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R. 10.571

ANNEX 1

PRINCIPIS DE DEMING SOBRE LA GESTIÓ DE LA QUALITAT TOTAL

1. "Crear constància en les propostes per la millora del producte i del servei (Referit a l'objectiu i al futur de l'organització).
2. Adoptar la nova filosofia (És preferible esforçar-se continuament per millorar, abans d'establir mètodes de realització).
3. Cessar la dependència en la inspecció per aconseguir qualitat (Reemplaçar la inspecció pel procés de la millora).
4. Acabar amb la pràctica de recompensar els negocis basats només en els preus (Prendre en consideració el cost a llarg termini i la idoneïtat dels productes).
5. Millorar constantment cada procés de planificació, la producció i els serveis (Donar poders als treballadors convidant-los a contribuir en el procés de millora).
6. Establir la formació i moderació en les tasques (Els treballadors han de ser alenats, no conduïts).
7. Assegurar el lideratge qualificat pel sistema de millores (Els directius qualificats milloren els sistemes, que a la vegada milloren les realitzacions dels treballadors).
8. Acabar d'una vegada per totes amb la por (Alenar als treballadors a fer suggeriments ja que ells són realment qui estan en les "trinxeres").
9. Trencar les barreres entre les àrees de personal (Ajudar als treballadors a comprendre les necessitats d'altres departaments).
10. Eliminar els slogans, exhortos i objectius pels treballadors (Deixar que els treballadors sàpiguen que és el que els directius estan fent per facilitar-los-hi les seves tasques).
11. Eliminar les quotes numèriques tant pels treballadors com pels directius (Primer la qualitat, la quantitat vindrà després).

12. Eliminar barreres per promoure el companyerisme entre els treballadors (Millor promoure la filosofia dels treballadors treballant conjuntament, que no centrar-los en les realitzacions individuals).
13. Establir un programa fort d'ensenyament i auto-millora per cadascun (Alenar el desenvolupament personal dels treballadors).
14. Posar a tots a treballar en la transformació (Tots els treballadors han d'ésser formats per poder ser involucrats en el procés de transformació)."

Loprest, J./ Whetstone, W.R. (1993, 34-36)

ANNEX 2

ENTREVISTA AMB ROSER MARQUET (29/12/93)

Sra. Roser Marquet. Departament de Política de Qualitat de l'àrea de Gestió nº 5 del ICS.

PUNTS TRACTATS

1- El sistema de GQT en l'assistència Primària i Hospitalària.

Existeix una gran diferència cultural entre els hospitals i les àrees bàsiques, i és que aquestes últimes varen partir de res i van començar a fer equips multidisciplinaris (metges-infermeres-administratius); això és més difícil en els hospitals perquè existeixen barreres culturals importants com són entre d'altres:

- Barreres interestatutaries, és a dir, entre metges, infermeres, administratius,... S'haurien de fer programes únics multidisciplinaris.
- Barreres interdepartamentals, és a dir, no es veu un hospital com un tot sino fraccionat.

Als Estats Units en un intent de tractar de solucionar aquestes barreres, han creat la protocolització del "Critical Path" o paquet d'atenció dia a dia, que consisteix en protocolitzar els passos a fer (proves, analítiques, intervencions...) d'un pacient concret.

2- En relació a la implantació d'un model de GQT.

El sistema utilitzat fins ara està basat en el model clàssic de Juran, que consta de les etapes de planificació, control i millora de la qualitat. El model de GQT s'inicia amb la definició de la missió, cultura de la organització, valors, objectius, aquesta fase correspon a l'etapa de planificació; un cop s'han definit aquests aspectes, es traça un pla estratègic que correspon a l'etapa de control, i després es passa a un pla operatiu que correspon a l'etapa de millora creant equips de millora o de projecte.

Aquest procés d'implantació pot iniciar-se des de la base cap a dalt, iniciant algun equip multidisciplinari

i anar pujant, o bé pot iniciar-se simultaniament des de dalt i des de baix.

3- Inconvenients a l'hora d'implantar un projecte

Les dificultats més importants a l'hora de dur a terme el plantejament d'un projecte són entre d'altres:

- El canvi sovint de gerent. Per exemple a l'ICS és cada tres anys; això fa que els resultats s'hagin de projectar a curt termini, i el pla estratègic de la Qualitat Total ha de ser a un mínim de deu anys.
- S'acostuma a fer programes de forma independent per metges i infermeres sense pensar en un equip multidisciplinari.

4- Estratègies de formació de personal

- Pot iniciar-se amb el que es coneix com el sistema en cascada, que com el seu nom indica consisteix en què, en primer lloc, la junta directiva es forma i pren el compromís per la qualitat. Després es formen els primers executius i així succesivament fins arribar a la base.
- Pot realitzar-se mitjançant la creació de facilitadors i que consisteix en què la direcció crea una xarxa de persones entrenades en Qualitat Total (teories, conducció de grups,...) anomenats facilitadors i que s'encarregaran d'uns 500 treballadors aproximadament.
- També pot fer-se sobre la marxa, formant grups de millora que es necessitin.

5- En relació als grups de millora.

Es tracte d'un grup de persones implicades en la resolució d'un problema. Aquests grups poden ser:

- Cercle de Qualitat: Quan el problema és en un departament o unitat concreta.
- Equip de millora: Quan la resolució d'un problema depen de diferents departaments, i han d'estar representats tots els implicats, com a mínim un de cada departament.

- Equip de projecte: Quan la resolució d'un problema requereix en l'equip la presència de diferents persones de la línia jeràrquica.

La moderació d'aquests equips la pot dur a terme qualsevol persona que sàpiga conduir el grup. En general no es veu amb bons ulls als comandaments com a líders d'aquests grups. De vegades es posen facilitadors i, quan el grup funciona, un d'ells el pot moderar.

La decisió de la millora sempre la té qui té la capacitat de millorar el procés; segons el problema, la decisió pot dependre de la direcció o d'un altre estament de la línia jeràrquica.

6- Ítems a tenir en compte en l'avaluació de la satisfacció del client, satisfacció del personal i dels costos.

Per a saber si un servei sanitari té en compte la satisfacció dels seus clients, del seu personal i els costos de no qualitat és important conèixer:

- A nivell de la satisfacció del client:

- .Si disposa d'un sistema de reclamacions, qui és la persona encarregada de rebre-les, quin tractament segueixen, quin concepte té l'empresa de les reclamacions, si les consideren un fracàs o un motiu de millora,...
- .Si disposa d'un sistema de programació de visites, si hi han facilitats per a demanar-les, per exemple per telèfon, a qualsevol hora,...
- .Si disposa d'un sistema de participació dels clients
- .Si el tracte que ofereixen és personalitzat, si respecten la intimitat dels clients,...
- .Si el temps de demora d'ingrés és ràpid o lent.
- .Si disposen d'un sistema per a detectar les necessitats dels clients (case-mix).

- A nivell de la satisfacció del personal:

- .Si disposa d'un sistema de comunicació dels problemes del dia a dia, si aquests problemes es solucionen.
- .Si existeixen equips de treball multidisciplinaris.
- .Si el personal riu.

- A nivell dels costos de no qualitat:

- .Si disposa d'un sistema de reposició.
- .Si treballen amb unidosi.
- .Si existeix un sistema que mesuri els costos de subministrament i rebuig de cuina.

ANNEX 3

INFORME RESUMIT DELS COSTOS D'OBTENCIÓ DE LA QUALITAT (COQ). DEPARTAMENT _____ (Expressat en milers de ptcs.)

DESCRIPCIÓ DELS ELEMENTS	GENER		FEBRER		DESEMBRE	
	C.O.Q.	SUMATORI	C.O.Q.	SUMATORI	C.O.Q.	SUMATORI
1.0 COSTOS DE PREVENCIÓ						
1.1						
1.2						
1.3						
1.4						
TOTAL COSTOS PREVENCIÓ						
OBJECTIU PREVENCIÓ						
2.0 COSTOS D'AVALUACIÓ						
2.1						
2.2						
2.3						
2.4						
TOTAL COSTOS AVALUACIÓ						
OBJECTIU AVALUACIÓ						
3.0 COSTOS D'ERRADES INT.						
3.1						
3.2						
3.3						
3.4						
4.0 COSTOS D'ERRADES EXT.						
4.1						
4.2						
4.3						
4.4						
TOTAL COSTOS ERRADES						
OBJECTIU ERRADES						
TOTAL COSTOS QUALITAT						
TOTAL OBJECTIUS QUALITAT						

Informe dels COQ (Elaboració pròpia)

ANNEX 4

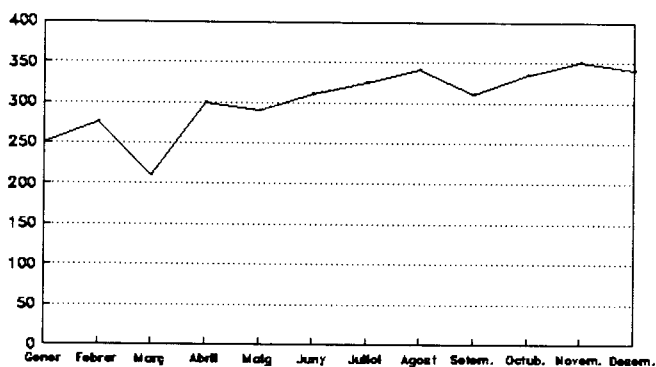
TÈCNiques ANALITiques QUE S'UTILITZAN EN ELs COSTOS DE QUALITAT

ANÀLISI DE TENDENCIES

Tracta de comparar els nivells actuals de costos amb els del passat. Aquest anàlisi suggereix que els es recullin com a mínim durant un any, abans de treure conclusions o planificar programes d'acció. Les dades extretes es poden representar de varies formes:

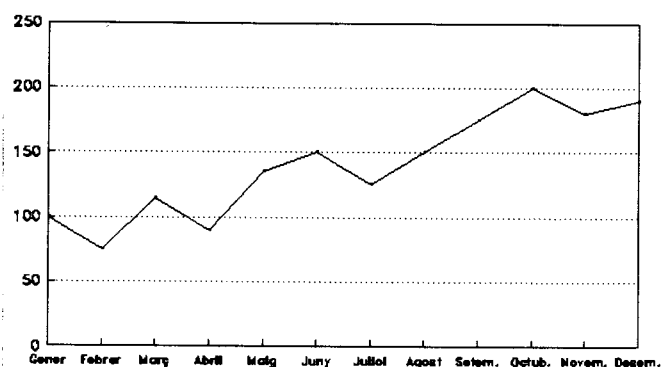
- Els costos corresponents a cada categoria (prevenció, avaluació, errades) per mesos, tant en funció de pessetes totals com de percentatges o indicadors adequats a l'activitat.
- Representar els elements que contribueixen a una proporció elevada de costos amb la finalitat de analitzar-los per separat.

Mil·lions de pessetes



ERRADES INTERNES

Mil·lions de pessetes



ABSENTISME

ANÀLISI DE PARETO

La tècnica del Anàlisi de Pareto suposa fer una llista dels factors que contribueixen al problema i els classifica en funció a la magnitud de la seva contribució.

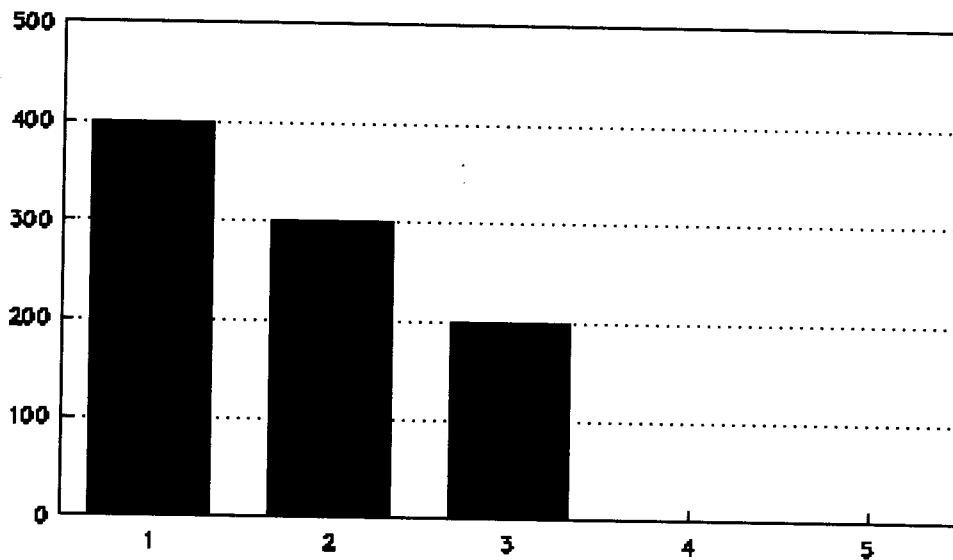
En la majoria dels casos, un nombre relativament petit de causes contribueixen en un percentatge elevat dels costos totals.

Aquesta tècnica s'utilitza amb la finalitat de dedicar els esforços en reduir els costos provinents dels majors contribuents.

p.ex..

Distribució de Pareto de les Errades Internes

Mil·lions de
pessetes



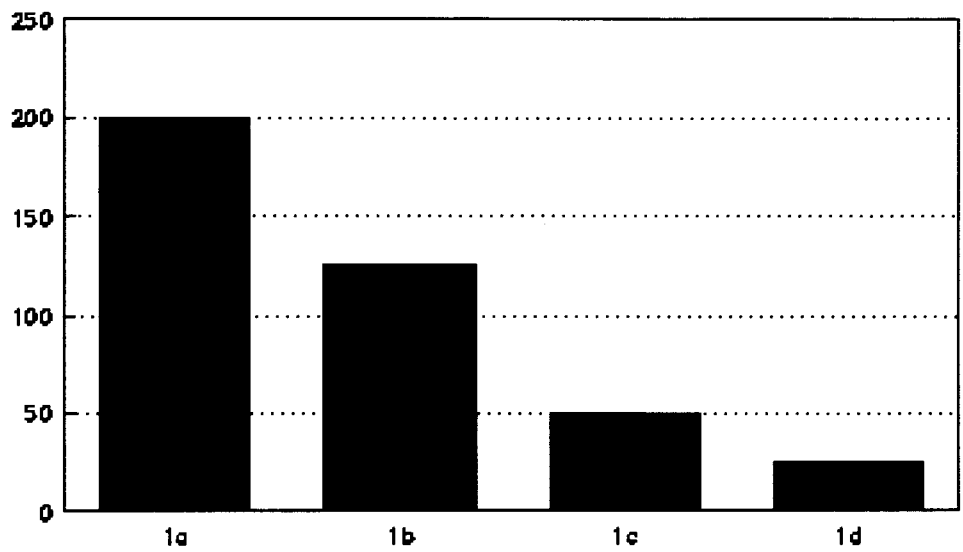
FACTORS

Factors:

- 1 Mala planificació
- 2 Excesos de proves complementaries
- 3 Augment del % d'absentisme
- 4 Hores extraordinàries
- 5 Errors de diagnòstic

Distribució de Pareto de la mala planificació

Mil·lions de
pessetes



ANNEX 5

QÜESTIONARI DE SATISFACCIÓ DEL CLIENT

1. Edat: anys

2. Sexe: Home Dona

3. Servei on està ingressat:

4. Dies d'estada:

5. Ha utilitzat l'hospital en altres ocasions ?

sí Quins serveis:

- Consultes externes

- Urgències

- Hospitalització

- Rehabilitació

- Altres

(especificar)

no

6. Què és el que més li agrada de l'hospital ?

7. Que milloraria de l'hospital ?

8. Ha rebut informació del funcionament de l'hospital ? (hores de visita, serveis, ...)

sí

no

9. Se li ha proporcionat alguna enquesta perquè vostè pugui opinar sobre la seva estada al hospital ?

sí

no

10. L'atenció que rep del personal d'infermeria és:

Molt bona

Bona

Correcte

Deficient

Molt deficient....

11. L'atenció que rep per part del personal d'infermeria creu que és:

Personalitzada

No personalitzada

12. Coneix qui és la infermera de cada torn, responsable de la seva atenció ?

matí sí no tarda sí no nit sí no

13. Si li han practicat alguna prova, ha rebut informació per part de la infermera ?

Sempre

En algunes ocasions

Mai

14. En el moment de realitzar una tècnica d'infermeria, rep informació del que se li ha de fer ?

Sempre

En algunes ocasions

Mai

15. Recomanaria als seus familiars i/o amics aquest hospital ?

sí

no

indiferent

ANNEX 6

QÜESTIONARI DE SATISFACCIÓ DEL PERSONAL D'INFERMERIA

Som un equip d'infermeres que estem realitzant un treball de recerca dins dels estudis del Master de Gestió i Administració en Infermeria, organitzat per l'E.U.I. Santa Madrona i la Facultat de Ciències Econòmiques i Empresarials de la Universitat de Barcelona.

L'objectiu d'aquest qüestionari és mesurar la satisfacció del personal d'infermeria (D.I. / A.T.S.), en respecte al seu lloc de treball.

Aquest qüestionari és anònim i garantitzem la confidencialitat de les dades extretes, és per això que et demanem la màxima sinceritat al respondre a les qüestions plantejades.

Per respondre a les preguntes has de marcar amb una X la resposta que tu creguis més adient, fixan-te en l'encapçalament de cada grup d'elles. Et preguem que responguis a la totalitat de les preguntes formulades per tal de la recerca sigui el més real possible.

Moltes gràcies per la teva col.laboració

L'equip de recerca

A. Dades personals

- 1 **Edat:** de 20 a 30 anys de 31 a 45 anys de 46 a 55 anys més de 56 anys
- 2 **Sexe:** home dona

B. Dades generals

- 1 **Quin any vas acabar els estudis d'infermeria ?:**
- 2 **Quants anys fa que exerceixes d'infermer/a ?:**
- 3 **Quants anys fa que treballes en aquest hospital ?:**
- 4 **A quina àrea desenvolupes actualment la teva feina ?:**
hospitalització quiròfan urgències consultes altres
(especificar)
- 5 **Quin tipus de contracte tens ?:**
indefinit temporal suplències altres
(especificar)
- 6 **En quin torn treballes ?:**
matí tarda nit caps de setmana flexible altres
(especificar)
- 7 **El teu horari inclou el treballar caps de setmana i/o festius ?:**
sí en alguna ocasió no
- 8 **Tens demanat canvi de torn ?:**
sí , perquè ? :
no
- 9 **Tens demanat canvi d'unitat ?:**
sí , perquè ? :
no

C. Assenyala amb una X el grau de satisfacció que tens, davant les següents formulacions:	Molt satisfactori	Satisfactori	Poc satisfactori	Insatisfactori
1 Els coneixements teòrics que tinc per la feina que desenvolupo són ...				
2 L'habilitat que tinc per realitzar les tècniques i procediments que requereix la meva feina és ...				
3 Els recursos materials de què dispo per fer la feina són ...				
4 L'adequació de l'estructura física del meu entorn de treball és ...				
5 L'atenció d'infermeria que reben els pacients és ...				
6 Quan tinc un problema professional a la unitat , el recolzament que em dona la Supervisora és en general ...				
7 La resposta que rebo dels meus superiors davant d'un suggeriment professional és en general ...				
8 La resposta que rebo dels meus superiors davant d'una queixa professional és en general ...				
9 La resposta que rebo dels meus superiors davant d'un problema personal és en general ...				
10 Les relacions interpersonals que tinc amb l'equip d'infermeria que treballo són ...				
11 Les relacions interpersonals que mantinc amb els meus superiors són ...				
12 Les relacions interpersonals que mantinc amb l'equip multidisciplinar (metges, assist. social, administratius ...) són ...				
13 La formació continuada que m'ofereix l'hospital és ...				
14 Les facilitats que em proporciona l'hospital per a assistir a cursos de formació són ...				
15 Els canals de comunicació establerts des de la direcció envers l'infermeria de base són ...				
16 Les possibilitats que tinc de comunicar-me amb la Directora d'Infermeria són ...				
17 El reconeixement que obtinc dels meus superiors per la tasca que realitzo és ...				
18 La recompensa que rep el meu equip per els objectius assolits és ...				
19 La concessió de festius i vacances que demano és ...				
20 La remuneració econòmica que rebo en relació a la tasca que realitzo és ...				
21 En finalitzar la jornada laboral habitualment em sento ...				
22 En general, la professió d'infermeria em resulta ...				

D. Assenyala amb una X si reps o no les següents informacions per part dels teus superiors:	Sempre	Moltes vegades	A vegades	Mai
1 La filosofia o missió de l'hospital				
2 Els objectius generals de l'hospital				
3 Els objectius de la Divisió d'Infermeria				
4 Els objectius de la teva unitat				
5 Les tasques que ha de realitzar cada membre de l'equip				
6 La teva avaluació com a professional				
7 Els aspectes organitzatius de la unitat: previsió d'altres, ingressos, previsió de plantilla, noves normatives, ...				
8 Els aspectes organitzatius de l'hospital que afecten a la unitat: canvis de circuits, nous procediments, ...				
9 Els programes de treball específics d'altres unitats				
10 Els agraïments que fan de forma oral o escrita els pacients de la teva unitat				
11 Les reclamacions que fan de forma oral o escrita els pacients de la teva unitat				
12 La rentabilitat de la unitat				
13 Els aspectes que el personal ha de tenir en compte per disminuir costos				
14 La situació econòmica de l'hospital				
□				
□				
□				
□				
□				
□				
□				
□				

E. Respón el que consideris oportú de les següents afirmacions:	Sempre	Moltes vegades	A vegades	Mai
1 M'agrada treballar en equip				
2 M'agrada participar en aquelles reunions que s'organitzen per solucionar problemes assistencials				
3 Participo en l'elaboració dels objectius de la meva unitat				
4 El personal de la meva unitat planteja objectius a la Supervisora/or				
5 Els problemes que dificulten la millora de l'assistència es discuteixen en l'equip				
6 Les decisions que afecten a la millora de l'assistència es consensuen amb l'equip				
7 Els meus superiors es preocupen per a millorar l'assistència				
8 Als meus superiors els preocupa la meva capacitat professional en el lloc de treball				
9 És necessari formar-me per a treballar millor				
10 La formació que m'ha facilitat l'hospital té relació amb la feina que he desenvolupat				
11 La solució dels meus dubtes respecte a procediments, circuits, ..., la trobo fàcilment en la documentació que hi ha a la unitat				
12 Els meus superiors em mobilitzen de lloc de treball				
13 En cas de què em mobilitzin, és justificat ?				
14 Trobo just que em mobilitzin per necessitats del hospital				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

ANNEX 7

HOSPITAL:

DATA:

ENTREVISTA AL GERENT

- 1 DESCRIPCIÓ DEL HOSPITAL**
 - 1.1 COMARCA:**
 - 1.2 POBLACIÓ QUE COMPREN:**
 - 1.3 TITULARITAT (PÚBLIC, CONCERTAT, PRIVAT):**
 - 1.4 NIVELL:**
 - 1.5 COMPETÈNCIA A LA COMARCA:**
 - 1.6 NOMBRE DE LLITS:**
 - 1.7 SERVEIS QUE DONA:**
 - 1.8 NÚMERO DE PLANTILLA GLOBAL:**
 - 1.9 ALTRES DADES REFERENTS A L'ENTORN:**
 - 1.10 ALTRES DADES**

2 CARACTERISTIQUES DE GESTIÓ

2.1 A NIVELL GENERAL

2.1.1 QUANT TEMPS FA QUE OCUPA EL CÀRREC ?

2.1.2 QUIN ÉS L'ORGANIGRAMA DEL CENTRE ?

2.1.3 COM DEFINIRIA VOSTRE LA CULTURA DE LA SEVA EMPRESA ?

2.1.4 TÉ DEFINIDA UNA FILOSOFIA O MISIÓ PEL SEU HOSPITAL ?

2.1.5 QUE ENTEN VOSTÈ PER QUALITAT D'UN SERVEI SANITARI ?

2.1.6 UTILITZA ALGUN SISTEMA PER CONTROLAR L'ATENCIÓ OFERTADA AL CLIENT ? (COMISSIONS CLINIQVES, ESTANDARITZACIÓ DE PROTOCOLS, SISTEMES ESTADÍSTICS...)

2.1.7 OBSERVACIONS

- 2.2 PROCES DEL PROJECTE D'IMPLANTACIÓ DE LA G.Q.T.**
- 2.2.1 QUANT TEMPS FA QUE VA INICIAR-SE AQUEST PROJECTE ?**
- 2.2.2 DE QUI VA SORGIR LA IDEA ?**
- 2.2.3 PERQUÈ LA G.Q.T. ?**
- 2.2.4 AMB QUIN SUPORT VA COMPTAR (PERSONAL DE L'ORGANITZACIÓ,
CONSELLERIA, EXPERTS...)**
- 2.2.5 QUINS PASOS HAN ANANT DESENVOLUPANT EN LA G.Q.T.**
- 2.2.6 ACTUAMENT EN QUINA FASE ES TROBA ?**

- 2.2.7** **QUINS PROBLEMAS VAN TENIR A L'INICI ?**
- 2.2.8** **ACTUALMENT QUINS PROBLEMAS LI COMPORTA LA G.Q.T. ?**
- 2.2.9** **EXISTIAN ABANS DEL PROJECTE EQUIPS DE TREBALL EN QUALT. ?
QUINS ?**
- 2.2.10** **QUINS PUNTS FORTS CREU QUE TÉ EL SEU HOSPITAL ELS QUALS
SIGUIN SUPORT D'AQUEST PROJECTE ?**
- 2.2.11** **QUINS PUNTS CREU QUE ES PODEN MILLORAR ?**

2.2.12 QUINS PROJECTES TÉ DE FUTUR ?

2.2.13 QUE SERIA DIFERENT SI NO HAGUES IMPLATAT LA G.Q.T. ?

2.2.14 CONSIDERA QUE EL PROCÉS ESTA BEN IMPLANTAT ?

2.2.15 SI DEIXES LA GERÈNCIA AFECTARIA AIXÒ AL MODEL DE G.Q.T. QUE HI HA EN L'HOSPITAL ?

3 SATISFACCIÓ DEL PERSONAL

3.1 COM VEU VOSTÈ LA SATISFACCIÓ DEL PERSONAL DE L'HOSPITAL?

**3.2 QUINS SISTEMES DE COMUNICACIÓ TE ESTABLERTS L'EMPRESA ?
(A NIVELL ASCENDENT I DESCENDENT)**

**3.3 CONEIX LES CONDICIONS DE TREBALL DEL PERSONAL DEL SEU
HOSPITAL ? (RATIS DE PERSONAL, MATERIAL QUE DISPOSA,
SEGURETAT)**

- 3.4 QUINS ASPECTES EN QUANT A CONDICIONS DE TREBALL ES SEGUIX. CREU QUE HAURIEN DE MILLORAR ?. HO MODIFICARIA ?**
- 3.5 EXISTEIX UNA POLITICA D'INCENTIVACIÓ PEL PERSONAL ?. SI ÉS AIXÍ, EN QUE CONSISTEIX ?**
- 3.6 EXISTEIX UN PRESSUPOST PER FORMACIÓ CONTINUADA PER INFERMERIA ?
EN QUIN PERCENTATGE A AUGMENTAT O DISMINUIT AQUEST EN RELACIÓ A L'ANY PASSAT ?**
- 3.7 CREU QUE EL PERSONAL DEL SEU HOSPITAL ESTA SATISFET DE TREBALLAR EN AQUESTA EMPRESA ? (IMATGE CORPORATIVA)**
- 3.8 ALTRES OBSERVACIONS**

- 4 SATISFACCIÓ DEL CLIENT**
- 4.1 EXISTEIX UN SISTEMA DE RECLAMACIONS A L'HOSPITAL ?**
- 4.2 EN QUE CONSISTEIX**
- 4.3 CREU POSITIU O NEGATIU QUE EL CLIENT FACI RECLAMACIONS ?**
- 4.4 EXISTEIX UN SISTEMA DE PARTICIPACIÓ DEL USUARI EN L'ATENCIÓ REBUDA ?**
- 4.5 EN QUE CONSISTEIX ?**
- 4.6 EXISTEIX UNA PERSONA O SERVEI QUE ATENGUI A L'USUARI ALHORA DE FER UNA RECLAMACIÓ O AGRAIMENT ?**

- 4.7 DAVANT D'UNA RECLAMACIÓ O AGRAIMENT, QUIN PROCÉS ES SEGUIX ?**
- 4.8 ARRIVAN A VOSTÈ TOTES LES RECLAMACIONS I/O AGRAIMENTS ?**
- 4.9 QUIN TIPUS DE RECLAMACIONS SOLEN FER ELS SEUS CLIENTS ?**
- 4.10 QUIN TIPUS D'AGRAIMENTS SOLEN FER ELS SEUS CLIENTS ?**
- 4.11 COMUNICA AL PERSONAL DE BASE ELS RESULTATS OBTINGUTS ? (TAN POSITIUS COM NEGATIUS)**

4.12 L'HOSPITAL DONA RESPOSTA A L'USUARI DE LES RECLAMACIONS FETES ?. DE QUINA FORMA ?

4.13 POT UNA RECLAMACIÓ VARIAR UN SISTEMA DE TREBALL ?

4.14 ALTRES OBSERVACIONS

- 5 EFICIÈNCIA ECONÒMICA**
- 5.1 QUIN SISTEMA DE FINANÇAMENT TÉ L'HOSPITAL ?**
- 5.2 EXISTEIX UN SISTEMA DE COMPTABILITAT ANALÍTICA ?**
- 5.3 QUINA POLÍTICA ES SEGUEIX PER CONTROLAR I REDUIR COSTOS ?**
- 5.4 AMB L'IMPLANTACIÓ DE LA G.Q.T. S'HA MILLORAT L'EFICIÈNCIA ECONÒMICA ?**
- 5.5 ALTRES OBSERVACIONS**

ANNEX 8

**1.1.5 QUINES CARACTERISTIQUES REMARCARIA ENVERS ELS COMANDAMENTS INTERMITJOS ?. EN QUANT A:
- PER QUIN MITJÀ HAN OCUPAT EL CÀRREC ?**

- FORMACIÓ EN GESTIÓ ?

- ACOMPLIMENT DE LES SEVES FUNCIONS. ESTAN PER ESCRIT ?

1.1.6 EXISTEIX UNA DEFINICIÓ DEL QUE TÉ D'ÉSSER L'ATENCIÓ D'INFERMERIA DEL SEU HOSPITAL ?

1.1.7 QUE ENTÉN VOSTÈ PER QUALITAT D'ATENCIÓ D'INFERMERIA ?

1.1.8 UTILITZA ALGUN SISTEMA PER CONTROLAR L'ATENCIÓ OFERIDA AL CLIENT ? (A TRAVES DEL MANDO, REUNIONS D'INFERMERIA, ESTANDARITZACIÓ DE PROTOCOLS, EVALUACIONS PERIODIQUES)

1.1.9 QUE ES PLANTEJAN ELS OBJECTIUS D'ATENCIÓ D'INFERMERIA ?

1.1.10 QUIN PROCÉS ES DESENVOLUPA DAVANT D'UN OBJECTIU MARCAT?

1.1.11 ALTRES OBSERVACIONS

1.2 PROCÉS DEL PROJECTE D'IMPLANTACIÓ DE LA G.Q.T.

1.2.1 QUANT TEMPS FA QUE VA INICIAR AQUEST PROJECTE EN EL MARC DE LA SEVA DIVISIÓ ?

1.2.2 AMB QUIN SUPORT VA COMPTAR ALHORA DE POSAR EN MARXA AQUEST PROJECTE EN INFERMERIA ? (PERSONES DE L'ORGANITZACIÓ, EXPERTS EN GENERAL, EXPERTS EN INFERMERIA)

1.2.3 QUIN PROCÉS HA SEGUIT PER FER PARTICIPAR EL PERSONAL DE LA SEVA DIVISIÓ EN AQUEST PROJECTE ?

1.2.4 EN QUINA FASE ES TROBA ACTUALMENT ?

1.2.5 QUINES DIFICULTATS REMARCARIA DEL SEU INICI ?

1.2.6 QUINES DIFICULTATS REMARCARIA EN L'ACTUALITAT PER CONTINUAR ENDAVANT AMB EL PROJECTE ?

1.2.7 QUINES MILLORES REMARCARIA COM A RESULTAT DE LA IMPLANTACIÓ DE LA G.Q.T. ?

1.2.8 QUINS ASPECTES NO HAN CANVIAT ?

1.2.9 CONSIDERA QUE EL PROCÉS ESTA BEN CONSOLIDAT DINS DE LA SEVA DIVISIÓ ?

1.2.10 QUINS PROJECTES DE FUTUR TÉ ?

1.2.11 ALTRES OBSERVACIONS

2

SATISFACCIÓ DEL PERSONAL

2.1

COM VEU VOSTÈ LA SATISFACCIÓ DEL PERSONAL DE LA SEVA DIVISIÓ ?

2.2

LI PREOCUPA QUE EL PERSONAL DE LA SEVA DIVISIÓ TREBALLI O NO SATISFET ?

2.3

QUINS SISTEMES DE COMUNICACIÓ TÉ ESTABLERTS EN LA SEVA DIVISIÓ ? (A NIVELL ASCENDENT I DESCENDENT)

2.4

CREU QUE ELS RATIS DE PERSONAL DE LA SEVA DIVISIÓ SON ADEQUATS ? (PER SERVEI I PER CATEGORIAS PROFESSIONALS) QUE MODIFICARIA ?

2.5 CREU QUE EL MATERIAL DE QUE DISPOSA EL SEU PERSONAL PER TREBALLAR ÉS ADEQUAT I SUFICIENT ?. QUE MODIFICARIA ?

2.6 QUINA METODOLOGIA DE TREBALL TENEN LES INFERMERES D'HOSPITALITZACIÓ:

- ___ ES DISTRIBUEIXEN LES FEINES PER TASQUES

- ___ ES DISTRIBUEIXEN ELS MALALTS PER NOMBRE

- ___ ES DISTRIBUEIXEN ELS MALALTS PER CÀRREGUES

- ___ ALTRES

2.7 EXISTEIX UNA POLÍTICA D'INCENTIVACIÓ PEL SEU PERSONAL. SI ÉS AIXÍ EN QUE CONSISTEIX ?

2.8 EXISTEIX UN PRESSUPOST PER FORMACIÓ CONTINUADA DE LA SEVA DIVISIÓ ?

- EN QUIN PERCENTATGE A AUGMENTAT O DISMINUIT EN RELACIÓ L'ANY ANTERIOR ?

2.9 ELS PROGRAMES DE FORMACIÓ VAN DIRIGITS:

- ___ A GRUPS DE TREBALL
- ___ A PERSONES INDIVIDUALS (FORMACIÓ DIRIGIDA)
- ___ AL COLECTIU DE TOTA LA DIVISIÓ
- ___ ALTRES.....

2.10 ELS PROGRAMES DE FORMACIÓ ESTAN PENSATS PER:

- ___ APORTAR CONEIXEMENTS GENERALS (REFORÇ DE LA CARRERA UNIVERSITARIA)
- ___ APORTAT CONEIXEMENTS ESPECIFICS DEL SERVEI ON ES TREBALLA
- ___ AUGMENTAR LA DESTRESSA O HABILITAT TÈCNICA EN AREAS ESPECIFIQUES
- ___ CANVIAR ACTITUTS

2.11 ES FACILITA QUE EL PERSONAL POGUI FER FORMACIÓ CONTINUADA FORA DEL HOSPITAL ?. DE QUINA FORMA ?

2.12 EL PERSONAL ES CONSIDERA D'UN SERVEI DETERMINAT O BÉ TREBALLA ALLA ON ES NECESSITA ?

2.13 CREU QUE EL PERSONAL DE LA SEVA DIVISIÓ ESTA SATISFET DE TREBALLAR EN AQUESTA EMPRESA ?

2.14 ALTRES OBSERVACIONS

3

SATISFACCIÓ DEL CLIENT

3.1

CREU QUE ÉS POSITIU O NEGATIU QUE ELS CLIENTS OPININ SOBRE L'ATENCIÓ REBUDA. PERQUÈ ?

3.2

REP VOSTÈ RECLAMACIONS O AGRAIMENTS DE L'ATENCIÓ D'INFERMERIA DONADA ?

3.3

QUIN TIPUS D'AGRAIMENTS SOLEN FER ELS CLIENTS ?

3.4

QUIN TIPUS DE RECLAMACIONS SOLEN FER ELS CLIENTS

3.5

COMUNICA AL PERSONAL IMPLICAT ELS RESULTATS OBTINGUTS. DE QUINA FORMA ?

3.6 DAVANT D'UNA RECLAMACIÓ QUIN PROCÉS SEGUEIX ?

3.7 POT UNA RECLAMACIÓ VARIAR UN SISTEMA DE TREBALL ?

3.8 ALTRES OBSERVACIONS

5

EFICIÈNCIA ECONÒMICA

5.1

QUINA POLÍTICA DE CONTROL DELS RECURSOS UTILITZA LA DIRECCIÓ D'INFERMERIA ?

- A NIVELL DE RRHH

- A NIVELL DE RRMM

ANNEX 9

Barcelona, 1 de Març de 1994

Apreciat company:

Som un equip d'infermeres que estem realitzant el Master de Gestió i Administració en Infermeria, organitzat per l'E.U.I. Santa Madrona i la Facultat de Ciències Econòmiques i Empresariales de la Universitat de Barcelona.

En la realització de la tesi del Master hem de fer un treball de recerca, en el qual nosaltres estem investigant si treballant en la millora continua de la qualitat aconseguim millors resultats en quant a la satisfacció del personal, la satisfacció del client extern i els resultats econòmics.

Us hem escollit perquè creiem que sou una de les persones idònies que podeu validar el qüestionari de satisfacció del personal d'infermeria que hem elaborat.

Aquest qüestionari va dirigit únicament als D.I / A.T.S. de la població que estudiem i volem avaluar la seva satisfacció envers les característiques de gestió que promou la qualitat total (en relació al lideratge, la política i estratègia de l'empresa, la gestió de personal, els recursos que es disposan i els processos per millorar l'assistència).

Us anexam un full d'avaluació, en el qual heu d'avaluar cada pregunta com: adequada, confosa o inadequada i posar les observacions que creieu oportunes.

Molt agràides per la vostra col.laboració,

L'equip de recerca:

Montserrat Calafell

Montserrat Comellas

Modul A	Adequada	Confosa	Inadequada	Observacions
1				
2				
3				
4				
Modul B				
1				
2				
3				
4				
5				
6				
7				
8				
Modul C				
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

Modul A	Adequada	Confosa	Inadequada	Observacions
1				
2				
3				
4				
Modul B				
1				
2				
3				
4				
5				
6				
7				
8				
Modul C				
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

cont. C	Adequada	Confosa	Inadequada	Observacions
13				
14				
15				
16				
17				
18				
19				
20				
21				
Modul D				
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				

Modul E	Adequada	Confosa	Inadequada	Observacions
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				

Altres observacions:

Data:

Signatura:

ANNEX 10

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 V1 4-5
 V2 6
 V3 7
 V4 8-9
 V5 TO V20 10-25.
 VAR LABELS V1 'EDAT'
 V2 'SEXE'
 V3 'SERVEI INGRESAT'
 V4 'DIES ESTADA'
 V5 'UTILITZACIO HOSPI'
 V6 'CONSULTES EXTERNES'
 V7 'URGENCIES'
 V8 'HOSPITALITZACIO'
 V9 'REHABILITACIO'
 V10 'INFORMACIO FUNCIONAMENT'
 V11 'ENQUESTA OPINIO'
 V12 'TRACTE REBUT'
 V13 'ATENICIO REBUDA'
 V14 'CONEIX INFERMERA MATI'
 V15 'CONEIX INFERMERA TARDA'
 V16 'CONEIX INFERMERA NIT'
 V17 'INFORMACIO PROVES'
 V18 'INFORMACIO TEQUINES'
 V19 'RECOMANARIA HOSPITAL'
 V20 'TIPO HOSPITAL'.

VALUE LABELS V2 1 'HOME' 2 'DONA'/
 V3 1 'MEDICINA INTERNA' 2 'COT' 3 'OBST' 4 'CIR'/
 V5 TO V11 1 'SI' 2 'NO'/
 V12 1 'MOLT BONA' 2 'BONA' 3 'CORRECTE' 4 'DEFIC' 5 'MOLT DEF'/
 V13 1 'PERSONALITZADA' 2 'NO PERSONALITZADA'/
 V14 TO V16 1 'SI' 2 'NO'/
 V17 TO V18 1 'SEMPRE' 2 'ALGUNES OCASIONS' 3 'MAI'/
 V19 1 'SI' 2 'NO' 3 'INDIFERENT'/
 V20 1 '1' 2 '2' 3 '3'.

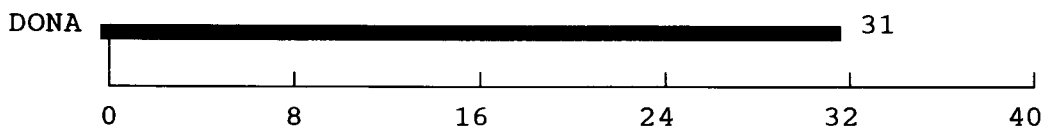
FREQUENCIES VARIABLES=V2 TO V3,V5 TO V20
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**** Memory allows a total of 11054 Values, accumulated across all Variables.
 There also may be up to 1382 Value Labels for each Variable.

