

## LAMPIRAN

### Lampiran 1. Kuesioner Responden

#### PENGARUH KUALITAS PRODUK DAN KUALITAS PELAYANAN TERHADAP LOYALITAS KONSUMEN DENGAN KEPUASAN KONSUMEN SEBAGAI VARIABEL INTERVENING

(Studi Kasus Pada Konsumen Naava Green Natural Skin Care Semarang)

Terima kasih atas partisipasinya dalam mengisi kuesioneini. Kuesioner bertujuan untuk pengumpulan data yang berhubungan dengan kualitas produk, kualitas pelayanan terhadap loyalitas konsumen melalui kepuasan konsumen pada Naava Green Natural Skin Care (Studi Kasus Pada Cabang Semarang). Penelitian ini dilakukan dalam rangka menyelesaikan skripsi Fakultas Ekonomi di Universitas Islam Sultan Agung Semarang. Saya menjamin kerahasiaan anda terkait dengan kuesioner. Saya sangat menghargai anda dalam mengisi kuesioner ini.

**BAGIAN I : DATA RESPONDEN**

Bagian I merupakan pernyataan yang berhubungan dengan identitas responden.

Mohon diisi sesuai dengan identitas :

Nama :

Umur :

Pekerjaan :

**BAGIAN II : CARA PENGISIAN**

1. Bacalah baik-baik setiap kalimat yang diberikan.
2. Berilah tanda cek (/) pada jawaban yang sesuai dengan pilihan anda
3. Jika terjadi salah pengisian, berilah tanda (X) pada jawaban yang salah

Adapun pilihan jawaban adalah :

SS : Sangat Setuju (5)

S : Setuju (4)

N : Netral (3)

TS : Tidak Setuju (2)

STS : Sangat Tidak Setuju (1)

NO.	Pertanyaan	STS	TS	N	S	SS
		(1)	(2)	(3)	(4)	(5)
<b>Kualitas Produk</b>						
1.	Saya merasa kinerja produk Naava Green Natural Skin Care sangat memberi efek yang cepat					
2.	Saya merasa produk Naava Green Natural Skin Care memiliki memiliki efek yang baik bagi wajah					
3.	Saya merasa bahwa produk Naava Green Natural Skin Care dapat memberikan kenyamanan secara maksimal pada saat dipakai					
4.	Saya merasa produk Naava Green Natural Skin Care sudah sesuai standart komposisi yang ada dan kualiatas yang diharapkan					

<b>Kualitas Pelayanan</b>						
5.	Naava Green Natural Skin Care Semarang adalah klinik kecantikan yang bersih dan rapih					
6.	Konsumen menunggu tidak terlalu lama untuk dilayani oleh karyawan Naava Green Natural Skin Care Semarang					
7.	Karyawan Naava Green Natural Skin Care Semarang sangat ramah kepada konsumen					
8.	Karyawan dan dokter memberikan informasi tentang produk dan pelayanan dengan jelas					
9.	Pelayanan yang diberikan kepada konsumen sesuai dengan waktu yang telah disepakati					
<b>Kepuasan Konsumen</b>						
10.	Produk dan pelayanan yang diberikan oleh Naava Green Natural Skin Care Semarang memuaskan					
11.	Produk yang diberikan sesuai dengan kebutuhan					
12.	Produk yang diberikan sesuai dengan daya beli dan selera konsumen					
<b>Loyalitas Konsumen</b>						
13.	Saya akan membeli produk Naava Green Natural Skin Care secara berulang dalam kurun waktu tertentu.					

14.	Saya akan mereferensikan tentang Naava Green Natural Skin Care secara keseluruhan.					
15.	Saya tetap menggunakan produk Naava Green Natural Skin Care meski banyak orang yang tidak cocok dengan produk klinik tersebut.					
16.	Saya akan mereferensikan produk kepada teman					
17.	Saya membeli produk lain di klinik Naava Green Natural Skin Care					

## Lampiran 2. Hasil-Hasil Analisis

### 1. Variabel Kualitas Produk

**Case Processing Summary**

	N	%
Cases	Valid	100
	Excluded <sup>a</sup>	0
	Total	100

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

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.939	.939	4

**Item Statistics**

	Mean	Std. Deviation	N
X1.1	3.98	.791	100
X1.2	3.93	.807	100
X1.3	3.89	.803	100
X1.4	3.86	.804	100

