

Lampiran 1

KUESIONER PENELITIAN

Assalamualaikum Wr. Wb.

Sehubung dengan Adanya penelitian tentang Analisis Faktor – faktor yang mempengaruhi kepuasan masyarakat pada pelayanan Kantor Kependudukan dan Catatan Sipil berbasis teknologi digital (SIAK) Sistem Informasi administrasi kependudukan Kabupaten Ponorogo, Jawa Timur, maka dengan ini saya :

Nama : Dawam Muhammad Ramdhani

Nim : 13413203

Fakultas/ Jurusan : Ekonomi Manajemen

Universitas : Universitas Muhammadiyah Ponorogo

Judul Penelitian : Analisis Faktor – faktor yang mempengaruhi kepuasan masyarakat pada pelayanan Kantor Kependudukan dan Catatan Sipil berbasis teknologi digital (SIAK) Sistem Informasi administrasi kependudukan Kabupaten Ponorogo, Jawa Timur

Atas perhatian dan kerjasamanya, saya mengucapkan banyak terimakasih.

Wassalamualaikum Wr. Wb.

Hormat saya,

Dawam Muhammad Ramdhani

A. IDENTITAS RESPONDEN

Berilah tanda centang (\surd) pada kotak yang sudah tersedia pada jawaban yang sesuai dalam pernyataan berikut :

1. Nama Responden :
2. Usia :
 17 – 25 Tahun 26 – 40 Tahun Lebih dari 40 Tahun
3. Jenis Kelamin :
 Laki – Laki Perempuan
4. Status Perkawinan :
 Belum Menikah Sudah menikah
5. Pekerjaan :
 Pelajar Wiraswasta PNS

B. Petunjuk Pengisian

Pilihlah salah satu jawaban dari 1-5 alternatif jawaban dengan cara memberikan tanda centang (\surd) pada salah satu kolom pada jawaban yang tersedia.

Keterangan jawaban sebagai berikut :

STS = Sangat Tidak Setuju

TS = Tidak Setuju

N = Netral

S = Setuju

SS = Sangat Setuju

Variabel Kualitas Pelayanan

No	Pertanyaan	SS	S	N	TS	STS
A. Bukti Fisik (Tangibles) X1						
1	Gedung kantor Dukcapil Ponorogo yang bersih dan memiliki ruangan yang nyaman					
2	Para pegawai di Kantor Dukcapil Ponorogo berpenampilan rapi					
3	Suasana di Kantor Dukcapil Ponorogo nyaman					
B. Keandalan (reliability) X2						
1	Kantor Dukcapil Ponorogo memiliki jadwal buka pelayanan sesuai dengan standar kerja.					
2	Pegawai di Kantor Dukcapil Ponorogo cepat dalam memberikan pelayanan pada masyarakat					
3	Pegawai dalam penyampaian informasi pelayanan kepada masyarakat secara rinci dan jelas					
C. Daya Tanggap (Responsiveness) X3						
1	Pegawai Dukcapil Ponorogo cepat tanggap dalam menyelesaikan keluhan dari masyarakat					
2	Pegawai Dukcapil memiliki kemampuan pelayanan dalam mengatasi keluhan masyarakat					

3	Pegawai Dukcapil bersedia membantu dalam melayani keluhan masyarakat.					
D. Jaminan (Assurance) X4						
1	Pelayanan di kantor Dukcapil Ponorogo yang ramah dan sopan					
2	Kantor Dukcapil Ponorogo tidak memberikan pelayanan yang memberatkan dan mempersulit para masyarakat					
3	Pegawai Dukcapil Ponorogo memiliki ketrampilan pelayanan yang baik.					
E. Empati (Emphaty) X5						
1	Pegawai Dukcapil Ponorogo memberikan perhatian secara penuh kepada pelanggan					
2	Pelayanan yang diberikan kepada semua masyarakat tidak memandang status sosial					
3	Pegawai Dukcapil Ponorogo mampu berkomunikasi dengan baik					

Variabel Kepuasan Konsumen (Y)

No	Pertanyaan	SS	S	N	TS	STS
1	Anda memiliki rasa puas dengan tersedianya ruangan yang bersih dan ruang tunggu yang nyaman					
2	Anda memiliki rasa puas terhadap pelayanan dalam pembuatan e—ktp yang diberikan pegawai Dukcapil Ponorogo					
3	Anda merasa puas karena mudah untuk menghubungi pegawai Dukcapil apabila terjadi kesalahan dalam pembuatan e-ktp .					

Lampiran 2

Tabulasi Data Kuisisioner

Karakteristik Responden

Karakteristik responden berdasarkan Usia

No	Usia (Tahun)	Jumlah	Prosentase %
1	17 – 25 tahun	90	35
2	26 – 40 tahun	99	38
3	Lebih dari 40 tahun	70	27
Jumlah		259	100

Karakteristik responden berdasarkan status perkawinan

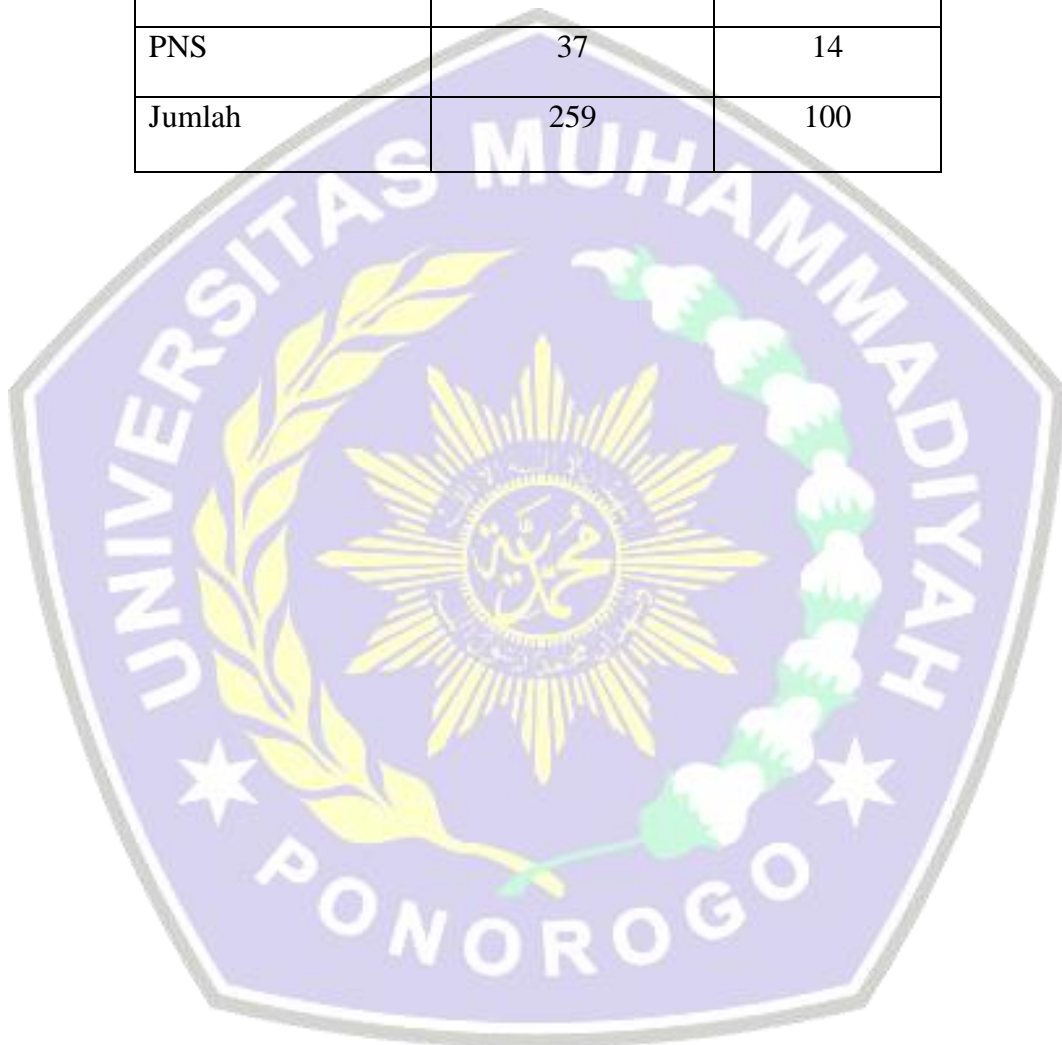
Status Perkawinan	Jumlah Responden	Prosentase %
Belum Menikah	103	40
Sudah menikah	156	60
Jumlah	259	100

Karakteristik responden berdasarkan jenis kelamin

Jenis Kelamin	Jumlah Responden	Prosentase %
Laki – laki	97	37
Perempuan	162	63
Jumlah	259	100

Karakteristik responden berdasarkan pekerjaan

Pekerjaan	Jumlah Responden	Prosentase %
Pelajar	73	28
Wiraswasta	149	58
PNS	37	14
Jumlah	259	100



Hasil Skor Jawaban Responden variabel Tangible (X1), Reliability (X2), Responsiveness (X3), Assurance (X4), Emphaty (X5)

N0	X1.1	X1.2	X1.3	Total	X2.1	X2.2	X2.3	Total	X3.1	X3.2	X3.3	Total	X4.1	X4.2	X4.3	Total
1	03.0 0	02.00	03.00	08.00	02. 00	03.0 0	04.0 0	09.0 0	03.0 0	04.0 0	02.0 0	09.0 0	03.0 0	03.0 0	02.00	08.00
2	03.0 0	02.00	02.00	07.00	03. 00	04.0 0	04.0 0	11.0 0	04.0 0	04.0 0	04.0 0	12.0 0	02.0 0	04.0 0	03.00	09.00
3	03.0 0	04.00	03.00	10.00	03. 00	03.0 0	04.0 0	10.0 0	03.0 0	04.0 0	03.0 0	10.0 0	04.0 0	03.0 0	03.00	10.00
4	03.0 0	04.00	04.00	11.00	03. 00	02.0 0	03.0 0	08.0 0	03.0 0	03.0 0	04.0 0	10.0 0	02.0 0	03.0 0	03.00	08.00
5	04.0 0	04.00	04.00	12.00	04. 00	03.0 0	03.0 0	10.0 0	04.0 0	03.0 0	04.0 0	11.0 0	04.0 0	03.0 0	03.00	10.00
6	03.0 0	04.00	02.00	09.00	02. 00	03.0 0	03.0 0	08.0 0	02.0 0	02.0 0	04.0 0	08.0 0	02.0 0	02.0 0	04.00	08.00
7	02.0 0	04.00	03.00	09.00	02. 00	02.0 0	04.0 0	08.0 0	02.0 0	02.0 0	04.0 0	08.0 0	04.0 0	04.0 0	04.00	12.00

					00	0	0	0	0	0	0	0	0	0		
8	05.0 0	05.00	05.00	15.00	04. 00	04.0 0	03.0 0	11.0 0	03.0 0	03.0 0	03.0 0	09.0 0	03.0 0	04.0 0	03.00	10.00
9	04.0 0	04.00	04.00	12.00	03. 00	02.0 0	04.0 0	09.0 0	03.0 0	04.0 0	04.0 0	11.0 0	04.0 0	04.0 0	03.00	11.00
10	04.0 0	04.00	04.00	12.00	03. 00	04.0 0	05.0 0	12.0 0	05.0 0	04.0 0	05.0 0	14.0 0	04.0 0	01.0 0	05.00	10.00
11	04.0 0	05.00	04.00	13.00	03. 00	03.0 0	03.0 0	09.0 0	04.0 0	04.0 0	04.0 0	12.0 0	05.0 0	04.0 0	03.00	12.00
12	03.0 0	02.00	04.00	09.00	03. 00	02.0 0	03.0 0	08.0 0	03.0 0	03.0 0	04.0 0	10.0 0	03.0 0	04.0 0	03.00	10.00
13	04.0 0	04.00	04.00	12.00	04. 00	04.0 0	03.0 0	11.0 0	04.0 0	04.0 0	04.0 0	12.0 0	05.0 0	03.0 0	04.00	12.00
14	03.0 0	04.00	04.00	11.00	03. 00	03.0 0	04.0 0	10.0 0	03.0 0	03.0 0	03.0 0	09.0 0	04.0 0	03.0 0	03.00	10.00
15	05.0 0	05.00	04.00	14.00	04. 00	04.0 0	04.0 0	12.0 0	04.0 0	04.0 0	05.0 0	13.0 0	05.0 0	05.0 0	04.00	14.00
16	04.0 0	03.00	04.00	11.00	04. 00	03.0 0	03.0 0	10.0 0	03.0 0	04.0 0	03.0 0	10.0 0	03.0 0	04.0 0	04.00	11.00

					00	0	0	0	0	0	0	0	0	0		
17	04.0 0	03.00	03.00	10.00	03. 00	03.0 0	03.0 0	09.0 0	03.0 0	03.0 0	04.0 0	10.0 0	03.0 0	04.0 0	03.00	10.00
18	03.0 0	03.00	04.00	10.00	04. 00	02.0 0	04.0 0	10.0 0	04.0 0	03.0 0	05.0 0	12.0 0	04.0 0	04.0 0	03.00	11.00
19	03.0 0	03.00	04.00	10.00	05. 00	02.0 0	04.0 0	11.0 0	04.0 0	03.0 0	05.0 0	12.0 0	04.0 0	03.0 0	04.00	11.00
20	04.0 0	03.00	03.00	10.00	04. 00	02.0 0	03.0 0	09.0 0	02.0 0	03.0 0	04.0 0	09.0 0	03.0 0	03.0 0	03.00	09.00
21	04.0 0	03.00	03.00	10.00	04. 00	03.0 0	03.0 0	10.0 0	04.0 0	04.0 0	03.0 0	11.0 0	04.0 0	03.0 0	04.00	11.00
22	03.0 0	03.00	03.00	09.00	04. 00	03.0 0	04.0 0	11.0 0	04.0 0	03.0 0	04.0 0	11.0 0	04.0 0	04.0 0	04.00	12.00
23	02.0 0	04.00	02.00	08.00	04. 00	04.0 0	04.0 0	12.0 0	04.0 0	03.0 0	04.0 0	11.0 0	02.0 0	04.0 0	04.00	10.00
24	03.0 0	04.00	04.00	11.00	03. 00	04.0 0	02.0 0	09.0 0	02.0 0	03.0 0	04.0 0	09.0 0	04.0 0	03.0 0	03.00	10.00
25	04.0 0	04.00	04.00	12.00	03.	04.0	03.0	10.0	02.0	02.0	04.0	08.0	04.0	04.0	04.00	12.00

