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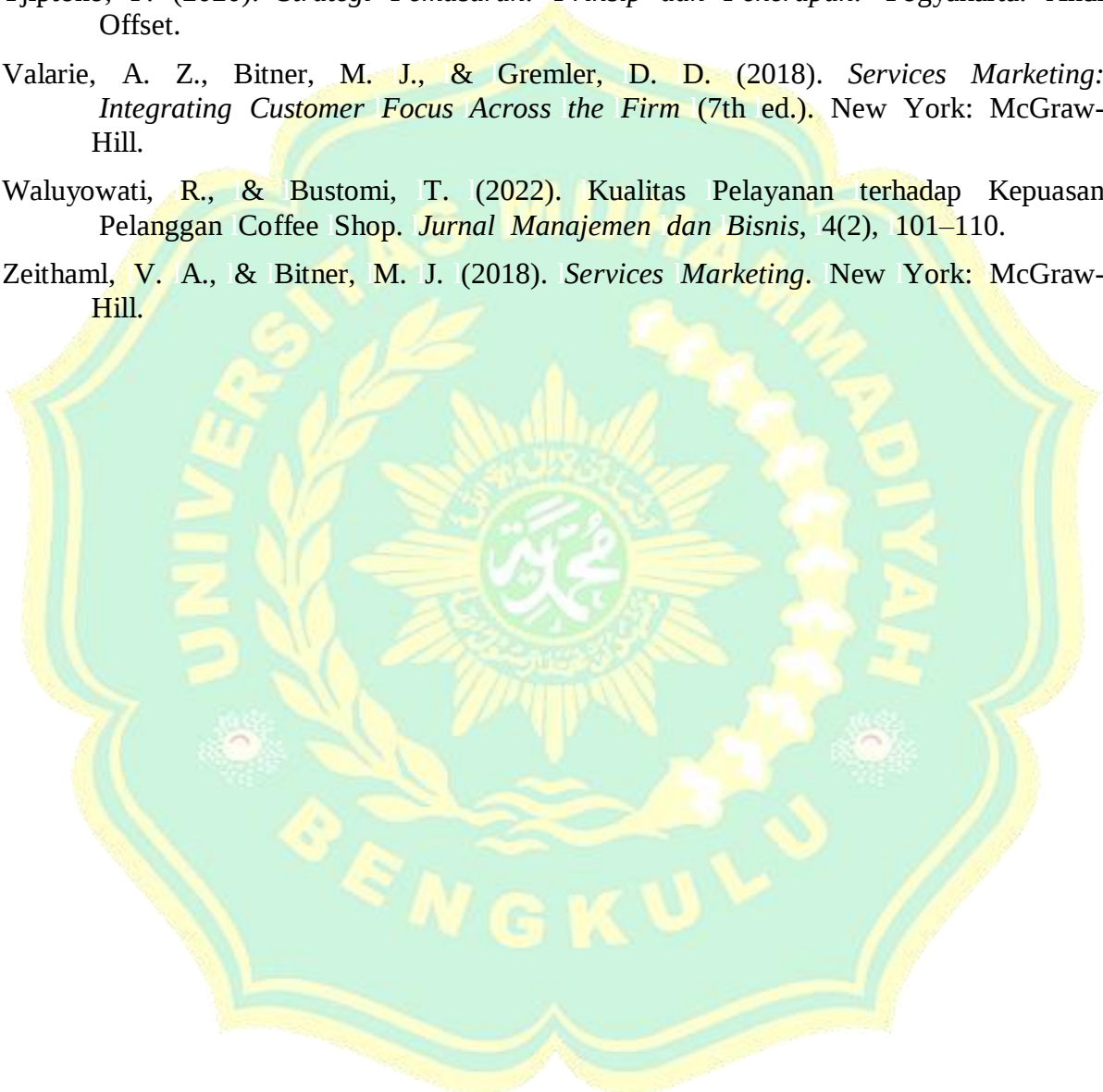
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