

HBAT - Two-Sample T-Test

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
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	
	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

HBAT - Two-Sample T-Test

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)	
Quantile	Estimate
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

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
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HBAT - Two-Sample T-Test

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)	
Quantile	Estimate
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

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
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HBAT - Two-Sample T-Test

The TTEST Procedure

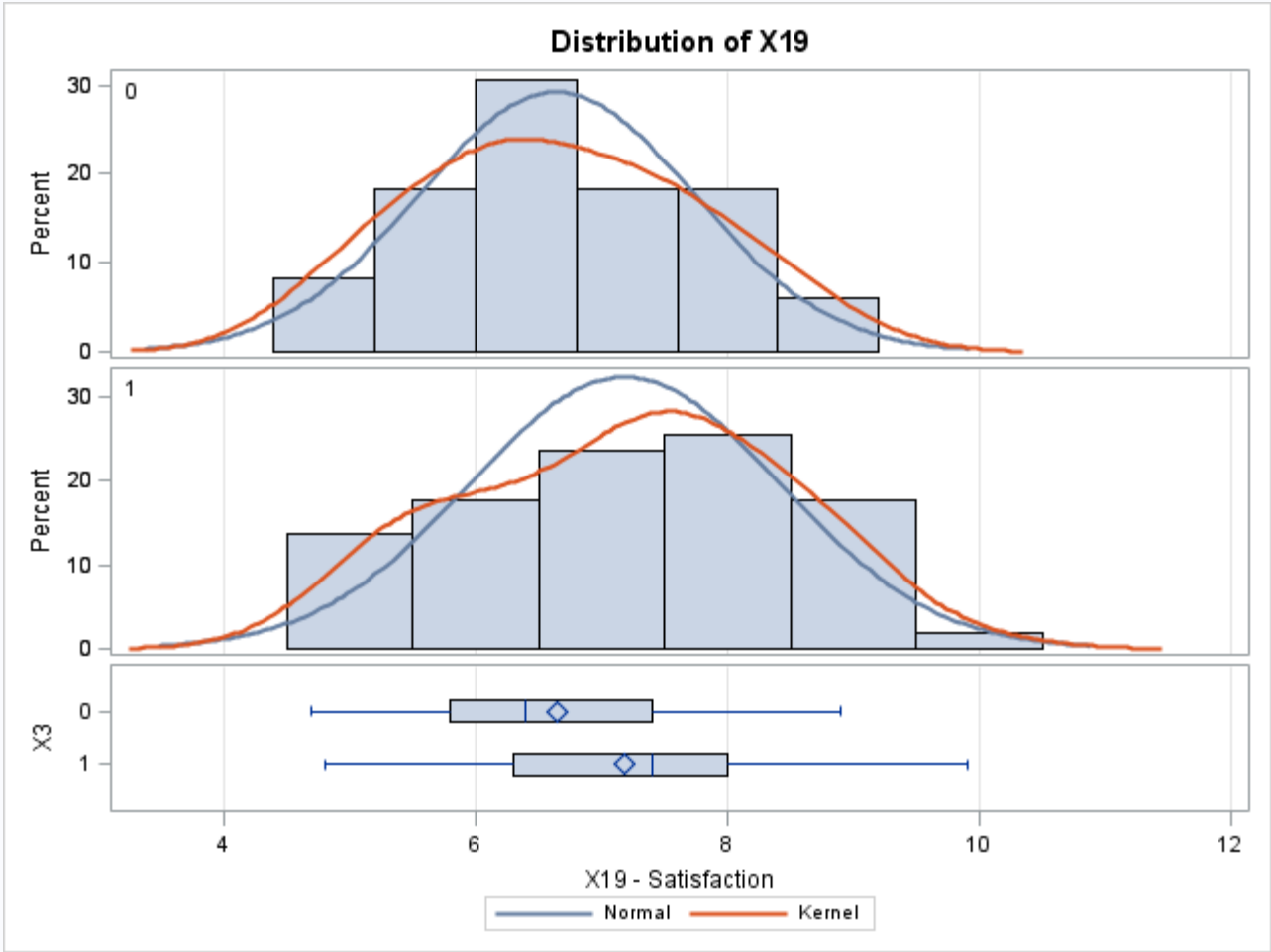
Variable: X19 (X19 - Satisfaction)

