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LAMPIRAN

KUISIONER PENELITIAN

Bogor, November 2024

Nomor : -
 Lampiran : Kuesioner
 Hal : Pengisian Kuesioner

Kepada Yth.
 Nasabah Bank BNI Bogor Cabang Pasar Anyar
 di
 Tempat

Assalamu'alaikum wr. wb.
 Dengan hormat,

Saya yang bertanda tangan di bawah ini:

Nama : ARIF RIZKI MAULANA
 NPM : S1 – 1918017
 Jurusan : Manajemen
 Institusi : Universitas Binaniaga Indonesia
 Judul Skripsi : Pengaruh Kualitas Pelayanan *Customer Service* Dan
 Kualitas Layanan *Mobile Banking* Terhadap Kepuasan
 Nasabah Bank BNI Pada Bank BNI Bogor Cabang
 Pasar Anyar

Sedang menyusun sebuah karya ilmiah (skripsi) sebagai salah satu syarat untuk memperoleh gelar Sarjana Management (S.M.). Untuk itu, saya memohon kesediaan bapak/ibu untuk menjawab semua pertanyaan pada kuesioner yang terlampir secara jujur dan terbuka. Informasi yang diperoleh melalui kuesioner ini bersifat ilmiah dan hanya dipergunakan untuk kepentingan penelitian.

Demikian permohonan saya, atas kesediaan Bapak/Ibu dalam meluangkan waktu untuk mengisi kuesioner dan menyatakan pendapat dalam penelitian ini, saya ucapkan terima kasih.

Hormat Saya,

ARIF RIZKI MAULANA

KUESIONER

Profil Responden

Mohon isi dengan memberi tanda check list (√) pada data, sebagai berikut

Usia	: 17–20 tahun	☐	21 – 24 tahun	☐	
	25–28 tahun	☐	> 28 tahun	☐	
Jenis Kelamin	: Pria	☐	Wanita	☐	
Status Nasabah	: 0-2 th	☐	2,1-4 th	☐	
	4,1-6 th	☐	> 6 th	☐	
Penggunaan CS	: 5< bln	☐	6-10 bln	☐	
	>10 bln	☐			
Penggunaan Mbanking:	20 <	☐	21-30	☐	
	>31	☐			
Jenjang Pendidikan :	SMA	☐	Diploma	☐	
	S1	☐	S2	☐	
Lama Jadi Nasabah:	0–1 tahun	☐	2 – 3 tahun	☐	
	4 –5 tahun	☐	> 5 tahun	☐	

Petunjuk Pengisian Kuesioner

Bapak/Ibu diminta untuk menjawab pertanyaan dibawah ini, kemudian dimohonkan menjawab pernyataan tersebut dengan memberikan tanda check list (√) satu dari lima alternatif jawaban yang terdapat dalam pernyataan tersebut. Keterangan :

Sangat Setuju	(SS)	= 5
Setuju	(S)	= 4
Netral	(N)	= 3
Tidak Setuju	(TS)	= 2
Sangat Tidak Setuju	(STS)	= 1

Daftar Pertanyaan

No.	Pernyataan	SS	S	N	TS	STS
Kualitas Pelayanan <i>Costumer Service</i> (X1) Ariani (2017:190)						
<i>Tangible</i>						
1.	Karyawan customer service berpenampilan rapi					
2.	Ketersediaan ruang tunggu yang nyaman					
<i>Emphathy</i>						
3.	Bagian customer service selalu mengutamakan kepentingan para nasabah					
4.	Bagian customer service memahami kebutuhan spesifik para nasabah					
<i>Responsiveness</i>						
5.	Customer service selalu menunjukkan kesabaran dan perhatian terhadap nasabah					
6.	Kecepatan pemrosesan keluhan nasabah					
<i>Reliability</i>						
7.	Bagian customer service menyediakan layanannya sesuai dengan waktu yang dijanjikan					
8.	Bagian customer service bersungguh-sungguh untuk membantu memecahkan masalah nasabah					
<i>Assurance</i>						
9.	Bagian customer service memiliki pengetahuan memadai untuk menjawab pertanyaan – pertanyaan nasabah					
10.	Bagian customer service secara konsisten bersikap sopan terhadap para nasabah					
Kualitas Produk <i>Mobile Banking</i> (X2), Kotler dan Keller (2017: 368),						
<i>Bentuk</i>						
1.	Tampilan Mobile Banking BNI menarik dan modern					
2.	Desain aplikasi mudah dipahami oleh pengguna					

No.	Pernyataan	SS	S	N	TS	STS
Fitur						
3.	Fitur dalam Mobile Banking BNI sesuai kebutuhan nasabah					
4.	Fitur aplikasi selalu diperbarui dan relevan					
Penyesuaian						
5.	Aplikasi Mobile Banking BNI fleksibel untuk menyesuaikan tampilan atau pengaturan pribadi					
6.	Saya dapat mengatur preferensi atau setting dalam aplikasi sesuai kebutuhan saya					
Kualitas Kinerja						
7.	Aplikasi Mobile Banking BNI bekerja dengan lancar					
8.	Waktu loading aplikasi tergolong cepat dan efisien					
Kualitas Kesesuaian						
9.	Fungsi dalam aplikasi sesuai dengan informasi yang diberikan oleh bank					
10.	Aplikasi memenuhi standar kualitas layanan digital perbankan					
Ketahanan						
11.	Aplikasi Mobile Banking BNI jarang mengalami gangguan teknis					
12.	Sistem Mobile Banking tetap stabil walau digunakan secara rutin					
Keandalan						
13.	Transaksi melalui aplikasi selalu berhasil dan tercatat dengan akurat					
14.	Mobile Banking BNI jarang mengalami error saat transaksi					

No.	Pernyataan	SS	S	N	TS	STS
Kemudahan Perbaikan						
15.	Jika terjadi error, aplikasi dapat pulih dengan cepat					
16.	Update aplikasi biasanya memperbaiki masalah teknis sebelumnya					
Kepuasan Nasabah (Y) Kotler (2017:46)						
Proses peningkatan kualitas pelayanan dan rasa senang						
23.	Call Center Layanan <i>Mobil-banking</i> sangat cepat membantu apabila nasabah mengalami kesulitan dalam menggunakan layanan					
24.	Informasi fasilitas program jasa layanan yang diberikan oleh Bank sesuai dengan harapan					
No.	Pernyataan	SS	S	N	TS	STS
Proses manajemen sediaan (fasilitas yang disediakan)						
25.	Fasilitas layanan <i>Mobil-banking</i> cukup lengkap					
26.	Merasa puas dan selalu menggunakan jasa layanan perbankan <i>Mobil-banking</i>					
Proses pemesanan sampai dengan pembayaran (administrasi)						
27.	Pelayanan informasi yang jelas, tepat memuaskan					
28.	Fitur - fitur dalam produk meningkatkan kenyamanan bertransaksi					
Proses pelayanan kepada konsumen						
29.	Memberikan informasi, memberikan jawaban tentang apa yang dibutuhkan nasabah mengenai produk dan layanan dengan jelas dan memuaskan					
30.	Memberikan kecepatan ketepatan dalam menyelesaikan transaksi maupun informasi dalam penanganan masalah.					

LAMPIRAN 2

HASIL TABULASI UJI VALIDITAS VARIABEL KUALITAS PELAYANAN (X1)

Resp	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	Total_X1
1	4	4	4	4	4	4	3	4	4	4	39
2	5	5	5	5	5	5	5	5	5	5	50
3	5	5	5	5	4	4	4	4	5	5	46
4	4	4	4	4	4	4	4	4	4	4	40
5	5	5	5	5	5	4	4	4	5	5	47
6	5	5	5	5	5	5	5	5	5	5	50
7	4	5	4	5	4	5	4	5	5	4	45
8	2	2	2	1	1	2	2	2	2	2	18
9	4	4	4	4	4	4	4	4	4	4	40
10	3	3	4	5	4	4	4	4	3	3	37
11	3	3	3	3	3	3	3	3	3	3	30
12	4	4	4	4	4	4	4	4	4	4	40
13	4	4	4	4	4	4	4	4	4	4	40
14	4	4	4	4	4	4	4	4	4	4	40
15	5	5	5	5	5	5	4	5	5	5	49
16	5	4	4	4	5	4	4	4	4	4	42
17	5	4	5	5	4	4	4	4	4	4	43
18	5	5	5	5	5	5	5	5	5	5	50
19	4	4	4	4	4	4	4	4	4	4	40
20	3	3	4	5	3	4	4	3	3	2	34
21	3	2	4	2	3	1	3	5	2	2	27
22	5	5	5	5	5	5	5	4	5	5	49
23	3	3	3	3	3	3	3	3	3	4	31
24	3	3	3	3	3	3	3	3	3	3	30
25	3	3	3	3	3	3	3	3	3	3	30
26	3	3	3	3	4	3	4	3	3	4	33
27	5	4	4	5	4	5	4	3	4	5	43
28	5	5	5	5	5	4	5	4	5	4	47
29	5	5	5	5	5	5	5	5	5	5	50
30	5	5	5	5	5	5	4	5	5	5	49

HASIL TABULASI UJI VALIDITAS VARIABEL KUALITAS PRODUK (X2)

Re sp	X2 .1	X2 .2	X2 .3	X2 .4	X2 .5	X2 .6	X2 .7	X2 .8	X2 .9	X2. 10	X2. 11	X2. 12	X2. 13	X2. 14	X2. 15	X2. 16	Total _X2
1	4	4	4	3	4	4	4	3	3	4	4	3	4	4	4	4	60
2	5	5	5	5	5	5	5	4	5	5	5	4	5	5	5	5	78
3	4	4	4	4	4	3	4	4	3	3	4	4	4	4	4	4	61
4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	62
5	4	4	4	5	4	4	4	5	3	3	4	5	4	4	4	4	65
6	5	5	5	5	5	5	5	5	2	3	5	5	5	5	5	5	75
7	4	4	4	4	4	3	4	4	4	5	4	4	4	4	4	4	64
8	2	2	2	3	2	2	2	2	3	3	2	2	2	2	2	2	35
9	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
10	5	4	4	4	5	5	5	4	3	3	5	4	4	5	4	4	68
11	2	3	3	3	2	3	3	5	3	3	3	5	3	3	3	3	50
12	5	5	5	5	5	2	5	5	4	4	5	5	5	5	5	5	75
13	5	5	5	5	5	5	5	5	3	4	5	5	5	5	5	5	77
14	4	5	5	4	4	4	4	4	4	4	4	4	5	4	5	5	69
15	5	4	4	5	5	5	4	4	5	5	4	4	4	4	4	4	70
16	3	5	5	5	3	3	5	5	4	5	5	5	5	5	5	5	73
17	5	5	5	5	5	5	5	5	4	4	5	5	5	5	5	5	78
18	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	80
19	4	4	4	4	4	5	4	5	4	4	4	5	4	4	4	4	67
20	4	3	3	5	4	3	4	3	4	4	4	3	3	4	3	3	57
21	4	4	4	3	4	4	4	3	3	4	4	3	4	4	4	4	60
22	5	5	5	5	5	5	5	4	5	5	5	4	5	5	5	5	78
23	4	4	4	4	4	3	4	4	3	3	4	4	4	4	4	4	61
24	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	62
25	4	4	4	5	4	4	4	5	3	3	4	5	4	4	4	4	65
26	3	4	4	3	3	3	3	4	3	4	3	4	4	3	4	4	56
27	4	3	4	4	4	5	4	5	4	4	4	5	3	4	3	3	63
28	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	79
29	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	80
30	5	4	5	5	5	4	5	5	4	5	5	5	4	5	4	4	74

