

Lampiran 1

No. Responden : .....

**KUESIONER PENELITIAN**

**PENGARUH KUALITAS PELAYANAN, HARGA, PROMOSI DAN FASILITAS  
TERHADAP KEPUASAN PELANGGAN DI TERASWARA COFFESHOP  
SIDODADI**

Petunjuk 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 pelayanan (X<sub>1</sub>)**

No	Pernyataan	SS	S	KS	TS	STS
1	Kualitas pelayanan yang diberikan sangat baik					
2	Karyawan memiliki daya tanggap yang baik saat melayani konsumen					
3	Karyawan memiliki keramahan yang baik kepada konsumen					
4	Karyawan memiliki rasa empati yang tinggi kepada konsumen					
5	Karyawan memiliki kualitas prima yang baik					

**Variabel harga (X<sub>2</sub>)**

No	Pernyataan	SS	S	KS	TS	STS
1	Harga makanan pada café teraswara merupakan harga yang terjangkau					
2	Harga yang diberikan merupakan harga yang sesuai antara kualitas dengan harga					
3	Harga yang diberikan merupakan harga yang sesuai kemampuan konsumen					
4	Saya merasa puas dengan harga yang diberikan					
5	Seluruh harga yang diberikan sesuai kemampuan konsumen					

**Variabel Promosi (X<sub>3</sub>)**

No	Pernyataan	SS	S	KS	TS	STS
1	Promosi dilakukan dengan memberikan kupon diskon kepada konsumen					
2	Promosi dilakukan dengan memberikan potongan harga					
3	Promosi dilakukan dengan memberikan sampel makanan kepada konsumen					
4	Promosi dilakukan dengan memberikan cash back					
5	Promosi dilakukan dengan memberikan diskon					

**Variabel Fasilitas (X<sub>3</sub>)**

No	Pernyataan	SS	S	KS	TS	STS
1	Fasilitas yang diberikan teraswara sesuai kebutuhan konsumen					
2	Café teraswara merupakan café dengan fasilitas yang lengkap					
3	Saya sangat nyaman dengan fasilitas yang diberikan					
4	Fasilitas yang diberikan merupakan fasilitas yang layak					
5	Fasilitas memberikan kenyamanan bagi konsumen					

**Variabel kepuasan (y)**

No	Pernyataan	SS	S	KS	TS	STS
1	Saya merasa puas dengan pelayanan café teraswara					
2	Saya akan tetap memilih café teraswara sebagai tempat makan					
3	Saya akan merekomendasikan café teraswara kepada teman saya					
4	Secara keseluruhan saya puas dengan makanan pada café teraswara					
5	Seluruh makanan sesuai dengan harapan saya					

## LAMPIRAN 2

### HASIL SPSS

### Reliability

#### Notes

Output Created	15-FEB-2023 07:57:36
Comments	
Active Dataset	DataSet0
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Weight	<none>
Split File	<none>
Input	
N of Rows in Working Data	60
File	
Matrix Input	
Definition of Missing	User-defined missing values are treated as missing.
Missing Value Handling	Statistics are based on all cases with valid data for all variables in the procedure.
Cases Used	RELIABILITY /VARIABLES=p1 p2 p3 p4 p5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA
Syntax	/STATISTICS=DESCRIPTIV E 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 <sup>a</sup>	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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Input	
N of Rows in Working Data	60
File	
Matrix Input	
Definition of Missing	User-defined missing values are treated as missing.
Missing Value Handling	Statistics are based on all cases with valid data for all variables in the procedure.
Cases Used	RELIABILITY /VARIABLES=p1 p2 p3 p4 p5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA
Syntax	/STATISTICS=DESCRIPTIV E 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 <sup>a</sup>	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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Input	
N of Rows in Working Data	60
File	
Matrix Input	
Definition of Missing	User-defined missing values are treated as missing.
Missing Value Handling	Statistics are based on all cases with valid data for all variables in the procedure.
Cases Used	



Syntax		RELIABILITY /VARIABLES=p1 p2 p3 p4 p5 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA  /STATISTICS=DESCRIPTIV E 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 <sup>a</sup>	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	
Active Dataset	DataSet0
Filter	<none>
Weight	<none>
Split File	<none>
N of Rows in Working Data	60
File	

