

Daftar Lampiran

Lampiran 1. Kuesioner Penelitian

LAMPIRAN 1. IDENTITAS PASIEN

TINGKAT KEPUASAN PASIEN RAWAT JALAN TERHADAP PELAYANAN
KEFARMASIAN DI INSTALASI FARMASI RUMAH SAKIT ISLAM MAGELANG
2019

IDENTITAS PASIEN

Nama :

Tanggal lahir :

Alamat :

No Telp/HP :

1. Jenis Kelamin : a. Laki-laki/Perempuan (coret yang tidak perlu)

2. Pendidikan Terakhir :

a. SD / sederajat

b. SMP/ sederajat

c. SMA/ sederajat

d. D3 / sederajat

e. S1

f. Lain lain

3. Pekerjaan :

a. PNS / POLRI / TNI

d. Pegawai / Karyawan swasta

b. Dosen / Guru

e. Buruh / Petani

c. Wiraswasta

f. Lainnya

4. Usia :

a. 0 < 12 tahun

d. 36 – 50 tahun

b. 13 - 20 tahun

e. 51 – 60 tahun

c. 21 - 35 tahun

f. >60 tahun

5. Golongan Pasien :

a. BPJS

b. Non BPJS

Saya bersedia secara sukarela untuk menjadi subyek penelitian dengan penuh kesadaran serta tanpa keterpaksaan. Demikian pernyataan ini saya buat dengan sebenarnya tanpa tekanan dari pihak manapun.

..... 20..

Peneliti,

Responden,

.....

.....

LAMPIRAN 2. KUESIONER PENELITIAN

Petunjuk : Anda diminta menjawab semua pertanyaan yang tersedia dengan memberikan tanda (√) pada salah satu jawaban.

Keterangan :

SP : SANGAT PUAS

P : PUAS

CP : CUKUP PUAS

KP : KURANG PUAS

TP : TIDAK PUAS

No	PERNYATAAN	KEPUASAN				
	DIMENSI BERWUJUD (TANGIBLE)	Sangat Puas	Puas	Cukup Puas	Kurang Puas	Tidak Puas
1	Petugas farmasi berpenampilan rapi dalam seragam					
2	Tempat duduk di farmasi mencukupi					
3	Letak instalasi farmasi mudah dicapai					
4	Fasilitas seperti AC maupun kipas angin, TV ada diruang tunggu membuat nyaman					
5	Instalasi farmasi memiliki fasilitas seperti tempat parkir dan toilet					
6	RS memiliki papan petunjuk yang jelas					
7	Tersedianya ruangan khusus untuk pelayanan informasi obat					
8	Ruangan pelayanan informasi yang nyaman					
NO	DIMENSI DAYA TANGGAP (RESPONSIVENESS)	Sangat Puas	Puas	Cukup Puas	Kurang Puas	Tidak Puas
1	Obat diberikan tepat waktu oleh petugas farmasi					
2	Petugas memberi informasi obat secara tertulis bila pasien kurang begitu paham					
3	Petugas farmasi memberi tanggapan yang baik dan cepat terhadap keluhan pasien					

4	Petugas farmasi cakap dalam melakukan pelayanan di instalasi farmasi					
5	Petugas farmasi terampil dalam pelayanan pasien					
6	Setiap keluhan pasien diatasi dengan cepat					
7	Petugas memberikan peragaan obat tanpa pasien harus meminta					
8	Petugas melakukan tindakan sesuai prosedur					
NO	DIMENSI KEPASTIAN (ASSURANCE)	Sangat Puas	Puas	Cukup Puas	Kurang Puas	Tidak Puas
1	Pasien yakin obat yang diberikan dapat menyembuhkan mereka					
2	Pasien yakin dengan kebenaran obat yang diterimanya					
3	Adanya jaminan jika terjadi kesalahan dalam pelayanan informasi obat					
4	Kualitas pelayanan di farmasi dijamin mutunya					
5	Layanan yang diberikan cepat dan tepat					
6	Petugas farmasi bersifat ramah dan sopan kepada pasien saat memberikan obat					
7	Privasi informasi pasien selalu dijaga oleh petugas farmasi					
8	Petugas farmasi mempunyai wawasan yang luas dan kecakapan dalam memberikan pelayanan					
NO	DIMENSI EMPATI (EMPATY)	Sangat Puas	Puas	Cukup Puas	Kurang Puas	Tidak Puas
1	Petugas farmasi memahami keperluan pasien					
2	Petugas farmasi memantau keluhan pasien					