LAMPIRAN 3

HASIL UJI VALIDITAS VARIABEL KUALITAS PELAYANAN (X1)

[illegible]

Kprod	Pearson Correlation	.848**	.821**	.874**	.758**	.848**	.542**	1.000**	.563**	.412*	.477**	1	.563**	.821**	1.000**	.821**	.821**	.940**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.002	.000	.001	.024	.008		.001	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Kprod	Pearson Correlation	.369*	.525**	.622**	.573**	.369*	.367*	.563**	1.000**	.192	.177	.563**	1	.525**	.563**	.525**	.525**	.653**
	Sig. (2-tailed)	.045	.003	.000	.001	.045	.046	.001	.000	.310	.349	.001		.003	.001	.003	.003	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Kprod	Pearson Correlation	.685**	1.000**	.943**	.598**	.685**	.431*	.821**	.525**	.368*	.459*	.821**	.525**	1	.821**	1.000**	1.000**	.899**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.018	.000	.003	.045	.011	.000	.003		.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Kprod	Pearson Correlation	.848**	.821**	.874**	.758**	.848**	.542**	1.000**	.563**	.412*	.477**	1.000**	.563**	.821**	1	.821**	.821**	.940**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.002	.000	.001	.024	.008	.000	.001	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Kprod	Pearson Correlation	.685**	1.000**	.943**	.598**	.685**	.431*	.821**	.525**	.368*	.459*	.821**	.525**	1.000**	.821**	1	1.000**	.899**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.018	.000	.003	.045	.011	.000	.003	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Kprod	Pearson Correlation	.685**	1.000**	.943**	.598**	.685**	.431*	.821**	.525**	.368*	.459*	.821**	.525**	1.000**	.821**	1.000**	1	.899**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.018	.000	.003	.045	.011	.000	.003	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TotalKprod	Pearson Correlation	.853**	.899**	.940**	.784**	.853**	.619**	.940**	.653**	.549**	.585**	.940**	.653**	.899**	.940**	.899**	.899**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.002	.001	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

HASIL VALIDITAS VARIABEL KEPUASAN NASABAH (Y)

		Correlations								
		KN	KN	KN	KN	KN	KN	KN	KN	TotalKN
KN	Pearson Correlation	1	.676**	.676**	.676**	.729**	.732**	.729**	.684**	.823**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
KN	Pearson Correlation	.676**	1	1.000**	1.000**	.732**	.727**	.732**	.667**	.916**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
KN	Pearson Correlation	.676**	1.000**	1	1.000**	.732**	.727**	.732**	.667**	.916**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
KN	Pearson Correlation	.676**	1.000**	1.000**	1	.732**	.727**	.732**	.667**	.916**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
KN	Pearson Correlation	.729**	.732**	.732**	.732**	1	.981**	.980**	.743**	.924**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
KN	Pearson Correlation	.732**	.727**	.727**	.727**	.981**	1	.981**	.735**	.921**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
KN	Pearson Correlation	.729**	.732**	.732**	.732**	.980**	.981**	1	.743**	.924**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30
KN	Pearson Correlation	.684**	.667**	.667**	.667**	.743**	.735**	.743**	1	.821**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30
TotalKN	Pearson Correlation	.823**	.916**	.916**	.916**	.924**	.921**	.924**	.821**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30

** . Correlation is significant at the 0.01 level (2-tailed).

**HASIL UJI RELIABILITAS
VARIABEL KUALITAS PELAYANAN (X1)**

Reliability Statistics	
Cronbach's Alpha	N of Items
.974	10

VARIABEL KUALITAS PRODUK (X2)

Reliability Statistics	
Cronbach's Alpha	N of Items
.962	16

VARIABEL KEPUASAN NASABAH (Y)

Reliability Statistics	
Cronbach's Alpha	N of Items
.965	8

LAMPIRAN 4
HASIL TABULASI RESPONDEN VARIABEL KUALITAS PELAYANAN (X1)

[illegible]

Resp	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	Total_X1
35	3	3	3	3	2	3	3	3	3	3	29
36	2	2	2	2	3	3	2	3	2	2	23
37	3	3	3	3	3	4	3	3	3	3	31
38	1	1	2	1	1	1	1	1	1	1	11
39	2	2	2	2	2	2	2	2	2	2	20
40	3	2	3	3	3	3	3	3	3	2	28
41	3	4	3	3	4	3	3	3	4	3	33
42	2	2	3	2	2	2	2	2	2	2	21
43	3	3	2	3	3	3	3	3	2	2	27
44	3	3	3	3	2	3	3	3	2	3	28
45	2	2	1	2	2	1	1	1	1	1	14
46	1	2	2	2	2	2	2	2	2	2	19
47	2	1	2	1	1	2	1	1	2	1	14
48	3	3	3	3	3	3	3	3	3	3	30
49	3	3	3	3	2	3	3	2	3	3	28
50	2	2	2	2	2	1	2	2	2	2	19
51	3	3	2	3	2	3	3	3	2	3	27
52	3	3	2	3	2	3	3	3	3	3	28
53	2	1	2	2	1	1	1	2	2	2	16
54	2	2	2	2	2	2	3	2	2	3	22
55	3	4	2	3	3	3	3	2	3	3	29
56	4	3	3	3	4	4	3	3	3	3	33
57	2	2	2	2	2	2	2	1	2	2	19
58	1	1	2	1	1	1	1	1	1	1	11
59	2	3	3	3	2	3	3	3	3	3	28
60	2	2	2	3	3	2	2	2	2	3	23
61	2	3	2	3	2	2	3	2	2	2	23
62	2	2	3	3	2	3	2	2	3	2	24
63	1	2	1	2	2	1	2	2	2	2	17
64	1	1	1	1	2	1	1	1	1	1	11
65	2	3	2	3	3	3	3	2	2	2	25
66	3	3	3	3	4	3	3	4	3	3	32
67	3	3	3	3	3	2	3	3	3	2	28
68	2	3	3	3	2	3	2	3	3	2	26
69	3	3	3	3	3	3	3	2	3	3	29
70	2	2	2	2	2	2	2	3	2	2	21
71	2	2	2	3	2	3	3	3	3	2	25

[illegible]

Resp	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	Total_X1
109	2	2	3	2	2	2	3	2	3	3	24
110	3	3	4	3	3	3	3	3	3	3	31
111	2	1	2	2	2	1	1	2	1	1	15
112	2	2	2	2	2	2	2	2	3	2	21
113	2	2	2	2	2	2	3	2	2	2	21
114	3	3	3	3	3	3	3	3	3	3	30
115	2	2	2	1	1	2	1	2	2	2	17
116	4	3	3	3	3	3	2	4	3	2	30
117	3	3	3	3	3	3	3	3	3	3	30
118	1	1	2	1	1	2	1	2	1	1	13
119	4	3	3	3	4	3	3	3	4	3	33
120	3	3	3	2	3	3	3	3	3	3	29
121	3	3	3	3	3	3	3	2	3	3	29
122	2	2	2	2	1	2	2	2	1	2	18
123	3	3	2	3	3	3	3	3	3	3	29
124	2	2	1	2	2	2	2	2	2	2	19
125	3	2	3	2	3	2	2	2	3	3	25
126	4	4	4	4	4	4	3	4	4	4	39
127	2	2	2	2	2	2	2	2	2	2	20
128	2	2	2	2	2	2	2	3	2	2	21
129	3	2	2	2	2	2	2	2	2	3	22
130	2	2	2	2	2	2	2	2	2	2	20
131	2	1	2	2	2	2	2	2	2	2	19
132	3	2	3	3	3	3	2	2	3	3	27
133	2	2	1	2	1	2	2	2	3	2	19
134	3	2	2	3	3	3	3	3	2	3	27
135	2	1	3	2	2	2	2	2	2	2	20
136	3	3	2	3	3	2	3	2	2	2	25
137	2	3	3	2	2	2	2	2	2	2	22
138	2	2	3	2	2	3	2	3	2	2	23
139	3	3	3	3	3	3	3	3	4	3	31
140	2	2	1	2	1	1	2	2	1	2	16
141	2	2	2	2	2	2	2	2	1	2	19
142	3	3	2	2	2	3	3	2	2	2	24
143	2	1	1	2	2	2	2	2	1	2	17
144	3	3	3	3	2	3	3	2	3	3	28
145	2	2	2	3	2	2	2	2	2	2	21

[illegible]

Resp	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	Total_X1
183	1	1	2	2	1	1	1	2	1	1	13
184	2	2	2	2	2	2	2	2	1	2	19
185	2	2	2	2	2	2	2	2	2	2	20
186	3	3	3	3	3	2	3	3	3	3	29
187	3	3	3	3	3	3	3	4	4	3	32
188	3	3	3	3	2	2	2	3	2	3	26
189	2	2	2	2	2	2	2	2	2	2	20
190	2	2	2	2	2	1	2	2	2	2	19
191	2	1	2	1	2	1	2	2	2	1	16
192	3	2	3	3	3	3	3	3	3	3	29
193	3	3	3	3	3	3	3	2	2	3	28
194	2	1	1	1	1	1	2	1	1	1	12
195	3	3	3	3	3	3	3	4	3	3	31
196	3	2	2	4	3	3	3	3	3	2	28
197	2	1	2	2	3	1	2	2	2	1	18
198	3	3	2	3	3	3	3	3	4	3	30
199	3	3	3	3	3	3	3	3	3	3	30
200	1	2	2	2	1	2	2	2	2	2	18
201	3	2	3	3	3	4	2	2	3	3	28
202	2	2	3	2	3	2	3	3	3	3	26
203	3	3	3	3	3	3	2	3	3	3	29
204	3	3	4	4	3	3	4	3	3	3	33
205	1	2	1	2	1	2	1	2	1	2	15
206	1	2	2	2	2	2	2	2	2	2	19
207	2	3	3	3	3	2	2	3	3	3	27
208	2	3	3	3	2	3	3	3	3	3	28
209	2	3	3	3	3	3	3	3	3	3	29
210	4	4	4	4	4	4	4	4	4	3	39
211	3	3	2	2	3	3	3	3	3	2	27
212	3	3	3	3	4	3	2	3	3	3	30
213	2	2	2	3	3	2	3	3	2	3	25
214	3	3	2	2	3	3	3	3	3	3	28
215	2	2	3	2	3	3	2	2	2	3	24
216	3	3	4	3	3	3	3	3	3	3	31
217	2	2	2	2	2	2	2	2	2	2	20
218	3	2	3	3	3	2	2	3	3	3	27
219	3	2	3	3	3	3	2	3	2	3	27

[illegible]

