

# Quantitative Methods – I

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## Practice 7

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# **THEME #1**

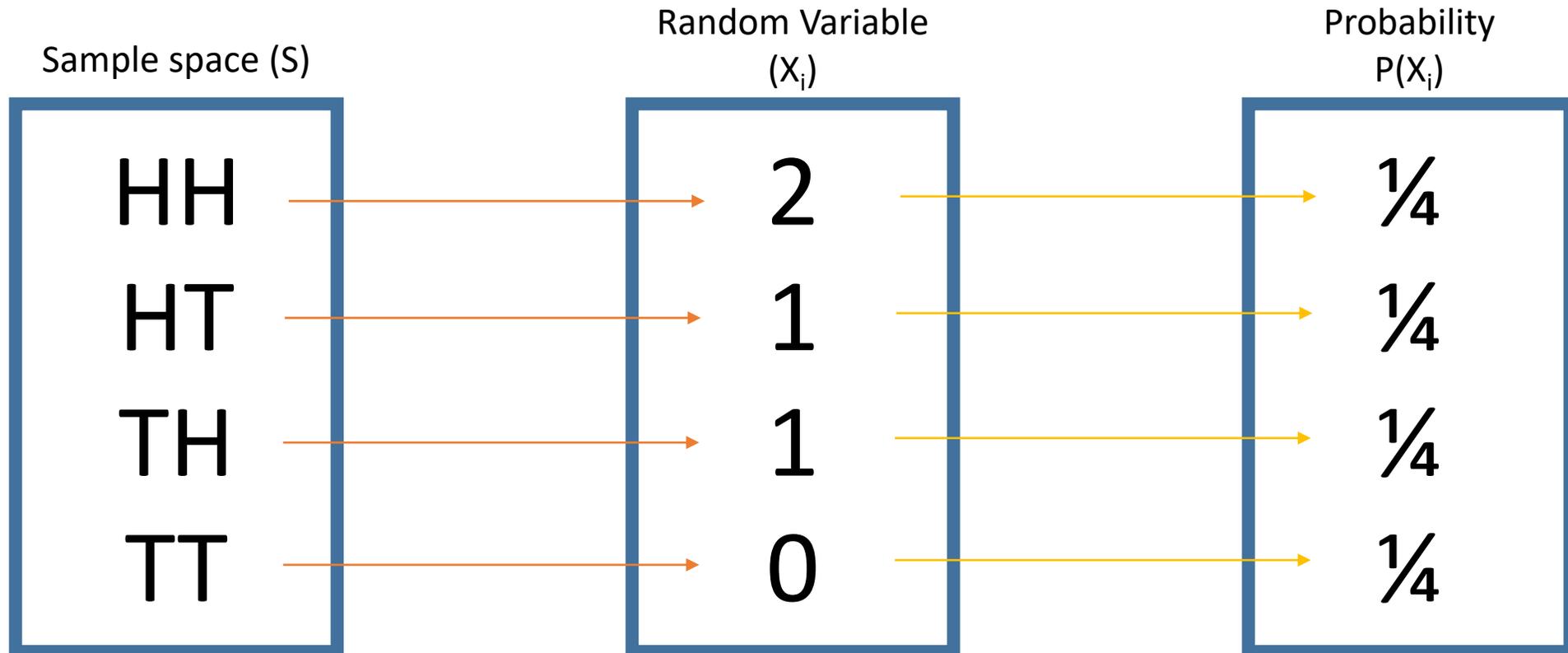


## **Random Variables & Probability Distribution**

## Random Variable

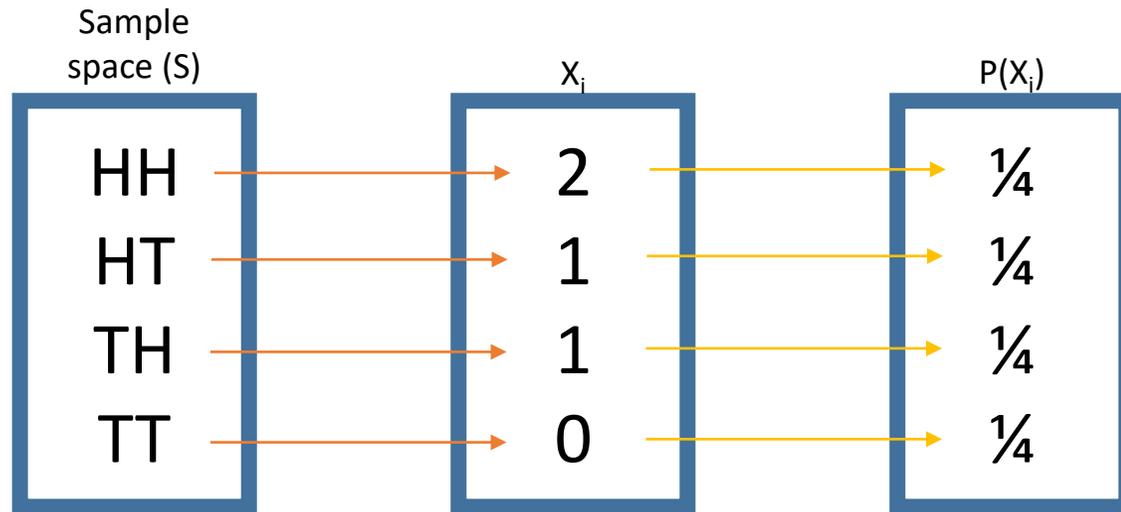
A variable whose value is determined by the outcome of an experiment.