					00	0	0	0	0	0	0	0	0	0		
26	04.0 0	03.00	04.00	11.00	03. 00	03.0 0	04.0 0	10.0 0	04.0 0	04.0 0	04.0 0	12.0 0	03.0 0	03.0 0	03.00	09.00
27	04.0 0	03.00	02.00	09.00	04. 00	05.0 0	03.0 0	12.0 0	03.0 0	04.0 0	04.0 0	11.0 0	04.0 0	05.0 0	03.00	12.00
28	02.0 0	04.00	02.00	08.00	04. 00	04.0 0	04.0 0	12.0 0	02.0 0	04.0 0	04.0 0	10.0 0	03.0 0	04.0 0	03.00	10.00
29	04.0 0	04.00	03.00	11.00	04. 00	04.0 0	05.0 0	13.0 0	04.0 0	03.0 0	03.0 0	10.0 0	03.0 0	04.0 0	03.00	10.00
30	02.0 0	04.00	03.00	09.00	05. 00	02.0 0	03.0 0	10.0 0	02.0 0	02.0 0	03.0 0	07.0 0	03.0 0	02.0 0	02.00	07.00
31	03.0 0	03.00	03.00	09.00	04. 00	04.0 0	03.0 0	11.0 0	04.0 0	04.0 0	04.0 0	12.0 0	04.0 0	03.0 0	04.00	11.00
32	04.0 0	03.00	03.00	10.00	05. 00	04.0 0	03.0 0	12.0 0	02.0 0	04.0 0	04.0 0	10.0 0	04.0 0	02.0 0	04.00	10.00
33	04.0 0	03.00	03.00	10.00	04. 00	04.0 0	03.0 0	11.0 0	04.0 0	04.0 0	03.0 0	11.0 0	04.0 0	03.0 0	03.00	10.00
34	04.0 0	04.00	03.00	11.00	03. 00	02.0 0	04.0 0	09.0 0	03.0 0	04.0 0	04.0 0	11.0 0	02.0 0	02.0 0	03.00	07.00

					00	0	0	0	0	0	0	0	0	0		
35	04.0 0	04.00	03.00	11.00	03. 00	03.0 0	04.0 0	10.0 0	03.0 0	03.0 0	03.0 0	09.0 0	03.0 0	02.0 0	03.00	08.00
36	04.0 0	03.00	04.00	11.00	05. 00	03.0 0	03.0 0	11.0 0	04.0 0	03.0 0	04.0 0	11.0 0	05.0 0	05.0 0	04.00	14.00
37	04.0 0	05.00	04.00	13.00	04. 00	03.0 0	04.0 0	11.0 0	05.0 0	04.0 0	04.0 0	13.0 0	04.0 0	05.0 0	04.00	13.00
38	04.0 0	04.00	03.00	11.00	04. 00	03.0 0	03.0 0	10.0 0	03.0 0	03.0 0	04.0 0	10.0 0	04.0 0	03.0 0	04.00	11.00
39	04.0 0	04.00	02.00	10.00	04. 00	03.0 0	03.0 0	10.0 0	03.0 0	03.0 0	03.0 0	09.0 0	03.0 0	02.0 0	04.00	09.00
40	04.0 0	04.00	03.00	11.00	03. 00	02.0 0	03.0 0	08.0 0	03.0 0	03.0 0	03.0 0	09.0 0	03.0 0	04.0 0	03.00	10.00
41	04.0 0	03.00	03.00	10.00	03. 00	03.0 0	03.0 0	09.0 0	03.0 0	03.0 0	04.0 0	10.0 0	04.0 0	02.0 0	04.00	10.00
42	04.0 0	04.00	03.00	11.00	04. 00	04.0 0	03.0 0	11.0 0	03.0 0	04.0 0	04.0 0	11.0 0	04.0 0	03.0 0	03.00	10.00
43	02.0 0	04.00	03.00	09.00	04.	04.0	04.0	12.0	02.0	02.0	03.0	07.0	03.0	03.0	04.00	10.00

					00	0	0	0	0	0	0	0	0	0		
44	04.0 0	04.00	03.00	11.00	05. 00	04.0 0	03.0 0	12.0 0	04.0 0	04.0 0	05.0 0	13.0 0	04.0 0	02.0 0	04.00	10.00
45	04.0 0	04.00	04.00	12.00	04. 00	04.0 0	03.0 0	11.0 0	03.0 0	03.0 0	03.0 0	09.0 0	04.0 0	04.0 0	03.00	11.00
46	05.0 0	05.00	05.00	15.00	05. 00	04.0 0	05.0 0	14.0 0	04.0 0	05.0 0	03.0 0	12.0 0	04.0 0	04.0 0	04.00	12.00
47	02.0 0	04.00	03.00	09.00	04. 00	05.0 0	03.0 0	12.0 0	03.0 0	04.0 0	03.0 0	10.0 0	04.0 0	02.0 0	02.00	08.00
48	05.0 0	05.00	05.00	15.00	05. 00	04.0 0	03.0 0	12.0 0	04.0 0	03.0 0	05.0 0	12.0 0	05.0 0	03.0 0	05.00	13.00
49	04.0 0	05.00	05.00	14.00	05. 00	04.0 0	05.0 0	14.0 0	05.0 0	05.0 0	05.0 0	15.0 0	05.0 0	03.0 0	05.00	13.00
50	04.0 0	04.00	04.00	12.00	04. 00	03.0 0	04.0 0	11.0 0	04.0 0	03.0 0	04.0 0	11.0 0	04.0 0	02.0 0	04.00	10.00
51	05.0 0	04.00	04.00	13.00	03. 00	04.0 0	04.0 0	11.0 0	04.0 0	03.0 0	03.0 0	10.0 0	04.0 0	04.0 0	04.00	12.00
52	05.0 0	04.00	03.00	12.00	03. 00	04.0 0	05.0 0	12.0 0	04.0 0	04.0 0	05.0 0	13.0 0	04.0 0	03.0 0	03.00	10.00

					00	0	0	0	0	0	0	0	0	0		
53	03.0 0	05.00	04.00	12.00	04. 00	04.0 0	04.0 0	12.0 0	04.0 0	02.0 0	03.0 0	09.0 0	04.0 0	04.0 0	03.00	11.00
54	05.0 0	04.00	03.00	12.00	04. 00	03.0 0	02.0 0	09.0 0	03.0 0	04.0 0	03.0 0	10.0 0	03.0 0	03.0 0	03.00	09.00
55	03.0 0	04.00	03.00	10.00	05. 00	04.0 0	03.0 0	12.0 0	05.0 0	03.0 0	03.0 0	11.0 0	03.0 0	03.0 0	03.00	09.00
56	05.0 0	04.00	02.00	11.00	03. 00	04.0 0	03.0 0	10.0 0	04.0 0	03.0 0	03.0 0	10.0 0	03.0 0	03.0 0	04.00	10.00
57	03.0 0	04.00	04.00	11.00	04. 00	03.0 0	03.0 0	10.0 0	05.0 0	03.0 0	03.0 0	11.0 0	03.0 0	04.0 0	03.00	10.00
58	03.0 0	05.00	02.00	10.00	05. 00	04.0 0	03.0 0	12.0 0	03.0 0	04.0 0	05.0 0	12.0 0	03.0 0	04.0 0	03.00	10.00
59	03.0 0	03.00	04.00	10.00	03. 00	04.0 0	05.0 0	12.0 0	03.0 0	04.0 0	03.0 0	10.0 0	03.0 0	02.0 0	04.00	09.00
60	05.0 0	04.00	03.00	12.00	03. 00	04.0 0	03.0 0	10.0 0	04.0 0	03.0 0	02.0 0	09.0 0	04.0 0	03.0 0	05.00	12.00
61	05.0 0	03.00	04.00	12.00	04. 00	05.0 0	03.0 0	12.0 0	04.0 0	04.0 0	02.0 0	10.0 0	04.0 0	02.0 0	03.00	09.00

					00	0	0	0	0	0	0	0	0	0		
62	03.0 0	03.00	04.00	10.00	03. 00	04.0 0	05.0 0	12.0 0	05.0 0	05.0 0	04.0 0	14.0 0	05.0 0	03.0 0	03.00	11.00
63	05.0 0	04.00	03.00	12.00	03. 00	03.0 0	04.0 0	10.0 0	04.0 0	04.0 0	05.0 0	13.0 0	02.0 0	04.0 0	04.00	10.00
64	03.0 0	04.00	05.00	12.00	03. 00	04.0 0	03.0 0	10.0 0	03.0 0	03.0 0	03.0 0	09.0 0	02.0 0	04.0 0	05.00	11.00
65	04.0 0	05.00	03.00	12.00	04. 00	05.0 0	05.0 0	14.0 0	04.0 0	05.0 0	04.0 0	13.0 0	02.0 0	04.0 0	05.00	11.00
66	04.0 0	04.00	03.00	11.00	05. 00	03.0 0	04.0 0	12.0 0	05.0 0	04.0 0	04.0 0	13.0 0	03.0 0	04.0 0	04.00	11.00
67	03.0 0	04.00	04.00	11.00	03. 00	04.0 0	03.0 0	10.0 0	04.0 0	05.0 0	04.0 0	13.0 0	04.0 0	04.0 0	03.00	11.00
68	05.0 0	04.00	04.00	13.00	03. 00	03.0 0	04.0 0	10.0 0	03.0 0	04.0 0	03.0 0	10.0 0	04.0 0	04.0 0	03.00	11.00
69	04.0 0	05.00	03.00	12.00	05. 00	04.0 0	05.0 0	14.0 0	04.0 0	03.0 0	03.0 0	10.0 0	05.0 0	04.0 0	03.00	12.00
70	03.0 0	04.00	05.00	12.00	05. 00	03.0 0	04.0 0	12.0 0	05.0 0	04.0 0	02.0 0	11.0 0	05.0 0	05.0 0	03.00	13.00

					00	0	0	0	0	0	0	0	0	0		
71	04.0 0	05.00	03.00	12.00	03. 00	04.0 0	03.0 0	10.0 0	04.0 0	05.0 0	01.0 0	10.0 0	03.0 0	05.0 0	02.00	10.00
72	04.0 0	03.00	02.00	09.00	04. 00	05.0 0	04.0 0	13.0 0	05.0 0	04.0 0	01.0 0	10.0 0	03.0 0	03.0 0	02.00	08.00
73	05.0 0	04.00	05.00	14.00	04. 00	03.0 0	05.0 0	12.0 0	03.0 0	03.0 0	03.0 0	09.0 0	02.0 0	04.0 0	03.00	09.00
74	04.0 0	03.00	05.00	12.00	05. 00	04.0 0	03.0 0	12.0 0	03.0 0	04.0 0	04.0 0	11.0 0	03.0 0	05.0 0	04.00	12.00
75	05.0 0	03.00	04.00	12.00	03. 00	05.0 0	04.0 0	12.0 0	04.0 0	05.0 0	04.0 0	13.0 0	04.0 0	03.0 0	05.00	12.00
76	03.0 0	04.00	05.00	12.00	05. 00	03.0 0	05.0 0	13.0 0	05.0 0	04.0 0	05.0 0	14.0 0	03.0 0	03.0 0	04.00	10.00
77	04.0 0	04.00	04.00	12.00	04. 00	04.0 0	02.0 0	10.0 0	04.0 0	03.0 0	04.0 0	11.0 0	03.0 0	03.0 0	03.00	09.00
78	03.0 0	03.00	03.00	09.00	04. 00	05.0 0	03.0 0	12.0 0	03.0 0	04.0 0	03.0 0	10.0 0	03.0 0	03.0 0	05.00	11.00
79	04.0 0	03.00	03.00	10.00	05. 00	03.0 0	04.0 0	12.0 0	04.0 0	05.0 0	03.0 0	12.0 0	03.0 0	02.0 0	03.00	08.00

					00	0	0	0	0	0	0	0	0	0		
80	03.0 0	03.00	04.00	10.00	04. 00	04.0 0	03.0 0	11.0 0	05.0 0	04.0 0	02.0 0	11.0 0	04.0 0	02.0 0	04.00	10.00
81	03.0 0	03.00	03.00	09.00	05. 00	05.0 0	04.0 0	14.0 0	04.0 0	03.0 0	03.0 0	10.0 0	05.0 0	02.0 0	04.00	11.00
82	04.0 0	02.00	05.00	11.00	03. 00	03.0 0	05.0 0	11.0 0	03.0 0	04.0 0	03.0 0	10.0 0	05.0 0	02.0 0	05.00	12.00
83	05.0 0	04.00	03.00	12.00	04. 00	04.0 0	04.0 0	12.0 0	02.0 0	05.0 0	04.0 0	11.0 0	03.0 0	02.0 0	04.00	09.00
84	04.0 0	04.00	04.00	12.00	05. 00	05.0 0	03.0 0	13.0 0	03.0 0	04.0 0	04.0 0	11.0 0	04.0 0	02.0 0	03.00	09.00
85	03.0 0	03.00	03.00	09.00	04. 00	04.0 0	02.0 0	10.0 0	04.0 0	03.0 0	04.0 0	11.0 0	04.0 0	03.0 0	02.00	09.00
86	03.0 0	04.00	05.00	12.00	03. 00	05.0 0	03.0 0	11.0 0	05.0 0	04.0 0	05.0 0	14.0 0	04.0 0	03.0 0	03.00	10.00
87	05.0 0	04.00	02.00	11.00	04. 00	04.0 0	04.0 0	12.0 0	04.0 0	05.0 0	05.0 0	14.0 0	03.0 0	03.0 0	04.00	10.00
88	03.0 0	04.00	03.00	10.00	05. 00	03.0 0	05.0 0	13.0 0	03.0 0	04.0 0	03.0 0	10.0 0	03.0 0	03.0 0	02.00	08.00

