

Apêndice F - Dados estatísticos provenientes do programa IBM SPSS 22.0

Frequency Table

Sexo				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	16	5,7	5,7	5,7
1	263	93,9	94,3	100,0
Total	279	99,6	100,0	
Missing System	1	,4		
Total	280	100,0		

Idade				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	5	1,8	1,8	1,8
3	55	19,6	19,9	21,7
4	149	53,2	53,8	75,5
5	68	24,3	24,5	100,0
Total	277	98,9	100,0	
Missing System	3	1,1		
Total	280	100,0		

Habilitações				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,0	75	26,8	26,9	26,9
2,0	189	67,5	67,7	94,6
3,0	11	3,9	3,9	98,6
4,0	4	1,4	1,4	100,0
Total	279	99,6	100,0	
Missing System	1	,4		
Total	280	100,0		

Serviço				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1,0	63	22,5	24,0	24,0
2,0	200	71,4	76,0	100,0
Total	263	93,9	100,0	
Missing System	17	6,1		
Total	280	100,0		

Page 1

Posto

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2,0	2	,7	,7	,7
3,0	11	3,9	4,0	4,7
4,0	35	12,5	12,6	17,3
5,0	220	78,6	79,4	96,8
6,0	2	,7	,7	97,5
7,0	7	2,5	2,5	100,0
Total	277	98,9	100,0	
Missing System	3	1,1		
Total	280	100,0		

FREQUENCIES VARIABLES=A1 A2 A3 A4 A5 A6 A7 A8
/STATISTICS=MINIMUM MAXIMUM MEAN MEDIAN
/ORDER=ANALYSIS.

Descriptives

Frequencies

Statistics			
		AGeral	BGeral
N	Valid	274	280
	Missing	6	0
Mean		2,8700	2,8472
Median		2,8750	2,8333
Minimum		1,25	1,42
Maximum		5,75	5,08
Percentiles	25	2,2500	2,4167
	50	2,8750	2,8333
	75	3,2813	3,3125

COMPUTE CGeral=MEAN(O1,O2,O3,O4,O5,O6,O7,O8,O9,O10,O11,O12,O13,O14).
EXECUTE.
DATASET ACTIVATE Conjunto_de_dados3.

SAVE OUTFILE='C:\Users\TOSHIBA\Desktop\BDFinal.sav'
/COMPRESSED.
COMPUTE RGerl=MEAN(R1,R2,R3,R4,R5,R6).
EXECUTE.
FREQUENCIES VARIABLES=OGeral RGerl
/FORMAT=NOTABLE
/NTILES=4

Page 2

/STATISTICS=MINIMUM MAXIMUM MEAN MEDIAN
/ORDER=ANALYSIS.

Frequencies

Statistics			
		OGeral	RGerl
N	Valid	280	280
	Missing	0	0
Mean		3,4860	3,6594
Median		3,5000	3,6667
Minimum		1,21	1,40
Maximum		5,64	5,67
Percentiles	25	2,9245	3,0000
	50	3,5000	3,6667
	75	4,0714	4,3333

NPAR TESTS
/K-W=AGeral BY Posto(2 8)
/MISSING ANALYSIS.

NPar Tests

Kruskal-Wallis Test

Ranks			
	Posto	N	Mean Rank
AGeral 2,0		2	250,25
3,0		11	207,95
4,0		35	165,43
5,0		215	126,00
6,0		2	180,50
7,0		7	156,86
Total		272	

Test Statistics ^{a,b}	
	AGeral
Chi-Square	22,986
df	5
Asymp. Sig.	,000

a. Kruskal Wallis Test
b. Grouping Variable: Posto

Page 3

NPAR TESTS
/K-W=AGeral BY Habilitações(1 4)
/MISSING ANALYSIS.

NPar Tests

Kruskal-Wallis Test

Ranks			
	Habilitações	N	Mean Rank
AGeral 1,0		71	134,90
2,0		187	133,11
3,0		11	193,09
4,0		4	202,00
Total		273	

Test Statistics^{a,b}

	AGeral
Chi-Square	8,796
df	3
Asymp. Sig.	,032

a. Kruskal Wallis Test
b. Grouping Variable: Habilitações

NPAR TESTS
/K-W=AGeral BY Antiguidade(2 9)
/MISSING ANALYSIS.

