Lampiran 1 Lembar Penjelasan

**LEMBAR PENJELASAN**

Penelitian ini dilakukan oleh Mahasiswi dari Politeknik Kesehatan Kemenkes Malang Program Studi D3 Asuransi Kesehatan. Penelitian ini bertujuan untuk mengetahui Gambaran Kepuasan Peserta Terhadap Pelayanan Klaim JHT *Online* Melalui Lapak Asik di BPJS Ketenagakerjaan Jombang.

Keikutsertaan responden bersifat sukarela tanpa adanya paksaan. Segala informasi yang berkaitan dengan responden akan sangat dijaga kerahasiaannya. Jika ada hal-hal yang ingin ditanyakan atau penjelasan lebih lanjut terkait penelitian ini, dapat menghubungi nomor telepon/WA berikut : 085961582084 (Bidara Budi Arty) atau melalui email : [bidarabudiarty1705@gmail.com](mailto:adjiesatya13@gmail.com)

Lampiran 2 Lembar Pernyataan Persetujuan Partisipasi

**LEMBAR PERNYATAAN PERSETUJUAN PARTISIPASI**

Setelah membaca penjelasan secara rinci dan telah mengerti mengenai hal yang berkaitan, Dengan ini saya menyatakan bahwa saya **SETUJU/TIDAK SETUJU** untuk dapat ikut berpartisipasi sebagai responden dalam penelitian ini yang berjudul **“Gambaran Kepuasan Peserta Terhadap Pelayanan Klaim JHT *Online* Melalui Lapak Asik di BPJS Ketenagakerjaan Jombang”.** Saya menyatakan bahwa keikutsertaan saya dalam penelitian ini saya lakukan secara bersifat sukarela dan tanpa paksaan dari pihak manapun. Apabila saya ingin berhenti dalam kegiatan ini, saya dapat mengundurkan diri sewaktu-waktu tanpa sanksi apapun.

Pilih salah satu dari jawaban berikut !

○ Setuju

○ Tidak setuju

Lampiran 3 Kuesioner Penelitian

**KUESIONER PENELITIAN**

Tanggal Pengisian Kuesioner : ...../...../.....

