

## **LAMPIRAAN-LAMPIRAN**

## **LAMPIRAN 1**

### **INSTRUMEN PENELITIAN**

#### **A. Identitas Responden**

Isilah identitas berikut dengan memberi tanda centang (✓) pada jawaban yang sesuai.

##### **1. Jenis Kelamin**

- ☐ Laki-laki
- ☐ Perempuan

##### **2. Usia**

- ☐ < 20 tahun
- ☐ 20–29 tahun
- ☐ 30–39 tahun
- ☐ 40–49 tahun
- ☐ ≥ 50 tahun

##### **3. Pendidikan Terakhir**

- ☐ SMA/Sederajat
- ☐ Diploma (D3)
- ☐ Sarjana (S1)
- ☐ Pascasarjana (S2/S3)

##### **4. Pekerjaan**

- ☐ Pelajar/Mahasiswa
- ☐ PNS
- ☐ Karyawan Swasta
- ☐ Wiraswasta
- ☐ Lainnya, sebutkan: \_\_\_\_\_

##### **5. Lama Menjadi Nasabah BSI KC Hasanudin**

- ☐ < 1 tahun
- ☐ 1–3 tahun
- ☐ 3–5 tahun
- ☐ > 5 tahun

##### **6. Frekuensi Transaksi per Bulan**

- ☐ 1–3 kali
- ☐ 4–6 kali
- ☐ 7–10 kali
- ☐ Lebih dari 10 kali

## B. Pernyataan Kuesioner

### Petunjuk:

Berikan penilaian Anda terhadap pernyataan berikut sesuai dengan tingkat persetujuan Anda.

### Skala Likert:

| Skor | Kategori Penilaian  |
|------|---------------------|
| 1    | Sangat Tidak Setuju |
| 2    | Tidak Setuju        |
| 3    | Netral / Ragu-Ragu  |
| 4    | Setuju              |
| 5    | Sangat Setuju       |

### Tabel Instrumen Penelitian:

| Variabel           | Indikator       | Pernyataan                                                                                          | No Soal | Referensi                                                       |
|--------------------|-----------------|-----------------------------------------------------------------------------------------------------|---------|-----------------------------------------------------------------|
| Kualitas Pelayanan | Tangibles       | Fasilitas dan sarana pelayanan di BSI KC Hasanudin terlihat bersih, rapi, dan nyaman.               | 1       | A. Parasuraman, Valarie A. Zeithaml, dan Leonard L. Berry, 2020 |
|                    | Reliability     | BSI KC Hasanudin memberikan pelayanan sesuai dengan yang dijanjikan kepada nasabah.                 | 2       |                                                                 |
|                    | Responsiveness  | Karyawan BSI KC Hasanudin cepat dan tanggap dalam melayani kebutuhan nasabah.                       | 3       |                                                                 |
|                    | Assurance       | Saya merasa aman dan percaya saat melakukan transaksi di BSI KC Hasanudin.                          | 4       |                                                                 |
|                    | Empathy         | Karyawan BSI KC Hasanudin memberikan perhatian dan pelayanan yang bersifat personal kepada nasabah. | 5       |                                                                 |
| Loyalitas Nasabah  | Repeat Purchase | Saya akan terus menggunakan layanan                                                                 | 6       | Jill Griffin, 2021                                              |

|  |                      |                                                                                         |   |  |
|--|----------------------|-----------------------------------------------------------------------------------------|---|--|
|  |                      | BSI KC Hasanudin di masa mendatang.                                                     |   |  |
|  | Retention            | Saya tetap memilih BSI KC Hasanudin meskipun ada penawaran dari bank lain.              | 7 |  |
|  | Referral             | Saya bersedia merekomendasikan BSI KC Hasanudin kepada orang lain.                      | 8 |  |
|  | Emotional Commitment | Saya merasa bangga dan memiliki keterikatan emosional sebagai nasabah BSI KC Hasanudin. | 9 |  |

**LAMPIRAN 2**  
**RESPONDEN PENELITIAN**

| <b>N<br/>O</b> | <b>NAMA</b>       | <b>X.<br/>1</b> | <b>X.<br/>2</b> | <b>X.<br/>3</b> | <b>X.<br/>4</b> | <b>X.<br/>5</b> | <b>TOTA<br/>L_X</b> | <b>Y.<br/>1</b> | <b>Y.<br/>2</b> | <b>Y.<br/>3</b> | <b>Y.<br/>4</b> | <b>TOTA<br/>L_Y</b> |
|----------------|-------------------|-----------------|-----------------|-----------------|-----------------|-----------------|---------------------|-----------------|-----------------|-----------------|-----------------|---------------------|
| 1              | RESPONDEN<br>T 01 | 4               | 4               | 4               | 3               | 4               | 19                  | 4               | 4               | 4               | 2               | 14                  |
| 2              | RESPONDEN<br>T 02 | 4               | 4               | 4               | 4               | 5               | 21                  | 4               | 5               | 4               | 5               | 18                  |
| 3              | RESPONDEN<br>T 03 | 3               | 3               | 4               | 4               | 3               | 17                  | 3               | 4               | 4               | 3               | 14                  |
| 4              | RESPONDEN<br>T 04 | 3               | 4               | 4               | 3               | 3               | 17                  | 3               | 4               | 4               | 3               | 14                  |
| 5              | RESPONDEN<br>T 05 | 4               | 4               | 3               | 4               | 4               | 19                  | 3               | 4               | 4               | 3               | 14                  |
| 6              | RESPONDEN<br>T 06 | 5               | 4               | 5               | 4               | 5               | 23                  | 5               | 5               | 5               | 5               | 20                  |
| 7              | RESPONDEN<br>T 07 | 4               | 4               | 4               | 4               | 4               | 20                  | 4               | 5               | 5               | 3               | 17                  |
| 8              | RESPONDEN<br>T 08 | 4               | 4               | 4               | 3               | 4               | 19                  | 3               | 5               | 5               | 3               | 16                  |
| 9              | RESPONDEN<br>T 09 | 3               | 4               | 4               | 3               | 3               | 17                  | 4               | 4               | 3               | 3               | 14                  |
| 10             | RESPONDEN<br>T 10 | 4               | 4               | 4               | 3               | 3               | 18                  | 4               | 3               | 4               | 3               | 14                  |
| 11             | RESPONDEN<br>T 11 | 5               | 3               | 5               | 3               | 3               | 19                  | 4               | 4               | 4               | 3               | 15                  |
| 12             | RESPONDEN<br>T 12 | 3               | 5               | 5               | 3               | 3               | 19                  | 4               | 3               | 4               | 3               | 14                  |
| 13             | RESPONDEN<br>T 13 | 3               | 4               | 4               | 4               | 4               | 19                  | 3               | 4               | 4               | 3               | 14                  |
| 14             | RESPONDEN<br>T 14 | 3               | 3               | 4               | 4               | 3               | 17                  | 4               | 4               | 4               | 3               | 15                  |
| 15             | RESPONDEN<br>T 15 | 3               | 3               | 4               | 3               | 4               | 17                  | 4               | 3               | 4               | 3               | 14                  |
| 16             | RESPONDEN<br>T 16 | 4               | 4               | 5               | 3               | 3               | 19                  | 4               | 4               | 3               | 3               | 14                  |
| 17             | RESPONDEN<br>T 17 | 5               | 3               | 5               | 3               | 3               | 19                  | 4               | 4               | 4               | 3               | 15                  |
| 18             | RESPONDEN<br>T 18 | 4               | 4               | 4               | 3               | 4               | 19                  | 4               | 4               | 3               | 3               | 14                  |
| 19             | RESPONDEN<br>T 19 | 4               | 3               | 4               | 3               | 3               | 17                  | 4               | 4               | 4               | 3               | 15                  |
| 20             | RESPONDEN<br>T 20 | 4               | 4               | 4               | 3               | 3               | 18                  | 4               | 3               | 4               | 3               | 14                  |
| 21             | RESPONDEN<br>T 21 | 4               | 4               | 4               | 3               | 3               | 18                  | 5               | 5               | 4               | 3               | 17                  |
| 22             | RESPONDEN<br>T 22 | 4               | 4               | 5               | 4               | 4               | 21                  | 4               | 4               | 4               | 5               | 17                  |
| 23             | RESPONDEN<br>T 23 | 4               | 4               | 4               | 5               | 4               | 21                  | 4               | 5               | 5               | 5               | 19                  |

