```
 CODEBOOK  v1 [o] v2 [o] v3 [o] v4 [o] v5 [o]
   /VARINFO POSITION LABEL TYPE FORMAT MEASURE ROLE VALUELABELS MISSING ATTRIBU
TES RESERVEDATTRIBUTES
   /FILEINFO NAME LOCATION CASECOUNT LABEL DOCUMENTS WEIGHT ATTRIBUTES RESERVED
ATTRIBUTES
   /OPTIONS VARORDER=VARLIST SORT=ASCENDING
   /STATISTICS COUNT PERCENT MEAN STDDEV QUARTILES.
```

Codebook

Notes

Output Created		04-OCT-2013 19:27:49
Comments		
Input	Data	C:\Documents and Settings\Administrador\Escritorio\data-files\created-with-spss\pspp-examples\HOTEL_SAV_7.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	17

Syntax		CODEBOOK v1 [o] v2 [o] v3 [o] v4 [o] v5 [o]
		  /VARINFO POSITION LABEL TYPE FORMAT MEASURE ROLE VALUELABELS MISSING ATTRIBUTES RESERVEDATTRIBUTES
		  /FILEINFO NAME LOCATION CASECOUNT LABEL DOCUMENTS WEIGHT ATTRIBUTES RESERVEDATTRIBUTES
		  /OPTIONS VARORDER=VARLIST SORT=ASCENDING
		  /STATISTICS COUNT PERCENT MEAN STDDEV QUARTILES.

Resources	Processor Time	00:00:00,05
	Elapsed Time	00:00:00,11

```
[DataSet1] C:\Documents and Settings\Administrador\Escritorio\data-files\crea
ted-with-spss\pspp-examples\HOTEL_SAV_7.sav
```

File Information

File Name		HOTEL_SAV_7.sav	
Location		C:\Documents and Settings\Administrador\Escritorio\data-files\created-with-spss\pspp-examples	
Label			
Weight Variable		<none>	
Number of Cases	Unweighted		17
	Weighted		17

v1

		Value	Count	Percent
Standard Attributes	Position	1		
	Label	I am satisfied with the level of service		
	Type	Numeric		
	Format	F8		
	Measurement	Ordinal		
	Role	Input		
Valid Values	1	Strongly Disagree	5	29,4%
	2	Disagree	4	23,5%
	3	No Opinion	3	17,6%
	4	Agree	3	17,6%
	5	Strongly Agree	2	11,8%

v2

		Value	Count	Percent
Standard Attributes	Position	2		
	Label	The value for money was good		
	Type	Numeric		
	Format	F8		
	Measurement	Ordinal		
	Role	Input		
Valid Values	1	Strongly Disagree	5	29,4%
	2	Disagree	7	41,2%
	3	No Opinion	2	11,8%
	4	Agree	1	5,9%
	5	Strongly Agree	2	11,8%

v3

		Value	Count	Percent
Standard Attributes	Position	3		
	Label	The staff were slow in responding		
	Type	Numeric		
	Format	F8		
	Measurement	Ordinal		
	Role	Input		
Valid Values	1	Strongly Disagree	2	11,8%
	2	Disagree	2	11,8%
	3	No Opinion	5	29,4%
	4	Agree	3	17,6%
	5	Strongly Agree	5	29,4%

v4

		Value	Count	Percent
Standard Attributes	Position	4		
	Label	My concerns were dealt with in an efficient manner		
	Type	Numeric		
	Format	F8		
	Measurement	Ordinal		
	Role	Input		
Valid Values	1	Strongly Disagree	6	35,3%
	2	Disagree	3	17,6%
	3	No Opinion	4	23,5%
	4	Agree	2	11,8%
	5	Strongly Agree	2	11,8%

v5

		Value	Count	Percent
Standard Attributes	Position	5		
	Label	There was too much noise in the rooms		
	Type	Numeric		
	Format	F8		
	Measurement	Ordinal		
	Role	Input		
Valid Values	1	Strongly Disagree	7	41,2%
	2	Disagree	6	35,3%
	3	No Opinion	2	11,8%
	4	Agree	1	5,9%
	5	Strongly Agree	1	5,9%

```
SUMMARIZE
 /TABLES=v1 v2 v3 v4 v5
 /FORMAT=NOLIST TOTAL
 /TITLE='Case Summaries'
 /MISSING=VARIABLE
 /CELLS=COUNT.
```

Summarize

Notes

Output Created		04-OCT-2013 19:28:21
Comments		
Input	Data	C:\Documents and Settings\Administrador\Escritorio\data-files\created-with-spss\pspp-examples\HOTEL_SAV_7.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	17
Missing Value Handling	Definition of Missing	For each dependent variable in a table, user-defined missing values for the dependent and all grouping variables are treated as missing.
	Cases Used	Cases used for each table have no missing values in any independent variable, and not all dependent variables have missing values.
Syntax		SUMMARIZE /TABLES=v1 v2 v3 v4 v5 /FORMAT=NOLIST TOTAL /TITLE='Case Summaries' /MISSING=VARIABLE /CELLS=COUNT.
Resources	Processor Time	00:00:00,03
	Elapsed Time	00:00:00,08

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
I am satisfied with the level of service	17	100,0%	0	0,0%	17	100,0%
The value for money was good	17	100,0%	0	0,0%	17	100,0%
The staff were slow in responding	17	100,0%	0	0,0%	17	100,0%
My concerns were dealt with in an efficient manner	17	100,0%	0	0,0%	17	100,0%
There was too much noise in the rooms	17	100,0%	0	0,0%	17	100,0%

Case Summaries

N

I am satisfied with the level of service	The value for money was good	The staff were slow in responding	My concerns were dealt with in an efficient manner	There was too much noise in the rooms
17	17	17	17	17

```
FREQUENCIES VARIABLES=v1 v2 v3 v4 v5
  /BARCHART FREQ
  /ORDER=ANALYSIS.
```

Frequencies

Notes

Output Created		04-OCT-2013 19:28:35
Comments		
Input	Data	C:\Documents and Settings\Administrador\Escritorio\data-files\created-with-spss\pspp-examples\HOTEL_SAV_7.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	17
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		FREQUENCIES VARIABLES=v1 v2 v3 v4 v5 /BARCHART FREQ /ORDER=ANALYSIS.
Resources	Processor Time	00:00:06,28
	Elapsed Time	00:00:06,52

Statistics

		I am satisfied with the level of service	The value for money was good	The staff were slow in responding	My concerns were dealt with in an efficient manner	There was too much noise in the rooms
N	Valid	17	17	17	17	17
	Missing	0	0	0	0	0

Frequency Table

I am satisfied with the level of service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	5	29,4	29,4	29,4
	Disagree	4	23,5	23,5	52,9
	No Opinion	3	17,6	17,6	70,6
	Agree	3	17,6	17,6	88,2
	Strongly Agree	2	11,8	11,8	100,0
	Total	17	100,0	100,0	

The value for money was good

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	5	29,4	29,4	29,4
	Disagree	7	41,2	41,2	70,6
	No Opinion	2	11,8	11,8	82,4
	Agree	1	5,9	5,9	88,2
	Strongly Agree	2	11,8	11,8	100,0
	Total	17	100,0	100,0	

The staff were slow in responding

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	11,8	11,8	11,8
	Disagree	2	11,8	11,8	23,5
	No Opinion	5	29,4	29,4	52,9
	Agree	3	17,6	17,6	70,6
	Strongly Agree	5	29,4	29,4	100,0
	Total	17	100,0	100,0	

My concerns were dealt with in an efficient manner

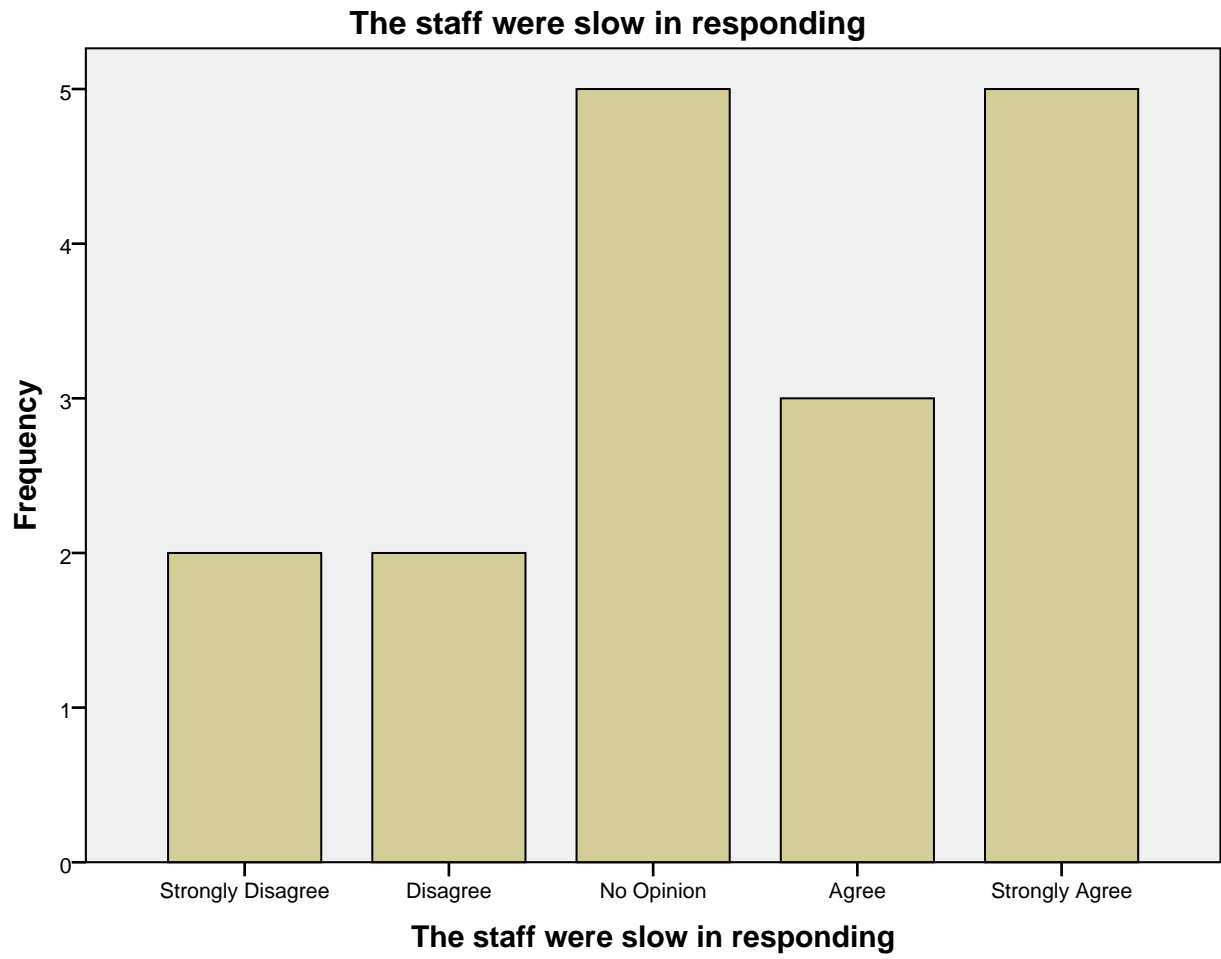|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	6	35,3	35,3	35,3
	Disagree	3	17,6	17,6	52,9
	No Opinion	4	23,5	23,5	76,5
	Agree	2	11,8	11,8	88,2
	Strongly Agree	2	11,8	11,8	100,0
	Total	17	100,0	100,0	

