Data Set	WORK.NEW_DATASET
Dependent Variable	satisf
Selection Method	Stepwise
Select Criterion	Adj R-Sq
Stop Criterion	Adj R-Sq
Choose Criterion	Adj R-Sq
Effect Hierarchy Enforced	None

Number of Observations Read	317
Number of Observations Used	198

Class Level Information

Class	Levels	Values
purch_i	2	0 1
purch_i2	2	0 1
purchgrp	2	0 1
rout_int	2	0 1
rout_cal	2	0 1
rout_sal	2	0 1
rout_no	2	0 1
fn_tech	2	0 1
fn_newpr	2	0 1
fn_need	2	0 1
fn_order	2	0 1
fn_pric	2	0 1
fn_other	2	0 1

Dimensions

Number of Effects	40
Number of Parameters	51

Stepwise Selection Summary

Step	Effect Entered	Effect Removed	Number Effects In	Number Parms In	Adjusted R-Square
0	Intercept		1	1	0.0000
1	rate		2	2	0.8142
2	reliab2		3	3	0.8367
3	reliab		4	4	0.8438
4	credit		5	5	0.8490
5	num_emp		6	6	0.8533
6	time2		7	7	0.8566
7	purchgrp		8	8	0.8589
8	talk_dir		9	9	0.8607
9	rout_sal		10	10	0.8635
10	av_spec		11	11	0.8652
11	i_acces		12	12	0.8667
12	price2		13	13	0.8684
13	sales		14	14	0.8700

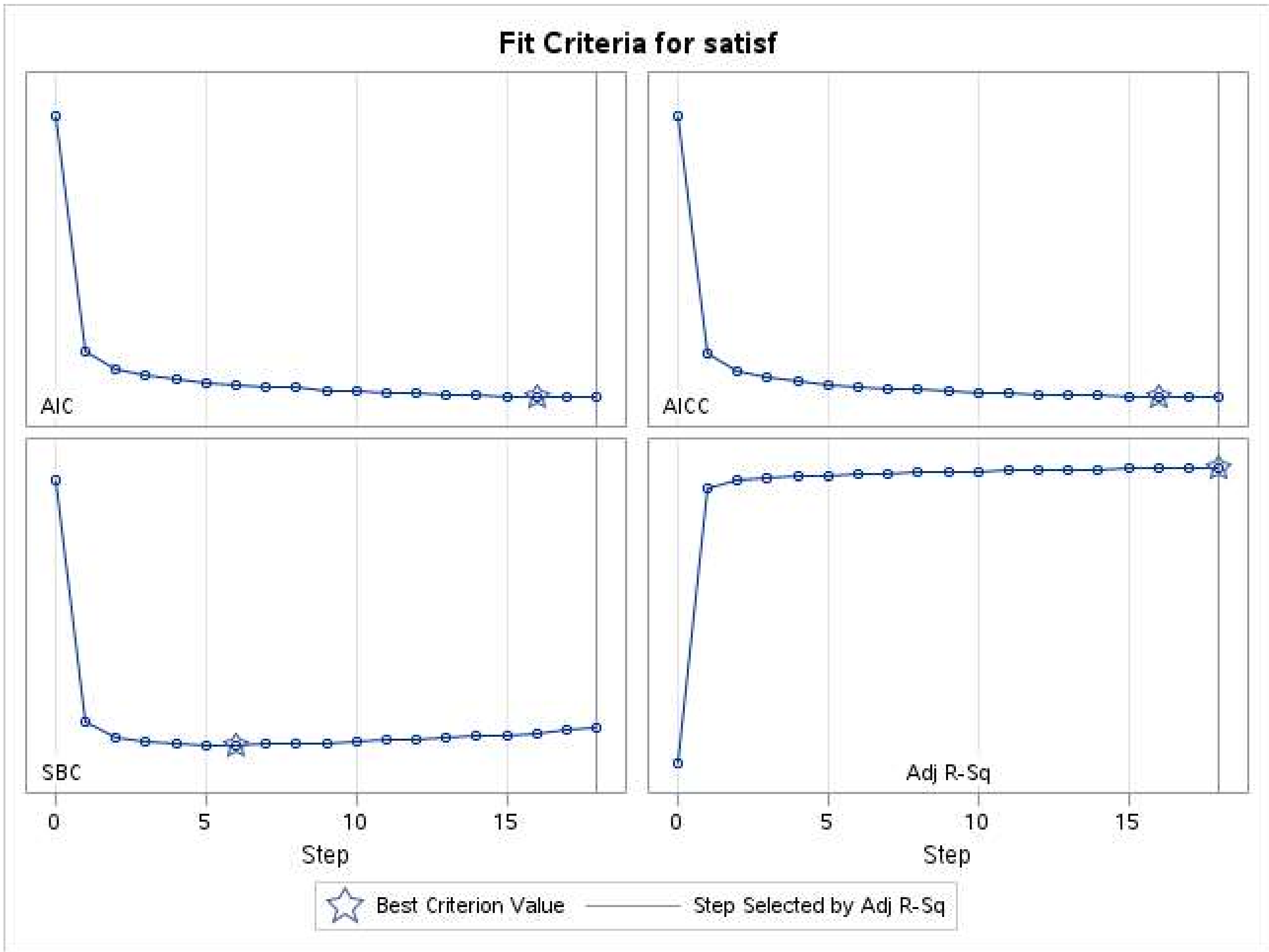
* Optimal Value of Criterion

Stepwise Selection Summary					
Step	**Effect Entered**	**Effect Removed**	**Number Effects In**	**Number Parms In**	**Adjusted R-Square**
14	**av_spec2**		15	15	0.8715
15	**warranty**		16	16	0.8731
16	**fn_need**		17	17	0.8743
17	**fn_newpr**		18	18	0.8748
18	**av_br**		19	19	0.8751*

*** Optimal Value of Criterion**

Selection stopped at a local maximum of the AdjRSq criterion.

Stop Details				
Candidate For	**Effect**	**Candidate Adj-RSq**		**Compare Adj-RSq**
Entry	warrant2	0.8751	<	0.8751
Removal	av_br	0.8748	<	0.8751



Selected Model

The selected model, based on Adj R-Sq, is the model at Step 18.

Effects:	Intercept reliab av_br av_spec credit warranty talk_dir reliab2 time2 av_spec2 price2 rate i_acces sales num_emp purchgrp rout_sal fn_newpr fn_need

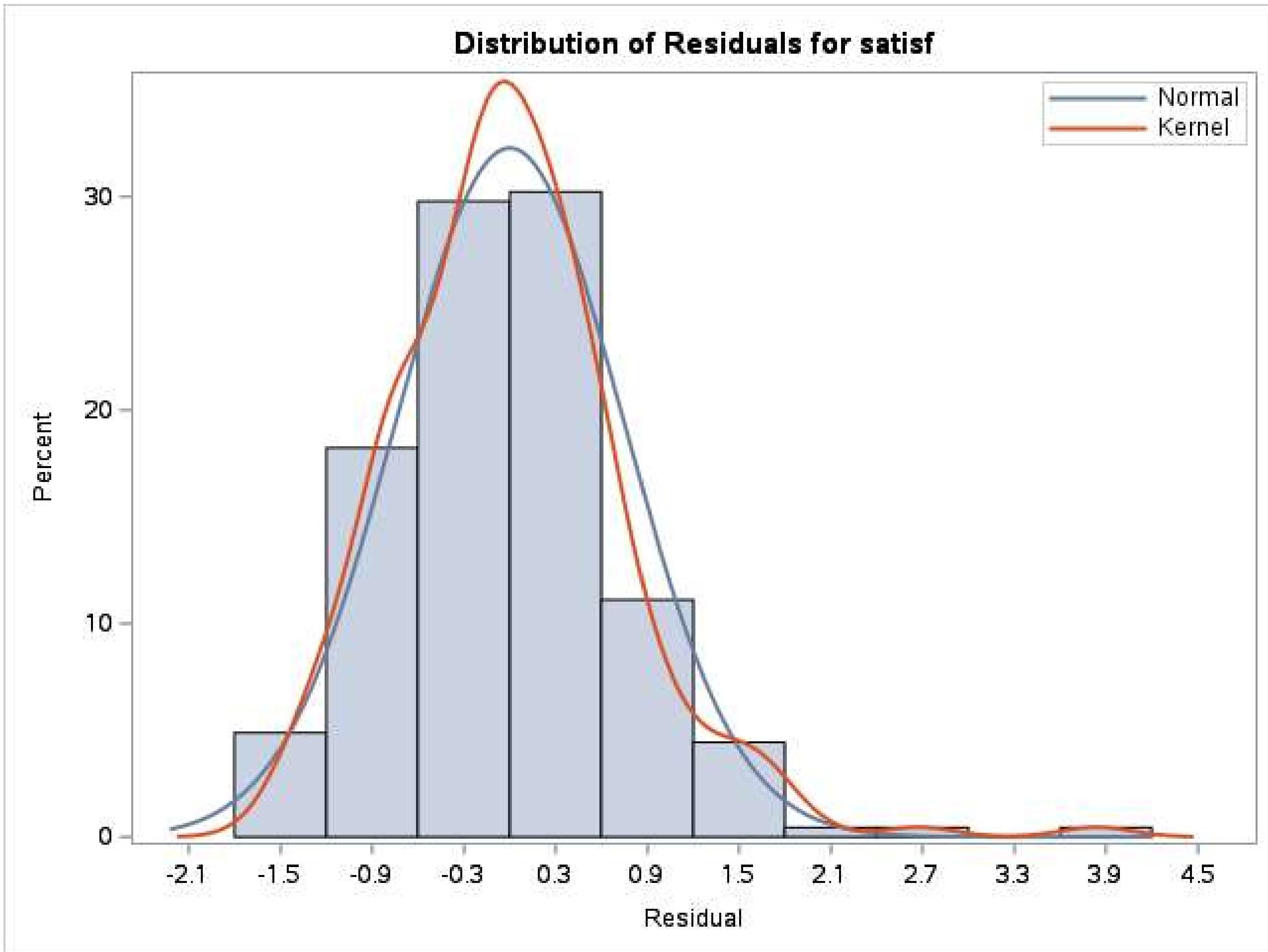
Note: The p-values for parameters and effects are not adjusted for the fact that the terms in the model have been selected and so are generally liberal.

