

LAMPIRAN

Lampiran 1
Kata Pengantar Penelitian

Pengantar Penelitian

Dengan Hormat,

Dalam rangka memenuhi tugas akhir sebagai mahasiswa di program sarjana Magister Manajemen Universitas Esa Unggul Jakarta yakni menyusun tesis yang berjudul “Pengaruh Kualitas Pelayanan Kesehatan Terhadap Kepuasan Pasien dan Loyalitas Pasien Di Klinik Artha Graha Peduli”

Maka perkenan saya :

Nama :Sartika Harsa

Nim : 2015.01.097

Memohon ibu/bapak berkenan mengisi kuisisioner ini untuk penelitian tesis saya. Semua informasi hanya untuk tujuan ilmiah saja. Atas perhatiannya saya ucapkan terima kasih.

Jakarta Januari 2018

Hormat saya

Lampiran 2
Informed Consent

Lembaran Persetujuan

Nama :

Usia :

Jenis kelamin :

Ruangan :

Responden (Informed Consent)

Penelitian ini berjudul Pengaruh Kualitas Pelayanan Kesehatan Terhadap Kepuasan pasien dan Loyalitas Pasien Di Klinik Artha Graha Peduli. Penelitian ini bertujuan untuk menyelesaikan tugas akhir tesis sebagai salah satu syarat kelulusan.

Setelah mendapat penjelasan mengenai penelitian tersebut, saya yangbertanda tangan dibawah ini bersedia/ tidak bersedia untuk menjadi responden (sampel penelitian) ini. saya memutuskan untuk ikut berpartisipasi dalam penelitian ini secara sukarela tanpa paksaan. Bila saya inginkan, maka saya dapat mengundurkan diri sewaktu- waktu tanpa sanksi apapun.

Peneliti

Resonden

()

()

Saksi

()

Lampiran 3

Kuisisioner Pretest

General Informasi

Nomor Respponden :

No.Hp :

Usia :

Jenis kelamin :

Apakah sudah pernah berobat ke klinik ArthaGraha :

Sudah berapa kali anda berobat :

Kapan terakhir kali berobat :

Apakah alasan anda berkunjung ke klinik Artha Graha :

Petunjuk pengisian

Berikut adalah beberapa pertanyaan tentang kualitas pelayanan kesehatan, kepuasan pasien dan loyalitas pasien terhadap klinik Artha Graha .Setiap pertanyaan akan menunjukkan sejauh mana saudara/saudari setuju dan tidak setuju dengan setiap pertanyaan lalu memberikan tanda silang (X) pada kolom yang sesuai dengan menggunakan skala berikut :

1	2	3	4	5
STS	TS	N	S	SS

Keterangan

STS : Sangat tidak setuju

TS : Tidak setuju

N : Netral

S : Setuju

SS : Sangat setuju

Lampiran 3

Kuisiener Pretest (lanjutan)

Kuisiener Kualitas Pelayanan Kesehatan

No	<i>Reliability</i> (kehandalan)	Penilaian				
		STS	TS	N	S	SS
1	Jadwal Praktek sesuai waktu yang ditetapkan (SQ1)					
2	Klinik AGP mendengar keluhan dengan sungguh-sungguh (SQ2)					
3	Klinik AGP dapat diandalkan (SQ3)					
4	Klinik AGP memberikan pelayanan sesuai dengan waktu yang ditetapkan (SQ4)					
5	Klinik AGP mengetahui riwayat pengobatan saya dengan baik (SQ5)					

No	<i>Responsiveness</i> (ketanggapan)	Penilaian				
		STS	TS	N	S	SS
6	Klinik AGP tidak dapat memberikan informasi tentang jadwal pelayanan (SQ6)*					
7	dokter tidak dapat memberikan pelayanan kepada pasien (SQ7)*					
8	Dokter tidak selalu bersedia membantu, saat pasien bingung (SQ8)*					
9	Dokter terlalu sibuk mendengar keluhan saya (SQ9)*					

No	<i>Assurance</i> (jaminan)	Penilaian				
		STS	TS	N	S	SS
10	Anda dapat mempercayai Dokter di Klinik AGP (SQ10)					
11	Saya merasa aman berobat dengan dokter di klinik AGP (SQ11)					
12	Dokter selalu bersikap sopan (SQ12)					
13	Dokter mendapatkan dukungan yang cukup dari Klinik AGP untuk melakukan pemeriksaan pasien (SQ13)					

No	<i>Emphaty</i> (empati)	Penilaian				
		STS	TS	N	S	SS
14	Klinik AGP tidak memberikan perhatian secara khusus kepada setiap pasien (SQ14)*					
15	Dokter tidak peduli terhadap pasien (SQ15)*					
16	Dokter klinik AGP tidak memahami kebutuhan pasien (SQ16)					
17	Klinik AGP bukan merupakan pilihan utama anda (SQ17)*					
18	Klinik AGP tidak menyediakan pelayanan yang nyaman sesuai kebutuhan anda (SQ18)*					

Lampiran 3

Kuisisioner Pretest (lanjutan)

No	Tangible (benda Berwujud)	Penilaian				
		STS	TS	N	S	SS
19	Klinik AGP memiliki peralatan medis yang modern untuk pemeriksaan (SQ19)					
20	Ruang periksa klinik AGP tampak bersih (SQ20)					
21	Dokter Klinik AGP berpenampilan bersih (SQ21)					
22	Tampilan ruang periksa sesuai standart Klinik (SQ22)					

Kuisisioner Kepuasan Pasien

No	Kepuasan pasien	Penilaian				
		STS	TS	N	S	SS
23	Saya senang dengan keputusan saya memilih klinik AGP sebagai klinik andalan saya (SQ23)					
24	Saya percaya bahwa saya melakukan telah melakukan hal yang benar ketika memilih klinik AGP sebagai klinik andalan saya (SQ24)					
25	Secara keseluruhan saya puas dengan dengan pelayanan di klinik AGP (SQ25)					

