```
Your temporary usage period for IBM SPSS Statistics will expire in 3941 days.

GET
  FILE='C:\Users\Hit\Downloads\GSRTC Suvey (1).sav'.

>Warning # 5281.  Command name: GET FILE
>SPSS Statistics is running in Unicode encoding mode.  This file is encoded in
>a locale-specific (code page) encoding.  The defined width of any string
>variables are automatically tripled in order to avoid possible data loss.  Yo
u
>can use ALTER TYPE to set the width of string variables to the width of the
>longest observed value for each string variable.
DATASET NAME DataSet1 WINDOW=FRONT.
DESCRIPTIVES VARIABLES=Gender
  /STATISTICS=MEAN STDDEV MIN MAX.

COMPUTE R_avg=MEAN(R1,R2,R3,R4).
EXECUTE.
COMPUTE R_avg=MEAN(R1,R2,R3,R4,R5).
EXECUTE.
COMPUTE RE_avg=MEAN(RE1,RE2,RE3,RE4,RE5).
EXECUTE.
COMPUTE A_avg=MEAN(A1,A2,A3,A4).
EXECUTE.
COMPUTE E_avg=MEAN(E1,E2,E3,E4).
EXECUTE.
COMPUTE T_avg=MEAN(T1,T2,T3,T4).
EXECUTE.
DESCRIPTIVES VARIABLES=Age Occupation Education
  /STATISTICS=MEAN STDDEV MIN MAX.
```

Descriptives

[DataSet1] C:\Users\Hit\Downloads\GSRTC Suvey (1).sav

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Gender	203	1.0	2.0	1.251	.4348
Valid N (listwise)	203				

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Age	203	1.0	4.0	2.010	.7642
Ocuupation	203	1.0	4.0	1.818	.9654
Education	203	1.0	3.0	1.808	.6506
Valid N (listwise)	203				

```
DESCRIPTIVES VARIABLES=Booking
  /STATISTICS=MEAN STDDEV MIN MAX.
```

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Method for booking GSRTC tickets	203	1.0	3.0	2.074	.8381
Valid N (listwise)	203				

```
FREQUENCIES VARIABLES=Gender income
  /PERCENTILES=25.0 50.0 75.0
  /STATISTICS=STDDEV VARIANCE MINIMUM MAXIMUM MEAN MEDIAN MODE SUM
  /BARCHART FREQ
  /ORDER=ANALYSIS.
```

Frequencies

Statistics

		Gender	Personal Annual Income
N	Valid	203	203
	Missing	0	0
Mean		1.251	2.113
Median		1.000	2.000
Mode		1.0	1.0
Std. Deviation		.4348	1.1310
Variance		.189	1.279
Minimum		1.0	1.0
Maximum		2.0	4.0
Sum		254.0	429.0
Percentiles	25	1.000	1.000
	50	1.000	2.000
	75	2.000	3.000

Frequency Table

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	152	74.9	74.9	74.9
	Female	51	25.1	25.1	100.0
	Total	203	100.0	100.0	

Personal Annual Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 2 lakh	87	42.9	42.9	42.9
	2 lakh - 5 lakh	38	18.7	18.7	61.6
	5 lakh - 10 lakh	46	22.7	22.7	84.2
	> 10 lakh	32	15.8	15.8	100.0
	Total	203	100.0	100.0	

