

LAMPIRAN

Lampiran 1. 1 Identitas Pasien

TINGKAT KEPUASAN PASIEN RAWAT JALAN TERHADAP PELAYANAN KEFARMASIAN DI
INSTALASI FARMASI RUMAH SAKIT KHUSUS PARU RESPIRA YOGYAKARTA.

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. S1

e. Lain lain

3. Pekerjaan :

a. PNS / POLRI / TNI

d. Pegawai / Karyawan swasta

b. Guru / Dosen

e. Lainnya (Buruh / Petani/IRT)

c. Wiraswasta

4. Usia :

a. 12 - 16 tahun

d. 36 - 45 tahun

b. 17 - 25 tahun

e. 46 - 55 tahun

c. 26 - 35 tahun

f. 56 - 60 tahun

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 1. 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

TP : TIDAK PUAS

STP : SANGAT 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	Cukup	Kurang	Tidak

		Puas		Puas	Puas	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					



No	Jenis Kelamin	Usia	Pendidikan Terakhir	Pekerjaan			
1	2,00	4,00	1,00	3,00			
2	2,00	3,00	1,00	3,00			
3	2,00	4,00	3,00	1,00			
4	2,00	3,00	1,00	3,00			
5	2,00	5,00	2,00	3,00			
6	2,00	2,00	1,00	2,00			
7	2,00	4,00	1,00	2,00			
8	2,00	2,00	1,00	4,00			
9	1,00	5,00	2,00	2,00			
10	1,00	5,00	2,00	2,00	jenis Kelamin		
11	2,00	1,00	1,00	3,00	Laki-Laki		1
12	1,00	4,00	2,00	2,00	Perempuan		2
13	1,00	5,00	2,00	2,00			
14	2,00	2,00	1,00	4,00	Usia		
15	2,00	2,00	1,00	3,00	17-25		1
16	1,00	3,00	2,00	2,00	26-35		2
17	2,00	2,00	1,00	3,00	36-45		3
18	1,00	4,00	3,00	1,00	46-55		4
19	1,00	2,00	3,00	2,00	56-60		5
20	1,00	2,00	3,00	2,00			
21	2,00	2,00	1,00	3,00			
22	1,00	5,00	2,00	3,00	Pendidikan		
23	2,00	3,00	2,00	3,00	Pendidikan Dasar		1
24	1,00	3,00	3,00	2,00	SMA		2
25	1,00	2,00	2,00	3,00	Perguruan Tinggi		3
26	1,00	4,00	2,00	1,00			
27	1,00	3,00	3,00	3,00			
28	1,00	1,00	2,00	3,00	Pekerjaan		1
29	1,00	4,00	2,00	3,00	Peg Swasta		2
30	1,00	2,00	2,00	4,00	wiraswasta		3
31	2,00	2,00	2,00	3,00	lainya		4
32	2,00	2,00	1,00	3,00			
33	2,00	3,00	1,00	3,00			
34	1,00	2,00	3,00	3,00			
35	2,00	3,00	2,00	3,00			
36	2,00	5,00	1,00	3,00			
37	2,00	4,00	1,00	3,00			
38	2,00	4,00	1,00	3,00			
39	2,00	4,00	3,00	1,00			
40	2,00	4,00	2,00	3,00			
41	2,00	5,00	2,00	3,00			
42	2,00	3,00	3,00	3,00			
43	1,00	3,00	3,00	1,00			
44	2,00	5,00	1,00	3,00			
45	1,00	1,00	2,00	1,00			
46	2,00	3,00	1,00	3,00			
47	2,00	3,00	3,00	2,00			
48	2,00	3,00	3,00	3,00			
49	1,00	5,00	2,00	3,00			
50	2,00	3,00	2,00	2,00			

