# DAFTAR PUSTAKA

Ajzen I. 1991. The Theory of Planned Behavior. *Elsevier : Organizational Behavior and Human Decision Processes. Vol (50) No.2 : 179-211*.

Ajzen, I., & Fishbein, M. 2004. Understanding Attitudes and Predicting Social Behavior, 83- 111, Prentice-Hall, Englewood Scliffs: New York.

Akhtar, J. 2011. Determinants of Service Quality and Their Relationship with Behavioural Outcomes: Emperical Study of the Private Commercial Banks in Bangladesh

Amaro S. & Duarte P. (2015) An integrative model of consumers' intentionsto purchase travel online. *Tourism Management 46 : 64-79.*

Artanti Y dan Ningsih L. 2010. Pengaruh Penanganan Keluhanterhadap loyalitas Nasabah PT. Bank Muamalat Indonesia,Dengan Kepuasan Nasabah sebagai variabel Perantara (Studi pada Nasabah Bank Muamalat Cabang Surabya).Jurnal Manajemen dan Bisnis. Vol (14) No. 2 : 66-74

Azizah, N., dkk. 2013. Analisis Pola Kemitraan Usaha Peternakan Ayam Pedaging Sistem *Closed house* Di Plandaan Kabupaten Jombang. *Jurnal Ilmu-ilmu Peternakan*. Universitas Brawijaya. Jawa Timur.

Badan Pusat Statistik (BPS). 2017. *Sensus Nasional :Konsumsi Per Kapita*. BPS. Jakarta.

Dapat diunduh di (<https://www.bps.go.id/searchengine/result.html>)

Badan Pusat Statistik (BPS). 2020. *Statistik Perusahaan Peternakan Unggas*. BPS. Jakarta. Dapat diunduh di ([https://www.bps.go.id/publication/2021/08/16/7bba46295fd267500d62cee6/statistik-](https://www.bps.go.id/publication/2021/08/16/7bba46295fd267500d62cee6/statistik-perusahaan-peternakan-unggas-2020.html) [perusahaan-peternakan-unggas-2020.html](https://www.bps.go.id/publication/2021/08/16/7bba46295fd267500d62cee6/statistik-perusahaan-peternakan-unggas-2020.html))

Cant, M. C., & du Toit, M. (2012). Identifying The Factors That Influence Retail Customer Loyalty And Capitalising Them. *International Business & Economics Research Journal (IBER)*, *11*(11), 1223–1232. Dapat diunduh di (<https://doi.org/10.19030/iber.v11i11.7370>)

Chebat, J., Davidow, M., Borges, A. 2011. Lebih lanjut tentang peran biaya beralih di pasar jasa: Sebuah catatan penelitian. Jurnal Penelitian Bisnis, 64(8), 823-829.

Diwjayanti M, Ridwan M, Rohani St. 2021. Analisis Tingkat Kepuasan Peternak pada Sistem Kemitraan Ayam Broiler PT. Evaria Farm di Kabupaten Bulukumba. *Musamus Journal of Livestock Science*. Vol (4) No. 1 : 21-29.

Durianto, Darmadi. (2001). *Strategi Menaklukan Pasar melalui Riset Ekuitas dan Perilaku*. PT Gramedia Pustaka Utama. Jakarta

Effendy, Onong Uchjana. 2003. *Ilmu, teori dan filsafat komunikasi*. Bandung : Citra Aditya Bakti

Eisingerich, A. B., & Rubera, G. (2010). Drivers of brand commitment: A cross-national investigation. J. Int. Mark, 1(1). <https://doi.org/doi>: 10.1509/jimk.18.2.64.

Engel, J.F., Blackwell, R.D. and Miniard, P.W. 1995. ***Consumer Behavior***, 8th , Orlando: The Dryden Press.

Erinda, Aisyah., Kumadji, Srikandi., Sumart. (2016). *Analisis Faktor-Faktor Prefernsi Pelanggan Dan Pengaruhnya Terhadap Keputusan Pembelian (Studi Terhadap Pelanggan McDonald’s di Indonesia dan Malaysia).* Jurnal Administrasi Bisnis (JAB) Vol, 30 No.1

Fandy Tjiptono. (2019). *Pemasaran Jasa (Prinsip, Penerapan, dan Penelitian).* Yogyakarta: Andi

Fandy Tjiptono dan Gregorius Chandra. 2012. *Service, Quality Satisfaction*. Andi Offset.

Jogjakarta

Fandy, Tjiptono. 2011. *Service Management Mewujudkan Layanan Prima*. Edisi

2. Andi. Yogyakarta

Ferdinand, Augusty. 2014. Metode Penelitian Manajemen. BP Universitas. Diponegoro.

Semarang.

