. 4 Spends about 80% of his time indoors and believes this is too much.	[P2] p. 4 Spends a couple of hours outside most days due to walking her dog.	[P3] p. 3 Spends roughly 21 hours a week outside.	[P5] p. 5 Wants to spend more time in nature because it feels good.	[P5] p. 5 Finds it easier to spend time outside when he has someone else to go with.	[P5] p. 7 Feels that his phone takes his focus away from his surroundings.	[P6] p. 5 Spends 4 hours a day on his mobile phone.	[P4] p. 8 Suffers from anxiety.	[P4] p. 8 Finds that his anxiet builds up when he so long periods of time inside.
[P1] p. 2 Worked with the UN on sustainable processes for the past 20 years.	[P1] p. 2 Worked on rewilding solutions for the last 8 years.	[P4] p. 6 Rural areas used to be on his backdoor but now he has to plan to get to them and parking makes this trickier.	[P4] p. 6 Wants more local areas with space for the kids to run around and play safely, with woodland walks.	[P5] p. 3 Describes the area that he lives in as urban and somewhat densely populated.	[P5] p. 3 He really likes living in this type of environment as he likes having ammenities close to him and it is completely different to his home country.	[P2] p. 3 Catches up with housework on the weekends and sees family.	[P3] p. 2 Spends weekdays looking after the children, collecting them from school, taking them out, spends time drawing and going to the gym.	[P5] p. 4 Finds it difficult to get motivated to go outside after long periods of being stuck indoors and becomes lazy.	[P5] p. 7 Finds that his mood worsens when he does not go outside.	[P3] p. 7 Feels at peace after going for a walk and feels refreshed and motivated when she returns from her walk.	[P4] p. 3 Tries to get out as much as possible on the weekends, for walks, sport, exploring, etc.	[P5] p. 9 Feels better about himself when he spends time outside and feels that his mood improves and he feels more human.	[P6] p. 3 Spends 20% of his time outdoors.	[P3] p. 5 Spends around 5 hours a day on her mobile phone.	[P6] p. 5 His mobile phone distracts him from the outside world.	[P4] p. 9 Believes his anxiety also worsens with increased contact time with his mobile device.	[P6] p. 6 No medical issues.
[P1] p. 2 Participated in proposing the decade and century of restoring the earth to the UN.	[P1] pp. 2-3 Teaching in a private school in the community where he lives, teaches English and sustainable development goals.	[P5] p. 4 He misses nature from back home and being able to go to forests and other natural areas.	[P5] p. 5 Finds it hard to find rural areas to spend time in around him.	[P5] p. 6 Had communities to spend time outside with back at home but has not found anything like that in Tolworth.	[P3] p. 5 Not a part of any communities because she is independent.	[P3] p. 2 Works on the weekends too, takes the children to the park, cinema, and tries to keep them entertained.	[P3] p. 4 Spends roughly 2/3 of her time indoors at home, work, and the gym.	[P5] p. 7 His sleep cycle is currently all over the place and he does not set an alarm unless he has class that day.	[P5] p. 8 Struggles to wake up when it is dark outside but does not notice a difference in himself when waking up naturally.	[P6] p. 2 Weekends vary, sometimes he will go home to Kent and other times he will go out in central London.	[P6] p. 4 Wants to spend more time outside.	[P6] p. 4 Events would encourage him to spend more time outside.	[P6] p. 5 The people he is with encourage him to spend time outside more than being outside itself.	Mobile phones are distracting when out in nature and occupy our senses.	Mobile phone usage takes up a significant amount of peoples time each day.	[P6] p. 6 Mood does not change when not spending time in nature.	[P6] p. 6 Mood does not char when spending large amounts of time on mobile phone.
[P2] p. 2 Studied zoology at undergraduate and masters and is now doing a PhD in tick bourne diseases.	[P2] p. 2 Looks at landscape management and how we manage landscapes to maximise the services they can provide for everyone.	[P6] p. 2 Moved from Kent to Tolworth.	[P6] p. 2 Urban residential area.	[P6] p. 3 Sparsely populated for a London borough but still densely populated.	[P6] p. 3 Feels a bit commerial, busy, and overwhelming.	[P6] p. 2 Works on weekdays and then occassionally goes out in the evenings.	[P6] p. 3 Spends 80% of his time indoors.	[P6] p. 3 Feels content spending large amounts of times indoors but believes this is because of COVID and his opinion would have been different before.	[P6] p. 4 Does not notice a change in his behaviour when indoors for a long period of time.	[P6] p. 7 Does not notice many benefits to being out in nature but it does tire him out.	People are spending a lot less time outside than they are inside.	People spend most of their time outside on weekends due to work and other commitments during the week.	People want to spend more time outside.			[P5] p. 7 Finds that he gets more irritable when he has been on his mobile phone for long periods of time.	Anxiety and depress are common among surveys.
