Obs	ID	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22	X23
1	1	2	0	1	1	1	8.5	3.9	2.5	5.9	4.8	4.9	6.0	6.8	4.7	4.3	5.0	5.1	3.7	8.2	8.0	8.4	65.1	1
2	2	3	1	0	0	0	8.2	2.7	5.1	7.2	3.4	7.9	3.1	5.3	5.5	4.0	3.9	4.3	4.9	5.7	6.5	7.5	67.1	0
3	3	3	0	1	1	1	9.2	3.4	5.6	5.6	5.4	7.4	5.8	4.5	6.2	4.6	5.4	4.0	4.5	8.9	8.4	9.0	72.1	1
4	4	1	1	1	1	0	6.4	3.3	7.0	3.7	4.7	4.7	4.5	8.8	7.0	3.6	4.3	4.1	3.0	4.8	6.0	7.2	40.1	0
5	5	2	0	1	0	1	9.0	3.4	5.2	4.6	2.2	6.0	4.5	6.8	6.1	4.5	4.5	3.5	3.5	7.1	6.6	9.0	57.1	0
6	6	1	1	0	1	0	6.5	2.8	3.1	4.1	4.0	4.3	3.7	8.5	5.1	9.5	3.6	4.7	3.3	4.7	6.3	6.1	50.1	0
7	7	1	1	1	1	0	6.9	3.7	5.0	2.6	2.1	2.3	5.4	8.9	4.8	2.5	2.1	4.2	2.0	5.7	7.8	7.2	41.1	0
8	8	2	0	1	1	0	6.2	3.3	3.9	4.8	4.6	3.6	5.1	6.9	5.4	4.8	4.3	6.3	3.7	6.3	5.8	7.7	56.1	0
9	9	2	1	1	1	0	5.8	3.6	5.1	6.7	3.7	5.9	5.8	9.3	5.9	4.4	4.4	6.1	4.6	7.0	7.5	8.2	56.1	1
10	10	1	0	1	1	0	6.4	4.5	5.1	6.1	4.7	5.7	5.7	8.4	5.4	5.3	4.1	5.8	4.4	5.5	5.9	6.7	59.1	0
11	11	3	0	1	0	1	8.7	3.2	4.6	4.8	2.7	6.8	4.6	6.8	5.8	7.5	3.8	3.7	4.0	7.4	7.0	8.4	68.1	0
12	12	1	0	1	1	0	6.1	4.9	6.3	3.9	4.4	3.9	6.4	8.2	5.8	5.9	3.0	4.9	3.2	6.0	6.3	6.6	53.1	0
13	13	1	1	0	0	1	9.5	5.6	4.6	6.9	5.0	6.9	6.6	7.6	6.5	5.3	5.1	4.5	4.4	8.4	8.4	7.9	58.1	1
14	14	3	1	0	0	1	9.2	3.9	5.7	5.5	2.4	8.4	4.8	7.1	6.7	3.0	4.5	2.6	4.2	7.6	6.9	8.2	72.1	1
15	15	2	0	1	1	1	6.3	4.5	4.7	6.9	4.5	6.8	5.9	8.8	6.0	5.4	4.8	6.2	5.2	8.0	7.0	7.6	62.1	1
16	16	3	0	0	0	0	8.7	3.2	4.0	6.8	3.2	7.8	3.8	4.9	6.1	5.0	4.3	3.9	4.5	6.6	6.4	7.1	71.1	0
17	17	2	1	0	1	1	5.7	4.0	6.7	6.0	3.3	5.5	5.1	6.2	6.7	5.4	4.2	6.2	4.5	6.4	7.5	7.2	50.1	1
18	18	2	0	1	1	0	5.9	4.1	5.5	7.2	3.5	6.4	5.5	8.4	6.2	6.3	5.7	5.8	4.8	7.4	6.9	8.2	58.1	1
19	19	2	1	1	1	0	5.6	3.4	5.1	6.4	3.7	5.7	5.6	9.1	5.4	6.1	5.0	6.0	4.5	6.8	7.5	7.9	55.1	0
20	20	3	0	1	1	0	9.1	4.5	3.6	6.4	5.3	5.3	7.1	8.4	5.8	6.7	4.5	6.1	4.4	7.6	8.5	8.8	67.1	1
21	21	1	0	0	1	0	5.2	3.8	7.1	5.2	3.9	4.3	5.0	8.4	7.1	4.6	3.3	4.9	3.3	5.4	5.5	7.0	50.1	0
22	22	3	1	1	1	1	9.6	5.7	6.8	5.9	5.4	8.3	7.8	4.5	6.4	6.5	4.3	3.0	4.3	9.9	9.6	9.9	70.1	1
23	23	2	0	0	0	1	8.6	3.6	7.4	5.1	3.5	7.3	4.7	3.7	6.7	6.0	4.8	3.4	4.0	7.0	7.1	8.1	60.1	0
24	24	3	0	1	1	1	9.3	2.4	2.6	7.2	2.2	7.2	4.5	6.2	6.4	4.2	6.7	4.4	4.5	8.6	8.1	8.0	65.1	1
25	25	1	0	0	1	0	6.0	4.1	5.3	4.7	3.5	5.3	5.3	8.0	6.5	3.9	4.7	5.3	4.0	4.8	4.9	5.5	55.1	0
26	26	2	0	1	1	0	6.4	3.6	6.6	6.1	4.0	3.9	5.3	7.1	6.1	3.7	5.6	6.6	3.9	6.6	6.8	7.0	58.1	0
27	27	3	0	0	0	0	8.5	3.0	7.2	5.8	4.1	7.6	3.7	4.8	6.9	6.7	5.3	3.8	4.4	6.3	7.1	7.0	70.1	0
28	28	1	1	0	1	0	7.0	3.3	5.4	5.5	2.6	4.8	4.2	9.0	6.5	5.9	4.3	5.2	3.7	5.4	5.5	5.6	55.1	0
29	29	3	0	0	0	0	8.5	3.0	5.7	6.0	2.3	7.6	3.7	4.8	5.8	6.0	5.7	3.8	4.4	6.3	6.9	7.2	70.1	0
30	30	1	1	1	1	0	7.6	3.6	3.0	4.0	5.1	4.2	4.6	7.7	4.9	7.2	4.7	5.5	3.5	5.4	5.5	6.2	52.1	0
31	31	1	1	0	0	1	6.9	3.4	8.5	4.3	4.5	6.4	4.7	5.2	7.7	3.3	3.7	2.7	3.3	6.1	6.8	7.1	44.1	0
32	32	1	0	1	1	0	8.1	2.5	7.2	4.5	2.3	5.1	3.8	6.6	6.8	6.1	3.0	3.5	3.0	6.4	5.8	6.2	51.1	0
33	33	1	1	1	1	0	6.7	3.7	6.5	5.3	5.3	5.1	4.9	9.2	5.7	4.2	3.5	4.5	3.4	5.4	6.5	7.6	44.1	0
34	34	2	1	1	1	0	8.0	3.3	6.1	5.7	5.5	4.6	4.7	8.7	5.9	3.8	4.7	6.6	4.2	7.3	7.5	9.0	62.1	1
35	35	1	0	1	1	0	6.7	4.0	5.2	3.9	3.0	5.4	6.8	8.4	6.2	6.0	2.5	4.3	3.5	6.3	6.6	6.7	54.1	0
36	36	1	0	0	0	0	8.7	3.2	6.1	4.3	3.5	6.1	2.9	5.6	6.1	6.5	3.1	2.9	2.5	5.4	4.6	7.1	51.1	0
37	37	2	0	0	0	1	9.0	3.4	5.9	4.6	3.9	6.0	4.5	6.8	6.4	4.3	3.9	3.5	3.5	7.1	8.0	7.2	57.1	0
38	38	3	0	1	1	1	9.6	4.1	6.2	7.3	2.9	7.7	5.5	7.7	6.1	4.4	5.2	4.6	4.9	8.7	9.9	9.9	77.1	1