1. **IDENTITAS RESPONDEN** 
   * + 1. Nama : ................................................................................
       2. Jenis Kelamin : Laki-laki/Perempuan
       3. Usia :................................................................................
       4. Alamat : ................................................................................
2. **PERNYATAAN**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| No. | Pernyataan | Sangat Setuju | Setuju | Cukup Setuju | Tidak Setuju | Sangat Tidak Setuju |
| **A.** | ***Reliability* (Kehandalan)** |  |  |  |  |  |
| 1. | Pegawai BPJS Ketenagakerjaan mampu menangani jika ada permasalahan dalam pengklaiman JHT *online* melalui Lapak Asik dengan tepat dan profesional. |  |  |  |  |  |
| 2. | Pegawai BPJS Ketenagakerjaan memberikan pelayanan sesuai dengan prosedur. |  |  |  |  |  |
| 3. | Pegawai BPJS Ketenagakerjaan cepat dalam melakukan pelayanan kepada peserta yang melakukan klaim JHT *online* melalui Lapak Asik. |  |  |  |  |  |
| 4. | Pegawai BPJS Ketenagakerjaan tidak pilih kasih dalam menerima peserta yang akan melakukan klaim JHT *online* melalui Lapak Asik. |  |  |  |  |  |
| **B.** | ***Responsiveness* (Ketanggapan)** |  |  |  |  |  |
| 1. | Pegawai BPJS Ketenagakerjaan bersedia menawarkan bantuan kepada peserta ketika mengalami kesulitan pada saat proses mengisi data diri pada website Lapak Asik walau tanpa diminta. |  |  |  |  |  |
| 2. | Pegawai BPJS Ketenagakerjaan memberikan informasi yang cukup jelas tentang syarat dan prosedur pengklaiman JHT *online* melalui Lapak Asik. |  |  |  |  |  |
| 3. | Pegawai BPJS Ketenagakerjaan menjelaskan cara pengisian data diri pada website Lapak Asik. |  |  |  |  |  |
| 4. | Pegawai BPJS Ketenagakerjaan mau mendengarkan dengan baik keluhan yang disampaikan oleh peserta yang melakukan klaim JHT *online* melalui Lapak Asik. |  |  |  |  |  |
| **C.** | ***Assurance* (Jaminan)** |  |  |  |  |  |
| 1. | Pegawai BPJS Ketenagakerjaan memiliki sifat yang sopan kepada peserta yang melakukan klaim JHT *online* melalui Lapak Asik. |  |  |  |  |  |
| 2. | Pegawai BPJS Ketenagakerjaan dapat menjawab pertanyaan peserta jika ada yang tidak dipahami dalam proses pengklaiman JHT *online* melalui Lapak Asik. |  |  |  |  |  |
| 3. | Pegawai BPJS Ketenagakerjaan memiliki sifat ramah kepada peserta yang melakukan klaim JHT *online* melalui Lapak Asik. |  |  |  |  |  |
| 4. | Pegawai BPJS Ketenagakerjaan memberi salam dan senyum ketika akan melayani peserta yang akan melakukan klaim JHT *online* melalui Lapak Asik. |  |  |  |  |  |
| **D.** | ***Empathy* (Empati)** |  |  |  |  |  |
| 1. | Pelayanan kepada peserta klaim JHT *online* melalui Lapak Asik yang diberikan pegawai BPJS Ketenagakerjaan tidak memandang pangkat/status. |  |  |  |  |  |
| 2. | Pegawai BPJS Ketenagakerjaan memberikan pelayanan kepada peserta klaim JHT *online* melalui Lapak Asik sesuai dengan kebutuhan. |  |  |  |  |  |
| 3. | Pegawai BPJS Ketenagakerjaan dalam memberikan pelayanan kepada peserta klaim JHT *online* menggunakan Bahasa Indonesia yang baik. |  |  |  |  |  |
| 4. | Pegawai BPJS Ketenagakerjaan mudah untuk ditemui apabila peserta klaim JHT *online* membutuhkan bantuan. |  |  |  |  |  |
| **E.** | ***Tangibles* (Wujud Nyata**) |  |  |  |  |  |
| 1. | Pegawai BPJS Ketenagakerjaan memberikan informasi mengenai persyaratan yang harus disiapkan untuk pengajuan klaim JHT *online* melalui Lapak Asik. |  |  |  |  |  |
| 2. | Kenyamanan dirasakan peserta dalam penggunaan Lapak Asik. |  |  |  |  |  |
| 3. | Ruang pelayanan di BPJS Ketenagakerjaan nyaman untuk pengisian data diri peserta saat melakukan klaim JHT *online* melalui Lapak Asik. |  |  |  |  |  |
| 4. | Kenyamanan di ruang pelayanan BPJS Ketenagakerjaan. |  |  |  |  |  |

Kuesioner hasil modifikasi dari penelitian (Arianto, 2017; Yanti, 2013)

Lampiran 4 Lembar Rekapitulasi Data

**LEMBAR REKAPITULASI DATA**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Nama** | **Jenis Kelamin** | **Usia** | ***Reliability* (Kehandalan)** | | | | **Score** | **Kategori** |
| **X1.1** | **X1.2** | **X1.3** | **X1.4** |
| N | 2 | 2 | 4 | 4 | 5 | 4 | 17 | 2 |
| K | 1 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| F | 2 | 2 | 5 | 4 | 5 | 4 | 18 | 2 |
| RM | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| C | 2 | 2 | 4 | 4 | 4 | 5 | 17 | 2 |
| I | 2 | 1 | 5 | 4 | 4 | 4 | 17 | 2 |
| SW | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| D | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| N | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| S | 2 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| DA | 2 | 1 | 4 | 5 | 4 | 5 | 18 | 2 |
| K | 2 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| PS | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 5 | 5 | 4 | 4 | 18 | 2 |
| K | 2 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| SM | 2 | 2 | 5 | 4 | 4 | 4 | 17 | 2 |
| EK | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 5 | 5 | 4 | 4 | 18 | 2 |
| EY | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| D | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| YA | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| B | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| DK | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| LR | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| EC | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| AK | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| DL | 2 | 2 | 4 | 4 | 4 | 5 | 17 | 2 |
| E | 2 | 2 | 3 | 3 | 3 | 3 | 12 | 2 |
| S | 1 | 2 | 4 | 5 | 4 | 5 | 18 | 2 |
| TM | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| R | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| M | 1 | 3 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 4 | 4 | 4 | 5 | 17 | 2 |
| K | 1 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| FS | 2 | 1 | 4 | 5 | 4 | 4 | 17 | 2 |
| AK | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| MA | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| JW | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| W | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| ARN | 1 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| FZ | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| R | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| R | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| IS | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| T | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| S | 2 | 2 | 5 | 5 | 4 | 4 | 18 | 2 |
| N | 1 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| I | 2 | 2 | 4 | 4 | 5 | 5 | 18 | 2 |
| EK | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| AR | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| DH | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| l | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| BT | 1 | 2 | 3 | 3 | 3 | 2 | 11 | 1 |
| RW | 1 | 2 | 5 | 4 | 5 | 4 | 18 | 2 |
| A | 2 | 1 | 4 | 4 | 4 | 5 | 17 | 2 |
| A | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| T | 1 | 1 | 3 | 4 | 3 | 4 | 14 | 2 |
| AR | 1 | 1 | 3 | 4 | 3 | 4 | 14 | 2 |
| TH | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| EE | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| T | 2 | 1 | 4 | 4 | 5 | 5 | 18 | 2 |
| F | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| TS | 1 | 1 | 4 | 4 | 2 | 5 | 15 | 2 |
| MRI | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| L | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| Y | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| E | 1 | 2 | 5 | 5 | 4 | 4 | 18 | 2 |
| V | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| M | 1 | 2 | 4 | 4 | 5 | 5 | 18 | 2 |

