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**n**

## Lampiran 1. *Informed Consent*

### **SURATPERNYATAN PERSETUJUANUNTUK IKUT SERTA DALAM PENELITIAN (*INFORMED CONSENT*)**

Sayayang bertanda tangan dibawah ini:

Nama :  
Tempat, Tanggal Lahir :  
Pekerjaan :  
Alamat :  
No Telp/Hp :

Memberikan persetujuan untuk mengisi angket yang diberikan peneliti. Saya mengerti bahwa saya menjadi bagian dari penelitian ini yang bertujuan untuk mengetahui tingkat kepuasan pasien terhadap Pelayanan Kefarmasian di Instalasi Farmasi Rawat Jalan Puskesmas Nawangan Pacitan

Demikian surat pernyataan ini saya buat dan tanda tangani dalam keadaan sehat, sadar dan tanpa ada paksaan dari pihak manapun.

..... 2022

Mengetahui  
Peneliti,

Yang menyatakan  
Responden,

.....

.....

.....

### Lampiran 3. Kuisisioner Bagian Ketiga

#### KUESIONER ANALISIS TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI INTALASI FARMASI RAWAT JALAN PUSKESMAS NAWANGAN PACITAN

Responden penelitian ini adalah Pasien Rawat Jalan di Puskesmas Nawangan Pacitan yang bersedia menjadi sampel dengan menggunakan metode *SERVQUAL* yang bertujuan untuk mengetahui tingkat kepuasan pasien terhadap Pelayanan Kefarmasian di Instalasi Farmasi Rawat Jalan Puskesmas Nawangan Pacitan.

Petunjuk pengisian :

Berikut ini adalah isian mengenai kenyataan yang diterima Bapak/Ibu/Saudara/Saudari, mengenai Pelayanan Kefarmasian di Instalasi Farmasi Rawat Jalan Puskesmas Nawangan Pacitan yang seharusnya. Berilah tanda (√) pada kolom yang ingin diisi.

| Nilai Kenyataan       | Nilai Harapan            |
|-----------------------|--------------------------|
| 1 = Sangat tidak puas | 1 = Sangat tidak penting |
| 2 = Tidak puas        | 2 = Tidak penting        |
| 3 = Puas              | 3 = Penting              |
| 4 = Sangat puas       | 4 = Sangat penting       |

| Harapan yang Diinginkan pasien |   |   |   | No | Pernyataan                                                                                                                             | Kenyataan yang diterima pasien |   |   |   |
|--------------------------------|---|---|---|----|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|---|---|---|
| 1                              | 2 | 3 | 4 |    |                                                                                                                                        | 1                              | 2 | 3 | 4 |
| <b>Tangible (Berwujud)</b>     |   |   |   |    |                                                                                                                                        |                                |   |   |   |
|                                |   |   |   | 1. | Alur pelayanan obat rawat jalan pasien sudah jelas.                                                                                    |                                |   |   |   |
|                                |   |   |   | 2. | Ruang tunggu di Pelayanan Farmasi bersih Dan nyaman.                                                                                   |                                |   |   |   |
|                                |   |   |   | 3. | Penampilan petugas farmasi rapi                                                                                                        |                                |   |   |   |
|                                |   |   |   | 4. | Kartu antrian diperoleh dengan mudah dan jelas.                                                                                        |                                |   |   |   |
|                                |   |   |   | 5. | Fasilitas ruang tunggu yang baik                                                                                                       |                                |   |   |   |
|                                |   |   |   | 6. | Papan nama Pelayanan Farmasi Rawat Jalan Dapat dengan mudah terlihat                                                                   |                                |   |   |   |
| <b>Reliability (Keandalan)</b> |   |   |   |    |                                                                                                                                        |                                |   |   |   |
|                                |   |   |   | 1. | Jam buka pelayanan farmasi rawat jalan tepat sesuai jadwal (waktu buka pelayanan dan Waktu tutup)                                      |                                |   |   |   |
|                                |   |   |   | 2. | Pelayanan Farmasi Rawat Jalan cepat                                                                                                    |                                |   |   |   |
|                                |   |   |   | 3. | Waktu tunggu pengambilan obat racikan $\leq 60$ Menit dan Non racikan $\leq 30$ menit.                                                 |                                |   |   |   |
|                                |   |   |   | 4. | Petugas farmasi memberikan pelayanan yang baik dengan menjelaskan informasi obat meliputi nama obat, Cara pakai obat dan efek samping. |                                |   |   |   |
|                                |   |   |   | 5. | Pasien tidak dipungut biaya saat konsultasi Dengan Petugas farmasi.                                                                    |                                |   |   |   |
|                                |   |   |   | 6. | Petugas farmasi mampu menjelaskan dan memperagakan Penggunaan obat khusus (seperti suppositoria, inhaler)                              |                                |   |   |   |

| Harapan yang Diinginkan pasien       |   |   |   | No | Pernyataan                                                                           | Kenyataan yang diterima pasien |   |   |   |
|--------------------------------------|---|---|---|----|--------------------------------------------------------------------------------------|--------------------------------|---|---|---|
| 1                                    | 2 | 3 | 4 |    |                                                                                      | 1                              | 2 | 3 | 4 |
| <b>Responsiveness (Daya Tanggap)</b> |   |   |   |    |                                                                                      |                                |   |   |   |
|                                      |   |   |   | 1. | Petugas Farmasi tanggap terhadap complain obat yang diterima.                        |                                |   |   |   |
|                                      |   |   |   | 2. | Petugas Farmasi melayani dengan baik saat Pasien minta penjelasan terkait obat.      |                                |   |   |   |
|                                      |   |   |   | 3. | Petugas farmasi menyiapkan obat dengan segera.                                       |                                |   |   |   |
|                                      |   |   |   | 4. | Petugas Farmasi tanggap terhadap keluhan Pasien terkait pelayanan.                   |                                |   |   |   |
|                                      |   |   |   | 5. | Petugas Farmasi memberikan obat tepat waktu.                                         |                                |   |   |   |
|                                      |   |   |   | 6. | Petugas farmasi trampil dan cakap dalam Melayani pasien                              |                                |   |   |   |
| <b>Assurance (Jaminan)</b>           |   |   |   |    |                                                                                      |                                |   |   |   |
|                                      |   |   |   | 1. | Petugas farmasi menyiapkan obat dengan Benar dan teliti.                             |                                |   |   |   |
|                                      |   |   |   | 2. | Petugas farmasi menanyakan nomor antrian Dan identitas Pasien saat menyerahkan obat. |                                |   |   |   |
|                                      |   |   |   | 3. | Tercantum tanggal kadaluwarsa (Expired Date) Pada etiket.                            |                                |   |   |   |
|                                      |   |   |   | 4. | Obat dalam kemasan yang baik.                                                        |                                |   |   |   |
|                                      |   |   |   | 5. | Obat yang berbentuk puyer atau kapsul tidak basah dan lengket.                       |                                |   |   |   |
|                                      |   |   |   | 6. | Petugas Farmasi memberikan Kepastian penyerahan obat sesuai antrian.                 |                                |   |   |   |

| Harapan yang Diinginkan pasien |   |   |   | No | Pernyataan                                                                                    | Kenyataan yang diterima pasien |   |   |   |
|--------------------------------|---|---|---|----|-----------------------------------------------------------------------------------------------|--------------------------------|---|---|---|
| 1                              | 2 | 3 | 4 |    |                                                                                               | 1                              | 2 | 3 | 4 |
| Empathy (Empati)               |   |   |   |    |                                                                                               |                                |   |   |   |
|                                |   |   |   | 1. | Pelayanan petugas farmasi ramah.                                                              |                                |   |   |   |
|                                |   |   |   | 2. | Pelayanan Petugas Farmasi sama, tidak Membedakan pasien UMUM dan BPJS.                        |                                |   |   |   |
|                                |   |   |   | 3. | Petugas Farmasi perhatian terhadap pasien Atau pendamping pasien.                             |                                |   |   |   |
|                                |   |   |   | 4. | Petugas Farmasi mendengarkan dengan sabar Pertanyaan dan keluhan pasien atau keluarga pasien. |                                |   |   |   |
|                                |   |   |   | 5. | Petugas Farmasi memahami kebutuhan pasien Dan Memberikan solusi.                              |                                |   |   |   |
|                                |   |   |   | 6. | Petugas farmasi melayani pasien tanpa Memandang status sosial pasien.                         |                                |   |   |   |

Responden

( )

## Lampiran 4. Surat Rekomendasi Penelitian Kesbangpol Kabupaten Pacitan



**PEMERINTAH KABUPATEN PACITAN**  
**BADAN KESATUAN BANGSA DAN POLITIK**  
 JL. Ronggowarsito No. 07 Telp. ( 0357 ) 881066  
 email : bakesbangpol@pacitankab.go.id

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**REKOMENDASI PENELITIAN**  
 NOMOR : 072/125/408.58/2022

Dasar : 1. Undang-undang Republik Indonesia Nomor 18 Tahun 2002 tentang Sistem Nasional Penelitian , Pengembangan, dan Penerapan Ilmu Pengetahuandan Teknologi;  
 2. Undang-undang Republik Indonesia Nomor 23 Tahun 2014 Tentang Pemerintah Daerah;  
 3. Peraturan Menteri Dalam Negeri Republik Indonesia Nomor 7 Tahun 2014 Tentang Perubahan Atas Peraturan Menteri Dalam Negeri Republik Indonesia Nomor 64 Tahun 2011 Tentang Pedoman Penerbitan Rekomendasi Penelitian;  
 4. Peraturan Bupati Pacitan Nomor 3 Tahun 2013 tentang Uraian Tugas Fungsi dan Tata Kerja Badan Kesatuan Bangsa dan Politik Kabupaten Pacitan.

Memperhatikan : Surat dari Dekan Universitas Setia Budi, Fakultas Farmasi, Tanggal 21 Februari 2022, Nomor : 610/H6-04/21.02.2022, Perihal : Ijin Penelitian Skripsi

Kepala Badan Kesatuan Bangsa dan Politik Kab. Pacitan, memberikan rekomendasi kepada :

a. Nama : **DWI SETIAWAN**  
 b. Alamat : Sumber, RT 1/3, Nadi Bulukerto, Wonogiri  
 c. Telp/NIM : 082330907240 / 01206323A  
 d. Lembaga/Instansi : Kesehatan  
 e. Pekerjaan/Jabatan : Mahasiswa

Untuk melakukan penelitian/survey/kegiatan dengan :

a. Judul Penelitian : **"ANALISIS TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI INTALASI FARMASI RAWAT JALAN PUKESMAS NAWANGAN PACITAN"**  
 b. Tujuan : Ijin Penelitian  
 c. Bidang Penelitian : Kesehatan  
 d. Penanggungjawab : Apt. Dwi Ningsih, S.Si.,M.Farm  
 e. Anggota/Peserta : -  
 f. Waktu Kegiatan : 22 Februari 2022 s.d 22 Mei 2022  
 g. Lokasi Kegiatan : Puskesmas Nawangan

- engan ketentuan : 1. Setiap Peneliti mempunyai hak mendapatkan informasi yang akurat tentang tata cara penerbitan rekomendasi penelitian, mendapatkan pelayanan penerbitan rekomendasi penelitian sesuai aturan yang berlaku, mendapatkan penjelasan dalam hal keterlambatan dan penolakan penerbitan rekomendasi penelitian;
2. Berkewajiban menghormati dan mentaati peraturan dan tata tertib di daerah setempat/ lokasi penelitian;
3. Pelaksanaan penelitian agar tidak disalah gunakan untuk tujuan tertentu yang dapat mengganggu kesetabilan keamanan dan ketertiban di daerah setempat / lokasi penelitian;
4. Melaporkan hasil penelitian dan sejenisnya kepada Bupati Pacitan melalui Badan Kesatuan Bangsa dan Politik Kabupaten Pacitan;
5. Apabila masa berlaku rekomendasi penelitian telah berakhir , dan penelitian sedang berjalan, peneliti harus segera mengajukan perpanjangan waktu dengan menyertakan hasil penelitian sebelumnya;
6. Surat Keterangan ini akan dicabut dan dinyatakan tidak berlaku lagi apabila ternyata bahwa pemegang Surat Rekomendasi ini tidak memenuhi ketentuan tersebut diatas.

Demikian rekomendasi ini dibuat untuk digunakan seperlunya.

Pacitan, 22 Februari 2022

An. KEPALA BADAN KESATUAN BANGSA  
DAN POLITIK  
KABUPATEN PACITAN  
Sekretaris

  
Dra. ANNA SRI MULYATI, M.Sc  
Pembina Tingkat I  
NIP. 19670623 199203 2 006

**Tembusan :**

- Yth. 1. Bupati Pacitan  
2. Dandim 0801 Pacitan  
3. Kapolres Pacitan  
4. Kepala Bappelitbang Kab. Pacitan  
5. Kepala Dinas Kesehatan Kab. Pacitan  
6. Kepala UPT Puskesmas Nawangan Kab. Pacitan  
7. Yang bersangkutan untuk dilaksanakan

## Lampiran 5. Surat Permohonan Izin Penelitian Dinkes Kabupaten Pacitan



Nomor : 667 / H6 - 04 /08.03.2022

Lamp. : -

H a l : Ijin Penelitian Skripsi

Kepada :

Yth. Bapak / Ibu Direktur / Kepala / Pimpinan

DINAS KESEHATAN PACITAN

Pacitan

Dengan hormat,

Berkaitan dengan tugas penelitian mahasiswa Program Studi S1 Farmasi Fakultas Farmasi Universitas Setia Budi, maka dengan ini kami mengajukan permohonan ijin bagi mahasiswa kami :

N a m a : Dwi Setiawan

NIM : 01206323A

Waktu Penelitian :

No Tlpn / WA :

Judul Penelitian : ANALISIS TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN  
KEFARMASIAN DI INTALASI FARMASI RAWAT JALAN PUSKESMAS  
NAWANGAN PACITAN

Untuk keperluan / memperoleh Data )\* :

Ijin Penelitian Skripsi

Besar harapan kami atas terkabulnya permohonan ini yang tentunya akan berguna bagi pembangunan nusa dan bangsa khususnya kemajuan dibidang pendidikan.

Demikian atas kerja samanya disampaikan banyak terima kasih.

Surakarta, 08 Maret 2022

Dekan,



Prof. Dr. Apt. R.A. Oetari, SU., MM., M.Sc.  
NIS. 01200409162098

## Lampiran 6. Surat Izin Penelitian Dinkes Kabupaten Pacitan



**PEMERINTAH KABUPATEN PACITAN**  
**DINAS KESEHATAN**  
 Jin. Sasuitubun No.1 Telp. 0357-885145, 881485 Fax. 0357-885145  
 Webmail : pacitan@dinkesjatim.go.id  
**PACITAN**

---

Pacitan. 7 Maret 2022

Nomor : 440/ ~~642~~ /408.36/2022  
 Lampiran : -  
 Perihal : Ijin Penelitian

Kepada Yth :  
 Kepala Puskesmas Nawangan  
 di  
PACITAN

Menindaklanjuti surat dari Kepala Badan Kesatuan Bangsa dan Politik Kabupaten Pacitan Nomor : 072/125/408.58/2022 tanggal 22 Februari 2022 Perihal Ijin Penelitian, mohon Saudara memfasilitasi pelaksanaan penelitian an **DWI SETIAWAN** dengan judul “Analisis Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian di Instalasi Farmasi Rawat Jalan Puskesmas Nawangan Pacitan” dari Universitas Setia Budi Surakarta mulai tanggal 22 Februari s/d 22 Mei 2022.

Demikian atas perhatian dan kerja sama yang baik disampaikan terimakasih.

  
**dr. TH. HENDRA PURWAKA, MPPM**  
 Kepala Dinas Kesehatan  
 NIP. 19630225 198910 1 002

## Lampiran 7. Surat Permohonan Izin Penelitian Puskesmas Nawangan Pacitan



Nomor : 610 / H6 - 04 /21.02.2022

Lamp. : -

H a l : Ijin Penelitian Skripsi

Kepada :

Yth. Bapak / Ibu Direktur / Kepala / Pimpinan

RUSKESMAS NAWANGAN PACITAN

Pacitan

Dengan hormat,

Berkaitan dengan tugas penelitian mahasiswa Program Studi S1 Farmasi Fakultas Farmasi Universitas Setia Budi, maka dengan ini kami mengajukan permohonan ijin bagi mahasiswa kami :

N a m a : Dwi Setiawan

NIM : 01206323A

Waktu Penelitian :

Judul Penelitian : ANALISIS TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI INTALASI FARMASI RAWAT JALAN PUSKESMAS NAWANGAN PACITAN

Untuk keperluan / memperoleh Data )\* :

Ijin Penelitian Skripsi

Besar harapan kami atas terkabulnya permohonan ini yang tentunya akan berguna bagi pembangunan nusa dan bangsa khususnya kemajuan dibidang pendidikan.

Demikian atas kerja samanya disampaikan banyak terima kasih.

Surakarta, 21 Februari 2022  
Dekan,

Prof. Dr. Apt. R.A. Oetari, SU., MM., M.Sc.  
NIS. 01200409162098

## Lampiran 8. Surat Permohonan *Ethical Clearance*



**FAKULTAS FARMASI**

Nomor : 667 / H6 - 04 /08.03.2022  
Lamp. : -  
Hal : Pengajuan Ethical Clearance

Kepada :

Yth. Bapak / Ibu Direktur / Kepala / Pimpinan  
RSUD Dr. Moewardi Surakarta  
Surakarta

Dengan hormat,

Berkaitan dengan tugas penelitian mahasiswa Program Studi S1 Farmasi Fakultas Farmasi Universitas Setia Budi, maka dengan ini kami mengajukan permohonan ijin bagi mahasiswa kami :

Nama : Dwi Setiawan

NIM : 01206323A

Waktu Penelitian :

Judul Penelitian : ANALISIS TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN  
KEFARMASIAN DI INTALASI FARMASI RAWAT JALAN PUSKESMAS  
NAWANGAN PACITAN

Untuk keperluan / memperoleh Data )\* :

Pengajuan Ethical Clearance

Besar harapan kami atas terkabulnya permohonan ini yang tentunya akan berguna bagi pembangunan nusa dan bangsa khususnya kemajuan dibidang pendidikan.

Demikian atas kerja samanya disampaikan banyak terima kasih.

