

&ULVLV 5HVSQRQVH 6WUDWHJ\ DQO
6XLWDELOLW\ \$ 3UHOLPLQDU\ 6WX

Noratika 0RKDPDG \$VKDUAza Maisha\$EDQJ \$KPDG Chairil
6DPDQL

'HSDUWPHQW RI &RPPXQLFDWLRQ JHDWHU &WFKLQVDFWLYHUV
0DOD\VLV 6DUDZNDPDUD.RWQ 0DOD\VLV

\$EVWUDFW WLPH RI FULVLV WKH RUJDQLVDWLRQ JHDWHU WDFV
FULVLV DFFRUGLQJ WR LW DQWVSWLRQ PVD\ VL
HIIRUW WR VXUYLYH LWV UHSXWDWLRQV GHPDJHV
VWUDWHJ\ &56 UHSTXUDWLRQV WKH FRQWU DOD\VLV
PRUHR ZLWK WKH JUHDWHU DQGDVSRUPHQRW XVH RI
WKH RUJDQLVDWLRQ LQ FULVLV WR SUHGLP IRXDVWR LW
SDSHU VWXGLHV WKH 0+ FULVLV DQGDVSRUPHQRW RI &RPP
&RPPXQLFDWLRQ 7KHFRUWR 6GLVFXWV WKH VXLWDELOLW
&56 DSSOLHG E\ 0DOD\VLV \$LUSHQHV 6\ VWHP
WKDW ZDV ZHUH H[SHULHQFHG E\ WRU RUKLDQLVDWLRQ
SDSHU WR LQYHVWLJDWH WKH FULVLV 56 SH V RI 0+
DSSOLHG E\ 0\$6 E\ FRQWHQW DQDO\VLQJ PHGLD VW
GLVVHPLQDWHG GLQHFWDLRQV WKH HERRNOGHUV RQ)
GXULQJ WKH ILUWV GHVXIOWKHXDVLPDWHVWLQJ RZ DQ
DQDO\VLV WR WKH FULVGVWVSHFLVDESSOLHG WK
E\ 0\$6 IRU WKDW PDWWHU

,QWURGXFWRQ

&ULVHV LPSOLFDWH UHSXWDWLRQV DQGDVSRUPHQRW RWEKDWK FDRQ
UHSXWDWLRQDO FKDOOHQJHV WR WKH FRULVLDQEDQWGLRQ
JUHDW H[WHQW ORVH WKH RUJDQLVDWLRQV E\ UHSTXUDWLRQ
LQ FULVLV 5HJDUGOHVV RIH WKH DOZIDJH DUSRSXME
HYHU\ RUJDQLVDWLRQRW RUDFHV DQW XDWLRQV

7KLV SDSHU SRVLWLRQV 6LWXDWLRQV &ULV\ &DP
IRXQGDWLRQ RI WKLV VWXG\ SDUULFXLODWOSHLQJ JDUK
RI FULVLV UHVSQRQV VWUDWHJLV &6W \$W DRUJODQF
UHSXWDWLRQ LV D YDOXHG UHVRXUFRIURW WULV 6&7UHD
WR SUHGLFW WKH UHSXWDWLRQDQGDVSRUPHQRW 56/6HW
SURWHFW UHSXWDWLRQDO DVVHVVHW@ZLQKWR \$WHS
DVVHVVLQJ WKH LQLWDO FULVLVWVSRQVWVHOEVLVW
DVVHVVLQJ WKH RWKHU WZR LQWKQVHIDLQJ FIDFWLRU
SULRU UHODWLRQV KLS UHSXWDWLRQWRKJVRIFULLVLV WK

&RUUHVSQRGLQJ DXWKRU PRQDUDWLNDK#XQLPDV P\

SULRU UHODWLRQVKLS UHSXWDWLRQWR DIOOGRZF DMKHH VRKJ
UHVSQRVLELELW\ WKDW LV SRVHONXSKROGEMU D Q S HUKFXM
UHDFWLRQ WR ZDQJ GAK HV RH JDUQLVLDWLRQ LWVHOI

