Lampiran 9. Hasil Jawaban Dan Pengkategorian Kuesioner Tingkat Pelaksanaan Dan Kepentingan Serta Tingkat Kepuasan di BCA KCP Bintaro, Jakarta Selatan
Menurut Responden Kategori N4, Tahun 2003

No.	Ktgr	Saldo Tabungan	(Y)	TKN	Pendapatan	(X_2)	Jml	TINGKAT PELAKSANAAN (PERSEI																											
	Saldo	" Tahapan "		P-H	Bersih		Tggn	TANGIBLE														RELIABILITY								RESPONSIVENESS					
Resp.	Tab	(Y)	(jutaan)	(X_1)	(X_2)	(jutaan)	(X_3)	1	2	3	4	5	6	7	8	9	10	11	12	Skor	Rata²	13	14	15	16	17	18	Skor	Rata²	19	20	21	22	23	24
1	4	227,185,229	227.19	-3	37,000,000	37.00	9	5	5	5	5	4	5	5	4	4	5	5	5	57	4.8	5	4	5	4	5	5	28	4.7	4	4	5	5	4	5
2	4	272,642,018	272.64	0	32,500,000	32.50	11	4	5	4	4	3	5	4	1	4	5	4	3	49	4.1	3	3	3	3	4	3	19	3.2	4	4	3	3	3	3
3	4	318,098,807	318.10	-2	37,000,000	37.00	7	5	5	5	5	5	5	5	3	5	5	5	5	58	4.8	5	5	3	5	5	4	27	4.5	4	4	5	5	5	5
4	4	363,555,596	363.56	9	37,000,000	37.00	11	4	4	4	4	4	4	4	4	4	4	4	4	48	4.0	5	5	4	4	5	5	28	4.7	5	5	5	4	5	3
5	4	409,012,385	409.01	0	38,000,000	38.00	11	4	3	3	3	4	3	4	4	3	4	4	4	43	3.6	3	4	3	3	4	4	21	3.5	4	4	3	4	3	3
6	4	454,459,174	454.47	2	38,000,000	38.00	10	4	4	4	4	3	4	4	4	4	4	3	3	45	3.8	4	4	3	4	4	4	23	3.8	3	3	4	4	4	3
7	4	499,925,963	499.93	3	33,500,000	33.50	7	4	4	4	4	3	4	4	4	4	4	3	3	45	3.8	3	2	5	5	4	2	21	3.5	3	3	3	2	3	3
8	4	545,382,752	545.38	3	38,000,000	38.00	10	4	3	3	3	4	3	3	4	4	4	4	5	44	3.7	3	4	3	4	3	4	21	3.5	3	3	3	5	4	4
9	4	590,839,541	590.84	1	39,000,000	39.00	10	4	4	4	4	3	4	4	3	4	3	3	4	44	3.7	4	4	3	3	5	4	23	3.8	4	4	5	4	5	3
10	4	636,296,330	636.30	1	39,000,000	39.00	9	3	4	4	4	3	4	4	4	2	4	3	4	43	3.6	5	5	4	4	5	5	28	4.7	4	4	4	4	4	4
11	4	681,753,119	681.75	-1	39,000,000	39.00	9	4	4	4	4	3	4	4	4	4	4	3	3	45	3.8	4	4	3	4	4	4	23	3.8	4	4	4	4	4	3
12	4	727,209,908	727.21	0	39,000,000	39.00	9	5	3	5	5	5	5	5	4	5	5	4	5	56	4.7	4	5	5	5	5	4	28	4.7	3	4	4	4	4	3
13	4	772,666,697	772.67	-5	40,000,000	40.00	8	4	4	4	4	4	4	4	3	4	4	3	4	46	3.8	3	4	3	4	4	4	22	3.7	5	5	5	5	5	5
14	4	818,123,486	818.12	0	40,000,000	40.00	8	5	5	5	4	5	4	5	5	5	5	5	5	58	4.8	4	5	4	4	5	5	27	4.5	4	4	5	5	4	5
