



LAMPIRAN

LAMPIRAN A1. KUESIONER TERBUKA

KUESIONER PENELITIAN

Assalamu'alaikum Wr. Wb.

Dengan ini, saya Whilda Avosma Aprilliani mahasiswa Program Studi Teknik Industri Universitas Islam Sultan Agung Semarang memohon kesediaan Saudara/i untuk mengisi kuesioner yang diberikan dengan judul “**Analisis Kualitas Pelayanan Terhadap Kepuasan Pelanggan Dengan Metode *Importance Performance Analysis Dan Potential Gain In Customer Value* (Studi Kasus Pada Klinik Kecantikan Indah *Beauty Care*)**”. Metode IPA bertujuan untuk mengukur tingkat kepuasan konsumen atas kinerja perusahaan dengan cara membandingkan tingkat harapan dengan kinerja yang telah dilakukan perusahaan. Sedangkan metode PGCV bertujuan untuk menentukan prioritas perbaikan yang harus dilakukan oleh pihak perusahaan.

Informasi yang Saudara/i berikan sangat membantu saya dalam menyelesaikan penyusunan Tugas Akhir serta dapat dijadikan masukan kepada pihak perusahaan dalam meningkatkan kualitas pelayanan. Atas ketersediaan dan partisipasi Saudara/i saya ucapkan banyak terima kasih.

Wassalamu'alaikum Wr. Wb.

Hormat Saya,

Whilda Avosma Aprilliani

A. Identitas Responden

Nama :

Usia :

Jenis Kelamin :

B. Petunjuk Pengisian

1. Responden dimohon untuk memberikan pernyataan sesuai dengan keinginan sendiri terhadap pelayanan yang diberikan oleh Indah *Beauty Care* berdasarkan dimensi kualitas pelayanan
2. Responden dimohon untuk mengisi pada lembar yang telah disediakan

C. Kuesioner Terbuka

1. Apakah Anda sudah merasa puas terhadap pelayanan yang diberikan oleh Klinik Kecantikan Indah *Beauty Care* kepada Anda ?

Jawab :

.....
.....

2. Jika belum merasa puas, keluhan apa saja yang Anda alami saat Klinik Kecantikan Indah *Beauty Care* memberikan pelayanan kepada Anda ?

Jawab :

.....
.....

3. Apakah Anda sudah merasa puas mengenai sikap karyawan dalam menyampaikan informasi kepada konsumen di Klinik Kecantikan Indah *Beauty Care* ?

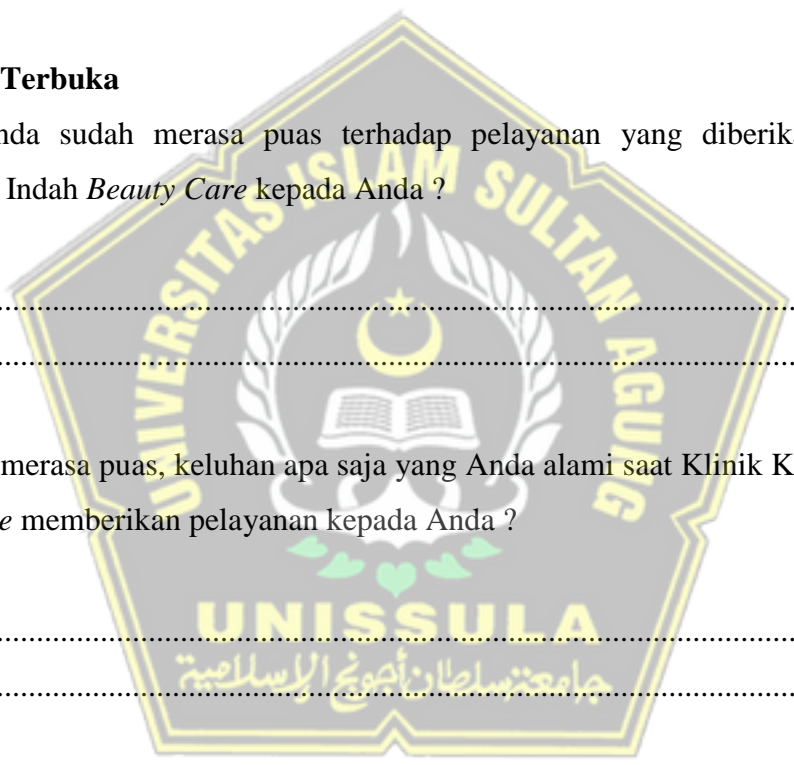
Jawab :

.....
.....

4. Apabila Anda belum merasa puas, keluhan apa saja yang Anda rasakan ketika menghadapi sikap karyawan pada saat menyampaikan informasi ?

Jawab :

.....



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.....

5. Apakah Anda sudah merasa puas dengan prosedur layanan yang ditawarkan di Klinik Kecantikan Indah *Beauty Care* ?

Jawab :

.....
.....

6. Apabila Anda belum merasa puas, keluhan apa saja yang Anda rasakan mengenai prosedur layanan yang ditawarkan di Klinik Kecantikan Indah *Beauty Care* ?

