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# LAMPIRAN

**Lampiran 1 : Kuesioner Penelitian**

Kepada

Yth. Bapak/Ibu

Pengguna Jasa POS Indonesia Cabang Brebes

Dengan Hormat,

Saya yang bertanda tangan dibawah ini :

Nama : Jofan Sutaryoko

NIM : 6318500022

Prodi : Teknik Industri

Adalah mahasiswa Fakultas Teknik dan Ilmu Komputer, Universitas Pancasakti Tegal yang sedang menyusun sebuah skripsi sebagai salah satu syarat untuk memperoleh gelar Sarjana Teknik dengan judul “**UPAYA PENINGKATAN KUALITAS PELAYANAN PENGIRIMAN BARANG DENGAN METODE *SERVICE QUALITY* (SERVQUAL) DAN *IMPORTANCE PERFORMANCE ANALYSIS* (IPA)(STUDI KASUS: PT. POS INDONESIA CABANG BREBES)**”Oleh karena itu, mohon bantuan Bapak/Ibu untuk menjawab pertanyaan-pertanyaan kuesioner berikut ini.

Kuesioner ini hanya untuk kepentingan penelitian semata, dan tidak untuk dipublikasikan.

Demikianlah, saya ucapkan terima kasih atas kesediaan Bapak/Ibu yang telah bersedia meluangkan waktunya untuk mengisi kuesioner ini.

Peneliti

Jofan Sutaryoko

**Data Responden**

Berilah tanda check list ( ✓ ) untuk setiap jawaban yang menurut anda paling  
sesuai dengan diri anda

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. | Nama | : | ………………………………………………………… | |
| 2. | Jenis Kelamin | : | 🞎 Laki-laki | 🞎 Perempuan |
| 3. | Usia | : | 🞎 20-30 Tahun | 🞎 41-50 Tahun |
|  |  |  | 🞎 31-40 Tahun | 🞎 >50 Tahun |
| 4. | Pekerjaan | : | 🞎 Pelajar/Mahasiswa | 🞎 Pegawai Negeri |
|  |  |  | 🞎 Wiraswasta | 🞎 Karyawan Swasta |

**Petunjuk Pengisian Kuesioner**

1. Sebelum mengisi kuesioner ini, mohon Bapak/Ibu membaca setiap butir pertanyaan dengan cermat.
2. Bapak/Ibu tinggal beri tanda check list ( ✓ ) pada kolom yang sesuai dengan pilihan.
3. Untuk setiap butir pertanyaan hanya diperbolehkan memilih satu alternatif jawaban.
4. Jika ada kesalahan dalam memilih alternatif jawaban,beri tanda ( 🞪 ) pada kolom yang salah kemudian beri tanda check list ( ✓ ) pada kolom yang sesuai.
5. Semua pertanyaan yang ada, mohon di jawab tanpa ada satupun yang terlewat.

**Kriteria Penilaian**

|  |  |  |  |
| --- | --- | --- | --- |
| **Persepsi** | | **Harapan** | |
| **Nilai** | **Arti** | **Nilai** | **Arti** |
| 1 | Sangat Tidak Puas (STP) | 1 | Sangat Tidak Mengharapkan (STM) |
| 2 | Tidak Puas (TP) | 2 | Tidak Mengharapkan (TM) |
| 3 | Cukup Puas (CP) | 3 | Cukup Mengharapkan (CM) |
| 4 | Puas (P) | 4 | Mengharapkan (M) |
| 5 | Sangat Puas (SP) | 5 | Sangat Mengharapkan (SM) |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **NO** | **PERNYATAAN** | **PENILAIAN** | | | | | | | | | |
| **1** | **Tangibility**  **(Bukti Fisik)** | **PERSEPSI** | | | | | **HARAPAN** | | | | |
| **SP** | **P** | **CP** | **TP** | **STP** | **SM** | **M** | **CM** | **TM** | **STM** |
| 1 | Penampilan karyawan kantor pos yang rapi dan atribut pakaian yang lengkap |  |  |  |  |  |  |  |  |  |  |
| 2 | Penataan interior kantor pos yang terlihat menarik, teratur dan rapi |  |  |  |  |  |  |  |  |  |  |
| 3 | Ketersedian dan kebersihan fasilitas penunjang kantor pos seperti packing barang, tempat ibadah dan toilet |  |  |  |  |  |  |  |  |  |  |
| 4 | Menyediakan tempat menunggu dan tempat duduk yang nyaman dan memadai bagi pelanggan |  |  |  |  |  |  |  |  |  |  |
| 5 | Tersedianya pelayanan parkir dan tempat parkir yang luas di kantor pos |  |  |  |  |  |  |  |  |  |  |
| **2** | **Reliabilty (Keandalan)** | **PERSEPSI** | | | | | **HARAPAN** | | | | |
| **SP** | **P** | **CP** | **TP** | **STP** | **SM** | **M** | **CM** | **TM** | **STM** |
| 6 | Kesesuaian prosedur dalam memberikan pelayanan |  |  |  |  |  |  |  |  |  |  |
| 7 | Karyawan mampu menyelesaikan  keluhan yang dihadapi pelanggan |  |  |  |  |  |  |  |  |  |  |
| 8 | Kemampuan karyawan dalam mengemas ulang (packing) barang pelanggan dengan rapi dan aman |  |  |  |  |  |  |  |  |  |  |
| 9 | Kantor Pos selalu melakukan update  data lacak pengiriman  dengan tepat waktu |  |  |  |  |  |  |  |  |  |  |
| 10 | Pengiriman barang yang dilakukan oleh  kantor pos cepat dan tepat waktu sesuai dengan estimasi pengiriman |  |  |  |  |  |  |  |  |  |  |
| **3** | **Responsiveness**  **(Daya Tanggap)** | **PERSEPSI** | | | | | **HARAPAN** | | | | |
| **SP** | **P** | **CP** | **TP** | **STP** | **SM** | **M** | **CM** | **TM** | **STM** |
| 11 | Kesigapan karyawan dalam melayani setiap permintaan pelanggan |  |  |  |  |  |  |  |  |  |  |
| 12 | Kemampuan karyawan dalam merespon dengan cepat saat menerima keluhan dari pelanggan |  |  |  |  |  |  |  |  |  |  |
| 13 | Karyawan segera meminta maaf kepada pelanggan apabila terjadi kesalahan |  |  |  |  |  |  |  |  |  |  |
| 14 | Karyawan tanggap dalam memberikan solusi yang terbaik bagi keluhan pelanggan |  |  |  |  |  |  |  |  |  |  |
| **4** | **Assurance (Jaminan)** | **PERSEPSI** | | | | | **HARAPAN** | | | | |
| **SP** | **P** | **CP** | **TP** | **STP** | **SM** | **M** | **CM** | **TM** | **STM** |
| 15 | Memberikan jaminan keamanan atau rasa nyaman yang dirasakan oleh pelanggan saat berada di Kantor Pos |  |  |  |  |  |  |  |  |  |  |
| 16 | Kemudahan pelanggan dalam melakukan transaksi pembayaran di Kantor Pos |  |  |  |  |  |  |  |  |  |  |
| 17 | Jaminan data atau informasi yang diberikan pelanggan dijaga kerahasiaannya dan dipergunakan sesuai kebutuhannya |  |  |  |  |  |  |  |  |  |  |
| 18 | Kantor Pos Cabang Brebes mampu menjaga keamanan barang yang dikirim |  |  |  |  |  |  |  |  |  |  |
| 19 | Memberikan Jaminan/Garansi bila terjadi hal yang tidak diinginkan pada barang yang dikirim |  |  |  |  |  |  |  |  |  |  |
| 20 | Memberikan jaminan keamanan dalam menjaga kendaraan pelanggan yang ada di parkiran |  |  |  |  |  |  |  |  |  |  |
| **5** | **Empaty (Perhatian)** | **PERSEPSI** | | | | | **HARAPAN** | | | | |
| **SP** | **P** | **CP** | **TP** | **STP** | **SM** | **M** | **CM** | **TM** | **STM** |
| 21 | Karyawan yang menerima pelanggan dengan sapa, senyum dan ramah |  |  |  |  |  |  |  |  |  |  |
| 22 | Kepedulian karyawan dalam memberikan informasi kepada pelanggan dengan bahasa yang sopan dan mudah dimengerti |  |  |  |  |  |  |  |  |  |  |
| 23 | Keterbukaan terhadap kritik dan saran yang diberikan oleh pelanggan |  |  |  |  |  |  |  |  |  |  |
| 24 | Kepedulian karyawan dalam memahami kebutuhan pelanggan |  |  |  |  |  |  |  |  |  |  |
| 25 | Karyawan melayani dengan tidak diskriminatif (membeda-bedakan) |  |  |  |  |  |  |  |  |  |  |

