

HASIL UJI VALIDITAS

Tabel 1. Hasil Uji Validitas Variabel Kualitas Pelayanan

Item Pernyataan	Nilai Korelasi Koefisien Item	Nilai Korelasi Koefisien (r tabel dengan signifikan 0,05)	Keterangan	Kesimpulan
1	2	3	4	5
1	0.616	0,361	r Hitung > r Tabel	Valid
2	0.429	0,361	r Hitung > r Tabel	Valid
3	0.518	0,361	r Hitung > r Tabel	Valid
4	0.644	0,361	r Hitung > r Tabel	Valid
5	0.424	0,361	r Hitung > r Tabel	Valid
6	0.526	0,361	r Hitung > r Tabel	Valid
7	0.623	0,361	r Hitung > r Tabel	Valid
8	0.506	0,361	r Hitung > r Tabel	Valid
9	0.629	0,361	r Hitung > r Tabel	Valid
10	0.509	0,361	r Hitung > r Tabel	Valid
11	0.411	0,361	r Hitung > r Tabel	Valid
12	0.679	0,361	r Hitung > r Tabel	Valid
13	0.774	0,361	r Hitung > r Tabel	Valid
14	0.454	0,361	r Hitung > r Tabel	Valid
15	0.636	0,361	r Hitung > r Tabel	Valid

Tabel 2. Hasil Uji Validitas Variabel Kepuasan

Item Pernyataan	Nilai Korelasi Koefisien Item	Nilai Korelasi Koefisien (r tabel dengan signifikan 0,05)	Keterangan	Kesimpulan
1	2	3	4	5
16	0.662	0,361	r Hitung > r Tabel	Valid
17	0.576	0,361	r Hitung > r Tabel	Valid
18	0.517	0,361	r Hitung > r Tabel	Valid

1	2	3	4	5
19	0.606	0,361	r Hitung > r Tabel	Valid
20	0.658	0,361	r Hitung > r Tabel	Valid
21	0.617	0,361	r Hitung > r Tabel	Valid
22	0.471	0,361	r Hitung > r Tabel	Valid
23	0.426	0,361	r Hitung > r Tabel	Valid
24	0.712	0,361	r Hitung > r Tabel	Valid
25	0.366	0,361	r Hitung > r Tabel	Valid
26	0.704	0,361	r Hitung > r Tabel	Valid
27	0.535	0,361	r Hitung > r Tabel	Valid

Tabel 3. Hasil Uji Validitas Variabel Loyalitas Pasien Rawat Inap

Item Pernyataan	Nilai Korelasi Koefisien Item	Nilai Korelasi Koefisien (r tabel dengan signifikan 0,05)	Keterangan	Kesimpulan
1	2	3	4	5
28	0.704	0,361	r Hitung > r Tabel	Valid
29	0.481	0,361	r Hitung > r Tabel	Valid
30	0.618	0,361	r Hitung > r Tabel	Valid
31	0.763	0,361	r Hitung > r Tabel	Valid
32	0.519	0,361	r Hitung > r Tabel	Valid
33	0.764	0,361	r Hitung > r Tabel	Valid

PENJELASAN SEBELUM PERSETUJUAN

Bersama ini saya Achmad Sajjiyo, mahasiswa program studi Kesehatan Masyarakat, Fakultas Ilmu-ilmu Kesehatan (FIKES) Universitas Esa Unggul Jakarta akan mengadakan penelitian dengan judul “Hubungan Antara Kualitas Pelayanan Dan Kepuasan Terhadap Loyalitas Pasien Rawat Inap Di Rumah Sakit Tk.IV Daan Mogot Kesdam Jaya Tahun 2018”.

Penelitian bertujuan untuk mengetahui hubungan antara kualitas pelayanan dan kepuasan terhadap loyalitas pasien rawat inap di Rumah Sakit Tk.IV Daan Mogot Kesdam Jaya pada tahun 2018. Penelitian ini akan dilaksanakan di Rumah Sakit Tk.IV Daan Mogot Kesdam Jaya dengan dua pengumpulan data meliputi data primer dan sekunder.

1. Data primer, sebagai responden adalah pasien rawat inap di Rumah Sakit Tk.IV Daan Mogot Kesdam Jaya. Pengumpulan data dengan memberikan kuesioner kepada responden yang akan dilaksanakan pada bulan Juni 2018.
2. Data sekunder, dengan mengambil data kepuasan kerja, daftar nama dan jumlah karyawan.

Penelitian ini tidak bermanfaat secara langsung kepada responden namun jawaban dari responden akan menjadi masukan berharga bagi peneliti dalam rangka menyelesaikan penelitian serta membantu peneliti dalam menyelesaikan tugas akhir.

Dalam penelitian ini, tidak ada jawaban benar atau salah. Oleh karena itu, kami mengharapkan kesediaan Bapak/Ibu untuk memberikan jawaban yang paling sesuai dengan kondisi Bapak/Ibu yang sebenarnya. Identitas, data maupun jawaban yang Bapak/Ibu berikan hanya akan digunakan untuk kepentingan penelitian ini, dijamin kerahasiaannya dan tidak akan disebarluaskan.

Para responden yang berpartisipasi dalam penelitian ini akan diberikan cinderamata. Keikutsertaan/partisipasi Bapak/Ibu dalam penelitian ini bersifat sukarela dan tidak ada paksaan. Setiap saat Bapak/Ibu dapat membatalkan keikutsertaan dalam penelitian ini tanpa ada risiko apapun.

Jika ada pertanyaan tentang penelitian ini atau bila masih memerlukan penjelasan tambahan, Bapak/Ibu dapat menghubungi peneliti atas nama Achmad Sajjiyo nomor HP 082112381453 dengan alamat Program Studi Kesehatan Masyarakat Fakultas Ilmu – ilmu Kesehatan (FIKES) Universitas Esa Unggul Jakarta, Jl. Arjuna Utara No.9 Kebon Jeruk Jakarta Barat 11510.

INFORMED CONSENT
PERNYATAAN TERTULIS SETELAH PENJELASAN

Yang bertanda tangan di bawah ini :

Nama : _____

Usia : _____

Pasien : _____

Alamat : _____

Telah mendapat penjelasan secara terinci dan jelas mengenai :

1. Penelitian yang berjudul “Hubungan Antara Kualitas Pelayanan dan Kepuasan Terhadap Loyalitas Pasien Rawat Inap Di Rumah Sakit Tk.IV Daan Mogot Kesdam Jaya Tahun 2018”.
2. Perlakuan yang akan diterapkan pada subjek.
3. Manfaat ikut sebagai subyek penelitian.
4. Bahaya yang akan timbul.

Setelah mendapat kesempatan mengajukan pertanyaan mengenai segala sesuatu yang berhubungan dengan penelitian tersebut, maka dengan ini saya secara sukarela dan dengan penuh kesadaran serta tanpa keterpaksaan menyatakan bersedia/tidak bersedia*) ikut dalam penelitian.

Demikian pernyataan ini saya buat dengan sebenarnya tanpa tekanan dari pihak manapun.

Tangerang, Juni 2018

Peneliti,

Responden,

Achmad Sajiyo
NIM. 20160301248

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KUESIONER PENELITIAN

HUBUNGAN ANTARA KUALITAS PELAYANAN DAN KEPUASAN TERHADAP LOYALITAS PASIEN RAWAT INAP DI RUMAH SAKIT TK.IV DAAN MOGOT KESDAM JAYA TAHUN 2018

DATA RESPONDEN

1. Nama :
2. Umur : Tahun
3. Janis Kelamin : (a) Laki – laki (b) Perempuan
4. Alamat :

Petunjuk Pengisian

1. Mohon Kuesioner ini diisi oleh Bapak/Ibu/Saudara (i) responden dengan menjawab seluruh pertanyaan yang telah disediakan.