Jawab :

.....
.....

7. Saran apa yang Anda bisa berikan kepada Klinik Kecantikan Indah *Beauty Care* agar mampu meningkatkan kualitas pelayanan ? (Contoh dalam hal fasilitas, jaminan, sikap karyawan, kondisi ruangan, *feedback* dari dokter, informasi yang diberikan dan sebagainya)

Jawab :

.....
.....



~TERIMA KASIH~

HASIL KUESIONER TERBUKA

1. Ruang tunggu kurang nyaman, kurang rapi, dan kurang memadai
2. Fasilitas kurang lengkap termasuk AC, toilet, tempat shalat, cctv dan wifi
3. Tempat parkir kurang aman dan lahan parkir sempit
4. Ketersediaan tempat duduk kurang memadai
5. Jam buka atau tutupnya pelayanan tidak tepat waktu
6. Pelayanan lumayan lama
7. Penyampaian informasi kurang jelas
8. Ada beberapakaryawan yang kurang ramah
9. Karyawan kurang tanggap dalam memberikan pelayanan
10. Dokter kurang tanggap dalam menjelaskan cara pemakaian cream
11. Karyawan kurang cepat dalam mengatasi keluhan konsumen
12. Karyawan kurang tepat dalam mengatasi keluhan konsumen
13. Tidak disediakannya nomor antrian
14. Karyawan kurang serius dalam memberikan pelayanan pada konsumen

LAMPIRAN A2. KUESIONER TERTUTUP

KUESIONER PENELITIAN

Assalamu'alaikum Wr. Wb.

Dengan ini, saya Whilda Avosma Aprilliani mahasiswa Program Studi Teknik Industri Universitas Islam Sultan Agung Semarang memohon kesediaan Saudara/i untuk mengisi kuesioner yang diberikan dengan judul “**Analisis Kualitas Pelayanan Terhadap Kepuasan Pelanggan Dengan Metode *Importance Performance Analysis Dan Potential Gain In Customer Value* (Studi Kasus Pada Klinik Kecantikan Indah *Beauty Care*)**”. Metode IPA bertujuan untuk mengukur tingkat kepuasan konsumen atas kinerja perusahaan dengan cara membandingkan tingkat harapan dengan kinerja yang telah dilakukan perusahaan. Sedangkan metode PGCV bertujuan untuk menentukan prioritas perbaikan yang harus dilakukan oleh pihak perusahaan.

Informasi yang Saudara/i berikan sangat membantu saya dalam menyelesaikan penyusunan Tugas Akhir serta dapat dijadikan masukan kepada pihak perusahaan dalam meningkatkan kualitas pelayanan. Atas ketersediaan dan partisipasi Saudara/i saya ucapkan banyak terima kasih.

Wassalamu'alaikum Wr. Wb.

Hormat Saya,

Whilda Avosma Aprilliani

A. Identitas Responden

Nama :

Usia :

Jenis Kelamin :

B. Petunjuk Pengisian Kuesioner

Berilah respon terhadap pernyataan dalam tabel dengan memberikan tanda *checklist* (√) pada kolom yang sesuai dengan persepsi Anda mengenai dengan pernyataan tersebut.

1. Kepentingan yaitu menyatakan pendapat Anda mengenai penting tidaknya setiap pernyataan yang akan mempengaruhi kepuasan anda selama menggunakan jasa Klinik Kecantikan Indah *Beauty Care*.
2. Kenyataan yaitu menyatakan kepuasan anda sehubungan dengan atribut dibawah ini.
3. Anda dapat memberikan skala jawaban sebagai berikut :

| Tingkat Jawaban | | |
|-----------------|---------------------|------------------|
| Skala | Tingkat Kepentingan | Tingkat Kepuasan |
| 1 | Tidak Penting | Tidak Puas |
| 2 | Kurang Penting | Kurang Puas |
| 3 | Cukup Penting | Cukup Puas |
| 4 | Penting | Puas |
| 5 | Sangat Penting | Sangat Puas |

C. Contoh Pengisian Kuesioner

| Pernyataan | Tingkat Kepentingan | | | | | Tingkat Kepuasan | | | | |
|-------------------------------|--|---|---|---|---|------------------|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Tangible (Bukti Fisik) | | | | | | | | | | |
| 1 | Ruangan nyaman, rapi, bersih dan memadai | | | √ | | | | | √ | |
| 2 | Tempat parkir aman dan memadai | | | | √ | | √ | | | |

| | | | | | | | | | | | |
|---|--|--|--|--|--|--|--|--|--|--|--|
| | <i>Beauty Care</i> menganggap semua konsumen itu sama tanpa memandang status sosial. | | | | | | | | | | |
| 2 | Kesungguhan konsumen dalam memberikan pelayanan pada konsumen | | | | | | | | | | |
| 3 | Klinik Kecantikan Indah <i>Beauty Care</i> selalu menerapkan 3S yaitu senyum, sapa dan salam. | | | | | | | | | | |
| 4 | Klinik Kecantikan Indah <i>Beauty Care</i> berusaha memberikan informasi sejelas dan selengkap mungkin kepada konsumen melalui penggunaan media social | | | | | | | | | | |