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X1.1	11.68	5.169	.805	.720	.936
X1.2	11.73	4.846	.899	.854	.907
X1.3	11.77	4.886	.891	.853	.909
X1.4	11.80	5.051	.828	.746	.929

## 2. Variabel Kualitas Pelayanan

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.682	.685	5

**Item Statistics**

	Mean	Std. Deviation	N
X2.1	4.55	.657	100
X2.2	4.33	.829	100
X2.3	4.34	.768	100
X2.4	3.71	1.018	100
X2.5	3.61	1.136	100

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X2.1	15.99	7.182	.359	.145	.664
X2.2	16.21	6.228	.474	.263	.616
X2.3	16.20	6.586	.431	.244	.636
X2.4	16.83	5.698	.441	.261	.631
X2.5	16.93	4.975	.515	.311	.597

### 3. Variabel Kepuasan Konsumen

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.777	.780	3

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.777	.780	3

**Item Statistics**

	Mean	Std. Deviation	N
Y1.1	4.34	.768	100
Y1.2	3.71	1.018	100
Y1.3	3.85	.880	100

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Y1.1	7.56	2.956	.543	.303	.774
Y1.2	8.19	2.075	.637	.430	.684
Y1.3	8.05	2.351	.686	.474	.616

#### 4. Loyalitas Konsumen

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.785	.782	5

**Item Statistics**

	Mean	Std. Deviation	N
Y2.1	4.11	.898	100
Y2.2	4.06	.874	100
Y2.3	3.80	1.101	100
Y2.4	4.11	.827	100
Y2.5	3.99	.810	100

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Y2.1	15.96	6.847	.729	.782	.687
Y2.2	16.01	6.980	.721	.786	.692
Y2.3	16.27	6.320	.640	.669	.719
Y2.4	15.96	8.867	.309	.643	.816
Y2.5	16.08	8.337	.445	.657	.779

## UJI ASUMSI KLASIK

### 1. Normalitas

**Variables Entered/Removed<sup>b</sup>**

Model	Variables Entered	Variables Removed	Method
1	Y1, X1, X2 <sup>a</sup>		. Enter

a. All requested variables entered.

b. Dependent Variable: Y2

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.731 <sup>a</sup>	.534	.520	2.306

a. Predictors: (Constant), Y1, X1, X2

b. Dependent Variable: Y2

**ANOVA<sup>b</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	585.837	3	195.279	36.710	.000 <sup>a</sup>
	Residual	510.673	96	5.320		
	Total	1096.510	99			

a. Predictors: (Constant), Y1, X1, X2

b. Dependent Variable: Y2

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	2.809	1.745		1.609	.111
X1	.333	.087	.295	3.809	.000
X2	.336	.119	.301	2.822	.006
Y1	.432	.161	.290	2.681	.009

a. Dependent Variable: Y2

**Residuals Statistics<sup>a</sup>**

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	13.43	24.35	20.07	2.433	100
Residual	-7.034	5.261	.000	2.271	100
Std. Predicted Value	-2.729	1.761	.000	1.000	100
Std. Residual	-3.050	2.281	.000	.985	100

a. Dependent Variable: Y2

## 2. Multikolinearitas

**Variables Entered/Removed<sup>b</sup>**

Model	Variables Entered	Variables Removed	Method
1	Y1, X1, X2 <sup>a</sup>		. Enter

a. All requested variables entered.

b. Dependent Variable: Y2

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.731 <sup>a</sup>	.534	.520	2.306

a. Predictors: (Constant), Y1, X1, X2

**ANOVA<sup>b</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	585.837	3	195.279	36.710	.000 <sup>a</sup>
	Residual	510.673	96	5.320		
	Total	1096.510	99			

a. Predictors: (Constant), Y1, X1, X2

b. Dependent Variable: Y2

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	2.809	1.745		1.609	.111	
	X1	.333	.087	.295	3.809	.000	.810
	X2	.336	.119	.301	2.822	.006	.426
	Y1	.432	.161	.290	2.681	.009	.415
							2.409

a. Dependent Variable: Y2

### 3. Heteroskedastisitas

**Descriptive Statistics**

	Mean	Std. Deviation	N
Y2	20.07	3.328	100
X2	20.54	2.979	100

**Correlations**

		Y2	X2
Pearson Correlation	Y2	1.000	.635
	X2	.635	1.000
Sig. (1-tailed)	Y2	.	.000
	X2	.000	.
N	Y2	100	100
	X2	100	100

