

# LAMPIRAN

## Lampiran 2 Hasil Uji Validitas dan Reliabilitas

### Hasil Uji Validitas Variabel Standar Pelayanan Kesehatan (X1)

### Correlations

		Correlations																TOTALX1
		SP1	SP2	SP3	SP4	SP5	SP6	SP7	SP8	SP9	SP10	SP11	SP12	SP13	SP14	SP15	SP16	
SP1	Pearson Correlation	1	.671**	.572**	.625**	.323	.535**	.666**	.667**	.671**	-.212	.212	.671**	.000	.313	.140	-.071	.729**
	Sig. (2-tailed)		.000	.001	.000	.082	.002	.000	.000	.000	.261	.261	.000	1.000	.092	.461	.711	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP2	Pearson Correlation	.671**	1	.331	.489**	.348	.598**	.425*	.402*	.520**	.047	.237	.520**	.023	.229	.188	-.284	.569**
	Sig. (2-tailed)			.074	.006	.061	.000	.019	.028	.003	.804	.207	.003	.902	.224	.320	.128	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP3	Pearson Correlation	.572**	.331	1	.357	.261	.306	.652**	.731**	.331	-.121	.121	.511**	.194	.356	.198	.043	.697**
	Sig. (2-tailed)		.001	.074	.053	.164	.101	.000	.000	.074	.523	.523	.004	.305	.054	.295	.323	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP4	Pearson Correlation	.625**	.489**	.357	1	.000	.543**	.267	.411**	.070	.033	.215	.489**	-.082	-.027	.033	-.099	.419**
	Sig. (2-tailed)		.000	.006	.053	1.000	.002	.153	.024	.714	.862	.253	.006	.668	.889	.863	.602	.021
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP5	Pearson Correlation	.323	.348	.261	.000	1	.000	.491**	.268	.346	.000	.346	.000	.346	.000	.230	.271	.362**
	Sig. (2-tailed)		.082	.061	1.000	1.000	.006	.152	.061	1.000	1.000	.061	1.000	.242	.147	1.000	.049	.049
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP6	Pearson Correlation	.535**	.598**	.306	.543**	.000	1	.356	.351	.239	.028	.397**	.598**	.140	.091	.168	-.509**	.460**
	Sig. (2-tailed)		.002	.000	.101	.002	1.000	.054	.057	.203	.862	.030	.000	.461	.632	.374	.004	.006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP7	Pearson Correlation	.665**	.425*	.652**	.267	.491**	.356	1	.618**	.425*	-.141	.141	.425*	.149	.357	.160	-.013	.690**
	Sig. (2-tailed)		.000	.019	.000	.153	.006	.054	.000	.019	.457	.457	.019	.431	.053	.399	.944	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP8	Pearson Correlation	.657**	.402*	.731**	.411**	.268	.351	.618**	1	.402*	.081	.359	.588**	.127	.319	.407*	.161	.793**
	Sig. (2-tailed)		.000	.028	.000	.024	.152	.057	.000	.028	.672	.051	.001	.505	.086	.026	.395	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP9	Pearson Correlation	.671**	.520**	.331	.070	.348	.239	.425*	.402*	1	-.237	-.047	.520**	.164	.534**	.188	-.095	.543**