Kuisisioner Loyalitas Pasien

No	Loyalitas Pasien	Penilaian				
		STS	TS	N	S	SS
26	Saya akan terus berlangganan di klinik AGP(26)					
27	Saya yakin kualitas klinik AGP secara keseluruhan tidak akan menurun (SQ27)					
28	Saya yakin kualitas klinik AGP akan meningkat di masa mendatang (SQ28)					
29	Saya tidak akan pergi ke klinik lain, karena selama ini saya sangat puas dengan pelayanan di klinik AGP (SQ29)					
30	Saya tidak akan pindah ke Klinik lain, walaupun ada Klinik lain yang lebih dekat dengan tempat tinggal saya(SQ30)					
31	Saya tidak akan pindah, walaupun ada Klinik lain yang lebih murah(SQ31)					
32	Saya akan merekomendasikan Klinik AGP ini kepada temen- temen saya.(SQ32)					
33	Saya akan bercerita hal-hal baik tentang klinik AGP (SQ33)					
34	Saya senang apabila temen-temen saya berlangganan juga di klini langganan saya (SQ34)					

Lampiran 4
Data *Pre-tes*

R	KP1	KP2	KP3	KP4	KP5	KP6	KP7	KP8	KP9	KP10	KP11	KP12	KP13	KP14	KP15	KP16	KP17	KP18	KP19	KP20	KP21	KP22	K1	K2	K3	L1	L2	L3	L4	L5	L6	L7	L8	L9					
1	1	2	2	2	1	2	2	2	1	1	1	1	2	1	2	2	1	3	4	1	2	1	1	2	1	1	4	2	1	2	1	1	2	2					
2	1	1	3	2	1	2	2	3	1	3	1	3	2	1	2	2	3	1	4	2	2	1	2	3	3	2	4	2	3	1	2	2	2	2					
3	2	1	3	2	2	3	4	3	2	1	2	3	3	4	3	3	1	1	3	2	3	4	1	3	1	1	3	3	3	2	2	3	3	3					
4	3	3	5	3	3	3	2	5	3	5	3	5	2	4	2	4	5	2	5	5	2	4	3	5	5	2	5	3	5	5	3	5	3	5	2	3			
5	5	5	5	4	3	2	3	5	3	1	5	1	5	3	5	3	1	3	5	1	5	3	5	5	1	5	5	2	1	5	3	1	5	3	1	5	4		
6	2	2	5	3	2	1	4	5	2	1	2	5	3	2	3	2	1	4	5	5	3	2	2	5	1	2	5	1	5	5	2	5	3	2	5	3	2		
7	4	3	3	3	4	2	1	3	4	1	2	2	2	4	2	2	1	1	2	2	2	4	4	3	1	3	2	2	2	3	4	2	2	3	4	2	2		
8	4	3	3	3	2	2	4	3	2	2	1	4	2	2	2	1	2	4	2	4	2	2	4	3	2	3	2	2	4	3	2	2	4	3	2	4	2	1	
9	5	4	5	5	2	5	4	5	2	5	3	5	5	2	5	3	5	4	5	5	5	2	5	5	5	4	5	5	5	5	5	5	5	2	5	5	3		
10	4	4	5	5	2	5	3	5	2	4	2	2	4	2	4	2	4	3	3	2	4	2	5	5	4	4	3	5	2	5	2	4	2	5	2	4	2		
11	5	4	4	5	5	5	4	5	5	2	5	3	3	3	3	5	5	5	4	5	3	5	4	4	5	4	4	5	4	5	4	5	4	5	5	3	5		
12	5	5	5	5	3	5	4	5	3	2	2	5	1	5	2	5	2	4	5	5	5	1	3	5	5	2	4	5	5	5	5	5	5	5	5	5	5	1	5
13	2	2	4	2	2	1	2	4	2	2	1	1	1	2	2	2	5	2	4	3	1	1	2	2	4	3	1	1	2	2	2	4	2	2	4	2	1	5	
14	2	2	4	2	2	1	2	4	2	1	1	3	1	2	2	2	1	2	2	3	3	1	2	2	4	1	2	3	1	3	4	2	3	1	4	2	3	2	2
15	2	2	5	2	2	1	3	5	2	1	3	2	2	2	3	2	1	4	5	2	2	2	2	2	5	1	2	5	1	2	5	2	2	1	2	2	1	2	
16	3	3	5	5	4	4	3	5	4	1	3	5	5	4	5	5	1	4	5	5	5	4	3	5	1	3	5	4	5	5	4	5	5	4	5	5	5	5	
17	5	5	3	4	2	5	2	3	2	1	1	3	1	1	2	4	1	4	2	3	1	1	5	3	1	5	2	5	3	2	3	1	4	2	3	1	4	4	
18	5	5	5	4	3	5	4	5	3	3	4	5	4	3	5	4	3	5	5	5	5	4	3	5	5	3	5	5	5	5	5	5	5	5	5	5	4	4	
19	3	3	5	4	3	5	3	5	3	3	2	3	4	3	5	5	3	5	3	3	4	3	3	5	3	3	3	3	5	3	3	3	4	5	3	3	4	5	
20	5	5	5	4	2	3	3	5	2	3	3	5	4	2	5	3	3	5	5	5	4	2	5	5	3	5	5	3	5	5	5	5	5	5	5	5	5	3	
21	5	5	3	4	2	4	3	3	2	5	1	3	1	1	1	4	5	2	3	3	1	1	5	3	5	5	3	4	3	2	5	3	4	3	2	5	3	4	
22	5	3	5	2	3	4	3	5	3	4	5	5	2	3	3	2	4	3	5	5	2	3	3	5	4	3	5	4	5	5	3	3	5	4	5	3	5	4	
23	3	5	5	5	4	3	3	5	4	5	3	5	5	4	5	5	5	3	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	3	
24	1	1	2	1	3	2	2	3	2	1	3	1	2	1	2	1	2	2	2	3	3	1	3	1	2	2	1	3	2	3	1	3	1	2	2	3	1	3	2
25	3	3	3	5	3	2	5	3	3	5	2	3	3	4	4	5	5	4	3	3	3	4	3	3	3	5	3	3	2	3	3	3	3	3	3	3	3	2	
26	4	4	5	4	3	3	5	5	3	5	2	5	2	4	4	4	5	3	5	5	2	4	4	5	3	5	3	5	5	5	5	5	5	5	5	5	5	3	3
27	4	5	5	4	4	2	5	5	4	5	5	2	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	2
28	5	5	5	2	3	5	5	5	3	5	5	5	3	5	2	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
29	5	5	5	3	2	4	4	5	2	3	1	3	3	5	3	5	3	3	5	3	3	5	3	5	3	5	3	5	5	4	3	5	5	5	5	5	5	4	5
30	5	5	5	3	3	5	3	5	3	5	5	5	2	5	3	5	5	5	5	5	5	2	5	3	4	5	4	5	5	5	5	5	5	5	5	5	5	5	5

