

LAMPIRAN 1
KUESIONER

Kuesioner
TINGKAT KUALITAS PELAYANAN JASA PUSKESMAS
TERHADAP KEPUASAN PASIEN
(STUDI KASUS PUSKESMAS JOGONALAN KLATEN)
IDENTITAS RESPONDEN

1. Nama :

2. Jenis Kelamin : Laki – Laki / Perempuan

3. Usia

a. <20 tahun

d. 41 s/d 50 tahun

b. 21 s/d 30 tahun

e. > 50 tahun

c. 31 s/d 40 tahun

4. Pendidikan Terakhir :

a. SD / sederajat

d. Diploma (D1-D3)

b. SLTP / sederajat

e. Sarjana (S1)

c. SLTA / sederajat

5. Pekerjaan :

a. Pegawai Negeri

d. Pelajar

b. Pegawai Swasta

e. Lainnya

c. Wiraswasta

6. Pendapatan / bulan :

a. < Rp. 500.000

d. Rp. 1.500.000 s/d

2.000.000

b. Rp. 500.000 s/d 1.000.000

e. > Rp. 2.000.000

c. Rp. 1.000.000 s/d 1.500.000

DAFTAR PERTANYAAN

Petunjuk Pengisian :

Isilah jawaban Bapak / Ibu / Sdr / I atas pertanyaan yang ada dengan cara memberikan tanda

"√" pada kolom yang telah tersedia sesuai keadaan yang anda alami.

Keterangan Pengisian :

SS : Sangat Setuju

TS : Tidak Setuju

S : Setuju

STS : Sangat Tidak Setuju

N : Netral

A	Bukti Langsung (X1)	SS	S	N	TS	STS
1	Kecanggihan peralatan yang dipakai Puskesmas sangat mendukung dalam melakukan pengobatan					
2	Nyaman dan memadai fasilitas - fasilitas yang disediakan oleh Puskesmas					
3	Kerapian petugas Puskesmas sudah memenuhi syarat					
4	Kondisi fisik setiap ruangan Puskesmas sudah layak dan nyaman					

B	Kehandalan (X2)	SS	S	N	TS	STS
1	Puskesmas memberikan pelayanan yang akurat kepada pasien					
2	Puskesmas dalam menangani keluhan pasien para tenaga medis professional					
3	Petugas medis dan non medis Puskesmas selalu memberikan pelayanan dengan tepat dan benar sesuai dengan prosedur yang ada					
4	Petugas Puskesmas baik non medis dan medis melayani dengan ramah saat melakukan pengobatan					
5	Petugas medis dan non medis Puskesmas dalam memberikan pelayanan sesuai dengan jadwal yang telah ditetapkan					

C	Jaminan (X3)	SS	S	N	TS	STS
1	Pasien merasa aman dan nyaman saat melakukan pengobatan di Puskesmas					
2	Menumbuhkan rasa percaya dalam memberikan pelayanan kepada pasien					

3	Petugas medis dan non medis Puskesmas berpengalaman dan terlatih dalam melakukan pengobatan					
4	Petugas Puskesmas mampu mengatasi keluhan pasien					

D	Daya Tanggap (X4)	SS	S	N	TS	STS
1	Petugas non medis dan medis Puskesmas selalu cepat dan merespon keinginan pasien					
2	Petugas non medis dan medis Puskesmas selalu sigap dalam menangani setiap keluhan pasien					
3	Pihak Puskesmas selalu memberikan tanggapan terhadap sarana yang telah diberikan oleh para pasien					
4	Kesiapan petugas Puskesmas dalam melayani pasien					

E	Perhatian / Empati (X5)	SS	S	N	TS	STS
1	Petugas non medis dan medis Puskesmas memberikan pelayanan tanpa memandang status pasien					
2	Petugas non medis dan medis Puskesmas memberi perhatian kepada pasien dalam pengobatan maupun pelayanannya					
3	Pihak Puskesmas selalu memberikan perhatian terhadap keluhan pasien					
4	Menjadikan pasien sebagai prioritas utama di Puskesmas					

