

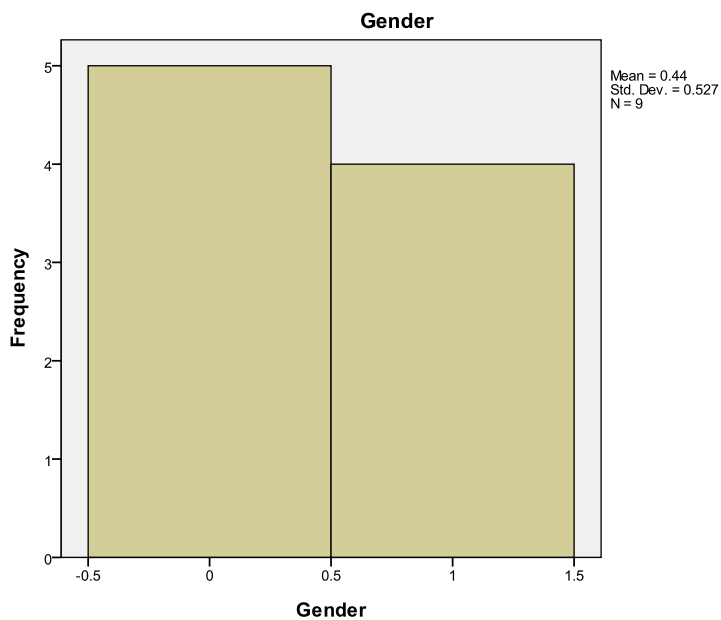
## Homework I6 Key

### Introduction

This report documents the results of descriptive statistics run on a set of measurements provided by the instructor.

### Gender

Gender is a nominal measure, the histogram is shown below.

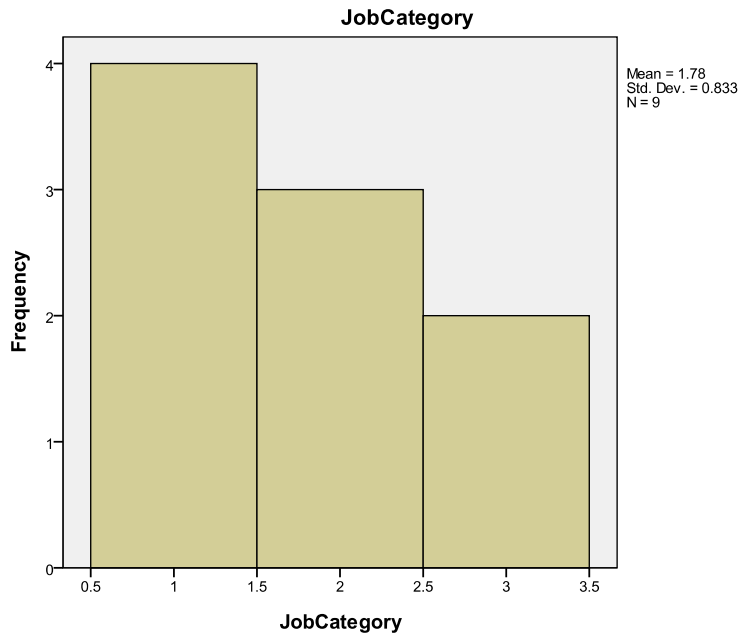


### Gender Descriptives

The mode for Gender is female (representing 55.6% of the values).

### Job Category

Job Category is an ordinal measure. The histogram is shown below.

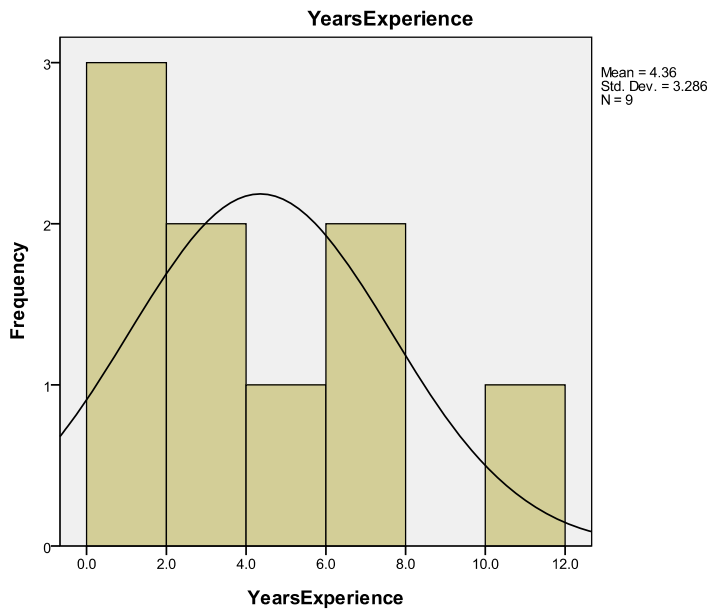


### Job Category Descriptives

Job Category ranges from 1 to 3, with a median value of 'junior'.

### Years Experience

The Years Experience measure is ratio; the histogram is shown below.

