**Lampiran 1**

**KUESIONER**

Pernyataan dibawah ini dalam rangka penelitian skripsi dengan judul :

**ANALISIS KEPUASAAN KONSUMEN ATAS E-SERVQUAL**

**ONLINE SHOP LAZADA**

PETUNJUK PENGISIAN

1. Jawablah pertanyaan yang diajukan dibawah ini dengan benar dan jujur.
2. Berilah tanda () pada salah satu jawaban yang paling benar.
3. Pertanyaan/pernyataan harus dijawab semua.
4. **IDENTITAS RESPONDEN**
5. Jenis Kelamin : Laki-Laki Perempuan
6. Usia : 17-25 tahun

26-35 tahun

36-45 tahun

39-45 tahun

1. Pekerjaan :  Mahasiswa

Pegawai Negeri Sipil

Pegawai Swasta

Wiraswasta

1. Berapa sering anda membuka aplikasi Lazada dalam seminggu?

2x

3x

4x

5x

1. Barang apa yang anda beli di aplikasi Lazada ?

Hijab

Baju

Celana

Sepatu

Tas

Make up

1. **Kuesioner tentang Kepuasaan Konsumen atas *E-servqual* Lazada. Berdasarkan pengukuran Tingkat Kepentingan** (harapan konsumen) **dan Tingkat Kinerja** (kenyataan yang diterima oleh konsumen).

Dibawah ini terdapat pertanyaan-pertanyaan yang berkaitan dengan tingkat kepentingan dan tingkat kinerja atribut menurut anda dengan konsumen atas *elektronik service quality* padaLazada. Dimohonkan untuk memberi penilaian dengan memberi tanda () pada pernyataan dibawah ini :

Keterangan :

|  |  |  |  |
| --- | --- | --- | --- |
| **Tingkat Kepentingan** | **Skor** | **Tingkat Kinerja** | **Skor** |
| Sangat Penting (SP) | 5 | Sangat Puas (SP) | 5 |
| Penting (P) | 4 | Puas (P) | 4 |
| Cukup Penting (CP) | 3 | Cukup Puas (CP) | 3 |
| Tidak Penting (TP) | 2 | Tidak Puas (TP) | 2 |
| Sangat Tidak Penting (STP) | 1 | Sangat Tidak Puas (STP) | 1 |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No. | Pernyataan | Kepentingan | | | | | Kinerja | | | | |
|  | *Reliability* (keakuratan atas janji yang diberikan) | SP | P | CP | TP | STP | SP | P | CP | TP | STP |
|  | Barang yang datang sama dengan yang ada di aplikasi |  |  |  |  |  |  |  |  |  |  |
|  | Pengiriman barang tepat waktu |  |  |  |  |  |  |  |  |  |  |
|  | Jumlah stok dan deskripsi barang yang dituliskan di aplikasi selalu akurat dengan kenyataannya |  |  |  |  |  |  |  |  |  |  |
|  | Kesesuaian transaksi dalam sistem pembayaran |  |  |  |  |  |  |  |  |  |  |
|  | Memberikan informasi yang tepat jika terjadi masalah |  |  |  |  |  |  |  |  |  |  |
|  | *Responsiveness* (respon/kecepatan dalam melayani konsumen) |  |  |  |  |  |  |  |  |  |  |
|  | Waktu pengiriman produk cepat |  |  |  |  |  |  |  |  |  |  |
|  | Menangani permasalahan yang ada dengan segera |  |  |  |  |  |  |  |  |  |  |
|  | Kesediaan customer service membantu konsumen |  |  |  |  |  |  |  |  |  |  |
|  | Menjawab pertanyaan dari konsumen dengan cepat |  |  |  |  |  |  |  |  |  |  |
|  | Kecepatan dalam proses transaksi |  |  |  |  |  |  |  |  |  |  |
|  | *Ease of Use* |  |  |  |  |  |  |  |  |  |  |
|  | Letak kolom *search* mudah ditemukan |  |  |  |  |  |  |  |  |  |  |
|  | Informasi yang ditampilkan sangat jelas |  |  |  |  |  |  |  |  |  |  |
|  | Aplikasi dapat digunakan kapan saja |  |  |  |  |  |  |  |  |  |  |
|  | Barang sudah dikelompokkan sesuai dengan kategori (baju,sepatu,make up dll) |  |  |  |  |  |  |  |  |  |  |
|  | Akses fitur yang dapat digunakan dengan mudah |  |  |  |  |  |  |  |  |  |  |
|  | *Privacy* |  |  |  |  |  |  |  |  |  |  |
|  | Melindungi data terkait kartu kredit, debit, dan hal yang bersifat pribadi |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | Menjamin keamanan disetiap transaksi |  |  |  |  |  |  |  |  |  |  |
|  | Transaksi yang dilakukan dapat dipercaya |  |  |  |  |  |  |  |  |  |  |
|  | Informasi data pribadi terlindungi |  |  |  |  |  |  |  |  |  |  |
|  | Kapasitas teknis yang cukup untuk menjamin bahwa informasi pribadi tidak akan diubah oleh pihak ketiga |  |  |  |  |  |  |  |  |  |  |
|  | *Information* |  |  |  |  |  |  |  |  |  |  |
|  | Fitur yang lengkap tersedia di aplikasi |  |  |  |  |  |  |  |  |  |  |
|  | Stok barang di aplikasi mudah dilihat |  |  |  |  |  |  |  |  |  |  |
|  | Pemesanan dan pembayaran disampaikan dengan jelas |  |  |  |  |  |  |  |  |  |  |
|  | Menyediakan pilihan garansi *online* bagi konsumen yang menginginkan |  |  |  |  |  |  |  |  |  |  |
|  | Kemudahan dalam menghubungi *customer service* melalui telepon atau email |  |  |  |  |  |  |  |  |  |  |
|  | *Aesthetics* |  |  |  |  |  |  |  |  |  |  |
|  | *Font* dalam aplikasi mudah untuk dibaca |  |  |  |  |  |  |  |  |  |  |
|  | Tampilan di aplikasi Lazada mudah dipahami |  |  |  |  |  |  |  |  |  |  |
|  | Tampilan pada aplikasi Lazada menarik |  |  |  |  |  |  |  |  |  |  |
|  | Tampilan konten pada aplikasi Lazada lengkap |  |  |  |  |  |  |  |  |  |  |
|  | Tampilan konten pada aplikasi Lazada terstruktur |  |  |  |  |  |  |  |  |  |  |