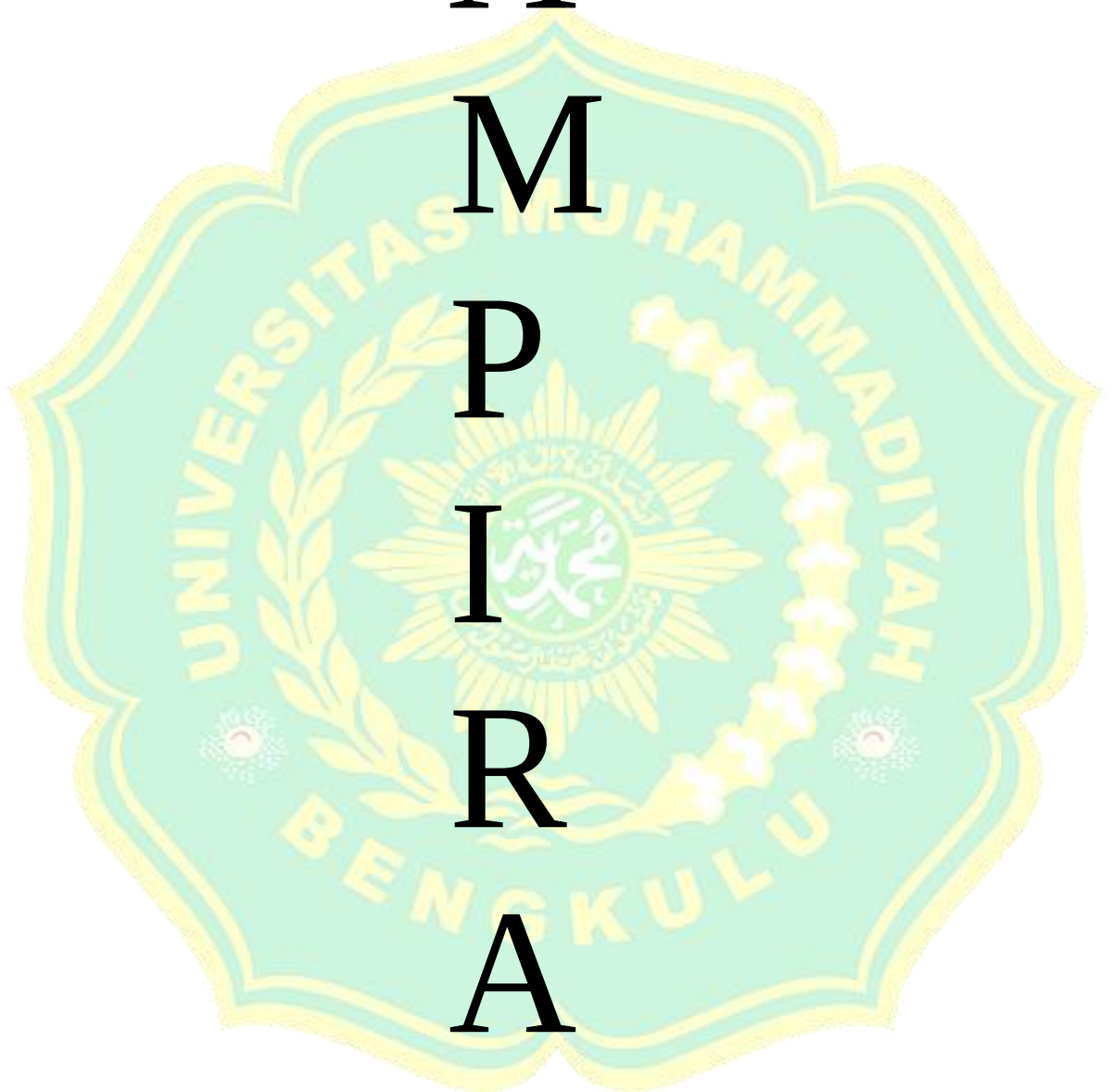
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Lampiran 1

