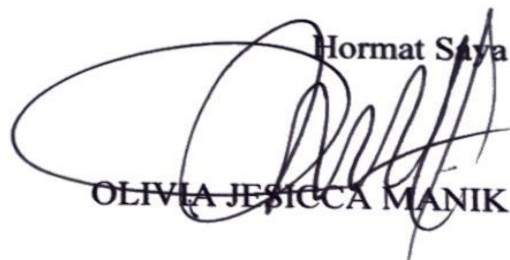


## **Lampiran**

### **1. Kuisisioner Penelitian**

Guna penyusunan skripsi dalam rangka memenuhi syarat untuk dapat menyelesaikan program D4 pada Politeknik Wilmar Bisnis Indonesia, diperlukan data-data dan informasi yang mendukung kelancaran penelitian ini. Demi tercapainya tujuan penelitian ini, maka penyusun mohon kesediaan dari Bapak/Ibu/Saudara/I untuk membantu mengisi kuisisioner atau daftar pertanyaan yang telah disediakan.

Atas kesediaan Bapak/Ibu/Saudara/I, penyusun mengucapkan banyak terima kasih karena telah meluangkan waktunya untuk mengisi kuisisioner penelitian ini dan peneliti mohon maaf apabila ada pertanyaan yang kurang berkenan.

Hormat Saya  
  
OLIVIA JESSICA MANIK

## **I. Identitas Responden**

Nama :

Jenis Kelamin :

- Pria
- Wanita

Usia :

- 17 – 27 Tahun
- 28 -38 Tahun
- 39 – 49 Tahun
- 50 – 60 Tahun

Pekerjaan :

- Pelajar/Mahasiswa
- Wiraswasta
- Pegawai Swasta
- Pegawai Negeri
- Lainnya

Pola Belanja :

- Harian
- Mingguan
- Bulanan
- Sesuai Kebutuhan

## **II. Tanggapan Responden**

Pilih jawaban pada kolom yang paling sesuai menurut pendapat anda.

Keterangan :

1 = Sangat Tidak Puas

2 = Tidak Puas

3 = Puas

4 = Sangat Puas

**(Lanjutan)**

**1. Bukti Fisik (*Tangible*) X1**

| No | Pertanyaan  | Jawaban |   |   |   |
|----|---|---------|---|---|---|
| 1. | Kebersihan ruangan yang selalu terjaga                    | 1       | 2 | 3 | 4 |
| 2. | Penataan rak dan layout ruangan yang rapi                 |         |   |   |   |
| 3. | Kelengkapan peralatan toko selalu lengkap saat dibutuhkan |         |   |   |   |
| 4. | Penampilan karyawan toko lengkap dan rapi                 |         |   |   |   |

**2. Keandalan (*Reliability*) X2**

| No | Pertanyaan                                      | Jawaban |   |   |   |
|----|---|---------|---|---|---|
| 1. | Pelaksanaan operasional yang tepat waktu        | 1       | 2 | 3 | 4 |
| 2. | Tidak pernah terjadi kesalahan transaksi        |         |   |   |   |
| 3. | Pelayanan toko dilakukan oleh karyawan terlatih |         |   |   |   |
| 4. | Prosedur pelayanan yang efisien                 |         |   |   |   |

### 3. Daya Tanggap (*Responsiveness*) X3

| No | Pertanyaan   | Jawaban |   |   |   |
|----|--|---------|---|---|---|
| 1. | Karyawan cepat dan tanggap dalam memberikan pelayanan          | 1       | 2 | 3 | 4 |
| 2. | Karyawan sigap memberikan bantuan jika ada kendala             |         |   |   |   |
| 3. | Karyawan tidak pernah menunda pelaksanaan pelayanan            |         |   |   |   |
| 4. | Karyawan selalu cepat dan tanggap memberikan informasi layanan |         |   |   |   |

### 4. Jaminan (*Assurance*) X4

| No | Pertanyaan   | Jawaban |   |   |   |
|----|--|---------|---|---|---|
| 1. | Karyawan selalu bersikap ramah dalam melayani pelanggan                    | 1       | 2 | 3 | 4 |
| 2. | Karyawan selalu bersikap sopan dalam melayani pelanggan                    |         |   |   |   |
| 3. | Karyawan menciptakan rasa kepercayaan kepada pelanggan terhadap perusahaan |         |   |   |   |
| 4. | Pelanggan merasa aman terhadap pelayanan toko                              |         |   |   |   |

### 5. Empati (*Empathy*) X5

| No | Pertanyaan  | Jawaban |   |   |   |
|----|---|---------|---|---|---|
| 1. | Karyawan dapat memahami kebutuhan dan keinginan pelanggan | 1       | 2 | 3 | 4 |
| 2. | Karyawan memberikan informasi baru kepada pelanggan       |         |   |   |   |
| 3. | Karyawan membangun komunikasi yang baik kepada pelanggan  |         |   |   |   |
| 4. | Pelanggan merasa mudah melakukan pengaduan                |         |   |   |   |