~TERIMA KASIH~

جامعته سلطان أبجوج الإسلامية

LAMPIRAN A3. DATA MENTAH KUESIONER TERTUTUP

**DATA PENELITIAN
(TINGKAT KEPUASAN)**

| No. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | Total |
|-----|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|
| 1. | 3 | 2 | 2 | 2 | 5 | 3 | 3 | 3 | 2 | 1 | 4 | 3 | 3 | 5 | 4 | 4 | 2 | 5 | 5 | 3 | 3 | 4 | 2 | 3 | 4 | 4 | 3 | 87 |
| 2. | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 1 | 4 | 3 | 3 | 5 | 4 | 4 | 2 | 5 | 2 | 4 | 3 | 4 | 2 | 3 | 4 | 4 | 3 | 79 |
| 3. | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 4 | 3 | 3 | 5 | 4 | 4 | 3 | 2 | 2 | 3 | 2 | 4 | 1 | 3 | 4 | 4 | 3 | 72 |
| 4. | 2 | 2 | 2 | 2 | 5 | 2 | 2 | 2 | 1 | 5 | 4 | 3 | 3 | 5 | 4 | 4 | 2 | 2 | 5 | 3 | 3 | 4 | 1 | 3 | 4 | 4 | 3 | 82 |
| 5. | 2 | 2 | 2 | 4 | 5 | 2 | 2 | 4 | 1 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 2 | 4 | 5 | 3 | 3 | 4 | 1 | 3 | 4 | 4 | 3 | 89 |
| 6. | 2 | 2 | 5 | 4 | 4 | 2 | 2 | 2 | 3 | 5 | 1 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 1 | 3 | 3 | 4 | 4 | 88 |
| 7. | 2 | 1 | 1 | 1 | 4 | 2 | 4 | 2 | 3 | 4 | 1 | 4 | 4 | 5 | 3 | 4 | 1 | 1 | 4 | 3 | 4 | 3 | 2 | 4 | 3 | 4 | 4 | 78 |
| 8. | 2 | 2 | 2 | 2 | 1 | 1 | 4 | 4 | 3 | 4 | 4 | 1 | 4 | 4 | 3 | 4 | 3 | 3 | 1 | 4 | 4 | 3 | 2 | 4 | 3 | 1 | 4 | 77 |
| 9. | 1 | 2 | 2 | 2 | 1 | 2 | 1 | 5 | 3 | 3 | 1 | 2 | 4 | 4 | 1 | 4 | 3 | 3 | 1 | 4 | 1 | 3 | 2 | 1 | 3 | 3 | 4 | 66 |
| 10. | 1 | 2 | 2 | 2 | 4 | 4 | 2 | 5 | 3 | 3 | 1 | 4 | 2 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 2 | 1 | 3 | 4 | 3 | 79 |
| 11. | 1 | 4 | 5 | 4 | 4 | 2 | 4 | 2 | 3 | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 94 |
| 12. | 2 | 2 | 2 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 3 | 3 | 3 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 84 |
| 13. | 4 | 2 | 2 | 2 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 3 | 3 | 3 | 4 | 5 | 2 | 2 | 4 | 4 | 4 | 4 | 3 | 87 |
| 14. | 3 | 4 | 3 | 4 | 1 | 2 | 2 | 4 | 3 | 3 | 1 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 1 | 5 | 2 | 4 | 3 | 3 | 1 | 3 | 4 | 80 |
| 15. | 2 | 3 | 3 | 5 | 1 | 3 | 4 | 1 | 3 | 5 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 3 | 4 | 1 | 3 | 1 | 2 | 4 | 3 | 75 |
| 16. | 4 | 3 | 4 | 5 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 4 | 4 | 91 |
| 17. | 2 | 4 | 4 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 5 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 94 |
| 18. | 2 | 1 | 1 | 4 | 1 | 4 | 4 | 3 | 4 | 3 | 2 | 4 | 3 | 3 | 5 | 5 | 1 | 4 | 1 | 4 | 4 | 3 | 4 | 3 | 2 | 4 | 3 | 82 |
| 19. | 2 | 3 | 3 | 4 | 3 | 1 | 1 | 5 | 3 | 4 | 2 | 3 | 3 | 4 | 5 | 5 | 3 | 4 | 3 | 5 | 1 | 1 | 3 | 4 | 2 | 3 | 3 | 83 |
| 20. | 2 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 90 |
| 21. | 1 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 1 | 1 | 3 | 5 | 4 | 3 | 5 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 1 | 1 | 3 | 5 | 83 |
| 22. | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 5 | 3 | 5 | 92 |
| 23. | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 5 | 3 | 3 | 3 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 3 | 5 | 94 |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|----|
| 24. | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 3 | 5 | 95 |
| 25. | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 3 | 5 | 89 |
| 26. | 4 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 3 | 3 | 83 |
| 27. | 3 | 4 | 2 | 2 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 5 | 3 | 4 | 4 | 2 | 2 | 4 | 2 | 2 | 4 | 3 | 3 | 5 | 2 | 3 | 81 |
| 28. | 4 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 2 | 3 | 4 | 3 | 3 | 5 | 2 | 4 | 83 |
| 29. | 4 | 2 | 2 | 2 | 4 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 3 | 2 | 3 | 2 | 2 | 5 | 2 | 4 | 77 |
| 30. | 3 | 2 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 82 |
| 31. | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 84 |
| 32. | 4 | 1 | 1 | 1 | 4 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 1 | 1 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 70 |
| 33. | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 3 | 2 | 2 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 3 | 3 | 3 | 3 | 1 | 4 | 68 |
| 34. | 4 | 4 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 3 | 2 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 76 |
| 35. | 2 | 2 | 2 | 2 | 4 | 2 | 2 | 3 | 1 | 1 | 1 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 1 | 1 | 1 | 3 | 4 | 64 |
| 36. | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 71 |
| 37. | 2 | 4 | 2 | 2 | 4 | 2 | 2 | 4 | 2 | 2 | 2 | 4 | 2 | 2 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 77 |
| 38. | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 2 | 2 | 2 | 4 | 2 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 74 |
| 39. | 4 | 4 | 2 | 2 | 4 | 2 | 2 | 4 | 2 | 2 | 2 | 4 | 2 | 2 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 80 |
| 40. | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 76 |
| 41. | 4 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 2 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 75 |
| 42. | 4 | 4 | 2 | 2 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 83 |
| 43. | 5 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 71 |
| 44. | 5 | 1 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 2 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 4 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 75 |
| 45. | 4 | 1 | 3 | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 2 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 4 | 78 |
| 46. | 3 | 1 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 71 | |
| 47. | 3 | 1 | 3 | 3 | 4 | 2 | 3 | 2 | 2 | 2 | 3 | 2 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 2 | 2 | 2 | 3 | 2 | 4 | 77 |
| 48. | 4 | 3 | 3 | 3 | 4 | 2 | 3 | 4 | 2 | 2 | 4 | 4 | 1 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 2 | 2 | 4 | 4 | 1 | 84 |
| 49. | 3 | 3 | 3 | 4 | 1 | 1 | 3 | 4 | 4 | 2 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 2 | 3 | 5 | 3 | 82 |
| 50. | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 1 | 1 | 1 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 1 | 4 | 5 | 3 | 91 |
| 51. | 5 | 4 | 3 | 4 | 4 | 1 | 1 | 3 | 3 | 3 | 1 | 2 | 1 | 3 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 3 | 3 | 4 | 5 | 4 | 89 |

