



LAMPIRAN

The logo of Universitas Muhammadiyah Ponorogo is a large, semi-transparent watermark in the background. It features a central sunburst with rays, surrounded by a laurel wreath. The text "UNIVERSITAS MUHAMMADIYAH PONOROGO" is written in a circular path around the central elements.

LEMBAR KUESIONER

Kepada Yth.

Bapak/Ibu/Sdr/i

Nasabah BRI Unit Mlarak Kantor Cabang Ponorogo

Bersama ini saya mohon kesediaan anda untuk mengisi daftar kuesioner mengenai “ANALISIS PENGARUH *CUSTOMER RELATIONSHIP MARKETING* DAN *SERVICE QUALITY* TERHADAP LOYALITAS NASABAH PT BANK RAKYAT INDONESIA (Persero), Tbk. UNIT MLARAK KANTOR CABANG PONOROGO”. Informasi yang anda berikan merupakan bantuan yang sangat berarti dalam menyelesaikan penelitian ini. Atas waktu, bantuan dan kesediaan anda dalam mengisi kuesioner ini saya mengucapkan terima kasih.

I. IDENTITAS RESPONDEN

Umur : tahun

Jenis Kelamin : Laki-laki/Perempuan

Pendidikan :

Pekerjaan :

II. TANGGAPAN RESPONDEN

PETUNJUK PENGISIAN

Setiap pertanyaan atau pernyataan berikut terdiri dari 5 pilihan jawaban yaitu:

STS: Sangat Tidak Setuju

TS : Tidak Setuju

R : Ragu-Ragu

S : Setuju

SS : Sangat Setuju

Responden yang saya hormati, mohon memberikan jawaban yang sesungguhnya dengan memberi tanda ceklist pada satu jawaban yang menurut anda paling sesuai.

CUSTOMER RELATIONSHIP MARKETING (X1)

No	Pertanyaan	STS	TS	R	S	SS
1	Saat proses pelayanan petugas berusaha lebih dekat dengan customer dengan mengetahui nama saya					
2	Petugas seolah-olah mengenal tiap nasabah sebagai nasabah setia					
3	Dalam berinteraksi petugas menggunakan					

	bahasa yang luwes					
4	BRI Unit Mlarak menyediakan program Internet Banking untuk berinteraksi					
5	Petugas memperlakukan saya dengan sangat baik					
6	Petugas memberikan kesempatan yang sama kepada setiap nasabah					
7	Petugas selalu memberikan informasi apabila ada program-program tertentu					

SERVICE QUALITY (X2)

No	Pertanyaan	STS	TS	R	S	SS
1	Petugas BRI Unit Mlarak berpenampilan rapi dan sopan					
2	Petugas handal dalam menyampaikan informasi tentang produk-produk perbankan yang mudah dipahami oleh nasabah					

No	Pertanyaan	STS	TS	R	S	SS
3	Petugas cepat tanggap dalam menyelesaikan keluhan nasabah					
4	Petugas BRI Unit Mlarak memiliki ketrampilan pelayanan yang baik dan jaminan pelayanan yang memuaskan					
5	Petugas memberikan perhatian penuh kepada nasabah					

LOYALITAS NASABAH (Y)

No	Pertanyaan	STS	TS	R	S	SS
1	Saya ingin melakukan transaksi lagi di BRI Unit Mlarak					
2	Saya selalu ingat untuk melakukan transaksi perbankan di BRI Unit Mlarak					
3	BRI unit Mlarak menjadi tempat utama saya untuk bertransaksi perbankan baik itu menabung ataupun transaksi lainnya					



4	Saya merekomendasikan BRI Unit Mlarak kepada orang lain					
---	--	--	--	--	--	--

X1.6	Pearson Correlation	.016	-.085	.050	.349**	-.064	1	.377**	.418**
	Sig. (2-tailed)	.871	.398	.621	.000	.525		.000	.000
	N	100	100	100	100	100	100	100	100
X1.7	Pearson Correlation	.280**	.306**	-.026	.501**	.092	.377**	1	.743**
	Sig. (2-tailed)	.005	.002	.800	.000	.362	.000		.000
	N	100	100	100	100	100	100	100	100
Customer Relationship Marketing	Pearson Correlation	.378**	.525**	.408**	.595**	.442**	.418**	.743**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100

