

## **BAB V**

### **PENUTUP**

#### **A. Kesimpulan**

Model menyusun pembentukan niat berobat ulang pasien rawat inap di RSUD dr. Soeroto oleh kepercayaan pasien, kepuasan pasien, kualitas pelayanan pasien, dan kualitas pengobatan pasien. Namun hasil analisis data menunjukkan bahwa hanya kualitas pengobatan persepsian yang berpengaruh pada kepuasan pasien. Sedangkan nilai kualitas pelayanan persepsian pasien tidak berpengaruh pada kepuasan pasien. Hal ini dapat terjadi karena kualitas pelayanan persepsian di RSUD dr. Soeroto belum sesuai misalnya pengorbanan waktu dari tempat jauh untuk bisa sampai ke rumah sakit tetapi yang pasien terima dari pihak rumah sakit belum sesuai dengan harapan, jaminan mutu kesehatan yang diberikan rumah sakit belum sesuai harapan pasien, dan ketepatan waktu dalam pelayanan dan perawatan belum memuaskan pasien. Maka dalam pengisian kuisioner banyak pasien yang memberikan jawaban dibawah rata-rata sehingga ketika dilakukan pengujian hasilnya tidak terdukung. Begitu juga dengan kepuasan pasien tidak berpengaruh terhadap kepercayaan pasien. Hal ini dapat terjadi karena dalam pemenuhan kebutuhan pengobatan dalam hal ini pihak rumah sakit tidak memberikan pelayanan yang sesuai harapan (misalnya kunjungan dokter dilakukan hanya satu kali dalam sehari, kenyamanan ruangan perawatan kurang menarik bagi pasien serta belum memenuhi kebutuhan kesehatan pasien) dan tidak menciptakan kepuasan kepada pasien yang melakukan rawat inap di RSUD dr. Soeroto.

Kepercayaan pasien tidak berpengaruh pada niat berobat ulang pasien. hal ini terjadi karena kesan yang diberikan pasien terhadap pihak rumah sakit dianggap belum memuaskan (misalnya inovasi tata letak ruang rawat inap serta tunggu pasien belum sesuai harapan, empati pihak rumah sakit melalui tenaga medis dinilai belum memberikan hasil maksimal dalam menangani pasien). Maka dari itu kualitas pelayanan persepsian, kepuasan pasien, dan kepercayaan pasien perlu mendapat perhatian dalam membentuk niat berobat ulang di rumah sakit.

### **B. Keterbatasan Penelitian dan Saran Untuk Riset ke depan**

Penelitian ini mempunyai sejumlah keterbatasan antara lain penelitian hanya dilakukan di satu rumah sakit dengan onyek pasien Non BPJS yang melakukan rawat inap di RSUD dr.Soeroto, sehingga daya generalisasinya kurang luas. Oleh karena itu, dalam upaya meningkatkan daya generalisasinya di masa depan perlu dilakukan pengulangan (replikasi) dengan rumah sakit berbeda dan lokasinya yang berbeda pula.

### **C. Implikasi Manajerial**

Berdasarkan kesimpulan dan keterbatasan dalam penelitian ini, maka diajukan beberapa saran yang diharapkan dapat memberikan masukan bagi peningkatan pengelolaan kesehatan RSUD dr.Soeroto saran tersebut adalah :

1. Kepuasan pasien berpengaruh terhadap niat berobat ulang. Kepuasan pasien merupakan faktor yang mempengaruhi niat berobat ulang, oleh karena itu seluruh faktor kepuasan pasien harus mendapat perhatian dari rumah sakit dalam membentuk niat berobat ulang.

2. Di masa yang akan datang rumah sakit harus memberikan pelayanan yang baik seperti fasilitas berupa kenyamanan dan kebersihan rumah sakit, peningkatan terhadap kompetensi tenaga medis, serta layanan kesehatan lainnya yang ada rumah sakit. Hal ini perlu dilakukan dalam upaya meningkatkan kepuasan pasien serta kepercayaan pasien yang akhirnya akan membangun niat berobat ulang.

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## LAMPIRAN

### Lampiran 1. Kuesioner Penelitian



Yth. Bapak/Ibu/Sdr Responden

Dengan Hormat,

Saat ini saya sedang mengajukan penelitian skripsi dengan topik Determinan Niat Berobat Ulang Di Rumah Sakit di Rumah Sakit Umum Daerah dr.Soeroto, Kelurahan Ketanggi Kecamatan Ngawi Kabupaten Ngawi Provinsi Jawa Timur. Saya mohon Bapak/Ibu/Sdr berkenan mengisi kuesioner penelitian terlampir. Semua jawaban adalah benar dan segala data yang berkaitan dengan penelitian ini akan dijaga kerahasiannya.

Atas partisipasinya, saya ucapkan terimakasih .

**Salam,**

**Sela Iasha Angelica**

**NIM. 09160528N**

### IDENTITAS RESPONDEN

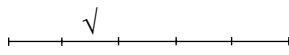
Nama : .....(boleh tidak diisi)  
 Usia : .....  
 Jenis kelamin :  Laki-laki       Perempuan  
 Jumlah kunjungan :  Pertama kali       Lebih dari satu kali

### PETUNJUK PENGISIAN KUISIONER

Berikan tanda (√) pada tempat sesuai pendapat anda:

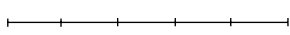
Contoh:

**Saya senang belajar biologi, karena ...**

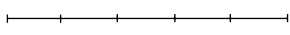
Terpaksa            Senang

### PERTANYAAN PENGISIAN KUISIONER

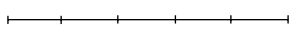
**NBU 1. Kemungkinan saya berobat ulang di RSUD dr. Soeroto .....**

Kecil            Besar

**NBU 2. Apabila orang lain sakit, maka sikap saya .....**

Tidak peduli            Merekomendasikan berobat  
 di RSUD dr. Soeroto

**NBU 3. Jika saya sakit, maka .....**

Tidak            Akan berobat  
 berobat di      di RSUD dr. Soeroto  
 RSUD dr. Soeroto