5HVSQRVLELELW\ UHTXLUHV DFFRVLQMLDREQL QXWW DIOGGV ZH
DFWLRQ > @ \$IWHU D FULVLV QVVDWHRQLVQ LFU FVIXF LDF
VWDNHNKROGHUV LPPHGLDWHO\ 7KLV LV ZKHUH FULVLV
ZKDW WKH RUJDQLVDWLRQ LQ FUKMLVDMBFWDIQRZ GRVDMN
SHUFHLYH WKH RUJDQLVDWLRQ DVVZHO QWDDN WIKRIOFGHLLWL
WKH RUJDQLVDWLRQ LQ FULVLV FDQHGAXLHWUPELOHH WRLS
UHSXWDWLRQ +HQFH LQ RUGHU WRWU YHS DLIUHWWH DQHS
QHJDWLYH EHKDYLRXUDO LQWHQW LERQV XJHO DW HYXHO W&R
W\SHV 3DVV VWXGLHV FRQILUPV WKDW WY D VD Q 56 V&RFRZ P
FRFHUQ IRU YLFWLPV VWDNHNKROGHNLUQJSJUHFDWLMH WIKV
IRU WKH FULVLV > @ 7KHUHQWU MKRWX QG DQJWEDOW HV KQ
HVWDEOLVKLQJ D VXFFHVVIXO &56 W B HPSLQQ Q L Q H RVK HV KGH
VFRSH RI FULVH ZLW D B H X S R H Q

7KH RQOLQH HQYLURQPHQW WKURXJK PDRFDOLVH B QH
YLWDO SODWIRUPV XVHG E\ PDQ\ RQV D Q W R D X G Q H V W R V
WKDW LV PRVW DSSURSULDWH WR DMQIRQLD Q G B S X J H D W
3OXV UHVHDFK LQGLFDWHV WKDW D FULVLV ZHEVLWH
GXULQJ D FULVLV EHFDXVH LW LQ DQRWUHLVLP SDQVHG W
WKH VWRU\ > @ \$SDUW IURP ZHEV WVRXO G W QHR W HEQH LLJQV
WKDW DUH LPSOHPHQWHG WKURXJK PDRVFLDQ D B B X W M Q K K
LWV NH\ VWDNHNKROGHUV LV VWUFDW G B L F D Q O H Q P S B Q W D
RULHQWHG QDWXUH 6RFLDO PHGD D W LSRJHW HQRWWRHOSOR U W X
RI D FULVLV ZLWKRXW EHLQJ VXEMDQW HFGQ W RV M B X L G Q D Y
FULVHV DV SUDFWLFHG LQ WKH SUPHHVLP DPHGILD P R W Q Q
VHQGLQJ FDXWLRQV WR FRQGXFWWRL W Q D W L B Q D I O D E D N L H
QHWZRUNLQJ DELOLWLHV DQG WKW SUKRPLWIR W H D X Y H H P
PHGLD OLNH)DFHERRN DQ DSSURSPULDQLH DMWLRQ IRHVS B
EHQHILWV FULVLV FRPPXQLFDWLRQRILUQ DVQLFDVWL R G G LZL
FRQWURO RI WKH DXGLHQFH UHVSQRV B L W W R Z P L Q G W H V
1HYHUWKHOHVV WKLV SRLQWV WLR Q W K Q J W H L D W H W R H W
UHVSQRVH VR WKDW WKH &56 W D F O G L X S R Z Q W K W K H F U L V

