Lampiran 1

No. Responden : .....

KUESIONER PENELITIAN

ANALISIS PENGARUH KUALITAS PRODUK, PROMOSI, KEPERCAYAAN MEREK DAN KEPUASAN KONSUMEN TERHADAP KEPUTUSAN PEMBELIAN SEPEDA MOTOR HONDA VARIO (STUDI KASUS DI AFDELING VII SEI KEBARA)

Petunujuk pengisian kuesioner :

1) Mohon diberi tanda checklist (√) pada kolom jawaban Bapak / Ibu anggap paling sesuai.
2) Setiap pertanyaan hanya membutuhkan satu jawaban saja.
3) Mohon memberikan jawaban yang sebenarnya karena tidak akan mempengaruhi pekerjaan anda.
4) Setelah mengisi kuesioner mohon Bapak/Ibu berikan kepada yang menyerahkan kuesioner.
5) Terimakasih atas partisipasi anda.

Identitas Responden

1) Nama : .....
2) Usia : .....Tahun
3) Jenis Kelamin : ☐ Pria ☐ Wanita
4) Pendidikan Terakhir : .....
5) Pendapat anda dinyatakan dalam skala 1 s/d yang memiliki makna

Sangat Setuju	(SS)	= 5
Setuju	(S)	= 4
Kurang Setuju	(KS)	= 3
Tidak Setuju	(TS)	= 2
Sangat Tidak Setuju	(STS)	= 1

Variabel Kualitas produk (X_1)

No	Pernyataan	SS	S	KS	TS	STS
1	Vario merupakan produk yang menarik bila dibandingkan dengan produk sepeda motor lainnya					
2	Vario merupakan produk yang memiliki daya tahan yang lama, terbukti dari masa penggunaan vario yang bisa bertahan lama					
3	Vario merupakan produk dengan kemampuan diperbaiki dengan mudah.					
4	Vario adalah produk dengan kepuasan konsumen yang terjangkau bila dibandingkan dengan produk lainnya					
5	Vario merupakan kendaraan yang memiliki banyak pengguna					

Variabel Promosi (X_2)

No	Pernyataan	SS	S	KS	TS	STS
1	Honda vario dipromosikan dengan iklan yang menarik minat konsumen					
2	Saya akan mempublisitaskan keunggulan Honda vario melalui berbagai media sosial					
3	Pemasaran yang dilakukan secara langsung sangat efektif bagi pengetahuan konsumen					
4	Strategi promosi yang digunakan adalah strategi promosi yang efektif dalam peningkatan daya jual					
5	Teknik promosi yang digunakan sangat efektif					

Variabel kepercayaan (X_3)

No	Pernyataan	SS	S	KS	TS	STS
1	Saya memiliki perasaan yang puas saat memakai produk vario karena produk vario sesuai harapan saya					
2	Saya percaya dengan keunggulan produk vario karena sudah terbukt					
3	Saya membeli vario karena sesuai keinginan diri saya sendiri					
4	Honda vario dalam bersaing dengan produk lain dan dapat diterima dengan baik dikalangan konsumen					
5	Kepercayaan akan mempengaruhi keputusan pembelian					

Variabel kepuasan (X_4)

No	Pernyataan	SS	S	KS	TS	STS
1	Produk vario selalu memberikan kepuasan kepada konsumen dengan berbagai keunggulan produk					
2	Saya akan merekomendasikan produk kepada teman-teman saya					
3	Saya akan selalu memiliki loyalitas yang kepada produk vario					
4	Kualitas Honda vario sesuai dengan harapan saya					
5	Produk vario selalu bisa memuaskan keinginan konsumen					

Variabel keputusan pembelian (Y)

No	Pernyataan	SS	S	KS	TS	STS
1	Saya akan kembali memilih produk vario jika dibutuhkan					
2	Saya akan merekomendasikan Honda vario kepada orang lain					
3	Saya akan lebih memilih vario walaupun ada merk lain					
4	Saya sangat puas dengan produk vario					
5	Keputusan pembelian yang saya ambil sesuai kualitas produk					

LAMPIRAN 2

HASIL SPSS

Reliability

Notes

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Comments		
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	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.

