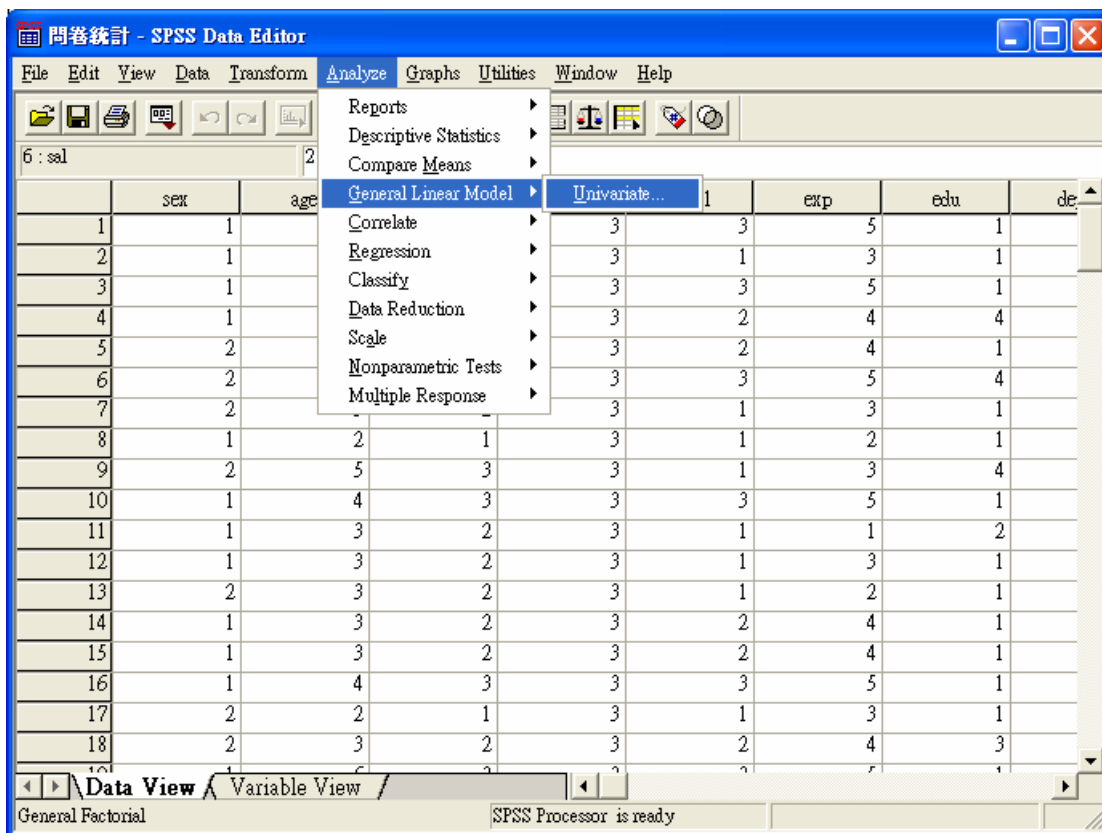


ANOVA 事後檢定

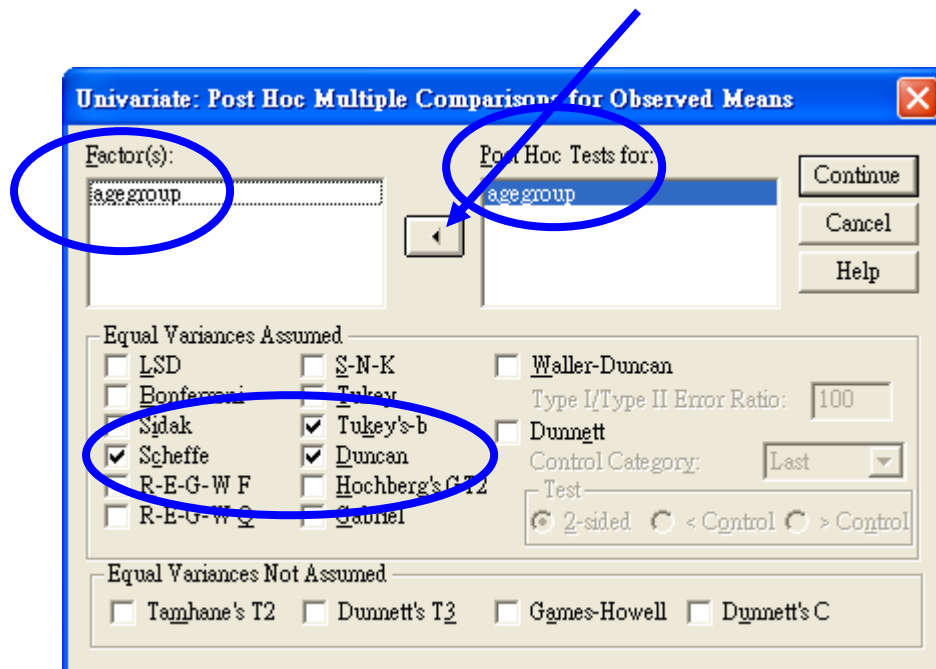
Step 01: 分析 / 一般線性模式 / 單變量



Step 02 先選 Dependent variable / 再選 Fixed Factor(s) / 點選 Post Hoc



Step 03 點選 左邊 Factor(s) / 點選 向右的鍵號 / 點選 下方 Equal Variance Assumes



Step 04 產生報表

➔ Univariate Analysis of Variance

Between-Subjects Factors

		Value Label	N
老中	1	30歲以下	32
青	2	31-35歲	40
	3	36歲以上	32

Tests of Between-Subjects Effects

Dependent Variable: 員工服務品質

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	.920 ^a	2	.460	1.929	.151
Intercept	1437.202	1	1437.202	6024.790	.000
AGEGROUP	.920	2	.460	1.929	.151
Error	24.093	101	.239		
Total	1470.688	104			
Corrected Total	25.014	103			

a. R Squared = .037 (Adjusted R Squared = .018)

Post Hoc Tests

老中青

Multiple Comparisons

Dependent Variable: 員工服務品質

	(I) 老中青	(J) 老中青	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Scheffe	30歲以下	31-35歲	.1609	.11584	.384	-.1269	.4487
		36歲以上	-.0547	.12210	.905	-.3581	.2487
	31-35歲	30歲以下	-.1609	.11584	.384	-.4487	.1269
		36歲以上	-.2156	.11584	.182	-.5034	.0722
	36歲以上	30歲以下	.0547	.12210	.905	-.2487	.3581
		31-35歲	.2156	.11584	.182	-.0722	.5034

Based on observed means.