Surakarta, 8 Maret 2022  
Dekan,



Prof. Dr. Apt. R.A. Oetari, SU., MM., M.Sc.  
NIS. 01200409162098

## Lampiran 9. Ethical Clearance

3/31/22, 1:05 PM

KEPK-RSDM

**HEALTH RESEARCH ETHICS COMMITTEE**  
**KOMISI ETIK PENELITIAN KESEHATAN**

**Dr. Moewardi General Hospital**  
**RSUD Dr. Moewardi**

---

**ETHICAL CLEARANCE**  
**KELAIKAN ETIK**

Nomor : 394 / III / HREC / 2022

The Health Research Ethics Committee Dr. Moewardi  
 Komisi Etik Penelitian Kesehatan RSUD Dr. Moewardi

after reviewing the proposal design, herewith to certify  
 setelah menilai rancangan penelitian yang diusulkan, dengan ini menyatakan

That the research proposal with topic :  
 Bahwa usulan penelitian dengan judul

**ANALISIS TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI INSTALASI FARMASI RAWAT JALAN  
 PUSKESMAS NAWANGAN PACITAN**

Principal investigator : Dwi Setiawan  
 Peneliti Utama 01206323A

Location of research : Instalasi Farmasi Puskesmas Nawangan Pacitan  
 Lokasi Tempat Penelitian

Is ethically approved  
 Dinyatakan layak etik

Issued on : 31 Maret 2022

Chairman  
 Ketua

  
Dr. Wahyu Dwi Atmoko., Sp.F  
 19770224 201001 1 004

<https://kemi-etika.rsudmoewardi.com/kemikethicalclearance/01206323A-0007>

## Lampiran 10. Ijin Belajar



### BUPATI PACITAN PROVINSI JAWA TIMUR

#### SURAT IZIN BELAJAR Nomor : 895.1/01/408.54/2021

Berdasarkan Surat Kepala Dinas Kesehatan Kabupaten Pacitan Nomor : 440/1918/408.36/2021 tanggal 18 Januari 2021 maka diberikan izin belajar kepada :

Nama : DWI SETIAWAN, A.Md.Farmasi  
NIP : 19831206 201001 1 013  
Pangkat/Gol. Ruang : Penata Muda / III a  
Jabatan : Asisten Apoteker Pelaksana Lanjutan  
Unit Kerja : Puskesmas Nawangan Dinas Kesehatan  
Untuk melanjutkan Pendidikan ke Program Alih Jenjang dan Profesi  
Jurusan/Program Studi : Program Studi S-1 Fakultas Farmasi  
Lembaga Pendidikan : Universitas Setia Budi

Dengan ketentuan sebagai berikut :

1. Daftar Penilaian Prestasi Kerja Pegawai Negeri Sipil tahun terakhir dengan nilai setiap unsur sekurang-kurangnya bernilai baik.
2. Lembaga Pendidikan yang dipilih telah terakreditasi oleh pejabat yang berwenang dan memenuhi ketentuan izin belajar.
3. Pendidikan dilaksanakan di luar jam kerja kedinasan, sehingga tidak mengganggu kelancaran pelaksanaan tugas kedinasan.
4. Biaya Pendidikan sepenuhnya ditanggung oleh Pegawai Negeri Sipil yang bersangkutan.
5. Jarak tempat pendidikan dengan tempat kerja dapat ditempuh dalam waktu yang tidak akan mengurangi kelancaran tugas.
6. Proses belajar mengajar sesuai dengan standar dan norma akademis berdasarkan ketentuan peraturan perundang-undangan yang berlaku.
7. Setelah selesai Pendidikan tidak akan menuntut Penyesuaian Ijazah apabila formasi dan relevansi ijazah tidak sesuai dengan tugas pokok yang bersangkutan.
8. Keabsahan ijazah yang diperoleh setelah selesai menempuh pendidikan, apabila digunakan untuk kepentingan kepegawaian sepenuhnya berdasarkan pada ketentuan yang berlaku.
9. Izin belajar ini dinyatakan tidak berlaku, apabila :
  - a. Dalam proses belajar mengajar yang ditempuh oleh yang bersangkutan ternyata melanggar ketentuan standar dan norma akademis berdasarkan peraturan perundang-undangan yang berlaku.
  - b. Di kemudian hari terbukti bahwa perolehan ijazah/tanda kelulusannya melanggar ketentuan peraturan perundang-undangan yang berlaku.
10. Pelanggaran dalam cara memperoleh dan kepemilikan ijazah secara tidak sah akan dikenai sanksi menurut peraturan perundang-undangan yang berlaku.

Demikian surat izin ini dibuat untuk digunakan sebagaimana mestinya.



Jalan Jaksa Agung Suprpto Nomor 8 Pacitan Provinsi Jawa Timur  
Telp. (0357) 881032, 885100 Fax. (0357) 882472, www.pacitankab.go.id

## Lampiran 11. Surat Keterangan Cek Plagiasi (Cek Turnitin)



### SURAT KETERANGAN CEK PLAGIASI

No: 251/H5-05/28.07.2022

Yang bertanda tangan ini :  
 Nama : Rina Handayani, S.IP., M.IP  
 Jabatan : Kepala UPT Perpustakaan  
 Instansi : Universitas Setia Budi  
 Menerangkan bahwa  
 Nama : Dwi Setiawan  
 NIM : 01206323A  
 Fakultas/ Prodi : Farmasi / S1 Farmasi  
 Judul Tugas Akhir : Analisis Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian Di  
 Instalasi Farmasi Rawat Jalan Puskesmas Nawangan Pacitan  
 Telah dilakukan cek plagiasi di UPT Perpustakaan Universitas Setia Budi Surakarta menggunakan aplikasi  
 turnitin dengan prosentase *similarity* **23%**.  
 Kesalahan tata tulis (*typo*) tidak bisa terdeteksi Turnitin dan bukan menjadi tanggung jawab UPT  
 Perpustakaan.  
 Demikian surat keterangan ini kami buat agar dapat digunakan sebagaimana mestinya.

Surakarta, 28 Juli 2022

Ka. UPT Perpustakaan



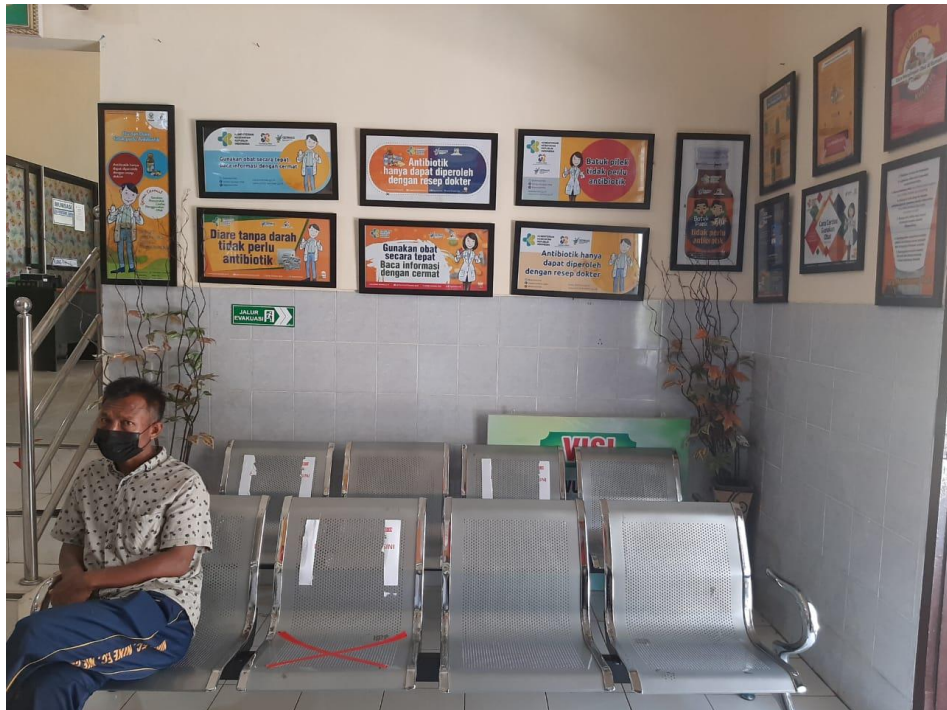
Rina Handayani, S.IP., MIP

**Lampiran 12. Foto Pelayanan Kefarmasian**

### Lampiran 13. Foto Ruang Pelayanan Kefarmasian

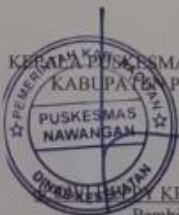


### Lampiran 14. Foto Ruang Tunggu Pelayanan Kefarmasian



**Lampiran 15. Foto Nomer Antrian Pelayanan Kefarmasian**

## Lampiran 16. Surat Pernyataan Selesai Penelitian

|                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                       |                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                      | <p>PEMERINTAH KABUPATEN PACITAN<br/>DINAS KESEHATAN<br/><b>PUSKESMAS NAWANGAN</b><br/>Jl. Raya Nawangan - Pakisbaru Km 1 Ds. Nawangan Kec. Nawangan Kode Pos 63584<br/>Telp. 081393938726 E-mail : puskesmasnawangan@gmail.com<br/><b>PACITAN</b></p> |  |
| Pacitan, 11 Juli 2022                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                       |                                                                                    |
| <p>Nomor : 072/ 258 /408.36.17/2022<br/>Sifat : Penting<br/>Lampiran : -<br/>Perihal : Penelitian Mahasiswa</p>                                                                                                                                                                                                                                                                                       | <p>KEPADA<br/>Yth. Dekan Universitas Setia Budi Surakarta<br/>Fakultas Farmasi<br/>di –<br/>SURAKARTA</p>                                                                                                                                             |                                                                                    |
| <p>Sesuai dengan Surat Permohonan Penelitian Nomor : 610/H6-04/21.022022 Tanggal 21 Februari 2022 atas Nama Mahasiswa "Dwi Setiawan"</p> <p>Sehubungan dengan hal tersebut, kami informasikan bahwa Mahasiswa tersebut di atas telah selesai melaksanakan penelitian di Puskesmas Nawangan Kabupaten Pacitan pada tanggal 23 Mei 2022</p> <p>Demikian untuk menjadikan maklum dan guna seperlunya</p> |                                                                                                                                                                                                                                                       |                                                                                    |
| <div style="display: flex; align-items: center;">  <div> <p><b>KRESNAWANTO</b><br/>Pembina<br/>NIP 19750622 201001 1 007</p> </div> </div>                                                                                                                                             |                                                                                                                                                                                                                                                       |                                                                                    |

**Lampiran 17. Input Data Uji Validitas dan Reliabilitas Kuisioner Tingkat Kepuasan (Harapan)**

| NO | HARAPAN  |   |   |   |   |   |             |   |   |   |   |   |                |   |   |   |   |   |           |   |   |   |   |   |         |   |   |   |   |   |   |
|----|----------|---|---|---|---|---|-------------|---|---|---|---|---|----------------|---|---|---|---|---|-----------|---|---|---|---|---|---------|---|---|---|---|---|---|
|    | TANGIBLE |   |   |   |   |   | RELIABILITY |   |   |   |   |   | RESPONSIVENESS |   |   |   |   |   | ASSURANCE |   |   |   |   |   | EMPATHY |   |   |   |   |   |   |
|    | 1        | 2 | 3 | 4 | 5 | 6 | 1           | 2 | 3 | 4 | 5 | 6 | 1              | 2 | 3 | 4 | 5 | 6 | 1         | 2 | 3 | 4 | 5 | 6 | 1       | 2 | 3 | 4 | 5 | 6 |   |
| 1  | 3        | 3 | 3 | 4 | 3 | 4 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 4 | 4 | 3         | 4 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 4 | 3 | 4 |
| 2  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 4 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 4 | 3 | 3 |
| 3  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 4  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 4 | 3 | 4 | 3 | 4 | 3         | 4 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 5  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 4 | 3 | 3 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 4 | 4 | 3 |
| 6  | 3        | 3 | 3 | 3 | 3 | 3 | 4           | 4 | 4 | 4 | 4 | 4 | 3              | 3 | 4 | 4 | 3 | 3 | 3         | 4 | 3 | 4 | 4 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 7  | 4        | 4 | 3 | 3 | 4 | 3 | 4           | 4 | 4 | 4 | 3 | 4 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 4 | 3 | 4       | 4 | 4 | 4 | 4 | 4 | 4 |
| 8  | 3        | 4 | 4 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 9  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 10 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 11 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 4 | 3 | 3 | 3         | 4 | 3 | 3 | 3 | 3 | 3       | 3 | 4 | 3 | 4 | 3 | 3 |
| 12 | 3        | 4 | 4 | 4 | 4 | 4 | 4           | 4 | 4 | 4 | 4 | 4 | 3              | 3 | 4 | 4 | 4 | 4 | 4         | 4 | 4 | 4 | 4 | 4 | 4       | 4 | 4 | 4 | 4 | 4 | 4 |
| 13 | 3        | 4 | 3 | 3 | 3 | 4 | 4           | 4 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 4 | 3 | 4 | 3         | 4 | 4 | 4 | 4 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 14 | 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 | 4 | 4 | 4 | 4 | 4 |
| 15 | 3        | 3 | 4 | 3 | 3 | 3 | 3           | 4 | 3 | 4 | 4 | 4 | 4              | 4 | 3 | 3 | 4 | 3 | 4         | 3 | 3 | 4 | 4 | 3 | 4       | 4 | 3 | 3 | 4 | 4 | 4 |
| 16 | 4        | 4 | 4 | 4 | 4 | 4 | 3           | 4 | 4 | 4 | 4 | 4 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 17 | 4        | 3 | 4 | 4 | 4 | 4 | 3           | 4 | 4 | 4 | 3 | 3 | 3              | 4 | 4 | 3 | 3 | 3 | 3         | 3 | 4 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 | 4 |
| 18 | 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 | 4 | 4 | 4 | 4 | 4 |
| 19 | 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 | 4 | 4 | 4 | 4 | 4 |



**Lampiran 18. Input Data Uji Validitas dan Reliabilitas Kuisiener Tingkat Kepuasan (Kenyataan)**

| NO | KENYATAAN |   |   |   |   |   |             |   |   |   |   |   |                |   |   |   |   |   |           |   |   |   |   |   |         |   |   |   |   |   |
|----|-----------|---|---|---|---|---|-------------|---|---|---|---|---|----------------|---|---|---|---|---|-----------|---|---|---|---|---|---------|---|---|---|---|---|
|    | TANGIBLE  |   |   |   |   |   | RELIABILITY |   |   |   |   |   | RESPONSIVENESS |   |   |   |   |   | ASSURANCE |   |   |   |   |   | EMPATHY |   |   |   |   |   |
|    | 1         | 2 | 3 | 4 | 5 | 6 | 1           | 2 | 3 | 4 | 5 | 6 | 1              | 2 | 3 | 4 | 5 | 6 | 1         | 2 | 3 | 4 | 5 | 6 | 1       | 2 | 3 | 4 | 5 | 6 |
| 1  | 4         | 4 | 3 | 4 | 4 | 4 | 3           | 4 | 4 | 3 | 4 | 3 | 4              | 3 | 4 | 3 | 3 | 4 | 3         | 4 | 4 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 2  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 4 | 3 | 3 | 3 | 3 | 3         | 4 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 3  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 4         | 4 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 4  | 3         | 3 | 4 | 3 | 3 | 3 | 4           | 4 | 3 | 3 | 3 | 3 | 4              | 3 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 5  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 4         | 4 | 3 | 4 | 4 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 6  | 3         | 3 | 3 | 3 | 3 | 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 |
| 7  | 4         | 3 | 4 | 3 | 4 | 4 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 8  | 4         | 3 | 4 | 4 | 4 | 4 | 4           | 3 | 3 | 4 | 4 | 4 | 3              | 4 | 4 | 3 | 3 | 4 | 4         | 4 | 3 | 4 | 4 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 9  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 10 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 11 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 12 | 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 | 4 | 4 | 4 | 4 |
| 13 | 3         | 4 | 4 | 4 | 3 | 3 | 3           | 3 | 3 | 3 | 4 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 14 | 4         | 4 | 4 | 3 | 4 | 4 | 3           | 4 | 4 | 4 | 4 | 4 | 4              | 4 | 4 | 4 | 4 | 4 | 4         | 3 | 3 | 4 | 4 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 15 | 3         | 3 | 3 | 3 | 4 | 3 | 3           | 4 | 3 | 4 | 4 | 4 | 3              | 4 | 4 | 3 | 3 | 3 | 3         | 3 | 3 | 4 | 4 | 3 | 4       | 4 | 3 | 3 | 4 | 4 |
| 16 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 4 | 4 | 4 | 4 | 4 | 4              | 4 | 4 | 4 | 4 | 4 | 4         | 4 | 3 | 4 | 4 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 17 | 3         | 4 | 4 | 3 | 3 | 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 |
| 18 | 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 | 4 | 4 | 4 | 4 |
| 19 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |



**Lampiran 19. Hasil Uji Validitas dan Reliabilitas Kuisioner Tingkat Kepuasan (Harapan)**

|                          |                     | Pernyataan<br>Tangible 1 | Pernyataan<br>Tangible 2 | Pernyataan<br>Tangible 3 | Pernyataan<br>Tangible 4 | Pernyataan<br>Tangible 5 | Pernyataan<br>Tangible 6 | Pernyataan<br>Reliability 1 |
|--------------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
| Pernyataan Tangible 1    | Pearson Correlation | 1                        | .554**                   | .602**                   | .709**                   | .860**                   | .558**                   | .463**                      |
|                          | Sig. (2-tailed)     |                          | .001                     | .000                     | .000                     | .000                     | .001                     | .010                        |
|                          | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Tangible 2    | Pearson Correlation | .554**                   | 1                        | .530**                   | .536**                   | .675**                   | .536**                   | .614**                      |
|                          | Sig. (2-tailed)     | .001                     |                          | .003                     | .002                     | .000                     | .002                     | .000                        |
|                          | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Tangible 3    | Pearson Correlation | .602**                   | .530**                   | 1                        | .731**                   | .591**                   | .451*                    | .238                        |
|                          | Sig. (2-tailed)     | .000                     | .003                     |                          | .000                     | .001                     | .012                     | .206                        |
|                          | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Tangible 4    | Pearson Correlation | .709**                   | .536**                   | .731**                   | 1                        | .713**                   | .713**                   | .342                        |
|                          | Sig. (2-tailed)     | .000                     | .002                     | .000                     |                          | .000                     | .000                     | .064                        |
|                          | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Tangible 5    | Pearson Correlation | .860**                   | .675**                   | .591**                   | .713**                   | 1                        | .569**                   | .489**                      |
|                          | Sig. (2-tailed)     | .000                     | .000                     | .001                     | .000                     |                          | .001                     | .006                        |
|                          | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Tangible 6    | Pearson Correlation | .558**                   | .536**                   | .451*                    | .713**                   | .569**                   | 1                        | .489**                      |
|                          | Sig. (2-tailed)     | .001                     | .002                     | .012                     | .000                     | .001                     |                          | .006                        |
|                          | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Reliability 1 | Pearson Correlation | .463**                   | .614**                   | .238                     | .342                     | .489**                   | .489**                   | 1                           |
|                          | Sig. (2-tailed)     | .010                     | .000                     | .206                     | .064                     | .006                     | .006                     |                             |
|                          | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Reliability 2 | Pearson Correlation | .602**                   | .530**                   | .457*                    | .451*                    | .591**                   | .591**                   | .809**                      |

|                             |                     | Pernyataan<br>Tangible 1 | Pernyataan<br>Tangible 2 | Pernyataan<br>Tangible 3 | Pernyataan<br>Tangible 4 | Pernyataan<br>Tangible 5 | Pernyataan<br>Tangible 6 | Pernyataan<br>Reliability 1 |
|-----------------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
|                             | Sig. (2-tailed)     | .000                     | .003                     | .011                     | .012                     | .001                     | .001                     | .000                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Reliability 3    | Pearson Correlation | .653**                   | .600**                   | .384*                    | .508**                   | .791**                   | .508**                   | .722**                      |
|                             | Sig. (2-tailed)     | .000                     | .000                     | .036                     | .004                     | .000                     | .004                     | .000                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Reliability 4    | Pearson Correlation | .653**                   | .464**                   | .522**                   | .508**                   | .649**                   | .508**                   | .722**                      |
|                             | Sig. (2-tailed)     | .000                     | .010                     | .003                     | .004                     | .000                     | .004                     | .000                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Reliability 5    | Pearson Correlation | .408*                    | .536**                   | .591**                   | .569**                   | .426*                    | .426*                    | .636**                      |
|                             | Sig. (2-tailed)     | .025                     | .002                     | .001                     | .001                     | .019                     | .019                     | .000                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Reliability 6    | Pearson Correlation | .356                     | .600**                   | .384*                    | .367*                    | .508**                   | .367*                    | .577**                      |
|                             | Sig. (2-tailed)     | .053                     | .000                     | .036                     | .046                     | .004                     | .046                     | .001                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Responsiveness 1 | Pearson Correlation | .592**                   | .494**                   | .385*                    | .323                     | .636**                   | .323                     | .373*                       |
|                             | Sig. (2-tailed)     | .001                     | .006                     | .035                     | .081                     | .000                     | .081                     | .042                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Responsiveness 2 | Pearson Correlation | .408*                    | .259                     | .172                     | .139                     | .426*                    | .282                     | .342                        |
|                             | Sig. (2-tailed)     | .025                     | .167                     | .363                     | .465                     | .019                     | .131                     | .064                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Responsiveness 3 | Pearson Correlation | .558**                   | .536**                   | .312                     | .426*                    | .713**                   | .426*                    | .783**                      |
|                             | Sig. (2-tailed)     | .001                     | .002                     | .094                     | .019                     | .000                     | .019                     | .000                        |