NPar Tests

Kruskal-Wallis Test

Ranks			
	Antiguidade	N	Mean Rank
AGeral 3,0		4	234,63
4,0		5	152,60
5,0		23	123,70
6,0		51	139,38
7,0		97	133,15
8,0		72	131,72
9,0		18	140,58
Total		270	

Page 4

Test Statistics^{a,b}

	AGeral
Chi-Square	7,695
df	6
Asymp. Sig.	,261

a. Kruskal Wallis Test

b. Grouping Variable: Antiguidade

RECODE Posto (4=2) (5=3) (1 thru 3=1) (6 thru 8=4) INTO Novo_Posto.

EXECUTE.

EXAMINE VARIABLES=AGeral IGeral OGeral RGerall BY Novo_Posto

/PLOT NONE

/STATISTICS DESCRIPTIVES

/INTERVAL 95

/MISSING LISTWISE

/NOTOTAL.

Explore

Novo_Posto

Case Processing Summary

		Cases					
		Valid		Missing		Total	
		N	Percent	N	Percent	N	Percent
AGeral	1,00	13	100,0%	0	0,0%	13	100,0%
	2,00	35	100,0%	0	0,0%	35	100,0%
	3,00	215	97,7%	5	2,3%	220	100,0%
	4,00	9	100,0%	0	0,0%	9	100,0%
IGeral	1,00	13	100,0%	0	0,0%	13	100,0%
	2,00	35	100,0%	0	0,0%	35	100,0%
	3,00	215	97,7%	5	2,3%	220	100,0%
	4,00	9	100,0%	0	0,0%	9	100,0%
OGeral	1,00	13	100,0%	0	0,0%	13	100,0%
	2,00	35	100,0%	0	0,0%	35	100,0%
	3,00	215	97,7%	5	2,3%	220	100,0%
	4,00	9	100,0%	0	0,0%	9	100,0%
RGerall	1,00	13	100,0%	0	0,0%	13	100,0%
	2,00	35	100,0%	0	0,0%	35	100,0%
	3,00	215	97,7%	5	2,3%	220	100,0%
	4,00	9	100,0%	0	0,0%	9	100,0%

Page 5

Descriptives

Novo_Posto			Statistic	Std. Error
AGeral	1,00	Mean	3,6058	,14698
		95% Confidence Interval for Mean	3,2855	
		Lower Bound	3,9260	
		Upper Bound		
		5% Trimmed Mean	3,6175	
		Median	3,7500	
		Variance	,281	
		Std. Deviation	,52995	
		Minimum	2,75	
		Maximum	4,25	
		Range	1,50	
		Interquartile Range	1,00	
	2,00	Mean	3,1607	,13679
		95% Confidence Interval for Mean	2,8827	
		Lower Bound	3,4387	
		Upper Bound		
		5% Trimmed Mean	3,1310	
		Median	3,1250	
		Variance	,655	
		Std. Deviation	,80928	
		Minimum	1,50	
		Maximum	5,63	
		Range	4,13	
		Interquartile Range	,75	
	3,00	Mean	2,7622	,05287
		95% Confidence Interval for Mean	2,6580	
		Lower Bound	2,8664	
		Upper Bound		
		5% Trimmed Mean	2,7322	
		Median	2,7500	
		Variance	,601	
		Std. Deviation	,77523	
		Minimum	1,25	
		Maximum	5,75	
		Range	4,50	
		Interquartile Range	1,13	
	4,00	Mean	3,2222	,34660
		95% Confidence Interval for Mean	2,4230	
		Lower Bound	4,0215	
		Upper Bound		
		5% Trimmed Mean	3,1566	
		Median	3,1250	
		Variance	1,081	