KUESIONER PENELITIAN **PENGARUH KUALITAS LAYANAN DAN HARGA TERHADAP** **CUSTOMER SATISFACTION PADA TRILOGI COFFEE AND EATERY** **KOTA BENGKULU**

Saudara-Saudari Yang Saya Hormati,

Assalamu'alaikum WrWb..

Dengan hormat dan penuh kerendahan hati saya sebagai penulis meminta kesediaan saudara-saudari meluangkan waktu untuk mengisi kuesioner. Kuesioner ini diterapkan dalam rangka penelitian "**Pengaruh Kualitas Layanan dan Harga Terhadap Customer satisfaction Pada Customer satisfaction Pada Trilogi Coffee and Eatery Kota Bengkulu**".

Mengingat kualitas dan kedalaman komentar Anda sangat penting bagi keberhasilan studi ini, saya sangat mengharapkan dan menghargai tanggapan Anda yang jujur. Pemahaman mengenai topik ini akan semakin berkembang berkat partisipasi aktif dan bermanfaat Anda dalam penelitian ini. Kami menyampaikan apresiasi yang tulus atas kerja sama serta kesediaan Anda untuk turut serta.

Wassalamu'alaikum Wr. Wb.

Hormat Saya,

Rahwanda Elan Saputra

A. PETUNJUK PENGISIAN

1. Baca setiap pertanyaan dengan seksama sebelum menjawab.
2. Setiap pertanyaan hanya membutuhkan satu jawaban.
3. Mohon memberikan tanda $\checkmark$ pada jawaban anda.
4. Mohon memberikan jawaban sebenar-benarnya.
5. Pengukuran skala Likert dengan ukuran sebagai berikut :
1 = Sangat Tidak Setuju
2 = Tidak Setuju
3 = Netral
4 = Setuju
5 = Sangat Setuju

B. IDENTITAS RESPONDEN

Nama :
Jenis Kelamin :
Umur :
Pelanggan Cafe : Ya / Tidak
Darimana anda mengenal *Trilogi Coffee and Eatery* Kota Bengkulu ?
a. TikTok b. Instagram c. Rekomendasi Teman

1. Daftar Pertanyaan Kuesioner

Kualitas Layanan (X1)

No	Pertanyaan	Jawaban				
		STS	TS	N	S	SS
1	Karyawan <i>Trilogi Coffee and Eatery</i> Kota Bengkulu melayani pelanggan dengan cepat.					
2	Pesanan disajikan sesuai dengan yang dipesan pelanggan.					
3	Makanan serta minuman yang disajikan tetap mempunyai kualitas yang baik sampai habis dikonsumsi.					
4	Makanan serta minuman yang saya terima sesuai dengan menu atau deskripsi yang ditawarkan.					
5	<i>Trilogi Coffee and Eatery</i> Kota Bengkulu memberikan kemudahan bagi pelanggan dalam memesan makanan atau minuman.					
6	Tampilan penyajian makanan serta minuman di <i>Trilogi Coffee and Eatery</i> Kota Bengkulu ini terlihat menarik.					
7	Secara keseluruhan saya meangka kualitas produk di <i>Trilogi Coffee and Eatery</i> Kota Bengkulu ini sangat baik.					

Harga (X₂)

No	Pertanyaan	Jawaban				
		STS	TS	N	S	SS
1	Harga makanan serta minuman di <i>Trilogi Coffee and Eatery</i> Kota Bengkulu ini terjangkau bagi saya.					
2	Harga Makanan serta Minuman Di <i>Trilogi Coffee and Eatery</i> Kota Bengkulu Sesuai Dengan Kualitas Yang Saya Terima.					
3	Harga makanan serta minuman mampu bersaing dengan pesaing sejenis.					

<i>Customer satisfaction (Y)</i>						
No	Pertanyaan	Jawaban				
		STS	TS	N	S	SS
1	Makanan serta minuman di <i>Trilogi Coffee and Eatery</i> Kota Bengkulu sesuai dengan harapan saya.					
2	Saya merasa puas dengan layanan <i>Trilogi Coffee and Eatery</i> Kota Bengkulu.					
3	Suasana <i>Trilogi Coffee and Eatery</i> Kota Bengkulu membuat saya merasa nyaman selama berada di tempat ini.					
4	Saya berniat untuk berkunjung kembali di <i>Trilogi Coffee and Eatery</i> Kota Bengkulu.					

Lampiran 2

Hasil Uji Instrumen

Kualitas Layanan (X_1)

Correlations									
		KL1	KL2	KL3	KL4	KL5	KL6	KL7	TOTAL
KL1	Pearson Correlation	1	.455	.589	.487	.654	.536	.554	.753
	Sig. (2-tailed)		.044	.006	.029	.002	.015	.011	.000
	N	20	20	20	20	20	20	20	20
KL2	Pearson Correlation	.455	1	.660	.764	.710	.582	.435	.823
	Sig. (2-tailed)	.044		.002	.000	.000	.007	.055	.000
	N	20	20	20	20	20	20	20	20
KL3	Pearson Correlation	.589	.660	1	.424	.897	.585	.482	.831
	Sig. (2-tailed)	.006	.002		.063	.000	.007	.031	.000
	N	20	20	20	20	20	20	20	20
KL4	Pearson Correlation	.487	.764	.424	1	.486	.484	.491	.736
	Sig. (2-tailed)	.029	.000	.063		.030	.031	.028	.000
	N	20	20	20	20	20	20	20	20
KL5	Pearson Correlation	.654	.710	.897	.486	1	.739	.552	.903
	Sig. (2-tailed)	.002	.000	.000	.030		.000	.012	.000
	N	20	20	20	20	20	20	20	20
KL6	Pearson Correlation	.536	.582	.585	.484	.739	1	.682	.824
	Sig. (2-tailed)	.015	.007	.007	.031	.000		.001	.000
	N	20	20	20	20	20	20	20	20
KL7	Pearson Correlation	.554	.435	.482	.491	.552	.682	1	.741
	Sig. (2-tailed)	.011	.055	.031	.028	.012	.001		.000
	N	20	20	20	20	20	20	20	20
TOT AL	Pearson Correlation	.753	.823	.831	.736	.903	.824	.741	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	20	20	20	20	20	20	20	20
. Correlation is significant at the 0.05 level (2-tailed).									
. Correlation is significant at the 0.01 level (2-tailed).									

