CSAT Regression – Analysis Report

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1. Data preview

recordedda	csat	expected_e	inqury_res	specialist	obtain_inf	sfacct_unu
2022-12-20	3.0	3.0	3.0	3.0	3.0	
2020-09-22	6.0	10.0	4.0	6.0		
2024-04-08	9.0	9.0	9.0	10.0	10.0	
2024-10-24						
2024-09-04	10.0	9.0	10.0	10.0	10.0	
2023-06-02						
2026-01-09						829510470
2025-10-07	9.0	9.0	5.0	10.0	10.0	1360481107
2023-08-09	10.0	10.0	10.0	10.0	10.0	
2022-09-21	2.0	2.0	1.0	1.0	1.0	0000603737
2025-04-14						
2025-06-23	10.0	10.0	10.0	10.0	10.0	
2022-02-23	10.0	10.0	7.0	7.0	10.0	
2024-02-13	7.0	4.0	6.0	8.0	7.0	
2021-09-13	7.0	5.0	5.0	8.0		
2022-12-21						
2020-09-22	10.0	10.0	10.0	10.0		
2024-04-08						
2024-10-24						
2024-09-04	6.0	5.0	5.0	5.0	5.0	

2. Variables created / binned

None.

3. Correlation matrix

	csat	expected_eff	inqury_resol	specialist_a	obtain_infor
csat	1.0	0.75	0.85	0.83	0.83
expected_eff	0.75	1.0	0.82	0.7	0.77

	csat	expected_eff	inqury_resol	specialist_a	obtain_infor
inqury_resol	0.85	0.82	1.0	0.8	0.88
specialist_a	0.83	0.7	0.8	1.0	0.82
obtain_infor	0.83	0.77	0.88	0.82	1.0

4. Regression analysis method

Linear regression of csat (N = 3777). Key predictors were standardized (1 SD unit); control variables in original units. The target (y) was also standardized (z-score). Key predictors (covariates) were standardized (z-score) so coefficients are per 1 SD increase and comparable for relative importance. Control variables were included in original units. Model type was chosen from the target: linear regression for continuous targets, logistic regression for binary targets.

5. Regression output and interpretation

Variable	Coef	SE	p-value	95% CI
(Intercept)	0.0000	0.0073	1.0000	[-0.014, 0.014]
expected_effort	0.0822	0.0130	<0.001	[0.057, 0.108]
inqury_resolved	0.4032	0.0178	<0.001	[0.368, 0.438]
specialist_accessible_res	0.3466	0.0135	<0.001	[0.320, 0.373]
obtain_information_ee	0.1254	0.0167	<0.001	[0.093, 0.158]

R^2 = 0.8014; RMSE = 0.4460.

Interpretation: Key predictors (standardized) were ranked by relative importance ($|\beta|$). inqury_resolved: β = 0.4032 ($p < 0.05$). specialist_accessible_responsive: β = 0.3466 ($p < 0.05$). obtain_information_ee: β = 0.1254 ($p < 0.05$). expected_effort: β = 0.0822 ($p < 0.05$).