**GUÍA DE OBSERVACIÓN:**

**Guía de observación: Tiempo promedio de respuesta (Pre-Test y Post-Test)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Guía de Observación: TIEMPO DE RESPUESTA | | | | |
| Investigadores | Bouillón Sosa Ana Paula  Paredes Cruz Rafaela Lilibeth | | Tipo de  Prueba | Pre – Test y Post-test |
| EMPRESA | Microempresa Don Mario | | | |
| VARIABLE | Gestión de ventas | | | |
| Indicador | | | Abreviatura | |
| Tiempo Promedio de respuesta | | | TPDR | |
| N.º Simulación | PreTest | PosTest | Diferencia | |
| 1 | 26 | 6 | 20 | |
| 2 | 23 | 7 | 16 | |
| 3 | 18 | 6 | 12 | |
| 4 | 25 | 5 | 20 | |
| 5 | 28 | 6 | 22 | |
| 6 | 25 | 2 | 23 | |
| 7 | 27 | 7 | 20 | |
| 8 | 25 | 8 | 17 | |
| 9 | 23 | 7 | 16 | |
| 10 | 17 | 7 | 10 | |
| 11 | 23 | 5 | 18 | |
| 12 | 25 | 7 | 18 | |
| 13 | 20 | 7 | 13 | |
| 14 | 23 | 4 | 19 | |
| 15 | 22 | 3 | 19 | |
| 16 | 26 | 6 | 20 | |
| 17 | 27 | 6 | 21 | |
| 18 | 26 | 3 | 23 | |
| 19 | 23 | 6 | 17 | |
| 20 | 19 | 5 | 14 | |
| 21 | 27 | 7 | 20 | |
| 22 | 25 | 6 | 19 | |
| 23 | 26 | 7 | 19 | |
| 24 | 28 | 6 | 22 | |
| 25 | 29 | 6 | 23 | |
| 26 | 23 | 9 | 14 | |
| 27 | 22 | 5 | 17 | |
| 28 | 21 | 7 | 14 | |
| 29 | 23 | 6 | 17 | |
| 30 | 25 | 6 | 19 | |
| 31 | 23 | 7 | 16 | |
| 32 | 25 | 6 | 19 | |
| 33 | 23 | 5 | 18 | |
| 34 | 19 | 7 | 12 | |
| 35 | 22 | 6 | 16 | |
| 36 | 26 | 6 | 20 | |
| 37 | 20 | 2 | 18 | |
| 38 | 24 | 8 | 16 | |
| 39 | 27 | 7 | 20 | |
| 40 | 28 | 7 | 11 | |
| 41 | 25 | 7 | 18 | |
| 42 | 22 | 6 | 16 | |
| 43 | 19 | 6 | 13 | |
| 44 | 26 | 6 | 20 | |

