# LAMPIRAN

**Lampiran 1. Kuesioner Penelitian**

# KUESIONER PENELITIAN SKRIPSI

PENGARUH CITRA RUMAH SAKIT, KUALITAS PELAYANAN
DAN KEPUASAN PELANGGAN TERHADAP
LOYALITAS PELANGGAN

*(Studi Kasus Pada Rumah Sakit Umum Daerah Pandan Arang Boyolali)*

**PROGRAM STUDI AKUNTANSI**

**FAKULTAS EKONOMI DAN BISNIS**

**UNIVERSITAS MUHAMMADIYAH YOGYAKARTA**

**2016**

# KUESIONER PENELITIAN

Boyolali, 1 September 2016

Dengan hormat,

Sehubungan dengan penyelesaian tugas akhir skripsi untuk memenuhi persyaratan gelar sarjana Strata 1 (S-1) pada Program Studi Akuntansi Fakultas Ekonomi Universitas Muhammadiyah Yogyakarta, maka peneliti mengadakan penelitian yang berjudul **"Pengaruh Citra Rumah Sakit, Kualitas Pelayanan Dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan".**

Saya yang bertanda tangan dibawah ini :

Nama : Indah Retno Wulandari

NIM : 20130420228

Fakultas / Program Studi : Ekonomi / Akuntansi

Dengan ini memohon kesediaan Bapak/Ibu/Saudara untuk mengisi kuesioner ini. Publikasi yang akan diterbitkan hanyalah dalam bentuk statistik total dari sekelompok individu yang menjadi responden. Oleh karena itu jawaban yang terbaik adalah jawaban yang benar benar menggambarkan kondisi keadaan yang sebenarnya.

Atas kesediaan dan perhatian Bapak/Ibu/Saudara saya ucapkan terimakasih.

Hormat Saya,

**Indah Retno Wulandari**

**IDENTITAS RESPONDEN**

Saudara diminta menjawab pertanyaan di bawah ini dengan memberi tanda silang (X) pada jawaban yang disediakan.

1. Jenis Kelamin

   ☐ Laki Laki ☐ Perempuan

2. Usia

   ☐ 15-20 tahun ☐ 26-30 tahun

   ☐ 21-25 tahun ☐ > 30 tahun

3. Pekerjaan

   ☐ Pelajar / Mahasiswa ☐ Pegawai Swasta

   ☐ TNI / Polri ☐ Wiraswasta

   ☐ PNS ☐ Lain-lain, Sebutkan.…….....

4. Pendidikan terakhir

   ☐ SLTP ☐ S1

   ☐ SMA ☐ S2

   ☐ D3

**TANGGAPAN RESPONDEN**

Saudara diminta menjawab seluruh pertanyaan dengan check point (V) yang paling mencerminkan persepsi dan pengalaman anda terhadap pertanyaan berikut.

Keterangan :

SS : Sangat Setuju

S : Setuju

N : Netral

TS : Tidak Setuju

STS : Sangat Tidak Setuju

## "VARIABEL CITRA RUMAH SAKIT"

| NO | PERTANYAAN | SS | S | N | TS | STS |
|---|---|---|---|---|---|---|
| **1** | Rumah sakit menempati lokasi yang strategis | | | | | |
| **2** | Saya percaya bahwa rumah sakit memberikan pelayanan yang terbaik | | | | | |
| **3** | Rumah sakit ini akan tetap menjadi rumah sakit yang pertama kali muncul dalam pikiran saya dan saya pilih, bila ingin berobat atau dirawat | | | | | |
| **4** | Saya sangat terkesan dengan pelayanan kesehatan di rumah sakit yang sangat memuaskan | | | | | |
| **5** | Saya akan menceritakan kesan yang baik selama saya mendapatkan pelayanan kesehatan di rumah sakit ini kepada orang lain | | | | | |
| **6** | Rumah sakit ini mempunyai tempat parkir yang luas | | | | | |
| **7** | Saya akan merekomendasikan kepada orang lain untuk berobat ke rumah sakit ini | | | | | |

## "VARIABEL KUALITAS PELAYANAN"

| NO | PERTANYAAN | SS | S | N | TS | STS |
|---|---|---|---|---|---|---|
| 1 | Bangunan rumah sakit terlihat indah dan bersih | | | | | |
| 2 | Ruangan di rumah sakit memiliki peralatan yang lengkap | | | | | |
| 3 | Tenaga medis menerangkan tindakan yang akan dilakukan | | | | | |
| 4 | Perawat memberitahu jenis penyakit secara lengkap, memberitahu cara perawatan dan cara minum obat | | | | | |
| 5 | Tenaga medis dan petugas lainnya, membantu jika ada permasalahan pasien | | | | | |
| 6 | Perawat memberikan pelayanan sesuai dengan keinginan dan memahami kebutuhan pasien | | | | | |
| 7 | Dokter memberikan waktu pelayanan yang cukup pada pasien | | | | | |
| 8 | Perawat dalam melayani bersikap sopan dan ramah | | | | | |
| 9 | Tenaga Medis bersedia menanggapi keluhan pasien | | | | | |
| 10 | Perawat selalu tanggap melayani pasien | | | | | |
| 11 | Tenaga Medis bersifat cekatan dan menghargai pasien | | | | | |
| 12 | Dokter melayani dengan sikap meyakinkan sehingga pasien merasa | | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | aman | | | | | |
| **13** | Dokter mempunyai kemampuan dan pengetahuan dalam menetapkan diagnose penyakit anda cukup baik, sehingga mampu menjawab setiap pertanyaan pasien serta meyakinkan. | | | | | |