There was too much noise in the rooms

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	7	41,2	41,2	41,2
	Disagree	6	35,3	35,3	76,5
	No Opinion	2	11,8	11,8	88,2
	Agree	1	5,9	5,9	94,1
	Strongly Agree	1	5,9	5,9	100,0
	Total	17	100,0	100,0	

Bar Chart
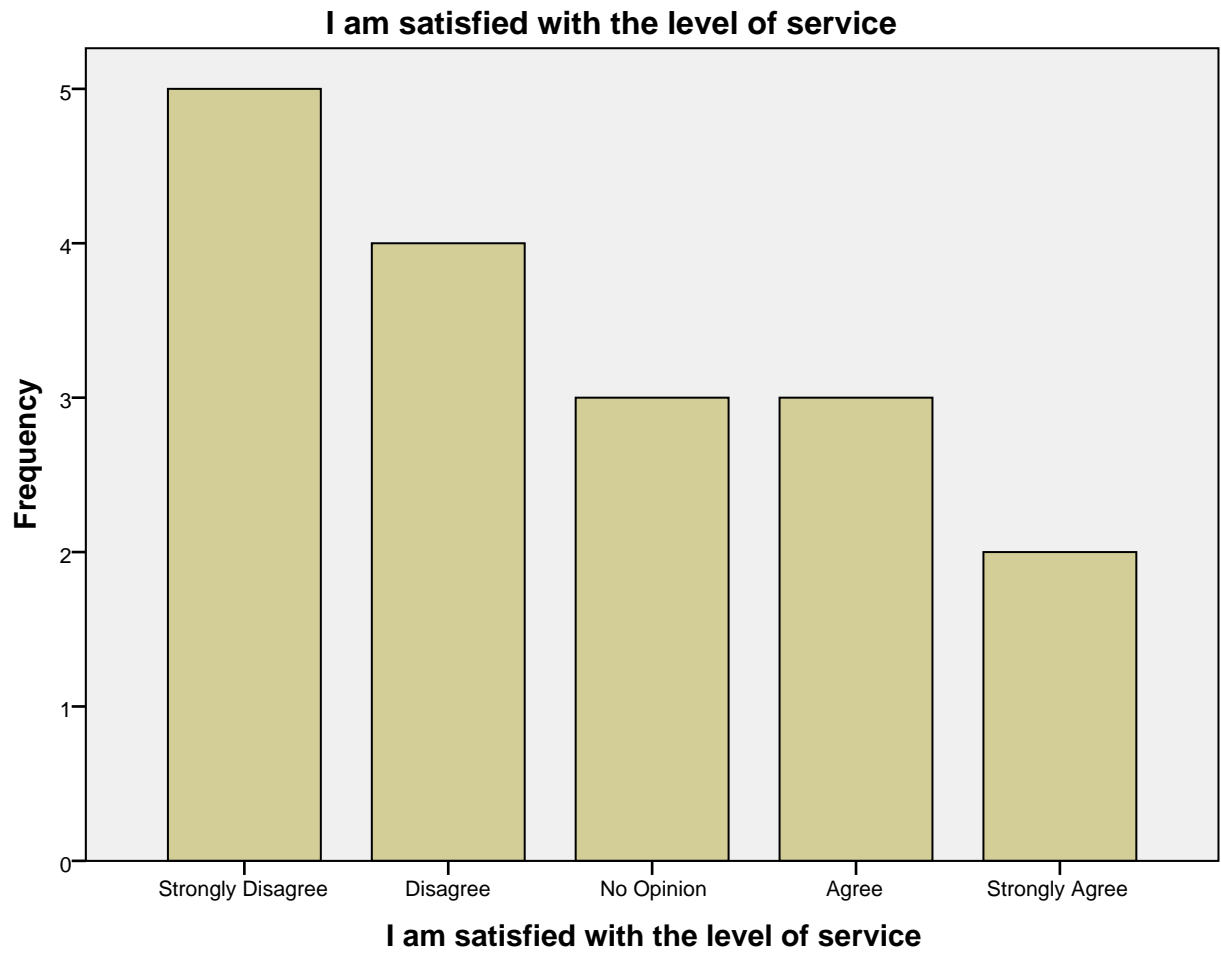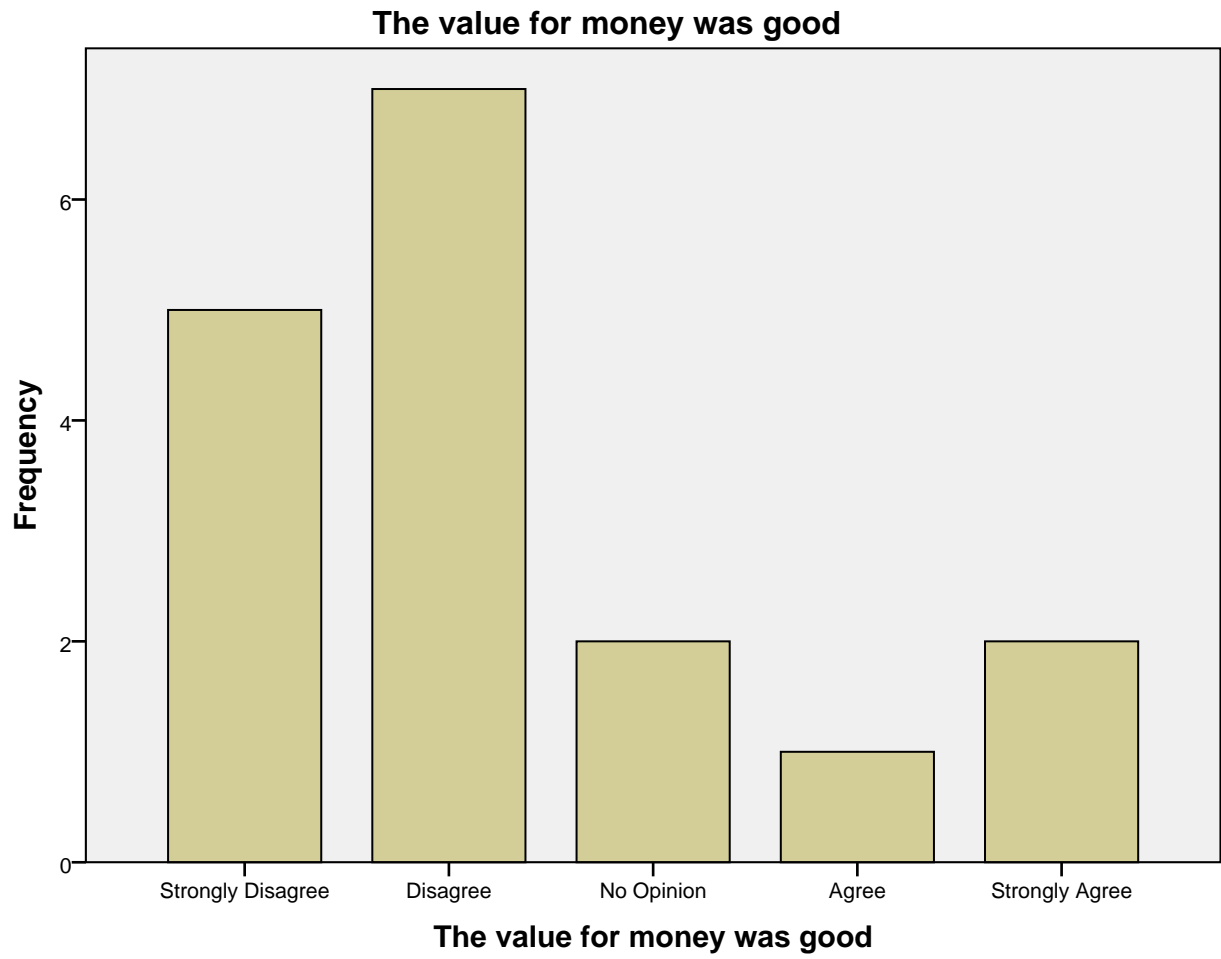
I am satisfied with the level of service

