

LAMPIRAN



KUESIONER PENELITIAN

Yang terhormat:
Bp/Ibu/Sdr Responden
di Tempat

Saya sedang mengerjakan penelitian skripsi dengan judul: “Model Kesetiaan Pasien Rumah Sakit”. Untuk keperluan menguji hipotesis, saya membutuhkan data yang diperoleh dengan cara mengisi kuesioner ini. Oleh karena itu, saya mohon perkenan untuk mengisi kuesioner ini apa adanya. Segala informasi pribadi akan dirahasiakan dan hanya digunakan untuk keperluan penelitian ini saja. Atas perhatian dan kerjasamanya, saya ucapkan terimakasih.

Salam

Intan Anjelita Susana
15170431L

Informasi Responden

Berikan tanda di pilihan jawaban yang sesuai dengan anda

1. Nama (boleh tidak diisi) :.....
2. Jenis kelamin: Lelaki Perempuan
3. Umur: 17-26 tahun 27-36 tahun 37-46 tahun 47-56 tahun
 57-66 tahun 67 tahun ke atas
4. Pekerjaan: Wirausaha Karyawan TNI/Polri Lainnya.....
(sebutkan)
5. Penghasilan per bulan: kurang dari satu juta
 satu juta-kurang dari tiga juta
 tiga juta-kurang empat juta
 empat juta- enam juta
 lebih besar dari enam juta
6. Pendidikan terakhir: tamat SMA/SMK
 tamat Diploma/S1
 tamat S2/S3
7. Riwayat berobat di rumah sakit yang sama: hanya satu kali
 dua kali berturut-turut
 tiga kali berturut-turut
 selalu di rumah sakit yang sama

Petunjuk Menjawab Kuesioner

Berikan tanggapan sesuai pendapat anda tentang rumah sakit pilihan tempat anda sering melakukan perawatan Kesehatan. Pilihan tanggapan:

STS: Sangat tidak setuju

TS: Tidak setuju

CS: Cukup setuju

S : Setuju

SS: Sangat setuju

Kode	Pernyataan	Tanggapan				
		SS	S	CS	TS	STS
K1	Saya ingin berobat kembali di masa datang					
K2	Saya menyarankan orang lain berobat di rumah sakit yang sama					
K3	Saya menceritakan mutu pelayanan kesehatan kepada orang lain					
KP1	Pelayanan rumah sakit sesuai harapan					
KP2	Saya puas dengan pelayanan rumah sakit					
NP1	Saya sembuh dari sakit					
NP2	Perawatan rumah sakit menyenangkan saya					
NP3	Rumah sakit disukai masyarakat					
PTK1	Rumah sakit melayani pasien dengan baik					
PTK2	Petugas kesehatan sangat ramah					
PTK3	Rumah sakit menjanjikan pelayanan kesehatan baik					
KLP1	Petugas kesehatan dapat diandalkan					
KLP2	Petugas Kesehatan cepat tanggap dalam melayani pasien					
KLP3	Petugas kesehatan peduli dengan penderitaan pasien					

KLP4	Fasilitas perawatan kesehatan lengkap dan canggih					
BP1	Biaya perawatan sebanding dengan kualitas pelayanan					
BP2	Biaya perawatan wajar					
BP3	Biaya pelayanan pasien sebanding dengan usaha pasien untuk sembuh					
BP4	Biaya pelayanan kesehatan sebanding lamanya perawatan					

TABULASI DATA PENELITIAN

No.	Kesetiaan Pasien			Kepuasan Pasien		Nilai Persepsian			Profesionalisme Tenaga Kesehatan			Kualitas Pelayanan				Biaya Perawatan			
	K1	K2	K3	KP1	KP2	NP1	NP2	NP3	PTK1	PTK2	PTK3	KP1	KP2	KP3	KP4	BP1	BP2	BP3	BP4
1	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
2	4	5	5	5	5	5	5	5	5	4	5	5	4	4	5	5	5	5	5
3	4	5	4	5	4	4	3	4	5	5	5	4	3	5	5	4	5	4	4
4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
5	4	4	3	5	5	4	4	4	5	4	4	4	4	4	3	4	4	4	4
6	4	5	4	3	3	4	3	3	4	3	4	3	5	4	4	3	3	3	3
7	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
8	3	2	4	2	3	5	2	3	2	4	3	3	2	3	4	4	4	4	3
9	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
10	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
11	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
12	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
13	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
14	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
15	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
16	4	5	5	4	3	3	3	3	3	3	3	3	4	4	3	3	3	3	3
17	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
18	5	5	5	5	5	5	5	4	4	4	5	4	4	4	4	4	5	5	5
19	1	1	1	1	1	1	1	5	5	5	5	5	5	5	1	5	5	5	5
20	3	3	2	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
21	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5
22	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5

