

LAMPIRAN

Lampiran 1

**TABULASI DATA UJI COBA
INSTRUMEN PERSEPSI KONSUMEN TERHADAP KUALITAS PELAYANAN**

Resp.	Item																						Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	
1	3	3	3	3	3	3	2	3	3	3	3	3	3	3	3	2	2	3	4	3	3	3	64
2	3	3	3	4	3	3	2	3	3	3	2	2	3	3	3	3	3	2	2	2	3	3	61
3	4	4	4	3	4	3	4	3	3	4	3	3	4	3	4	3	4	3	4	3	3	3	76
4	4	3	3	4	4	3	4	3	4	4	4	4	3	3	3	3	3	4	4	4	4	4	79
5	3	3	2	3	3	3	3	3	3	3	3	3	3	3	2	2	2	4	4	3	2	3	63
6	3	3	3	3	4	4	3	4	4	4	3	3	4	3	4	4	3	3	4	3	3	4	76
7	3	2	3	3	3	2	2	3	3	3	2	2	3	3	3	2	3	3	3	3	2	3	59
8	3	3	2	3	3	3	3	3	3	3	3	3	3	3	2	3	3	3	3	3	3	3	64
9	4	3	3	3	2	2	3	3	2	3	3	4	3	3	3	2	2	2	3	2	2	3	60
10	4	2	2	3	3	2	2	3	3	3	3	3	3	3	2	3	3	3	2	2	3	3	60
11	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3	3	3	3	3	67
12	4	4	3	4	3	3	3	3	3	4	3	4	3	4	4	4	3	4	3	3	3	3	75
13	3	2	2	3	3	3	3	3	3	3	4	4	3	4	3	3	3	4	2	3	3	2	66
14	3	3	4	3	3	4	4	3	3	4	4	4	3	4	3	4	3	4	2	3	4	4	75
15	4	4	3	4	4	4	4	4	4	3	4	3	3	4	2	3	3	4	2	3	4	4	77
16	3	3	2	3	4	4	4	2	3	3	3	4	3	3	2	2	2	2	3	3	3	3	64
17	4	3	3	3	3	3	3	3	4	2	3	3	3	3	4	4	3	3	4	4	4	3	72
18	3	3	3	3	3	3	4	3	3	3	4	4	4	4	3	3	3	3	4	4	4	4	75
19	3	3	3	3	3	4	3	3	3	3	2	3	2	3	3	3	3	3	2	3	3	4	65
20	4	4	4	4	4	3	3	4	4	3	3	4	3	3	4	4	3	4	3	3	3	3	77
21	4	3	4	4	3	4	3	3	3	3	3	3	4	3	4	4	4	3	4	3	3	3	74
22	3	3	3	3	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	68
23	2	3	3	3	2	2	3	2	2	2	3	3	3	2	3	3	2	2	3	2	3	2	55
24	4	4	4	4	3	3	3	3	3	3	3	3	4	2	4	3	4	3	4	3	4	3	74
25	3	4	3	3	2	2	3	2	3	3	3	3	2	3	3	4	3	4	3	3	3	3	65
26	4	3	4	4	3	3	3	3	2	4	3	4	4	4	4	3	4	3	4	3	4	3	76
27	3	3	3	3	3	3	3	3	3	2	2	2	3	2	3	3	3	2	2	3	3	2	59
28	2	3	2	3	3	3	3	3	3	3	2	3	3	3	4	4	3	3	4	3	4	3	67
29	3	4	4	4	3	3	3	3	3	3	3	4	4	3	4	3	4	3	3	3	3	3	73
30	3	3	3	3	3	3	3	2	2	4	2	3	2	2	2	3	3	3	3	3	4	4	63

Lampiran 1

HASIL PENGUJIAN VALIDITAS DAN RELIABILITAS INSTRUMEN PERSEPSI KONSUMEN TERHADAP KUALITAS PELAYANAN

Reliability

Scale: Persepsi Konsumen Terhadap Kualitas Pelayanan

Case Processing Summary

		N	%
Cases	Valid	30	100,0
	Excluded ^a	0	,0
	Total	30	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,869	22