**Lampiran 2**

1. **Hasil Jawaban Kuisioner Kinerja**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **K**  **1** | **K**  **2** | **K**  **3** | **K**  **4** | **K**  **5** | **K**  **6** | **K**  **7** | **K**  **8** | **K**  **9** | **K**  **10** | **K**  **11** | **K**  **12** | **K**  **13** | **K**  **14** | **K**  **15** | **K**  **16** | **K**  **17** | **K**  **18** | **K**  **19** | **K**  **20** | **K**  **21** | **K**  **22** | **K**  **23** | **K**  **24** | **K2**  **5** | **K2**  **6** | **K**  **27** | **K**  **28** | **K**  **29** | **K**  **30** | **TOTAL**  **K** |
| 1 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 5 | 5 | 4 | 5 | 2 | 5 | 4 | 4 | 132 |
| 2 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 2 | 4 | 4 | 4 | 125 |
| 3 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 1 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 103 |
| 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 2 | 5 | 3 | 3 | 109 |
| 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 3 | 3 | 107 |
| 6 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 1 | 1 | 1 | 1 | 1 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 3 | 3 | 99 |
| 7 | 1 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 2 | 4 | 2 | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 104 |
| 8 | 1 | 2 | 2 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 3 | 3 | 101 |
| 9 | 1 | 2 | 2 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 4 | 3 | 3 | 100 |
| 10 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 110 |
| 11 | 3 | 2 | 4 | 3 | 4 | 3 | 3 | 3 | 1 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 92 |
| 12 | 2 | 2 | 3 | 3 | 4 | 3 | 2 | 2 | 1 | 2 | 1 | 1 | 1 | 2 | 2 | 2 | 4 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 3 | 3 | 79 |
| 13 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 4 | 3 | 2 | 2 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 3 | 3 | 98 |
| 14 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 2 | 4 | 4 | 4 | 105 |
| 15 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 1 | 5 | 4 | 4 | 131 |
| 16 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 4 | 135 |
| 17 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 1 | 5 | 5 | 4 | 135 |
| 18 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 5 | 4 | 4 | 133 |
| 19 | 3 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 3 | 5 | 2 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 122 |
| 20 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 115 |
| 21 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 1 | 5 | 5 | 5 | 133 |
| 22 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 5 | 4 | 4 | 123 |
| 23 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 132 |
| 24 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 120 |
| 25 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 1 | 5 | 5 | 5 | 121 |
| 26 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 3 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 4 | 128 |
| 27 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 3 | 5 | 3 | 2 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 132 |
| 28 | 2 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 3 | 5 | 4 | 4 | 123 |
| 29 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 2 | 4 | 3 | 4 | 104 |
| 30 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 1 | 5 | 4 | 4 | 127 |
| 31 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 2 | 2 | 4 | 4 | 4 | 98 |
| 32 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 5 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 1 | 1 | 1 | 1 | 4 | 4 | 2 | 2 | 3 | 3 | 2 | 2 | 4 | 4 | 4 | 99 |
| 33 | 3 | 4 | 5 | 3 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 101 |
| 34 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 2 | 4 | 4 | 3 | 2 | 1 | 2 | 3 | 2 | 2 | 2 | 4 | 95 |
| 35 | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 5 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 4 | 4 | 1 | 2 | 4 | 2 | 1 | 2 | 2 | 2 | 4 | 90 |
| 36 | 1 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 1 | 1 | 1 | 1 | 1 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 5 | 3 | 4 | 102 |
| 37 | 1 | 4 | 4 | 3 | 3 | 3 | 2 | 4 | 2 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 2 | 2 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 98 |
| 38 | 1 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 1 | 2 | 2 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 94 |
| 39 | 1 | 2 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 4 | 4 | 5 | 2 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 97 |
| 40 | 3 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 3 | 3 | 1 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 87 |
| 41 | 3 | 2 | 4 | 4 | 3 | 2 | 1 | 3 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 3 | 4 | 4 | 2 | 5 | 5 | 3 | 3 | 3 | 1 | 1 | 1 | 1 | 1 | 4 | 82 |
| 42 | 2 | 2 | 3 | 4 | 3 | 1 | 1 | 2 | 1 | 1 | 2 | 2 | 2 | 4 | 3 | 5 | 4 | 4 | 2 | 5 | 4 | 3 | 2 | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 85 |
| 43 | 3 | 3 | 4 | 4 | 3 | 1 | 3 | 3 | 4 | 4 | 3 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 2 | 5 | 5 | 3 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 98 |
| 44 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 5 | 3 | 5 | 5 | 3 | 3 | 3 | 2 | 2 | 4 | 4 | 4 | 4 | 104 |
| 45 | 4 | 5 | 5 | 3 | 5 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 2 | 4 | 5 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 111 |
| 46 | 4 | 4 | 5 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 1 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 107 |
| 47 | 4 | 4 | 5 | 3 | 5 | 3 | 5 | 5 | 4 | 4 | 4 | 2 | 3 | 5 | 5 | 3 | 3 | 3 | 1 | 5 | 5 | 3 | 4 | 3 | 1 | 2 | 2 | 2 | 4 | 3 | 105 |
| 48 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 3 | 4 | 2 | 5 | 5 | 5 | 3 | 3 | 4 | 2 | 5 | 5 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 4 | 4 | 112 |
| 49 | 3 | 3 | 5 | 3 | 4 | 2 | 3 | 5 | 2 | 3 | 3 | 3 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 5 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 107 |
| 50 | 4 | 4 | 5 | 3 | 5 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 115 |
| 51 | 4 | 4 | 4 | 3 | 5 | 3 | 4 | 5 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 120 |
| 52 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 3 | 3 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 115 |
| 53 | 4 | 3 | 5 | 5 | 4 | 3 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 5 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 121 |
| 54 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 5 | 5 | 5 | 3 | 4 | 5 | 3 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 1 | 114 |
| 55 | 4 | 4 | 4 | 5 | 4 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 1 | 105 |
| 56 | 4 | 3 | 5 | 5 | 4 | 3 | 3 | 5 | 3 | 4 | 3 | 3 | 3 | 5 | 4 | 5 | 4 | 4 | 2 | 4 | 5 | 5 | 4 | 5 | 2 | 2 | 2 | 2 | 2 | 2 | 107 |
| 57 | 4 | 4 | 5 | 5 | 4 | 3 | 3 | 5 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 1 | 4 | 4 | 2 | 4 | 5 | 5 | 4 | 5 | 1 | 1 | 1 | 1 | 1 | 2 | 102 |
| 58 | 2 | 3 | 4 | 5 | 5 | 2 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 1 | 4 | 4 | 2 | 3 | 3 | 2 | 4 | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 100 |
| 59 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 1 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 1 | 92 |
| 60 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 1 | 2 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 1 | 108 |
| 61 | 4 | 4 | 4 | 2 | 4 | 4 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 1 | 112 |
| 62 | 3 | 4 | 5 | 4 | 4 | 4 | 2 | 4 | 5 | 4 | 5 | 3 | 5 | 4 | 4 | 3 | 2 | 4 | 2 | 3 | 2 | 1 | 3 | 2 | 3 | 2 | 2 | 2 | 4 | 1 | 96 |
| 63 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 2 | 2 | 3 | 2 | 3 | 1 | 1 | 2 | 1 | 1 | 2 | 2 | 2 | 4 | 3 | 86 |
| 64 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 2 | 3 | 1 | 3 | 3 | 4 | 4 | 3 | 2 | 2 | 4 | 3 | 105 |
| 65 | 1 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 110 |
| 66 | 1 | 4 | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 5 | 4 | 1 | 4 | 5 | 4 | 4 | 5 | 5 | 3 | 5 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 114 |
| 67 | 1 | 2 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 4 | 2 | 2 | 4 | 4 | 5 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 107 |
| 68 | 1 | 2 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 5 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 5 | 1 | 110 |
| 69 | 3 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 2 | 5 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 2 | 4 | 115 |
| 70 | 3 | 2 | 4 | 4 | 3 | 2 | 1 | 3 | 4 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 3 | 4 | 2 | 3 | 5 | 2 | 3 | 3 | 3 | 4 | 2 | 4 | 95 |
| 71 | 2 | 2 | 3 | 4 | 3 | 1 | 1 | 2 | 4 | 2 | 3 | 1 | 3 | 2 | 2 | 4 | 4 | 5 | 3 | 5 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 87 |
| 72 | 3 | 3 | 4 | 4 | 3 | 1 | 3 | 3 | 4 | 1 | 2 | 1 | 2 | 1 | 1 | 4 | 4 | 4 | 3 | 5 | 3 | 4 | 5 | 4 | 3 | 3 | 3 | 4 | 2 | 5 | 92 |
| 73 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 1 | 3 | 3 | 3 | 1 | 2 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 3 | 3 | 4 | 3 | 4 | 5 | 99 |
| 74 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 5 | 3 | 4 | 3 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 2 | 5 | 115 |
| 75 | 4 | 4 | 5 | 2 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 2 | 4 | 1 | 4 | 4 | 4 | 5 | 2 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 2 | 5 | 114 |
| 76 | 4 | 4 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 4 | 1 | 4 | 2 | 5 | 4 | 4 | 4 | 2 | 4 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 1 | 4 | 109 |
| 77 | 4 | 4 | 5 | 3 | 5 | 3 | 4 | 4 | 5 | 3 | 5 | 2 | 5 | 4 | 4 | 4 | 3 | 5 | 1 | 4 | 3 | 3 | 5 | 3 | 4 | 3 | 3 | 3 | 1 | 4 | 109 |
| 78 | 3 | 3 | 5 | 2 | 4 | 2 | 3 | 5 | 5 | 3 | 4 | 1 | 4 | 4 | 4 | 4 | 4 | 5 | 2 | 4 | 3 | 3 | 5 | 3 | 4 | 4 | 4 | 4 | 1 | 4 | 106 |
| 79 | 4 | 4 | 5 | 5 | 5 | 2 | 4 | 4 | 5 | 2 | 5 | 2 | 5 | 2 | 3 | 2 | 3 | 4 | 2 | 5 | 1 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 1 | 4 | 104 |
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1. **Hasil Jawaban Kuisioner Harapan**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **H**  **1** | **H**  **2** | **H**  **3** | **H**  **4** | **H**  **5** | **H**  **6** | **H**  **7** | **H**  **8** | **H**  **9** | **H**  **10** | **H**  **11** | **H**  **12** | **H**  **13** | **H**  **14** | **H**  **15** | **H**  **16** | **H**  **17** | **H**  **18** | **H**  **19** | **H**  **20** | **H**  **21** | **H**  **22** | **H**  **23** | **H**  **24** | **H**  **25** | **H**  **26** | **H**  **27** | **H**  **28** | **H**  **29** | **H**  **30** | **TOTAL**  **H** |
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| 46 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 138 |
| 47 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 139 |
| 48 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 137 |
| 49 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 5 | 4 | 5 | 3 | 5 | 2 | 3 | 3 | 3 | 125 |
| 50 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 117 |
| 51 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 139 |
| 52 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 5 | 5 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 128 |
| 53 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 4 | 135 |
| 54 | 3 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 113 |
| 55 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 129 |
| 56 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 3 | 3 | 135 |
| 57 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 4 | 4 | 138 |
| 58 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 2 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 126 |
| 59 | 4 | 4 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 108 |
| 60 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 135 |
| 61 | 3 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 132 |
| 62 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 3 | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 126 |
| 63 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 104 |
| 64 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 3 | 3 | 111 |
| 65 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 115 |
| 66 | 2 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 1 | 1 | 1 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 110 |
| 67 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 2 | 4 | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 110 |
| 68 | 3 | 3 | 4 | 5 | 2 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 106 |
| 69 | 3 | 3 | 4 | 5 | 2 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 106 |
| 70 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 114 |
| 71 | 3 | 4 | 4 | 5 | 2 | 4 | 4 | 3 | 3 | 1 | 3 | 2 | 3 | 2 | 2 | 4 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 98 |
| 72 | 2 | 4 | 4 | 2 | 2 | 3 | 4 | 3 | 2 | 1 | 2 | 1 | 1 | 2 | 2 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 87 |
| 73 | 2 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 103 |
| 74 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 107 |
| 75 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 137 |
| 76 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 138 |
| 77 | 3 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 139 |
| 78 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 137 |
| 79 | 4 | 4 | 4 | 5 | 3 | 5 | 5 | 4 | 5 | 3 | 5 | 2 | 3 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 127 |
| 80 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 117 |
| 81 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 139 |
| 82 | 3 | 5 | 5 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 127 |
| 83 | 4 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 135 |
| 84 | 3 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 111 |
| 85 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 129 |
| 86 | 4 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 3 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 134 |
| 87 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 138 |
| 88 | 3 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 129 |
| 89 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 106 |
| 90 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 135 |
| 91 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 3 | 5 | 5 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 131 |
| 92 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 3 | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 125 |
| 93 | 4 | 3 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 102 |
| 94 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 3 | 3 | 109 |
| 95 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 115 |
| 96 | 2 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 1 | 1 | 1 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 110 |
| 97 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 2 | 4 | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 110 |
| 98 | 3 | 3 | 4 | 5 | 2 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 106 |
| 99 | 3 | 3 | 4 | 5 | 2 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 106 |
| 100 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 114 |
| 101 | 3 | 4 | 4 | 5 | 2 | 4 | 4 | 3 | 3 | 1 | 3 | 2 | 3 | 2 | 2 | 4 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 98 |
| 102 | 2 | 4 | 4 | 5 | 2 | 3 | 4 | 3 | 2 | 1 | 2 | 1 | 1 | 2 | 2 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 90 |
| 103 | 2 | 4 | 3 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 105 |
| 104 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 109 |
| 105 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 137 |
| 106 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 138 |
| 107 | 3 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 139 |
| 108 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 137 |
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| 110 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 117 |
| 111 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 139 |
| 112 | 3 | 5 | 5 | 5 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 129 |
| 113 | 4 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 135 |
| 114 | 3 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 111 |
| 115 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 129 |
| 116 | 4 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 3 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 134 |
| 117 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 138 |
| 118 | 3 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 129 |
| 119 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 108 |
| 120 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 135 |
| 121 | 3 | 3 | 4 | 5 | 2 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 106 |
| 122 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 114 |
| 123 | 3 | 4 | 4 | 5 | 2 | 4 | 4 | 3 | 3 | 1 | 3 | 2 | 3 | 2 | 2 | 4 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 98 |
| 124 | 2 | 4 | 4 | 5 | 2 | 3 | 4 | 3 | 2 | 1 | 2 | 1 | 1 | 2 | 2 | 3 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 90 |
| 125 | 2 | 4 | 3 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 2 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 105 |
| 126 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 109 |
| 127 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 137 |
| 128 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 139 |
| 129 | 3 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 139 |
| 130 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 137 |
| 131 | 4 | 4 | 4 | 5 | 3 | 5 | 5 | 4 | 5 | 3 | 5 | 2 | 3 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 127 |
| 132 | 3 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 118 |
| 133 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 140 |
| 134 | 3 | 5 | 5 | 5 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 4 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 129 |
| 135 | 4 | 5 | 5 | 5 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 136 |
| 136 | 3 | 3 | 3 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 112 |
| 137 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 129 |
| 138 | 4 | 5 | 5 | 5 | 3 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 3 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 135 |
| 139 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 139 |
| 140 | 3 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 129 |
| 141 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 108 |
| 142 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 136 |
| 143 | 4 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 135 |
| 144 | 3 | 3 | 3 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 112 |
| 145 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 130 |
| 146 | 4 | 5 | 5 | 5 | 3 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 3 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 135 |
| 147 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 3 | 5 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 139 |
| 148 | 3 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 129 |
| 149 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 108 |
| 150 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 136 |

**Lampiran 3**

**Hasil Jawaban Karakteristik Responden**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Jenis\_Kelamin** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Laki-Laki | 61 | 40.7 | 40.7 | 40.7 |
| perempuan | 89 | 59.3 | 59.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Usia** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 17-25 tahun | 69 | 46.0 | 46.0 | 46.0 |
| 26-35 tahun | 42 | 28.0 | 28.0 | 74.0 |
| 36-45 tahun | 39 | 26.0 | 26.0 | 100.0 |
|  |  |  |  |  |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Pekerjaan** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Mahasiswa | 70 | 46.7 | 46.7 | 46.7 |
| Pegawai Negeri Sipil | 23 | 15.3 | 15.3 | 62.0 |
| Pegawai Swasta | 38 | 25.3 | 25.3 | 87.3 |
| Wiraswasta | 19 | 12.7 | 12.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Membuka\_Aplikasi** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2x | 31 | 20.7 | 20.7 | 20.7 |
| 3x | 36 | 24.0 | 24.0 | 44.7 |
| 4x | 49 | 32.7 | 32.7 | 77.3 |
| 5x | 34 | 22.7 | 22.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Barang\_Dibeli** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Hijab | 21 | 14.0 | 14.0 | 14.0 |
| Make up | 47 | 31.3 | 31.3 | 45.3 |
| Baju | 33 | 22.0 | 22.0 | 67.3 |
| Celana | 28 | 18.7 | 18.7 | 86.0 |
| Sepatu | 13 | 8.7 | 8.7 | 94.7 |
| Tas | 8 | 5.3 | 5.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