No.	Kesetiaan Pasien			Kepuasan Pasien		Nilai Persepsian			Profesionalisme Tenaga Kesehatan			Kualitas Pelayanan				Biaya Perawatan			
	K1	K2	K3	KP1	KP2	NP1	NP2	NP3	PTK1	PTK2	PTK3	KP1	KP2	KP3	KP4	BP1	BP2	BP3	BP4
47	3	3	3	3	4	3	3	4	3	4	3	4	3	4	3	4	3	4	3
48	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5
49	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5
50	4	5	5	5	4	5	5	4	4	5	4	4	4	4	4	4	4	4	4
51	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
52	3	4	4	4	4	5	4	4	4	5	4	5	4	4	4	5	4	5	4
53	3	3	4	4	5	4	4	2	4	4	4	4	4	4	4	4	4	4	4
54	4	5	4	4	4	5	5	5	4	5	5	4	5	5	5	5	5	5	5
55	4	3	4	3	4	3	5	4	3	5	5	3	4	4	4	4	4	4	4
56	3	4	4	4	4	5	5	4	4	5	4	4	4	5	4	4	4	4	4
57	3	3	3	4	4	3	3	3	3	4	4	4	4	3	3	3	3	3	3
58	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4
59	4	5	4	5	4	5	4	5	4	5	5	5	4	5	5	5	4	5	4
60	3	3	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
61	5	5	5	3	5	4	5	4	5	4	5	5	5	5	5	5	5	5	5
62	3	5	4	4	3	4	4	3	4	3	5	4	4	4	4	3	5	4	4
63	3	3	3	4	4	4	4	4	4	3	3	3	4	4	4	3	3	3	3
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65	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
66	5	5	5	5	5	5	5	4	5	5	5	4	5	5	4	4	4	4	5
67	3	5	4	4	4	4	5	5	4	4	4	4	4	4	4	4	5	4	4
68	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
69	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
70	4	3	4	4	5	4	4	5	4	4	4	4	4	4	4	4	4	4	4

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	K1	K2	K3	KP1	KP2	NP1	NP2	NP3	PTK1	PTK2	PTK3	KP1	KP2	KP3	KP4	BP1	BP2	BP3	BP4
95	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
96	5	4	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4
97	3	2	2	3	3	3	4	3	3	3	3	4	3	3	3	3	3	3	3
98	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
99	5	5	5	5	5	5	5	5	5	5	5	5	5	5	1	1	5	5	5
100	3	4	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	3	3
101	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
102	4	4	4	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4
103	3	3	4	2	3	2	1	3	2	2	3	3	2	2	1	2	2	2	3
104	4	5	4	4	4	3	3	3	4	3	3	4	4	4	4	3	3	3	3
105	3	4	5	4	4	3	3	4	4	3	4	4	3	4	3	4	4	4	4
106	3	3	3	4	4	4	5	5	5	5	5	5	5	5	5	5	4	4	4
107	4	2	4	2	2	4	2	4	4	3	4	4	4	4	4	4	4	4	4
108	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4
109	4	4	4	4	5	5	4	5	4	4	5	4	4	4	4	4	5	5	5
110	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
111	5	5	4	4	4	4	5	4	5	4	4	4	4	4	4	4	4	4	4
112	4	4	4	4	3	4	4	3	4	4	4	4	4	3	5	4	3	3	3
113	1	1	1	2	1	1	2	4	1	2	2	2	2	2	3	4	4	2	3
114	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4
115	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
116	4	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
117	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
118	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4