Firmansyah A. 2019. *Pemasaran produk dan merek,* cetakan pertama, penerbit Qiara Media, Jawa timur.

Fisher, A. B.2002. *Teori-Teori Komunikasi.* Bandung: Remaja Rosdakarya.

Fitriza, Y.T., F.T. Haryadi, dan S.C. Syahlani. 2012. *Analisis pendapatan dan persepsi peternak plasma terhadap kontrak perjanjian pola kemitraan ayam pedaging di Propinsi Lampung*. Buletin peternakan Vol. 36(1): 59.

Garvin, D. (1984). Product Quality: *An Important Strategic Weapon*. Business Horizons, 27,

40 43. Dapat diunduh di (<https://www.sciencedirect.com/science/article/abs/pii/0007681384900247>)

Gaspersz, Vincent.2008. “*Total Quality Control”*. PT. Gramedia Pustaka Utama. Jakarta Gee, R., Coates, G., and Nicholson, M. 2008. Understanding and Profitably Managing

Customer Loyalty, *Marketing Intelligence and Planning,* 26 (4) : 359-374

Griffin, Jill. 2003. Customer Loyalty : Menumbuhkan Dan Mempertahankan Pelanggan.Penerbit Erlangga. Jakarta

Gunawan, A dan Beyer, M . 2013. Pengaruh Dukungan Top Manajemen , Budaya Layanan , dan Orientasi Pelayanan dalam Kualitas Layanan Terhadap Kepuasan Pelanggan dan Loyalitas Pelanggan. Jurnal Manajemen dan Pemasaran Jasa. Vol (5) No. 6 : 37-61

Hati, S. W., & Juliati, A. (2019). Analisis Pengaruh Logistics Service Quality Terhadap Kepuasan Dan Loyalitas Pelanggan Pada Perusahan Logistik Jalur Nugraha Ekakurir (Jne). *Jurnal Akuntansi, Ekonomi Dan Manajemen Bisnis*, 7(2), 240–249.

Harjanto, J.O. 2009, *Inovasi Produk dan Ekspektasi Inovasi terhadap Keputusan Pembelian Konsumen*, Erlanggan, Jakarta.

Hawkins, Del. I dan Lonney Coney. 1997. *Consumer Behaviour: Building Marketing Strategy*. New York: McGraw-Hill.

Ho, J. S., Teik, D. O., Tiffany, F., Kok, L. F., & Teh, T. Y. (2012). The Moderating Effect of Local VS. Foreign Courier Service Providers on Logistic Service Quality (LSQ). International Journal of Trade, Economics and Finance. 38, pp. 257 -261. Malaysia: ResearchGate.

Irisanti D, Zakaria WA, Adawiyah R . 2019. Analsis Harga Pokok Produksi dan KeuntunganUsaha Ternak Ayam Ras Pedaging : Studi Kasus Pada PT.CAS di Kecamatan Bandar Mataram Kabupaten Lampung Tengah. *JIIA Vol (7) No. 4 : 583- 590*

Japarianto Edwin. (2018). Pengaruh Logistics Service Quality Terhadap Customer Retention dengan Customer Satisfaction sebagai Variabel Intervening pada Industri Ekspedisi Laut di Surabaya. *Jurnal Manajemen Pemasaran*. 12 (1), 25-32

James F.E. 1994. *pengertian perilaku konsumen, dalam buku Perilaku Konsumen,* Edisi 6 : jilid 1. Penerbit Binarupa Aksara.

Juherdi, J., C. Cepriadi. dan Y. Roza. 2016. *Tingkat Kepuasan Peternak Ayam Broiler Terhadap Pola Kemitraan Model Cpntract Farming do Kecamatan Kampar Kiri Tengah Kabupaten Kampar (studi kasus PT. Mitra Anugrah Satwa)*. J. Online Mahasiswa (JOM) Faperta. 3(1): 1-15.

Kementan.2017. Peraturan Mentri Pertanian (Permentan) nomor 13

/permentan/PK.240/5/2017. Kementan.Jakarta. Dapat diunduh di (<https://peraturan.go.id/common/dokumen/bn/2017/bn682-2017.pdf>)

Kementan.2019. Dirjen Peternakan dan Kesehatan Hewan Kementrian Pertanian (Kementan) nomor 8634/KPTS/HK.160/F/08/2019. Kementan.Jakarta. Dapat diunduh di (<http://ditjenpkh.pertanian.go.id/regulasi/kategori/keputusan-dirjen.html/page/2>)

Kementrian Pedagangan(Kemendag).2020. *Harga Acuan Tingkat Konsumen.Kemendag*. Jakarta. Dapat diunduh di (<https://ews.kemendag.go.id/file/policy/Permendag%207_2020.pdf>)

Kotler dan Keller. 2009. *Manajemen Pemasaran*. Jilid I. Edisi ke 13.Erlangga.Jakarta

Kotler, P. (1997) *Marketing Management: Analysis, Planning, Implementation, and Control.*

*9th Edition*, Prentice Hall, Upper Saddle River.