|    |                   |   |   |   |   |   |    |   |   |   |   |    |
|----|-------------------|---|---|---|---|---|----|---|---|---|---|----|
| 24 | RESPONDEN<br>T 24 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 5 | 4 | 4 | 17 |
| 25 | RESPONDEN<br>T 25 | 4 | 4 | 4 | 5 | 5 | 22 | 4 | 5 | 4 | 3 | 16 |
| 26 | RESPONDEN<br>T 26 | 4 | 5 | 5 | 3 | 3 | 20 | 4 | 5 | 5 | 3 | 17 |
| 27 | RESPONDEN<br>T 27 | 4 | 4 | 3 | 3 | 3 | 17 | 5 | 4 | 4 | 3 | 16 |
| 28 | RESPONDEN<br>T 28 | 4 | 4 | 4 | 3 | 3 | 18 | 5 | 4 | 4 | 3 | 16 |
| 29 | RESPONDEN<br>T 29 | 4 | 5 | 4 | 3 | 3 | 19 | 5 | 4 | 5 | 5 | 19 |
| 30 | RESPONDEN<br>T 30 | 4 | 4 | 4 | 4 | 5 | 21 | 5 | 5 | 5 | 5 | 20 |
| 31 | RESPONDEN<br>T 31 | 5 | 4 | 5 | 4 | 5 | 23 | 5 | 5 | 4 | 3 | 17 |
| 32 | RESPONDEN<br>T 32 | 5 | 4 | 4 | 4 | 4 | 21 | 5 | 5 | 5 | 3 | 18 |
| 33 | RESPONDEN<br>T 33 | 5 | 5 | 5 | 3 | 3 | 21 | 5 | 5 | 5 | 3 | 18 |
| 34 | RESPONDEN<br>T 34 | 3 | 4 | 4 | 4 | 4 | 19 | 5 | 5 | 5 | 3 | 18 |
| 35 | RESPONDEN<br>T 35 | 4 | 5 | 4 | 4 | 4 | 21 | 5 | 5 | 5 | 3 | 18 |
| 36 | RESPONDEN<br>T 36 | 4 | 4 | 4 | 3 | 4 | 19 | 5 | 5 | 5 | 3 | 18 |
| 37 | RESPONDEN<br>T 37 | 4 | 4 | 4 | 3 | 4 | 19 | 3 | 4 | 3 | 4 | 14 |
| 38 | RESPONDEN<br>T 38 | 5 | 5 | 5 | 3 | 3 | 21 | 3 | 4 | 4 | 4 | 15 |
| 39 | RESPONDEN<br>T 39 | 4 | 4 | 4 | 3 | 3 | 18 | 3 | 4 | 4 | 4 | 15 |
| 40 | RESPONDEN<br>T 40 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 4 | 19 |
| 41 | RESPONDEN<br>T 41 | 3 | 4 | 4 | 3 | 3 | 17 | 3 | 4 | 4 | 4 | 15 |
| 42 | RESPONDEN<br>T 42 | 4 | 4 | 5 | 3 | 3 | 19 | 3 | 4 | 4 | 4 | 15 |
| 43 | RESPONDEN<br>T 43 | 4 | 4 | 4 | 3 | 3 | 18 | 3 | 4 | 4 | 4 | 15 |
| 44 | RESPONDEN<br>T 44 | 4 | 4 | 5 | 5 | 3 | 21 | 5 | 4 | 4 | 4 | 17 |
| 45 | RESPONDEN<br>T 45 | 4 | 5 | 4 | 4 | 5 | 22 | 4 | 4 | 5 | 4 | 17 |
| 46 | RESPONDEN<br>T 46 | 5 | 4 | 5 | 4 | 4 | 22 | 5 | 4 | 4 | 5 | 18 |
| 47 | RESPONDEN<br>T 47 | 4 | 4 | 4 | 3 | 3 | 18 | 3 | 4 | 4 | 4 | 15 |
| 48 | RESPONDEN<br>T 48 | 4 | 4 | 4 | 4 | 4 | 20 | 3 | 4 | 4 | 4 | 15 |
| 49 | RESPONDEN<br>T 49 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |

|    |                   |   |   |   |   |   |    |   |   |   |   |    |
|----|-------------------|---|---|---|---|---|----|---|---|---|---|----|
| 50 | RESPONDEN<br>T 50 | 5 | 5 | 5 | 3 | 5 | 23 | 5 | 4 | 4 | 4 | 17 |
| 51 | RESPONDEN<br>T 51 | 5 | 5 | 5 | 3 | 5 | 23 | 5 | 4 | 5 | 4 | 18 |
| 52 | RESPONDEN<br>T 52 | 5 | 5 | 5 | 5 | 5 | 25 | 3 | 5 | 5 | 5 | 18 |
| 53 | RESPONDEN<br>T 53 | 4 | 4 | 5 | 3 | 3 | 19 | 4 | 5 | 4 | 4 | 17 |
| 54 | RESPONDEN<br>T 54 | 4 | 5 | 4 | 3 | 3 | 19 | 3 | 5 | 5 | 4 | 17 |
| 55 | RESPONDEN<br>T 55 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 5 | 5 | 4 | 18 |
| 56 | RESPONDEN<br>T 56 | 5 | 5 | 5 | 4 | 4 | 23 | 4 | 5 | 4 | 5 | 18 |
| 57 | RESPONDEN<br>T 57 | 5 | 5 | 4 | 3 | 3 | 20 | 4 | 3 | 4 | 4 | 15 |
| 58 | RESPONDEN<br>T 58 | 5 | 4 | 4 | 3 | 3 | 19 | 4 | 5 | 5 | 5 | 19 |
| 59 | RESPONDEN<br>T 59 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 60 | RESPONDEN<br>T 60 | 4 | 4 | 3 | 4 | 3 | 18 | 4 | 4 | 4 | 4 | 16 |
| 61 | RESPONDEN<br>T 61 | 4 | 5 | 5 | 5 | 3 | 22 | 4 | 4 | 4 | 4 | 16 |
| 62 | RESPONDEN<br>T 62 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 5 | 5 | 5 | 19 |
| 63 | RESPONDEN<br>T 63 | 5 | 5 | 5 | 5 | 4 | 24 | 5 | 5 | 4 | 5 | 19 |
| 64 | RESPONDEN<br>T 64 | 4 | 4 | 4 | 3 | 3 | 18 | 4 | 4 | 4 | 4 | 16 |
| 65 | RESPONDEN<br>T 65 | 5 | 5 | 5 | 5 | 4 | 24 | 4 | 4 | 4 | 4 | 16 |
| 66 | RESPONDEN<br>T 66 | 4 | 4 | 4 | 4 | 3 | 19 | 4 | 4 | 4 | 4 | 16 |
| 67 | RESPONDEN<br>T 67 | 4 | 4 | 5 | 3 | 3 | 19 | 4 | 4 | 4 | 5 | 17 |
| 68 | RESPONDEN<br>T 68 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 69 | RESPONDEN<br>T 69 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 70 | RESPONDEN<br>T 70 | 4 | 4 | 4 | 3 | 3 | 18 | 4 | 4 | 5 | 4 | 17 |
| 71 | RESPONDEN<br>T 71 | 3 | 4 | 4 | 5 | 3 | 19 | 4 | 5 | 5 | 5 | 19 |
| 72 | RESPONDEN<br>T 72 | 4 | 4 | 4 | 3 | 4 | 19 | 4 | 4 | 4 | 4 | 16 |
| 73 | RESPONDEN<br>T 73 | 4 | 4 | 5 | 4 | 3 | 20 | 4 | 4 | 4 | 5 | 17 |
| 74 | RESPONDEN<br>T 74 | 5 | 4 | 5 | 4 | 5 | 23 | 4 | 4 | 4 | 4 | 16 |
| 75 | RESPONDEN<br>T 75 | 4 | 4 | 5 | 4 | 5 | 22 | 4 | 4 | 4 | 4 | 16 |