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

Data Hasil SPSS Uji Validitas

		Correlations					
		X2.1	X2.2	X2.3	X2.4	X2.5	Service Quality
X2.1	Pearson Correlation	1	-.107	.209*	.057	.155	.406**
	Sig. (2-tailed)		.289	.037	.571	.123	.000
	N	100	100	100	100	100	100
X2.2	Pearson Correlation	-.107	1	.288**	.339**	.363**	.592**

	Sig. (2-tailed)	.289		.004	.001	.000	.000
	N	100	100	100	100	100	100
X2.3	Pearson Correlation	.209*	.288**	1	.354**	.197*	.637**
	Sig. (2-tailed)	.037	.004		.000	.049	.000
	N	100	100	100	100	100	100
X2.4	Pearson Correlation	.057	.339**	.354**	1	.433**	.718**
	Sig. (2-tailed)	.571	.001	.000		.000	.000
	N	100	100	100	100	100	100
X2.5	Pearson Correlation	.155	.363**	.197*	.433**	1	.735**
	Sig. (2-tailed)	.123	.000	.049	.000		.000
	N	100	100	100	100	100	100
Service Quality	Pearson Correlation	.406**	.592**	.637**	.718**	.735**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

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

Data Hasil SPSS Uji Validitas

		Correlations				
		Y1	Y2	Y3	Y4	Loyalitas
Y1	Pearson Correlation	1	.345**	.334**	.296**	.627**
	Sig. (2-tailed)		.000	.001	.003	.000
	N	100	99	100	100	100
Y2	Pearson Correlation	.345**	1	.480**	.391**	.765**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	99	99	99	99	99
Y3	Pearson Correlation	.334**	.480**	1	.367**	.793**
	Sig. (2-tailed)	.001	.000		.000	.000
	N	100	99	100	100	100
Y4	Pearson Correlation	.296**	.391**	.367**	1	.677**
	Sig. (2-tailed)	.003	.000	.000		.000
	N	100	99	100	100	100
Loyalitas	Pearson Correlation	.627**	.765**	.793**	.677**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	99	100	100	100

		Y1	Y2	Y3	Y4	Loyalitas
Y1	Pearson Correlation	1	.345**	.334**	.296**	.627**
	Sig. (2-tailed)		.000	.001	.003	.000
	N	100	99	100	100	100
Y2	Pearson Correlation	.345**	1	.480**	.391**	.765**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	99	99	99	99	99
Y3	Pearson Correlation	.334**	.480**	1	.367**	.793**
	Sig. (2-tailed)	.001	.000		.000	.000
	N	100	99	100	100	100
Y4	Pearson Correlation	.296**	.391**	.367**	1	.677**
	Sig. (2-tailed)	.003	.000	.000		.000
	N	100	99	100	100	100
Loyalitas	Pearson Correlation	.627**	.765**	.793**	.677**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	99	100	100	100

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

Data Hasil SPSS Uji Reliabilitas Variabel X1 (*Customer Relatinship Marketing*)

Case Processing Summary			
		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
.699	8

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	49.72	29.396	.278	.694
X1.2	50.09	26.628	.373	.674
X1.3	49.64	28.960	.299	.690
X1.4	50.15	26.270	.471	.659
X1.5	50.07	28.672	.334	.686
X1.6	49.55	29.139	.321	.689
X1.7	50.09	25.214	.662	.632
CRM	26.87	7.912	1.000	.520

Data Hasil SPSS Uji Reliabilitas Variabel X2 (*Service Quality*)

Case Processing Summary			
		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

Case Processing Summary			
		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
.745	6

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	31.72	23.234	.272	.755
X2.2	32.58	21.923	.487	.723
X2.3	32.56	21.441	.534	.714
X2.4	32.35	20.331	.621	.693
X2.5	32.43	19.480	.626	.684

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	31.72	23.234	.272	.755
X2.2	32.58	21.923	.487	.723
X2.3	32.56	21.441	.534	.714
X2.4	32.35	20.331	.621	.693
X2.5	32.43	19.480	.626	.684
Service Quality	17.96	6.443	1.000	.605

Data Hasil SPSS Uji Reliabilitas Variabel Y (Loyalitas Nasabah)

Case Processing Summary			
		N	%
Cases	Valid	100	100.0
	Excluded ^a	0	.0
	Total	100	100.0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
.788	5

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	24.96	19.392	.539	.779
Y2	25.17	17.759	.681	.743
Y3	25.23	16.118	.703	.718
Y4	25.09	18.669	.590	.765
Loyalitas	14.35	5.765	1.000	.696