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119	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
120	4	3	4	3	4	4	4	3	4	4	4	3	3	4	3	4	3	4	3
121	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
122	5	5	5	5	5	4	5	5	5	5	5	5	5	5	4	4	4	4	4
123	5	5	5	5	5	4	5	5	5	5	5	5	5	5	4	4	4	4	4
124	3	5	5	5	5	4	5	5	5	4	5	4	5	4	4	5	4	5	5
125	3	3	2	2	2	2	2	2	3	3	3	3	3	3	3	3	2	2	2
126	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4
127	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	1	4	4
128	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	3	2
129	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
130	3	3	5	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4
131	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
132	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
133	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
134	1	1	1	1	1	1	1	2	1	1	1	1	1	1	1	1	1	1	2
135	3	2	4	2	4	4	4	4	4	4	4	4	4	4	2	4	4	4	4
136	4	4	3	4	4	4	3	3	3	4	4	3	4	3	4	4	4	3	3
137	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
138	5	4	3	4	4	5	4	4	4	4	3	3	5	4	3	3	4	3	3
139	5	4	3	5	3	4	4	4	4	3	3	4	3	3	5	3	3	4	3
140	4	5	3	3	4	4	4	5	4	5	4	4	4	5	5	3	3	3	5
141	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
142	4	4	4	4	5	5	4	4	4	4	4	4	4	4	4	3	3	3	3

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	K1	K2	K3	KP1	KP2	NP1	NP2	NP3	PTK1	PTK2	PTK3	KP1	KP2	KP3	KP4	BP1	BP2	BP3	BP4
143	4	4	4	4	4	4	3	3	4	3	3	4	4	3	4	4	4	4	4
144	3	5	3	4	5	4	4	5	5	4	3	4	4	3	5	4	4	4	5
145	4	3	4	4	4	3	4	4	3	4	4	4	4	4	3	4	4	4	4
146	4	3	4	5	5	5	4	5	5	5	5	5	5	5	4	5	5	5	5
147	3	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4
148	5	3	4	4	3	4	3	4	5	5	4	4	5	5	3	3	4	5	5
149	4	4	5	4	3	3	4	4	3	4	4	3	4	3	4	4	4	4	4
150	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4
151	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
152	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
153	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
154	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
155	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5
156	5	2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
157	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
158	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
159	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
160	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
161	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
162	4	3	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4
163	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
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166	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5

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	K1	K2	K3	KP1	KP2	NP1	NP2	NP3	PTK1	PTK2	PTK3	KP1	KP2	KP3	KP4	BP1	BP2	BP3	BP4
No.	Kesetiaan Pasien			Kepuasan Pasien		Nilai Persepsian			Profesionalisme Tenaga Kesehatan			Kualitas Pelayanan				Biaya Perawatan			
	K1	K2	K3	KP1	KP2	NP1	NP2	NP3	PTK1	PTK2	PTK3	KLP1	KLP2	KLP3	KLP4	BP1	BP2	BP3	BP4
190	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
192	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
193	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
194	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
195	3	3	3	3	3	4	3	4	3	4	4	4	4	4	4	4	4	4	4
196	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4
197	5	4	4	4	4	5	4	4	4	4	4	4	4	4	5	4	4	4	4
198	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
199	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
200	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5

Uji Validitas Kuesioner

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.753
Bartlett's Test of Sphericity	Approx. Chi-Square	672.450
	df	136
	Sig.	.000

Communalities

	Initial	Extraction
K1	1.000	.915
K2	1.000	.908
K3	1.000	.960
KP1	1.000	.936
KP2	1.000	.952
NP1	1.000	.953
NP2	1.000	.848
NP3	1.000	.877
PTK1	1.000	.944
PTK2	1.000	.928
PTK3	1.000	.922
KLP2	1.000	.929
KLP3	1.000	.879
KLP4	1.000	.961
BP1	1.000	.944
BP3	1.000	.975
BP4	1.000	.986

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	11.085	65.208	65.208	11.085	65.208	65.208	3.795	22.321	22.321
2	1.535	9.032	74.240	1.535	9.032	74.240	2.743	16.135	38.455
3	1.033	6.074	80.314	1.033	6.074	80.314	2.651	15.592	54.047
4	.921	5.416	85.730	.921	5.416	85.730	2.393	14.075	68.122
5	.701	4.126	89.856	.701	4.126	89.856	2.308	13.579	81.701
6	.542	3.191	93.047	.542	3.191	93.047	1.929	11.346	93.047
7	.423	2.487	95.533						
8	.285	1.674	97.207						
9	.137	.804	98.011						
10	.110	.646	98.657						
11	.096	.563	99.220						
12	.044	.260	99.480						
13	.033	.193	99.673						
14	.022	.128	99.801						
15	.018	.105	99.906						
16	.013	.074	99.980						
17	.003	.020	100.000						

Extraction Method: Principal Component Analysis.