Syntax		RELIABILITY /VARIABLES=p1 p2 p3 p4 p5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /STATISTICS=DESCRIPTIVE SCALE CORR /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,03

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	60	100.0
	Excluded[a]	0	.0
	Total	60	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.852	.852	5

Item Statistics

	Mean	Std. Deviation	N
p1	4.50	.504	60
p2	4.55	.502	60
p3	4.38	.490	60
p4	4.58	.497	60
p5	4.63	.486	60

Inter-Item Correlation Matrix

	p1	p2	p3	p4	p5
p1	1.000	.570	.720	.439	.415
p2	.570	1.000	.644	.323	.355
p3	.720	.644	1.000	.597	.458
p4	.439	.323	.597	1.000	.830
p5	.415	.355	.458	.830	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
p1	18.15	2.536	.665	.549	.821
p2	18.10	2.668	.573	.476	.845
p3	18.27	2.436	.772	.705	.792
p4	18.07	2.538	.678	.770	.817
p5	18.02	2.627	.632	.720	.829

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
22.65	3.858	1.964	5

Reliability

Notes

Output Created		15-FEB-2023 07:59:22
Comments		
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	Weight	<none>

	Split File	<none>
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	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=p1 p2 p3 p4 p5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /STATISTICS=DESCRIPTIVE SCALE CORR /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,02

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	60	100.0
	Excluded[a]	0	.0

Total	60	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.757	.757	5

Item Statistics

	Mean	Std. Deviation	N
p1	4.48	.504	60
p2	4.48	.504	60
p3	4.48	.504	60
p4	4.47	.503	60
p5	4.58	.497	60

Inter-Item Correlation Matrix

	p1	p2	p3	p4	p5
p1	1.000	.666	.399	.299	.276
p2	.666	1.000	.399	.299	.073
p3	.399	.399	1.000	.767	.344
p4	.299	.299	.767	1.000	.316
p5	.276	.073	.344	.316	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
p1	18.02	2.118	.567	.501	.699
p2	18.02	2.220	.486	.491	.728
p3	18.02	1.983	.681	.635	.655
p4	18.03	2.101	.583	.591	.693
p5	17.92	2.451	.325	.189	.781

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
22.50	3.203	1.790	5

Reliability

Notes

Output Created		15-FEB-2023 08:01:34
Comments		
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	Split File	<none>
	N of Rows in Working Data File	60
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=p1 p2 p3 p4 p5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /STATISTICS=DESCRIPTIVE SCALE CORR /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,02

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	60	100.0
	Excluded[a]	0	.0
	Total	60	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.795	.796	5

Item Statistics

	Mean	Std. Deviation	N
p1	4.35	.481	60
p2	4.47	.503	60

p3	4.43	.500	60
p4	4.38	.490	60
p5	4.58	.497	60

Inter-Item Correlation Matrix

	p1	p2	p3	p4	p5
p1	1.000	.714	.416	.356	.478
p2	.714	1.000	.396	.224	.248
p3	.416	.396	1.000	.694	.466
p4	.356	.224	.694	1.000	.388
p5	.478	.248	.466	.388	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
p1	17.87	2.185	.663	.619	.729
p2	17.75	2.326	.508	.560	.778
p3	17.78	2.139	.664	.575	.727
p4	17.83	2.311	.542	.506	.767
p5	17.63	2.338	.509	.348	.778

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
22.22	3.359	1.833	5

Reliability

Notes

Output Created		15-FEB-2023 08:02:38
Comments		
Input	Active Dataset	DataSet0
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	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	60
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.

Syntax		RELIABILITY /VARIABLES=p1 p2 p3 p4 p5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /STATISTICS=DESCRIPTIVE SCALE CORR /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,02

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	60	100.0
	Excluded[a]	0	.0
	Total	60	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.757	.757	5

Item Statistics

	Mean	Std. Deviation	N
p1	4.47	.503	60
p2	4.43	.500	60
p3	4.47	.503	60
p4	4.42	.497	60
p5	4.65	.481	60

