

Assessing a hierarchical sustainable solid waste management structure with qualitative information: policy and regulations drive social impacts and stakeholder participation

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1 **Assessing hierarchical sustainable solid waste management structure in qualitative**
2 **information: policy and regulations drive social impacts and stakeholder participation**

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46

47 **Abstract**

48 Sustainable solid waste management (SSWM) is recently a complicated and ambiguous
49 problem due to urbanization, inequality, and economic growth. Hence, this study aims to
50 propose a SSWM attributes set and identify a causal model through linguistic preferences
51 by using a fuzzy decision-making trial and evaluation laboratory to simultaneously handle
52 the uncertainty and the interrelationships. The analytic network process is used to
53 compose the hierarchical structure to weight the aspects and criteria. Qualitative
54 information is transformed into crisp and comparable values to examine the causal
55 relationships between attributes and confirm the consistency between the theoretical
56 structure and industry phenomenal. The results indicate that policy and regulations,
57 stakeholder participation, and social impacts play essential roles in these causal
58 interrelationships. Political leadership in SSWM is required to drive stakeholder
59 participation and social impacts. Population growth and migration, institutional settings,
60 waste recycling and energy recovery, households, and private contractors are the main
61 criteria to improve SSWM in Vietnam. The theoretical and managerial implications are
62 discussed.

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65 **Keywords:** sustainable solid waste management; triple bottom line; solid waste
66 management; fuzzy set theory; decision-making trial and evaluation laboratory; analytic
67 network process

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89 **1. Introduction**

90 The failures of solid waste management (SWM) have resulted in resource loss, forcing
91 waste management authorities to adopt an approach that relies on emergency response
92 and confirming that purely technical and economic perspectives on waste management
93 can lead to critical social, ethical and political problems (Galante et al., 2010). The design
94 of the waste management system in Vietnam is also suffering from these hidden
95 problems. SWM currently cannot be considered a sustainable system because it
96 incorporates only economic and environmental perspectives (Heidari et al., 2019). Since
97 SWM is a complicated problem of urban expansion, inequality, economic development,
98 sociocultural issues, political and institutional attributes, and international impacts
99 (Marshall and Farahbakhsh, 2013); the sustainable solid waste management (SSWM) is
100 essential for all waste management stages, from planning to design, operation and
101 discharge. Further investigation is required to not only from the practitioners but also
102 from academician to improve performance and achieve the sustainability.

103 In the literature, SSWM attributes are assessed mainly from the perspectives of social
104 impact, economic benefits and environmental assessment (the triple bottom line - TBL)
105 (Diaz-Barriga-Fernandez et al., 2018; Mohammadi et al., 2019). Mirdar Harijani et al.
106 (2017) developed SSWM capabilities to balance the TBL perspective toward sustainability.
107 Ng et al. (2019) and Bui et al (2020a) proposed the SSWM assessment should be
108 conducted by using the benefits and effects of the TBL dimensions (triple bottom line,
109 TBL). However, there are fundamental difficulties still tackles the SSWM conflicting
110 substances (Heidari et al., 2019). Under existing arrangements, uncontrolled or unsuitable
111 SWM still results in serious problems that contribute to adverse human health impacts,
112 ecosystem destruction, biodiversity damage, environmental contamination, as well as
113 negative economic and social impacts (Sisto et al., 2017). The SSWM is now a rich
114 variation of interesting and challenging gap that needs to have deep mining. Edalatpour
115 et al. (2018) and Tsai et al. (2020a) suggested that the SSWM is approached using the
116 development of partnerships with other stakeholders to assess to environmental aspects
117 and economic benefits analysis. Bui et al. (2020b) argued that there is need for an
118 integrated approach and explored future trends for SSWM from national regulations and
119 political frameworks, suitable technology, and stakeholders' consciousness and
120 involvement. Thus, the policy and regulations, technical solutions and stakeholder
121 participation are further needed aside from the TBL to improve the SWM process by
122 shifting it toward sustainability.

123 Prior studies have presented SSWM decision-making problems in various ways.
124 Galante et al. (2010) noted that SSWM entails a high number of decision attributes. Arikan
125 et al. (2017) stated that SSWM system selection requires the involvement of both
126 qualitative and quantitative attributes. Yadav et al. (2017) claimed that SSWM is a
127 complexity issue related to the practical challenges arising from the high level of
128 uncertainty SSWM attributes association. In all SSWM situations, avoiding the uncertainty

129 inherent in waste management will result in unreliable decision-making (Gambella et al.,
130 2019). However, the aforementioned studies still neglect this gap, addressing the
131 interrelationships between the proposed attributes and linguistic preferences in the
132 decision-making process is required. This study adopts the fuzzy decision-making trial and
133 evaluation laboratory (DEMATEL) method as an approach to SSWM that goes beyond
134 experts' linguistic opinions. This study examines the causal relationships between
135 attributes using decision-makers' linguistic preferences; formerly, the qualitative
136 information is transformed into a quantitative crisp value for visual analysis (Tseng et al.,
137 2017). The analytic network process (ANP) is then employed to shape the hierarchical
138 framework by testing the consistency between the theoretical structure (aspects) and
139 industry phenomenal (criteria) (Bui et al., 2020a). The study objectives are as follows:

- 140 • To develop a SSWM attributes set in qualitative information for Vietnam.
- 141 • To identify a hierarchical structure using linguistic preferences.
- 142 • To present improvement criteria in practice.

143 This study provides a theoretical insights and practical guidelines for those
144 communities and organizations that want to achieve sustainable goals: (1) the theoretical
145 contribution is to identify and structure a SSWM attributes set and presents a hierarchical
146 model that extends current models and determine appropriate strategies for SWM to
147 achieve operational success; (2) practical guidelines are provided important implications
148 to the society, local communities, and relevant organizations and institutions in terms of
149 promoting diversion of waste management approaches for achieving sustainable goals.

150 The rest of this study is organized into five sections. The next section addresses the
151 literature, and both measurement attributes and methodological recommendations are
152 proposed. The next two sections present the proposed methods in more detail, followed
153 by the study results. The fourth section presents the implications. Finally, the limitations
154 and recommendations for future research are discussed in the conclusion.

155

156 **2. Literature Review**

157 This section addresses the SSWM details and the proposed attributes. The proposed
158 methods and measurements are also discussed.

159

160 **2.1. Sustainable solid waste management**

161 Sustainable consumption and production in connection with SSWM have been
162 subjected to extensive deliberation (Pires, 2011). Prior studies aim to assess SSWM
163 feasibility, considering causal attribution. Zurbrügg et al. (2012) defined SSWM as an
164 integrated management issue that involves the TBL perspective, policy and regulations,
165 and technical assessments to satisfy local demand and help to select the appropriate
166 waste management solution. Marino et al. (2016) discussed advancements in knowledge
167 that can be applied to relevant issues, such as the recovery of degraded areas, contraction,
168 regulation, fundraising via complex processes developed for effective economic
169 sustainability, the availability of landfills, and the logistics of integrating waste separation
170 and storage with social management to control the entire process, thus enhancing SSWM
171 performance. Growing awareness of both the SSWM short- and long-term effects has led

172 responsible authorities to focus significant attention on certain attributes of sustainability
173 (Heidari et al., 2019, Tsai et al, 2020b).

174 The importance of the SSWM is processed in all stages of generating, collecting, and
175 separating waste as well as in waste transportation, distribution, treatment and disposal
176 (Mohammadi et al., 2019). Pires et al. (2011) emphasize on regulatory factors and the
177 three different TBL perspectives to SSWM growth for better development strategies in
178 conformation to current standards and support future success. Generowicz et al. (2011)
179 proposed a probable scenario based on legal, technical, economic, ecological, and social
180 attributes to ensure that the appropriate attributes are selected for SSWM. Diaz-Barriga-
181 Fernandez et al. (2018) connected SSWM with the stakeholder approach. Fernando (2019)
182 noted that political provision is a prerequisite for achieving a radical revolution in waste
183 management. Heidari et al. (2019) showed how a cohesive utilization of technologies can
184 ensure sustainability. However, these components are still in the early stage of discussion
185 and identifying proper SSWM attributes and their interrelationships is a work in progress
186 (Henry et al., 2006, Fernando, 2019). This study aims to help create an environment
187 favorable to reducing and managing solid waste and support the essential drivers that to
188 achieve an SSWM system.