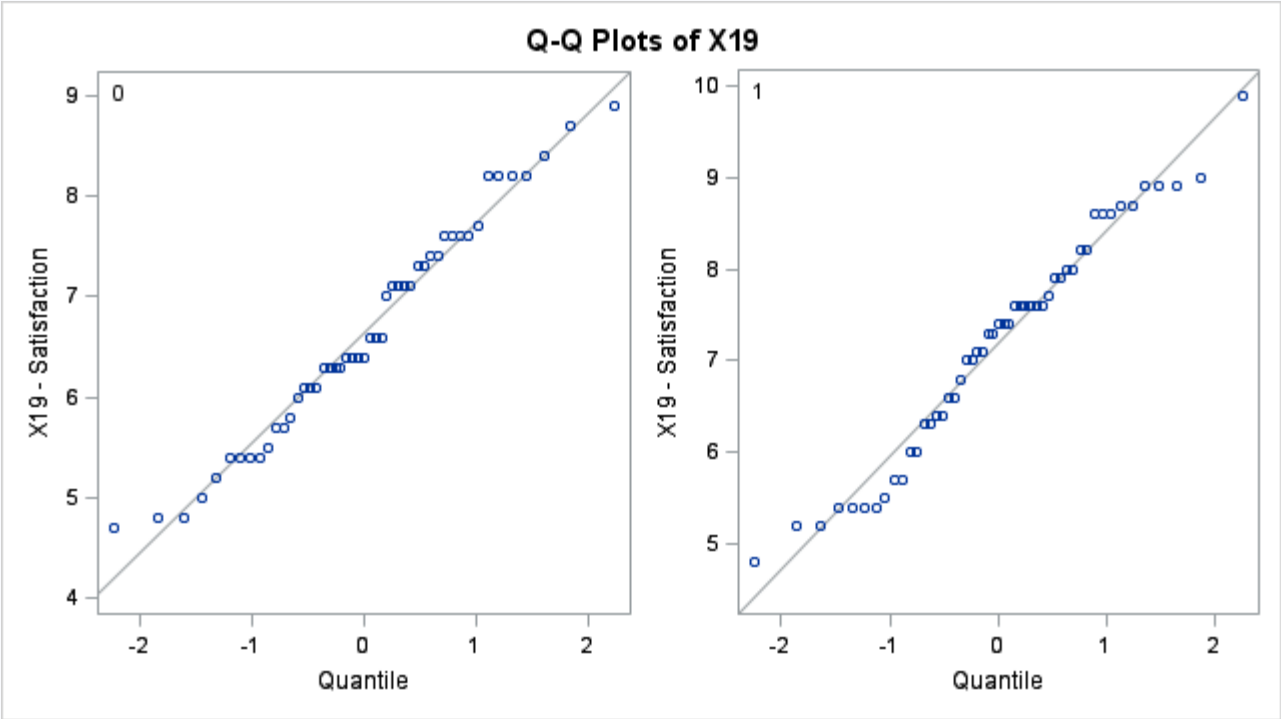
X3	N	Mean	Std Dev	Std Err	Minimum	Maximum
0	49	6.6408	1.0916	0.1559	4.7000	8.9000
1	51	7.1843	1.2333	0.1727	4.8000	9.9000
Diff (1-2)		-0.5435	1.1660	0.2333		

X3	Method	Mean	95% CL Mean		Std Dev	95% CL Std Dev	
0		6.6408	6.3273	6.9544	1.0916	0.9103	1.3638
1		7.1843	6.8375	7.5312	1.2333	1.0319	1.5330
Diff (1-2)	Pooled	-0.5435	-1.0064	-0.0806	1.1660	1.0232	1.3557
Diff (1-2)	Satterthwaite	-0.5435	-1.0053	-0.0817			

Method	Variances	DF	t Value	Pr > t
Pooled	Equal	98	-2.33	0.0219
Satterthwaite	Unequal	97.357	-2.34	0.0216

Equality of Variances				
Method	Num DF	Den DF	F Value	Pr > F
Folded F	50	48	1.28	0.3977