Inter-Item Correlation Matrix

	p1	p2	p3	p4	p5
p1	1.000	.598	.330	.294	.336
p2	.598	1.000	.328	.216	.148
p3	.330	.328	1.000	.700	.476
p4	.294	.216	.700	1.000	.408
p5	.336	.148	.476	.408	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
p1	17.97	2.101	.533	.426	.710
p2	18.00	2.237	.431	.395	.746
p3	17.97	1.965	.647	.562	.667
p4	18.02	2.084	.557	.502	.702
p5	17.78	2.240	.458	.287	.736

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
22.43	3.131	1.769	5

Reliability

Notes

Output Created		15-FEB-2023 08:08:42
Comments		
Input	Active Dataset	DataSet0
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	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	60
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=p1 p2 p3 p4 p5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /STATISTICS=DESCRIPTIVE SCALE CORR /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,03

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	60	100.0

	Excluded[a]	0	.0
	Total	60	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.770	.770	5

Item Statistics

	Mean	Std. Deviation	N
p1	4.37	.486	60
p2	4.48	.504	60
p3	4.57	.500	60
p4	4.45	.502	60
p5	4.67	.475	60

Inter-Item Correlation Matrix

	p1	p2	p3	p4	p5
p1	1.000	.717	.316	.285	.465
p2	.717	1.000	.307	.265	.330
p3	.316	.307	1.000	.521	.309
p4	.285	.265	.521	1.000	.497
p5	.465	.330	.309	.497	1.000

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
p1	18.17	2.073	.614	.576	.702
p2	18.05	2.116	.544	.524	.726
p3	17.97	2.202	.483	.307	.747
p4	18.08	2.145	.525	.398	.733
p5	17.87	2.185	.539	.363	.728

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
22.53	3.168	1.780	5

Regression

Notes

Output Created		15-FEB-2023 08:56:17
Comments		
Input	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	60
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.

Syntax		REGRESSION /DESCRIPTIVES MEAN STDDEV CORR SIG N /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT y /METHOD=ENTER x1 x2 x3 x4 /SCATTERPLOT=(*SRESID ,*ZPRED) /RESIDUALS HISTOGRAM(ZRESID) NORMPROB(ZRESID) /SAVE PRED.
Resources	Processor Time	00:00:03,28
	Elapsed Time	00:00:02,69
	Memory Required	2308 bytes
	Additional Memory Required for Residual Plots	888 bytes
Variables Created or Modified	PRE_1	Unstandardized Predicted Value

Descriptive Statistics

	Mean	Std. Deviation	N
kepuasan pelanggan	22.53	1.780	60
Kualitas pelayanan	22.65	1.964	60
Harga	22.50	1.790	60
Promosi	22.22	1.833	60
Fasilitas	22.43	1.769	60

Correlations

		kepuasan pelanggan	Kualitas pelayanan	harga	promosi
Pearson Correlation	kepuasan pelanggan	1.000	.811	.857	.951
	Kualitas pelayanan	.811	1.000	.774	.859
	Harga	.857	.774	1.000	.871
	Promosi	.951	.859	.871	1.000
	fasilitas	.851	.776	.985	.890
Sig. (1-tailed)	kepuasan pelanggan	.	.000	.000	.000
	Kualitas pelayanan	.000	.	.000	.000
	Harga	.000	.000	.	.000
	Promosi	.000	.000	.000	.
	fasilitas	.000	.000	.000	.000
N	kepuasan pelanggan	60	60	60	60
	Kualitas pelayanan	60	60	60	60
	Harga	60	60	60	60

Promosi	60	60	60	60
fasilitas	60	60	60	60

Correlations

		fasilitas
Pearson Correlation	kepuasan pelanggan	.851
	Kualitas pelayanan	.776
	Harga	.985
	Promosi	.890
	fasilitas	1.000
Sig. (1-tailed)	kepuasan pelanggan	.000
	Kualitas pelayanan	.000
	Harga	.000
	Promosi	.000
	fasilitas	.
N	kepuasan pelanggan	60
	Kualitas pelayanan	60
	Harga	60
	Promosi	60
	fasilitas	60

