

## **BAB V**

### **PENUTUP**

#### **5.1 Kesimpulan**

Penelitian ini mendapatkan kesimpulan bahwa dalam upaya memprediksi kesetiaan nasabah maka: (1) Komitmen berpengaruh positif signifikan terhadap kesetiaan nasabah (2) Kepuasan nasabah berpengaruh positif signifikan terhadap komitmen (3) Kualitas Pelayanan berpengaruh positif signifikan terhadap kepuasan nasabah (4) Reputasi berpengaruh positif signifikan terhadap kepuasan nasabah (5) Kepercayaan tidak berpengaruh signifikan terhadap kepuasan nasabah.

#### **5.2 Keterbatasan Penelitian dan Saran untuk riset kedepan**

Penelitian ini mempunyai keterbatasan selama proses pelaksanaan penelitian terdapat beberapa keterbatasan yang didapatkan oleh peneliti, keterbatasan tersebut adalah sebagai berikut:

1. Penelitian ini hanya dilakukan di Surakarta saja, sehingga konteks penelitian ini sangat terbatas. Oleh karena itu perlu upaya meningkatkan generalisasi yang baik dengan penambahan sampel di kota yang berbeda.
2. Penelitian ini mempunyai keterbatasan tidak semua responden memenuhi jumlah klaster yang telah ditentukan sebab pengambilan data dilakukan secara *online* sehingga menghasilkan generalisasi kurang luas. Oleh karena itu sebaiknya dalam penelitian kedepan adanya persyaratan jumlah responden dalam setiap klaster dipenuhi agar didapatkan sampel yang representatif.

3. Kepercayaan tidak berpengaruh signifikan terhadap kepuasan nasabah karena untuk meningkatkan kesetiaan nasabah didasari dengan reputasi sehingga kepercayaan tidak berpengaruh penting untuk meningkatkan kepuasan nasabah.

### **5.3 Implikasi Manajerial**

Berdasarkan pembahasan dan kesimpulan, maka saran yang bisa diajukan dalam penelitian ini adalah penting bagi manajer perbankan untuk tetap meningkatkan kualitas pelayanan dari segi karyawan dengan menciptakan komunikasi yang baik dengan nasabah agar nasabah mendapatkan informasi yang akurat dan cepat, serta keluhan keluhan yang terjadi dari nasabah harus segera diatasi oleh pihak bank sehingga nasabah merasa layanan yang diberikan sesuai dengan *rating* yang diberikan oleh nasabah sehingga dapat memberikan kepuasan yang optimal bagi nasabah.

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# LAMPIRAN



## Lampiran 1. Kusioner Penelitian

Kusioner Responden



Kepada Yth:

Bapak/Ibu/Saudara Responden

Dengan Hormat,

Saya sedang melakukan penelitian skripsi dengan judul **“Pengaruh Kualitas Pelayanan, Reputasi dan Kepercayaan Pada Kesetiaan Nasabah Bank di Surakarta”**. Saya mohon bapak/ibu/saudara berkenan mengisi kusioner dengan sejujurnya. Semua informasi terkait dengan responden dirahasiakan. Atas perhatian dan kesediaannya saya ucapkan terima kasih.

Salam

Fitri Nur Handayani

14160369L

### IDENTITAS RESPONDEN

Petunjuk Pengisian: Berikan tanda centang (✓) pada jawaban pernyataan yang sesuai dengan pilihan Bapak/Ibu/Saudara Responden.

1. Nama :
2. Alamat :
3. Umur :
4. Jenis Kelamin :  Laki Laki  Perempuan

5. Pekerjaan :  Pelajar  Pegawai Swasta  
 Mahasiswa  Wiraswasta  
 PNS  Lain Lain

Kusioner

Petunjuk : Berilah tanda centang (√) sesuai penilaian anda

STS : Sangat Tidak Setuju

TS : Tidak Setuju

CS : Cukup Setuju

S : Setuju

SS : Sangat Setuju

Pertanyaan	STS	TS	CS	S	SS
KN 1 : Saya merekomendasikan kepada orang lain untuk menjadi nasabah dibank tersebut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KN 2 : Saya menggunakan layanan yang ada dibank tersebut untuk dimasa depan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KN 3 : Saya mengatakan hal positif kepada orang lain tentang layanan bank tersebut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KM 1 : Saya menikmati menjadi nasabah bank tersebut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KM 2 : Saya merasa terikat dengan layanan bank tersebut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KM 3 : Saya mempunyai sikap positif terhadap bank tersebut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNH 1 : Saya mendapatkan layanan transaksi yang dapat dipenuhi bank tersebut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

KNH 2 : Saya mendukung bank tersebut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNH 3 :Saya mendapatakan pelayanan yang baik di bank tersebut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KP 1 : Saya mendapatkan fasilitas dan layanan yang memenuhi dibank tersebut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KP 2 : Saya mendapatkan pelayanan yang cepat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KP 3 : Saya mendapatkan informasi yang akurat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RP 1 : Saya beranggapan bank tersebut mempunyai reputasi yang baik	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RP 2 : Saya beranggapan bank tersebut mempunyai reputasi yang sukses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RP3 : Saya beranggapan bank tersebut dapat membantu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KPN					
KPN 1 : Saya beranggapan bank memiliki integritas yang tinggi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KPN 2 : Saya beranggapan bank mempunyai sifat jujur	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KPN 3 : Saya mendapatkan tawaran di bank tersebut yang dapat dipercaya	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Lampiran 2. Uji Validitas Kusioner

