

## LAMPIRAN 4

### ISTILAH – ISTILAH

1. Garuda Sentra Medika adalah salah satu unit bisnis dari PT. Garuda Indonesia yang bergerak dalam bidang jasa layanan kesehatan .
2. Peserta Program JPK Garuda adalah setiap orang baik Karyawan, Keluarga maupun Purnabakti yang diikutsertakan dalam program pemeliharaan kesehatan oleh perusahaannya baik dari PT Garuda Indonesia Group maupun perusahaan lainnya.
3. Klinik Provider adalah klinik-klinik swasta yang memiliki Perjanjian Kerja Sama (PKS) dengan SBU Garuda Sentra Medika untuk melaksanakan rawat jalan tingkat I yang dibutuhkan oleh peserta JPK Garuda.
4. Rumah Sakit Provider adalah Rumah Sakit yang ditunjuk oleh Garuda Sentra Medika untuk melaksanakan layanan kesehatan lanjutan / Spesialistis (Rawat Jalan Tingkat II) termasuk rawat inap yang dibutuhkan oleh peserta program JPK Garuda.
5. Buku Berobat adalah buku yang diberikan oleh Garuda Sentra Medika sebagai bukti pengenal kepersertaan dalam program JPK Garuda, yang berisi identitas peserta dan nama klinik provider pengampu.

## SURAT KETERANGAN

Yang bertanda tangan dibawah ini :

Nama : Dr. C. Lebora Lekatompessy  
Jabatan : GM Layanan Kesehatan Umum  
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Dengan ini menerangkan bahwa :

Nama : Djati Kartika  
Mahasiswa : Paska Sarjana  
Universitas Indonusa Esa Unggul

Telah melakukan penelitian di Klinik Provider SBU Garuda Sentra Medika. Demikian Surat Keterangan ini dibuat agar dapat dipergunakan seperlunya.

Jakarta 3 Pebruari 2003



Garuda Sentra Medika

Dr. C. Lebora Lekatompessy  
GM Layanan Kesehatan Umum

# SBU Garuda Sentra Medika

## Survey Kepuasan Pelanggan

Mohon pendapat anda mengenai fasilitas dan pelayanan Kesehatan yang tersedia Pada Poliklinik Provider Berikan tanda (X) pada kolom yang tersedia, untuk setiap pendapat anda

Pelayanan pada Poliklinik Provider	Kinerja Klinik Provider			Harapan terhadap klinik provider						
	Sangat Baik	Baik	Cukup Baik	Kurang Baik	Tidak Baik	Sangat Penting	Penting	Cukup Penting	Kurang Penting	Tidak Penting
➤ Prosedur penerimaan pasien										
➤ Kecepatan dan ketepatan dalam Pelayanan pemeriksaan										
➤ Jadwal Dokter										
➤ Ketersediaan Dokter jaga 24 jam										
<b>Tanggapan Terhadap Keluhan</b>										
➤ Dokter dalam diagnosa										
➤ Radiolog										
➤ Tenaga laboratorium										
➤ Perawat										
➤ Penyampaian informasi oleh petugas pelayanan										
<b>Kemampuan &amp; Keterampilan</b>										
➤ Dokter dalam diagnosa										
➤ Radiolog										
➤ Tenaga laboratorium										
➤ Perawat										
➤ Keramahan dan kesopanan dalam pelayanan										
<b>Perhatian &amp; Perlakuan</b>										
➤ Perhatian secara individu										
➤ Perhatian terhadap keluhan										
➤ Perlakuan pelayanan terhadap pelanggan										
<b>Lokasi/peralatan</b>										
➤ Akses ke Poliklinik Provider										
➤ Sarana Tempat Parkir										
➤ Kebersihan dan Kerapihan										
➤ Kenyamanan										
➤ Kelengkapan dan kesiapan peralatan										
➤ Kerapihan dan kebersihan Petugas Pelayanan										

Terima kasih atas partisipasi anda, setiap pendapat anda akan sangat berharga untuk peningkatan pelayanan pada klinik provider