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	fasilitas, kualitas pelayanan, promosi, harga[b]	.	Enter

a. Dependent Variable: kepuasan pelanggan

b. All requested variables entered.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.962[a]	.926	.920	.502

a. Predictors: (Constant), fasilitas, kualitas pelayanan, promosi, harga

b. Dependent Variable: kepuasan pelanggan

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	173.059	4	43.265	71.505	.000[b]
	Residual	13.875	55	.252		
	Total	186.933	59			

a. Dependent Variable: kepuasan pelanggan

b. Predictors: (Constant), fasilitas, kualitas pelayanan, promosi, harga

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.913	.850		2.250	.028
	kualitas pelayanan	.268	.266	.375	2.531	.007
	Harga	.640	.213	.644	3.934	.000
	Promosi	.290	.098	.220	3.095	.000
	Fasilitas	.535	.232	.530	3.594	.001

Coefficients[a]

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Kualitas pelayanan	.254	3.944

	Harga	.229	3.133
	Promosi	.132	2.562
	fasilitas	.225	3.234

a. Dependent Variable: kepuasan pelanggan

Collinearity Diagnostics[a]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	kualitas pelayanan	Harga
1	1	4.992	1.000	.00	.00	.00
	2	.005	32.592	.99	.03	.00
	3	.002	49.510	.01	.52	.02
	4	.001	83.538	.00	.42	.03
	5	8.499E-005	242.370	.00	.03	.95

Collinearity Diagnostics[a]

Model	Dimension	Variance Proportions	
		promosi	fasilitas
1	1	.00	.00
	2	.01	.00
	3	.00	.02
	4	.88	.00

5	.10	.98

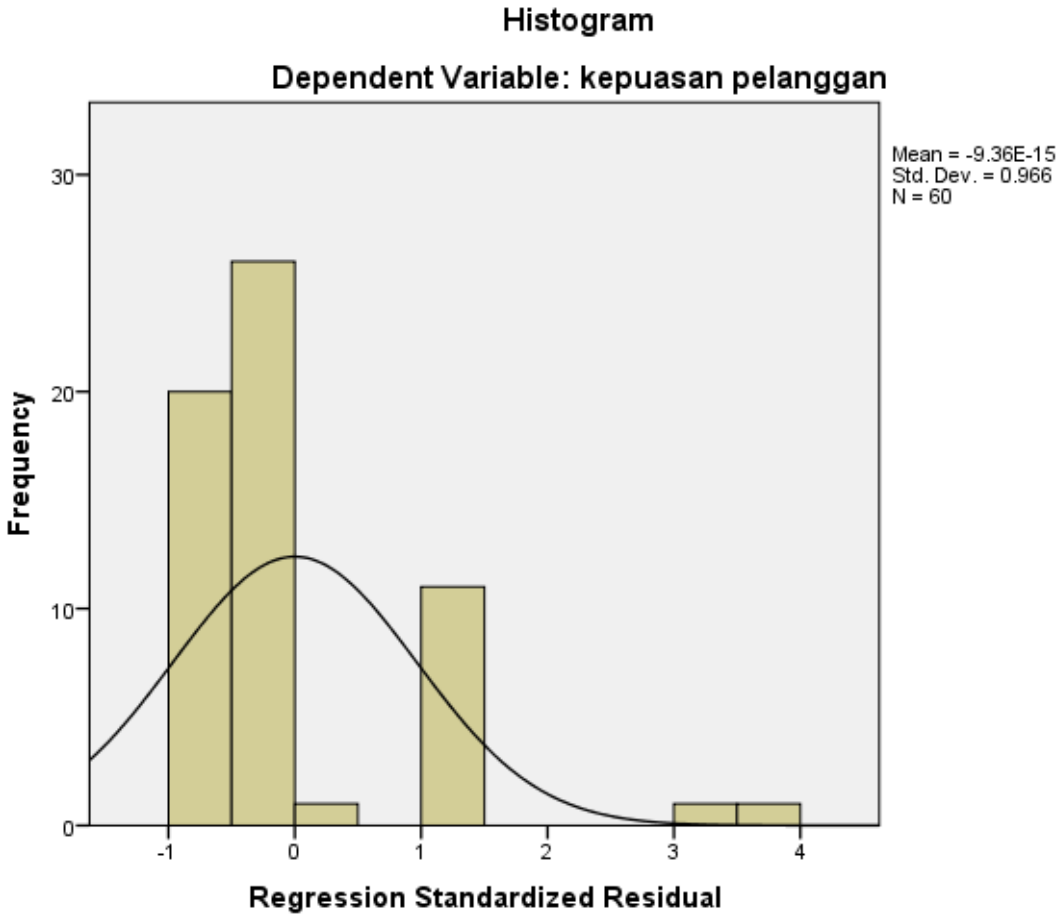
a. Dependent Variable: kepuasan pelanggan

