**Lampiran 1**

**PENGARUH KUALITAS PELAYANAN JASA TERHADAP KEPUASAN KONSUMEN NANI *WEDDING DECORATION* DI KECAMATAN DELI TUA**

Yang bertanda tangan dibawah ini :

Nama : Tri Heriana

Npm : 163114025

Fakultas/Jurusan : Ekonomi/Manajemen

Semester : VIII

Bapak/Ibu, Saudara/I responden yang terhormat,

Sehubungan dalam rangka pengumpulan data untuk melengkapi penelitian saya yang berjudul **:"Pengaruh Kualitas Pelayanan Jasa Terhadap Keputusan Konsumen Nani *Wedding Decoration* di Kecamatan Delitua",** saya mengharapkan kesediaan Bapak/Ibu untuk menjawab dan mengisi beberapa pernyataan kuesioner yang diberikan dibawah ini.

Atas waktu yang Bapak/Ibu, Saudara/I telah luangkan, saya ucapkan terima kasih

Hormat Saya

Tri Heriana

**II. IDENTITAS RESPONDEN**

Nama ( boleh tidak dibuat ) : ……………………………………………………

No Responden : ……………………………………………………

Jenis Kelamin : ……………………………...……………………

Umur : ……………………………...……………………

Pendidikan Terakhir : …………………………...………………………

**B. PETUNJUK PENGISIAN**

1. Pilihlah jawaban paling tepat menurut anda.

2. Bacalah setiap pertanyaan dengan seksama.

3. Isilah semua nomor dengan memilih satu antara 9 alternatif jawaban dengan memberikan tanda X pada kolom yang sudah disediakan.

4. Alternatif jawaban adalah sebagai berikut :

|  |  |
| --- | --- |
| Alternatif Jawaban | Skor |
| Sangat Setuju | 5 |
| Setuju | 4 |
| Kurang Setuju | 3 |
| Tidak Setuju | 2 |
| Sangat Tidak Setuju | 1 |

**C. DAFTAR PERTANYAAN**

**Kualitas Pelayanan Jasa (X)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **Keandalan (*reabilitas*)** | | | | | | |
| 1 | Karyawan memberikan respon secara tepat terhadap kebutuhan konsumen |  |  |  |  |  |
| 2 | Karyawan melakukan pendataan secara tepat, cepat dan tepat sasaran |  |  |  |  |  |
| 3 | Kemampuan pelayanan karyawan Nani *wedding decoration* dapat dipercaya |  |  |  |  |  |
| 4 | Keakuratan karyawan Nani *wedding decoration* dalam melakukan pelayanan jasa |  |  |  |  |  |
| 5 | karyawan Nani *wedding decoration* konsisten dalam memberikan jasa |  |  |  |  |  |
| **Daya tanggap (*responsiveness)*** | | | | | | |
| 6 | Respon dilakukan dengan baik apabila ada complain dari konsumen |  |  |  |  |  |
| 7 | Penyampaian informasi diberikan dengan jelas |  |  |  |  |  |
| 8 | Ketika saya membutuhkan sesuatu karyawan Nani *wedding decoration* memiliki waktu luang untuk membantu anda |  |  |  |  |  |
| 9 | Karyawan dapat bekerja sama dengan konsumen |  |  |  |  |  |
| 10 | Kemampuan karyawan dalam memberikan pelayanan dengan cepat dan dan benar |  |  |  |  |  |
| **Jaminan (*assurance*)** | | | | | | |
| 11 | Jaminan keamanan sudah sesuai dengan harapan konsumen |  |  |  |  |  |
| 12 | Penyedia jasa memberikan dukungan dan kerja sama terhadap pengguna jasa |  |  |  |  |  |
| 13 | Pengetahuan dan keterampilan karyawan dalam menjalankan tugasnya sudah sangat bagus |  |  |  |  |  |
| 14 | Karyawan Nani *wedding decoration* memiliki keahlian yang baik |  |  |  |  |  |
| 15 | Karyawan Nani *wedding decoration* dapat diandalkan dan professional dalam bekerja |  |  |  |  |  |
| **Empati** | | | | | | |
| 16 | Penyedia jasa mengutamakan kepentingan pengguna jasa |  |  |  |  |  |
| 17 | Penyedia jasa memberikan pengertian dan toleransi terhadap pengguna jasa apabila terjadi masalah |  |  |  |  |  |
| 18 | Karyawan Nani *wedding decoration* memiliki kesungguhan dalam merespon permintaan saudara |  |  |  |  |  |
| 19 | Karyawan Nani *wedding decoration* memberikan perhatian secara individual kepada saudara |  |  |  |  |  |
| 20 | Karyawan Nani *wedding decoration* memberikan pelayanan yang sama tanpa memandang status sosial |  |  |  |  |  |
| **Bukti Fisik (*Tanggibles*)** | | | | | | |
| 21 | Kondisi sarana dan prasarana yang di sediakan dalam keadaan baik |  |  |  |  |  |
| 22 | Fasilitas dan pelayanan yang diberikan sudah sesuai dengan harapan konsumen |  |  |  |  |  |
| 23 | Fasilitas perlengkapan yang disediakan Nani *wedding decoration* bersih dan dalam keadaan baik |  |  |  |  |  |
| 24 | Nani *wedding decoration* memiliki dekorasi yang baik dan memuaskan |  |  |  |  |  |
| 25 | Karyawan Nani *wedding decoration* berpenampilan bersih dan rapi |  |  |  |  |  |