15	4	863,580,275	863.58	0	25,500,000	25.50	3	4	4	4	4	3	4	4	3	4	3	3	4	44	3.7	4	4	4	4	5	4	25	4.2	4	4	5	4	5	3
16	4	909,037,064	909.04	6	40,000,000	40.00	8	5	5	5	5	4	5	5	4	4	5	5	5	57	4.8	5	4	5	4	5	5	28	4.7	4	4	5	5	4	5
17	4	954,493,853	954.49	0	41,000,000	41.00	8	4	3	3	4	3	4	4	3	4	4	3	3	42	3.5	3	4	3	4	3	3	20	3.3	3	3	4	4	4	3
18	4	999,950,642	999.95	-3	41,000,000	41.00	7	5	5	5	5	4	5	5	4	4	5	5	5	57	4.8	5	4	5	4	5	5	28	4.7	4	4	5	5	4	5
19	4	1,045,407,431	1,045.41	0	41,000,000	41.00	7	4	3	3	4	3	4	4	3	4	4	3	3	42	3.5	3	4	3	3	4	4	21	3.5	3	3	4	4	4	3
20	4	1,090,864,220	1,090.86	-1	25,500,000	25.50	5	5	5	4	5	5	5	5	5	5	5	3	5	57	4.8	5	5	4	4	5	5	28	4.7	4	4	4	4	4	4
21	4	1,136,321,009	1,136.32	4	42,000,000	42.00	7	4	4	4	4	3	4	4	4	4	4	3	3	45	3.8	3	2	5	5	4	2	21	3.5	3	3	3	2	3	3
22	4	1,181,777,798	1,181.78	6	42,000,000	42.00	7	4	4	4	4	3	4	4	4	4	4	3	3	45	3.8	4	3	4	4	4	5	24	4.0	4	4	3	5	5	5
23	4	1,227,234,587	1,227.23	-4	42,000,000	42.00	6	5	5	5	4	4	4	4	4	5	4	3	4	51	4.3	4	5	4	5	4	5	27	4.5	5	5	5	5	4	5
24	4	1,272,691,376	1,272.69	-4	43,000,000	43.00	8	5	5	5	4	5	2	5	5	5	5	5	5	56	4.7	4	3	2	3	4	3	19	3.2	4	4	5	5	4	5
25	4	1,318,148,165	1,318.15	-2	43,000,000	43.00	6	4	4	4	4	4	4	4	4	4	4	4	4	48	4.0	4	4	4	4	5	4	25	4.2	4	4	3	3	3	3
26	4	1,363,604,954	1,363.60	-4	44,000,000	44.00	5	4	4	4	4	3	4	4	3	4	3	3	4	44	3.7	4	4	3	3	5	4	23	3.8	4	4	5	4	5	3
27	4	1,409,061,743	1,409.06	4	44,000,000	44.00	5	4	4	4	4	3	4	4	4	4	4	3	3	45	3.8	5	5	4	4	5	5	28	4.7	4	4	4	4	4	3
28	4	1,454,518,532	1,454.52	-1	45,000,000	45.00	7	4	4	3	3	3	3	3	3	4	3	3	3	39	3.3	4	4	4	4	5	4	25	4.2	5	4	5	5	5	5
29	4	1,499,975,321	1,499.98	0	45,000,000	45.00	5	5	5	5	4	5	5	5	5	5	5	5	5	59	4.9	3	3	3	4	4	4	21	3.5	5	4	5	4	5	5
30	4	1,545,432,110	1,545.43	3	46,000,000	46.00	5	5	5	5	5	4	5	5	4	4	5	5	5	57	4.8	5	4	5	4	5	5	28	4.7	4	4	5	5	4	5
31	4	1,590,888,899	1,590.89	-6	46,000,000	46.00	4	4	4	4	4	4	4	4	3	4	4	3	4	46	3.8	3	4	3	4	4	4	22	3.7	5	5	5	5	5	5
32	4	1,636,345,688	1,636.35	-1	47,000,000	47.00	4	4	3	3	3	4	3	3	4	4	4	4	5	44	3.7	3	4	3	4	3	4	21	3.5	3	3	3	5	4	4