Bar Chart

Gender

Personal Annual Income
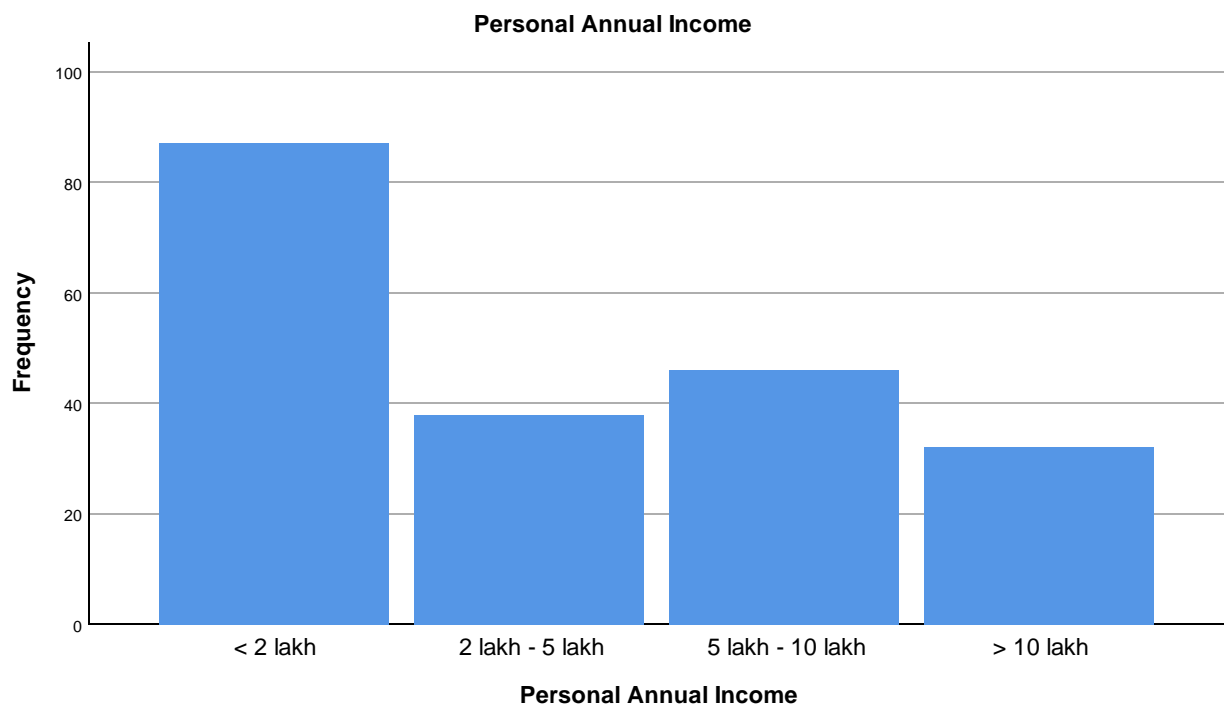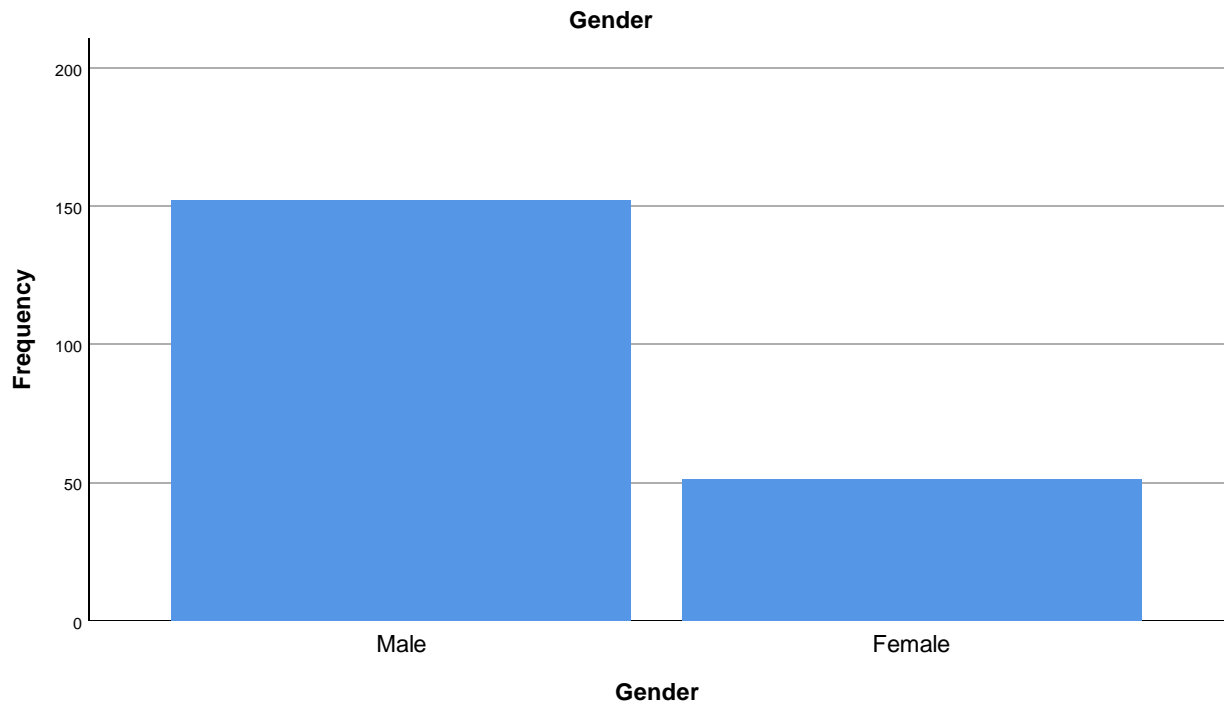

```
FREQUENCIES VARIABLES=Booking Age
  /PERCENTILES=25.0 50.0 75.0
  /STATISTICS=STDDEV VARIANCE MINIMUM MAXIMUM MEAN MEDIAN MODE SUM
  /BARCHART FREQ
```

```
/ORDER=ANALYSIS.
```

Frequencies

Statistics

		Method for booking GSRTC tickets	Age
N	Valid	203	203
	Missing	0	0
Mean		2.074	2.010
Median		2.000	2.000
Mode		3.0	2.0
Std. Deviation		.8381	.7642
Variance		.702	.584
Minimum		1.0	1.0
Maximum		3.0	4.0
Sum		421.0	408.0
Percentiles	25	1.000	2.000
	50	2.000	2.000
	75	3.000	2.000

Frequency Table

Method for booking GSRTC tickets

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Online website	64	31.5	31.5	31.5
	Ticket counter	60	29.6	29.6	61.1
	Mobile app	79	38.9	38.9	100.0
	Total	203	100.0	100.0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<20	49	24.1	24.1	24.1
	20 to <40	112	55.2	55.2	79.3
	40 to 60	33	16.3	16.3	95.6
	>60	9	4.4	4.4	100.0
	Total	203	100.0	100.0	