**Variables Entered/Removed<sup>b</sup>**

Model	Variables Entered	Variables Removed	Method
1	X2 <sup>a</sup>	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y2

**ANOVA<sup>b</sup>**

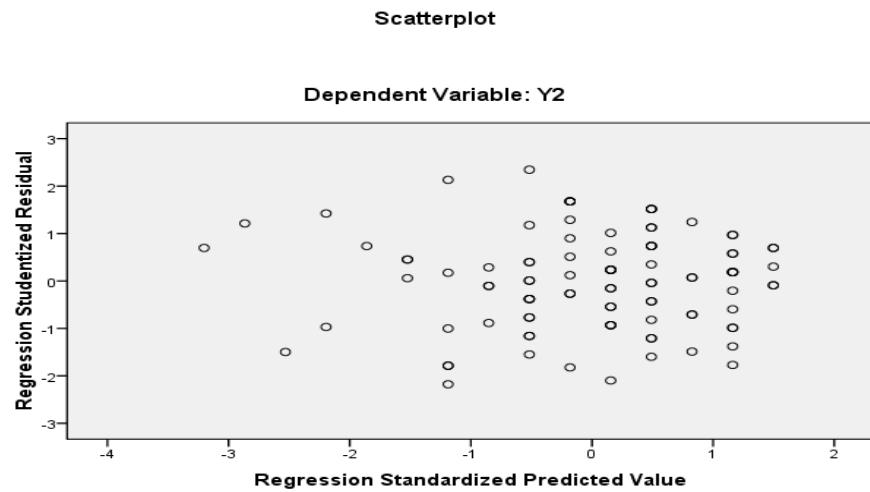
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	441.950	1	441.950	66.168	.000 <sup>a</sup>
	Residual	654.560	98	6.679		
	Total	1096.510	99			

a. Predictors: (Constant), X2

b. Dependent Variable: Y2

Model	Coefficients <sup>a</sup>				
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1	(Constant) 5.504	1.809		3.042	.003
	X2 .709	.087	.635	8.134	.000

a. Dependent Variable: Y2



**HASIL UJI REGRESI BERGANDA KUALITAS PRODUK (X1) DAN  
KUALITAS PELAYANAN (X2) TERHADAP KEPUASAN KONSUMEN (Y1)**

Model	Coefficients <sup>a</sup>					
	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1	(Constant)	-.535	1.098		-.487	.627
	X1	.112	.054	.147	2.071	.041
	X2	.520	.053	.695	9.767	.000

a. Dependent Variable: Y1

**HASIL UJI REGRESI BERGANDA KUALITAS PRODUK (X1), KUALITAS PELAYANAN (X2), KEPUASAN KONSUMEN (Y1) TERHADAP LOYALITAS KONSUMEN (Y2)**

Model	Coefficients <sup>a</sup>					
	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1	(Constant)	2.809	1.745		1.609	.111
	X1	.333	.087	.295	3.809	.000
	X2	.336	.119	.301	2.822	.006
	Y1	.432	.161	.290	2.681	.009

a. Dependent Variable: Y2

## KOEFISIEN DETERMINASI

1. Koefisien Determinasi variabel kualitas produk dan kualitas pelayanan terhadap loyalitas konsumen.

**Descriptive Statistics**

	Mean	Std. Deviation	N
Y2	20.07	3.328	100
X1	15.66	2.948	100
X2	20.54	2.979	100

**Correlations**

		Y2	X1	X2
Pearson Correlation	Y2	1.000	.535	.635
	X1	.535	1.000	.393
	X2	.635	.393	1.000
Sig. (1-tailed)	Y2	.	.000	.000
	X1	.000	.	.000
	X2	.000	.000	.
N	Y2	100	100	100
	X1	100	100	100
	X2	100	100	100

**Variables Entered/Removed<sup>b</sup>**

Model	Variables Entered	Variables Removed	Method
1	X2, X1 <sup>a</sup>	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y2

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.707 <sup>a</sup>	.499	.489	2.379