 Page 2 SATISFACCIO CLIENT 5/9/94
 2 SEXE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
HOME	1	25	44.6	44.6	44.6
DONA	2	31	55.4	55.4	100.0
	Total	56	100.0	100.0	

 Page 3 SATISFACCIO CLIENT 5/9/94
 2 SEXE

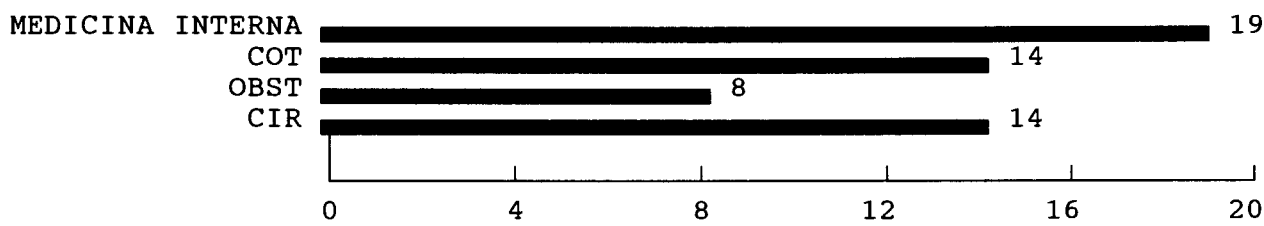


Valid cases 56 Missing cases 0

V3 SERVEI INGRESAT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
MEDICINA INTERNA	1	19	33.9	34.5	34.5
COT	2	14	25.0	25.5	60.0
OBST	3	8	14.3	14.5	74.5
CIR	4	14	25.0	25.5	100.0
.	.	1	1.8	Missing	
Total		56	100.0	100.0	

V3 SERVEI INGRESAT

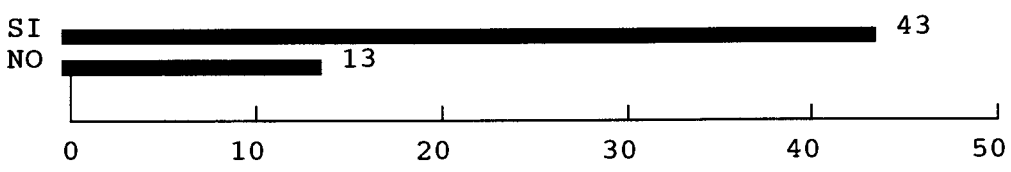


Valid cases 55 Missing cases 1

V5 UTILITZACIO HOSPI

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	43	76.8	76.8	76.8
NO	2	13	23.2	23.2	100.0
Total		56	100.0	100.0	

V5 UTILITZACIO HOSPI



Valid cases 56 Missing cases 0

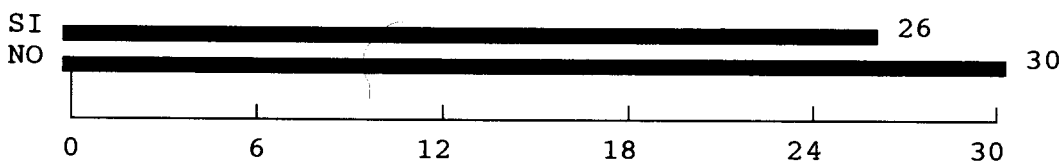
CONSULTES EXTERNES

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	26	46.4	46.4	46.4
NO	2	30	53.6	53.6	100.0
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5/9/94

CONSULTES EXTERNES



Valid cases 56 Missing cases 0

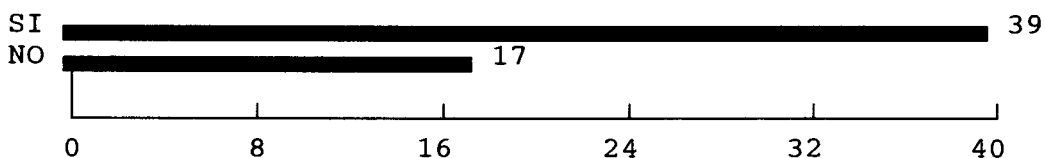
URGENCIAS

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	39	69.6	69.6	69.6
NO	2	17	30.4	30.4	100.0
	Total	56	100.0	100.0	

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5/9/94

URGENCIAS

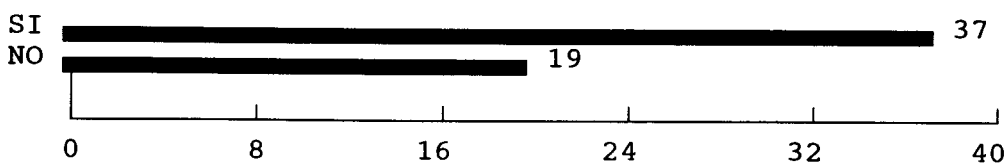


Valid cases 56 Missing cases 0

HOSPITALITZACIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	37	66.1	66.1	66.1
NO	2	19	33.9	33.9	100.0

V8 HOSPITALITZACIO

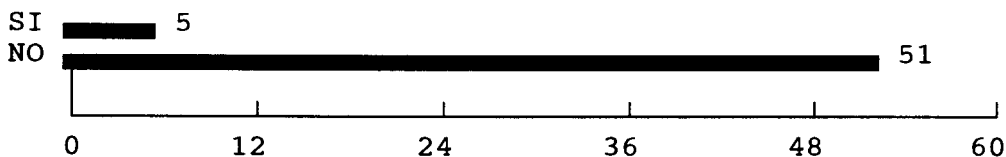


Valid cases 56 Missing cases 0

V9 REHABILITACIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	5	8.9	8.9	8.9
NO	2	51	91.1	91.1	100.0
	Total	56	100.0	100.0	

V9 REHABILITACIO



Valid cases 56 Missing cases 0

V10 INFORMACIO FUNCIONAMENT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	14	25.0	25.9	25.9
NO	2	40	71.4	74.1	100.0
	.	2	3.6	Missing	
	Total	56	100.0	100.0	

V10 INFORMACIO FUNCIONAMENT



Valid cases 54 Missing cases 2

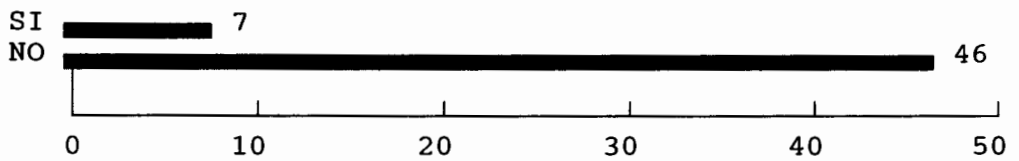
V11 ENQUESTA OPINIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	7	12.5	13.2	13.2
NO	2	46	82.1	86.8	100.0
	.	3	5.4	Missing	
Total		56	100.0	100.0	

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5/9/94

V11 ENQUESTA OPINIO



Valid cases 53 Missing cases 3

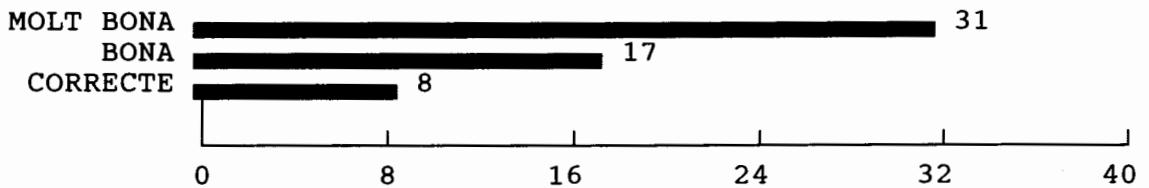
V12 TRACTE REBUT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
MOLT BONA	1	31	55.4	55.4	55.4
BONA	2	17	30.4	30.4	85.7
CORRECTE	3	8	14.3	14.3	100.0
Total		56	100.0	100.0	

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5/9/94

V12 TRACTE REBUT



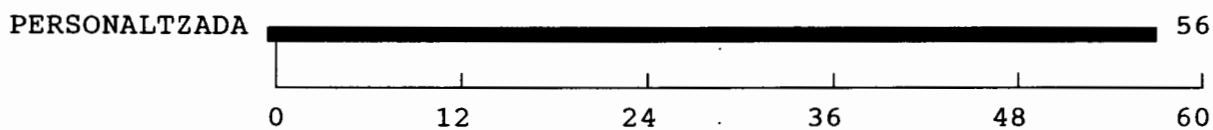
Valid cases 56 Missing cases 0

V13 ATENCIO REBUDA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
PERSONALTZADA	1	56	100.0	100.0	100.0
	Total	56	100.0	100.0	

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V13 ATENCIO REBUDA



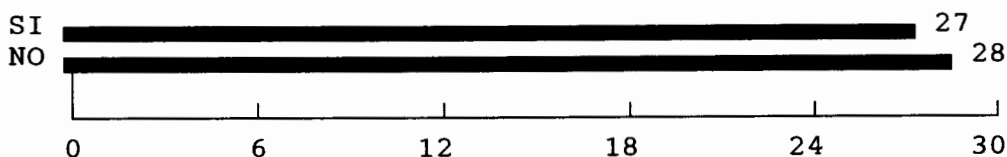
Valid cases 56 Missing cases 0

V14 CONEIX INFERMERA MATI

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	27	48.2	49.1	49.1
NO	2	28	50.0	50.9	100.0
	.	1	1.8	Missing	
	Total	56	100.0	100.0	

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V14 CONEIX INFERMERA MATI



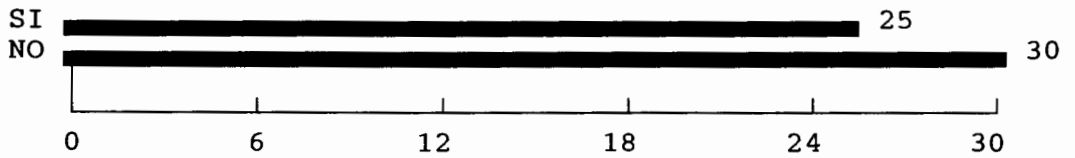
Valid cases 55 Missing cases 1

V15 CONEIX INFERMERA TARDA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	25	44.6	45.5	45.5
NO	2	30	53.6	54.5	100.0
	.	1	1.8	Missing	
	Total	56	100.0	100.0	

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V15 CONEIX INFERMERA TARDA

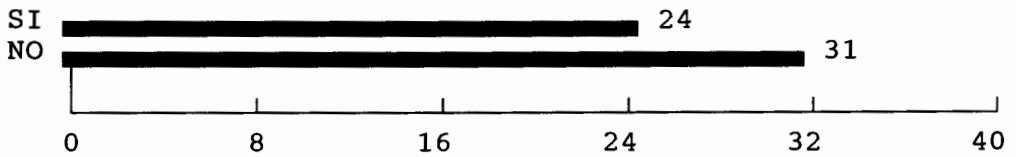


Valid cases 55 Missing cases 1

V16 CONEIX INFERMERA NIT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	24	42.9	43.6	43.6
NO	2	31	55.4	56.4	100.0
	.	1	1.8	Missing	
Total		56	100.0	100.0	

V16 CONEIX INFERMERA NIT

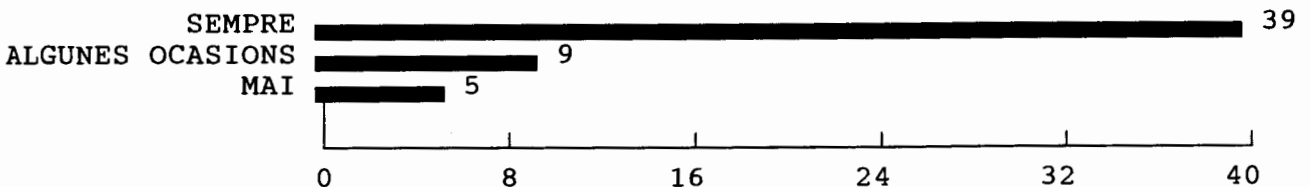


Valid cases 55 Missing cases 1

V17 INFORMACIO PROVES

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SEMPRE	1	39	69.6	73.6	73.6
ALGUNES OCASIONS	2	9	16.1	17.0	90.6
MAI	3	5	8.9	9.4	100.0
	.	3	5.4	Missing	
Total		56	100.0	100.0	

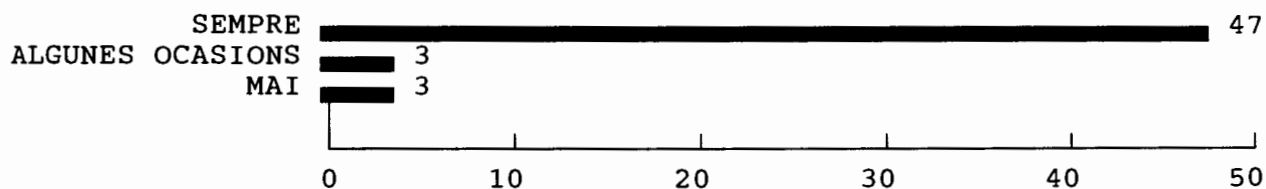
V17 INFORMACIO PROVES



V18 INFORMACIO TECNQUES

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SEMPRE	1	47	83.9	88.7	88.7
ALGUNES OCASIONS	2	3	5.4	5.7	94.3
MAI	3	3	5.4	5.7	100.0
	.	3	5.4	Missing	
Total		56	100.0	100.0	

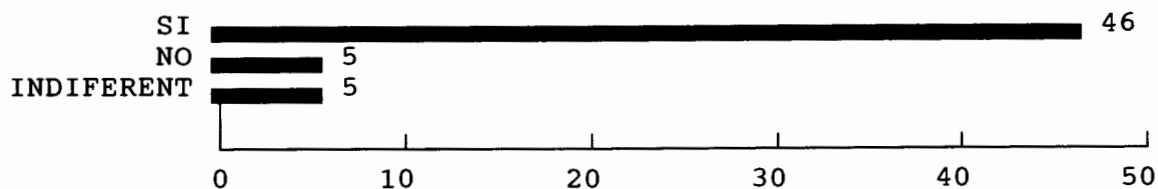
V18 INFORMACIO TECNQUES



V19 RECOMANARIA HOSPITAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	46	82.1	82.1	82.1
NO	2	5	8.9	8.9	91.1
INDIFERENT	3	5	8.9	8.9	100.0
Total		56	100.0	100.0	

V19 RECOMANARIA HOSPITAL

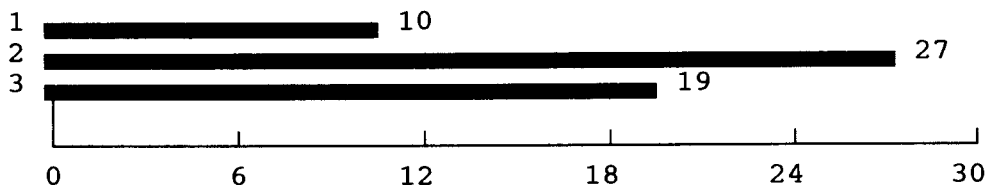


V20 TIPO HOSPITAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
1	1	10	17.9	17.9	17.9
2	2	27	48.2	48.2	66.1
3	3	19	33.9	33.9	100.0
Total		56	100.0	100.0	

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V20 TIPO HOSPITAL



Valid cases 56 Missing cases 0

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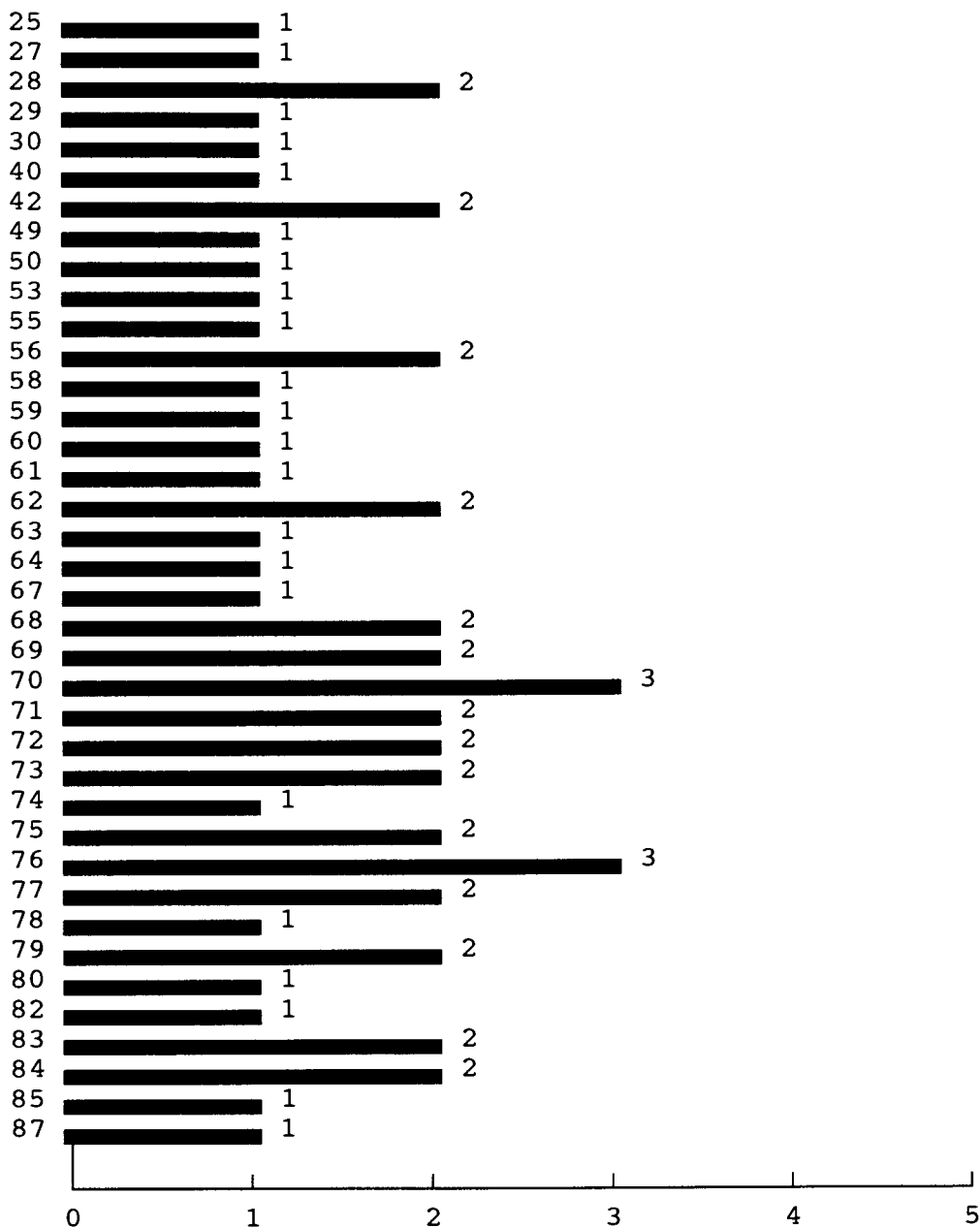
V1 EDAT

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	28	2	3.6	3.6	7.1
	29	1	1.8	1.8	8.9
	30	1	1.8	1.8	10.7
	40	1	1.8	1.8	12.5
	42	2	3.6	3.6	16.1
	49	1	1.8	1.8	17.9
	50	1	1.8	1.8	19.6
	53	1	1.8	1.8	21.4
	55	1	1.8	1.8	23.2
	56	2	3.6	3.6	26.8
	58	1	1.8	1.8	28.6
	59	1	1.8	1.8	30.4
	60	1	1.8	1.8	32.1
	61	1	1.8	1.8	33.9
	62	2	3.6	3.6	37.5
	63	1	1.8	1.8	39.3
	64	1	1.8	1.8	41.1
	67	1	1.8	1.8	42.9
	68	2	3.6	3.6	46.4
	69	2	3.6	3.6	50.0

70	3	5.4	5.4	55.4
71	2	3.6	3.6	58.9
72	2	3.6	3.6	62.5
73	2	3.6	3.6	66.1
74	1	1.8	1.8	67.9
75	2	3.6	3.6	71.4
76	3	5.4	5.4	76.8
77	2	3.6	3.6	80.4
78	1	1.8	1.8	82.1
79	2	3.6	3.6	85.7
80	1	1.8	1.8	87.5
82	1	1.8	1.8	89.3
83	2	3.6	3.6	92.9
84	2	3.6	3.6	96.4
85	1	1.8	1.8	98.2
87	1	1.8	1.8	100.0

Total	56	100.0	100.0
-------	----	-------	-------

EDAT



W1 EDAT

Mean	64.143	Std err	2.256	Median	69.500
Mode	70.000	Std dev	16.879	Variance	284.888
Kurtosis	.077	S E Kurt	.628	Skewness	-.976
S E Skew	.319	Range	62.000	Minimum	25.000
Maximum	87.000	Sum	3592.000		

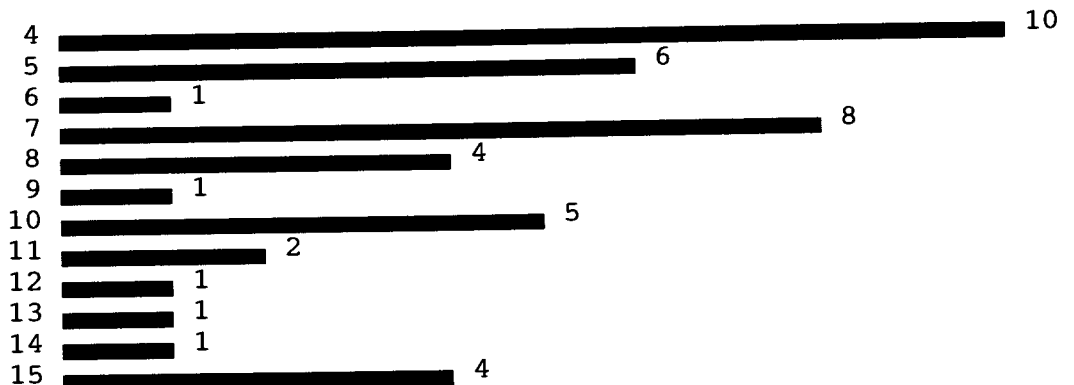
* Multiple modes exist. The smallest value is shown.

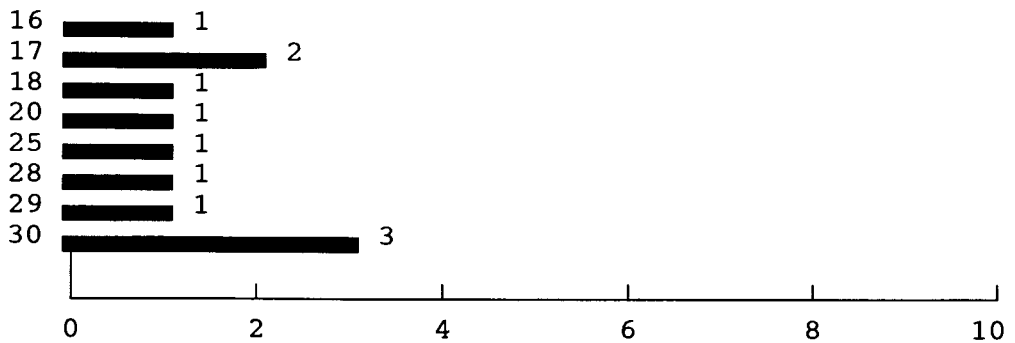
Valid cases 56 Missing cases 0

W4 DIES ESTADA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	4	10	17.9	18.2	18.2
	5	6	10.7	10.9	29.1
	6	1	1.8	1.8	30.9
	7	8	14.3	14.5	45.5
	8	4	7.1	7.3	52.7
	9	1	1.8	1.8	54.5
	10	5	8.9	9.1	63.6
	11	2	3.6	3.6	67.3
	12	1	1.8	1.8	69.1
	13	1	1.8	1.8	70.9
	14	1	1.8	1.8	72.7
	15	4	7.1	7.3	80.0
	16	1	1.8	1.8	81.8
	17	2	3.6	3.6	85.5
	18	1	1.8	1.8	87.3
	20	1	1.8	1.8	89.1
	25	1	1.8	1.8	90.9
	28	1	1.8	1.8	92.7
	29	1	1.8	1.8	94.5
	30	3	5.4	5.5	100.0
	.	1	1.8	Missing	
	Total	56	100.0	100.0	

W4 DIES ESTADA





DIES ESTADA

Mean	10.982	Std err	1.022	Median	8.000
Mode	4.000	Std dev	7.578	Variance	57.426
Kurtosis	1.019	S E Kurt	.634	Skewness	1.355
S E Skew	.322	Range	26.000	Minimum	4.000
Maximum	30.000	Sum	604.000		

Valid cases 55 Missing cases 1

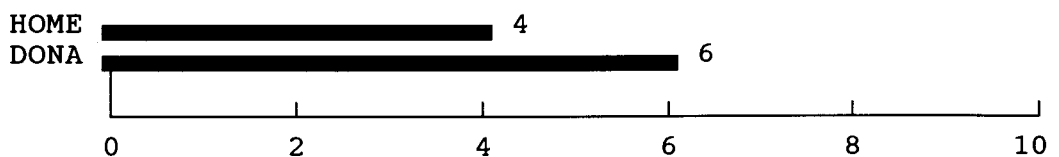
This procedure was completed at 18:11:51
 PROCES IF (V20 EQ 1).
 FREQUENCIES VARIABLES=V2 TO V3,V5 TO V20
 /BARChart.

**** Memory allows a total of 11054 Values, accumulated across all Variables.
 There also may be up to 1382 Value Labels for each Variable.

2 SEXE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
HOME	1	4	40.0	40.0	40.0
MONA	2	6	60.0	60.0	100.0
	Total	10	100.0	100.0	

2 SEXE



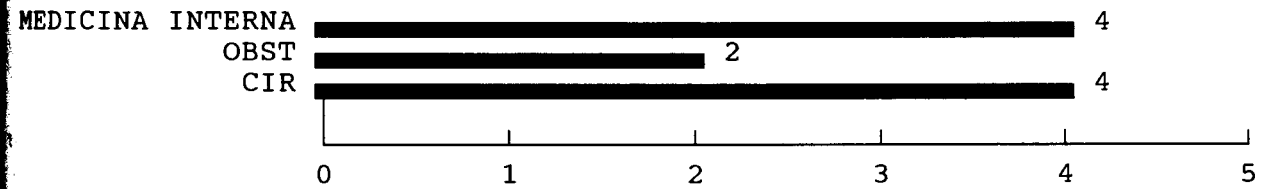
Valid cases 10 Missing cases 0

SERVEI INGRESAT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
MEDICINA INTERNA	1	4	40.0	40.0	40.0
OBST	3	2	20.0	20.0	60.0
CIR	4	4	40.0	40.0	100.0
Total		10	100.0	100.0	

Case 28 SATISFACCIO CLIENT 5/9/94

SERVEI INGRESAT



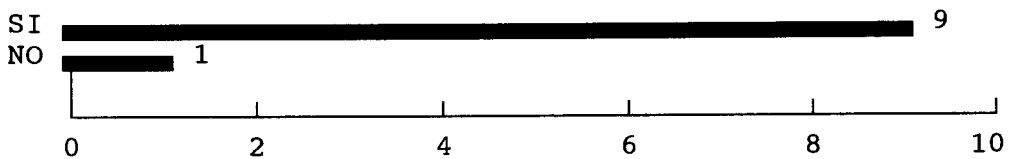
Valid cases 10 Missing cases 0

UTILITZACIO HOSPI

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
1	9	90.0	90.0	90.0	
2	1	10.0	10.0	100.0	
Total		10	100.0	100.0	

Case 29 SATISFACCIO CLIENT 5/9/94

UTILITZACIO HOSPI



Valid cases 10 Missing cases 0

CONSULTES EXTERNES

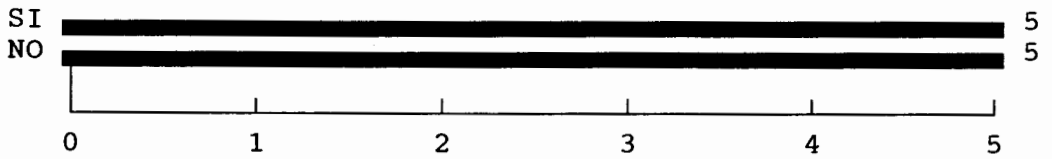
Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
1	5	50.0	50.0	50.0	
2	5	50.0	50.0	100.0	

Total 10 100.0 100.0

30 Satisfaccio Client

5/9/94

CONSULTES EXTERNES



Valid cases 10 Missing cases 0

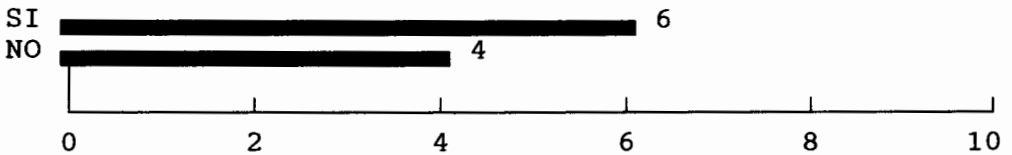
URGENCIES

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	6	60.0	60.0	60.0
	2	4	40.0	40.0	100.0
	Total	10	100.0	100.0	

31 Satisfaccio Client

5/9/94

URGENCIES



Valid cases 10 Missing cases 0

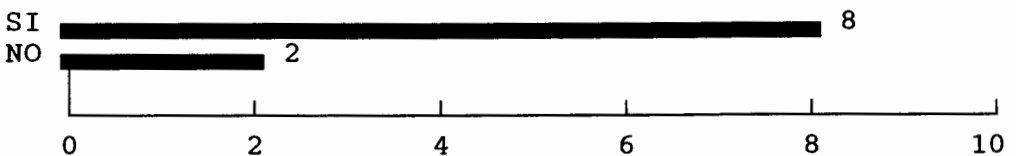
HOSPITALITZACIO

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	8	80.0	80.0	80.0
	2	2	20.0	20.0	100.0
	Total	10	100.0	100.0	

32 Satisfaccio Client

5/9/94

HOSPITALITZACIO



Valid cases 10 Missing cases 0

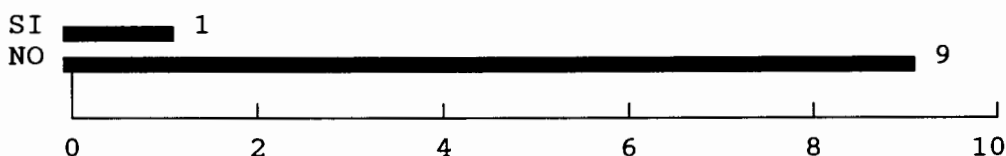
REHABILITACIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	10.0	10.0	10.0
	2	9	90.0	90.0	100.0
	Total	10	100.0	100.0	

33 SATISFACCIO CLIENT

5/9/94

REHABILITACIO



Valid cases 10 Missing cases 0

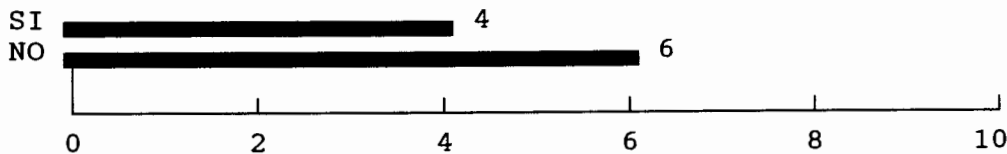
INFORMACIO FUNCIONAMENT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	40.0	40.0	40.0
	2	6	60.0	60.0	100.0
	Total	10	100.0	100.0	

34 SATISFACCIO CLIENT

5/9/94

INFORMACIO FUNCIONAMENT



Valid cases 10 Missing cases 0

ENQUESTA OPINIO

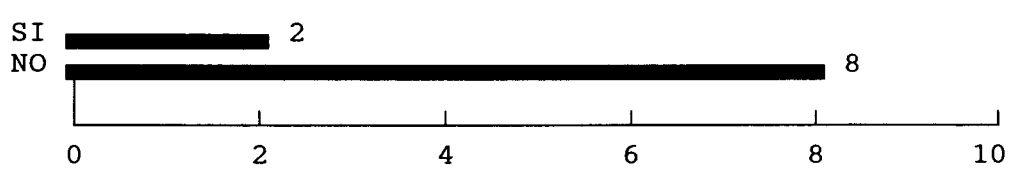
Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
-------------	-------	-----------	---------	---------------	-------------

	1	2	20.0	20.0	20.0
	2	8	80.0	80.0	100.0
Total		10	100.0	100.0	

35 SATISFACCIO CLIENT

5/9/94

ENQUESTA OPINIO



Valid cases 10 Missing cases 0

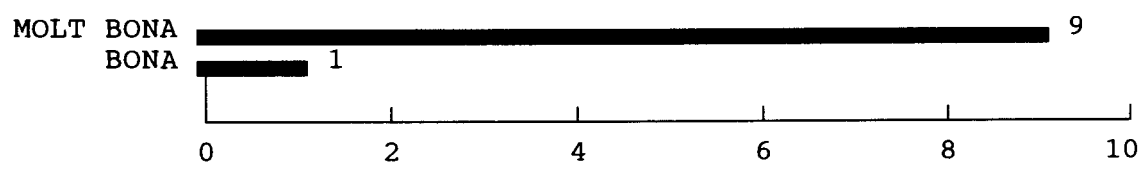
TRACTE REBUT

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
BONA	1	9	90.0	90.0	90.0
	2	1	10.0	10.0	100.0
Total		10	100.0	100.0	

36 SATISFACCIO CLIENT

5/9/94

TRACTE REBUT



Valid cases 10 Missing cases 0

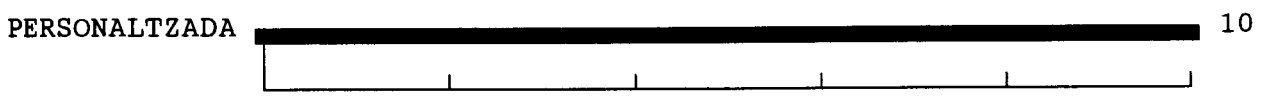
ATENCIO REBUDA

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
PERSONALTZADA	1	10	100.0	100.0	100.0
Total		10	100.0	100.0	

37 SATISFACCIO CLIENT

5/9/94

ATENCIO REBUDA



0 2 4 6 8 10
 d cases 10 Missing cases 0

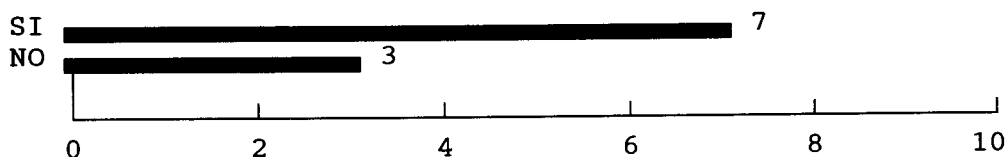
CONEIX INFERMERA MATI

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	7	70.0	70.0	70.0
	2	3	30.0	30.0	100.0
	Total	10	100.0	100.0	

38 SATISFACCIO CLIENT

5/9/94

CONEIX INFERMERA MATI



d cases 10 Missing cases 0

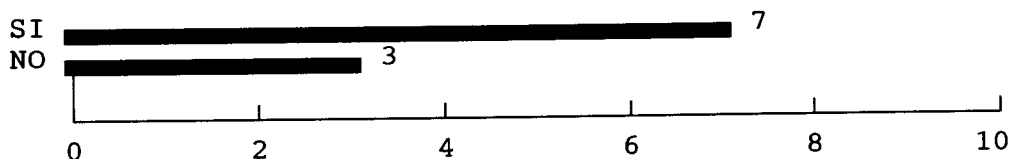
CONEIX INFERMERA TARDA

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	7	70.0	70.0	70.0
	2	3	30.0	30.0	100.0
	Total	10	100.0	100.0	

39 SATISFACCIO CLIENT

5/9/94

CONEIX INFERMERA TARDA



cases 10 Missing cases 0

CONEIX INFERMERA NIT

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
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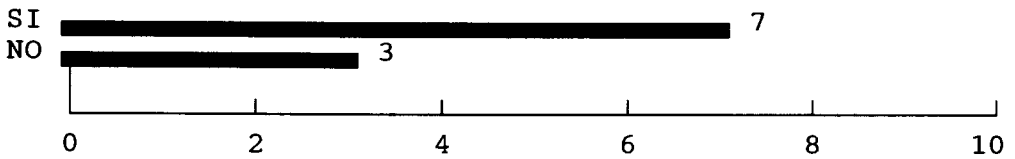
0 2 4 6 8 10
 cases 10 Missing cases 0

CONEIX INFERMERA MATI

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	7	70.0	70.0	70.0
	2	3	30.0	30.0	100.0
	Total	10	100.0	100.0	

38 SATISFACCIO CLIENT 5/9/94

CONEIX INFERMERA MATI



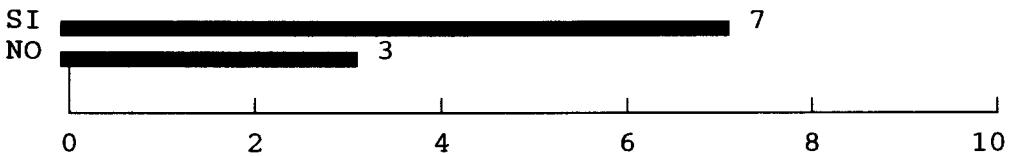
cases 10 Missing cases 0

CONEIX INFERMERA TARDA

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	7	70.0	70.0	70.0
	2	3	30.0	30.0	100.0
	Total	10	100.0	100.0	

39 SATISFACCIO CLIENT 5/9/94

CONEIX INFERMERA TARDA



cases 10 Missing cases 0

CONEIX INFERMERA NIT

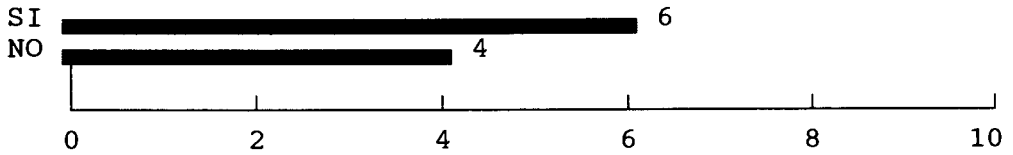
Label	Value	Frequency	Percent	Valid Percent	Cum Percent
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1	6	60.0	60.0	60.0
2	4	40.0	40.0	100.0
Total		10	100.0	100.0

40 SATISFACCIO CLIENT

5/9/94

CONEIX INFERMERA NIT



Valid cases 10 Missing cases 0

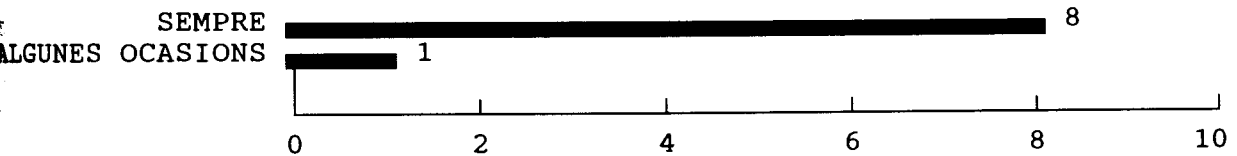
INFORMACIO PROVES

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
RE	1	8	80.0	88.9	88.9
ES OCASIONS	2	1	10.0	11.1	100.0
.	.	1	10.0	Missing	
Total		10	100.0	100.0	

41 SATISFACCIO CLIENT

5/9/94

INFORMACIO PROVES



Valid cases 9 Missing cases 1

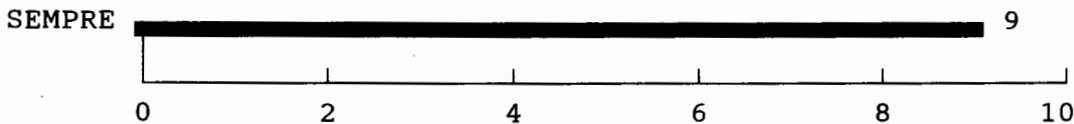
INFORMACIO TECNIQUES

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
RE	1	9	90.0	100.0	100.0
.	.	1	10.0	Missing	
Total		10	100.0	100.0	

42 SATISFACCIO CLIENT

5/9/94

INFORMACIO TECNIQUES



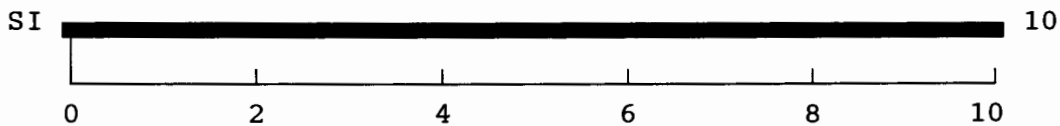
9 cases Missing cases 1

RECOMANARIA HOSPITAL

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	10	100.0	100.0	100.0
	Total	10	100.0	100.0	

43 SATISFACCIO CLIENT 5/9/94

RECOMANARIA HOSPITAL



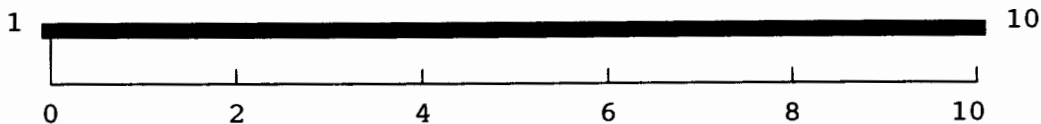
10 cases Missing cases 0

TIPO HOSPITAL

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	10	100.0	100.0	100.0
	Total	10	100.0	100.0	

44 SATISFACCIO CLIENT 5/9/94

TIPO HOSPITAL



10 cases Missing cases 0

45 SATISFACCIO CLIENT 5/9/94

procedure was completed at 18:12:15

IF (V20 EQ 1).

DEPENDENCIES VARIABLES=V1,V4

OR
STATISTICS=ALL.

Memory allows a total of 11054 Values, accumulated across all Variables.

46 SATISFACCIO CLIENT

5/9/94

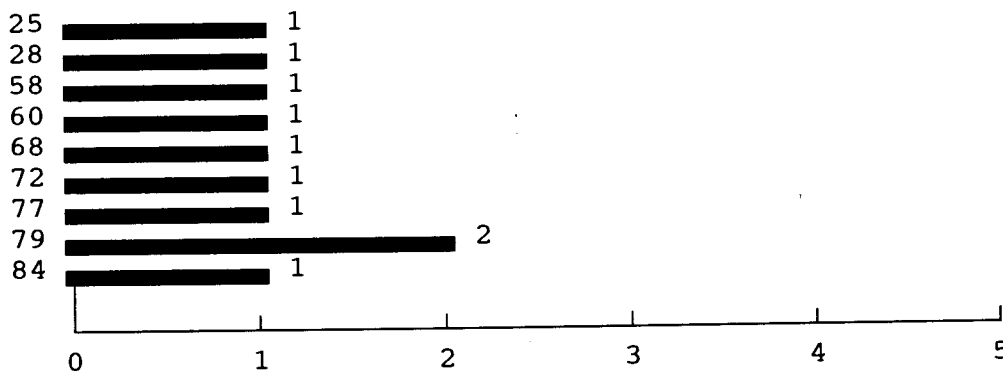
EDAT

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	25	1	10.0	10.0	10.0
	28	1	10.0	10.0	20.0
	58	1	10.0	10.0	30.0
	60	1	10.0	10.0	40.0
	68	1	10.0	10.0	50.0
	72	1	10.0	10.0	60.0
	77	1	10.0	10.0	70.0
	79	2	20.0	20.0	90.0
	84	1	10.0	10.0	100.0
	Total	10	100.0	100.0	

47 SATISFACCIO CLIENT

5/9/94

EDAT



48 SATISFACCIO CLIENT

5/9/94

EDAT

63.000	Std err	6.632	Median	70.000
79.000	Std dev	20.971	Variance	439.778
.127	S E Kurt	1.334	Skewness	-1.157
.687	Range	59.000	Minimum	25.000
84.000	Sum	630.000		

cases 10 Missing cases 0

DIES ESTADA

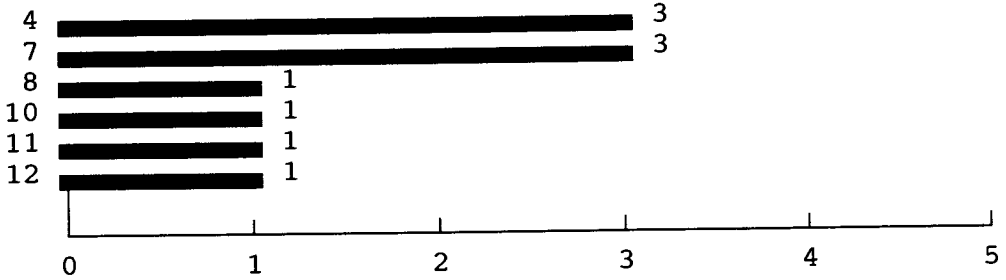
Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	4	3	30.0	30.0	30.0
	7	3	30.0	30.0	60.0

8	1	10.0	10.0	70.0
10	1	10.0	10.0	80.0
11	1	10.0	10.0	90.0
12	1	10.0	10.0	100.0
Total		10	100.0	100.0

49 SATISFACCIO CLIENT

5/9/94

DIES ESTADA



50 SATISFACCIO CLIENT

5/9/94

DIES ESTADA

	7.400	Std err	.921	Median	7.000
	4.000	Std dev	2.914	Variance	8.489
osis	-1.121	S E Kurt	1.334	Skewness	.245
skew	.687	Range	8.000	Minimum	4.000
sum	12.000	Sum	74.000		

Multiple modes exist. The smallest value is shown.