Page 6

Descriptives

Novo_Posto			Statistic	Std. Error
		Std. Deviation	1,03979	
		Minimum	2,00	
		Maximum	5,63	
		Range	3,63	
		Interquartile Range	1,00	
IGeral	1,00	Mean	3,4359	,16590
		95% Confidence Interval for Mean	3,0744	
		Lower Bound	3,7974	
		Upper Bound		
		5% Trimmed Mean	3,4473	
		Median	3,5000	
		Variance	,358	
		Std. Deviation	,59818	
		Minimum	2,00	
		Maximum	4,67	
		Range	2,67	
		Interquartile Range	,46	
	2,00	Mean	3,1571	,10282
		95% Confidence Interval for Mean	2,9482	
		Lower Bound	3,3661	
		Upper Bound		
		5% Trimmed Mean	3,1243	
		Median	3,0000	
		Variance	,370	
		Std. Deviation	,60828	
		Minimum	2,25	
		Maximum	4,58	
		Range	2,33	
		Interquartile Range	,83	
	3,00	Mean	2,7670	,04416
		95% Confidence Interval for Mean	2,6799	
		Lower Bound	2,8540	
		Upper Bound		
		5% Trimmed Mean	2,7561	
		Median	2,7500	
		Variance	,419	
		Std. Deviation	,64750	
		Minimum	1,42	
		Maximum	5,08	
		Range	3,67	
		Interquartile Range	,83	
			,350	,166

Page 7

Descriptives

Novo_Posto			Statistic	Std. Error
4,00		Mean	,525	,330
		95% Confidence Interval for Mean	3,0623	,25011
		Lower Bound	2,4855	
		Upper Bound	3,6391	
		5% Trimmed Mean	3,0149	
		Median	3,0000	
		Variance	,563	
		Std. Deviation	,75034	
		Minimum	2,25	
		Maximum	4,73	
		Range	2,48	
		Interquartile Range	,92	
			1,344	,717
OGeral	1,00	Mean	2,699	1,400
		95% Confidence Interval for Mean	3,8022	,16987
		Lower Bound	3,4321	
		Upper Bound	4,1723	
		5% Trimmed Mean	3,8040	
		Median	3,9286	
		Variance	,375	
		Std. Deviation	,61248	
		Minimum	2,64	
		Maximum	4,93	
		Range	2,29	
		Interquartile Range	,71	
			~058	,616
			,152	1,191
	2,00	Mean	3,6980	,14181
		95% Confidence Interval for Mean	3,4088	
		Lower Bound	3,9861	
		Upper Bound		
		5% Trimmed Mean	3,7046	
		Median	3,8571	
		Variance	,704	
		Std. Deviation	,83893	
		Minimum	2,07	
		Maximum	5,36	
		Range	3,29	
		Interquartile Range	1,57	
			~132	,398

Page 8

Descriptives					Statistic	Std. Error
Novo_Posto					-.923	.778
3,00	Mean				3,4322	,05349
	95% Confidence Interval for Mean	Lower Bound			3,3267	
			Upper Bound		3,5376	
	5% Trimmed Mean				3,4306	
	Median				3,4286	
	Variance				,615	
	Std. Deviation				,78425	
	Minimum				1,21	
	Maximum				5,57	
	Range				4,36	
	Interquartile Range				1,14	
					,001	,166
					-.251	,330
	4,00	Mean				3,8730
95% Confidence Interval for Mean		Lower Bound			3,0093	
			Upper Bound		4,7367	
5% Trimmed Mean					3,8668	
Median					3,8571	
Variance					1,262	
Std. Deviation					1,12380	
Minimum					2,21	
Maximum					5,64	
Range					3,43	
Interquartile Range					1,96	
					,130	,717
					-.905	1,400
RGeral 1,00		Mean				4,1282
	95% Confidence Interval for Mean	Lower Bound			3,6502	
			Upper Bound		4,6062	
	5% Trimmed Mean				4,1887	
	Median				4,3333	
	Variance				,626	
	Std. Deviation				,79102	
	Minimum				2,00	
	Maximum				5,17	
	Range				3,17	
	Interquartile Range				,92	
					-1,632	,616

