

## **BAB V**

### **KESIMPULAN DAN SARAN**

#### **5.1. Kesimpulan**

Dengan melihat hasil penelitian ini dan telah dibahas di atas, penelitian ini mendapatkan kesimpulan bahwa dalam upaya memprediksi kesetiaan pasien maka: (1) Kualitas pelayanan tidak berpengaruh signifikan pada kepercayaan pasien, (2) Kualitas pelayanan berpengaruh pada komitmen pasien, (3) Kepuasan pasien berpengaruh pada kepercayaan pasien, (4) Kepuasan pasien berpengaruh pada komitmen pasien, (5) Nilai pasien berpengaruh terhadap kepercayaan pasien, (6) Nilai pasien berpengaruh terhadap komitmen pasien, (7) Kepercayaan pasien berpengaruh pada kesetiaan pasien, (8) Komitmen pasien berpengaruh pada kesetiaan pasien pengguna layanan kesehatan secara umum di Rumah Sakit PKU Muhammadiyah Surakarta.

#### **5.2. Keterbatasan Penelitian dan Saran untuk Riset ke Depan**

Penelitian ini mempunyai keterbatasan:

1. Penelitian ini mengambil data responden yaitu masyarakat secara umum di Rumah Sakit PKU Muhammadiyah Surakarta, tidak menggunakan masyarakat yang tersebar di beberapa kecamatan di Surakarta, sehingga sampel tidak representatif.
2. Penelitian ini mengambil data secara langsung dan secara daring, data yang diambil secara langsung lebih sedikit daripada secara daring, hal ini dikarenakan adanya peraturan batas pengambilan data responden dari pihak

instansi Rumah Sakit PKU Muhammadiyah dan karena adanya hambatan penelitian akibat pasca pandemi covid-19. Perincian pengambilan data 80 responden didapatkan menggunakan kuesioner yang dilakukan secara langsung dan 120 responden didapatkan dari kuesioner yang dibagikan secara daring, sehingga menghasilkan generalisasi kurang luas. Oleh karena itu sebaiknya dalam penelitian kedepan adanya persyaratan jumlah responden dalam setiap klaster dipenuhi agar didapatkan sampel yang representatif.

3. Penelitian berikutnya diharapkan untuk melakukan penelitian di objek rumah sakit lain atau di objek industri lain.
4. Kurangnya frekuensi yang harus ditambahkan didalam kuesioner seperti, berapa kali kunjungan anda di Rumah Sakit PKU Muhammadiyah Surakarta.

### **5.3. Implikasi Manajerial**

Berdasarkan dari hasil penelitian, pembahasan, dan kesimpulan di atas, maka saran yang bisa disampaikan kepada manajemen rumah sakit:

1. Manajemen Rumah Sakit PKU Muhammadiyah Surakarta harus tetap menjaga kualitas seperti, memberikan perhatian dan pelayanan yang tepat serta akurat, meningkatkan fasilitas dan peralatan yang memadai, dan meningkatkan ilmu pengetahuan yang luas. Pentingnya bagi instansi Rumah Sakit untuk terus meningkatkan kualitas pelayanan dimana pelayanan yang segera dan akurat dapat di jaga sehingga para pasien merasakan pelayanan yang terbaik yang sudah diberikan kepada mereka dan dapat menciptakan kesetiaan pasien terhadap instansi Rumah Sakit.

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# LAMPIRAN



## Lampiran 1. Kuesioner penelitian

### KUESIONER PENELITIAN



Kepada Yth  
Bp/Ibu/Sdr. Responden  
di Surakarta

Saat ini saya sedang melakukan penelitian Skripsi dengan judul Analisis Faktor pembentuk Kesetiaan Pasien pada Rumah Sakit PKU Muhammadiyah. Saya mohon Bp/Ibu/Sdr berkenan mengisi kuesioner dengan sejujurnya. Jawaban dan informasi tentang responden akan dirahasiakan. Atas perhatian dan kerjasamanya, saya ucapkan terimakasih

Salam,  
ttd.  
Irsan Fitriyandi  
1416079L

### PETUNJUK PENGISIAN

Jawablah beberapa pernyataan dibawah ini dengan memberikan tanda  $\surd$  pada kotak yang tersedia.

### BIODATA RESPONDEN

Nama : ..... (boleh tidak diisi)

Kecamatan :

Jenis Kelamin :  Laki- laki  Perempuan

Usia :  < 25 tahun  40 - 49 tahun

26 - 30 tahun  > 50 tahun

31 - 39 tahun

Pendidikan :  SMA  D-III  S-1  S-2

Pekerjaan :  Pegawai Negeri  Karyawan Swasta

Pedagang  Lain-lain

### PETUNJUK PENGISIAN

Berikan tanggapan atas pertanyaan dengan cara memberikan tanda  $\surd$  sesuai dengan pilihan anda. SS = Sangat Setuju, S = Setuju, CS = Cukup Setuju, TS = Tidak Setuju, STS = Sangat Tidak Setuju.

| No          | Pernyataan   | SS | S | CS | TS | STS |
|-------------|--|----|---|----|----|-----|
| <b>KP1</b>  | Saya selalu berobat di Rumah Sakit PKU Muhammadiyah Surakarta                      |    |   |    |    |     |
| <b>KP2</b>  | Saya menyarankan untuk berobat di Rumah Sakit PKU Muhammadiyah Surakarta           |    |   |    |    |     |
| <b>KP3</b>  | Rumah Sakit PKU Muhammadiyah Surakarta adalah pilihan pertama berobat              |    |   |    |    |     |
| <b>KP4</b>  | Saya puas mempunyai hubungan baik dengan Rumah Sakit PKU Muhammadiyah Surakarta    |    |   |    |    |     |
| <b>KPC1</b> | Rumah Sakit PKU Muhammadiyah Surakarta melayani pasien dengan baik                 |    |   |    |    |     |
| <b>KPC2</b> | Biaya berobat di Rumah Sakit PKU Muhammadiyah Surakarta dihitung secara transparan |    |   |    |    |     |
| <b>KPC3</b> | Saya percaya pada Rumah Sakit PKU Muhammadiyah Surakarta                           |    |   |    |    |     |
| <b>KPC4</b> | Rumah Sakit PKU Muhammadiyah Surakarta dapat diandalkan                            |    |   |    |    |     |
| <b>KMT1</b> | Saya mempertahankan hubungan baik dengan Rumah Sakit PKU Muhammadiyah Surakarta    |    |   |    |    |     |
| <b>KMT2</b> | Saya merasa mempunyai hubungan baik dengan Rumah Sakit PKU Muhammadiyah Surakarta  |    |   |    |    |     |
| <b>KMT3</b> | Saya merasa memiliki ikatan yang baik di Rumah Sakit PKU Muhammadiyah Surakarta    |    |   |    |    |     |
| <b>KMT4</b> | Saya ingin tetap berobat di Rumah  |    |   |    |    |     |