Data Hasil SPSS Analisis Regresi Linier Berganda

Case Processing Summary			
		N	%
Cases	Valid	99	99.0
	Excluded ^a	1	1.0
	Total	100	100.0

Case Processing Summary

		N	%
Cases	Valid	99	99.0
	Excluded ^a	1	1.0
	Total	100	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.788	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	24.93	19.495	.538	.779
Y2	25.14	17.857	.680	.743
Y3	25.20	16.204	.702	.717
Y4	25.06	18.772	.589	.765
Loyalitas	14.33	5.796	1.000	.695

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	Service Quality, Customer Relationship Marketing ^a		. Enter

a. All requested variables entered.

b. Dependent Variable: Loyalitas

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.467 ^a	.218	.202	2.150

a. Predictors: (Constant), Service Quality, Customer Relationship Marketing

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	124.889	2	62.445	13.505	.000 ^a
	Residual	448.501	97	4.624		
	Total	573.390	99			

a. Predictors: (Constant), Service Quality, Customer Relationship Marketing

b. Dependent Variable: Loyalitas

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.397	2.282		1.489	.140
	Customer Relationship Marketing	.179	.081	.209	2.218	.029
	Service Quality	.340	.089	.359	3.805	.000

a. Dependent Variable: Loyalitas

NO	Jenis Kelamin	usia	Pendidikan Terakhir	Pekerjaan	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1	X2.1	X2.2	X2.3	X2.4	X2.5	X2	Y.1	Y.2	Y.3	Y.4	Y
1	Wanita	39-49 th	SMP	Lain-lain	4	4	4	5	4	4	5	30	5	4	4	4	5	22	5	4	5	4	18
2	Pria	28-38 th	SMP	Lain-lain	3	3	3	3	3	3	2	20	3	3	4	3	3	16	2	2	2	2	8
3	Wanita	> 50 th	SD	Lain-lain	4	4	4	4	4	4	4	28	5	5	4	4	5	23	4	4	5	4	17
4	Pria	17-27 th	SMP	Lain-lain	4	4	4	4	4	4	4	28	5	4	4	5	4	22	4	4	4	4	16
5	Pria	17-27 th	SMP	Lain-lain	4	5	4	4	4	4	5	30	4	4	4	5	5	22	4	4	5	4	17
6	Pria	17-27 th	SMA	Wiraswasta	3	2	3	4	3	4	3	22	3	2	3	3	4	15	4	3	3	3	13
7	Pria	28-38 th	SMA	Karyawan Swasta	4	2	5	4	4	4	3	26	5	4	4	4	4	21	4	4	3	4	15
8	Wanita	28-38 th	SMA	Wiraswasta	4	4	4	4	3	4	3	26	4	4	4	4	4	20	4	4	5	4	17
9	Pria	17-27 th	SMA	Karyawan Swasta	4	2	4	3	3	5	3	24	3	3	3	3	2	14	2	3	1	4	10
10	Wanita	28-38 th	SMA	Lain-lain	4	3	5	4	4	4	3	27	5	3	3	4	4	19	4	4	2	4	14
11	Pria	17-27 th	SMA	Karyawan Swasta	3	2	3	4	3	4	3	22	3	2	3	3	3	14	3	2	3	2	10
12	Pria	17-27 th	SD	Karyawan Swasta	5	2	3	5	3	5	5	28	3	5	3	3	5	19	3	2	1	4	10
13	Wanita	28-38 th	SMA	Karyawan Swasta	4	5	3	5	3	5	4	29	5	4	3	3	3	18	3	4	4	4	15
14	Wanita	39-49 th	SMP	Lain-lain	3	4	5	3	4	5	3	27	5	3	3	3	3	17	3	3	3	3	12
15	Pria	28-38 th	SMA	Wiraswasta	5	4	5	3	3	5	4	29	5	3	3	5	5	21	4	5	4	3	16
16	Pria	17-27 th	S1	Lain-lain	4	5	4	4	4	4	4	29	4	3	2	3	3	15	4	2	4	2	12