## 2. Hasil Uji Validitas dan Reliabilitas

### 1. Indomaret

#### 1) Bukti Fisik (*Tangible*) X1

Correlations

|           |                     | TAN_1  | TAN_2  | TAN_3  | TAN_4  | TAN_TOTA<br>L |
|-----------|---------------------|--------|--------|--------|--------|---------------|
| TAN_1     | Pearson Correlation | 1      | ,611** | ,522** | ,538** | ,812**        |
|           | Sig. (2-tailed)     |        | ,000   | ,000   | ,000   | ,000          |
|           | N                   | 50     | 50     | 50     | 50     | 50            |
| TAN_2     | Pearson Correlation | ,611** | 1      | ,649** | ,676** | ,893**        |
|           | Sig. (2-tailed)     | ,000   |        | ,000   | ,000   | ,000          |
|           | N                   | 50     | 50     | 50     | 50     | 50            |
| TAN_3     | Pearson Correlation | ,522** | ,649** | 1      | ,492** | ,800**        |
|           | Sig. (2-tailed)     | ,000   | ,000   |        | ,000   | ,000          |
|           | N                   | 50     | 50     | 50     | 50     | 50            |
| TAN_4     | Pearson Correlation | ,538** | ,676** | ,492** | 1      | ,807**        |
|           | Sig. (2-tailed)     | ,000   | ,000   | ,000   |        | ,000          |
|           | N                   | 50     | 50     | 50     | 50     | 50            |
| TAN_TOTAL | Pearson Correlation | ,812** | ,893** | ,800** | ,807** | 1             |
|           | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   |               |
|           | N                   | 50     | 50     | 50     | 50     | 50            |

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

Reliability Statistics

| Cronbach's<br>Alpha | N of Items |
|---------------------|------------|
| ,847                | 4          |

#### 2) Keandalan (*Reliability*) X2

Correlations

|       |                     | REL_1  | REL_2  | REL_3  | REL_4  | REL_TOTAL |
|-------|---------------------|--------|--------|--------|--------|-----------|
| REL_1 | Pearson Correlation | 1      | ,431** | ,403** | ,288*  | ,695**    |
|       | Sig. (2-tailed)     |        | ,002   | ,004   | ,043   | ,000      |
|       | N                   | 50     | 50     | 50     | 50     | 50        |
| REL_2 | Pearson Correlation | ,431** | 1      | ,465** | ,348*  | ,730**    |
|       | Sig. (2-tailed)     | ,002   |        | ,001   | ,013   | ,000      |
|       | N                   | 50     | 50     | 50     | 50     | 50        |
| REL_3 | Pearson Correlation | ,403** | ,465** | 1      | ,616** | ,836**    |
|       | Sig. (2-tailed)     | ,004   | ,001   |        | ,000   | ,000      |
|       | N                   | 50     | 50     | 50     | 50     | 50        |
| REL_4 | Pearson Correlation | ,288*  | ,348*  | ,616** | 1      | ,754**    |

|           |                     |        |        |        |        |      |
|-----------|---------------------|--------|--------|--------|--------|------|
|           | Sig. (2-tailed)     | ,043   | ,013   | ,000   |        | ,000 |
|           | N                   | 50     | 50     | 50     | 50     | 50   |
| REL_TOTAL | Pearson Correlation | ,695** | ,730** | ,836** | ,754** | 1    |
|           | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   |      |
|           | N                   | 50     | 50     | 50     | 50     | 50   |

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

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

#### Reliability Statistics

|                  |            |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| ,749             | 4          |

### 3) Daya Tanggap (*Responsiveness*) X3

#### Correlations

|           |                     | RES_1  | RES_2  | RES_3  | RES_4  | RES_TOTAL |
|-----------|---------------------|--------|--------|--------|--------|-----------|
| RES_1     | Pearson Correlation | 1      | ,352*  | ,409** | ,288*  | ,675**    |
|           | Sig. (2-tailed)     |        | ,012   | ,003   | ,042   | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| RES_2     | Pearson Correlation | ,352*  | 1      | ,561** | ,434** | ,756**    |
|           | Sig. (2-tailed)     | ,012   |        | ,000   | ,002   | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| RES_3     | Pearson Correlation | ,409** | ,561** | 1      | ,720** | ,868**    |
|           | Sig. (2-tailed)     | ,003   | ,000   |        | ,000   | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| RES_4     | Pearson Correlation | ,288*  | ,434** | ,720** | 1      | ,787**    |
|           | Sig. (2-tailed)     | ,042   | ,002   | ,000   |        | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| RES_TOTAL | Pearson Correlation | ,675** | ,756** | ,868** | ,787** | 1         |
|           | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   |           |
|           | N                   | 50     | 50     | 50     | 50     | 50        |

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

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

#### Reliability Statistics

|                  |            |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| ,771             | 4          |

#### 4) Jaminan (*Assurance*) X4

**Correlations**

|           |                     | ASS_1  | ASS_2  | ASS_3  | ASS_4  | ASS_TOTA<br>L |
|-----------|---------------------|--------|--------|--------|--------|---------------|
| ASS_1     | Pearson Correlation | 1      | ,663** | ,733** | ,471** | ,856**        |
|           | Sig. (2-tailed)     |        | ,000   | ,000   | ,001   | ,000          |
|           | N                   | 50     | 50     | 50     | 50     | 50            |
| ASS_2     | Pearson Correlation | ,663** | 1      | ,751** | ,652** | ,909**        |
|           | Sig. (2-tailed)     | ,000   |        | ,000   | ,000   | ,000          |
|           | N                   | 50     | 50     | 50     | 50     | 50            |
| ASS_3     | Pearson Correlation | ,733** | ,751** | 1      | ,474** | ,872**        |
|           | Sig. (2-tailed)     | ,000   | ,000   |        | ,001   | ,000          |
|           | N                   | 50     | 50     | 50     | 50     | 50            |
| ASS_4     | Pearson Correlation | ,471** | ,652** | ,474** | 1      | ,751**        |
|           | Sig. (2-tailed)     | ,001   | ,000   | ,001   |        | ,000          |
|           | N                   | 50     | 50     | 50     | 50     | 50            |
| ASS_TOTAL | Pearson Correlation | ,856** | ,909** | ,872** | ,751** | 1             |
|           | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   |               |
|           | N                   | 50     | 50     | 50     | 50     | 50            |