### Uji Validitas 30 responden

#### KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.498	
Bartlett's Test of Sphericity	Approx. Chi-Square	337.756
	Df	153
	Sig.	.000

#### Communalities

	Initial	Extraction
KN1	1.000	.770
KN2	1.000	.905
KN3	1.000	.562
KM1	1.000	.780
KM2	1.000	.810
KM3	1.000	.946
KNH1	1.000	.794
KNH2	1.000	.744
KNH3	1.000	.905
KP1	1.000	.932
KP2	1.000	.812
KP3	1.000	.929
RP1	1.000	.607
RP2	1.000	.637
RP3	1.000	.823
KPN1	1.000	.785
KPN2	1.000	.834
KPN3	1.000	.929

Extraction Method: Principal Component Analysis.

**Total Variance Explained**

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
	1	3.332	18.509	18.509	3.332	18.509	18.509	2.673	14.853
2	2.910	16.165	34.674	2.910	16.165	34.674	2.584	14.354	29.207
3	2.623	14.570	49.243	2.623	14.570	49.243	2.554	14.189	43.396
4	2.454	13.633	62.876	2.454	13.633	62.876	2.489	13.828	57.224
5	1.769	9.826	72.703	1.769	9.826	72.703	2.202	12.236	69.459
6	1.417	7.871	80.574	1.417	7.871	80.574	2.001	11.115	80.574
7	.884	4.911	85.485						
8	.720	4.001	89.485						
9	.508	2.823	92.308						
10	.344	1.909	94.217						
11	.272	1.509	95.726						
dimension 12	.213	1.183	96.909						
13	.171	.951	97.860						
14	.140	.778	98.638						
15	.086	.477	99.115						
16	.079	.436	99.551						
17	.052	.291	99.842						
18	.028	.158	100.000						

**Total Variance Explained**

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
	1	3.332	18.509	18.509	3.332	18.509	18.509	2.673	14.853
2	2.910	16.165	34.674	2.910	16.165	34.674	2.584	14.354	29.207
3	2.623	14.570	49.243	2.623	14.570	49.243	2.554	14.189	43.396
4	2.454	13.633	62.876	2.454	13.633	62.876	2.489	13.828	57.224
5	1.769	9.826	72.703	1.769	9.826	72.703	2.202	12.236	69.459
6	1.417	7.871	80.574	1.417	7.871	80.574	2.001	11.115	80.574
7	.884	4.911	85.485						
8	.720	4.001	89.485						
9	.508	2.823	92.308						
10	.344	1.909	94.217						
11	.272	1.509	95.726						
12	.213	1.183	96.909						
13	.171	.951	97.860						
14	.140	.778	98.638						
15	.086	.477	99.115						
16	.079	.436	99.551						
17	.052	.291	99.842						
18	.028	.158	100.000						

Extraction Method: Principal Component Analysis.

**Component Matrix<sup>a</sup>**

	Component					
	1	2	3	4	5	6
KN1	.577					
KN2	.581	-.465				.553
KN3						.490
KM1		-.462	.404		.469	
KM2	.624	-.430				
KM3	.688					
KNH1				.707		
KNH2	.406	.420		.485		
KNH3				.776		
KP1	.497	.654	.432			
KP2			.613			
KP3	.467	.638	.489			
RP1					.499	
RP2					.603	
RP3				.487	.614	
KPN1	.427		-.590			
KPN2		.515	-.449	-.498		
KPN3	.469		-.514	-.496		

Extraction Method: Principal Component Analysis.

a. 6 components extracted.

**Rotated Component Matrix<sup>a</sup>**

	Component					
	1	2	3	4	5	6
KN1					.779	
KN2					.895	
KN3					.712	
KM1		.853				
KM2		.819				
KM3		.938				
KNH1				.855		
KNH2				.804		
KNH3				.945		
KP1	.939					
KP2	.885					
KP3	.945					
RP1						.717
RP2						.773
RP3						.860
KPN1			.844			
KPN2			.853			
KPN3			.944			

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 6 iterations.



### Component Transformation Matrix

Component	1	2	3	4	5	6
1	.440	.566	.329	.314	.425	-.313
2	.569	-.445	.373	.360	-.423	.173
dim	.556	.397	-.564	-.270	-.308	.218
ensi	-.100	-.058	-.521	.762	.231	.286
on0	-.232	.424	.404	.012	-.077	.772
6	.330	-.375	-.005	-.344	.697	.383

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

### Uji Validitas 200 Responden

#### KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.812	
Bartlett's Test of Sphericity	Approx. Chi-Square	2137.300
	Df	153
	Sig.	.000

### Communalities

	Initial	Extraction
KN1	1.000	.796
KN2	1.000	.719
KN3	1.000	.816
KM1	1.000	.887
KM2	1.000	.880
KM3	1.000	.915
KNH1	1.000	.910
KNH2	1.000	.890
KNH3	1.000	.927
KP1	1.000	.753
KP2	1.000	.698
KP3	1.000	.845
RP1	1.000	.710
RP2	1.000	.711
RP3	1.000	.566
KPN1	1.000	.636
KPN2	1.000	.629
KPN3	1.000	.598

Extraction Method: Principal Component Analysis.