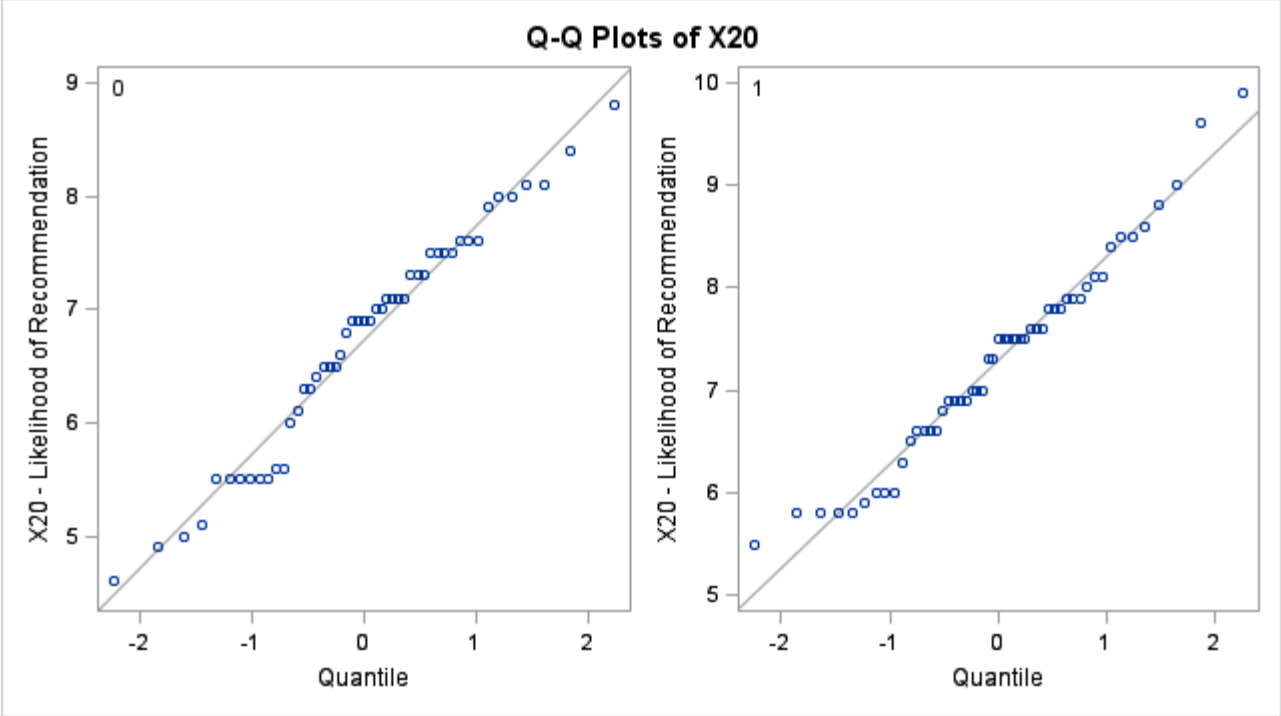
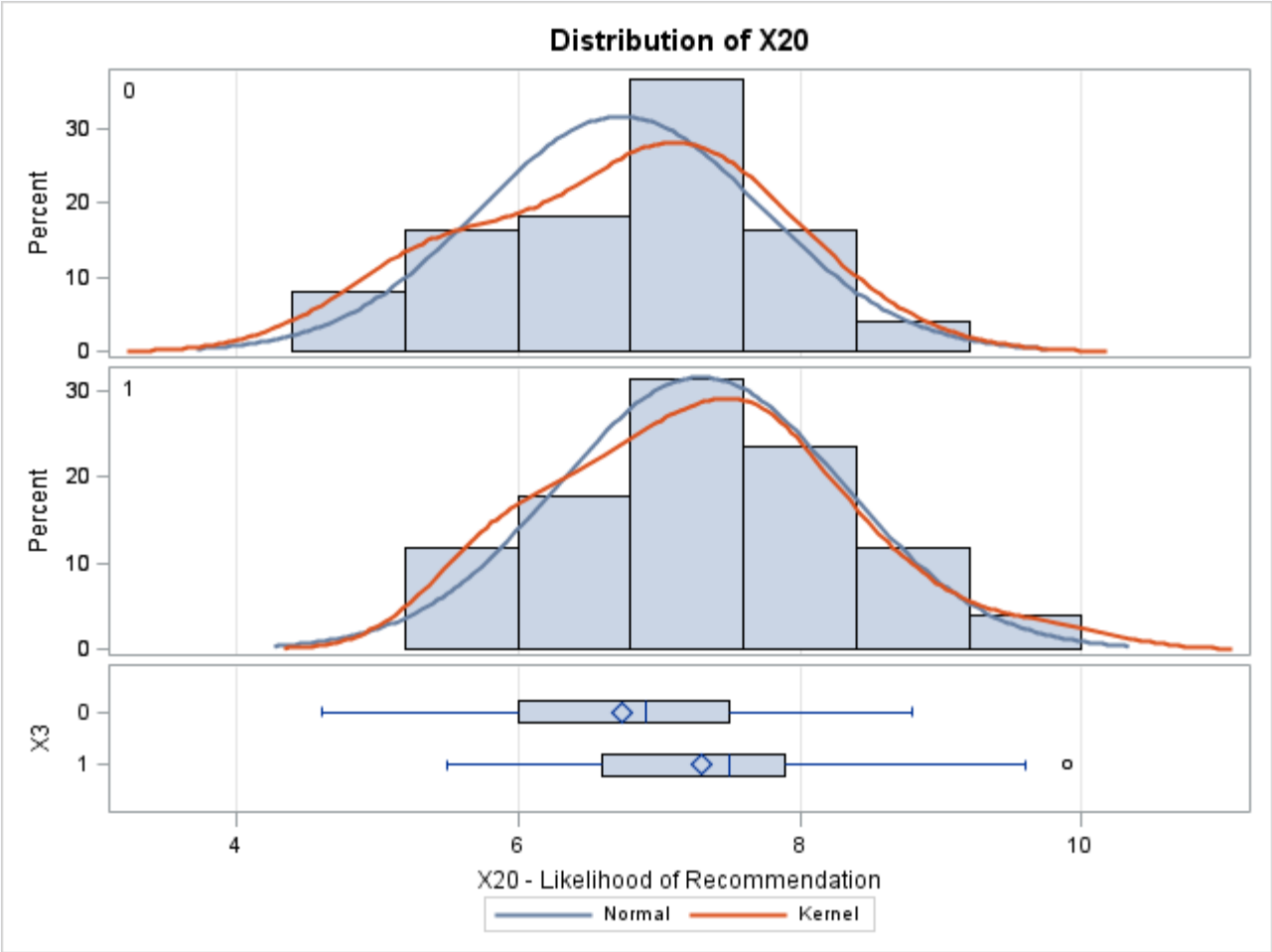
Variable: X20 (X20 - Likelihood of Recommendation)

X3	N	Mean	Std Dev	Std Err	Minimum	Maximum
0	49	6.7306	1.0063	0.1438	4.6000	8.8000
1	51	7.2980	1.0110	0.1416	5.5000	9.9000
Diff (1-2)		-0.5674	1.0087	0.2018		

X3	Method	Mean	95% CL Mean		Std Dev	95% CL Std Dev	
0		6.7306	6.4416	7.0196	1.0063	0.8392	1.2571
1		7.2980	7.0137	7.5824	1.0110	0.8459	1.2568
Diff (1-2)	Pooled	-0.5674	-0.9679	-0.1670	1.0087	0.8851	1.1728
Diff (1-2)	Satterthwaite	-0.5674	-0.9678	-0.1670			

