

## **BAB V**

### **PENUTUP**

Pada bab lima ini penulis mengambil kesimpulan dari hasil penelitian yang telah dilakukan. Selanjutnya, penulis merumuskan saran bagi pihak-pihak yang berkepentingan. Kesimpulan dan saran tersebut adalah sebagai berikut:

#### **5.1. Kesimpulan**

##### **1. Karakteristik Demografi Responden**

Mayoritas 63% responden adalah laki-laki yang berusia antara 21 sampai 23 tahun. Sebanyak 72,3% responden telah menggunakan jasa *e-ticketing* Traveloka sebanyak 4 sampai 6 kali dalam 6 bulan terakhir. Terdapat 59,3% responden memiliki rata-rata uang saku atau pendapatan sebesar Rp 1.500.001 sampai Rp 2.000.000 dalam 1 bulan. Mayoritas 65% responden memiliki pengeluaran untuk membeli Ticket di Traveloka.com antara Rp 0 sampai Rp 1.000.000. Sebesar 94% responden menyatakan bahwa Traveloka.com merupakan situs penjualan tiket yang bagus dan mereka puas dengan pelayanan Traveloka.com.

## **2. Pengaruh *E-Ticketing Technique* (Customer Technical Support, Infrastructure, Data Security, User-Friendliness) Terhadap Kepuasan Konsumen**

*E-ticketing technique* (customer technical support, infrastructure, data security, user-friendliness) secara positif dan signifikan mampu memprediksi 46% perubahan kepuasan konsumen.. *Infrastructure* memiliki pengaruh yang positif dan signifikan terhadap kepuasan konsumen. *Data security* memiliki pengaruh yang positif dan signifikan terhadap kepuasan konsumen. *User-friendliness* memiliki pengaruh yang positif dan signifikan terhadap kepuasan konsumen.

## **3. Pengaruh Kepuasan Konsumen Terhadap Niat Pembelian Ulang**

Kepuasan konsumen secara positif dan signifikan memprediksi sebesar 52,8% perubahan niat pembelian ulang. Sehingga dapat dikatakan semakin tinggi tingkat kepuasan konsumen karena situs Traveloka mampu memberikan layanan, dukungan infrastruktur yang baik, keamanan transaksi dan kemudahan untuk digunakan secara nyata akan meningkatkan niat pembelian ulang konsumen di jasa *online* Traveloka.

## **4. Pengaruh Kepuasan Konsumen Terhadap *Word of Mouth***

Kepuasan konsumen secara signifikan mampu memprediksi sebesar 75,4% perubahan *word of mouth*. Artinya, semakin tinggi tingkat kepuasan konsumen karena situs Traveloka mampu memberikan layanan, dukungan infrastruktur yang

baik, kemanan transaksi dan kemudahan untuk digunakan secara nyata akan meningkatkan *word of mouth* konsumen di jasa online Traveloka.

### 5.2 Keterbatasan Penelitian

Penelitian ini dilakukan dari kuisioner yang disebarikan kepada responden yang sudah melakukan pembelian *e-ticket* di jasa *online* Traveloka. Dengan keterbatasan ini, diharapkan dapat dilakukan perbaikan untuk penelitian kedepannya. Keterbatasan penelitian antara lain :

1. Sampel dalam penelitian ini hanya sebatas dalam ruang lingkup Mahasiswa/i Universitas Atma Jaya Yogyakarta yang pernah membeli layanan jasa *online* yaitu Traveloka. Sehingga tidak dapat mewakili konsumen Traveloka secara keseluruhan.
2. Penelitian ini menggunakan obyek pengamatan yang hanya berfokus pada jasa *e-ticketing* sehingga tidak dapat digeneralisir.

### 5.3 Implikasi Manajerial

Bagi manajemen Traveloka, penelitian ini diharapkan mampu memberikan perbaikan maupun masukan terhadap pihak manajemen jasa layanan Traveloka. Dalam meningkatkan *repurchase intention* diharapkan pihak Traveloka berusaha meningkatkan kepuasan pelanggan terlebih dahulu dengan cara: didalam menunjang *customer technical support*, pihak perusahaan harus memberikan pelayanan 24 jam melalui *email*, telepon dan maupun memberikan ruang komentar atau *complain*, tanya jawab dalam situs

Traveloka, FAQ atau *Frequently ask Question* lebih lengkap dengan pertanyaan dan jawaban yang lebih mendetail dan menggunakan bahasa yang mudah dalam situs Traveloka. Menginformasikan kembali kepada konsumen dengan memberitahukan melalui sms, *email* maupun *via* telepon sehari sebelum keberangkatan atau sehari sebelum *check in* dihotel maupun sebelum melakukan perjalanan wisata, sehingga pihak manapun baik Traveloka maupun konsumen tidak merasa dirugikan akan informasi yang sudah diterima. Terkait dengan infrastruktur atau fasilitas dalam situs traveloka, manajemen Traveloka membuat tampilan dan informasi terbaru atau *update* dan lebih simpel pada situs Traveloka sehingga konsumen/pelanggan merasa nyaman ketika ingin mengakses situs Traveloka dan kemudian melakukan transaksi. Pada bagian tampilan promosi pada situs Traveloka dengan menampilkan harga-harga secara detail sesuai dengan harga yang akan dijual dan menambah waktu konsumen untuk melakukan proses pemesanan sampai kepada proses transaksi membeli. Adanya pelayanan jenis lain selain pelayanan tiket pesawat dan hotel yang diperlukan untuk meningkatkan kepuasan konsumen lebih lanjut.

*User friendliness* dalam situs Traveloka berperan untuk kemudahan akses dan pemesanan dalam situs atau aplikasi Traveloka, manajemen Traveloka diwajibkan selalu memperbaharui desain aplikasi *online ticketing* agar lebih sederhana dan lebih *friendly* sesuai dengan yang konsumen butuhkan dan sesuai perkembangan persaingan pasar global dalam dunia bisnis *online* khususnya dalam bisnis *e-ticketing*. Dengan mudahnya

mengakses situs Traveloka akan terciptanya kepuasan konsumen dan sikap loyal terhadap Traveloka yaitu konsumen dengan mudah dapat menyusun jadwal perjalanan yang lebih terencana.

*Data Security*, konsumen wajib memberikan keaslian data ketika akan melakukan pembelian. Supaya pihak manajemen maupun konsumen tidak merasa dirugikan, dengan begitu konsumen merasa aman ketika melakukan *check in* di bandara maupun di hotel. Hal ini ditunjukkan supaya konsumen merasa puas dan dapat mengakses kembali situs Traveloka serta melakukan transaksi pemesanan maupun pembelian dilain waktu. Dari keempat faktor layanan *e-ticketing* inilah tercipta respon maupun persepsi dalam pikiran konsumen kepada Traveloka.

#### 5.4 Saran

Hasil penelitian memberikan informasi bahwa niat pembelian ulang dan niat merekomendasikan dipengaruhi oleh kepuasan konsumen atas jasa layanan Traveloka.com. Kepuasan konsumen pada jasa layanan Traveloka.com dipengaruhi oleh *e-ticketing technique* yang terdiri dari: *customer technical support, infrastructure, data security, user-friendliness*. Berdasarkan hal tersebut maka penulis merumuskan saran antara lain adalah sebagai berikut:

1. Kemudahan bagi konsumen untuk dilayani melalui telepon, sms, *email* maupun ruang komentar dalam situs Traveloka harus mendapat perhatian dan perlu ditingkatkan.

2. Memberikan informasi yang lebih detail mengenai jasa layanan yang dijual, seperti harga, sistem pembayaran, kapan produk atau jasa layanan dapat diterima konsumen, garansi yang diberikan dan lain sebagainya.
3. Meningkatkan sistem keamanan transaksi pembayaran dengan meningkatkan keakurasian jumlah tagihan atau biaya yang harus dibayar.
4. Menyediakan tenaga jasa layanan informasi layanan maupun pengaduan, dan komplain atas kurangnya informasi atau kesalahan transaksi bisnis maupun layanan antara konsumen dengan perusahaan.
5. Penulis menyarankan pada penelitian sejenis di masa yang akan datang untuk menambahkan beberapa variabel yang relevan mempresiksi perubahan kepuasan konsumen, *word of mouth* maupun *repurchase intention*. Hal ini dilakukan dengan tujuan agar hasil penelitian menjadi semakin lengkap.

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## LAMPIRAN I

### KUISIONER PENELITIAN

NO RESPOND:

NAMA/NPM :

Dengan Hormat,

Terimakasih atas kesediaan Saudara/I berpartisipasi dalam mengisi dan menjawab seluruh pertanyaan yang ada dalam kuisisioner ini. Data yang dikumpulkan ini akan digunakan untuk menyusun skripsi yang berjudul :

#### **PENGARUH TEKNIK *E-TICKETING* TERHADAP KEPUASAN DAN DAMPAKNYA TERHADAP NIAT PEMBELIAN ULANG DAN *WOM***

Untuk itu diharapkan para responden dapat memberikan jawaban yang sebenarnya demi mendukung hasil penelitian ini. Atas kesediaanya saya ucapkan terimakasih, dan penelitian ini diharapkan bermanfaat bagi kita semua.

Hormat Saya,

**Margaretha Puspita Aviantari Loven**

#### **PETUNJUK PENGISIAN**

Dibawah ini terdapat sejumlah pertanyaan. Baca dan pahami setiap pertanyaan dengan teliti, kemudian berikan jawaban anda dengan memberikan tanda contreneg (✓) pada kolom yang telah tersedia dengan satu pilihan jawaban.

Keterangan :

- |                        |       |     |
|------------------------|-------|-----|
| a. Sangat Setuju       | (SS)  | = 5 |
| b. Setuju              | (S)   | = 4 |
| c. Netral              | (N)   | = 3 |
| d. Tidak Setuju        | (TS)  | = 2 |
| e. Sangat tidak Setuju | (STS) | = 1 |

## BAGIAN I

**Teknis Pendukung Konsumen (*Costumer Tecnical Support*) dalam pembelian jasa layanan Traveloka**

| No | PERNYATAAN                                                                                             | SS | S | N | TS | STS |
|----|--------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| 1  | Traveloka memberikan layanan penjualan melalui <i>e-mail</i> dan SMS                                   |    |   |   |    |     |
| 2  | Traveloka menyediakan fasilitas layanan FAQ ( <i>Frequently asked questions and answer</i> ) yang baik |    |   |   |    |     |
| 3  | Situs Traveloka mudah untuk ditemukan                                                                  |    |   |   |    |     |
| 4  | Traveloka memberikan akses yang mudah untuk pemesanan tiket perjalanan                                 |    |   |   |    |     |
| 5  | Traveloka memberikan informasi yang detail mengenai harga jasa layanan yang dijual                     |    |   |   |    |     |

## BAGIAN II

**Infrastruktur dalam pembelian jasa layanan Traveloka**

| No | PERNYATAAN                                                                                                                            | SS | S | N | TS | STS |
|----|---------------------------------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| 1  | Infrastruktur dalam system penjualan <i>e-ticketing</i> Traveloka memberikan kemudahan untuk mengakses informasi yang dibutuhkan      |    |   |   |    |     |
| 2  | Infrastruktur dalam system penjualan <i>e-ticketing</i> Traveloka membantu pengguna baru untuk mengakses segala aplikasi dengan mudah |    |   |   |    |     |
| 3  | Infrastruktur dalam system penjualan <i>e-ticketing</i> Traveloka diintegrasikan dengan perusahaan pendukung yang lainnya             |    |   |   |    |     |
| 4  | Infrastruktur dalam system penjualan <i>e-ticketing</i> Traveloka memberikan layanan jenis lain sesuai kebutuhan konsumen             |    |   |   |    |     |

|   |                                                                                                     |  |  |  |  |  |
|---|-----------------------------------------------------------------------------------------------------|--|--|--|--|--|
| 5 | Infrastruktur dalam system penjualan <i>e-ticketing</i> Traveloka memberikan informasi yang memadai |  |  |  |  |  |
| 6 | Infrastruktur dalam system penjualan <i>e-ticketing</i> Traveloka memberikan informasi yang akurat. |  |  |  |  |  |

### BAGIAN III

#### Keamanan Data (*Data Security*) dalam pembelian jasa layanan Traveloka

| No | PERNYATAAN                                                                                                  | SS | S | N | TS | STS |
|----|-------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| 1  | Situs Web Traveloka mengecek identitas saya dengan baik untuk tujuan keamanan                               |    |   |   |    |     |
| 2  | Situs web Traveloka memberikan jaminan bahwa transaksi elektronik dilindungi keamanannya                    |    |   |   |    |     |
| 3  | Saya merasa aman untuk memberikan informasi pribadi pada Situs web Traveloka                                |    |   |   |    |     |
| 4  | Saya merasa aman, karena Traveloka memiliki sistem keamanan yang baik                                       |    |   |   |    |     |
| 5  | Traveloka memberikan perlindungan privasi pada saya sebagai konsumen saat membelitiket secara <i>online</i> |    |   |   |    |     |
| 6  | Traveloka memberikan perlindungan yang baik pada informasi kartu kredit/debit konsumen                      |    |   |   |    |     |

**BAGIAN IV****Keramahan untuk Pengguna (*User-Friendliness*) dalam pembelian jasa layanan Traveloka**

| No | PERNYATAAN                                                                                             | SS | S | N | TS | STS |
|----|--------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| 1  | Saya merasa mudah untuk menemukan situs Traveloka                                                      |    |   |   |    |     |
| 2  | Saya merasa mudah untuk menggunakan aplikasi situs Traveloka.                                          |    |   |   |    |     |
| 3  | Menggunakan situs Traveloka memberikan kemudahan bagi saya untuk melakukan pemesanan tiket perjalanan. |    |   |   |    |     |
| 4  | Saya menemukan situs belanja <i>e-ticketing</i> yang mudah untuk digunakan hanya pada situs Traveloka. |    |   |   |    |     |
| 5  | Mudah bagi saya untuk belajar mengoperasikan website Traveloka.                                        |    |   |   |    |     |
| 6  | Saya merasa mudah untuk menggunakan aplikasi situs Traveloka.                                          |    |   |   |    |     |

**BAGIAN V****Kepuasan Konsumen (*Satisfaction*) dalam pembelian jasa layanan Traveloka**

| No | PERNYATAAN                                                                                              | SS | S | N | TS | STS |
|----|---------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| 1  | Secara keseluruhan saya puas dengan situs Traveloka.                                                    |    |   |   |    |     |
| 2  | Situs Traveloka efektif dalam memberikan support bagi saya untuk membeli tiket perjalanan di Traveloka. |    |   |   |    |     |

|   |                                                                                    |  |  |  |  |  |
|---|------------------------------------------------------------------------------------|--|--|--|--|--|
| 3 | Saya puas dengan kualitas teknis situs Traveloka.                                  |  |  |  |  |  |
| 4 | Saya puas dengan informasi yang diberikan situs Traveloka.                         |  |  |  |  |  |
| 5 | Saya puas dengan kualitas layanan situs Traveloka.                                 |  |  |  |  |  |
| 6 | Saya puas dengan cara atau aturan situs Traveloka dalam pembelian tiket perjalanan |  |  |  |  |  |

## **BAB VI**

### **Niat pembelian ulang (*Repurchase Intention*) dalam pembelian jasa layanan Traveloka**

| No | PERNYATAAN                                                                                    | SS | S | N | TS | STS |
|----|-----------------------------------------------------------------------------------------------|----|---|---|----|-----|
| 1  | Saya akan melakukan pembelian ulang tiket perjalanan di Traveloka pada masa yang akan datang. |    |   |   |    |     |
| 2  | Saya merekomendasikan orang lain untuk membeli tiket perjalanan di Traveloka.                 |    |   |   |    |     |
| 3  | Traveloka perusahaan penyedia jasa layanan pilihan utama saya pada pembelian berikutnya.      |    |   |   |    |     |

## BAGIAN VII

### *Word of mouth* dalam pembelian jasa layanan Traveloka

| No | PERNYATAAN                                                                                                       | SS | S | N | TS | STS |
|----|------------------------------------------------------------------------------------------------------------------|----|---|---|----|-----|
| 1  | Saya bercerita hal-hal positif (baik) tentang Traveloka kepada orang lain.                                       |    |   |   |    |     |
| 2  | Saya merekomendasikan Traveloka kepada orang lain yang meminta pendapat saya tentang travel agen <i>online</i> . |    |   |   |    |     |
| 3  | Saya bersedia mengajak orang lain yang membutuhkan jasa layanan travel agen <i>online</i> ke Traveloka.          |    |   |   |    |     |

## IDENTITAS RESPONDEN

Berilah tanda centang (✓) pada kotak yang tersedia disetiap pilihan jawaban sesuai dengan pilihan Anda.

