

LAMPIRAN - LAMPIRAN

Lampiran 1: Daftar Riwayat Hidup

DAFTAR RIWAYAT HIDUP

Nama : Irnanda Rosanda

Tempat & Tanggal Lahir : Tungkaran Pangeran, 18 Mei 2001

Jenis Kelamin : Perempuan

Agama : Islam

Kebangsaan : Indonesia

Status Perkawinan : Belum Menikah

Alamat : Gang Mawar, RT.19, No.1,
Kel.Tungkarang Pangeran, Kec.
Simpang Empat, Tanah Bumbu

No.HP : 085393778610

E-mail : irnandanandanana@gmail.com

Anak ke- : 3

Pengalaman Kerja : Magang di PT. Bank Syariah
Indonesia KCP Batulicin Raya dan
KCP Batulicin Jhonlin

Latar Belakang Pendidikan : SDN Kampung Baru 2
MTS Nurul Hidayah
SMKN 1 Simpang Empat

Lampiran 2: Kuesioner Penelitian

PEDOMAN KUESIONER
PENGARUH PERSONAL GROOMING DAN KEMAMPUAN
KOMUNIKASI INTERPERSONAL PEGAWAI FRONTLINER
TERHADAP KEPUASAN NASABAH BANK SYARIAH INDONESIA (BSI)
KCP BATULICIN JHONLIN

Identitas Responden

Nama :

Jenis Kelamin : a. Laki-laki
b. Perempuan
c. Memilih Tidak Menjawab

Umur :

Pekerjaan :

Petunjuk Pengisian Kuesioner

Untuk menjawab pertanyaan setelah ini silahkan pilih salah satu jawaban dari pengalaman pribadi responden.

1. Sangat Tidak Setuju (STS)
2. Tidak Setuju (TS)
3. Setuju (S)
4. Sangat Setuju (SS)

Pertanyaan Dalam Kuesioner

Variabel X1 (Personal Grooming)

1. Pegawai frontliner (CS, Teller dan Security) menjaga kebersihan diri (mandi, menggunakan deodoran, menggunakan parfum, sikat gigi)
2. Pegawai frontliner (CS, Teller dan Security) menggunakan pakaian yang bersih dan rapi
3. Pegawai frontliner (CS, Teller dan Security) memotong rambut dengan rapi, mencukur jenggot dan kumis, serta memotong kuku sampai bersih

4. Pegawai frontliner (CS, Teller dan Security) menggunakan seragam sesuai dengan ketentuan perusahaan
5. Pegawai frontliner (CS, Teller dan Security) menggunakan pakaian yang menutup aurat
6. Pegawai frontliner (CS, Teller dan Security) menggunakan pakaian yang serasi, tidak berlebihan dan mencolok
7. Pegawai frontliner (CS, Teller dan Security) tidak menggunakan riasan wajah (make up) yang berlebihan
8. Pegawai frontliner (CS, Teller dan Security) bersemangat, cekatan dan energik saat melayani nasabah
9. Pegawai frontliner (CS, Teller dan Security) memberikan senyuman tulus dan simpatik kepada nasabah
10. Pegawai frontliner (CS, Teller dan Security) memiliki penampilan menarik
11. Pegawai frontliner (CS, Teller dan Security) bersikap sopan dan ramah kepada nasabah
12. Pegawai frontliner (CS, Teller dan Security) menyambut nasabah yang datang
13. Pegawai frontliner (CS, Teller dan Security) memberi respon yang ramah terhadap keluhan nasabah
14. Pegawai frontliner (CS, Teller dan Security) menyapa nasabah dengan salam
15. Pegawai frontliner (CS, Teller dan Security) memberikan tawaran bantuan lain diakhir pelayanan
16. Pegawai frontliner (CS, Teller dan Security) selalu bersikap sopan dan tidak emosi saat berbicara dengan nasabah

Variabel X2 (Komunikasi Interpersonal)

1. Pegawai frontliner (CS, Teller dan Security) dapat dipercaya dalam menyimpan informasi pribadi nasabah
2. Pegawai frontliner (CS, Teller dan Security) menyampaikan informasi secara terbuka kepada nasabah
3. Pegawai frontliner (CS, Teller dan Security) jujur dalam menyampaikan informasi kepada nasabah

4. Pegawai frontliner (CS, Teller dan Security) menanggapi semua keluhan nasabah dengan baik
5. Pegawai frontliner (CS, Teller dan Security) berperilaku simpatik terhadap nasabah yang sedang terkena masalah
6. Pegawai frontliner (CS, Teller dan Security) menanggapi dengan cepat permasalahan nasabah
7. Pegawai frontliner (CS, Teller dan Security) menerima pendapat atau masukan yang diberikan nasabah
8. Pegawai frontliner (CS, Teller dan Security) selalu berprasangka baik atau tidak mudah curiga terhadap nasabah
9. Pegawai frontliner (CS, Teller dan Security) memberikan respon positif saat berbicara dengan nasabah
10. Pegawai frontliner (CS, Teller dan Security) memberikan pujian dan penghargaan kepada nasabah
11. Pegawai frontliner (CS, Teller dan Security) menggunakan bahasa yang mudah dipahami nasabah
12. Pegawai frontliner (CS, Teller dan Security) melayani seluruh nasabah dan calon nasabah
13. Pegawai frontliner (CS, Teller dan Security) tidak membeda-bedakan nasabah datang

Variabel Y (Kepuasan Nasabah)

1. Pegawai frontliner (CS, Teller dan Security) memberikan solusi atau jawaban atas permasalahan nasabah
2. Pegawai frontliner (CS, Teller dan Security) menertibkan nasabah sesuai antrian
3. Pegawai frontliner (CS, Teller dan Security) membuka pelayanan tepat waktu
4. Pegawai frontliner (CS, Teller dan Security) merespon segala tentang nasabah dengan cepat dan tepat
5. Pegawai frontliner (CS, Teller dan Security) memberikan penjelasan yang mudah dipahami nasabah