					00	0	0	0	0	0	0	0	0	0		
89	03.0 0	03.00	03.00	09.00	04. 00	04.0 0	04.0 0	12.0 0	04.0 0	03.0 0	04.0 0	11.0 0	03.0 0	04.0 0	03.00	10.00
90	04.0 0	03.00	04.00	11.00	03. 00	05.0 0	03.0 0	11.0 0	05.0 0	04.0 0	04.0 0	13.0 0	04.0 0	04.0 0	04.00	12.00
91	03.0 0	04.00	04.00	11.00	04. 00	03.0 0	02.0 0	09.0 0	03.0 0	05.0 0	03.0 0	11.0 0	03.0 0	04.0 0	03.00	10.00
92	03.0 0	04.00	02.00	09.00	05. 00	04.0 0	04.0 0	13.0 0	04.0 0	04.0 0	04.0 0	12.0 0	03.0 0	05.0 0	04.00	12.00
93	05.0 0	04.00	04.00	13.00	04. 00	05.0 0	03.0 0	12.0 0	05.0 0	05.0 0	02.0 0	12.0 0	04.0 0	05.0 0	05.00	14.00
94	04.0 0	05.00	05.00	14.00	03. 00	03.0 0	03.0 0	09.0 0	04.0 0	04.0 0	03.0 0	11.0 0	04.0 0	05.0 0	03.00	12.00
95	04.0 0	04.00	03.00	11.00	04. 00	04.0 0	04.0 0	12.0 0	03.0 0	05.0 0	04.0 0	12.0 0	05.0 0	04.0 0	04.00	13.00
96	03.0 0	03.00	04.00	10.00	05. 00	04.0 0	05.0 0	14.0 0	04.0 0	03.0 0	05.0 0	12.0 0	05.0 0	04.0 0	03.00	12.00
97	04.0 0	04.00	03.00	11.00	04. 00	03.0 0	04.0 0	11.0 0	05.0 0	04.0 0	04.0 0	13.0 0	05.0 0	04.0 0	03.00	12.00

					00	0	0	0	0	0	0	0	0	0		
98	03.0 0	03.00	04.00	10.00	03. 00	04.0 0	03.0 0	10.0 0	04.0 0	05.0 0	03.0 0	12.0 0	05.0 0	03.0 0	03.00	11.00
99	05.0 0	04.00	03.00	12.00	04. 00	03.0 0	03.0 0	10.0 0	03.0 0	04.0 0	03.0 0	10.0 0	04.0 0	03.0 0	04.00	11.00
100	03.0 0	03.00	03.00	09.00	05. 00	04.0 0	04.0 0	13.0 0	04.0 0	03.0 0	02.0 0	09.0 0	04.0 0	03.0 0	02.00	09.00
101	05.0 0	05.00	05.00	15.00	03. 00	03.0 0	05.0 0	11.0 0	05.0 0	04.0 0	03.0 0	12.0 0	05.0 0	03.0 0	05.00	13.00
102	03.0 0	05.00	04.00	12.00	04. 00	04.0 0	03.0 0	11.0 0	04.0 0	05.0 0	04.0 0	13.0 0	04.0 0	04.0 0	04.00	12.00
103	05.0 0	04.00	03.00	12.00	05. 00	05.0 0	04.0 0	14.0 0	03.0 0	04.0 0	03.0 0	10.0 0	03.0 0	04.0 0	03.00	10.00
104	04.0 0	05.00	04.00	13.00	03. 00	03.0 0	05.0 0	11.0 0	04.0 0	03.0 0	03.0 0	10.0 0	04.0 0	05.0 0	02.00	11.00
105	05.0 0	04.00	05.00	14.00	04. 00	04.0 0	04.0 0	12.0 0	05.0 0	04.0 0	04.0 0	13.0 0	05.0 0	05.0 0	02.00	12.00
106	03.0 0	03.00	04.00	10.00	05. 00	05.0 0	03.0 0	13.0 0	04.0 0	05.0 0	05.0 0	14.0 0	04.0 0	05.0 0	03.00	12.00

					00	0	0	0	0	0	0	0	0	0		
107	04.0 0	04.00	04.00	12.00	03. 00	04.0 0	02.0 0	09.0 0	03.0 0	04.0 0	04.0 0	11.0 0	05.0 0	05.0 0	04.00	14.00
108	05.0 0	03.00	03.00	11.00	04. 00	03.0 0	03.0 0	10.0 0	04.0 0	03.0 0	04.0 0	11.0 0	04.0 0	05.0 0	04.00	13.00
109	04.0 0	04.00	05.00	13.00	04. 00	04.0 0	04.0 0	12.0 0	05.0 0	04.0 0	04.0 0	13.0 0	05.0 0	04.0 0	05.00	14.00
110	03.0 0	03.00	03.00	09.00	05. 00	03.0 0	05.0 0	13.0 0	04.0 0	05.0 0	03.0 0	12.0 0	03.0 0	04.0 0	03.00	10.00
111	04.0 0	04.00	03.00	11.00	03. 00	04.0 0	04.0 0	11.0 0	03.0 0	04.0 0	03.0 0	10.0 0	04.0 0	03.0 0	04.00	11.00
112	05.0 0	03.00	05.00	13.00	04. 00	03.0 0	03.0 0	10.0 0	02.0 0	03.0 0	03.0 0	08.0 0	05.0 0	03.0 0	02.00	10.00
113	04.0 0	04.00	03.00	11.00	05. 00	02.0 0	04.0 0	11.0 0	03.0 0	04.0 0	03.0 0	10.0 0	03.0 0	04.0 0	05.00	12.00
114	03.0 0	05.00	04.00	12.00	03. 00	03.0 0	05.0 0	11.0 0	04.0 0	05.0 0	02.0 0	11.0 0	03.0 0	05.0 0	03.00	11.00
115	05.0 0	03.00	03.00	11.00	04. 00	05.0 0	03.0 0	12.0 0	05.0 0	04.0 0	03.0 0	12.0 0	03.0 0	03.0 0	03.00	09.00

					00	0	0	0	0	0	0	0	0	0		
116	04.0 0	04.00	03.00	11.00	04. 00	04.0 0	04.0 0	12.0 0	04.0 0	03.0 0	03.0 0	10.0 0	04.0 0	04.0 0	04.00	12.00
117	03.0 0	04.00	04.00	11.00	03. 00	03.0 0	05.0 0	11.0 0	03.0 0	04.0 0	04.0 0	11.0 0	04.0 0	02.0 0	04.00	10.00
118	04.0 0	03.00	04.00	11.00	04. 00	02.0 0	05.0 0	11.0 0	04.0 0	05.0 0	05.0 0	14.0 0	02.0 0	03.0 0	03.00	08.00
119	03.0 0	05.00	03.00	11.00	05. 00	04.0 0	04.0 0	13.0 0	05.0 0	04.0 0	03.0 0	12.0 0	03.0 0	04.0 0	02.00	09.00
120	03.0 0	04.00	05.00	12.00	03. 00	05.0 0	03.0 0	11.0 0	03.0 0	03.0 0	03.0 0	09.0 0	04.0 0	05.0 0	03.00	12.00
121	03.0 0	04.00	03.00	10.00	04. 00	05.0 0	04.0 0	13.0 0	04.0 0	03.0 0	03.0 0	10.0 0	04.0 0	03.0 0	05.00	12.00
122	03.0 0	03.00	04.00	10.00	05. 00	04.0 0	05.0 0	14.0 0	03.0 0	04.0 0	04.0 0	11.0 0	04.0 0	04.0 0	03.00	11.00
123	04.0 0	04.00	05.00	13.00	03. 00	04.0 0	04.0 0	11.0 0	05.0 0	05.0 0	04.0 0	14.0 0	05.0 0	03.0 0	03.00	11.00
124	05.0 0	05.00	04.00	14.00	04. 00	03.0 0	03.0 0	10.0 0	03.0 0	04.0 0	05.0 0	12.0 0	04.0 0	03.0 0	04.00	11.00

					00	0	0	0	0	0	0	0	0	0		
125	04.0 0	04.00	05.00	13.00	05. 00	02.0 0	03.0 0	10.0 0	04.0 0	03.0 0	04.0 0	11.0 0	03.0 0	04.0 0	03.00	10.00
126	04.0 0	03.00	04.00	11.00	04. 00	04.0 0	04.0 0	12.0 0	05.0 0	02.0 0	03.0 0	10.0 0	04.0 0	05.0 0	02.00	11.00
127	05.0 0	04.00	03.00	12.00	03. 00	03.0 0	05.0 0	11.0 0	04.0 0	03.0 0	03.0 0	10.0 0	03.0 0	03.0 0	03.00	09.00
128	04.0 0	05.00	04.00	13.00	04. 00	05.0 0	04.0 0	13.0 0	03.0 0	04.0 0	03.0 0	10.0 0	04.0 0	03.0 0	02.00	09.00
129	03.0 0	04.00	03.00	10.00	05. 00	04.0 0	03.0 0	12.0 0	04.0 0	05.0 0	03.0 0	12.0 0	04.0 0	04.0 0	03.00	11.00
130	05.0 0	03.00	05.00	13.00	03. 00	03.0 0	04.0 0	10.0 0	05.0 0	04.0 0	04.0 0	13.0 0	05.0 0	05.0 0	04.00	14.00
131	04.0 0	04.00	04.00	12.00	04. 00	05.0 0	05.0 0	14.0 0	03.0 0	03.0 0	03.0 0	09.0 0	04.0 0	02.0 0	05.00	11.00
132	03.0 0	05.00	03.00	11.00	03. 00	04.0 0	03.0 0	10.0 0	04.0 0	02.0 0	04.0 0	10.0 0	03.0 0	03.0 0	04.00	10.00
133	04.0 0	04.00	05.00	13.00	04. 00	05.0 0	02.0 0	11.0 0	04.0 0	03.0 0	05.0 0	12.0 0	04.0 0	04.0 0	03.00	11.00

					00	0	0	0	0	0	0	0	0	0		
134	05.0 0	03.00	04.00	12.00	05. 00	04.0 0	03.0 0	12.0 0	05.0 0	04.0 0	04.0 0	13.0 0	03.0 0	04.0 0	04.00	11.00
135	04.0 0	04.00	03.00	11.00	03. 00	03.0 0	04.0 0	10.0 0	04.0 0	05.0 0	03.0 0	12.0 0	04.0 0	05.0 0	02.00	11.00
136	03.0 0	05.00	05.00	13.00	04. 00	04.0 0	05.0 0	13.0 0	03.0 0	04.0 0	04.0 0	11.0 0	05.0 0	04.0 0	03.00	12.00
137	04.0 0	04.00	04.00	12.00	05. 00	05.0 0	04.0 0	14.0 0	02.0 0	03.0 0	03.0 0	08.0 0	04.0 0	03.0 0	03.00	10.00
138	05.0 0	03.00	03.00	11.00	03. 00	04.0 0	03.0 0	10.0 0	03.0 0	03.0 0	03.0 0	09.0 0	04.0 0	04.0 0	04.00	12.00
139	04.0 0	04.00	05.00	13.00	04. 00	04.0 0	02.0 0	10.0 0	05.0 0	04.0 0	02.0 0	11.0 0	03.0 0	04.0 0	04.00	11.00
140	03.0 0	05.00	04.00	12.00	05. 00	05.0 0	03.0 0	13.0 0	04.0 0	05.0 0	03.0 0	12.0 0	03.0 0	05.0 0	04.00	12.00
141	04.0 0	04.00	03.00	11.00	03. 00	03.0 0	04.0 0	10.0 0	03.0 0	04.0 0	03.0 0	10.0 0	04.0 0	04.0 0	03.00	11.00
142	05.0 0	03.00	03.00	11.00	04. 00	04.0 0	05.0 0	13.0 0	04.0 0	03.0 0	03.0 0	10.0 0	05.0 0	03.0 0	03.00	11.00

					00	0	0	0	0	0	0	0	0	0		
143	04.0 0	04.00	04.00	12.00	05. 00	05.0 0	04.0 0	14.0 0	05.0 0	02.0 0	02.0 0	09.0 0	04.0 0	02.0 0	04.00	10.00
144	03.0 0	05.00	03.00	11.00	03. 00	04.0 0	03.0 0	10.0 0	04.0 0	03.0 0	02.0 0	09.0 0	05.0 0	03.0 0	05.00	13.00
145	04.0 0	04.00	04.00	12.00	04. 00	03.0 0	03.0 0	10.0 0	03.0 0	04.0 0	02.0 0	09.0 0	03.0 0	03.0 0	03.00	09.00
146	05.0 0	03.00	04.00	12.00	03. 00	05.0 0	03.0 0	11.0 0	04.0 0	05.0 0	03.0 0	12.0 0	05.0 0	04.0 0	04.00	13.00
147	03.0 0	04.00	03.00	10.00	04. 00	03.0 0	04.0 0	11.0 0	05.0 0	04.0 0	03.0 0	12.0 0	04.0 0	05.0 0	05.00	14.00
148	04.0 0	05.00	05.00	14.00	05. 00	04.0 0	03.0 0	12.0 0	04.0 0	03.0 0	03.0 0	10.0 0	05.0 0	03.0 0	03.00	11.00
149	05.0 0	04.00	04.00	13.00	03. 00	03.0 0	04.0 0	10.0 0	03.0 0	02.0 0	04.0 0	09.0 0	03.0 0	03.0 0	04.00	10.00
150	04.0 0	03.00	03.00	10.00	04. 00	04.0 0	05.0 0	13.0 0	04.0 0	03.0 0	04.0 0	11.0 0	05.0 0	04.0 0	05.00	14.00
151	05.0 0	04.00	04.00	13.00	03. 00	05.0 0	02.0 0	10.0 0	05.0 0	04.0 0	05.0 0	14.0 0	03.0 0	02.0 0	02.00	07.00

					00	0	0	0	0	0	0	0	0	0		
152	04.0 0	05.00	03.00	12.00	05. 00	04.0 0	03.0 0	12.0 0	04.0 0	05.0 0	05.0 0	14.0 0	04.0 0	04.0 0	03.00	11.00
153	05.0 0	04.00	05.00	14.00	04. 00	03.0 0	04.0 0	11.0 0	03.0 0	04.0 0	04.0 0	11.0 0	03.0 0	05.0 0	03.00	11.00
154	04.0 0	04.00	04.00	12.00	03. 00	03.0 0	05.0 0	11.0 0	04.0 0	03.0 0	04.0 0	11.0 0	04.0 0	03.0 0	03.00	10.00
155	05.0 0	05.00	03.00	13.00	04. 00	02.0 0	04.0 0	10.0 0	05.0 0	04.0 0	03.0 0	12.0 0	05.0 0	03.0 0	04.00	12.00
156	03.0 0	04.00	04.00	11.00	05. 00	03.0 0	03.0 0	11.0 0	04.0 0	05.0 0	03.0 0	12.0 0	03.0 0	03.0 0	05.00	11.00
157	03.0 0	03.00	04.00	10.00	03. 00	04.0 0	04.0 0	11.0 0	03.0 0	04.0 0	03.0 0	10.0 0	04.0 0	04.0 0	03.00	11.00
158	04.0 0	04.00	03.00	11.00	04. 00	05.0 0	04.0 0	13.0 0	04.0 0	03.0 0	02.0 0	09.0 0	03.0 0	04.0 0	04.00	11.00
159	05.0 0	05.00	04.00	14.00	05. 00	04.0 0	04.0 0	13.0 0	05.0 0	02.0 0	02.0 0	09.0 0	04.0 0	05.0 0	05.00	14.00
160	03.0 0	04.00	05.00	12.00	03. 00	03.0 0	03.0 0	09.0 0	04.0 0	03.0 0	04.0 0	11.0 0	03.0 0	05.0 0	04.00	12.00