33	4	1,681,802,477	1,681.80	-2	47,000,000	47.00	8	5	5	5	5	5	5	5	3	5	5	5	5	58	4.8	5	5	3	5	5	4	27	4.5	4	4	5	5	5	5
34	4	1,727,259,266	1,727.26	0	48,000,000	48.00	4	4	3	3	4	3	4	4	3	4	4	3	3	42	3.5	3	4	3	4	3	3	20	3.3	3	3	4	4	4	3
35	4	1,772,716,055	1,772.72	-7	33,500,000	33.50	9	4	4	4	4	4	4	4	4	4	4	4	4	48	4.0	5	5	4	4	5	5	28	4.7	5	5	5	4	5	3
36	4	1,818,172,844	1,818.17	-3	49,000,000	49.00	3	4	4	2	4	3	.	4	4	4	4	3	4	44	3.7	2	3	3	4	4	3	19	3.2	4	4	4	4	3	4
37	4	1,863,629,633	1,863.63	0	27,500,000	27.50	3	4	4	4	4	4	4	4	3	4	4	3	4	46	3.8	3	4	3	4	4	4	22	3.7	5	5	5	5	5	5
38	4	1,909,086,422	1,909.09	4	50,000,000	50.00	3	4	4	4	4	3	4	4	4	4	4	3	3	45	3.8	5	5	4	4	5	5	28	4.7	4	4	4	4	4	3
39	4	1,954,543,211	1,954.54	0	50,000,000	50.00	9	4	3	3	4	3	4	4	4	3	4	3	3	42	3.5	3	4	3	4	3	3	20	3.3	5	4	5	5	5	5
Jml		42,543,704,580	42,543.70		1,575,000,000	1,575.00		167	160	157	160	145	160	164	148	160	164	143	156		157	152	158	142	156	170	159		156	156	154	168	167	164	154
Rata²		1,090,864,220	1,090.86		40,384,615	40.38		4.3	4.1	4.0	4.1	3.7	4.1	4.2	3.8	4.1	4.2	3.7	4.0		4.0	3.9	4.1	3.6	4.0	4.4	4.1		4.0	4.0	3.9	4.3	4.3	4.2	3.9
StDev		518,287,137	518.29		6,036,579	6.04															0.5								0.6						

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No.	TINGKAT KEPENTINGAN (HARAPAN)																														P	Rata² P	H	Rata² H
			RESPONSIVENESS								ASSURANCE												EMPHATY											
Resp.	Skor	Rata²	19	20	21	22	23	24	Skor	Rata²	25	26	27	28	29	30	31	32	33	Skor	Rata²	34	35	36	37	38	39	40	Skor	Rata²				
1	28	4.7	4	4	5	5	4	5	27	4.5	5	5	5	5	5	5	4	4	4	42	4.7	5	4	4	3	4	3	3	26	3.7	177	4.4	180	4.5
2	19	3.2	4	4	3	3	3	3	20	3.3	3	3	3	4	4	3	3	4	4	31	3.4	3	3	3	3	3	3	3	21	3.0	140	3.5	140	3.5
3	28	4.7	4	4	5	5	5	5	28	4.7	5	4	4	5	4	5	4	4	3	38	4.2	5	5	5	4	5	4	4	32	4.6	182	4.6	184	4.6
4	21	3.5	5	5	5	4	5	3	27	4.5	3	3	3	4	3	4	3	3	3	29	3.2	4	3	5	4	5	4	4	29	4.1	163	4.1	154	3.9
5	21	3.5	4	4	3	4	3	3	21	3.5	4	3	4	4	3	3	3	3	4	31	3.4	3	3	4	3	4	3	3	23	3.3	139	3.5	139	3.5