Bar Chart

Method for booking GSRTC tickets

Age

Age
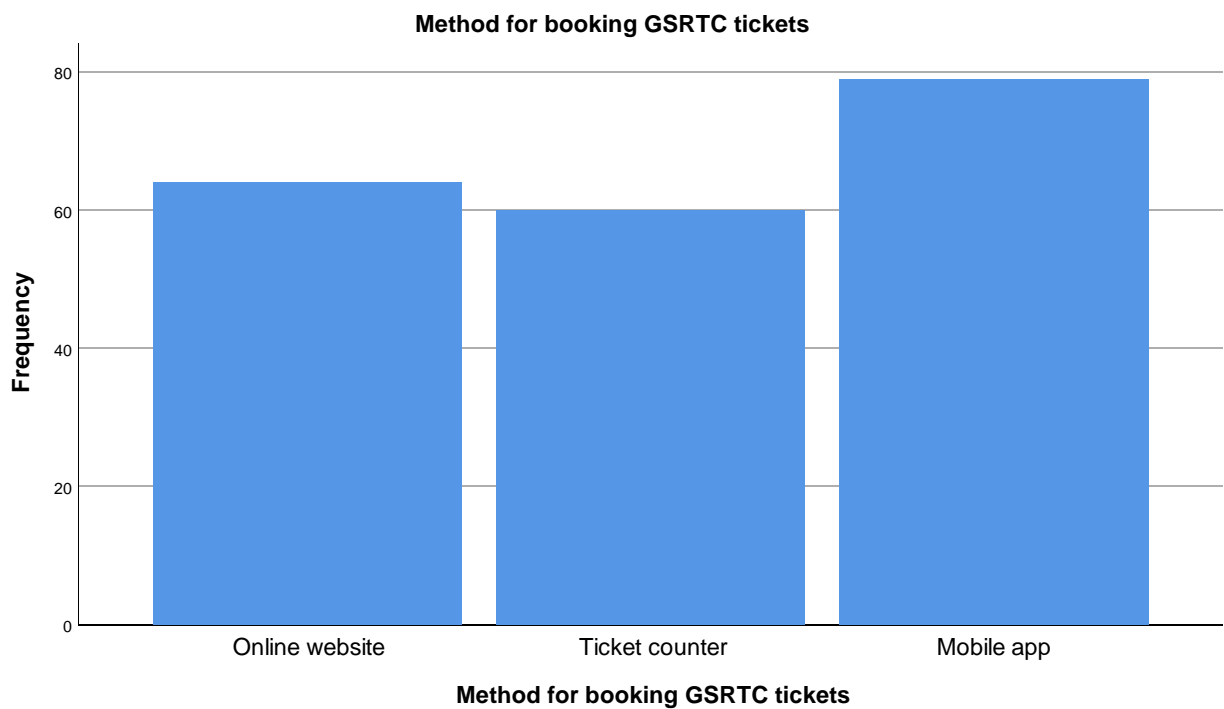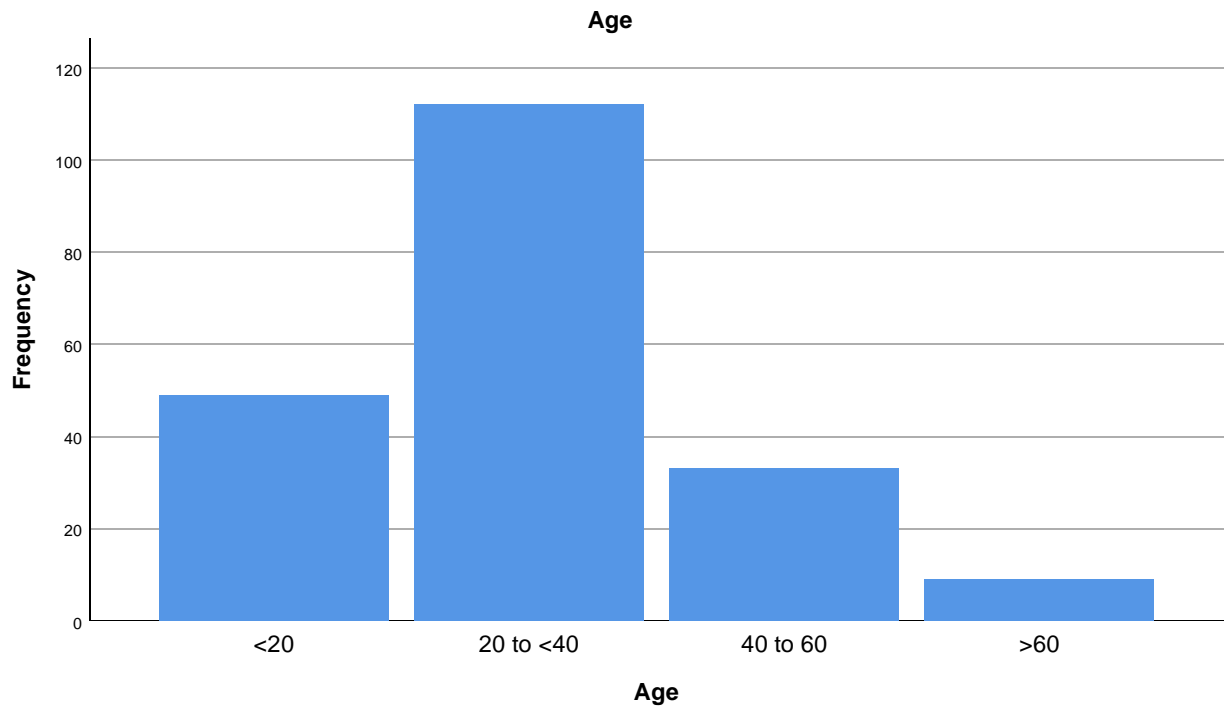
```
FREQUENCIES VARIABLES=Year_use Rating
  /PERCENTILES=25.0 50.0 75.0
  /STATISTICS=STDDEV VARIANCE MINIMUM MAXIMUM MEAN MEDIAN MODE SUM
  /BARCHART FREQ
  /ORDER=ANALYSIS.
```

Frequencies

Statistics

		Years of using GSRTC services	Overall satisfaction
N	Valid	203	203
	Missing	0	0
Mean		3.394	2.557
Median		3.000	3.000
Mode		5.0	3.0
Std. Deviation		1.3172	1.1691
Variance		1.735	1.367
Minimum		1.0	1.0
Maximum		5.0	5.0
Sum		689.0	519.0
Percentiles	25	2.000	2.000
	50	3.000	3.000
	75	5.000	3.000

Frequency Table

Years of using GSRTC services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 year	16	7.9	7.9	7.9
	2 years	43	21.2	21.2	29.1
	3 years	49	24.1	24.1	53.2
	4 years	35	17.2	17.2	70.4
	More than 4 years	60	29.6	29.6	100.0
	Total	203	100.0	100.0	