6. Pegawai frontliner (CS, Teller dan Security) memberikan informasi yang benar dan jelas sehingga mudah dipahami nasabah
7. Waktu tunggu antrian nasabah cepat
8. Pegawai frontliner (CS, Teller dan Security) berkomunikasi dengan baik kepada nasabah
9. Pegawai frontliner (CS, Teller dan Security) bersikap sopan dan ramah kepada nasabah
10. Pegawai frontliner (CS, Teller dan Security) dapat dipercaya oleh nasabah
11. Pegawai frontliner (CS, Teller dan Security) menjawab pertanyaan nasabah dengan penuh keyakinan
12. Pegawai frontliner (CS, Teller dan Security) bersedia mendengarkan dan memahami segala keluhan nasabah
13. Pegawai frontliner (CS, Teller dan Security) mendengarkan dan memahami keinginan nasabah
14. Pegawai frontliner (CS, Teller dan Security) melakukan komunikasi yang baik dan ramah dengan nasabah
15. Pegawai frontliner (CS, Teller dan Security) berpenampilan menarik
16. Ruang tunggu nasabah bersih dan rapi
17. Fasilitas dan peralatan di Bank Syariah Indonesia KCP Batulicin Jhonlin lengkap
18. Pegawai frontliner (CS, Teller dan Security) memberikan pelayanan yang baik

Lampiran 3: Uji Validitas

Variabel X1 (Personal Grooming)

		Correlations																Personal Grooming
		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	X1.11	X1.12	X1.13	X1.14	X1.15	X1.16	Personal Grooming
X1.1	Pearson Correlation	1	.573**	.439**	.436**	.360**	.394**	.265**	.312**	.426**	.254*	.458**	.327**	.459**	.223*	.301**	.456**	.617**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.008	.002	.000	.011	.000	.001	.000	.025	.002	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.2	Pearson Correlation	.573**	1	.526**	.529**	.572**	.354**	.368**	.419**	.366**	.315**	.512**	.446**	.512**	.249*	.341**	.553**	.708**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.012	.001	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.3	Pearson Correlation	.439**	.526**	1	.433**	.364**	.437**	.465**	.504**	.418**	.366**	.557**	.359**	.522**	.192	.368**	.465**	.700**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.056	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.4	Pearson Correlation	.436**	.529**	.433**	1	.449**	.568**	.463**	.342**	.291**	.524**	.367**	.497**	.443**	.471**	.471**	.454**	.715**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.001	.003	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.5	Pearson Correlation	.360**	.572**	.364**	.449**	1	.463**	.389**	.241*	.316**	.227*	.357**	.484**	.310**	.285**	.379**	.357**	.616**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.016	.001	.023	.000	.000	.002	.004	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.6	Pearson Correlation	.394**	.354**	.437**	.568**	.463**	1	.408**	.345**	.462**	.369**	.426**	.431**	.420**	.349**	.342**	.426**	.668**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.7	Pearson Correlation	.265**	.368**	.485**	.463**	.389**	.408**	1	.200*	.228*	.385**	.217*	.351**	.286**	.264**	.359**	.185	.562**
	Sig. (2-tailed)	.008	.000	.000	.000	.000	.000		.046	.023	.000	.030	.000	.004	.008	.000	.066	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.8	Pearson Correlation	.312**	.419**	.504**	.342**	.241*	.345**	.200*	1	.541**	.520**	.639**	.504**	.621**	.226*	.399**	.639**	.685**
	Sig. (2-tailed)	.002	.000	.000	.001	.016	.000	.046		.000	.000	.000	.000	.000	.022	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.9	Pearson Correlation	.426**	.366**	.418**	.291**	.316**	.462**	.228*	.541**	1	.385**	.591**	.449**	.634**	.267**	.182	.510**	.651**
	Sig. (2-tailed)	.000	.000	.000	.003	.001	.000	.023	.000		.000	.000	.000	.000	.007	.070	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.10	Pearson Correlation	.254**	.315**	.366**	.524**	.227*	.369**	.385**	.526**	.385**	1	.458**	.503**	.501**	.531**	.581**	.417**	.675**
	Sig. (2-tailed)	.011	.001	.000	.000	.023	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.11	Pearson Correlation	.458**	.512**	.557**	.367**	.357**	.426**	.217*	.639**	.591**	.458**	1	.514**	.629**	.236*	.410**	.740**	.744**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.030	.000	.000	.000		.000	.000	.017	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.12	Pearson Correlation	.327**	.448**	.359**	.497**	.484**	.431**	.351**	.504**	.449**	.503**	.514**	1	.592**	.396**	.553**	.626**	.745**
	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.13	Pearson Correlation	.459**	.512**	.522**	.443**	.310**	.420**	.286**	.621**	.634**	.501**	.629**	.592**	1	.335**	.478**	.671**	.773**
	Sig. (2-tailed)	.000	.000	.000	.000	.002	.000	.004	.000	.000	.000	.000	.000		.001	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.14	Pearson Correlation	.223*	.249*	.192	.471**	.285**	.349**	.264**	.228*	.267**	.531**	.238*	.396**	.335**	1	.372**	.366**	.528**
	Sig. (2-tailed)	.025	.012	.056	.000	.004	.000	.008	.022	.007	.000	.017	.000	.001		.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.15	Pearson Correlation	.301**	.341**	.386**	.471**	.379**	.342**	.359**	.399**	.182	.581**	.410**	.553**	.478**	.372**	1	.450**	.649**
	Sig. (2-tailed)	.002	.001	.000	.000	.000	.001	.000	.000	.070	.000	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X1.16	Pearson Correlation	.458**	.553**	.486**	.454**	.357**	.426**	.185	.639**	.510**	.417**	.740**	.626**	.671**	.366**	.450**	1	.762**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.066	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Personal Grooming	Pearson Correlation	.617**	.708**	.700**	.715**	.616**	.668**	.562**	.685**	.651**	.675**	.744**	.745**	.773**	.528**	.649**	.762**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	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).