0+ 0DOD\VLDQ \$LUOLQH 6\ VWHP 0\$6 DV D
&ULVLV

7KHUH LV VWLOO VKRUWDJH RI WKHRLVHVVV F D Q W W X I G
0DOD\VLDQ RUJDQLVDWLRQV GHV SFLWLVH WAK HV KHZV QFRVQD E
IRU WKH VWXG\ RI FULVLV WISH D Q G V & B B W X L W L D E L S O L R V L
LV WKH WUDJHG\ RHV O D O D K W L D O \$ L U O L Q H S W D D D I F F G I R I)
0+ IURP .XDOD /XPSXU 0DOD\VLD W R I % H L S I D Q V H Q K H Q Y
FUHZPHPEHUV KDG ULPSOLVFDWLVHFGQ VZK M W R D W K R Q Q V P R A K W H U
KLVWRU\ RI LWV HVWDEOLVKPHQWDI&H R Q W H I G W H S G \ V W W B N H O
DW VXFK ODUJH VFDQ ZKLFK LQ F O G H V W K H O D O D \ V L D
&RPLQJ IURP WKDW LW LV XQGHU W W K H Q G D E X G H W I K B W L
DQG &56 JLYHQ 0+ FULVLV LV DOWRHZH D P R Q Q R W Q Y D
DXGLHQFHV DW DQ LQWHUQDWLRQDOD V F M W L V Q T J N Q R L Z O K H
DUH QR NQRZQ HPSLULFDO VWXGLH & 56 S H L Q W D W H L D O J R U R J D V
HVSHFLDOO\ LQ 0DOD\VLD \$OWKRXJKV L S G Q L S L F O U H Q W H

Table 3. 66 & 7 & ULVLV 5HVSRQVLELQW\ YLFWLPH FUDQ B VD QFRX WLVNDVORRUM

, QIRUPLQJ DQG UHVSQRVLELQW\ YLFWLPH FUDQ B VD QFRX WLVNDVORRUM UHODWLRQV KLS UHSXWDWLRQ
9LFWLPDJH FDUW ERWK KHGUDW SDUULRORRQ FZHR USURGXFFW WDP S GLVDVWHUV DQG UXPRUV
'LPLQLV FSRQV M VWG DEWHX MHV VZLWFORL QHP DO DW WULEXW UHVSQRVLELQW\ S HSWLWIKUD WLVWFRUM R IDQLP RQDQ HJD WLY UHODWLRQV KLS UHSXWDWLRQ
'LPLQLV FSRQV M VWG DEWHX MHV VZLWFORL R Z DW WULEXWLRQV UHVSQRVLELQW\ KDFR LIGHQHWQRU QDWWRUZV RWWUDRGRD SRVLW SULRU UHODWLRQV KLS UHSXWDWLRQ
5HEXLOG FULWLVJUHVSQRVXHG VZLWFORL R Z DW WULEXWLRQV UHVSQRVLELQW\ DFFLGHQW FULQDV FURXVSDG Z IRWUKODH JDL UHODWLRQV KLS UHSXWDWLRQ
5HEXLOG FULWLVJUHVSQRVXHG VZLWFORL R Z DW WULEXWLRQV UHVSQRVLELQW\ SUHHYHQWODH VFRB USLWLRQV KLS VWRIS XWDWLR SRVVLEOH
0DLQWDLQ FRQWLVWBRQVHVQW WLVNDV GHQ\ FULVLV UHVSQRV HLWKHU WKH GLPLQLVK RU UHEXVGHWWURDMMK HHRVZILQD G U

