

## FACTOR

/VARIABLES Objectivos\_produtividade Objectivos\_venda\_produtos\_serviços Objectivos\_rendibilidade  
Objectivos\_custos Objectivos\_serviço Objectivos\_inovação Objectivos\_qualidade Objectivos\_recursos\_hu  
manos

/MISSING LISTWISE

/ANALYSIS Objectivos\_produtividade Objectivos\_venda\_produtos\_serviços Objectivos\_rendibilidade O  
bjectivos\_custos Objectivos\_serviço Objectivos\_inovação Objectivos\_qualidade Objectivos\_recursos\_hu  
manos

/PRINT INITIAL CORRELATION SIG DET KMO AIC EXTRACTION ROTATION

/CRITERIA FACTORS(2) ITERATE(25)

/EXTRACTION PC

/CRITERIA ITERATE(25)

/ROTATION VARIMAX

/METHOD=CORRELATION.

## Factor Analysis

### Notes

Output Created	09-Mai-2011 19:25:24	
Comments		
Input	Data	C:\Documents and Settings\Pedro\Desktop\Passadas_servidor\Final_Base_Original_vf.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	208
Missing Value Handling	Definition of Missing	MISSING=EXCLUDE: User-defined missing values are treated as missing.
	Cases Used	LISTWISE: Statistics are based on cases with no missing values for any variable used.

### Notes

Syntax	<p> <b>FACTOR</b>  <b>/VARIABLES</b>  Objectivos_produtividade  Objectivos_venda_produtos  serviços Objectivos_rendibilidade  Objectivos_custos  Objectivos_serviço  Objectivos_inovação  Objectivos_qualidade  Objectivos_recursos_humanos  <b>/MISSING LISTWISE</b>  <b>/ANALYSIS</b>  Objectivos_produtividade  Objectivos_venda_produtos  serviços Objectivos_rendibilidade  Objectivos_custos  Objectivos_serviço  Objectivos_inovação  Objectivos_qualidade  Objectivos_recursos_humanos  <b>/PRINT INITIAL</b>  <b>CORRELATION SIG DET KMO</b>  <b>AIC EXTRACTION ROTATION</b>  <b>/CRITERIA FACTORS(2)</b>  <b>ITERATE(25)</b>  <b>/EXTRACTION PC</b>  <b>/CRITERIA ITERATE(25)</b>  <b>/ROTATION VARIMAX</b>  <b>/METHOD=CORRELATION.</b> </p>	
Resources	Processor Time	00:00:00,015
	Elapsed Time	00:00:00,015
	Maximum Memory Required	9080 (8,867K) bytes

[DataSet1] C:\Documents and Settings\Pedro\Desktop\Passadas\_servidor\Final\_Base\_Original\_vf.sav

### Correlation Matrix<sup>a</sup>

		obj_prod	obj_vpser	obj_rend	obj_cus	obj_ser	obj_ino
Correlation	obj_prod	1,000	,547	,575	,565	,463	,486
	obj_vpser	,547	1,000	,520	,486	,638	,445
	obj_rend	,575	,520	1,000	,626	,534	,458
	obj_cus	,565	,486	,626	1,000	,509	,390
	obj_ser	,463	,638	,534	,509	1,000	,538
	obj_ino	,486	,445	,458	,390	,538	1,000
	obj_qua	,460	,474	,566	,404	,603	,602
	obj_rhum	,490	,519	,538	,520	,558	,485
Sig. (1-tailed)	obj_prod		,000	,000	,000	,000	,000
	obj_vpser	,000		,000	,000	,000	,000
	obj_rend	,000	,000		,000	,000	,000
	obj_cus	,000	,000	,000		,000	,000
	obj_ser	,000	,000	,000	,000		,000
	obj_ino	,000	,000	,000	,000	,000	
	obj_qua	,000	,000	,000	,000	,000	,000
	obj_rhum	,000	,000	,000	,000	,000	,000

a. Determinant = ,018

**Correlation Matrix<sup>a</sup>**

		obj_qua	obj_rhum
Correlation	obj_prod	,460	,490
	obj_vpser	,474	,519
	obj_rend	,566	,538
	obj_cus	,404	,520
	obj_ser	,603	,558
	obj_ino	,602	,485
	obj_qua	1,000	,587
	obj_rhum	,587	1,000
Sig. (1-tailed)	obj_prod	,000	,000
	obj_vpser	,000	,000
	obj_rend	,000	,000
	obj_cus	,000	,000
	obj_ser	,000	,000
	obj_ino	,000	,000
	obj_qua	,000	,000
	obj_rhum	,000	,000

a. Determinant = ,018

**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		,898
Bartlett's Test of Sphericity	Approx. Chi-Square	813,671
	df	28
	Sig.	,000