- KP 1. Hubungan antara pasien dan tenaga kesehatan**  
 Buruk                      ─────────────────── Baik
- KP 2. Kemungkinan terjadi malpraktek di RSUD dr. Soeroto**  
 Kecil                      ─────────────────── Besar
- KP 3. Jika terjadi perawatan yang buruk di RSUD dr. Soeroto, maka dibiarkan**  
 Berlarut                      ─────────────────── Cepat diselesaikan
- KP 4. Kemungkinan terjadinya kualitas perawatan rendah di RSUD dr. Soeroto**  
 Kecil                      ─────────────────── Besar
- KP 5. Kemungkinan terjadinya kecelakaan perawatan .....**  
 Kecil                      ─────────────────── Besar
- KS 1. Pelayanan di RSUD dr. Soeroto.....**  
 Tidak                      ─────────────────── Memuaskan  
 Memuaskan
- KS 2. Pelayanan kesehatan di RSUD dr. Soeroto.....**  
 Tidak sesuai                      ─────────────────── Sesuai  
 harapan                      harapan
- KS 3. Berobat di RSUD dr. Soeroto.....**  
 Belum tentu                      ─────────────────── Pasti sembuh  
 Sembuh
- KPP 1. Rendah**                      ─────────────────── Tinggi
- KPP 2. Buruk**                      ─────────────────── Memuaskan
- KPP 3. Tidak**                      ─────────────────── Memuaskan  
 Menyenangkan



**Lampiran 2. Tabulasi Data Penelitian**

No	Umur	Jenis Klmmn	Niat Berobat Ulang			Kepercayaan Pasien					Kepuasan Pasien			Kualitas Pelayanan Persepsian			Kualitas Pengobatan Persepsian		
			NBU 1	NBU 2	NBU 3	KP 1	KP 2	KP 3	KP 4	KP 5	KS 1	KS 2	KS 3	KPP 1	KPP 2	KPP 3	KPN 1	KPN 2	KPN 3
1	20	L	3	5	5	4	2	3	4	3	3	3	3	4	4	4	3	4	3
2	18	P	4	4	3	4	5	5	4	3	3	3	4	4	4	4	3	4	3
3	29	L	4	4	4	3	4	5	2	2	4	3	4	3	2	3	4	3	4
4	25	L	3	4	3	4	2	5	3	3	2	3	3	2	4	4	4	3	3
5	36	P	2	3	2	4	3	4	2	3	3	3	4	3	3	3	3	4	3
6	18	L	3	4	3	4	3	5	3	4	2	2	2	4	4	4	3	4	4
7	23	L	4	3	4	3	4	3	4	3	4	4	4	4	4	4	3	4	3
8	24	P	3	3	2	5	3	3	3	3	2	3	3	3	4	3	3	3	4
9	19	L	2	4	3	4	3	3	3	2	2	2	2	4	3	4	3	4	2
10	32	L	3	4	2	5	3	3	3	3	2	2	2	3	3	3	3	4	3
11	31	L	2	4	3	3	4	4	3	3	4	4	3	4	4	4	3	4	3
12	20	P	2	4	2	3	3	4	3	2	3	3	3	2	3	3	3	4	3
13	19	P	3	2	3	4	3	3	3	4	3	4	3	3	4	3	4	3	3
14	28	P	5	5	4	5	2	5	2	2	4	4	3	4	4	4	5	4	4
15	37	L	3	4	3	3	3	3	2	2	4	4	4	3	3	3	3	3	3
16	29	P	2	4	2	3	3	4	2	3	4	3	4	3	3	3	3	2	3
17	39	P	2	3	2	4	2	4	3	4	4	5	4	2	3	3	3	4	3
18	20	L	2	2	3	3	3	3	3	3	4	4	5	4	4	4	4	4	3
19	30	L	2	3	3	3	4	4	4	3	4	4	4	3	4	3	3	4	4
20	39	P	2	3	3	4	3	4	2	2	4	4	4	4	4	4	2	3	3
21	24	P	3	2	3	4	2	3	2	2	4	4	3	3	3	3	4	2	3
22	27	P	2	2	2	2	2	3	2	2	3	4	3	2	3	3	2	3	3

No	Umur	Jenis Klmm	Niat Berobat Ulang			Kepercayaan Pasien					Kepuasan Pasien			Kualitas Pelayanan Persepsian			Kualitas Pengobatan Persepsian		
			NBU 1	NBU 2	NBU 3	KP 1	KP 2	KP 3	KP 4	KP 5	KS 1	KS 2	KS 3	KPP 1	KPP 2	KPP 3	KPN 1	KPN 2	KPN 3
23	38	L	2	4	2	2	2	3	2	3	4	3	4	2	3	2	2	2	3
24	28	P	2	3	2	3	3	3	2	2	4	4	5	3	3	4	2	2	3
25	40	P	2	3	2	3	2	3	2	3	5	5	5	3	2	3	2	3	3
26	20	L	2	2	2	2	2	2	2	2	2	3	3	2	2	3	2	3	3
27	35	L	2	4	3	4	4	3	3	3	4	4	4	3	3	3	2	2	3
28	50	P	3	4	3	4	3	3	3	4	4	3	4	4	4	3	3	4	3
29	21	P	2	3	4	2	3	3	3	3	4	4	4	2	3	3	3	3	4
30	38	L	2	2	2	3	3	4	2	3	3	4	3	3	3	3	3	3	3
31	40	L	2	2	2	4	2	4	2	3	4	5	5	3	3	3	3	2	2
32	35	P	3	2	3	3	4	3	2	2	5	5	4	3	3	3	4	3	3
33	25	L	2	3	3	2	4	2	2	2	3	5	5	3	4	4	2	3	2
34	18	P	2	3	2	3	2	4	2	3	5	4	4	2	3	2	2	3	3
35	19	P	2	2	3	2	4	4	2	4	3	2	3	3	4	3	4	3	4
36	22	L	2	3	2	4	3	4	3	4	5	4	4	3	4	3	3	4	3
37	34	L	2	2	2	2	2	3	3	4	4	4	4	4	4	4	3	3	3
38	25	L	2	2	2	2	3	2	3	2	3	2	4	3	3	3	2	3	3
39	42	P	2	2	2	3	3	3	2	2	4	5	5	2	3	3	2	3	3
40	35	P	2	3	4	3	4	4	2	2	4	3	4	4	3	3	2	2	3
41	45	L	2	3	4	4	3	3	3	3	3	3	3	3	3	3	3	4	3
42	27	L	3	4	3	4	3	5	3	2	3	3	3	4	4	4	3	4	4
43	50	L	4	4	4	5	2	4	3	3	4	3	4	4	2	4	3	4	3
44	29	P	4	4	4	3	4	4	2	3	4	3	4	5	4	4	3	4	3
45	25	P	3	4	3	4	3	4	3	2	4	4	4	4	4	4	3	3	3
46	28	P	2	4	3	3	3	3	2	2	3	3	3	3	3	3	2	3	3
47	30	P	4	3	3	4	4	2	2	3	3	3	4	4	3	3	4	3	4