|     |                    |   |   |   |   |   |    |   |   |   |   |    |
|-----|--------------------|---|---|---|---|---|----|---|---|---|---|----|
| 76  | RESPONDEN<br>T 76  | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 4 | 19 |
| 77  | RESPONDEN<br>T 77  | 4 | 3 | 3 | 3 | 4 | 17 | 4 | 4 | 4 | 4 | 16 |
| 78  | RESPONDEN<br>T 78  | 4 | 4 | 4 | 4 | 3 | 19 | 4 | 5 | 4 | 4 | 17 |
| 79  | RESPONDEN<br>T 79  | 5 | 4 | 5 | 3 | 3 | 20 | 4 | 5 | 4 | 4 | 17 |
| 80  | RESPONDEN<br>T 80  | 4 | 4 | 5 | 4 | 3 | 20 | 4 | 5 | 5 | 5 | 19 |
| 81  | RESPONDEN<br>T 81  | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 82  | RESPONDEN<br>T 82  | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 5 | 20 |
| 83  | RESPONDEN<br>T 83  | 5 | 3 | 4 | 3 | 3 | 18 | 4 | 4 | 4 | 5 | 17 |
| 84  | RESPONDEN<br>T 84  | 3 | 3 | 3 | 4 | 4 | 17 | 4 | 4 | 4 | 4 | 16 |
| 85  | RESPONDEN<br>T 85  | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 86  | RESPONDEN<br>T 86  | 5 | 5 | 4 | 5 | 4 | 23 | 4 | 4 | 4 | 4 | 16 |
| 87  | RESPONDEN<br>T 87  | 4 | 4 | 3 | 5 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 88  | RESPONDEN<br>T 88  | 4 | 4 | 4 | 4 | 5 | 21 | 4 | 4 | 4 | 4 | 16 |
| 89  | RESPONDEN<br>T 89  | 4 | 4 | 5 | 4 | 3 | 20 | 5 | 4 | 5 | 5 | 19 |
| 90  | RESPONDEN<br>T 90  | 5 | 5 | 5 | 4 | 4 | 23 | 4 | 5 | 5 | 5 | 19 |
| 91  | RESPONDEN<br>T 91  | 4 | 4 | 5 | 3 | 3 | 19 | 5 | 4 | 4 | 4 | 17 |
| 92  | RESPONDEN<br>T 92  | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 5 | 20 |
| 93  | RESPONDEN<br>T 93  | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 94  | RESPONDEN<br>T 94  | 5 | 5 | 5 | 5 | 3 | 23 | 4 | 5 | 4 | 5 | 18 |
| 95  | RESPONDEN<br>T 95  | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 96  | RESPONDEN<br>T 96  | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 97  | RESPONDEN<br>T 97  | 4 | 4 | 4 | 4 | 5 | 21 | 5 | 5 | 5 | 5 | 20 |
| 98  | RESPONDEN<br>T 98  | 5 | 4 | 4 | 4 | 4 | 21 | 4 | 4 | 4 | 4 | 16 |
| 99  | RESPONDEN<br>T 99  | 4 | 4 | 5 | 5 | 4 | 22 | 4 | 4 | 4 | 4 | 16 |
| 100 | RESPONDEN<br>T 100 | 5 | 5 | 5 | 4 | 4 | 23 | 4 | 5 | 4 | 4 | 17 |
| 101 | RESPONDEN<br>T 101 | 5 | 4 | 3 | 4 | 5 | 21 | 4 | 5 | 4 | 4 | 17 |

|         |                    |   |   |   |   |   |    |   |   |   |   |    |
|---------|--------------------|---|---|---|---|---|----|---|---|---|---|----|
| 10<br>2 | RESPONDEN<br>T 102 | 4 | 4 | 5 | 4 | 5 | 22 | 4 | 5 | 4 | 5 | 18 |
| 10<br>3 | RESPONDEN<br>T 103 | 4 | 4 | 4 | 3 | 3 | 18 | 4 | 5 | 4 | 4 | 17 |
| 10<br>4 | RESPONDEN<br>T 104 | 5 | 5 | 5 | 4 | 4 | 23 | 4 | 5 | 4 | 5 | 18 |
| 10<br>5 | RESPONDEN<br>T 105 | 4 | 3 | 5 | 4 | 5 | 21 | 4 | 4 | 5 | 4 | 17 |
| 10<br>6 | RESPONDEN<br>T 106 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 4 | 5 | 5 | 18 |
| 10<br>7 | RESPONDEN<br>T 107 | 4 | 4 | 4 | 3 | 4 | 19 | 4 | 4 | 5 | 4 | 17 |
| 10<br>8 | RESPONDEN<br>T 108 | 4 | 5 | 3 | 5 | 4 | 21 | 4 | 5 | 4 | 4 | 17 |
| 10<br>9 | RESPONDEN<br>T 109 | 5 | 4 | 4 | 4 | 4 | 21 | 4 | 4 | 5 | 4 | 17 |
| 11<br>0 | RESPONDEN<br>T 110 | 4 | 3 | 4 | 5 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 11<br>1 | RESPONDEN<br>T 111 | 3 | 5 | 4 | 4 | 4 | 20 | 4 | 5 | 5 | 4 | 18 |
| 11<br>2 | RESPONDEN<br>T 112 | 5 | 5 | 5 | 4 | 5 | 24 | 4 | 5 | 5 | 5 | 19 |
| 11<br>3 | RESPONDEN<br>T 113 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 5 | 5 | 4 | 18 |
| 11<br>4 | RESPONDEN<br>T 114 | 5 | 4 | 4 | 4 | 4 | 21 | 4 | 5 | 5 | 4 | 18 |
| 11<br>5 | RESPONDEN<br>T 115 | 5 | 4 | 4 | 4 | 5 | 22 | 4 | 5 | 5 | 4 | 18 |
| 11<br>6 | RESPONDEN<br>T 116 | 5 | 4 | 4 | 4 | 4 | 21 | 4 | 5 | 5 | 4 | 18 |
| 11<br>7 | RESPONDEN<br>T 117 | 4 | 4 | 4 | 5 | 4 | 21 | 4 | 5 | 5 | 4 | 18 |
| 11<br>8 | RESPONDEN<br>T 118 | 4 | 5 | 5 | 5 | 4 | 23 | 4 | 5 | 5 | 4 | 18 |
| 11<br>9 | RESPONDEN<br>T 119 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 12<br>0 | RESPONDEN<br>T 120 | 5 | 5 | 5 | 5 | 4 | 24 | 4 | 5 | 5 | 4 | 18 |
| 12<br>1 | RESPONDEN<br>T 121 | 4 | 3 | 4 | 4 | 3 | 18 | 5 | 4 | 4 | 4 | 17 |
| 12<br>2 | RESPONDEN<br>T 122 | 4 | 4 | 4 | 4 | 3 | 19 | 5 | 4 | 4 | 4 | 17 |
| 12<br>3 | RESPONDEN<br>T 123 | 4 | 5 | 4 | 4 | 5 | 22 | 5 | 5 | 4 | 4 | 18 |
| 12<br>4 | RESPONDEN<br>T 124 | 4 | 4 | 5 | 5 | 5 | 23 | 5 | 4 | 4 | 4 | 17 |
| 12<br>5 | RESPONDEN<br>T 125 | 3 | 4 | 4 | 4 | 5 | 20 | 5 | 4 | 5 | 4 | 18 |
| 12<br>6 | RESPONDEN<br>T 126 | 4 | 5 | 4 | 4 | 4 | 21 | 5 | 4 | 4 | 4 | 17 |
| 12<br>7 | RESPONDEN<br>T 127 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 3 | 4 | 17 |