Component Matrix^a

	Component					
	1	2	3	4	5	6
K1	.606	.608				
K2	.778	.425				
K3	.622	.469		.467		
KP1	.846					
KP2	.936					
NP1	.773				-.437	
NP2	.892					
NP3	.878					
PTK1	.894					
PTK2	.887					
PTK3	.891					
KLP2	.782					.464
KLP3	.905					
KLP4	.713					
BP1	.889					
BP3	.651	-.544	.489			
BP4	.659	-.517	.459			

Extraction Method: Principal Component Analysis.

a. 6 components extracted.

Rotated Component Matrix^a

	Component					
	1	2	3	4	5	6
K1					.860	
K2					.531	
K3					.886	
KP1	.816					
KP2	.679					
NP1		.849				
NP2		.413				
NP3		.643				
PTK1			.538			
PTK2			.643			
PTK3			.678			
KLP2						.795
KLP3						.643
KLP4						.643
BP1				.643		
BP3				.906		
BP4				.920		

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	.542	.430	.418	.345	.326	.349
2	.150	-.303	-.059	-.620	.680	.189
3	-.088	-.197	-.550	.644	.485	-.051
4	-.587	.374	.383	-.004	.441	-.417
5	.010	-.737	.605	.278	.008	-.113
6	-.576	-.038	.081	.074	-.040	.808

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

Uji Reliabilitas

Reliabilita Variabel Kesetiaan Pasien

Case Processing Summary

		N	%
Cases	Valid	29	100.0
	Excluded ^a	0	.0
	Total	29	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.932	2

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KP1	4.24	.690	.873	. ^a
KP2	4.28	.707	.873	. ^a

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
8.52	2.616	1.617	2

Reliabilitas Variabel Nilai Persepsian

Case Processing Summary

		N	%
Cases	Valid	29	100.0
	Excluded ^a	0	.0
	Total	29	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.876	3

Item Statistics

	Mean	Std. Deviation	N
NP1	4.45	.736	29
NP2	4.21	.902	29
NP3	4.24	.786	29

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
NP1	8.45	2.542	.705	.874
NP2	8.69	1.865	.837	.756
NP3	8.66	2.305	.760	.825

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12.90	4.739	2.177	3

Reliabilitas Variabel Profesionalisme Tenaga Kesehatan
Case Processing Summary

		N	%
Cases	Valid	29	100.0
	Excluded ^a	0	.0
	Total	29	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.920	3

Item Statistics

	Mean	Std. Deviation	N
PTK1	4.31	.806	29
PTK2	4.21	.774	29
PTK3	4.38	.728	29

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
PTK1	8.59	1.966	.876	.852
PTK2	8.69	2.222	.770	.938
PTK3	8.52	2.187	.873	.858

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12.90	4.596	2.144	3

Reliabilitas Variabel Kualitas Pelayanan

Case Processing Summary

		N	%
Cases	Valid	29	100.0
	Excluded ^a	0	.0
	Total	29	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.827	3

Item Statistics

	Mean	Std. Deviation	N
KLP2	4.24	.830	29
KLP3	4.24	.739	29
KLP4	4.34	.769	29

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KLP2	8.59	1.823	.698	.751
KLP3	8.59	1.894	.804	.648
KLP4	8.48	2.187	.571	.869

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12.83	4.076	2.019	3

Reliabilitas Variabel Biaya Perawatan

Case Processing Summary

		N	%
Cases	Valid	29	100.0
	Excluded ^a	0	.0
	Total	29	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.880	3

Item Statistics

	Mean	Std. Deviation	N
BP1	4.28	.751	29
BP3	4.10	.976	29
BP4	4.14	.990	29

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
BP1	8.24	3.761	.590	.972
BP3	8.41	2.394	.893	.710
BP4	8.38	2.387	.875	.729

