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# LAMPIRAN



## Lampiran 1

### ANGKET KEPUASAN PELANGGAN KARTU TRI

Yang terhormat Saudara/ Saudari, nama saya Dwicahyo Ramadhan Priyatna mahasiswa Program Studi Statistika Universitas Hasanuddin. Pada saat ini, saya akan melakukan penelitian mengenai tingkat kepuasan terhadap layanan operator Tri. Untuk itu, saya bermaksud memohon bantuan Saudara/ Saudari untuk memberikan informasi dan waktu Anda untuk mengisi angket ini. Saya ucapkan terima kasih dan informasi yang Anda berikan akan dirahasiakan.

#### A. Identitas

Nama (Inisial) :.....

Jenis Kelamin :.....

Umur :.....

Fakultas : MIPA

Jurusan/Program Studi :.....

Angkatan :.....

Budget Pulsa/Kuota selama 1 bulan :.....

- < 50 rb
- 50 - 100 rb
- 101 - 200 rb
- > 200 rb

Saya sering menggunakan kartu Tri untuk :

- Telepon
- SMS
- Internet

Saya menggunakan kartu selain Tri yaitu : .....



## B. Petunjuk Pengisian Angket

Untuk pengisian angket ini dimohon memberi tanda “ √ ” di bawah kolom yang telah disediakan sesuai dengan pendapat Anda mengenai pernyataan di bawah ini.

Keterangan pilihan jawaban kuesioner ini adalah sebagai berikut:

- SS = Sangat Setuju
- S = Setuju
- N = Netral
- TS = Tidak Setuju
- STS = Sangat Tidak Setuju

| No | Pernyataan   | SS | S | N | TS | STS |
|----|--|----|---|---|----|-----|
| 1  | Kartu Tri telah memenuhi kebutuhan SIM card saya   |    |   |   |    |     |
| 2  | Kartu Tri telah memenuhi harapan pada saat awal membeli  |    |   |   |    |     |
| 3  | Secara umum kartu Tri memiliki kualitas yang baik  |    |   |   |    |     |
| 4  | Kartu Tri memiliki tarif yang lebih murah dibandingkan operator lain                                       |    |   |   |    |     |
| 5  | Harga layanan yang ditawarkan kartu Tri telah sesuai dengan kebutuhan saya                                 |    |   |   |    |     |
| 6  | Biaya yang dikeluarkan untuk kartu Tri telah sesuai dengan kualitas yang diberikan                         |    |   |   |    |     |
| 7  | Jika voucher kartu Tri habis di semua counter terdekat, saya akan menunggu sampai ada yang menjualnya lagi |    |   |   |    |     |
|    | Fasilitas yang disediakan kartu Tri  |    |   |   |    |     |



|    |  |  |  |  |  |  |
|----|--|--|--|--|--|--|
|    | lebih lengkap dibandingkan dengan operator lain                                    |  |  |  |  |  |
| 9  | Pelayanan <i>customer service</i> Tri lebih baik dibandingkan dengan operator lain |  |  |  |  |  |
| 10 | Saya merasa puas ketika menggunakan kartu Tri                                      |  |  |  |  |  |
| 11 | Saya menilai kartu Tri sebagai operator yang ideal                                 |  |  |  |  |  |
| 12 | Secara keseluruhan saya puas terhadap kartu Tri                                    |  |  |  |  |  |



**Lampiran 2****Data Kuesioner**

| No | X1 | X2 | X3 | X4 | X5 | X6 | Y1 | Y2 | Y3 | Y4 | Y5 | Y6 |
|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 1  | 5  | 4  | 4  | 4  | 3  | 3  | 2  | 3  | 4  | 4  | 4  | 4  |
| 2  | 3  | 3  | 3  | 4  | 3  | 4  | 4  | 3  | 4  | 3  | 3  | 3  |
| 3  | 1  | 1  | 1  | 1  | 4  | 4  | 4  | 4  | 3  | 4  | 3  | 3  |
| 4  | 3  | 3  | 3  | 4  | 4  | 4  | 3  | 4  | 3  | 2  | 3  | 5  |
| 5  | 5  | 4  | 4  | 4  | 3  | 3  | 3  | 3  | 4  | 4  | 4  | 4  |
| 6  | 3  | 3  | 3  | 4  | 3  | 3  | 2  | 2  | 2  | 2  | 2  | 3  |
| 7  | 3  | 3  | 3  | 4  | 4  | 3  | 2  | 3  | 3  | 4  | 3  | 4  |
| 8  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  |
| 9  | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 3  | 3  | 3  |
| 10 | 5  | 5  | 4  | 5  | 5  | 5  | 5  | 4  | 4  | 4  | 5  | 4  |
| 11 | 4  | 3  | 4  | 5  | 4  | 4  | 2  | 3  | 4  | 4  | 4  | 4  |
| 12 | 4  | 4  | 4  | 3  | 3  | 3  | 1  | 3  | 3  | 4  | 3  | 4  |
| 13 | 4  | 4  | 5  | 5  | 4  | 4  | 3  | 3  | 3  | 4  | 4  | 4  |
| 14 | 4  | 4  | 4  | 5  | 4  | 4  | 3  | 3  | 3  | 3  | 3  | 4  |
| 15 | 4  | 4  | 3  | 5  | 4  | 4  | 2  | 2  | 3  | 3  | 3  | 3  |
| 16 | 2  | 2  | 2  | 5  | 4  | 3  | 3  | 3  | 2  | 2  | 2  | 2  |
| 17 | 2  | 1  | 2  | 4  | 3  | 1  | 2  | 3  | 3  | 1  | 2  | 3  |
| 18 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 3  | 3  |
| 19 | 3  | 4  | 4  | 5  | 4  | 5  | 4  | 3  | 3  | 3  | 3  | 3  |
| 20 | 4  | 3  | 3  | 4  | 4  | 4  | 3  | 2  | 3  | 3  | 3  | 3  |
| 21 | 3  | 4  | 4  | 5  | 5  | 3  | 2  | 3  | 3  | 4  | 3  | 1  |
| 22 | 5  | 3  | 3  | 5  | 5  | 5  | 2  | 3  | 5  | 3  | 4  | 5  |
| 23 | 5  | 4  | 2  | 5  | 5  | 5  | 3  | 3  | 3  | 3  | 3  | 5  |
| 24 | 3  | 3  | 3  | 4  | 3  | 3  | 2  | 3  | 3  | 3  | 3  | 3  |
| 25 | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  |
| 26 | 4  | 3  | 3  | 4  | 4  | 2  | 1  | 3  | 3  | 3  | 4  | 4  |
| 27 | 4  | 4  | 4  | 4  | 4  | 4  | 1  | 3  | 3  | 4  | 4  | 4  |
| 28 | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 4  | 3  | 3  | 3  | 3  |
| 29 | 5  | 5  | 4  | 5  | 4  | 3  | 2  | 3  | 3  | 5  | 5  | 5  |
| 30 | 3  | 3  | 3  | 4  | 4  | 4  | 2  | 3  | 3  | 4  | 4  | 4  |
| 31 | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 4  | 4  | 4  |
| 32 | 4  | 4  | 4  | 4  | 3  | 3  | 2  | 3  | 3  | 4  | 4  | 4  |
| 33 | 4  | 4  | 4  | 4  | 3  | 3  | 2  | 3  | 3  | 4  | 4  | 4  |
| 34 | 4  | 4  | 4  | 4  | 3  | 3  | 2  | 3  | 3  | 3  | 3  | 3  |
|    | 3  | 3  | 3  | 3  | 3  | 2  | 2  | 2  | 3  | 3  | 3  | 3  |
|    | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 2  | 3  | 4  | 4  | 4  |
|    | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 3  | 4  | 4  | 4  |
|    | 4  | 4  | 4  | 4  | 3  | 3  | 2  | 3  | 4  | 4  | 4  | 4  |