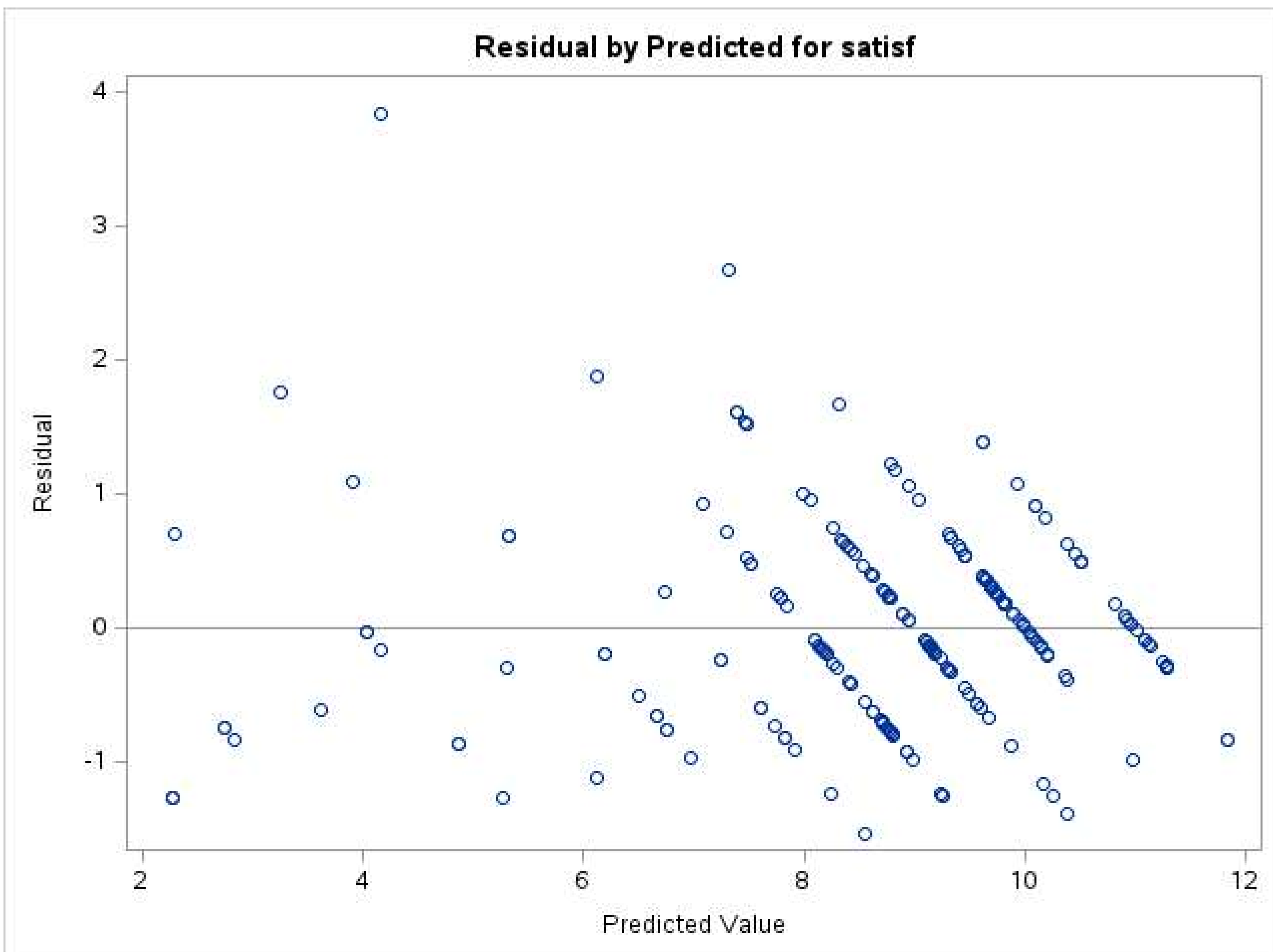
Analysis of Variance					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	18	717.81783	39.87877	77.71	<.0001
Error	179	91.85894	0.51318		
Corrected Total	197	809.67677			

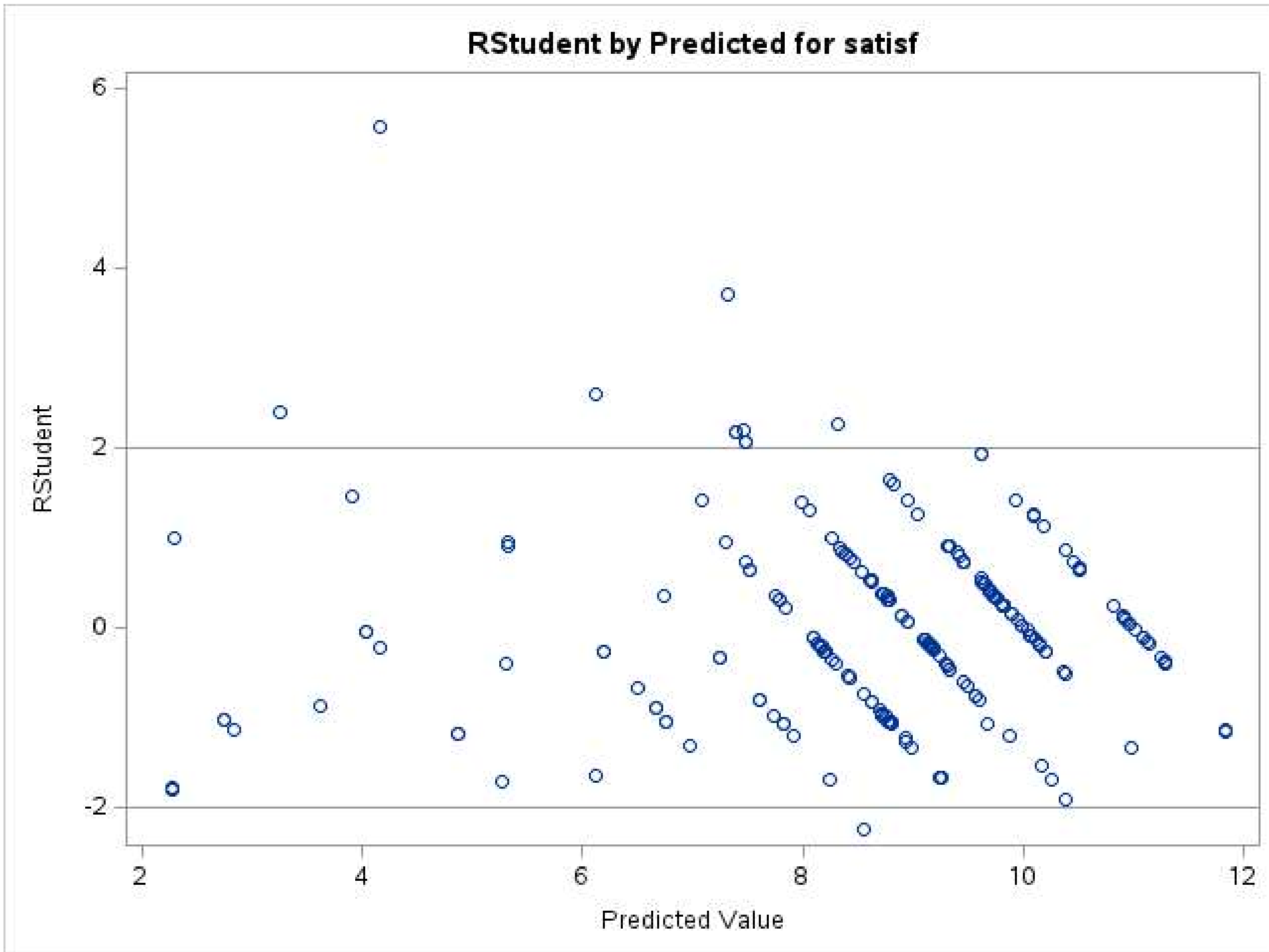
Root MSE	0.71636
Dependent Mean	8.59596
R-Square	0.8865
Adj R-Sq	0.8751
AIC	85.93345
AICC	90.67921
SBC	-51.58948