	Sig. (2-tailed)		.000	.003	.074	.114	.081	.203	.019	.028	.207	.804	.003	.387	.002	.320	.619	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP10	Pearson Correlation	-.212	.047	-.121	.033	.000	.028	-.141	.081	-.237	1	.685**	-.237	.194	.054	.267	.426*	.192
	Sig. (2-tailed)		.261	.804	.523	.862	1.000	.882	.457	.672	.207	.000	.207	.304	.776	.153	.019	.309
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP11	Pearson Correlation	.212	.237	.121	.215	.000	.397**	.141	.359	-.047	.685**	1	.237	.139	.127	.401*	.247	.491**
	Sig. (2-tailed)		.261	.207	.523	.253	1.000	.030	.457	.051	.804	.000	.207	.465	.505	.028	.189	.006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP12	Pearson Correlation	.671**	.520**	.511**	.489**	.348	.598**	.425*	.588**	.520**	-.237	.237	1	.023	.229	.376*	-.284	.619**
	Sig. (2-tailed)		.000	.003	.004	.006	.081	.000	.019	.001	.003	.207	.207	.902	.224	.041	.128	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP13	Pearson Correlation	.000	.023	.194	-.082	.000	.140	.149	.127	.164	.194	.139	.023	1	.849**	.440*	.277	.524**
	Sig. (2-tailed)		1.000	.902	.305	.668	1.000	.461	.431	.505	.387	.304	.465	.902	.000	.015	.139	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP14	Pearson Correlation	.313	.229	.356	-.027	.220	.091	.357	.319	.534**	.054	.127	.229	.849**	1	.382*	.229	.693**
	Sig. (2-tailed)		.092	.224	.054	.889	.242	.632	.053	.086	.002	.776	.505	.224	.000	.037	.224	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP15	Pearson Correlation	.140	.168	.198	.033	.271	.168	.160	.407*	.168	.267	.401*	.376*	.449*	.382*	1	.237	.573**
	Sig. (2-tailed)		.461	.320	.295	.863	.147	.374	.398	.026	.320	.153	.028	.041	.015	.037	.207	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
SP16	Pearson Correlation	-.071	-.284	.043	-.099	.000	-.509**	-.013	.161	-.095	.426*	.247	-.284	.277	.229	.237	1	.225
	Sig. (2-tailed)		.711	.128	.823	.602	1.000	.004	.944	.395	.619	.019	.189	.128	.139	.224	.207	.231
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTALX1	Pearson Correlation	.729**	.569**	.697**	.419*	.362*	.490**	.690**	.793**	.543**	.192	.491**	.619**	.524**	.683**	.573**	.225	1
	Sig. (2-tailed)		.000	.001	.000	.021	.049	.006	.000	.000	.002	.309	.006	.000	.003	.000	.001	.231
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

