

Lampiran 1. Kuesioner

I. FASE ORIENTASI

A. Pelaksanaan Komunikasi Terapeutik Perawat

Berilah tanda centang (v) pada skor penilaian yang anda anggap paling sesuai dari pernyataan dibawah ini:

NO	Pernyataan	Tidak pernah (1)	Hampir Tidak Pernah (2)	Ragu-Ragu (3)	Sering (3)	Selalu (4)
1	Perawat memberi salam pada anda dengan menyebut nama anda					
2	Perawat memperkenalkan diri					
3	Perawat memperlihatkan raut wajah yang bersahabat saat bertemu dengan anda (misal: senyum)					
4	Perawat menunjukkan sikap sabar dalam menghadapi anda					
5	Perawat tanggap terhadap keluhan anda					
6	Perawat menanyakan					
7	Perawat menjelaskan tujuan dari prosedur keperawatan yang akan dilakukan kepada anda					
8	Perawat menanggapi masalah yang diutarakan					

9	Perawat menjelaskan waktu yang diperlukan untuk melakukan prosedur keperawatan kepada anda					
10	Perawat mengungkapkan pandangannya tentang kondisi anda (misal kondisi anda yang semakin membaik)					
11	Perawat mengulang sebagian pertanyaan anda dengan menggunakan kata-kata sendiri					
12	Posisi perawat selalu berhadapan dengan anda					
13	Perawat mempertahankan pandangan matanya kepada anda					
14	Perawat menunjukkan sikap terbuka selama melakukan prosedur keperawatan (misal tidak memasukkan tangan ke dalam kantung dan melipat kaki)					

B. Tingkat kepuasan pasien

Berilah tanda centang (v) pada skor penilaian yang anda anggap paling sesuai dari pernyataan dibawah ini:

No	pertanyaan	Sangat Tidak Puas (1)	Tidak Puas (2)	Ragu-Ragu (3)	Puas (4)	Sangat Puas (5)
1.	Bagaimana penilaian anda dengan pelaksanaan komunikasi terapeutik perawat pada fase orientasi					

II. FASE KERJA

A. Pelaksanaan Komunikasi Terapeutik Perawat

Berilah tanda centang (v) pada skor penilaian yang anda anggap paling sesuai dari pernyataan dibawah ini:

NO	Pernyataan	Tidak pernah (1)	Hampir Tidak Pernah (2)	Ragu-Ragu (3)	Sering (4)	Selalu (5)
1	Perawat menanyakan penyebab masalah (penyakit) yang anda alami					
2	Perawat mengikuti dan memperhatikan apa yang anda bicarakan					
3	Perawat membiarkan anda berbicara sampai selesai					
4	Perawat memberi tanggapan dengan tepat dan tidak memotong percicaraan anda					
5	Perawat mengulang apa yang anda bicarakan					
6	Perawat memberi kesempatan kepada anda untuk bertanya					
7	Perawat memperhatikan apa yang anda bicarakan					
8	Perawat menanyakan					

	keluhan yang anda rasakan					
9	Perawat memberikan sentuhan dengan lembut bila anda merasakan kesakitan					
10	Perawat menjelaskan prosedur yang akan dilakukan pada anda					
11	Perawat ijin terlebih dahulu ketika akan melakukan tindakan					
12	Perawat berdoa terlebih dahulu sebelum melakukan prosedur tindakan keperawatan kepada anda (misalnya sebelum disuntik ataupun ditensi)					
13	Perawat menjelaskan tentang efek tindakan yang dialami					
14	Perawat menggunakan bahasa yang mudah dipahami					
15	Perawat sesekali membungkuk ke arah anda					

B. Tingkat kepuasan pasien

Berilah tanda centang (v) pada skor penilaian yang anda anggap paling sesuai dari pernyataan dibawah ini:

No	pertanyaan	Sangat Tidak Puas (1)	Tidak Puas (2)	Ragu-Ragu (3)	Puas (4)	Sangat Puas (5)
1.	Bagaimana penilaian anda dengan pelaksanaan komunikasi terapeutik perawat pada fase kerja					

C. FASE TERMINASI

A. Pelaksanaan Komunikasi Terapeutik Perawat

Berilah tanda centang (v) pada skor penilaian yang anda anggap paling sesuai dari pernyataan dibawah ini:

NO	Pernyataan	Tidak pernah (1)	Hampir Tidak Pernah (2)	Ragu-Ragu (3)	Sering (4)	Selalu (5)
1	Perawat meminta pendapat anda tentang tindakan yang telah dilakukan (misal setelah disuntik atau ditensi)					
2	Perawat memberikan pilihan untuk penyelesaian masalah anda					
3	Perawat memberikan saran kepada anda					
4	Perawat mendoakan anda disetiap akhir tindakan keperawatan					

B. Tingkat kepuasan pasien

Berilah tanda centang (v) pada skor penilaian yang anda anggap paling sesuai dari pernyataan dibawah ini:

No	pertanyaan	Sangat Tidak Puas (1)	Tidak Puas (2)	Ragu-Ragu (3)	Puas (4)	Sangat Puas (5)
1.	Bagaimana penilaian anda dengan pelaksanaan komunikasi terapeutik perawat pada fase terminasi					

Lampiran 2 Hasil Uji Validitas dan Reliabilitas

Uji Validitas (Kuesioner Pre-orientasi)

