Statistical Presentations Using the Power of PROC TABULATE

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ABSTRACT

PROC TABULATE is a versatile tool which can combine the functionality of PROC MEANS and PROC FREQ. Additional power exists in its ability to perform analysis on grouped data. This paper details the steps for constructing a table of marketing statistics using a variety of features. Missing values and formats are used to control the table's calculations. Labeling and selected options provide finishing touches for controlling the table's appearance.

INTRODUCTION

Business analysts are often called upon to calculate and present statistics which relate to company performance. From sales and marketing to human resources, managers use data to support virtually every decision. In the 90's and beyond, this is the key to attaining a competitive edge.

This paper will follow a typical credit card marketing campaign from acquisition to a measure of two year profitability. The process will begin with a comparison of PROC MEANS and PROC FREQ to PROC TABULATE for computing response and approval rates.

The next step will compare PROC MEANS to PROC TABULATE in calculating net profit for the first two years.

The following step will compare PROC MEANS and PROC TABULATE in calculating balance attrition for the second year. Balance attrition is defined by the decrease in balance over a fixed period.

Finally, the total performance will be combined to demonstrate the flexibility of PROC TABULATE.

An additional example of PROC TABULATE is used to explain the use of simple segmentation in targeting.

ACQUISITION

If you're a typical consumer, you may be receiving several credit card offers a month. While most banks mail several million offers on a quarterly basis, some banks mail these quantities as often as every two weeks. This acquisition period is one of the key leverage points in the profitability of the credit card business. Because of the huge scale of these campaigns, small improvements in marketing efficiency can translate into millions of dollars in savings.
The following output is produced:

<table>
<thead>
<tr>
<th>RESPONSE</th>
<th>APPROVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency</td>
<td></td>
</tr>
<tr>
<td>Percent</td>
<td></td>
</tr>
</tbody>
</table>
| Row Pct           | Not Appro
ded | Approved | Total |
| Col Pct           |          |
| Did Not Respond   | 929075   | 0        | 929075 |
|                   | 96.09    | 0.00     | 96.09  |
| Responded         | 10365    | 27416    | 37772  |
|                   | 1.07     | 2.84     | 3.91   |
|                   | 27.42    | 72.58    | 100.00 |
| Total             | 939431   | 27416    | 966847 |
|                   | 97.16    | 2.84     | 100.00 |

In reviewing the table, you can see that it displays all the important information. In the 'Total' column across from 'Percent' you find the response rate is equal to 3.91%. If you want the approval rate as a percent of response, look in the 'Responded' row and the 'Approved' column and read the Row Pct which equals 72.58%. To get the approval rate as a percent of the total mailing, look at the 'Responded' row and the 'Approved' column and read the 'Percent' which equals 2.84%. Assuming all approved accounts become cardholders, you can say that 2.84% of the mailed names became cardholders.

This display may serve a statistician for a quick analysis. However, if you are asked to present these figures to management, these tables can be difficult to interpret. Another method of displaying these values is through the use of PROC MEANS. The following datastep creates new variables which will produce response and approval rates in whole percents. A new variable APPR_RSP is created to measure approval as a percent of response:

```plaintext
DATA CAMP0295;
SET CAMP0295;
MAIL = 1;
IF RESPONSE = 1 THEN DO;
  RESP_PCT = 100;
  IF APPROVE = 1 THEN DO;
    APPR_PCT = 100;
    APPR_RSP = 100;
  END;
ELSE DO;
  APPR_PCT = 0;
  APPR_RSP = 0;
END;
ELSE DO;
END;```

The following PROC MEANS code calculates statistics for response, approval and approval as a % of response. The statistics requested are the sum of the weights (SUMWGT), the sample size (N) and the mean:

```plaintext
PROC MEANS DATA = CAMP0295
   MAXDEC=2 SUMWGT N MEAN;
WEIGHT SMP_WGT;
VAR RESP_PCT APPR_RSP APPR_PCT;
TITLE 'Campaign Results - 2nd Quarter 1995';
RUN;
```

This generates the following output:

```
<table>
<thead>
<tr>
<th>Variable</th>
<th>Sumwgt</th>
<th>N</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>RESP_PCT</td>
<td>966847</td>
<td>74944</td>
<td>3.91</td>
</tr>
<tr>
<td>APPR_RSP</td>
<td>37772</td>
<td>37772</td>
<td>72.58</td>
</tr>
<tr>
<td>APPR_PCT</td>
<td>966847</td>
<td>74944</td>
<td>2.84</td>
</tr>
</tbody>
</table>
```

This output is much easier to interpret. In addition, the sample size through the use of N, gives the number of records on which the statistics are calculated. This can be useful when determining the validity of the statistics.

The response rates are derived by calculating the weighted mean of the responders (=100) and the nonresponders (=0).

The approval rate as a percent of responders takes advantage of the missing values for all nonresponders. By setting the value of APPR_RSP to missing for nonresponders, those observations are eliminated from the calculation. The result is the weighted mean of the approved (=100) and the non-approved (=0) among responders only.

The approval rate as a percent of the amount mailed is derived by calculating the weighted mean of the approved (=100) and the non-approved (=0) where the non-approved also includes the non-responders.

In this example PROC MEANS provides a great deal of information. The main limitation is in controlling the number of decimal places. In order to get the desired precision in the response rates, using MAXDEC=2, you must also have two decimal places in the Sumwgt category. Another limitation is in the inflexibility of the table structure.

To create a table with the desired calculations while controlling the formats and appearance, the optimal
choice is to use PROC TABULATE. PROC TABULATE
allows you to generate the same statistics as in PROC
MEANS while you customize the structure.

To begin the table building process in PROC TABULATE,
the following code creates a basic table:

```plaintext
PROC TABULATE DATA = CAMP0295;
VAR RESP_PCT APPR_PCT APPR_RSP;
WEIGHT SMP_WGT;
TABLE (RESP_PCT APPR_PCT APPR_RSP)*MEAN;
TITLE 'Campaign Results - 2nd Quarter 1995';
RUN;
```

The tabulate structure is very straightforward. The first
line invokes the procedure and names the data set. The
VAR statement lists the potential candidates for
calculation. The table statement sets up the table
structure and defines the calculations.

The PROC TABULATE output shows the means for
each group:

```
Campaign Results - 2nd Quarter 1995

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEAN</td>
<td>MEAN</td>
<td>MEAN</td>
</tr>
<tr>
<td>3.91%</td>
<td>72.58%</td>
<td>2.84%</td>
</tr>
</tbody>
</table>
```

With the addition of some simple labels and formats, you
can provide a greater level of detail. The following
highlighted code improves the readability of the table:

```plaintext
PROC FORMAT;
PICTURE PERCNT
LOW-HIGH '0000009.99%'
RUN;
```

```plaintext
PROC TABULATE DATA = CAMP0295;
FORMAT = PERCNT.;
VAR MAIL RESP_PCT APPR_PCT APPR_RSP;
WEIGHT SMP_WGT;
TABLE MAIL='Total Mailed'*SUM=' '*F=COMMA10.
    N='Sample Size'*F=COMMA7.
    (RESP_PCT='Response Rate'
    APPR_RSP='Approval Rate as % of Response'
    APPR_PCT='Approval Rate as % of Total
    Mailed')
    *MEAN=' '*F=PERCNT.;
TITLE 'Campaign Results - 2nd Quarter 1995';
RUN;
```

With the added format option FORMAT=PERCNT., you
can increase the width of all cells to 10 spaces while
limiting the decimal place to one. Also, note how the
MEAN=' ' eliminates the row containing the word 'MEAN'.
The use of the blank label can be used anywhere in the
table to eliminate unnecessary labels.

Suppose you also want to display the number mailed and
the sample size. You can add these values to the table
calculations. You will need to create individual formats
for the sums and means. The following code highlights
the changes:

```plaintext
PROC FORMAT;
PICTURE PERCNT
LOW-HIGH '000009.99%'
RUN;
```

```plaintext
PROC TABULATE DATA = CAMP0295;
FORMAT = PERCNT.;
VAR MAIL RESP_PCT APPR_PCT APPR_RSP;
WEIGHT SMP_WGT;
TABLE ( MAIL='Total Mailed'
    RESP_PCT='Response Rate'
    APPR_RSP='Approval Rate as % of Response'
    APPR_PCT='Approval Rate as % of Total
    Mailed')
    *MEAN=' '*F=PERCNT.;
TITLE 'Campaign Results - 2nd Quarter 1995';
RUN;
```

The following table is produced:

```
<table>
<thead>
<tr>
<th>Response Rate</th>
<th>Approval Rate as % of Response</th>
<th>Approval Rate as % of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.91%</td>
<td>72.58%</td>
<td>2.84%</td>
</tr>
</tbody>
</table>
```

The following table is produced:

```
<table>
<thead>
<tr>
<th>Total Mailed</th>
<th>Sample Size</th>
<th>Response Rate</th>
<th>Approval Rate as % of Response</th>
<th>Approval Rate as % of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>966,847</td>
<td>74,944</td>
<td>3.91%</td>
<td>72.58%</td>
<td>2.84%</td>
</tr>
</tbody>
</table>
```
As the table becomes more inclusive, you can see how much easier it is to find the desired information. The value in the 'MAIL' column sums the total mailed in the campaign through the use of the weights. This is equivalent to the Sumwgt option in PROC MEANS.

ACCOUNT PROFIT - FIRST TWO YEARS

Profits from a credit card account are often calculated over several years to measure income after interest rates and spending patterns are established. This also allows you to determine revolver activity and attrition behavior. Along with other data available at the time of prescreen, this information can be used to improve targeting through better segmentation. The first step is to calculate two year profit using the following code:

```sas
DATA CAMP0295;
  SET CAMP0295;
  INT _INC:: 2/3*SUM(OF FCG1-FCG24);
  LABEL INT _INC='Interest Income - 2 Years';
  FEE_INC = SUM(OF FEE1-FEE24);
  LABEL FEE_INC='Fee Income - 2 Years';
  IF APPROVE = 1 THEN TOT PROF = INT INC + FEE INC - 60' ELSE IF RESPONSE = 1 THEN TOT PROF = -4.' ELSE TOT_PROF = -1;
  LABEL TOT _PROF='2 Yr Combined Net Profits';
RUN;
```

In the data step, you calculate the incremental interest income by taking the ratio of the cost of funds (.06 = our cost in borrowing) to the total APR (.18 = annual interest rate). By multiplying the total interest income times this ratio (2/3), you get the amount of interest margin.

The fee income is simply a total of the fees collected, which represents pure profit to us. The total profit for approved accounts is the sum of the two profit components less the cost of the mailing, application processing and account maintenance for two years ($60). The total profit for responders is minus the cost of the mailing and application processing ($4). The total profit for nonresponders is minus the cost of the mailing ($1).

One method of calculating the average and total profits for any segment is by using PROC MEANS. The following code calculates the total profits of each type and the combined account profit:

```sas
PROC MEANS DATA = CAMP0295 SUMWGT MAXDEC=2 N SUM MEAN;
WEIGHT SMP _WGT;
VAR INT_INC FEE_INC TOT_PROF;
TITLE 'Campaign Results - 2nd Quarter 1995';
RUN;
```

The output displays the desired information and is fairly easy to interpret.
Two Year Profits - 3rd Quarter 1995 Campaign

| Total Mailed | 966,847 |
| Sample Size  | 74,944  |
| Total Fee Income | $692,220 |
| Total Interest Income | $27,535,764 |
| Total Combined Net Profit | $25,607,384 |

Average Fee Income | $0.71 |
Average Interest Income | $28.39 |
Average Combined Net Profit | $26.40 |

BALANCE ATTRITION

Another significant driver of profit is balance attrition. In today's balance transfer environment, balance attrition has become much more unstable. Banks are seeking customers who are less likely to transfer balances away from their account. The following data step calculates 2nd year balance attrition for each account:

```
DATA CAMP0295;
SET CAMP0295;
BAL DROP = BAL_0696 - BAL_0697;
IF BAL_0696 > 0 THEN BAL_ATTR = 100*BAL_DROP/BAL_0696;
ELSE BAL_ATTR = 0;
IF APPROVE = 1 THEN DO;
    BEG_BAL = BAL_0696;
    END_BAL = BAL_0697;
END;
ELSE DO;
    BEG_BAL = .;
    END_BAL = .;
END;
LABEL BEG_BAL = 'Balance 6/96';
LABEL END_BAL = 'Balance 6/97';
LABEL BAL_ATTR = 'Balance Attrition';
RUN;
```

This data step calculates the amount of balance attrition from the end of the first year to the end of the second year. The first calculation in the data step creates BAL DROP which represents the change in balance from 6/96 to 6/97. The attrition is calculated as the percent decrease in balance between 6/96 and 6/97. Additional code creates values (including missing values) for BEG_BAL and END_BAL so that the means are calculated only on accounts which were approved.

The following code displays the 6/96 and 6/97 total balances and calculates 2nd year balance attrition using PROC MEANS:

```
PROC MEANS DATA = CAMP0295 SUMWGT
    MAXDEC=2 N SUM MEAN;
WEIGHT SMP_WGT;
VAR BEG_BAL END_BAL BAL_ATTR;
TITLE1 '2nd Year Balance Attrition - 2nd Quarter 1995 Campaign';
RUN;
```

The following output is created:

```
2nd Year Balance Attrition - 2nd Quarter 1995 Campaign
Variable Label Sumwgt N Sum
BEG_BAL Balance 6/96 966847.00 74944 60359328.21
END_BAL Balance 6/97 966847.00 74944 52349027.23
BAL_ATTR Balance Attrition 27449.00 27449 722590.44
```

The values are easy to read. You can see, for example, that in the second year the bank lost $722,590 in balances from the 2nd Quarter 1995 campaign. Also, the average balance attrition rate is 26.32%.

As in previous PROC MEANS output, the formats are inflexible. In addition, one of the major limitations of PROC MEANS is its inability to calculate means over a group of accounts. In other words, let's say you want to know the 2nd year balance attrition for the entire portfolio. This could easily be calculated by taking the sum of the balances in 6/96, subtracting the sum of the balances in 6/97 and dividing by the balances in 6/96. The equation is: 

\[
\frac{(60359328 - 52349027)}{60359328} = 15.3\%
\]

This calculation is not possible in PROC MEANS. Instead, PROC MEANS calculates the balance attrition for each individual and averages that value across all accounts. In this example, the average individual attrition is 26.32%. In business, the attrition rate for the group is preferred. PROC TABULATE has the flexibility of calculating attrition either way.

The following code uses PROC TABULATE to calculate the mean balance attrition for each account as well as the overall attrition:

```
PROC FORMAT is rerun to increase the length of the percent format to 11 positions.
```

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\[
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\]

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The following code uses PROC TABULATE to calculate the mean balance attrition for each account as well as the overall attrition:

```
PROC FORMAT is rerun to increase the length of the percent format to 11 positions.
```
PROC FORMAT;
PICTURE PERCENT
LOW-HIGH '00000009.99%
RUN;

PROC TABULATE DATA=CAMP0295;
WEIGHT SMP WGT;
VAR MAIL BAL_0696 BAL_0697 BEG_BAL
   BAL DROP BAL_ATTR;
TABLE MAIL=Total Mailed*SUM=*F=COMMA11.
   N='Sample Size'*F=COMMA6,
   (BAL_0696='Total Balances 6/96'
   BAL_0697='Total Balances 6/97'
   BAL DROP='Total 2nd Yr Balance Attrition ')*
   SUM='*F=DOLLAR11.
   (BEG_BAL='Average Balance 6/96'
   END_BAL='Average Balance 6/96')*
   MEAN='*F=DOLLAR11.
   BAL_ATTR='Average Balance Attrition (Ind)'*
   MEAN=' '*F=PERCENT.
   BAL DROP='Average Balance Attrition (Grp)'*
   PCTSUM<BAL_0696>=' '*PERCENT.
,ALL=' ';TITLE '2nd Year Balance Attrition - 2nd Quarter 1995 Campaign';
,ALL=' '/RTS=20 ROW=FLOAT;
RUN;

The following table clearly displays the information:

<table>
<thead>
<tr>
<th>2nd Year Balance Attrition - 2nd Quarter 1995 Campaign</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Mailed</td>
</tr>
<tr>
<td>Sample Size</td>
</tr>
<tr>
<td>Total Balances 6/96</td>
</tr>
<tr>
<td>Total Balances 6/97</td>
</tr>
<tr>
<td>Total Dollar Attrition</td>
</tr>
<tr>
<td>Average Balance 6/96</td>
</tr>
<tr>
<td>Average Balance 6/97</td>
</tr>
<tr>
<td>Percent Balance Attrition (Ind)</td>
</tr>
<tr>
<td>Percent Balance Attrition (Grp)</td>
</tr>
</tbody>
</table>

The last two rows display the two calculations for average balance attrition. The first one called 'Average Balance Attrition (Ind)' is the average of the precalculated balance attrition for each account. Of more interest is the value labeled 'Average Balance Attrition (Grp)', which calculates the balance attrition for the portfolio as a whole.

Since targeting decisions are made by selecting profitable groups, the group attrition measure is essential for targeting analysis.

TOTAL PERFORMANCE

Now that we have created tables for all of the values of interest, we will summarize them in one final table with the following code:

PROC TABULATE DATA=CAMP0295;
WEIGHT SMP WGT;
VAR MAIL BAL_0696 BAL_0697
   BAL DROP BAL_ATTR;
TABLE MAIL=Total Mailed*SUM=*F=COMMA11.
   N='Sample Size'*F=COMMA11.
   (RESP_PCT='Response Rate'
   APPR_RSP='Approval Rate as % of Response'
   APPR_PCT='Approval Rate as % of Total Mailed')
   *MEAN=' '*F=PERCENT.
   (FEE_INC='Total Fee Income'
   INT_INC='Total Interest Income'
   TOT PROF='Total Combined Net Profit')
   *SUM=' '*F=DOLLAR11.
   (FEE_INC='Average Fee Income'
   INT_INC='Average Interest Income'
   TOT PROF='Average Combined Net Profit')
   *MEAN=' '*F=DOLLAR11.2
   (BAL_0696='Total Balances 6/96'
   BAL_0697='Total Balances 6/97'
   BAL ATTR='Average Balance Attrition (Ind)'*)
   SUM=' '*F=DOLLAR11.
   (BEG_BAL='Average Balance 6/96'
   END_BAL='Average Balance 6/96'
   BAL DROP='Average Balance Attrition (Grp)'*)
   PCTSUM<BAL_0696>=' '*PERCENT.
,ALL=' '/RTS=25 ROW=FLOAT;
TITLE 'Campaign Results - 2nd Quarter 1995';
RUN;

Notice the entire table is crossed with 'ALL' to create a vertical display.

The output is displayed on the following page. Again, it is very easy to read. All of the important performance measures are available, from acquisition to profit and balance attrition. With its simplicity and accuracy, this table can serve as a comprehensive report to all levels of management.
Total Performance - 2nd Quarter 1995 Campaign

<table>
<thead>
<tr>
<th></th>
<th>Total Mailed</th>
<th>Sample Size</th>
<th>Total Responders</th>
<th>Total Approved</th>
<th>Response Rate</th>
<th>Approval Rate as % of Response</th>
<th>Approval Rate as % of Total Mailed</th>
<th>Total Fee Income</th>
<th>Total Interest Income</th>
<th>Total Combined Profits</th>
<th>Average Fee Income</th>
<th>Average Interest Income</th>
<th>Average Combined Profits</th>
<th>Percent Balance Attr (Ind)</th>
<th>Percent Balance Attr (Grp)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Mailed</td>
<td>966,847</td>
<td>74,944</td>
<td>37,814</td>
<td>27,449</td>