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| **Nama** | **Jenis Kelamin** | **Usia** | ***Responsiveness* (Ketanggapan)** | | | | **Score** | **Kategori** |
| **X2.1** | **X2.2** | **X2.3** | **X2.4** |
| N | 2 | 2 | 5 | 4 | 4 | 4 | 17 | 2 |
| K | 1 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| F | 2 | 2 | 4 | 5 | 5 | 4 | 18 | 2 |
| RM | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| C | 2 | 2 | 5 | 4 | 5 | 4 | 18 | 2 |
| I | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| SW | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| D | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| N | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| S | 2 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| DA | 2 | 1 | 5 | 5 | 4 | 4 | 18 | 2 |
| K | 2 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| PS | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 5 | 4 | 5 | 5 | 19 | 2 |
| K | 2 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| SM | 2 | 2 | 5 | 5 | 5 | 4 | 19 | 2 |
| EK | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 4 | 4 | 5 | 5 | 18 | 2 |
| A | 1 | 2 | 5 | 4 | 4 | 4 | 17 | 2 |
| EY | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| D | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| YA | 1 | 2 | 5 | 4 | 4 | 4 | 17 | 2 |
| B | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| DK | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| LR | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| EC | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| AK | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| DL | 2 | 2 | 4 | 4 | 3 | 4 | 15 | 2 |
| E | 2 | 2 | 3 | 3 | 3 | 2 | 11 | 1 |
| S | 1 | 2 | 5 | 5 | 4 | 5 | 19 | 2 |
| TM | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| R | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| M | 1 | 3 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 3 | 5 | 5 | 4 | 17 | 2 |
| K | 1 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| FS | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| AK | 2 | 2 | 4 | 5 | 5 | 5 | 19 | 2 |
| MA | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| JW | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| W | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| ARN | 1 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| FZ | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| R | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| R | 1 | 2 | 4 | 3 | 4 | 5 | 16 | 2 |
| IS | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| T | 1 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| N | 1 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| I | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| EK | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| AR | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| DH | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| l | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| BT | 1 | 2 | 4 | 4 | 3 | 4 | 15 | 2 |
| RW | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| A | 2 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| A | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| T | 1 | 1 | 3 | 3 | 3 | 2 | 11 | 1 |
| AR | 1 | 1 | 3 | 3 | 3 | 3 | 12 | 2 |
| TH | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| EE | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| T | 2 | 1 | 4 | 4 | 5 | 5 | 18 | 2 |
| F | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| TS | 1 | 1 | 2 | 5 | 4 | 5 | 16 | 2 |
| MRI | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| L | 2 | 2 | 3 | 4 | 4 | 4 | 15 | 2 |
| Y | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| E | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| V | 2 | 1 | 4 | 4 | 4 | 5 | 17 | 2 |
| A | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| M | 1 | 2 | 5 | 5 | 4 | 4 | 18 | 2 |