5HVXOWV \$QDO\VLV DQG 'LVFXVVLRQ

& ULVLV & OXVWHUV DQG 7\SHV ([SHULHQFHG

%DVHG RQ WLP HOLQH RI WKLV VWXG\ W\K\UDHVZHPHQ WVR DFWXDO FDXVH RI WKH FULVLV WKH WLVNDVORRUM WHHQW VHRM VWDWHPHQWV E\ DQDO\VLQJ WKH DUBRHOJYGLXWWKDWV RI FULVLV WKDW 0+ ILWV LQWRUHW\DWHQJ DQ BWHQRQHWX FULVLV FOXVWHUV L H YLFWLP DFFLGHQWDO DQG SU 7KH ORZHVW FRXQW IRU W\SH RI FULVLV LQYROYLQJ 0 WKH 5XPRXU W\SH There has been speculation that the aircraft has landed at Nanming) 7KHUHIRUH 0\$6 GLG QRW HPSKDFLVHG W\K\UDLV GXULQJ WKH ILUVW GD\ RI WKH DFFLGHQWDO FULVLV 0+ LV IUDPHG DV D 7HFKQMalaysia Airlines Rediffers Flat Flight MH370 has lost contact with Subang Air Traffic Control XH WR WKH SKUDVH 3 7KLV WHFKQLFDO HUURU FRXOG FRQV\TXHQW D\HLQGLFD KDV QRW ORVW FRQWDFW MH370 was expected to land in Beijing FRQW at 6.30am the same day \$FFLGHQWDO FULVLV DOVR KLJK QJ KWV KXPdq OLYHV KHQFH XVXDOO W\SH RQV\TXHQW S who have activated their Search and Rescue team to locate the aircraft GHU WKH VD DFFLGHQWDO FOXVWHU WKHUH LV LQGLQF RQV\TXHQW F R\KDWI UHFHLYHG VWDNH RQV\TXHQW FODNL PRV Q E R U S B W L R Q J L understand/ everyone's concern/ on MH370 pax & crew \$V D SUHYHQWDEOH FULVLV WKH W\SH R\B B Q WMD W\SH B FDXVLQJ WKH... We have lost all contacts with flight MH370 E\ WDNLQJ QR RI WKH ZRUG 'ZH' +RZHYHU E\ S B D F L F J L Q H W Z R U D V 3WKH IOLJKW KDV ORVW FRQWDFWV ZIFW K L F D E D B U S R U D E PHQWLRQH G LQ WKH DFFLGHQWDO EOWH W\K\UDLV R D M [S O B H FDXVH DQG QDWXUH RI WKH FULWLVV L Q Z Q J W P R H W U S V L V 0+ LV WKH SUHYHQWDEOH FULVLV Z U F D Q V W D W L R Q D O F B

ZLWKRXXW , QMXULHV DQG 2UJDQLV D W G R F R D F X U V G I B M G Z L
 SRVVHV HTXDO Q X P E H H U H R D U F R K H U W V L Q W H U S U H W W K D W
 PHQWLRQV WKH SDVVHQJHUV D Q T E F i g h t h z s c a r y i n g a t a l l G L Q V
 number of 239 passengers and crew; 1. China – 152 infant; 2. Malaysia - 38 LQ
 ZKLFK VWDNHNKROGHUV DUH SXW D W F K U R L O R U L H F I D O I O H U E S
 RUJDQLVDWLRQ , W LV F K D O O H Q J R O W W R H G H I V Z H U P L Q G \ D
 LQMXULHV LQYROYHG ZLWKLQ W K F D Q W U P I S I H U D W F H G P H H Q S W
 UHJUHW WRZDUGV W O U T H O U G H N a n m i n g P r a y e s H a r e / w i t h a l l a f f e c t e d
 passengers/ and crew/ and their family members 2Q WKH RWKHU KDQG
 KLJKOLJKWLQJ WKH HIIR W e a r e w o r k i n g w i t h a u t h o r i t i e s / w h o h a v e
 activated their Search and Rescue team/ to locate the aircraft W K X V L Q G L F D W H
 RUJDQLVDWLRQ KDV SXW WKHVH V F K R I O R K I B E D O H L D Q G W H R
 XQFHUWDLQW\ 1HYHUWKHOHVV L Q H V G Z L W K B M F W W , Q M X W L
 EH LQWHUSUHWHG DV VXFK GXH W F R I W K K H D W D L F Q G I R F L D Q H R
 ZHUH LQMXULHV RFFXUULQJ ZLWKLQW W K D W D W H L R I O G D F U
 RUJDQLVDWLRQ QRW EHLQJ DEOH F U R L V L U R Y Q G W K W K V W D R
 RWKHU ZRUGV WKH IUDPL Q Y H U O W S S L Q W D D Q G P Y Q W X H Z H Q
 FULVLV W I S H