Number of cases 10 Missing cases 0

51 SATISFACCIO CLIENT

5/9/94

procedure was completed at 18:12:22
 MISSING IF (V20 EQ 2).
 DEPENDENCIES VARIABLES=V2 TO V3,V5 TO V20
 PARCHART.

Memory allows a total of 11054 Values, accumulated across all Variables.
 There also may be up to 1382 Value Labels for each Variable.

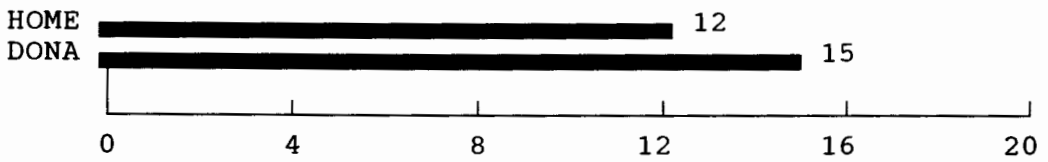
SEXE

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	12	44.4	44.4	44.4
	2	15	55.6	55.6	100.0
	Total	27	100.0	100.0	

52 SATISFACCIO CLIENT

5/9/94

SEXE



cases 27 Missing cases 0

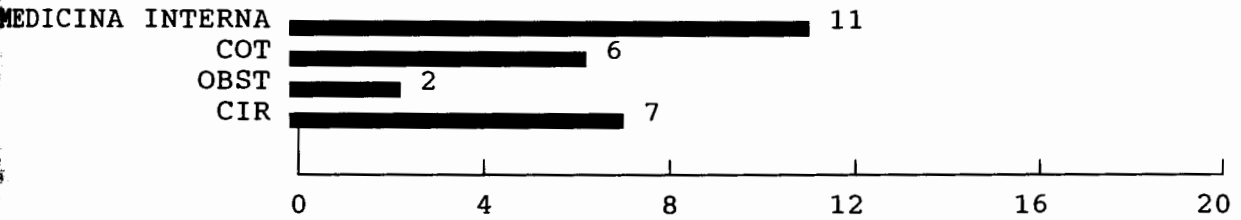
SERVEI INGRESAT

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
MEDICINA INTERNA	1	11	40.7	42.3	42.3
	2	6	22.2	23.1	65.4
	3	2	7.4	7.7	73.1
	4	7	25.9	26.9	100.0
	.	1	3.7	Missing	
Total		27	100.0	100.0	

53 SATISFACCIO CLIENT

5/9/94

SERVEI INGRESAT



cases 26 Missing cases 1

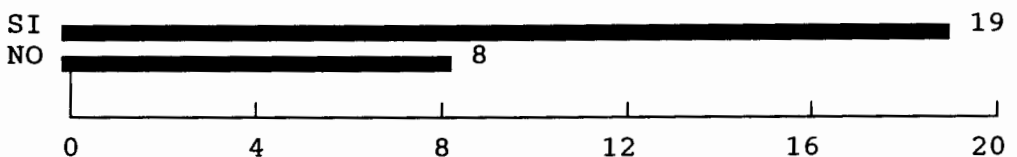
UTILITZACIO HOSPI

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	19	70.4	70.4	70.4
	2	8	29.6	29.6	100.0
Total		27	100.0	100.0	

54 SATISFACCIO CLIENT

5/9/94

UTILITZACIO HOSPI



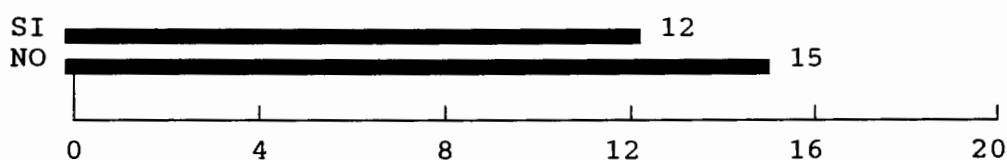
d cases 27 Missing cases 0

CONSULTES EXTERNES

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	12	44.4	44.4	44.4
	2	15	55.6	55.6	100.0
	Total	27	100.0	100.0	

55 SATISFACCIO CLIENT 5/9/94

CONSULTES EXTERNES



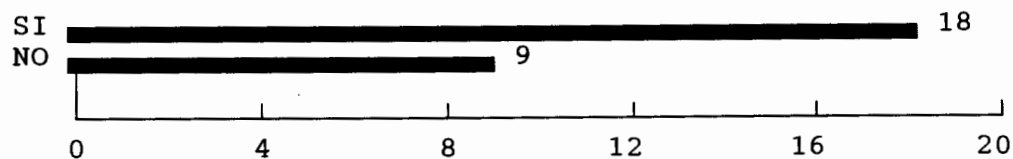
d cases 27 Missing cases 0

URGENCIAS

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	18	66.7	66.7	66.7
	2	9	33.3	33.3	100.0
	Total	27	100.0	100.0	

56 SATISFACCIO CLIENT 5/9/94

URGENCIAS



d cases 27 Missing cases 0

HOSPITALITZACIO

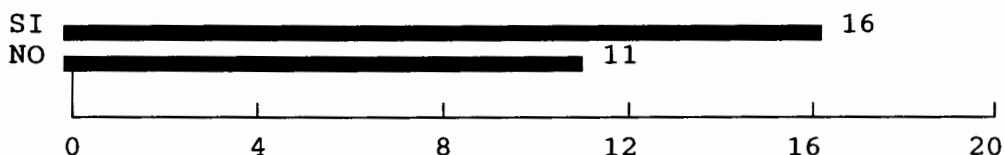
Label	Value	Frequency	Percent	Valid Percent	Cum Percent
-------	-------	-----------	---------	---------------	-------------

1	16	59.3	59.3	59.3
2	11	40.7	40.7	100.0
Total		27	100.0	100.0

57 SATISFACCIO CLIENT

5/9/94

HOSPITALITZACIO



Valid cases 27 Missing cases 0

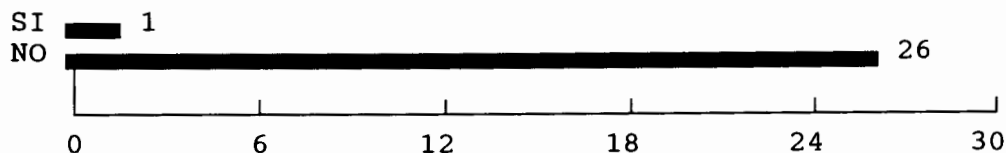
REHABILITACIO

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	3.7	3.7	3.7
	2	26	96.3	96.3	100.0
Total		27	100.0	100.0	

58 SATISFACCIO CLIENT

5/9/94

REHABILITACIO



Valid cases 27 Missing cases 0

INFORMACIO FUNCIONAMENT

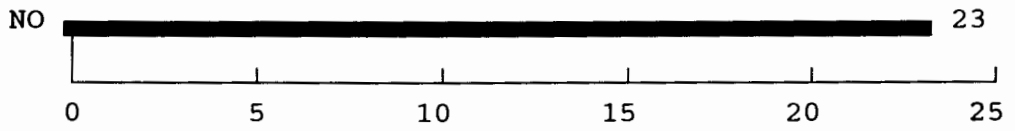
Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	11.1	11.5	11.5
	2	23	85.2	88.5	100.0
	.	1	3.7	Missing	
Total		27	100.0	100.0	

59 SATISFACCIO CLIENT

5/9/94

INFORMACIO FUNCIONAMENT

SI 3



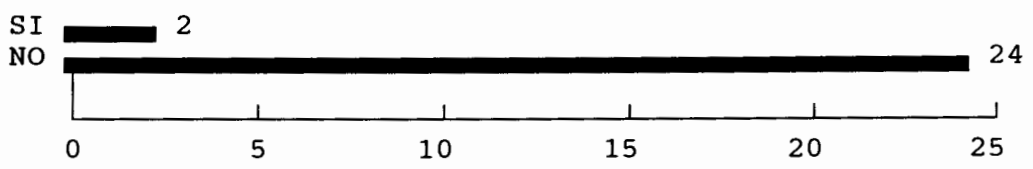
d cases 26 Missing cases 1

ENQUESTA OPINIO

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	7.4	7.7	7.7
	2	24	88.9	92.3	100.0
	.	1	3.7	Missing	
	Total	27	100.0	100.0	

60 Satisfaccio Client 5/9/94

ENQUESTA OPINIO



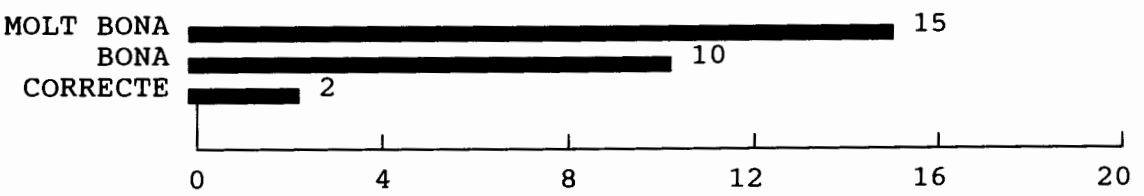
d cases 26 Missing cases 1

TRACTE REBUT

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
BONA	1	15	55.6	55.6	55.6
	2	10	37.0	37.0	92.6
ECTE	3	2	7.4	7.4	100.0
	Total	27	100.0	100.0	

61 Satisfaccio Client 5/9/94

TRACTE REBUT



d cases 27 Missing cases 0

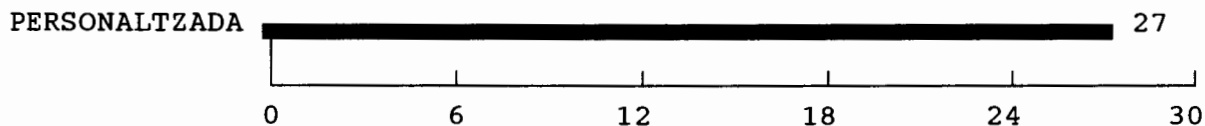
ATENCIO REBUDA

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
PERSONALTZADA	1	27	100.0	100.0	100.0
	Total	27	100.0	100.0	

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5/9/94

ATENCIO REBUDA



27 cases Missing cases 0

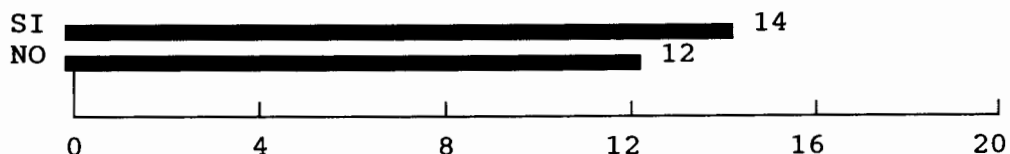
CONEIX INFERMERA MATI

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	14	51.9	53.8	53.8
	2	12	44.4	46.2	100.0
	.	1	3.7	Missing	
	Total	27	100.0	100.0	

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5/9/94

CONEIX INFERMERA MATI

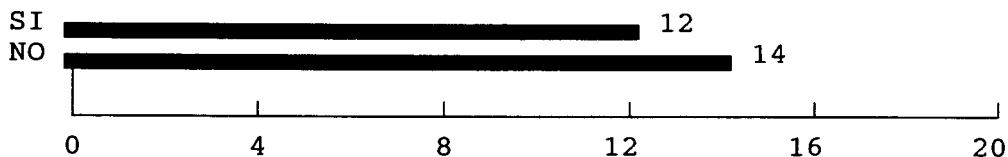


26 cases Missing cases 1

CONEIX INFERMERA TARDA

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	12	44.4	46.2	46.2
	2	14	51.9	53.8	100.0
	.	1	3.7	Missing	
	Total	27	100.0	100.0	

15 CONEIX INFERMERA TARDA



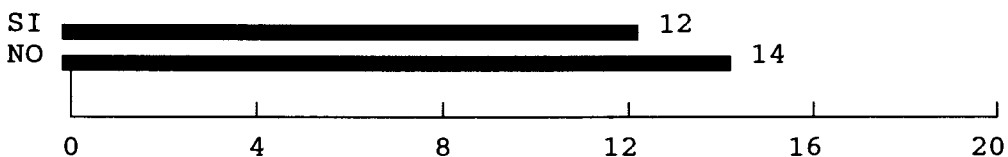
Valid cases 26 Missing cases 1

16 CONEIX INFERMERA NIT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	12	44.4	46.2	46.2
	2	14	51.9	53.8	100.0
	.	1	3.7	Missing	
	Total	27	100.0	100.0	

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16 CONEIX INFERMERA NIT



Valid cases 26 Missing cases 1

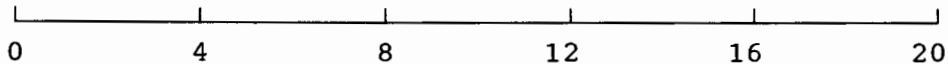
17 INFORMACIO PROVES

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SEMPRE	1	14	51.9	53.8	53.8
ALGUNES OCASIONS	2	7	25.9	26.9	80.8
MAI	3	5	18.5	19.2	100.0
	.	1	3.7	Missing	
	Total	27	100.0	100.0	

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17 INFORMACIO PROVES





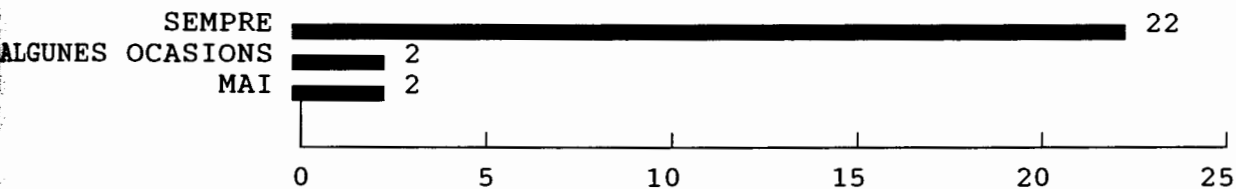
Missing cases 1

INFORMACIO TECNQUES

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SEMPRE	1	22	81.5	84.6	84.6
ALGUNES OCASIONS	2	2	7.4	7.7	92.3
	3	2	7.4	7.7	100.0
	.	1	3.7	Missing	
Total		27	100.0	100.0	

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INFORMACIO TECNQUES



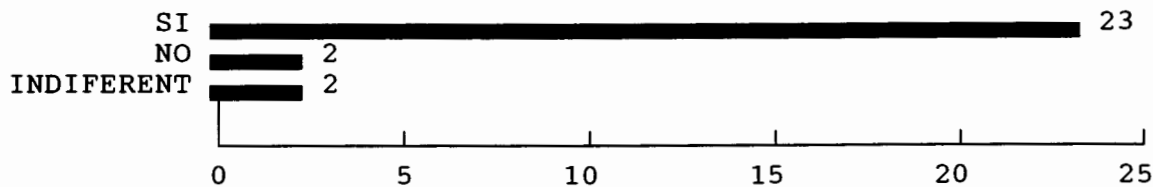
Missing cases 1

RECOMANARIA HOSPITAL

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	23	85.2	85.2	85.2
NO	2	2	7.4	7.4	92.6
INDIFERENT	3	2	7.4	7.4	100.0
Total		27	100.0	100.0	

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RECOMANARIA HOSPITAL



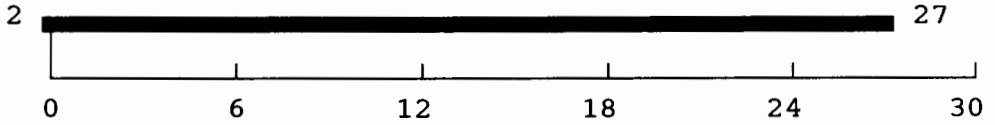
Missing cases 0

TIPO HOSPITAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	2	27	100.0	100.0	100.0
	Total	27	100.0	100.0	

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TIPO HOSPITAL



Valid cases 27 Missing cases 0

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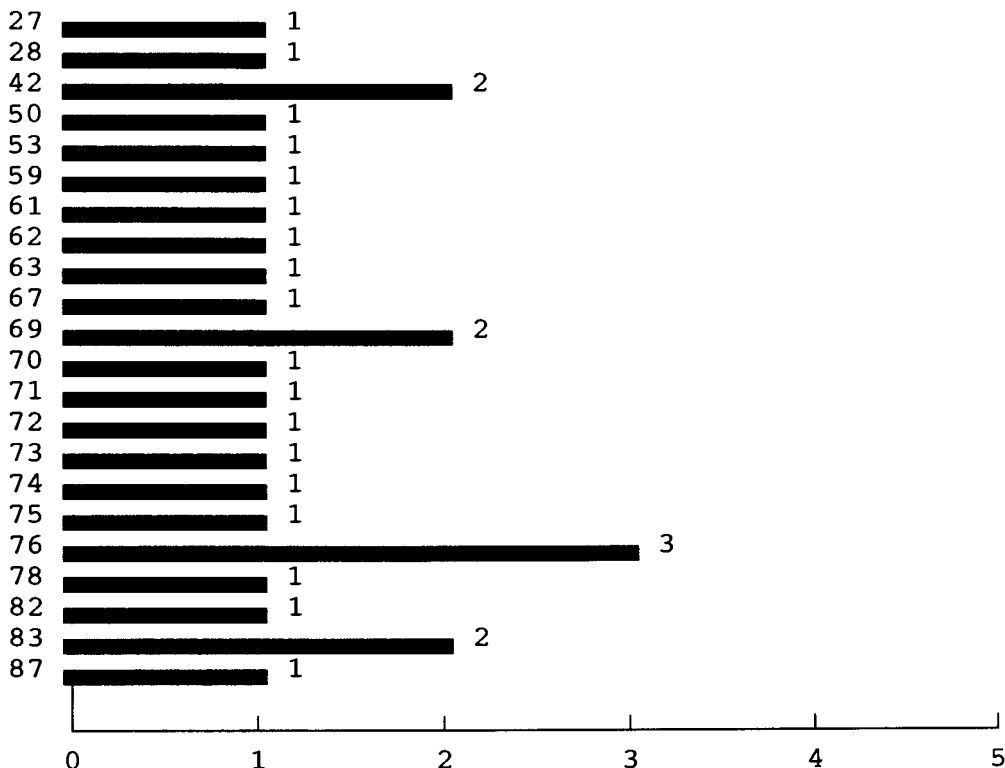
This procedure was completed at 18:12:48
 PROCES IF (V20 EQ 2).
 FREQUENCIES VARIABLES=V1,V4
 /HBAR
 /STATISTICS=ALL.

*** Memory allows a total of 11054 Values, accumulated across all Variables.
 There also may be up to 1382 Value Labels for each Variable.

EDAT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	27	1	3.7	3.7	3.7
	28	1	3.7	3.7	7.4
	42	2	7.4	7.4	14.8
	50	1	3.7	3.7	18.5
	53	1	3.7	3.7	22.2
	59	1	3.7	3.7	25.9
	61	1	3.7	3.7	29.6
	62	1	3.7	3.7	33.3
	63	1	3.7	3.7	37.0
	67	1	3.7	3.7	40.7
	69	2	7.4	7.4	48.1
	70	1	3.7	3.7	51.9
	71	1	3.7	3.7	55.6
	72	1	3.7	3.7	59.3
	73	1	3.7	3.7	63.0
	74	1	3.7	3.7	66.7
	75	1	3.7	3.7	70.4
	76	3	11.1	11.1	81.5
	78	1	3.7	3.7	85.2
	82	1	3.7	3.7	88.9
	83	2	7.4	7.4	96.3
	87	1	3.7	3.7	100.0

EDAT



EDAT

Mean	65.481	Std err	3.076	Median	70.000
Mode	76.000	Std dev	15.984	Variance	255.490
Kurtosis	.642	S E Kurt	.872	Skewness	-1.103
SE Skew	.448	Range	60.000	Minimum	27.000
Maximum	87.000	Sum	1768.000		

Valid cases 27 Missing cases 0

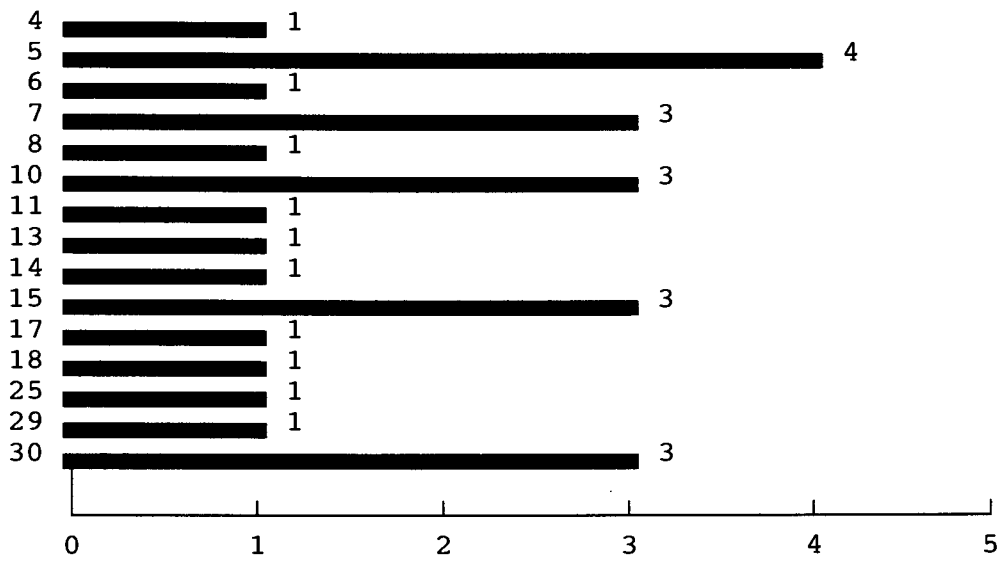
DIES ESTADA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	4	1	3.7	3.8	3.8
	5	4	14.8	15.4	19.2
	6	1	3.7	3.8	23.1
	7	3	11.1	11.5	34.6
	8	1	3.7	3.8	38.5
	10	3	11.1	11.5	50.0
	11	1	3.7	3.8	53.8
	13	1	3.7	3.8	57.7
	14	1	3.7	3.8	61.5
	15	3	11.1	11.5	73.1

17	1	3.7	3.8	76.9
18	1	3.7	3.8	80.8
25	1	3.7	3.8	84.6
29	1	3.7	3.8	88.5
30	3	11.1	11.5	100.0
.	1	3.7	Missing	

Total 27 100.0 100.0

DIES ESTADA



DIES ESTADA

Mean	13.500	Std err	1.694	Median	10.500
Mode	5.000	Std dev	8.636	Variance	74.580
Kurtosis	-.314	S E Kurt	.887	Skewness	.942
SE Skew	.456	Range	26.000	Minimum	4.000
Maximum	30.000	Sum	351.000		

Valid cases 26 Missing cases 1

This procedure was completed at 18:12:59
 PROCES IF (V20 EQ 3).
 FRECUENCIAS VARIABLES=V2 TO V3, V5 TO V20
 /BARChart.

**** Memory allows a total of 11054 Values, accumulated across all Variables.
 There also may be up to 1382 Value Labels for each Variable.

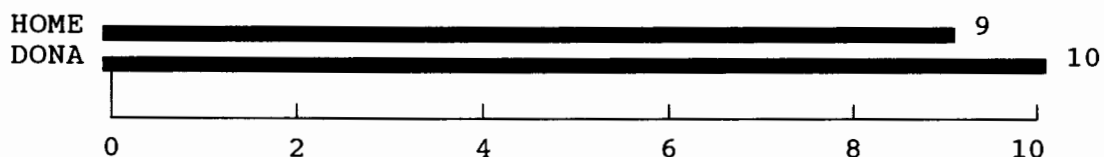
SEXE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
-------------	-------	-----------	---------	---------------	-------------

HOME	1	9	47.4	47.4	47.4
DONA	2	10	52.6	52.6	100.0
		-----	-----	-----	
Total		19	100.0	100.0	

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SEXE



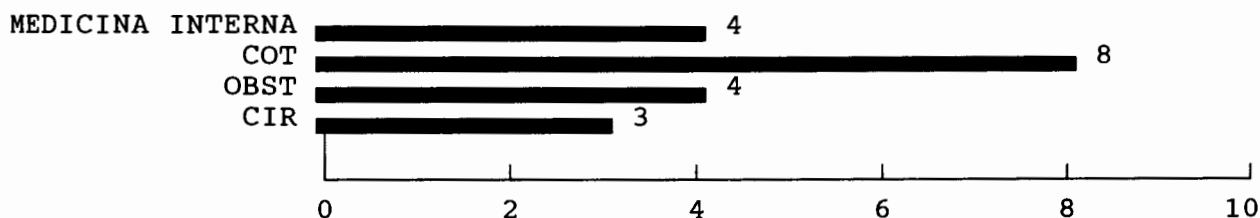
Valid cases 19 Missing cases 0

SERVEI INGRESAT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
MEDICINA INTERNA	1	4	21.1	21.1	21.1
COT	2	8	42.1	42.1	63.2
OBST	3	4	21.1	21.1	84.2
CIR	4	3	15.8	15.8	100.0
		-----	-----	-----	
Total		19	100.0	100.0	

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SERVEI INGRESAT



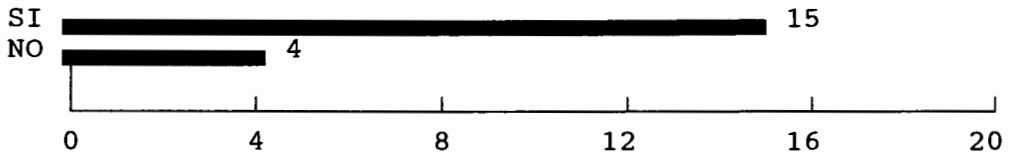
Valid cases 19 Missing cases 0

UTILITZACIO HOSPI

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	15	78.9	78.9	78.9
	2	4	21.1	21.1	100.0
		-----	-----	-----	
Total		19	100.0	100.0	

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UTILITZACIO HOSPI



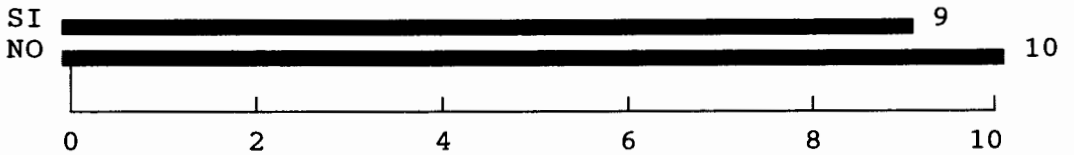
Valid cases 19 Missing cases 0

CONSULTES EXTERNES

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
1	1	9	47.4	47.4	47.4
2	2	10	52.6	52.6	100.0
Total		19	100.0	100.0	

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CONSULTES EXTERNES



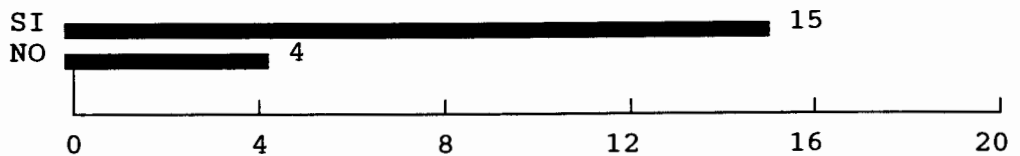
Valid cases 19 Missing cases 0

URGENCIAS

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
1	1	15	78.9	78.9	78.9
2	2	4	21.1	21.1	100.0
Total		19	100.0	100.0	

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URGENCIAS



Valid cases 19 Missing cases 0

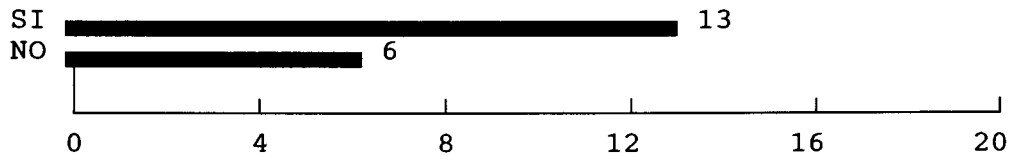
HOSPITALITZACIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	13	68.4	68.4	68.4
NO	2	6	31.6	31.6	100.0
	Total	19	100.0	100.0	

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HOSPITALITZACIO



Valid cases 19 Missing cases 0

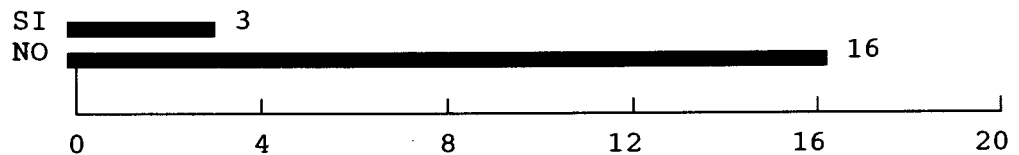
REHABILITACIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	3	15.8	15.8	15.8
NO	2	16	84.2	84.2	100.0
	Total	19	100.0	100.0	

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REHABILITACIO

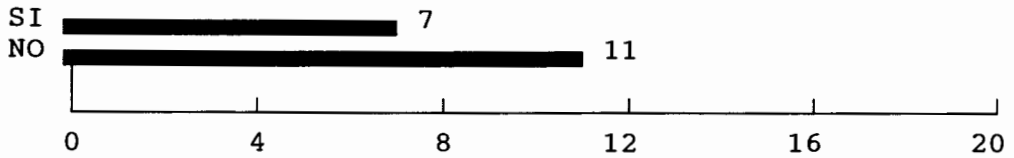


Valid cases 19 Missing cases 0

INFORMACIO FUNCIONAMENT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	7	36.8	38.9	38.9
NO	2	11	57.9	61.1	100.0
	.	1	5.3	Missing	

10 INFORMACIO FUNCIONAMENT

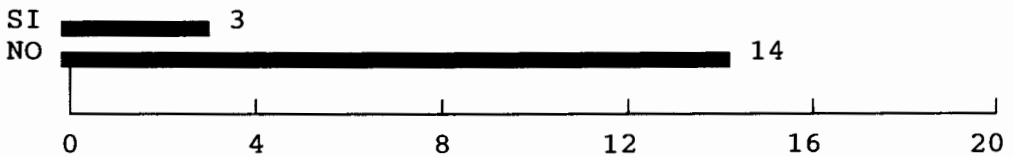


Valid cases 18 Missing cases 1

11 ENQUESTA OPINIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
1	1	3	15.8	17.6	17.6
2	2	14	73.7	82.4	100.0
.	.	2	10.5	Missing	
Total		19	100.0	100.0	

11 ENQUESTA OPINIO

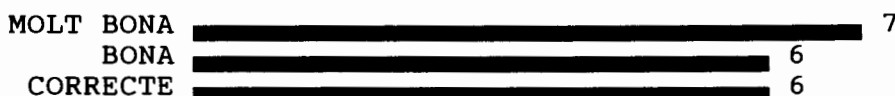


Valid cases 17 Missing cases 2

12 TRACTE REBUT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
MOLT BONA	1	7	36.8	36.8	36.8
BONA	2	6	31.6	31.6	68.4
CORRECTE	3	6	31.6	31.6	100.0
Total		19	100.0	100.0	

12 TRACTE REBUT





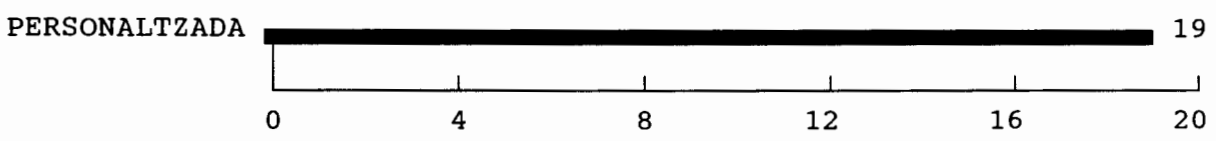
Valid cases 19 Missing cases 0

13 ATENCIO REBUDA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
PERSONALTZADA	1	19	100.0	100.0	100.0
Total		19	100.0	100.0	

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13 ATENCIO REBUDA



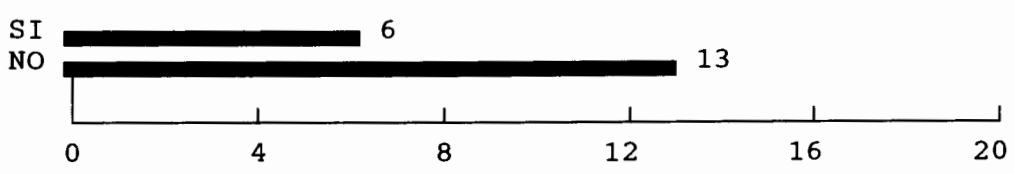
Valid cases 19 Missing cases 0

14 CONEIX INFERMERA MATI

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SI	1	6	31.6	31.6	31.6
NO	2	13	68.4	68.4	100.0
Total		19	100.0	100.0	

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14 CONEIX INFERMERA MATI



Valid cases 19 Missing cases 0

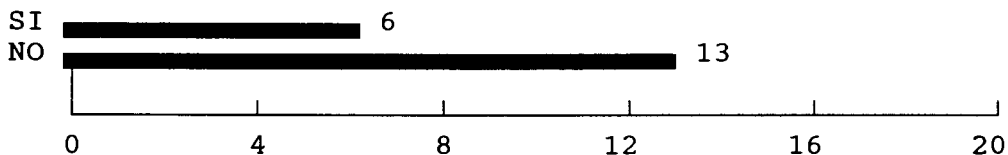
15 CONEIX INFERMERA TARDA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
-------------	-------	-----------	---------	---------------	-------------

SI	1	6	31.6	31.6	31.6
NO	2	13	68.4	68.4	100.0
	Total	19	100.0	100.0	

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15 CONEIX INFERMERA TARDA



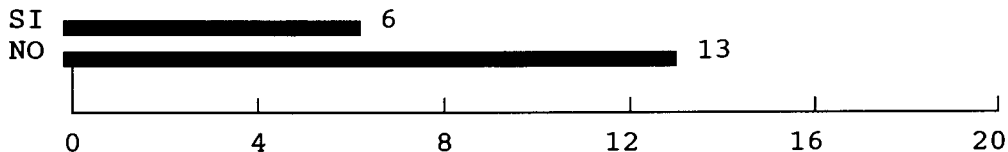
Valid cases 19 Missing cases 0

16 CONEIX INFERMERA NIT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	6	31.6	31.6	31.6
	2	13	68.4	68.4	100.0
	Total	19	100.0	100.0	

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16 CONEIX INFERMERA NIT



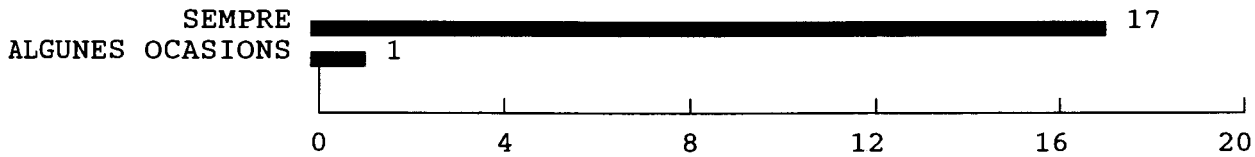
Valid cases 19 Missing cases 0

17 INFORMACIO PROVES

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
EMPRE	1	17	89.5	94.4	94.4
ALGUNES OCASIONS	2	1	5.3	5.6	100.0
	.	1	5.3	Missing	
	Total	19	100.0	100.0	

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17 INFORMACIO PROVES



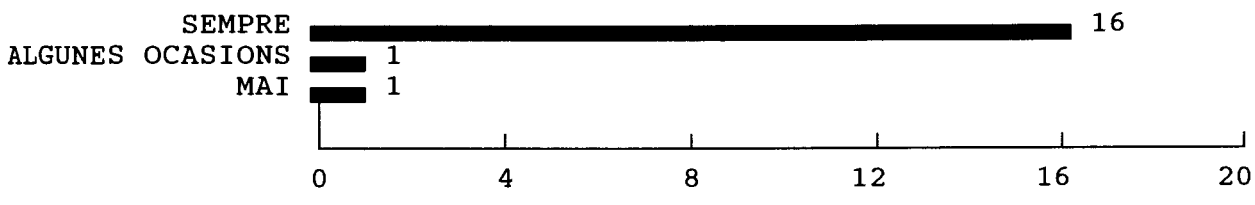
Valid cases 18 Missing cases 1

8 INFORMACIO TENIQUES

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SEMPRE	1	16	84.2	88.9	88.9
ALGUNES OCASIONS	2	1	5.3	5.6	94.4
MAI	3	1	5.3	5.6	100.0
	.	1	5.3	Missing	
Total		19	100.0	100.0	

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8 INFORMACIO TENIQUES



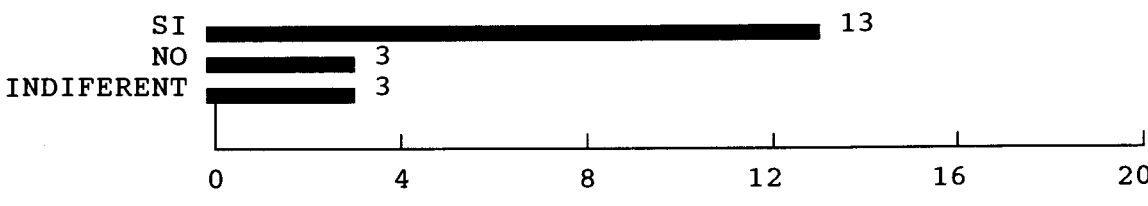
Valid cases 18 Missing cases 1

9 RECOMANARIA HOSPITAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	13	68.4	68.4	68.4
	2	3	15.8	15.8	84.2
DIFERENT	3	3	15.8	15.8	100.0
Total		19	100.0	100.0	

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9 RECOMANARIA HOSPITAL



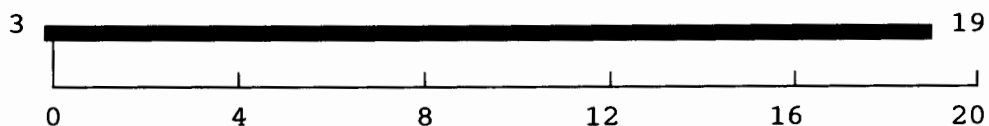
Valid cases 19 Missing cases 0

TIPO HOSPITAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	3	19	100.0	100.0	100.0
	Total	19	100.0	100.0	

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TIPO HOSPITAL



Valid cases 19 Missing cases 0

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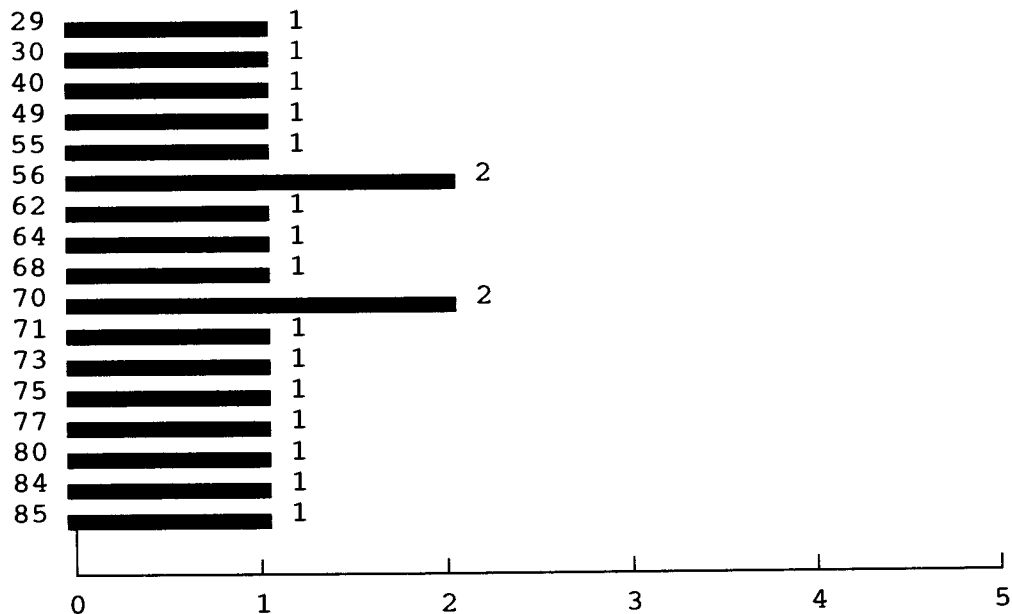
This procedure was completed at 18:13:24
 PROCES IF (V20 EQ 3).
 FREQUENCIES VARIABLES=V1,V4
 /HBAR
 /STATISTICS=ALL.

*** Memory allows a total of 11054 Values, accumulated across all Variables.
 There also may be up to 1382 Value Labels for each Variable.

EDAT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	29	1	5.3	5.3	5.3
	30	1	5.3	5.3	10.5
	40	1	5.3	5.3	15.8
	49	1	5.3	5.3	21.1
	55	1	5.3	5.3	26.3
	56	2	10.5	10.5	36.8
	62	1	5.3	5.3	42.1
	64	1	5.3	5.3	47.4
	68	1	5.3	5.3	52.6
	70	2	10.5	10.5	63.2
	71	1	5.3	5.3	68.4
	73	1	5.3	5.3	73.7
	75	1	5.3	5.3	78.9
	77	1	5.3	5.3	84.2
	80	1	5.3	5.3	89.5
	84	1	5.3	5.3	94.7
	85	1	5.3	5.3	100.0
	Total	19	100.0	100.0	

EDAT



EDAT

Mean	62.842	Std err	3.814	Median	68.000
Mode	56.000	Std dev	16.624	Variance	276.363
Skurtosis	-.115	S E Kurt	1.014	Skewness	-.775
SE Skew	.524	Range	56.000	Minimum	29.000
Maximum	85.000	Sum	1194.000		

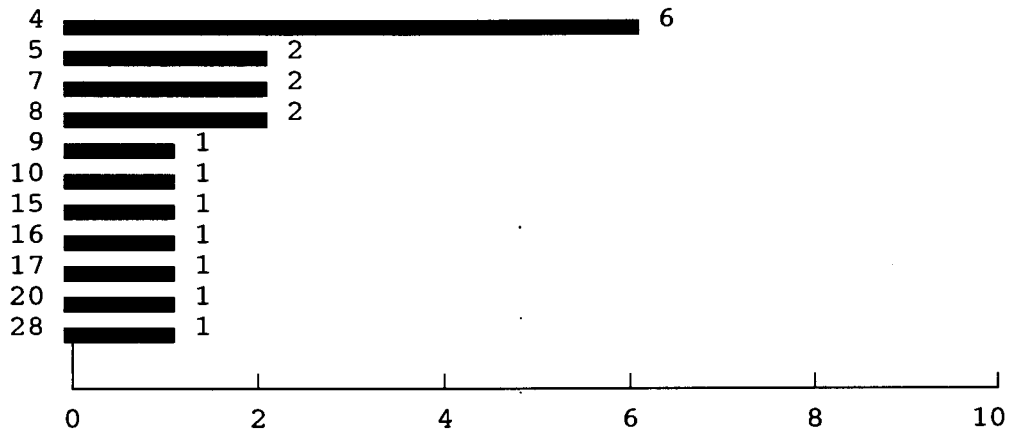
Multiple modes exist. The smallest value is shown.