1. JenisKelamin  
Laki-Laki ☐ Perempuan ☐
2. Usia:  
18-21 tahun ☐  
20-22 tahun ☐  
>22 tahun ☐
3. Apakah anda pernah membeli ticket atau menggunakan jasa layanan Traveloka?  
YA ☐ TIDAK ☐
4. Berapa kali anda menggunakan jasa layanan Traveloka dalam 6 bulan terakhir?  
< 3 kali ☐  
4-6 kali ☐  
7-9 kali ☐  
> 9 ☐
5. Berapa rata-rata uang saku/pendapatan Anda perbulan?  
<Rp500.000 ☐  
Rp 500.001-Rp1.500.000 ☐  
Rp1.500.001-Rp2.000.000 ☐  
Rp 2.000.001-Rp2.500.000 ☐  
> Rp2.500.000 ☐
6. Berapa rata-rata Total pengeluaran Anda untuk membeli Ticket di Traveloka?  
Rp.0- 1.000.000 ☐  
Rp 1.000.100 – Rp 2.000.000 ☐  
Rp 2.000.100 – Rp. 3.000.000 ☐  
> Rp.3.000.000 ☐



## Case Summaries

|    | Jenis kelamin | Usia | Pernah membeli ticket atau menggunakan jasa layanan Traveloka.com | Penggunaan jasa layanan Traveloka.com dalam 6 bulan terakhir | Rata-rata uang saku / pendapatan Anda perbulan | Rata-rata total pengeluaran Anda untuk membeli Ticket di Traveloka.com | Menurut AndaTraveloka.com merupakan situs penjualan tiket yang bagus dan anda cukup puas dengan pelayanan Traveloka.com | CTS.1 |
|----|---------------|------|-------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------|
| 1  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 2  | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 2     |
| 3  | 1             | 1    | 1                                                                 | 4                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 4  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 5  | 2             | 2    | 1                                                                 | 3                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 6  | 2             | 1    | 1                                                                 | 2                                                            | 5                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 7  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 2                                                                                                                       | 2     |
| 8  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 9  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 10 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 2                                                                                                                       | 3     |
| 11 | 2             | 3    | 1                                                                 | 3                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 12 | 2             | 3    | 1                                                                 | 2                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 13 | 2             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 14 | 2             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 15 | 1             | 2    | 1                                                                 | 3                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 16 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 2                                                                                                                       | 5     |
| 17 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 18 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 19 | 2             | 3    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 20 | 2             | 2    | 1                                                                 | 2                                                            | 4                                              | 3                                                                      | 1                                                                                                                       | 4     |
| 21 | 2             | 2    | 1                                                                 | 2                                                            | 5                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 22 | 2             | 2    | 1                                                                 | 3                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 23 | 2             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 24 | 2             | 1    | 1                                                                 | 1                                                            | 5                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 25 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 26 | 1             | 2    | 1                                                                 | 2                                                            | 5                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 27 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 2     |
| 28 | 1             | 2    | 1                                                                 | 2                                                            | 5                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 29 | 2             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 30 | 2             | 1    | 1                                                                 | 2                                                            | 5                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 31 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 32 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 33 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 34 | 1             | 2    | 1                                                                 | 1                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 35 | 1             | 2    | 1                                                                 | 1                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 36 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 37 | 2             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 38 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 39 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 3                                                                      | 1                                                                                                                       | 5     |
| 40 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 41 | 1             | 1    | 1                                                                 | 3                                                            | 2                                              | 1                                                                      | 2                                                                                                                       | 3     |
| 42 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 43 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 44 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 45 | 1             | 2    | 1                                                                 | 3                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 46 | 2             | 2    | 1                                                                 | 1                                                            | 5                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 47 | 2             | 2    | 1                                                                 | 1                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 48 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 49 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 50 | 1             | 2    | 1                                                                 | 1                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 51 | 1             | 3    | 1                                                                 | 2                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 52 | 1             | 2    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 53 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 54 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 55 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 56 | 1             | 1    | 1                                                                 | 1                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 57 | 1             | 2    | 1                                                                 | 3                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 58 | 1             | 2    | 1                                                                 | 3                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 59 | 2             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 60 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 2     |

## Case Summaries

|     | Jenis kelamin | Usia | Pernah membeli ticket atau menggunakan jasa layanan Traveloka.com | Penggunaan jasa layanan Traveloka.com dalam 6 bulan terakhir | Rata-rata uang saku / pendapatan Anda perbulan | Rata-rata total pengeluaran Anda untuk membeli Ticket di Traveloka.com | Menurut AndaTraveloka.com merupakan situs penjualan tiket yang bagus dan anda cukup puas dengan pelayanan Traveloka.com | CTS.1 |
|-----|---------------|------|-------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------|
| 61  | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 62  | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 63  | 1             | 1    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 64  | 1             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 65  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 2                                                                                                                       | 3     |
| 66  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 67  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 68  | 1             | 3    | 1                                                                 | 2                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 69  | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 2     |
| 70  | 2             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 71  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 72  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 73  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 74  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 75  | 1             | 3    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 76  | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 77  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 78  | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 79  | 1             | 2    | 1                                                                 | 2                                                            | 5                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 80  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 81  | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 82  | 1             | 2    | 1                                                                 | 1                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 83  | 1             | 3    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 84  | 1             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 85  | 1             | 3    | 1                                                                 | 2                                                            | 5                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 86  | 1             | 1    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 87  | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 88  | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 2                                                                      | 2                                                                                                                       | 2     |
| 89  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 2     |
| 90  | 1             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 91  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 92  | 1             | 2    | 1                                                                 | 1                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 93  | 1             | 3    | 1                                                                 | 3                                                            | 5                                              | 3                                                                      | 1                                                                                                                       | 5     |
| 94  | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 95  | 2             | 2    | 1                                                                 | 2                                                            | 4                                              | 3                                                                      | 1                                                                                                                       | 4     |
| 96  | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 97  | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 98  | 1             | 2    | 1                                                                 | 1                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 99  | 1             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 100 | 2             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 101 | 1             | 3    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 102 | 2             | 2    | 1                                                                 | 2                                                            | 2                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 103 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 104 | 2             | 2    | 1                                                                 | 1                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 105 | 2             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 106 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 2                                                                                                                       | 3     |
| 107 | 1             | 3    | 1                                                                 | 2                                                            | 5                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 108 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 109 | 2             | 3    | 1                                                                 | 3                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 110 | 1             | 3    | 1                                                                 | 2                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 111 | 1             | 2    | 1                                                                 | 3                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 112 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 3                                                                      | 1                                                                                                                       | 4     |
| 113 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 114 | 1             | 2    | 1                                                                 | 4                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 115 | 1             | 2    | 1                                                                 | 1                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 116 | 1             | 2    | 1                                                                 | 4                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 117 | 1             | 2    | 1                                                                 | 3                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 118 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 119 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 120 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |

## Case Summaries

|     | Jenis kelamin | Usia | Pernah membeli ticket atau menggunakan jasa layanan Traveloka.com | Penggunaan jasa layanan Traveloka.com dalam 6 bulan terakhir | Rata-rata uang saku / pendapatan Anda perbulan | Rata-rata total pengeluaran Anda untuk membeli Ticket di Traveloka.com | Menurut AndaTraveloka.com merupakan situs penjualan tiket yang bagus dan anda cukup puas dengan pelayanan Traveloka.com | CTS.1 |
|-----|---------------|------|-------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------|
| 121 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 122 | 2             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 123 | 2             | 1    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 124 | 1             | 2    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 125 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 126 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 2                                                                                                                       | 2     |
| 127 | 2             | 2    | 1                                                                 | 1                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 128 | 2             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 129 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 130 | 2             | 1    | 1                                                                 | 3                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 131 | 2             | 2    | 1                                                                 | 1                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 132 | 1             | 3    | 1                                                                 | 1                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 133 | 2             | 2    | 1                                                                 | 1                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 134 | 2             | 3    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 135 | 2             | 1    | 1                                                                 | 3                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 136 | 2             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 137 | 1             | 1    | 1                                                                 | 2                                                            | 5                                              | 1                                                                      | 1                                                                                                                       | 2     |
| 138 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 139 | 2             | 2    | 1                                                                 | 1                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 140 | 2             | 2    | 1                                                                 | 2                                                            | 5                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 141 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 142 | 2             | 3    | 1                                                                 | 2                                                            | 5                                              | 3                                                                      | 1                                                                                                                       | 4     |
| 143 | 2             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 144 | 2             | 2    | 1                                                                 | 1                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 145 | 2             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 146 | 2             | 2    | 1                                                                 | 4                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 147 | 2             | 1    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 2                                                                                                                       | 5     |
| 148 | 2             | 2    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 2                                                                                                                       | 2     |
| 149 | 2             | 2    | 1                                                                 | 3                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 2     |
| 150 | 2             | 3    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 151 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 2                                                                                                                       | 4     |
| 152 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 153 | 2             | 1    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 154 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 155 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 156 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 157 | 1             | 2    | 1                                                                 | 1                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 158 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 159 | 1             | 3    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 160 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 161 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 162 | 1             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 163 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 164 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 165 | 1             | 3    | 1                                                                 | 4                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 166 | 1             | 3    | 1                                                                 | 3                                                            | 5                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 167 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 168 | 1             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 169 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 170 | 2             | 2    | 1                                                                 | 2                                                            | 4                                              | 3                                                                      | 1                                                                                                                       | 4     |
| 171 | 2             | 1    | 1                                                                 | 4                                                            | 5                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 172 | 1             | 3    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 173 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 174 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 175 | 2             | 3    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 2     |
| 176 | 1             | 1    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 2                                                                                                                       | 5     |
| 177 | 1             | 2    | 1                                                                 | 1                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 178 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 179 | 1             | 1    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 180 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |

## Case Summaries

|     | Jenis kelamin | Usia | Pernah membeli ticket atau menggunakan jasa layanan Traveloka.com | Penggunaan jasa layanan Traveloka.com dalam 6 bulan terakhir | Rata-rata uang saku / pendapatan Anda perbulan | Rata-rata total pengeluaran Anda untuk membeli Ticket di Traveloka.com | Menurut AndaTraveloka.com merupakan situs penjualan tiket yang bagus dan anda cukup puas dengan pelayanan Traveloka.com | CTS.1 |
|-----|---------------|------|-------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------|
| 181 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 3                                                                      | 1                                                                                                                       | 4     |
| 182 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 183 | 1             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 184 | 1             | 3    | 1                                                                 | 3                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 185 | 1             | 3    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 186 | 1             | 2    | 1                                                                 | 1                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 187 | 2             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 188 | 2             | 1    | 1                                                                 | 2                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 189 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 190 | 2             | 3    | 1                                                                 | 4                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 191 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 192 | 2             | 2    | 1                                                                 | 3                                                            | 5                                              | 3                                                                      | 1                                                                                                                       | 5     |
| 193 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 194 | 2             | 2    | 1                                                                 | 3                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 195 | 2             | 2    | 1                                                                 | 1                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 196 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 197 | 2             | 1    | 1                                                                 | 1                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 198 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 2                                                                                                                       | 3     |
| 199 | 2             | 3    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 200 | 2             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 2     |
| 201 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 202 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 203 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 204 | 2             | 1    | 1                                                                 | 3                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 205 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 2                                                                                                                       | 2     |
| 206 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 207 | 1             | 1    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 208 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 2                                                                                                                       | 3     |
| 209 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 210 | 2             | 1    | 1                                                                 | 4                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 211 | 2             | 1    | 1                                                                 | 2                                                            | 5                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 212 | 2             | 2    | 1                                                                 | 1                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 213 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 214 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 215 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 216 | 2             | 2    | 1                                                                 | 1                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 217 | 1             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 218 | 2             | 3    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 219 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 220 | 2             | 3    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 221 | 2             | 2    | 1                                                                 | 1                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 222 | 2             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 223 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 224 | 1             | 1    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 225 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 2     |
| 226 | 2             | 1    | 1                                                                 | 2                                                            | 4                                              | 3                                                                      | 1                                                                                                                       | 4     |
| 227 | 2             | 3    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 228 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 229 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 230 | 2             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 231 | 1             | 2    | 1                                                                 | 2                                                            | 5                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 232 | 2             | 3    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 233 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 234 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 235 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 236 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 237 | 1             | 1    | 1                                                                 | 3                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 238 | 1             | 2    | 1                                                                 | 3                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 239 | 1             | 1    | 1                                                                 | 1                                                            | 3                                              | 1                                                                      | 2                                                                                                                       | 3     |
| 240 | 2             | 1    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 3     |

## Case Summaries

|     | Jenis kelamin | Usia | Pernah membeli ticket atau menggunakan jasa layanan Traveloka.com | Penggunaan jasa layanan Traveloka.com dalam 6 bulan terakhir | Rata-rata uang saku / pendapatan Anda perbulan | Rata-rata total pengeluaran Anda untuk membeli Ticket di Traveloka.com | Menurut AndaTraveloka.com merupakan situs penjualan tiket yang bagus dan anda cukup puas dengan pelayanan Traveloka.com | CTS.1 |
|-----|---------------|------|-------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------|
| 241 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 242 | 1             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 243 | 2             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 244 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 3                                                                      | 1                                                                                                                       | 4     |
| 245 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 246 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 247 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 248 | 1             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 249 | 2             | 1    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 2                                                                                                                       | 4     |
| 250 | 1             | 2    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 2     |
| 251 | 1             | 2    | 1                                                                 | 4                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 252 | 2             | 1    | 1                                                                 | 1                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 253 | 1             | 2    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 254 | 1             | 1    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 255 | 1             | 2    | 1                                                                 | 1                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 256 | 2             | 2    | 1                                                                 | 1                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 257 | 1             | 2    | 1                                                                 | 3                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 258 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 2     |
| 259 | 1             | 1    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 260 | 1             | 1    | 1                                                                 | 1                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 261 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 262 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 263 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 2                                                                                                                       | 3     |
| 264 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 265 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 266 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 267 | 1             | 1    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 2     |
| 268 | 1             | 2    | 1                                                                 | 3                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 2     |
| 269 | 2             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 270 | 2             | 2    | 1                                                                 | 2                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 271 | 1             | 2    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 272 | 1             | 2    | 1                                                                 | 3                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 273 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 274 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 275 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 276 | 1             | 2    | 1                                                                 | 3                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 277 | 2             | 3    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 278 | 1             | 1    | 1                                                                 | 2                                                            | 5                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 279 | 2             | 3    | 1                                                                 | 2                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 3     |
| 280 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 281 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 282 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 283 | 2             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 284 | 1             | 2    | 1                                                                 | 3                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 2     |
| 285 | 1             | 2    | 1                                                                 | 1                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 286 | 1             | 2    | 1                                                                 | 2                                                            | 5                                              | 2                                                                      | 1                                                                                                                       | 2     |
| 287 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 2     |
| 288 | 2             | 1    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 289 | 1             | 3    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 290 | 1             | 3    | 1                                                                 | 2                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 291 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 5     |
| 292 | 2             | 1    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 293 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 294 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 295 | 1             | 2    | 1                                                                 | 4                                                            | 4                                              | 2                                                                      | 1                                                                                                                       | 3     |
| 296 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 4     |
| 297 | 1             | 2    | 1                                                                 | 2                                                            | 4                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 298 | 2             | 2    | 1                                                                 | 2                                                            | 3                                              | 1                                                                      | 1                                                                                                                       | 5     |
| 299 | 1             | 2    | 1                                                                 | 3                                                            | 2                                              | 1                                                                      | 1                                                                                                                       | 4     |
| 300 | 1             | 2    | 1                                                                 | 2                                                            | 3                                              | 2                                                                      | 1                                                                                                                       | 5     |

## Case Summaries

|    | CTS.2 | CTS.3 | CTS.4 | CTS.5 | INF.1 | INF.2 | INF.3 | INF.4 | INF.5 | INF.6 | DS.1 | DS.2 |
|----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|
| 1  | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4    | 5    |
| 2  | 3     | 2     | 3     | 3     | 2     | 4     | 4     | 4     | 5     | 4     | 4    | 4    |
| 3  | 3     | 4     | 3     | 2     | 3     | 4     | 4     | 4     | 5     | 4     | 4    | 4    |
| 4  | 3     | 3     | 3     | 3     | 3     | 4     | 3     | 3     | 2     | 3     | 5    | 4    |
| 5  | 3     | 4     | 3     | 2     | 3     | 3     | 2     | 2     | 4     | 4     | 4    | 4    |
| 6  | 4     | 4     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 5    | 5    |
| 7  | 1     | 2     | 2     | 2     | 2     | 5     | 3     | 3     | 3     | 3     | 3    | 4    |
| 8  | 4     | 4     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5    | 5    |
| 9  | 3     | 3     | 3     | 3     | 3     | 3     | 4     | 3     | 3     | 3     | 3    | 3    |
| 10 | 3     | 4     | 3     | 2     | 3     | 4     | 4     | 4     | 3     | 4     | 4    | 4    |
| 11 | 4     | 5     | 3     | 2     | 3     | 3     | 3     | 3     | 3     | 3     | 3    | 2    |
| 12 | 4     | 3     | 4     | 4     | 4     | 3     | 4     | 4     | 3     | 3     | 5    | 5    |
| 13 | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 4     | 4     | 3    | 3    |
| 14 | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 2    | 2    |
| 15 | 4     | 4     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 4    | 5    |
| 16 | 5     | 4     | 4     | 5     | 5     | 3     | 3     | 3     | 4     | 4     | 2    | 3    |
| 17 | 5     | 5     | 4     | 5     | 5     | 4     | 5     | 4     | 4     | 4     | 4    | 4    |
| 18 | 5     | 4     | 5     | 4     | 5     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 19 | 3     | 3     | 4     | 4     | 4     | 5     | 3     | 3     | 3     | 4     | 3    | 3    |
| 20 | 3     | 4     | 4     | 4     | 5     | 2     | 3     | 3     | 3     | 2     | 3    | 3    |
| 21 | 3     | 3     | 4     | 3     | 3     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 22 | 4     | 5     | 5     | 5     | 5     | 4     | 4     | 3     | 4     | 3     | 4    | 4    |
| 23 | 3     | 4     | 4     | 4     | 5     | 4     | 5     | 5     | 3     | 3     | 2    | 1    |
| 24 | 5     | 5     | 4     | 3     | 4     | 5     | 5     | 5     | 5     | 5     | 5    | 5    |
| 25 | 3     | 4     | 4     | 4     | 5     | 4     | 4     | 4     | 3     | 4     | 4    | 3    |
| 26 | 4     | 3     | 3     | 3     | 3     | 5     | 5     | 5     | 5     | 3     | 5    | 5    |
| 27 | 2     | 1     | 2     | 2     | 2     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 28 | 3     | 3     | 4     | 4     | 3     | 4     | 4     | 5     | 4     | 4     | 3    | 3    |
| 29 | 4     | 4     | 4     | 4     | 4     | 5     | 5     | 4     | 5     | 5     | 5    | 5    |
| 30 | 4     | 3     | 3     | 3     | 2     | 2     | 2     | 2     | 1     | 2     | 4    | 4    |
| 31 | 4     | 3     | 3     | 3     | 3     | 3     | 4     | 4     | 4     | 3     | 3    | 4    |
| 32 | 5     | 5     | 5     | 5     | 4     | 4     | 3     | 5     | 3     | 3     | 5    | 4    |
| 33 | 4     | 4     | 4     | 3     | 4     | 3     | 4     | 3     | 3     | 2     | 5    | 4    |
| 34 | 4     | 4     | 4     | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 35 | 4     | 3     | 3     | 3     | 3     | 3     | 5     | 3     | 4     | 5     | 4    | 5    |
| 36 | 3     | 3     | 4     | 4     | 3     | 4     | 3     | 4     | 4     | 4     | 4    | 3    |
| 37 | 3     | 4     | 4     | 5     | 4     | 4     | 4     | 5     | 4     | 5     | 5    | 4    |
| 38 | 3     | 3     | 4     | 3     | 3     | 4     | 3     | 3     | 3     | 3     | 3    | 3    |
| 39 | 5     | 4     | 5     | 4     | 5     | 4     | 3     | 3     | 3     | 4     | 4    | 4    |
| 40 | 5     | 5     | 5     | 5     | 4     | 5     | 3     | 3     | 3     | 3     | 3    | 3    |
| 41 | 2     | 3     | 2     | 2     | 2     | 5     | 3     | 3     | 3     | 3     | 3    | 3    |
| 42 | 2     | 2     | 3     | 3     | 2     | 4     | 4     | 4     | 3     | 4     | 4    | 3    |
| 43 | 4     | 2     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3    | 4    |
| 44 | 2     | 3     | 2     | 2     | 2     | 3     | 4     | 4     | 2     | 4     | 4    | 4    |
| 45 | 4     | 4     | 4     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 4    | 4    |
| 46 | 4     | 3     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 4    | 4    |
| 47 | 3     | 3     | 4     | 4     | 4     | 3     | 3     | 2     | 3     | 4     | 3    | 3    |
| 48 | 4     | 4     | 4     | 4     | 5     | 4     | 4     | 5     | 3     | 4     | 4    | 4    |
| 49 | 4     | 4     | 4     | 4     | 5     | 5     | 5     | 5     | 5     | 5     | 2    | 1    |
| 50 | 3     | 4     | 3     | 2     | 3     | 3     | 4     | 4     | 4     | 4     | 5    | 4    |
| 51 | 5     | 4     | 4     | 3     | 3     | 4     | 4     | 5     | 4     | 4     | 5    | 4    |
| 52 | 3     | 3     | 4     | 4     | 3     | 4     | 4     | 5     | 4     | 4     | 4    | 4    |
| 53 | 5     | 5     | 5     | 5     | 4     | 5     | 5     | 5     | 5     | 5     | 4    | 4    |
| 54 | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 2     | 2     | 3     | 4    | 4    |
| 55 | 4     | 5     | 5     | 5     | 3     | 4     | 5     | 4     | 4     | 4     | 4    | 4    |
| 56 | 4     | 4     | 5     | 5     | 5     | 4     | 3     | 5     | 3     | 3     | 4    | 5    |
| 57 | 4     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 58 | 4     | 4     | 4     | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 59 | 3     | 3     | 3     | 3     | 2     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 60 | 2     | 1     | 3     | 2     | 2     | 3     | 5     | 3     | 4     | 5     | 4    | 4    |