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Item1	65,0000	42,966	,468	,863
Item2	65,1667	43,247	,453	,864
Item3	65,2667	42,409	,473	,863
Item4	65,0333	44,033	,459	,864
Item5	65,1667	42,902	,501	,862
Item6	65,2667	42,961	,451	,864
Item7	65,2000	42,855	,472	,863
Item8	65,3333	43,678	,472	,863
Item9	65,2667	43,237	,469	,863
Item10	65,1667	43,109	,472	,863
Item11	65,3333	42,782	,474	,863
Item12	65,0667	43,030	,433	,864
Item13	65,1667	43,316	,443	,864
Item14	65,2333	43,426	,417	,865
Item15	65,1667	42,282	,438	,864
Item16	65,2000	42,855	,425	,865
Item17	65,2667	42,823	,469	,863
Item18	65,2333	42,806	,449	,864
Item19	65,1000	42,507	,392	,867
Item20	65,3667	43,689	,438	,864
Item21	65,1333	43,223	,437	,864
Item22	65,1667	43,385	,434	,864

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HASIL DISTRIBUSI FREKUENSI KARAKTERISTIK RESPONDEN

Frequencies

Statistics

		Usia	Jenis Kelamin	Pendidikan	Pendapatan	Pekerjaan
N	Valid	50	50	50	50	50
	Missing	0	0	0	0	0

Frequency Table

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<= 30 th	4	8,0	8,0	8,0
	31 - 40 th	12	24,0	24,0	32,0
	41 - 50 th	24	48,0	48,0	80,0
	51 - 60 th	8	16,0	16,0	96,0
	> 60 th	2	4,0	4,0	100,0
	Total	50	100,0	100,0	

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	22	44,0	44,0	44,0
	Perempuan	28	56,0	56,0	100,0
	Total	50	100,0	100,0	

Pendidikan

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	SD	2	4,0	4,0	4,0
	SMP	14	28,0	28,0	32,0
	SMA	21	42,0	42,0	74,0
	Univ ersitas	13	26,0	26,0	100,0
	Total	50	100,0	100,0	

Pendapatan

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	< Rp. 1.000.000,00	17	34,0	34,0	34,0
	Rp. 1.000.000,00 - Rp. 2.500.000,00	16	32,0	32,0	66,0
	Rp. 2.500.001,00 - Rp. 5.000.000,00	13	26,0	26,0	92,0
	> Rp. 5.000.000,00	4	8,0	8,0	100,0
	Total	50	100,0	100,0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulativ e Percent
Valid	Kary awan	12	24,0	24,0	24,0
	Pegawai Negeri	10	20,0	20,0	44,0
	Pengusaha	10	20,0	20,0	64,0
	Petani	5	10,0	10,0	74,0
	Lain-lain	13	26,0	26,0	100,0
	Total	50	100,0	100,0	

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HASIL ANALISIS
MULTIDIMENSIONAL SCALE (MDS)

Prefscal

Credit

Prefscal Version 1.0 by Data Theory Scaling System Group (DTSS) Faculty of Social and Behavioral Sciences Leiden University, The Netherlands

Case Processing Summary

Cases	5
Sources	1
Row Objects	5
Column Objects	3

Prefscal

Analysis Diagnostics

History of Iterations

Iteration	Penalized Stress	Difference	Stress	Penalty
0	,6584328		,1568320	2,7643204
1686	,0000999 ^a	,0000004	,0000000	2,7643204

a. Current penalized Stress value less than the MINSTRESS criterion.

Measures

Iterations		1686
Final Function Value		,0000999
Function Value	Stress Part	,0000000
Parts	Penalty Part	2,7643204
Badness of Fit	Normalized Stress	,0000000
	Kruskal's Stress-I	,0000000
	Kruskal's Stress-II	,0000009
	Young's S-Stress-I	,0000000
	Young's S-Stress-II	,0000001
Goodness of Fit	Dispersion Accounted For	1,0000000
	Variance Accounted For	1,0000000
	Recovered Preference Orders	1,0000000
	Spearman's Rho	1,0000000
Variation Coefficients	Kendall's Tau-b	1,0000000
	Variation Proximities	,0206216
	Variation Transformed Proximities	,0206216
Degeneracy Indices	Variation Distances	,0616693
	Sum-of-Squares of DeSarbo's Intermixedness Indices	8,9887938
	Shepard's Rough Nondegeneracy Index	,0000000

