

## **BAB V**

### **KESIMPULAN DAN IMPLIKASI MANAJERIAL**

#### **V.1 Pendahuluan**

Pada bab V ini penulis menyimpulkan hasil penelitian yang telah dilakukan serta implikasi bagi manajerial. Selanjutnya penulis membuat saran yang dapat dilakukan pihak manajemen untuk perbaikan serta mengungkapkan keterbatasan-keterbatasan penelitian.

#### **V.2 Kesimpulan**

Berdasarkan hasil penelitian yang telah dilakukan, penulis mengambil kesimpulan sebagai berikut:

1. Tangibilitas kartu pelanggan, reliabilitas kartu pelanggan, responsivitas kartu pelanggan, jaminan kartu pelanggan, empati kartu pelanggan mampu memprediksi 54,6% perubahan loyalitas konsumen.
  - a. Tangibilitas kartu pelanggan memiliki pengaruh yang positif dan signifikan terhadap loyalitas konsumen.
  - b. Reliabilitas kartu pelanggan tidak berpengaruh signifikan terhadap loyalitas konsumen.
  - c. Responsivitas kartu pelanggan memiliki pengaruh yang positif dan signifikan terhadap loyalitas konsumen.
  - d. Jaminan kartu pelanggan memiliki pengaruh yang positif dan signifikan terhadap loyalitas konsumen.

- e. Empati kartu pelanggan tidak berpengaruh signifikan terhadap loyalitas konsumen.
- 2. Kartu pelanggan dan kepuasan konsumen mampu memprediksi 57,9% perubahan loyalitas konsumen.
  - a. Kartu pelanggan memiliki pengaruh yang positif dan signifikan terhadap loyalitas konsumen.
  - b. Kepuasan konsumen memiliki pengaruh yang positif dan signifikan terhadap loyalitas konsumen.

### **V.3. Implikasi Manajerial**

Salah satu ukuran keberhasilan perusahaan adalah kemampuan perusahaan dalam menciptakan loyalitas konsumen pada perusahaan. Kemampuan perusahaan dalam menciptakan loyalitas konsumen dalam jangka panjang memberikan kontribusi positif terhadap kelangsungan bisnis perusahaan. Banyak cara yang dapat dilakukan pihak perusahaan dalam rangka menciptakan loyalitas konsumen antara lain dengan menciptakan kepuasan konsumen atau pelanggan serta menciptakan program kartu pelanggan.

Penelitian ini bertujuan menguji bagaimana pengaruh faktor-faktor program kartu pelanggan terhadap loyalitas konsumen, serta untuk menguji pengaruh kartu pelanggan dan kepuasan konsumen terhadap loyalitas konsumen. Hasil penelitian memberikan bukti yang nyata bahwa faktor-faktor program kartu pelanggan (tangibilitas kartu pelanggan, responsivitas kartu pelanggan, dan jaminan kartu pelanggan) memiliki pengaruh yang positif dan signifikan terhadap

loyalitas konsumen. Penelitian ini juga memberikan bukti bahwa kartu pelanggan dan kepuasan konsumen memiliki pengaruh yang signifikan terhadap loyalitas konsumen. Berdasarkan hal tersebut maka penting bagi pihak pemasar untuk menerapkan program kartu pelanggan dan menciptakan kepuasan konsumen dalam rangka membangun loyalitas konsumen.

#### **V.4. Kelemahan Penelitian**

Pada penelitian ini, penulis memiliki beberapa keterbatasan yang menyebabkan adanya kelemahan penelitian. Keterbatasan secara teknis adalah minimnya jumlah sampel yang digunakan (150 orang responden). Hal ini tidak seimbang dengan jumlah populasi (konsumen dari Alfamart). Berdasarkan hal tersebut maka hasil penelitian ini tidak dapat digeneralisasikan secara umum bahwa kondisi riil yang terjadi pada konsumen Alfamart sesuai dengan hasil penelitian ini. Untuk pembenahannya, penulis menyarankan untuk penelitian mendatang agar menambah jumlah sampel yang digunakan dalam penelitian.

Keterbatasan secara teoritis adalah jumlah variabel yang digunakan untuk memprediksi loyalitas konsumen terbatas pada dua variabel yaitu kartu pelanggan dan kepuasan konsumen. Berdasarkan hal tersebut, penulis menyarankan pada penelitian mendatang untuk menambahkan variabel yang relevan mempengaruhi loyalitas konsumen seperti keterlibatan konsumen, lokasi, desain toko, dan lain-lain.

### **V.5. Saran Untuk Penelitian Mendatang**

Berdasarkan hasil penelitian dan kesimpulan di atas, penulis membuat saran bagi pihak manajemen Alfamart, antara lain:

1. Program kartu pelanggan memiliki pengaruh yang positif dan signifikan terhadap loyalitas konsumen. Berdasarkan hal tersebut maka penting bagi pihak manajemen Alfamart untuk mengembangkan program kartu pelanggan dengan memberikan berbagai macam kemudahan, manfaat, dan pelayanan yang lebih bagi para anggota kartu pelanggan Alfamart. Hal ini dilakukan dengan tujuan agar anggota kartu pelanggan Alfamart semakin senang untuk berbelanja di Alfamart karena akan memperoleh manfaat yang lebih dibandingkan dengan berbelanja di minimarket yang lainnya.
2. Kepuasan konsumen memiliki pengaruh yang positif dan signifikan terhadap loyalitas konsumen. Berdasarkan hal tersebut maka penting bagi pihak manajemen Alfamart, untuk lebih meningkatkan pelayanan konsumen dalam rangka menciptakan kepuasan bagi para anggota kartu pelanggan Alfamart, sehingga para anggota kartu pelanggan Alfamart memiliki loyalitas yang tinggi terhadap Alfamart. Cara yang dapat dilakukan adalah dengan memberikan pelayanan yang cepat dan akurat, menyediakan fasilitas fisik yang baik, menyediakan berbagai macam barang kebutuhan konsumen dengan harga yang kompetitif (murah), dan lain-lain. Hal ini dilakukan dengan tujuan untuk meningkatkan keefektifan dari kartu pelanggan Alfamart dan meningkatkan kepuasan

konsumen dalam rangka peningkatan loyalitas konsumen secara keseluruhan.



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# LAMPIRAN

## KUESIONER

Kuesioner ini dirancang bagi proyek penelitian atas studi saya. Saya mengharap bantuan Anda untuk mengisi kuesioner ini. Ini adalah survei tanpa nama, jadi Anda tidak perlu mencantumkan nama Anda dan itu hanya akan digunakan untuk proyek penelitian saya. Ini bukanlah ujian. Tidak ada jawaban “benar” atau “salah”. Saya menginginkan jawaban yang sejujurnya dari Anda.

Apakah Anda sering pergi ke Alfamart?

A. Ya                      B. Tidak

1. Jenis kelamin Anda:

A. Pria                      B. Wanita

Berapa usia Anda:

A. < 20                      B. 21 – 30                      C. 31 – 40                      D. 41 – 50                      E. > 51

2. Tolong jawab pertanyaan berikut jika anda sering pergi ke Alfamart

**Petunjuk Pengisian:**

Berilah tanda silang ( X ) pada salah satu kolom jawaban yang telah disediakan di bawah ini untuk setiap pernyataan sesuai dengan pilihan Anda. Keterangan:

SS (Sangat Setuju)

N (Netral)

STS (Sangat Tidak Setuju)

S (Setuju)

TS (Tidak Setuju)

| NO | PERNYATAAN                                                                                       | SS | S | N | TS | STS |
|----|--------------------------------------------------------------------------------------------------|----|---|---|----|-----|
|    | <b>Tangibilitas</b>                                                                              |    |   |   |    |     |
| 1  | Anda puas dengan desain kartu pelanggan Alfamart                                                 |    |   |   |    |     |
| 2  | Anda merasa bahwa syarat pemakaian kartu pelanggan Alfamart tidak kaku (fleksibel)               |    |   |   |    |     |
| 3  | Saya puas dengan harga Alfamart yang cukup murah                                                 |    |   |   |    |     |
| 4  | Sikap karyawan baik saat Anda mendaftar untuk mendapatkan kartu pelanggan Alfamart               |    |   |   |    |     |
| 5  | Ada banyak tawaran barang menarik yang hanya tersedia bagi para anggota kartu pelanggan Alfamart |    |   |   |    |     |
|    | <b>Reliabilitas</b>                                                                              |    |   |   |    |     |
| 6  | Alfamart bisa memenuhi komitmen promosinya bagi para anggota kartu pelanggan Alfamart            |    |   |   |    |     |
| 7  | Alfamart tidak akan merugikan kepentingan pelanggan                                              |    |   |   |    |     |
| 8  | Informasi pemilik kartu benar-benar dijaga dan tidak akan digunakan sembarangan                  |    |   |   |    |     |
|    | <b>Responsivitas</b>                                                                             |    |   |   |    |     |
| 9  | Waktu tunggu saat mendaftar kartu pelanggan Alfamart hanya sebentar                              |    |   |   |    |     |
| 10 | Saat konsumen menghadapi masalah, karyawan melayaninya dengan tepat waktu                        |    |   |   |    |     |
| 11 | Karyawan dapat melayani konsumen dengan cepat                                                    |    |   |   |    |     |
| 12 | Ada petunjuk detail bagi para anggota kartu pelanggan Alfamart tentang promosi dan diskon        |    |   |   |    |     |