## "VARIABEL KEPUASAN PASIEN"

| NO | PERTANYAAN | SS | S | N | TS | STS |
|---|---|---|---|---|---|---|
| 1 | Saya puas dengan keputusan saya untuk berobat di rumah sakit | | | | | |
| 2 | Saya puas dengan respon staff dan layanan yang cepat yang diberikan oleh pihak rumah sakit kepada saya | | | | | |
| 3 | Kualitas jasa yang saya dapatkan di rumah sakit ini lebih dari yang saya harapkan | | | | | |
| 4 | Saya puas dengan produk dan layanan yang ditawarkan oleh rumah sakit kepada saya | | | | | |
| 5 | Rumah sakit memberikan pelayanan antrian secara profesional | | | | | |
| 6 | Saya dapat menikmati pelayanan yang diberikan rumah sakit dengan baik | | | | | |
| 7 | Rumah sakit menerapkan harga yang relatif murah | | | | | |
| 8 | Rumah sakit menerapkan harga yang lebih murah dari rumah sakit lain | | | | | |
| 9 | Saya tidak perlu mengeluarkan biaya yang mahal untuk mendapatkan pelayanan yang baik | | | | | |

## "VARIABEL LOYALITAS PELANGGAN"

| NO | PERTANYAAN | SS | S | N | TS | STS |
|---|---|---|---|---|---|---|
| **1** | Saya akan berobat ke rumah sakit ini bila saya membutuhkan pelayanan kesehatan | | | | | |
| **2** | Bila saya ingin berobat maka rumah sakit ini merupakan pilihan pertama saya | | | | | |
| **3** | Bagi saya rumah sakit ini merupakan tempat berobat yang terbaik | | | | | |
| **4** | Selama rumah sakit ini ada saya akan tetap menggunakan jasa rumah sakit ini | | | | | |
| **5** | Rumah sakit ini merupakan rumah sakit favorit saya | | | | | |
| **6** | Saya akan tetap melakukan kunjungan ulang di rumah sakit ini | | | | | |
| **7** | Saya tetap akan berobat dirumah sakit ini walaupun ada berbagai rumah sakit lainnya | | | | | |
| **8** | Saya tidak akan mencoba jasa yang ditawarkan dari rumah sakit lain | | | | | |
| **9** | Saya akan menolak penawaran yang diberikan dari rumah sakit lain | | | | | |

## Lampiran 2. Data Hasil Kuesioner

| NO | CITRA RUMAH SAKIT | | | | | | | JML | KUALITAS PELAYANAN | | | | | | | | | | | | | JML | KEPUASAN PELANGGAN | | | | | | | | | JML | LOYALITAS PELANGGAN | | | | | | | | | JML |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 61 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 40 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 41 |
| 2 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 60 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 41 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 40 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 59 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 40 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 39 |
| 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 29 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 61 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 41 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 40 |
| 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 40 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 41 |
| 6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 39 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 7 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 29 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 59 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 38 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 8 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 31 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 62 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 41 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 42 |
| 9 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 59 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 40 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 41 |
| 10 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 40 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 11 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 64 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 40 |
| 12 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 28 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 61 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 34 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 13 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 26 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 65 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 41 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 |
| 14 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 25 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 59 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 15 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 61 | 4 | 4 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 38 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 16 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 31 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 58 | 5 | 5 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 39 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 17 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 61 | 3 | 3 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 37 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 41 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 40 |
| 19 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 32 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 65 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 40 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 41 |
| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 29 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 64 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 31 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 40 |