189

190 2.2. Proposed method

191 Arıkan et al. (2017) determined the appropriate solid waste disposal method using
192 three different multicriteria decision-making methods ranked by similarity to the ideal
193 solution: **technique for order of preference by similarity to ideal solution (TOPSIS)**, the
194 preference ranking organization method for enrichment evaluations, and fuzzy TOPSIS.
195 Ali et al. (2018) used the analytical hierarchy process and TOPSIS to decide among
196 different waste management alternatives. Kharat et al. (2019) applied the fuzzy Delphi
197 method, fuzzy analytical hierarchy process and fuzzy TOPSIS techniques to determine the
198 appropriate municipal solid waste treatment and disposal methods. Still, the
199 interrelationships among the complex SSWM attributes have not been fully clarified.
200 Studies using identification models of causal interrelationships among these attributes
201 are rare and incomprehensive.

202 This study proposes fuzzy DEMATEL to determine the key SSWM attributes and
203 explore the causal effects and interrelationships among the proposed attributes. Wu et
204 al. (2017) supported the transfer of mathematical computations to solve complex
205 problems among the attributes. Tseng et al. (2018) investigated the distribution of
206 attributes based on the identification of driving and dependent powers, which is a
207 comprehensive technique that can overcome complexity, categorize the attributes into
208 cause-and-effect groups, and offer visual analysis. However, this method has two
209 limitations (1) it is very complex to calculate a numerous comparison, (2) it is not suitable
210 for group valuation practice. Consequently, the evaluation results are not precise, the
211 more attributes involve the more complexity increases.

212 The study uses fuzzy DEMATEL - ANP method to validate SSWM hierarchical
213 framework. The ANP is employed to clarify the multifaceted interdependencies among
214 the attributes (Tseng et al., 2018). This technique is used to identify the criteria and
215 develop a hierarchical framework that help to this study constructs a consistency

216 framework (Bui et al., 2020a). Hence, by combining the advantages of ANP for handling
217 complex interactions and the virtues of DEMATEL for evaluating the attributes'
218 interrelationships and the consistency among them, the complexity problem is reduced
219 and the link between theory (aspects) and industrial phenomenal (criteria) is verified.
220 Tseng et al. (2019) proposed using a hierarchical structure to form a theoretical paradigm
221 to identify feasible measures for a causal sustainable product-service system. Bui et al.
222 (2020a) apply this combine method to construct the municipal solid waste management
223 capabilities hierarchical framework under uncertainty.

224

225 2.3. Proposed attributes

226 SSWM involves various environmental and socioeconomic aspects, and decision-
227 makers would be justified in using the proposed model to find suitable guidelines (Tsai et
228 al., 2020b). There is growing demand for SSWM approaches that identify the social,
229 cultural, political, and environmental scopes and include an extensive range of
230 stakeholders (Henry et al., 2006; Wilson, 2007; Zarate et al., 2008). However, prior studies
231 observe that waste management practices complicate regional policies and regulations
232 and reconstruct the pattern of worldwide sustainable progress (Pires et al., 2011). Hence,
233 this study proposes a hierarchical model that includes 6 aspects, covering the TBL
234 perspective, policy and regulations, technical solutions and stakeholder participation.

235 Environmental assessment (A1) is described as a set of interrelated circumstances
236 that convey effective and sustained transformation (Eawag/WSSCC, 2005). Cobbinah et
237 al. (2015) suggested that SWM emphasizes minimizing environmental consequences by
238 prioritizing prevention, reuse, recycling, and recovery over landfill discharge, all of which
239 are necessary to create a favorable environment for the improved management of solid
240 waste. Environmental processes may lead to sustainable utilization. However, the
241 attributes affecting environmental SSWM assessment lack environmental control and
242 evaluation systems in practice (Asase et al., 2009). Zurbrügg et al. (2012) argued that
243 health hazards have occurred, as uncontrolled discharge, impacts on the environment,
244 and the rehabilitation of the former dumping site. Moreover, there is global concern
245 about climate change, which is causing higher temperatures that result in more biowaste
246 degradation, leading to odor-control problems and resulting in pressure and advocacy
247 worldwide (Marshall and Farahbakhsh, 2013). In this complex environment, a favorable
248 solution to SWM is to implement better SSWM (Kharat et al., 2019).

249 Social impacts (A2) include involving societies and communities in changing their
250 consumption and disposal behavior to minimize solid waste, accompanied by including
251 them in the decision-making process (Al-Khateeb et al., 2017). The attributes presented
252 in social impact analysis include social welfare, public acceptance, social acceptability and
253 equity, cultural or heritage issues, population growth and migration (El-Naqa, 2005).
254 González-Torre and Adenso-Diaz (2005) reported that social impacts can encourage
255 communities to develop strong recycling habits. Sharholly et al. (2008) claimed that the
256 SSWM efficiency relies on the active contribution of both authorities and citizens;
257 therefore, the sociocultural aspects include people developing both community and
258 societal awareness. Ekere et al. (2009) proposed that public involvement in
259 environmental activities is required to develop better operational systems. According to

260 Marshall and Farahbakhsh (2013), social expectations about waste collection also depend
261 on waste composition and daily habits. Unfortunately, the sociocultural and economic
262 context influences waste composition and generation within populations. Some social
263 groups always dispose of waste in an appropriate manner, while others routinely consider
264 the street to be an appropriate disposal location (Wilson, 2007). Therefore, it is necessary
265 to include these social impacts in any analysis of the multidimensional qualitative and
266 strategic characteristics of SWM.

267 Economic benefits (A3) have also drawn attention to SSWM systems (Henry et al. 2006;
268 Al-Khateeb et al., 2017; Arıkan et al., 2017). McDougall et al. (2001) suggested that a
269 flexible cohesive system is necessary to reduce environmental impacts and drive costs
270 while also allowing for continuous improvement based on economic advantages. Henry
271 et al. (2006) and Sharholy et al. (2008) noted the role of financial support in recycling
272 improvement, infrastructure, awareness, transportation, buy-back centers and
273 organizations. Financial support from the government, the interest of local authorities in
274 waste management, the involvement of service users and the appropriate management
275 of funds all help modernize sustainable systems (Guerrero et al., 2013). However, SWM
276 fails to be sustainable due to its financial attributes. Pokhrel and Viraraghavan (2005)
277 noted that deficient financial support limits the safety of waste disposal in well-furnished
278 and engineered landfills. Sujauddin et al. (2008) observed that a lack of funding, limited
279 resources, service users' refusal to pay for service and the absence of suitable economic
280 instructions have disadvantaged the delivery of proper SWM services, which require vast
281 expenditures. The rising costs of land in surrounding areas make it increasingly difficult to
282 site landfills, and transportation costs are a major obstacle to placing landfills in distant
283 locations (Memon, 2010). Under financial difficulties, additional problems complicate the
284 conditions of institutional technology and make it more difficult to provide SSWM services
285 at either the national or local levels of government (UN-Habitat, 2010).

286 Accordingly, SSWM could achieve its expected outcomes through stable policy and
287 regulations (A4) (Khatib, 2011). Visvanathan (2006) emphasized that policy and
288 regulations are essential to ensure the practicable SSWM regulatory enforcement. It is
289 essential to delineate proper SSWM strategy through a forthright, explicit, and legal
290 regulatory outline, with functioning inspections and applicable procedures at both the
291 national and local levels. National and international regulations for SSWM are increasing,
292 and consumers' attitudes toward environmental protection are rapidly changing (Niziolek
293 et al., 2017). Zhang et al. (2014) argued that appropriate policies could moderate the
294 negative effects of natural resource reduction and environmental deterioration toward
295 waste dumping procedures, storage control, and the distribution processes. In addition,
296 institutional features also contribute to existing and upcoming legislation while also
297 extending its enforcement (Zurbrügg, 2012). Still, there is little political and public
298 awareness of environmental concerns, and although this phenomenon is starting to
299 change, the implementation tends to be weak. A lack of attention to a comprehensive
300 national SWM policy has caused major negative environmental consequences (Fernando,
301 2019). SSWM policies and regulations often require the closure or phasing out of
302 unregulated disposal sites (Wilson, 2007). Successful solid waste policy enforcement

303 relies on the planning ability and management efficiency of public services (Marino et al.,
304 2018).