| NO | PERNYATAAN                                                                                                                            | SS | S | N | TS | STS |
|----|---------------------------------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
|    | <b>Jaminan</b>                                                                                                                        |    |   |   |    |     |
| 13 | Karyawan bersikap sopan pada para anggota kartu pelanggan Alfamart                                                                    |    |   |   |    |     |
| 14 | Karyawan sangat berpengetahuan dan dapat menjawab pertanyaan para anggota kartu pelanggan Alfamart                                    |    |   |   |    |     |
| 15 | Karyawan mampu memberikan saran sesuai dengan kebutuhan pribadi para anggota kartu pelanggan Alfamart                                 |    |   |   |    |     |
|    | <b>Empati</b>                                                                                                                         |    |   |   |    |     |
| 16 | Saat muncul masalah, karyawan mampu menanganinya sehingga memuaskan para anggota kartu pelanggan Alfamart                             |    |   |   |    |     |
| 17 | Para anggota kartu pelanggan Alfamart mendapatkan layanan khusus (bernilai tambah)                                                    |    |   |   |    |     |
| 18 | Saya menganggap kartu pelanggan memberikan banyak manfaat dan merupakan faktor yang sangat penting bagi saya untuk memilih minimarket |    |   |   |    |     |
|    | <b>Kepuasan Konsumen</b>                                                                                                              |    |   |   |    |     |
| 19 | Pengalaman saya dengan Alfamart adalah menyenangkan                                                                                   |    |   |   |    |     |
| 20 | Layanan yang diberikan Alfamart lebih baik dari yang saya harapkan                                                                    |    |   |   |    |     |
| 21 | Berbeda dengan minimarket lain, saya puas dengan Alfamart                                                                             |    |   |   |    |     |
| 22 | Barang-barang di Alfamart bagus dan murah, saya sangat puas dengan hal itu                                                            |    |   |   |    |     |

#### Loyalitas Konsumen

23. Jika lain kali saya akan berbelanja di minimarket, minat saya memilih Alfamart adalah
- A. sangat rendah                      C. netral                      E. sangat tinggi  
B. rendah                      D. tinggi
24. Peluang saya merekomendasikan Alfamart adalah
- A. sangat tidak mungkin                      C. netral                      E. sangat mungkin  
B. tidak mungkin                      D. mungkin
25. Jika ada kesempatan baru, saya akan memilih Alfamart
- A. sangat tidak mungkin                      C. netral                      E. sangat mungkin  
B. tidak mungkin                      D. mungkin

*Terima kasih atas kesediaan Anda untuk mengisi kuesioner ini*

## Reliability

### Tangibilitas Kartu Pelanggan

#### Case Processing Summary

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 150 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 150 | 100.0 |

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

#### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .802             | 5          |

#### Item-Total Statistics

|        | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|--------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Butir1 | 13.33                      | 11.311                         | .659                             | .740                             |
| Butir2 | 13.49                      | 12.534                         | .634                             | .754                             |
| Butir3 | 13.68                      | 10.796                         | .617                             | .756                             |
| Butir4 | 13.28                      | 12.445                         | .549                             | .775                             |
| Butir5 | 13.60                      | 12.497                         | .493                             | .792                             |

#### Scale Statistics

| Mean  | Variance | Std. Deviation | N of Items |
|-------|----------|----------------|------------|
| 16.85 | 17.741   | 4.212          | 5          |

## Reliability

### Reliabilitas Kartu Pelanggan

#### Case Processing Summary

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 150 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 150 | 100.0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .706             | 3          |

### Item-Total Statistics

|        | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|--------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Butir6 | 7.38                       | 2.855                          | .484                             | .675                             |
| Butir7 | 7.01                       | 2.919                          | .617                             | .501                             |
| Butir8 | 6.93                       | 3.338                          | .482                             | .664                             |

### Scale Statistics

| Mean  | Variance | Std. Deviation | N of Items |
|-------|----------|----------------|------------|
| 10.66 | 5.957    | 2.441          | 3          |

## Reliability

## Responsivitas Kartu Pelanggan

### Case Processing Summary

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 150 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 150 | 100.0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .797             | 4          |

### Item-Total Statistics

|         | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Butir9  | 10.87                      | 7.266                          | .539                             | .778                             |
| Butir10 | 10.59                      | 6.391                          | .669                             | .714                             |
| Butir11 | 10.61                      | 6.413                          | .696                             | .701                             |
| Butir12 | 11.12                      | 7.180                          | .533                             | .782                             |

#### Scale Statistics

| Mean  | Variance | Std. Deviation | N of Items |
|-------|----------|----------------|------------|
| 14.40 | 11.342   | 3.368          | 4          |

### Reliability

#### Jaminan Kartu Pelanggan

##### Case Processing Summary

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 150 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 150 | 100.0 |

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

##### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .734             | 3          |

##### Item-Total Statistics

|         | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Butir13 | 7.15                       | 3.876                          | .523                             | .687                             |
| Butir14 | 7.37                       | 3.323                          | .624                             | .565                             |
| Butir15 | 7.42                       | 3.507                          | .530                             | .683                             |

#### Scale Statistics

| Mean  | Variance | Std. Deviation | N of Items |
|-------|----------|----------------|------------|
| 10.97 | 7.087    | 2.662          | 3          |

### Reliability

#### Empati Kartu Pelanggan

### Case Processing Summary

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 150 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 150 | 100.0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .805             | 3          |

### Item-Total Statistics

|         | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Butir16 | 6.61                       | 3.729                          | .631                             | .756                             |
| Butir17 | 6.94                       | 3.426                          | .661                             | .726                             |
| Butir18 | 6.89                       | 3.605                          | .667                             | .719                             |

### Scale Statistics

| Mean  | Variance | Std. Deviation | N of Items |
|-------|----------|----------------|------------|
| 10.22 | 7.354    | 2.712          | 3          |

## Reliability

## Kepuasan Konsumen

### Case Processing Summary

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 150 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 150 | 100.0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .862             | 4          |

#### Item-Total Statistics

|         | Scale Mean if<br>Item Deleted | Scale<br>Variance if<br>Item Deleted | Corrected<br>Item-Total<br>Correlation | Cronbach's<br>Alpha if Item<br>Deleted |
|---------|-------------------------------|--------------------------------------|----------------------------------------|----------------------------------------|
| Butir19 | 9.76                          | 10.385                               | .696                                   | .829                                   |
| Butir20 | 9.63                          | 10.623                               | .769                                   | .804                                   |
| Butir21 | 9.80                          | 10.443                               | .762                                   | .804                                   |
| Butir22 | 9.81                          | 9.714                                | .642                                   | .861                                   |

#### Scale Statistics

| Mean  | Variance | Std. Deviation | N of Items |
|-------|----------|----------------|------------|
| 13.00 | 17.490   | 4.182          | 4          |

## Reliability

### Loyalitas Konsumen

#### Case Processing Summary

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 150 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 150 | 100.0 |

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

#### Reliability Statistics

| Cronbach's<br>Alpha | N of Items |
|---------------------|------------|
| .863                | 3          |

#### Item-Total Statistics

|         | Scale Mean if<br>Item Deleted | Scale<br>Variance if<br>Item Deleted | Corrected<br>Item-Total<br>Correlation | Cronbach's<br>Alpha if Item<br>Deleted |
|---------|-------------------------------|--------------------------------------|----------------------------------------|----------------------------------------|
| Butir23 | 7.15                          | 4.064                                | .758                                   | .793                                   |
| Butir24 | 7.02                          | 4.409                                | .756                                   | .792                                   |
| Butir25 | 6.87                          | 4.814                                | .712                                   | .834                                   |

#### Scale Statistics

| Mean  | Variance | Std. Deviation | N of Items |
|-------|----------|----------------|------------|
| 10.52 | 9.325    | 3.054          | 3          |

## Regression

**Variables Entered/Removed<sup>b</sup>**

| Model | Variables Entered                                                                                                                          | Variables Removed | Method |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------|
| 1     | Empati kartu pelanggan, Responsivitas kartu pelanggan, Reliabilitas kartu pelanggan, Jaminan kartu pelanggan, Tangibilitas kartu pelanggan | .                 | Enter  |

a. All requested variables entered.

b. Dependent Variable: Loyalitas konsumen

**Model Summary**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .749 <sup>a</sup> | .561     | .546              | .68585                     |

a. Predictors: (Constant), Empati kartu pelanggan, Responsivitas kartu pelanggan, Reliabilitas kartu pelanggan, Jaminan kartu pelanggan, Tangibilitas kartu pelanggan

