

LAMPIRAN

Lampiran 1.

INFORMASI PENELITIAN

Assalamualaikum. Wr. Wb.

Dengan ini,

Nama : Winanti

NIM : 20161030072

Pendidikan : Manajemen Rumahsakit Pasca Sarjana Universitas
Muhammadiyah Yogyakarta

Dalam rangka penulisan thesis yang berjudul “Pengaruh Kualitas Pelayanan Farmasi Pada Kepuasan Pasien Rawat Jalan Di RS Bhayangkara Yogyakarta”, peneliti mengharap kesediaan bapak/ibu/saudara untuk memberikan jawaban atas pertanyaan dengan ikhlas tanpa prasangka. Jawaban yang diberikan hanya semata-mata untuk kepentingan ilmu pengetahuan, tanpa ada maksud lain. Oleh karena itu, sangat besar artinya untuk menjawab dengan kesungguhan hati demi perkembangan ilmu pengetahuan.

Demikian informasi penelitian ini kami buat, atas kesediaan dan waktu yang telah diberikan, kami sampaikan terima kasih.

Yogyakarta, Januari 2020

Peneliti

Lampiran 2

LEMBAR PERSETUJUAN

Dengan ini saya :

Nama :

Alamat :

Menyatakan bersedia dengan sukarela menjadi responden dan menjawab pernyataan dengan jujur terhadap penelitian yang dilakukan oleh Winanti, yang berjudul “Pengaruh Kualitas Pelayanan Farmasi Pada Kepuasan Pasien Rawat Jalan Di RS Bhayangkara Yogyakarta”. Saya berharap hasil yang saya berikan akan dijaga kerahasiaannya.

Yogyakarta, januari 2020

Responden

()

Lampiran 3

KUESIONER PENELITIAN

A. Data Umum Responden

1. Inisial :

2. Jenis Kelamin : L/P

3. Umur :

4. Pendidikan :

SD

SMP/ sederajat

SMA/ sederajat

PT (D3-S2)

5. Pekerjaan :

PNS/TNI/POLRI

WIRASWASTA

KARYAWAN SWASTA

LAINNYA

6. Frekuensi Kunjungan :kali

A.Kuesioner Kualitas Layanan Farmasi

Berilah tanda centang (√) pada kolom yang sesuai dengan persepsi saudara

Keterangan :

STS : Sangat Tidak Setuju

TS : Tidak Setuju

S : Setuju

SS : Sangat Setuju

NO.	PERNYATAAN	KUALITAS			
		STS	TS	S	SS
	DIMENSI KEANDALAN (RELIABILITY)				
1.	Petugas farmasi meneliti ulang resep obat pasien				
2.	Petugas farmasi menjelaskan tentang dosis obat yang harus diminum				
3.	Petugas farmasi menjelaskan tentang cara penyimpanan obat				
4.	Petugas farmasi menjelaskan tentang efek samping obat				
5.	Petugas farmasi mampu menjawab pertanyaan pasien.				
	DIMENSI DAYA TANGGAP (RESPONSIVENESS)				
1.	Petugas farmasi melayani dengan rapi dan teratur pada jam-jam sibuk secara bergantian				
2.	Petugas farmasi melayani pengambilan obat dengan cepat				
3.	Petugas farmasi memberi tanggapan yang baik dan cepat terhadap keluhan pasien				
4.	Petugas farmasi trampil dalam melayani pasien.				

NO.	PERNYATAAN	KUALITAS			
		STS	TS	S	SS
	DIMENSI JAMINAN (ASSURANCE)				
1.	Petugas farmasi berkomunikasi baik dengan pasien				
2.	Privasi informasi pasien selalu dijaga oleh petugas farmasi				
3.	Petugas farmasi jujur dan dapat dipercaya				
4.	Pelayanan farmasi menjawab pertanyaan pasien dengan baik dan benar				
	DIMENSI EMPATI (EMPATHY)				
1.	Petugas farmasi memahami keperluan pasien				
2.	Petugas farmasi memantau keluhan pasien tentang pengobatan				
3.	Petugas farmasi ramah dan sopan pada pasien.				
4.	Petugas farmasi memberi layanan dengan senyum				
5.	Petugas farmasi mempersilahkan duduk pasien yang menunggu obat.				
	DIMENSI WUJUD NYATA (TANGIBLE)				
1.	Ruang instalasi farmasi menyediakan kursi dan fasilitas lain yang membuat pelanggan merasa nyaman				
2.	Tempat duduk di instalasi farmasi luas dan nyaman				
3.	Petugas farmasi selalu ada di ruang penerimaan resep.				
4.	Petugas farmasi berpenampilan rapi dan memakai seragam.				