**Kepuasan Konsumen (Y)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Pernyataan** | **SS** | **S** | **KS** | **TS** | **STS** |
| **Kesesuaian kualitas pelayanan dengan tingkat harapan** | | | | | | |
| 1 | Kualitas pelayanan jasa yg diberikan sesuai dengan harapan konsumen |  |  |  |  |  |
| 2 | Nani *wedding decoration* sudah memberikan kenyamanan dalam melayani konsumen |  |  |  |  |  |
| 3 | Saya puas dengan pelayanan yang diberikan Nani *wedding decoration* yang cepat dan tepat |  |  |  |  |  |
| 4 | Saya merasa puas dengan kemampuan yang dimiliki karyawan Nani *wedding decoration* |  |  |  |  |  |
| 5 | Saya merasa puas dengan kesopanan yang dimilliki karyawan Nani *wedding decoration* |  |  |  |  |  |
| **Tingkat kepuasan apabila dibandingkan dengan yang sejenis** | | | | | | |
| 6 | Saya merasa puas dengan keramahan yang dimiliki karyawan Nani *wedding decoration* |  |  |  |  |  |
| 7 | Saya merasa puas dengan keamanan dan kenyamanan yang diberikan karyawan Nani *wedding decoration* |  |  |  |  |  |
| 8 | Ketepatan dalam melaksanakan janji kepada pelanggan |  |  |  |  |  |
| 9 | Tindakan karyawan selalu siap menghadapi keluhan yang dihadapi karyawan |  |  |  |  |  |
| 10 | Kemampuan karyawan selalu siap menghadapi kebutuhan pelanggan |  |  |  |  |  |
| **Tidak ada pengaduan atau complain yang dilayangkan** | | | | | | |
| 11 | tanggapan karyawan nani *wedding decoration* terhadap complain yang dilayangkan |  |  |  |  |  |
| 12 | Seberapa tanggap karyawan nani *wedding decoration* dalam menanggapi complain |  |  |  |  |  |
| 13 | saya sebagai konsumen pernah melayangkan complain terhadap nani *wedding decoration* |  |  |  |  |  |
| 14 | Tentang apakah yang pernah saudara complain kepada pihak nani *wedding decoration* |  |  |  |  |  |
| 15 | Karyawan memiliki pengetahuan untuk menjawab pertanyaan pelanggan |  |  |  |  |  |

**Lampiran II**

Uji validitas dan reliabilitas variabel X

|  |  |  |
| --- | --- | --- |
| **Reliability Statistics** | | |
| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
| .919 | .919 | 25 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| VAR00001 | 104.9333 | 50.658 | .447 | .917 |
| VAR00002 | 105.0400 | 49.525 | .594 | .915 |
| VAR00003 | 104.9867 | 49.824 | .573 | .915 |
| VAR00004 | 105.1200 | 49.594 | .617 | .914 |
| VAR00005 | 105.0267 | 48.972 | .635 | .914 |
| VAR00006 | 105.0800 | 51.210 | .465 | .919 |
| VAR00007 | 105.0933 | 49.383 | .634 | .914 |
| VAR00008 | 105.0133 | 49.689 | .598 | .915 |
| VAR00009 | 105.0667 | 49.874 | .587 | .915 |
| VAR00010 | 104.9867 | 50.284 | .505 | .916 |
| VAR00011 | 104.9200 | 50.237 | .508 | .916 |
| VAR00012 | 105.0133 | 49.446 | .634 | .914 |
| VAR00013 | 104.9067 | 50.788 | .480 | .918 |
| VAR00014 | 105.1600 | 49.974 | .490 | .917 |
| VAR00015 | 105.1067 | 49.043 | .591 | .915 |
| VAR00016 | 105.0400 | 50.282 | .516 | .916 |
| VAR00017 | 105.0400 | 49.931 | .569 | .915 |
| VAR00018 | 104.8800 | 50.377 | .490 | .917 |
| VAR00019 | 105.1600 | 49.190 | .706 | .913 |
| VAR00020 | 105.1733 | 49.470 | .564 | .915 |
| VAR00021 | 105.1067 | 51.556 | .480 | .919 |
| VAR00022 | 105.1467 | 49.803 | .644 | .914 |
| VAR00023 | 105.0933 | 49.978 | .547 | .916 |
| VAR00024 | 105.1333 | 50.820 | .472 | .917 |
| VAR00025 | 105.0133 | 51.067 | .471 | .919 |

