```
Data written to the working file.
5 variables and 10616 cases written.
Variable: Customer Type: Number Format : F5
Variable: Howsatisfiedwereyouwithyouroverralldeliveryexperienceat Type: Number Format :
F1 One or more values were set to system-missing.
Variable: HowsatisfiedwereyouwiththequalityofthefoodatAlisType: Number Format : F1 One
or more values were set to system-missing.
Variable: HowsatisfiedwereyouwiththespeedofdeliveryatAlisType: Number Format : F1 One
or more values were set to system-missing.
Variable: WasyourorderaccuratePleaserespondyesornoType: String Format : A3

Substitute the following to build syntax for these data.
/VARIABLES=
Customer F5
Howsatisfiedwereyouwithyouroverralldeliveryexperienceat F1
HowsatisfiedwereyouwiththequalityofthefoodatAlisF1
HowsatisfiedwereyouwiththespeedofdeliveryatAlisF1
WasyourorderaccuratePleaserespondyesornoA3
```

Frequencies

Notes

Output Created		12-JUL-2025 19:59:32
Comments		
Input	Data	E:\IBM SPSS PROJECT\Customer-survey-data.csv
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	10616
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		FREQUENCIES VARIABLES=delivery_rating food_quality_rating delivery_speed_rating order_accuracy_num /BARCHART FREQ /ORDER=ANALYSIS.

Notes

Resources	Processor Time	00:00:02.11
	Elapsed Time	00:00:00.81

Statistics

		delivery_rating	food_quality_rating	delivery_speed_rating	order_accuracy_num
N	Valid	10198	10364	10377	9956
	Missing	418	252	239	660

Frequency Table

delivery_rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1276	12.0	12.5	12.5
	2	2028	19.1	19.9	32.4
	3	2299	21.7	22.5	54.9
	4	1293	12.2	12.7	67.6
	5	3302	31.1	32.4	100.0
	Total	10198	96.1	100.0	
Missing	System	418	3.9		
Total		10616	100.0		

food_quality_rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1281	12.1	12.4	12.4
	2	2036	19.2	19.6	32.0
	3	2350	22.1	22.7	54.7
	4	1355	12.8	13.1	67.8
	5	3342	31.5	32.2	100.0
	Total	10364	97.6	100.0	
Missing	System	252	2.4		
Total		10616	100.0		