## SBU Garuda Sentra Medika

No	Pertanyaan	KINERJA						HARAPAN					
		Sangat Baik	Baik	Cukup Baik	Kurang Baik	Tidak Baik	Sangat Penting	Sangat Penting	Penting	Cukup Penting	Kurang Penting	Tidak Penting	
		5	4	3	2	1	5	4	3	2	1		
<b>I Keandalan</b>													
1	➤ Prosedur penerimaan pasien	0	2	44	38	6	13	76	1	0	0		
2	➤ Kecepatan dan ketepatan dalam Pelayanan pemeriksaan	0	2	49	27	12	29	61	0	0	0		
3	➤ Jadwal Dokter	0	2	48	40	0	19	71	0	0	0		
4	➤ Ketersediaan Dokter jaga 24 jam	0	1	38	44	7	36	54	0	0	0		
Jawab Responden		0	7	179	149	25	97	262	1	0	0		
<b>II Tanggapan Terhadap Keluhan</b>													
5	➤ Dokter dalam diagnosa	0	0	57	31	2	30	60	0	0	0		
6	➤ Radiolog	0	0	58	31	1	16	74	0	0	0		
7	➤ Tenaga laboratorium	0	0	59	30	1	12	78	0	0	0		
8	➤ Perawat	0	0	61	27	2	28	62	0	0	0		
9	➤ Penyampaian informasi oleh petugas pelayanan	0	0	36	45	9	44	46	0	0	0		
Jawab Responden		0	0	271	164	15	130	320	0	0	0		
<b>III Kemampuan &amp; Keterampilan</b>													
10	➤ Dokter dalam diagnosa	0	0	58	26	6	51	39	0	0	0		
11	➤ Radiolog	0	0	56	31	3	18	72	0	0	0		
12	➤ Tenaga laboratorium	0	0	53	33	4	17	73	0	0	0		
13	➤ Perawat	0	0	58	26	6	39	51	0	0	0		
14	➤ Keramahan dan kesopanan dalam pelayanan	0	0	34	40	18	57	33	0	0	0		
Jawab Responden		0	0	259	156	35	182	268	0	0	0		
<b>IV Perhatian &amp; Perlakuan</b>													
15	➤ Perhatian secara individu	0	0	58	30	2	19	71	0	0	0		
16	➤ Perhatian terhadap keluhan	0	0	47	41	2	21	69	0	0	0		
17	➤ Perlakuan pelayanan terhadap pelanggan	0	0	51	32	7	36	54	0	0	0		
Jawab Responden		0	0	156	103	11	76	194	0	0	0		
<b>V Lokasi/peralatan</b>													
18	➤ Akses ke Poliklinik Provider	0	1	55	34	0	23	66	0	1	0		
19	➤ Sarana Tempat Parkir	0	1	61	28	0	12	77	0	1	0		
20	➤ Kebersihan dan Kerapihan	0	1	55	34	0	26	63	0	1	0		
21	➤ Kenyamanan	0	1	49	39	1	31	58	0	1	0		
22	➤ Kelengkapan dan kesiapan peralatan	0	1	38	49	2	39	49	1	1	0		
23	➤ Kerapihan dan kebersihan Petugas Pelayanan	0	1	58	30	1	23	66	0	1	0		
Jawab Responden		0	6	316	214	4	154	379	1	6	0		
TOTAL JAWABAN RESPONDEN		0	13	1181	786	90	639	1423	2	6	0		

Descriptive Statistics

	Mean	Std. Deviation	N
X1	2,6667	,71893	90
X2	2,5778	,74920	90
X3	2,6667	,56090	90
X4	2,5222	,65733	90
X5	2,6111	,53411	90
X6	2,6556	,47785	90
X7	2,6444	,50416	90
X8	2,7000	,50725	90
X9	2,3111	,62969	90
X10	2,7111	,56577	90
X11	2,6889	,55373	90
X12	2,5889	,57854	90
X13	2,6556	,54383	90
X14	2,2778	,70357	90
X15	2,7333	,51495	90
X16	2,6111	,55474	90
X17	2,5222	,64001	90
X18	2,6556	,52277	90
X19	2,7000	,48459	90
X20	2,6333	,50725	90
X21	2,5556	,54280	90
X22	2,4444	,56312	90
X23	2,6778	,51555	90