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12.52	6.044	2.459	3

Uji Normalitas

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
BP1	1.000	5.000	-1.016	-6.384	.912	2.867
BP3	1.000	5.000	-1.091	-6.857	1.242	3.902
BP4	1.000	5.000	-.817	-5.137	.087	.274
KLP2	1.000	5.000	-1.111	-6.981	1.236	3.885
KLP3	1.000	5.000	-1.115	-7.010	1.168	3.671
KLP4	1.000	5.000	-1.130	-7.099	1.262	3.966
PTK3	1.000	5.000	-1.112	-6.991	1.226	3.854
PTK2	1.000	5.000	-1.117	-7.020	1.195	3.756
PTK1	1.000	5.000	-1.318	-8.281	1.964	6.172
KP1	1.000	5.000	-1.206	-7.578	1.423	4.472
KP2	1.000	5.000	-1.262	-7.934	1.630	5.122
NP3	1.000	5.000	-1.004	-6.309	.727	2.283
NP2	1.000	5.000	-1.203	-7.558	1.272	3.996
NP1	1.000	5.000	-1.306	-8.209	1.844	5.795
K3	1.000	5.000	-1.343	-8.442	1.727	5.427
K2	1.000	5.000	-1.145	-7.193	.913	2.870
K1	1.000	5.000	-1.144	-7.191	1.278	4.017
Multivariate					468.244	141.808

Uji Outlier

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

Observation number	Mahalanobis d-squared	p1	p2
74	150.972	.000	.000
19	127.856	.000	.000
26	97.568	.000	.000
99	84.183	.000	.000
216	77.251	.000	.000
139	75.307	.000	.000
8	74.799	.000	.000
113	69.779	.000	.000
3	67.354	.000	.000
206	65.191	.000	.000
235	64.299	.000	.000
143	63.429	.000	.000
234	61.412	.000	.000
35	60.773	.000	.000
138	56.317	.000	.000
24	55.240	.000	.000
89	54.790	.000	.000
79	51.997	.000	.000
147	51.396	.000	.000
107	45.840	.000	.000
55	45.569	.000	.000
80	45.511	.000	.000
28	44.862	.000	.000
77	43.801	.000	.000
103	43.231	.000	.000
44	42.983	.000	.000
92	42.662	.001	.000
203	42.391	.001	.000
137	41.099	.001	.000
53	40.807	.001	.000
62	40.658	.001	.000

Observation number	Mahalanobis d-squared	p1	p2
37	38.928	.002	.000
87	37.042	.003	.000
134	36.399	.004	.000
61	35.300	.006	.000
25	35.162	.006	.000
178	34.865	.006	.000
204	32.817	.012	.000
123	32.790	.012	.000
6	32.733	.012	.000
57	32.562	.013	.000
105	32.462	.013	.000
59	31.718	.016	.000
215	30.589	.022	.000
155	30.223	.025	.000
148	30.174	.025	.000
27	29.963	.027	.000
112	29.802	.028	.000
120	29.619	.029	.000
42	29.244	.032	.000
47	28.906	.035	.000
135	28.431	.040	.000
196	28.300	.042	.000
33	28.263	.042	.000
88	28.204	.043	.000
209	27.401	.052	.000
72	27.117	.056	.000
104	26.394	.068	.000
5	26.372	.068	.000
16	26.294	.069	.000
133	26.146	.072	.000
32	25.455	.085	.000
109	25.308	.088	.000
63	25.078	.093	.000
124	24.669	.102	.000

Observation number	Mahalanobis d-squared	p1	p2
81	24.557	.105	.000
56	24.357	.110	.000
39	23.973	.120	.000
237	23.558	.132	.000
142	23.151	.144	.000
111	22.758	.157	.000
127	22.663	.161	.000
43	22.577	.164	.000
36	21.507	.204	.000
236	21.499	.205	.000
73	21.217	.217	.000
129	21.037	.225	.000
52	20.600	.245	.002
50	20.425	.253	.003
67	19.994	.275	.019
18	19.523	.299	.089
34	19.481	.302	.079
144	19.108	.322	.198
106	19.035	.327	.198
211	18.955	.331	.202
2	18.580	.353	.401
164	18.127	.381	.692
97	17.948	.392	.765
141	17.822	.400	.799
145	17.778	.403	.787
54	17.071	.450	.982
70	16.931	.459	.988
20	16.828	.466	.991
168	16.589	.483	.997
66	15.791	.539	1.000
60	15.157	.584	1.000
194	14.661	.620	1.000
30	14.634	.622	1.000
214	14.242	.650	1.000
146	13.005	.736	1.000