|         |                    |   |   |   |   |   |    |   |   |   |   |    |
|---------|--------------------|---|---|---|---|---|----|---|---|---|---|----|
| 12<br>8 | RESPONDEN<br>T 128 | 5 | 5 | 4 | 5 | 5 | 24 | 5 | 5 | 5 | 5 | 20 |
| 12<br>9 | RESPONDEN<br>T 129 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 5 | 5 | 5 | 20 |
| 13<br>0 | RESPONDEN<br>T 130 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 13<br>1 | RESPONDEN<br>T 131 | 4 | 4 | 4 | 3 | 4 | 19 | 5 | 5 | 5 | 4 | 19 |
| 13<br>2 | RESPONDEN<br>T 132 | 4 | 5 | 4 | 5 | 4 | 22 | 5 | 5 | 5 | 4 | 19 |
| 13<br>3 | RESPONDEN<br>T 133 | 4 | 4 | 4 | 5 | 5 | 22 | 5 | 5 | 5 | 4 | 19 |
| 13<br>4 | RESPONDEN<br>T 134 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 4 | 19 |
| 13<br>5 | RESPONDEN<br>T 135 | 4 | 4 | 4 | 4 | 5 | 21 | 5 | 5 | 5 | 4 | 19 |
| 13<br>6 | RESPONDEN<br>T 136 | 5 | 5 | 4 | 5 | 5 | 24 | 5 | 5 | 5 | 4 | 19 |
| 13<br>7 | RESPONDEN<br>T 137 | 4 | 4 | 4 | 4 | 3 | 19 | 5 | 5 | 5 | 4 | 19 |
| 13<br>8 | RESPONDEN<br>T 138 | 5 | 5 | 4 | 4 | 4 | 22 | 5 | 5 | 5 | 4 | 19 |
| 13<br>9 | RESPONDEN<br>T 139 | 5 | 4 | 3 | 5 | 5 | 22 | 5 | 5 | 5 | 4 | 19 |
| 14<br>0 | RESPONDEN<br>T 140 | 3 | 4 | 4 | 4 | 5 | 20 | 5 | 5 | 5 | 4 | 19 |
| 14<br>1 | RESPONDEN<br>T 141 | 4 | 4 | 3 | 3 | 3 | 17 | 3 | 4 | 3 | 5 | 15 |
| 14<br>2 | RESPONDEN<br>T 142 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 3 | 4 | 5 | 16 |
| 14<br>3 | RESPONDEN<br>T 143 | 4 | 3 | 4 | 4 | 4 | 19 | 3 | 3 | 3 | 5 | 14 |
| 14<br>4 | RESPONDEN<br>T 144 | 4 | 4 | 4 | 4 | 4 | 20 | 3 | 3 | 3 | 5 | 14 |
| 14<br>5 | RESPONDEN<br>T 145 | 3 | 4 | 3 | 4 | 4 | 18 | 4 | 4 | 4 | 5 | 17 |
| 14<br>6 | RESPONDEN<br>T 146 | 4 | 4 | 4 | 4 | 4 | 20 | 3 | 4 | 4 | 5 | 16 |
| 14<br>7 | RESPONDEN<br>T 147 | 3 | 4 | 3 | 4 | 5 | 19 | 3 | 4 | 5 | 5 | 17 |
| 14<br>8 | RESPONDEN<br>T 148 | 4 | 5 | 4 | 5 | 4 | 22 | 4 | 4 | 5 | 5 | 18 |
| 14<br>9 | RESPONDEN<br>T 149 | 4 | 5 | 4 | 4 | 4 | 21 | 3 | 5 | 4 | 5 | 17 |
| 15<br>0 | RESPONDEN<br>T 150 | 5 | 5 | 3 | 4 | 4 | 21 | 3 | 4 | 5 | 5 | 17 |
| 15<br>1 | RESPONDEN<br>T 151 | 5 | 4 | 5 | 4 | 5 | 23 | 4 | 5 | 4 | 5 | 18 |
| 15<br>2 | RESPONDEN<br>T 152 | 4 | 5 | 4 | 4 | 4 | 21 | 3 | 5 | 5 | 5 | 18 |
| 15<br>3 | RESPONDEN<br>T 153 | 4 | 4 | 4 | 5 | 5 | 22 | 3 | 5 | 5 | 5 | 18 |

|         |                    |   |   |   |   |   |    |   |   |   |   |    |
|---------|--------------------|---|---|---|---|---|----|---|---|---|---|----|
| 15<br>4 | RESPONDEN<br>T 154 | 4 | 5 | 5 | 5 | 5 | 24 | 4 | 5 | 5 | 5 | 19 |
| 15<br>5 | RESPONDEN<br>T 155 | 4 | 4 | 3 | 3 | 3 | 17 | 4 | 4 | 3 | 5 | 16 |
| 15<br>6 | RESPONDEN<br>T 156 | 4 | 4 | 5 | 4 | 5 | 22 | 4 | 4 | 4 | 5 | 17 |
| 15<br>7 | RESPONDEN<br>T 157 | 4 | 3 | 4 | 5 | 3 | 19 | 4 | 4 | 4 | 5 | 17 |
| 15<br>8 | RESPONDEN<br>T 158 | 5 | 4 | 5 | 4 | 4 | 22 | 4 | 4 | 5 | 5 | 18 |
| 15<br>9 | RESPONDEN<br>T 159 | 4 | 5 | 5 | 4 | 4 | 22 | 4 | 4 | 5 | 5 | 18 |
| 16<br>0 | RESPONDEN<br>T 160 | 4 | 5 | 5 | 5 | 5 | 24 | 4 | 5 | 4 | 5 | 18 |
| 16<br>1 | RESPONDEN<br>T 161 | 3 | 4 | 4 | 4 | 3 | 18 | 4 | 4 | 5 | 5 | 18 |
| 16<br>2 | RESPONDEN<br>T 162 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 5 | 5 | 18 |
| 16<br>3 | RESPONDEN<br>T 163 | 5 | 4 | 4 | 4 | 4 | 21 | 4 | 4 | 5 | 5 | 18 |
| 16<br>4 | RESPONDEN<br>T 164 | 5 | 3 | 3 | 4 | 3 | 18 | 4 | 5 | 4 | 5 | 18 |
| 16<br>5 | RESPONDEN<br>T 165 | 4 | 5 | 5 | 5 | 5 | 24 | 4 | 4 | 5 | 5 | 18 |
| 16<br>6 | RESPONDEN<br>T 166 | 4 | 3 | 4 | 3 | 4 | 18 | 4 | 5 | 4 | 5 | 18 |
| 16<br>7 | RESPONDEN<br>T 167 | 4 | 4 | 3 | 4 | 4 | 19 | 4 | 5 | 5 | 5 | 19 |
| 16<br>8 | RESPONDEN<br>T 168 | 5 | 4 | 4 | 4 | 5 | 22 | 4 | 5 | 5 | 5 | 19 |
| 16<br>9 | RESPONDEN<br>T 169 | 5 | 5 | 5 | 5 | 5 | 25 | 4 | 5 | 5 | 5 | 19 |
| 17<br>0 | RESPONDEN<br>T 170 | 3 | 4 | 4 | 4 | 4 | 19 | 4 | 5 | 5 | 5 | 19 |
| 17<br>1 | RESPONDEN<br>T 171 | 5 | 5 | 5 | 4 | 4 | 23 | 4 | 5 | 5 | 5 | 19 |
| 17<br>2 | RESPONDEN<br>T 172 | 4 | 5 | 5 | 4 | 5 | 23 | 4 | 5 | 5 | 5 | 19 |
| 17<br>3 | RESPONDEN<br>T 173 | 4 | 4 | 3 | 4 | 3 | 18 | 5 | 4 | 3 | 5 | 17 |
| 17<br>4 | RESPONDEN<br>T 174 | 3 | 4 | 3 | 4 | 3 | 17 | 5 | 4 | 4 | 5 | 18 |
| 17<br>5 | RESPONDEN<br>T 175 | 4 | 5 | 5 | 3 | 4 | 21 | 5 | 4 | 4 | 5 | 18 |
| 17<br>6 | RESPONDEN<br>T 176 | 5 | 4 | 5 | 5 | 5 | 24 | 5 | 4 | 4 | 5 | 18 |
| 17<br>7 | RESPONDEN<br>T 177 | 4 | 5 | 4 | 5 | 4 | 22 | 5 | 4 | 5 | 5 | 19 |
| 17<br>8 | RESPONDEN<br>T 178 | 4 | 4 | 4 | 4 | 5 | 21 | 5 | 5 | 4 | 5 | 19 |
| 17<br>9 | RESPONDEN<br>T 179 | 3 | 5 | 3 | 5 | 5 | 21 | 5 | 5 | 5 | 5 | 20 |