**Anti-image Matrices**

		obj_prod	obj_vpser	obj_rend	obj_cus	obj_ser
Anti-image Covariance	obj_prod	,516	-,120	-,090	-,121	,032
	obj_vpser	-,120	,494	-,041	-,017	-,174
	obj_rend	-,090	-,041	,450	-,164	-,020
	obj_cus	-,121	-,017	-,164	,501	-,070
	obj_ser	,032	-,174	-,020	-,070	,433
	obj_ino	-,100	-,008	-,001	,002	-,081
	obj_qua	-,014	,008	-,109	,056	-,106
	obj_rhum	-,034	-,060	-,035	-,090	-,051
Anti-image Correlation	obj_prod	,905 <sup>a</sup>	-,238	-,188	-,238	,068
	obj_vpser	-,238	,896 <sup>a</sup>	-,087	-,034	-,375
	obj_rend	-,188	-,087	,901 <sup>a</sup>	-,346	-,046
	obj_cus	-,238	-,034	-,346	,879 <sup>a</sup>	-,151
	obj_ser	,068	-,375	-,046	-,151	,888 <sup>a</sup>
	obj_ino	-,187	-,016	-,003	,003	-,165
	obj_qua	-,030	,018	-,243	,119	-,240
	obj_rhum	-,065	-,120	-,073	-,177	-,109

a. Measures of Sampling Adequacy(MSA)

### Anti-image Matrices

		obj_ino	obj_qua	obj_rhum
Anti-image Covariance	obj_prod	-,100	-,014	-,034
	obj_vpser	-,008	,008	-,060
	obj_rend	-,001	-,109	-,035
	obj_cus	,002	,056	-,090
	obj_ser	-,081	-,106	-,051
	obj_ino	,553	-,156	-,037
	obj_qua	-,156	,448	-,121
	obj_rhum	-,037	-,121	,513
Anti-image Correlation	obj_prod	-,187	-,030	-,065
	obj_vpser	-,016	,018	-,120
	obj_rend	-,003	-,243	-,073
	obj_cus	,003	,119	-,177
	obj_ser	-,165	-,240	-,109
	obj_ino	,910 <sup>a</sup>	-,314	-,070
	obj_qua	-,314	,871 <sup>a</sup>	-,253
	obj_rhum	-,070	-,253	,935 <sup>a</sup>

a. Measures of Sampling Adequacy(MSA)

### Communalities

	Initial	Extraction
obj_prod	1,000	,653
obj_vpser	1,000	,583
obj_rend	1,000	,687
obj_cus	1,000	,773
obj_ser	1,000	,670
obj_ino	1,000	,698
obj_qua	1,000	,761
obj_rhum	1,000	,601

Extraction Method: Principal Component Analysis.

### Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4,651	58,134	58,134	4,651	58,134	58,134
2	,776	9,697	67,831	,776	9,697	67,831
3	,584	7,300	75,131			
4	,535	6,692	81,823			
5	,444	5,547	87,370			
6	,413	5,158	92,528			
7	,322	4,019	96,547			
8	,276	3,453	100,000			

Extraction Method: Principal Component Analysis.

### Total Variance Explained

Component	Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %
1	2,735	34,190	34,190
2	2,691	33,641	67,831
3			
4			
5			
6			
7			
8			

Extraction Method: Principal Component Analysis.

### Component Matrix<sup>a</sup>

	Component	
	1	2
obj_prod	,750	,301
obj_vpser	,760	,074
obj_rend	,793	,243
obj_cus	,736	,481
obj_ser	,798	-,183
obj_ino	,718	-,428
obj_qua	,772	-,407
obj_rhum	,771	-,080

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

### Rotated Component Matrix<sup>a</sup>

	Component	
	1	2
obj_prod	,745	,313
obj_vpser	,592	,481
obj_rend	,735	,384
obj_cus	,862	,176
obj_ser	,438	,691
obj_ino	,209	,809
obj_qua	,262	,832
obj_rhum	,493	,599

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 3 iterations.

**Component Transformation  
Matrix**

Component	1	2
1	,711	,703
2	,703	-,711

Extraction Method: Principal  
Component Analysis.  
Rotation Method: Varimax with  
Kaiser Normalization.