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

			Estimate	S.E.	C.R.	P	Label
Kepuasan_Pasien	<---	Profesionalisme_Tenaga_Kesehatan	2.068	.972	2.128	.033	
Kepuasan_Pasien	<---	Kualitas_Pelayanan	-1.255	1.231	-1.019	.308	
Kepuasan_Pasien	<---	Biaya_Perawatan	.092	.235	.393	.694	
Nilai_Persepsian	<---	Kepuasan_Pasien	.980	.040	24.445	***	
Kesetiaan_Pasien	<---	Kepuasan_Pasien	-.792	.675	-1.173	.241	
Kesetiaan_Pasien	<---	Nilai_Persepsian	1.663	.700	2.376	.018	
K1	<---	Kesetiaan_Pasien	1.000				
K2	<---	Kesetiaan_Pasien	1.028	.065	15.794	***	
K3	<---	Kesetiaan_Pasien	1.004	.062	16.241	***	
NP1	<---	Nilai_Persepsian	1.000				
NP2	<---	Nilai_Persepsian	1.051	.047	22.390	***	
NP3	<---	Nilai_Persepsian	.880	.047	18.790	***	
KP2	<---	Kepuasan_Pasien	1.000				
KP1	<---	Kepuasan_Pasien	.991	.042	23.750	***	
PTK1	<---	Profesionalisme_Tenaga_Kesehatan	1.000				
PTK2	<---	Profesionalisme_Tenaga_Kesehatan	1.000	.043	23.477	***	
PTK3	<---	Profesionalisme_Tenaga_Kesehatan	.925	.041	22.304	***	
KLP4	<---	Kualitas_Pelayanan	1.000				
KLP3	<---	Kualitas_Pelayanan	1.076	.063	16.955	***	
KLP2	<---	Kualitas_Pelayanan	1.029	.063	16.303	***	
BP4	<---	Biaya_Perawatan	1.000				
BP3	<---	Biaya_Perawatan	1.077	.039	27.778	***	
BP1	<---	Biaya_Perawatan	.972	.047	20.701	***	

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

	Estimate
Kepuasan_Pasien	.918
Nilai_Persepsian	1.037
Kesetiaan_Pasien	.698
BP1	.737
BP3	.901
BP4	.865
KLP2	.834
KLP3	.883
KLP4	.604
PTK3	.800
PTK2	.830
PTK1	.828
KP1	.811
KP2	.851
NP3	.706
NP2	.817
NP1	.810
K3	.717
K2	.692
K1	.736

Goodness Of fit**Model Fit Summary****CMIN**

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	43	432.577	110	.000	3.933
Saturated model	153	.000	0		
Independence model	17	5191.077	136	.000	38.170

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	.033	.833	.767	.599
Saturated model	.000	1.000		
Independence model	.528	.110	-.002	.098

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	.917	.897	.937	.921	.936
Saturated model	1.000		1.000		1.000
Independence model	.000	.000	.000	.000	.000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	.809	.741	.757
Saturated model	.000	.000	.000
Independence model	1.000	.000	.000

NCP

Model	NCP	LO 90	HI 90
Default model	322.577	262.395	390.326
Saturated model	.000	.000	.000
Independence model	5055.077	4822.793	5293.695

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	1.833	1.367	1.112	1.654
Saturated model	.000	.000	.000	.000
Independence model	21.996	21.420	20.436	22.431

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	.111	.101	.123	.000
Independence model	.397	.388	.406	.000

AIC

Model	AIC	BCC	BIC	CAIC
Default model	518.577	525.677	667.703	710.703
Saturated model	306.000	331.266	836.613	989.613
Independence model	5225.077	5227.884	5284.034	5301.034

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	2.197	1.942	2.484	2.227
Saturated model	1.297	1.297	1.297	1.404
Independence model	22.140	21.156	23.151	22.152

HOELTER

Model	HOELTER .05	HOELTER .01
Default model	74	81
Independence model	8	9