Obs	ID	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22	X23
39	39	2	1	1	1	0	8.2	3.6	3.9	6.2	5.8	4.9	5.0	9.0	5.2	7.1	4.7	6.9	4.5	7.6	6.9	7.6	65.1	1
40	40	1	0	0	1	0	6.1	4.9	3.0	4.8	5.1	3.9	6.4	8.2	5.1	6.8	4.5	4.9	3.2	6.0	5.5	5.8	53.1	0
41	41	2	1	1	1	0	8.3	3.4	3.3	5.5	3.1	4.6	5.2	9.1	4.1	1.7	4.6	5.8	3.9	7.0	7.5	8.4	61.1	1
42	42	2	1	0	0	1	9.4	3.8	4.7	5.4	3.8	6.5	4.9	8.5	4.9	6.2	4.1	4.5	4.1	7.6	8.0	7.9	61.1	1
43	43	3	0	1	0	1	9.3	5.1	4.6	6.8	5.8	6.6	6.3	7.4	5.1	4.1	4.6	4.6	4.3	8.9	7.8	7.6	72.1	1
44	44	2	1	1	1	1	5.1	5.1	6.6	6.9	4.4	5.4	7.8	5.9	7.2	5.2	4.9	6.3	4.5	7.6	7.9	8.4	55.1	1
45	45	3	1	0	0	0	8.0	2.5	4.7	7.1	3.6	7.7	3.0	5.2	5.1	3.9	4.3	4.2	4.7	5.5	5.6	6.5	65.1	0
46	46	2	0	1	1	0	5.9	4.1	5.7	5.9	5.8	6.4	5.5	8.4	6.4	5.1	5.2	5.8	4.8	7.4	8.6	7.7	58.1	1
47	47	3	1	0	0	1	10.0	4.3	7.1	6.3	2.9	5.4	4.5	3.8	6.7	3.7	5.0	4.0	3.5	7.1	8.8	8.0	67.1	1
48	48	2	1	1	1	0	5.7	3.8	6.8	7.5	5.7	5.7	6.0	8.2	6.6	4.8	6.5	7.3	5.2	7.6	7.6	7.1	60.1	0
49	49	3	0	0	1	1	9.9	3.7	3.7	6.1	4.2	7.0	6.7	6.8	5.9	7.2	4.5	3.4	3.9	8.7	8.1	8.5	67.1	1
50	50	3	1	1	0	1	7.9	3.9	4.3	5.8	4.4	6.9	5.8	4.7	5.2	3.6	4.1	4.2	4.3	8.6	7.8	7.6	61.1	1
51	51	1	0	1	1	0	6.7	3.6	5.9	4.2	3.4	4.7	4.8	7.2	5.7	5.3	4.0	3.6	2.8	5.4	7.5	7.2	48.1	0
52	52	3	1	0	0	0	8.2	2.7	3.7	7.4	2.7	7.9	3.1	5.3	5.3	5.0	4.5	4.3	4.9	5.7	7.1	8.2	67.1	1
53	53	3	0	1	1	1	9.4	2.5	4.8	6.1	3.2	7.3	4.6	6.3	6.3	9.2	4.7	4.6	4.6	8.7	9.0	9.0	66.1	1
54	54	1	1	0	0	1	6.9	3.4	5.7	4.4	3.3	6.4	4.7	5.2	6.4	4.4	3.2	2.7	3.3	6.1	7.0	7.2	44.1	0
55	55	2	1	1	1	0	8.0	3.3	3.8	5.8	3.2	4.6	4.7	8.7	5.3	4.2	4.9	6.6	4.2	7.3	8.1	8.1	62.1	1
56	56	3	1	0	0	0	9.3	3.8	7.3	5.7	3.7	6.4	5.5	7.4	6.6	5.9	4.1	3.2	3.4	7.7	7.6	8.9	59.1	1
57	57	2	0	1	1	1	7.4	5.1	4.8	7.7	4.5	7.2	6.9	9.6	6.4	7.4	5.7	6.5	5.5	9.0	7.9	8.8	74.1	1
58	58	3	1	0	0	0	7.6	3.6	5.2	5.8	5.6	6.6	5.4	4.4	6.7	6.4	4.6	3.9	4.0	8.2	7.5	7.5	58.1	1
59	59	3	1	0	0	0	10.0	4.3	5.3	3.7	4.2	5.4	4.5	3.8	6.7	4.5	3.7	4.0	3.5	7.1	6.5	7.0	67.1	0
60	60	3	1	1	1	0	9.9	2.8	7.2	6.9	2.6	5.8	3.5	5.4	6.2	7.0	5.6	4.9	4.0	7.9	8.5	8.5	61.1	1
61	61	3	0	0	0	0	8.7	3.2	8.4	6.1	2.8	7.8	3.8	4.9	7.2	4.5	5.4	3.9	4.5	6.6	6.9	7.2	71.1	1
62	62	2	0	1	1	1	8.4	3.8	6.7	5.0	4.5	4.7	5.9	6.7	5.1	4.2	2.7	5.0	3.6	8.0	7.6	8.8	63.1	1
63	63	1	0	0	0	1	8.8	3.9	3.8	5.1	4.3	4.7	4.8	5.8	5.0	7.2	4.4	3.7	2.9	6.3	5.5	8.0	44.1	0
64	64	1	0	1	1	0	7.7	2.2	6.3	4.5	2.4	4.7	3.4	6.2	6.0	4.7	3.3	3.1	2.6	6.0	6.0	8.1	47.1	0
65	65	1	0	1	1	0	6.6	3.6	5.8	4.1	4.9	4.7	4.8	7.2	6.5	3.9	3.5	3.6	2.8	5.4	6.9	7.1	48.1	0
66	66	2	1	1	1	0	5.7	3.8	3.5	6.7	5.4	5.7	6.0	8.2	5.4	5.0	4.7	7.3	5.2	7.6	6.9	9.0	60.1	1
67	67	2	1	0	1	0	5.7	4.0	7.9	6.4	2.7	5.5	5.1	6.2	7.5	6.4	5.0	6.2	4.5	6.4	5.6	6.2	50.1	0
68	68	2	1	0	1	1	5.5	3.7	4.7	5.4	4.3	5.3	4.9	6.0	5.6	2.5	4.5	5.9	4.3	6.1	6.3	8.2	48.1	0
69	69	1	1	1	1	0	7.5	3.5	3.8	3.5	2.9	4.1	4.5	7.6	5.1	5.2	4.0	5.4	3.4	5.2	5.8	5.8	51.1	0
70	70	2	0	1	1	0	6.4	3.6	2.7	5.3	3.9	3.9	5.3	7.1	5.2	5.5	4.7	6.6	3.9	6.6	6.6	8.0	58.1	1
71	71	3	0	0	1	0	9.1	4.5	6.1	5.9	6.3	5.3	7.1	8.4	7.1	5.7	5.4	6.1	4.4	7.6	7.5	7.7	67.1	0
72	72	1	1	0	0	1	6.7	3.2	3.0	3.7	4.8	6.3	4.5	5.0	5.2	2.5	2.9	2.6	3.1	5.8	6.0	7.0	43.1	0
73	73	2	0	1	1	0	6.5	4.3	2.7	6.6	6.5	6.3	6.0	8.7	4.7	6.3	4.6	5.6	4.6	7.9	6.6	7.9	66.1	0
74	74	3	0	1	1	1	9.9	3.7	7.5	4.7	5.6	7.0	6.7	6.8	7.2	4.6	4.1	3.4	3.9	8.6	8.8	9.8	66.1	1
75	75	2	0	1	1	1	8.5	3.9	5.3	5.5	5.0	4.9	6.0	6.8	5.7	3.6	4.4	5.1	3.7	8.2	7.0	8.4	65.1	1
76	76	3	0	0	0	0	9.9	3.0	6.8	5.0	5.4	5.9	4.8	4.9	7.3	7.6	3.1	4.3	3.8	7.1	6.6	8.9	63.1	1