Case Summaries

|     | CTS.2 | CTS.3 | CTS.4 | CTS.5 | INF.1 | INF.2 | INF.3 | INF.4 | INF.5 | INF.6 | DS.1 | DS.2 |
|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|
| 61  | 5     | 5     | 5     | 5     | 4     | 5     | 5     | 5     | 5     | 5     | 4    | 5    |
| 62  | 4     | 4     | 4     | 5     | 5     | 3     | 4     | 5     | 4     | 5     | 4    | 4    |
| 63  | 3     | 3     | 4     | 3     | 3     | 4     | 3     | 3     | 3     | 3     | 3    | 4    |
| 64  | 5     | 4     | 5     | 4     | 5     | 4     | 3     | 3     | 3     | 4     | 4    | 4    |
| 65  | 3     | 4     | 3     | 2     | 3     | 5     | 3     | 3     | 3     | 3     | 3    | 2    |
| 66  | 5     | 4     | 4     | 4     | 3     | 5     | 4     | 4     | 4     | 4     | 4    | 4    |
| 67  | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4     | 3     | 4     | 4    | 3    |
| 68  | 4     | 4     | 4     | 4     | 2     | 1     | 2     | 2     | 2     | 2     | 3    | 3    |
| 69  | 2     | 2     | 2     | 2     | 2     | 3     | 4     | 4     | 2     | 4     | 4    | 4    |
| 70  | 4     | 4     | 4     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 4    | 4    |
| 71  | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 4    | 4    |
| 72  | 5     | 4     | 5     | 4     | 5     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 73  | 4     | 4     | 4     | 4     | 5     | 4     | 4     | 4     | 4     | 4     | 3    | 2    |
| 74  | 3     | 3     | 4     | 4     | 3     | 5     | 5     | 5     | 5     | 5     | 4    | 4    |
| 75  | 5     | 4     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5    | 5    |
| 76  | 3     | 3     | 3     | 3     | 2     | 4     | 3     | 2     | 2     | 3     | 4    | 4    |
| 77  | 3     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 78  | 4     | 4     | 4     | 4     | 4     | 4     | 3     | 5     | 3     | 3     | 4    | 5    |
| 79  | 4     | 4     | 4     | 3     | 4     | 3     | 3     | 2     | 3     | 4     | 5    | 4    |
| 80  | 4     | 4     | 4     | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 81  | 3     | 3     | 3     | 3     | 2     | 5     | 5     | 4     | 5     | 5     | 5    | 4    |
| 82  | 3     | 3     | 4     | 3     | 4     | 4     | 3     | 4     | 4     | 4     | 4    | 4    |
| 83  | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 5     | 4     | 4     | 4    | 4    |
| 84  | 4     | 4     | 4     | 5     | 5     | 3     | 4     | 5     | 4     | 5     | 5    | 4    |
| 85  | 3     | 3     | 4     | 3     | 3     | 4     | 3     | 3     | 3     | 3     | 3    | 3    |
| 86  | 3     | 3     | 3     | 3     | 3     | 4     | 3     | 3     | 3     | 4     | 4    | 4    |
| 87  | 3     | 3     | 4     | 4     | 3     | 5     | 3     | 3     | 3     | 3     | 4    | 3    |
| 88  | 3     | 2     | 3     | 3     | 2     | 3     | 3     | 3     | 3     | 3     | 2    | 2    |
| 89  | 3     | 2     | 3     | 3     | 2     | 4     | 4     | 4     | 3     | 4     | 4    | 3    |
| 90  | 4     | 4     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 91  | 3     | 3     | 3     | 3     | 3     | 3     | 4     | 4     | 2     | 4     | 4    | 4    |
| 92  | 4     | 4     | 4     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 4    | 4    |
| 93  | 5     | 5     | 5     | 5     | 4     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 94  | 3     | 3     | 4     | 4     | 2     | 1     | 2     | 2     | 1     | 2     | 4    | 3    |
| 95  | 4     | 4     | 4     | 4     | 5     | 3     | 4     | 5     | 4     | 4     | 3    | 2    |
| 96  | 3     | 4     | 3     | 3     | 5     | 5     | 5     | 5     | 3     | 5     | 4    | 4    |
| 97  | 3     | 4     | 3     | 2     | 3     | 3     | 4     | 4     | 4     | 4     | 5    | 4    |
| 98  | 5     | 4     | 4     | 3     | 3     | 4     | 4     | 5     | 4     | 4     | 5    | 5    |
| 99  | 3     | 3     | 4     | 5     | 4     | 4     | 4     | 5     | 4     | 4     | 4    | 4    |
| 100 | 4     | 4     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 4    | 4    |
| 101 | 3     | 3     | 4     | 3     | 4     | 3     | 3     | 3     | 3     | 2     | 4    | 4    |
| 102 | 4     | 4     | 4     | 4     | 4     | 5     | 5     | 5     | 5     | 5     | 5    | 5    |
| 103 | 3     | 3     | 3     | 3     | 3     | 3     | 4     | 4     | 4     | 3     | 3    | 4    |
| 104 | 4     | 4     | 4     | 4     | 4     | 4     | 3     | 5     | 3     | 3     | 4    | 5    |
| 105 | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 106 | 2     | 4     | 2     | 2     | 3     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 107 | 4     | 4     | 4     | 3     | 4     | 3     | 5     | 3     | 4     | 5     | 4    | 4    |
| 108 | 3     | 3     | 4     | 3     | 4     | 4     | 3     | 4     | 4     | 4     | 4    | 3    |
| 109 | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 110 | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 3    | 3    |
| 111 | 5     | 4     | 3     | 3     | 3     | 4     | 3     | 2     | 2     | 3     | 4    | 4    |
| 112 | 4     | 4     | 4     | 4     | 4     | 5     | 5     | 5     | 5     | 5     | 5    | 5    |
| 113 | 3     | 3     | 3     | 3     | 3     | 3     | 4     | 4     | 4     | 3     | 3    | 4    |
| 114 | 4     | 4     | 4     | 3     | 4     | 4     | 3     | 5     | 3     | 3     | 4    | 5    |
| 115 | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 2     | 3     | 3     | 3    | 2    |
| 116 | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 117 | 3     | 3     | 5     | 4     | 3     | 3     | 3     | 2     | 3     | 4     | 5    | 5    |
| 118 | 4     | 4     | 5     | 5     | 5     | 3     | 5     | 3     | 4     | 5     | 4    | 5    |
| 119 | 3     | 3     | 4     | 3     | 4     | 4     | 3     | 4     | 4     | 4     | 4    | 4    |
| 120 | 3     | 4     | 4     | 5     | 5     | 3     | 4     | 5     | 4     | 5     | 5    | 4    |

|     | CTS.2 | CTS.3 | CTS.4 | CTS.5 | INF.1 | INF.2 | INF.3 | INF.4 | INF.5 | INF.6 | DS.1 | DS.2 |
|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|
| 121 | 3     | 3     | 4     | 3     | 3     | 4     | 3     | 3     | 3     | 3     | 3    | 3    |
| 122 | 2     | 3     | 3     | 3     | 4     | 4     | 3     | 3     | 3     | 4     | 4    | 4    |
| 123 | 5     | 4     | 4     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5    | 5    |
| 124 | 5     | 4     | 4     | 4     | 3     | 5     | 4     | 4     | 4     | 4     | 5    | 5    |
| 125 | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4     | 3     | 4     | 4    | 3    |
| 126 | 2     | 2     | 3     | 2     | 2     | 3     | 1     | 2     | 2     | 1     | 4    | 4    |
| 127 | 3     | 3     | 3     | 3     | 3     | 4     | 3     | 2     | 2     | 3     | 3    | 2    |
| 128 | 5     | 4     | 5     | 4     | 5     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 129 | 3     | 3     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 130 | 4     | 4     | 4     | 4     | 5     | 4     | 3     | 5     | 4     | 4     | 4    | 4    |
| 131 | 4     | 4     | 4     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 4    | 4    |
| 132 | 3     | 4     | 3     | 2     | 3     | 3     | 4     | 4     | 4     | 4     | 5    | 4    |
| 133 | 5     | 4     | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4     | 5    | 5    |
| 134 | 3     | 3     | 4     | 4     | 3     | 5     | 5     | 5     | 5     | 5     | 2    | 2    |
| 135 | 4     | 4     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 3    | 4    |
| 136 | 3     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 137 | 1     | 2     | 2     | 1     | 3     | 3     | 4     | 4     | 4     | 3     | 4    | 4    |
| 138 | 5     | 5     | 5     | 5     | 4     | 4     | 3     | 5     | 3     | 3     | 4    | 4    |
| 139 | 4     | 3     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 4    | 3    |
| 140 | 5     | 4     | 4     | 4     | 3     | 4     | 4     | 5     | 4     | 4     | 4    | 4    |
| 141 | 5     | 5     | 5     | 5     | 4     | 3     | 5     | 3     | 4     | 5     | 4    | 5    |
| 142 | 3     | 3     | 4     | 3     | 4     | 4     | 3     | 4     | 4     | 4     | 4    | 3    |
| 143 | 5     | 4     | 4     | 4     | 3     | 3     | 4     | 4     | 4     | 5     | 4    | 4    |
| 144 | 3     | 4     | 4     | 5     | 5     | 3     | 4     | 5     | 4     | 5     | 5    | 4    |
| 145 | 3     | 3     | 4     | 3     | 3     | 4     | 3     | 3     | 3     | 3     | 4    | 3    |
| 146 | 2     | 3     | 3     | 3     | 4     | 4     | 3     | 3     | 3     | 4     | 4    | 4    |
| 147 | 5     | 4     | 4     | 5     | 5     | 5     | 3     | 3     | 3     | 3     | 3    | 4    |
| 148 | 3     | 2     | 3     | 3     | 3     | 3     | 3     | 2     | 2     | 4     | 3    | 3    |
| 149 | 3     | 2     | 3     | 3     | 2     | 4     | 4     | 4     | 3     | 4     | 4    | 4    |
| 150 | 2     | 3     | 3     | 3     | 4     | 3     | 3     | 2     | 3     | 4     | 5    | 5    |
| 151 | 3     | 4     | 4     | 5     | 5     | 3     | 4     | 4     | 2     | 4     | 4    | 4    |
| 152 | 4     | 4     | 4     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 4    | 4    |
| 153 | 5     | 4     | 5     | 4     | 5     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 154 | 3     | 3     | 4     | 4     | 4     | 5     | 5     | 5     | 5     | 5     | 3    | 4    |
| 155 | 4     | 4     | 4     | 4     | 5     | 4     | 4     | 4     | 4     | 4     | 3    | 2    |
| 156 | 4     | 4     | 4     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 4    | 3    |
| 157 | 2     | 3     | 3     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 5    | 4    |
| 158 | 5     | 4     | 4     | 3     | 3     | 4     | 4     | 5     | 4     | 4     | 5    | 5    |
| 159 | 2     | 2     | 3     | 3     | 4     | 4     | 4     | 5     | 4     | 4     | 4    | 4    |
| 160 | 4     | 4     | 4     | 4     | 4     | 5     | 5     | 4     | 5     | 5     | 5    | 4    |
| 161 | 4     | 4     | 4     | 3     | 4     | 4     | 3     | 2     | 2     | 3     | 4    | 4    |
| 162 | 4     | 5     | 5     | 5     | 3     | 4     | 4     | 5     | 4     | 4     | 4    | 4    |
| 163 | 3     | 3     | 3     | 3     | 3     | 3     | 4     | 4     | 4     | 3     | 3    | 4    |
| 164 | 3     | 3     | 3     | 3     | 3     | 4     | 3     | 5     | 3     | 3     | 4    | 5    |
| 165 | 4     | 4     | 4     | 5     | 5     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 166 | 4     | 4     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 167 | 3     | 3     | 3     | 3     | 3     | 3     | 5     | 3     | 4     | 5     | 4    | 4    |
| 168 | 3     | 3     | 4     | 4     | 4     | 4     | 3     | 4     | 4     | 4     | 4    | 3    |
| 169 | 4     | 5     | 5     | 5     | 3     | 5     | 5     | 5     | 5     | 5     | 4    | 4    |
| 170 | 4     | 3     | 3     | 3     | 3     | 4     | 3     | 3     | 3     | 3     | 3    | 3    |
| 171 | 3     | 4     | 4     | 5     | 5     | 4     | 3     | 3     | 3     | 4     | 4    | 4    |
| 172 | 5     | 4     | 4     | 5     | 5     | 5     | 3     | 3     | 3     | 3     | 3    | 3    |
| 173 | 4     | 5     | 5     | 5     | 3     | 5     | 4     | 4     | 4     | 4     | 5    | 4    |
| 174 | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4     | 3     | 4     | 4    | 3    |
| 175 | 3     | 2     | 3     | 3     | 2     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 176 | 5     | 5     | 5     | 5     | 4     | 3     | 4     | 4     | 2     | 4     | 2    | 3    |
| 177 | 4     | 4     | 4     | 5     | 5     | 3     | 4     | 4     | 4     | 4     | 4    | 4    |
| 178 | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 179 | 5     | 5     | 5     | 4     | 5     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 180 | 3     | 3     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 3    | 3    |

## Case Summaries

|     | CTS.2 | CTS.3 | CTS.4 | CTS.5 | INF.1 | INF.2 | INF.3 | INF.4 | INF.5 | INF.6 | DS.1 | DS.2 |
|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|
| 181 | 4     | 4     | 4     | 4     | 5     | 4     | 4     | 4     | 4     | 4     | 3    | 4    |
| 182 | 4     | 4     | 4     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 4    | 4    |
| 183 | 3     | 3     | 3     | 3     | 3     | 3     | 4     | 4     | 4     | 4     | 5    | 4    |
| 184 | 5     | 4     | 4     | 3     | 3     | 4     | 4     | 5     | 4     | 4     | 4    | 5    |
| 185 | 3     | 3     | 4     | 4     | 3     | 5     | 5     | 5     | 5     | 5     | 3    | 3    |
| 186 | 4     | 3     | 4     | 4     | 4     | 4     | 3     | 2     | 2     | 3     | 4    | 4    |
| 187 | 4     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 4    | 4    |
| 188 | 4     | 3     | 3     | 3     | 3     | 3     | 4     | 4     | 4     | 3     | 3    | 4    |
| 189 | 4     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3    | 4    |
| 190 | 4     | 4     | 4     | 5     | 5     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 191 | 4     | 5     | 3     | 4     | 3     | 3     | 4     | 3     | 3     | 3     | 2    | 3    |
| 192 | 5     | 5     | 4     | 5     | 5     | 3     | 5     | 3     | 4     | 5     | 4    | 5    |
| 193 | 5     | 4     | 4     | 3     | 3     | 4     | 3     | 4     | 4     | 4     | 4    | 3    |
| 194 | 4     | 5     | 5     | 5     | 3     | 5     | 5     | 5     | 5     | 5     | 4    | 4    |
| 195 | 2     | 2     | 4     | 3     | 3     | 3     | 4     | 5     | 4     | 5     | 5    | 4    |
| 196 | 3     | 3     | 3     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3    | 4    |
| 197 | 2     | 3     | 3     | 3     | 4     | 4     | 3     | 3     | 3     | 4     | 5    | 5    |
| 198 | 2     | 2     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 2    | 1    |
| 199 | 4     | 4     | 4     | 4     | 3     | 5     | 4     | 4     | 4     | 4     | 4    | 5    |
| 200 | 3     | 2     | 4     | 4     | 3     | 4     | 4     | 4     | 3     | 4     | 4    | 3    |
| 201 | 3     | 4     | 3     | 2     | 3     | 4     | 4     | 4     | 5     | 4     | 4    | 4    |
| 202 | 3     | 3     | 3     | 3     | 3     | 4     | 3     | 3     | 4     | 5     | 5    | 4    |
| 203 | 3     | 4     | 3     | 2     | 3     | 3     | 2     | 2     | 4     | 4     | 4    | 4    |
| 204 | 4     | 4     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 5    | 5    |
| 205 | 1     | 2     | 2     | 3     | 3     | 4     | 3     | 3     | 3     | 3     | 3    | 4    |
| 206 | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5    | 5    |
| 207 | 3     | 3     | 3     | 3     | 3     | 3     | 4     | 3     | 3     | 3     | 3    | 3    |
| 208 | 3     | 4     | 3     | 2     | 3     | 4     | 4     | 4     | 3     | 4     | 4    | 4    |
| 209 | 4     | 5     | 3     | 2     | 3     | 3     | 3     | 3     | 3     | 3     | 1    | 2    |
| 210 | 4     | 3     | 4     | 4     | 4     | 3     | 4     | 4     | 3     | 3     | 5    | 5    |
| 211 | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 4     | 4     | 3    | 3    |
| 212 | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 2    | 2    |
| 213 | 4     | 4     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 4    | 5    |
| 214 | 5     | 4     | 4     | 5     | 5     | 3     | 3     | 3     | 4     | 4     | 2    | 3    |
| 215 | 5     | 5     | 4     | 5     | 5     | 4     | 5     | 4     | 4     | 4     | 4    | 4    |
| 216 | 5     | 4     | 5     | 4     | 4     | 4     | 5     | 4     | 4     | 4     | 4    | 4    |
| 217 | 3     | 3     | 4     | 5     | 4     | 5     | 3     | 3     | 3     | 4     | 3    | 3    |
| 218 | 3     | 4     | 4     | 5     | 5     | 2     | 3     | 3     | 3     | 2     | 3    | 3    |
| 219 | 3     | 3     | 4     | 3     | 3     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 220 | 4     | 5     | 5     | 5     | 5     | 4     | 4     | 3     | 4     | 3     | 4    | 4    |
| 221 | 3     | 4     | 4     | 5     | 5     | 4     | 5     | 5     | 3     | 3     | 3    | 4    |
| 222 | 5     | 5     | 4     | 3     | 4     | 5     | 5     | 5     | 5     | 5     | 5    | 5    |
| 223 | 3     | 4     | 4     | 5     | 5     | 4     | 4     | 4     | 3     | 4     | 4    | 3    |
| 224 | 4     | 3     | 3     | 3     | 5     | 5     | 5     | 3     | 5     | 3     | 5    | 5    |
| 225 | 2     | 1     | 2     | 2     | 2     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 226 | 3     | 3     | 4     | 4     | 4     | 4     | 3     | 5     | 4     | 4     | 3    | 3    |
| 227 | 4     | 4     | 4     | 4     | 4     | 5     | 5     | 4     | 5     | 5     | 5    | 5    |
| 228 | 4     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 4    | 4    |
| 229 | 4     | 3     | 3     | 3     | 3     | 3     | 4     | 4     | 4     | 3     | 3    | 4    |
| 230 | 5     | 5     | 5     | 5     | 4     | 4     | 3     | 5     | 3     | 3     | 5    | 4    |
| 231 | 4     | 4     | 4     | 3     | 4     | 3     | 4     | 3     | 3     | 2     | 5    | 4    |
| 232 | 4     | 4     | 4     | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 233 | 4     | 3     | 3     | 3     | 3     | 3     | 5     | 3     | 4     | 5     | 3    | 2    |
| 234 | 3     | 3     | 4     | 4     | 3     | 4     | 3     | 4     | 4     | 4     | 4    | 3    |
| 235 | 3     | 4     | 4     | 5     | 5     | 3     | 4     | 5     | 4     | 5     | 5    | 4    |
| 236 | 3     | 3     | 4     | 3     | 3     | 4     | 3     | 3     | 3     | 3     | 3    | 3    |
| 237 | 5     | 5     | 5     | 5     | 3     | 4     | 5     | 3     | 3     | 4     | 4    | 4    |
| 238 | 5     | 5     | 5     | 5     | 4     | 4     | 4     | 3     | 3     | 3     | 3    | 3    |
| 239 | 2     | 3     | 2     | 2     | 2     | 5     | 3     | 3     | 3     | 3     | 3    | 3    |
| 240 | 2     | 2     | 3     | 3     | 4     | 4     | 4     | 2     | 3     | 4     | 4    | 3    |