2. Pilihlah salah satu alternative jawaban yang menurut anda paling tepat sesuai dengan pengalaman yang pernah anda rasakan dengan memberi tanda (✓) pada kotak jawaban yang tersedia disebelah kanan kotak pernyataan di bawah ini, dengan ketentuan sebagai berikut :

SS : Sangat Setuju

S : Setuju

TS : Tidak Setuju

STS : Sangat Tidak Setuju

1. Kuesioner Kualitas Pelayanan

No	Pernyataan	SS	S	TS	STS
1.	Perawat dinas selalu memberikan pelayanan sesuai dengan jadwal terapi / pemeriksaan / renc.tindakan				
2.	Pada saat pasien akan pulang / dirujuk tidak memerlukan waktu yang relatif lama dalam menyelesaikan administrasi perawatan				
3.	Rumah sakit mudah dijangkau oleh transportasi				
4.	Makan pasien, obat – obatan dan kebutuhan mandi pasien sudah disiapkan oleh petugas sesuai dengan kebutuhan				
5.	Proses pasien pulang / dirujuk memerlukan waktu yang relative lama dalam menyelesaikan administrasi perawatan				
6.	Ketersediaan obat dan perbekalan kesehatan lainya sudah tersedia di rumah sakit				
7.	Peralatan kesehatan di ruang perawatan sudah mencukupi sesuai kebutuhan				
8.	Peralatan kesehatan di ruang perawatan belum mencukupi kebutuhan pasien, masih digunakan bersama ruang perawatan lain				
9.	Dokter, perawat dan petugas kesehatan lainya selalu bersikap ramah, murah senyum dan berempaty				
10.	Sebelum memberikan tindakan dokter, perawat, dan petugas kesehatan lainya selalu memperkenalkan diri dengan santun dan menjelaskan maksud dan tujunanya				

No	Pernyataan	SS	S	TS	STS
11.	Dokter, perawat dan petugas kesehatan lainnya jarang bersikap ramah, tidak selalu murah senyum dan kurang berempaty				
12.	Dokter jaga Perawat jaga, selalu siap setiap saat bila diperlukan				
13.	Keluhan yang disampaikan pasien atau keluarganya menyangkut kondisi pasien segera ditindak lanjuti dengan cepat dan tanggap oleh petugas di ruangan				
14	Perawat, dokter, petugas kesehatan lainnya kurang tanggap dalam memberikan pelayanan yang dibutuhkan pasien.				
15	Pasien harus menunggu lama bila memerlukan penanganan dokter atau perawat di ruang perawatan				

2. Kuesioner Kepuasan

No	Pernyataan	SS	S	TS	STS
16.	Dokter, perawat dan petugas kesehatan lainnya selalu memperhatikan keluhan pasien, dan sangat menghormati pasien tanpa membedakan status				
17.	Dalam memberikan pelayanan komunikasi dokter, perawat dan petugas kesehatan lainnya terkait keluhan pasien sulit dipahami meskipun petugas menyampaikan dengan santun dan sangat menghargai privasi pasien.				

No	Pernyataan	SS	S	TS	STS
18.	Dalam memberikan pelayanan dokter, perawat, bidan, maupun petugas kesehatan lainnya selalu teliti, cakap, tidak berlebihan dan sesuai dengan prosedur.				
19.	Prosedur pemeriksaan dan terapi pengobatan yang diberikan selalu sesuai kebutuhan pasien terkait penyakit dan keluhan pasien serta tidak berlebihan				
20.	Dokter, perawat, dan petugas kesehatan lainnya selalu memberikan informasi dengan baik terkait penyakit dan pengobatan pasien				
21.	Informasi terkait penyakit dan keluhan pasien cukup mudah dipahami				
22.	Tindakan dan pemeriksaan yang dilakukan oleh dokter, perawat dan petugas lainnya dirasa lebih baik dibanding pada saat pertama kali dirawat di rumah sakit dan mogot.				
23.	Kelengkapan peralatan kesehatan di ruang perawatan saat ini sudah semakin baik, dan terjaga kebersihannya.				
24.	Ketika pasien pertama masuk ke rumah sakit untuk berobat dan mendapatkan pelayanan kesehatan petugas di pendaftaran dan di ruang perawatan terlihat rapih, dengan ramah, santun, dan menarik memeberikan arahan dan penjelasan terkait keluhan, penyakit dan rencana tindakan yang akan dilakukan di rumah sakit				

No	Pernyataan	SS	S	TS	STS
25.	Kebersihan, keindahan dan tata ruang perawatan di rumah sakit terlihat kurang menarik dan kurang nyaman				
26.	Dilihat dari jenis pelayanan yang diberikan rumah sakit dokter spesialis, perawat, bidan, dan tenaga kesehatan lainnya sudah cukup memadai untuk memberikan pelayanan yang optimal				
27.	Kerjasama antar unit kerja dan antar tenaga kesehatan dirumah sakit terkesan belum harmonis dan belum solid dalam meberikan pelayanan yang profesional				

3. Kuesioner Loyalitas

No	Pernyataan	SS	S	TS	STS
28.	Saya akan selalu kembali berobat dan dirawat di rumah sakit ini lagi kalau sewaktu – waktu saya sakit dan memerlukan perawatan				
29.	Saya tidak akan memberikan informasi kepada teman/saudara /kerabat tentang pelayanan yang baik di rumah sakit ini,				
30.	Saya senang dan akan memilih rumah sakit ini di banding rumah sakit lain apabila sewaktu - waktu saya sakit walaupun tidak memerlukan perawatan di rumah sakit atau hanya untuk rawat jalan maupun pemeriksaan lainnya.				

No	Pernyataan	SS	S	TS	STS
31.	Rumah sakit ini akan menjadi pilihan utama pada saat saya memerlukan perawatan di rumah sakit walaupun banyak informasi pelayanan rumah sakit lain yang lebih baik				
32.	Saya tidak akan kembali berobat dan dirawat di rumah sakit ini lagi kalau sewaktu – waktu saya sakit dan memerlukan perawatan				
33.	Saya akan memberikan informasi kepada teman / saudara / kerabat tentang pelayanan yang baik di rumah sakit ini,				

HASIL UJI VALIDITAS

Notes

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	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
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Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	TOTAL
P1	Pearson Correlation	1	.078	.097	.338	.178	.261	.270	-.319	.398*	.457*	-.160	.475**	.487**	.020	-.354	.616**
	Sig. (2-tailed)		.684	.610	.068	.347	.164	.150	.086	.029	.011	.399	.008	.006	.915	.055	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P2	Pearson Correlation	.078	1	.337	.144	.258	.224	.283	-.322	.123	.260	-.198	.084	.336	.151	-.310	.429*
	Sig. (2-tailed)	.684		.069	.446	.169	.234	.130	.083	.516	.165	.294	.658	.070	.426	.095	.018
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P3	Pearson Correlation	.097	.337	1	.388*	.092	.070	.442*	-.284	.424*	.007	-.310	.342	.367*	.071	-.388*	.518**
	Sig. (2-tailed)	.610	.069		.034	.629	.713	.014	.129	.019	.969	.096	.064	.046	.710	.034	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P4	Pearson Correlation	.338	.144	.388*	1	.243	.409*	.346	-.314	.551**	.296	-.461*	.449*	.275	.119	-.536**	.644**
	Sig. (2-tailed)	.068	.446	.034		.195	.025	.061	.091	.002	.112	.010	.013	.141	.531	.002	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P5	Pearson Correlation	.178	.258	.092	.243	1	-.043	.202	-.347	.218	.307	-.152	.064	.392*	.346	-.267	.424*
	Sig. (2-tailed)	.347	.169	.629	.195		.822	.285	.060	.246	.098	.424	.735	.032	.061	.154	.019
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

		30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	3
	N																
P6	Pearson	.261	.224	.070	.409*	-.043	1	.285	-.051	.204	-.041	-.192	.376*	.241	.239	-.241	.526**
	Correlation																
	Sig. (2-tailed)	.164	.234	.713	.025	.822		.127	.788	.280	.829	.309	.041	.199	.203	.200	.003
P7	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson	.270	.283	.442*	.346	.202	.285	1	-.797**	.603**	.368*	-.490**	.388*	.541**	.247	-.664**	.623**
	Correlation																
P8	Sig. (2-tailed)	.150	.130	.014	.061	.285	.127		.000	.000	.045	.006	.034	.002	.188	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson	-.319	-.322	-.284	-.314	-.347	-.051	-.797**	1	-.502**	-.559**	.467**	-.339	-.401*	-.247	.566**	-.506**
P9	Correlation																
	Sig. (2-tailed)	.086	.083	.129	.091	.060	.788	.000		.005	.001	.009	.067	.028	.189	.001	.004
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P10	Pearson	.398*	.123	.424*	.551**	.218	.204	.603**	-.502**	1	.371*	-.699**	.391*	.571**	.048	-.597**	.629**
	Correlation																
	Sig. (2-tailed)	.029	.516	.019	.002	.246	.280	.000	.005		.043	.000	.032	.001	.800	.000	.000
P11	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson	.457*	.260	.007	.296	.307	-.041	.368*	-.559**	.371*	1	-.231	.346	.460*	.032	-.495**	.509**
	Correlation																
P11	Sig. (2-tailed)	.011	.165	.969	.112	.098	.829	.045	.001	.043		.219	.061	.011	.865	.005	.004
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson	-.160	-.198	-.310	-.461*	-.152	-.192	-.490**	.467**	-.699**	-.231	1	-.390*	-.502**	-.116	.639**	-.411*
P11	Correlation																