**Lampiran 2 : Data Jawaban Responden**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Persepsi** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | **Total** |
| **Bukti Fisik  (*Tangible*)** | | | | | **Total** | **Keandalan  (*Reliability* )** | | | | | **Total** | **Daya Tanggap  (*Responsiveness* )** | | | | **Total** | **Jaminan  (*Assurance*)** | | | | | | **Total** | **Empati  (*Emphaty* )** | | | | | **Total** |
| **P1** | **P2** | **P3** | **P4** | **P5** | **P6** | **P7** | **P8** | **P9** | **P10** | **P11** | **P12** | **P13** | **P14** | **P15** | **P16** | **P17** | **P18** | **P19** | **P20** | **P21** | **P22** | **P23** | **P24** | **P25** |
| 1 | 1 | 4 | 4 | 4 | 3 | **16** | 3 | 3 | 3 | 4 | 4 | **17** | 5 | 5 | 4 | 5 | **19** | 5 | 5 | 5 | 4 | 4 | 3 | **26** | 4 | 5 | 3 | 4 | 3 | **19** | **97** |
| 2 | 4 | 4 | 4 | 4 | 4 | **20** | 3 | 5 | 3 | 5 | 4 | **20** | 5 | 4 | 3 | 3 | **15** | 3 | 3 | 4 | 3 | 5 | 4 | **22** | 4 | 3 | 3 | 3 | 4 | **17** | **94** |
| 3 | 5 | 5 | 5 | 5 | 4 | **24** | 4 | 5 | 5 | 4 | 4 | **22** | 4 | 5 | 5 | 5 | **19** | 4 | 4 | 5 | 4 | 4 | 4 | **25** | 4 | 4 | 4 | 4 | 4 | **20** | **110** |
| 4 | 4 | 3 | 4 | 4 | 3 | **18** | 2 | 3 | 4 | 3 | 3 | **15** | 4 | 3 | 3 | 4 | **14** | 4 | 3 | 3 | 3 | 4 | 3 | **20** | 3 | 2 | 4 | 3 | 3 | **15** | **82** |
| 5 | 4 | 3 | 3 | 4 | 3 | **17** | 3 | 3 | 3 | 4 | 4 | **17** | 3 | 4 | 4 | 5 | **16** | 5 | 4 | 3 | 3 | 3 | 3 | **21** | 3 | 3 | 5 | 5 | 4 | **20** | **91** |
| 6 | 3 | 3 | 4 | 4 | 4 | **18** | 4 | 3 | 3 | 4 | 5 | **19** | 3 | 4 | 3 | 4 | **14** | 3 | 3 | 4 | 3 | 3 | 4 | **20** | 4 | 4 | 3 | 4 | 4 | **19** | **90** |
| 7 | 4 | 4 | 5 | 5 | 5 | **23** | 4 | 4 | 5 | 4 | 5 | **22** | 5 | 5 | 5 | 5 | **20** | 5 | 4 | 3 | 4 | 4 | 4 | **24** | 1 | 4 | 5 | 5 | 4 | **19** | **108** |
| 8 | 3 | 2 | 2 | 4 | 1 | **12** | 2 | 2 | 3 | 3 | 2 | **12** | 2 | 3 | 3 | 4 | **12** | 3 | 3 | 3 | 3 | 3 | 2 | **17** | 2 | 2 | 4 | 3 | 3 | **14** | **67** |
| 9 | 5 | 5 | 5 | 3 | 5 | **23** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 4 | **19** | 4 | 4 | 4 | 5 | 4 | 5 | **26** | 4 | 4 | 5 | 5 | 4 | **22** | **115** |
| 10 | 3 | 4 | 3 | 4 | 2 | **16** | 3 | 3 | 3 | 5 | 5 | **19** | 4 | 4 | 3 | 3 | **14** | 4 | 4 | 5 | 4 | 3 | 3 | **23** | 3 | 3 | 4 | 4 | 3 | **17** | **89** |
| 11 | 4 | 2 | 2 | 4 | 4 | **16** | 2 | 4 | 3 | 4 | 4 | **17** | 5 | 4 | 5 | 5 | **19** | 3 | 5 | 4 | 5 | 4 | 5 | **26** | 3 | 3 | 5 | 4 | 4 | **19** | **97** |
| 12 | 5 | 2 | 3 | 5 | 2 | **17** | 3 | 3 | 2 | 4 | 4 | **16** | 2 | 5 | 4 | 3 | **14** | 2 | 3 | 5 | 3 | 3 | 5 | **21** | 3 | 3 | 5 | 3 | 2 | **16** | **84** |
| 13 | 3 | 2 | 2 | 4 | 3 | **14** | 3 | 2 | 2 | 3 | 3 | **13** | 4 | 3 | 3 | 3 | **13** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 3 | 3 | 3 | 3 | 3 | **15** | **73** |
| 14 | 3 | 3 | 3 | 2 | 4 | **15** | 3 | 2 | 4 | 4 | 4 | **17** | 4 | 2 | 3 | 3 | **12** | 3 | 3 | 4 | 4 | 3 | 3 | **20** | 3 | 3 | 3 | 3 | 3 | **15** | **79** |
| 15 | 2 | 3 | 4 | 5 | 3 | **17** | 3 | 2 | 5 | 5 | 5 | **20** | 4 | 5 | 4 | 4 | **17** | 4 | 4 | 5 | 5 | 4 | 3 | **25** | 4 | 4 | 5 | 5 | 5 | **23** | **102** |
| 16 | 4 | 4 | 4 | 4 | 2 | **18** | 4 | 3 | 4 | 5 | 5 | **21** | 3 | 4 | 4 | 4 | **15** | 4 | 4 | 3 | 4 | 4 | 4 | **23** | 2 | 4 | 4 | 3 | 4 | **17** | **94** |
| 17 | 4 | 3 | 3 | 5 | 2 | **17** | 4 | 4 | 5 | 4 | 5 | **22** | 5 | 4 | 5 | 4 | **18** | 4 | 4 | 4 | 4 | 4 | 4 | **24** | 1 | 3 | 5 | 4 | 4 | **17** | **98** |
| 18 | 4 | 3 | 3 | 4 | 2 | **16** | 3 | 2 | 4 | 4 | 4 | **17** | 5 | 3 | 4 | 3 | **15** | 3 | 3 | 4 | 3 | 3 | 3 | **19** | 3 | 3 | 3 | 3 | 3 | **15** | **82** |
| 19 | 4 | 4 | 4 | 4 | 4 | **20** | 4 | 4 | 4 | 3 | 3 | **18** | 3 | 3 | 4 | 3 | **13** | 3 | 4 | 3 | 3 | 3 | 3 | **19** | 3 | 3 | 3 | 4 | 4 | **17** | **87** |
| 20 | 2 | 1 | 2 | 4 | 2 | **11** | 4 | 4 | 4 | 1 | 2 | **15** | 5 | 4 | 2 | 4 | **15** | 2 | 2 | 1 | 3 | 4 | 2 | **14** | 1 | 4 | 4 | 4 | 4 | **17** | **72** |
| 21 | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 3 | 4 | 4 | 3 | **17** | 5 | 3 | 3 | 3 | **14** | 3 | 3 | 4 | 3 | 3 | 3 | **19** | 3 | 3 | 3 | 3 | 3 | **15** | **80** |
| 22 | 3 | 3 | 3 | 4 | 3 | **16** | 2 | 3 | 4 | 4 | 4 | **17** | 4 | 4 | 3 | 3 | **14** | 3 | 3 | 4 | 3 | 3 | 3 | **19** | 3 | 3 | 3 | 3 | 3 | **15** | **81** |
| 23 | 5 | 4 | 4 | 4 | 4 | **21** | 4 | 4 | 4 | 4 | 4 | **20** | 4 | 4 | 4 | 4 | **16** | 4 | 4 | 4 | 4 | 4 | 4 | **24** | 4 | 4 | 4 | 4 | 4 | **20** | **101** |
| 24 | 5 | 4 | 4 | 5 | 3 | **21** | 3 | 5 | 5 | 5 | 4 | **22** | 4 | 5 | 4 | 5 | **18** | 4 | 5 | 4 | 4 | 4 | 4 | **25** | 4 | 4 | 5 | 5 | 4 | **22** | **108** |
| 25 | 5 | 4 | 4 | 4 | 4 | **21** | 2 | 3 | 4 | 4 | 3 | **16** | 3 | 5 | 4 | 5 | **17** | 5 | 5 | 3 | 4 | 4 | 5 | **26** | 4 | 3 | 4 | 4 | 4 | **19** | **99** |
| 26 | 2 | 3 | 3 | 4 | 3 | **15** | 3 | 4 | 4 | 4 | 4 | **19** | 4 | 4 | 3 | 4 | **15** | 4 | 4 | 4 | 3 | 4 | 3 | **22** | 3 | 3 | 3 | 4 | 4 | **17** | **88** |
| 27 | 3 | 3 | 4 | 4 | 4 | **18** | 3 | 4 | 3 | 5 | 5 | **20** | 4 | 3 | 2 | 3 | **12** | 3 | 3 | 3 | 4 | 5 | 4 | **22** | 2 | 3 | 3 | 2 | 2 | **12** | **84** |
| 28 | 4 | 4 | 4 | 4 | 4 | **20** | 4 | 4 | 4 | 4 | 4 | **20** | 5 | 4 | 4 | 4 | **17** | 4 | 4 | 4 | 4 | 4 | 4 | **24** | 4 | 4 | 4 | 4 | 4 | **20** | **101** |
| 29 | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 2 | 1 | 2 | 2 | **10** | 3 | 3 | 3 | 3 | **12** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 3 | 3 | 4 | 4 | 4 | **18** | **73** |
| 30 | 5 | 5 | 5 | 5 | 5 | **25** | 3 | 5 | 4 | 5 | 5 | **22** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 4 | **29** | 4 | 4 | 5 | 5 | 5 | **23** | **119** |
| 31 | 3 | 3 | 3 | 4 | 2 | **15** | 4 | 4 | 4 | 4 | 4 | **20** | 5 | 4 | 5 | 4 | **18** | 3 | 3 | 4 | 4 | 4 | 3 | **21** | 4 | 5 | 4 | 3 | 3 | **19** | **93** |
| 32 | 2 | 2 | 1 | 3 | 3 | **11** | 2 | 3 | 2 | 2 | 2 | **11** | 3 | 2 | 2 | 2 | **9** | 2 | 2 | 2 | 2 | 2 | 2 | **12** | 2 | 2 | 3 | 2 | 2 | **11** | **54** |
| 33 | 3 | 3 | 3 | 4 | 2 | **15** | 3 | 3 | 3 | 3 | 3 | **15** | 4 | 3 | 2 | 3 | **12** | 2 | 2 | 3 | 3 | 4 | 4 | **18** | 2 | 3 | 3 | 3 | 3 | **14** | **74** |
| 34 | 2 | 1 | 3 | 3 | 1 | **10** | 2 | 1 | 3 | 5 | 5 | **16** | 4 | 3 | 3 | 3 | **13** | 3 | 3 | 5 | 3 | 3 | 5 | **22** | 5 | 3 | 3 | 3 | 3 | **17** | **78** |
| 35 | 4 | 4 | 4 | 4 | 3 | **19** | 4 | 4 | 4 | 4 | 5 | **21** | 4 | 4 | 4 | 4 | **16** | 4 | 5 | 4 | 4 | 4 | 4 | **25** | 4 | 4 | 4 | 4 | 4 | **20** | **101** |
| 36 | 2 | 2 | 3 | 4 | 2 | **13** | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 3 | 3 | 3 | **12** | 3 | 4 | 4 | 4 | 3 | 3 | **21** | 1 | 3 | 4 | 4 | 3 | **15** | **76** |
| 37 | 2 | 3 | 4 | 3 | 4 | **16** | 2 | 3 | 4 | 5 | 5 | **19** | 5 | 2 | 4 | 3 | **14** | 3 | 3 | 5 | 2 | 2 | 2 | **17** | 1 | 2 | 4 | 3 | 3 | **13** | **79** |
| 38 | 3 | 3 | 3 | 3 | 2 | **14** | 2 | 3 | 3 | 4 | 2 | **14** | 4 | 3 | 3 | 3 | **13** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 3 | 3 | 3 | 3 | 3 | **15** | **74** |
| 39 | 4 | 4 | 4 | 4 | 3 | **19** | 4 | 3 | 4 | 3 | 4 | **18** | 4 | 4 | 4 | 4 | **16** | 4 | 4 | 3 | 4 | 4 | 4 | **23** | 4 | 4 | 4 | 4 | 4 | **20** | **96** |
| 40 | 4 | 4 | 4 | 4 | 1 | **17** | 3 | 4 | 4 | 4 | 4 | **19** | 5 | 4 | 4 | 3 | **16** | 3 | 3 | 4 | 4 | 4 | 4 | **22** | 2 | 3 | 4 | 3 | 3 | **15** | **89** |
| 41 | 4 | 4 | 4 | 4 | 4 | **20** | 5 | 5 | 5 | 3 | 3 | **21** | 3 | 3 | 3 | 3 | **12** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 3 | 3 | 3 | 3 | 3 | **15** | **86** |
| 42 | 2 | 3 | 3 | 5 | 5 | **18** | 2 | 3 | 5 | 3 | 3 | **16** | 4 | 3 | 3 | 3 | **13** | 3 | 3 | 3 | 3 | 2 | 3 | **17** | 4 | 4 | 3 | 3 | 3 | **17** | **81** |
| 43 | 4 | 3 | 3 | 4 | 3 | **17** | 3 | 4 | 4 | 3 | 2 | **16** | 4 | 4 | 4 | 3 | **15** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 3 | 4 | 4 | 3 | 3 | **17** | **83** |
| 44 | 5 | 5 | 5 | 5 | 3 | **23** | 5 | 5 | 4 | 5 | 5 | **24** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 4 | 4 | **23** | **120** |
| 45 | 5 | 4 | 4 | 5 | 5 | **23** | 4 | 4 | 4 | 5 | 5 | **22** | 3 | 5 | 5 | 4 | **17** | 4 | 5 | 5 | 5 | 5 | 5 | **29** | 5 | 4 | 4 | 4 | 4 | **21** | **112** |