					00	0	0	0	0	0	0	0	0	0		
161	03.0 0	02.00	04.00	09.00	04. 00	02.0 0	04.0 0	10.0 0	03.0 0	04.0 0	04.0 0	11.0 0	04.0 0	04.0 0	04.00	12.00
162	05.0 0	03.00	03.00	11.00	05. 00	04.0 0	05.0 0	14.0 0	04.0 0	05.0 0	03.0 0	12.0 0	03.0 0	05.0 0	05.00	13.00
163	05.0 0	04.00	04.00	13.00	04. 00	05.0 0	04.0 0	13.0 0	05.0 0	04.0 0	04.0 0	13.0 0	04.0 0	03.0 0	04.00	11.00
164	03.0 0	03.00	05.00	11.00	03. 00	04.0 0	03.0 0	10.0 0	05.0 0	03.0 0	03.0 0	11.0 0	04.0 0	03.0 0	05.00	12.00
165	04.0 0	02.00	04.00	10.00	04. 00	03.0 0	04.0 0	11.0 0	04.0 0	04.0 0	03.0 0	11.0 0	04.0 0	03.0 0	04.00	11.00
166	04.0 0	03.00	03.00	10.00	05. 00	02.0 0	05.0 0	12.0 0	05.0 0	05.0 0	04.0 0	14.0 0	04.0 0	04.0 0	05.00	13.00
167	05.0 0	04.00	04.00	13.00	03. 00	04.0 0	03.0 0	10.0 0	04.0 0	05.0 0	02.0 0	11.0 0	03.0 0	03.0 0	04.00	10.00
168	04.0 0	03.00	05.00	12.00	04. 00	05.0 0	04.0 0	13.0 0	03.0 0	04.0 0	02.0 0	09.0 0	03.0 0	03.0 0	03.00	09.00
169	03.0 0	02.00	04.00	09.00	05. 00	04.0 0	05.0 0	14.0 0	04.0 0	03.0 0	03.0 0	10.0 0	03.0 0	04.0 0	05.00	12.00

					00	0	0	0	0	0	0	0	0	0		
170	04.0 0	03.00	03.00	10.00	03. 00	03.0 0	04.0 0	10.0 0	05.0 0	04.0 0	03.0 0	12.0 0	04.0 0	04.0 0	04.00	12.00
171	05.0 0	04.00	04.00	13.00	04. 00	02.0 0	03.0 0	09.0 0	04.0 0	05.0 0	04.0 0	13.0 0	03.0 0	05.0 0	04.00	12.00
172	05.0 0	03.00	05.00	13.00	05. 00	04.0 0	04.0 0	13.0 0	03.0 0	05.0 0	03.0 0	11.0 0	02.0 0	05.0 0	04.00	11.00
173	04.0 0	02.00	04.00	10.00	03. 00	03.0 0	05.0 0	11.0 0	04.0 0	04.0 0	04.0 0	12.0 0	05.0 0	04.0 0	05.00	14.00
174	03.0 0	04.00	03.00	10.00	04. 00	04.0 0	03.0 0	11.0 0	05.0 0	03.0 0	03.0 0	11.0 0	05.0 0	03.0 0	03.00	11.00
175	03.0 0	03.00	04.00	10.00	05. 00	05.0 0	04.0 0	14.0 0	04.0 0	05.0 0	04.0 0	13.0 0	04.0 0	02.0 0	04.00	10.00
176	04.0 0	04.00	05.00	13.00	03. 00	05.0 0	03.0 0	11.0 0	03.0 0	04.0 0	03.0 0	10.0 0	05.0 0	03.0 0	03.00	11.00
177	05.0 0	03.00	04.00	12.00	04. 00	04.0 0	03.0 0	11.0 0	04.0 0	03.0 0	04.0 0	11.0 0	04.0 0	04.0 0	04.00	12.00
178	05.0 0	02.00	03.00	10.00	05. 00	03.0 0	04.0 0	12.0 0	05.0 0	02.0 0	05.0 0	12.0 0	05.0 0	04.0 0	05.00	14.00

					00	0	0	0	0	0	0	0	0	0		
179	04.0 0	03.00	04.00	11.00	03. 00	05.0 0	05.0 0	13.0 0	04.0 0	03.0 0	04.0 0	11.0 0	03.0 0	04.0 0	04.00	11.00
180	03.0 0	04.00	05.00	12.00	04. 00	04.0 0	03.0 0	11.0 0	03.0 0	04.0 0	03.0 0	10.0 0	04.0 0	03.0 0	05.00	12.00
181	03.0 0	03.00	05.00	11.00	05. 00	03.0 0	04.0 0	12.0 0	04.0 0	05.0 0	02.0 0	11.0 0	05.0 0	03.0 0	04.00	12.00
182	04.0 0	02.00	04.00	10.00	03. 00	05.0 0	03.0 0	11.0 0	05.0 0	04.0 0	03.0 0	12.0 0	03.0 0	04.0 0	05.00	12.00
183	05.0 0	03.00	03.00	11.00	04. 00	04.0 0	04.0 0	12.0 0	04.0 0	03.0 0	03.0 0	10.0 0	03.0 0	03.0 0	04.00	10.00
184	04.0 0	04.00	03.00	11.00	05. 00	03.0 0	05.0 0	13.0 0	03.0 0	04.0 0	02.0 0	09.0 0	03.0 0	03.0 0	05.00	11.00
185	03.0 0	03.00	04.00	10.00	03. 00	04.0 0	03.0 0	10.0 0	04.0 0	05.0 0	02.0 0	11.0 0	04.0 0	02.0 0	02.00	08.00
186	04.0 0	02.00	05.00	11.00	04. 00	05.0 0	04.0 0	13.0 0	05.0 0	04.0 0	03.0 0	12.0 0	05.0 0	04.0 0	03.00	12.00
187	05.0 0	03.00	05.00	13.00	05. 00	04.0 0	04.0 0	13.0 0	04.0 0	03.0 0	03.0 0	10.0 0	05.0 0	03.0 0	04.00	12.00

					00	0	0	0	0	0	0	0	0	0		
188	05.0 0	03.00	04.00	12.00	03. 00	03.0 0	04.0 0	10.0 0	03.0 0	02.0 0	04.0 0	09.0 0	04.0 0	05.0 0	04.00	13.00
189	04.0 0	03.00	03.00	10.00	04. 00	04.0 0	03.0 0	11.0 0	04.0 0	03.0 0	05.0 0	12.0 0	03.0 0	05.0 0	04.00	12.00
190	03.0 0	02.00	03.00	08.00	05. 00	04.0 0	03.0 0	12.0 0	05.0 0	04.0 0	05.0 0	14.0 0	03.0 0	04.0 0	04.00	11.00
191	03.0 0	03.00	05.00	11.00	03. 00	04.0 0	04.0 0	11.0 0	04.0 0	05.0 0	03.0 0	12.0 0	02.0 0	03.0 0	05.00	10.00
192	04.0 0	05.00	04.00	13.00	04. 00	03.0 0	05.0 0	12.0 0	03.0 0	04.0 0	02.0 0	09.0 0	03.0 0	03.0 0	04.00	10.00
193	05.0 0	04.00	03.00	12.00	05. 00	05.0 0	04.0 0	14.0 0	02.0 0	03.0 0	03.0 0	08.0 0	04.0 0	03.0 0	04.00	11.00
194	04.0 0	03.00	04.00	11.00	03. 00	05.0 0	03.0 0	11.0 0	03.0 0	02.0 0	04.0 0	09.0 0	04.0 0	03.0 0	03.00	10.00
195	03.0 0	04.00	05.00	12.00	04. 00	04.0 0	04.0 0	12.0 0	04.0 0	03.0 0	05.0 0	12.0 0	05.0 0	03.0 0	03.00	11.00
196	04.0 0	05.00	04.00	13.00	05. 00	03.0 0	05.0 0	13.0 0	05.0 0	04.0 0	04.0 0	13.0 0	04.0 0	04.0 0	02.00	10.00

					00	0	0	0	0	0	0	0	0	0		
197	05.0 0	04.00	03.00	12.00	03. 00	05.0 0	03.0 0	11.0 0	04.0 0	05.0 0	05.0 0	14.0 0	05.0 0	05.0 0	02.00	12.00
198	04.0 0	03.00	04.00	11.00	04. 00	04.0 0	03.0 0	11.0 0	03.0 0	04.0 0	03.0 0	10.0 0	03.0 0	04.0 0	03.00	10.00
199	03.0 0	04.00	05.00	12.00	05. 00	03.0 0	03.0 0	11.0 0	04.0 0	03.0 0	04.0 0	11.0 0	05.0 0	03.0 0	04.00	12.00
200	04.0 0	05.00	04.00	13.00	03. 00	04.0 0	04.0 0	11.0 0	05.0 0	02.0 0	03.0 0	10.0 0	03.0 0	02.0 0	05.00	10.00
201	05.0 0	04.00	03.00	12.00	04. 00	03.0 0	03.0 0	10.0 0	04.0 0	03.0 0	04.0 0	11.0 0	05.0 0	03.0 0	03.00	11.00
202	04.0 0	03.00	04.00	11.00	05. 00	05.0 0	05.0 0	15.0 0	03.0 0	04.0 0	04.0 0	11.0 0	04.0 0	03.0 0	03.00	10.00
203	03.0 0	04.00	05.00	12.00	03. 00	04.0 0	03.0 0	10.0 0	04.0 0	05.0 0	05.0 0	14.0 0	03.0 0	04.0 0	03.00	10.00
204	04.0 0	05.00	05.00	14.00	04. 00	03.0 0	04.0 0	11.0 0	05.0 0	04.0 0	04.0 0	13.0 0	02.0 0	04.0 0	04.00	10.00
205	05.0 0	03.00	04.00	12.00	05. 00	05.0 0	05.0 0	15.0 0	04.0 0	03.0 0	03.0 0	10.0 0	02.0 0	04.0 0	04.00	10.00

					00	0	0	0	0	0	0	0	0	0		
206	04.0 0	05.00	03.00	12.00	03. 00	04.0 0	04.0 0	11.0 0	03.0 0	04.0 0	03.0 0	10.0 0	02.0 0	04.0 0	02.00	08.00
207	03.0 0	04.00	04.00	11.00	04. 00	03.0 0	03.0 0	10.0 0	02.0 0	05.0 0	03.0 0	10.0 0	03.0 0	05.0 0	05.00	13.00
208	04.0 0	05.00	05.00	14.00	05. 00	04.0 0	04.0 0	13.0 0	03.0 0	04.0 0	04.0 0	11.0 0	03.0 0	05.0 0	04.00	12.00
209	05.0 0	03.00	04.00	12.00	03. 00	05.0 0	05.0 0	13.0 0	04.0 0	03.0 0	05.0 0	12.0 0	03.0 0	04.0 0	05.00	12.00
210	04.0 0	04.00	03.00	11.00	04. 00	04.0 0	04.0 0	12.0 0	05.0 0	04.0 0	04.0 0	13.0 0	03.0 0	03.0 0	04.00	10.00
211	03.0 0	04.00	05.00	12.00	05. 00	03.0 0	03.0 0	11.0 0	04.0 0	05.0 0	03.0 0	12.0 0	04.0 0	03.0 0	04.00	11.00
212	04.0 0	04.00	04.00	12.00	03. 00	04.0 0	04.0 0	11.0 0	03.0 0	04.0 0	03.0 0	10.0 0	05.0 0	04.0 0	05.00	14.00
213	05.0 0	05.00	03.00	13.00	04. 00	05.0 0	05.0 0	14.0 0	04.0 0	03.0 0	04.0 0	11.0 0	04.0 0	04.0 0	04.00	12.00
214	04.0 0	04.00	04.00	12.00	05. 00	04.0 0	04.0 0	13.0 0	05.0 0	04.0 0	05.0 0	14.0 0	03.0 0	05.0 0	04.00	12.00

					00	0	0	0	0	0	0	0	0	0		
215	03.0 0	04.00	05.00	12.00	03. 00	03.0 0	03.0 0	09.0 0	04.0 0	05.0 0	04.0 0	13.0 0	03.0 0	04.0 0	04.00	11.00
216	04.0 0	03.00	04.00	11.00	04. 00	04.0 0	02.0 0	10.0 0	03.0 0	04.0 0	03.0 0	10.0 0	04.0 0	03.0 0	04.00	11.00
217	05.0 0	03.00	03.00	11.00	03. 00	05.0 0	03.0 0	11.0 0	04.0 0	03.0 0	04.0 0	11.0 0	04.0 0	02.0 0	04.00	10.00
218	04.0 0	02.00	02.00	08.00	04. 00	02.0 0	03.0 0	09.0 0	04.0 0	04.0 0	02.0 0	10.0 0	04.0 0	02.0 0	04.00	10.00
219	04.0 0	04.00	04.00	12.00	04. 00	03.0 0	04.0 0	11.0 0	02.0 0	04.0 0	04.0 0	10.0 0	04.0 0	03.0 0	04.00	11.00
220	04.0 0	04.00	04.00	12.00	03. 00	03.0 0	02.0 0	08.0 0	02.0 0	02.0 0	03.0 0	07.0 0	03.0 0	03.0 0	03.00	09.00
221	05.0 0	04.00	05.00	14.00	04. 00	05.0 0	04.0 0	13.0 0	03.0 0	04.0 0	03.0 0	10.0 0	03.0 0	04.0 0	05.00	12.00
222	03.0 0	04.00	03.00	10.00	03. 00	03.0 0	03.0 0	09.0 0	02.0 0	03.0 0	03.0 0	08.0 0	04.0 0	02.0 0	03.00	09.00
223	04.0 0	04.00	03.00	11.00	04. 00	02.0 0	03.0 0	09.0 0	02.0 0	03.0 0	03.0 0	08.0 0	04.0 0	04.0 0	04.00	12.00