	Matrix Input	
	Definition of Missing	User-defined missing values are treated as missing.
Missing Value Handling	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=DESCRIPTIV E SCALE CORR /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,02

### Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
	Valid	60	100.0
Cases	Excluded <sup>a</sup>	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
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	Comments		
	Active Dataset	DataSet0	
	Filter	<none>	
	Weight	<none>	
Input	Split File	<none>	
	N of Rows in Working Data		60
	File		
	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=DESCRIPTIV E SCALE CORR /SUMMARY=TOTAL.	
Resources	Processor Time		00:00:00,02
	Elapsed Time		00:00:00,03

### Scale: ALL VARIABLES

**Case Processing Summary**

		N	%
	Valid	60	100.0
Cases	Excluded <sup>a</sup>	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

	15-FEB-2023 08:56:17
Output Created	
Comments	
Active Dataset	DataSet1
Filter	<none>
Weight	<none>
Split File	<none>
N of Rows in Working Data	60
File	
Definition of Missing	User-defined missing values are treated as missing.
Missing Value Handling	Statistics are based on cases with no missing values for any variable used.
Cases Used	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.
Syntax	
Processor Time	00:00:03,28
Elapsed Time	00:00:02,69
Resources	
Memory Required	2308 bytes
Additional Memory Required for Residual Plots	888 bytes

Variables Created or Modified	PRE_1	Unstandardized Predicted Value
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### 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	.
	kepuasan pelanggan	60
	Kualitas pelayanan	60
N	Harga	60
	Promosi	60
	fasilitas	60

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

Model	Variables Entered	Variables Removed	Method
1	fasilitas, kualitas pelayanan, promosi, harga <sup>b</sup>	.	Enter

a. Dependent Variable: kepuasan pelanggan

b. All requested variables entered.

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.962 <sup>a</sup>	.926	.920	.502

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

b. Dependent Variable: kepuasan pelanggan

**ANOVA<sup>a</sup>**

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

a. Dependent Variable: kepuasan pelanggan

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

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

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<sup>a</sup>**

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<sup>a</sup>**

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<sup>a</sup>**

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<sup>a</sup>**

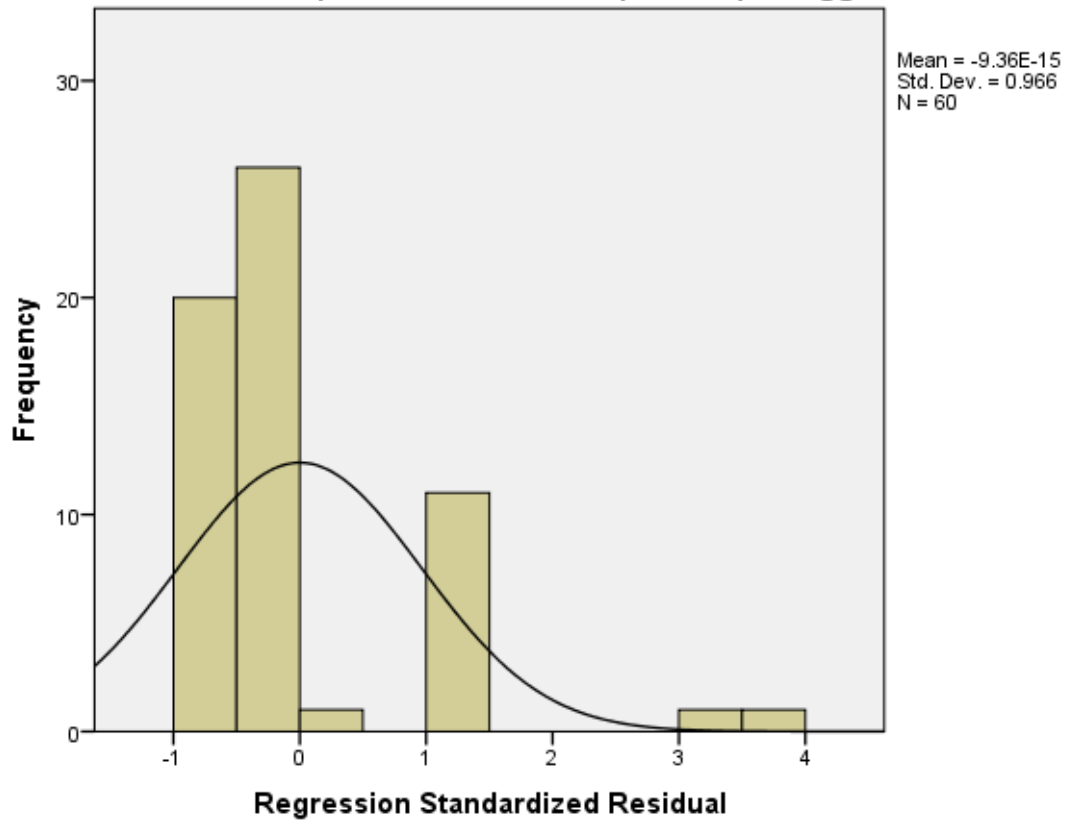
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	20.38	25.09	22.53	1.713	60
Std. Predicted Value	-1.256	1.490	.000	1.000	60
Standard Error of Predicted Value	.080	.425	.134	.055	60
Adjusted Predicted Value	20.35	25.09	22.54	1.707	60
Residual	-.470	1.904	.000	.485	60
Std. Residual	-.935	3.792	.000	.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**

