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DAFTAR TABEL DAN LAMPIRAN

REKAPITULASI DATAPENELITIAN 80 RESPONDEN

No	Program Bauran Pemasaran (X)																			
	Produk (X1)				Tarif (X2)				Sal. Distribusi (X3)				Promosi (X4)				Fasilitas Fisik (X5)			
	X1.1	X1.2	X1.3	X1	X2.1	X2.2	X2.3	X2	X3.1	X3.2	X3.3	X3	X4.1	X4.2	X4.3	X4	X5.1	X5.2	X5.3	X5
1	3	3	4	10.0	1	2	2	5.0	4	4	3	11.0	4	4	4	12.0	4	4	3	11.0
2	4	4	4	12.0	4	4	4	12.0	4	5	5	14.0	5	5	4	14.0	4	5	4	13.0
3	2	3	2	7.0	3	3	2	8.0	3	3	3	9.0	2	2	2	6.0	4	3	4	11.0
4	4	4	4	12.0	3	5	3	11.0	4	4	3	11.0	4	5	3	12.0	4	4	4	12.0
5	5	5	4	14.0	4	4	4	12.0	5	4	4	13.0	5	5	5	15.0	4	5	4	13.0
6	2	3	3	8.0	3	2	3	8.0	4	3	4	11.0	2	3	3	8.0	4	4	3	11.0
7	5	4	4	13.0	4	4	4	12.0	4	4	5	13.0	4	5	5	14.0	4	4	5	13.0
8	4	3	5	12.0	4	4	3	11.0	3	3	4	10.0	2	2	4	8.0	4	4	3	11.0
9	3	4	4	11.0	4	4	3	11.0	3	3	2	8.0	4	4	5	13.0	4	3	4	11.0
10	4	5	5	14.0	5	5	5	15.0	4	5	4	13.0	5	5	5	15.0	5	5	4	14.0
11	4	4	4	12.0	4	4	4	12.0	4	3	2	9.0	1	1	1	3.0	4	4	4	12.0
12	5	4	5	14.0	4	5	5	14.0	4	4	4	12.0	3	3	3	9.0	5	4	5	14.0
13	3	4	4	11.0	4	3	3	10.0	2	3	2	7.0	4	4	4	12.0	4	3	4	11.0
14	4	4	4	12.0	4	4	4	12.0	4	4	4	12.0	3	5	4	12.0	5	5	4	14.0
15	3	4	3	10.0	3	4	4	11.0	4	3	3	10.0	3	4	5	12.0	4	4	4	12.0
16	4	4	4	12.0	4	4	3	11.0	4	4	4	12.0	4	4	3	11.0	4	4	4	12.0
17	3	4	4	11.0	3	4	4	11.0	4	3	4	11.0	4	4	3	11.0	4	4	4	12.0
18	3	3	4	10.0	3	3	3	9.0	3	3	4	10.0	2	4	2	8.0	4	4	3	11.0
19	2	3	3	8.0	2	2	2	6.0	3	3	3	9.0	2	2	4	8.0	2	3	2	7.0
20	5	4	5	14.0	4	5	3	12.0	4	4	4	12.0	4	5	3	12.0	4	4	4	12.0
21	4	4	3	11.0	3	4	3	10.0	4	4	4	12.0	3	3	5	11.0	4	3	4	11.0
22	4	4	3	11.0	4	4	3	11.0	4	3	4	11.0	3	4	3	10.0	3	4	4	11.0
23	2	2	2	6.0	1	2	2	5.0	5	5	5	15.0	3	3	3	9.0	3	2	3	8.0
24	4	3	4	11.0	3	4	3	10.0	1	1	1	3.0	3	5	2	10.0	3	3	3	9.0
25	3	4	4	11.0	3	3	3	9.0	2	3	4	9.0	3	3	4	10.0	3	3	3	9.0
26	4	4	4	12.0	5	4	5	14.0	5	5	5	15.0	3	5	3	11.0	4	4	4	12.0
27	4	4	3	11.0	4	3	4	11.0	3	3	3	9.0	3	3	3	9.0	3	4	4	11.0
28	2	2	2	6.0	3	3	3	9.0	2	3	3	8.0	2	1	2	5.0	5	5	5	15.0
29	5	4	3	12.0	3	3	3	9.0	3	2	2	7.0	5	5	4	14.0	2	2	2	6.0
30	4	4	4	12.0	5	5	5	15.0	4	5	4	13.0	1	1	1	3.0	4	4	4	12.0
31	4	3	2	9.0	4	4	4	12.0	4	4	4	12.0	2	2	2	6.0	4	3	4	11.0
32	4	4	4	12.0	4	3	4	11.0	4	4	3	11.0	4	4	4	12.0	4	4	4	12.0
33	4	3	4	11.0	4	4	4	12.0	4	4	4	12.0	3	4	4	11.0	3	4	3	10.0
34	1	3	3	7.0	4	4	4	12.0	4	3	3	10.0	3	3	3	9.0	4	4	3	11.0
35	4	4	3	11.0	3	2	2	7.0	3	2	3	8.0	2	5	4	11.0	2	2	2	6.0
36	3	3	3	9.0	2	4	5	11.0	4	3	4	11.0	3	2	5	10.0	5	5	5	15.0
37	2	3	3	8.0	3	3	2	8.0	3	3	3	9.0	2	2	2	6.0	5	5	5	15.0
38	5	5	5	15.0	3	4	4	11.0	5	5	5	15.0	3	4	4	11.0	4	3	3	10.0
39	4	4	4	12.0	2	2	2	6.0	2	3	2	7.0	3	2	3	8.0	4	3	3	10.0
40	2	2	2	6.0	2	3	2	7.0	3	3	3	9.0	3	3	2	8.0	4	4	2	10.0
41	2	2	2	6.0	2	2	2	6.0	3	3	3	9.0	3	2	2	7.0	4	5	4	13.0
42	4	3	4	11.0	3	5	4	12.0	4	4	4	12.0	3	4	4	11.0	5	4	3	12.0
43	4	4	3	11.0	5	5	5	15.0	4	5	4	13.0	5	4	4	13.0	5	4	5	14.0
44	3	3	3	9.0	5	3	4	12.0	4	3	4	11.0	4	4	4	12.0	4	5	5	14.0
45	3	2	3	8.0	4	3	4	11.0	4	3	4	11.0	4	3	4	11.0	4	4	4	12.0
46	4	4	4	12.0	4	4	3	11.0	4	4	4	12.0	5	5	5	15.0	4	4	5	13.0
47	2	3	3	8.0	5	4	4	13.0	4	4	4	12.0	4	4	3	11.0	5	4	5	14.0
48	2	2	2	6.0	3	2	2	7.0	4	4	4	12.0	3	3	4	10.0	4	4	4	12.0
49	3	5	4	12.0	2	2	2	6.0	4	4	4	12.0	4	4	4	12.0	4	4	4	12.0
50	4	4	3	11.0	5	5	5	15.0	3	3	3	9.0	3	4	4	11.0	4	4	3	11.0

No	Bauran Pemasaran (X)																			
	Produk (X1)				Tarif (X2)				Sal. Distribusi (X3)				Promosi (X4)				Fasilitas Flek (X5)			
	X1.1	X1.2	X1.3	X1	X2.1	X2.2	X2.3	X2	X3.1	X3.2	X3.3	X3	X4.1	X4.2	X4.3	X4	X5.1	X5.2	X5.3	X5
51	2	2	2	6.0	5	4	5	14.0	2	1	1	4.0	1	2	2	5.0	2	2	2	6.0
52	2	3	3	8.0	3	3	4	10.0	3	3	3	9.0	3	3	3	9.0	4	3	3	10.0
53	4	4	3	11.0	4	4	3	11.0	4	3	4	11.0	4	4	3	11.0	4	3	4	11.0
54	4	4	4	12.0	5	3	5	13.0	4	4	4	12.0	4	5	4	13.0	4	4	5	13.0
55	4	3	4	11.0	3	3	4	10.0	4	4	3	11.0	5	4	3	12.0	4	4	3	11.0
56	4	4	3	11.0	4	2	4	10.0	4	3	4	11.0	3	4	4	11.0	4	4	3	11.0
57	4	4	3	11.0	3	4	4	11.0	4	4	4	12.0	4	4	4	12.0	4	4	3	11.0
58	4	4	4	12.0	4	4	3	11.0	4	4	3	11.0	4	4	4	12.0	4	4	3	11.0
59	4	4	4	12.0	5	5	4	14.0	5	4	4	13.0	5	4	4	13.0	4	4	4	12.0
60	4	4	4	12.0	4	4	3	11.0	4	4	4	12.0	4	4	4	12.0	4	4	4	12.0
61	5	4	4	13.0	4	4	5	13.0	3	5	5	13.0	5	5	5	15.0	5	5	5	15.0
62	4	4	3	11.0	4	4	4	12.0	4	4	4	12.0	4	4	4	12.0	4	4	5	13.0
63	3	4	4	11.0	4	4	3	11.0	2	3	2	7.0	4	4	4	12.0	4	4	4	12.0
64	5	5	5	15.0	4	5	5	14.0	4	3	3	10.0	3	3	3	9.0	5	5	4	14.0
65	4	4	5	13.0	4	4	4	12.0	4	3	2	9.0	1	1	1	3.0	4	4	4	12.0
66	4	4	4	12.0	4	4	3	11.0	4	4	4	12.0	4	4	3	11.0	4	4	4	12.0
67	3	3	5	11.0	3	4	4	11.0	5	3	5	13.0	4	4	3	11.0	4	4	4	12.0
68	3	4	4	11.0	3	4	3	10.0	3	4	4	11.0	2	4	2	8.0	4	4	3	11.0
69	4	3	5	12.0	3	2	2	7.0	4	4	4	12.0	2	2	4	8.0	2	3	2	7.0
70	5	5	5	15.0	4	5	3	12.0	2	2	3	7.0	4	5	3	12.0	4	4	4	12.0
71	4	4	3	11.0	4	3	3	10.0	3	3	3	9.0	3	3	3	9.0	3	4	4	11.0
72	2	2	2	6.0	5	5	4	14.0	2	3	3	8.0	2	1	2	5.0	5	5	5	15.0
73	5	4	3	12.0	5	5	5	15.0	4	4	5	13.0	5	5	4	14.0	2	2	2	6.0
74	4	4	4	12.0	5	5	5	15.0	4	5	4	13.0	1	1	1	3.0	3	5	4	12.0
75	4	3	2	9.0	3	4	2	9.0	4	4	4	12.0	2	2	2	6.0	4	3	4	11.0
76	4	4	3	11.0	4	4	4	12.0	3	2	4	9.0	2	5	4	11.0	2	2	2	6.0
77	4	4	4	12.0	2	4	5	11.0	4	3	4	11.0	3	2	5	10.0	5	5	5	15.0
78	2	3	3	8.0	3	3	2	8.0	2	3	2	7.0	2	2	2	6.0	5	5	5	15.0
79	5	5	5	15.0	3	4	4	11.0	4	4	3	11.0	3	4	4	11.0	4	3	3	10.0
80	4	4	4	12.0	2	2	2	6.0	2	3	2	7.0	3	2	3	8.0	4	3	3	10.0