Lampiran 5
Data Analisa Pre-test

1. Validitas Relibilitas Variabel Kualitas Pelayanan

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.737
Bartlett's Test of Sphericity Approx. Chi-Square	65.869
df	10
Sig.	.000

Anti-image Matrices

		KP1	KP2	KP3	KP4	KP5
Anti-image Covariance	KP1	.233	-.169	-.013	.024	-.040
	KP2	-.169	.193	-.071	-.116	.016
	KP3	-.013	-.071	.722	-.041	-.095
	KP4	.024	-.116	-.041	.556	-.188
	KP5	-.040	.016	-.095	-.188	.785
Anti-image Correlation	KP1	.679 ^a	-.796	-.032	.066	-.094
	KP2	-.796	.657 ^a	-.191	-.353	.041
	KP3	-.032	-.191	.924 ^a	-.065	-.126
	KP4	.066	-.353	-.065	.824 ^a	-.284
	KP5	-.094	.041	-.126	-.284	.826 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component
	1
KP1	.868
KP2	.905
KP3	.675
KP4	.778
KP5	.580

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.829	.821	5

Lampiran 5
Data Analisa Pre-test (lanjutan)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.715
Bartlett's Test of Sphericity Approx. Chi-Square	11.990
df	6
Sig.	.062

Anti-image Matrices

		KP6	KP7	KP8	KP9
Anti-image Covariance	KP6	.844	-.129	-.181	-.119
	KP7	-.129	.812	-.204	-.150
	KP8	-.181	-.204	.787	-.147
	KP9	-.119	-.150	-.147	.855
Anti-image Correlation	KP6	.731 ^a	-.156	-.222	-.140
	KP7	-.156	.709 ^a	-.255	-.179
	KP8	-.222	-.255	.692 ^a	-.179
	KP9	-.140	-.179	-.179	.740 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component
	1
KP6	.666
KP7	.707
KP8	.736
KP9	.653

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.620	.635	4

Lampiran 5
Data Analisa Pre-test (lanjutan)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.625
Bartlett's Test of Sphericity Approx. Chi-Square	18.272
df	6
Sig.	.006

Anti-image Matrices

		KP10	KP11	KP12	KP13
Anti-image Covariance	KP10	.757	-.139	-.284	-.046
	KP11	-.139	.655	-.119	-.333
	KP12	-.284	-.119	.791	.028
	KP13	-.046	-.333	.028	.728
Anti-image Correlation	KP10	.668 ^a	-.197	-.367	-.061
	KP11	-.197	.615 ^a	-.165	-.482
	KP12	-.367	-.165	.639 ^a	.037
	KP13	-.061	-.482	.037	.587 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component
	1
KP10	.710
KP11	.792
KP12	.639
KP13	.667

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.657	.659	4

Lampiran 5

Data Analisa *Pre-test* (lanjutan)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.648
Bartlett's Test of Sphericity	Approx. Chi-Square
	32.803
	df
	10
	Sig.
	.000

Anti-image Matrices

		KP14	KP15	KP16	KP17	KP18
Anti-image Covariance	KP14	.604	-.103	-.283	-.050	.110
	KP15	-.103	.781	.026	-.039	-.271
	KP16	-.283	.026	.455	-.177	-.220
	KP17	-.050	-.039	-.177	.772	-.021
	KP18	.110	-.271	-.220	-.021	.646
Anti-image Correlation	KP14	.622 ^a	-.150	-.541	-.073	.177
	KP15	-.150	.674 ^a	.044	-.050	-.382
	KP16	-.541	.044	.619 ^a	-.299	-.405
	KP17	-.073	-.050	-.299	.816 ^a	-.029
	KP18	.177	-.382	-.405	-.029	.607 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component
	1
KP14	.706
KP15	.573
KP16	.849
KP17	.645
KP18	.678

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.722	.728	5

Lampiran 5

Data Analisa *Pre-test* (lanjutan)

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.628
Bartlett's Test of Sphericity	Approx. Chi-Square	18.854
	df	6
	Sig.	.004

Anti-image Matrices

		KP19	KP20	KP21	KP22
Anti-image Covariance	KP19	.620	-.289	-.263	-.087
	KP20	-.289	.727	.096	-.163
	KP21	-.263	.096	.763	-.176
	KP22	-.087	-.163	-.176	.803
Anti-image Correlation	KP19	.611 ^a	-.430	-.382	-.123
	KP20	-.430	.592 ^a	.129	-.214
	KP21	-.382	.129	.597 ^a	-.225
	KP22	-.123	-.214	-.225	.749 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component
	1
KP19	.820
KP20	.684
KP21	.652
KP22	.691

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.663	.677	4

Lampiran 5

Data Analisa Pre-test (lanjutan)

2. Validitas Relibilitas Variabel Kepuasan

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.615
Bartlett's Test of Sphericity	Approx. Chi-Square
	9.856
	df
	3
	Sig.
	.020

Anti-image Matrices

		K23	K24	K25
Anti-image Covariance	K23	.743	-.282	-.246
	K24	-.282	.812	-.092
	K25	-.246	-.092	.846
Anti-image Correlation	K23	.584 ^a	-.364	-.310
	K24	-.364	.626 ^a	-.112
	K25	-.310	-.112	.657 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component
	1
K23	.817
K24	.739
K25	.702

Extraction Method:

Principal Component

Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.600	.619	3

3. Validitas Reliabilitas Variabel Loyalitas

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.539
Bartlett's Test of Sphericity	Approx. Chi-Square
	13.607
	df
	3
	Sig.
	.003