\*\* . Correlation is significant at the 0.01 level (2-tailed).  
 \* . Correlation is significant at the 0.05 level (2-tailed).

### Hasil Uji Reliabilitas Variabel Standar Pelayanan Kesehatan (X1)

### Reliability

### Scale: ALL VARIABLES

### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.838	16

### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
SP1	47.3667	12.516	.690	.816
SP2	47.4000	13.076	.528	.826
SP3	47.1333	12.257	.611	.819
SP4	47.4333	13.357	.353	.834
SP5	47.5667	13.909	.352	.835
SP6	47.5000	13.776	.439	.832
SP7	47.2667	12.133	.603	.819
SP8	47.2000	11.959	.728	.811
SP9	47.4000	13.145	.502	.827
SP10	47.6000	14.317	.103	.844
SP11	47.5333	13.637	.393	.832
SP12	47.4000	12.938	.582	.823
SP13	47.4000	12.593	.360	.840
SP14	47.2667	11.926	.580	.821
SP15	47.3667	12.792	.474	.828
SP16	47.6667	14.161	.076	.851

## Hasil Uji Validitas Variabel Kualitas Pelayanan (X2)

### Correlations

		Correlations										
		KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10	TOTALX2
KP1	Pearson Correlation	1	.712**	.207	.247	.582**	.523**	.711**	.523**	.200	.582**	.754**
	Sig. (2-tailed)	.000	.000	.272	.188	.001	.003	.000	.003	.289	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP2	Pearson Correlation	.712**	1	.429*	.247	.270	.523**	.711**	.850**	.200	.270	.754**
	Sig. (2-tailed)	.000	.018	.000	.188	.149	.003	.000	.000	.289	.149	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP3	Pearson Correlation	.207	.429*	1	.737**	.176	.302	.558**	.302	.098	.176	.632**
	Sig. (2-tailed)	.272	.018	.000	.000	.353	.105	.001	.105	.606	.353	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP4	Pearson Correlation	.247	.247	.737**	1	.443*	.604**	.441*	.342	-.102	.443*	.671**
	Sig. (2-tailed)	.188	.188	.000	.000	.014	.000	.015	.065	.590	.014	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP5	Pearson Correlation	.582**	.270	.176	.443*	1	.671**	.443*	.318	-.020	1.000**	.684**
	Sig. (2-tailed)	.001	.149	.353	.014	.000	.000	.014	.087	.918	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP6	Pearson Correlation	.523**	.523**	.302	.604**	.671**	1	.604**	.630**	-.062	.671**	.778**
	Sig. (2-tailed)	.003	.003	.105	.000	.000	.000	.000	.000	.745	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP7	Pearson Correlation	.711**	.711**	.558**	.441*	.443*	.604**	1	.604**	.337	.443*	.866**
	Sig. (2-tailed)	.000	.000	.001	.015	.014	.000	.000	.000	.069	.014	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP8	Pearson Correlation	.523**	.850**	.302	.342	.318	.630**	.604**	1	.248	.318	.733**
	Sig. (2-tailed)	.003	.000	.105	.065	.087	.000	.000	.000	.187	.087	.000
	N	30	30	30	30	30	30	30	30	30	30	30
KP9	Pearson Correlation	.200	.200	.098	-.102	-.020	-.062	.337	.248	1	-.020	.281
	Sig. (2-tailed)	.289	.289	.606	.590	.918	.745	.069	.187	.000	.918	.133
	N	30	30	30	30	30	30	30	30	30	30	30
KP10	Pearson Correlation	.582**	.270	.176	.443*	1.000**	.671**	.443*	.318	-.020	1	.684**
	Sig. (2-tailed)	.001	.149	.353	.014	.000	.000	.014	.087	.918	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30
TOTALX2	Pearson Correlation	.754**	.754**	.632**	.671**	.684**	.778**	.866**	.733**	.281	.684**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.133	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30

\*\* . Correlation is significant at the 0.01 level (2-tailed).

\* . Correlation is significant at the 0.05 level (2-tailed).

## Hasil Uji Reliabilitas Variabel Kualitas Pelayanan (X2)

### Reliability

#### Scale: ALL VARIABLES

##### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

##### Reliability Statistics

Cronbach's Alpha	N of Items
.868	10

##### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KP1	28.2000	4.924	.683	.847
KP2	28.2000	4.924	.683	.847
KP3	28.0667	4.892	.501	.864
KP4	28.1000	4.852	.557	.858
KP5	28.3000	5.114	.605	.854
KP6	28.2333	5.013	.722	.846
KP7	28.1000	4.438	.810	.833
KP8	28.2333	5.082	.667	.850
KP9	28.2667	5.720	.137	.889
KP10	28.3000	5.114	.605	.854