B.Kuesioner Kepuasan Pasien

Berilah tanda centang (√) pada kolom yang sesuai dengan persepsi saudara

Keterangan :

STS : Sangat Puas

TS : Puas

S : Tidak Puas

SS : Sangat Tidak Puas

Berilah tanda centang (√) pada kolom yang sesuai dengan persepsi saudara

NO.	PERNYATAAN	Sangat puas	Puas	Tidak puas	Sangat Tidak puas
1.	Saya merasa petugas memberi informasi tentang nama dan dosis obat dengan jelas.				
2.	Saya merasa petugas memberi informasi tentang cara pemakaian dan penyimpanan obat dengan jelas.				
3.	Saya merasa pelayanan informasi obat menggunakan bahasa yang bisa dimengerti pasien				
4.	Saya merasa petugas menjawab dengan cepat dan tanggap saat melayani pasien				
5.	Saya merasa petugas memberi informasi obat secara tertulis bila pasien kurang paham				
6.	Saya merasa setiap keluhan pasien di atasi dengan cepat				
7.	Saya merasa Informasi obat yang diberikan akurat serta				

	bisa dipertanggungjawabkan				
8.	Saya merasa petugas memiliki pengetahuan dan kemampuan yang cukup dalam memberikan informasi obat				
9.	Saya merasa petugas memakai pakaian yang rapi				
10.	Saya merasa petugas bersikap ramah dan sopan melayani pasien.				
11.	Saya merasa ruang pelayanan obat nyaman.				

Lampiran 4

Rangkuman uji validitas dan reliabilitas

Hasil uji validitas kualitas pelayanan farmasi

Soal	r hitung	r tabel	Sig. (p)	Status
soal01	0.743	0.361	0.000	Valid
soal02	0.734	0.361	0.000	Valid
soal03	0.729	0.361	0.000	Valid
soal04	0.695	0.361	0.000	Valid
soal05	0.706	0.361	0.000	Valid
soal06	0.541	0.361	0.002	Valid
soal07	0.714	0.361	0.000	Valid
soal08	0.673	0.361	0.000	Valid
soal09	0.731	0.361	0.000	Valid
soal10	0.786	0.361	0.000	Valid
soal11	0.775	0.361	0.000	Valid
soal12	0.698	0.361	0.000	Valid
soal13	0.599	0.361	0.000	Valid
soal14	0.527	0.361	0.003	Valid
soal15	0.572	0.361	0.001	Valid
soal16	0.755	0.361	0.000	Valid
soal17	0.681	0.361	0.000	Valid
soal18	0.602	0.361	0.000	Valid
soal19	0.454	0.361	0.012	Valid
soal20	0.645	0.361	0.000	Valid
soal21	0.734	0.361	0.000	Valid
soal22	0.721	0.361	0.000	Valid

Hasil uji reliabilitas kualitas pelayanan farmasi

Reliability

Case Processing Summary

		N	%
Cases	Valid	29	96.7
	Excluded ^a	1	3.3
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.938	22

Hasil uji validitas kepuasan

Soal	r hitung	r tabel	Sig. (p)	Status
soal01	0.719	0.361	0.000	Valid
soal02	0.783	0.361	0.000	Valid
soal03	0.75	0.361	0.000	Valid
soal04	0.863	0.361	0.000	Valid
soal05	0.805	0.361	0.000	Valid
soal06	0.69	0.361	0.000	Valid
soal07	0.717	0.361	0.000	Valid
soal08	0.771	0.361	0.000	Valid
soal09	0.717	0.361	0.000	Valid
soal10	0.832	0.361	0.000	Valid
soal11	0.806	0.361	0.000	Valid