Valid cases 19 Missing cases 0

DIES ESTADA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	4	6	31.6	31.6	31.6
	5	2	10.5	10.5	42.1
	7	2	10.5	10.5	52.6
	8	2	10.5	10.5	63.2
	9	1	5.3	5.3	68.4
	10	1	5.3	5.3	73.7
	15	1	5.3	5.3	78.9
	16	1	5.3	5.3	84.2
	17	1	5.3	5.3	89.5
	20	1	5.3	5.3	94.7
	28	1	5.3	5.3	100.0
	Total	19	100.0	100.0	

DIES ESTADA



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DIES ESTADA

Mean	9.421	Std err	1.549	Median	7.000
Mode	4.000	Std dev	6.752	Variance	45.591
Kurtosis	1.798	S E Kurt	1.014	Skewness	1.478
SE Skew	.524	Range	24.000	Minimum	4.000
Maximum	28.000	Sum	179.000		

Valid cases 19 Missing cases 0

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This procedure was completed at 18:13:34

CROSSTABS TABLES=V10 TO V19 BY V20
 /OPTIONS 14,15
 /STATISTICS 1.

Memory allows for 7,541 cells with 2 dimensions for general CROSSTABS.

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0 INFORMACIO FUNCIONAMENT by V20 TIPO HOSPITAL

Page 1 of 1

Exp Val Residual	V20			Row Total
	1	2	3	
1	2.6	6.7	4.7	14
	1.4	-3.7	2.3	25.9%
2	7.4	19.3	13.3	40
	-1.4	3.7	-2.3	74.1%
Column Total	10 18.5%	26 48.1%	18 33.3%	54 100.0%

Chi-Square	Value	DF	Significance
Parson	5.40890	2	.06691

Likelihood Ratio 5.69252 2 .05806
 Mantel-Haenszel test for .16340 1 .68604
 linear association

Minimum Expected Frequency - 2.593
 Cells with Expected Frequency < 5 - 2 OF 6 (33.3%)

Number of Missing Observations: 2

Page 103 SATISFACCIO CLIENT 5/9/94

1 ENQUESTA OPINIO by V20 TIPO HOSPITAL

Page 1 of 1

Exp Val Residual	V20			Row Total
	1	2	3	
1	1.3 .7	3.4 -1.4	2.2 .8	7 13.2%
2	8.7 -.7	22.6 1.4	14.8 -.8	46 86.8%
Column Total	10 18.9%	26 49.1%	17 32.1%	53 100.0%

Chi-Square	Value	DF	Significance
Pearson	1.38469	2	.50040
Likelihood Ratio	1.41932	2	.49181
Mantel-Haenszel test for linear association	.00187	1	.96551

Minimum Expected Frequency - 1.321
 Cells with Expected Frequency < 5 - 3 OF 6 (50.0%)

Number of Missing Observations: 3

Page 104 SATISFACCIO CLIENT 5/9/94

2 TRACTE REBUT by V20 TIPO HOSPITAL

Page 1 of 1

Exp Val Residual	V20			Row Total
	1	2	3	
1	5.5 ⁹ -3.5	14.9 ¹⁵ .1	10.5 ⁷ -3.5	31 55.4%
2	3.0 ¹ -2.0	8.2 ¹⁰ 1.8	5.8 ⁶ .2	17 30.4%
3	1.4 ⁰ -1.4	3.9 ² -1.9	2.7 ⁶ 3.3	8 14.3%
Column Total	10 17.9%	27 48.2%	19 33.9%	56 100.0%

Chi-Square	Value	DF	Significance
Pearson	11.41629	4	.02226
Likelihood Ratio	12.27710	4	.01541
Fleiss-Haenszel test for linear association	9.24020	1	.00237

Minimum Expected Frequency - 1.429
 Cells with Expected Frequency < 5 - 4 OF 9 (44.4%)

Number of Missing Observations: 0

Page 105 SATISFACCIO CLIENT 5/9/94

13 ATENCIO REBUDA by V20 TIPO HOSPITAL

Page 1 of 1

Exp Val Residual	V20			Row Total
	1	2	3	
1	10.0 .0	27.0 .0	19.0 .0	56 100.0%
Column Total	10 17.9%	27 48.2%	19 33.9%	56 100.0%

WARNING 10307
 Statistics cannot be computed when the number of non-empty rows or columns is one.

Number of Missing Observations: 0

Page 106 SATISFACCIO CLIENT 5/9/94

14 CONEIX INFERMERA MATI by V20 TIPO HOSPITAL

Page 1 of 1

Exp Val Residual	V20			Row Total
	1	2	3	
1	4.9 2.1	12.8 1.2	9.3 -3.3	27 49.1%
2	5.1 -2.1	13.2 -1.2	9.7 3.3	28 50.9%
Column Total	10 18.2%	26 47.3%	19 34.5%	55 100.0%

Chi-Square	Value	DF	Significance
Pearson	4.31604	2	.11555
Likelihood Ratio	4.42218	2	.10958
Fleiss-Haenszel test for linear association	4.18966	1	.04067

Minimum Expected Frequency - 4.909
 Cells with Expected Frequency < 5 - 1 OF 6 (16.7%)

Number of Missing Observations: 1

Page 107 SATISFACCIO CLIENT

5/9/94

15 CONEIX INFERMERA TARDA by V20 TIPO HOSPITAL

Page 1 of 1

Exp Val Residual	V20			Row Total
	1	2	3	
1	4.5 2.5	11.8 .2	8.6 -2.6	25 45.5%
2	5.5 -2.5	14.2 -.2	10.4 2.6	30 54.5%
Column Total	10 18.2%	26 47.3%	19 34.5%	55 100.0%

Chi-Square	Value	DF	Significance
Pearson	3.91057	2	.14152
Likelihood Ratio	3.98519	2	.13634
Fleiss-Haenszel test for linear association	3.72840	1	.05349

Minimum Expected Frequency - 4.545
 Cells with Expected Frequency < 5 - 1 OF 6 (16.7%)

Number of Missing Observations: 1

Page 108 SATISFACCIO CLIENT

5/9/94

16 CONEIX INFERMERA NIT by V20 TIPO HOSPITAL

Page 1 of 1

Exp Val Residual	V20			Row Total
	1	2	3	
1	4.4 1.6	11.3 .7	8.3 -2.3	24 43.6%
2	5.6 -1.6	14.7 -.7	10.7 2.3	31 56.4%
Column Total	10 18.2%	26 47.3%	19 34.5%	55 100.0%

Chi-Square	Value	DF	Significance
Pearson	2.27880	2	.32001
Likelihood Ratio	2.30409	2	.31599
Fleiss-Haenszel test for	2.23667	1	.13477

linear association

Minimum Expected Frequency - 4.364
 Cells with Expected Frequency < 5 - 1 OF 6 (16.7%)

Number of Missing Observations: 1

Page 109 SATISFACCIO CLIENT

5/9/94

7 INFORMACIO PROVES by V20 TIPO HOSPITAL

Page 1 of 1

Exp Val Residual	V20			Row Total
	1	2	3	
1	6.6 1.4	19.1 ¹⁴ -5.1	13.2 ⁷ 3.8	39 73.6%
2	1.5 -0.5	4.4 ⁷ 2.6	3.1 ¹ -2.1	9 17.0%
3	.8 -0.8	2.5 ⁵ 2.5	1.7 -1.7	5 9.4%
Column Total	9 17.0%	26 49.1%	18 34.0%	53 100.0%

Chi-Square	Value	DF	Significance
Parson	10.99956	4	.02657
likelihood Ratio	13.25531	4	.01009
Montel-Haenszel test for linear association	.95776	1	.32775

Minimum Expected Frequency - .849
 Cells with Expected Frequency < 5 - 6 OF 9 (66.7%)

Number of Missing Observations: 3

Page 110 SATISFACCIO CLIENT

5/9/94

8 INFORMACIO TECHNIQUES by V20 TIPO HOSPITAL

Page 1 of 1

Exp Val Residual	V20			Row Total
	1	2	3	
1	8.0 1.0	23.1 -1.1	16.0 .0	47 88.7%
2	.5 -.5	1.5 .5	1.0 .0	3 5.7%
3	.5 -.5	1.5 .5	1.0 .0	3 5.7%
Column	9	26	18	53

Total 17.0% 49.1% 34.0% 100.0%

Chi-Square	Value	DF	Significance
Pearson	1.57744	4	.81284
Likelihood Ratio	2.55320	4	.63514
Fleiss-Haenszel test for linear association	.32822	1	.56671

Minimum Expected Frequency - .509
 Cells with Expected Frequency < 5 - 6 OF 9 (66.7%)

Number of Missing Observations: 3

Page 111 SATISFACCIO CLIENT

5/9/94

9 RECOMANARIA HOSPITAL by V20 TIPO HOSPITAL

Page 1 of 1

Exp Val Residual	V20			Row Total
	1	2	3	
1	8.2 1.8	22.2 .8	15.6 -2.6	46 82.1%
2	.9 -.9	2.4 -.4	1.7 1.3	5 8.9%
3	.9 -.9	2.4 -.4	1.7 1.3	5 8.9%
Column Total	10 17.9%	27 48.2%	19 33.9%	56 100.0%

Chi-Square	Value	DF	Significance
Pearson	4.78318	4	.31028
Likelihood Ratio	6.20169	4	.18458
Fleiss-Haenszel test for linear association	4.13059	1	.04212

Minimum Expected Frequency - .893
 Cells with Expected Frequency < 5 - 6 OF 9 (66.7%)

Number of Missing Observations: 0

Page 112 SATISFACCIO CLIENT

5/9/94

This procedure was completed at 18:15:26

WISH.

of Include file.

Errors encountered: 0
 Warnings encountered: 1


```

TITLE 'SATISFACCIO DEL PERSONAL'.
DATA LIST FILE 'A:PERSONAL.DAT'
/CAS 1-3
V1 to V3 4-6
V4 to V6 7-12
V7 to V12 13-18
C1 TO C22 19-40
D1 TO D14 41-54
E1 TO E14 55-68.
CODE C1 TO E14 (1=4) (2=3) (3=2) (4=1).
VAR LABELS V1 'HOSPITAL'
V2 'EDAT'
V3 'SEXE'
V4 'ANY DIPLOMATURA'
V5 'ANY INFERMERIA'
V6 'ANY TREBALL HOSPITAL'
V7 'AREA TREBALL'
V8 'TIPUS CONTRACTE'
V9 'TORN TREBALL'
V10 'TREBALL CAPS SETMANA'
V11 'CANVI TORN'
V12 'CANVI UNITAT'.
VALUE LABELS V1 1 'A' 2 'B' 3 'C'/
V2 1 '20-30' 2 '31-45' 3 '46-55' 4 '+56'/
V3 1 'HOME' 2 'DONA'/
V7 1 'HOSPIT' 2 'QUIROF' 3 'URGENC' 4 'CONSULT' 5 'UCI'/
V8 1 'INDEFIN' 2 'TEMPOR' 3 'SUPLEN' 4 'ALTRES'/
V9 1 'MATI' 2 'TARDA' 3 'NIT' 4 'CAPSETM' 5 'FLEXIB' 6 '12HDIA'/
V10 1 'SI' 2 'ALGUNA' 3 'NO'/
V11 1 'SI' 2 'NO'/
V12 1 'SI' 2 'NO'/
C1 TO C22 4 'MOLT SATISF' 3 'SATISF' 2 'POC SATISF' 1 'INSATISF'/
D1 TO E14 4 'SEMPRE' 3 'MOLTES VEGADES' 2 'A VEGADES' 1 'MAI'.
COMPUTE SATIS=C1+C2+C3+C4+C5+C6+C7+C8+C9+C10+C11+C12+C13+C14+C15+C16+
C17+C18+C19+C20+C21+C22+D1+D2+D3+D4+D5+D6+D7+D8+D9+D10+D11+D12+D13+D14
+E4+E5+E6+E7+E8+E10+E11.
COMPUTE ADHESIO=C6+C7+C8+C9+C13+C14+C15+C16+C17+C18+C19+C20+
D1+D2+D3+D4+D5+D6+D7+D8+D9+D10+D11+D12+D13+D14+E4+E5+E6+E8+E10.
COMPUTE COMPROMI=D1+D2+D3+D4+E7+E8.
COMPUTE GESTIO=E4+E5+E6+E7+E10+E11.
COMPUTE EFICI=D12+D13+D14+E12.
COMPUTE CLIENT=C5+D10+D11.
COMPUTE ACTITUD=E1+E2+E3+E14.
COMPUTE INFORMA=D1+D2+D3+D4+D5+D6+D7+D8+D9+D10+D11+D12+D13+D14.
VAR LABELS SATIS 'NIVEL DE SATISFACCIO' ADHESIO 'NIVEL DE ADHESIO'
COMPROMI 'COMPROMIS DE LA DIRECCIO' GESTIO 'GESTIO PROCESOS DE MILLORA'
EFICI 'EFICIENCIAECONOMICA' CLIENT 'SATISFACCIO CLIENT'.
FREQUENCIES VARIABLES=SATIS TO INFORMA
The raw data or transformation pass is proceeding
108 cases are written to the compressed active file.
CHBAR
STATISTICS=ALL.

```

```

*** Memory allows a total of 11054 Values, accumulated across all Variables.
There also may be up to 1382 Value Labels for each Variable.

```

```

Page 2 SATISFACCIO DEL PERSONAL 5/9/94

```

```

SATIS NIVEL DE SATISFACCIO

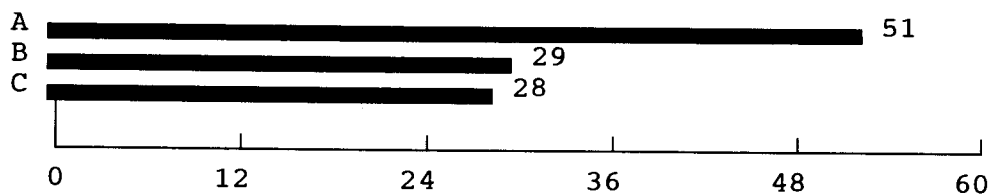
```

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
-------------	-------	-----------	---------	---------------	-------------

HOSPITAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	51	47.2	47.2	47.2
	2	29	26.9	26.9	74.1
	3	28	25.9	25.9	100.0
	Total	108	100.0	100.0	

HOSPITAL

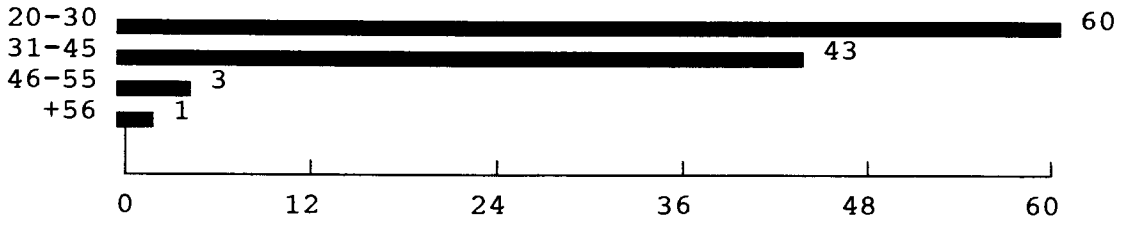


Valid cases 108 Missing cases 0

EDAT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
30	1	60	55.6	56.1	56.1
45	2	43	39.8	40.2	96.3
55	3	3	2.8	2.8	99.1
	4	1	.9	.9	100.0
	.	1	.9	Missing	
	Total	108	100.0	100.0	

EDAT

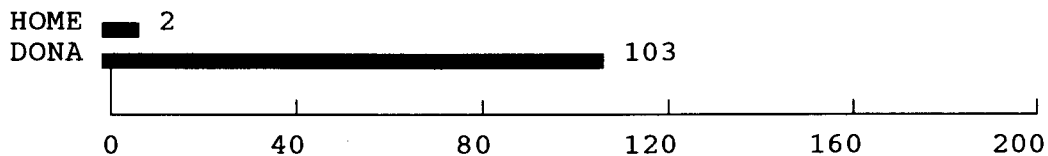


Valid cases 107 Missing cases 1

SEXE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	1.9	1.9	1.9
	2	103	95.4	98.1	100.0
	.	3	2.8	Missing	
	Total	108	100.0	100.0	

SEXE

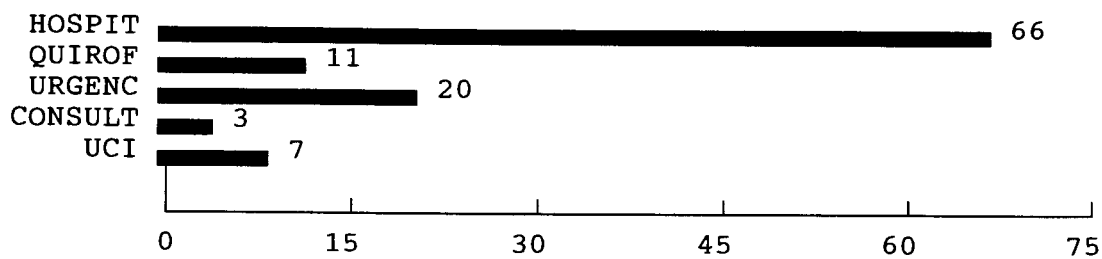


Valid cases 105 Missing cases 3

AREA TREBALL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
PIT	1	66	61.1	61.7	61.7
PROF	2	11	10.2	10.3	72.0
ENC	3	20	18.5	18.7	90.7
SULT	4	3	2.8	2.8	93.5
	5	7	6.5	6.5	100.0
	.	1	.9	Missing	
		-----	-----	-----	
	Total	108	100.0	100.0	

AREA TREBALL

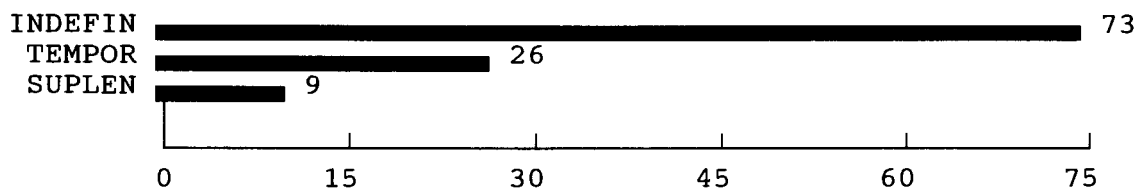


Valid cases 107 Missing cases 1

TIPUS CONTRACTE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
DEFIN	1	73	67.6	67.6	67.6
POR	2	26	24.1	24.1	91.7
LEN	3	9	8.3	8.3	100.0
		-----	-----	-----	
	Total	108	100.0	100.0	

TIPUS CONTRACTE

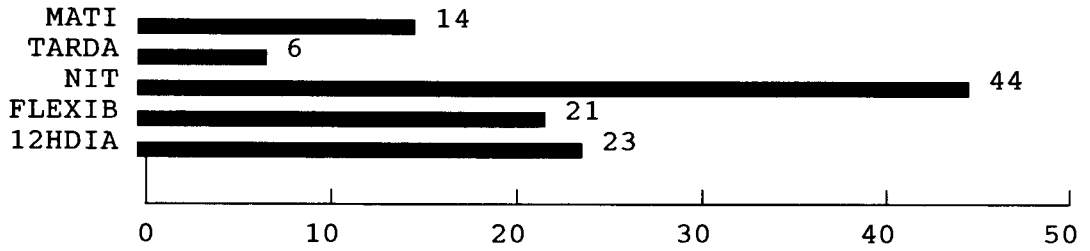


Valid cases 108 Missing cases 0

TORN TREBALL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
1	1	14	13.0	13.0	13.0
2	2	6	5.6	5.6	18.5
3	3	44	40.7	40.7	59.3
5	5	21	19.4	19.4	78.7
6	6	23	21.3	21.3	100.0
Total		108	100.0	100.0	

TORN TREBALL

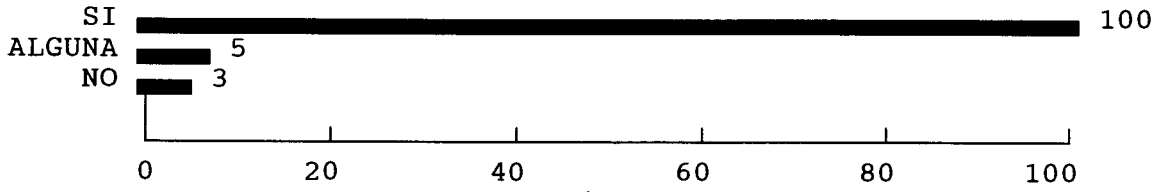


Valid cases 108 Missing cases 0

TREBALL CAPS SETMANA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	100	92.6	92.6	92.6
	2	5	4.6	4.6	97.2
	3	3	2.8	2.8	100.0
	Total	108	100.0	100.0	

TREBALL CAPS SETMANA

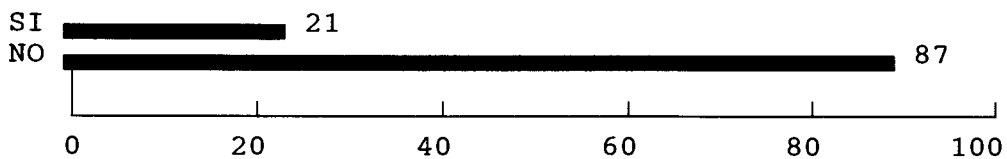


Valid cases 108 Missing cases 0

CANVI TORN

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	21	19.4	19.4	19.4
	2	87	80.6	80.6	100.0
	Total	108	100.0	100.0	

CANVI TORN

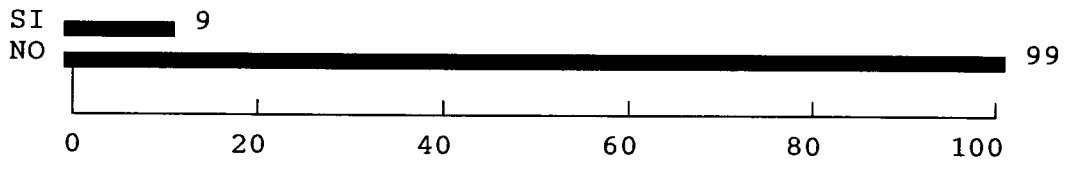


Valid cases 108 Missing cases 0

CANVI UNITAT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	9	8.3	8.3	8.3
	2	99	91.7	91.7	100.0
	Total	108	100.0	100.0	

CANVI UNITAT



Valid cases

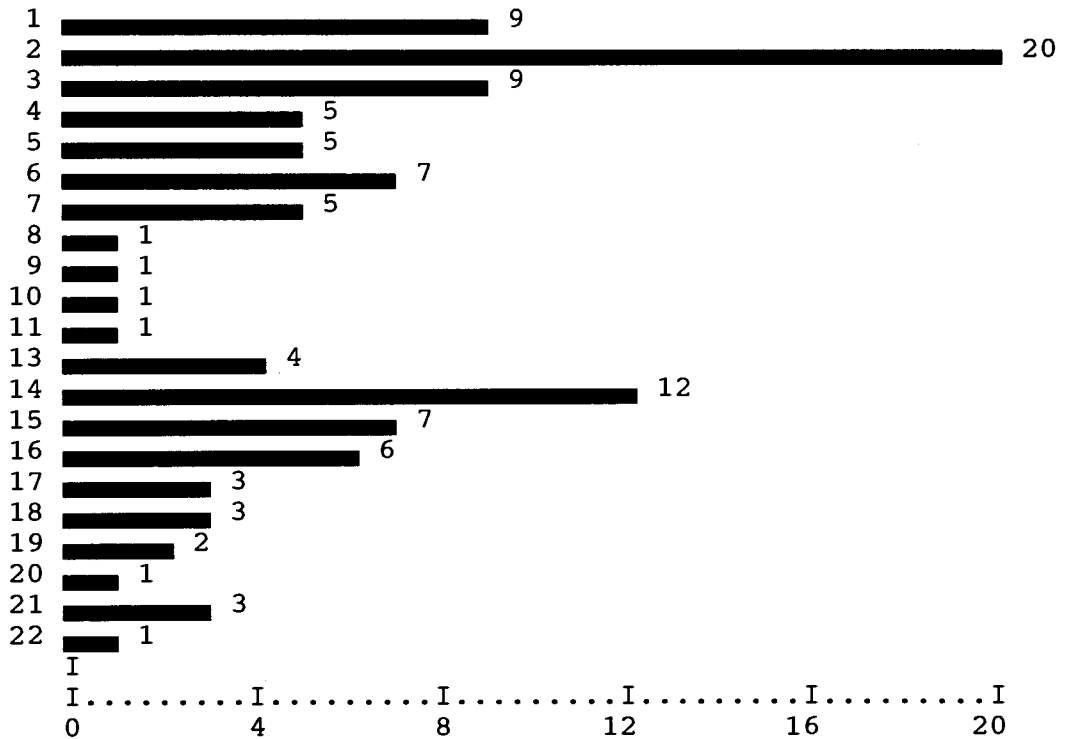
108

Missing cases

0

ANY DIPLOMATURA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	9	8.3	8.5	8.5
	2	20	18.5	18.9	27.4
	3	9	8.3	8.5	35.8
	4	5	4.6	4.7	40.6
	5	5	4.6	4.7	45.3
	6	7	6.5	6.6	51.9
	7	5	4.6	4.7	56.6
	8	1	.9	.9	57.5
	9	1	.9	.9	58.5
	10	1	.9	.9	59.4
	11	1	.9	.9	60.4
	13	4	3.7	3.8	64.2
	14	12	11.1	11.3	75.5
	15	7	6.5	6.6	82.1
	16	6	5.6	5.7	87.7
	17	3	2.8	2.8	90.6
	18	3	2.8	2.8	93.4
	19	2	1.9	1.9	95.3
	20	1	.9	.9	96.2
	21	3	2.8	2.8	99.1
	22	1	.9	.9	100.0
	.	2	1.9	MISSING	
	TOTAL	108	100.0	100.0	

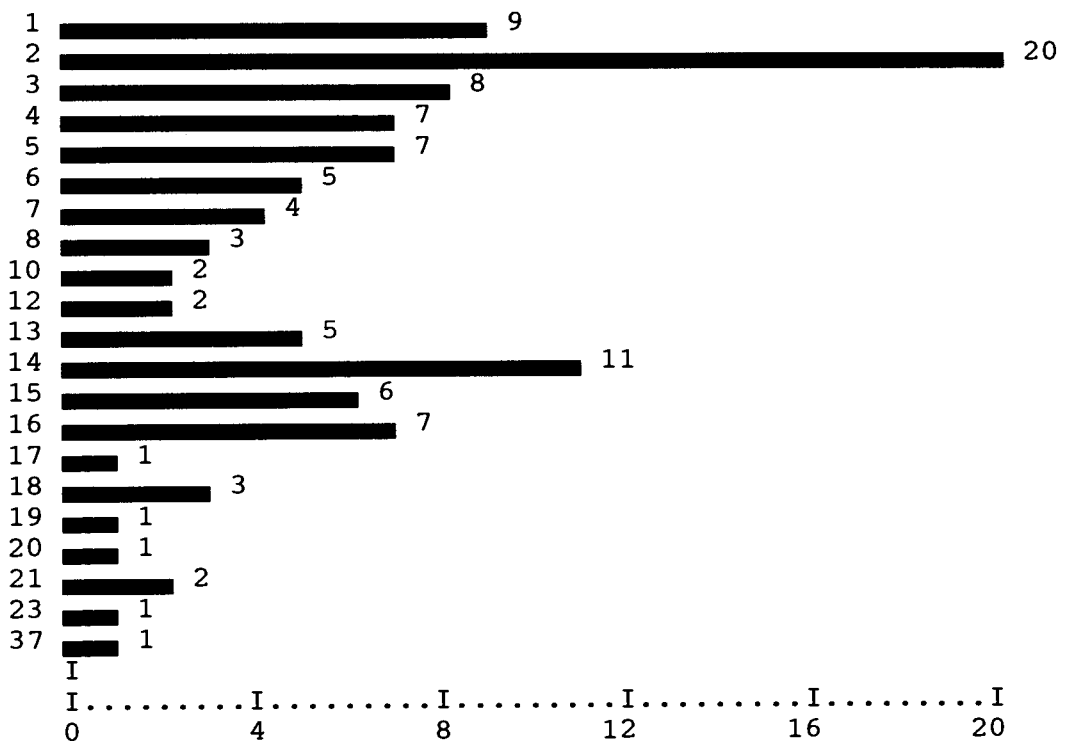


Mean	8.538	Std Err	.630	Median	6.000
Mode	2.000	Std Dev	6.487	Variance	42.080
Skewness	-1.344	S E Kurt	.465	Skewness	.403
SE Skew	.235	Range	21.000	Minimum	1.000
Maximum	22.000	Sum	905.000		

Valid Cases 106 Missing Cases 2

ANY INFERMERIA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	9	8.3	8.5	8.5
	2	20	18.5	18.9	27.4
	3	8	7.4	7.5	34.9
	4	7	6.5	6.6	41.5
	5	7	6.5	6.6	48.1
	6	5	4.6	4.7	52.8
	7	4	3.7	3.8	56.6
	8	3	2.8	2.8	59.4
	10	2	1.9	1.9	61.3
	12	2	1.9	1.9	63.2
	13	5	4.6	4.7	67.9
	14	11	10.2	10.4	78.3
	15	6	5.6	5.7	84.0
	16	7	6.5	6.6	90.6
	17	1	.9	.9	91.5
	18	3	2.8	2.8	94.3
	19	1	.9	.9	95.3
	20	1	.9	.9	96.2
	21	2	1.9	1.9	98.1
	23	1	.9	.9	99.1
	37	1	.9	.9	100.0
	.	2	1.9	MISSING	
	TOTAL	108	100.0	100.0	

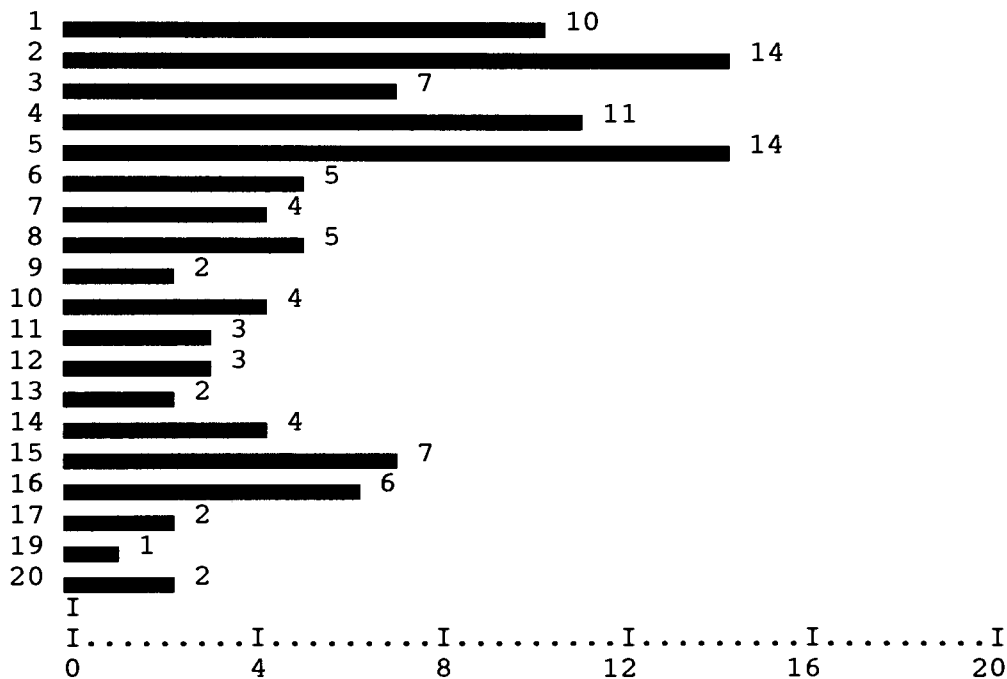


Mean	8.443	Std Err	.663	Median	6.000
St Dev	2.000	Std Dev	6.826	Variance	46.592
Kurtosis	1.280	S E Kurt	.465	Skewness	.981
Skew	.235	Range	36.000	Minimum	1.000
Maximum	37.000	Sum	895.000		

Valid Cases 106 Missing Cases 2

ANY TREBALL HOSPITAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	10	9.3	9.4	9.4
	2	14	13.0	13.2	22.6
	3	7	6.5	6.6	29.2
	4	11	10.2	10.4	39.6
	5	14	13.0	13.2	52.8
	6	5	4.6	4.7	57.5
	7	4	3.7	3.8	61.3
	8	5	4.6	4.7	66.0
	9	2	1.9	1.9	67.9
	10	4	3.7	3.8	71.7
	11	3	2.8	2.8	74.5
	12	3	2.8	2.8	77.4
	13	2	1.9	1.9	79.2
	14	4	3.7	3.8	83.0
	15	7	6.5	6.6	89.6
	16	6	5.6	5.7	95.3
	17	2	1.9	1.9	97.2
	19	1	.9	.9	98.1
	20	2	1.9	1.9	100.0
	.	2	1.9	MISSING	
	TOTAL	108	100.0	100.0	



Mean	7.302	Std Err	.522	Median	5.000
Mode	2.000	Std Dev	5.370	Variance	28.841
Kurtosis	-.776	S E Kurt	.465	Skewness	.693
SE Skew	.235	Range	19.000	Minimum	1.000
Maximum	20.000	Sum	774.000		

Valid Cases 106 Missing Cases 2

This procedure was completed at 10:47:10
FRECUENCIAS VARIABLES=V4 TO V6,C1 TO E14,SATIS TO ACTITUD
/HBAR
/STATISTICS=ALL.

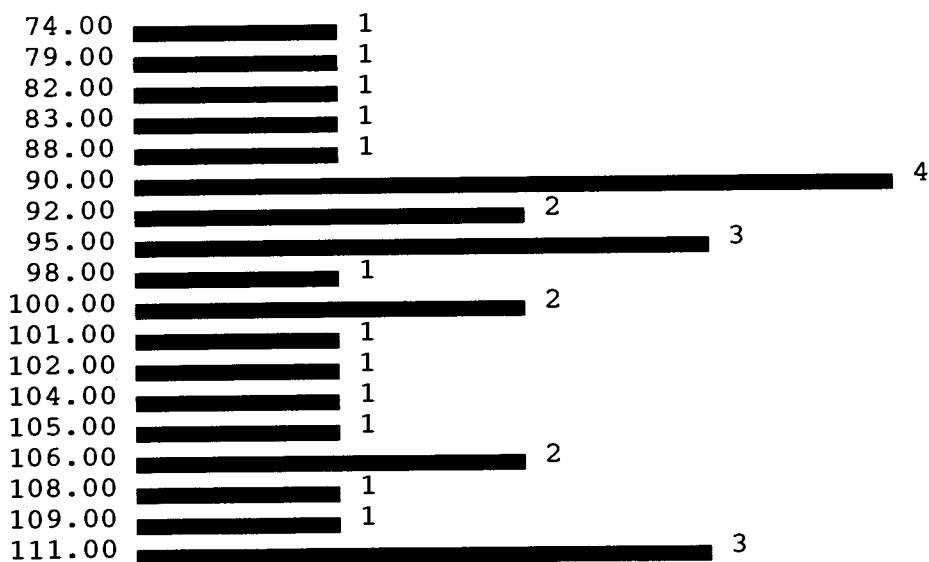
**** Memory allows a total of 6491 Values, accumulated across all Variables.
There also may be up to 811 Value Labels for each Variable.

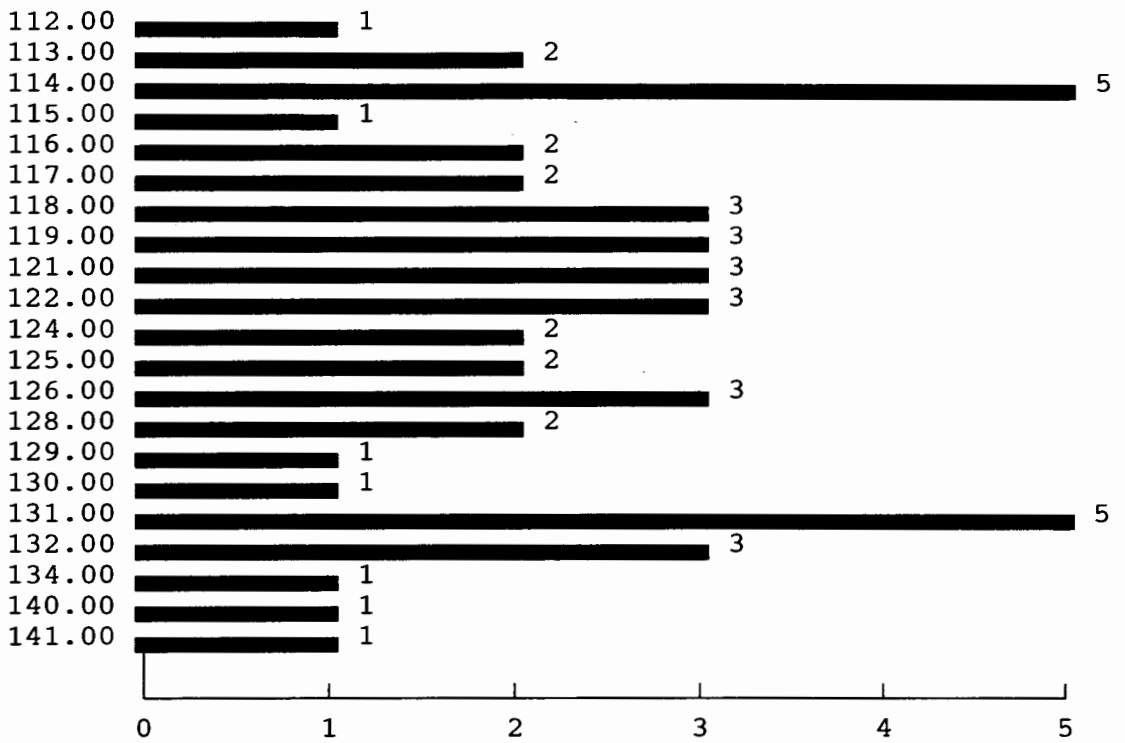
74.00	1	.9	1.3	1.3
79.00	1	.9	1.3	2.7
82.00	1	.9	1.3	4.0
83.00	1	.9	1.3	5.3
88.00	1	.9	1.3	6.7
90.00	4	3.7	5.3	12.0
92.00	2	1.9	2.7	14.7
95.00	3	2.8	4.0	18.7
98.00	1	.9	1.3	20.0
100.00	2	1.9	2.7	22.7
101.00	1	.9	1.3	24.0
102.00	1	.9	1.3	25.3
104.00	1	.9	1.3	26.7
105.00	1	.9	1.3	28.0
106.00	2	1.9	2.7	30.7
108.00	1	.9	1.3	32.0
109.00	1	.9	1.3	33.3
111.00	3	2.8	4.0	37.3
112.00	1	.9	1.3	38.7
113.00	2	1.9	2.7	41.3
114.00	5	4.6	6.7	48.0
115.00	1	.9	1.3	49.3
116.00	2	1.9	2.7	52.0
117.00	2	1.9	2.7	54.7
118.00	3	2.8	4.0	58.7
119.00	3	2.8	4.0	62.7
121.00	3	2.8	4.0	66.7
122.00	3	2.8	4.0	70.7
124.00	2	1.9	2.7	73.3
125.00	2	1.9	2.7	76.0
126.00	3	2.8	4.0	80.0
128.00	2	1.9	2.7	82.7
129.00	1	.9	1.3	84.0
130.00	1	.9	1.3	85.3
131.00	5	4.6	6.7	92.0
132.00	3	2.8	4.0	96.0
134.00	1	.9	1.3	97.3
140.00	1	.9	1.3	98.7
141.00	1	.9	1.3	100.0
.	33	30.6	Missing	
Total	108	100.0	100.0	

3 SATISFACCIO DEL PERSONAL

5/9/94

NIVEL DE SATISFACCIO





Page 4 SATISFACCIO DEL PERSONAL 5/9/94

SIS NIVEL DE SATISFACCIO

Mean	113.240	Std err	1.782	Median	116.000
Mode	114.000	Std dev	15.431	Variance	238.104
Kurtosis	-.387	S E Kurt	.548	Skewness	-.557
SE Skew	.277	Range	67.000	Minimum	74.000
Maximum	141.000	Sum	8493.000		

Multiple modes exist. The smallest value is shown.