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| **Nama** | **Jenis**  **Kelamin** | **Usia** | **Assurance (Jaminan)** | | | | **Score** | **Kategori** |
| **X3.1** | **X3.2** | **X3.3** | **X3.4** |
| N | 2 | 2 | 4 | 4 | 4 | 3 | 15 | 2 |
| K | 1 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| F | 2 | 2 | 4 | 4 | 5 | 5 | 18 | 2 |
| RM | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| C | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| I | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| SW | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| D | 2 | 2 | 5 | 5 | 5 | 4 | 19 | 2 |
| N | 2 | 1 | 4 | 3 | 4 | 4 | 15 | 2 |
| S | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| DA | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| K | 2 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| PS | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| K | 2 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| SM | 2 | 2 | 5 | 4 | 5 | 4 | 18 | 2 |
| EK | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 4 | 5 | 4 | 4 | 17 | 2 |
| A | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| EY | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| D | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| YA | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| B | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| DK | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| LR | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| EC | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| AK | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| DL | 2 | 2 | 5 | 4 | 5 | 4 | 18 | 2 |
| E | 2 | 2 | 3 | 3 | 2 | 3 | 11 | 1 |
| S | 1 | 2 | 5 | 5 | 4 | 5 | 19 | 2 |
| TM | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| R | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| M | 1 | 3 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 5 | 3 | 5 | 4 | 17 | 2 |
| K | 1 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| FS | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| AK | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| MA | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| JW | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| W | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| ARN | 1 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| FZ | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| R | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| R | 1 | 2 | 5 | 5 | 5 | 4 | 19 | 2 |
| IS | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| T | 1 | 1 | 5 | 5 | 4 | 4 | 18 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| N | 1 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| I | 2 | 2 | 5 | 4 | 4 | 4 | 17 | 2 |
| EK | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| AR | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| DH | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| l | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| BT | 1 | 2 | 3 | 4 | 4 | 5 | 16 | 2 |
| RW | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| A | 2 | 1 | 5 | 3 | 5 | 5 | 18 | 2 |
| A | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| T | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| AR | 1 | 1 | 3 | 3 | 2 | 3 | 11 | 1 |
| TH | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| EE | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| T | 2 | 1 | 4 | 4 | 5 | 5 | 18 | 2 |
| F | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| TS | 1 | 1 | 4 | 5 | 3 | 5 | 17 | 2 |
| MRI | 1 | 1 | 4 | 4 | 5 | 4 | 17 | 2 |
| L | 2 | 2 | 4 | 4 | 4 | 3 | 15 | 2 |
| Y | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| E | 1 | 2 | 5 | 5 | 5 | 4 | 19 | 2 |
| V | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 1 | 5 | 4 | 4 | 4 | 17 | 2 |
| M | 1 | 2 | 4 | 5 | 4 | 5 | 18 | 2 |