Page 9

Descriptives				
Novo_Posto			Statistic	Std. Error
2,00	Mean		3,928	1,191
	95% Confidence Interval for Mean	Lower Bound	3,9048	,13498
		Upper Bound	4,1791	
	5% Trimmed Mean		3,9259	
	Median		4,1667	
	Variance		,638	
	Std. Deviation		,79857	
	Minimum		2,17	
	Maximum		5,33	
	Range		3,17	
	Interquartile Range		1,17	
			-.434	,398
			-.583	,778
	3,00	Mean		3,5882
95% Confidence Interval for Mean		Lower Bound	3,4746	
		Upper Bound	3,7018	
5% Trimmed Mean			3,5930	
Median			3,6667	
Variance			,714	
Std. Deviation			,84496	
Minimum			1,40	
Maximum			5,67	
Range			4,27	
Interquartile Range			1,17	
			-.090	,166
			-.322	,330
4,00		Mean		4,1852
	95% Confidence Interval for Mean	Lower Bound	3,5400	
		Upper Bound	4,8304	
	5% Trimmed Mean		4,2243	
	Median		4,3333	
	Variance		,704	
	Std. Deviation		,83933	
	Minimum		2,33	
	Maximum		5,33	
	Range		3,00	
	Interquartile Range		,83	
			-1,284	,717

Page 10

Descriptives					Statistic	Std. Error
Novo_Posto					2,817	1,400

EXAMINE VARIABLES=AGeral IGeral OGeral RGeral BY Servico
/PLOT NONE
/STATISTICS DESCRIPTIVES
/CINTERVAL 95
/MISSING LISTWISE
/NOTOTAL.

Explore

Servico

Case Processing Summary							
Servico		Cases					
		Valid		Missing		Total	
		N	Percent	N	Percent	N	Percent
AGeral	1,0	63	100,0%	0	0,0%	63	100,0%
	2,0	196	98,0%	4	2,0%	200	100,0%
IGeral	1,0	63	100,0%	0	0,0%	63	100,0%
	2,0	196	98,0%	4	2,0%	200	100,0%
OGeral	1,0	63	100,0%	0	0,0%	63	100,0%
	2,0	196	98,0%	4	2,0%	200	100,0%
RGeral	1,0	63	100,0%	0	0,0%	63	100,0%
	2,0	196	98,0%	4	2,0%	200	100,0%

Page 11

Descriptives						Statistic	Std. Error
Servico							
AGeral	1,0	Mean				3,1806	,11271
		95% Confidence Interval for Mean				2,9553	
		Lower Bound				3,4059	
		Upper Bound					
		5% Trimmed Mean				3,1286	
		Median				3,1250	
		Variance				,800	
		Std. Deviation				,89459	
		Minimum				1,25	
		Maximum				5,75	
		Range				4,50	
		Interquartile Range				1,00	
		Skewness				,961	,302
		Kurtosis				1,692	,595
	2,0	Mean				2,7915	,05356
		95% Confidence Interval for Mean				2,6858	
		Lower Bound				2,8971	
		Upper Bound					
		5% Trimmed Mean				2,7732	
		Median				2,8750	
		Variance				,562	
		Std. Deviation				,74986	
		Minimum				1,25	
		Maximum				4,88	
		Range				3,63	
		Interquartile Range				1,13	
		Skewness				,295	,174
		Kurtosis				-,242	,346
IGeral	1,0	Mean				3,0697	,09383
		95% Confidence Interval for Mean				2,8822	
		Lower Bound				3,2573	
		Upper Bound					
		5% Trimmed Mean				3,0547	
		Median				3,0000	
		Variance				,555	
		Std. Deviation				,74472	
		Minimum				1,50	
		Maximum				5,08	
		Range				3,58	
		Interquartile Range				,92	
		Skewness				,332	,302
		Kurtosis				,201	,595