Uji validitas dan reliabilitas variabel Y

|  |  |  |
| --- | --- | --- |
| **Reliability Statistics** | | |
| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
| .876 | .878 | 15 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| VAR00001 | 60.8000 | 17.297 | .562 | .866 |
| VAR00002 | 60.8000 | 17.162 | .597 | .865 |
| VAR00003 | 60.6400 | 17.450 | .508 | .869 |
| VAR00004 | 60.9200 | 17.210 | .608 | .864 |
| VAR00005 | 60.9333 | 17.306 | .488 | .870 |
| VAR00006 | 60.8667 | 17.901 | .499 | .874 |
| VAR00007 | 60.9067 | 17.167 | .656 | .862 |
| VAR00008 | 60.8533 | 17.046 | .610 | .864 |
| VAR00009 | 60.8933 | 17.772 | .478 | .870 |
| VAR00010 | 60.7733 | 17.745 | .450 | .873 |
| VAR00011 | 60.8800 | 17.756 | .441 | .872 |
| VAR00012 | 60.9200 | 17.237 | .648 | .863 |
| VAR00013 | 60.8400 | 17.379 | .556 | .867 |
| VAR00014 | 60.8000 | 17.297 | .562 | .866 |
| VAR00015 | 60.7867 | 17.684 | .492 | .873 |

**UJI ANALISIS REGRESI LINEAR SEDERHANA**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 3.454 | 2.818 |  | 1.226 | .224 |
| VAR00001 | .564 | .026 | .932 | 21.957 | .000 |
| a. Dependent Variable: VAR00002 | | | | | | |

**UJI T**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coefficientsa** | | | | | | |
| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| B | Std. Error | Beta |
| 1 | (Constant) | 3.454 | 2.818 |  | 1.226 | .224 |
| VAR00001 | .564 | .026 | .932 | 21.957 | .000 |
| a. Dependent Variable: VAR00002 | | | | | | |

**UJI R**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Model Summary** | | | | |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .932a | .868 | .867 | 1.62587 |
| a. Predictors: (Constant), VAR00001 | | | | |

**UJI NORMALITAS**

|  |  |  |
| --- | --- | --- |
| **One-Sample Kolmogorov-Smirnov Test** | | |
|  | | Unstandardized Residual |
| N | | 75 |
| Normal Parametersa,b | Mean | 0E-7 |
| Std. Deviation | 1.61484315 |
| Most Extreme Differences | Absolute | .124 |
| Positive | .124 |
| Negative | -.094 |
| Kolmogorov-Smirnov Z | | 1.071 |
| Asymp. Sig. (2-tailed) | | .202 |
| a. Test distribution is Normal. | | |
| b. Calculated from data. | | |