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|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|----|
| 52. | 5 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 4 | 1 | 1 | 4 | 1 | 3 | 5 | 2 | 2 | 2 | 3 | 3 | 4 | 5 | 4 | 1 | 4 | 5 | 4 | 73 |
| 53. | 5 | 4 | 2 | 2 | 1 | 1 | 3 | 1 | 1 | 4 | 4 | 1 | 1 | 3 | 5 | 4 | 2 | 2 | 3 | 3 | 3 | 5 | 5 | 4 | 4 | 5 | 4 | 82 |
| 54. | 5 | 2 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 1 | 4 | 5 | 2 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 95 |
| 55. | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 1 | 5 | 2 | 1 | 2 | 4 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 5 | 2 | 4 | 1 | 2 | 4 | 70 |
| 56. | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 5 | 2 | 1 | 2 | 4 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 5 | 2 | 4 | 1 | 2 | 4 | 71 |
| 57. | 3 | 5 | 2 | 2 | 1 | 3 | 3 | 2 | 5 | 2 | 1 | 5 | 4 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 5 | 2 | 4 | 1 | 3 | 4 | 78 |
| 58. | 3 | 5 | 2 | 4 | 1 | 3 | 3 | 4 | 5 | 2 | 4 | 5 | 3 | 3 | 3 | 2 | 2 | 4 | 3 | 3 | 3 | 4 | 2 | 4 | 4 | 3 | 5 | 89 |
| 59. | 3 | 2 | 4 | 4 | 4 | 3 | 3 | 2 | 1 | 2 | 1 | 5 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 3 | 3 | 2 | 2 | 4 | 1 | 3 | 5 | 80 |
| 60. | 3 | 1 | 1 | 1 | 4 | 3 | 4 | 2 | 1 | 4 | 1 | 5 | 3 | 3 | 3 | 1 | 1 | 1 | 4 | 3 | 4 | 2 | 2 | 4 | 1 | 4 | 5 | 71 |
| 61. | 3 | 3 | 3 | 3 | 1 | 1 | 4 | 4 | 1 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 1 | 4 | 4 | 3 | 4 | 4 | 1 | 4 | 86 |
| 62. | 1 | 3 | 3 | 3 | 1 | 3 | 1 | 1 | 4 | 1 | 1 | 5 | 4 | 4 | 1 | 3 | 3 | 3 | 5 | 3 | 1 | 3 | 3 | 4 | 4 | 3 | 4 | 75 |
| 63. | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 1 | 4 | 1 | 1 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 85 |
| 64. | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 99 |
| 65. | 3 | 3 | 3 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 93 |
| 66. | 4 | 3 | 3 | 3 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 90 |
| 67. | 3 | 4 | 3 | 4 | 1 | 2 | 2 | 4 | 3 | 3 | 1 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 5 | 2 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 87 |
| 68. | 2 | 3 | 3 | 3 | 1 | 3 | 4 | 1 | 3 | 1 | 2 | 4 | 3 | 3 | 2 | 3 | 3 | 4 | 5 | 3 | 4 | 3 | 3 | 1 | 4 | 4 | 3 | 78 |
| 69. | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 93 |
| 70. | 2 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 92 |
| 71. | 2 | 1 | 1 | 4 | 1 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 2 | 1 | 1 | 4 | 1 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 79 |
| 72. | 2 | 3 | 3 | 4 | 3 | 1 | 1 | 1 | 3 | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 3 | 4 | 3 | 1 | 3 | 1 | 3 | 4 | 4 | 3 | 3 | 76 |
| 73. | 2 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 3 | 87 |
| 74. | 1 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 1 | 3 | 3 | 4 | 4 | 1 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 1 | 5 | 3 | 4 | 83 |
| 75. | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 4 | 89 |
| 76. | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 4 | 89 | |
| 77. | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 3 | 4 | 92 |
| 78. | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 4 | 3 | 4 | 5 | 3 | 4 | 90 | |
| 79. | 4 | 2 | 2 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 3 | 3 | 3 | 4 | 2 | 2 | 5 | 3 | 3 | 5 | 4 | 3 | 4 | 5 | 3 | 3 | 89 |