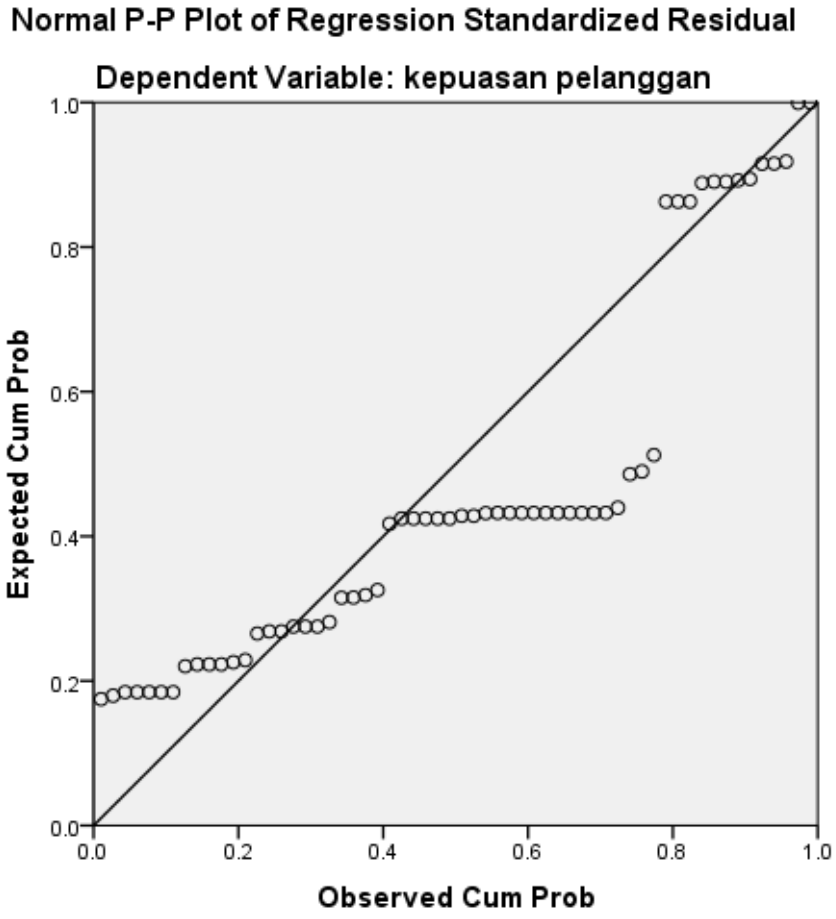
Residuals Statistics[a]