					00	0	0	0	0	0	0	0	0	0		
224	03.0 0	03.00	04.00	10.00	03. 00	03.0 0	02.0 0	08.0 0	03.0 0	03.0 0	04.0 0	10.0 0	03.0 0	02.0 0	02.00	07.00
225	03.0 0	03.00	04.00	10.00	03. 00	02.0 0	03.0 0	08.0 0	03.0 0	03.0 0	03.0 0	09.0 0	03.0 0	03.0 0	02.00	08.00
226	03.0 0	04.00	03.00	10.00	04. 00	03.0 0	03.0 0	10.0 0	03.0 0	04.0 0	03.0 0	10.0 0	04.0 0	03.0 0	04.00	11.00
227	03.0 0	04.00	04.00	11.00	03. 00	04.0 0	03.0 0	10.0 0	03.0 0	04.0 0	04.0 0	11.0 0	04.0 0	04.0 0	03.00	11.00
228	04.0 0	04.00	04.00	12.00	04. 00	03.0 0	04.0 0	11.0 0	03.0 0	03.0 0	04.0 0	10.0 0	04.0 0	03.0 0	02.00	09.00
229	04.0 0	05.00	04.00	13.00	04. 00	05.0 0	04.0 0	13.0 0	04.0 0	03.0 0	05.0 0	12.0 0	03.0 0	04.0 0	03.00	10.00
230	03.0 0	03.00	03.00	09.00	04. 00	02.0 0	03.0 0	09.0 0	01.0 0	03.0 0	04.0 0	08.0 0	02.0 0	03.0 0	03.00	08.00
231	03.0 0	03.00	04.00	10.00	04. 00	04.0 0	03.0 0	11.0 0	02.0 0	03.0 0	03.0 0	08.0 0	03.0 0	04.0 0	04.00	11.00
232	02.0 0	04.00	02.00	08.00	03.	01.0	01.0	05.0	01.0	01.0	02.0	04.0	05.0	01.0	01.00	07.00

					00	0	0	0	0	0	0	0	0	0		
233	04.0 0	03.00	04.00	11.00	04. 00	04.0 0	04.0 0	12.0 0	03.0 0	04.0 0	04.0 0	11.0 0	03.0 0	04.0 0	03.00	10.00
234	04.0 0	04.00	05.00	13.00	05. 00	05.0 0	04.0 0	14.0 0	05.0 0	04.0 0	04.0 0	13.0 0	05.0 0	05.0 0	04.00	14.00
235	04.0 0	04.00	04.00	12.00	03. 00	03.0 0	03.0 0	09.0 0	03.0 0	04.0 0	04.0 0	11.0 0	03.0 0	03.0 0	04.00	10.00
236	04.0 0	04.00	01.00	09.00	03. 00	03.0 0	04.0 0	10.0 0	05.0 0	03.0 0	04.0 0	12.0 0	04.0 0	04.0 0	05.00	13.00
237	05.0 0	04.00	04.00	13.00	04. 00	05.0 0	03.0 0	12.0 0	04.0 0	03.0 0	04.0 0	11.0 0	05.0 0	03.0 0	04.00	12.00
238	04.0 0	04.00	04.00	12.00	04. 00	02.0 0	04.0 0	10.0 0	04.0 0	04.0 0	04.0 0	12.0 0	04.0 0	03.0 0	04.00	11.00
239	02.0 0	04.00	02.00	08.00	03. 00	03.0 0	03.0 0	09.0 0	03.0 0	04.0 0	03.0 0	10.0 0	03.0 0	04.0 0	05.00	12.00
240	02.0 0	04.00	02.00	08.00	03. 00	03.0 0	03.0 0	09.0 0	03.0 0	04.0 0	03.0 0	10.0 0	04.0 0	03.0 0	04.00	11.00
241	02.0 0	04.00	02.00	08.00	03. 00	03.0 0	03.0 0	09.0 0	03.0 0	04.0 0	05.0 0	12.0 0	02.0 0	03.0 0	04.00	09.00

					00	0	0	0	0	0	0	0	0	0		
242	02.0 0	04.00	02.00	08.00	03. 00	04.0 0	05.0 0	12.0 0	03.0 0	03.0 0	03.0 0	09.0 0	04.0 0	05.0 0	03.00	12.00
243	03.0 0	03.00	03.00	09.00	04. 00	03.0 0	03.0 0	10.0 0	03.0 0	03.0 0	04.0 0	10.0 0	03.0 0	02.0 0	04.00	09.00
244	02.0 0	05.00	04.00	11.00	02. 00	01.0 0	02.0 0	05.0 0	02.0 0	02.0 0	01.0 0	05.0 0	02.0 0	03.0 0	04.00	09.00
245	05.0 0	05.00	05.00	15.00	03. 00	04.0 0	05.0 0	12.0 0	04.0 0	03.0 0	02.0 0	09.0 0	03.0 0	05.0 0	02.00	10.00
246	04.0 0	04.00	03.00	11.00	03. 00	03.0 0	03.0 0	09.0 0	03.0 0	03.0 0	04.0 0	10.0 0	03.0 0	02.0 0	04.00	09.00
247	03.0 0	04.00	05.00	12.00	03. 00	03.0 0	03.0 0	09.0 0	05.0 0	04.0 0	03.0 0	12.0 0	03.0 0	05.0 0	04.00	12.00
248	05.0 0	05.00	04.00	14.00	03. 00	04.0 0	05.0 0	12.0 0	04.0 0	05.0 0	05.0 0	14.0 0	03.0 0	04.0 0	03.00	10.00
249	01.0 0	02.00	02.00	05.00	02. 00	03.0 0	04.0 0	09.0 0	04.0 0	03.0 0	04.0 0	11.0 0	03.0 0	03.0 0	03.00	09.00
250	03.0 0	04.00	05.00	12.00	04. 00	04.0 0	04.0 0	12.0 0	03.0 0	04.0 0	02.0 0	09.0 0	03.0 0	03.0 0	03.00	09.00

					00	0	0	0	0	0	0	0	0	0		
251	02.0 0	03.00	04.00	09.00	04. 00	05.0 0	03.0 0	12.0 0	03.0 0	04.0 0	05.0 0	12.0 0	04.0 0	04.0 0	03.00	11.00
252	04.0 0	04.00	04.00	12.00	04. 00	03.0 0	02.0 0	09.0 0	03.0 0	03.0 0	04.0 0	10.0 0	03.0 0	03.0 0	03.00	09.00
253	04.0 0	04.00	04.00	12.00	04. 00	03.0 0	02.0 0	09.0 0	03.0 0	03.0 0	03.0 0	09.0 0	04.0 0	03.0 0	03.00	10.00
254	04.0 0	03.00	02.00	09.00	04. 00	04.0 0	02.0 0	10.0 0	05.0 0	04.0 0	04.0 0	13.0 0	03.0 0	04.0 0	03.00	10.00
255	03.0 0	04.00	02.00	09.00	04. 00	02.0 0	03.0 0	09.0 0	03.0 0	03.0 0	03.0 0	09.0 0	04.0 0	03.0 0	03.00	10.00
256	03.0 0	04.00	03.00	10.00	04. 00	04.0 0	03.0 0	11.0 0	03.0 0	03.0 0	03.0 0	09.0 0	04.0 0	04.0 0	03.00	11.00
257	04.0 0	03.00	04.00	11.00	03. 00	03.0 0	03.0 0	09.0 0	03.0 0	04.0 0	03.0 0	10.0 0	02.0 0	03.0 0	04.00	09.00
258	03.0 0	03.00	03.00	09.00	04. 00	04.0 0	02.0 0	10.0 0	03.0 0	04.0 0	05.0 0	12.0 0	03.0 0	05.0 0	04.00	12.00
259	05.0 0	04.00	04.00	13.00	04. 00	04.0 0	04.0 0	12.0 0	03.0 0	04.0 0	05.0 0	12.0 0	04.0 0	05.0 0	04.00	13.00

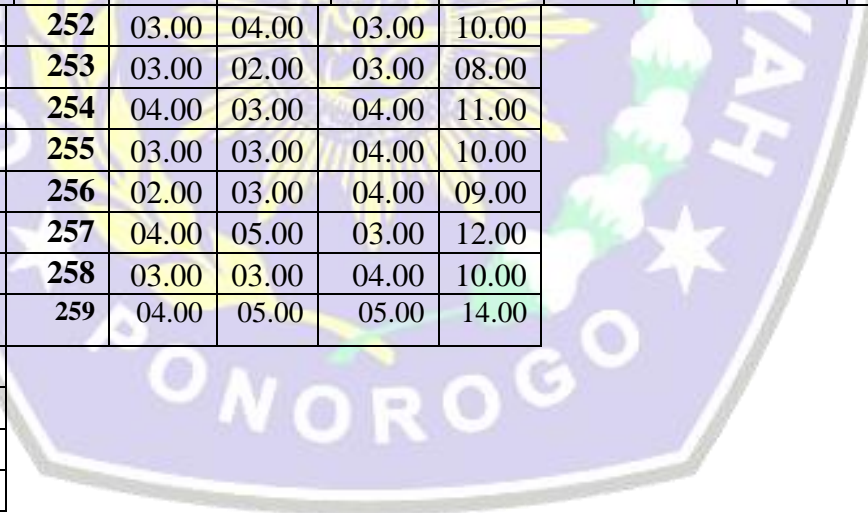
					00	0	0	0	0	0	0	0	0	0	0		
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Hasil Skor Jawaban Responden variabel Empati (X5)

No	X5.1	X5.2	X5.3	Total	27	03.00	03.00	04.00	10.00	54	04.00	03.00	04.00	11.00	81	04.00	05.00	04.00	13.00
1	04.00	03.00	03.00	10.00	28	04.00	04.00	04.00	12.00	55	04.00	04.00	03.00	11.00	82	03.00	04.00	05.00	12.00
2	04.00	05.00	05.00	14.00	29	05.00	05.00	03.00	13.00	56	03.00	05.00	04.00	12.00	83	02.00	03.00	04.00	09.00
3	03.00	04.00	04.00	11.00	30	03.00	03.00	04.00	10.00	57	05.00	04.00	04.00	13.00	84	03.00	04.00	03.00	10.00
4	03.00	04.00	02.00	09.00	31	04.00	03.00	03.00	10.00	58	03.00	03.00	03.00	09.00	85	04.00	05.00	05.00	14.00
5	04.00	03.00	04.00	11.00	32	03.00	04.00	03.00	10.00	59	03.00	04.00	03.00	10.00	86	05.00	03.00	04.00	12.00
6	04.00	04.00	04.00	12.00	33	03.00	04.00	03.00	10.00	60	04.00	05.00	04.00	13.00	87	04.00	04.00	05.00	13.00
7	04.00	04.00	05.00	13.00	34	02.00	02.00	05.00	09.00	61	05.00	04.00	05.00	14.00	88	03.00	05.00	04.00	12.00
8	03.00	02.00	04.00	09.00	35	02.00	03.00	03.00	08.00	62	04.00	03.00	03.00	10.00	89	02.00	04.00	05.00	11.00
9	04.00	03.00	04.00	11.00	36	03.00	05.00	03.00	11.00	63	03.00	04.00	04.00	11.00	90	03.00	03.00	04.00	10.00
10	05.00	04.00	03.00	12.00	37	05.00	04.00	04.00	13.00	64	04.00	05.00	05.00	14.00	91	04.00	04.00	03.00	11.00
11	03.00	03.00	05.00	11.00	38	03.00	03.00	04.00	10.00	65	05.00	04.00	04.00	13.00	92	03.00	05.00	04.00	12.00
12	04.00	04.00	03.00	11.00	39	03.00	02.00	04.00	09.00	66	04.00	03.00	05.00	12.00	93	04.00	04.00	05.00	13.00
13	04.00	03.00	04.00	11.00	40	04.00	03.00	03.00	10.00	67	03.00	02.00	04.00	09.00	94	03.00	03.00	02.00	08.00
14	04.00	04.00	03.00	11.00	41	03.00	03.00	02.00	08.00	68	04.00	03.00	03.00	10.00	95	04.00	04.00	03.00	11.00
15	04.00	05.00	05.00	14.00	42	04.00	03.00	05.00	12.00	69	05.00	04.00	04.00	13.00	96	05.00	04.00	04.00	13.00
16	03.00	04.00	03.00	10.00	43	04.00	03.00	05.00	12.00	70	04.00	05.00	05.00	14.00	97	04.00	03.00	05.00	12.00
17	03.00	04.00	03.00	10.00	44	03.00	04.00	04.00	11.00	71	03.00	04.00	04.00	11.00	98	03.00	04.00	04.00	11.00