Method	Variances	DF	t Value	Pr > t
Pooled	Equal	98	-2.81	0.0059
Satterthwaite	Unequal	97.875	-2.81	0.0059

Equality of Variances				
Method	Num DF	Den DF	F Value	Pr > F
Folded F	50	48	1.01	0.9753



HBAT - Two-Sample T-Test

The ANOVA Procedure

Class Level Information		
Class	Levels	Values
X3	2	0 1

Number of Observations Read	100
Number of Observations Used	100

HBAT - Two-Sample T-Test

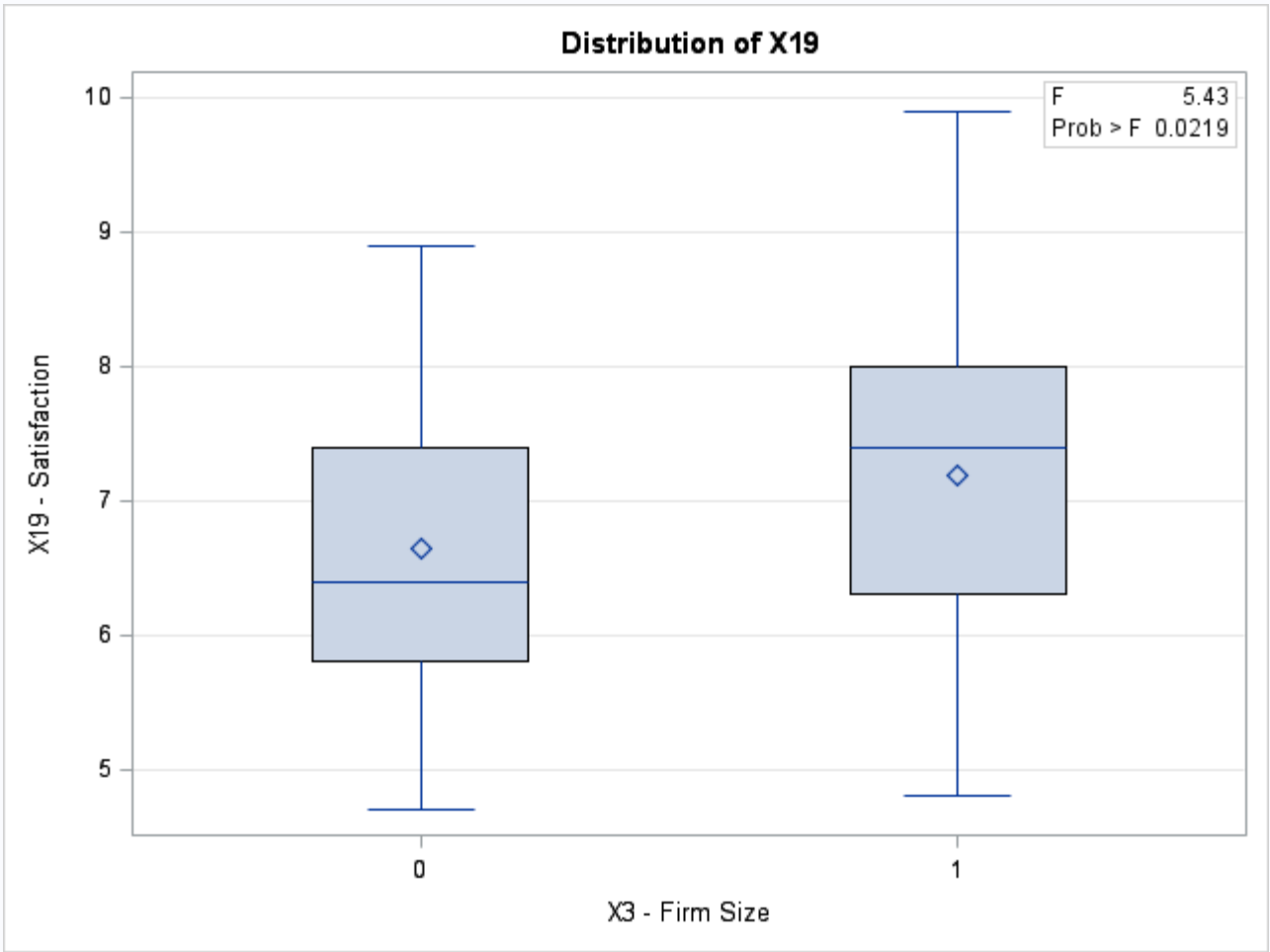
The ANOVA Procedure

Dependent Variable: X19 X19 - Satisfaction

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	1	7.3817817	7.3817817	5.43	0.0219
Error	98	133.2458183	1.3596512		
Corrected Total	99	140.6276000			

R-Square	Coeff Var	Root MSE	X19 Mean
0.052492	16.85517	1.166041	6.918000

Source	DF	Anova SS	Mean Square	F Value	Pr > F
X3	1	7.38178167	7.38178167	5.43	0.0219