|             |  |  |  |  |  |  |
|-------------|--|--|--|--|--|--|
|             | Sakit PKU Muhammadiyah Surakarta   |  |  |  |  |  |
| <b>NPS1</b> | Saya mendapatkan manfaat lebih dari Rumah Sakit PKU Muhammadiyah Surakarta                   |  |  |  |  |  |
| <b>NPS2</b> | Saya menilai biaya berobat di Rumah Sakit PKU Muhammadiyah Surakarta, masuk akal             |  |  |  |  |  |
| <b>NPS3</b> | Saya merasa berobat di Rumah Sakit PKU Muhammadiyah Surakarta adalah keputusan yang tepat    |  |  |  |  |  |
| <b>NPS4</b> | Saya merasa kualitas dan tarif berobat di Rumah Sakit PKU Muhammadiyah Surakarta sebanding   |  |  |  |  |  |
| <b>KPS1</b> | Saya puas karena Rumah Sakit PKU Muhammadiyah Surakarta memberikan pelayanan segera          |  |  |  |  |  |
| <b>KPS2</b> | Rumah Sakit PKU Muhammadiyah Surakarta memberikan pelayanan sesuai janji                     |  |  |  |  |  |
| <b>KPS3</b> | Saya mendapatkan pengalaman positif selama berobat di Rumah Sakit PKU Muhammadiyah Surakarta |  |  |  |  |  |
| <b>KPS4</b> | Saya mendapatkan pelayanan yang baik di Rumah Sakit PKU Muhammadiyah Surakarta               |  |  |  |  |  |
| <b>KPL1</b> | Rumah Sakit PKU Muhammadiyah Surakarta memiliki fasilitas dan peralatan memadai              |  |  |  |  |  |
| <b>KPL2</b> | Rumah Sakit PKU Muhammadiyah Surakarta memberikan perhatian pada pasien                      |  |  |  |  |  |
| <b>KPL3</b> | Rumah Sakit PKU Muhammadiyah Surakarta memberikan pelayanan tepat                            |  |  |  |  |  |
| <b>KPL4</b> | Tenaga kesehatan di Rumah Sakit PKU Muhammadiyah Surakarta mempunyai pengetahuan luas        |  |  |  |  |  |
| <b>KPL5</b> | Rumah Sakit PKU Muhammadiyah Surakarta melayani pasien dengan akurat                         |  |  |  |  |  |

**Terimakasih**

## Lampiran 2. Uji validitas kuesioner

### KMO and Bartlett's Test

|  |                    |          |
|--|--------------------|----------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. |                    | .899     |
| Bartlett's Test of Sphericity                    | Approx. Chi-Square | 4222.438 |
|  | Df                 | 300      |
|  | Sig.               | .000     |

### Communalities

|      | Initial | Extraction |
|------|---------|------------|
| KP1  | 1.000   | .781       |
| KP2  | 1.000   | .831       |
| KP3  | 1.000   | .793       |
| KP4  | 1.000   | .787       |
| KPC1 | 1.000   | .788       |
| KPC2 | 1.000   | .741       |
| KPC3 | 1.000   | .800       |
| KPC4 | 1.000   | .660       |
| KMT1 | 1.000   | .798       |
| KMT2 | 1.000   | .862       |
| KMT3 | 1.000   | .854       |
| KMT4 | 1.000   | .722       |
| NPS1 | 1.000   | .772       |
| NPS2 | 1.000   | .816       |
| NPS3 | 1.000   | .860       |
| NPS4 | 1.000   | .701       |
| KPS1 | 1.000   | .831       |

|      |       |      |
|------|-------|------|
| KPS2 | 1.000 | .737 |
| KPS3 | 1.000 | .764 |
| KPS4 | 1.000 | .804 |
| KPL1 | 1.000 | .703 |
| KPL2 | 1.000 | .667 |
| KPL3 | 1.000 | .725 |
| KPL4 | 1.000 | .746 |
| KPL5 | 1.000 | .793 |

Extraction Method: Principal Component Analysis.

#### Total Variance Explained

| Component | Initial Eigenvalues |               |              | Extraction Sums of Squared Loadings |               |              | Rotation Sums of Squared Loadings |               |              |
|-----------|---------------------|---------------|--------------|-------------------------------------|---------------|--------------|-----------------------------------|---------------|--------------|
|           | Total               | % of Variance | Cumulative % | Total                               | % of Variance | Cumulative % | Total                             | % of Variance | Cumulative % |
| 1         | 12.147              | 48.587        | 48.587       | 12.147                              | 48.587        | 48.587       | 3.695                             | 14.779        | 14.779       |
| 2         | 1.859               | 7.436         | 56.023       | 1.859                               | 7.436         | 56.023       | 3.258                             | 13.031        | 27.809       |
| 3         | 1.765               | 7.060         | 63.083       | 1.765                               | 7.060         | 63.083       | 3.254                             | 13.015        | 40.824       |
| 4         | 1.342               | 5.369         | 68.452       | 1.342                               | 5.369         | 68.452       | 3.214                             | 12.857        | 53.680       |
| 5         | 1.213               | 4.853         | 73.305       | 1.213                               | 4.853         | 73.305       | 2.993                             | 11.970        | 65.650       |
| 6         | 1.009               | 4.037         | 77.342       | 1.009                               | 4.037         | 77.342       | 2.923                             | 11.692        | 77.342       |
| 7         | .705                | 2.820         | 80.162       |                                     |               |              |                                   |               |              |
| 8         | .618                | 2.471         | 82.633       |                                     |               |              |                                   |               |              |
| 9         | .523                | 2.092         | 84.725       |                                     |               |              |                                   |               |              |
| 10        | .435                | 1.742         | 86.467       |                                     |               |              |                                   |               |              |
| 11        | .428                | 1.711         | 88.178       |                                     |               |              |                                   |               |              |

|    |      |       |         |  |  |  |  |  |
|----|------|-------|---------|--|--|--|--|--|
| 12 | .383 | 1.533 | 89.711  |  |  |  |  |  |
| 13 | .326 | 1.306 | 91.017  |  |  |  |  |  |
| 14 | .307 | 1.227 | 92.244  |  |  |  |  |  |
| 15 | .281 | 1.123 | 93.368  |  |  |  |  |  |
| 16 | .261 | 1.042 | 94.410  |  |  |  |  |  |
| 17 | .244 | .976  | 95.386  |  |  |  |  |  |
| 18 | .200 | .798  | 96.184  |  |  |  |  |  |
| 19 | .190 | .760  | 96.944  |  |  |  |  |  |
| 20 | .183 | .734  | 97.678  |  |  |  |  |  |
| 21 | .179 | .716  | 98.394  |  |  |  |  |  |
| 22 | .132 | .526  | 98.920  |  |  |  |  |  |
| 23 | .108 | .430  | 99.350  |  |  |  |  |  |
| 24 | .090 | .359  | 99.710  |  |  |  |  |  |
| 25 | .073 | .290  | 100.000 |  |  |  |  |  |

Extraction Method: Principal Component Analysis.

#### Component Matrix<sup>a</sup>

|      | Component |      |       |   |   |   |
|------|-----------|------|-------|---|---|---|
|      | 1         | 2    | 3     | 4 | 5 | 6 |
| KP1  | .669      | .443 |       |   |   |   |
| KP2  | .603      | .478 |       |   |   |   |
| KP3  | .657      | .490 |       |   |   |   |
| KP4  | .723      | .430 |       |   |   |   |
| KPC1 | .672      |      |       |   |   |   |
| KPC2 | .661      |      |       |   |   |   |
| KPC3 | .667      |      | -.420 |   |   |   |

|      |      |       |      |       |       |
|------|------|-------|------|-------|-------|
| KPC4 | .702 |       |      |       |       |
| KMT1 | .644 |       |      |       | -.476 |
| KMT2 | .757 |       |      |       | -.452 |
| KMT3 | .712 |       |      |       | -.486 |
| KMT4 | .778 |       |      |       |       |
| NPS1 | .738 |       |      | -.454 |       |
| NPS2 | .736 |       |      | -.415 |       |
| NPS3 | .819 |       |      |       |       |
| NPS4 | .628 |       |      | -.521 |       |
| KPS1 | .698 | -.406 |      |       |       |
| KPS2 | .672 |       |      |       | .422  |
| KPS3 | .730 |       |      |       |       |
| KPS4 | .789 |       |      |       |       |
| KPL1 | .593 |       | .427 |       |       |
| KPL2 | .642 |       |      |       |       |
| KPL3 | .702 |       |      |       |       |
| KPL4 | .595 |       | .463 |       |       |
| KPL5 | .774 |       |      |       |       |

Extraction Method: Principal Component Analysis.

a. 6 components extracted.