305 Waste management is a complex issue that requires appropriate technical solutions,
306 adequate administrative capacity, and cooperation across a wide range of stakeholders
307 (Zarate et al., 2008). To achieve such goals, Diaz et al. (2018) suggested that the
308 technological aspects (A5) should be analyzed because they are interrelated with other
309 attributes and developments that often influence practices and activities. The literature
310 suggests that technical attributes are related to the technical skills among individuals
311 within communities and responsible authorities (Henry et al., 2006). Thus, facilities,
312 infrastructure, waste treatment technologies and reliable information and knowledge,
313 are important. These attributes act as keys to SWM systems and should thus be included
314 in the process of upgrading facilities or services (Zurbrügg et al., 2012). New and existing
315 technologies and administrative strategies have been used to improve waste
316 management quality to meet future sustainability goals (Pires et al., 2011). However,
317 SSWM could be affected by the high complexity of technical, scientific, and managerial
318 characteristics under extreme uncertainty, and conflicting costs, benefits (Marshall and
319 Farahbakhsh, 2013, Bui et al., 2020b). Selecting the appropriate technology for SWM is
320 associated with social and environmental perceptions. Treatment and disposal can help
321 to pursue sustainability (Kharat et al., 2019).

322 Stakeholder participation (A6) could increase access to related local knowledge that
323 might otherwise be unexploited, and this information could result in practical benefits
324 (Vučijak et al., 2016). Stakeholders are identified as people or organizations interesting in
325 adequate waste management, such as national and local governments, non-
326 governmental organizations (NGOs), households, private service providers, and so on
327 (Sujauddin et al., 2008; Guerrero et al., 2013). Minghua et al. (2009) argued that to
328 increase recycling rates, markets for recycled materials should be encouraged among
329 stakeholders. However, they are likely to express diverse standpoints at different scales,
330 and the range of scenarios could lead to conflicts among stakeholders. Zurbrügg et al.
331 (2012) noted a wide range of involved stakeholders in addition to various elements of
332 waste systems in the interactions among the numerous forces affecting the environment.
333 Hence, appropriate interactions between the stakeholders lead to a better solution for
334 SSWM to advance sustainability by offering the better services required by the population
335 (Pires et al., 2011). Effective administration for solving waste problems and the
336 participation of involved stakeholders, such as the public, in the decision-making process
337 are the main paths to SSWM (Tsai et al., 2020a).

338 The attributes include 6 aspects and 32 criteria measured in this study are given in
339 Table 1.

Table 1. Aspects and criteria

Aspects	Criteria	References
A1 Environmental assessment	C1 Environmental health hazards	Wilson, 2007; Memon, 2010; UN-HABITAT, 2010; Pires et al., 2011; Marshall and Farahbakhsh, 2013; Zhang et al., 2014; Arkan et al., 2017; Heidari et al., 2019, Mohammadi et al., 2019.
	C2 Environmental risk	
	C3 Emission limitation	
	C4 Climate change	
	C5 Natural resources consumption	
A2 Social impacts	C6 Social welfare	Hernandez and Martin-Cejas, 2005, El-Naqa, 2005; Henry et al., 2006; Marshall and Farahbakhsh, 2013; Pires et al., 2011; Zurbrügg et al.; 2012; Kharat et al.; 2018.
	C7 Social acceptability and equity	
	C8 Cultural or heritage issues	
	C9 Population growth and migration	
	C10 Public awareness	
	C11 Social interaction	
A3 Economic benefits	C12 Financial mechanisms	Henry et al., 2006; Marshall et al., 2013; Guerrero et al., 2013; Vučijak et al., 2016; Arkan et al., 2017.
	C13 Financial resources	
	C14 Equipment availability	
	C15 Operation cost	
	C16 Institutional setting	
A4 Policy and Regulatory	C17 National and international regulation	Wilson, 2007; UN-HABITAT, 2010, Marshall and Farahbakhsh, 2013; Niziolek et al., 2017; Mohammadi et al., 2019.
	C18 Future legislation	
	C19 Existing regulatory framework	
	C20 Generation and separation	
A5 Technical solutions	C21 Waste inventory	Henry et al., 2006; Pires et al., 2011; Guerrero et al., 2013; Zhang et al., 2014; Tsai et al., 2020b; Arkan et al., 2017; Mohammadi et al., 2019.
	C22 Treatment technologies	
	C23 Waste recycling and energy recovery	
	C24 Collection, transfer and transport	
	C25 Final Disposal	
	C26 Local technical knowledge	
	C27 Local infrastructure and equipment	
A6 Stakeholders' participation	C28 Local authorities	Pires et al., 2011; Sujaudain et al., 2008; Ekere et al., 2009; UN-Habitat, 2010; Tsai et al., 2020a; Guerrero et al., 2013.
	C29 Households	
	C30 National government	
	C31 Non-government organization	
	C32 Private contractors	

3. Method

This section clearly explains the fuzzy DEMATEL and ANP method used in this study. The SWM situation in Vietnam is also discussed.

3.1. Study background

In recent years, the population growth along with socio-economic development has increased the demand for consumption of goods, materials and energy, increased the generation of solid waste. According to the Vietnam Center for Environmental Monitoring Portal (2018), the amount of urban solid waste produced annually in Vietnam is 11.5 million tons, which is reach 30 million tons in 2020 and 40 million tons in 2025. Waste management has become one of the most expensive urban services in this developing country since the cost of waste disposal accounts for 20-50% of the cost of local governments' budget while gaining no profit or value back from the process. The increasing of these complex components has made it difficult for SSWM in Vietnam.

Solid waste in Vietnam is treated in three forms: burning, burying and producing compost. However, both solutions are showing limitations and have not resolved thoroughly the SSWM problem. The current technology is not suitable for solid waste in Vietnam (not yet classified at source, solid waste has low value) causing environmental pollution, consuming a lot of land fund, not taking advantage of solid waste capable of recycling, reuse. Most social organizations have only implemented the contents of propaganda with low awareness of the community, organizing waste collection. There is no policy to support waste management activities yet and environmental service organizations are not capable enough to effectively handle waste management issues. As one of the most discharging waste countries, there is significant for Vietnam to improve its SWM level to become more sustainable.

Hence, by examining the interrelationship among SWM attribute, this study could help the practitioners achieve higher performance in SSWM. A set of attributes is developed from the literature, adhere questionnaire for the linguistic evaluation based on a group of 12 experts included 5 experts from academia, 4 experts from industry and three from government sectors with more than 10 years of extensive SWM experience in Vietnam. The study applied face to face interview to enhance the reliability of the data source and confirmed the expert validity. The experts were questioned to confirm whether the attributes are valid for SSWM in the country then fill in their evaluation questionnaires. Once more than 75% of the expert agree with the attribute, it is considered to be valid and reliable (Chang et al., 2011).

3.2. Fuzzy DEMATEL

The proposed method aggregates the defuzzification of fuzzy numbers to translate human judgments into fuzzy linguistic variables. Based on the application of fuzzy set theory, crisp values are generated from fuzzy numbers using defuzzification. According to Opricovic & Tzeng (2004), the fuzzy minimum and maximum numbers transform the fuzzy data into crisp values to determine the left and right values. Then, the weighted average based on fuzzy membership functions $\tilde{d}_{ij}^k = (\tilde{d}_{1ij}^k, \tilde{d}_{2ij}^k, \tilde{d}_{3ij}^k)$ is employed to compute the total weighted values. The crisp value is custom in the total direct relation matrix. The

386 DEMATEL offers a visualized diagram for addressing the analytical results, and the
 387 problems are simplified. The attributes are categorized into cause and effect groups to
 388 portray their interrelationships and the influential effects among the groups. These
 389 groups provide a better assessment that can be used to structure the interrelationship
 390 among the attributes. Hence, DEMATEL efficiently solves complicated interrelationship
 391 problems (Gabus & Fontela, 1972; Wang & Chuu, 2004).

392 The interrelationships between cause and effect attributes are converted by the
 393 DEMATEL. If a system is collected to a set of attributes, $F = \{f_1, f_2, f_3, \dots, f_n\}$, particular
 394 pairwise interrelations are used to model the mathematical relationships. The analytical
 395 procedures are as follow:

396

397 *Step 1: Obtaining the crisp values and aggregating these values*

398 The comparison scale is designed using five linguistic preferences: 1 (no influence),
 399 2 (very low influence), 3 (low influence), 4 (high influence) and 5 (very high influence) (see
 400 Table 2) to calculate the fuzzy direct relation matrix between attributes. Assume that
 401 there are k members in the decision group. Then, make the assessment \tilde{d}_{ij}^k , which
 402 denotes the fuzzy weight of the i^{th} attribute affecting the j^{th} attribute assessed by the
 403 k^{th} evaluator.