## Case Summaries

|     | CTS.2 | CTS.3 | CTS.4 | CTS.5 | INF.1 | INF.2 | INF.3 | INF.4 | INF.5 | INF.6 | DS.1 | DS.2 |
|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|
| 241 | 4     | 2     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3    | 4    |
| 242 | 2     | 3     | 2     | 2     | 2     | 3     | 4     | 4     | 2     | 4     | 4    | 4    |
| 243 | 4     | 4     | 4     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 4    | 4    |
| 244 | 4     | 3     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 4    | 4    |
| 245 | 3     | 3     | 4     | 4     | 4     | 3     | 3     | 2     | 3     | 4     | 3    | 3    |
| 246 | 4     | 4     | 4     | 4     | 5     | 4     | 4     | 5     | 3     | 4     | 4    | 4    |
| 247 | 4     | 4     | 4     | 4     | 5     | 5     | 5     | 5     | 5     | 5     | 4    | 4    |
| 248 | 3     | 4     | 3     | 2     | 3     | 3     | 4     | 4     | 4     | 4     | 5    | 4    |
| 249 | 5     | 4     | 4     | 3     | 3     | 4     | 4     | 5     | 4     | 4     | 5    | 4    |
| 250 | 1     | 1     | 2     | 2     | 3     | 4     | 4     | 5     | 4     | 4     | 3    | 4    |
| 251 | 5     | 5     | 5     | 5     | 4     | 5     | 5     | 5     | 5     | 5     | 4    | 4    |
| 252 | 3     | 3     | 3     | 3     | 2     | 4     | 3     | 2     | 2     | 3     | 4    | 4    |
| 253 | 4     | 5     | 5     | 5     | 4     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 254 | 4     | 4     | 5     | 5     | 4     | 4     | 4     | 4     | 4     | 3     | 4    | 5    |
| 255 | 4     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 256 | 4     | 4     | 4     | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 257 | 3     | 3     | 3     | 3     | 2     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 258 | 2     | 1     | 3     | 2     | 2     | 3     | 5     | 3     | 4     | 5     | 4    | 4    |
| 259 | 5     | 5     | 5     | 5     | 4     | 5     | 5     | 5     | 5     | 5     | 4    | 5    |
| 260 | 4     | 4     | 4     | 5     | 5     | 3     | 4     | 5     | 4     | 5     | 4    | 4    |
| 261 | 3     | 3     | 4     | 3     | 3     | 4     | 3     | 3     | 3     | 3     | 3    | 4    |
| 262 | 5     | 4     | 5     | 4     | 5     | 4     | 3     | 3     | 3     | 4     | 4    | 4    |
| 263 | 3     | 4     | 3     | 2     | 3     | 5     | 3     | 3     | 3     | 3     | 2    | 1    |
| 264 | 5     | 4     | 4     | 4     | 3     | 5     | 4     | 4     | 4     | 4     | 4    | 4    |
| 265 | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4     | 3     | 4     | 4    | 3    |
| 266 | 4     | 4     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 267 | 2     | 2     | 2     | 2     | 2     | 3     | 4     | 4     | 2     | 4     | 4    | 4    |
| 268 | 1     | 2     | 2     | 2     | 4     | 3     | 4     | 4     | 4     | 4     | 4    | 4    |
| 269 | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 4    | 4    |
| 270 | 5     | 4     | 5     | 4     | 5     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 271 | 4     | 4     | 4     | 4     | 5     | 4     | 4     | 4     | 4     | 4     | 3    | 2    |
| 272 | 3     | 3     | 4     | 4     | 3     | 5     | 5     | 5     | 5     | 5     | 4    | 4    |
| 273 | 5     | 4     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5    | 5    |
| 274 | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 2     | 2     | 3     | 4    | 4    |
| 275 | 3     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 276 | 4     | 4     | 4     | 4     | 4     | 4     | 3     | 5     | 3     | 3     | 4    | 5    |
| 277 | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 3     | 4     | 5    | 4    |
| 278 | 4     | 4     | 4     | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 279 | 3     | 3     | 3     | 3     | 2     | 5     | 5     | 4     | 5     | 5     | 5    | 4    |
| 280 | 3     | 3     | 4     | 3     | 4     | 4     | 3     | 4     | 4     | 4     | 4    | 4    |
| 281 | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 5     | 4     | 4     | 4    | 4    |
| 282 | 4     | 4     | 4     | 5     | 5     | 3     | 4     | 5     | 4     | 5     | 5    | 4    |
| 283 | 3     | 3     | 4     | 3     | 3     | 4     | 3     | 3     | 3     | 3     | 3    | 3    |
| 284 | 1     | 2     | 1     | 2     | 3     | 4     | 3     | 3     | 3     | 4     | 4    | 4    |
| 285 | 3     | 3     | 4     | 4     | 3     | 5     | 3     | 3     | 3     | 3     | 4    | 3    |
| 286 | 3     | 2     | 3     | 3     | 2     | 3     | 3     | 3     | 3     | 3     | 2    | 2    |
| 287 | 3     | 2     | 3     | 3     | 4     | 4     | 2     | 4     | 3     | 4     | 4    | 3    |
| 288 | 4     | 4     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 3    | 3    |
| 289 | 3     | 3     | 3     | 3     | 3     | 3     | 4     | 4     | 2     | 4     | 4    | 4    |
| 290 | 4     | 4     | 4     | 3     | 4     | 3     | 4     | 4     | 4     | 4     | 4    | 4    |
| 291 | 5     | 5     | 5     | 5     | 4     | 4     | 4     | 4     | 4     | 4     | 4    | 4    |
| 292 | 3     | 3     | 4     | 4     | 4     | 3     | 3     | 2     | 3     | 4     | 4    | 3    |
| 293 | 4     | 4     | 4     | 4     | 5     | 3     | 4     | 5     | 4     | 4     | 3    | 2    |
| 294 | 3     | 4     | 3     | 3     | 3     | 5     | 5     | 5     | 5     | 5     | 4    | 4    |
| 295 | 3     | 4     | 3     | 2     | 3     | 3     | 4     | 4     | 4     | 4     | 5    | 4    |
| 296 | 5     | 4     | 4     | 3     | 3     | 4     | 4     | 5     | 4     | 4     | 5    | 5    |
| 297 | 3     | 3     | 4     | 5     | 4     | 4     | 4     | 5     | 4     | 4     | 4    | 4    |
| 298 | 4     | 4     | 4     | 4     | 4     | 3     | 3     | 3     | 3     | 3     | 4    | 4    |
| 299 | 3     | 3     | 4     | 3     | 4     | 3     | 3     | 3     | 3     | 2     | 4    | 4    |
| 300 | 4     | 4     | 4     | 4     | 4     | 5     | 5     | 5     | 5     | 5     | 5    | 5    |

## Case Summaries

|    | DS.3 | DS.4 | DS.5 | DS.6 | UF.1 | UF.2 | UF.3 | UF.4 | UF.5 | UF.6 | SAT.1 | SAT.2 |
|----|------|------|------|------|------|------|------|------|------|------|-------|-------|
| 1  | 4    | 4    | 4    | 3    | 4    | 4    | 5    | 4    | 4    | 4    | 5     | 5     |
| 2  | 3    | 4    | 3    | 4    | 4    | 4    | 3    | 3    | 2    | 3    | 3     | 3     |
| 3  | 4    | 4    | 4    | 5    | 5    | 5    | 3    | 4    | 4    | 5    | 3     | 3     |
| 4  | 3    | 4    | 3    | 5    | 4    | 5    | 3    | 4    | 4    | 3    | 4     | 4     |
| 5  | 4    | 4    | 4    | 5    | 5    | 4    | 2    | 4    | 4    | 4    | 4     | 4     |
| 6  | 3    | 3    | 4    | 3    | 3    | 3    | 4    | 4    | 4    | 4    | 4     | 4     |
| 7  | 4    | 3    | 5    | 4    | 2    | 2    | 2    | 1    | 1    | 1    | 2     | 2     |
| 8  | 5    | 5    | 5    | 5    | 5    | 5    | 4    | 5    | 5    | 5    | 5     | 5     |
| 9  | 3    | 3    | 3    | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 4     | 4     |
| 10 | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 3    | 3    | 3     | 3     |
| 11 | 1    | 2    | 2    | 3    | 3    | 4    | 3    | 3    | 3    | 3    | 3     | 3     |
| 12 | 4    | 4    | 3    | 3    | 3    | 4    | 4    | 3    | 2    | 5    | 5     | 4     |
| 13 | 4    | 4    | 5    | 4    | 5    | 5    | 3    | 3    | 3    | 3    | 3     | 3     |
| 14 | 5    | 5    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3     | 3     |
| 15 | 5    | 5    | 4    | 4    | 4    | 4    | 4    | 5    | 5    | 5    | 5     | 5     |
| 16 | 2    | 2    | 2    | 2    | 2    | 3    | 4    | 4    | 5    | 5    | 3     | 2     |
| 17 | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 5    | 4    | 4    | 5     | 4     |
| 18 | 3    | 4    | 3    | 4    | 4    | 4    | 3    | 4    | 3    | 3    | 4     | 4     |
| 19 | 3    | 3    | 3    | 3    | 3    | 3    | 5    | 5    | 4    | 4    | 5     | 4     |
| 20 | 3    | 3    | 3    | 3    | 3    | 3    | 4    | 4    | 3    | 4    | 4     | 4     |
| 21 | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 5     | 4     |
| 22 | 3    | 4    | 4    | 5    | 3    | 3    | 4    | 4    | 5    | 4    | 5     | 4     |
| 23 | 2    | 2    | 2    | 1    | 3    | 3    | 4    | 4    | 3    | 4    | 3     | 3     |
| 24 | 3    | 3    | 3    | 4    | 5    | 4    | 5    | 4    | 5    | 4    | 5     | 5     |
| 25 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4     | 4     |
| 26 | 3    | 3    | 3    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4     | 3     |
| 27 | 4    | 3    | 3    | 3    | 3    | 3    | 3    | 4    | 4    | 4    | 4     | 3     |
| 28 | 5    | 4    | 4    | 4    | 4    | 3    | 4    | 5    | 4    | 4    | 4     | 5     |
| 29 | 5    | 4    | 5    | 5    | 4    | 4    | 4    | 5    | 5    | 5    | 5     | 3     |
| 30 | 3    | 3    | 3    | 3    | 3    | 4    | 4    | 5    | 4    | 3    | 3     | 4     |
| 31 | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 4    | 3     | 4     |
| 32 | 5    | 5    | 4    | 4    | 4    | 4    | 4    | 5    | 4    | 5    | 5     | 4     |
| 33 | 3    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 3     | 3     |
| 34 | 4    | 4    | 3    | 4    | 3    | 2    | 2    | 3    | 2    | 2    | 4     | 4     |
| 35 | 4    | 4    | 4    | 4    | 5    | 4    | 3    | 4    | 4    | 4    | 4     | 3     |
| 36 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 37 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4     | 4     |
| 38 | 4    | 4    | 4    | 3    | 3    | 3    | 3    | 4    | 4    | 4    | 4     | 5     |
| 39 | 4    | 3    | 4    | 3    | 3    | 3    | 3    | 3    | 4    | 3    | 4     | 4     |
| 40 | 5    | 5    | 4    | 4    | 5    | 4    | 5    | 4    | 4    | 4    | 5     | 4     |
| 41 | 2    | 3    | 2    | 2    | 2    | 2    | 2    | 3    | 3    | 3    | 2     | 3     |
| 42 | 4    | 4    | 3    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4     | 3     |
| 43 | 4    | 5    | 5    | 5    | 4    | 4    | 4    | 4    | 4    | 3    | 3     | 4     |
| 44 | 3    | 4    | 3    | 4    | 3    | 3    | 4    | 4    | 4    | 3    | 3     | 4     |
| 45 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4     | 4     |
| 46 | 3    | 4    | 3    | 3    | 4    | 3    | 4    | 4    | 4    | 4    | 3     | 4     |
| 47 | 5    | 5    | 4    | 3    | 4    | 4    | 4    | 5    | 5    | 4    | 5     | 5     |
| 48 | 5    | 5    | 5    | 3    | 3    | 4    | 4    | 5    | 5    | 5    | 5     | 4     |
| 49 | 2    | 2    | 2    | 2    | 4    | 4    | 4    | 5    | 5    | 5    | 5     | 5     |
| 50 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3     | 4     |
| 51 | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4     | 4     |
| 52 | 4    | 5    | 4    | 5    | 4    | 4    | 5    | 4    | 5    | 5    | 5     | 5     |
| 53 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 5    | 5    | 5    | 5     | 5     |
| 54 | 4    | 4    | 4    | 3    | 3    | 4    | 3    | 3    | 3    | 2    | 3     | 4     |
| 55 | 4    | 5    | 4    | 3    | 3    | 3    | 5    | 5    | 4    | 5    | 4     | 5     |
| 56 | 5    | 5    | 4    | 4    | 4    | 4    | 5    | 5    | 5    | 5    | 5     | 5     |
| 57 | 5    | 5    | 5    | 3    | 3    | 3    | 4    | 3    | 4    | 4    | 4     | 4     |
| 58 | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 5    | 3     | 4     |
| 59 | 3    | 3    | 5    | 3    | 3    | 3    | 2    | 3    | 3    | 3    | 3     | 3     |
| 60 | 5    | 4    | 4    | 5    | 4    | 4    | 4    | 4    | 3    | 4    | 4     | 4     |

[illegible]