The value for money was good

The staff were slow in responding

My concerns were dealt with in an efficient manner

My concerns were dealt with in an efficient manner

There was too much noise in the rooms
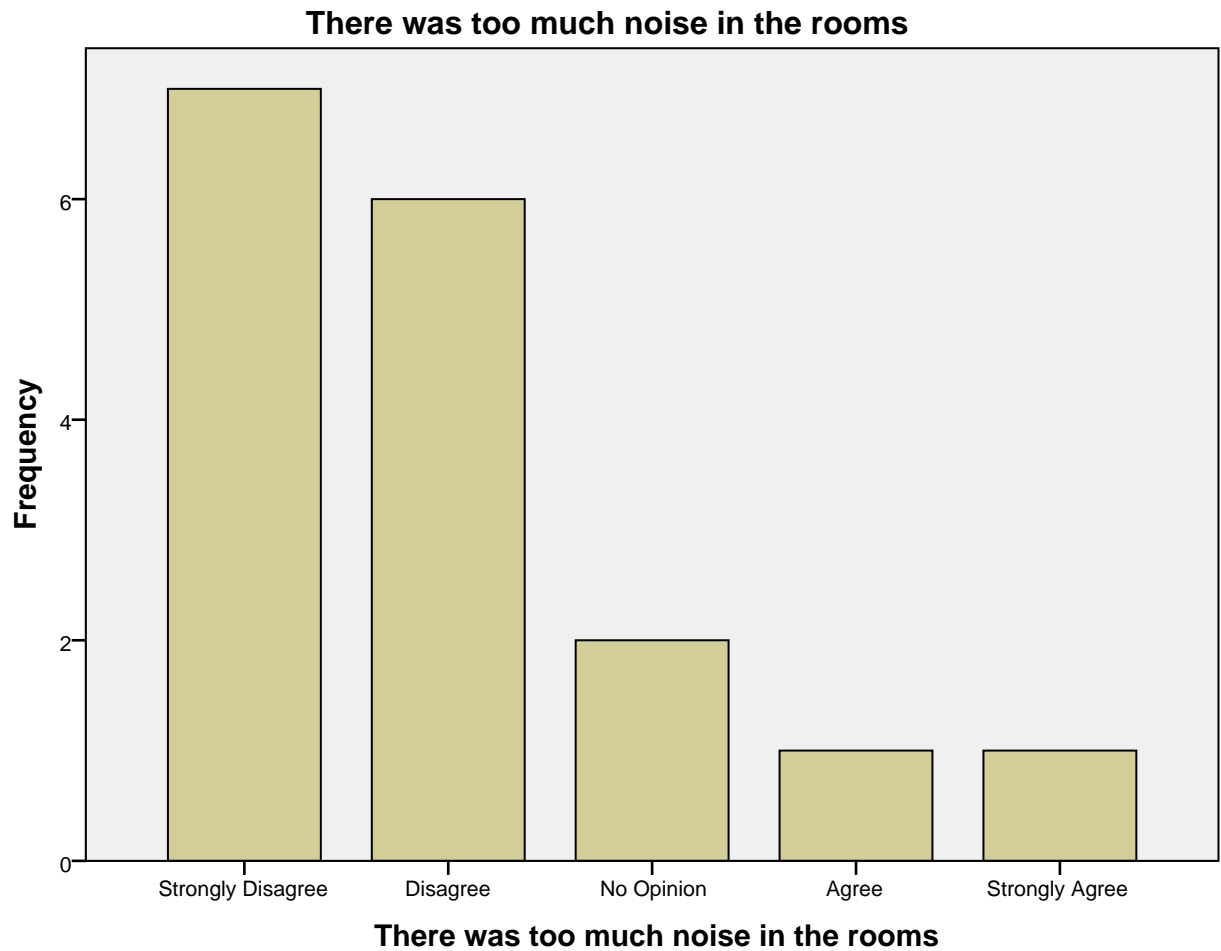

There was too much noise in the rooms

```
EXAMINE VARIABLES=v1 v2 v3 v4 v5
  /PLOT BOXPLOT STEMLEAF HISTOGRAM NPPLOT
  /COMPARE GROUPS
  /MESTIMATORS HUBER(1.339) ANDREW(1.34) HAMPEL(1.7,3.4,8.5) TUKEY(4.685)
  /PERCENTILES(5,10,25,50,75,90,95) HAVERAGE
  /STATISTICS DESCRIPTIVES EXTREME
  /CINTERVAL 95
  /MISSING LISTWISE
  /NOTOTAL.
```

Explore

Notes

Output Created		04-OCT-2013 19:29:05
Comments		
Input	Data	C:\Documents and Settings\Administrador\Escritorio\data-files\created-with-spss\pspp-examples\HOTEL_SAV_7.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	17
Missing Value Handling	Definition of Missing	User-defined missing values for dependent variables are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any dependent variable or factor used.

Syntax		EXAMINE VARIABLES=v1 v2 v3 v4 v5
		  /PLOT BOXPLOT STEMLEAF HISTOGRAM NPPLOT
		  /COMPARE GROUPS
		  /MESTIMATORS HUBER(1.339) ANDREW(1.34) HAMPEL (1.7,3.4,8.5) TUKEY(4.685)
		  /PERCENTILES (5,10,25,50,75,90,95) HAVERAGE
		  /STATISTICS DESCRIPTIVES EXTREME
		  /CINTERVAL 95
		  /MISSING LISTWISE...

Resources	Processor Time	00:00:16,22
	Elapsed Time	00:00:18,91

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
I am satisfied with the level of service	17	100,0%	0	0,0%	17	100,0%
The value for money was good	17	100,0%	0	0,0%	17	100,0%
The staff were slow in responding	17	100,0%	0	0,0%	17	100,0%
My concerns were dealt with in an efficient manner	17	100,0%	0	0,0%	17	100,0%
There was too much noise in the rooms	17	100,0%	0	0,0%	17	100,0%

Descriptives

			Statistic	Std. Error
I am satisfied with the level of service	Mean		2,59	,344
	95% Confidence Interval for Mean	Lower Bound	1,86	
		Upper Bound	3,32	
	5% Trimmed Mean		2,54	
	Median		2,00	
	Variance		2,007	
	Std. Deviation		1,417	
	Minimum		1	
	Maximum		5	
	Range		4	
	Interquartile Range		3	
	Skewness		,395	,550
	Kurtosis		-1,127	1,063
The value for money was good	Mean		2,29	,318
	95% Confidence Interval for Mean	Lower Bound	1,62	
		Upper Bound	2,97	
	5% Trimmed Mean		2,22	
	Median		2,00	
	Variance		1,721	
	Std. Deviation		1,312	
	Minimum		1	
	Maximum		5	
	Range		4	
	Interquartile Range		2	
	Skewness		1,076	,550

Descriptives

			Statistic	Std. Error
	Kurtosis		,350	1,063
The staff were slow in responding	Mean		3,41	,333
	95% Confidence Interval for Mean	Lower Bound	2,71	
		Upper Bound	4,12	
	5% Trimmed Mean		3,46	
	Median		3,00	
	Variance		1,882	
	Std. Deviation		1,372	
	Minimum		1	
	Maximum		5	
	Range		4	
	Interquartile Range		3	
	Skewness		-,367	,550
	Kurtosis		-,883	1,063
My concerns were dealt with in an efficient manner	Mean		2,47	,344
	95% Confidence Interval for Mean	Lower Bound	1,74	
		Upper Bound	3,20	
	5% Trimmed Mean		2,41	
	Median		2,00	
	Variance		2,015	
	Std. Deviation		1,419	
	Minimum		1	
	Maximum		5	
	Range		4	
	Interquartile Range		3	
	Skewness		,513	,550
	Kurtosis		-,935	1,063
There was too much noise in the rooms	Mean		2,00	,284
	95% Confidence Interval for Mean	Lower Bound	1,40	
		Upper Bound	2,60	
	5% Trimmed Mean		1,89	
	Median		2,00	
	Variance		1,375	
	Std. Deviation		1,173	
	Minimum		1	
	Maximum		5	
	Range		4	
	Interquartile Range		2	
	Skewness		1,318	,550

Descriptives

	Statistic	Std. Error
Kurtosis	1,449	1,063

M-Estimators

	Huber's M-Estimator[a]	Tukey's Biweight[b]	Hampel's M-Estimator[c]	Andrews' Wave[d]
I am satisfied with the level of service	2,42	2,46	2,49	2,46
The value for money was good	2,07	2,06	2,15	2,06
The staff were slow in responding	3,53	3,50	3,51	3,50
My concerns were dealt with in an efficient manner	2,26	2,31	2,36	2,31
There was too much noise in the rooms	1,85	1,82	1,89	1,82

a. The weighting constant is 1,339.

b. The weighting constant is 4,685.

c. The weighting constants are 1,700, 3,400, and 8,500

d. The weighting constant is 1,340*pi.

Percentiles

		Percentiles			
		5	10	25	50
Weighted Average (Definition 1)	I am satisfied with the level of service	1,00	1,00	1,00	2,00
	The value for money was good	1,00	1,00	1,00	2,00
	The staff were slow in responding	1,00	1,00	2,50	3,00
	My concerns were dealt with in an efficient manner	1,00	1,00	1,00	2,00
	There was too much noise in the rooms	1,00	1,00	1,00	2,00
Tukey's Hinges	I am satisfied with the level of service			1,00	2,00
	The value for money was good			1,00	2,00
	The staff were slow in responding			3,00	3,00
	My concerns were dealt with in an efficient manner			1,00	2,00
	There was too much noise in the rooms			1,00	2,00

Percentiles

		Percentiles		
		75	90	95
Weighted Average (Definition 1)	I am satisfied with the level of service	4,00	5,00	.
	The value for money was good	3,00	5,00	.
	The staff were slow in responding	5,00	5,00	.
	My concerns were dealt with in an efficient manner	3,50	5,00	.
	There was too much noise in the rooms	2,50	4,20	.
Tukey's Hinges	I am satisfied with the level of service	4,00		
	The value for money was good	3,00		
	The staff were slow in responding	5,00		
	My concerns were dealt with in an efficient manner	3,00		
	There was too much noise in the rooms	2,00		

Extreme Values

			Case Number	Value
I am satisfied with the level of service	Highest	1	3	5
		2	5	5
		3	1	4
		4	11	4
		5	15	4
	Lowest	1	16	1
		2	13	1
		3	8	1
		4	6	1
		5	2	1
The value for money was good	Highest	1	10	5
		2	17	5
		3	8	4
		4	5	3
		5	14	3
	Lowest	1	16	1
		2	15	1
		3	12	1
		4	4	1
		5	2	1
The staff were slow in responding	Highest	1	6	5
		2	8	5
		3	13	5
		4	16	5
		5	17	5
	Lowest	1	15	1
		2	5	1
		3	11	2
		4	3	2
		5	14	3[a]
My concerns were dealt with in an efficient manner	Highest	1	5	5
		2	13	5
		3	1	4
		4	6	4
		5	3	3[b]
	Lowest	1	16	1
		2	15	1

Extreme Values

			Case Number	Value
		3	12	1
		4	9	1
		5	4	1 [c]
There was too much noise in the rooms	Highest	1	11	5
		2	3	4
		3	5	3
		4	15	3
		5	4	2 [d]
	Lowest	1	14	1
		2	12	1
		3	10	1
		4	8	1
		5	7	1 [c]

a. Only a partial list of cases with the value 3 are shown in the table of lower extremes.

b. Only a partial list of cases with the value 3 are shown in the table of upper extremes.

c. Only a partial list of cases with the value 1 are shown in the table of lower extremes.

d. Only a partial list of cases with the value 2 are shown in the table of upper extremes.