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|------|------|------|------|------|------|------|------|------|------|-----|------|------|------|------|------|------|-----|------|------|------|------|------|------|------|------|------|------|-----|
| 80. | 3 | 4 | 2 | 2 | 4 | 2 | 2 | 4 | 3 | 3 | 5 | 4 | 3 | 3 | 3 | 4 | 2 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 5 | 2 | 4 | 93 |
| 81. | 4 | 2 | 3 | 2 | 3 | 2 | 3 | 5 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 3 | 4 | 5 | 4 | 3 | 4 | 4 | 2 | 4 | 95 |
| 82. | 4 | 2 | 2 | 2 | 4 | 3 | 2 | 5 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 3 | 2 | 5 | 4 | 3 | 5 | 4 | 2 | 4 | 4 | 2 | 4 | 88 |
| 83. | 3 | 5 | 2 | 3 | 4 | 3 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 5 | 4 | 3 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 97 |
| 84. | 4 | 5 | 3 | 3 | 3 | 3 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 5 | 3 | 3 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 99 |
| 85. | 4 | 2 | 1 | 1 | 4 | 3 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 3 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 98 |
| 86. | 3 | 3 | 3 | 3 | 3 | 1 | 5 | 5 | 4 | 3 | 3 | 1 | 4 | 4 | 3 | 5 | 3 | 3 | 3 | 4 | 5 | 4 | 3 | 3 | 4 | 5 | 5 | 95 |
| 87. | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 5 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 5 | 99 |
| 88. | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 4 | 1 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 1 | 3 | 5 | 87 |
| 89. | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 5 | 4 | 4 | 3 | 3 | 5 | 93 |
| 90. | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 5 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 3 | 3 | 5 | 98 |
| 91. | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 5 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 5 | 4 | 4 | 3 | 3 | 5 | 95 |
| 92. | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 5 | 3 | 3 | 4 | 3 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 5 | 4 | 5 | 3 | 3 | 4 | 100 |
| 93. | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 3 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 3 | 4 | 99 |
| 94. | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 3 | 4 | 3 | 5 | 4 | 4 | 3 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 3 | 3 | 4 | 101 |
| 95. | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 5 | 3 | 3 | 4 | 5 | 5 | 5 | 4 | 3 | 3 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 4 | 105 |
| 96. | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 5 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 3 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 5 | 107 |
| 97. | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 2 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 2 | 5 | 3 | 4 | 5 | 111 |
| 98. | 4 | 3 | 3 | 2 | 3 | 2 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 2 | 5 | 3 | 4 | 3 | 111 |
| 99. | 3 | 3 | 3 | 2 | 5 | 2 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 5 | 5 | 115 |
| 100. | 5 | 4 | 3 | 2 | 5 | 2 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 2 | 5 | 3 | 2 | 5 | 113 |
| Jml | 316 | 290 | 266 | 279 | 297 | 253 | 294 | 321 | 313 | 272 | 279 | 337 | 335 | 372 | 353 | 355 | 293 | 327 | 344 | 341 | 331 | 358 | 291 | 326 | 343 | 329 | 377 | |
| Mean | 3,16 | 2,90 | 2,66 | 2,79 | 2,97 | 2,53 | 2,94 | 3,21 | 3,13 | 2,7 | 2,79 | 3,37 | 3,35 | 3,72 | 3,53 | 3,55 | 2,9 | 3,27 | 3,44 | 3,41 | 3,31 | 3,58 | 2,91 | 3,26 | 3,43 | 3,29 | 3,77 | |

