

LAMPIRAN

Lampiran 1. Kuisoner

KUESIONER PENELITIAN

PENGARUH KUALITAS LAYANAN, PERSEPSI HARGA DAN LOKASI TERHADAP KEPUASAN KONSUMEN PADA BOBER CAFE SURABAYA

I. Petunjuk Pengisian

1. Berilah jawaban pada pertanyaan ini sesuai dengan pendapat Saudara dengan cara membuat tanda checklist (√) pada kolom yang tersedia. Pendapat Anda dinyatakan dalam skala 1 s/d 5 yang memiliki makna:
Sangat Setuju (SS) = 5
Setuju (S) = 4
Netral (N) = 3
Tidak Setuju (TS) = 2
Sangat Tidak Setuju(STS) = 1
2. Setiap pertanyaan hanya membutuhkan satu jawaban saja.
3. Mohon memberikan jawaban yang sebenarnya karena tidak akan mempengaruhi kerjaan anda.
4. Setelah mengisi kuesioner mohon Bapak/Ibu berikan kepada yang menyerahkan kuesioner.
5. Terima kasih atas partisipasi Anda.

II. Identitas Responden

Nama Responden:

Usia : 16-21 Tahun 22-27 Tahun 28-32 Tahun

>32 tahun

Jenis Kelamin: Laki-laki Perempuan

Pekerjaan : Pelajar/Mahasiswa Guru/Dosen Karyawan/PNS

Lainnya

1. Variabel Kualitas Pelayanan (X₁)

No	Item Pertanyaan	STS	TS	N	S	SS
1	Bober cafe memberikan pelayanan yang sesuai dengan harapan konsumen.					
2	Pegawai Bober cafe berpenampilan menarik dan bersih.					
3	Pegawai Bober cafe bersikap ramah kepada para konsumen.					
4	Pegawai bober cafe. tanggap dengan kebutuhan konsumen.					

2. Variabel Persepsi Harga (X₂)

No	Item Pertanyaan	STS	TS	N	S	SS
1	Harga makanan dan minuman pada bober cafe terjangkau oleh konsumen.					
2	Harga yang ditawarkan di bober cafe lebih rendah dibanding cafe lain.					
3	Konsumen mendapatkan fasilitas dan layanan yang layak pada bober cafe.					
4	Harga pada bober cafe sesuai kualitas makanan dan minuman.					

3. Variabel Lokasi (X₃)

No	Item Pertanyaan	STS	TS	N	S	SS
1	Bober cafe memiliki lahan parkir yang cukup luas.					
2	Bober cafe memiliki konsep yang unik (dari segi pencahayaan, tempat duduk, dll)					
3	Ruangan Bober cafe sangat bersih sehingga menimbulkan kenyamanan konsumen.					
4	Lokasi bober cafe mudah dijangkau oleh konsumen.					

4. Variabel Kepuasan Konsumen (Y)

No	Item Pertanyaan	STS	TS	N	S	SS
1	Secara umum kinerja bober café memuaskan					
2	Saya berminat berkunjung kembali karena pelayanan yang diberikan bober cafe memuaskan.					
3	Konsumen bersedia merekomendasikan bober cafe kepada teman karena tempatnya nyaman.					
4	Saya puas berkunjung di bober cafe					

Lampiran 2. Karakteristik Responden

Usia

	Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid 16 – 21 th	22	22.0	22.0	9.0
21 – 27 th	53	53.0	53.0	53.0
27 – 32 th	16	16.0	16.0	16.0
>32 th	9	9.0	9.0	100.0
Total	100	100.0	100.0	

Jenis Kelamin

	Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid Laki-Laki	44	44.0	44.0	44.0
Perempua n	56	56.0	56.0	100.0
Total	100	100.0	100.0	

Perkerjaan

	Frequen cy	Percent	Valid Percent	Cumulative Percent
Valid Pelajar/ Mahasiswa	64	64.0	64.0	64.0
Guru/dosen	6	6.0	6.0	6.0
Karyawan/P NS	11	11.0	11.0	11.0
Lainnya	19	19.0	19.0	100.0
Total	100	100.0	100.0	

Lampiran 3. Persepsi Responden

Kualitas Pelayanan (X1)

X1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	9	9.0	9.0	9.0
S	57	57.0	57.0	66.0
SS	34	34.0	34.0	100.0
Total	100	100.0	100.0	