[P2] p. 2 Worked at a 300 acre farm with 100 acres of ancient oak woodland that offered rewilding retreats.	[P2] p. 4 Kabila missed the point of rewilding for him and he quit. It became a yoga retreat for rich Londoners rather than staying true to rewilding.	[P6] p. 4 Finds it okay to locate rural areas due to not living in central London.	[P6] p. 4 Tends to stumble upon rural areas and then return to them at a later date.	[P6] p. 4 Is not a part of any communities and tends to meet up with work friends mainly.	Densely populated areas.	[P6] p. 6 Finds waking up naturally less stressful than waking up to an alarm.	[P6] p. 6 Wakes up at a certain time by habbit and goes to sleep naturally.	Large amounts of time are being spent indoors.	People are noticing that being inside impacts their mood and their quality of sleep.	People want to spend more time outside but find it difficult to find time to do so, perhaps due to the urban nature of their area.						Moods get worse with a lack of exposure to nature.	Moods get worse we increase in exposure mobile devices and media.
Variety of different backgrounds and demographics.	Those that are interested in rewilding are complete separate from those who are not, there is no partial interest.	Urban or suburban enviroments.	Cannot find communities to join.	Struggles to find rural areas to spend time.	Densely populated urban areas, such as Tolworth, lack rural areas to spend time and communities to join.	More time is spent inside on weekdays because there is no where local to go in the evenings.	Most people are waking up to alarms and their sleep cycles are not dictated by nature.	People lifestyles and schedules which are dictated by the modern world result in them spending huge amounts of time inside.	It is hard to get into and stay in a routine of going outside, and staying indoors is having an effect on peoples moods and mental health.							Anxiety and depression are effecting people in urban areas and these conditions are being made worse by a lack of contact time with nature and	

Rewilding											
	Opinions	& Beliefs			Featur	Interesting Facts & Figures					
P1] p. 8 Believes that humans have got to utilise the blanet but have done so soo drastically.	[P1] p. 9 Believe that rewilding in her area would improve her wuality of life by improving the air quality and provide another location to visit.	[P2] p. 10 Would potentially join rewilding efforts in person but only if it worked with her existing schedule.	[P2] p. 11 Would definitely be interested if there was a way to participate in her own free time.	[P1] p. 10 Wants to be able to talk to others and meet new people.	[P1] p. 10 Wants information about rewilding and to be educated on the process without it being complicated or long winded.	[P3] p. 10 Wants to be able to connect with people and meet up again with those she has met through the application.	[P3] p. 10 Wants the application to be social and rewarding, both for the user and rewilding.	[P1] pp. 3-4 There has been over 2 billion hectares of land that has been severely degraded, an area larger than the size of South America.	[P1] pp. 4-5 Most of the deserts in the world were once grassland or forested and they have degraded to such an extent they have become desertified.		
P1] p. 9 Would like to attend ewilding events but does not have a lot of time.	[P1] p. 9 Is interested in using augmented reality to simulate rewilding.	[P2] p. 11 Does not know a lot about augmented reality but would be interested in giving it a go.	[P2] p. 11 Is worried about AR as she likes to see things as they really are.	[P1] p. 11 Believe younger generations would be interested if it was gamified and rewarded them for their efforts.	[P1] p. 11 Wants to be able to recieve rewards that actively contrinute towards the rewilding effort.	[P4] p. 6 Wants to know how to get there and what ammenities will be there.	[P4] p. 11 Wants to know about what animals used to be in the area and see them on the screen, and know about how they can be brought back.	[P1] p. 5 If you eat meat you are contributing to the problem, as 70-80% of water goes to agriculture and the animals need 900% more land.	[P1] pp. 8-9 We have lost 2/3 of our natural environment, by 2040 we have to reduce of emissions by 50% and by 2050 this needs to be 95%.		
P1] p. 10 Would be more inclined to participate in her own time hrough a mobile application at her own convenience due to her schedule.	[P1] p. 10 Would like to try augmented reality.	[P2] p. 11 Wants to learn more about rewilding and having an app you can access anywhere would be great.	[P3] p. 4 Needs fresh air, bigger enviroments, and time outside to relieve stress and anxiety.	[P2] p. 12 Wants to see what is going on locally in the area.	[P2] p. 11 More information when you are looking at things could be quite interesting though.	[P4] p. 12 Wants to see how the area could be transformed with plants, flowers, and animals using AR.	[P4] p. 12 Wants to be able to tap on plants and animals to learn more about them.	[P1] p. 11 An area where there is still tress is 40% more beneficial than an area where you have to replant and start from scratch.	[P2] p. 2 Had loads of amazing facts, including that insurance companies tries to by mass amounts of land to plant trees and prevent flooding.		