**Total Variance Explained**

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	5.458	30.323	30.323	5.458	30.323	30.323	2.743	15.242	15.242
2	2.583	14.349	44.672	2.583	14.349	44.672	2.740	15.220	30.461
3	1.945	10.804	55.476	1.945	10.804	55.476	2.358	13.099	43.560
4	1.510	8.387	63.863	1.510	8.387	63.863	2.259	12.550	56.110
5	1.228	6.823	70.686	1.228	6.823	70.686	1.955	10.860	66.969
6	1.164	6.469	77.155	1.164	6.469	77.155	1.833	10.185	77.155
7	.658	3.658	80.813						
8	.636	3.535	84.348						
9	.593	3.295	87.643						
10	.439	2.441	90.084						
11	.413	2.293	92.376						
12	.338	1.880	94.256						
13	.284	1.575	95.831						
14	.234	1.298	97.129						
15	.167	.927	98.056						
16	.152	.844	98.900						
17	.106	.587	99.486						
18	.092	.514	100.000						

Extraction Method: Principal Component Analysis.

**Component Matrix<sup>a</sup>**

	Component					
	1	2	3	4	5	6
KN1	.597			.602		
KN2	.644			.490		
KN3	.601			.622		
KM1	.632	-.517				
KM2	.645	-.498				
KM3	.659	-.530				
KNH1	.676	.506				
KNH2	.662	.496				
KNH3	.673	.504				
KP1	.644					
KP2	.607					
KP3	.698					.415
RP1	.416		.564			
RP2	.409					
RP3			.452			
KPN1		.495	.409		.421	
KPN2		.546				
KPN3		.406	.496			

Extraction Method: Principal Component Analysis.

a. 6 components extracted.

**Rotated Component Matrix<sup>a</sup>**

	Component					
	1	2	3	4	5	6
KN1			.861			
KN2			.775			
KN3			.873			
KM1		.907				
KM2		.897				
KM3		.912				
KNH1	.904					
KNH2	.900					
KNH3	.923					
KP1				.807		
KP2				.774		
KP3				.857		
RP1					.803	
RP2					.811	
RP3					.715	
KPN1						.783
KPN2						.764
KPN3						.761

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 6 iterations.

**Component Transformation Matrix**

Component	1	2	3	4	5	6
1	.492	.477	.460	.479	.297	-.025
2	.541	-.563	-.181	.031	.281	.526
3	-.391	.416	-.094	-.251	.574	.523
4	-.085	-.174	.814	-.343	-.258	.340
5	-.162	.182	-.172	.525	-.558	.569
6	-.528	-.468	.234	.559	.353	-.100

### Component Transformation Matrix

Component	1	2	3	4	5	6
1	.492	.477	.460	.479	.297	-.025
2	.541	-.563	-.181	.031	.281	.526
3	-.391	.416	-.094	-.251	.574	.523
4	-.085	-.174	.814	-.343	-.258	.340
5	-.162	.182	-.172	.525	-.558	.569
6	-.528	-.468	.234	.559	.353	-.100

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

### Lampiran 3. Hasil Uji Reabilitas Variabel

#### Uji Reabilitas Kesetiaan Nasabah

##### 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	Cronbach's Alpha Based on Standardized Items	N of Items
.770	.770	3

**Item Statistics**

	Mean	Std. Deviation	N
KN1	4.17	.461	30
KN2	4.13	.571	30
KN3	4.13	.434	30

**Inter-Item Correlation Matrix**

	KN1	KN2	KN3
KN1	1.000	.698	.402
KN2	.698	1.000	.482
KN3	.402	.482	1.000

**Summary Item Statistics**

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Inter-Item Correlations	.527	.402	.698	.296	1.737	.019	3

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
KN1	8.27	.754	.660	.493	.634
KN2	8.30	.562	.708	.536	.573
KN3	8.30	.907	.484	.241	.811

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12.43	1.495	1.223	3

### Uji Reabilitas Komitmen

#### 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	Cronbach's Alpha Based on Standardized Items	N of Items
.855	.861	3

#### Item Statistics

	Mean	Std. Deviation	N
KM1	4.23	.679	30
KM2	4.27	.583	30
KM3	4.23	.568	30



**Inter-Item Correlation Matrix**

	KM1	KM2	KM3
KM1	1.000	.534	.748
KM2	.534	1.000	.742
KM3	.748	.742	1.000

**Summary Item Statistics**

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Inter-Item Correlations	.675	.534	.748	.214	1.400	.012	3

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
KM1	8.50	1.155	.685	.560	.852
KM2	8.47	1.361	.672	.552	.848
KM3	8.50	1.224	.850	.723	.691

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
12.73	2.616	1.617	3

## Uji Reabilitas Kepuasan Nasabah

### 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	Cronbach's Alpha Based on Standardized Items	N of Items
.853	.853	3

### Item Statistics

	Mean	Std. Deviation	N
KNH1	4.43	.504	30
KNH2	4.57	.504	30
KNH3	4.53	.507	30

### Inter-Item Correlation Matrix

	KNH1	KNH2	KNH3
KNH1	1.000	.493	.818
KNH2	.493	1.000	.665
KNH3	.818	.665	1.000

**Summary Item Statistics**

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Inter-Item Correlations	.659	.493	.818	.325	1.659	.021	3

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
KNH1	9.10	.852	.719	.674	.799
KNH2	8.97	.930	.608	.450	.900
KNH3	9.00	.759	.858	.760	.661

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
13.53	1.775	1.332	3

**Uji Reabilitas Kualitas Pelayanan**

**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	Cronbach's Alpha Based on Standardized Items	N of Items
.922	.922	3