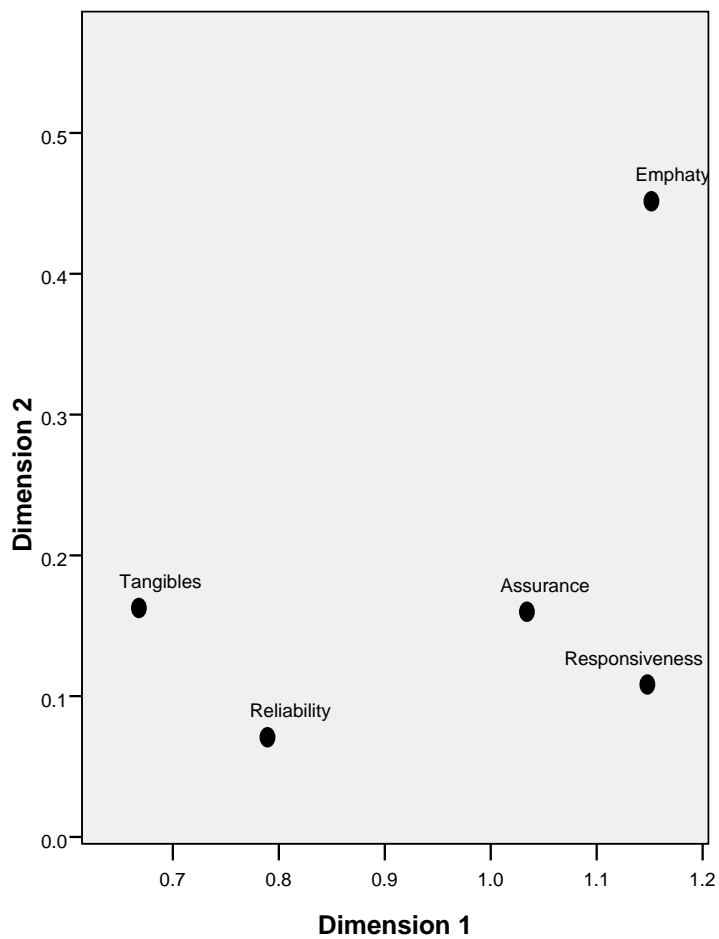
Common Space

Final Row Coordinates

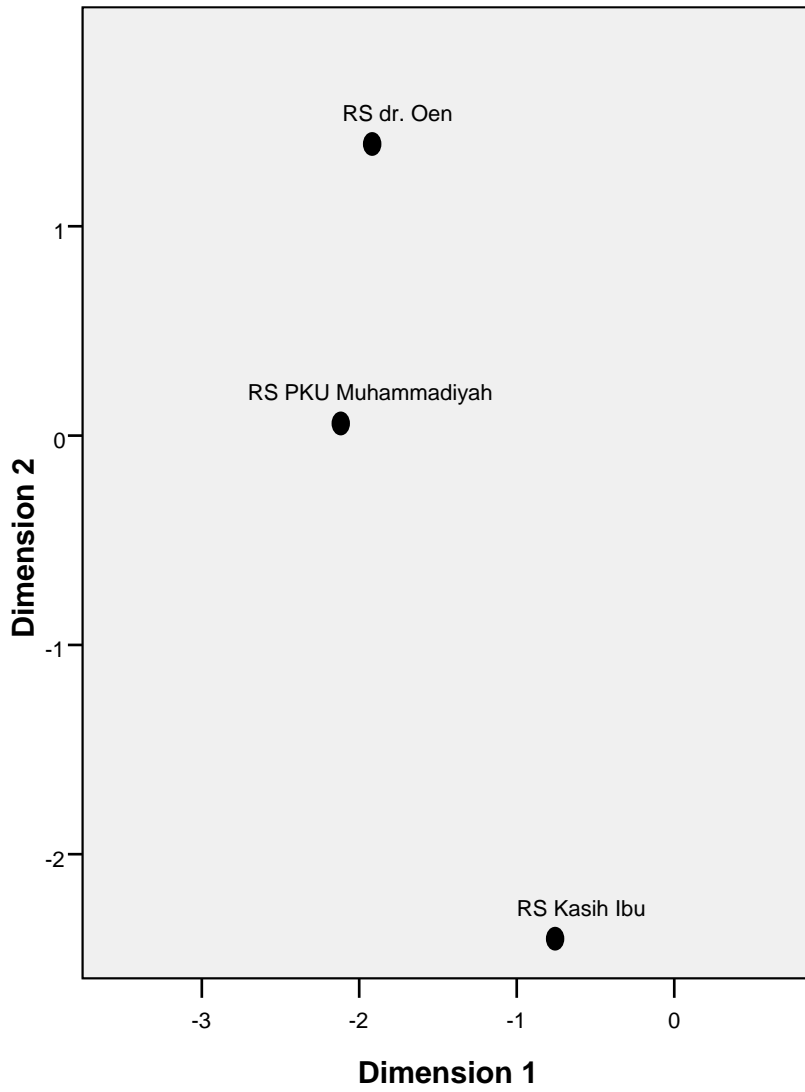
	Dimension	
	1	2
Tangibles	,668	,163
Reliability	,789	,071
Responsiveness	1,148	,108
Assurance	1,034	,160
Emphaty	1,152	,452