Ex. Number of Head from the toss of two coins



# Probability distributions

Lists all the possible values that the random variable can assume and their corresponding probabilities.

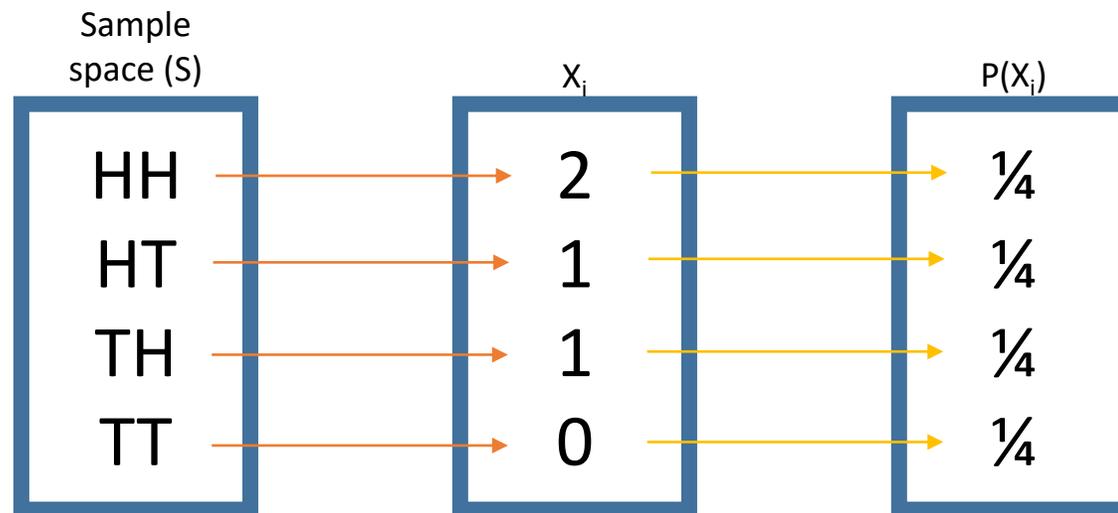


$X_i$	$P(X_i)$
0	$\frac{1}{4}=0.25$
1	$\frac{2}{4}=0.5$
2	$\frac{1}{4}=0.25$
Tot.	1.0

# Probability distributions

2 conditions:

1.  $0 \leq P(X_i) \leq 1$
2.  $\sum P(X_i) = 1$



X <sub>i</sub>	P(X <sub>i</sub> )
0	1/4=0.25
1	2/4=0.5
2	1/4=0.25
Tot.	1.0

## Exercise 1

Each of the following tables lists certain values of  $x$  and their probabilities. Determine whether or not each table represents a valid probability distribution.

a)

$x_i$	$P(x_i)$
0	0.18
1	0.01
2	0.29
3	0.37

b)

$x_i$	$P(x_i)$
2	0.35
3	0.24
4	0.18
5	0.23

c)

$x_i$	$P(x_i)$
7	0.65
8	0.50
9	-0.15

### Solution

a) Each probability listed in this table is in the range 0 to 1, it satisfies the first condition of a probability distribution.

**But**, the sum of all probabilities is not equal to 1.0 because  $\Sigma P(x_i) = 0.18 + 0.01 + 0.29 + 0.37 = 0.85$  and the second condition is not satisfied.

This table **does not represent** a valid probability distribution.

## Exercise 1

Each of the following tables lists certain values of  $x$  and their probabilities. Determine whether or not each table represents a valid probability distribution.

a)

$x_i$	$P(x_i)$
0	0.18
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$x_i$	$P(x_i)$
2	0.35
3	0.24
4	0.18
5	0.23

c)

$x_i$	$P(x_i)$
7	0.65
8	0.50
9	-0.15

Solution

b) Each probability listed in this table is in the range 0 to 1.

$$\text{Also, } \sum P(x_i) = 0.35 + 0.24 + 0.18 + 0.23 = 1.0$$

Consequently, this table **represents** a valid probability distribution.