### Item Statistics

	Mean	Std. Deviation	N
KP1	4.50	.572	30
KP2	4.53	.507	30
KP3	4.53	.507	30

### Inter-Item Correlation Matrix

	KP1	KP2	KP3
KP1	1.000	.712	.950
KP2	.712	1.000	.732
KP3	.950	.732	1.000

### Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Inter-Item Correlations	.798	.712	.950	.237	1.333	.014	3

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
KP1	9.07	.892	.893	.903	.845
KP2	9.03	1.137	.731	.539	.971
KP3	9.03	.999	.916	.908	.829

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
13.57	2.185	1.478	3

### Uji Reabilitas Reputasi

#### 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	Cronbach's Alpha Based on Standardized Items	N of Items
.711	.707	3

### Item Statistics

	Mean	Std. Deviation	N
RP1	4.20	.551	30
RP2	4.43	.568	30
RP3	4.53	.681	30

### Inter-Item Correlation Matrix

	RP1	RP2	RP3
RP1	1.000	.264	.533
RP2	.264	1.000	.540
RP3	.533	.540	1.000

### Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Inter-Item Correlations	.446	.264	.540	.276	2.043	.020	3

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
RP1	8.97	1.206	.467	.285	.694
RP2	8.73	1.168	.475	.293	.685
RP3	8.63	.792	.675	.455	.418

### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
13.17	2.075	1.440	3

### Uji Reabilitas Kepercayaan

#### 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	Cronbach's Alpha Based on Standardized Items	N of Items
.869	.869	3

#### Item Statistics

	Mean	Std. Deviation	N
KPN1	4.33	.711	30
KPN2	4.30	.651	30
KPN3	4.43	.679	30

**Inter-Item Correlation Matrix**

	KPN1	KPN2	KPN3
KPN1	1.000	.521	.833
KPN2	.521	1.000	.710
KPN3	.833	.710	1.000

**Summary Item Statistics**

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Inter-Item Correlations	.688	.521	.833	.312	1.599	.020	3

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
KPN1	8.73	1.513	.736	.704	.830
KPN2	8.77	1.771	.641	.520	.909
KPN3	8.63	1.413	.887	.798	.683

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
13.07	3.306	1.818	3



## Lampiran 4. Hasil SEM

### Uji Normalitas Data

#### Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
KN3	2.000	5.000	.069	.401	-.486	-1.403
KN2	2.000	5.000	.028	.164	-.658	-1.899
KN1	1.000	5.000	-.026	-.152	-.013	-.036
KP3	1.000	5.000	-.182	-1.053	-.172	-.497
KP2	2.000	5.000	.051	.293	-.681	-1.965
KP1	2.000	5.000	.027	.156	-.409	-1.181
KM1	1.000	5.000	-.053	-.304	.035	.102
KM2	1.000	5.000	-.339	-1.955	.640	1.847
KM3	1.000	5.000	-.032	-.187	-.138	-.398
KNH3	2.000	5.000	.018	.104	-.618	-1.784
KNH2	2.000	5.000	-.086	-.498	-.739	-2.134
KNH1	1.000	5.000	-.098	-.564	-.279	-.807
KPN1	3.000	5.000	-1.085	-6.261	-.189	-.546
KPN2	4.000	5.000	-1.124	-6.491	-.736	-2.125
KPN3	3.000	5.000	-.896	-5.175	-.616	-1.777
RP1	1.000	5.000	-.252	-1.456	-.290	-.838
RP2	1.000	5.000	-.628	-3.625	.321	.925
RP3	1.000	5.000	-.403	-2.325	-.257	-.743
Multivariate					8.300	2.187

### Uji *GOODNESS OF FIT*

#### CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	41	195.127	130	.000	1.501
Saturated model	171	.000	0		
Independence model	18	2213.301	153	.000	14.466

### **RMR, GFI**

Model	RMR	GFI	AGFI	PGFI
Default model	.081	.905	.875	.688
Saturated model	.000	1.000		
Independence model	.189	.381	.308	.341

### **Baseline Comparisons**

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.912	.896	.969	.963	.968
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

### **Parsimony-Adjusted Measures**

Model	PRATIO	PNFI	PCFI
Default model	.850	.775	.823
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

### **NCP**

Model	NCP	LO 90	HI 90
Default model	65.127	31.535	106.692
Saturated model	.000	.000	.000
Independence model	2060.301	1911.872	2216.108

### **FMIN**

Model	FMIN	F0	LO 90	HI 90
Default model	.981	.327	.158	.536
Saturated model	.000	.000	.000	.000
Independence model	11.122	10.353	9.607	11.136

**RMSEA**

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.050	.035	.064	.478
Independence model	.260	.251	.270	.000

**AIC**

Model	AIC	BCC	BIC	CAIC
Default model	277.127	285.783	412.358	453.358
Saturated model	342.000	378.100	906.012	1077.012
Independence model	2249.301	2253.101	2308.671	2326.671

**ECVI**

Model	ECVI	LO 90	HI 90	MECVI
Default model	1.393	1.224	1.601	1.436
Saturated model	1.719	1.719	1.719	1.900
Independence model	11.303	10.557	12.086	11.322