Correlations

		Correlations														
		O1	O2	O3	O4	O5	O6	O7	O8	O9	O10	O11	O12	O13	O14	orientasi
O1	Pearson Correlation	1	.480**	.237**	.250**	.195*	.190*	.286**	.124	.475**	.483**	.271**	.226**	.281**	.107	.543**
	Sig. (2-tailed)		.000	.005	.003	.021	.025	.001	.143	.000	.000	.001	.007	.001	.208	.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140
O2	Pearson Correlation	.480**	1	.120	.197*	.244**	.192*	.214*	.256**	.318**	.309**	.348**	.215*	.307**	.192*	.526**
	Sig. (2-tailed)	.000		.157	.020	.004	.023	.011	.002	.000	.000	.000	.011	.000	.023	.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140
O3	Pearson Correlation	.237**	.120	1	.624**	.536**	.467**	.513**	.527**	.508**	.389**	.187*	.408**	.401**	.385**	.676**
	Sig. (2-tailed)	.005	.157		.000	.000	.000	.000	.000	.000	.000	.027	.000	.000	.000	.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140
O4	Pearson Correlation	.250**	.197*	.624**	1	.701**	.588**	.376**	.489**	.542**	.356**	.225**	.388**	.380**	.295**	.695**
	Sig. (2-tailed)	.003	.020	.000		.000	.000	.000	.000	.000	.000	.007	.000	.000	.000	.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140
O5	Pearson Correlation	.195*	.244**	.536**	.701**	1	.606**	.398**	.480**	.501**	.352**	.326**	.539**	.483**	.321**	.725**
	Sig. (2-tailed)															
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140

	Sig. (2-tailed)	.021	.004	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140
O6	Pearson Correlation	.190 ⁺	.192 ⁺	.467 ^{**}	.588 ^{**}	.606 ^{**}	1	.498 ^{**}	.584 ^{**}	.412 ^{**}	.403 ^{**}	.229 ^{**}	.508 ^{**}	.439 ^{**}	.220 ^{**}	.686 ^{**}
	Sig. (2-tailed)	.025	.023	.000	.000	.000		.000	.000	.000	.000	.007	.000	.000	.009	.000
	N	139	139	139	139	139	139	139	139	139	139	139	139	139	139	139
O7	Pearson Correlation	.286 ^{**}	.214 ⁺	.513 ^{**}	.376 ^{**}	.398 ^{**}	.498 ^{**}	1	.337 ^{**}	.550 ^{**}	.441 ^{**}	.192 ⁺	.299 ^{**}	.280 ^{**}	.278 ^{**}	.625 ^{**}
	Sig. (2-tailed)	.001	.011	.000	.000	.000	.000		.000	.000	.000	.023	.000	.001	.001	.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140
O8	Pearson Correlation	.124	.256 ^{**}	.527 ^{**}	.489 ^{**}	.480 ^{**}	.584 ^{**}	.337 ^{**}	1	.421 ^{**}	.322 ^{**}	.366 ^{**}	.346 ^{**}	.370 ^{**}	.263 ^{**}	.639 ^{**}
	Sig. (2-tailed)	.143	.002	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.002	.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140
O9	Pearson Correlation	.475 ^{**}	.318 ^{**}	.508 ^{**}	.542 ^{**}	.501 ^{**}	.412 ^{**}	.550 ^{**}	.421 ^{**}	1	.576 ^{**}	.298 ^{**}	.371 ^{**}	.448 ^{**}	.224 ^{**}	.740 ^{**}
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.008	.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140
O10	Pearson Correlation	.483 ^{**}	.309 ^{**}	.389 ^{**}	.356 ^{**}	.352 ^{**}	.403 ^{**}	.441 ^{**}	.322 ^{**}	.576 ^{**}	1	.403 ^{**}	.435 ^{**}	.484 ^{**}	.301 ^{**}	.702 ^{**}
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140
O11	Pearson Correlation	.271 ^{**}	.348 ^{**}	.187 ⁺	.225 ^{**}	.326 ^{**}	.229 ^{**}	.192 ⁺	.366 ^{**}	.298 ^{**}	.403 ^{**}	1	.296 ^{**}	.407 ^{**}	.319 ^{**}	.558 ^{**}
	Sig. (2-tailed)	.001	.000	.027	.007	.000	.007	.023	.000	.000	.000		.000	.000	.000	.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140

O12	Pearson Correlation	.226**	.215*	.408**	.388**	.539**	.508**	.299**	.346**	.371**	.435**	.296**	1	.689**	.378**	.666**
	Sig. (2-tailed)	.007	.011	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140
O13	Pearson Correlation	.281**	.307**	.401**	.380**	.483**	.439**	.280**	.370**	.448**	.484**	.407**	.689**	1	.427**	.701**
	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000	.001	.000	.000	.000	.000	.000		.000	.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140
O14	Pearson Correlation	.107	.192*	.385**	.295**	.321**	.220**	.278**	.263**	.224**	.301**	.319**	.378**	.427**	1	.514**
	Sig. (2-tailed)	.208	.023	.000	.000	.000	.009	.001	.002	.008	.000	.000	.000	.000		.000
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140
orientasi	Pearson Correlation	.543**	.526**	.676**	.695**	.725**	.686**	.625**	.639**	.740**	.702**	.558**	.666**	.701**	.514**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	140	140	140	140	140	139	140	140	140	140	140	140	140	140	140

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

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

Uji Reliabilitas (Kuesioner Pre-orientasi)

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	139	99.3
	Excluded ^a	1	.7
	Total	140	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.885	14

Uji Validitas (Kuesioner Kerja)