Parameter Estimates					
Parameter	DF	Estimate	Standard Error	t Value	Pr > |t|
Intercept	1	1.291843	0.617733	2.09	0.0379
reliab	1	-0.265857	0.061883	-4.30	<.0001
av_br	1	0.042883	0.034640	1.24	0.2173
av_spec	1	-0.104675	0.047733	-2.19	0.0296
credit	1	-0.072402	0.027003	-2.68	0.0080
warranty	1	0.073554	0.049307	1.49	0.1375
talk_dir	1	0.120130	0.046604	2.58	0.0108
reliab2	1	0.326989	0.072836	4.49	<.0001
time2	1	0.084033	0.051106	1.64	0.1019
av_spec2	1	-0.084339	0.039429	-2.14	0.0338
price2	1	0.122788	0.041076	2.99	0.0032
rate	1	0.850728	0.059942	14.19	<.0001
i_acces	1	-0.353224	0.177637	-1.99	0.0483
sales	1	-0.157895	0.067907	-2.33	0.0212
num_emp	1	0.146186	0.044382	3.29	0.0012
purchgrp 0	1	0.362747	0.155474	2.33	0.0208
purchgrp 1	0	0	.	.	.
rout_sal 0	1	0.392469	0.115299	3.40	0.0008
rout_sal 1	0	0	.	.	.
fn_newpr 0	1	0.187562	0.137843	1.36	0.1753
fn_newpr 1	0	0	.	.	.
fn_need 0	1	-0.298282	0.156122	-1.91	0.0577
fn_need 1	0	0	.	.	.

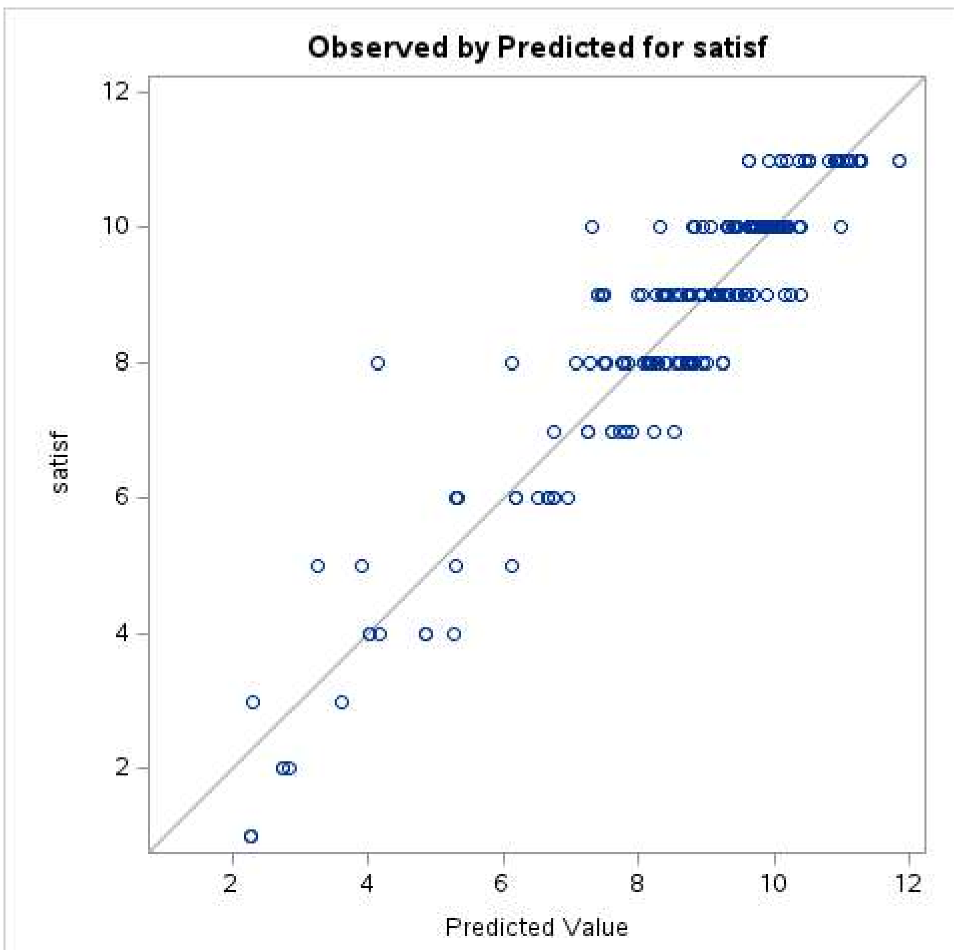
Model: MODEL1
Dependent Variable: satisf satisf


Distribution of Residuals for satisf
Normal
Kernel
Percent
Residual
0
10
20
30
-2.1
-1.5
-0.9
-0.3
0.3
0.9
1.5
2.1
2.7
3.3
3.9
4.5

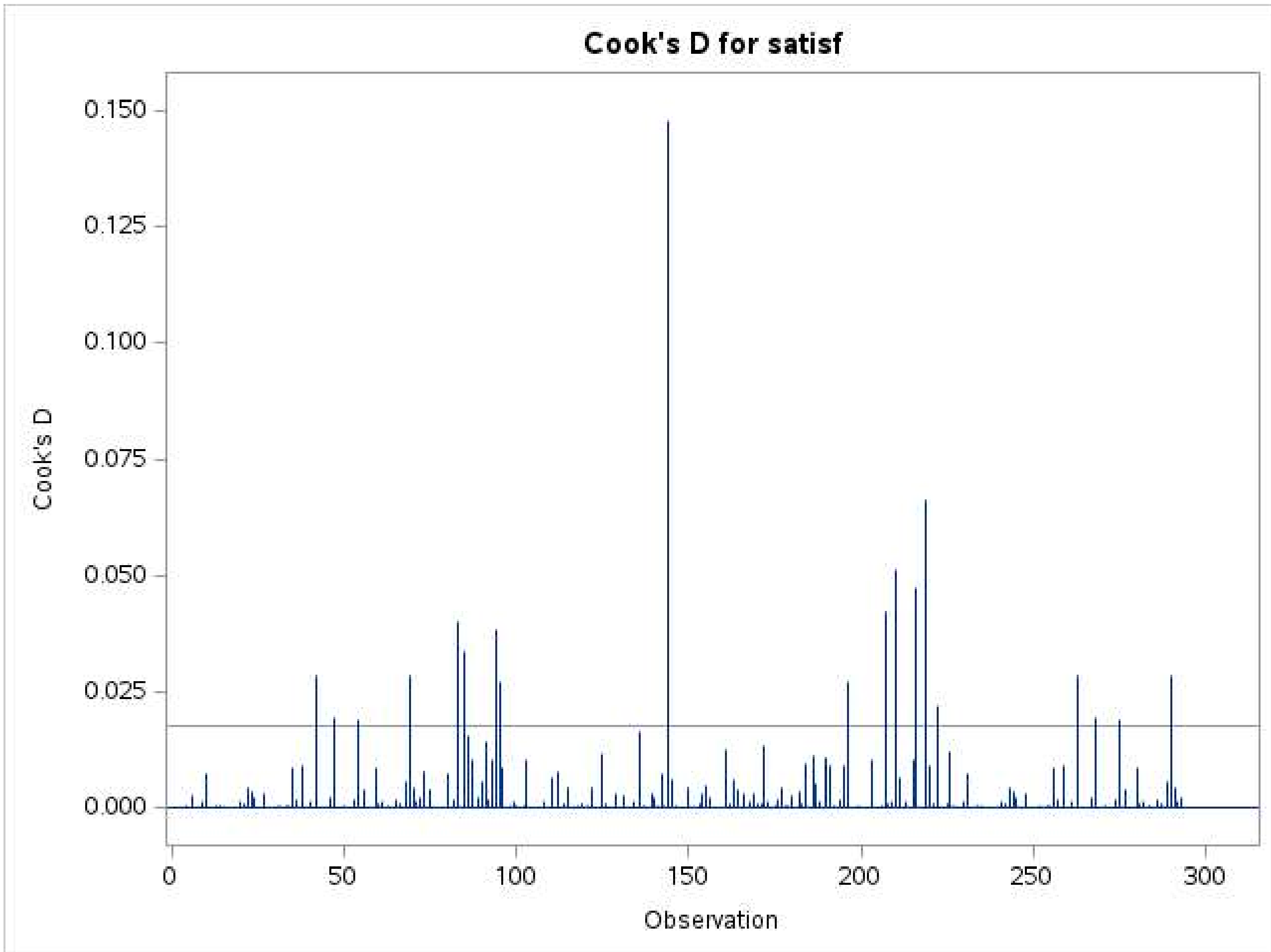

Residual by Predicted for satisf
Residual
Predicted Value
-1
0
1
2
3
4
2
4
6
8
10
12