Overall satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Highly Satisfied	50	24.6	24.6	24.6
	Satisfied	43	21.2	21.2	45.8
	Neutral	67	33.0	33.0	78.8
	Dissatisfied	33	16.3	16.3	95.1
	Highly Dissatisfied	10	4.9	4.9	100.0
	Total	203	100.0	100.0	

Bar Chart

Years of using GSRTC services

Overall satisfaction
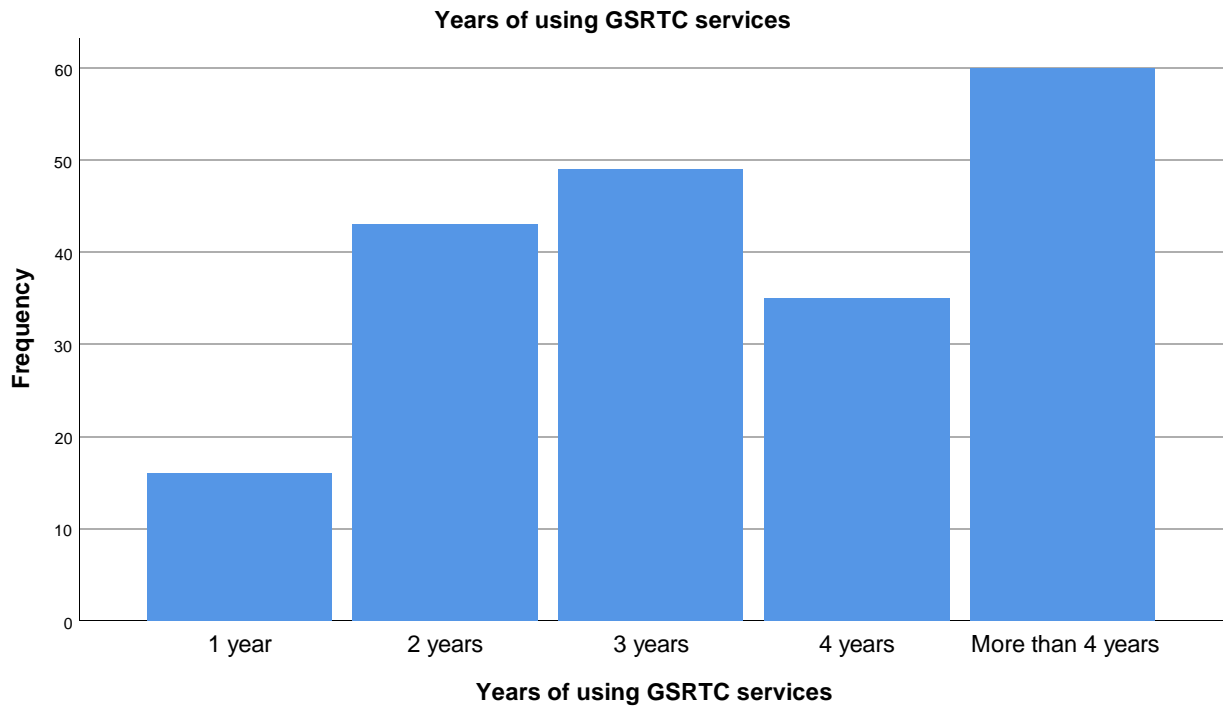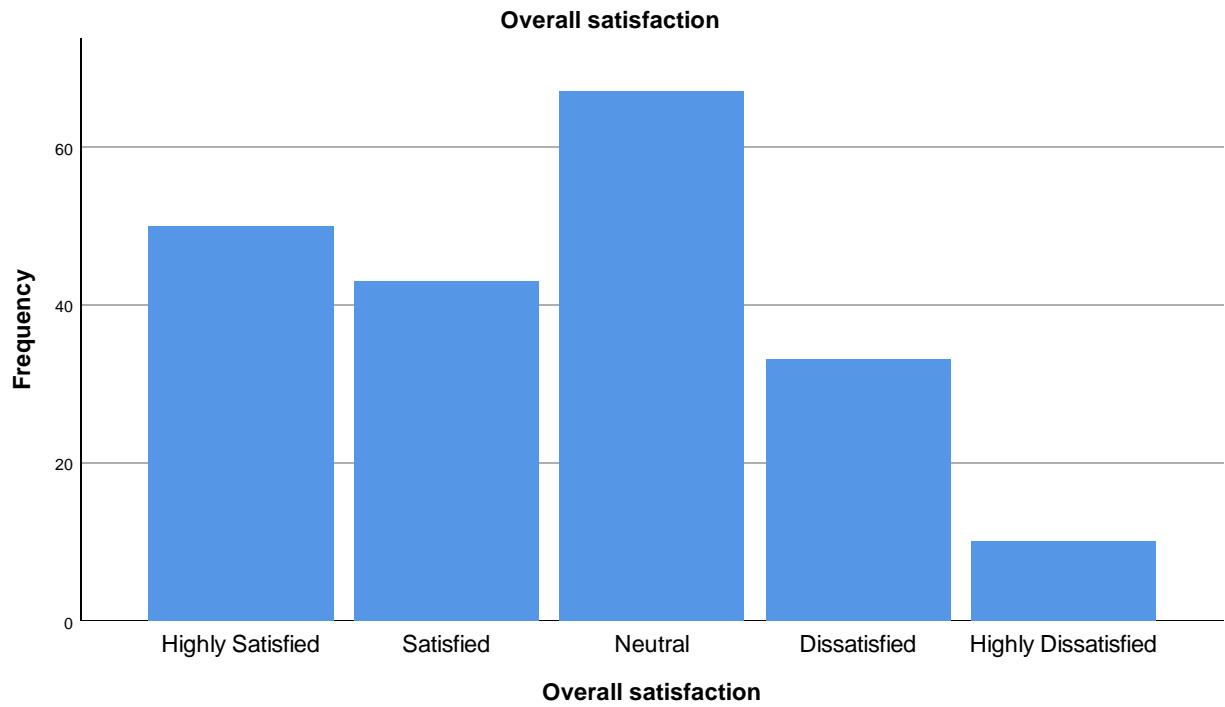
FREQUENCIES VARIABLES=Occupation Freq
  /PERCENTILES=25.0 50.0 75.0
  /STATISTICS=STDDEV VARIANCE MINIMUM MAXIMUM MEAN MEDIAN MODE SUM
  /BARCHART FREQ
  /ORDER=ANALYSIS.