Tests of Normality

	Kolmogorov-Smirnov[a]			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
I am satisfied with the level of service	,190	17	,102	,885	17	,038
The value for money was good	,295	17	,000	,823	17	,004
The staff were slow in responding	,171	17	,200 [*]	,890	17	,047
My concerns were dealt with in an efficient manner	,203	17	,061	,868	17	,020
There was too much noise in the rooms	,265	17	,003	,806	17	,002

*. This is a lower bound of the true significance.

a. Lilliefors Significance Correction

I am satisfied with the level of service

Histogram

Mean =2,59
Std. Dev. =1,417
N =17

I am satisfied with the level of service
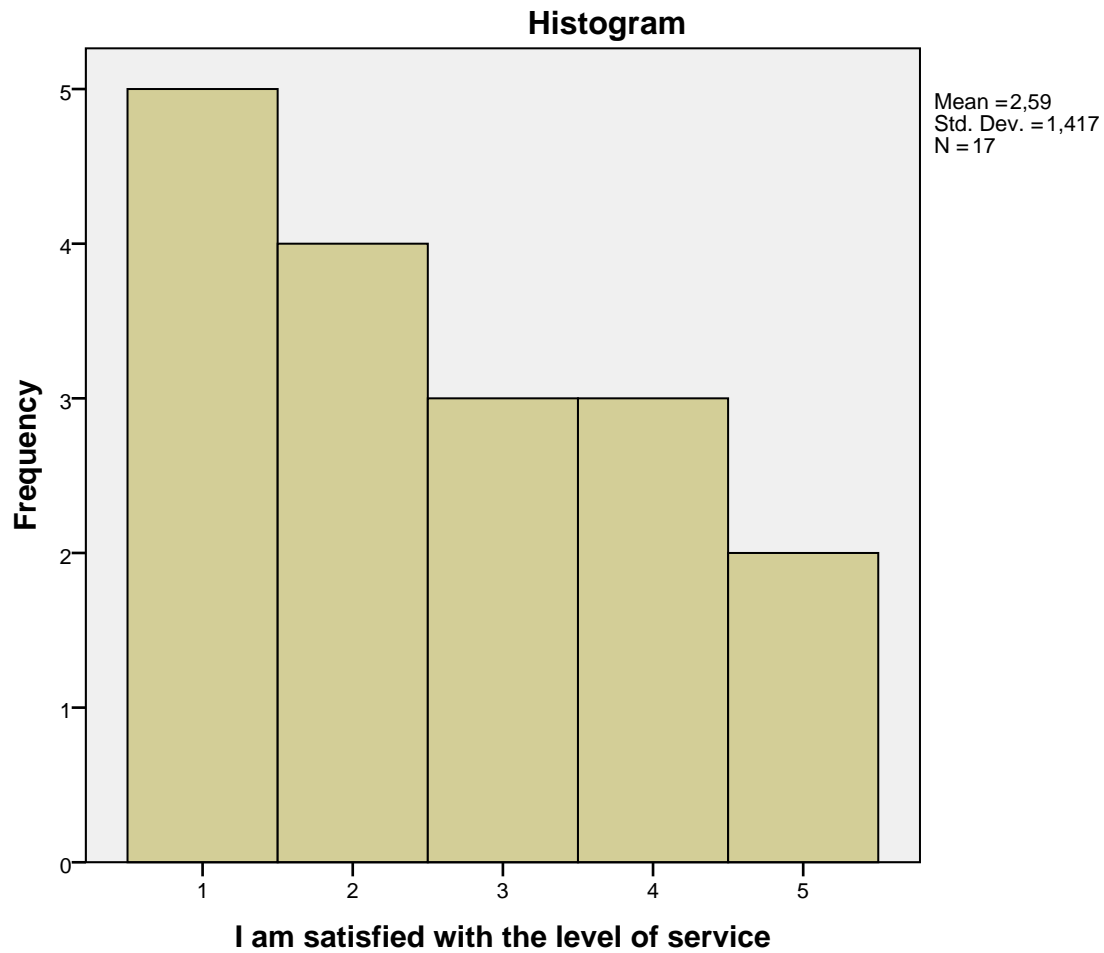
```
I am satisfied with the level of service Stem-and-Leaf Plot

 Frequency     Stem &  Leaf

     5,00        1 .  00000
     4,00        2 .  0000
     3,00        3 .  000
     3,00        4 .  000
     2,00        5 .  00

 Stem width:         1
 Each leaf:      1 case(s)
```
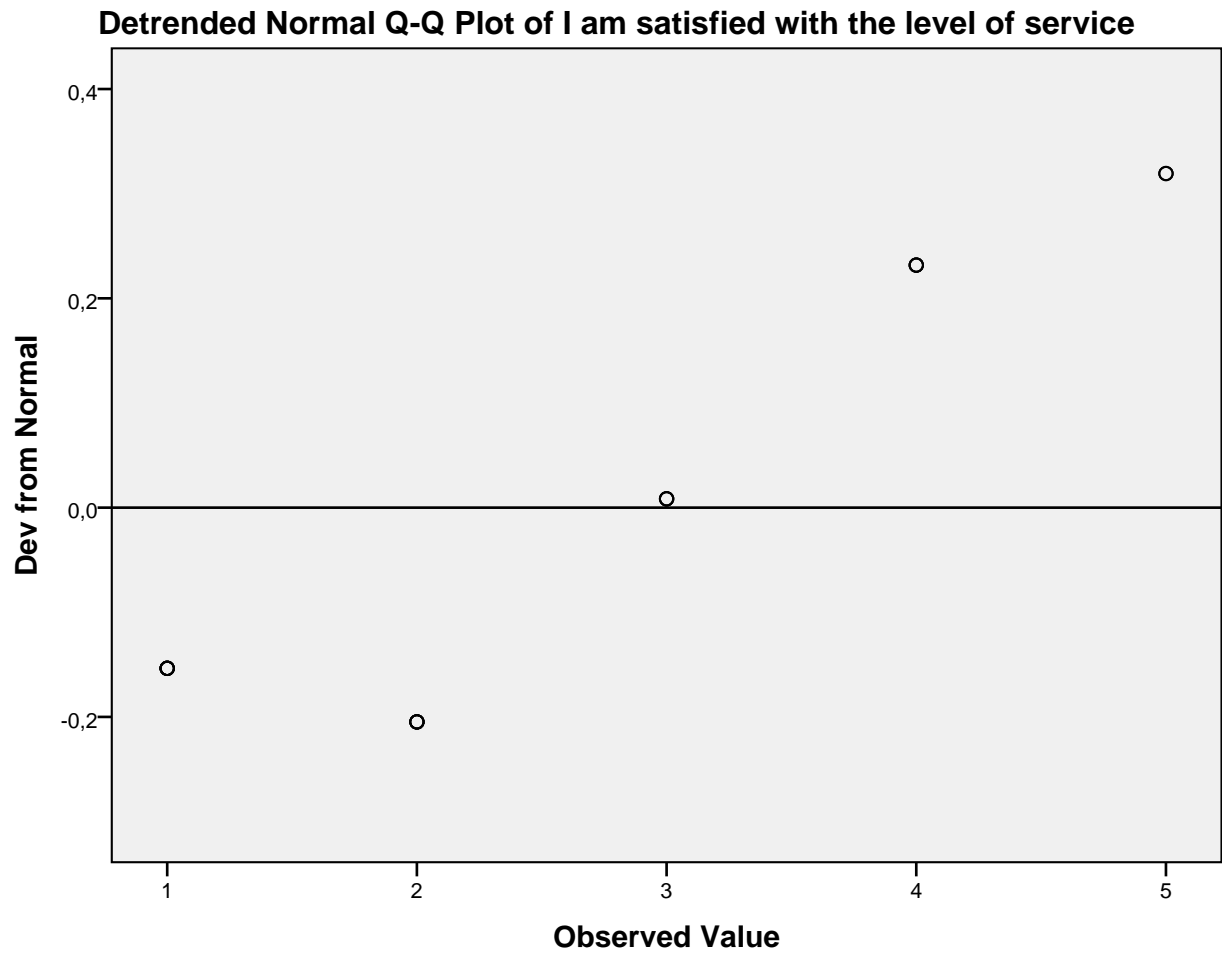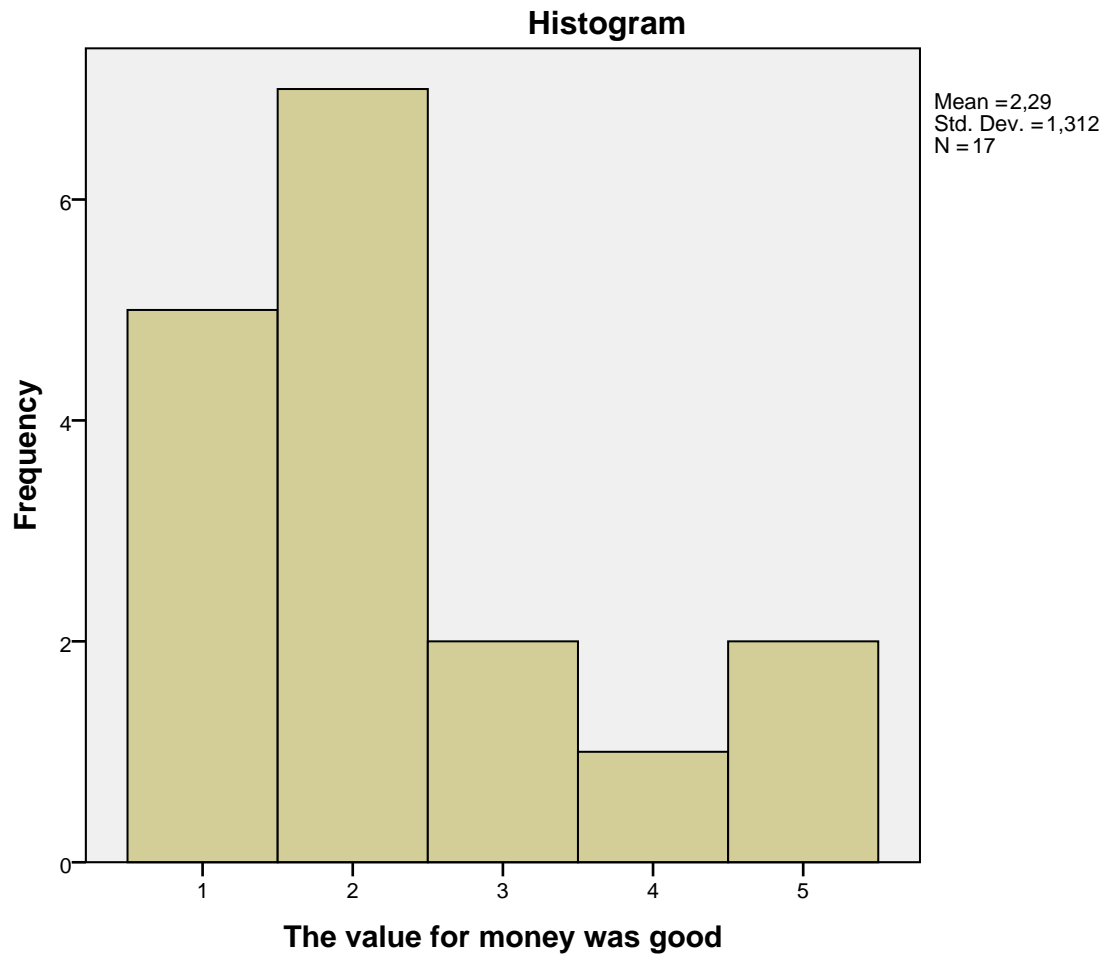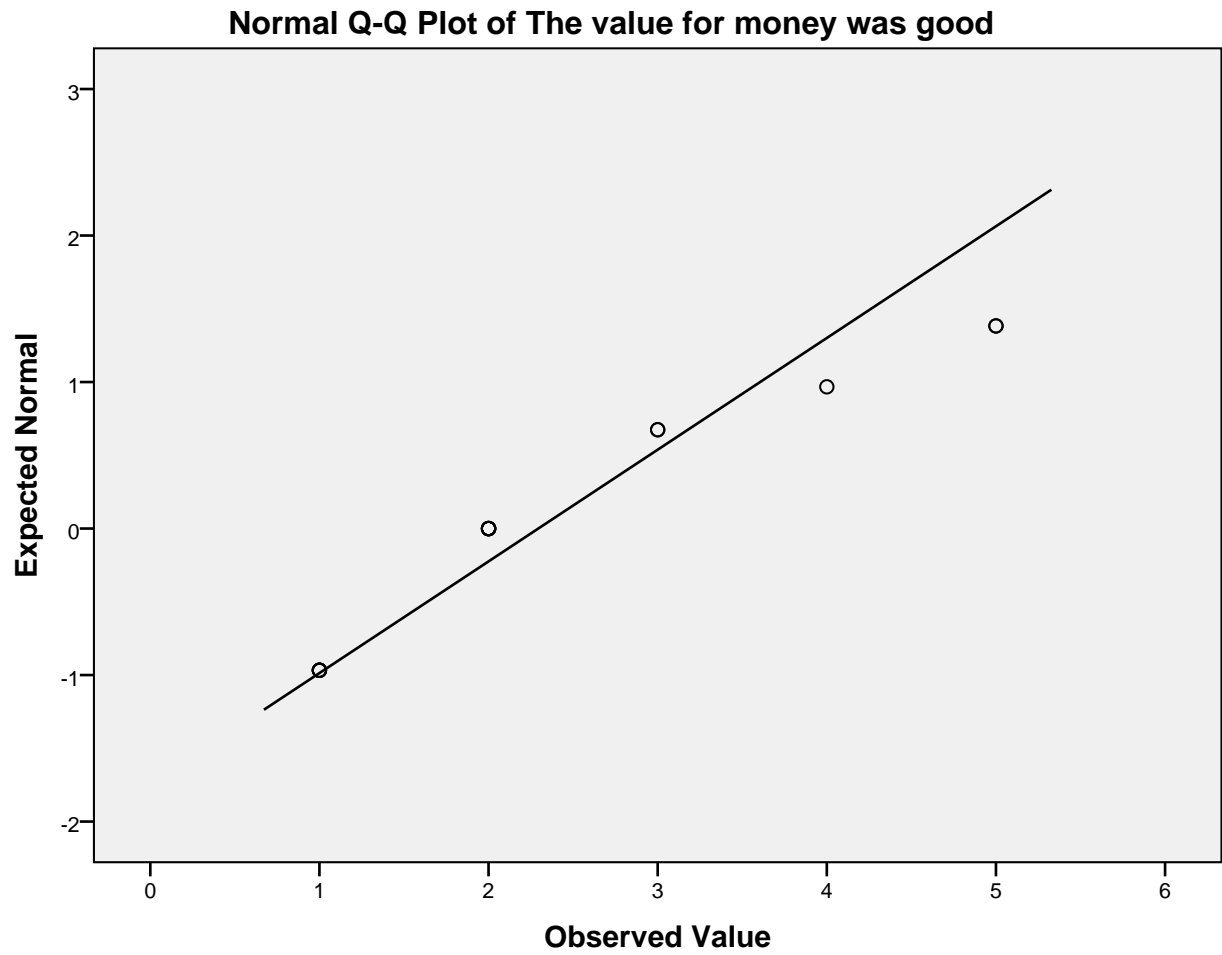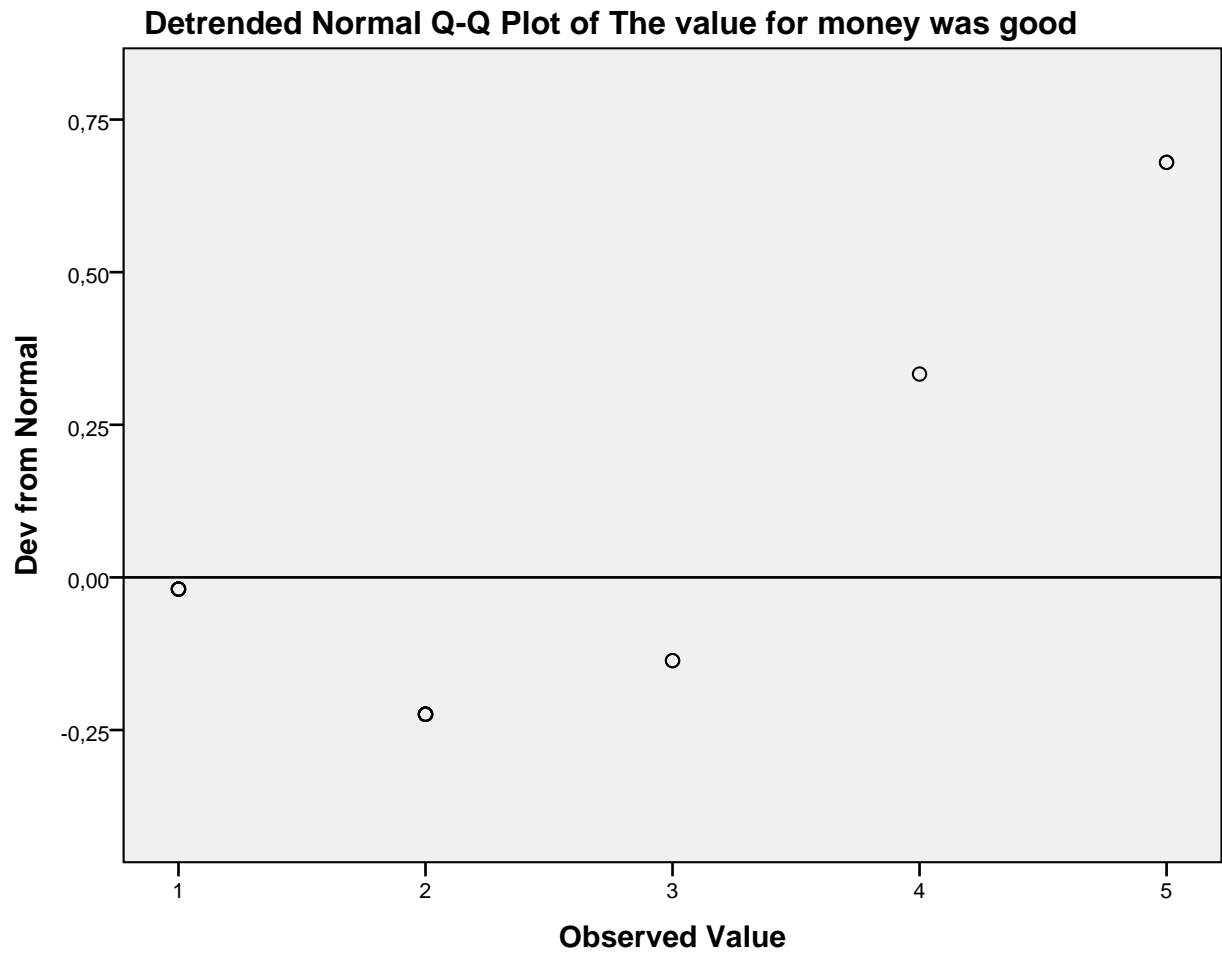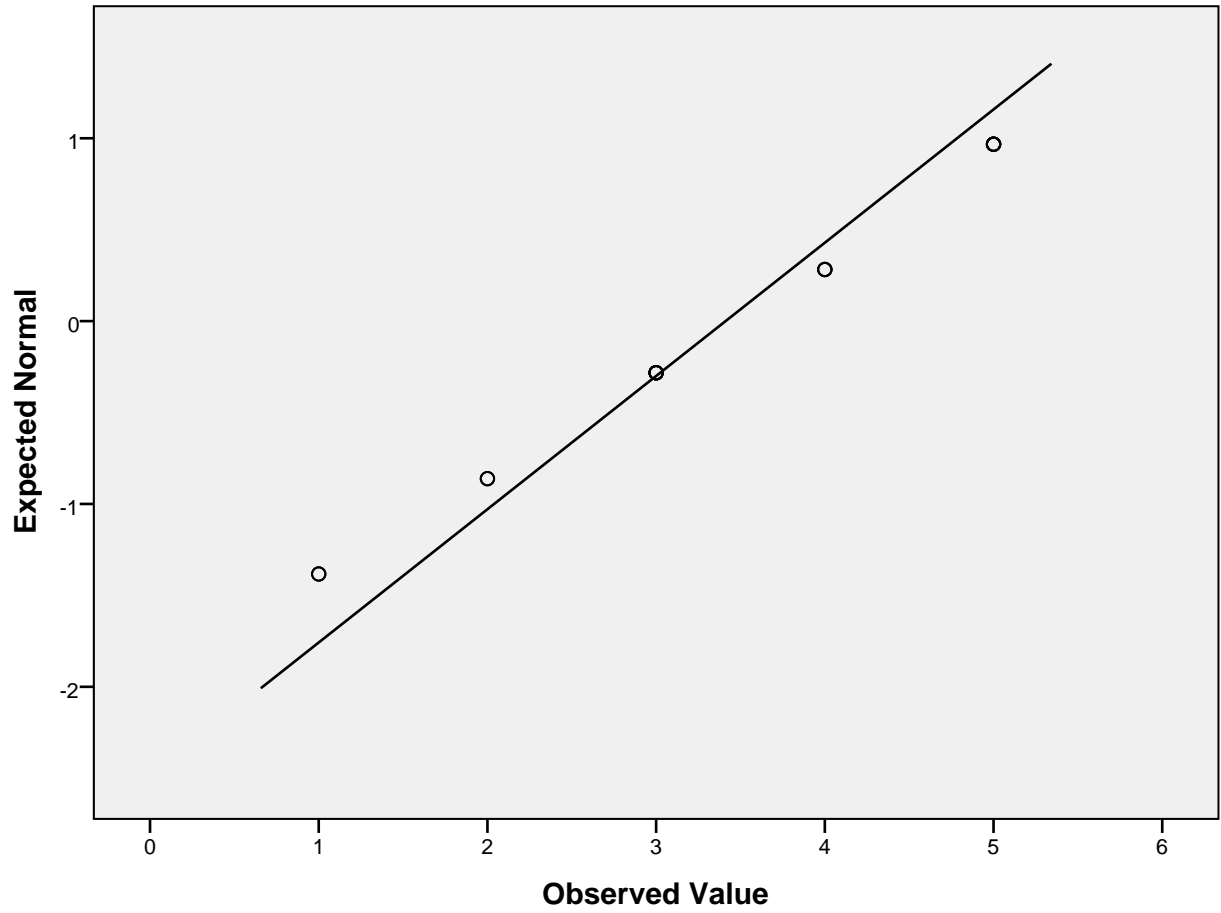
Normal Q-Q Plot of I am satisfied with the level of service