|                                |                     | Pernyataan<br>Tangible 1 | Pernyataan<br>Tangible 2 | Pernyataan<br>Tangible 3 | Pernyataan<br>Tangible 4 | Pernyataan<br>Tangible 5 | Pernyataan<br>Tangible 6 | Pernyataan<br>Reliability 1 |
|--------------------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Responsiveness 4 | Pearson Correlation | .262                     | .598**                   | .126                     | .259                     | .397*                    | .259                     | .756**                      |
|                                | Sig. (2-tailed)     | .161                     | .000                     | .508                     | .167                     | .030                     | .167                     | .000                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Responsiveness 5 | Pearson Correlation | .262                     | .598**                   | .396*                    | .397*                    | .397*                    | .259                     | .472**                      |
|                                | Sig. (2-tailed)     | .161                     | .000                     | .031                     | .030                     | .030                     | .167                     | .008                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Responsiveness 6 | Pearson Correlation | .262                     | .598**                   | .126                     | .259                     | .397*                    | .397*                    | .614**                      |
|                                | Sig. (2-tailed)     | .161                     | .000                     | .508                     | .167                     | .030                     | .030                     | .000                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Assurance<br>1      | Pearson Correlation | .463**                   | .614**                   | .666**                   | .636**                   | .489**                   | .489**                   | .550**                      |
|                                | Sig. (2-tailed)     | .010                     | .000                     | .000                     | .000                     | .006                     | .006                     | .002                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Assurance<br>2      | Pearson Correlation | .161                     | .261                     | .050                     | .312                     | .172                     | .451*                    | .666**                      |
|                                | Sig. (2-tailed)     | .394                     | .164                     | .794                     | .094                     | .363                     | .012                     | .000                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Assurance<br>3      | Pearson Correlation | .408*                    | .536**                   | .451*                    | .569**                   | .426*                    | .569**                   | .636**                      |
|                                | Sig. (2-tailed)     | .025                     | .002                     | .012                     | .001                     | .019                     | .001                     | .000                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Assurance<br>4      | Pearson Correlation | .257                     | .397*                    | .312                     | .282                     | .282                     | .426*                    | .783**                      |
|                                | Sig. (2-tailed)     | .171                     | .030                     | .094                     | .131                     | .131                     | .019                     | .000                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Assurance           | Pearson Correlation | .356                     | .464**                   | .247                     | .226                     | .367*                    | .367*                    | .866**                      |

|                           |                                             | Pernyataan<br>Tangible 1 | Pernyataan<br>Tangible 2 | Pernyataan<br>Tangible 3 | Pernyataan<br>Tangible 4 | Pernyataan<br>Tangible 5 | Pernyataan<br>Tangible 6 | Pernyataan<br>Reliability 1 |
|---------------------------|---------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
| 5                         | Sig. (2-tailed)<br>N                        | .053<br>30               | .010<br>30               | .188<br>30               | .230<br>30               | .046<br>30               | .046<br>30               | .000<br>30                  |
| Pernyataan Assurance<br>6 | Pearson Correlation<br>Sig. (2-tailed)<br>N | .524**<br>.003<br>30     | .700**<br>.000<br>30     | .602**<br>.000<br>30     | .709**<br>.000<br>30     | .558**<br>.001<br>30     | .558**<br>.001<br>30     | .617**<br>.000<br>30        |
| Pernyataan Empathy 1      | Pearson Correlation<br>Sig. (2-tailed)<br>N | .408*<br>.025<br>30      | .330<br>.075<br>30       | .396*<br>.031<br>30      | .259<br>.167<br>30       | .536**<br>.002<br>30     | .259<br>.167<br>30       | .472**<br>.008<br>30        |
| Pernyataan Empathy 2      | Pearson Correlation<br>Sig. (2-tailed)<br>N | .364*<br>.048<br>30      | .267<br>.153<br>30       | .336<br>.069<br>30       | .208<br>.271<br>30       | .484**<br>.007<br>30     | .208<br>.271<br>30       | .424*<br>.019<br>30         |
| Pernyataan Empathy 3      | Pearson Correlation<br>Sig. (2-tailed)<br>N | .554**<br>.001<br>30     | .464**<br>.010<br>30     | .396*<br>.031<br>30      | .397*<br>.030<br>30      | .675**<br>.000<br>30     | .397*<br>.030<br>30      | .472**<br>.008<br>30        |
| Pernyataan Empathy 4      | Pearson Correlation<br>Sig. (2-tailed)<br>N | .386*<br>.035<br>30      | .355<br>.055<br>30       | .302<br>.105<br>30       | .480**<br>.007<br>30     | .480**<br>.007<br>30     | .339<br>.067<br>30       | .289<br>.122<br>30          |
| Pernyataan Empathy 5      | Pearson Correlation<br>Sig. (2-tailed)<br>N | .509**<br>.004<br>30     | .401*<br>.028<br>30      | .471**<br>.009<br>30     | .346<br>.061<br>30       | .623**<br>.000<br>30     | .346<br>.061<br>30       | .424*<br>.019<br>30         |
| Pernyataan Empathy 6      | Pearson Correlation<br>Sig. (2-tailed)      | .509**<br>.004           | .401*<br>.028            | .471**<br>.009           | .484**<br>.007           | .623**<br>.000           | .484**<br>.007           | .424*<br>.019               |

|                    |                     | Pernyataan<br>Tangible 1 | Pernyataan<br>Tangible 2 | Pernyataan<br>Tangible 3 | Pernyataan<br>Tangible 4 | Pernyataan<br>Tangible 5 | Pernyataan<br>Tangible 6 | Pernyataan<br>Reliability 1 |
|--------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
|                    | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Total Skor Harapan | Pearson Correlation | .687**                   | .726**                   | .596**                   | .650**                   | .777**                   | .636**                   | .803**                      |
|                    | Sig. (2-tailed)     | .000                     | .000                     | .001                     | .000                     | .000                     | .000                     | .000                        |
|                    | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |

| Pernyataan<br>Reliability 2 | Pernyataan<br>Reliability 3 | Pernyataan<br>Reliability 4 | Pernyataan<br>Reliability 5 | Pernyataan<br>Reliability 6 | Pernyataan<br>Respon-<br>siveness 1 | Pernyataan<br>Respon-<br>siveness 2 | Pernyataan<br>Respon-<br>siveness 3 | Pernyataan<br>Respon-<br>siveness 4 | Pernyataan<br>Respon-<br>siveness 5 |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| .602**                      | .653**                      | .653**                      | .408*                       | .356                        | .592**                              | .408*                               | .558**                              | .262                                | .262                                |
| .000                        | .000                        | .000                        | .025                        | .053                        | .001                                | .025                                | .001                                | .161                                | .161                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .530**                      | .600**                      | .464**                      | .536**                      | .600**                      | .494**                              | .259                                | .536**                              | .598**                              | .598**                              |
| .003                        | .000                        | .010                        | .002                        | .000                        | .006                                | .167                                | .002                                | .000                                | .000                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .457*                       | .384*                       | .522**                      | .591**                      | .384*                       | .385*                               | .172                                | .312                                | .126                                | .396*                               |
| .011                        | .036                        | .003                        | .001                        | .036                        | .035                                | .363                                | .094                                | .508                                | .031                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .451*                       | .508**                      | .508**                      | .569**                      | .367*                       | .323                                | .139                                | .426*                               | .259                                | .397*                               |
| .012                        | .004                        | .004                        | .001                        | .046                        | .081                                | .465                                | .019                                | .167                                | .030                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .591**                      | .791**                      | .649**                      | .426*                       | .508**                      | .636**                              | .426*                               | .713**                              | .397*                               | .397*                               |
| .001                        | .000                        | .000                        | .019                        | .004                        | .000                                | .019                                | .000                                | .030                                | .030                                |



| Pernyataan<br>Reliability 2 | Pernyataan<br>Reliability 3 | Pernyataan<br>Reliability 4 | Pernyataan<br>Reliability 5 | Pernyataan<br>Reliability 6 | Pernyataan<br>Respon-<br>siveness 1 | Pernyataan<br>Respon-<br>siveness 2 | Pernyataan<br>Respon-<br>siveness 3 | Pernyataan<br>Respon-<br>siveness 4 | Pernyataan<br>Respon-<br>siveness 5 |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| .385*                       | .431*                       | .431*                       | .323                        | .585**                      | 1                                   | .636**                              | .480**                              | .342                                | .494**                              |
| .035                        | .017                        | .017                        | .081                        | .001                        |                                     | .000                                | .007                                | .064                                | .006                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .451*                       | .508**                      | .508**                      | .282                        | .508**                      | .636**                              | 1                                   | .569**                              | .397*                               | .536**                              |
| .012                        | .004                        | .004                        | .131                        | .004                        | .000                                |                                     | .001                                | .030                                | .002                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .731**                      | .932**                      | .791**                      | .569**                      | .649**                      | .480**                              | .569**                              | 1                                   | .675**                              | .536**                              |
| .000                        | .000                        | .000                        | .001                        | .000                        | .007                                | .001                                |                                     | .000                                | .002                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .530**                      | .600**                      | .464**                      | .536**                      | .600**                      | .342                                | .397*                               | .675**                              | 1                                   | .464**                              |
| .003                        | .000                        | .010                        | .002                        | .000                        | .064                                | .030                                | .000                                |                                     | .010                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .396*                       | .464**                      | .464**                      | .536**                      | .600**                      | .494**                              | .536**                              | .536**                              | .464**                              | 1                                   |
| .031                        | .010                        | .010                        | .002                        | .000                        | .006                                | .002                                | .002                                | .010                                |                                     |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .396*                       | .464**                      | .327                        | .259                        | .327                        | .342                                | .536**                              | .536**                              | .598**                              | .732**                              |
| .031                        | .010                        | .077                        | .167                        | .077                        | .064                                | .002                                | .002                                | .000                                | .000                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .523**                      | .433*                       | .577**                      | .783**                      | .577**                      | .533**                              | .342                                | .489**                              | .472**                              | .614**                              |
| .003                        | .017                        | .001                        | .000                        | .001                        | .002                                | .064                                | .006                                | .008                                | .000                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .457*                       | .384*                       | .384*                       | .451*                       | .247                        | .081                                | .172                                | .451*                               | .665**                              | .261                                |

| Pernyataan<br>Reliability 2 | Pernyataan<br>Reliability 3 | Pernyataan<br>Reliability 4 | Pernyataan<br>Reliability 5 | Pernyataan<br>Reliability 6 | Pernyataan<br>Respon-<br>siveness 1 | Pernyataan<br>Respon-<br>siveness 2 | Pernyataan<br>Respon-<br>siveness 3 | Pernyataan<br>Respon-<br>siveness 4 | Pernyataan<br>Respon-<br>siveness 5 |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| .011<br>30                  | .036<br>30                  | .036<br>30                  | .012<br>30                  | .188<br>30                  | .670<br>30                          | .363<br>30                          | .012<br>30                          | .000<br>30                          | .164<br>30                          |
| .591**<br>.001<br>30        | .508**<br>.004<br>30        | .508**<br>.004<br>30        | .569**<br>.001<br>30        | .367*<br>.046<br>30         | .167<br>.378<br>30                  | .282<br>.131<br>30                  | .569**<br>.001<br>30                | .536**<br>.002<br>30                | .397*<br>.030<br>30                 |
| .731**<br>.000<br>30        | .508**<br>.004<br>30        | .649**<br>.000<br>30        | .713**<br>.000<br>30        | .508**<br>.004<br>30        | .323<br>.081<br>30                  | .282<br>.131<br>30                  | .569**<br>.001<br>30                | .536**<br>.002<br>30                | .397*<br>.030<br>30                 |
| .796**<br>.000<br>30        | .583**<br>.001<br>30        | .722**<br>.000<br>30        | .649**<br>.000<br>30        | .583**<br>.001<br>30        | .431*<br>.017<br>30                 | .367*<br>.046<br>30                 | .649**<br>.000<br>30                | .600**<br>.000<br>30                | .464**<br>.010<br>30                |
| .455*<br>.012<br>30         | .505**<br>.004<br>30        | .505**<br>.004<br>30        | .709**<br>.000<br>30        | .505**<br>.004<br>30        | .428*<br>.018<br>30                 | .257<br>.171<br>30                  | .558**<br>.001<br>30                | .554**<br>.001<br>30                | .554**<br>.001<br>30                |
| .530**<br>.003<br>30        | .600**<br>.000<br>30        | .600**<br>.000<br>30        | .397*<br>.030<br>30         | .464**<br>.010<br>30        | .494**<br>.006<br>30                | .536**<br>.002<br>30                | .675**<br>.000<br>30                | .330<br>.075<br>30                  | .464**<br>.010<br>30                |
| .471**<br>.009<br>30        | .544**<br>.002<br>30        | .544**<br>.002<br>30        | .346<br>.061<br>30          | .408*<br>.025<br>30         | .452*<br>.012<br>30                 | .484**<br>.007<br>30                | .623**<br>.000<br>30                | .401*<br>.028<br>30                 | .401*<br>.028<br>30                 |
| .396*<br>.031               | .600**<br>.000              | .464**<br>.010              | .259<br>.167                | .327<br>.077                | .494**<br>.006                      | .397*<br>.030                       | .675**<br>.000                      | .330<br>.075                        | .330<br>.075                        |

| Pernyataan<br>Reliability 2 | Pernyataan<br>Reliability 3 | Pernyataan<br>Reliability 4 | Pernyataan<br>Reliability 5 | Pernyataan<br>Reliability 6 | Pernyataan<br>Respon-<br>siveness 1 | Pernyataan<br>Respon-<br>siveness 2 | Pernyataan<br>Respon-<br>siveness 3 | Pernyataan<br>Respon-<br>siveness 4 | Pernyataan<br>Respon-<br>siveness 5 |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .165                        | .389*                       | .250                        | .198                        | .250                        | .339                                | .339                                | .480**                              | .355                                | .491**                              |
| .384                        | .034                        | .183                        | .295                        | .183                        | .067                                | .067                                | .007                                | .055                                | .006                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .471**                      | .544**                      | .544**                      | .346                        | .408*                       | .603**                              | .623**                              | .623**                              | .267                                | .535**                              |
| .009                        | .002                        | .002                        | .061                        | .025                        | .000                                | .000                                | .000                                | .153                                | .002                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .471**                      | .544**                      | .544**                      | .346                        | .408*                       | .603**                              | .484**                              | .623**                              | .267                                | .535**                              |
| .009                        | .002                        | .002                        | .061                        | .025                        | .000                                | .007                                | .000                                | .153                                | .002                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |
| .804**                      | .835**                      | .828**                      | .743**                      | .723**                      | .633**                              | .589**                              | .857**                              | .667**                              | .680**                              |
| .000                        | .000                        | .000                        | .000                        | .000                        | .000                                | .001                                | .000                                | .000                                | .000                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  | 30                                  |

| Pernyataan<br>Responsiveness 6 | Pernyataan<br>Assurance 1 | Pernyataan<br>Assurance 2 | Pernyataan<br>Assurance 3 | Pernyataan<br>Assurance 4 | Pernyataan<br>Assurance 5 | Pernyataan<br>Assurance 6 | Pernyataan<br>Empathy 1 |
|--------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-------------------------|
| .262                           | .463**                    | .161                      | .408*                     | .257                      | .356                      | .524**                    | .408*                   |
| .161                           | .010                      | .394                      | .025                      | .171                      | .053                      | .003                      | .025                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .598**                         | .614**                    | .261                      | .536**                    | .397*                     | .464**                    | .700**                    | .330                    |
| .000                           | .000                      | .164                      | .002                      | .030                      | .010                      | .000                      | .075                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .126                           | .666**                    | .050                      | .451*                     | .312                      | .247                      | .602**                    | .396*                   |
| .508                           | .000                      | .794                      | .012                      | .094                      | .188                      | .000                      | .031                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .259                           | .636**                    | .312                      | .569**                    | .282                      | .226                      | .709**                    | .259                    |
| .167                           | .000                      | .094                      | .001                      | .131                      | .230                      | .000                      | .167                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .397*                          | .489**                    | .172                      | .426*                     | .282                      | .367*                     | .558**                    | .536**                  |
| .030                           | .006                      | .363                      | .019                      | .131                      | .046                      | .001                      | .002                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .397*                          | .489**                    | .451*                     | .569**                    | .426*                     | .367*                     | .558**                    | .259                    |
| .030                           | .006                      | .012                      | .001                      | .019                      | .046                      | .001                      | .167                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .614**                         | .550**                    | .666**                    | .636**                    | .783**                    | .866**                    | .617**                    | .472**                  |
| .000                           | .002                      | .000                      | .000                      | .000                      | .000                      | .000                      | .008                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .396*                          | .523**                    | .457*                     | .591**                    | .731**                    | .796**                    | .455*                     | .530**                  |
| .031                           | .003                      | .011                      | .001                      | .000                      | .000                      | .012                      | .003                    |

| Pernyataan<br>Responsiveness 6 | Pernyataan<br>Assurance 1 | Pernyataan<br>Assurance 2 | Pernyataan<br>Assurance 3 | Pernyataan<br>Assurance 4 | Pernyataan<br>Assurance 5 | Pernyataan<br>Assurance 6 | Pernyataan<br>Empathy 1 |
|--------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-------------------------|
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .464**                         | .433*                     | .384*                     | .508**                    | .508**                    | .583**                    | .505**                    | .600**                  |
| .010                           | .017                      | .036                      | .004                      | .004                      | .001                      | .004                      | .000                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .327                           | .577**                    | .384*                     | .508**                    | .649**                    | .722**                    | .505**                    | .600**                  |
| .077                           | .001                      | .036                      | .004                      | .000                      | .000                      | .004                      | .000                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .259                           | .783**                    | .451*                     | .569**                    | .713**                    | .649**                    | .709**                    | .397*                   |
| .167                           | .000                      | .012                      | .001                      | .000                      | .000                      | .000                      | .030                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .327                           | .577**                    | .247                      | .367*                     | .508**                    | .583**                    | .505**                    | .464**                  |
| .077                           | .001                      | .188                      | .046                      | .004                      | .001                      | .004                      | .010                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .342                           | .533**                    | .081                      | .167                      | .323                      | .431*                     | .428*                     | .494**                  |
| .064                           | .002                      | .670                      | .378                      | .081                      | .017                      | .018                      | .006                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .536**                         | .342                      | .172                      | .282                      | .282                      | .367*                     | .257                      | .536**                  |
| .002                           | .064                      | .363                      | .131                      | .131                      | .046                      | .171                      | .002                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .536**                         | .489**                    | .451*                     | .569**                    | .569**                    | .649**                    | .558**                    | .675**                  |
| .002                           | .006                      | .012                      | .001                      | .001                      | .000                      | .001                      | .000                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .598**                         | .472**                    | .665**                    | .536**                    | .536**                    | .600**                    | .554**                    | .330                    |
| .000                           | .008                      | .000                      | .002                      | .002                      | .000                      | .001                      | .075                    |

| Pernyataan<br>Responsiveness 6 | Pernyataan<br>Assurance 1 | Pernyataan<br>Assurance 2 | Pernyataan<br>Assurance 3 | Pernyataan<br>Assurance 4 | Pernyataan<br>Assurance 5 | Pernyataan<br>Assurance 6 | Pernyataan<br>Empathy 1 |
|--------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-------------------------|
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .732**                         | .614**                    | .261                      | .397*                     | .397*                     | .464**                    | .554**                    | .464**                  |
| .000                           | .000                      | .164                      | .030                      | .030                      | .010                      | .001                      | .010                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| 1                              | .331                      | .530**                    | .397*                     | .397*                     | .464**                    | .408*                     | .330                    |
|                                | .074                      | .003                      | .030                      | .030                      | .010                      | .025                      | .075                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .331                           | 1                         | .381*                     | .636**                    | .636**                    | .577**                    | .926**                    | .472**                  |
| .074                           |                           | .038                      | .000                      | .000                      | .001                      | .000                      | .008                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .530**                         | .381*                     | 1                         | .451*                     | .591**                    | .522**                    | .455*                     | .126                    |
| .003                           | .038                      |                           | .012                      | .001                      | .003                      | .012                      | .508                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .397*                          | .636**                    | .451*                     | 1                         | .713**                    | .649**                    | .709**                    | .536**                  |
| .030                           | .000                      | .012                      |                           | .000                      | .000                      | .000                      | .002                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .397*                          | .636**                    | .591**                    | .713**                    | 1                         | .932**                    | .558**                    | .536**                  |
| .030                           | .000                      | .001                      | .000                      |                           | .000                      | .001                      | .002                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .464**                         | .577**                    | .522**                    | .649**                    | .932**                    | 1                         | .505**                    | .600**                  |
| .010                           | .001                      | .003                      | .000                      | .000                      |                           | .004                      | .000                    |
| 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .408*                          | .926**                    | .455*                     | .709**                    | .558**                    | .505**                    | 1                         | .408*                   |