**ANOVA<sup>b</sup>**

| Model |            | Sum of Squares | df  | Mean Square | F      | Sig.              |
|-------|------------|----------------|-----|-------------|--------|-------------------|
| 1     | Regression | 86.645         | 5   | 17.329      | 36.840 | .000 <sup>a</sup> |
|       | Residual   | 67.737         | 144 | .470        |        |                   |
|       | Total      | 154.382        | 149 |             |        |                   |

a. Predictors: (Constant), Empati kartu pelanggan, Responsivitas kartu pelanggan, Reliabilitas kartu pelanggan, Jaminan kartu pelanggan, Tangibilitas kartu pelanggan

b. Dependent Variable: Loyalitas konsumen

**Coefficients<sup>a</sup>**

| Model |                               | Unstandardized Coefficients |            | Standardized Coefficients |  | t      | Sig. |
|-------|-------------------------------|-----------------------------|------------|---------------------------|--|--------|------|
|       |                               | B                           | Std. Error | Beta                      |  |        |      |
| 1     | (Constant)                    | -.374                       | .322       |                           |  | -1.162 | .247 |
|       | Tangibilitas kartu pelanggan  | .605                        | .097       | .501                      |  | 6.252  | .000 |
|       | Reliabilitas kartu pelanggan  | -.055                       | .098       | -.044                     |  | -.558  | .577 |
|       | Responsivitas kartu pelanggan | .299                        | .076       | .247                      |  | 3.924  | .000 |
|       | Jaminan kartu pelanggan       | .202                        | .089       | .176                      |  | 2.275  | .024 |
|       | Empati kartu pelanggan        | .066                        | .093       | .059                      |  | .712   | .478 |

a. Dependent Variable: Loyalitas konsumen

## Regression

**Variables Entered/Removed<sup>b</sup>**

| Model | Variables Entered                                               | Variables Removed | Method |
|-------|-----------------------------------------------------------------|-------------------|--------|
| 1     | Kepuasan konsumen, Kartu pelanggan/kartu loyalitas <sup>a</sup> | .                 | Enter  |

a. All requested variables entered.

b. Dependent Variable: Loyalitas konsumen

**Model Summary**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .765 <sup>a</sup> | .584     | .579              | .66059                     |

a. Predictors: (Constant), Kepuasan konsumen, Kartu pelanggan/kartu loyalitas

**ANOVA<sup>b</sup>**

| Model |            | Sum of Squares | df  | Mean Square | F       | Sig.              |
|-------|------------|----------------|-----|-------------|---------|-------------------|
| 1     | Regression | 90.235         | 2   | 45.118      | 103.392 | .000 <sup>a</sup> |
|       | Residual   | 64.147         | 147 | .436        |         |                   |
|       | Total      | 154.382        | 149 |             |         |                   |

a. Predictors: (Constant), Kepuasan konsumen, Kartu pelanggan/kartu loyalitas

b. Dependent Variable: Loyalitas konsumen

**Coefficients<sup>a</sup>**

| Model |                                 | Unstandardized Coefficients |            | Standardized Coefficients |       | Sig. |
|-------|---------------------------------|-----------------------------|------------|---------------------------|-------|------|
|       |                                 | B                           | Std. Error | Beta                      | t     |      |
| 1     | (Constant)                      | -.158                       | .299       |                           | -.529 | .598 |
|       | Kartu pelanggan/kartu loyalitas | .677                        | .111       | .433                      | 6.108 | .000 |
|       | Kepuasan konsumen               | .394                        | .069       | .405                      | 5.710 | .000 |

a. Dependent Variable: Loyalitas konsumen

**Summarize**

## Case Summaries

|    | Sering pergi ke<br>Alfamart | Jenis kelamin | Usia | Butir1 | Butir2 | Butir3 | Butir4 | Butir5 | Butir6 |
|----|-----------------------------|---------------|------|--------|--------|--------|--------|--------|--------|
| 1  | 2                           | 1             | 3    | 2      | 3      | 2      | 4      | 2      | 2      |
| 2  | 1                           | 2             | 1    | 4      | 3      | 2      | 3      | 4      | 4      |
| 3  | 1                           | 2             | 1    | 5      | 4      | 1      | 1      | 2      | 3      |
| 4  | 1                           | 2             | 1    | 5      | 4      | 3      | 1      | 2      | 4      |
| 5  | 2                           | 2             | 1    | 2      | 2      | 2      | 1      | 2      | 2      |
| 6  | 2                           | 1             | 1    | 1      | 1      | 1      | 2      | 2      | 2      |
| 7  | 1                           | 2             | 3    | 3      | 3      | 2      | 3      | 3      | 3      |
| 8  | 2                           | 2             | 1    | 3      | 3      | 1      | 3      | 3      | 3      |
| 9  | 2                           | 1             | 3    | 4      | 3      | 1      | 4      | 3      | 3      |
| 10 | 2                           | 2             | 1    | 3      | 3      | 3      | 3      | 3      | 3      |
| 11 | 2                           | 2             | 3    | 2      | 3      | 2      | 2      | 2      | 3      |
| 12 | 2                           | 1             | 3    | 2      | 2      | 2      | 3      | 3      | 4      |
| 13 | 2                           | 1             | 3    | 3      | 3      | 3      | 3      | 3      | 3      |
| 14 | 2                           | 1             | 1    | 3      | 3      | 3      | 3      | 3      | 3      |
| 15 | 1                           | 1             | 1    | 3      | 4      | 3      | 3      | 3      | 3      |
| 16 | 1                           | 2             | 3    | 3      | 3      | 2      | 2      | 3      | 3      |
| 17 | 1                           | 1             | 1    | 2      | 3      | 1      | 4      | 3      | 3      |
| 18 | 2                           | 2             | 1    | 3      | 3      | 2      | 3      | 3      | 4      |
| 19 | 1                           | 2             | 1    | 3      | 3      | 2      | 2      | 3      | 5      |
| 20 | 2                           | 2             | 3    | 1      | 2      | 2      | 1      | 2      | 2      |
| 21 | 2                           | 2             | 1    | 1      | 2      | 5      | 2      | 1      | 1      |
| 22 | 2                           | 1             | 3    | 3      | 2      | 1      | 1      | 1      | 3      |
| 23 | 2                           | 2             | 3    | 3      | 3      | 1      | 4      | 3      | 3      |
| 24 | 1                           | 1             | 3    | 3      | 3      | 2      | 2      | 3      | 3      |
| 25 | 2                           | 1             | 1    | 2      | 2      | 3      | 4      | 2      | 3      |
| 26 | 2                           | 2             | 1    | 1      | 2      | 3      | 2      | 1      | 1      |
| 27 | 1                           | 2             | 3    | 1      | 2      | 1      | 2      | 3      | 5      |
| 28 | 2                           | 1             | 3    | 3      | 3      | 3      | 4      | 5      | 1      |
| 29 | 1                           | 1             | 1    | 5      | 5      | 5      | 4      | 4      | 4      |
| 30 | 1                           | 1             | 3    | 5      | 4      | 2      | 5      | 1      | 3      |
| 31 | 1                           | 1             | 1    | 5      | 3      | 4      | 4      | 5      | 5      |
| 32 | 1                           | 2             | 1    | 5      | 4      | 4      | 3      | 4      | 3      |
| 33 | 2                           | 1             | 3    | 2      | 1      | 3      | 4      | 5      | 2      |
| 34 | 2                           | 2             | 1    | 4      | 5      | 4      | 3      | 4      | 5      |
| 35 | 2                           | 1             | 3    | 4      | 5      | 4      | 3      | 4      | 3      |
| 36 | 1                           | 2             | 3    | 3      | 2      | 1      | 4      | 5      | 2      |
| 37 | 2                           | 1             | 3    | 4      | 4      | 5      | 4      | 2      | 3      |
| 38 | 2                           | 2             | 1    | 4      | 3      | 5      | 3      | 4      | 3      |
| 39 | 2                           | 1             | 3    | 1      | 2      | 3      | 4      | 1      | 1      |
| 40 | 1                           | 1             | 1    | 3      | 3      | 4      | 5      | 4      | 4      |
| 41 | 1                           | 1             | 3    | 2      | 3      | 4      | 5      | 1      | 1      |
| 42 | 1                           | 1             | 1    | 5      | 5      | 4      | 4      | 5      | 4      |
| 43 | 1                           | 2             | 1    | 5      | 5      | 4      | 5      | 5      | 5      |
| 44 | 1                           | 2             | 1    | 5      | 4      | 4      | 4      | 5      | 4      |
| 45 | 1                           | 2             | 1    | 4      | 4      | 5      | 5      | 5      | 4      |
| 46 | 1                           | 2             | 1    | 5      | 4      | 4      | 5      | 4      | 5      |
| 47 | 1                           | 1             | 3    | 4      | 4      | 5      | 4      | 5      | 3      |
| 48 | 1                           | 2             | 3    | 4      | 4      | 5      | 4      | 4      | 4      |
| 49 | 1                           | 2             | 1    | 4      | 4      | 5      | 4      | 4      | 4      |
| 50 | 1                           | 1             | 1    | 4      | 3      | 4      | 4      | 4      | 5      |
| 51 | 1                           | 2             | 3    | 5      | 3      | 5      | 4      | 3      | 3      |
| 52 | 1                           | 1             | 1    | 5      | 4      | 3      | 2      | 1      | 3      |
| 53 | 1                           | 2             | 1    | 4      | 4      | 4      | 5      | 5      | 5      |
| 54 | 1                           | 2             | 3    | 2      | 3      | 3      | 3      | 4      | 4      |
| 55 | 1                           | 2             | 3    | 4      | 4      | 3      | 4      | 4      | 4      |
| 56 | 1                           | 2             | 1    | 5      | 5      | 4      | 4      | 4      | 4      |
| 57 | 2                           | 2             | 3    | 4      | 5      | 4      | 3      | 2      | 3      |
| 58 | 1                           | 1             | 1    | 3      | 3      | 5      | 5      | 3      | 3      |