	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10
X1 Pearson Correlation Sig. (2-tailed) N	1 ,236* ,025 90	,279** ,008 90	,135 ,205 90	,185 ,080 90	,055 ,610 90	,196 ,064 90	,062 ,564 90	,108 ,313 90	,037 ,730 90	
X2 Pearson Correlation Sig. (2-tailed) N	,236* ,025 90	1 ,018 90	,250* ,018 90	,179 ,091 90	,248* ,018 90	,223* ,035 90	,313** ,003 90	,115 ,281 90	,478** ,000 90	
X3 Pearson Correlation Sig. (2-tailed) N	,279** ,008 90	,250* ,018 90	1 ,075 90	,234* ,027 90	,125 ,240 90	,196 ,065 90	,158 ,137 90	,201 ,057 90	,189 ,075 90	
X4 Pearson Correlation Sig. (2-tailed) N	,135 ,205 90	,279** ,027 90	,234* ,027 90	1 ,004 90	,297** ,004 90	,329** ,002 90	,172 ,105 90	,255* ,015 90	,108 ,311 90	
X5 Pearson Correlation Sig. (2-tailed) N	,185 ,080 90	,119 ,266 90	,125 ,240 90	,297** ,004 90	1 ,000 90	,482** ,000 90	,566** ,000 90	,431** ,000 90	,070 ,511 90	
X6 Pearson Correlation Sig. (2-tailed) N	,055 ,610 90	,248* ,035 90	,196 ,213 90	,329** ,002 90	,482** ,000 90	1 ,000 90	,792** ,000 90	,403** ,000 90	,293** ,005 90	
X7 Pearson Correlation Sig. (2-tailed) N	,196 ,064 90	,223* ,035 90	,132 ,213 90	,329** ,002 90	,566** ,000 90	,792** ,000 90	1 ,000 90	,413** ,000 90	,227* ,032 90	
X8 Pearson Correlation Sig. (2-tailed) N	,062 ,564 90	,313** ,003 90	,158 ,137 90	,172 ,105 90	,187 ,078 90	,403** ,000 90	,413** ,000 90	,366** ,000 90	,438** ,000 90	
X9 Pearson Correlation Sig. (2-tailed) N	,108 ,313 90	,115 ,281 90	,201 ,075 90	,255* ,015 90	,366** ,000 90	,366** ,000 90	,352** ,001 90	1 ,006 90	,287** ,006 90	
X10 Pearson Correlation Sig. (2-tailed) N	,037 ,730 90	,478** ,000 90	,189 ,075 90	,108 ,311 90	,070 ,511 90	,293** ,005 90	,227* ,032 90	,438** ,000 90	1 ,006 90	
X11 Pearson Correlation Sig. (2-tailed) N	,009 ,930 90	,194 ,066 90	,241* ,022 90	,112 ,294 90	,232* ,028 90	,355** ,001 90	,243* ,021 90	,184 ,083 90	,284** ,007 90	

	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10
X12	Pearson Correlation Sig. (2-tailed) N	,126 ,236 90	,321** ,002 90	,231* ,029 90	,069 ,521 90	,349** ,001 90	,336** ,001 90	,341** ,001 90	,302** ,004 90	,114 ,286 90
X13	Pearson Correlation Sig. (2-tailed) N	,364** ,000 90	,328** ,002 90	,246* ,020 90	,257* ,014 90	,346** ,001 90	,273** ,009 90	,409** ,000 90	,517** ,000 90	,184 ,082 90
X14	Pearson Correlation Sig. (2-tailed) N	,385** ,000 90	,417** ,000 90	,323** ,002 90	,339** ,001 90	,350** ,001 90	,221* ,036 90	,250* ,018 90	,362** ,000 90	,260** ,013 90
X15	Pearson Correlation Sig. (2-tailed) N	,091 ,393 90	,433** ,000 90	,233* ,027 90	,150 ,157 90	,109 ,307 90	,216* ,041 90	,193 ,068 90	,422** ,000 90	,273** ,009 90
X16	Pearson Correlation Sig. (2-tailed) N	,347** ,001 90	,195 ,065 90	,156 ,141 90	,132 ,216 90	,015 ,890 90	,167 ,115 90	,143 ,179 90	,220* ,038 90	,175 ,099 90
X17	Pearson Correlation Sig. (2-tailed) N	,334** ,001 90	,301** ,004 90	,334** ,001 90	,253* ,016 90	,206 ,051 90	,264* ,012 90	,234* ,027 90	,280** ,007 90	,235* ,026 90
X18	Pearson Correlation Sig. (2-tailed) N	,229* ,030 90	,284** ,007 90	,179 ,092 90	,170 ,110 90	,118 ,266 90	,239* ,023 90	,127 ,233 90	,369** ,000 90	,306** ,003 90
X19	Pearson Correlation Sig. (2-tailed) N	,226* ,032 90	,452** ,000 90	,248* ,018 90	,286** ,006 90	,195 ,065 90	,519** ,000 90	,294** ,005 90	,544** ,000 90	,418** ,000 90
X20	Pearson Correlation Sig. (2-tailed) N	,123 ,247 90	,298** ,004 90	,237* ,025 90	,345** ,001 90	,173 ,103 90	,447** ,000 90	,319** ,002 90	,354** ,001 90	,292** ,005 90
X21	Pearson Correlation Sig. (2-tailed) N	,048 ,653 90	,362** ,000 90	,135 ,203 90	,248* ,018 90	,133 ,210 90	,270* ,010 90	,155 ,144 90	,286** ,006 90	,236** ,025 90