Detrended Normal Q-Q Plot of I am satisfied with the level of service

I am satisfied with the level of service

The value for money was good

Histogram

Mean =2,29
Std. Dev. =1,312
N =17

Frequency

The value for money was good

The value for money was good Stem-and-Leaf Plot

```
 Frequency     Stem &  Leaf

    5,00        1 .  00000
    7,00        2 .  0000000
    2,00        3 .  00
    1,00        4 .  0
    2,00        5 .  00

 Stem width:         1
 Each leaf:       1 case(s)
```
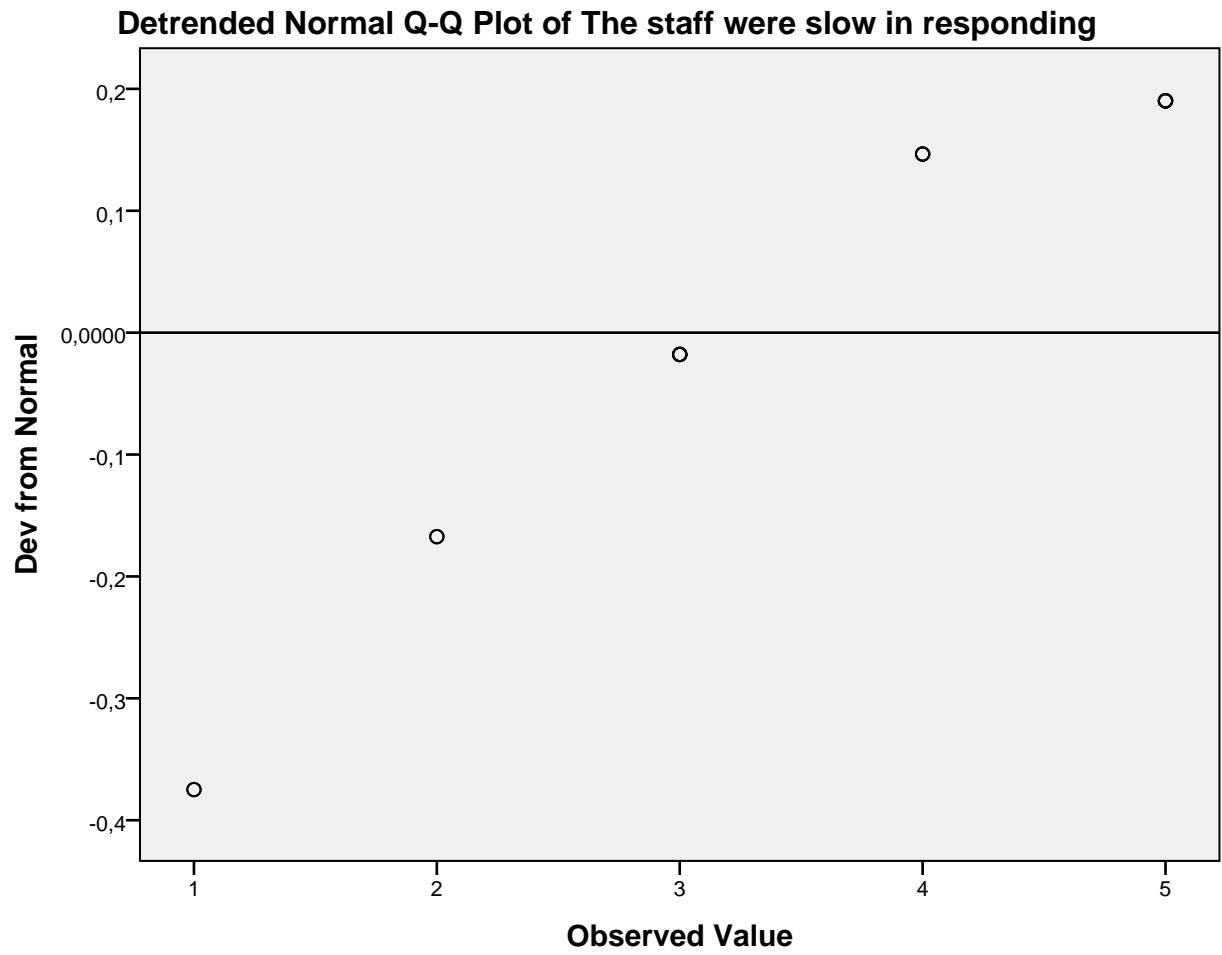
Normal Q-Q Plot of The value for money was good