## Case Summaries

|     | Sering pergi ke<br>Alfamart | Jenis kelamin | Usia | Butir1 | Butir2 | Butir3 | Butir4 | Butir5 | Butir6 |
|-----|-----------------------------|---------------|------|--------|--------|--------|--------|--------|--------|
| 59  | 1                           | 2             | 3    | 5      | 4      | 3      | 2      | 1      | 1      |
| 60  | 2                           | 2             | 1    | 5      | 4      | 3      | 3      | 3      | 4      |
| 61  | 2                           | 2             | 1    | 5      | 4      | 4      | 5      | 3      | 3      |
| 62  | 1                           | 2             | 1    | 4      | 3      | 4      | 4      | 3      | 5      |
| 63  | 1                           | 2             | 1    | 4      | 4      | 4      | 3      | 4      | 5      |
| 64  | 1                           | 1             | 3    | 4      | 4      | 4      | 4      | 4      | 5      |
| 65  | 1                           | 1             | 1    | 4      | 4      | 4      | 4      | 3      | 5      |
| 66  | 2                           | 1             | 3    | 3      | 3      | 3      | 4      | 3      | 4      |
| 67  | 2                           | 2             | 1    | 4      | 5      | 4      | 5      | 2      | 4      |
| 68  | 2                           | 2             | 1    | 4      | 1      | 5      | 5      | 2      | 1      |
| 69  | 2                           | 2             | 3    | 4      | 2      | 3      | 4      | 5      | 4      |
| 70  | 1                           | 2             | 3    | 3      | 4      | 4      | 5      | 4      | 5      |
| 71  | 1                           | 2             | 3    | 3      | 3      | 2      | 3      | 3      | 3      |
| 72  | 2                           | 2             | 1    | 5      | 2      | 4      | 5      | 1      | 2      |
| 73  | 1                           | 1             | 1    | 5      | 4      | 4      | 3      | 4      | 4      |
| 74  | 1                           | 2             | 1    | 4      | 4      | 2      | 5      | 4      | 3      |
| 75  | 1                           | 2             | 1    | 4      | 5      | 4      | 3      | 4      | 4      |
| 76  | 1                           | 1             | 3    | 4      | 4      | 5      | 5      | 5      | 4      |
| 77  | 1                           | 2             | 2    | 5      | 5      | 5      | 4      | 4      | 4      |
| 78  | 1                           | 2             | 2    | 4      | 4      | 4      | 4      | 3      | 3      |
| 79  | 2                           | 2             | 2    | 3      | 3      | 4      | 5      | 3      | 4      |
| 80  | 1                           | 2             | 2    | 2      | 2      | 3      | 3      | 2      | 1      |
| 81  | 1                           | 2             | 2    | 3      | 2      | 2      | 3      | 3      | 2      |
| 82  | 1                           | 1             | 5    | 4      | 4      | 5      | 5      | 4      | 4      |
| 83  | 1                           | 1             | 5    | 4      | 4      | 3      | 4      | 4      | 3      |
| 84  | 1                           | 1             | 5    | 5      | 4      | 4      | 5      | 4      | 4      |
| 85  | 1                           | 1             | 5    | 5      | 5      | 4      | 5      | 4      | 4      |
| 86  | 2                           | 2             | 5    | 3      | 3      | 2      | 4      | 3      | 4      |
| 87  | 2                           | 2             | 5    | 3      | 3      | 2      | 4      | 3      | 3      |
| 88  | 2                           | 2             | 5    | 2      | 3      | 2      | 2      | 3      | 2      |
| 89  | 2                           | 2             | 5    | 3      | 3      | 2      | 3      | 2      | 2      |
| 90  | 2                           | 2             | 5    | 3      | 3      | 1      | 4      | 3      | 3      |
| 91  | 1                           | 2             | 2    | 3      | 3      | 2      | 4      | 4      | 4      |
| 92  | 2                           | 2             | 5    | 3      | 3      | 1      | 3      | 3      | 3      |
| 93  | 1                           | 1             | 4    | 4      | 3      | 5      | 5      | 5      | 4      |
| 94  | 1                           | 2             | 2    | 4      | 5      | 4      | 5      | 4      | 4      |
| 95  | 1                           | 2             | 2    | 5      | 4      | 4      | 5      | 5      | 5      |
| 96  | 1                           | 2             | 2    | 4      | 4      | 4      | 4      | 3      | 3      |
| 97  | 1                           | 2             | 2    | 3      | 3      | 2      | 2      | 1      | 3      |
| 98  | 1                           | 2             | 2    | 5      | 4      | 3      | 2      | 2      | 4      |
| 99  | 1                           | 2             | 2    | 4      | 4      | 4      | 4      | 5      | 4      |
| 100 | 1                           | 2             | 2    | 5      | 4      | 5      | 5      | 5      | 5      |
| 101 | 1                           | 2             | 2    | 3      | 3      | 2      | 5      | 4      | 4      |
| 102 | 1                           | 2             | 2    | 2      | 3      | 4      | 2      | 3      | 1      |
| 103 | 1                           | 1             | 4    | 4      | 4      | 4      | 4      | 5      | 5      |
| 104 | 1                           | 2             | 2    | 4      | 4      | 4      | 5      | 5      | 5      |
| 105 | 1                           | 2             | 2    | 5      | 4      | 5      | 4      | 3      | 1      |
| 106 | 1                           | 2             | 2    | 5      | 4      | 3      | 4      | 1      | 3      |
| 107 | 2                           | 1             | 2    | 3      | 3      | 3      | 4      | 2      | 3      |
| 108 | 2                           | 1             | 2    | 3      | 3      | 3      | 3      | 3      | 3      |
| 109 | 2                           | 1             | 2    | 2      | 2      | 2      | 3      | 3      | 1      |
| 110 | 2                           | 1             | 2    | 2      | 3      | 1      | 1      | 1      | 1      |
| 111 | 1                           | 1             | 4    | 3      | 3      | 1      | 5      | 4      | 2      |
| 112 | 1                           | 1             | 4    | 5      | 4      | 5      | 5      | 5      | 4      |
| 113 | 2                           | 2             | 4    | 3      | 3      | 2      | 3      | 3      | 3      |
| 114 | 1                           | 1             | 4    | 3      | 3      | 5      | 3      | 3      | 3      |
| 115 | 1                           | 1             | 2    | 5      | 5      | 5      | 4      | 5      | 3      |
| 116 | 1                           | 1             | 2    | 4      | 3      | 2      | 4      | 3      | 3      |

## Case Summaries

|     | Sering pergi ke<br>Alfamart | Jenis kelamin | Usia | Butir1 | Butir2 | Butir3 | Butir4 | Butir5 | Butir6 |
|-----|-----------------------------|---------------|------|--------|--------|--------|--------|--------|--------|
| 117 | 1                           | 1             | 2    | 4      | 5      | 4      | 3      | 4      | 4      |
| 118 | 1                           | 1             | 2    | 4      | 4      | 4      | 4      | 4      | 4      |
| 119 | 1                           | 1             | 2    | 3      | 4      | 3      | 4      | 3      | 5      |
| 120 | 1                           | 1             | 2    | 1      | 1      | 2      | 2      | 3      | 2      |
| 121 | 1                           | 1             | 2    | 4      | 3      | 5      | 4      | 3      | 4      |
| 122 | 1                           | 1             | 2    | 5      | 5      | 5      | 4      | 3      | 4      |
| 123 | 2                           | 2             | 4    | 1      | 2      | 3      | 4      | 4      | 4      |
| 124 | 2                           | 2             | 4    | 3      | 2      | 2      | 2      | 2      | 2      |
| 125 | 1                           | 2             | 2    | 5      | 4      | 3      | 4      | 2      | 5      |
| 126 | 2                           | 2             | 2    | 2      | 2      | 1      | 4      | 3      | 4      |
| 127 | 2                           | 2             | 2    | 3      | 4      | 1      | 4      | 3      | 3      |
| 128 | 2                           | 2             | 2    | 3      | 3      | 2      | 3      | 3      | 2      |
| 129 | 1                           | 2             | 4    | 5      | 4      | 4      | 4      | 4      | 4      |
| 130 | 1                           | 2             | 4    | 4      | 4      | 4      | 4      | 4      | 5      |
| 131 | 1                           | 2             | 4    | 3      | 3      | 4      | 3      | 4      | 3      |
| 132 | 2                           | 1             | 4    | 5      | 4      | 5      | 4      | 3      | 2      |
| 133 | 2                           | 1             | 4    | 3      | 3      | 2      | 3      | 3      | 2      |
| 134 | 2                           | 1             | 4    | 3      | 3      | 3      | 4      | 3      | 3      |
| 135 | 1                           | 2             | 4    | 2      | 3      | 2      | 3      | 3      | 3      |
| 136 | 2                           | 2             | 4    | 2      | 2      | 1      | 2      | 2      | 1      |
| 137 | 2                           | 2             | 5    | 3      | 3      | 1      | 2      | 3      | 2      |
| 138 | 2                           | 1             | 5    | 3      | 3      | 1      | 4      | 3      | 2      |
| 139 | 1                           | 2             | 5    | 5      | 4      | 5      | 4      | 5      | 4      |
| 140 | 2                           | 1             | 5    | 2      | 2      | 3      | 2      | 3      | 3      |
| 141 | 2                           | 1             | 5    | 2      | 3      | 2      | 4      | 3      | 3      |
| 142 | 2                           | 1             | 4    | 3      | 3      | 3      | 3      | 3      | 4      |
| 143 | 1                           | 2             | 2    | 5      | 5      | 5      | 5      | 5      | 4      |
| 144 | 2                           | 2             | 5    | 4      | 5      | 4      | 3      | 4      | 3      |
| 145 | 1                           | 2             | 4    | 4      | 3      | 4      | 5      | 5      | 5      |
| 146 | 1                           | 2             | 4    | 4      | 3      | 5      | 4      | 3      | 3      |
| 147 | 2                           | 2             | 4    | 5      | 4      | 3      | 4      | 1      | 3      |
| 148 | 2                           | 1             | 4    | 2      | 2      | 2      | 2      | 2      | 3      |
| 149 | 2                           | 1             | 4    | 3      | 2      | 1      | 3      | 3      | 2      |
| 150 | 1                           | 2             | 4    | 5      | 4      | 4      | 4      | 4      | 4      |