DATA PENELITIAN
(TINGKAT KEPENTINGAN)

| No. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | Total | |
|-----|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|-----|
| 1. | 3 | 4 | 4 | 3 | 3 | 5 | 2 | 3 | 3 | 5 | 2 | 5 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 95 | |
| 2. | 4 | 4 | 4 | 4 | 3 | 3 | 1 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 92 | |
| 3. | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 2 | 3 | 3 | 93 | |
| 4. | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 5 | 4 | 4 | 4 | 2 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 96 | |
| 5. | 3 | 5 | 3 | 4 | 1 | 4 | 3 | 3 | 3 | 3 | 1 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 3 | 4 | 91 | |
| 6. | 4 | 5 | 1 | 1 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 99 | |
| 7. | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 1 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 91 | |
| 8. | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 82 | |
| 9. | 3 | 5 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 97 | |
| 10. | 3 | 5 | 2 | 5 | 3 | 5 | 3 | 5 | 3 | 5 | 4 | 2 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 101 | |
| 11. | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 5 | 3 | 4 | 2 | 4 | 4 | 2 | 3 | 3 | 3 | 2 | 89 | |
| 12. | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 5 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 1 | 4 | 2 | 5 | 4 | 3 | 3 | 3 | 93 | |
| 13. | 3 | 3 | 2 | 3 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 1 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 94 | |
| 14. | 3 | 5 | 4 | 2 | 1 | 4 | 1 | 1 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 91 | |
| 15. | 3 | 3 | 4 | 1 | 1 | 3 | 2 | 1 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 89 | |
| 16. | 4 | 4 | 5 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 5 | 4 | 4 | 97 | |
| 17. | 3 | 4 | 5 | 3 | 1 | 3 | 3 | 1 | 1 | 1 | 3 | 3 | 4 | 4 | 4 | 3 | 2 | 1 | 1 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 72 | |
| 18. | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 121 | |
| 19. | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 122 | |
| 20. | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 122 |
| 21. | 3 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 126 | |
| 22. | 3 | 4 | 4 | 3 | 3 | 4 | 2 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 5 | 4 | 3 | 4 | 3 | 4 | 3 | 97 | |
| 23. | 3 | 4 | 4 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 5 | 4 | 3 | 4 | 3 | 4 | 2 | 95 | |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|-----|
| 24. | 3 | 4 | 5 | 3 | 3 | 3 | 2 | 5 | 3 | 3 | 4 | 4 | 4 | 5 | 3 | 4 | 5 | 2 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 96 |
| 25. | 4 | 3 | 4 | 4 | 5 | 3 | 3 | 5 | 4 | 3 | 2 | 3 | 4 | 5 | 3 | 4 | 4 | 2 | 3 | 5 | 4 | 5 | 3 | 5 | 4 | 3 | 3 | 100 |
| 26. | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 3 | 1 | 3 | 5 | 5 | 3 | 4 | 4 | 2 | 4 | 5 | 3 | 5 | 4 | 4 | 4 | 3 | 4 | 101 |
| 27. | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 2 | 5 | 1 | 3 | 5 | 3 | 3 | 4 | 4 | 2 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 3 | 4 | 104 |
| 28. | 4 | 5 | 5 | 3 | 3 | 5 | 3 | 4 | 2 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 2 | 4 | 3 | 5 | 3 | 5 | 5 | 4 | 4 | 4 | 104 |
| 29. | 4 | 5 | 5 | 3 | 2 | 5 | 3 | 4 | 3 | 4 | 5 | 5 | 3 | 5 | 4 | 3 | 3 | 3 | 5 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 5 | 107 |
| 30. | 4 | 3 | 5 | 4 | 2 | 5 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 5 | 3 | 5 | 4 | 5 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 5 | 106 |
| 31. | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 125 |
| 32. | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 2 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 125 |
| 33. | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 126 |
| 34. | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 121 |
| 35. | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 122 |
| 36. | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 124 |
| 37. | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 124 |
| 38. | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 127 |
| 39. | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 127 |
| 40. | 4 | 5 | 4 | 5 | 4 | 5 | 1 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 122 |
| 41. | 4 | 5 | 4 | 5 | 5 | 4 | 1 | 4 | 2 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 118 |
| 42. | 2 | 5 | 5 | 5 | 4 | 5 | 3 | 5 | 2 | 5 | 2 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 113 |
| 43. | 2 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 2 | 5 | 2 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 114 |
| 44. | 2 | 5 | 5 | 5 | 1 | 4 | 3 | 5 | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 114 |
| 45. | 2 | 5 | 5 | 4 | 1 | 4 | 3 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 114 |
| 46. | 2 | 4 | 4 | 5 | 1 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 116 |
| 47. | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 124 |
| 48. | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 123 |
| 49. | 4 | 5 | 4 | 4 | 5 | 4 | 2 | 5 | 5 | 5 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 115 |
| 50. | 5 | 4 | 4 | 4 | 5 | 4 | 2 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 111 |
| 51. | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 119 |