Reliability Statistics	
Cronbach's Alpha	N of Items
.907	7

Harga (X₂)

Correlations					
		H1	H2	H3	TOTAL
H1	Pearson Correlation	1	.665	.690	.905
	Sig. (2-tailed)		.001	.001	.000
	N	20	20	20	20
H2	Pearson Correlation	.665	1	.564	.853
	Sig. (2-tailed)	.001		.010	.000
	N	20	20	20	20
H3	Pearson Correlation	.690	.564	1	.858
	Sig. (2-tailed)	.001	.010		.000
	N	20	20	20	20
TOTAL	Pearson Correlation	.905	.853	.858	1
	Sig. (2-tailed)	.000	.000	.000	
	N	20	20	20	20

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

Reliability Statistics	
Cronbach's Alpha	N of Items
.842	3

Customer satisfaction (Y)

Correlations						
		CS1	CS2	CS3	CS4	TOTAL
CS1	Pearson Correlation	1	.580	.559	.683	.813
	Sig. (2-tailed)		.007	.010	.001	.000
	N	20	20	20	20	20
CS2	Pearson Correlation	.580	1	.725	.748	.881
	Sig. (2-tailed)	.007		.000	.000	.000
	N	20	20	20	20	20
CS3	Pearson Correlation	.559	.725	1	.683	.854
	Sig. (2-tailed)	.010	.000		.001	.000
	N	20	20	20	20	20
CS4	Pearson Correlation	.683	.748	.683	1	.909
	Sig. (2-tailed)	.001	.000	.001		.000
	N	20	20	20	20	20
TOTAL	Pearson Correlation	.813	.881	.854	.909	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	20	20	20	20	20

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

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

Reliability Statistics	
Cronbach's Alpha	N of Items
.887	4

Lampiran 3

Hasil Olah Data Penelitian

Hasil Uji Normalitas:

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		140
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.14531073
Most Extreme Differences	Absolute	.054
	Positive	.046
	Negative	-.054
Test Statistic		.054
Asymp. Sig. (2-tailed)		.200 ^{c,d}

- a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.

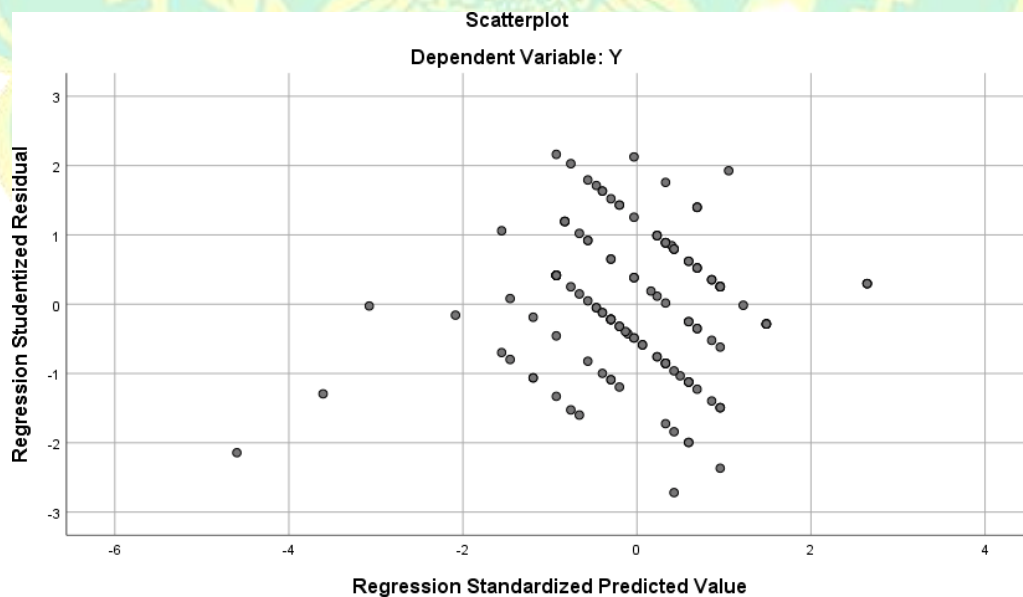
Hasil Uji Multikolonieritas:

Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	X1	.581	1.722
	X2	.581	1.722

a. Dependent Variable: Y

Hasil Uji Heterokesdastisitas:



Hasil Analisis Regresi Linier Berganda:

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.582	1.298		1.988	.049
	X1	.308	.060	.407	5.170	.000
	X2	.421	.088	.377	4.788	.000

a. Dependent Variable: Y

Angka Koefisien Determinasi (R₂):

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.712 ^a	.507	.499	1.154

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

Hasil Hipotesis Uji T:

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.582	1.298		1.988	.049
	X1	.308	.060	.407	5.170	.000
	X2	.421	.088	.377	4.788	.000

a. Dependent Variable: Y

Hasil Hipotesis Uji F:

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	187.269	2	93.634	70.355	.000 ^b
	Residual	182.331	137	1.331		
	Total	369.600	139			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Lampiran 4

Tabel R, T, F

R Tabel:

df (N-2)		Tabel Distribusi r				
		Tingkat Signifikansi				
	One Tail	0,05	0,025	0,01	0,005	0,0005
	Two Tail	0,1	0,05	0,02	0,01	0,001
110		0,1562208	0,1856685	0,2195924	0,2424697	0,3068322
111		0,1555210	0,1848410	0,2186209	0,2414029	0,3055080
112		0,1548305	0,1840246	0,2176620	0,2403500	0,3042008
113		0,1541491	0,1832189	0,2167157	0,2393108	0,3029102
114		0,1534767	0,1824236	0,2157817	0,2382849	0,3016359
115		0,1528130	0,1816386	0,2148596	0,2372722	0,3003775
116		0,1521578	0,1808637	0,2139492	0,2362722	0,2991347
117		0,1515109	0,1800986	0,2130503	0,2352847	0,2979072
118		0,1508723	0,1793431	0,2121626	0,2343096	0,2966946
119		0,1502416	0,1785971	0,2112859	0,2333464	0,2954967
120		0,1496188	0,1778603	0,2104200	0,2323950	0,2943133
121		0,1490037	0,1771325	0,2095646	0,2314552	0,2931439
122		0,1483961	0,1764136	0,2087196	0,2305267	0,2919883
123		0,1477959	0,1757034	0,2078848	0,2296092	0,2908462
124		0,1472029	0,1750017	0,2070598	0,2287026	0,2897175
125		0,1466169	0,1743083	0,2062446	0,2278067	0,2886018
126		0,1460379	0,1736231	0,2054390	0,2269212	0,2874988
127		0,1454658	0,1729459	0,2046427	0,2260460	0,2864084
128		0,1449003	0,1722766	0,2038556	0,2251808	0,2853303
129		0,1443413	0,1716150	0,2030776	0,2243254	0,2842643
130		0,1437888	0,1709609	0,2023083	0,2234797	0,2832101
131		0,1432425	0,1703143	0,2015478	0,2226435	0,2821675
132		0,1427024	0,1696749	0,2007957	0,2218167	0,2811364
133		0,1421684	0,1690427	0,2000520	0,2209989	0,2801165
134		0,1416404	0,1684175	0,1993165	0,2201902	0,2791076
135		0,1411182	0,1677992	0,1985891	0,2193902	0,2781095
136		0,1406017	0,1671877	0,1978695	0,2185990	0,2771220
137		0,1400908	0,1665828	0,1971578	0,2178162	0,2761450
138		0,1395855	0,1659844	0,1964536	0,2170417	0,2751782
139		0,1390856	0,1653924	0,1957569	0,2162755	0,2742215
140		0,1385911	0,1648067	0,1950676	0,2155173	0,2732747

T Tabel:

df (N-2)		Tabel Distribusi t				
		Tingkat Signifikansi				
	One Tail	0,05	0,025	0,01	0,005	0,0005
	Two Tail	0,1	0,05	0,02	0,01	0,001
110		1,6588242	1,9817653	2,3607263	2,6212645	3,3811791
111		1,6586973	1,9815668	2,3604123	2,6208485	3,3803424
112		1,6585726	1,9813718	2,3601040	2,6204401	3,3795210
113		1,6584502	1,9811804	2,3598012	2,6200390	3,3787145
114		1,6583300	1,9809923	2,3595037	2,6196450	3,3779225
115		1,6582118	1,9808075	2,3592116	2,6192580	3,3771445
116		1,6580957	1,9806260	2,3589245	2,6188777	3,3763803
117		1,6579817	1,9804476	2,3586424	2,6185041	3,3756295
118		1,6578695	1,9802722	2,3583651	2,6181369	3,3748917
119		1,6577593	1,9800999	2,3580926	2,6177760	3,3741665
120		1,6576509	1,9799304	2,3578246	2,6174211	3,3734538
121		1,6575443	1,9797638	2,3575612	2,6170723	3,3727530
122		1,6574395	1,9795999	2,3573021	2,6167292	3,3720640
123		1,6573364	1,9794387	2,3570473	2,6163918	3,3713865
124		1,6572350	1,9792801	2,3567966	2,6160599	3,3707201
125		1,6571352	1,9791241	2,3565500	2,6157334	3,3700646
126		1,6570370	1,9789706	2,3563074	2,6154121	3,3694198
127		1,6569403	1,9788195	2,3560686	2,6150960	3,3687853
128		1,6568452	1,9786708	2,3558336	2,6147849	3,3681609
129		1,6567516	1,9785245	2,3556023	2,6144787	3,3675465
130		1,6566594	1,9783804	2,3553746	2,6141772	3,3669416
131		1,6565686	1,9782385	2,3551504	2,6138805	3,3663462
132		1,6564793	1,9780988	2,3549296	2,6135882	3,3657600
133		1,6563912	1,9779613	2,3547123	2,6133005	3,3651828
134		1,6563045	1,9778258	2,3544981	2,6130171	3,3646144
135		1,6562191	1,9776923	2,3542872	2,6127379	3,3640546
136		1,6561350	1,9775608	2,3540795	2,6124629	3,3635031
137		1,6560521	1,9774312	2,3538748	2,6121920	3,3629599
138		1,6559704	1,9773035	2,3536731	2,6119250	3,3624247
139		1,6558899	1,9771777	2,3534743	2,6116620	3,3618974
140		1,6558105	1,9770537	2,3532784	2,6114027	3,3613777

F Tabel:

PROBABILITAS	0,05		F Tabel			
DF	1	2	3	4	5	6
110	3,927394	3,078819	2,687139	2,454213	2,296868	2,182082
111	3,926607	3,078057	2,686384	2,453458	2,296109	2,181316
112	3,925834	3,077309	2,685643	2,452716	2,295363	2,180564
113	3,925076	3,076574	2,684916	2,451988	2,294630	2,179825
114	3,924330	3,075853	2,684201	2,451273	2,293911	2,179100
115	3,923599	3,075144	2,683499	2,450571	2,293205	2,178387
116	3,922879	3,074447	2,682809	2,449880	2,292510	2,177687
117	3,922173	3,073763	2,682132	2,449202	2,291828	2,177000
118	3,921478	3,073090	2,681466	2,448536	2,291158	2,176324
119	3,920796	3,072429	2,680811	2,447881	2,290499	2,175659
120	3,920124	3,071779	2,680168	2,447237	2,289851	2,175006
121	3,919465	3,071140	2,679535	2,446603	2,289214	2,174364
122	3,918816	3,070512	2,678913	2,445981	2,288588	2,173733
123	3,918178	3,069894	2,678301	2,445368	2,287972	2,173112
124	3,917550	3,069286	2,677699	2,444766	2,287367	2,172501
125	3,916932	3,068689	2,677107	2,444174	2,286771	2,171900
126	3,916325	3,068100	2,676525	2,443591	2,286184	2,171309
127	3,915727	3,067521	2,675951	2,443017	2,285608	2,170727
128	3,915138	3,066952	2,675387	2,442453	2,285040	2,170155
129	3,914559	3,066391	2,674832	2,441897	2,284481	2,169591
130	3,913989	3,065839	2,674286	2,441350	2,283931	2,169036
131	3,913428	3,065296	2,673748	2,440812	2,283389	2,168490
132	3,912875	3,064761	2,673218	2,440282	2,282856	2,167953
133	3,912331	3,064234	2,672696	2,439760	2,282331	2,167423
134	3,911795	3,063715	2,672182	2,439246	2,281814	2,166902
135	3,911267	3,063204	2,671676	2,438739	2,281305	2,166388
136	3,910747	3,062700	2,671178	2,438240	2,280803	2,165882
137	3,910234	3,062204	2,670687	2,437749	2,280309	2,165384
138	3,909729	3,061716	2,670203	2,437265	2,279822	2,164893
139	3,909232	3,061234	2,669726	2,436788	2,279342	2,164409
140	3,908741	3,060760	2,669256	2,436317	2,278869	2,163932