Correlations

Correlations

	K1	K2	K3	K4	K5	K6	K7	K8	K9	K10	K11	K12	K13	K14	K15	kerja
K1 Pearson Correlation	1	.324	.134	.231	.164	.257	.224	.218	.286	.104	.336	.114	.046	.164	.107	.438
K1 Sig. (2-tailed)		.000	.115	.006	.053	.002	.008	.010	.001	.222	.000	.182	.587	.053	.210	.000
K1 N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K2 Pearson Correlation	.324	1	.299	.365	.330	.232	.268	.336	.226	.267	.302	.111	.219	.242	.156	.540
K2 Sig. (2-tailed)	.000		.000	.000	.000	.006	.001	.000	.007	.001	.000	.193	.009	.004	.066	.000
K2 N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K3 Pearson Correlation	.134	.299	1	.336	.222	.371	.247	.137	.124	.140	.177	.284	.208	.242	.290	.501
K3 Sig. (2-tailed)	.115	.000		.000	.008	.000	.003	.108	.144	.098	.037	.001	.014	.004	.001	.000
K3 N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K4 Pearson Correlation	.231	.365	.336	1	.299	.267	.392	.430	.347	.210	.341	.208	.118	.373	.198	.597
K4 Sig. (2-tailed)	.006	.000	.000		.000	.001	.000	.000	.000	.013	.000	.014	.164	.000	.019	.000
K4 N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K5 Pearson Correlation	.164	.330	.222	.299	1	.397	.320	.269	.417	.294	.374	.345	.203	.145	.282	.614
K5 Sig. (2-tailed)	.053	.000	.008	.000		.000	.000	.001	.000	.000	.000	.000	.016	.087	.001	.000
K5 N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K6 Pearson Correlation	.257	.232	.371	.267	.397	1	.298	.178	.326	.412	.359	.182	.154	.319	.209	.581
K6 Sig. (2-tailed)	.002	.006	.000	.001	.000		.000	.035	.000	.000	.000	.032	.068	.000	.013	.000
K6 N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K7 Pearson Correlation	.224	.268	.247	.392	.320	.298	1	.467	.276	.449	.358	.278	.322	.361	.181	.631

	Sig. (2-tailed)	.008	.001	.003	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K8	Pearson Correlation	.218	.336	.137	.430	.269	.178	.467	1	.494	.334	.516	.267	.225	.323	.064	.608
	Sig. (2-tailed)	.010	.000	.108	.000	.001	.035	.000		.000	.000	.000	.001	.008	.000	.455	.000
	N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K9	Pearson Correlation	.286	.226	.124	.347	.417	.326	.276	.494	1	.399	.526	.329	.154	.363	.290	.646
	Sig. (2-tailed)	.001	.007	.144	.000	.000	.000	.001	.000		.000	.000	.000	.069	.000	.001	.000
	N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K10	Pearson Correlation	.104	.267	.140	.210	.294	.412	.449	.334	.399	1	.514	.211	.274	.351	.150	.585
	Sig. (2-tailed)	.222	.001	.098	.013	.000	.000	.000	.000	.000		.000	.012	.001	.000	.076	.000
	N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K11	Pearson Correlation	.336	.302	.177	.341	.374	.359	.358	.516	.526	.514	1	.304	.268	.491	.147	.697
	Sig. (2-tailed)	.000	.000	.037	.000	.000	.000	.000	.000	.000	.000		.000	.001	.000	.082	.000
	N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K12	Pearson Correlation	.114	.111	.284	.208	.345	.182	.278	.267	.329	.211	.304	1	.404	.280	.277	.555
	Sig. (2-tailed)	.182	.193	.001	.014	.000	.032	.001	.001	.000	.012	.000		.000	.001	.001	.000
	N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K13	Pearson Correlation	.046	.219	.208	.118	.203	.154	.322	.225	.154	.274	.268	.404	1	.294	.300	.491
	Sig. (2-tailed)	.587	.009	.014	.164	.016	.068	.000	.008	.069	.001	.001	.000		.000	.000	.000
	N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K14	Pearson Correlation	.164	.242	.242	.373	.145	.319	.361	.323	.363	.351	.491	.280	.294	1	.268	.587
	Sig. (2-tailed)	.053	.004	.004	.000	.087	.000	.000	.000	.000	.000	.000	.001	.000		.001	.000
	N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
K15	Pearson Correlation	.107	.156	.290	.198	.282	.209	.181	.064	.290	.150	.147	.277	.300	.268	1	.468

	Sig. (2-tailed)	.210	.066	.001	.019	.001	.013	.032	.455	.001	.076	.082	.001	.000	.001		.000
	N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140
kerja	Pearson Correlation	.438	.540	.501	.597	.614	.581	.631	.608	.646	.585	.697	.555	.491	.587	.468	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140	140

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

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

Uji Reliabilitas (Kuesioner Kerja)

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	140	100.0
	Excluded ^a	0	.0
	Total	140	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.847	15

Uji Validitas (Kuesioner Terminasi)

Correlations

		Correlations				
		T1	T2	T3	T4	terminasi
T1	Pearson Correlation	1	.349	.145	.294	.674
	Sig. (2-tailed)		.000	.087	.000	.000
	N	140	140	140	140	140
T2	Pearson Correlation	.349	1	.407	.352	.762
	Sig. (2-tailed)	.000		.000	.000	.000
	N	140	140	140	140	140
T3	Pearson Correlation	.145	.407	1	.263	.648
	Sig. (2-tailed)	.087	.000		.002	.000
	N	140	140	140	140	140
T4	Pearson Correlation	.294	.352	.263	1	.674
	Sig. (2-tailed)	.000	.000	.002		.000
	N	140	140	140	140	140
terminasi	Pearson Correlation	.674	.762	.648	.674	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	140	140	140	140	140