| 46 | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 3 | 3 | 3 | **12** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 3 | 3 | 3 | 3 | 3 | **15** | **75** |
| 47 | 3 | 3 | 3 | 2 | 2 | **13** | 2 | 2 | 2 | 2 | 2 | **10** | 2 | 2 | 3 | 3 | **10** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 3 | 3 | 3 | 3 | 3 | **15** | **66** |
| 48 | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 3 | 3 | 4 | 3 | **16** | 4 | 3 | 3 | 3 | **13** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 3 | 3 | 3 | 3 | 3 | **15** | **77** |
| 49 | 3 | 3 | 2 | 3 | 2 | **13** | 2 | 3 | 3 | 4 | 4 | **16** | 5 | 3 | 3 | 3 | **14** | 4 | 3 | 3 | 4 | 2 | 3 | **19** | 1 | 2 | 3 | 2 | 2 | **10** | **72** |
| 50 | 3 | 4 | 3 | 3 | 4 | **17** | 3 | 2 | 4 | 3 | 5 | **17** | 4 | 3 | 3 | 3 | **13** | 3 | 3 | 3 | 4 | 3 | 3 | **19** | 3 | 3 | 3 | 3 | 3 | **15** | **81** |
| 51 | 2 | 2 | 2 | 3 | 2 | **11** | 1 | 1 | 2 | 3 | 3 | **10** | 3 | 1 | 2 | 1 | **7** | 1 | 1 | 1 | 1 | 2 | 2 | **8** | 2 | 2 | 1 | 2 | 2 | **9** | **45** |
| 52 | 3 | 3 | 4 | 3 | 3 | **16** | 3 | 3 | 3 | 5 | 3 | **17** | 3 | 3 | 3 | 3 | **12** | 3 | 3 | 3 | 5 | 3 | 5 | **22** | 3 | 3 | 3 | 3 | 3 | **15** | **82** |
| 53 | 5 | 3 | 5 | 5 | 5 | **23** | 5 | 4 | 4 | 5 | 5 | **23** | 3 | 5 | 4 | 3 | **15** | 4 | 4 | 3 | 4 | 4 | 4 | **23** | 4 | 4 | 4 | 4 | 3 | **19** | **103** |
| 54 | 4 | 4 | 1 | 4 | 1 | **14** | 1 | 4 | 1 | 4 | 1 | **11** | 1 | 3 | 3 | 3 | **10** | 3 | 3 | 5 | 3 | 3 | 3 | **20** | 3 | 3 | 3 | 3 | 3 | **15** | **70** |
| 55 | 4 | 2 | 2 | 3 | 2 | **13** | 3 | 3 | 3 | 4 | 4 | **17** | 2 | 3 | 4 | 3 | **12** | 3 | 4 | 4 | 4 | 3 | 4 | **22** | 2 | 3 | 4 | 3 | 3 | **15** | **79** |
| 56 | 3 | 3 | 3 | 3 | 2 | **14** | 2 | 1 | 2 | 2 | 1 | **8** | 3 | 3 | 3 | 4 | **13** | 3 | 4 | 3 | 3 | 3 | 2 | **18** | 1 | 2 | 3 | 2 | 3 | **11** | **64** |
| 57 | 3 | 2 | 3 | 4 | 2 | **14** | 2 | 2 | 4 | 4 | 3 | **15** | 5 | 2 | 3 | 3 | **13** | 4 | 4 | 4 | 4 | 3 | 3 | **22** | 2 | 4 | 4 | 3 | 3 | **16** | **80** |
| 58 | 3 | 2 | 3 | 4 | 2 | **14** | 2 | 2 | 3 | 4 | 3 | **14** | 3 | 3 | 3 | 3 | **12** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 3 | 3 | 3 | 3 | 3 | **15** | **73** |
| 59 | 5 | 4 | 4 | 4 | 4 | **21** | 4 | 4 | 4 | 4 | 4 | **20** | 4 | 4 | 4 | 4 | **16** | 4 | 4 | 4 | 4 | 4 | 4 | **24** | 4 | 4 | 4 | 4 | 4 | **20** | **101** |
| 60 | 3 | 3 | 3 | 4 | 3 | **16** | 3 | 3 | 3 | 4 | 3 | **16** | 3 | 3 | 3 | 3 | **12** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 2 | 3 | 3 | 3 | 3 | **14** | **76** |
| 61 | 4 | 4 | 5 | 5 | 3 | **21** | 3 | 5 | 4 | 5 | 4 | **21** | 5 | 4 | 5 | 4 | **18** | 4 | 5 | 4 | 5 | 4 | 4 | **26** | 5 | 4 | 5 | 4 | 4 | **22** | **108** |
| 62 | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 3 | 3 | 3 | **12** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 3 | 3 | 3 | 3 | 3 | **15** | **75** |
| 63 | 2 | 3 | 2 | 4 | 2 | **13** | 2 | 2 | 4 | 3 | 3 | **14** | 3 | 2 | 2 | 2 | **9** | 2 | 3 | 3 | 2 | 3 | 2 | **15** | 1 | 3 | 3 | 3 | 3 | **13** | **64** |
| 64 | 2 | 2 | 2 | 3 | 2 | **11** | 2 | 2 | 3 | 2 | 3 | **12** | 3 | 3 | 3 | 3 | **12** | 2 | 3 | 2 | 3 | 3 | 3 | **16** | 3 | 2 | 3 | 3 | 3 | **14** | **65** |
| 65 | 3 | 1 | 3 | 4 | 4 | **15** | 4 | 2 | 5 | 4 | 3 | **18** | 4 | 4 | 3 | 4 | **15** | 3 | 4 | 4 | 4 | 4 | 3 | **22** | 4 | 3 | 4 | 3 | 3 | **17** | **87** |
| 66 | 4 | 3 | 4 | 3 | 3 | **17** | 2 | 4 | 2 | 3 | 4 | **15** | 4 | 4 | 4 | 3 | **15** | 4 | 4 | 4 | 4 | 4 | 4 | **24** | 2 | 2 | 4 | 3 | 3 | **14** | **85** |
| 67 | 4 | 3 | 3 | 5 | 5 | **20** | 3 | 4 | 3 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | **20** | 5 | 3 | 5 | 3 | 4 | 5 | **25** | 2 | 3 | 5 | 3 | 5 | **18** | **103** |
| 68 | 3 | 2 | 3 | 3 | 2 | **13** | 2 | 2 | 2 | 3 | 3 | **12** | 3 | 3 | 3 | 3 | **12** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 3 | 3 | 3 | 3 | 3 | **15** | **70** |
| 69 | 3 | 2 | 3 | 3 | 4 | **15** | 2 | 3 | 3 | 3 | 3 | **14** | 3 | 4 | 3 | 3 | **13** | 4 | 3 | 3 | 3 | 3 | 3 | **19** | 3 | 3 | 3 | 3 | 3 | **15** | **76** |
| 70 | 3 | 3 | 3 | 3 | 3 | **15** | 4 | 3 | 4 | 4 | 4 | **19** | 4 | 3 | 3 | 3 | **13** | 3 | 3 | 4 | 3 | 4 | 3 | **20** | 3 | 3 | 3 | 3 | 3 | **15** | **82** |
| 71 | 1 | 3 | 3 | 2 | 2 | **11** | 3 | 3 | 2 | 2 | 2 | **12** | 1 | 3 | 4 | 2 | **10** | 5 | 5 | 3 | 2 | 2 | 1 | **18** | 1 | 3 | 2 | 2 | 3 | **11** | **62** |
| 72 | 3 | 4 | 4 | 4 | 4 | **19** | 3 | 2 | 3 | 3 | 5 | **16** | 3 | 4 | 3 | 3 | **13** | 3 | 3 | 4 | 3 | 4 | 4 | **21** | 3 | 3 | 4 | 3 | 3 | **16** | **85** |
| 73 | 2 | 2 | 3 | 3 | 3 | **13** | 3 | 2 | 3 | 3 | 3 | **14** | 3 | 3 | 3 | 3 | **12** | 2 | 3 | 5 | 3 | 2 | 2 | **17** | 1 | 3 | 3 | 3 | 3 | **13** | **69** |
| 74 | 4 | 3 | 3 | 3 | 3 | **16** | 3 | 4 | 4 | 2 | 3 | **16** | 3 | 3 | 3 | 3 | **12** | 3 | 2 | 2 | 3 | 2 | 4 | **16** | 4 | 3 | 2 | 3 | 2 | **14** | **74** |
| 75 | 3 | 2 | 2 | 3 | 3 | **13** | 2 | 2 | 3 | 3 | 3 | **13** | 4 | 3 | 4 | 3 | **14** | 4 | 4 | 4 | 3 | 4 | 4 | **23** | 2 | 2 | 4 | 3 | 3 | **14** | **77** |
| 76 | 3 | 3 | 4 | 3 | 1 | **14** | 2 | 3 | 4 | 3 | 4 | **16** | 4 | 4 | 4 | 3 | **15** | 3 | 3 | 4 | 4 | 4 | 3 | **21** | 2 | 2 | 4 | 4 | 3 | **15** | **81** |
| 77 | 5 | 4 | 5 | 4 | 4 | **22** | 4 | 4 | 4 | 2 | 4 | **18** | 4 | 4 | 4 | 4 | **16** | 4 | 4 | 2 | 4 | 2 | 4 | **20** | 2 | 5 | 4 | 3 | 4 | **18** | **94** |
| 78 | 3 | 2 | 4 | 4 | 3 | **16** | 4 | 3 | 4 | 4 | 4 | **19** | 5 | 4 | 5 | 5 | **19** | 4 | 5 | 4 | 4 | 4 | 4 | **25** | 4 | 4 | 4 | 4 | 4 | **20** | **99** |
| 79 | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 3 | 3 | 3 | **12** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 3 | 3 | 3 | 3 | 3 | **15** | **75** |
| 80 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **125** |
| 81 | 3 | 3 | 4 | 5 | 5 | **20** | 3 | 5 | 4 | 5 | 5 | **22** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 3 | 4 | 5 | 5 | 5 | **22** | **114** |
| 82 | 2 | 2 | 2 | 3 | 1 | **10** | 2 | 2 | 2 | 2 | 4 | **12** | 4 | 3 | 3 | 3 | **13** | 3 | 3 | 3 | 3 | 2 | 3 | **17** | 3 | 2 | 4 | 3 | 3 | **15** | **67** |
| 83 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | 5 | **25** | 4 | 5 | 5 | 4 | **18** | 4 | 4 | 4 | 5 | 5 | 4 | **26** | 5 | 5 | 4 | 5 | 4 | **23** | **117** |
| 84 | 5 | 5 | 5 | 5 | 5 | **25** | 4 | 5 | 5 | 4 | 5 | **23** | 5 | 5 | 4 | 5 | **19** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 2 | 5 | 5 | 5 | 5 | **22** | **119** |
| 85 | 3 | 2 | 2 | 4 | 2 | **13** | 4 | 4 | 4 | 4 | 3 | **19** | 4 | 2 | 2 | 3 | **11** | 2 | 2 | 3 | 3 | 2 | 2 | **14** | 2 | 3 | 3 | 2 | 2 | **12** | **69** |
| 86 | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 3 | 3 | 3 | 3 | **15** | 5 | 3 | 3 | 3 | **14** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 2 | 3 | 3 | 3 | 3 | **14** | **76** |
| 87 | 5 | 4 | 4 | 5 | 3 | **21** | 4 | 5 | 3 | 4 | 5 | **21** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 4 | 4 | **28** | 3 | 3 | 5 | 5 | 5 | **21** | **111** |
| 88 | 2 | 2 | 3 | 4 | 2 | **13** | 4 | 4 | 5 | 5 | 4 | **22** | 5 | 4 | 5 | 4 | **18** | 4 | 5 | 5 | 4 | 4 | 3 | **25** | 3 | 4 | 4 | 4 | 4 | **19** | **97** |
| 89 | 4 | 3 | 3 | 4 | 3 | **17** | 3 | 4 | 3 | 4 | 2 | **16** | 3 | 3 | 3 | 3 | **12** | 4 | 4 | 4 | 3 | 2 | 3 | **20** | 4 | 3 | 3 | 3 | 4 | **17** | **82** |
| 90 | 4 | 4 | 4 | 5 | 5 | **22** | 4 | 2 | 5 | 5 | 5 | **21** | 5 | 4 | 4 | 4 | **17** | 4 | 4 | 4 | 4 | 4 | 4 | **24** | 3 | 3 | 5 | 4 | 4 | **19** | **103** |
| 91 | 4 | 3 | 3 | 4 | 3 | **17** | 3 | 2 | 3 | 3 | 3 | **14** | 4 | 3 | 3 | 3 | **13** | 2 | 2 | 3 | 3 | 3 | 3 | **16** | 2 | 3 | 2 | 2 | 2 | **11** | **71** |
| 92 | 4 | 4 | 4 | 4 | 4 | **20** | 4 | 4 | 4 | 4 | 3 | **19** | 4 | 4 | 4 | 4 | **16** | 4 | 4 | 4 | 4 | 4 | 4 | **24** | 4 | 4 | 4 | 4 | 4 | **20** | **99** |
| 93 | 5 | 3 | 4 | 4 | 5 | **21** | 5 | 5 | 5 | 5 | 4 | **24** | 5 | 4 | 5 | 4 | **18** | 5 | 4 | 5 | 4 | 5 | 4 | **27** | 4 | 5 | 4 | 5 | 4 | **22** | **112** |
| 94 | 4 | 4 | 4 | 4 | 4 | **20** | 4 | 4 | 4 | 4 | 3 | **19** | 4 | 4 | 4 | 4 | **16** | 4 | 4 | 4 | 4 | 4 | 4 | **24** | 4 | 4 | 4 | 4 | 4 | **20** | **99** |
| 95 | 3 | 3 | 3 | 3 | 4 | **16** | 2 | 3 | 4 | 4 | 4 | **17** | 4 | 4 | 3 | 3 | **14** | 3 | 3 | 5 | 3 | 4 | 4 | **22** | 3 | 3 | 4 | 3 | 3 | **16** | **85** |
