Lorenz Curve: Workload Inequality Analysis

Distribution of in−basket hours across 64 providers

Gini Coefficient = 0.494

Perfect Equality

**Bottom 50% of providers
handle only 20% of workload**

Cumulative Share of In−Basket Hours

Cumulative Share of Providers
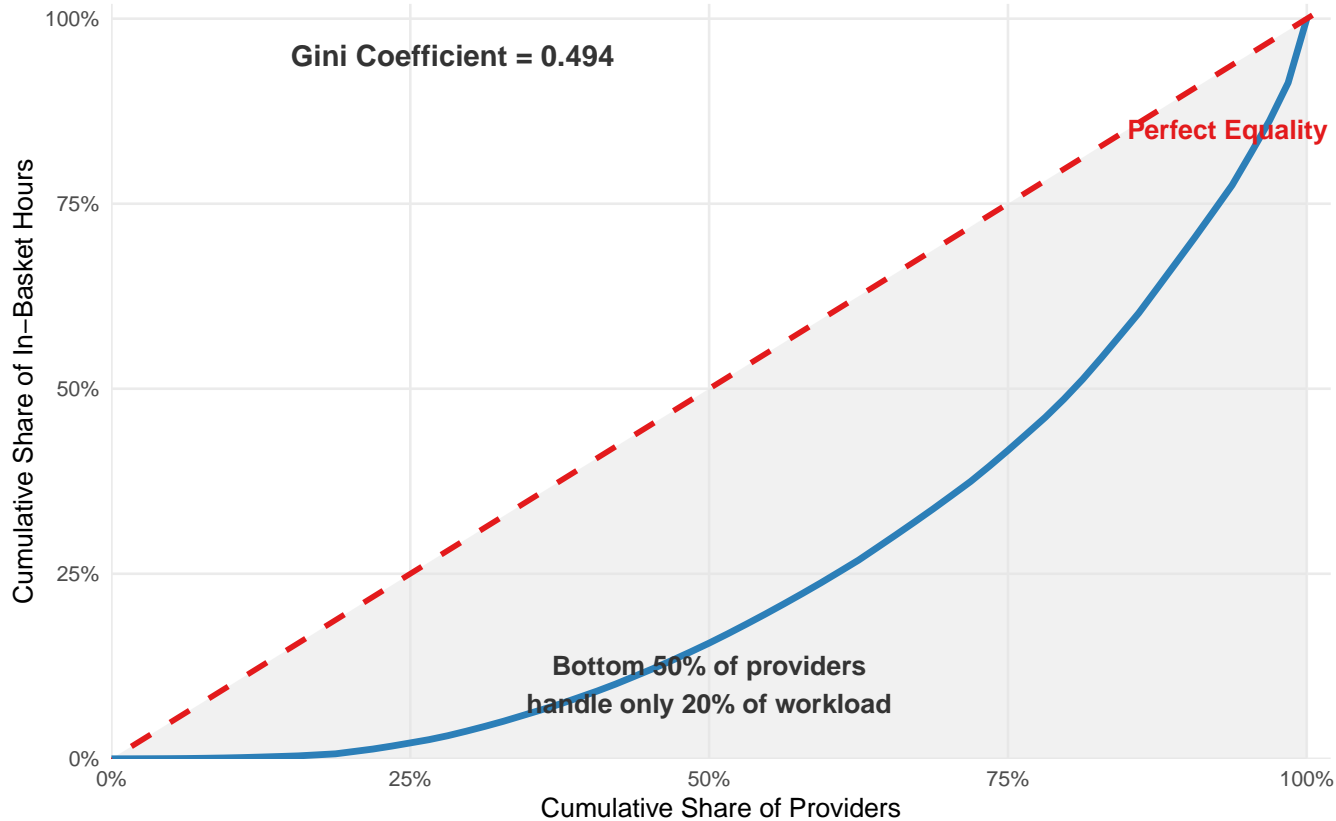
Red dashed line represents perfect equality; blue curve shows actual distribution