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| 39 | 4 | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 4 |
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| 41 | 4 | 4 | 4 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 |
| 42 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 |
| 43 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 3 |
| 44 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 3 |   |
| 45 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 |   |
| 46 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |   |
| 47 | 4 | 3 | 3 | 3 | 4 | 4 | 2 | 3 | 3 | 4 | 3 | 3 |   |
| 48 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 |   |
| 49 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 |   |
| 50 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 |   |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |   |
| 52 | 2 | 2 | 3 | 4 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 4 |   |
| 53 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 |   |
| 54 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 |   |
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| 56 | 4 | 3 | 3 | 2 | 2 | 3 | 4 | 4 | 4 | 5 | 5 | 5 |   |
| 57 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |   |
| 58 | 5 | 5 | 4 | 5 | 5 | 4 | 2 | 3 | 4 | 5 | 5 | 5 |   |
| 59 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 3 |   |
| 60 | 3 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 3 | 3 | 3 |   |
| 61 | 5 | 4 | 3 | 5 | 3 | 4 | 5 | 4 | 3 | 5 | 5 | 4 |   |
| 62 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |   |
| 63 | 5 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 2 | 2 |   |
| 64 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |   |
| 65 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 3 |   |
| 66 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |   |
| 67 | 5 | 5 | 4 | 4 | 2 | 4 | 2 | 3 | 3 | 3 | 3 | 3 |   |
| 68 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 69 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 70 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |   |
| 71 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 |   |
| 72 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 |   |
| 73 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 |   |
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| 75 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |   |
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|    | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 3 | 4 | 4 | 3 | 4 |   |
|    | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 |   |
|    | 4 | 4 | 3 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 3 | 4 |   |



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| 82  | 4 | 4 | 5 | 5 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 3 |
| 83  | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 5 |
| 84  | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 |
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| 86  | 3 | 4 | 3 | 5 | 5 | 5 | 2 | 2 | 2 | 3 | 3 | 3 |
| 87  | 4 | 3 | 2 | 5 | 4 | 2 | 2 | 2 | 2 | 3 | 3 | 3 |
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|     | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 2 | 3 | 2 | 3 |
|     | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 |
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|     | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 4 |



|     |   |   |   |   |   |   |   |   |   |   |   |   |
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| 125 | 5 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |
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| 4   | 3 | 4 | 4 | 2 | 4 | 3 | 2 | 3 | 3 | 4 | 3 | 3 |
| 2   | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 2   | 3 | 3 | 3 | 3 | 2 | 1 | 2 | 3 | 3 | 2 | 3 | 3 |



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| 168 | 4 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 3 | 4 |
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| 191 | 5 | 4 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 4 | 4 | 4 |
| 192 | 3 | 3 | 4 | 4 | 4 | 3 | 1 | 1 | 3 | 3 | 3 | 3 |
| 193 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 |
| 194 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 2 | 3 | 3 | 3 | 3 |
| 195 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 196 | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 4 |
| 197 | 5 | 5 | 4 | 5 | 5 | 3 | 3 | 3 | 3 | 5 | 4 | 5 |
| 198 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 5 | 5 | 4 |
| 199 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 |
| 200 | 3 | 3 | 3 | 4 | 3 | 4 | 2 | 3 | 4 | 3 | 3 | 4 |
| 201 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 |
| 202 | 4 | 4 | 3 | 4 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 4 |
| 203 | 4 | 3 | 3 | 4 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 3 |
| 204 | 4 | 4 | 3 | 5 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 |
| 205 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 2 | 3 | 3 |
| 206 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 |
|     | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 5 | 4 | 5 |
|     | 5 | 5 | 5 | 5 | 5 | 5 | 1 | 3 | 3 | 5 | 5 | 4 |
|     | 4 | 3 | 4 | 5 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 4 |
|     | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |



|     |   |   |   |   |   |   |   |   |   |   |   |   |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|
| 211 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 |
| 212 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 |
| 213 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 |
| 214 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 |
| 215 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 |
| 216 | 5 | 4 | 4 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 |
| 217 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 |
| 218 | 5 | 4 | 3 | 5 | 4 | 5 | 2 | 3 | 3 | 4 | 3 | 4 |
| 219 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 |
| 220 | 3 | 3 | 4 | 3 | 4 | 3 | 2 | 4 | 3 | 4 | 4 | 3 |
| 221 | 4 | 4 | 5 | 5 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 |
| 222 | 4 | 3 | 3 | 4 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 3 |
| 223 | 4 | 4 | 3 | 4 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 4 |
| 224 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 |
| 225 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 226 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 |
| 227 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 |
| 228 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 |
| 229 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 |
| 230 | 4 | 3 | 4 | 5 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 4 |
| 231 | 5 | 5 | 5 | 5 | 5 | 5 | 1 | 4 | 4 | 5 | 5 | 4 |
| 232 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 5 | 4 | 5 |
| 233 | 4 | 4 | 3 | 5 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 |
| 234 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 |
| 235 | 3 | 4 | 3 | 4 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 4 |
| 236 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 2 |
| 237 | 2 | 2 | 3 | 4 | 3 | 4 | 3 | 2 | 3 | 2 | 2 | 2 |
| 238 | 4 | 4 | 3 | 5 | 3 | 4 | 1 | 2 | 3 | 3 | 3 | 4 |
| 239 | 3 | 5 | 3 | 5 | 3 | 2 | 1 | 1 | 1 | 2 | 2 | 3 |
| 240 | 4 | 4 | 4 | 5 | 4 | 3 | 2 | 3 | 3 | 4 | 3 | 4 |
| 241 | 4 | 5 | 5 | 5 | 4 | 5 | 3 | 3 | 4 | 5 | 5 | 4 |
| 242 | 5 | 5 | 4 | 5 | 4 | 5 | 2 | 4 | 3 | 5 | 5 | 5 |
| 243 | 4 | 4 | 3 | 5 | 5 | 5 | 1 | 2 | 3 | 4 | 3 | 4 |
| 244 | 5 | 5 | 4 | 4 | 4 | 4 | 1 | 2 | 3 | 4 | 4 | 4 |
| 245 | 2 | 2 | 3 | 5 | 4 | 3 | 1 | 2 | 3 | 3 | 3 | 3 |
| 246 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 2 | 3 | 3 | 3 | 3 |
| 247 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 2 |
| 248 | 3 | 4 | 4 | 3 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 3 |
| 249 | 5 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 |
|     | 5 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 |
|     | 3 | 4 | 4 | 5 | 5 | 5 | 2 | 4 | 3 | 5 | 4 | 5 |
|     | 4 | 4 | 3 | 5 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 4 |
|     | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 2 |



|     |   |   |   |   |   |   |   |   |   |   |   |   |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|
| 254 | 4 | 3 | 2 | 5 | 5 | 4 | 3 | 3 | 2 | 3 | 4 | 4 |
| 255 | 4 | 3 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 4 |
| 256 | 4 | 3 | 4 | 5 | 5 | 3 | 2 | 3 | 3 | 4 | 4 | 5 |
| 257 | 4 | 4 | 4 | 5 | 5 | 4 | 1 | 3 | 3 | 4 | 3 | 4 |
| 258 | 3 | 2 | 2 | 4 | 3 | 4 | 2 | 2 | 3 | 3 | 4 | 3 |
| 259 | 3 | 2 | 5 | 5 | 4 | 4 | 1 | 3 | 3 | 3 | 3 | 2 |
| 260 | 4 | 4 | 3 | 5 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 4 |
| 261 | 4 | 4 | 2 | 5 | 5 | 5 | 2 | 3 | 3 | 4 | 3 | 4 |
| 262 | 2 | 1 | 3 | 4 | 2 | 3 | 1 | 2 | 3 | 3 | 2 | 2 |
| 263 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 5 | 5 | 5 |
| 264 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 3 | 3 | 5 | 4 | 5 |
| 265 | 5 | 5 | 5 | 3 | 2 | 5 | 5 | 3 | 3 | 3 | 3 | 3 |
| 266 | 4 | 3 | 4 | 2 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 |
| 267 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 2 | 5 | 4 | 3 | 4 |
| 268 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 2 | 4 |
| 269 | 4 | 3 | 3 | 4 | 4 | 3 | 2 | 3 | 3 | 3 | 2 | 3 |
| 270 | 5 | 5 | 5 | 4 | 5 | 5 | 2 | 3 | 1 | 5 | 2 | 4 |
| 271 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 |
| 272 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 |
| 273 | 5 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 3 |
| 274 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 5 |
| 275 | 3 | 2 | 4 | 4 | 3 | 4 | 2 | 2 | 3 | 3 | 3 | 3 |
| 276 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 |
| 277 | 4 | 3 | 3 | 4 | 4 | 4 | 2 | 2 | 3 | 3 | 3 | 3 |
| 278 | 4 | 5 | 4 | 5 | 5 | 4 | 3 | 3 | 3 | 4 | 3 | 4 |
| 279 | 4 | 3 | 3 | 3 | 3 | 4 | 2 | 2 | 3 | 3 | 3 | 3 |
| 280 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 |
| 281 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 |
| 282 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 |
| 283 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 284 | 2 | 2 | 3 | 4 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 4 |
| 285 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 |
| 286 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 |
| 287 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 3 |
| 288 | 3 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 3 | 3 | 3 |
| 289 | 5 | 4 | 3 | 5 | 3 | 4 | 5 | 4 | 3 | 5 | 5 | 4 |
| 290 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
| 291 | 5 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 2 | 2 |
| 292 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
|     | 3 | 4 | 3 | 4 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 3 |
|     | 3 | 3 | 4 | 4 | 4 | 3 | 2 | 3 | 3 | 4 | 4 | 4 |
|     | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 2 | 3 | 2 | 3 |
|     | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 |