51	2,00	4,00	2,00	3,00
52	1,00	2,00	2,00	3,00
53	1,00	3,00	3,00	1,00
54	1,00	3,00	2,00	4,00
55	2,00	5,00	2,00	4,00
56	1,00	5,00	2,00	2,00
57	1,00	4,00	1,00	4,00
58	2,00	3,00	2,00	2,00
59	2,00	5,00	1,00	4,00
60	2,00	3,00	3,00	1,00
61	1,00	5,00	2,00	2,00
62	1,00	3,00	2,00	4,00
63	1,00	3,00	2,00	4,00
64	2,00	2,00	3,00	4,00
65	2,00	2,00	3,00	4,00
66	2,00	2,00	2,00	4,00
67	1,00	3,00	2,00	4,00
68	1,00	2,00	2,00	4,00
69	1,00	2,00	3,00	4,00
70	1,00	2,00	2,00	4,00
71	1,00	2,00	2,00	4,00
72	1,00	2,00	2,00	4,00
73	1,00	2,00	1,00	3,00
74	1,00	5,00	1,00	4,00
75	1,00	2,00	3,00	4,00
76	1,00	3,00	2,00	4,00
77	1,00	5,00	1,00	4,00
78	1,00	5,00	1,00	4,00
79	1,00	5,00	1,00	4,00
80	1,00	4,00	3,00	1,00
81	1,00	4,00	2,00	4,00
82	1,00	5,00	2,00	4,00
83	1,00	2,00	3,00	4,00
84	1,00	2,00	3,00	1,00
85	1,00	3,00	1,00	4,00
86	1,00	1,00	2,00	2,00
87	1,00	3,00	1,00	4,00
88	1,00	3,00	3,00	2,00
89	1,00	3,00	3,00	4,00
90	1,00	3,00	2,00	4,00
91	1,00	3,00	2,00	2,00
92	1,00	4,00	2,00	4,00
93	1,00	3,00	2,00	4,00
94	1,00	5,00	3,00	2,00
95	1,00	2,00	2,00	4,00
96	1,00	2,00	2,00	4,00
97	1,00	5,00	2,00	2,00
98	1,00	4,00	1,00	4,00
99	1,00	3,00	2,00	2,00
100	1,00	2,00	2,00	4,00

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

Karakteristik responden

Statistics

		kepuasan	jenis_kelainn	usia	pendidikan	pekerjaan
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0

Frequency Table

kepuasan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	cukup puas	2	2.0	2.0	2.0
	puas	85	85.0	85.0	87.0
	sangat puas	13	13.0	13.0	100.0
	Total	100	100.0	100.0	

jenis_kelainn

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	laki-laki	62	62.0	62.0	62.0
	perempuan	38	38.0	38.0	100.0
	Total	100	100.0	100.0	



usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 17--25	4	4.0	4.0	4.0
26-35	29	29.0	29.0	33.0
36-45	30	30.0	30.0	63.0
46-55	17	17.0	17.0	80.0
56-60	20	20.0	20.0	100.0
Total	100	100.0	100.0	

pendidikan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid pendidikan dasar	28	28.0	28.0	28.0
SMA	48	48.0	48.0	76.0
Perguruan tinggi	24	24.0	24.0	100.0
Total	100	100.0	100.0	

pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid peg negeri	10	10.0	10.0	10.0
peg swasta	21	21.0	21.0	31.0
wiraswasta	32	32.0	32.0	63.0
lainya	37	37.0	37.0	100.0
Total	100	100.0	100.0	

Jenis kelamin dengan kepuasan

Nonparametric Correlations

[DataSet1] G:\dataspssyohan sudah diganti.sav

Correlations

			kepuasan	jenis_kelainn
Kendall's tau_b	kepuasan	Correlation Coefficient	1.000	.103
		Sig. (2-tailed)	.	.300
		N	100	100
	jenis_kelainn	Correlation Coefficient	.103	1.000
		Sig. (2-tailed)	.300	.
		N	100	100

usia denga kepuasan

Nonparametric Correlations

[DataSet1] G:\dataspssyohan sudah diganti.sav

			kepuasan	usia
Spearman's rho	kepuasan	Correlation Coefficient	1.000	-.125
		Sig. (2-tailed)	.	.217
		N	100	100
	usia	Correlation Coefficient	-.125	1.000
		Sig. (2-tailed)	.217	.
		N	100	100

Pendidikan dengan kepuasan

Nonparametric Correlations

[DataSet1] G:\dataspssyohan sudah diganti.sav

			kepuasan	pendidikan
Spearman's rho	kepuasan	Correlation Coefficient	1.000	-.178
		Sig. (2-tailed)	.	.076
		N	100	100
	pendidikan	Correlation Coefficient	-.178	1.000
		Sig. (2-tailed)	.076	.
		N	100	100

Pekerjaan dengan kepuasan

◆ Nonparametric Correlations

[DataSet1] G:\dataspssyohan sudah diganti.sav

Correlations

			kepuasan	pekerjaan
Kendall's tau_b	kepuasan	Correlation Coefficient	1.000	.074
		Sig. (2-tailed)	.	.421
		N	100	100
	pekerjaan	Correlation Coefficient	.074	1.000
		Sig. (2-tailed)	.421	.
		N	100	100