| 96 | 3 | 3 | 4 | 5 | 5 | **20** | 4 | 3 | 3 | 5 | 5 | **20** | 5 | 3 | 4 | 2 | **14** | 2 | 2 | 3 | 2 | 3 | 3 | **15** | 1 | 2 | 3 | 2 | 2 | **10** | **79** |
| 97 | 3 | 2 | 3 | 5 | 4 | **17** | 3 | 5 | 5 | 5 | 5 | **23** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 4 | **29** | 3 | 5 | 5 | 5 | 5 | **23** | **112** |
| 98 | 4 | 3 | 4 | 5 | 5 | **21** | 3 | 5 | 4 | 5 | 5 | **22** | 4 | 4 | 4 | 3 | **15** | 4 | 4 | 5 | 5 | 4 | 5 | **27** | 5 | 4 | 5 | 3 | 4 | **21** | **106** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Harapan** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | **Total** |
| **Bukti Fisik  (*Tangible*)** | | | | | **Total** | **Keandalan  (*Reliability* )** | | | | | **Total** | **Daya Tanggap  (*Responsiveness* )** | | | | **Total** | **Jaminan  (*Assurance*)** | | | | | | **Total** | **Empati  (*Emphaty* )** | | | | | **Total** |
| **P1** | **P2** | **P3** | **P4** | **P5** | **P6** | **P7** | **P8** | **P9** | **P10** | **P11** | **P12** | **P13** | **P14** | **P15** | **P16** | **P17** | **P18** | **P19** | **P20** | **P21** | **P22** | **P23** | **P24** | **P25** |
| 1 | 4 | 4 | 5 | 3 | 4 | **20** | 4 | 2 | 3 | 2 | 3 | **14** | 3 | 4 | 4 | 4 | **15** | 4 | 3 | 3 | 5 | 4 | 4 | **23** | 3 | 3 | 3 | 3 | 2 | **14** | **86** |
| 2 | 5 | 4 | 4 | 5 | 4 | **22** | 4 | 5 | 5 | 5 | 5 | **24** | 5 | 5 | 3 | 4 | **17** | 4 | 5 | 5 | 5 | 4 | 5 | **28** | 5 | 4 | 4 | 4 | 4 | **21** | **112** |
| 3 | 3 | 3 | 4 | 5 | 4 | **19** | 5 | 3 | 4 | 4 | 5 | **21** | 4 | 4 | 5 | 5 | **18** | 4 | 4 | 5 | 3 | 3 | 5 | **24** | 5 | 4 | 5 | 5 | 5 | **24** | **106** |
| 4 | 5 | 5 | 5 | 4 | 5 | **24** | 4 | 5 | 5 | 5 | 5 | **24** | 5 | 5 | 4 | 5 | **19** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **122** |
| 5 | 4 | 4 | 3 | 5 | 3 | **19** | 3 | 3 | 3 | 4 | 4 | **17** | 4 | 4 | 4 | 5 | **17** | 5 | 5 | 4 | 4 | 3 | 4 | **25** | 4 | 3 | 5 | 5 | 4 | **21** | **99** |
| 6 | 4 | 3 | 4 | 4 | 5 | **20** | 4 | 4 | 4 | 5 | 5 | **22** | 4 | 4 | 3 | 3 | **14** | 3 | 3 | 4 | 3 | 4 | 4 | **21** | 4 | 4 | 4 | 4 | 4 | **20** | **97** |
| 7 | 3 | 4 | 5 | 5 | 5 | **22** | 4 | 3 | 5 | 5 | 5 | **22** | 5 | 5 | 5 | 5 | **20** | 5 | 4 | 3 | 4 | 5 | 5 | **26** | 1 | 5 | 5 | 5 | 3 | **19** | **109** |
| 8 | 3 | 3 | 4 | 3 | 5 | **18** | 5 | 5 | 3 | 2 | 4 | **19** | 3 | 3 | 3 | 3 | **12** | 3 | 4 | 3 | 3 | 3 | 4 | **20** | 5 | 3 | 2 | 3 | 2 | **15** | **84** |
| 9 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 4 | 4 | 5 | 4 | 5 | 5 | **27** | 4 | 5 | 5 | 4 | 4 | **22** | **119** |
| 10 | 4 | 4 | 5 | 3 | 5 | **21** | 5 | 4 | 5 | 5 | 5 | **24** | 4 | 4 | 4 | 4 | **16** | 5 | 5 | 4 | 3 | 4 | 4 | **25** | 3 | 4 | 4 | 4 | 4 | **19** | **105** |
| 11 | 4 | 5 | 5 | 4 | 4 | **22** | 5 | 3 | 3 | 3 | 4 | **18** | 4 | 4 | 5 | 5 | **18** | 5 | 4 | 4 | 4 | 5 | 5 | **27** | 5 | 5 | 5 | 5 | 5 | **25** | **110** |
| 12 | 3 | 4 | 5 | 4 | 3 | **19** | 3 | 3 | 5 | 5 | 4 | **20** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 4 | 5 | 5 | 5 | **29** | 5 | 5 | 5 | 5 | 4 | **24** | **112** |
| 13 | 3 | 1 | 3 | 5 | 3 | **15** | 2 | 1 | 2 | 5 | 4 | **14** | 5 | 4 | 3 | 4 | **16** | 4 | 4 | 4 | 4 | 3 | 3 | **22** | 2 | 2 | 3 | 2 | 2 | **11** | **78** |
| 14 | 5 | 5 | 5 | 5 | 4 | **24** | 3 | 4 | 5 | 5 | 4 | **21** | 5 | 5 | 5 | 4 | **19** | 5 | 4 | 4 | 4 | 5 | 5 | **27** | 5 | 5 | 5 | 5 | 5 | **25** | **116** |
| 15 | 5 | 5 | 5 | 5 | 4 | **24** | 5 | 4 | 5 | 5 | 5 | **24** | 5 | 5 | 4 | 5 | **19** | 5 | 5 | 4 | 4 | 5 | 5 | **28** | 5 | 5 | 4 | 4 | 5 | **23** | **118** |
| 16 | 5 | 5 | 5 | 5 | 4 | **24** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 4 | 5 | 5 | **29** | 5 | 5 | 5 | 5 | 5 | **25** | **123** |
| 17 | 5 | 5 | 5 | 4 | 4 | **23** | 4 | 5 | 4 | 4 | 5 | **22** | 5 | 5 | 4 | 5 | **19** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 4 | 4 | 4 | 4 | 5 | **21** | **115** |
| 18 | 5 | 4 | 5 | 4 | 4 | **22** | 3 | 3 | 4 | 4 | 5 | **19** | 4 | 4 | 3 | 4 | **15** | 4 | 4 | 4 | 4 | 4 | 5 | **25** | 5 | 4 | 4 | 4 | 4 | **21** | **102** |
| 19 | 5 | 5 | 4 | 5 | 4 | **23** | 4 | 4 | 5 | 5 | 5 | **23** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **121** |
| 20 | 5 | 5 | 5 | 3 | 5 | **23** | 3 | 5 | 4 | 5 | 5 | **22** | 5 | 5 | 5 | 5 | **20** | 5 | 4 | 5 | 5 | 4 | 5 | **28** | 5 | 5 | 5 | 4 | 4 | **23** | **116** |
| 21 | 5 | 5 | 5 | 4 | 4 | **23** | 4 | 5 | 4 | 5 | 5 | **23** | 5 | 4 | 5 | 4 | **18** | 5 | 5 | 4 | 4 | 4 | 5 | **27** | 4 | 5 | 4 | 4 | 5 | **22** | **113** |
| 22 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **125** |
| 23 | 5 | 5 | 5 | 4 | 5 | **24** | 5 | 5 | 5 | 4 | 5 | **24** | 4 | 4 | 4 | 4 | **16** | 5 | 4 | 4 | 4 | 4 | 4 | **25** | 4 | 4 | 4 | 4 | 4 | **20** | **109** |
| 24 | 4 | 4 | 4 | 5 | 3 | **20** | 2 | 4 | 4 | 5 | 5 | **20** | 4 | 5 | 5 | 5 | **19** | 5 | 4 | 5 | 5 | 4 | 3 | **26** | 4 | 3 | 5 | 5 | 5 | **22** | **107** |
| 25 | 5 | 5 | 5 | 4 | 5 | **24** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **124** |
| 26 | 3 | 3 | 3 | 4 | 3 | **16** | 4 | 3 | 4 | 4 | 4 | **19** | 4 | 4 | 3 | 4 | **15** | 3 | 4 | 4 | 4 | 4 | 3 | **22** | 2 | 4 | 4 | 4 | 4 | **18** | **90** |
| 27 | 5 | 4 | 4 | 4 | 4 | **21** | 4 | 5 | 5 | 5 | 5 | **24** | 4 | 3 | 3 | 2 | **12** | 3 | 4 | 4 | 3 | 4 | 5 | **23** | 5 | 5 | 4 | 4 | 4 | **22** | **102** |
| 28 | 4 | 5 | 4 | 4 | 5 | **22** | 5 | 5 | 3 | 4 | 5 | **22** | 5 | 4 | 4 | 4 | **17** | 4 | 4 | 5 | 5 | 4 | 5 | **27** | 5 | 5 | 4 | 4 | 4 | **22** | **110** |
| 29 | 3 | 5 | 5 | 4 | 4 | **21** | 4 | 5 | 3 | 4 | 5 | **21** | 3 | 3 | 2 | 2 | **10** | 2 | 4 | 2 | 2 | 4 | 4 | **18** | 4 | 5 | 3 | 5 | 4 | **21** | **91** |
| 30 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | 5 | **25** | 4 | 5 | 5 | 5 | **19** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **124** |
| 31 | 4 | 5 | 5 | 4 | 3 | **21** | 4 | 3 | 4 | 5 | 4 | **20** | 5 | 3 | 5 | 3 | **16** | 2 | 3 | 4 | 4 | 4 | 3 | **20** | 4 | 4 | 4 | 3 | 3 | **18** | **95** |
| 32 | 5 | 5 | 5 | 3 | 5 | **23** | 3 | 4 | 4 | 5 | 5 | **21** | 5 | 5 | 4 | 3 | **17** | 4 | 5 | 5 | 4 | 4 | 4 | **26** | 4 | 4 | 5 | 4 | 3 | **20** | **107** |
| 33 | 4 | 5 | 4 | 4 | 5 | **22** | 4 | 5 | 5 | 4 | 4 | **22** | 5 | 5 | 4 | 4 | **18** | 5 | 5 | 4 | 4 | 4 | 4 | **26** | 4 | 5 | 5 | 5 | 4 | **23** | **111** |
| 34 | 5 | 5 | 5 | 4 | 4 | **23** | 3 | 5 | 5 | 4 | 5 | **22** | 4 | 5 | 5 | 5 | **19** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 4 | 4 | 5 | **23** | **117** |
| 35 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 4 | 5 | 4 | **23** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 4 | 5 | **24** | **122** |
| 36 | 4 | 5 | 4 | 5 | 4 | **22** | 5 | 5 | 3 | 3 | 5 | **21** | 5 | 4 | 5 | 4 | **18** | 5 | 5 | 3 | 5 | 4 | 5 | **27** | 5 | 3 | 4 | 5 | 4 | **21** | **109** |
| 37 | 4 | 5 | 4 | 3 | 3 | **19** | 5 | 5 | 3 | 4 | 5 | **22** | 3 | 4 | 5 | 4 | **16** | 5 | 4 | 5 | 4 | 4 | 4 | **26** | 5 | 5 | 3 | 3 | 4 | **20** | **103** |
| 38 | 3 | 3 | 3 | 4 | 3 | **16** | 2 | 2 | 3 | 5 | 2 | **14** | 4 | 4 | 3 | 3 | **14** | 3 | 4 | 5 | 4 | 3 | 3 | **22** | 3 | 3 | 3 | 3 | 3 | **15** | **81** |
| 39 | 5 | 5 | 5 | 5 | 5 | **25** | 3 | 5 | 3 | 5 | 5 | **21** | 3 | 5 | 5 | 5 | **18** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **119** |
| 40 | 5 | 3 | 4 | 4 | 3 | **19** | 5 | 5 | 3 | 5 | 4 | **22** | 5 | 3 | 3 | 3 | **14** | 4 | 4 | 4 | 4 | 4 | 3 | **23** | 3 | 3 | 4 | 4 | 4 | **18** | **96** |
| 41 | 5 | 5 | 5 | 4 | 5 | **24** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **124** |
| 42 | 5 | 3 | 5 | 3 | 5 | **21** | 3 | 3 | 4 | 3 | 3 | **16** | 4 | 5 | 3 | 2 | **14** | 2 | 3 | 2 | 3 | 3 | 3 | **16** | 5 | 5 | 4 | 4 | 4 | **22** | **89** |
| 43 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **125** |
| 44 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 3 | 5 | 5 | **23** | 5 | 5 | 5 | 4 | **19** | 5 | 5 | 5 | 5 | 3 | 5 | **28** | 5 | 5 | 5 | 5 | 5 | **25** | **120** |
| 45 | 5 | 5 | 5 | 5 | 5 | **25** | 4 | 4 | 5 | 5 | 5 | **23** | 5 | 5 | 4 | 5 | **19** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **122** |