	Sig. (2-tailed)	.399	.294	.096	.010	.424	.309	.006	.009	.000	.219	.033	.005	.540	.000	.024	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
P12	Pearson Correlation	.475**	.084	.342	.449*	.064	.376*	.388*	-.339	.391*	.346	-.390*	1	.433*	.291	-.543**	.679**
	Sig. (2-tailed)	.008	.658	.064	.013	.735	.041	.034	.067	.032	.061	.033		.017	.118	.002	.000
P13	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.487**	.336	.367*	.275	.392*	.241	.541**	-.401*	.571**	.460*	-.502**	.433*	1	.454*	-.596**	.774**
P13	Sig. (2-tailed)	.006	.070	.046	.141	.032	.199	.002	.028	.001	.011	.005	.017		.012	.001	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
P14	Pearson Correlation	.020	.151	.071	.119	.346	.239	.247	-.247	.048	.032	-.116	.291	.454*	1	-.182	.454*
	Sig. (2-tailed)	.915	.426	.710	.531	.061	.203	.188	.189	.800	.865	.540	.118	.012		.335	.012
P14	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	-.354	-.310	-.388*	-.536**	-.267	-.241	-.664**	.566**	-.597**	-.495**	.639**	-.543**	-.596**	-.182	1	-.636**
P15	Sig. (2-tailed)	.055	.095	.034	.002	.154	.200	.000	.001	.000	.005	.000	.002	.001	.335	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOT	Pearson Correlation	.616**	.429*	.518**	.644**	.424*	.526**	.623**	-.506**	.629**	.509**	-.411*	.679**	.774**	.454*	-.636**	1
	Sig. (2-tailed)	.000	.018	.003	.000	.019	.003	.000	.004	.000	.004	.024	.000	.000	.012	.000	
AL	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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

Reliability

Notes

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Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.610	.502	15

Inter-Item Correlation Matrix

	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15
P1	1.000	.078	.097	.338	.178	.261	.270	-.319	.398	.457	-.160	.475	.487	.020	-.354
P2	.078	1.000	.337	.144	.258	.224	.283	-.322	.123	.260	-.198	.084	.336	.151	-.310
P3	.097	.337	1.000	.388	.092	.070	.442	-.284	.424	.007	-.310	.342	.367	.071	-.388
P4	.338	.144	.388	1.000	.243	.409	.346	-.314	.551	.296	-.461	.449	.275	.119	-.536
P5	.178	.258	.092	.243	1.000	-.043	.202	-.347	.218	.307	-.152	.064	.392	.346	-.267
P6	.261	.224	.070	.409	-.043	1.000	.285	-.051	.204	-.041	-.192	.376	.241	.239	-.241
P7	.270	.283	.442	.346	.202	.285	1.000	-.797	.603	.368	-.490	.388	.541	.247	-.664
P8	-.319	-.322	-.284	-.314	-.347	-.051	-.797	1.000	-.502	-.559	.467	-.339	-.401	-.247	.566
P9	.398	.123	.424	.551	.218	.204	.603	-.502	1.000	.371	-.699	.391	.571	.048	-.597
P10	.457	.260	.007	.296	.307	-.041	.368	-.559	.371	1.000	-.231	.346	.460	.032	-.495
P11	-.160	-.198	-.310	-.461	-.152	-.192	-.490	.467	-.699	-.231	1.000	-.390	-.502	-.116	.639
P12	.475	.084	.342	.449	.064	.376	.388	-.339	.391	.346	-.390	1.000	.433	.291	-.543
P13	.487	.336	.367	.275	.392	.241	.541	-.401	.571	.460	-.502	.433	1.000	.454	-.596
P14	.020	.151	.071	.119	.346	.239	.247	-.247	.048	.032	-.116	.291	.454	1.000	-.182
P15	-.354	-.310	-.388	-.536	-.267	-.241	-.664	.566	-.597	-.495	.639	-.543	-.596	-.182	1.000

Correlations

Notes	
Output Created	01-JUL-2018 21:21:43
Comments	
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Missing Value Handling	Definition of Missing User-defined missing values are treated as missing.
	Cases Used Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax	CORRELATIONS /VARIABLES=P16 P17 P18 P19 P20 P21 P22 P23 P24 P25 P26 P27 PELAYANAN /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time 00:00:00,02
	Elapsed Time 00:00:00,02

Correlations

	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	P26	P27	PELAYA NAN
Pearson Correlation	1	-.298	.415*	.516**	.402*	.231	.271	.269	.472**	.070	.259	-.302	.662**
P16 Sig. (2-tailed)		.109	.023	.004	.028	.220	.148	.151	.008	.713	.167	.104	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	-.298	1	-.060	-.129	-.209	-.748**	-.739**	-.315	-.288	-.312	-.629**	.429*	-.576**
P17 Sig. (2-tailed)	.109		.752	.498	.268	.000	.000	.090	.123	.093	.000	.018	.001
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.415*	-.060	1	.453*	.390*	.147	-.067	.048	.385*	-.067	.164	-.209	.517**
P18 Sig. (2-tailed)	.023	.752		.012	.033	.440	.726	.801	.036	.726	.386	.269	.003
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.516**	-.129	.453*	1	.329	.312	-.083	-.044	.396*	.273	.131	-.198	.606**
P19 Sig. (2-tailed)	.004	.498	.012		.076	.093	.663	.818	.030	.145	.489	.295	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.402*	-.209	.390*	.329	1	.215	.036	.066	.591**	.154	.405*	-.321	.658**
P20 Sig. (2-tailed)	.028	.268	.033	.076		.254	.852	.729	.001	.416	.026	.084	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.231	-.748**	.147	.312	.215	1	.414*	.064	.329	.483**	.573**	-.395*	.617**
P21 Sig. (2-tailed)	.220	.000	.440	.093	.254		.023	.737	.075	.007	.001	.031	.000
N	30	30	30	30	30	30	30	30	30	30	30	30	30
Pearson Correlation	.271	-.739**	-.067	-.083	.036	.414*	1	.718**	.213	-.049	.594**	-.371*	.471**
P22 Sig. (2-tailed)	.148	.000	.726	.663	.852	.023		.000	.259	.797	.001	.043	.009
N	30	30	30	30	30	30	30	30	30	30	30	30	30

	Pearson Correlation	.269	-.315	.048	-.044	.066	.064	.718**	1	.336	-.252	.382*	-.384*	.426*
P23	Sig. (2-tailed)	.151	.090	.801	.818	.729	.737	.000		.070	.178	.037	.036	.019
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.472**	-.288	.385*	.396*	.591**	.329	.213	.336	1	.213	.323	-.833**	.712**
P24	Sig. (2-tailed)	.008	.123	.036	.030	.001	.075	.259	.070		.259	.081	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.070	-.312	-.067	.273	.154	.483**	-.049	-.252	.213	1	.271	-.153	.366*
P25	Sig. (2-tailed)	.713	.093	.726	.145	.416	.007	.797	.178	.259		.148	.420	.047
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	.259	-.629**	.164	.131	.405*	.573**	.594**	.382*	.323	.271	1	-.363*	.704**
P26	Sig. (2-tailed)	.167	.000	.386	.489	.026	.001	.001	.037	.081	.148		.049	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
	Pearson Correlation	-.302	.429*	-.209	-.198	-.321	-.395*	-.371*	-.384*	-.833**	-.153	-.363*	1	-.535**
P27	Sig. (2-tailed)	.104	.018	.269	.295	.084	.031	.043	.036	.000	.420	.049		.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
PELA	Pearson Correlation	.662**	-.576**	.517**	.606**	.658**	.617**	.471**	.426*	.712**	.366*	.704**	-.535**	1
YANA	Sig. (2-tailed)	.000	.001	.003	.000	.000	.000	.009	.019	.000	.047	.000	.002	
N	N	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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