|     |   |   |   |   |   |   |   |   |   |   |   |   |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|
| 297 | 2 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 |
| 298 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 4 |
| 299 | 5 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |
| 300 | 4 | 4 | 5 | 5 | 5 | 4 | 2 | 3 | 3 | 3 | 3 | 4 |
| 301 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 302 | 2 | 3 | 3 | 3 | 3 | 2 | 1 | 2 | 3 | 3 | 2 | 3 |
| 303 | 4 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 3 | 4 |
| 304 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| 305 | 3 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 5 | 4 | 5 |
| 306 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 307 | 5 | 4 | 3 | 5 | 5 | 5 | 3 | 4 | 3 | 5 | 2 | 3 |
| 308 | 5 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 |
| 309 | 5 | 4 | 4 | 5 | 4 | 4 | 2 | 3 | 3 | 5 | 5 | 5 |
| 310 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 1 | 2 | 2 | 2 | 2 |
| 311 | 5 | 5 | 4 | 5 | 5 | 4 | 2 | 3 | 3 | 4 | 3 | 4 |
| 312 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 313 | 4 | 3 | 3 | 4 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 3 |
| 314 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 |
| 315 | 5 | 4 | 4 | 5 | 4 | 5 | 3 | 4 | 3 | 5 | 5 | 5 |
| 316 | 4 | 3 | 4 | 4 | 2 | 4 | 3 | 2 | 3 | 3 | 4 | 3 |
| 317 | 4 | 4 | 5 | 3 | 3 | 3 | 4 | 2 | 5 | 5 | 5 | 4 |
| 318 | 5 | 5 | 5 | 5 | 3 | 3 | 3 | 4 | 4 | 2 | 3 | 4 |
| 319 | 5 | 4 | 4 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 |
| 320 | 4 | 4 | 4 | 3 | 3 | 2 | 2 | 3 | 4 | 4 | 4 | 4 |
| 321 | 5 | 5 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 |
| 322 | 5 | 5 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 |
| 323 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 324 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 5 |
| 325 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 2 | 3 | 2 | 3 |
| 326 | 5 | 4 | 5 | 4 | 3 | 3 | 4 | 2 | 4 | 3 | 3 | 4 |
| 327 | 5 | 5 | 4 | 3 | 2 | 3 | 4 | 3 | 4 | 4 | 4 | 4 |
| 328 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 329 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 3 | 4 | 4 |
| 330 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |



**Lampiran 3****Syntax Program R**

```

#Path Analysis
#install.packages("lavaan")
library("lavaan")
#Mengubah data menjadi data frame (agar lebih mudah diolah)
data_olah <-as.data.frame(Data)
#Mendefinisikan model SEM
model <- '

    # measurement model
    PQ =~ X1 + X2 + X3
    PV =~ X4 + X5 + X6
    PB =~ Y1 + Y2 + Y3
    CS =~ Y4 + Y5 + Y6

    # regressions
    PB ~ PQ
    CS ~ PQ + PB
    CS ~ PV
    #covariance
    PQ ~~ PV
'

# fitting model SEM
fit <- sem(model, data=data_olah)
#Hasil keluaran model fit
summary(fit, standardized=TRUE)
#Selang kepercayaan dari estimasi koefisien
parameterEstimates(fit, ci = TRUE, level = 0.95)
#Kriteria Goodness oF fit
fitMeasures(fit, c("chisq", "rmsea", "srmr", "gfi", "ecvi"))

#CFA Analysis
#install.packages("lavaan")
library("lavaan")

#Mengubah data menjadi data frame (agar lebih mudah diolah)
data_olah <-as.data.frame(Data)

#Mendefinisikan model CFA

HS.model <- '
# measurement model
    PQ =~ X1 + X2 + X3
    PV =~ X4 + X5 + X6 '

#Fit model CFA
fit <- cfa(HS.model, data=data_olah)

#t dari hasil fit
summary(fit, fit.measures=TRUE)

```



**Lampiran 4****Output CFA**

```
> #install.packages("lavaan")
> library("lavaan")
> #Mengubah data menjadi data frame (agar lebih mudah diolah)
> data_olah <- as.data.frame(Data)
```

```
> #Mendefinisikan model CFA
```

```
> HS.model <- '
+ # measurement model
+   PQ =~ X1 + X2 + X3
+   PV =~ X4 + X5 + X6
+   PB =~ Y1 + Y2 + Y3
+   CS =~ Y4 + Y5 + Y6 '
```

```
> #Fit model CFA
```

```
> fit <- cfa(HS.model, data=data_olah)
```

```
>
```

```
> #output dari hasil fit
```

```
> summary(fit, fit.measures=TRUE)
```

Estimator

ML

Optimization method

NLMINB

Number of free parameters

30

Number of observations

330

**Model Test User Model:**

|                      |         |
|----------------------|---------|
| Test statistic       | 121.329 |
| Degrees of freedom   | 48      |
| P-value (Chi-square) | 0.000   |

**Model Test Baseline Model:**

|                    |          |
|--------------------|----------|
| Test statistic     | 1936.981 |
| Degrees of freedom | 66       |
| P-value            | 0.000    |

**User Model versus Baseline Model:**

|                             |       |
|-----------------------------|-------|
| Comparative Fit Index (CFI) | 0.961 |
| Tucker-Lewis Index (TLI)    | 0.946 |

**Loglikelihood and Information Criteria:**

|                                       |           |
|---------------------------------------|-----------|
| Loglikelihood user model (H0)         | -3952.632 |
| Loglikelihood unrestricted model (H1) | -3891.968 |

|                                     |          |
|-------------------------------------|----------|
| Akaike (AIC)                        | 7965.265 |
| Bayesian (BIC)                      | 8079.238 |
| Sample-size adjusted Bayesian (BIC) | 7984.077 |

**Root Mean Square Error of Approximation:**

|                                     |       |
|-------------------------------------|-------|
| Percent confidence interval - lower | 0.053 |
| Percent confidence interval - upper | 0.083 |
| True RMSEA <= 0.05                  | 0.025 |

Standardized Root Mean Square Residual:

|      |       |
|------|-------|
| SRMR | 0.043 |
|------|-------|

**Parameter Estimates:**

|                          | Information<br>Information saturated (h1) model<br>Standard errors | Expected<br>Structured<br>Standard |
|--------------------------|--|------------------------------------|
| <b>Latent Variables:</b> |  |                                    |
| PQ =~                    | Estimate   | Std.Err                            |
| X1                       | 1.000  |                                    |
| X2                       | 1.083  | 0.073                              |
| X3                       | 0.737  | 0.063                              |
| PV =~                    | z-value  | P(> z )                            |
| X4                       | 14.850   | 0.000                              |
| X5                       | 11.686   | 0.000                              |
| X6                       |  |                                    |
| PB =~                    | Estimate   | Std.Err                            |
| Y1                       | 1.000  |                                    |
| Y2                       | 0.907  | 0.078                              |
| Y3                       | 0.724  | 0.067                              |
| CS =~                    | z-value  | P(> z )                            |
| Y4                       | 11.610   | 0.000                              |
| Y5                       | 10.881   | 0.000                              |
| Y6                       |  |                                    |