Lampiran 5

Tabulasi Data

Resp	Kualitas Layanan (X1)							Total KL
	KL1	KL2	KL3	KL4	KL5	KL6	KL7	
1	4	5	4	5	5	5	4	32
2	4	4	4	4	4	4	4	28
3	4	3	4	5	5	4	5	30
4	3	4	5	4	3	5	3	27
5	4	5	5	5	4	3	3	29
6	4	4	3	4	5	5	5	30
7	4	5	4	5	4	3	4	29
8	4	5	4	3	4	5	5	30
9	4	5	3	4	4	5	3	28
10	4	3	2	4	4	5	5	27
11	5	5	5	5	5	5	5	35
12	3	3	4	4	3	4	4	25
13	4	3	4	3	4	3	4	25
14	4	4	5	5	4	4	5	31
15	4	5	4	5	5	4	5	32
16	4	5	5	4	3	3	4	28
17	4	4	5	3	3	5	5	29
18	4	3	4	4	5	3	3	26
19	4	4	3	4	5	3	4	27
20	4	3	3	4	4	5	5	28
21	1	3	3	3	4	4	5	23
22	5	5	4	5	4	5	4	32
23	5	4	4	3	4	4	5	29
24	4	5	4	5	4	3	4	29
25	4	5	4	3	4	5	3	28
26	4	5	4	5	4	3	5	30
27	4	4	4	4	4	4	4	28
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29	4	3	4	3	3	4	5	26
30	4	5	4	5	4	3	4	29
31	4	3	5	4	4	3	4	27
32	4	3	5	4	3	4	4	27
33	3	4	5	4	3	5	5	29
34	5	4	3	4	5	4	3	28

35	5	4	4	5	3	3	4	28
36	5	5	4	5	4	3	4	30
37	5	4	5	4	3	4	5	30
38	4	5	5	4	3	4	5	30
39	5	4	5	4	3	4	4	29
40	4	4	3	4	5	4	3	27
41	5	4	5	4	5	5	4	32
42	4	4	3	4	5	4	5	29
43	4	5	4	5	4	3	4	29
44	4	3	3	4	3	4	5	26
45	4	5	4	4	3	4	5	29
46	4	5	4	5	3	3	4	28
47	4	4	5	4	4	4	5	30
48	4	4	5	3	3	4	4	27
49	4	4	4	4	4	4	4	28
50	4	5	4	5	4	3	4	29
51	4	5	5	4	4	3	5	30
52	4	5	4	5	4	5	4	31
53	4	5	4	5	5	4	4	31
54	4	5	4	3	4	4	5	29
55	4	5	4	3	4	3	4	27
56	4	3	4	3	4	4	4	26
57	3	3	4	4	5	5	4	28
58	4	5	4	3	4	5	4	29
59	4	5	4	5	3	4	5	30
60	5	3	4	5	4	3	5	29
61	4	5	4	5	4	5	4	31
62	3	4	5	4	4	3	4	27
63	4	3	4	4	5	4	5	29
64	4	5	4	3	4	5	4	29
65	5	5	5	5	5	5	5	35
66	4	4	3	3	4	5	5	28
67	4	3	4	4	5	4	5	29
68	4	4	3	3	4	5	4	27
69	4	5	4	5	4	3	5	30
70	4	3	3	4	5	4	5	28
71	4	5	4	3	4	5	5	30
72	4	5	4	3	4	5	5	30

73	4	3	4	5	5	4	5	30
74	5	4	4	5	4	3	4	29
75	4	3	3	4	5	5	4	28
76	3	3	4	5	4	4	5	28
77	4	3	4	3	3	4	5	26
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81	4	5	4	3	4	3	4	27
82	4	3	4	5	5	4	5	30
83	4	5	4	4	5	4	3	29
84	4	3	4	4	5	4	5	29
85	4	3	4	5	4	3	4	27
86	4	5	4	3	4	5	4	29
87	4	3	4	5	4	3	4	27
88	2	3	3	4	3	3	3	21
89	3	3	4	4	4	3	3	24
90	4	3	4	3	3	4	5	26
91	3	3	4	4	5	4	3	26
92	3	4	3	4	4	5	4	27
93	4	3	4	5	4	3	4	27
94	4	3	4	5	5	4	5	30
95	4	3	4	3	4	5	4	27
96	4	3	4	5	5	5	4	30
97	4	3	4	3	3	4	5	26
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106	4	3	4	5	5	4	3	28
107	4	5	4	5	4	5	4	31
108	5	4	5	4	5	4	5	32
109	3	4	3	3	4	5	4	26
110	3	4	5	4	5	4	4	29

