1. Research Question

Our research question is to identify the relationship between the customers with low active listening ratings (active listening ratings < 2) and their number of children. We compared the customers with low active listening ratings that have children, with customers with low active listening ratings that have no children to draw conclusions on whether having children or not contribute to low active listening ratings.

A1. Data set requirements

For our research question, we need to extract different types of data from the customer table in the original data set and active listening data from the add-on CVS survey responses. The customer table depicts information such as customer’s ID, their number of children, age, income, marital status. The job table portrays the customer’s job titles while the payment table provides information about customer’s payment types. The location table has information about customer’s zip code, city, county and state. The add-on CVS survey responses details customer’s various ratings in relation to time, replacement, reliability, options, respectfulness and evidence of active listening.

1. Logical model

Please find the following screenshot.

A screenshot of a computer

Description automatically generated

B1- SQL code and Table creation

Please find the following screenshot.

A computer code with text

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B 2. SQL code – To load data

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C- SQL statements

1. Locate total number of customers with children (children > 0),
2. And active listening rating is less than 2,

A screenshot of a computer code

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1. Locate total number of customers without children (children = 0),
2. And active listening rating is less than 2,

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C1- Queries results





The number of customers with low active listening ratings and with children is 151 (see attached output1 file) while the number of customers with low active listening ratings and without children is 55 (see output2 file). We conclude that more customers with children have low active listening ratings compared to customers with no children.

D- The ADD-ON CVS file needs to be refreshed every time new survey responses become available in the database in order to keep the results of this research current.

E- SQL script

COPY public\_survey\_responses(customer\_id, Timely\_Responses, Timely\_Fixes, Timely\_Replacements, Reliability, Options, Respectful\_Response, Courteous\_Exchange, Evidence\_of\_Active\_Listening, survey\_id)

FROM ‘C:\Users\richa\OneDrive\Desktop\d205\Survey\_Responses.csv’

DELIMITER ‘,’

CSV HEADER;