405

Table 2. Triangular fuzzy numbers (TFNs) linguistic scale

Scale	Linguistic variable	Corresponding TFNs
1	No influence	(0.0, 0.1, 0.3)
2	Very low influence	(0.1, 0.3, 0.5)
3	Low influence	(0.3, 0.5, 0.7)
4	High influence	(0.5, 0.7, 0.9)
5	Very high influence	(0.7, 0.9, 1.0)

406

407 Normalizing the corresponding fuzzy numbers,

$$408 \quad F = (f\tilde{d}_{1ij}^k, f\tilde{d}_{2ij}^k, f\tilde{d}_{3ij}^k) = \left[\frac{(d_{1ij}^k - \text{mind}_{1ij}^k)}{\Delta}, \frac{(d_{2ij}^k - \text{mind}_{2ij}^k)}{\Delta}, \frac{(d_{3ij}^k - \text{mind}_{3ij}^k)}{\Delta} \right] \quad (1)$$

409 where $\Delta = \max d_{3ij}^k - \min d_{1ij}^k$

410

411 Computing the left (lv) and right (rv) normalized values,

$$412 \quad (lv_{ij}^k, rv_{ij}^k) = \left[\frac{(f d_{2ij}^k)}{(1 + f d_{2ij}^k - f d_{1ij}^k)}, \frac{(f d_{3ij}^k)}{(1 + f d_{3ij}^k - f d_{2ij}^k)} \right] \quad (2)$$

413

414 Gathering the total normalized crisp value (cv),

$$415 \quad cv_{ij}^k = \frac{[lv_{ij}^k(1 - lv_{ij}^k) + (rv_{ij}^k)^2]}{(1 - lv_{ij}^k + rv_{ij}^k)} \quad (3)$$

416 The synthetic value notation \tilde{d}_{ij}^k was adopted to aggregate the subjective judgment for k
 417 evaluators.

$$418 \quad \tilde{d}_{ij}^k = \frac{(cv_{ij}^1 + cv_{ij}^2 + cv_{ij}^3 + \dots + cv_{ij}^k)}{k} \quad (4)$$

419

420 *Step 2: Arranging the pairwise comparisons into the initial direct relation matrix*

421 The initial direct relation matrix (IM) is a $n \times n$ matrix acquired by pairwise
 422 comparisons. In this matrix, \tilde{a}_{ij}^k is signified as the level at which attribute i affects
 423 attribute j , which can be modified as $IM = [\tilde{a}_{ij}^k]_{n \times n}$.

424

425 *Step 3: Generating the normalized direct relation matrix*

426 The normalized direct relation matrix (U) is created using the following equations.

$$U = \tau \otimes IM$$

$$427 \quad \tau = \frac{1}{\max_{1 \leq i \leq k} \sum_{j=1}^k \tilde{a}_{ij}^k} \quad (5)$$

428

429 *Step 4: Attaining the total interrelationship matrix*

430 From the normalized direct relation matrix, the total interrelationship matrix (W)
 431 is obtained with the equation below.

$$432 \quad W = U(I - U)^{-1} \quad (6)$$

433 where W refers to $[w_{ij}]_{n \times n}$ $i, j = 1, 2, \dots, n$

434

435 *Step 5: Mapping the causal interrelationships diagram*

436 The driving power (α) and dependence power (β) are gathered from the total
 437 value of the rows and columns in the total relation matrix by applying the following
 438 equations.

$$439 \quad \alpha = [\sum_{i=1}^n w_{ij}]_{n \times n} = [w_i]_{n \times 1} \quad (7)$$

$$440 \quad \beta = [\sum_{j=1}^n w_{ij}]_{n \times n} = [w_j]_{1 \times n} \quad (8)$$

441 Subsequently, the diagram of causal interrelationships can be drawn by positioning
 442 the attributes adopting the organization of $(\alpha + \beta)$, $(\alpha - \beta)$. By plotting $[(\alpha + \beta), (\alpha - \beta)]$
 443 on the horizontal and vertical axes, a cause and effect diagram is mapped. $(\alpha + \beta)$
 444 represents the importance of attributes, indicating that the higher the value of $(\alpha + \beta)$
 445 is, the more important the attribute function. $(\alpha - \beta)$ helps organize the attributes into
 446 cause and effect groups based on whether it is positive or negative.

447

448 3.3. Analytic network process

449 The ANP integrates the interrelationships between aspects and criteria into a
 450 hierarchical supermatrix to calculate the attributes' convergent weights that illustrating
 451 the interdependence among the framework (Saaty, 2001). Unlimited supermatrix P
 452 is developed from the DEMATEL, and the limited weighted supermatrix P^* is assimilated by
 453 adopting the following equation:

$$454 \quad P^* = \lim_{n \rightarrow \infty} P^n \quad (9)$$

455

456 4. Empirical Results

458 This section presents the data analysis process and results.

460 4.1. Fuzzy DEMATEL results

461 The experts' assessments of the interrelationships among the various aspects are
 obtainable in linguistic scales ranging from "no influence" to "very high influence", as

462 shown in Table 2. The empirical data are translated into triangular fuzzy numbers; an
 463 example is specified in Appendix A.
 464

465 The triangular fuzzy numbers are then normalized into crisp values, which retain
 466 incomparable and incomputable characteristics using equations (1)-(4). The proposed
 467 processes are required to handle these vague denotations as specific crisp values (shown
 in Appendix B).

468 Once the crisp values are obtained, these values are placed into an interrelationship
 469 matrix and aspect grouping of equation (5)-(6). The DEMATEL is used to inspect the
 470 interrelationships and the driving and dependent powers through a cause and effect
 471 diagram. The interrelationship matrix has 6 aspects: environmental assessment (A1),
 472 social impacts (A2), economic benefits (A3), policy and regulations (A4), technical
 473 solutions (A5) and stakeholder participation (A6). This matrix is transformed into causal
 474 interrelationships, as shown in Table 3. α is the total value of rows, and β presents the
 475 total value of columns. If $\alpha - \beta$ is a positive value, aspects are classified as cause groups;
 476 otherwise, they belong to effect groups. A cause and effect diagram is then generated by
 477 mapping the dataset on $[(\alpha + \beta), (\alpha - \beta)]$.
 478

479 Table 3. Inter-relationship matrix and cause-and-effect inter-relationship among
 480 aspects.

	A1	A2	A3	A4	A5	A6	α	β	$\alpha + \beta$	$\alpha - \beta$
A1	3.816	3.996	3.773	3.948	3.715	3.931	23.180	22.288	45.468	0.892
A2	3.846	4.132	3.881	4.057	3.780	4.056	23.752	23.657	47.409	0.095
A3	3.493	3.717	3.590	3.681	3.480	3.642	21.603	22.439	44.042	(0.835)
A4	3.890	4.127	3.896	4.122	3.850	4.036	23.921	23.459	47.380	0.462
A5	3.424	3.620	3.451	3.633	3.482	3.606	21.217	22.060	43.276	(0.843)
A6	3.819	4.065	3.847	4.017	3.752	4.036	23.536	23.308	46.844	0.229

481 The cause and effect diagram is mapped. Figure 1 shows that (A1), (A2), (A4) and (A6)
 482 belong to the cause group, whereas the effect group includes (A3) and (A5). Specifically,
 483 the 3 aspects of social impacts (A2), policy and regulations (A4) and stakeholder
 484 participation (A6) are the main aspects influencing SSWM. The interrelationships
 485 between these 3 aspects have the strongest impact on each other. Policy and regulations
 486 and stakeholder participation have a strong effect on social impacts, and policy and
 487 regulations have a moderate effect on stakeholder participation. Although the
 488 environment has a moderate effect on social impacts and a weak effect on policy and
 489 regulations and stakeholder participation, this aspect is still an important SSWM attribute
 490 due to the highest moderate effect value in the model. Furthermore, policy and
 491 regulations are the cause of economic benefits and technical solutions, while social
 492 impacts have a weak effect on economic benefits.
 493
 494