	tentang pengobatan					
3	Petugas farmasi memberikan perhatian yang baik kepada pasien					
4	Petugas farmasi memberi layanan dengan sepenuh hati					
5	Komunikasi antara pasien dan petugas farmasi baik					
6	Petugas farmasi tidak membiarkan pasien menunggu lama					
7	Petugas farmasi mengambil peran tentang masalah pasien terkait pengobatan					
8	Petugas farmasi senantiasa memupuk perhatian pada kerja					
NO	DIMENSI KEANDALAN (RELIABILITY)	Sangat Puas	Puas	Cukup Puas	Kurang Puas	Tidak Puas
1	Petugas farmasi menjelaskan tentang cara penggunaan obat					
2	Petugas farmasi memberikan keterangan tentang kegunaan obat yang diberikan					
3	Petugas farmasi menjelaskan tentang dosis / seharusnya obat yang harus diminum					
4	Petugas farmasi menjelaskan tentang cara penyimpanan obat					
5	Petugas farmasi menjelaskan tentang efek samping obat					
6	Petugas Kegiatan administrasi tampak lebih teratur					
7	Apoteker memberi informasi aktivitas apa saja yang perlu dihindari berkaitan dengan penggunaan obat					
8	Prosedur untuk mendapatkan obat di farmasi tidak membingungkan dan mudah dipahami					

Lampiran 2. Uji Validitas dan Reliabilitas

Uji validitas Dimensi Berwujud

Correlations

		p1	p2	p3	p4	p5	p6	p7	p8	Total
p1	Pearson Correlation	1	.467 ^{**}	.792 ^{**}	.463 ^{**}	-.150	.218	.361	-.081	.544 ^{**}
	Sig. (2-tailed)		.009	.000	.010	.429	.248	.050	.671	.002
	N	30	30	30	30	30	30	30	30	30
p2	Pearson Correlation	.467 ^{**}	1	.530 ^{**}	.377 ^{**}	.077	.561 ^{**}	.671 ^{**}	.155	.682 ^{**}
	Sig. (2-tailed)	.009		.003	.040	.685	.001	.000	.415	.000
	N	30	30	30	30	30	30	30	30	30
p3	Pearson Correlation	.792 ^{**}	.530 ^{**}	1	.356	-.219	.423 ^{**}	.380 [*]	-.036	.558 ^{**}
	Sig. (2-tailed)	.000	.003		.054	.246	.020	.038	.848	.001
	N	30	30	30	30	30	30	30	30	30
p4	Pearson Correlation	.463 ^{**}	.377 ^{**}	.356	1	.400 [*]	.290	.463 ^{**}	.367 ^{**}	.727 ^{**}
	Sig. (2-tailed)	.010	.040	.054		.029	.120	.010	.046	.000
	N	30	30	30	30	30	30	30	30	30
p5	Pearson Correlation	-.150	.077	-.219	.400 [*]	1	.328	.310	.513 ^{**}	.515 ^{**}
	Sig. (2-tailed)	.429	.685	.246	.029		.077	.096	.004	.004
	N	30	30	30	30	30	30	30	30	30
p6	Pearson Correlation	.218	.561 ^{**}	.423 ^{**}	.290	.328	1	.655 ^{**}	.550 ^{**}	.767 ^{**}
	Sig. (2-tailed)	.248	.001	.020	.120	.077		.000	.002	.000
	N	30	30	30	30	30	30	30	30	30
p7	Pearson Correlation	.361	.671 ^{**}	.380 [*]	.463 ^{**}	.310	.655 ^{**}	1	.326	.768 ^{**}
	Sig. (2-tailed)	.050	.000	.038	.010	.096	.000		.078	.000
	N	30	30	30	30	30	30	30	30	30
p8	Pearson Correlation	-.081	.155	-.036	.367 ^{**}	.513 ^{**}	.550 ^{**}	.326	1	.609 ^{**}
	Sig. (2-tailed)	.671	.415	.848	.046	.004	.002	.078		.000
	N	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.544 ^{**}	.682 ^{**}	.558 ^{**}	.727 ^{**}	.515 ^{**}	.767 ^{**}	.768 ^{**}	.609 ^{**}	1
	Sig. (2-tailed)	.002	.000	.001	.000	.004	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30

→ Reliability

[DataSet1]