## Hasil Uji Validitas Variabel Kepuasan Pasien (Y)

### Correlations

Correlations													
	KS1	KS2	KS3	KS4	KS5	KS6	KS7	KS8	KS9	KS10	KS11	KS12	TOTALLY
KS1 Pearson Correlation	1	.565**	.601**	.149	-.099	.241	.229	-.113	.188	.343	.241	.241	.526**
Sig. (2-tailed)		.001	.000	.433	.602	.199	.224	.552	.321	.064	.199	.199	.003
N	30	30	30	30	30	30	30	30	30	30	30	30	30
KS2 Pearson Correlation	.565**	1	.564**	.614**	.351	.521**	.337	.280	.415*	.135	.237	.237	.731**
Sig. (2-tailed)	.001		.001	.000	.057	.003	.069	.134	.023	.477	.207	.207	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
KS3 Pearson Correlation	.601**	.564**	1	.659**	.247	.401*	.538**	.188	.312	.253	.178	-.045	.718**
Sig. (2-tailed)	.000	.001		.000	.188	.028	.002	.320	.093	.177	.346	.815	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
KS4 Pearson Correlation	.149	.614**	.659**	1	.423*	.270	.429*	.614**	.200	-.059	-.042	-.042	.598**
Sig. (2-tailed)	.433	.000	.000		.020	.149	.018	.000	.289	.756	.827	.827	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
KS5 Pearson Correlation	-.099	.351	.247	.423*	1	.270	-.015	.088	.200	-.059	-.042	-.042	.306
Sig. (2-tailed)	.602	.057	.188	.020		.149	.938	.645	.289	.756	.827	.827	.100
N	30	30	30	30	30	30	30	30	30	30	30	30	30
KS6 Pearson Correlation	.241	.521**	.401*	.270	.270	1	.415*	.237	.571**	.463**	.326	.326	.693**
Sig. (2-tailed)	.199	.003	.028	.149	.149		.022	.207	.001	.010	.079	.079	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
KS7 Pearson Correlation	.229	.337	.538**	.429*	-.015	.415*	1	.742**	.308	.420*	.176	-.064	.667**
Sig. (2-tailed)	.224	.069	.002	.018	.938	.022		.000	.098	.021	.353	.737	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
KS8 Pearson Correlation	-.113	.280	.188	.614**	.088	.237	.742**	1	.166	.135	-.047	-.047	.465**
Sig. (2-tailed)	.552	.134	.320	.000	.645	.207	.000		.380	.477	.804	.804	.010
N	30	30	30	30	30	30	30	30	30	30	30	30	30
KS9 Pearson Correlation	.188	.415*	.312	.200	.200	.571**	.308	.166	1	.812**	.866**	.571**	.766**
Sig. (2-tailed)	.321	.023	.093	.289	.289	.001	.098	.380	.000	.000	.000	.001	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
KS10 Pearson Correlation	.343	.135	.253	-.059	-.059	.463**	.420*	.135	.812**	1	.703**	.463**	.650**
Sig. (2-tailed)	.064	.477	.177	.756	.756	.010	.021	.477	.000	.000	.000	.010	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
KS11 Pearson Correlation	.241	.237	.178	-.042	-.042	.326	.176	-.047	.866**	.703**	1	.663**	.575**
Sig. (2-tailed)	.199	.207	.346	.827	.827	.079	.353	.804	.000	.000	.000	.000	.001
N	30	30	30	30	30	30	30	30	30	30	30	30	30
KS12 Pearson Correlation	.241	.237	-.045	-.042	-.042	.326	-.064	-.047	.571**	.463**	.663**	1	.418*
Sig. (2-tailed)	.199	.207	.815	.827	.827	.079	.737	.804	.001	.010	.000	.000	.022
N	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTALLY Pearson Correlation	.526**	.731**	.718**	.598**	.306	.693**	.667**	.465**	.766**	.650**	.575**	.418*	1
Sig. (2-tailed)	.003	.000	.000	.000	.100	.000	.000	.010	.000	.000	.001	.022	
N	30	30	30	30	30	30	30	30	30	30	30	30	30

\*\* .Correlation is significant at the 0.01 level (2-tailed).

\*.Correlation is significant at the 0.05 level (2-tailed).

## Hasil Uji Reliabilitas Variabel Kepuasan Pasien (Y)

### Reliability

#### Scale: ALL VARIABLES

##### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

##### Reliability Statistics

Cronbach's Alpha	N of Items
.833	12

##### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
KS1	34.3000	6.493	.407	.828
KS2	34.2333	6.116	.656	.808
KS3	34.2000	5.821	.614	.810
KS4	34.2667	6.478	.507	.820
KS5	34.2667	7.030	.186	.842
KS6	34.3667	6.378	.625	.813
KS7	34.1333	6.051	.559	.815
KS8	34.2333	6.668	.346	.832
KS9	34.3333	6.092	.701	.805
KS10	34.3333	6.092	.538	.817
KS11	34.3667	6.585	.489	.822
KS12	34.3667	6.861	.314	.833

## Lampiran 3 Hasil Analisis Data

### Frequency Table

Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Perempuan	62	62.0	62.0	62.0
	Laki-Laki	38	38.0	38.0	100.0
	Total	100	100.0	100.0	

Usia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< 25 Tahun	5	5.0	5.0	5.0
	25 - 35 Tahun	14	14.0	14.0	19.0
	35 - 45 Tahun	18	18.0	18.0	37.0
	45 - 55 Tahun	24	24.0	24.0	61.0
	55 - 65 Tahun	18	18.0	18.0	79.0
	> 65 Tahun	21	21.0	21.0	100.0
	Total	100	100.0	100.0	