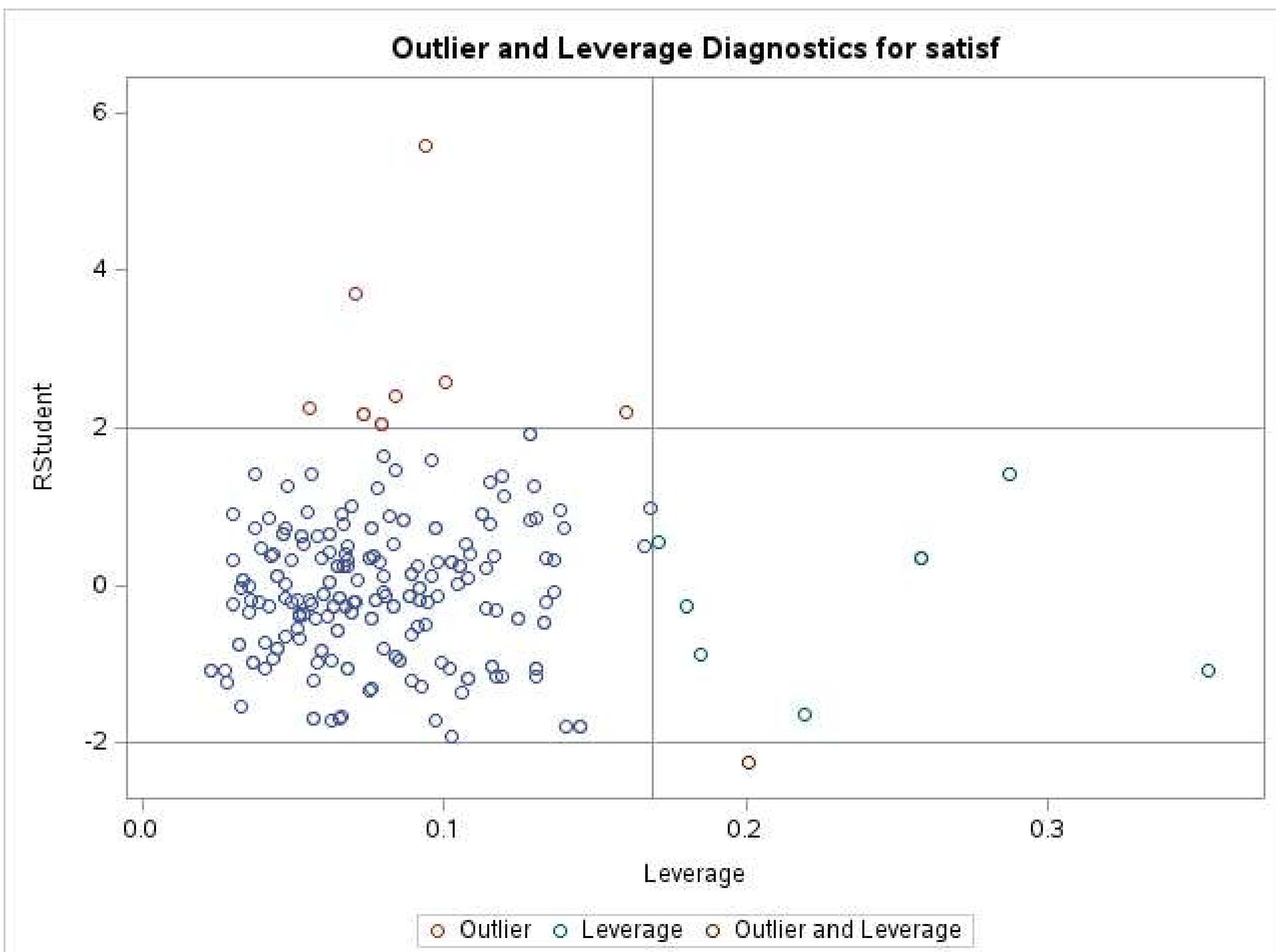


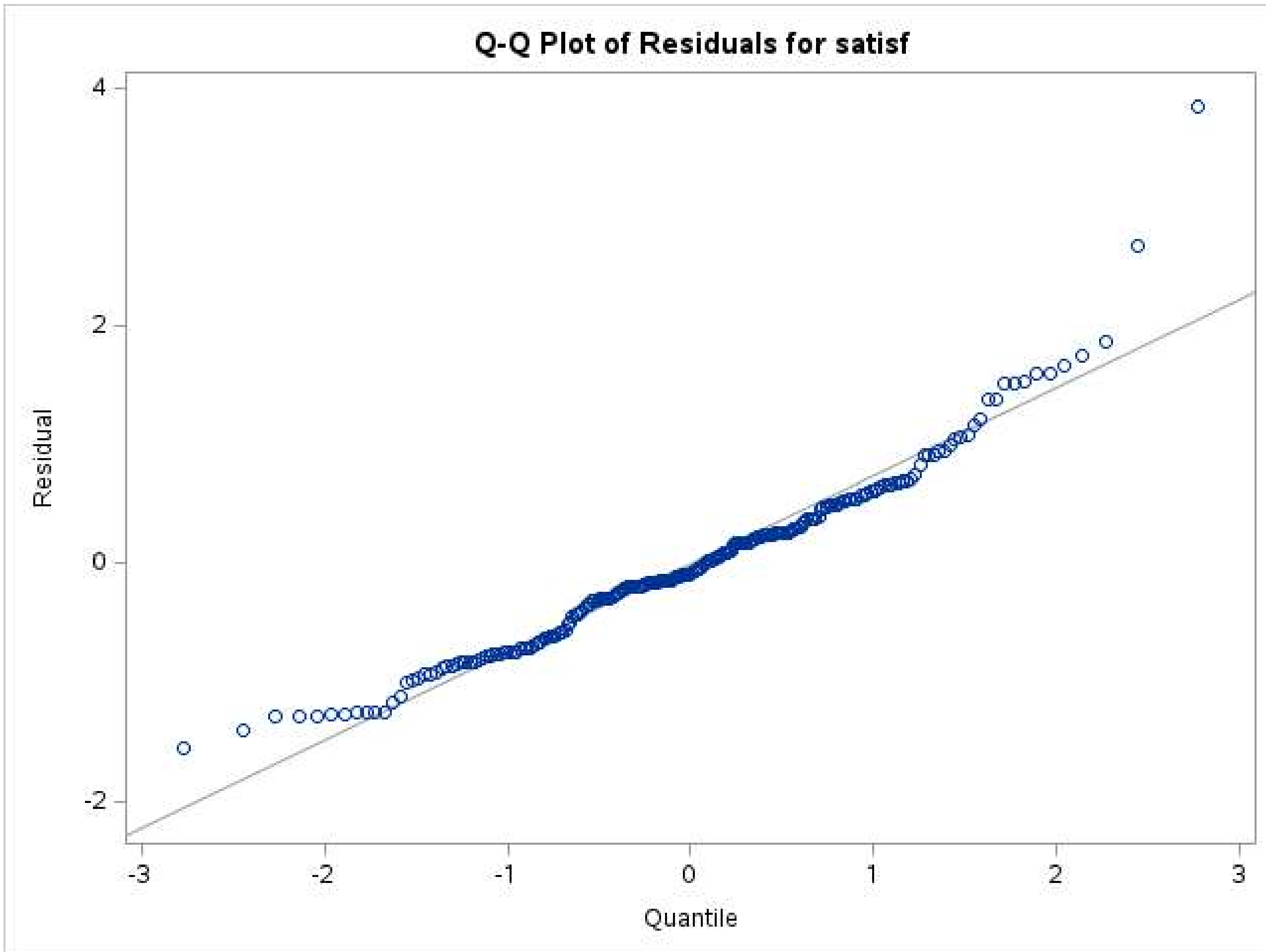
RStudent by Predicted for satisf
RStudent
Predicted Value
6
4
2
0
-2
2
4
6
8
10
12

