**Example 1. ANALIZA WARIANCJI**

Joyce Theobold is a manager of a regional banking center. She wants to compare the productivity among four employees, as measured by the number of customers served. For each employee the number of customers is recorded in five randomly selected days. The results are presented in table 1. For calculation use data set anova\_example\_1.

**Table 1. Number of customers served.**

|  |  |  |  |
| --- | --- | --- | --- |
| John | Eva | Jack | Suzan |
| 55 | 66 | 47 | 76 |
| 54 | 76 | 51 | 81 |
| 59 | 67 | 46 | 76 |
| 56 | 71 | 48 | 79 |
| 56 | 69 | 49 | 78 |

**Source:**

Is there a difference in the average number of customers served? One-way variance analysis will provide an answer for this question. The populations follow the normal distribution with the same variation in each population. Note that the means are *not* the same.

Suppose the populations are the same. That is, there is no difference in the (treatment) means. Note again that the populations follow the normal distribution and the variation in each of the populations is the same.