7KHUHIRUH WKH U H V S K U R F K H U Q M W K H J R U L R I V 6 W & S H % D V
 WKH FULVLV W I S H I U D P H G L Q W K H Q V L D M P R I Q V D W W R K H V
 KXPDQ LQMXULHV RI WKH VWDNHNK R V O I G H I R V J D Q I E R D W G R I Q Q
 GRZQ WKH GHWDLOHG LQIRUPDWLRQ Z R P W R D I X D H I H F K H L G
 DFFXUDWH GHVFUL SW I E R Q V I Q W K V D E Q L L E L H Q X P F R U V D B M Q X D C
 KXPDQ LQMXULHV SHUKDSV DQR W W M U W K D W L W L D U M \ S V W X
 DGGHG WR WKH WKHRU\

&56 \$SSOLHG D O G V X Z W D E & U L V L V 7 \ S H V

7KH ORZHVW FRXQW RI &56 D S \$ B L G H G \ E V W O S W
 VSHFLILFDOO\ 6FD S t e r e h a s b e e n s p e c i a l i z e d w i t h t h a t t h e a i r c r a f t h a s l a n d e d
 at Nanming; We are working to verify/ the authenticity of the report and other. H Q \
 VWUDWHJLHV VHHN WR HVWDEOL P R Y E B E O L V O L V Q I N D J H E H W
 RUJDQLVDWLRQ DQG WKH FULVLV Q R O V I Z Q Y R Q Y H V R L G R D Q
 QRW VXIIHU DQ\ GDPDJH IURP WKHX F R R Q V D Q G K B B I O R O U H Q J
 W I S H V W K D W D U H I U D P H G L Q W K P H V D W H W B E O H W K L V &
 5H V X O W V K R Z W K D W J O S Q X F E L O U V H V S I F L O P D F D O S 6 W K B G L
 VWUDWHJ\ -XVW M I L F D W L R Q P L O R V K F U L V L V U H V S R Q V H V
 VWDNHNKROGHUV WKDW 0+ FULVW O I S 6 Q R V Q F W E B G S R V Q
 WKH FULVLV RFFXUUHQFH > @ , D W K H J D O S S H K M Q W W (L F W X W
 WR FRQWURO WKH HYHQW E\ X M a l a y s i a W i r k i n e s c o n f i r m s t h a t 3 O R V W
 flight MH370 had lost contact/ with Subang Air Traffic Control at 2.40am, today
) X U W K H U P R U H W K H V H V W U D W H J L H Q \ W K I O S O S G H D Q I S Q W K K H
 D Q G K H O S 0 \$ 6 V W D N H N K R O G H U V V H H W K H F U L V L V L Q D C
 0 \$ 6 J H Q H U D O O \ X V H V - X V W L I L F D W Q R R L W H R Q K R Z W L L V V H F L P E
 RI WKH RUJDQLV D Y W G R I Q F & U K D G L F E G H I H - Q V G H L W I H F D W H L G R Q Q V W
 Flight MH370 was operated on a Boeing 777-200 aircraft the flight was piloted by
 Captain Zaharie Ahmad Shah, a Malaysian aged 53./ He has a total flying hours of
 18,365hours./ He joined Malaysia Airlines in 1981 2Q WKH JURXQG V W K D W 0 +
 D F F L G H Q W D O F U L V L V D Q G W K D W 0 \$ 6 H K M K H Q G Y L P U Q L D G E V
 D S S O L H G L V G H H F B G D L X L H G D E Q H D I E O H L W H P Q R