Reliability

Notes

Output Created		01-JUL-2018 21:24:34
Comments		
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Missing Value Handling	Matrix Input	
	Definition of Missing	User-defined missing values are treated as missing.
Syntax	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
		RELIABILITY
		/VARIABLES=P16 P17 P18 P19 P20 P21 P22 P23 P24 P25 P26 P27 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /STATISTICS=CORR.
Resources	Processor Time	00:00:00,00
	Elapsed Time	00:00:00,03

[DataSet0]

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.646	.492	12

Inter-Item Correlation Matrix

	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	P26	P27
P16	1.000	-.298	.415	.516	.402	.231	.271	.269	.472	.070	.259	-.302
P17	-.298	1.000	-.060	-.129	-.209	-.748	-.739	-.315	-.288	-.312	-.629	.429
P18	.415	-.060	1.000	.453	.390	.147	-.067	.048	.385	-.067	.164	-.209
P19	.516	-.129	.453	1.000	.329	.312	-.083	-.044	.396	.273	.131	-.198
P20	.402	-.209	.390	.329	1.000	.215	.036	.066	.591	.154	.405	-.321
P21	.231	-.748	.147	.312	.215	1.000	.414	.064	.329	.483	.573	-.395
P22	.271	-.739	-.067	-.083	.036	.414	1.000	.718	.213	-.049	.594	-.371
P23	.269	-.315	.048	-.044	.066	.064	.718	1.000	.336	-.252	.382	-.384
P24	.472	-.288	.385	.396	.591	.329	.213	.336	1.000	.213	.323	-.833
P25	.070	-.312	-.067	.273	.154	.483	-.049	-.252	.213	1.000	.271	-.153
P26	.259	-.629	.164	.131	.405	.573	.594	.382	.323	.271	1.000	-.363
P27	-.302	.429	-.209	-.198	-.321	-.395	-.371	-.384	-.833	-.153	-.363	1.000

\Correlations

Notes

Output Created		01-JUL-2018 22:05:59
Comments		
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Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=P28 P29 P30 P31 P32 P33 LOYALITAS /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00,03
	Elapsed Time	00:00:00,01

[DataSet0]

Correlations

		P28	P29	P30	P31	P32	P33	LOYALITAS
P28	Pearson Correlation	1	.008	.414*	.438*	.297	.357	.704**
	Sig. (2-tailed)		.967	.023	.016	.111	.053	.000
	N	30	30	30	30	30	30	30
P29	Pearson Correlation	.008	1	.024	.379*	.325	.472**	.481**
	Sig. (2-tailed)	.967		.899	.039	.080	.008	.007
	N	30	30	30	30	30	30	30
P30	Pearson Correlation	.414*	.024	1	.297	.200	.256	.618**
	Sig. (2-tailed)	.023	.899		.111	.290	.172	.000
	N	30	30	30	30	30	30	30
P31	Pearson Correlation	.438*	.379*	.297	1	.260	.565**	.763**
	Sig. (2-tailed)	.016	.039	.111		.166	.001	.000
	N	30	30	30	30	30	30	30
P32	Pearson Correlation	.297	.325	.200	.260	1	.273	.519**
	Sig. (2-tailed)	.111	.080	.290	.166		.144	.003
	N	30	30	30	30	30	30	30
P33	Pearson Correlation	.357	.472**	.256	.565**	.273	1	.764**
	Sig. (2-tailed)	.053	.008	.172	.001	.144		.000
	N	30	30	30	30	30	30	30

	Pearson Correlation	.704**	.481**	.618**	.763**	.519**	.764**	1
LOYALITAS	Sig. (2-tailed)	.000	.007	.000	.000	.003	.000	
	N	30	30	30	30	30	30	30

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

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

Reliability

		Notes
Output Created		01-JUL-2018 22:06:28
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	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.

Syntax		RELIABILITY /VARIABLES=P28 P29 P30 P31 P32 P33 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /STATISTICS=CORR.	
Resources	Processor Time		00:00:00,00
	Elapsed Time		00:00:00,00

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

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

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.718	.724	6

Inter-Item Correlation Matrix

	P28	P29	P30	P31	P32	P33
P28	1.000	.008	.414	.438	.297	.357
P29	.008	1.000	.024	.379	.325	.472
P30	.414	.024	1.000	.297	.200	.256
P31	.438	.379	.297	1.000	.260	.565
P32	.297	.325	.200	.260	1.000	.273
P33	.357	.472	.256	.565	.273	1.000

UJI NORMALITAS

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Skor Kualitas Pelayanan	114	77.6%	33	22.4%	147	100.0%
Skor Kepuasan	114	77.6%	33	22.4%	147	100.0%
Skor Loyalitas	114	77.6%	33	22.4%	147	100.0%

Descriptives

		Statistic	Std. Error
Skor Kualitas Pelayanan	Mean	36.89	.294
		Lower Bound	36.31
	95% Confidence Interval for Mean	Upper Bound	37.48
		Lower Bound	
	5% Trimmed Mean	36.79	
	Median	37.00	
	Variance	9.883	
	Std. Deviation	3.144	
	Minimum	32	
	Maximum	45	
	Range	13	
	Interquartile Range	4	
	Skewness	.431	.226
	Kurtosis	-.354	.449
Skor Kepuasan	Mean	28.68	.196
		Lower Bound	28.30
	95% Confidence Interval for Mean	Upper Bound	29.07
		Lower Bound	
	5% Trimmed Mean	28.66	
	Median	29.00	
	Variance	4.395	
	Std. Deviation	2.096	
	Minimum	25	
	Maximum	33	
	Range	8	
	Interquartile Range	3	

Skor Loyalitas	Skewness	.053	.226
	Kurtosis	-.732	.449
	Mean	14.85	.207
	Lower Bound	14.44	
	Upper Bound	15.26	
	95% Confidence Interval for Mean		
	5% Trimmed Mean	14.86	
	Median	16.00	
	Variance	4.871	
	Std. Deviation	2.207	
	Minimum	11	
	Maximum	18	
	Range	7	
	Interquartile Range	5	
Skewness	-.371	.226	
Kurtosis	-1.449	.449	

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Skor Kualitas Pelayanan	.127	114	.000	.962	114	.002
Skor Kepuasan	.121	114	.000	.959	114	.001
Skor Loyalitas	.251	114	.000	.838	114	.000

a. Lilliefors Significance Correction

**UJI UNIVARIAT
TOTAL RESPONDEN**

Frequencies

		Notes	
Output Created			26-AUG-2018 23:58:14
Comments			
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	Cases Used	Statistics are based on all cases with valid data.	
Syntax		FREQUENCIES VARIABLES=Katusia JK Klaswat Katkualitas Katpuas Katloyal /NTILES=4 /STATISTICS=STDDEV MINIMUM MAXIMUM MEAN MEDIAN MODE SUM /ORDER=ANALYSIS.	
Resources	Processor Time		00:00:00,00
	Elapsed Time		00:00:00,00

[DataSet0]

Frequency Table

Kategori Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Remaja Awal	5	4.4	4.4	4.4
Remaja Akhir	13	11.4	11.4	15.8
Dewasa Awal	25	21.9	21.9	37.7
Dewasa Akhir	25	21.9	21.9	59.6
Lansia Awal	26	22.8	22.8	82.5
Lansia Akhir	18	15.8	15.8	98.2
Manula	2	1.8	1.8	100.0
Total	114	100.0	100.0	

Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-laki	39	34.2	34.2	34.2
Perempuan	75	65.8	65.8	100.0
Total	114	100.0	100.0	

Kelas Perawatan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	42	36.8	36.8	36.8
2	44	38.6	38.6	75.4
3	28	24.6	24.6	100.0
Total	114	100.0	100.0	

Kategori Kualitas Pelayanan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	73	64.0	64.0	64.0
Baik	41	36.0	36.0	100.0
Total	114	100.0	100.0	

Kategori Kepuasan

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Puas	70	61.4	61.4	61.4
Valid Puas	44	38.6	38.6	100.0
Total	114	100.0	100.0	

