

Progressive Grocer Annual Report, April 30, 2002). The data were reported as percentages, and no sample sizes were given:

MAJOR SHOPPING DAY	AGE		
	Under 35	35-54	Over 54
Saturday	24%	28%	12%
A day other than Saturday	76%	72%	88%

Assume that 200 shoppers for each age category were surveyed.

- 1) Is there evidence of a significant difference among the age groups with respect to major grocery shopping day? (Use $\alpha = 0.05$.)
- 2) Determine the p -value in (1) and interpret its meaning.
- 3) If appropriate, use the Marascuilo procedure and $\alpha = 0.05$ to determine which age groups are different. Discuss your results.
- 4) Discuss the managerial implications of (1) and (3). That is, how can grocery stores use this information to improve marketing and sales? Be specific.

(1) $H_0 : \pi_1 = \pi_2 = \pi_3$ $H_1 : \text{at least one proportion differs}$
 where population 1 = under 35, 2 = 35-54, 3 = over 54

Decision rule: $df = (c - 1) = (3 - 1) = 2$. If $\chi_{STAT}^2 > 5.9915$, reject H_0 .

Test statistic:

$$\chi_{stat}^2 = 16.5254$$

Decision: Since $\chi_{STAT}^2 = 16.5254$ is greater than the upper critical bound of 5.9915, reject H_0 . There is enough evidence to conclude that there is a significant relationship between age and major grocery shopping day.

(2) p -value = 0.0003. The probability of obtaining a sample that gives rise to a test statistic that is equal to or more than 16.5254 is 0.03% if the null hypothesis is true.

(3)

Pairwise Comparisons	Critical Range	$ p_j - p_{j'} $
1 to 2	0.1073	0.04
2 to 3	0.0959	0.16*
1 to 3	0.0929	0.12*

There is a significance difference between the 35-54 and over 54 groups, and between the under 35 and over 54 groups.

(4) The stores can use this information to target their marketing on the specific group of shoppers on Saturday and the days other than Saturday.

Q3:

Wang Corporation is interested in determining whether a relationship exists between the commuting time of its employees and the level of stress related problems observed on the job. A study of 123 assembly-line workers reveals the following:

COMMUTING TIME	STRESS LEVEL			Total
	High	Moderate	Low	
Under 15 min.	10	6	19	35
15-45 min.	15	9	29	53
Over 45 min.	20	7	8	35
Total	45	22	56	123

- a) At the 0.01 level of significance, is there evidence of a significant relationship between commuting time and stress level?
 b) What is your answer to (a) if you use the 0.05 level of significance?

(a) H_0 : There is no relationship between the commuting time of company employees and the level of stress-related problems observed on the job.

H_1 : There is a relationship between the commuting time of company employees and the level of stress-related problems observed on the job.

Decision rule: If $\chi_{STAT}^2 > 13.277$, reject H_0 .

Test statistic: $\chi_{stat}^2 = 9.831$

Decision: Since $\chi_{STAT}^2 = 9.831$ is less than the critical bound of 13.277, do not reject H_0 . There is not enough evidence to conclude there is any relationship between the commuting time of company employees and the level of stress-related problems observed on the job.

(b) Decision rule: If $\chi_{STAT}^2 > 9.488$, reject H_0 .

Decision: Since the $\chi_{stat}^2 = 9.831$ is greater than the critical bound of 9.488, reject H_0 . There is enough

evidence at the 0.05 level to conclude there is a relationship between the commuting time of company employees and the level of stress-related problems observed on the job.

Q4:

The CEO of Raja health care facility would like to assess the effects of recent implementation of Six Sigma management on customer satisfaction. A random sample of 100 patients is selected from a list of patients who were at the facility the past week and also a year ago:

SATISFIED LAST YEAR	SATISFIED NOW		Total
	Yes	No	
Yes	40	17	57
No	23	20	43
Total	63	37	100

- a) At the 0.05 level of significance, is there evidence that satisfaction was lower last year, prior to introduction of Six Sigma management?
 b) Compute the p -value in (a) and interpret its meaning.

(a) $H_0 : \pi_1 \geq \pi_2$ $H_1 : \pi_1 < \pi_2$ where 1 = last year, 2 = now

Decision rule: If $Z_{STAT} < -1.645$, reject H_0 .

Test statistic: $Z_{STAT} = \frac{B - C}{\sqrt{B + C}} = \frac{5 - 20}{\sqrt{5 + 20}} = -3$

Decision: Since $Z_{STAT} = -3 < -1.645$, reject H_0 . There is enough evidence to conclude that satisfaction was lower last year prior to introduction of Six Sigma management.

(b) p -value = 0.0014. The probability of obtaining a data set which gives rise to a test statistic smaller than -3 is 0.14% if the satisfaction was not lower last year prior to introduction of Six Sigma management.

Q5:

a) Determine the lower- and upper-tail critical values of χ^2 for each of the following two-tail tests:

1) $\alpha = 0.01, n = 24$

2) $\alpha = 0.05, n = 20$

3) $\alpha = 0.10, n = 16$

(1) For $df = 23$ and $\alpha = 0.01$, $\chi^2_{\alpha/2} = 9.2604$ and $\chi^2_{1-\alpha/2} = 44.1814$.

(2) For $df = 19$ and $\alpha = 0.05$, $\chi^2_{\alpha/2} = 8.9065$ and $\chi^2_{1-\alpha/2} = 32.8523$.

(3) For $df = 15$ and $\alpha = 0.10$, $\chi^2_{\alpha/2} = 7.2609$ and $\chi^2_{1-\alpha/2} = 24.9958$.

b) A manufacturer of doorknobs has a production process that is designed to provide a doorknob with a target diameter of 2.5 inches. In the past, the standard deviation of the diameter has been 0.035 inch. In an effort to reduce the variation in the process, various studies have resulted in a redesigned process. A sample of 25 doorknobs produced under the new process indicates a sample standard deviation of 0.025 inch.

- 1) At the 0.05 level of significance, is there evidence that the population standard deviation is less than 0.035 inch in the new process?
 - 2) What assumption do you need to make in order to perform this test?
 - 3) Compute the p-value in part (a) and interpret its meaning.
- (1) $H_0: \sigma \geq 0.035$ inch. The standard deviation of the diameter of doorknobs is greater than or equal to 0.035 inch in the redesigned production process.

$H_1: \sigma < 0.035$ inch. The standard deviation of the diameter of doorknobs is less than 0.035 inch in the redesigned production process.

Decision rule: $df = 24$. If $\chi^2_{STAT} < 13.848$, reject H_0 .

Test statistic: $\chi^2_{STAT} = (n-1)S^2 / \sigma^2 = 24(0.025^2) / 0.035^2 = 12.245$

Decision: Since the test statistic of $\chi^2_{STAT} = 12.245$ is less than the critical boundary of 13.848, reject H_0 .

There is sufficient evidence to conclude that the standard deviation of the diameter of doorknobs is less than 0.035 inch in the redesigned production process.

- (2) You must assume that the data in the population are normally distributed to be able to use the chi-square test of a population variance or standard deviation.
- (3) $p\text{-value} = (1 - 0.9770) = 0.0230$. The probability of obtaining a test statistic equal to or more extreme than the result obtained from this sample data is 0.0230 if the population standard deviation is indeed no less than 0.035 inch.