**Fuente: Elaboración Propia**

**Guía de observación: Tiempo promedio de entrega**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Guía de Observación: TIEMPO DE ENTREGA ANTES DE LA IMPLEMENTACIÓN DE APLICACIÓN WEB. | | | | | |
| Investigadores | Bouillón Sosa Ana Paula  Paredes Cruz Rafaela Lilibeth | | | Tipo de  Prueba | Pre - Test |
| EMPRESA | Microempresa Don Mario | | | | |
| VARIABLE | Gestión de ventas | | | | |
| FECHA DE  INICIO | 05/10/2023 | | FECHA  FINAL | 07/10/2023 | |
| Indicador | | | Abreviatura | | |
| Tiempo Promedio de entrega | | | TPDE | | |
| Ítem | Fecha | Hora de Inicio | Hora Final | Tiempo Total (Hora final - Hora de inicio) | |
| 1 | 05/10/2023 | 11:00 AM | 11:14 AM | 14 minutos | |
| 2 | 05/10/2023 | 11:15 AM | 11:31 AM | 16 minutos | |
| 3 | 05/10/2023 | 11:32 AM | 11:48 AM | 16 minutos | |
| 4 | 05/10/2023 | 11:50 AM | 12:05 PM | 15 minutos | |
| 5 | 05/10/2023 | 12:08 AM | 12:21 PM | 15 minutos | |
| 6 | 05/10/2023 | 12:22 PM | 12:36 PM | 14 minutos | |
| 7 | 05/10/2023 | 12:40 PM | 12:53 PM | 13 minutos | |
| 8 | 05/10/2023 | 12:54 PM | 01:09 PM | 15 minutos | |
| 9 | 05/10/2023 | 01:10 PM | 01:14 PM | 14 minutos | |
| 10 | 05/10/2023 | 01:15 PM | 01:31 PM | 16 minutos | |
| 11 | 05/10/2023 | 01:35 PM | 01:51 PM | 16 minutos | |
| 12 | 05/10/2023 | 01:52 PM | 02:06 PM | 14 minutos | |
| 13 | 05/10/2023 | 02:08 PM | 02:23 PM | 15 minutos | |
| 14 | 05/10/2023 | 02:25 PM | 02:39 PM | 14 minutos | |
| 15 | 05/10/2023 | 02:40 PM | 02:54 PM | 14 minutos | |
| 16 | 05/10/2023 | 02:56 PM | 03:11 PM | 15 minutos | |
| 17 | 05/10/2023 | 11:15 AM | 11:30 AM | 15 minutos | |
| 18 | 06/10/2023 | 11:32 AM | 11:48 AM | 16 minutos | |
| 19 | 06/10/2023 | 11:50 AM | 12:04 PM | 14 minutos | |
| 20 | 06/10/2023 | 12:05 PM | 12:20 PM | 15 minutos | |
| 21 | 06/10/2023 | 12:22 PM | 12:37 PM | 15 minutos | |
| 22 | 06/10/2023 | 12:40 PM | 12:56 PM | 16 minutos | |
| 23 | 06/10/2023 | 01:00 PM | 01:15 PM | 15 minutos | |
| 24 | 06/10/2023 | 01:25 PM | 01:40 PM | 15 minutos | |
| 25 | 06/10/2023 | 01:45 PM | 02:01 PM | 16 minutos | |
| 26 | 06/10/2023 | 02:04 PM | 02:20 PM | 16 minutos | |
| 27 | 06/10/2023 | 02:25 PM | 02:39 PM | 14minutos | |
| 28 | 06/10/2023 | 02:40 PM | 02:54 PM | 14 minutos | |
| 29 | 06/10/2023 | 02:55 PM | 03:10 PM | 15 minutos | |
| 30 | 06/10/2023 | 11:05 AM | 11:20 AM | 15 minutos | |
| 31 | 06/10/2023 | 11:22 AM | 11:38 AM | 16 minutos | |
| 32 | 06/10/2023 | 11:40 AM | 11:54 PM | 14 minutos | |
| 33 | 07/10/2023 | 11:57 PM | 12:14 PM | 17 minutos | |
| 34 | 07/10/2023 | 12:15 PM | 12:31 PM | 16 minutos | |
| 35 | 07/10/2023 | 12:33 PM | 12:47 PM | 14 minutos | |
| 36 | 07/10/2023 | 12:50 PM | 01:05 PM | 15 minutos | |
| 37 | 07/10/2023 | 01:08 PM | 01:23 PM | 15 minutos | |
| 38 | 07/10/2023 | 01:25 PM | 01:41 PM | 16 minutos | |
| 39 | 07/10/2023 | 01:45 PM | 01:59 PM | 14 minutos | |
| 40 | 07/10/2023 | 02:05 PM | 02:21 PM | 16 minutos | |
| 41 | 07/10/2023 | 02:25 PM | 02:39 PM | 14 minutos | |
| 42 | 07/10/2023 | 02:40 PM | 02:55 PM | 15 minutos | |
| 43 | 07/10/2023 | 02:57 PM | 03:12 PM | 15 minutos | |
| 44 | 07/10/2023 | 03:14 PM | 03:30 PM | 16 minutos | |
|  | | | TOTAL | 660 minutos | |
| PROMEDIO | 15 minutos | |
| VALOR  MAXIMO | 17 minutos | |
| VALOR  MÍNIMO | 14 minutos | |