Obs	ID	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22	X23
77	77	1	0	0	1	1	7.6	3.6	7.6	4.6	4.7	4.6	5.0	7.4	8.1	6.6	4.5	5.8	3.9	6.4	6.9	7.5	49.1	0
78	78	2	1	0	0	1	9.4	3.8	7.0	6.2	4.7	6.5	4.9	8.5	7.3	2.4	4.3	4.5	4.1	7.6	7.3	8.0	61.1	1
79	79	3	0	0	0	1	9.3	3.5	6.3	7.6	5.5	7.5	5.9	4.6	6.6	3.1	5.2	4.1	4.6	8.9	7.3	8.1	72.1	1
80	80	1	1	1	1	0	7.1	3.4	4.9	4.1	4.0	5.0	5.9	7.8	6.1	3.5	2.6	3.1	2.7	5.7	5.8	7.6	44.1	0
81	81	3	0	1	0	0	9.9	3.0	7.4	4.8	4.0	5.9	4.8	4.9	5.9	6.9	3.2	4.3	3.8	7.1	7.9	8.8	63.1	0
82	82	3	0	0	0	0	8.7	3.2	6.4	4.9	2.4	6.8	4.6	6.8	6.3	5.1	4.3	3.7	4.0	7.4	7.3	8.0	68.1	1
83	83	2	0	0	0	1	8.6	2.9	5.8	3.9	2.9	5.6	4.0	6.3	6.1	4.0	2.7	3.0	3.0	6.6	6.1	8.5	53.1	0
84	84	1	1	0	1	0	6.4	3.2	6.7	3.6	2.2	2.9	5.0	8.4	7.3	6.5	2.0	3.7	1.6	5.0	5.1	6.5	37.1	0
85	85	2	0	0	0	1	7.7	2.6	6.7	6.6	1.9	7.2	4.3	5.9	6.5	4.1	4.7	3.9	4.3	8.2	7.5	7.7	52.1	1
86	86	1	1	1	1	0	7.5	3.5	4.1	4.5	3.5	4.1	4.5	7.6	4.9	2.8	3.4	5.4	3.4	5.2	6.0	7.2	51.1	0
87	87	1	0	0	1	0	5.0	3.6	1.3	3.0	3.5	4.2	4.9	8.2	4.3	7.6	2.4	4.8	3.1	5.2	5.5	6.0	48.1	0
88	88	2	0	0	0	1	7.7	2.6	8.0	6.7	3.5	7.2	4.3	5.9	6.9	7.7	5.1	3.9	4.3	8.2	7.6	8.2	52.1	0
89	89	2	1	0	0	1	9.1	3.6	5.5	5.4	4.2	6.2	4.6	8.3	6.5	4.1	4.6	4.3	3.9	7.3	6.5	7.4	59.1	0
90	90	2	1	0	1	1	5.5	5.5	7.7	7.0	5.6	5.7	8.2	6.3	7.4	4.9	5.5	6.7	4.9	8.2	7.6	9.3	59.1	1
91	91	3	1	0	0	0	9.1	3.7	7.0	4.1	4.4	6.3	5.4	7.3	7.5	4.6	4.4	3.0	3.3	7.4	7.9	7.9	58.1	1
92	92	1	1	0	1	0	7.1	4.2	4.1	2.6	2.1	3.3	4.5	9.9	5.5	3.5	2.0	4.0	2.4	4.8	5.0	6.5	51.1	0
93	93	3	1	1	0	1	9.2	3.9	4.6	5.3	4.2	8.4	4.8	7.1	6.2	6.6	4.4	2.6	4.2	7.6	7.5	8.6	72.1	0
94	94	3	0	1	1	1	9.3	3.5	5.4	7.8	4.6	7.5	5.9	4.6	6.4	4.9	4.8	4.1	4.6	8.9	7.6	8.9	72.1	1
95	95	3	1	1	0	0	9.3	3.8	4.0	4.6	4.7	6.4	5.5	7.4	5.3	4.8	3.6	3.2	3.4	7.7	7.3	8.4	59.1	1
96	96	1	1	0	0	1	8.6	4.8	5.6	5.3	2.3	6.0	5.7	6.7	5.8	3.6	4.9	3.6	3.6	7.3	8.1	8.1	50.1	1
97	97	1	0	0	1	1	7.4	3.4	2.6	5.0	4.1	4.4	4.8	7.2	4.5	6.4	4.2	5.6	3.7	6.3	5.5	7.2	48.1	0
98	98	1	0	0	0	1	8.7	3.2	3.3	3.2	3.1	6.1	2.9	5.6	5.0	4.3	3.1	2.9	2.5	5.4	7.0	7.7	51.1	0
99	99	2	1	0	1	1	7.8	4.9	5.8	5.3	5.2	5.3	7.1	7.9	6.0	5.7	4.3	4.9	3.9	6.4	7.1	7.4	61.1	0
100	100	2	1	1	1	0	7.9	3.0	4.4	5.1	5.9	4.2	4.8	9.7	5.7	5.8	3.4	5.4	3.5	6.4	7.3	7.0	57.1	0

The UNIVARIATE Procedure
Variable: X19 (X19 - Satisfaction)

Moments			
N	100	**Sum Weights**	100
Mean	6.918	**Sum Observations**	691.8
Std Deviation	1.19183925	**Variance**	1.42048081
Skewness	0.0781812	**Kurtosis**	-0.7913045
Uncorrected SS	4926.5	**Corrected SS**	140.6276
Coeff Variation	17.2280898	**Std Error Mean**	0.11918393

Basic Statistical Measures			
Location		**Variability**	
Mean	6.918000	**Std Deviation**	1.19184
Median	7.050000	**Variance**	1.42048
Mode	7.600000	**Range**	5.20000
		Interquartile Range	1.65000

Tests for Location: Mu0=0				
Test	**Statistic**		**p Value**	
Student's t	**t**	58.04474	**Pr > |t|**	<.0001
Sign	**M**	50	**Pr >= |M|**	<.0001
Signed Rank	**S**	2525	**Pr >= |S|**	<.0001

Quantiles (Definition 5)	
Level	**Quantile**
100% Max	9.90
99%	9.45
95%	8.90
90%	8.60
75% Q3	7.65
50% Median	7.05
25% Q1	6.00
10%	5.40
5%	5.10
1%	4.75
0% Min	4.70

The UNIVARIATE Procedure
Variable: X19 (X19 - Satisfaction)

Extreme Observations			
Lowest		Highest	
Value	Obs	Value	Obs
4.7	6	8.9	43
4.8	92	8.9	79
4.8	25	8.9	94
4.8	4	9.0	57
5.0	84	9.9	22

The UNIVARIATE Procedure
Variable: X20 (X20 - Likelihood of Recommendation)

Moments			
N	100	**Sum Weights**	100
Mean	7.02	**Sum Observations**	702
Std Deviation	1.04330477	**Variance**	1.08848485
Skewness	0.04392529	**Kurtosis**	-0.0883467
Uncorrected SS	5035.8	**Corrected SS**	107.76
Coeff Variation	14.8618913	**Std Error Mean**	0.10433048

Basic Statistical Measures			
Location		**Variability**	
Mean	7.020000	**Std Deviation**	1.04330
Median	7.000000	**Variance**	1.08848
Mode	7.500000	**Range**	5.30000
		Interquartile Range	1.30000

Tests for Location: Mu0=0				
Test	**Statistic**		**p Value**	
Student's t	**t**	67.28619	**Pr > |t|**	<.0001
Sign	**M**	50	**Pr >= |M|**	<.0001
Signed Rank	**S**	2525	**Pr >= |S|**	<.0001

Quantiles (Definition 5)	
Level	**Quantile**
100% Max	9.90
99%	9.75
95%	8.70
90%	8.25
75% Q3	7.60
50% Median	7.00
25% Q1	6.30
10%	5.50
5%	5.50
1%	4.75
0% Min	4.60

The UNIVARIATE Procedure
Variable: X20 (X20 - Likelihood of Recommendation)

Extreme Observations			
Lowest		Highest	
Value	Obs	Value	Obs
4.6	36	8.8	47
4.9	25	8.8	74
5.0	92	9.0	53
5.1	84	9.6	22
5.5	97	9.9	38

The TTEST Procedure

Variable: X19 (X19 - Satisfaction)

X5	N	Mean	Std Dev	Std Err	Minimum	Maximum
0	57	6.3825	0.9855	0.1305	4.7000	8.2000
1	43	7.6279	1.0716	0.1634	5.4000	9.9000
Diff (1-2)		-1.2455	1.0232	0.2067		