17	Pria	17-27 th	S1	Pegawai Negeri	3	2	3	4	3	4	3	22	3	2	3	3	3	14	3	2	3	2	10
18	Wanita	17-27 th	SMA	Lain-lain	4	5	5	5	4	4	3	30	5	3	4	2	3	17	4	4	4	4	16
19	Pria	28-38 th	SMA	Karyawan Swasta	5	2	3	4	3	4	4	25	5	3	3	3	1	15	4	2	4	3	13
20	Pria	17-27 th	SMA	Karyawan Swasta	3	5	4	4	4	5	5	30	4	3	3	4	4	18	4	3	5	4	16
21	Pria	28-38 th	S1	Pegawai Negeri	4	4	4	4	4	4	4	28	4	3	3	4	3	17	4	3	4	3	14
22	Pria	17-27 th	SMA	Wiraswasta	3	3	3	4	3	5	4	25	3	3	3	3	3	15	2	2	2	4	10
23	Wanita	28-38 th	SMA	Wiraswasta	3	4	3	2	3	4	3	22	4	3	3	3	4	17	4	4	3	3	14
24	Pria	28-38 th	SMA	Wiraswasta	5	2	4	4	3	4	4	26	5	3	4	3	1	16	4	4	4	4	16
25	Wanita	28-38 th	S1	Lain-lain	5	5	5	4	3	4	5	31	5	2	2	1	3	13	4	4	4	4	16
26	Wanita	28-38 th	S1	Karyawan Swasta	4	5	3	5	4	5	4	30	5	3	3	3	3	17	2	4	4	4	14
27	Pria	17-27 th	S1	Pegawai Negeri	4	4	4	4	5	4	3	28	4	3	3	4	5	19	3	3	3	5	14
28	Pria	17-27 th	SMA	Wiraswasta	4	4	4	4	5	4	3	28	4	3	3	3	5	18	3	3	3	4	13
29	Pria	39-49 th	Diploma	Wiraswasta	4	2	4	3	4	5	4	26	5	3	4	4	4	20	4	4	4	4	16
30	Pria	28-38 th	S1	Pegawai Negeri	4	4	4	3	3	4	4	26	5	4	4	4	3	20	4	4	4	4	16
31	Wanita	17-27 th	S1	Pegawai Negeri	3	3	3	4	3	5	4	25	3	3	3	3	3	15	4	4	4	4	16

32	Pria	17-27 th	S1	Lain-lain	4	5	4	4	4	4	4	29	4	3	2	4	3	16	4	2	4	2	12
33	Wanita	17-27 th	SMA	Pelajar/Mahasiswa	4	4	4	4	3	3	5	27	4	3	3	4	3	17	5	3	2	2	12
34	Wanita	28-38 th	SMA	Wiraswasta	4	4	4	4	3	4	3	26	4	4	4	4	4	20	4	3	5	4	16
35	Pria	28-38 th	SMP	Karyawan Swasta	4	4	4	4	5	4	4	29	3	3	2	4	3	15	4	2	3	4	13
36	Wanita	17-27 th	S1	Pegawai Negeri	3	4	4	2	4	4	3	24	4	4	5	4	5	22	4	3	3	3	13
37	Pria	28-38 th	SMP	Wiraswasta	4	3	5	4	4	4	3	27	5	3	4	4	4	20	4	4	2	4	14
38	Pria	39-49 th	SMA	Karyawan Swasta	5	1	5	4	4	4	3	26	4	3	3	4	4	18	4	2	1	4	11
39	Pria	39-49 th	S2	Pegawai Negeri	4	4	4	2	3	3	3	23	4	3	3	3	3	16	4	3	3	4	14
40	Wanita	17-27 th	SMA	Lain-lain	3	4	4	2	4	4	3	24	4	4	5	4	5	22	4	3	4	4	15
41	Pria	17-27 th	S1	Pegawai Negeri	4	4	5	4	4	4	3	28	5	3	4	4	4	20	4	4	3	4	15
42	Wanita	28-38 th	SMA	Karyawan Swasta	4	4	4	4	5	4	4	29	4	4	4	4	4	20	4	2	3	4	13
43	Pria	28-38 th	Diploma	Wiraswasta	5	4	5	3	3	5	4	29	5	3	3	5	5	21	4	5	4	3	16
44	Pria	28-38 th	S2	Pegawai Negeri	4	4	3	3	3	4	3	24	5	2	4	3	3	17	4	3	3	3	13
45	Pria	39-49 th	SMA	Karyawan Swasta	3	4	5	3	4	5	3	27	5	3	3	3	3	17	3	3	2	3	11
46	Pria	28-38 th	SMP	Lain-lain	4	2	5	4	3	5	3	26	3	5	3	3	3	17	4	4	4	4	16
47	Wanita	17-27 th	SMA	Lain-lain	5	5	5	4	3	4	5	31	5	2	2	1	3	13	4	4	4	4	16