Rotated Component Matrix<sup>a</sup>

|      | Component |      |      |      |      |      |
|------|-----------|------|------|------|------|------|
|      | 1         | 2    | 3    | 4    | 5    | 6    |
| KP1  |           |      | .738 |      |      |      |
| KP2  |           |      | .856 |      |      |      |
| KP3  |           |      | .786 |      |      |      |
| KP4  |           |      | .738 |      |      |      |
| KPC1 |           | .795 |      |      |      |      |
| KPC2 |           | .751 |      |      |      |      |
| KPC3 |           | .813 |      |      |      |      |
| KPC4 |           | .654 |      |      |      |      |
| KMT1 |           |      |      |      | .786 |      |
| KMT2 |           |      |      |      | .787 |      |
| KMT3 |           |      |      |      | .810 |      |
| KMT4 |           |      |      |      | .594 |      |
| NPS1 |           |      |      | .733 |      |      |
| NPS2 |           |      |      | .759 |      |      |
| NPS3 |           |      |      | .734 |      |      |
| NPS4 |           |      |      | .755 |      |      |
| KPS1 |           |      |      |      |      | .786 |
| KPS2 |           |      |      |      |      | .751 |
| KPS3 |           |      |      |      |      | .717 |
| KPS4 |           |      |      |      |      | .664 |
| KPL1 | .778      |      |      |      |      |      |
| KPL2 | .722      |      |      |      |      |      |
| KPL3 | .722      |      |      |      |      |      |
| KPL4 | .805      |      |      |      |      |      |
| KPL5 | .701      |      |      |      |      |      |

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 6 iterations.



**Component Transformation Matrix**

| Component | 1     | 2     | 3    | 4     | 5     | 6     |
|-----------|-------|-------|------|-------|-------|-------|
| 1         | .439  | .413  | .392 | .420  | .391  | .392  |
| 2         | -.467 | -.029 | .695 | -.092 | .359  | -.401 |
| 3         | .641  | -.584 | .355 | .028  | -.207 | -.281 |
| 4         | .368  | .399  | .043 | -.826 | .108  | -.096 |
| 5         | -.081 | .448  | .365 | .099  | -.805 | -.049 |
| 6         | -.191 | -.360 | .320 | -.348 | -.126 | .771  |

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

### Lampiran 3. Uji reliabilitas variabel

Variabel Kesetiaan Pasien

#### Case Processing Summary

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 200 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 200 | 100.0 |

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

#### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .892             | 4          |

#### Scale Statistics

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 15.1450 | 5.903    | 2.42971        | 4          |

Variabel Kepercayaan

#### Case Processing Summary

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 200 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 200 | 100.0 |

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

#### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
|                  |            |

|      |   |
|------|---|
| .880 | 4 |
|------|---|

**Scale Statistics**

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 15.8400 | 3.783    | 1.94507        | 4          |

Variabel Komitmen

**Case Processing Summary**

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 200 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 200 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .893             | 4          |

**Scale Statistics**

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 15.1950 | 4.650    | 2.15644        | 4          |

Variabel Kualitas Pelayanan

**Case Processing Summary**

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 200 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |

|       |     |       |
|-------|-----|-------|
| Total | 200 | 100.0 |
|-------|-----|-------|

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

#### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .882             | 5          |

#### Scale Statistics

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 20.1000 | 4.673    | 2.16180        | 5          |

Variabel Kepuasan Pasien

#### Case Processing Summary

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 200 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 200 | 100.0 |

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

#### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .898             | 4          |

#### Scale Statistics

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 15.7700 | 3.756    | 1.93801        | 4          |

## Variabel Nilai Pasien

**Case Processing Summary**

|       |                       | N   | %     |
|-------|-----------------------|-----|-------|
| Cases | Valid                 | 200 | 100.0 |
|       | Excluded <sup>a</sup> | 0   | .0    |
|       | Total                 | 200 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .905             | 4          |

**Scale Statistics**

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 15.6500 | 4.530    | 2.12842        | 4          |

### Lampiran 4. Hasil Uji Normalitas

#### Assessment of normality (Group number 1)

| Variable     | min   | max   | Skew   | c.r.   | kurtosis | c.r.   |
|--------------|-------|-------|--------|--------|----------|--------|
| KPS1         | 3.000 | 5.000 | .023   | .134   | -.217    | -.627  |
| KPS2         | 3.000 | 5.000 | -.004  | -.020  | -.206    | -.595  |
| KPS3         | 3.000 | 5.000 | -.009  | -.053  | .921     | 2.660  |
| KPS4         | 3.000 | 5.000 | .025   | .147   | .445     | 1.286  |
| NPS1         | 2.000 | 5.000 | -.420  | -2.425 | .780     | 2.251  |
| NPS2         | 3.000 | 5.000 | .060   | .347   | -.452    | -1.306 |
| NPS3         | 3.000 | 5.000 | .018   | .103   | -.367    | -1.059 |
| NPS4         | 3.000 | 5.000 | -.146  | -.842  | .109     | .314   |
| KMT1         | 3.000 | 5.000 | -.128  | -.741  | .519     | 1.497  |
| KMT2         | 3.000 | 5.000 | -.012  | -.070  | -.218    | -.628  |
| KMT3         | 3.000 | 5.000 | .064   | .368   | -.481    | -1.388 |
| KMT4         | 2.000 | 5.000 | -.038  | -.219  | -.589    | -1.699 |
| KP4          | 3.000 | 5.000 | .041   | .239   | -.287    | -.829  |
| KP3          | 2.000 | 5.000 | -.055  | -.319  | -.464    | -1.340 |
| KP2          | 2.000 | 5.000 | -.111  | -.641  | .106     | .307   |
| KP1          | 2.000 | 5.000 | -.364  | -2.099 | -.243    | -.702  |
| KPC4         | 3.000 | 5.000 | -.006  | -.032  | .029     | .083   |
| KPC3         | 3.000 | 5.000 | -.042  | -.244  | .381     | 1.100  |
| KPC2         | 3.000 | 5.000 | -.010  | -.056  | -.069    | -.198  |
| KPC1         | 3.000 | 5.000 | -.009  | -.051  | -.100    | -.288  |
| KPL1         | 2.000 | 5.000 | -.558  | -3.221 | 1.907    | 5.505  |
| KPL2         | 1.000 | 5.000 | -1.682 | -9.714 | 7.043    | 20.331 |
| KPL3         | 3.000 | 5.000 | .573   | 3.308  | 1.693    | 4.886  |
| KPL4         | 3.000 | 5.000 | -.212  | -1.223 | 2.224    | 6.420  |
| KPL5         | 3.000 | 5.000 | .126   | .728   | .969     | 2.797  |
| Multivariate |       |       |        |        | 5.892    | 2.473  |