No	Program Bauran Pemasaran (X)									Keputusan Penggunaan Ulang Konsumen (Y)							
	Proses (X6)				SDM (X7)				X								
	X6.1	X6.2	X6.3	X6	X7.1	X7.2	X7.3	X7		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y
1	4	4	3	11.0	4	3	3	10.0	70.0	3	4	2	4	4	2	5	24.0
2	4	5	5	14.0	5	3	4	12.0	91.0	4	4	2	5	5	5	5	30.0
3	2	3	2	7.0	4	4	5	13.0	81.0	4	4	1	3	4	4	4	24.0
4	3	4	3	10.0	4	5	4	13.0	81.0	2	4	2	3	4	4	4	23.0
5	5	4	4	13.0	4	4	4	12.0	92.0	5	5	3	4	5	4	5	31.0
6	4	4	3	11.0	3	3	5	11.0	88.0	3	4	2	4	4	4	5	26.0
7	4	4	4	12.0	5	5	4	14.0	91.0	4	4	2	4	5	4	4	27.0
8	4	3	4	11.0	4	4	4	12.0	75.0	3	4	1	4	4	4	5	25.0
9	3	3	3	9.0	4	4	4	12.0	75.0	2	4	2	4	5	4	4	25.0
10	5	5	5	15.0	4	5	5	14.0	100.0	4	5	2	5	5	5	5	31.0
11	4	3	4	11.0	4	4	4	12.0	71.0	4	4	1	4	4	4	4	25.0
12	4	5	4	13.0	5	5	5	15.0	91.0	4	4	2	5	5	4	3	27.0
13	3	4	4	11.0	4	4	4	12.0	74.0	4	4	1	4	4	4	4	25.0
14	4	5	4	13.0	5	4	5	14.0	89.0	4	5	2	5	5	5	5	31.0
15	3	5	4	12.0	2	2	2	6.0	73.0	4	4	1	4	4	4	4	25.0
16	3	4	4	11.0	5	4	5	14.0	83.0	2	2	2	5	5	4	5	25.0
17	4	4	5	13.0	4	3	2	9.0	78.0	3	4	2	4	4	3	5	25.0
18	2	4	3	9.0	3	4	3	10.0	67.0	4	4	1	3	3	4	3	22.0
19	4	3	4	11.0	3	2	3	8.0	57.0	3	2	3	2	2	3	2	17.0
20	4	5	5	14.0	4	4	4	12.0	88.0	4	4	2	5	5	4	4	28.0
21	4	4	4	12.0	2	3	3	8.0	75.0	4	4	1	3	3	2	3	20.0
22	4	3	4	11.0	4	4	3	11.0	76.0	4	3	2	4	4	3	5	25.0
23	4	4	4	12.0	5	5	4	14.0	89.0	3	3	1	3	4	3	2	19.0
24	3	4	3	10.0	3	3	3	9.0	62.0	3	3	2	4	3	3	3	21.0
25	2	3	3	8.0	4	3	2	9.0	65.0	3	3	1	4	3	3	3	20.0
26	4	4	5	13.0	3	4	2	9.0	86.0	4	4	2	5	3	3	4	25.0
27	4	5	5	14.0	5	5	5	15.0	80.0	4	3	2	5	2	4	2	22.0
28	2	2	3	7.0	2	3	2	7.0	57.0	2	2	2	4	3	3	3	19.0
29	4	4	4	12.0	4	3	4	11.0	71.0	3	3	1	2	2	3	2	16.0
30	4	4	3	11.0	4	3	3	10.0	76.0	5	5	3	5	5	5	4	32.0
31	4	4	4	12.0	4	4	4	12.0	74.0	4	4	1	4	4	4	3	24.0
32	4	4	4	12.0	5	3	5	13.0	83.0	4	2	1	4	4	4	3	22.0
33	4	4	3	11.0	1	2	2	5.0	72.0	4	4	2	4	4	4	4	26.0
34	4	4	3	11.0	1	1	2	4.0	64.0	3	3	1	4	4	3	4	22.0
35	3	4	4	11.0	4	4	4	12.0	66.0	2	2	2	3	2	2	3	16.0
36	4	2	5	11.0	4	3	4	11.0	78.0	2	2	1	4	4	3	3	19.0
37	2	3	3	8.0	2	2	2	6.0	60.0	3	2	1	2	2	2	3	15.0
38	3	4	4	11.0	1	2	1	4.0	77.0	4	4	2	5	4	4	4	27.0
39	2	2	3	7.0	3	5	3	11.0	81.0	2	4	1	4	1	2	2	16.0
40	2	3	3	8.0	4	3	4	11.0	59.0	4	3	2	4	3	3	3	22.0
41	4	4	4	12.0	4	5	4	13.0	66.0	2	3	1	4	3	3	3	19.0
42	4	3	4	11.0	5	3	5	13.0	82.0	4	4	5	5	3	4	3	28.0
43	4	5	5	14.0	5	5	5	15.0	95.0	4	4	3	5	5	4	5	30.0
44	4	5	4	13.0	4	4	4	12.0	83.0	4	4	2	4	4	4	4	26.0
45	4	4	4	12.0	4	4	4	12.0	77.0	4	4	1	5	5	2	3	24.0
46	3	2	1	6.0	4	4	5	13.0	82.0	4	4	2	4	4	4	5	27.0
47	4	4	4	12.0	4	4	4	12.0	82.0	3	3	2	4	4	4	4	24.0
48	3	3	3	9.0	3	4	4	11.0	67.0	3	3	1	4	3	3	4	21.0
49	4	3	3	10.0	4	4	4	12.0	76.0	4	4	3	4	4	4	4	27.0
50	3	3	3	9.0	3	3	3	9.0	75.0	4	4	2	3	4	4	4	25.0

No	Program Bauran Pemasaran (X)									Keputusan Penggunaan Ulang Konsumen (Y)							
	Proses (X6)				SDM (X7)				X	Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	Y
	X6.1	X6.2	X6.3	X6	X7.1	X7.2	X7.3	X7									
51	4	4	4	12.0	2	2	2	6.0	53.0	1	2	2	2	2	2	2	13.0
52	5	5	5	15.0	5	4	5	14.0	75.0	2	2	1	3	3	4	4	19.0
53	4	4	4	12.0	3	3	2	8.0	75.0	4	3	2	4	4	4	4	25.0
54	4	5	4	13.0	5	5	4	14.0	90.0	5	5	3	5	5	5	4	32.0
55	4	4	3	11.0	4	4	4	12.0	78.0	4	4	4	3	4	4	4	27.0
56	3	4	4	11.0	3	3	3	9.0	74.0	5	4	1	4	4	4	3	25.0
57	3	3	3	9.0	3	4	4	11.0	77.0	4	4	1	4	4	4	4	25.0
58	4	4	4	12.0	4	3	4	11.0	80.0	4	4	2	4	4	4	4	26.0
59	4	4	4	12.0	4	4	4	12.0	88.0	5	4	2	4	4	4	4	27.0
60	3	3	3	9.0	4	4	4	12.0	80.0	5	4	2	4	4	4	4	27.0
61	4	5	5	14.0	5	5	4	14.0	97.0	5	5	2	5	5	5	4	31.0
62	4	3	4	11.0	4	4	4	12.0	83.0	3	4	1	4	4	4	5	25.0
63	3	3	3	9.0	4	4	4	12.0	74.0	2	4	2	4	5	4	4	25.0
64	5	5	5	15.0	4	5	5	14.0	91.0	4	5	3	5	5	5	5	32.0
65	4	5	4	13.0	4	4	4	12.0	74.0	4	4	1	4	4	4	4	25.0
66	3	4	4	11.0	3	4	4	11.0	80.0	4	3	1	4	4	4	5	25.0
67	4	4	5	13.0	4	3	4	11.0	82.0	4	4	2	4	4	2	5	25.0
68	3	4	3	10.0	3	3	3	9.0	70.0	4	4	1	3	3	4	3	22.0
69	3	3	2	8.0	2	2	3	7.0	61.0	3	2	2	2	2	3	2	16.0
70	4	5	5	14.0	5	5	5	15.0	87.0	4	4	5	5	5	4	4	31.0
71	4	5	5	14.0	4	4	4	12.0	76.0	4	3	1	5	2	4	2	21.0
72	2	2	3	7.0	2	3	2	7.0	62.0	3	3	1	4	3	2	3	19.0
73	4	4	4	12.0	3	3	3	9.0	81.0	3	3	2	3	3	3	2	19.0
74	4	4	3	11.0	4	4	3	11.0	77.0	4	4	1	4	4	4	4	25.0
75	4	4	4	12.0	4	4	4	12.0	71.0	4	4	2	4	4	4	3	25.0
76	3	2	2	7.0	3	3	3	9.0	65.0	2	2	1	3	2	2	3	15.0
77	4	2	5	11.0	4	3	4	11.0	81.0	4	4	2	4	4	3	4	25.0
78	2	3	3	8.0	2	2	2	6.0	58.0	3	2	1	2	2	2	3	15.0
79	4	4	4	12.0	1	2	1	4.0	74.0	4	4	2	5	4	4	4	27.0
80	4	4	3	11.0	3	5	3	11.0	65.0	3	4	5	4	3	3	3	25.0