6	21	3.5	4	3	4	4	4	4	23	3.8	4	4	4	4	4	4	4	3	3	34	3.8	4	4	4	3	4	3	3	25	3.6	145	3.6	143	3.6
7	22	3.7	3	3	3	3	3	3	18	3.0	3	3	3	3	3	3	3	3	3	27	3.0	3	4	3	3	4	3	3	23	3.3	133	3.3	130	3.3
8	20	3.3	3	3	3	5	4	4	22	3.7	4	4	3	4	3	4	3	3	3	31	3.4	4	3	4	3	4	3	3	24	3.4	141	3.5	138	3.5
9	22	3.7	4	4	5	4	5	3	25	4.2	5	4	4	5	5	5	4	4	4	40	4.4	5	4	4	3	3	4	3	26	3.7	158	4.0	157	3.9
10	26	4.3	3	4	4	4	4	4	23	3.8	4	4	3	4	3	4	3	3	3	31	3.4	4	4	4	3	4	3	3	25	3.6	150	3.8	149	3.7
11	22	3.7	3	4	4	4	4	3	22	3.7	4	4	5	3	4	4	3	3	3	33	3.7	4	3	4	4	3	3	3	24	3.4	146	3.7	147	3.7
12	28	4.7	3	4	4	4	4	3	22	3.7	4	4	5	5	4	4	3	3	3	35	3.9	4	3	4	4	3	3	3	24	3.4	165	4.1	165	4.1
13	21	3.5	5	5	5	5	5	5	30	5.0	4	4	3	3	3	4	3	3	3	30	3.3	3	3	3	3	3	3	3	21	3.0	143	3.6	148	3.7
14	27	4.5	4	4	5	5	4	5	27	4.5	4	4	4	4	4	4	4	3	3	34	3.8	4	4	4	3	4	3	3	25	3.6	171	4.3	171	4.3
15	25	4.2	4	4	5	4	5	3	25	4.2	5	4	4	5	5	5	4	4	4	40	4.4	5	4	4	3	3	4	3	26	3.7	160	4.0	160	4.0
16	28	4.7	4	4	5	5	4	5	27	4.5	5	5	5	5	5	5	4	4	4	42	4.7	5	4	4	3	4	3	3	26	3.7	177	4.4	171	4.3
17	20	3.3	3	3	4	4	4	3	21	3.5	3	4	4	3	4	4	4	3	4	33	3.7	3	3	4	4	4	4	3	25	3.6	141	3.5	141	3.5
18	28	4.7	4	4	5	5	4	5	27	4.5	5	5	5	5	5	5	4	4	4	42	4.7	5	4	4	3	4	3	3	26	3.7	177	4.4	180	4.5
19	21	3.5	3	3	4	4	4	3	21	3.5	3	4	4	3	4	4	4	3	3	32	3.6	3	3	4	4	4	4	3	25	3.6	141	3.5	141	3.5
20	27	4.5	4	4	4	4	4	4	24	4.0	5	5	4	4	4	5	4	4	3	38	4.2	5	5	5	3	5	4	4	31	4.4	176	4.4	177	4.4
21	21	3.5	3	3	3	3	3	3	18	3.0	3	3	3	3	3	3	3	3	3	27	3.0	3	4	3	3	4	3	3	23	3.3	133	3.3	129	3.2
22	22	3.7	4	4	3	5	5	5	26	4.3	4	4	4	4	4	4	3	3	4	34	3.8	4	3	3	3	4	4	3	24	3.4	151	3.8	145	3.6
23	28	4.7	5	5	5	5	4	5	29	4.8	5	5	5	5	5	5	5	4	4	43	4.8	5	4	4	3	4	3	3	26	3.7	173	4.3	177	4.4
24	21	3.5	4	4	5	5	4	5	27	4.5	4	4	4	4	4	4	4	3	3	34	3.8	4	4	4	3	4	3	3	25	3.6	161	4.0	165	4.1
25	25	4.2	4	4	3	3	3	3	20	3.3	3	3	3	4	4	3	4	4	4	32	3.6	3	3	3	4	3	3	3	22	3.1	145	3.6	147	3.7
26	22	3.7	5	4	5	4	5	5	28	4.7	5	5	4	5	5	5	4	4	4	41	4.6	4	4	4	3	4	4	3	26	3.7	158	4.0	162	4.1
27	22	3.7	4	4	4	4	4	3	23	3.8	4	4	4	4	4	4	3	3	3	33	3.7	4	3	4	4	3	3	3	24	3.4	151	3.8	147	3.7