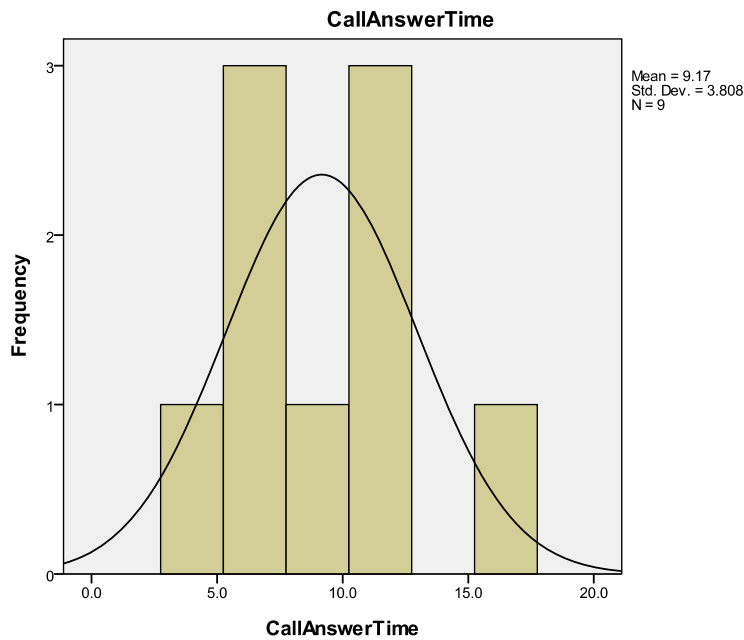


## Years Experience Descriptives

Years Experience was observed to range from 0.8 to 10.5 (the frequency table is provided in Appendix 1). Although difficult to tell with this few data points, Years Experience appears to have a positive skew. Under this assumption, the median is 3.8 and the interquartile range is 5.5.

## Call Answer Time

The Call Answer Time measure is ratio; the histogram is shown below.

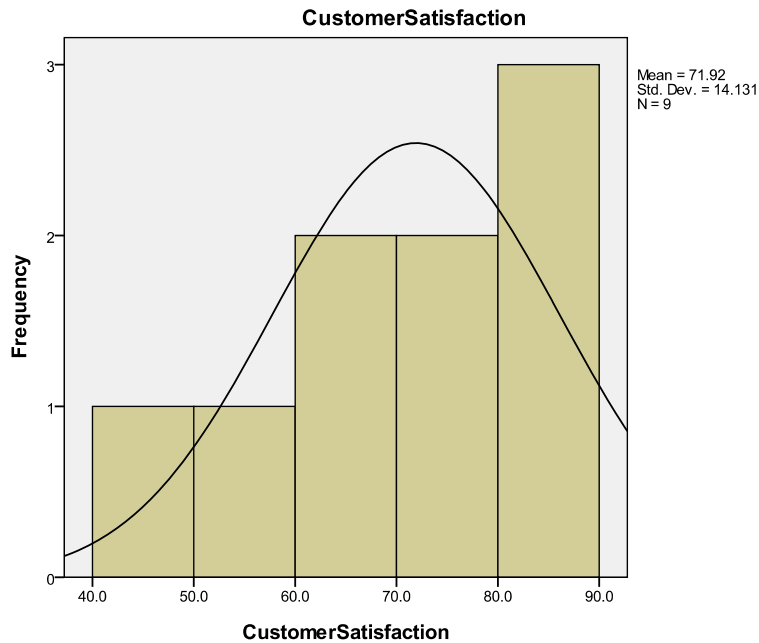


## Call Answer Time Descriptives

Call Answer Time was observed to range from 4.0 to 15.5 (the full frequency table is provided in Appendix 1). Call Answer Time appears to be bimodal, although this could be an artifact of having so few data points. Under the assumption that it is unimodal, the mean is 9.2 and the standard deviation is 3.8.

## Customer Satisfaction

The Customer Satisfaction measure is a self-report scale measure, assumed here to be interval. The histogram is shown below.



### Customer Satisfaction Descriptives

Customer Satisfaction was observed to range from 47.9 to 87.4 (the full frequency table is provided in Appendix 1). The distribution has a clear negative skew. Customer Satisfaction has a median of 73.5 and an interquartile range of 15.

### Appendix 1 – Frequency Tables for Measures

YearsExperience

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid .8	1	11.1	11.1	11.1
1.5	1	11.1	11.1	22.2
1.6	1	11.1	11.1	33.3
2.0	1	11.1	11.1	44.4
3.8	1	11.1	11.1	55.6
5.0	1	11.1	11.1	66.7
7.0	2	22.2	22.2	88.9
10.5	1	11.1	11.1	100.0
Total	9	100.0	100.0	

**CallAnswerTime**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4.0	1	11.1	11.1	11.1
	5.5	1	11.1	11.1	22.2
	6.0	1	11.1	11.1	33.3
	7.0	1	11.1	11.1	44.4
	9.5	1	11.1	11.1	55.6
	10.5	1	11.1	11.1	66.7
	12.0	1	11.1	11.1	77.8
	12.5	1	11.1	11.1	88.9
	15.5	1	11.1	11.1	100.0
	Total	9	100.0	100.0	

**CustomerSatisfaction**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	47.9	1	11.1	11.1	11.1
	57.1	1	11.1	11.1	22.2
	63.2	1	11.1	11.1	33.3
	68.5	1	11.1	11.1	44.4
	73.5	1	11.1	11.1	55.6
	76.9	1	11.1	11.1	66.7
	82.5	1	11.1	11.1	77.8
	88.3	1	11.1	11.1	88.9
	89.4	1	11.1	11.1	100.0
	Total	9	100.0	100.0	