## Exercise 1

Each of the following tables lists certain values of  $x$  and their probabilities. Determine whether or not each table represents a valid probability distribution.

a)

$x_i$	$P(x_i)$
0	0.18
1	0.01
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b)

$x_i$	$P(x_i)$
2	0.35
3	0.24
4	0.18
5	0.23

c)

$x_i$	$P(x_i)$
7	0.65
8	0.50
9	-0.15

Solution

c) The sum of all probabilities listed in this table is equal to 1.0, **but** one of the probabilities is negative.

This violates the first condition of a probability distribution.

Therefore, this table **does not represent** a valid probability distribution.

## Exercise 2

We toss 3 coins. Let  $X$  be a random variable that counts the number of heads. Obtain the probability distribution of  $X$ .

Also calculate the probability of having :

1. two heads;
2. no head;
3. more than one head;
4. at least one head;
5. less than three heads;
6. at most one head.

Solution

The **8** possible **outcomes**,  $w$ , of the experiment and the probabilities with which they occur,  $P(w)$ , are:

$w$	$P(w)$
HHH	1/8
HHT	1/8
HTH	1/8
HTT	1/8
THH	1/8
THT	1/8
TTH	1/8
TTT	1/8

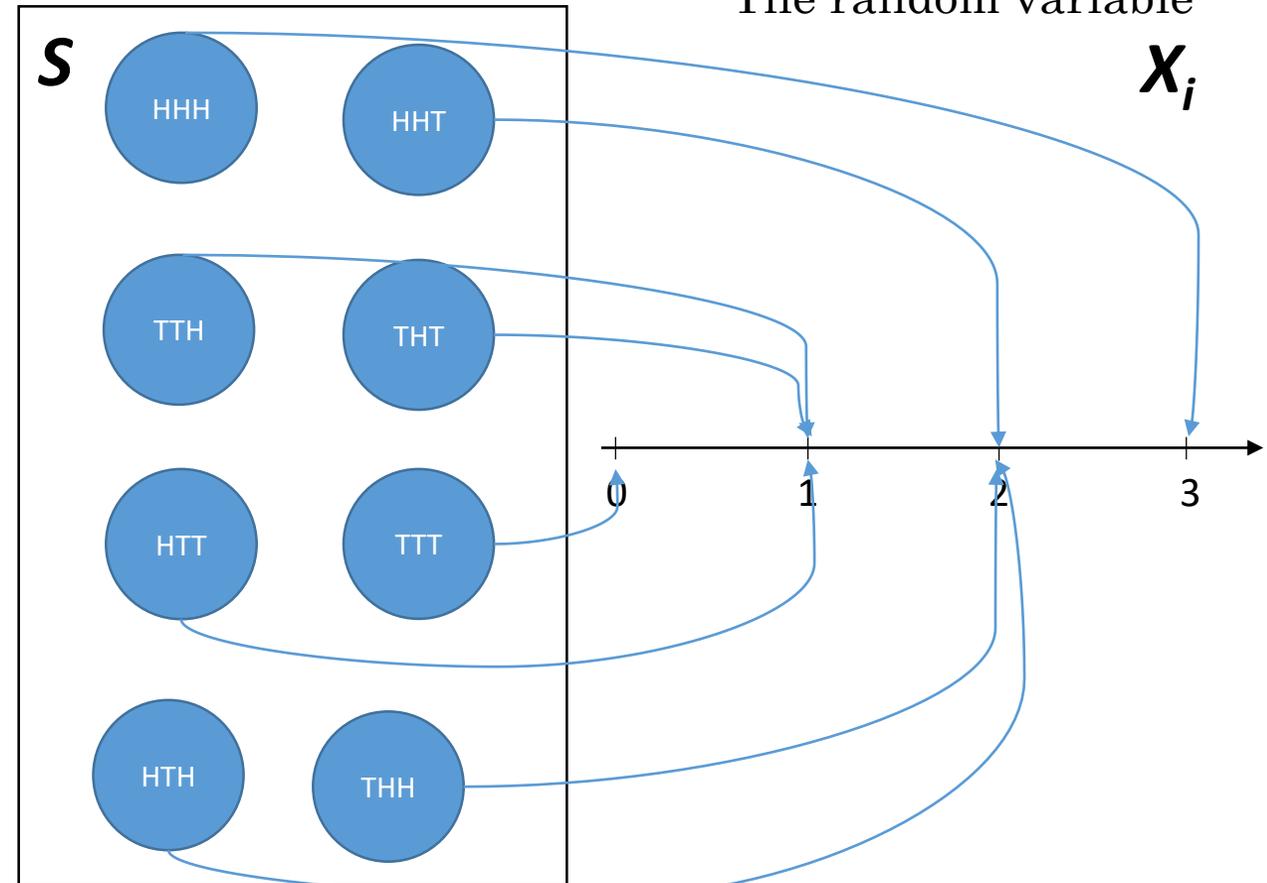
## Exercise 2

We toss 3 coins. Let  $X$  be random variable that counts the number of heads. Obtain the probability distribution of  $X$ .