Valid cases 75 Missing cases 33

Page 5 SATISFACCIO DEL PERSONAL 5/9/94

RESIO NIVEL DE ADHESIO

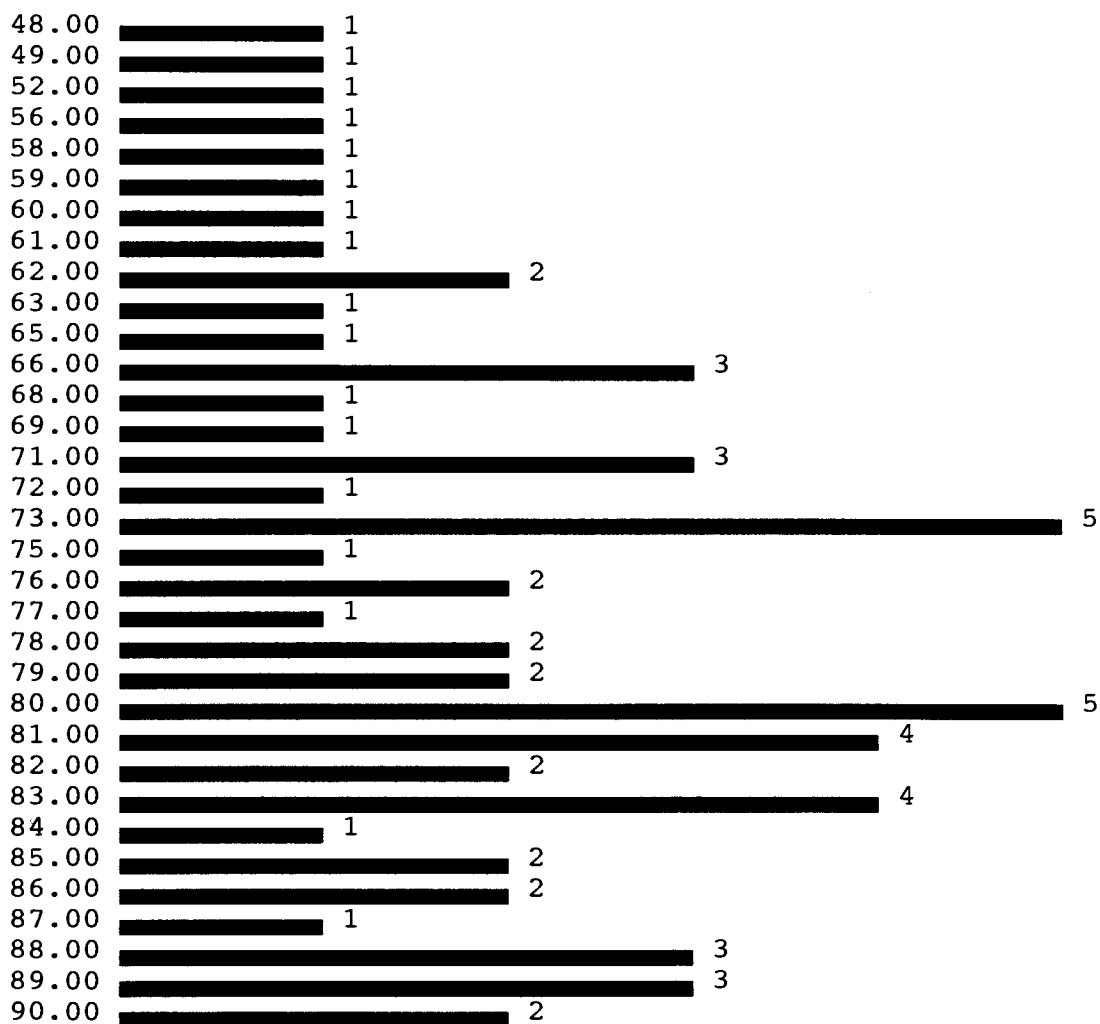
Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	48.00	1	.9	1.3	1.3
	49.00	1	.9	1.3	2.6
	52.00	1	.9	1.3	3.9
	56.00	1	.9	1.3	5.3
	58.00	1	.9	1.3	6.6
	59.00	1	.9	1.3	7.9
	60.00	1	.9	1.3	9.2
	61.00	1	.9	1.3	10.5
	62.00	2	1.9	2.6	13.2
	63.00	1	.9	1.3	14.5
	65.00	1	.9	1.3	15.8
	66.00	3	2.8	3.9	19.7
	68.00	1	.9	1.3	21.1
	69.00	1	.9	1.3	22.4
	71.00	3	2.8	3.9	26.3
	72.00	1	.9	1.3	27.6
	73.00	5	4.6	6.6	34.2

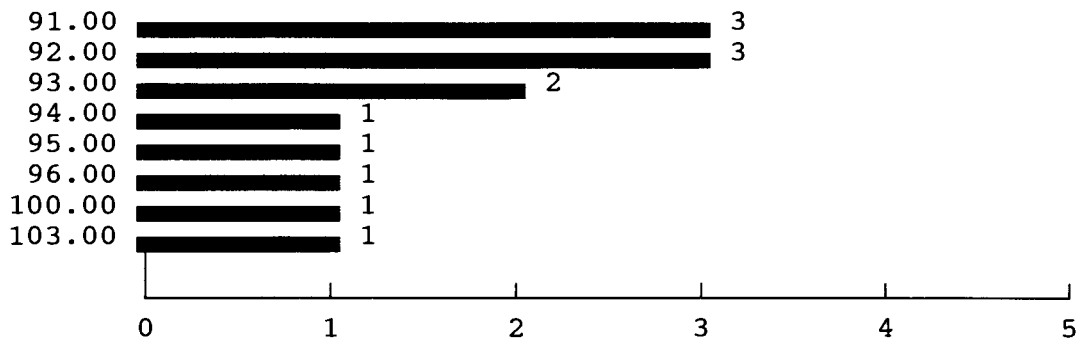
75.00	1	.9	1.3	35.5
76.00	2	1.9	2.6	38.2
77.00	1	.9	1.3	39.5
78.00	2	1.9	2.6	42.1
79.00	2	1.9	2.6	44.7
80.00	5	4.6	6.6	51.3
81.00	4	3.7	5.3	56.6
82.00	2	1.9	2.6	59.2
83.00	4	3.7	5.3	64.5
84.00	1	.9	1.3	65.8
85.00	2	1.9	2.6	68.4
86.00	2	1.9	2.6	71.1
87.00	1	.9	1.3	72.4
88.00	3	2.8	3.9	76.3
89.00	3	2.8	3.9	80.3
90.00	2	1.9	2.6	82.9
91.00	3	2.8	3.9	86.8
92.00	3	2.8	3.9	90.8
93.00	2	1.9	2.6	93.4
94.00	1	.9	1.3	94.7
95.00	1	.9	1.3	96.1
96.00	1	.9	1.3	97.4
100.00	1	.9	1.3	98.7
103.00	1	.9	1.3	100.0
.	32	29.6	Missing	
Total	108	100.0	100.0	

Page 6 SATISFACCIO DEL PERSONAL

5/9/94

ADHESIO NIVEL DE ADHESIO





Page 7 SATISFACCIO DEL PERSONAL 5/9/94

RESUMEN NIVEL DE ADHESIO

Mean	78.487	Std err	1.396	Median	80.000
Mode	73.000	Std dev	12.170	Variance	148.120
Kurtosis	-.211	S E Kurt	.545	Skewness	-.513
Skew	.276	Range	55.000	Minimum	48.000
Maximum	103.000	Sum	5965.000		

Multiple modes exist. The smallest value is shown.

Valid cases 76 Missing cases 32

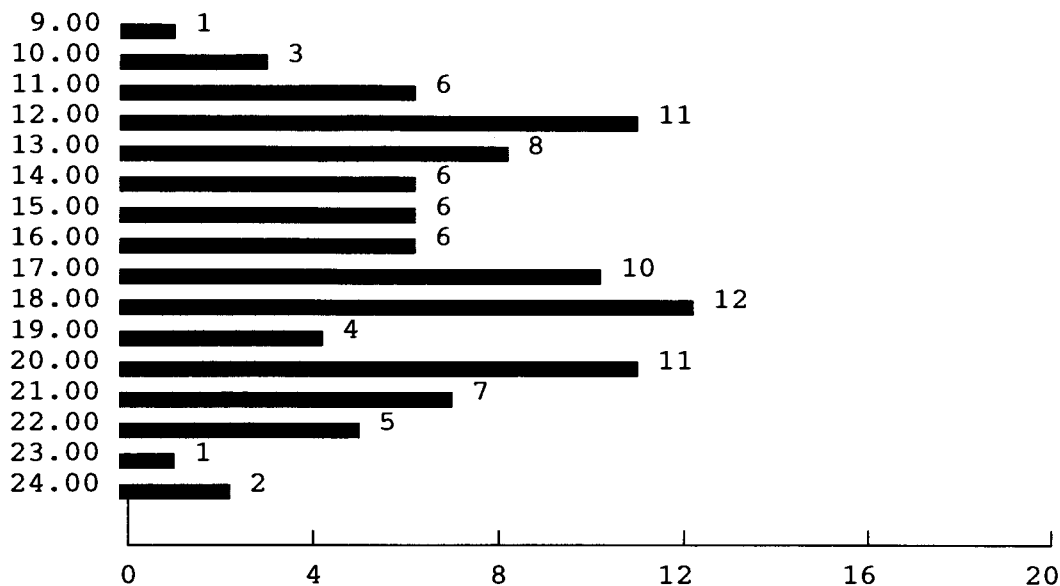
RESUMEN COMPROMIS DE LA DIRECCIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	7.00	1	.9	1.0	1.0
	8.00	1	.9	1.0	2.0
	9.00	1	.9	1.0	3.0
	10.00	3	2.8	3.0	5.9
	11.00	6	5.6	5.9	11.9
	12.00	11	10.2	10.9	22.8
	13.00	8	7.4	7.9	30.7
	14.00	6	5.6	5.9	36.6
	15.00	6	5.6	5.9	42.6
	16.00	6	5.6	5.9	48.5
	17.00	10	9.3	9.9	58.4
	18.00	12	11.1	11.9	70.3
	19.00	4	3.7	4.0	74.3
	20.00	11	10.2	10.9	85.1
	21.00	7	6.5	6.9	92.1
	22.00	5	4.6	5.0	97.0
	23.00	1	.9	1.0	98.0
	24.00	2	1.9	2.0	100.0
	.	7	6.5	Missing	
	Total	108	100.0	100.0	

Page 8 SATISFACCIO DEL PERSONAL 5/9/94

RESUMEN COMPROMIS DE LA DIRECCIO

7.00	1
8.00	1



Variable 9 SATISFACCIO DEL PERSONAL 5/9/94

COMPROMIS DE LA DIRECCIO

Mean	16.198	Std err	.389	Median	17.000
Mode	18.000	Std dev	3.909	Variance	15.280
Kurtosis	-.855	S E Kurt	.476	Skewness	-.107
Skew	.240	Range	17.000	Minimum	7.000
Maximum	24.000	Sum	1636.000		

Valid cases 101 Missing cases 7

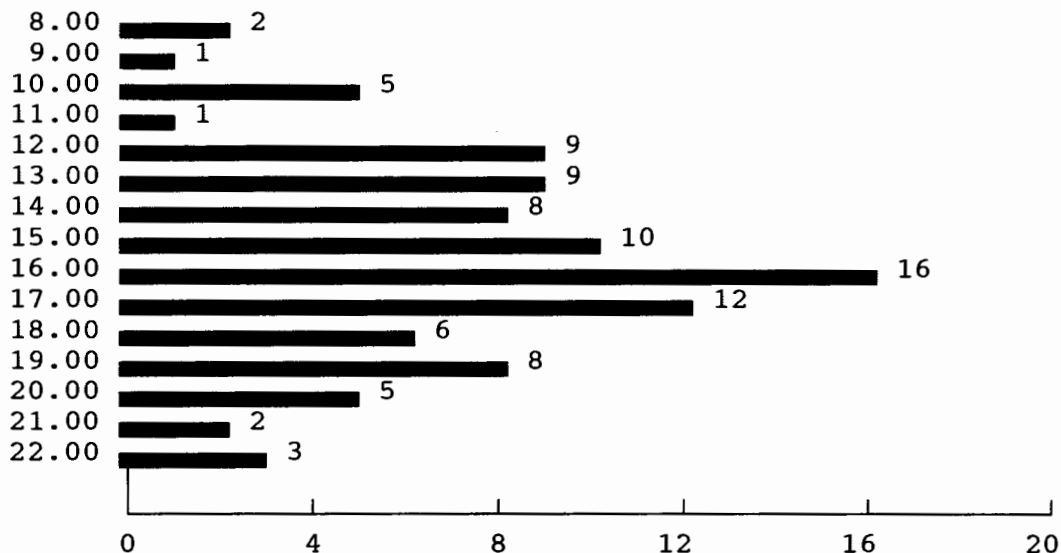
Variable 10 SATISFACCIO DEL PERSONAL 5/9/94

GESTIO PROCESOS DE MILLORA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	8.00	2	1.9	2.1	2.1
	9.00	1	.9	1.0	3.1
	10.00	5	4.6	5.2	8.2
	11.00	1	.9	1.0	9.3
	12.00	9	8.3	9.3	18.6
	13.00	9	8.3	9.3	27.8
	14.00	8	7.4	8.2	36.1
	15.00	10	9.3	10.3	46.4
	16.00	16	14.8	16.5	62.9
	17.00	12	11.1	12.4	75.3
	18.00	6	5.6	6.2	81.4
	19.00	8	7.4	8.2	89.7
	20.00	5	4.6	5.2	94.8
	21.00	2	1.9	2.1	96.9
	22.00	3	2.8	3.1	100.0
	.	11	10.2	Missing	
	Total	108	100.0	100.0	

Variable 11 SATISFACCIO DEL PERSONAL 5/9/94

GESTIO PROCESOS DE MILLORA



Variable 12 SATISFACCIO DEL PERSONAL 5/9/94

Variable 12 GESTIO PROCESOS DE MILLORA

Mean	15.474	Std err	.322	Median	16.000
Mode	16.000	Std dev	3.176	Variance	10.085
Kurtosis	-.313	S E Kurt	.485	Skewness	-.143
Skew	.245	Range	14.000	Minimum	8.000
Maximum	22.000	Sum	1501.000		

Valid cases 97 Missing cases 11

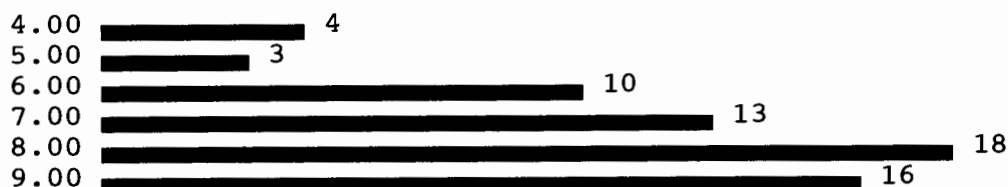
Variable 13 SATISFACCIO DEL PERSONAL 5/9/94

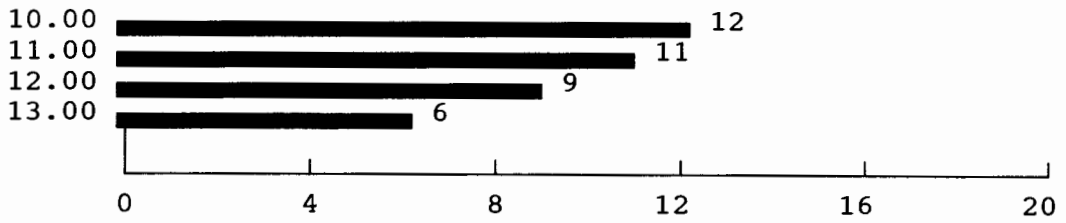
Variable 13 EFICIENCIAECONOMICA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	4.00	4	3.7	3.9	3.9
	5.00	3	2.8	2.9	6.9
	6.00	10	9.3	9.8	16.7
	7.00	13	12.0	12.7	29.4
	8.00	18	16.7	17.6	47.1
	9.00	16	14.8	15.7	62.7
	10.00	12	11.1	11.8	74.5
	11.00	11	10.2	10.8	85.3
	12.00	9	8.3	8.8	94.1
	13.00	6	5.6	5.9	100.0
	.	6	5.6	Missing	
	Total	108	100.0	100.0	

Variable 14 SATISFACCIO DEL PERSONAL 5/9/94

Variable 14 EFICIENCIAECONOMICA





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EFICIENCIAECONOMICA

Mean	8.794	Std err	.228	Median	9.000
Mode	8.000	Std dev	2.305	Variance	5.314
Kurtosis	-.635	S E Kurt	.474	Skewness	-.020
Skew	.239	Range	9.000	Minimum	4.000
Maximum	13.000	Sum	897.000		

Valid cases 102 Missing cases 6

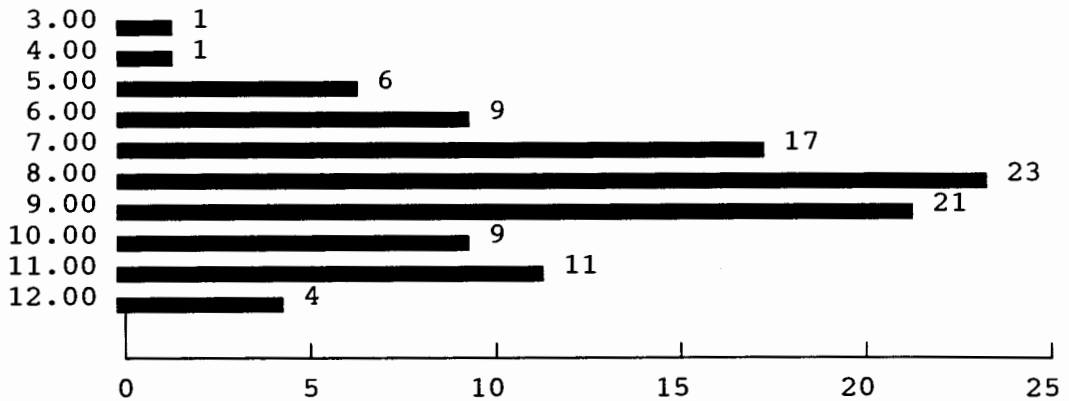
Page 16 SATISFACCIO DEL PERSONAL 5/9/94

SATISFACCIO CLIENT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	3.00	1	.9	1.0	1.0
	4.00	1	.9	1.0	2.0
	5.00	6	5.6	5.9	7.8
	6.00	9	8.3	8.8	16.7
	7.00	17	15.7	16.7	33.3
	8.00	23	21.3	22.5	55.9
	9.00	21	19.4	20.6	76.5
	10.00	9	8.3	8.8	85.3
	11.00	11	10.2	10.8	96.1
	12.00	4	3.7	3.9	100.0
	.	6	5.6	Missing	
	Total	108	100.0	100.0	

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SATISFACCIO CLIENT



Page 18 SATISFACCIO DEL PERSONAL 5/9/94

SATISFACCIO CLIENT

Mean	8.255	Std err	.187	Median	8.000
Mode	8.000	Std dev	1.892	Variance	3.578
Kurtosis	-.186	S E Kurt	.474	Skewness	-.107
Skew	.239	Range	9.000	Minimum	3.000
Maximum	12.000	Sum	842.000		

Valid cases 102 Missing cases 6

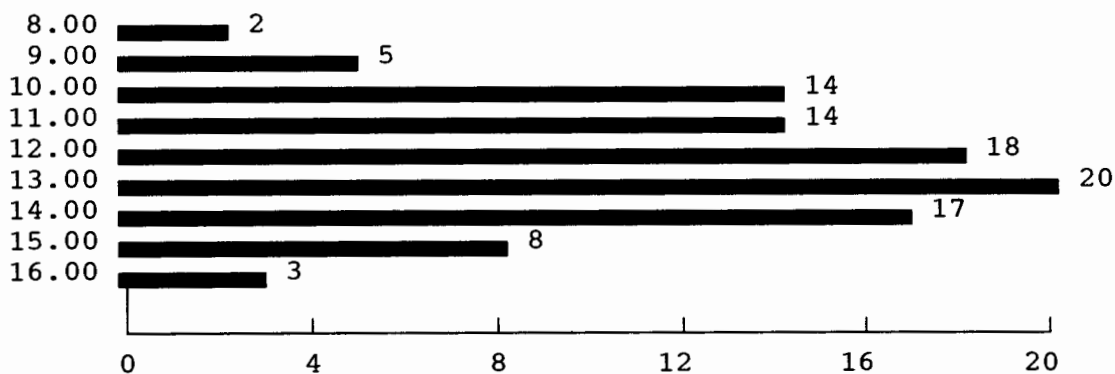
Page 19 SATISFACCIO DEL PERSONAL 5/9/94

HISTOGRAM

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	8.00	2	1.9	2.0	2.0
	9.00	5	4.6	5.0	6.9
	10.00	14	13.0	13.9	20.8
	11.00	14	13.0	13.9	34.7
	12.00	18	16.7	17.8	52.5
	13.00	20	18.5	19.8	72.3
	14.00	17	15.7	16.8	89.1
	15.00	8	7.4	7.9	97.0
	16.00	3	2.8	3.0	100.0
	.	7	6.5	Missing	
	Total	108	100.0	100.0	

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HISTOGRAM



Page 21 SATISFACCIO DEL PERSONAL 5/9/94

HISTOGRAM

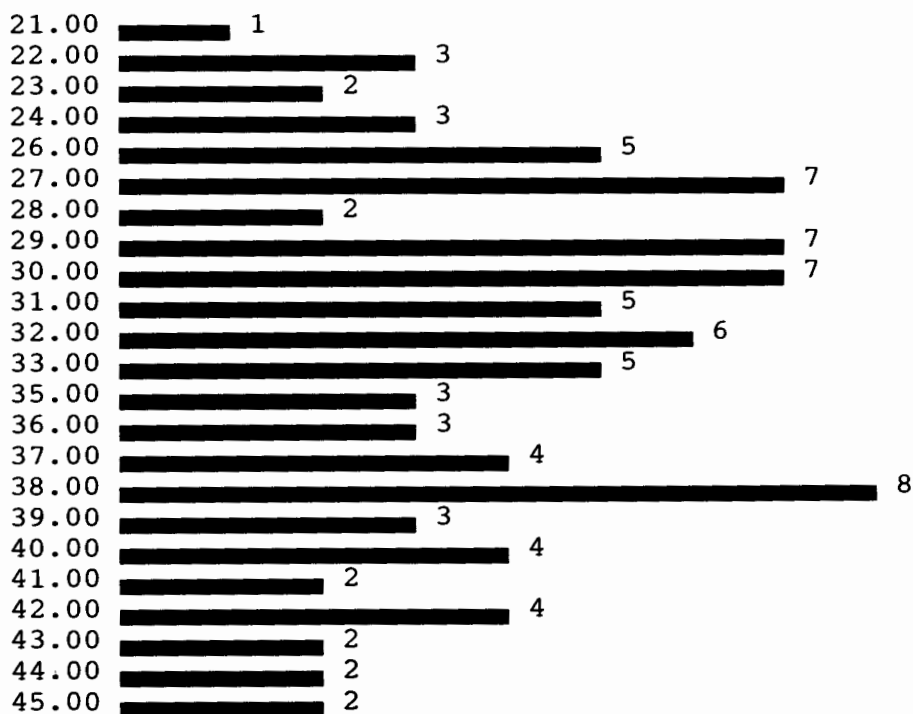
Mean	12.248	Std err	.186	Median	12.000
Mode	13.000	Std dev	1.868	Variance	3.488
Kurtosis	-.632	S E Kurt	.476	Skewness	-.134
Skew	.240	Range	8.000	Minimum	8.000
Maximum	16.000	Sum	1237.000		

Valid cases 101 Missing cases 7

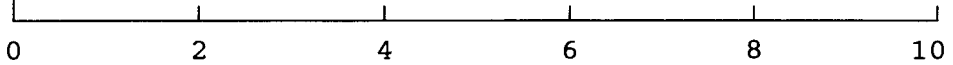
Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	21.00	1	.9	1.1	1.1
	22.00	3	2.8	3.2	4.3
	23.00	2	1.9	2.1	6.4
	24.00	3	2.8	3.2	9.6
	26.00	5	4.6	5.3	14.9
	27.00	7	6.5	7.4	22.3
	28.00	2	1.9	2.1	24.5
	29.00	7	6.5	7.4	31.9
	30.00	7	6.5	7.4	39.4
	31.00	5	4.6	5.3	44.7
	32.00	6	5.6	6.4	51.1
	33.00	5	4.6	5.3	56.4
	35.00	3	2.8	3.2	59.6
	36.00	3	2.8	3.2	62.8
	37.00	4	3.7	4.3	67.0
	38.00	8	7.4	8.5	75.5
	39.00	3	2.8	3.2	78.7
	40.00	4	3.7	4.3	83.0
	41.00	2	1.9	2.1	85.1
	42.00	4	3.7	4.3	89.4
	43.00	2	1.9	2.1	91.5
	44.00	2	1.9	2.1	93.6
	45.00	2	1.9	2.1	95.7
	46.00	1	.9	1.1	96.8
	47.00	1	.9	1.1	97.9
	49.00	1	.9	1.1	98.9
	52.00	1	.9	1.1	100.0
	.	14	13.0	Missing	
	Total	108	100.0	100.0	

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5/9/94



46.00 █ 1
 47.00 █ 1
 49.00 █ 1
 52.00 █ 1



23 SATISFACCIO DEL PERSONAL 5/9/94

FORMA

Mean	33.564	Std err	.713	Median	32.000
Std dev	38.000	Std dev	6.909	Variance	47.732
Kurtosis	-.550	S E Kurt	.493	Skewness	.325
Skew	.249	Range	31.000	Minimum	21.000
Maximum	52.000	Sum	3155.000		

Valid cases 94 Missing cases 14

24 SATISFACCIO DEL PERSONAL 5/9/94

Procedure was completed at 18:01:21
 CES IF (V1 EQ 1).
 QUENCIES VARIABLES=V1 TO V3,V7 TO V12
 ARCHART.

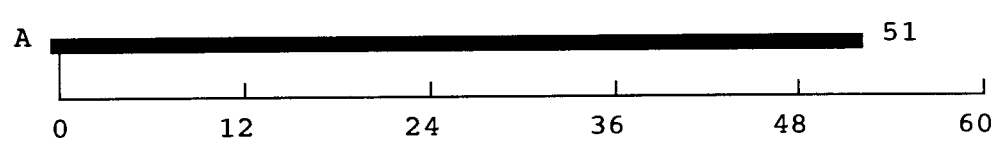
** Memory allows a total of 11054 Values, accumulated across all Variables.
 There also may be up to 1382 Value Labels for each Variable.

HOSPITAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	51	100.0	100.0	100.0
	Total	51	100.0	100.0	

25 SATISFACCIO DEL PERSONAL 5/9/94

HOSPITAL



Valid cases 51 Missing cases 0

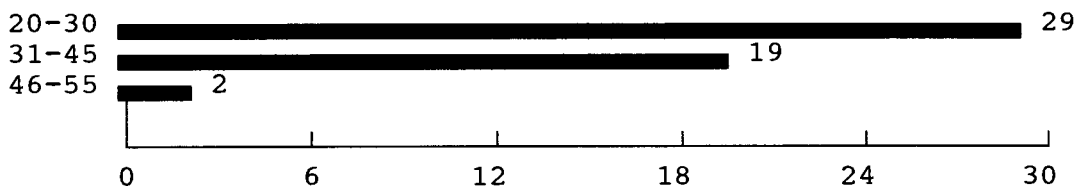
EDAT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
-------------	-------	-----------	---------	---------------	-------------

30	1	29	56.9	58.0	58.0
45	2	19	37.3	38.0	96.0
55	3	2	3.9	4.0	100.0
	.	1	2.0	Missing	
Total		51	100.0	100.0	

ge 26 SATISFACCIO DEL PERSONAL 5/9/94

EDAT



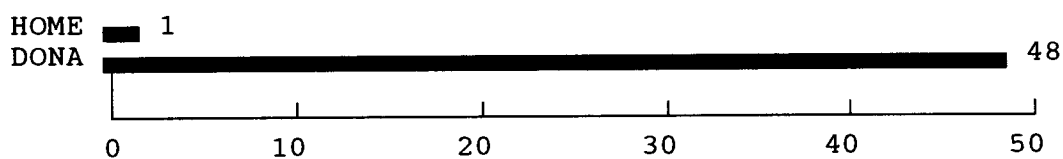
id cases 50 Missing cases 1

SEXE

ue Label	Value	Frequency	Percent	Valid Percent	Cum Percent
E	1	1	2.0	2.0	2.0
A	2	48	94.1	98.0	100.0
	.	2	3.9	Missing	
Total		51	100.0	100.0	

ge 27 SATISFACCIO DEL PERSONAL 5/9/94

SEXE



id cases 49 Missing cases 2

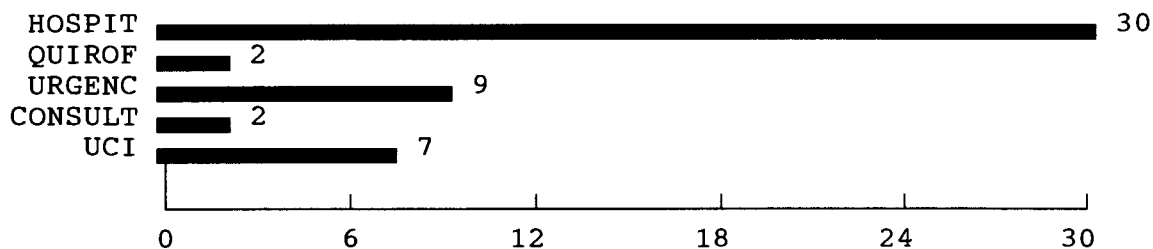
AREA TREBALL

ue Label	Value	Frequency	Percent	Valid Percent	Cum Percent
PIT	1	30	58.8	60.0	60.0
ROF	2	2	3.9	4.0	64.0
ENC	3	9	17.6	18.0	82.0
SULT	4	2	3.9	4.0	86.0
	5	7	13.7	14.0	100.0
	.	1	2.0	Missing	

Total 51 100.0 100.0

28 SATISFACCIO DEL PERSONAL 5/9/94

AREA TREBALL



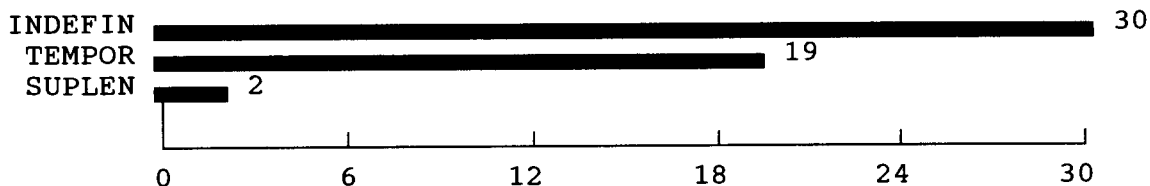
Valid cases 50 Missing cases 1

TIPUS CONTRACTE

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
DEFIN	1	30	58.8	58.8	58.8
TEMPOR	2	19	37.3	37.3	96.1
SUPLEN	3	2	3.9	3.9	100.0
Total		51	100.0	100.0	

29 SATISFACCIO DEL PERSONAL 5/9/94

TIPUS CONTRACTE



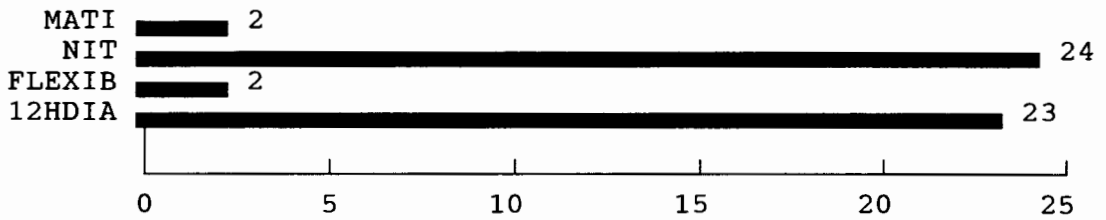
Valid cases 51 Missing cases 0

TORN TREBALL

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
1	1	2	3.9	3.9	3.9
3	3	24	47.1	47.1	51.0
5	5	2	3.9	3.9	54.9
6	6	23	45.1	45.1	100.0
Total		51	100.0	100.0	

30 SATISFACCIO DEL PERSONAL 5/9/94

TORN TREBALL



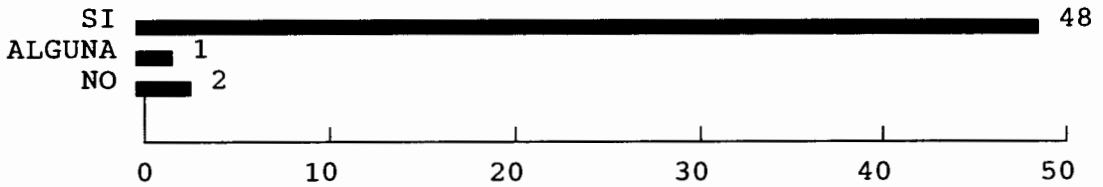
Valid cases 51 Missing cases 0

TREBALL CAPS SETMANA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	48	94.1	94.1	94.1
	2	1	2.0	2.0	96.1
	3	2	3.9	3.9	100.0
Total		51	100.0	100.0	

31 SATISFACCIO DEL PERSONAL 5/9/94

TREBALL CAPS SETMANA



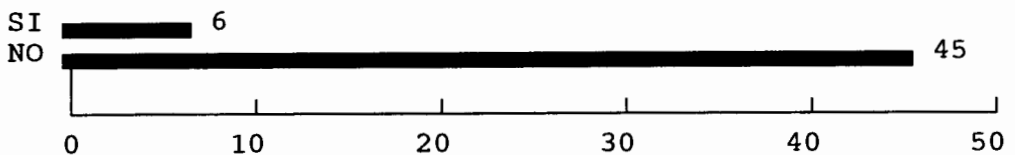
Valid cases 51 Missing cases 0

CANVI TORN

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	6	11.8	11.8	11.8
	2	45	88.2	88.2	100.0
Total		51	100.0	100.0	

32 SATISFACCIO DEL PERSONAL 5/9/94

CANVI TORN



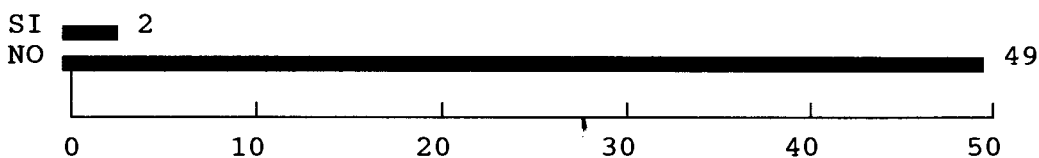
Valid cases 51 Missing cases 0

CANVI UNITAT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	3.9	3.9	3.9
	2	49	96.1	96.1	100.0
	Total	51	100.0	100.0	

Case 33 SATISFACCIO DEL PERSONAL 5/9/94

CANVI UNITAT



Valid cases 51 Missing cases 0

Case 34 SATISFACCIO DEL PERSONAL 5/9/94

Procedure completed at 18:01:39
 PROCES IF (V1 EQ 1).
 FREQUENCIES VARIABLES=V4 TO V6,SATIS TO INFORMA
 BAR
 STATISTICS=ALL.

** Memory allows a total of 11054 Values, accumulated across all Variables.
 There also may be up to 1382 Value Labels for each Variable.

Case 35 SATISFACCIO DEL PERSONAL 5/9/94

ANY DIPLOMATURA

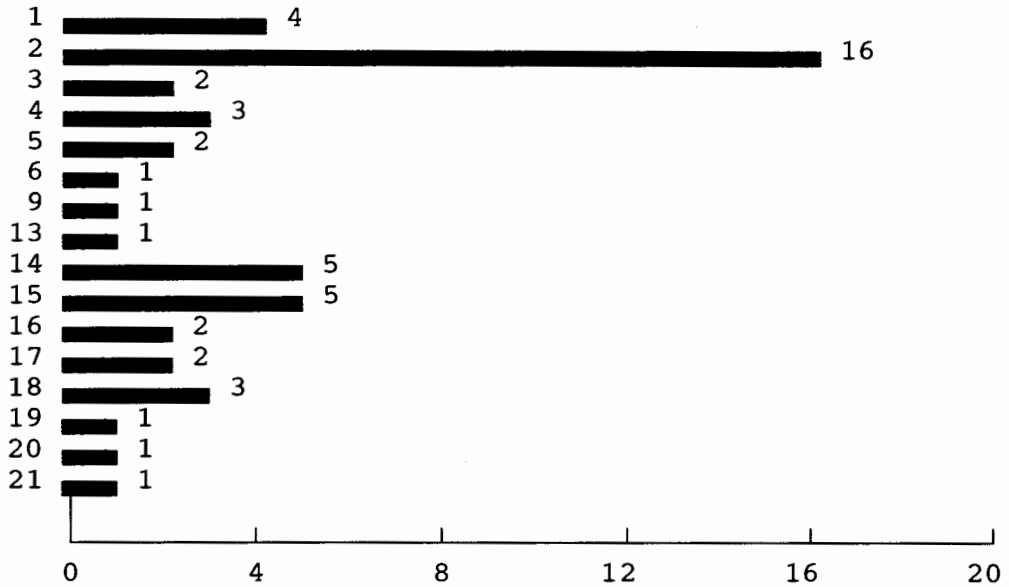
Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	7.8	8.0	8.0
	2	16	31.4	32.0	40.0
	3	2	3.9	4.0	44.0
	4	3	5.9	6.0	50.0
	5	2	3.9	4.0	54.0
	6	1	2.0	2.0	56.0
	9	1	2.0	2.0	58.0
	13	1	2.0	2.0	60.0
	14	5	9.8	10.0	70.0
	15	5	9.8	10.0	80.0
	16	2	3.9	4.0	84.0
	17	2	3.9	4.0	88.0
	18	3	5.9	6.0	94.0
	19	1	2.0	2.0	96.0
	20	1	2.0	2.0	98.0
	21	1	2.0	2.0	100.0
	.	1	2.0	Missing	

Total 51 100.0 100.0

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5/9/94

ANY DIPLOMATURA



Page 37 Satisfaccio del Personal

5/9/94

ANY DIPLOMATURA

Mean	8.340	Std err	.982	Median	4.500
Stdev	2.000	Std dev	6.942	Variance	48.188
Kurtosis	-1.631	S E Kurt	.662	Skewness	.376
Skew	.337	Range	20.000	Minimum	1.000
Maximum	21.000	Sum	417.000		

Valid cases 50 Missing cases 1

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ANY INFERMERIA

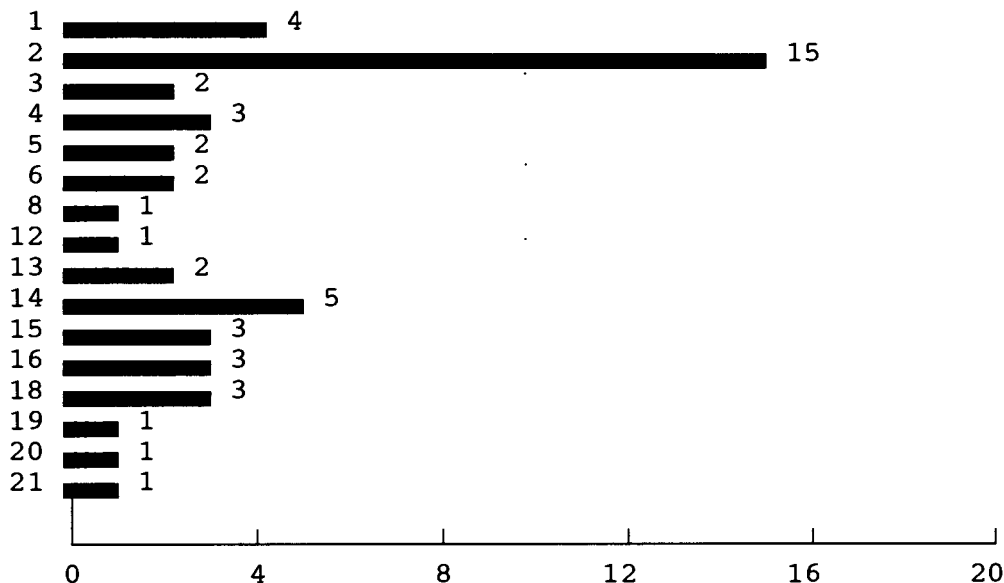
Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	7.8	8.2	8.2
	2	15	29.4	30.6	38.8
	3	2	3.9	4.1	42.9
	4	3	5.9	6.1	49.0
	5	2	3.9	4.1	53.1
	6	2	3.9	4.1	57.1
	8	1	2.0	2.0	59.2
	12	1	2.0	2.0	61.2
	13	2	3.9	4.1	65.3
	14	5	9.8	10.2	75.5
	15	3	5.9	6.1	81.6
	16	3	5.9	6.1	87.8
	18	3	5.9	6.1	93.9
	19	1	2.0	2.0	95.9
	20	1	2.0	2.0	98.0
	21	1	2.0	2.0	100.0

	2	3.9	Missing
Total	51	100.0	100.0

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ANY INFERMERIA



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ANY INFERMERIA

Mean	8.102	Std err	.962	Median	5.000
Stdev	2.000	Std dev	6.737	Variance	45.385
Kurtosis	-1.479	S E Kurt	.668	Skewness	.456
Skew	.340	Range	20.000	Minimum	1.000
Maximum	21.000	Sum	397.000		

Valid cases 49 Missing cases 2

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ANY TREBALL HOSPITAL

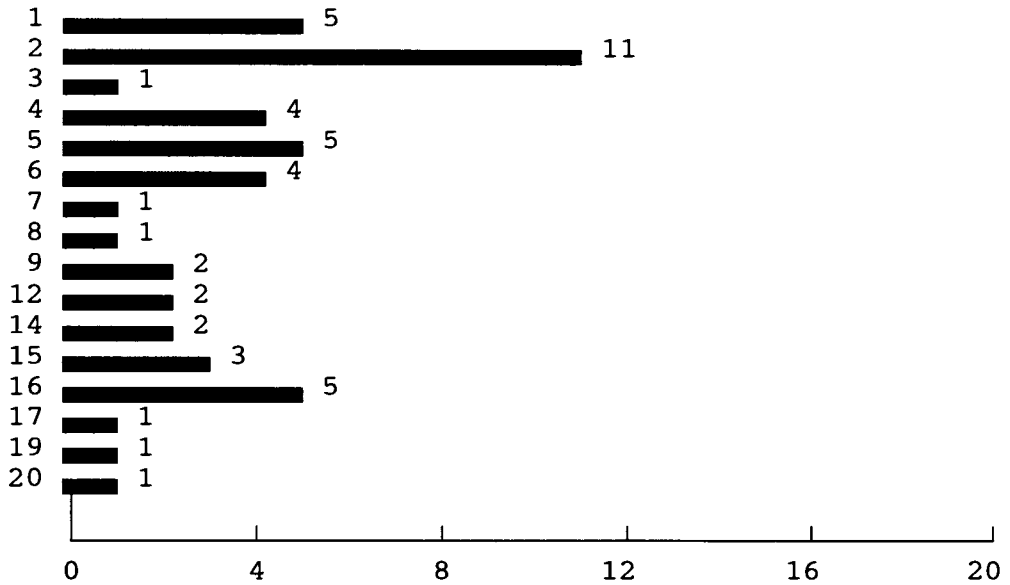
Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	5	9.8	10.2	10.2
	2	11	21.6	22.4	32.7
	3	1	2.0	2.0	34.7
	4	4	7.8	8.2	42.9
	5	5	9.8	10.2	53.1
	6	4	7.8	8.2	61.2
	7	1	2.0	2.0	63.3
	8	1	2.0	2.0	65.3
	9	2	3.9	4.1	69.4
	12	2	3.9	4.1	73.5
	14	2	3.9	4.1	77.6
	15	3	5.9	6.1	83.7
	16	5	9.8	10.2	93.9
	17	1	2.0	2.0	95.9
	19	1	2.0	2.0	98.0

20	1	2.0	2.0	100.0
.	2	3.9	Missing	
-----		-----		
Total	51	100.0	100.0	

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ANY TREBALL HOSPITAL



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ANY TREBALL HOSPITAL

Mean	7.367	Std err	.848	Median	5.000
Mode	2.000	Std dev	5.936	Variance	35.237
Kurtosis	-1.038	S E Kurt	.668	Skewness	.677
SE Skew	.340	Range	19.000	Minimum	1.000
Maximum	20.000	Sum	361.000		

Valid cases 49 Missing cases 2

SATISFACCIO NIVEL DE SATISFACCIO

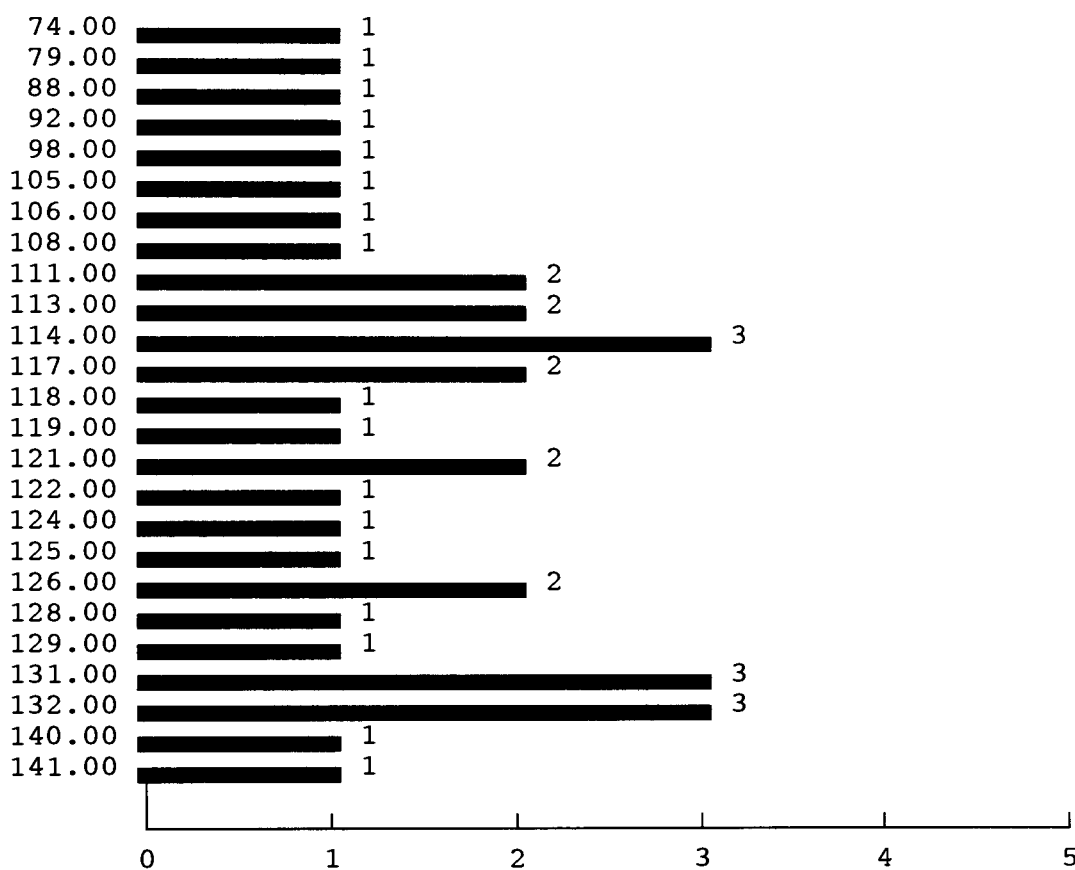
Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	74.00	1	2.0	2.8	2.8
	79.00	1	2.0	2.8	5.6
	88.00	1	2.0	2.8	8.3
	92.00	1	2.0	2.8	11.1
	98.00	1	2.0	2.8	13.9
	105.00	1	2.0	2.8	16.7
	106.00	1	2.0	2.8	19.4
	108.00	1	2.0	2.8	22.2
	111.00	2	3.9	5.6	27.8
	113.00	2	3.9	5.6	33.3
	114.00	3	5.9	8.3	41.7
	117.00	2	3.9	5.6	47.2
	118.00	1	2.0	2.8	50.0

119.00	1	2.0	2.8	52.8
121.00	2	3.9	5.6	58.3
122.00	1	2.0	2.8	61.1
124.00	1	2.0	2.8	63.9
125.00	1	2.0	2.8	66.7
126.00	2	3.9	5.6	72.2
128.00	1	2.0	2.8	75.0
129.00	1	2.0	2.8	77.8
131.00	3	5.9	8.3	86.1
132.00	3	5.9	8.3	94.4
140.00	1	2.0	2.8	97.2
141.00	1	2.0	2.8	100.0
.	15	29.4	Missing	
Total	51	100.0	100.0	

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TIS NIVEL DE SATISFACCIO



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TIS NIVEL DE SATISFACCIO

Mean	116.750	Std err	2.607	Median	118.500
Std dev	114.000	Std dev	15.643	Variance	244.707
Skewness	1.018	S E Kurt	.768	Skewness	-1.022
Minimum	141.000	Range	67.000	Minimum	74.000
Sum	4203.000				

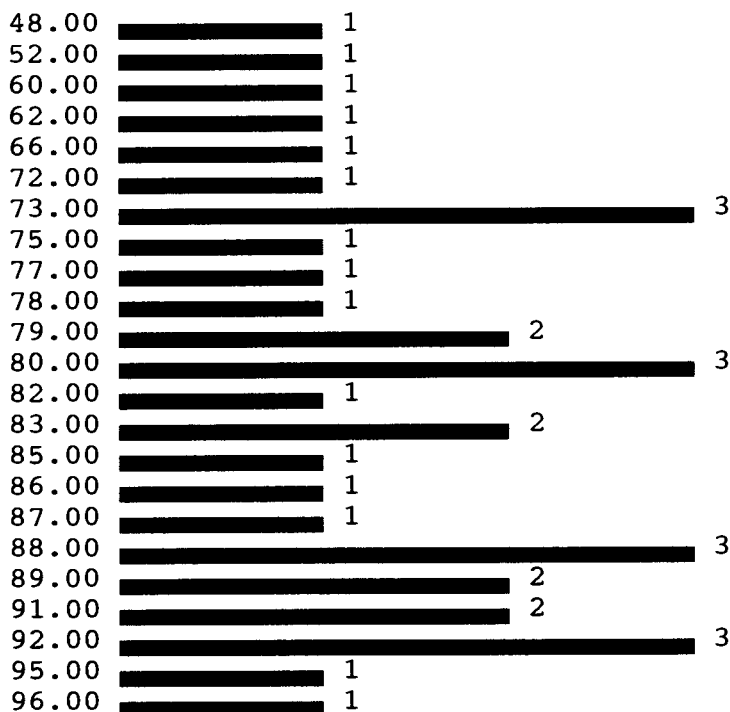
Multiple modes exist. The smallest value is shown.