18	03.00	03.00	03.00	09.00	45	03.00	04.00	04.00	11.00	72	04.00	03.00	03.00	10.00	99	02.00	05.00	03.00	10.00
19	04.00	04.00	04.00	12.00	46	03.00	03.00	04.00	10.00	73	05.00	04.00	02.00	11.00	100	05.00	04.00	02.00	11.00
20	04.00	05.00	04.00	13.00	47	04.00	04.00	05.00	13.00	74	04.00	05.00	03.00	12.00	101	04.00	03.00	03.00	10.00
21	03.00	03.00	04.00	10.00	48	04.00	04.00	04.00	12.00	75	04.00	04.00	04.00	12.00	102	05.00	04.00	04.00	13.00
22	03.00	04.00	04.00	11.00	49	04.00	04.00	03.00	11.00	76	05.00	03.00	05.00	13.00	103	04.00	05.00	05.00	14.00
23	04.00	04.00	03.00	11.00	50	05.00	04.00	05.00	14.00	77	04.00	05.00	04.00	13.00	104	03.00	04.00	04.00	11.00
24	04.00	04.00	04.00	12.00	51	03.00	04.00	02.00	09.00	78	03.00	04.00	03.00	10.00	105	02.00	03.00	03.00	08.00
25	04.00	03.00	04.00	11.00	52	04.00	05.00	04.00	13.00	79	04.00	03.00	02.00	09.00	106	03.00	04.00	02.00	09.00
26	03.00	05.00	03.00	11.00	53	05.00	04.00	04.00	13.00	80	05.00	04.00	03.00	12.00	107	04.00	05.00	03.00	12.00
108	05.00	04.00	04.00	13.00	137	03.00	05.00	05.00	13.00	166	03.00	04.00	03.00	10.00	195	03.00	05.00	04.00	
109	04.00	03.00	05.00	12.00	138	04.00	04.00	04.00	12.00	167	04.00	05.00	02.00	11.00	196	04.00	04.00	03.00	
110	03.00	02.00	04.00	09.00	139	05.00	05.00	03.00	13.00	168	05.00	04.00	03.00	12.00	197	05.00	03.00	04.00	
111	02.00	03.00	03.00	08.00	140	04.00	04.00	04.00	12.00	169	04.00	03.00	04.00	11.00	198	04.00	02.00	05.00	
112	03.00	04.00	02.00	09.00	141	03.00	04.00	05.00	12.00	170	03.00	04.00	05.00	12.00	199	03.00	03.00	04.00	
113	04.00	05.00	03.00	12.00	142	02.00	03.00	03.00	08.00	171	03.00	05.00	04.00	12.00	200	02.00	04.00	03.00	
114	05.00	04.00	04.00	13.00	143	03.00	04.00	04.00	11.00	172	03.00	04.00	03.00	10.00	201	03.00	05.00	02.00	
115	04.00	03.00	05.00	12.00	144	04.00	05.00	05.00	14.00	173	02.00	03.00	02.00	07.00	202	04.00	04.00	03.00	
116	03.00	02.00	04.00	09.00	145	05.00	04.00	04.00	13.00	174	03.00	02.00	03.00	08.00	203	05.00	03.00	05.00	
117	02.00	03.00	03.00	08.00	146	04.00	03.00	03.00	10.00	175	04.00	03.00	04.00	11.00	204	04.00	02.00	04.00	
118	03.00	04.00	04.00	11.00	147	03.00	04.00	04.00	11.00	176	04.00	04.00	05.00	13.00	205	03.00	03.00	03.00	
119	04.00	05.00	05.00	14.00	148	02.00	05.00	05.00	12.00	177	05.00	05.00	04.00	14.00	206	04.00	04.00	04.00	
120	05.00	04.00	04.00	13.00	149	03.00	04.00	04.00	11.00	178	05.00	04.00	05.00	14.00	207	05.00	05.00	03.00	
121	04.00	03.00	03.00	10.00	150	03.00	03.00	03.00	09.00	179	03.00	03.00	04.00	10.00	208	04.00	04.00	04.00	
122	03.00	03.00	04.00	10.00	151	05.00	04.00	04.00	13.00	180	04.00	02.00	03.00	09.00	209	03.00	03.00	05.00	
123	02.00	04.00	05.00	11.00	152	04.00	05.00	05.00	14.00	181	05.00	03.00	04.00	12.00	210	04.00	02.00	04.00	

124	05.00	05.00	04.00	14.00	153	03.00	04.00	04.00	11.00	182	04.00	04.00	05.00	13.00	211	05.00	03.00	03.00
125	03.00	04.00	03.00	10.00	154	02.00	03.00	03.00	08.00	183	03.00	05.00	05.00	13.00	212	04.00	04.00	04.00
126	04.00	03.00	04.00	11.00	155	03.00	03.00	04.00	10.00	184	02.00	04.00	04.00	10.00	213	03.00	05.00	05.00
127	05.00	02.00	05.00	12.00	156	04.00	04.00	05.00	13.00	185	03.00	02.00	03.00	08.00	214	04.00	04.00	04.00
128	04.00	03.00	04.00	11.00	157	05.00	05.00	04.00	14.00	186	04.00	03.00	04.00	11.00	215	05.00	03.00	03.00
129	03.00	04.00	03.00	10.00	158	04.00	04.00	03.00	11.00	187	05.00	03.00	04.00	12.00	216	04.00	04.00	04.00
130	05.00	05.00	04.00	14.00	159	03.00	03.00	04.00	10.00	188	04.00	04.00	05.00	13.00	217	03.00	05.00	03.00
131	04.00	04.00	05.00	13.00	160	02.00	04.00	05.00	11.00	189	03.00	05.00	04.00	12.00	218	04.00	04.00	04.00
132	04.00	03.00	04.00	11.00	161	03.00	05.00	04.00	12.00	190	04.00	04.00	03.00	11.00	219	02.00	02.00	02.00
133	03.00	05.00	03.00	11.00	162	04.00	04.00	03.00	11.00	191	05.00	03.00	04.00	12.00	220	04.00	04.00	04.00
134	04.00	05.00	02.00	11.00	163	05.00	03.00	04.00	12.00	192	04.00	02.00	05.00	11.00	221	03.00	04.00	03.00
135	05.00	04.00	03.00	12.00	164	04.00	02.00	05.00	11.00	193	05.00	03.00	04.00	12.00	222	05.00	05.00	05.00
136	04.00	03.00	04.00	11.00	165	03.00	03.00	04.00	10.00	194	04.00	04.00	05.00	13.00	223	03.00	03.00	04.00
224	03.00	04.00	04.00	11.00	252	03.00	04.00	03.00	10.00									
225	03.00	03.00	03.00	09.00	253	03.00	02.00	03.00	08.00									
226	04.00	03.00	03.00	10.00	254	04.00	03.00	04.00	11.00									
227	03.00	04.00	04.00	11.00	255	03.00	03.00	04.00	10.00									
228	03.00	04.00	03.00	10.00	256	02.00	03.00	04.00	09.00									
229	04.00	04.00	04.00	12.00	257	04.00	05.00	03.00	12.00									
230	03.00	02.00	03.00	08.00	258	03.00	03.00	04.00	10.00									
231	03.00	02.00	04.00	09.00	259	04.00	05.00	05.00	14.00									
232	03.00	03.00	04.00	10.00														
233	02.00	03.00	04.00	09.00														
234	03.00	03.00	04.00	10.00														
235	05.00	05.00	05.00	15.00														



236	02.00	02.00	03.00	07.00
237	03.00	03.00	04.00	10.00
238	04.00	04.00	05.00	13.00
239	03.00	04.00	04.00	11.00
240	05.00	03.00	02.00	10.00
241	03.00	03.00	03.00	09.00
242	03.00	03.00	03.00	09.00
243	05.00	04.00	02.00	11.00
244	03.00	03.00	03.00	09.00
245	02.00	02.00	03.00	07.00
246	03.00	03.00	04.00	10.00
247	03.00	04.00	04.00	11.00
248	05.00	05.00	05.00	15.00
249	03.00	04.00	05.00	12.00
250	03.00	04.00	05.00	12.00
251	03.00	04.00	04.00	11.00

Hasil Skor Jawaban Responden variabel Kepuasan Konsumen (Y)

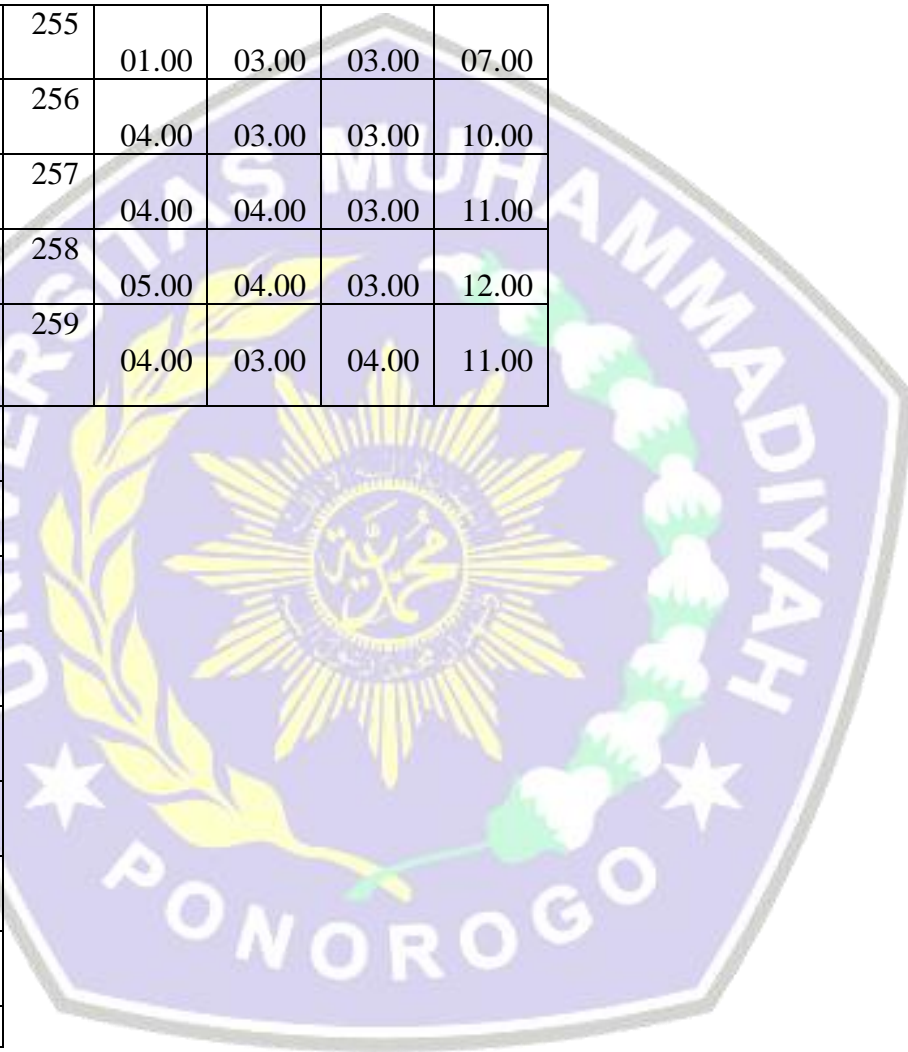
No	Y1.1	Y1.2	Y1.3	Total	2	04.0	05.0	04.0	13.0	5	04.0	03.0	03.0	10.0	81	04.0			
					7	0	0	0	0	4	0	0	0	0		0	04.00	05.00	13.00
1	03.0	03.0	02.0		2	05.0	02.0	03.0	10.0	5	04.0	02.0	02.0	08.0	82	04.0			
	0	0	0	08.00	8	0	0	0	0	5	0	0	0	0		0	03.00	05.00	12.00
2	05.0	04.0	03.0		2	03.0	04.0	02.0	09.0	5	03.0	04.0	03.0	10.0	83	05.0			
	0	0	0	12.00	9	0	0	0	0	6	0	0	0	0		0	04.00	03.00	12.00

3	04.0 0	03.0 0	03.0 0	10.00	3 0	05.0 0	04.0 0	04.0 0	13.0 0	5 7	03.0 0	04.0 0	02.0 0	09.0 0	84	04.0 0	03.00	02.00	09.00
4	03.0 0	02.0 0	02.0 0	07.00	3 1	03.0 0	03.0 0	03.0 0	09.0 0	5 8	04.0 0	05.0 0	05.0 0	14.0 0	85	05.0 0	05.00	05.00	15.00
5	04.0 0	03.0 0	02.0 0	09.00	3 2	03.0 0	02.0 0	03.0 0	08.0 0	5 9	03.0 0	03.0 0	03.0 0	09.0 0	86	04.0 0	04.00	04.00	12.00
6	05.0 0	03.0 0	02.0 0	10.00	3 3	04.0 0	04.0 0	04.0 0	12.0 0	6 0	03.0 0	02.0 0	04.0 0	09.0 0	87	03.0 0	03.00	03.00	09.00
7	02.0 0	04.0 0	02.0 0	08.00	3 4	04.0 0	04.0 0	03.0 0	11.0 0	6 1	04.0 0	03.0 0	05.0 0	12.0 0	88	04.0 0	05.00	02.00	11.00
8	03.0 0	03.0 0	03.0 0	09.00	3 5	04.0 0	04.0 0	04.0 0	12.0 0	6 2	05.0 0	04.0 0	04.0 0	13.0 0	89	05.0 0	04.00	03.00	12.00
9	04.0 0	03.0 0	03.0 0	10.00	3 6	04.0 0	02.0 0	04.0 0	10.0 0	6 3	04.0 0	05.0 0	03.0 0	12.0 0	90	04.0 0	03.00	04.00	11.00
10	05.0 0	04.0 0	03.0 0	12.00	3 7	03.0 0	02.0 0	02.0 0	07.0 0	6 4	03.0 0	04.0 0	04.0 0	11.0 0	91	03.0 0	05.00	05.00	13.00
11	05.0 0	02.0 0	03.0 0	10.00	3 8	03.0 0	04.0 0	04.0 0	11.0 0	6 5	04.0 0	03.0 0	05.0 0	12.0 0	92	04.0 0	04.00	04.00	12.00
12	02.0 0	03.0 0	03.0 0	08.00	3 9	05.0 0	05.0 0	04.0 0	14.0 0	6 6	05.0 0	02.0 0	04.0 0	11.0 0	93	05.0 0	03.00	04.00	12.00
13	05.0 0	03.0 0	03.0 0	11.00	4 0	04.0 0	03.0 0	03.0 0	10.0 0	6 7	04.0 0	03.0 0	03.0 0	10.0 0	94	04.0 0	04.00	03.00	11.00
14	04.0 0	03.0 0	03.0 0	10.00	4 1	03.0 0	04.0 0	03.0 0	10.0 0	6 8	03.0 0	04.0 0	04.0 0	11.0 0	95	03.0 0	03.00	02.00	08.00
15	04.0 0	05.0 0	05.0 0	14.00	4 2	05.0 0	04.0 0	03.0 0	12.0 0	6 9	04.0 0	05.0 0	05.0 0	14.0 0	96	04.0 0	05.00	03.00	12.00
16	04.0 0	04.0 0	03.0 0	11.00	4 3	04.0 0	04.0 0	03.0 0	11.0 0	7 0	05.0 0	04.0 0	04.0 0	13.0 0	97	05.0 0	05.00	04.00	14.00