REKAPITULASI DATA DALAM SKOR

NO	X1	X2	X3	X4	X5	X6	X7	X	Y	NO	X1	X2	X3	X4	X5	X6	X7	X	Y
1	10.0	5.0	11.0	12.0	11.0	11.0	10.0	70.0	24.0	41	6.0	6.0	9.0	7.0	13.0	12.0	13.0	66.0	19.0
2	12.0	12.0	14.0	14.0	13.0	14.0	12.0	91.0	30.0	42	11.0	12.0	12.0	11.0	12.0	11.0	13.0	82.0	28.0
3	7.0	8.0	9.0	6.0	11.0	7.0	13.0	61.0	24.0	43	11.0	15.0	13.0	13.0	14.0	14.0	15.0	95.0	30.0
4	12.0	11.0	11.0	12.0	12.0	10.0	13.0	81.0	23.0	44	9.0	12.0	11.0	12.0	14.0	13.0	12.0	83.0	26.0
5	14.0	12.0	13.0	15.0	13.0	13.0	12.0	92.0	31.0	45	8.0	11.0	11.0	11.0	12.0	12.0	12.0	77.0	24.0
6	8.0	8.0	11.0	8.0	11.0	11.0	11.0	68.0	26.0	46	12.0	11.0	12.0	15.0	13.0	6.0	13.0	82.0	27.0
7	13.0	12.0	13.0	14.0	13.0	12.0	14.0	91.0	27.0	47	8.0	13.0	12.0	11.0	14.0	12.0	12.0	82.0	24.0
8	12.0	11.0	10.0	8.0	11.0	11.0	12.0	75.0	25.0	48	6.0	7.0	12.0	10.0	12.0	9.0	11.0	67.0	21.0
9	11.0	11.0	8.0	13.0	11.0	9.0	12.0	75.0	25.0	49	12.0	6.0	12.0	12.0	12.0	10.0	12.0	76.0	27.0
10	14.0	15.0	13.0	15.0	14.0	15.0	14.0	100.0	31.0	50	11.0	15.0	9.0	11.0	11.0	9.0	9.0	75.0	25.0
11	12.0	12.0	9.0	3.0	12.0	11.0	12.0	71.0	25.0	51	6.0	14.0	4.0	5.0	6.0	12.0	6.0	53.0	13.0
12	14.0	14.0	12.0	9.0	14.0	13.0	15.0	91.0	27.0	52	8.0	10.0	9.0	9.0	10.0	15.0	14.0	75.0	19.0
13	11.0	10.0	7.0	12.0	11.0	11.0	12.0	74.0	25.0	53	11.0	11.0	11.0	11.0	11.0	12.0	8.0	75.0	25.0
14	12.0	12.0	12.0	12.0	14.0	13.0	14.0	89.0	31.0	54	12.0	13.0	12.0	13.0	13.0	13.0	14.0	90.0	32.0
15	10.0	11.0	10.0	12.0	12.0	12.0	6.0	73.0	25.0	55	11.0	10.0	11.0	12.0	11.0	11.0	12.0	78.0	27.0
16	12.0	11.0	12.0	11.0	12.0	11.0	14.0	83.0	25.0	56	11.0	10.0	11.0	11.0	11.0	11.0	9.0	74.0	25.0
17	11.0	11.0	11.0	11.0	12.0	13.0	9.0	78.0	25.0	57	11.0	11.0	12.0	12.0	11.0	9.0	11.0	77.0	25.0
18	10.0	9.0	10.0	8.0	11.0	9.0	10.0	67.0	22.0	58	12.0	11.0	11.0	12.0	11.0	12.0	11.0	80.0	26.0
19	8.0	6.0	9.0	8.0	7.0	11.0	8.0	57.0	17.0	59	12.0	14.0	13.0	13.0	12.0	12.0	12.0	88.0	27.0
20	14.0	12.0	12.0	12.0	12.0	14.0	12.0	88.0	28.0	60	12.0	11.0	12.0	12.0	12.0	9.0	12.0	80.0	27.0
21	11.0	10.0	12.0	11.0	11.0	12.0	8.0	75.0	20.0	61	13.0	13.0	13.0	15.0	15.0	14.0	14.0	97.0	31.0
22	11.0	11.0	11.0	10.0	11.0	11.0	11.0	76.0	25.0	62	11.0	12.0	12.0	12.0	13.0	11.0	12.0	83.0	25.0
23	6.0	5.0	15.0	9.0	8.0	12.0	14.0	69.0	19.0	63	11.0	11.0	7.0	12.0	12.0	9.0	12.0	74.0	25.0
24	11.0	10.0	3.0	10.0	9.0	10.0	9.0	62.0	21.0	64	15.0	14.0	10.0	9.0	14.0	15.0	14.0	91.0	32.0
25	11.0	9.0	9.0	10.0	9.0	8.0	9.0	65.0	20.0	65	13.0	12.0	9.0	3.0	12.0	13.0	12.0	74.0	25.0
26	12.0	14.0	15.0	11.0	12.0	13.0	9.0	86.0	25.0	66	12.0	11.0	12.0	11.0	12.0	11.0	11.0	80.0	25.0
27	11.0	11.0	9.0	9.0	11.0	14.0	15.0	80.0	22.0	67	11.0	11.0	13.0	11.0	12.0	13.0	11.0	82.0	25.0
28	6.0	9.0	8.0	5.0	15.0	7.0	7.0	57.0	19.0	68	11.0	10.0	11.0	8.0	11.0	10.0	9.0	70.0	22.0
29	12.0	9.0	7.0	14.0	6.0	12.0	11.0	71.0	16.0	69	12.0	7.0	12.0	8.0	7.0	8.0	7.0	61.0	16.0
30	12.0	15.0	13.0	3.0	12.0	11.0	10.0	76.0	32.0	70	15.0	12.0	7.0	12.0	12.0	14.0	15.0	87.0	31.0
31	9.0	12.0	12.0	6.0	11.0	12.0	12.0	74.0	24.0	71	11.0	10.0	9.0	9.0	11.0	14.0	12.0	76.0	21.0
32	12.0	11.0	11.0	12.0	12.0	12.0	13.0	83.0	22.0	72	6.0	14.0	8.0	5.0	15.0	7.0	7.0	62.0	19.0
33	11.0	12.0	12.0	11.0	10.0	11.0	5.0	72.0	26.0	73	12.0	15.0	13.0	14.0	6.0	12.0	9.0	81.0	19.0
34	7.0	12.0	10.0	9.0	11.0	11.0	4.0	64.0	22.0	74	12.0	15.0	13.0	3.0	12.0	11.0	11.0	77.0	25.0
35	11.0	7.0	8.0	11.0	6.0	11.0	12.0	66.0	16.0	75	9.0	9.0	12.0	6.0	11.0	12.0	12.0	71.0	25.0
36	9.0	11.0	11.0	10.0	15.0	11.0	11.0	78.0	19.0	76	11.0	12.0	9.0	11.0	6.0	7.0	9.0	65.0	15.0
37	8.0	8.0	9.0	6.0	15.0	8.0	6.0	60.0	15.0	77	12.0	11.0	11.0	10.0	15.0	11.0	11.0	81.0	25.0
38	15.0	11.0	15.0	11.0	10.0	11.0	4.0	77.0	27.0	78	8.0	8.0	7.0	6.0	15.0	8.0	6.0	58.0	15.0
39	12.0	6.0	7.0	8.0	10.0	7.0	11.0	61.0	16.0	79	15.0	11.0	11.0	11.0	10.0	12.0	4.0	74.0	27.0
40	6.0	7.0	9.0	8.0	10.0	8.0	11.0	59.0	22.0	80	12.0	6.0	7.0	8.0	10.0	11.0	11.0	65.0	25.0

REKAPITULASI DATA DALAM BENTUK RANGKING

NO	X1	X2	X3	X4	X5	X6	X7	X	Y	NO	X1	X2	X3	X4	X5	X6	X7	X	Y
1	22.0	1.5	39.5	60.5	28.0	33.5	25.0	22.5	31.0	41	4.0	5.0	20.0	13.0	63.0	53.0	64.5	16.5	13.0
2	58.0	58.0	77.0	74.5	63.0	74.0	51.0	74.5	71.5	42	35.0	58.0	57.0	44.0	49.0	33.5	64.5	60.5	69.5
3	8.5	13.5	20.0	10.0	28.0	4.0	64.5	8.0	31.0	43	35.0	77.5	71.5	70.5	70.0	74.0	78.5	78.0	71.5
4	58.0	39.5	39.5	60.5	49.0	20.5	64.5	57.0	28.0	44	18.5	58.0	39.5	60.5	70.0	66.0	51.0	64.5	57.5
5	74.5	58.0	71.5	78.5	63.0	66.0	51.0	77.0	75.0	45	13.0	39.5	39.5	44.0	49.0	53.0	51.0	46.5	31.0
6	13.0	13.5	39.5	18.0	28.0	33.5	33.5	20.0	57.5	46	58.0	39.5	57.0	78.5	63.0	1.0	64.5	60.5	64.0
7	71.0	58.0	71.5	74.5	63.0	53.0	72.0	74.5	64.0	47	13.0	67.0	57.0	44.0	70.0	53.0	51.0	60.5	31.0
8	58.0	39.5	29.0	18.0	28.0	33.5	51.0	37.5	44.5	48	4.0	9.5	57.0	32.5	49.0	15.0	33.5	18.5	20.0
9	35.0	39.5	11.5	70.5	28.0	15.0	51.0	37.5	44.5	49	58.0	5.0	57.0	60.5	49.0	20.5	51.0	42.5	64.0
10	74.5	77.5	71.5	78.5	70.0	79.0	72.0	80.0	75.0	50	35.0	77.5	20.0	44.0	28.0	15.0	19.0	37.5	44.5
11	58.0	58.0	20.0	2.5	49.0	33.5	51.0	25.0	44.5	51	4.0	71.5	2.0	6.0	3.0	53.0	6.5	1.0	1.0
12	74.5	71.5	57.0	26.0	70.0	66.0	78.5	74.5	64.0	52	13.0	24.5	20.0	26.0	14.0	79.0	72.0	37.5	13.0
13	35.0	24.5	6.0	60.5	28.0	33.5	51.0	31.5	44.5	53	35.0	39.5	39.5	44.0	28.0	53.0	13.0	37.5	44.5
14	58.0	58.0	57.0	60.5	70.0	66.0	72.0	71.0	75.0	54	58.0	67.0	57.0	70.5	63.0	66.0	72.0	72.0	79.0
15	22.0	39.5	29.0	60.5	49.0	53.0	6.5	28.0	44.5	55	35.0	24.5	39.5	60.5	28.0	33.5	51.0	50.0	64.0
16	58.0	39.5	57.0	44.0	49.0	33.5	72.0	64.5	44.5	56	35.0	24.5	39.5	44.0	28.0	33.5	19.0	31.5	44.5
17	35.0	39.5	39.5	44.0	49.0	66.0	19.0	50.0	44.5	57	35.0	39.5	57.0	60.5	28.0	15.0	33.5	46.5	44.5
18	22.0	18.0	29.0	18.0	28.0	15.0	25.0	18.5	24.5	58	58.0	39.5	39.5	60.5	28.0	53.0	33.5	53.5	57.5
19	13.0	5.0	20.0	18.0	6.5	33.5	13.0	2.5	9.0	59	58.0	71.5	71.5	70.5	49.0	53.0	51.0	69.5	64.0
20	74.5	58.0	57.0	60.5	49.0	74.0	51.0	69.5	69.5	60	58.0	39.5	57.0	60.5	49.0	15.0	51.0	53.5	64.0
21	35.0	24.5	57.0	44.0	28.0	53.0	13.0	37.5	17.5	61	71.0	67.0	71.5	78.5	77.0	74.0	72.0	79.0	75.0
22	35.0	39.5	39.5	32.5	28.0	33.5	33.5	42.5	44.5	62	35.0	58.0	57.0	60.5	63.0	33.5	51.0	64.5	44.5
23	4.0	1.5	79.0	26.0	8.0	53.0	72.0	21.0	13.0	63	35.0	39.5	6.0	60.5	49.0	15.0	51.0	31.5	44.5
24	35.0	24.5	1.0	32.5	9.5	20.5	19.0	10.5	20.0	64	78.5	71.5	29.0	26.0	70.0	79.0	72.0	74.5	79.0
25	35.0	18.0	20.0	32.5	9.5	9.0	19.0	14.0	17.5	65	71.0	58.0	20.0	2.5	49.0	66.0	51.0	31.5	44.5
26	58.0	71.5	79.0	44.0	49.0	66.0	19.0	67.0	44.5	66	58.0	39.5	57.0	44.0	49.0	33.5	33.5	53.5	44.5
27	35.0	39.5	20.0	26.0	28.0	74.0	78.5	53.5	24.5	67	35.0	39.5	71.5	44.0	49.0	66.0	33.5	60.5	44.5
28	4.0	18.0	11.5	6.0	77.0	4.0	10.0	2.5	13.0	68	35.0	24.5	39.5	18.0	28.0	20.5	19.0	22.5	24.5
29	58.0	18.0	6.0	74.5	3.0	53.0	33.5	25.0	6.5	69	58.0	9.5	57.0	18.0	6.5	9.0	10.0	8.0	6.5
30	58.0	77.5	71.5	2.5	49.0	33.5	25.0	42.5	79.0	70	78.5	58.0	6.0	60.5	49.0	74.0	78.5	68.0	75.0
31	18.5	58.0	57.0	10.0	28.0	53.0	51.0	31.5	31.0	71	35.0	24.5	20.0	26.0	28.0	74.0	51.0	42.5	20.0
32	58.0	39.5	39.5	60.5	49.0	53.0	64.5	64.5	24.5	72	4.0	71.5	11.5	6.0	77.0	4.0	10.0	10.5	13.0
33	35.0	58.0	57.0	44.0	14.0	33.5	4.0	27.0	57.5	73	58.0	77.5	71.5	74.5	3.0	53.0	19.0	57.0	13.0
34	8.5	58.0	29.0	26.0	28.0	33.5	2.0	12.0	24.5	74	58.0	77.5	71.5	2.5	49.0	33.5	33.5	46.5	44.5
35	35.0	9.5	11.5	44.0	3.0	33.5	51.0	16.5	6.5	75	18.5	18.0	57.0	10.0	28.0	53.0	51.0	25.0	44.5
36	18.5	39.5	39.5	32.5	77.0	33.5	33.5	50.0	13.0	76	35.0	58.0	20.0	44.0	3.0	4.0	19.0	14.0	3.0
37	13.0	13.5	20.0	10.0	77.0	9.0	6.5	6.0	3.0	77	58.0	39.5	39.5	32.5	77.0	33.5	33.5	57.0	44.5
38	78.5	39.5	79.0	44.0	14.0	33.5	2.0	46.5	64.0	78	13.0	13.5	6.0	10.0	77.0	9.0	6.5	4.0	3.0
39	58.0	5.0	6.0	18.0	14.0	4.0	33.5	8.0	6.5	79	78.5	39.5	39.5	44.0	14.0	53.0	2.0	31.5	64.0
40	4.0	9.5	20.0	18.0	14.0	9.0	33.5	5.0	24.5	80	58.0	5.0	6.0	18.0	14.0	33.5	33.5	14.0	44.5