## Case Summaries

|     | DS.3 | DS.4 | DS.5 | DS.6 | UF.1 | UF.2 | UF.3 | UF.4 | UF.5 | UF.6 | SAT.1 | SAT.2 |
|-----|------|------|------|------|------|------|------|------|------|------|-------|-------|
| 121 | 3    | 2    | 2    | 3    | 3    | 3    | 4    | 3    | 2    | 2    | 5     | 4     |
| 122 | 4    | 3    | 4    | 3    | 3    | 4    | 3    | 4    | 4    | 3    | 4     | 4     |
| 123 | 5    | 5    | 4    | 5    | 4    | 4    | 5    | 4    | 4    | 4    | 4     | 4     |
| 124 | 5    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4     | 4     |
| 125 | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 5    | 4     | 4     |
| 126 | 3    | 3    | 3    | 5    | 3    | 2    | 2    | 2    | 2    | 2    | 2     | 2     |
| 127 | 3    | 2    | 2    | 2    | 2    | 2    | 4    | 4    | 4    | 4    | 4     | 4     |
| 128 | 4    | 4    | 4    | 2    | 2    | 1    | 4    | 3    | 4    | 4    | 4     | 4     |
| 129 | 2    | 3    | 2    | 2    | 4    | 4    | 4    | 5    | 5    | 5    | 5     | 3     |
| 130 | 4    | 3    | 4    | 4    | 3    | 4    | 4    | 5    | 5    | 4    | 5     | 5     |
| 131 | 3    | 4    | 4    | 4    | 5    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 132 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3     | 4     |
| 133 | 4    | 4    | 4    | 3    | 3    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 134 | 4    | 5    | 4    | 4    | 5    | 4    | 4    | 5    | 5    | 4    | 5     | 4     |
| 135 | 5    | 5    | 4    | 5    | 4    | 4    | 3    | 5    | 5    | 5    | 5     | 4     |
| 136 | 4    | 4    | 4    | 4    | 3    | 3    | 5    | 4    | 4    | 4    | 4     | 5     |
| 137 | 3    | 4    | 4    | 3    | 3    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 138 | 5    | 5    | 4    | 4    | 5    | 4    | 5    | 4    | 5    | 4    | 5     | 4     |
| 139 | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 3     | 3     |
| 140 | 3    | 3    | 5    | 5    | 5    | 5    | 4    | 4    | 4    | 3    | 4     | 4     |
| 141 | 4    | 4    | 4    | 5    | 4    | 4    | 4    | 4    | 5    | 4    | 5     | 4     |
| 142 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 143 | 4    | 5    | 4    | 5    | 4    | 4    | 5    | 5    | 4    | 3    | 4     | 4     |
| 144 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4     | 4     |
| 145 | 4    | 3    | 3    | 3    | 4    | 3    | 4    | 4    | 3    | 4    | 5     | 4     |
| 146 | 4    | 3    | 4    | 3    | 3    | 4    | 4    | 3    | 3    | 4    | 4     | 4     |
| 147 | 5    | 5    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 5    | 1     | 2     |
| 148 | 2    | 3    | 2    | 3    | 3    | 3    | 3    | 3    | 3    | 2    | 3     | 3     |
| 149 | 4    | 3    | 3    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4     | 3     |
| 150 | 3    | 3    | 3    | 5    | 4    | 4    | 4    | 4    | 3    | 3    | 4     | 4     |
| 151 | 3    | 3    | 4    | 4    | 3    | 3    | 4    | 4    | 4    | 3    | 3     | 3     |
| 152 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 3    | 3     | 3     |
| 153 | 4    | 5    | 4    | 4    | 3    | 2    | 2    | 3    | 4    | 2    | 4     | 4     |
| 154 | 4    | 5    | 4    | 3    | 4    | 4    | 4    | 5    | 5    | 5    | 5     | 5     |
| 155 | 2    | 3    | 3    | 2    | 4    | 4    | 5    | 5    | 5    | 4    | 5     | 5     |
| 156 | 4    | 4    | 4    | 5    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 157 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 3     |
| 158 | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 4    | 4     | 4     |
| 159 | 4    | 5    | 4    | 4    | 5    | 4    | 5    | 4    | 3    | 4    | 4     | 4     |
| 160 | 5    | 5    | 5    | 4    | 5    | 4    | 5    | 5    | 4    | 5    | 5     | 3     |
| 161 | 3    | 3    | 3    | 3    | 3    | 4    | 4    | 5    | 4    | 3    | 4     | 3     |
| 162 | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 5    | 4    | 5    | 5     | 5     |
| 163 | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 4    | 4     | 4     |
| 164 | 5    | 5    | 4    | 4    | 4    | 4    | 4    | 4    | 5    | 5    | 4     | 4     |
| 165 | 4    | 4    | 4    | 4    | 3    | 4    | 3    | 5    | 4    | 5    | 4     | 4     |
| 166 | 4    | 4    | 4    | 4    | 5    | 5    | 5    | 3    | 3    | 3    | 3     | 3     |
| 167 | 5    | 4    | 5    | 4    | 4    | 4    | 4    | 5    | 5    | 5    | 5     | 4     |
| 168 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 169 | 4    | 5    | 4    | 5    | 4    | 4    | 4    | 4    | 4    | 4    | 5     | 4     |
| 170 | 4    | 4    | 4    | 3    | 3    | 3    | 3    | 4    | 3    | 2    | 5     | 4     |
| 171 | 4    | 3    | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 4     | 4     |
| 172 | 5    | 5    | 4    | 5    | 4    | 4    | 4    | 4    | 4    | 5    | 5     | 4     |
| 173 | 5    | 4    | 4    | 5    | 4    | 4    | 4    | 4    | 3    | 4    | 4     | 4     |
| 174 | 4    | 4    | 3    | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 3     | 2     |
| 175 | 4    | 3    | 3    | 4    | 4    | 4    | 2    | 3    | 2    | 4    | 3     | 3     |
| 176 | 1    | 2    | 3    | 2    | 3    | 3    | 4    | 4    | 4    | 3    | 3     | 4     |
| 177 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 5    | 4     | 4     |
| 178 | 3    | 4    | 3    | 5    | 4    | 4    | 4    | 4    | 4    | 4    | 5     | 4     |
| 179 | 4    | 4    | 4    | 5    | 4    | 4    | 4    | 3    | 4    | 4    | 4     | 4     |
| 180 | 5    | 5    | 4    | 3    | 4    | 4    | 5    | 4    | 5    | 5    | 5     | 3     |

## Case Summaries

|     | DS.3 | DS.4 | DS.5 | DS.6 | UF.1 | UF.2 | UF.3 | UF.4 | UF.5 | UF.6 | SAT.1 | SAT.2 |
|-----|------|------|------|------|------|------|------|------|------|------|-------|-------|
| 181 | 4    | 4    | 4    | 5    | 5    | 5    | 4    | 5    | 5    | 5    | 4     | 5     |
| 182 | 3    | 4    | 4    | 5    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 183 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3     | 4     |
| 184 | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4     | 4     |
| 185 | 4    | 5    | 4    | 4    | 5    | 4    | 4    | 4    | 5    | 5    | 5     | 4     |
| 186 | 3    | 3    | 3    | 3    | 3    | 4    | 4    | 4    | 5    | 3    | 4     | 3     |
| 187 | 4    | 5    | 4    | 3    | 3    | 3    | 3    | 4    | 2    | 2    | 3     | 4     |
| 188 | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 5    | 5    | 3    | 3     | 3     |
| 189 | 3    | 3    | 3    | 4    | 4    | 4    | 4    | 5    | 5    | 3    | 3     | 3     |
| 190 | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 5    | 4    | 4    | 4     | 4     |
| 191 | 3    | 2    | 2    | 2    | 2    | 2    | 5    | 3    | 3    | 3    | 3     | 3     |
| 192 | 4    | 4    | 4    | 5    | 4    | 4    | 4    | 5    | 4    | 4    | 5     | 4     |
| 193 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4     | 4     |
| 194 | 4    | 5    | 4    | 5    | 4    | 4    | 3    | 5    | 4    | 5    | 4     | 4     |
| 195 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 196 | 3    | 4    | 3    | 3    | 4    | 3    | 3    | 4    | 4    | 5    | 4     | 4     |
| 197 | 3    | 3    | 3    | 5    | 4    | 4    | 4    | 4    | 3    | 4    | 4     | 3     |
| 198 | 2    | 2    | 2    | 2    | 2    | 2    | 3    | 3    | 2    | 3    | 3     | 3     |
| 199 | 5    | 5    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 3     |
| 200 | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 3    | 4    | 2     | 2     |
| 201 | 4    | 4    | 4    | 5    | 5    | 5    | 3    | 4    | 4    | 5    | 3     | 3     |
| 202 | 3    | 4    | 3    | 5    | 4    | 5    | 3    | 4    | 4    | 3    | 4     | 4     |
| 203 | 4    | 4    | 4    | 5    | 5    | 4    | 2    | 4    | 4    | 4    | 4     | 4     |
| 204 | 3    | 3    | 4    | 3    | 3    | 3    | 4    | 4    | 4    | 4    | 4     | 4     |
| 205 | 4    | 3    | 5    | 4    | 4    | 4    | 4    | 1    | 1    | 1    | 2     | 2     |
| 206 | 5    | 5    | 5    | 5    | 5    | 5    | 4    | 5    | 5    | 5    | 5     | 5     |
| 207 | 3    | 3    | 3    | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 4     | 4     |
| 208 | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 3    | 3    | 3     | 3     |
| 209 | 1    | 2    | 2    | 1    | 3    | 4    | 3    | 3    | 3    | 3    | 3     | 3     |
| 210 | 4    | 4    | 3    | 3    | 3    | 4    | 4    | 3    | 2    | 5    | 5     | 4     |
| 211 | 4    | 4    | 5    | 4    | 5    | 5    | 3    | 3    | 3    | 3    | 3     | 3     |
| 212 | 5    | 5    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3     | 3     |
| 213 | 5    | 5    | 4    | 4    | 4    | 4    | 4    | 5    | 5    | 5    | 5     | 5     |
| 214 | 2    | 2    | 2    | 2    | 2    | 3    | 4    | 4    | 5    | 5    | 4     | 4     |
| 215 | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 5    | 4    | 4    | 5     | 4     |
| 216 | 3    | 4    | 3    | 4    | 4    | 4    | 3    | 4    | 3    | 3    | 4     | 4     |
| 217 | 3    | 3    | 3    | 3    | 3    | 3    | 5    | 5    | 4    | 4    | 5     | 4     |
| 218 | 3    | 3    | 3    | 3    | 3    | 3    | 4    | 4    | 3    | 4    | 4     | 4     |
| 219 | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 5     | 4     |
| 220 | 3    | 4    | 4    | 5    | 3    | 3    | 4    | 4    | 5    | 4    | 5     | 4     |
| 221 | 4    | 3    | 4    | 3    | 3    | 3    | 4    | 4    | 3    | 4    | 2     | 1     |
| 222 | 3    | 3    | 3    | 4    | 5    | 4    | 5    | 4    | 5    | 4    | 5     | 5     |
| 223 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4     | 4     |
| 224 | 3    | 3    | 3    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4     | 3     |
| 225 | 4    | 3    | 3    | 3    | 3    | 3    | 3    | 4    | 4    | 4    | 4     | 3     |
| 226 | 5    | 4    | 4    | 4    | 4    | 3    | 4    | 5    | 4    | 4    | 4     | 5     |
| 227 | 5    | 4    | 5    | 5    | 4    | 4    | 4    | 5    | 5    | 5    | 5     | 3     |
| 228 | 3    | 3    | 3    | 3    | 3    | 4    | 4    | 5    | 4    | 3    | 3     | 4     |
| 229 | 4    | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 4    | 4    | 3     | 4     |
| 230 | 5    | 5    | 4    | 4    | 4    | 4    | 4    | 5    | 4    | 5    | 5     | 4     |
| 231 | 3    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 3     | 3     |
| 232 | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 233 | 3    | 4    | 3    | 2    | 5    | 4    | 3    | 4    | 4    | 4    | 4     | 3     |
| 234 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 235 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4     | 4     |
| 236 | 4    | 4    | 4    | 3    | 3    | 3    | 3    | 4    | 4    | 4    | 4     | 5     |
| 237 | 4    | 3    | 4    | 3    | 3    | 3    | 3    | 3    | 4    | 3    | 4     | 4     |
| 238 | 5    | 5    | 4    | 4    | 5    | 4    | 5    | 4    | 4    | 4    | 5     | 4     |
| 239 | 2    | 3    | 2    | 2    | 2    | 2    | 2    | 3    | 3    | 3    | 2     | 3     |
| 240 | 4    | 4    | 3    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4     | 3     |

## Case Summaries

|     | DS.3 | DS.4 | DS.5 | DS.6 | UF.1 | UF.2 | UF.3 | UF.4 | UF.5 | UF.6 | SAT.1 | SAT.2 |
|-----|------|------|------|------|------|------|------|------|------|------|-------|-------|
| 241 | 4    | 5    | 5    | 5    | 4    | 4    | 4    | 4    | 4    | 3    | 3     | 4     |
| 242 | 3    | 4    | 3    | 4    | 3    | 3    | 4    | 4    | 4    | 3    | 3     | 4     |
| 243 | 4    | 4    | 4    | 4    | 2    | 1    | 1    | 2    | 1    | 1    | 4     | 4     |
| 244 | 3    | 4    | 3    | 3    | 4    | 3    | 4    | 4    | 4    | 4    | 3     | 4     |
| 245 | 5    | 5    | 4    | 3    | 4    | 4    | 4    | 5    | 5    | 4    | 5     | 5     |
| 246 | 5    | 5    | 5    | 3    | 3    | 4    | 4    | 5    | 5    | 5    | 5     | 4     |
| 247 | 5    | 5    | 5    | 4    | 4    | 4    | 4    | 5    | 5    | 5    | 5     | 5     |
| 248 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3     | 4     |
| 249 | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 3     | 2     |
| 250 | 3    | 3    | 2    | 3    | 4    | 4    | 5    | 4    | 5    | 5    | 5     | 5     |
| 251 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 5    | 5    | 5    | 5     | 5     |
| 252 | 4    | 4    | 4    | 3    | 3    | 4    | 3    | 3    | 3    | 2    | 3     | 4     |
| 253 | 4    | 5    | 4    | 3    | 3    | 3    | 5    | 5    | 4    | 5    | 4     | 5     |
| 254 | 5    | 5    | 4    | 4    | 4    | 4    | 5    | 5    | 5    | 5    | 5     | 5     |
| 255 | 5    | 5    | 5    | 3    | 3    | 3    | 4    | 3    | 4    | 4    | 4     | 4     |
| 256 | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 5    | 3     | 4     |
| 257 | 3    | 3    | 5    | 3    | 3    | 3    | 2    | 3    | 3    | 3    | 3     | 3     |
| 258 | 5    | 4    | 4    | 5    | 4    | 4    | 4    | 4    | 3    | 4    | 4     | 4     |
| 259 | 4    | 4    | 4    | 5    | 4    | 4    | 4    | 4    | 4    | 5    | 5     | 4     |
| 260 | 4    | 5    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4     | 4     |
| 261 | 4    | 4    | 3    | 3    | 3    | 3    | 4    | 3    | 4    | 4    | 5     | 4     |
| 262 | 4    | 3    | 3    | 3    | 4    | 3    | 2    | 4    | 4    | 4    | 3     | 4     |
| 263 | 1    | 1    | 1    | 2    | 2    | 2    | 2    | 4    | 4    | 5    | 5     | 4     |
| 264 | 3    | 4    | 4    | 2    | 1    | 1    | 4    | 3    | 2    | 5    | 5     | 4     |
| 265 | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 5    | 5    | 4     | 4     |
| 266 | 3    | 3    | 3    | 5    | 4    | 4    | 4    | 3    | 3    | 3    | 4     | 3     |
| 267 | 3    | 4    | 3    | 4    | 3    | 3    | 3    | 4    | 4    | 4    | 3     | 4     |
| 268 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4     | 4     |
| 269 | 4    | 3    | 3    | 4    | 3    | 3    | 4    | 4    | 4    | 4    | 4     | 4     |
| 270 | 4    | 4    | 4    | 4    | 5    | 4    | 3    | 4    | 4    | 4    | 4     | 4     |
| 271 | 4    | 4    | 3    | 4    | 3    | 4    | 4    | 5    | 5    | 4    | 5     | 5     |
| 272 | 4    | 5    | 4    | 5    | 2    | 2    | 2    | 1    | 1    | 1    | 5     | 4     |
| 273 | 3    | 4    | 2    | 5    | 4    | 4    | 5    | 5    | 5    | 5    | 4     | 5     |
| 274 | 3    | 3    | 3    | 3    | 3    | 4    | 3    | 3    | 3    | 3    | 3     | 3     |
| 275 | 4    | 5    | 4    | 3    | 3    | 3    | 4    | 4    | 5    | 5    | 4     | 4     |
| 276 | 5    | 4    | 5    | 4    | 4    | 4    | 5    | 3    | 4    | 3    | 5     | 4     |
| 277 | 3    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 3     | 3     |
| 278 | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 279 | 3    | 3    | 5    | 3    | 3    | 3    | 3    | 2    | 3    | 3    | 3     | 3     |
| 280 | 3    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 281 | 4    | 5    | 4    | 5    | 4    | 4    | 3    | 4    | 5    | 4    | 5     | 4     |
| 282 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 3     |
| 283 | 4    | 4    | 4    | 3    | 3    | 3    | 3    | 4    | 5    | 4    | 4     | 4     |
| 284 | 3    | 4    | 4    | 3    | 3    | 3    | 3    | 4    | 3    | 4    | 4     | 4     |
| 285 | 4    | 5    | 4    | 5    | 4    | 4    | 5    | 5    | 5    | 4    | 5     | 3     |
| 286 | 1    | 2    | 2    | 1    | 3    | 3    | 3    | 3    | 3    | 3    | 2     | 3     |
| 287 | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4     | 3     |
| 288 | 3    | 3    | 3    | 5    | 4    | 4    | 4    | 4    | 3    | 3    | 3     | 3     |
| 289 | 3    | 4    | 3    | 2    | 1    | 1    | 3    | 3    | 3    | 3    | 3     | 3     |
| 290 | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 4    | 3    | 3     | 3     |
| 291 | 4    | 4    | 4    | 2    | 2    | 2    | 2    | 3    | 4    | 4    | 4     | 4     |
| 292 | 4    | 5    | 4    | 3    | 4    | 4    | 5    | 4    | 5    | 5    | 5     | 3     |
| 293 | 4    | 4    | 4    | 3    | 3    | 4    | 5    | 4    | 5    | 4    | 5     | 5     |
| 294 | 4    | 5    | 4    | 5    | 5    | 5    | 4    | 5    | 5    | 5    | 4     | 5     |
| 295 | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 4    | 4     | 4     |
| 296 | 4    | 4    | 3    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4     | 4     |
| 297 | 4    | 5    | 4    | 4    | 5    | 4    | 4    | 4    | 4    | 4    | 4     | 4     |
| 298 | 4    | 4    | 5    | 4    | 3    | 3    | 4    | 4    | 5    | 5    | 4     | 4     |
| 299 | 3    | 3    | 3    | 3    | 3    | 4    | 4    | 4    | 5    | 4    | 3     | 3     |
| 300 | 4    | 5    | 4    | 3    | 3    | 3    | 4    | 5    | 5    | 4    | 5     | 5     |