## Case Summaries

|    | Butir7 | Butir8 | Butir9 | Butir10 | Butir11 | Butir12 | Butir13 | Butir14 | Butir15 |
|----|--------|--------|--------|---------|---------|---------|---------|---------|---------|
| 1  | 4      | 4      | 3      | 2       | 1       | 2       | 4       | 4       | 4       |
| 2  | 5      | 3      | 4      | 5       | 3       | 4       | 5       | 5       | 5       |
| 3  | 3      | 4      | 2      | 1       | 1       | 1       | 4       | 3       | 4       |
| 4  | 5      | 4      | 3      | 5       | 5       | 2       | 3       | 4       | 3       |
| 5  | 4      | 2      | 3      | 3       | 3       | 4       | 2       | 2       | 1       |
| 6  | 3      | 3      | 3      | 2       | 2       | 3       | 5       | 4       | 5       |
| 7  | 3      | 3      | 2      | 3       | 3       | 2       | 3       | 3       | 2       |
| 8  | 3      | 3      | 2      | 3       | 3       | 1       | 4       | 4       | 4       |
| 9  | 5      | 3      | 3      | 3       | 3       | 3       | 2       | 2       | 4       |
| 10 | 3      | 3      | 3      | 3       | 3       | 2       | 3       | 3       | 3       |
| 11 | 2      | 3      | 4      | 4       | 4       | 4       | 3       | 3       | 3       |
| 12 | 4      | 4      | 3      | 3       | 3       | 3       | 4       | 3       | 3       |
| 13 | 3      | 3      | 3      | 3       | 3       | 3       | 3       | 3       | 3       |
| 14 | 3      | 3      | 3      | 3       | 3       | 3       | 3       | 3       | 3       |
| 15 | 4      | 3      | 4      | 4       | 4       | 4       | 4       | 3       | 4       |
| 16 | 3      | 3      | 3      | 4       | 4       | 2       | 4       | 4       | 2       |
| 17 | 2      | 3      | 3      | 2       | 1       | 2       | 4       | 4       | 4       |
| 18 | 2      | 4      | 3      | 3       | 4       | 3       | 3       | 1       | 3       |
| 19 | 3      | 2      | 1      | 3       | 4       | 3       | 2       | 2       | 2       |
| 20 | 1      | 2      | 1      | 4       | 3       | 1       | 3       | 3       | 5       |
| 21 | 4      | 5      | 5      | 5       | 5       | 4       | 1       | 2       | 1       |
| 22 | 2      | 3      | 3      | 2       | 2       | 2       | 3       | 3       | 3       |
| 23 | 2      | 3      | 3      | 2       | 2       | 2       | 4       | 2       | 4       |
| 24 | 2      | 3      | 3      | 4       | 4       | 3       | 3       | 3       | 3       |
| 25 | 4      | 4      | 3      | 5       | 4       | 3       | 4       | 4       | 2       |
| 26 | 2      | 3      | 4      | 4       | 4       | 3       | 3       | 3       | 4       |
| 27 | 4      | 5      | 4      | 4       | 3       | 3       | 3       | 4       | 5       |
| 28 | 5      | 5      | 4      | 5       | 4       | 1       | 5       | 3       | 5       |
| 29 | 5      | 4      | 2      | 3       | 4       | 5       | 4       | 5       | 4       |
| 30 | 4      | 5      | 4      | 5       | 5       | 5       | 5       | 4       | 3       |
| 31 | 4      | 5      | 4      | 5       | 5       | 4       | 5       | 5       | 5       |
| 32 | 4      | 3      | 3      | 4       | 1       | 1       | 3       | 4       | 5       |
| 33 | 4      | 5      | 2      | 5       | 4       | 4       | 5       | 3       | 2       |
| 34 | 4      | 3      | 4      | 3       | 4       | 3       | 3       | 5       | 4       |
| 35 | 4      | 5      | 3      | 5       | 5       | 3       | 4       | 5       | 4       |
| 36 | 4      | 3      | 3      | 4       | 4       | 4       | 5       | 1       | 1       |
| 37 | 3      | 4      | 5      | 4       | 5       | 5       | 3       | 4       | 3       |
| 38 | 4      | 5      | 5      | 5       | 5       | 4       | 3       | 4       | 4       |
| 39 | 2      | 3      | 3      | 4       | 4       | 4       | 2       | 1       | 1       |
| 40 | 4      | 5      | 5      | 5       | 4       | 3       | 4       | 5       | 3       |
| 41 | 3      | 4      | 5      | 5       | 5       | 4       | 5       | 1       | 1       |
| 42 | 4      | 4      | 3      | 4       | 5       | 3       | 5       | 4       | 4       |
| 43 | 5      | 5      | 4      | 4       | 4       | 4       | 3       | 5       | 4       |
| 44 | 3      | 4      | 5      | 5       | 4       | 4       | 5       | 4       | 4       |
| 45 | 4      | 4      | 5      | 4       | 4       | 4       | 5       | 5       | 4       |
| 46 | 4      | 3      | 5      | 4       | 4       | 4       | 3       | 4       | 5       |
| 47 | 4      | 5      | 4      | 4       | 5       | 4       | 5       | 4       | 5       |
| 48 | 4      | 4      | 4      | 4       | 5       | 5       | 5       | 5       | 4       |
| 49 | 4      | 4      | 4      | 5       | 5       | 5       | 5       | 5       | 3       |
| 50 | 5      | 5      | 3      | 2       | 3       | 4       | 5       | 5       | 5       |
| 51 | 3      | 3      | 4      | 5       | 5       | 5       | 4       | 3       | 4       |
| 52 | 4      | 5      | 5      | 5       | 4       | 4       | 5       | 3       | 2       |
| 53 | 5      | 5      | 4      | 4       | 4       | 4       | 5       | 5       | 5       |
| 54 | 4      | 4      | 4      | 4       | 4       | 4       | 4       | 4       | 3       |
| 55 | 4      | 4      | 3      | 3       | 4       | 3       | 4       | 4       | 4       |
| 56 | 3      | 3      | 4      | 3       | 2       | 1       | 4       | 3       | 3       |
| 57 | 3      | 3      | 3      | 5       | 5       | 3       | 3       | 4       | 2       |
| 58 | 4      | 3      | 2      | 3       | 1       | 4       | 5       | 5       | 5       |