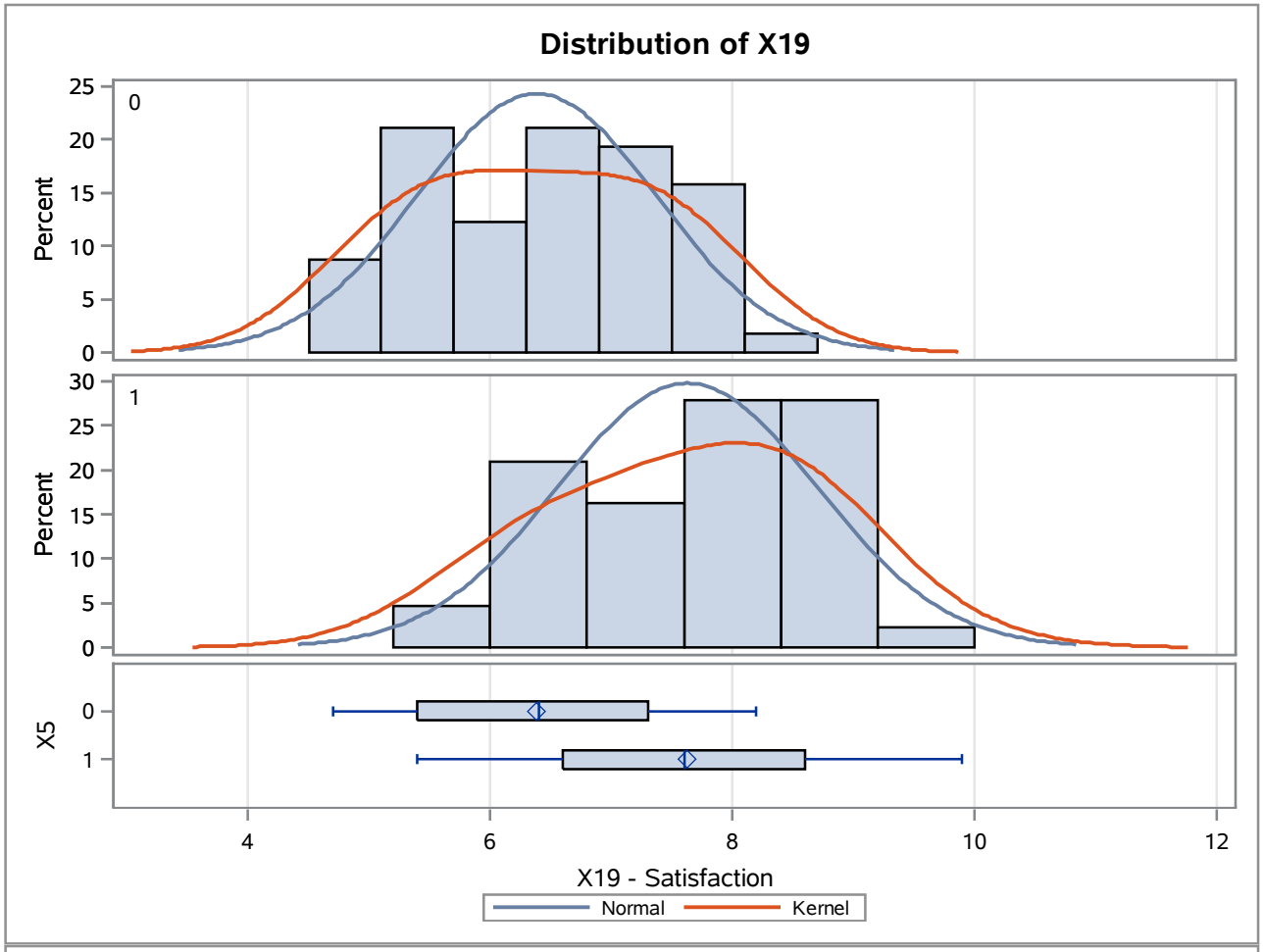
X5	Method	Mean	95% CL Mean		Std Dev	95% CL Std Dev	
0		6.3825	6.1210	6.6439	0.9855	0.8320	1.2089
1		7.6279	7.2981	7.9577	1.0716	0.8835	1.3620
Diff (1-2)	**Pooled**	-1.2455	-1.6556	-0.8353	1.0232	0.8979	1.1897
Diff (1-2)	**Satterthwaite**	-1.2455	-1.6612	-0.8297			

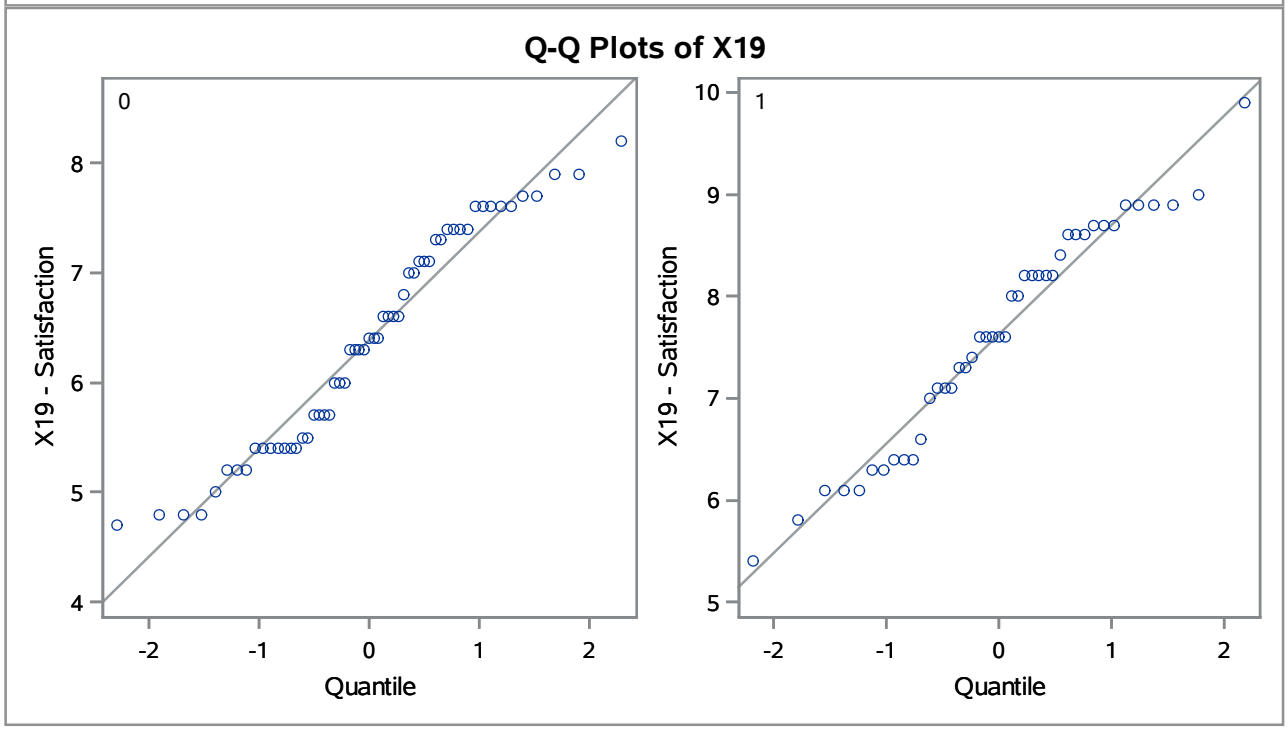
Method	Variances	DF	t Value	Pr > |t|
Pooled	Equal	98	-6.03	<.0001
Satterthwaite	Unequal	86.333	-5.96	<.0001

Equality of Variances				
Method	**Num DF**	**Den DF**	**F Value**	**Pr > F**
Folded F	42	56	1.18	0.5531

The TTEST Procedure

Variable: X19 (X19 - Satisfaction)





The TTEST Procedure

Variable: X20 (X20 - Likelihood of Recommendation)

Variable: X20 (X20 - Likelihood of Recommendation)

X5	N	Mean	Std Dev	Std Err	Minimum	Maximum
0	57	6.6596	0.9677	0.1282	4.6000	8.6000
1	43	7.4977	0.9526	0.1453	5.5000	9.9000
Diff (1-2)		-0.8380	0.9612	0.1942		

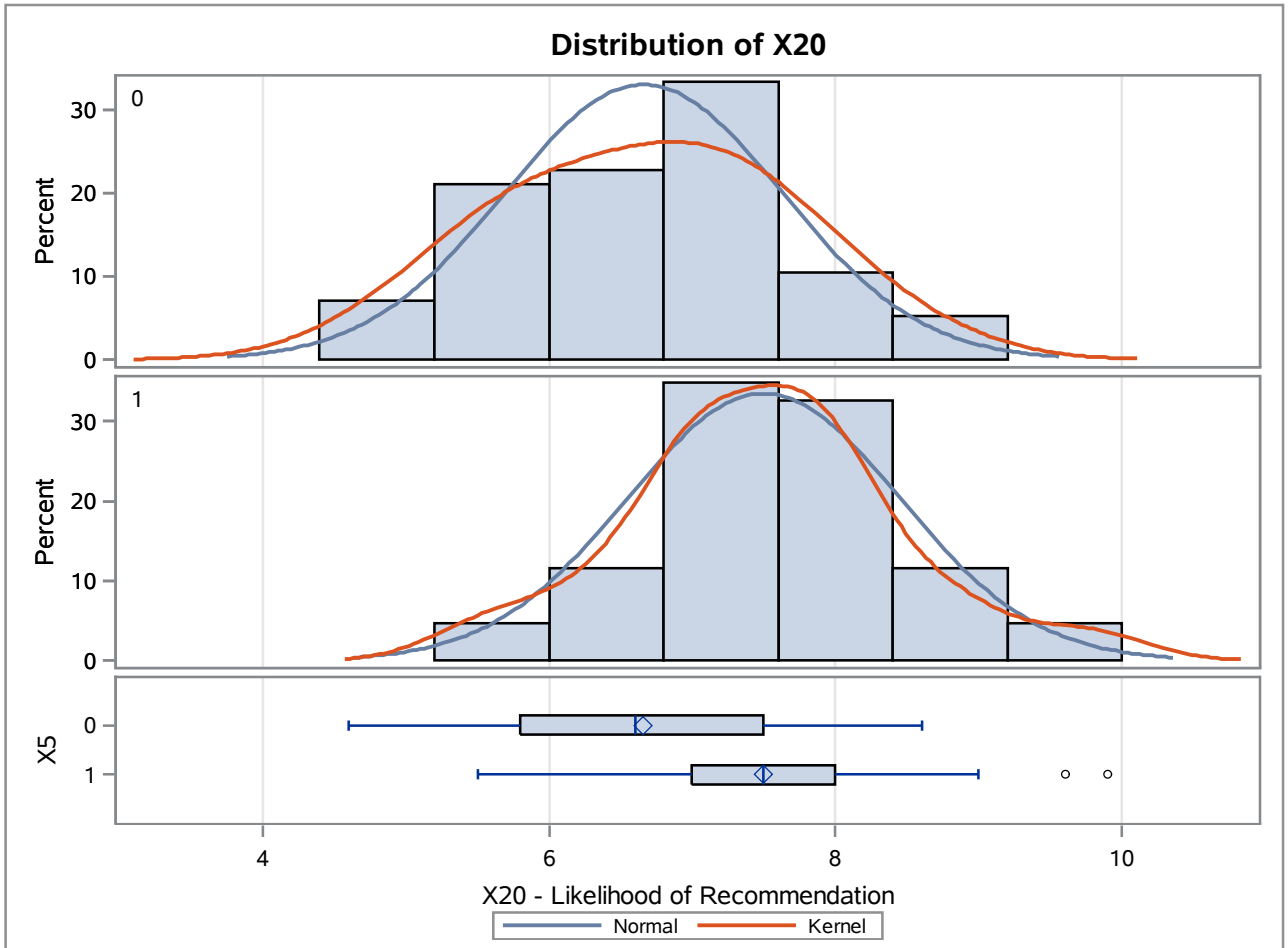
X5	Method	Mean	95% CL Mean		Std Dev	95% CL Std Dev	
0		6.6596	6.4029	6.9164	0.9677	0.8170	1.1871
1		7.4977	7.2045	7.7908	0.9526	0.7854	1.2107
Diff (1-2)	Pooled	-0.8380	-1.2233	-0.4527	0.9612	0.8434	1.1175
Diff (1-2)	Satterthwaite	-0.8380	-1.2228	-0.4532			