## Lampiran 5. Uji Outlier

Observations farthest from the centroid (Mahalanobis distance) (Group number 1)

| Observation number | Mahalanobis d-squared | p1   | p2   |
|--------------------|-----------------------|------|------|
| 119                | 90.461                | .000 | .000 |
| 9                  | 82.082                | .000 | .000 |
| 38                 | 66.221                | .000 | .000 |
| 34                 | 64.361                | .000 | .000 |
| 35                 | 64.361                | .000 | .000 |
| 89                 | 63.104                | .000 | .000 |
| 43                 | 62.245                | .000 | .000 |
| 28                 | 61.614                | .000 | .000 |
| 39                 | 58.363                | .000 | .000 |
| 40                 | 53.551                | .001 | .000 |
| 14                 | 53.318                | .001 | .000 |
| 12                 | 51.614                | .001 | .000 |
| 25                 | 50.277                | .002 | .000 |
| 37                 | 48.153                | .004 | .000 |
| 27                 | 47.541                | .004 | .000 |
| 5                  | 47.200                | .005 | .000 |
| 180                | 46.688                | .005 | .000 |
| 16                 | 46.420                | .006 | .000 |
| 55                 | 46.337                | .006 | .000 |
| 67                 | 45.625                | .007 | .000 |
| 77                 | 44.597                | .009 | .000 |
| 7                  | 44.456                | .010 | .000 |
| 120                | 44.362                | .010 | .000 |
| 121                | 44.362                | .010 | .000 |
| 79                 | 43.989                | .011 | .000 |
| 62                 | 43.208                | .013 | .000 |
| 69                 | 42.986                | .014 | .000 |
| 135                | 41.909                | .018 | .000 |

| Observation number | Mahalanobis d-squared | p1   | p2   |
|--------------------|-----------------------|------|------|
| 196                | 41.909                | .018 | .000 |
| 141                | 41.909                | .018 | .000 |
| 170                | 41.909                | .018 | .000 |
| 186                | 41.909                | .018 | .000 |
| 63                 | 41.855                | .019 | .000 |
| 179                | 41.338                | .021 | .000 |
| 165                | 40.391                | .027 | .000 |
| 181                | 40.391                | .027 | .000 |
| 80                 | 40.216                | .028 | .000 |
| 32                 | 39.553                | .032 | .000 |
| 88                 | 37.548                | .051 | .000 |
| 3                  | 36.620                | .063 | .000 |
| 20                 | 36.439                | .065 | .000 |
| 11                 | 36.232                | .068 | .000 |
| 6                  | 35.938                | .073 | .000 |
| 47                 | 35.925                | .073 | .000 |
| 44                 | 35.136                | .086 | .000 |
| 23                 | 34.428                | .099 | .000 |
| 17                 | 34.131                | .105 | .000 |
| 59                 | 33.998                | .108 | .000 |
| 74                 | 33.706                | .114 | .000 |
| 72                 | 33.540                | .118 | .000 |
| 51                 | 33.267                | .125 | .000 |
| 123                | 32.523                | .143 | .000 |
| 134                | 31.992                | .158 | .000 |
| 195                | 31.992                | .158 | .000 |
| 128                | 31.669                | .168 | .000 |
| 154                | 31.669                | .168 | .000 |
| 8                  | 31.370                | .177 | .000 |
| 145                | 31.352                | .178 | .000 |
| 174                | 31.352                | .178 | .000 |



| Observation number | Mahalanobis d-squared | p1   | p2   |
|--------------------|-----------------------|------|------|
| 200                | 31.352                | .178 | .000 |
| 45                 | 31.286                | .180 | .000 |
| 46                 | 31.286                | .180 | .000 |
| 21                 | 31.207                | .182 | .000 |
| 167                | 30.547                | .204 | .000 |
| 183                | 30.547                | .204 | .000 |
| 15                 | 30.461                | .207 | .000 |
| 31                 | 30.461                | .207 | .000 |
| 33                 | 30.461                | .207 | .000 |
| 149                | 29.991                | .225 | .000 |
| 163                | 29.991                | .225 | .000 |
| 18                 | 29.966                | .226 | .000 |
| 84                 | 29.841                | .230 | .000 |
| 148                | 29.441                | .246 | .000 |
| 162                | 29.441                | .246 | .000 |
| 177                | 29.441                | .246 | .000 |
| 70                 | 29.253                | .253 | .000 |
| 22                 | 28.444                | .288 | .002 |
| 26                 | 28.444                | .288 | .001 |
| 29                 | 28.444                | .288 | .001 |
| 61                 | 28.185                | .299 | .002 |
| 53                 | 28.092                | .304 | .001 |
| 54                 | 27.780                | .318 | .004 |
| 4                  | 27.756                | .319 | .003 |
| 178                | 27.540                | .329 | .005 |
| 1                  | 27.442                | .334 | .005 |
| 96                 | 27.428                | .335 | .003 |
| 138                | 27.209                | .346 | .005 |
| 199                | 27.209                | .346 | .004 |
| 139                | 26.813                | .365 | .012 |
| 168                | 26.813                | .365 | .008 |

| Observation number | Mahalanobis d-squared | p1   | p2   |
|--------------------|-----------------------|------|------|
| 184                | 26.813                | .365 | .006 |
| 85                 | 26.364                | .388 | .023 |
| 166                | 25.353                | .443 | .286 |
| 182                | 25.353                | .443 | .240 |
| 132                | 25.114                | .456 | .319 |
| 158                | 25.114                | .456 | .270 |
| 193                | 25.114                | .456 | .226 |
| 99                 | 24.025                | .518 | .805 |
| 117                | 24.025                | .518 | .764 |
| 109                | 23.939                | .523 | .764 |

## Lampiran 6. Hasil Uji SEM

### Regression Weights: (Group number 1 - Default model)

|               | Estimate | S.E. | C.R.                  | P    | Label  |
|---------------|----------|------|-----------------------|------|--------|
| KPC <--- KPL  | .044     | .113 | .387                  | .699 | par_20 |
| KPC <--- KPS  | .532     | .110 | 4.853                 | ***  | par_21 |
| KPC <--- NPS  | .371     | .122 | 3.056                 | .002 | par_22 |
| KMT <--- KPS  | .350     | .150 | 2.332                 | .020 | par_23 |
| KMT <--- NPS  | .680     | .179 | 3.800                 | ***  | par_24 |
| KMT <--- KPL  | .383     | .166 | 2.301                 | .021 | par_25 |
| KP <--- KPC   | .453     | .102 | <a href="#">4.436</a> | ***  | par_26 |
| KP <--- KMT   | .369     | .069 | 5.345                 | ***  | par_27 |
| KPL5 <--- KPL | 1.000    |      |                       |      |        |
| KPL4 <--- KPL | .697     | .060 | 11.706                | ***  | par_1  |
| KPL3 <--- KPL | .832     | .055 | 15.009                | ***  | par_2  |
| KPL2 <--- KPL | 1.154    | .093 | 12.451                | ***  | par_3  |
| KPL1 <--- KPL | .875     | .079 | 11.094                | ***  | par_4  |
| KPC1 <--- KPC | 1.000    |      |                       |      |        |
| KPC2 <--- KPC | .862     | .067 | 12.963                | ***  | par_5  |
| KPC3 <--- KPC | .864     | .061 | 14.219                | ***  | par_6  |
| KPC4 <--- KPC | .911     | .074 | 12.356                | ***  | par_7  |
| KP1 <--- KP   | 1.000    |      |                       |      |        |
| KP2 <--- KP   | .778     | .068 | 11.416                | ***  | par_8  |
| KP3 <--- KP   | .979     | .073 | 13.450                | ***  | par_9  |
| KP4 <--- KP   | .782     | .065 | 11.959                | ***  | par_10 |
| KMT4 <--- KMT | 1.000    |      |                       |      |        |
| KMT3 <--- KMT | .621     | .053 | 11.711                | ***  | par_11 |
| KMT2 <--- KMT | .650     | .052 | 12.444                | ***  | par_12 |
| KMT1 <--- KMT | .478     | .047 | 10.150                | ***  | par_13 |
| NPS4 <--- NPS | 1.000    |      |                       |      |        |
| NPS3 <--- NPS | 1.557    | .119 | 13.054                | ***  | par_14 |