Page 12

Descriptives					Statistic	Std. Error	
Servico							
2.0	Mean				2,7954	,04557	
	95% Confidence Interval for Mean	Lower Bound			2,7055		
		Upper Bound			2,8852		
	5% Trimmed Mean				2,7873		
	Median				2,7917		
	Variance				,407		
	Std. Deviation				,63792		
	Minimum				1,42		
	Maximum				5,00		
	Range				3,58		
	Interquartile Range				,91		
	Skewness				,249	,174	
	Kurtosis				,378	,346	
OGeral	1.0	Mean				3,7732	,10548
		95% Confidence Interval for Mean	Lower Bound			3,5624	
			Upper Bound			3,9841	
		5% Trimmed Mean				3,7762	
		Median				3,8571	
		Variance				,701	
		Std. Deviation				,83719	
		Minimum				1,71	
		Maximum				5,64	
		Range				3,93	
		Interquartile Range				1,00	
		Skewness				-,168	,302
		Kurtosis				-,025	,595
2.0		Mean				3,4176	,05455
		95% Confidence Interval for Mean	Lower Bound			3,3100	
			Upper Bound			3,5252	
		5% Trimmed Mean				3,4191	
		Median				3,3929	
		Variance				,583	
		Std. Deviation				,76373	
		Minimum				1,21	
		Maximum				5,43	
		Range				4,21	
		Interquartile Range				1,07	
		Skewness				-,020	,174
		Kurtosis				-,399	,346

Page 13

Descriptives					Statistic	Std. Error
Service						
RGeral	1.0	Mean			3,9577	,11002
		95% Confidence Interval for Mean	Lower Bound		3,7378	
			Upper Bound		4,1776	
		5% Trimmed Mean			3,9921	
		Median			4,0000	
		Variance			,763	
		Std. Deviation			,87322	
		Minimum			1,67	
		Maximum			5,67	
		Range			4,00	
		Interquartile Range			,83	
		Skewness			-,737	,302
		Kurtosis			,541	,595
	2.0	Mean			3,5942	,05886
		95% Confidence Interval for Mean	Lower Bound		3,4781	
			Upper Bound		3,7103	
		5% Trimmed Mean			3,6002	
		Median			3,5833	
		Variance			,679	
		Std. Deviation			,82404	
		Minimum			1,40	
		Maximum			5,50	
		Range			4,10	
		Interquartile Range			1,17	
		Skewness			-,110	,174
		Kurtosis			-,411	,346

DATASET ACTIVATE Conjunto_de_dados2.

SAVE OUTFILE='C:\Users\TOSHIBA\Desktop\BDFinal.sav'
/COMPRESSED.
FREQUENCIES VARIABLES=Antiguidade
/ORDER=ANALYSIS.

Frequencies

Page 14

Antiguidade				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2,0	1	,4	,4	,4
3,0	4	1,4	1,4	1,8
4,0	5	1,8	1,8	3,6
5,0	23	8,2	8,3	11,9
6,0	51	18,2	18,4	30,3
7,0	100	35,7	36,1	66,4
8,0	74	26,4	26,7	93,1
9,0	19	6,8	6,9	100,0
Total	277	98,9	100,0	
Missing System	3	1,1		
Total	280	100,0		

RECODE Antiguidade (1 thru 5=1) (6 thru 9=2) INTO Antiguidade_Nova.
EXECUTE.
EXAMINE VARIABLES=AGeral IGeral OGeral RGeral
/PLOT NONE
/STATISTICS DESCRIPTIVES
/CINTERVAL 95
/MISSING LISTWISE
/NOTOTAL.
EXAMINE VARIABLES=AGeral IGeral OGeral RGeral BY Antiguidade_Nova
/PLOT NONE
/STATISTICS DESCRIPTIVES
/CINTERVAL 95
/MISSING LISTWISE
/NOTOTAL.

Explore

Antiguidade_Nova

Page 15

Case Processing Summary							
		Cases					
		Valid		Missing		Total	
Antiguidade_Nova		N	Percent	N	Percent	N	Percent
AGeral	1,00	32	97,0%	1	3,0%	33	100,0%
	2,00	239	98,0%	5	2,0%	244	100,0%
IGeral	1,00	32	97,0%	1	3,0%	33	100,0%
	2,00	239	98,0%	5	2,0%	244	100,0%
OGeral	1,00	32	97,0%	1	3,0%	33	100,0%
	2,00	239	98,0%	5	2,0%	244	100,0%
RGeral	1,00	32	97,0%	1	3,0%	33	100,0%
	2,00	239	98,0%	5	2,0%	244	100,0%