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y2

**ANOVA<sup>b</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	547.603	2	273.802	48.385	.000 <sup>a</sup>
	Residual	548.907	97	5.659		
	Total	1096.510	99			

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y2

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients			Standardized Coefficients	t	Sig.
	B	Std. Error	Beta			
1	(Constant)	2.578	1.798		1.434	.155
	X1	.381	.088	.338	4.321	.000
	X2	.561	.087	.502	6.432	.000

a. Dependent Variable: Y2

2. Koefisien Determinasi variabel kepuasan konsumen terhadap loyalitas konsumen

**Descriptive Statistics**

	Mean	Std. Deviation	N
Y2	20.07	3.328	100
Y1	11.90	2.232	100

**Correlations**

		Y2	Y1
Pearson Correlation	Y2	1.000	.640
	Y1	.640	1.000
Sig. (1-tailed)	Y2	.	.000
	Y1	.000	.
N	Y2	100	100
	Y1	100	100

**Variables Entered/Removed<sup>b</sup>**

Model	Variables Entered	Variables Removed	Method
1	Y1 <sup>a</sup>	.	Enter

a. All requested variables entered.

b. Dependent Variable: Y2

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.640 <sup>a</sup>	.410	.404	2.570

a. Predictors: (Constant), Y1

b. Dependent Variable: Y2

**ANOVA<sup>b</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	449.409	1	449.409	68.061	.000 <sup>a</sup>
	Residual	647.101	98	6.603		
	Total	1096.510	99			

a. Predictors: (Constant), Y1

**ANOVA<sup>b</sup>**

Model	Sum of Squares	df	Mean Square	F	Sig.
1      Regression	449.409	1	449.409	68.061	.000 <sup>a</sup>
Residual	647.101	98	6.603		
Total	1096.510	99			

b. Dependent Variable: Y2

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Beta	t	Sig.
	B	Std. Error			
1      (Constant)	8.708	1.401		6.216	.000
	.955	.116	.640	8.250	.000