HBAT - Two-Sample T-Test

The ANOVA Procedure

Class Level Information		
Class	Levels	Values
X3	2	0 1

Number of Observations Read	100
Number of Observations Used	100

HBAT - Two-Sample T-Test

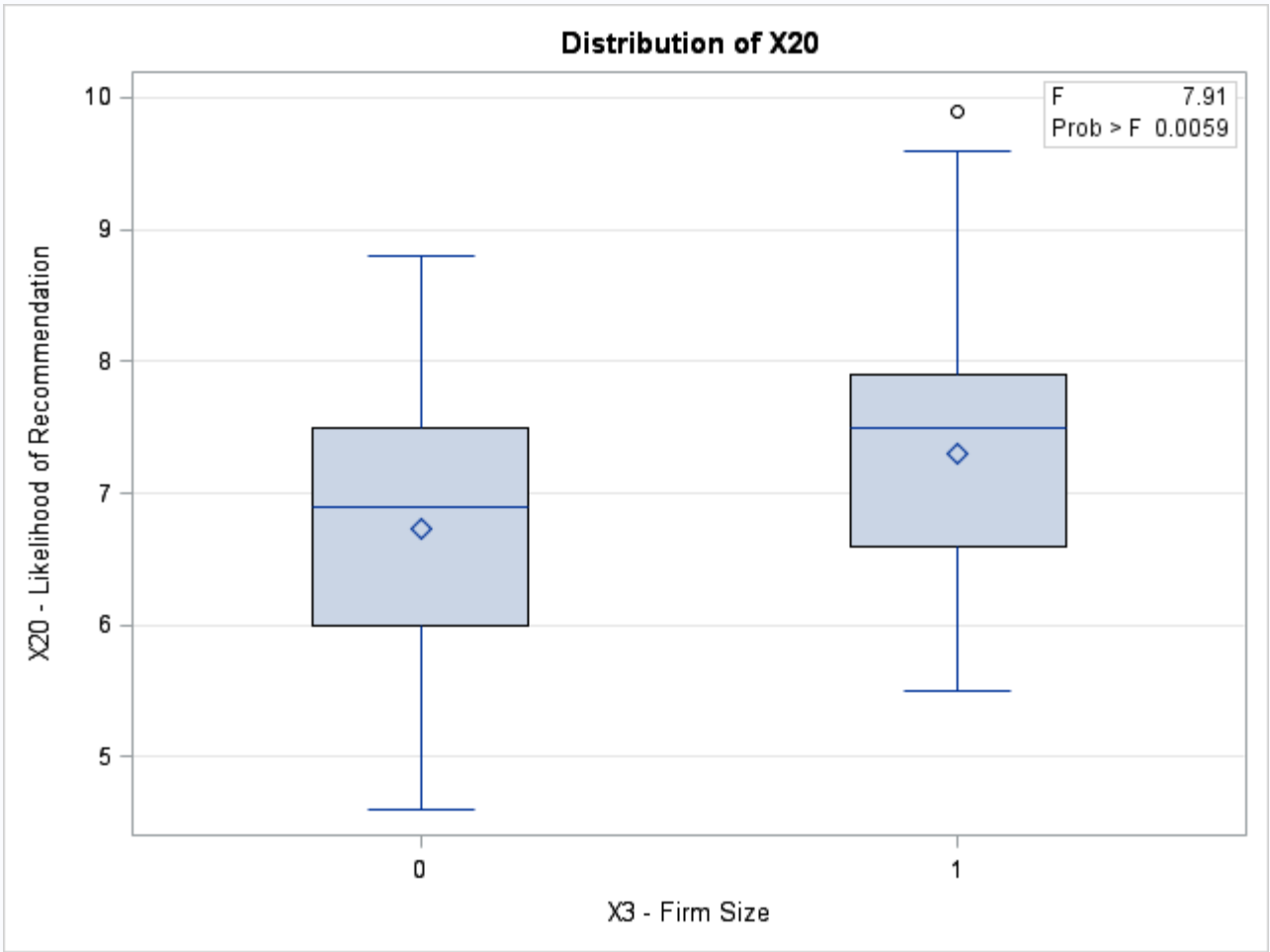
The ANOVA Procedure

Dependent Variable: X20 X20 - Likelihood of Recommendation

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	1	8.0461144	8.0461144	7.91	0.0059
Error	98	99.7138856	1.0174886		
Corrected Total	99	107.7600000			

R-Square	Coeff Var	Root MSE	X20 Mean
0.074667	14.36904	1.008706	7.020000

Source	DF	Anova SS	Mean Square	F Value	Pr > F
X3	1	8.04611445	8.04611445	7.91	0.0059