Final Column Coordinates

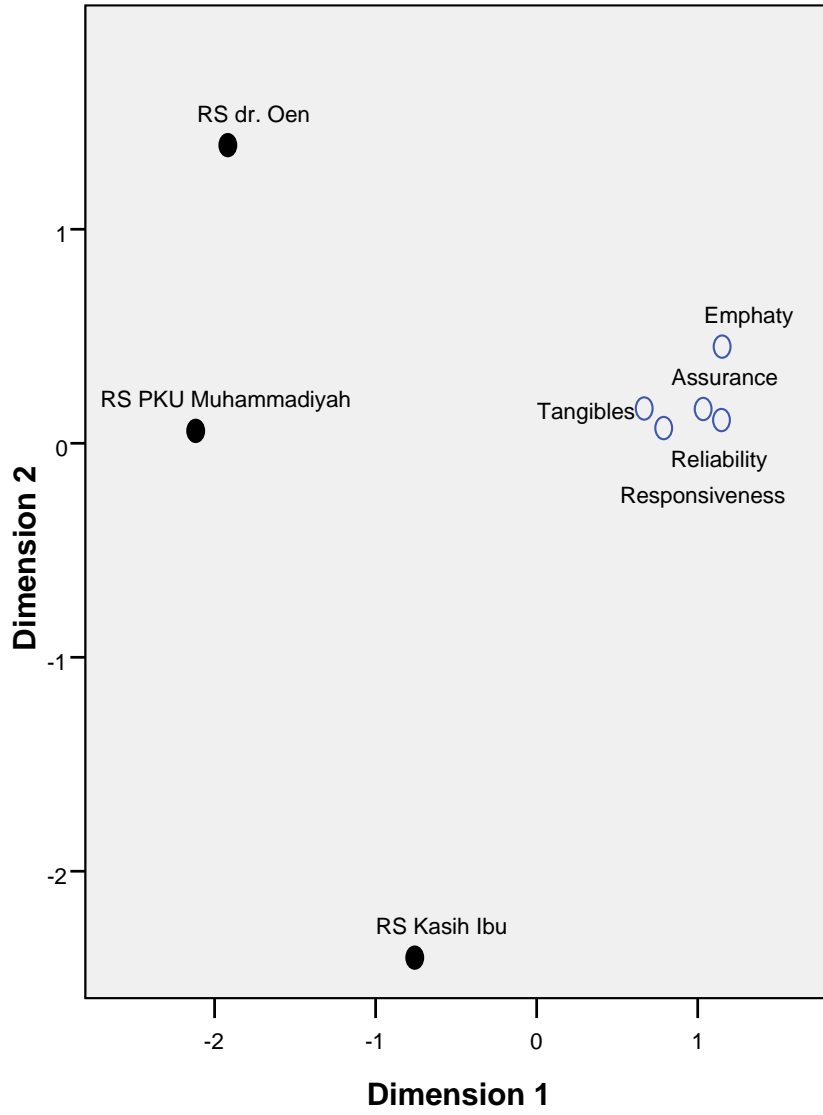
	Dimension	
	1	2
RS Kasih Ibu	-,757	-2,404
RS PKU Muhammadiyah	-2,117	,058
RS dr. Oen	-1,918	1,393

Row Objects

Column Objects



Joint Plot



Lampiran 4
PERCEPTUAL MAP
PERSEPSI KONSUMEN TERHADAP KUALITAS PELAYANAN
RUMAH SAKIT MENGGUNAKAN BIPLLOT

Graph