	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10
X22										
Pearson Correlation	,120	,237*	,225*	,216*	,021	,116	-,110	,039	,144	,125
Sig. (2-tailed)	,259	,025	,033	,041	,846	,276	,302	,713	,175	,239
N	90	90	90	90	90	90	90	90	90	90
X23										
Pearson Correlation	,222*	,400**	,207	,204	,274**	,274**	,116	,314**	,208*	,294**
Sig. (2-tailed)	,035	,000	,050	,054	,009	,009	,275	,003	,049	,005
N	90	90	90	90	90	90	90	90	90	90



	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20
X1										
Pearson Correlation	,009	,126	,364**	,365**	,091	,347**	,334**	,229*	,226*	,123
Sig. (2-tailed)	,930	,236	,000	,000	,393	,001	,001	,030	,032	,247
N	90	90	90	90	90	90	90	90	90	90
X2										
Pearson Correlation	,194	,321**	,328**	,417**	,433**	,195	,301**	,284**	,452**	,298**
Sig. (2-tailed)	,066	,002	,002	,000	,000	,065	,004	,007	,000	,004
N	90	90	90	90	90	90	90	90	90	90
X3										
Pearson Correlation	,241*	,231*	,246*	,323**	,233*	,156	,334**	,179	,248*	,237*
Sig. (2-tailed)	,022	,029	,020	,002	,027	,141	,001	,092	,018	,025
N	90	90	90	90	90	90	90	90	90	90
X4										
Pearson Correlation	,112	,069	,257*	,339**	,150	,132	,253*	,170	,286**	,345**
Sig. (2-tailed)	,294	,521	,014	,001	,157	,216	,016	,110	,006	,001
N	90	90	90	90	90	90	90	90	90	90
X5										
Pearson Correlation	,232*	,349**	,346**	,350**	,109	,015	,206	,118	,195	,173
Sig. (2-tailed)	,028	,001	,001	,001	,307	,890	,051	,266	,065	,103
N	90	90	90	90	90	90	90	90	90	90
X6										
Pearson Correlation	,355**	,336**	,273**	,221*	,216*	,167	,264*	,239*	,519**	,447**
Sig. (2-tailed)	,001	,001	,009	,036	,041	,115	,012	,023	,000	,000
N	90	90	90	90	90	90	90	90	90	90
X7										
Pearson Correlation	,243*	,341**	,409**	,250*	,193	,143	,234*	,127	,294**	,319**
Sig. (2-tailed)	,021	,001	,000	,018	,068	,179	,027	,233	,005	,002
N	90	90	90	90	90	90	90	90	90	90
X8										
Pearson Correlation	,184	,302**	,517**	,362**	,422**	,220*	,280**	,369**	,544**	,354**
Sig. (2-tailed)	,083	,004	,000	,000	,000	,038	,007	,000	,000	,001
N	90	90	90	90	90	90	90	90	90	90
X9										
Pearson Correlation	,281**	,324**	,448**	,335**	,155	,093	,261*	,363**	,383**	,115
Sig. (2-tailed)	,007	,002	,000	,001	,145	,384	,013	,000	,000	,281
N	90	90	90	90	90	90	90	90	90	90
X10										
Pearson Correlation	,284**	,114	,184	,260*	,273**	,175	,235*	,306**	,418**	,292**
Sig. (2-tailed)	,007	,286	,082	,013	,009	,099	,026	,003	,000	,005
N	90	90	90	90	90	90	90	90	90	90
X11										
Pearson Correlation	1	,613**	,274**	,195	,179	,187	,273**	,208*	,360**	,309**
Sig. (2-tailed)	,	,000	,009	,065	,092	,078	,009	,049	,000	,003
N	90	90	90	90	90	90	90	90	90	90