Hasil uji reliabilitas kepuasan

Reliability

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
.929	11

Hasil uji statistic

Frequencies

Statistics

	N		Mean	Std. Deviation	Minimum	Maximum
	Valid	Missing				
jenis kelamin	180	0				
Umur	180	0	32.3611	10.22362	18.00	66.00
Pendidikan	180	0				
Pekerjaan	180	0				
frekuensi kunjungan	180	0	5.7333	3.73807	1.00	20.00
keandalan (reliabiliti)	180	0	11.6111	2.11773	5.00	15.00
daya tanggap (responsivenes	180	0	9.0000	1.65114	4.00	12.00
kepastian (assurance)	180	0	9.2111	1.61345	5.00	12.00
Empati	180	0	11.5833	1.94871	8.00	15.00
wujud nyata (tangible)	180	0	9.1444	1.63797	6.00	12.00
Kepuasan	180	0	24.0111	4.11563	11.00	33.00

Frequency Tabel

jenis kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid L	77	42.8	42.8	42.8
P	103	57.2	57.2	100.0
Total	180	100.0	100.0	

Pendidikan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid PT	94	52.2	52.2	52.2
SD	3	1.7	1.7	53.9
SMA	65	36.1	36.1	90.0
SMP	18	10.0	10.0	100.0
Total	180	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	karyawan	55	30.6	30.6	30.6
	Lainnya	62	34.4	34.4	65.0
	PNS/TNI/POLRI	30	16.7	16.7	81.7
	Swasta	16	8.9	8.9	90.6
	wiraswasta	17	9.4	9.4	100.0
	Total	180	100.0	100.0	

keandalan (reliabiliti)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat baik	55	30.6	30.6	30.6
	Baik	42	23.3	23.3	53.9
	kurang baik	81	45.0	45.0	98.9
	tidak baik	2	1.1	1.1	100.0
	Total	180	100.0	100.0	

daya tanggap (responsiveness)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat baik	40	22.2	22.2	22.2
	Baik	39	21.7	21.7	43.9
	kurang baik	100	55.6	55.6	99.4
	tidak baik	1	.6	.6	100.0
	Total	180	100.0	100.0	

kepastian (assurance)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat baik	42	23.3	23.3	23.3
	Baik	49	27.2	27.2	50.6
	kurang baik	88	48.9	48.9	99.4
	tidak baik	1	.6	.6	100.0
	Total	180	100.0	100.0	

Empati

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat baik	56	31.1	31.1	31.1
	Baik	39	21.7	21.7	52.8
	kurang baik	85	47.2	47.2	100.0
	Total	180	100.0	100.0	

wujud nyata (tangible)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat baik	43	23.9	23.9	23.9
	Baik	44	24.4	24.4	48.3
	kurang baik	93	51.7	51.7	100.0
	Total	180	100.0	100.0	

Kepuasan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat puas	29	16.1	16.1	16.1
	Puas	45	25.0	25.0	41.1
	kurang puas	102	56.7	56.7	97.8
	tidak puas	4	2.2	2.2	100.0
	Total	180	100.0	100.0	

kualitas pelayanan farmasi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sangat baik	43	23.9	23.9	23.9
	Baik	61	33.9	33.9	57.8
	kurang baik	76	42.2	42.2	100.0
	Total	180	100.0	100.0	

