## 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 infomasi 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 | | | | | |

| NO | | Sangat Puas | Puas | Cukup Puas | Kurang Puas | Tidak Puas |
|---|---|---|---|---|---|---|
| | 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 Vliditas 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 Negri | 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]

**Correlations**

|  |  |  | 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]

**Correlations**

|  |  |  | 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]

### Correlations

| | | | 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]

### Correlations

| | | | 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 |