Scale: ALL

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
.772	8

Uji Validitas Dimensi Daya Tanggap

		Correlations								
		p1	p2	p3	p4	p5	p6	p7	p8	Total
p1	Pearson Correlation	1	.810"	.750"	.730"	.518"	.555"	.564"	.631"	.826"
	Sig. (2-tailed)		.000	.000	.000	.003	.001	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30
p2	Pearson Correlation	.810"	1	.756"	.692"	.550"	.541"	.487"	.575"	.800"
	Sig. (2-tailed)	.000		.000	.000	.002	.002	.006	.001	.000
	N	30	30	30	30	30	30	30	30	30
p3	Pearson Correlation	.750"	.756"	1	.851"	.737"	.662"	.553"	.702"	.887"
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.002	.000	.000
	N	30	30	30	30	30	30	30	30	30
p4	Pearson Correlation	.730"	.692"	.851"	1	.715"	.618"	.556"	.651"	.858"
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30
p5	Pearson Correlation	.518"	.550"	.737"	.715"	1	.646"	.618"	.636"	.798"
	Sig. (2-tailed)	.003	.002	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
p6	Pearson Correlation	.555"	.541"	.662"	.618"	.646"	1	.797"	.853"	.849"
	Sig. (2-tailed)	.001	.002	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30
p7	Pearson Correlation	.564"	.487"	.553"	.556"	.618"	.797"	1	.851"	.820"
	Sig. (2-tailed)	.001	.006	.002	.001	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30
p8	Pearson Correlation	.631"	.575"	.702"	.651"	.636"	.853"	.851"	1	.884"
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.826"	.800"	.887"	.858"	.798"	.849"	.820"	.884"	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30

Reliability

[DataSet1]

Scale: ALL VARIABLES

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
.939	8

Uji Validitas Dimensi Empati

		Correlations								
		p1	p2	p3	p4	p5	p6	p7	p8	Total
p1	Pearson Correlation	1	.411 [*]	.580 ^{**}	.607 ^{**}	.426 [*]	.557 ^{**}	.604 ^{**}	.499 ^{**}	.391 [*]
	Sig. (2-tailed)		.024	.001	.000	.021	.001	.000	.005	.032
	N	30	30	29	30	29	30	30	30	30
p2	Pearson Correlation	.411 [*]	1	.746 ^{**}	.593 ^{**}	.551 ^{**}	.525 ^{**}	.424 [*]	.624 ^{**}	.384 [*]
	Sig. (2-tailed)	.024		.000	.001	.002	.003	.019	.000	.036
	N	30	30	29	30	29	30	30	30	30
p3	Pearson Correlation	.580 ^{**}	.746 ^{**}	1	.792 ^{**}	.576 ^{**}	.506 ^{**}	.464 [*]	.600 ^{**}	.571 ^{**}
	Sig. (2-tailed)	.001	.000		.000	.001	.005	.011	.001	.001
	N	29	29	29	29	28	29	29	29	29
p4	Pearson Correlation	.607 ^{**}	.593 ^{**}	.792 ^{**}	1	.586 ^{**}	.612 ^{**}	.498 ^{**}	.594 ^{**}	.424 [*]
	Sig. (2-tailed)	.000	.001	.000		.001	.000	.005	.001	.019
	N	30	30	29	30	29	30	30	30	30
p5	Pearson Correlation	.426 [*]	.551 ^{**}	.576 ^{**}	.586 ^{**}	1	.744 ^{**}	.554 ^{**}	.530 ^{**}	.756 ^{**}
	Sig. (2-tailed)	.021	.002	.001	.001		.000	.002	.003	.000
	N	29	29	28	29	29	29	29	29	29
p6	Pearson Correlation	.557 ^{**}	.525 ^{**}	.506 ^{**}	.612 ^{**}	.744 ^{**}	1	.770 ^{**}	.710 ^{**}	.388 [*]
	Sig. (2-tailed)	.001	.003	.005	.000	.000		.000	.000	.034
	N	30	30	29	30	29	30	30	30	30
p7	Pearson Correlation	.604 ^{**}	.424 [*]	.464 [*]	.498 ^{**}	.554 ^{**}	.770 ^{**}	1	.684 ^{**}	.547 ^{**}
	Sig. (2-tailed)	.000	.019	.011	.005	.002	.000		.000	.002
	N	30	30	29	30	29	30	30	30	30
p8	Pearson Correlation	.499 ^{**}	.624 ^{**}	.600 ^{**}	.594 ^{**}	.530 ^{**}	.710 ^{**}	.684 ^{**}	1	.417 [*]
	Sig. (2-tailed)	.005	.000	.001	.001	.003	.000	.000		.022
	N	30	30	29	30	29	30	30	30	30
Total	Pearson Correlation	.391 [*]	.384 [*]	.571 ^{**}	.424 [*]	.756 ^{**}	.388 [*]	.547 ^{**}	.417 [*]	1
	Sig. (2-tailed)	.032	.036	.001	.019	.000	.034	.002	.022	
	N	30	30	29	30	29	30	30	30	30