Solution

$X$  is the random variable that counts the number of heads.

$w$	$P(w)$	$X_i$
HHH	$1/8$	3
HHT	$1/8$	2
HTH	$1/8$	2
THH	$1/8$	2
HTT	$1/8$	1
THT	$1/8$	1
TTH	$1/8$	1
TTT	$1/8$	0



## Exercise 2

We toss 3 coins. Let  $X$  be random variable that counts the number of heads. Obtain the probability distribution of  $X$ .

Also calculate the probability of having :

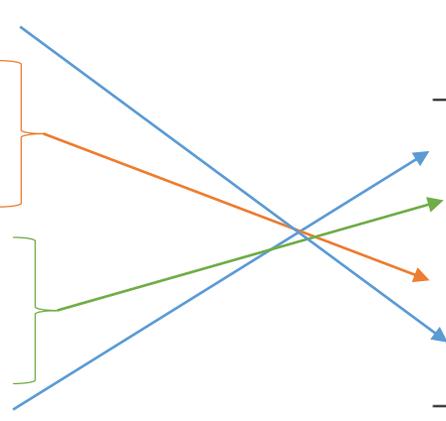
1. two heads;
2. no head;
3. more than one head;
4. at least one head;
5. less than three heads;
6. at most one head.

Solution

w	P (w)	$X_i$
HHH	1/8	3
HHT	1/8	2
HTH	1/8	2
THH	1/8	2
HTT	1/8	1
THT	1/8	1
TTH	1/8	1
TTT	1/8	0

So, the probability distribution of  $X$  is:

$x_i$	$P(X = x_i)$
0	1/8
1	3/8
2	3/8
3	1/8
$\Sigma P(X_i) = 1$	



## Exercise 2

We toss 3 coins. Let  $X$  be random variable that counts the number of heads. Obtain the probability distribution of  $X$ .

Also calculate the probability of having :

1. two heads;
2. no head;
3. more than one head;
4. at least one head;
5. less than three heads;
6. at most one head.

Solution

From this probability distribution we can calculate the probability from 1. to 6.:

$x_i$	$P(X = x_i)$
0	1/8
1	3/8
2	3/8
3	1/8

1.  $P(X = 2) = 3/8$

2.  $P(X = 0) = 1/8$

3.  $P(X > 1) = P(X = 2) + P(X = 3) = 3/8 + 1/8 = 4/8 = 1/2$

4.  $P(X \geq 1) = P(X = 1) + P(X = 2) + P(X = 3) = 3/8 + 3/8 + 1/8 = 7/8$

5.  $P(X < 3) = P(X = 0) + P(X = 1) + P(X = 2) = 7/8$

or  $P(X < 3) = 1 - P(X = 3)$  [2<sup>nd</sup> condition of prob. distr.] =  $1 - 1/8 = 7/8$

6.  $P(X \leq 1) = P(X = 0) + P(X = 1) = 1/8 + 3/8 = 4/8 = 1/2$

### Exercise 3

The following table lists the probability distribution of the number of breakdowns per week for a machine based on past data.

Breakdowns per week	0	1	2	3
Probability	0.15	0.20	0.35	0.30

Find the probability that the number of breakdowns for this machine during a given week is:

- a) exactly 2
- b) less than 2
- c) more than 1
- d) at most 1

Solution

- a)  $P(X=2) = 0.35=35\%$
- b)  $P(X<2)=P(X=0)+P(X=1) =0.15+0.20=0.35=35\%$
- c)  $P(X>1)=P(X=2)+P(X=3)=0.35+0.30=0.65=65\%$
- d)  $P(X\leq 1)=P(X=0)+P(X=1)=0.15+0.2=0.35=35\%$

# **THEME #2**

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## **Expected value and Variance of random variables**

## Expected Value

$E(X)$  is the mean of the probability distribution

$$E(X) = \mu = \sum x_i \cdot P(x_i)$$

## Variance and Standard Deviation

They measure the spread of the probability distribution:

$$\text{Var}(X) = \sigma^2 = E(X - E(X))^2 = E(X^2) - E(X)^2$$

$$\text{For discrete, } V(X) = \sigma^2 = \sum x_i^2 \cdot P(x_i) - \mu^2$$

## Standard Deviation

$$SD(X) = \sigma = \sqrt{\sigma^2}$$

### Exercise 4

Let  $X$  be the random variable indicating the number of textbooks required by a randomly chosen statistical course.