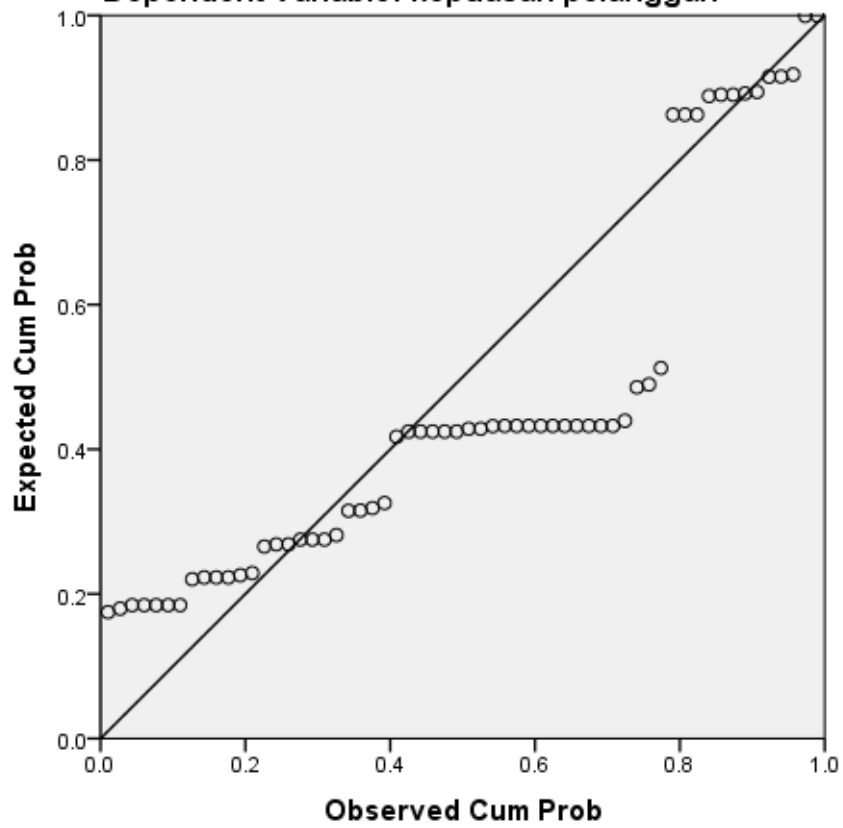
# Histogram

Dependent Variable: kepuasan pelanggan



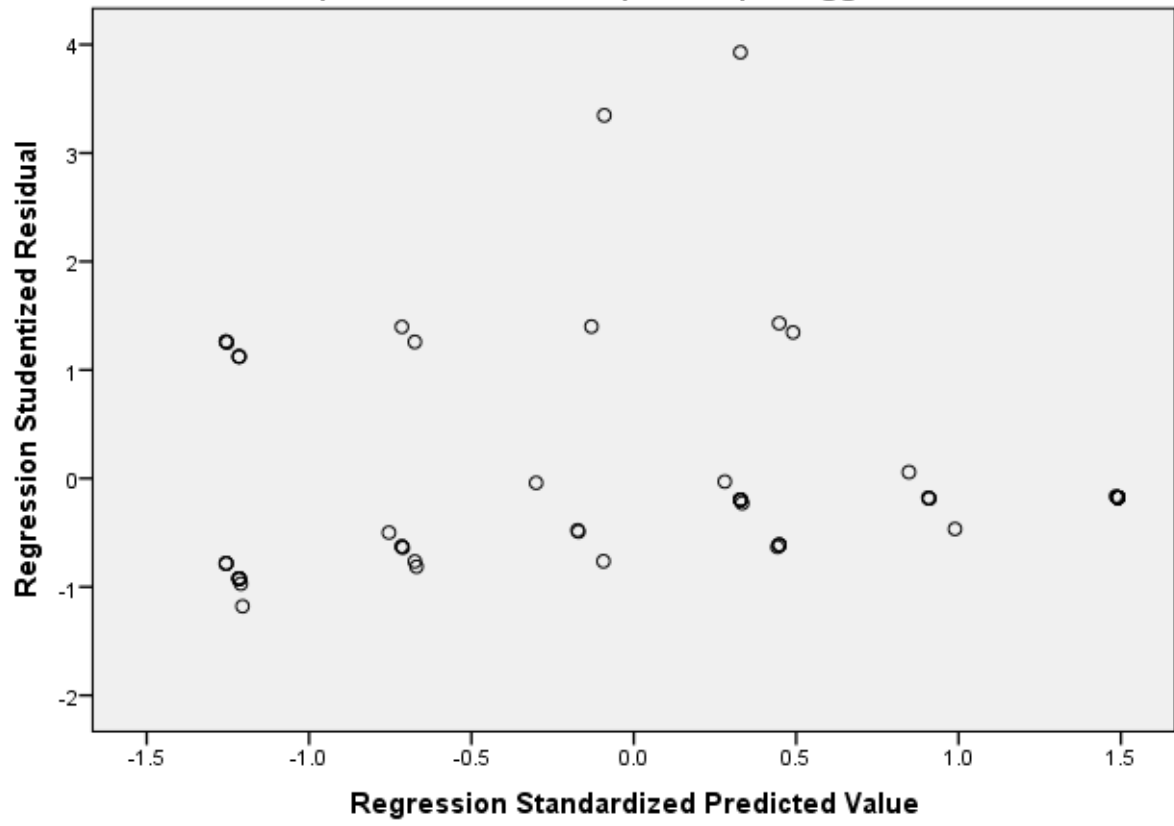
### Normal P-P Plot of Regression Standardized Residual

Dependent Variable: kepuasan pelanggan



### Scatterplot

Dependent Variable: kepuasan pelanggan



## Frequencies

### Notes

Output Created	15-MAR-2023 09:03:32
Comments	
Active Dataset	DataSet2
Filter	<none>
Weight	<none>
Split File	<none>
Input	
N of Rows in Working Data	60
File	
Definition of Missing	User-defined missing values are treated as missing.
Missing Value Handling	Statistics are based on all cases with valid data.
Cases Used	

		FREQUENCIES	
Syntax		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
Valid 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
Valid 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
Valid 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
Valid 5	38	63.3	63.3	100.0
Total	60	100.0	100.0	

**p6**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 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
Valid 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
Valid 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
Valid 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
Valid 5	35	58.3	58.3	100.0
Total	60	100.0	100.0	

**p11**

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

**p12**

		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	

**p13**

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

**p14**

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

**p15**

		Frequency	Percent	Valid Percent	Cumulative Percent
	4	25	41.7	41.7	41.7
Valid	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
Valid 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
Valid 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
Valid 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
Valid 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
Valid 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
Valid 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
Valid 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
Valid 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
Valid 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	