a. Dependent Variable: Y2

5	5	5	5	5	20	4	4	5	5	3	21	5	5	5	5	5	5	5	5	4	4
4	4	4	4	4	16	5	5	4	4	4	22	4	4	5	5	5	5	5	4	4	4
5	5	4	4	4	18	5	5	5	5	5	24	5	4	4	4	5	5	5	4	4	5
4	4	5	5	5	18	5	5	5	4	4	23	5	4	4	4	4	4	4	4	4	4
5	5	4	4	4	18	5	5	5	5	5	24	5	5	5	5	5	5	5	4	4	4
4	3	3	4	4	14	5	5	5	4	5	24	5	4	5	15	4	4	5	4	4	5
5	4	4	4	5	18	5	4	5	5	3	21	5	4	5	14	3	3	5	5	5	19
5	5	5	5	5	20	5	5	5	5	5	25	5	5	4	12	4	4	5	5	4	22
4	3	3	3	3	13	5	4	4	4	4	22	4	5	5	14	5	5	5	5	5	25
3	3	3	4	3	13	5	4	4	4	5	21	4	3	3	10	5	4	4	3	3	18
4	5	5	5	5	19	5	5	4	4	5	23	4	3	3	10	5	4	3	5	4	21
4	4	4	3	3	14	5	5	4	4	5	23	4	4	4	12	4	4	3	5	4	21
4	4	4	4	4	14	5	5	4	4	5	23	4	4	4	12	4	4	5	5	4	22
4	4	4	3	3	15	5	3	4	4	4	20	4	4	4	12	5	5	5	5	5	22
4	4	3	3	3	13	5	3	4	4	4	20	4	4	4	12	5	5	5	5	4	24
4	4	4	4	5	17	5	4	4	4	4	21	4	4	4	12	4	4	4	5	5	22
4	4	4	3	3	14	5	5	4	4	5	24	4	5	5	14	4	4	4	5	5	21
5	5	5	5	5	20	5	5	4	4	5	24	4	5	5	14	5	5	5	5	4	20
5	5	5	5	5	16	5	5	4	4	5	22	4	4	4	11	5	5	5	5	5	25
5	5	5	5	5	20	5	3	5	4	5	22	5	4	4	13	4	4	4	5	4	23
4	4	4	4	4	16	5	5	4	4	5	22	5	4	4	13	4	4	3	3	3	17
5	5	4	4	4	18	5	5	4	4	5	20	5	5	5	15	5	5	4	4	5	24
5	5	4	4	4	18	5	5	4	4	5	19	4	3	3	10	5	4	4	3	3	19
4	3	3	4	3	14	5	5	4	4	5	24	4	4	4	13	4	4	4	4	4	17
5	4	4	4	4	14	5	5	4	4	5	22	4	4	4	12	4	4	4	4	4	20
5	4	4	4	4	18	5	4	5	4	4	22	5	4	4	13	5	5	5	5	5	25
3	3	3	4	3	13	5	4	5	4	5	22	5	4	4	13	4	4	4	4	4	18
4	3	3	3	3	13	5	5	4	5	5	25	5	5	5	15	5	5	4	3	3	21
4	4	4	4	4	18	5	5	4	4	5	20	5	4	4	13	5	5	4	4	5	24
5	5	4	4	4	18	5	5	4	4	5	19	4	3	3	10	5	4	4	3	3	19
4	4	4	4	4	16	5	5	4	4	5	24	5	4	4	13	4	4	4	4	4	23
4	4	4	4	4	16	5	5	4	4	5	21	5	3	3	12	4	4	4	3	3	23
4	4	4	4	4	15	5	4	5	4	4	22	5	4	4	12	4	4	4	3	3	18
3	3	3	3	3	12	5	3	4	3	3	18	3	3	3	11	5	4	4	3	3	23
3	3	3	3	3	12	5	3	4	3	3	17	3	3	3	9	5	4	4	3	3	18
4	4	4	4	4	16	5	5	4	4	5	24	5	4	5	14	5	5	4	4	4	20
4	4	4	3	3	14	5	4	5	3	4	21	5	3	3	11	5	4	4	3	3	18
4	4	4	3	3	14	5	4	5	3	4	21	5	3	3	12	4	4	4	3	3	18
4	4	4	3	3	15	5	5	4	4	5	22	5	4	4	12	4	4	4	3	3	18
3	3	3	3	3	12	5	4	5	3	3	19	5	3	3	11	5	4	4	3	3	20
3	3	3	3	3	12	4	4	5	3	1	19	5	3	4	12	3	3	2	5	3	18
4	4	4	4	4	16	5	4	5	3	3	17	3	3	3	12	4	4	4	1	5	3
4	4	4	4	4	16	5	5	4	4	5	21	5	3	3	12	4	4	4	4	4	24
3	3	3	3	3	12	4	4	5	3	3	20	5	3	3	15	5	4	4	4	4	23
3	3	3	3	3	12	5	4	5	3	3	19	5	3	3	12	4	4	4	3	3	19
4	4	4	4	4	16	5	5	4	4	5	19	3	3	3	15	5	4	4	3	3	18
3	3	3	3	3	15	4	4	4	4	5	21	4	4	4	12	3	3	4	4	4	18
3	3	3	3	3	12	4	4	5	3	2	16	3	2	3	8	3	3	2	5	3	18
3	3	3	3	3	12	4	3	4	3	1	12	3	1	2	6	4	4	4	1	5	3
4	4	4	4	4	16	5	4	5	3	4	20	4	4	4	12	5	5	5	5	4	24
3	3	3	3	3	12	5	4	5	3	3	19	3	3	3	15	5	4	4	3	3	19
3	3	3	3	3	12	5	3	4	3	2	15	3	2	2	7	4	3	3	5	5	19
4	4	4	4	4	15	4	4	4	4	5	18	5	3	4	12	3	3	3	5	3	18
4	4	4	4	4	16	5	4	4	3	2	21	4	4	4	12	4	4	4	4	4	18
3	3	3	3	3	14	4	4	4	3	1	20	5	4	4	14	5	5	4	4	4	19
3	3	3	3	3	12	5	4	5	3	1	20	5	4	5	15	5	5	4	4	5	24
4	4	4	4	4	16	5	5	4	4	5	15	5	5	5	15	5	5	5	5	4	23