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|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|-----|
| 52. | 3 | 5 | 4 | 5 | 4 | 5 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 121 |
| 53. | 4 | 5 | 4 | 4 | 5 | 5 | 3 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 120 |
| 54. | 2 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 124 |
| 55. | 2 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 121 |
| 56. | 2 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 124 |
| 57. | 2 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 125 |
| 58. | 2 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 124 |
| 59. | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 130 |
| 60. | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 119 |
| 61. | 3 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 3 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 114 |
| 62. | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 3 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 121 |
| 63. | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 120 |
| 64. | 3 | 5 | 4 | 5 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 121 |
| 65. | 3 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 117 |
| 66. | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 121 |
| 67. | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 3 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 122 |
| 68. | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 1 | 4 | 5 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 118 |
| 69. | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 1 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 121 |
| 70. | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 1 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 124 |
| 71. | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 124 |
| 72. | 1 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 113 |
| 73. | 1 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 4 | 5 | 3 | 3 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 115 |
| 74. | 1 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 114 |
| 75. | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 119 |
| 76. | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 5 | 5 | 3 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 116 |
| 77. | 5 | 5 | 5 | 5 | 4 | 5 | 2 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 124 |
| 78. | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 126 |
| 79. | 5 | 4 | 5 | 5 | 3 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 125 |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|------|------|------|------|------|------|------|------|------|------|-----|------|------|------|------|------|------|-----|------|------|------|------|------|------|------|------|------|------|-----|-----|
| 80. | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 128 | |
| 81. | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 128 | |
| 82. | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 124 | |
| 83. | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 122 |
| 84. | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 115 |
| 85. | 5 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 127 |
| 86. | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 2 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 116 |
| 87. | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 2 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 123 |
| 88. | 3 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 2 | 5 | 4 | 5 | 2 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 120 |
| 89. | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 3 | 5 | 4 | 4 | 2 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 121 |
| 90. | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 1 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 3 | 4 | 5 | 4 | 114 | |
| 91. | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 5 | 2 | 4 | 5 | 3 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 117 | |
| 92. | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 1 | 5 | 3 | 107 | |
| 93. | 4 | 4 | 5 | 4 | 4 | 5 | 3 | 4 | 1 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 1 | 1 | 5 | 3 | 109 | |
| 94. | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 5 | 1 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 3 | 4 | 5 | 3 | 115 | |
| 95. | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 5 | 3 | 5 | 4 | 5 | 5 | 3 | 4 | 5 | 5 | 119 | |
| 96. | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 2 | 5 | 3 | 4 | 5 | 1 | 118 | |
| 97. | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 3 | 5 | 4 | 1 | 119 | |
| 98. | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 1 | 5 | 3 | 4 | 3 | 2 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 115 | |
| 99. | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 3 | 5 | 3 | 1 | 4 | 4 | 4 | 5 | 5 | 5 | 2 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 115 | |
| 100. | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 2 | 5 | 4 | 5 | 4 | 3 | 5 | 1 | 5 | 3 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 116 | |
| Jml | 369 | 434 | 431 | 414 | 399 | 441 | 383 | 427 | 367 | 430 | 395 | 426 | 415 | 432 | 412 | 429 | 440 | 423 | 433 | 417 | 436 | 439 | 442 | 435 | 422 | 444 | 423 | | |
| Mean | 3,69 | 4,34 | 4,31 | 4,14 | 3,99 | 4,41 | 3,83 | 4,27 | 3,67 | 4,3 | 3,95 | 4,26 | 4,15 | 4,32 | 4,12 | 4,29 | 4,4 | 4,23 | 4,33 | 4,17 | 4,36 | 4,39 | 4,42 | 4,35 | 4,22 | 4,44 | 4,23 | | |

LAMPIRAN A4. UJI VALIDITAS DAN UJI RELIABILITAS

HASIL UJI VALIDITAS DAN UJI RELIABILITAS (TINGKAT KEPUASAN)

Reliability

Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 100 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 100 | 100.0 |