Valid cases 36 Missing cases 15

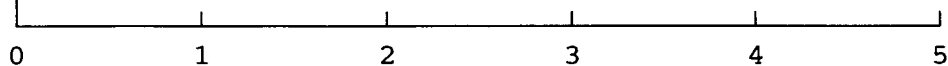
ADHESIO NIVEL DE ADHESIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	48.00	1	2.0	2.7	2.7
	52.00	1	2.0	2.7	5.4
	60.00	1	2.0	2.7	8.1
	62.00	1	2.0	2.7	10.8
	66.00	1	2.0	2.7	13.5
	72.00	1	2.0	2.7	16.2
	73.00	3	5.9	8.1	24.3
	75.00	1	2.0	2.7	27.0
	77.00	1	2.0	2.7	29.7
	78.00	1	2.0	2.7	32.4
	79.00	2	3.9	5.4	37.8
	80.00	3	5.9	8.1	45.9
	82.00	1	2.0	2.7	48.6
	83.00	2	3.9	5.4	54.1
	85.00	1	2.0	2.7	56.8
	86.00	1	2.0	2.7	59.5
	87.00	1	2.0	2.7	62.2
	88.00	3	5.9	8.1	70.3
	89.00	2	3.9	5.4	75.7
	91.00	2	3.9	5.4	81.1
	92.00	3	5.9	8.1	89.2
	95.00	1	2.0	2.7	91.9
	96.00	1	2.0	2.7	94.6
	100.00	1	2.0	2.7	97.3
	103.00	1	2.0	2.7	100.0
	.	14	27.5	Missing	
	Total	51	100.0	100.0	

ADHESIO NIVEL DE ADHESIO



100.00 ██████████ 1
 103.00 ██████████ 1



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RESIO NIVEL DE ADHESIO

Mean	81.270	Std err	2.030	Median	83.000
Mode	73.000	Std dev	12.348	Variance	152.480
Kurtosis	.800	S E Kurt	.759	Skewness	-.854
SE Skew	.388	Range	55.000	Minimum	48.000
Maximum	103.000	Sum	3007.000		

Multiple modes exist. The smallest value is shown.

Valid cases 37 Missing cases 14

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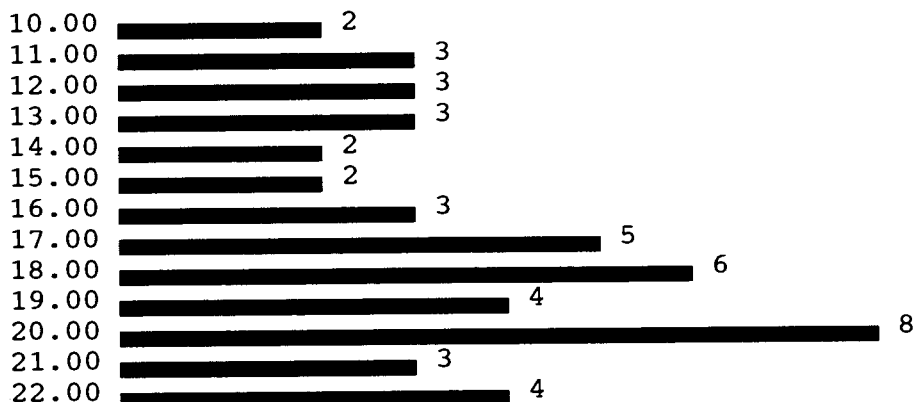
MPROMI COMPROMIS DE LA DIRECCIO

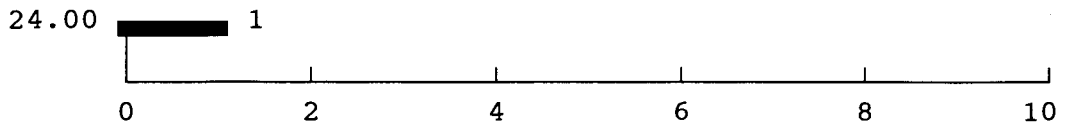
Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	10.00	2	3.9	4.1	4.1
	11.00	3	5.9	6.1	10.2
	12.00	3	5.9	6.1	16.3
	13.00	3	5.9	6.1	22.4
	14.00	2	3.9	4.1	26.5
	15.00	2	3.9	4.1	30.6
	16.00	3	5.9	6.1	36.7
	17.00	5	9.8	10.2	46.9
	18.00	6	11.8	12.2	59.2
	19.00	4	7.8	8.2	67.3
	20.00	8	15.7	16.3	83.7
	21.00	3	5.9	6.1	89.8
	22.00	4	7.8	8.2	98.0
	24.00	1	2.0	2.0	100.0
	.	2	3.9	Missing	
	Total	51	100.0	100.0	

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MPROMI COMPROMIS DE LA DIRECCIO





Case 50 SATISFACCIO DEL PERSONAL 5/9/94

COMPROMI COMPROMIS DE LA DIRECCIO

Mean	17.102	Std err	.525	Median	18.000
Std dev	20.000	Std dev	3.676	Variance	13.510
Skewness	-.838	S E Kurt	.668	Skewness	-.386
Range	.340	Range	14.000	Minimum	10.000
Sum	24.000	Sum	838.000		

Valid cases 49 Missing cases 2

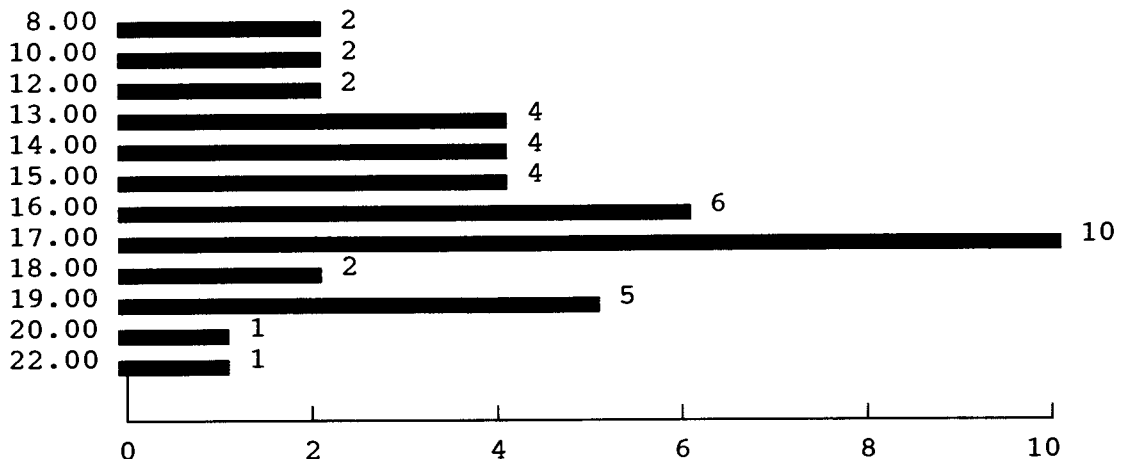
Case 51 SATISFACCIO DEL PERSONAL 5/9/94

GESTIO PROCESOS DE MILLORA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	8.00	2	3.9	4.7	4.7
	10.00	2	3.9	4.7	9.3
	12.00	2	3.9	4.7	14.0
	13.00	4	7.8	9.3	23.3
	14.00	4	7.8	9.3	32.6
	15.00	4	7.8	9.3	41.9
	16.00	6	11.8	14.0	55.8
	17.00	10	19.6	23.3	79.1
	18.00	2	3.9	4.7	83.7
	19.00	5	9.8	11.6	95.3
	20.00	1	2.0	2.3	97.7
	22.00	1	2.0	2.3	100.0
	.	8	15.7	Missing	
	Total	51	100.0	100.0	

Case 52 SATISFACCIO DEL PERSONAL 5/9/94

GESTIO PROCESOS DE MILLORA



Case 53 SATISFACCIO DEL PERSONAL 5/9/94

STIO GESTIO PROCESOS DE MILLORA

Mean	15.512	Std err	.466	Median	16.000
Mode	17.000	Std dev	3.058	Variance	9.351
Kurtosis	.462	S E Kurt	.709	Skewness	-.617
SE Skew	.361	Range	14.000	Minimum	8.000
Maximum	22.000	Sum	667.000		

Valid cases 43 Missing cases 8

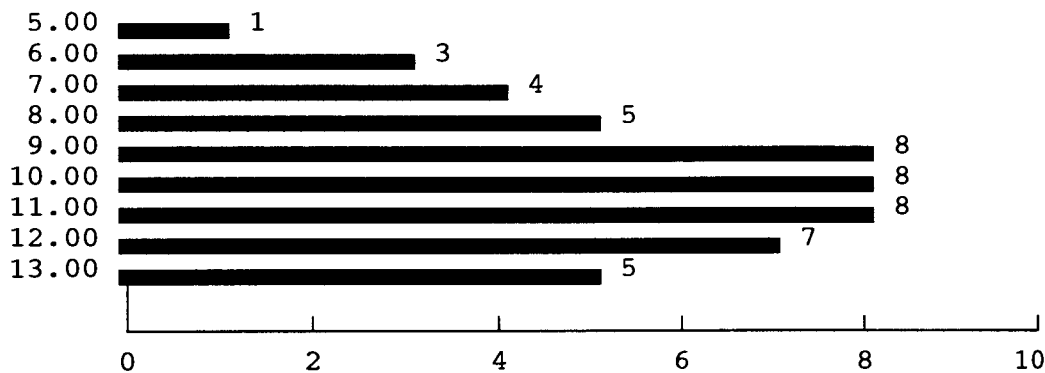
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ICI EFICIENCIAECONOMICA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	5.00	1	2.0	2.0	2.0
	6.00	3	5.9	6.1	8.2
	7.00	4	7.8	8.2	16.3
	8.00	5	9.8	10.2	26.5
	9.00	8	15.7	16.3	42.9
	10.00	8	15.7	16.3	59.2
	11.00	8	15.7	16.3	75.5
	12.00	7	13.7	14.3	89.8
	13.00	5	9.8	10.2	100.0
	.	2	3.9	Missing	
	Total	51	100.0	100.0	

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ICI EFICIENCIAECONOMICA



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ICI EFICIENCIAECONOMICA

Mean	9.796	Std err	.303	Median	10.000
Mode	9.000	Std dev	2.121	Variance	4.499
Kurtosis	-.677	S E Kurt	.668	Skewness	-.322
SE Skew	.340	Range	8.000	Minimum	5.000
Maximum	13.000	Sum	480.000		

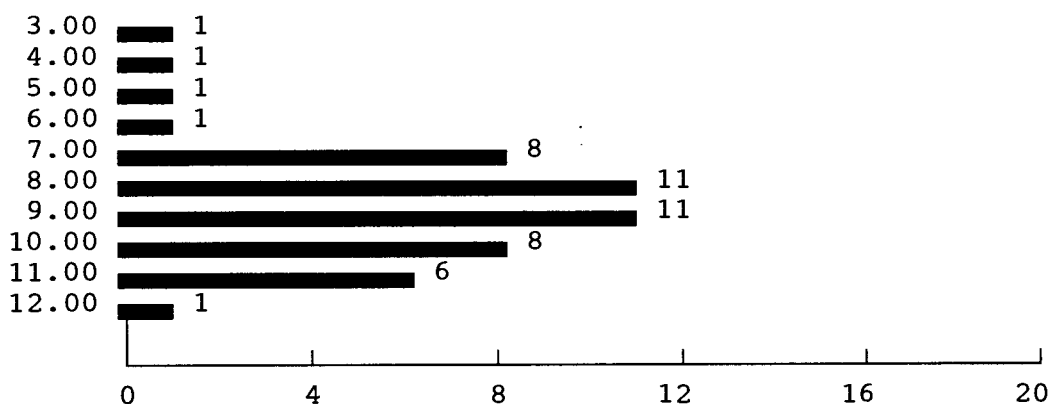
Multiple modes exist. The smallest value is shown.

Valid cases 49 Missing cases 2

CLIENT SATISFACCIO CLIENT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	3.00	1	2.0	2.0	2.0
	4.00	1	2.0	2.0	4.1
	5.00	1	2.0	2.0	6.1
	6.00	1	2.0	2.0	8.2
	7.00	8	15.7	16.3	24.5
	8.00	11	21.6	22.4	46.9
	9.00	11	21.6	22.4	69.4
	10.00	8	15.7	16.3	85.7
	11.00	6	11.8	12.2	98.0
	12.00	1	2.0	2.0	100.0
	.	2	3.9	Missing	
	Total	51	100.0	100.0	

CLIENT SATISFACCIO CLIENT



CLIENT SATISFACCIO CLIENT

Mean	8.551	Std err	.261	Median	9.000
Mode	8.000	Std dev	1.826	Variance	3.336
Skurtosis	1.089	S E Kurt	.668	Skewness	-.727
SE Skew	.340	Range	9.000	Minimum	3.000
Maximum	12.000	Sum	419.000		

Multiple modes exist. The smallest value is shown.

Valid cases 49 Missing cases 2

TITUD

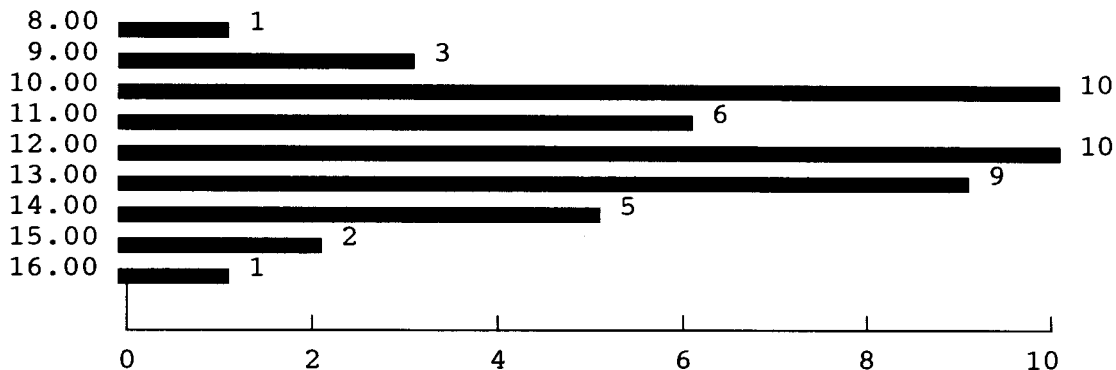
Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
-------------	-------	-----------	---------	---------------	-------------

8.00	1	2.0	2.1	2.1
9.00	3	5.9	6.4	8.5
10.00	10	19.6	21.3	29.8
11.00	6	11.8	12.8	42.6
12.00	10	19.6	21.3	63.8
13.00	9	17.6	19.1	83.0
14.00	5	9.8	10.6	93.6
15.00	2	3.9	4.3	97.9
16.00	1	2.0	2.1	100.0
.	4	7.8	Missing	
Total	51	100.0	100.0	

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TITUD



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TITUD

n	11.787	Std err	.263	Median	12.000
de	10.000	Std dev	1.805	Variance	3.258
rtosis	-.503	S E Kurt	.681	Skewness	.124
Skew	.347	Range	8.000	Minimum	8.000
imum	16.000	Sum	554.000		

Multiple modes exist. The smallest value is shown.

id cases 47 Missing cases 4

ORMA

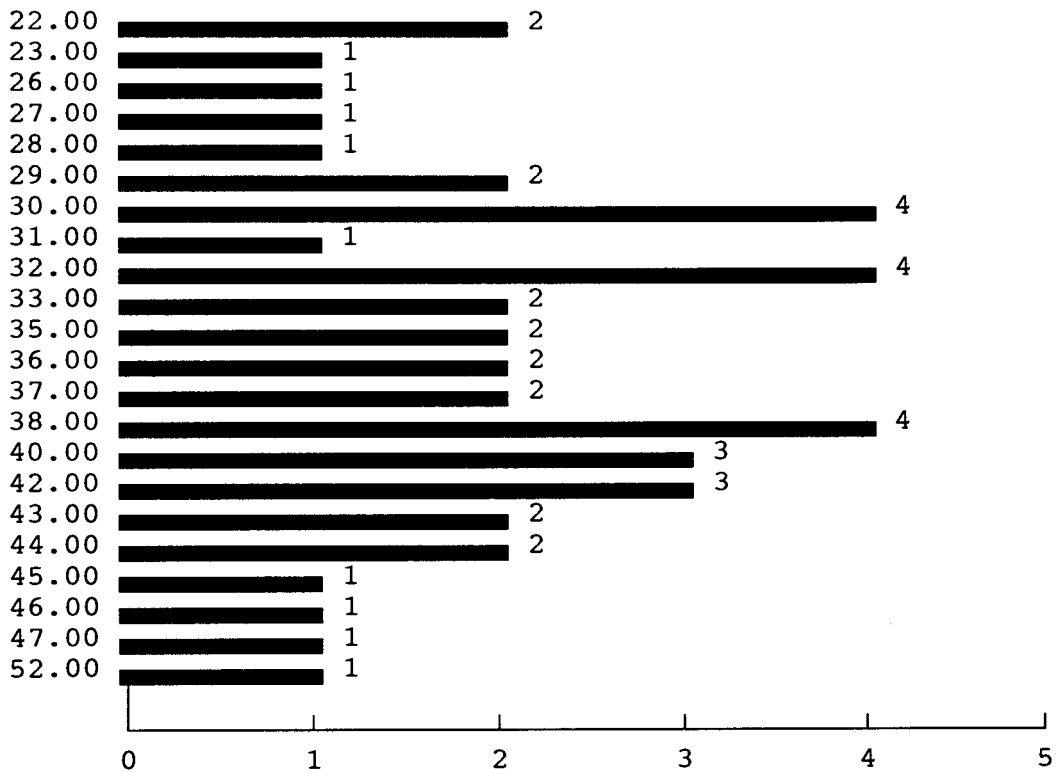
ue Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	22.00	2	3.9	4.7	4.7
	23.00	1	2.0	2.3	7.0
	26.00	1	2.0	2.3	9.3
	27.00	1	2.0	2.3	11.6
	28.00	1	2.0	2.3	14.0
	29.00	2	3.9	4.7	18.6
	30.00	4	7.8	9.3	27.9
	31.00	1	2.0	2.3	30.2
	32.00	4	7.8	9.3	39.5
	33.00	2	3.9	4.7	44.2

35.00	2	3.9	4.7	48.8
36.00	2	3.9	4.7	53.5
37.00	2	3.9	4.7	58.1
38.00	4	7.8	9.3	67.4
40.00	3	5.9	7.0	74.4
42.00	3	5.9	7.0	81.4
43.00	2	3.9	4.7	86.0
44.00	2	3.9	4.7	90.7
45.00	1	2.0	2.3	93.0
46.00	1	2.0	2.3	95.3
47.00	1	2.0	2.3	97.7
52.00	1	2.0	2.3	100.0
.	8	15.7	Missing	
Total	51	100.0	100.0	

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FORMA



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FORMA

Mean	35.558	Std err	1.080	Median	36.000
Mode	30.000	Std dev	7.082	Variance	50.157
Skewness	-.487	S E Kurt	.709	Skewness	.044
SE Skew	.361	Range	30.000	Minimum	22.000
Maximum	52.000	Sum	1529.000		

Multiple modes exist. The smallest value is shown.

Valid cases 43 Missing cases 8

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This procedure was completed at 18:02:35

PROCES IF (V1 EQ 2).
 FREQUENCIES VARIABLES=V1 TO V3,V7 TO V12
 BARCHART.

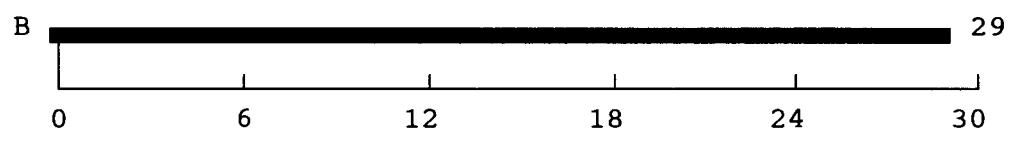
*** Memory allows a total of 11054 Values, accumulated across all Variables.
 There also may be up to 1382 Value Labels for each Variable.

HOSPITAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	2	29	100.0	100.0	100.0
	Total	29	100.0	100.0	

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HOSPITAL



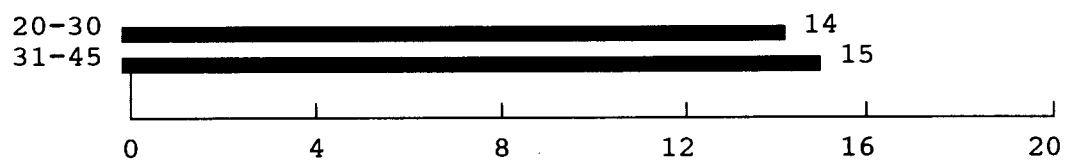
Valid cases 29 Missing cases 0

EDAT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
20-30	1	14	48.3	48.3	48.3
31-45	2	15	51.7	51.7	100.0
	Total	29	100.0	100.0	

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EDAT



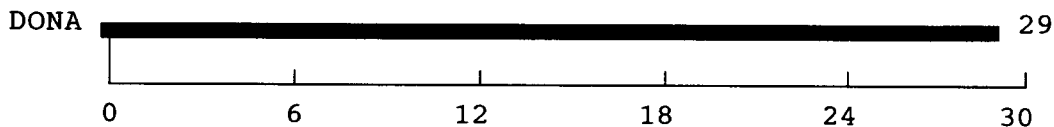
Valid cases 29 Missing cases 0

SEXE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
ONA	2	29	100.0	100.0	100.0
	Total	29	100.0	100.0	

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SEXE



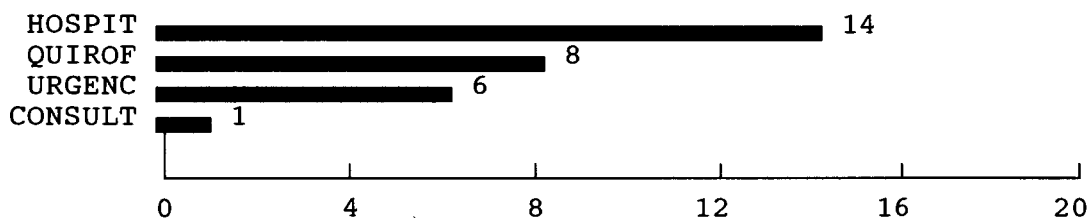
Valid cases 29 Missing cases 0

AREA TREBALL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
HOSPIT	1	14	48.3	48.3	48.3
QUIROF	2	8	27.6	27.6	75.9
URGENC	3	6	20.7	20.7	96.6
CONSULT	4	1	3.4	3.4	100.0
	Total	29	100.0	100.0	

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AREA TREBALL



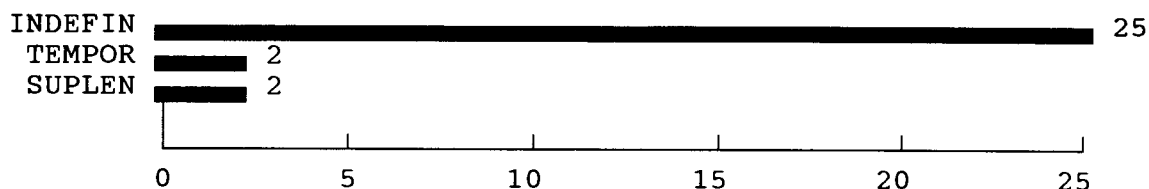
Valid cases 29 Missing cases 0

TIPUS CONTRACTE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
DEFIN	1	25	86.2	86.2	86.2
OPOR	2	2	6.9	6.9	93.1
PLEN	3	2	6.9	6.9	100.0
	Total	29	100.0	100.0	

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TIPUS CONTRACTE



Valid cases 29 Missing cases 0

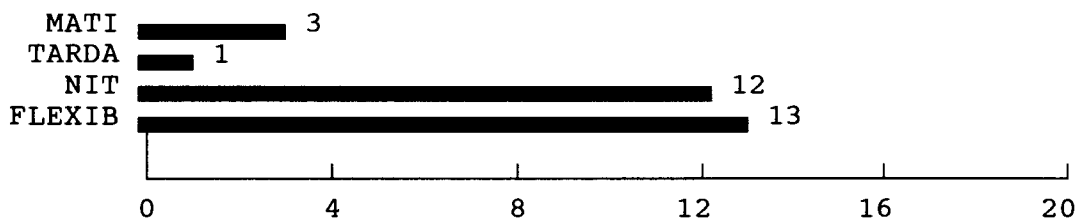
TORN TREBALL

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	10.3	10.3	10.3
	2	1	3.4	3.4	13.8
	3	12	41.4	41.4	55.2
	5	13	44.8	44.8	100.0
Total		29	100.0	100.0	

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TORN TREBALL



Valid cases 29 Missing cases 0

TREBALL CAPS SETMANA

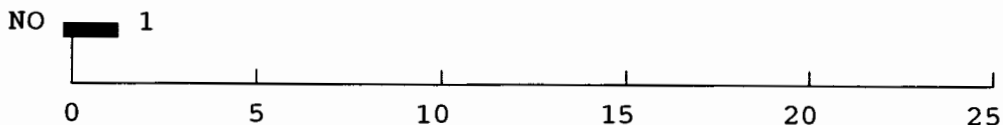
Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	24	82.8	82.8	82.8
	2	4	13.8	13.8	96.6
	3	1	3.4	3.4	100.0
Total		29	100.0	100.0	

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TREBALL CAPS SETMANA





cases 29 Missing cases 0

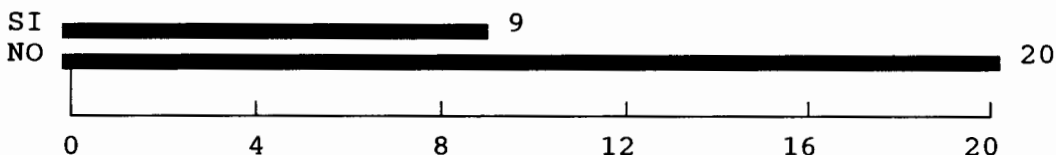
CANVI TORN

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	9	31.0	31.0	31.0
	2	20	69.0	69.0	100.0
	Total	29	100.0	100.0	

73 SATISFACCIO DEL PERSONAL

5/9/94

CANVI TORN



cases 29 Missing cases 0

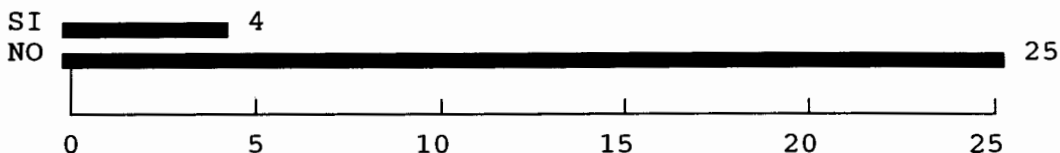
CANVI UNITAT

Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	13.8	13.8	13.8
	2	25	86.2	86.2	100.0
	Total	29	100.0	100.0	

74 SATISFACCIO DEL PERSONAL

5/9/94

CANVI UNITAT



cases 29 Missing cases 0

75 SATISFACCIO DEL PERSONAL

5/9/94

procedure was completed at 18:02:51
 ES IF (V1 EQ 2).
 UENCIES VARIABLES=V4 TO V6,SATIS TO INFORMA

*** Memory allows a total of 11054 Values, accumulated across all Variables.
There also may be up to 1382 Value Labels for each Variable.

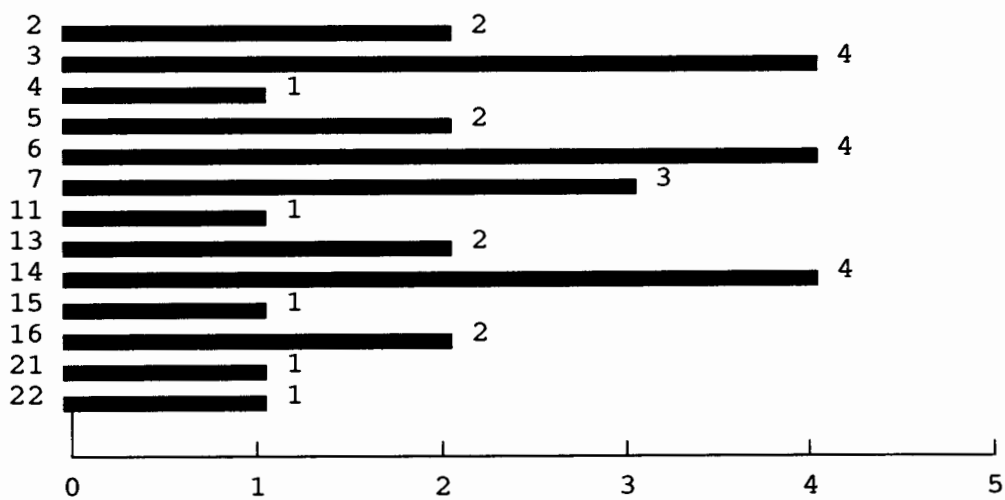
ge 76 SATISFACCIO DEL PERSONAL 5/9/94

ANY DIPLOMATURA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	2	2	6.9	7.1	7.1
	3	4	13.8	14.3	21.4
	4	1	3.4	3.6	25.0
	5	2	6.9	7.1	32.1
	6	4	13.8	14.3	46.4
	7	3	10.3	10.7	57.1
	11	1	3.4	3.6	60.7
	13	2	6.9	7.1	67.9
	14	4	13.8	14.3	82.1
	15	1	3.4	3.6	85.7
	16	2	6.9	7.1	92.9
	21	1	3.4	3.6	96.4
	22	1	3.4	3.6	100.0
	.	1	3.4	Missing	
	Total	29	100.0	100.0	

ge 77 SATISFACCIO DEL PERSONAL 5/9/94

ANY DIPLOMATURA



ge 78 SATISFACCIO DEL PERSONAL 5/9/94

ANY DIPLOMATURA

Mean	9.214	Std err	1.108	Median	7.000
Mode	3.000	Std dev	5.865	Variance	34.397
Kurtosis	-.739	S E Kurt	.858	Skewness	.579
Skew	.441	Range	20.000	Minimum	2.000
Maximum	22.000	Sum	258.000		

Multiple modes exist. The smallest value is shown.

Valid cases 28 Missing cases 1

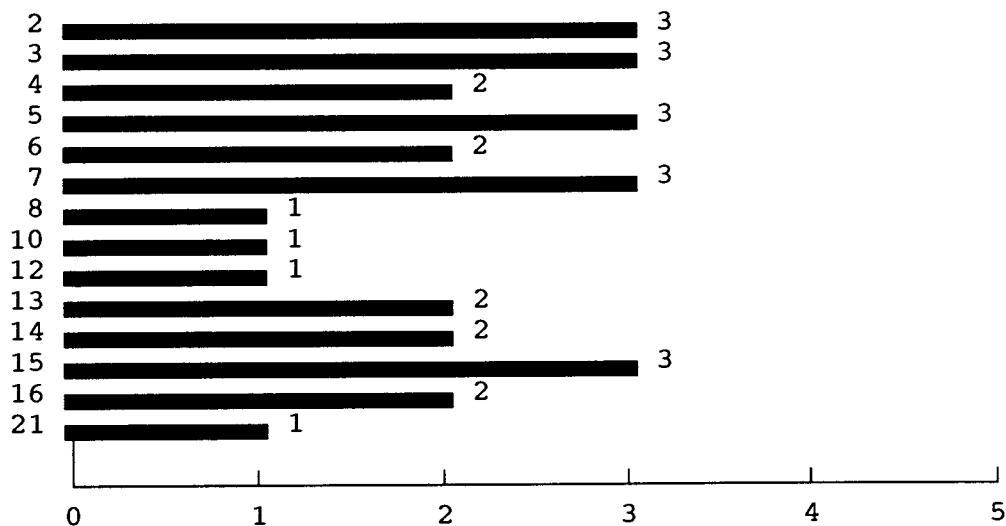
Page 79 SATISFACCIO DEL PERSONAL 5/9/94

ANY INFERMERIA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	2	3	10.3	10.3	10.3
	3	3	10.3	10.3	20.7
	4	2	6.9	6.9	27.6
	5	3	10.3	10.3	37.9
	6	2	6.9	6.9	44.8
	7	3	10.3	10.3	55.2
	8	1	3.4	3.4	58.6
	10	1	3.4	3.4	62.1
	12	1	3.4	3.4	65.5
	13	2	6.9	6.9	72.4
	14	2	6.9	6.9	79.3
	15	3	10.3	10.3	89.7
	16	2	6.9	6.9	96.6
	21	1	3.4	3.4	100.0
	Total	29	100.0	100.0	

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ANY INFERMERIA



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ANY INFERMERIA

Mean	8.724	Std err	1.007	Median	7.000
Mode	2.000	Std dev	5.424	Variance	29.421
Skewness	-.979	S E Kurt	.845	Skewness	.469
Minimum	21.000	Range	19.000	Minimum	2.000
		Sum	253.000		

Multiple modes exist. The smallest value is shown.

Valid cases 29 Missing cases 0

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5/9/94

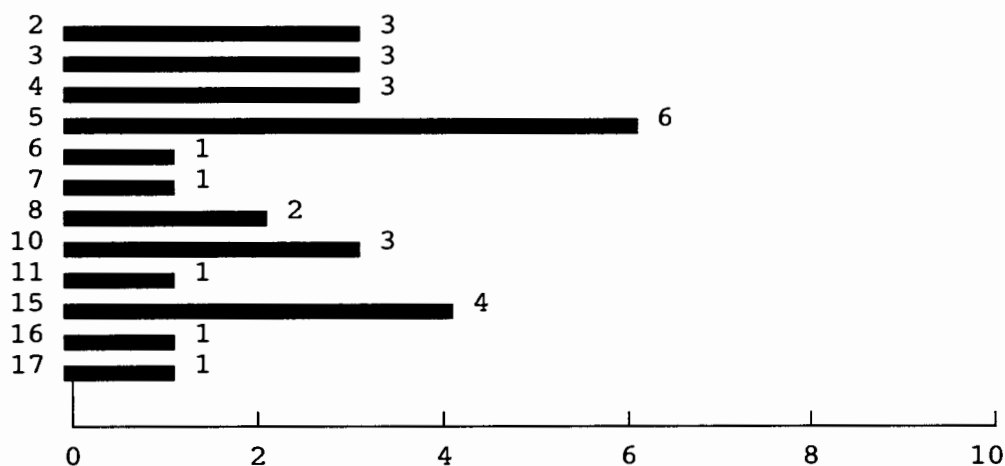
ANY TREBALL HOSPITAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	2	3	10.3	10.3	10.3
	3	3	10.3	10.3	20.7
	4	3	10.3	10.3	31.0
	5	6	20.7	20.7	51.7
	6	1	3.4	3.4	55.2
	7	1	3.4	3.4	58.6
	8	2	6.9	6.9	65.5
	10	3	10.3	10.3	75.9
	11	1	3.4	3.4	79.3
	15	4	13.8	13.8	93.1
	16	1	3.4	3.4	96.6
	17	1	3.4	3.4	100.0
	Total	29	100.0	100.0	

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ANY TREBALL HOSPITAL



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ANY TREBALL HOSPITAL

Mean	7.586	Std err	.893	Median	5.000
Mode	5.000	Std dev	4.807	Variance	23.108
Kurtosis	-.847	S E Kurt	.845	Skewness	.719
Skew	.434	Range	15.000	Minimum	2.000
Maximum	17.000	Sum	220.000		

Valid cases 29 Missing cases 0

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5/9/94

ANY TREBALL HOSPITAL NIVEL DE SATISFACCIO

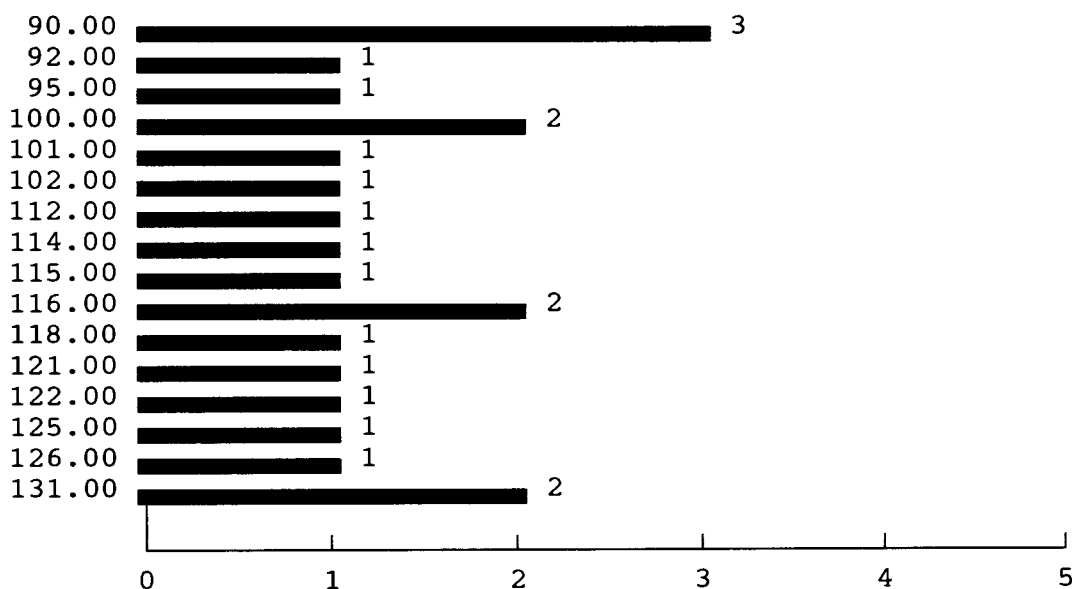
Valid Cum

Value Label	Value	Frequency	Percent	Percent	Percent
	90.00	3	10.3	14.3	14.3
	92.00	1	3.4	4.8	19.0
	95.00	1	3.4	4.8	23.8
	100.00	2	6.9	9.5	33.3
	101.00	1	3.4	4.8	38.1
	102.00	1	3.4	4.8	42.9
	112.00	1	3.4	4.8	47.6
	114.00	1	3.4	4.8	52.4
	115.00	1	3.4	4.8	57.1
	116.00	2	6.9	9.5	66.7
	118.00	1	3.4	4.8	71.4
	121.00	1	3.4	4.8	76.2
	122.00	1	3.4	4.8	81.0
	125.00	1	3.4	4.8	85.7
	126.00	1	3.4	4.8	90.5
	131.00	2	6.9	9.5	100.0
	.	8	27.6	Missing	
	Total	29	100.0	100.0	

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TIS NIVEL DE SATISFACCIO



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TIS NIVEL DE SATISFACCIO

Mean	109.857	Std err	3.048	Median	114.000
Mode	90.000	Std dev	13.969	Variance	195.129
Skewness	-1.360	S E Kurt	.972	Skewness	-.093
Kurtosis	.501	Range	41.000	Minimum	90.000
Maximum	131.000	Sum	2307.000		

Valid cases 21 Missing cases 8

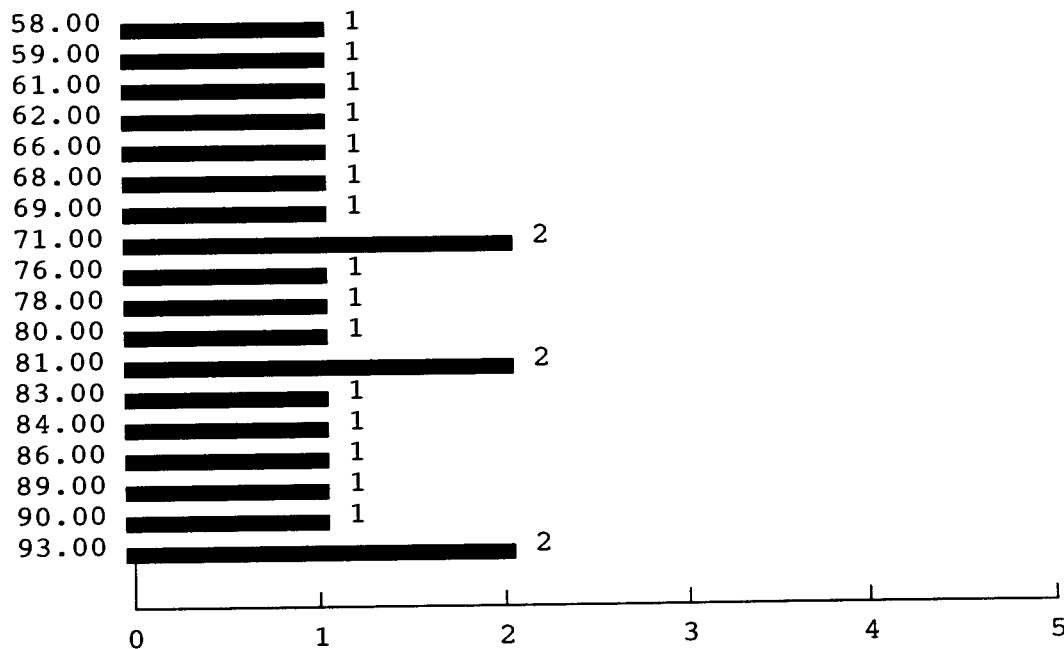
TIS NIVEL DE ADHESIO

Value	Frequency	Percent	Valid Percent	Cum Percent
58.00	1	3.4	4.8	4.8
59.00	1	3.4	4.8	9.5
61.00	1	3.4	4.8	14.3
62.00	1	3.4	4.8	19.0
66.00	1	3.4	4.8	23.8
68.00	1	3.4	4.8	28.6
69.00	1	3.4	4.8	33.3
71.00	2	6.9	9.5	42.9
76.00	1	3.4	4.8	47.6
78.00	1	3.4	4.8	52.4
80.00	1	3.4	4.8	57.1
81.00	2	6.9	9.5	66.7
83.00	1	3.4	4.8	71.4
84.00	1	3.4	4.8	76.2
86.00	1	3.4	4.8	81.0
89.00	1	3.4	4.8	85.7
90.00	1	3.4	4.8	90.5
93.00	2	6.9	9.5	100.0
.	8	27.6	Missing	
Total	29	100.0	100.0	

ge 88 SATISFACCIO DEL PERSONAL

5/9/94

ESIO NIVEL DE ADHESIO



ge 89 SATISFACCIO DEL PERSONAL

5/9/94

ESIO NIVEL DE ADHESIO

n	76.143	Std err	2.451	Median	78.000
e	71.000	Std dev	11.231	Variance	126.129
osis	-1.179	S E Kurt	.972	Skewness	-.121
Skew	.501	Range	35.000	Minimum	58.000
imum	93.000	Sum	1599.000		

Multiple modes exist. The smallest value is shown.