48	Pria	17-27 th	SMP	Wiraswasta	4	4	5	2	5	4	4	28	5	4	4	5	5	23	4	5	5	4	18
49	Pria	39-49 th	SMA	Karyawan Swasta	4	4	4	4	4	4	4	28	4	3	4	5	2	18	3	3	4	4	14
50	Pria	17-27 th	SMA	Wiraswasta	3	3	3	4	3	5	4	25	3	3	3	3	3	15	4	4	4	4	16
51	Pria	39-49 th	SMP	Wiraswasta	4	4	4	4	4	4	4	28	4	3	4	5	2	18	2	3	4	3	12
52	Pria	17-27 th	SMP	Wiraswasta	5	4	4	3	3	5	4	28	5	3	5	3	3	19	3	3	2	3	11
53	Wanita	17-27 th	SMA	Karyawan Swasta	4	4	5	3	4	4	4	28	4	4	4	4	4	20	4	4	5	4	17
54	Wanita	17-27 th	Diploma	Karyawan Swasta	4	4	5	2	4	4	3	26	4	4	4	4	4	20	4	4	5	4	17
55	Pria	17-27 th	SMA	Pelajar/Mahasiswa	4	4	4	4	4	4	4	28	4	4	4	4	4	20	4	4	4	4	16
56	Wanita	28-38 th	SMA	Lain-lain	4	2	5	4	3	5	3	26	3	5	3	3	3	17	4	4	4	4	16
57	Wanita	17-27 th	SMP	Karyawan Swasta	4	2	5	4	3	5	3	26	3	5	3	3	3	17	2	3	2	2	9
58	Wanita	17-27 th	S1	Karyawan Swasta	4	3	4	1	4	4	3	23	5	3	3	3	4	18	4	4	3	4	15
59	Pria	28-38 th	S2	Pegawai Negeri	5	3	4	2	3	3	2	22	5	3	4	2	3	17	3	2	2	4	11
60	Wanita	17-27 th	SMA	Lain-lain	4	5	5	5	4	4	3	30	5	3	4	4	3	19	4	4	4	4	16
61	Wanita	< 17 th	SMP	Pelajar/Mahasiswa	4	4	4	4	3	3	5	27	4	3	3	4	3	17	5	3	2	3	13
62	Pria	17-27 th	Diploma	Karyawan Swasta	5	2	3	4	3	4	4	25	5	3	3	3	1	15	4	2	1	3	10

63	Wanita	28-38 th	SMA	Lain-lain	4	4	5	2	5	4	4	28	5	4	4	5	5	23	4	5	5	4	18
64	Wanita	17-27 th	SMA	Wiraswasta	5	5	5	4	3	4	5	31	5	2	2	1	3	13	4	4	4	4	16
65	Pria	28-38 th	SMA	Wiraswasta	4	4	4	3	3	4	3	25	4	4	2	4	4	18	4	4	3	3	14
66	Pria	17-27 th	SMA	Karyawan Swasta	3	5	4	4	4	5	5	30	4	3	3	4	4	18	4	3	5	4	16
67	Pria	28-38 th	SMA	Karyawan Swasta	4	4	4	3	3	4	3	25	5	4	2	3	4	18	4	4	3	4	15
68	Pria	17-27 th	SMA	Karyawan Swasta	5	3	3	5	3	5	5	29	3	5	3	3	3	17	5	5	4	5	19
69	Wanita	17-27 th	SMA	Karyawan Swasta	3	5	4	4	4	5	5	30	4	3	3	4	4	18	4	3	5	4	16
70	Pria	39-49 th	SMP	Karyawan Swasta	4	4	4	4	4	4	4	28	4	3	4	5	2	18	2	3	4	3	12
71	Pria	39-49 th	SD	Lain-lain	4	4	4	4	5	4	4	29	3	3	2	4	3	15	4	4	3	4	15
72	Pria	28-38 th	SMA	Karyawan Swasta	4	4	4	3	3	4	3	25	4	4	2	4	4	18	4	4	3	3	14
73	Wanita	39-49 th	SMP	Lain-lain	4	4	4	4	5	4	4	29	4	4	4	4	4	20	4	4	3	4	15
74	Wanita	28-38 th	SD	Lain-lain	4	2	4	3	3	5	3	24	3	3	3	3	2	14	3	4	4	4	15
75	Wanita	> 50 th	SD	Lain-lain	4	4	4	3	4	4	4	27	4	4	4	4	4	20	4	4	4	4	16
76	Pria	28-38 th	SMA	Wiraswasta	5	4	5	3	3	5	4	29	5	3	3	5	5	21	4	5	4	3	16
77	Pria	28-38 th	SMA	Karyawan Swasta	4	5	3	5	3	5	4	29	5	3	3	3	3	17	2	4	1	1	8
78	Wanita	< 17 th	SMP	Pelajar/Ma hasiswa	4	4	4	4	3	3	5	27	4	3	3	4	3	17	5	3	2	3	13