➔ **Reliability**

[DataSet1]

Scale: ALL VARIABLES**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
.918	8

Uji Validitas Dimensi Keandalan

Correlations

		p1	p2	p3	p4	p5	p6	p7	p8	Total
p1	Pearson Correlation	1	.821"	.827"	.622"	.478"	.622"	.557"	.636"	.838"
	Sig. (2-tailed)		.000	.000	.000	.008	.000	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30
p2	Pearson Correlation	.821"	1	.861"	.727"	.579"	.612"	.513"	.646"	.874"
	Sig. (2-tailed)	.000		.000	.000	.001	.000	.004	.000	.000
	N	30	30	30	30	30	30	30	30	30
p3	Pearson Correlation	.827"	.861"	1	.717"	.562"	.558"	.533"	.562"	.855"
	Sig. (2-tailed)	.000	.000		.000	.001	.001	.002	.001	.000
	N	30	30	30	30	30	30	30	30	30
p4	Pearson Correlation	.622"	.727"	.717"	1	.731"	.699"	.629"	.595"	.878"
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.001	.000
	N	30	30	30	30	30	30	30	30	30
p5	Pearson Correlation	.478"	.579"	.562"	.731"	1	.665"	.524"	.428"	.763"
	Sig. (2-tailed)	.008	.001	.001	.000		.000	.003	.018	.000
	N	30	30	30	30	30	30	30	30	30
p6	Pearson Correlation	.622"	.612"	.558"	.699"	.665"	1	.557"	.738"	.821"
	Sig. (2-tailed)	.000	.000	.001	.000	.000		.001	.000	.000
	N	30	30	30	30	30	30	30	30	30
p7	Pearson Correlation	.557"	.513"	.533"	.629"	.524"	.557"	1	.597"	.752"
	Sig. (2-tailed)	.001	.004	.002	.000	.003	.001		.000	.000
	N	30	30	30	30	30	30	30	30	30
p8	Pearson Correlation	.636"	.646"	.562"	.595"	.428"	.738"	.597"	1	.788"
	Sig. (2-tailed)	.000	.000	.001	.001	.018	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.838"	.874"	.855"	.878"	.763"	.821"	.752"	.788"	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30

Reliability

[DataSet1]

Scale: ALL VARIABLES

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
.928	8

Uji Validitas Dimensi Kepastian

Correlations

		p1	p2	p3	p4	p5	p6	p7	p8	Total
p1	Pearson Correlation	1	.859 ^{**}	.703 ^{**}	.791 ^{**}	.674 ^{**}	.642 ^{**}	.642 ^{**}	.711 ^{**}	.887 ^{**}
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	29	30	30	30
p2	Pearson Correlation	.859 ^{**}	1	.696 ^{**}	.680 ^{**}	.629 ^{**}	.501 ^{**}	.580 ^{**}	.575 ^{**}	.816 ^{**}
	Sig. (2-tailed)	.000		.000	.000	.000	.006	.001	.001	.000
	N	30	30	30	30	30	29	30	30	30
p3	Pearson Correlation	.703 ^{**}	.696 ^{**}	1	.755 ^{**}	.681 ^{**}	.403 [*]	.532 ^{**}	.586 ^{**}	.791 ^{**}
	Sig. (2-tailed)	.000	.000		.000	.000	.030	.002	.001	.000
	N	30	30	30	30	30	29	30	30	30
p4	Pearson Correlation	.791 ^{**}	.680 ^{**}	.755 ^{**}	1	.801 ^{**}	.625 ^{**}	.587 ^{**}	.656 ^{**}	.869 ^{**}
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.001	.000	.000
	N	30	30	30	30	30	29	30	30	30
p5	Pearson Correlation	.674 ^{**}	.629 ^{**}	.681 ^{**}	.801 ^{**}	1	.477 ^{**}	.674 ^{**}	.697 ^{**}	.836 ^{**}
	Sig. (2-tailed)	.000	.000	.000	.000		.009	.000	.000	.000
	N	30	30	30	30	30	29	30	30	30
p6	Pearson Correlation	.642 ^{**}	.501 ^{**}	.403 [*]	.625 ^{**}	.477 ^{**}	1	.723 ^{**}	.771 ^{**}	.818 ^{**}
	Sig. (2-tailed)	.000	.006	.030	.000	.009		.000	.000	.000
	N	29	29	29	29	29	29	29	29	29
p7	Pearson Correlation	.642 ^{**}	.580 ^{**}	.532 ^{**}	.587 ^{**}	.674 ^{**}	.723 ^{**}	1	.805 ^{**}	.840 ^{**}
	Sig. (2-tailed)	.000	.001	.002	.001	.000	.000		.000	.000
	N	30	30	30	30	30	29	30	30	30
p8	Pearson Correlation	.711 ^{**}	.575 ^{**}	.586 ^{**}	.656 ^{**}	.697 ^{**}	.771 ^{**}	.805 ^{**}	1	.874 ^{**}
	Sig. (2-tailed)	.000	.001	.001	.000	.000	.000	.000		.000
	N	30	30	30	30	30	29	30	30	30
Total	Pearson Correlation	.887 ^{**}	.816 ^{**}	.791 ^{**}	.869 ^{**}	.836 ^{**}	.818 ^{**}	.840 ^{**}	.874 ^{**}	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	29	30	30	30