Variabel X2 (Komunikasi Interpersonal)

		Correlations													Komunikasi Interpersonal
		X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	X2.9	X2.10	X2.11	X2.12	X2.13	
X2.1	Pearson Correlation	1	.372**	.500**	.297**	.381**	.398**	.356**	.395**	.386**	.247*	.477**	.496**	.539**	.609**
	Sig. (2-tailed)		.000	.000	.003	.000	.000	.000	.000	.000	.013	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2.2	Pearson Correlation	.372**	1	.502**	.555**	.605**	.572**	.539**	.503**	.612**	.462**	.449**	.403**	.455**	.743**
	Sig. (2-tailed)			.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2.3	Pearson Correlation	.500**	.502**	1	.444**	.533**	.526**	.506**	.398**	.558**	.396**	.580**	.367**	.575**	.721**
	Sig. (2-tailed)		.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2.4	Pearson Correlation	.297**	.555**	.444**	1	.630**	.573**	.641**	.573**	.569**	.335**	.528**	.608**	.528**	.778**
	Sig. (2-tailed)		.003	.000		.000	.000	.000	.000	.000	.001	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2.5	Pearson Correlation	.381**	.605**	.533**	.630**	1	.686**	.596**	.365**	.527**	.474**	.528**	.420**	.560**	.774**
	Sig. (2-tailed)		.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2.6	Pearson Correlation	.398**	.572**	.526**	.573**	.686**	1	.545**	.371**	.559**	.497**	.515**	.471**	.533**	.764**
	Sig. (2-tailed)		.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2.7	Pearson Correlation	.356**	.539**	.506**	.641**	.596**	.545**	1	.619**	.571**	.416**	.505**	.438**	.474**	.766**
	Sig. (2-tailed)		.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2.8	Pearson Correlation	.395**	.503**	.398**	.573**	.365**	.371**	.619**	1	.464**	.356**	.431**	.471**	.433**	.680**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2.9	Pearson Correlation	.386**	.612**	.558**	.569**	.527**	.559**	.571**	.464**	1	.429**	.695**	.487**	.498**	.776**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2.10	Pearson Correlation	.247*	.462**	.396**	.335**	.474**	.497**	.416**	.356**	.429**	1	.441**	.385**	.391**	.613**
	Sig. (2-tailed)		.013	.000	.000	.001	.000	.000	.000	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2.11	Pearson Correlation	.477**	.449**	.580**	.528**	.528**	.515**	.505**	.431**	.695**	.441**	1	.574**	.623**	.770**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2.12	Pearson Correlation	.496**	.403**	.367**	.608**	.420**	.471**	.438**	.471**	.487**	.385**	.574**	1	.704**	.718**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
X2.13	Pearson Correlation	.539**	.455**	.575**	.528**	.560**	.533**	.474**	.433**	.498**	.391**	.623**	.704**	1	.765**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Komunikasi Interpersonal	Pearson Correlation	.609**	.743**	.721**	.778**	.774**	.764**	.766**	.680**	.776**	.613**	.770**	.718**	.765**	1
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	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).

Variabel Y (Kepuasan Nasabah)

		Correlations																		Kepuasan Nasabah	
		Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y9	Y10	Y11	Y12	Y13	Y14	Y15	Y16	Y17	Y18		
Y1	Pearson Correlation	1	.520**	.483**	.710**	.679**	.636**	.412**	.633**	.632**	.556**	.621**	.740**	.675**	.657**	.577**	.510**	.547**	.682**	.807**	
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y2	Pearson Correlation	.520**	1	.521**	.499**	.484**	.412**	.465**	.435**	.521**	.483**	.624**	.481**	.502**	.583**	.570**	.549**	.482**	.580**	.699**	
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y3	Pearson Correlation	.483**	.521**	1	.681**	.588**	.716**	.486**	.535**	.521**	.419**	.629**	.448**	.500**	.522**	.429**	.486**	.464**	.382**	.701**	
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y4	Pearson Correlation	.710**	.499**	.681**	1	.820**	.797**	.560**	.638**	.643**	.638**	.661**	.640**	.682**	.672**	.521**	.477**	.619**	.630**	.853**	
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y5	Pearson Correlation	.679**	.484**	.588**	.820**	1	.774**	.398**	.667**	.665**	.647**	.623**	.519**	.538**	.651**	.433**	.343**	.533**	.546**	.781**	
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y6	Pearson Correlation	.636**	.412**	.716**	.797**	.774**	1	.380**	.654**	.680**	.627**	.639**	.531**	.618**	.636**	.466**	.425**	.491**	.520**	.783**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y7	Pearson Correlation	.412**	.465**	.486**	.590**	.398**	.380**	1	.419**	.440**	.363**	.486**	.468**	.430**	.403**	.314**	.447**	.375**	.441**	.611**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y8	Pearson Correlation	.633**	.435**	.535**	.636**	.667**	.654**	.419**	1	.800**	.672**	.679**	.667**	.518**	.676**	.450**	.478**	.479**	.602**	.786**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y9	Pearson Correlation	.632**	.521**	.521**	.643**	.665**	.680**	.440**	.800**	1	.685**	.714**	.635**	.616**	.743**	.462**	.557**	.480**	.592**	.811**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000			.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y10	Pearson Correlation	.556**	.483**	.419**	.638**	.647**	.627**	.363**	.672**	.665**	1	.662**	.658**	.608**	.683**	.569**	.539**	.553**	.645**	.785**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y11	Pearson Correlation	.621**	.624**	.629**	.681**	.623**	.639**	.486**	.679**	.714**	.682**	1	.682**	.611**	.701**	.615**	.689**	.595**	.694**	.853**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y12	Pearson Correlation	.740**	.481**	.446**	.640**	.519**	.531**	.468**	.667**	.635**	.656**	.692**	1	.746**	.728**	.546**	.596**	.631**	.716**	.822**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y13	Pearson Correlation	.675**	.502**	.500**	.682**	.536**	.618**	.430**	.516**	.616**	.608**	.611**	.746**	1	.753**	.632**	.684**	.583**	.641**	.898**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y14	Pearson Correlation	.657**	.583**	.522**	.672**	.651**	.630**	.403**	.676**	.743**	.683**	.701**	.728**	.753**	1	.606**	.656**	.677**	.717**	.861**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y15	Pearson Correlation	.577**	.570**	.429**	.521**	.433**	.460**	.314**	.450**	.462**	.569**	.615**	.546**	.632**	.606**	1	.641**	.693**	.639**	.718**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y16	Pearson Correlation	.510**	.549**	.496**	.477**	.343**	.425**	.447**	.478**	.557**	.539**	.689**	.596**	.664**	.656**	.641**	1	.488**	.621**	.726**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y17	Pearson Correlation	.547**	.482**	.484**	.619**	.533**	.491**	.375**	.479**	.480**	.553**	.595**	.631**	.583**	.677**	.603**	.486**	1	.634**	.736**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Y18	Pearson Correlation	.682**	.580**	.382**	.630**	.549**	.520**	.441**	.602**	.592**	.645**	.694**	.718**	.641**	.717**	.639**	.621**	.634**	1	.810**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Kepuasan Nasabah	Pearson Correlation	.803**	.699**	.701**	.853**	.781**	.783**	.611**	.786**	.811**	.785**	.853**	.822**	.808**	.861**	.719**	.728**	.728**	.728**	.810**	
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