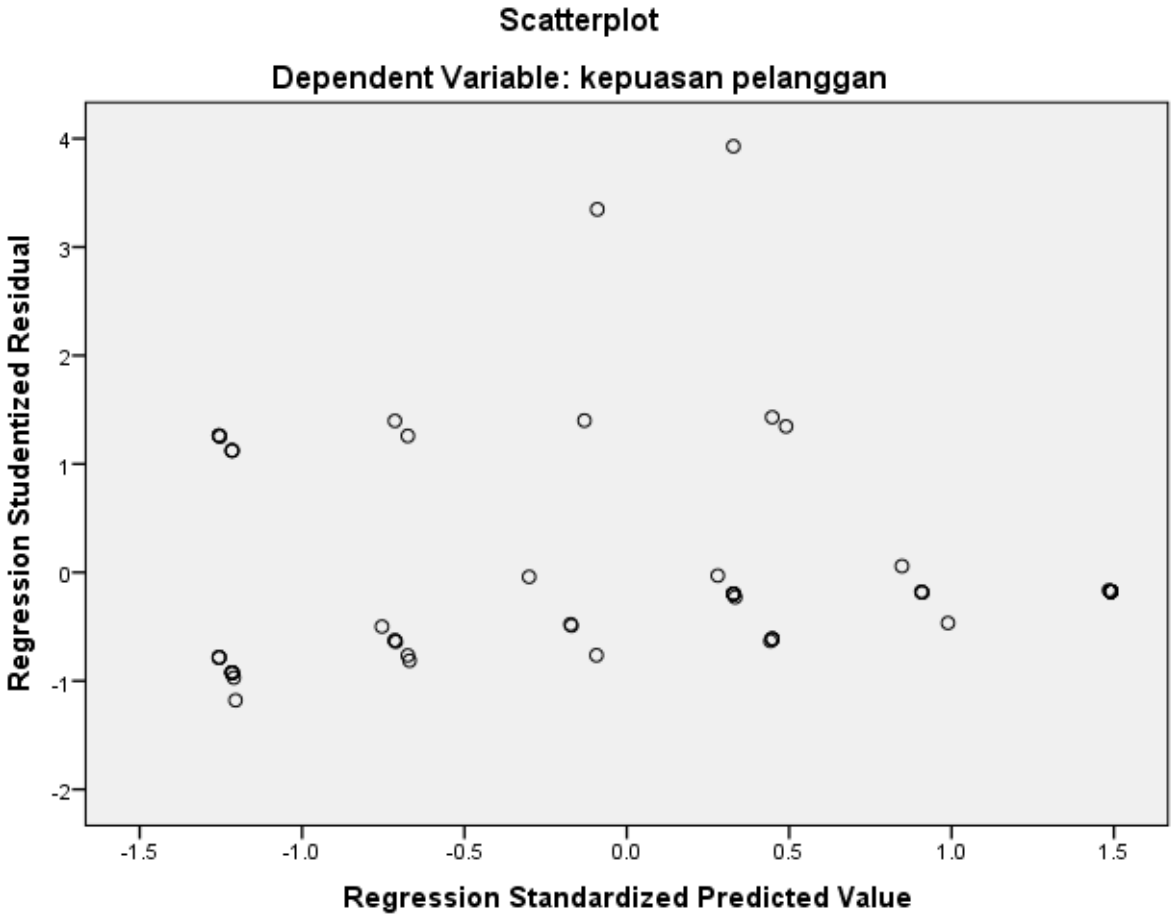
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	20.38	25.09	22.53	1.713	60
Std. Predicted Value	-1.256	1.490	.000	1.000	60
Standard Error of Predicted Value	.080	.425	.134	.055	60
Adjusted Predicted Value	20.35	25.09	22.54	1.707	60
Residual	-.470	1.904	.000	.485	60
Std. Residual	-.935	3.792	.000	.966	60
Stud. Residual	-1.179	3.929	-.003	1.001	60
Deleted Residual	-.746	2.045	-.004	.523	60
Stud. Deleted Residual	-1.183	4.590	.017	1.070	60
Mahal. Distance	.514	41.209	3.933	5.905	60
Cook's Distance	.000	.228	.016	.041	60
Centered Leverage Value	.009	.698	.067	.100	60

a. Dependent Variable: kepuasan pelanggan

Charts


Histogram
Dependent Variable: kepuasan pelanggan
Mean = -9.36E-15
Std. Dev. = 0.966
N = 60
Frequency
30
20
10
0
-1
0
1
2
3
4
Regression Standardized Residual


Normal P-P Plot of Regression Standardized Residual
Dependent Variable: kepuasan pelanggan
Expected Cum Prob
Observed Cum Prob
0.0
0.2
0.4
0.6
0.8
1.0


Scatterplot
Dependent Variable: kepuasan pelanggan
Regression Studentized Residual
Regression Standardized Predicted Value
4
3
2
1
0
-1
-2
-1.5
-1.0
-0.5
0.0
0.5
1.0
1.5

Frequencies

Notes

Output Created		15-MAR-2023 09:03:32
Comments		
Input	Active Dataset	DataSet2
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	60

Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		FREQUENCIES VARIABLES=p1 p2 p3 p4 p5 p6 p7 p8 p9 p10 p11 p12 p13 p14 p15 p16 p17 p18 p19 p20 p21 p22 p23 p24 p25 /ORDER=ANALYSIS.
Resources	Processor Time	00:00:00,06
	Elapsed Time	00:00:00,08