28	25	4.2	5	4	5	5	5	5	29	4.8	4	3	3	4	4	4	3	3	3	31	3.4	5	5	5	4	5	5	4	33	4.7	156	3.9	157	3.9
29	21	3.5	5	4	5	4	5	5	28	4.7	4	3	4	4	4	4	3	3	4	33	3.7	4	3	4	3	4	4	3	25	3.6	166	4.2	166	4.2
30	22	3.7	4	4	5	5	5	5	28	4.7	5	5	5	5	3	5	4	4	4	40	4.4	4	4	4	3	4	3	4	26	3.7	177	4.4	174	4.4
31	21	3.5	5	5	5	5	5	5	30	5.0	4	4	3	3	3	4	3	3	3	30	3.3	3	3	3	4	3	3	3	22	3.1	143	3.6	149	3.7
32	21	3.5	3	3	3	5	4	4	22	3.7	4	4	3	4	3	4	3	3	3	31	3.4	4	3	4	3	4	3	3	24	3.4	141	3.5	142	3.6
33	28	4.7	4	4	5	5	5	5	28	4.7	5	4	4	5	4	5	4	4	3	38	4.2	5	5	5	4	5	4	4	32	4.6	182	4.6	184	4.6
34	20	3.3	3	3	4	4	4	3	21	3.5	3	3	3	3	3	3	3	3	3	27	3.0	3	3	4	4	4	4	3	25	3.6	135	3.4	135	3.4
35	19	3.2	4	5	5	4	5	5	28	4.7	5	5	3	4	3	4	3	3	3	33	3.7	5	5	5	4	5	4	4	32	4.6	163	4.1	170	4.3
36	21	3.5	4	3	4	4	3	4	22	3.7	4	4	4	4	4	4	3	3	3	33	3.7	4	4	4	3	4	3	3	25	3.6	139	3.5	142	3.6
37	18	3.0	4	5	5	5	5	5	29	4.8	4	5	3	3	3	3	4	4	4	32	3.6	3	3	3	4	3	3	4	23	3.3	143	3.6	143	3.6
38	21	3.5	3	4	4	4	4	3	22	3.7	4	4	5	5	4	4	3	3	3	35	3.9	4	3	4	4	3	3	3	24	3.4	151	3.8	147	3.7
39	20	3.3	5	4	5	5	5	5	29	4.8	5	5	4	5	5	5	4	3	4	40	4.4	5	5	5	4	5	4	4	32	4.6	163	4.1	163	4.1
Jml		149	153	153	168	169	165	159		161	161	157	150	160	151	161	136	131	133		149	157	144	155	133	152	133	126		143		151		151
Rata²		3.8	3.9	3.9	4.3	4.3	4.2	4.1		4.1	4.1	4.0	3.8	4.1	3.9	4.1	3.5	3.4	3.4		3.8	4.0	3.7	4.0	3.4	3.9	3.4	3.2		3.7		3.9		3.9
StDev		0.5								0.6											0.5									0.4		0.4		0.4

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No. PSI)

Resp.	Skor	Rata²	ASSURANCE 25	26	27	28	29	30	31	32	33	Skor	Rata²	EMPHATY 34	35	36	37	38	39	40	Skor	Rata²
1	27	4.5	5	5	5	5	3	5	4	4	4	40	4.4	5	4	4	3	4	3	2	25	3.6
2	20	3.3	3	3	3	4	4	3	3	4	4	31	3.4	3	3	3	3	3	3	3	21	3.0
3	28	4.7	5	5	4	5	4	5	4	4	3	39	4.3	5	5	5	4	5	4	2	30	4.3
4	27	4.5	5	5	3	4	3	4	3	2	2	31	3.4	4	3	5	4	5	4	4	29	4.1
5	21	3.5	4	3	4	4	3	3	3	3	4	31	3.4	3	3	4	3	4	3	3	23	3.3
6	21	3.5	4	4	4	4	4	4	4	3	3	34	3.8	4	4	2	3	4	3	2	22	3.1
7	17	2.8	2	3	3	3	3	3	2	5	5	29	3.2	3	4	3	2	4	2	3	21	3.0
8	22	3.7	4	3	3	4	3	4	3	3	3	30	3.3	4	3	4	3	4	3	3	24	3.4