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

Lampiran 4: Uji Reliabilitas

Uji Reabilitas Variabel X1

Reliability Statistics

Cronbach's Alpha	N of Items
.926	13

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	41.59	22.204	.540	.925
X2.2	41.66	21.398	.691	.920
X2.3	41.62	21.632	.667	.921
X2.4	41.63	20.619	.722	.919
X2.5	41.73	21.048	.723	.919
X2.6	41.69	21.307	.716	.919
X2.7	41.77	21.149	.715	.919
X2.8	41.76	21.497	.612	.923
X2.9	41.63	21.225	.728	.919
X2.10	41.84	22.095	.542	.925
X2.11	41.59	21.396	.724	.919
X2.12	41.55	21.563	.662	.921
X2.13	41.50	21.525	.720	.919

Uji Reliabilitas Variabel X2

Reliability Statistics

Cronbach's Alpha	N of Items
.926	13

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	41.59	22.204	.540	.925
X2.2	41.66	21.398	.691	.920
X2.3	41.62	21.632	.667	.921
X2.4	41.63	20.619	.722	.919
X2.5	41.73	21.048	.723	.919
X2.6	41.69	21.307	.716	.919
X2.7	41.77	21.149	.715	.919
X2.8	41.76	21.497	.612	.923
X2.9	41.63	21.225	.728	.919
X2.10	41.84	22.095	.542	.925
X2.11	41.59	21.396	.724	.919
X2.12	41.55	21.563	.662	.921
X2.13	41.50	21.525	.720	.919

Uji Reliabilitas Variabel Y

Reliability Statistics

Cronbach's Alpha	N of Items
.959	18

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1	59.08	51.933	.779	.956
Y2	59.02	52.848	.658	.958
Y3	59.06	53.188	.664	.958
Y4	59.14	51.637	.831	.955
Y5	59.04	52.140	.750	.957
Y6	59.01	52.757	.755	.957
Y7	59.41	52.083	.544	.961
Y8	59.06	52.299	.757	.956
Y9	59.03	52.534	.786	.956
Y10	59.00	52.121	.755	.956
Y11	59.06	51.976	.833	.955
Y12	59.10	51.828	.796	.956
Y13	59.05	52.331	.782	.956
Y14	59.01	51.687	.841	.955
Y15	59.01	53.061	.682	.958
Y16	58.89	53.210	.693	.957
Y17	59.19	52.196	.697	.957
Y18	59.02	51.899	.782	.956

Lampiran 5: Uji Asumsi Klasik

Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual	
N		96	
Normal Parameters ^{a,b}	Mean	.0000000	
	Std. Deviation	3.50891541	
Most Extreme Differences	Absolute	.098	
	Positive	.098	
	Negative	-.083	
Test Statistic		.098	
Asymp. Sig. (2-tailed)		.024 ^c	
Monte Carlo Sig. (2-tailed)	Sig.	.303 ^d	
	99% Confidence Interval	Lower Bound	.291
		Upper Bound	.315

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. Based on 10000 sampled tables with starting seed 2000000.

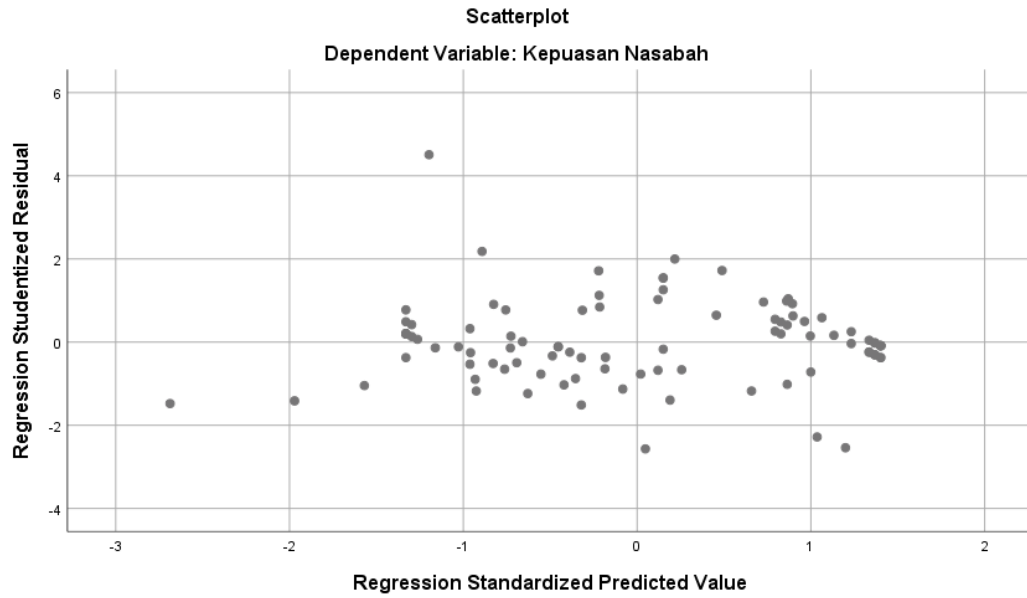
Uji Multikolinearitas

		Coefficients ^a				Collinearity Statistics		
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Tolerance	VIF
		B	Std. Error	Beta				
1	(Constant)	-3.705	3.782		-.980	.330		
	Personal Grooming	.231	.087	.170	2.655	.009	.533	1.877
	Komunikasi Interpersonal	1.177	.098	.768	12.003	.000	.533	1.877

a. Dependent Variable: Kepuasan Nasabah

Uji Heteroskedastisitas

Pola Gambar Scatterplots



Metode Glajser

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.476	2.621		1.708	.091
	Personal Grooming	.055	.060	.128	.917	.362
	Komunikasi Interpersonal	-.114	.068	-.235	-1.680	.096

a. Dependent Variable: RES_2

Lampiran 6: Regresi Linear Berganda

Uji T

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	T	Sig.
1	(Constant)	-3.705	3.782		-.980	.330
	Personal Grooming	.231	.087	.170	2.655	.009
	Komunikasi Interpersonal	1.177	.098	.768	12.003	.000