The r.v.  $X$  can assume only the values between 0 and 5.

The table below provides the probability distribution of the random variable:

$X_i$	0	1	2	3	4	5
$P(X = x_i)$	?	0.45	0.24	0.12	0.09	0.05

- What is the of the missing probability?
- What is the probability that a course will require 2 or more textbooks?
- What is the probability that a course require 2 or 3 textbooks?
- Find the expected value of the random variable  $X$ .
- Find the variance and the standard deviation of the random variable  $X$ .

#### Exercise 4

Let  $X$  be the random variable indicating the number of textbooks required by a randomly chosen statistical course.

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The table below provides the probability distribution of the random variable:

$X_i$	0	1	2	3	4	5
$P(X = x_i)$	?	0.45	0.24	0.12	0.09	0.05

Solution

a. What is the of the missing probability?

The probability distributions  $P(X = x)$  have 2 characteristics:

1. For each value of  $X$ ,  $0 \leq P(Xi) \leq 1$
2.  $\sum P(Xi) = 1$

From the second characteristic we have:

$$P(X = 0) + \sum P(X = x_i) = 1 \text{ then } P(X = 0) = 1 - \sum P(X = x_i) = 1 - 0.95 = 0.05$$

The probability of  $P(X=0)$  is 0.05

#### Exercise 4

Let  $X$  be the random variable indicating the number of textbooks required by a randomly chosen statistical course.

The r.v.  $X$  can assume only the values between 0 and 5.

The table below provides the probability distribution of the random variable:

$X_i$	0	1	2	3	4	5
$P(X = x_i)$	0.05	0.45	0.24	0.12	0.09	0.05

Solution

b. What is the probability that a course will require **2** or **more** textbooks?

$P(X \geq 2)$  is a sum of probability:

$$P(X \geq 2) = P(X = 2) + P(X = 3) + P(X = 4) + P(X = 5) = 0.24 + 0.12 + 0.09 + 0.05 = 0.5 = 50\%$$

or the probability of the complementary event:  $1 - P(X < 2) = 1 - P(X=0) - P(X=1) = 1 - 0.05 - 0.45 = 0.5$

c. What is the probability that a course require **2 or 3** textbooks?

The two event are disjoint so:

$$P(X=2 \text{ or } 3) = P(X=2 \cup X=3) = P(X=2) + P(X=3) = 0.24 + 0.12 = 0.36 = 36\%$$

### Exercise 4

Let  $X$  be the random variable indicating the number of textbooks required by a randomly chosen statistical course.

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The table below provides the probability distribution of the random variable:

$X_i$	0	1	2	3	4	5
$P(X = x_i)$	0.05	0.45	0.24	0.12	0.09	0.05

Solution

d. Find the **expected value** of the random variable  $X$ .

For a discrete random variable the expected value  $E(X)$  is:  $\mu = E(X) = \sum x_i \cdot P(X = x_i)$

$X_i$	$P(X = x_i)$	$x_i \cdot P(X = x_i)$
0	0.05	0.00
1	0.45	0.45
2	0.24	0.48
3	0.12	0.36
4	0.09	0.36
5	0.05	0.25
	1.00	1.90

So the expected value of  $X$  is:

$$E(X) = \mu = 1.9$$

#### Exercise 4

Let  $X$  be the random variable indicating the number of textbooks required by a randomly chosen statistical course.

The r.v.  $X$  can assume only the values between 0 and 5.

The table below provides the probability distribution of the random variable:

$X_i$	0	1	2	3	4	5
$P(X = x_i)$	0.05	0.45	0.24	0.12	0.09	0.05

Solution

e. Find the **variance** and the **standard deviation** of the random variable  $X$

For a discrete random variable the variance is:

$$\sigma^2 = \text{Var}(X) = \sum (x_i - \mu)^2 \cdot P(X = x_i)$$

or

$$\sigma^2 = E(X^2) - \mu^2 = E(X^2) - (E(X))^2 = \sum x_i^2 \cdot P(X = x_i) - \mu^2$$

Use the second notation...

### Exercise 4

Let  $X$  be the random variable indicating the number of textbooks required by a randomly chosen statistical course.

The r.v.  $X$  can assume only the values between 0 and 5.

The table below provides the probability distribution of the random variable:

$X_i$	0	1	2	3	4	5
$P(X = x_i)$	0.05	0.45	0.24	0.12	0.09	0.05

Solution

e. (cont.)

