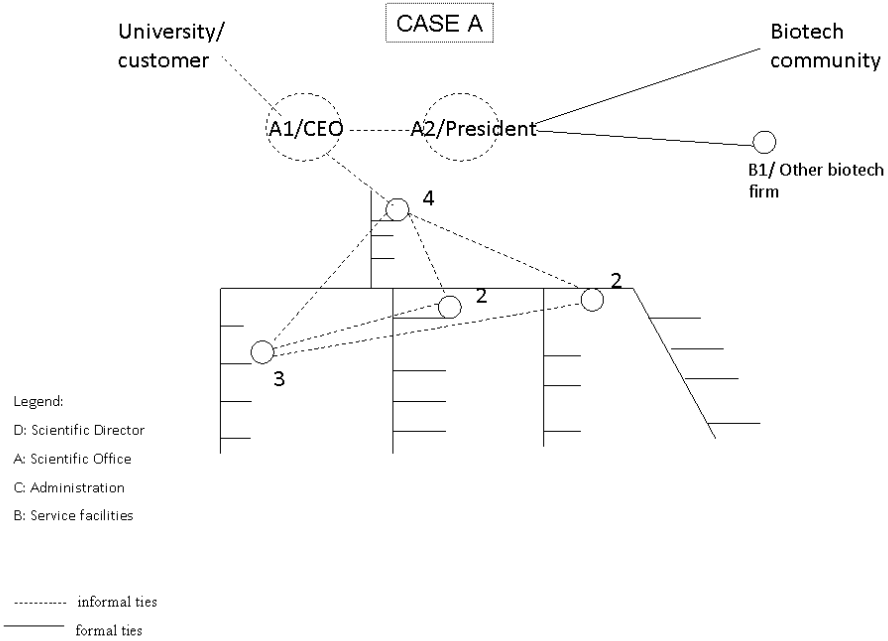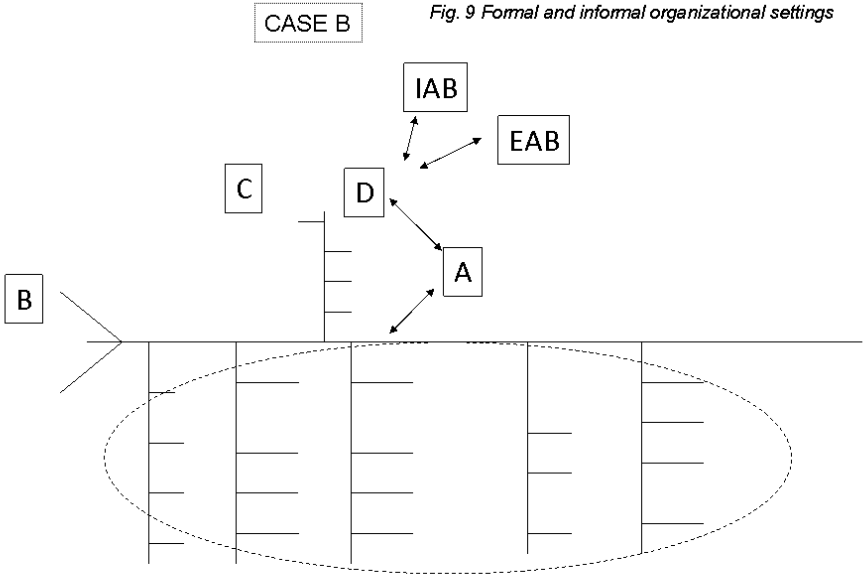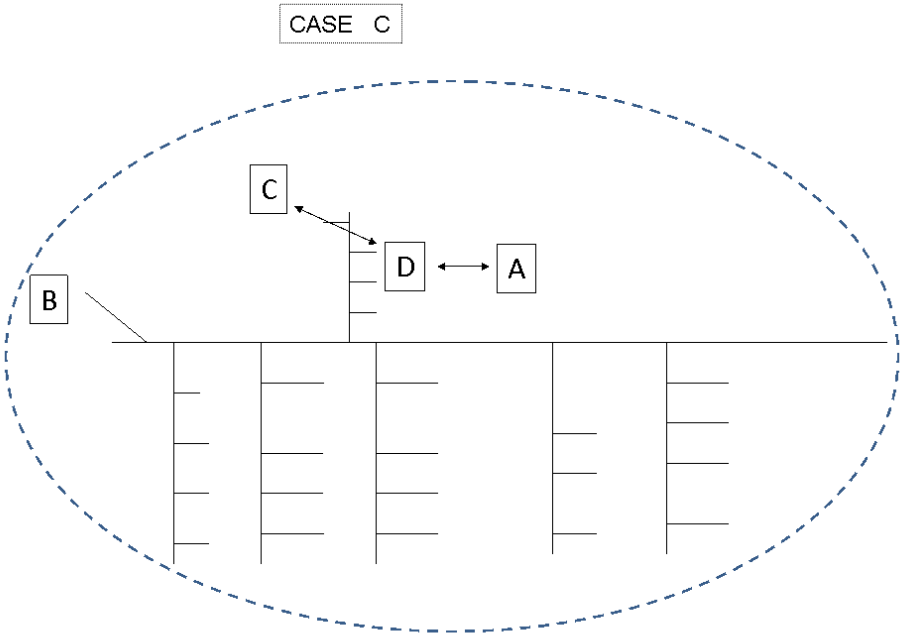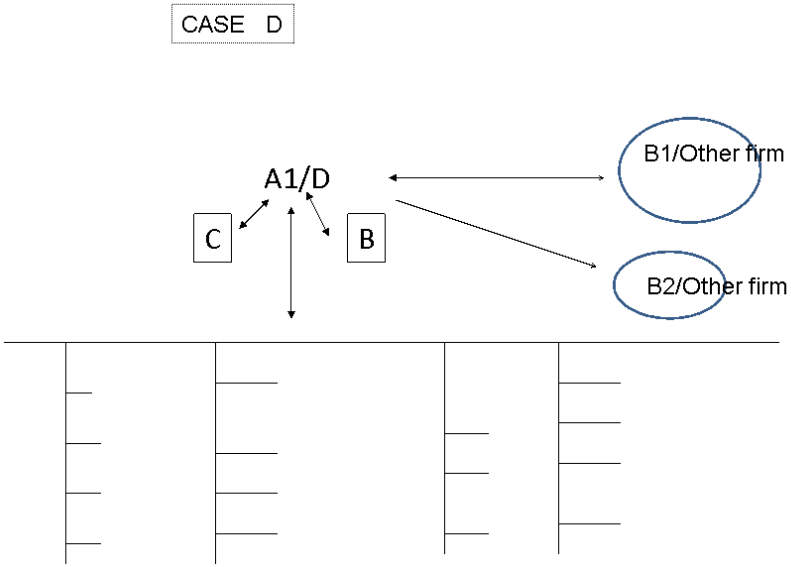Fig. 9 Formal and informal organizational settings