Valid cases 21 Missing cases 8

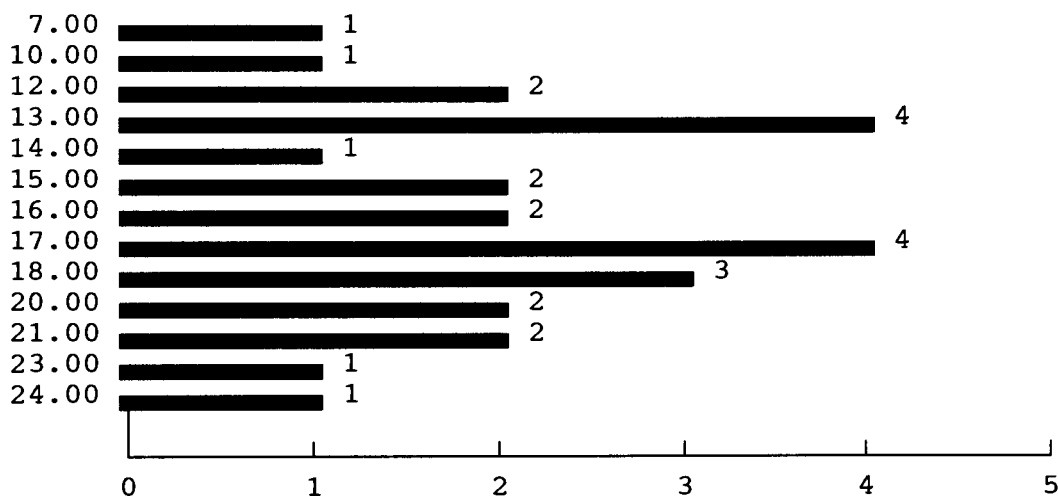
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COMPROMI COMPROMIS DE LA DIRECCIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	7.00	1	3.4	3.8	3.8
	10.00	1	3.4	3.8	7.7
	12.00	2	6.9	7.7	15.4
	13.00	4	13.8	15.4	30.8
	14.00	1	3.4	3.8	34.6
	15.00	2	6.9	7.7	42.3
	16.00	2	6.9	7.7	50.0
	17.00	4	13.8	15.4	65.4
	18.00	3	10.3	11.5	76.9
	20.00	2	6.9	7.7	84.6
	21.00	2	6.9	7.7	92.3
	23.00	1	3.4	3.8	96.2
	24.00	1	3.4	3.8	100.0
	.	3	10.3	Missing	
	Total	29	100.0	100.0	

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COMPROMI COMPROMIS DE LA DIRECCIO



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COMPROMI COMPROMIS DE LA DIRECCIO

Mean	16.154	Std err	.786	Median	16.500
Mode	13.000	Std dev	4.007	Variance	16.055
Skewness	-.035	S E Kurt	.887	Skewness	-.078
Range	.456	Range	17.000	Minimum	7.000
Sum	24.000	Sum	420.000		

Multiple modes exist. The smallest value is shown.

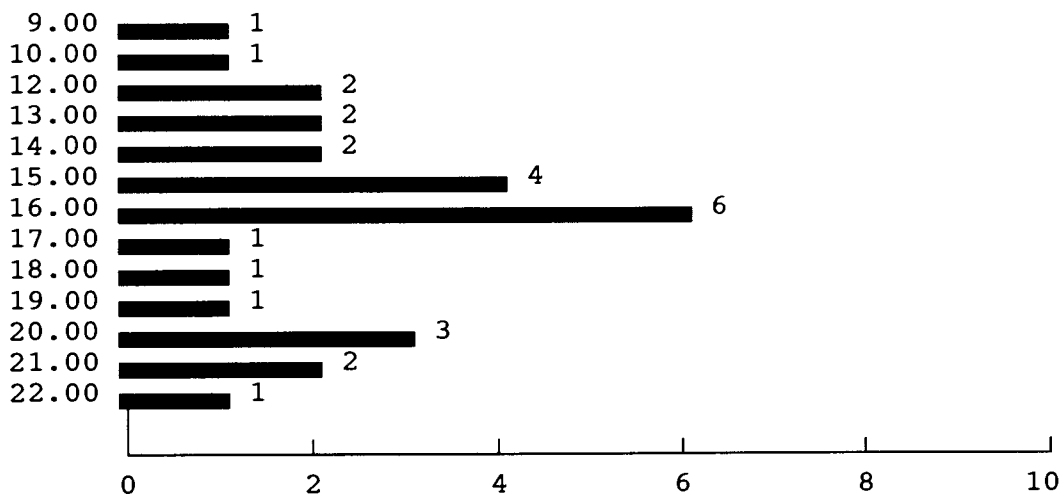
Valid cases 26 Missing cases 3

STIO GESTIO PROCESOS DE MILLORA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	9.00	1	3.4	3.7	3.7
	10.00	1	3.4	3.7	7.4
	12.00	2	6.9	7.4	14.8
	13.00	2	6.9	7.4	22.2
	14.00	2	6.9	7.4	29.6
	15.00	4	13.8	14.8	44.4
	16.00	6	20.7	22.2	66.7
	17.00	1	3.4	3.7	70.4
	18.00	1	3.4	3.7	74.1
	19.00	1	3.4	3.7	77.8
	20.00	3	10.3	11.1	88.9
	21.00	2	6.9	7.4	96.3
	22.00	1	3.4	3.7	100.0
	.	2	6.9	Missing	
	Total	29	100.0	100.0	

ge 94 SATISFACCIO DEL PERSONAL

STIO GESTIO PROCESOS DE MILLORA



ge 95 SATISFACCIO DEL PERSONAL

STIO GESTIO PROCESOS DE MILLORA

Mean	15.963	Std err	.648	Median	16.000
Mode	16.000	Std dev	3.368	Variance	11.345
Kurtosis	-.439	S E Kurt	.872	Skewness	-.037
Skew	.448	Range	13.000	Minimum	9.000
Maximum	22.000	Sum	431.000		

Valid cases 27 Missing cases 2

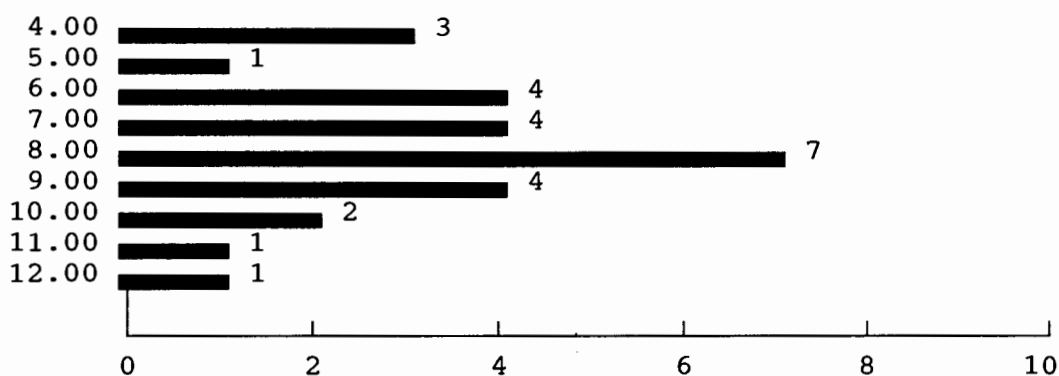
ge 96 SATISFACCIO DEL PERSONAL

ICI EFICIENCIAECONOMICA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	4.00	3	10.3	11.1	11.1
	5.00	1	3.4	3.7	14.8
	6.00	4	13.8	14.8	29.6
	7.00	4	13.8	14.8	44.4
	8.00	7	24.1	25.9	70.4
	9.00	4	13.8	14.8	85.2
	10.00	2	6.9	7.4	92.6
	11.00	1	3.4	3.7	96.3
	12.00	1	3.4	3.7	100.0
	.	2	6.9	Missing	
	Total	29	100.0	100.0	

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ICI EFICIENCIAECONOMICA



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ICI EFICIENCIAECONOMICA

Mean	7.556	Std err	.393	Median	8.000
Mode	8.000	Std dev	2.044	Variance	4.179
Kurtosis	-.145	S E Kurt	.872	Skewness	.016
Skew	.448	Range	8.000	Minimum	4.000
Maximum	12.000	Sum	204.000		

Valid cases 27 Missing cases 2

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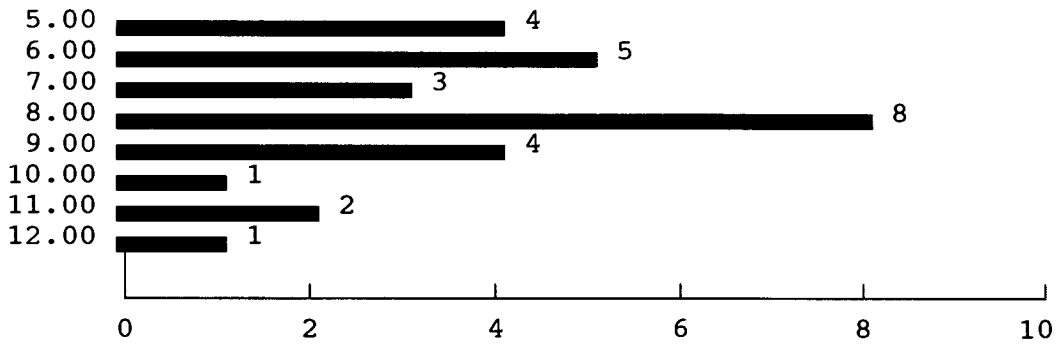
MENT SATISFACCIO CLIENT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	5.00	4	13.8	14.3	14.3
	6.00	5	17.2	17.9	32.1
	7.00	3	10.3	10.7	42.9
	8.00	8	27.6	28.6	71.4
	9.00	4	13.8	14.3	85.7
	10.00	1	3.4	3.6	89.3
	11.00	2	6.9	7.1	96.4
	12.00	1	3.4	3.6	100.0
	.	1	3.4	Missing	

Total 29 100.0 100.0

100 SATISFACCIO DEL PERSONAL 5/9/94

SATISFACCIO CLIENT



101 SATISFACCIO DEL PERSONAL 5/9/94

SATISFACCIO CLIENT

Mean	7.679	Std err	.360	Median	8.000
Std	8.000	Std dev	1.906	Variance	3.634
Skewness	-.282	S E Kurt	.858	Skewness	.429
Minimum	.441	Range	7.000	Minimum	5.000
Maximum	12.000	Sum	215.000		

Valid cases 28 Missing cases 1

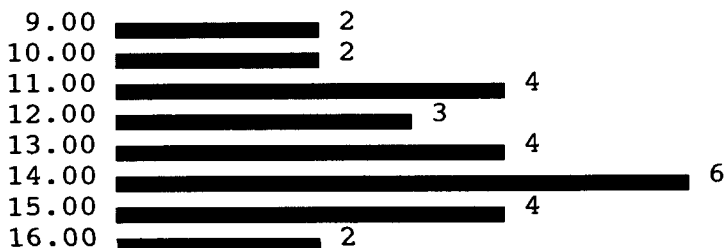
102 SATISFACCIO DEL PERSONAL 5/9/94

TUD

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	9.00	2	6.9	7.4	7.4
	10.00	2	6.9	7.4	14.8
	11.00	4	13.8	14.8	29.6
	12.00	3	10.3	11.1	40.7
	13.00	4	13.8	14.8	55.6
	14.00	6	20.7	22.2	77.8
	15.00	4	13.8	14.8	92.6
	16.00	2	6.9	7.4	100.0
	.	2	6.9	Missing	
	Total	29	100.0	100.0	

103 SATISFACCIO DEL PERSONAL 5/9/94

TUD





STATISTICS

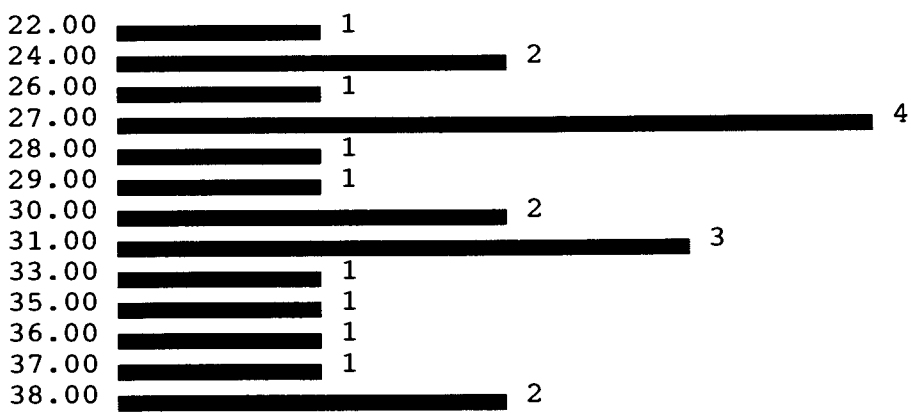
Mean	12.815	Std err	.392	Median	13.000
Mode	14.000	Std dev	2.039	Variance	4.157
Kurtosis	-.848	S E Kurt	.872	Skewness	-.318
Skew	.448	Range	7.000	Minimum	9.000
Maximum	16.000	Sum	346.000		

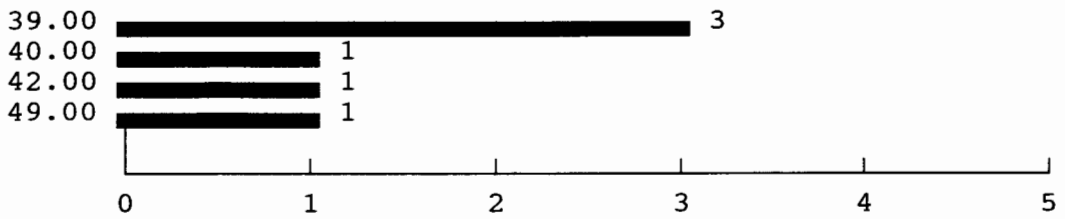
Valid cases 27 Missing cases 2

FORMA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	22.00	1	3.4	3.7	3.7
	24.00	2	6.9	7.4	11.1
	26.00	1	3.4	3.7	14.8
	27.00	4	13.8	14.8	29.6
	28.00	1	3.4	3.7	33.3
	29.00	1	3.4	3.7	37.0
	30.00	2	6.9	7.4	44.4
	31.00	3	10.3	11.1	55.6
	33.00	1	3.4	3.7	59.3
	35.00	1	3.4	3.7	63.0
	36.00	1	3.4	3.7	66.7
	37.00	1	3.4	3.7	70.4
	38.00	2	6.9	7.4	77.8
	39.00	3	10.3	11.1	88.9
	40.00	1	3.4	3.7	92.6
	42.00	1	3.4	3.7	96.3
	49.00	1	3.4	3.7	100.0
	.	2	6.9	Missing	
	Total	29	100.0	100.0	

FORMA





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FORMA

Mean	32.556	Std err	1.260	Median	31.000
Mode	27.000	Std dev	6.548	Variance	42.872
Kurtosis	-.186	S E Kurt	.872	Skewness	.502
SE Skew	.448	Range	27.000	Minimum	22.000
Maximum	49.000	Sum	879.000		

Valid cases 27 Missing cases 2

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This procedure was completed at 18:03:40
 PROCES IF (V1 EQ 3).
 FREQUENCIES VARIABLES=V1 TO V3,V7 TO V12
 BARCHART.

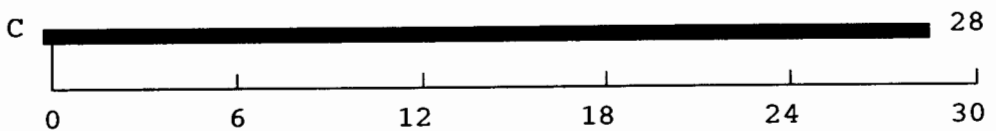
*** Memory allows a total of 11054 Values, accumulated across all Variables.
 There also may be up to 1382 Value Labels for each Variable.

HOSPITAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	3	28	100.0	100.0	100.0
	Total	28	100.0	100.0	

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HOSPITAL



Valid cases 28 Missing cases 0

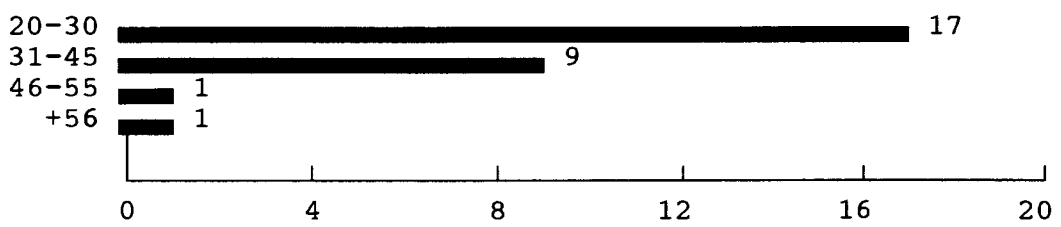
EDAT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
-------------	-------	-----------	---------	---------------	-------------

-30	1	17	60.7	60.7	60.7
-45	2	9	32.1	32.1	92.9
-55	3	1	3.6	3.6	96.4
6	4	1	3.6	3.6	100.0
		-----	-----	-----	
	Total	28	100.0	100.0	

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EDAT



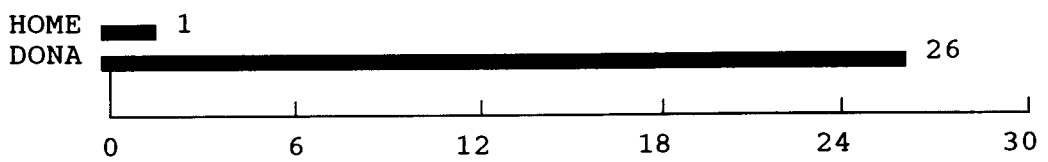
Valid cases 28 Missing cases 0

SEXE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
ME	1	1	3.6	3.7	3.7
MA	2	26	92.9	96.3	100.0
.	.	1	3.6	Missing	
		-----	-----	-----	
	Total	28	100.0	100.0	

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SEXE

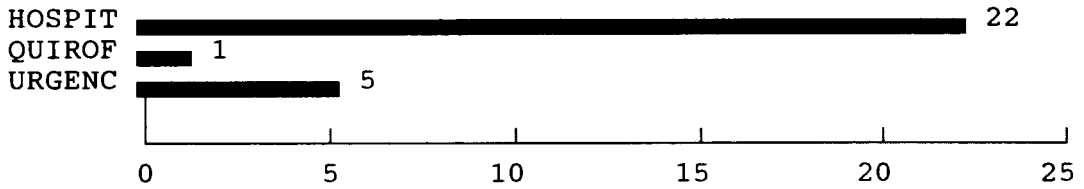


Valid cases 27 Missing cases 1

AREA TREBALL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
SPIT	1	22	78.6	78.6	78.6
PROF	2	1	3.6	3.6	82.1
GENC	3	5	17.9	17.9	100.0
		-----	-----	-----	
	Total	28	100.0	100.0	

AREA TREBALL

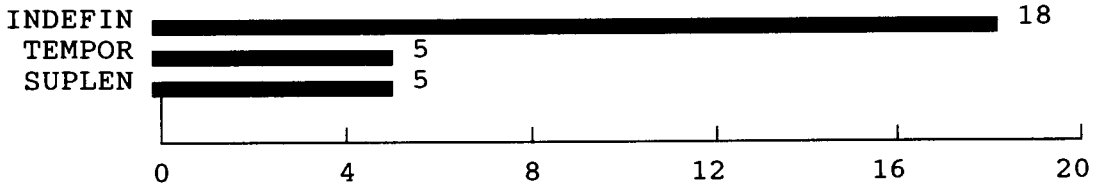


Valid cases 28 Missing cases 0

TIPUS CONTRACTE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
DEFIN	1	18	64.3	64.3	64.3
MPOR	2	5	17.9	17.9	82.1
PLEN	3	5	17.9	17.9	100.0
Total		28	100.0	100.0	

TIPUS CONTRACTE



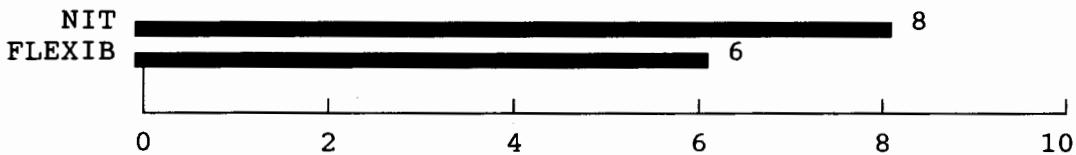
Valid cases 28 Missing cases 0

TORN TREBALL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
DI	1	9	32.1	32.1	32.1
DA	2	5	17.9	17.9	50.0
T	3	8	28.6	28.6	78.6
XIB	5	6	21.4	21.4	100.0
Total		28	100.0	100.0	

TORN TREBALL





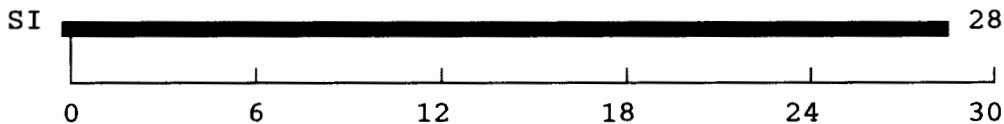
Valid cases 28 Missing cases 0

TREBALL CAPS SETMANA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	28	100.0	100.0	100.0
	Total	28	100.0	100.0	

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TREBALL CAPS SETMANA



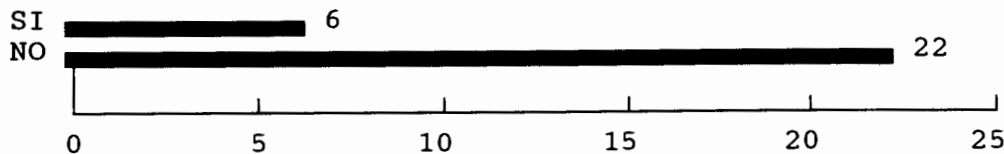
Valid cases 28 Missing cases 0

CANVI TORN

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	6	21.4	21.4	21.4
	2	22	78.6	78.6	100.0
	Total	28	100.0	100.0	

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CANVI TORN



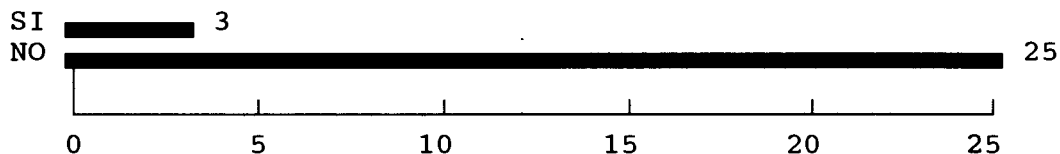
Valid cases 28 Missing cases 0

CANVI UNITAT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	10.7	10.7	10.7
	2	25	89.3	89.3	100.0
	Total	28	100.0	100.0	

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12 CANVI UNITAT



Valid cases 28 Missing cases 0

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This procedure was completed at 18:03:56

PROCESS IF (V1 EQ 3).

FREQUENCIES VARIABLES=V4 TO V6,SATIS TO INFORMA

CHBAR

STATISTICS=ALL.

*** Memory allows a total of 11054 Values, accumulated across all Variables.
There also may be up to 1382 Value Labels for each Variable.

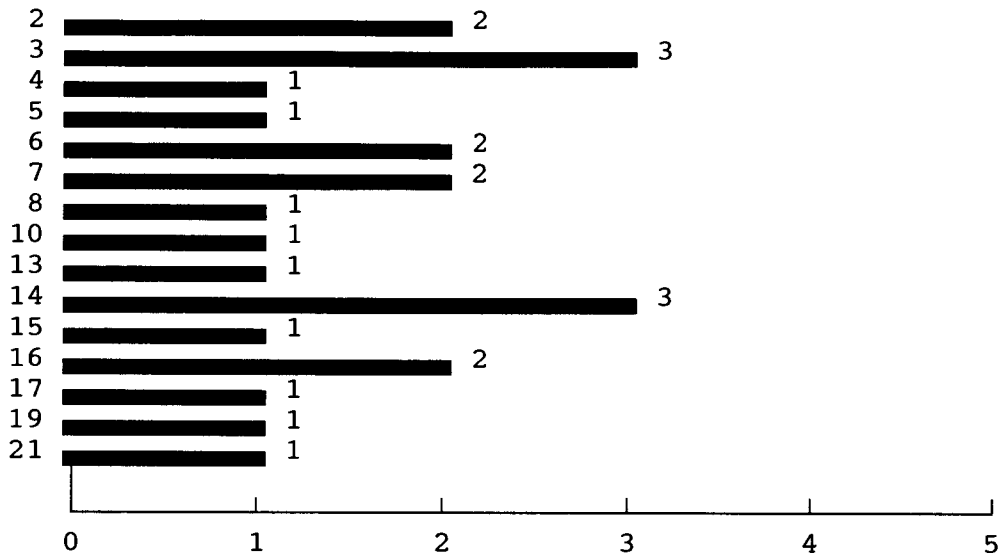
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ANY DIPLOMATURA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	5	17.9	17.9	17.9
	2	2	7.1	7.1	25.0
	3	3	10.7	10.7	35.7
	4	1	3.6	3.6	39.3
	5	1	3.6	3.6	42.9
	6	2	7.1	7.1	50.0
	7	2	7.1	7.1	57.1
	8	1	3.6	3.6	60.7
	10	1	3.6	3.6	64.3
	13	1	3.6	3.6	67.9
	14	3	10.7	10.7	78.6
	15	1	3.6	3.6	82.1
	16	2	7.1	7.1	89.3
	17	1	3.6	3.6	92.9
	19	1	3.6	3.6	96.4
	21	1	3.6	3.6	100.0
	Total	28	100.0	100.0	

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ANY DIPLOMATURA



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ANY DIPLOMATURA

Mean	8.214	Std err	1.212	Median	6.500
Mode	1.000	Std dev	6.414	Variance	41.138
Skewness	-1.210	S E Kurt	.858	Skewness	.463
SE Skew	.441	Range	20.000	Minimum	1.000
Maximum	21.000	Sum	230.000		

Valid cases 28 Missing cases 0

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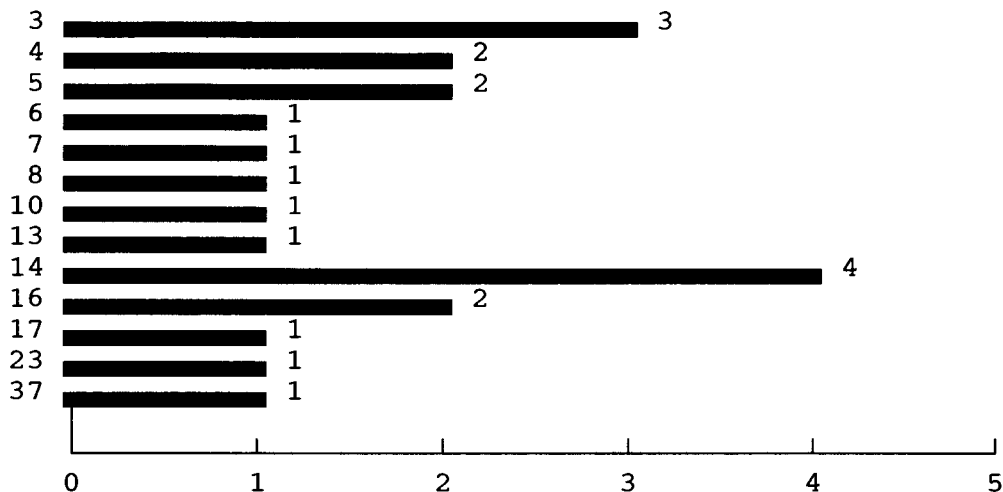
ANY INFERMERIA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	5	17.9	17.9	17.9
	2	2	7.1	7.1	25.0
	3	3	10.7	10.7	35.7
	4	2	7.1	7.1	42.9
	5	2	7.1	7.1	50.0
	6	1	3.6	3.6	53.6
	7	1	3.6	3.6	57.1
	8	1	3.6	3.6	60.7
	10	1	3.6	3.6	64.3
	13	1	3.6	3.6	67.9
	14	4	14.3	14.3	82.1
	16	2	7.1	7.1	89.3
	17	1	3.6	3.6	92.9
	23	1	3.6	3.6	96.4
	37	1	3.6	3.6	100.0
	Total	28	100.0	100.0	

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ANY INFERMERIA





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ANY INFERMERIA

Mean	8.750	Std err	1.577	Median	5.500
Mode	1.000	Std dev	8.343	Variance	69.602
Kurtosis	3.499	S E Kurt	.858	Skewness	1.618
SE Skew	.441	Range	36.000	Minimum	1.000
Maximum	37.000	Sum	245.000		

Valid cases 28 Missing cases 0

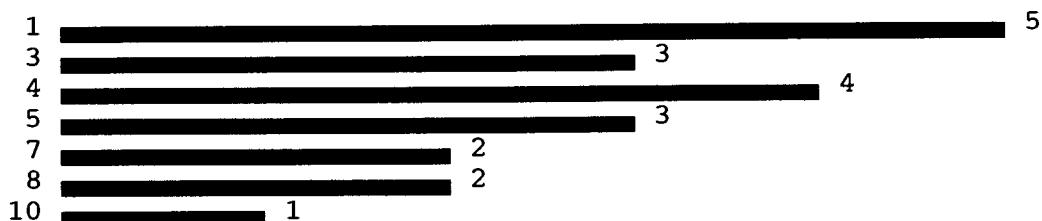
Page 124 SATISFACCIO DEL PERSONAL 5/9/94

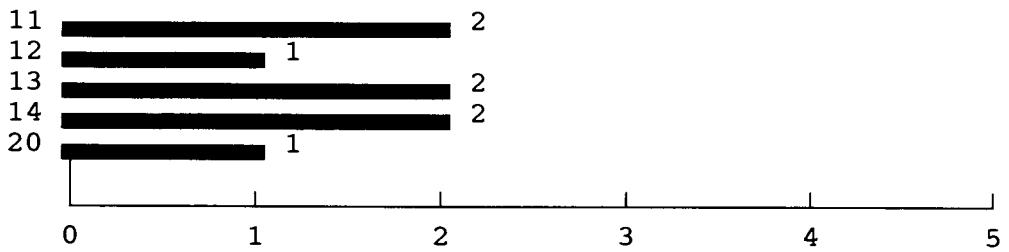
ANY TREBALL HOSPITAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	5	17.9	17.9	17.9
	3	3	10.7	10.7	28.6
	4	4	14.3	14.3	42.9
	5	3	10.7	10.7	53.6
	7	2	7.1	7.1	60.7
	8	2	7.1	7.1	67.9
	10	1	3.6	3.6	71.4
	11	2	7.1	7.1	78.6
	12	1	3.6	3.6	82.1
	13	2	7.1	7.1	89.3
	14	2	7.1	7.1	96.4
	20	1	3.6	3.6	100.0
	Total	28	100.0	100.0	

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ANY TREBALL HOSPITAL





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ANY TREBALL HOSPITAL

Mean	6.893	Std err	.950	Median	5.000
Mode	1.000	Std dev	5.028	Variance	25.284
Kurtosis	-.051	S E Kurt	.858	Skewness	.757
SE Skew	.441	Range	19.000	Minimum	1.000
Maximum	20.000	Sum	193.000		

Valid cases 28 Missing cases 0

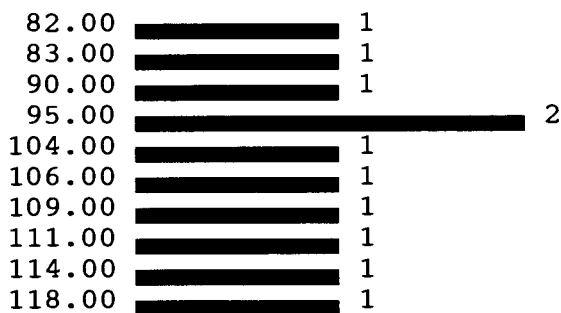
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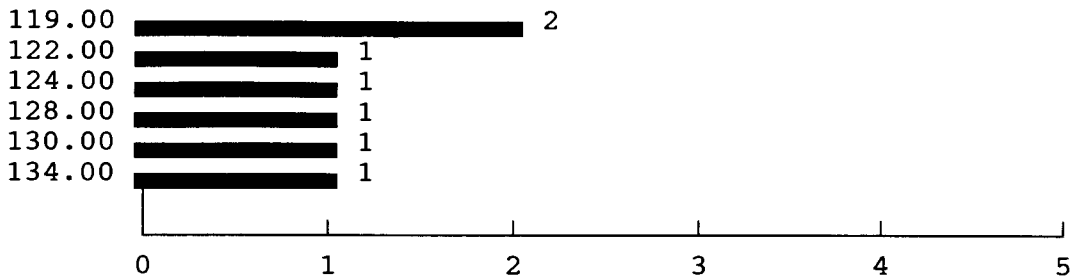
NIVEL DE SATISFACCIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	82.00	1	3.6	5.6	5.6
	83.00	1	3.6	5.6	11.1
	90.00	1	3.6	5.6	16.7
	95.00	2	7.1	11.1	27.8
	104.00	1	3.6	5.6	33.3
	106.00	1	3.6	5.6	38.9
	109.00	1	3.6	5.6	44.4
	111.00	1	3.6	5.6	50.0
	114.00	1	3.6	5.6	55.6
	118.00	1	3.6	5.6	61.1
	119.00	2	7.1	11.1	72.2
	122.00	1	3.6	5.6	77.8
	124.00	1	3.6	5.6	83.3
	128.00	1	3.6	5.6	88.9
	130.00	1	3.6	5.6	94.4
	134.00	1	3.6	5.6	100.0
	.	10	35.7	Missing	
	Total	28	100.0	100.0	

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NIVEL DE SATISFACCIO





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STATISTICS NIVEL DE SATISFACCIO

Mean	110.167	Std err	3.748	Median	112.500
Mode	95.000	Std dev	15.901	Variance	252.853
Kurtosis	-.862	S E Kurt	1.038	Skewness	-.406
Skew	.536	Range	52.000	Minimum	82.000
Maximum	134.000	Sum	1983.000		

Multiple modes exist. The smallest value is shown.

Valid cases 18 Missing cases 10

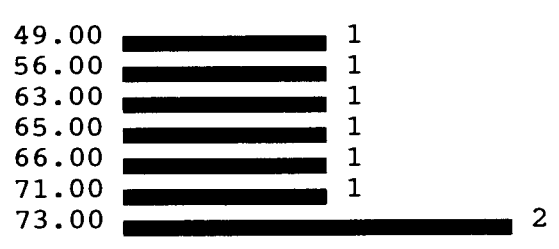
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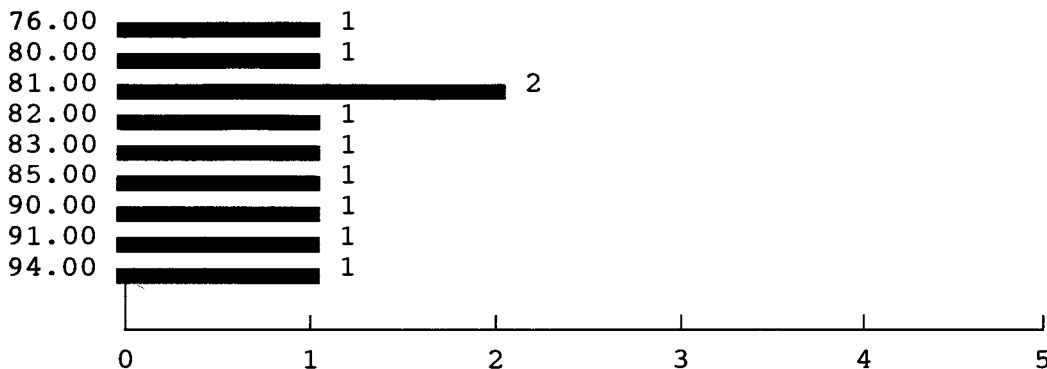
STATISTICS NIVEL DE ADHESIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	49.00	1	3.6	5.6	5.6
	56.00	1	3.6	5.6	11.1
	63.00	1	3.6	5.6	16.7
	65.00	1	3.6	5.6	22.2
	66.00	1	3.6	5.6	27.8
	71.00	1	3.6	5.6	33.3
	73.00	2	7.1	11.1	44.4
	76.00	1	3.6	5.6	50.0
	80.00	1	3.6	5.6	55.6
	81.00	2	7.1	11.1	66.7
	82.00	1	3.6	5.6	72.2
	83.00	1	3.6	5.6	77.8
	85.00	1	3.6	5.6	83.3
	90.00	1	3.6	5.6	88.9
	91.00	1	3.6	5.6	94.4
	94.00	1	3.6	5.6	100.0
	.	10	35.7	Missing	
	Total	28	100.0	100.0	

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STATISTICS NIVEL DE ADHESIO





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RESIO NIVEL DE ADHESIO

Mean	75.500	Std err	2.878	Median	78.000
Mode	73.000	Std dev	12.210	Variance	149.088
Skewness	-.153	S E Kurt	1.038	Skewness	-.546
SE Skew	.536	Range	45.000	Minimum	49.000
Maximum	94.000	Sum	1359.000		

Multiple modes exist. The smallest value is shown.