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| 21 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 3 | 3 | 5 | 5 | 3 | 5 | 4 | 4 | 5 | 37 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 41 |
| 22 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 61 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 39 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 42 |
| 23 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 30 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 61 | 5 | 5 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 37 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 42 |
| 24 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 3 | 3 | 34 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 40 |
| 25 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 63 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 35 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 38 |
| 26 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 63 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 5 | 4 | 34 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |
| 27 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 62 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 36 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 38 |
| 28 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 36 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 40 |
| 29 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 61 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 38 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 30 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 27 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 37 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 37 |
| 31 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 33 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 61 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 31 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 42 |
| 32 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 26 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 62 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 37 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 36 |
| 33 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 61 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 36 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 40 |
| 34 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 38 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 41 |
| 35 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 62 | 4 | 4 | 4 | 3 | 3 | 5 | 5 | 5 | 5 | 38 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 40 |
| 36 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 27 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 61 | 3 | 4 | 4 | 5 | 3 | 5 | 5 | 4 | 4 | 37 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 37 |
| 37 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 27 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 62 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 5 | 4 | 36 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 37 |
| 38 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 61 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 35 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 40 |
| 39 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 60 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 5 | 5 | 37 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 3 | 37 |
| 40 | 5 | 4 | 5 | 5 | 4 | 3 | 3 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 61 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 3 | 5 | 36 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 38 |
| 41 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 27 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 37 |
| 42 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 60 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 37 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 3 | 3 | 38 |
| 43 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 65 | 3 | 3 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 35 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 37 |
| 44 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 59 | 3 | 3 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 39 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 38 |
| 45 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 61 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 3 | 40 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 46 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 26 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 43 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |
| 47 | 5 | 5 | 4 | 4 | 5 | 3 | 3 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 59 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 3 | 39 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 3 | 40 |
| 48 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 42 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 3 | 37 |
| 49 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 65 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 32 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 38 |
| 50 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 59 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 35 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 |
| 51 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 61 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 3 | 3 | 37 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 38 |
| 52 | 5 | 4 | 4 | 5 | 3 | 3 | 3 | 27 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 27 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 37 |
| 53 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 26 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 65 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 34 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |
| 54 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 27 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 65 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 32 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |
| 55 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 25 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 65 | 3 | 3 | 3 | 3 | 4 | 5 | 4 | 3 | 3 | 31 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 37 |
| 56 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 57 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 5 | 5 | 38 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 41 |
| 57 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 59 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 37 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 41 |
| 58 | 5 | 4 | 5 | 5 | 4 | 4 | 3 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 3 | 3 | 5 | 3 | 3 | 5 | 5 | 5 | 4 | 36 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |
| 59 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 36 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 60 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 58 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 37 |
| 61 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 39 |
| 62 | 5 | 5 | 4 | 5 | 4 | 3 | 3 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 3 | 3 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 37 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 40 |
| 63 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 65 | 4 | 4 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 37 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 37 |
| 64 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 36 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |
| 65 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 3 | 3 | 5 | 4 | 3 | 5 | 4 | 5 | 4 | 36 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |
| 66 | 4 | 4 | 5 | 5 | 4 | 3 | 3 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 59 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 4 | 38 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 37 |
| 67 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 58 | 3 | 3 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 37 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 39 |
| 68 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 4 | 38 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
| 69 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 57 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 37 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 37 |
| 70 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 3 | 3 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 34 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 38 |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 71 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 58 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 39 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 39 |
| 72 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 34 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 37 |
| 73 | 4 | 5 | 5 | 4 | 5 | 3 | 3 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 5 | 37 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 38 |
| 74 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 59 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 36 |
| 75 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 58 | 4 | 4 | 3 | 3 | 3 | 5 | 4 | 5 | 5 | 36 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 38 |
| 76 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 31 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 4 | 3 | 3 | 5 | 4 | 5 | 4 | 4 | 5 | 37 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 39 |
| 77 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 59 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 38 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 36 |
| 78 | 5 | 4 | 5 | 5 | 4 | 3 | 3 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 36 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 41 |
| 79 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 4 | 4 | 33 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 37 |
| 80 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 35 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 39 |
| 81 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 3 | 3 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 36 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 39 |
| 82 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 61 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 37 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 36 |
| 83 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 59 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 39 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 37 |
| 84 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 59 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 36 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 37 |
| 85 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 62 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 37 | 4 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 5 | 38 |
| 86 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 61 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 4 | 36 | 5 | 5 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 39 |
| 87 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 63 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 38 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 5 | 38 |
| 88 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 30 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 59 | 3 | 3 | 4 | 4 | 4 | 5 | 3 | 5 | 4 | 35 | 5 | 3 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 39 |
| 89 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 52 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 37 |
| 90 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 58 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 37 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 37 |
| 91 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 58 | 5 | 5 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 38 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 38 |
| 92 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 60 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 33 | 4 | 4 | 5 | 3 | 4 | 5 | 3 | 4 | 5 | 37 |
| 93 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 28 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 59 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 40 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 37 |
| 94 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 30 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 59 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 38 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 37 |
| 95 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 63 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 39 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 4 | 37 |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 96 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 53 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 38 | 4 | 4 | 5 | 5 | 3 | 4 | 4 | 5 | 4 | 38 |
| 97 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 54 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 39 | 4 | 4 | 5 | 5 | 4 | 3 | 4 | 4 | 5 | 38 |
| 98 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 29 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 58 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 38 | 5 | 4 | 4 | 4 | 5 | 5 | 3 | 5 | 4 | 39 |
| 99 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 30 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 41 | 4 | 4 | 5 | 3 | 4 | 5 | 5 | 5 | 5 | 40 |
| 100 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 29 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 3 | 40 | 4 | 5 | 5 | 3 | 5 | 4 | 4 | 4 | 5 | 39 |

**Lampiran 3. Data Rumah Sakit**

**Jumlah Kamar Tidur Menurut Tipe**

**Di RSUD Pandan Arang Boyolali**

| No | Tipe Kamar | Jumlah |
|---|---|---|
| 1 | VVIP | 42 kamar |
| 2 | VIP | 39 kamar |
| 3 | Kelas I | 30 kamar |
| 4 | Kelas II | 38 kamar |
| 5 | Kelas III | 100 kamar |
| 6 | ICU | 6 kamar |
| 7 | NICU | 2 kamar |
| 8 | HCU | 4 kamar |
| 9 | TT dI IGD | 28 kamar |
| 10 | TT Bayi Baru Lahir | 21 kamar |
| 11 | TT kamar Bersalin | 11 kamar |
| 12 | TT Ruang Operasi | 6 kamar |
| 13 | TT Ruang Isolasi | 7 kamar |

**Perincian Tipe Dokter**

| No | Tipe Dokter | Jumlah |
|---|---|---|
| 1 | Dokter Umum | 9 orang |
| 2 | Spesialis | 21 orang |
| 3 | Dokter Gigi | 3 orang |
| 4 | Spesialis Gigi | 2 orang |

**Perincian Tipe Tenaga Dukung**

| No | Tipe Tenaga Dukung | Jumlah |
|---|---|---|
| 1 | Perawat | 230 orang |
| 2 | Pegawai Khusus Terapi | 9 orang |
| 3 | Teknis Medis | 48 orang |
| 4 | Pegawai Khusus Bidan | 28 orang |
| 5 | Pegawai Khusus Gizi | 5 orang |
| 6 | Pegawai Khusus Kefarmasian | 23 orang |
| 7 | Pegawai Khusus Kesehatan Masyarakat | 2 orang |
| 8 | Pegawai Non Kesehatan | 250 orang |

**Lampiran 4. Karakteristik Responden**

**Sampel dan Tingkat Pengembalian**

| Keterangan | Jumlah |
|---|---|
| Total Penyebaran Kuesioner | 108 |
| Jumlah kuesioner yang tidak di isi lengkap (cacat) | 8 |
| Total kuesioner yang diolah | 100 |

**Karakteristik Berdasarkan Jenis Kelamin**

| Jenis Kelamin | Jumlah | Persentase |
|---|---|---|
| Laki-laki | 54 | 54% |
| Perempuan | 46 | 46% |
| Total | 100 | 100% |