Kategori Loyalitas Pasien rawat Inap

	Frequency	Percent	Valid Percent	Cumulative Percent
Tidak Loyal	85	74.6	74.6	74.6
Valid Loyal	29	25.4	25.4	100.0
Total	114	100.0	100.0	

FREKUENSI PERNYATAAN VARIABEL TOTAL RESPONDEN

Frequencies

		Notes
Output Created		27-AUG-2018 07:59:16
Comments		
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Input	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	114
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		FREQUENCIES VARIABLES=P1 P2 P3 P4 P5 P6 P7 P8 P9 P10 P11 P12 P13 P14 P15 P16 P17 P18 P19 P20 P21 P22 P23 P24 P25 P26 P27 P28 P29 P30 P31 P32 P33 /NTILES=4 /STATISTICS=MINIMUM MAXIMUM MEAN MEDIAN MODE /ORDER=ANALYSIS.
Resources	Processor Time	00:00:00,00
	Elapsed Time	00:00:00,00

[DataSet1] I:\Skripsi Jiyos 2197_160718\HASIL ANALISA DATA PENELITIAN RSDM OKFIX\Untitled1 FREK PERNYATAAN VARIABEL TOTAL RESPONDEN.zsav

PERNYATAAN KUALITAS PELAYANAN

Frequency Table

P1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	14	12.3	12.3	12.3
2	26	22.8	22.8	35.1
3	54	47.4	47.4	82.5
4	20	17.5	17.5	100.0
Total	114	100.0	100.0	

P2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	19	16.7	16.7	16.7
2	15	13.2	13.2	29.8
3	61	53.5	53.5	83.3
4	19	16.7	16.7	100.0
Total	114	100.0	100.0	

P3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	12	10.5	10.5	10.5
3	63	55.3	55.3	65.8
4	39	34.2	34.2	100.0
Total	114	100.0	100.0	

P4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	45	39.5	39.5	39.5
3	65	57.0	57.0	96.5
4	4	3.5	3.5	100.0
Total	114	100.0	100.0	

P5

	Frequency	Percent	Valid Percent	Cumulative Percent
1	63	55.3	55.3	55.3
2	16	14.0	14.0	69.3
Valid 3	22	19.3	19.3	88.6
4	13	11.4	11.4	100.0
Total	114	100.0	100.0	

P6

	Frequency	Percent	Valid Percent	Cumulative Percent
1	14	12.3	12.3	12.3
2	41	36.0	36.0	48.2
Valid 3	45	39.5	39.5	87.7
4	14	12.3	12.3	100.0
Total	114	100.0	100.0	

P7

	Frequency	Percent	Valid Percent	Cumulative Percent
1	14	12.3	12.3	12.3
2	17	14.9	14.9	27.2
Valid 3	64	56.1	56.1	83.3
4	19	16.7	16.7	100.0
Total	114	100.0	100.0	

P8

	Frequency	Percent	Valid Percent	Cumulative Percent
1	69	60.5	60.5	60.5
2	14	12.3	12.3	72.8
Valid 3	27	23.7	23.7	96.5
4	4	3.5	3.5	100.0
Total	114	100.0	100.0	

P9

	Frequency	Percent	Valid Percent	Cumulative Percent
1	10	8.8	8.8	8.8
2	11	9.6	9.6	18.4
Valid 3	65	57.0	57.0	75.4
4	28	24.6	24.6	100.0
Total	114	100.0	100.0	

P10

	Frequency	Percent	Valid Percent	Cumulative Percent
1	17	14.9	14.9	14.9
2	78	68.4	68.4	83.3
Valid 3	17	14.9	14.9	98.2
4	2	1.8	1.8	100.0
Total	114	100.0	100.0	

P11

	Frequency	Percent	Valid Percent	Cumulative Percent
1	22	19.3	19.3	19.3
2	49	43.0	43.0	62.3
Valid 3	27	23.7	23.7	86.0
4	16	14.0	14.0	100.0
Total	114	100.0	100.0	

P12

	Frequency	Percent	Valid Percent	Cumulative Percent
1	72	63.2	63.2	63.2
2	21	18.4	18.4	81.6
Valid 3	15	13.2	13.2	94.7
4	6	5.3	5.3	100.0
Total	114	100.0	100.0	

P13

	Frequency	Percent	Valid Percent	Cumulative Percent
1	8	7.0	7.0	7.0
2	25	21.9	21.9	28.9
Valid 3	68	59.6	59.6	88.6
4	13	11.4	11.4	100.0
Total	114	100.0	100.0	

P14

	Frequency	Percent	Valid Percent	Cumulative Percent
1	8	7.0	7.0	7.0
2	22	19.3	19.3	26.3
Valid 3	33	28.9	28.9	55.3
4	51	44.7	44.7	100.0
Total	114	100.0	100.0	

P15

	Frequency	Percent	Valid Percent	Cumulative Percent
1	67	58.8	58.8	58.8
2	13	11.4	11.4	70.2
Valid 3	20	17.5	17.5	87.7
4	14	12.3	12.3	100.0
Total	114	100.0	100.0	

PERNYATAAN KEPUASAN

P16

	Frequency	Percent	Valid Percent	Cumulative Percent
1	5	4.4	4.4	4.4
2	29	25.4	25.4	29.8
Valid 3	49	43.0	43.0	72.8
4	31	27.2	27.2	100.0
Total	114	100.0	100.0	

P17

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	70	61.4	61.4	61.4
Valid 2	29	25.4	25.4	86.8
Valid 3	15	13.2	13.2	100.0
Total	114	100.0	100.0	

P18

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	73	64.0	64.0	64.0
Valid 3	34	29.8	29.8	93.9
Valid 4	7	6.1	6.1	100.0
Total	114	100.0	100.0	

P19

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	80	70.2	70.2	70.2
Valid 3	17	14.9	14.9	85.1
Valid 4	17	14.9	14.9	100.0
Total	114	100.0	100.0	

P20

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	1.8	1.8	1.8
Valid 2	14	12.3	12.3	14.0
Valid 3	60	52.6	52.6	66.7
Valid 4	38	33.3	33.3	100.0
Total	114	100.0	100.0	

P21

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	16	14.0	14.0	14.0
Valid 2	3	2.6	2.6	16.7
Valid 3	81	71.1	71.1	87.7
Valid 4	14	12.3	12.3	100.0
Total	114	100.0	100.0	

P22

	Frequency	Percent	Valid Percent	Cumulative Percent
1	18	15.8	15.8	15.8
2	39	34.2	34.2	50.0
Valid 3	39	34.2	34.2	84.2
4	18	15.8	15.8	100.0
Total	114	100.0	100.0	

P23

	Frequency	Percent	Valid Percent	Cumulative Percent
1	17	14.9	14.9	14.9
2	16	14.0	14.0	28.9
Valid 3	73	64.0	64.0	93.0
4	8	7.0	7.0	100.0
Total	114	100.0	100.0	

P24

	Frequency	Percent	Valid Percent	Cumulative Percent
1	15	13.2	13.2	13.2
2	6	5.3	5.3	18.4
Valid 3	81	71.1	71.1	89.5
4	12	10.5	10.5	100.0
Total	114	100.0	100.0	

P25

	Frequency	Percent	Valid Percent	Cumulative Percent
1	71	62.3	62.3	62.3
2	5	4.4	4.4	66.7
Valid 3	34	29.8	29.8	96.5
4	4	3.5	3.5	100.0
Total	114	100.0	100.0	

P26

	Frequency	Percent	Valid Percent	Cumulative Percent
1	12	10.5	10.5	10.5
2	20	17.5	17.5	28.1
Valid 3	68	59.6	59.6	87.7
4	14	12.3	12.3	100.0
Total	114	100.0	100.0	

P27

	Frequency	Percent	Valid Percent	Cumulative Percent
1	95	83.3	83.3	83.3
Valid 2	3	2.6	2.6	86.0
3	16	14.0	14.0	100.0
Total	114	100.0	100.0	

PERNYATAAN LOYALITAS PASIEN RAWAT INAP

P28

	Frequency	Percent	Valid Percent	Cumulative Percent
1	41	36.0	36.0	36.0
Valid 2	34	29.8	29.8	65.8
3	30	26.3	26.3	92.1
4	9	7.9	7.9	100.0
Total	114	100.0	100.0	