Kotler, Philip; Armstrong, Garry, 2008. *Prinsip-prinsip Pemasaran,Jilid 1*. Erlangga. Jakarta.

Kurniyawati E dan Ratno FA. 2020. Pengaruh Kualitas Layanan dan Penanganan Keluhan terhadap Loyalitas Nasabah dengan kepuasan sebagai variabel Intervening (Studi Kasus BPRS Suriyah cabang Salatiga.*Jurnal Baabu Al ilmi. Vol (5) No. 2 ; 142-152*

Latan H, Ghozali I 2012. Partial Least Square: Konsep, Teknik dan Aplikasi SmartPLS 2.0.

Semarang (ID): Badan Penerbit Universitas Diponegoro.

Landon, EL 1977. Sebuah model perilaku keluhan konsumen. Kepuasan konsumen, ketidakpuasan dan perilaku mengeluh. Makalah dari Simposium Riset Pemasaran, Sekolah Bisnis, Universitas Indiana, Bloomington, 31-35.

Leonard, Daryanto H, Sukandar, D, Yusuf, E . 2014. The Loyalty Model of Private University Studen. International Research Journal of Business Studies Vol (7) No.1 : 55-68

Li, Z dan Chaipoopirutana, S. 2014. The Important Factor ThAT Influence OnBuilding Brand Loyalty Toward Chang’an Car Brandin Xi’am City , Saanxi, China. International Conference on Business, Lawand Corporate Social Responsibility. Vol (1) No. 2 : 1- 14

Luddington, B, A. (2016). Customer Complaints. *Journal of service research*

Manrai, LA, Manrai, AK 2007. Studi lapangan tentang perilaku berpindah nasabah bank jasa.

Jurnal Ritel dan Layanan Konsumen, 14(3), 208-215.

Martiwi R, Ryad A, Karlina E.2019. Pengaruh Kualitas Layanan dan Penanganan Komplain Terhadap Kepuasan serta Loyalitas Pelanggan pada Auto 2000 Cabang Ciledug Jakarta. Jurnal Perspektif. Vol (17) No. 1

Nasution, 2005.*Manajemen Mutu Terpadu (Total Quality Management)*, Ghalia Indonesia.

Jakarta

Oliver, Richard L,.1999.Whence Consumer Loyalty, *Journal of Marketing.*, Volume 63 Special Issue, pp. 33-44. Dapat diunduh di (<https://journals.sagepub.com/doi/10.1177/00222429990634s105>)

Parasuraman, A., Zeithaml, V.A. and Berry, L.L. (1988) SERVQUAL: *A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality*. Journal of Retailing, 64, 12-

40. Dapat diunduh di ([https://www.researchgate.net/publication/225083802\_SERVQUAL\_A\_multiple-](https://www.researchgate.net/publication/225083802_SERVQUAL_A_multiple-_Item_Scale_for_measuring_consumer_perceptions_of_service_quality)

[\_Item\_Scale\_for\_measuring\_consumer\_perceptions\_of\_service\_quality](https://www.researchgate.net/publication/225083802_SERVQUAL_A_multiple-_Item_Scale_for_measuring_consumer_perceptions_of_service_quality))

Pavlou, P. A., & Fygenson, M. (2006). Understanding and Predicting Electronic Commerce Adoption: An Extension of the Theory of Planned Behavior. *MIS Quarterly: Research Article, Vol.30, No.1* , 115-143.

Permatasari, C. D & Prabawani, B. (2021). Analisis Program Kemitraan CSR PT. Telekomunikasi Indonesia dalam Upaya Peningkatan Kinerja UMKM (Studi pada UMKM Mitra Binaan PT. Telkom Witel Semarang). *Jurnal Ilmu Administrasi Bisnis.* 10 (3), 1285-1291

Rangkuti, Freddy (2002), *Measuring Customer Satisfaction*, Penerbit PT Gramedia Pustaka Utama, Jakarta

Sanjaya I, G, A, M, P., Sudita I, D, N., & Mardewi N, K. (2021). Influence of Partnership Company Support on Increasing Broiler Farmer’s (Plasma) Income in Gianyar District, Bali Province. *International Journal of Life Sciences*. 5(2), 107-117

Sanjaya I, Sudita I, Mardewi N . 2021. Influnce of Partnership Company Support on Increesing Broiler Farmer’s (Plasma) Income in Gianyar District, Bali Province. *International Journal of Life Science Vol (5) No. 2 :107-117*