HBAT - Two-Sample T-Test

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

Number of Observations Read	100
Number of Observations Used	100

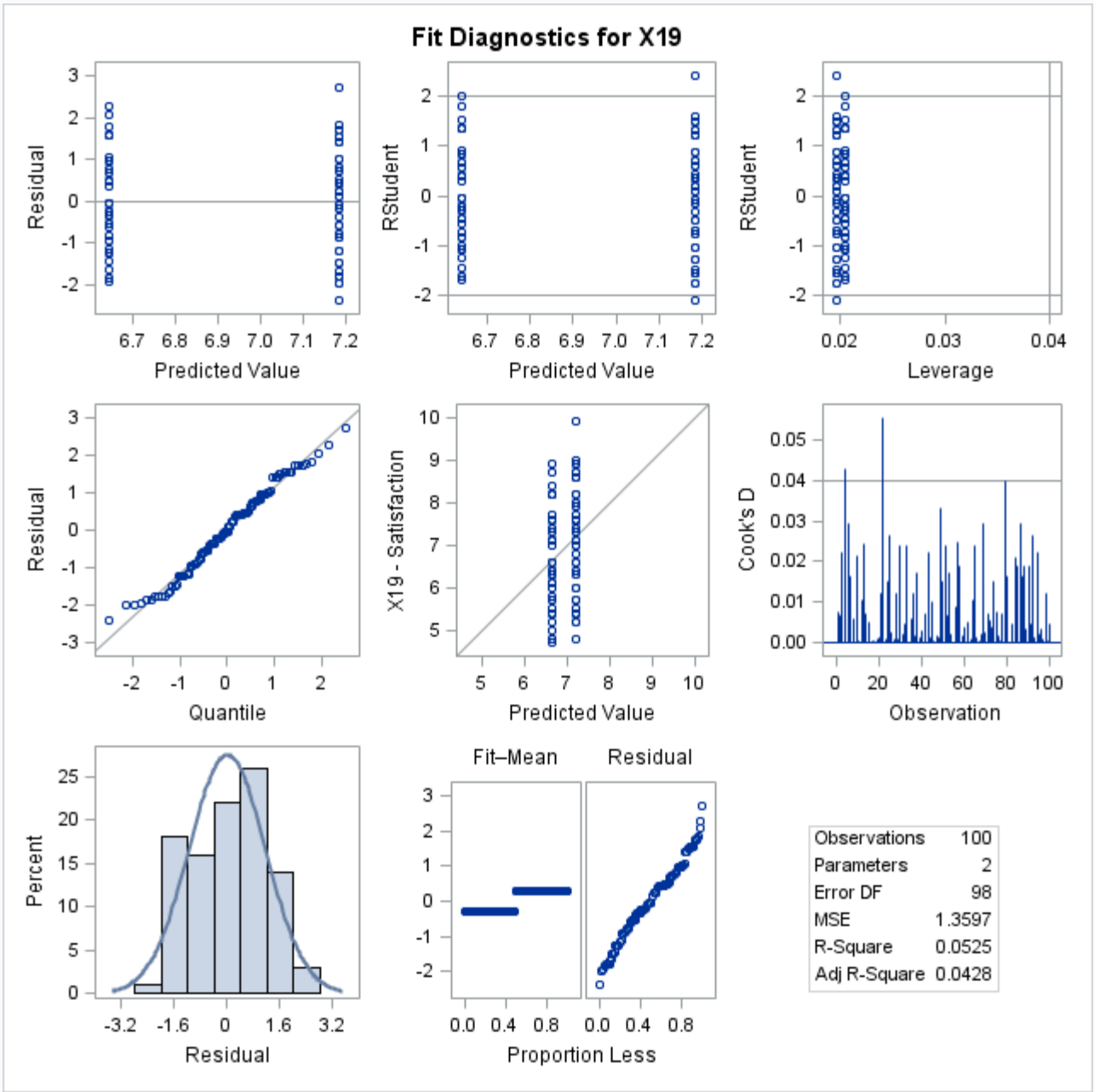
Analysis of Variance					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	1	7.38178	7.38178	5.43	0.0219
Error	98	133.24582	1.35965		
Corrected Total	99	140.62760			