**HOELTER**

Model	HOELTER .05	HOELTER .01
Default model	161	174
Independence model	17	18

## Hasil Uji Hipotesis

### Regression Weights: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
KNH	<---	RP	.334	.123	2.711	.007	
KNH	<---	KPN	.251	.204	1.232	.218	
KNH	<---	KP	.539	.094	5.731	***	
KM	<---	KNH	.196	.074	2.651	.008	
KN	<---	KM	.365	.062	5.874	***	
RP3	<---	RP	1.000				
RP2	<---	RP	1.322	.215	6.145	***	
RP1	<---	RP	1.254	.203	6.193	***	
KPN3	<---	KPN	1.000				
KPN2	<---	KPN	.988	.187	5.276	***	
KPN1	<---	KPN	1.065	.201	5.312	***	
KNH1	<---	KNH	1.000				
KNH2	<---	KNH	1.014	.047	21.620	***	
KNH3	<---	KNH	1.036	.040	26.008	***	
KM3	<---	KM	1.000				
KM2	<---	KM	.966	.043	22.355	***	
KM1	<---	KM	.977	.041	23.710	***	
KP1	<---	KP	1.000				
KP2	<---	KP	.963	.095	10.126	***	
KP3	<---	KP	1.259	.110	11.429	***	
KN1	<---	KN	1.000				
KN2	<---	KN	.972	.088	11.073	***	
KN3	<---	KN	1.044	.086	12.205	***	

## Lampiran 5. Hasil Tabulasi

R	KN1	KN2	KN3	KM1	KM2	KM3	KNH1	KNH2	KNH3	KP1	KP2	KP3	RP1	RP2	RP3	KPN1	KPN2	KPN3
1	3	4	4	4	4	4	3	3	3	3	3	3	3	3	3	5	5	4
2	5	5	4	4	4	4	5	5	5	4	4	4	4	4	5	5	5	5
3	4	3	4	5	5	4	3	4	3	4	3	3	3	3	4	5	5	5
4	4	4	4	3	3	3	3	3	3	3	4	3	3	4	4	4	5	4
5	3	4	3	3	3	3	4	4	3	5	4	5	3	4	4	5	5	4
6	4	4	3	4	4	4	3	3	3	4	4	5	4	4	3	5	5	5
7	4	4	4	3	3	3	3	3	3	3	4	3	3	3	4	5	5	5
8	4	4	4	5	5	5	4	4	3	3	3	4	3	3	4	4	4	5
9	4	5	5	5	5	5	3	3	3	3	4	4	4	4	3	4	4	5
10	3	3	3	3	4	4	3	3	3	3	3	3	3	3	4	4	5	4
11	5	5	5	4	4	4	5	5	4	4	3	4	4	5	5	5	5	5
12	3	3	3	3	3	3	4	4	4	4	3	4	3	4	4	4	4	4
13	4	4	3	4	4	4	5	5	5	3	4	4	5	5	4	5	5	5
14	4	4	4	3	3	3	4	5	4	3	4	4	5	4	4	5	5	4
15	4	3	4	3	3	3	5	5	5	4	5	4	4	4	3	5	5	4
16	3	3	3	4	3	3	4	4	4	5	5	5	3	3	3	5	5	5
17	3	3	3	3	3	3	2	2	2	3	2	3	4	3	5	5	5	4
18	4	4	3	3	2	2	3	3	3	2	3	3	3	3	3	4	4	4
19	4	4	4	4	4	4	4	4	4	5	5	5	2	2	2	4	4	3
20	4	3	3	3	3	3	5	5	4	5	5	4	5	4	4	4	5	4
21	4	5	4	4	3	3	4	5	4	5	4	4	3	4	4	5	5	5
22	5	5	5	4	4	4	4	5	4	3	4	3	4	5	5	5	5	5

R	KN1	KN2	KN3	KM1	KM2	KM3	KNH1	KNH2	KNH3	KP1	KP2	KP3	RP1	RP2	RP3	KPN1	KPN2	KPN3
23	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	5	5	5
24	3	4	3	4	4	4	5	5	5	4	3	3	4	5	4	5	5	5
25	3	3	3	2	2	2	3	3	3	3	3	3	3	3	3	5	5	5
26	3	3	2	3	3	3	3	3	3	2	3	2	2	2	2	4	4	5
27	3	3	3	3	3	3	2	2	2	2	2	2	4	4	3	3	4	4
28	5	5	5	3	3	3	3	4	4	4	3	4	2	2	3	5	5	5
29	4	3	4	3	3	3	3	4	4	4	3	3	3	3	3	5	5	5
30	4	4	4	3	3	3	4	4	4	3	4	4	3	3	4	4	5	5
31	5	5	4	3	3	3	4	4	4	3	4	3	3	3	4	5	5	5
32	3	3	3	3	3	3	2	2	2	3	3	3	3	5	3	5	5	5
33	3	3	4	3	4	4	5	5	5	4	4	4	3	3	4	4	4	4
34	4	4	4	3	3	3	4	5	4	4	5	4	3	4	3	5	5	5
35	3	3	4	3	3	3	1	2	2	4	4	3	4	4	3	5	5	5
36	3	4	3	5	5	5	3	3	3	4	3	3	2	1	3	5	5	5
37	3	3	3	4	4	4	3	4	4	3	4	4	4	4	4	5	5	5
38	4	4	4	4	4	4	3	4	3	4	3	4	4	4	5	5	5	5
39	4	3	4	4	4	4	4	4	4	3	4	3	4	4	5	4	5	5
40	3	4	4	5	5	5	3	3	3	4	3	3	4	4	4	5	5	5
41	3	4	4	4	4	4	4	4	4	5	5	5	5	3	5	5	5	5
42	4	4	4	4	5	4	5	4	5	3	4	3	5	4	5	5	5	5
43	4	5	4	4	4	4	4	4	4	3	4	4	4	4	4	5	5	5
44	3	3	3	3	3	3	2	2	2	3	3	3	3	3	3	5	5	5
45	4	4	4	4	3	3	5	5	5	3	3	3	4	4	5	5	5	4
46	4	4	4	3	3	3	4	3	4	4	4	5	5	5	3	4	5	5
47	3	2	3	3	3	3	4	4	3	3	3	2	4	4	2	5	5	5