|     |                |   |   |   |   |   |    |   |   |   |   |    |
|-----|----------------|---|---|---|---|---|----|---|---|---|---|----|
| 180 | RESPONDENT 180 | 4 | 4 | 5 | 5 | 4 | 22 | 5 | 5 | 5 | 5 | 20 |
| 181 | RESPONDENT 181 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 5 | 5 | 5 | 20 |
| 182 | RESPONDENT 182 | 4 | 4 | 3 | 5 | 5 | 21 | 5 | 5 | 5 | 5 | 20 |
| 183 | RESPONDENT 183 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 5 | 20 |
| 184 | RESPONDENT 184 | 4 | 4 | 5 | 4 | 4 | 21 | 5 | 5 | 5 | 5 | 20 |
| 185 | RESPONDENT 185 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 186 | RESPONDENT 186 | 4 | 4 | 5 | 4 | 4 | 21 | 5 | 5 | 5 | 5 | 20 |
| 187 | RESPONDENT 187 | 5 | 4 | 4 | 5 | 5 | 23 | 5 | 5 | 5 | 5 | 20 |
| 188 | RESPONDENT 188 | 5 | 4 | 4 | 4 | 4 | 21 | 5 | 5 | 5 | 5 | 20 |
| 189 | RESPONDENT 189 | 4 | 4 | 5 | 5 | 4 | 22 | 5 | 5 | 5 | 5 | 20 |
| 190 | RESPONDENT 190 | 4 | 4 | 4 | 4 | 5 | 21 | 5 | 5 | 5 | 5 | 20 |
| 191 | RESPONDENT 191 | 5 | 5 | 4 | 5 | 5 | 24 | 5 | 5 | 5 | 5 | 20 |
| 192 | RESPONDENT 192 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 193 | RESPONDENT 193 | 4 | 4 | 5 | 5 | 4 | 22 | 5 | 5 | 5 | 5 | 20 |
| 194 | RESPONDENT 194 | 5 | 5 | 4 | 5 | 4 | 23 | 5 | 5 | 5 | 5 | 20 |
| 195 | RESPONDENT 195 | 4 | 4 | 5 | 5 | 4 | 22 | 5 | 5 | 5 | 5 | 20 |
| 196 | RESPONDENT 196 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 5 | 5 | 5 | 20 |
| 197 | RESPONDENT 197 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 5 | 20 |
| 198 | RESPONDENT 198 | 4 | 5 | 4 | 4 | 3 | 20 | 5 | 5 | 5 | 5 | 20 |
| 199 | RESPONDENT 199 | 5 | 4 | 4 | 4 | 4 | 21 | 5 | 5 | 5 | 5 | 20 |
| 200 | RESPONDENT 200 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 201 | RESPONDENT 201 | 3 | 3 | 4 | 4 | 4 | 18 | 5 | 5 | 5 | 5 | 20 |
| 202 | RESPONDENT 202 | 5 | 5 | 5 | 5 | 4 | 24 | 5 | 5 | 5 | 5 | 20 |
| 203 | RESPONDENT 203 | 4 | 4 | 5 | 4 | 5 | 22 | 5 | 5 | 5 | 5 | 20 |
| 204 | RESPONDENT 204 | 4 | 4 | 5 | 4 | 4 | 21 | 5 | 5 | 5 | 5 | 20 |
| 205 | RESPONDENT 205 | 4 | 4 | 4 | 4 | 4 | 20 | 5 | 5 | 5 | 5 | 20 |

|         |                    |   |   |   |   |   |    |   |   |   |   |    |
|---------|--------------------|---|---|---|---|---|----|---|---|---|---|----|
| 20<br>6 | RESPONDEN<br>T 206 | 3 | 4 | 4 | 3 | 3 | 17 | 5 | 3 | 3 | 3 | 14 |
| 20<br>7 | RESPONDEN<br>T 207 | 4 | 3 | 3 | 4 | 3 | 17 | 4 | 4 | 3 | 3 | 14 |
| 20<br>8 | RESPONDEN<br>T 208 | 4 | 3 | 4 | 3 | 3 | 17 | 4 | 3 | 3 | 4 | 14 |
| 20<br>9 | RESPONDEN<br>T 209 | 3 | 4 | 4 | 3 | 3 | 17 | 3 | 4 | 3 | 4 | 14 |
| 21<br>0 | RESPONDEN<br>T 210 | 4 | 3 | 4 | 3 | 3 | 17 | 3 | 3 | 4 | 4 | 14 |
| 21<br>1 | RESPONDEN<br>T 211 | 3 | 3 | 4 | 3 | 4 | 17 | 3 | 4 | 3 | 4 | 14 |
| 21<br>2 | RESPONDEN<br>T 212 | 4 | 3 | 3 | 4 | 3 | 17 | 3 | 3 | 3 | 5 | 14 |
| 21<br>3 | RESPONDEN<br>T 213 | 4 | 3 | 4 | 4 | 3 | 18 | 5 | 3 | 3 | 3 | 14 |
| 21<br>4 | RESPONDEN<br>T 214 | 4 | 3 | 4 | 3 | 4 | 18 | 4 | 4 | 3 | 3 | 14 |
| 21<br>5 | RESPONDEN<br>T 215 | 4 | 3 | 4 | 4 | 3 | 18 | 4 | 4 | 3 | 4 | 15 |
| 21<br>6 | RESPONDEN<br>T 216 | 3 | 4 | 3 | 4 | 4 | 18 | 5 | 4 | 3 | 3 | 15 |
| 21<br>7 | RESPONDEN<br>T 217 | 4 | 3 | 4 | 3 | 4 | 18 | 4 | 3 | 3 | 5 | 15 |
| 21<br>8 | RESPONDEN<br>T 218 | 4 | 4 | 3 | 4 | 3 | 18 | 3 | 4 | 4 | 4 | 15 |
| 21<br>9 | RESPONDEN<br>T 219 | 4 | 3 | 4 | 3 | 4 | 18 | 3 | 4 | 4 | 4 | 15 |
| 22<br>0 | RESPONDEN<br>T 220 | 3 | 4 | 4 | 4 | 4 | 19 | 4 | 4 | 3 | 4 | 15 |
| 22<br>1 | RESPONDEN<br>T 221 | 4 | 3 | 4 | 4 | 4 | 19 | 5 | 3 | 3 | 4 | 15 |
| 22<br>2 | RESPONDEN<br>T 222 | 4 | 4 | 3 | 4 | 4 | 19 | 4 | 5 | 3 | 3 | 15 |
| 22<br>3 | RESPONDEN<br>T 223 | 4 | 4 | 4 | 3 | 4 | 19 | 3 | 3 | 5 | 4 | 15 |
| 22<br>4 | RESPONDEN<br>T 224 | 4 | 4 | 4 | 4 | 3 | 19 | 4 | 4 | 4 | 4 | 16 |
| 22<br>5 | RESPONDEN<br>T 225 | 4 | 4 | 4 | 3 | 4 | 19 | 3 | 4 | 4 | 5 | 16 |
| 22<br>6 | RESPONDEN<br>T 226 | 4 | 4 | 3 | 4 | 4 | 19 | 5 | 4 | 4 | 3 | 16 |
| 22<br>7 | RESPONDEN<br>T 227 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 22<br>8 | RESPONDEN<br>T 228 | 4 | 4 | 4 | 4 | 4 | 20 | 4 | 3 | 5 | 4 | 16 |
| 22<br>9 | RESPONDEN<br>T 229 | 4 | 4 | 3 | 4 | 5 | 20 | 4 | 4 | 4 | 4 | 16 |
| 23<br>0 | RESPONDEN<br>T 230 | 4 | 5 | 4 | 3 | 4 | 20 | 4 | 4 | 4 | 4 | 16 |
| 23<br>1 | RESPONDEN<br>T 231 | 4 | 5 | 4 | 4 | 4 | 21 | 5 | 4 | 4 | 3 | 16 |