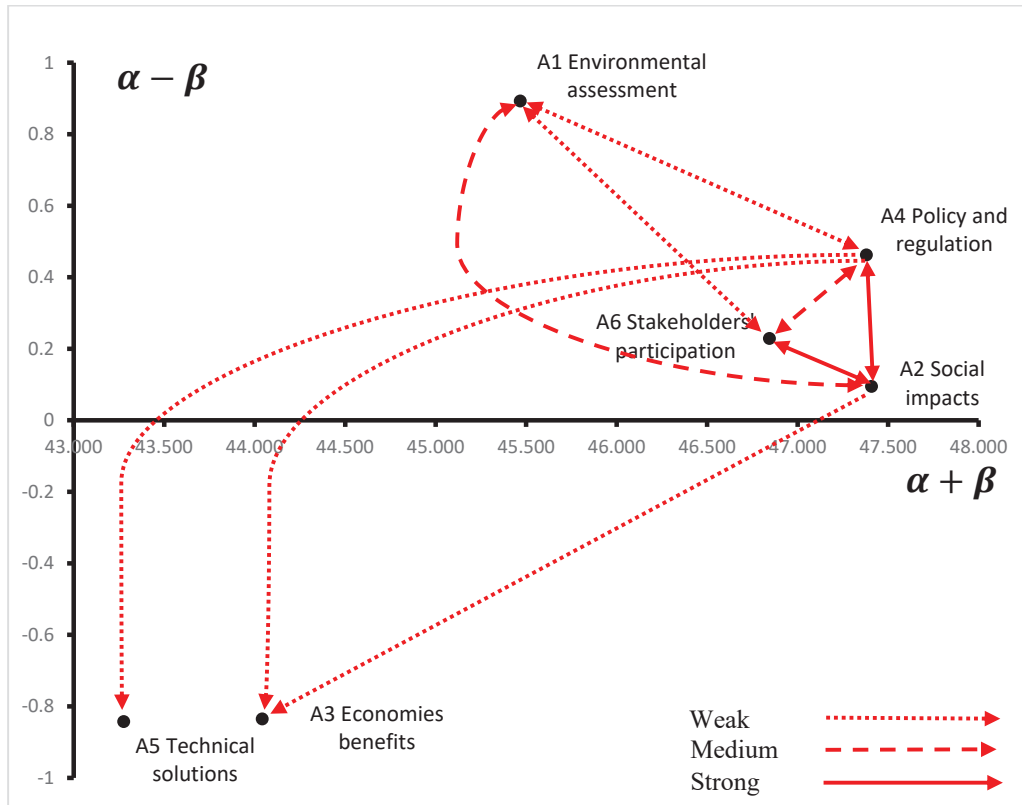


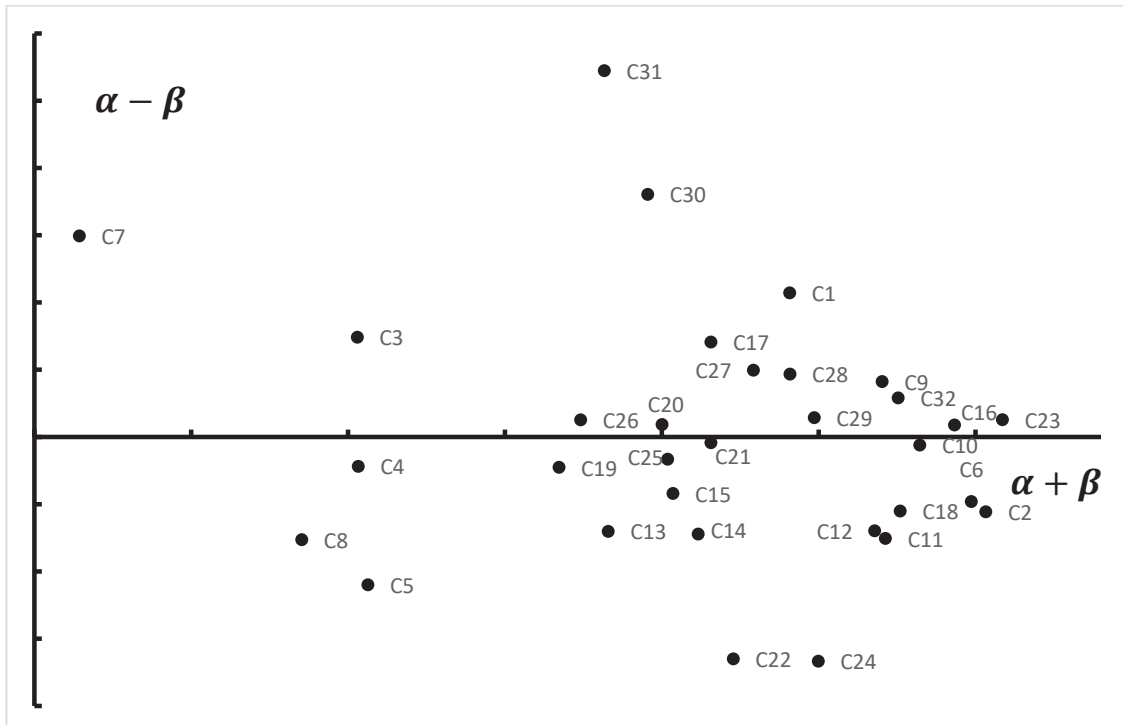
Figure 1. Cause-and-effect diagram for aspects

Repeating the above process, the crisp values and the total interrelationship matrix for the criteria are obtained in Appendix C and Appendix D. Table 4 presents the cause and effect interrelationships among the criteria. The cause and effect diagram is generated in Figure 2. The results show that C1, C3, C7, C9, C16, C17, C20, C23, C26, C27, C28, C29, C30, C31, and C31 are the cause criteria and that C2, C4, C5, C6, C9, C10, C11, C12, C13, C14, C15, C18, C19, C21, C22, C24, and C25 belong to the affected group. Population growth and migration (C9), institutional setting (C16), waste recycling and energy recovery (C23), household (C29), and private contractors (32) have the highest importance in the cause group.

519 Table 4. Cause-and-effect inter-relationship among criteria.

	α	β	$\alpha + \beta$	$\alpha - \beta$
C1	9.443	8.372	17.815	1.071
C2	9.255	9.811	19.066	(0.557)
C3	7.900	7.159	15.059	0.742
C4	7.423	7.642	15.065	(0.219)
C5	7.014	8.113	15.127	(1.100)
C6	9.247	9.727	18.974	(0.480)
C7	7.391	5.896	13.287	1.495
C8	6.971	7.734	14.705	(0.764)
C9	9.408	8.997	18.405	0.411
C10	9.292	9.353	18.645	(0.061)
C11	8.836	9.591	18.426	(0.755)
C12	8.830	9.528	18.358	(0.698)
C13	7.979	8.681	16.659	(0.702)
C14	8.255	8.978	17.233	(0.723)
C15	8.325	8.746	17.071	(0.420)
C16	9.477	9.389	18.867	0.088
C17	9.009	8.304	17.314	0.705
C18	8.984	9.536	18.520	(0.551)
C19	8.059	8.286	16.345	(0.227)
C20	8.547	8.455	17.002	0.092
C21	8.636	8.678	17.314	(0.043)
C22	7.903	9.553	17.456	(1.650)
C23	9.650	9.522	19.172	0.128
C24	8.165	9.833	17.998	(1.668)
C25	8.436	8.602	17.038	(0.166)
C26	8.305	8.178	16.483	0.127
C27	9.040	8.544	17.584	0.496
C28	9.142	8.676	17.818	0.467
C29	9.058	8.915	17.973	0.143
C30	9.357	7.554	16.911	1.803
C31	9.679	6.955	16.634	2.723
C32	9.399	9.109	18.508	0.291

520



521
522 Figure 2. Causal diagram for criteria

523
524 **4.2. Analytic network process results**

525 The total interrelationship matrix of the aspects and criteria is assimilated into the
526 unlimited supermatrix as the self-feedback relationships in the hierarchical and
527 interdependence supermatrix, presented in Appendix E. The convergent limited
528 supermatrix is generated using Equation (9) to show the aspect and criteria weight
529 ranking, shown in Table 5. The results show that social impacts (A2) is ranked first in terms
530 of priority, followed by environmental assessment (A1), policy and regulation (A4), and
531 stakeholders' participation (A6), which are ranked second, third, and fourth. Technical
532 solution (A5) and economies benefits (A3) rank at the bottom of the framework. This
533 process addressed the consistency of the aspects during the analysis using the DEMATEL
534 method and confirmed the validity and reliability of the hierarchical framework proposed
535

540 **5. Implications**

541 The theoretical and managerial implications are discussed in this section.

542 5.1. Theoretical implications

543 This study contributes to the literature by providing theoretical insights into the causal
544 SSWM aspects. The results indicated that policy and regulations (A4), stakeholder
545 participation (A6) and social impacts (A2) are important SSWM aspects. The policy and
546 regulations aspect, in particular, has an effect on the other aspects.