REKAPITULASI DATA RATA-RATA PENELITIAN 80 RESPONDEN

NO	X1	X2	X3	X4	X5	X6	X7	X	Y	NO	X1	X2	X3	X4	X5	X6	X7	X	Y
1	3.33	1.67	3.67	4.00	3.67	3.67	3.33	3.33	3.43	41	2.00	2.00	3.00	2.33	4.33	4.00	4.33	3.14	2.71
2	4.00	4.00	4.67	4.67	4.33	4.67	4.00	4.33	4.29	42	3.67	4.00	4.00	3.67	4.00	3.67	4.33	3.90	4.00
3	2.33	2.67	3.00	2.00	3.67	2.33	4.33	2.90	3.43	43	3.67	5.00	4.33	4.33	4.67	4.67	5.00	4.52	4.29
4	4.00	3.67	3.67	4.00	4.00	3.33	4.33	3.66	3.29	44	3.00	4.00	3.67	4.00	4.67	4.33	4.00	3.95	3.71
5	4.67	4.00	4.33	5.00	4.33	4.33	4.00	4.38	4.43	45	2.67	3.67	3.67	3.67	4.00	4.00	4.00	3.67	3.43
6	2.67	2.67	3.67	2.67	3.67	3.67	3.67	3.24	3.71	46	4.00	3.67	4.00	5.00	4.33	2.00	4.33	3.90	3.86
7	4.33	4.00	4.33	4.67	4.33	4.00	4.67	4.33	3.86	47	2.67	4.33	4.00	3.67	4.67	4.00	4.00	3.90	3.43
8	4.00	3.67	3.33	2.67	3.67	3.67	4.00	3.57	3.57	48	2.00	2.33	4.00	3.33	4.00	3.00	3.67	3.19	3.00
9	3.67	3.67	2.67	4.33	3.67	3.00	4.00	3.57	3.57	49	4.00	2.00	4.00	4.00	4.00	3.33	4.00	3.62	3.86
10	4.67	5.00	4.33	5.00	4.67	5.00	4.67	4.76	4.43	50	3.67	5.00	3.00	3.67	3.67	3.00	3.00	3.57	3.57
11	4.00	4.00	3.00	1.00	4.00	3.67	4.00	3.38	3.57	51	2.00	4.67	1.33	1.67	2.00	4.00	2.00	2.52	1.86
12	4.67	4.67	4.00	3.00	4.67	4.33	5.00	4.33	3.86	52	2.67	3.33	3.00	3.00	3.33	5.00	4.67	3.57	2.71
13	3.67	3.33	2.33	4.00	3.67	3.67	4.00	3.52	3.57	53	3.67	3.67	3.67	3.67	3.67	4.00	2.67	3.57	3.57
14	4.00	4.00	4.00	4.00	4.67	4.33	4.67	4.24	4.43	54	4.00	4.33	4.00	4.33	4.33	4.67	4.29	4.57	4.57
15	3.33	3.67	3.33	4.00	4.00	4.00	2.00	3.48	3.57	55	3.67	3.33	3.67	4.00	3.67	3.67	4.00	3.71	3.86
16	4.00	3.67	4.00	3.67	4.00	3.67	4.67	3.95	3.57	56	3.67	3.33	3.67	3.67	3.67	3.67	3.00	3.52	3.57
17	3.67	3.67	3.67	3.67	4.00	4.33	3.00	3.71	3.57	57	3.67	3.67	4.00	4.00	3.67	3.00	3.67	3.67	3.57
18	3.33	3.00	3.33	2.67	3.67	3.00	3.33	3.19	3.14	58	4.00	3.67	3.67	4.00	3.67	4.00	3.67	3.81	3.71
19	2.67	2.00	3.00	2.67	2.33	3.67	2.67	2.71	2.43	59	4.00	4.67	4.33	4.33	4.00	4.00	4.00	4.19	3.86
20	4.67	4.00	4.00	4.00	4.00	4.67	4.00	4.19	4.00	60	4.00	3.67	4.00	4.00	4.00	3.00	4.00	3.81	3.86
21	3.67	3.33	4.00	3.67	3.67	4.00	2.67	3.57	2.86	61	4.33	4.33	4.33	5.00	5.00	4.67	4.67	4.62	4.43
22	3.67	3.67	3.67	3.33	3.67	3.67	3.67	3.62	3.57	62	3.67	4.00	4.00	4.00	4.33	3.67	4.00	3.95	3.57
23	2.00	1.67	5.00	3.00	2.67	4.00	4.67	3.29	2.71	63	3.67	3.67	2.33	4.00	4.00	3.00	4.00	3.52	3.57
24	3.67	3.33	1.00	3.33	3.00	3.33	3.00	2.95	3.00	64	5.00	4.67	3.33	3.00	4.67	5.00	4.67	4.33	4.57
25	3.67	3.00	3.00	3.33	3.00	2.67	3.00	3.10	2.86	65	4.33	4.00	3.00	1.00	4.00	4.33	4.00	3.52	3.57
26	4.00	4.67	5.00	3.67	4.00	4.33	3.00	4.10	3.57	66	4.00	3.67	4.00	3.67	4.00	3.67	3.67	3.81	3.57
27	3.67	3.67	3.00	3.00	3.67	4.67	5.00	3.81	3.14	67	3.67	3.67	4.33	3.67	4.00	4.33	3.67	3.90	3.57
28	2.00	3.00	2.67	1.67	5.00	2.33	2.33	2.71	2.71	68	3.67	3.33	3.67	2.67	3.67	3.33	3.00	3.33	3.14
29	4.00	3.00	2.33	4.67	2.00	4.00	3.67	3.38	2.29	69	4.00	2.33	4.00	2.67	2.33	2.67	2.33	2.90	2.29
30	4.00	5.00	4.33	1.00	4.00	3.67	3.33	3.62	4.57	70	5.00	4.00	2.33	4.00	4.00	4.67	5.00	4.14	4.43
31	3.00	4.00	4.00	2.00	3.67	4.00	4.00	3.52	3.43	71	3.67	3.33	3.00	3.00	3.67	4.67	4.00	3.62	3.00
32	4.00	3.67	3.67	4.00	4.00	4.00	4.33	3.95	3.14	72	2.00	4.67	2.67	1.67	5.00	2.33	2.33	2.95	2.71
33	3.67	4.00	4.00	3.67	3.33	3.67	1.67	3.43	3.71	73	4.00	5.00	4.33	4.67	2.00	4.00	3.00	3.86	2.71
34	2.33	4.00	3.33	3.00	3.67	3.67	1.33	3.05	3.14	74	4.00	5.00	4.33	1.00	4.00	3.67	3.67	3.67	3.57
35	3.67	2.33	2.67	3.67	2.00	3.67	4.00	3.14	2.29	75	3.00	3.00	4.00	2.00	3.67	4.00	4.00	3.38	3.57
36	3.00	3.67	3.67	3.33	5.00	3.67	3.67	3.71	2.71	76	3.67	4.00	3.00	3.67	2.00	2.33	3.00	3.10	2.14
37	2.67	2.67	3.00	2.00	5.00	2.67	2.00	2.86	2.14	77	4.00	3.67	3.67	3.33	5.00	3.67	3.67	3.86	3.57
38	5.00	3.67	5.00	3.67	3.33	3.67	1.33	3.67	3.86	78	2.67	2.67	2.33	2.00	5.00	2.67	2.00	2.76	2.14
39	4.00	2.00	2.33	2.67	3.33	2.33	3.67	2.90	2.29	79	5.00	3.67	3.67	3.67	3.33	4.00	1.33	3.52	3.86
40	2.00	2.33	3.00	2.67	3.33	2.67	3.67	2.81	3.14	80	4.00	2.00	2.33	2.67	3.33	3.67	3.67	3.10	3.57