**Karakteristik Berdasarkan Usia**

| Usia | Jumlah | Presentase |
|---|---|---|
| 15-20 | 5 | 5% |
| 21-25 | 28 | 28% |
| 26-30 | 34 | 34% |
| >30 | 33 | 33% |

**Karakteristik Berdasarkan Pekerjaan**

| Pekerjaan | Jumlah | Presentase |
|---|---|---|
| Pelajar / Mahasiswa | 18 | 18% |
| TNI | 10 | 10% |
| PNS | 9 | 9% |
| Pegawai Swasta | 23 | 23% |
| Wiraswasta | 19 | 19% |
| Lain-lain | 21 | 21% |
| Total | 100 | 100% |

**Karakteristik Responden Berdasarkan Pendidikan Terakhir**

| Pendidikan Terakhir | Jumlah | Presentase |
|---|---|---|
| SLTP | 10 | 10% |
| SMA | 42 | 42% |
| S1 | 33 | 33% |
| S2 | 3 | 3% |
| D3 | 12 | 12% |
| Total | 100 | 100% |

**Lampiran 5. Hasil Regresi**

# UJI VALIDITAS

## A. Citra Rumah Sakit

**Correlations**

| | | C1 | C2 | C3 | C4 | C5 | C6 | C7 | TOTAL |
|---|---|---|---|---|---|---|---|---|---|
| C1 | Pearson Correlation | 1 | ,156 | -,019 | ,098 | -,075 | -,102 | ,001 | ,370** |
| | Sig. (2-tailed) | | ,122 | ,850 | ,331 | ,456 | ,312 | ,994 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| C2 | Pearson Correlation | ,156 | 1 | ,038 | -,087 | ,263** | -,108 | ,025 | ,428** |
| | Sig. (2-tailed) | ,122 | | ,705 | ,388 | ,008 | ,285 | ,805 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| C3 | Pearson Correlation | -,019 | ,038 | 1 | ,356** | ,084 | -,128 | -,114 | ,370** |
| | Sig. (2-tailed) | ,850 | ,705 | | ,000 | ,403 | ,205 | ,258 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| C4 | Pearson Correlation | ,098 | -,087 | ,356** | 1 | -,100 | -,141 | -,129 | ,286** |
| | Sig. (2-tailed) | ,331 | ,388 | ,000 | | ,324 | ,162 | ,201 | ,004 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| C5 | Pearson Correlation | -,075 | ,263** | ,084 | -,100 | 1 | ,163 | ,070 | ,415** |
| | Sig. (2-tailed) | ,456 | ,008 | ,403 | ,324 | | ,105 | ,488 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| C6 | Pearson Correlation | -,102 | -,108 | -,128 | -,141 | ,163 | 1 | ,495** | ,469** |
| | Sig. (2-tailed) | ,312 | ,285 | ,205 | ,162 | ,105 | | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| C7 | Pearson Correlation | ,001 | ,025 | -,114 | -,129 | ,070 | ,495** | 1 | ,551** |
| | Sig. (2-tailed) | ,994 | ,805 | ,258 | ,201 | ,488 | ,000 | | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| TOTAL | Pearson Correlation | ,370** | ,428** | ,370** | ,286** | ,415** | ,469** | ,551** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,004 | ,000 | ,000 | ,000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