**Covariances:**

|       | Estimate | Std.Err | z-value | P(> z ) |
|-------|----------|---------|---------|---------|
| PQ ~~ |          |         |         |         |
| PV    | 0.244    | 0.035   | 6.989   | 0.000   |
| PB    | 0.316    | 0.044   | 7.140   | 0.000   |
| CS    | 0.322    | 0.039   | 8.261   | 0.000   |
| PV ~~ |          |         |         |         |
| PB    | 0.201    | 0.037   | 5.465   | 0.000   |
| CS    | 0.278    | 0.037   | 7.597   | 0.000   |
| PB ~~ |          |         |         |         |
| CS    | 0.353    | 0.046   | 7.627   | 0.000   |



**Lampiran 5*****Output Path Analysis***

```

> #install.packages("lavaan")
> library("lavaan")
This is lavaan 0.6-5
lavaan is BETA software! Please report any bugs.
Warning message:
package 'lavaan' was built under R version 3.5.3
> #Mengubah data menjadi data frame (agar lebih mudah diolah)
> data_olah <- as.data.frame(Data)
> #Mendefinisikan model SEM
> model <- '
+
+   # measurement model
+     PQ =~ X1 + X2 + X3
+     PV =~ X4 + X5 + X6
+     PB =~ Y1 + Y2 + Y3
+     CS =~ Y4 + Y5 + Y6
+
+
+   # regressions
+
+     PB ~ PQ
+     CS ~ PQ + PB
+
+     CS ~ PV
+     #covariance
+
+     PQ ~~ PV
+
> # fitting model SEM
> fit <- sem(model, data=data_olah)
> #Hasil keluaran model fit
> summary(fit, standardized=TRUE)
lavaan 0.6-5 ended normally after 37 iterations
  
```

|                           |        |
|---------------------------|--------|
| Estimator                 | ML     |
| Optimization method       | NLMINB |
| Number of free parameters | 29     |

|                        |     |
|------------------------|-----|
| Number of observations | 330 |
|------------------------|-----|

**Model Test User Model:**

|                      |         |
|----------------------|---------|
| Test statistic       | 122.794 |
| Degrees of freedom   | 49      |
| P-value (Chi-square) | 0.000   |

**Parameter Estimates:**

| Information          | Expected  |
|----------------------|---|
| Saturated (h1) model | Structured                                      |
| Standard errors      | Standard  |
| Variables:           | Estimate Std.Err z-value P(> z ) Std.lv Std.all |



|       |       |       |        |       |       |       |
|-------|-------|-------|--------|-------|-------|-------|
| X1    | 1.000 |       |        |       | 0.669 | 0.793 |
| X2    | 1.078 | 0.073 | 14.861 | 0.000 | 0.721 | 0.845 |
| X3    | 0.741 | 0.063 | 11.719 | 0.000 | 0.496 | 0.657 |
| PV =~ |       |       |        |       |       |       |
| X4    | 1.000 |       |        |       | 0.612 | 0.722 |
| X5    | 1.071 | 0.088 | 12.191 | 0.000 | 0.655 | 0.811 |
| X6    | 0.947 | 0.083 | 11.354 | 0.000 | 0.580 | 0.717 |
| PB =~ |       |       |        |       |       |       |
| Y1    | 1.000 |       |        |       | 0.736 | 0.681 |
| Y2    | 0.902 | 0.078 | 11.594 | 0.000 | 0.664 | 0.812 |
| Y3    | 0.726 | 0.067 | 10.907 | 0.000 | 0.534 | 0.725 |
| CS =~ |       |       |        |       |       |       |
| Y4    | 1.000 |       |        |       | 0.691 | 0.830 |
| Y5    | 0.948 | 0.058 | 16.491 | 0.000 | 0.655 | 0.823 |
| Y6    | 0.895 | 0.056 | 16.041 | 0.000 | 0.619 | 0.804 |

## Regressions:

|      | Estimate | Std.Err | z-value | P(> z ) | Std.lv | Std.all |
|------|----------|---------|---------|---------|--------|---------|
| PB ~ |          |         |         |         |        |         |
| PQ   | 0.718    | 0.083   | 8.659   | 0.000   | 0.653  | 0.653   |
| CS ~ |          |         |         |         |        |         |
| PQ   | 0.247    | 0.088   | 2.794   | 0.005   | 0.239  | 0.239   |
| PB   | 0.365    | 0.071   | 5.133   | 0.000   | 0.389  | 0.389   |
| PV   | 0.391    | 0.078   | 5.026   | 0.000   | 0.346  | 0.346   |

## Covariances:

|       | Estimate | Std.Err | z-value | P(> z ) | Std.lv | Std.all |
|-------|----------|---------|---------|---------|--------|---------|
| PQ ~~ |          |         |         |         |        |         |
| PV    | 0.248    | 0.035   | 7.090   | 0.000   | 0.607  | 0.607   |