3	3	12	5	4	3	1	4	17	3	1	2	6	2	3	1	3	3
5	4	4	17	5	5	4	4	22	5	4	13	5	5	5	5	5	25
4	4	4	16	5	5	3	1	5	19	3	7	3	3	4	4	4	17
3	3	12	5	5	5	5	4	24	5	5	14	4	5	3	3	3	18
5	5	5	20	5	5	4	5	24	5	4	14	5	5	5	5	5	18
5	5	5	20	5	5	5	4	24	5	5	15	5	5	5	5	5	23
3	3	12	5	4	3	2	3	17	3	3	9	4	4	4	4	5	24
4	4	4	16	5	5	3	3	19	3	3	9	4	3	3	3	3	18
4	4	4	16	4	5	4	4	21	4	4	12	4	4	4	4	4	18
3	3	12	4	5	5	4	4	21	5	4	14	4	5	4	4	4	21
3	3	12	4	4	5	5	4	20	5	4	14	5	5	4	3	3	20
5	4	4	17	4	5	5	1	19	5	1	10	4	4	2	5	5	15
5	5	5	20	4	5	4	4	21	4	4	12	4	3	2	5	5	19
4	4	4	16	4	5	4	4	22	4	4	12	5	5	5	4	4	23
5	5	5	19	3	5	3	3	19	5	3	12	4	4	4	4	4	23
5	4	4	18	3	3	5	3	19	5	3	12	4	4	4	4	4	22
3	3	12	3	2	3	2	1	11	3	2	7	3	3	3	3	3	25
3	3	12	3	5	4	4	3	19	4	4	12	3	4	4	4	4	15
3	3	12	4	3	2	2	16	4	4	10	4	4	3	2	5	5	18
4	4	4	16	4	3	3	3	17	3	3	9	5	5	5	4	4	18
3	3	12	4	3	4	1	1	13	4	1	8	1	2	2	3	3	11
4	4	4	16	4	3	3	1	14	3	3	9	2	2	1	4	4	13
5	5	5	20	4	5	5	4	22	5	4	14	5	5	5	5	5	25
5	5	5	20	4	5	4	4	21	4	4	12	3	4	4	4	4	15
5	5	5	20	4	5	4	4	20	4	4	10	4	4	3	3	3	18
3	3	14	5	4	3	3	3	25	5	5	15	5	5	5	5	5	24
3	3	12	5	4	5	3	3	18	3	3	9	3	3	2	4	4	23
5	5	5	20	4	5	4	4	21	5	3	12	3	3	3	3	3	11
5	5	5	20	4	5	4	4	22	5	4	14	5	5	5	5	5	25
5	5	5	20	4	5	4	4	21	4	4	12	3	3	3	3	3	15
5	5	5	20	4	5	4	4	20	4	4	10	4	4	3	4	4	21
5	5	5	20	4	5	4	4	20	5	5	12	5	5	5	5	5	21
3	3	14	5	4	3	3	3	25	5	5	15	5	5	5	5	5	24
3	3	12	5	4	5	3	3	18	3	3	9	3	3	2	4	4	23
5	5	5	19	4	5	4	4	22	5	4	14	5	5	5	5	5	25
4	4	4	16	5	5	4	3	21	5	4	12	3	3	3	3	3	16
4	4	4	16	5	5	4	3	21	5	4	11	4	4	3	1	5	17
4	4	4	16	5	5	4	3	22	5	4	13	4	4	4	4	4	16
5	5	5	20	5	5	5	5	25	5	4	14	5	5	5	5	5	25
5	5	5	20	5	5	5	5	24	5	4	15	5	5	5	4	4	21
3	3	13	5	4	5	5	4	22	5	4	13	4	4	4	4	4	23
3	2	11	5	4	5	5	4	23	4	5	14	4	4	4	4	4	25
5	4	19	5	4	5	4	5	23	4	4	12	5	5	5	4	4	20
3	3	12	5	5	5	2	4	21	5	2	11	4	4	5	5	5	25
4	4	16	5	5	5	4	5	21	5	4	10	5	5	5	3	3	21
5	5	5	20	5	5	5	4	24	5	5	12	2	2	1	4	4	13
5	4	15	4	3	4	5	5	19	4	3	11	3	3	3	4	4	22
3	3	12	5	5	3	3	3	19	3	3	9	4	3	3	3	3	15
4	4	15	4	4	5	3	3	20	5	3	11	3	3	3	3	3	16
4	4	15	4	4	5	3	3	20	5	3	11	3	3	3	3	3	19