R	KN1	KN2	KN3	KM1	KM2	KM3	KNH1	KNH2	KNH3	KP1	KP2	KP3	RP1	RP2	RP3	KPN1	KPN2	KPN3
48	2	3	2	3	3	3	3	3	3	2	3	2	2	2	4	4	5	4
49	5	5	5	3	3	3	4	4	4	4	4	4	3	3	3	4	4	4
50	3	4	4	3	3	3	5	5	5	4	5	4	4	5	3	4	5	4
51	4	4	4	4	4	4	5	5	5	4	5	5	4	4	5	5	4	5
52	4	3	3	4	4	4	4	4	4	5	4	5	4	4	4	5	5	5
53	3	4	3	4	4	4	4	4	4	5	4	4	4	3	4	5	4	5
54	4	3	3	4	4	4	3	3	3	5	4	5	3	4	4	4	4	4
55	3	3	3	2	3	2	3	3	3	3	3	3	2	4	2	4	4	4
56	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	5	5	5
57	4	5	5	3	4	4	5	5	5	4	4	4	3	5	4	5	5	5
58	5	5	4	4	4	4	5	4	5	3	4	3	3	5	5	5	5	5
59	3	3	3	3	3	3	4	5	5	4	4	3	5	5	5	5	5	5
60	4	3	3	4	3	3	4	4	4	4	3	3	4	4	5	5	5	4
61	4	3	4	3	3	3	5	5	5	3	4	4	3	3	3	4	5	5
62	3	4	3	4	4	4	3	3	3	4	5	4	5	4	3	4	5	5
63	3	4	3	5	4	5	4	4	4	5	5	5	4	4	4	4	4	4
64	4	4	4	4	4	4	3	4	4	4	3	4	4	4	4	4	4	5
65	5	4	5	5	5	5	3	3	3	4	4	4	5	5	5	5	5	5
66	3	3	2	3	3	3	2	3	3	3	2	2	3	3	3	5	5	5
67	4	4	4	4	4	4	3	3	3	4	3	3	5	3	4	4	4	5
68	3	3	3	3	3	3	2	2	2	3	3	3	3	4	3	5	4	4
69	3	3	3	3	3	3	3	2	2	3	3	3	3	5	3	5	5	5
70	3	4	3	4	4	4	5	5	5	4	4	4	4	4	4	5	4	4
71	4	4	4	3	3	3	4	4	4	3	4	4	3	3	3	5	4	4
72	4	3	3	5	5	5	3	3	3	3	4	3	5	4	5	5	4	4

R	KN1	KN2	KN3	KM1	KM2	KM3	KNH1	KNH2	KNH3	KP1	KP2	KP3	RP1	RP2	RP3	KPN1	KPN2	KPN3
73	4	4	4	4	5	4	4	3	3	5	5	5	4	4	5	4	4	4
74	5	5	4	4	4	4	4	4	4	5	5	4	4	4	4	5	4	4
75	5	4	4	3	4	3	4	4	4	4	3	4	3	4	3	5	4	4
76	5	5	5	3	3	3	5	5	5	3	3	3	3	5	3	5	5	5
77	4	4	4	4	4	4	5	5	5	4	3	3	4	4	4	5	5	4
78	2	2	3	3	3	3	4	4	3	3	3	2	3	3	2	5	5	5
79	3	4	3	3	3	3	4	4	4	3	4	3	3	4	3	5	5	5
80	4	4	3	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5
81	4	3	3	3	3	3	5	5	5	4	5	4	4	5	4	5	4	5
82	3	3	3	3	3	3	3	3	3	2	2	2	3	3	3	5	5	5
83	3	3	3	3	3	3	2	3	2	3	2	2	3	4	3	4	4	4
84	5	5	5	3	3	3	4	4	4	5	4	4	3	4	3	4	5	4
85	4	4	5	4	4	4	4	4	4	4	4	5	5	5	5	4	5	5
86	4	3	4	3	3	4	5	5	5	3	4	3	3	3	4	5	5	5
87	3	3	4	4	4	4	3	3	3	3	4	4	4	5	4	5	5	5
88	3	3	3	4	4	4	4	4	4	4	4	4	4	5	4	5	5	5
89	3	4	4	4	3	3	3	3	3	3	4	3	4	3	4	4	5	5
90	3	3	2	2	2	3	3	3	3	3	3	3	2	3	2	5	5	5
91	3	2	2	3	3	3	4	4	4	3	2	3	5	5	5	5	5	5
92	3	3	3	5	5	5	3	4	4	3	3	3	5	4	5	5	5	5
93	3	4	3	4	4	4	4	4	3	4	3	4	4	4	4	5	5	5
94	4	3	4	4	4	4	3	3	3	4	3	3	4	3	4	5	4	4
95	5	5	5	5	4	5	4	3	4	4	3	4	4	4	5	5	5	5
96	4	5	4	4	4	4	3	4	3	4	5	4	5	5	5	5	5	5
97	3	3	3	3	3	3	3	3	3	2	2	2	3	3	3	5	5	5