Statistics

		p1	p2	p3	p4	p5	p6	p7
N	Valid	60	60	60	60	60	60	60
	Missing	0	0	0	0	0	0	0

Statistics

		p8	p9	p10	p11	p12	p13	p14
N	Valid	60	60	60	60	60	60	60
	Missing	0	0	0	0	0	0	0

Statistics

		p15	p16	p17	p18	p19	p20	p21
N	Valid	60	60	60	60	60	60	60

	Missing	0	0	0	0	0	0	0

Statistics

		p22	p23	p24	p25
N	Valid	60	60	60	60
	Missing	0	0	0	0

Frequency Table

p1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	30	50.0	50.0	50.0
	5	30	50.0	50.0	100.0
	Total	60	100.0	100.0	

p2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	27	45.0	45.0	45.0
	5	33	55.0	55.0	100.0
	Total	60	100.0	100.0	

p3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	37	61.7	61.7	61.7
	5	23	38.3	38.3	100.0
	Total	60	100.0	100.0	

p4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	25	41.7	41.7	41.7
	5	35	58.3	58.3	100.0
	Total	60	100.0	100.0	

p5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	22	36.7	36.7	36.7
	5	38	63.3	63.3	100.0
	Total	60	100.0	100.0	

p6

		Frequency	Percent	Valid Percent	Cumulative Percent

	4	31	51.7	51.7	51.7
Valid	5	29	48.3	48.3	100.0
	Total	60	100.0	100.0	

p7

		Frequency	Percent	Valid Percent	Cumulative Percent
	4	31	51.7	51.7	51.7
Valid	5	29	48.3	48.3	100.0
	Total	60	100.0	100.0	

p8

		Frequency	Percent	Valid Percent	Cumulative Percent
	4	31	51.7	51.7	51.7
Valid	5	29	48.3	48.3	100.0
	Total	60	100.0	100.0	

p9

		Frequency	Percent	Valid Percent	Cumulative Percent
	4	32	53.3	53.3	53.3
Valid	5	28	46.7	46.7	100.0

	Total	60	100.0	100.0	

p10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	25	41.7	41.7	41.7
	5	35	58.3	58.3	100.0
	Total	60	100.0	100.0	

p11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	39	65.0	65.0	65.0
	5	21	35.0	35.0	100.0
	Total	60	100.0	100.0	

p12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	32	53.3	53.3	53.3

	5	28	46.7	46.7	100.0
	Total	60	100.0	100.0	

p13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	34	56.7	56.7	56.7
	5	26	43.3	43.3	100.0
	Total	60	100.0	100.0	

p14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	37	61.7	61.7	61.7
	5	23	38.3	38.3	100.0
	Total	60	100.0	100.0	

p15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	25	41.7	41.7	41.7
	5	35	58.3	58.3	100.0
	Total	60	100.0	100.0	

p16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	32	53.3	53.3	53.3
	5	28	46.7	46.7	100.0
	Total	60	100.0	100.0	

p17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	34	56.7	56.7	56.7
	5	26	43.3	43.3	100.0
	Total	60	100.0	100.0	

p18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	32	53.3	53.3	53.3
	5	28	46.7	46.7	100.0
	Total	60	100.0	100.0	

p19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	35	58.3	58.3	58.3
	5	25	41.7	41.7	100.0
	Total	60	100.0	100.0	

p20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	21	35.0	35.0	35.0
	5	39	65.0	65.0	100.0
	Total	60	100.0	100.0	

p21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	38	63.3	63.3	63.3
	5	22	36.7	36.7	100.0
	Total	60	100.0	100.0	

p22

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	31	51.7	51.7	51.7
	5	29	48.3	48.3	100.0
	Total	60	100.0	100.0	

p23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	26	43.3	43.3	43.3
	5	34	56.7	56.7	100.0
	Total	60	100.0	100.0	

p24

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	33	55.0	55.0	55.0
	5	27	45.0	45.0	100.0
	Total	60	100.0	100.0	

p25

	Frequency	Percent	Valid Percent	Cumulative Percent

	4	20	33.3	33.3	33.3
Valid	5	40	66.7	66.7	100.0
	Total	60	100.0	100.0	