Lampiran 5
Data Analisa Pre-test (lanjutan)

Anti-image Matrices

		L26	L27	L28
Anti-image Covariance	L26	.622	-.204	-.360
	L27	-.204	.902	.018
	L28	-.360	.018	.671
Anti-image Correlation	L26	.525 ^a	-.272	-.558
	L27	-.272	.623 ^a	.024
	L28	-.558	.024	.532 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component
	1
L26	.875
L27	.553
L28	.810

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.628	.616	3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.642
Bartlett's Test of Sphericity	Approx. Chi-Square
	10.749
	df
	3
	Sig.
	.013

Anti-image Matrices

		L29	L30	L31
Anti-image Covariance	L29	.775	-.280	-.156
	L30	-.280	.751	-.206
	L31	-.156	-.206	.836
Anti-image Correlation	L29	.633 ^a	-.368	-.193
	L30	-.368	.617 ^a	-.260
	L31	-.193	-.260	.691 ^a

a. Measures of Sampling Adequacy(MSA)

Lampiran 5
Data Analisa Pre-test (lanjutan)

Component Matrix^a

	Component
	1
L29	.775
L30	.799
L31	.717

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.629	.643	3

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.608
Bartlett's Test of Sphericity	Approx. Chi-Square	7.443
	df	3
	Sig.	.059

Anti-image Matrices

		L32	L33	L34
Anti-image Covariance	L32	.807	-.287	-.180
	L33	-.287	.826	-.125
	L34	-.180	-.125	.901
Anti-image Correlation	L32	.584 ^a	-.351	-.211
	L33	-.351	.596 ^a	-.145
	L34	-.211	-.145	.677 ^a

a. Measures of Sampling Adequacy(MSA)

Lampiran 5
Data Analisa *Pre-test* (lanjutan)

Anti-image Matrices

		L32	L33	L34
Anti-image Covariance	L32	.807	-.287	-.180
	L33	-.287	.826	-.125
	L34	-.180	-.125	.901
Anti-image Correlation	L32	.584 ^a	-.351	-.211
	L33	-.351	.596 ^a	-.145
	L34	-.211	-.145	.677 ^a

a. Measures of Sampling Adequacy(MSA)

Component Matrix^a

	Component
	1
L32	.785
L33	.757
L34	.654

Extraction Method:
Principal Component
Analysis.

a. 1 components
extracted.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.572	.569	3

Lampiran 7

Uji Statistik Deskriptif Responden - *One Way ANOVA*

1. Output ANOVA Berdasarkan Usia

Descriptives

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum	
					Lower Bound	Upper Bound			
Kualitas Pelayanan	<25 TAHUN	19	-.1177161	1.24664321	.28599957	-.7185789	.4831467	-3.18015	1.17473
	25-50 TAHUN	147	.0094062	.97912228	.08075664	-.1501968	.1690092	-3.13804	1.22490
	>50 TAHUN	4	.2134736	.44718861	.22359430	-.4981033	.9250505	-.12946	.85147
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.18015	1.22490
Kepuasan	<25 TAHUN	19	-.1591433	.92549111	.21232222	-.6052158	.2869291	-2.73742	.84204
	25-50 TAHUN	147	.0268735	1.02074948	.08419000	-.1395150	.1932620	-3.45279	.84204
	>50 TAHUN	4	-.2316702	.46855615	.23427807	-.9772475	.5139072	-.89431	.09965
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.45279	.84204
Loyalitas	<25 TAHUN	19	-.1728098	1.21864513	.27957637	-.7601780	.4145583	-3.09991	.99538
	25-50 TAHUN	147	.0222740	.98342743	.08111173	-.1380308	.1825788	-3.66487	1.13480
	>50 TAHUN	4	.0022763	.37727520	.18863760	-.5980527	.6026054	-.27701	.55942
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.66487	1.13480

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Pelayanan	1.231	2	167	.295
Kepuasan	.273	2	167	.762
Loyalitas	1.195	2	167	.305

ANOVA

	Sum of Squares	df	Mean Square	F	Sig.	
Kualitas Pelayanan	Between Groups	.459	2	.229	.227	.797
	Within Groups	168.541	167	1.009		
	Total	169.000	169			
Kepuasan	Between Groups	.802	2	.401	.398	.672
	Within Groups	168.198	167	1.007		
	Total	169.000	169			
Loyalitas	Between Groups	.640	2	.320	.318	.728
	Within Groups	168.360	167	1.008		
	Total	169.000	169			

Lampiran 7

Uji Statistik Deskriptif Responden - *One Way ANOVA* (lanjutan)

2. Output ANOVA Berdasarkan Pendidikan

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Kualitas Pelayanan	SMA/SMK	31	.4161660	.39954542	.07176048	-.2696116	.5627205	-.12946	1.22490
	D3	11	.0248763	1.04371455	.31469178	-.6763007	.7260533	-3.03604	.71215
	S1	123	-.1207193	1.09089032	.09836227	-.3154372	.0739987	-3.18015	1.16853
	S2	5	.3347368	.31774664	.14210062	-.0597978	.7292713	.02612	.86423
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.18015	1.22490
Kepuasan	SMA/SMK	31	.1762821	.41775477	.07503097	-.0230484	.3295158	-.89431	.84204
	D3	11	-.0207127	.99773098	.30082721	-.6909975	.6495721	-2.79015	.84204
	S1	123	-.0560049	1.11427773	.10047104	-.2548974	.1428875	-3.45279	.84204
	S2	5	.3303397	.32911711	.14718565	-.0783131	.7389926	.09965	.84204
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.45279	.84204
Loyalitas	SMA/SMK	31	.2947911	.36388468	.06535562	.1613172	.4282651	-.13665	.99538
	D3	11	-.0571273	.94500748	.28493048	-.6919919	.5777374	-2.66082	.85989
	S1	123	-.0727948	1.11858818	.10085970	-.2724567	.1268670	-3.66487	1.13480
	S2	5	.0887271	.07909163	.03537085	-.0094782	.1869323	.00181	.15384
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.66487	1.13480