R	KN1	KN2	KN3	KM1	KM2	KM3	KNH1	KNH2	KNH3	KP1	KP2	KP3	RP1	RP2	RP3	KPN1	KPN2	KPN3
98	5	4	5	3	3	3	4	3	4	4	5	4	4	5	4	5	5	4
99	3	4	3	3	3	3	4	5	4	4	4	4	3	3	3	5	5	4
100	3	3	3	3	3	3	5	5	5	3	4	3	3	3	3	5	5	4
101	3	4	3	4	4	4	4	5	4	3	4	4	4	5	4	5	4	4
102	4	4	5	5	5	5	3	4	3	4	3	3	3	3	3	5	4	5
103	5	4	5	4	4	4	4	3	4	4	3	4	5	4	4	5	4	4
104	3	2	3	2	2	2	2	2	2	3	3	3	1	2	2	5	5	5
105	4	4	3	4	4	4	3	3	3	4	5	5	3	5	4	5	5	5
106	4	3	3	5	5	5	4	3	4	5	4	4	3	3	3	4	5	5
107	4	5	4	4	4	4	4	4	4	4	5	4	4	5	4	4	5	4
108	4	4	5	3	3	3	4	5	4	4	4	4	3	5	4	5	5	5
109	4	4	4	3	3	4	5	5	5	4	3	4	4	4	4	5	5	5
110	4	5	5	3	3	3	4	5	4	4	4	4	5	5	2	5	5	5
111	3	3	3	3	3	3	3	2	2	3	3	3	5	5	4	5	5	5
112	4	4	3	4	4	4	4	3	4	3	3	3	3	3	4	4	4	4
113	4	3	3	5	4	4	3	4	3	4	5	4	3	3	4	4	5	5
114	4	3	3	3	4	4	3	3	3	5	5	5	4	4	3	5	5	5
115	3	2	2	2	2	2	3	2	2	2	2	1	3	5	5	5	5	5
116	4	5	4	3	3	3	5	5	5	3	4	3	5	4	5	5	5	5
117	5	5	5	5	4	5	4	4	4	4	3	3	4	4	4	5	5	5
118	3	4	3	4	4	3	5	5	5	3	4	4	5	5	5	5	5	5
119	3	3	3	3	4	3	3	4	3	4	4	3	3	4	3	4	4	4
120	3	4	3	4	4	4	4	4	3	4	5	4	4	4	4	5	5	5
121	4	3	4	3	3	3	4	4	4	5	4	4	4	5	5	5	4	5
122	3	4	4	3	3	3	4	4	4	4	5	5	4	4	5	5	5	5

R	KN1	KN2	KN3	KM1	KM2	KM3	KNH1	KNH2	KNH3	KP1	KP2	KP3	RP1	RP2	RP3	KPN1	KPN2	KPN3
123	3	4	4	4	4	4	5	5	5	3	4	3	4	5	5	5	5	5
124	4	4	4	3	2	3	2	2	2	2	3	3	2	2	2	4	5	4
125	4	4	3	4	5	4	4	4	4	3	4	4	4	4	4	4	5	4
126	4	3	4	4	4	4	3	3	4	3	3	3	3	3	4	5	5	4
127	3	3	3	3	3	3	3	3	3	3	3	3	4	3	5	5	5	5
128	4	4	4	5	4	5	4	4	4	3	4	4	5	5	4	5	5	5
129	3	3	4	3	3	3	4	4	4	4	3	3	3	4	4	5	4	5
130	4	4	4	4	4	4	4	4	4	3	4	3	5	5	4	5	5	4
131	4	3	4	5	4	5	4	4	4	4	4	4	4	5	4	5	5	4
132	5	4	5	4	4	4	4	3	4	3	4	3	5	5	4	5	5	5
133	5	5	5	4	4	4	3	3	3	3	3	4	5	2	1	5	5	5
134	4	5	4	4	3	4	4	3	3	3	5	4	4	4	3	4	5	4
135	3	3	3	3	3	3	3	3	3	3	3	3	3	5	4	5	5	4
136	4	3	3	3	3	3	5	5	5	4	4	5	5	5	5	5	5	5
137	3	3	4	4	3	3	4	4	4	4	5	4	3	3	3	5	5	5
138	3	2	3	3	3	3	2	2	2	3	3	4	4	4	5	4	4	5
139	3	4	4	3	4	4	4	5	5	4	5	5	4	4	5	4	4	5
140	4	4	4	3	3	3	5	5	5	4	5	4	4	5	4	4	5	4
141	4	5	4	4	3	3	4	4	4	4	4	4	4	5	5	5	5	5
142	5	5	4	3	4	4	4	3	3	3	4	3	3	4	4	4	4	4
143	5	4	4	4	4	4	3	3	3	4	4	4	5	3	3	5	5	5
144	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	5	5	4
145	4	3	4	5	5	5	3	4	4	4	3	3	4	5	3	5	5	4
146	4	3	4	4	5	4	3	3	3	4	3	4	5	5	5	5	5	5
147	3	3	3	3	2	2	3	3	3	3	3	3	3	3	3	5	5	4