**Lampiran 4**

**Hasil Jawaban Responden**

1. **Hasil Persentase Jawaban Responden Berdasarkan Kinerja**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 18 | 12.0 | 12.0 | 12.0 |
| 2 | 15 | 10.0 | 10.0 | 22.0 |
| 3 | 63 | 42.0 | 42.0 | 64.0 |
| 4 | 48 | 32.0 | 32.0 | 96.0 |
| 5 | 6 | 4.0 | 4.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 3 | 2.0 | 2.0 | 2.0 |
| 2 | 27 | 18.0 | 18.0 | 20.0 |
| 3 | 50 | 33.3 | 33.3 | 53.3 |
| 4 | 65 | 43.3 | 43.3 | 96.7 |
| 5 | 5 | 3.3 | 3.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 3 | 2.0 | 2.0 | 2.0 |
| 2 | 18 | 12.0 | 12.0 | 14.0 |
| 3 | 17 | 11.3 | 11.3 | 25.3 |
| 4 | 73 | 48.7 | 48.7 | 74.0 |
| 5 | 39 | 26.0 | 26.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 3 | 2.0 | 2.0 | 2.0 |
| 2 | 11 | 7.3 | 7.3 | 9.3 |
| 3 | 34 | 22.7 | 22.7 | 32.0 |
| 4 | 68 | 45.3 | 45.3 | 77.3 |
| 5 | 34 | 22.7 | 22.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 3 | 2.0 | 2.0 | 2.0 |
| 2 | 30 | 20.0 | 20.0 | 22.0 |
| 3 | 19 | 12.7 | 12.7 | 34.7 |
| 4 | 60 | 40.0 | 40.0 | 74.7 |
| 5 | 38 | 25.3 | 25.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 4 | 2.7 | 2.7 | 2.7 |
| 2 | 17 | 11.3 | 11.3 | 14.0 |
| 3 | 27 | 18.0 | 18.0 | 32.0 |
| 4 | 68 | 45.3 | 45.3 | 77.3 |
| 5 | 34 | 22.7 | 22.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 7 | 4.7 | 4.7 | 4.7 |
| 2 | 11 | 7.3 | 7.3 | 12.0 |
| 3 | 51 | 34.0 | 34.0 | 46.0 |
| 4 | 57 | 38.0 | 38.0 | 84.0 |
| 5 | 24 | 16.0 | 16.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 7 | 4.7 | 4.7 | 4.7 |
| 2 | 21 | 14.0 | 14.0 | 18.7 |
| 3 | 32 | 21.3 | 21.3 | 40.0 |
| 4 | 65 | 43.3 | 43.3 | 83.3 |
| 5 | 25 | 16.7 | 16.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 9 | 6.0 | 6.0 | 6.0 |
| 2 | 25 | 16.7 | 16.7 | 22.7 |
| 3 | 39 | 26.0 | 26.0 | 48.7 |
| 4 | 54 | 36.0 | 36.0 | 84.7 |
| 5 | 23 | 15.3 | 15.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 10 | 6.7 | 6.7 | 6.7 |
| 2 | 26 | 17.3 | 17.3 | 24.0 |
| 3 | 47 | 31.3 | 31.3 | 55.3 |
| 4 | 55 | 36.7 | 36.7 | 92.0 |
| 5 | 12 | 8.0 | 8.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K11** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 8 | 5.3 | 5.3 | 5.3 |
| 2 | 26 | 17.3 | 17.3 | 22.7 |
| 3 | 41 | 27.3 | 27.3 | 50.0 |
| 4 | 58 | 38.7 | 38.7 | 88.7 |
| 5 | 17 | 11.3 | 11.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K12** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 19 | 12.7 | 12.7 | 12.7 |
| 2 | 43 | 28.7 | 28.7 | 41.3 |
| 3 | 28 | 18.7 | 18.7 | 60.0 |
| 4 | 54 | 36.0 | 36.0 | 96.0 |
| 5 | 6 | 4.0 | 4.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K13** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 21 | 14.0 | 14.0 | 14.0 |
| 2 | 27 | 18.0 | 18.0 | 32.0 |
| 3 | 31 | 20.7 | 20.7 | 52.7 |
| 4 | 57 | 38.0 | 38.0 | 90.7 |
| 5 | 14 | 9.3 | 9.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K14** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 15 | 10.0 | 10.0 | 10.0 |
| 2 | 44 | 29.3 | 29.3 | 39.3 |
| 3 | 33 | 22.0 | 22.0 | 61.3 |
| 4 | 42 | 28.0 | 28.0 | 89.3 |
| 5 | 16 | 10.7 | 10.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K15** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 27 | 18.0 | 18.0 | 18.0 |
| 2 | 23 | 15.3 | 15.3 | 33.3 |
| 3 | 22 | 14.7 | 14.7 | 48.0 |
| 4 | 65 | 43.3 | 43.3 | 91.3 |
| 5 | 13 | 8.7 | 8.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K16** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 15 | 10.0 | 10.0 | 10.0 |
| 2 | 17 | 11.3 | 11.3 | 21.3 |
| 3 | 61 | 40.7 | 40.7 | 62.0 |
| 4 | 50 | 33.3 | 33.3 | 95.3 |
| 5 | 7 | 4.7 | 4.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K17** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 4 | 2.7 | 2.7 | 2.7 |
| 2 | 24 | 16.0 | 16.0 | 18.7 |
| 3 | 44 | 29.3 | 29.3 | 48.0 |
| 4 | 63 | 42.0 | 42.0 | 90.0 |
| 5 | 15 | 10.0 | 10.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K18** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 16 | 10.7 | 10.7 | 10.7 |
| 2 | 34 | 22.7 | 22.7 | 33.3 |
| 3 | 16 | 10.7 | 10.7 | 44.0 |
| 4 | 54 | 36.0 | 36.0 | 80.0 |
| 5 | 30 | 20.0 | 20.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K19** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 17 | 11.3 | 11.3 | 11.3 |
| 2 | 54 | 36.0 | 36.0 | 47.3 |
| 3 | 35 | 23.3 | 23.3 | 70.7 |
| 4 | 27 | 18.0 | 18.0 | 88.7 |
| 5 | 17 | 11.3 | 11.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K20** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 15 | 10.0 | 10.0 | 10.0 |
| 2 | 21 | 14.0 | 14.0 | 24.0 |
| 3 | 23 | 15.3 | 15.3 | 39.3 |
| 4 | 60 | 40.0 | 40.0 | 79.3 |
| 5 | 31 | 20.7 | 20.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K21** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 33 | 22.0 | 22.0 | 22.0 |
| 2 | 33 | 22.0 | 22.0 | 44.0 |
| 3 | 31 | 20.7 | 20.7 | 64.7 |
| 4 | 34 | 22.7 | 22.7 | 87.3 |
| 5 | 19 | 12.7 | 12.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K22** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 7 | 4.7 | 4.7 | 4.7 |
| 2 | 10 | 6.7 | 6.7 | 11.3 |
| 3 | 51 | 34.0 | 34.0 | 45.3 |
| 4 | 52 | 34.7 | 34.7 | 80.0 |
| 5 | 30 | 20.0 | 20.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K23** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 7 | 4.7 | 4.7 | 4.7 |
| 2 | 20 | 13.3 | 13.3 | 18.0 |
| 3 | 30 | 20.0 | 20.0 | 38.0 |
| 4 | 62 | 41.3 | 41.3 | 79.3 |
| 5 | 31 | 20.7 | 20.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K24** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 7 | 4.7 | 4.7 | 4.7 |
| 2 | 23 | 15.3 | 15.3 | 20.0 |
| 3 | 35 | 23.3 | 23.3 | 43.3 |
| 4 | 54 | 36.0 | 36.0 | 79.3 |
| 5 | 31 | 20.7 | 20.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K25** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 10 | 6.7 | 6.7 | 6.7 |
| 2 | 25 | 16.7 | 16.7 | 23.3 |
| 3 | 49 | 32.7 | 32.7 | 56.0 |
| 4 | 50 | 33.3 | 33.3 | 89.3 |
| 5 | 16 | 10.7 | 10.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K26** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 7 | 4.7 | 4.7 | 4.7 |
| 2 | 22 | 14.7 | 14.7 | 19.3 |
| 3 | 37 | 24.7 | 24.7 | 44.0 |
| 4 | 57 | 38.0 | 38.0 | 82.0 |
| 5 | 27 | 18.0 | 18.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K27** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 18 | 12.0 | 12.0 | 12.0 |
| 2 | 43 | 28.7 | 28.7 | 40.7 |
| 3 | 38 | 25.3 | 25.3 | 66.0 |
| 4 | 45 | 30.0 | 30.0 | 96.0 |
| 5 | 6 | 4.0 | 4.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K28** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 15 | 10.0 | 10.0 | 10.0 |
| 2 | 49 | 32.7 | 32.7 | 42.7 |
| 3 | 14 | 9.3 | 9.3 | 52.0 |
| 4 | 47 | 31.3 | 31.3 | 83.3 |
| 5 | 25 | 16.7 | 16.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K29** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 29 | 19.3 | 19.3 | 19.3 |
| 2 | 36 | 24.0 | 24.0 | 43.3 |
| 3 | 31 | 20.7 | 20.7 | 64.0 |
| 4 | 39 | 26.0 | 26.0 | 90.0 |
| 5 | 15 | 10.0 | 10.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **K30** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 30 | 20.0 | 20.0 | 20.0 |
| 2 | 40 | 26.7 | 26.7 | 46.7 |
| 3 | 20 | 13.3 | 13.3 | 60.0 |
| 4 | 50 | 33.3 | 33.3 | 93.3 |
| 5 | 10 | 6.7 | 6.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