9	25	4.2	5	5	4	5	5	5	4	4	4	41	4.6	5	4	4	3	2	4	3	25	3.6
10	24	4.0	4	4	3	4	3	4	3	3	2	30	3.3	4	4	4	3	4	3	3	25	3.6
11	23	3.8	4	4	5	2	4	4	3	3	3	32	3.6	4	3	4	4	3	3	2	23	3.3
12	22	3.7	4	4	5	5	4	4	3	3	3	35	3.9	4	3	4	4	3	3	3	24	3.4
13	30	5.0	4	5	3	3	3	3	3	2	2	28	3.1	3	3	2	2	3	2	2	17	2.4
14	27	4.5	4	4	4	4	4	4	4	3	3	34	3.8	4	4	4	3	4	3	3	25	3.6
15	25	4.2	5	4	4	5	5	5	4	4	4	40	4.4	5	4	4	3	3	4	3	26	3.7
16	27	4.5	5	5	5	5	3	5	4	4	4	40	4.4	5	4	4	3	4	3	2	25	3.6
17	21	3.5	3	4	4	3	4	4	4	3	4	33	3.7	3	3	4	4	4	4	3	25	3.6
18	27	4.5	5	5	5	5	3	5	4	4	4	40	4.4	5	4	4	3	4	3	2	25	3.6
19	21	3.5	3	4	4	3	4	4	4	3	3	32	3.6	3	3	4	4	4	4	3	25	3.6
20	24	4.0	5	4	4	3	4	5	4	4	3	36	4.0	5	5	5	3	5	4	4	31	4.4
21	17	2.8	2	3	3	3	3	3	2	5	5	29	3.2	3	4	3	2	4	2	3	21	3.0
22	26	4.3	4	3	4	4	4	4	3	3	4	33	3.7	4	3	2	3	4	4	3	23	3.3
23	29	4.8	5	5	5	5	2	5	5	4	4	40	4.4	5	4	4	3	4	3	3	26	3.7
24	27	4.5	4	5	4	4	4	4	4	3	3	35	3.9	4	4	4	3	4	2	3	24	3.4
25	20	3.3	3	3	3	4	4	3	4	4	4	32	3.6	3	3	3	2	3	3	3	20	2.9
26	25	4.2	5	5	4	5	5	5	4	4	4	41	4.6	5	4	4	3	2	4	3	25	3.6
27	23	3.8	4	4	5	2	4	4	3	3	3	32	3.6	4	3	4	4	3	3	2	23	3.3
28	29	4.8	4	3	3	4	4	4	3	2	3	30	3.3	5	5	5	4	5	5	4	33	4.7
29	28	4.7	4	3	4	4	4	4	3	3	4	33	3.7	4	3	4	3	4	4	3	25	3.6
30	27	4.5	5	5	5	5	3	5	4	4	4	40	4.4	5	4	4	3	4	3	2	25	3.6
31	30	5.0	4	5	3	3	3	3	3	2	2	28	3.1	3	3	2	2	3	2	2	17	2.4
32	22	3.7	4	3	3	4	3	4	3	3	3	30	3.3	4	3	4	3	4	3	3	24	3.4
33	28	4.7	5	5	4	5	4	5	4	4	3	39	4.3	5	5	5	4	5	4	2	30	4.3
34	21	3.5	3	3	3	3	3	3	3	3	3	27	3.0	3	3	4	4	4	4	3	25	3.6
35	27	4.5	5	5	3	4	3	4	3	2	2	31	3.4	4	3	5	4	5	4	4	29	4.1
36	23	3.8	4	4	4	2	2	4	3	3	3	29	3.2	4	3	4	3	4	3	3	24	3.4
37	30	5.0	4	5	3	3	3	3	3	2	2	28	3.1	3	3	2	2	3	2	2	17	2.4
38	23	3.8	4	4	5	2	4	4	3	3	3	32	3.6	4	3	4	4	3	3	2	23	3.3
39	29	4.8	5	5	4	5	5	5	4	3	4	40	4.4	5	5	5	4	5	4	4	32	4.6
Jml		161	161	161	151	151	140	159	134	128	130		146	158	141	149	124	149	127	109		137
Rata²		4.1	4.1	4.1	3.9	3.9	3.6	4.1	3.4	3.3	3.3		3.7	4.1	3.6	3.8	3.2	3.8	3.3	2.8		3.5
StDev		0.6											0.5									0.5

Resp.	TANGIBLE 1	2	3	4	5	6	7	8	9	10	11	12	Skor	Rata²	RELIABILITY 13	14	15	16	17	18