Resp	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	Total_X1
257	4	4	4	4	4	4	4	4	4	4	40
258	2	2	2	2	2	2	2	1	2	2	19
259	2	3	2	3	2	3	2	2	2	2	23
260	2	3	3	2	3	2	3	3	3	3	27
261	2	2	2	2	2	2	2	2	2	2	20
262	1	2	2	1	1	2	2	2	1	1	15
263	1	1	1	1	1	1	1	1	1	1	10
264	2	2	1	2	2	2	2	1	1	1	16
265	2	3	2	3	3	2	2	2	3	2	24
266	3	2	2	2	2	2	3	2	2	2	22
267	4	4	4	4	4	4	4	4	4	3	39
268	1	1	2	2	2	1	2	1	1	1	14
269	2	2	1	1	2	2	2	2	2	2	18
270	4	3	4	3	4	4	3	3	3	3	34
271	4	3	3	3	3	3	3	3	3	3	31
272	2	2	2	2	2	2	2	2	2	2	20
273	3	3	4	3	3	3	3	3	3	3	31
274	3	2	3	2	3	2	3	2	3	3	26
275	2	2	2	2	2	2	2	1	2	2	19
276	3	3	2	3	2	2	2	2	2	2	23
277	3	3	2	2	2	2	2	3	2	3	24
278	2	2	2	2	2	2	1	2	3	2	20
279	3	2	2	2	2	3	2	2	2	2	22
280	2	2	2	2	2	2	2	2	3	2	21
281	2	3	3	3	3	3	2	2	2	2	25
282	3	3	3	3	3	3	2	2	3	3	28
283	4	5	4	4	4	4	4	4	4	4	41
284	1	1	1	1	1	1	1	2	2	1	12
285	4	4	4	4	4	4	4	4	4	4	40
286	1	2	2	1	1	2	2	1	1	1	14
287	2	2	1	2	2	2	2	2	2	2	19
288	3	3	3	3	3	3	3	3	3	3	30
289	3	2	2	2	3	3	3	2	3	3	26
290	2	2	2	2	2	1	2	1	2	2	18
291	2	2	2	2	2	2	2	1	2	2	19
292	1	2	2	2	2	2	1	2	2	1	17
293	3	3	3	3	2	3	3	3	3	3	29

Resp	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	Total_X1
294	3	4	3	4	3	3	4	3	3	3	33
295	3	3	3	3	3	4	3	3	3	3	31
296	2	2	2	2	2	3	2	2	1	2	20
297	2	3	2	2	2	3	2	2	3	3	24
298	3	2	2	3	2	2	2	2	2	3	23
299	3	4	3	3	3	3	3	3	3	3	31
300	2	2	2	2	3	2	2	2	2	3	22
301	2	2	2	3	2	2	3	2	2	2	22
302	2	2	1	2	2	2	2	2	2	2	19
303	3	3	3	3	3	2	3	3	3	3	29
304	3	3	3	3	3	3	3	3	3	3	30
305	3	3	3	3	3	3	3	2	3	3	29
306	2	2	2	2	3	2	2	3	2	2	22
307	3	3	4	4	3	3	3	4	4	4	35
308	2	2	2	1	2	2	2	2	2	1	18
309	3	3	3	3	3	4	3	3	3	3	31
310	3	2	3	2	3	3	3	2	3	3	27
311	2	2	2	2	2	2	2	2	2	2	20
312	3	4	4	3	3	3	3	3	3	3	32
313	2	3	2	2	2	2	2	2	2	2	21
314	4	3	4	3	4	4	3	3	3	3	34
315	3	3	3	3	3	3	4	3	3	3	31
316	2	3	2	2	2	2	2	2	3	3	23
317	4	3	4	3	4	4	3	3	3	4	35
318	2	2	2	3	2	2	2	2	2	2	21
319	2	2	2	2	2	2	3	2	2	2	21
320	2	2	2	2	2	2	2	2	2	2	20
321	3	3	3	3	3	3	3	3	2	3	29
322	2	2	3	2	2	2	2	2	2	2	21
323	3	3	3	2	3	2	3	2	2	3	26
324	3	2	2	2	3	2	2	3	2	2	23
325	3	2	3	3	3	3	2	3	2	3	27
326	2	2	1	2	2	2	1	2	2	2	18
327	3	3	3	4	3	3	3	3	3	4	32
328	2	3	3	2	3	3	3	3	3	2	27
329	3	3	3	3	3	3	3	3	4	3	31
330	3	3	3	2	3	2	3	3	3	3	28

[illegible]

Resp	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	Total_X1
368	2	2	2	2	2	2	2	2	2	3	21
369	3	3	3	3	3	3	3	2	3	3	29
370	2	2	2	1	2	1	2	1	1	1	15
371	3	3	4	3	3	3	3	3	2	3	30
372	3	3	4	3	3	3	3	3	3	3	31
373	3	4	4	4	3	3	3	3	3	3	33
374	3	2	3	3	3	3	2	2	3	3	27
375	4	4	3	3	4	4	3	4	3	4	36
376	2	2	2	2	2	1	2	2	2	2	19
377	3	2	3	3	3	4	3	3	4	2	30
378	3	3	3	3	3	3	3	4	3	4	32
379	4	3	3	4	4	4	3	3	4	3	35
380	2	2	2	3	3	2	2	3	2	2	23
381	1	1	1	3	1	2	2	2	1	2	16
382	1	2	2	2	2	2	3	2	3	2	21
383	1	1	1	2	2	2	2	1	1	1	14
384	2	2	2	2	2	2	2	2	2	2	20
385	3	2	3	3	3	2	3	2	2	3	26
Total	956	942	944	946	952	943	941	933	925	940	

HASIL TABULASI RESPONDEN VARIABEL KUALITAS PRODUK (X2)

Resp	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	X2.13	X2.14	X2.15	X2.16	Total_X2
1	2	2	2	2	2	2	3	3	2	2	2	3	2	3	2	2	36
2	3	3	3	3	2	3	2	2	2	3	3	3	3	3	3	2	43
3	2	2	2	2	2	2	3	2	2	2	2	2	3	2	3	2	35
4	3	3	3	3	4	3	4	4	4	3	3	3	3	3	3	4	53
5	2	2	3	3	3	3	2	2	2	2	2	2	3	3	2	3	39
6	3	3	2	2	3	3	3	2	2	2	3	2	3	3	3	3	42
7	3	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3	47
8	2	3	3	2	3	2	2	2	2	2	2	2	2	3	3	2	37
9	2	2	3	2	2	2	2	2	2	3	2	3	2	2	2	2	35
10	3	3	3	3	3	2	3	2	3	2	3	2	3	3	3	3	44
11	1	1	2	1	1	1	2	2	3	1	2	1	1	2	2	1	24
12	1	2	2	2	2	2	2	1	2	2	2	3	2	2	2	2	31
13	3	3	3	2	3	3	3	2	3	3	2	2	3	3	2	3	43
14	2	1	1	1	2	2	1	2	2	1	1	1	1	1	2	2	23
15	1	1	1	1	2	1	1	2	1	2	1	1	1	2	1	2	21
16	2	2	1	1	1	2	3	2	1	2	2	1	1	2	2	1	26
17	2	1	1	2	2	1	2	2	2	2	2	2	2	2	2	1	28
18	2	2	2	1	2	2	3	2	2	2	1	2	2	2	2	2	31
19	1	1	1	2	2	1	2	1	1	2	1	2	1	1	1	1	21
20	2	2	1	2	1	1	1	1	1	1	1	1	1	1	1	2	20
21	3	3	3	4	4	3	4	3	3	4	3	3	3	4	3	3	53
22	2	2	3	2	3	3	2	3	2	2	2	3	2	3	3	2	39
23	2	2	2	2	2	2	2	2	3	2	2	2	2	2	2	2	33
24	2	2	2	3	2	2	2	2	2	2	2	2	2	2	2	2	33
25	2	2	2	2	3	2	3	3	2	2	2	2	2	1	2	3	35
26	2	3	3	3	3	2	3	2	2	3	2	3	3	3	3	3	43
27	2	1	1	1	1	1	1	1	1	2	1	1	2	1	1	1	19
28	3	2	2	3	3	3	3	2	2	3	3	2	3	2	2	2	40
29	2	1	2	2	1	3	1	2	1	1	1	2	2	2	2	1	26
30	2	2	3	3	2	2	2	2	2	2	3	2	2	3	2	2	36
31	3	2	2	2	2	2	1	3	2	3	2	2	2	2	2	2	34
32	4	3	3	3	3	4	3	4	3	3	4	4	4	3	4	4	56
33	2	3	2	2	2	2	2	2	2	3	2	2	2	2	2	2	34
34	3	2	3	2	2	2	2	2	2	2	2	2	2	2	2	2	34
35	3	3	3	2	2	3	4	3	3	2	3	3	3	3	2	3	45

[illegible]

Resp	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	X2.13	X2.14	X2.15	X2.16	Total_X2
73	3	3	2	3	4	3	3	2	2	2	2	3	3	3	3	3	44
74	3	3	3	2	3	3	4	4	4	3	3	3	4	4	4	3	53
75	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
76	2	3	3	3	2	3	3	3	3	3	2	2	3	3	3	2	43
77	3	3	2	2	3	3	3	3	3	3	3	2	3	2	3	3	44
78	3	3	3	3	3	3	2	2	3	3	3	2	3	2	2	2	42
79	2	2	2	2	2	3	2	2	2	2	2	2	2	3	2	3	35
80	2	1	1	1	1	2	1	1	1	1	1	1	1	2	1	1	19
81	3	2	1	2	1	2	1	2	3	1	2	2	2	2	1	2	29
82	2	2	1	2	2	2	2	2	3	2	2	2	3	1	2	1	31
83	4	3	3	4	4	4	3	3	4	4	4	3	4	2	4	3	56
84	2	2	2	3	2	2	2	3	2	2	2	2	2	2	3	2	35
85	2	2	2	2	2	2	3	2	2	2	2	1	2	2	2	2	32
86	1	3	2	2	1	2	2	2	2	2	3	2	2	3	2	3	34
87	3	3	4	4	4	3	4	3	4	3	4	3	4	4	3	3	56
88	2	2	2	3	2	2	2	2	2	3	2	3	2	2	2	2	35
89	3	2	2	2	2	3	2	2	2	2	2	2	2	2	3	2	35
90	2	3	2	3	2	3	2	3	2	3	2	3	3	2	3	3	41
91	2	3	2	2	2	3	3	2	3	2	2	3	2	3	2	3	39
92	3	3	3	3	3	2	3	3	4	3	3	3	3	3	3	3	48
93	2	2	2	3	2	2	2	2	3	2	2	2	2	1	2	2	33
94	2	2	2	2	2	2	1	2	3	2	2	3	2	2	2	2	33
95	2	1	2	2	2	3	3	2	2	1	2	2	2	2	2	3	33
96	2	2	1	1	1	2	2	2	1	2	2	1	1	1	1	1	23
97	3	3	3	4	4	3	3	2	3	3	3	4	3	3	3	3	50
98	3	3	3	2	3	2	3	3	3	3	2	3	3	3	2	3	44
99	3	2	2	2	2	2	3	3	3	3	2	3	3	3	2	2	40
100	2	2	3	2	2	2	3	1	2	2	2	2	2	3	2	2	34
101	2	2	1	2	2	1	1	1	1	1	2	1	2	1	2	1	23
102	2	3	2	3	2	2	3	2	2	2	2	2	2	3	2	2	36
103	2	2	2	2	2	2	2	2	2	2	2	3	2	2	2	2	33
104	1	3	1	2	2	1	2	2	2	2	2	2	2	2	2	2	30
105	2	2	2	2	2	3	2	2	3	2	2	2	2	2	2	3	35
106	2	1	1	2	2	2	2	2	2	2	2	2	1	2	3	2	30
107	4	3	4	3	3	3	3	4	3	3	3	3	4	4	4	3	54
108	2	2	2	3	2	2	2	3	2	2	2	2	3	2	2	2	35
109	2	2	2	3	3	2	3	4	3	2	3	3	2	3	3	3	43