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

**Reliability Statistics**

| Cronbach's<br>Alpha | N of Items |
|---------------------|------------|
| ,869                | 4          |

#### 5) Empati (*Empathy*) X5

**Correlations**

|       |                     | EMP_1  | EMP_2  | EMP_3  | EMP_4  | EMP_TOTA<br>L |
|-------|---------------------|--------|--------|--------|--------|---------------|
| EMP_1 | Pearson Correlation | 1      | ,564** | ,479** | ,509** | ,743**        |
|       | Sig. (2-tailed)     |        | ,000   | ,000   | ,000   | ,000          |
|       | N                   | 50     | 50     | 50     | 50     | 50            |
| EMP_2 | Pearson Correlation | ,564** | 1      | ,668** | ,681** | ,865**        |
|       | Sig. (2-tailed)     | ,000   |        | ,000   | ,000   | ,000          |
|       | N                   | 50     | 50     | 50     | 50     | 50            |
| EMP_3 | Pearson Correlation | ,479** | ,668** | 1      | ,724** | ,865**        |
|       | Sig. (2-tailed)     | ,000   | ,000   |        | ,000   | ,000          |
|       | N                   | 50     | 50     | 50     | 50     | 50            |
| EMP_4 | Pearson Correlation | ,509** | ,681** | ,724** | 1      | ,879**        |
|       | Sig. (2-tailed)     | ,000   | ,000   | ,000   |        | ,000          |
|       | N                   | 50     | 50     | 50     | 50     | 50            |

|          |                     |        |        |        |        |    |
|----------|---------------------|--------|--------|--------|--------|----|
| EMP_TOTA | Pearson Correlation | ,743** | ,865** | ,865** | ,879** | 1  |
| L        | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   |    |
|          | N                   | 50     | 50     | 50     | 50     | 50 |

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

#### Reliability Statistics

|                  |            |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| ,847             | 4          |

## 2. Alfamart

### 1) Bukti Fisik (*Tangible*) X1

#### Correlations

|           |                     | TAN_1  | TAN_2  | TAN_3  | TAN_4  | TAN_TOTAL |
|-----------|---------------------|--------|--------|--------|--------|-----------|
| TAN_1     | Pearson Correlation | 1      | ,586** | ,699** | ,364** | ,819**    |
|           | Sig. (2-tailed)     |        | ,000   | ,000   | ,009   | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| TAN_2     | Pearson Correlation | ,586** | 1      | ,726** | ,575** | ,884**    |
|           | Sig. (2-tailed)     | ,000   |        | ,000   | ,000   | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| TAN_3     | Pearson Correlation | ,699** | ,726** | 1      | ,426** | ,870**    |
|           | Sig. (2-tailed)     | ,000   | ,000   |        | ,002   | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| TAN_4     | Pearson Correlation | ,364** | ,575** | ,426** | 1      | ,705**    |
|           | Sig. (2-tailed)     | ,009   | ,000   | ,002   |        | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| TAN_TOTAL | Pearson Correlation | ,819** | ,884** | ,870** | ,705** | 1         |
|           | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   |           |
|           | N                   | 50     | 50     | 50     | 50     | 50        |

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

#### Reliability Statistics

|                  |            |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| ,838             | 4          |



## 2) Keandalan (*Reliability*) X2

**Correlations**

|           |                     | REL_1  | REL_2  | REL_3  | REL_4  | REL_TOTAL |
|-----------|---------------------|--------|--------|--------|--------|-----------|
| REL_1     | Pearson Correlation | 1      | ,766** | ,628** | ,382** | ,832**    |
|           | Sig. (2-tailed)     |        | ,000   | ,000   | ,006   | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| REL_2     | Pearson Correlation | ,766** | 1      | ,677** | ,329** | ,824**    |
|           | Sig. (2-tailed)     | ,000   |        | ,000   | ,020   | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| REL_3     | Pearson Correlation | ,628** | ,677** | 1      | ,396** | ,826**    |
|           | Sig. (2-tailed)     | ,000   | ,000   |        | ,004   | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| REL_4     | Pearson Correlation | ,382** | ,329** | ,396** | 1      | ,722**    |
|           | Sig. (2-tailed)     | ,006   | ,020   | ,004   |        | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| REL_TOTAL | Pearson Correlation | ,832** | ,824** | ,826** | ,722** | 1         |
|           | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   |           |
|           | N                   | 50     | 50     | 50     | 50     | 50        |

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

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,788             | 4          |

## 3) Daya Tanggap (*Responsiveness*) X3

**Correlations**

|           |                     | RES_1  | RES_2  | RES_3  | RES_4  | RES_TOTAL |
|-----------|---------------------|--------|--------|--------|--------|-----------|
| RES_1     | Pearson Correlation | 1      | ,600** | ,559** | ,448** | ,815**    |
|           | Sig. (2-tailed)     |        | ,000   | ,000   | ,001   | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| RES_2     | Pearson Correlation | ,600** | 1      | ,637** | ,380** | ,818**    |
|           | Sig. (2-tailed)     | ,000   |        | ,000   | ,007   | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| RES_3     | Pearson Correlation | ,559** | ,637** | 1      | ,495** | ,841**    |
|           | Sig. (2-tailed)     | ,000   | ,000   |        | ,000   | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| RES_4     | Pearson Correlation | ,448** | ,380** | ,495** | 1      | ,726**    |
|           | Sig. (2-tailed)     | ,001   | ,007   | ,000   |        | ,000      |
|           | N                   | 50     | 50     | 50     | 50     | 50        |
| RES_TOTAL | Pearson Correlation | ,815** | ,818** | ,841** | ,726** | 1         |
|           | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   |           |
|           | N                   | 50     | 50     | 50     | 50     | 50        |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,812             | 4          |