1. **Hasil Persentase Jawaban Responden Berdasarkan Harapan**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H1** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 8 | 5.3 | 5.3 | 5.3 |
| 3 | 42 | 28.0 | 28.0 | 33.3 |
| 4 | 66 | 44.0 | 44.0 | 77.3 |
| 5 | 34 | 22.7 | 22.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H2** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 27 | 18.0 | 18.0 | 18.0 |
| 4 | 71 | 47.3 | 47.3 | 65.3 |
| 5 | 52 | 34.7 | 34.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H3** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 1 | .7 | .7 | .7 |
| 3 | 9 | 6.0 | 6.0 | 6.7 |
| 4 | 59 | 39.3 | 39.3 | 46.0 |
| 5 | 81 | 54.0 | 54.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H4** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 1.3 | 1.3 | 1.3 |
| 2 | 4 | 2.7 | 2.7 | 4.0 |
| 3 | 17 | 11.3 | 11.3 | 15.3 |
| 4 | 65 | 43.3 | 43.3 | 58.7 |
| 5 | 62 | 41.3 | 41.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H5** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 11 | 7.3 | 7.3 | 7.3 |
| 3 | 34 | 22.7 | 22.7 | 30.0 |
| 4 | 72 | 48.0 | 48.0 | 78.0 |
| 5 | 33 | 22.0 | 22.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H6** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 5 | 3.3 | 3.3 | 3.3 |
| 3 | 5 | 3.3 | 3.3 | 6.7 |
| 4 | 70 | 46.7 | 46.7 | 53.3 |
| 5 | 70 | 46.7 | 46.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H7** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 15 | 10.0 | 10.0 | 10.0 |
| 4 | 55 | 36.7 | 36.7 | 46.7 |
| 5 | 80 | 53.3 | 53.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H8** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 5 | 3.3 | 3.3 | 3.3 |
| 3 | 15 | 10.0 | 10.0 | 13.3 |
| 4 | 72 | 48.0 | 48.0 | 61.3 |
| 5 | 58 | 38.7 | 38.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H9** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 3 | 2.0 | 2.0 | 2.0 |
| 3 | 26 | 17.3 | 17.3 | 19.3 |
| 4 | 82 | 54.7 | 54.7 | 74.0 |
| 5 | 39 | 26.0 | 26.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H10** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 6 | 4.0 | 4.0 | 4.0 |
| 2 | 4 | 2.7 | 2.7 | 6.7 |
| 3 | 35 | 23.3 | 23.3 | 30.0 |
| 4 | 65 | 43.3 | 43.3 | 73.3 |
| 5 | 40 | 26.7 | 26.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H11** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 3 | 2.0 | 2.0 | 2.0 |
| 3 | 14 | 9.3 | 9.3 | 11.3 |
| 4 | 80 | 53.3 | 53.3 | 64.7 |
| 5 | 53 | 35.3 | 35.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H12** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 3 | 2.0 | 2.0 | 2.0 |
| 2 | 10 | 6.7 | 6.7 | 8.7 |
| 3 | 35 | 23.3 | 23.3 | 32.0 |
| 4 | 71 | 47.3 | 47.3 | 79.3 |
| 5 | 31 | 20.7 | 20.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H13** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 5 | 3.3 | 3.3 | 3.3 |
| 2 | 7 | 4.7 | 4.7 | 8.0 |
| 3 | 59 | 39.3 | 39.3 | 47.3 |
| 4 | 44 | 29.3 | 29.3 | 76.7 |
| 5 | 35 | 23.3 | 23.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H14** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 1.3 | 1.3 | 1.3 |
| 2 | 13 | 8.7 | 8.7 | 10.0 |
| 3 | 65 | 43.3 | 43.3 | 53.3 |
| 4 | 56 | 37.3 | 37.3 | 90.7 |
| 5 | 14 | 9.3 | 9.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H15** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 1.3 | 1.3 | 1.3 |
| 2 | 11 | 7.3 | 7.3 | 8.7 |
| 3 | 49 | 32.7 | 32.7 | 41.3 |
| 4 | 77 | 51.3 | 51.3 | 92.7 |
| 5 | 11 | 7.3 | 7.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H16** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 6 | 4.0 | 4.0 | 4.0 |
| 3 | 33 | 22.0 | 22.0 | 26.0 |
| 4 | 62 | 41.3 | 41.3 | 67.3 |
| 5 | 49 | 32.7 | 32.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H17** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 30 | 20.0 | 20.0 | 20.0 |
| 4 | 79 | 52.7 | 52.7 | 72.7 |
| 5 | 41 | 27.3 | 27.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H18** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 1.3 | 1.3 | 1.3 |
| 2 | 6 | 4.0 | 4.0 | 5.3 |
| 3 | 20 | 13.3 | 13.3 | 18.7 |
| 4 | 65 | 43.3 | 43.3 | 62.0 |
| 5 | 57 | 38.0 | 38.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H19** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 8 | 5.3 | 5.3 | 5.3 |
| 2 | 4 | 2.7 | 2.7 | 8.0 |
| 3 | 37 | 24.7 | 24.7 | 32.7 |
| 4 | 70 | 46.7 | 46.7 | 79.3 |
| 5 | 31 | 20.7 | 20.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H20** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 8 | 5.3 | 5.3 | 5.3 |
| 3 | 22 | 14.7 | 14.7 | 20.0 |
| 4 | 72 | 48.0 | 48.0 | 68.0 |
| 5 | 48 | 32.0 | 32.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H21** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 4 | 2.7 | 2.7 | 2.7 |
| 3 | 4 | 2.7 | 2.7 | 5.3 |
| 4 | 69 | 46.0 | 46.0 | 51.3 |
| 5 | 73 | 48.7 | 48.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H22** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3 | 15 | 10.0 | 10.0 | 10.0 |
| 4 | 56 | 37.3 | 37.3 | 47.3 |
| 5 | 79 | 52.7 | 52.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H23** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 4 | 2.7 | 2.7 | 2.7 |
| 3 | 12 | 8.0 | 8.0 | 10.7 |
| 4 | 70 | 46.7 | 46.7 | 57.3 |
| 5 | 64 | 42.7 | 42.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H24** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 2 | 1.3 | 1.3 | 1.3 |
| 3 | 28 | 18.7 | 18.7 | 20.0 |
| 4 | 78 | 52.0 | 52.0 | 72.0 |
| 5 | 42 | 28.0 | 28.0 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H25** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 4 | 2.7 | 2.7 | 2.7 |
| 2 | 4 | 2.7 | 2.7 | 5.3 |
| 3 | 28 | 18.7 | 18.7 | 24.0 |
| 4 | 61 | 40.7 | 40.7 | 64.7 |
| 5 | 53 | 35.3 | 35.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H26** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 2 | 2 | 1.3 | 1.3 | 1.3 |
| 3 | 15 | 10.0 | 10.0 | 11.3 |
| 4 | 72 | 48.0 | 48.0 | 59.3 |
| 5 | 61 | 40.7 | 40.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H27** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 1.3 | 1.3 | 1.3 |
| 2 | 8 | 5.3 | 5.3 | 6.7 |
| 3 | 28 | 18.7 | 18.7 | 25.3 |
| 4 | 68 | 45.3 | 45.3 | 70.7 |
| 5 | 44 | 29.3 | 29.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H28** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 4 | 2.7 | 2.7 | 2.7 |
| 2 | 6 | 4.0 | 4.0 | 6.7 |
| 3 | 38 | 25.3 | 25.3 | 32.0 |
| 4 | 49 | 32.7 | 32.7 | 64.7 |
| 5 | 53 | 35.3 | 35.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H29** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 1.3 | 1.3 | 1.3 |
| 2 | 10 | 6.7 | 6.7 | 8.0 |
| 3 | 59 | 39.3 | 39.3 | 47.3 |
| 4 | 54 | 36.0 | 36.0 | 83.3 |
| 5 | 25 | 16.7 | 16.7 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **H30** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 1 | 2 | 1.3 | 1.3 | 1.3 |
| 2 | 8 | 5.3 | 5.3 | 6.7 |
| 3 | 41 | 27.3 | 27.3 | 34.0 |
| 4 | 82 | 54.7 | 54.7 | 88.7 |
| 5 | 17 | 11.3 | 11.3 | 100.0 |
| Total | 150 | 100.0 | 100.0 |  |