Schiffman & Kanuk. 2004. *Perilaku Konsumen (edisi 7).* Prentice Hall. Jakarta

Schiffman, L. G. & Wisenblit, J. L. (2015). *Consumer Behavior* Edisi 11 *Global Edition .* England: Pearson Education Limited

Sepoetri M, Irianto H , Setyowati N . 2016. Faktor yang Mempengaruhi LoyalitasPeternakan Plasmadalam Kemitraan Usaha Ternak Ayam Ras Pedaging Broiler Rayon Yogyakarta ( Kasus Kemitraan PT. Malindo Feedmill Cabang Yogyakarta). *Journal of Sustainable Agriculture Vol (31) No. 1 : 51-58.*

Setyawan W, Dahlan M, Wahyuning D . 2017.Analisis Usaha Peternakan Ayam Broiler Pola Kemitraan Di KecamatanSumberejo Kabupaten Bojonegoro. *Journal Peternakan Unisula*.

Singh, VV, Pandey, M., & Vashisht, A. (2016). Perbandingan bijaksana sektor tanggung jawab sosial perusahaan oleh perusahaan di India. *Jurnal Penelitian Internasional Manajemen, TI dan Ilmu Sosial*, 3(5), 30-37.

Soemirat, Soleh & Ardianto, Elvinaro. 2007, Dasar-Dasar Public Relation Cetakan kelima, Bandung : Penerbit PT. Remaja Rosdakarya.

Suparjiman, Primiana I, Mulyana A, Sari D. 2019. Reputation and Partnership in Improving Loyalty of PT. TELKOM Foster Partner in Indonesia. *Journal of Enterpreneurship Education*. Vol (22) : 1-14

Suprapti. W. (2010). *Perilaku Konsumen Pemahaman Dasar Dan Aplikasinya Dalam Strategi Pemasaran*. Udayana University Press. Bali

Supriyatmini, T. 2005. Pengaruh Persepsi Nasabah Tentang Kualitas Pelayanan Terhadap Loyalitas Nasabah pada Baitul Maal Wattamwil (BMT) “ Anda” Semarang. Fakultas Ilmu Sosial. Universitas Negeri Semarang.

Suranto, Aziz F, Andi T. Pengaruh Citra Perusahaan dan Kualitas Pelayanan Terhadap Loyalitas Pelanggan Dengan KepuasanPelanggan sebagai variabel Intervening Pada PT. Pelabuhan Indonesia III Semarang. Universitas Pandanaran Semarang*. Journal Of Management* Vol (2) No. 2 2016

Sutisna, 2003. *Perilaku Konsumen dan Komunikasi Pemasaran, Cetakan Ketiga*. Bandung: PT. Remaja Rosdakarya.

Takbir, B.N., Astati, Suarda, A., & Hidayat, M.N. (2015). *Analisis Tingkat Kepuasan Peternak Plasma Terhadap Kinerja Kemitraan PT. Ciomas Adisatwa di Kecamatan Simbang Kabupaten Maros*. *JIIP, 2*(1), 75-81. Dapat diunduh di (<http://bit.ly/32wYx9D>.)

Tedjakusuma A, Delananda A, Andajani E.2020. Pengaruh Logistics Ssrvice Quality Terhadap Customer Satisfaction dan Customer Loyalty pada Industri Ritel di Indonesia. *Jurnal Sosial dan Humaniora*. Vol (1) No. 1 : 21-29

Tenenhaus M, Vinzi VE, Chatelin YM, Lauro C . 2005. PLS Path Modeling. Computational Statistics and Data Analysis. 48 :159-205.

Tjiptono, F. (2016). *Service, Quality, and Satisfaction*. In Andi. Yogyakarta Tjiptono, Fandy. 2005. *Strategi PemasaranI.* Edisi Kedua. Andi Offset. Yogyakarta

Vanessa, G.2007.*Customer Relationship Management and Marketing Public Relation*.

Aflabeta. Bandung

Versa B & Subagio H. (2014). Pengaruh Logistics Service Quality Terhadap Customer Satisfaction Cat EMCO PT Satriakarya Adiyudha (PT SKAY). *Jurnal Manajemen Pemasaran*. 2(2), 1-9

Wijaya H , Sanim B, Sinaga BM . 2012. Kepuasan Peternak Mitra Terhadap KemitraanModel Contract Farming Usaha Ternak Broiler di Provinsi Jawa Barat dan Banten. *Jurnal Manajemen dan Agribisnis Vol (9) No.2 :86-95*

Winarno H & Absor. (2018). Analisis Kualitas Pelayanan dengan Metode Service Quality (Servqual) dan Importance Performance Analysis (IPA) pada PT Media Purna Engineering. *Jurnal Manajemen Industri & Logistik*. 1(2)

Wright, T and Darmawan, B. 2017.*Voluntary Poultry Reprot*. USDA Foreign Agricultural Service. Jakarta.