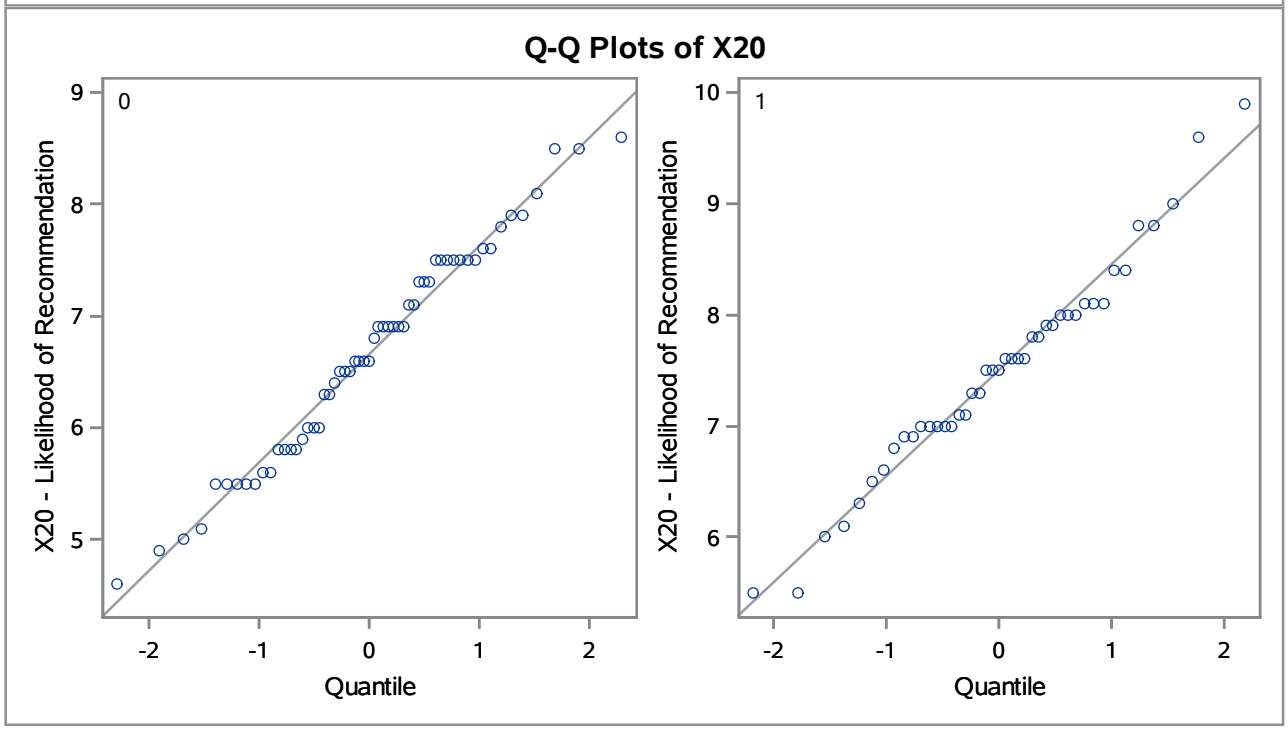
Method	Variances	DF	t Value	Pr > |t|
Pooled	Equal	98	-4.32	<.0001
Satterthwaite	Unequal	91.333	-4.33	<.0001

Equality of Variances				
Method	Num DF	Den DF	F Value	Pr > F
Folded F	56	42	1.03	0.9247

The TTEST Procedure

Variable: X20 (X20 - Likelihood of Recommendation)





The ANOVA Procedure

Class Level Information		
Class	**Levels**	**Values**
X5	2	0 1

Number of Observations Read	100
Number of Observations Used	100

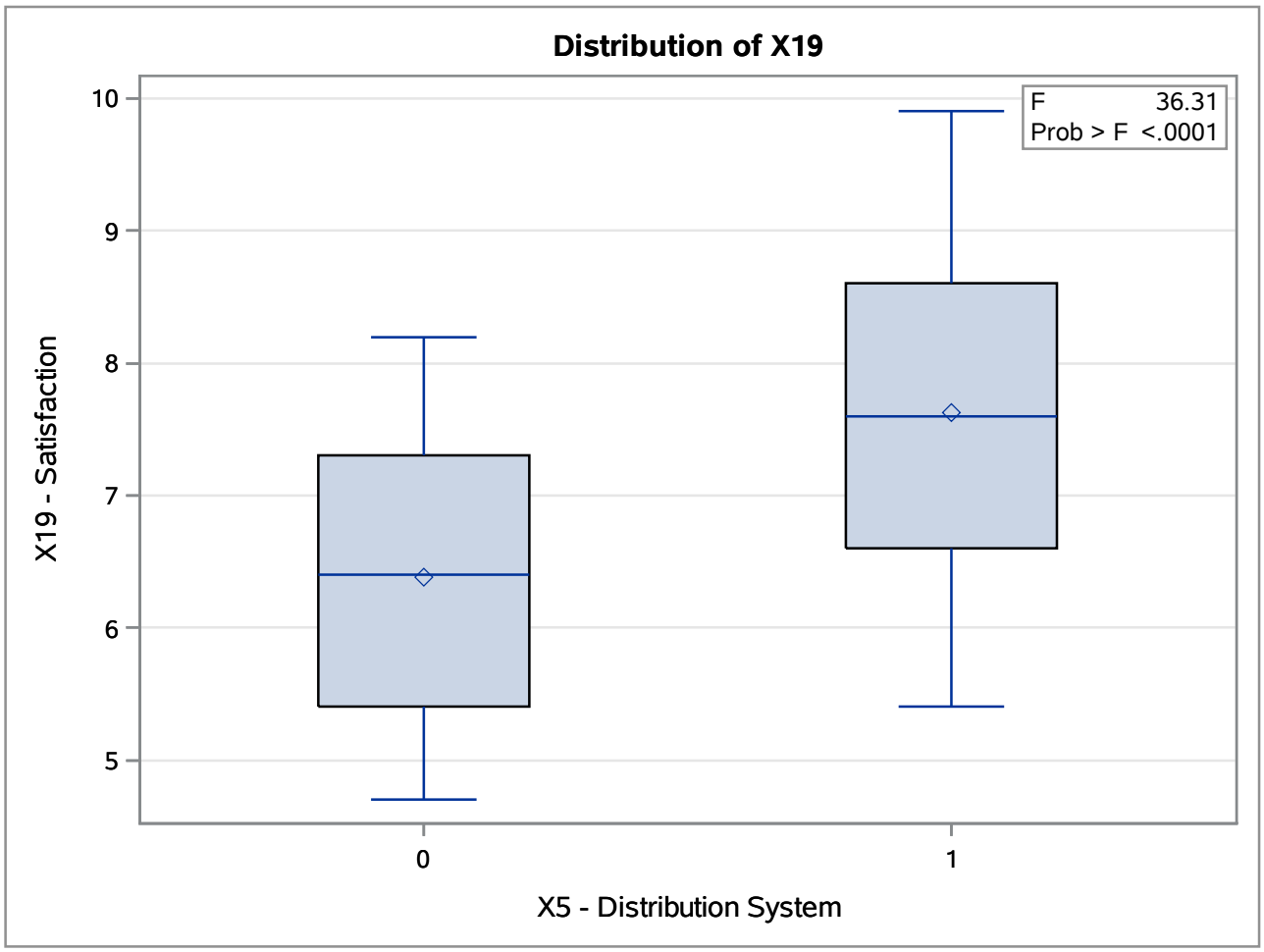
The ANOVA Procedure

Dependent Variable: X19 X19 - Satisfaction

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	1	38.0186322	38.0186322	36.31	<.0001
Error	98	102.6089678	1.0470303		
Corrected Total	99	140.6276000			