R	KN1	KN2	KN3	KM1	KM2	KM3	KNH1	KNH2	KNH3	KP1	KP2	KP3	RP1	RP2	RP3	KPN1	KPN2	KPN3
148	4	4	4	5	4	4	4	4	4	4	3	4	4	4	4	4	4	4
149	3	3	4	5	4	4	3	4	4	4	4	4	4	4	3	4	4	3
150	3	2	3	1	1	2	2	2	2	2	3	2	4	4	4	4	5	4
151	4	3	4	5	5	4	3	3	3	4	5	4	4	5	4	5	5	5
152	4	4	3	4	4	4	4	4	4	5	4	4	4	5	5	5	5	5
153	4	3	4	3	3	3	4	4	4	4	5	5	4	4	4	5	5	5
154	4	5	4	3	3	3	5	5	5	5	4	5	5	5	5	5	5	5
155	2	2	2	3	3	3	3	3	3	2	3	2	3	3	4	5	5	5
156	4	5	4	4	5	4	3	3	3	3	4	3	4	4	4	4	4	5
157	4	4	4	4	4	4	3	3	3	4	4	4	3	3	3	3	4	4
158	3	4	3	5	5	5	4	4	4	3	4	3	5	5	5	5	5	5
159	3	3	4	4	4	4	4	4	4	3	4	3	4	4	3	5	5	5
160	2	2	3	2	1	2	3	2	3	3	3	3	4	4	4	4	5	5
161	2	3	3	1	1	1	3	3	3	2	3	2	2	1	5	5	5	5
162	3	4	4	4	5	4	4	4	4	4	5	4	3	5	5	5	5	5
163	3	3	3	5	5	5	4	4	4	5	4	4	4	4	4	4	4	4
164	3	4	3	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5
165	4	4	4	3	4	3	5	5	5	4	3	4	4	4	3	5	5	5
166	4	3	4	3	4	4	5	5	5	4	5	4	4	4	3	5	5	5
167	4	4	4	4	3	3	3	3	3	3	4	4	3	3	4	5	5	5
168	5	4	5	4	4	4	4	3	3	4	4	4	4	4	3	5	5	5
169	5	5	5	3	3	3	4	5	4	3	4	3	4	4	4	4	5	5
170	3	2	3	3	3	3	3	3	3	3	3	3	4	4	3	5	5	5
171	3	3	3	3	3	3	3	3	3	3	3	3	5	3	5	5	5	5
172	4	3	4	4	4	4	3	4	3	3	3	4	5	4	5	5	5	5

R	KN1	KN2	KN3	KM1	KM2	KM3	KNH1	KNH2	KNH3	KP1	KP2	KP3	RP1	RP2	RP3	KPN1	KPN2	KPN3
173	2	3	3	3	3	3	3	3	3	3	3	3	4	4	4	5	5	5
174	4	4	4	3	4	3	4	4	4	4	3	4	4	4	4	5	5	5
175	3	4	3	3	3	3	3	3	3	3	4	4	5	5	4	5	5	4
176	4	4	4	4	4	4	4	4	4	3	4	3	5	5	4	4	5	5
177	4	3	3	4	5	4	3	4	3	4	5	4	4	4	2	5	5	5
178	4	5	5	5	5	5	4	4	3	4	4	4	4	4	4	4	5	4
179	5	4	5	4	4	5	3	3	3	4	3	4	3	4	3	4	4	4
180	4	5	5	4	4	4	4	4	4	3	4	4	4	4	4	4	5	4
181	5	5	5	4	4	4	3	3	3	4	4	5	5	4	4	5	4	5
182	3	3	3	3	3	3	3	3	3	3	3	3	5	5	5	5	5	5
183	3	3	2	2	3	2	3	3	3	2	3	2	4	5	4	5	4	5
184	4	4	4	5	5	5	3	3	3	4	4	3	3	4	4	4	4	4
185	3	4	3	5	4	4	5	5	5	4	5	4	3	4	4	4	4	4
186	3	4	3	4	3	4	4	4	4	3	5	4	4	4	5	5	5	5
187	3	3	4	3	3	3	5	5	5	5	5	5	3	5	4	5	5	5
188	4	3	4	3	3	3	4	4	4	4	5	4	3	5	5	5	5	5
189	4	3	3	3	4	3	4	4	4	4	4	3	5	4	3	5	5	5
190	3	4	4	4	4	4	3	3	3	4	4	4	4	4	5	5	5	4
191	3	3	2	3	3	2	3	3	3	3	2	2	5	5	4	4	5	5
192	3	3	3	3	3	3	3	3	3	3	3	3	5	4	3	4	5	5
193	4	5	4	5	4	5	4	4	4	3	4	4	4	4	4	4	4	4
194	4	5	4	5	5	5	4	4	4	3	3	3	4	3	2	4	4	5
195	1	2	2	2	1	2	3	3	3	2	3	2	4	4	4	5	5	5
196	5	5	5	3	4	4	3	4	3	3	3	3	5	5	5	5	5	5
197	4	5	4	3	4	3	4	4	4	4	4	3	5	5	5	4	4	5

R	KN1	KN2	KN3	KM1	KM2	KM3	KNH1	KNH2	KNH3	KP1	KP2	KP3	RP1	RP2	RP3	KPN1	KPN2	KPN3
198	3	4	3	4	4	4	3	3	3	4	3	3	4	4	4	5	4	4
199	3	3	3	2	3	2	3	3	3	2	3	2	2	2	3	5	5	5
200	3	4	3	4	4	5	4	4	4	5	5	5	4	4	4	5	4	4