547 This study found that policy and regulations play a significant role in driving SSWM
548 performance. The aspect is presented as the foundation for managing, processing and
549 disposing of garbage in a civilized manner in any context. This result suggests that policy
550 and regulations are causal aspects because they affect all aspects of the model. This
551 confirmed that political support is a required attribute for achieving the fundamental
552 modification of waste management systems (Fernando, 2019), and contributes to the
553 feasible SSWM regulatory execution (Visvanathan, 2006). Improving the political aspect
554 can foster better performance not only because it encourages stakeholder participation
555 and social impacts but also because it drives the economic and technical aspects, thus
556 improving environmental performance. SSWM requires awareness and implementation
557 to accelerate economic benefits and technical solutions. This finding suggests that
558 awareness and investment in a closed chain should be increased, starting with promoting
559 policy and regulations and moving on to processing waste management. Orientations and
560 solutions as well as mechanisms for implementing the law to achieve sustainable
561 development are proposed.

562 Stakeholder participation generally refers to citizens who are interested in SSWM.
563 These citizens tend to be responsible for the cleanliness of an area and are residents or
564 households who use SSWM services. This result highlights the interrelationship between
565 multiple stakeholder participation in SSWM and aspects of policies, regulations and social
566 impacts. Stakeholders have different roles and interests in relation to waste management
567 and the need to be identified in the local context as well as according to their interests,
568 which could motivate them to cooperate toward a common purpose and thereby improve
569 waste management performance. This aspect offers rich knowledge for the local system,
570 which in turn offers more pragmatic benefits for implementing plans to improve water
571 quality, people's lives, and education and to share knowledge about environmental
572 protection and sustainability (Vučijak et al., 2016; Tsai et al., 2020a). Stakeholders who
573 share the same social and geographic context may be bound together for reasons other
574 than solid waste. This approach aims to achieve collaboration among stakeholders and
575 provides effective solutions to solve social and environmental problems to develop the
576 economy and build a strong, sustainable community.

577 Social impact is a SSWM major cause and is interrelated with environmental
578 assessment, policy and regulations, stakeholder participation and economic benefits. The
579 results also confirm the involvement of decision-making processes ranging from society-
580 wide to community involvement in consumption and discharge behavior to minimize solid
581 waste volume (Al-Khateeb et al., 2017, Tsai et al., 2020b). SSWM attempts to include
582 social trends in the emergence of lifestyle changes, as the potential to change behavior
583 and attitudes in society is critical. For example, social expectations about waste collection

584 depend on waste composition and on the population's cooking and eating habits
585 (Marshall and Farahbakhsh, 2013). Hence, defining social goals and priorities in the waste
586 management field and mobilizing the public to support SSWM are essential for
587 sustainable development. This study argues that the social impact aspect is important for
588 creating an environmental culture at the local and government levels. Enhancing and
589 improving social impacts is presented as an urgent need for SSWM. Innovative
590 approaches are encouraged for raising community and public awareness, increasing
591 support for developing innovative ideas in waste management, expanding public
592 involvement in planning, applications and operational systems for collecting waste with
593 the goal of raising awareness, changing public behavior, and offering training on waste
594 management for the community to create concrete initiatives and actions toward
595 sustainable development.

596 **Although the environment has moderate effects on social impacts and weak effects**
597 **on policy and regulations and stakeholder participation, it has moderate value in the**
598 **model. The results state that environmental assessment is still a low priority in policies**
599 **and that social aspects and enforcement tend to be weak, although regulations often**
600 **require closure (Wilson, 2007). This aspect is a vital attribute of SWM systems and serves**
601 **as a goal and one of the basic attributes of sustainable development.** The current
602 environment is similar to a huge landfill that receives large amounts of pollution from
603 daily human life. If there is no timely treatment, this waste source will be the main cause
604 of pollution problems. Hence, environmental assessment is required to enhance
605 performance to keep the environment clean, ensure an ecological balance, prevent and
606 overcome the negative consequences caused by people, and rationally exploit and use
607 natural resources. However, the application of available waste treatment solutions has
608 not reached the advanced level or remains weak. To develop proper SSWM, this aspect
609 needs to be given top priority; it is especially important for the management system to
610 support the adoption of these solutions.

611

612 5.2. Managerial implications

613 This subsection discusses the study's managerial implications for practice. The
614 important causative criteria, including population growth and migration (C9), institutional
615 setting (C16), waste recycling and energy recovery (C23), households (C29), and private
616 contractors (32), provide practical insights into SSWM in Vietnam. The linkage action
617 plans that can help improve the sector are explored.

618 Population growth and migration (C9) are essential to predicting waste generation
619 and estimating the appropriate capacity of SWM facilities. In the context of urbanization,
620 an increase in population growth and waste are increasingly serious environmental
621 problems worldwide. Natural population growth, the rate of migration and economic
622 development mean that management systems are increasingly overloaded by the
623 amounts of waste they receive. The problem is waste generation and its management
624 challenges causing harmful environmental effects and growing the quantities of trash and
625 sewage and the uncontrolled exploitation of natural resources. This study recommends
626 that environmental instruction be given to the community to educate and create
627 awareness and to help people develop the knowledge, skills, and practices required to

628 protect the environment and follow waste treatment methods. Efficient SSWM requires
629 the ability to properly manage the increasing waste generation that results from
630 urbanization. Good management planning for residential settlements is suggested to
631 contribute to the spread of management facilities and minimize the amount of waste,
632 which would help relieve pressure on waste management systems.

633 Institutional aspects (C16) refer to the level of regionalization and the circulation of
634 authority, occupations, and responsibilities between the central and local governments.
635 The institutional systems structure accountability for SSWM based on how they
636 communicate with other institutions and their management processes. In this context,
637 the analysis and evaluation of practices are proposed to implement the law on SSWM
638 with regard to waste collection, transportation, waste storage, and treatment. Waste
639 management agencies are encouraged to cooperate with government organizations to
640 determine errors, problems and legal violations, thereby analyzing the causes of and
641 solutions to the situation. Policymakers should develop waste treatment and recycling
642 plans to limit greenhouse gases and enhance solid waste treatment, especially in low-
643 income and populous areas. Imposing tax measures on plastic bags, films, disposable
644 eating utensils, packaging materials and garbage dumps are one way to reduce plastic
645 consumption. Regulations on the control of goods in production and consumption as well
646 as SSWM policies are needed to help the country achieve its sustainable development
647 goals.

648 Recycling and energy recovery processes (C23) result in improved energy efficiency at
649 waste treatment and disposal facilities. Many areas have been looking to implement
650 effective policies to help reduce waste and consumption. Because waste is recognized as
651 a valued resource that creates self-sustaining production systems in which materials are
652 reused over and over, it is a potential fuel when new technologies are developed to
653 process it into fertilizer, chemicals or energy. The waste also has properties that make it
654 suitable for use as a material source or for energy recovery because it contains materials
655 such as metals for use in the construction industry. In manufacturing, low-end products
656 can be restore the original product itself; these materials can be processed and used as a
657 source of recycling material. Many large urban centers in the country have been zoning
658 to match the higher living standards of their residents, and therefore, the waste
659 treatment systems must also advance. Sustainable waste disposal measures focused on
660 recycling and energy recovery should be identified and applied. This criterion is a problem
661 in Vietnam due to the low level of modern technology, which must be improved.
662 Continued investment is encouraged in the field of waste recycling and recovery, as well
663 as in the development and operation of novel plans and processes in SSWM.