Resp	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	X2.13	X2.14	X2.15	X2.16	Total_X2
110	2	3	2	2	2	2	2	1	2	2	3	2	3	2	2	3	35
111	1	1	2	1	2	1	1	1	1	1	1	1	1	2	1	1	19
112	3	2	2	3	2	2	2	2	3	2	2	2	2	2	2	2	35
113	2	2	2	2	3	2	1	2	3	1	2	2	2	2	1	2	31
114	3	3	3	3	3	3	4	3	4	4	4	4	4	3	4	4	56
115	3	2	2	2	2	3	2	2	2	2	3	1	2	2	2	2	34
116	2	3	3	3	3	3	3	3	1	3	3	3	2	3	2	3	43
117	2	2	2	2	2	2	1	2	2	3	3	2	2	2	2	1	32
118	2	1	1	2	2	2	2	1	1	1	1	2	1	1	2	1	23
119	2	2	2	2	1	2	2	2	2	2	3	2	2	2	2	2	32
120	3	3	3	3	3	2	3	3	3	3	3	3	3	2	3	3	46
121	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
122	2	2	1	2	1	2	2	2	2	1	2	3	2	2	1	2	29
123	3	3	3	3	3	3	3	3	2	4	3	3	3	3	4	2	48
124	2	2	2	2	2	2	1	2	1	2	2	2	1	2	1	2	28
125	3	4	4	3	3	3	3	4	3	3	3	4	4	3	4	3	54
126	3	2	3	3	3	2	4	4	3	3	3	3	3	3	3	2	47
127	2	2	1	1	2	2	3	2	2	2	2	2	2	1	2	1	29
128	2	2	2	2	2	2	2	2	1	2	2	2	1	1	1	2	28
129	2	2	2	3	2	3	2	2	2	2	2	2	2	2	2	2	34
130	1	1	2	2	2	2	1	2	2	2	2	2	2	2	2	2	29
131	2	1	2	2	2	2	2	2	2	2	2	1	2	2	2	2	30
132	2	2	2	3	2	2	3	3	3	2	2	2	3	3	2	2	38
133	2	2	1	2	1	1	1	2	1	3	1	1	1	1	1	1	22
134	2	2	3	3	2	2	3	2	2	3	3	2	2	2	3	3	39
135	1	1	1	1	1	2	2	2	1	2	1	1	1	2	2	1	22
136	3	3	3	3	3	3	3	3	3	4	4	3	3	4	4	3	52
137	2	2	1	1	2	1	2	2	2	1	2	1	1	1	1	1	23
138	3	3	3	2	3	2	2	2	3	3	2	3	3	2	2	2	40
139	2	2	3	2	2	3	3	2	3	1	2	2	3	2	3	2	37
140	2	2	2	2	2	1	1	2	2	2	2	2	2	2	1	2	29
141	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	3	32
142	3	3	4	3	3	3	3	3	3	3	4	3	4	3	4	3	52
143	2	2	1	2	1	1	2	2	2	2	2	1	2	1	1	2	26
144	3	3	3	3	2	3	2	2	2	2	2	2	3	2	2	2	38
145	2	2	2	1	2	2	2	3	2	2	2	2	1	2	3	2	32
146	4	4	3	3	3	3	3	3	3	2	3	3	1	3	2	2	45

Resp	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	X2.13	X2.14	X2.15	X2.16	Total_X2
147	1	1	1	1	1	2	1	1	1	1	2	1	1	1	1	1	18
148	2	1	2	2	1	2	1	2	1	2	2	2	1	1	2	1	25
149	3	2	3	3	3	3	2	3	3	3	2	3	3	3	2	3	44
150	2	3	2	3	3	3	4	3	3	3	3	3	3	3	3	3	47
151	2	3	2	2	2	3	2	3	3	2	2	2	3	2	3	2	38
152	2	3	2	3	2	3	2	2	2	2	2	3	2	2	2	3	37
153	3	3	2	2	3	2	2	2	2	2	3	2	2	2	2	2	36
154	2	2	3	3	2	2	2	3	3	3	3	2	3	2	2	2	39
155	1	2	2	2	2	2	2	1	1	2	2	2	2	1	2	2	28
156	2	1	2	2	3	1	3	2	2	2	2	2	2	2	2	2	32
157	2	4	3	4	3	3	3	3	3	3	3	3	4	4	3	4	52
158	3	3	3	3	2	2	2	3	3	3	2	3	3	3	2	3	43
159	1	1	1	2	1	1	2	1	2	2	1	1	2	1	1	1	21
160	2	3	3	2	2	2	2	2	2	2	2	2	1	2	2	2	33
161	2	1	2	2	1	2	3	3	1	1	1	2	2	3	1	1	28
162	3	3	3	3	3	3	2	3	3	3	2	3	3	3	3	2	45
163	2	2	2	2	2	2	2	2	2	3	2	2	3	2	2	2	34
164	1	2	2	2	2	2	2	1	3	2	1	1	1	2	2	1	27
165	3	3	4	3	3	4	3	3	4	3	4	4	3	3	4	4	55
166	2	2	2	2	3	2	2	2	2	2	2	3	3	2	2	3	36
167	2	3	3	3	4	4	3	3	3	4	4	3	3	3	3	3	51
168	3	3	3	3	3	3	3	3	2	2	3	3	3	3	3	3	46
169	1	2	1	2	2	1	2	1	1	2	2	1	1	2	2	1	24
170	2	2	2	2	1	1	2	2	2	2	2	2	2	2	3	3	32
171	2	1	2	2	2	2	1	2	2	2	2	2	2	1	1	1	27
172	1	2	1	1	2	2	2	2	2	1	2	1	2	2	2	2	27
173	1	2	3	2	2	2	2	3	2	3	3	2	2	2	2	3	36
174	3	3	2	2	3	2	3	2	2	3	3	2	3	3	2	3	41
175	2	2	2	2	3	3	3	3	2	2	2	2	2	2	3	2	37
176	2	2	2	2	2	2	2	2	2	1	2	2	3	3	1	2	32
177	2	3	2	3	3	2	2	2	3	2	2	3	3	2	2	2	38
178	2	3	2	2	2	2	2	2	2	2	3	2	3	2	2	2	35
179	2	2	2	2	1	1	2	1	2	2	1	2	1	2	2	2	27
180	4	3	4	4	3	4	3	4	3	3	4	4	4	4	3	4	58
181	2	3	3	2	3	2	3	2	3	2	3	3	2	2	3	2	40
182	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	1	30
183	1	1	2	1	1	2	2	2	1	2	2	1	2	2	1	1	24

Resp	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	X2.13	X2.14	X2.15	X2.16	Total_X2
184	2	2	2	2	2	2	1	2	2	2	3	2	1	2	2	2	31
185	3	2	3	2	3	2	2	2	2	2	2	2	2	2	2	2	35
186	2	1	2	2	3	2	3	2	1	2	2	2	2	2	2	2	32
187	2	2	3	2	2	3	2	3	3	2	2	2	2	2	3	2	37
188	3	3	2	3	3	2	3	2	2	3	3	2	3	3	2	2	41
189	2	2	2	2	2	2	2	2	2	2	2	1	3	3	1	2	32
190	1	1	2	1	2	2	1	1	1	1	1	2	1	2	1	2	22
191	2	3	2	3	2	2	1	2	2	3	2	3	2	2	2	2	35
192	3	3	2	2	2	2	2	3	3	2	3	2	2	2	2	2	37
193	2	3	3	2	3	2	2	2	3	3	3	3	3	3	3	3	43
194	1	2	2	2	3	1	1	1	1	2	1	1	1	1	2	2	24
195	3	3	2	2	2	3	2	2	3	2	3	3	3	2	2	2	39
196	2	2	3	2	2	2	3	2	2	3	3	2	2	3	2	2	37
197	2	2	2	3	2	2	3	3	3	2	2	2	2	3	2	2	37
198	2	1	2	1	1	2	2	2	2	2	2	2	2	1	2	2	28
199	3	3	2	2	2	3	2	2	1	3	2	3	2	3	3	3	39
200	3	2	2	1	1	2	1	1	1	2	1	2	2	1	2	2	26
201	3	2	2	3	2	2	3	2	3	3	2	2	2	2	3	1	37
202	3	2	3	3	2	2	3	2	3	3	2	2	2	3	3	3	41
203	2	2	3	2	3	3	2	3	2	2	2	2	2	3	3	2	38
204	2	3	3	3	3	3	2	2	3	3	2	3	3	3	3	3	44
205	2	2	2	2	1	1	2	2	1	1	2	2	1	1	2	2	26
206	2	1	1	3	2	2	2	2	2	2	2	1	1	1	2	2	28
207	2	3	3	2	2	2	2	3	3	3	3	2	2	3	2	3	40
208	3	3	4	2	3	3	3	3	3	3	3	3	3	2	3	3	47
209	3	3	3	3	3	3	3	3	4	3	3	3	3	3	2	3	48
210	3	3	3	3	2	3	3	3	3	2	3	3	4	3	3	3	47
211	3	3	3	3	2	2	3	3	3	2	3	3	3	3	2	3	44
212	2	2	2	2	2	3	3	3	3	2	2	3	3	2	3	3	40
213	3	3	3	3	3	3	3	3	3	2	3	3	3	2	3	3	46
214	3	3	3	3	4	2	2	3	3	3	3	3	2	3	3	3	46
215	1	2	1	2	2	2	1	1	2	2	2	2	1	2	1	1	25
216	3	3	3	3	3	3	3	3	3	3	3	2	2	3	3	3	46
217	2	1	2	2	2	2	2	2	2	1	2	2	2	1	2	2	29
218	2	2	2	2	2	1	2	2	2	2	1	2	2	2	2	2	30
219	2	3	3	3	3	3	2	2	2	3	3	3	2	2	2	3	41
220	3	2	2	2	1	2	2	2	2	2	3	2	2	2	2	2	33

Resp	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	X2.13	X2.14	X2.15	X2.16	Total_X2
221	2	3	3	4	3	3	2	3	3	3	3	3	3	3	3	2	46
222	1	2	2	1	2	2	1	2	1	1	1	1	1	1	1	1	21
223	3	3	2	3	3	3	2	2	4	3	2	3	3	3	3	3	45
224	2	1	2	1	2	2	1	2	1	1	1	2	1	1	2	2	24
225	3	2	2	3	2	2	2	2	2	2	2	3	3	2	2	3	37
226	4	2	3	4	3	2	3	3	3	3	3	3	3	3	3	3	48
227	2	2	2	2	2	2	2	1	3	3	2	2	2	2	2	2	33
228	1	1	1	1	1	1	2	2	2	1	2	1	2	2	2	1	23
229	2	2	2	2	1	1	2	2	1	2	2	1	1	1	2	2	26
230	3	3	3	3	2	3	3	2	3	2	3	3	3	3	3	3	45
231	2	1	2	1	2	2	2	2	2	2	1	2	2	2	1	2	28
232	2	2	3	3	3	3	3	3	3	3	4	4	3	3	3	3	48
233	3	2	2	2	3	3	2	2	3	2	3	2	2	2	2	2	37
234	2	2	2	2	2	1	2	3	2	2	2	2	2	2	2	2	32
235	4	5	4	3	4	4	5	4	4	5	4	3	5	4	5	4	67
236	3	3	3	4	4	3	3	4	2	3	3	3	3	3	4	3	51
237	1	2	2	1	1	2	2	1	1	1	1	1	2	1	1	1	21
238	3	3	3	2	3	3	2	4	3	3	2	3	3	3	3	2	45
239	2	2	2	2	2	2	2	3	3	3	2	2	2	2	1	1	33
240	3	3	3	2	3	3	3	3	3	2	3	3	3	3	3	3	46
241	2	1	1	2	2	2	2	1	2	2	2	2	2	2	1	2	28
242	2	2	3	2	2	2	2	2	2	2	1	2	2	2	2	1	31
243	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	3	33
244	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	3	33
245	2	1	2	2	2	2	2	2	2	2	1	1	2	2	2	2	29
246	1	2	2	2	2	2	1	1	2	2	1	2	2	1	2	2	27
247	2	3	2	2	2	3	2	3	3	2	2	2	2	2	2	2	36
248	2	2	3	2	2	2	2	2	2	2	2	2	2	2	2	1	32
249	3	3	3	3	3	3	4	4	4	3	4	3	4	3	3	3	53
250	2	2	2	2	2	2	2	2	3	2	2	2	2	2	2	2	33
251	2	2	2	2	3	2	1	1	2	2	2	2	2	2	2	2	31
252	3	3	4	3	4	3	3	4	3	3	4	3	4	4	4	4	56
253	2	1	2	2	3	3	2	3	2	3	3	2	2	3	3	2	38
254	2	3	2	3	3	3	3	2	3	3	4	3	2	3	3	3	45
255	2	2	1	1	2	1	1	2	1	1	2	1	2	2	1	1	23
256	2	1	1	1	1	2	1	3	2	2	2	1	2	2	2	1	26
257	2	2	2	2	2	2	2	2	2	4	3	3	2	2	2	2	36