Frequencies

Statistics

		Ocuupation	Frequncy of using GSRTC service
N	Valid	203	203
	Missing	0	0
Mean		1.818	1.906
Median		2.000	2.000
Mode		1.0	2.0
Std. Deviation		.9654	.7217
Variance		.932	.521
Minimum		1.0	1.0
Maximum		4.0	3.0
Sum		369.0	387.0
Percentiles	25	1.000	1.000
	50	2.000	2.000
	75	2.000	2.000

Frequency Table

Ocuupation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Student	101	49.8	49.8	49.8
	Employee	53	26.1	26.1	75.9
	Business	34	16.7	16.7	92.6
	Housewife	15	7.4	7.4	100.0
	Total	203	100.0	100.0	

Frequncy of using GSRTC service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Several times a week	63	31.0	31.0	31.0
	A few times per month	96	47.3	47.3	78.3
	Rarely	44	21.7	21.7	100.0
	Total	203	100.0	100.0	

Bar Chart

Ocuupation

Ocuupation

Frequncy of using GSRTC service

Frequncy of using GSRTC service
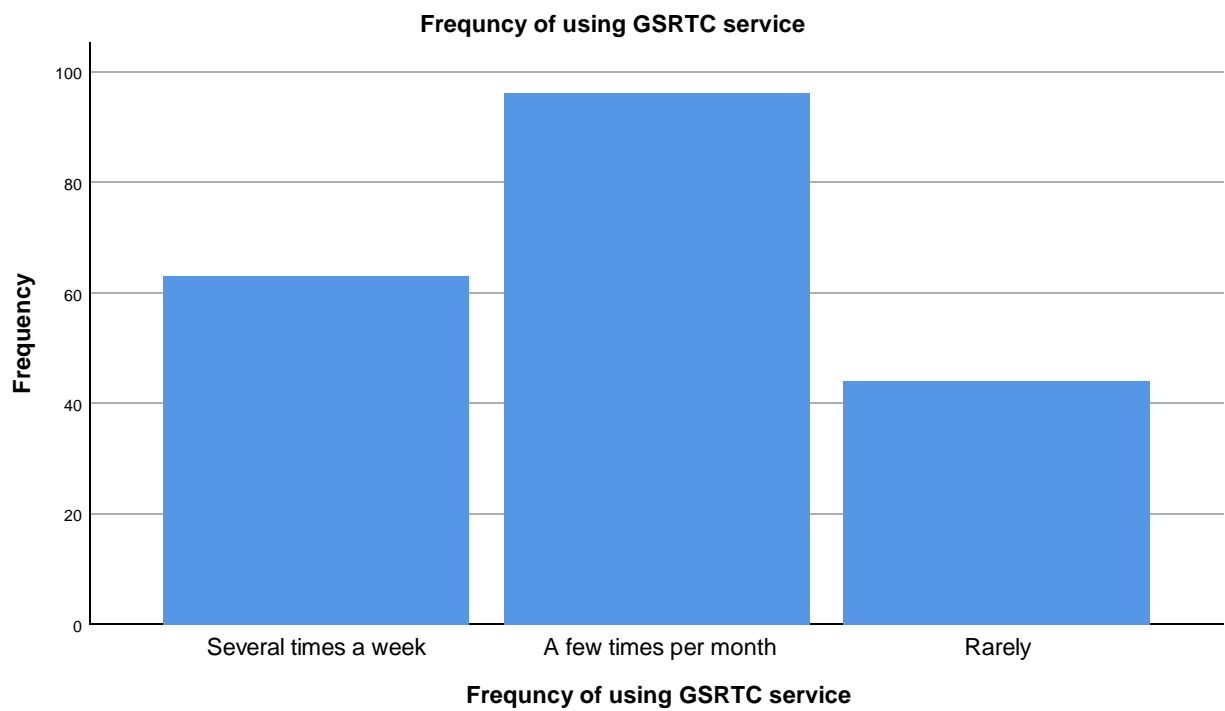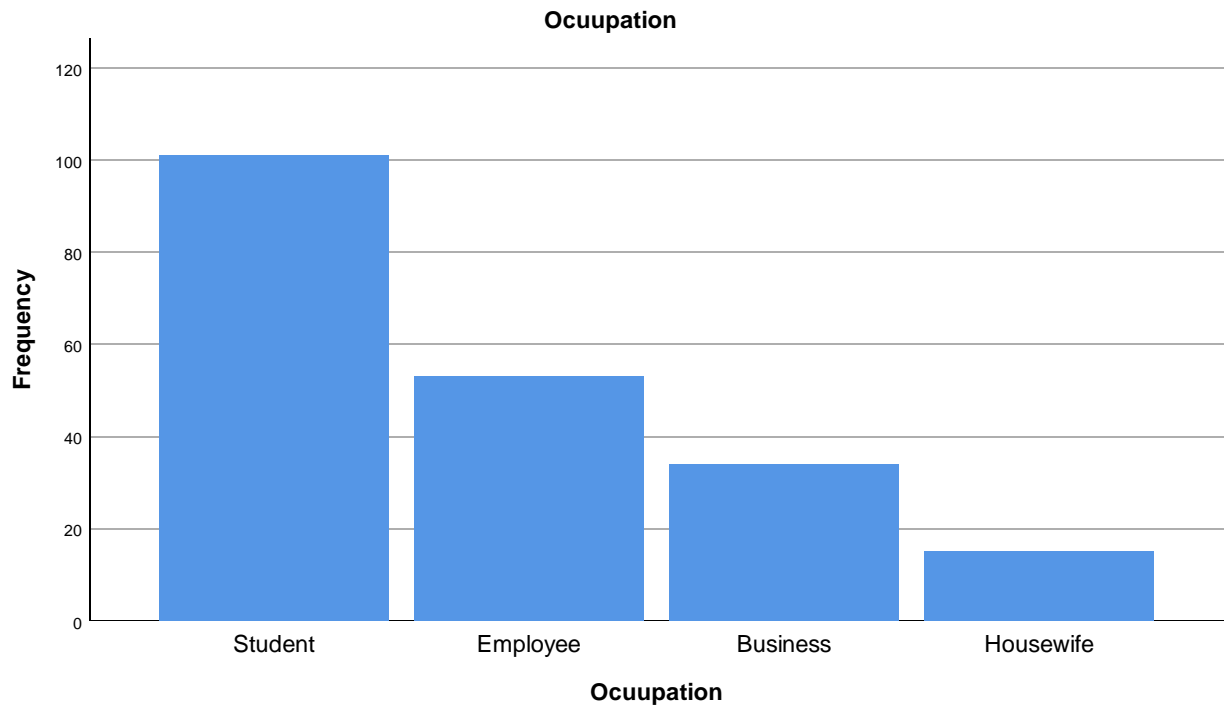
```
CROSSTABS
  /TABLES=Gender BY TravelClass
  /FORMAT=AVALUE TABLES
  /STATISTICS=CHISQ
```

```
/CELLS=COUNT EXPECTED ROW
/COUNT ROUND CELL.
```