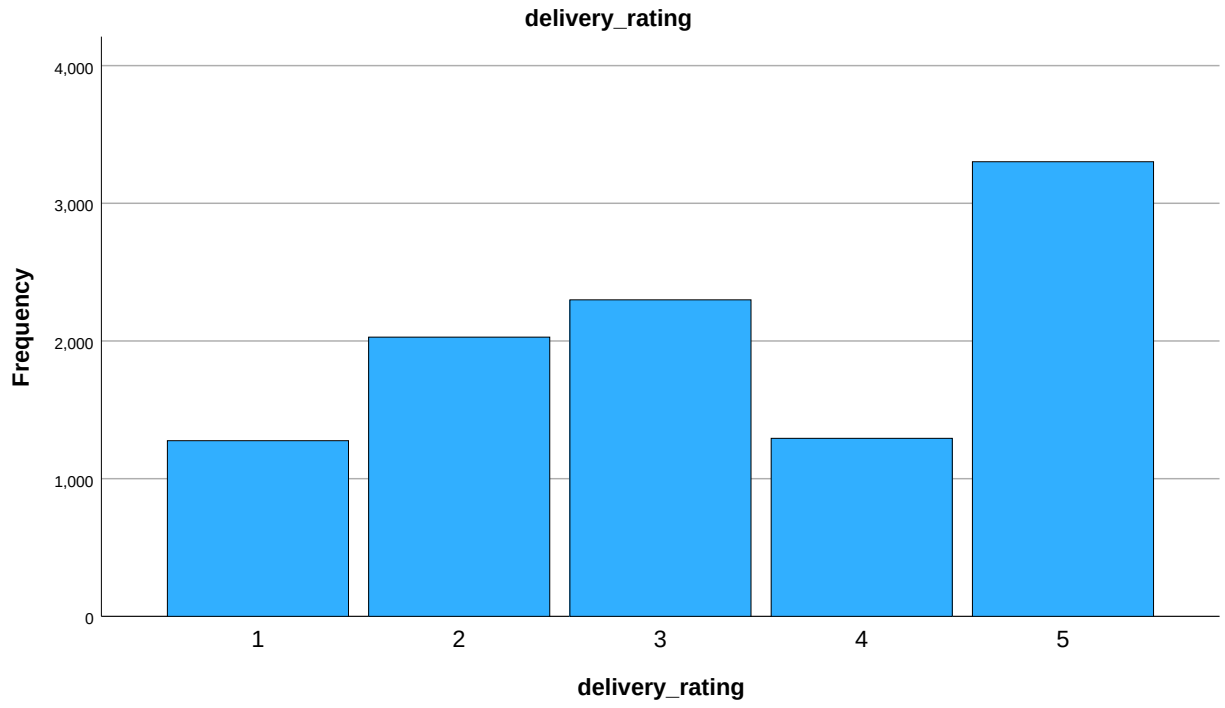
delivery_speed_rating

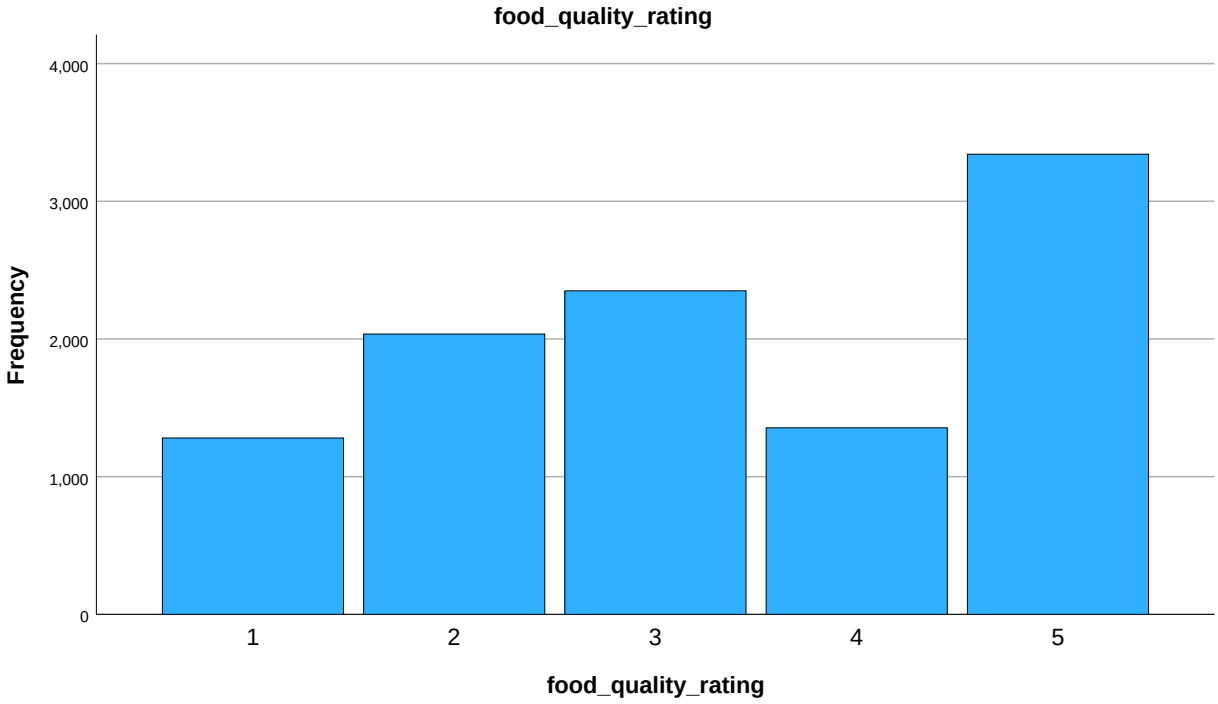
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1282	12.1	12.4	12.4
	2	2052	19.3	19.8	32.1
	3	2342	22.1	22.6	54.7
	4	1435	13.5	13.8	68.5
	5	3266	30.8	31.5	100.0
	Total	10377	97.7	100.0	
Missing	System	239	2.3		
Total		10616	100.0		

order_accuracy_num

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2845	26.8	28.6	28.6
	1	7111	67.0	71.4	100.0
	Total	9956	93.8	100.0	
Missing	System	660	6.2		
Total		10616	100.0		

Bar Chart




food_quality_rating
Frequency
4,000
3,000
2,000
1,000
0
1
2
3
4
5
food_quality_rating


delivery_speed_rating
Frequency
4,000
3,000
2,000
1,000
0
1
2
3
4
5
delivery_speed_rating

Crosstabs

Notes

Output Created		12-JUL-2025 20:04:51
Comments		
Input	Data	E:\IBM SPSS PROJECT\Customer-survey-data.csv
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	10616
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each table are based on all the cases with valid data in the specified range(s) for all variables in each table.