## Case Summaries

|    | SAT.3 | SAT.4 | SAT.5 | SAT.6 | RI.1 | RI.2 | RI.3 | WOM.1 | WOM.2 | WOM.3 |
|----|-------|-------|-------|-------|------|------|------|-------|-------|-------|
| 1  | 3     | 4     | 3     | 4     | 5    | 4    | 4    | 4     | 4     | 4     |
| 2  | 3     | 4     | 4     | 3     | 5    | 4    | 5    | 4     | 3     | 5     |
| 3  | 4     | 4     | 3     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 4  | 4     | 4     | 5     | 3     | 4    | 3    | 4    | 4     | 4     | 4     |
| 5  | 4     | 3     | 4     | 4     | 4    | 4    | 4    | 4     | 5     | 4     |
| 6  | 5     | 5     | 4     | 4     | 5    | 5    | 4    | 4     | 5     | 5     |
| 7  | 2     | 2     | 2     | 3     | 3    | 2    | 3    | 2     | 2     | 2     |
| 8  | 5     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 9  | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 10 | 3     | 4     | 5     | 3     | 2    | 3    | 2    | 3     | 2     | 3     |
| 11 | 4     | 4     | 3     | 4     | 4    | 3    | 4    | 4     | 4     | 4     |
| 12 | 4     | 4     | 4     | 4     | 4    | 3    | 4    | 4     | 4     | 4     |
| 13 | 4     | 3     | 3     | 3     | 4    | 3    | 3    | 3     | 3     | 3     |
| 14 | 3     | 4     | 3     | 3     | 3    | 4    | 3    | 3     | 3     | 3     |
| 15 | 5     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 16 | 2     | 2     | 2     | 2     | 2    | 2    | 3    | 2     | 2     | 1     |
| 17 | 5     | 5     | 5     | 5     | 4    | 3    | 5    | 5     | 5     | 5     |
| 18 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 19 | 4     | 5     | 5     | 3     | 3    | 3    | 4    | 4     | 4     | 4     |
| 20 | 3     | 4     | 3     | 4     | 5    | 5    | 4    | 4     | 3     | 3     |
| 21 | 3     | 4     | 4     | 3     | 4    | 4    | 3    | 4     | 3     | 3     |
| 22 | 4     | 3     | 5     | 5     | 5    | 5    | 5    | 5     | 3     | 3     |
| 23 | 4     | 3     | 4     | 4     | 4    | 4    | 4    | 4     | 3     | 3     |
| 24 | 4     | 5     | 5     | 5     | 4    | 5    | 5    | 5     | 5     | 5     |
| 25 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 26 | 4     | 4     | 4     | 4     | 4    | 4    | 5    | 5     | 4     | 4     |
| 27 | 3     | 4     | 4     | 3     | 3    | 3    | 3    | 3     | 3     | 3     |
| 28 | 4     | 4     | 4     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 29 | 5     | 5     | 5     | 4     | 4    | 4    | 5    | 4     | 5     | 5     |
| 30 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 31 | 3     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 3     | 3     |
| 32 | 4     | 5     | 5     | 5     | 5    | 5    | 5    | 4     | 3     | 4     |
| 33 | 4     | 3     | 3     | 3     | 5    | 4    | 5    | 4     | 3     | 3     |
| 34 | 4     | 5     | 4     | 4     | 4    | 4    | 5    | 5     | 4     | 4     |
| 35 | 5     | 5     | 4     | 3     | 4    | 5    | 4    | 4     | 4     | 4     |
| 36 | 4     | 3     | 4     | 3     | 3    | 4    | 4    | 4     | 3     | 4     |
| 37 | 4     | 5     | 4     | 4     | 3    | 3    | 4    | 4     | 4     | 4     |
| 38 | 4     | 3     | 4     | 4     | 3    | 4    | 3    | 4     | 3     | 4     |
| 39 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 40 | 5     | 4     | 5     | 4     | 4    | 3    | 4    | 5     | 5     | 5     |
| 41 | 2     | 2     | 2     | 3     | 3    | 2    | 3    | 3     | 2     | 3     |
| 42 | 3     | 3     | 3     | 3     | 4    | 3    | 3    | 3     | 3     | 3     |
| 43 | 3     | 3     | 4     | 4     | 4    | 5    | 4    | 4     | 3     | 3     |
| 44 | 4     | 4     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 4     |
| 45 | 4     | 4     | 4     | 3     | 4    | 4    | 4    | 4     | 4     | 4     |
| 46 | 4     | 3     | 4     | 2     | 3    | 3    | 3    | 3     | 3     | 3     |
| 47 | 4     | 5     | 5     | 5     | 5    | 4    | 5    | 5     | 4     | 5     |
| 48 | 4     | 5     | 5     | 5     | 4    | 5    | 5    | 5     | 5     | 4     |
| 49 | 4     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 4     | 5     |
| 50 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 51 | 4     | 5     | 5     | 3     | 3    | 3    | 4    | 4     | 4     | 4     |
| 52 | 5     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 53 | 5     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 54 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 55 | 5     | 5     | 3     | 5     | 5    | 5    | 5    | 5     | 5     | 4     |
| 56 | 4     | 5     | 5     | 5     | 4    | 5    | 5    | 5     | 3     | 4     |
| 57 | 3     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 3     | 3     |
| 58 | 5     | 4     | 4     | 4     | 4    | 4    | 5    | 5     | 4     | 4     |
| 59 | 4     | 3     | 3     | 2     | 2    | 2    | 3    | 3     | 3     | 3     |
| 60 | 4     | 5     | 4     | 4     | 4    | 4    | 4    | 5     | 4     | 5     |

## Case Summaries

|     | SAT.3 | SAT.4 | SAT.5 | SAT.6 | RI.1 | RI.2 | RI.3 | WOM.1 | WOM.2 | WOM.3 |
|-----|-------|-------|-------|-------|------|------|------|-------|-------|-------|
| 61  | 5     | 4     | 5     | 3     | 3    | 5    | 4    | 4     | 4     | 4     |
| 62  | 4     | 5     | 4     | 4     | 3    | 3    | 4    | 4     | 4     | 4     |
| 63  | 4     | 3     | 4     | 3     | 3    | 4    | 4    | 4     | 3     | 4     |
| 64  | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 65  | 4     | 4     | 3     | 2     | 2    | 3    | 2    | 2     | 2     | 2     |
| 66  | 5     | 5     | 4     | 4     | 3    | 4    | 4    | 4     | 4     | 4     |
| 67  | 3     | 2     | 3     | 3     | 2    | 2    | 2    | 3     | 2     | 4     |
| 68  | 3     | 4     | 3     | 4     | 4    | 5    | 4    | 4     | 3     | 3     |
| 69  | 4     | 3     | 3     | 4     | 3    | 3    | 3    | 3     | 4     | 4     |
| 70  | 4     | 3     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 71  | 4     | 3     | 3     | 2     | 4    | 3    | 3    | 3     | 3     | 3     |
| 72  | 4     | 5     | 4     | 4     | 4    | 4    | 5    | 4     | 4     | 4     |
| 73  | 5     | 4     | 5     | 5     | 4    | 5    | 5    | 5     | 5     | 4     |
| 74  | 5     | 5     | 5     | 4     | 5    | 5    | 4    | 5     | 5     | 5     |
| 75  | 5     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 76  | 2     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 77  | 5     | 5     | 5     | 5     | 4    | 4    | 4    | 5     | 4     | 4     |
| 78  | 5     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 79  | 3     | 4     | 3     | 3     | 5    | 5    | 4    | 4     | 3     | 3     |
| 80  | 4     | 4     | 5     | 4     | 4    | 5    | 4    | 5     | 4     | 4     |
| 81  | 3     | 3     | 2     | 2     | 3    | 3    | 3    | 3     | 3     | 3     |
| 82  | 3     | 4     | 4     | 3     | 3    | 4    | 4    | 4     | 3     | 3     |
| 83  | 5     | 4     | 5     | 4     | 4    | 5    | 3    | 5     | 5     | 4     |
| 84  | 4     | 4     | 5     | 4     | 3    | 4    | 3    | 4     | 4     | 5     |
| 85  | 4     | 4     | 3     | 3     | 4    | 3    | 4    | 4     | 4     | 3     |
| 86  | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 87  | 5     | 5     | 5     | 4     | 3    | 3    | 5    | 4     | 5     | 5     |
| 88  | 2     | 3     | 3     | 2     | 2    | 3    | 3    | 2     | 2     | 2     |
| 89  | 3     | 4     | 3     | 3     | 3    | 3    | 3    | 3     | 3     | 3     |
| 90  | 4     | 3     | 3     | 4     | 5    | 4    | 4    | 4     | 3     | 3     |
| 91  | 4     | 4     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 92  | 4     | 3     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 93  | 4     | 4     | 4     | 4     | 5    | 5    | 4    | 4     | 4     | 4     |
| 94  | 4     | 5     | 4     | 5     | 5    | 5    | 5    | 5     | 4     | 5     |
| 95  | 5     | 5     | 5     | 4     | 4    | 5    | 5    | 5     | 5     | 5     |
| 96  | 5     | 5     | 5     | 4     | 5    | 5    | 4    | 5     | 5     | 5     |
| 97  | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 3     | 4     |
| 98  | 4     | 4     | 5     | 3     | 4    | 3    | 4    | 4     | 4     | 4     |
| 99  | 4     | 5     | 4     | 5     | 4    | 4    | 5    | 3     | 5     | 5     |
| 100 | 4     | 5     | 5     | 4     | 5    | 4    | 5    | 5     | 5     | 5     |
| 101 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 3     | 3     |
| 102 | 5     | 4     | 4     | 5     | 5    | 5    | 5    | 5     | 5     | 3     |
| 103 | 3     | 2     | 3     | 3     | 4    | 3    | 3    | 3     | 4     | 4     |
| 104 | 4     | 5     | 5     | 5     | 5    | 5    | 4    | 5     | 3     | 4     |
| 105 | 4     | 4     | 5     | 4     | 4    | 4    | 5    | 5     | 4     | 4     |
| 106 | 2     | 3     | 3     | 2     | 2    | 1    | 3    | 3     | 2     | 3     |
| 107 | 5     | 5     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 108 | 4     | 3     | 4     | 3     | 4    | 3    | 4    | 4     | 3     | 4     |
| 109 | 4     | 5     | 5     | 4     | 4    | 5    | 3    | 5     | 4     | 5     |
| 110 | 5     | 4     | 4     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 111 | 3     | 4     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 112 | 5     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 113 | 3     | 3     | 3     | 2     | 2    | 3    | 3    | 3     | 4     | 3     |
| 114 | 5     | 5     | 4     | 5     | 5    | 5    | 4    | 5     | 4     | 4     |
| 115 | 3     | 2     | 3     | 3     | 3    | 2    | 2    | 3     | 3     | 3     |
| 116 | 4     | 5     | 4     | 4     | 5    | 4    | 4    | 5     | 4     | 4     |
| 117 | 3     | 3     | 3     | 4     | 5    | 5    | 4    | 4     | 3     | 3     |
| 118 | 5     | 5     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 5     |
| 119 | 4     | 4     | 3     | 3     | 3    | 4    | 4    | 4     | 3     | 4     |
| 120 | 4     | 4     | 5     | 4     | 3    | 3    | 4    | 4     | 4     | 4     |

## Case Summaries

|     | SAT.3 | SAT.4 | SAT.5 | SAT.6 | RI.1 | RI.2 | RI.3 | WOM.1 | WOM.2 | WOM.3 |
|-----|-------|-------|-------|-------|------|------|------|-------|-------|-------|
| 121 | 4     | 4     | 3     | 3     | 3    | 4    | 4    | 4     | 3     | 4     |
| 122 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 123 | 5     | 4     | 5     | 5     | 3    | 4    | 6    | 4     | 5     | 5     |
| 124 | 4     | 4     | 5     | 3     | 4    | 4    | 5    | 4     | 5     | 4     |
| 125 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 2     | 4     |
| 126 | 2     | 2     | 2     | 2     | 2    | 2    | 2    | 2     | 2     | 2     |
| 127 | 3     | 3     | 3     | 2     | 4    | 4    | 3    | 3     | 3     | 3     |
| 128 | 4     | 4     | 4     | 4     | 5    | 5    | 4    | 4     | 4     | 4     |
| 129 | 4     | 5     | 5     | 5     | 4    | 5    | 5    | 5     | 5     | 4     |
| 130 | 5     | 5     | 5     | 4     | 4    | 5    | 5    | 5     | 5     | 5     |
| 131 | 4     | 4     | 4     | 5     | 4    | 4    | 5    | 4     | 4     | 4     |
| 132 | 3     | 3     | 3     | 3     | 3    | 4    | 3    | 3     | 4     | 4     |
| 133 | 4     | 4     | 5     | 4     | 4    | 4    | 3    | 3     | 4     | 4     |
| 134 | 5     | 5     | 4     | 5     | 5    | 4    | 5    | 5     | 4     | 5     |
| 135 | 5     | 5     | 5     | 4     | 4    | 4    | 5    | 4     | 5     | 5     |
| 136 | 4     | 3     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 4     |
| 137 | 3     | 2     | 4     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 138 | 5     | 4     | 5     | 4     | 5    | 5    | 5    | 5     | 4     | 3     |
| 139 | 3     | 4     | 3     | 4     | 5    | 4    | 4    | 4     | 3     | 3     |
| 140 | 3     | 4     | 3     | 5     | 5    | 4    | 5    | 4     | 3     | 3     |
| 141 | 5     | 5     | 4     | 3     | 4    | 5    | 4    | 4     | 5     | 4     |
| 142 | 4     | 3     | 4     | 3     | 3    | 4    | 4    | 4     | 3     | 4     |
| 143 | 4     | 4     | 5     | 5     | 4    | 4    | 4    | 5     | 4     | 5     |
| 144 | 4     | 4     | 5     | 4     | 3    | 4    | 4    | 3     | 4     | 5     |
| 145 | 4     | 3     | 4     | 3     | 3    | 4    | 4    | 4     | 3     | 4     |
| 146 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 147 | 1     | 1     | 1     | 2     | 2    | 2    | 1    | 2     | 1     | 1     |
| 148 | 2     | 2     | 2     | 3     | 3    | 2    | 2    | 3     | 2     | 3     |
| 149 | 3     | 4     | 3     | 3     | 3    | 3    | 3    | 3     | 3     | 4     |
| 150 | 3     | 3     | 3     | 4     | 5    | 4    | 5    | 4     | 3     | 3     |
| 151 | 3     | 3     | 2     | 3     | 3    | 4    | 3    | 3     | 2     | 1     |
| 152 | 3     | 3     | 3     | 4     | 5    | 5    | 4    | 4     | 4     | 4     |
| 153 | 4     | 4     | 4     | 4     | 5    | 5    | 4    | 4     | 4     | 4     |
| 154 | 4     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 155 | 5     | 5     | 5     | 4     | 5    | 4    | 5    | 5     | 5     | 5     |
| 156 | 4     | 4     | 4     | 4     | 4    | 5    | 4    | 5     | 4     | 4     |
| 157 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 4     |
| 158 | 4     | 5     | 4     | 3     | 4    | 3    | 4    | 4     | 4     | 4     |
| 159 | 5     | 4     | 5     | 5     | 4    | 5    | 4    | 4     | 5     | 5     |
| 160 | 5     | 5     | 5     | 4     | 4    | 4    | 5    | 4     | 5     | 5     |
| 161 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 3     | 4     |
| 162 | 5     | 5     | 3     | 5     | 5    | 5    | 5    | 5     | 5     | 3     |
| 163 | 3     | 2     | 3     | 3     | 3    | 3    | 4    | 3     | 3     | 4     |
| 164 | 5     | 5     | 5     | 5     | 4    | 5    | 4    | 5     | 3     | 5     |
| 165 | 4     | 4     | 5     | 4     | 4    | 5    | 5    | 4     | 4     | 4     |
| 166 | 5     | 3     | 3     | 2     | 2    | 1    | 3    | 3     | 3     | 3     |
| 167 | 5     | 5     | 4     | 5     | 4    | 5    | 5    | 5     | 4     | 4     |
| 168 | 4     | 3     | 4     | 3     | 3    | 4    | 4    | 4     | 3     | 4     |
| 169 | 5     | 4     | 4     | 4     | 5    | 5    | 3    | 5     | 5     | 4     |
| 170 | 4     | 3     | 4     | 4     | 3    | 3    | 4    | 4     | 3     | 3     |
| 171 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 172 | 4     | 5     | 4     | 4     | 4    | 4    | 4    | 4     | 5     | 5     |
| 173 | 3     | 3     | 4     | 4     | 5    | 5    | 5    | 4     | 4     | 4     |
| 174 | 2     | 2     | 3     | 2     | 5    | 4    | 3    | 5     | 2     | 4     |
| 175 | 3     | 3     | 4     | 4     | 4    | 5    | 4    | 4     | 3     | 3     |
| 176 | 2     | 2     | 2     | 3     | 3    | 2    | 3    | 3     | 2     | 2     |
| 177 | 5     | 4     | 5     | 4     | 4    | 5    | 3    | 5     | 4     | 4     |
| 178 | 3     | 3     | 4     | 5     | 4    | 5    | 5    | 4     | 3     | 3     |
| 179 | 4     | 4     | 4     | 4     | 5    | 4    | 5    | 4     | 4     | 4     |
| 180 | 5     | 4     | 5     | 5     | 5    | 4    | 5    | 5     | 4     | 4     |