DATA KATEGORI RATA-RATA PENELITIAN 80 RESPONDEN

NO	X1	X2	X3	X4	X5	X6	X7	X	Y	NO	X1	X2	X3	X4	X5	X6	X7	X	Y
1	CS	TS	S	S	S	S	CS	CS	S	41	KS	KS	CS	KS	SS	S	SS	CS	CS
2	S	S	SS	SS	SS	SS	S	SS	SS	42	S	S	S	S	S	S	SS	S	S
3	KS	CS	CS	KS	S	KS	SS	CS	S	43	S	SS	SS	SS	SS	SS	SS	SS	SS
4	S	S	S	S	S	CS	SS	S	CS	44	CS	S	S	S	SS	SS	S	S	S
5	SS	S	SS	SS	SS	SS	S	SS	SS	45	CS	S	S	S	S	S	S	S	S
6	CS	CS	S	CS	S	S	S	CS	S	46	S	S	S	SS	SS	KS	SS	S	S
7	SS	S	SS	SS	SS	S	SS	SS	S	47	CS	SS	S	S	SS	S	S	S	S
8	S	S	CS	CS	S	S	S	S	S	48	KS	KS	S	CS	S	CS	S	CS	CS
9	S	S	CS	SS	S	CS	S	S	S	49	S	KS	S	S	S	CS	S	S	S
10	SS	SS	SS	SS	SS	SS	SS	SS	SS	50	S	SS	CS	S	S	CS	CS	S	S
11	S	S	CS	TS	S	S	S	CS	S	51	KS	SS	TS	TS	KS	S	KS	KS	KS
12	SS	SS	S	CS	SS	SS	SS	SS	S	52	CS	CS	CS	CS	CS	SS	SS	S	CS
13	S	CS	KS	S	S	S	S	S	S	53	S	S	S	S	S	S	CS	S	S
14	S	S	S	S	SS	SS	SS	SS	SS	54	S	SS	S	SS	SS	SS	SS	SS	SS
15	CS	S	CS	S	S	S	KS	S	S	55	S	CS	S	S	S	S	S	S	S
16	S	S	S	S	S	S	SS	S	S	56	S	CS	S	S	S	S	CS	S	S
17	S	S	S	S	S	SS	CS	S	S	57	S	S	S	S	S	CS	S	S	S
18	CS	CS	CS	CS	S	CS	CS	CS	CS	58	S	S	S	S	S	S	S	S	S
19	CS	KS	CS	CS	KS	S	CS	CS	KS	59	S	SS	SS	SS	S	S	S	S	S
20	SS	S	S	S	S	SS	S	S	S	60	S	S	S	S	S	CS	S	S	S
21	S	CS	S	S	S	S	CS	S	CS	61	SS	SS	SS	SS	SS	SS	SS	SS	SS
22	S	S	S	CS	S	S	S	S	S	62	S	S	S	S	SS	S	S	S	S
23	KS	TS	SS	CS	CS	S	SS	CS	CS	63	S	S	KS	S	S	CS	S	S	S
24	S	CS	TS	CS	CS	CS	CS	CS	CS	64	SS	SS	CS	CS	SS	SS	SS	SS	SS
25	S	CS	CS	CS	CS	CS	CS	CS	CS	65	SS	S	CS	TS	S	SS	S	S	S
26	S	SS	SS	S	S	SS	CS	S	S	66	S	S	S	S	S	S	S	S	S
27	S	S	CS	CS	S	SS	SS	S	CS	67	S	S	SS	S	S	SS	S	S	S
28	KS	CS	CS	TS	SS	KS	KS	CS	CS	68	S	CS	S	CS	S	CS	CS	CS	CS
29	S	CS	KS	SS	KS	S	S	CS	KS	69	S	KS	S	CS	KS	CS	KS	CS	KS
30	S	SS	SS	TS	S	S	CS	S	SS	70	SS	S	KS	S	S	SS	SS	S	SS
31	CS	S	S	KS	S	S	S	S	S	71	S	CS	CS	CS	S	SS	S	S	CS
32	S	S	S	S	S	S	SS	S	CS	72	KS	SS	CS	TS	SS	KS	KS	CS	CS
33	S	S	S	S	CS	S	TS	S	S	73	S	SS	SS	SS	KS	S	CS	S	CS
34	KS	S	CS	CS	S	S	TS	CS	CS	74	S	SS	SS	TS	S	S	S	S	S
35	S	KS	CS	S	KS	S	S	CS	KS	75	CS	CS	S	KS	S	S	S	CS	S
36	CS	S	S	CS	SS	S	S	S	CS	76	S	S	CS	S	KS	KS	CS	CS	KS
37	CS	CS	CS	KS	SS	CS	KS	CS	KS	77	S	S	S	CS	SS	S	S	S	S
38	SS	S	SS	S	CS	S	TS	S	S	78	CS	CS	KS	KS	SS	CS	KS	CS	KS
39	S	KS	KS	CS	CS	KS	S	CS	KS	79	SS	S	S	S	CS	S	TS	S	S
40	KS	KS	CS	CS	CS	S	CS	CS	CS	80	S	KS	KS	CS	CS	S	S	CS	S

Frequency Table

Produk Jasa Rawat Jalan (X1)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	9	11.3	11.3	11.3
	Cukup Setuju	14	17.5	17.5	28.8
	Setuju	46	57.5	57.5	86.3
	Sangat Setuju	11	13.8	13.8	100.0
	Total	80	100.0	100.0	

Tarif Jasa Rawat Jalan (X2)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	2	2.5	2.5	2.5
	Kurang Setuju	9	11.3	11.3	13.8
	Cukup Setuju	17	21.3	21.3	35.0
	Setuju	37	46.3	46.3	81.3
	Sangat Setuju	15	18.8	18.8	100.0
	Total	80	100.0	100.0	

Safuran Distribusi Jasa Rawat Jalan (X3)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	2	2.5	2.5	2.5
	Kurang Setuju	7	8.8	8.8	11.3
	Cukup Setuju	22	27.5	27.5	38.8
	Setuju	35	43.8	43.8	82.5
	Sangat Setuju	14	17.5	17.5	100.0
	Total	80	100.0	100.0	

Promosi Jasa Rawat Jalan (X4)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	7	8.8	8.8	8.8
	Kurang Setuju	6	7.5	7.5	16.3
	Cukup Setuju	22	27.5	27.5	43.8
	Setuju	33	41.3	41.3	85.0
	Sangat Setuju	12	15.0	15.0	100.0
	Total	80	100.0	100.0	

Fasilitas Fisik Jasa Rawat Jalan (X5)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	7	8.8	8.8	8.8
	Cukup Setuju	10	12.5	12.5	21.3
	Setuju	42	52.5	52.5	73.8
	Sangat Setuju	21	26.3	26.3	100.0
	Total	80	100.0	100.0	

Proses Jasa Rawat Jalan (X6)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	6	7.5	7.5	7.5
	Cukup Setuju	16	20.0	20.0	27.5
	Setuju	39	48.8	48.8	76.3
	Sangat Setuju	19	23.8	23.8	100.0
	Total	80	100.0	100.0	

Sumber Daya Manusia (X7)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	4	5.0	5.0	5.0
	Kurang Setuju	7	8.8	8.8	13.8
	Cukup Setuju	15	18.8	18.8	32.5
	Setuju	35	43.8	43.8	76.3
	Sangat Setuju	19	23.8	23.8	100.0
	Total	80	100.0	100.0	

Program Bauran Pemasaran Jasa (X)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	1	1.3	1.3	1.3
	Cukup Setuju	25	31.3	31.3	32.5
	Setuju	44	55.0	55.0	87.5
	Sangat Setuju	10	12.5	12.5	100.0
	Total	80	100.0	100.0	

Keputusan Penggunaan Uang Konsumen (Y)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Setuju	9	11.3	11.3	11.3
	Cukup Setuju	19	23.8	23.8	35.0
	Setuju	42	52.5	52.5	87.5
	Sangat Setuju	10	12.5	12.5	100.0
	Total	80	100.0	100.0	

Uji Validitas Keputusan Penggunaan Ulang Konsumen (Y)

Correlations

		Y1.1	Y1.2	Y1.3	Y1.4	Y1.5	Y1.6	Y1.7	TOT_Y
Y1.1	Pearson Correlation	1.000	.633*	.186	.424*	.443*	.525*	.278*	.687*
	Sig. (2-tailed)		.000	.098	.000	.000	.000	.012	.000
	N	80	80	80	80	80	80	80	80
Y1.2	Pearson Correlation	.633*	1.000	.285*	.534*	.628*	.574*	.502*	.820*
	Sig. (2-tailed)	.000		.010	.000	.000	.000	.000	.000
	N	80	80	80	80	80	80	80	80
Y1.3	Pearson Correlation	.186	.285*	1.000	.268*	.233*	.240*	.151	.473*
	Sig. (2-tailed)	.098	.010		.016	.037	.032	.181	.000
	N	80	80	80	80	80	80	80	80
Y1.4	Pearson Correlation	.424*	.534*	.268*	1.000	.602*	.508*	.438*	.742*
	Sig. (2-tailed)	.000	.000	.016		.000	.000	.000	.000
	N	80	80	80	80	80	80	80	80
Y1.5	Pearson Correlation	.443*	.628*	.233*	.602*	1.000	.639*	.700*	.848*
	Sig. (2-tailed)	.000	.000	.037	.000		.000	.000	.000
	N	80	80	80	80	80	80	80	80
Y1.6	Pearson Correlation	.525*	.574*	.240*	.508*	.639*	1.000	.446*	.774*
	Sig. (2-tailed)	.000	.000	.032	.000	.000		.000	.000
	N	80	80	80	80	80	80	80	80
Y1.7	Pearson Correlation	.278*	.502*	.151	.438*	.700*	.446*	1.000	.704*
	Sig. (2-tailed)	.012	.000	.181	.000	.000	.000		.000
	N	80	80	80	80	80	80	80	80
TOT_Y	Pearson Correlation	.687*	.820*	.473*	.742*	.848*	.774*	.704*	1.000
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	80	80	80	80	80	80	80	80

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

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

Uji Reliabilitas Keputusan Penggunaan Ulang Konsumen (Y)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases = 80.0

N of Items = 7

Alpha = .8444

Correlations

		X7.1	X7.2	X7.3	TOT X
X1.1	Pearson Correlation	.238*	.312*	.169	.619*
	Sig. (2-tailed)	.034	.005	.134	.000
	N	80	80	80	80
X1.2	Pearson Correlation	.150	.210	.094	.576*
	Sig. (2-tailed)	.184	.061	.406	.000
	N	80	80	80	80
X1.3	Pearson Correlation	.127	.118	.089	.490*
	Sig. (2-tailed)	.263	.296	.430	.000
	N	80	80	80	80
X2.1	Pearson Correlation	.091	.122	.082	.462*
	Sig. (2-tailed)	.423	.280	.471	.000
	N	80	80	80	80
X2.2	Pearson Correlation	.109	.059	.063	.528*
	Sig. (2-tailed)	.336	.604	.580	.000
	N	80	80	80	80
X2.3	Pearson Correlation	.106	.031	.035	.579*
	Sig. (2-tailed)	.348	.788	.759	.000
	N	80	80	80	80
X3.1	Pearson Correlation	.154	.038	.159	.540*
	Sig. (2-tailed)	.173	.737	.160	.000
	N	80	80	80	80
X3.2	Pearson Correlation	.158	.197	.105	.543*
	Sig. (2-tailed)	.162	.079	.355	.000
	N	80	80	80	80
X3.3	Pearson Correlation	.182	.106	.078	.517*
	Sig. (2-tailed)	.107	.348	.490	.000
	N	80	80	80	80
X4.1	Pearson Correlation	.352*	.294*	.319*	.640*
	Sig. (2-tailed)	.001	.008	.004	.000
	N	80	80	80	80
X4.2	Pearson Correlation	.230*	.161	.184	.552*
	Sig. (2-tailed)	.040	.154	.103	.000
	N	80	80	80	80
X4.3	Pearson Correlation	.094	.008	.151	.438*
	Sig. (2-tailed)	.407	.945	.180	.000
	N	80	80	80	80
X5.1	Pearson Correlation	.153	.218	.200	.381*
	Sig. (2-tailed)	.175	.052	.075	.000
	N	80	80	80	80
X5.2	Pearson Correlation	.149	.130	.163	.383*
	Sig. (2-tailed)	.186	.251	.149	.000
	N	80	80	80	80
X5.3	Pearson Correlation	.283*	.354*	.212	.458*
	Sig. (2-tailed)	.011	.001	.059	.000
	N	80	80	80	80
X6.1	Pearson Correlation	.361*	.233*	.338*	.584*
	Sig. (2-tailed)	.001	.038	.002	.000
	N	80	80	80	80