**Lampiran III**

**Hasil responden X**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00001** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 38 | 50.7 | 50.7 | 50.7 |
| 5.00 | 37 | 49.3 | 49.3 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00002** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 44 | 58.7 | 58.7 | 60.0 |
| 5.00 | 30 | 40.0 | 40.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00003** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 42 | 56.0 | 56.0 | 56.0 |
| 5.00 | 33 | 44.0 | 44.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00004** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 50 | 66.7 | 66.7 | 68.0 |
| 5.00 | 24 | 32.0 | 32.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00005** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 2 | 2.7 | 2.7 | 2.7 |
| 4.00 | 41 | 54.7 | 54.7 | 57.3 |
| 5.00 | 32 | 42.7 | 42.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00006** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 47 | 62.7 | 62.7 | 64.0 |
| 5.00 | 27 | 36.0 | 36.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00007** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 48 | 64.0 | 64.0 | 65.3 |
| 5.00 | 26 | 34.7 | 34.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00008** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 44 | 58.7 | 58.7 | 58.7 |
| 5.00 | 31 | 41.3 | 41.3 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00009** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 48 | 64.0 | 64.0 | 64.0 |
| 5.00 | 27 | 36.0 | 36.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |
| **VAR00010** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 42 | 56.0 | 56.0 | 56.0 |
| 5.00 | 33 | 44.0 | 44.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00011** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 37 | 49.3 | 49.3 | 49.3 |
| 5.00 | 38 | 50.7 | 50.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00012** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 44 | 58.7 | 58.7 | 58.7 |
| 5.00 | 31 | 41.3 | 41.3 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00013** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 36 | 48.0 | 48.0 | 48.0 |
| 5.00 | 39 | 52.0 | 52.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |
| **VAR00014** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 4 | 5.3 | 5.3 | 5.3 |
| 4.00 | 47 | 62.7 | 62.7 | 68.0 |
| 5.00 | 24 | 32.0 | 32.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00015** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 4 | 5.3 | 5.3 | 5.3 |
| 4.00 | 43 | 57.3 | 57.3 | 62.7 |
| 5.00 | 28 | 37.3 | 37.3 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00016** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 46 | 61.3 | 61.3 | 61.3 |
| 5.00 | 29 | 38.7 | 38.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00017** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 46 | 61.3 | 61.3 | 61.3 |
| 5.00 | 29 | 38.7 | 38.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00018** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 34 | 45.3 | 45.3 | 45.3 |
| 5.00 | 41 | 54.7 | 54.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00019** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 53 | 70.7 | 70.7 | 72.0 |
| 5.00 | 21 | 28.0 | 28.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00020** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 4 | 5.3 | 5.3 | 5.3 |
| 4.00 | 48 | 64.0 | 64.0 | 69.3 |
| 5.00 | 23 | 30.7 | 30.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00021** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 49 | 65.3 | 65.3 | 66.7 |
| 5.00 | 25 | 33.3 | 33.3 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00022** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 54 | 72.0 | 72.0 | 72.0 |
| 5.00 | 21 | 28.0 | 28.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00023** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 48 | 64.0 | 64.0 | 65.3 |
| 5.00 | 26 | 34.7 | 34.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00024** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 53 | 70.7 | 70.7 | 70.7 |
| 5.00 | 22 | 29.3 | 29.3 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00025** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 42 | 56.0 | 56.0 | 57.3 |
| 5.00 | 32 | 42.7 | 42.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

**Hasil responden Y**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00001** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 46 | 61.3 | 61.3 | 61.3 |
| 5.00 | 29 | 38.7 | 38.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00002** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 46 | 61.3 | 61.3 | 61.3 |
| 5.00 | 29 | 38.7 | 38.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00003** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 34 | 45.3 | 45.3 | 45.3 |
| 5.00 | 41 | 54.7 | 54.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00004** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 53 | 70.7 | 70.7 | 72.0 |
| 5.00 | 21 | 28.0 | 28.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00005** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 4 | 5.3 | 5.3 | 5.3 |
| 4.00 | 48 | 64.0 | 64.0 | 69.3 |
| 5.00 | 23 | 30.7 | 30.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00006** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 49 | 65.3 | 65.3 | 66.7 |
| 5.00 | 25 | 33.3 | 33.3 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00007** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 54 | 72.0 | 72.0 | 72.0 |
| 5.00 | 21 | 28.0 | 28.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00008** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 48 | 64.0 | 64.0 | 65.3 |
| 5.00 | 26 | 34.7 | 34.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00009** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 53 | 70.7 | 70.7 | 70.7 |
| 5.00 | 22 | 29.3 | 29.3 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00010** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 42 | 56.0 | 56.0 | 57.3 |
| 5.00 | 32 | 42.7 | 42.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00011** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 50 | 66.7 | 66.7 | 68.0 |
| 5.00 | 24 | 32.0 | 32.0 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00012** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 55 | 73.3 | 73.3 | 73.3 |
| 5.00 | 20 | 26.7 | 26.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00013** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 49 | 65.3 | 65.3 | 65.3 |
| 5.00 | 26 | 34.7 | 34.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |
| **VAR00014** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 4.00 | 46 | 61.3 | 61.3 | 61.3 |
| 5.00 | 29 | 38.7 | 38.7 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **VAR00015** | | | | | |
|  | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 3.00 | 1 | 1.3 | 1.3 | 1.3 |
| 4.00 | 43 | 57.3 | 57.3 | 58.7 |
| 5.00 | 31 | 41.3 | 41.3 | 100.0 |
| Total | 75 | 100.0 | 100.0 |  |