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

Uji Reliabilitas (Kuesioner Terminasi)

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	140	100.0
	Excluded ^a	0	.0
	Total	140	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.630	4

Lampiran 3 Hasil Uji Normalitas

Uji Normalitas (dengan scatter plot residu) Regression

Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan	10.6526	1.85629	285
komunikasi_orientasi	49.2070	9.02984	285
komunikasi_kerja	55.6281	9.26879	285
komunikasi_terminasi	13.8491	3.40076	285

Correlations

		kepuasan	komunikasi_orientasi	komunikasi_kerja	komunikasi_terminasi
Pearson Correlation	Kepuasan	1.000	.566	.538	.513
	komunikasi_orientasi	.566	1.000	.582	.509
	komunikasi_kerja	.538	.582	1.000	.530
	komunikasi_terminasi	.513	.509	.530	1.000
Sig. (1-tailed)	Kepuasan	.	.000	.000	.000
	komunikasi_orientasi	.000	.	.000	.000
	komunikasi_kerja	.000	.000	.	.000
	komunikasi_terminasi	.000	.000	.000	.
N	Kepuasan	285	285	285	285
	komunikasi_orientasi	285	285	285	285
	komunikasi_kerja	285	285	285	285
	komunikasi_terminasi	285	285	285	285

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	komunikasi_terminasi, komunikasi_orientasi, komunikasi_kerja ^a	.	Enter

a. All requested variables entered.

b. Dependent Variable: kepuasan

Model Summary^a

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.649 ^a	.421	.415	1.41993

a. Predictors: (Constant), komunikasi_terminasi, komunikasi_orientasi, komunikasi_kerja

c. Dependent Variable: kepuasan

d.

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	412.059	3	137.353	68.125	.000 ^a
	Residual	566.551	281	2.016		
	Total	978.611	284			

a. Predictors: (Constant), komunikasi_terminasi, komunikasi_orientasi, komunikasi_kerja

b. Dependent Variable: kepuasan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.142	.552		5.691	.000
	komunikasi_orientasi	.064	.012	.314	5.374	.000
	komunikasi_kerja	.047	.012	.234	3.945	.000
	komunikasi_terminasi	.125	.031	.230	4.107	.000

a. Dependent Variable: kepuasan

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	7.0453	13.6235	10.6526	1.20454	285
Std. Predicted Value	-2.995	2.466	.000	1.000	285
Standard Error of Predicted Value	.085	.384	.156	.062	285
Adjusted Predicted Value	7.0894	13.6656	10.6523	1.20585	285
Residual	-5.20563	3.46830	.00000	1.41241	285
Std. Residual	-3.666	2.443	.000	.995	285
Stud. Residual	-3.711	2.488	.000	1.003	285
Deleted Residual	-5.33344	3.59747	.00035	1.43639	285
Stud. Deleted Residual	-3.798	2.511	.000	1.008	285
Mahal. Distance	.014	19.741	2.989	3.463	285
Cook's Distance	.000	.085	.004	.009	285
Centered Leverage Value	.000	.070	.011	.012	285

a. Dependent Variable: kepuasan

NPar Tests

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		285
Normal Parameters ^a	Mean	.0000000
	Std. Deviation	1.41240881
Most Extreme Differences	Absolute	.061
	Positive	.036
	Negative	-.061
Kolmogorov-Smirnov Z		1.029
Asymp. Sig. (2-tailed)		.240
a. Test distribution is Normal.		

Lampiran 4 Hasil Uji Linearitas

Means**Case Processing Summary**

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
kepuasan * komunikasi_orientasi	285	100.0%	0	.0%	285	100.0%
kepuasan * komunikasi_kerja	285	100.0%	0	.0%	285	100.0%
kepuasan * komunikasi_terminasi	285	100.0%	0	.0%	285	100.0%

kepuasan * komunikasi_orientasi**Report**

kepuasan

komunika si_orienta si	Mean	N	Std. Deviation
25	11.0000	1	.
26	11.0000	1	.
27	7.0000	1	.
28	10.0000	1	.
29	10.0000	1	.
30	9.0000	4	1.41421
31	7.0000	7	1.91485
32	9.0000	1	.
33	7.2500	4	1.50000
34	7.2500	4	1.50000
35	9.0000	4	2.82843
36	12.0000	1	.
37	9.0000	1	.
38	9.5000	10	1.84089
39	7.0000	1	.
40	9.0000	4	1.82574
41	9.7143	7	2.36039
42	9.1111	9	1.61589
43	7.0000	2	1.41421
44	10.4000	15	1.45406
45	11.0000	6	1.26491
46	9.5714	7	1.61835
47	10.8667	15	1.55226
48	11.4444	9	1.01379
49	11.5000	16	.81650
50	11.5385	13	.96742
51	10.7895	19	1.87317
52	10.7857	14	1.62569

53	11.4000	10	.84327
54	10.9333	15	1.16292
55	10.7647	17	1.48026
56	11.7059	17	1.21268
57	11.8000	5	.44721
58	11.6667	6	1.03280
59	11.3333	3	1.15470
60	11.2500	4	.95743
61	11.6667	6	1.03280
62	11.8571	7	1.57359
63	12.0000	5	.00000
64	11.7500	4	1.70783
65	12.0000	2	.00000
67	13.0000	3	1.00000
70	13.3333	3	1.15470
Total	10.6526	285	1.85629