X1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	1	1.0	1.0	1.0
N	16	16.0	16.0	17.0
S	60	60.0	60.0	77.0
SS	23	23.0	23.0	100.0
Total	100	100.0	100.0	

X1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	1	1.0	1.0	1.0
N	14	14.0	14.0	15.0
S	54	54.0	54.0	69.0
SS	31	31.0	31.0	100.0
Total	100	100.0	100.0	

X1.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2.0	2.0	2.0
N	16	16.0	16.0	18.0
S	58	58.0	58.0	76.0
SS	24	24.0	24.0	100.0
Total	100	100.0	100.0	

Persepsi Harga (X2)**X2.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	1	1.0	1.0	1.0
N	15	15.0	15.0	16.0
S	39	39.0	39.0	55.0
SS	45	45.0	45.0	100.0
Total	100	100.0	100.0	

X2.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2.0	2.0	2.0
N	43	43.0	43.0	45.0
S	37	37.0	37.0	82.0
SS	18	18.0	18.0	100.0
Total	100	100.0	100.0	

X2.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2.0	2.0	2.0
N	13	13.0	13.0	15.0
S	55	55.0	55.0	70.0
SS	30	30.0	30.0	100.0
Total	100	100.0	100.0	

X2.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2.0	2.0	2.0
N	10	10.0	10.0	12.0
S	42	42.0	42.0	54.0
SS	46	46.0	46.0	100.0
Total	100	100.0	100.0	

Lokasi (X3)

X3.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2.0	2.0	2.0
N	24	24.0	24.0	26.0
S	44	44.0	44.0	70.0
SS	30	30.0	30.0	100.0
Total	100	100.0	100.0	

X3.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2.0	2.0	2.0
N	29	29.0	29.0	31.0
S	49	49.0	49.0	80.0
SS	20	20.0	20.0	100.0
Total	100	100.0	100.0	

X3.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	1	1.0	1.0	1.0
N	15	15.0	15.0	16.0
S	54	54.0	54.0	70.0
SS	30	30.0	30.0	100.0
Total	100	100.0	100.0	

X3.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	1	1.0	1.0	1.0
N	21	21.0	21.0	22.0
S	47	47.0	47.0	69.0
SS	31	31.0	31.0	100.0
Total	100	100.0	100.0	

Kepuasan Konsumen (Y)

Y1.1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	23	23.0	23.0	23.0
S	54	54.0	54.0	77.0
SS	23	23.0	23.0	100.0
Total	100	100.0	100.0	

Y1.2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	15	15.0	15.0	15.0
S	56	56.0	56.0	71.0
SS	29	29.0	29.0	100.0
Total	100	100.0	100.0	

Y1.3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2.0	2.0	2.0
N	11	11.0	11.0	13.0
S	65	65.0	65.0	78.0
SS	22	22.0	22.0	100.0
Total	100	100.0	100.0	

Y1.4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid TS	2	2.0	2.0	2.0
N	14	14.0	14.0	16.0
S	53	53.0	53.0	69.0
SS	31	31.0	31.0	100.0
Total	100	100.0	100.0	

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	100	3	5	4.25	.609
X1.2	100	2	5	4.05	.657
X1.3	100	2	5	4.15	.687
X1.4	100	2	5	4.04	.695
X2.1	100	2	5	4.28	.753
X2.2	100	2	5	3.71	.782
X2.3	100	2	5	4.13	.706
X2.4	100	2	5	4.32	.737
X3.1	100	2	5	4.02	.791
X3.2	100	2	5	3.87	.747
X3.3	100	2	5	4.13	.691
X3.4	100	2	5	4.08	.748
Y1.1	100	3	5	4.00	.682
Y1.2	100	3	5	4.14	.652
Y1.3	100	2	5	4.07	.640
Y1.4	100	2	5	4.13	.720
Valid N (listwise)	100				

Lampiran 4. Hasil Instrumen

Uji validitas

Kualitas Pelayanan (X1)

Correlations

		X1.1	X1.2	X1.3	X1.4	Total_X1
X1.1	Pearson	1	.221*	.103	.238*	.545**
	Correlation					
	Sig. (2-tailed)		.027	.310	.017	.000
	N	100	100	100	100	100
X1.2	Pearson	.221*	1	.408**	.349**	.724**
	Correlation					
	Sig. (2-tailed)	.027		.000	.000	.000
	N	100	100	100	100	100
X1.3	Pearson	.103	.408**	1	.410**	.717**
	Correlation					
	Sig. (2-tailed)	.310	.000		.000	.000
	N	100	100	100	100	100
X1.4	Pearson	.238*	.349**	.410**	1	.744**
	Correlation					
	Sig. (2-tailed)	.017	.000	.000		.000
	N	100	100	100	100	100
Total_X 1	Pearson	.545**	.724**	.717**	.744**	1
	Correlation					
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