a. Dependent Variable: Kepuasan Nasabah

Uji F

		ANOVA ^a				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4596.053	2	2298.027	182.713	.000 ^b
	Residual	1169.686	93	12.577		
	Total	5765.740	95			

a. Dependent Variable: Kepuasan Nasabah

b. Predictors: (Constant), Komunikasi Interpersonal, Personal Grooming

Koefisien Determinasi

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.893 ^a	.797	.793	3.546	1.959

a. Predictors: (Constant), Komunikasi Interpersonal, Personal Grooming

b. Dependent Variable: Kepuasan Nasabah

Lampiran 7 : Tabel F

**Titik Persentase Distribusi F untuk
Probabilita = 0,05**

df untuk penyebu t(N2)	df untuk pembilan g (N1)														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
91	3.95	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.90	1.86	1.83	1.80	1.78
92	3.94	3.10	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.94	1.89	1.86	1.83	1.80	1.78
93	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.78
94	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.83	1.80	1.77
95	3.94	3.09	2.70	2.47	2.31	2.20	2.11	2.04	1.98	1.93	1.89	1.86	1.82	1.80	1.77
96	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
97	3.94	3.09	2.70	2.47	2.31	2.19	2.11	2.04	1.98	1.93	1.89	1.85	1.82	1.80	1.77
98	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
99	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.98	1.93	1.89	1.85	1.82	1.79	1.77
100	3.94	3.09	2.70	2.46	2.31	2.19	2.10	2.03	1.97	1.93	1.89	1.85	1.82	1.79	1.77
101	3.94	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.93	1.88	1.85	1.82	1.79	1.77
102	3.93	3.09	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.77
103	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
104	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.82	1.79	1.76
105	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.85	1.81	1.79	1.76
106	3.93	3.08	2.69	2.46	2.30	2.19	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
107	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.79	1.76
108	3.93	3.08	2.69	2.46	2.30	2.18	2.10	2.03	1.97	1.92	1.88	1.84	1.81	1.78	1.76
109	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
110	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
111	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.97	1.92	1.88	1.84	1.81	1.78	1.76
112	3.93	3.08	2.69	2.45	2.30	2.18	2.09	2.02	1.96	1.92	1.88	1.84	1.81	1.78	1.76
113	3.93	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.92	1.87	1.84	1.81	1.78	1.76
114	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
115	3.92	3.08	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
116	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.81	1.78	1.75
117	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
118	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.84	1.80	1.78	1.75
119	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
120	3.92	3.07	2.68	2.45	2.29	2.18	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.78	1.75
121	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
122	3.92	3.07	2.68	2.45	2.29	2.17	2.09	2.02	1.96	1.91	1.87	1.83	1.80	1.77	1.75
123	3.92	3.07	2.68	2.45	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
124	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
125	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.96	1.91	1.87	1.83	1.80	1.77	1.75
126	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.87	1.83	1.80	1.77	1.75
127	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75
128	3.92	3.07	2.68	2.44	2.29	2.17	2.08	2.01	1.95	1.91	1.86	1.83	1.80	1.77	1.75

Lampiran 8: Tabel T

Df	Pr	0.25	0.10	0.05	0.025	0.01	0.005	0.001
		0.50	0.20	0.10	0.050	0.02	0.010	0.002
81		0.67753	1.29209	1.66388	1.98969	2.37327	2.63790	3.19392
82		0.67749	1.29196	1.66365	1.98932	2.37269	2.63712	3.19262
83		0.67746	1.29183	1.66342	1.98896	2.37212	2.63637	3.19135
84		0.67742	1.29171	1.66320	1.98861	2.37156	2.63563	3.19011
85		0.67739	1.29159	1.66298	1.98827	2.37102	2.63491	3.18890
86		0.67735	1.29147	1.66277	1.98793	2.37049	2.63421	3.18772
87		0.67732	1.29136	1.66256	1.98761	2.36998	2.63353	3.18657
88		0.67729	1.29125	1.66235	1.98729	2.36947	2.63286	3.18544
89		0.67726	1.29114	1.66216	1.98698	2.36898	2.63220	3.18434
90		0.67723	1.29103	1.66196	1.98667	2.36850	2.63157	3.18327
91		0.67720	1.29092	1.66177	1.98638	2.36803	2.63094	3.18222
92		0.67717	1.29082	1.66159	1.98609	2.36757	2.63033	3.18119
93		0.67714	1.29072	1.66140	1.98580	2.36712	2.62973	3.18019
94		0.67711	1.29062	1.66123	1.98552	2.36667	2.62915	3.17921
95		0.67708	1.29053	1.66105	1.98525	2.36624	2.62858	3.17825
96		0.67705	1.29043	1.66088	1.98498	2.36582	2.62802	3.17731
97		0.67703	1.29034	1.66071	1.98472	2.36541	2.62747	3.17639
98		0.67700	1.29025	1.66055	1.98447	2.36500	2.62693	3.17549
99		0.67698	1.29016	1.66039	1.98422	2.36461	2.62641	3.17460
100		0.67695	1.29007	1.66023	1.98397	2.36422	2.62589	3.17374
101		0.67693	1.28999	1.66008	1.98373	2.36384	2.62539	3.17289
102		0.67690	1.28991	1.65993	1.98350	2.36346	2.62489	3.17206
103		0.67688	1.28982	1.65978	1.98326	2.36310	2.62441	3.17125
104		0.67686	1.28974	1.65964	1.98304	2.36274	2.62393	3.17045
105		0.67683	1.28967	1.65950	1.98282	2.36239	2.62347	3.16967
106		0.67681	1.28959	1.65936	1.98260	2.36204	2.62301	3.16890
107		0.67679	1.28951	1.65922	1.98238	2.36170	2.62256	3.16815
108		0.67677	1.28944	1.65909	1.98217	2.36137	2.62212	3.16741
109		0.67675	1.28937	1.65895	1.98197	2.36105	2.62169	3.16669
110		0.67673	1.28930	1.65882	1.98177	2.36073	2.62126	3.16598
111		0.67671	1.28922	1.65870	1.98157	2.36041	2.62085	3.16528
112		0.67669	1.28916	1.65857	1.98137	2.36010	2.62044	3.16460
113		0.67667	1.28909	1.65845	1.98118	2.35980	2.62004	3.16392
114		0.67665	1.28902	1.65833	1.98099	2.35950	2.61964	3.16326
115		0.67663	1.28896	1.65821	1.98081	2.35921	2.61926	3.16262
116		0.67661	1.28889	1.65810	1.98063	2.35892	2.61888	3.16198
117		0.67659	1.28883	1.65798	1.98045	2.35864	2.61850	3.16135
118		0.67657	1.28877	1.65787	1.98027	2.35837	2.61814	3.16074
119		0.67656	1.28871	1.65776	1.98010	2.35809	2.61778	3.16013
120		0.67654	1.28865	1.65765	1.97993	2.35782	2.61742	3.15954