## Case Summaries

|     | SAT.3 | SAT.4 | SAT.5 | SAT.6 | RI.1 | RI.2 | RI.3 | WOM.1 | WOM.2 | WOM.3 |
|-----|-------|-------|-------|-------|------|------|------|-------|-------|-------|
| 181 | 5     | 5     | 5     | 4     | 4    | 5    | 5    | 5     | 5     | 4     |
| 182 | 4     | 4     | 4     | 5     | 5    | 4    | 4    | 4     | 4     | 4     |
| 183 | 4     | 3     | 3     | 2     | 3    | 3    | 4    | 3     | 4     | 3     |
| 184 | 4     | 5     | 4     | 3     | 3    | 4    | 4    | 4     | 4     | 4     |
| 185 | 5     | 5     | 4     | 5     | 5    | 5    | 4    | 5     | 5     | 4     |
| 186 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 187 | 5     | 5     | 4     | 3     | 3    | 4    | 5    | 5     | 5     | 4     |
| 188 | 3     | 2     | 4     | 3     | 3    | 3    | 3    | 3     | 3     | 4     |
| 189 | 3     | 3     | 3     | 2     | 4    | 4    | 3    | 3     | 3     | 3     |
| 190 | 4     | 4     | 4     | 5     | 4    | 4    | 5    | 5     | 4     | 4     |
| 191 | 3     | 4     | 3     | 5     | 4    | 4    | 5    | 5     | 3     | 3     |
| 192 | 5     | 4     | 4     | 4     | 5    | 4    | 4    | 4     | 4     | 5     |
| 193 | 4     | 3     | 4     | 3     | 3    | 4    | 4    | 4     | 3     | 4     |
| 194 | 4     | 4     | 5     | 5     | 4    | 5    | 4    | 4     | 4     | 4     |
| 195 | 4     | 4     | 5     | 4     | 3    | 4    | 4    | 3     | 5     | 4     |
| 196 | 4     | 3     | 4     | 3     | 3    | 4    | 4    | 4     | 3     | 4     |
| 197 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 198 | 2     | 3     | 3     | 2     | 3    | 3    | 2    | 2     | 2     | 3     |
| 199 | 4     | 4     | 5     | 3     | 4    | 3    | 4    | 4     | 4     | 5     |
| 200 | 2     | 1     | 2     | 1     | 3    | 3    | 4    | 3     | 2     | 4     |
| 201 | 4     | 4     | 3     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 202 | 4     | 4     | 5     | 3     | 4    | 3    | 4    | 4     | 4     | 4     |
| 203 | 4     | 3     | 4     | 4     | 4    | 4    | 4    | 4     | 5     | 4     |
| 204 | 5     | 5     | 4     | 4     | 5    | 5    | 4    | 4     | 5     | 5     |
| 205 | 2     | 2     | 2     | 3     | 3    | 2    | 3    | 3     | 2     | 2     |
| 206 | 5     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 207 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 208 | 3     | 4     | 5     | 3     | 2    | 3    | 2    | 3     | 2     | 3     |
| 209 | 4     | 4     | 3     | 4     | 4    | 3    | 4    | 4     | 4     | 4     |
| 210 | 4     | 4     | 4     | 4     | 4    | 3    | 4    | 4     | 4     | 4     |
| 211 | 4     | 3     | 3     | 3     | 4    | 3    | 3    | 3     | 3     | 3     |
| 212 | 3     | 4     | 3     | 3     | 3    | 4    | 3    | 3     | 3     | 3     |
| 213 | 5     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 214 | 4     | 3     | 2     | 4     | 4    | 5    | 4    | 4     | 4     | 3     |
| 215 | 5     | 5     | 5     | 5     | 4    | 3    | 5    | 5     | 5     | 5     |
| 216 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 217 | 4     | 5     | 5     | 3     | 3    | 3    | 4    | 4     | 4     | 4     |
| 218 | 3     | 4     | 3     | 4     | 5    | 5    | 4    | 4     | 3     | 3     |
| 219 | 3     | 4     | 4     | 3     | 4    | 4    | 3    | 4     | 3     | 3     |
| 220 | 4     | 3     | 5     | 5     | 5    | 5    | 5    | 5     | 3     | 3     |
| 221 | 2     | 2     | 2     | 2     | 4    | 4    | 4    | 4     | 3     | 3     |
| 222 | 4     | 5     | 5     | 5     | 4    | 5    | 5    | 5     | 5     | 5     |
| 223 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 224 | 4     | 4     | 4     | 4     | 4    | 4    | 5    | 5     | 4     | 4     |
| 225 | 3     | 4     | 4     | 3     | 3    | 3    | 3    | 3     | 3     | 3     |
| 226 | 4     | 4     | 4     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 227 | 5     | 5     | 5     | 4     | 4    | 4    | 5    | 4     | 5     | 5     |
| 228 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 229 | 3     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 3     | 3     |
| 230 | 4     | 5     | 5     | 5     | 5    | 5    | 5    | 4     | 3     | 4     |
| 231 | 4     | 3     | 3     | 3     | 5    | 4    | 5    | 4     | 3     | 3     |
| 232 | 4     | 5     | 4     | 4     | 4    | 4    | 5    | 5     | 4     | 4     |
| 233 | 5     | 5     | 4     | 3     | 4    | 5    | 4    | 4     | 4     | 4     |
| 234 | 4     | 3     | 4     | 3     | 3    | 4    | 4    | 4     | 3     | 4     |
| 235 | 4     | 5     | 4     | 4     | 3    | 3    | 4    | 4     | 4     | 4     |
| 236 | 4     | 3     | 4     | 4     | 3    | 4    | 3    | 4     | 3     | 4     |
| 237 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 238 | 5     | 4     | 5     | 4     | 4    | 3    | 4    | 5     | 5     | 5     |
| 239 | 2     | 1     | 2     | 3     | 3    | 2    | 3    | 3     | 2     | 3     |
| 240 | 3     | 3     | 3     | 3     | 4    | 3    | 3    | 3     | 3     | 3     |

## Case Summaries

|     | SAT.3 | SAT.4 | SAT.5 | SAT.6 | RI.1 | RI.2 | RI.3 | WOM.1 | WOM.2 | WOM.3 |
|-----|-------|-------|-------|-------|------|------|------|-------|-------|-------|
| 241 | 3     | 3     | 4     | 4     | 4    | 5    | 4    | 4     | 3     | 3     |
| 242 | 4     | 4     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 4     |
| 243 | 4     | 4     | 4     | 3     | 4    | 4    | 4    | 4     | 4     | 4     |
| 244 | 4     | 3     | 4     | 2     | 3    | 3    | 3    | 3     | 3     | 3     |
| 245 | 4     | 5     | 5     | 5     | 5    | 4    | 5    | 5     | 4     | 5     |
| 246 | 4     | 5     | 5     | 5     | 4    | 5    | 5    | 5     | 5     | 4     |
| 247 | 4     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 4     | 5     |
| 248 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 249 | 2     | 3     | 2     | 2     | 3    | 2    | 2    | 2     | 3     | 2     |
| 250 | 5     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 251 | 5     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 252 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 253 | 5     | 5     | 3     | 5     | 5    | 5    | 5    | 5     | 5     | 4     |
| 254 | 4     | 5     | 5     | 5     | 4    | 5    | 5    | 5     | 3     | 4     |
| 255 | 3     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 3     | 3     |
| 256 | 5     | 4     | 4     | 4     | 4    | 4    | 5    | 5     | 4     | 4     |
| 257 | 4     | 3     | 3     | 2     | 2    | 2    | 3    | 3     | 3     | 3     |
| 258 | 4     | 5     | 4     | 4     | 4    | 4    | 4    | 5     | 4     | 5     |
| 259 | 5     | 4     | 5     | 3     | 3    | 5    | 4    | 4     | 4     | 4     |
| 260 | 4     | 5     | 4     | 4     | 3    | 3    | 4    | 4     | 4     | 4     |
| 261 | 4     | 3     | 4     | 3     | 3    | 4    | 4    | 4     | 3     | 4     |
| 262 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 263 | 4     | 4     | 3     | 2     | 2    | 3    | 2    | 2     | 2     | 2     |
| 264 | 5     | 5     | 4     | 4     | 3    | 4    | 4    | 4     | 4     | 4     |
| 265 | 3     | 2     | 3     | 3     | 2    | 2    | 2    | 3     | 2     | 4     |
| 266 | 3     | 4     | 3     | 4     | 4    | 5    | 4    | 4     | 3     | 3     |
| 267 | 4     | 3     | 3     | 4     | 3    | 3    | 3    | 3     | 4     | 4     |
| 268 | 4     | 3     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 269 | 4     | 3     | 3     | 2     | 4    | 3    | 3    | 3     | 3     | 3     |
| 270 | 4     | 5     | 4     | 4     | 4    | 4    | 5    | 4     | 4     | 4     |
| 271 | 5     | 4     | 5     | 5     | 4    | 5    | 5    | 5     | 5     | 4     |
| 272 | 5     | 5     | 5     | 4     | 5    | 5    | 4    | 5     | 5     | 5     |
| 273 | 5     | 5     | 5     | 5     | 5    | 5    | 5    | 5     | 5     | 5     |
| 274 | 2     | 2     | 1     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 275 | 5     | 5     | 5     | 5     | 4    | 4    | 4    | 5     | 4     | 4     |
| 276 | 5     | 5     | 5     | 4     | 5    | 4    | 5    | 5     | 3     | 4     |
| 277 | 3     | 4     | 3     | 3     | 5    | 5    | 4    | 4     | 3     | 3     |
| 278 | 4     | 4     | 5     | 4     | 4    | 5    | 4    | 5     | 4     | 4     |
| 279 | 3     | 3     | 2     | 2     | 3    | 3    | 3    | 3     | 3     | 3     |
| 280 | 3     | 4     | 4     | 3     | 3    | 4    | 4    | 4     | 3     | 3     |
| 281 | 5     | 4     | 5     | 4     | 4    | 5    | 3    | 5     | 5     | 4     |
| 282 | 4     | 4     | 5     | 4     | 3    | 4    | 3    | 4     | 4     | 5     |
| 283 | 4     | 4     | 3     | 3     | 4    | 3    | 4    | 4     | 4     | 3     |
| 284 | 4     | 4     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 285 | 5     | 5     | 5     | 4     | 3    | 3    | 5    | 4     | 5     | 5     |
| 286 | 2     | 3     | 3     | 2     | 2    | 3    | 3    | 2     | 2     | 2     |
| 287 | 3     | 4     | 3     | 3     | 3    | 3    | 3    | 3     | 3     | 3     |
| 288 | 4     | 3     | 3     | 4     | 5    | 4    | 4    | 4     | 3     | 3     |
| 289 | 4     | 4     | 3     | 3     | 3    | 3    | 3    | 3     | 4     | 3     |
| 290 | 4     | 3     | 4     | 4     | 4    | 4    | 4    | 4     | 4     | 4     |
| 291 | 4     | 4     | 4     | 4     | 5    | 5    | 4    | 4     | 4     | 4     |
| 292 | 4     | 5     | 4     | 5     | 5    | 5    | 5    | 5     | 4     | 5     |
| 293 | 5     | 5     | 5     | 5     | 4    | 5    | 5    | 5     | 5     | 5     |
| 294 | 5     | 5     | 5     | 4     | 5    | 5    | 4    | 5     | 5     | 5     |
| 295 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 3     | 4     |
| 296 | 4     | 4     | 5     | 3     | 4    | 3    | 4    | 4     | 4     | 4     |
| 297 | 4     | 5     | 4     | 5     | 4    | 4    | 5    | 3     | 5     | 5     |
| 298 | 4     | 5     | 5     | 4     | 5    | 4    | 5    | 5     | 5     | 5     |
| 299 | 4     | 3     | 3     | 3     | 3    | 3    | 3    | 3     | 3     | 3     |
| 300 | 5     | 4     | 4     | 5     | 5    | 5    | 5    | 5     | 5     | 3     |



## Reliability

### Scale: ALL VARIABLES

| Case Processing Summary |                       |     |       |
|-------------------------|-----------------------|-----|-------|
|                         |                       | N   | %     |
| Cases                   | Valid                 | 300 | 100.0 |
|                         | Excluded <sup>a</sup> | 0   | .0    |
|                         | Total                 | 300 | 100.0 |

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

| Reliability Statistics |            |  |
|------------------------|------------|--|
| Cronbach's Alpha       | N of Items |  |
| .905                   | 5          |  |

| Item-Total Statistics |                            |                                |                                  |                                  |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
|                       | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| CTS.1                 | 14.49                      | 8.906                          | .770                             | .882                             |
| CTS.2                 | 14.73                      | 8.358                          | .781                             | .880                             |
| CTS.3                 | 14.79                      | 8.877                          | .743                             | .888                             |
| CTS.4                 | 14.57                      | 8.961                          | .839                             | .871                             |
| CTS.5                 | 14.73                      | 8.701                          | .699                             | .899                             |

| Scale Statistics |          |                |            |
|------------------|----------|----------------|------------|
| Mean             | Variance | Std. Deviation | N of Items |
| 18.33            | 13.371   | 3.657          | 5          |

## Reliability

### Scale: ALL VARIABLES

| Case Processing Summary |                       |     |       |
|-------------------------|-----------------------|-----|-------|
|                         |                       | N   | %     |
| Cases                   | Valid                 | 300 | 100.0 |
|                         | Excluded <sup>a</sup> | 0   | .0    |
|                         | Total                 | 300 | 100.0 |

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

| Reliability Statistics |            |  |
|------------------------|------------|--|
| Cronbach's Alpha       | N of Items |  |
| .824                   | 6          |  |

| Item-Total Statistics |                            |                                |                                  |                                  |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
|                       | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| INF.1                 | 18.61                      | 10.387                         | .302                             | .860                             |
| INF.2                 | 18.50                      | 9.997                          | .484                             | .817                             |
| INF.3                 | 18.51                      | 9.033                          | .719                             | .771                             |
| INF.4                 | 18.49                      | 8.592                          | .673                             | .778                             |
| INF.5                 | 18.66                      | 8.692                          | .750                             | .762                             |
| INF.6                 | 18.46                      | 9.112                          | .693                             | .776                             |

| Scale Statistics |          |                |            |
|------------------|----------|----------------|------------|
| Mean             | Variance | Std. Deviation | N of Items |
| 22.24            | 12.941   | 3.597          | 6          |

## Reliability

### Scale: ALL VARIABLES

| Case Processing Summary |                       |     |       |
|-------------------------|-----------------------|-----|-------|
|                         |                       | N   | %     |
| Cases                   | Valid                 | 300 | 100.0 |
|                         | Excluded <sup>a</sup> | 0   | .0    |
|                         | Total                 | 300 | 100.0 |

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

| Reliability Statistics |            |  |
|------------------------|------------|--|
| Cronbach's Alpha       | N of Items |  |
| .833                   | 6          |  |

| Item-Total Statistics |                            |                                |                                  |                                  |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
|                       | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| DS.1                  | 18.78                      | 9.826                          | .546                             | .818                             |
| DS.2                  | 18.85                      | 9.457                          | .592                             | .809                             |
| DS.3                  | 18.88                      | 9.018                          | .678                             | .791                             |
| DS.4                  | 18.76                      | 9.135                          | .646                             | .798                             |
| DS.5                  | 18.94                      | 9.461                          | .638                             | .801                             |
| DS.6                  | 18.91                      | 9.384                          | .544                             | .820                             |

| Scale Statistics |          |                |            |  |
|------------------|----------|----------------|------------|--|
| Mean             | Variance | Std. Deviation | N of Items |  |
| 22.62            | 13.072   | 3.615          | 6          |  |

## Reliability

### Scale: ALL VARIABLES

| Case Processing Summary |                       |     |       |
|-------------------------|-----------------------|-----|-------|
|                         |                       | N   | %     |
| Cases                   | Valid                 | 300 | 100.0 |
|                         | Excluded <sup>a</sup> | 0   | .0    |
|                         | Total                 | 300 | 100.0 |

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

| Reliability Statistics |            |  |
|------------------------|------------|--|
| Cronbach's Alpha       | N of Items |  |
| .826                   | 6          |  |

| Item-Total Statistics |                            |                                |                                  |                                  |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
|                       | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| UF.1                  | 19.09                      | 8.838                          | .540                             | .809                             |
| UF.2                  | 19.13                      | 8.899                          | .576                             | .802                             |
| UF.3                  | 19.00                      | 9.000                          | .529                             | .811                             |
| UF.4                  | 18.82                      | 8.487                          | .686                             | .780                             |
| UF.5                  | 18.88                      | 8.175                          | .635                             | .789                             |
| UF.6                  | 18.87                      | 8.412                          | .605                             | .796                             |

| Scale Statistics |          |                |            |
|------------------|----------|----------------|------------|
| Mean             | Variance | Std. Deviation | N of Items |
| 22.76            | 12.016   | 3.466          | 6          |

## Reliability

### Scale: ALL VARIABLES

**Case Processing Summary**

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 300 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 300 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .898             | 6          |

**Item-Total Statistics**

|       | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| SAT.1 | 19.25                      | 12.462                         | .751                             | .877                             |
| SAT.2 | 19.40                      | 13.492                         | .651                             | .891                             |
| SAT.3 | 19.29                      | 12.387                         | .750                             | .877                             |
| SAT.4 | 19.34                      | 11.736                         | .752                             | .876                             |
| SAT.5 | 19.32                      | 11.771                         | .768                             | .873                             |
| SAT.6 | 19.50                      | 12.224                         | .690                             | .886                             |

**Scale Statistics**

| Mean  | Variance | Std. Deviation | N of Items |
|-------|----------|----------------|------------|
| 23.22 | 17.423   | 4.174          | 6          |

## Reliability

### Scale: ALL VARIABLES

| Case Processing Summary |                       |     |       |
|-------------------------|-----------------------|-----|-------|
|                         |                       | N   | %     |
| Cases                   | Valid                 | 300 | 100.0 |
|                         | Excluded <sup>a</sup> | 0   | .0    |
|                         | Total                 | 300 | 100.0 |

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

| Reliability Statistics |            |  |
|------------------------|------------|--|
| Cronbach's Alpha       | N of Items |  |
| .859                   | 3          |  |

| Item-Total Statistics |                            |                                |                                  |                                  |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
|                       | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| RI.1                  | 7.85                       | 2.549                          | .764                             | .774                             |
| RI.2                  | 7.79                       | 2.447                          | .741                             | .796                             |
| RI.3                  | 7.73                       | 2.691                          | .698                             | .835                             |

| Scale Statistics |          |                |            |
|------------------|----------|----------------|------------|
| Mean             | Variance | Std. Deviation | N of Items |
| 11.69            | 5.386    | 2.321          | 3          |

## Reliability

### Scale: ALL VARIABLES

| Case Processing Summary |                       |     |       |
|-------------------------|-----------------------|-----|-------|
|                         |                       | N   | %     |
| Cases                   | Valid                 | 300 | 100.0 |
|                         | Excluded <sup>a</sup> | 0   | .0    |
|                         | Total                 | 300 | 100.0 |

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

| Reliability Statistics |            |  |
|------------------------|------------|--|
| Cronbach's Alpha       | N of Items |  |
| .851                   | 3          |  |

| Item-Total Statistics |                            |                                |                                  |                                  |
|-----------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
|                       | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
| WOM.1                 | 7.62                       | 2.503                          | .684                             | .826                             |
| WOM.2                 | 7.82                       | 2.235                          | .730                             | .784                             |
| WOM.3                 | 7.76                       | 2.362                          | .752                             | .763                             |

| Scale Statistics |          |                |            |
|------------------|----------|----------------|------------|
| Mean             | Variance | Std. Deviation | N of Items |
| 11.60            | 4.956    | 2.226          | 3          |



## Frequency Table

### Jenis kelamin

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Laki-laki | 189       | 63.0    | 63.0          | 63.0               |
|       | Perempuan | 111       | 37.0    | 37.0          | 100.0              |
|       | Total     | 300       | 100.0   | 100.0         |                    |

### Usia

|       |                     | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------------------|-----------|---------|---------------|--------------------|
| Valid | 18 - 20 tahun       | 54        | 18.0    | 18.0          | 18.0               |
|       | 21 - 23 tahun       | 189       | 63.0    | 63.0          | 81.0               |
|       | Lebih dari 23 tahun | 57        | 19.0    | 19.0          | 100.0              |
|       | Total               | 300       | 100.0   | 100.0         |                    |

### Pernah membeli ticket atau menggunakan jasa layanan Traveloka.com

|       |    | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----|-----------|---------|---------------|--------------------|
| Valid | Ya | 300       | 100.0   | 100.0         | 100.0              |

### Penggunaan jasa layananTraveloka.com dalam 6 bulan terakhir

|       |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|---------------|--------------------|
| Valid | <=3 kali   | 32        | 10.7    | 10.7          | 10.7               |
|       | 4 - 6 kali | 217       | 72.3    | 72.3          | 83.0               |
|       | 7 - 9 kali | 41        | 13.7    | 13.7          | 96.7               |
|       | > 9 kali   | 10        | 3.3     | 3.3           | 100.0              |
|       | Total      | 300       | 100.0   | 100.0         |                    |