**Lampiran 5**

**Hasil Uji Validitas**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | K1 | K2 | K3 | K4 | K5 | K6 | K7 | K8 | K9 | K10 | K11 | K12 | K13 | K14 | K15 | K16 | K17 | K18 | K19 | K20 | K21 | K22 | K23 | | | | | K24 | K25 | K26 | K27 | K28 | K29 | K30 | TOTAL\_K |
| K1 | Pearson Correlation | 1 | .530\*\* | .700\*\* | .659\*\* | .461\*\* | .674\*\* | .300 | .327\* | .269 | .379\* | .218 | .289 | .511\*\* | .546\*\* | .205 | .208 | .398\* | .300 | .385\* | .362\* | .312\* | .333\* | .410\* | .443\*\* | .473\*\* | .354\* | .121 | .275 | | .477\*\* | | .437\*\* | | .640\*\* | |
| Sig. (1-tailed) |  | .001 | .000 | .000 | .005 | .000 | .053 | .039 | .076 | .020 | .123 | .060 | .002 | .001 | .138 | .135 | .015 | .054 | .018 | .025 | .046 | .036 | .012 | .007 | .004 | .027 | .263 | .071 | | .004 | | .008 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K2 | Pearson Correlation | .530\*\* | 1 | .647\*\* | .716\*\* | .370\* | .724\*\* | .239 | .260 | .512\*\* | .362\* | .292 | .312\* | .320\* | .558\*\* | .290 | .293 | .148 | .283 | .312\* | .229 | .244 | .170 | .227 | .217 | .349\* | .217 | .326\* | .294 | | .301 | | .238 | | .575\*\* | |
|  | Sig. (1-tailed) | .001 |  | .000 | .000 | .022 | .000 | .101 | .083 | .002 | .025 | .059 | .047 | .042 | .001 | .060 | .058 | .218 | .065 | .047 | .112 | .097 | .185 | .114 | .125 | .029 | .125 | .039 | .057 | | .053 | | .102 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K3 | Pearson Correlation | .700\*\* | .647\*\* | 1 | .771\*\* | .481\*\* | .790\*\* | .329\* | .363\* | .197 | .424\*\* | .041 | .199 | .624\*\* | .658\*\* | .237 | .190 | .380\* | .432\*\* | .456\*\* | .176 | .220 | .210 | .406\* | .371\* | .474\*\* | .371\* | .254 | .364\* | | .491\*\* | | .407\* | | .644\*\* | |
| Sig. (1-tailed) | .000 | .000 |  | .000 | .004 | .000 | .038 | .024 | .149 | .010 | .414 | .146 | .000 | .000 | .103 | .158 | .019 | .009 | .006 | .176 | .121 | .133 | .013 | .022 | .004 | .022 | .088 | .024 | | .003 | | .013 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K4 | Pearson Correlation | .659\*\* | .716\*\* | .771\*\* | 1 | .486\*\* | .978\*\* | .289 | .279 | .456\*\* | .349\* | .261 | .409\* | .380\* | .637\*\* | .211 | .239 | .292 | .500\*\* | .431\*\* | .190 | .389\* | .409\* | .469\*\* | .437\*\* | .454\*\* | .380\* | .464\*\* | .390\* | | .470\*\* | | .386\* | | .710\*\* | |
| Sig. (1-tailed) | .000 | .000 | .000 |  | .003 | .000 | .060 | .068 | .006 | .029 | .081 | .012 | .019 | .000 | .131 | .101 | .059 | .002 | .009 | .157 | .017 | .012 | .005 | .008 | .006 | .019 | .005 | .017 | | .004 | | .018 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K5 | Pearson Correlation | .461\*\* | .370\* | .481\*\* | .486\*\* | 1 | .509\*\* | .402\* | .431\*\* | .329\* | .494\*\* | .272 | .238 | .357\* | .477\*\* | .362\* | .144 | .616\*\* | .476\*\* | .741\*\* | .365\* | .677\*\* | .608\*\* | .765\*\* | .874\*\* | .814\*\* | .874\*\* | .544\*\* | .671\*\* | | .716\*\* | | .536\*\* | | .790\*\* | |
| Sig. (1-tailed) | .005 | .022 | .004 | .003 |  | .002 | .014 | .009 | .038 | .003 | .073 | .102 | .026 | .004 | .025 | .223 | .000 | .004 | .000 | .024 | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .000 | | .000 | | .001 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K6 | Pearson Correlation | .674\*\* | .724\*\* | .790\*\* | .978\*\* | .509\*\* | 1 | .279 | .324\* | .497\*\* | .392\* | .315\* | .461\*\* | .417\* | .666\*\* | .235 | .257 | .279 | .534\*\* | .460\*\* | .192 | .422\* | .320\* | .498\*\* | .465\*\* | .429\*\* | .409\* | .441\*\* | .416\* | | .468\*\* | | .388\* | | .735\*\* | |
| Sig. (1-tailed) | .000 | .000 | .000 | .000 | .002 |  | .067 | .041 | .003 | .016 | .045 | .005 | .011 | .000 | .106 | .085 | .068 | .001 | .005 | .155 | .010 | .042 | .003 | .005 | .009 | .012 | .007 | .011 | | .005 | | .017 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K7 | Pearson Correlation | .300 | .239 | .329\* | .289 | .402\* | .279 | 1 | .967\*\* | .308\* | .932\*\* | .247 | .419\* | .348\* | .288 | .351\* | .323\* | .297 | .251 | .578\*\* | .618\*\* | .577\*\* | .327\* | .363\* | .304 | .322\* | .374\* | .406\* | .349\* | | .588\*\* | | .488\*\* | | .638\*\* | |
| Sig. (1-tailed) | .053 | .101 | .038 | .060 | .014 | .067 |  | .000 | .049 | .000 | .094 | .011 | .030 | .061 | .029 | .041 | .055 | .090 | .000 | .000 | .000 | .039 | .024 | .051 | .041 | .021 | .013 | .030 | | .000 | | .003 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K8 | Pearson Correlation | .327\* | .260 | .363\* | .279 | .431\*\* | .324\* | .967\*\* | 1 | .360\* | .967\*\* | .312\* | .482\*\* | .393\* | .331\* | .376\* | .341\* | .280 | .298 | .608\*\* | .607\*\* | .610\*\* | .220 | .401\* | .341\* | .294 | .409\* | .378\* | .381\* | | .581\*\* | | .486\*\* | | .668\*\* | |
| Sig. (1-tailed) | .039 | .083 | .024 | .068 | .009 | .041 | .000 |  | .025 | .000 | .047 | .004 | .016 | .037 | .020 | .033 | .067 | .055 | .000 | .000 | .000 | .122 | .014 | .033 | .057 | .012 | .020 | .019 | | .000 | | .003 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K9 | Pearson Correlation | .269 | .512\*\* | .197 | .456\*\* | .329\* | .497\*\* | .308\* | .360\* | 1 | .441\*\* | .838\*\* | .663\*\* | .015 | .176 | .225 | .087 | -.066 | .412\* | .393\* | .038 | .663\*\* | .189 | .397\* | .440\*\* | .281 | .352\* | .452\*\* | .328\* | | .158 | | .000 | | .554\*\* | |
| Sig. (1-tailed) | .076 | .002 | .149 | .006 | .038 | .003 | .049 | .025 |  | .007 | .000 | .000 | .469 | .176 | .116 | .324 | .365 | .012 | .016 | .421 | .000 | .158 | .015 | .007 | .067 | .028 | .006 | .038 | | .202 | | .500 | | .001 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K10 | Pearson Correlation | .379\* | .362\* | .424\*\* | .349\* | .494\*\* | .392\* | .932\*\* | .967\*\* | .441\*\* | 1 | .351\* | .527\*\* | .409\* | .399\* | .428\*\* | .385\* | .337\* | .368\* | .684\*\* | .642\*\* | .640\*\* | .281 | .469\*\* | .403\* | .361\* | .474\*\* | .452\*\* | .442\*\* | | .618\*\* | | .521\*\* | | .747\*\* | |
| Sig. (1-tailed) | .020 | .025 | .010 | .029 | .003 | .016 | .000 | .000 | .007 |  | .029 | .001 | .012 | .014 | .009 | .018 | .034 | .023 | .000 | .000 | .000 | .066 | .004 | .014 | .025 | .004 | .006 | .007 | | .000 | | .002 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K11 | Pearson Correlation | .218 | .292 | .041 | .261 | .272 | .315\* | .247 | .312\* | .838\*\* | .351\* | 1 | .676\*\* | .020 | .083 | .134 | -.036 | -.162 | .383\* | .385\* | .077 | .620\*\* | .259 | .331\* | .385\* | .198 | .385\* | .227 | .209 | | .108 | | -.026 | | .450\*\* | |
| Sig. (1-tailed) | .123 | .059 | .414 | .081 | .073 | .045 | .094 | .047 | .000 | .029 |  | .000 | .458 | .331 | .239 | .424 | .196 | .018 | .018 | .342 | .000 | .084 | .037 | .018 | .147 | .018 | .114 | .134 | | .285 | | .445 | | .006 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K12 | Pearson Correlation | .289 | .312\* | .199 | .409\* | .238 | .461\*\* | .419\* | .482\*\* | .663\*\* | .527\*\* | .676\*\* | 1 | .236 | .303 | .363\* | .357\* | .006 | .495\*\* | .427\*\* | .373\* | .462\*\* | .186 | .301 | .277 | .078 | .225 | .273 | .161 | | .272 | | .104 | | .560\*\* | |
| Sig. (1-tailed) | .060 | .047 | .146 | .012 | .102 | .005 | .011 | .004 | .000 | .001 | .000 |  | .105 | .052 | .024 | .026 | .486 | .003 | .009 | .021 | .005 | .163 | .053 | .070 | .341 | .116 | .072 | .198 | | .073 | | .292 | | .001 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K13 | Pearson Correlation | .511\*\* | .320\* | .624\*\* | .380\* | .357\* | .417\* | .348\* | .393\* | .015 | .409\* | .020 | .236 | 1 | .736\*\* | .439\*\* | .369\* | .548\*\* | .443\*\* | .496\*\* | .313\* | .235 | .164 | .326\* | .266 | .278 | .266 | .046 | .319\* | | .521\*\* | | .386\* | | .569\*\* | |
| Sig. (1-tailed) | .002 | .042 | .000 | .019 | .026 | .011 | .030 | .016 | .469 | .012 | .458 | .105 |  | .000 | .008 | .022 | .001 | .007 | .003 | .046 | .106 | .194 | .039 | .078 | .069 | .078 | .405 | .043 | | .002 | | .018 | | .001 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K14 | Pearson Correlation | .546\*\* | .558\*\* | .658\*\* | .637\*\* | .477\*\* | .666\*\* | .288 | .331\* | .176 | .399\* | .083 | .303 | .736\*\* | 1 | .687\*\* | .635\*\* | .679\*\* | .542\*\* | .501\*\* | .407\* | .252 | .297 | .390\* | .335\* | .300 | .395\* | .190 | .368\* | | .461\*\* | | .368\* | | .702\*\* | |
| Sig. (1-tailed) | .001 | .001 | .000 | .000 | .004 | .000 | .061 | .037 | .176 | .014 | .331 | .052 | .000 |  | .000 | .000 | .000 | .001 | .002 | .013 | .090 | .055 | .017 | .035 | .053 | .015 | .157 | .023 | | .005 | | .023 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K15 | Pearson Correlation | .205 | .290 | .237 | .211 | .362\* | .235 | .351\* | .376\* | .225 | .428\*\* | .134 | .363\* | .439\*\* | .687\*\* | 1 | .821\*\* | .659\*\* | .532\*\* | .412\* | .357\* | .323\* | .195 | .289 | .236 | .228 | .291 | .139 | .372\* | | .335\* | | .229 | | .565\*\* | |
| Sig. (1-tailed) | .138 | .060 | .103 | .131 | .025 | .106 | .029 | .020 | .116 | .009 | .239 | .024 | .008 | .000 |  | .000 | .000 | .001 | .012 | .026 | .041 | .150 | .061 | .105 | .113 | .060 | .232 | .021 | | .035 | | .111 | | .001 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K16 | Pearson Correlation | .208 | .293 | .190 | .239 | .144 | .257 | .323\* | .341\* | .087 | .385\* | -.036 | .357\* | .369\* | .635\*\* | .821\*\* | 1 | .568\*\* | .422\* | .201 | .523\*\* | .138 | .074 | .190 | .069 | .067 | .069 | .094 | .257 | | .248 | | .246 | | .457\*\* | |