**Fuente: Elaboración Propia**

**Guía de observación: Tiempo promedio de entrega Post Test**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Guía de Observación: TIEMPO DE ENTREGA DESPUÉS DE LA IMPLEMENTACIÓN DE APLICACIÓN WEB. | | | | | |
| Investigadores | Bouillón Sosa Ana Paula  Paredes Cruz Rafaela Lilibeth | | | Tipo de  Prueba | Post – Test |
| EMPRESA | Microempresa Don Mario | | | | |
| VARIABLE | Gestión de ventas | | | | |
| FECHA DE INICIO | 16/10/2023 | | FECHA  FINAL | 18/10/2023 | |
| Indicador | | | Abreviatura | | |
| Tiempo promedio de entrega | | | TPDE | | |
| Ítem | Fecha | Hora de Inicio | Hora Final | Tiempo Total (Hora final  - Hora de inicio) | |
| 1 | 16/10/2023 | 12:00 PM | 12:10 PM | 10 minutos | |
| 2 | 16/10/2023 | 12:15 PM | 12:24 PM | 09 minutos | |
| 3 | 16/10/2023 | 12:30 PM | 12:38 PM | 08 minutos | |
| 4 | 16/10/2023 | 12:40 PM | 12:50 PM | 10 minutos | |
| 5 | 16/10/2023 | 12:55 PM | 01:02 PM | 07 minutos | |
| 6 | 16/10/2023 | 01:05 PM | 01:14 PM | 09 minutos | |
| 7 | 16/10/2023 | 01:15 PM | 01:21 PM | 06 minutos | |
| 8 | 16/10/2023 | 01:25 PM | 01:33 PM | 08 minutos | |
| 9 | 16/10/2023 | 01:35 PM | 01:44 PM | 09 minutos | |
| 10 | 16/10/2023 | 01:50 PM | 02:00 PM | 10 minutos | |
| 11 | 16/10/2023 | 02:05 PM | 02:11 PM | 06 minutos | |
| 12 | 16/10/2023 | 02:15 PM | 02:22 PM | 07 minutos | |
| 13 | 16/10/2023 | 02:25 PM | 02:34 PM | 09 minutos | |
| 14 | 16/10/2023 | 02:35 PM | 02:43 PM | 08 minutos | |
| 15 | 16/10/2023 | 02:45 PM | 02:54 PM | 09 minutos | |
| 16 | 17/10/2023 | 12:10 PM | 12:19 PM | 09 minutos | |
| 17 | 17/10/2023 | 12:20 PM | 12:30 PM | 10 minutos | |
| 18 | 17/10/2023 | 12:35 PM | 12:41 PM | 06 minutos | |
| 19 | 17/10/2023 | 12:45 PM | 12:52 PM | 07 minutos | |
| 20 | 17/10/2023 | 12:55 PM | 01:03 PM | 08 minutos | |
| 21 | 17/10/2023 | 01:05 PM | 01:14 PM | 09 minutos | |
| 22 | 17/10/2023 | 01:20 PM | 01:26 PM | 06 minutos | |
| 23 | 17/10/2023 | 01:30 PM | 01:40 PM | 10 minutos | |
| 24 | 17/10/2023 | 01:45 PM | 01:53 PM | 08 minutos | |
| 25 | 17/10/2023 | 01:55 PM | 02:02 PM | 07 minutos | |
| 26 | 17/10/2023 | 02:05 PM | 02:14 PM | 09 minutos | |
| 27 | 17/10/2023 | 02:20 PM | 02:26 PM | 06 minutos | |
| 28 | 17/10/2023 | 02:30 PM | 02:38 PM | 08 minutos | |
| 29 | 17/10/2023 | 02:40 PM | 02:50 PM | 10 minutos | |
| 30 | 18/10/2023 | 12:20 PM | 12:29 PM | 09 minutos | |
| 31 | 18/10/2023 | 12:30 PM | 12:37 PM | 07 minutos | |
| 32 | 18/10/2023 | 12:40 PM | 12:46 PM | 06 minutos | |
| 33 | 18/10/2023 | 12:50 PM | 12:57 PM | 07 minutos | |
| 34 | 18/10/2023 | 01:00 PM | 01:10 PM | 10 minutos | |
| 35 | 18/10/2023 | 01:13 PM | 01:22 PM | 09 minutos | |
| 36 | 18/10/2023 | 01:25 PM | 01:33 PM | 08 minutos | |
| 37 | 18/10/2023 | 01:35 PM | 01:40 PM | 05 minutos | |
| 38 | 18/10/2023 | 01:42 PM | 01:48 PM | 06 minutos | |
| 39 | 18/10/2023 | 01:50 PM | 01:57 PM | 07 minutos | |
| 40 | 18/10/2023 | 02:00 PM | 02:09 PM | 09 minutos | |
| 41 | 18/10/2023 | 02:10 PM | 02:20 PM | 10 minutos | |
| 42 | 18/10/2023 | 02:25 PM | 02:31 PM | 06 minutos | |
| 43 | 18/10/2023 | 02:35 PM | 02:43 PM | 08 minutos | |
| 44 | 18/10/2023 | 02:45 PM | 02:53 PM | 08 minutos | |
|  | | | TOTAL | 347 minutos | |
| PROMEDIO | 8.06 minutos | |
| VALOR  MAXIMO | 10 minutos | |
| VALOR  MÍNIMO | 5 minutos | |

**Fuente: Elaboración Propia**