ANOVA Table

	Sum of Squares	df	Mean Square	F	Sig.
kepuasan * komunikasi_orientasi	473.199	42	11.267	5.395	.000
Between Groups					
Linearity	313.994	1	313.994	150.346	.000
Deviation from Linearity	159.205	41	3.883	1.859	.002
Within Groups	505.412	242	2.088		
Total	978.611	284			

Measures of Association

	R	R Squared	Eta	Eta Squared
kepuasan * komunikasi_orientasi	.566	.321	.695	.484

kepuasan * komunikasi_kerja

Report

kepuasan

komunikasi_kerja	Mean	N	Std. Deviation
28	7.0000	2	1.41421
30	5.6667	3	.57735
31	7.6667	3	2.88675
33	8.6667	3	2.88675
35	10.0000	1	.
36	10.5000	4	1.73205
37	10.0000	1	.
38	9.2500	4	2.87228
39	9.5000	2	.70711
41	9.0000	1	.
42	8.7500	4	2.21736
43	8.5000	2	2.12132
44	9.0000	2	.00000
45	9.0000	4	.00000
46	8.3333	3	1.52753
47	7.3333	3	.57735
48	9.2727	11	2.14900
49	9.8000	5	2.48998
50	9.5000	6	1.37840
51	10.0000	7	1.63299
52	10.9167	12	1.31137
53	10.0000	7	2.08167
54	10.8571	21	1.79682
55	11.6000	10	.96609
56	11.7273	11	.90453
57	10.6667	15	1.75933
58	11.5000	16	.81650
59	11.1250	16	1.02470
60	10.9259	27	1.63909
61	11.0588	17	1.19742
62	11.2000	5	.83666
63	11.3000	10	1.25167
64	10.8000	10	2.04396
65	11.7273	11	.78625
66	11.6667	3	2.08167
67	11.2500	4	1.25831
68	12.5000	4	1.91485
69	11.0000	2	.00000
70	12.0000	1	.
71	12.2000	5	.44721
74	11.5000	2	.70711
75	13.0000	5	1.41421
Total	10.6526	285	1.85629

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
kepuasan * komunikasi_kerja	Between Groups	(Combined)	404.951	41	9.877	4.184	.000
		Linearity	282.888	1	282.888	119.830	.000
		Deviation from Linearity	122.062	40	3.052	1.293	.125
		Within Groups	573.660	243	2.361		
		Total	978.611	284			

Measures of Association

	R	R Squared	Eta	Eta Squared
kepuasan * komunikasi_kerja	.538	.289	.643	.414

kepuasan * komunikasi_terminasi

Report

kepuasan

komunikasi_terminasi	Mean	N	Std. Deviation
4	9.1111	9	2.66667
6	7.5000	4	1.91485
7	7.3333	3	2.30940
8	8.2222	9	1.85592
9	9.2000	10	1.87380
10	8.2222	9	1.71594
11	9.8889	9	1.69148
12	10.1538	26	1.78196
13	10.8636	22	1.39029
14	10.9286	42	1.47157
15	10.8286	35	1.52404
16	11.5000	60	1.12747
17	11.0909	22	1.37699
18	12.4000	10	1.57762
19	12.1000	10	.73786
20	10.6000	5	2.60768
Total	10.6526	285	1.85629

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
kepuasan * komunikasi_terminasi	Between Groups	337.404	15	22.494	9.437	.000
	Linearity	257.730	1	257.730	108.123	.000
	Deviation from Linearity	79.674	14	5.691	2.388	.004
	Within Groups	641.206	269	2.384		
Total		978.611	284			

Measures of Association

	R	R Squared	Eta	Eta Squared
kepuasan * komunikasi_terminasi	.513	.263	.587	.345

Lampiran 5 Hasil Uji Hipotesis Regresi

Regression**Descriptive Statistics**

	Mean	Std. Deviation	N
kepuasan	10.6526	1.85629	285
komunikasi_orientasi	49.2070	9.02984	285
komunikasi_kerja	55.6281	9.26879	285
komunikasi_terminasi	13.8491	3.40076	285

Correlations

		kepuasan	komunikasi_orientasi	komunikasi_kerja	komunikasi_terminasi
Pearson Correlation	Kepuasan	1.000	.566	.538	.513
	komunikasi_orientasi	.566	1.000	.582	.509
	komunikasi_kerja	.538	.582	1.000	.530
	komunikasi_terminasi	.513	.509	.530	1.000
Sig. (1-tailed)	Kepuasan	.	.000	.000	.000
	komunikasi_orientasi	.000	.	.000	.000
	komunikasi_kerja	.000	.000	.	.000
	komunikasi_terminasi	.000	.000	.000	.
N	Kepuasan	285	285	285	285
	komunikasi_orientasi	285	285	285	285
	komunikasi_kerja	285	285	285	285
	komunikasi_terminasi	285	285	285	285

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
-------	-------------------	-------------------	--------

1	komunikasi_terminasi, komunikasi_orientasi, komunikasi_kerja ^a		. Enter
---	---------------------------------------------------------------------------------	--	---------

- a. All requested variables entered.
b. Dependent Variable: kepuasan

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.649 ^a	.421	.415	1.41993

- a. Predictors: (Constant), komunikasi_terminasi, komunikasi_orientasi, komunikasi_kerja

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	412.059	3	137.353	68.125	.000 ^a
	Residual	566.551	281	2.016		
	Total	978.611	284			