**4) Jaminan (*Assurance*) X4**

**Correlations**

|           |                     | ASS_1  | ASS_2  | ASS_3  | ASS_4  | ASS_TOTALL |
|-----------|---------------------|--------|--------|--------|--------|------------|
| ASS_1     | Pearson Correlation | 1      | ,434** | ,507** | ,417** | ,740**     |
|           | Sig. (2-tailed)     |        | ,002   | ,000   | ,003   | ,000       |
|           | N                   | 50     | 50     | 50     | 50     | 50         |
| ASS_2     | Pearson Correlation | ,434** | 1      | ,574** | ,414** | ,742**     |
|           | Sig. (2-tailed)     | ,002   |        | ,000   | ,003   | ,000       |
|           | N                   | 50     | 50     | 50     | 50     | 50         |
| ASS_3     | Pearson Correlation | ,507** | ,574** | 1      | ,754** | ,893**     |
|           | Sig. (2-tailed)     | ,000   | ,000   |        | ,000   | ,000       |
|           | N                   | 50     | 50     | 50     | 50     | 50         |
| ASS_4     | Pearson Correlation | ,417** | ,414** | ,754** | 1      | ,818**     |
|           | Sig. (2-tailed)     | ,003   | ,003   | ,000   |        | ,000       |
|           | N                   | 50     | 50     | 50     | 50     | 50         |
| ASS_TOTAL | Pearson Correlation | ,740** | ,742** | ,893** | ,818** | 1          |
|           | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   |            |
|           | N                   | 50     | 50     | 50     | 50     | 50         |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,811             | 4          |

**5) Empati (*Empathy*) X5**

**Correlations**

|       |                     | EMP_1  | EMP_2  | EMP_3  | EMP_4  | EMP_TOTALL |
|-------|---------------------|--------|--------|--------|--------|------------|
| EMP_1 | Pearson Correlation | 1      | ,567** | ,618** | ,496** | ,826**     |
|       | Sig. (2-tailed)     |        | ,000   | ,000   | ,000   | ,000       |
|       | N                   | 50     | 50     | 50     | 50     | 50         |
| EMP_2 | Pearson Correlation | ,567** | 1      | ,579** | ,517** | ,834**     |
|       | Sig. (2-tailed)     | ,000   |        | ,000   | ,000   | ,000       |

|           |                     |        |        |        |        |        |
|-----------|---------------------|--------|--------|--------|--------|--------|
|           | N                   | 50     | 50     | 50     | 50     | 50     |
| EMP_3     | Pearson Correlation | ,618** | ,579** | 1      | ,520** | ,840** |
|           | Sig. (2-tailed)     | ,000   | ,000   |        | ,000   | ,000   |
|           | N                   | 50     | 50     | 50     | 50     | 50     |
| EMP_4     | Pearson Correlation | ,496** | ,517** | ,520** | 1      | ,752** |
|           | Sig. (2-tailed)     | ,000   | ,000   | ,000   |        | ,000   |
|           | N                   | 50     | 50     | 50     | 50     | 50     |
| EMP_TOTAL | Pearson Correlation | ,826** | ,834** | ,840** | ,752** | 1      |
|           | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   |        |
|           | N                   | 50     | 50     | 50     | 50     | 50     |

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

#### Reliability Statistics

|                  |            |
|------------------|------------|
| Cronbach's Alpha | N of Items |
| ,828             | 4          |

### 3. Uji Normalitas

| Toko  |           | Kolmogorov-Smirnov <sup>a</sup> |    |      | Shapiro-Wilk |    |      |
|-------|-----------|---------------------------------|----|------|--------------|----|------|
|       |           | Statistic                       | df | Sig. | Statistic    | df | Sig. |
| Hasil | Indomaret | ,104                            | 50 | ,200 | ,970         | 50 | ,234 |
|       | Alfamart  | ,086                            | 50 | ,200 | ,959         | 50 | ,080 |

### 4. Uji Homogenitas

#### Test of Homogeneity of Variances

Hasil

|                  |     |     |      |
|------------------|-----|-----|------|
| Levene Statistic | df1 | df2 | Sig. |
| ,752             | 1   | 98  | ,388 |

## 5. Uji Independent sample t-test

**Group Statistics**

|       | Toko      | N  | Mean    | Std. Deviation | Std. Error Mean |
|-------|-----------|----|---------|----------------|-----------------|
| Hasil | Indomaret | 50 | 66,8200 | 6,64459        | ,93969          |
|       | Alfamart  | 50 | 67,9200 | 7,25298        | 1,02573         |

|       |                             | Levene's Test for Equality of Variances |      | t-test for Equality of Means |        |                 |                 |                       |   |         |
|-------|-----------------------------|---|------|------------------------------|--------|-----------------|-----------------|-----------------------|---|---------|
|       |                             | F                                       | Sig. | t                            | df     | Sig. (2-tailed) | Mean Difference | Std. Error Difference | 95% Confidence Interval of the Difference |         |
|       |                             |   |      |                              |        |                 |                 |                       | Lower                                     | Upper   |
| Hasil | Equal variances assumed     | ,752                                    | ,388 | -.791                        | 98     | ,431            | -1,10000        | 1,39109               | -3,86057                                  | 1,66057 |
|       | Equal variances not assumed |   |      | -.791                        | 97,257 | ,431            | -1,10000        | 1,39109               | -3,86083                                  | 1,66083 |