Crosstabs

kualitas pelayanan farmasi * kepuasan Crosstabulation

			kepuasan				Total
			sangat puas	puas	kurang puas	tidak puas	
kualitas pelayanan farmasi	sangat baik	Count	19	8	12	4	43
		% within kualitas pelayanan farmasi	44.2%	18.6%	27.9%	9.3%	100.0%
		% within kepuasan	65.5%	17.8%	11.8%	100.0%	23.9%
		% of Total	10.6%	4.4%	6.7%	2.2%	23.9%
	baik	Count	10	28	23	0	61
		% within kualitas pelayanan farmasi	16.4%	45.9%	37.7%	.0%	100.0%
		% within kepuasan	34.5%	62.2%	22.5%	.0%	33.9%
		% of Total	5.6%	15.6%	12.8%	.0%	33.9%
	kurang baik	Count	0	9	67	0	76
		% within kualitas pelayanan farmasi	.0%	11.8%	88.2%	.0%	100.0%
		% within kepuasan	.0%	20.0%	65.7%	.0%	42.2%
		% of Total	.0%	5.0%	37.2%	.0%	42.2%
Total	Count	29	45	102	4	180	
	% within kualitas pelayanan farmasi	16.1%	25.0%	56.7%	2.2%	100.0%	
	% within kepuasan	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	16.1%	25.0%	56.7%	2.2%	100.0%	

jenis kelamin * kualitas pelayanan farmasi Crosstabulation

			kualitas pelayanan farmasi			Total
			sangat baik	baik	kurang baik	
jenis kelamin	Laki-laki	Count	18	33	26	77
		% within jenis kelamin	23.4%	42.9%	33.8%	100.0%
		% within kualitas pelayanan farmasi	41.9%	54.1%	34.2%	42.8%
		% of Total	10.0%	18.3%	14.4%	42.8%
	Perempuan	Count	25	28	50	103
		% within jenis kelamin	24.3%	27.2%	48.5%	100.0%
		% within kualitas pelayanan farmasi	58.1%	45.9%	65.8%	57.2%
		% of Total	13.9%	15.6%	27.8%	57.2%
Total	Count	43	61	76	180	
	% within jenis kelamin	23.9%	33.9%	42.2%	100.0%	
	% within kualitas pelayanan farmasi	100.0%	100.0%	100.0%	100.0%	
	% of Total	23.9%	33.9%	42.2%	100.0%	

umur * kualitas pelayanan farmasi Crosstabulation

		kualitas pelayanan farmasi			Total	
		sangat baik	baik	kurang baik		
umur	20-30 tahun	Count	10	36	45	91
		% within umur	11.0%	39.6%	49.5%	100.0%
		% within kualitas pelayanan farmasi	23.3%	59.0%	59.2%	50.6%
		% of Total	5.6%	20.0%	25.0%	50.6%
	31-40 tahun	Count	23	13	24	60
		% within umur	38.3%	21.7%	40.0%	100.0%
		% within kualitas pelayanan farmasi	53.5%	21.3%	31.6%	33.3%
		% of Total	12.8%	7.2%	13.3%	33.3%
	41-50 tahun	Count	9	4	3	16
		% within umur	56.3%	25.0%	18.8%	100.0%
		% within kualitas pelayanan farmasi	20.9%	6.6%	3.9%	8.9%
		% of Total	5.0%	2.2%	1.7%	8.9%
	51-60 tahun	Count	1	8	4	13
		% within umur	7.7%	61.5%	30.8%	100.0%
		% within kualitas pelayanan farmasi	2.3%	13.1%	5.3%	7.2%
		% of Total	.6%	4.4%	2.2%	7.2%
Total	Count	43	61	76	180	
	% within umur	23.9%	33.9%	42.2%	100.0%	
	% within kualitas pelayanan farmasi	100.0%	100.0%	100.0%	100.0%	
	% of Total	23.9%	33.9%	42.2%	100.0%	