17	04.0 0	04.0 0	04.0 0	12.00	4 4	05.0 0	04.0 0	03.0 0	12.0 0	7 1	04.0 0	03.0 0	03.0 0	10.0 0	98	05.0 0	05.00	05.00	15.00
18	03.0 0	04.0 0	02.0 0	09.00	4 5	04.0 0	04.0 0	02.0 0	10.0 0	7 2	03.0 0	04.0 0	02.0 0	09.0 0	99	04.0 0	04.00	04.00	12.00
19	03.0 0	03.0 0	03.0 0	09.00	4 6	05.0 0	04.0 0	03.0 0	12.0 0	7 3	04.0 0	03.0 0	03.0 0	10.0 0	100	03.0 0	04.00	03.00	10.00
20	03.0 0	03.0 0	04.0 0	10.00	4 7	04.0 0	04.0 0	03.0 0	11.0 0	7 4	05.0 0	05.0 0	04.0 0	14.0 0	101	04.0 0	03.00	04.00	11.00
21	05.0 0	03.0 0	03.0 0	11.00	4 8	03.0 0	03.0 0	03.0 0	09.0 0	7 5	04.0 0	04.0 0	05.0 0	13.0 0	102	05.0 0	05.00	03.00	13.00
22	03.0 0	03.0 0	04.0 0	10.00	4 9	04.0 0	03.0 0	02.0 0	09.0 0	7 6	03.0 0	03.0 0	04.0 0	10.0 0	103	04.0 0	04.00	04.00	12.00
23	02.0 0	02.0 0	02.0 0	06.00	5 0	03.0 0	02.0 0	01.0 0	06.0 0	7 7	02.0 0	05.0 0	03.0 0	10.0 0	104	03.0 0	03.00	05.00	11.00
24	02.0 0	04.0 0	02.0 0	08.00	5 1	05.0 0	05.0 0	05.0 0	15.0 0	7 8	03.0 0	04.0 0	02.0 0	09.0 0	105	04.0 0	04.00	04.00	12.00
25	02.0 0	02.0 0	02.0 0	06.00	5 2	04.0 0	03.0 0	02.0 0	09.0 0	7 9	04.0 0	03.0 0	03.0 0	10.0 0	106	04.0 0	05.00	03.00	12.00
26	02.0 0	04.0 0	02.0 0	08.00	5 3	05.0 0	04.0 0	03.0 0	12.0 0	8 0	05.0 0	05.0 0	04.0 0	14.0 0	107	05.0 0	04.00	02.00	11.00
108	04.0 0	03.0 0	05.0 0	12.00	137	04.00	03.00	05.00	12.00	166	04.00	05.00	03.00	12.0 0	19 5	05.0 0	03.00	04.0 0	12.00
109	05.0 0	04.0 0	04.0 0	13.00	138	03.00	04.00	04.00	11.00	167	05.00	04.00	04.00	13.0 0	19 6	04.0 0	04.00	05.0 0	13.00
110	04.0 0	04.0 0	03.0 0	11.00	139	04.00	05.00	03.00	12.00	168	04.00	04.00	05.00	13.0 0	19 7	03.0 0	05.00	04.0 0	12.00
111	04.0 0	05.0 0	02.0 0	11.00	140	05.00	04.00	02.00	11.00	169	03.00	05.00	04.00	12.0 0	19 8	04.0 0	04.00	04.0 0	12.00

112	03.0 0	04.0 0	03.0 0	10.00	141	04.00	04.00	03.00	11.00	170	04.00	04.00	03.00	11.0 0	19 9	04.0 0	03.00	04.0 0	11
113	05.0 0	03.0 0	04.0 0	12.00	142	03.00	04.00	04.00	11.00	171	05.00	03.00	04.00	12.0 0	20 0	03.0 0	04.00	05.0 0	12
114	04.0 0	04.0 0	05.0 0	13.00	143	02.00	05.00	05.00	12.00	172	04.00	04.00	05.00	13.0 0	20 1	04.0 0	05.00	04.0 0	13
115	03.0 0	05.0 0	04.0 0	12.00	144	02.00	04.00	05.00	11.00	173	03.00	05.00	04.00	12.0 0	20 2	05.0 0	05.00	03.0 0	13
116	04.0 0	04.0 0	03.0 0	11.00	145	03.00	03.00	04.00	10.00	174	02.00	04.00	03.00	09.0 0	20 3	04.0 0	04.00	04.0 0	12
117	05.0 0	03.0 0	04.0 0	12.00	146	04.00	04.00	03.00	11.00	175	04.00	03.00	04.00	11.0 0	20 4	04.0 0	03.00	05.0 0	12
118	04.0 0	04.0 0	05.0 0	13.00	147	04.00	04.00	04.00	12.00	176	03.00	04.00	05.00	12.0 0	20 5	03.0 0	04.00	04.0 0	11
119	03.0 0	04.0 0	04.0 0	11.00	148	05.00	03.00	05.00	13.00	177	04.00	05.00	03.00	12.0 0	20 6	04.0 0	05.00	03.0 0	12
120	04.0 0	05.0 0	03.0 0	12.00	149	05.00	04.00	04.00	13.00	178	05.00	04.00	04.00	13.0 0	20 7	05.0 0	04.00	05.0 0	14
121	05.0 0	04.0 0	02.0 0	11.00	150	04.00	05.00	03.00	12.00	179	04.00	04.00	05.00	13.0 0	20 8	04.0 0	03.00	04.0 0	11
122	04.0 0	04.0 0	03.0 0	11.00	151	03.00	04.00	04.00	11.00	180	03.00	04.00	03.00	10.0 0	20 9	03.0 0	04.00	05.0 0	12
123	04.0 0	04.0 0	04.0 0	12.00	152	04.00	03.00	05.00	12.00	181	04.00	05.00	04.00	13.0 0	21 0	04.0 0	05.00	04.0 0	13
124	03.0 0	04.0 0	05.0 0	12.00	153	05.00	04.00	04.00	13.00	182	05.00	04.00	05.00	14.0 0	21 1	05.0 0	05.00	05.0 0	15
125	04.0 0	05.0 0	04.0 0	13.00	154	04.00	05.00	03.00	12.00	183	04.00	03.00	04.00	11.0 0	21 2	04.0 0	04.00	04.0 0	12

227	04.0 0	04.0 0	04.0 0	12.0 0	255	01.00	03.00	03.00	07.00
228	03.0 0	03.0 0	03.0 0	09.0 0	256	04.00	03.00	03.00	10.00
229	03.0 0	04.0 0	03.0 0	10.0 0	257	04.00	04.00	03.00	11.00
230	04.0 0	02.0 0	02.0 0	08.0 0	258	05.00	04.00	03.00	12.00
231	04.0 0	03.0 0	03.0 0	10.0 0	259	04.00	03.00	04.00	11.00
232	02.0 0	01.0 0	03.0 0	06.0 0					
233	04.0 0	03.0 0	02.0 0	09.0 0					
234	05.0 0	04.0 0	04.0 0	13.0 0					
235	03.0 0	01.0 0	03.0 0	07.0 0					
236	03.0 0	04.0 0	05.0 0	12.0 0					
237	03.0 0	04.0 0	05.0 0	12.0 0					
238	05.0 0	02.0 0	04.0 0	11.0 0					
239	02.0 0	02.0 0	02.0 0	06.0 0					
240	02.0	02.0	02.0	06.0					



	0	0	0	0
241	03.0 0	04.0 0	05.0 0	12.0 0
242	02.0 0	02.0 0	02.0 0	06.0 0
243	03.0 0	03.0 0	02.0 0	08.0 0
244	03.0 0	04.0 0	05.0 0	12.0 0
245	04.0 0	04.0 0	03.0 0	11.0 0
246	04.0 0	03.0 0	04.0 0	11.0 0
247	04.0 0	05.0 0	03.0 0	12.0 0
248	05.0 0	05.0 0	05.0 0	15.0 0
249	04.0 0	04.0 0	03.0 0	11.0 0
250	04.0 0	05.0 0	03.0 0	12.0 0
251	03.0 0	02.0 0	03.0 0	08.0 0



Lampiran 3

HASIL ANALISIS SPSS

1. UJI VALIDITAS
1.1 Variabel X1 (Bukti Fisik)

Correlations

		Gedung Kantor Dukcapil	pegawai berpenampilan menarik	suasana kantor dukcapil	bukti fisik
Gedung Kantor Dukcapil	Pearson Correlation	1	.085	.162**	.661**
	Sig. (2-tailed)		.174	.009	.000
	N	259	259	259	259
pegawai berpenampilan menarik	Pearson Correlation	.085	1	.100	.582**
	Sig. (2-tailed)	.174		.107	.000
	N	259	259	259	259
suasana kantor dukcapil	Pearson Correlation	.162**	.100	1	.677**
	Sig. (2-tailed)	.009	.107		.000
	N	259	259	259	259
bukti fisik	Pearson Correlation	.661**	.582**	.677**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	259	259	259	259

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

1.2 Variabel X2 (Kehandalan)

Correlations

		jadwal buka pelayanan	cepat memberikan pelayanan	penyampaian informasi pelayanan	kehandalan
jadwal buka pelayanan	Pearson Correlation	1	.153*	.128*	.636**
	Sig. (2-tailed)		.014	.040	.000
	N	259	259	259	259
cepat memberikan pelayanan	Pearson Correlation	.153*	1	.067	.663**
	Sig. (2-tailed)	.014		.284	.000
	N	259	259	259	259
penyampaian informasi pelayanan	Pearson Correlation	.128*	.067	1	.621**
	Sig. (2-tailed)	.040	.284		.000
	N	259	259	259	259
kehandalan	Pearson Correlation	.636**	.663**	.621**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	259	259	259	259

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

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



1.3 variabel X3 (Daya Tanggap)

Correlations

		cepat tanggap menyelesaikan keluhan	memiliki kemampuan pelayanan	pegawai bersedia membantu melayani keluhan	daya tanggap
cepat tanggap menyelesaikan keluhan	Pearson Correlation	1	.221**	.096	.691**
	Sig. (2-tailed)		.000	.121	.000
	N	259	259	259	259
memiliki kemampuan pelayanan	Pearson Correlation	.221**	1	.056	.643**
	Sig. (2-tailed)	.000		.373	.000
	N	259	259	259	259
pegawai bersedia membantu melayani keluhan	Pearson Correlation	.096	.056	1	.601**
	Sig. (2-tailed)	.121	.373		.000
	N	259	259	259	259
daya tanggap	Pearson Correlation	.691**	.643**	.601**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	259	259	259	259

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



1.4 Variabel X\$ (Jaminan)

Correlations

		pegawai memiliki ketrampilan pelayanan yang baik	tidak memberatkan para masyarakat	pelayanan yang ramah dan sopan	Jaminan
pegawai memiliki ketrampilan pelayanan yang baik	Pearson Correlation	1	-.020	.013	.547**
	Sig. (2-tailed)		.750	.838	.000
	N	259	259	259	259
tidak memberatkan para masyarakat	Pearson Correlation	-.020	1	.031	.609**
	Sig. (2-tailed)	.750		.616	.000
	N	259	259	259	259
pelayanan yang ramah dan sopan	Pearson Correlation	.013	.031	1	.589**
	Sig. (2-tailed)	.838	.616		.000
	N	259	259	259	259
Jaminan	Pearson Correlation	.547**	.609**	.589**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	259	259	259	259

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

1.5 Variabel X5(Empati)

Correlations

		pegawai memberikan perhatian secara penuh	pelayanan tidak memandang g status sosial	pegawai mampu berkomunikasi dengan baik	empati
pegawai memberikan perhatian secara penuh	Pearson Correlation	1	.184**	.128*	.675**
	Sig. (2- tailed)		.003	.040	.000
	N	259	259	259	259
pelayanan tidak memandang status sosial	Pearson Correlation	.184**	1	.097	.661**
	Sig. (2- tailed)	.003		.121	.000
	N	259	259	259	259
pegawai mampu berkomunikasi dengan baik	Pearson Correlation	.128*	.097	1	.617**
	Sig. (2- tailed)	.040	.121		.000
	N	259	259	259	259
Empati	Pearson Correlation	.675**	.661**	.617**	1
	Sig. (2- tailed)	.000	.000	.000	
	N	259	259	259	259

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

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

1.6 Variabel Y (Kepuasan Konsumen)

Correlations

		anda merasa puas tersedianya ruangan	merasa puas dalam pembuatan e- KTP	merasa puas dalam menghubungi pegawai	kepuasan konsumen
anda merasa puas tersedianya ruangan	Pearson Correlation	1	.161**	.197**	.504**
	Sig. (2-tailed)		.009	.001	.000
	N	259	259	259	259
merasa puas dalam pembuatan e-KTP	Pearson Correlation	.161**	1	.156*	.863**
	Sig. (2-tailed)	.009		.012	.000
	N	259	259	259	259
merasa puas dalam menghubungi pegawai	Pearson Correlation	.197**	.156*	1	.533**
	Sig. (2-tailed)	.001	.012		.000
	N	259	259	259	259
kepuasan konsumen	Pearson Correlation	.504**	.863**	.533**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	259	259	259	259

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

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



2. UJI REABILITAS

2.1 Variabel Bukti Fisik (X1)

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	259	100.0
	Excluded ^a	0	.0
	Total	259	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.730	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Gedung Kantor Dukcapil	18.6409	7.448	.466	.703
pegawai berpenampilan menarik	18.6988	8.056	.386	.739
suasana kantor dukcapil	18.7606	7.322	.483	.695
bukti fisik	11.2201	2.591	1.000	.285

2.2 Variabel Kehandalan (X2)

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	259	100.0
	Excluded ^a	0	.0
	Total	259	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.728	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
jadwal buka pelayanan	18.3436	7.924	.454	.711
cepat memberikan pelayanan	18.5290	7.490	.458	.703
penyampaian informasi pelayanan	18.5714	7.850	.418	.723
kehandalan	11.0888	2.639	1.000	.278

2.3 Variabel Daya Tanggap (X3)

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	259	100.0
	Excluded ^a	0	.0
	Total	259	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.733	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
cepat tanggap menyelesaikan keluhan	18.0386	7.944	.507	.690
memiliki kemampuan pelayanan	18.0386	8.386	.458	.715
pegawai bersedia membantu melayani keluhan	18.1892	8.518	.391	.740
daya tanggap	10.8533	2.823	1.000	.298

2.4 Variabel Jaminan (X4)

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	259	100.0
	Excluded ^a	0	.0
	Total	259	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.672	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
pelayanan yang ramah dan sopan	17.8571	7.239	.308	.686
tidak memberatkan para masyarakat	18.0039	6.771	.362	.660
pegawai memiliki ketrampilan pelayanan yang baik	17.9421	6.993	.355	.664
Jaminan	10.7606	2.338	1.000	.024