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

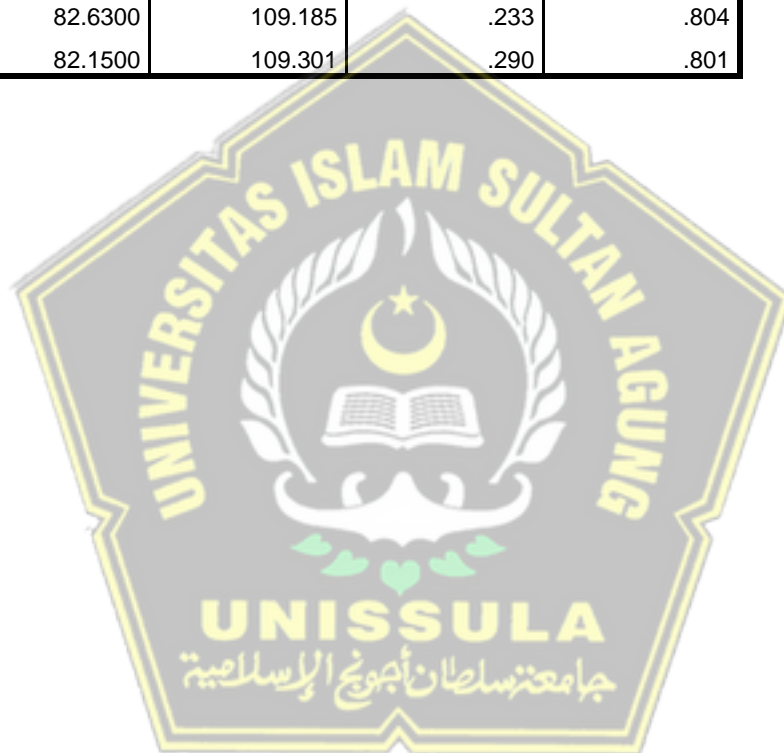
Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .806 | 27 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| TA1 | 82.7600 | 108.002 | .240 | .804 |
| TA2 | 83.0200 | 105.373 | .374 | .797 |
| TA3 | 83.2600 | 107.871 | .371 | .798 |
| TA4 | 83.1300 | 111.064 | .150 | .807 |
| TA5 | 82.9500 | 106.593 | .274 | .803 |
| TA6 | 83.3900 | 110.968 | .180 | .805 |
| TA7 | 82.9800 | 103.737 | .472 | .793 |
| REL8 | 82.7100 | 103.683 | .392 | .796 |
| REL9 | 82.7900 | 102.309 | .467 | .792 |
| REL10 | 83.2000 | 110.485 | .153 | .807 |
| REL11 | 83.1300 | 101.448 | .494 | .791 |
| REL12 | 82.5500 | 109.725 | .197 | .805 |
| REL13 | 82.5700 | 108.005 | .260 | .803 |
| REL14 | 82.2000 | 107.051 | .394 | .797 |
| RES15 | 82.3900 | 107.311 | .341 | .799 |

| | | | | |
|-------|---------|---------|------|------|
| RES16 | 82.3700 | 108.094 | .319 | .800 |
| RES17 | 82.9900 | 106.495 | .441 | .796 |
| RES18 | 82.6500 | 105.543 | .424 | .795 |
| AS19 | 82.4800 | 105.525 | .363 | .798 |
| AS20 | 82.5100 | 107.949 | .347 | .799 |
| AS21 | 82.6100 | 106.463 | .411 | .796 |
| AS22 | 82.3400 | 104.954 | .430 | .795 |
| AS23 | 83.0100 | 111.000 | .171 | .805 |
| EM24 | 82.6600 | 103.600 | .480 | .792 |
| EM25 | 82.4900 | 109.465 | .173 | .807 |
| EM26 | 82.6300 | 109.185 | .233 | .804 |
| EM27 | 82.1500 | 109.301 | .290 | .801 |



HASIL UJI VALIDITAS DAN RELIABILITAS
(TINGKAT KEPENTINGAN)

Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 100 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 100 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .901 | 27 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| TA1 | 109.8900 | 147.917 | .167 | .905 |
| TA2 | 109.2400 | 149.699 | .191 | .902 |
| TA3 | 109.2700 | 148.320 | .231 | .902 |
| TA4 | 109.4400 | 139.582 | .611 | .895 |
| TA5 | 109.5900 | 135.376 | .583 | .895 |
| TA6 | 109.1700 | 142.082 | .613 | .895 |
| TA7 | 109.7500 | 138.149 | .511 | .897 |
| REL8 | 109.3100 | 141.307 | .525 | .896 |
| REL9 | 109.9100 | 143.497 | .301 | .902 |
| REL10 | 109.2800 | 141.577 | .578 | .896 |
| REL11 | 109.6300 | 144.417 | .297 | .902 |
| REL12 | 109.3200 | 143.755 | .457 | .898 |
| REL13 | 109.4300 | 146.187 | .303 | .901 |
| REL14 | 109.2600 | 143.730 | .540 | .897 |
| RES15 | 109.4600 | 142.190 | .579 | .896 |
| RES16 | 109.2900 | 143.743 | .436 | .898 |

| | | | | |
|-------|----------|---------|------|------|
| RES17 | 109.1800 | 145.220 | .424 | .898 |
| RES18 | 109.3500 | 138.169 | .592 | .895 |
| AS19 | 109.2500 | 141.422 | .592 | .895 |
| AS20 | 109.4100 | 133.416 | .729 | .891 |
| AS21 | 109.2200 | 145.224 | .462 | .898 |
| AS22 | 109.1900 | 142.155 | .563 | .896 |
| AS23 | 109.1600 | 140.924 | .642 | .895 |
| EM24 | 109.2300 | 143.775 | .467 | .898 |
| EM25 | 109.3600 | 140.596 | .563 | .896 |
| EM26 | 109.1400 | 141.091 | .656 | .895 |
| EM27 | 109.3500 | 141.583 | .490 | .897 |



LAMPIRAN A5. DOKUMENTASI