Resp	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	X2.13	X2.14	X2.15	X2.16	Total_X2
258	2	3	2	3	1	3	2	3	3	2	2	2	2	2	2	2	36
259	2	3	2	2	3	2	3	2	2	2	2	2	2	2	2	2	35
260	4	3	3	3	3	2	3	3	2	3	3	4	3	3	3	3	48
261	2	2	2	2	2	2	2	2	2	2	2	2	2	2	3	2	33
262	3	3	3	2	2	3	2	3	3	3	3	3	3	3	3	2	44
263	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
264	1	2	2	2	2	2	2	2	2	1	2	1	2	2	2	2	29
265	3	2	3	2	2	3	2	2	3	2	3	3	2	2	2	2	38
266	2	1	2	2	2	2	2	1	1	1	1	2	2	2	2	2	27
267	4	3	3	2	2	3	3	3	3	3	2	3	3	3	3	3	46
268	1	2	3	2	2	2	2	2	2	2	2	2	2	2	2	2	32
269	2	3	2	3	1	3	3	2	2	3	2	2	2	2	1	2	35
270	2	2	3	2	2	2	3	3	3	2	3	3	3	3	3	3	42
271	3	3	2	2	3	3	2	3	3	2	3	2	2	3	3	3	42
272	1	1	1	1	1	1	1	1	1	2	1	1	1	1	2	1	18
273	2	3	3	2	2	3	3	2	2	3	2	3	3	3	3	3	42
274	2	2	2	2	2	2	2	2	2	3	2	2	3	2	2	2	34
275	2	1	1	2	1	1	2	2	1	2	2	2	2	2	1	2	26
276	2	2	3	2	3	3	2	3	3	2	3	2	3	3	3	2	41
277	2	2	2	1	3	2	2	1	2	2	3	3	2	2	2	1	32
278	2	2	1	2	1	2	1	2	1	2	2	2	1	2	1	1	25
279	3	2	3	3	3	2	3	3	2	2	3	2	3	2	2	2	40
280	3	3	2	2	3	3	3	2	3	2	2	2	3	2	2	3	40
281	2	3	3	1	2	3	2	2	2	3	2	3	2	2	2	2	36
282	2	2	2	2	2	2	2	2	2	2	2	3	2	2	3	2	34
283	3	2	3	2	3	2	2	3	3	3	3	3	4	2	3	2	43
284	1	3	3	2	1	1	2	2	2	1	1	2	2	1	1	2	27
285	4	3	4	4	3	4	4	4	4	3	4	3	4	4	4	4	60
286	2	1	1	1	2	2	1	1	1	2	1	1	2	1	1	1	21
287	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	2	31
288	2	3	2	2	2	3	2	2	2	2	2	2	2	3	2	2	35
289	2	3	3	2	3	2	2	3	2	3	2	3	3	3	3	3	42
290	2	2	2	2	2	1	2	2	2	2	2	2	2	2	1	2	30
291	2	2	2	2	2	2	2	2	2	2	1	2	2	3	2	2	32
292	2	2	2	3	3	2	2	2	2	2	2	3	3	2	2	2	36
293	3	2	3	2	2	2	2	3	2	2	2	2	2	3	2	2	36
294	3	3	3	3	3	4	3	3	3	3	3	3	3	2	3	3	48

Resp	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	X2.13	X2.14	X2.15	X2.16	Total_X2
295	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	31
296	2	1	2	2	2	2	2	3	2	2	2	2	2	1	2	2	31
297	3	4	3	3	3	3	2	3	3	4	3	3	3	3	4	3	50
298	3	2	2	3	3	2	2	2	2	2	3	3	2	2	3	2	38
299	3	3	3	3	3	3	3	4	4	3	3	3	4	3	3	3	51
300	3	3	4	3	4	3	4	4	3	3	3	3	3	3	3	4	53
301	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	3	34
302	2	1	2	2	2	3	2	2	3	3	2	2	2	2	3	3	36
303	3	3	3	3	3	3	4	3	3	3	3	3	3	3	4	3	50
304	3	3	3	3	4	3	3	3	3	3	4	3	3	3	3	3	50
305	2	3	3	2	2	2	3	3	2	3	3	3	3	2	2	3	41
306	2	2	3	2	2	3	2	2	2	2	2	2	2	3	2	2	35
307	3	3	3	2	2	3	3	3	3	3	3	3	2	3	3	3	45
308	2	2	3	2	2	2	2	3	3	2	2	2	2	1	2	2	34
309	2	2	2	2	1	2	2	2	2	3	2	2	2	3	3	1	33
310	2	2	2	2	2	2	3	3	2	2	2	1	2	3	2	3	35
311	2	3	2	3	3	3	3	2	3	2	3	3	3	3	2	3	43
312	2	2	2	2	2	2	3	2	3	3	2	2	2	2	2	2	35
313	3	3	3	3	3	3	4	3	3	4	3	4	4	4	3	3	53
314	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	47
315	3	3	3	2	3	3	3	3	3	2	3	3	2	3	3	3	45
316	3	2	3	3	2	2	3	3	3	3	2	3	2	2	3	3	42
317	2	3	3	3	3	3	2	2	3	3	3	2	3	3	3	2	43
318	3	3	2	2	3	3	3	2	3	2	3	3	3	3	2	3	43
319	3	3	2	3	3	2	3	4	3	3	2	3	4	3	2	3	46
320	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	2	30
321	3	3	3	3	3	3	2	2	2	2	2	2	2	2	2	3	39
322	2	2	2	2	3	2	2	2	3	2	3	2	2	2	3	2	36
323	2	2	2	2	2	2	2	1	1	2	2	2	2	3	2	1	30
324	3	3	3	3	3	3	3	3	3	3	2	3	3	3	3	3	47
325	1	2	2	2	2	2	1	1	2	2	2	2	3	2	2	2	30
326	2	2	2	3	2	3	1	2	2	1	2	2	2	2	2	1	31
327	2	3	3	2	3	3	3	2	3	2	2	2	3	2	2	3	40
328	2	2	2	2	2	2	2	2	2	2	2	2	2	3	2	2	33
329	3	3	3	3	2	2	2	2	3	3	3	3	2	2	2	2	40
330	2	2	2	3	2	4	3	3	3	3	3	3	3	2	3	2	43
331	2	2	3	2	2	3	2	2	2	2	2	2	3	2	2	2	35

Resp	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	X2.13	X2.14	X2.15	X2.16	Total_X2
332	2	3	3	2	2	2	1	3	2	2	1	2	2	1	2	3	33
333	2	2	2	3	2	3	3	3	3	3	3	2	2	2	2	3	40
334	2	2	2	2	2	3	2	3	2	2	2	1	2	2	1	2	32
335	3	3	3	3	2	3	2	3	3	3	4	3	3	3	2	3	46
336	1	1	2	2	2	1	2	3	2	1	1	1	1	1	1	2	24
337	2	1	1	2	2	2	2	1	2	1	1	1	1	2	2	2	25
338	2	2	3	3	2	2	2	2	2	2	3	3	3	3	2	2	38
339	2	3	2	2	2	3	3	2	2	3	3	2	2	3	2	3	39
340	2	2	2	2	2	2	3	3	2	2	2	2	3	2	2	3	36
341	2	2	1	2	1	1	2	2	2	2	1	2	2	2	1	2	27
342	2	2	2	2	1	2	3	2	2	2	3	1	2	1	3	2	32
343	1	3	2	3	3	3	2	2	2	2	3	2	2	2	2	3	37
344	1	2	2	2	2	2	2	2	1	2	1	2	2	2	2	2	29
345	2	2	2	2	2	2	1	2	2	2	2	2	2	2	1	2	30
346	3	2	2	2	3	2	3	3	2	2	3	2	2	3	3	3	40
347	1	2	1	2	3	1	1	1	1	1	1	1	2	2	1	1	22
348	2	2	2	2	1	2	2	2	2	2	2	2	2	1	1	1	28
349	2	2	2	1	2	2	2	1	2	2	2	1	2	2	2	2	29
350	2	3	3	3	2	3	3	3	3	3	2	3	3	3	3	3	45
351	3	3	3	4	3	3	3	3	3	3	2	3	3	3	3	2	47
352	2	3	3	3	3	4	3	3	3	4	3	3	4	3	3	3	50
353	2	2	3	2	2	3	2	2	2	2	2	3	2	2	2	2	35
354	1	1	1	2	2	2	2	1	2	1	2	2	1	1	1	2	24
355	2	1	1	2	1	2	2	2	2	2	2	2	1	1	2	2	27
356	1	2	2	1	2	1	2	2	1	1	1	1	1	2	2	1	23
357	3	3	3	3	3	3	2	3	3	2	2	2	3	2	3	2	42
358	2	2	3	2	2	3	2	2	2	2	3	2	2	2	1	2	34
359	2	3	3	2	2	3	2	3	2	3	3	3	3	2	2	2	40
360	1	1	1	2	1	1	1	1	1	1	1	1	1	2	1	1	18
361	1	2	2	2	2	1	2	2	2	2	3	1	2	2	2	2	30
362	4	3	4	3	3	3	3	4	4	3	4	4	3	3	3	4	55
363	2	3	2	2	2	2	1	2	3	2	2	2	2	2	2	2	33
364	2	2	2	3	2	2	2	3	2	3	2	2	2	2	3	3	37
365	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
366	2	2	2	3	2	2	3	3	2	3	3	3	3	3	3	3	42
367	2	3	2	2	3	2	2	3	2	2	2	1	2	3	2	2	35
368	2	2	2	2	2	2	2	3	2	2	3	2	3	3	2	2	36

Resp	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	X2.13	X2.14	X2.15	X2.16	Total_X2
369	2	2	3	2	3	2	3	2	2	3	2	2	2	2	3	2	37
370	2	3	3	2	3	3	3	2	2	3	2	3	3	2	3	3	42
371	2	2	2	2	1	1	2	2	2	1	2	2	2	3	2	2	30
372	4	3	3	3	2	3	3	3	3	3	3	3	2	3	2	3	46
373	2	3	3	4	4	3	3	3	3	3	3	3	3	3	4	2	49
374	3	2	2	4	4	3	3	3	3	3	2	2	3	3	3	2	45
375	3	3	3	3	3	3	3	2	4	3	3	3	3	3	4	3	49
376	2	2	3	2	2	1	2	2	2	2	2	2	2	2	2	2	32
377	3	3	3	3	3	3	3	3	2	3	3	3	3	3	4	3	48
378	3	3	3	3	3	3	4	3	3	3	3	2	3	3	3	3	48
379	4	4	3	3	3	3	4	4	3	3	4	4	4	4	4	4	58
380	2	1	2	1	1	1	2	2	2	2	2	1	2	2	2	2	27
381	2	2	2	2	1	2	2	1	2	2	1	2	1	1	2	2	27
382	2	2	2	1	2	2	2	2	2	2	2	2	2	2	1	1	29
383	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
384	1	2	2	2	2	1	2	2	1	1	2	2	2	2	2	3	29
385	1	2	1	2	2	2	2	2	2	2	2	2	2	2	2	3	31
Total	858	869	876	874	869	876	880	889	881	874	876	863	882	874	871	865	

