

LAMPIRAN

| | | | | | | | | | | | | | | | | | | | | | |
|-----------|---------------------|--------|--------|--------|-------|--------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| q13 | Pearson Correlation | .342 | .509** | .335 | .047 | .342 | .117 | .200 | .302 | -.076 | .268 | .586** | .490** | 1 | .382* | .358 | .717** | .097 | -.050 | .358 | .591** |
| | Sig. (2-tailed) | .065 | .004 | .070 | .805 | .065 | .540 | .290 | .105 | .690 | .152 | .001 | .006 | | .037 | .052 | .000 | .612 | .792 | .052 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| q14 | Pearson Correlation | .342 | .483** | .425* | .329 | .342 | .274 | .274 | .198 | .377* | .319 | .437* | .693** | .382* | 1 | .406* | .402* | .439* | .358 | .406* | .724** |
| | Sig. (2-tailed) | .064 | .007 | .019 | .076 | .064 | .143 | .143 | .295 | .040 | .085 | .016 | .000 | .037 | | .026 | .028 | .015 | .052 | .026 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| q15 | Pearson Correlation | .193 | .247 | .469** | .164 | .334 | .146 | .146 | .333 | .193 | .410* | .598** | .373* | .358 | .406* | 1 | .372* | .078 | -.063 | .253 | .561** |
| | Sig. (2-tailed) | .307 | .188 | .009 | .386 | .071 | .441 | .441 | .072 | .306 | .024 | .000 | .042 | .052 | .026 | | .043 | .683 | .741 | .178 | .001 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| q16 | Pearson Correlation | .361 | .445* | .471** | .222 | .361 | .184 | .350 | .382* | .066 | .317 | .402* | .466** | .717** | .402* | .372* | 1 | .056 | .116 | .372* | .663** |
| | Sig. (2-tailed) | .050 | .014 | .009 | .239 | .050 | .329 | .058 | .037 | .729 | .087 | .028 | .009 | .000 | .028 | .043 | | .769 | .540 | .043 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| q17 | Pearson Correlation | -.011 | .032 | .154 | -.296 | .103 | .369* | .441* | -.153 | .602** | -.009 | .151 | .479** | .097 | .439* | .078 | .056 | 1 | .590** | .423* | .463** |
| | Sig. (2-tailed) | .952 | .868 | .418 | .112 | .589 | .045 | .015 | .420 | .000 | .962 | .426 | .007 | .612 | .015 | .683 | .769 | | .001 | .020 | .010 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| q18 | Pearson Correlation | -.083 | -.099 | .278 | .128 | -.083 | .166 | .504** | .193 | .437* | -.112 | .216 | .443* | -.050 | .358 | -.063 | .116 | .590** | 1 | .477** | .427* |
| | Sig. (2-tailed) | .662 | .604 | .137 | .502 | .662 | .382 | .004 | .306 | .016 | .556 | .252 | .014 | .792 | .052 | .741 | .540 | .001 | | .008 | .019 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| q19 | Pearson Correlation | .193 | .378* | .270 | .164 | .193 | .325 | .235 | .333 | .193 | .078 | .482** | .636** | .358 | .406* | .253 | .372* | .423* | .477** | 1 | .635** |
| | Sig. (2-tailed) | .307 | .040 | .150 | .386 | .307 | .080 | .211 | .072 | .306 | .684 | .007 | .000 | .052 | .026 | .178 | .043 | .020 | .008 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| skortotal | Pearson Correlation | .491** | .544** | .679** | .350 | .532** | .395* | .616** | .492** | .455* | .589** | .670** | .795** | .591** | .724** | .561** | .663** | .463** | .427* | .635** | 1 |
| | Sig. (2-tailed) | .006 | .002 | .000 | .058 | .002 | .031 | .000 | .006 | .011 | .001 | .000 | .000 | .001 | .000 | .001 | .000 | .010 | .019 | .000 | |
| | N | 30 | 30 | 30 | 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).

Uji Reliabilitas

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .874 | 18 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| q1 | 52.6333 | 29.344 | .408 | .871 |
| q2 | 52.5667 | 28.944 | .452 | .869 |
| q3 | 52.9667 | 27.206 | .608 | .863 |
| q4 | 52.6333 | 29.068 | .469 | .869 |
| q5 | 53.1000 | 28.783 | .300 | .877 |
| q6 | 53.1000 | 27.197 | .533 | .866 |
| q7 | 52.9333 | 29.306 | .395 | .871 |
| q8 | 52.5667 | 28.599 | .388 | .872 |
| q9 | 52.9667 | 28.102 | .521 | .867 |
| q10 | 52.6000 | 27.766 | .618 | .863 |
| q11 | 52.7000 | 27.528 | .763 | .859 |
| q12 | 52.6667 | 27.678 | .526 | .866 |
| q13 | 52.8333 | 28.282 | .676 | .863 |
| q14 | 52.6333 | 28.171 | .487 | .868 |
| q15 | 52.8333 | 27.247 | .593 | .863 |
| q16 | 52.5667 | 27.978 | .398 | .873 |
| q17 | 52.8000 | 29.476 | .359 | .872 |
| q18 | 52.6333 | 27.689 | .572 | .865 |