Wulanda Nourma. (2019). Pengaruh Logistic Service Quality Terhadap Kepuasan Konsumen Jasa Kurir di Kantor Pos Palembang. *Jurnal Manajemen Bisnis Unbara*

Yusuf, Taufik M, Hastuti, Usna Wa, Ariawan. 2022. Pengaruh Harga, Nilai Pelanggan dan Citra Perusahaan terhadap Kepauasan Pelanggan. Journal of Technopreneurship on Economis and Business Review. Vol (3) No. 2 : 110-120

Zaiburrafiqi, Sukoharsono E G, Hamid Djamhur. 2012. Pengaruh Customer Relationship Management (CRM) Terhadap Kepuasan Pelanggan dan Dampaknya terhadap Pelanggan Loyalitas. *Jurnal Profit. Vol (6) No. 2 : 82-95*

Zeithaml, V.A. and Bitner, M.J. (2003) *Services Marketing: Integrating Customer Focus across the Firm. 3rd Edition*, Irwin McGraw-Hill, New York.

**LAMPIRAN**

1. Lampiran Kuisioner Responden

# KUESIONER PENELITIAN

**KEPUASAN DAN LOYALITAS MITRA KEMITRAAN UNGGAS PT. ABCD (ABCD)**

Selamat pagi/siang/ sore responden yang terhormat. Kuesioner ini merupakan instrumen penelitiain dalam rangka penyusunan tugasakhir (TESIS) sebagai syarat kelulusan yang dilakukan oleh :

Nama : MUHAMMAD VIQIH

NIM 7120800095

Judul : Pengaruh Citra Perusahaan, *Partnership Company*, *Logistic Service Quality*, *Complaint Handling* Terhadap Loyalitas Pelanggan dengan Kepuasan Pelanggan sebagai Variabel Perantara di Kemitraan PT. ABCD

Peneliti memohon kesediaan saudara/i meluangkan waktu untuk mengisi kuesioner ini secara lengkap dan benar. Informasi yang diterima dari kuesioner inibersifat rahasia dan hanya digunakan untuk kepentingan akademis. Terimakasih atas kesediaan dan partisipasi saudara/i.

# SCREENING

* 1. Apakah Anda pernah menggunakan Pakan dan DOC dari PT. ABCD?
     1. Saya hanya pernah menggunakan Pakan
     2. Saya hanya pernah menggunakan DOC
     3. Saya pernah menggunakan Pakan dan DOC
     4. Tidak (Jika jawaban Anda "Tidak", maka Anda tidak perlu melanjutkan pengisian kuesioner. Terima Kasih)
  2. Apakah Anda Mitra PT. ABCD di CIREBON/MAJALENGKA/INDRAMAYU/KUNINGAN/BREBES/ TEGAL?
     1. Ya
     2. Tidak (Jika jawaban Anda "Tidak", maka Anda tidak perlumelanjutkan pengisian kuesioner. Terima Kasih)

**IDENTITAS RESPONDEN**

Nama Personal :

Nama Kandang Mitra :

Nomor Handphone :

**KARAKTERISTIK RESPONDEN**

1. Usia :
2. Jenis Kelamin :
   1. Laki-laki b. Perempuan
3. Domisili :
   1. Cirebon d. Indramayu
   2. Majalengka e. Brebes
   3. Kuningan f. Tegal
4. Pendidikan Terakhir :
   1. SD d. Diploma
   2. SMP/Sederajat e. Sarjana (S1)
   3. SMA/Sederajat f. Pascasarjana (S2)
5. Pekerjaan :
   1. Pelajar/Mahasiswa f. Wirausaha/Pengusaha
   2. Ibu Rumah Tangga e. Lainnya, sebutkan…
   3. Aparatur Sipil Negara (ASN)
   4. Karyawan Swasta
6. Rata-rata pendapatan per bulan (Contoh : 1.500.000) :
7. Rata-rata pengeluaran per bulan (Contoh : 1.000.000) :
8. Berapa lama bermitra dengan PT. ABCD :
   1. 1 kali
   2. 2 – 4 kali
   3. 5 – 7 kali
   4. > 7 kali
   5. Berapa rata-rata biaya operasional yang Anda keluarkan ketika melakukan pemeliharaan ayam di kemitraan PT. ABCD ? (dalam 1x periode)

a. ≤ Rp 1000.000

b. Rp 1000.001 – Rp 5000.000

c. Rp 5.000.001 – Rp 10.000.000

d. > Rp 10.000.000

Mohon berikan penilaian mengenai “**tingkat kinerja**” berdasarkan pengalaman Anda. Isilah nilai pernyataan dengan tanda check list ( **X** )yang paling sesuai dengan keadaan Anda. Dengan arti nilai sebagai berikut :