R-Square	Coeff Var	Root MSE	X19 Mean
0.270350	14.79105	1.023245	6.918000

Source	DF	Anova SS	Mean Square	F Value	Pr > F
X5	1	38.01863223	38.01863223	36.31	<.0001



The ANOVA Procedure

Class Level Information		
Class	**Levels**	**Values**
X5	2	0 1

Number of Observations Read	100
Number of Observations Used	100

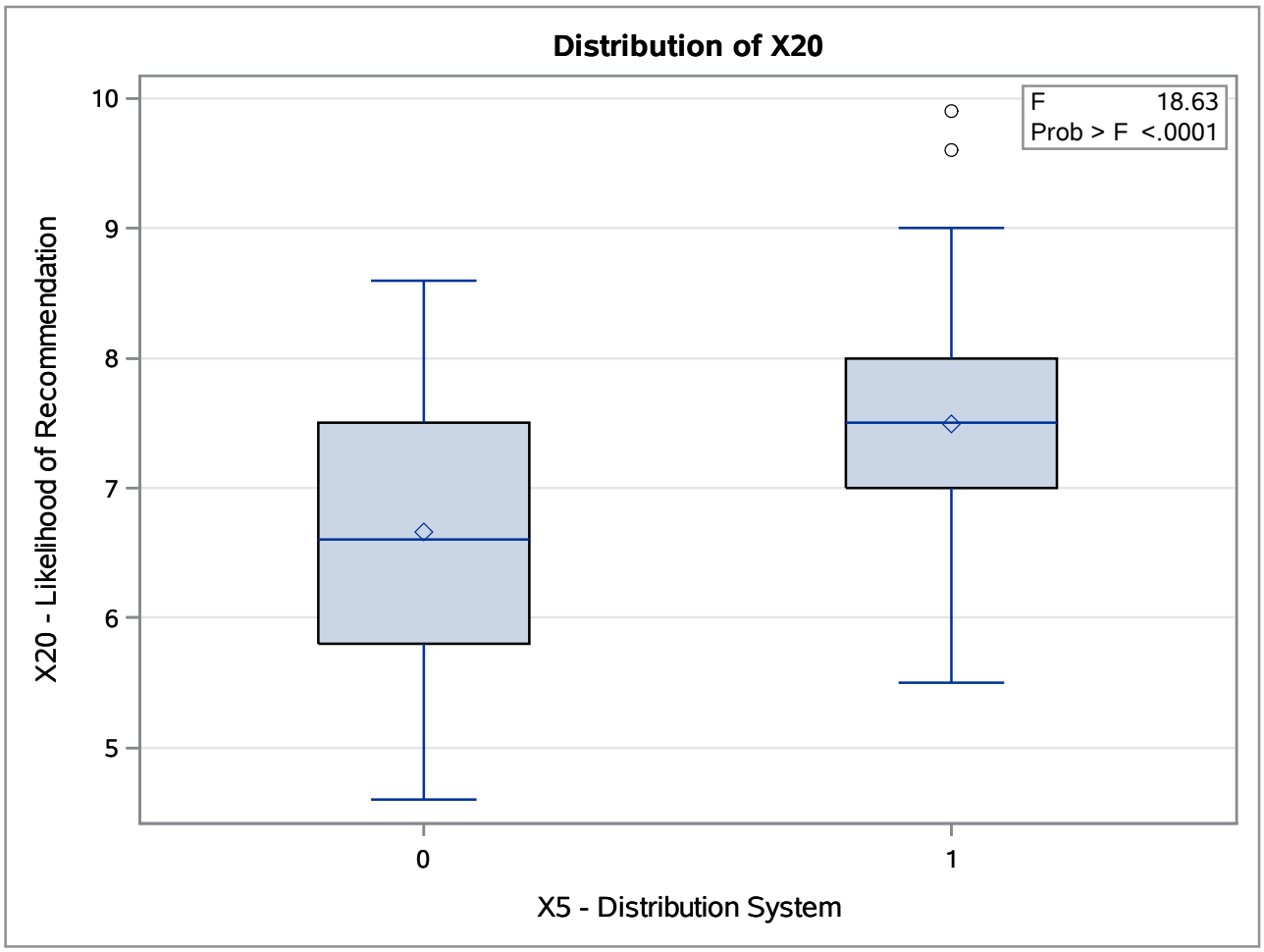
The ANOVA Procedure

Dependent Variable: X20 X20 - Likelihood of Recommendation

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	1	17.2130396	17.2130396	18.63	<.0001
Error	98	90.5469604	0.9239486		
Corrected Total	99	107.7600000			

R-Square	Coeff Var	Root MSE	X20 Mean
0.159735	13.69263	0.961222	7.020000

Source	DF	Anova SS	Mean Square	F Value	Pr > F
X5	1	17.21303958	17.21303958	18.63	<.0001



The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction

Number of Observations Read	100
Number of Observations Used	100

Analysis of Variance

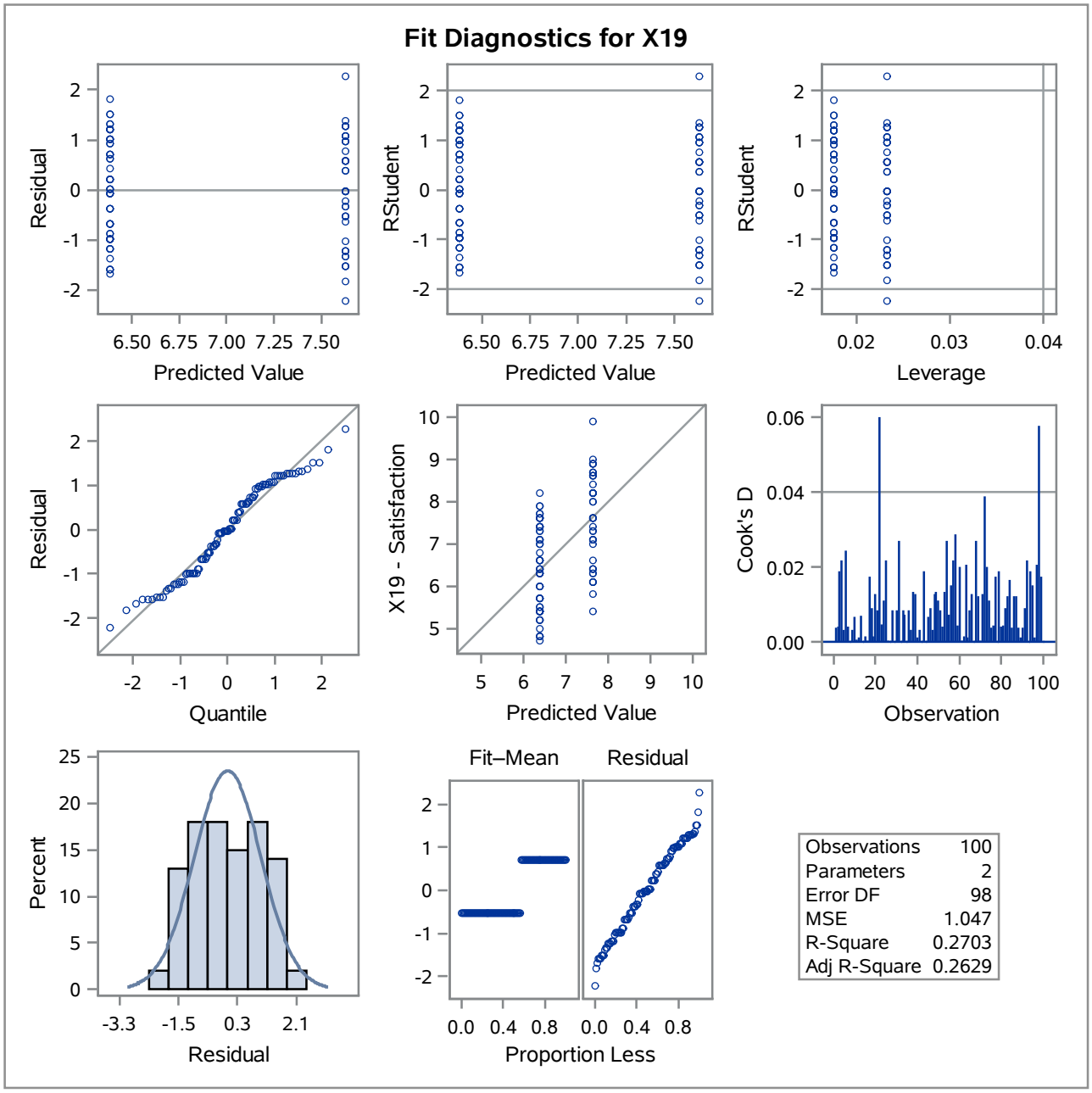
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	1	38.01863	38.01863	36.31	<.0001
Error	98	102.60897	1.04703		
Corrected Total	99	140.62760			