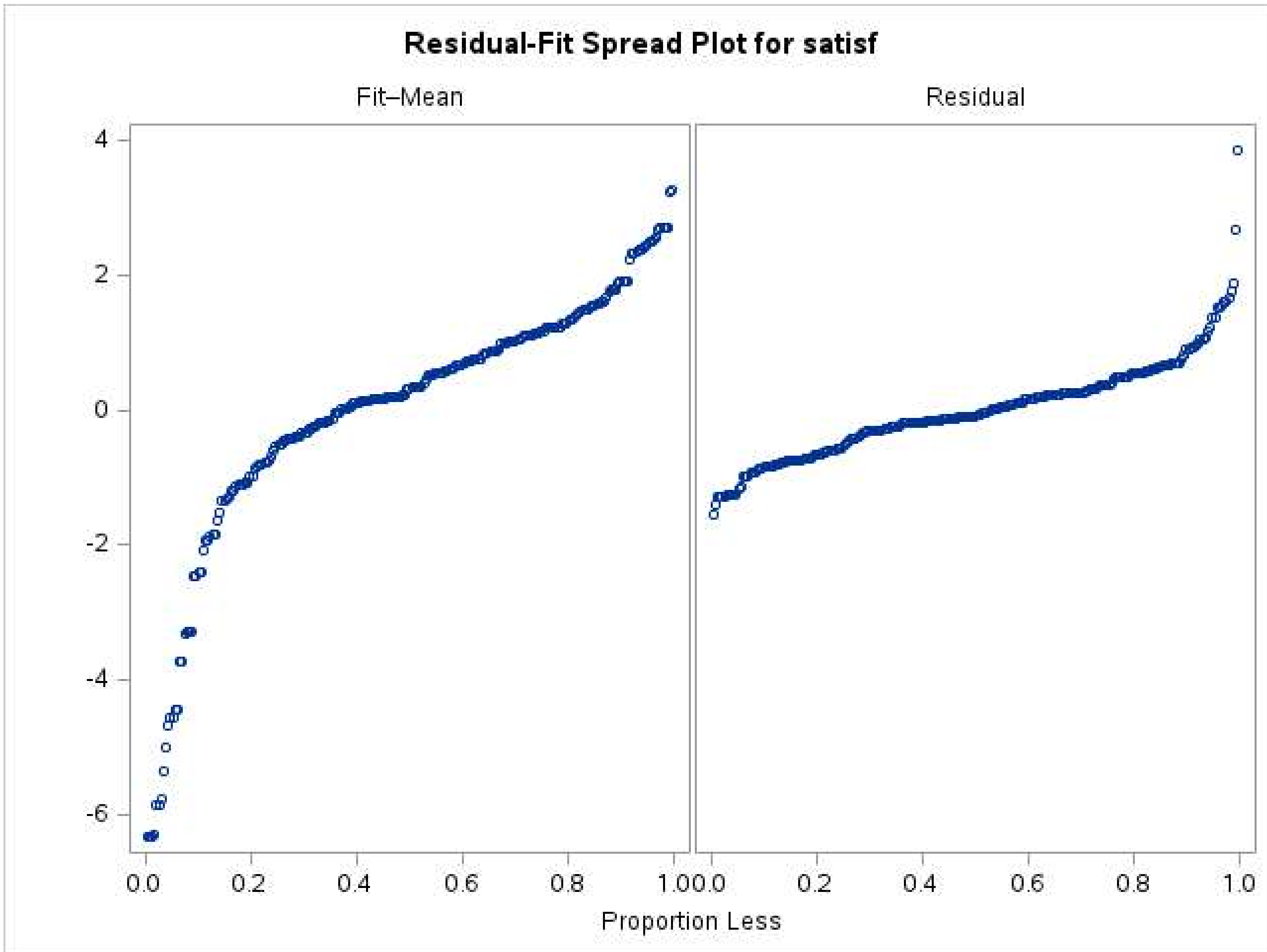


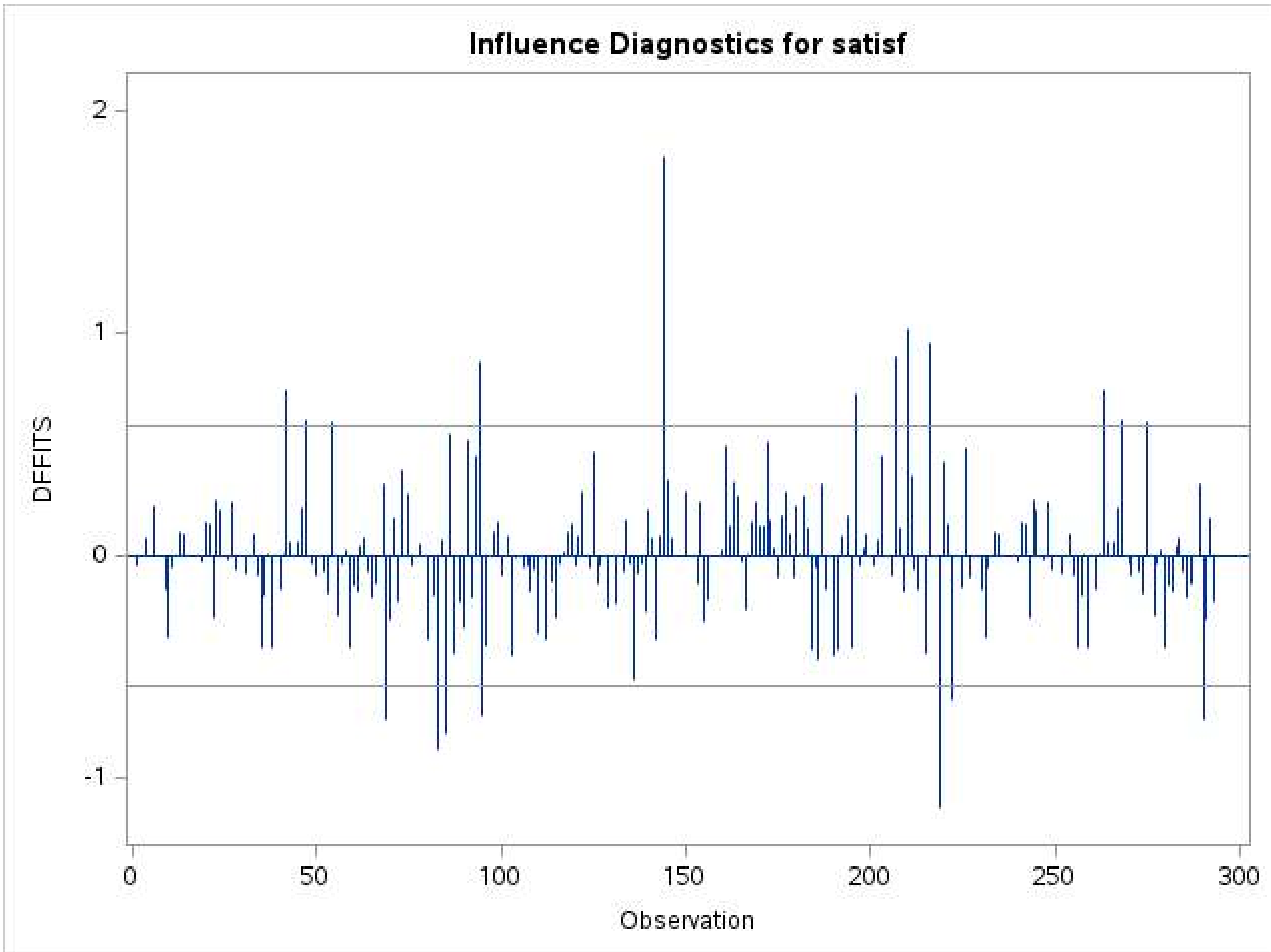
Observed by Predicted for satisf
satisf
Predicted Value
12
10
8
6
4
2
2
4
6
8
10
12