pendidikan * kualitas pelayanan farmasi Crosstabulation

		kualitas pelayanan farmasi			Total
		sangat baik	baik	kurang baik	
pendidikan SD	Count	0	2	1	3
	% within pendidikan	.0%	66.7%	33.3%	100.0%
	% within kualitas pelayanan farmasi	.0%	3.3%	1.3%	1.7%
	% of Total	.0%	1.1%	.6%	1.7%
SMP	Count	2	8	8	18
	% within pendidikan	11.1%	44.4%	44.4%	100.0%
	% within kualitas pelayanan farmasi	4.7%	13.1%	10.5%	10.0%
	% of Total	1.1%	4.4%	4.4%	10.0%
SMA	Count	20	18	27	65
	% within pendidikan	30.8%	27.7%	41.5%	100.0%
	% within kualitas pelayanan farmasi	46.5%	29.5%	35.5%	36.1%
	% of Total	11.1%	10.0%	15.0%	36.1%
PT	Count	21	33	40	94
	% within pendidikan	22.3%	35.1%	42.6%	100.0%
	% within kualitas pelayanan farmasi	48.8%	54.1%	52.6%	52.2%
	% of Total	11.7%	18.3%	22.2%	52.2%
Total	Count	43	61	76	180
	% within pendidikan	23.9%	33.9%	42.2%	100.0%
	% within kualitas pelayanan farmasi	100.0%	100.0%	100.0%	100.0%
	% of Total	23.9%	33.9%	42.2%	100.0%

pekerjaan * kualitas pelayanan farmasi Crosstabulation

			kualitas pelayanan farmasi			Total
			sangat baik	baik	kurang baik	
pekerjaan	Karyawan	Count	21	20	14	55
		% within pekerjaan	38.2%	36.4%	25.5%	100.0%
		% within kualitas pelayanan farmasi	48.8%	32.8%	18.4%	30.6%
		% of Total	11.7%	11.1%	7.8%	30.6%
	Lainnya	Count	9	24	29	62
		% within pekerjaan	14.5%	38.7%	46.8%	100.0%
		% within kualitas pelayanan farmasi	20.9%	39.3%	38.2%	34.4%
		% of Total	5.0%	13.3%	16.1%	34.4%
	PNS/TNI/POLRI	Count	7	7	16	30
		% within pekerjaan	23.3%	23.3%	53.3%	100.0%
		% within kualitas pelayanan farmasi	16.3%	11.5%	21.1%	16.7%
		% of Total	3.9%	3.9%	8.9%	16.7%
Swasta	Count	3	6	7	16	
	% within pekerjaan	18.8%	37.5%	43.8%	100.0%	
	% within kualitas pelayanan farmasi	7.0%	9.8%	9.2%	8.9%	
	% of Total	1.7%	3.3%	3.9%	8.9%	
Wiraswasta	Count	3	4	10	17	
	% within pekerjaan	17.6%	23.5%	58.8%	100.0%	
	% within kualitas pelayanan farmasi	7.0%	6.6%	13.2%	9.4%	
	% of Total	1.7%	2.2%	5.6%	9.4%	
Total	Count	43	61	76	180	
	% within pekerjaan	23.9%	33.9%	42.2%	100.0%	
	% within kualitas pelayanan farmasi	100.0%	100.0%	100.0%	100.0%	
	% of Total	23.9%	33.9%	42.2%	100.0%	

frekuensi kunjungan * kualitas pelayanan farmasi Crosstabulation

			kualitas pelayanan farmasi			Total
			sangat baik	baik	kurang baik	
frekuensi kunjungan	1-5 kali	Count	18	46	46	110
		% within frekuensi kunjungan	16.4%	41.8%	41.8%	100.0%
		% within kualitas pelayanan farmasi	41.9%	75.4%	60.5%	61.1%
		% of Total	10.0%	25.6%	25.6%	61.1%
	6-10 kali	Count	19	13	23	55
		% within frekuensi kunjungan	34.5%	23.6%	41.8%	100.0%
		% within kualitas pelayanan farmasi	44.2%	21.3%	30.3%	30.6%
		% of Total	10.6%	7.2%	12.8%	30.6%
	11-15 kali	Count	2	2	6	10
		% within frekuensi kunjungan	20.0%	20.0%	60.0%	100.0%
		% within kualitas pelayanan farmasi	4.7%	3.3%	7.9%	5.6%
		% of Total	1.1%	1.1%	3.3%	5.6%
16-20 kali	Count	4	0	1	5	
	% within frekuensi kunjungan	80.0%	.0%	20.0%	100.0%	
	% within kualitas pelayanan farmasi	9.3%	.0%	1.3%	2.8%	
	% of Total	2.2%	.0%	.6%	2.8%	
Total	Count	43	61	76	180	
	% within frekuensi kunjungan	23.9%	33.9%	42.2%	100.0%	
	% within kualitas pelayanan farmasi	100.0%	100.0%	100.0%	100.0%	
	% of Total	23.9%	33.9%	42.2%	100.0%	