$X_i$	$P(X = x_i)$	$x_i^2 \cdot P(X = x_i)$
0	0.05	$0^2 \cdot 0.05$
1	0.45	$1^2 \cdot 0.45$
2	0.24	$2^2 \cdot 0.24$
3	0.12	$3^2 \cdot 0.12$
4	0.09	$4^2 \cdot 0.09$
5	0.05	$5^2 \cdot 0.05$
	1.00	5.18

$$\sigma^2 = E(X^2) - \mu^2 = \sum x_i^2 \cdot P(X = x_i) - \mu^2$$

$$\sigma^2 = 5.18 - 1.90^2 = 5.18 - 3.61 = 1.57$$

$\sigma$  is the square root of  $\sigma^2$

$$\sigma = \sqrt{1.57} = 1.25$$

# **THEME #3**



## **Bernoulli, Binomial and Poisson probability distribution**

## Bernoulli Probability Distribution

Only 2 values (1="success", 0 = "failure"). 1 with probability  $p$ , 0 with probability  $(1 - p)$

Probability function: 
$$P(x_i) = p^{x_i} \times (1 - p)^{(1-x_i)}$$

$$E(X) = p \quad \text{and} \quad V(X) = p \times (1 - p)$$

*ex. Accept or decline an investment, vote yes or no on a ballot, etc.*

## Binomial Random Variable

Represents the number of successes in  $n$  Bernoulli experiments : a) independent b) with equal  $p$

Probability function: 
$$P(x) = \binom{n}{x} p^x \times (1 - p)^{(n-x)}$$

$$E(X) = n \times p \quad \text{and} \quad V(X) = n \times p \times (1 - p)$$

*ex. Number of heads obtained tossing a coin 10 times.*

#### Exercise 4

A club membership is renewed with **probability 0.65**. Let  $X$  be the random variable that represents the decision of each member to renew the subscription.

What is the distribution of  $X$ ? Obtain  $E(X)$  and  $V(X)$ .

Solution

The distribution is a Bernoulli probability distribution because the possible events are only 2: “renew the membership” (event 1) or “not renew the membership” (event 0).

The probability distribution is:

$$P(X=x)=p^x \cdot (1-p)^{(1-x)} = 0.65^x \cdot (1-0.65)^{(1-x)}$$

The expected value of  $X$  for a Bernoulli distribution is:

$$E(X) = p$$

$$\text{So, } E(X) = p = 0.65 = 65\%$$

The variance of  $X$  for a Bernoulli distribution is:

$$\text{Var}(X) = p \cdot (1-p)$$

$$\text{So, } \text{Var}(X) = p \cdot (1-p) = 0.65 \cdot (1-0.65) = 0.65 \cdot 0.35 = 0.2275 = 22.75\%$$

### Exercise 5

Based on his experience a travel agent believes that only 60% of the tickets booked then are bought.

If 8 customers have gone independently to the travel agency for a reservation, determine the probability that:

- five buy a ticket;
- everyone buys a ticket;
- at least 2 buy a ticket.

#### Solution

The X is a Binomial because the customers can only BUY (event 1) or NOT BUY (event 0) a ticket.

The r.v. X is a Binomial distribution  $X \sim \text{Bin}(n, p) = \text{Bin}(8; 0.6)$

where  $n = 8$  (the customers) and  $p = 0.6$  (the probability of buying a ticket)

The probability function is:

$$P(X = x) = \binom{n}{x} p^x \cdot (1 - p)^{(n - x)}$$

- The probability that  $x = 5$  customers buy a ticket is:

$$\begin{aligned} P(X = 5) &= \binom{n}{x} p^x \cdot (1 - p)^{(n - x)} = \frac{n!}{(n-x)! x!} p^x \cdot (1 - p)^{(n - x)} = \binom{8}{5} 0.60^5 \cdot (1 - 0.60)^{(8 - 5)} = \\ &= 8! / (5! \cdot 3!) \cdot 0.078 \cdot 0.064 = 56 \cdot 0.078 \cdot 0.064 = 0.28 = 28\% \end{aligned}$$

## Exercise 5

Based on his experience a travel agent believes that only 60% of the tickets booked then are bought.

If 8 customers have gone independently to the travel agency for a reservation, determine the probability that:

- five buy a ticket;
- everyone buys a ticket;
- at least 2 buy a ticket.