2.5 Variabel Empati (X5)

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	259	100.0
	Excluded ^a	0	.0
	Total	259	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.738	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
pegawai memberikan perhatian secara penuh	18.6293	8.033	.492	.707
pelayanan tidak memandang status sosial	18.5521	8.109	.472	.715
pegawai mampu berkomunikasi dengan baik	18.4749	8.429	.422	.736
Empati	11.1313	2.797	1.000	.322

2.6 Variabel Kepuasan Konsumen (Y)

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	259	100.0
	Excluded ^a	0	.0
	Total	259	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.734	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
anda merasa puas tersedianya ruangan	18.4479	26.341	.373	.765
merasa puas dalam pembuatan e-KTp	18.4363	14.867	.692	.563
merasa puas dalam menghubungi pegawai	18.7722	25.603	.388	.756
kepuasan konsumen	11.1313	7.595	1.000	.305

3. Regresi Linear Berganda

Regression

Variables Entered/Removed^b

Model	Variables Entered	Variables Removed	Method
1	empati, bukti fisik, daya tanggap, jaminan, kehandalan ^a		. Enter

a. All requested variables entered.

b. Dependent Variable: kepuasan konsumen

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.305 ^a	.093	.075	2.65032	1.745

a. Predictors: (Constant), empati, bukti fisik, daya tanggap, jaminan, kehandalan

b. Dependent Variable: kepuasan konsumen

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	182.416	5	36.483	5.194	.000 ^a
	Residual	1777.121	253	7.024		
	Total	1959.537	258			

a. Predictors: (Constant), empati, bukti fisik, daya tanggap, jaminan, kehandalan

b. Dependent Variable: kepuasan konsumen

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	2.180	1.819		1.198	.232
	bukti fisik	.278	.107	.162	2.587	.010
	kehandalan	.142	.111	.084	1.284	.200
	daya tanggap	.114	.107	.070	1.066	.287
	jaminan	.054	.117	.030	.461	.645
	empati	.218	.105	.132	2.081	.038

a. Dependent Variable: kepuasan konsumen



Table of f-statistics $\alpha = 0,05$

df2/df1	1	2	3	4	5	6	7	8	9	10
3	10.13	9.55	9.28	9.12	9.01	8.94	8.89	8.85	8.81	8.79
4	7.71	6.94	6.59	6.39	6.26	6.16	6.09	6.04	6.00	5.96
5	6.61	5.79	5.41	5.19	5.05	4.95	4.88	4.82	4.77	4.74
6	5.99	5.14	4.76	4.53	4.39	4.28	4.21	4.15	4.10	4.06
7	5.59	4.74	4.35	4.12	3.97	3.87	3.79	3.73	3.68	3.64
8	5.32	4.46	4.07	3.84	3.69	3.58	3.50	3.44	3.39	3.35
9	5.12	4.26	3.86	3.63	3.48	3.37	3.29	3.23	3.18	3.14
10	4.96	4.10	3.71	3.48	3.33	3.22	3.14	3.07	3.02	2.98
11	4.84	3.98	3.59	3.36	3.20	3.09	3.01	2.95	2.90	2.85
12	4.75	3.89	3.26	3.26	3.11	3.00	2.91	2.85	2.80	2.75
13	4.67	3.81	3.41	3.18	3.03	2.92	2.83	2.77	2.71	2.67
14	4.60	3.74	3.34	3.11	2.96	2.85	2.76	2.70	2.65	2.60
15	4.54	3.68	3.29	3.06	2.90	2.79	2.71	2.64	2.59	2.54
16	4.49	3.63	3.24	3.01	2.85	2.74	2.66	2.59	2.54	2.49
17	4.45	3.59	3.20	2.96	2.81	2.70	2.61	2.55	2.49	2.45
18	4.41	3.55	3.16	2.93	2.77	2.66	2.58	2.51	2.46	2.41
19	4.38	3.52	3.13	2.90	2.74	2.63	2.54	2.48	2.42	2.38
20	4.35	3.49	3.10	2.87	2.71	2.60	2.51	2.45	2.39	2.35
22	4.30	3.44	3.05	2.82	2.66	2.55	2.46	2.40	2.34	2.30
24	4.26	3.40	3.01	2.78	2.62	2.51	2.42	2.36	2.30	2.25
26	4.23	3.37	2.98	2.74	2.59	2.47	2.39	2.32	2.27	2.22
28	4.20	3.34	2.95	2.71	2.56	2.45	2.36	2.29	2.24	2.19

30	4.17	3.32	2.92	2.69	2.53	2.42	2.33	2.27	2.21	2.16
35	4.12	3.27	2.87	2.64	2.49	2.37	2.29	2.22	2.16	2.11
40	4.08	3.23	2.84	2.61	2.45	2.34	2.25	2.18	2.12	2.08
45	4.06	3.20	2.81	2.58	2.42	2.31	2.22	2.15	2.10	2.05
50	4.03	3.18	2.79	2.56	2.40	2.29	2.20	2.13	2.07	2.03
60	4.00	3.15	2.76	2.53	2.37	2.25	2.17	2.10	2.04	1.99
70	3.98	3.13	2.74	2.50	2.35	2.23	2.14	2.07	2.02	1.97
80	3.96	3.11	2.72	2.49	2.33	2.21	2.13	2.06	2.00	1.95
100	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.97	1.93
200	3.89	3.04	2.65	2.42	2.26	2.14	2.06	1.98	1.93	1.88



Tabel nilai kritis untuk r Pearson Product Moment

dk=n-2	Probabilitas 1 arah							
	0,10	0,05	0,025	0,01	0,005	0,0025	0,001	0,0005
	Probabilitas 2 arah							
	0,20	0,10	0,05	0,02	0,01	0,01	0,002	0,001
1	0,951	0,988	0,997	1,000	1,000	1,000	1,000	1,000
2	0,800	0,900	0,950	0,980	0,990	0,995	0,998	0,999
3	0,687	0,805	0,878	0,934	0,959	0,974	0,986	0,991
4	0,608	0,729	0,811	0,882	0,917	0,942	0,963	0,974
5	0,551	0,669	0,754	0,833	0,875	0,906	0,935	0,951
6	0,507	0,621	0,707	0,789	0,834	0,870	0,905	0,925
7	0,472	0,582	0,666	0,750	0,798	0,836	0,875	0,898
8	0,443	0,549	0,632	0,715	0,765	0,805	0,847	0,872
9	0,419	0,521	0,602	0,685	0,735	0,776	0,820	0,847
10	0,398	0,497	0,576	0,658	0,708	0,750	0,795	0,823
11	0,380	0,476	0,553	0,634	0,684	0,726	0,772	0,801
12	0,365	0,448	0,532	0,612	0,661	0,703	0,750	0,780
13	0,351	0,441	0,514	0,592	0,641	0,683	0,730	0,760
14	0,338	0,426	0,497	0,574	0,623	0,664	0,711	0,742
15	0,327	0,412	0,482	0,558	0,606	0,647	0,694	0,725
16	0,317	0,400	0,468	0,543	0,590	0,631	0,678	0,708
17	0,308	0,389	0,456	0,529	0,575	0,616	0,662	0,693
18	0,299	0,378	0,444	0,516	0,561	0,602	0,648	0,679
19	0,291	0,369	0,433	0,503	0,549	0,589	0,635	0,665

20	0,284	0,360	0,423	0,492	0,537	0,576	0,622	0,652
21	0,277	0,352	0,413	0,482	0,526	0,565	0,610	0,640
22	0,271	0,344	0,404	0,472	0,515	0,554	0,600	0,629
23	0,265	0,337	0,396	0,462	0,505	0,543	0,588	0,618
24	0,260	0,330	0,388	0,453	0,496	0,534	0,578	0,607
25	0,255	0,323	0,381	0,445	0,487	0,524	0,568	0,597
26	0,250	0,317	0,374	0,437	0,479	0,515	0,559	0,588
27	0,245	0,311	0,367	0,430	0,471	0,507	0,550	0,579
28	0,241	0,306	0,361	0,423	0,463	0,499	0,541	0,570
29	0,237	0,301	0,355	0,416	0,456	0,491	0,533	0,562
30	0,233	0,296	0,349	0,409	0,449	0,484	0,526	0,554
35	0,216	0,275	0,325	0,381	0,418	0,452	0,492	0,519
40	0,202	0,257	0,304	0,358	0,393	0,425	0,463	0,490
45	0,190	0,243	0,288	0,338	0,372	0,403	0,439	0,465
50	0,181	0,231	0,273	0,322	0,354	0,384	0,419	0,443
60	0,165	0,211	0,250	0,295	0,325	0,352	0,385	0,408
70	0,153	0,195	0,232	0,274	0,302	0,327	0,358	0,380
80	0,143	0,183	0,217	0,257	0,283	0,307	0,336	0,357
90	0,135	0,173	0,205	0,242	0,267	0,290	0,318	0,338
100	0,128	0,164	0,195	0,230	0,254	0,276	0,303	0,321
150	0,105	0,134	0,159	0,189	0,208	0,227	0,249	0,264
200	0,091	0,116	0,138	0,164	0,181	0,197	0,216	0,230
300	0,074	0,095	0,113	0,134	0,148	0,161	0,177	0,188
400	0,064	0,082	0,098	0,116	0,128	0,140	0,154	0,164

500	0,057	0,073	0,088	0,104	0,115	0,125	0,138	0,146
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TABEL T STUDENT

Df	.25	.20	.15	.10	.05	.025	.02	.01	.005	.0025	.001	.0005
1	1.000	1.376	1.963	3.076	6.314	12.71	15.89	31.82	63.66	127.3	316.3	636.6
2	.816	1.061	1.386	1.886	2.920	4.303	4.849	6.965	9.925	14.09	22.33	31.60
3	.765	.978	1.250	1.638	2.353	3.182	3.482	4.541	5.841	7.453	10.21	12.92
4	.741	.941	1.190	1.533	2.132	2.776	2.999	3.747	4.604	5.598	7.173	8.610
5	.727	.920	1.156	1.476	2.015	2.571	2.757	3.365	4.032	4.773	5.893	6.859
6	.718	.906	1.134	1.440	1.943	2.447	2.612	3.143	3.707	4.317	5.208	5.959
7	.711	.896	1.119	1.415	1.895	2.365	2.517	2.996	3.499	4.029	4.785	5.408
8	.706	.889	1.106	1.397	1.860	2.306	2.449	2.896	3.355	3.833	4.501	5.041
9	.703	.883	1.100	1.383	1.833	2.262	2.398	2.821	3.250	3.690	4.297	5.781
10	.700	.879	1.093	1.372	1.812	2.228	2.359	2.764	3.169	3.581	4.144	4.587
11	.697	.876	1.088	1.363	1.796	2.201	2.328	2.718	3.106	3.497	4.025	4.437
12	.695	.873	1.083	1.356	1.782	2.179	2.303	2.681	3.055	3.428	3.930	4.318
13	.694	.870	1.079	1.350	1.771	2.160	2.282	2.650	3.012	3.372	3.852	4.221

14	.692	.868	1.07 6	1.34 5	1.76 1	2.14 5	2.26 4	2.62 4	2.97 7	3.32 6	3.78 7	4.14 0
15	.691	.866	1.07 4	1.34 1	1.75 3	2.13 1	2.24 9	2.60 2	2.94 7	3.28 6	3.73 3	4.07 3
16	.690	.865	1.07 1	1.33 7	1.74 6	2.12 0	2.23 5	2.58 3	2.92 1	3.25 2	3.68 6	4.01 5
17	.689	.863	1.06 9	1.33 3	1.74 0	2.11 0	2.22 4	2.56 7	2.89 8	3.22 2	3.64 6	3.96 5
18	.688	.862	1.06 7	1.33 0	1.73 4	2.10 1	2.21 4	2.55 2	2.87 8	3.19 7	3.61 1	3.92 2
19	.688	.861	1.06 6	1.32 8	1.72 9	2.09 3	2.20 5	2.53 9	2.86 1	3.17 4	3.57 9	3.88 3
20	.687	.860	1.06 4	1.32 5	1.72 5	2.08 6	2.19 7	2.52 8	2.84 5	3.15 3	3.55 2	3.85 0
21	.663	.859	1.06 3	1.32 3	1.72 1	2.08 0	2.18 9	2.51 8	2.83 1	3.13 5	3.52 7	3.81 9
22	.686	.858	1.06 1	1.32 1	1.71 7	2.07 4	2.18 3	2.50 8	2.81 9	3.11 9	3.50 5	3.79 2
23	.685	.858	1.06 0	1.31 9	1.71 4	2.06 8	2.17 7	2.50 0	2.80 7	3.10 4	3.48 5	3.76 8
24	.685	.857	1.05 9	1.31 8	1.71 1	2.06 4	2.17 2	2.49 2	2.79 7	3.09 1	3.46 7	3.74 5
25	.684	.856	1.05 8	1.31 6	1.70 8	2.06 0	2.16 7	2.48 5	2.78 7	3.07 8	3.45 0	3.72 5
26	.684	.856	1.05 8	1.31 5	1.70 6	2.05 6	2.16 2	2.47 9	2.77 9	3.06 7	3.43 5	3.70 7
27	.684	.857	1.05 7	1.31 4	1.70 3	2.05 2	2.15	2.47 3	2.77 1	3.05 7	3.42 1	3.69 0
28	.683	.856	1.05 6	1.31 3	1.70 1	2.04 8	2.15 4	2.46 7	2.76 3	3.04 7	3.04 8	3.67 4
29	.683	.855	1.05 5	1.31 1	1.69 9	2.04 5	2.15 0	2.46 2	2.75 6	3.03 8	3.39 6	3.65 9
30	.683	.854	1.05	1.31	1.69	2.04	2.14	2.45	2.75	3.03	3.38	3.64

			5	0	7	2	7	7	0	0	5	6
40	.681	.854	1.050	1.303	1.684	2.021	2.123	2.423	2.704	2.971	3.307	3.551
50	.679	.851	1.047	1.295	1.676	2.009	2.109	2.403	2.678	2.937	3.261	3.496
60	.679	.849	1.045	1.296	1.671	2.000	2.099	2.390	2.660	2.915	3.232	3.460
80	.678	.848	1.043	1.292	1.664	1.990	2.088	2.374	2.639	2.887	3.295	3.416
100	.677	.845	1.042	1.290	1.660	1.984	2.081	2.364	2.626	2.871	3.174	3.390
Inf.	.674	.841	1.036	1.282	1.64	1.960	2.054	2.326	2.579	2.807	3.091	3.291