	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20
X12	Pearson Correlation Sig. (2-tailed) N	,613** ,000 90	1 ,000 90	,229* ,030 90	,231* ,028 90	,196 ,063 90	,344** ,001 90	,195 ,065 90	,317** ,002 90	,361** ,000 90
X13	Pearson Correlation Sig. (2-tailed) N	,274** ,009 90	,581** ,000 90	,458** ,000 90	,431** ,000 90	,296** ,005 90	,393** ,000 90	,289** ,006 90	,371** ,000 90	,270* ,010 90
X14	Pearson Correlation Sig. (2-tailed) N	,195 ,065 90	,229* ,030 90	,458** ,000 90	,424** ,000 90	,337** ,001 90	,448** ,000 90	,385** ,000 90	,511** ,000 90	,320** ,002 90
X15	Pearson Correlation Sig. (2-tailed) N	,179 ,092 90	,231* ,028 90	,431** ,000 90	,424** ,000 90	,420** ,000 90	,393** ,000 90	,323** ,002 90	,306** ,003 90	,181 ,088 90
X16	Pearson Correlation Sig. (2-tailed) N	,187 ,078 90	,196 ,063 90	,296** ,005 90	,337** ,001 90	,420** ,000 90	,420** ,000 90	,192 ,070 90	,272** ,010 90	,087 ,417 90
X17	Pearson Correlation Sig. (2-tailed) N	,273** ,009 90	,344** ,001 90	,393** ,000 90	,448** ,000 90	,420** ,000 90	1 ,000 90	,309** ,003 90	,438** ,000 90	,320** ,002 90
X18	Pearson Correlation Sig. (2-tailed) N	,208* ,049 90	,195 ,065 90	,289** ,006 90	,385** ,000 90	,192 ,070 90	,309** ,003 90	1 ,000 90	,696** ,000 90	,408** ,000 90
X19	Pearson Correlation Sig. (2-tailed) N	,360** ,000 90	,317** ,002 90	,371** ,000 90	,511** ,000 90	,272** ,010 90	,438** ,000 90	,696** ,000 90	1 ,000 90	,645** ,000 90
X20	Pearson Correlation Sig. (2-tailed) N	,309** ,003 90	,361** ,000 90	,270* ,010 90	,320** ,002 90	,087 ,417 90	,320** ,002 90	,408** ,000 90	,645** ,000 90	1 ,000 90
X21	Pearson Correlation Sig. (2-tailed) N	,282** ,007 90	,270** ,010 90	,199 ,060 90	,268* ,011 90	,129 ,227 90	,352** ,001 90	,365** ,000 90	,470** ,000 90	,626** ,000 90

	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20
X22										
Pearson Correlation	,232*	,153	,175	,422**	,220*	,092	,378**	,373**	,453**	,380**
Sig. (2-tailed)	,028	,149	,098	,000	,038	,389	,000	,000	,000	,000
N	90	90	90	90	90	90	90	90	90	90
X23										
Pearson Correlation	,275**	,229*	,241*	,373**	,265*	,146	,345**	,459**	,643**	,574**
Sig. (2-tailed)	,009	,030	,022	,000	,012	,169	,001	,000	,000	,000
N	90	90	90	90	90	90	90	90	90	90

		X21	X22	X23
X1	Pearson Correlation	,048	,120	,222*
	Sig. (2-tailed)	,653	,259	,035
	N	90	90	90
X2	Pearson Correlation	,362**	,237*	,400**
	Sig. (2-tailed)	,000	,025	,000
	N	90	90	90
X3	Pearson Correlation	,135	,225*	,207
	Sig. (2-tailed)	,203	,033	,050
	N	90	90	90
X4	Pearson Correlation	,248*	,216*	,204
	Sig. (2-tailed)	,018	,041	,054
	N	90	90	90
X5	Pearson Correlation	,133	,021	,274**
	Sig. (2-tailed)	,210	,846	,009
	N	90	90	90
X6	Pearson Correlation	,270*	,116	,274**
	Sig. (2-tailed)	,010	,276	,009
	N	90	90	90
X7	Pearson Correlation	,155	,110	,116
	Sig. (2-tailed)	,144	,302	,275
	N	90	90	90
X8	Pearson Correlation	,286**	,039	,314**
	Sig. (2-tailed)	,006	,713	,003
	N	90	90	90
X9	Pearson Correlation	,179	,144	,208*
	Sig. (2-tailed)	,091	,175	,049
	N	90	90	90
X10	Pearson Correlation	,236*	,125	,294**
	Sig. (2-tailed)	,025	,239	,005
	N	90	90	90
X11	Pearson Correlation	,282**	,232*	,275**
	Sig. (2-tailed)	,007	,028	,009
	N	90	90	90

