Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
جودة الخدمة	40	100.0%	0	0.0%	40	100.0%
إدارة علاقات الزبائن	40	100.0%	0	0.0%	40	100.0%

Descriptives

			Statistic	Std. Error
جودة الخدمة	Mean		4.2000	.04990
	95% Confidence Interval for Mean	Lower Bound	4.0991	
		Upper Bound	4.3009	
	5% Trimmed Mean		4.2014	
	Median		4.1750	
	Variance		.100	
	Std. Deviation		.31560	
	Minimum		3.50	
	Maximum		4.83	
	Range		1.33	
	Interquartile Range		.50	
	Skewness		.012	.374
	Kurtosis		-.618	.733
إدارة علاقات الزبائن	Mean		4.2495	.06137
	95% Confidence Interval for Mean	Lower Bound	4.1254	
		Upper Bound	4.3736	
	5% Trimmed Mean		4.2650	
	Median		4.3750	
	Variance		.151	
	Std. Deviation		.38811	
	Minimum		3.25	
	Maximum		5.00	
	Range		1.75	
	Interquartile Range		.44	
	Skewness		-.939	.374
	Kurtosis		1.105	.733

Tests of Normality

	Kolmogorov-Smirnov[a]			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
جودة الخدمة	.086	40	.200*	.985	40	.857

إدارة علاقات الزبائن	.161	40	.011	.906	40	.003

*. This is a lower bound of the true significance.

a. Lilliefors Significance Correction

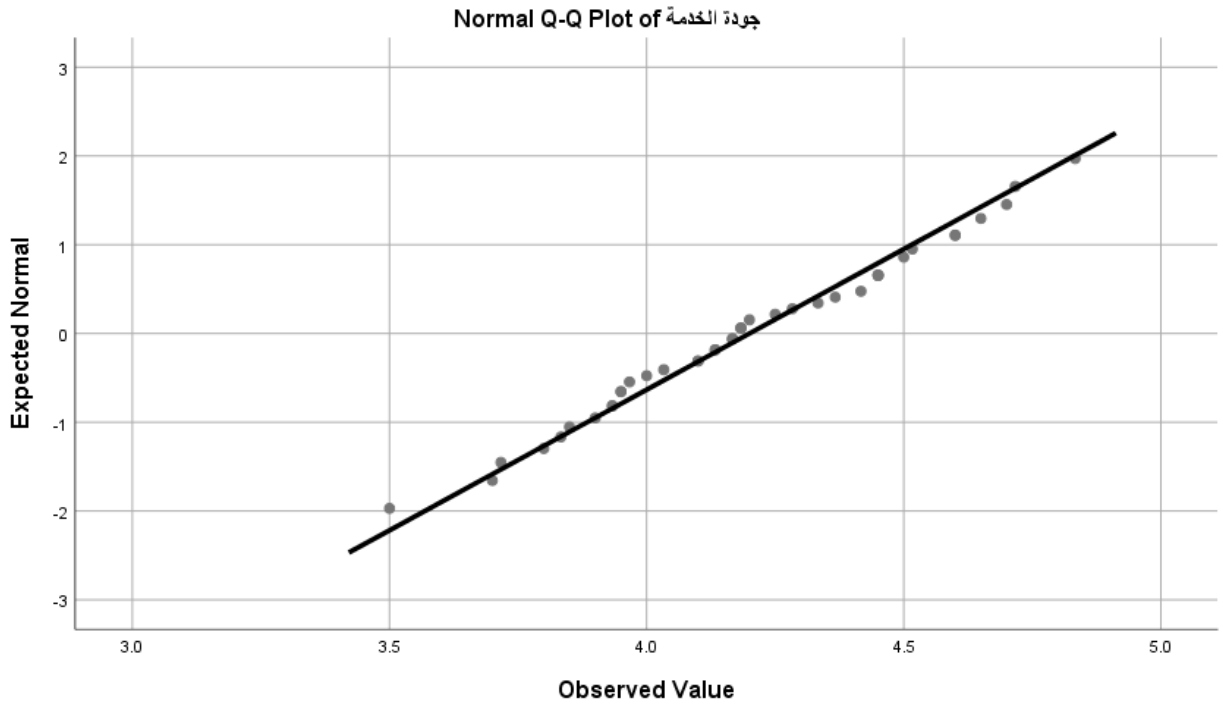
جودة الخدمة

جودة الخدمة Stem-and-Leaf Plot

```
 Frequency    Stem &  Leaf

     1.00        3 .  5
     2.00        3 .  77
     9.00        3 .  888999999
    10.00        4 .  0011111111
     5.00        4 .  22233
     7.00        4 .  4444455
     5.00        4 .  66677
     1.00        4 .  8

 Stem width:      1.00
 Each leaf:        1 case(s)
```



إدارة علاقات الزبائن

إدارة علاقات الزبائن Stem-and-Leaf Plot

```
 Frequency    Stem &  Leaf

     2.00 Extremes    (=<3.3)
     1.00         3 .  4
     3.00         3 .  667
    23.00         4 .  00000111222333333444444
    10.00         4 .  5555555559
     1.00         5 .  0

 Stem width:      1.00
 Each leaf:        1 case(s)
```