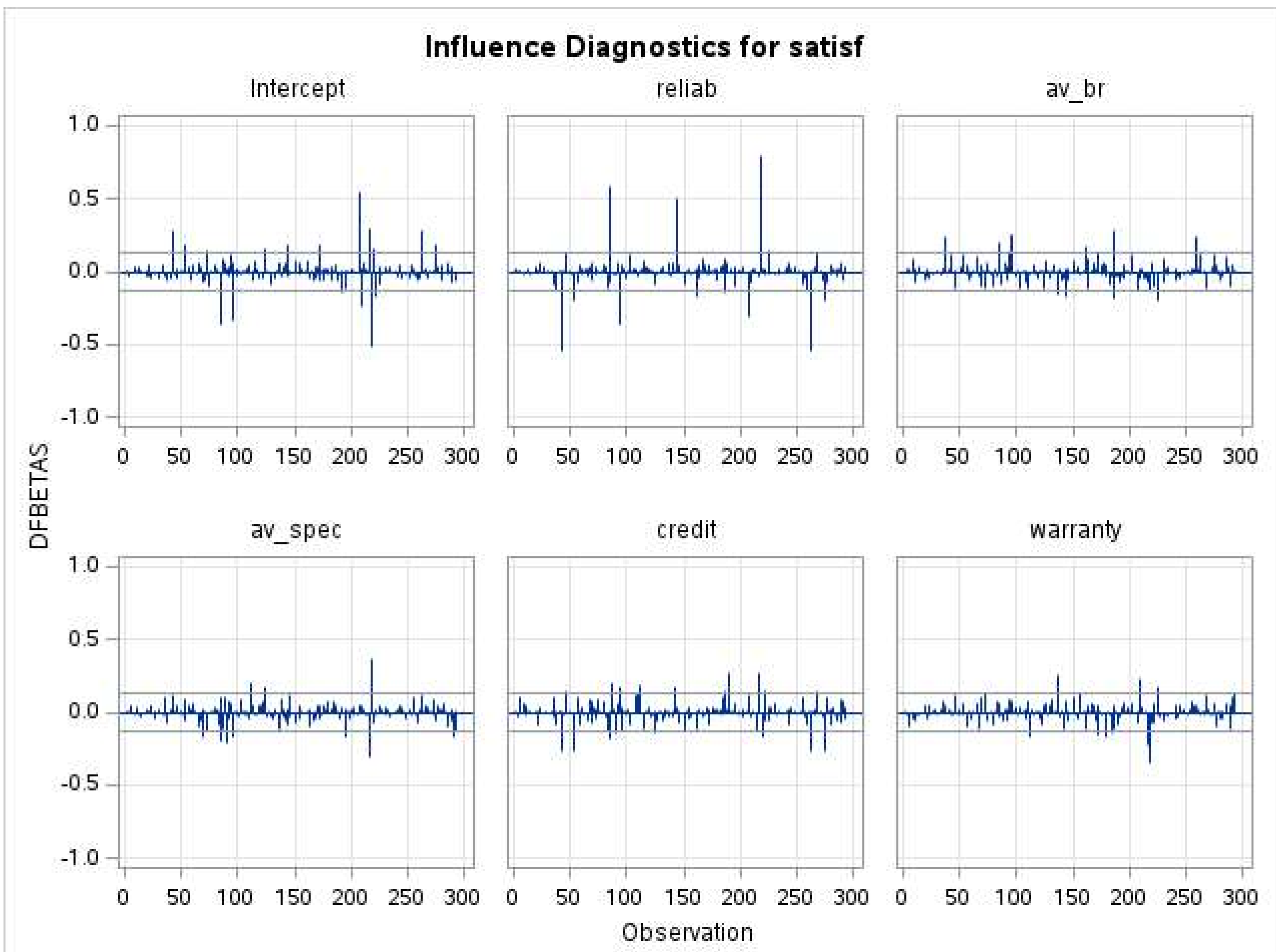

Cook's D for satisf
0.150
0.125
0.100
0.075
0.050
0.025
0.000
Cook's D
0
50
100
150
200
250
300
Observation

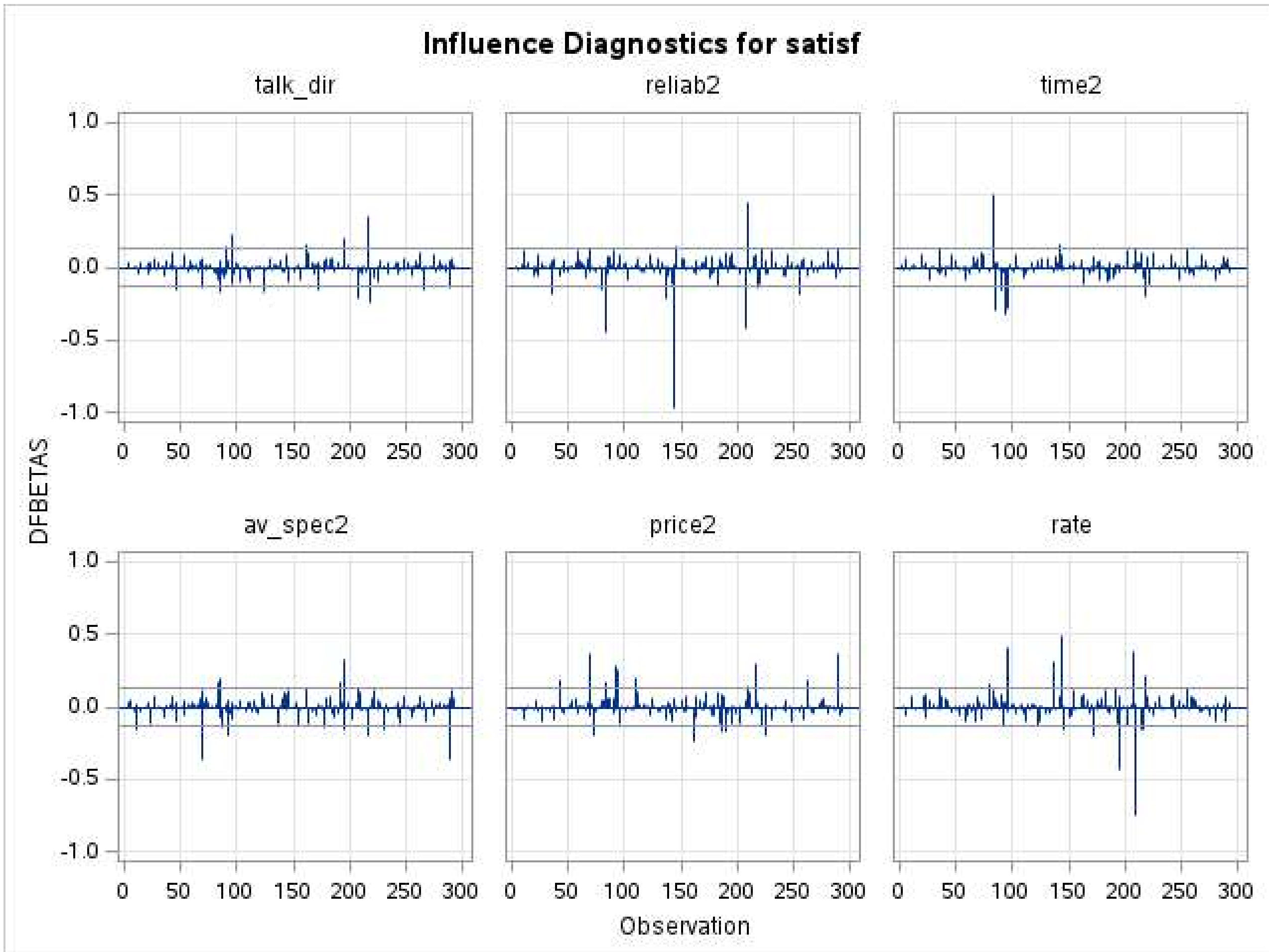

Outlier and Leverage Diagnostics for satisf
6
4
2
0
-2
RStudent
0.0
0.1
0.2
0.3
Leverage
Outlier
Leverage
Outlier and Leverage

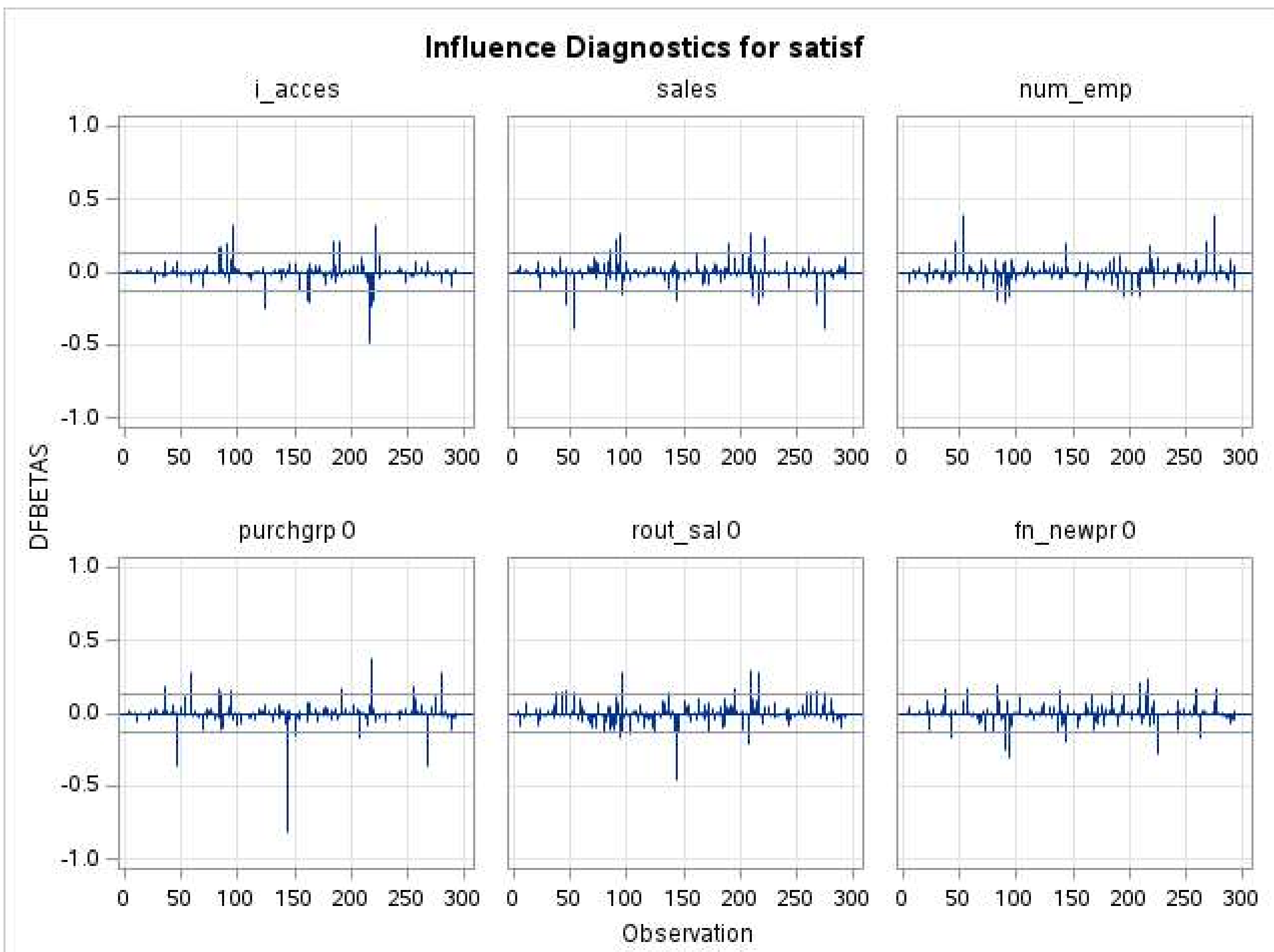

Q-Q Plot of Residuals for satisf
Residual
Quantile
4
2
0
-2
-3
-2
-1
0
1
2
3


Residual-Fit Spread Plot for satisf
Fit–Mean
Residual
4
2
0
-2
-4
-6
0.0
0.2
0.4
0.6
0.8
1.0
Proportion Less