		X21	X22	X23
X12	Pearson Correlation	,270**	,153	,229*
	Sig. (2-tailed)	,010	,149	,030
	N	90	90	90
X13	Pearson Correlation	,199	,175	,241*
	Sig. (2-tailed)	,060	,098	,022
	N	90	90	90
X14	Pearson Correlation	,268*	,422**	,373**
	Sig. (2-tailed)	,011	,000	,000
	N	90	90	90
X15	Pearson Correlation	,295**	,220*	,265*
	Sig. (2-tailed)	,005	,038	,012
	N	90	90	90
X16	Pearson Correlation	,129	,092	,146
	Sig. (2-tailed)	,227	,389	,169
	N	90	90	90
X17	Pearson Correlation	,352**	,378**	,345**
	Sig. (2-tailed)	,001	,000	,001
	N	90	90	90
X18	Pearson Correlation	,365**	,373**	,459**
	Sig. (2-tailed)	,000	,000	,000
	N	90	90	90
X19	Pearson Correlation	,470**	,453**	,643**
	Sig. (2-tailed)	,000	,000	,000
	N	90	90	90
X20	Pearson Correlation	,626**	,380**	,574**
	Sig. (2-tailed)	,000	,000	,000
	N	90	90	90
X21	Pearson Correlation	1	,543**	,607**
	Sig. (2-tailed)	,	,000	,000
	N	90	90	90

		X21	X22	X23
X22	Pearson Correlation	,543**	1	,576**
	Sig. (2-tailed)	,000		,000
	N	90	90	90
X23	Pearson Correlation	,607**	,576**	1
	Sig. (2-tailed)	,000	,000	
	N	90	90	90

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

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

## Pearson Correlations

### Descriptive Statistics

	Mean	Std. Deviation	N
ANDAL	2,5583	,51529	90
RESPON	2,5689	,42284	90
MAMPU	2,5133	,51149	90
EMPATI	2,5931	,47339	90
TANGIBLE	2,6070	,40526	90

### Correlations

	ANDAL	RESPON	MAMPU	EMPATI	TANGIBLE
ANDAL	1	,442**	,655**	,471**	,465**
RESPON		1	,669**	,374**	,343**
MAMPU			1	,555**	,548**
EMPATI				1	,462**
TANGIBLE					1

\*\* . Correlation is significant at the 0.01 level (1-tailed).

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	X1	2,6667	,7189	90,0
2.	X2	2,5778	,7492	90,0
3.	X3	2,6667	,5609	90,0
4.	X4	2,5222	,6573	90,0
5.	X5	2,6111	,5341	90,0
6.	X6	2,6556	,4778	90,0
7.	X7	2,6444	,5042	90,0
8.	X8	2,7000	,5073	90,0
9.	X9	2,3111	,6297	90,0
0.	X10	2,7111	,5658	90,0
1.	X11	2,6889	,5537	90,0
2.	X12	2,5889	,5785	90,0
3.	X13	2,6556	,5438	90,0
4.	X14	2,2778	,7036	90,0
5.	X15	2,7333	,5149	90,0
6.	X16	2,6111	,5547	90,0
7.	X17	2,5222	,6400	90,0
8.	X18	2,6556	,5228	90,0
9.	X19	2,7000	,4846	90,0
0.	X20	2,6333	,5073	90,0
1.	X21	2,5556	,5428	90,0
2.	X22	2,4444	,5631	90,0
3.	X23	2,6778	,5156	90,0



RELIABILITY ANALYSIS - SCALE (ALPHA)

Correlation Matrix

	X1	X2	X3	X4	X5
	1,0000				
0	,2364	1,0000			
1	,2786	,2496	1,0000		
2	,1347	,1790	,2336	1,0000	
3	,1853	,1186	,1250	,2969	1,0000
4	,0545	,2483	,1956	,3287	,4818
5	,1963	,2228	,1324	,3292	,5656
6	-,0616	,3134	,1580	,1719	,1866
7	,1076	,1149	,2015	,2546	,4306
8	,0368	,4777	,1888	,1081	,0702
9	-,0094	,1944	,2412	,1118	,2322
0	,1261	,3209	,2308	,0686	,3495
1	,3640	,3285	,2456	,2574	,3460
2	,3850	,4168	,3227	,3388	,3505
3	,0911	,4330	,2334	,1505	,1089
4	,3475	,1953	,1565	,1318	,0147
5	,3337	,3010	,3339	,2525	,2063
6	,2292	,2843	,1788	,1697	,1185
7	,2258	,4518	,2480	,2857	,1954
8	,1232	,2976	,2369	,3448	,1728
9	,0480	,3623	,1353	,2484	,1335
0	,1203	,2367	,2253	,2159	,0208
1	,2223	,4001	,2072	,2037	,2743
	X6	X7	X8	X9	X10
	1,0000				
0	,7918	1,0000			
1	,4033	,4130	1,0000		
2	,3601	,3524	,3658	1,0000	
3	,2928	,2267	,4385	,2867	1,0000
4	,3548	,2433	,1840	,2807	,2837
5	,3355	,3407	,3025	,3242	,1137
6	,2734	,4089	,5173	,4477	,1842
7	,2209	,2499	,3621	,3353	,2603
8	,2161	,1933	,4216	,1548	,2725
9	,1672	,1428	,2196	,0929	,1750
0	,2641	,2337	,2803	,2615	,2351
1	,2394	,1269	,3686	,3633	,3056
2	,5192	,2943	,5439	,3829	,4180
3	,4466	,3193	,3537	,1149	,2923
4	,2695	,1551	,2857	,1790	,2358
5	,1160	-,1099	,0393	,1444	,1254
6	,2742	,1162	,3136	,2084	,2936