Reliability

[DataSet1]

Scale: ALL VARIABLES

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
.921	8

Lampiran 3. Data Demografi

Jenis Kelamin

Frequencies

[DataSet0]

Statistics

Jenis_Kelamin		
N	Valid	116
	Missing	0

Jenis_Kelamin					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki-laki	36	31.0	31.0	31.0
	Perempuan	80	69.0	69.0	100.0
Total		116	100.0	100.0	

Usia

[DataSet0]

Statistics

Usia		
N	Valid	116
	Missing	0

Usia					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17-25	5	4.3	4.3	4.3
	26-35	10	8.6	8.6	12.9
	36-45	31	26.7	26.7	39.7
	46-55	29	25.0	25.0	64.7
	56-60	41	35.3	35.3	100.0
	Total	116	100.0	100.0	

Pendidikan

Statistics

Pendidikan

N	Valid	116
	Missing	0

Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	18	15.5	15.5	15.5
	SMP	32	27.6	27.6	43.1
	SMA	39	33.6	33.6	76.7
	Perguruan Tinggi	27	23.3	23.3	100.0
	Total	116	100.0	100.0	

Pekerjaan

Statistics

Pekerjaan

N	Valid	116
	Missing	0

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Peg Negeri	6	5.2	5.2	5.2
	Peg Swasta	22	19.0	19.0	24.1
	IRT	28	24.1	24.1	48.3
	wiraswasta	24	20.7	20.7	69.0
	Pensiunan	2	1.7	1.7	70.7
	Lainnya	34	29.3	29.3	100.0
	Total	116	100.0	100.0	

Golongan Pasien

Statistics

Golongan_Pasien		
N	Valid	116
	Missing	0

Golongan_Pasien

		Frequency	Percent	Valid Percent	Cumulative Percent
→ Valid	BPJS	107	92.2	92.2	92.2
	Non BPJS	9	7.8	7.8	100.0
	Total	116	100.0	100.0	

Lampiran 4. Hasil Uji Kendall's Tau dan Uji Spearman

→ Nonparametric Correlations

[DataSet0]

Correlations

			Kepuasan	Jenis_Kelamin
Kendall's tau_b	Kepuasan	Correlation Coefficient	1.000	.052
		Sig. (2-tailed)	.	.505
		N	116	116
	Jenis_Kelamin	Correlation Coefficient	.052	1.000
		Sig. (2-tailed)	.505	.
		N	116	116

➔ Nonparametric Correlations

[DataSet0]

			Kepuasan	Usia
Spearman's rho	Kepuasan	Correlation Coefficient	1.000	-.216*
		Sig. (2-tailed)	.	.020
		N	116	116
	Usia	Correlation Coefficient	-.216*	1.000
		Sig. (2-tailed)	.020	.
		N	116	116

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

➔ Nonparametric Correlations

[DataSet0]

			Kepuasan	Pendidikan
Spearman's rho	Kepuasan	Correlation Coefficient	1.000	.055
		Sig. (2-tailed)	.	.561
		N	116	116
	Pendidikan	Correlation Coefficient	.055	1.000
		Sig. (2-tailed)	.561	.
		N	116	116

➔ Nonparametric Correlations

[DataSet0]

			Kepuasan	Pekerjaan
Kendall's tau_b	Kepuasan	Correlation Coefficient	1.000	-.078
		Sig. (2-tailed)	.	.266
		N	116	116
	Pekerjaan	Correlation Coefficient	-.078	1.000
		Sig. (2-tailed)	.266	.
		N	116	116

Nonparametric Correlations

[DataSet0]

			Kepuasan	Golongan_Pasien
Kendall's tau_b	Kepuasan	Correlation Coefficient	1.000	-.018
		Sig. (2-tailed)	.	.812
		N	116	116
	Golongan_Pasien	Correlation Coefficient	-.018	1.000
		Sig. (2-tailed)	.812	.
		N	116	116