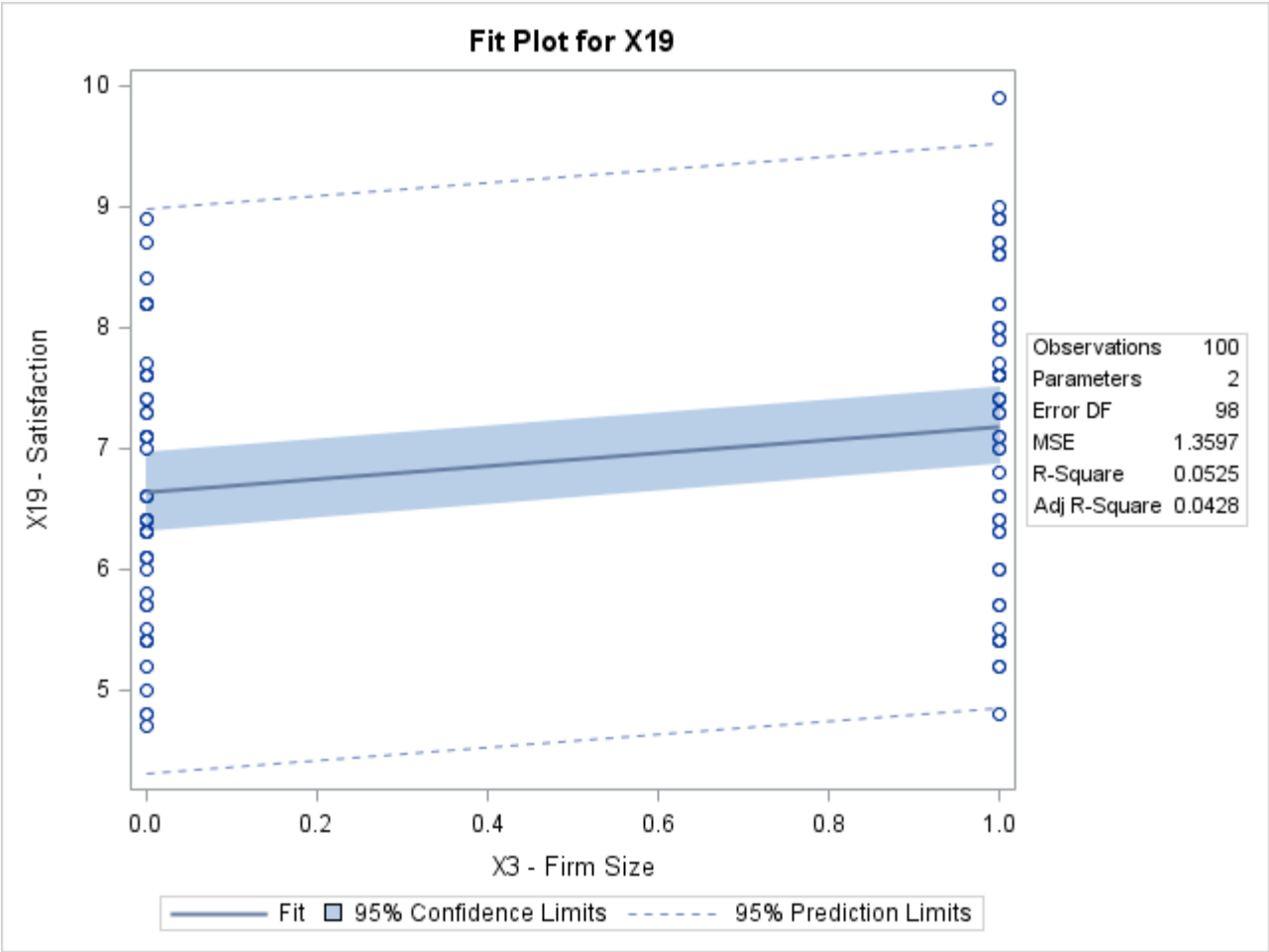
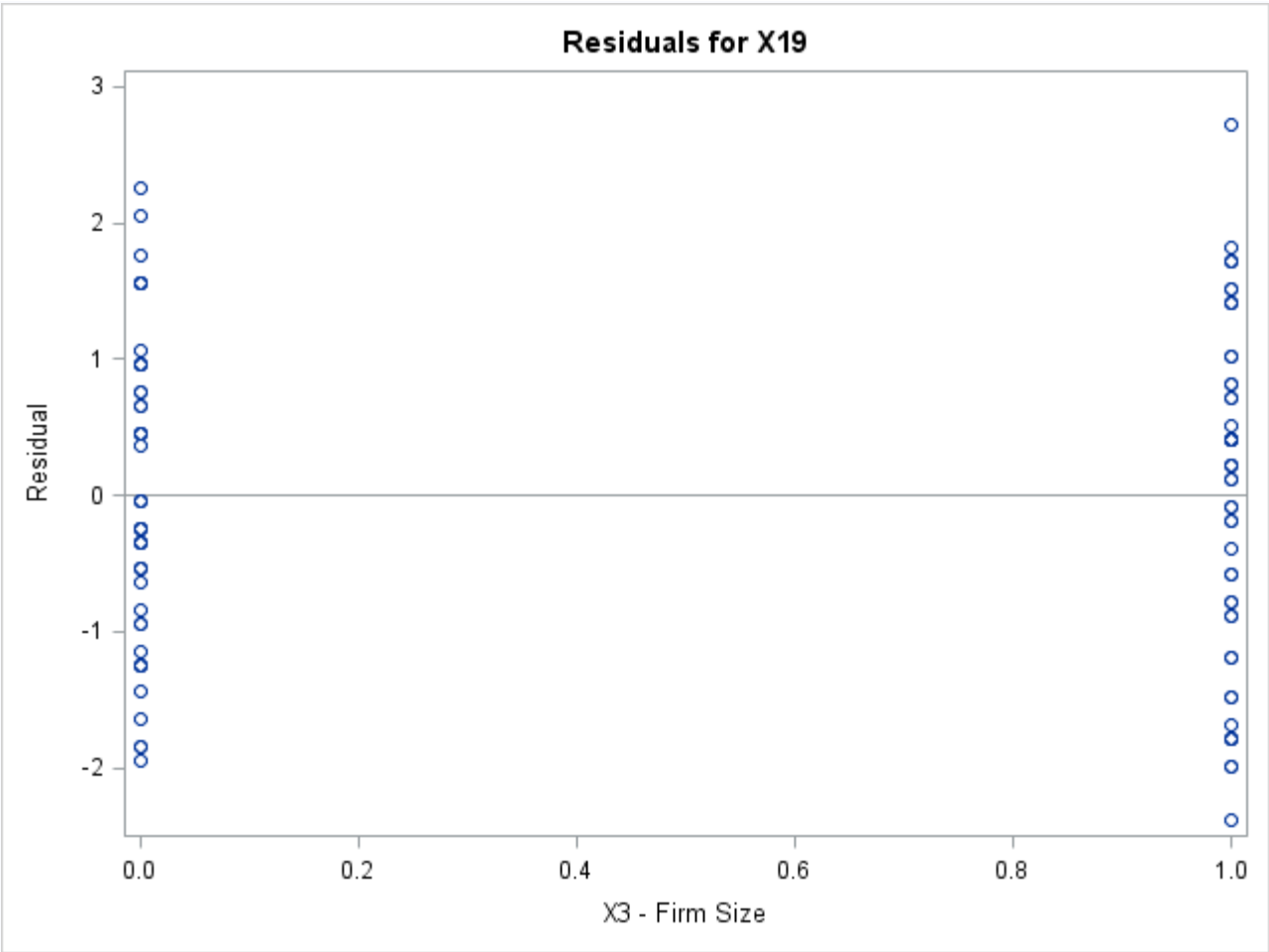
Root MSE	1.16604	R-Square	0.0525
Dependent Mean	6.91800	Adj R-Sq	0.0428
Coeff Var	16.85517		