Correlations

		X7.1	X7.2	X7.3	TOT X
X6.2	Pearson Correlation	.301*	.284*	.245*	.516*
	Sig. (2-tailed)	.007	.011	.029	.000
	N	80	80	80	80
X6.3	Pearson Correlation	.377*	.240*	.218	.556*
	Sig. (2-tailed)	.001	.032	.052	.000
	N	80	80	80	80
X7.1	Pearson Correlation	1.000	.693*	.800*	.570*
	Sig. (2-tailed)	.	.000	.000	.000
	N	80	80	80	80
X7.2	Pearson Correlation	.693*	1.000	.645*	.504*
	Sig. (2-tailed)	.000	.	.000	.000
	N	80	80	80	80
X7.3	Pearson Correlation	.800*	.645*	1.000	.502*
	Sig. (2-tailed)	.000	.000	.	.000
	N	80	80	80	80
TOT_X	Pearson Correlation	.570*	.504*	.502*	1.000
	Sig. (2-tailed)	.000	.000	.000	.
	N	80	80	80	80

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

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

Uji Reliabilitas Program Bauran Pemasaran (X)

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

Reliability Coefficients

N of Cases = 80.0

N of Items = 21

Alpha = .8646

Analisis Korelasi Rank Spearman

Correlations

Spearman's rho	Produk (X1)	Tarif (X2)	Sabuan Distribusi (X3)	Promosi (X4)	Fasilitas Fisik (X5)	Proses (X6)	Sumber Daya Manusia (X7)	Program Bauran Pemasaran Jasa (X)	Keputusan Penggeman Ulang Konsumen (Y)
	Produk (X1)	.402* Sig. (2-tailed) N = 80	.348* Sig. (2-tailed) N = 80	.424* Sig. (2-tailed) N = 80	.132 Sig. (2-tailed) N = 80	.327* Sig. (2-tailed) N = 80	.282* Sig. (2-tailed) N = 80	.619* Sig. (2-tailed) N = 80	.612* Sig. (2-tailed) N = 80
	Tarif (X2)		.392* Sig. (2-tailed) N = 80	.268* Sig. (2-tailed) N = 80	.389* Sig. (2-tailed) N = 80	.426* Sig. (2-tailed) N = 80	.189 Sig. (2-tailed) N = 80	.631* Sig. (2-tailed) N = 80	.509* Sig. (2-tailed) N = 80
	Sabuan Distribusi (X3)			.377* Sig. (2-tailed) N = 80	.272* Sig. (2-tailed) N = 80	.337* Sig. (2-tailed) N = 80	.198 Sig. (2-tailed) N = 80	.635* Sig. (2-tailed) N = 80	.518* Sig. (2-tailed) N = 80
	Promosi (X4)				.162 Sig. (2-tailed) N = 80	.296* Sig. (2-tailed) N = 80	.329* Sig. (2-tailed) N = 80	.661* Sig. (2-tailed) N = 80	.483* Sig. (2-tailed) N = 80
	Fasilitas Fisik (X5)					.203 Sig. (2-tailed) N = 80	.351* Sig. (2-tailed) N = 80	.527* Sig. (2-tailed) N = 80	.407* Sig. (2-tailed) N = 80
	Proses (X6)						.441* Sig. (2-tailed) N = 80	.627* Sig. (2-tailed) N = 80	.414* Sig. (2-tailed) N = 80
	Sumber Daya Manusia (X7)							.603* Sig. (2-tailed) N = 80	.423* Sig. (2-tailed) N = 80
	Program Bauran Pemasaran Jasa (X)								.734* Sig. (2-tailed) N = 80
	Keputusan Penggeman Ulang Konsumen (Y)								

** . Correlation is significant at the .01 level (2-tailed).

* . Correlation is significant at the .05 level (2-tailed).

MATRIK KORELASI RANK SPEARMAN DAN t

MATRIK KORELASI RANK SPEARMAN

	X1	X2	X3	X4	X5	X6	X7	X	Y
X1	1.000	0.402	0.348	0.424	0.132	0.327	0.282	0.619	0.612
X2	0.402	1.000	0.392	0.268	0.389	0.426	0.189	0.631	0.509
X3	0.348	0.392	1.000	0.377	0.272	0.337	0.198	0.635	0.518
X4	0.424	0.268	0.377	1.000	0.162	0.296	0.320	0.661	0.483
X5	0.132	0.389	0.272	0.162	1.000	0.203	0.351	0.527	0.407
X6	0.327	0.426	0.337	0.296	0.203	1.000	0.441	0.627	0.414
X7	0.282	0.189	0.198	0.320	0.351	0.441	1.000	0.603	0.423
X	0.619	0.631	0.635	0.661	0.527	0.627	0.603	1.000	0.734
Y	0.612	0.509	0.518	0.483	0.407	0.414	0.423	0.734	1.000

MATRIK t

	X1	X2	X3	X4	X5	X6	X7	X	Y
X1	-	3.877	3.278	4.135	1.176	3.056	2.596	6.961	6.834
X2	3.877	-	3.763	2.457	3.729	4.159	1.700	7.184	5.223
X3	3.278	3.763	-	3.595	2.496	3.161	1.784	7.260	5.348
X4	4.135	2.457	3.595	-	1.450	2.737	2.983	7.780	4.872
X5	1.176	3.729	2.496	1.450	-	1.831	3.311	5.477	3.935
X6	3.056	4.159	3.161	2.737	1.831	-	4.340	7.108	4.017
X7	2.596	1.700	1.784	2.983	3.311	4.340	-	6.676	4.123
X	6.961	7.184	7.260	7.780	5.477	7.108	6.676	-	9.545
Y	6.834	5.223	5.348	4.872	3.935	4.017	4.123	9.545	-

PEARSON PRODUCT MOMENT CORRELATIONS TABLE

α 5 %

N	2-tailed	1-tailed	N	2-tailed	1-tailed	N	2-tailed	1-tailed
3	0.99692	0.98769	53	0.27040	0.22824	103	0.19365	0.16298
4	0.95000	0.90000	54	0.26787	0.22607	104	0.19271	0.16218
5	0.87834	0.80538	55	0.26540	0.22397	105	0.19179	0.16140
6	0.81140	0.72930	56	0.26301	0.22193	106	0.19088	0.16063
7	0.75449	0.66944	57	0.26068	0.21994	107	0.18998	0.15987
8	0.70673	0.62149	58	0.25841	0.21800	108	0.18909	0.15912
9	0.66638	0.58221	59	0.25619	0.21611	109	0.18822	0.15838
10	0.63190	0.54936	60	0.25404	0.21427	110	0.18736	0.15765
11	0.60207	0.52140	61	0.25193	0.21248	111	0.18651	0.15693
12	0.57598	0.49726	62	0.24988	0.21073	112	0.18516	0.15589
13	0.55294	0.47616	63	0.24788	0.20902	113	0.18434	0.15520
14	0.53241	0.45750	64	0.24592	0.20736	114	0.18353	0.15451
15	0.51398	0.44086	65	0.24401	0.20573	115	0.18274	0.15384
16	0.49731	0.42590	66	0.24214	0.20414	116	0.18195	0.15317
17	0.48215	0.41236	67	0.24032	0.20259	117	0.18118	0.15251
18	0.46828	0.40003	68	0.23853	0.20107	118	0.18041	0.15186
19	0.45553	0.38873	69	0.23679	0.19959	119	0.17965	0.15122
20	0.44376	0.37834	70	0.23508	0.19814	120	0.17891	0.15059
21	0.43286	0.36874	71	0.23341	0.19671	121	0.17817	0.14996
22	0.42271	0.35983	72	0.23178	0.19532	122	0.17744	0.14935
23	0.41325	0.35153	73	0.23017	0.19396	123	0.17672	0.14874
24	0.40439	0.34378	74	0.22861	0.19263	124	0.17601	0.14813
25	0.39607	0.33652	75	0.22707	0.19132	125	0.17531	0.14754
26	0.38824	0.32970	76	0.22556	0.19004	126	0.17461	0.14695
27	0.38086	0.32328	77	0.22408	0.18879	127	0.17392	0.14637
28	0.37389	0.31722	78	0.22263	0.18756	128	0.17325	0.14579
29	0.36728	0.31149	79	0.22121	0.18635	129	0.17257	0.14523
30	0.36101	0.30606	80	0.21982	0.18517	130	0.17191	0.14466
31	0.35505	0.30090	81	0.21845	0.18401	131	0.17126	0.14411
32	0.34937	0.29599	82	0.21711	0.18287	132	0.17061	0.14356
33	0.34396	0.29132	83	0.21579	0.18175	133	0.16997	0.14302
34	0.33879	0.28686	84	0.21449	0.18065	134	0.16933	0.14248
35	0.33384	0.28259	85	0.21322	0.17957	135	0.16871	0.14195
36	0.32911	0.27852	86	0.21197	0.17851	136	0.16809	0.14143
37	0.32457	0.27461	87	0.21074	0.17747	137	0.16748	0.14091
38	0.32022	0.27086	88	0.20954	0.17644	138	0.16687	0.14040
39	0.31603	0.26727	89	0.20835	0.17544	139	0.16627	0.13989
40	0.31201	0.26381	90	0.20718	0.17445	140	0.16568	0.13939
41	0.30813	0.26048	91	0.20604	0.17348	141	0.16509	0.13889
42	0.30440	0.25728	92	0.20491	0.17252	142	0.16451	0.13840
43	0.30079	0.25419	93	0.20380	0.17158	143	0.16393	0.13791
44	0.29732	0.25121	94	0.20271	0.17065	144	0.16337	0.13743
45	0.29396	0.24833	95	0.20163	0.16974	145	0.16280	0.13695
46	0.29071	0.24555	96	0.20058	0.16885	146	0.16225	0.13648
47	0.28756	0.24286	97	0.19953	0.16797	147	0.16169	0.13602
48	0.28452	0.24026	98	0.19851	0.16710	148	0.16115	0.13556
49	0.28157	0.23773	99	0.19750	0.16624	149	0.16061	0.13510
50	0.27871	0.23529	100	0.19650	0.16540	150	0.16007	0.13465
51	0.27594	0.23292	101	0.19552	0.16457	151	0.15954	0.13420
52	0.27324	0.23062	102	0.19456	0.16375	152	0.15899	0.13374