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

Persepsi Harga (X2)

Correlations

		X2.1	X2.2	X2.3	X2.4	Total_X2
X2.1	Pearson	1	.259**	.121	.274**	.613**
	Correlation					
	Sig. (2-tailed)		.009	.231	.006	.000
	N	100	100	100	100	100
X2.2	Pearson	.259**	1	.270**	.303**	.665**
	Correlation					
	Sig. (2-tailed)	.009		.007	.002	.000
	N	100	100	100	100	100
X2.3	Pearson	.121	.270**	1	.599**	.698**
	Correlation					
	Sig. (2-tailed)	.231	.007		.000	.000
	N	100	100	100	100	100
X2.4	Pearson	.274**	.303**	.599**	1	.776**
	Correlation					
	Sig. (2-tailed)	.006	.002	.000		.000
	N	100	100	100	100	100
Total_X 2	Pearson	.613**	.665**	.698**	.776**	1
	Correlation					
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Lokasi (X3)

Correlations

		X3.1	X3.2	X3.3	X3.4	Total_X3
X3.1	Pearson	1	.346**	.291**	.219*	.693**
	Correlation					
	Sig. (2-tailed)		.000	.003	.028	.000
	N	100	100	100	100	100
X3.2	Pearson	.346**	1	.326**	.254*	.703**
	Correlation					
	Sig. (2-tailed)	.000		.001	.011	.000
	N	100	100	100	100	100
X3.3	Pearson	.291**	.326**	1	.331**	.692**
	Correlation					
	Sig. (2-tailed)	.003	.001		.001	.000
	N	100	100	100	100	100
X3.4	Pearson	.219*	.254*	.331**	1	.656**
	Correlation					
	Sig. (2-tailed)	.028	.011	.001		.000
	N	100	100	100	100	100
Total_X3	Pearson	.693**	.703**	.692**	.656**	1
	Correlation					
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

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

Kepuasan Konsumen (Y)

Correlations

		Y1.1	Y1.2	Y1.3	Y1.4	Total_Y1
Y1.1	Pearson	1	.296**	.162	.082	.559**
	Correlation					
	Sig. (2-tailed)		.003	.107	.415	.000
	N	100	100	100	100	100
Y1.2	Pearson	.296**	1	.412**	.284**	.713**
	Correlation					
	Sig. (2-tailed)	.003		.000	.004	.000
	N	100	100	100	100	100
Y1.3	Pearson	.162	.412**	1	.572**	.772**
	Correlation					
	Sig. (2-tailed)	.107	.000		.000	.000
	N	100	100	100	100	100
Y1.4	Pearson	.082	.284**	.572**	1	.716**
	Correlation					
	Sig. (2-tailed)	.415	.004	.000		.000
	N	100	100	100	100	100
Total_Y 1	Pearson	.559**	.713**	.772**	.716**	1
	Correlation					
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Lampiran 5. Uji Reliabilitas