Detrended Normal Q-Q Plot of The value for money was good

The value for money was good

The staff were slow in responding

Histogram

Mean =3,41
Std. Dev. =1,372
N =17

The staff were slow in responding
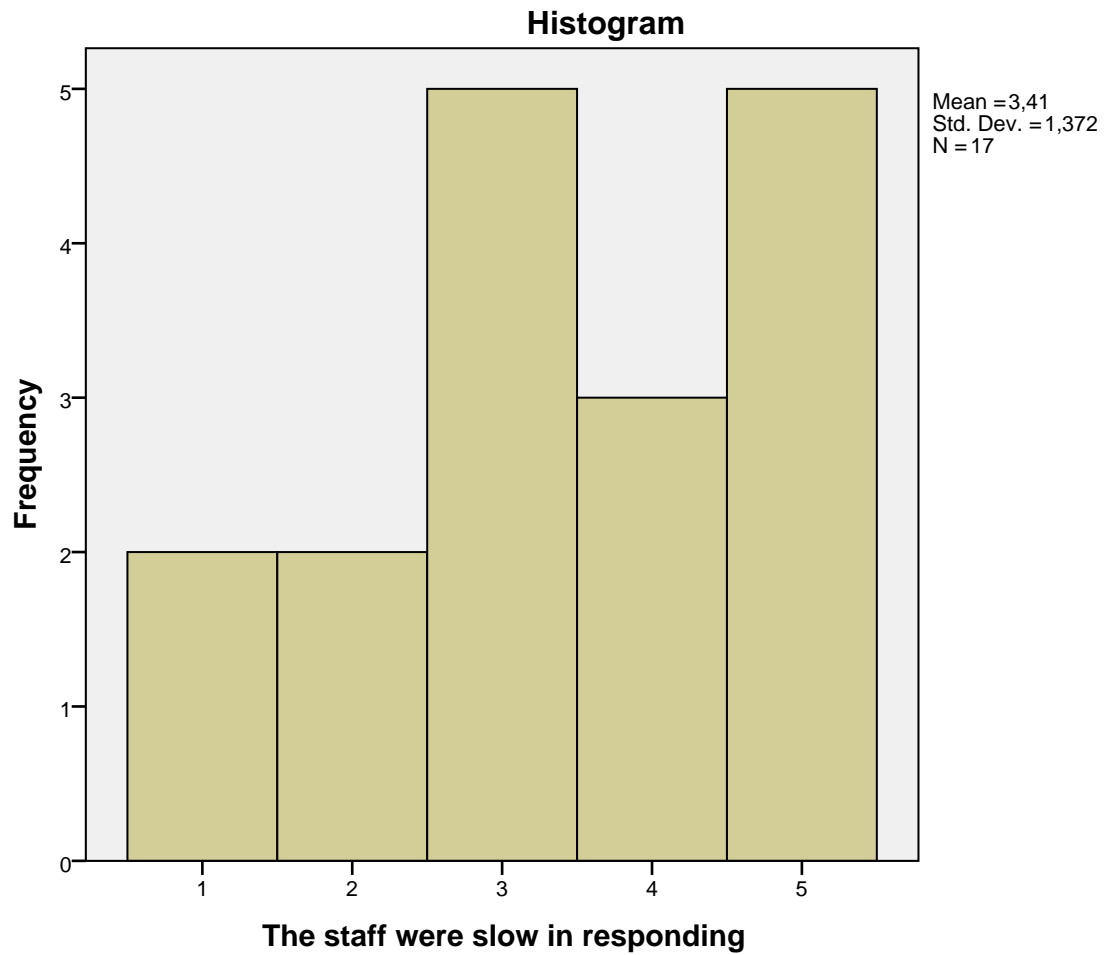
```
The staff were slow in responding Stem-and-Leaf Plot

 Frequency     Stem &   Leaf

     2,00        1 .   00
     2,00        2 .   00
     5,00        3 .   00000
     3,00        4 .   000
     5,00        5 .   00000

 Stem width:         1
 Each leaf:       1 case(s)
```
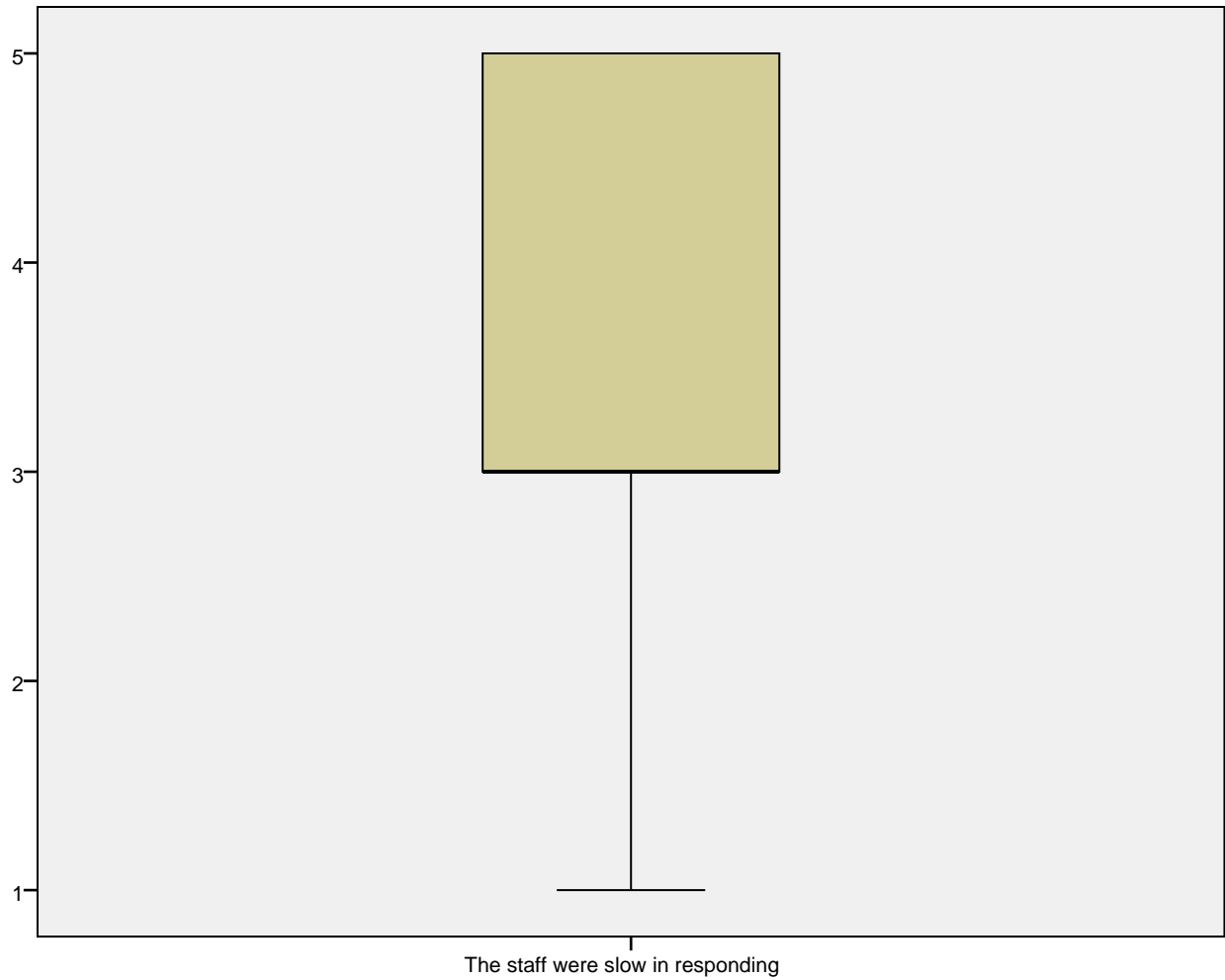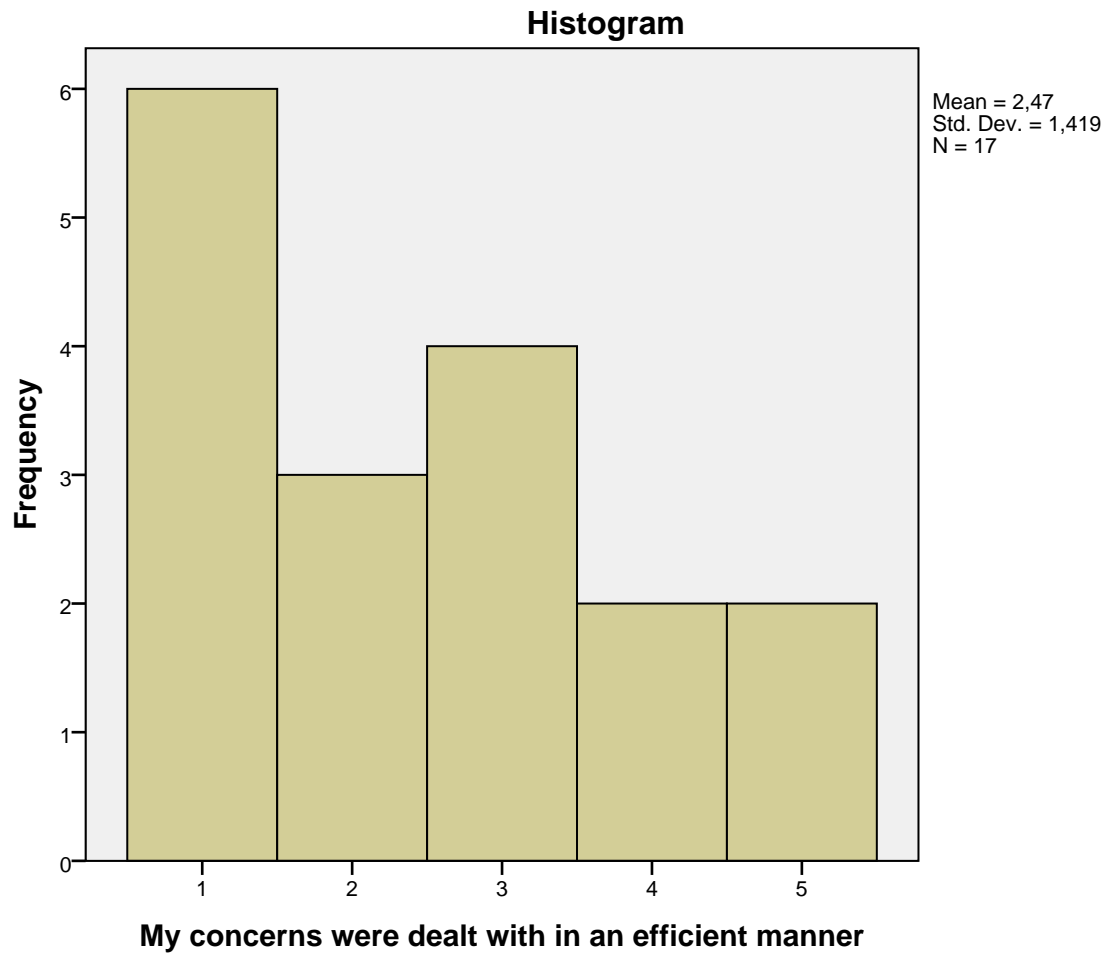
Normal Q-Q Plot of The staff were slow in responding