F	Kepuasan Konsumen (Y)	SS	S	N	TS	STS
1	Pelayanan medis Puskesmas memenuhi harapan pasien					
2	Fasilitas Puskesmas sudah tersedia sesuai dengan kebutuhan pasien					

3	Lokasi Puskesmas dapat terjangkau atau tidak jauh dari rumah dan mudah mendapatkan transportasi					
4	Pelayanan, fasilitas dan lokasi yang anda dapatkan mempercepat kesembuhan anda					

LAMPIRAN 2
DATA HASIL PENELITIAN

LAMPIRAN 3
DESKRIPSI KARAKTERISTIK
RESPONDEN

Frequency Table

Jenis kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	47	44.8	44.8	44.8
	Perempuan	58	55.2	55.2	100.0
	Total	105	100.0	100.0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 20 tahun	17	16.2	16.2	16.2
	21 s/d 30 tahun	16	15.2	15.2	31.4
	31 s/d 40 tahun	39	37.1	37.1	68.6
	41-50 tahun	27	25.7	25.7	94.3
	> 50 tahun	6	5.7	5.7	100.0
	Total	105	100.0	100.0	

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD/ sederajat	9	8.6	8.6	8.6
	SLTP/ sederajat	28	26.7	26.7	35.2
	SLTA/ sederajat	49	46.7	46.7	81.9
	Diploma (D1-D3)	8	7.6	7.6	89.5
	Sarjana (S1)	11	10.5	10.5	100.0
	Total	105	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pegawai Negeri	15	14.3	14.3	14.3
	Pegawai swasta	8	7.6	7.6	21.9
	Wiraswasta	48	45.7	45.7	67.6
	Pelajar	13	12.4	12.4	80.0
	Lainnya	21	20.0	20.0	100.0
	Total	105	100.0	100.0	

Pendapatan/bulan

	Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid < Rp 500.000	8	7.6	7.6	7.6
Rp 500.000 s/d 1.000.000	25	23.8	23.8	31.4
Rp 1.000.000 s/d 1.500.000	35	33.3	33.3	64.8
Rp 1.500.000 s/d 2.000.000	26	24.8	24.8	89.5
> Rp 2.000.000	11	10.5	10.5	100.0
Total	105	100.0	100.0	

LAMPIRAN 4
HASIL UJI VALIDITAS & RELIABILITAS

Uji validitas dan reliabilitas bukti langsung (X1)

Correlations

Correlations

		X1_1	X1_2	X1_3	X1_4	totalX1
X1_1	Pearson Correlation	1	.549**	.570**	.686**	.838**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	105	105	105	105	105
X1_2	Pearson Correlation	.549**	1	.667**	.540**	.834**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	105	105	105	105	105
X1_3	Pearson Correlation	.570**	.667**	1	.525**	.845**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	105	105	105	105	105
X1_4	Pearson Correlation	.686**	.540**	.525**	1	.810**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	105	105	105	105	105
totalX1	Pearson Correlation	.838**	.834**	.845**	.810**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	105	105	105	105	105

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	105	100.0
	Excluded ^a	0	.0
	Total	105	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.849	4

Uji validitas dan reliabilitas kehandalan (X2)

Correlations

Correlations

		X2_1	X2_2	X2_3	X2_4	X2_5	totalX2
X2_1	Pearson Correlation	1	.654**	.594**	.671**	.672**	.847**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	105	105	105	105	105	105
X2_2	Pearson Correlation	.654**	1	.620**	.508**	.644**	.801**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	105	105	105	105	105	105
X2_3	Pearson Correlation	.594**	.620**	1	.748**	.751**	.867**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	105	105	105	105	105	105
X2_4	Pearson Correlation	.671**	.508**	.748**	1	.761**	.860**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	105	105	105	105	105	105
X2_5	Pearson Correlation	.672**	.644**	.751**	.761**	1	.896**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	105	105	105	105	105	105
totalX2	Pearson Correlation	.847**	.801**	.867**	.860**	.896**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	105	105	105	105	105	105

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	105	100.0
	Excluded ^a	0	.0
	Total	105	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.907	5

Uji validitas dan reliabilitas jaminan (X3)