<td>3.91%</td>
<td>72.58%</td>
<td>2.84%</td>
<td>$692,220</td>
<td>$27,535,764</td>
<td>$25,607,384</td>
<td>$28.39</td>
<td>$28.97</td>
<td>$26.40</td>
<td>26.3%</td>
<td>15.3%</td>
</tr>
</tbody>
</table>

SEGMENTATION

Once the tables have been created, it is relatively simple to examine the performance of different segments of the population. This provides the opportunity to exclude certain subsets of the population from future offers which are less profitable and/or are more likely to move balances away from the bank after a short period of time.

The following code segments the population by 'INQLSMO'. This represents information attained from the credit bureau about requests for credit in the past six months. This value is 1 if the name had a inquiry for credit in the past six months, and 0 otherwise:

PROC FORMAT;
VALUE INQ
1 = '1+ Inquiry Last 6 Mos'
0 = 'No inquiry Last 6 Mos';
RUN;

PROC TABULATE DATA = CAMP0295;
FORMAT INQLSMO INQ.;
WEIGHT SMP_WGT;
VAR MAIL BAL_0696 BAL_0697 BAL_DROP BAL_ATTR;
TABLE MAIL=Total Mailed"SUM="F=COMMA8.
N="Sample Size"F=COMMA8.
(RESP_PCT=Response Rate'
APPR_RSP='Approval Rate as % of Response'
APP_RPT='Approval Rate as % of Total Mailed'
FEE_INC='Total Fee Income'
INT_INC='Total Interest Income'
TOT_PROF='Total Combined Net Profit'
"SUM=" F=DOLLAR11.
(BAL_0696='Total Balances 6/96'
BAL_0697='Total Balances 6/97'
BAL_ATTR='Total 2nd Yr Balance Attrition ')*
SUM=" F=DOLLAR11.
(BEG_BAL='Average Balance 6/96'
END_BAL='Average Balance 6/97'
BAL_ATTR='Average Balance Attrition (Ind)'*)
MEAN='Average"F=PERCENT.
BAL_DROP='Average Balance Attrition (Grp)'*
PCTSUM=BAL_0696="F=PERCENT.
RTS=25 ROW=FLOAT;
TITLE 'Campaign Results - 2nd Quarter 1995';
RUN;

The table displays the complete performance:

Total Performance - 2nd Quarter 1995 Campaign

<table>
<thead>
<tr>
<th>No Inquiry in Last 6 Mos</th>
<th>1+ Inquiry in Last 6 Mos</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Mailed</td>
<td>525,916</td>
</tr>
<tr>
<td>Sample Size</td>
<td>38,971</td>
</tr>
<tr>
<td>Total Responders</td>
<td>19,663</td>
</tr>
<tr>
<td>Total Approved</td>
<td>14,591</td>
</tr>
<tr>
<td>Response Rate</td>
<td>3.72%</td>
</tr>
<tr>
<td>Approval Rate as % of Response</td>
<td>74.26%</td>
</tr>
<tr>
<td>Approval Rate as % of Total</td>
<td>2.74%</td>
</tr>
<tr>
<td>Total Fee Income</td>
<td>$384,029</td>
</tr>
<tr>
<td>Total Interest Income</td>
<td>$13,275,574</td>
</tr>
<tr>
<td>Total Combined Profits</td>
<td>$12,255,695</td>
</tr>
<tr>
<td>Average Fee Income</td>
<td>$0.73</td>
</tr>
<tr>
<td>Average Interest Income</td>
<td>$25.15</td>
</tr>
<tr>
<td>Average Combined Profits</td>
<td>$23.22</td>
</tr>
<tr>
<td>Average Balance 6/96</td>
<td>$2,016</td>
</tr>
<tr>
<td>Percent Balance Attrit</td>
<td>12.9%</td>
</tr>
</tbody>
</table>
From this table, we can detect several differences between the two segments. The first observation is that the response rate is higher for those who have been actively seeking credit (# Inquiries in Past Six Months = 1+). This is expected, since people seeking credit elsewhere would be likely to accept an offer from us. It also follows that they would be less likely to be approved, perhaps because they are higher risk.

This group also has higher interest income which implies that they revolve at a higher rate. This also is correlated with higher risk.

And finally, the group with 1+ inquiries has slightly higher balance attrition. This may seem counterintuitive. It seems more logical that if they are higher risk they should have lower balance attrition because they would be less able to move or pay down balances. However, they have higher average balances, so if they do move or pay down balances, the effect on balance attrition is greater.

CONCLUSION

While PROC MEANS and PROC FREQ can handle most of our statistical needs, PROC TABULATE is more powerful. This paper has demonstrated a few of the key situations where PROC TABULATE has superior functionality and flexibility.

REFERENCES