|         |                    |   |   |   |   |   |    |   |   |   |   |    |
|---------|--------------------|---|---|---|---|---|----|---|---|---|---|----|
| 23<br>2 | RESPONDEN<br>T 232 | 3 | 4 | 5 | 4 | 4 | 20 | 3 | 5 | 4 | 4 | 16 |
| 23<br>3 | RESPONDEN<br>T 233 | 5 | 4 | 4 | 3 | 4 | 20 | 5 | 4 | 3 | 5 | 17 |
| 23<br>4 | RESPONDEN<br>T 234 | 4 | 4 | 4 | 4 | 5 | 21 | 4 | 4 | 4 | 5 | 17 |
| 23<br>5 | RESPONDEN<br>T 235 | 4 | 4 | 4 | 5 | 4 | 21 | 5 | 4 | 4 | 4 | 17 |
| 23<br>6 | RESPONDEN<br>T 236 | 4 | 4 | 5 | 4 | 4 | 21 | 4 | 4 | 4 | 5 | 17 |
| 23<br>7 | RESPONDEN<br>T 237 | 4 | 4 | 4 | 4 | 5 | 21 | 3 | 4 | 5 | 5 | 17 |
| 23<br>8 | RESPONDEN<br>T 238 | 4 | 4 | 5 | 4 | 4 | 21 | 5 | 5 | 4 | 4 | 18 |
| 23<br>9 | RESPONDEN<br>T 239 | 4 | 5 | 4 | 4 | 4 | 21 | 5 | 3 | 5 | 4 | 17 |
| 24<br>0 | RESPONDEN<br>T 240 | 4 | 5 | 4 | 4 | 4 | 21 | 4 | 5 | 4 | 4 | 17 |
| 24<br>1 | RESPONDEN<br>T 241 | 5 | 4 | 4 | 4 | 4 | 21 | 3 | 5 | 5 | 4 | 17 |
| 24<br>2 | RESPONDEN<br>T 242 | 4 | 4 | 4 | 5 | 5 | 22 | 5 | 4 | 3 | 5 | 17 |
| 24<br>3 | RESPONDEN<br>T 243 | 4 | 5 | 5 | 4 | 4 | 22 | 5 | 4 | 5 | 4 | 18 |
| 24<br>4 | RESPONDEN<br>T 244 | 4 | 5 | 4 | 5 | 4 | 22 | 4 | 5 | 4 | 5 | 18 |
| 24<br>5 | RESPONDEN<br>T 245 | 5 | 4 | 4 | 4 | 5 | 22 | 4 | 5 | 5 | 4 | 18 |
| 24<br>6 | RESPONDEN<br>T 246 | 5 | 4 | 4 | 5 | 4 | 22 | 5 | 4 | 4 | 5 | 18 |
| 24<br>7 | RESPONDEN<br>T 247 | 4 | 5 | 4 | 5 | 4 | 22 | 5 | 4 | 5 | 4 | 18 |
| 24<br>8 | RESPONDEN<br>T 248 | 4 | 4 | 4 | 5 | 5 | 22 | 4 | 5 | 4 | 5 | 18 |
| 24<br>9 | RESPONDEN<br>T 249 | 4 | 5 | 4 | 5 | 4 | 22 | 4 | 4 | 5 | 5 | 18 |
| 25<br>0 | RESPONDEN<br>T 250 | 5 | 4 | 5 | 4 | 5 | 23 | 5 | 5 | 4 | 4 | 18 |
| 25<br>1 | RESPONDEN<br>T 251 | 5 | 5 | 4 | 5 | 4 | 23 | 4 | 5 | 5 | 4 | 18 |
| 25<br>2 | RESPONDEN<br>T 252 | 5 | 4 | 5 | 4 | 5 | 23 | 5 | 4 | 4 | 5 | 18 |
| 25<br>3 | RESPONDEN<br>T 253 | 4 | 5 | 5 | 4 | 5 | 23 | 4 | 5 | 5 | 5 | 19 |
| 25<br>4 | RESPONDEN<br>T 254 | 4 | 4 | 5 | 5 | 5 | 23 | 5 | 4 | 5 | 5 | 19 |
| 25<br>5 | RESPONDEN<br>T 255 | 4 | 5 | 5 | 4 | 5 | 23 | 5 | 5 | 4 | 5 | 19 |
| 25<br>6 | RESPONDEN<br>T 256 | 5 | 4 | 4 | 5 | 5 | 23 | 5 | 5 | 5 | 4 | 19 |
| 25<br>7 | RESPONDEN<br>T 257 | 4 | 5 | 4 | 5 | 5 | 23 | 5 | 5 | 5 | 4 | 19 |

|         |                    |   |   |   |   |   |    |   |   |   |   |    |
|---------|--------------------|---|---|---|---|---|----|---|---|---|---|----|
| 25<br>8 | RESPONDEN<br>T 258 | 5 | 5 | 4 | 5 | 5 | 24 | 5 | 5 | 4 | 5 | 19 |
| 25<br>9 | RESPONDEN<br>T 259 | 4 | 5 | 5 | 5 | 5 | 24 | 5 | 4 | 5 | 5 | 19 |
| 26<br>0 | RESPONDEN<br>T 260 | 5 | 5 | 5 | 5 | 4 | 24 | 4 | 5 | 5 | 5 | 19 |
| 26<br>1 | RESPONDEN<br>T 261 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 5 | 4 | 5 | 19 |
| 26<br>2 | RESPONDEN<br>T 262 | 4 | 5 | 5 | 5 | 5 | 24 | 5 | 5 | 5 | 4 | 19 |
| 26<br>3 | RESPONDEN<br>T 263 | 5 | 5 | 5 | 5 | 4 | 24 | 5 | 5 | 5 | 5 | 20 |
| 26<br>4 | RESPONDEN<br>T 264 | 5 | 5 | 5 | 4 | 5 | 24 | 5 | 5 | 5 | 5 | 20 |
| 26<br>5 | RESPONDEN<br>T 265 | 4 | 5 | 5 | 5 | 5 | 24 | 5 | 5 | 5 | 5 | 20 |
| 26<br>6 | RESPONDEN<br>T 266 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 26<br>7 | RESPONDEN<br>T 267 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 26<br>8 | RESPONDEN<br>T 268 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 26<br>9 | RESPONDEN<br>T 269 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 27<br>0 | RESPONDEN<br>T 270 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 27<br>1 | RESPONDEN<br>T 271 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 27<br>2 | RESPONDEN<br>T 272 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |
| 27<br>4 | RESPONDEN<br>T 274 | 5 | 5 | 5 | 5 | 5 | 25 | 5 | 5 | 5 | 5 | 20 |