## 6. Hasil Rekapitulasi Kuisisioner

### 1) Indomaret

| No | Tangible |   |   |   |       | Total | Reliability |   |   |    |       | Total | Responsiveness |   |    |   |       | Total | Assurance |    |   |   |       | Total | Empathy |   |   |   |       | Total |
|----|----------|---|---|---|-------|-------|-------------|---|---|----|-------|-------|----------------|---|----|---|-------|-------|-----------|----|---|---|-------|-------|---------|---|---|---|-------|-------|
|    | 1        | 2 | 3 | 4 | Total |       | 1           | 2 | 3 | 4  | Total |       | 1              | 2 | 3  | 4 | Total |       | 1         | 2  | 3 | 4 | Total |       | 1       | 2 | 3 | 4 | Total |       |
| 1  | 3        | 3 | 3 | 3 | 12    | 3     | 3           | 3 | 2 | 11 | 3     | 4     | 4              | 4 | 15 | 2 | 4     | 3     | 4         | 13 | 4 | 4 | 3     | 2     | 13      |   |   |   |       |       |
| 2  | 4        | 3 | 3 | 3 | 13    | 2     | 3           | 2 | 3 | 10 | 3     | 3     | 3              | 3 | 12 | 3 | 3     | 4     | 3         | 13 | 4 | 4 | 4     | 4     | 16      |   |   |   |       |       |
| 3  | 3        | 4 | 3 | 4 | 14    | 4     | 3           | 3 | 3 | 13 | 4     | 4     | 4              | 4 | 16 | 3 | 3     | 3     | 4         | 13 | 4 | 3 | 3     | 3     | 13      |   |   |   |       |       |
| 4  | 3        | 3 | 2 | 3 | 11    | 3     | 2           | 3 | 3 | 11 | 3     | 3     | 4              | 4 | 14 | 3 | 3     | 3     | 3         | 12 | 4 | 3 | 3     | 3     | 13      |   |   |   |       |       |
| 5  | 3        | 3 | 3 | 3 | 12    | 4     | 4           | 3 | 2 | 13 | 2     | 4     | 4              | 4 | 14 | 3 | 3     | 4     | 3         | 13 | 4 | 3 | 3     | 3     | 13      |   |   |   |       |       |
| 6  | 4        | 4 | 3 | 4 | 15    | 4     | 4           | 4 | 4 | 16 | 4     | 4     | 4              | 4 | 16 | 4 | 4     | 4     | 4         | 16 | 4 | 4 | 4     | 4     | 16      |   |   |   |       |       |
| 7  | 4        | 4 | 4 | 4 | 16    | 4     | 3           | 3 | 3 | 13 | 3     | 4     | 4              | 4 | 15 | 3 | 4     | 4     | 4         | 15 | 3 | 3 | 3     | 4     | 13      |   |   |   |       |       |
| 8  | 3        | 3 | 3 | 4 | 13    | 4     | 3           | 3 | 3 | 13 | 3     | 3     | 3              | 3 | 12 | 3 | 3     | 3     | 3         | 12 | 4 | 4 | 3     | 3     | 14      |   |   |   |       |       |
| 9  | 3        | 3 | 3 | 3 | 12    | 4     | 3           | 3 | 3 | 13 | 3     | 3     | 3              | 3 | 12 | 4 | 4     | 4     | 4         | 16 | 3 | 3 | 4     | 3     | 13      |   |   |   |       |       |
| 10 | 4        | 3 | 4 | 3 | 14    | 4     | 4           | 4 | 4 | 16 | 4     | 4     | 4              | 4 | 16 | 4 | 4     | 4     | 3         | 15 | 3 | 4 | 3     | 3     | 13      |   |   |   |       |       |
| 11 | 3        | 3 | 3 | 3 | 12    | 3     | 3           | 3 | 4 | 13 | 4     | 3     | 4              | 4 | 15 | 4 | 4     | 4     | 3         | 15 | 3 | 3 | 3     | 3     | 12      |   |   |   |       |       |
| 12 | 4        | 4 | 4 | 4 | 16    | 4     | 4           | 3 | 3 | 14 | 4     | 4     | 4              | 4 | 16 | 4 | 4     | 4     | 3         | 15 | 3 | 3 | 2     | 3     | 11      |   |   |   |       |       |
| 13 | 3        | 4 | 4 | 3 | 14    | 3     | 3           | 4 | 3 | 13 | 3     | 3     | 4              | 4 | 14 | 4 | 4     | 4     | 4         | 16 | 4 | 3 | 3     | 4     | 14      |   |   |   |       |       |
| 14 | 3        | 4 | 4 | 4 | 15    | 3     | 4           | 3 | 3 | 13 | 3     | 4     | 4              | 4 | 15 | 3 | 3     | 4     | 3         | 13 | 4 | 3 | 3     | 3     | 13      |   |   |   |       |       |
| 15 | 3        | 3 | 3 | 3 | 12    | 3     | 3           | 3 | 3 | 12 | 3     | 3     | 3              | 3 | 12 | 3 | 3     | 3     | 3         | 12 | 2 | 2 | 2     | 1     | 7       |   |   |   |       |       |
| 16 | 3        | 3 | 3 | 3 | 12    | 3     | 3           | 2 | 3 | 11 | 3     | 3     | 3              | 3 | 12 | 3 | 3     | 3     | 3         | 12 | 3 | 3 | 3     | 3     | 12      |   |   |   |       |       |
| 17 | 4        | 4 | 4 | 4 | 16    | 4     | 3           | 3 | 4 | 14 | 3     | 3     | 3              | 3 | 12 | 4 | 4     | 4     | 3         | 15 | 3 | 3 | 2     | 3     | 11      |   |   |   |       |       |
| 18 | 4        | 4 | 4 | 4 | 16    | 4     | 3           | 3 | 3 | 13 | 4     | 4     | 4              | 3 | 15 | 3 | 4     | 4     | 3         | 14 | 3 | 4 | 4     | 4     | 15      |   |   |   |       |       |
| 19 | 4        | 3 | 3 | 3 | 13    | 3     | 4           | 3 | 2 | 12 | 3     | 4     | 3              | 3 | 13 | 3 | 3     | 3     | 3         | 12 | 3 | 4 | 3     | 3     | 13      |   |   |   |       |       |
| 20 | 2        | 3 | 3 | 3 | 11    | 3     | 3           | 3 | 3 | 12 | 4     | 4     | 4              | 4 | 16 | 2 | 3     | 3     | 3         | 11 | 3 | 3 | 3     | 3     | 12      |   |   |   |       |       |
| 21 | 3        | 3 | 3 | 4 | 13    | 3     | 3           | 2 | 3 | 11 | 3     | 3     | 3              | 3 | 12 | 4 | 4     | 4     | 4         | 16 | 3 | 3 | 3     | 3     | 12      |   |   |   |       |       |
| 22 | 4        | 4 | 4 | 3 | 15    | 3     | 4           | 4 | 4 | 15 | 3     | 4     | 3              | 3 | 13 | 3 | 4     | 4     | 4         | 15 | 3 | 3 | 3     | 3     | 12      |   |   |   |       |       |
| 23 | 3        | 4 | 3 | 3 | 13    | 3     | 4           | 3 | 3 | 13 | 3     | 3     | 3              | 3 | 12 | 3 | 3     | 3     | 3         | 12 | 4 | 4 | 4     | 4     | 16      |   |   |   |       |       |
| 24 | 3        | 3 | 3 | 3 | 12    | 3     | 3           | 3 | 3 | 12 | 3     | 3     | 3              | 3 | 12 | 3 | 3     | 3     | 3         | 12 | 3 | 2 | 2     | 2     | 9       |   |   |   |       |       |
| 25 | 3        | 3 | 3 | 3 | 12    | 3     | 3           | 3 | 3 | 12 | 3     | 3     | 3              | 3 | 12 | 3 | 3     | 3     | 3         | 12 | 3 | 3 | 2     | 3     | 11      |   |   |   |       |       |
| 26 | 3        | 3 | 3 | 3 | 12    | 3     | 3           | 3 | 3 | 12 | 3     | 3     | 3              | 3 | 12 | 3 | 3     | 3     | 3         | 12 | 3 | 3 | 3     | 3     | 12      |   |   |   |       |       |
| 27 | 4        | 4 | 4 | 4 | 16    | 4     | 4           | 4 | 4 | 16 | 4     | 3     | 3              | 4 | 14 | 4 | 4     | 4     | 4         | 16 | 4 | 3 | 3     | 3     | 13      |   |   |   |       |       |
| 28 | 3        | 3 | 3 | 3 | 12    | 3     | 3           | 3 | 3 | 12 | 3     | 3     | 3              | 3 | 12 | 3 | 3     | 3     | 3         | 12 | 4 | 3 | 4     | 3     | 14      |   |   |   |       |       |
| 29 | 2        | 2 | 3 | 3 | 10    | 3     | 3           | 2 | 3 | 11 | 3     | 3     | 3              | 3 | 12 | 1 | 1     | 2     | 2         | 6  | 4 | 4 | 4     | 4     | 16      |   |   |   |       |       |