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Pelayanan	2.673	3	166	.049
Kepuasan	2.988	3	166	.033
Loyalitas	3.560	3	166	.016

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Pelayanan	Between Groups	7.729	3	2.576	2.652	.050
	Within Groups	161.271	166	.972		
	Total	169.000	169			
Kepuasan	Between Groups	1.899	3	.633	.629	.597
	Within Groups	167.101	166	1.007		
	Total	169.000	169			
Loyalitas	Between Groups	3.421	3	1.140	1.143	.333
	Within Groups	165.579	166	.997		
	Total	169.000	169			

Lampiran 7

Uji Statistik Deskriptif Responden - *One Way ANOVA* (lanjutan)

3. Output ANOVA Berdasarkan Jenis Kelamin

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Kualitas Pelayanan	LAKI-LAKI	91	-.2705745	1.22117740	.12801418	-.5248970	-.0162520	-3.18015	1.17473
	PEREMPUAN	79	.3116744	.51202242	.05760702	.1969876	.4263612	-3.03604	1.22490
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.18015	1.22490
Kepuasan	LAKI-LAKI	91	-.1441279	1.27038769	.13317281	-.4086989	.1204432	-3.45279	.84204
	PEREMPUAN	79	.1660207	.50233513	.05651712	.0535038	.2785376	-2.79015	.84204
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.45279	.84204
Loyalitas	LAKI-LAKI	91	-.1922394	1.23975606	.12996175	-.4504310	.0659523	-3.66487	.99634
	PEREMPUAN	79	.2214403	.54811591	.06166786	.0986690	.3442115	-2.66082	1.13480
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.66487	1.13480

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Pelayanan	30.250	1	168	.000
Kepuasan	32.001	1	168	.000
Loyalitas	22.559	1	168	.000

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Pelayanan	Between Groups	14.336	1	14.336	15.572	.000
	Within Groups	154.664	168	.921		
	Total	169.000	169			
Kepuasan	Between Groups	4.068	1	4.068	4.143	.043
	Within Groups	164.932	168	.982		
	Total	169.000	169			
Loyalitas	Between Groups	7.237	1	7.237	7.516	.007
	Within Groups	161.763	168	.963		
	Total	169.000	169			

Lampiran 7

Uji Statistik Deskriptif Responden - *One Way ANOVA* (lanjutan)4. Output ANOVA Berdasarkan Kunjungan
Descriptives

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Kualitas Pelayanan <5	77	-.2774774	1.18394255	.13492278	-.5461994	-.0087554	-3.18015	1.17473
5-10	86	.2319093	.77603607	.08368212	.0655269	.3982918	-3.03604	1.22490
>10	7	.2030799	.26991055	.10201660	-.0465457	.4527055	-.12215	.64143
Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.18015	1.22490
Kepuasan <5	77	-.0903641	1.21543520	.13851170	-.3662341	.1855059	-3.45279	.84204
5-10	86	.0914309	.80362886	.08665753	-.0808675	.2637293	-3.45279	.84204
>10	7	-.1292890	.24737824	.09350019	-.3580757	.0994978	-.53597	.12666
Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.45279	.84204
Loyalitas <5	77	-.1657274	1.21493545	.13845474	-.4414839	.1100291	-3.66487	.99634
5-10	86	.1397343	.78575284	.08472991	-.0287314	.3082001	-3.52796	1.13480
>10	7	.1062656	.27871073	.10534275	-.1514988	.3640300	-.13665	.56862
Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.66487	1.13480

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Pelayanan	8.165	2	167	.000
Kepuasan	8.460	2	167	.000
Loyalitas	6.465	2	167	.002

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Pelayanan	Between Groups	10.842	2	5.421	5.724	.004
	Within Groups	158.158	167	.947		
	Total	169.000	169			
Kepuasan	Between Groups	1.465	2	.732	.730	.483
	Within Groups	167.535	167	1.003		
	Total	169.000	169			
Loyalitas	Between Groups	3.873	2	1.937	1.959	.144
	Within Groups	165.127	167	.989		
	Total	169.000	169			

Lampiran 7

Uji Statistik Deskriptif Responden - *One Way ANOVA* (lanjutan)

5. Output ANOVA Berdasarkan Terakhir Kali Berobat

		Descriptives							
		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Kualitas Pelayanan	2013-2015	3	.6698480	.43686590	.25222464	-.4153870	1.7550831	.17178	.98814
	2016-2018	167	-.0120332	1.00375208	.07767267	-.1653868	.1413204	-3.18015	1.22490
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.18015	1.22490
Kepuasan	2013-2015	3	.2366714	.40579950	.23428845	-.7713904	1.2447333	-.23167	.48370
	2016-2018	167	-.0042516	1.00750077	.07796275	-.1581779	.1496748	-3.45279	.84204
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.45279	.84204
Loyalitas	2013-2015	3	.4264019	.37258542	.21511229	-.4991516	1.3519554	.00276	.70316
	2016-2018	167	-.0076599	1.00650626	.07788579	-.1614343	.1461145	-3.66487	1.13480
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.66487	1.13480

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Pelayanan	.327	1	168	.568
Kepuasan	.511	1	168	.476
Loyalitas	.489	1	168	.485

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Pelayanan	Between Groups	1.370	1	1.370	1.373	.243
	Within Groups	167.630	168	.998		
	Total	169.000	169			
Kepuasan	Between Groups	.171	1	.171	.170	.680
	Within Groups	168.829	168	1.005		
	Total	169.000	169			
Loyalitas	Between Groups	.555	1	.555	.554	.458
	Within Groups	168.445	168	1.003		
	Total	169.000	169			

Lampiran 7

Uji Statistik Deskriptif Responden - *One Way ANOVA* (lanjutan)

6. Output ANOVA Berdasarkan Status

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
						Kualitas Pelayanan	LAJANG		
	NIKAH	84	.1154872	.85477575	.09326368	-.0700105	.3009849	-3.13064	1.22490
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.18015	1.22490
Kepuasan	LAJANG	86	-.0524275	1.12404372	.12120875	-.2934230	.1885680	-3.45279	.84204
	NIKAH	84	.0536758	.85817325	.09363438	-.1325592	.2399108	-3.45279	.84204
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.45279	.84204
Loyalitas	LAJANG	86	-.0731335	1.10804739	.11948382	-.3106993	.1644324	-3.26095	.99634
	NIKAH	84	.0748747	.87611367	.09559184	-.1152536	.2650031	-3.66487	1.13480
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.66487	1.13480

