One Way ANOVA for – Product and Satisfaction Index whole data.

1 – FIE  
2 -- AE

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Descriptives** | | | | | | | | | |
| Satindex | | | | | | | | | |
|  | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
| Lower Bound | Upper Bound |
| 1.00000 | 10640 | 4.120338 | .8752328 | .0084850 | 4.103706 | 4.136971 | 1.0000 | 5.0000 |
| 2.00000 | 7898 | 4.128257 | .8840391 | .0099475 | 4.108757 | 4.147756 | 1.0000 | 5.0000 |
| Total | 18538 | 4.123712 | .8789804 | .0064558 | 4.111058 | 4.136366 | 1.0000 | 5.0000 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ANOVA** | | | | | |
| Satindex | | | | | |
|  | Sum of Squares | df | Mean Square | F | Sig. |
| Between Groups | .284 | 1 | .284 | .368 | .544 |
| Within Groups | 14321.522 | 18536 | .773 |  |  |
| Total | 14321.806 | 18537 |  |  |  |

As P-Value is 0.544, there is no statistically significant difference in Mean.

One Way ANOVA for – Product and Satisfaction Index dissatisfied data only.

1 – FIE  
2 -- AE

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Descriptives** | | | | | | | | |
| Satindex | | | | | | | | |
|  | N | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean | | Minimum | Maximum |
| Lower Bound | Upper Bound |
| 1 | 364 | 1.684 | .7546 | .0396 | 1.606 | 1.762 | 1.0 | 3.0 |
| 2 | 274 | 1.669 | .7595 | .0459 | 1.579 | 1.760 | 1.0 | 3.0 |
| Total | 638 | 1.678 | .7561 | .0299 | 1.619 | 1.737 | 1.0 | 3.0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ANOVA** | | | | | |
| Satindex | | | | | |
|  | Sum of Squares | df | Mean Square | F | Sig. |
| Between Groups | .034 | 1 | .034 | .059 | .808 |
| Within Groups | 364.170 | 636 | .573 |  |  |
| Total | 364.204 | 637 |  |  |  |

Even in dissatisfied data customers – the Mean difference among the Product is not statistically significant.