- a. Predictors: (Constant), komunikasi_terminasi, komunikasi_orientasi, komunikasi_kerja
b. Dependent Variable: kepuasan

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.142	.552		5.691	.000
	komunikasi_orientasi	.064	.012	.314	5.374	.000
	komunikasi_kerja	.047	.012	.234	3.945	.000
	komunikasi_terminasi	.125	.031	.230	4.107	.000

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.142	.552		5.691	.000
	komunikasi_orientasi	.064	.012	.314	5.374	.000
	komunikasi_kerja	.047	.012	.234	3.945	.000
	komunikasi_terminasi	.125	.031	.230	4.107	.000

a. Dependent Variable: kepuasan

Lampiran 6 Distribusi Frekuensi Tiap Variabel

Frequencies

		Statistics			
		komunikasi_orientasi	komunikasi_kerja	komunikasi_terminasi	Kepuasan
N	Valid	285	285	285	285
	Missing	0	0	0	0
Mean		49.2070	55.6281	13.8491	10.6526
Median		50.0000	57.0000	14.0000	11.0000
Mode		51.00	60.00	16.00	12.00
Std. Deviation		9.02984	9.26879	3.40076	1.85629
Variance		81.538	85.910	11.565	3.446
Minimum		25.00	28.00	4.00	5.00
Maximum		70.00	75.00	20.00	14.00
Sum		14024.00	15854.00	3947.00	3036.00

Frequency Table

		komunikasi_orientasi			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	25	1	.4	.4	.4
	26	1	.4	.4	.7
	27	1	.4	.4	1.1
	28	1	.4	.4	1.4
	29	1	.4	.4	1.8
	30	4	1.4	1.4	3.2
	31	7	2.5	2.5	5.6
	32	1	.4	.4	6.0
	33	4	1.4	1.4	7.4
	34	4	1.4	1.4	8.8
	35	4	1.4	1.4	10.2
	36	1	.4	.4	10.5
	37	1	.4	.4	10.9
	38	10	3.5	3.5	14.4
	39	1	.4	.4	14.7
	40	4	1.4	1.4	16.1
	41	7	2.5	2.5	18.6
	42	9	3.2	3.2	21.8
	43	2	.7	.7	22.5
	44	15	5.3	5.3	27.7
45	6	2.1	2.1	29.8	
46	7	2.5	2.5	32.3	
47	15	5.3	5.3	37.5	
48	9	3.2	3.2	40.7	

49	16	5.6	5.6	46.3
50	13	4.6	4.6	50.9
51	19	6.7	6.7	57.5
52	14	4.9	4.9	62.5
53	10	3.5	3.5	66.0
54	15	5.3	5.3	71.2
55	17	6.0	6.0	77.2
56	17	6.0	6.0	83.2
57	5	1.8	1.8	84.9
58	6	2.1	2.1	87.0
59	3	1.1	1.1	88.1
60	4	1.4	1.4	89.5
61	6	2.1	2.1	91.6
62	7	2.5	2.5	94.0
63	5	1.8	1.8	95.8
64	4	1.4	1.4	97.2
65	2	.7	.7	97.9
67	3	1.1	1.1	98.9
70	3	1.1	1.1	100.0
Total	285	100.0	100.0	

komunikasi_kerja

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 28	2	.7	.7	.7
30	3	1.1	1.1	1.8
31	3	1.1	1.1	2.8
33	3	1.1	1.1	3.9
35	1	.4	.4	4.2
36	4	1.4	1.4	5.6
37	1	.4	.4	6.0
38	4	1.4	1.4	7.4
39	2	.7	.7	8.1
41	1	.4	.4	8.4
42	4	1.4	1.4	9.8
43	2	.7	.7	10.5
44	2	.7	.7	11.2
45	4	1.4	1.4	12.6
46	3	1.1	1.1	13.7
47	3	1.1	1.1	14.7
48	11	3.9	3.9	18.6
49	5	1.8	1.8	20.4

50	6	2.1	2.1	22.5
51	7	2.5	2.5	24.9
52	12	4.2	4.2	29.1
53	7	2.5	2.5	31.6
54	21	7.4	7.4	38.9
55	10	3.5	3.5	42.5
56	11	3.9	3.9	46.3
57	15	5.3	5.3	51.6
58	16	5.6	5.6	57.2
59	16	5.6	5.6	62.8
60	27	9.5	9.5	72.3
61	17	6.0	6.0	78.2
62	5	1.8	1.8	80.0
63	10	3.5	3.5	83.5
64	10	3.5	3.5	87.0
65	11	3.9	3.9	90.9
66	3	1.1	1.1	91.9
67	4	1.4	1.4	93.3
68	4	1.4	1.4	94.7
69	2	.7	.7	95.4
70	1	.4	.4	95.8
71	5	1.8	1.8	97.5
74	2	.7	.7	98.2
75	5	1.8	1.8	100.0
Total	285	100.0	100.0	

komunikasi_terminasi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	9	3.2	3.2	3.2
	6	4	1.4	1.4	4.6
	7	3	1.1	1.1	5.6
	8	9	3.2	3.2	8.8
	9	10	3.5	3.5	12.3
	10	9	3.2	3.2	15.4
	11	9	3.2	3.2	18.6
	12	26	9.1	9.1	27.7
	13	22	7.7	7.7	35.4
	14	42	14.7	14.7	50.2
	15	35	12.3	12.3	62.5
	16	60	21.1	21.1	83.5
	17	22	7.7	7.7	91.2