Resp	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Total_Y
36	3	3	3	3	2	2	2	3	21
37	3	4	3	4	4	4	4	4	30
38	2	2	2	2	2	2	2	2	16
39	2	2	2	2	2	2	3	2	17
40	4	3	4	4	4	4	4	3	30
41	4	4	4	4	4	4	4	4	32
42	4	3	4	4	4	4	4	4	31
43	3	4	3	4	3	3	3	3	26
44	3	4	3	3	3	3	4	3	26
45	3	2	3	2	2	2	2	2	18
46	3	3	3	3	3	3	3	3	24
47	3	3	3	3	4	3	3	3	25
48	4	5	4	4	4	4	5	4	34
49	4	4	4	4	4	4	4	4	32
50	2	2	2	2	2	2	2	2	16
51	4	3	4	4	4	4	4	4	31
52	3	3	3	3	3	3	3	3	24
53	3	3	3	3	3	3	3	3	24
54	4	4	4	4	4	4	4	4	32
55	4	4	5	4	4	4	4	4	33
56	4	4	4	4	4	4	4	4	32
57	3	3	3	3	3	3	3	2	23
58	3	3	3	3	3	3	4	3	25
59	3	4	4	4	4	4	4	4	31
60	4	4	4	4	4	4	4	5	33
61	3	3	3	3	3	3	3	3	24
62	4	4	3	4	3	3	3	3	27
63	3	3	3	2	3	2	3	3	22
64	2	2	3	2	2	3	2	3	19
65	4	4	4	4	4	4	4	5	33
66	5	5	5	5	5	5	4	4	38
67	3	3	3	3	4	3	4	3	26
68	4	4	4	4	4	5	4	4	33
69	4	4	4	4	4	3	4	4	31
70	3	3	3	3	3	3	3	3	24
71	4	4	4	4	4	4	4	4	32
72	4	5	5	5	5	5	5	4	38

Resp	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Total_Y
147	2	2	3	2	3	2	3	2	19
148	2	2	2	3	2	3	3	2	19
149	4	4	4	4	4	4	4	4	32
150	4	3	4	4	4	4	4	4	31
151	4	4	4	4	3	3	4	4	30
152	4	4	4	4	4	4	4	4	32
153	3	3	3	3	3	3	3	3	24
154	4	4	4	4	4	3	4	3	30
155	4	4	3	4	3	4	3	4	29
156	3	3	3	3	3	3	3	3	24
157	5	5	5	5	5	5	5	5	40
158	4	4	4	4	4	4	4	4	32
159	3	3	2	3	2	3	3	2	21
160	4	4	4	4	4	4	4	4	32
161	3	3	3	3	3	3	3	3	24
162	4	4	4	4	4	4	4	4	32
163	5	5	4	4	4	4	4	4	34
164	3	3	3	3	3	3	3	3	24
165	4	4	4	4	4	4	4	4	32
166	4	3	4	4	4	4	4	4	31
167	4	4	4	4	4	5	4	4	33
168	5	5	5	5	5	5	5	5	40
169	4	3	4	3	3	3	3	3	26
170	3	3	3	3	3	3	3	3	24
171	3	3	3	3	3	3	3	3	24
172	3	3	3	3	2	3	3	3	23
173	3	3	4	3	4	3	3	4	27
174	4	4	4	3	4	4	4	3	30
175	4	4	4	4	4	4	4	4	32
176	4	4	4	4	4	4	4	4	32
177	3	4	4	4	3	3	4	4	29
178	5	5	5	5	4	5	5	5	39
179	3	3	3	3	3	3	3	3	24
180	5	5	5	5	5	5	5	5	40
181	4	4	4	4	4	4	4	4	32
182	3	3	3	3	3	3	3	3	24
183	3	3	3	2	3	3	3	3	23

Resp	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Total_Y
184	4	4	4	4	4	4	4	4	32
185	3	3	3	3	3	3	3	3	24
186	4	4	4	4	4	4	4	4	32
187	4	4	4	4	4	4	4	4	32
188	4	4	3	3	3	3	4	3	27
189	3	3	3	3	3	3	2	3	23
190	2	2	2	2	2	2	2	2	16
191	3	3	3	3	3	3	3	3	24
192	4	4	4	4	4	4	5	4	33
193	4	4	4	4	4	4	4	4	32
194	2	2	3	3	2	2	3	2	19
195	4	4	4	4	4	4	4	4	32
196	4	4	4	4	4	4	4	4	32
197	3	3	3	3	3	3	3	3	24
198	3	3	3	4	4	4	4	3	28
199	4	4	4	4	4	3	4	4	31
200	3	2	3	3	2	3	3	2	21
201	4	4	4	4	3	4	4	4	31
202	4	4	4	4	4	4	4	4	32
203	5	4	4	4	4	4	4	4	33
204	4	4	4	4	4	4	5	4	33
205	3	2	3	2	2	3	2	2	19
206	3	3	3	3	3	3	2	3	23
207	4	4	4	4	4	4	4	4	32
208	4	4	4	4	4	4	4	4	32
209	4	4	4	4	4	4	4	4	32
210	5	5	5	5	5	5	5	5	40
211	4	4	4	4	4	4	4	4	32
212	4	5	5	4	4	4	5	4	35
213	4	4	4	4	4	4	4	4	32
214	4	4	4	4	4	4	4	4	32
215	3	3	3	3	3	3	3	4	25
216	4	4	4	4	4	4	5	4	33
217	3	3	3	3	3	3	3	3	24
218	3	3	4	3	3	3	4	3	26
219	3	3	3	3	3	3	3	3	24
220	4	3	4	3	4	3	3	4	28

Resp	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Total_Y
221	5	5	5	5	5	5	5	5	40
222	2	2	2	2	2	2	2	2	16
223	4	4	4	4	4	4	4	4	32
224	2	2	2	2	2	2	2	2	16
225	3	3	3	3	3	3	3	3	24
226	4	4	4	4	4	4	4	4	32
227	4	3	4	4	3	4	3	4	29
228	3	3	3	3	3	3	2	2	22
229	2	3	3	3	3	3	3	3	23
230	4	4	4	4	4	4	4	4	32
231	3	3	3	3	3	3	3	3	24
232	4	4	4	3	4	4	3	4	30
233	3	3	4	4	4	4	4	3	29
234	3	3	3	3	3	3	3	3	24
235	5	5	5	5	5	5	5	5	40
236	4	4	5	4	4	4	4	4	33
237	2	2	2	2	2	1	2	2	15
238	4	4	3	4	3	4	4	4	30
239	3	3	3	3	3	3	3	3	24
240	4	4	4	4	4	4	4	4	32
241	3	3	3	3	3	3	2	2	22
242	3	4	3	3	4	3	4	3	27
243	4	4	4	4	4	4	4	4	32
244	4	4	4	4	5	5	4	4	34
245	3	3	3	2	3	3	2	2	21
246	3	3	3	3	3	3	3	4	25
247	3	3	3	3	3	3	3	3	24
248	3	3	3	3	3	3	3	3	24
249	5	5	5	5	5	5	5	5	40
250	4	4	4	4	4	4	4	3	31
251	2	2	3	2	2	2	3	2	18
252	4	4	4	4	4	4	4	4	32
253	5	5	5	5	5	5	5	5	40
254	4	4	4	4	5	4	4	4	33
255	2	2	2	2	2	2	2	2	16
256	3	3	3	3	3	3	3	3	24
257	5	4	5	5	5	5	5	5	39

[illegible]

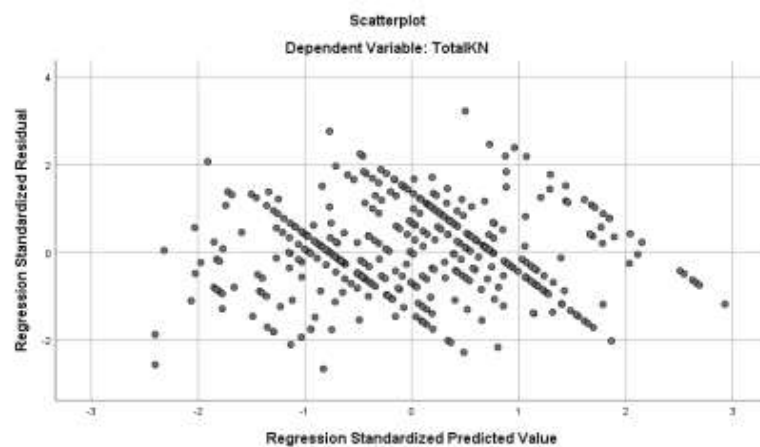
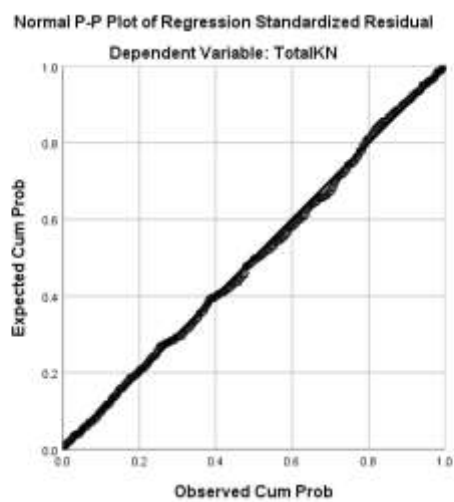
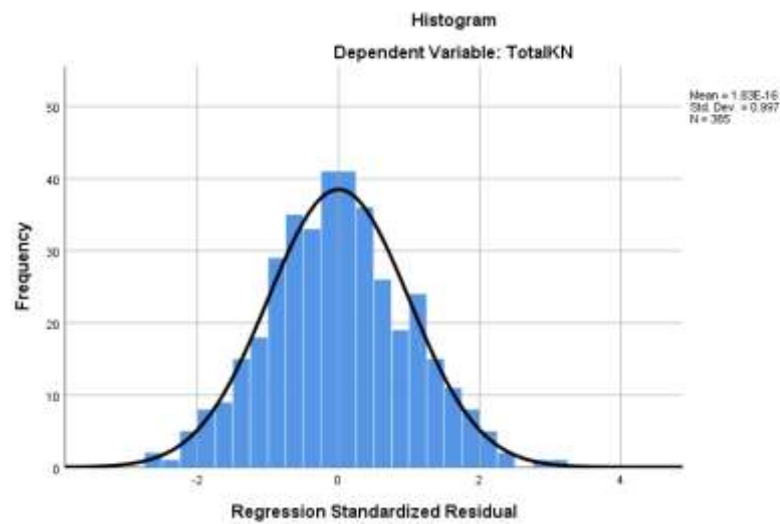
Resp	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Total_Y
295	4	4	4	4	4	3	4	4	31
296	3	3	3	3	3	3	3	3	24
297	4	4	4	5	4	4	4	5	34
298	4	3	4	4	3	4	4	4	30
299	4	4	4	4	4	4	4	4	32
300	5	4	4	4	4	4	4	4	33
301	3	3	3	3	3	3	3	3	24
302	3	3	4	3	3	3	3	3	25
303	4	4	4	4	4	4	4	4	32
304	4	4	4	4	4	4	4	4	32
305	4	3	3	3	3	4	4	3	27
306	4	3	3	4	4	4	4	4	30
307	4	4	5	4	4	5	4	5	35
308	3	3	3	3	3	3	3	3	24
309	4	4	4	4	4	4	4	4	32
310	3	3	4	3	3	4	3	4	27
311	4	3	4	4	3	3	4	3	28
312	5	4	4	4	4	4	4	5	34
313	4	4	4	4	4	4	4	4	32
314	4	4	4	4	4	4	4	5	33
315	4	5	4	5	4	4	4	4	34
316	4	3	4	4	3	4	3	3	28
317	4	4	4	4	4	4	4	4	32
318	3	3	4	3	3	3	3	3	25
319	4	4	4	4	4	4	4	3	31
320	3	3	3	3	3	3	3	3	24
321	4	4	3	3	4	3	4	4	29
322	3	4	4	4	4	4	4	4	31
323	3	3	3	3	3	3	3	3	24
324	5	5	5	5	5	5	5	5	40
325	3	3	3	3	3	3	2	3	23
326	2	2	2	3	3	3	3	3	21
327	4	4	4	5	4	4	4	5	34
328	4	4	4	4	4	4	5	4	33
329	4	4	4	4	4	4	4	4	32
330	4	4	4	4	4	4	4	4	32
331	3	4	4	4	4	3	3	4	29