P29

	Frequency	Percent	Valid Percent	Cumulative Percent
1	25	21.9	21.9	21.9
Valid 2	21	18.4	18.4	40.4
3	68	59.6	59.6	100.0
Total	114	100.0	100.0	

P30

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	50	43.9	43.9	43.9
3	33	28.9	28.9	72.8
4	31	27.2	27.2	100.0
Total	114	100.0	100.0	

P31

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	2.6	2.6	2.6
2	37	32.5	32.5	35.1
3	29	25.4	25.4	60.5
4	45	39.5	39.5	100.0
Total	114	100.0	100.0	

P32

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	24	21.1	21.1	21.1
2	24	21.1	21.1	42.1
3	64	56.1	56.1	98.2
4	2	1.8	1.8	100.0
Total	114	100.0	100.0	

P33

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	39	34.2	34.2	34.2
2	2	1.8	1.8	36.0
3	49	43.0	43.0	78.9
4	24	21.1	21.1	100.0
Total	114	100.0	100.0	

FREKUENSI PERNYATAAN VARIABEL PERKELAS PERAWATAN

KELAS PERAWATAN I

Frequencies

		Notes
Output Created		27-AUG-2018 08:13:06
Comments		
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	Filter	<none>
	Weight	<none>
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	N of Rows in Working Data File	42
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
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[DataSet1] F:\Skripsi Jiyos 2197_160718\HASIL ANALISA DATA PENELITIAN RSDM OKFIX\Untitled1 FREK PERNYATAAN VARIABEL KELAS I.zsav

PERNYATAAN KUALITAS PELAYANAN I
Frequency Table

P1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	12	28.6	28.6	28.6
2	16	38.1	38.1	66.7
Valid 3	9	21.4	21.4	88.1
4	5	11.9	11.9	100.0
Total	42	100.0	100.0	

P2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	17	40.5	40.5	40.5
2	7	16.7	16.7	57.1
Valid 3	13	31.0	31.0	88.1
4	5	11.9	11.9	100.0
Total	42	100.0	100.0	

P3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	5	11.9	11.9	11.9
Valid 3	23	54.8	54.8	66.7
4	14	33.3	33.3	100.0
Total	42	100.0	100.0	

P4

	Frequency	Percent	Valid Percent	Cumulative Percent
2	18	42.9	42.9	42.9
Valid 3	20	47.6	47.6	90.5
4	4	9.5	9.5	100.0
Total	42	100.0	100.0	

P5

	Frequency	Percent	Valid Percent	Cumulative Percent
1	9	21.4	21.4	21.4
2	10	23.8	23.8	45.2
Valid 3	12	28.6	28.6	73.8
4	11	26.2	26.2	100.0
Total	42	100.0	100.0	

P6

	Frequency	Percent	Valid Percent	Cumulative Percent
1	8	19.0	19.0	19.0
2	20	47.6	47.6	66.7
Valid 3	11	26.2	26.2	92.9
4	3	7.1	7.1	100.0
Total	42	100.0	100.0	

P7

	Frequency	Percent	Valid Percent	Cumulative Percent
1	11	26.2	26.2	26.2
2	10	23.8	23.8	50.0
Valid 3	13	31.0	31.0	81.0
4	8	19.0	19.0	100.0
Total	42	100.0	100.0	

P8

	Frequency	Percent	Valid Percent	Cumulative Percent
1	15	35.7	35.7	35.7
2	6	14.3	14.3	50.0
Valid 3	17	40.5	40.5	90.5
4	4	9.5	9.5	100.0
Total	42	100.0	100.0	

P9

	Frequency	Percent	Valid Percent	Cumulative Percent
1	9	21.4	21.4	21.4
2	10	23.8	23.8	45.2
Valid 3	17	40.5	40.5	85.7
4	6	14.3	14.3	100.0
Total	42	100.0	100.0	

P10

	Frequency	Percent	Valid Percent	Cumulative Percent
1	14	33.3	33.3	33.3
Valid 2	22	52.4	52.4	85.7
3	6	14.3	14.3	100.0
Total	42	100.0	100.0	

P11

	Frequency	Percent	Valid Percent	Cumulative Percent
1	19	45.2	45.2	45.2
2	13	31.0	31.0	76.2
Valid 3	7	16.7	16.7	92.9
4	3	7.1	7.1	100.0
Total	42	100.0	100.0	

P12

	Frequency	Percent	Valid Percent	Cumulative Percent
1	14	33.3	33.3	33.3
2	9	21.4	21.4	54.8
Valid 3	13	31.0	31.0	85.7
4	6	14.3	14.3	100.0
Total	42	100.0	100.0	

P13

	Frequency	Percent	Valid Percent	Cumulative Percent
1	5	11.9	11.9	11.9
2	22	52.4	52.4	64.3
Valid 3	12	28.6	28.6	92.9
4	3	7.1	7.1	100.0
Total	42	100.0	100.0	

P14

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	7.1	7.1	7.1
2	5	11.9	11.9	19.0
Valid 3	13	31.0	31.0	50.0
4	21	50.0	50.0	100.0
Total	42	100.0	100.0	

P15

	Frequency	Percent	Valid Percent	Cumulative Percent
1	7	16.7	16.7	16.7
2	7	16.7	16.7	33.3
Valid 3	14	33.3	33.3	66.7
4	14	33.3	33.3	100.0
Total	42	100.0	100.0	

PERNYATAAN KEPUASAN I

P16

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	11.9	11.9	11.9
2	3	7.1	7.1	19.0
3	20	47.6	47.6	66.7
4	14	33.3	33.3	100.0
Total	42	100.0	100.0	

P17

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	33	78.6	78.6	78.6
2	6	14.3	14.3	92.9
3	3	7.1	7.1	100.0
Total	42	100.0	100.0	

P18

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	37	88.1	88.1	88.1
3	3	7.1	7.1	95.2
4	2	4.8	4.8	100.0
Total	42	100.0	100.0	

P19

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	25	59.5	59.5	59.5
3	1	2.4	2.4	61.9
4	16	38.1	38.1	100.0
Total	42	100.0	100.0	

P20

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	8	19.0	19.0	19.0
3	21	50.0	50.0	69.0
4	13	31.0	31.0	100.0
Total	42	100.0	100.0	

P21

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	9.5	9.5	9.5
2	3	7.1	7.1	16.7
Valid 3	26	61.9	61.9	78.6
4	9	21.4	21.4	100.0
Total	42	100.0	100.0	

P22

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	4.8	4.8	4.8
2	2	4.8	4.8	9.5
Valid 3	27	64.3	64.3	73.8
4	11	26.2	26.2	100.0
Total	42	100.0	100.0	

P23

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	2.4	2.4	2.4
2	6	14.3	14.3	16.7
Valid 3	32	76.2	76.2	92.9
4	3	7.1	7.1	100.0
Total	42	100.0	100.0	

P24

	Frequency	Percent	Valid Percent	Cumulative Percent
1	3	7.1	7.1	7.1
2	3	7.1	7.1	14.3
Valid 3	31	73.8	73.8	88.1
4	5	11.9	11.9	100.0
Total	42	100.0	100.0	

P25

	Frequency	Percent	Valid Percent	Cumulative Percent
1	26	61.9	61.9	61.9
2	4	9.5	9.5	71.4
Valid 3	8	19.0	19.0	90.5
4	4	9.5	9.5	100.0
Total	42	100.0	100.0	

P26

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	11.9	11.9	11.9
Valid 2	9	21.4	21.4	33.3
Valid 3	23	54.8	54.8	88.1
Valid 4	5	11.9	11.9	100.0
Total	42	100.0	100.0	

P27

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	40	95.2	95.2	95.2
Valid 2	1	2.4	2.4	97.6
Valid 3	1	2.4	2.4	100.0
Total	42	100.0	100.0	

PERNYATAAN LOYALITAS PASIEN RAWAT INAP I

P28

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	14	33.3	33.3	33.3
Valid 2	14	33.3	33.3	66.7
Valid 3	14	33.3	33.3	100.0
Total	42	100.0	100.0	

P29

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	10	23.8	23.8	23.8
Valid 2	6	14.3	14.3	38.1
Valid 3	26	61.9	61.9	100.0
Total	42	100.0	100.0	

P30

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	13	31.0	31.0	31.0
Valid 3	9	21.4	21.4	52.4
Valid 4	20	47.6	47.6	100.0
Total	42	100.0	100.0	