## Case Summaries

|     | Butir7 | Butir8 | Butir9 | Butir10 | Butir11 | Butir12 | Butir13 | Butir14 | Butir15 |
|-----|--------|--------|--------|---------|---------|---------|---------|---------|---------|
| 59  | 2      | 3      | 1      | 3       | 3       | 2       | 5       | 4       | 3       |
| 60  | 3      | 2      | 4      | 3       | 2       | 3       | 2       | 2       | 5       |
| 61  | 4      | 5      | 4      | 3       | 3       | 3       | 4       | 3       | 3       |
| 62  | 4      | 4      | 4      | 4       | 4       | 4       | 4       | 3       | 4       |
| 63  | 5      | 5      | 5      | 5       | 5       | 4       | 4       | 5       | 4       |
| 64  | 5      | 5      | 4      | 5       | 4       | 2       | 5       | 5       | 5       |
| 65  | 5      | 5      | 5      | 5       | 5       | 4       | 5       | 5       | 5       |
| 66  | 4      | 5      | 2      | 2       | 3       | 2       | 4       | 4       | 3       |
| 67  | 5      | 2      | 4      | 1       | 1       | 1       | 3       | 4       | 3       |
| 68  | 4      | 5      | 5      | 5       | 5       | 5       | 1       | 3       | 2       |
| 69  | 3      | 4      | 4      | 4       | 4       | 3       | 4       | 2       | 2       |
| 70  | 5      | 5      | 4      | 5       | 4       | 4       | 5       | 5       | 4       |
| 71  | 3      | 3      | 5      | 4       | 5       | 1       | 3       | 2       | 3       |
| 72  | 5      | 4      | 2      | 3       | 3       | 4       | 2       | 4       | 1       |
| 73  | 3      | 4      | 3      | 5       | 5       | 3       | 4       | 5       | 4       |
| 74  | 4      | 3      | 5      | 4       | 3       | 4       | 5       | 5       | 5       |
| 75  | 4      | 4      | 4      | 5       | 4       | 3       | 5       | 3       | 4       |
| 76  | 4      | 4      | 5      | 5       | 5       | 4       | 4       | 4       | 4       |
| 77  | 5      | 4      | 4      | 5       | 5       | 4       | 5       | 4       | 4       |
| 78  | 5      | 5      | 5      | 5       | 5       | 4       | 5       | 5       | 4       |
| 79  | 5      | 4      | 5      | 5       | 5       | 4       | 5       | 5       | 4       |
| 80  | 4      | 4      | 3      | 2       | 2       | 3       | 4       | 3       | 2       |
| 81  | 3      | 3      | 2      | 3       | 3       | 4       | 3       | 3       | 2       |
| 82  | 5      | 5      | 3      | 5       | 5       | 3       | 5       | 5       | 4       |
| 83  | 4      | 3      | 5      | 3       | 4       | 5       | 3       | 3       | 4       |
| 84  | 3      | 4      | 3      | 4       | 4       | 3       | 3       | 5       | 4       |
| 85  | 5      | 3      | 4      | 3       | 4       | 5       | 3       | 3       | 4       |
| 86  | 4      | 5      | 2      | 3       | 3       | 3       | 4       | 4       | 3       |
| 87  | 4      | 4      | 3      | 4       | 4       | 4       | 5       | 4       | 4       |
| 88  | 3      | 3      | 3      | 4       | 4       | 4       | 2       | 2       | 3       |
| 89  | 3      | 2      | 3      | 4       | 4       | 1       | 3       | 3       | 3       |
| 90  | 3      | 3      | 2      | 2       | 2       | 1       | 4       | 4       | 4       |
| 91  | 5      | 4      | 3      | 1       | 4       | 5       | 5       | 5       | 4       |
| 92  | 3      | 3      | 4      | 5       | 4       | 3       | 4       | 3       | 2       |
| 93  | 4      | 4      | 4      | 5       | 4       | 3       | 5       | 5       | 5       |
| 94  | 4      | 4      | 5      | 5       | 5       | 5       | 5       | 5       | 3       |
| 95  | 5      | 5      | 5      | 5       | 5       | 4       | 4       | 4       | 5       |
| 96  | 3      | 2      | 4      | 3       | 2       | 2       | 1       | 1       | 4       |
| 97  | 4      | 4      | 5      | 5       | 5       | 4       | 3       | 4       | 5       |
| 98  | 5      | 4      | 4      | 4       | 4       | 4       | 2       | 2       | 5       |
| 99  | 4      | 4      | 5      | 5       | 5       | 5       | 4       | 4       | 4       |
| 100 | 5      | 5      | 4      | 5       | 4       | 3       | 5       | 4       | 5       |
| 101 | 5      | 3      | 4      | 3       | 2       | 4       | 4       | 5       | 4       |
| 102 | 2      | 3      | 3      | 4       | 4       | 4       | 2       | 4       | 5       |
| 103 | 5      | 5      | 5      | 5       | 5       | 5       | 5       | 5       | 4       |
| 104 | 5      | 5      | 4      | 5       | 5       | 3       | 4       | 4       | 4       |
| 105 | 2      | 3      | 3      | 5       | 3       | 1       | 2       | 1       | 2       |
| 106 | 4      | 5      | 1      | 2       | 3       | 4       | 5       | 3       | 4       |
| 107 | 3      | 4      | 4      | 4       | 4       | 4       | 4       | 4       | 3       |
| 108 | 4      | 4      | 4      | 4       | 3       | 4       | 4       | 3       | 3       |
| 109 | 1      | 1      | 4      | 3       | 5       | 3       | 3       | 3       | 1       |
| 110 | 4      | 4      | 3      | 2       | 3       | 3       | 4       | 3       | 2       |
| 111 | 3      | 5      | 5      | 4       | 3       | 4       | 5       | 3       | 5       |
| 112 | 3      | 4      | 4      | 4       | 5       | 4       | 5       | 2       | 5       |
| 113 | 3      | 3      | 2      | 4       | 4       | 2       | 5       | 5       | 5       |
| 114 | 5      | 3      | 3      | 5       | 5       | 4       | 4       | 5       | 4       |
| 115 | 5      | 4      | 5      | 5       | 5       | 5       | 5       | 4       | 5       |
| 116 | 4      | 3      | 4      | 4       | 4       | 4       | 4       | 4       | 4       |

## Case Summaries

|     | Butir7 | Butir8 | Butir9 | Butir10 | Butir11 | Butir12 | Butir13 | Butir14 | Butir15 |
|-----|--------|--------|--------|---------|---------|---------|---------|---------|---------|
| 117 | 4      | 5      | 4      | 5       | 5       | 4       | 4       | 4       | 4       |
| 118 | 4      | 4      | 4      | 5       | 5       | 4       | 4       | 4       | 3       |
| 119 | 3      | 3      | 4      | 4       | 4       | 3       | 5       | 5       | 3       |
| 120 | 4      | 2      | 3      | 4       | 5       | 4       | 3       | 4       | 2       |
| 121 | 4      | 3      | 3      | 4       | 4       | 3       | 2       | 3       | 4       |
| 122 | 3      | 5      | 4      | 1       | 5       | 2       | 5       | 5       | 5       |
| 123 | 3      | 2      | 4      | 4       | 3       | 2       | 3       | 2       | 3       |
| 124 | 2      | 3      | 3      | 4       | 3       | 3       | 3       | 3       | 1       |
| 125 | 4      | 3      | 5      | 5       | 5       | 4       | 3       | 1       | 1       |
| 126 | 4      | 3      | 2      | 2       | 2       | 3       | 3       | 3       | 3       |
| 127 | 2      | 3      | 3      | 4       | 3       | 3       | 4       | 4       | 4       |
| 128 | 3      | 3      | 3      | 2       | 3       | 2       | 2       | 2       | 2       |
| 129 | 4      | 5      | 3      | 3       | 3       | 3       | 4       | 4       | 4       |
| 130 | 5      | 5      | 5      | 5       | 5       | 4       | 5       | 4       | 5       |
| 131 | 3      | 3      | 3      | 3       | 3       | 3       | 4       | 4       | 4       |
| 132 | 1      | 5      | 3      | 4       | 4       | 3       | 5       | 4       | 5       |
| 133 | 3      | 3      | 3      | 4       | 4       | 3       | 5       | 3       | 3       |
| 134 | 3      | 2      | 3      | 3       | 3       | 3       | 4       | 4       | 4       |
| 135 | 2      | 3      | 3      | 4       | 4       | 3       | 2       | 2       | 2       |
| 136 | 2      | 3      | 3      | 3       | 3       | 2       | 2       | 4       | 3       |
| 137 | 2      | 2      | 2      | 4       | 4       | 3       | 3       | 3       | 3       |
| 138 | 3      | 3      | 4      | 4       | 4       | 3       | 4       | 4       | 4       |
| 139 | 4      | 4      | 4      | 2       | 2       | 3       | 5       | 5       | 5       |
| 140 | 4      | 4      | 4      | 4       | 4       | 3       | 4       | 3       | 3       |
| 141 | 3      | 3      | 3      | 4       | 4       | 3       | 4       | 4       | 4       |
| 142 | 4      | 4      | 4      | 3       | 4       | 3       | 4       | 4       | 3       |
| 143 | 4      | 4      | 3      | 5       | 5       | 5       | 3       | 2       | 2       |
| 144 | 4      | 5      | 5      | 5       | 5       | 4       | 4       | 3       | 5       |
| 145 | 4      | 5      | 4      | 5       | 5       | 4       | 4       | 5       | 5       |
| 146 | 5      | 4      | 4      | 3       | 2       | 1       | 5       | 5       | 5       |
| 147 | 4      | 5      | 1      | 1       | 4       | 2       | 4       | 1       | 2       |
| 148 | 3      | 4      | 2      | 2       | 3       | 3       | 4       | 3       | 4       |
| 149 | 3      | 2      | 1      | 3       | 4       | 3       | 3       | 3       | 4       |
| 150 | 4      | 5      | 3      | 5       | 4       | 4       | 4       | 4       | 4       |