### Frequencies

Statistics

		Standar Pelayanan Kesehatan (X1)	Kualitas Pelayanan (X2)	Kepuasan Pasien (Y)
N	Valid	100	100	100
	Missing	0	0	0
Mean		46.0900	29.6400	35.3300
Std. Error of Mean		.46124	.33770	.39926
Median		46.0000	29.0000	33.5000
Mode		42.00	27.00	33.00
Std. Deviation		4.61244	3.37705	3.99256
Variance		21.275	11.404	15.941
Range		22.00	15.00	20.00
Minimum		34.00	21.00	24.00
Maximum		56.00	36.00	44.00
Sum		4609.00	2964.00	3533.00

### NPar Tests



### One-Sample Kolmogorov-Smirnov Test

			Unstandardized Residual
N			100
Normal Parameters	a,b	Mean	.0000000
		Std. Deviation	2.47331285
Most Extreme Differences		Absolute	.115
		Positive	.095
		Negative	-.115
Kolmogorov-Smirnov Z			1.148
Asymp. Sig. (2-tailed)			.143

a. Test distribution is Normal.

b. Calculated from data.

## Means

### Kepuasan Pasien (Y) \* Standar Pelayanan Kesehatan (X1)

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
Kepuasan Pasien (^ * Standar Pelayanan Kesehatan (X1)	Between Groups	955.466	18	53.081	6.905	.000
	Linearity	768.240	1	768.240	99.941	.000
	Deviation from Linearity	187.225	17	11.013	1.433	.143
Within Groups		622.644	81	7.687		
Total		1578.110	99			

### Measures of Association

	R	R Squared	Eta	Eta Squared
Kepuasan Pasien (Y) * Standar Pelayanan Kesehatan (X1)	.698	.487	.778	.605

### Kepuasan Pasien (Y) \* Kualitas Pelayanan (X2)

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
Kepuasan Pasien Between Kualitas Pelayanan Groups	(Combined)	925.611	12	77.134	10.285	.000
	Linearity	780.748	1	780.748	104.100	.000
	Deviation from Linearity	144.863	11	13.169	1.756	.074
Within Groups		652.499	87	7.500		
Total		1578.110	99			

### Measures of Association

	R	R Squared	Eta	Eta Squared
Kepuasan Pasien (Y) * Kualitas Pelayanan (X2)	.703	.495	.766	.587

## Regression

### Coefficients<sup>a</sup>

Model		Collinearity Statistics	
		Tolerance	VIF
1	Standar Pelayanan Kesehatan (X1)	.649	1.542
	Kualitas Pelayanan (X2)	.649	1.542

a. Dependent Variable: Kepuasan Pasien (Y)

## Regression

### Descriptive Statistics

	Mean	Std. Deviation	N
Kepuasan Pasien (Y)	35.3300	3.99256	100
Standar Pelayanan Kesehatan (X1)	46.0900	4.61244	100
Kualitas Pelayanan (X2)	29.6400	3.37705	100

### Correlations

		Kepuasan Pasien (Y)	Standar Pelayanan Kesehatan (X1)	Kualitas Pelayanan (X2)
Pearson Correlation	Kepuasan Pasien (Y)	1.000	.698	.703
	Standar Pelayanan Kesehatan (X1)	.698	1.000	.593
	Kualitas Pelayanan (X2)	.703	.593	1.000
Sig. (1-tailed)	Kepuasan Pasien (Y)	.	.000	.000
	Standar Pelayanan Kesehatan (X1)	.000	.	.000
	Kualitas Pelayanan (X2)	.000	.000	.
N	Kepuasan Pasien (Y)	100	100	100
	Standar Pelayanan Kesehatan (X1)	100	100	100
	Kualitas Pelayanan (X2)	100	100	100

**Variables Entered/Removed<sup>a</sup>**

Model	Variables Entered	Variables Removed	Method
1	Kualitas Pelayanan (X2), Standar Pelayanan Kesehatan (X1) <sup>a</sup>	.	Enter

a. All requested variables entered.

b. Dependent Variable: Kepuasan Pasien (Y)