X1

Reliability Statistics

Cronbach's Alpha	N of Item
0,623	4

X2

Reliability Statistics

Cronbach's Alpha	N of Item
0,633	4

X3

Reliability Statistics

Cronbach's Alpha	N of Item
0,623	4

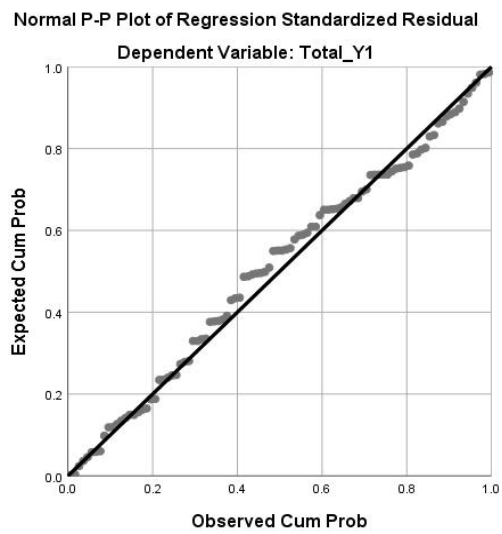
X4

Reliability Statistics

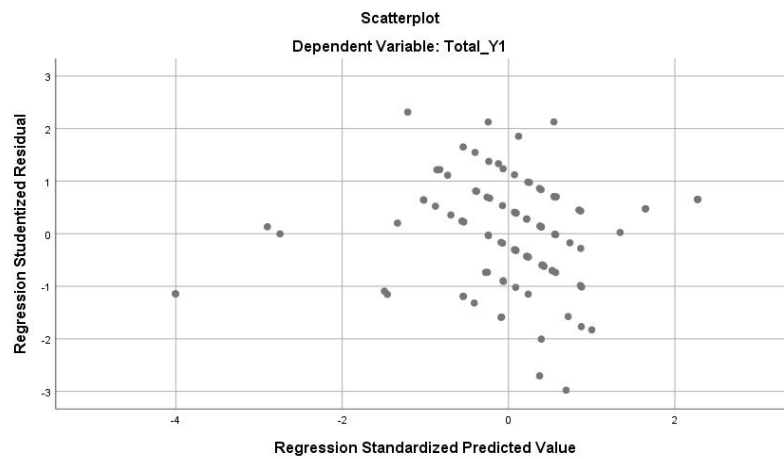
Cronbach's Alpha	N of Item
0,629	4

Lampiran 6. Uji Asumsi Klasik

Uji Normalitas Data



Uji Heteroskedastisitas



Uji Multikolinieritas

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3.863	1.479		2.612	.010		
	Total_X1	.392	.096	.384	4.093	.000	.677	1.477
	Total_X2	.183	.087	.201	2.104	.038	.650	1.539
	Total_X3	.187	.086	.206	2.175	.032	.663	1.509

a. Dependent Variable: Total_Y1

Lampiran 7. Hasil Analisis Linier Berganda

Hipotesis Parsial (Uji t)

Coefficients^a

Unstandardized Coefficients		Standardized Coefficients	t	Sig.
B	Std. Error	Beta		
3.863	1.479		2.612	.010
.392	.096	.384	4.093	.000
.183	.087	.201	2.104	.038
.187	.086	.206	2.175	.032

a. Dependent Variable: Total_Y1

Hipotesis Simultan (Uji F)

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	145.793	3	48.598	23.968	.000 ^b
	Residual	194.647	96	2.028		
	Total	340.440	99			

a. Dependent Variable: Total_Y1

b. Predictors: (Constant), Total_X3, Total_X1, Total_X2

Koefisien Determinasi (R²)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.654 ^a	.428	.410	1.424	1.341

a. Predictors: (Constant), Total_X3, Total_X1, Total_X2

b. Dependent Variable: Total_Y1

Tabulasi

X1

No	X1.1	X1.2	X1.3	X1.4	Total
1	4	5	4	4	17
2	3	3	4	4	14
3	5	4	5	3	17
4	4	4	4	4	16
5	4	3	4	4	15
6	4	4	4	3	15
7	4	4	4	4	16
8	5	4	5	4	18
9	5	5	4	5	19
10	5	5	4	5	19
11	5	4	4	4	17
12	4	4	3	3	14
13	3	4	5	5	17
14	4	4	4	4	16
15	4	4	5	4	17
16	4	4	4	4	16
17	4	5	4	4	17
18	5	4	4	4	17
19	4	5	5	4	18
20	4	4	5	4	17
21	5	4	4	4	17
22	3	3	3	3	12
23	4	3	4	3	14
24	4	4	5	5	18
25	4	4	4	5	17
26	5	4	4	4	17
27	4	5	5	5	19
28	4	4	4	4	16
29	4	4	4	4	16
30	4	4	4	4	16
31	4	5	5	4	18

32	4	4	4	4	16
33	4	4	5	4	17
34	4	4	4	4	16
35	5	4	4	4	17
36	3	3	2	2	10
37	4	4	4	4	16
38	5	4	4	5	18
39	4	4	4	4	16
40	5	5	5	5	20
41	4	4	3	4	15
42	4	4	4	4	16
43	4	4	4	4	16
44	4	3	4	4	15
45	4	4	4	5	17
46	4	4	4	4	16
47	5	4	4	4	17
48	4	4	3	3	14
49	5	3	3	3	14
50	5	5	4	4	18
51	4	4	4	3	15
52	5	5	5	4	19
53	4	5	3	4	16
54	4	4	4	4	16
55	5	4	4	4	17
56	5	3	4	5	17
57	4	4	4	4	16
58	5	4	3	4	16
59	3	5	5	5	18
60	5	3	3	4	15
61	4	3	5	5	17
62	5	5	5	3	18
63	5	4	3	5	17
64	5	4	5	5	19
65	3	3	3	3	12
66	5	4	4	4	17