## Case Summaries

|    | Butir16 | Butir17 | Butir18 | Butir19 | Butir20 | Butir21 | Butir22 | Butir23 |
|----|---------|---------|---------|---------|---------|---------|---------|---------|
| 1  | 4       | 4       | 3       | 3       | 3       | 2       | 1       | 2       |
| 2  | 4       | 3       | 3       | 4       | 4       | 3       | 2       | 5       |
| 3  | 3       | 3       | 2       | 2       | 1       | 1       | 1       | 1       |
| 4  | 3       | 3       | 3       | 2       | 4       | 1       | 5       | 1       |
| 5  | 1       | 1       | 1       | 1       | 1       | 1       | 2       | 2       |
| 6  | 5       | 5       | 5       | 4       | 5       | 4       | 5       | 2       |
| 7  | 3       | 3       | 3       | 3       | 3       | 3       | 2       | 2       |
| 8  | 4       | 3       | 3       | 2       | 2       | 3       | 1       | 3       |
| 9  | 4       | 3       | 3       | 2       | 1       | 1       | 1       | 3       |
| 10 | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 3       |
| 11 | 3       | 3       | 3       | 2       | 2       | 3       | 1       | 3       |
| 12 | 2       | 2       | 3       | 2       | 3       | 3       | 3       | 3       |
| 13 | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 3       |
| 14 | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 3       |
| 15 | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 3       |
| 16 | 2       | 3       | 3       | 3       | 3       | 3       | 3       | 3       |
| 17 | 3       | 3       | 2       | 2       | 3       | 2       | 1       | 3       |
| 18 | 2       | 1       | 1       | 1       | 1       | 2       | 1       | 2       |
| 19 | 1       | 3       | 3       | 2       | 3       | 4       | 5       | 5       |
| 20 | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 4       |
| 21 | 3       | 1       | 1       | 2       | 3       | 2       | 1       | 4       |
| 22 | 3       | 2       | 2       | 1       | 2       | 1       | 1       | 1       |
| 23 | 4       | 3       | 3       | 2       | 2       | 2       | 1       | 2       |
| 24 | 3       | 3       | 2       | 2       | 2       | 2       | 2       | 2       |
| 25 | 3       | 2       | 2       | 2       | 4       | 2       | 2       | 2       |
| 26 | 3       | 2       | 2       | 2       | 2       | 2       | 1       | 1       |
| 27 | 4       | 3       | 2       | 1       | 2       | 3       | 2       | 3       |
| 28 | 4       | 3       | 3       | 3       | 3       | 2       | 3       | 3       |
| 29 | 4       | 5       | 5       | 4       | 5       | 5       | 5       | 5       |
| 30 | 4       | 2       | 4       | 5       | 5       | 4       | 1       | 5       |
| 31 | 5       | 5       | 4       | 5       | 5       | 5       | 5       | 5       |
| 32 | 4       | 1       | 4       | 3       | 4       | 5       | 4       | 4       |
| 33 | 3       | 1       | 4       | 5       | 3       | 2       | 1       | 4       |
| 34 | 5       | 4       | 4       | 3       | 3       | 3       | 4       | 4       |
| 35 | 5       | 3       | 5       | 4       | 4       | 5       | 5       | 4       |
| 36 | 4       | 2       | 3       | 5       | 1       | 2       | 3       | 3       |
| 37 | 5       | 3       | 4       | 3       | 3       | 2       | 1       | 3       |
| 38 | 3       | 4       | 5       | 2       | 3       | 4       | 4       | 3       |
| 39 | 2       | 1       | 1       | 2       | 4       | 2       | 1       | 2       |
| 40 | 4       | 4       | 5       | 4       | 4       | 5       | 3       | 4       |
| 41 | 4       | 5       | 3       | 3       | 1       | 2       | 4       | 2       |
| 42 | 4       | 4       | 4       | 5       | 4       | 4       | 4       | 5       |
| 43 | 5       | 5       | 4       | 5       | 4       | 4       | 4       | 5       |
| 44 | 4       | 5       | 4       | 4       | 5       | 4       | 4       | 5       |
| 45 | 5       | 5       | 5       | 5       | 5       | 5       | 4       | 5       |
| 46 | 4       | 4       | 5       | 5       | 4       | 3       | 4       | 5       |
| 47 | 4       | 4       | 4       | 5       | 4       | 5       | 5       | 5       |
| 48 | 4       | 5       | 5       | 5       | 5       | 5       | 5       | 5       |
| 49 | 4       | 5       | 5       | 5       | 5       | 5       | 5       | 5       |
| 50 | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |
| 51 | 4       | 3       | 3       | 5       | 5       | 5       | 5       | 5       |
| 52 | 2       | 3       | 3       | 4       | 4       | 4       | 5       | 5       |
| 53 | 4       | 5       | 4       | 4       | 4       | 4       | 4       | 4       |
| 54 | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |
| 55 | 4       | 4       | 4       | 5       | 4       | 4       | 4       | 4       |
| 56 | 4       | 4       | 4       | 4       | 3       | 4       | 4       | 4       |
| 57 | 2       | 3       | 4       | 5       | 4       | 3       | 5       | 4       |
| 58 | 5       | 3       | 3       | 5       | 5       | 4       | 5       | 4       |

## Case Summaries

|     | Butir16 | Butir17 | Butir18 | Butir19 | Butir20 | Butir21 | Butir22 | Butir23 |
|-----|---------|---------|---------|---------|---------|---------|---------|---------|
| 59  | 2       | 2       | 3       | 1       | 2       | 3       | 4       | 4       |
| 60  | 4       | 2       | 3       | 3       | 3       | 4       | 5       | 4       |
| 61  | 3       | 3       | 4       | 4       | 3       | 4       | 5       | 4       |
| 62  | 5       | 4       | 5       | 4       | 3       | 3       | 5       | 4       |
| 63  | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 3       |
| 64  | 5       | 5       | 4       | 3       | 4       | 3       | 3       | 3       |
| 65  | 5       | 3       | 4       | 4       | 3       | 3       | 3       | 3       |
| 66  | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 3       |
| 67  | 4       | 4       | 3       | 3       | 4       | 3       | 2       | 3       |
| 68  | 4       | 2       | 5       | 2       | 5       | 4       | 4       | 5       |
| 69  | 3       | 1       | 4       | 3       | 4       | 1       | 2       | 3       |
| 70  | 5       | 4       | 4       | 3       | 4       | 3       | 3       | 4       |
| 71  | 2       | 3       | 3       | 2       | 3       | 2       | 2       | 3       |
| 72  | 3       | 1       | 4       | 3       | 4       | 3       | 3       | 3       |
| 73  | 3       | 4       | 4       | 4       | 5       | 4       | 5       | 5       |
| 74  | 4       | 3       | 4       | 3       | 4       | 4       | 5       | 5       |
| 75  | 4       | 5       | 4       | 3       | 4       | 5       | 4       | 5       |
| 76  | 4       | 4       | 5       | 5       | 4       | 4       | 3       | 4       |
| 77  | 4       | 4       | 4       | 5       | 5       | 5       | 5       | 5       |
| 78  | 4       | 5       | 4       | 4       | 4       | 4       | 4       | 4       |
| 79  | 4       | 3       | 4       | 5       | 5       | 4       | 3       | 4       |
| 80  | 3       | 1       | 2       | 2       | 2       | 1       | 1       | 2       |
| 81  | 3       | 3       | 3       | 3       | 3       | 2       | 2       | 3       |
| 82  | 5       | 4       | 5       | 4       | 4       | 3       | 4       | 4       |
| 83  | 4       | 5       | 4       | 4       | 5       | 4       | 4       | 3       |
| 84  | 5       | 3       | 5       | 4       | 4       | 4       | 3       | 3       |
| 85  | 5       | 4       | 5       | 4       | 5       | 4       | 5       | 5       |
| 86  | 4       | 3       | 3       | 2       | 2       | 2       | 2       | 2       |
| 87  | 4       | 2       | 3       | 1       | 1       | 1       | 1       | 1       |
| 88  | 3       | 3       | 3       | 3       | 3       | 3       | 1       | 2       |
| 89  | 3       | 3       | 3       | 2       | 2       | 2       | 1       | 1       |
| 90  | 4       | 4       | 3       | 3       | 3       | 3       | 1       | 3       |
| 91  | 4       | 3       | 3       | 3       | 3       | 3       | 2       | 4       |
| 92  | 3       | 3       | 2       | 2       | 2       | 2       | 2       | 2       |
| 93  | 4       | 3       | 3       | 5       | 4       | 4       | 5       | 4       |
| 94  | 4       | 4       | 5       | 5       | 4       | 4       | 4       | 4       |
| 95  | 4       | 5       | 5       | 5       | 5       | 4       | 4       | 4       |
| 96  | 4       | 4       | 4       | 5       | 5       | 5       | 5       | 1       |
| 97  | 4       | 3       | 2       | 1       | 2       | 3       | 4       | 2       |
| 98  | 2       | 1       | 2       | 2       | 3       | 4       | 5       | 5       |
| 99  | 4       | 4       | 4       | 4       | 4       | 5       | 4       | 5       |
| 100 | 4       | 5       | 4       | 3       | 4       | 3       | 3       | 3       |
| 101 | 5       | 4       | 3       | 5       | 4       | 5       | 2       | 4       |
| 102 | 4       | 3       | 2       | 3       | 4       | 5       | 4       | 1       |
| 103 | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 5       |
| 104 | 5       | 5       | 4       | 4       | 4       | 4       | 4       | 4       |
| 105 | 2       | 2       | 2       | 2       | 3       | 4       | 5       | 1       |
| 106 | 5       | 2       | 3       | 4       | 3       | 4       | 3       | 4       |
| 107 | 3       | 3       | 2       | 2       | 3       | 3       | 2       | 2       |
| 108 | 3       | 3       | 2       | 2       | 2       | 2       | 2       | 3       |
| 109 | 1       | 1       | 1       | 2       | 3       | 4       | 5       | 3       |
| 110 | 2       | 2       | 2       | 2       | 2       | 1       | 3       | 1       |
| 111 | 4       | 3       | 2       | 1       | 2       | 3       | 4       | 4       |
| 112 | 4       | 3       | 3       | 4       | 5       | 2       | 4       | 4       |
| 113 | 5       | 4       | 4       | 4       | 3       | 3       | 2       | 4       |
| 114 | 4       | 3       | 3       | 4       | 4       | 4       | 5       | 5       |
| 115 | 5       | 4       | 4       | 5       | 5       | 5       | 4       | 5       |
| 116 | 3       | 3       | 3       | 4       | 3       | 4       | 1       | 4       |