### Rata-rata uang saku / pendapatan Anda perbulan

|       |                             | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------------|-----------|---------|---------------|--------------------|
| Valid | Rp 500.001 - Rp1.500.000    | 41        | 13.7    | 13.7          | 13.7               |
|       | Rp 1.500.001 - Rp 2.000.000 | 178       | 59.3    | 59.3          | 73.0               |
|       | Rp 2.000.001 - Rp 2.500.000 | 60        | 20.0    | 20.0          | 93.0               |
|       | >Rp 2.500.000               | 21        | 7.0     | 7.0           | 100.0              |
|       | Total                       | 300       | 100.0   | 100.0         |                    |

**Rata-rata total pengeluaran Anda untuk membeli Ticket di Traveloka.com**

|       |                              | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------------------|-----------|---------|---------------|--------------------|
| Valid | Rp. 0 - Rp 1.000.000         | 195       | 65.0    | 65.0          | 65.0               |
|       | Rp 1.000.100 – Rp 2.000.000  | 94        | 31.3    | 31.3          | 96.3               |
|       | Rp 2.000.100 – Rp. 3.000.000 | 11        | 3.7     | 3.7           | 100.0              |
|       | Total                        | 300       | 100.0   | 100.0         |                    |

**Menurut AndaTraveloka.com merupakan situs penjualan tiket yang bagus dan anda cukup puas dengan pelayanan Traveloka.com**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Ya    | 282       | 94.0    | 94.0          | 94.0               |
|       | Tidak | 18        | 6.0     | 6.0           | 100.0              |
|       | Total | 300       | 100.0   | 100.0         |                    |



## Regression

**Variables Entered/Removed<sup>a</sup>**

| Model | Variables Entered                                                          | Variables Removed | Method |
|-------|----------------------------------------------------------------------------|-------------------|--------|
| 1     | User-Friendliness, Costumer Tecnical Support, Data Security, Infrastruktur | .                 | Enter  |

a. All requested variables entered.

b. Dependent Variable: Satisfaction

**Model Summary**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .684 <sup>a</sup> | .467     | .460              | .51119                     |

a. Predictors: (Constant), User-Friendliness, Costumer Tecnical Support, Data Security, Infrastruktur

**ANOVA<sup>b</sup>**

| Model |            | Sum of Squares | df  | Mean Square | F      | Sig.              |
|-------|------------|----------------|-----|-------------|--------|-------------------|
| 1     | Regression | 67.620         | 4   | 16.905      | 64.693 | .000 <sup>a</sup> |
|       | Residual   | 77.087         | 295 | .261        |        |                   |
|       | Total      | 144.708        | 299 |             |        |                   |

a. Predictors: (Constant), User-Friendliness, Costumer Tecnical Support, Data Security, Infrastruktur

b. Dependent Variable: Satisfaction

**Coefficients<sup>a</sup>**

| Model |                           | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. |
|-------|---------------------------|-----------------------------|------------|---------------------------|-------|------|
|       |                           | B                           | Std. Error | Beta                      |       |      |
| 1     | (Constant)                | .065                        | .244       |                           | .266  | .791 |
|       | Costumer Tecnical Support | .178                        | .047       | .187                      | 3.801 | .000 |
|       | Infrastruktur             | .332                        | .063       | .286                      | 5.302 | .000 |
|       | Data Security             | .140                        | .057       | .121                      | 2.463 | .014 |
|       | User-Friendliness         | .368                        | .060       | .306                      | 6.142 | .000 |

a. Dependent Variable: Satisfaction

## Regression

**Variables Entered/Removed<sup>b</sup>**

| Model | Variables Entered         | Variables Removed | Method |
|-------|---------------------------|-------------------|--------|
| 1     | Satisfaction <sup>a</sup> | .                 | Enter  |

a. All requested variables entered.

b. Dependent Variable: Repurchase Intention

**Model Summary**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .728 <sup>a</sup> | .530     | .528              | .53127                     |

a. Predictors: (Constant), Satisfaction

**ANOVA<sup>b</sup>**

| Model |            | Sum of Squares | df  | Mean Square | F       | Sig.              |
|-------|------------|----------------|-----|-------------|---------|-------------------|
| 1     | Regression | 94.838         | 1   | 94.838      | 336.006 | .000 <sup>a</sup> |
|       | Residual   | 84.111         | 298 | .282        |         |                   |
|       | Total      | 178.950        | 299 |             |         |                   |

a. Predictors: (Constant), Satisfaction

b. Dependent Variable: Repurchase Intention

**Coefficients<sup>a</sup>**

| Model |              | Unstandardized Coefficients |            | Standardized Coefficients |        | Sig. |
|-------|--------------|-----------------------------|------------|---------------------------|--------|------|
|       |              | B                           | Std. Error | Beta                      | t      |      |
| 1     | (Constant)   | .763                        | .174       |                           | 4.392  | .000 |
|       | Satisfaction | .810                        | .044       | .728                      | 18.330 | .000 |

a. Dependent Variable: Repurchase Intention

## Regression

**Variables Entered/Removed<sup>b</sup>**

| Model | Variables Entered         | Variables Removed | Method |
|-------|---------------------------|-------------------|--------|
| 1     | Satisfaction <sup>a</sup> | .                 | Enter  |

a. All requested variables entered.

b. Dependent Variable: Word of mouth

**Model Summary**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .869 <sup>a</sup> | .755     | .754              | .36790                     |

a. Predictors: (Constant), Satisfaction

**ANOVA<sup>b</sup>**

| Model |            | Sum of Squares | df  | Mean Square | F       | Sig.              |
|-------|------------|----------------|-----|-------------|---------|-------------------|
| 1     | Regression | 124.309        | 1   | 124.309     | 918.407 | .000 <sup>a</sup> |
|       | Residual   | 40.335         | 298 | .135        |         |                   |
|       | Total      | 164.644        | 299 |             |         |                   |

a. Predictors: (Constant), Satisfaction

b. Dependent Variable: Word of mouth

**Coefficients<sup>a</sup>**

| Model |              | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig. |
|-------|--------------|-----------------------------|------------|---------------------------|--------|------|
|       |              | B                           | Std. Error | Beta                      |        |      |
| 1     | (Constant)   | .281                        | .120       |                           | 2.336  | .020 |
|       | Satisfaction | .927                        | .031       | .869                      | 30.305 | .000 |

a. Dependent Variable: Word of mouth

**TABEL DISTRIBUSI R**

| <b>Df</b> | <b>5%</b> | <b>DF</b> | <b>5%</b> | <b>DF</b> | <b>5%</b> | <b>DF</b> | <b>5%</b> |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 1         | 0.997     | 51        | 0.271     | 101       | 0.194     | 151       | 0.159     |
| 2         | 0.950     | 52        | 0.268     | 102       | 0.193     | 152       | 0.158     |
| 3         | 0.878     | 53        | 0.266     | 103       | 0.192     | 153       | 0.158     |
| 4         | 0.811     | 54        | 0.263     | 104       | 0.191     | 154       | 0.157     |
| 5         | 0.754     | 55        | 0.261     | 105       | 0.190     | 155       | 0.157     |
| 6         | 0.707     | 56        | 0.259     | 106       | 0.189     | 156       | 0.156     |
| 7         | 0.666     | 57        | 0.256     | 107       | 0.188     | 157       | 0.156     |
| 8         | 0.632     | 58        | 0.254     | 108       | 0.187     | 158       | 0.155     |
| 9         | 0.602     | 59        | 0.252     | 109       | 0.187     | 159       | 0.155     |
| 10        | 0.576     | 60        | 0.250     | 110       | 0.186     | 160       | 0.154     |
| 11        | 0.553     | 61        | 0.248     | 111       | 0.185     | 161       | 0.154     |
| 12        | 0.532     | 62        | 0.246     | 112       | 0.184     | 162       | 0.153     |
| 13        | 0.514     | 63        | 0.244     | 113       | 0.183     | 163       | 0.153     |
| 14        | 0.497     | 64        | 0.242     | 114       | 0.182     | 164       | 0.152     |
| 15        | 0.482     | 65        | 0.240     | 115       | 0.182     | 165       | 0.152     |
| 16        | 0.468     | 66        | 0.239     | 116       | 0.181     | 166       | 0.151     |
| 17        | 0.456     | 67        | 0.237     | 117       | 0.180     | 167       | 0.151     |
| 18        | 0.444     | 68        | 0.235     | 118       | 0.179     | 168       | 0.151     |
| 19        | 0.433     | 69        | 0.234     | 119       | 0.179     | 169       | 0.150     |
| 20        | 0.423     | 70        | 0.232     | 120       | 0.178     | 170       | 0.150     |
| 21        | 0.413     | 71        | 0.230     | 121       | 0.177     | 171       | 0.149     |
| 22        | 0.404     | 72        | 0.229     | 122       | 0.176     | 172       | 0.149     |
| 23        | 0.396     | 73        | 0.227     | 123       | 0.176     | 173       | 0.148     |
| 24        | 0.388     | 74        | 0.226     | 124       | 0.175     | 174       | 0.148     |
| 25        | 0.381     | 75        | 0.224     | 125       | 0.174     | 175       | 0.148     |
| 26        | 0.374     | 76        | 0.223     | 126       | 0.174     | 176       | 0.147     |
| 27        | 0.367     | 77        | 0.221     | 127       | 0.173     | 177       | 0.147     |
| 28        | 0.361     | 78        | 0.220     | 128       | 0.172     | 178       | 0.146     |
| 29        | 0.355     | 79        | 0.219     | 129       | 0.172     | 179       | 0.146     |
| 30        | 0.349     | 80        | 0.217     | 130       | 0.171     | 180       | 0.146     |
| 31        | 0.344     | 81        | 0.216     | 131       | 0.170     | 181       | 0.145     |
| 32        | 0.339     | 82        | 0.215     | 132       | 0.170     | 182       | 0.145     |
| 33        | 0.334     | 83        | 0.213     | 133       | 0.169     | 183       | 0.144     |
| 34        | 0.329     | 84        | 0.212     | 134       | 0.168     | 184       | 0.144     |
| 35        | 0.325     | 85        | 0.211     | 135       | 0.168     | 185       | 0.144     |
| 36        | 0.320     | 86        | 0.210     | 136       | 0.167     | 186       | 0.143     |
| 37        | 0.316     | 87        | 0.208     | 137       | 0.167     | 187       | 0.143     |
| 38        | 0.312     | 88        | 0.207     | 138       | 0.166     | 188       | 0.142     |
| 39        | 0.308     | 89        | 0.206     | 139       | 0.165     | 189       | 0.142     |
| 40        | 0.304     | 90        | 0.205     | 140       | 0.165     | 190       | 0.142     |
| 41        | 0.301     | 91        | 0.204     | 141       | 0.164     | 191       | 0.141     |
| 42        | 0.297     | 92        | 0.203     | 142       | 0.164     | 192       | 0.141     |
| 43        | 0.294     | 93        | 0.202     | 143       | 0.163     | 193       | 0.141     |
| 44        | 0.291     | 94        | 0.201     | 144       | 0.163     | 194       | 0.140     |
| 45        | 0.288     | 95        | 0.200     | 145       | 0.162     | 195       | 0.140     |
| 46        | 0.285     | 96        | 0.199     | 146       | 0.161     | 196       | 0.139     |
| 47        | 0.282     | 97        | 0.198     | 147       | 0.161     | 197       | 0.139     |
| 48        | 0.279     | 98        | 0.197     | 148       | 0.160     | 198       | 0.139     |
| 49        | 0.276     | 99        | 0.196     | 149       | 0.160     | 199       | 0.138     |
| 50        | 0.273     | 100       | 0.195     | 150       | 0.159     | 200       | 0.138     |

[illegible]

| DF  | 1    | 2    | 3    | 4    | 5    | 6    | 7    | 8    | 9    | 10   |
|-----|------|------|------|------|------|------|------|------|------|------|
| 251 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.05 | 1.98 | 1.92 | 1.87 |
| 252 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.05 | 1.98 | 1.92 | 1.87 |
| 253 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.05 | 1.98 | 1.92 | 1.87 |
| 254 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.05 | 1.97 | 1.92 | 1.87 |
| 255 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.05 | 1.97 | 1.92 | 1.87 |
| 256 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.05 | 1.97 | 1.92 | 1.87 |
| 257 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.05 | 1.97 | 1.92 | 1.87 |
| 258 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.05 | 1.97 | 1.92 | 1.87 |
| 259 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.05 | 1.97 | 1.92 | 1.87 |
| 260 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.04 | 1.97 | 1.92 | 1.87 |
| 261 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.04 | 1.97 | 1.92 | 1.87 |
| 262 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.04 | 1.97 | 1.92 | 1.87 |
| 263 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.04 | 1.97 | 1.92 | 1.87 |
| 264 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.04 | 1.97 | 1.92 | 1.87 |
| 265 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.04 | 1.97 | 1.92 | 1.87 |
| 266 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.04 | 1.97 | 1.92 | 1.87 |
| 267 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.04 | 1.97 | 1.92 | 1.87 |
| 268 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.87 |
| 269 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.87 |
| 270 | 3.88 | 3.03 | 2.64 | 2.41 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.87 |
| 271 | 3.88 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.87 |
| 272 | 3.88 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.87 |
| 273 | 3.88 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.87 |
| 274 | 3.88 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.87 |
| 275 | 3.88 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.87 |
| 276 | 3.88 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.87 |
| 277 | 3.88 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 278 | 3.88 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 279 | 3.88 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 280 | 3.87 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 281 | 3.87 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 282 | 3.87 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 283 | 3.87 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 284 | 3.87 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 285 | 3.87 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 286 | 3.87 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 287 | 3.87 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 288 | 3.87 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 289 | 3.87 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 290 | 3.87 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 291 | 3.87 | 3.03 | 2.64 | 2.40 | 2.25 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 292 | 3.87 | 3.03 | 2.64 | 2.40 | 2.24 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 293 | 3.87 | 3.03 | 2.64 | 2.40 | 2.24 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 294 | 3.87 | 3.03 | 2.64 | 2.40 | 2.24 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 295 | 3.87 | 3.03 | 2.64 | 2.40 | 2.24 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 296 | 3.87 | 3.03 | 2.64 | 2.40 | 2.24 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 297 | 3.87 | 3.03 | 2.64 | 2.40 | 2.24 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 298 | 3.87 | 3.03 | 2.63 | 2.40 | 2.24 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 299 | 3.87 | 3.03 | 2.63 | 2.40 | 2.24 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |
| 300 | 3.87 | 3.03 | 2.63 | 2.40 | 2.24 | 2.13 | 2.04 | 1.97 | 1.91 | 1.86 |

**TABEL DISTRIBUSI T 5%**

| Df  | 10%   | 5%    | DF  | 10%   | 5%    |
|-----|-------|-------|-----|-------|-------|
| 201 | 1.652 | 1.972 | 251 | 1.651 | 1.969 |
| 202 | 1.652 | 1.972 | 252 | 1.651 | 1.969 |
| 203 | 1.652 | 1.972 | 253 | 1.651 | 1.969 |
| 204 | 1.652 | 1.972 | 254 | 1.651 | 1.969 |
| 205 | 1.652 | 1.972 | 255 | 1.651 | 1.969 |
| 206 | 1.652 | 1.972 | 256 | 1.651 | 1.969 |
| 207 | 1.652 | 1.971 | 257 | 1.651 | 1.969 |
| 208 | 1.652 | 1.971 | 258 | 1.651 | 1.969 |
| 209 | 1.652 | 1.971 | 259 | 1.651 | 1.969 |
| 210 | 1.652 | 1.971 | 260 | 1.651 | 1.969 |
| 211 | 1.652 | 1.971 | 261 | 1.651 | 1.969 |
| 212 | 1.652 | 1.971 | 262 | 1.651 | 1.969 |
| 213 | 1.652 | 1.971 | 263 | 1.651 | 1.969 |
| 214 | 1.652 | 1.971 | 264 | 1.651 | 1.969 |
| 215 | 1.652 | 1.971 | 265 | 1.651 | 1.969 |
| 216 | 1.652 | 1.971 | 266 | 1.651 | 1.969 |
| 217 | 1.652 | 1.971 | 267 | 1.651 | 1.969 |
| 218 | 1.652 | 1.971 | 268 | 1.651 | 1.969 |
| 219 | 1.652 | 1.971 | 269 | 1.651 | 1.969 |
| 220 | 1.652 | 1.971 | 270 | 1.651 | 1.969 |
| 221 | 1.652 | 1.971 | 271 | 1.650 | 1.969 |
| 222 | 1.652 | 1.971 | 272 | 1.650 | 1.969 |
| 223 | 1.652 | 1.971 | 273 | 1.650 | 1.969 |
| 224 | 1.652 | 1.971 | 274 | 1.650 | 1.969 |
| 225 | 1.652 | 1.971 | 275 | 1.650 | 1.969 |
| 226 | 1.652 | 1.971 | 276 | 1.650 | 1.969 |
| 227 | 1.652 | 1.970 | 277 | 1.650 | 1.969 |
| 228 | 1.652 | 1.970 | 278 | 1.650 | 1.969 |
| 229 | 1.652 | 1.970 | 279 | 1.650 | 1.969 |
| 230 | 1.652 | 1.970 | 280 | 1.650 | 1.968 |
| 231 | 1.651 | 1.970 | 281 | 1.650 | 1.968 |
| 232 | 1.651 | 1.970 | 282 | 1.650 | 1.968 |
| 233 | 1.651 | 1.970 | 283 | 1.650 | 1.968 |
| 234 | 1.651 | 1.970 | 284 | 1.650 | 1.968 |
| 235 | 1.651 | 1.970 | 285 | 1.650 | 1.968 |
| 236 | 1.651 | 1.970 | 286 | 1.650 | 1.968 |
| 237 | 1.651 | 1.970 | 287 | 1.650 | 1.968 |
| 238 | 1.651 | 1.970 | 288 | 1.650 | 1.968 |
| 239 | 1.651 | 1.970 | 289 | 1.650 | 1.968 |
| 240 | 1.651 | 1.970 | 290 | 1.650 | 1.968 |
| 241 | 1.651 | 1.970 | 291 | 1.650 | 1.968 |
| 242 | 1.651 | 1.970 | 292 | 1.650 | 1.968 |
| 243 | 1.651 | 1.970 | 293 | 1.650 | 1.968 |
| 244 | 1.651 | 1.970 | 294 | 1.650 | 1.968 |
| 245 | 1.651 | 1.970 | 295 | 1.650 | 1.968 |
| 246 | 1.651 | 1.970 | 296 | 1.650 | 1.968 |
| 247 | 1.651 | 1.970 | 297 | 1.650 | 1.968 |
| 248 | 1.651 | 1.970 | 298 | 1.650 | 1.968 |
| 249 | 1.651 | 1.970 | 299 | 1.650 | 1.968 |
| 250 | 1.651 | 1.969 | 300 | 1.650 | 1.968 |