| Sig. (1-tailed) | .135 | .058 | .158 | .101 | .223 | .085 | .041 | .033 | .324 | .018 | .424 | .026 | .022 | .000 | .000 |  | .001 | .010 | .143 | .002 | .233 | .348 | .157 | .359 | .362 | .359 | .311 | .085 | | .093 | | .095 | | .006 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K17 | Pearson Correlation | .398\* | .148 | .380\* | .292 | .616\*\* | .279 | .297 | .280 | -.066 | .337\* | -.162 | .006 | .548\*\* | .679\*\* | .659\*\* | .568\*\* | 1 | .559\*\* | .467\*\* | .411\* | .289 | .458\*\* | .500\*\* | .527\*\* | .560\*\* | .579\*\* | .205 | .476\*\* | | .543\*\* | | .439\*\* | | .605\*\* | |
| Sig. (1-tailed) | .015 | .218 | .019 | .059 | .000 | .068 | .055 | .067 | .365 | .034 | .196 | .486 | .001 | .000 | .000 | .001 |  | .001 | .005 | .012 | .061 | .005 | .002 | .001 | .001 | .000 | .139 | .004 | | .001 | | .008 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K18 | Pearson Correlation | .300 | .283 | .432\*\* | .500\*\* | .476\*\* | .534\*\* | .251 | .298 | .412\* | .368\* | .383\* | .495\*\* | .443\*\* | .542\*\* | .532\*\* | .422\* | .559\*\* | 1 | .513\*\* | .117 | .433\*\* | .365\* | .544\*\* | .543\*\* | .447\*\* | .475\*\* | .256 | .422\* | | .427\*\* | | .373\* | | .670\*\* | |
| Sig. (1-tailed) | .054 | .065 | .009 | .002 | .004 | .001 | .090 | .055 | .012 | .023 | .018 | .003 | .007 | .001 | .001 | .010 | .001 |  | .002 | .270 | .008 | .024 | .001 | .001 | .007 | .004 | .086 | .010 | | .009 | | .021 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K19 | Pearson Correlation | .385\* | .312\* | .456\*\* | .431\*\* | .741\*\* | .460\*\* | .578\*\* | .608\*\* | .393\* | .684\*\* | .385\* | .427\*\* | .496\*\* | .501\*\* | .412\* | .201 | .467\*\* | .513\*\* | 1 | .436\*\* | .730\*\* | .588\*\* | .762\*\* | .702\*\* | .626\*\* | .780\*\* | .670\*\* | .679\*\* | | .701\*\* | | .600\*\* | | .823\*\* | |
| Sig. (1-tailed) | .018 | .047 | .006 | .009 | .000 | .005 | .000 | .000 | .016 | .000 | .018 | .009 | .003 | .002 | .012 | .143 | .005 | .002 |  | .008 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | | .000 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K20 | Pearson Correlation | .362\* | .229 | .176 | .190 | .365\* | .192 | .618\*\* | .607\*\* | .038 | .642\*\* | .077 | .373\* | .313\* | .407\* | .357\* | .523\*\* | .411\* | .117 | .436\*\* | 1 | .338\* | .473\*\* | .394\* | .293 | .286 | .366\* | .361\* | .319\* | | .625\*\* | | .523\*\* | | .559\*\* | |
| Sig. (1-tailed) | .025 | .112 | .176 | .157 | .024 | .155 | .000 | .000 | .421 | .000 | .342 | .021 | .046 | .013 | .026 | .002 | .012 | .270 | .008 |  | .034 | .004 | .016 | .058 | .063 | .023 | .025 | .043 | | .000 | | .002 | | .001 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K21 | Pearson Correlation | .312\* | .244 | .220 | .389\* | .677\*\* | .422\* | .577\*\* | .610\*\* | .663\*\* | .640\*\* | .620\*\* | .462\*\* | .235 | .252 | .323\* | .138 | .289 | .433\*\* | .730\*\* | .338\* | 1 | .581\*\* | .803\*\* | .771\*\* | .644\*\* | .725\*\* | .701\*\* | .747\*\* | | .651\*\* | | .491\*\* | | .781\*\* | |
| Sig. (1-tailed) | .046 | .097 | .121 | .017 | .000 | .010 | .000 | .000 | .000 | .000 | .000 | .005 | .106 | .090 | .041 | .233 | .061 | .008 | .000 | .034 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | | .003 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K22 | Pearson Correlation | .333\* | .170 | .210 | .409\* | .608\*\* | .320\* | .327\* | .220 | .189 | .281 | .259 | .186 | .164 | .297 | .195 | .074 | .458\*\* | .365\* | .588\*\* | .473\*\* | .581\*\* | 1 | .704\*\* | .636\*\* | .704\*\* | .709\*\* | .589\*\* | .547\*\* | | .703\*\* | | .618\*\* | | .624\*\* | |
| Sig. (1-tailed) | .036 | .185 | .133 | .012 | .000 | .042 | .039 | .122 | .158 | .066 | .084 | .163 | .194 | .055 | .150 | .348 | .005 | .024 | .000 | .004 | .000 |  | .000 | .000 | .000 | .000 | .000 | .001 | | .000 | | .000 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K23 | Pearson Correlation | .410\* | .227 | .406\* | .469\*\* | .765\*\* | .498\*\* | .363\* | .401\* | .397\* | .469\*\* | .331\* | .301 | .326\* | .390\* | .289 | .190 | .500\*\* | .544\*\* | .762\*\* | .394\* | .803\*\* | .704\*\* | 1 | .910\*\* | .837\*\* | .825\*\* | .712\*\* | .901\*\* | | .779\*\* | | .671\*\* | | .809\*\* | |
| Sig. (1-tailed) | .012 | .114 | .013 | .005 | .000 | .003 | .024 | .014 | .015 | .004 | .037 | .053 | .039 | .017 | .061 | .157 | .002 | .001 | .000 | .016 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | | .000 | | .000 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K24 | Pearson Correlation | .443\*\* | .217 | .371\* | .437\*\* | .874\*\* | .465\*\* | .304 | .341\* | .440\*\* | .403\* | .385\* | .277 | .266 | .335\* | .236 | .069 | .527\*\* | .543\*\* | .702\*\* | .293 | .771\*\* | .636\*\* | .910\*\* | 1 | .865\*\* | .864\*\* | .619\*\* | .762\*\* | | .653\*\* | | .499\*\* | | .761\*\* | |
| Sig. (1-tailed) | .007 | .125 | .022 | .008 | .000 | .005 | .051 | .033 | .007 | .014 | .018 | .070 | .078 | .035 | .105 | .359 | .001 | .001 | .000 | .058 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | | .000 | | .002 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K25 | Pearson Correlation | .473\*\* | .349\* | .474\*\* | .454\*\* | .814\*\* | .429\*\* | .322\* | .294 | .281 | .361\* | .198 | .078 | .278 | .300 | .228 | .067 | .560\*\* | .447\*\* | .626\*\* | .286 | .644\*\* | .704\*\* | .837\*\* | .865\*\* | 1 | .795\*\* | .597\*\* | .784\*\* | | .714\*\* | | .565\*\* | | .720\*\* | |
| Sig. (1-tailed) | .004 | .029 | .004 | .006 | .000 | .009 | .041 | .057 | .067 | .025 | .147 | .341 | .069 | .053 | .113 | .362 | .001 | .007 | .000 | .063 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | | .000 | | .001 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K26 | Pearson Correlation | .354\* | .217 | .371\* | .380\* | .874\*\* | .409\* | .374\* | .409\* | .352\* | .474\*\* | .385\* | .225 | .266 | .395\* | .291 | .069 | .579\*\* | .475\*\* | .780\*\* | .366\* | .725\*\* | .709\*\* | .825\*\* | .864\*\* | .795\*\* | 1 | .619\*\* | .678\*\* | | .653\*\* | | .499\*\* | | .752\*\* | |
| Sig. (1-tailed) | .027 | .125 | .022 | .019 | .000 | .012 | .021 | .012 | .028 | .004 | .018 | .116 | .078 | .015 | .060 | .359 | .000 | .004 | .000 | .023 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | | .000 | | .002 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K27 | Pearson Correlation | .121 | .326\* | .254 | .464\*\* | .544\*\* | .441\*\* | .406\* | .378\* | .452\*\* | .452\*\* | .227 | .273 | .046 | .190 | .139 | .094 | .205 | .256 | .670\*\* | .361\* | .701\*\* | .589\*\* | .712\*\* | .619\*\* | .597\*\* | .619\*\* | 1 | .666\*\* | | .588\*\* | | .405\* | | .619\*\* | |
| Sig. (1-tailed) | .263 | .039 | .088 | .005 | .001 | .007 | .013 | .020 | .006 | .006 | .114 | .072 | .405 | .157 | .232 | .311 | .139 | .086 | .000 | .025 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | | .000 | | .013 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K28 | Pearson Correlation | .275 | .294 | .364\* | .390\* | .671\*\* | .416\* | .349\* | .381\* | .328\* | .442\*\* | .209 | .161 | .319\* | .368\* | .372\* | .257 | .476\*\* | .422\* | .679\*\* | .319\* | .747\*\* | .547\*\* | .901\*\* | .762\*\* | .784\*\* | .678\*\* | .666\*\* | 1 | | .723\*\* | | .605\*\* | | .724\*\* | |
| Sig. (1-tailed) | .071 | .057 | .024 | .017 | .000 | .011 | .030 | .019 | .038 | .007 | .134 | .198 | .043 | .023 | .021 | .085 | .004 | .010 | .000 | .043 | .000 | .001 | .000 | .000 | .000 | .000 | .000 |  | | .000 | | .000 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K29 | Pearson Correlation | .477\*\* | .301 | .491\*\* | .470\*\* | .716\*\* | .468\*\* | .588\*\* | .581\*\* | .158 | .618\*\* | .108 | .272 | .521\*\* | .461\*\* | .335\* | .248 | .543\*\* | .427\*\* | .701\*\* | .625\*\* | .651\*\* | .703\*\* | .779\*\* | .653\*\* | .714\*\* | .653\*\* | .588\*\* | .723\*\* | | 1 | | .818\*\* | | .797\*\* | |
| Sig. (1-tailed) | .004 | .053 | .003 | .004 | .000 | .005 | .000 | .000 | .202 | .000 | .285 | .073 | .002 | .005 | .035 | .093 | .001 | .009 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |  | | .000 | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| K30 | Pearson Correlation | .437\*\* | .238 | .407\* | .386\* | .536\*\* | .388\* | .488\*\* | .486\*\* | .000 | .521\*\* | -.026 | .104 | .386\* | .368\* | .229 | .246 | .439\*\* | .373\* | .600\*\* | .523\*\* | .491\*\* | .618\*\* | .671\*\* | .499\*\* | .565\*\* | .499\*\* | .405\* | .605\*\* | | .818\*\* | | 1 | | .638\*\* | |
| Sig. (1-tailed) | .008 | .102 | .013 | .018 | .001 | .017 | .003 | .003 | .500 | .002 | .445 | .292 | .018 | .023 | .111 | .095 | .008 | .021 | .000 | .002 | .003 | .000 | .000 | .002 | .001 | .002 | .013 | .000 | | .000 | |  | | .000 | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |
| TOTAL\_K | Pearson Correlation | .640\*\* | .575\*\* | .644\*\* | .710\*\* | .790\*\* | .735\*\* | .638\*\* | .668\*\* | .554\*\* | .747\*\* | .450\*\* | .560\*\* | .569\*\* | .702\*\* | .565\*\* | .457\*\* | .605\*\* | .670\*\* | .823\*\* | .559\*\* | .781\*\* | .624\*\* | .809\*\* | .761\*\* | .720\*\* | .752\*\* | .619\*\* | .724\*\* | | .797\*\* | | .638\*\* | | 1 | |
| Sig. (1-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .000 | .006 | .001 | .001 | .000 | .001 | .006 | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | | .000 | |  | |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | | 30 | | 30 | | 30 | |