5HEXLOG VWUDWHJLHV KHOS DOWHULS JHDFH\$WVLRQV>
 RIIHULQJ UHDO RU V\PEROLF IRUPV The bird The Gill p... W LV &
 regular updates on the situation WR YLFWLPV DQG D VanMLQJWWLKH IDU IRRUF
 \$SRORLJ We deeply regret/ that we have lost all contacts with flight MH370
 VWUDWHJLHV DWWHPSW WR WDNH WKH IRFXV RII WKH I
 UHVSQRVH VWUDWHJLHV VKRXOGE KMLXRVHG RR U FLUWLWHV H
 SUHYHQWDEOH FULVHV > @ UHUBDGGWH RQ RKL SUUM SX WK
 VWXG\ DOWKRXXJK VXLWDEOH LQ WHIRPVURIE WHFK QLV FDD
 QRW VXLW WKH KLJK FRXQWV RI SUHYHQWDEOH FULVLV
 \$ VHFRRGDU\ W\SH RI UHVSQRVH KURHOV FRXQWV LV DVO
 VWDWHPHQWV DQDODWHGLQ ZKHOK Y\$QWPSIKJWILWLV BSK
 WKDW FDQ PDNH VWBNVHK RZLGHU V\$ \ESDVKRZLQJ HPSD
 VWDNHKROGHUV D We understand Every One's Concern/ In MH370 pax &
 crew./ We're accelerating/ every effort/ with relevant authorities/ to locate the aircraft
 7UXH HQRXJK WKLV VWUDWHJ\ GRBQ & \$DOOXIQW B EFO LZ
 WKDW 0+ LV IUDPHG DV PHQWLRQSGHFRBQWL MKH HDSIG
 UHVSQRVHV LQ WKH PHGLD VWDWHPHQWV
 ,Q WKH DVSHFW RI RYHUDOO VXLWDELOLWLSH RIL & 66 QJFM
 WKDW WKH KLJKHVW FRXQW IRU & 66 DSSOLWDEOGLZILQKV
 FRXQW RI FULVLV W\SH WKDW LVHYHDPWGELOH WFOH VPMBU D
 ZHLJKV PRUH RQ SULPDU\ & 56 SDUWHLEHODUHOV RQ GKRL
 EH DVVRFLDWHG PRUH ZLWK YLFWLPV DDFWLGPHQQWDO KF
 0+ DV D SUHYHQWDEOH FOXVWHU HDQGR XQKM UIRIUR WH
 VWUDWHJLHV ZKLFK FRPSULVHV RQ\ DFRXQWV RRU GR
 VWUDWHJLHV

&RQFOXVLRQ DQG 'LUHFWRQV

\$W D JODQFH UH\XOWLWKRZU LWKD WRKDDVO OF RPISWHMH
 FOXVWHUV PDLQO\ SUHYHQWDEOH LVQU DWHGXUG W\KHV
 VWDWHPHQWV WKH UHVHDFKHUV LGEDWLRV DVO WLEK
 FOXVWHUV 1HYHUWKHOHV DQDOWLWKRHUW KHV FD LORR
 GHVFULELQJ D FULVLV WKDW FULV LIX QEYHQWWDKDO
 SUHOLPLQDU\ VWXG\ LQ ZKLFK WKH FVRDQGHQWRV VDUH
 ZRUG V DQG DVHQBDBWH IUDPHVLV WKH FDXWHRRE HWKH
 D PDMRU IUDPH \$DUDKHVY WVKHUKND MLQGLGDWHBQRHQFD
 WKDW DV D PDMRU IUDPH WKH WSHG pRIQFUHLLW D LIG 07+L
 WKH UHSHWLWLRQ RI WKH SKUDRU pLQR GVM WFRQVLDLQJ D
 FULVLV 6&&7 KDV \HW DEOH WR FRW\SHR WKH UWBRV VL
 UHVHDFKHUV SURSRVH WZR GLUHLFWRRQDMRU PXWXDHH
 LQ 0+ & 56 WR GHWHUPLQH LWV XDWLPHDWHQGHSHWRPH
 PHGLD VWDWHPHQWV DQG H[SDQGLDGLM [DPRQDDQVR
 \$OVR WKLV VWXG\ ILQGV WKDW OFSVXWSORPHQHQRKHOV
 & 56 PDLQO\ LQ WHUPV RI MXVWLILVDFRDFEUQVGDWBN
 VHH LW DV D FRPSOHZKLFKDWKR DSKGSGQGDVFRNYHQGHV
 VXLWDELOLW\ RI RQFKUQLQLWVWVSHDFXORIVOVKRZ 5WKDV
 0+ LV DQDO\VG EDVHG RQ LWV HHVSHFWL&56 FULSOLM
 GHHPHG VXLWDEOH +RZHYHU ZKHQ WKH FULVLV LV DQ
 & 56 DSSOLHG LV IRXQG WR EH QRWVXLWDEOH DFRGEG
 DV D SUHYHQWDEOH FULVLV WGHWRZDUBVSDHEHGG
 YLFWLP FULVLV