18	10	3.5	3.5	94.7
19	10	3.5	3.5	98.2
20	5	1.8	1.8	100.0
Total	285	100.0	100.0	

kepuasan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	1	.4	.4	.4
	6	12	4.2	4.2	4.6
	7	9	3.2	3.2	7.7
	8	18	6.3	6.3	14.0
	9	26	9.1	9.1	23.2
	10	44	15.4	15.4	38.6
	11	49	17.2	17.2	55.8
	12	107	37.5	37.5	93.3
	13	11	3.9	3.9	97.2
	14	8	2.8	2.8	100.0
Total		285	100.0	100.0	

Frequencies

Statistics

		Orientasi	kerja	terminasi	kepuasan_pasien
N	Valid	285	285	285	285
	Missing	0	0	0	0

Frequency Table

Orientasi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Pernah	30	10.5	10.5	10.5
	Hampir Tidak Pernah	34	11.9	11.9	22.5
	Ragu-ragu	100	35.1	35.1	57.5
	Sering	84	29.5	29.5	87.0
	Selalu	37	13.0	13.0	100.0
	Total	285	100.0	100.0	

Kerja

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Pernah	23	8.1	8.1	8.1
	Hampir Tidak Pernah	19	6.7	6.7	14.7
	Ragu-ragu	79	27.7	27.7	42.5
	Sering	117	41.1	41.1	83.5
	Selalu	47	16.5	16.5	100.0
	Total	285	100.0	100.0	

Terminasi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Pernah	16	5.6	5.6	5.6
	Hampir Tidak Pernah	28	9.8	9.8	15.4
	Ragu-ragu	57	20.0	20.0	35.4
	Sering	77	27.0	27.0	62.5
	Selalu	107	37.5	37.5	100.0
	Total	285	100.0	100.0	

kepuasan_pasien

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Puas	22	7.7	7.7	7.7
	Tidak Puas	18	6.3	6.3	14.0

Ragu-ragu	70	24.6	24.6	38.6
Puas	49	17.2	17.2	55.8
Sangat Puas	126	44.2	44.2	100.0
Total	285	100.0	100.0	

Lampiran 7 Hasil Crosstabulasi

Crosstabs**Case Processing Summary**

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
poli * fase_orientasi	285	100.0%	0	.0%	285	100.0%
poli * fase_kerja	285	100.0%	0	.0%	285	100.0%
poli * fase_terminasi	285	100.0%	0	.0%	285	100.0%

poli * fase_orientasi Crosstabulation

			fase_orientasi					Total
			Sangat Tidak Puas	Tidak Puas	Ragu-ragu	Puas	Sangat Puas	
poli	penyakit dalam	Count	1	21	16	49	4	91
		% within poli	1.1%	23.1%	17.6%	53.8%	4.4%	100.0%
		% of Total	.4%	7.4%	5.6%	17.2%	1.4%	31.9%
	obsgyn	Count	0	4	1	6	1	12
		% within poli	.0%	33.3%	8.3%	50.0%	8.3%	100.0%
		% of Total	.0%	1.4%	.4%	2.1%	.4%	4.2%
	gigi dan mulut	Count	0	7	5	7	0	19
		% within poli	.0%	36.8%	26.3%	36.8%	.0%	100.0%
		% of Total	.0%	2.5%	1.8%	2.5%	.0%	6.7%
	jiwa	Count	0	9	1	12	1	23
		% within poli	.0%	39.1%	4.3%	52.2%	4.3%	100.0%
		% of Total	.0%	3.2%	.4%	4.2%	.4%	8.1%
	mata	Count	0	9	4	5	1	19
		% within poli	.0%	47.4%	21.1%	26.3%	5.3%	100.0%
		% of Total	.0%	3.2%	1.4%	1.8%	.4%	6.7%
	kulit	Count	0	4	3	11	0	18
		% within poli	.0%	22.2%	16.7%	61.1%	.0%	100.0%
		% of Total	.0%	1.4%	1.1%	3.9%	.0%	6.3%
	THT	Count	1	5	0	6	0	12
		% within poli	8.3%	41.7%	.0%	50.0%	.0%	100.0%
		% of Total	.4%	1.8%	.0%	2.1%	.0%	4.2%
	anak	Count	0	4	2	6	0	12
		% within poli	.0%	33.3%	16.7%	50.0%	.0%	100.0%
		% of Total	.0%	1.4%	.7%	2.1%	.0%	4.2%
	perjanjian	Count	0	2	1	14	0	17
		% within poli	.0%	11.8%	5.9%	82.4%	.0%	100.0%
		% of Total	.0%	.7%	.4%	4.9%	.0%	6.0%
	syaraf	Count	0	14	6	20	0	40
		% of Total	.0%	4.9%	2.1%	7.1%	.0%	14.0%