No	Umur	Jenis Klmm	Niat Berobat Ulang			Kepercayaan Pasien					Kepuasan Pasien			Kualitas Pelayanan Persepsian			Kualitas Pengobatan Persepsian		
			NBU 1	NBU 2	NBU 3	KP 1	KP 2	KP 3	KP 4	KP 5	KS 1	KS 2	KS 3	KPP 1	KPP 2	KPP 3	KPN 1	KPN 2	KPN 3
48	24	P	3	4	3	4	3	4	3	3	5	3	3	4	3	3	3	3	3
49	42	L	4	4	4	5	3	4	2	2	2	3	3	4	3	3	4	3	4
50	22	P	3	3	4	5	3	5	3	3	4	4	4	4	4	4	2	3	4
51	34	P	3	4	3	4	3	4	3	3	2	3	3	4	4	4	3	4	4
52	35	P	3	3	4	3	3	4	3	4	4	4	3	3	4	4	3	4	3
53	28	P	4	3	4	4	4	4	2	3	4	4	4	4	3	4	3	4	3
54	31	L	4	3	3	4	3	4	4	4	4	3	4	3	4	4	3	4	4
55	20	L	4	4	3	4	3	4	3	4	3	4	3	3	4	4	4	4	4
56	32	L	5	5	5	4	3	4	3	3	5	5	5	4	4	4	3	3	3
57	40	P	4	4	3	4	3	4	3	4	3	5	3	3	4	3	4	3	4
58	37	P	4	3	4	3	4	4	4	4	3	5	4	3	4	3	3	3	3
59	18	P	4	4	3	4	3	4	4	4	5	5	4	5	4	5	4	4	5
60	23	P	5	5	4	5	4	2	3	2	2	2	3	4	4	4	4	4	4
61	21	P	3	4	3	4	2	5	2	2	4	2	2	4	5	5	3	4	4
62	26	L	3	4	4	4	3	4	2	3	4	4	4	4	4	4	3	3	4
63	39	P	3	4	4	5	2	5	2	3	4	4	3	4	4	5	3	4	4
64	38	P	3	4	3	4	3	3	4	4	3	5	3	4	3	4	4	3	4
65	35	L	3	2	4	4	3	4	4	3	3	4	3	4	4	4	3	4	3
66	40	L	2	4	2	5	2	5	3	3	4	4	4	4	5	4	4	4	4
67	26	P	3	5	3	4	2	5	3	2	3	3	3	2	4	4	3	3	3
68	25	L	3	4	3	5	2	5	4	4	4	2	3	4	2	2	4	3	3
69	24	L	2	4	3	3	3	5	3	2	3	5	5	4	4	5	2	3	3
70	21	P	2	5	4	5	3	5	3	3	4	4	4	5	3	5	4	5	4
71	21	P	2	5	3	5	3	5	2	3	4	4	4	4	4	5	4	3	3
72	29	L	4	3	5	5	2	5	2	3	4	5	5	4	4	5	3	3	5

No	Umur	Jenis Klmm	Niat Berobat Ulang			Kepercayaan Pasien					Kepuasan Pasien			Kualitas Pelayanan Persepsian			Kualitas Pengobatan Persepsian		
			NBU 1	NBU 2	NBU 3	KP 1	KP 2	KP 3	KP 4	KP 5	KS 1	KS 2	KS 3	KPP 1	KPP 2	KPP 3	KPN 1	KPN 2	KPN 3
73	24	L	3	4	3	5	3	5	3	4	3	4	5	3	3	3	3	4	3
74	24	L	2	4	3	4	3	5	3	4	2	2	3	3	3	3	4	3	3
75	21	L	2	3	3	2	3	3	2	3	3	3	4	2	3	2	3	4	4
76	25	L	4	3	4	4	2	5	2	3	3	4	3	2	3	3	2	3	3
77	35	L	3	2	5	3	4	3	2	2	3	2	2	4	4	4	3	3	3
78	27	P	3	4	4	3	2	5	2	2	4	4	2	4	3	3	4	3	3
79	30	P	3	5	5	5	5	5	3	3	3	3	3	4	4	4	3	3	3
80	20	P	5	5	2	5	3	5	2	3	4	4	4	5	5	5	2	3	3
81	28	L	2	3	3	5	2	3	2	2	3	2	4	4	4	4	3	3	3
82	31	P	2	4	3	4	4	5	3	3	3	3	3	4	4	4	4	3	4
83	20	P	3	3	4	5	2	4	4	3	3	4	4	4	4	4	3	3	3
84	23	L	2	4	4	3	2	4	3	4	3	2	3	3	3	4	3	4	3
85	44	L	4	3	4	5	2	4	2	3	3	2	2	4	4	4	3	4	2
86	38	P	2	3	4	4	3	2	2	2	3	2	2	4	4	4	3	4	4
87	41	L	2	3	3	5	3	5	3	4	3	2	4	3	5	4	4	4	4
88	24	P	2	5	5	5	3	5	2	2	3	4	3	5	5	4	2	5	3
89	31	L	2	3	3	5	2	5	2	3	4	3	3	3	3	4	3	2	4
90	40	P	2	3	3	3	3	3	3	2	3	3	2	3	2	3	2	4	2
91	37	L	2	3	2	3	2	3	2	3	3	3	2	2	2	3	3	3	3
92	30	P	2	3	3	3	2	3	3	2	3	4	2	3	2	3	2	4	3
93	39	P	2	3	2	4	2	3	3	2	3	3	3	3	3	3	2	3	3
94	26	P	3	3	3	4	4	4	4	4	4	4	4	3	3	3	2	3	3
95	25	L	3	3	4	3	3	3	3	3	3	2	3	3	4	2	3	4	2
96	20	P	2	2	2	4	4	4	4	4	3	2	3	4	4	4	4	4	4
97	30	L	3	3	3	3	2	3	3	2	3	3	2	4	4	4	3	4	4