|    |   |   |   |   |    |   |   |   |   |    |   |   |   |   |    |   |   |   |   |    |   |   |   |   |    |
|----|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|
| 30 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 4 | 4 | 14 |
| 31 | 4 | 4 | 3 | 4 | 15 | 4 | 4 | 3 | 3 | 14 | 4 | 4 | 4 | 4 | 16 | 3 | 4 | 3 | 3 | 13 | 4 | 4 | 4 | 4 | 16 |
| 32 | 4 | 4 | 3 | 4 | 15 | 4 | 3 | 4 | 3 | 14 | 4 | 4 | 4 | 3 | 15 | 3 | 3 | 3 | 4 | 13 | 3 | 3 | 3 | 3 | 12 |
| 33 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 3 | 3 | 4 | 3 | 13 |
| 34 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 4 | 4 | 14 | 4 | 3 | 4 | 4 | 15 | 3 | 3 | 3 | 3 | 12 | 3 | 4 | 4 | 4 | 15 |
| 35 | 3 | 4 | 4 | 4 | 15 | 4 | 4 | 4 | 4 | 16 | 3 | 3 | 3 | 4 | 13 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 36 | 3 | 2 | 3 | 3 | 11 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 4 | 3 | 13 | 3 | 2 | 3 | 3 | 11 | 3 | 3 | 3 | 3 | 12 |
| 37 | 4 | 4 | 4 | 4 | 16 | 3 | 3 | 4 | 3 | 13 | 4 | 4 | 3 | 3 | 14 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 |
| 38 | 4 | 3 | 3 | 4 | 14 | 3 | 4 | 4 | 4 | 15 | 4 | 4 | 4 | 4 | 16 | 3 | 4 | 4 | 4 | 15 | 4 | 4 | 4 | 4 | 16 |
| 39 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 40 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 4 | 13 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 |
| 41 | 4 | 4 | 4 | 3 | 15 | 3 | 3 | 3 | 3 | 12 | 4 | 3 | 3 | 3 | 13 | 3 | 4 | 3 | 4 | 14 | 4 | 4 | 4 | 4 | 16 |
| 42 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 3 | 3 | 3 | 13 |
| 43 | 3 | 2 | 3 | 3 | 11 | 3 | 3 | 3 | 3 | 12 | 4 | 3 | 3 | 3 | 13 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 |
| 44 | 4 | 3 | 3 | 3 | 13 | 3 | 3 | 3 | 3 | 12 | 4 | 3 | 3 | 3 | 13 | 4 | 3 | 3 | 4 | 14 | 3 | 3 | 4 | 4 | 14 |
| 45 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 3 | 4 | 4 | 3 | 14 |
| 46 | 3 | 3 | 4 | 3 | 13 | 4 | 3 | 3 | 3 | 13 | 3 | 3 | 4 | 4 | 14 | 4 | 3 | 4 | 3 | 14 | 2 | 2 | 2 | 2 | 8  |
| 47 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 4 | 3 | 3 | 13 | 4 | 4 | 4 | 3 | 15 | 3 | 3 | 3 | 3 | 12 |
| 48 | 4 | 4 | 4 | 4 | 16 | 3 | 3 | 4 | 4 | 14 | 4 | 3 | 4 | 3 | 14 | 3 | 3 | 3 | 3 | 12 | 4 | 4 | 4 | 4 | 16 |
| 49 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 2 | 3 | 2 | 10 |
| 50 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 |