	% within poli	.0%	35.0%	15.0%	50.0%	.0%	100.0%
	% of Total	.0%	4.9%	2.1%	7.0%	.0%	14.0%
bedah	Count	0	8	3	11	0	22
	% within poli	.0%	36.4%	13.6%	50.0%	.0%	100.0%
	% of Total	.0%	2.8%	1.1%	3.9%	.0%	7.7%
Total	Count	2	87	42	147	7	285
	% within poli	.7%	30.5%	14.7%	51.6%	2.5%	100.0%
	% of Total	.7%	30.5%	14.7%	51.6%	2.5%	100.0%

poli * fase_kerja Crosstabulation

			fase_kerja					Total
			Sangat Tidak Puas	Tidak Puas	Ragu-ragu	Puas	Sangat Puas	
poli	penyakit dalam	Count	1	11	6	69	4	91
		% within poli	1.1%	12.1%	6.6%	75.8%	4.4%	100.0%
		% of Total	.4%	3.9%	2.1%	24.2%	1.4%	31.9%
obsgyn		Count	0	0	2	9	1	12
		% within poli	.0%	.0%	16.7%	75.0%	8.3%	100.0%
		% of Total	.0%	.0%	.7%	3.2%	.4%	4.2%
gigi dan mulut		Count	0	2	8	8	1	19
		% within poli	.0%	10.5%	42.1%	42.1%	5.3%	100.0%
		% of Total	.0%	.7%	2.8%	2.8%	.4%	6.7%
jiwa		Count	0	3	3	16	1	23
		% within poli	.0%	13.0%	13.0%	69.6%	4.3%	100.0%
		% of Total	.0%	1.1%	1.1%	5.6%	.4%	8.1%
mata		Count	0	5	3	10	1	19
		% within poli	.0%	26.3%	15.8%	52.6%	5.3%	100.0%
		% of Total	.0%	1.8%	1.1%	3.5%	.4%	6.7%
kulit		Count	0	1	4	12	1	18
		% within poli	.0%	5.6%	22.2%	66.7%	5.6%	100.0%
		% of Total	.0%	.4%	1.4%	4.2%	.4%	6.3%
THT		Count	0	2	2	8	0	12
		% within poli	.0%	16.7%	16.7%	66.7%	.0%	100.0%
		% of Total	.0%	.7%	.7%	2.8%	.0%	4.2%
anak		Count	0	3	1	8	0	12
		% within poli	.0%	25.0%	8.3%	66.7%	.0%	100.0%
		% of Total	.0%	1.1%	.4%	2.8%	.0%	4.2%
perjanjian		Count	0	0	5	12	0	17
		% within poli	.0%	.0%	29.4%	70.6%	.0%	100.0%
		% of Total	.0%	.0%	1.8%	4.2%	.0%	6.0%
syaraf		Count	1	5	7	22	5	40
		% within poli	2.5%	12.5%	17.5%	55.0%	12.5%	100.0%

	% of Total	.4%	1.8%	2.5%	7.7%	1.8%	14.0%
bedah	Count	0	2	7	12	1	22
	% within poli	.0%	9.1%	31.8%	54.5%	4.5%	100.0%
	% of Total	.0%	.7%	2.5%	4.2%	.4%	7.7%
Total	Count	2	34	48	186	15	285
	% within poli	.7%	11.9%	16.8%	65.3%	5.3%	100.0%
	% of Total	.7%	11.9%	16.8%	65.3%	5.3%	100.0%

poli * fase_terminasi Crosstabulation

			fase_terminasi					Total
			Sangat Tidak Puas	Tidak Puas	Ragu-ragu	Puas	Sangat Puas	
poli	penyakit dalam	Count	1	7	4	74	5	91
		% within poli	1.1%	7.7%	4.4%	81.3%	5.5%	100.0%
		% of Total	.4%	2.5%	1.4%	26.0%	1.8%	31.9%
obsgyn		Count	0	1	0	9	2	12
		% within poli	.0%	8.3%	.0%	75.0%	16.7%	100.0%
		% of Total	.0%	.4%	.0%	3.2%	.7%	4.2%
gigi dan mulut		Count	0	2	2	13	2	19
		% within poli	.0%	10.5%	10.5%	68.4%	10.5%	100.0%
		% of Total	.0%	.7%	.7%	4.6%	.7%	6.7%
jiwa		Count	0	4	3	14	2	23
		% within poli	.0%	17.4%	13.0%	60.9%	8.7%	100.0%
		% of Total	.0%	1.4%	1.1%	4.9%	.7%	8.1%
mata		Count	0	5	2	10	2	19
		% within poli	.0%	26.3%	10.5%	52.6%	10.5%	100.0%
		% of Total	.0%	1.8%	.7%	3.5%	.7%	6.7%
kulit		Count	0	0	3	14	1	18
		% within poli	.0%	.0%	16.7%	77.8%	5.6%	100.0%
		% of Total	.0%	.0%	1.1%	4.9%	.4%	6.3%
THT		Count	0	1	3	8	0	12
		% within poli	.0%	8.3%	25.0%	66.7%	.0%	100.0%
		% of Total	.0%	.4%	1.1%	2.8%	.0%	4.2%
anak		Count	0	1	2	9	0	12
		% within poli	.0%	8.3%	16.7%	75.0%	.0%	100.0%
		% of Total	.0%	.4%	.7%	3.2%	.0%	4.2%
perjanjian		Count	0	1	1	15	0	17
		% within poli	.0%	5.9%	5.9%	88.2%	.0%	100.0%
		% of Total	.0%	.4%	.4%	5.3%	.0%	6.0%
syaraf		Count	0	4	5	27	4	40
		% within poli	.0%	10.0%	12.5%	67.5%	10.0%	100.0%

	% of Total	.0%	1.4%	1.8%	9.5%	1.4%	14.0%
bedah	Count	0	0	3	16	3	22
	% within poli	.0%	.0%	13.6%	72.7%	13.6%	100.0%
	% of Total	.0%	.0%	1.1%	5.6%	1.1%	7.7%
Total	Count	1	26	28	209	21	285
	% within poli	.4%	9.1%	9.8%	73.3%	7.4%	100.0%
	% of Total	.4%	9.1%	9.8%	73.3%	7.4%	100.0%