Root MSE	1.02324	**R-Square**	0.2703
Dependent Mean	6.91800	**Adj R-Sq**	0.2629
Coeff Var	14.79105		

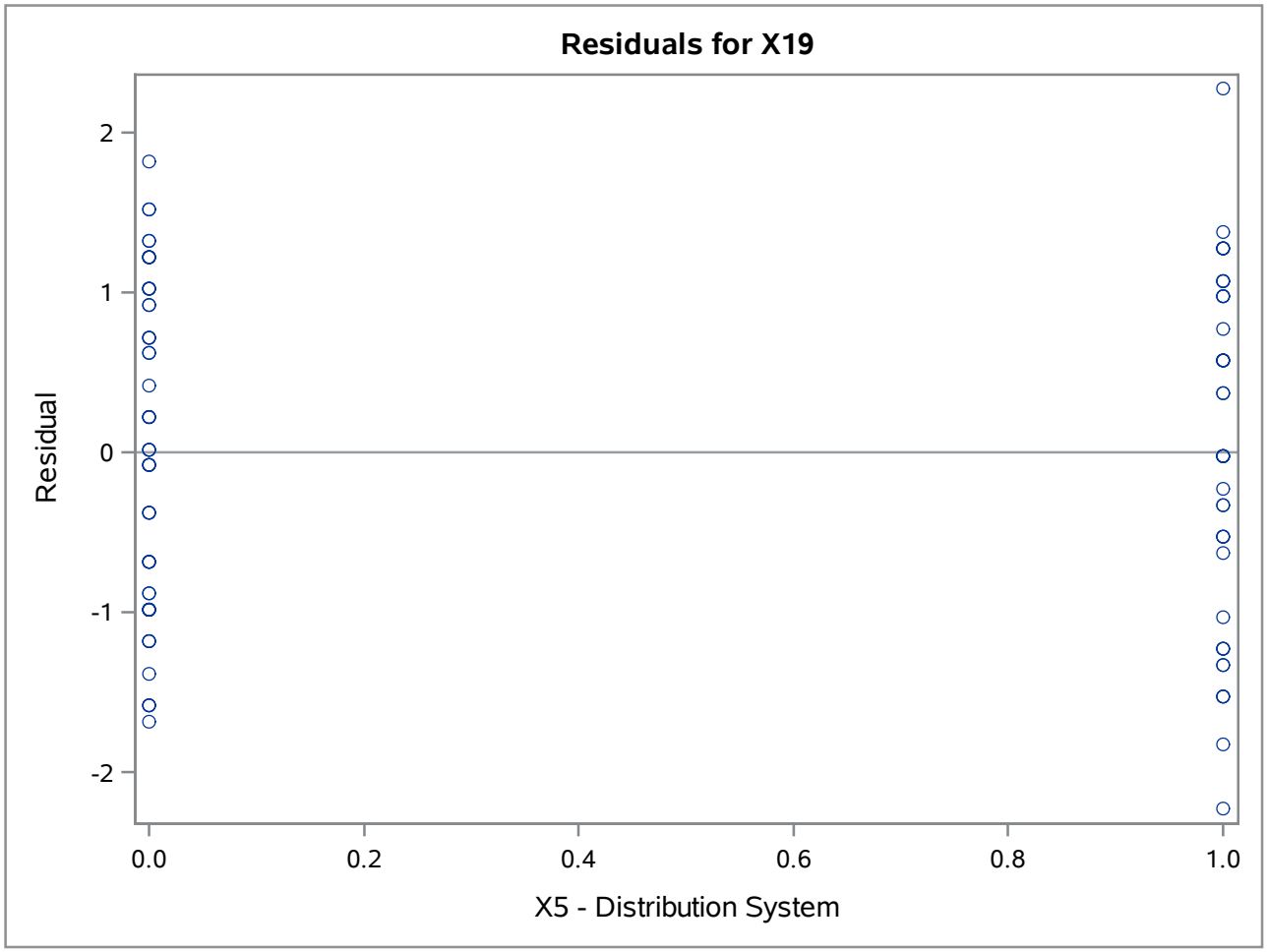
Parameter Estimates

Variable	Label	DF	Parameter Estimate	Standard Error	t Value	Pr > |t|
Intercept	Intercept	1	6.38246	0.13553	47.09	<.0001
X5	X5 - Distribution System	1	1.24545	0.20668	6.03	<.0001

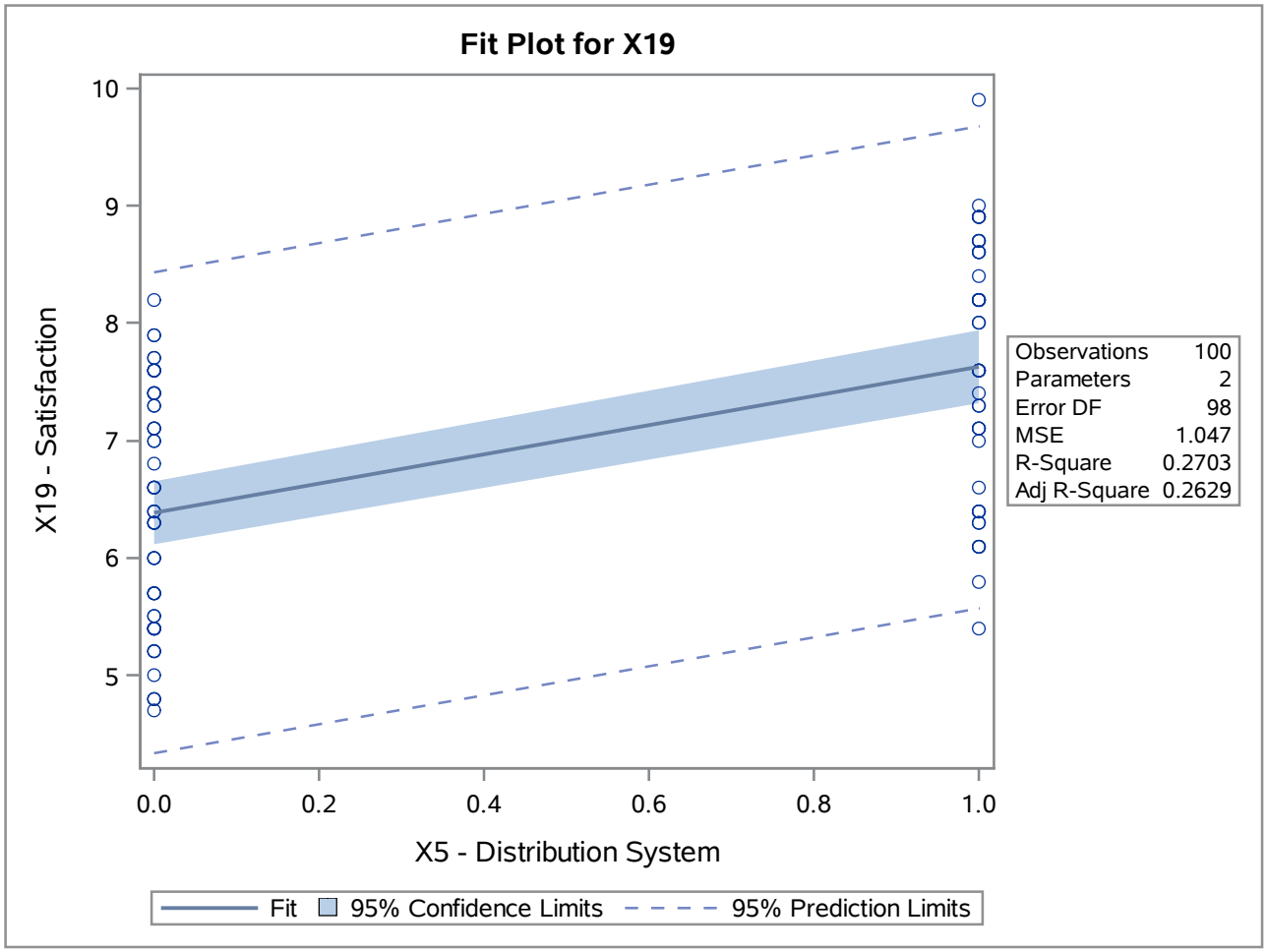
The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction



The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction



The REG Procedure
Model: MODEL1
Dependent Variable: X19 X19 - Satisfaction



The REG Procedure
Model: MODEL1
Dependent Variable: X20 X20 - Likelihood of Recommendation