P1] p. 10 Wants to contribute to ewilding through a mobile application.	[P1] p. 2 Has not heard of the Wild Tolworth rewilding project or the sites location.	[P3] p. 4 Wants to spend more time in nature, going on walks and exploring new places, interested in climbing mountains.	[P3] p. 5 Wants to be near to water as it is calming and makes her feel at peace.	[P2] p. 12 Wants to see information on how the decline of one species can effect others.	[P2] p. 12 Augmenting species that younger generations have not seen that could be reintroduced would be a good way to create empathy.	[P4] p. 13 Wants it to be competitive with leaderboards and be able to form groups.	[P5] p. 10 Wants to be set objectives to motivate him.	[P2] p. 2 Beavers can prevent downstream flooding.	People are not aware of these amazing and interesting facts that could shift their perspective and create a interested in rewilding.		
P2] p. 3 Has not heard of the Wild Tolworth rewilding project or the site location.	[P2] p. 9 Wants to know more about rewilding and learn about how species can be saved from extinction.	[P3] p. 8 Not sure if rewilding would improve her quality of life in an urban area.	[P3] p. 7 Feels sad that our world is evolving and biodiversity is decreasing but has some understanding towards the reasons for it.	[P2] p. 13 Wants to be able to chat with people in the area of the park through a location based chat feature.	[P3] p. 10 Wants aspects of the application to be gamified and interactive with questions.	[P5] p. 11 Wants to log or collect animals and footprints.	[P5] p. 11 Wants to use AR to bring him closer to nature and learn more about rewilding.				
[P2] p. 7 Believes that spending time in nature makes you feel better mentally and physically.	[P2] p. 10 Wants to spend more time outside in the fresh air and meet new people.	[P3] p. 9 Says that if she could contribute in her own time through a mobile application that she would and it would make quite a nice activity.	[P3] p. 9 Does not believe she would volunteer to rewilding events at this current moment in her life but would be interested in the future.	[P5] p. 11 Wants to have common goals perhaps community goals and individual goals.	[P5] p. 12 Wants to be rewarded.	[P6] p. 9 Wants to be able to leave notes for others.	[P6] p. 9 Wants to have a social feed for the area.				
[P4] p. 3 Has not heard of the Wild Tolworth rewilding project or the site that is located at.	[P4] p. 10 Feels happier when he has spent time in nature and life becomes easier and he feels more alive and energised.	[P4] p. 10 Decresed biodiversity makes him sad and hates hearing about a new animal being at risk of extinction.	[P4] p. 12 Would be willing to contribute to a rewilding project event in person.	[P6] p. 10 Wants conversation with others when in the proximity of the rewilding area.	[P1] p. 7 He was full of interesting facts, perhaps these could be included within the app to get people excited and educated by using real peoples stories.	[P2] pp. 4-5 There is passive and active rewilding, if this is an active rewilding project the community could volunteer for days to help and make it personal.	[P2] p. 7 To get the average person interested you will have to form a connection, maybe through a sense of community and belonging.				
[P4] p. 12 Would love to use an app while walking in his own free time to help contribute and prevent him from going on social media.	[P5] p. 3 Has heard of the Wild Tolworth rewilding project but does not know much about it or where it is located.	[P5] p. 9 Knowing that the worlds biodiversity is decreasing makes him irritated, unhappy, and angry.	[P5] p. 10 Believes that having rewilded areas in his urban enviroment would improve his quality of life and bring him closer to nature.	[P2] p. 7 Giving people a sense of ownership is another thing that will engage them.	[P2] p. 8 Should be similar to Geocaching where the phone just gets you to the event and does not ruin or cloud the experience.	[P2] p. 8 If you are going to use technology within this project it cannot distract, it simply has to be a facilitator that gets people there.	[P2] pp. 8-9 You need to be careful with soundscapes as it could cut the interaction with the realworld.				
[P5] p. 10 Would not go out of his way to contribute or rewilding events in person but would maybe join in occasionally.	[P5] p. 10 Would contribute to rewilding if he could do it in his freetime using a mobile application.	[P6] p. 8 Would only contribute to rewilding if it was convenient and at his fingertips.	[P6] p. 8 Believes in rewilding as it is a good cause.	[P2] pp. 8-9 You could allow the community to make a community ambient soundscape.	[P2] p. 14 Believes being able to track animals in AR would be interestings, their tracks, what they have eaten, their habitat, etc.	[P2] p. 15 Teach and educate people without them knowing, drip feed them knowledge.	Logging activity and things seen.				