## Case Summaries

|     | Butir16 | Butir17 | Butir18 | Butir19 | Butir20 | Butir21 | Butir22 | Butir23 |
|-----|---------|---------|---------|---------|---------|---------|---------|---------|
| 117 | 4       | 5       | 4       | 3       | 4       | 4       | 5       | 5       |
| 118 | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       |
| 119 | 5       | 3       | 3       | 1       | 3       | 2       | 2       | 2       |
| 120 | 1       | 2       | 3       | 5       | 4       | 3       | 5       | 2       |
| 121 | 3       | 4       | 2       | 3       | 4       | 3       | 3       | 3       |
| 122 | 4       | 4       | 4       | 5       | 4       | 3       | 4       | 4       |
| 123 | 2       | 4       | 4       | 3       | 3       | 4       | 5       | 2       |
| 124 | 1       | 2       | 3       | 2       | 2       | 3       | 2       | 1       |
| 125 | 2       | 3       | 1       | 5       | 4       | 3       | 2       | 4       |
| 126 | 3       | 3       | 3       | 2       | 3       | 2       | 1       | 1       |
| 127 | 4       | 3       | 3       | 2       | 3       | 2       | 1       | 3       |
| 128 | 2       | 2       | 2       | 2       | 2       | 2       | 2       | 2       |
| 129 | 5       | 5       | 5       | 4       | 4       | 4       | 5       | 4       |
| 130 | 5       | 3       | 4       | 4       | 4       | 3       | 3       | 4       |
| 131 | 4       | 4       | 4       | 3       | 3       | 3       | 5       | 5       |
| 132 | 4       | 3       | 2       | 1       | 2       | 3       | 4       | 5       |
| 133 | 3       | 4       | 2       | 2       | 1       | 1       | 3       | 2       |
| 134 | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 3       |
| 135 | 2       | 3       | 3       | 2       | 2       | 2       | 2       | 3       |
| 136 | 3       | 3       | 2       | 2       | 2       | 2       | 3       | 3       |
| 137 | 3       | 2       | 2       | 3       | 3       | 3       | 3       | 3       |
| 138 | 4       | 3       | 3       | 3       | 3       | 2       | 1       | 2       |
| 139 | 5       | 5       | 5       | 4       | 4       | 4       | 4       | 4       |
| 140 | 2       | 2       | 3       | 3       | 2       | 2       | 3       | 3       |
| 141 | 4       | 4       | 3       | 3       | 3       | 4       | 1       | 3       |
| 142 | 3       | 3       | 3       | 2       | 3       | 2       | 2       | 3       |
| 143 | 2       | 2       | 2       | 1       | 1       | 1       | 1       | 3       |
| 144 | 1       | 3       | 2       | 5       | 4       | 2       | 5       | 5       |
| 145 | 5       | 5       | 4       | 5       | 5       | 5       | 5       | 5       |
| 146 | 5       | 3       | 3       | 3       | 4       | 5       | 5       | 5       |
| 147 | 4       | 5       | 3       | 3       | 4       | 1       | 3       | 2       |
| 148 | 4       | 4       | 3       | 2       | 1       | 3       | 2       | 1       |
| 149 | 4       | 3       | 3       | 2       | 3       | 3       | 1       | 2       |
| 150 | 3       | 4       | 5       | 4       | 5       | 4       | 4       | 4       |

## Case Summaries

|    | Butir24 | Butir25 |
|----|---------|---------|
| 1  | 2       | 2       |
| 2  | 4       | 5       |
| 3  | 1       | 1       |
| 4  | 4       | 1       |
| 5  | 2       | 2       |
| 6  | 2       | 2       |
| 7  | 2       | 2       |
| 8  | 2       | 2       |
| 9  | 3       | 3       |
| 10 | 3       | 3       |
| 11 | 3       | 3       |
| 12 | 3       | 3       |
| 13 | 3       | 3       |
| 14 | 3       | 3       |
| 15 | 3       | 3       |
| 16 | 3       | 3       |
| 17 | 3       | 3       |
| 18 | 1       | 2       |
| 19 | 3       | 2       |
| 20 | 4       | 2       |
| 21 | 4       | 2       |
| 22 | 2       | 3       |
| 23 | 3       | 3       |
| 24 | 3       | 3       |
| 25 | 3       | 3       |
| 26 | 3       | 3       |
| 27 | 3       | 3       |
| 28 | 3       | 3       |
| 29 | 4       | 5       |
| 30 | 4       | 5       |
| 31 | 4       | 5       |
| 32 | 4       | 5       |
| 33 | 4       | 5       |
| 34 | 4       | 5       |
| 35 | 4       | 5       |
| 36 | 4       | 5       |
| 37 | 4       | 5       |
| 38 | 4       | 4       |
| 39 | 2       | 5       |
| 40 | 3       | 5       |
| 41 | 5       | 5       |
| 42 | 5       | 5       |
| 43 | 5       | 5       |
| 44 | 5       | 5       |
| 45 | 5       | 5       |
| 46 | 5       | 5       |
| 47 | 5       | 5       |
| 48 | 5       | 5       |
| 49 | 5       | 5       |
| 50 | 5       | 5       |
| 51 | 5       | 5       |
| 52 | 4       | 5       |
| 53 | 4       | 4       |
| 54 | 4       | 4       |
| 55 | 4       | 4       |
| 56 | 4       | 4       |
| 57 | 4       | 4       |
| 58 | 4       | 4       |

# Case Summaries

|     | Butir24 | Butir25 |
|-----|---------|---------|
| 59  | 4       | 4       |
| 60  | 4       | 4       |
| 61  | 4       | 4       |
| 62  | 4       | 4       |
| 63  | 4       | 4       |
| 64  | 4       | 4       |
| 65  | 4       | 3       |
| 66  | 4       | 3       |
| 67  | 1       | 4       |
| 68  | 2       | 4       |
| 69  | 1       | 4       |
| 70  | 3       | 4       |
| 71  | 3       | 4       |
| 72  | 3       | 4       |
| 73  | 5       | 4       |
| 74  | 5       | 4       |
| 75  | 5       | 4       |
| 76  | 4       | 4       |
| 77  | 5       | 5       |
| 78  | 4       | 4       |
| 79  | 3       | 4       |
| 80  | 2       | 2       |
| 81  | 3       | 3       |
| 82  | 3       | 4       |
| 83  | 3       | 3       |
| 84  | 3       | 3       |
| 85  | 5       | 4       |
| 86  | 3       | 2       |
| 87  | 1       | 1       |
| 88  | 2       | 2       |
| 89  | 3       | 3       |
| 90  | 3       | 3       |
| 91  | 3       | 4       |
| 92  | 2       | 2       |
| 93  | 5       | 5       |
| 94  | 4       | 4       |
| 95  | 4       | 4       |
| 96  | 4       | 4       |
| 97  | 2       | 5       |
| 98  | 5       | 5       |
| 99  | 5       | 5       |
| 100 | 3       | 3       |
| 101 | 5       | 4       |
| 102 | 1       | 3       |
| 103 | 5       | 5       |
| 104 | 4       | 4       |
| 105 | 2       | 3       |
| 106 | 5       | 4       |
| 107 | 2       | 4       |
| 108 | 2       | 3       |
| 109 | 3       | 3       |
| 110 | 3       | 3       |
| 111 | 4       | 5       |
| 112 | 4       | 5       |
| 113 | 3       | 5       |
| 114 | 5       | 4       |
| 115 | 5       | 5       |
| 116 | 5       | 3       |

# Case Summaries

|     | Butir24 | Butir25 |
|-----|---------|---------|
| 117 | 5       | 5       |
| 118 | 4       | 4       |
| 119 | 4       | 4       |
| 120 | 2       | 2       |
| 121 | 2       | 4       |
| 122 | 4       | 5       |
| 123 | 2       | 2       |
| 124 | 1       | 2       |
| 125 | 5       | 4       |
| 126 | 3       | 2       |
| 127 | 3       | 3       |
| 128 | 2       | 2       |
| 129 | 5       | 4       |
| 130 | 4       | 4       |
| 131 | 4       | 4       |
| 132 | 5       | 4       |
| 133 | 2       | 2       |
| 134 | 3       | 3       |
| 135 | 2       | 2       |
| 136 | 3       | 3       |
| 137 | 3       | 3       |
| 138 | 3       | 3       |
| 139 | 4       | 4       |
| 140 | 4       | 3       |
| 141 | 3       | 4       |
| 142 | 3       | 2       |
| 143 | 5       | 5       |
| 144 | 4       | 3       |
| 145 | 5       | 5       |
| 146 | 5       | 4       |
| 147 | 5       | 4       |
| 148 | 1       | 2       |
| 149 | 3       | 4       |
| 150 | 4       | 4       |

Your trial period for SPSS for Windows will expire in 14 days.