jenis kelamin * kepuasan Crosstabulation

			kepuasan				Total
			sangat puas	puas	kurang puas	tidak puas	
jenis kelamin	Laki-laki	Count	16	24	36	1	77
		% within jenis kelamin	20.8%	31.2%	46.8%	1.3%	100.0%
		% within kepuasan	55.2%	53.3%	35.3%	25.0%	42.8%
		% of Total	8.9%	13.3%	20.0%	.6%	42.8%
	Perempuan	Count	13	21	66	3	103
		% within jenis kelamin	12.6%	20.4%	64.1%	2.9%	100.0%
		% within kepuasan	44.8%	46.7%	64.7%	75.0%	57.2%
		% of Total	7.2%	11.7%	36.7%	1.7%	57.2%
Total	Count	29	45	102	4	180	
	% within jenis kelamin	16.1%	25.0%	56.7%	2.2%	100.0%	
	% within kepuasan	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	16.1%	25.0%	56.7%	2.2%	100.0%	

umur * kepuasan Crosstabulation

			kepuasan				Total
			sangat puas	puas	kurang puas	tidak puas	
umur	20-30 tahun	Count	13	27	51	0	91
		% within umur	14.3%	29.7%	56.0%	.0%	100.0%
		% within kepuasan	44.8%	60.0%	50.0%	.0%	50.6%
		% of Total	7.2%	15.0%	28.3%	.0%	50.6%
	31-40 tahun	Count	11	14	31	4	60
		% within umur	18.3%	23.3%	51.7%	6.7%	100.0%
		% within kepuasan	37.9%	31.1%	30.4%	100.0%	33.3%
		% of Total	6.1%	7.8%	17.2%	2.2%	33.3%
	41-50 tahun	Count	5	2	9	0	16
		% within umur	31.3%	12.5%	56.3%	.0%	100.0%
		% within kepuasan	17.2%	4.4%	8.8%	.0%	8.9%
		% of Total	2.8%	1.1%	5.0%	.0%	8.9%
	51-60 tahun	Count	0	2	11	0	13
		% within umur	.0%	15.4%	84.6%	.0%	100.0%
		% within kepuasan	.0%	4.4%	10.8%	.0%	7.2%
		% of Total	.0%	1.1%	6.1%	.0%	7.2%
Total	Count	29	45	102	4	180	
	% within umur	16.1%	25.0%	56.7%	2.2%	100.0%	
	% within kepuasan	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	16.1%	25.0%	56.7%	2.2%	100.0%	

pendidikan * kepuasan Crosstabulation

		kepuasan				Total
		sangat puas	puas	kurang puas	tidak puas	
pendidikan SD	Count	0	1	2	0	3
	% within pendidikan	.0%	33.3%	66.7%	.0%	100.0%
	% within kepuasan	.0%	2.2%	2.0%	.0%	1.7%
	% of Total	.0%	.6%	1.1%	.0%	1.7%
SMP	Count	2	3	13	0	18
	% within pendidikan	11.1%	16.7%	72.2%	.0%	100.0%
	% within kepuasan	6.9%	6.7%	12.7%	.0%	10.0%
	% of Total	1.1%	1.7%	7.2%	.0%	10.0%
SMA	Count	12	13	38	2	65
	% within pendidikan	18.5%	20.0%	58.5%	3.1%	100.0%
	% within kepuasan	41.4%	28.9%	37.3%	50.0%	36.1%
	% of Total	6.7%	7.2%	21.1%	1.1%	36.1%
PT	Count	15	28	49	2	94
	% within pendidikan	16.0%	29.8%	52.1%	2.1%	100.0%
	% within kepuasan	51.7%	62.2%	48.0%	50.0%	52.2%
	% of Total	8.3%	15.6%	27.2%	1.1%	52.2%
Total	Count	29	45	102	4	180
	% within pendidikan	16.1%	25.0%	56.7%	2.2%	100.0%
	% within kepuasan	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total	16.1%	25.0%	56.7%	2.2%	100.0%