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sangat |  |  |  | Sangat |
| Tidak | Tidak | Netral | Setuju | Setuju |
| Setuju  1 | Setuju |  |  | 5 |

Dalam interval ini, **tidak ada jawaban** yang **benar** atau **salah**. Pastikan Anda tidakmelewati setiap item dari pernyataan dan nilai yang tersedia

**Variabel Penelitian**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Citra Perusahaan** | | | | | | |
|  | | Nilai | | | | |
| No. | Pernyataan | 1 | 2 | 3 | 4 | 5 |
| 1 | Kemitraan PT. ABCD mempunyai karakter yang dapat dipercaya |  |  |  |  |  |
| 2 | Kemitraan PT. ABCD mempunyai tanggungjawab |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 3 | Mitra/Peternak yakin terhadap hasil kinerja pelayanan dari Kemitraan  PT. ABCD |  |  |  |  |  |
| 4 | Mitra/Peternak yakin terhadap pengalaman dari Kemitraan PT. ABCD |  |  |  |  |  |
| 5 | Mitra/Peternak yakin terhadap kemampuan karyawan dari Kemitraan  PT. ABCD |  |  |  |  |  |
| 6 | Manajemen Perusahaan peduli terhadap Mitra/Peternak |  |  |  |  |  |
| 7 | Karyawan cepat dan tanggap terhadap mitra/peternak |  |  |  |  |  |
| 8 | Perusahaan inovatif |  |  |  |  |  |
| 9 | Mitra/Peternak mengetahui logo Perusahaan |  |  |  |  |  |
| 10 | Mitra/Peternak mengetahui warna Perusahaan |  |  |  |  |  |
| 11 | Mitra/Peternak mengetahui slogan Perusahaan |  |  |  |  |  |
|  | | | | | | |
|  | ***Partnership Company Support*** | 1 | 2 | 3 | 4 | 5 |
| 1 | Kualitas pakan yang diberikan |  |  |  |  |  |
| 2 | Kualitas DOC yang diberikan |  |  |  |  |  |
| 3 | Kualitas Obat Vitamin Vaksin Desinfektan (OVVD) yang diberikan |  |  |  |  |  |
| 4 | Pelatihan manajemen pemeliharaan ayam ke mitra |  |  |  |  |  |
| 5 | Pelatihan peralatan dan kelistrikan kandang ayam |  |  |  |  |  |
| 6 | Pendampingan TS dan PPL |  |  |  |  |  |
| 7 | Pendampingan Dokter Hewan |  |  |  |  |  |
| 8 | Pendampingan Teknisi listrik |  |  |  |  |  |
| 9 | Perencanaan Panen Ayam |  |  |  |  |  |
| 10 | Waktu habis panen Ayam |  |  |  |  |  |
| 11 | Tingkat keberhasilan harga pasar |  |  |  |  |  |
| 12 | Sistem kontrak menguntungkan |  |  |  |  |  |
| 13 | Sistem kontrak mudah dipahami |  |  |  |  |  |
| 14 | Sistem kontrak jujur dan adil |  |  |  |  |  |
|  | | | | | | |
|  | ***Logistic Service Quality*** | 1 | 2 | 3 | 4 | 5 |
| 1 | Sapronak dikirim dengan cepat |  |  |  |  |  |
| 2 | Sapronak dikirimkan dengan waktu yang sesuai dengan yang dijanjikan |  |  |  |  |  |
| 3 | Pengiriman jumlah sapronak sesuai dengan pesanan |  |  |  |  |  |
| 4 | Ketepatan dan pengiriman ketika di order/pesan sapronak |  |  |  |  |  |
| 5 | Informasi mengenai waktu atas layanan pengirman sapronak yang diberikan selalu tepat |  |  |  |  |  |
| 6 | Informasi mengenai pengirman dan lainnya yang akurat dan benar |  |  |  |  |  |
| 7 | Mempunyai transporter yang ramah dalam pelayanan |  |  |  |  |  |