## B. Kualitas Pelayanan

**Correlations**

| | | K1 | K2 | K3 | K4 | K5 | K6 | K7 | K8 | K9 | K10 | K11 | K12 | K13 | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| K1 | Pearson Correlation | 1 | ,529** | ,803** | 1,000** | ,803** | ,188 | ,137 | ,009 | -,100 | -,243* | -,224* | -,243* | -,216* | ,340** |
| | Sig. (2-tailed) | | ,000 | ,000 | ,000 | ,000 | ,062 | ,175 | ,929 | ,323 | ,015 | ,025 | ,015 | ,031 | ,001 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| K2 | Pearson Correlation | ,529** | 1 | ,684** | ,529** | ,684** | ,261** | ,079 | ,077 | -,013 | -,164 | -,136 | -,152 | -,227* | ,345** |
| | Sig. (2-tailed) | ,000 | | ,000 | ,000 | ,000 | ,009 | ,437 | ,449 | ,901 | ,103 | ,176 | ,132 | ,023 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| K3 | Pearson Correlation | ,803** | ,684** | 1 | ,803** | 1,000** | ,261** | ,222* | ,097 | -,052 | -,162 | -,093 | -,195 | -,210* | ,458** |
| | Sig. (2-tailed) | ,000 | ,000 | | ,000 | ,000 | ,009 | ,026 | ,335 | ,610 | ,107 | ,356 | ,052 | ,036 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| K4 | Pearson Correlation | 1,000** | ,529** | ,803** | 1 | ,803** | ,188 | ,137 | ,009 | -,100 | -,243* | -,224* | -,243* | -,216* | ,340** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | | ,000 | ,062 | ,175 | ,929 | ,323 | ,015 | ,025 | ,015 | ,031 | ,001 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| K5 | Pearson Correlation | ,803** | ,684** | 1,000** | ,803** | 1 | ,261** | ,222* | ,097 | -,052 | -,162 | -,093 | -,195 | -,210* | ,458** |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | | ,009 | ,026 | ,335 | ,610 | ,107 | ,356 | ,052 | ,036 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| K6 | Pearson Correlation | ,188 | ,261** | ,261** | ,188 | ,261** | 1 | ,293** | ,400** | ,144 | -,036 | -,061 | ,014 | -,075 | ,382** |
| | Sig. (2-tailed) | ,062 | ,009 | ,009 | ,062 | ,009 | | ,003 | ,000 | ,153 | ,720 | ,546 | ,887 | ,455 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| K7 | Pearson Correlation | ,137 | ,079 | ,222* | ,137 | ,222* | ,293** | 1 | ,603** | ,315** | ,121 | ,133 | -,100 | ,143 | ,536** |
| | Sig. (2-tailed) | ,175 | ,437 | ,026 | ,175 | ,026 | ,003 | | ,000 | ,001 | ,231 | ,186 | ,324 | ,157 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| K8 | Pearson Correlation | ,009 | ,077 | ,097 | ,009 | ,097 | ,400** | ,603** | 1 | ,516** | ,171 | ,142 | ,043 | ,210* | ,600** |
| | Sig. (2-tailed) | ,929 | ,449 | ,335 | ,929 | ,335 | ,000 | ,000 | | ,000 | ,089 | ,157 | ,674 | ,036 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| K9 | Pearson Correlation | -,100 | -,013 | -,052 | -,100 | -,052 | ,144 | ,315** | ,516** | 1 | ,475** | ,302** | ,203* | ,361** | ,606** |
| | Sig. (2-tailed) | ,323 | ,901 | ,610 | ,323 | ,610 | ,153 | ,001 | ,000 | | ,000 | ,002 | ,043 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| K10 | Pearson Correlation | -,243* | -,164 | -,162 | -,243* | -,162 | -,036 | ,121 | ,171 | ,475** | 1 | ,567** | ,507** | ,734** | ,568** |
| | Sig. (2-tailed) | ,015 | ,103 | ,107 | ,015 | ,107 | ,720 | ,231 | ,089 | ,000 | | ,000 | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| K11 | Pearson Correlation | -,224* | -,136 | -,093 | -,224* | -,093 | -,061 | ,133 | ,142 | ,302** | ,567** | 1 | ,447** | ,547** | ,516** |
| | Sig. (2-tailed) | ,025 | ,176 | ,356 | ,025 | ,356 | ,546 | ,186 | ,157 | ,002 | ,000 | | ,000 | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| K12 | Pearson Correlation | -,243* | -,152 | -,195 | -,243* | -,195 | ,014 | -,100 | ,043 | ,203* | ,507** | ,447** | 1 | ,530** | ,396** |
| | Sig. (2-tailed) | ,015 | ,132 | ,052 | ,015 | ,052 | ,887 | ,324 | ,674 | ,043 | ,000 | ,000 | | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| K13 | Pearson Correlation | -,216* | -,227* | -,210* | -,216* | -,210* | -,075 | ,143 | ,210* | ,361** | ,734** | ,547** | ,530** | 1 | ,534** |
| | Sig. (2-tailed) | ,031 | ,023 | ,036 | ,031 | ,036 | ,455 | ,157 | ,036 | ,000 | ,000 | ,000 | ,000 | | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| TOTAL | Pearson Correlation | ,340** | ,345** | ,458** | ,340** | ,458** | ,382** | ,536** | ,600** | ,606** | ,568** | ,516** | ,396** | ,534** | 1 |
| | Sig. (2-tailed) | ,001 | ,000 | ,000 | ,001 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | ,000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

*. Correlation is significant at the 0.05 level (2-tailed).

## C. Kepuasan Pelanggan

**Correlations**

| | | KP1 | KP2 | KP3 | KP4 | KP5 | KP6 | KP7 | KP8 | KP9 | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|
| KP1 | Pearson Correlation | 1 | ,829** | ,035 | ,205* | ,568** | -,305** | -,110 | -,152 | -,125 | ,536** |
| | Sig. (2-tailed) | | ,000 | ,726 | ,041 | ,000 | ,002 | ,276 | ,132 | ,214 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| KP2 | Pearson Correlation | ,829** | 1 | ,039 | ,278** | ,591** | -,263** | -,020 | -,123 | -,122 | ,597** |
| | Sig. (2-tailed) | ,000 | | ,699 | ,005 | ,000 | ,008 | ,845 | ,223 | ,226 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| KP3 | Pearson Correlation | ,035 | ,039 | 1 | ,092 | ,028 | -,129 | -,068 | ,195 | ,142 | ,375** |
| | Sig. (2-tailed) | ,726 | ,699 | | ,361 | ,784 | ,203 | ,504 | ,052 | ,158 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| KP4 | Pearson Correlation | ,205* | ,278** | ,092 | 1 | ,222* | ,003 | -,025 | -,029 | ,075 | ,470** |
| | Sig. (2-tailed) | ,041 | ,005 | ,361 | | ,026 | ,974 | ,806 | ,777 | ,459 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| KP5 | Pearson Correlation | ,568** | ,591** | ,028 | ,222* | 1 | -,138 | -,013 | -,216* | -,133 | ,494** |
| | Sig. (2-tailed) | ,000 | ,000 | ,784 | ,026 | | ,170 | ,900 | ,031 | ,186 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| KP6 | Pearson Correlation | -,305** | -,263** | -,129 | ,003 | -,138 | 1 | ,549** | ,222* | ,206* | ,233* |
| | Sig. (2-tailed) | ,002 | ,008 | ,203 | ,974 | ,170 | | ,000 | ,026 | ,040 | ,020 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| KP7 | Pearson Correlation | -,110 | -,020 | -,068 | -,025 | -,013 | ,549** | 1 | ,214* | ,117 | ,370** |
| | Sig. (2-tailed) | ,276 | ,845 | ,504 | ,806 | ,900 | ,000 | | ,033 | ,248 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| KP8 | Pearson Correlation | -,152 | -,123 | ,195 | -,029 | -,216* | ,222* | ,214* | 1 | ,480** | ,405** |
| | Sig. (2-tailed) | ,132 | ,223 | ,052 | ,777 | ,031 | ,026 | ,033 | | ,000 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| KP9 | Pearson Correlation | -,125 | -,122 | ,142 | ,075 | -,133 | ,206* | ,117 | ,480** | 1 | ,413** |
| | Sig. (2-tailed) | ,214 | ,226 | ,158 | ,459 | ,186 | ,040 | ,248 | ,000 | | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| TOTAL | Pearson Correlation | ,536** | ,597** | ,375** | ,470** | ,494** | ,233* | ,370** | ,405** | ,413** | 1 |
| | Sig. (2-tailed) | ,000 | ,000 | ,000 | ,000 | ,000 | ,020 | ,000 | ,000 | ,000 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

*. Correlation is significant at the 0.05 level (2-tailed).