## Variances:

|     | Estimate | Std.Err | z-value | P(> z ) |
|-----|----------|---------|---------|---------|
| .X1 | 0.263    | 0.030   | 8.877   | 0.000   |
| .X2 | 0.203    | 0.029   | 6.999   | 0.000   |
| .X3 | 0.325    | 0.029   | 11.208  | 0.000   |
| .X4 | 0.345    | 0.035   | 9.770   | 0.000   |
| .X5 | 0.224    | 0.030   | 7.426   | 0.000   |
| .X6 | 0.314    | 0.032   | 9.762   | 0.000   |
| .Y1 | 0.626    | 0.060   | 10.436  | 0.000   |
| .Y2 | 0.224    | 0.031   | 7.305   | 0.000   |
| .Y3 | 0.259    | 0.027   | 9.740   | 0.000   |
| .Y4 | 0.215    | 0.024   | 8.879   | 0.000   |
| .Y5 | 0.205    | 0.023   | 9.104   | 0.000   |
| .Y6 | 0.210    | 0.022   | 9.602   | 0.000   |
| PQ  | 0.449    | 0.056   | 8.049   | 0.000   |
| PV  | 0.372    | 0.054   | 6.879   | 0.000   |
| PB  | 0.540    | 0.084   | 6.413   | 0.000   |
| CS  | 0.481    | 0.054   | 8.834   | 0.000   |

```
> #Selang kepercayaan dari estimasi koefisien
> parameterEstimates(fit, ci = TRUE, level = 0.95)
   lhs op rhs   est    se   z pvalue ci.lower ci.upper
1  PQ =~ X1 1.000 0.000     NA    NA  1.000  1.000
2  PQ =~ X2 1.078 0.073 14.861 0.000  0.936  1.220
3  PQ =~ X3 0.741 0.063 11.719 0.000  0.617  0.865
4  PV =~ X4 1.000 0.000     NA    NA  1.000  1.000
5  PV =~ X5 1.071 0.088 12.191 0.000  0.899  1.243
6  PV =~ X6 0.947 0.083 11.354 0.000  0.784  1.111
7  PV =~ Y1 1.000 0.000     NA    NA  1.000  1.000
8  PV =~ Y2 0.902 0.078 11.594 0.000  0.750  1.055
9  PV =~ Y3 0.726 0.067 10.907 0.000  0.595  0.856
10 PV =~ Y4 1.000 0.000     NA    NA  1.000  1.000
11 PV =~ Y5 0.948 0.058 16.491 0.000  0.836  1.061
```



```

12 CS =~ Y6 0.895 0.056 16.041 0.000 0.786 1.005
13 PB ~ PQ 0.718 0.083 8.659 0.000 0.555 0.880
14 CS ~ PQ 0.247 0.088 2.794 0.005 0.074 0.419
15 CS ~ PB 0.365 0.071 5.133 0.000 0.226 0.505
16 CS ~ PV 0.391 0.078 5.026 0.000 0.239 0.543
17 PQ ~~ PV 0.248 0.035 7.090 0.000 0.180 0.317
18 X1 ~~ X1 0.264 0.029 8.967 0.000 0.207 0.322
19 X2 ~~ X2 0.208 0.029 7.279 0.000 0.152 0.264
20 X3 ~~ X3 0.324 0.029 11.198 0.000 0.267 0.380
21 X4 ~~ X4 0.343 0.035 9.716 0.000 0.274 0.412
22 X5 ~~ X5 0.224 0.030 7.399 0.000 0.164 0.283
23 X6 ~~ X6 0.317 0.032 9.812 0.000 0.253 0.380
24 Y1 ~~ Y1 0.625 0.060 10.413 0.000 0.507 0.742
25 Y2 ~~ Y2 0.228 0.031 7.390 0.000 0.167 0.288
26 Y3 ~~ Y3 0.257 0.027 9.680 0.000 0.205 0.309
27 Y4 ~~ Y4 0.215 0.024 8.879 0.000 0.168 0.263
28 Y5 ~~ Y5 0.205 0.023 9.096 0.000 0.161 0.249
29 Y6 ~~ Y6 0.210 0.022 9.600 0.000 0.167 0.253
30 PQ ~~ PQ 0.448 0.056 8.047 0.000 0.339 0.557
31 PV ~~ PV 0.374 0.054 6.907 0.000 0.268 0.481
32 PB ~~ PB 0.311 0.054 5.770 0.000 0.205 0.416
33 CS ~~ CS 0.164 0.025 6.576 0.000 0.115 0.213
> #Kriteria Goodness of fit
> fitMeasures(fit, c("rmsea", "srmr", "gfi", "ecvi"))
rmsea    srmr     gfi    ecvi
0.068  0.044  0.943  0.548

```



**Lampiran 6****Uji Reabilitas dan Uji Validitas****Case Processing Summary**

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 30 | 100,0 |
|       | Excluded <sup>a</sup> | 0  | ,0    |
|       | Total                 | 30 | 100,0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,878             | 12         |