Tabel Distribusi t

DF	α					DF	α				
	0.005	0.01	0.025	0.05	0.1		0.005	0.01	0.025	0.05	0.1
1	63.6559	25.4519	12.7062	6.3137	3.0777	66	2.6524	2.2937	1.9966	1.6683	1.2945
2	9.9250	6.2054	4.3027	2.9200	1.8856	67	2.6512	2.2929	1.9960	1.6679	1.2943
3	5.8408	4.1765	3.1824	2.3534	1.6377	68	2.6501	2.2921	1.9955	1.6676	1.2941
4	4.6041	3.4954	2.7765	2.1318	1.5332	69	2.6490	2.2914	1.9949	1.6672	1.2939
5	4.0321	3.1634	2.5706	2.0150	1.4759	70	2.6479	2.2906	1.9944	1.6669	1.2938
6	3.7074	2.9687	2.4469	1.9432	1.4398	71	2.6469	2.2899	1.9939	1.6666	1.2936
7	3.4995	2.8412	2.3646	1.8946	1.4149	72	2.6458	2.2892	1.9935	1.6663	1.2934
8	3.3554	2.7515	2.3060	1.8595	1.3968	73	2.6449	2.2886	1.9930	1.6660	1.2933
9	3.2498	2.6850	2.2622	1.8331	1.3830	74	2.6439	2.2879	1.9925	1.6657	1.2931
10	3.1693	2.6338	2.2261	1.8125	1.3722	75	2.6430	2.2873	1.9921	1.6654	1.2929
11	3.1058	2.5931	2.2010	1.7959	1.3634	76	2.6421	2.2867	1.9917	1.6652	1.2928
12	3.0545	2.5600	2.1788	1.7823	1.3562	77	2.6412	2.2861	1.9913	1.6649	1.2926
13	3.0123	2.5326	2.1604	1.7709	1.3502	78	2.6403	2.2855	1.9908	1.6646	1.2925
14	2.9768	2.5096	2.1448	1.7613	1.3450	79	2.6395	2.2849	1.9905	1.6644	1.2924
15	2.9467	2.4899	2.1315	1.7531	1.3406	80	2.6387	2.2844	1.9901	1.6641	1.2922
16	2.9208	2.4729	2.1199	1.7459	1.3368	81	2.6379	2.2838	1.9897	1.6639	1.2921
17	2.8982	2.4581	2.1098	1.7396	1.3334	82	2.6371	2.2833	1.9893	1.6636	1.2920
18	2.8784	2.4450	2.1009	1.7341	1.3304	83	2.6364	2.2828	1.9890	1.6634	1.2918
19	2.8609	2.4334	2.0930	1.7291	1.3277	84	2.6356	2.2823	1.9886	1.6632	1.2917
20	2.8453	2.4231	2.0860	1.7247	1.3253	85	2.6349	2.2818	1.9883	1.6630	1.2916
21	2.8314	2.4138	2.0796	1.7207	1.3232	86	2.6342	2.2813	1.9879	1.6628	1.2915
22	2.8188	2.4055	2.0739	1.7171	1.3212	87	2.6335	2.2809	1.9876	1.6626	1.2914
23	2.8073	2.3979	2.0687	1.7139	1.3195	88	2.6329	2.2804	1.9873	1.6624	1.2912
24	2.7970	2.3910	2.0639	1.7109	1.3178	89	2.6322	2.2800	1.9870	1.6622	1.2911
25	2.7874	2.3846	2.0595	1.7081	1.3163	90	2.6316	2.2795	1.9867	1.6620	1.2910
26	2.7787	2.3788	2.0555	1.7056	1.3150	91	2.6309	2.2791	1.9864	1.6618	1.2909
27	2.7707	2.3734	2.0518	1.7033	1.3137	92	2.6303	2.2787	1.9861	1.6616	1.2908
28	2.7633	2.3685	2.0484	1.7011	1.3125	93	2.6297	2.2783	1.9858	1.6614	1.2907
29	2.7564	2.3638	2.0452	1.6991	1.3114	94	2.6291	2.2779	1.9855	1.6612	1.2906
30	2.7500	2.3596	2.0423	1.6973	1.3104	95	2.6286	2.2775	1.9852	1.6611	1.2905
31	2.7440	2.3556	2.0395	1.6955	1.3095	96	2.6280	2.2771	1.9850	1.6609	1.2904
32	2.7385	2.3518	2.0369	1.6939	1.3086	97	2.6275	2.2767	1.9847	1.6607	1.2903
33	2.7333	2.3483	2.0345	1.6924	1.3077	98	2.6269	2.2764	1.9845	1.6606	1.2903
34	2.7284	2.3451	2.0322	1.6909	1.3070	99	2.6264	2.2760	1.9842	1.6604	1.2902
35	2.7238	2.3420	2.0301	1.6895	1.3062	100	2.6259	2.2757	1.9840	1.6602	1.2901
36	2.7195	2.3391	2.0281	1.6883	1.3055	101	2.6254	2.2753	1.9837	1.6601	1.2900
37	2.7154	2.3363	2.0262	1.6871	1.3049	102	2.6249	2.2750	1.9835	1.6599	1.2899
38	2.7116	2.3337	2.0244	1.6860	1.3042	103	2.6244	2.2746	1.9833	1.6598	1.2898
39	2.7079	2.3313	2.0227	1.6849	1.3036	104	2.6239	2.2743	1.9830	1.6596	1.2897
40	2.7045	2.3289	2.0211	1.6839	1.3031	105	2.6235	2.2740	1.9828	1.6595	1.2897
41	2.7012	2.3267	2.0195	1.6829	1.3025	106	2.6230	2.2737	1.9826	1.6594	1.2896
42	2.6981	2.3246	2.0181	1.6820	1.3020	107	2.6226	2.2734	1.9824	1.6592	1.2895
43	2.6951	2.3226	2.0167	1.6811	1.3016	108	2.6221	2.2731	1.9822	1.6591	1.2894
44	2.6923	2.3207	2.0154	1.6802	1.3011	109	2.6217	2.2728	1.9820	1.6590	1.2894
45	2.6896	2.3189	2.0141	1.6794	1.3007	110	2.6213	2.2725	1.9818	1.6588	1.2893
46	2.6870	2.3172	2.0129	1.6787	1.3002	111	2.6209	2.2722	1.9816	1.6587	1.2892
47	2.6846	2.3155	2.0117	1.6779	1.2998	112	2.6204	2.2719	1.9814	1.6586	1.2892
48	2.6822	2.3139	2.0106	1.6772	1.2994	113	2.6200	2.2717	1.9812	1.6584	1.2891
49	2.6800	2.3124	2.0096	1.6766	1.2991	114	2.6196	2.2714	1.9810	1.6583	1.2890
50	2.6778	2.3109	2.0086	1.6759	1.2987	115	2.6193	2.2711	1.9808	1.6582	1.2890
51	2.6757	2.3095	2.0076	1.6753	1.2984	116	2.6189	2.2709	1.9806	1.6581	1.2889
52	2.6737	2.3082	2.0066	1.6747	1.2980	117	2.6185	2.2706	1.9804	1.6580	1.2888
53	2.6718	2.3069	2.0057	1.6741	1.2977	118	2.6181	2.2704	1.9803	1.6579	1.2888
54	2.6700	2.3056	2.0049	1.6736	1.2974	119	2.6178	2.2701	1.9801	1.6578	1.2887
55	2.6682	2.3044	2.0040	1.6730	1.2971	120	2.6174	2.2699	1.9799	1.6576	1.2886
56	2.6665	2.3033	2.0032	1.6725	1.2969	121	2.6171	2.2696	1.9798	1.6575	1.2886
57	2.6649	2.3022	2.0025	1.6720	1.2966	122	2.6167	2.2694	1.9796	1.6574	1.2885
58	2.6633	2.3011	2.0017	1.6716	1.2963	123	2.6164	2.2692	1.9794	1.6573	1.2885
59	2.6618	2.3000	2.0010	1.6711	1.2961	124	2.6161	2.2689	1.9793	1.6572	1.2884
60	2.6603	2.2990	2.0003	1.6706	1.2958	125	2.6157	2.2687	1.9791	1.6571	1.2884
61	2.6589	2.2981	1.9996	1.6702	1.2956	126	2.6154	2.2685	1.9790	1.6570	1.2883
62	2.6575	2.2971	1.9990	1.6698	1.2954	127	2.6151	2.2683	1.9788	1.6569	1.2883
63	2.6561	2.2962	1.9983	1.6694	1.2951	128	2.6148	2.2681	1.9787	1.6568	1.2882
64	2.6549	2.2954	1.9977	1.6690	1.2949	129	2.6145	2.2679	1.9785	1.6568	1.2881
65	2.6536	2.2945	1.9971	1.6686	1.2947	130	2.6142	2.2677	1.9784	1.6567	1.2881

KUESIONER

BAGIAN I: DATA RESPONDEN

Petunjuk Pengisian :

1. Bacalah setiap pertanyaan dengan teliti
2. Pilih jawaban yang anda anggap paling sesuai dengan memberi tanda silang pada jawaban yang disediakan.

1. Usia

- a. Dibawah 19 tahun
- b. 19-30 tahun
- c. 31-40 tahun
- d. Diatas 40 tahun

2. Jenis Kelamin

- a. Pria
- b. Wanita

3. Pekerjaan

- a. Pelajar
- b. Mahasiswa
- c. Ibu rumah tangga
- d. Pegawai negeri
- e. Karyawan swasta
- f. Pedagang/wiraswasta
- g. ABRI/Polisi
- h. Lain-lain, sebutkan

4. Penghasilan/uang saku setiap bulan:

- a. Dibawah 399.000
- b. 400.000-799.000
- c. 800.000-1.199.000
- d. 1.200.000-1.599.000
- e. 1.600.000-1.999.000
- f. Diatas 2.000.000

5. Jenis jasa rawat jalan (klinik) rumah sakit Permata Bunda yang pernah digunakan (boleh diisi lebih dari satu jawaban)

- a. Umum
- b. Anak
- c. Penyakit dalam
- d. Ibu dan anak (balita)
- e. Bedah umum
- f. Kebidanan dan kandungan
- g. Unit gawat darurat

BAGIAN II: Program Bauran Pemasaran Jasa

Petunjuk Pengisian :

3. Bacalah setiap pertanyaan dengan teliti
4. Pilih jawaban yang anda anggap paling sesuai dengan memberi tanda silang pada jawaban yang disediakan.