1	5	5	5	5	4	5	5	4	4	5	5	5	57	4.8	5	4	5	4	5	5
2	4	5	4	4	3	5	4	4	4	5	4	3	49	4.1	3	3	3	3	4	3
3	5	5	5	5	5	5	5	3	5	5	5	5	58	4.8	5	5	4	5	5	4
4	4	4	4	4	4	4	4	4	4	4	4	4	48	4.0	3	3	3	4	4	4
5	4	3	3	3	4	3	4	4	3	4	4	4	43	3.6	3	4	3	3	4	4
6	3	4	3	3	3	4	4	3	3	4	3	3	40	3.3	3	4	3	4	3	4
7	3	4	3	3	3	4	4	3	3	4	3	3	40	3.3	4	3	3	4	4	4
8	3	4	3	3	3	4	4	3	4	4	3	3	41	3.4	4	3	3	3	3	4
9	4	4	4	4	3	4	4	3	4	3	3	4	44	3.7	4	3	4	4	4	3
10	4	4	4	4	3	3	3	4	4	4	3	4	44	3.7	5	4	5	4	4	4
11	4	4	4	4	4	4	4	3	4	4	3	4	46	3.8	4	3	3	4	4	4
12	5	3	5	5	5	5	5	4	5	5	4	5	56	4.7	4	5	5	5	5	4
13	4	4	4	4	4	4	4	3	4	4	3	4	46	3.8	3	4	3	4	3	4
14	5	5	5	4	5	4	5	5	5	5	5	5	58	4.8	4	5	4	4	5	5
15	4	4	4	4	3	4	4	3	4	3	3	4	44	3.7	4	4	4	4	5	4
16	4	4	4	4	4	4	4	4	4	4	4	4	48	4.0	5	5	4	5	5	4
17	4	3	3	4	3	4	4	3	4	4	3	3	42	3.5	3	4	3	4	3	3
18	5	5	5	5	4	5	5	4	4	5	5	5	57	4.8	5	4	5	4	5	5
19	4	3	3	4	3	4	4	3	4	4	3	3	42	3.5	3	4	3	3	4	4
20	5	5	4	5	5	5	5	5	5	5	3	5	57	4.8	4	5	4	4	5	5
21	3	4	3	3	3	4	4	3	3	4	3	3	40	3.3	4	3	3	4	3	4
22	4	4	3	3	3	3	3	3	4	3	3	3	39	3.3	4	3	4	4	4	3
23	5	5	5	4	4	4	4	4	5	4	3	4	51	4.3	4	5	4	5	5	5
24	5	5	5	4	5	4	5	5	5	5	5	5	58	4.8	4	3	3	3	4	4
25	4	4	4	4	4	4	4	4	4	4	4	4	48	4.0	4	4	4	4	5	4
26	4	4	3	4	3	4	4	4	4	4	3	4	45	3.8	3	4	3	4	4	4
27	4	4	4	4	3	4	4	4	4	4	3	3	45	3.8	4	3	3	4	4	4
28	4	4	3	3	3	3	3	3	4	3	3	3	39	3.3	4	4	4	4	5	4
29	5	5	5	4	5	5	5	5	5	5	5	5	59	4.9	3	3	3	4	4	4
30	5	5	5	5	5	5	5	3	5	5	5	5	58	4.8	3	4	3	4	4	4
31	4	4	4	4	4	4	4	3	4	4	3	4	46	3.8	3	4	3	4	3	4
32	4	3	3	3	4	3	3	4	4	4	4	5	44	3.7	3	4	3	4	3	4
33	5	5	5	5	5	5	5	3	5	5	5	5	58	4.8	5	5	4	5	5	4
34	4	3	3	4	3	4	4	3	4	4	3	3	42	3.5	3	4	3	4	3	3
35	5	5	5	5	5	5	5	3	5	5	5	5	58	4.8	3	3	3	3	4	3
36	4	4	3	3	3	3	3	3	4	3	4	4	41	3.4	3	3	3	4	4	4
37	3	4	3	3	3	4	4	3	4	4	3	3	41	3.4	3	3	3	3	3	3
38	3	4	4	4	3	4	4	4	4	4	3	4	45	3.8	3	4	3	3	4	4
39	4	3	3	4	3	4	4	4	3	4	3	3	42	3.5	3	4	3	4	3	3
Jml	162	161	152	154	146	160	162	140	161	163	143	155		155	144	149	136	153	158	153
Rata²	4.2	4.1	3.9	3.9	3.7	4.1	4.2	3.6	4.1	4.2	3.7	4.0		4.0	3.7	3.8	3.5	3.9	4.1	3.9
StDev														0.6						