

Answers to additional business exercises

Chapter 9 Reliability

Q1 Check the reliability of the Staff Satisfaction Survey which is made up of the agreement items in the datafile Q1a to Q10a. None of the items of this scale need to be reversed.

Case Processing Summary

		N	%
Cases	Valid	491	91.6
	Excluded ^a	45	8.4
	Total	536	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.846	10

Item Statistics

	Mean	Std. Deviation	N
q1a	4.31	.724	491
q2a	3.50	.909	491
q3a	3.32	1.006	491
q4a	2.85	1.300	491
q5a	3.27	1.225	491
q6a	3.22	1.050	491
q7a	2.96	1.152	491
q8a	4.09	.794	491
q9a	3.05	1.431	491
q10a	3.39	1.131	491

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
q1a	29.66	45.947	.356	.845
q2a	30.47	43.809	.443	.840
q3a	30.65	42.092	.525	.833
q4a	31.12	37.627	.668	.818
q5a	30.70	37.485	.732	.812
q6a	30.75	40.155	.654	.821
q7a	31.01	40.037	.590	.827
q8a	29.88	46.668	.246	.852
q9a	30.91	37.629	.586	.829
q10a	30.58	40.208	.591	.827

This set of items shows good internal consistency with a Cronbach alpha value of .85.