79	Pria	> 50 th	SMP	Lain-lain	4	4	4	4	4	4	4	28	4	3	4	4	4	19	4	4	3	4	15
80	Pria	17-27 th	SMP	Lain-lain	5	3	3	5	3	5	5	29	3	5	3	3	3	17	4	4	3	4	15
81	Pria	< 17 th	SMA	Pelajar/Ma hasiswa	4	4	4	4	4	5	5	30	4	4	4	4	5	21	4	4	4	5	17
82	Pria	17-27 th	SMA	Karyawan Swasta	4	5	5	5	4	4	3	30	5	3	2	3	4	17	4	3	3	3	13
83	Pria	17-27 th	SMP	Wiraswasta	5	4	4	3	3	5	5	29	5	3	5	3	3	19	3	3	2	3	11
84	Wanita	< 17 th	SMP	Pelajar/Ma hasiswa	5	5	5	5	5	5	5	35	5	4	4	4	4	21	4	4	4	4	16
85	Pria	17-27 th	SMA	Karyawan Swasta	5	1	5	4	4	4	3	26	4	3	3	4	4	18	4	4	4	4	16
86	Wanita	< 17 th	SMP	Pelajar/Ma hasiswa	5	4	5	5	5	5	5	34	5	4	4	4	4	21	4	4	4	5	17
87	Wanita	28-38 th	SMP	Lain-lain	4	4	4	4	5	4	4	29	4	4	4	4	4	20	4	4	3	4	15
88	Wanita	17-27 th	SMA	Pelajar/Ma hasiswa	4	4	4	2	3	3	2	22	5	3	3	3	3	17	4	4	4	3	15
89	Pria	17-27 th	SMA	Karyawan Swasta	4	2	4	3	3	5	3	24	3	3	3	3	2	14	4	4	4	5	17
90	Wanita	28-38 th	SMP	Lain-lain	4	4	5	2	5	4	4	28	5	4	4	5	5	23	4	5	5	4	18
91	Wanita	17-27 th	SMA	Pelajar/Ma hasiswa	4	4	4	1	3	3	2	21	5	3	3	3	3	17	4	4	4	3	15
92	Pria	17-27 th	SMA	Karyawan Swasta	5	1	5	4	4	4	3	26	4	3	3	4	4	18	4	4	4	4	16
93	Wanita	28-38 th	SMP	Lain-lain	4	4	4	2	4	3	2	23	4	3	4	3	2	16	4	4	4	4	16
94	Pria	17-27 th	SMA	Wiraswasta	3	2	3	4	3	4	3	22	3	2	3	2	3	13	3	3	3	2	11

95	Wanita	28-38 th	SMA	Lain-lain	4	4	4	2	4	3	2	23	4	3	4	4	2	17	4	4	4	4	16
96	Pria	39-49 th	SMA	Wiraswasta	4	4	4	4	3	4	3	26	4	4	4	4	4	20	4	4	5	4	17
97	Wanita	28-38 th	SMP	Lain-lain	3	4	5	3	4	5	3	27	5	3	3	3	3	17	3	3	3	3	12
98	Pria	39-49 th	SD	Lain-lain	4	4	4	4	5	4	4	29	3	3	2	4	3	15	4	4	3	4	15
99	Pria	28-38 th	SMA	Wiraswasta	3	4	4	3	4	4	3	25	4	4	5	4	5	22	4	3	3	3	13
100	Wanita	28-38 th	SMP	Lain-lain	4	4	3	2	4	3	2	22	4	3	4	3	2	16	4	4	4	4	16