111	4	5	4	3	4	3	4	27
112	4	3	4	5	4	3	3	26
113	4	3	3	4	5	5	4	28
114	4	3	3	4	4	4	5	27
115	4	3	4	5	4	5	4	29
116	4	3	4	5	4	4	3	27
117	4	3	4	5	4	5	5	30
118	4	3	4	5	4	5	4	29
119	3	4	4	5	4	3	4	27
120	5	5	4	5	5	4	3	31
121	2	3	1	3	4	3	4	20
122	4	3	4	5	4	5	4	29
123	4	5	5	4	4	5	3	30
124	4	4	3	4	5	4	5	29
125	4	3	4	5	4	5	5	30
126	3	4	4	5	4	5	5	30
127	4	3	4	5	4	4	5	29
128	4	3	4	5	4	5	5	30
129	4	3	4	4	5	4	5	29
130	4	4	3	4	5	4	5	29
131	4	3	4	5	4	5	4	29
132	4	4	5	4	5	4	5	31
133	3	4	3	4	4	5	4	27
134	4	3	4	5	4	5	5	30
135	4	5	4	4	3	4	5	29
136	4	3	4	5	4	3	4	27
137	4	3	4	5	4	5	4	29
138	3	4	5	4	4	3	3	26
139	4	3	4	5	4	5	5	30
140	4	3	4	5	4	5	5	30

Resp	Harga (X2)			Total H
	H1	H2	H3	
1	5	5	4	14
2	3	4	4	11
3	4	4	4	12
4	3	5	4	12
5	5	5	5	15

6	5	5	4	14
7	4	4	5	13
8	4	3	5	12
9	4	3	5	12
10	3	4	4	11
11	5	5	5	15
12	3	4	4	11
13	4	3	4	11
14	4	5	5	14
15	5	4	5	14
16	3	4	5	12
17	5	4	5	14
18	4	4	5	13
19	4	5	3	12
20	3	4	5	12
21	1	3	4	8
22	5	4	5	14
23	3	4	5	12
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32	4	3	4	11
33	3	4	5	12
34	5	4	3	12
35	4	5	4	13
36	5	4	4	13
37	5	4	5	14
38	5	4	4	13
39	4	5	4	13
40	4	5	3	12
41	5	4	5	14
42	4	5	4	13
43	5	4	5	14

44	3	4	4	11
45	4	4	5	13
46	4	4	5	13
47	4	4	5	13
48	4	5	4	13
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54	5	4	5	14
55	4	3	4	11
56	4	3	5	12
57	4	5	5	14
58	4	5	4	13
59	4	5	4	13
60	4	5	5	14
61	4	5	4	13
62	3	4	4	11
63	3	4	3	10
64	5	4	3	12
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68	4	4	5	13
69	4	5	5	14
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76	4	5	5	14
77	3	4	5	12
78	3	4	4	11
79	5	5	4	14
80	4	3	3	10
81	4	3	4	11

82	5	4	5	14
83	4	3	4	11
84	5	4	5	14
85	4	3	4	11
86	5	4	3	12
87	4	3	4	11
88	3	3	2	8
89	3	4	3	10
90	5	4	4	13
91	4	5	5	14
92	4	3	4	11
93	4	3	4	11
94	4	5	4	13
95	4	3	4	11
96	4	5	4	13
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108	5	4	5	14
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111	3	4	5	12
112	4	5	4	13
113	5	4	3	12
114	3	4	4	11
115	4	3	4	11
116	3	4	5	12
117	5	5	4	14
118	3	4	5	12
119	4	5	5	14

120	4	5	4	13
121	3	2	1	6
122	5	4	5	14
123	5	4	3	12
124	4	5	4	13
125	5	4	5	14
126	3	4	5	12
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137	4	5	5	14
138	3	4	4	11
139	4	3	5	12
140	5	4	5	14

Resp	Customer satisfaction (Y)				Total CS
	CS1	CS2	CS3	CS4	
1	4	5	5	4	18
2	4	5	4	4	17
3	5	4	4	4	17
4	5	4	3	3	15
5	5	5	5	5	20
6	4	4	4	5	17
7	4	4	5	5	18
8	4	3	4	5	16
9	3	3	4	5	15
10	4	5	4	3	16
11	5	5	5	5	20
12	3	4	4	4	15
13	3	4	4	3	14
14	4	5	5	4	18

15	4	5	5	4	18
16	4	4	5	4	17
17	5	4	5	5	19
18	4	5	4	5	18
19	4	5	4	4	17
20	3	3	4	5	15
21	1	3	4	5	13
22	4	5	5	4	18
23	4	5	4	5	18
24	4	5	4	5	18
25	4	5	4	5	18
26	5	4	3	4	16
27	4	4	4	4	16
28	5	5	5	5	20
29	3	3	4	4	14
30	5	4	3	4	16
31	3	4	5	3	15
32	4	5	4	5	18
33	3	4	5	5	17
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47	5	4	3	3	15
48	4	5	4	5	18
49	4	4	4	4	16
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86	3	4	5	5	17
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88	3	3	3	2	11
89	3	4	4	3	14
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138	3	4	4	4	15
139	5	4	5	4	18
140	4	3	4	5	16