Correlations

		X3_1	X3_2	X3_3	X3_4	totalX3
X3_1	Pearson Correlation	1	.724**	.738**	.713**	.897**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	105	105	105	105	105
X3_2	Pearson Correlation	.724**	1	.722**	.721**	.886**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	105	105	105	105	105
X3_3	Pearson Correlation	.738**	.722**	1	.687**	.894**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	105	105	105	105	105
X3_4	Pearson Correlation	.713**	.721**	.687**	1	.873**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	105	105	105	105	105
totalX3	Pearson Correlation	.897**	.886**	.894**	.873**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	105	105	105	105	105

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	105	100.0
	Excluded ^a	0	.0
	Total	105	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.909	4

Uji validitas dan reliabilitas daya tanggap (X4)

Correlations

		X4_1	X4_2	X4_3	X4_4	totalX4
X4_1	Pearson Correlation	1	.677**	.689**	.741**	.880**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	105	105	105	105	105
X4_2	Pearson Correlation	.677**	1	.695**	.718**	.870**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	105	105	105	105	105
X4_3	Pearson Correlation	.689**	.695**	1	.763**	.889**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	105	105	105	105	105
X4_4	Pearson Correlation	.741**	.718**	.763**	1	.906**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	105	105	105	105	105
totalX4	Pearson Correlation	.880**	.870**	.889**	.906**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	105	105	105	105	105

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	105	100.0
	Excluded ^a	0	.0
	Total	105	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.908	4

Uji validitas dan reliabilitas empati (X5)

Correlations

		X5_1	X5_2	X5_3	X5_4	totalX5
X5_1	Pearson Correlation	1	.801**	.712**	.692**	.888**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	105	105	105	105	105
X5_2	Pearson Correlation	.801**	1	.800**	.706**	.923**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	105	105	105	105	105
X5_3	Pearson Correlation	.712**	.800**	1	.775**	.916**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	105	105	105	105	105
X5_4	Pearson Correlation	.692**	.706**	.775**	1	.875**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	105	105	105	105	105
totalX5	Pearson Correlation	.888**	.923**	.916**	.875**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	105	105	105	105	105

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	105	100.0
	Excluded ^a	0	.0
	Total	105	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.922	4

Uji validitas dan reliabilitas kepuasan konsumen (Y)

Correlations

		Y_1	Y_2	Y_3	Y_4	totalY
Y_1	Pearson Correlation	1	.534**	.483**	.457**	.761**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	105	105	105	105	105
Y_2	Pearson Correlation	.534**	1	.641**	.541**	.825**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	105	105	105	105	105
Y_3	Pearson Correlation	.483**	.641**	1	.557**	.821**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	105	105	105	105	105
Y_4	Pearson Correlation	.457**	.541**	.557**	1	.818**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	105	105	105	105	105
totalY	Pearson Correlation	.761**	.825**	.821**	.818**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	105	105	105	105	105

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	105	100.0
	Excluded ^a	0	.0
	Total	105	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.814	4

LAMPIRAN 5
HASIL UJI REGRESI

Hasil uji regresi

Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	Empati (X5), Bukti fisik (X1), Daya tanggap (X4), Jaminan (X3), Kehandalan (X2)		Enter

- a. All requested variables entered.
 b. Dependent Variable: Kepuasan (Y)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.921 ^a	.848	.840	.27560

- a. Predictors: (Constant), Empati (X5), Bukti fisik (X1), Daya tanggap (X4), Jaminan (X3), Kehandalan (X2)

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	41.853	5	8.371	110.201	.000 ^a
	Residual	7.520	99	.076		
	Total	49.373	104			

- a. Predictors: (Constant), Empati (X5), Bukti fisik (X1), Daya tanggap (X4), Jaminan (X3), Kehandalan (X2)
 b. Dependent Variable: Kepuasan (Y)

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.129	.164		.787	.433
	Bukti fisik (X1)	.145	.068	.144	2.114	.037
	Kehandalan (X2)	.287	.098	.292	2.924	.004
	Jaminan (X3)	.175	.080	.195	2.190	.031
	Daya tanggap (X4)	.147	.072	.166	2.027	.045
	Empati (X5)	.199	.090	.201	2.226	.028

- a. Dependent Variable: Kepuasan (Y)