Resp	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Total_Y
332	3	3	3	3	3	3	3	3	24
333	3	3	4	4	3	3	3	3	26
334	3	3	3	3	3	3	3	3	24
335	4	4	4	4	5	4	4	4	33
336	3	4	3	4	3	4	4	3	28
337	3	3	3	3	3	3	3	3	24
338	3	3	3	3	4	3	3	3	25
339	4	4	4	4	4	4	4	4	32
340	3	3	3	3	3	3	3	3	24
341	3	3	3	3	3	3	3	3	24
342	4	4	4	4	4	4	4	4	32
343	4	4	4	4	4	4	4	3	31
344	3	3	3	3	3	3	3	3	24
345	3	3	3	3	3	3	3	3	24
346	4	4	4	4	4	4	4	4	32
347	2	2	2	2	3	2	3	2	18
348	2	2	3	2	2	3	2	2	18
349	3	3	3	3	3	3	3	3	24
350	3	4	3	3	3	3	4	3	26
351	4	4	4	4	4	4	4	4	32
352	5	4	5	5	5	5	5	5	39
353	4	4	4	4	4	4	4	4	32
354	4	3	3	3	3	3	3	3	25
355	3	3	3	3	4	4	3	4	27
356	3	3	3	3	3	3	3	3	24
357	3	4	3	4	4	4	4	3	29
358	3	3	3	3	3	3	3	3	24
359	4	4	4	4	4	4	4	4	32
360	3	3	3	3	3	3	3	3	24
361	4	4	4	4	4	4	4	4	32
362	5	4	5	5	5	5	5	5	39
363	3	3	3	4	4	3	3	4	27
364	4	4	4	4	4	4	4	4	32
365	4	4	4	4	4	4	4	4	32
366	3	3	3	3	3	3	3	4	25
367	4	4	4	3	4	4	4	4	31
368	3	4	4	3	4	4	4	3	29

Resp	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Total_Y
369	3	4	4	4	4	4	4	4	31
370	3	3	3	3	3	3	3	3	24
371	4	4	3	3	3	3	3	4	27
372	4	4	4	4	4	4	4	4	32
373	5	5	5	5	5	5	5	4	39
374	4	4	4	4	4	4	4	4	32
375	5	5	5	5	5	5	5	5	40
376	3	3	3	3	3	3	3	3	24
377	4	5	4	4	4	4	4	4	33
378	4	4	3	4	4	4	4	4	31
379	5	5	5	5	5	5	5	5	40
380	3	3	3	3	3	3	3	3	24
381	3	3	3	3	3	3	3	3	24
382	3	3	3	3	3	3	3	3	24
383	2	2	2	2	2	1	2	1	14
384	3	3	3	3	3	3	3	3	24
385	3	3	3	3	3	3	3	3	24
Total	1348	1344	1365	1352	1346	1350	1356	1344	

LAMPIRAN 5

OTPUT Uji ASUMSI KLASIK



Lampiran 6
Output Uji, Regresi Berganda Uji t, Uji F

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.876 ^a	.768	.767	2.894

a. Predictors: (Constant), TotalKprod, TotalKP

b. Dependent Variable: TotalKN

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	10597.693	2	5298.847	632.612	.000 ^b
	Residual	3199.683	382	8.376		
	Total	13797.377	384			

a. Dependent Variable: TotalKN

b. Predictors: (Constant), TotalKprod, TotalKP

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	6.124	.637		9.614	.000		
	TotalKP	.443	.029	.496	15.395	.000	.585	1.710
	TotalKprod	.306	.021	.470	14.596	.000	.585	1.710

a. Dependent Variable: TotalKN

Output Uji Linieritas

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
TotalKN *	Between Groups	(Combined)	9454.722	33	286.507	23.157	.000
TotalKP		Linearity	8813.160	1	8813.160	712.334	.000
		Deviation from Linearity	641.562	32	20.049	1.620	.020
	Within Groups		4342.655	351	12.372		
	Total		13797.377	384			

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
TotalKN *	Between Groups	(Combined)	9467.384	43	220.172	17.339	.000
TotalKprod		Linearity	8612.411	1	8612.411	678.253	.000
		Deviation from Linearity	854.973	42	20.357	1.603	.013
	Within Groups		4329.993	341	12.698		
	Total		13797.377	384			

Correlations

		TotalKP	TotalKprod	TotalKN
TotalKP	Pearson Correlation	1	.644**	.799**
	Sig. (2-tailed)		.000	.000
	N	385	385	385
TotalKprod	Pearson Correlation	.644**	1	.790**
	Sig. (2-tailed)	.000		.000
	N	385	385	385
TotalKN	Pearson Correlation	.799**	.790**	1
	Sig. (2-tailed)	.000	.000	
	N	385	385	385

** . Correlation is significant at the 0.01 level (2-tailed).

Lampiran 7
Profile Responden

		Jenis Kelamin			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-Laki	228	59.2	59.2	59.2
	Perempuan	157	40.8	40.8	100.0
	Total	385	100.0	100.0	

		Usia			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17 - 20 Tahun	35	9.1	9.1	9.1
	21 - 24 Tahun	157	40.8	40.8	49.9
	25 - 28 Tahun	139	36.1	36.1	86.0
	> 28 Tahun	54	14.0	14.0	100.0
	Total	385	100.0	100.0	

		Status Nasabah			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0 - 2 Tahun	65	16.9	16.9	16.9
	2,1 - 4 Tahun	132	34.3	34.3	51.2
	4,1 -6 Tahun	151	39.2	39.2	90.4
	> 6,1 Tahun	37	9.6	9.6	100.0
	Total	385	100.0	100.0	

Penggunaan CS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 < per bulan	197	51.2	51.2	51.2
	6 - 10 per bulan	139	36.1	36.1	87.3
	> 10 per bulan	49	12.7	12.7	100.0
	Total	385	100.0	100.0	

Penggunaan MB

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20 < per bulan	150	39.0	39.0	39.0
	21 - 30 per bulan	135	35.1	35.1	74.0
	> 31 per bulan	100	26.0	26.0	100.0
	Total	385	100.0	100.0	

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMA	40	10.4	10.4	10.4
	D3	113	29.4	29.4	39.7
	S1	191	49.6	49.6	89.4
	S2/S3	41	10.6	10.6	100.0
	Total	385	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pelajar	40	10.4	10.4	10.4
	PNS	123	31.9	31.9	42.3
	Swasta	182	47.3	47.3	89.6
	Ibu Rumah Tangga	40	10.4	10.4	100.0
	Total	385	100.0	100.0	

Lampiran 8
OTPUT DESKRIPTIF
VARIABEL KUALITAS PELAYANAN (X1)

[illegible]

KP					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	34	8.8	8.8	8.8
	2	164	42.6	42.6	51.4
	3	155	40.3	40.3	91.7
	4	31	8.1	8.1	99.7
	5	1	.3	.3	100.0
	Total	385	100.0	100.0	

KP					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	38	9.9	9.9	9.9
	2	170	44.2	44.2	54.0
	3	145	37.7	37.7	91.7
	4	31	8.1	8.1	99.7
	5	1	.3	.3	100.0
	Total	385	100.0	100.0	

KP					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	36	9.4	9.4	9.4
	2	175	45.5	45.5	54.8
	3	141	36.6	36.6	91.4
	4	30	7.8	7.8	99.2
	5	3	.8	.8	100.0
	Total	385	100.0	100.0	

KP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	29	7.5	7.5	7.5
	2	180	46.8	46.8	54.3
	3	148	38.4	38.4	92.7
	4	27	7.0	7.0	99.7
	5	1	.3	.3	100.0
	Total	385	100.0	100.0	

KP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	35	9.1	9.1	9.1
	2	167	43.4	43.4	52.5
	3	151	39.2	39.2	91.7
	4	30	7.8	7.8	99.5
	5	2	.5	.5	100.0
	Total	385	100.0	100.0	

KP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	37	9.6	9.6	9.6
	2	171	44.4	44.4	54.0
	3	147	38.2	38.2	92.2
	4	27	7.0	7.0	99.2
	5	3	.8	.8	100.0
	Total	385	100.0	100.0	

KP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	32	8.3	8.3	8.3
	2	174	45.2	45.2	53.5
	3	157	40.8	40.8	94.3
	4	20	5.2	5.2	99.5
	5	2	.5	.5	100.0
	Total	385	100.0	100.0	

KP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	33	8.6	8.6	8.6
	2	187	48.6	48.6	57.1
	3	136	35.3	35.3	92.5
	4	27	7.0	7.0	99.5
	5	2	.5	.5	100.0
	Total	385	100.0	100.0	

KP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	45	11.7	11.7	11.7
	2	169	43.9	43.9	55.6
	3	143	37.1	37.1	92.7
	4	27	7.0	7.0	99.7
	5	1	.3	.3	100.0
	Total	385	100.0	100.0	

		KP			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	39	10.1	10.1	10.1
	2	164	42.6	42.6	52.7
	3	156	40.5	40.5	93.2
	4	25	6.5	6.5	99.7
	5	1	.3	.3	100.0
	Total	385	100.0	100.0	

		Kprod			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	1	48	12.5	12.5	12.5
	2	216	56.1	56.1	68.6
	3	106	27.5	27.5	96.1
	4	15	3.9	3.9	100.0
	Total	385	100.0	100.0	

		Kprod			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	1	56	14.5	14.5	14.5
	2	183	47.5	47.5	62.1
	3	138	35.8	35.8	97.9
	4	7	1.8	1.8	99.7
	5	1	.3	.3	100.0
	Total	385	100.0	100.0	

		Kprod			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	1	54	14.0	14.0	14.0
	2	186	48.3	48.3	62.3
	3	130	33.8	33.8	96.1
	4	15	3.9	3.9	100.0
	Total	385	100.0	100.0	

Kprod					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	42	10.9	10.9	10.9
	2	211	54.8	54.8	65.7
	3	118	30.6	30.6	96.4
	4	14	3.6	3.6	100.0
	Total	385	100.0	100.0	

Kprod					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	56	14.5	14.5	14.5
	2	193	50.1	50.1	64.7
	3	117	30.4	30.4	95.1
	4	19	4.9	4.9	100.0
	Total	385	100.0	100.0	

Kprod					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	46	11.9	11.9	11.9
	2	198	51.4	51.4	63.4
	3	130	33.8	33.8	97.1
	4	11	2.9	2.9	100.0
	Total	385	100.0	100.0	