| Pernyataan<br>Responsiveness 6 | Pernyataan<br>Assurance 1 | Pernyataan<br>Assurance 2 | Pernyataan<br>Assurance 3 | Pernyataan<br>Assurance 4 | Pernyataan<br>Assurance 5 | Pernyataan<br>Assurance 6 | Pernyataan<br>Empathy 1 |
|--------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-------------------------|
| .025<br>30                     | .000<br>30                | .012<br>30                | .000<br>30                | .001<br>30                | .004<br>30                | <br>30                    | .025<br>30              |
| .330<br>.075<br>30             | .472**<br>.008<br>30      | .126<br>.508<br>30        | .536**<br>.002<br>30      | .536**<br>.002<br>30      | .600**<br>.000<br>30      | .408*<br>.025<br>30       | 1<br><br>30             |
| .267<br>.153<br>30             | .424*<br>.019<br>30       | .202<br>.285<br>30        | .484**<br>.007<br>30      | .484**<br>.007<br>30      | .544**<br>.002<br>30      | .364*<br>.048<br>30       | .935**<br>.000<br>30    |
| .330<br>.075<br>30             | .472**<br>.008<br>30      | .126<br>.508<br>30        | .536**<br>.002<br>30      | .397*<br>.030<br>30       | .464**<br>.010<br>30      | .554**<br>.001<br>30      | .866**<br>.000<br>30    |
| .355<br>.055<br>30             | .433*<br>.017<br>30       | .302<br>.105<br>30        | .339<br>.067<br>30        | .056<br>.767<br>30        | .111<br>.559<br>30        | .535**<br>.002<br>30      | .491**<br>.006<br>30    |
| .401*<br>.028<br>30            | .566**<br>.001<br>30      | .067<br>.724<br>30        | .346<br>.061<br>30        | .346<br>.061<br>30        | .408*<br>.025<br>30       | .509**<br>.004<br>30      | .802**<br>.000<br>30    |
| .401*<br>.028<br>30            | .566**<br>.001<br>30      | .202<br>.285<br>30        | .346<br>.061<br>30        | .346<br>.061<br>30        | .408*<br>.025<br>30       | .509**<br>.004<br>30      | .802**<br>.000<br>30    |
| .603**<br>.000<br>30           | .782**<br>.000<br>30      | .498**<br>.005<br>30      | .716**<br>.000<br>30      | .703**<br>.000<br>30      | .749**<br>.000<br>30      | .785**<br>.000<br>30      | .739**<br>.000<br>30    |

| Pernyataan<br>Empathy 2 | Pernyataan<br>Empathy 3 | Pernyataan<br>Empathy 4 | Pernyataan<br>Empathy 5 | Pernyataan<br>Empathy 6 | Total Skor<br>Harapan |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-----------------------|
| .364*                   | .554**                  | .386*                   | .509**                  | .509**                  | .687**                |
| .048                    | .001                    | .035                    | .004                    | .004                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .267                    | .464**                  | .355                    | .401*                   | .401*                   | .726**                |
| .153                    | .010                    | .055                    | .028                    | .028                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .336                    | .396*                   | .302                    | .471**                  | .471**                  | .596**                |
| .069                    | .031                    | .105                    | .009                    | .009                    | .001                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .208                    | .397*                   | .480**                  | .346                    | .484**                  | .650**                |
| .271                    | .030                    | .007                    | .061                    | .007                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .484**                  | .675**                  | .480**                  | .623**                  | .623**                  | .777**                |
| .007                    | .000                    | .007                    | .000                    | .000                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .208                    | .397*                   | .339                    | .346                    | .484**                  | .636**                |
| .271                    | .030                    | .067                    | .061                    | .007                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .424*                   | .472**                  | .289                    | .424*                   | .424*                   | .803**                |
| .019                    | .008                    | .122                    | .019                    | .019                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .471**                  | .396*                   | .165                    | .471**                  | .471**                  | .804**                |
| .009                    | .031                    | .384                    | .009                    | .009                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .544**                  | .600**                  | .389*                   | .544**                  | .544**                  | .835**                |
| .002                    | .000                    | .034                    | .002                    | .002                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .544**                  | .464**                  | .250                    | .544**                  | .544**                  | .828**                |
| .002                    | .010                    | .183                    | .002                    | .002                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .346                    | .259                    | .198                    | .346                    | .346                    | .743**                |
| .061                    | .167                    | .295                    | .061                    | .061                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .408*                   | .327                    | .250                    | .408*                   | .408*                   | .723**                |
| .025                    | .077                    | .183                    | .025                    | .025                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |

| Pernyataan<br>Empathy 2 | Pernyataan<br>Empathy 3 | Pernyataan<br>Empathy 4 | Pernyataan<br>Empathy 5 | Pernyataan<br>Empathy 6 | Total Skor<br>Harapan |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-----------------------|
| .452*                   | .494**                  | .339                    | .603**                  | .603**                  | .633**                |
| .012                    | .006                    | .067                    | .000                    | .000                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .484**                  | .397*                   | .339                    | .623**                  | .484**                  | .589**                |
| .007                    | .030                    | .067                    | .000                    | .007                    | .001                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .623**                  | .675**                  | .480**                  | .623**                  | .623**                  | .857**                |
| .000                    | .000                    | .007                    | .000                    | .000                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .401*                   | .330                    | .355                    | .267                    | .267                    | .667**                |
| .028                    | .075                    | .055                    | .153                    | .153                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .401*                   | .330                    | .491**                  | .535**                  | .535**                  | .680**                |
| .028                    | .075                    | .006                    | .002                    | .002                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .267                    | .330                    | .355                    | .401*                   | .401*                   | .603**                |
| .153                    | .075                    | .055                    | .028                    | .028                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .424*                   | .472**                  | .433*                   | .566**                  | .566**                  | .782**                |
| .019                    | .008                    | .017                    | .001                    | .001                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .202                    | .126                    | .302                    | .067                    | .202                    | .498**                |
| .285                    | .508                    | .105                    | .724                    | .285                    | .005                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .484**                  | .536**                  | .339                    | .346                    | .346                    | .716**                |
| .007                    | .002                    | .067                    | .061                    | .061                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .484**                  | .397*                   | .056                    | .346                    | .346                    | .703**                |
| .007                    | .030                    | .767                    | .061                    | .061                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .544**                  | .464**                  | .111                    | .408*                   | .408*                   | .749**                |
| .002                    | .010                    | .559                    | .025                    | .025                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .364*                   | .554**                  | .535**                  | .509**                  | .509**                  | .785**                |
| .048                    | .001                    | .002                    | .004                    | .004                    | .000                  |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                    |
| .935**                  | .866**                  | .491**                  | .802**                  | .802**                  | .739**                |

| Pernyataan<br>Empathy 2 | Pernyataan<br>Empathy 3 | Pernyataan<br>Empathy 4 | Pernyataan<br>Empathy 5 | Pernyataan<br>Empathy 6 | Total Skor<br>Harapan |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-----------------------|
| .000<br>30              | .000<br>30              | .006<br>30              | .000<br>30              | .000<br>30              | .000<br>30            |
| 1<br>30                 | .802**<br>.000<br>30    | .544**<br>.002<br>30    | .733**<br>.000<br>30    | .733**<br>.000<br>30    | .684**<br>.000<br>30  |
| .802**<br>.000<br>30    | 1<br>30                 | .627**<br>.000<br>30    | .802**<br>.000<br>30    | .802**<br>.000<br>30    | .726**<br>.000<br>30  |
| .544**<br>.002<br>30    | .627**<br>.000<br>30    | 1<br>30                 | .680**<br>.000<br>30    | .680**<br>.000<br>30    | .567**<br>.001<br>30  |
| .733**<br>.000<br>30    | .802**<br>.000<br>30    | .680**<br>.000<br>30    | 1<br>30                 | .867**<br>.000<br>30    | .735**<br>.000<br>30  |
| .733**<br>.000<br>30    | .802**<br>.000<br>30    | .680**<br>.000<br>30    | .867**<br>.000<br>30    | 1<br>30                 | .748**<br>.000<br>30  |
| .684**<br>.000<br>30    | .726**<br>.000<br>30    | .567**<br>.001<br>30    | .735**<br>.000<br>30    | .748**<br>.000<br>30    | 1<br>30               |

## Reliability

### Scale: ALL VARIABLES

**Case Processing Summary**

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 30 | 100.0 |
|       | Excluded <sup>a</sup> | 0  | 0.0   |
|       | Total                 | 30 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .966             | 30         |

==> Diketahui nilai alpha cronbach adalah 0.966 > 0,60 maka soal pada kuisioner tersebut sudah reliable (konstan) untuk mengukur variabel ini

**Item-Total Statistics**

|                          | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|--------------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Pernyataan Tangible 1    | 98.9667                    | 104.033                        | .662                             | .965                             |
| Pernyataan Tangible 2    | 98.8000                    | 103.062                        | .702                             | .965                             |
| Pernyataan Tangible 3    | 98.8333                    | 104.489                        | .563                             | .965                             |
| Pernyataan Tangible 4    | 98.9000                    | 104.093                        | .621                             | .965                             |
| Pernyataan Tangible 5    | 98.9000                    | 102.783                        | .757                             | .964                             |
| Pernyataan Tangible 6    | 98.9000                    | 104.231                        | .607                             | .965                             |
| Pernyataan Reliability 1 | 98.9333                    | 102.685                        | .785                             | .964                             |
| Pernyataan Reliability 2 | 98.8333                    | 102.282                        | .786                             | .964                             |
| Pernyataan Reliability 3 | 98.8667                    | 102.051                        | .819                             | .964                             |
| Pernyataan Reliability 4 | 98.8667                    | 102.120                        | .812                             | .964                             |
| Pernyataan Reliability 5 | 98.9000                    | 103.128                        | .721                             | .964                             |
| Pernyataan Reliability 6 | 98.8667                    | 103.223                        | .699                             | .965                             |

|                             |         |         |      |      |
|-----------------------------|---------|---------|------|------|
| Pernyataan Responsiveness 1 | 99.0000 | 104.759 | .607 | .965 |
| Pernyataan Responsiveness 2 | 98.9000 | 104.714 | .558 | .965 |
| Pernyataan Responsiveness 3 | 98.9000 | 101.955 | .844 | .964 |
| Pernyataan Responsiveness 4 | 98.8000 | 103.683 | .639 | .965 |
| Pernyataan Responsiveness 5 | 98.8000 | 103.545 | .653 | .965 |
| Pernyataan Responsiveness 6 | 98.8000 | 104.372 | .571 | .965 |
| Pernyataan Assurance 1      | 98.9333 | 102.892 | .763 | .964 |
| Pernyataan Assurance 2      | 98.8333 | 105.523 | .461 | .966 |
| Pernyataan Assurance 3      | 98.9000 | 103.403 | .693 | .965 |
| Pernyataan Assurance 4      | 98.9000 | 103.541 | .678 | .965 |
| Pernyataan Assurance 5      | 98.8667 | 102.947 | .727 | .964 |
| Pernyataan Assurance 6      | 98.9667 | 103.068 | .767 | .964 |
| Pernyataan Empathy 1        | 98.8000 | 102.924 | .715 | .964 |
| Pernyataan Empathy 2        | 98.7667 | 103.495 | .657 | .965 |
| Pernyataan Empathy 3        | 98.8000 | 103.062 | .702 | .965 |
| Pernyataan Empathy 4        | 98.6667 | 104.851 | .534 | .966 |
| Pernyataan Empathy 5        | 98.7667 | 102.944 | .712 | .964 |
| Pernyataan Empathy 6        | 98.7667 | 102.806 | .726 | .964 |

## Lampiran 20. Hasil Uji Validitas dan Reliabilitas Kuisioner Tingkat Kepuasan (Kenyataan)

|                             |                     | Pernyataan<br>Tangible 1 | Pernyataan<br>Tangible 2 | Pernyataan<br>Tangible 3 | Pernyataan<br>Tangible 4 | Pernyataan<br>Tangible 5 | Pernyataan<br>Tangible 6 | Pernyataan<br>Reliability 1 |
|-----------------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
| Pernyataan<br>Tangible 1    | Pearson Correlation | 1                        | .533**                   | .585**                   | .558**                   | .757**                   | 1.000**                  | .380*                       |
|                             | Sig. (2-tailed)     |                          | .002                     | .001                     | .001                     | .000                     | 0.000                    | .038                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Tangible 2    | Pearson Correlation | .533**                   | 1                        | .577**                   | .613**                   | .463**                   | .533**                   | .279                        |
|                             | Sig. (2-tailed)     | .002                     |                          | .001                     | .000                     | .010                     | .002                     | .136                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Tangible 3    | Pearson Correlation | .585**                   | .577**                   | 1                        | .515**                   | .505**                   | .585**                   | .515**                      |
|                             | Sig. (2-tailed)     | .001                     | .001                     |                          | .004                     | .004                     | .001                     | .004                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Tangible 4    | Pearson Correlation | .558**                   | .613**                   | .515**                   | 1                        | .671**                   | .558**                   | .441*                       |
|                             | Sig. (2-tailed)     | .001                     | .000                     | .004                     |                          | .000                     | .001                     | .015                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Tangible 5    | Pearson Correlation | .757**                   | .463**                   | .505**                   | .671**                   | 1                        | .757**                   | .327                        |
|                             | Sig. (2-tailed)     | .000                     | .010                     | .004                     | .000                     |                          | .000                     | .078                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Tangible 6    | Pearson Correlation | 1.000**                  | .533**                   | .585**                   | .558**                   | .757**                   | 1                        | .380*                       |
|                             | Sig. (2-tailed)     | 0.000                    | .002                     | .001                     | .001                     | .000                     |                          | .038                        |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Reliability 1 | Pearson Correlation | .380*                    | .279                     | .515**                   | .441*                    | .327                     | .380*                    | 1                           |
|                             | Sig. (2-tailed)     | .038                     | .136                     | .004                     | .015                     | .078                     | .038                     |                             |
|                             | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |

|                                |                     | Pernyataan<br>Tangible 1 | Pernyataan<br>Tangible 2 | Pernyataan<br>Tangible 3 | Pernyataan<br>Tangible 4 | Pernyataan<br>Tangible 5 | Pernyataan<br>Tangible 6 | Pernyataan<br>Reliability 1 |
|--------------------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
| Pernyataan<br>Reliability 2    | Pearson Correlation | .323                     | .342                     | .367*                    | .234                     | .408*                    | .323                     | .562**                      |
|                                | Sig. (2-tailed)     | .081                     | .064                     | .046                     | .212                     | .025                     | .081                     | .001                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Reliability 3    | Pearson Correlation | .318                     | .533**                   | .123                     | .202                     | .263                     | .318                     | .380*                       |
|                                | Sig. (2-tailed)     | .087                     | .002                     | .517                     | .284                     | .160                     | .087                     | .038                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Reliability 4    | Pearson Correlation | .428*                    | .309                     | .356                     | .327                     | .524**                   | .428*                    | .671**                      |
|                                | Sig. (2-tailed)     | .018                     | .097                     | .053                     | .078                     | .003                     | .018                     | .000                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Reliability 5    | Pearson Correlation | .431*                    | .577**                   | .444*                    | .676**                   | .653**                   | .431*                    | .515**                      |
|                                | Sig. (2-tailed)     | .017                     | .001                     | .014                     | .000                     | .000                     | .017                     | .004                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Reliability 6    | Pearson Correlation | .373*                    | .400*                    | .433*                    | .446*                    | .617**                   | .373*                    | .613**                      |
|                                | Sig. (2-tailed)     | .042                     | .029                     | .017                     | .014                     | .000                     | .042                     | .000                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Responsiveness 1 | Pearson Correlation | .373*                    | .400*                    | .289                     | .279                     | .309                     | .373*                    | .613**                      |
|                                | Sig. (2-tailed)     | .042                     | .029                     | .122                     | .136                     | .097                     | .042                     | .000                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Responsiveness 2 | Pearson Correlation | .277                     | .144                     | .306                     | .193                     | .356                     | .277                     | .515**                      |
|                                | Sig. (2-tailed)     | .138                     | .447                     | .101                     | .307                     | .053                     | .138                     | .004                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Responsiveness   | Pearson Correlation | .385*                    | .238                     | .384*                    | .313                     | .455*                    | .385*                    | .631**                      |
|                                | Sig. (2-tailed)     | .035                     | .206                     | .036                     | .092                     | .012                     | .035                     | .000                        |

|                                |                     | Pernyataan<br>Tangible 1 | Pernyataan<br>Tangible 2 | Pernyataan<br>Tangible 3 | Pernyataan<br>Tangible 4 | Pernyataan<br>Tangible 5 | Pernyataan<br>Tangible 6 | Pernyataan<br>Reliability 1 |
|--------------------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
| ess 3                          | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Responsiveness 4 | Pearson Correlation | .167                     | .342                     | .508**                   | .234                     | .257                     | .167                     | .562**                      |
|                                | Sig. (2-tailed)     | .378                     | .064                     | .004                     | .212                     | .171                     | .378                     | .001                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Responsiveness 5 | Pearson Correlation | .167                     | .342                     | .508**                   | .234                     | .257                     | .167                     | .562**                      |
|                                | Sig. (2-tailed)     | .378                     | .064                     | .004                     | .212                     | .171                     | .378                     | .001                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Responsiveness 6 | Pearson Correlation | .431*                    | .289                     | .444*                    | .354                     | .356                     | .431*                    | .676**                      |
|                                | Sig. (2-tailed)     | .017                     | .122                     | .014                     | .055                     | .053                     | .017                     | .000                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Assurance 1      | Pearson Correlation | .323                     | .196                     | .367*                    | .234                     | .257                     | .323                     | .562**                      |
|                                | Sig. (2-tailed)     | .081                     | .300                     | .046                     | .212                     | .171                     | .081                     | .001                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Assurance 2      | Pearson Correlation | .277                     | .144                     | .167                     | .354                     | .208                     | .277                     | .515**                      |
|                                | Sig. (2-tailed)     | .138                     | .447                     | .379                     | .055                     | .270                     | .138                     | .004                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Assurance 3      | Pearson Correlation | .318                     | .533**                   | .431*                    | .558**                   | .428*                    | .318                     | .558**                      |
|                                | Sig. (2-tailed)     | .087                     | .002                     | .017                     | .001                     | .018                     | .087                     | .001                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Assurance 4      | Pearson Correlation | .323                     | .196                     | .367*                    | .234                     | .408*                    | .323                     | .562**                      |
|                                | Sig. (2-tailed)     | .081                     | .300                     | .046                     | .212                     | .025                     | .081                     | .001                        |
|                                | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan<br>Assurance 5      | Pearson Correlation | .323                     | .196                     | .367*                    | .234                     | .408*                    | .323                     | .562**                      |
|                                | Sig. (2-tailed)     | .081                     | .300                     | .046                     | .212                     | .025                     | .081                     | .001                        |

|                        |                     | Pernyataan<br>Tangible 1 | Pernyataan<br>Tangible 2 | Pernyataan<br>Tangible 3 | Pernyataan<br>Tangible 4 | Pernyataan<br>Tangible 5 | Pernyataan<br>Tangible 6 | Pernyataan<br>Reliability 1 |
|------------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
|                        | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Assurance 6 | Pearson Correlation | .233                     | .523**                   | .247                     | .313                     | .308                     | .233                     | .313                        |
|                        | Sig. (2-tailed)     | .215                     | .003                     | .188                     | .092                     | .097                     | .215                     | .092                        |
|                        | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Empathy 1   | Pearson Correlation | .107                     | .050                     | .000                     | .056                     | .154                     | .107                     | .390*                       |
|                        | Sig. (2-tailed)     | .575                     | .793                     | 1.000                    | .770                     | .416                     | .575                     | .033                        |
|                        | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Empathy 2   | Pearson Correlation | .107                     | .050                     | .000                     | .056                     | .154                     | .107                     | .390*                       |
|                        | Sig. (2-tailed)     | .575                     | .793                     | 1.000                    | .770                     | .416                     | .575                     | .033                        |
|                        | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Empathy 3   | Pearson Correlation | .146                     | .098                     | .056                     | .093                     | .045                     | .146                     | .420*                       |
|                        | Sig. (2-tailed)     | .441                     | .607                     | .767                     | .626                     | .812                     | .441                     | .021                        |
|                        | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Empathy 4   | Pearson Correlation | .107                     | .200                     | .144                     | .223                     | .154                     | .107                     | .390*                       |
|                        | Sig. (2-tailed)     | .575                     | .289                     | .447                     | .236                     | .416                     | .575                     | .033                        |
|                        | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Empathy 5   | Pearson Correlation | .107                     | .050                     | .000                     | .056                     | .154                     | .107                     | .390*                       |
|                        | Sig. (2-tailed)     | .575                     | .793                     | 1.000                    | .770                     | .416                     | .575                     | .033                        |
|                        | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Pernyataan Empathy 6   | Pearson Correlation | .107                     | .050                     | .000                     | .056                     | .154                     | .107                     | .390*                       |
|                        | Sig. (2-tailed)     | .575                     | .793                     | 1.000                    | .770                     | .416                     | .575                     | .033                        |
|                        | N                   | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |
| Total Skor             | Pearson Correlation | .508**                   | .475**                   | .495**                   | .478**                   | .547**                   | .508**                   | .706**                      |