a. Produk Jasa Rawat Jalan

1. Peralatan pemeriksaan kesehatan tersedia lengkap
 - a. Sangat setuju
 - b. Setuju
 - c. Cukup setuju
 - d. Kuraang setuju
 - e. Tidak setuju
 2. Klinik kesehatan pada rumah sakit Permata Bunda sangat lengkap
 - a. Sangat setuju
 - b. Setuju
 - c. Cukup setuju
 - d. Kurang setuju
 - e. Tidak setuju
 3. Jenis jasa rawat jalan yang ditawarkan rumah sakit Permata Bunda kepada konsumen . . .
 - a. Sangat lengkap
 - b. Lengkap
 - c. Cukup lengkap
 - d. Kurang lengkap
 - e. Tidak lengkap
- ### b. Tarif Jasa Rawat Jalan
4. Tarif yang ditetapkan oleh rumah sakit Permata Bunda telah sesuai dengan jasa yang diberikan ...
 - a. Sangat setuju
 - b. Setuju
 - c. Cukup setuju
 - d. Kurang setuju
 - e. Tidak setuju
 5. Tarif yang ditetapkan oleh rumah sakit Permata Bunda sesuai dengna kemampuan konsumen untuk membayar jasa . . .
 - a. Sangat setuju
 - b. Setuju
 - c. Cukup setuju
 - d. Kurang setuju
 - e. Tidak setuju
- ### c. Saluran Distribusi Jasa Rawat Jalan
7. anan pendaftaran dan pembayaran yang dilakukan rumah Permata Bunda . .
 - a. Sangat cepat
 - b. Cepat
 - c. Cukup cepat
 - d. Kurang cepat
 - e. Tidak cepat
 8. Jam buka dan jam praktek jasa perawatan kesehatan unit rawat jalan rumah sakit Permata Bunda
 - a. Sangat tepat
 - b. Tepat
 - c. Cukup tepat
 - d. Kurang tepat
 - e. Tidak tepat

9. Layanan Pembayaran dirumah sakit Permata Bunda memberikan kelonggaran waktu bagi pasien yang belum mampu membayar jasa yang d idapatkan
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju

d. Promosi Jasa Rawat Jalan

10. Kelengkapan sarana komunikasi yang disediakan oleh rumah sakit Permata Bunda
- Sangat lengkap
 - Lengkap
 - Cukup lengkap
 - Kurang lengkap
 - Tidak lengkap
11. Informasi rawat jalan yang disediakan oleh rumah sakit Permata Bunda sangat lengkap dan jelas
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju
12. Cara memperoleh informasi jasa rawat jalan di rumah sakit Permata Bunda . .
- Sangat mudah
 - Mudah
 - Cukup mudah
 - Kurang mudah
 - Tidak mudah

e. Fasilitas Fisik jasa Rawat Jalan

13. Lokasi rumah sakit Permata Bunda . . .
- Sangat strategis
 - Strategis
 - Cukup strategis
 - Kurang strategis
 - Tidak strategis
14. Kebersihan dan kerapihan ruang perawatan unit rawat jalan rumah sakit Permata Bunda selalu terjaga dengan baik
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju
15. Fasilitas ruang tunggu dan toilet (kamar kecil/WC) yang disediakan rumah sakit Permata Bunda Bersih dan memadai . .
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju

f. Proses Jasa Rawat Jalan

16. Proses untuk memperoleh jasa rawat jalan rumah sakit Permata Bunda
- Sangat cepat
 - Cepat
 - Cukup cepat
 - Kurang cepat
 - Tidak cepat
17. Kemudahan untuk memperoleh jasa rawat jalan rumah sakit Permata Bunda . . .
- Sangat mudah
 - Mudah
 - Cukup mudah
 - Kurang mudah
 - Tidak mudah
18. Rumah sakit Permata Bunda sangat memperhatikan ketepatan dan ke cepatan waktu proses jasa . . .
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju

g. Sumber Daya Manusia (Karyawan) Jasa Rawat Jalan

19. Karyawan rumah sakit Permata Bunda selalu berpenampilan bersih dan rapi . . .
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju
20. Cara karyawan rumah sakit Permata Bunda dalam melayani konsumen . . .
- Sangat ramah
 - Ramah
 - Cukup ramah
 - Kurang ramah
 - Tidak ramah
21. Karyawan rumah sakit Permata Bunda selalu bersikap sopan dalam melayani konsumen
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju

Bagian III: Keputusan Penggunaan Ulang Konsumen

22. Pelaksanaan faktor-faktor yang telah dilakukan oleh rumah sakit Permata Bunda tersebut di atas .
- Sangat memuaskan
 - Memuaskan
 - Cukup memuaskan
 - Kurang memuaskan
 - Tidak memuaskan

23. Konsumen yang telah menggunakan jasa rawat jalan rumah sakit Permata Bunda akan mempromosikannya kepada orang lain
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju
24. Konsumen akan memilih rumah sakit lain selain rumah sakit Permata Bunda dalam mendapatkan jasa rawat jalan
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju
25. Konsumen memutuskan untuk menggunakan ulang jasa rawat jalan rumah sakit Permata Bunda di kemudian hari . . .
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju
26. Konsumen merasa puas terhadap pelayanan kesehatan yang didapatkan di rumah sakit Permata Bunda
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju
27. Fasilitas yang disediakan di rumah sakit Permata Bunda mempengaruhi anda dalam menggunakan jasa layanan kesehatan
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju
28. Biaya yang dikeluarkan oleh konsumen sesuai dengan jasa yang diberikan oleh rumah sakit Permata Bunda ..
- Sangat setuju
 - Setuju
 - Cukup setuju
 - Kurang setuju
 - Tidak setuju

Saran-saran lainnya :

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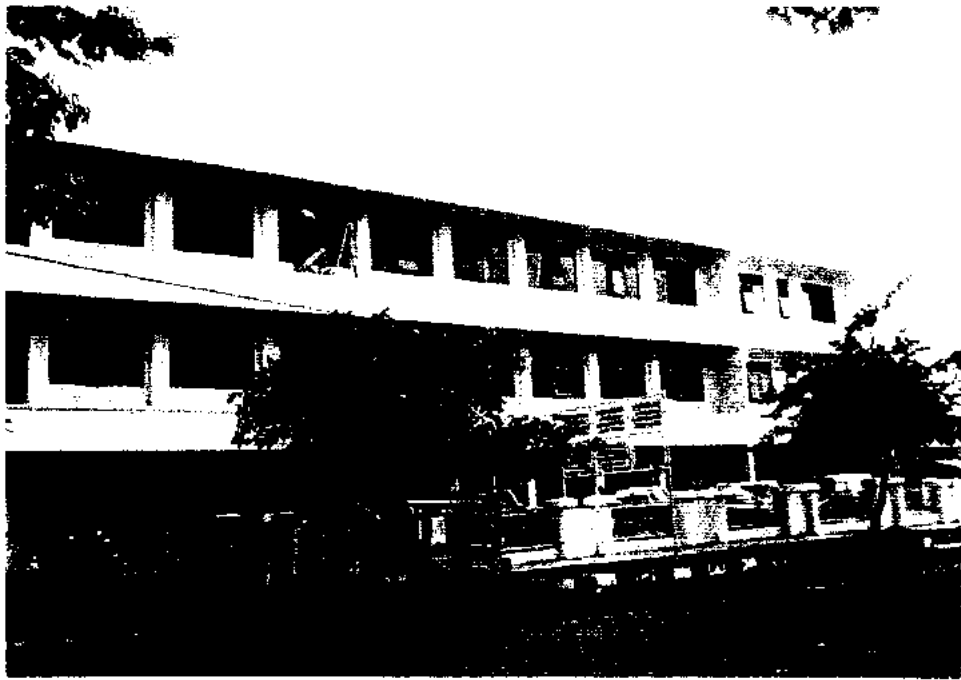
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DAFTAR GAMBAR



Rumah Sakit Permata Bunda



Halaman Rumah Sakit Permata Bunda



Ruang Laboratorium

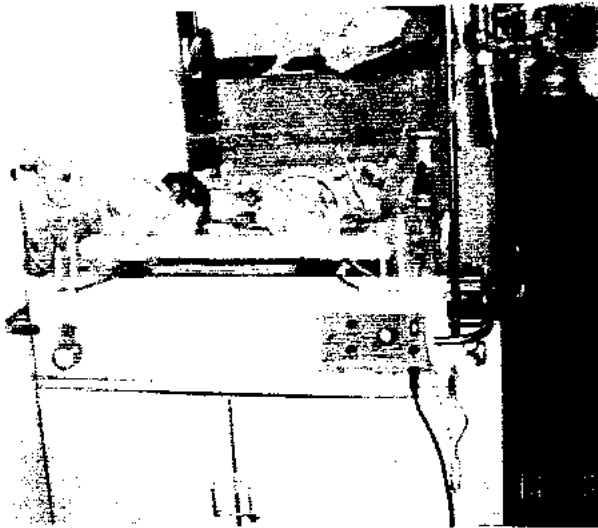


Ruang Rawat Inap

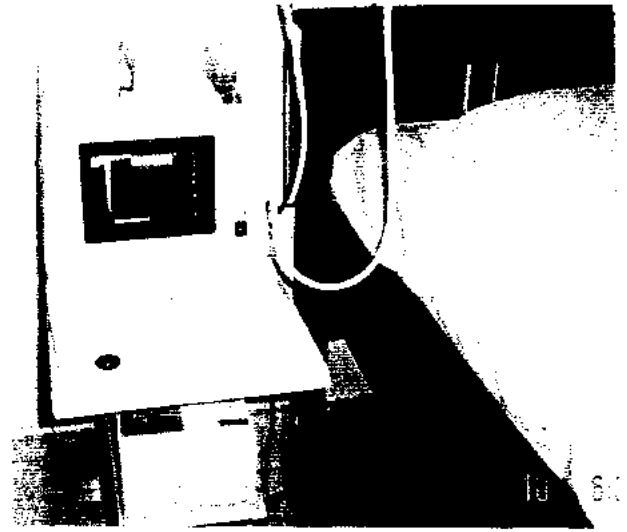
INSTALASI GAWAT DARURAT



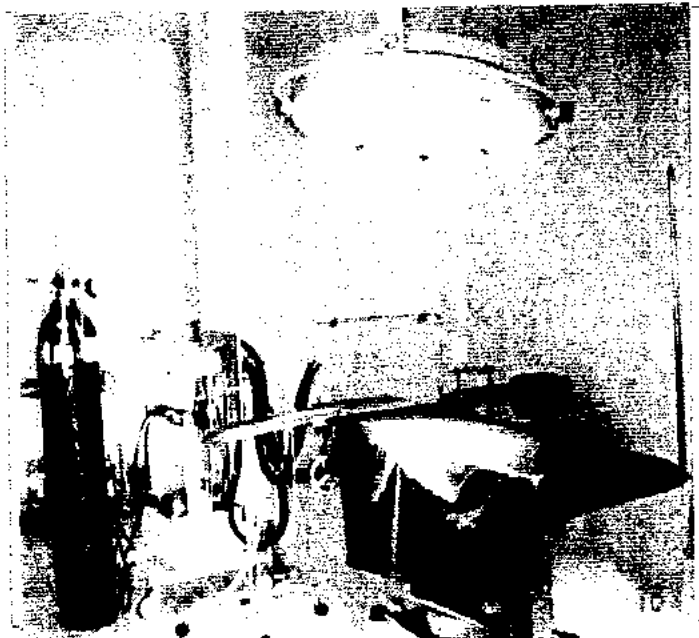
Instalasi Gawat Darurat



Ruang Bayi



Ruang U.S.G. (Ultrasonografi)



Ruang Operasi