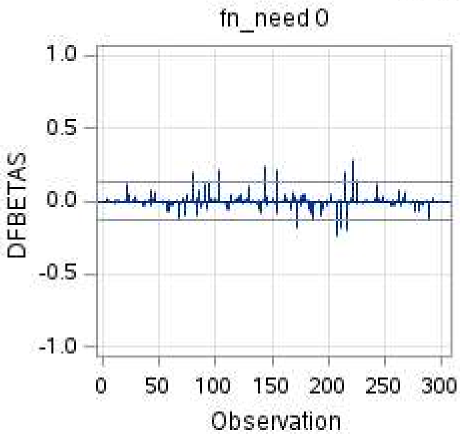

Influence Diagnostics for satisf
DFFITS
Observation
2
1
0
-1
0
50
100
150
200
250
300

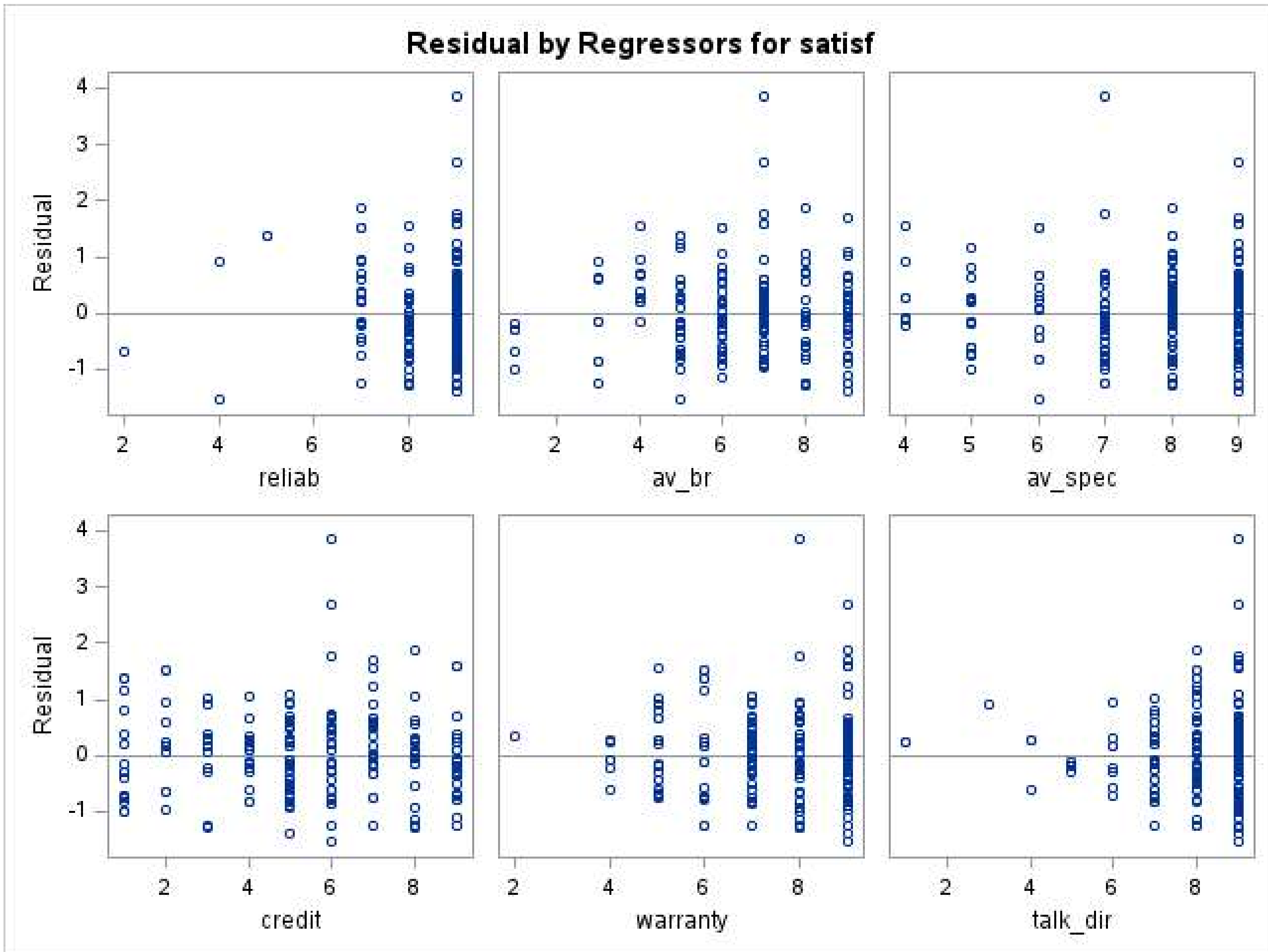

Influence Diagnostics for satisf
Intercept
reliab
av_br
av_spec
credit
warranty
DFBETAS
Observation
1.0
0.5
0.0
-0.5
-1.0
0
50
100
150
200
250
300

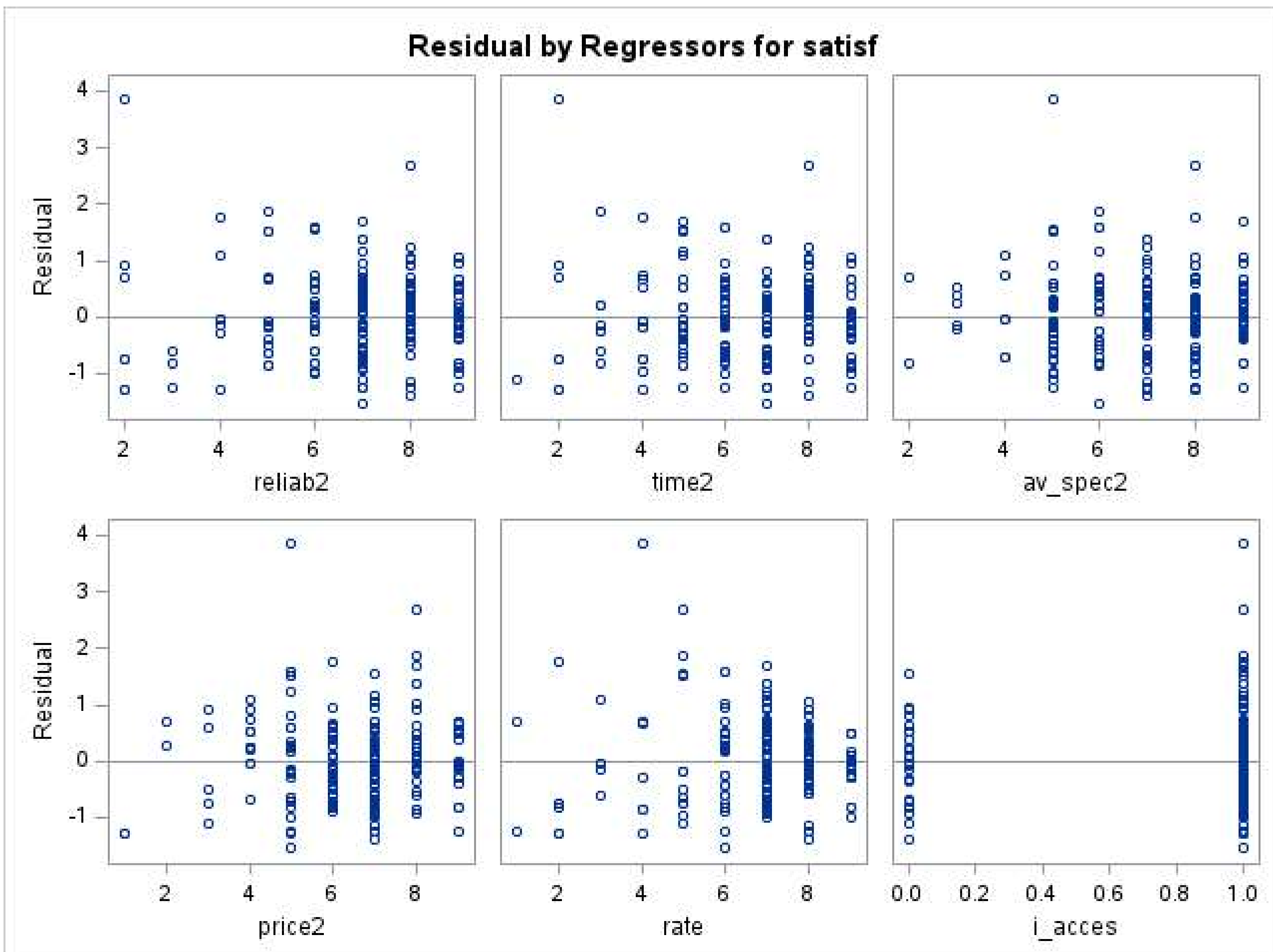

Influence Diagnostics for satisf
talk_dir
reliab2
time2
av_spec2
price2
rate
DFBETAS
Observation

