**Question-1:**

In an attempt to determine why customer service is important to managers in the United Kingdom, researchers surveyed managing directors of manufacturing plants in Scotland.\* One of the reasons proposed was that customer service is a means of retaining customers. On a scale from 1 to 5, with 1 being low and 5 being high,

The survey respondents rated this reason more highly than any of the others, with a mean response of 4.30. Suppose U.S. researchers believe American manufacturing managers would not rate this reason as highly and conduct a hypothesis test to prove their theory. Alpha is set at .05. Data are gathered and the following results are obtained. Use these data and the eight steps of hypothesis testing to determine whether U.S. managers rate this reason significantly lower than the 4.30 mean ascertained in the United Kingdom. Assume from previous studies that the population standard deviation is 0.574.

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A survey of CPAs across the United States found that the average net income for sole proprietor CPAs is $74,914.\* Because this survey is now more than ten years old, an accounting researcher wants to test this figure by taking a random sample of 112 sole proprietor accountants in the United States to determine whether the net income figure changed. The researcher could use the eight steps of hypothesis testing to do so. Assume the population standard deviation of net incomes for sole proprietor CPAs is $14,530.

112’s CPA mean value= $78,695