P31

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	13	31.0	31.0	31.0
3	3	7.1	7.1	38.1
4	26	61.9	61.9	100.0
Total	42	100.0	100.0	

P32

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	13	31.0	31.0	31.0
2	2	4.8	4.8	35.7
3	26	61.9	61.9	97.6
4	1	2.4	2.4	100.0
Total	42	100.0	100.0	

P33

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	12	28.6	28.6	28.6
2	2	4.8	4.8	33.3
3	26	61.9	61.9	95.2
4	2	4.8	4.8	100.0
Total	42	100.0	100.0	

KELAS PERAWATAN II

PERNYATAAN KUALITAS PELAYANAN II

Frequency Table

P1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	2.3	2.3	2.3
2	6	13.6	13.6	15.9
Valid 3	27	61.4	61.4	77.3
4	10	22.7	22.7	100.0
Total	44	100.0	100.0	

P2

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	2.3	2.3	2.3
2	7	15.9	15.9	18.2
Valid 3	25	56.8	56.8	75.0
4	11	25.0	25.0	100.0
Total	44	100.0	100.0	

P3

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	6.8	6.8	6.8
Valid 3	26	59.1	59.1	65.9
4	15	34.1	34.1	100.0
Total	44	100.0	100.0	

P4

	Frequency	Percent	Valid Percent	Cumulative Percent
2	16	36.4	36.4	36.4
Valid 3	28	63.6	63.6	100.0
Total	44	100.0	100.0	

P5

	Frequency	Percent	Valid Percent	Cumulative Percent
1	29	65.9	65.9	65.9
2	6	13.6	13.6	79.5
Valid 3	7	15.9	15.9	95.5
4	2	4.5	4.5	100.0
Total	44	100.0	100.0	

P6

	Frequency	Percent	Valid Percent	Cumulative Percent
1	6	13.6	13.6	13.6
2	12	27.3	27.3	40.9
Valid 3	18	40.9	40.9	81.8
4	8	18.2	18.2	100.0
Total	44	100.0	100.0	

P7

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	4.5	4.5	4.5
2	2	4.5	4.5	9.1
Valid 3	30	68.2	68.2	77.3
4	10	22.7	22.7	100.0
Total	44	100.0	100.0	

P8

	Frequency	Percent	Valid Percent	Cumulative Percent
1	34	77.3	77.3	77.3
Valid 2	6	13.6	13.6	90.9
3	4	9.1	9.1	100.0
Total	44	100.0	100.0	

P9

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	2.3	2.3	2.3
2	1	2.3	2.3	4.5
Valid 3	27	61.4	61.4	65.9
4	15	34.1	34.1	100.0
Total	44	100.0	100.0	

P10

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	6.8	6.8	6.8
Valid 2	36	81.8	81.8	88.6
Valid 3	5	11.4	11.4	100.0
Total	44	100.0	100.0	

P11

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	4.5	4.5	4.5
Valid 2	22	50.0	50.0	54.5
Valid 3	11	25.0	25.0	79.5
Valid 4	9	20.5	20.5	100.0
Total	44	100.0	100.0	

P12

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	33	75.0	75.0	75.0
Valid 2	9	20.5	20.5	95.5
Valid 3	2	4.5	4.5	100.0
Total	44	100.0	100.0	

P13

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	4.5	4.5	4.5
Valid 2	1	2.3	2.3	6.8
Valid 3	34	77.3	77.3	84.1
Valid 4	7	15.9	15.9	100.0
Total	44	100.0	100.0	

P14

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	11	25.0	25.0	25.0
Valid 3	12	27.3	27.3	52.3
Valid 4	21	47.7	47.7	100.0
Total	44	100.0	100.0	

P15

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	38	86.4	86.4	86.4
Valid 2	3	6.8	6.8	93.2
Valid 3	3	6.8	6.8	100.0
Total	44	100.0	100.0	

PERNYATAAN KEPUASAN II

P16

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	19	43.2	43.2	43.2
Valid 3	15	34.1	34.1	77.3
Valid 4	10	22.7	22.7	100.0
Total	44	100.0	100.0	

P17

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	28	63.6	63.6	63.6
Valid 2	8	18.2	18.2	81.8
Valid 3	8	18.2	18.2	100.0
Total	44	100.0	100.0	

P18

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	28	63.6	63.6	63.6
Valid 3	14	31.8	31.8	95.5
Valid 4	2	4.5	4.5	100.0
Total	44	100.0	100.0	

P19

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	33	75.0	75.0	75.0
Valid 3	10	22.7	22.7	97.7
Valid 4	1	2.3	2.3	100.0
Total	44	100.0	100.0	

P20

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	3	6.8	6.8	6.8
Valid 3	22	50.0	50.0	56.8
Valid 4	19	43.2	43.2	100.0
Total	44	100.0	100.0	

P21

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	8	18.2	18.2	18.2
Valid 3	34	77.3	77.3	95.5
Valid 4	2	4.5	4.5	100.0
Total	44	100.0	100.0	

P22

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	9.1	9.1	9.1
Valid 2	25	56.8	56.8	65.9
Valid 3	9	20.5	20.5	86.4
Valid 4	6	13.6	13.6	100.0
Total	44	100.0	100.0	

P23

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	8	18.2	18.2	18.2
Valid 2	2	4.5	4.5	22.7
Valid 3	29	65.9	65.9	88.6
Valid 4	5	11.4	11.4	100.0
Total	44	100.0	100.0	

P24

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	7	15.9	15.9	15.9
Valid 3	34	77.3	77.3	93.2
Valid 4	3	6.8	6.8	100.0
Total	44	100.0	100.0	

P25

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	34	77.3	77.3	77.3
Valid 3	10	22.7	22.7	100.0
Total	44	100.0	100.0	

P26

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	7	15.9	15.9	15.9
Valid 3	34	77.3	77.3	93.2
Valid 4	3	6.8	6.8	100.0
Total	44	100.0	100.0	

P27

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	35	79.5	79.5	79.5
Valid 2	2	4.5	4.5	84.1
Valid 3	7	15.9	15.9	100.0
Total	44	100.0	100.0	

PERNYATAAN LOYALITAS PASIEN RAWAT INAP II

P28

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	15	34.1	34.1	34.1
Valid 2	13	29.5	29.5	63.6
Valid 3	10	22.7	22.7	86.4
Valid 4	6	13.6	13.6	100.0
Total	44	100.0	100.0	

P29

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	15	34.1	34.1	34.1
Valid 2	7	15.9	15.9	50.0
Valid 3	22	50.0	50.0	100.0
Total	44	100.0	100.0	

P30

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	18	40.9	40.9
	3	15	34.1	75.0
	4	11	25.0	100.0
	Total	44	100.0	100.0

P31

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	3	6.8	6.8
	2	12	27.3	34.1
	3	10	22.7	56.8
	4	19	43.2	100.0
	Total	44	100.0	100.0

P32

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	10	22.7	22.7
	2	7	15.9	38.6
	3	27	61.4	100.0
	Total	44	100.0	100.0

P33

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	15	34.1	34.1
	3	17	38.6	72.7
	4	12	27.3	100.0
	Total	44	100.0	100.0

KELAS PERAWATAN III

PERNYATAAN KUALITAS PELAYANAN III

Frequency Table

		P1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	3.0	3.6	3.6
	2	4	12.1	14.3	17.9
	3	18	54.5	64.3	82.1
	4	5	15.2	17.9	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

		P2			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	3.0	3.6	3.6
	2	1	3.0	3.6	7.1
	3	23	69.7	82.1	89.3
	4	3	9.1	10.7	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