Valid cases 18 Missing cases 10

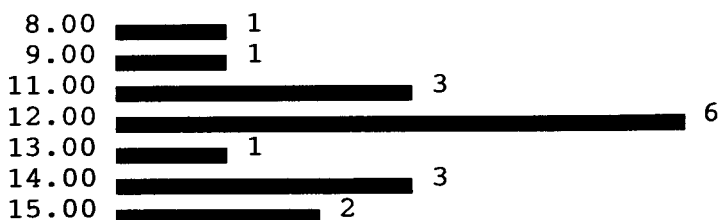
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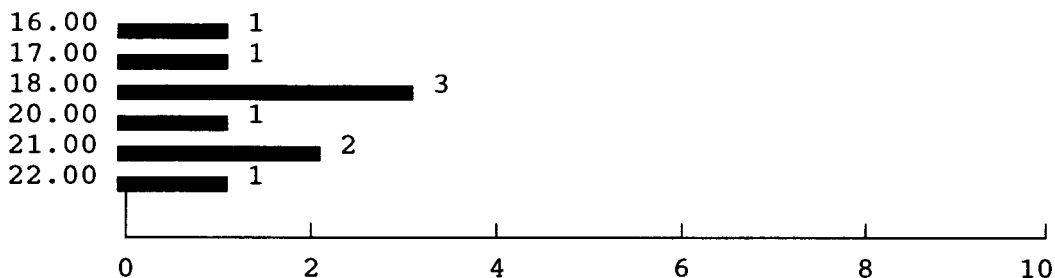
MPROMI COMPROMIS DE LA DIRECCIO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	8.00	1	3.6	3.8	3.8
	9.00	1	3.6	3.8	7.7
	11.00	3	10.7	11.5	19.2
	12.00	6	21.4	23.1	42.3
	13.00	1	3.6	3.8	46.2
	14.00	3	10.7	11.5	57.7
	15.00	2	7.1	7.7	65.4
	16.00	1	3.6	3.8	69.2
	17.00	1	3.6	3.8	73.1
	18.00	3	10.7	11.5	84.6
	20.00	1	3.6	3.8	88.5
	21.00	2	7.1	7.7	96.2
	22.00	1	3.6	3.8	100.0
	.	2	7.1	Missing	
	Total	28	100.0	100.0	

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MPROMI COMPROMIS DE LA DIRECCIO





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COMPROMI COMPROMIS DE LA DIRECCIO

Mean	14.538	Std err	.751	Median	14.000
Mode	12.000	Std dev	3.829	Variance	14.658
Kurtosis	-.688	S E Kurt	.887	Skewness	.445
SE Skew	.456	Range	14.000	Minimum	8.000
Maximum	22.000	Sum	378.000		

Valid cases 26 Missing cases 2

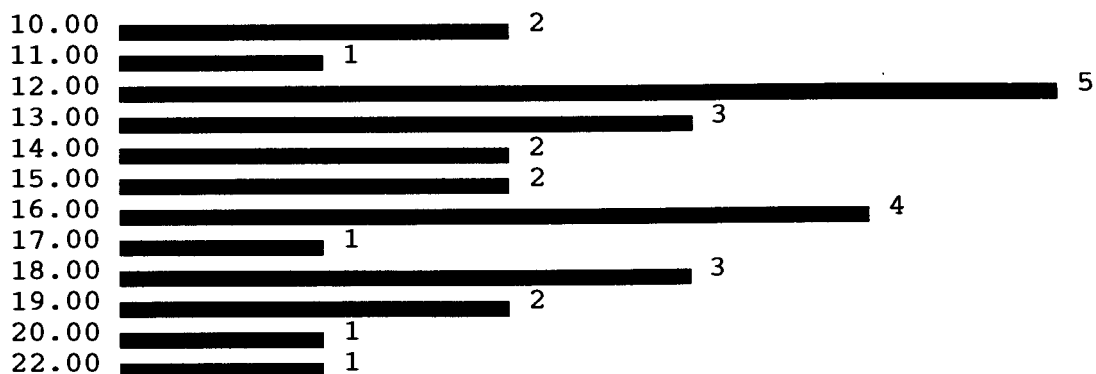
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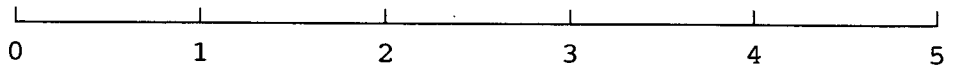
ESTIO GESTIO PROCESOS DE MILLORA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	10.00	2	7.1	7.4	7.4
	11.00	1	3.6	3.7	11.1
	12.00	5	17.9	18.5	29.6
	13.00	3	10.7	11.1	40.7
	14.00	2	7.1	7.4	48.1
	15.00	2	7.1	7.4	55.6
	16.00	4	14.3	14.8	70.4
	17.00	1	3.6	3.7	74.1
	18.00	3	10.7	11.1	85.2
	19.00	2	7.1	7.4	92.6
	20.00	1	3.6	3.7	96.3
	22.00	1	3.6	3.7	100.0
	.	1	3.6	Missing	
	Total	28	100.0	100.0	

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ESTIO GESTIO PROCESOS DE MILLORA





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GESTIO PROCESOS DE MILLORA

Mean	14.926	Std err	.615	Median	15.000
Mode	12.000	Std dev	3.198	Variance	10.225
Kurtosis	-.676	S E Kurt	.872	Skewness	.347
SE Skew	.448	Range	12.000	Minimum	10.000
Maximum	22.000	Sum	403.000		

Valid cases 27 Missing cases 1

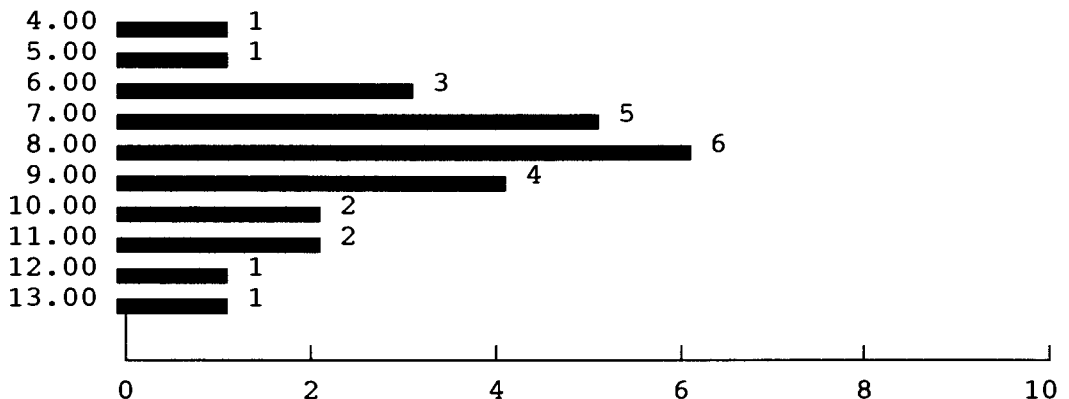
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EFICIENCIAECONOMICA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	4.00	1	3.6	3.8	3.8
	5.00	1	3.6	3.8	7.7
	6.00	3	10.7	11.5	19.2
	7.00	5	17.9	19.2	38.5
	8.00	6	21.4	23.1	61.5
	9.00	4	14.3	15.4	76.9
	10.00	2	7.1	7.7	84.6
	11.00	2	7.1	7.7	92.3
	12.00	1	3.6	3.8	96.2
	13.00	1	3.6	3.8	100.0
	.	2	7.1	Missing	
	Total	28	100.0	100.0	

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EFICIENCIAECONOMICA



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EFICIENCIAECONOMICA

Mean	8.192	Std err	.415	Median	8.000
Mode	8.000	Std dev	2.117	Variance	4.482
Kurtosis	.109	S E Kurt	.887	Skewness	.357

E Skew .456 Range 9.000 Minimum 4.000
 Maximum 13.000 Sum 213.000

Valid cases 26 Missing cases 2

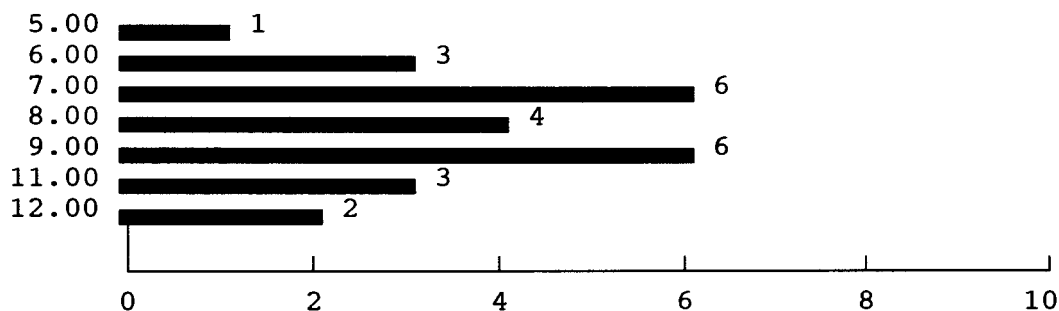
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CLIENT SATISFACCIO CLIENT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	5.00	1	3.6	4.0	4.0
	6.00	3	10.7	12.0	16.0
	7.00	6	21.4	24.0	40.0
	8.00	4	14.3	16.0	56.0
	9.00	6	21.4	24.0	80.0
	11.00	3	10.7	12.0	92.0
	12.00	2	7.1	8.0	100.0
	.	3	10.7	Missing	
	Total	28	100.0	100.0	

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CLIENT SATISFACCIO CLIENT



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CLIENT SATISFACCIO CLIENT

Mean 8.320 Std err .386 Median 8.000
 Mode 7.000 Std dev 1.930 Variance 3.727
 Kurtosis -.526 S E Kurt .902 Skewness .449
 E Skew .464 Range 7.000 Minimum 5.000
 Maximum 12.000 Sum 208.000

Multiple modes exist. The smallest value is shown.

Valid cases 25 Missing cases 3

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CLIENT SATISFACCIO CLIENT

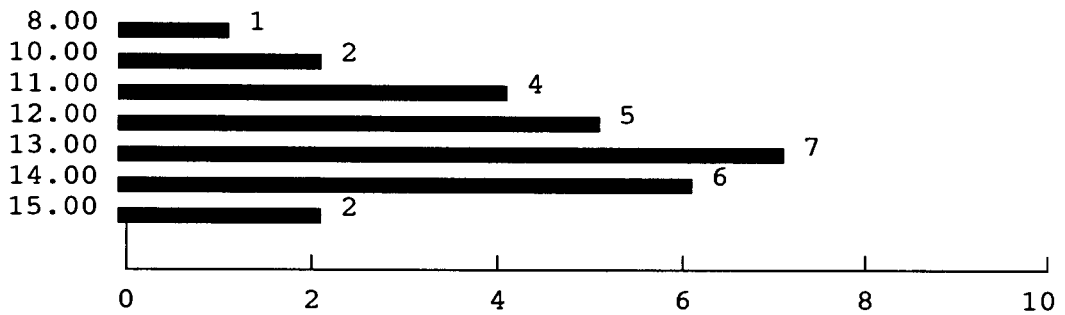
Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	8.00	1	3.6	3.7	3.7

10.00	2	7.1	7.4	11.1
11.00	4	14.3	14.8	25.9
12.00	5	17.9	18.5	44.4
13.00	7	25.0	25.9	70.4
14.00	6	21.4	22.2	92.6
15.00	2	7.1	7.4	100.0
.	1	3.6	Missing	
Total	28	100.0	100.0	

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5/9/94

ATTITUD



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5/9/94

ATTITUD

Mean	12.481	Std err	.317	Median	13.000
Mode	13.000	Std dev	1.649	Variance	2.721
Skurtosis	.624	S E Kurt	.872	Skewness	-.742
SE Skew	.448	Range	7.000	Minimum	8.000
Maximum	15.000	Sum	337.000		

Valid cases 27 Missing cases 1

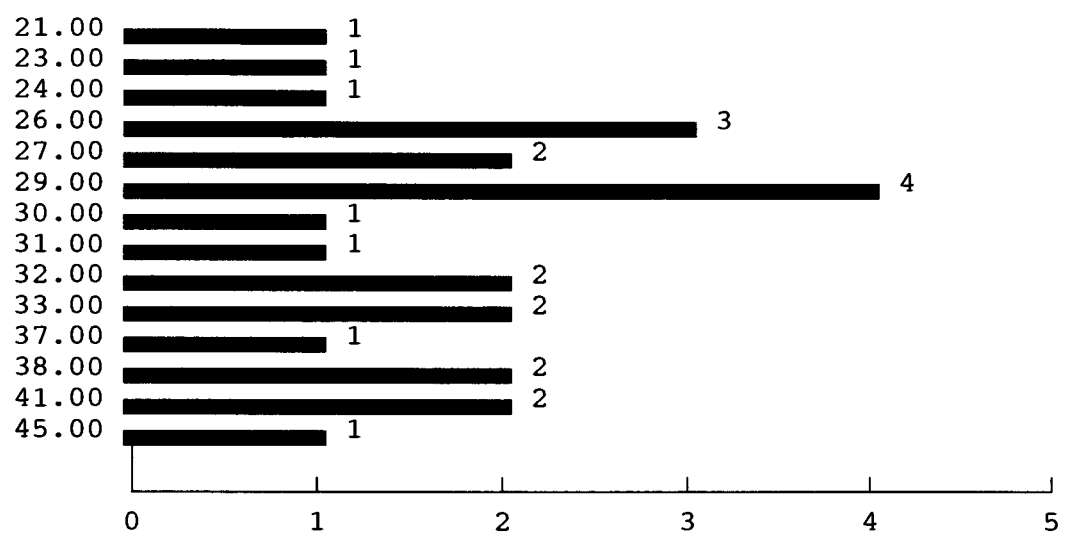
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FORMA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	21.00	1	3.6	4.2	4.2
	23.00	1	3.6	4.2	8.3
	24.00	1	3.6	4.2	12.5
	26.00	3	10.7	12.5	25.0
	27.00	2	7.1	8.3	33.3
	29.00	4	14.3	16.7	50.0
	30.00	1	3.6	4.2	54.2
	31.00	1	3.6	4.2	58.3
	32.00	2	7.1	8.3	66.7
	33.00	2	7.1	8.3	75.0
	37.00	1	3.6	4.2	79.2
	38.00	2	7.1	8.3	87.5
	41.00	2	7.1	8.3	95.8
	45.00	1	3.6	4.2	100.0
.		4	14.3	Missing	
Total		28	100.0	100.0	

FORMA



FORMA

Mean	31.125	Std err	1.260	Median	29.500
Mode	29.000	Std dev	6.174	Variance	38.114
Kurtosis	-.250	S E Kurt	.918	Skewness	.593
Skew	.472	Range	24.000	Minimum	21.000
Maximum	45.000	Sum	747.000		

Valid cases 24 Missing cases 4

This procedure was completed at 18:04:45

CODE V7 (1,5=1)(2=2)(3=3).
 CODE V8 (1=1) (2,3=2).
 NWAY SATIS TO INFORMA BY V1 (1,3)
 The raw data or transformation pass is proceeding
 108 cases are written to the compressed active file.
 RANGES=DUNCAN(0.05)
 STATISTICS 1,3.

----- O N E W A Y -----

Variable SATIS NIVEL DE SATISFACCIO
 By Variable V1 HOSPITAL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	853.8586	426.9293	1.8334	.1672
Within Groups	72	16765.8214	232.8586		

total 74 17619.6800

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int	for Mean
Group 1	36	116.7500	15.6431	2.6072	111.4571 To	122.0429
Group 2	21	109.8571	13.9688	3.0483	103.4986 To	116.2157
Group 3	18	110.1667	15.9014	3.7480	102.2591 To	118.0742
total	75	113.2400	15.4306	1.7818	109.6897 To	116.7903

Group	Minimum	Maximum
Group 1	74.0000	141.0000
Group 2	90.0000	131.0000
Group 3	82.0000	134.0000
total	74.0000	141.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .3650, P = .996 (Approx.)
 Bartlett-Box F = .195, P = .823
 Maximum Variance / Minimum Variance 1.296

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----- O N E W A Y -----

Variable SATIS NIVEL DE SATISFACCIO
 By Variable V1 HOSPITAL

Multiple Range Test

Mean Procedure
 Ranges for the .050 level -
 2.82 2.97

The ranges above are table ranges.
 The value actually compared with Mean(J)-Mean(I) is..
 $10.7902 * \text{Range} * \text{Sqrt}(1/N(I) + 1/N(J))$

Two groups are significantly different at the .050 level

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----- O N E W A Y -----

Variable ADHESIO NIVEL DE ADHESIO
 By Variable V1 HOSPITAL

Analysis of Variance

Sum of	Mean	F	F
--------	------	---	---

Source	D.F.	Squares	Squares	Ratio	Prob.
Between Groups	2	562.6181	281.3091	1.9472	.1500
Within Groups	73	10546.3687	144.4708		
Total	75	11108.9868			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int for Mean		
Group 1	37	81.2703	12.3483	2.0300	77.1531	To	85.3874
Group 2	21	76.1429	11.2307	2.4507	71.0307	To	81.2550
Group 3	18	75.5000	12.2102	2.8780	69.4280	To	81.5720
Total	76	78.4868	12.1704	1.3960	75.7058	To	81.2679

Group	Minimum	Maximum
Group 1	48.0000	103.0000
Group 2	58.0000	93.0000
Group 3	49.0000	94.0000
Total	48.0000	103.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .3565, P = 1.000 (Approx.)
 Bartlett-Box F = .117, P = .890
 Maximum Variance / Minimum Variance 1.209

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----- O N E W A Y -----

Variable ADHESIO NIVEL DE ADHESIO
 By Variable V1 HOSPITAL

Multiple Range Test

uncan Procedure
 ranges for the .050 level -

2.82 2.97

the ranges above are table ranges.
 the value actually compared with Mean(J)-Mean(I) is..
 8.4991 * Range * Sqrt(1/N(I) + 1/N(J))

two groups are significantly different at the .050 level

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----- O N E W A Y -----

Variable COMPROMI COMPROMIS DE LA DIRECCIO
 By Variable V1 HOSPITAL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	111.7037	55.8518	3.8645	.0242
Within Groups	98	1416.3359	14.4524		
Total	100	1528.0396			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int for Mean		
Group 1	49	17.1020	3.6756	.5251	16.0463	To	18.1578
Group 2	26	16.1538	4.0069	.7858	14.5354	To	17.7723
Group 3	26	14.5385	3.8286	.7509	12.9920	To	16.0849
Total	101	16.1980	3.9090	.3890	15.4263	To	16.9697

Group	Minimum	Maximum
Group 1	10.0000	24.0000
Group 2	7.0000	24.0000
Group 3	8.0000	22.0000
Total	7.0000	24.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variations) = .3630, P = .959 (Approx.)
 Bartlett-Box F = .124, P = .883
 Maximum Variance / Minimum Variance 1.188

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----- O N E W A Y -----

Variable COMPROMI COMPROMIS DE LA DIRECCIO
 By Variable V1 HOSPITAL

Multiple Range Test

uncan Procedure
 ranges for the .050 level -

2.81 2.95

the ranges above are table ranges.
 the value actually compared with Mean(J)-Mean(I) is..
 $2.6882 * \text{Range} * \text{Sqrt}(1/N(I) + 1/N(J))$

) Denotes pairs of groups significantly different at the .050 level

G G G
 r r r
 p p p

Mean	Group	3 2 1
14.5385	Grp 3	
16.1538	Grp 2	
17.1020	Grp 1	*

----- O N E W A Y -----

Variable GESTIO GESTIO PROCESOS DE MILLORA
 By Variable V1 HOSPITAL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	14.6266	7.3133	.7209	.4890
Within Groups	94	953.5590	10.1442		
Total	96	968.1856			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int for Mean
Grp 1	43	15.5116	3.0579	.4663	14.5705 To 16.4527
Grp 2	27	15.9630	3.3682	.6482	14.6305 To 17.2954
Grp 3	27	14.9259	3.1977	.6154	13.6610 To 16.1909
Total	97	15.4742	3.1757	.3224	14.8342 To 16.1143

Group	Minimum	Maximum
Grp 1	8.0000	22.0000
Grp 2	9.0000	22.0000
Grp 3	10.0000	22.0000
Total	8.0000	22.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variiances) = .3669, P = .915 (Approx.)
 Bartlett-Box F = .150, P = .860
 Maximum Variance / Minimum Variance 1.213

----- O N E W A Y -----

Variable GESTIO GESTIO PROCESOS DE MILLORA
 By Variable V1 HOSPITAL

Multiple Range Test

uncan Procedure
 anges for the .050 level -

2.81 2.96

The ranges above are table ranges.
The value actually compared with Mean(J)-Mean(I) is..
 $2.2521 * Range * \sqrt{1/N(I) + 1/N(J)}$

two groups are significantly different at the .050 level

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----- O N E W A Y -----

Variable EFICI EFICIENCIAECONOMICA

By Variable V1 HOSPITAL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	100.0122	50.0061	11.3373	.0000
Within Groups	99	436.6643	4.4108		
Total	101	536.6765			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int for Mean
Group 1	49	9.7959	2.1211	.3030	9.1867 To 10.4052
Group 2	27	7.5556	2.0444	.3934	6.7468 To 8.3643
Group 3	26	8.1923	2.1170	.4152	7.3372 To 9.0474
Total	102	8.7941	2.3051	.2282	8.3413 To 9.2469

Group	Minimum	Maximum
Group 1	5.0000	13.0000
Group 2	4.0000	12.0000
Group 3	4.0000	13.0000
Total	4.0000	13.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .3419, P = 1.000 (Approx.)
Bartlett-Box F = .025, P = .976
Maximum Variance / Minimum Variance 1.076

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----- O N E W A Y -----

Variable EFICI EFICIENCIAECONOMICA

By Variable V1 HOSPITAL

Multiple Range Test

Duncan Procedure
 Ranges for the .050 level -

2.81 2.95

The ranges above are table ranges.
 The value actually compared with Mean(J)-Mean(I) is..
 $1.4851 * \text{Range} * \text{Sqrt}(1/N(I) + 1/N(J))$

* Denotes pairs of groups significantly different at the .050 level

G G G
 r r r
 p p p

Mean	Group	2	3	1
7.5556	Grp 2			
8.1923	Grp 3			
9.7959	Grp 1	*	*	

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----- O N E W A Y -----

Variable CLIENT SATISFACCIO CLIENT
 By Variable V1 HOSPITAL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	13.7030	6.8515	1.9510	.1476
Within Groups	99	347.6696	3.5118		
Total	101	361.3725			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int	for Mean
Grp 1	49	8.5510	1.8264	.2609	8.0264 To	9.0756
Grp 2	28	7.6786	1.9062	.3602	6.9394 To	8.4177
Grp 3	25	8.3200	1.9305	.3861	7.5231 To	9.1169
Total	102	8.2549	1.8915	.1873	7.8834 To	8.6264

Group	Minimum	Maximum
Grp 1	3.0000	12.0000
Grp 2	5.0000	12.0000
Grp 3	5.0000	12.0000
Total	3.0000	12.0000

ests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .3484, P = 1.000 (Approx.)

Bartlett-Box F = .060, P = .942

Maximum Variance / Minimum Variance 1.117

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5/9/94

----- O N E W A Y -----

Variable CLIENT SATISFACCIO CLIENT
By Variable V1 HOSPITAL

Multiple Range Test

Duncan Procedure

ranges for the .050 level -

2.81 2.95

The ranges above are table ranges.

The value actually compared with Mean(J)-Mean(I) is..

$1.3251 * \text{Range} * \text{Sqrt}(1/N(I) + 1/N(J))$

two groups are significantly different at the .050 level

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5/9/94

----- O N E W A Y -----

Variable ACTITUD

By Variable V1 HOSPITAL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	20.1247	10.0624	3.0002	.0544
Within Groups	98	328.6872	3.3540		
Total	100	348.8119			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int	for Mean
Group 1	47	11.7872	1.8050	.2633	11.2573 To	12.3172
Group 2	27	12.8148	2.0388	.3924	12.0083 To	13.6213
Group 3	27	12.4815	1.6495	.3174	11.8290 To	13.1340
Total	101	12.2475	1.8677	.1858	11.8788 To	12.6162

Group	Minimum	Maximum
Group 1	8.0000	16.0000
Group 2	9.0000	16.0000

p 3 8.0000 15.0000
 total 8.0000 16.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .4101, P = .382 (Approx.)
 Bartlett-Box F = .588 , P = .555
 Maximum Variance / Minimum Variance 1.528

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- - - - - O N E W A Y - - - - -

Variable ACTITUD
 By Variable V1 HOSPITAL

Multiple Range Test

Duncan Procedure
 Ranges for the .050 level -

2.81 2.95

The ranges above are table ranges.
 The value actually compared with Mean(J)-Mean(I) is..
 $1.2950 * \text{Range} * \text{Sqrt}(1/N(I) + 1/N(J))$

* Denotes pairs of groups significantly different at the .050 level

G G G
 r r r
 p p p

Mean	Group	1 3 2
11.7872	Grp 1	
12.4815	Grp 3	
12.8148	Grp 2	*

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- - - - - O N E W A Y - - - - -

Variable INFORMA
 By Variable V1 HOSPITAL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	341.2207	170.6104	3.7887	.0263
Within Groups	91	4097.8963	45.0318		
Total	93	4439.1170			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int	for Mean
Grp 1	43	35.5581	7.0822	1.0800	33.3786	To 37.7377
Grp 2	27	32.5556	6.5477	1.2601	29.9654	To 35.1457
Grp 3	24	31.1250	6.1737	1.2602	28.5181	To 33.7319
Total	94	33.5638	6.9089	.7126	32.1488	To 34.9789

Group	Minimum	Maximum
Grp 1	22.0000	52.0000
Grp 2	22.0000	49.0000
Grp 3	21.0000	45.0000
Total	21.0000	52.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .3825, P = .711 (Approx.)
 Bartlett-Box F = .289, P = .749
 Maximum Variance / Minimum Variance 1.316

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----- O N E W A Y -----

Variable INFORMA
 By Variable V1 HOSPITAL

Multiple Range Test

Duncan Procedure
 Ranges for the .050 level -

2.81 2.96

The ranges above are table ranges.
 The value actually compared with Mean(J)-Mean(I) is..
 $4.7451 * \text{Range} * \text{Sqrt}(1/N(I) + 1/N(J))$

* Denotes pairs of groups significantly different at the .050 level

		G G G
		r r r
		p p p
Mean	Group	3 2 1
31.1250	Grp 3	
32.5556	Grp 2	
35.5581	Grp 1	*

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This procedure was completed at 18:05:54
 ONEWAY SATIS TO INFORMA BY V7 (1,3)
 RANGES=DUNCAN(0.05)
 STATISTICS 1,3.

----- O N E W A Y -----

Variable SATIS NIVEL DE SATISFACCIO

By Variable V7 AREA TREBALL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	1383.3408	691.6704	3.0281	.0549
Within Groups	69	15760.5342	228.4135		
Total	71	17143.8750			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int	for Mean
Group 1	54	112.8704	16.3650	2.2270	108.4036 To	117.3372
Group 2	7	101.5714	12.2455	4.6284	90.2463 To	112.8966
Group 3	11	119.5455	8.1653	2.4619	114.0599 To	125.0310
Total	72	112.7917	15.5391	1.8313	109.1402 To	116.4432

Group	Minimum	Maximum
Group 1	74.0000	141.0000
Group 2	90.0000	122.0000
Group 3	109.0000	131.0000
Total	74.0000	141.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .5528, P = .013 (Approx.)
 Bartlett-Box F = 3.071, P = .047
 Maximum Variance / Minimum Variance 4.017

----- O N E W A Y -----

Variable SATIS NIVEL DE SATISFACCIO

By Variable V7 AREA TREBALL

Multiple Range Test

uncan Procedure

anges for the .050 level -

2.82 2.97

the ranges above are table ranges.

the value actually compared with Mean(J)-Mean(I) is..

10.6868 * Range * Sqrt(1/N(I) + 1/N(J))

) Denotes pairs of groups significantly different at the .050 level

G G G
r r r
p p p

Mean	Group	2 1 3
101.5714	Grp 2	
112.8704	Grp 1	
119.5455	Grp 3	*

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5/9/94

----- O N E W A Y -----

Variable ADHESIO NIVEL DE ADHESIO
By Variable V7 AREA TREBALL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	834.9668	417.4834	2.9266	.0602
Within Groups	70	9985.6633	142.6523		
Total	72	10820.6301			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int for Mean	
Grp 1	54	78.4815	13.0105	1.7705	74.9303 To	82.0327
Grp 2	8	69.5000	8.5690	3.0296	62.3361 To	76.6639
Grp 3	11	82.7273	7.0724	2.1324	77.9760 To	87.4785
Total	73	78.1370	12.2591	1.4348	75.2767 To	80.9973

Group	Minimum	Maximum
Grp 1	48.0000	103.0000
Grp 2	59.0000	83.0000
Grp 3	73.0000	93.0000
Total	48.0000	103.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .5783, P = .005 (Approx.)
 Bartlett-Box F = 2.915, P = .054
 Maximum Variance / Minimum Variance 3.384

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5/9/94

----- O N E W A Y -----

Variable ADHESIO NIVEL DE ADHESIO
By Variable V7 AREA TREBALL

Multiple Range Test

uncan Procedure
 ranges for the .050 level -

2.82 2.97

the ranges above are table ranges.
 the value actually compared with Mean(J)-Mean(I) is..
 $8.4455 * \text{Range} * \text{Sqrt}(1/N(I) + 1/N(J))$

*) Denotes pairs of groups significantly different at the .050 level

Mean	Group	G G G
69.5000	Grp 2	r r r
78.4815	Grp 1	p p p
82.7273	Grp 3	* 2 1 3

----- O N E W A Y -----

Variable COMPROMI COMPROMIS DE LA DIRECCIO
 By Variable V7 AREA TREBALL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	43.2927	21.6464	1.4001	.2516
Within Groups	95	1468.7073	15.4601		
Total	97	1512.0000			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int	for Mean
Grp 1	69	16.4783	3.8064	.4582	15.5639 To	17.3927
Grp 2	11	14.3636	4.1539	1.2524	11.5730 To	17.1542
Grp 3	18	15.9444	4.2768	1.0080	13.8177 To	18.0712
Total	98	16.1429	3.9481	.3988	15.3513 To	16.9344

Group	Minimum	Maximum
Grp 1	9.0000	24.0000
Grp 2	7.0000	21.0000
Grp 3	8.0000	22.0000
Total	7.0000	24.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .3656, P = .927 (Approx.)
 Bartlett-Box F = .222, P = .801
 Maximum Variance / Minimum Variance 1.262

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5/9/94

----- O N E W A Y -----

Variable COMPROMI COMPROMIS DE LA DIRECCIO
 By Variable V7 AREA TREBALL

Multiple Range Test

Duncan Procedure

Ranges for the .050 level -

2.81 2.96

The ranges above are table ranges.

The value actually compared with Mean(J)-Mean(I) is..

2.7803 * Range * Sqrt(1/N(I) + 1/N(J))

Two groups are significantly different at the .050 level

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5/9/94

----- O N E W A Y -----

Variable GESTIO GESTIO PROCESOS DE MILLORA
 By Variable V7 AREA TREBALL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	18.0719	9.0360	.9103	.4061
Within Groups	91	903.3430	9.9268		
Total	93	921.4149			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int	for Mean
Group 1	68	15.3235	3.2527	.3945	14.5362 To	16.1109
Group 2	11	14.4545	3.2669	.9850	12.2598 To	16.6493
Group 3	15	16.1333	2.5033	.6464	14.7470 To	17.5196
Total	94	15.3511	3.1476	.3247	14.7064 To	15.9958

Group Minimum Maximum

Group 1	8.0000	22.0000
Group 2	9.0000	19.0000
Group 3	12.0000	20.0000
Total	8.0000	22.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .3878, P = .646 (Approx.)
 Bartlett-Box F = .701, P = .496
 Maximum Variance / Minimum Variance 1.703

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----- O N E W A Y -----

Variable GESTIO GESTIO PROCESOS DE MILLORA
 By Variable V7 AREA TREBALL

Multiple Range Test

Duncan Procedure

ranges for the .050 level -

2.81 2.96

The ranges above are table ranges.

The value actually compared with Mean(J)-Mean(I) is..

$$2.2279 * \text{Range} * \text{Sqrt}(1/N(I) + 1/N(J))$$

Two groups are significantly different at the .050 level

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----- O N E W A Y -----

Variable EFICI EFICIENCIAECONOMICA
 By Variable V7 AREA TREBALL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	43.4646	21.7323	4.2953	.0164
Within Groups	95	480.6579	5.0596		
Total	97	524.1224			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int for Mean	
Group 1	69	8.9275	2.2447	.2702	8.3883 To	9.4668
Group 2	11	6.9091	2.5082	.7562	5.2241 To	8.5941
Group 3	18	9.2222	2.1020	.4954	8.1769 To	10.2675

total 98 8.7551 2.3245 .2348 8.2891 To 9.2211

Group	Minimum	Maximum
Group 1	4.0000	13.0000
Group 2	4.0000	13.0000
Group 3	5.0000	13.0000
total	4.0000	13.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .3995, P = .494 (Approx.)
 Bartlett-Box F = .197, P = .821
 Maximum Variance / Minimum Variance 1.424

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----- O N E W A Y -----

Variable EFICI EFICIENCIAECONOMICA
 By Variable V7 AREA TREBALL

Multiple Range Test

Duncan Procedure
 Ranges for the .050 level -

2.81 2.96

The ranges above are table ranges.
 The value actually compared with Mean(J)-Mean(I) is..
 $1.5905 * \text{Range} * \sqrt{1/N(I) + 1/N(J)}$

*) Denotes pairs of groups significantly different at the .050 level

G G G
 r r r
 p p p

Mean	Group	2	1	3
6.9091	Grp 2			
8.9275	Grp 1	*		
9.2222	Grp 3	*		

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----- O N E W A Y -----

Variable CLIENT SATISFACCIO CLIENT
 By Variable V7 AREA TREBALL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
--------	------	----------------	--------------	---------	---------

Between Groups	2	67.6927	33.8464	11.1102	.0000
Within Groups	95	289.4093	3.0464		
Total	97	357.1020			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int for Mean
Grp 1	69	8.5507	1.7281	.2080	8.1356 To 8.9659
Grp 2	10	5.8000	1.4757	.4667	4.7443 To 6.8557
Grp 3	19	8.5263	1.9255	.4417	7.5982 To 9.4544
Total	98	8.2653	1.9187	.1938	7.8806 To 8.6500

Group	Minimum	Maximum
Grp 1	4.0000	12.0000
Grp 2	3.0000	8.0000
Grp 3	5.0000	12.0000
Total	3.0000	12.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .4179, P = .328 (Approx.)
 Bartlett-Box F = .408, P = .665
 Maximum Variance / Minimum Variance 1.702

----- O N E W A Y -----

Variable CLIENT Satisfaccio Client
 By Variable V7 Area Treball

Multiple Range Test

Duncan Procedure
 Ranges for the .050 level -

2.81 2.96

The ranges above are table ranges.
 The value actually compared with Mean(J)-Mean(I) is..
 $1.2342 * \text{Range} * \sqrt{1/N(I) + 1/N(J)}$

*) Denotes pairs of groups significantly different at the .050 level

Mean	Group	2	3	1
5.8000	Grp 2			
8.5263	Grp 3	*		
8.5507	Grp 1	*	*	

----- O N E W A Y -----

Variable ACTITUD

By Variable V7 AREA TREBALL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	9.6632	4.8316	1.3566	.2625
Within Groups	94	334.7904	3.5616		
Total	96	344.4536			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int for Mean	
Group 1	68	12.3824	1.7452	.2116	11.9599 To	12.8048
Group 2	10	12.3000	2.2136	.7000	10.7165 To	13.8835
Group 3	19	11.5789	2.1938	.5033	10.5216 To	12.6363
Total	97	12.2165	1.8942	.1923	11.8347 To	12.5983

Group	Minimum	Maximum
Group 1	9.0000	16.0000
Group 2	9.0000	16.0000
Group 3	8.0000	14.0000
Total	8.0000	16.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .3841, P = .681 (Approx.)
 Bartlett-Box F = 1.067, P = .344
 Maximum Variance / Minimum Variance 1.609

----- O N E W A Y -----

Variable ACTITUD

By Variable V7 AREA TREBALL

Multiple Range Test

Duncan Procedure

ranges for the .050 level -

2.81 2.96

The ranges above are table ranges.

The value actually compared with Mean(J)-Mean(I) is..

$$1.3345 * \text{Range} * \text{Sqrt}(1/N(I) + 1/N(J))$$

two groups are significantly different at the .050 level

----- O N E W A Y -----

Variable INFORMA

By Variable V7 AREA TREBALL

Analysis of Variance

Source	D.F.	Sum of Squares	Mean Squares	F Ratio	F Prob.
Between Groups	2	307.5477	153.7739	3.3309	.0403
Within Groups	88	4062.5841	46.1657		
Total	90	4370.1319			

Group	Count	Mean	Standard Deviation	Standard Error	95 Pct Conf Int	for Mean
Group 1	63	33.9841	6.6003	.8316	32.3219	To 35.6464
Group 2	10	28.2000	5.6725	1.7938	24.1421	To 32.2579
Group 3	18	34.3333	7.9410	1.8717	30.3844	To 38.2823
Total	91	33.4176	6.9683	.7305	31.9664	To 34.8688

Group	Minimum	Maximum
Group 1	22.0000	49.0000
Group 2	22.0000	39.0000
Group 3	21.0000	52.0000
Total	21.0000	52.0000

Tests for Homogeneity of Variances

Cochrans C = Max. Variance/Sum(Variances) = .4543, P = .149 (Approx.)
 Bartlett-Box F = .750, P = .473
 Maximum Variance / Minimum Variance 1.960

----- O N E W A Y -----

Variable INFORMA

By Variable V7 AREA TREBALL

Multiple Range Test

Duncan Procedure

ranges for the .050 level -

2.81 2.96

The ranges above are table ranges.
 The value actually compared with Mean(J)-Mean(I) is..
 $4.8045 * \text{Range} * \text{Sqrt}(1/N(I) + 1/N(J))$

*) Denotes pairs of groups significantly different at the .050 level

G G G
 r r r
 p p p

Mean	Group	2	1	3
28.2000	Grp 2			
33.9841	Grp 1	*		
34.3333	Grp 3	*		

Page 185 SATISFACCIO DEL PERSONAL 5/9/94

This procedure was completed at 18:06:53

CORRELATION SATIS TO INFORMA.

Page 186 SATISFACCIO DEL PERSONAL 5/9/94

Correlations:	SATIS	ADHESIO	COMPROMI	GESTIO	EFICI	CLIENT
SATIS	1.0000	.9885**	.8098**	.7650**	.3120*	.5805**
ADHESIO	.9885**	1.0000	.8225**	.7659**	.3465*	.5651**
COMPROMI	.8098**	.8225**	1.0000	.6978**	.1950	.4356**
GESTIO	.7650**	.7659**	.6978**	1.0000	.0795	.3084*
EFICI	.3120*	.3465*	.1950	.0795	1.0000	.3979**
CLIENT	.5805**	.5651**	.4356**	.3084*	.3979**	1.0000
ACTITUD	.3263*	.3265*	.3527*	.3751**	-.2153	.0319
INFORMA	.8583**	.8831**	.8241**	.5592**	.5186**	.6800**

of cases: 71 1-tailed Signif: * - .01 ** - .001

. " is printed if a coefficient cannot be computed

Page 187 SATISFACCIO DEL PERSONAL 5/9/94

Correlations:	ACTITUD	INFORMA
SATIS	.3263*	.8583**
ADHESIO	.3265*	.8831**
COMPROMI	.3527*	.8241**
GESTIO	.3751**	.5592**
EFICI	-.2153	.5186**
CLIENT	.0319	.6800**
ACTITUD	1.0000	.2524
INFORMA	.2524	1.0000

of cases: 71 1-tailed Signif: * - .01 ** - .001

. " is printed if a coefficient cannot be computed

Page 188 SATISFACCIO DEL PERSONAL 5/9/94

This procedure was completed at 18:07:05

PROCES IF (V1 EQ 1).
 CORRELATION SATIS TO INFORMA.

Page 189 SATISFACCIO DEL PERSONAL 5/9/94

Correlations: SATIS ADHESIO COMPROMI GESTIO EFICI CLIENT

SATIS	1.0000	.9905**	.8387**	.8512**	.2401	.5657**
ADHESIO	.9905**	1.0000	.8630**	.8450**	.2979	.5547**
COMPROMI	.8387**	.8630**	1.0000	.6837**	.3093	.5529**
GESTIO	.8512**	.8450**	.6837**	1.0000	.0928	.4545*
EFICI	.2401	.2979	.3093	.0928	1.0000	.1595
CLIENT	.5657**	.5547**	.5529**	.4545*	.1595	1.0000
ACTITUD	.4274*	.4028	.2568	.3894	-.1577	.0349
INFORMA	.8437**	.8762**	.9150**	.6557**	.4838*	.6222**

N of cases: 33 1-tailed Signif: * - .01 ** - .001

" . " is printed if a coefficient cannot be computed

Page 190 SATISFACCIO DEL PERSONAL

5/9/94

Correlations: ACTITUD INFORMA

SATIS	.4274*	.8437**
ADHESIO	.4028	.8762**
COMPROMI	.2568	.9150**
GESTIO	.3894	.6557**
EFICI	-.1577	.4838*
CLIENT	.0349	.6222**
ACTITUD	1.0000	.2294
INFORMA	.2294	1.0000

N of cases: 33 1-tailed Signif: * - .01 ** - .001

" . " is printed if a coefficient cannot be computed

Page 191 SATISFACCIO DEL PERSONAL

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This procedure was completed at 18:07:16
 PROCES IF (V1 EQ 2).
 CORRELATION SATIS TO INFORMA.

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Correlations: SATIS ADHESIO COMPROMI GESTIO EFICI CLIENT

SATIS	1.0000	.9885**	.7762**	.7926**	.4028	.6905**
ADHESIO	.9885**	1.0000	.7944**	.8041**	.4017	.7006**
COMPROMI	.7762**	.7944**	1.0000	.7322**	.1115	.2831
GESTIO	.7926**	.8041**	.7322**	1.0000	.5407*	.4900
EFICI	.4028	.4017	.1115	.5407*	1.0000	.4876
CLIENT	.6905**	.7006**	.2831	.4900	.4876	1.0000
ACTITUD	.6366*	.6794**	.7510**	.4114	-.0134	.2821
INFORMA	.9130**	.9467**	.7971**	.7000**	.3885	.6507**

N of cases: 20 1-tailed Signif: * - .01 ** - .001

" . " is printed if a coefficient cannot be computed

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5/9/94

Correlations: ACTITUD INFORMA

SATIS	.6366*	.9130**
ADHESIO	.6794**	.9467**
COMPROMI	.7510**	.7971**
GESTIO	.4114	.7000**
EFICI	-.0134	.3885
CLIENT	.2821	.6507**

ACTITUD 1.0000 .7673**
 INFORMA .7673** 1.0000

N of cases: 20 1-tailed Signif: * - .01 ** - .001

" . " is printed if a coefficient cannot be computed

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This procedure was completed at 18:07:25
 PROCES IF (V1 EQ 3).
 CORRELATION SATIS TO INFORMA.

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Correlations:	SATIS	ADHESIO	COMPROMI	GESTIO	EFICI	CLIENT
SATIS	1.0000	.9842**	.8443**	.7652**	.1189	.4671
ADHESIO	.9842**	1.0000	.8238**	.7572**	.1713	.4281
COMPROMI	.8443**	.8238**	1.0000	.6864**	.1336	.5208
GESTIO	.7652**	.7572**	.6864**	1.0000	-.0775	.0844
EFICI	.1189	.1713	.1336	-.0775	1.0000	.4710
CLIENT	.4671	.4281	.5208	.0844	.4710	1.0000
ACTITUD	.0653	.0634	.1339	.2918	-.0992	-.0671
INFORMA	.8091**	.8125**	.7721**	.4238	.5172	.8008**

N of cases: 18 1-tailed Signif: * - .01 ** - .001

" . " is printed if a coefficient cannot be computed

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5/9/94

Correlations:	ACTITUD	INFORMA
SATIS	.0653	.8091**
ADHESIO	.0634	.8125**
COMPROMI	.1339	.7721**
GESTIO	.2918	.4238
EFICI	-.0992	.5172
CLIENT	-.0671	.8008**
ACTITUD	1.0000	.0058
INFORMA	.0058	1.0000

N of cases: 18 1-tailed Signif: * - .01 ** - .001

" . " is printed if a coefficient cannot be computed

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This procedure was completed at 18:07:35

FINISH.

End of Include file.