664 Household (C29) attitudes toward SSWM are affected by active support, and
665 community investment involves public participation and fees for collection services. A
666 prominent problem is that the household production of solid waste has not been matched
667 with the increased local capacity to manage that waste, giving rise to waste problems.
668 The impacts of households' gender, amount of land, location and commitment to
669 environmental actions explain their waste generation and utilization habits. Increasing
670 urbanization in Vietnam, rising living standards and rapid population growth have
671 resulted in the increased generation of solid waste; quantities of household solid waste

672 are on the rise, and may rapidly increase. To solve this problem, more waste collection
673 stations could be established. Citizens should be trained and educated about waste and
674 its separation. Garbage banks, where people are encouraged to bring sorted waste in
675 exchange for living expenses, may also be developed. Measures are necessary to raise
676 people's awareness of the harmful effects of plastic waste and to prevent them from
677 dumping it. For food waste problems, the present study recommends that a campaign be
678 conducted to raise awareness about what to do with leftover food; such changes can help
679 households produce fewer carbon emissions from organic waste. This study proposes
680 using waste prevention strategies and improving households' knowledge about the
681 environment with regard to waste disposal.

682 Private contractors (32) who provide services, along with the national and local
683 governments, are essential stakeholders in establishing an endowment for SWM systems.
684 The government can achieve significant cost savings and provide better services by taking
685 advantage of the industrial technology, facilities, management skills and capabilities of
686 contractors. Solid waste recycling has been sufficiently adopted by private waste
687 contractors and has been identified as a waste management strategy. Given the
688 experience of private contractors, political views, and desperation resulting from the
689 failure of the public sector, the government is motivated to promote contractual
690 agreements with private waste contractors to improve service delivery. However,
691 cooperating with private contractors may result in increased corruption and
692 embezzlement of the public budget. Increasing transparency and raising the licensing
693 standards for contractors are recommended. Private service providers should educate the
694 public about acceptable waste streams. In this way, the government's financial exposure
695 can be limited even while it pursues sustainable development.

696

697 **6. Conclusions**

698 Because of an unclear gap of assessing linguistic preferences in the decision-making
699 process and failure in addressing the interrelationships in previous studies, this study
700 employs a hybrid method of Fuzzy DEMATEL and ANP to explore the SSWM structure. A
701 set of 32 valid criteria are categorized into 6 aspects are included in the proposed
702 hierarchical structure, which reflect the critical SSWM attributes in Vietnam. The fuzzy set
703 theory was proposed to offer an effective means to overcome the uncertainty conditions,
704 the DEMATEL method was adopted to determine the causal interrelationships among the
705 attributes, the ANP was employed to construct the hierarchical framework.

706 This study shows that the environment, policy and regulations, social impacts and
707 stakeholder participation are causal aspects. Specifically, the 3 aspects of social impacts,
708 policy and regulations and stakeholder participation are presented as the main aspects
709 influencing SSWM because their strongest interrelated impacts. Thirty-two criteria were
710 divided into either the cause group or the effect group. The top five causative criteria
711 were identified as (1) Population growth and migration; (2) Institutional setting; (3) Waste
712 recycling and energy recovery; (4) Households; and (5) Private contractors. These
713 attributes enhance SSWM performance.

714 **The findings contribute by examining SSWM performance as well as identifying the**
715 **causal interrelationships among those attributes. The significant role of social impacts,**

716 policy and regulations, and stakeholder participation are clarified in the SSWM model
717 identifying the main attributes can help decision-makers achieve better and more
718 efficient performance. Especially, policy and regulations is recognized to drive
719 stakeholder participation and social impacts for improving SSWM performance because
720 its direct interrelationships with all attributes. Recommendations for achieving SSWM in
721 Vietnam are provided. Population growth and migration, the above top five causative
722 criteria are confirmed to be the foci of practice to guide for action plans that could be
723 used to improve the criteria for practitioners so they can take appropriate action and
724 foster sustainable performance.

725 This study has some limitations. First, the existing attributes are obtained from the
726 literature and from experts; the present hierarchical model could be limited by this
727 reliance on extant studies. Second, this study adopted a hybrid decision-making method
728 to evaluate the attributes. The method has disadvantages; the knowledge, experience
729 and familiarity with experts' judgments may cause biases that influence the results.
730 Therefore, increasing the sample size could be useful for future studies. Third, this study
731 focuses only on SSWM, which leads this study to have limited generalizability. Perhaps a
732 comparison study or a deeper study of Vietnam could be done in the future. Future
733 studies should also collect data from cities or other countries to focus on specific
734 attributes and enrich the SSWM literature.

735

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936 Appendix A. Transferred TFNs for aspects

	A1			A2			A3			A4			A5			A6		
A1	[1.0	1.0	1.0]	[0.5	0.7	0.9]	[0.7	0.9	1.0]	[0.7	0.9	1.0]	[0.7	0.9	1.0]	[0.7	0.9	1.0]
A2	[0.7	0.9	1.0]	[1.0	1.0	1.0]	[0.5	0.7	0.9]	[0.7	0.9	1.0]	[0.3	0.5	0.7]	[0.7	0.9	1.0]
A3	[0.3	0.5	0.7]	[0.5	0.7	0.9]	[1.0	1.0	1.0]	[0.7	0.9	1.0]	[0.7	0.9	1.0]	[0.3	0.5	0.7]
A4	[0.7	0.9	1.0]	[0.3	0.5	0.7]	[0.5	0.7	0.9]	[1.0	1.0	1.0]	[0.7	0.9	1.0]	[0.5	0.7	0.9]
A5	[0.5	0.7	0.9]	[0.3	0.5	0.7]	[0.3	0.5	0.7]	[0.5	0.7	0.9]	[1.0	1.0	1.0]	[0.7	0.9	1.0]
A6	[0.7	0.9	1.0]	[0.3	0.5	0.7]	[0.5	0.7	0.9]	[0.7	0.9	1.0]	[0.3	0.5	0.7]	[1.0	1.0	1.0]

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938 Appendix B. Crisp values for aspects.

	A1	A2	A3	A4	A5	A6
A1	0.707	0.571	0.490	0.521	0.503	0.544
A2	0.513	0.704	0.544	0.571	0.431	0.646
A3	0.459	0.515	0.698	0.493	0.522	0.444
A4	0.572	0.600	0.514	0.695	0.568	0.494
A5	0.429	0.411	0.446	0.541	0.720	0.527
A6	0.535	0.600	0.543	0.556	0.448	0.700

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Appendix C. Crisp values for criteria.