[P6] p. 8 Believes rewilded spaces could be good for people n an urban enviroment.	[P1] p. 3 Rewilding is about leaving the planet alone and letting it heal but in some cases you have to give it what it needs in order to kick start the process.	[P1] pp. 3-4 Rewilding needs to be in conjunction with regenerative agriculture, reversing toxicities, and bringing water back into the enviroment.	[P1] p. 4 Rewilding is where nature based solutions were 5 years ago, but now they are being talked about.	Rewards and gamification.	Community focus and getting to know more people in the local area.	The focus should be around community and bringing people together and exposing them to nature, because if someone is not interested in rewilding then you cannot force them to be.					
P1] pp. 5-6 Rewilding needs to be done right and with the correct balance otherwise you can end up with an overpopulation of certain species.	[P1] pp. 5-6 The benefits of urban rewilding are that humans can reconnect with nature and understand its importance.	[P1] pp. 5-6 The greener you make a city the more you can reduce heat islands and the better of you are for global warming.	[P1] p. 6 We all yearn for a connect to nature and it can promote tourism and bring money into the economy.								
[P1] p. 6 Cids want to learn actively and be involved with nature rather than read endless amounts, based on a story he told about seaching at Yosemite.	[P1] p. 7 Believes that rewilding in urban areas would reduce the crime rate in the area.	[P1] p. 7 Over the next 5 to 10 years the interest in rewilding is going to grow and then another important area will be rewilding our oceans.	[P1] p. 8 Believes that technology is very important to the effort and it's primary purpose in the project should be to educate people.								
[P1] p. 9 Believes that indiginous beople and areas need to be protected and people should be taught about the people and places.	[P1] p. 10 Talked a lot about new processes of farming that reduce the impact upon the planet.	[P1] p. 11 Rewilding has been spoken about for years under different names by the likes of Bob Hawke.	[P1] p. 10 Technology can be used for good and bad, you have to be aware of it's impacts and it's strengths.								
[P1] p. 11 It's good that governments are recognising this now but awareness still needs to be raised and changes made within 15 years.	[P2] p. 2 Believes that currently rewilding is seen as this gentlemen hobby for the rich and will take time to become the cause that it should be.	[P2] pp. 2-3 How far back should rewilding go? And how far back can it go?	[P2] pp. 2-3 Baseline shifting syndrome, people only know the planet that they have seen in their lifetime they don't know what the previous generation had.								
[P2] pp. 4-5 Wants to be able to leave personalised notes for other people about who planted what and who has seen what animals.	[P2] p. 5 Rewilding is bringing back the benefits of the past, before nature was denuded, into the present.	[P2] p. 6 It is about having less management of nature and simply letting it do it's thing and doing less to the ecosystem than you were before.	[P2] pp. 9-10 Ecosystem services can provide a host of benefits to people and the planet if you look after the area, e.g., eco tourism, carbon sequestration, etc.					Ke			
[P2] pp. 10-11 The most important thing with urban rewilding is that people engage with it, they get the opportunity to go to green spaces and earn about rewilding.	[P2] p. 11 10% of the UK lives in London you want to influence them without driving up house prices or upsetting them.	[P2] p. 12 Does not believe that rewilding will reduce the crime rate in the area at all.	[P2] p. 12 Rewilding can massively help with flood prevention.					the category of "User" and t's sub categories that the data has been organized into. [Participant Number]	Orange headers describe the category of "Rewilding" and it's sub categories that the data has been organized into. [Participant Number]		
P2] p. 13 People are becoming liophobic and we need to something about that and reintroduce them to reen spaces.	People do not know a lot about rewilding but are empathetic to it.	Decreases in biodiversity make people empathetic and sad.	People only want to contribute to rewilding if it is easy and convenient to them.					Transcript Page Number Light gray notes describe a single observation, insight, concern, or requirement derived directly from the user interview research data.	Gray notes describe a single observation, nsight, concern, or requirement derived directly from the expert nterview research data.		
lo one has heard of the Vild Tolworth rewilding roject or the site that it is ocated on.	There is a clear divide between those who are interested in rewilding and those who aren't and this will be difficult to breach.	Urban rewilding has to be more about community and focus on bringing communities together, exposing them to nature, and hoping that they become involved in						cluster observation, a higher level observation, which is derived from a cluster of gray and light	Pink notes describe a specific overarching issue, dentified by the researcher by nvestigating the clusters and single observations.		