Lampiran 9 : Tabel R

df = (N-2)	Tingkat signifikansi untuk uji satu arah				
	0.05	0.025	0.01	0.005	0.0005
	Tingkat signifikansi untuk uji dua arah				
	0.1	0.05	0.02	0.01	0.001
1	0.9877	0.9969	0.9995	0.9999	1.0000
2	0.9000	0.9500	0.9800	0.9900	0.9990
3	0.8054	0.8783	0.9343	0.9587	0.9911
4	0.7293	0.8114	0.8822	0.9172	0.9741
5	0.6694	0.7545	0.8329	0.8745	0.9509
6	0.6215	0.7067	0.7887	0.8343	0.9249
7	0.5822	0.6664	0.7498	0.7977	0.8983
8	0.5494	0.6319	0.7155	0.7646	0.8721
9	0.5214	0.6021	0.6851	0.7348	0.8470
10	0.4973	0.5760	0.6581	0.7079	0.8233
11	0.4762	0.5529	0.6339	0.6835	0.8010
12	0.4575	0.5324	0.6120	0.6614	0.7800
13	0.4409	0.5140	0.5923	0.6411	0.7604
14	0.4259	0.4973	0.5742	0.6226	0.7419
15	0.4124	0.4821	0.5577	0.6055	0.7247
16	0.4000	0.4683	0.5425	0.5897	0.7084
17	0.3887	0.4555	0.5285	0.5751	0.6932
18	0.3783	0.4438	0.5155	0.5614	0.6788
19	0.3687	0.4329	0.5034	0.5487	0.6652
20	0.3598	0.4227	0.4921	0.5368	0.6524
21	0.3515	0.4132	0.4815	0.5256	0.6402
22	0.3438	0.4044	0.4716	0.5151	0.6287
23	0.3365	0.3961	0.4622	0.5052	0.6178
24	0.3297	0.3882	0.4534	0.4958	0.6074
25	0.3233	0.3809	0.4451	0.4869	0.5974
26	0.3172	0.3739	0.4372	0.4785	0.5880
27	0.3115	0.3673	0.4297	0.4705	0.5790
28	0.3061	0.3610	0.4226	0.4629	0.5703
29	0.3009	0.3550	0.4158	0.4556	0.5620
30	0.2960	0.3494	0.4093	0.4487	0.5541
31	0.2913	0.3440	0.4032	0.4421	0.5465
32	0.2869	0.3388	0.3972	0.4357	0.5392
33	0.2826	0.3338	0.3916	0.4296	0.5322
34	0.2785	0.3291	0.3862	0.4238	0.5254

Lampiran 10 : Rekapitulas Data Jawaban Responden

X1. 1	X1. 2	X1. 3	X1. 4	X1. 5	X1. 6	X1. 7	X1. 8	X1. 9	X1. 10	X1. 11	X1. 12	X1. 13	X1. 14	X1. 15	X1. 16	
4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	50
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
3	4	3	3	3	3	3	4	3	4	4	3	3	3	3	3	52
3	3	3	3	2	2	3	3	3	4	4	4	4	4	4	4	53
4	4	3	4	4	4	3	4	4	4	4	4	4	4	4	4	62
4	4	4	4	3	4	3	4	3	3	4	3	4	3	4	4	58
4	4	4	3	3	3	3	4	4	3	4	3	4	3	3	4	56
4	4	4	4	3	4	3	3	3	4	4	4	4	4	4	4	60
4	4	4	4	4	4	4	3	3	4	4	4	3	4	4	4	61
4	4	4	4	4	4	3	3	4	3	4	4	4	4	4	4	61
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
3	3	3	4	4	4	3	4	3	3	4	4	3	3	4	4	56
4	4	4	4	4	4	4	3	3	3	4	3	3	4	3	4	58
4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	63
4	4	1	4	4	4	3	2	3	3	3	3	3	4	3	3	51
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
4	4	4	4	4	4	3	4	4	4	4	3	4	4	4	4	62
3	4	3	4	4	4	4	3	3	3	3	4	4	4	4	4	58
4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	3	62
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
4	4	3	4	3	4	3	3	4	3	4	4	3	3	4	4	57
3	4	3	4	3	3	3	4	4	4	4	4	3	4	3	4	57
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
3	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	61
4	4	4	4	4	4	3	4	4	3	4	4	4	3	4	4	61
4	4	4	4	4	4	4	3	4	4	4	4	4	4	3	4	62
4	4	4	4	3	3	4	4	4	4	3	4	4	4	4	3	60
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	63
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
4	4	3	3	4	3	3	3	3	3	3	4	3	4	4	4	55

4	4	3	3	4	3	3	3	4	3	4	3	4	3	3	3	54	
4	4	4	4	4	4	4	3	4	3	4	4	4	4	3	4	61	
3	4	3	3	4	4	3	4	3	3	4	4	3	3	3	4	55	
4	4	4	3	4	4	3	3	4	3	4	3	4	3	4	4	58	
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64	
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48	
3	3	3	3	4	3	3	3	3	3	3	3	3	3	4	4	3	51
4	4	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	62
3	4	4	3	4	3	3	3	4	3	4	3	3	3	3	3	4	54
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
4	3	3	3	3	4	3	3	4	3	3	3	3	3	3	3	3	51
3	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	62
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
4	3	3	4	3	3	4	3	3	4	4	3	3	4	4	4	4	56
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
3	2	2	3	3	3	1	4	4	4	4	4	4	4	4	4	4	53
4	4	3	4	3	4	2	4	4	4	4	4	4	4	4	3	4	59
3	4	3	4	3	3	3	4	3	4	3	3	4	3	3	3	4	54
4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	63
4	4	4	4	4	3	4	3	3	3	4	3	4	3	4	3	4	57
4	4	3	3	3	3	4	4	4	3	4	4	4	4	4	3	4	58
4	4	4	4	3	3	4	4	4	3	4	3	4	3	4	4	4	59
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	63
4	4	4	3	3	3	2	4	2	3	4	3	3	3	3	4	4	53
3	3	3	3	4	4	3	3	4	3	4	3	3	3	3	3	3	52
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
3	3	3	4	3	3	3	3	3	3	3	3	3	3	4	3	4	51
2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	62
3	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	62
4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	63
4	4	4	4	3	4	4	4	4	4	4	4	4	4	3	4	4	62
4	4	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4	62
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
4	4	3	4	4	3	3	3	3	3	3	3	3	3	3	3	4	53
3	4	3	4	4	3	1	3	3	3	3	3	3	3	4	3	3	50
3	2	3	3	1	4	2	3	4	3	3	1	3	4	2	3	4	44