No	Umur	Jenis Klmm	Niat Berobat Ulang			Kepercayaan Pasien					Kepuasan Pasien			Kualitas Pelayanan Persepsian			Kualitas Pengobatan Persepsian		
			NBU 1	NBU 2	NBU 3	KP 1	KP 2	KP 3	KP 4	KP 5	KS 1	KS 2	KS 3	KPP 1	KPP 2	KPP 3	KPN 1	KPN 2	KPN 3
98	37	P	3	3	3	4	4	4	3	3	2	2	2	3	3	4	3	3	3
99	23	P	3	3	3	4	4	4	4	3	2	2	2	3	4	4	4	4	4
100	20	L	3	3	3	4	3	3	3	2	3	3	4	4	4	3	3	4	3
101	19	P	3	3	3	4	3	4	4	4	3	2	3	4	4	4	4	4	4
102	22	P	4	3	4	4	4	4	4	3	2	2	3	3	4	4	3	3	3
103	23	L	2	3	3	4	4	4	4	3	4	3	3	3	3	4	3	2	4
104	30	L	4	4	4	4	4	4	3	3	2	4	3	4	4	3	3	4	3
105	45	L	4	3	4	4	4	4	3	3	3	3	4	4	4	4	2	3	4
106	22	L	4	4	4	3	3	4	3	3	4	2	2	4	4	4	2	3	3
107	33	L	4	4	4	3	3	3	3	2	2	4	4	4	4	4	3	3	3
108	35	L	3	3	4	4	4	4	3	4	2	2	3	3	3	3	4	3	4
109	29	P	2	3	3	3	3	2	2	2	3	4	3	4	4	4	2	2	3
110	30	P	3	3	3	3	4	3	3	3	2	2	3	3	4	4	2	4	4
111	40	P	2	3	3	4	3	3	3	4	3	2	4	3	4	4	4	4	4
112	38	P	4	4	3	4	4	4	3	3	3	3	2	4	4	4	3	4	3
113	25	L	2	3	4	4	3	2	2	2	3	2	2	4	4	4	3	4	4
114	31	L	4	3	4	4	2	4	4	3	3	2	2	4	4	4	3	4	4
115	33	L	4	3	4	4	3	4	4	3	2	2	2	4	4	4	3	3	4
116	43	P	4	4	4	4	3	4	4	4	2	3	3	4	4	3	3	3	3
117	32	P	4	4	4	4	4	3	3	4	2	2	2	3	4	3	3	3	4
118	23	P	3	3	3	2	3	3	3	3	2	2	2	4	3	4	4	3	4
119	36	P	3	3	3	4	4	4	3	3	3	2	3	3	3	3	2	3	4
120	40	L	2	4	4	3	2	4	3	4	3	2	3	3	3	4	3	4	3
121	18	L	2	3	4	3	4	3	4	2	2	3	3	4	3	3	3	3	4
122	19	P	3	4	4	4	3	4	4	3	3	4	4	4	4	4	3	3	3

No	Umur	Jenis Klmm	Niat Berobat Ulang			Kepercayaan Pasien					Kepuasan Pasien			Kualitas Pelayanan Persepsian			Kualitas Pengobatan Persepsian		
			NBU 1	NBU 2	NBU 3	KP 1	KP 2	KP 3	KP 4	KP 5	KS 1	KS 2	KS 3	KPP 1	KPP 2	KPP 3	KPN 1	KPN 2	KPN 3
123	24	L	2	3	3	4	4	4	3	3	3	3	3	4	4	4	4	3	4
124	47	P	2	3	4	2	2	3	3	2	2	2	2	3	2	3	4	4	3
125	35	L	4	4	4	4	4	4	3	3	2	2	3	4	4	4	4	4	4
126	48	P	4	4	4	4	4	4	4	4	4	4	2	2	2	2	4	4	3
127	29	P	3	3	4	4	4	4	4	4	2	2	3	3	4	4	4	4	4
128	21	L	4	4	4	4	3	3	3	3	3	4	4	4	4	4	3	4	4
129	24	L	4	4	4	4	3	4	4	4	3	3	3	3	3	3	3	4	4
130	38	L	2	4	4	4	3	3	2	2	2	2	2	4	2	4	4	4	4
131	50	P	3	3	3	4	3	4	4	3	4	4	3	4	4	4	4	3	3
132	18	P	2	2	2	4	4	4	4	4	3	3	3	3	3	3	2	3	3
133	23	P	2	3	3	4	2	3	2	2	3	2	4	4	4	4	3	3	3
134	42	P	2	4	4	4	4	4	2	2	4	3	4	4	4	4	4	4	4
135	31	L	3	4	4	4	4	3	4	4	3	2	2	4	3	3	4	4	4
136	20	P	3	4	4	4	3	4	4	3	4	3	4	3	3	3	4	3	4
137	30	L	2	2	2	2	2	2	2	2	3	3	3	4	4	4	2	2	2
138	24	P	4	3	3	4	3	4	4	4	4	3	4	3	4	4	3	4	4
139	43	P	4	3	4	4	4	4	2	3	4	4	4	4	3	4	3	4	3
140	21	P	4	4	4	4	3	4	4	4	3	4	4	4	4	4	4	4	4
141	41	L	3	3	4	3	3	4	3	4	4	4	3	3	4	4	3	4	3
142	50	L	3	4	3	4	3	4	3	3	2	3	3	4	4	4	3	4	4
143	50	P	3	3	4	4	3	4	3	3	4	4	4	4	4	4	2	3	4
144	24	P	4	4	4	4	3	4	2	2	2	3	3	4	3	3	4	3	4
145	20	P	3	4	3	4	3	4	3	3	4	3	3	4	3	3	3	3	3
146	24	P	4	3	3	4	4	2	2	3	3	3	4	4	3	3	4	3	4
147	34	P	2	4	3	3	3	3	2	2	3	3	3	3	3	3	2	3	3

No	Umur	Jenis Klmmn	Niat Berobat Ulang			Kepercayaan Pasien					Kepuasan Pasien			Kualitas Pelayanan Persepsian			Kualitas Pengobatan Persepsian		
			NBU 1	NBU 2	NBU 3	KP 1	KP 2	KP 3	KP 4	KP 5	KS 1	KS 2	KS 3	KPP 1	KPP 2	KPP 3	KPN 1	KPN 2	KPN 3
148	30	L	3	4	3	4	3	4	3	2	4	4	4	4	4	4	3	3	3
149	26	P	4	4	4	3	4	4	2	3	4	3	4	4	4	4	3	4	3
150	48	L	4	4	4	4	2	4	3	3	4	3	4	4	4	4	3	4	3
151	48	P	3	4	3	4	2	4	4	4	3	4	4	4	4	4	2	3	3
152	23	L	4	4	4	4	2	4	3	3	4	4	4	4	3	3	4	4	4
153	29	P	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	3
154	45	P	4	3	4	3	4	4	4	4	3	4	4	3	4	3	3	3	4
155	35	P	4	4	3	4	3	4	3	4	3	4	3	3	4	3	4	3	4
156	48	P	4	4	4	4	2	4	2	2	3	4	3	4	4	4	4	4	4
157	45	P	3	3	3	4	3	4	3	3	4	4	4	4	4	4	3	3	3
158	35	P	4	4	3	4	3	4	3	4	3	4	3	3	4	4	4	4	4
159	18	L	2	3	3	4	2	4	2	3	2	2	2	3	3	4	3	4	3
160	30	P	3	4	3	4	2	3	2	3	4	3	4	4	4	4	2	3	4
161	40	L	3	4	3	4	3	2	2	2	4	4	4	3	4	3	2	3	3
162	37	P	4	4	3	3	2	4	2	3	2	2	2	4	4	4	4	2	4
163	40	L	4	4	4	3	4	2	2	2	3	3	3	4	4	4	3	4	4
164	32	P	3	4	3	4	2	4	3	4	4	3	3	3	4	4	3	4	3
165	50	P	3	4	4	4	2	4	2	3	4	4	3	4	4	3	3	4	4
166	35	P	3	4	4	4	3	4	2	3	4	4	4	4	4	4	3	3	4
167	31	L	2	4	4	4	2	4	2	2	3	2	3	4	3	3	4	4	3
168	24	P	3	4	3	4	2	4	2	2	4	2	2	4	3	3	3	4	4
169	19	P	4	3	3	4	2	4	2	4	4	4	4	4	4	4	2	3	4
170	33	P	3	4	4	4	3	4	2	3	3	4	3	4	4	4	2	3	3
171	22	L	2	2	2	2	2	2	2	2	4	3	4	4	4	4	3	4	4
172	20	P	2	3	2	2	2	3	3	2	3	3	2	3	3	3	3	2	3