|  |
| --- |
| **Correlations** |
|  | | H1 | H2 | H3 | H4 | H5 | H6 | H7 | H8 | H9 | H10 | H11 | H12 | H13 | H14 | H15 | H16 | H17 | H18 | H19 | H20 | H21 | H22 | H23 | H24 | H25 | H26 | H27 | H28 | H29 | H30 | TOTAL\_H |
| H1 | Pearson Correlation | 1 | .436\*\* | .730\*\* | .686\*\* | .588\*\* | .762\*\* | .702\*\* | .686\*\* | .523\*\* | .626\*\* | .780\*\* | .670\*\* | .679\*\* | .701\*\* | .600\*\* | .488\*\* | .706\*\* | .732\*\* | .385\* | .312\* | .456\*\* | .741\*\* | .460\*\* | .578\*\* | .393\* | .684\*\* | .385\* | .496\*\* | .501\*\* | .412\* | .855\*\* |
| Sig. (1-tailed) |  | .008 | .000 | .000 | .000 | .000 | .000 | .000 | .002 | .000 | .000 | .000 | .000 | .000 | .000 | .003 | .000 | .000 | .018 | .047 | .006 | .000 | .005 | .000 | .016 | .000 | .018 | .003 | .002 | .012 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H2 | Pearson Correlation | .436\*\* | 1 | .338\* | .388\* | .473\*\* | .394\* | .293 | .432\*\* | .421\* | .286 | .366\* | .361\* | .319\* | .625\*\* | .523\*\* | .694\*\* | .286 | .430\*\* | .362\* | .229 | .176 | .365\* | .192 | .618\*\* | .038 | .642\*\* | .077 | .313\* | .407\* | .357\* | .560\*\* |
| Sig. (1-tailed) | .008 |  | .034 | .017 | .004 | .016 | .058 | .009 | .010 | .063 | .023 | .025 | .043 | .000 | .002 | .000 | .063 | .009 | .025 | .112 | .176 | .024 | .155 | .000 | .421 | .000 | .342 | .046 | .013 | .026 | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H3 | Pearson Correlation | .730\*\* | .338\* | 1 | .610\*\* | .581\*\* | .803\*\* | .771\*\* | .574\*\* | .487\*\* | .644\*\* | .725\*\* | .701\*\* | .747\*\* | .651\*\* | .491\*\* | .292 | .644\*\* | .633\*\* | .312\* | .244 | .220 | .677\*\* | .422\* | .577\*\* | .663\*\* | .640\*\* | .620\*\* | .235 | .252 | .323\* | .805\*\* |
| Sig. (1-tailed) | .000 | .034 |  | .000 | .000 | .000 | .000 | .000 | .003 | .000 | .000 | .000 | .000 | .000 | .003 | .059 | .000 | .000 | .046 | .097 | .121 | .000 | .010 | .000 | .000 | .000 | .000 | .106 | .090 | .041 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H4 | Pearson Correlation | .686\*\* | .388\* | .610\*\* | 1 | .513\*\* | .656\*\* | .681\*\* | .622\*\* | .456\*\* | .644\*\* | .681\*\* | .521\*\* | .550\*\* | .643\*\* | .486\*\* | .357\* | .574\*\* | .639\*\* | .371\* | .497\*\* | .363\* | .739\*\* | .435\*\* | .336\* | .536\*\* | .469\*\* | .456\*\* | .336\* | .390\* | .376\* | .774\*\* |
| Sig. (1-tailed) | .000 | .017 | .000 |  | .002 | .000 | .000 | .000 | .006 | .000 | .000 | .002 | .001 | .000 | .003 | .026 | .000 | .000 | .022 | .003 | .024 | .000 | .008 | .035 | .001 | .004 | .006 | .035 | .017 | .020 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H5 | Pearson Correlation | .588\*\* | .473\*\* | .581\*\* | .513\*\* | 1 | .704\*\* | .636\*\* | .622\*\* | .562\*\* | .704\*\* | .709\*\* | .589\*\* | .547\*\* | .703\*\* | .618\*\* | .382\* | .780\*\* | .746\*\* | .333\* | .170 | .210 | .608\*\* | .320\* | .327\* | .189 | .281 | .259 | .164 | .297 | .195 | .694\*\* |
| Sig. (1-tailed) | .000 | .004 | .000 | .002 |  | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .001 | .000 | .000 | .019 | .000 | .000 | .036 | .185 | .133 | .000 | .042 | .039 | .158 | .066 | .084 | .194 | .055 | .150 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H6 | Pearson Correlation | .762\*\* | .394\* | .803\*\* | .656\*\* | .704\*\* | 1 | .910\*\* | .812\*\* | .572\*\* | .837\*\* | .825\*\* | .712\*\* | .901\*\* | .779\*\* | .671\*\* | .342\* | .837\*\* | .767\*\* | .410\* | .227 | .406\* | .765\*\* | .498\*\* | .363\* | .397\* | .469\*\* | .331\* | .326\* | .390\* | .289 | .859\*\* |
| Sig. (1-tailed) | .000 | .016 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .032 | .000 | .000 | .012 | .114 | .013 | .000 | .003 | .024 | .015 | .004 | .037 | .039 | .017 | .061 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H7 | Pearson Correlation | .702\*\* | .293 | .771\*\* | .681\*\* | .636\*\* | .910\*\* | 1 | .815\*\* | .522\*\* | .865\*\* | .864\*\* | .619\*\* | .762\*\* | .653\*\* | .499\*\* | .230 | .725\*\* | .693\*\* | .443\*\* | .217 | .371\* | .874\*\* | .465\*\* | .304 | .440\*\* | .403\* | .385\* | .266 | .335\* | .236 | .808\*\* |
| Sig. (1-tailed) | .000 | .058 | .000 | .000 | .000 | .000 |  | .000 | .002 | .000 | .000 | .000 | .000 | .000 | .002 | .111 | .000 | .000 | .007 | .125 | .022 | .000 | .005 | .051 | .007 | .014 | .018 | .078 | .035 | .105 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H8 | Pearson Correlation | .686\*\* | .432\*\* | .574\*\* | .622\*\* | .622\*\* | .812\*\* | .815\*\* | 1 | .528\*\* | .654\*\* | .736\*\* | .531\*\* | .539\*\* | .626\*\* | .592\*\* | .307\* | .654\*\* | .678\*\* | .450\*\* | .146 | .411\* | .702\*\* | .469\*\* | .346\* | .326\* | .455\*\* | .306 | .240 | .379\* | .187 | .748\*\* |
| Sig. (1-tailed) | .000 | .009 | .000 | .000 | .000 | .000 | .000 |  | .001 | .000 | .000 | .001 | .001 | .000 | .000 | .050 | .000 | .000 | .006 | .221 | .012 | .000 | .004 | .031 | .039 | .006 | .050 | .101 | .020 | .161 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H9 | Pearson Correlation | .523\*\* | .421\* | .487\*\* | .456\*\* | .562\*\* | .572\*\* | .522\*\* | .528\*\* | 1 | .604\*\* | .392\* | .615\*\* | .487\*\* | .528\*\* | .502\*\* | .480\*\* | .604\*\* | .536\*\* | .466\*\* | .397\* | .337\* | .443\*\* | .321\* | .403\* | .295 | .409\* | .138 | .164 | .170 | .104 | .641\*\* |
| Sig. (1-tailed) | .002 | .010 | .003 | .006 | .001 | .000 | .002 | .001 |  | .000 | .016 | .000 | .003 | .001 | .002 | .004 | .000 | .001 | .005 | .015 | .035 | .007 | .042 | .014 | .057 | .012 | .233 | .194 | .185 | .292 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H10 | Pearson Correlation | .626\*\* | .286 | .644\*\* | .644\*\* | .704\*\* | .837\*\* | .865\*\* | .654\*\* | .604\*\* | 1 | .795\*\* | .597\*\* | .784\*\* | .714\*\* | .565\*\* | .292 | .784\*\* | .685\*\* | .473\*\* | .349\* | .474\*\* | .814\*\* | .429\*\* | .322\* | .281 | .361\* | .198 | .278 | .300 | .228 | .784\*\* |
| Sig. (1-tailed) | .000 | .063 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .001 | .059 | .000 | .000 | .004 | .029 | .004 | .000 | .009 | .041 | .067 | .025 | .147 | .069 | .053 | .113 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H11 | Pearson Correlation | .780\*\* | .366\* | .725\*\* | .681\*\* | .709\*\* | .825\*\* | .864\*\* | .736\*\* | .392\* | .795\*\* | 1 | .619\*\* | .678\*\* | .653\*\* | .499\*\* | .230 | .654\*\* | .613\*\* | .354\* | .217 | .371\* | .874\*\* | .409\* | .374\* | .352\* | .474\*\* | .385\* | .266 | .395\* | .291 | .786\*\* |
| Sig. (1-tailed) | .000 | .023 | .000 | .000 | .000 | .000 | .000 | .000 | .016 | .000 |  | .000 | .000 | .000 | .002 | .111 | .000 | .000 | .027 | .125 | .022 | .000 | .012 | .021 | .028 | .004 | .018 | .078 | .015 | .060 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H12 | Pearson Correlation | .670\*\* | .361\* | .701\*\* | .521\*\* | .589\*\* | .712\*\* | .619\*\* | .531\*\* | .615\*\* | .597\*\* | .619\*\* | 1 | .666\*\* | .588\*\* | .405\* | .326\* | .671\*\* | .726\*\* | .121 | .326\* | .254 | .544\*\* | .441\*\* | .406\* | .452\*\* | .452\*\* | .227 | .046 | .190 | .139 | .684\*\* |
| Sig. (1-tailed) | .000 | .025 | .000 | .002 | .000 | .000 | .000 | .001 | .000 | .000 | .000 |  | .000 | .000 | .013 | .039 | .000 | .000 | .263 | .039 | .088 | .001 | .007 | .013 | .006 | .006 | .114 | .405 | .157 | .232 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H13 | Pearson Correlation | .679\*\* | .319\* | .747\*\* | .550\*\* | .547\*\* | .901\*\* | .762\*\* | .539\*\* | .487\*\* | .784\*\* | .678\*\* | .666\*\* | 1 | .723\*\* | .605\*\* | .272 | .784\*\* | .695\*\* | .275 | .294 | .364\* | .671\*\* | .416\* | .349\* | .328\* | .442\*\* | .209 | .319\* | .368\* | .372\* | .762\*\* |
| Sig. (1-tailed) | .000 | .043 | .000 | .001 | .001 | .000 | .000 | .001 | .003 | .000 | .000 | .000 |  | .000 | .000 | .073 | .000 | .000 | .071 | .057 | .024 | .000 | .011 | .030 | .038 | .007 | .134 | .043 | .023 | .021 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H14 | Pearson Correlation | .701\*\* | .625\*\* | .651\*\* | .643\*\* | .703\*\* | .779\*\* | .653\*\* | .626\*\* | .528\*\* | .714\*\* | .653\*\* | .588\*\* | .723\*\* | 1 | .818\*\* | .572\*\* | .777\*\* | .766\*\* | .477\*\* | .301 | .491\*\* | .716\*\* | .468\*\* | .588\*\* | .158 | .618\*\* | .108 | .521\*\* | .461\*\* | .335\* | .839\*\* |
| Sig. (1-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .004 | .053 | .003 | .000 | .005 | .000 | .202 | .000 | .285 | .002 | .005 | .035 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H15 | Pearson Correlation | .600\*\* | .523\*\* | .491\*\* | .486\*\* | .618\*\* | .671\*\* | .499\*\* | .592\*\* | .502\*\* | .565\*\* | .499\*\* | .405\* | .605\*\* | .818\*\* | 1 | .562\*\* | .719\*\* | .673\*\* | .437\*\* | .238 | .407\* | .536\*\* | .388\* | .488\*\* | .000 | .521\*\* | -.026 | .386\* | .368\* | .229 | .691\*\* |
| Sig. (1-tailed) | .000 | .002 | .003 | .003 | .000 | .000 | .002 | .000 | .002 | .001 | .002 | .013 | .000 | .000 |  | .001 | .000 | .000 | .008 | .102 | .013 | .001 | .017 | .003 | .500 | .002 | .445 | .018 | .023 | .111 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H16 | Pearson Correlation | .488\*\* | .694\*\* | .292 | .357\* | .382\* | .342\* | .230 | .307\* | .480\*\* | .292 | .230 | .326\* | .272 | .572\*\* | .562\*\* | 1 | .357\* | .490\*\* | .545\*\* | .276 | .352\* | .279 | .366\* | .589\*\* | .049 | .541\*\* | .022 | .449\*\* | .395\* | .362\* | .573\*\* |
| Sig. (1-tailed) | .003 | .000 | .059 | .026 | .019 | .032 | .111 | .050 | .004 | .059 | .111 | .039 | .073 | .000 | .001 |  | .027 | .003 | .001 | .070 | .028 | .068 | .023 | .000 | .399 | .001 | .454 | .006 | .015 | .025 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H17 | Pearson Correlation | .706\*\* | .286 | .644\*\* | .574\*\* | .780\*\* | .837\*\* | .725\*\* | .654\*\* | .604\*\* | .784\*\* | .654\*\* | .671\*\* | .784\*\* | .777\*\* | .719\*\* | .357\* | 1 | .850\*\* | .473\*\* | .349\* | .474\*\* | .656\*\* | .544\*\* | .250 | .235 | .288 | .198 | .336\* | .361\* | .116 | .787\*\* |
| Sig. (1-tailed) | .000 | .063 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .027 |  | .000 | .004 | .029 | .004 | .000 | .001 | .091 | .105 | .061 | .147 | .035 | .025 | .271 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H18 | Pearson Correlation | .732\*\* | .430\*\* | .633\*\* | .639\*\* | .746\*\* | .767\*\* | .693\*\* | .678\*\* | .536\*\* | .685\*\* | .613\*\* | .726\*\* | .695\*\* | .766\*\* | .673\*\* | .490\*\* | .850\*\* | 1 | .311\* | .254 | .298 | .663\*\* | .415\* | .356\* | .258 | .389\* | .169 | .245 | .324\* | .341\* | .767\*\* |
| Sig. (1-tailed) | .000 | .009 | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .003 | .000 |  | .047 | .087 | .055 | .000 | .011 | .027 | .084 | .017 | .186 | .096 | .040 | .033 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H19 | Pearson Correlation | .385\* | .362\* | .312\* | .371\* | .333\* | .410\* | .443\*\* | .450\*\* | .466\*\* | .473\*\* | .354\* | .121 | .275 | .477\*\* | .437\*\* | .545\*\* | .473\*\* | .311\* | 1 | .530\*\* | .700\*\* | .461\*\* | .674\*\* | .300 | .269 | .379\* | .218 | .511\*\* | .546\*\* | .205 | .643\*\* |
| Sig. (1-tailed) | .018 | .025 | .046 | .022 | .036 | .012 | .007 | .006 | .005 | .004 | .027 | .263 | .071 | .004 | .008 | .001 | .004 | .047 |  | .001 | .000 | .005 | .000 | .053 | .076 | .020 | .123 | .002 | .001 | .138 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H20 | Pearson Correlation | .312\* | .229 | .244 | .497\*\* | .170 | .227 | .217 | .146 | .397\* | .349\* | .217 | .326\* | .294 | .301 | .238 | .276 | .349\* | .254 | .530\*\* | 1 | .647\*\* | .370\* | .724\*\* | .239 | .512\*\* | .362\* | .292 | .320\* | .558\*\* | .290 | .556\*\* |
| Sig. (1-tailed) | .047 | .112 | .097 | .003 | .185 | .114 | .125 | .221 | .015 | .029 | .125 | .039 | .057 | .053 | .102 | .070 | .029 | .087 | .001 |  | .000 | .022 | .000 | .101 | .002 | .025 | .059 | .042 | .001 | .060 | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H21 | Pearson Correlation | .456\*\* | .176 | .220 | .363\* | .210 | .406\* | .371\* | .411\* | .337\* | .474\*\* | .371\* | .254 | .364\* | .491\*\* | .407\* | .352\* | .474\*\* | .298 | .700\*\* | .647\*\* | 1 | .481\*\* | .790\*\* | .329\* | .197 | .424\*\* | .041 | .624\*\* | .658\*\* | .237 | .623\*\* |
| Sig. (1-tailed) | .006 | .176 | .121 | .024 | .133 | .013 | .022 | .012 | .035 | .004 | .022 | .088 | .024 | .003 | .013 | .028 | .004 | .055 | .000 | .000 |  | .004 | .000 | .038 | .149 | .010 | .414 | .000 | .000 | .103 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H22 | Pearson Correlation | .741\*\* | .365\* | .677\*\* | .739\*\* | .608\*\* | .765\*\* | .874\*\* | .702\*\* | .443\*\* | .814\*\* | .874\*\* | .544\*\* | .671\*\* | .716\*\* | .536\*\* | .279 | .656\*\* | .663\*\* | .461\*\* | .370\* | .481\*\* | 1 | .509\*\* | .402\* | .329\* | .494\*\* | .272 | .357\* | .477\*\* | .362\* | .819\*\* |
| Sig. (1-tailed) | .000 | .024 | .000 | .000 | .000 | .000 | .000 | .000 | .007 | .000 | .000 | .001 | .000 | .000 | .001 | .068 | .000 | .000 | .005 | .022 | .004 |  | .002 | .014 | .038 | .003 | .073 | .026 | .004 | .025 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H23 | Pearson Correlation | .460\*\* | .192 | .422\* | .435\*\* | .320\* | .498\*\* | .465\*\* | .469\*\* | .321\* | .429\*\* | .409\* | .441\*\* | .416\* | .468\*\* | .388\* | .366\* | .544\*\* | .415\* | .674\*\* | .724\*\* | .790\*\* | .509\*\* | 1 | .279 | .497\*\* | .392\* | .315\* | .417\* | .666\*\* | .235 | .699\*\* |
| Sig. (1-tailed) | .005 | .155 | .010 | .008 | .042 | .003 | .005 | .004 | .042 | .009 | .012 | .007 | .011 | .005 | .017 | .023 | .001 | .011 | .000 | .000 | .000 | .002 |  | .067 | .003 | .016 | .045 | .011 | .000 | .106 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H24 | Pearson Correlation | .578\*\* | .618\*\* | .577\*\* | .336\* | .327\* | .363\* | .304 | .346\* | .403\* | .322\* | .374\* | .406\* | .349\* | .588\*\* | .488\*\* | .589\*\* | .250 | .356\* | .300 | .239 | .329\* | .402\* | .279 | 1 | .308\* | .932\*\* | .247 | .348\* | .288 | .351\* | .610\*\* |
| Sig. (1-tailed) | .000 | .000 | .000 | .035 | .039 | .024 | .051 | .031 | .014 | .041 | .021 | .013 | .030 | .000 | .003 | .000 | .091 | .027 | .053 | .101 | .038 | .014 | .067 |  | .049 | .000 | .094 | .030 | .061 | .029 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H25 | Pearson Correlation | .393\* | .038 | .663\*\* | .536\*\* | .189 | .397\* | .440\*\* | .326\* | .295 | .281 | .352\* | .452\*\* | .328\* | .158 | .000 | .049 | .235 | .258 | .269 | .512\*\* | .197 | .329\* | .497\*\* | .308\* | 1 | .441\*\* | .838\*\* | .015 | .176 | .225 | .531\*\* |
| Sig. (1-tailed) | .016 | .421 | .000 | .001 | .158 | .015 | .007 | .039 | .057 | .067 | .028 | .006 | .038 | .202 | .500 | .399 | .105 | .084 | .076 | .002 | .149 | .038 | .003 | .049 |  | .007 | .000 | .469 | .176 | .116 | .001 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H26 | Pearson Correlation | .684\*\* | .642\*\* | .640\*\* | .469\*\* | .281 | .469\*\* | .403\* | .455\*\* | .409\* | .361\* | .474\*\* | .452\*\* | .442\*\* | .618\*\* | .521\*\* | .541\*\* | .288 | .389\* | .379\* | .362\* | .424\*\* | .494\*\* | .392\* | .932\*\* | .441\*\* | 1 | .351\* | .409\* | .399\* | .428\*\* | .710\*\* |
| Sig. (1-tailed) | .000 | .000 | .000 | .004 | .066 | .004 | .014 | .006 | .012 | .025 | .004 | .006 | .007 | .000 | .002 | .001 | .061 | .017 | .020 | .025 | .010 | .003 | .016 | .000 | .007 |  | .029 | .012 | .014 | .009 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H27 | Pearson Correlation | .385\* | .077 | .620\*\* | .456\*\* | .259 | .331\* | .385\* | .306 | .138 | .198 | .385\* | .227 | .209 | .108 | -.026 | .022 | .198 | .169 | .218 | .292 | .041 | .272 | .315\* | .247 | .838\*\* | .351\* | 1 | .020 | .083 | .134 | .435\*\* |
| Sig. (1-tailed) | .018 | .342 | .000 | .006 | .084 | .037 | .018 | .050 | .233 | .147 | .018 | .114 | .134 | .285 | .445 | .454 | .147 | .186 | .123 | .059 | .414 | .073 | .045 | .094 | .000 | .029 |  | .458 | .331 | .239 | .008 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H28 | Pearson Correlation | .496\*\* | .313\* | .235 | .336\* | .164 | .326\* | .266 | .240 | .164 | .278 | .266 | .046 | .319\* | .521\*\* | .386\* | .449\*\* | .336\* | .245 | .511\*\* | .320\* | .624\*\* | .357\* | .417\* | .348\* | .015 | .409\* | .020 | 1 | .736\*\* | .439\*\* | .523\*\* |
| Sig. (1-tailed) | .003 | .046 | .106 | .035 | .194 | .039 | .078 | .101 | .194 | .069 | .078 | .405 | .043 | .002 | .018 | .006 | .035 | .096 | .002 | .042 | .000 | .026 | .011 | .030 | .469 | .012 | .458 |  | .000 | .008 | .002 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H29 | Pearson Correlation | .501\*\* | .407\* | .252 | .390\* | .297 | .390\* | .335\* | .379\* | .170 | .300 | .395\* | .190 | .368\* | .461\*\* | .368\* | .395\* | .361\* | .324\* | .546\*\* | .558\*\* | .658\*\* | .477\*\* | .666\*\* | .288 | .176 | .399\* | .083 | .736\*\* | 1 | .687\*\* | .623\*\* |
| Sig. (1-tailed) | .002 | .013 | .090 | .017 | .055 | .017 | .035 | .020 | .185 | .053 | .015 | .157 | .023 | .005 | .023 | .015 | .025 | .040 | .001 | .001 | .000 | .004 | .000 | .061 | .176 | .014 | .331 | .000 |  | .000 | .000 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| H30 | Pearson Correlation | .412\* | .357\* | .323\* | .376\* | .195 | .289 | .236 | .187 | .104 | .228 | .291 | .139 | .372\* | .335\* | .229 | .362\* | .116 | .341\* | .205 | .290 | .237 | .362\* | .235 | .351\* | .225 | .428\*\* | .134 | .439\*\* | .687\*\* | 1 | .469\*\* |
| Sig. (1-tailed) | .012 | .026 | .041 | .020 | .150 | .061 | .105 | .161 | .292 | .113 | .060 | .232 | .021 | .035 | .111 | .025 | .271 | .033 | .138 | .060 | .103 | .025 | .106 | .029 | .116 | .009 | .239 | .008 | .000 |  | .004 |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| TOTAL\_H | Pearson Correlation | .855\*\* | .560\*\* | .805\*\* | .774\*\* | .694\*\* | .859\*\* | .808\*\* | .748\*\* | .641\*\* | .784\*\* | .786\*\* | .684\*\* | .762\*\* | .839\*\* | .691\*\* | .573\*\* | .787\*\* | .767\*\* | .643\*\* | .556\*\* | .623\*\* | .819\*\* | .699\*\* | .610\*\* | .531\*\* | .710\*\* | .435\*\* | .523\*\* | .623\*\* | .469\*\* | 1 |
| Sig. (1-tailed) | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .000 | .001 | .000 | .008 | .002 | .000 | .004 |  |
| N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