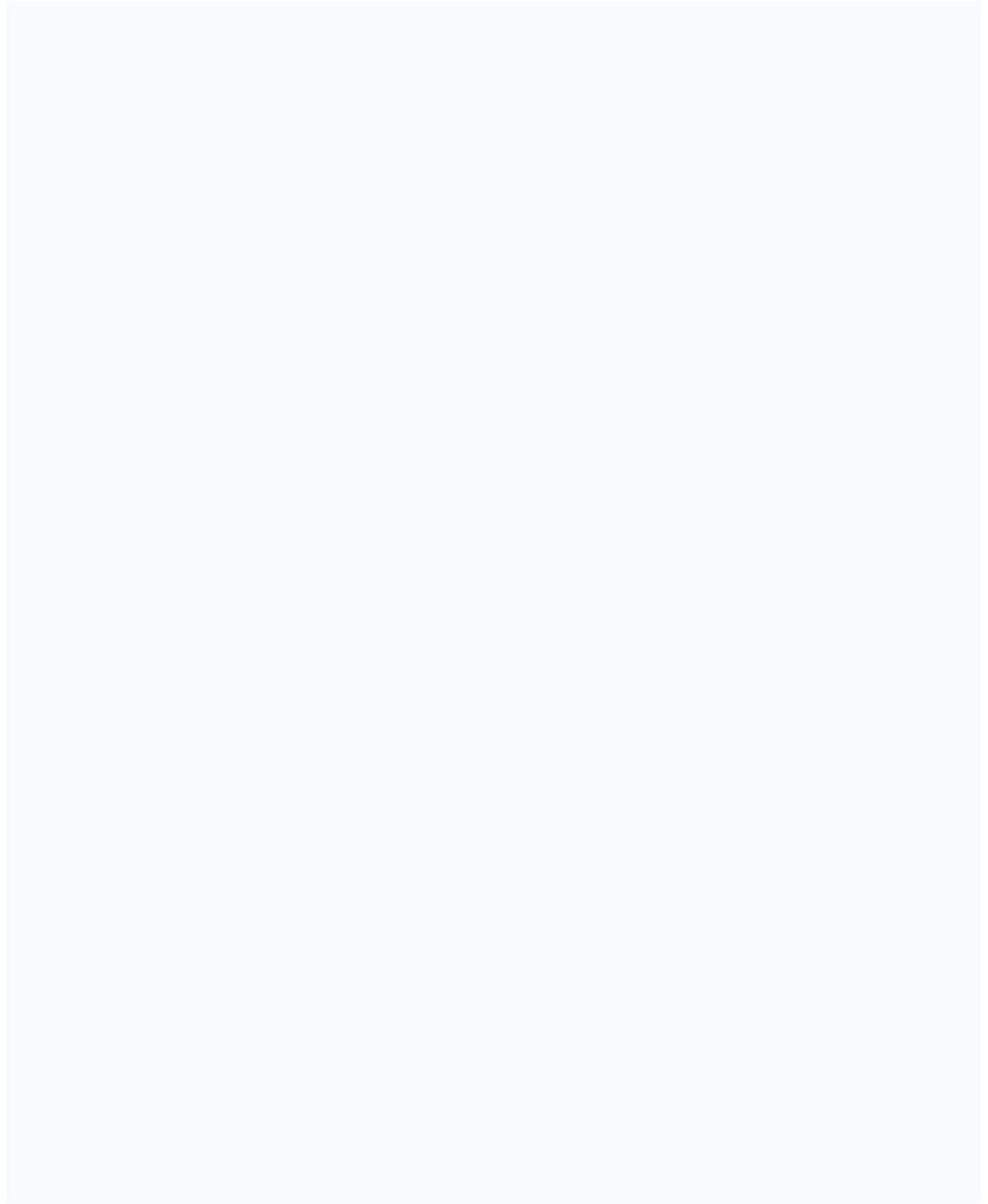
Parameter Estimates						
Variable	Label	DF	Parameter Estimate	Standard Error	t Value	Pr > t
Intercept	Intercept	1	6.64082	0.16658	39.87	<.0001
X3	X3 - Firm Size	1	0.54350	0.23325	2.33	0.0219

HBAT - Two-Sample T-Test

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







HBAT - Two-Sample T-Test

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	8.04611	8.04611	7.91	0.0059
Error	98	99.71389	1.01749		
Corrected Total	99	107.76000			

Root MSE	1.00871	R-Square	0.0747
Dependent Mean	7.02000	Adj R-Sq	0.0652
Coeff Var	14.36904		

Parameter Estimates						
Variable	Label	DF	Parameter Estimate	Standard Error	t Value	Pr > t
Intercept	Intercept	1	6.73061	0.14410	46.71	<.0001
X3	X3 - Firm Size	1	0.56743	0.20178	2.81	0.0059

HBAT - Two-Sample T-Test

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