Crosstabs

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Gender * Preferred travel class in GSRTC buses	203	100.0%	0	0.0%	203	100.0%

Gender * Preferred travel class in GSRTC buses Crosstabulation

			Preferred travel class in GSRTC buses			
			AC Seater	Non AC Seater	AC Sleeper	Non AC Sleeper
Gender	Male	Count	30	66	32	24
		Expected Count	34.4	62.1	33.7	21.7
		% within Gender	19.7%	43.4%	21.1%	15.8%
	Female	Count	16	17	13	5
		Expected Count	11.6	20.9	11.3	7.3
		% within Gender	31.4%	33.3%	25.5%	9.8%
Total		Count	46	83	45	29
		Expected Count	46.0	83.0	45.0	29.0
		% within Gender	22.7%	40.9%	22.2%	14.3%

Gender * Preferred travel class in GSRTC buses Crosstabulation

			Total
Gender	Male	Count	152
		Expected Count	152.0
		% within Gender	100.0%
	Female	Count	51
		Expected Count	51.0
		% within Gender	100.0%
Total		Count	203
		Expected Count	203.0
		% within Gender	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	4.529[a]	3	.210
Likelihood Ratio	4.486	3	.214
Linear-by-Linear Association	1.484	1	.223
N of Valid Cases	203		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 7.29.

```
CROSSTABS
  /TABLES=Age BY Booking
  /FORMAT=AVALUE TABLES
  /STATISTICS=CHISQ
  /CELLS=COUNT EXPECTED ROW
  /COUNT ROUND CELL.
```

Crosstabs

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Age * Method for booking GSRTC tickets	203	100.0%	0	0.0%	203	100.0%

Age * Method for booking GSRTC tickets Crosstabulation

			Method for booking GSRTC tickets			
			Online website	Ticket counter	Mobile app	Total
Age	<20	Count	13	12	24	49
		Expected Count	15.4	14.5	19.1	49.0
		% within Age	26.5%	24.5%	49.0%	100.0%
	20 to <40	Count	32	35	45	112
		Expected Count	35.3	33.1	43.6	112.0
		% within Age	28.6%	31.3%	40.2%	100.0%
	40 to 60	Count	15	10	8	33
		Expected Count	10.4	9.8	12.8	33.0
		% within Age	45.5%	30.3%	24.2%	100.0%
	>60	Count	4	3	2	9
		Expected Count	2.8	2.7	3.5	9.0
		% within Age	44.4%	33.3%	22.2%	100.0%
Total		Count	64	60	79	203
		Expected Count	64.0	60.0	79.0	203.0
		% within Age	31.5%	29.6%	38.9%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	7.580[a]	6	.270
Likelihood Ratio	7.642	6	.266
Linear-by-Linear Association	5.919	1	.015
N of Valid Cases	203		

a. 3 cells (25.0%) have expected count less than 5. The minimum expected count is 2.66.

```
CROSSTABS
  /TABLES=income BY Freq
  /FORMAT=AVALUE TABLES
  /STATISTICS=CHISQ
  /CELLS=COUNT EXPECTED ROW
  /COUNT ROUND CELL.
```

Crosstabs

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Personal Annual Income * Frequncy of using GSRTC service	203	100.0%	0	0.0%	203	100.0%

