

**Lamp. 5a. Pengaruh Pelayanan yang diberikan RS MPH terhadap Kepuasan Pasien**

Descriptive Statistics			
	Mean	Std. Deviation	N
<b>Kepuasan</b>	58.99	9.346	150
<b>Pelayanan</b>	63.80	7.304	150

Correlations			
		Kepuasan	Pelayanan
<b>Pearson Correlation</b>	<b>Kepuasan</b>	1.000	-.121
	<b>Pelayanan</b>	-.121	1.000
<b>Sig. (1-tailed)</b>	<b>Kepuasan</b>	.	.069
	<b>Pelayanan</b>	.069	.
<b>N</b>	<b>Kepuasan</b>	150	150
	<b>Pelayanan</b>	150	150

Variables Entered/Removed(b)			
Model	Variables Entered	Variables Removed	Method
<b>1</b>	Pelayanan(a)		. Enter

a All requested variables entered.

b Dependent Variable: Kepuasan

Model Summary(b)					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
<b>1</b>	.121(a)	.015	.008	9.308	.824

a Predictors: (Constant), Pelayanan

b Dependent Variable: Kepuasan

## ANOVA(b)

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	191.914	1	191.914	2.215	.139(a)
1 Residual	12823.079	148	86.642		
Total	13014.993	149			

a Predictors: (Constant), Pelayanan

b Dependent Variable: Kepuasan

## Coefficients(a)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95% Confidence Interval for B	
	B	Std. Error	Beta			Lower Bound	Upper Bound
1 (Constant)	68.906	6.704		10.279	.000	55.659	82.153
1 Pelayanan	-.155	.104	-.121	-1.488	.139	-.362	.051

a Dependent Variable: Kepuasan

## Residuals Statistics(a)

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	56.48	62.69	58.99	1.135	150
Residual	-22.27	18.59	.00	9.277	150
Std. Predicted Value	-2.218	3.258	.000	1.000	150
Std. Residual	-2.393	1.997	.000	.997	150

a Dependent Variable: Kepuasan

## Persepsi

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	41	27.3	27.3
	2	74	49.3	76.7
	3	35	23.3	100.0
Total	150	100.0	100.0	