Notes

Syntax		CROSSTABS /TABLES=order_accuracy_num BY delivery_rating /FORMAT=AVALUE TABLES /STATISTICS=CHISQ /CELLS=COUNT ROW /COUNT ROUND CELL.
Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.01
	Dimensions Requested	2
	Cells Available	524245

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
order_accuracy_num * delivery_rating	9546	89.9%	1070	10.1%	10616	100.0%

order_accuracy_num * delivery_rating Crosstabulation

			delivery_rating			
			1	2	3	4
order_accuracy_num	0	Count	322	577	627	373
		% within order_accuracy_num	11.8%	21.2%	23.0%	13.7%
	1	Count	873	1324	1524	837
		% within order_accuracy_num	12.8%	19.4%	22.3%	12.3%
Total		Count	1195	1901	2151	1210
		% within order_accuracy_num	12.5%	19.9%	22.5%	12.7%

order_accuracy_num * delivery_rating Crosstabulation

			delivery_rati...	
			5	Total
order_accuracy_num	0	Count	825	2724
		% within order_accuracy_num	30.3%	100.0%
	1	Count	2264	6822
		% within order_accuracy_num	33.2%	100.0%
Total		Count	3089	9546
		% within order_accuracy_num	32.4%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	13.131[a]	4	.011
Likelihood Ratio	13.129	4	.011
Linear-by-Linear Association	1.703	1	.192
N of Valid Cases	9546		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 341.00.

Correlations

Notes

Output Created		12-JUL-2025 20:07:50
Comments		
Input	Data	E:\IBM SPSS PROJECT\Customer-survey-data.csv
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	10616
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=delivery_rating food_quality_rating delivery_speed_rating /PRINT=TWOTAIL NOSIG FULL /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00.05
	Elapsed Time	00:00:00.03

Correlations

		delivery_rating	food_quality_rating	delivery_speed_rating
delivery_rating	Pearson Correlation	1	.445**	.450**
	Sig. (2-tailed)		<.001	<.001
	N	10198	9946	9959
food_quality_rating	Pearson Correlation	.445**	1	.704**
	Sig. (2-tailed)	<.001		<.001
	N	9946	10364	10347
delivery_speed_rating	Pearson Correlation	.450**	.704**	1
	Sig. (2-tailed)	<.001	<.001	
	N	9959	10347	10377

**. Correlation is significant at the 0.01 level (2-tailed).

Pearson Correlations

Highly Positive : *(None)*

Positive : *(delivery_rating <---> food_quality_rating), (delivery_rating <---> delivery_speed_rating), (food_quality_rating <---> delivery_speed_rating)*

No Linear Correlation : *(None)*

Negative : *(None)*

Highly Negative : *(None)*

Note: Curated Help is calculated based on actual cell values, not the formatted values.

Regression

Notes

Output Created		12-JUL-2025 20:13:08
Comments		
Input	Data	E:\IBM SPSS PROJECT\Customer-survey-data.csv
	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	10616
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.

Notes

Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA /CRITERIA=PIN(.05) POUT(.10) TOLERANCE(.0001) /NOORIGIN /DEPENDENT delivery_rating /METHOD=ENTER food_quality_rating delivery_speed_rating order_accuracy_num.
Resources	Processor Time	00:00:00.03
	Elapsed Time	00:00:00.04
	Memory Required	3536 bytes
	Additional Memory Required for Residual Plots	0 bytes

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	order_accuracy_num, food_quality_rating, delivery_speed_rating[b]	.	Enter

a. Dependent Variable: delivery_rating

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.499[a]	.249	.249	1.234

a. Predictors: (Constant), order_accuracy_num, food_quality_rating, delivery_speed_rating

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4690.074	3	1563.358	1026.856	<.001[b]
	Residual	14148.315	9293	1.522		
	Total	18838.389	9296			

a. Dependent Variable: delivery_rating

b. Predictors: (Constant), order_accuracy_num, food_quality_rating, delivery_speed_rating

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.470	.041		36.158	<.001
	food_quality_rating	.265	.012	.263	21.414	<.001
	delivery_speed_rating	.284	.012	.281	22.872	<.001
	order_accuracy_num	.034	.028	.011	1.194	.232

a. Dependent Variable: delivery_rating