**Correlations**

|         |                     | quest1 | quest2 | quest3 | quest4 | quest5 | quest6 | quest7 | quest8 | quest9 | quest10 | quest11 | quest12 | Jumlah |
|---------|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|--------|
| quest1  | Pearson Correlation | 1      | ,737** | ,559** | ,457*  | ,368*  | ,390*  | ,282   | ,333   | ,069   | ,629**  | ,505**  | ,474**  | ,711** |
|         | Sig. (2-tailed)     |        | ,000   | ,001   | ,011   | ,045   | ,033   | ,131   | ,072   | ,718   | ,000    | ,004    | ,008    | ,000   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |
| quest2  | Pearson Correlation | ,737** | 1      | ,749** | ,464** | ,315   | ,530** | ,222   | ,302   | ,216   | ,525**  | ,575**  | ,591**  | ,804** |
|         | Sig. (2-tailed)     | ,000   |        | ,000   | ,010   | ,090   | ,003   | ,238   | ,104   | ,251   | ,003    | ,001    | ,001    | ,000   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |
| quest3  | Pearson Correlation | ,559** | ,749** | 1      | ,465** | ,369   | ,713** | ,261   | ,470** | ,021   | ,641**  | ,539**  | ,506**  | ,787** |
|         | Sig. (2-tailed)     | ,001   | ,000   | ,010   | ,045   | ,000   | ,163   | ,009   | ,914   | ,000   | ,002    | ,004    | ,004    | ,000   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |
| quest4  | Pearson Correlation | ,457*  | ,464** | ,465** | 1      | ,926** | ,314   | ,321   | ,319   | ,191   | ,524**  | ,439*   | ,492**  | ,676** |
|         | Sig. (2-tailed)     | ,011   | ,010   | ,010   |        | ,000   | ,091   | ,084   | ,085   | ,311   | ,003    | ,015    | ,006    | ,000   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |
| quest5  | Pearson Correlation | ,368*  | ,315   | ,369*  | ,926** | 1      | ,344   | ,375*  | ,365*  | ,060   | ,417*   | ,288    | ,310    | ,577** |
|         | Sig. (2-tailed)     | ,045   | ,090   | ,045   | ,000   |        | ,063   | ,041   | ,048   | ,753   | ,022    | ,123    | ,095    | ,001   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |
| quest6  | Pearson Correlation | ,390*  | ,530** | ,713** | ,314   | ,344   | 1      | ,343   | ,210   | ,093   | ,487**  | ,376*   | ,354    | ,669** |
|         | Sig. (2-tailed)     | ,033   | ,003   | ,000   | ,091   | ,063   |        | ,063   | ,266   | ,625   | ,006    | ,040    | ,055    | ,000   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |
| quest7  | Pearson Correlation | ,282   | ,222   | ,261   | ,321   | ,375*  | ,343   | 1      | ,071   | ,031   | ,536**  | ,388*   | ,187    | ,506** |
|         | Sig. (2-tailed)     | ,131   | ,238   | ,163   | ,084   | ,041   | ,063   |        | ,709   | ,872   | ,002    | ,034    | ,323    | ,004   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |
| quest8  | Pearson Correlation | ,333   | ,302   | ,470** | ,319   | ,365*  | ,210   | ,071   | 1      | ,167   | ,329    | ,399*   | ,254    | ,480** |
|         | Sig. (2-tailed)     | ,072   | ,104   | ,009   | ,085   | ,048   | ,266   | ,709   |        | ,378   | ,076    | ,029    | ,175    | ,007   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |
| quest9  | Pearson Correlation | -,069  | ,216   | ,021   | ,191   | ,060   | ,093   | ,031   | -,167  | 1      | ,042    | ,430*   | ,623**  | ,328   |
|         | Sig. (2-tailed)     | ,718   | ,261   | ,914   | ,311   | ,753   | ,625   | ,872   | ,378   |        | ,824    | ,018    | ,000    | ,077   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |
| quest10 | Pearson Correlation | ,629** | ,525** | ,641** | ,524*  | ,417*  | ,487** | ,536** | ,329   | ,042   | 1       | ,649**  | ,474**  | ,778** |
|         | Sig. (2-tailed)     | ,000   | ,003   | ,000   | ,003   | ,022   | ,006   | ,002   | ,076   | ,824   |         | ,000    | ,008    | ,000   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |
| quest11 | Pearson Correlation | ,505** | ,575** | ,539** | ,439*  | ,288   | ,376*  | ,388*  | ,399*  | ,430*  | ,649**  | 1       | ,816**  | ,815** |
|         | Sig. (2-tailed)     | ,004   | ,001   | ,002   | ,015   | ,123   | ,040   | ,034   | ,029   | ,018   | ,000    |         | ,000    | ,000   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |
| quest12 | Pearson Correlation | ,474** | ,591** | ,506** | ,492** | ,310   | ,354   | ,187   | ,254   | ,623** | ,474**  | ,816**  | 1       | ,766** |
|         | Sig. (2-tailed)     | ,008   | ,001   | ,004   | ,006   | ,095   | ,055   | ,323   | ,175   | ,000   | ,008    | ,000    |         | ,000   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |
| Jumlah  | Pearson Correlation | ,711** | ,804** | ,787** | ,876** | ,577** | ,669** | ,508** | ,480** | ,328   | ,778**  | ,815**  | ,766**  | 1      |
|         | Sig. (2-tailed)     | ,000   | ,000   | ,000   | ,000   | ,001   | ,000   | ,004   | ,007   | ,077   | ,000    | ,000    | ,000    | ,000   |
|         | N                   | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30     | 30      | 30      | 30      | 30     |

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

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



| No | Pernyataan   | Nilai Korelasi | Keterangan   |
|----|--|----------------|--------------|
| 1  | Kartu Tri telah memenuhi kebutuhan SIM card saya   | <b>0,711</b>   | <b>Valid</b> |
| 2  | Kartu Tri telah memenuhi harapan pada saat awal membeli  | <b>0,804</b>   | <b>Valid</b> |
| 3  | Secara umum kartu Tri memiliki kualitas yang baik  | <b>0,787</b>   | <b>Valid</b> |
| 4  | Kartu Tri memiliki tarif yang lebih murah dibandingkan operator lain                                       | <b>0,676</b>   | <b>Valid</b> |
| 5  | Harga layanan yang ditawarkan kartu Tri telah sesuai dengan kebutuhan saya                                 | <b>0,577</b>   | <b>Valid</b> |
| 6  | Biaya yang dikeluarkan untuk kartu Tri telah sesuai dengan kualitas yang diberikan                         | <b>0,669</b>   | <b>Valid</b> |
| 7  | Jika voucher kartu Tri habis di semua counter terdekat, saya akan menunggu sampai ada yang menjualnya lagi | <b>0,508</b>   | <b>Valid</b> |
| 8  | Fasilitas yang disediakan kartu Tri lebih lengkap dibandingkan dengan operator lain                        | <b>0,480</b>   | <b>Valid</b> |
| 9  | Pelayanan <i>customer service</i> Tri lebih baik dibandingkan dengan operator lain                         | <b>0,328</b>   | <b>Valid</b> |
| 10 | Saya merasa puas ketika menggunakan kartu Tri  | <b>0,778</b>   | <b>Valid</b> |
| 11 | Saya menilai kartu Tri sebagai operator yang ideal   | <b>0,815</b>   | <b>Valid</b> |
| 12 | Secara keseluruhan saya puas terhadap kartu Tri  | <b>0,766</b>   | <b>Valid</b> |