No	Umur	Jenis Klmm	Niat Berobat Ulang			Kepercayaan Pasien					Kepuasan Pasien			Kualitas Pelayanan Persepsian			Kualitas Pengobatan Persepsian		
			NBU 1	NBU 2	NBU 3	KP 1	KP 2	KP 3	KP 4	KP 5	KS 1	KS 2	KS 3	KPP 1	KPP 2	KPP 3	KPN 1	KPN 2	KPN 3
173	18	P	3	2	3	2	3	3	2	2	4	4	4	3	3	3	3	4	4
174	43	P	4	4	4	4	4	2	3	2	2	2	3	4	4	4	4	4	4
175	18	L	2	4	2	4	2	4	2	3	3	3	3	3	4	4	4	3	4
176	21	L	4	4	4	3	2	4	4	3	3	2	3	4	3	4	3	4	3
177	20	P	3	4	3	4	2	4	3	2	3	3	3	2	4	4	3	3	3
178	31	P	2	4	2	4	3	4	2	2	4	4	4	4	4	4	3	4	3
179	29	P	2	3	3	4	2	4	2	4	2	4	3	4	2	2	2	4	4
180	27	L	3	4	4	3	3	3	3	2	4	4	4	4	4	4	3	3	3
181	25	L	2	4	4	4	2	4	2	2	2	2	2	3	3	3	4	4	4
182	26	L	3	4	4	4	4	4	3	3	3	3	3	4	4	4	3	3	3
183	30	P	2	4	4	4	2	4	2	2	2	3	4	3	3	3	4	3	4
184	24	L	4	3	4	3	2	4	2	2	4	4	4	4	4	4	3	4	4
185	28	P	4	3	3	2	3	2	2	2	3	3	3	4	4	4	3	3	2
186	34	L	3	4	4	3	2	4	2	2	4	4	2	4	3	3	4	3	3
187	30	P	3	2	4	3	4	3	2	2	3	2	2	4	4	4	3	3	3
188	21	L	4	3	4	4	2	4	2	3	3	4	3	2	3	3	2	3	3
189	23	L	2	3	3	2	3	3	2	3	3	3	4	2	3	2	3	4	4
190	35	P	2	4	3	4	3	4	3	4	2	2	3	3	3	3	4	3	3
191	33	P	2	4	3	2	2	4	2	2	3	3	3	4	4	4	3	4	3
192	18	L	3	4	3	4	3	4	3	4	3	4	4	3	3	3	3	4	3
193	35	P	2	4	4	4	2	4	2	2	2	2	2	4	4	4	4	2	3
194	22	P	2	4	2	4	2	4	2	3	3	3	3	3	3	3	4	4	4
195	22	P	4	3	4	4	2	4	2	3	4	2	2	2	2	3	3	3	2
196	30	P	2	4	3	4	3	4	2	3	4	4	4	4	4	3	4	3	3
197	40	L	3	4	2	3	2	3	4	2	3	4	3	3	4	4	2	3	4

No	Umur	Jenis Klmm	Niat Berobat Ulang			Kepercayaan Pasien					Kepuasan Pasien			Kualitas Pelayanan Persepsian			Kualitas Pengobatan Persepsian		
			NBU 1	NBU 2	NBU 3	KP 1	KP 2	KP 3	KP 4	KP 5	KS 1	KS 2	KS 3	KPP 1	KPP 2	KPP 3	KPN 1	KPN 2	KPN 3
198	26	P	2	4	4	4	3	4	3	3	4	4	4	4	4	4	4	2	4
199	25	L	2	4	3	3	3	4	3	2	3	4	4	4	4	4	2	3	3
200	31	P	2	3	2	4	2	3	3	2	3	3	3	3	3	3	2	3	3

### Lampiran 3. Hasil Uji Validitas Kuesioner

#### UJI VALIDITAS KUESIONER

##### Factor Analysis

###### KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.691
Bartlett's Test of Sphericity	Approx. Chi-Square	269.057
	df	66
	Sig.	.000

###### Communalities

	Initial	Extraction
NBU1	1.000	.627
NBU2	1.000	.528
NBU3	1.000	.626
KP4	1.000	.786
KP5	1.000	.766
KS1	1.000	.678
KS2	1.000	.706
KS3	1.000	.720
KPP2	1.000	.814
KPP3	1.000	.778
KPN1	1.000	.738
KPN3	1.000	.761

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	2.870	23.917	23.917	2.870	23.917	23.917	2.128	17.736
2	2.139	17.823	41.740	2.139	17.823	41.740	1.875	15.625	33.361
3	1.496	12.469	54.209	1.496	12.469	54.209	1.567	13.056	46.417
4	1.083	9.027	63.236	1.083	9.027	63.236	1.488	12.400	58.816
5	.941	7.838	71.074	.941	7.838	71.074	1.471	12.257	71.074
6	.683	5.692	76.766						
7	.612	5.099	81.865						
8	.530	4.419	86.284						
9	.491	4.096	90.380						
10	.428	3.565	93.945						
11	.381	3.173	97.117						
12	.346	2.883	100.000						

Extraction Method: Principal Component Analysis.

**Component Matrix<sup>a</sup>**

	Component				
	1	2	3	4	5
NBU1	.644				.407
NBU2	.637				
NBU3	.611				
KP4			.580	-.503	
KP5			.739		
KS1		.736			
KS2		.787			
KS3		.789			
KPP2	.564				-.472
KPP3	.657		-.425		
KPN1	.555		.409	.510	
KPN3	.518			.496	-.404

Extraction Method: Principal Component Analysis.

a. 5 components extracted.