C1	0.775	0.586	0.353	0.418	0.405	0.388	0.600	0.453	0.381	0.505	0.517	0.540	0.445	0.525	0.418	0.503	0.426	0.396	0.341	0.463	0.419	0.386	0.430	0.429	0.487	0.481	0.531	0.221	0.176	0.148	0.300	0.307	
C2	0.518	0.755	0.414	0.440	0.390	0.407	0.109	0.398	0.487	0.417	0.430	0.504	0.536	0.564	0.489	0.421	0.427	0.404	0.404	0.333	0.414	0.305	0.459	0.452	0.501	0.419	0.428	0.241	0.383	0.356	0.330	0.334	0.307
C3	0.388	0.326	0.755	0.204	0.284	0.213	0.255	0.402	0.347	0.367	0.377	0.349	0.409	0.386	0.371	0.421	0.428	0.368	0.365	0.396	0.252	0.392	0.400	0.416	0.419	0.375	0.204	0.366	0.321	0.300	0.300	0.307	
C4	0.388	0.216	0.539	0.767	0.570	0.339	0.255	0.347	0.332	0.261	0.325	0.335	0.427	0.512	0.475	0.364	0.368	0.312	0.266	0.333	0.289	0.231	0.203	0.308	0.257	0.393	0.292	0.240	0.211	0.185	0.173	0.341	
C5	0.372	0.306	0.325	0.387	0.779	0.444	0.336	0.363	0.367	0.387	0.380	0.419	0.336	0.314	0.316	0.297	0.424	0.348	0.298	0.377	0.413	0.302	0.349	0.256	0.259	0.232	0.206	0.116	0.159	0.136	0.136	0.144	
C6	0.319	0.270	0.289	0.296	0.320	0.803	0.191	0.437	0.456	0.455	0.380	0.403	0.373	0.386	0.316	0.494	0.485	0.422	0.361	0.430	0.466	0.467	0.406	0.471	0.457	0.398	0.331	0.494	0.433	0.464	0.500	0.507	
C7	0.217	0.359	0.343	0.351	0.374	0.442	0.109	0.291	0.437	0.260	0.434	0.422	0.427	0.464	0.409	0.441	0.340	0.297	0.314	0.200	0.341	0.393	0.332	0.329	0.171	0.415	0.279	0.443	0.322	0.136	0.100	0.507	
C8	0.336	0.321	0.284	0.434	0.390	0.356	0.173	0.791	0.333	0.438	0.377	0.401	0.336	0.298	0.382	0.277	0.300	0.347	0.378	0.321	0.359	0.248	0.331	0.433	0.294	0.270	0.260	0.239	0.248	0.166	0.100	0.108	
C9	0.393	0.507	0.289	0.296	0.356	0.391	0.255	0.417	0.767	0.425	0.451	0.406	0.427	0.441	0.493	0.423	0.425	0.457	0.380	0.390	0.341	0.497	0.451	0.455	0.490	0.398	0.398	0.332	0.340	0.464	0.500	0.489	
C10	0.340	0.487	0.248	0.260	0.356	0.426	0.336	0.310	0.386	0.767	0.434	0.509	0.482	0.402	0.386	0.441	0.521	0.460	0.410	0.393	0.519	0.533	0.491	0.457	0.368	0.358	0.296	0.458	0.449	0.482	0.300	0.307	
C11	0.358	0.487	0.269	0.296	0.391	0.445	0.336	0.347	0.461	0.474	0.755	0.473	0.427	0.389	0.373	0.478	0.484	0.495	0.377	0.325	0.324	0.448	0.406	0.347	0.278	0.305	0.350	0.367	0.358	0.373	0.368	0.359	
C12	0.271	0.471	0.180	0.312	0.303	0.407	0.336	0.365	0.442	0.458	0.465	0.767	0.445	0.386	0.371	0.492	0.432	0.530	0.344	0.375	0.360	0.394	0.458	0.383	0.350	0.289	0.295	0.478	0.413	0.464	0.336	0.343	
C13	0.251	0.495	0.180	0.261	0.232	0.302	0.355	0.167	0.384	0.439	0.362	0.438	1.000	0.391	0.352	0.407	0.376	0.422	0.363	0.380	0.251	0.339	0.387	0.293	0.278	0.343	0.297	0.388	0.376	0.391	0.318	0.343	
C14	0.376	0.455	0.196	0.260	0.304	0.319	0.273	0.291	0.405	0.419	0.359	0.315	0.355	0.743	0.493	0.489	0.394	0.440	0.415	0.325	0.305	0.322	0.389	0.420	0.296	0.325	0.387	0.350	0.394	0.427	0.336	0.359	
C15	0.538	0.495	0.180	0.190	0.250	0.302	0.600	0.186	0.297	0.292	0.307	0.367	0.245	0.386	0.743	0.541	0.392	0.406	0.364	0.373	0.305	0.357	0.405	0.420	0.313	0.362	0.422	0.388	0.484	0.482	0.371	0.359	
C16	0.411	0.566	0.412	0.502	0.459	0.565	0.255	0.347	0.387	0.437	0.380	0.506	0.391	0.386	0.457	0.767	0.360	0.418	0.288	0.431	0.375	0.429	0.512	0.472	0.347	0.323	0.402	0.439	0.446	0.464	0.464	0.371	0.343
C17	0.340	0.487	0.284	0.397	0.288	0.497	0.273	0.347	0.387	0.509	0.448	0.331	0.391	0.389	0.356	0.442	0.779	0.438	0.382	0.377	0.430	0.376	0.442	0.366	0.333	0.308	0.460	0.476	0.464	0.464	0.355	0.343	
C18	0.391	0.523	0.377	0.365	0.320	0.463	0.345	0.380	0.347	0.403	0.487	0.370	0.373	0.316	0.382	0.369	0.545	0.767	0.434	0.341	0.377	0.375	0.406	0.366	0.315	0.290	0.424	0.478	0.484	0.500	0.355	0.362	
C19	0.376	0.180	0.250	0.297	0.359	0.356	0.445	0.309	0.280	0.297	0.416	0.368	0.245	0.264	0.743	0.369	0.318	0.382	0.742	0.393	0.377	0.324	0.460	0.352	0.369	0.326	0.495	0.478	0.398	0.464	0.355	0.362	
C20	0.299	0.376	0.411	0.440	0.395	0.514	0.336	0.414	0.489	0.381	0.449	0.473	0.336	0.371	0.434	0.436	0.409	0.402	0.381	0.755	0.379	0.357	0.331	0.242	0.333	0.342	0.333	0.279	0.144	0.300	0.336	0.507	
C21	0.376	0.361	0.523	0.212	0.239	0.317	0.423	0.191	0.328	0.386	0.439	0.414	0.384	0.227	0.425	0.355	0.364	0.405	0.399	0.376	0.753	0.394	0.350	0.455	0.420	0.344	0.387	0.366	0.321	0.330	0.355	0.505	
C22	0.321	0.507	0.178	0.221	0.266	0.372	0.191	0.275	0.334	0.400	0.362	0.422	0.300	0.300	0.264	0.294	0.196	0.439	0.333	0.396	0.398	0.779	0.387	0.536	0.385	0.361	0.402	0.400	0.392	0.269	0.209	0.505	
C23	0.355	0.505	0.388	0.432	0.457	0.563	0.191	0.452	0.557	0.505	0.396	0.453	0.409	0.473	0.418	0.399	0.370	0.455	0.432	0.452	0.399	0.449	0.767	0.423	0.421	0.394	0.401	0.455	0.410	0.342	0.282	0.507	
C24	0.321	0.523	0.212	0.239	0.317	0.423	0.191	0.328	0.386	0.439	0.414	0.384	0.227	0.300	0.264	0.296	0.266	0.476	0.386	0.396	0.415	0.498	0.370	0.789	0.405	0.343	0.403	0.420	0.374	0.257	0.189	0.522	
C25	0.321	0.507	0.212	0.238	0.247	0.456	0.273	0.310	0.369	0.489	0.503	0.403	0.282	0.298	0.298	0.296	0.178	0.423	0.382	0.380	0.415	0.481	0.441	0.525	0.767	0.418	0.404	0.327	0.597	0.221	0.189	0.505	
C26	0.321	0.507	0.178	0.206	0.265	0.336	0.191	0.309	0.389	0.473	0.452	0.402	0.245	0.312	0.386	0.348	0.177	0.387	0.413	0.448	0.398	0.481	0.457	0.440	0.478	0.755	0.454	0.259	0.536	0.257	0.209	0.489	
C27	0.537	0.523	0.265	0.239	0.300	0.493	0.109	0.293	0.523	0.489	0.487	0.435	0.373	0.421	0.459	0.369	0.301	0.491	0.392	0.341	0.503	0.531	0.494	0.541	0.476	0.444	0.767	0.242	0.373	0.155	0.189	0.436	
C28	0.425	0.409	0.474	0.364	0.355	0.549	0.191	0.275	0.441	0.419	0.463	0.417	0.536	0.441	0.475	0.508	0.264	0.441	0.264	0.234	0.398	0.464	0.441	0.509	0.511	0.305	0.491	0.767	0.483	0.209	0.227	0.436	
C29	0.389	0.523	0.406	0.415	0.493	0.551	0.255	0.167	0.388	0.382	0.450	0.402	0.391	0.491	0.473	0.438	0.214	0.441	0.358	0.399	0.396	0.480	0.457	0.576	0.474	0.412	0.351	0.455	0.779	0.166	0.152	0.436	
C30	0.321	0.523	0.341	0.238	0.229	0.567	0.109	0.341	0.510	0.401	0.521	0.437	0.282	0.332	0.496	0.547	0.353	0.511	0.362	0.323	0.414	0.480	0.494	0.544	0.458	0.359	0.458	0.458	0.536	0.457	0.516	0.455	
C31	0.423	0.270	0.371	0.434	0.527	0.489	0.173	0.413	0.362	0.452	0.458	0.398	0.427	0.434	0.348	0.419	0.230	0.309	0.388	0.394	0.523	0.537	0.494	0.561	0.401	0.412	0.494	0.475	0.503	0.482	0.743	0.615	
C32	0.332	0.359	0.359	0.401	0.442	0.388	0.173	0.432	0.309	0.275	0.412	0.419	0.445	0.455	0.455	0.417	0.444	0.380	0.341	0.358	0.357	0.532	0.509	0.556	0.366	0.375	0.441	0.459	0.554	0.524	0.532	0.755	