|               | Estimate | S.E. | C.R.   | P   | Label  |
|---------------|----------|------|--------|-----|--------|
| NPS2 <--- NPS | 1.362    | .105 | 12.959 | *** | par_15 |
| NPS1 <--- NPS | 1.357    | .117 | 11.618 | *** | par_16 |
| KPS4 <--- KPS | 1.000    |      |        |     |        |
| KPS3 <--- KPS | .848     | .048 | 17.581 | *** | par_17 |
| KPS2 <--- KPS | .837     | .073 | 11.514 | *** | par_18 |
| KPS1 <--- KPS | .957     | .071 | 13.453 | *** | par_19 |

## Lampiran 7. Goodness of Fit

### CMIN

| Model              | NPAR | CMIN     | DF  | P    | CMIN/DF |
|--------------------|------|----------|-----|------|---------|
| Default model      | 92   | 443.256  | 233 | .000 | 1.902   |
| Saturated model    | 325  | .000     | 0   |      |         |
| Independence model | 25   | 4426.331 | 300 | .000 | 14.754  |

### RMR, GFI

| Model              | RMR  | GFI   | AGFI | PGFI |
|--------------------|------|-------|------|------|
| Default model      | .018 | .860  | .805 | .617 |
| Saturated model    | .000 | 1.000 |      |      |
| Independence model | .162 | .156  | .085 | .144 |

### Baseline Comparisons

| Model              | NFI<br>Delta1 | RFI<br>rho1 | IFI<br>Delta2 | TLI<br>rho2 | CFI   |
|--------------------|---------------|-------------|---------------|-------------|-------|
| Default model      | .900          | .871        | .950          | .934        | .949  |
| Saturated model    | 1.000         |             | 1.000         |             | 1.000 |
| Independence model | .000          | .000        | .000          | .000        | .000  |

### Parsimony-Adjusted Measures

| Model              | PRATIO | PNFI | PCFI |
|--------------------|--------|------|------|
| Default model      | .777   | .699 | .737 |
| Saturated model    | .000   | .000 | .000 |
| Independence model | 1.000  | .000 | .000 |

### NCP

| Model              | NCP      | LO 90    | HI 90    |
|--------------------|----------|----------|----------|
| Default model      | 210.256  | 154.656  | 273.665  |
| Saturated model    | .000     | .000     | .000     |
| Independence model | 4126.331 | 3914.767 | 4345.184 |

**FMIN**

| Model              | FMIN   | F0     | LO 90  | HI 90  |
|--------------------|--------|--------|--------|--------|
| Default model      | 2.227  | 1.057  | .777   | 1.375  |
| Saturated model    | .000   | .000   | .000   | .000   |
| Independence model | 22.243 | 20.735 | 19.672 | 21.835 |

**RMSEA**

| Model              | RMSEA | LO 90 | HI 90 | PCLOSE |
|--------------------|-------|-------|-------|--------|
| Default model      | .067  | .058  | .077  | .002   |
| Independence model | .263  | .256  | .270  | .000   |

**AIC**

| Model              | AIC      | BCC      | BIC      | CAIC     |
|--------------------|----------|----------|----------|----------|
| Default model      | 627.256  | 654.909  | 930.701  | 1022.701 |
| Saturated model    | 650.000  | 747.688  | 1721.953 | 2046.953 |
| Independence model | 4476.331 | 4483.846 | 4558.789 | 4583.789 |

**ECVI**

| Model              | ECVI   | LO 90  | HI 90  | MECVI  |
|--------------------|--------|--------|--------|--------|
| Default model      | 3.152  | 2.873  | 3.471  | 3.291  |
| Saturated model    | 3.266  | 3.266  | 3.266  | 3.757  |
| Independence model | 22.494 | 21.431 | 23.594 | 22.532 |

**HOELTER**

| Model              | HOELTER<br>.05 | HOELTER<br>.01 |
|--------------------|----------------|----------------|
| Default model      | 122            | 129            |
| Independence model | 16             | 17             |

Minimization: .085

Miscellaneous: 8.619

|            |       |
|------------|-------|
| Bootstrap: | .000  |
| Total:     | 8.704 |