**Rotated Component Matrix<sup>a</sup>**

	Component				
	1	2	3	4	5
NBU1		.756			
NBU2		.657			
NBU3		.767			
KP4				.865	
KP5				.805	
KS1	.816				
KS2	.836				
KS3	.828				
KPP2			.880		
KPP3			.792		
KPN1					.782
KPN3					.834

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
1	-.266	.676	.487	.227	.429
2	.929	.027	.232	.256	.134
3	-.168	-.303	-.368	.776	.379
4	.145	.098	-.457	-.497	.716
5	.134	.664	-.604	.185	-.375

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.



#### Lampiran 4. Hasil Uji Realibilitas Kuesioner

### HASIL UJI REALIABILITAS KUESIONER DALAM VARIABEL NIAT BEROBAT ULANG (NBU)

#### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.638	3

#### Item Statistics

	Mean	Std. Deviation	N
NBU1	2.81	.895	100
NBU2	3.50	.905	100
NBU3	3.19	.861	100

#### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
NBU1	6.69	2.054	.489	.482
NBU2	6.00	2.182	.416	.585
NBU3	6.31	2.236	.440	.551

#### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
9.50	4.111	2.028	3

**HASIL UJI REALIABILITAS KUESIONER**  
**DALAM VARIABEL KEPERCAYAAN PASIEN (KP)**

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.627	2

**Item Statistics**

	Mean	Std. Deviation	N
KP4	2.65	.687	100
KP5	2.84	.721	100

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KP4	2.84	.520	.457	. <sup>a</sup>
KP5	2.65	.472	.457	. <sup>a</sup>

a. The value is negative due to a negative average covariance among items. This violates reliability model assumptions. You may want to check item codings.

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
5.49	1.444	1.202	2

**HASIL UJI REALIABILITAS KUESIONER**  
**DALAM VARIABEL KEPUASAN PASIEN (KS)**

**Case Processing Summary**

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.776	3

**Item Statistics**

	Mean	Std. Deviation	N
KS1	3.40	.804	100
KS2	3.47	.948	100
KS3	3.46	.869	100

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KS1	6.93	2.611	.582	.733
KS2	6.86	2.142	.623	.690
KS3	6.87	2.316	.641	.666

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
10.33	4.769	2.184	3

## HASIL UJI REALIABILITAS KUESIONER

### DALAM VARIABEL KUALITAS PELAYANAN PERSEPSIAN(KPP)

#### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.727	2

#### Item Statistics

	Mean	Std. Deviation	N
KPP2	3.50	.745	100
KPP3	3.60	.711	100

#### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KPP2	3.60	.505	.572	. <sup>a</sup>
KPP3	3.50	.556	.572	. <sup>a</sup>

a. The value is negative due to a negative average covariance among items. This violates reliability model assumptions. You may want to check item codings.

#### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
7.10	1.667	1.291	2

## HASIL UJI REALIABILITAS KUESIONER

### DALAM VARIABEL KUALITAS PENGOBATAN PERSEPSIAN (KPN)

#### Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded <sup>a</sup>	0	.0
	Total	100	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.601	2

#### Item Statistics

	Mean	Std. Deviation	N
KPN1	3.04	.737	100
KPN3	3.28	.587	100

#### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KPN1	3.28	.345	.440	. <sup>a</sup>
KPN3	3.04	.544	.440	. <sup>a</sup>

a. The value is negative due to a negative average covariance among items. This violates reliability model assumptions. You may want to check item codings.

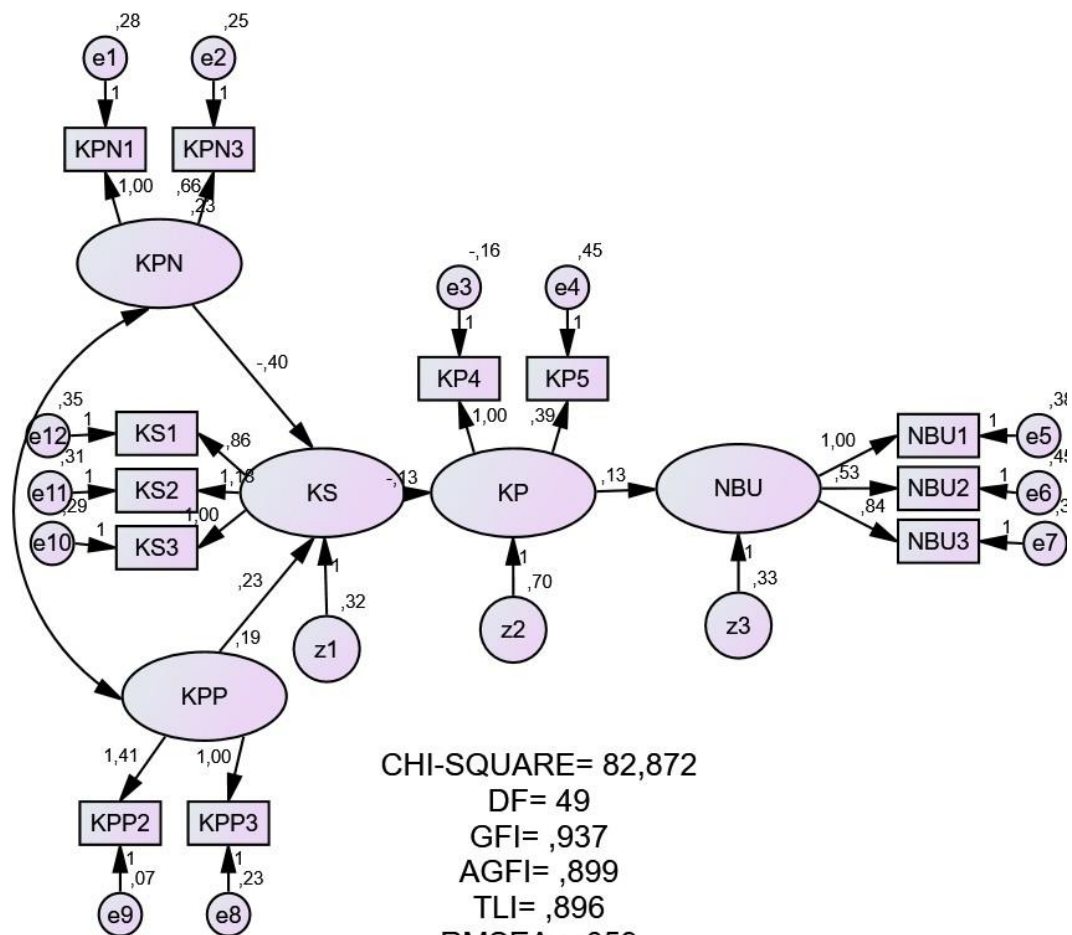
#### Scale Statistics

Mean	Variance	Std. Deviation	N of Items
6.32	1.270	1.127	2

## Lampiran 5. Hasil Analisis SEM

## HASIL ANALISIS SEM

## Model Struktural



CHI-SQUARE= 82,872

DF= 49

GFI= ,937

AGFI= ,899

TLI= ,896

RMSEA= ,059

CFI= ,923

NFI= ,836

IFI= ,926

RMR= ,047

**Analysis Summary****Date and Time**

Date: 23 July 2020

Time: 20:57:55

**Title**

Try one: 23 July 2020 20:57

**Notes for Group (Group number 1)**

The model is recursive.