Personal Annual Income * Frequncy of using GSRTC service Crosstabulation

			Frequncy of using GSRTC service	
			Several times a week	A few times per month
Personal Annual Income	< 2 lakh	Count	26	38
		Expected Count	27.0	41.1
		% within Personal Annual Income	29.9%	43.7%
	2 lakh - 5 lakh	Count	14	16
		Expected Count	11.8	18.0
		% within Personal Annual Income	36.8%	42.1%
	5 lakh - 10 lakh	Count	18	22
		Expected Count	14.3	21.8
		% within Personal Annual Income	39.1%	47.8%
	> 10 lakh	Count	5	20
		Expected Count	9.9	15.1
		% within Personal Annual Income	15.6%	62.5%
Total		Count	63	96
		Expected Count	63.0	96.0
		% within Personal Annual Income	31.0%	47.3%

Personal Annual Income * Frequncy of using GSRTC service Crosstabulation

			Frequncy of ...	
			Rarely	Total
Personal Annual Income	< 2 lakh	Count	23	87
		Expected Count	18.9	87.0
		% within Personal Annual Income	26.4%	100.0%
	2 lakh - 5 lakh	Count	8	38
		Expected Count	8.2	38.0
		% within Personal Annual Income	21.1%	100.0%
	5 lakh - 10 lakh	Count	6	46
		Expected Count	10.0	46.0
		% within Personal Annual Income	13.0%	100.0%
	> 10 lakh	Count	7	32
		Expected Count	6.9	32.0
		% within Personal Annual Income	21.9%	100.0%
Total		Count	44	203
		Expected Count	44.0	203.0
		% within Personal Annual Income	21.7%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.393[a]	6	.211
Likelihood Ratio	8.921	6	.178
Linear-by-Linear Association	.060	1	.806
N of Valid Cases	203		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 6.94.

```
ONEWAY Rating BY Age
  /STATISTICS DESCRIPTIVES HOMOGENEITY
  /MISSING ANALYSIS
```

```
/POSTHOC=TUKEY ALPHA(0.05).
```

Oneway

Descriptives

Overall satisfaction

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean	
					Lower Bound	Upper Bound
<20	49	2.449	1.1737	.1677	2.112	2.786
20 to <40	112	2.598	1.1660	.1102	2.380	2.817
40 to 60	33	2.576	1.2255	.2133	2.141	3.010
>60	9	2.556	1.1304	.3768	1.687	3.424
Total	203	2.557	1.1691	.0821	2.395	2.718

Descriptives

Overall satisfaction

	Minimum	Maximum
<20	1.0	5.0
20 to <40	1.0	5.0
40 to 60	1.0	4.0
>60	1.0	4.0
Total	1.0	5.0

Test of Homogeneity of Variances

		Levene Statistic	df1	df2	Sig.
Overall satisfaction	Based on Mean	.417	3	199	.741
	Based on Median	.438	3	199	.726
	Based on Median and with adjusted df	.438	3	196.163	.726
	Based on trimmed mean	.395	3	199	.757

ANOVA

Overall satisfaction

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.774	3	.258	.186	.906
Within Groups	275.325	199	1.384		
Total	276.099	202			

Post Hoc Tests

Multiple Comparisons

Dependent Variable: Overall satisfaction

Tukey HSD

(I) Age	(J) Age	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
<20	20 to <40	-.1492	.2015	.880	-.671	.373
	40 to 60	-.1268	.2649	.964	-.813	.559
	>60	-.1066	.4266	.995	-1.212	.999
20 to <40	<20	.1492	.2015	.880	-.373	.671
	40 to 60	.0225	.2330	1.000	-.581	.626
	>60	.0427	.4075	1.000	-1.013	1.099
40 to 60	<20	.1268	.2649	.964	-.559	.813
	20 to <40	-.0225	.2330	1.000	-.626	.581
	>60	.0202	.4423	1.000	-1.126	1.166
>60	<20	.1066	.4266	.995	-.999	1.212
	20 to <40	-.0427	.4075	1.000	-1.099	1.013
	40 to 60	-.0202	.4423	1.000	-1.166	1.126

Homogeneous Subsets

Overall satisfaction

Tukey HSD[a,b]

| Age | N | Subset for alpha = 0.05 |
		1
<20	49	2.449
>60	9	2.556
40 to 60	33	2.576
20 to <40	112	2.598
Sig.		.973

Means for groups in homogeneous subsets are displayed.

    a. Uses Harmonic Mean Sample Size = 23.426.

    b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

```
ONEWAY Rating BY income
  /STATISTICS DESCRIPTIVES HOMOGENEITY
  /MISSING ANALYSIS
  /POSTHOC=TUKEY ALPHA(0.05).
```

Oneway

Descriptives

Overall satisfaction

| | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | |
					Lower Bound	Upper Bound
< 2 lakh	87	2.701	1.2306	.1319	2.439	2.963
2 lakh - 5 lakh	38	2.368	1.1951	.1939	1.976	2.761
5 lakh - 10 lakh	46	2.565	1.0884	.1605	2.242	2.888
> 10 lakh	32	2.375	1.0701	.1892	1.989	2.761
Total	203	2.557	1.1691	.0821	2.395	2.718

Descriptives

Overall satisfaction

	Minimum	Maximum
< 2 lakh	1.0	5.0
2 lakh - 5 lakh	1.0	5.0
5 lakh - 10 lakh	1.0	5.0
> 10 lakh	1.0	4.0
Total	1.0	5.0

Test of Homogeneity of Variances

		Levene Statistic	df1	df2	Sig.
Overall satisfaction	Based on Mean	.354	3	199	.786
	Based on Median	.257	3	199	.857
	Based on Median and with adjusted df	.257	3	196.711	.857
	Based on trimmed mean	.356	3	199	.785

ANOVA

Overall satisfaction

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	4.222	3	1.407	1.030	.380
Within Groups	271.876	199	1.366		
Total	276.099	202			