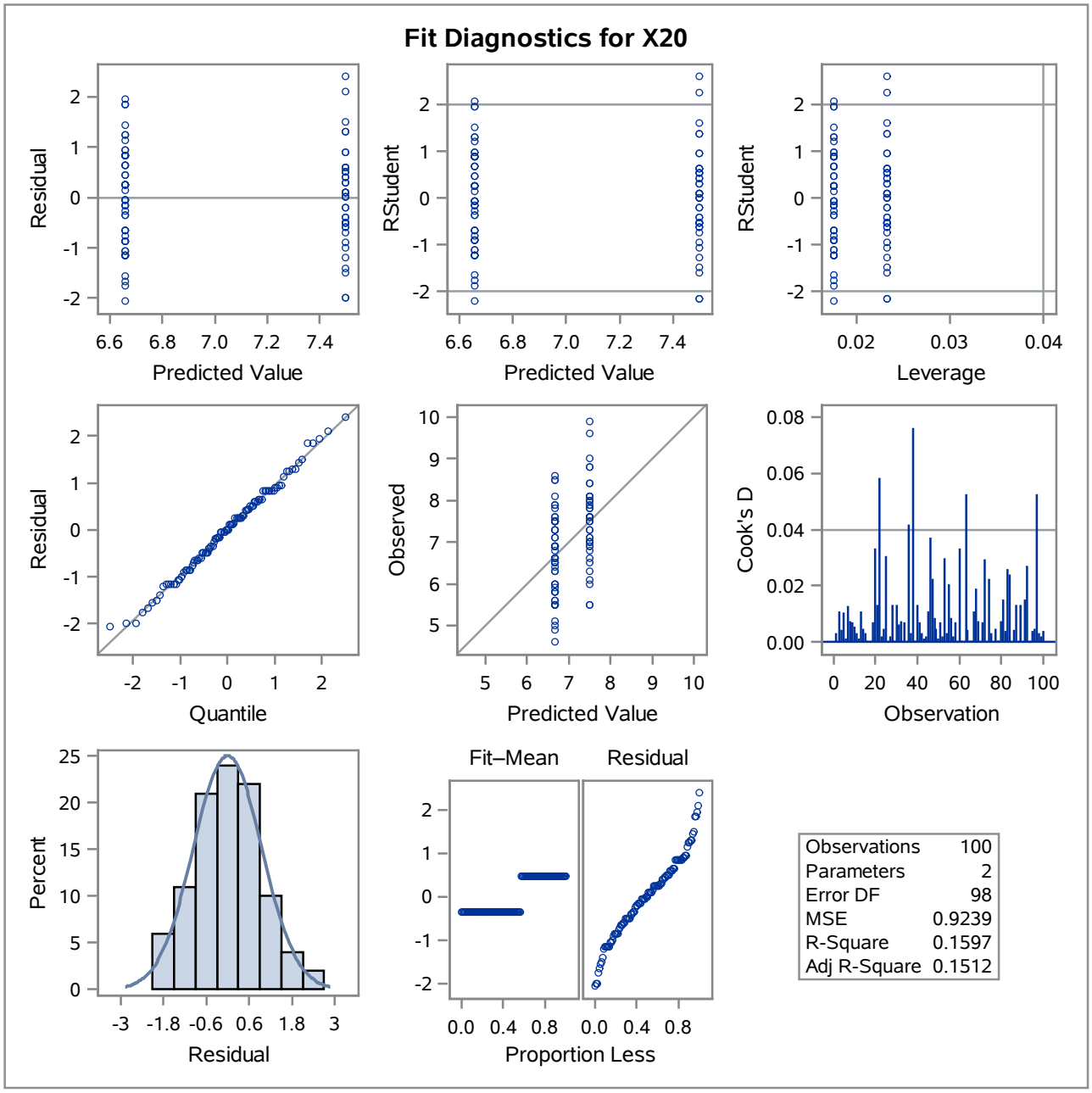
Number of Observations Read	100
Number of Observations Used	100

Analysis of Variance					
Source	**DF**	**Sum of Squares**	**Mean Square**	**F Value**	**Pr > F**
Model	1	17.21304	17.21304	18.63	<.0001
Error	98	90.54696	0.92395		
Corrected Total	99	107.76000			

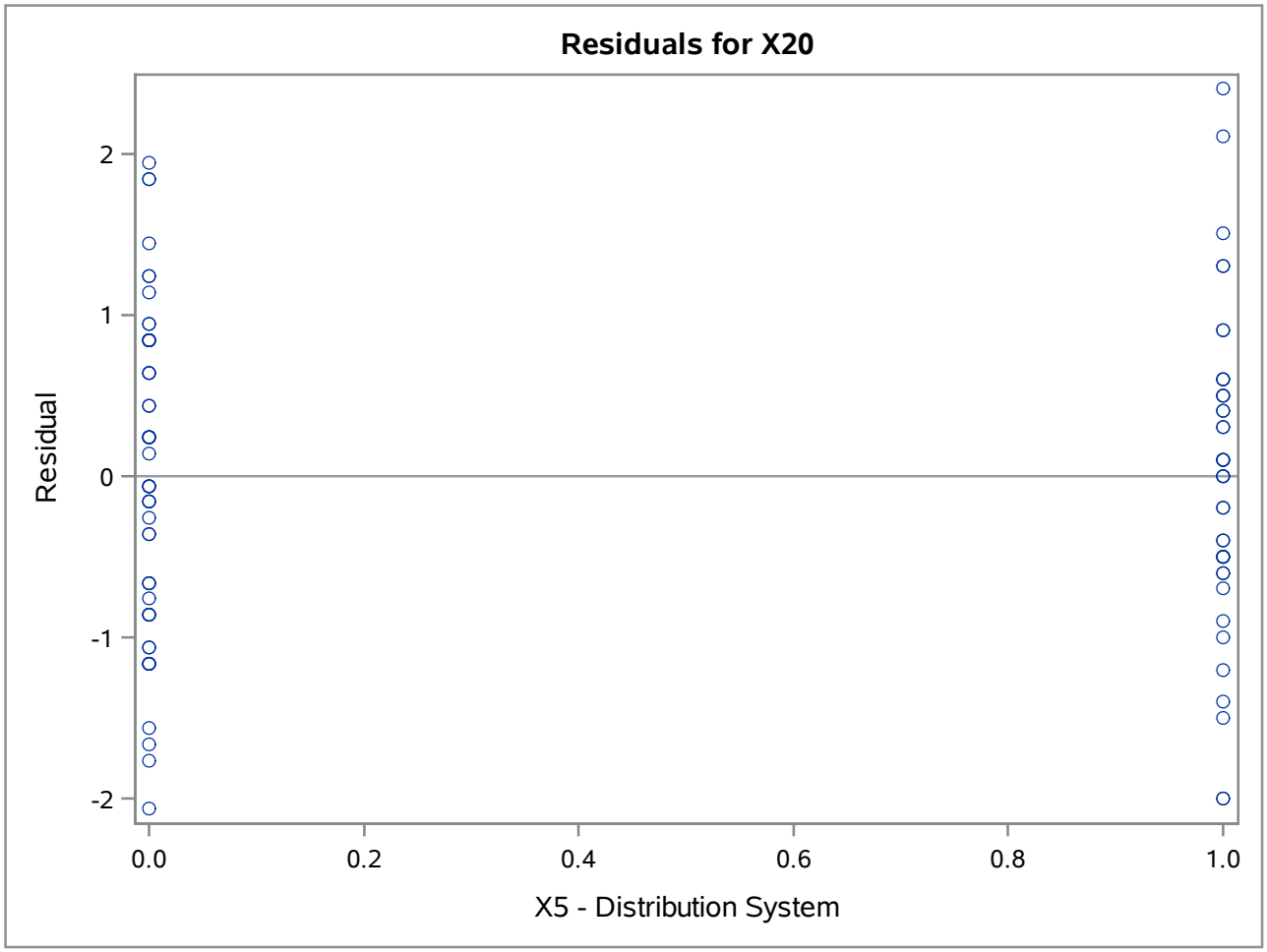
Root MSE	0.96122	**R-Square**	0.1597
Dependent Mean	7.02000	**Adj R-Sq**	0.1512
Coeff Var	13.69263		

Parameter Estimates						
Variable	**Label**	**DF**	**Parameter Estimate**	**Standard Error**	**t Value**	**Pr > |t|**
Intercept	Intercept	1	6.65965	0.12732	52.31	<.0001
X5	X5 - Distribution System	1	0.83803	0.19416	4.32	<.0001

The REG Procedure
Model: MODEL1
Dependent Variable: X20 X20 - Likelihood of Recommendation



The REG Procedure
Model: MODEL1
Dependent Variable: X20 X20 - Likelihood of Recommendation



The REG Procedure
Model: MODEL1
Dependent Variable: X20 X20 - Likelihood of Recommendation