Sample size = 200

**Variable Summary (Group number 1)****Your model contains the following variables (Group number 1)**

Observed, endogenous variables

KS3

KS2

KS1

KP4

KP5

NBU1

NBU2

NBU3

KPP3

KPP2

KPN1

KPN3

Unobserved, endogenous variables

KS

KP

NBU

Unobserved, exogenous variables

e10

e11

e12

e3

e4

e5

e6

e7

KPP

e8

e9

KPN

e1

e2

z2

z3

z1

**Variable counts (Group number 1)**

Number of variables in your model: 32

Number of observed variables: 12

Number of unobserved variables: 20

Number of exogenous variables: 17

Number of endogenous variables: 15



**Parameter Summary (Group number 1)**

	Weights	Covariances	Variances	Means	Intercepts	Totals
Fixed	20	0	0	0	0	20
Labeled	0	0	0	0	0	0
Unlabeled	11	1	17	0	0	29
Total	31	1	17	0	0	49

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

Variable	min	max	skew	c.r.	kurtosis	c.r.
KPN3	2,000	5,000	-,080	-,460	-,481	-1,388
KPN1	2,000	5,000	-,070	-,402	-,827	-2,386
KPP2	2,000	5,000	-,631	-3,645	-,054	-,156
KPP3	2,000	5,000	-,337	-1,946	-,085	-,247
NBU3	2,000	5,000	-,127	-,732	-,628	-1,814
NBU2	2,000	5,000	-,299	-1,729	-,347	-1,001
NBU1	2,000	5,000	,360	2,076	-1,043	-3,011
KP5	2,000	4,000	,171	,989	-1,182	-3,412
KP4	2,000	4,000	,383	2,211	-1,092	-3,151
KS1	2,000	5,000	-,053	-,306	-,697	-2,012
KS2	2,000	5,000	,029	,167	-,987	-2,849
KS3	2,000	5,000	-,038	-,219	-,655	-1,891
Multivariate					2,483	,958

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

Observation number	Mahalanobis d-squared	p1	p2
80	31,428	,002	,288
88	28,253	,005	,270
179	28,084	,005	,094
72	27,565	,006	,041
95	25,282	,014	,137
59	24,437	,018	,147
195	23,949	,021	,123
70	23,518	,024	,104
126	23,451	,024	,055
197	21,369	,045	,419
14	20,737	,054	,528
61	20,222	,063	,611
130	20,204	,063	,502
43	20,090	,065	,436
69	19,949	,068	,387
200	19,765	,072	,361
32	19,554	,076	,352
68	19,404	,079	,322
77	19,057	,087	,382
71	18,913	,091	,357
64	18,687	,096	,373
3	18,686	,096	,289

Observation number	Mahalanobis d-squared	p1	p2
85	18,202	,110	,438
56	18,020	,115	,446
35	17,826	,121	,465
31	17,513	,131	,553
121	17,468	,133	,495
33	17,413	,135	,444
92	17,351	,137	,399
87	17,103	,146	,463
60	16,901	,153	,504
57	16,793	,158	,492
23	16,442	,172	,630
18	16,416	,173	,572
26	16,344	,176	,543
25	16,273	,179	,515
106	16,174	,183	,505
96	16,041	,189	,520
183	15,926	,195	,523
38	15,898	,196	,471
66	15,524	,214	,649
13	15,423	,219	,650
169	15,185	,231	,735
90	15,151	,233	,697
34	15,131	,234	,649
124	15,050	,239	,640
78	15,013	,241	,602

Observation number	Mahalanobis d-squared	p1	p2
186	15,013	,241	,537
9	14,929	,245	,532
58	14,857	,249	,518
168	14,700	,258	,569
185	14,480	,271	,664
21	14,466	,272	,614
84	14,214	,287	,729
120	14,214	,287	,674
137	13,921	,306	,807
65	13,576	,329	,919
187	13,364	,343	,953
1	13,344	,345	,941
19	13,133	,359	,967
36	13,100	,362	,961
117	13,053	,365	,956
171	13,023	,367	,948
107	12,800	,384	,974
91	12,784	,385	,966
103	12,637	,396	,977
24	12,594	,399	,974
39	12,562	,402	,969
63	12,532	,404	,963
73	12,425	,412	,969
136	12,378	,416	,966
75	12,333	,419	,963

Observation number	Mahalanobis d-squared	p1	p2
189	12,333	,419	,949
132	12,318	,420	,936
111	12,210	,429	,947
104	12,031	,443	,970
74	11,980	,447	,968
190	11,980	,447	,956
162	11,923	,452	,955
131	11,847	,458	,958
49	11,804	,462	,954
144	11,804	,462	,938
193	11,685	,471	,952
47	11,657	,474	,944
146	11,657	,474	,926
116	11,581	,480	,931
165	11,575	,480	,913
196	11,549	,483	,899
176	11,460	,490	,910
37	11,414	,494	,905
76	11,403	,495	,884
188	11,403	,495	,854
134	11,331	,501	,860
86	11,275	,506	,859
113	11,275	,506	,825
48	11,242	,508	,808
173	11,128	,518	,842

Observation number	Mahalanobis d-squared	p1	p2
114	11,113	,519	,816
159	11,065	,523	,809
181	11,041	,525	,786

### Notes for Model (Default model)

#### Computation of degrees of freedom (Default model)

Number of distinct sample moments: 78

Number of distinct parameters to be estimated: 29

Degrees of freedom (78 - 29): 49

#### Result (Default model)

Minimum was achieved

Chi-square = 82,872

Degrees of freedom = 49

Probability level = ,002

#### Estimates (Group number 1 - Default model)

##### Scalar Estimates (Group number 1 - Default model)

##### Maximum Likelihood Estimates

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

			Estimate	S.E.	C.R.	P	Label
KS	<---	KPN	-,396	,190	-2,084	,037	par_10
KS	<---	KPP	,227	,126	1,812	,070	par_11
KP	<---	KS	-,126	,098	-1,293	,196	par_6
NBU	<---	KP	,131	,125	1,044	,297	par_7
KS3	<---	KS	1,000				
KS2	<---	KS	1,177	,147	7,985	***	par_1

