

**FIGURE 2.4** SPSS Output Display

complaints					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	45	1	2.2	2.2	2.2
	50	1	2.2	2.2	4.4
	51	1	2.2	2.2	6.7
	55	2	4.4	4.4	11.1
	58	1	2.2	2.2	13.3
	63	1	2.2	2.2	15.6
	66	4	8.9	8.9	24.4
	73	2	4.4	4.4	28.9
	76	1	2.2	2.2	31.1
	77	1	2.2	2.2	33.3
	78	1	2.2	2.2	35.6
	79	1	2.2	2.2	37.8
	80	1	2.2	2.2	40.0
	81	1	2.2	2.2	42.2
	83	1	2.2	2.2	44.4
	85	1	2.2	2.2	46.7
	86	3	6.7	6.7	53.3
	88	3	6.7	6.7	60.0
	90	1	2.2	2.2	62.2
	91	2	4.4	4.4	66.7
	92	4	8.9	8.9	75.6
	94	1	2.2	2.2	77.8
	95	2	4.4	4.4	82.2
	98	1	2.2	2.2	84.4
	101	2	4.4	4.4	88.9
	102	1	2.2	2.2	91.1
	105	1	2.2	2.2	93.3
	107	1	2.2	2.2	95.6
	110	1	2.2	2.2	97.8
	115	1	2.2	2.2	100.0
Total		45	100.0	100.0	