### Lampiran 8. Hasil Tabulasi

| NO | K P 1 | K P 2 | K P 3 | K P 4 | K P C 1 | K P C 2 | K P C 3 | K P C 4 | K M T 1 | K M T 2 | K M T 3 | K M T 4 | N P S 1 | N P S 2 | N P S 3 | N P S 4 | K P S 1 | K P S 2 | K P S 3 | K P S 4 | K P L 1 | K P L 2 | K P L 3 | K P L 4 | K P L 5 |
|----|-------|-------|-------|-------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 1  | 3     | 3     | 3     | 4     | 4       | 4       | 4       | 4       | 3       | 3       | 3       | 3       | 4       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |         |
| 2  | 4     | 4     | 4     | 4     | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |         |
| 3  | 2     | 4     | 2     | 4     | 4       | 5       | 4       | 4       | 5       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |         |
| 4  | 5     | 5     | 5     | 5     | 5       | 4       | 5       | 5       | 4       | 4       | 4       | 5       | 5       | 5       | 5       | 4       | 5       | 4       | 5       | 5       | 5       | 5       | 5       | 4       | 5       |
| 5  | 3     | 4     | 4     | 3     | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 4       | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 4       | 4       | 3       |
| 6  | 4     | 4     | 5     | 3     | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 3       |
| 7  | 3     | 4     | 3     | 3     | 3       | 3       | 3       | 4       | 4       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 3       | 3       | 4       | 4       | 5       | 4       | 4       | 4       | 4       |
| 8  | 5     | 5     | 4     | 4     | 5       | 4       | 5       | 5       | 4       | 4       | 4       | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 4       | 5       |
| 9  | 2     | 4     | 3     | 4     | 5       | 3       | 4       | 3       | 4       | 3       | 3       | 2       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 1       | 4       | 3       | 3       |
| 10 | 2     | 3     | 2     | 3     | 4       | 4       | 4       | 4       | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |
| 11 | 3     | 4     | 3     | 4     | 4       | 4       | 3       | 4       | 4       | 4       | 3       | 3       | 3       | 4       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |
| 12 | 2     | 3     | 2     | 3     | 4       | 3       | 4       | 4       | 3       | 3       | 3       | 2       | 2       | 3       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 3       | 3       | 3       |
| 13 | 4     | 4     | 4     | 4     | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |
| 14 | 4     | 4     | 4     | 4     | 3       | 4       | 4       | 5       | 5       | 4       | 4       | 5       | 4       | 4       | 4       | 5       | 4       | 3       | 4       | 4       | 4       | 5       | 5       | 4       | 4       |
| 15 | 4     | 4     | 5     | 4     | 5       | 5       | 4       | 4       | 4       | 5       | 4       | 4       | 5       | 5       | 5       | 4       | 5       | 4       | 5       | 5       | 4       | 5       | 4       | 4       | 5       |
| 16 | 4     | 4     | 5     | 5     | 5       | 5       | 4       | 5       | 4       | 5       | 5       | 5       | 5       | 5       | 5       | 4       | 4       | 4       | 4       | 4       | 4       | 5       | 5       | 5       | 5       |
| 17 | 3     | 3     | 3     | 3     | 4       | 4       | 4       | 3       | 3       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 3       |
| 18 | 2     | 4     | 3     | 3     | 4       | 3       | 4       | 4       | 4       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |
| 19 | 3     | 4     | 4     | 4     | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |
| 20 | 4     | 5     | 5     | 4     | 5       | 4       | 4       | 4       | 4       | 4       | 4       | 5       | 4       | 3       | 4       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |
| 21 | 4     | 5     | 4     | 5     | 5       | 5       | 5       | 5       | 5       | 4       | 4       | 5       | 4       | 5       | 5       | 5       | 5       | 5       | 4       | 5       | 5       | 5       | 5       | 5       | 5       |
| 22 | 3     | 3     | 3     | 3     | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 4       | 3       | 3       | 3       | 4       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       |
| 23 | 3     | 4     | 3     | 4     | 4       | 3       | 4       | 4       | 4       | 4       | 4       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 3       | 3       |
| 24 | 3     | 4     | 3     | 3     | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |
| 25 | 5     | 5     | 4     | 5     | 4       | 5       | 4       | 4       | 4       | 4       | 5       | 5       | 5       | 5       | 5       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 5       | 4       | 5       |
| 26 | 3     | 3     | 3     | 3     | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 4       | 3       | 3       | 3       | 4       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       |
| 27 | 4     | 4     | 4     | 4     | 3       | 3       | 3       | 4       | 4       | 4       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 3       | 3       | 4       | 4       | 3       | 4       |
| 28 | 4     | 3     | 4     | 4     | 3       | 4       | 3       | 4       | 4       | 3       | 3       | 3       | 3       | 4       | 3       | 3       | 4       | 4       | 3       | 4       | 4       | 4       | 4       | 4       | 4       |
| 29 | 3     | 3     | 3     | 3     | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 4       | 3       | 3       | 3       | 4       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       |
| 30 | 3     | 4     | 4     | 4     | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |
| 31 | 4     | 4     | 5     | 4     | 5       | 5       | 4       | 4       | 4       | 5       | 4       | 4       | 5       | 5       | 5       | 4       | 5       | 4       | 5       | 5       | 4       | 5       | 4       | 4       | 5       |
| 32 | 3     | 4     | 3     | 3     | 4       | 3       | 4       | 4       | 3       | 4       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |
| 33 | 4     | 4     | 5     | 4     | 5       | 5       | 4       | 4       | 4       | 5       | 4       | 4       | 5       | 5       | 5       | 4       | 5       | 4       | 5       | 5       | 4       | 5       | 4       | 4       | 5       |
| 34 | 3     | 4     | 3     | 3     | 4       | 4       | 4       | 4       | 5       | 4       | 5       | 4       | 3       | 4       | 3       | 3       | 4       | 4       | 4       | 3       | 3       | 4       | 5       | 4       | 3       |
| 35 | 3     | 4     | 3     | 3     | 4       | 4       | 4       | 4       | 5       | 4       | 5       | 4       | 3       | 4       | 3       | 3       | 4       | 4       | 4       | 3       | 3       | 4       | 5       | 4       | 3       |
| 36 | 3     | 3     | 3     | 3     | 4       | 4       | 4       | 4       | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       |
| 37 | 5     | 5     | 5     | 5     | 5       | 4       | 5       | 5       | 5       | 5       | 4       | 5       | 4       | 5       | 5       | 5       | 5       | 5       | 4       | 5       | 5       | 5       | 5       | 4       | 5       |







|         |             |             |             |             |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |   |
|---------|-------------|-------------|-------------|-------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|---|
| 11<br>1 | 4           | 4           | 4           | 4           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |   |
| 11<br>2 | 4           | 4           | 4           | 4           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |   |
| 11<br>3 | 4           | 4           | 4           | 4           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |   |
| 11<br>4 | 4           | 4           | 4           | 4           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |   |
| 11<br>5 | 4           | 4           | 4           | 4           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 5                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |   |
|         |             |             |             |             |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |   |
| NO      | K<br>P<br>1 | K<br>P<br>2 | K<br>P<br>3 | K<br>P<br>4 | K<br>P<br>C<br>1 | K<br>P<br>C<br>2 | K<br>P<br>C<br>3 | K<br>P<br>C<br>4 | K<br>M<br>T<br>1 | K<br>M<br>T<br>2 | K<br>M<br>T<br>3 | K<br>M<br>T<br>4 | N<br>P<br>S<br>1 | N<br>P<br>S<br>2 | N<br>P<br>S<br>3 | N<br>P<br>S<br>4 | K<br>P<br>S<br>1 | K<br>P<br>S<br>2 | K<br>P<br>S<br>3 | K<br>P<br>S<br>4 | K<br>P<br>L<br>1 | K<br>P<br>L<br>2 | K<br>P<br>L<br>3 | K<br>P<br>L<br>4 | K<br>P<br>L<br>5 |   |
| 11<br>6 | 4           | 4           | 4           | 4           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |   |
| 11<br>7 | 4           | 4           | 4           | 4           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 3                | 3                | 4                | 4                | 4                | 3                | 4                | 4                | 4                | 4 |
| 11<br>8 | 4           | 5           | 4           | 4           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4 |
| 11<br>9 | 4           | 4           | 5           | 4           | 5                | 5                | 3                | 5                | 4                | 5                | 5                | 4                | 5                | 3                | 5                | 4                | 5                | 4                | 5                | 4                | 4                | 5                | 4                | 3                | 5                |   |
| 12<br>0 | 5           | 4           | 4           | 4           | 3                | 3                | 3                | 4                | 4                | 4                | 4                | 3                | 3                | 3                | 3                | 4                | 4                | 4                | 3                | 4                | 3                | 4                | 4                | 4                | 4                |   |
| 12<br>1 | 5           | 4           | 4           | 4           | 3                | 3                | 3                | 4                | 4                | 4                | 4                | 3                | 3                | 3                | 3                | 4                | 4                | 4                | 3                | 4                | 3                | 4                | 4                | 4                | 4                |   |
| 12<br>2 | 4           | 4           | 4           | 4           | 5                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 5                | 4                | 4                | 5                | 4                | 4                | 4                | 4                |   |
| 12<br>3 | 5           | 5           | 5           | 5           | 4                | 4                | 5                | 5                | 5                | 5                | 5                | 5                | 5                | 4                | 5                | 4                | 5                | 5                | 5                | 5                | 5                | 5                | 5                | 5                | 5                |   |
| 12<br>4 | 4           | 4           | 4           | 4           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |   |
| 12<br>5 | 2           | 3           | 3           | 3           | 4                | 4                | 4                | 4                | 4                | 4                | 3                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |   |
| 12<br>6 | 3           | 4           | 4           | 4           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |   |
| 12<br>7 | 4           | 5           | 5           | 5           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |   |
| 12<br>8 | 4           | 4           | 4           | 4           | 5                | 5                | 5                | 5                | 5                | 5                | 5                | 5                | 4                | 5                | 5                | 4                | 5                | 4                | 4                | 5                | 5                | 5                | 5                | 5                | 5                |   |
| 12<br>9 | 3           | 3           | 3           | 3           | 4                | 4                | 4                | 4                | 3                | 3                | 3                | 3                | 4                | 4                | 4                | 4                | 3                | 3                | 3                | 3                | 4                | 4                | 4                | 4                | 4                |   |
| 13<br>0 | 3           | 3           | 3           | 3           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 3                | 4                | 4                | 3                | 4                |   |
| 13<br>1 | 3           | 3           | 3           | 3           | 3                | 3                | 3                | 3                | 4                | 4                | 4                | 3                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |   |
| 13<br>2 | 5           | 4           | 4           | 4           | 5                | 4                | 5                | 5                | 4                | 4                | 4                | 4                | 5                | 5                | 5                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |   |
| 13<br>3 | 3           | 3           | 3           | 3           | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 2                | 4                | 4                | 4                | 4                | 3                | 3                | 3                | 3                | 4                | 4                | 4                | 4                | 4                |   |
| 13<br>4 | 4           | 4           | 4           | 4           | 4                | 3                | 4                | 3                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 3                | 3                | 4                | 3                | 3                | 4                | 4                | 3                | 4                |   |
| 13<br>5 | 4           | 4           | 4           | 4           | 5                | 5                | 5                | 4                | 4                | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 4                | 4                | 4                | 4                | 4                | 4                |   |
| 13<br>6 | 3           | 3           | 3           | 3           | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 4                | 3                | 3                | 4                | 3                | 3                | 3                | 3                | 4                | 4                | 4                | 4                | 4                |   |