| 8 | Transporter mengerti dalam penanganan dan kemanan pengiriman  barang |  |  |  |  |  |
| 9 | Memberikan informasi mengenai status pengirman order (sapronak) |  |  |  |  |  |
| 10 | Memberikan informasi mengenai keterlambatan ke pelanggan |  |  |  |  |  |
| 11 | Mampu memberikan respon yang cepat dalam menanggapi masalah  terkait pengiriman order (sapronak) |  |  |  |  |  |
|  | | | | | | |
|  | ***Complaint Handling*** | 1 | 2 | 3 | 4 | 5 |
| 1 | Ketika melakukan pelayanan keluhan, Staff akan meminta maaf terlebih  dahulu |  |  |  |  |  |
| 2 | Ketika melakukan pelayanan keluhan, Staff akan memberikan  kesempatan berbicara |  |  |  |  |  |
| 3 | Ketika melakukan pelayanan keluhan, Staff akan mendengarkan dengan  baik |  |  |  |  |  |
| 4 | Ketika melakukan pelayanan keluhan, Staff tidak akan menyela  pembicaraan |  |  |  |  |  |
| 5 | Penanganan pelayanan keluhan dengan cepat dan tepat |  |  |  |  |  |
| 6 | Ketika melakukan pelayanan keluhan, Staff tidak marah dan tersinggung |  |  |  |  |  |
| 7 | Ketika melakukan pelayanan keluhan, Staff ramah dan sopan |  |  |  |  |  |
| 8 | Adanya CS yang menanyakan dan menerima pengaduan |  |  |  |  |  |
| 9 | Adanya nomor kontak pengaduan yang bisa dihubungi |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
|  | **Kepuasan pelanggan** | 1 | 2 | 3 | 4 | 5 |
| 1 | Puas setelah menggunakan sapronak dari kemitraan PT. ABCD |  |  |  |  |  |
| 2 | Puas dengan layanan yang diberikan |  |  |  |  |  |
| 3 | Bahagia bisa bermitra dengan PT. ABCD |  |  |  |  |  |
| 4 | Bangga bisa bermitra dengan PT. ABCD |  |  |  |  |  |
| 5 | Dapat memenuhi kebutuhan yang diinginkan |  |  |  |  |  |
| 6 | Puas mendapatkan pengalaman berbeda |  |  |  |  |  |
| 7 | Puas karena sapronak dan kontrak menarik dibandingkan dengan lain |  |  |  |  |  |
| 8 | Puas karena kualitas lebih baik |  |  |  |  |  |
| 9 | Puas mengetahui orang terdekat juga memiliki sapronak dan layanan  yang sama |  |  |  |  |  |
| 10 | Puas mengetahui orang terdekat juga memakai sapronak dan jasa yang  sama |  |  |  |  |  |
|  | | | | | | |
|  | **Loyalitas pelanggan** | 1 | 2 | 3 | 4 | 5 |
| 1 | Kembali terus menggunakan sapronak dari perusahaan PT. ABCD untuk  budidaya ayam broiler |  |  |  |  |  |
| 2 | Kembali terus menggunakan kontrak kerjasama perusahaan untuk sistem  kerjasama budidaya ayam broiler (kemitraan) |  |  |  |  |  |
| 3 | Tetap menggunakan Sapronak dan layanan dari Kemitraan PT. ABCD  walaupun sapronak dan layananan lain lebih menarik |  |  |  |  |  |
| 4 | Tetap menggunakan kontrak dari Kemitraan PT. ABCD walaupun  kontrak kerjasam lain lebih menarik |  |  |  |  |  |
| 5 | Merekomendasikan kepada orang terdekat karena kualitas sapronak dan  layanannya |  |  |  |  |  |
| 6 | Merekomendasikan kepada orang terdekat karena kontak kerjasama nya  yang menguntungkan/menarik |  |  |  |  |  |

