

Tutorial 2 Report

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Suppose your CEO wants you to derive KPIs for the following 2 variables:

- (i) Waiting time
- (ii) Service satisfaction

(a) Using the given dataset, derive for each KPI:

- (i) The appropriate statistical index

Waiting time KPI:

Average waiting time = 69.77 minutes

Maximum waiting time = 110 minutes

Minimum waiting time = 30 minutes

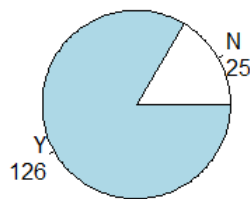
Service satisfaction KPI:

Percentage of satisfaction = 83.44%

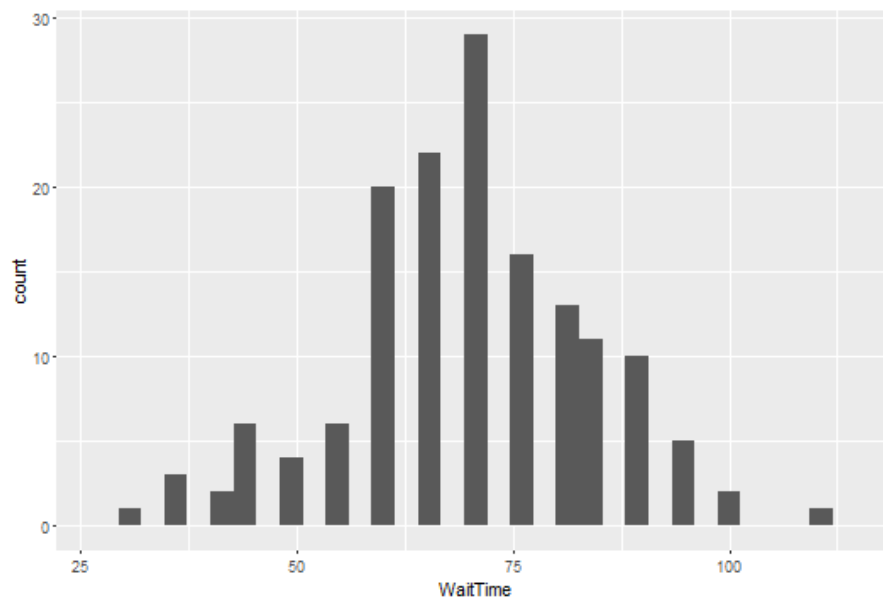
- (ii) The appropriate statistical chart

Pie Chart for Service Satisfaction:

Pie Chart of Service Satisfaction

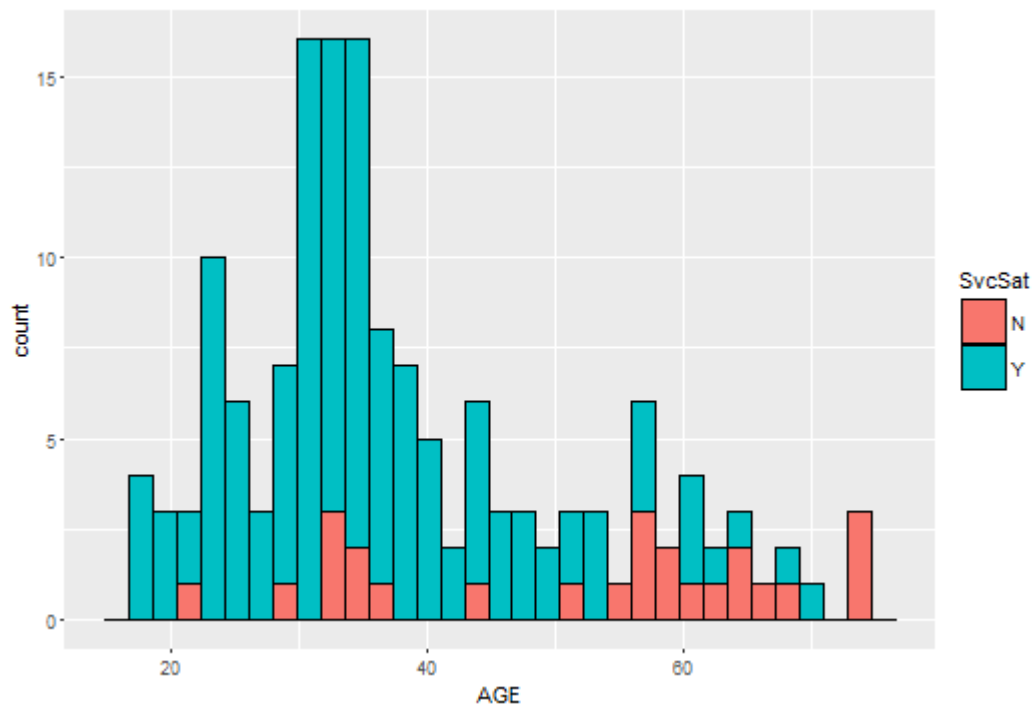


Histogram for Waiting Time:

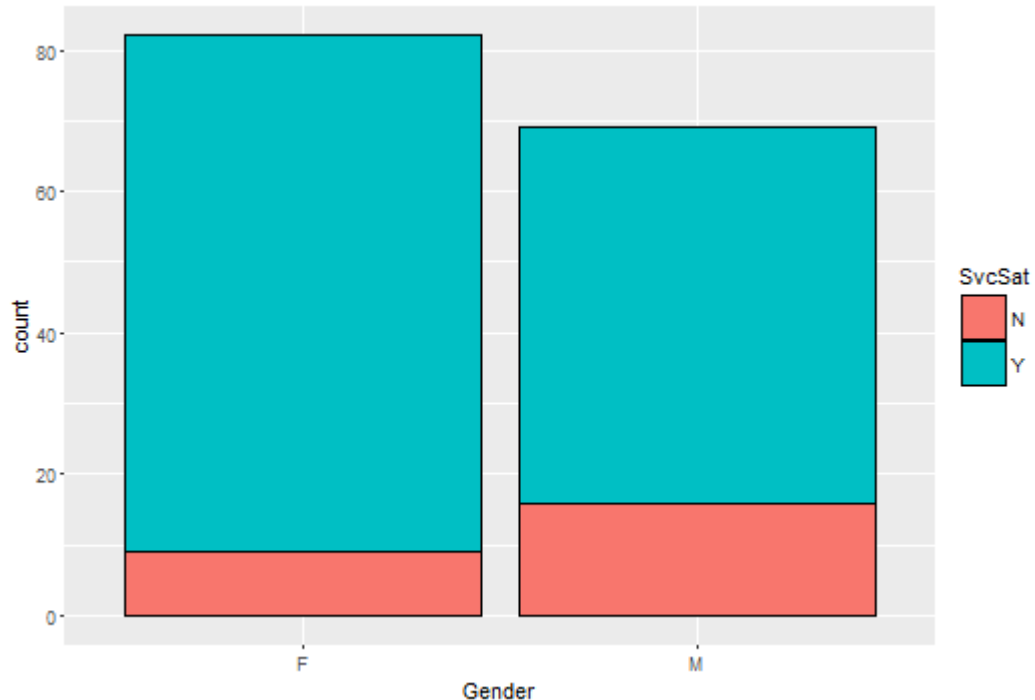


(b) Is there any statistical evidence to suggest differences in service satisfaction for age and gender? Comment on your findings.

Findings:



From the above figure we can conclude that, patients with an age above 50 years old have a higher percentage of dissatisfaction with the service.



The above figure shows that there is higher percentage of dissatisfaction with the service among males than females.