## 2) Alfamart

| No | Tangible |   |   |   | Total | Reliability |   |   |   | Total | Responsiveness |   |   |   | Total | Assurance |   |   |   | Total | Empathy |   |   |   | Total |
|----|----------|---|---|---|-------|-------------|---|---|---|-------|----------------|---|---|---|-------|-----------|---|---|---|-------|---------|---|---|---|-------|
|    | 1        | 2 | 3 | 4 |       | 1           | 2 | 3 | 4 |       | 1              | 2 | 3 | 4 |       | 1         | 2 | 3 | 4 |       | 1       | 2 | 3 | 4 |       |
| 1  | 2        | 4 | 3 | 4 | 13    | 4           | 4 | 4 | 2 | 14    | 4              | 4 | 4 | 4 | 16    | 3         | 4 | 4 | 4 | 15    | 4       | 4 | 4 | 3 | 15    |
| 2  | 3        | 3 | 4 | 3 | 13    | 3           | 3 | 2 | 3 | 11    | 3              | 3 | 3 | 4 | 13    | 3         | 3 | 3 | 3 | 12    | 4       | 4 | 4 | 3 | 15    |
| 3  | 3        | 3 | 3 | 4 | 13    | 4           | 4 | 4 | 4 | 16    | 4              | 4 | 3 | 3 | 14    | 4         | 4 | 4 | 4 | 16    | 4       | 3 | 4 | 3 | 14    |
| 4  | 3        | 3 | 3 | 3 | 12    | 4           | 4 | 4 | 3 | 15    | 3              | 3 | 3 | 3 | 12    | 3         | 3 | 4 | 4 | 14    | 4       | 3 | 3 | 3 | 13    |
| 5  | 3        | 3 | 3 | 3 | 12    | 3           | 3 | 3 | 3 | 12    | 3              | 3 | 3 | 3 | 12    | 2         | 4 | 4 | 4 | 14    | 4       | 4 | 3 | 3 | 14    |
| 6  | 4        | 4 | 4 | 4 | 16    | 4           | 4 | 4 | 4 | 16    | 4              | 4 | 4 | 4 | 16    | 4         | 4 | 4 | 4 | 16    | 4       | 4 | 4 | 4 | 16    |
| 7  | 3        | 4 | 4 | 4 | 15    | 4           | 3 | 3 | 3 | 13    | 4              | 4 | 4 | 4 | 16    | 3         | 4 | 4 | 4 | 15    | 3       | 3 | 4 | 3 | 13    |
| 8  | 3        | 3 | 3 | 3 | 12    | 3           | 3 | 3 | 3 | 12    | 3              | 4 | 4 | 4 | 15    | 3         | 3 | 3 | 3 | 12    | 3       | 3 | 3 | 3 | 12    |
| 9  | 4        | 4 | 4 | 4 | 16    | 3           | 4 | 3 | 4 | 14    | 3              | 3 | 3 | 3 | 12    | 3         | 3 | 3 | 3 | 12    | 3       | 3 | 3 | 3 | 12    |