4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
4	4	4	4	4	4	3	4	4	3	4	4	4	4	3	4	61
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	49
4	4	4	3	4	3	3	4	4	3	4	3	3	4	3	4	57
3	4	3	3	3	3	3	3	3	3	3	4	4	4	4	4	54
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	49
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	63
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	3	62
4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	49
4	4	4	4	4	4	3	3	4	4	4	4	4	3	4	4	61
3	4	3	3	4	3	4	3	4	3	3	3	3	3	3	3	52
3	3	4	4	3	4	4	3	3	3	3	4	3	3	3	3	53
3	4	4	4	3	3	4	3	3	4	4	3	3	4	4	3	56
3	3	3	4	3	3	4	3	3	3	3	3	3	3	3	3	50
3	3	3	4	4	4	4	3	3	3	3	4	3	4	4	3	55
4	4	4	4	4	4	4	3	3	3	3	3	3	4	3	3	56
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	48
4	4	4	4	4	4	4	4	3	4	4	3	4	4	4	4	62
4	4	4	4	4	4	4	3	3	4	3	3	3	4	4	3	58
3	3	3	3	3	4	4	3	3	4	3	3	3	4	4	3	53
4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	63
4	3	3	4	4	3	3	3	3	4	3	4	3	4	4	3	55
3	3	3	4	3	4	4	3	3	4	3	3	3	4	4	3	54
3	4	3	4	4	3	4	3	3	4	3	3	3	4	4	3	55
3	4	3	3	4	3	3	3	4	4	4	3	4	3	3	4	
3	3	3	4	4	4	4	4	3	4	3	4	3	4	4	4	
35	36	35	36	35	26	34	34	35	35	36	35	35	36	35	36	
9	8	1	5	5	2	1	7	2	0	4	2	3	0	6	4	

3	3	3	4	4	4	3	3	3	3	4	4	4	45
4	3	3	3	4	4	3	3	3	3	3	3	4	43
4	4	4	4	4	4	4	4	4	4	4	4	4	52
3	3	3	3	3	3	3	3	3	3	3	3	3	39
3	3	4	4	3	3	3	3	3	3	3	3	3	41
3	4	4	4	4	4	4	3	3	3	4	3	4	47
4	3	4	3	3	3	3	3	3	3	4	3	4	43
4	4	4	4	4	4	4	4	4	3	4	4	4	51
3	3	3	4	3	4	3	4	3	4	4	4	3	45
4	3	3	3	3	3	4	3	3	4	4	4	4	45
3	3	3	3	3	3	3	3	3	3	3	3	3	39
3	4	3	4	3	3	4	4	4	3	3	4	4	46
4	4	4	4	4	4	4	4	4	4	4	4	4	52
3	2	3	1	1	2	2	3	2	2	3	3	3	30
4	4	4	4	4	4	3	4	4	3	4	4	4	50
4	3	4	3	3	3	3	4	3	3	3	3	4	43
4	4	4	4	4	4	4	4	4	4	4	4	4	52
4	3	4	3	3	3	3	3	3	3	3	4	4	43
3	4	4	4	4	4	4	4	4	4	4	3	4	50
4	3	4	4	3	4	4	4	4	3	4	4	4	49
4	4	4	4	4	4	4	4	4	4	4	4	4	52
4	4	4	4	4	4	4	4	4	4	4	4	4	52
3	3	3	4	3	3	4	4	4	3	3	3	3	43
3	4	4	4	3	3	4	4	3	3	3	3	4	45
3	3	3	3	3	3	3	3	3	3	3	3	3	39
4	3	4	3	3	3	3	3	3	3	3	4	4	43
4	4	4	4	4	4	4	4	4	4	4	4	4	52
4	4	4	4	4	3	4	4	4	3	4	4	4	50
4	4	4	4	4	3	4	4	4	4	4	4	4	51
4	4	4	4	4	4	4	4	4	4	4	4	4	52
4	4	4	4	4	4	4	4	4	4	4	4	4	52
4	4	4	4	4	4	4	4	4	4	4	4	4	52
3	4	3	3	3	3	3	4	3	4	4	4	4	45
3	3	3	3	3	3	3	3	4	4	3	3	3	41
4	4	3	3	3	3	3	3	3	3	3	3	3	41
3	3	4	1	3	4	2	1	3	4	3	2	3	36
4	4	4	4	4	4	4	4	4	4	4	4	4	52
4	3	4	4	4	4	4	4	4	3	4	4	4	50