| 46 | 3 | 3 | 3 | 5 | 1 | **15** | 2 | 3 | 3 | 3 | 3 | **14** | 3 | 2 | 3 | 2 | **10** | 2 | 3 | 3 | 3 | 2 | 4 | **17** | 1 | 3 | 2 | 3 | 2 | **11** | **67** |
| 47 | 5 | 2 | 3 | 3 | 3 | **16** | 2 | 5 | 1 | 5 | 3 | **16** | 3 | 4 | 1 | 4 | **12** | 3 | 4 | 5 | 3 | 3 | 3 | **21** | 1 | 3 | 3 | 3 | 3 | **13** | **78** |
| 48 | 4 | 3 | 3 | 4 | 3 | **17** | 3 | 4 | 4 | 4 | 4 | **19** | 4 | 4 | 4 | 4 | **16** | 3 | 4 | 4 | 4 | 4 | 4 | **23** | 4 | 3 | 4 | 4 | 4 | **19** | **94** |
| 49 | 5 | 4 | 4 | 3 | 5 | **21** | 4 | 4 | 4 | 5 | 3 | **20** | 5 | 4 | 3 | 5 | **17** | 4 | 3 | 5 | 5 | 5 | 5 | **27** | 5 | 5 | 4 | 5 | 5 | **24** | **109** |
| 50 | 4 | 3 | 3 | 5 | 5 | **20** | 5 | 5 | 4 | 4 | 2 | **20** | 4 | 3 | 3 | 3 | **13** | 4 | 3 | 3 | 3 | 3 | 4 | **20** | 4 | 4 | 3 | 3 | 3 | **17** | **90** |
| 51 | 5 | 5 | 5 | 4 | 5 | **24** | 4 | 4 | 3 | 4 | 4 | **19** | 1 | 4 | 4 | 1 | **10** | 5 | 4 | 4 | 5 | 3 | 4 | **25** | 4 | 4 | 4 | 4 | 4 | **20** | **98** |
| 52 | 5 | 4 | 5 | 5 | 5 | **24** | 4 | 4 | 4 | 4 | 4 | **20** | 4 | 4 | 4 | 4 | **16** | 4 | 4 | 4 | 5 | 4 | 4 | **25** | 4 | 4 | 4 | 4 | 4 | **20** | **105** |
| 53 | 5 | 5 | 5 | 4 | 4 | **23** | 5 | 5 | 4 | 5 | 5 | **24** | 3 | 5 | 5 | 5 | **18** | 4 | 5 | 5 | 5 | 5 | 5 | **29** | 5 | 5 | 5 | 5 | 4 | **24** | **118** |
| 54 | 3 | 4 | 5 | 3 | 5 | **20** | 4 | 5 | 5 | 3 | 5 | **22** | 5 | 5 | 4 | 1 | **15** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **112** |
| 55 | 4 | 5 | 4 | 3 | 5 | **21** | 5 | 3 | 4 | 3 | 3 | **18** | 5 | 4 | 4 | 4 | **17** | 5 | 4 | 4 | 4 | 3 | 4 | **24** | 3 | 4 | 4 | 4 | 3 | **18** | **98** |
| 56 | 5 | 5 | 5 | 5 | 5 | **25** | 4 | 5 | 4 | 5 | 5 | **23** | 4 | 5 | 5 | 5 | **19** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **122** |
| 57 | 5 | 5 | 5 | 4 | 5 | **24** | 3 | 5 | 4 | 3 | 5 | **20** | 5 | 5 | 4 | 3 | **17** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 3 | 5 | **23** | **114** |
| 58 | 5 | 4 | 4 | 4 | 5 | **22** | 5 | 5 | 4 | 4 | 5 | **23** | 5 | 4 | 5 | 3 | **17** | 5 | 5 | 5 | 5 | 5 | 4 | **29** | 4 | 5 | 4 | 4 | 5 | **22** | **113** |
| 59 | 5 | 3 | 4 | 4 | 4 | **20** | 4 | 2 | 5 | 5 | 4 | **20** | 5 | 4 | 3 | 4 | **16** | 4 | 4 | 4 | 4 | 4 | 4 | **24** | 5 | 4 | 4 | 4 | 4 | **21** | **101** |
| 60 | 4 | 4 | 3 | 5 | 4 | **20** | 3 | 4 | 3 | 4 | 4 | **18** | 5 | 5 | 4 | 4 | **18** | 5 | 5 | 4 | 4 | 4 | 5 | **27** | 5 | 4 | 4 | 4 | 4 | **21** | **104** |
| 61 | 4 | 4 | 5 | 5 | 3 | **21** | 3 | 4 | 4 | 5 | 4 | **20** | 5 | 4 | 4 | 5 | **18** | 4 | 4 | 5 | 4 | 4 | 5 | **26** | 5 | 4 | 5 | 5 | 4 | **23** | **108** |
| 62 | 3 | 4 | 5 | 4 | 5 | **21** | 5 | 5 | 5 | 5 | 4 | **24** | 5 | 5 | 4 | 5 | **19** | 5 | 4 | 5 | 4 | 4 | 5 | **27** | 5 | 5 | 4 | 4 | 5 | **23** | **114** |
| 63 | 4 | 4 | 4 | 4 | 5 | **21** | 5 | 3 | 4 | 4 | 4 | **20** | 5 | 5 | 4 | 4 | **18** | 5 | 4 | 4 | 4 | 4 | 5 | **26** | 5 | 5 | 4 | 4 | 4 | **22** | **107** |
| 64 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 4 | 5 | 5 | **24** | 5 | 5 | 4 | 4 | **18** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **122** |
| 65 | 3 | 3 | 4 | 5 | 5 | **20** | 5 | 5 | 4 | 4 | 4 | **22** | 4 | 3 | 3 | 4 | **14** | 3 | 3 | 4 | 3 | 1 | 3 | **17** | 4 | 5 | 5 | 5 | 5 | **24** | **97** |
| 66 | 5 | 4 | 5 | 4 | 5 | **23** | 4 | 5 | 4 | 5 | 5 | **23** | 4 | 5 | 4 | 4 | **17** | 5 | 4 | 5 | 4 | 4 | 5 | **27** | 5 | 4 | 4 | 4 | 5 | **22** | **112** |
| 67 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **125** |
| 68 | 5 | 5 | 5 | 4 | 5 | **24** | 5 | 5 | 5 | 3 | 5 | **23** | 5 | 4 | 3 | 3 | **15** | 3 | 4 | 4 | 4 | 4 | 4 | **23** | 5 | 5 | 4 | 3 | 4 | **21** | **106** |
| 69 | 5 | 4 | 5 | 3 | 4 | **21** | 4 | 5 | 5 | 5 | 5 | **24** | 5 | 5 | 5 | 3 | **18** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **118** |
| 70 | 4 | 3 | 3 | 3 | 3 | **16** | 4 | 3 | 4 | 3 | 4 | **18** | 3 | 3 | 3 | 3 | **12** | 3 | 3 | 4 | 3 | 3 | 3 | **19** | 3 | 3 | 3 | 3 | 3 | **15** | **80** |
| 71 | 5 | 4 | 4 | 3 | 5 | **21** | 5 | 5 | 5 | 5 | 4 | **24** | 3 | 5 | 3 | 4 | **15** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **115** |
| 72 | 5 | 5 | 5 | 4 | 5 | **24** | 3 | 5 | 5 | 5 | 5 | **23** | 5 | 5 | 4 | 5 | **19** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 4 | 4 | 3 | 4 | **20** | **116** |
| 73 | 5 | 4 | 5 | 4 | 4 | **22** | 5 | 5 | 3 | 3 | 3 | **19** | 3 | 2 | 3 | 5 | **13** | 4 | 5 | 3 | 4 | 4 | 4 | **24** | 5 | 5 | 3 | 5 | 5 | **23** | **101** |
| 74 | 5 | 3 | 5 | 3 | 5 | **21** | 1 | 5 | 5 | 4 | 5 | **20** | 5 | 5 | 5 | 4 | **19** | 5 | 5 | 4 | 5 | 5 | 5 | **29** | 5 | 4 | 4 | 5 | 4 | **22** | **111** |
| 75 | 4 | 3 | 4 | 5 | 5 | **21** | 5 | 5 | 4 | 5 | 5 | **24** | 5 | 5 | 3 | 4 | **17** | 5 | 5 | 5 | 4 | 5 | 5 | **29** | 5 | 5 | 5 | 5 | 5 | **25** | **116** |
| 76 | 5 | 5 | 5 | 4 | 5 | **24** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **124** |
| 77 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **125** |
| 78 | 5 | 5 | 5 | 3 | 4 | **22** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 4 | 4 | 5 | 5 | **28** | 5 | 5 | 5 | 5 | 5 | **25** | **120** |
| 79 | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 3 | 3 | 3 | 3 | **15** | 3 | 2 | 3 | 3 | **11** | 3 | 3 | 4 | 3 | 3 | 3 | **19** | 3 | 4 | 3 | 3 | 3 | **16** | **76** |
| 80 | 5 | 4 | 3 | 5 | 3 | **20** | 2 | 3 | 3 | 4 | 4 | **16** | 5 | 5 | 5 | 5 | **20** | 5 | 4 | 5 | 5 | 5 | 5 | **29** | 5 | 5 | 5 | 5 | 5 | **25** | **110** |
| 81 | 3 | 2 | 3 | 5 | 4 | **17** | 3 | 5 | 5 | 5 | 5 | **23** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 4 | **29** | 3 | 5 | 5 | 5 | 5 | **23** | **112** |
| 82 | 4 | 3 | 4 | 5 | 5 | **21** | 3 | 5 | 4 | 5 | 5 | **22** | 4 | 4 | 4 | 3 | **15** | 4 | 4 | 5 | 5 | 4 | 5 | **27** | 5 | 4 | 5 | 3 | 4 | **21** | **106** |
| 83 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 3 | 5 | **23** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **123** |
| 84 | 5 | 4 | 4 | 5 | 5 | **23** | 5 | 5 | 5 | 4 | 5 | **24** | 5 | 5 | 5 | 5 | **20** | 5 | 4 | 3 | 5 | 5 | 5 | **27** | 4 | 5 | 5 | 5 | 5 | **24** | **118** |
| 85 | 5 | 5 | 5 | 4 | 5 | **24** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 4 | **19** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 4 | 5 | **24** | **122** |
| 86 | 3 | 4 | 3 | 3 | 2 | **15** | 3 | 2 | 3 | 4 | 3 | **15** | 5 | 3 | 3 | 3 | **14** | 3 | 3 | 3 | 3 | 3 | 3 | **18** | 2 | 3 | 3 | 3 | 2 | **13** | **75** |
| 87 | 4 | 4 | 4 | 3 | 3 | **18** | 5 | 4 | 1 | 4 | 3 | **17** | 5 | 3 | 3 | 4 | **15** | 4 | 4 | 4 | 4 | 4 | 3 | **23** | 5 | 5 | 4 | 3 | 4 | **21** | **94** |
| 88 | 5 | 5 | 5 | 5 | 5 | **25** | 4 | 5 | 5 | 5 | 5 | **24** | 5 | 5 | 5 | 5 | **20** | 5 | 4 | 5 | 4 | 5 | 5 | **28** | 5 | 4 | 5 | 5 | 5 | **24** | **121** |
| 89 | 5 | 5 | 5 | 4 | 4 | **23** | 4 | 5 | 4 | 5 | 4 | **22** | 5 | 3 | 3 | 3 | **14** | 4 | 3 | 4 | 3 | 3 | 3 | **20** | 4 | 3 | 4 | 3 | 3 | **17** | **96** |
| 90 | 5 | 4 | 4 | 5 | 4 | **22** | 3 | 2 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 4 | 5 | **29** | 3 | 3 | 5 | 4 | 5 | **20** | **111** |
| 91 | 5 | 5 | 5 | 4 | 5 | **24** | 5 | 5 | 4 | 5 | 4 | **23** | 4 | 5 | 4 | 5 | **18** | 5 | 5 | 5 | 4 | 4 | 4 | **27** | 5 | 5 | 5 | 5 | 5 | **25** | **117** |
| 92 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **125** |
| 93 | 5 | 5 | 4 | 5 | 5 | **24** | 4 | 5 | 5 | 4 | 4 | **22** | 3 | 3 | 5 | 5 | **16** | 5 | 5 | 4 | 5 | 4 | 5 | **28** | 4 | 5 | 5 | 4 | 4 | **22** | **112** |
| 94 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **125** |
| 95 | 5 | 5 | 5 | 4 | 5 | **24** | 5 | 5 | 4 | 5 | 5 | **24** | 5 | 4 | 5 | 4 | **18** | 5 | 5 | 5 | 5 | 4 | 5 | **29** | 4 | 5 | 5 | 4 | 4 | **22** | **117** |
| 96 | 5 | 4 | 5 | 5 | 5 | **24** | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | **20** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 5 | 5 | 5 | 5 | 5 | **25** | **124** |
| 97 | 5 | 5 | 5 | 5 | 5 | **25** | 5 | 5 | 5 | 5 | 5 | **25** | 4 | 5 | 5 | 4 | **18** | 4 | 4 | 4 | 5 | 5 | 4 | **26** | 5 | 5 | 4 | 5 | 4 | **23** | **117** |
| 98 | 5 | 5 | 5 | 5 | 5 | **25** | 4 | 5 | 5 | 4 | 5 | **23** | 5 | 5 | 4 | 5 | **19** | 5 | 5 | 5 | 5 | 5 | 5 | **30** | 2 | 5 | 5 | 5 | 5 | **22** | **119** |