PERTANYAAN TERBUKA

Berikan saran dan masukan anda untuk Sapronak, kualitas layanan dan Kontrak Kerjasama dari Kemitraan PT. ABCD :

2. Lampiran hasil kuisioner responden

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **CITRA PERUSAHAAN** | | | | | | | | | | | ***PARTNERSHIP COMPANY SUPPORT*** | | | | | | | | | | | | | | ***LOGISTIC SERVICE QUALITY*** | | | | | | | | | | | ***COMPLAINT HANDLING*** | | | | | | | | | **KEPUASAN PELANGGAN** | | | | | | | | | | **LOYALITAS**  **PELANGGAN** | | | | | |
| **N O** | **X 1**  **.**  **1** | **X 1**  **.**  **2** | **X 1**  **.**  **3** | **X 1**  **.**  **4** | **X 1**  **.**  **5** | **X 1**  **.**  **6** | **X 1**  **.**  **7** | **X 1**  **.**  **8** | **X 1**  **.**  **9** | **X 1**  **. 1**  **0** | **X 1**  **. 1**  **1** | **X 2**  **.**  **1** | **X 2**  **.**  **2** | **X 2**  **.**  **3** | **X 2**  **.**  **4** | **X 2**  **.**  **5** | **X 2**  **.**  **6** | **X 2**  **.**  **7** | **X 2**  **.**  **8** | **X 2**  **.**  **9** | **X 2**  **. 1**  **0** | **X 2**  **. 1**  **1** | **X 2**  **. 1**  **2** | **X 2**  **. 1**  **3** | **X 2**  **. 1**  **4** | **X 2**  **.**  **1** | **X 2**  **.**  **2** | **X 2**  **.**  **3** | **X 2**  **.**  **4** | **X 2**  **.**  **5** | **X 2**  **.**  **6** | **X 2**  **.**  **7** | **X 2**  **.**  **8** | **X 2**  **.**  **9** | **X 2**  **. 1**  **0** | **X 2**  **. 1**  **1** | **X 4**  **.**  **1** | **X 4**  **.**  **2** | **X 4**  **.**  **3** | **X 4**  **.**  **4** | **X 4**  **.**  **5** | **X 4**  **.**  **6** | **X 4**  **.**  **7** | **X 4**  **.**  **8** | **X 4**  **.**  **9** | **Y**  **.**  **1** | **Y**  **.**  **2** | **Y**  **.**  **3** | **Y**  **.**  **4** | **Y**  **.**  **5** | **Y**  **.**  **6** | **Y**  **.**  **7** | **Y**  **.**  **8** | **Y**  **.**  **9** | **Y**  **. 1**  **0** | **Z**  **.**  **1** | **Z**  **.**  **2** | **Z**  **.**  **3** | **Z**  **.**  **4** | **Z**  **.**  **5** | **Z**  **.**  **6** |
| 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 2 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 3 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 6 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 |
| 7 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 4 | 3 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 |
| 8 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 9 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 1  0 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 1  1 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 1  2 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 |
| 1  3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 |
| 1  4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 |
| 1  5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 1  6 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 |
| 1  7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |
| 1  8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 1  9 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 2  0 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 2  1 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 2  2 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 2  3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2  4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 |
| 2  5 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 2  6 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 2  7 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 2  8 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 2  9 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 3 | 2 | 3 | 2 | 2 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3  0 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3  1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 3  2 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3  3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3  4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| 3  5 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 3  6 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3  7 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3  8 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 3  9 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 3 | 2 | 3 | 4 | 4 | 2 | 4 | 2 | 2 | 2 | 2 | 2 | 2 |
| 4  0 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4  1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 |
| 4  2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4  3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 4 |
| 4  4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 |
| 4  5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4  6 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4  7 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4  8 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4  9 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 5  0 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 2 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 5  1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 5  2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 |
| 5  3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 2 | 4 | 2 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 |
| 5  4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 5  5 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 |
| 5  6 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 5  7 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 5  8 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 5  9 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 6  0 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 6  1 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 6  2 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 3 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 4 | 3 | 5 | 5 | 3 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 |
| 6  3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 |
| 6  4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 6  5 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 6  6 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 6  7 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 6  8 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 6  9 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 |
| 7  0 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 |
| 7  1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 7  2 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 7  3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 7  4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 |
| 7  5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 7  6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 7  7 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 7  8 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 7  9 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 8  0 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 |
| 8  1 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 |
| 8  2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 8  3 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 |
| 8  4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 |
| 8  5 | 4 | 4 | 4 | 1 | 1 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 1 | 3 | 1 | 3 | 1 | 2 | 4 | 4 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 8  6 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 8  7 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 8  8 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 8  9 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 |
| 9  0 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| 9  1 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 9  2 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 9  3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 9  4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 9  5 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 2 | 3 | 4 | 4 | 2 | 4 | 2 | 4 | 3 | 3 | 2 | 3 |
| 9  6 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 9  7 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 5 |
| 9  8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 9  9 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 1  0  0 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |

# RIWAYAT HIDUP

Penulis dilahirkan di Lampung 03 April 1991 sebagai anak kedua dari tiga bersaudara. Saat ini penulis beralamatkan di Jl. Astina XIV no. 12 A, Perum Tukmudal Indah, Kec. Sumber, Cirebon, Provinsi Jawa Barat. Alamat email : [drh.viqih@gmail.com.](mailto:drh.viqih@gmail.com) Pada tahun 2015, penulis lulus dari jenjang profesi dokter hewan di Institut Pertanian Bogor, yang kemudian pada tahun 2020 melanjutkan studi pada program studi magister manajemen di Universitas Pancsakti Tegal

Selama menempuh pendidikan studi magister manajemen, penulis masih aktif bekerja di salah satu perusahaan asing di bidang perunggasan yang berlokasi di Cirebon, Jawa Barat. Di situ penulis mendapatkan motivasi untuk mempelajari bidang manajemen khususnya marketing. Hal ini dibuktikan dengan penulis mendapatkan sertifikasi praktisi marketing dari lembaga sertifikasi nasional. Selain itu, dalam presentasi 2nd Malapy *International Conference* 2022 yang diselenggarakan oleh Universitas Pancasakti Tegal, penulis mendapatkan penghargaan sebagai *the best presenter* dengan judul penelitian yang diambil dari tesis penulis di bidang manajemen pemasaran.

169