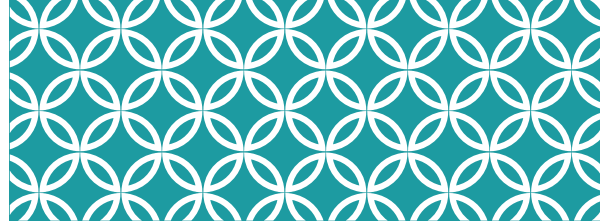


OVERVIEW OF DATA

Lesson 2.1



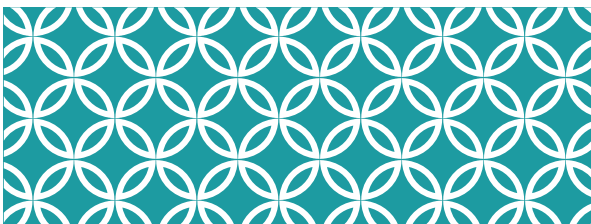
OVERVIEW OF USING DATA: DEFINITIONS AND GOALS

Lesson 2.1.1

OVERVIEW OF USING DATA: DEFINITIONS AND GOALS

- **Data:** The facts and figures collected, analyzed, and summarized for presentation and interpretation.
- **Variable:** A characteristic or a quantity of interest that can take on different values.
- **Observation:** Set of values corresponding to a set of variables.
- **Variation:** The difference in a variable measured over observations.
- **Random variable/uncertain variable:** A quantity whose values are not known with certainty.

TABLE 2.1 - DATA FOR DOW JONES INDUSTRIAL INDEX COMPANIES

[illegible]

TYPES OF DATA

Lesson 2.1.2

TYPES OF DATA

- **Population:** All elements of interest
- **Sample:** Subset of the population
 - **Random sampling** - A sampling method to gather a representative sample of the population data.
- **Quantitative data:** Data on which numeric and arithmetic operations, such as addition, subtraction, multiplication, and division, can be performed.
- **Categorical data:** Data on which arithmetic operations cannot be performed.

TYPES OF DATA

- **Cross-sectional data:** Data collected from several entities at the same, or approximately the same, point in time.
- **Time series data:** Data collected over several time periods.
 - Graphs of time series data are frequently found in business and economic publications.
 - Help analysts understand what happened in the past, identify trends over time, and project future levels for the time series.

FIGURE 2.1 - DOW JONES INDEX VALUES SINCE 2002



SOURCES OF DATA

- Sources of data
 - Experimental study - A variable of interest is first identified.
 - Then one or more other variables are identified and controlled or manipulated so that data can be obtained about how they influence the variable of interest.
 - Nonexperimental study or observational study - Make no attempt to control the variables of interest.
 - A survey is perhaps the most common type of observational study.

FIGURE 2.2 - CUSTOMER OPINION QUESTIONNAIRE USED BY CHOPS CITY GRILL RESTAURANT

Chop's
CITY GRILL

Date: _____ Server Name: _____

Our customers are our top priority. Please take a moment to fill out our survey card, so we can better serve your needs. You may return this card to the front desk or email by email. Thank you!

Service Category	Excellent	Good	Average	Fair	Poor
Overall Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manager (Table Visit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Menu Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food Presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for \$ Spent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What comments could you give us to improve our restaurant?

Thank you, we appreciate your comments. —The staff at Chop's City Grill.