Detrended Normal Q-Q Plot of The staff were slow in responding

The staff were slow in responding

My concerns were dealt with in an efficient manner

Histogram

Mean = 2,47
Std. Dev. = 1,419
N = 17

My concerns were dealt with in an efficient manner
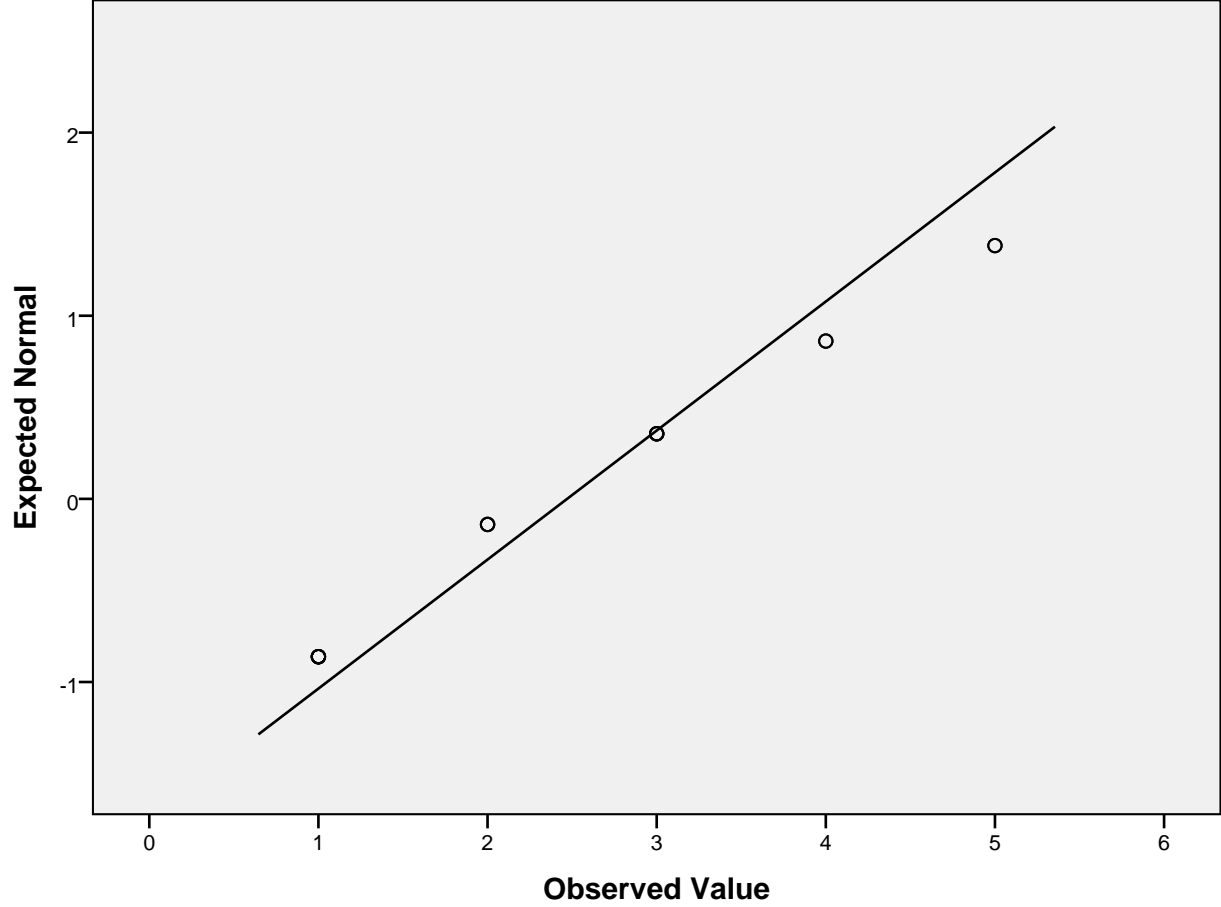
```
My concerns were dealt with in an efficient manner Stem-and-Leaf Plot

 Frequency     Stem &  Leaf

     6,00        1 .  000000
     3,00        2 .  000
     4,00        3 .  0000
     2,00        4 .  00
     2,00        5 .  00

 Stem width:         1
 Each leaf:       1 case(s)
```
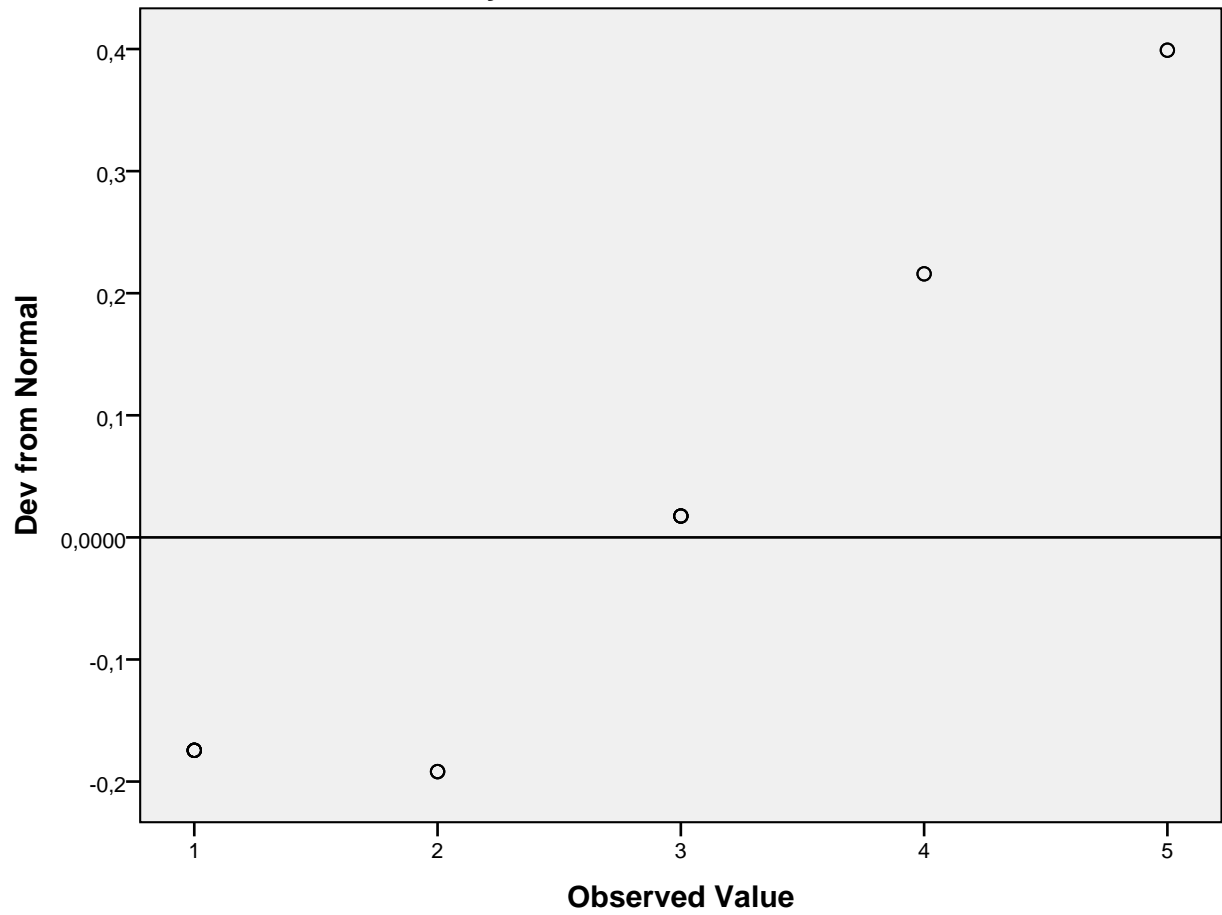
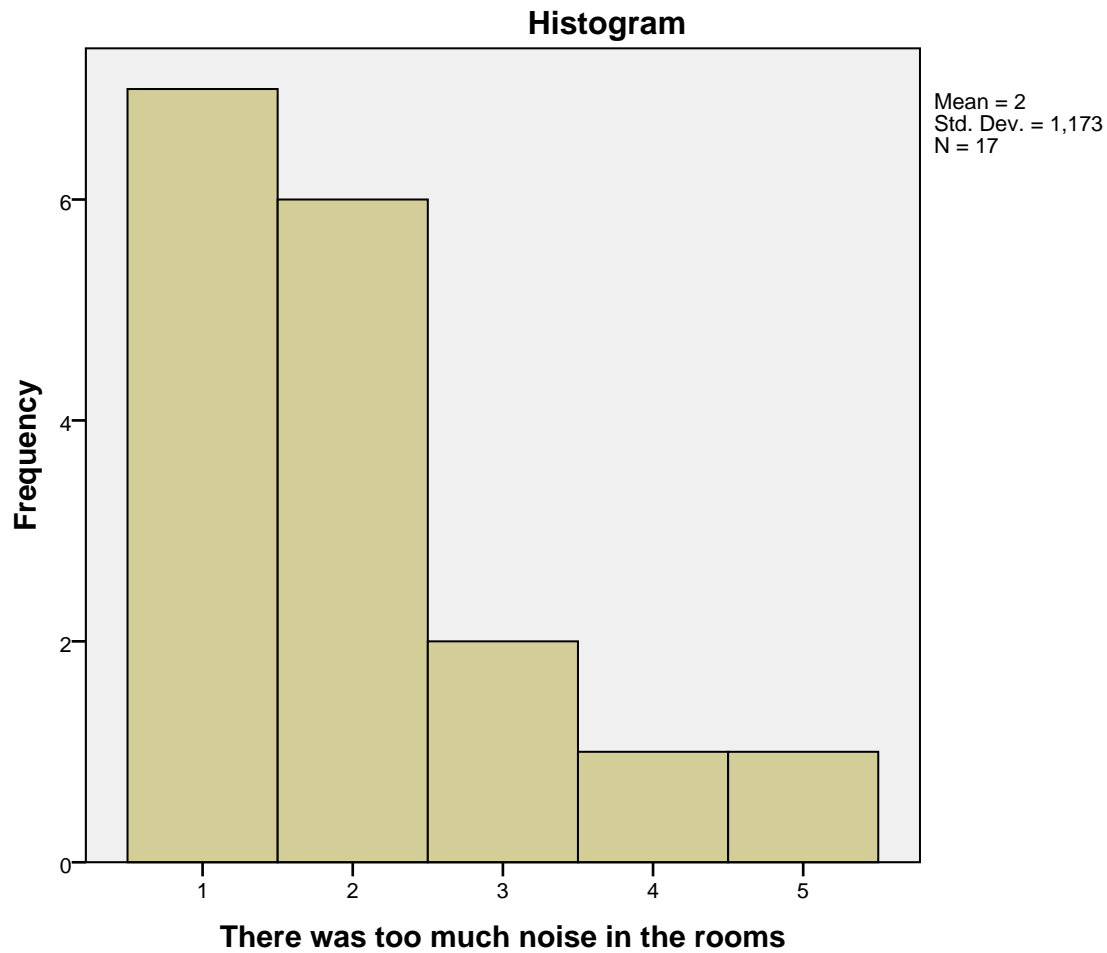**Normal Q-Q Plot of My concerns were dealt with in an efficient manner**

Detrended Normal Q-Q Plot of My concerns were dealt with in an efficient manner

My concerns were dealt with in an efficient manner

There was too much noise in the rooms

Histogram

Mean = 2
Std. Dev. = 1,173
N = 17

There was too much noise in the rooms

```
There was too much noise in the rooms Stem-and-Leaf Plot

 Frequency     Stem &  Leaf

     7,00          1 .  0000000
      ,00          1 .
     6,00          2 .  000000
      ,00          2 .
     2,00          3 .  00
     2,00 Extremes    (>=4,0)

 Stem width:          1
 Each leaf:        1 case(s)
```

Normal Q-Q Plot of There was too much noise in the rooms

Detrended Normal Q-Q Plot of There was too much noise in the rooms

There was too much noise in the rooms