67	4	5	5	4	18
68	4	4	4	4	16
69	4	4	4	4	16
70	5	5	5	5	20
71	5	3	4	4	16
72	5	5	4	3	17
73	4	4	3	4	15
74	5	5	5	4	19
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78	4	4	5	4	17
79	5	4	5	5	19
80	4	4	4	4	16
81	4	4	5	5	18
82	5	4	5	3	17
83	3	2	3	2	10
84	4	4	4	4	16
85	5	5	5	5	20
86	4	4	5	3	16
87	5	4	4	4	17
88	4	5	4	4	17
89	4	5	4	4	17
90	4	4	4	3	15
91	3	5	5	5	18
92	4	4	4	4	16
93	4	5	5	5	19
94	4	4	5	4	17
95	4	5	4	5	18
96	4	3	5	5	17
97	4	4	5	4	17
98	4	3	4	3	14
99	4	4	4	4	16
100	5	4	5	5	19

X2

No	X2.1	X2.2	X2.3	X2.4	Total
1	5	3	4	5	17
2	4	3	5	5	17
3	4	3	4	4	15
4	3	3	4	4	14
5	3	4	4	4	15
6	4	4	4	4	16
7	4	4	4	4	16
8	4	3	4	4	15
9	4	5	5	5	19
10	5	4	3	3	15
11	5	4	5	5	19
12	4	3	3	4	14
13	4	4	4	4	16
14	3	3	4	4	14
15	4	5	5	5	19
16	4	4	4	4	16
17	4	3	5	5	17
18	3	3	3	3	12
19	4	3	5	5	17
20	5	3	4	5	17
21	4	3	4	4	15
22	3	3	3	3	12
23	5	5	4	5	19
24	4	4	5	5	18
25	3	4	4	4	15
26	4	4	4	5	17
27	5	3	5	5	18
28	5	5	4	4	18
29	5	4	5	4	18
30	4	4	4	4	16
31	5	3	4	5	17
32	4	3	5	5	17
33	4	4	4	4	16

34	5	4	4	5	18
35	5	5	4	5	19
36	2	3	3	2	10
37	5	3	4	4	16
38	5	3	5	3	16
39	4	5	5	4	18
40	5	5	5	5	20
41	4	4	5	5	18
42	5	4	4	5	18
43	5	4	4	5	18
44	5	3	4	4	16
45	5	4	4	4	17
46	4	4	3	4	15
47	5	3	4	5	17
48	5	3	2	3	13
49	4	3	4	4	15
50	4	4	5	5	18
51	5	5	4	4	18
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53	4	4	5	5	18
54	3	3	4	4	14
55	3	4	5	5	17
56	5	3	4	5	17
57	3	4	5	5	17
58	4	3	2	3	12
59	4	3	4	4	15
60	3	3	4	4	14
61	4	3	3	4	14
62	5	4	4	4	17
63	4	3	5	5	17
64	5	3	4	5	17
65	3	2	3	3	11
66	4	3	5	5	17
67	4	4	5	4	17
68	5	4	4	3	16

69	5	3	4	4	16
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97	5	5	4	4	18
98	5	5	4	5	19
99	4	5	4	5	18
100	4	5	5	4	18

X3

No	X3.1	X3.2	X3.3	X3.4	Total
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6	4	3	3	3	13
7	3	4	3	4	14
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12	4	3	3	4	14
13	5	3	4	4	16
14	5	4	4	4	17
15	4	4	4	5	17
16	4	4	4	4	16
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18	3	3	4	4	14
19	3	3	4	4	14
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30	4	3	4	3	14
31	4	5	5	4	18
32	5	5	4	5	19
33	5	4	4	5	18

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36	2	2	3	3	10
37	4	4	5	5	18
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Y1

No	Y1	Y2	Y3	Y4	Total
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33	5	5	4	3	17
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37	4	4	4	4	16
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39	3	3	4	3	13
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