|           |                 | Pernyataan<br>Tangible 1 | Pernyataan<br>Tangible 2 | Pernyataan<br>Tangible 3 | Pernyataan<br>Tangible 4 | Pernyataan<br>Tangible 5 | Pernyataan<br>Tangible 6 | Pernyataan<br>Reliability 1 |
|-----------|-----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
| Kenyataan | Sig. (2-tailed) | .004                     | .008                     | .005                     | .008                     | .002                     | .004                     | .000                        |
|           | N               | 30                       | 30                       | 30                       | 30                       | 30                       | 30                       | 30                          |

| Pernyataan<br>Reliability 2 | Pernyataan<br>Reliability 3 | Pernyataan<br>Reliability 4 | Pernyataan<br>Reliability 5 | Pernyataan<br>Reliability 6 | Pernyataan<br>Respon-<br>siveness 1 | Pernyataan<br>Respon-<br>siveness 2 | Pernyataan<br>Respon-<br>siveness 3 | Pernyataan<br>Respon-<br>siveness 4 |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| .323                        | .318                        | .428*                       | .431*                       | .373*                       | .373*                               | .277                                | .385*                               | .167                                |
| .081                        | .087                        | .018                        | .017                        | .042                        | .042                                | .138                                | .035                                | .378                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  |
| .342                        | .533**                      | .309                        | .577**                      | .400*                       | .400*                               | .144                                | .238                                | .342                                |
| .064                        | .002                        | .097                        | .001                        | .029                        | .029                                | .447                                | .206                                | .064                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  |
| .367*                       | .123                        | .356                        | .444*                       | .433*                       | .289                                | .306                                | .384*                               | .508**                              |
| .046                        | .517                        | .053                        | .014                        | .017                        | .122                                | .101                                | .036                                | .004                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  |
| .234                        | .202                        | .327                        | .676**                      | .446*                       | .279                                | .193                                | .313                                | .234                                |
| .212                        | .284                        | .078                        | .000                        | .014                        | .136                                | .307                                | .092                                | .212                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  |
| .408*                       | .263                        | .524**                      | .653**                      | .617**                      | .309                                | .356                                | .455*                               | .257                                |
| .025                        | .160                        | .003                        | .000                        | .000                        | .097                                | .053                                | .012                                | .171                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  |
| .323                        | .318                        | .428*                       | .431*                       | .373*                       | .373*                               | .277                                | .385*                               | .167                                |
| .081                        | .087                        | .018                        | .017                        | .042                        | .042                                | .138                                | .035                                | .378                                |
| 30                          | 30                          | 30                          | 30                          | 30                          | 30                                  | 30                                  | 30                                  | 30                                  |

| Pernyataan<br>Reliability 2 | Pernyataan<br>Reliability 3 | Pernyataan<br>Reliability 4 | Pernyataan<br>Reliability 5 | Pernyataan<br>Reliability 6 | Pernyataan<br>Respon-<br>siveness 1 | Pernyataan<br>Respon-<br>siveness 2 | Pernyataan<br>Respon-<br>siveness 3 | Pernyataan<br>Respon-<br>siveness 4 |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| .562**<br>.001<br>30        | .380*<br>.038<br>30         | .671**<br>.000<br>30        | .515**<br>.004<br>30        | .613**<br>.000<br>30        | .613**<br>.000<br>30                | .515**<br>.004<br>30                | .631**<br>.000<br>30                | .562**<br>.001<br>30                |
| 1<br>30                     | .636**<br>.000<br>30        | .709**<br>.000<br>30        | .649**<br>.000<br>30        | .636**<br>.000<br>30        | .783**<br>.000<br>30                | .649**<br>.000<br>30                | .870**<br>.000<br>30                | .713**<br>.000<br>30                |
| .636**<br>.000<br>30        | 1<br>30                     | .592**<br>.001<br>30        | .585**<br>.001<br>30        | .533**<br>.002<br>30        | .693**<br>.000<br>30                | .431*<br>.017<br>30                 | .537**<br>.002<br>30                | .480**<br>.007<br>30                |
| .709**<br>.000<br>30        | .592**<br>.001<br>30        | 1<br>30                     | .802**<br>.000<br>30        | .926**<br>.000<br>30        | .617**<br>.000<br>30                | .802**<br>.000<br>30                | .749**<br>.000<br>30                | .558**<br>.001<br>30                |
| .649**<br>.000<br>30        | .585**<br>.001<br>30        | .802**<br>.000<br>30        | 1<br>30                     | .866**<br>.000<br>30        | .577**<br>.001<br>30                | .583**<br>.001<br>30                | .659**<br>.000<br>30                | .508**<br>.004<br>30                |
| .636**<br>.000<br>30        | .533**<br>.002<br>30        | .926**<br>.000<br>30        | .866**<br>.000<br>30        | 1<br>30                     | .550**<br>.002<br>30                | .722**<br>.000<br>30                | .666**<br>.000<br>30                | .636**<br>.000<br>30                |
| .783**<br>.000<br>30        | .693**<br>.000<br>30        | .617**<br>.000<br>30        | .577**<br>.001<br>30        | .550**<br>.002<br>30        | 1<br>30                             | .577**<br>.001<br>30                | .809**<br>.000<br>30                | .783**<br>.000<br>30                |
| .649**<br>.000              | .431*<br>.017               | .802**<br>.000              | .583**<br>.001              | .722**<br>.000              | .577**<br>.001                      | 1                                   | .796**<br>.000                      | .649**<br>.000                      |

| Pernyataan Reliability 2 | Pernyataan Reliability 3 | Pernyataan Reliability 4 | Pernyataan Reliability 5 | Pernyataan Reliability 6 | Pernyataan Respon-siveness 1 | Pernyataan Respon-siveness 2 | Pernyataan Respon-siveness 3 | Pernyataan Respon-siveness 4 |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| 30                       | 30                       | 30                       | 30                       | 30                       | 30                           | 30                           | 30                           | 30                           |
| .870**                   | .537**                   | .749**                   | .659**                   | .666**                   | .809**                       | .796**                       | 1                            | .731**                       |
| .000                     | .002                     | .000                     | .000                     | .000                     | .000                         | .000                         |                              | .000                         |
| 30                       | 30                       | 30                       | 30                       | 30                       | 30                           | 30                           | 30                           | 30                           |
| .713**                   | .480**                   | .558**                   | .508**                   | .636**                   | .783**                       | .649**                       | .731**                       | 1                            |
| .000                     | .007                     | .001                     | .004                     | .000                     | .000                         | .000                         | .000                         |                              |
| 30                       | 30                       | 30                       | 30                       | 30                       | 30                           | 30                           | 30                           | 30                           |
| .713**                   | .480**                   | .558**                   | .508**                   | .636**                   | .783**                       | .649**                       | .731**                       | 1.000**                      |
| .000                     | .007                     | .001                     | .004                     | .000                     | .000                         | .000                         | .000                         | 0.000                        |
| 30                       | 30                       | 30                       | 30                       | 30                       | 30                           | 30                           | 30                           | 30                           |
| .791**                   | .585**                   | .653**                   | .583**                   | .577**                   | .866**                       | .722**                       | .934**                       | .791**                       |
| .000                     | .001                     | .000                     | .001                     | .001                     | .000                         | .000                         | .000                         | .000                         |
| 30                       | 30                       | 30                       | 30                       | 30                       | 30                           | 30                           | 30                           | 30                           |
| .569**                   | .480**                   | .709**                   | .508**                   | .636**                   | .636**                       | .791**                       | .731**                       | .713**                       |
| .001                     | .007                     | .000                     | .004                     | .000                     | .000                         | .000                         | .000                         | .000                         |
| 30                       | 30                       | 30                       | 30                       | 30                       | 30                           | 30                           | 30                           | 30                           |
| .508**                   | .431*                    | .505**                   | .444*                    | .433*                    | .577**                       | .722**                       | .659**                       | .508**                       |
| .004                     | .017                     | .004                     | .014                     | .017                     | .001                         | .000                         | .000                         | .004                         |
| 30                       | 30                       | 30                       | 30                       | 30                       | 30                           | 30                           | 30                           | 30                           |
| .636**                   | .489**                   | .428*                    | .585**                   | .533**                   | .533**                       | .431*                        | .537**                       | .636**                       |
| .000                     | .006                     | .018                     | .001                     | .002                     | .002                         | .017                         | .002                         | .000                         |
| 30                       | 30                       | 30                       | 30                       | 30                       | 30                           | 30                           | 30                           | 30                           |
| .713**                   | .480**                   | .860**                   | .649**                   | .783**                   | .636**                       | .932**                       | .870**                       | .713**                       |

| Pernyataan<br>Reliability 2 | Pernyataan<br>Reliability 3 | Pernyataan<br>Reliability 4 | Pernyataan<br>Reliability 5 | Pernyataan<br>Reliability 6 | Pernyataan<br>Respon-<br>siveness 1 | Pernyataan<br>Respon-<br>siveness 2 | Pernyataan<br>Respon-<br>siveness 3 | Pernyataan<br>Respon-<br>siveness 4 |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| .000<br>30                  | .007<br>30                  | .000<br>30                  | .000<br>30                  | .000<br>30                  | .000<br>30                          | .000<br>30                          | .000<br>30                          | .000<br>30                          |
| .713**<br>.000<br>30        | .480**<br>.007<br>30        | .860**<br>.000<br>30        | .649**<br>.000<br>30        | .783**<br>.000<br>30        | .636**<br>.000<br>30                | .932**<br>.000<br>30                | .870**<br>.000<br>30                | .713**<br>.000<br>30                |
| .451*<br>.012<br>30         | .537**<br>.002<br>30        | .308<br>.097<br>30          | .384*<br>.036<br>30         | .381*<br>.038<br>30         | .523**<br>.003<br>30                | .522**<br>.003<br>30                | .457*<br>.011<br>30                 | .591**<br>.001<br>30                |
| .538**<br>.002<br>30        | .426*<br>.019<br>30         | .463**<br>.010<br>30        | .289<br>.122<br>30          | .350<br>.058<br>30          | .500**<br>.005<br>30                | .577**<br>.001<br>30                | .618**<br>.000<br>30                | .391*<br>.032<br>30                 |
| .538**<br>.002<br>30        | .426*<br>.019<br>30         | .463**<br>.010<br>30        | .289<br>.122<br>30          | .350<br>.058<br>30          | .500**<br>.005<br>30                | .577**<br>.001<br>30                | .618**<br>.000<br>30                | .391*<br>.032<br>30                 |
| .435*<br>.016<br>30         | .459*<br>.011<br>30         | .347<br>.060<br>30          | .198<br>.295<br>30          | .245<br>.193<br>30          | .538**<br>.002<br>30                | .480**<br>.007<br>30                | .526**<br>.003<br>30                | .435*<br>.016<br>30                 |
| .391*<br>.032<br>30         | .426*<br>.019<br>30         | .309<br>.097<br>30          | .289<br>.122<br>30          | .350<br>.058<br>30          | .500**<br>.005<br>30                | .433*<br>.017<br>30                 | .476**<br>.008<br>30                | .538**<br>.002<br>30                |
| .538**<br>.002<br>30        | .426*<br>.019<br>30         | .463**<br>.010<br>30        | .289<br>.122<br>30          | .350<br>.058<br>30          | .500**<br>.005<br>30                | .577**<br>.001<br>30                | .618**<br>.000<br>30                | .391*<br>.032<br>30                 |

| Pernyataan Reliability 2 | Pernyataan Reliability 3 | Pernyataan Reliability 4 | Pernyataan Reliability 5 | Pernyataan Reliability 6 | Pernyataan Respon-siveness 1 | Pernyataan Respon-siveness 2 | Pernyataan Respon-siveness 3 | Pernyataan Respon-siveness 4 |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| .538**                   | .426*                    | .463**                   | .289                     | .350                     | .500**                       | .577**                       | .618**                       | .391*                        |
| .002                     | .019                     | .010                     | .122                     | .058                     | .005                         | .001                         | .000                         | .032                         |
| 30                       | 30                       | 30                       | 30                       | 30                       | 30                           | 30                           | 30                           | 30                           |
| .815**                   | .666**                   | .808**                   | .746**                   | .778**                   | .813**                       | .814**                       | .891**                       | .780**                       |
| .000                     | .000                     | .000                     | .000                     | .000                     | .000                         | .000                         | .000                         | .000                         |
| 30                       | 30                       | 30                       | 30                       | 30                       | 30                           | 30                           | 30                           | 30                           |

| Pernyataan Responsiveness 5 | Pernyataan Responsiveness 6 | Pernyataan Assurance 1 | Pernyataan Assurance 2 | Pernyataan Assurance 3 | Pernyataan Assurance 4 | Pernyataan Assurance 5 | Pernyataan Assurance 6 | Pernyataan Empathy 1 |
|-----------------------------|-----------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|----------------------|
| .167                        | .431*                       | .323                   | .277                   | .318                   | .323                   | .323                   | .233                   | .107                 |
| .378                        | .017                        | .081                   | .138                   | .087                   | .081                   | .081                   | .215                   | .575                 |
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |
| .342                        | .289                        | .196                   | .144                   | .533**                 | .196                   | .196                   | .523**                 | .050                 |
| .064                        | .122                        | .300                   | .447                   | .002                   | .300                   | .300                   | .003                   | .793                 |
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |
| .508**                      | .444*                       | .367*                  | .167                   | .431*                  | .367*                  | .367*                  | .247                   | .000                 |
| .004                        | .014                        | .046                   | .379                   | .017                   | .046                   | .046                   | .188                   | 1.000                |
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |
| .234                        | .354                        | .234                   | .354                   | .558**                 | .234                   | .234                   | .313                   | .056                 |
| .212                        | .055                        | .212                   | .055                   | .001                   | .212                   | .212                   | .092                   | .770                 |
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |
| .257                        | .356                        | .257                   | .208                   | .428*                  | .408*                  | .408*                  | .308                   | .154                 |
| .171                        | .053                        | .171                   | .270                   | .018                   | .025                   | .025                   | .097                   | .416                 |
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |

| Pernyataan<br>Responsiveness 5 | Pernyataan<br>Responsiveness 6 | Pernyataan<br>Assurance 1 | Pernyataan<br>Assurance 2 | Pernyataan<br>Assurance 3 | Pernyataan<br>Assurance 4 | Pernyataan<br>Assurance 5 | Pernyataan<br>Assurance 6 | Pernyataan<br>Empathy 1 |
|--------------------------------|--------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-------------------------|
| .167                           | .431*                          | .323                      | .277                      | .318                      | .323                      | .323                      | .233                      | .107                    |
| .378                           | .017                           | .081                      | .138                      | .087                      | .081                      | .081                      | .215                      | .575                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .562**                         | .676**                         | .562**                    | .515**                    | .558**                    | .562**                    | .562**                    | .313                      | .390*                   |
| .001                           | .000                           | .001                      | .004                      | .001                      | .001                      | .001                      | .092                      | .033                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .713**                         | .791**                         | .569**                    | .508**                    | .636**                    | .713**                    | .713**                    | .451*                     | .538**                  |
| .000                           | .000                           | .001                      | .004                      | .000                      | .000                      | .000                      | .012                      | .002                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .480**                         | .585**                         | .480**                    | .431*                     | .489**                    | .480**                    | .480**                    | .537**                    | .426*                   |
| .007                           | .001                           | .007                      | .017                      | .006                      | .007                      | .007                      | .002                      | .019                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .558**                         | .653**                         | .709**                    | .505**                    | .428*                     | .860**                    | .860**                    | .308                      | .463**                  |
| .001                           | .000                           | .000                      | .004                      | .018                      | .000                      | .000                      | .097                      | .010                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .508**                         | .583**                         | .508**                    | .444*                     | .585**                    | .649**                    | .649**                    | .384*                     | .289                    |
| .004                           | .001                           | .004                      | .014                      | .001                      | .000                      | .000                      | .036                      | .122                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .636**                         | .577**                         | .636**                    | .433*                     | .533**                    | .783**                    | .783**                    | .381*                     | .350                    |
| .000                           | .001                           | .000                      | .017                      | .002                      | .000                      | .000                      | .038                      | .058                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .783**                         | .866**                         | .636**                    | .577**                    | .533**                    | .636**                    | .636**                    | .523**                    | .500**                  |
| .000                           | .000                           | .000                      | .001                      | .002                      | .000                      | .000                      | .003                      | .005                    |

| Pernyataan Responsiveness 5 | Pernyataan Responsiveness 6 | Pernyataan Assurance 1 | Pernyataan Assurance 2 | Pernyataan Assurance 3 | Pernyataan Assurance 4 | Pernyataan Assurance 5 | Pernyataan Assurance 6 | Pernyataan Empathy 1 |
|-----------------------------|-----------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|----------------------|
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |
| .649**                      | .722**                      | .791**                 | .722**                 | .431*                  | .932**                 | .932**                 | .522**                 | .577**               |
| .000                        | .000                        | .000                   | .000                   | .017                   | .000                   | .000                   | .003                   | .001                 |
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |
| .731**                      | .934**                      | .731**                 | .659**                 | .537**                 | .870**                 | .870**                 | .457*                  | .618**               |
| .000                        | .000                        | .000                   | .000                   | .002                   | .000                   | .000                   | .011                   | .000                 |
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |
| 1.000**                     | .791**                      | .713**                 | .508**                 | .636**                 | .713**                 | .713**                 | .591**                 | .391*                |
| 0.000                       | .000                        | .000                   | .004                   | .000                   | .000                   | .000                   | .001                   | .032                 |
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |
| 1                           | .791**                      | .713**                 | .508**                 | .636**                 | .713**                 | .713**                 | .591**                 | .391*                |
|                             | .000                        | .000                   | .004                   | .000                   | .000                   | .000                   | .001                   | .032                 |
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |
| .791**                      | 1                           | .791**                 | .722**                 | .585**                 | .791**                 | .791**                 | .522**                 | .577**               |
| .000                        |                             | .000                   | .000                   | .001                   | .000                   | .000                   | .003                   | .001                 |
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |
| .713**                      | .791**                      | 1                      | .791**                 | .480**                 | .856**                 | .856**                 | .451*                  | .538**               |
| .000                        | .000                        |                        | .000                   | .007                   | .000                   | .000                   | .012                   | .002                 |
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |
| .508**                      | .722**                      | .791**                 | 1                      | .585**                 | .649**                 | .649**                 | .522**                 | .577**               |
| .004                        | .000                        | .000                   |                        | .001                   | .000                   | .000                   | .003                   | .001                 |
| 30                          | 30                          | 30                     | 30                     | 30                     | 30                     | 30                     | 30                     | 30                   |
| .636**                      | .585**                      | .480**                 | .585**                 | 1                      | .480**                 | .480**                 | .690**                 | .267                 |
| .000                        | .001                        | .007                   | .001                   |                        | .007                   | .007                   | .000                   | .155                 |