Post Hoc Tests

Multiple Comparisons

Dependent Variable: Overall satisfaction

Tukey HSD

(I) Personal Annual Income	(J) Personal Annual Income	Mean Difference (I-J)	Std. Error	Sig.
< 2 lakh	2 lakh - 5 lakh	.3327	.2273	.461
	5 lakh - 10 lakh	.1359	.2131	.920
	> 10 lakh	.3261	.2417	.533
2 lakh - 5 lakh	< 2 lakh	-.3327	.2273	.461
	5 lakh - 10 lakh	-.1968	.2562	.869
	> 10 lakh	-.0066	.2804	1.000
5 lakh - 10 lakh	< 2 lakh	-.1359	.2131	.920
	2 lakh - 5 lakh	.1968	.2562	.869
	> 10 lakh	.1902	.2691	.894
> 10 lakh	< 2 lakh	-.3261	.2417	.533
	2 lakh - 5 lakh	.0066	.2804	1.000
	5 lakh - 10 lakh	-.1902	.2691	.894

Multiple Comparisons

Dependent Variable: Overall satisfaction

Tukey HSD

(I) Personal Annual Income	(J) Personal Annual Income	95% Confidence Interval	
		Lower Bound	Upper Bound
< 2 lakh	2 lakh - 5 lakh	-.256	.922
	5 lakh - 10 lakh	-.416	.688
	> 10 lakh	-.300	.952
2 lakh - 5 lakh	< 2 lakh	-.922	.256
	5 lakh - 10 lakh	-.861	.467
	> 10 lakh	-.733	.720
5 lakh - 10 lakh	< 2 lakh	-.688	.416
	2 lakh - 5 lakh	-.467	.861
	> 10 lakh	-.507	.887
> 10 lakh	< 2 lakh	-.952	.300
	2 lakh - 5 lakh	-.720	.733
	5 lakh - 10 lakh	-.887	.507

Homogeneous Subsets

Overall satisfaction

Tukey HSD[a,b]

Personal Annual Income	N	Subset for alpha = 0.05
		1
2 lakh - 5 lakh	38	2.368
> 10 lakh	32	2.375
5 lakh - 10 lakh	46	2.565
< 2 lakh	87	2.701
Sig.		.541

Means for groups in homogeneous subsets are displayed.

a. Uses Harmonic Mean Sample Size = 44.053.

b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

```
T-TEST GROUPS=Gender(1 2)
  /MISSING=ANALYSIS
  /VARIABLES=Rating
  /CRITERIA=CI(.95).
```

T-Test

Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
Overall satisfaction	Male	152	2.566	1.1718	.0950
	Female	51	2.529	1.1722	.1641

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means	
		F	Sig.	t	df
Overall satisfaction	Equal variances assumed	.014	.905	.192	201
	Equal variances not assumed			.192	85.950

Independent Samples Test

		t-test for Equality of Means		
		Sig. (2-tailed)	Mean Difference	Std. Error Difference
Overall satisfaction	Equal variances assumed	.848	.0364	.1896
	Equal variances not assumed	.848	.0364	.1897

Independent Samples Test

		t-test for Equality of Means	
		95% Confidence Interval of the Difference	
		Lower	Upper
Overall satisfaction	Equal variances assumed	-.3376	.4103
	Equal variances not assumed	-.3407	.4134

```
CORRELATIONS
  /VARIABLES=R_avg RE_avg A_avg E_avg T_avg
  /PRINT=ONETAIL NOSIG
  /MISSING=PAIRWISE.
```

Correlations

Correlations

		R_avg	RE_avg	A_avg	E_avg	T_avg
Pearson Correlation	R_avg	1	.718**	.674**	.673**	.662**
	RE_avg	.718**	1	.716**	.761**	.600**
	A_avg	.674**	.716**	1	.693**	.628**
	E_avg	.673**	.761**	.693**	1	.574**
	T_avg	.662**	.600**	.628**	.574**	1
Sig. (1-tailed)	R_avg		.000	.000	.000	.000
	RE_avg	.000		.000	.000	.000
	A_avg	.000	.000		.000	.000
	E_avg	.000	.000	.000		.000
	T_avg	.000	.000	.000	.000	
N	R_avg	203	203	203	203	203
	RE_avg	203	203	203	203	203
	A_avg	203	203	203	203	203
	E_avg	203	203	203	203	203
	T_avg	203	203	203	203	203

**. Correlation is significant at the 0.01 level (1-tailed).

```
CORRELATIONS
  /VARIABLES=R_avg RE_avg A_avg E_avg T_avg
  /PRINT=ONETAIL SIG
  /MISSING=LISTWISE.

REGRESSION
  /MISSING LISTWISE
  /STATISTICS COEFF OUTS R ANOVA
  /CRITERIA=PIN(.05) POUT(.10)
  /NOORIGIN
  /DEPENDENT Rating
  /METHOD=ENTER RE_avg T_avg E_avg A_avg R_avg.
```

Regression

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	R_avg, T_avg, E_avg, ...[b]	.	Enter

a. Dependent Variable: Overall satisfaction

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.377[a]	.142	.120	1.0965

a. Predictors: (Constant), R_avg, T_avg, E_avg, A_avg, RE_avg

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	39.264	5	7.853	6.532	.000[b]
	Residual	236.835	197	1.202		
	Total	276.099	202			

a. Dependent Variable: Overall satisfaction

b. Predictors: (Constant), R_avg, T_avg, E_avg, A_avg, RE_avg

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	1.407	.257		5.484	.000
	RE_avg	.065	.167	.046	.391	.696
	T_avg	-.220	.130	-.159	-1.693	.092
	E_avg	-.056	.161	-.039	-.351	.726
	A_avg	.283	.158	.191	1.795	.074
	R_avg	.458	.158	.313	2.890	.004

a. Dependent Variable: Overall satisfaction