## D. Loyalitas Pelanggan

**Correlations**

| | | L1 | L2 | L3 | L4 | L5 | L6 | L7 | L8 | L9 | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|
| L1 | Pearson Correlation | 1 | ,648** | ,182 | ,207* | -,009 | ,101 | -,082 | -,385** | -,536** | ,202* |
| | Sig. (2-tailed) | | ,000 | ,070 | ,039 | ,932 | ,319 | ,418 | ,000 | ,000 | ,044 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| L2 | Pearson Correlation | ,648** | 1 | ,259** | ,144 | ,090 | -,042 | -,013 | -,374** | -,516** | ,227* |
| | Sig. (2-tailed) | ,000 | | ,009 | ,152 | ,373 | ,675 | ,897 | ,000 | ,000 | ,023 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| L3 | Pearson Correlation | ,182 | ,259** | 1 | ,299** | ,204* | ,049 | -,185 | -,228* | -,088 | ,438** |
| | Sig. (2-tailed) | ,070 | ,009 | | ,003 | ,042 | ,626 | ,065 | ,022 | ,385 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| L4 | Pearson Correlation | ,207* | ,144 | ,299** | 1 | ,371** | ,034 | ,023 | -,211* | -,124 | ,521** |
| | Sig. (2-tailed) | ,039 | ,152 | ,003 | | ,000 | ,740 | ,817 | ,035 | ,219 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| L5 | Pearson Correlation | -,009 | ,090 | ,204* | ,371** | 1 | ,398** | -,045 | ,007 | ,105 | ,639** |
| | Sig. (2-tailed) | ,932 | ,373 | ,042 | ,000 | | ,000 | ,659 | ,946 | ,297 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| L6 | Pearson Correlation | ,101 | -,042 | ,049 | ,034 | ,398** | 1 | ,132 | -,046 | ,076 | ,471** |
| | Sig. (2-tailed) | ,319 | ,675 | ,626 | ,740 | ,000 | | ,192 | ,648 | ,452 | ,000 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| L7 | Pearson Correlation | -,082 | -,013 | -,185 | ,023 | -,045 | ,132 | 1 | ,277** | ,189 | ,333** |
| | Sig. (2-tailed) | ,418 | ,897 | ,065 | ,817 | ,659 | ,192 | | ,005 | ,060 | ,001 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| L8 | Pearson Correlation | -,385** | -,374** | -,228* | -,211* | ,007 | -,046 | ,277** | 1 | ,495** | ,226* |
| | Sig. (2-tailed) | ,000 | ,000 | ,022 | ,035 | ,946 | ,648 | ,005 | | ,000 | ,024 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| L9 | Pearson Correlation | -,536** | -,516** | -,088 | -,124 | ,105 | ,076 | ,189 | ,495** | 1 | ,323** |
| | Sig. (2-tailed) | ,000 | ,000 | ,385 | ,219 | ,297 | ,452 | ,060 | ,000 | | ,001 |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| TOTAL | Pearson Correlation | ,202* | ,227* | ,438** | ,521** | ,639** | ,471** | ,333** | ,226* | ,323** | 1 |
| | Sig. (2-tailed) | ,044 | ,023 | ,000 | ,000 | ,000 | ,000 | ,001 | ,024 | ,001 | |
| | N | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

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

*. Correlation is significant at the 0.05 level (2-tailed).

# UJI RELIABILITAS

## A. Citra Rumah Sakit

**Case Processing Summary**

| | | N | % |
|---|---|---|---|
| Cases | Valid | 100 | 100,0 |
| | Excluded[a] | 0 | ,0 |
| | Total | 100 | 100,0 |

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

**Reliability Statistics**

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|---|---|---|
| ,204 | ,205 | 7 |

## B. Kualitas Pelayanan

**Case Processing Summary**

| | | N | % |
|---|---|---|---|
| Cases | Valid | 100 | 100,0 |
| | Excluded[a] | 0 | ,0 |
| | Total | 100 | 100,0 |

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

**Reliability Statistics**

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|---|---|---|
| ,703 | ,729 | 13 |

## C. Kepuasan Pelanggan

**Case Processing Summary**

| | | N | % |
|---|---|---|---|
| Cases | Valid | 100 | 100,0 |
| | Excluded[a] | 0 | ,0 |
| | Total | 100 | 100,0 |

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

**Reliability Statistics**

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|---|---|---|
| ,467 | ,461 | 9 |

## D. Loyalitas Pelanggan

**Case Processing Summary**

| | | N | % |
|---|---|---|---|
| Cases | Valid | 100 | 100,0 |
| | Excluded[a] | 0 | ,0 |
| | Total | 100 | 100,0 |

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

**Reliability Statistics**

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|---|---|---|
| ,233 | ,268 | 9 |

# UJI STATISTIK DESKRIPTIF

**Descriptive Statistics**

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|---|---|---|---|---|
| citrarumahsakit | 100 | 25 | 33 | 28,96 | 1,414 |
| kualitaspelayanan | 100 | 52 | 65 | 60,46 | 2,289 |
| kepuasanpelanggan | 100 | 27 | 43 | 36,99 | 2,556 |
| loyalitaspelanggan | 100 | 36 | 45 | 38,69 | 1,650 |
| Valid N (listwise) | 100 | | | | |