	Estimate	S.E.	C.R.	P	Label
KS1 <--- KS	,863	,112	7,694	***	par_2
KP4 <--- KP	1,000				
KP5 <--- KP	,385	,320	1,205	,228	par_3
NBU1 <--- NBU	1,000				
NBU2 <--- NBU	,531	,136	3,903	***	par_4
NBU3 <--- NBU	,838	,207	4,054	***	par_5
KPP3 <--- KPP	1,000				
KPP2 <--- KPP	1,412	,723	1,955	,051	par_8
KPN1 <--- KPN	1,000				
KPN3 <--- KPN	,662	,303	2,188	,029	par_9

**Standardized Regression Weights: (Group number 1 - Default model)**

	Estimate
KS <--- KPN	-,312
KS <--- KPP	,163
KP <--- KS	-,090
NBU <--- KP	,188
KS3 <--- KS	,745
KS2 <--- KS	,784
KS1 <--- KS	,659
KP4 <--- KP	1,138
KP5 <--- KP	,435
NBU1 <--- NBU	,689
NBU2 <--- NBU	,418
NBU3 <--- NBU	,645

	Estimate
KPP3 <--- KPP	,669
KPP2 <--- KPP	,919
KPN1 <--- KPN	,668
KPN3 <--- KPN	,533

**Covariances: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
KPP <--> KPN	,029	,025	1,158	,247	par_12

**Correlations: (Group number 1 - Default model)**

	Estimate
KPP <--> KPN	,143

**Variances: (Group number 1 - Default model)**

	Estimate	S.E.	C.R.	P	Label
KPP	,185	,100	1,855	,064	par_13
KPN	,225	,110	2,039	,041	par_14
z1	,322	,065	4,924	***	par_15
z2	,699	,577	1,211	,226	par_16
z3	,329	,099	3,333	***	par_17
e10	,290	,048	6,073	***	par_18
e11	,314	,061	5,137	***	par_19
e12	,351	,045	7,725	***	par_20
e3	-,160	,574	-,279	,780	par_21
e4	,449	,096	4,662	***	par_22
e5	,377	,089	4,233	***	par_23
e6	,453	,052	8,787	***	par_24



	Estimate	S.E.	C.R.	P	Label
e7	,336	,066	5,091	***	par_25
e8	,229	,096	2,376	,018	par_26
e9	,068	,187	,366	,714	par_27
e1	,279	,106	2,635	,008	par_28
e2	,249	,051	4,862	***	par_29

**Squared Multiple Correlations: (Group number 1 - Default model)**

	Estimate
KS	,109
KP	,008
NBU	,035
KPN3	,284
KPN1	,447
KPP2	,844
KPP3	,447
NBU3	,416
NBU2	,175
NBU1	,475
KP5	,189
KP4	1,294
KS1	,434
KS2	,615
KS3	,554

**Modification Indices (Group number 1 - Default model)**

**Covariances: (Group number 1 - Default model)**

	M.I.	Par Change
z3 <--> KPN	9,610	,099
z3 <--> KPP	8,396	,068
e1 <--> z3	4,169	,068
e5 <--> KPP	4,335	,050
e4 <--> KPN	4,743	,063
e4 <--> z1	4,119	,062
e4 <--> e8	6,082	-,057
e4 <--> e5	5,344	,079

**Variances: (Group number 1 - Default model)**

	M.I.	Par Change
--	------	------------

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

	M.I.	Par Change
NBU <--- KPN	13,132	,515
NBU <--- KPP	10,721	,416
KPN1 <--- NBU	4,818	,216
KPN1 <--- NBU2	5,688	,149
KPN1 <--- KP5	4,492	,132
KPP3 <--- NBU3	4,488	,101
KPP3 <--- KP5	4,955	-,108
NBU2 <--- KPN1	4,292	,145
NBU1 <--- KPP	4,790	,288
NBU1 <--- KPP2	4,992	,177

	M.I.	Par Change
NBU1 <--- KP5	7,370	,192
KP5 <--- KPN	4,314	,267
KP5 <--- KPN3	4,007	,156
KP5 <--- KPN1	4,667	,140

### Minimization History (Default model)

Iteration	Negative eigenvalues	Condition #	Smallest eigenvalue	Diameter	F	NTries	Ratio
0	e	8	-,232	9999,000	637,351	0	9999,000
1	e	1	-,023	1,557	262,544	20	,831
2	e	1	-,015	,943	106,660	4	,834
3	e	3	-,013	,508	87,543	6	,789
4	e	0	197,196	,510	84,409	8	,831
5	e	0	256,693	,428	83,472	1	1,010
6	e	0	411,149	,214	83,011	1	1,126
7	e	0	827,964	,202	82,910	1	1,094
8	e	0	1196,794	,115	82,878	1	1,133
9	e	0	1864,931	,069	82,873	1	1,139
10	e	0	2244,081	,032	82,873	1	1,104
11	e	0	2412,596	,006	82,872	1	1,032
12	e	0	2412,101	,000	82,872	1	1,002

### Model Fit Summary

#### CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	29	82,872	49	,002	1,691
Saturated model	78	,000	0		
Independence model	12	506,199	66	,000	7,670

#### RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,047	,937	,899	,588
Saturated model	,000	1,000		
Independence model	,111	,683	,625	,578

#### Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,836	,779	,926	,896	,923
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

#### Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,742	,621	,685
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

**NCP**

Model	NCP	LO 90	HI 90
Default model	33,872	12,594	63,027
Saturated model	,000	,000	,000
Independence model	440,199	372,334	515,541

**FMIN**

Model	FMIN	F0	LO 90	HI 90
Default model	,416	,170	,063	,317
Saturated model	,000	,000	,000	,000
Independence model	2,544	2,212	1,871	2,591

**RMSEA**

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,059	,036	,080	,238
Independence model	,183	,168	,198	,000

**AIC**

Model	AIC	BCC	BIC	CAIC
Default model	140,872	144,926	236,524	265,524
Saturated model	156,000	166,903	413,269	491,269
Independence model	530,199	531,877	569,779	581,779

**ECVI**

Model	ECVI	LO 90	HI 90	MECVI
Default model	,708	,601	,854	,728

Model	ECVI	LO 90	HI 90	MECVI
Saturated model	,784	,784	,784	,839
Independence model	2,664	2,323	3,043	2,673

### HOELTER

Model	HOELTER .05	HOELTER .01
Default model	160	180
Independence model	34	38

### Execution time summary

Minimization: ,126  
 Miscellaneous: 1,874  
 Bootstrap: ,000  
 Total: 2,000

## Lampiran 6. Dokumentasi