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					Change in R Square	Change in F	df1	df2	Sig.
1	.785 <sup>a</sup>	.616	.608	2.49868	.616	77.882	2	97	.000

<sup>a</sup>Predictors: (Constant), Kualitas Pelayanan (X2), Standar Pelayanan Kesehatan (X1)

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	972.500	2	486.250	77.882	.000 <sup>a</sup>
	Residual	605.610	97	6.243		
	Total	1578.110	99			

a. Predictors: (Constant), Kualitas Pelayanan (X2), Standar Pelayanan Kesehatan (X1)

b. Dependent Variable: Kepuasan Pasien (Y)

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.406	2.674		.900	.371
	Standar Pelayanan Kesehatan (X1)	.375	.068	.433	5.542	.000
	Kualitas Pelayanan (X2)	.528	.092	.447	5.720	.000

a. Dependent Variable: Kepuasan Pasien (Y)

**PLampiran 1 Kuesioner Penelitian****KUESIONER PENELITIAN****PENGARUH STANDAR PELAYANAN KESEHATAN DAN  
KUALITAS PELAYANAN TERHADAP KEPUASAN PASIEN  
PENGGUNA BPJS DI POLIKLINIK PENYAKIT DALAM RSUD  
PRAMBANAN YOGYAKARTA**

Dalam rangka menyelesaikan tugas akhir sebagai salah satu syarat memperoleh gelar Pascasarjana di Universitas Muhammadiyah Yogyakarta maka yang bertanda tangan dibawah ini:

Nama : Wachid Nur Hidayat  
NIM : 20141030112  
Judul Penelitian : Pengaruh Standar Pelayanan Kesehatan dan Kualitas Pelayanan Terhadap Kepuasan Pasien Pengguna Bpjs Di Poliklinik Penyakit Dalam RSUD Prambanan Yogyakarta

Dengan segala kerendahan hati mohon kepada saudara untuk berkenan menjadi responden penelitian ini dengan mengisi pertanyaan yang penulis ajukan dengan jujur. Atas kesediaan dan bantuan saudara, penulis ucapkan terima kasih dan semoga budi baik saudara mendapat balasan yang baik dari Allah SWT.

Yogyakarta, ..... 2018

Hormat Kami

Peneliti

## KUESIONER PENELITIAN

### PENGARUH STANDAR PELAYANAN KESEHATAN DAN KUALITAS PELAYANAN TERHADAP KEPUASAN PASIEN PENGGUNA BPJS DI POLIKLINIK PENYAKIT DALAM RSUD PRAMBANAN YOGYAKARTA

#### A. Petunjuk Pengisian

1. Jawablah pertanyaan-pertanyaan dengan memberi tanda X pada kolom sebelah kanan.
2. Jawaban kuisisioner ini merupakan data penting untuk analisi hasil penelitian, oleh karena itu jawablah sesuai dengan kondisi yang sebenarnya.

Pilihan Jawaban :

- SS = Sangat Setuju  
S = Setuju  
TS = Tidak Setuju  
STS = Sangat Tidak Setuju