**Lampiran 3 : Tabel Hasil Uji Validitas SPSS**

**Uji Validitas Persepsi**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | **P1** | **P2** | **P3** | **P4** | **P5** | **P6** | **P7** | **P8** | **P9** | **P10** | **P11** | **P12** | **P13** | **P14** | **P15** | **P16** | **P17** | **P18** | **P19** | **P20** | **P21** | **P22** | **P23** | **P24** | **P25** | **Total** |
| **P1** | **Pearson Correlation** | 1 | .612\*\* | .564\*\* | .486\*\* | .436\*\* | .491\*\* | .592\*\* | .338\*\* | .363\*\* | .320\*\* | 0.158 | .548\*\* | .539\*\* | .471\*\* | .426\*\* | .375\*\* | .250\* | .512\*\* | .468\*\* | .654\*\* | .408\*\* | .393\*\* | .502\*\* | .436\*\* | .418\*\* | **.664\*\*** |
|  | **Sig. (2-tailed)** |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.001 | 0.120 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.013 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P2** | **Pearson Correlation** | .612\*\* | 1 | .705\*\* | .360\*\* | .456\*\* | .458\*\* | .547\*\* | .357\*\* | .332\*\* | .373\*\* | .202\* | .485\*\* | .442\*\* | .393\*\* | .492\*\* | .405\*\* | .284\*\* | .440\*\* | .426\*\* | .402\*\* | .352\*\* | .446\*\* | .298\*\* | .440\*\* | .443\*\* | **.630\*\*** |
|  | **Sig. (2-tailed)** | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.046 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.005 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.003 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P3** | **Pearson Correlation** | .564\*\* | .705\*\* | 1 | .468\*\* | .587\*\* | .607\*\* | .531\*\* | .536\*\* | .468\*\* | .575\*\* | .366\*\* | .629\*\* | .581\*\* | .500\*\* | .561\*\* | .510\*\* | .341\*\* | .574\*\* | .560\*\* | .545\*\* | .416\*\* | .563\*\* | .453\*\* | .550\*\* | .518\*\* | **.773\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P4** | **Pearson Correlation** | .486\*\* | .360\*\* | .468\*\* | 1 | .424\*\* | .439\*\* | .535\*\* | .496\*\* | .527\*\* | .492\*\* | .371\*\* | .657\*\* | .518\*\* | .562\*\* | .407\*\* | .423\*\* | .391\*\* | .480\*\* | .538\*\* | .464\*\* | .293\*\* | .524\*\* | .611\*\* | .523\*\* | .527\*\* | **.698\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.003 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P5** | **Pearson Correlation** | .436\*\* | .456\*\* | .587\*\* | .424\*\* | 1 | .484\*\* | .468\*\* | .468\*\* | .390\*\* | .462\*\* | .328\*\* | .458\*\* | .405\*\* | .371\*\* | .421\*\* | .317\*\* | .243\* | .365\*\* | .431\*\* | .461\*\* | .345\*\* | .426\*\* | .329\*\* | .403\*\* | .446\*\* | **.624\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.001 | 0.016 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.001 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P6** | **Pearson Correlation** | .491\*\* | .458\*\* | .607\*\* | .439\*\* | .484\*\* | 1 | .557\*\* | .570\*\* | .338\*\* | .442\*\* | .325\*\* | .501\*\* | .484\*\* | .423\*\* | .359\*\* | .360\*\* | .208\* | .457\*\* | .455\*\* | .354\*\* | .328\*\* | .636\*\* | .357\*\* | .482\*\* | .431\*\* | **.651\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.001 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.040 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P7** | **Pearson Correlation** | .592\*\* | .547\*\* | .531\*\* | .535\*\* | .468\*\* | .557\*\* | 1 | .471\*\* | .427\*\* | .354\*\* | .366\*\* | .608\*\* | .569\*\* | .508\*\* | .520\*\* | .472\*\* | .355\*\* | .551\*\* | .545\*\* | .486\*\* | .344\*\* | .573\*\* | .490\*\* | .534\*\* | .535\*\* | **.729\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P8** | **Pearson Correlation** | .338\*\* | .357\*\* | .536\*\* | .496\*\* | .468\*\* | .570\*\* | .471\*\* | 1 | .437\*\* | .481\*\* | .532\*\* | .457\*\* | .457\*\* | .474\*\* | .387\*\* | .381\*\* | .285\*\* | .497\*\* | .464\*\* | .303\*\* | .295\*\* | .558\*\* | .439\*\* | .527\*\* | .451\*\* | **.656\*\*** |
|  | **Sig. (2-tailed)** | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.004 | 0.000 | 0.000 | 0.002 | 0.003 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P9** | **Pearson Correlation** | .363\*\* | .332\*\* | .468\*\* | .527\*\* | .390\*\* | .338\*\* | .427\*\* | .437\*\* | 1 | .660\*\* | .418\*\* | .471\*\* | .511\*\* | .378\*\* | .440\*\* | .426\*\* | .661\*\* | .528\*\* | .529\*\* | .539\*\* | .406\*\* | .386\*\* | .448\*\* | .400\*\* | .382\*\* | **.670\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P10** | **Pearson Correlation** | .320\*\* | .373\*\* | .575\*\* | .492\*\* | .462\*\* | .442\*\* | .354\*\* | .481\*\* | .660\*\* | 1 | .516\*\* | .564\*\* | .548\*\* | .407\*\* | .436\*\* | .385\*\* | .509\*\* | .539\*\* | .522\*\* | .588\*\* | .267\*\* | .375\*\* | .534\*\* | .470\*\* | .419\*\* | **.690\*\*** |
|  | **Sig. (2-tailed)** | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.008 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P11** | **Pearson Correlation** | 0.158 | .202\* | .366\*\* | .371\*\* | .328\*\* | .325\*\* | .366\*\* | .532\*\* | .418\*\* | .516\*\* | 1 | .352\*\* | .425\*\* | .438\*\* | .325\*\* | .241\* | .319\*\* | .420\*\* | .457\*\* | .310\*\* | 0.115 | .346\*\* | .424\*\* | .357\*\* | .368\*\* | **.533\*\*** |
|  | **Sig. (2-tailed)** | 0.120 | 0.046 | 0.000 | 0.000 | 0.001 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.001 | 0.017 | 0.001 | 0.000 | 0.000 | 0.002 | 0.260 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P12** | **Pearson Correlation** | .548\*\* | .485\*\* | .629\*\* | .657\*\* | .458\*\* | .501\*\* | .608\*\* | .457\*\* | .471\*\* | .564\*\* | .352\*\* | 1 | .725\*\* | .770\*\* | .682\*\* | .657\*\* | .525\*\* | .686\*\* | .711\*\* | .653\*\* | .445\*\* | .612\*\* | .721\*\* | .730\*\* | .684\*\* | **.854\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P13** | **Pearson Correlation** | .539\*\* | .442\*\* | .581\*\* | .518\*\* | .405\*\* | .484\*\* | .569\*\* | .457\*\* | .511\*\* | .548\*\* | .425\*\* | .725\*\* | 1 | .683\*\* | .700\*\* | .728\*\* | .566\*\* | .651\*\* | .565\*\* | .563\*\* | .354\*\* | .539\*\* | .702\*\* | .651\*\* | .655\*\* | **.812\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P14** | **Pearson Correlation** | .471\*\* | .393\*\* | .500\*\* | .562\*\* | .371\*\* | .423\*\* | .508\*\* | .474\*\* | .378\*\* | .407\*\* | .438\*\* | .770\*\* | .683\*\* | 1 | .727\*\* | .712\*\* | .446\*\* | .674\*\* | .632\*\* | .532\*\* | .362\*\* | .584\*\* | .716\*\* | .745\*\* | .765\*\* | **.790\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P15** | **Pearson Correlation** | .426\*\* | .492\*\* | .561\*\* | .407\*\* | .421\*\* | .359\*\* | .520\*\* | .387\*\* | .440\*\* | .436\*\* | .325\*\* | .682\*\* | .700\*\* | .727\*\* | 1 | .813\*\* | .490\*\* | .623\*\* | .538\*\* | .471\*\* | .342\*\* | .533\*\* | .604\*\* | .655\*\* | .711\*\* | **.760\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P16** | **Pearson Correlation** | .375\*\* | .405\*\* | .510\*\* | .423\*\* | .317\*\* | .360\*\* | .472\*\* | .381\*\* | .426\*\* | .385\*\* | .241\* | .657\*\* | .728\*\* | .712\*\* | .813\*\* | 1 | .557\*\* | .711\*\* | .553\*\* | .460\*\* | .377\*\* | .541\*\* | .637\*\* | .675\*\* | .708\*\* | **.744\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.017 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P17** | **Pearson Correlation** | .250\* | .284\*\* | .341\*\* | .391\*\* | .243\* | .208\* | .355\*\* | .285\*\* | .661\*\* | .509\*\* | .319\*\* | .525\*\* | .566\*\* | .446\*\* | .490\*\* | .557\*\* | 1 | .515\*\* | .495\*\* | .457\*\* | .357\*\* | .366\*\* | .537\*\* | .461\*\* | .471\*\* | **.620\*\*** |
|  | **Sig. (2-tailed)** | 0.013 | 0.005 | 0.001 | 0.000 | 0.016 | 0.040 | 0.000 | 0.004 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P18** | **Pearson Correlation** | .512\*\* | .440\*\* | .574\*\* | .480\*\* | .365\*\* | .457\*\* | .551\*\* | .497\*\* | .528\*\* | .539\*\* | .420\*\* | .686\*\* | .651\*\* | .674\*\* | .623\*\* | .711\*\* | .515\*\* | 1 | .663\*\* | .673\*\* | .454\*\* | .611\*\* | .692\*\* | .663\*\* | .616\*\* | **.813\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P19** | **Pearson Correlation** | .468\*\* | .426\*\* | .560\*\* | .538\*\* | .431\*\* | .455\*\* | .545\*\* | .464\*\* | .529\*\* | .522\*\* | .457\*\* | .711\*\* | .565\*\* | .632\*\* | .538\*\* | .553\*\* | .495\*\* | .663\*\* | 1 | .628\*\* | .405\*\* | .528\*\* | .599\*\* | .626\*\* | .618\*\* | **.779\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P20** | **Pearson Correlation** | .654\*\* | .402\*\* | .545\*\* | .464\*\* | .461\*\* | .354\*\* | .486\*\* | .303\*\* | .539\*\* | .588\*\* | .310\*\* | .653\*\* | .563\*\* | .532\*\* | .471\*\* | .460\*\* | .457\*\* | .673\*\* | .628\*\* | 1 | .513\*\* | .442\*\* | .583\*\* | .483\*\* | .494\*\* | **.734\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.002 | 0.000 | 0.000 | 0.002 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P21** | **Pearson Correlation** | .408\*\* | .352\*\* | .416\*\* | .293\*\* | .345\*\* | .328\*\* | .344\*\* | .295\*\* | .406\*\* | .267\*\* | 0.115 | .445\*\* | .354\*\* | .362\*\* | .342\*\* | .377\*\* | .357\*\* | .454\*\* | .405\*\* | .513\*\* | 1 | .519\*\* | .235\* | .433\*\* | .384\*\* | **.553\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.003 | 0.001 | 0.001 | 0.001 | 0.003 | 0.000 | 0.008 | 0.260 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.020 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P22** | **Pearson Correlation** | .393\*\* | .446\*\* | .563\*\* | .524\*\* | .426\*\* | .636\*\* | .573\*\* | .558\*\* | .386\*\* | .375\*\* | .346\*\* | .612\*\* | .539\*\* | .584\*\* | .533\*\* | .541\*\* | .366\*\* | .611\*\* | .528\*\* | .442\*\* | .519\*\* | 1 | .431\*\* | .616\*\* | .593\*\* | **.733\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P23** | **Pearson Correlation** | .502\*\* | .298\*\* | .453\*\* | .611\*\* | .329\*\* | .357\*\* | .490\*\* | .439\*\* | .448\*\* | .534\*\* | .424\*\* | .721\*\* | .702\*\* | .716\*\* | .604\*\* | .637\*\* | .537\*\* | .692\*\* | .599\*\* | .583\*\* | .235\* | .431\*\* | 1 | .707\*\* | .688\*\* | **.761\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.003 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.020 | 0.000 |  | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P24** | **Pearson Correlation** | .436\*\* | .440\*\* | .550\*\* | .523\*\* | .403\*\* | .482\*\* | .534\*\* | .527\*\* | .400\*\* | .470\*\* | .357\*\* | .730\*\* | .651\*\* | .745\*\* | .655\*\* | .675\*\* | .461\*\* | .663\*\* | .626\*\* | .483\*\* | .433\*\* | .616\*\* | .707\*\* | 1 | .814\*\* | **.798\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P25** | **Pearson Correlation** | .418\*\* | .443\*\* | .518\*\* | .527\*\* | .446\*\* | .431\*\* | .535\*\* | .451\*\* | .382\*\* | .419\*\* | .368\*\* | .684\*\* | .655\*\* | .765\*\* | .711\*\* | .708\*\* | .471\*\* | .616\*\* | .618\*\* | .494\*\* | .384\*\* | .593\*\* | .688\*\* | .814\*\* | 1 | **.783\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **Total** | **Pearson Correlation** | .664\*\* | .630\*\* | .773\*\* | .698\*\* | .624\*\* | .651\*\* | .729\*\* | .656\*\* | .670\*\* | .690\*\* | .533\*\* | .854\*\* | .812\*\* | .790\*\* | .760\*\* | .744\*\* | .620\*\* | .813\*\* | .779\*\* | .734\*\* | .553\*\* | .733\*\* | .761\*\* | .798\*\* | .783\*\* | **1** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |

**Uji Validitas Harapan**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Correlations** | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | **P1** | **P2** | **P3** | **P4** | **P5** | **P6** | **P7** | **P8** | **P9** | **P10** | **P11** | **P12** | **P13** | **P14** | **P15** | **P16** | **P17** | **P18** | **P19** | **P20** | **P21** | **P22** | **P23** | **P24** | **P25** | **Total** |
| **P1** | **Pearson Correlation** | 1 | .539\*\* | .514\*\* | 0.117 | .433\*\* | .204\* | .456\*\* | .342\*\* | .330\*\* | .378\*\* | 0.179 | .416\*\* | .309\*\* | .293\*\* | .413\*\* | .419\*\* | .376\*\* | .482\*\* | .489\*\* | .420\*\* | .435\*\* | .353\*\* | .399\*\* | .263\*\* | .486\*\* | **.609\*\*** |
|  | **Sig. (2-tailed)** |  | 0.000 | 0.000 | 0.250 | 0.000 | 0.044 | 0.000 | 0.001 | 0.001 | 0.000 | 0.078 | 0.000 | 0.002 | 0.003 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.009 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P2** | **Pearson Correlation** | .539\*\* | 1 | .684\*\* | 0.127 | .405\*\* | .429\*\* | .440\*\* | .367\*\* | 0.153 | .443\*\* | .210\* | .373\*\* | .543\*\* | .305\*\* | .474\*\* | .433\*\* | .274\*\* | .419\*\* | .483\*\* | .502\*\* | .457\*\* | .534\*\* | .448\*\* | .365\*\* | .420\*\* | **.663\*\*** |
|  | **Sig. (2-tailed)** | 0.000 |  | 0.000 | 0.212 | 0.000 | 0.000 | 0.000 | 0.000 | 0.133 | 0.000 | 0.038 | 0.000 | 0.000 | 0.002 | 0.000 | 0.000 | 0.006 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P3** | **Pearson Correlation** | .514\*\* | .684\*\* | 1 | 0.037 | .567\*\* | .367\*\* | .433\*\* | .461\*\* | .227\* | .513\*\* | 0.198 | .437\*\* | .445\*\* | .231\* | .386\*\* | .383\*\* | .210\* | .357\*\* | .507\*\* | .485\*\* | .482\*\* | .522\*\* | .439\*\* | .386\*\* | .440\*\* | **.653\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 |  | 0.721 | 0.000 | 0.000 | 0.000 | 0.000 | 0.025 | 0.000 | 0.050 | 0.000 | 0.000 | 0.022 | 0.000 | 0.000 | 0.038 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P4** | **Pearson Correlation** | 0.117 | 0.127 | 0.037 | 1 | 0.116 | 0.086 | 0.119 | .233\* | .305\*\* | .297\*\* | .219\* | .259\*\* | .361\*\* | .407\*\* | .263\*\* | .261\*\* | .199\* | .279\*\* | 0.190 | .341\*\* | 0.099 | 0.126 | .405\*\* | .359\*\* | .348\*\* | **.393\*\*** |
|  | **Sig. (2-tailed)** | 0.250 | 0.212 | 0.721 |  | 0.253 | 0.400 | 0.242 | 0.021 | 0.002 | 0.003 | 0.030 | 0.010 | 0.000 | 0.000 | 0.009 | 0.010 | 0.049 | 0.005 | 0.062 | 0.001 | 0.333 | 0.215 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P5** | **Pearson Correlation** | .433\*\* | .405\*\* | .567\*\* | 0.116 | 1 | .481\*\* | .543\*\* | .492\*\* | 0.152 | .431\*\* | 0.192 | .486\*\* | .294\*\* | 0.179 | .457\*\* | .359\*\* | .262\*\* | .374\*\* | .383\*\* | .490\*\* | .451\*\* | .543\*\* | .463\*\* | .357\*\* | .443\*\* | **.636\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.253 |  | 0.000 | 0.000 | 0.000 | 0.136 | 0.000 | 0.058 | 0.000 | 0.003 | 0.078 | 0.000 | 0.000 | 0.009 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P6** | **Pearson Correlation** | .204\* | .429\*\* | .367\*\* | 0.086 | .481\*\* | 1 | .434\*\* | .261\*\* | 0.030 | .243\* | 0.116 | 0.060 | .209\* | 0.184 | .244\* | .202\* | 0.075 | 0.084 | .213\* | .236\* | .347\*\* | .469\*\* | .214\* | .273\*\* | .338\*\* | **.431\*\*** |
|  | **Sig. (2-tailed)** | 0.044 | 0.000 | 0.000 | 0.400 | 0.000 |  | 0.000 | 0.010 | 0.768 | 0.016 | 0.256 | 0.558 | 0.039 | 0.070 | 0.015 | 0.046 | 0.462 | 0.409 | 0.035 | 0.019 | 0.000 | 0.000 | 0.034 | 0.007 | 0.001 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P7** | **Pearson Correlation** | .456\*\* | .440\*\* | .433\*\* | 0.119 | .543\*\* | .434\*\* | 1 | .320\*\* | .219\* | .494\*\* | 0.096 | .265\*\* | .236\* | 0.148 | .345\*\* | .456\*\* | .348\*\* | .291\*\* | .390\*\* | .408\*\* | .451\*\* | .523\*\* | .330\*\* | .357\*\* | .515\*\* | **.593\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.242 | 0.000 | 0.000 |  | 0.001 | 0.031 | 0.000 | 0.345 | 0.008 | 0.019 | 0.147 | 0.000 | 0.000 | 0.000 | 0.004 | 0.000 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P8** | **Pearson Correlation** | .342\*\* | .367\*\* | .461\*\* | .233\* | .492\*\* | .261\*\* | .320\*\* | 1 | .338\*\* | .529\*\* | .394\*\* | .525\*\* | .474\*\* | .314\*\* | .400\*\* | .388\*\* | .284\*\* | .355\*\* | .546\*\* | .516\*\* | .319\*\* | .454\*\* | .535\*\* | .454\*\* | .473\*\* | **.657\*\*** |
|  | **Sig. (2-tailed)** | 0.001 | 0.000 | 0.000 | 0.021 | 0.000 | 0.010 | 0.001 |  | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.002 | 0.000 | 0.000 | 0.005 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P9** | **Pearson Correlation** | .330\*\* | 0.153 | .227\* | .305\*\* | 0.152 | 0.030 | .219\* | .338\*\* | 1 | .366\*\* | .355\*\* | .443\*\* | .263\*\* | .370\*\* | .304\*\* | .324\*\* | .535\*\* | .248\* | .360\*\* | .265\*\* | 0.155 | .222\* | .481\*\* | .292\*\* | .363\*\* | **.484\*\*** |
|  | **Sig. (2-tailed)** | 0.001 | 0.133 | 0.025 | 0.002 | 0.136 | 0.768 | 0.031 | 0.001 |  | 0.000 | 0.000 | 0.000 | 0.009 | 0.000 | 0.002 | 0.001 | 0.000 | 0.014 | 0.000 | 0.008 | 0.129 | 0.028 | 0.000 | 0.004 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P10** | **Pearson Correlation** | .378\*\* | .443\*\* | .513\*\* | .297\*\* | .431\*\* | .243\* | .494\*\* | .529\*\* | .366\*\* | 1 | .318\*\* | .563\*\* | .545\*\* | .290\*\* | .475\*\* | .574\*\* | .449\*\* | .427\*\* | .566\*\* | .587\*\* | .379\*\* | .390\*\* | .558\*\* | .435\*\* | .546\*\* | **.713\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.003 | 0.000 | 0.016 | 0.000 | 0.000 | 0.000 |  | 0.001 | 0.000 | 0.000 | 0.004 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P11** | **Pearson Correlation** | 0.179 | .210\* | 0.198 | .219\* | 0.192 | 0.116 | 0.096 | .394\*\* | .355\*\* | .318\*\* | 1 | .463\*\* | .336\*\* | .343\*\* | .369\*\* | .314\*\* | .314\*\* | .311\*\* | .418\*\* | .340\*\* | .214\* | .246\* | .453\*\* | .223\* | .312\*\* | **.478\*\*** |
|  | **Sig. (2-tailed)** | 0.078 | 0.038 | 0.050 | 0.030 | 0.058 | 0.256 | 0.345 | 0.000 | 0.000 | 0.001 |  | 0.000 | 0.001 | 0.001 | 0.000 | 0.002 | 0.002 | 0.002 | 0.000 | 0.001 | 0.034 | 0.015 | 0.000 | 0.027 | 0.002 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P12** | **Pearson Correlation** | .416\*\* | .373\*\* | .437\*\* | .259\*\* | .486\*\* | 0.060 | .265\*\* | .525\*\* | .443\*\* | .563\*\* | .463\*\* | 1 | .567\*\* | .491\*\* | .667\*\* | .609\*\* | .558\*\* | .624\*\* | .679\*\* | .611\*\* | .400\*\* | .437\*\* | .683\*\* | .522\*\* | .586\*\* | **.766\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.010 | 0.000 | 0.558 | 0.008 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P13** | **Pearson Correlation** | .309\*\* | .543\*\* | .445\*\* | .361\*\* | .294\*\* | .209\* | .236\* | .474\*\* | .263\*\* | .545\*\* | .336\*\* | .567\*\* | 1 | .531\*\* | .663\*\* | .499\*\* | .402\*\* | .635\*\* | .572\*\* | .578\*\* | .373\*\* | .424\*\* | .638\*\* | .495\*\* | .498\*\* | **.723\*\*** |
|  | **Sig. (2-tailed)** | 0.002 | 0.000 | 0.000 | 0.000 | 0.003 | 0.039 | 0.019 | 0.000 | 0.009 | 0.000 | 0.001 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P14** | **Pearson Correlation** | .293\*\* | .305\*\* | .231\* | .407\*\* | 0.179 | 0.184 | 0.148 | .314\*\* | .370\*\* | .290\*\* | .343\*\* | .491\*\* | .531\*\* | 1 | .570\*\* | .453\*\* | .435\*\* | .454\*\* | .495\*\* | .470\*\* | .235\* | .303\*\* | .513\*\* | .489\*\* | .490\*\* | **.609\*\*** |
|  | **Sig. (2-tailed)** | 0.003 | 0.002 | 0.022 | 0.000 | 0.078 | 0.070 | 0.147 | 0.002 | 0.000 | 0.004 | 0.001 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.020 | 0.002 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P15** | **Pearson Correlation** | .413\*\* | .474\*\* | .386\*\* | .263\*\* | .457\*\* | .244\* | .345\*\* | .400\*\* | .304\*\* | .475\*\* | .369\*\* | .667\*\* | .663\*\* | .570\*\* | 1 | .706\*\* | .521\*\* | .667\*\* | .602\*\* | .649\*\* | .376\*\* | .404\*\* | .626\*\* | .494\*\* | .612\*\* | **.769\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.009 | 0.000 | 0.015 | 0.000 | 0.000 | 0.002 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P16** | **Pearson Correlation** | .419\*\* | .433\*\* | .383\*\* | .261\*\* | .359\*\* | .202\* | .456\*\* | .388\*\* | .324\*\* | .574\*\* | .314\*\* | .609\*\* | .499\*\* | .453\*\* | .706\*\* | 1 | .508\*\* | .609\*\* | .614\*\* | .607\*\* | .377\*\* | .428\*\* | .563\*\* | .513\*\* | .596\*\* | **.734\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.010 | 0.000 | 0.046 | 0.000 | 0.000 | 0.001 | 0.000 | 0.002 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P17** | **Pearson Correlation** | .376\*\* | .274\*\* | .210\* | .199\* | .262\*\* | 0.075 | .348\*\* | .284\*\* | .535\*\* | .449\*\* | .314\*\* | .558\*\* | .402\*\* | .435\*\* | .521\*\* | .508\*\* | 1 | .578\*\* | .451\*\* | .439\*\* | .331\*\* | .296\*\* | .569\*\* | .261\*\* | .550\*\* | **.614\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.006 | 0.038 | 0.049 | 0.009 | 0.462 | 0.000 | 0.005 | 0.000 | 0.000 | 0.002 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.001 | 0.003 | 0.000 | 0.010 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P18** | **Pearson Correlation** | .482\*\* | .419\*\* | .357\*\* | .279\*\* | .374\*\* | 0.084 | .291\*\* | .355\*\* | .248\* | .427\*\* | .311\*\* | .624\*\* | .635\*\* | .454\*\* | .667\*\* | .609\*\* | .578\*\* | 1 | .651\*\* | .565\*\* | .371\*\* | .362\*\* | .568\*\* | .394\*\* | .508\*\* | **.699\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.005 | 0.000 | 0.409 | 0.004 | 0.000 | 0.014 | 0.000 | 0.002 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P19** | **Pearson Correlation** | .489\*\* | .483\*\* | .507\*\* | 0.190 | .383\*\* | .213\* | .390\*\* | .546\*\* | .360\*\* | .566\*\* | .418\*\* | .679\*\* | .572\*\* | .495\*\* | .602\*\* | .614\*\* | .451\*\* | .651\*\* | 1 | .666\*\* | .447\*\* | .581\*\* | .569\*\* | .523\*\* | .615\*\* | **.788\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.062 | 0.000 | 0.035 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P20** | **Pearson Correlation** | .420\*\* | .502\*\* | .485\*\* | .341\*\* | .490\*\* | .236\* | .408\*\* | .516\*\* | .265\*\* | .587\*\* | .340\*\* | .611\*\* | .578\*\* | .470\*\* | .649\*\* | .607\*\* | .439\*\* | .565\*\* | .666\*\* | 1 | .554\*\* | .559\*\* | .571\*\* | .535\*\* | .594\*\* | **.787\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.019 | 0.000 | 0.000 | 0.008 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P21** | **Pearson Correlation** | .435\*\* | .457\*\* | .482\*\* | 0.099 | .451\*\* | .347\*\* | .451\*\* | .319\*\* | 0.155 | .379\*\* | .214\* | .400\*\* | .373\*\* | .235\* | .376\*\* | .377\*\* | .331\*\* | .371\*\* | .447\*\* | .554\*\* | 1 | .540\*\* | .420\*\* | .406\*\* | .590\*\* | **.630\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.333 | 0.000 | 0.000 | 0.000 | 0.001 | 0.129 | 0.000 | 0.034 | 0.000 | 0.000 | 0.020 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P22** | **Pearson Correlation** | .353\*\* | .534\*\* | .522\*\* | 0.126 | .543\*\* | .469\*\* | .523\*\* | .454\*\* | .222\* | .390\*\* | .246\* | .437\*\* | .424\*\* | .303\*\* | .404\*\* | .428\*\* | .296\*\* | .362\*\* | .581\*\* | .559\*\* | .540\*\* | 1 | .562\*\* | .556\*\* | .671\*\* | **.705\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.215 | 0.000 | 0.000 | 0.000 | 0.000 | 0.028 | 0.000 | 0.015 | 0.000 | 0.000 | 0.002 | 0.000 | 0.000 | 0.003 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P23** | **Pearson Correlation** | .399\*\* | .448\*\* | .439\*\* | .405\*\* | .463\*\* | .214\* | .330\*\* | .535\*\* | .481\*\* | .558\*\* | .453\*\* | .683\*\* | .638\*\* | .513\*\* | .626\*\* | .563\*\* | .569\*\* | .568\*\* | .569\*\* | .571\*\* | .420\*\* | .562\*\* | 1 | .699\*\* | .711\*\* | **.810\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.034 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P24** | **Pearson Correlation** | .263\*\* | .365\*\* | .386\*\* | .359\*\* | .357\*\* | .273\*\* | .357\*\* | .454\*\* | .292\*\* | .435\*\* | .223\* | .522\*\* | .495\*\* | .489\*\* | .494\*\* | .513\*\* | .261\*\* | .394\*\* | .523\*\* | .535\*\* | .406\*\* | .556\*\* | .699\*\* | 1 | .712\*\* | **.690\*\*** |
|  | **Sig. (2-tailed)** | 0.009 | 0.000 | 0.000 | 0.000 | 0.000 | 0.007 | 0.000 | 0.000 | 0.004 | 0.000 | 0.027 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.010 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | 0.000 | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **P25** | **Pearson Correlation** | .486\*\* | .420\*\* | .440\*\* | .348\*\* | .443\*\* | .338\*\* | .515\*\* | .473\*\* | .363\*\* | .546\*\* | .312\*\* | .586\*\* | .498\*\* | .490\*\* | .612\*\* | .596\*\* | .550\*\* | .508\*\* | .615\*\* | .594\*\* | .590\*\* | .671\*\* | .711\*\* | .712\*\* | 1 | **.816\*\*** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.001 | 0.000 | 0.000 | 0.000 | 0.000 | 0.002 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  | **0.000** |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |
| **Total** | **Pearson Correlation** | .609\*\* | .663\*\* | .653\*\* | .393\*\* | .636\*\* | .431\*\* | .593\*\* | .657\*\* | .484\*\* | .713\*\* | .478\*\* | .766\*\* | .723\*\* | .609\*\* | .769\*\* | .734\*\* | .614\*\* | .699\*\* | .788\*\* | .787\*\* | .630\*\* | .705\*\* | .810\*\* | .690\*\* | .816\*\* | **1** |
|  | **Sig. (2-tailed)** | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |  |
|  | **N** | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | 98 | **98** |