		P3			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	4	12.1	14.3	14.3
	3	14	42.4	50.0	64.3
	4	10	30.3	35.7	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	11	33.3	39.3	39.3
	3	17	51.5	60.7	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	25	75.8	89.3	89.3
	3	3	9.1	10.7	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	9	27.3	32.1	32.1
	3	16	48.5	57.1	89.3
	4	3	9.1	10.7	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	3.0	3.6	3.6
	2	5	15.2	17.9	21.4
	3	21	63.6	75.0	96.4
	4	1	3.0	3.6	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	20	60.6	71.4	71.4
	2	2	6.1	7.1	78.6
	3	6	18.2	21.4	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	21	63.6	75.0	75.0
	4	7	21.2	25.0	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	20	60.6	71.4	71.4
	3	6	18.2	21.4	92.9
	4	2	6.1	7.1	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	3.0	3.6	3.6
	2	14	42.4	50.0	53.6
	3	9	27.3	32.1	85.7
	4	4	12.1	14.3	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	25	75.8	89.3	89.3
	2	3	9.1	10.7	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	3.0	3.6	3.6
	2	2	6.1	7.1	10.7
	3	22	66.7	78.6	89.3
	4	3	9.1	10.7	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	5	15.2	17.9	17.9
	2	6	18.2	21.4	39.3
	3	8	24.2	28.6	67.9
	4	9	27.3	32.1	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	22	66.7	78.6	78.6
	2	3	9.1	10.7	89.3
	3	3	9.1	10.7	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

PERNYATAAN KEPUASAN III

P16

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	7	21.2	25.0
	3	14	42.4	50.0
	4	7	21.2	100.0
	Total	28	84.8	100.0
Missing System	5	15.2		
Total	33	100.0		

P17

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	9	27.3	32.1
	2	15	45.5	85.7
	3	4	12.1	100.0
	Total	28	84.8	100.0
Missing System	5	15.2		
Total	33	100.0		

P18

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	8	24.2	28.6
	3	17	51.5	89.3
	4	3	9.1	100.0
	Total	28	84.8	100.0
Missing System	5	15.2		
Total	33	100.0		

P19

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	22	66.7	78.6
	3	6	18.2	100.0
	Total	28	84.8	100.0
Missing System	5	15.2		
Total	33	100.0		

P20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	6.1	7.1	7.1
	2	3	9.1	10.7	17.9
	3	17	51.5	60.7	78.6
	4	6	18.2	21.4	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P21

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	4	12.1	14.3	14.3
	3	21	63.6	75.0	89.3
	4	3	9.1	10.7	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P22

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	12	36.4	42.9	42.9
	2	12	36.4	42.9	85.7
	3	3	9.1	10.7	96.4
	4	1	3.0	3.6	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P23

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	8	24.2	28.6	28.6
	2	8	24.2	28.6	57.1
	3	12	36.4	42.9	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P24

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	5	15.2	17.9	17.9
	2	3	9.1	10.7	28.6
	3	16	48.5	57.1	85.7
	4	4	12.1	14.3	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P25

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	11	33.3	39.3	39.3
	2	1	3.0	3.6	42.9
	3	16	48.5	57.1	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P26

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	21.2	25.0	25.0
	2	4	12.1	14.3	39.3
	3	11	33.3	39.3	78.6
	4	6	18.2	21.4	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

P27

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	20	60.6	71.4	71.4
	3	8	24.2	28.6	100.0
	Total	28	84.8	100.0	
Missing	System	5	15.2		
Total		33	100.0		

PERNYATAAN LOYALITAS PASIEN RAWAT INAP III

P28

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	12	36.4	42.9	42.9
Valid 2	7	21.2	25.0	67.9
Valid 3	6	18.2	21.4	89.3
Valid 4	3	9.1	10.7	100.0
Total	28	84.8	100.0	
Missing System	5	15.2		
Total	33	100.0		

P29

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	8	24.2	28.6	28.6
Valid 3	20	60.6	71.4	100.0
Total	28	84.8	100.0	
Missing System	5	15.2		
Total	33	100.0		

P30

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	19	57.6	67.9	67.9
Valid 3	9	27.3	32.1	100.0
Total	28	84.8	100.0	
Missing System	5	15.2		
Total	33	100.0		

P31

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	12	36.4	42.9	42.9
Valid 3	16	48.5	57.1	100.0
Total	28	84.8	100.0	
Missing System	5	15.2		
Total	33	100.0		

P32

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	3.0	3.6	3.6
Valid 2	15	45.5	53.6	57.1
Valid 3	11	33.3	39.3	96.4
Valid 4	1	3.0	3.6	100.0
Total	28	84.8	100.0	
Missing System	5	15.2		
Total	33	100.0		

P33

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	12	36.4	42.9	42.9
Valid 3	6	18.2	21.4	64.3
Valid 4	10	30.3	35.7	100.0
Total	28	84.8	100.0	
Missing System	5	15.2		
Total	33	100.0		

UJI BIVARIAT

Crosstabs

Notes

Output Created		12-JUL-2018 23:29:46
Comments		
Input	Data	F:\Skripsi Jiyos 2197\Hasil analisa Data penelitian RSDM OK120718\Untitled1 data penelitian rsdm 120718.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
Missing Value Handling	N of Rows in Working Data File	147
	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each table are based on all the cases with valid data in the specified range(s) for all variables in each table.
Syntax	CROSSTABS	
		/TABLES=Katualitasyan KatPuas BY Katloyal
		/FORMAT=AVALUE TABLES
		/STATISTICS=CHISQ RISK
Resources		/CELLS=COUNT ROW
		/COUNT ROUND CELL.
	Processor Time	00:00:00,00
	Elapsed Time	00:00:00,00
	Dimensions	2
	Requested	
	Cells Available	174734

[DataSet1] F:\Skripsi Jiyos 2197\Hasil analisa Data penelitian RSDM OK120718\Untitled1 data penelitian rsdm 120718.sav

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Kategori Kualitas Pelayanan * Kategori Loyalitas	114	77.6%	33	22.4%	147	100.0%
Kategori Kepuasan * Kategori Loyalitas	114	77.6%	33	22.4%	147	100.0%

Kategori Kualitas Pelayanan * Kategori Loyalitas

Crosstab

		Kategori Loyalitas		Total
		Tidak Loyal	Loyal	
Kategori Kualitas Pelayanan	Kualitas Kurang Baik	Count 54	Count 19	Count 73
		% within Kategori Kualitas Pelayanan 74.0%	% within Kategori Kualitas Pelayanan 26.0%	% within Kategori Kualitas Pelayanan 100.0%
Total	Kualitas Baik	Count 28	Count 13	Count 41
		% within Kategori Kualitas Pelayanan 68.3%	% within Kategori Kualitas Pelayanan 31.7%	% within Kategori Kualitas Pelayanan 100.0%
Total		Count 82	Count 32	Count 114
		% within Kategori Kualitas Pelayanan 71.9%	% within Kategori Kualitas Pelayanan 28.1%	% within Kategori Kualitas Pelayanan 100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.420 ^a	1	.517		
Continuity Correction ^b	.185	1	.667		
Likelihood Ratio	.415	1	.519		
Fisher's Exact Test				.523	.331
Linear-by-Linear Association	.416	1	.519		
N of Valid Cases	114				

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 11.51.

b. Computed only for a 2x2 table

Risk Estimate

	Value	95% Confidence Interval	
		Lower	Upper
Odds Ratio for Kategori Kualitas Pelayanan (Kualitas Kurang Baik / Kualitas Baik)	1.320	.570	3.057
For cohort Kategori Loyalitas = Tidak Loyal	1.083	.844	1.389
For cohort Kategori Loyalitas = Loyal	.821	.454	1.485
N of Valid Cases	114		

Kategori Kepuasan * Kategori Loyalitas

Crosstab

		Kategori Loyalitas		Total
		Tidak Loyal	Loyal	
Kategori Kepuasan	Count	60	12	72
	% within Kategori Kepuasan	83.3%	16.7%	100.0%
	Count	22	20	42
	% within Kategori Kepuasan	52.4%	47.6%	100.0%
Total	Count	82	32	114
	% within Kategori Kepuasan	71.9%	28.1%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	12.587 ^a	1	.000		
Continuity Correction ^b	11.100	1	.001		
Likelihood Ratio	12.334	1	.000		
Fisher's Exact Test				.001	.000
Linear-by-Linear Association	12.476	1	.000		
N of Valid Cases	114				

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 11.79.

b. Computed only for a 2x2 table

Risk Estimate

	Value	95% Confidence Interval	
		Lower	Upper
Odds Ratio for Kategori Kepuasan (Tidak Puas / Puas)	4.545	1.911	10.812
For cohort Kategori Loyalitas = Tidak Loyal	1.591	1.171	2.161
For cohort Kategori Loyalitas = Loyal	.350	.191	.642
N of Valid Cases	114		

DOKUMENTASI KEGIATAN PENELITIAN