# UJI NORMALITAS

**One-Sample Kolmogorov-Smirnov Test**

| | | Unstandardized Residual |
|---|---|---|
| N | | 100 |
| Normal Parameters[a,b] | Mean | ,0000000 |
| | Std. Deviation | 1,47669821 |
| Most Extreme Differences | Absolute | ,071 |
| | Positive | ,071 |
| | Negative | -,046 |
| Test Statistic | | ,071 |
| Asymp. Sig. (2-tailed) | | ,200[c,d] |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

# UJI MULTIKOLINIERITAS

**Coefficients[a]**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
|---|---|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | | | Tolerance | VIF |
| 1 | (Constant) | 10,411 | 6,198 | | 1,680 | ,096 | | |
| | citrarumahsakit | ,370 | ,107 | ,317 | 3,439 | ,001 | ,984 | 1,016 |
| | kualitaspelayanan | ,183 | ,068 | ,253 | 2,672 | ,009 | ,928 | 1,077 |
| | kepuasanpelanggan | ,177 | ,061 | ,274 | 2,900 | ,005 | ,937 | 1,068 |

a. Dependent Variable: loyalitaspelanggan

# UJI HETEROSKEDASTISITAS

**Coefficients[a]**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | -6,678 | 3,873 | | -1,724 | ,088 |
| | citrarumahsakit | ,026 | ,067 | ,039 | ,386 | ,700 |
| | kualitaspelayanan | ,075 | ,043 | ,182 | 1,765 | ,081 |
| | kepuasanpelanggan | ,068 | ,038 | ,182 | 1,774 | ,079 |

a. Dependent Variable: abs_res

# UJI t

**Coefficients[a]**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 10,411 | 6,198 | | 1,680 | ,096 |
| | citrarumahsakit | ,370 | ,107 | ,317 | 3,439 | ,001 |
| | kualitaspelayanan | ,183 | ,068 | ,253 | 2,672 | ,009 |
| | kepuasanpelanggan | ,177 | ,061 | ,274 | 2,900 | ,005 |

a. Dependent Variable: loyalitaspelanggan

## UJI F

**ANOVA[a]**

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| 1 | Regression | 53,507 | 3 | 17,836 | 7,931 | ,000[b] |
| | Residual | 215,883 | 96 | 2,249 | | |
| | Total | 269,390 | 99 | | | |

a. Dependent Variable: loyalitaspelanggan

b. Predictors: (Constant), kepuasanpelanggan, citrarumahsakit, kualitaspelayanan

## UJI KOEFISIEN DETERMINASI

**Model Summary[b]**

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
|---|---|---|---|---|---|
| 1 | ,446[a] | ,199 | ,174 | 1,500 | 1,547 |

a. Predictors: (Constant), kepuasanpelanggan, citrarumahsakit, kualitaspelayanan

b. Dependent Variable: loyalitaspelanggan

**Lampiran 6. Tabel r**

**Nilai Koefisien Korelasi (r) untuk taraf signifikansi**

| df | 0.1 | 0.05 | 0.02 | 0.01 |
|---|---|---|---|---|
| 1 | 0.9877 | 0.9969 | 0.9995 | 0.9999 |
| 2 | 0.9 | 0.95 | 0.98 | 0.99 |
| 3 | 0.8054 | 0.8783 | 0.9343 | 0.9587 |
| 4 | 0.7293 | 0.8114 | 0.8822 | 0.9172 |
| 5 | 0.6694 | 0.7545 | 0.8329 | 0.8745 |
| 6 | 0.6215 | 0.7067 | 0.7887 | 0.8343 |
| 7 | 0.5822 | 0.6664 | 0.7498 | 0.7977 |
| 8 | 0.5494 | 0.6319 | 0.7155 | 0.7646 |
| 9 | 0.5214 | 0.6021 | 0.6851 | 0.7348 |
| 10 | 0.4973 | 0.576 | 0.6581 | 0.7079 |
| 11 | 0.4762 | 0.5529 | 0.6339 | 0.6835 |
| 12 | 0.4575 | 0.5324 | 0.612 | 0.6614 |
| 13 | 0.4409 | 0.514 | 0.5923 | 0.6411 |
| 14 | 0.4259 | 0.4973 | 0.5742 | 0.6226 |
| 15 | 0.4124 | 0.4821 | 0.5577 | 0.6055 |
| 16 | 0.4 | 0.4683 | 0.5425 | 0.5897 |
| 17 | 0.3887 | 0.4555 | 0.5285 | 0.5751 |
| 18 | 0.3783 | 0.4438 | 0.5155 | 0.5614 |
| 19 | 0.3687 | 0.4329 | 0.5034 | 0.5487 |
| 20 | 0.3598 | 0.4227 | 0.4921 | 0.5368 |
| 21 | 0.3515 | 0.4132 | 0.4815 | 0.5256 |
| 22 | 0.3438 | 0.4044 | 0.4716 | 0.5151 |
| 23 | 0.3365 | 0.3961 | 0.4622 | 0.5052 |
| 24 | 0.3297 | 0.3882 | 0.4534 | 0.4958 |
| 25 | 0.3233 | 0.3809 | 0.4451 | 0.4869 |
| 26 | 0.3172 | 0.3739 | 0.4372 | 0.4785 |
| 27 | 0.3115 | 0.3673 | 0.4297 | 0.4705 |
| 28 | 0.3061 | 0.361 | 0.4226 | 0.4629 |
| 29 | 0.3009 | 0.355 | 0.4158 | 0.4556 |
| 30 | 0.296 | 0.3494 | 0.4093 | 0.4487 |
| 31 | 0.2913 | 0.344 | 0.4032 | 0.4421 |
| 32 | 0.2869 | 0.3388 | 0.3972 | 0.4357 |
| 33 | 0.2826 | 0.3338 | 0.3916 | 0.4296 |
| 34 | 0.2785 | 0.3291 | 0.3862 | 0.4238 |
| 35 | 0.2746 | 0.3246 | 0.381 | 0.4182 |