Descriptives					
Antiguidade_Nova				Statistic	Std. Error
AGeral	1,00	Mean		2,9219	,14230
		95% Confidence Interval for Mean	Lower Bound	2,6317	
			Upper Bound	3,2121	
		5% Trimmed Mean		2,8811	
		Median		2,8750	
		Variance		,648	
		Std. Deviation		,80494	
		Minimum		1,38	
		Maximum		5,63	
		Range		4,25	
		Interquartile Range		,94	
		Skewness		,958	,414
	Kurtosis		3,014	,809	
2,00	Mean		2,8499	,05176	
	95% Confidence Interval for Mean	Lower Bound	2,7479		
		Upper Bound	2,9519		
	5% Trimmed Mean		2,8210		
	Median		2,8750		
	Variance		,640		
	Std. Deviation		,80024		
	Minimum		1,25		
	Maximum		5,75		
	Range		4,50		
	Interquartile Range		1,00		
	Skewness		,590	,157	
Kurtosis		,743	,314		
IGeral	1,00	Mean		2,8508	12083

Page 16

Descriptives				
Antiguidade_Nova			Statistic	Std. Error
	95% Confidence Interval for Mean	Lower Bound	2,6044	
		Upper Bound	3,0972	
	5% Trimmed Mean		2,8315	
	Median		2,9129	
	Variance		,467	
	Std. Deviation		,68351	
	Minimum		1,50	
	Maximum		4,73	
	Range		3,23	
	Interquartile Range		,79	
	Skewness		,407	,414
	Kurtosis		1,171	,809
	2,00 Mean		2,8601	,04318
	95% Confidence Interval for Mean	Lower Bound	2,7751	
		Upper Bound	2,9452	
	5% Trimmed Mean		2,8459	
	Median		2,8333	
	Variance		,446	
	Std. Deviation		,66761	
	Minimum		1,42	
	Maximum		5,08	
	Range		3,67	
	Interquartile Range		,92	
	Skewness		,356	,157
	Kurtosis		,372	,314
OGeral	1,00 Mean		3,4787	,15723
	95% Confidence Interval for Mean	Lower Bound	3,1580	
		Upper Bound	3,7994	
	5% Trimmed Mean		3,4858	
	Median		3,4093	
	Variance		,791	
	Std. Deviation		,88941	
	Minimum		1,21	
	Maximum		5,64	
	Range		4,43	
	Interquartile Range		1,18	
	Skewness		~180	,414
	Kurtosis		1,064	,809
	2,00 Mean		3,4938	,05119

Page 17

Descriptives				
Antiguidade_Nova			Statistic	Std. Error
	95% Confidence Interval for Mean	Lower Bound	3,3930	
		Upper Bound	3,5947	
	5% Trimmed Mean		3,4882	
	Median		3,5000	
	Variance		,626	
	Std. Deviation		,79137	
	Minimum		1,71	
	Maximum		5,57	
	Range		3,86	
	Interquartile Range		1,21	
	Skewness		,076	,157
	Kurtosis		~542	,314
	1,00 Mean		3,5333	,14458
	95% Confidence Interval for Mean	Lower Bound	3,2385	
		Upper Bound	3,8282	
	5% Trimmed Mean		3,5567	
	Median		3,5833	
	Variance		,669	
	Std. Deviation		,81786	
	Minimum		1,40	
	Maximum		5,33	
	Range		3,93	
	Interquartile Range		1,13	
	Skewness		~451	,414
	Kurtosis		,602	,809
RGeral	2,00 Mean		3,6851	,05534
	95% Confidence Interval for Mean	Lower Bound	3,5761	
		Upper Bound	3,7941	
	5% Trimmed Mean		3,6937	
	Median		3,6667	
	Variance		,732	
	Std. Deviation		,85559	
	Minimum		1,40	
	Maximum		5,67	
	Range		4,27	
	Interquartile Range		1,33	
	Skewness		~169	,157
	Kurtosis		~536	,314

Page 18