Tes normalitas data

| JenisOrto | | Kolmogorov-Smirnov ^a | | | Shapiro-Wilk | | |
|-----------|---------|---------------------------------|----|------|--------------|----|------|
| | | Statistic | df | Sig. | Statistic | df | Sig. |
| Kepuasan | Cekat | .374 | 60 | .000 | .630 | 60 | .000 |
| | Lepasan | .438 | 20 | .000 | .580 | 20 | .000 |

a. Lilliefors Significance Correction

Uji Hipotesis

| JenisOrto | | N | Mean Rank | Sum of Ranks |
|-----------|---------|----|-----------|--------------|
| Kepuasan | Cekat | 60 | 39.17 | 2350.00 |
| | Lepasan | 20 | 44.50 | 890.00 |
| Total | | 80 | | |

| | Kepuasan |
|------------------------|----------|
| Mann-Whitney U | 520.000 |
| Wilcoxon W | 2350.000 |
| Z | -1.047 |
| Asymp. Sig. (2-tailed) | .295 |

a. Grouping Variable: JenisOrto

INFORMED CONSENT

Saya yang bertanda tangan di bawah ini :

Nama :

NIM :

Nomor HP :

Setelah mendapatkan penjelasan dan pengarahan dari peneliti tentang tujuan, manfaat, dan resiko penelitian menyatakan dengan sungguh-sungguh bahwa saya sanggup menjadi subyek penelitian.

Demikian surat pernyataan ini saya buat dengan sebenar-benarnya dan agar digunakan dengan sebagaimana mestinya.

Yogyakarta,

Subjek Penelitian,

Pelaksana Penelitian,

(Suraida Hengsa)

KUESIONER TINGKAT KEPUASAN PASIEN

Nama Responden :

Jenis Kelamin :

Jenis ortodontik :

Lama pemakaian :

Berilah tanda centang (/) pada kolom yang tersedia sesuai dengan Anda rasakan.

Keterangan :

1 = Sangat Tidak Memuaskan

2 = Tidak Memuaskan

3 = Memuaskan

4 = Sangat Memuaskan

| No | Pertanyaan | 1 | 2 | 3 | 4 |
|----|--|---|---|---|---|
| 1 | Bagaimana pelayanan yang diberikan dokter gigi ketika Anda tiba? | | | | |
| 2 | Bagaimana dokter gigi memperlakukan Anda? | | | | |
| 3 | Bagaimana tarif perawatan? | | | | |
| 4 | Bagaimana dokter gigi memeriksa gigi Anda? | | | | |
| 5 | Bagaimana waktu tunggu yang Anda dapat sebelum pelayanan oleh dokter gigi diberikan? | | | | |
| 6 | Bagaimana jam praktek dokter gigi? | | | | |
| 7 | Bagaimana usaha dokter gigi untuk mengurangi rasa sakit ketika sedang dilakukan perawatan? | | | | |
| 8 | Bagaimana kenyamanan ruang praktek dokter gigi? | | | | |
| 9 | Bagaimana dokter gigi mencegah pengeluaran yang tidak diperlukan, sehingga biaya menjadi lebih terjangkau? | | | | |
| 10 | Bagaimana kemampuan dokter gigi dalam melakukan perawatan? | | | | |
| 11 | Bagaimana dokter gigi memperhatikan keselamatan Anda ketika melakukan perawatan? | | | | |
| 12 | Bagaimana dokter gigi memberikan penjelasan/edukasi kepada Anda setelah perawatan selesai? | | | | |
| 13 | Bagaimana dokter gigi memberikan perhatian terhadap keluhan Anda saat dilakukan perawatan? | | | | |

| | | | | | |
|----|--|--|--|--|--|
| 14 | Bagaimana pelayanan perawatan ortodontik oleh dokter gigi yang Anda terima? | | | | |
| 15 | Bagaimana dokter gigi memberikan informasi kepada Anda sebelum prosedur perawatan? | | | | |
| 16 | Bagaimana kebersihan ruang praktek dokter gigi? | | | | |
| 17 | Bagaimana dokter gigi memanfaatkan fasilitas dan peralatan yang tersedia? | | | | |
| 18 | Bagaimana perasaan Anda setelah perawatan oleh dokter gigi selesai? | | | | |

Kuesioner diadaptasi dan dimodifikasi Dental Satisfaction Questionnaire (DSQ) Davies dan Ware (1982).