|     |       |       |       |       |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |   |   |
|-----|-------|-------|-------|-------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---|---|
| 137 | 3     | 4     | 4     | 4     | 5       | 4       | 5       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 | 4 |
| 138 | 4     | 4     | 5     | 4     | 5       | 5       | 5       | 5       | 4       | 4       | 4       | 4       | 5       | 5       | 5       | 4       | 5       | 5       | 5       | 5       | 4       | 5       | 4       | 4       | 4       | 4 | 4 |
| 139 | 3     | 4     | 3     | 4     | 3       | 3       | 3       | 3       | 4       | 3       | 3       | 3       | 4       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 | 4 |
| 140 | 5     | 4     | 4     | 4     | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 5       | 5       | 5       | 5       | 5       | 5       | 4       | 5       | 5       | 4       | 5       | 5       | 4       | 5       | 5 |   |
| 141 | 2     | 3     | 3     | 3     | 4       | 4       | 4       | 4       | 4       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 2       | 1       | 3       | 3       | 3       | 3 |   |
| 142 | 2     | 3     | 2     | 3     | 4       | 4       | 4       | 4       | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 143 | 4     | 4     | 4     | 4     | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 5       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 144 | 3     | 4     | 3     | 4     | 4       | 4       | 4       | 4       | 4       | 4       | 3       | 3       | 3       | 3       | 3       | 3       | 4       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 145 | 2     | 3     | 2     | 3     | 4       | 4       | 4       | 4       | 3       | 3       | 3       | 3       | 2       | 3       | 3       | 3       | 4       | 3       | 4       | 4       | 3       | 4       | 4       | 3       | 3       | 3 |   |
| 146 | 3     | 4     | 3     | 3     | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 2       | 3       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 147 | 4     | 4     | 4     | 4     | 4       | 4       | 4       | 4       | 5       | 5       | 5       | 5       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 5       | 4       | 4 |   |
| 148 | 4     | 5     | 5     | 5     | 5       | 5       | 5       | 5       | 4       | 4       | 4       | 3       | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 4       | 5       | 5       | 4       | 5       | 5 |   |
| 149 | 4     | 5     | 5     | 5     | 5       | 5       | 4       | 5       | 4       | 4       | 4       | 5       | 5       | 5       | 5       | 5       | 4       | 4       | 4       | 4       | 5       | 5       | 5       | 5       | 5       | 5 |   |
| 150 | 3     | 4     | 3     | 3     | 4       | 4       | 4       | 4       | 3       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 151 | 2     | 3     | 3     | 3     | 4       | 4       | 4       | 4       | 4       | 4       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 152 | 3     | 4     | 4     | 4     | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 153 | 4     | 5     | 5     | 5     | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 154 | 4     | 4     | 4     | 4     | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 4       | 5       | 5       | 4       | 5       | 4       | 4       | 5       | 5       | 5       | 5       | 5       | 5       | 5 |   |
|     |       |       |       |       |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |   |   |
| NO  | K P 1 | K P 2 | K P 3 | K P 4 | K P C 1 | K P C 2 | K P C 3 | K P C 4 | K M T 1 | K M T 2 | K M T 3 | K M T 4 | N P S 1 | N P S 2 | N P S 3 | N P S 4 | K P S 1 | K P S 2 | K P S 3 | K P S 4 | K P L 1 | K P L 2 | K P L 3 | K P L 4 | K P L 5 |   |   |
| 155 | 3     | 3     | 3     | 3     | 4       | 4       | 4       | 4       | 3       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 3       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 156 | 3     | 3     | 3     | 3     | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 3       | 4       | 4       | 3       | 4       | 4 |   |
| 157 | 3     | 3     | 3     | 3     | 3       | 3       | 3       | 3       | 4       | 4       | 4       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 158 | 5     | 4     | 4     | 4     | 5       | 4       | 5       | 5       | 4       | 4       | 4       | 4       | 5       | 5       | 5       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 159 | 3     | 3     | 3     | 3     | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 2       | 4       | 4       | 4       | 4       | 3       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 160 | 3     | 4     | 3     | 3     | 3       | 3       | 3       | 3       | 3       | 3       | 3       | 2       | 3       | 3       | 3       | 3       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4 |   |
| 161 | 4     | 4     | 4     | 4     | 4       | 4       | 4       | 4       | 5       | 5       | 5       | 5       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 4       | 5       | 4       | 4       | 4       | 4 |   |
| 162 | 4     | 5     | 5     | 5     | 5       | 5       | 5       | 5       | 4       | 4       | 4       | 3       | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 5       | 4       | 5       | 5       | 4       | 5       | 5 |   |

|         |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|---------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 16<br>3 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 |   |
| 16<br>4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 16<br>5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |   |
| 16<br>6 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 |   |
| 16<br>7 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |   |
| 16<br>8 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 16<br>9 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 |   |
| 17<br>0 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 1 | 3 | 3 | 3 |   |
| 17<br>1 | 2 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 17<br>2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 17<br>3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 17<br>4 | 2 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 |   |
| 17<br>5 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 17<br>6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 |
| 17<br>7 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 |   |
| 17<br>8 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 |   |
| 17<br>9 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 18<br>0 | 2 | 2 | 2 | 3 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 18<br>1 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |   |
| 18<br>2 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 |   |
| 18<br>3 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |   |
| 18<br>4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 18<br>5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 |   |
| 18<br>6 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 1 | 3 | 3 | 3 |   |
| 18<br>7 | 2 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 18<br>8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 18<br>9 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |   |
| 19<br>0 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |   |