pekerjaan * kepuasan Crosstabulation

			kepuasan				Total
			sangat puas	puas	kurang puas	tidak puas	
pekerjaan	Karyawan	Count	17	11	26	1	55
		% within pekerjaan	30.9%	20.0%	47.3%	1.8%	100.0%
		% within kepuasan	58.6%	24.4%	25.5%	25.0%	30.6%
		% of Total	9.4%	6.1%	14.4%	.6%	30.6%
	Lainnya	Count	7	18	37	0	62
		% within pekerjaan	11.3%	29.0%	59.7%	.0%	100.0%
		% within kepuasan	24.1%	40.0%	36.3%	.0%	34.4%
		% of Total	3.9%	10.0%	20.6%	.0%	34.4%
	PNS/TNI/PO LRI	Count	5	4	20	1	30
		% within pekerjaan	16.7%	13.3%	66.7%	3.3%	100.0%
		% within kepuasan	17.2%	8.9%	19.6%	25.0%	16.7%
		% of Total	2.8%	2.2%	11.1%	.6%	16.7%
	Swasta	Count	0	6	8	2	16
		% within pekerjaan	.0%	37.5%	50.0%	12.5%	100.0%
		% within kepuasan	.0%	13.3%	7.8%	50.0%	8.9%
		% of Total	.0%	3.3%	4.4%	1.1%	8.9%
Wlraswasta	Count	0	6	11	0	17	
	% within pekerjaan	.0%	35.3%	64.7%	.0%	100.0%	
	% within kepuasan	.0%	13.3%	10.8%	.0%	9.4%	
	% of Total	.0%	3.3%	6.1%	.0%	9.4%	
Total	Count	29	45	102	4	180	
	% within pekerjaan	16.1%	25.0%	56.7%	2.2%	100.0%	
	% within kepuasan	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	16.1%	25.0%	56.7%	2.2%	100.0%	

frekuensi kunjungan * kepuasan Crosstabulation

			kepuasan				Total
			sangat puas	puas	kurang puas	tidak puas	
frekuensi kunjungan	1-5 kali	Count	16	32	58	4	110
		% within frekuensi kunjungan	14.5%	29.1%	52.7%	3.6%	100.0%
		% within kepuasan	55.2%	71.1%	56.9%	100.0%	61.1%
		% of Total	8.9%	17.8%	32.2%	2.2%	61.1%
	6-10 kali	Count	11	11	33	0	55
		% within frekuensi kunjungan	20.0%	20.0%	60.0%	.0%	100.0%
		% within kepuasan	37.9%	24.4%	32.4%	.0%	30.6%
		% of Total	6.1%	6.1%	18.3%	.0%	30.6%
	11-15 kali	Count	2	0	8	0	10
		% within frekuensi kunjungan	20.0%	.0%	80.0%	.0%	100.0%
		% within kepuasan	6.9%	.0%	7.8%	.0%	5.6%
		% of Total	1.1%	.0%	4.4%	.0%	5.6%
	16-20 kali	Count	0	2	3	0	5
		% within frekuensi kunjungan	.0%	40.0%	60.0%	.0%	100.0%
		% within kepuasan	.0%	4.4%	2.9%	.0%	2.8%
		% of Total	.0%	1.1%	1.7%	.0%	2.8%
Total	Count	29	45	102	4	180	
	% within frekuensi kunjungan	16.1%	25.0%	56.7%	2.2%	100.0%	
	% within kepuasan	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	16.1%	25.0%	56.7%	2.2%	100.0%	