**Lampiran 7**

| TABEL IV<br>NILAI KRITIS DISTRIBUSI CHI-SQUARE “ $\chi^2$ ” |        |        |        |        |        |        |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| dk  | 0.995  | 0.975  | 0.950  | 0.900  | 0.500  | 0.100  | 0.050  | 0.025  | 0.010  | 0.005  | 0.001  |
| 1   | 0.000  | 0.000  | 0.005  | 0.016  | 0.455  | 2.706  | 3.841  | 5.024  | 6.635  | 7.879  | 10.828 |
| 2   | 0.010  | 0.051  | 0.104  | 0.211  | 1.386  | 4.605  | 5.991  | 7.378  | 9.210  | 10.597 | 13.816 |
| 3   | 0.072  | 0.216  | 0.339  | 0.584  | 2.366  | 6.251  | 7.815  | 9.348  | 11.345 | 12.838 | 16.266 |
| 4   | 0.207  | 0.484  | 0.677  | 1.054  | 3.357  | 7.779  | 9.488  | 11.143 | 13.217 | 14.860 | 18.467 |
| 5   | 0.412  | 0.831  | 1.091  | 1.610  | 4.351  | 9.236  | 11.070 | 12.832 | 15.086 | 16.150 | 20.515 |
| 6   | 0.676  | 1.237  | 1.559  | 2.204  | 5.348  | 10.645 | 12.592 | 14.449 | 16.812 | 18.548 | 22.458 |
| 7   | 0.989  | 1.690  | 2.071  | 2.833  | 6.346  | 12.017 | 14.067 | 16.013 | 18.475 | 20.278 | 24.322 |
| 8   | 1.344  | 2.180  | 2.617  | 3.490  | 7.344  | 13.362 | 15.507 | 17.535 | 20.090 | 21.955 | 26.124 |
| 9   | 1.735  | 2.700  | 3.189  | 4.168  | 8.343  | 14.684 | 16.919 | 19.023 | 21.666 | 23.589 | 27.877 |
| 10  | 2.156  | 3.247  | 3.786  | 4.885  | 9.342  | 15.987 | 18.307 | 20.483 | 23.209 | 25.188 | 29.588 |
| 11  | 2.603  | 3.816  | 4.403  | 5.978  | 10.341 | 17.215 | 19.675 | 21.920 | 24.725 | 26.157 | 31.264 |
| 12  | 3.074  | 4.404  | 5.037  | 6.304  | 11.340 | 18.549 | 21.026 | 23.337 | 26.217 | 28.300 | 32.910 |
| 13  | 3.565  | 5.009  | 5.687  | 7.042  | 12.340 | 19.812 | 22.362 | 24.736 | 27.688 | 29.819 | 34.528 |
| 14  | 4.075  | 5.629  | 6.349  | 7.790  | 13.339 | 21.064 | 23.685 | 26.119 | 29.141 | 31.319 | 36.123 |
| 15  | 4.601  | 6.262  | 7.024  | 8.547  | 14.339 | 22.307 | 24.996 | 27.488 | 30.578 | 32.801 | 37.697 |
| 16  | 5.142  | 6.908  | 7.709  | 9.312  | 15.338 | 23.542 | 26.296 | 28.845 | 32.000 | 34.267 | 39.252 |
| 17  | 5.697  | 7.564  | 8.404  | 10.085 | 16.338 | 24.769 | 27.587 | 30.191 | 33.409 | 35.718 | 40.790 |
| 18  | 6.265  | 8.231  | 9.109  | 10.865 | 17.338 | 25.989 | 28.869 | 31.526 | 34.805 | 37.156 | 42.312 |
| 19  | 6.844  | 8.901  | 9.822  | 11.651 | 18.338 | 27.204 | 30.144 | 32.852 | 36.191 | 38.582 | 43.820 |
| 20  | 7.434  | 9.591  | 10.542 | 12.443 | 19.331 | 28.412 | 31.410 | 34.170 | 37.566 | 39.997 | 45.315 |
| 21  | 8.034  | 10.283 | 11.269 | 13.240 | 20.331 | 29.615 | 32.670 | 35.479 | 38.932 | 41.401 | 46.97  |
| 22  | 8.643  | 10.982 | 12.002 | 14.042 | 21.331 | 30.813 | 33.924 | 36.781 | 40.289 | 42.796 | 48.268 |
| 23  | 9.260  | 11.688 | 12.741 | 14.848 | 22.337 | 32.007 | 35.172 | 38.076 | 41.638 | 44.181 | 49.728 |
| 24  | 9.886  | 12.401 | 13.487 | 15.659 | 23.337 | 33.196 | 36.415 | 39.364 | 42.980 | 45.558 | 51.179 |
| 25  | 10.520 | 13.120 | 14.238 | 16.473 | 24.337 | 34.382 | 37.652 | 40.646 | 44.314 | 46.928 | 52.620 |
| 26  | 11.160 | 13.844 | 14.993 | 17.292 | 25.336 | 35.563 | 38.885 | 41.923 | 45.642 | 48.290 | 54.052 |
| 27  | 11.808 | 14.573 | 15.753 | 18.114 | 26.336 | 36.741 | 40.113 | 43.194 | 46.963 | 49.645 | 55.476 |
| 28  | 12.461 | 15.308 | 16.518 | 18.939 | 27.336 | 37.916 | 41.337 | 44.461 | 48.278 | 50.993 | 56.892 |
| 29  | 13.121 | 16.047 | 17.287 | 19.768 | 28.336 | 39.088 | 42.557 | 45.722 | 49.588 | 52.336 | 58.301 |
| 30  | 13.787 | 16.791 | 18.050 | 20.599 | 29.336 | 40.256 | 43.713 | 46.979 | 50.892 | 53.672 | 59.703 |
| 31  | 14.458 | 17.539 | 18.837 | 21.434 | 30.336 | 41.422 | 44.985 | 48.232 | 52.191 | 55.008 | 61.098 |
| 32  | 15.134 | 18.291 | 19.618 | 22.271 | 31.336 | 42.585 | 46.194 | 49.480 | 53.486 | 56.329 | 62.487 |
| 33  | 15.815 | 19.047 | 20.401 | 23.110 | 32.336 | 43.745 | 47.400 | 50.725 | 54.776 | 57.549 | 63.870 |
| 34  | 16.501 | 19.806 | 21.188 | 23.952 | 33.336 | 44.903 | 48.602 | 51.966 | 56.061 | 58.964 | 65.247 |
| 35  | 17.192 | 20.569 | 21.978 | 24.797 | 34.336 | 46.059 | 49.802 | 53.205 | 57.342 | 60.275 | 66.619 |
| 36  | 17.887 | 21.336 | 22.772 | 25.643 | 35.336 | 47.212 | 50.998 | 54.437 | 58.619 | 61.582 | 67.985 |
| 37  | 18.586 | 22.106 | 23.568 | 26.492 | 36.335 | 48.363 | 52.192 | 55.668 | 59.892 | 62.884 | 69.346 |
| 38  | 19.289 | 22.878 | 24.366 | 27.343 | 37.335 | 49.513 | 53.384 | 56.896 | 61.162 | 64.182 | 70.703 |
| 39  | 19.996 | 23.654 | 25.168 | 28.196 | 38.335 | 50.660 | 54.572 | 58.120 | 62.428 | 65.476 | 72.055 |
| 40  | 20.707 | 24.433 | 25.972 | 29.051 | 39.335 | 51.805 | 55.758 | 59.342 | 63.691 | 66.766 | 73.402 |