|         |             |             |             |             |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
|---------|-------------|-------------|-------------|-------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| 19<br>1 | 3           | 3           | 3           | 3           | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 3                | 4                | 4                | 3                | 4                |
| 19<br>2 | 3           | 3           | 3           | 3           | 3                | 3                | 3                | 3                | 4                | 4                | 4                | 3                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |
| 19<br>3 | 5           | 4           | 4           | 4           | 5                | 4                | 5                | 5                | 4                | 4                | 4                | 4                | 5                | 5                | 5                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |
|         |             |             |             |             |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |
| NO      | K<br>P<br>1 | K<br>P<br>2 | K<br>P<br>3 | K<br>P<br>4 | K<br>P<br>C<br>1 | K<br>P<br>C<br>2 | K<br>P<br>C<br>3 | K<br>P<br>C<br>4 | K<br>M<br>T<br>1 | K<br>M<br>T<br>2 | K<br>M<br>T<br>3 | K<br>M<br>T<br>4 | N<br>P<br>S<br>1 | N<br>P<br>S<br>2 | N<br>P<br>S<br>3 | N<br>P<br>S<br>4 | K<br>P<br>S<br>1 | K<br>P<br>S<br>2 | K<br>P<br>S<br>3 | K<br>P<br>S<br>4 | K<br>P<br>L<br>1 | K<br>P<br>L<br>2 | K<br>P<br>L<br>3 | K<br>P<br>L<br>4 | K<br>P<br>L<br>5 |
| 19<br>4 | 3           | 3           | 3           | 3           | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 2                | 4                | 4                | 4                | 4                | 3                | 3                | 3                | 3                | 4                | 4                | 4                | 4                | 4                |
| 19<br>5 | 4           | 4           | 4           | 4           | 4                | 3                | 4                | 3                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 3                | 3                | 4                | 3                | 3                | 4                | 4                | 3                | 4                |
| 19<br>6 | 4           | 4           | 4           | 4           | 5                | 5                | 5                | 4                | 4                | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 4                | 4                | 4                | 4                | 4                | 4                |
| 19<br>7 | 3           | 3           | 3           | 3           | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 3                | 4                | 3                | 3                | 4                | 3                | 3                | 3                | 3                | 4                | 4                | 4                | 4                | 4                |
| 19<br>8 | 3           | 4           | 4           | 4           | 5                | 4                | 5                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                | 4                |
| 19<br>9 | 4           | 4           | 5           | 4           | 5                | 5                | 5                | 5                | 4                | 4                | 4                | 4                | 5                | 5                | 5                | 4                | 5                | 5                | 5                | 5                | 4                | 5                | 4                | 4                | 4                |
| 20<br>0 | 2           | 3           | 2           | 3           | 4                | 4                | 4                | 4                | 3                | 3                | 3                | 3                | 2                | 3                | 3                | 3                | 4                | 3                | 4                | 4                | 3                | 4                | 4                | 3                | 3                |

## Lampiran 9. Surat Perizinan

KOMITE ETIK PENELITIAN KESEHATAN  
HEALTH RESEARCH ETHICS COMMITTEE  
RS PKU MUHAMMADIYAH SURAKARTA  
RS PKU MUHAMMADIYAH SURAKARTA

**KETERANGAN LAYAK ETIK**  
DESCRIPTION OF ETHICAL EXEMPTION  
"ETHICAL EXEMPTION"

No.025/KEPK.EC/RS.PKU/VII/2020

Protokol penelitian yang diusulkan oleh :  
*The research protocol proposed by*

**Peneliti utama** : Irsan Fitriyandi  
*Principal In Investigator*

**Nama Institusi** : Universitas Setia Budi Surakarta  
*Name of the Institution*

Dengan judul:  
*Title*

**"ANTESEDEN DAN KONSEKUENSI MANAJEMEN HUBUNGAN PELANGGAN DALAM  
INDUSTRI RUMAH SAKIT"**


*"ANTESEDEN DAN KONSEKUENSI MANAJEMEN HUBUNGAN PELANGGAN DALAM INDUSTRI  
RUMAH SAKIT"*

Dinyatakan layak etik sesuai 7 (tujuh) Standar WHO 2011, yaitu 1) Nilai Sosial, 2) Nilai Ilmiah, 3) Pemerataan Beban dan Manfaat, 4) Risiko, 5) Bujukan/Eksploitasi, 6) Kerahasiaan dan Privacy, dan 7) Persetujuan Setelah Penjelasan, yang merujuk pada Pedoman CIOMS 2016. Hal ini seperti yang ditunjukkan oleh terpenuhinya indikator setiap standar.

*Declared to be ethically appropriate in accordance to 7 (seven) WHO 2011 Standards, 1) Social Values, 2) Scientific Values, 3) Equitable Assessment and Benefits, 4) Risks, 5) Persuasion/Exploitation, 6) Confidentiality and Privacy, and 7) Informed Consent, referring to the 2016 CIOMS Guidelines. This is as indicated by the fulfillment of the indicators of each standard.*

Pernyataan Laik Etik ini berlaku selama kurun waktu tanggal 23 Juli 2020 sampai dengan tanggal 23 Juli 2021.

*This declaration of ethics applies during the period July 23, 2020 until July 23, 2021.*



**PIMPINAN DAERAH MUHAMMADIYAH  
KOTA SURAKARTA**  
**RS PKU MUHAMMADIYAH SURAKARTA**  
Jl. Ronggowarsito No : 130 Surakarta 57131  
Telp. : (0271) 714578 (Hunting) - Fax : (0271) 726359  
Website : www.rspkusolo.co.id || email : humas\_rpkusolo@yahoo.co.id

Kepada yang terhormat

Sdr.



**BAGIAN PENDIDIKAN DAN PELATIHAN**  
**RS. PKU MUHAMMADIYAH SURAKARTA**  
 Jl. Ronggowarsito 130 Surakarta 57131  
 Telp. 0271-714578 Ext. 2018. Email : diklat.rspkusolo@gmail.com



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

No. : 84/Diklat/RS.PKU/VII/2020.  
 Lamp : -0-  
 Hal : Permohonan Penelitian/Kuesioner Pasien

4 Dzul Hijjah 1441 H  
 25 Juli 2020 M

Kepada Yth.  
**Manajer Keperawatan**  
**RS. PKU Muhammadiyah Surakarta**  
 Di Tempat.

السَّلَامُ عَلَيْكُمْ وَرَحْمَةُ اللَّهِ وَبَرَكَاتُهُ

Ba'da salam, semoga rahmat, hidayah dan inayah Allah senantiasa tercurah kepada kita semua, Amiin.

Berikut ini kami sampaikan permohonan ijin membagi kuesioner penelitian yang akan dipergunakan sebagai data penelitian atas nama :

| NO | NAMA             | NIM       |
|----|------------------|-----------|
| 1  | IRSAN FITRIYANDI | 14160379L |

Program Studi : S1 Manajemen Fakultas Ekonomi Universitas Setia Budi  
 Surakarta

Waktu : Juli 2020

Demikian permohonan data penelitian ini disampaikan atas perhatiannya kami mengucapkan banyak terima kasih

السَّلَامُ عَلَيْكُمْ وَرَحْمَةُ اللَّهِ وَبَرَكَاتُهُ

Menyetujui  
 Manajer Keperawatan

Sumarni, S.Kep



Manajer Diklat,

Muhammad Anis Sumaji, S.Ag, M.P.I  
 NIK. 002. 542