Solution

b. The probability that **all customers** buy a ticket is:

$$\begin{aligned}P(\mathbf{X} = \mathbf{8}) &= \binom{n}{x} p^x \cdot (1 - p)^{(n - x)} = \binom{8}{8} 0.60^8 \cdot (1 - 0.60)^{(8 - 8)} = \\ &= 8!/(8! \cdot 0!) \cdot 0.0168 \cdot 1 = 1 \cdot 0.0168 = 1.68\%\end{aligned}$$

c. The probability that **at least two customers** buy a ticket,  $P(X \geq 2)$ , is:

$$\begin{aligned}P(\mathbf{X} \geq \mathbf{2}) &= 1 - P(\mathbf{X} < \mathbf{2}) = \\ &= 1 - P(\mathbf{X}=1) - P(\mathbf{X}=0) = \\ &= 1 - \binom{8}{1} 0.60^1 \cdot (1 - 0.60)^{(8 - 1)} - \binom{8}{0} 0.60^0 \cdot (1 - 0.60)^{(8 - 0)} = \\ &= 1 - 8!/(7! \cdot 1!) \cdot 0.6 \cdot 0.4^7 - 8!/(0!8!) \cdot 0.6^0 \cdot 0.4^8 = \\ &= 1 - 8 \cdot 0.6 \cdot 0.0016 - 1 \cdot 1 \cdot 0.0006 = 1 - 0.0077 - 0.0006 = 0.9917 = 99.17\%\end{aligned}$$

From the complementary statement of probability

## Poisson Probability Distribution

Represents the number of occurrences in a given interval. Occurrences have to be random and independent

Probability function: 
$$P(X = x) = \frac{\lambda^x e^{-\lambda}}{x!}$$

with  $\lambda$  as average number of occurrences in a given interval and  $x$  number of occurrences (in the same interval)

$$E(X) = V(X) = \lambda$$

*ex. Number of telemarketing phone calls received in a day*

## Exercise 6

On average a household receives 3 telemarketing phone calls per month. Find the probability that a randomly selected household receives:

- exactly 2 calls during a given month;
- exactly 1 call during a given week (assume 4 weeks each month);
- Find the expected value

### Solution

To calculate the points a. b. and c. we have to use the Poisson probability distribution

$$P(X = x) = \frac{\lambda^x e^{-\lambda}}{x!}$$

where  $\lambda$  is the number of telemarketing calls received per month ( $\lambda = 3$ )

- We have to calculate  $P(X = 2)$ .

Using the Poisson distribution,  $P(X = 2) = \frac{\lambda^x e^{-\lambda}}{x!} = \frac{3^2 e^{-3}}{2!} = 9 \cdot 0.049 / 2 = 0.2205 = 22.5\%$

- If the calls per month are 3, the calls per week are:

$$\lambda = 3 \text{ calls per month} / 4 \text{ weeks} = 0.75 \text{ calls per week}$$

So,  $P(X = 1) = 0.75^1 \cdot e^{(-0.75)} / 1! = 0.75 \cdot 0.4724 = 0.3543 = 35.43\%$

- For the Poisson distribution:  $E(X) = V(X) = \lambda = 3$

## Hypergeometric Distribution

The hypergeometric distribution is very similar to the binomial distribution.

Represents the number of successes in  $n$  **not independent** Bernoulli experiments

Values (integers):  $0, 1, 2, \dots, n$

Probability function:

$$P(X = x) = \frac{\binom{r}{x} \binom{N-r}{n-x}}{\binom{N}{n}}$$

with:

$N$  = population size,

$r$  = nr successes in population,

$n$  = sample size,

$x$  = nr successes in sample

### Exercise 8

A firm has 12 employees, 7 females and 5 males. The company is planning to send 3 of them to a conference. Find the probability that all 3 of them are female.

#### Solution

Single employee is a Bernoulli experiment (1 if female, 0 otherwise), but in this case the event is not independent (each employer is different)

The hypergeometric distribution is:

$$P(X = x) = \frac{\binom{r}{x} \binom{N-r}{n-x}}{\binom{N}{n}}$$

$$N=12, n=3, r=7, x=3$$

$$P(X = x) = \frac{\binom{r}{x} \binom{N-r}{n-x}}{\binom{N}{n}} = \frac{\binom{7}{3} \binom{12-7}{3-3}}{\binom{12}{3}} = \frac{7}{44} = 0.1591$$

# Recap on Discrete Random Variables

For Binomial and Bernoulli sometimes you can find  $q$  instead of  $(1-p)$

## Bernoulli Probability Distribution

$$P(x_i) = p^{x_i} (1 - p)^{(1-x_i)} \quad E(X) = p \quad \text{and} \quad \text{Var}(X) = p \cdot (1 - p)$$

## Binomial Probability Distribution

$$P(x) = \binom{n}{x} p^x (1 - p)^{(n-x)}$$

with  $n$  as total number of occurrences and  $x$  number of selected occurrences

$$E(X) = n \cdot p \quad \text{and} \quad \text{Var}(X) = n \cdot p \cdot (1 - p)$$

## Poisson Probability Distribution

$$P(X = x) = \frac{\lambda^x e^{-\lambda}}{x!}$$

with  $\lambda$  as average number of occurrences in a given interval and  $x$  number of occurrences

$$E(X) = \text{Var}(X) = \lambda$$

## Exercise 9

For each point, indicate first what probability distribution is used to solve the problem.