|    |   |   |   |   |    |   |   |   |   |    |   |   |   |   |    |   |   |   |   |    |   |   |   |   |    |
|----|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|
| 10 | 4 | 4 | 4 | 3 | 15 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 3 | 15 | 4 | 4 | 4 | 4 | 16 | 4 | 3 | 4 | 4 | 15 |
| 11 | 4 | 4 | 4 | 3 | 15 | 4 | 3 | 3 | 4 | 14 | 3 | 4 | 4 | 4 | 15 | 4 | 3 | 4 | 4 | 15 | 2 | 3 | 2 | 3 | 10 |
| 12 | 4 | 4 | 4 | 3 | 15 | 4 | 4 | 4 | 1 | 13 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 3 | 3 | 4 | 14 |
| 13 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 3 | 15 | 3 | 3 | 4 | 4 | 14 | 3 | 3 | 4 | 4 | 14 | 3 | 3 | 3 | 3 | 12 |
| 14 | 3 | 3 | 4 | 3 | 13 | 3 | 3 | 3 | 3 | 12 | 3 | 4 | 4 | 4 | 15 | 3 | 4 | 4 | 4 | 15 | 3 | 3 | 3 | 3 | 12 |
| 15 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 4 | 13 | 3 | 3 | 3 | 3 | 12 | 2 | 3 | 2 | 3 | 10 |
| 16 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 2 | 11 | 4 | 3 | 3 | 4 | 14 | 3 | 3 | 3 | 3 | 12 | 3 | 4 | 3 | 3 | 13 |
| 17 | 4 | 4 | 4 | 3 | 15 | 3 | 3 | 3 | 3 | 12 | 4 | 4 | 4 | 4 | 16 | 3 | 3 | 3 | 4 | 13 | 4 | 3 | 3 | 4 | 14 |
| 18 | 3 | 4 | 4 | 3 | 14 | 3 | 3 | 4 | 4 | 14 | 4 | 4 | 3 | 4 | 15 | 4 | 4 | 4 | 3 | 15 | 4 | 4 | 4 | 3 | 15 |
| 19 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 4 | 3 | 3 | 13 | 3 | 3 | 3 | 3 | 12 |
| 20 | 2 | 3 | 3 | 3 | 11 | 3 | 3 | 3 | 2 | 11 | 4 | 4 | 4 | 3 | 15 | 4 | 4 | 4 | 4 | 16 | 3 | 2 | 2 | 3 | 10 |
| 21 | 4 | 4 | 4 | 4 | 16 | 3 | 3 | 4 | 4 | 14 | 4 | 3 | 3 | 4 | 14 | 3 | 3 | 3 | 3 | 12 | 4 | 4 | 4 | 4 | 16 |
| 22 | 3 | 4 | 4 | 4 | 15 | 4 | 3 | 4 | 3 | 14 | 4 | 4 | 3 | 4 | 15 | 3 | 4 | 3 | 3 | 13 | 3 | 4 | 3 | 4 | 14 |
| 23 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 4 | 4 | 3 | 14 |
| 24 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 4 | 4 | 4 | 4 | 16 |
| 25 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 2 | 2 | 3 | 3 | 10 |
| 26 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 2 | 3 | 2 | 2 | 9  | 3 | 3 | 3 | 3 | 12 |
| 27 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 3 | 3 | 4 | 14 | 4 | 3 | 3 | 4 | 14 | 3 | 4 | 4 | 4 | 15 |
| 28 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 2 | 3 | 3 | 11 |
| 29 | 2 | 2 | 3 | 3 | 10 | 3 | 3 | 3 | 2 | 11 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 2 | 2 | 10 | 4 | 3 | 3 | 3 | 13 |
| 30 | 3 | 3 | 3 | 3 | 12 | 4 | 4 | 3 | 3 | 14 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 2 | 3 | 3 | 11 |
| 31 | 3 | 4 | 3 | 3 | 13 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 3 | 3 | 14 |
| 32 | 3 | 3 | 3 | 4 | 13 | 4 | 3 | 3 | 4 | 14 | 3 | 3 | 3 | 4 | 13 | 4 | 4 | 4 | 3 | 15 | 3 | 2 | 4 | 3 | 12 |
| 33 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 34 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 4 | 4 | 14 | 4 | 3 | 4 | 4 | 15 | 4 | 3 | 4 | 4 | 15 | 3 | 3 | 3 | 3 | 12 |
| 35 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 3 | 3 | 4 | 4 | 14 | 4 | 4 | 4 | 4 | 16 |
| 36 | 3 | 2 | 3 | 3 | 11 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 2 | 3 | 11 | 3 | 3 | 3 | 3 | 12 |
| 37 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 2 | 11 | 3 | 3 | 3 | 3 | 12 | 4 | 4 | 3 | 3 | 14 | 3 | 3 | 3 | 3 | 12 |
| 38 | 3 | 4 | 4 | 4 | 15 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 3 | 15 | 4 | 4 | 4 | 3 | 15 | 4 | 3 | 4 | 4 | 15 |
| 39 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 40 | 3 | 3 | 3 | 3 | 12 | 4 | 4 | 3 | 3 | 14 | 3 | 3 | 3 | 4 | 13 | 3 | 3 | 3 | 4 | 13 | 4 | 4 | 4 | 3 | 15 |
| 41 | 3 | 4 | 3 | 4 | 14 | 4 | 4 | 4 | 4 | 16 | 4 | 3 | 4 | 4 | 15 | 4 | 3 | 3 | 3 | 13 | 4 | 4 | 4 | 3 | 15 |
| 42 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 3 | 4 | 15 |
| 43 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 2 | 11 | 3 | 4 | 3 | 3 | 13 | 3 | 2 | 3 | 3 | 11 | 4 | 3 | 3 | 3 | 13 |

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|----|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|---|---|---|---|----|
| 44 | 4 | 3 | 3 | 4 | 14 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 4 | 4 | 14 | 4 | 3 | 3 | 3 | 13 | 3 | 3 | 3 | 3 | 12 |
| 45 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 46 | 4 | 3 | 4 | 3 | 14 | 3 | 3 | 2 | 3 | 11 | 4 | 3 | 4 | 3 | 14 | 3 | 3 | 4 | 4 | 14 | 4 | 4 | 4 | 4 | 16 |
| 47 | 4 | 4 | 4 | 3 | 15 | 4 | 3 | 3 | 4 | 14 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 | 4 | 4 | 4 | 4 | 16 |
| 48 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 4 | 3 | 4 | 3 | 14 | 4 | 4 | 4 | 4 | 16 |
| 49 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 2 | 3 | 3 | 2 | 10 | 3 | 2 | 2 | 2 | 9  |
| 50 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 | 3 | 3 | 3 | 3 | 12 |