RELIABILITY ANALYSIS - SCALE (ALPHA)

Correlation Matrix

	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22	X23
1	1,0000												
2	,6134	1,0000											
3	,2744	,5805	1,0000										
4	,1955	,2285	,4584	1,0000									
5	,1786	,2313	,4306	,4238	1,0000								
6	,1870	,1964	,2959	,3375	,4196	1,0000							
7	,2734	,3436	,3935	,4478	,3932		1,0000						
8	,2079	,1952	,2894	,3853	,3228		,3086	1,0000					
9	,3601	,3166	,3709	,5108	,3062		,4384	,6963	1,0000				
10	,3094	,3612	,2702	,3201	,1807		,3196	,4082	,6445	1,0000			
11	,2824	,2703	,1988	,2691	,2948		,3522	,3652	,4699	,6257	1,0000		
12	,2322	,1533	,1753	,4222	,2196		,3776	,3732	,4529	,3802	,6257	1,0000	
13	,2746	,2290	,2409	,3734	,2652		,3454	,4591	,6431	,5743	,6257	,3802	1,0000
14													
15													
16													
17													
18													
19													
20													
21													
22													
23													

RELIABILITY ANALYSIS - SCALE (ALPHA)

N of Cases = 90,0

Statistics for Scale	Mean	Variance	Std Dev	N of Variables		
	59,8111	52,9190	7,2745	23		
Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	2,6005	2,2778	2,7333	,4556	1,2000	,0142
Item Variances	Mean	Minimum	Maximum	Range	Max/Min	Variance
	,3315	,2283	,5613	,3330	2,4582	,0086
Reliability Coefficients	23 items					
Alpha =	,8948					
Standardized item alpha =	,8988					

RELIABILITY ANALYSIS - SCALE (ALPHA)

1. ANDAL
2. RESPON
3. MAMPU
4. EMPATI
5. TANGIBLE

		Mean	Std Dev	Cases
1.	ANDAL	2,5583	,5153	90,0
2.	RESPON	2,5689	,4228	90,0
3.	MAMPU	2,5133	,5115	90,0
4.	EMPATI	2,5931	,4734	90,0
5.	TANGIBLE	2,6070	,4053	90,0

Correlation Matrix

	ANDAL	RESPON	MAMPU	EMPATI	TANGIBLE
ANDAL	1,0000				
RESPON	,4416	1,0000			
MAMPU	,6546	,6690	1,0000		
EMPATI	,4709	,3741	,5551	1,0000	
TANGIBLE	,4648	,3426	,5476	,4624	1,0000

N of Cases = 90,0

Statistics for Scale	Mean	Variance	Std Dev	N of Variables
	12,8407	3,2855	1,8126	5

Item Means	Mean	Minimum	Maximum	Range	Max/Min	Variance
	2,5681	2,5133	2,6070	,0937	1,0373	,0013

Item Variances	Mean	Minimum	Maximum	Range	Max/Min	Variance
	,2189	,1642	,2655	,1013	1,6167	,0022

RELIABILITY ANALYSIS - SCALE (ALPHA)

Analysis of Variance

Source of Variation	Sum of Sq.	DF	Mean Square	F	Prob.
Between People	58,4812	89	,6571		
Within People	39,3792	360	,1094		
Between Measures	,4711	4	,1178	1,0776	,3674
Residual	38,9082	356	,1093		
Total	97,8604	449	,2180		
Grand Mean	2,5681				

Hotelling's T-Squared = 4,8431 F = 1,1700 Prob. = ,3298  
 Degrees of Freedom: Numerator = 4 Denominator = 86