| Pernyataan<br>Responsiveness 5 | Pernyataan<br>Responsiveness 6 | Pernyataan<br>Assurance 1 | Pernyataan<br>Assurance 2 | Pernyataan<br>Assurance 3 | Pernyataan<br>Assurance 4 | Pernyataan<br>Assurance 5 | Pernyataan<br>Assurance 6 | Pernyataan<br>Empathy 1 |
|--------------------------------|--------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-------------------------|
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .713**                         | .791**                         | .856**                    | .649**                    | .480**                    | 1                         | 1.000**                   | .451*                     | .538**                  |
| .000                           | .000                           | .000                      | .000                      | .007                      |                           | 0.000                     | .012                      | .002                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .713**                         | .791**                         | .856**                    | .649**                    | .480**                    | 1.000**                   | 1                         | .451*                     | .538**                  |
| .000                           | .000                           | .000                      | .000                      | .007                      | 0.000                     |                           | .012                      | .002                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .591**                         | .522**                         | .451*                     | .522**                    | .690**                    | .451*                     | .451*                     | 1                         | .476**                  |
| .001                           | .003                           | .012                      | .003                      | .000                      | .012                      | .012                      |                           | .008                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .391*                          | .577**                         | .538**                    | .577**                    | .267                      | .538**                    | .538**                    | .476**                    | 1                       |
| .032                           | .001                           | .002                      | .001                      | .155                      | .002                      | .002                      | .008                      |                         |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .391*                          | .577**                         | .538**                    | .577**                    | .267                      | .538**                    | .538**                    | .476**                    | 1.000**                 |
| .032                           | .001                           | .002                      | .001                      | .155                      | .002                      | .002                      | .008                      | 0.000                   |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .435*                          | .621**                         | .579**                    | .621**                    | .302                      | .435*                     | .435*                     | .526**                    | .929**                  |
| .016                           | .000                           | .001                      | .000                      | .104                      | .016                      | .016                      | .003                      | .000                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .538**                         | .577**                         | .538**                    | .577**                    | .426*                     | .391*                     | .391*                     | .618**                    | .850**                  |
| .002                           | .001                           | .002                      | .001                      | .019                      | .032                      | .032                      | .000                      | .000                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |
| .391*                          | .577**                         | .538**                    | .577**                    | .267                      | .538**                    | .538**                    | .476**                    | 1.000**                 |

| Pernyataan<br>Responsiveness 5 | Pernyataan<br>Responsiveness 6 | Pernyataan<br>Assurance 1 | Pernyataan<br>Assurance 2 | Pernyataan<br>Assurance 3 | Pernyataan<br>Assurance 4 | Pernyataan<br>Assurance 5 | Pernyataan<br>Assurance 6 | Pernyataan<br>Empathy 1 |
|--------------------------------|--------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-------------------------|
| .032<br>30                     | .001<br>30                     | .002<br>30                | .001<br>30                | .155<br>30                | .002<br>30                | .002<br>30                | .008<br>30                | 0.000<br>30             |
| .391*<br>.032<br>30            | .577**<br>.001<br>30           | .538**<br>.002<br>30      | .577**<br>.001<br>30      | .267<br>.155<br>30        | .538**<br>.002<br>30      | .538**<br>.002<br>30      | .476**<br>.008<br>30      | 1.000**<br>0.000<br>30  |
| .780**                         | .895**                         | .815**                    | .739**                    | .689**                    | .849**                    | .849**                    | .663**                    | .695**                  |
| .000                           | .000                           | .000                      | .000                      | .000                      | .000                      | .000                      | .000                      | .000                    |
| 30                             | 30                             | 30                        | 30                        | 30                        | 30                        | 30                        | 30                        | 30                      |

| Pernyataan<br>Empathy 2 | Pernyataan<br>Empathy 3 | Pernyataan<br>Empathy 4 | Pernyataan<br>Empathy 5 | Pernyataan<br>Empathy 6 | Total Skor<br>Kenyataan |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| .107<br>.575<br>30      | .146<br>.441<br>30      | .107<br>.575<br>30      | .107<br>.575<br>30      | .107<br>.575<br>30      | .508**<br>.004<br>30    |
| .050<br>.793<br>30      | .098<br>.607<br>30      | .200<br>.289<br>30      | .050<br>.793<br>30      | .050<br>.793<br>30      | .475**<br>.008<br>30    |
| .000<br>1.000<br>30     | .056<br>.767<br>30      | .144<br>.447<br>30      | .000<br>1.000<br>30     | .000<br>1.000<br>30     | .495**<br>.005<br>30    |
| .056<br>.770<br>30      | .093<br>.626<br>30      | .223<br>.236<br>30      | .056<br>.770<br>30      | .056<br>.770<br>30      | .478**<br>.008<br>30    |
| .154<br>.416<br>30      | .045<br>.812<br>30      | .154<br>.416<br>30      | .154<br>.416<br>30      | .154<br>.416<br>30      | .547**<br>.002<br>30    |
| .107<br>.575<br>30      | .146<br>.441<br>30      | .107<br>.575<br>30      | .107<br>.575<br>30      | .107<br>.575<br>30      | .508**<br>.004<br>30    |
| .390*<br>.033<br>30     | .420*<br>.021<br>30     | .390*<br>.033<br>30     | .390*<br>.033<br>30     | .390*<br>.033<br>30     | .706**<br>.000<br>30    |
| .538**<br>.002<br>30    | .435*<br>.016<br>30     | .391*<br>.032<br>30     | .538**<br>.002<br>30    | .538**<br>.002<br>30    | .815**<br>.000<br>30    |
| .426*<br>.019<br>30     | .459*<br>.011<br>30     | .426*<br>.019<br>30     | .426*<br>.019<br>30     | .426*<br>.019<br>30     | .666**<br>.000<br>30    |
| .463**<br>.010<br>30    | .347<br>.060<br>30      | .309<br>.097<br>30      | .463**<br>.010<br>30    | .463**<br>.010<br>30    | .808**<br>.000<br>30    |
| .289<br>.122<br>30      | .198<br>.295<br>30      | .289<br>.122<br>30      | .289<br>.122<br>30      | .289<br>.122<br>30      | .746**<br>.000<br>30    |
| .350<br>.058<br>30      | .245<br>.193<br>30      | .350<br>.058<br>30      | .350<br>.058<br>30      | .350<br>.058<br>30      | .778**<br>.000<br>30    |

| Pernyataan<br>Empathy 2 | Pernyataan<br>Empathy 3 | Pernyataan<br>Empathy 4 | Pernyataan<br>Empathy 5 | Pernyataan<br>Empathy 6 | Total Skor<br>Kenyaan |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-----------------------|
| .500**<br>.005<br>30    | .538**<br>.002<br>30    | .500**<br>.005<br>30    | .500**<br>.005<br>30    | .500**<br>.005<br>30    | .813**<br>.000<br>30  |
| .577**<br>.001<br>30    | .480**<br>.007<br>30    | .433*<br>.017<br>30     | .577**<br>.001<br>30    | .577**<br>.001<br>30    | .814**<br>.000<br>30  |
| .618**<br>.000<br>30    | .526**<br>.003<br>30    | .476**<br>.008<br>30    | .618**<br>.000<br>30    | .618**<br>.000<br>30    | .891**<br>.000<br>30  |
| .391*<br>.032<br>30     | .435*<br>.016<br>30     | .538**<br>.002<br>30    | .391*<br>.032<br>30     | .391*<br>.032<br>30     | .780**<br>.000<br>30  |
| .391*<br>.032<br>30     | .435*<br>.016<br>30     | .538**<br>.002<br>30    | .391*<br>.032<br>30     | .391*<br>.032<br>30     | .780**<br>.000<br>30  |
| .577**<br>.001<br>30    | .621**<br>.000<br>30    | .577**<br>.001<br>30    | .577**<br>.001<br>30    | .577**<br>.001<br>30    | .895**<br>.000<br>30  |
| .538**<br>.002<br>30    | .579**<br>.001<br>30    | .538**<br>.002<br>30    | .538**<br>.002<br>30    | .538**<br>.002<br>30    | .815**<br>.000<br>30  |
| .577**<br>.001<br>30    | .621**<br>.000<br>30    | .577**<br>.001<br>30    | .577**<br>.001<br>30    | .577**<br>.001<br>30    | .739**<br>.000<br>30  |
| .267<br>.155<br>30      | .302<br>.104<br>30      | .426*<br>.019<br>30     | .267<br>.155<br>30      | .267<br>.155<br>30      | .689**<br>.000<br>30  |
| .538**<br>.002<br>30    | .435*<br>.016<br>30     | .391*<br>.032<br>30     | .538**<br>.002<br>30    | .538**<br>.002<br>30    | .849**<br>.000<br>30  |
| .538**<br>.002<br>30    | .435*<br>.016<br>30     | .391*<br>.032<br>30     | .538**<br>.002<br>30    | .538**<br>.002<br>30    | .849**<br>.000<br>30  |
| .476**<br>.008<br>30    | .526**<br>.003<br>30    | .618**<br>.000<br>30    | .476**<br>.008<br>30    | .476**<br>.008<br>30    | .663**<br>.000<br>30  |
| 1.000**<br>0.000        | .929**<br>.000          | .850**<br>.000          | 1.000**<br>0.000        | 1.000**<br>0.000        | .695**<br>.000        |

| Pernyataan<br>Empathy 2 | Pernyataan<br>Empathy 3 | Pernyataan<br>Empathy 4 | Pernyataan<br>Empathy 5 | Pernyataan<br>Empathy 6 | Total Skor<br>Kenyataan |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                      |
| 1                       | .929**                  | .850**                  | 1.000**                 | 1.000**                 | .695**                  |
|                         | .000                    | .000                    | 0.000                   | 0.000                   | .000                    |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                      |
| .929**                  | 1                       | .929**                  | .929**                  | .929**                  | .674**                  |
| .000                    |                         | .000                    | .000                    | .000                    | .000                    |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                      |
| .850**                  | .929**                  | 1                       | .850**                  | .850**                  | .681**                  |
| .000                    | .000                    |                         | .000                    | .000                    | .000                    |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                      |
| 1.000**                 | .929**                  | .850**                  | 1                       | 1.000**                 | .695**                  |
| 0.000                   | .000                    | .000                    |                         | 0.000                   | .000                    |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                      |
| 1.000**                 | .929**                  | .850**                  | 1.000**                 | 1                       | .695**                  |
| 0.000                   | .000                    | .000                    | 0.000                   |                         | .000                    |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                      |
| .695**                  | .674**                  | .681**                  | .695**                  | .695**                  | 1                       |
| .000                    | .000                    | .000                    | .000                    | .000                    |                         |
| 30                      | 30                      | 30                      | 30                      | 30                      | 30                      |

## Reliability

### Scale: ALL VARIABLES

**Case Processing Summary**

|       |                       | N  | %     |
|-------|-----------------------|----|-------|
| Cases | Valid                 | 30 | 100.0 |
|       | Excluded <sup>a</sup> | 0  | 0.0   |
|       | Total                 | 30 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .966             | 30         |

==> Diketahui nilai alpha cronbach adalah  $0.966 > 0,60$  maka soal pada kuisioner tersebut sudah reliable (konstan) untuk mengukur variabel ini

**Item-Total Statistics**

|                             | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----------------------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Pernyataan Tangible 1       | 98.9000                    | 99.679                         | .475                             | .966                             |
| Pernyataan Tangible 2       | 98.8333                    | 99.730                         | .437                             | .967                             |
| Pernyataan Tangible 3       | 98.7667                    | 99.357                         | .457                             | .967                             |
| Pernyataan Tangible 4       | 98.9333                    | 100.133                        | .444                             | .966                             |
| Pernyataan Tangible 5       | 98.8667                    | 99.154                         | .514                             | .966                             |
| Pernyataan Tangible 6       | 98.9000                    | 99.679                         | .475                             | .966                             |
| Pernyataan Reliability 1    | 98.9333                    | 98.133                         | .683                             | .965                             |
| Pernyataan Reliability 2    | 98.8000                    | 96.234                         | .797                             | .964                             |
| Pernyataan Reliability 3    | 98.9000                    | 98.231                         | .640                             | .965                             |
| Pernyataan Reliability 4    | 98.8667                    | 96.671                         | .792                             | .964                             |
| Pernyataan Reliability 5    | 98.7667                    | 96.806                         | .723                             | .965                             |
| Pernyataan Reliability 6    | 98.8333                    | 96.764                         | .758                             | .964                             |
| Pernyataan Responsiveness 1 | 98.8333                    | 96.420                         | .796                             | .964                             |
| Pernyataan Responsiveness 2 | 98.7667                    | 96.116                         | .796                             | .964                             |

|                             |         |        |      |      |
|-----------------------------|---------|--------|------|------|
| Pernyataan Responsiveness 3 | 98.7333 | 95.237 | .880 | .964 |
| Pernyataan Responsiveness 4 | 98.8000 | 96.579 | .760 | .964 |
| Pernyataan Responsiveness 5 | 98.8000 | 96.579 | .760 | .964 |
| Pernyataan Responsiveness 6 | 98.7667 | 95.289 | .885 | .964 |
| Pernyataan Assurance 1      | 98.8000 | 96.234 | .797 | .964 |
| Pernyataan Assurance 2      | 98.7667 | 96.875 | .716 | .965 |
| Pernyataan Assurance 3      | 98.9000 | 98.024 | .664 | .965 |
| Pernyataan Assurance 4      | 98.8000 | 95.890 | .835 | .964 |
| Pernyataan Assurance 5      | 98.8000 | 95.890 | .835 | .964 |
| Pernyataan Assurance 6      | 98.7333 | 97.582 | .633 | .965 |
| Pernyataan Empathy 1        | 98.5000 | 97.569 | .670 | .965 |
| Pernyataan Empathy 2        | 98.5000 | 97.569 | .670 | .965 |
| Pernyataan Empathy 3        | 98.5333 | 97.637 | .647 | .965 |
| Pernyataan Empathy 4        | 98.5000 | 97.707 | .655 | .965 |
| Pernyataan Empathy 5        | 98.5000 | 97.569 | .670 | .965 |
| Pernyataan Empathy 6        | 98.5000 | 97.569 | .670 | .965 |

### Lampiran 21. Input Data Karakteristik Responden

| NO | NAMA PASIEN           | JENIS<br>KELAMIN<br>PASIEN | PENDIDIKAN<br>PASIEN | PEKERJAAN PASIEN         | USIA<br>PASIEN | KATEGORI<br>USIA<br>PASIEN | FREKUENSI<br>KUNJUNGAN |
|----|-----------------------|----------------------------|----------------------|--------------------------|----------------|----------------------------|------------------------|
| 1  | Supini                | P                          | SD/ sederajat        | Lainnya                  | 42             | 36-50 tahun                | >2 kali                |
| 2  | Danang Caga           | L                          | SMP/ sederajat       | Buruh/ Petani            | 23             | 21-35 tahun                | 2 kali                 |
| 3  | Gerwanto              | L                          | SD/ sederajat        | Wiraswasta               | 33             | 21-35 tahun                | 2 kali                 |
| 4  | Kiman                 | L                          | SD/ sederajat        | Buruh/ Petani            | 54             | 51-60 tahun                | 2 kali                 |
| 5  | Sugiman               | L                          | SD/ sederajat        | Buruh/ Petani            | 32             | 21-35 tahun                | 2 kali                 |
| 6  | Rita Sugiarti         | P                          | SMA/ sederajat       | Pegawai/ Karyawan Swasta | 35             | 21-35 tahun                | 2 kali                 |
| 7  | Bambang Purnomo       | L                          | S1                   | PNS/ POLRI/ TNI          | 63             | >60 tahun                  | 2 kali                 |
| 8  | Esti Febriani         | P                          | SMA/ sederajat       | Wiraswasta               | 22             | 21-35 tahun                | 1 kali                 |
| 9  | Basri Ardika          | L                          | SMP/ sederajat       | Wiraswasta               | 30             | 21-35 tahun                | 2 kali                 |
| 10 | Jumin                 | L                          | SD/ sederajat        | Buruh/ Petani            | 64             | >60 tahun                  | >2 kali                |
| 11 | Yeni Anita Sari       | P                          | SMA/ sederajat       | Lainnya                  | 21             | 21-35 tahun                | 2 kali                 |
| 12 | Vanessa Anggita Putri | P                          | SMP/ sederajat       | Wiraswasta               | 17             | 13-20 tahun                | 2 kali                 |
| 13 | Slamet Supriyadi      | L                          | SMA/ sederajat       | Pegawai/ Karyawan Swasta | 31             | 21-35 tahun                | 2 kali                 |
| 14 | Fatma Wiyanti         | P                          | D3                   | Pegawai/ Karyawan Swasta | 35             | 21-35 tahun                | 2 kali                 |
| 15 | Rosita                | P                          | SMP/ sederajat       | Lainnya                  | 41             | 36-50 tahun                | 2 kali                 |
| 16 | Mardiyanto            | L                          | SMA/ sederajat       | Wiraswasta               | 39             | 36-50 tahun                | 2 kali                 |
| 17 | Erlina                | P                          | SD/ sederajat        | Lainnya                  | 39             | 36-50 tahun                | 2 kali                 |
| 18 | Eviana Anjar Susanti  | P                          | SMP/ sederajat       | Wiraswasta               | 31             | 21-35 tahun                | >2 kali                |
| 19 | Minuk Firnanda        | P                          | SMP/ sederajat       | Buruh/ Petani            | 21             | 21-35 tahun                | 2 kali                 |
| 20 | Dwi Noviana           | P                          | SMA/ sederajat       | Wiraswasta               | 30             | 21-35 tahun                | 2 kali                 |

| NO | NAMA PASIEN              | JENIS<br>KELAMIN<br>PASIEN | PENDIDIKAN<br>PASIEN | PEKERJAAN PASIEN         | USIA<br>PASIEN | KATEGORI<br>USIA<br>PASIEN | FREKUENSI<br>KUNJUNGAN |
|----|--------------------------|----------------------------|----------------------|--------------------------|----------------|----------------------------|------------------------|
| 21 | Sulastri                 | P                          | SMP/ sederajat       | Wiraswasta               | 43             | 36-50 tahun                | 2 kali                 |
| 22 | Triana Suwastari         | P                          | SMA/ sederajat       | Pegawai/ Karyawan Swasta | 22             | 21-35 tahun                | >2 kali                |
| 23 | Agus Setiawan            | L                          | SMP/ sederajat       | Buruh/ Petani            | 20             | 13-20 tahun                | >2 kali                |
| 24 | Anis Fitriasaki          | P                          | D3                   | Pegawai/ Karyawan Swasta | 30             | 21-35 tahun                | 2 kali                 |
| 25 | Sulami                   | P                          | SMA/ sederajat       | PNS/ POLRI/ TNI          | 57             | 51-60 tahun                | 2 kali                 |
| 26 | Poniyem                  | P                          | SD/ sederajat        | Buruh/ Petani            | 62             | >60 tahun                  | >2 kali                |
| 27 | Ida Kuswati              | P                          | SMP/ sederajat       | Wiraswasta               | 32             | 21-35 tahun                | 2 kali                 |
| 28 | Andik Fitrianto          | L                          | S1                   | PNS/ POLRI/ TNI          | 46             | 36-50 tahun                | 2 kali                 |
| 29 | Kimin                    | L                          | SD/ sederajat        | Buruh/ Petani            | 60             | 51-60 tahun                | >2 kali                |
| 30 | Lilik Sumaryati          | P                          | SMP/ sederajat       | Lainnya                  | 37             | 36-50 tahun                | 2 kali                 |
| 31 | Parnen                   | L                          | SMP/ sederajat       | Wiraswasta               | 41             | 36-50 tahun                | 2 kali                 |
| 32 | Maknah                   | P                          | SD/ sederajat        | Wiraswasta               | 38             | 36-50 tahun                | 2 kali                 |
| 33 | Hartati                  | P                          | SMA/ sederajat       | PNS/ POLRI/ TNI          | 57             | 51-60 tahun                | 2 kali                 |
| 34 | Tatik Nurhayati          | P                          | SMA/ sederajat       | Wiraswasta               | 48             | 36-50 tahun                | 2 kali                 |
| 35 | Yulianti                 | P                          | SD/ sederajat        | Wiraswasta               | 22             | 21-35 tahun                | 2 kali                 |
| 36 | Dwi Suranto              | L                          | SMA/ sederajat       | Buruh/ Petani            | 35             | 21-35 tahun                | >2 kali                |
| 37 | Elzara Candra Yuliarista | P                          | S1                   | Pegawai/ Karyawan Swasta | 31             | 21-35 tahun                | 2 kali                 |
| 38 | Erwin Setiawan           | L                          | SMA/ sederajat       | Wiraswasta               | 28             | 21-35 tahun                | 2 kali                 |
| 39 | Novia Kriswanti          | P                          | SMA/ sederajat       | Wiraswasta               | 24             | 21-35 tahun                | 2 kali                 |
| 40 | Andi Purwanto            | L                          | SMP/ sederajat       | Wiraswasta               | 35             | 21-35 tahun                | 2 kali                 |
| 41 | Tomi Mashuri             | L                          | S1                   | PNS/ POLRI/ TNI          | 44             | 36-50 tahun                | 2 kali                 |