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| **Nama** | **Jenis Kelamin** | **Usia** | ***Empathy* (Empati)** | | | | **Score** | **Kategori** |
| **X4.1** | **X4.2** | **X4.3** | **X4.4** |
| N | 2 | 2 | 4 | 4 | 4 | 3 | 15 | 2 |
| K | 1 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| F | 2 | 2 | 4 | 4 | 5 | 5 | 18 | 2 |
| RM | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| C | 2 | 2 | 4 | 4 | 5 | 4 | 17 | 2 |
| I | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| SW | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| D | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| N | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| S | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| DA | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| K | 2 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| PS | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| K | 2 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| SM | 2 | 2 | 4 | 4 | 5 | 4 | 17 | 2 |
| EK | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 5 | 4 | 4 | 4 | 17 | 2 |
| EY | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| D | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| YA | 1 | 2 | 4 | 4 | 4 | 5 | 17 | 2 |
| B | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| DK | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| LR | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| EC | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| AK | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| DL | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| E | 2 | 2 | 4 | 3 | 2 | 2 | 11 | 1 |
| S | 1 | 2 | 5 | 5 | 4 | 4 | 18 | 2 |
| TM | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| R | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| M | 1 | 3 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 3 | 3 | 5 | 3 | 14 | 2 |
| K | 1 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| FS | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| AK | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| MA | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| JW | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| W | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| ARN | 1 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| FZ | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| R | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| R | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| IS | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| T | 1 | 1 | 4 | 4 | 4 | 5 | 17 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| N | 1 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| I | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| EK | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| AR | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| DH | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| l | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| BT | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| RW | 1 | 2 | 5 | 5 | 5 | 4 | 19 | 2 |
| A | 2 | 1 | 4 | 4 | 4 | 5 | 17 | 2 |
| A | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| T | 1 | 1 | 4 | 4 | 4 | 3 | 15 | 2 |
| AR | 1 | 1 | 4 | 4 | 4 | 3 | 15 | 2 |
| TH | 1 | 2 | 5 | 5 | 4 | 5 | 19 | 2 |
| EE | 2 | 2 | 5 | 5 | 5 | 4 | 19 | 2 |
| T | 2 | 1 | 5 | 5 | 4 | 4 | 18 | 2 |
| F | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| TS | 1 | 1 | 5 | 5 | 5 | 4 | 19 | 2 |
| MRI | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| L | 2 | 2 | 4 | 4 | 4 | 3 | 15 | 2 |
| Y | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| E | 1 | 2 | 5 | 5 | 4 | 4 | 18 | 2 |
| V | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| M | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Nama** | **Jenis Kelamin** | **Usia** | ***Tangibles* (Wujud Nyata**) | | | | **Score** | **Kategori** |
| **X5.1** | **X5.2** | **X5.3** | **X5.4** |
| N | 2 | 2 | 4 | 3 | 2 | 2 | 11 | 1 |
| K | 1 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| F | 2 | 2 | 3 | 4 | 5 | 3 | 15 | 2 |
| RM | 1 | 2 | 3 | 4 | 5 | 4 | 16 | 2 |
| C | 2 | 2 | 3 | 4 | 5 | 4 | 16 | 2 |
| I | 2 | 1 | 4 | 3 | 5 | 4 | 16 | 2 |
| SW | 2 | 2 | 5 | 4 | 5 | 4 | 18 | 2 |
| D | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| N | 2 | 1 | 4 | 3 | 5 | 4 | 16 | 2 |
| S | 2 | 1 | 4 | 3 | 5 | 4 | 16 | 2 |
| DA | 2 | 1 | 4 | 3 | 5 | 4 | 16 | 2 |
| K | 2 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| PS | 1 | 2 | 4 | 3 | 5 | 4 | 16 | 2 |
| A | 1 | 2 | 5 | 4 | 5 | 5 | 19 | 2 |
| K | 2 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| SM | 2 | 2 | 4 | 3 | 5 | 4 | 16 | 2 |
| EK | 2 | 2 | 4 | 3 | 5 | 4 | 16 | 2 |
| A | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| EY | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| D | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| YA | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| B | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| DK | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| LR | 2 | 2 | 5 | 5 | 4 | 4 | 18 | 2 |
| EC | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| AK | 2 | 2 | 5 | 5 | 4 | 4 | 18 | 2 |
| DL | 2 | 2 | 4 | 4 | 3 | 4 | 15 | 2 |
| E | 2 | 2 | 3 | 3 | 2 | 3 | 11 | 1 |
| S | 1 | 2 | 5 | 4 | 4 | 5 | 18 | 2 |
| TM | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| R | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| M | 1 | 3 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 2 | 5 | 5 | 3 | 4 | 17 | 2 |
| K | 1 | 3 | 5 | 5 | 5 | 5 | 20 | 2 |
| FS | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| AK | 2 | 2 | 5 | 5 | 4 | 4 | 18 | 2 |
| MA | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| JW | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| W | 2 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| ARN | 1 | 1 | 5 | 5 | 5 | 2 | 17 | 2 |
| FZ | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| R | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| R | 1 | 2 | 4 | 4 | 3 | 4 | 15 | 2 |
| IS | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| T | 1 | 1 | 5 | 4 | 4 | 5 | 18 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| N | 1 | 1 | 5 | 5 | 5 | 5 | 20 | 2 |
| S | 2 | 2 | 4 | 4 | 4 | 5 | 17 | 2 |
| I | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| EK | 2 | 2 | 3 | 3 | 2 | 3 | 11 | 1 |
| AR | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| DH | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| l | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| BT | 1 | 2 | 5 | 4 | 4 | 4 | 17 | 2 |
| RW | 1 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 2 | 1 | 5 | 4 | 4 | 4 | 17 | 2 |
| A | 1 | 2 | 5 | 5 | 5 | 5 | 20 | 2 |
| T | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| AR | 1 | 1 | 3 | 3 | 2 | 3 | 11 | 1 |
| TH | 1 | 2 | 5 | 5 | 4 | 5 | 19 | 2 |
| EE | 2 | 2 | 5 | 4 | 5 | 5 | 19 | 2 |
| T | 2 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| F | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| TS | 1 | 1 | 5 | 2 | 5 | 5 | 17 | 2 |
| MRI | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| L | 2 | 2 | 4 | 4 | 4 | 5 | 17 | 2 |
| Y | 1 | 1 | 4 | 4 | 4 | 4 | 16 | 2 |
| E | 1 | 2 | 5 | 4 | 5 | 4 | 18 | 2 |
| V | 2 | 1 | 3 | 4 | 5 | 4 | 16 | 2 |
| A | 2 | 2 | 4 | 4 | 4 | 4 | 16 | 2 |
| A | 1 | 1 | 3 | 4 | 5 | 4 | 16 | 2 |
| M | 1 | 2 | 4 | 4 | 5 | 5 | 18 | 2 |