3. Peneliti menjamin kerahasiaan hasil pengukuran faktor psikologi masing masing responden.

#### B. Identitas responden

1. Nama :
2. Jenis kelamin :
3. Usia :

Atas kerja sama dan kesediaan bapak dan ibu sekalian saya ucapkan terimakasih

#### C. Kuesioner Standar Pelayanan Kesehatan

No	Pertanyaan	Jawaban			
		SS	S	TS	STS
	<b>Kompetensi Teknis</b>				
1.	Petugas kesehatan dapat diandalkan				
2.	Petugas kesehatan melayani selesai tepat waktu				
	<b>Akses Terhadap Pelayanan</b>				
3.	Petugas kesehatan memberikan pelayanan dengan bahasa yang mudah dipahami				
4.	Petugas kesehatan memberikan pelayanan sesuai biaya yang dikeluarkan				
	<b>Efektifitas</b>				
5.	Pelayanan yang diberikan sesuai prosedur yang ditetapkan				
6.	Pengobatan yang diberikan sesuai dengan standar rumah sakit				
	<b>Hubungan Antar Manusia</b>				
7.	Petugas kesehatan memberikan pelayanan dengan baik dan tidak berdasarkan status pasien				
8.	Petugas selalu mendengarkan keluhan pasien dengan baik				
	<b>Efisiensi</b>				
9.	Petugas kesehatan selalu memperhatikan pelayanan dengan memperhatikan risiko yang ditimbulkan				
	<b>Kelangsungan Pelayanan</b>				
10.	Pelayanan yang diberikan dilakukan secara lengkap				
11.	Saran dan rujukan yang diberikan dengan baik				
	<b>Keamanan</b>				
12.	Petugas kesehatan selalu memperhatikan tindakan yang berisiko				
13.	Petugas kesehatan memberikan pengertian dan penjelasan mengenai keamanan penggunaan obat ini bagi kesehatan saya				
	<b>Kenyamanan</b>				
14.	Petugas kesehatan selalu memperhatikan kebersihan ruangan				

Sumber Modifikasi Wijono, 2000

#### D. Kuesioner Kualitas Pelayanan

No	PERTANYAAN	SS	S	TS	STS
	<b>Keandalan (<i>Reliability</i>)</b>				

No	PERTANYAAN	SS	S	TS	STS
1.	Saya merasa prosedur penerimaan pasien di bagian administrasi tidak berbelit-belit				
2.	Saya merasa prosedur penerimaan pasien di bagian administrasi tidak pilih kasih				
	<b>Daya Tanggap (<i>Responsiveness</i>)</b>				
3.	Dokter mau mendengarkan dengan baik keluhan yang saya sampaikan				
4.	Dokter segera memberikan pelayanan kesehatan yang tepat sesuai dengan kondisi kesehatan saya				
	<b>Jaminan (<i>Assurance</i>)</b>				
5.	Petugas penerima pasien dan administrasi bekerja dengan cepat dan tepat saat menerima pasien				
6.	Pelayanan pemeriksaan oleh dokter yang saya alami di unit pelayanan dilakukan dengan teliti.				
	<b>Empati (<i>Empathy</i>)</b>				
7.	Perawat bersedia dengan sabar mendengarkan keluhan yang saya alami sampai saya selesai menjelaskannya				
8.	Petugas kesehatan (selain dokter) di unit layanan tidak pilih-pilih pasien saat memberikan pelayanan hemodialisa				
	<b>Bukti Langsung (<i>Tangible</i>)</b>				
9.	Baik mesin maupun alat-alat medis penunjang pelayanan kesehatan cukup lengkap				

**Sumber Modifikasi Parasuraman dalam Tjiptono, 2011**

### E. Kuesioner Kepuasan Pasien

No	Pertanyaan	Jawaban			
		SS	S	TS	STS
	<b>Keberadaan Pelayanan</b>				
1.	Saya mendapatkan bantuan dari petugas kesehatan ketika saya perlukan				
2.	Petugas kesehatan siap di tempat ketika mereka perlukan				
	<b>Ketanggapan Pelayanan</b>				
3.	Petugas kesehatan cepat beraksi ketika saya minta tolong				
4.	Petugas kesehatan secepatnya menolong saya kalau saya perlukan				
	<b>Ketepatan Pelayanan</b>				

No	Pertanyaan	Jawaban			
		SS	S	TS	STS
5.	Petugas kesehatan menyelesaikan tanggung jawabnya dalam batas waktu yang telah ditentukan				
	<b>Profesionalisme Pelayanan</b>				
6.	Petugas kesehatan mengerjakan pekerjaan secara profesional				
7.	Petugas kesehatan memperhatikan apa yang saya katakan				
	<b>Kepuasan Keseluruhan Pelayanan</b>				
8.	Mutu petugas kesehatan dalam memperlakukan saya sesuai dengan harapan				
9.	Saya puas dengan cara petugas kesehatan dalam memperlakukan saya				
	<b>Kepuasan Keseluruhan Produk</b>				
10.	Hasil kerja sesuai dengan harapan				
11.	Saya puas dengan hasil kerja petugas kesehatan				

**Sumber Modifikasi Supranto, 2011**