\$V IDU DV WKH UHVHDUFKHUV NQRZTO BGRHW SRWWWW
WLPHIUDPH DVSHFW DV SDUW RI WKH UUL FRQWLG&H BV
VWDNHNKROGHUV 7DNLQJ LQWR DFFRXQW WKH WLPHIUD
JXLGHOLQHV RI &56 \$SDUW IURP WKH LEXWHOLQHD PWH
FRXOG DOVR IXUWKHU H[SORUH WKH RZR WKUHD DOL WLRQ HVDC
E\ WKH RUJDQLVDWLRQ 6LQFH 6&&7 ULV UR@WHW GK DJVP
VWDNHNKROGHUV WHQG WR VHDUFK JDRWL WKH DFG XVQH\ SRH
@ VWDNHNKROGHUV WRHUI DOFRG VPRKWL RYDQW WRZD
WKDW WKLV VWXG\ FDQ EH H[SDQGHG RIEWR DQ DQVW DQHP
ORRNQJ DW WKH VWDWHPHQWV UDWLRQDO RU HPI
FRPSDVVLRQ 7KLV FDQ FRQVHTXHSOOW EZDQGV VLVWJWV
UDWLRQDO RU HPRWLRQDO UHDFWLRQV R,W&58 DOMRV SU
ORRNQJ DW WKH VWDNHNKROGHUV DQVSHFWJERPPHQ
VWDNHNKROGHUV LQ HDFK RI WKH VWDWHPHQWV DPGLVQ
&56 HIIHFWLYHQHUV WKH RFXW KYWKRSW&56 DW@ ULEXWL
FULVLV FDKQLQJ SHUFHSWLRQGR RI WKH RFLDQ WKH
HIIHFW JHQHUDWNLG LG MFWRULWLV BV HIIHFWLYHQHV

5HIHWHQFHV

- : 7 &RRPEV &55 10
- : 7 &RRPEV 6 - +FOODGD\ 0&4
- % :HLQ Social Motivation, Justice, and the Moral Emotions: A Attributional Approach,
- : 7 &RRPEV 6 Responding to a Crisis: A Rhetorical Approach to Crisis Communication
- : 7 &RRPEV 6 Research on Emotion in Organizations: Volume 1: The Effect of Affect in Organizational Settings,
- \$ 3DQJ \$30(,
- 0 7D\ORU 0 / 33HQW 355
- %) /LX < -LQ / 25\$XVWLQ -355
- 6 0XNKHUMHH , -0, %6
- . .ULSSH Content Analysis: An Introduction to Its Methodology
- 5) % Content Analysis Reader
- 1 'UXFN 2DQ 3%
- \$ + &RRSHU (-35
- % :HLQ 91 35
- % :HLQ Attributional Theory of Motivation and Emotion,