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Pelayanan	4.978	1	168	.027
Kepuasan	4.135	1	168	.044
Loyalitas	4.531	1	168	.035

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Pelayanan	Between Groups	2.215	1	2.215	2.231	.137
	Within Groups	166.785	168	.993		
	Total	169.000	169			
Kepuasan	Between Groups	.478	1	.478	.477	.491
	Within Groups	168.522	168	1.003		
	Total	169.000	169			
Loyalitas	Between Groups	.931	1	.931	.931	.336
	Within Groups	168.069	168	1.000		
	Total	169.000	169			

Lampiran 7

Uji Statistik Deskriptif Responden - *One Way ANOVA* (lanjutan)

7. Output ANOVA Berdasarkan Jenis Pasien

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Kualitas Pelayanan	Pasien Gratis	166	.0337324	.95767728	.07433017	-.1130284	.1804933	-3.18015	1.22490
	Pasien Bayar	4	-1.3998963	1.79287664	.89643832	-4.2527631	1.4529705	-2.95968	.28374
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.18015	1.22490
Kepuasan	Pasien Gratis	166	.0289785	.94995367	.07373070	-.1165987	.1745558	-3.45279	.84204
	Pasien Bayar	4	-1.2026089	2.17390206	1.08695103	-4.6617722	2.2565544	-3.09445	.84204
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.45279	.84204
Loyalitas	Pasien Gratis	166	.0226800	.97695623	.07582651	-.1270353	.1723953	-3.66487	1.13480
	Pasien Bayar	4	-.9412210	1.62150664	.81075332	-3.5213999	1.6389579	-2.68220	.58311
	Total	170	.0000000	1.00000000	.07669650	-.1514066	.1514066	-3.66487	1.13480

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
Kualitas Pelayanan	6.477	1	168	.012
Kepuasan	11.926	1	168	.001
Loyalitas	4.096	1	168	.045

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Kualitas Pelayanan	Between Groups	8.028	1	8.028	8.378	.004
	Within Groups	160.972	168	.958		
	Total	169.000	169			
Kepuasan	Between Groups	5.924	1	5.924	6.103	.014
	Within Groups	163.076	168	.971		
	Total	169.000	169			
Loyalitas	Between Groups	3.629	1	3.629	3.687	.057
	Within Groups	165.371	168	.984		
	Total	169.000	169			

Lampiran 7

Lampiran 8
Hasil Uji Analisa

L I S R E L 8.80

BY

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tika\Pretest Tika Agustus\SEM TIKA\TIKA.pr2:

```
RAW DATA FROM FILE TIKA.PSF
LATENT VARIABLES: KP K L
RELATIONSHIP
KP1 = KP
KP2 = KP
KP3 = KP
KP4 = KP
KP5 = KP
K1 = K
K2 = K
K3 = K
L1 = L
L2 = L
L3 = L
L = KP K
K = KP
SET ERROR COVARIANCE OF KP2 AND L1 FREE
SET ERROR COVARIANCE OF KP2 AND L3 FREE
SET ERROR COVARIANCE OF L1 AND K2 FREE
OPTIONS SC
PATH DIAGRAM
END OF PROBLEMS
```

Sample Size = 170

Covariance Matrix

	K1	K2	K3	L1	L2	L3
K1	1.05					
K2	0.81	0.93				
K3	0.79	0.76	1.14			
L1	0.82	0.71	0.80	1.00		
L2	0.81	0.76	0.82	0.85	1.00	
L3	0.85	0.76	0.74	0.83	0.83	1.00
KP1	0.74	0.63	0.74	0.81	0.78	0.73
KP2	0.79	0.66	0.75	0.75	0.76	0.83
KP3	0.78	0.68	0.79	0.82	0.82	0.77
KP4	0.76	0.66	0.78	0.85	0.80	0.80
KP5	0.79	0.69	0.74	0.81	0.76	0.80

Covariance Matrix

	KP1	KP2	KP3	KP4	KP5
KP1	1.00				
KP2	0.84	1.00			
KP3	0.83	0.87	1.00		
KP4	0.87	0.86	0.87	1.00	
KP5	0.83	0.85	0.84	0.87	1.00

Number of Iterations = 14

LISREL Estimates (Maximum Likelihood)

Measurement Equations

$$K1 = 0.92 * K, \text{ Errorvar.} = 0.19, R^2 = 0.82$$

(0.028)
7.01

$$K2 = 0.85 * K, \text{ Errorvar.} = 0.19, R^2 = 0.79$$

(0.048) (0.027)
17.74 7.06

$$K3 = 0.88 * K, \text{ Errorvar.} = 0.36, R^2 = 0.68$$

(0.058) (0.044)
15.13 8.24

$$L1 = 0.92 * L, \text{ Errorvar.} = 0.14, R^2 = 0.86$$

(0.020)
7.04

$$L2 = 0.91 * L, \text{ Errorvar.} = 0.17, R^2 = 0.83$$

(0.044) (0.022)
20.78 7.81

$$L3 = 0.91 * L, \text{ Errorvar.} = 0.19, R^2 = 0.81$$

(0.044) (0.024)
20.43 7.88

$$KP1 = 0.91 * KP, \text{ Errorvar.} = 0.17, R^2 = 0.83$$

(0.059) (0.021)
15.47 7.97

$$\begin{array}{l} \text{KP2} = 0.93 \cdot \text{KP}, \text{ Errorvar.} = 0.15, R^2 = 0.85 \\ (0.059) \quad (0.020) \\ 15.80 \quad 7.63 \end{array}$$

$$\begin{array}{l} \text{KP3} = 0.93 \cdot \text{KP}, \text{ Errorvar.} = 0.14, R^2 = 0.86 \\ (0.058) \quad (0.018) \\ 15.89 \quad 7.70 \end{array}$$