Reliability Coefficients 5 items  
 Alpha = ,8337 Standardized item alpha = ,8324

## Regression

### Descriptive Statistics

	Mean	Std. Deviation	N
KEPUASAN	1,6769	,33917	90
ANDAL	2,5583	,51529	90
RESPON	2,5689	,42284	90
MAMPU	2,5133	,51149	90
EMPATI	2,5931	,47339	90
TANGIBLE	2,6070	,40526	90

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

Model	Variables Entered	Variables Removed	Method
1	TANGIBLE, RESPON, EMPATI, ANDAL, MAMPU <sup>a</sup>		Enter

a. All requested variables entered.

b. Dependent Variable: KEPUASAN

Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	,859 <sup>a</sup>	,739	,723	,17845	,739	47,500	5	84	,000	1,690

a. Predictors: (Constant), TANGIBLE, RESPON, EMPATI, ANDAL, MAMPU

b. Dependent Variable: KEPUJASAN

ANOVA<sup>b</sup>

Model	Sum of Squares	df	Mean Square	F	Sig.
1	7,563	5	1,513	47,500	,000 <sup>a</sup>
	2,675	84	,032		
Total	10,239	89			

a. Predictors: (Constant), TANGIBLE, RESPON, EMPATI, ANDAL, MAMPU

b. Dependent Variable: KEPUJASAN

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

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.	95% Confidence Interval for B		Correlations	
	B	Std. Error	Beta				Lower Bound	Upper Bound	Zero-order	Partial
1										
(Constant)	3,805	,155			24,514	,000	3,496	4,113		
ANDAL	-,180	,050	-,274		-3,624	,000	-,279	-,081	-,368	-,202
RESPON	-9,594E-02	,060	-,120		-1,593	,115	-,216	,024	-,171	-,089
MAMPU	-7,147E-02	,064	-,108		-1,110	,270	-,200	,057	-,120	-,062
EMPATI	-,197	,050	-,276		-3,963	,000	-,297	-,098	-,397	-,221
TANGIBLE	-,279	,058	-,334		-4,829	,000	-,394	-,164	-,466	-,269

a. Dependent Variable: KEPUASAN

**Residuals Statistics<sup>a</sup>**

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	1,1507	2,4006	1,6769	,29152	90
Residual	-,3606	,5094	,0000	,17337	90
Std. Predicted Value	-1,805	2,482	,000	1,000	90
Std. Residual	-2,133	2,855	,000	,972	90

a. Dependent Variable: KEPUASAN

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.	95% Confidence Interval for B	
	B	Std. Error	Beta				Lower Bound	Upper Bound
1	(Constant)	4,665			16,074	,000	4,086	5,245
	V1	-2,911E-03	,290	-,012	-,089	,929	-,068	,062
	V2	1,416E-02	,033	,056	,374	,710	-,061	,090
	V3	2,912E-02	,038	,095	,759	,451	-,048	,106
	V4	-4,199E-02	,042	-,141	-,995	,323	-,126	,042
	V5	-3,432E-02	,047	-,101	-,733	,466	-,128	,059
	V6	-3,432E-02	,095	,031	,117	,907	-,178	,200
	V7	-3,757E-02	,089	-,107	-,421	,675	-,216	,141
	V8	-1,464E-02	,051	-,042	-,288	,774	-,116	,087
	V9	-6,721E-02	,049	-,192	-,1,385	,171	-,164	,030
	V10	4,665E-02	,043	,134	1,094	,278	-,038	,132
	V11	-1,090E-02	,052	-,032	-,211	,833	-,114	,092
	V12	-2,195E-02	,059	-,063	-,372	,711	-,140	,096
	V13	3,622E-02	,052	,102	,699	,487	-,067	,140
	V14	-4,277E-02	,036	-,145	-,1,179	,243	-,115	,030
	V15	3,622E-02	,050	,187	1,308	,195	-,034	,164
	V16	-4,277E-02	,042	-,087	-,649	,518	-,111	,057
	V17	-2,551E-02	,047	-,075	-,543	,589	-,119	,068
	V18	-7,950E-02	,053	-,241	-,1,492	,140	-,186	,027
	V19	,157	,087	,441	1,812	,075	-,016	,330
	V20	5,241E-02	,066	,154	,792	,431	-,080	,185
	V21	-7,532E-03	,056	-,023	-,135	,893	-,119	,104
	V22	-,137	,044	-,433	-,3,135	,003	-,224	-,050
	V23	-1,676E-02	,065	-,047	-,256	,798	-,147	,114

a. Dependent Variable: Y