Uji normalitas

One-Sample Kolmogorov-Smirnov Test

		keandalan (reliabiliti)	daya tanggap (responsiveness)	kepastian (assurance)	empati	wujud nyata (tangible)	kepuasan
N		180	180	180	180	180	180
Normal Parameters ^{a, b}	Mean	11.6111	9.0000	9.2111	11.583 3	9.1444	24.0111
	Std. Deviation	2.11773	1.65114	1.61345	1.9487 1	1.63797	4.11563
Most Extreme Differences	Absolute	.238	.289	.268	.264	.274	.232
	Positive	.238	.289	.268	.264	.274	.232
	Negative	-.157	-.183	-.199	-.169	-.142	-.151
Kolmogorov-Smirnov Z		.931	1.330	1.304	1.204	1.326	1.111
Asymp. Sig. (2-tailed)		.351	.058	.067	.110	.061	.241

a. Test distribution is Normal.

b. Calculated from data.

Uji heterokedastisitas

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-1.796	1.003		-1.775	.086
keandalan (reliabiliti)	.077	.107	.063	.715	.476
daya tanggap (responsivenes)	-.086	.144	-.055	-.600	.549
kepastian (assurance)	.287	.171	.178	1.673	.096
Empati	.327	.140	.396	1.759	.087
wujud nyata (tangible)	.155	.169	.098	.918	.360

a. Dependent Variabel: abresid

Regression

Variabels Entered/Removed

Model	Variabels Entered	Variabels Removed	Method
1	wujud nyata (tangible), keandalan (reliabiliti), daya tanggap (responsiveness, empati, kepastian (assurance) ^a		Enter

a. All requested variabels entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.488 ^a	.238	.216	3.64440	1.803

a. Predictors: (Constant), wujud nyata (tangible), keandalan (reliabiliti), daya tanggap (responsiveness), empati(emphaty), kepastian (assurance)

b. Dependent Variabel: kepuasan

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	720.966	5	144.193	10.857	.000 ^a
	Residual	2311.012	174	13.282		
	Total	3031.978	179			

a. Predictors: (Constant), wujud nyata (tangible), keandalan (reliabiliti), daya tanggap (responsiveness, empati, kepastian (assurance)

b. Dependent Variabel: kepuasan

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	12.956	1.790		7.239	.000		
keandalan (reliabiliti)	.192	.191	.099	1.004	.317	.452	2.212
daya tanggap (responsivenes)	-.354	.257	-.142	-1.377	.170	.411	2.432
kepastian (assurance)	-.303	.306	-.119	-.991	.323	.305	3.277
Empati	.366	.250	.173	1.460	.146	.312	3.207
wujud nyata (tangible)	1.156	.301	.460	3.837	.000	.305	3.281

a. Dependent Variabel: kepuasan

Collinearity Diagnostics^a

Model	Dimensi on	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	keandalan (reliabiliti)	daya tanggap (responsivenes)	kepastian (assurance)	empati	wujud nyata (tangible)
1	1	5.943	1.000	.00	.00	.00	.00	.00	.00
	2	.020	17.450	.96	.01	.04	.02	.01	.03
	3	.013	21.086	.02	.74	.20	.01	.01	.04
	4	.010	24.125	.00	.11	.74	.08	.07	.17
	5	.007	29.166	.00	.02	.02	.77	.40	.08
	6	.006	30.281	.01	.12	.01	.12	.51	.68

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	12.956	1.790		7.239	.000		
keandalan (reliabiliti)	.192	.191	.099	1.004	.317	.452	2.212
daya tanggap (responsivenes)	-.354	.257	-.142	-1.377	.170	.411	2.432
kepastian (assurance)	-.303	.306	-.119	-.991	.323	.305	3.277
Empati	.366	.250	.173	1.460	.146	.312	3.207
wujud nyata (tangible)	1.156	.301	.460	3.837	.000	.305	3.281

a. Dependent Variabel: kepuasan

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	20.2097	28.3153	24.0111	2.00692	180
Residual	-16.30391	7.88105	.00000	3.59314	180
Std. Predicted Value	-1.894	2.145	.000	1.000	180
Std. Residual	-4.474	2.163	.000	.986	180

a. Dependent Variabel: kepuasan