4	3	3	3	3	3	3	3	3	3	3	3	3	40
3	3	3	3	3	3	3	3	4	3	4	3	3	41
3	4	3	3	4	3	3	3	3	3	3	3	3	41
3	3	3	3	3	3	3	3	3	3	3	3	4	40
4	4	4	4	4	4	4	4	4	4	4	4	4	52
3	3	3	3	3	3	3	3	3	3	3	3	3	39
4	4	4	4	4	4	3	3	4	3	4	4	4	49
4	4	4	4	4	4	4	4	4	4	4	4	4	52
3	3	3	3	3	3	3	3	3	3	3	3	3	39
3	4	4	3	4	4	4	3	4	3	3	3	3	45
3	3	3	3	3	3	3	3	3	3	3	3	3	39
4	4	4	4	4	4	4	4	4	3	4	4	4	51
3	3	3	4	3	3	3	3	3	3	3	3	3	40
4	3	4	4	4	4	3	3	3	4	3	4	4	47
4	4	3	3	4	4	3	3	3	4	3	4	4	46
4	3	3	3	3	3	3	3	3	3	3	4	4	42
3	3	3	4	4	3	3	3	3	3	3	4	4	43
4	4	3	3	3	3	3	3	4	3	4	3	3	43
3	3	3	3	3	3	3	3	3	3	3	3	3	39
4	3	3	4	4	3	3	3	3	3	4	4	4	45
3	3	3	3	3	3	3	3	3	3	3	4	4	41
4	4	3	3	3	4	3	4	4	3	3	4	4	46
4	3	4	3	4	3	4	3	4	3	4	3	4	46
4	3	4	4	4	4	4	4	3	3	4	4	4	49
4	3	3	3	3	3	3	3	3	3	4	4	4	43
3	4	3	4	3	4	3	3	4	3	3	4	4	45
4	3	3	4	4	3	3	3	4	4	3	4	4	
3	3	3	4	4	3	3	4	3	3	4	4	4	
35	34	35	35	34	34	33	33	35	329	354	358	363	
4	7	1	0	0	4	6	7	0					

	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y9	Y1	Y1	Y1	Y1	Y1	Y1	Y1	Y1	Y1	Y
										0	1	2	3	4	5	6	7	8	1
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
4	4	4	3	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	70
4	4	4	4	4	4	4	3	2	3	3	3	3	4	3	4	3	4	3	62
4	4	4	4	4	4	4	2	4	4	4	4	4	4	4	4	4	4	4	70
4	3	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	70
3	4	4	3	4	4	4	3	4	4	4	4	3	3	4	3	4	3	4	65
3	3	3	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	53
4	4	3	4	4	4	4	3	4	4	4	3	3	4	4	4	4	4	4	68
4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	69
4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	71
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54
4	3	4	3	3	3	3	3	4	3	3	3	3	3	3	4	3	3	3	58
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	55
4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	71
2	3	4	2	3	3	3	1	3	3	3	3	2	2	3	3	3	3	2	48
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
4	4	4	3	4	4	4	3	4	3	3	4	3	3	3	4	4	3	3	63
3	4	3	3	3	3	3	3	3	3	4	3	3	3	4	4	3	3	4	59
4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	3	4	3	3	68
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54
3	4	3	3	4	3	3	3	4	4	3	3	3	3	4	3	3	3	3	59
4	4	3	3	3	3	3	4	4	4	3	4	4	4	4	4	4	4	4	67
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	71
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	55
4	3	4	4	4	4	4	3	3	3	3	4	4	4	4	4	4	4	4	67
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	70
4	4	4	4	4	4	4	1	4	4	4	4	4	4	4	4	4	4	4	69
3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	55
3	3	3	3	3	3	3	1	3	3	3	3	3	3	3	3	3	3	3	52
4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	71
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54
3	4	3	3	3	3	3	3	3	4	4	3	4	4	4	4	4	3	3	62
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	3	4	57

4	3	3	3	4	4	2	3	4	3	3	3	3	4	3	3	3	3	58	
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	55
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54
3	3	3	3	3	4	3	3	3	4	4	4	4	4	4	4	4	4	4	64
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
3	4	4	3	3	3	4	3	3	3	3	3	3	4	3	4	3	3	3	59
4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	71
3	3	4	4	4	4	3	4	3	4	3	3	4	4	4	4	4	3	3	64
3	4	4	4	4	4	4	3	4	4	4	3	4	4	4	4	4	4	4	69
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54
3	4	4	3	3	4	3	4	4	4	4	4	4	4	3	4	4	4	4	67
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
2	1	2	2	3	3	1	3	3	3	2	2	3	2	2	2	1	2	39	
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	71
3	4	4	3	4	4	3	3	3	4	3	3	3	3	3	3	3	3	3	59
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
3	3	3	3	3	4	3	4	4	3	3	3	3	3	3	3	3	3	3	57
4	3	3	4	4	4	3	4	4	4	4	3	3	4	3	4	3	4	4	65
4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	71
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	71
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
3	3	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	58
3	3	3	3	3	3	4	4	4	4	3	4	3	3	3	4	3	3	3	60
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54
4	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	56
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	71
4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	3	4	70
3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	4	4	4	3	62
4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	71
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
3	3	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	63
3	4	3	3	3	3	3	3	3	4	4	3	3	3	4	4	3	4	4	60
3	3	3	3	3	3	1	3	3	3	3	3	3	3	3	3	3	3	3	52
2	3	4	2	1	3	3	2	3	1	3	2	3	2	3	4	1	2	44	
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	71

3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54
3	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	55
3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	56
3	3	3	4	4	4	3	3	3	3	3	3	3	3	3	3	3	3	57
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	55
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	72
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54
4	4	3	4	4	4	3	4	4	4	4	4	4	4	4	4	3	4	69
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	54
3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	71
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	55
3	4	3	3	3	3	3	3	3	4	3	3	4	3	4	4	3	3	59
4	4	3	3	3	3	3	3	3	3	3	4	4	4	3	4	3	4	61
4	3	3	3	3	3	3	3	3	4	3	4	4	3	3	4	3	4	60
3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	56
3	4	3	3	3	3	3	3	3	4	4	3	3	3	4	4	3	3	59
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	3	56
4	4	3	3	4	3	3	3	4	4	4	3	3	3	4	4	3	4	63
3	4	3	3	3	3	3	3	3	3	3	3	3	3	4	4	3	4	58
4	3	3	3	3	4	2	4	3	4	3	4	3	3	4	3	3	4	60
4	4	3	3	4	3	3	4	4	3	4	4	4	4	4	4	3	4	66
4	3	3	3	3	4	2	3	4	4	3	3	4	4	4	4	3	3	61
3	3	3	3	3	3	2	4	4	4	4	4	3	4	4	4	4	4	63
3	3	3	3	3	3	2	3	3	3	3	3	4	4	4	4	4	4	59
4	3	3	4	3	3	3	4	3	4	3	4	4	4	4	4	4	4	
3	3	3	4	3	4	3	4	3	3	4	3	4	3	4	4	4	4	
																		3
34	34	34	34	35	35	31	34	35	35	34	34	34	35	35	36	33	5	
6	8	8	0	0	3	3	8	1	4	8	4	9	3	3	5	5	2	