**LAMPIRAN 3**  
**UJI PENELITIAN**

| Statistics                                           |         |                 |         |               |                    |
|------------------------------------------------------|---------|-----------------|---------|---------------|--------------------|
| Kualitas Pelayanan (X)                               |         |                 |         |               |                    |
| N                                                    | Valid   | 274             |         |               |                    |
|                                                      | Missing | 0               |         |               |                    |
| Mean                                                 |         | 20,89           |         |               |                    |
| Median                                               |         | 21,00           |         |               |                    |
| Mode                                                 |         | 21              |         |               |                    |
| Std. Deviation                                       |         | 2,303           |         |               |                    |
| Minimum                                              |         | 17              |         |               |                    |
| Maximum                                              |         | 25              |         |               |                    |
| Sum                                                  |         | 5703            |         |               |                    |
| Kualitas Pelayanan (X)                               |         |                 |         |               |                    |
|                                                      |         | Frequency       | Percent | Valid Percent | Cumulative Percent |
| Valid                                                | 17      | 20              | 7,3     | 7,3           | 7,3                |
|                                                      | 18      | 26              | 9,5     | 9,5           | 16,8               |
|                                                      | 19      | 39              | 14,3    | 14,3          | 31,1               |
|                                                      | 20      | 38              | 13,9    | 13,9          | 45,1               |
|                                                      | 21      | 44              | 16,1    | 16,1          | 61,2               |
|                                                      | 22      | 35              | 12,8    | 12,8          | 74,0               |
|                                                      | 23      | 26              | 9,5     | 9,5           | 83,5               |
|                                                      | 24      | 23              | 8,4     | 8,4           | 91,9               |
|                                                      | 25      | 22              | 8,1     | 8,1           | 100,0              |
|                                                      | Total   | 274             | 100,0   | 100,0         |                    |
| Statistics                                           |         |                 |         |               |                    |
| Loyalitas Nasabah (Y)                                |         |                 |         |               |                    |
| N                                                    | Valid   | 274             |         |               |                    |
|                                                      | Missing | 0               |         |               |                    |
| Mean                                                 |         | 17,51           |         |               |                    |
| Median                                               |         | 18,00           |         |               |                    |
| Mode                                                 |         | 18 <sup>a</sup> |         |               |                    |
| Std. Deviation                                       |         | 1,873           |         |               |                    |
| Minimum                                              |         | 14              |         |               |                    |
| Maximum                                              |         | 20              |         |               |                    |
| Sum                                                  |         | 4779            |         |               |                    |
| a. Multiple modes exist. The smallest value is shown |         |                 |         |               |                    |
| Loyalitas Nasabah (Y)                                |         |                 |         |               |                    |
|                                                      |         | Frequency       | Percent | Valid Percent | Cumulative Percent |
| Valid                                                | 14      | 24              | 8,8     | 8,8           | 8,8                |
|                                                      | 15      | 22              | 8,1     | 8,1           | 16,8               |
|                                                      | 16      | 36              | 13,2    | 13,2          | 30,0               |

|  |       |     |       |       |       |
|--|-------|-----|-------|-------|-------|
|  | 17    | 46  | 16,8  | 16,8  | 46,9  |
|  | 18    | 52  | 19,0  | 19,0  | 65,9  |
|  | 19    | 41  | 15,0  | 15,0  | 81,0  |
|  | 20    | 52  | 19,0  | 19,0  | 100,0 |
|  | Total | 274 | 100,0 | 100,0 |       |

| Correlations                        |                            |            |            |            |            |            |                                     |            |            |            |            |                                     |
|-------------------------------------|----------------------------|------------|------------|------------|------------|------------|-------------------------------------|------------|------------|------------|------------|-------------------------------------|
|                                     |                            | X.1        | X.2        | X.3        | X.4        | X.5        | Kualit<br>as<br>Pelay<br>ana<br>(X) | Y.1        | Y.2        | Y.3        | Y.4        | Loyali<br>tas<br>Nasa<br>bah<br>(Y) |
| X.1                                 | Pearson<br>Correlati<br>on | 1          | .36<br>9** | .37<br>8** | .27<br>0** | .32<br>6** | .657**                              | .25<br>3** | .33<br>0** | .25<br>5** | .27<br>4** | .396**                              |
|                                     | Sig. (2-<br>tailed)        |            | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,000                               | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,000                               |
|                                     | N                          | 274        | 274        | 274        | 274        | 274        | 274                                 | 274        | 274        | 274        | 274        | 274                                 |
| X.2                                 | Pearson<br>Correlati<br>on | .36<br>9** | 1          | .39<br>6** | .39<br>9** | .36<br>0** | .718**                              | .26<br>3** | .39<br>5** | .43<br>8** | .27<br>0** | .483**                              |
|                                     | Sig. (2-<br>tailed)        | 0,0<br>00  |            | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,000                               | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,000                               |
|                                     | N                          | 274        | 274        | 274        | 274        | 274        | 274                                 | 274        | 274        | 274        | 274        | 274                                 |
| X.3                                 | Pearson<br>Correlati<br>on | .37<br>8** | .39<br>6** | 1          | .20<br>3** | .25<br>8** | .628**                              | .24<br>0** | .24<br>5** | .26<br>4** | .24<br>5** | .355**                              |
|                                     | Sig. (2-<br>tailed)        | 0,0<br>00  | 0,0<br>00  |            | 0,0<br>01  | 0,0<br>00  | 0,000                               | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,000                               |
|                                     | N                          | 274        | 274        | 274        | 274        | 274        | 274                                 | 274        | 274        | 274        | 274        | 274                                 |
| X.4                                 | Pearson<br>Correlati<br>on | .27<br>0** | .39<br>9** | .20<br>3** | 1          | .52<br>5** | .714**                              | .36<br>4** | .40<br>5** | .38<br>0** | .41<br>4** | .558**                              |
|                                     | Sig. (2-<br>tailed)        | 0,0<br>00  | 0,0<br>00  | 0,0<br>01  |            | 0,0<br>00  | 0,000                               | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,000                               |
|                                     | N                          | 274        | 274        | 274        | 274        | 274        | 274                                 | 274        | 274        | 274        | 274        | 274                                 |
| X.5                                 | Pearson<br>Correlati<br>on | .32<br>6** | .36<br>0** | .25<br>8** | .52<br>5** | 1          | .740**                              | .33<br>4** | .40<br>9** | .37<br>7** | .35<br>5** | .525**                              |
|                                     | Sig. (2-<br>tailed)        | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  |            | 0,000                               | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,000                               |
|                                     | N                          | 274        | 274        | 274        | 274        | 274        | 274                                 | 274        | 274        | 274        | 274        | 274                                 |
| Kualit<br>as<br>Pelay<br>ana<br>(X) | Pearson<br>Correlati<br>on | .65<br>7** | .71<br>8** | .62<br>8** | .71<br>4** | .74<br>0** | 1                                   | .42<br>4** | .51<br>9** | .49<br>8** | .45<br>5** | .675**                              |
|                                     | Sig. (2-<br>tailed)        | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  |                                     | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,000                               |
|                                     | N                          | 274        | 274        | 274        | 274        | 274        | 274                                 | 274        | 274        | 274        | 274        | 274                                 |
| Y.1                                 | Pearson<br>Correlati<br>on | .25<br>3** | .26<br>3** | .24<br>0** | .36<br>4** | .33<br>4** | .424**                              | 1          | .33<br>3** | .30<br>6** | .15<br>3*  | .642**                              |
|                                     | Sig. (2-<br>tailed)        | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,0<br>00  | 0,000                               |            | 0,0<br>00  | 0,0<br>00  | 0,0<br>11  | 0,000                               |
|                                     | N                          | 274        | 274        | 274        | 274        | 274        | 274                                 | 274        | 274        | 274        | 274        | 274                                 |