**Lampiran 4 : Tabel Hasil Uji Reliabilitas SPSS**

**Uji Reliabilitas Persepsi**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| 0.958 | 25 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| P1 | 83.8980 | 245.948 | 0.627 | 0.957 |
| P2 | 84.2041 | 248.535 | 0.594 | 0.957 |
| P3 | 83.9490 | 244.482 | 0.748 | 0.956 |
| P4 | 83.4694 | 249.262 | 0.671 | 0.956 |
| P5 | 84.1633 | 244.798 | 0.579 | 0.958 |
| P6 | 84.2143 | 247.758 | 0.616 | 0.957 |
| P7 | 84.0102 | 242.340 | 0.696 | 0.956 |
| P8 | 83.7653 | 247.233 | 0.621 | 0.957 |
| P9 | 83.5510 | 246.539 | 0.635 | 0.957 |
| P10 | 83.6224 | 244.464 | 0.655 | 0.957 |
| P11 | 83.4490 | 250.930 | 0.488 | 0.958 |
| P12 | 83.7041 | 242.107 | 0.838 | 0.955 |
| P13 | 83.7143 | 244.186 | 0.792 | 0.955 |
| P14 | 83.8061 | 245.477 | 0.769 | 0.956 |
| P15 | 83.8571 | 245.216 | 0.735 | 0.956 |
| P16 | 83.7755 | 245.743 | 0.718 | 0.956 |
| P17 | 83.6327 | 248.730 | 0.583 | 0.957 |
| P18 | 83.7653 | 244.903 | 0.794 | 0.955 |
| P19 | 83.8469 | 245.780 | 0.757 | 0.956 |
| P20 | 83.8469 | 246.502 | 0.708 | 0.956 |
| P21 | 84.3673 | 248.255 | 0.504 | 0.958 |
| P22 | 84.0204 | 247.773 | 0.709 | 0.956 |
| P23 | 83.6327 | 246.297 | 0.737 | 0.956 |
| P24 | 83.8878 | 245.585 | 0.778 | 0.955 |
| P25 | 83.9286 | 247.613 | 0.764 | 0.956 |

**Uji Reliabilitas Harapan**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| 0.944 | 25 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item-Total Statistics** | | | | |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| P1 | 104.1429 | 173.814 | 0.572 | 0.942 |
| P2 | 104.3469 | 170.311 | 0.624 | 0.941 |
| P3 | 104.1633 | 173.148 | 0.620 | 0.941 |
| P4 | 104.3776 | 178.114 | 0.344 | 0.944 |
| P5 | 104.2653 | 171.455 | 0.595 | 0.942 |
| P6 | 104.5102 | 174.995 | 0.369 | 0.945 |
| P7 | 104.2755 | 170.717 | 0.543 | 0.942 |
| P8 | 104.4490 | 170.064 | 0.616 | 0.941 |
| P9 | 104.1939 | 175.931 | 0.438 | 0.943 |
| P10 | 104.1531 | 171.451 | 0.683 | 0.941 |
| P11 | 104.1633 | 175.870 | 0.431 | 0.944 |
| P12 | 104.2347 | 169.233 | 0.739 | 0.940 |
| P13 | 104.4592 | 168.684 | 0.688 | 0.940 |
| P14 | 104.4694 | 170.417 | 0.561 | 0.942 |
| P15 | 104.1939 | 168.364 | 0.741 | 0.940 |
| P16 | 104.2245 | 172.176 | 0.709 | 0.940 |
| P17 | 104.2041 | 173.772 | 0.578 | 0.942 |
| P18 | 104.2755 | 171.769 | 0.668 | 0.941 |
| P19 | 104.3571 | 168.521 | 0.763 | 0.939 |
| P20 | 104.1429 | 170.454 | 0.765 | 0.940 |
| P21 | 104.2653 | 169.228 | 0.582 | 0.942 |
| P22 | 104.1735 | 171.403 | 0.674 | 0.941 |
| P23 | 104.2449 | 169.341 | 0.789 | 0.939 |
| P24 | 104.3265 | 171.459 | 0.658 | 0.941 |
| P25 | 104.3265 | 167.459 | 0.793 | 0.939 |

**Lampiran 5 : Dokumentasi Penelitian**

1. **Observasi Lapangan**

Depan kantor pos dan lingkungannya

 

Tempat parkir kantor pos

 

Ruang tunggu, *teller, customer service* kantor pos

 

Ruang pengemasan barang (*Packing*) kantor pos

 

1. **Penyebaran Kuesioner**

Penyebaran kuesioner penelitian di kantor pos

  