$$\begin{array}{l} \text{KP4} = 0.94 \cdot \text{KP}, \text{ Errorvar.} = 0.11, R^2 = 0.89 \\ (0.057) \quad (0.015) \\ 16.42 \quad 7.18 \end{array}$$

$$\begin{array}{l} \text{KP5} = 0.91 \cdot \text{KP}, \text{ Errorvar.} = 0.16, R^2 = 0.84 \\ (0.059) \quad (0.021) \\ 15.50 \quad 7.96 \end{array}$$

$$\begin{array}{l} \text{Error Covariance for L1 and K2} = -0.06 \\ (0.016) \\ -3.55 \end{array}$$

$$\begin{array}{l} \text{Error Covariance for KP2 and L1} = -0.06 \\ (0.014) \\ -4.40 \end{array}$$

$$\begin{array}{l} \text{Error Covariance for KP2 and L3} = 0.052 \\ (0.016) \\ 3.24 \end{array}$$

Structural Equations

$$\begin{array}{l} \text{K} = 0.88 \cdot \text{KP}, \text{ Errorvar.} = 0.22, R^2 = 0.78 \\ (0.070) \quad (0.040) \\ 12.65 \quad 5.45 \end{array}$$

$$\begin{array}{l} \text{L} = 0.68 \cdot \text{K} + 0.33 \cdot \text{KP}, \text{ Errorvar.} = 0.018, R^2 = 0.98 \\ (0.091) \quad (0.086) \quad (0.018) \\ 7.48 \quad 3.89 \quad 1.05 \end{array}$$

Reduced Form Equations

$$\begin{array}{l} \text{K} = 0.88 \cdot \text{KP}, \text{ Errorvar.} = 0.22, R^2 = 0.78 \\ (0.070) \\ 12.65 \end{array}$$

$$\begin{array}{l} \text{L} = 0.94 \cdot \text{KP}, \text{ Errorvar.} = 0.12, R^2 = 0.88 \\ (0.065) \\ 14.36 \end{array}$$

Correlation Matrix of Independent Variables

$$\begin{array}{c} \text{KP} \\ \text{-----} \\ 1.00 \end{array}$$

Covariance Matrix of Latent Variables

	K	L	KP
K	1.00		
L	0.98	1.00	

KP 0.88 0.94 1.00

Goodness of Fit Statistics

Degrees of Freedom = 38
 Minimum Fit Function Chi-Square = 77.47 (P = 0.00016)
 Normal Theory Weighted Least Squares Chi-Square = 76.86 (P = 0.00019)
 Estimated Non-centrality Parameter (NCP) = 38.86
 90 Percent Confidence Interval for NCP = (17.63 ; 67.85)

Minimum Fit Function Value = 0.46
 Population Discrepancy Function Value (F0) = 0.23
 90 Percent Confidence Interval for F0 = (0.10 ; 0.40)
 Root Mean Square Error of Approximation (RMSEA) = 0.078
 90 Percent Confidence Interval for RMSEA = (0.052 ; 0.10)
 P-Value for Test of Close Fit (RMSEA < 0.05) = 0.037

Expected Cross-Validation Index (ECVI) = 0.79
 90 Percent Confidence Interval for ECVI = (0.66 ; 0.96)
 ECVI for Saturated Model = 0.78
 ECVI for Independence Model = 33.82

Chi-Square for Independence Model with 55 Degrees of Freedom = 5693.98

Independence AIC = 5715.98
 Model AIC = 132.86
 Saturated AIC = 132.00
 Independence CAIC = 5761.47
 Model CAIC = 248.66
 Saturated CAIC = 404.96

Normed Fit Index (NFI) = 0.99
 Non-Normed Fit Index (NNFI) = 0.99
 Parsimony Normed Fit Index (PNFI) = 0.68
 Comparative Fit Index (CFI) = 0.99
 Incremental Fit Index (IFI) = 0.99
 Relative Fit Index (RFI) = 0.98

Critical N (CN) = 134.43

Root Mean Square Residual (RMR) = 0.023
 Standardized RMR = 0.023
 Goodness of Fit Index (GFI) = 0.92
 Adjusted Goodness of Fit Index (AGFI) = 0.87
 Parsimony Goodness of Fit Index (PGFI) = 0.53

The Modification Indices Suggest to Add the

Path	to	from	Decrease in Chi-Square	New Estimate
K2		L	8.9	-1.22

Standardized Solution

	LAMBDA-Y	
	K	L
K1	0.92	- -
K2	0.85	- -
K3	0.88	- -
L1	- -	0.92
L2	- -	0.91
L3	- -	0.91

LAMBDA-X

	KP
-----	-----
KP1	0.91
KP2	0.93
KP3	0.93
KP4	0.94
KP5	0.91

BETA

	K	L
-----	-----	-----
K	-----	-----
L	0.68	-----

GAMMA

	KP
-----	-----
K	0.88
L	0.33

Correlation Matrix of ETA and KSI

	K	L	KP
-----	-----	-----	-----
K	1.00	-----	-----
L	0.98	1.00	-----
KP	0.88	0.94	1.00

PSI
Note: This matrix is diagonal.

	K	L
-----	-----	-----
	0.22	0.02

Regression Matrix ETA on KSI (Standardized)

	KP
-----	-----
K	0.88
L	0.94

Completely Standardized Solution

LAMBDA-Y

	K	L
-----	-----	-----
K1	0.90	-----
K2	0.89	-----
K3	0.83	-----
L1	-----	0.93
L2	-----	0.91
L3	-----	0.90

LAMBDA-X

	KP
KP1	0.91
KP2	0.92
KP3	0.93
KP4	0.94
KP5	0.91

BETA

	K	L
K	- -	- -
L	0.68	- -

GAMMA

	KP
K	0.88
L	0.33

Correlation Matrix of ETA and KSI

	K	L	KP
K	1.00		
L	0.98	1.00	
KP	0.88	0.94	1.00

PSI

Note: This matrix is diagonal.