|                                                              |                     |        |        |        |        |        |        |        |        |        |        |        |
|--------------------------------------------------------------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Y.2                                                          | Pearson Correlation | .330** | .395** | .245** | .405** | .409** | .519** | .333** | 1      | .544** | .285** | .751** |
|                                                              | Sig. (2-tailed)     | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  |        | 0,000  | 0,000  | 0,000  |
|                                                              | N                   | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    |
| Y.3                                                          | Pearson Correlation | .255** | .438** | .264** | .380** | .377** | .498** | .306** | .544** | 1      | .329** | .768** |
|                                                              | Sig. (2-tailed)     | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  |        | 0,000  | 0,000  |
|                                                              | N                   | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    |
| Y.4                                                          | Pearson Correlation | .274** | .270** | .245** | .414** | .355** | .455** | .153*  | .285** | .329** | 1      | .648** |
|                                                              | Sig. (2-tailed)     | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  | 0,011  | 0,000  | 0,000  |        | 0,000  |
|                                                              | N                   | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    |
| Loyalitas Nasabah (Y)                                        | Pearson Correlation | .396** | .483** | .355** | .558** | .525** | .675** | .642** | .751** | .768** | .648** | 1      |
|                                                              | Sig. (2-tailed)     | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  | 0,000  |        |
|                                                              | N                   | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    | 274    |
| **. Correlation is significant at the 0.01 level (2-tailed). |                     |        |        |        |        |        |        |        |        |        |        |        |
| *. Correlation is significant at the 0.05 level (2-tailed).  |                     |        |        |        |        |        |        |        |        |        |        |        |

|                               |            |
|-------------------------------|------------|
| Kualitas Pelayanan (X)        |            |
| <b>Reliability Statistics</b> |            |
| Cronbach's Alpha              | N of Items |
| 0,727                         | 5          |
| Loyalitas Nasabah (Y)         |            |
| <b>Reliability Statistics</b> |            |
| Cronbach's Alpha              | N of Items |
| 0,650                         | 4          |

## UJI NORMALITAS

### One-Sample Kolmogorov-Smirnov Test

|                                  |                |                         |
|----------------------------------|----------------|-------------------------|
|                                  |                | Unstandardized Residual |
| N                                |                | 274                     |
| Normal Parameters <sup>a,b</sup> | Mean           | 0,0000000               |
|                                  | Std. Deviation | 1,38170421              |
|                                  | Absolute       | 0,068                   |

|                          |          |                   |
|--------------------------|----------|-------------------|
| Most Extreme Differences | Positive | 0,068             |
|                          | Negative | -0,057            |
| Test Statistic           |          | 0,068             |
| Asymp. Sig. (2-tailed)   |          | .004 <sup>c</sup> |

- a. Test distribution is Normal.  
b. Calculated from data.  
c. Lilliefors Significance Correction.

#### UJI LINIERITAS

| ANOVA Table                                      |                |                          |                |     |             |         |       |
|--------------------------------------------------|----------------|--------------------------|----------------|-----|-------------|---------|-------|
|                                                  |                |                          | Sum of Squares | df  | Mean Square | F       | Sig.  |
| Loyalitas Nasabah (Y) *<br>Kualitas Pelayana (X) | Between Groups | (Combined)               | 459,932        | 8   | 57,491      | 30,705  | 0,000 |
|                                                  |                | Linearity                | 434,965        | 1   | 434,965     | 232,305 | 0,000 |
|                                                  |                | Deviation from Linearity | 24,967         | 7   | 3,567       | 1,905   | 0,069 |
|                                                  | Within Groups  |                          | 494,310        | 264 | 1,872       |         |       |
|                                                  | Total          |                          | 954,242        | 272 |             |         |       |

#### UJI REGRESI LINIER SEDERHANA

| Coefficients <sup>a</sup> |                       |                             |            |                           |        |       |
|---------------------------|-----------------------|-----------------------------|------------|---------------------------|--------|-------|
|                           |                       | Unstandardized Coefficients |            | Standardized Coefficients |        |       |
| Model                     |                       | B                           | Std. Error | Beta                      | t      | Sig.  |
| 1                         | (Constant)            | 6,035                       | 0,766      |                           | 7,880  | 0,000 |
|                           | Kualitas Pelayana (X) | 0,549                       | 0,036      | 0,675                     | 15,066 | 0,000 |

- a. Dependent Variable: Loyalitas Nasabah (Y)

#### UJI R SQUARE

| Model Summary <sup>b</sup> |                   |          |                   |                            |
|----------------------------|-------------------|----------|-------------------|----------------------------|
| Model                      | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1                          | .675 <sup>a</sup> | 0,456    | 0,454             | 1,384                      |

- a. Predictors: (Constant), Kualitas Pelayana (X)  
b. Dependent Variable: Loyalitas Nasabah (Y)

UJI T

| Coefficients <sup>a</sup> |                       |                             |            |                           |        |       |
|---------------------------|-----------------------|-----------------------------|------------|---------------------------|--------|-------|
|                           |                       | Unstandardized Coefficients |            | Standardized Coefficients |        |       |
| Model                     |                       | B                           | Std. Error | Beta                      | t      | Sig.  |
| 1                         | (Constant)            | 6,035                       | 0,766      |                           | 7,880  | 0,000 |
|                           | Kualitas Pelayana (X) | 0,549                       | 0,036      | 0,675                     | 15,066 | 0,000 |

a. Dependent Variable: Loyalitas Nasabah (Y)

UJI F

| ANOVA <sup>a</sup> |            |                |     |             |         |                   |
|--------------------|------------|----------------|-----|-------------|---------|-------------------|
| Model              |            | Sum of Squares | df  | Mean Square | F       | Sig.              |
| 1                  | Regression | 434,965        | 1   | 434,965     | 226,999 | .000 <sup>b</sup> |
|                    | Residual   | 519,277        | 271 | 1,916       |         |                   |
|                    | Total      | 954,242        | 272 |             |         |                   |

a. Dependent Variable: Loyalitas Nasabah (Y)

b. Predictors: (Constant), Kualitas Pelayana (X)

## **BIODATA PENELITI**



Penulis Bernama lengkap WARDAH KAMILA, lahir di Kediri, 02 Agustus 2003, sebagai anak kedua dari Bapak Moh. Imam Malik S.E dan Ibu Marliani. Penulis menyelesaikan Pendidikan taman kanak - kanak di TK KUSUMA MULIA 3 pada tahun 2009, Pendidikan sekolah MI MIFTAHUL HUDA Tinalan lulus pada tahun 2015, melanjutkan Pendidikan di MTsN 2 KOTA KEDIRI lulus pada tahun 2018, dan melanjutkan Pendidikan di MAN 2 KOTA KEDIRI lulus pada tahun 2021. Kemudian penulis melanjutkan studi di Institut Agama Islam Negri (IAIN) Kediri Fakultas Ekonomi dan Bisnis Islam Program Studi Perbankan Syariah tahun 2021 hingga menyelesaikan gelar strata 1 (S1).