		Kprod			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	1	47	12.2	12.2	12.2
	2	201	52.2	52.2	64.4
	3	118	30.6	30.6	95.1
	4	18	4.7	4.7	99.7
	5	1	.3	.3	100.0
	Total	385	100.0	100.0	

		Kprod			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	1	42	10.9	10.9	10.9
	2	203	52.7	52.7	63.6
	3	119	30.9	30.9	94.5
	4	21	5.5	5.5	100.0
	Total	385	100.0	100.0	

		Kprod			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	1	51	13.2	13.2	13.2
	2	189	49.1	49.1	62.3
	3	128	33.2	33.2	95.6
	4	17	4.4	4.4	100.0
	Total	385	100.0	100.0	

Kprod					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	47	12.2	12.2	12.2
	2	201	52.2	52.2	64.4
	3	124	32.2	32.2	96.6
	4	12	3.1	3.1	99.7
	5	1	.3	.3	100.0
	Total	385	100.0	100.0	

Kprod					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	50	13.0	13.0	13.0
	2	200	51.9	51.9	64.9
	3	114	29.6	29.6	94.5
	4	21	5.5	5.5	100.0
	Total	385	100.0	100.0	

Kprod					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	57	14.8	14.8	14.8
	2	193	50.1	50.1	64.9
	3	120	31.2	31.2	96.1
	4	15	3.9	3.9	100.0
	Total	385	100.0	100.0	

		Kprod			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	1	52	13.5	13.5	13.5
	2	192	49.9	49.9	63.4
	3	119	30.9	30.9	94.3
	4	21	5.5	5.5	99.7
	5	1	.3	.3	100.0
	Total	385	100.0	100.0	

		Kprod			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	1	51	13.2	13.2	13.2
	2	191	49.6	49.6	62.9
	3	131	34.0	34.0	96.9
	4	12	3.1	3.1	100.0
	Total	385	100.0	100.0	

		Kprod			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	1	54	14.0	14.0	14.0
	2	197	51.2	51.2	65.2
	3	114	29.6	29.6	94.8
	4	19	4.9	4.9	99.7
	5	1	.3	.3	100.0
	Total	385	100.0	100.0	

		Kprod			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	1	56	14.5	14.5	14.5
	2	192	49.9	49.9	64.4
	3	123	31.9	31.9	96.4
	4	14	3.6	3.6	100.0
	Total	385	100.0	100.0	

Variabel KEPUASAN NASABAH (Y)

		Statistics							
		KN	KN	KN	KN	KN	KN	KN	KN
N	Valid	385	385	385	385	385	385	385	385
	Missing	0	0	0	0	0	0	0	0
Mean		3.50	3.49	3.55	3.51	3.50	3.51	3.52	3.49
Std. Error of Mean		.040	.041	.041	.041	.040	.041	.042	.042
Median		4.00	3.00	4.00	4.00	4.00	4.00	4.00	4.00
Mode		4	3	4	4	4	3	4	4
Std. Deviation		.794	.801	.806	.797	.794	.807	.820	.829
Variance		.631	.641	.650	.636	.631	.652	.672	.688
Range		4	4	4	4	4	4	4	4
Minimum		1	1	1	1	1	1	1	1
Maximum		5	5	5	5	5	5	5	5
Sum		1348	1344	1365	1352	1346	1350	1356	1344
Percentiles	25	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
	50	4.00	3.00	4.00	4.00	4.00	4.00	4.00	4.00
	75	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00

		KN			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.5	.5	.5
	2	33	8.6	8.6	9.1
	3	154	40.0	40.0	49.1
	4	162	42.1	42.1	91.2
	5	34	8.8	8.8	100.0
	Total	385	100.0	100.0	

		KN			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	36	9.4	9.4	9.6
	3	157	40.8	40.8	50.4
	4	155	40.3	40.3	90.6
	5	36	9.4	9.4	100.0
	Total	385	100.0	100.0	

		KN			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.5	.5	.5
	2	32	8.3	8.3	8.8
	3	144	37.4	37.4	46.2
	4	168	43.6	43.6	89.9
	5	39	10.1	10.1	100.0
	Total	385	100.0	100.0	

		KN			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.5	.5	.5
	2	33	8.6	8.6	9.1
	3	151	39.2	39.2	48.3
	4	164	42.6	42.6	90.9
	5	35	9.1	9.1	100.0
	Total	385	100.0	100.0	

		KN			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	.5	.5	.5
	2	33	8.6	8.6	9.1
	3	156	40.5	40.5	49.6
	4	160	41.6	41.6	91.2
	5	34	8.8	8.8	100.0
	Total	385	100.0	100.0	

		KN			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	1.0	1.0	1.0
	2	28	7.3	7.3	8.3
	3	159	41.3	41.3	49.6
	4	157	40.8	40.8	90.4
	5	37	9.6	9.6	100.0
	Total	385	100.0	100.0	

		KN			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	.3	.3	.3
	2	38	9.9	9.9	10.1
	3	145	37.7	37.7	47.8
	4	161	41.8	41.8	89.6
	5	40	10.4	10.4	100.0
	Total	385	100.0	100.0	

		KN			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	.8	.8	.8
	2	37	9.6	9.6	10.4
	3	151	39.2	39.2	49.6
	4	156	40.5	40.5	90.1
	5	38	9.9	9.9	100.0
	Total	385	100.0	100.0	

LAMPIRAN 9
TABEL r

DF = n-2	0,1	0,05	0,02	0,01	0,001
	r 0,005	r 0,05	r 0,025	r 0,01	r 0,001
1	0,9877	0,9969	0,9995	0,9999	1,0000
2	0,9000	0,9500	0,9800	0,9900	0,9990
3	0,8054	0,8783	0,9343	0,9587	0,9911
4	0,7293	0,8114	0,8822	0,9172	0,9741
5	0,6694	0,7545	0,8329	0,8745	0,9509
6	0,6215	0,7067	0,7887	0,8343	0,9249
7	0,5822	0,6664	0,7498	0,7977	0,8983
8	0,5494	0,6319	0,7155	0,7646	0,8721
9	0,5214	0,6021	0,6851	0,7348	0,8470
10	0,4973	0,5760	0,6581	0,7079	0,8233
11	0,4762	0,5529	0,6339	0,6835	0,8010
12	0,4575	0,5324	0,6120	0,6614	0,7800
13	0,4409	0,5140	0,5923	0,6411	0,7604
14	0,4259	0,4973	0,5742	0,6226	0,7419
15	0,4124	0,4821	0,5577	0,6055	0,7247
16	0,4000	0,4683	0,5425	0,5897	0,7084
17	0,3887	0,4555	0,5285	0,5751	0,6932
18	0,3783	0,4438	0,5155	0,5614	0,6788
19	0,3687	0,4329	0,5034	0,5487	0,6652
20	0,3598	0,4227	0,4921	0,5368	0,6524
21	0,3515	0,4132	0,4815	0,5256	0,6402
22	0,3438	0,4044	0,4716	0,5151	0,6287
23	0,3365	0,3961	0,4622	0,5052	0,6178
24	0,3297	0,3882	0,4534	0,4958	0,6074
25	0,3233	0,3809	0,4451	0,4869	0,5974
26	0,3172	0,3739	0,4372	0,4785	0,5880
27	0,3115	0,3673	0,4297	0,4705	0,5790
28	0,3061	0,3610	0,4226	0,4629	0,5703
29	0,3009	0,3550	0,4158	0,4556	0,5620
30	0,2960	0,3494	0,4093	0,4487	0,5541
31	0,2913	0,3440	0,4032	0,4421	0,5465
32	0,2869	0,3388	0,3972	0,4357	0,5392
33	0,2826	0,3338	0,3916	0,4296	0,5322
34	0,2785	0,3291	0,3862	0,4238	0,5254
35	0,2746	0,3246	0,3810	0,4182	0,5189
36	0,2709	0,3202	0,3760	0,4128	0,5126
37	0,2673	0,3160	0,3712	0,4076	0,5066
38	0,2638	0,3120	0,3665	0,4026	0,5007
39	0,2605	0,3081	0,3621	0,3978	0,4950
40	0,2573	0,3044	0,3578	0,3932	0,4896

LAMPIRAN 10
TABEL t

d.f.	TINGKAT SIGNIFIKANSI						
dua sisi	20%	10%	5%	2%	1%	0,2%	0,1%
satu sisi	10%	5%	2,5%	1%	0,5%	0,1%	0,05%
374	1,284	1,649	1,966	2,336	2,589	3,112	3,317
375	1,284	1,649	1,966	2,336	2,589	3,112	3,317
376	1,284	1,649	1,966	2,336	2,589	3,112	3,317
377	1,284	1,649	1,966	2,336	2,589	3,112	3,317
378	1,284	1,649	1,966	2,336	2,589	3,112	3,316
379	1,284	1,649	1,966	2,336	2,589	3,112	3,316
380	1,284	1,649	1,966	2,336	2,589	3,112	3,316
381	1,284	1,649	1,966	2,336	2,589	3,112	3,316
382	1,284	1,649	1,966	2,336	2,589	3,112	3,316
383	1,284	1,649	1,966	2,336	2,589	3,112	3,316
384	1,284	1,649	1,966	2,336	2,589	3,112	3,316
385	1,284	1,649	1,966	2,336	2,589	3,112	3,316

LAMPIRAN 11
TABEL F

		DF			
DENUMERATOR		1	2	3	4
	350	3,8681646	3,0215204	2,6304196	2,3974561
	351	3,8680881	3,0214465	2,6303465	2,3973829
	352	3,8680121	3,0213730	2,6302738	2,3973102
	353	3,8679365	3,0213000	2,6302015	2,3972379
	354	3,8678613	3,0212274	2,6301297	2,3971659
	355	3,8677865	3,0211551	2,6300582	2,3970944
	356	3,8677122	3,0210833	2,6299872	2,3970234
	357	3,8676383	3,0210119	2,6299165	2,3969527
	358	3,8675648	3,0209409	2,6298463	2,3968824
	359	3,8674917	3,0208703	2,6297764	2,3968125
	360	3,8674190	3,0208001	2,6297069	2,3967429
	361	3,8673468	3,0207302	2,6296378	2,3966738
	362	3,8672749	3,0206608	2,6295691	2,3966051
	363	3,8672034	3,0205918	2,6295008	2,3965367
	364	3,8671324	3,0205231	2,6294329	2,3964687
	365	3,8670617	3,0204548	2,6293653	2,3964011
	366	3,8669914	3,0203869	2,6292981	2,3963339
	367	3,8669215	3,0203193	2,6292313	2,3962670
	368	3,8668519	3,0202522	2,6291648	2,3962005
	369	3,8667828	3,0201853	2,6290987	2,3961344
	370	3,8667140	3,0201189	2,6290329	2,3960686
	371	3,8666456	3,0200528	2,6289676	2,3960032
	372	3,8665776	3,0199871	2,6289025	2,3959381
	373	3,8665099	3,0199217	2,6288378	2,3958734
	374	3,8664426	3,0198567	2,6287735	2,3958090
	375	3,8663756	3,0197920	2,6287095	2,3957450
	376	3,8663091	3,0197277	2,6286459	2,3956813
	377	3,8662428	3,0196637	2,6285826	2,3956180
	378	3,8661770	3,0196000	2,6285196	2,3955549
	379	3,8661114	3,0195367	2,6284570	2,3954923
	380	3,8660462	3,0194738	2,6283946	2,3954299
	381	3,8659814	3,0194111	2,6283327	2,3953679
	382	3,8659169	3,0193488	2,6282710	2,3953062
	383	3,8658527	3,0192868	2,6282097	2,3952449
	384	3,8657889	3,0192252	2,6281487	2,3951838
	385	3,8657254	3,0191638	2,6280880	2,3951231