| NO | NAMA PASIEN          | JENIS<br>KELAMIN<br>PASIE | PENDIDIKAN<br>PASIE | PEKERJAAN PASIEN         | USIA<br>PASIE | KATEGORI<br>USIA<br>PASIE | FREKUENSI<br>KUNJUNGAN |
|----|----------------------|---------------------------|---------------------|--------------------------|---------------|---------------------------|------------------------|
| 42 | Anisa                | P                         | SMP/ sederajat      | Buruh/ Petani            | 24            | 21-35 tahun               | 2 kali                 |
| 43 | Iwan Fauzi           | L                         | D3                  | Pegawai/ Karyawan Swasta | 34            | 21-35 tahun               | 1 kali                 |
| 44 | Dewi Sayonaka        | P                         | SMP/ sederajat      | Wiraswasta               | 51            | 51-60 tahun               | 2 kali                 |
| 45 | Quriel Zelika Ototis | P                         | SMA/ sederajat      | Wiraswasta               | 19            | 13-20 tahun               | 2 kali                 |
| 46 | Zainudin             | L                         | SMP/ sederajat      | Wiraswasta               | 35            | 21-35 tahun               | 2 kali                 |
| 47 | Istutik              | P                         | SMA/ sederajat      | Wiraswasta               | 38            | 36-50 tahun               | 2 kali                 |
| 48 | Rika Widiasih        | P                         | SMA/ sederajat      | Buruh/ Petani            | 20            | 13-20 tahun               | 2 kali                 |
| 49 | Maryanti             | P                         | SMP/ sederajat      | Buruh/ Petani            | 30            | 21-35 tahun               | 2 kali                 |
| 50 | Rianti               | P                         | SMP/ sederajat      | Wiraswasta               | 23            | 21-35 tahun               | 2 kali                 |
| 51 | Edi Susanto          | L                         | SMP/ sederajat      | Wiraswasta               | 28            | 21-35 tahun               | 2 kali                 |
| 52 | Rice Imas Kusniati   | P                         | SMP/ sederajat      | Lainnya                  | 28            | 21-35 tahun               | 2 kali                 |
| 53 | Sri Rohkani          | P                         | SD/ sederajat       | Buruh/ Petani            | 39            | 36-50 tahun               | 2 kali                 |
| 54 | Wahyu Tri Widodo     | L                         | S1                  | PNS/ POLRI/ TNI          | 39            | 36-50 tahun               | 2 kali                 |
| 55 | Roy                  | L                         | SMA/ sederajat      | Wiraswasta               | 21            | 21-35 tahun               | 2 kali                 |
| 56 | Sokibah              | P                         | SMP/ sederajat      | Wiraswasta               | 34            | 21-35 tahun               | 2 kali                 |
| 57 | Hasna Amanta         | P                         | SMA/ sederajat      | Lainnya                  | 19            | 13-20 tahun               | 2 kali                 |
| 58 | Iin Ambar Sari       | P                         | SMA/ sederajat      | Wiraswasta               | 23            | 21-35 tahun               | 1 kali                 |
| 59 | Tri Susanti          | P                         | SMP/ sederajat      | Buruh/ Petani            | 28            | 21-35 tahun               | 2 kali                 |
| 60 | Sumisdianto          | L                         | SD/ sederajat       | Buruh/ Petani            | 60            | 51-60 tahun               | >2 kali                |
| 61 | Yatmi                | P                         | SMP/ sederajat      | Lainnya                  | 34            | 21-35 tahun               | 1 kali                 |
| 62 | Suratin              | P                         | SD/ sederajat       | Buruh/ Petani            | 62            | >60 tahun                 | 2 kali                 |
| 63 | Sutarni              | L                         | SD/ sederajat       | Buruh/ Petani            | 54            | 51-60 tahun               | 2 kali                 |

| NO | NAMA PASIEN               | JENIS<br>KELAMIN<br>PASIEN | PENDIDIKAN<br>PASIEN | PEKERJAAN PASIEN         | USIA<br>PASIEN | KATEGORI<br>USIA<br>PASIEN | FREKUENSI<br>KUNJUNGAN |
|----|---------------------------|----------------------------|----------------------|--------------------------|----------------|----------------------------|------------------------|
| 64 | Girah                     | P                          | SD/ sederajat        | Buruh/ Petani            | 55             | 51-60 tahun                | 2 kali                 |
| 65 | Tukiyem                   | P                          | SD/ sederajat        | Buruh/ Petani            | 62             | >60 tahun                  | 2 kali                 |
| 66 | Dita Oisina Gusti Saputri | P                          | D3                   | PNS/ POLRI/ TNI          | 26             | 21-35 tahun                | >2 kali                |
| 67 | Tuinem                    | P                          | SD/ sederajat        | Buruh/ Petani            | 63             | >60 tahun                  | 2 kali                 |
| 68 | Jamin                     | L                          | SMP/ sederajat       | Wiraswasta               | 32             | 21-35 tahun                | 2 kali                 |
| 69 | Tarida Dhamaswara         | P                          | D3                   | Pegawai/ Karyawan Swasta | 27             | 21-35 tahun                | 2 kali                 |
| 70 | Dwi Haryani               | P                          | SMP/ sederajat       | Wiraswasta               | 41             | 36-50 tahun                | 2 kali                 |
| 71 | Wagiyo                    | L                          | SD/ sederajat        | Buruh/ Petani            | 58             | 51-60 tahun                | 1 kali                 |
| 72 | Suparno                   | L                          | D3                   | Buruh/ Petani            | 42             | 36-50 tahun                | 2 kali                 |
| 73 | Eni Widyaningsih          | P                          | D3                   | PNS/ POLRI/ TNI          | 47             | 36-50 tahun                | >2 kali                |
| 74 | Puji Lestari              | P                          | SD/ sederajat        | Buruh/ Petani            | 30             | 21-35 tahun                | 2 kali                 |
| 75 | Nefi Khoiriyah            | P                          | S1                   | Pegawai/ Karyawan Swasta | 30             | 21-35 tahun                | 2 kali                 |
| 76 | Yosi Thamalia             | P                          | SMA/ sederajat       | Wiraswasta               | 44             | 36-50 tahun                | 2 kali                 |
| 77 | Sriati                    | P                          | SMP/ sederajat       | Buruh/ Petani            | 36             | 36-50 tahun                | 2 kali                 |
| 78 | Mulyadi                   | L                          | SMA/ sederajat       | Wiraswasta               | 44             | 36-50 tahun                | 2 kali                 |
| 79 | Supiat                    | P                          | S1                   | PNS/ POLRI/ TNI          | 57             | 51-60 tahun                | 2 kali                 |
| 80 | Minuk Dariati             | P                          | SMA/ sederajat       | Wiraswasta               | 48             | 36-50 tahun                | 2 kali                 |
| 81 | Sulastri                  | P                          | SMA/ sederajat       | Wiraswasta               | 39             | 36-50 tahun                | 2 kali                 |
| 82 | Lina Setiani              | P                          | SMA/ sederajat       | Lainnya                  | 32             | 21-35 tahun                | 2 kali                 |
| 83 | Khasanah                  | P                          | SMA/ sederajat       | Lainnya                  | 30             | 21-35 tahun                | 1 kali                 |
| 84 | Tumini                    | P                          | SMP/ sederajat       | Buruh/ Petani            | 47             | 36-50 tahun                | 2 kali                 |

| NO  | NAMA PASIEN         | JENIS<br>KELAMIN<br>PASIEN | PENDIDIKAN<br>PASIEN | PEKERJAAN PASIEN         | USIA<br>PASIEN | KATEGORI<br>USIA<br>PASIEN | FREKUENSI<br>KUNJUNGAN |
|-----|---------------------|----------------------------|----------------------|--------------------------|----------------|----------------------------|------------------------|
| 85  | Yuli Dwi Handayani  | P                          | D3                   | PNS/ POLRI/ TNI          | 46             | 36-50 tahun                | 2 kali                 |
| 86  | Eli Suryanti        | P                          | SMA/ sederajat       | Wiraswasta               | 39             | 36-50 tahun                | 2 kali                 |
| 87  | Prihartini          | P                          | SMP/ sederajat       | Buruh/ Petani            | 43             | 36-50 tahun                | 2 kali                 |
| 88  | Abriyanti Oktaria   | P                          | S1                   | Pegawai/ Karyawan Swasta | 26             | 21-35 tahun                | 2 kali                 |
| 89  | Hasan Asngari       | L                          | SMA/ sederajat       | Pegawai/ Karyawan Swasta | 42             | 36-50 tahun                | 1 kali                 |
| 90  | Istiyar             | P                          | SMA/ sederajat       | Wiraswasta               | 38             | 36-50 tahun                | 2 kali                 |
| 91  | Suprpti             | P                          | SMA/ sederajat       | Lainnya                  | 43             | 36-50 tahun                | 2 kali                 |
| 92  | Sriwinarti          | P                          | S1                   | Pegawai/ Karyawan Swasta | 39             | 36-50 tahun                | 2 kali                 |
| 93  | Sudarmi             | P                          | SMP/ sederajat       | Buruh/ Petani            | 47             | 36-50 tahun                | 1 kali                 |
| 94  | Tuniati             | P                          | SD/ sederajat        | Buruh/ Petani            | 50             | 36-50 tahun                | 2 kali                 |
| 95  | Pongki Hardi Putra  | P                          | S1                   | Pegawai/ Karyawan Swasta | 28             | 21-35 tahun                | 2 kali                 |
| 96  | Trinuryani          | P                          | SMA/ sederajat       | Buruh/ Petani            | 45             | 36-50 tahun                | 2 kali                 |
| 97  | Jinem               | P                          | SD/ sederajat        | Buruh/ Petani            | 55             | 51-60 tahun                | 2 kali                 |
| 98  | Suratin             | P                          | SMP/ sederajat       | Lainnya                  | 48             | 36-50 tahun                | 2 kali                 |
| 99  | Diyah Pratiwi       | P                          | S1                   | Pegawai/ Karyawan Swasta | 33             | 21-35 tahun                | 2 kali                 |
| 100 | Krisniyati          | P                          | SMP/ sederajat       | Wiraswasta               | 33             | 21-35 tahun                | 2 kali                 |
| 101 | Devi Prastika       | P                          | SMA/ sederajat       | Pegawai/ Karyawan Swasta | 24             | 21-35 tahun                | 2 kali                 |
| 102 | Eviana              | P                          | SMA/ sederajat       | Wiraswasta               | 30             | 21-35 tahun                | 2 kali                 |
| 103 | Iskanto cahyo Utomo | L                          | D3                   | PNS/ POLRI/ TNI          | 36             | 36-50 tahun                | 2 kali                 |
| 104 | Sadir               | L                          | SD/ sederajat        | Buruh/ Petani            | 55             | 51-60 tahun                | 2 kali                 |
| 105 | Poni                | P                          | SD/ sederajat        | Buruh/ Petani            | 68             | >60 tahun                  | 2 kali                 |
| 106 | Evi Viria Nurvika   | P                          | S1                   | Pegawai/ Karyawan Swasta | 27             | 21-35 tahun                | 2 kali                 |

| NO  | NAMA PASIEN          | JENIS<br>KELAMIN<br>PASIEN | PENDIDIKAN<br>PASIEN | PEKERJAAN PASIEN         | USIA<br>PASIEN | KATEGORI<br>USIA<br>PASIEN | FREKUENSI<br>KUNJUNGAN |
|-----|----------------------|----------------------------|----------------------|--------------------------|----------------|----------------------------|------------------------|
| 107 | William Gustafianto  | L                          | SMA/ sederajat       | Wiraswasta               | 25             | 21-35 tahun                | 2 kali                 |
| 108 | Ernawan              | L                          | SMP/ sederajat       | Wiraswasta               | 30             | 21-35 tahun                | 1 kali                 |
| 109 | Eli Kurniasari       | P                          | SMA/ sederajat       | Wiraswasta               | 24             | 21-35 tahun                | 2 kali                 |
| 110 | Widya Tanti          | P                          | SMA/ sederajat       | Pegawai/ Karyawan Swasta | 21             | 21-35 tahun                | >2 kali                |
| 111 | Febriyanti           | P                          | SMA/ sederajat       | Wiraswasta               | 20             | 13-20 tahun                | 2 kali                 |
| 112 | Subur Tri Suryani    | P                          | SMA/ sederajat       | Wiraswasta               | 24             | 21-35 tahun                | 2 kali                 |
| 113 | Iis Ariska           | P                          | SMA/ sederajat       | Wiraswasta               | 20             | 13-20 tahun                | 2 kali                 |
| 114 | Paikem               | P                          | SD/ sederajat        | Buruh/ Petani            | 66             | >60 tahun                  | 2 kali                 |
| 115 | Kariyem              | P                          | SD/ sederajat        | Buruh/ Petani            | 45             | 36-50 tahun                | 2 kali                 |
| 116 | Ribut                | L                          | SMP/ sederajat       | Wiraswasta               | 28             | 21-35 tahun                | 2 kali                 |
| 117 | Eko Aditya           | L                          | D3                   | Pegawai/ Karyawan Swasta | 25             | 21-35 tahun                | 2 kali                 |
| 118 | Rosita Sandra Lutvia | P                          | S1                   | Karyawan Swasta          | 24             | 21-35 tahun                | 2 kali                 |
| 119 | Sukir                | L                          | SMP/ sederajat       | Buruh/ Petani            | 59             | 51-60 tahun                | 2 kali                 |
| 120 | Situn                | P                          | SD/ sederajat        | Buruh/ Petani            | 64             | >60 tahun                  | 2 kali                 |

**Lampiran 22. Input Data Hasil Penelitian Tingkat Kepuasan (Harapan)**

| NO | HARAPAN  |   |   |   |   |   |             |   |   |   |   |   |                |   |   |   |   |   |           |   |   |   |   |   |         |   |   |   |   |   |   |
|----|----------|---|---|---|---|---|-------------|---|---|---|---|---|----------------|---|---|---|---|---|-----------|---|---|---|---|---|---------|---|---|---|---|---|---|
|    | TANGIBLE |   |   |   |   |   | RELIABILITY |   |   |   |   |   | RESPONSIVENESS |   |   |   |   |   | ASSURANCE |   |   |   |   |   | EMPATHY |   |   |   |   |   |   |
|    | 1        | 2 | 3 | 4 | 5 | 6 | 1           | 2 | 3 | 4 | 5 | 6 | 1              | 2 | 3 | 4 | 5 | 6 | 1         | 2 | 3 | 4 | 5 | 6 | 1       | 2 | 3 | 4 | 5 | 6 |   |
| 1  | 3        | 3 | 3 | 4 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 4 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 4 | 3 | 3 |
| 2  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 4 | 3 | 3 | 3              | 4 | 3 | 3 | 4 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 3  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 3 | 4 | 3 | 4 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 4  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 5  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 6  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 7  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 8  | 3        | 3 | 3 | 3 | 4 | 3 | 3           | 3 | 3 | 3 | 4 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 9  | 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 | 4 | 4 | 4 | 4 | 4 |
| 10 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 11 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 12 | 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 | 4 | 4 | 4 | 4 | 4 |
| 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       | 4 | 4 | 4 | 4 | 4 | 4 |
| 14 | 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 | 4 | 4 | 4 | 4 | 4 |
| 15 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 16 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 17 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 18 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 19 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 20 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |



| NO | HARAPAN  |   |   |   |   |   |             |   |   |   |   |   |                |   |   |   |   |   |           |   |   |   |   |   |         |   |   |   |   |   |
|----|----------|---|---|---|---|---|-------------|---|---|---|---|---|----------------|---|---|---|---|---|-----------|---|---|---|---|---|---------|---|---|---|---|---|
|    | TANGIBLE |   |   |   |   |   | RELIABILITY |   |   |   |   |   | RESPONSIVENESS |   |   |   |   |   | ASSURANCE |   |   |   |   |   | EMPATHY |   |   |   |   |   |
|    | 1        | 2 | 3 | 4 | 5 | 6 | 1           | 2 | 3 | 4 | 5 | 6 | 1              | 2 | 3 | 4 | 5 | 6 | 1         | 2 | 3 | 4 | 5 | 6 | 1       | 2 | 3 | 4 | 5 | 6 |
| 41 | 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       | 3 | 3 | 3 | 3 | 3 |
| 42 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 43 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 44 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 45 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 46 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 47 | 4        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 48 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 49 | 4        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 50 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 51 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 52 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 53 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 54 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 55 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 56 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 57 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 58 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 59 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 60 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 61 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |



| NO  | HARAPAN  |   |   |   |   |   |             |   |   |   |   |   |                |   |   |   |   |   |           |   |   |   |   |   |         |   |   |   |   |   |   |
|-----|----------|---|---|---|---|---|-------------|---|---|---|---|---|----------------|---|---|---|---|---|-----------|---|---|---|---|---|---------|---|---|---|---|---|---|
|     | TANGIBLE |   |   |   |   |   | RELIABILITY |   |   |   |   |   | RESPONSIVENESS |   |   |   |   |   | ASSURANCE |   |   |   |   |   | EMPATHY |   |   |   |   |   |   |
|     | 1        | 2 | 3 | 4 | 5 | 6 | 1           | 2 | 3 | 4 | 5 | 6 | 1              | 2 | 3 | 4 | 5 | 6 | 1         | 2 | 3 | 4 | 5 | 6 | 1       | 2 | 3 | 4 | 5 | 6 |   |
| 82  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |   |
| 83  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |   |
| 84  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |   |
| 85  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |   |
| 86  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |   |
| 87  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |   |
| 88  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |   |
| 89  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |   |
| 90  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |   |
| 91  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |   |
| 92  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 4 | 4 | 4 | 4 | 4 | 4 |
| 93  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 4 | 4 | 4 | 4 | 4 | 4 |
| 94  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 4 | 4 | 4 | 4 | 4 | 4 |
| 95  | 3        | 3 | 3 | 3 | 3 | 3 | 4           | 4 | 4 | 4 | 4 | 4 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 96  | 3        | 3 | 3 | 3 | 3 | 3 | 4           | 4 | 4 | 4 | 4 | 4 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 97  | 3        | 3 | 3 | 3 | 3 | 3 | 4           | 4 | 4 | 4 | 4 | 4 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 98  | 3        | 3 | 3 | 3 | 3 | 3 | 4           | 4 | 4 | 4 | 4 | 4 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 99  | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 100 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 101 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 102 | 3        | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |



**Lampiran 23. Input Data Hasil Penelitian Tingkat Kepuasan (Kenyataan)**

| NO | KENYATAAN |   |   |   |   |   |             |   |   |   |   |   |                |   |   |   |   |   |           |   |   |   |   |   |         |   |   |   |   |   |   |
|----|-----------|---|---|---|---|---|-------------|---|---|---|---|---|----------------|---|---|---|---|---|-----------|---|---|---|---|---|---------|---|---|---|---|---|---|
|    | TANGIBLE  |   |   |   |   |   | RELIABILITY |   |   |   |   |   | RESPONSIVENESS |   |   |   |   |   | ASSURANCE |   |   |   |   |   | EMPATHY |   |   |   |   |   |   |
|    | 1         | 2 | 3 | 4 | 5 | 6 | 1           | 2 | 3 | 4 | 5 | 6 | 1              | 2 | 3 | 4 | 5 | 6 | 1         | 2 | 3 | 4 | 5 | 6 | 1       | 2 | 3 | 4 | 5 | 6 |   |
| 1  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 4 | 3 | 4 | 3 | 4         | 3 | 4 | 3 | 3 | 3 | 3       | 3 | 3 | 4 | 3 | 4 | 3 |
| 2  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 4 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 3  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 3 | 3 | 4 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 4  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 5  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 6  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 7  | 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 | 4 | 4 | 4 | 4 | 4 |
| 8  | 3         | 3 | 3 | 3 | 4 | 3 | 3           | 3 | 4 | 3 | 4 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 9  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 10 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 11 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 12 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 13 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 14 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 4 | 3 | 3 | 3 |
| 15 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 16 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 4         | 4 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 | 4 |
| 17 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 18 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 19 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |
| 20 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 | 3 |



| NO | KENYATAAN |   |   |   |   |   |             |   |   |   |   |   |                |   |   |   |   |   |           |   |   |   |   |   |         |   |   |   |   |   |
|----|-----------|---|---|---|---|---|-------------|---|---|---|---|---|----------------|---|---|---|---|---|-----------|---|---|---|---|---|---------|---|---|---|---|---|
|    | TANGIBLE  |   |   |   |   |   | RELIABILITY |   |   |   |   |   | RESPONSIVENESS |   |   |   |   |   | ASSURANCE |   |   |   |   |   | EMPATHY |   |   |   |   |   |
|    | 1         | 2 | 3 | 4 | 5 | 6 | 1           | 2 | 3 | 4 | 5 | 6 | 1              | 2 | 3 | 4 | 5 | 6 | 1         | 2 | 3 | 4 | 5 | 6 | 1       | 2 | 3 | 4 | 5 | 6 |
| 41 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 42 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 43 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 44 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 45 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 3 | 4 | 4         | 3 | 3 | 4 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 46 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 47 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 48 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 49 | 4         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 50 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 51 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 52 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 53 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 54 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 55 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 56 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 57 | 3         | 4 | 4 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 4 | 3 | 4              | 4 | 3 | 4 | 3 | 4 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 58 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 59 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 60 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 4 | 4 | 4 | 4 | 4 |
| 61 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |



| NO  | KENYATAAN |   |   |   |   |   |             |   |   |   |   |   |                |   |   |   |   |   |           |   |   |   |   |   |         |   |   |   |   |   |
|-----|-----------|---|---|---|---|---|-------------|---|---|---|---|---|----------------|---|---|---|---|---|-----------|---|---|---|---|---|---------|---|---|---|---|---|
|     | TANGIBLE  |   |   |   |   |   | RELIABILITY |   |   |   |   |   | RESPONSIVENESS |   |   |   |   |   | ASSURANCE |   |   |   |   |   | EMPATHY |   |   |   |   |   |
|     | 1         | 2 | 3 | 4 | 5 | 6 | 1           | 2 | 3 | 4 | 5 | 6 | 1              | 2 | 3 | 4 | 5 | 6 | 1         | 2 | 3 | 4 | 5 | 6 | 1       | 2 | 3 | 4 | 5 | 6 |
| 82  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 83  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 84  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 85  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 86  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 87  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 88  | 3         | 3 | 3 | 4 | 4 | 4 | 3           | 3 | 3 | 4 | 3 | 3 | 4              | 4 | 4 | 4 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 89  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 90  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 91  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 3       | 3 | 3 | 3 | 3 | 3 |
| 92  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 93  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 94  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 95  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 3 | 4 | 4         | 3 | 3 | 4 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 96  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 3 | 4 | 4         | 3 | 3 | 4 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 97  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 3 | 4 | 4         | 3 | 3 | 4 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 98  | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 3 | 4 | 4         | 3 | 3 | 4 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 99  | 3         | 4 | 4 | 3 | 3 | 3 | 3           | 3 | 4 | 4 | 4 | 4 | 4              | 4 | 3 | 3 | 3 | 4 | 4         | 3 | 3 | 4 | 4 | 3 | 4       | 4 | 3 | 4 | 4 | 4 |
| 100 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 3 | 4 | 4 | 4 | 4 |
| 101 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 3 | 4 | 4 | 4 | 4 |
| 102 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |

| NO  | KENYATAAN |   |   |   |   |   |             |   |   |   |   |   |                |   |   |   |   |   |           |   |   |   |   |   |         |   |   |   |   |   |
|-----|-----------|---|---|---|---|---|-------------|---|---|---|---|---|----------------|---|---|---|---|---|-----------|---|---|---|---|---|---------|---|---|---|---|---|
|     | TANGIBLE  |   |   |   |   |   | RELIABILITY |   |   |   |   |   | RESPONSIVENESS |   |   |   |   |   | ASSURANCE |   |   |   |   |   | EMPATHY |   |   |   |   |   |
|     | 1         | 2 | 3 | 4 | 5 | 6 | 1           | 2 | 3 | 4 | 5 | 6 | 1              | 2 | 3 | 4 | 5 | 6 | 1         | 2 | 3 | 4 | 5 | 6 | 1       | 2 | 3 | 4 | 5 | 6 |
| 103 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 104 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 105 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 106 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 107 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 3 | 4       | 4 | 4 | 4 | 4 | 4 |
| 108 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 3 | 4 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 109 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 110 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 111 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 112 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 113 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 3 | 3 | 3 | 3 | 3 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 114 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 115 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 116 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 3              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 117 | 3         | 4 | 4 | 3 | 3 | 4 | 3           | 3 | 4 | 4 | 3 | 3 | 4              | 3 | 4 | 3 | 4 | 4 | 3         | 3 | 4 | 4 | 4 | 3 | 3       | 4 | 4 | 3 | 3 | 4 |
| 118 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 119 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 4 | 4 | 3         | 3 | 3 | 3 | 3 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |
| 120 | 3         | 3 | 3 | 3 | 3 | 3 | 3           | 3 | 3 | 3 | 3 | 3 | 4              | 4 | 4 | 4 | 3 | 3 | 3         | 3 | 3 | 3 | 4 | 4 | 4       | 4 | 4 | 4 | 4 | 4 |

**Lampiran 24. Hasil Analisis Data Karakteristik Responden**

| Jenis Kelamin | Frekuensi | Persentase (%) |
|---------------|-----------|----------------|
| Laki-laki     | 36        | 30.00%         |
| Perempuan     | 84        | 70.00%         |
| Jumlah        | 120       | 100.00%        |

| Umur        | Frekuensi | Persentase (%) |
|-------------|-----------|----------------|
| <12 tahun   | 0         | 0.00%          |
| 13-20 tahun | 7         | 5.83%          |
| 21-35 tahun | 55        | 45.83%         |
| 36-50 tahun | 36        | 30.00%         |
| 51-60 tahun | 13        | 10.83%         |
| >60 tahun   | 9         | 7.50%          |
| Jumlah      | 120       | 100.00%        |

| Pendidikan Terakhir | Frekuensi | Persentase (%) |
|---------------------|-----------|----------------|
| SD/ sederajat       | 26        | 21.67%         |
| SMP/ sederajat      | 33        | 27.50%         |
| SMA/ sederajat      | 38        | 31.67%         |
| D3                  | 10        | 8.33%          |
| S1                  | 13        | 10.83%         |
| Jumlah              | 120       | 100.00%        |

| Pekerjaan               | Frekuensi | Persentase (%) |
|-------------------------|-----------|----------------|
| PNS/ POLRI/ TNI         | 11        | 9.17%          |
| Guru/Dosen              | 0         | 0.00%          |
| Wiraswasta              | 42        | 35.00%         |
| Pegawai/Karyawan Swasta | 18        | 15.00%         |
| Buruh/Petani            | 36        | 30.00%         |
| Lainnya                 | 13        | 10.83%         |
| Jumlah                  | 120       | 100.00%        |

| Frekuensi Kunjungan | Frekuensi | Persentase (%) |
|---------------------|-----------|----------------|
| 1 kali              | 9         | 7.50%          |
| 2 kali              | 99        | 82.50%         |
| >2 kali             | 12        | 10.00%         |
| Jumlah              | 120       | 100.00%        |

**Lampiran 25. Hasil Analisis Data Tingkat Kepuasan Setiap Dimensi (Harapan)**

| No                                                                | Indikator                              | Skor Maksimal | Rata-rata Skor Perolehan | Persentase (%) | Kategori |
|-------------------------------------------------------------------|----------------------------------------|---------------|--------------------------|----------------|----------|
| 1                                                                 | Kejelasan alur pelayanan               | 480           | 368                      | 76.67%         | Puas     |
| 2                                                                 | Kondisi ruang tunggu                   | 480           | 367                      | 76.46%         | Puas     |
| 3                                                                 | Penampilan petugas                     | 480           | 366                      | 76.25%         | Puas     |
| 4                                                                 | Kemudahan mendapatkan kartu antrian    | 480           | 366                      | 76.25%         | Puas     |
| 5                                                                 | Fasilitas di ruang tunggu              | 480           | 367                      | 76.46%         | Puas     |
| 6                                                                 | Kemudahan melihat papan nama pelayanan | 480           | 366                      | 76.25%         | Puas     |
| Rata-rata kepuasan pasien pada dimensi <i>tangible</i> (berwujud) |                                        |               | 366.67                   | 76.39%         | Puas     |

| No                                                                     | Indikator                                        | Skor Maksimal | Rata-rata Skor Perolehan | Persentase (%) | Kategori |
|------------------------------------------------------------------------|--------------------------------------------------|---------------|--------------------------|----------------|----------|
| 1                                                                      | Kesesuaian jam buka dengan jadwal                | 480           | 371                      | 77.29%         | Puas     |
| 2                                                                      | Kecepatan pelayanan                              | 480           | 371                      | 77.29%         | Puas     |
| 3                                                                      | Waktu tunggu obat                                | 480           | 372                      | 77.50%         | Puas     |
| 4                                                                      | Penjelasan petugas tentang informasi obat        | 480           | 372                      | 77.50%         | Puas     |
| 5                                                                      | Konsultasi gratis untuk pasien                   | 480           | 373                      | 77.71%         | Puas     |
| 6                                                                      | Kejelasan informasi tentang cara penggunaan obat | 480           | 372                      | 77.50%         | Puas     |
| Rata-rata kepuasan pasien pada dimensi <i>reliability</i> (kehandalan) |                                                  |               | 371.83                   | 77.47%         | Puas     |

| No                                                                             | Indikator                            | Skor<br>Maksimal | Rata-rata<br>Skor<br>Perolehan | Persentase<br>(%) | Kategori |
|--------------------------------------------------------------------------------|--------------------------------------|------------------|--------------------------------|-------------------|----------|
| 1                                                                              | Ketanggapan pada<br>komplain         | 480              | 370                            | 77.08%            | Puas     |
| 2                                                                              | Pelayanan petugas                    | 480              | 370                            | 77.08%            | Puas     |
| 3                                                                              | Kecepatan dalam<br>menyediakan obat  | 480              | 366                            | 76.25%            | Puas     |
| 4                                                                              | Tanggap atas keluhan<br>pasien       | 480              | 368                            | 76.67%            | Puas     |
| 5                                                                              | Ketepatan pemberian obat             | 480              | 367                            | 76.46%            | Puas     |
| 6                                                                              | Ketrampilan dan<br>kecakapan petugas | 480              | 365                            | 76.04%            | Puas     |
| Rata-rata kepuasan pasien pada dimensi<br><i>responsiveness</i> (daya tanggap) |                                      |                  | 367.67                         | 76.60%            | Puas     |

| No                                                                   | Indikator                                                   | Skor<br>Maksimal | Rata-rata<br>Skor<br>Perolehan | Persentase<br>(%) | Kategori |
|----------------------------------------------------------------------|-------------------------------------------------------------|------------------|--------------------------------|-------------------|----------|
| 1                                                                    | Ketelitian petugas<br>menyiapkan obat                       | 480              | 366                            | 76.25%            | Puas     |
| 2                                                                    | Ketelitian petugas sebelum<br>memberikan obat               | 480              | 367                            | 76.46%            | Puas     |
| 3                                                                    | Pencantuman <i>expired date</i>                             | 480              | 366                            | 76.25%            | Puas     |
| 4                                                                    | Kondisi kemasan obat                                        | 480              | 366                            | 76.25%            | Puas     |
| 5                                                                    | Kondisi obat                                                | 480              | 366                            | 76.25%            | Puas     |
| 6                                                                    | Pemberian informasi<br>tentang kepastian<br>penyerahan obat | 480              | 365                            | 76.04%            | Puas     |
| Rata-rata kepuasan pasien pada dimensi<br><i>assurance</i> (jaminan) |                                                             |                  | 366.00                         | 76.25%            | Puas     |

| No                                                             | Indikator                                     | Skor<br>Maksimal | Rata-rata<br>Skor<br>Perolehan | Persentase<br>(%) | Kategori |
|----------------------------------------------------------------|-----------------------------------------------|------------------|--------------------------------|-------------------|----------|
| 1                                                              | Keramahan petugas                             | 480              | 372                            | 77.50%            | Puas     |
| 2                                                              | Petugas tidak membedakan jenis pasien         | 480              | 371                            | 77.29%            | Puas     |
| 3                                                              | Petugas perhatian                             | 480              | 371                            | 77.29%            | Puas     |
| 4                                                              | Petugas mendengarkan keluhan                  | 480              | 372                            | 77.50%            | Puas     |
| 5                                                              | Petugas memahami kebutuhan pasien             | 480              | 371                            | 77.29%            | Puas     |
| 6                                                              | Petugas tidak membedakan status sosial pasien | 480              | 371                            | 77.29%            | Puas     |
| Rata-rata kepuasan pasien pada dimensi <i>empathy</i> (empati) |                                               |                  | 371.33                         | 77.36%            | Puas     |

**Lampiran 26. Hasil Analisis Data Tingkat Kepuasan Setiap Dimensi (Kenyataan)**

| No                                                                | Indikator                              | Skor Maksimal | Rata-rata Skor Perolehan | Persentase (%) | Kategori |
|-------------------------------------------------------------------|----------------------------------------|---------------|--------------------------|----------------|----------|
| 1                                                                 | Kejelasan alur pelayanan               | 480           | 368                      | 76.67%         | Puas     |
| 2                                                                 | Kondisi ruang tunggu                   | 480           | 367                      | 76.46%         | Puas     |
| 3                                                                 | Penampilan petugas Kemudahan           | 480           | 368                      | 76.67%         | Puas     |
| 4                                                                 | mendapatkana kartu antrian             | 480           | 369                      | 76.88%         | Puas     |
| 5                                                                 | Fasilitas di ruang tunggu              | 480           | 372                      | 77.50%         | Puas     |
| 6                                                                 | Kemudahan melihat papan nama pelayanan | 480           | 368                      | 76.67%         | Puas     |
| Rata-rata kepuasan pasien pada dimensi <i>tangible</i> (berwujud) |                                        |               | 368.67                   | 76.81%         | Puas     |

| No                                                                     | Indikator                                        | Skor Maksimal | Rata-rata Skor Perolehan | Persentase (%) | Kategori |
|------------------------------------------------------------------------|--------------------------------------------------|---------------|--------------------------|----------------|----------|
| 1                                                                      | Kesesuaian jam buka dengan jadwal                | 480           | 363                      | 75.63%         | Puas     |
| 2                                                                      | Kecepatan pelayanan                              | 480           | 364                      | 75.83%         | Puas     |
| 3                                                                      | Waktu tunggu obat                                | 480           | 367                      | 76.46%         | Puas     |
| 4                                                                      | Penjelasan petugas tentang informasi obat        | 480           | 369                      | 76.88%         | Puas     |
| 5                                                                      | Konsultasi gratis untuk pasien                   | 480           | 367                      | 76.46%         | Puas     |
| 6                                                                      | Kejelasan informasi tentang cara penggunaan obat | 480           | 365                      | 76.04%         | Puas     |
| Rata-rata kepuasan pasien pada dimensi <i>reliability</i> (kehandalan) |                                                  |               | 365.83                   | 76.22%         | Puas     |

| No                                                                          | Indikator                         | Skor Maksimal | Rata-rata Skor Perolehan | Persentase (%) | Kategori    |
|-----------------------------------------------------------------------------|-----------------------------------|---------------|--------------------------|----------------|-------------|
| 1                                                                           | Ketanggapan pada komplain         | 480           | 402                      | 83.75%         | Sangat Puas |
| 2                                                                           | Pelayanan petugas                 | 480           | 403                      | 83.96%         | Sangat Puas |
| 3                                                                           | Kecepatan dalam menyediakan obat  | 480           | 398                      | 82.92%         | Sangat Puas |
| 4                                                                           | Tanggap atas keluhan pasien       | 480           | 399                      | 83.13%         | Sangat Puas |
| 5                                                                           | Ketepatan pemberian obat          | 480           | 393                      | 81.88%         | Sangat Puas |
| 6                                                                           | Ketrampilan dan kecakapan petugas | 480           | 399                      | 83.13%         | Sangat Puas |
| Rata-rata kepuasan pasien pada dimensi <i>responsiveness</i> (daya tanggap) |                                   |               | 399.00                   | 83.13%         | Sangat Puas |

| No                                                                | Indikator                                             | Skor Maksimal | Rata-rata Skor Perolehan | Persentase (%) | Kategori |
|-------------------------------------------------------------------|-------------------------------------------------------|---------------|--------------------------|----------------|----------|
| 1                                                                 | Ketelitian petugas menyiapkan obat                    | 480           | 376                      | 78.33%         | Puas     |
| 2                                                                 | Ketelitian petugas sebelum memberikan obat            | 480           | 365                      | 76.04%         | Puas     |
| 3                                                                 | Pencantuman <i>expired date</i>                       | 480           | 365                      | 76.04%         | Puas     |
| 4                                                                 | Kondisi kemasan obat                                  | 480           | 372                      | 77.50%         | Puas     |
| 5                                                                 | Kondisi obat                                          | 480           | 365                      | 76.04%         | Puas     |
| 6                                                                 | Pemberian informasi tentang kepastian penyerahan obat | 480           | 388                      | 80.83%         | Puas     |
| Rata-rata kepuasan pasien pada dimensi <i>assurance</i> (jaminan) |                                                       |               | 371.83                   | 77.47%         | Puas     |

| No                                                                | Indikator                                           | Skor<br>Maksimal | Rata-rata<br>Skor<br>Perolehan | Persentase<br>(%) | Kategori    |
|-------------------------------------------------------------------|-----------------------------------------------------|------------------|--------------------------------|-------------------|-------------|
| 1                                                                 | Keramahan petugas                                   | 480              | 422                            | 87.92%            | Sangat Puas |
| 2                                                                 | Petugas tidak<br>membedakan jenis pasien            | 480              | 427                            | 88.96%            | Sangat Puas |
| 3                                                                 | Petugas perhatian                                   | 480              | 426                            | 88.75%            | Sangat Puas |
| 4                                                                 | Petugas mendengarkan<br>keluhan                     | 480              | 426                            | 88.75%            | Sangat Puas |
| 5                                                                 | Petugas memahami<br>kebutuhan pasien                | 480              | 427                            | 88.96%            | Sangat Puas |
| 6                                                                 | Petugas tidak<br>membedakan status<br>sosial pasien | 480              | 427                            | 88.96%            | Sangat Puas |
| Rata-rata kepuasan pasien pada dimensi<br><i>empathy</i> (empati) |                                                     |                  | 425.83                         | 88.72%            | Sangat Puas |

### Lampiran 27. Hasil Analisis Data GAP Tingkat Kepuasan

| No | Dimensi               | Rata-rata<br>Kenyataan | Rata-rata<br>Harapan | Gap<br>(Kesenjangan) |
|----|-----------------------|------------------------|----------------------|----------------------|
| 1  | <i>Tangible</i>       | 368.67                 | 366.67               | 2.00                 |
| 2  | <i>Reliability</i>    | 365.83                 | 371.83               | -6.00                |
| 3  | <i>Responsiveness</i> | 399.00                 | 367.67               | 31.33                |
| 4  | <i>Assurance</i>      | 371.83                 | 366.00               | 5.83                 |
| 5  | <i>Emphaty</i>        | 425.83                 | 371.33               | 54.50                |

| No | Indikator Reliability                            | Rata-rata<br>Kenyataan | Rata-rata<br>Harapan | Gap<br>(Kesenjangan) |
|----|--------------------------------------------------|------------------------|----------------------|----------------------|
| 1  | Kesesuaian jam buka dengan jadwal                | 363.00                 | 371.00               | -8.00                |
| 2  | Kecepatan pelayanan                              | 364.00                 | 371.00               | -7.00                |
| 3  | Waktu tunggu obat                                | 367.00                 | 372.00               | -5.00                |
| 4  | Penjelasan petugas tentang informasi obat        | 369.00                 | 372.00               | -3.00                |
| 5  | Konsultasi gratis untuk pasien                   | 367.00                 | 373.00               | -6.00                |
| 6  | Kejelasan informasi tentang cara penggunaan obat | 365.00                 | 372.00               | -7.00                |