**Lampiran 6**

**Hasil Uji Reliabilitas**

1. **Hasil Uji Reliabilitas Berdasarkan Kinerja**

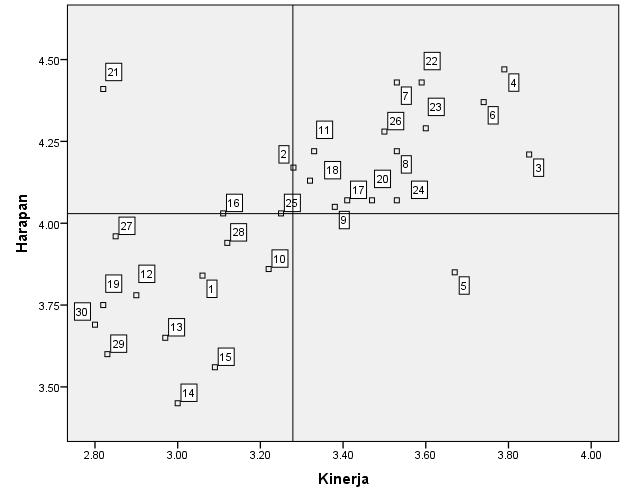
|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .951 | 30 |

1. **Hasil Uji Reliabilitas Berdasarkan Harapan**

|  |  |
| --- | --- |
| **Reliability Statistics** | |
| Cronbach's Alpha | N of Items |
| .956 | 30 |

**Lampiran 7**

**Diagram Kartesius**

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