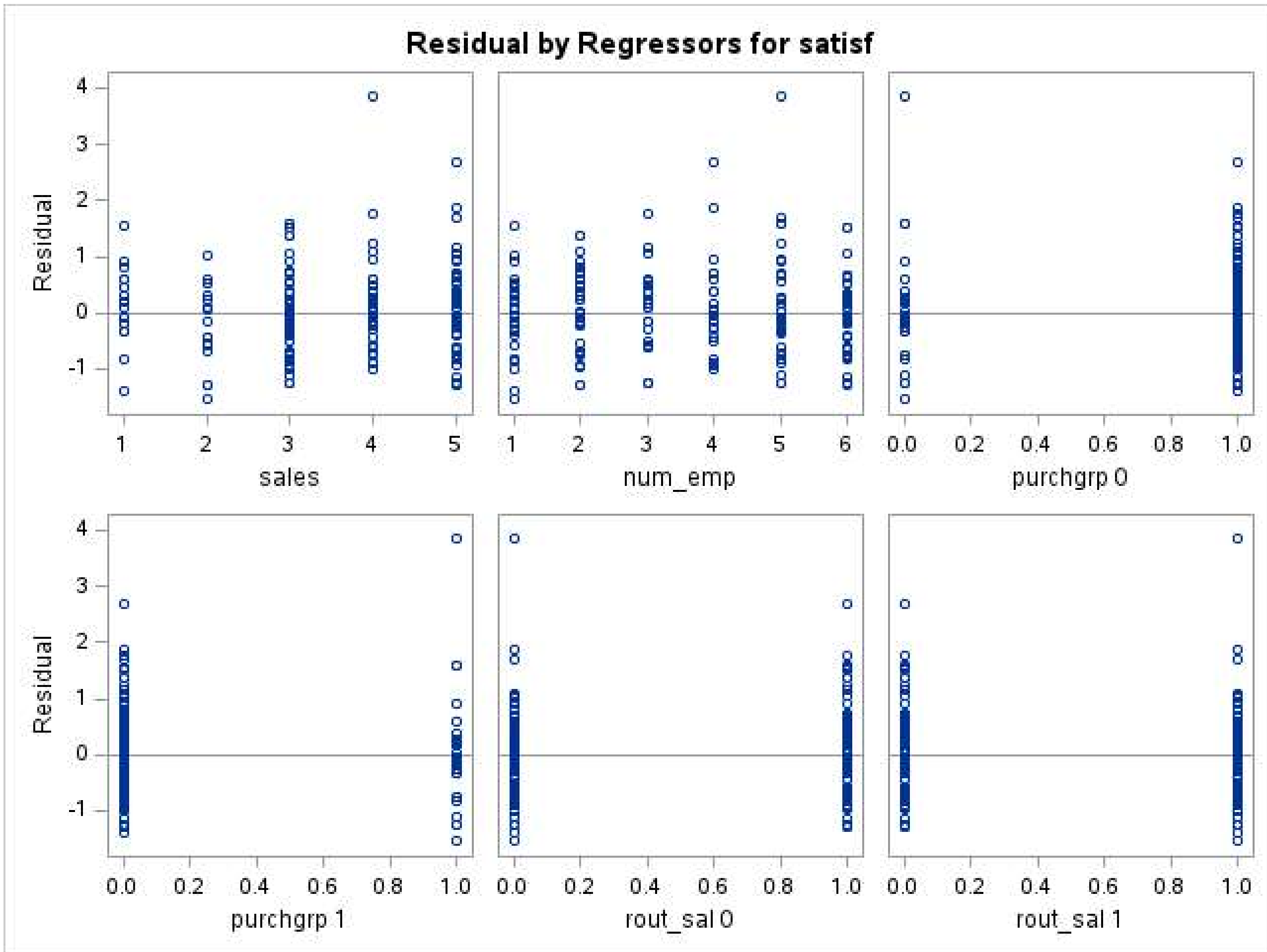

Influence Diagnostics for satisf
i_acces
sales
num_emp
purchgrp 0
rout_sal 0
fn_newpr 0
DFBETAS
Observation

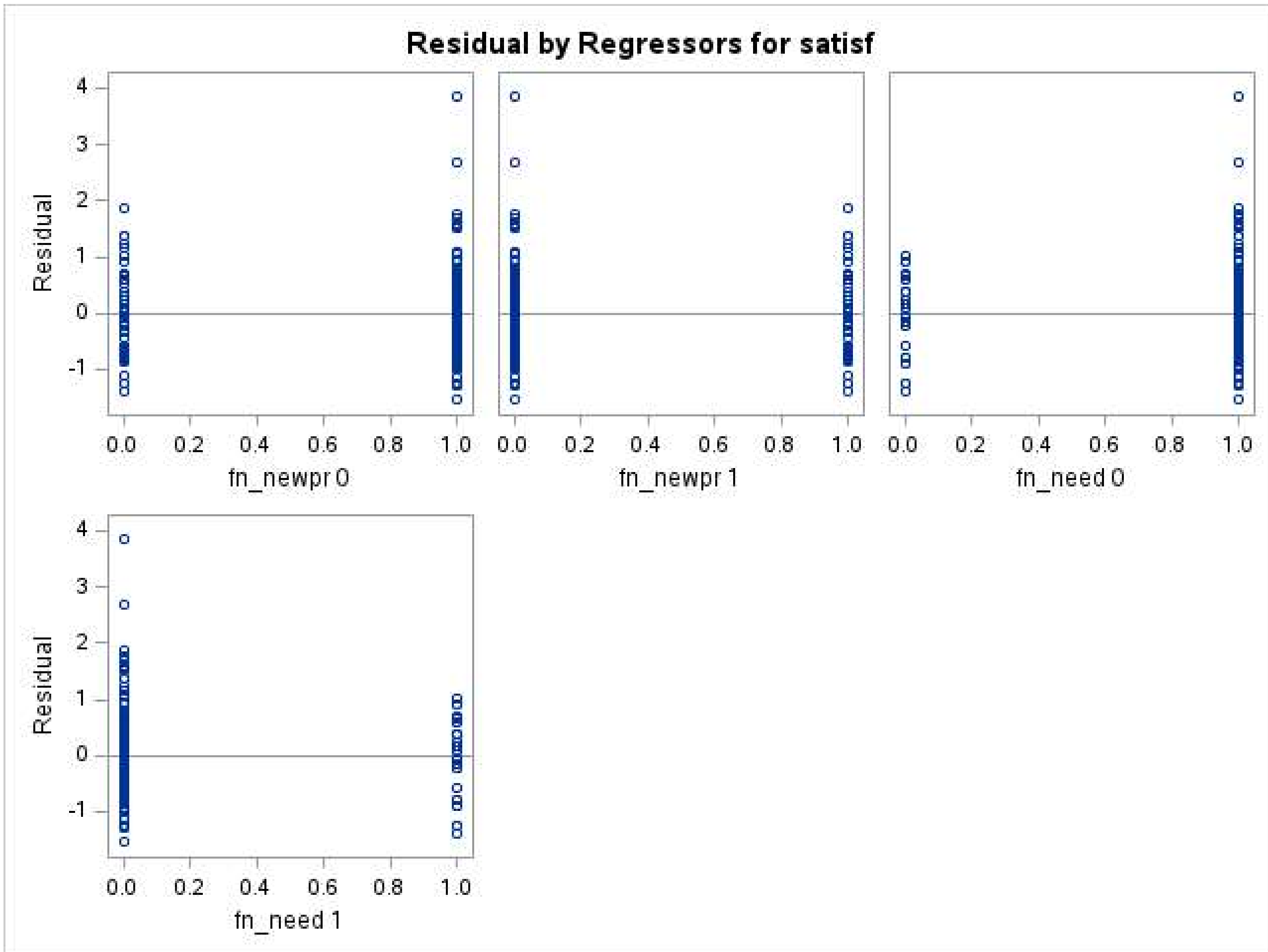
Influence Diagnostics for satisf




Residual by Regressors for satisf
Residual
reliab
av_br
av_spec
credit
warranty
talk_dir


Residual by Regressors for satisf
Residual
reliab2
time2
av_spec2
price2
rate
i_acces


Residual by Regressors for satisf
Residual
sales
num_emp
purchgrp 0
purchgrp 1
rout_sal 0
rout_sal 1


Residual by Regressors for satisf
Residual
fn_newpr 0
fn_newpr 1
fn_need 0
fn_need 1
4
3
2
1
0
-1
0.0
0.2
0.4
0.6
0.8
1.0