	K	L
	0.22	0.02

THETA-EPS

	K1	K2	K3	L1	L2	L3
K1	0.18					
K2	- -	0.21				
K3	- -	- -	0.32			
L1	- -	-0.06	- -	0.14		
L2	- -	- -	- -	- -	0.17	
L3	- -	- -	- -	- -	- -	0.19

THETA-DELTA-EPS

	K1	K2	K3	L1	L2	L3
---	---	---	---	---	---	---
---	---	---	---	---	---	---
---	---	---	---	---	---	---
0.05	---	---	---	-0.06	---	---
---	---	---	---	---	---	---
---	---	---	---	---	---	---
---	---	---	---	---	---	---

THETA-DELTA

-----	KP1	-----	KP2	-----	KP3	-----	KP4	-----	KP5	-----
	0.17		0.15		0.14		0.11		0.16	

Regression Matrix ETA on KSI (Standardized)

	-----	KP	-----
K		0.88	
L		0.94	

Time used: 0.016 Seconds

Lampiran 9 Kuesioner Penelitian

General Informasi

Nomor Respponden :
 No.Hp :
 Usia :
 Jenis kelamin :
 Apakah sudah pernah berobat ke klinik ArthaGraha :
 Sudah berapa kali anda berobat :
 Kapan terakhir kali berobat :
 Apakah alasan anda berkunjung ke klinik Artha Graha :

Petunjuk pengisian

Berikut adalah beberapa pertanyaan tentang kualitas pelayanan kesehatan, kepuasan pasien dan loyalitas pasien terhadap klinik Artha Graha .Setiap pertanyaan akan menunjukkan sejauh mana saudara/saudari setuju dan tidak setuju dengan setiap pertanyaan lalu memberikan tanda silang (X) pada kolom yang sesuai dengan menggunakan skala berikut :

1	2	3	4	5
STS	TS	N	S	SS

Keterangan

STS : Sangat tidak setuju
 TS : Tidak setuju
 N : Netral
 S : Setuju
 SS : Sangat setuju

Lampiran 10

Kuisisioner Penelitian (lanjutan)

Kuisisioner Kualitas Pelayanan Kesehatan

No	<i>Reliability</i> (kehandalan)	Penilaian				
		STS	TS	N	S	SS
1	Jadwal Praktek sesuai waktu yang ditetapkan (SQ1)					
2	Klinik AGP mendengar keluhan dengan sungguh-sungguh (SQ2)					
3	Klinik AGP dapat diandalkan (SQ3)					
4	Klinik AGP memberikan pelayanan sesuai dengan waktu yang ditetapkan (SQ4)					
5	Klinik AGP mengetahui riwayat pengobatan saya dengan baik (SQ5)					

No	<i>Responsiveness</i> (ketanggapan)	Penilaian				
		STS	TS	N	S	SS
6	Klinik AGP tidak dapat memberikan informasi tentang jadwal pelayanan (SQ6)*					
7	dokter tidak dapat memberikan pelayanan kepada pasien (SQ7)*					
8	Dokter tidak selalu bersedia membantu, saat pasien bingung (SQ8)*					
9	Dokter terlalu sibuk mendengar keluhan saya (SQ9)*					

No	<i>Assurance</i> (jaminan)	Penilaian				
		STS	TS	N	S	SS
10	Anda dapat mempercayai Dokter di Klinik AGP (SQ10)					
11	Saya merasa aman berobat dengan dokter di klinik AGP (SQ11)					
12	Dokter selalu bersikap sopan (SQ12)					
13	Dokter mendapatkan dukungan yang cukup dari Klinik AGP untuk melakukan pemeriksaan pasien (SQ13)					

No	<i>Emphaty</i> (empati)	Penilaian				
		STS	TS	N	S	SS
14	Klinik AGP tidak memberikan perhatian secara khusus kepada setiap pasien (SQ14)*					
15	Dokter tidak peduli terhadap pasien (SQ15)*					
16	Dokter klinik AGP tidak memahami kebutuhan pasien (SQ16)					
17	Klinik AGP bukan merupakan pilihan utama anda (SQ17)*					
18	Klinik AGP tidak menyediakan pelayanan yang nyaman sesuai kebutuhan anda (SQ18)*					

Lampiran 10

Kuisisioner Penelitian (lanjutan)

No	Tangible (benda Berwujud)	Penilaian				
		STS	TS	N	S	SS
19	Klinik AGP memiliki peralatan medis yang modern untuk pemeriksaan (SQ19)					
20	Ruang periksa klinik AGP tampak bersih (SQ20)					
21	Dokter Klinik AGP berpenampilan bersih (SQ21)					
22	Tampilan ruang periksa sesuai standart Klinik (SQ22)					

Kuisisioner Kepuasan Pasien

No	Kepuasan pasien	Penilaian				
		STS	TS	N	S	SS
23	Saya senang dengan keputusan saya memilih klinik AGP sebagai klinik andalan saya (SQ23)					
24	Saya percaya bahwa saya melakukan telah melakukan hal yang benar ketika memilih klinik AGP sebagai klinik andalan saya (SQ24)					
25	Secara keseluruhan saya puas dengan dengan pelayanan di klinik AGP (SQ25)					

Kuisisioner Loyalitas Pasien

No	Loyalitas Pasien	Penilaian				
		STS	TS	N	S	SS
26	Saya akan terus berlangganan di klinik AGP(26)					
27	Saya yakin kualitas klinik AGP secara keseluruhan tidak akan menurun (SQ27)					
28	Saya yakin kualitas klinik AGP akan meningkat di masa mendatang (SQ28)					
29	Saya tidak akan pergi ke klinik lain, karena selama ini saya sangat puas dengan pelayanan di klinik AGP (SQ29)					
30	Saya tidak akan pindah ke Klinik lain, walaupun ada Klinik lain yang lebih dekat dengan tempat tinggal saya(SQ30)					
31	Saya tidak akan pindah, walaupun ada Klinik lain yang lebih murah(SQ31)					
32	Saya akan merekomendasikan Klinik AGP ini kepada temen- temen saya.(SQ32)					
33	Saya akan bercerita hal-hal baik tentang klinik AGP (SQ33)					
34	Saya senang apabila temen-temen saya berlangganan juga di klini langganan saya (SQ34)					