- a. 60% of people who purchase sports cars are men. If 10 sports car owners are randomly selected, find the probability that exactly 7 are men.
- b. The evaporation of water for a pool in California is (on average) 2 centimeters per month (30 days). Find the probability that the pool has lost 5 centimeters of water in August.
- c. 1% of the product sold by Apple have some bugs. Find the probability that for 100 products sold at most 1 have bugs.
- d. A company receives on average 3 returns of defective product per month. Find the probability that a randomly selected product sold in October could be defective.

## Exercise 9

### Solution

- a. 60% of people who purchase sports cars are men. If 10 sports car owners are randomly selected, find the probability that exactly 7 are men.

- a. We have to use the **Binomial Distribution** because the possible outcomes are only 2: men who **PURCHASE** sports car (event 1) and men who **NOT PURCHASE** sports car (event 0). Identify 'n' and 'x' from the problem.

**n** is the number of randomly selected items, that in this case is sports car owners, and is **10**, and **x**, the number of men you are asked to “find the probability” for, that is **7**

Find “p” the probability of success and “1-p” or “q” the probability of failure.

We are given **p = 60%**, or 0.6. therefore, the probability of failure is  $1 - 0.6 = 0.4$  (40%)

$$P(X=7) = \frac{n!}{(n-x)! x!} \times p^x \times (1-p)^{n-x} = \frac{10!}{3! 7!} \times 0.6^7 \times 0.4^3 = 120 \times 0.0279936 \times 0.064 = 0.215 = 21.5\%$$

- b. The evaporation of water for a pool in California is (on average) 2 centimeters per month (30 days).

Find the probability that the pool has lost 5 centimeters of water in August.

- b. We have to use the **Poisson Distribution** because we have number of occurrence (cm of evaporation) in a given interval of time (a month).

Identify 'λ' and 'x' from the problem.

**λ=2** (evaporation per month) and **x=5** (evaporation in August)

$$P(X = 5) = \frac{\lambda^x e^{-\lambda}}{x!} = \frac{2^5 \times e^{-2}}{5!} = 0.3609 = 3.6\%$$

## Exercise 9

### Solution

- c. 1% of the product sold by Apple have some bugs. Find the probability that for 100 products sold at most 1 have bugs.
- c. We have to use the **Binomial Distribution** because the possible outcome are only 2: the product **has a bug** (event 1) and the product **has NOT a bug** (event 0). Identify 'n' and 'x' from the problem.

$$n=100 \quad x=1$$

The probability are:  $p = 0.01$  and  $(1-p)=0.99$

$$P(X=1) = \frac{n!}{(n-x)! x!} \times p^x \times (1-p)^{n-x} = \frac{100!}{99!1!} \times 0.01^1 \times 0.99^{99} = 100 \times 0.01 \times 0.3697 = 0.3697 = 36.97\%$$

- d. A company receives on average 3 returns of defective product per month. Find the probability that a randomly selected product sold in October could be defective.
- d. We have to use the **Poisson Distribution** because we have number of occurrence (return of products) in a given interval of time (a month). Identify 'λ' and 'x' from the problem.

$\lambda=3$  (return products per month) and  $x=1$  (defective product sold in October)

$$P(X = 1) = \frac{\lambda^x e^{-\lambda}}{x!} = \frac{3^1 \times e^{-3}}{1!} = 3 \times 0,049 / 1 = 0,147 = 14,7\%$$

### Exercise 10

On average a household receives 3 telemarketing phone calls per month. Find the probability that a randomly selected household receives:

- exactly 2 calls during a given month;
- exactly 1 call during a given week (assume 4 weeks each month);
- Find the expected value

### Solution

To calculate the points a. b. and c. we have to use the Poisson probability distribution

$$P(X = x) = \frac{\lambda^x e^{-\lambda}}{x!}$$

where  $\lambda$  is the number of telemarketing calls received per month ( $\lambda = 3$ )

- We have to calculate  $P(X = 2)$ .

Using the Poisson distribution,  $P(X = 2) = \frac{\lambda^x e^{-\lambda}}{x!} = \frac{3^2 e^{-3}}{2!} = 9 \cdot 0.049 / 2 = 0.2205 = 22.5\%$

- If the calls per month are 3, the calls per week are:

$$\lambda = 3 \text{ calls per month} / 4 \text{ weeks} = 0.75 \text{ calls per week}$$

So,  $P(X = 1) = 0.75^1 \cdot e^{(-0.75)} / 1! = 0.75 \cdot 0.4724 = 0.3543 = 35.43\%$

- For the Poisson distribution:  $E(X) = \text{Var}(X) = \lambda = 3$