| | | | | |
|---|---|---|---|---|
| 36 | 0.2709 | 0.3202 | 0.376 | 0.4128 |
| 37 | 0.2673 | 0.316 | 0.3712 | 0.4076 |
| 38 | 0.2638 | 0.312 | 0.3665 | 0.4026 |
| 39 | 0.2605 | 0.3081 | 0.3621 | 0.3978 |
| 40 | 0.2573 | 0.3044 | 0.3578 | 0.3932 |
| 41 | 0.2542 | 0.3008 | 0.3536 | 0.3887 |
| 42 | 0.2512 | 0.2973 | 0.3496 | 0.3843 |
| 43 | 0.2483 | 0.294 | 0.3457 | 0.3801 |
| 44 | 0.2455 | 0.2907 | 0.342 | 0.3761 |
| 45 | 0.2429 | 0.2876 | 0.3384 | 0.3721 |
| 46 | 0.2403 | 0.2845 | 0.3348 | 0.3683 |
| 47 | 0.2377 | 0.2816 | 0.3314 | 0.3646 |
| 48 | 0.2353 | 0.2787 | 0.3281 | 0.361 |
| 49 | 0.2329 | 0.2759 | 0.3249 | 0.3575 |
| 50 | 0.2306 | 0.2732 | 0.3218 | 0.3542 |
| 51 | 0.2284 | 0.2706 | 0.3188 | 0.3509 |
| 52 | 0.2262 | 0.2681 | 0.3158 | 0.3477 |
| 53 | 0.2241 | 0.2656 | 0.3129 | 0.3445 |
| 54 | 0.2221 | 0.2632 | 0.3102 | 0.3415 |
| 55 | 0.2201 | 0.2609 | 0.3074 | 0.3385 |
| 56 | 0.2181 | 0.2586 | 0.3048 | 0.3357 |
| 57 | 0.2162 | 0.2564 | 0.3022 | 0.3328 |
| 58 | 0.2144 | 0.2542 | 0.2997 | 0.3301 |
| 59 | 0.2126 | 0.2521 | 0.2972 | 0.3274 |
| 60 | 0.2108 | 0.25 | 0.2948 | 0.3248 |
| 61 | 0.2091 | 0.248 | 0.2925 | 0.3223 |
| 62 | 0.2075 | 0.2461 | 0.2902 | 0.3198 |
| 63 | 0.2058 | 0.2441 | 0.288 | 0.3173 |
| 64 | 0.2042 | 0.2423 | 0.2858 | 0.315 |
| 65 | 0.2027 | 0.2404 | 0.2837 | 0.3126 |
| 66 | 0.2012 | 0.2387 | 0.2816 | 0.3104 |
| 67 | 0.1997 | 0.2369 | 0.2796 | 0.3081 |
| 68 | 0.1982 | 0.2352 | 0.2776 | 0.306 |
| 69 | 0.1968 | 0.2335 | 0.2756 | 0.3038 |
| 70 | 0.1954 | 0.2319 | 0.2737 | 0.3017 |
| 71 | 0.194 | 0.2303 | 0.2718 | 0.2997 |
| 72 | 0.1927 | 0.2287 | 0.27 | 0.2977 |
| 73 | 0.1914 | 0.2272 | 0.2682 | 0.2957 |
| 74 | 0.1901 | 0.2257 | 0.2664 | 0.2938 |

| | | | | |
|---|---|---|---|---|
| 75 | 0.1888 | 0.2242 | 0.2647 | 0.2919 |
| 76 | 0.1876 | 0.2227 | 0.263 | 0.29 |
| 77 | 0.1864 | 0.2213 | 0.2613 | 0.2882 |
| 78 | 0.1852 | 0.2199 | 0.2597 | 0.2864 |
| 79 | 0.1841 | 0.2185 | 0.2581 | 0.2847 |
| 80 | 0.1829 | 0.2172 | 0.2565 | 0.283 |
| 81 | 0.1818 | 0.2159 | 0.255 | 0.2813 |
| 82 | 0.1807 | 0.2146 | 0.2535 | 0.2796 |
| 83 | 0.1796 | 0.2133 | 0.252 | 0.278 |
| 84 | 0.1786 | 0.212 | 0.2505 | 0.2764 |
| 85 | 0.1775 | 0.2108 | 0.2491 | 0.2748 |
| 86 | 0.1765 | 0.2096 | 0.2477 | 0.2732 |
| 87 | 0.1755 | 0.2084 | 0.2463 | 0.2717 |
| 88 | 0.1745 | 0.2072 | 0.2449 | 0.2702 |
| 89 | 0.1735 | 0.2061 | 0.2435 | 0.2687 |
| 90 | 0.1726 | 0.205 | 0.2422 | 0.2673 |
| 91 | 0.1716 | 0.2039 | 0.2409 | 0.2659 |
| 92 | 0.1707 | 0.2028 | 0.2396 | 0.2645 |
| 93 | 0.1698 | 0.2017 | 0.2384 | 0.2631 |
| 94 | 0.1689 | 0.2006 | 0.2371 | 0.2617 |
| 95 | 0.168 | 0.1996 | 0.2359 | 0.2604 |
| 96 | 0.1671 | 0.1986 | 0.2347 | 0.2591 |
| 97 | 0.1663 | 0.1975 | 0.2335 | 0.2578 |
| 98 | 0.1654 | 0.1966 | 0.2324 | 0.2565 |
| 99 | 0.1646 | 0.1956 | 0.2312 | 0.2552 |
| 100 | 0.1638 | 0.1946 | 0.2301 | 0.254 |

**Lampiran 7. Surat Ijin Penelitian**