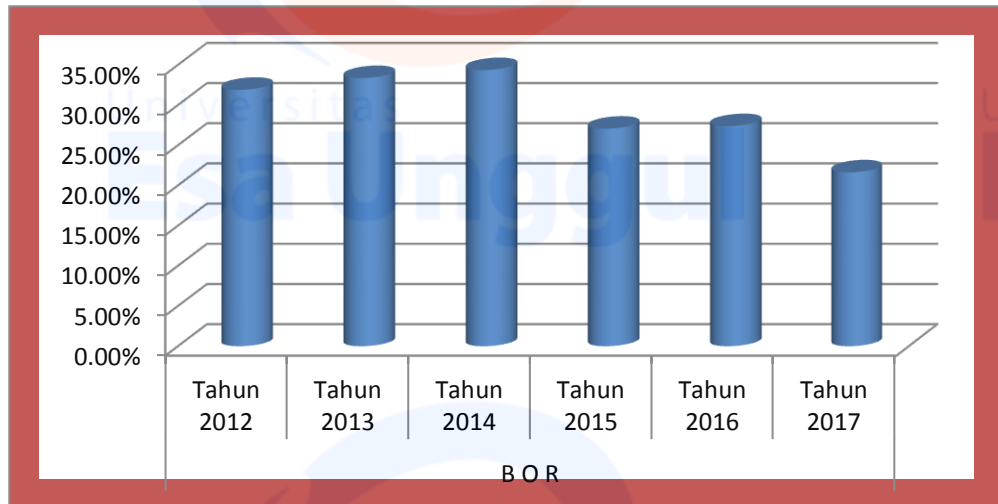


LAMPIRAN 1 Laporan BOR RS Siaga Raya

Laporan Pencapaian Kinerja RS Siaga Raya (BOR)



Lampiran 2 Penjelasan Persetujuan Penelitian (PSP)

PENJELASAN SEBELUM PERSETUJUAN PENELITIAN (PSP) UNTUK RESPONDEN

Peneliti akan melakukan penelitian mengenai:

Judul Penelitian :

Analisis Pengaruh Mutu rumah sakit Terhadap Tingkat Hunian Di Rawat Inap Dengan kualitas pelayanan Dan Keselamatan Pasien Sebagai Variabel Intervening Di Rs Siaga Raya Jakarta

Tujuan

Mengetahui hubungan Antara Mutu rumah sakit Terhadap Tingkat Hunian Di Rawat Inap Dengan kualitas pelayanan Dan Keselamatan Pasien di Rumah Sakit Siaga Raya Jakarta

Penjelasan Sebelum Persetujuan (PSP):

Sehubungan dengan hal tersebut, peneliti akan melakukan pengumpulan data kepada Pasien Rawat Inap Rumah Sakit Siaga Raya dengan menggunakan kuesioner. Data tersebut dibutuhkan untuk mendapatkan informasi tentang Analisis Pengaruh Mutu rumah sakit Terhadap Tingkat Hunian Di Rawat Inap Dengan Kualitas pelayanan Dan Keselamatan Pasien Sebagai Variabel Intervening Di Rs Siaga Raya Jakarta, tidak ada jawaban benar atau salah, oleh karena itu, diharapkan kesediaan subjek untuk memberikan jawaban yang paling sesuai dengan kondisi sebenarnya.

Penjelasan PSP dilakukan oleh peneliti, pada waktu yang telah disepakati antara peneliti dengan subjek. Subjek diberikan waktu yang cukup untuk dapat mengambil keputusan untuk kesediaannya terlibat dalam penelitian ini. Tempat memberikan penjelasan dilakukan di tempat penelitian. PSP ditandatangani oleh peneliti, subjek dan saksi yang berasal dari tempat penelitian dilaksanakan.

Perlakuan yang diterapkan pada subjek:

Subjek (pasien umum berbayar dengan usia diatas atau sama dengan 17 tahun) terlibat sebagai responden yang akan memberikan pernyataan atau jawaban pada kuesioner perihal Analisis Pengaruh Mutu rumah sakit Terhadap Tingkat Hunian Di Rawat Inap Dengan Kualitas pelayanan Dan Keselamatan Pasien Sebagai Variabel Intervening Di Rs Siaga Raya Jakarta. Kuesioner akan diserahkan dan diisi oleh responden pada waktu dan tempat berdasarkan kesepakatan antara responden dan peneliti. Waktu penyerahan dan pengisian kuesioner disesuaikan dengan waktu responden. Responden dalam memberikan jawaban atas pertanyaan dalam kuesioner membutuhkan waktu sekitar 10- 15 menit.

Manfaat

Manfaat Subjek yang terlibat dalam penelitian ini akan memperoleh pengetahuan tentang hal-hal yang berkaitan dengan Analisis Pengaruh Mutu rumah sakit Terhadap Tingkat Hunian Di Rawat Inap Dengan Kualitas pelayanan Dan Keselamatan Pasien Sebagai Variabel Intervening Di Rs Siaga Raya Jakarta, agar subjek memperoleh pengetahuan tersebut peneliti akan menyampaikan materi singkat terkait dengan Analisis Pengaruh Mutu rumah sakit Terhadap Tingkat Hunian Di Rawat Inap Dengan Kualitas pelayanan Dan Keselamatan Pasien Sebagai Variabel Intervening Di Rs Siaga Raya Jakarta. Pengetahuan tersebut akan didapat oleh subjek dalam bentuk penjelasan singkat terkait variabel – variabel yang diteliti.

Bahaya potensial

Pada penelitian ini tidak ada bahaya potensial secara fisik yang diakibatkan oleh keterlibatan subjek dalam penelitian. Pada penelitian ini responden akan menjawab atau mengisi kuesioner yang diajukan peneliti, sehingga ada waktu responden yang tersita dalam meluangkan waktunya untuk mengisi jawaban atau pernyataan penelitian tersebut.

Hak untuk undur diri

Keikutsertaan subjek dalam penelitian ini bersifat sukarela dan responden berhak untuk mengundurkan diri kapanpun, tanpa menimbulkan konsekuensi yang merugikan responden.

Adanya insentif untuk subjek

Walaupun keikutsertaan subjek bersifat sukarela, namun keikutsertaan responden dalam penelitian ini sangat penting dan sangat membantu keberhasilan penelitian. Peneliti sangat mengapresiasi keterlibatan subjek dalam penelitian.

Kerahasiaan data

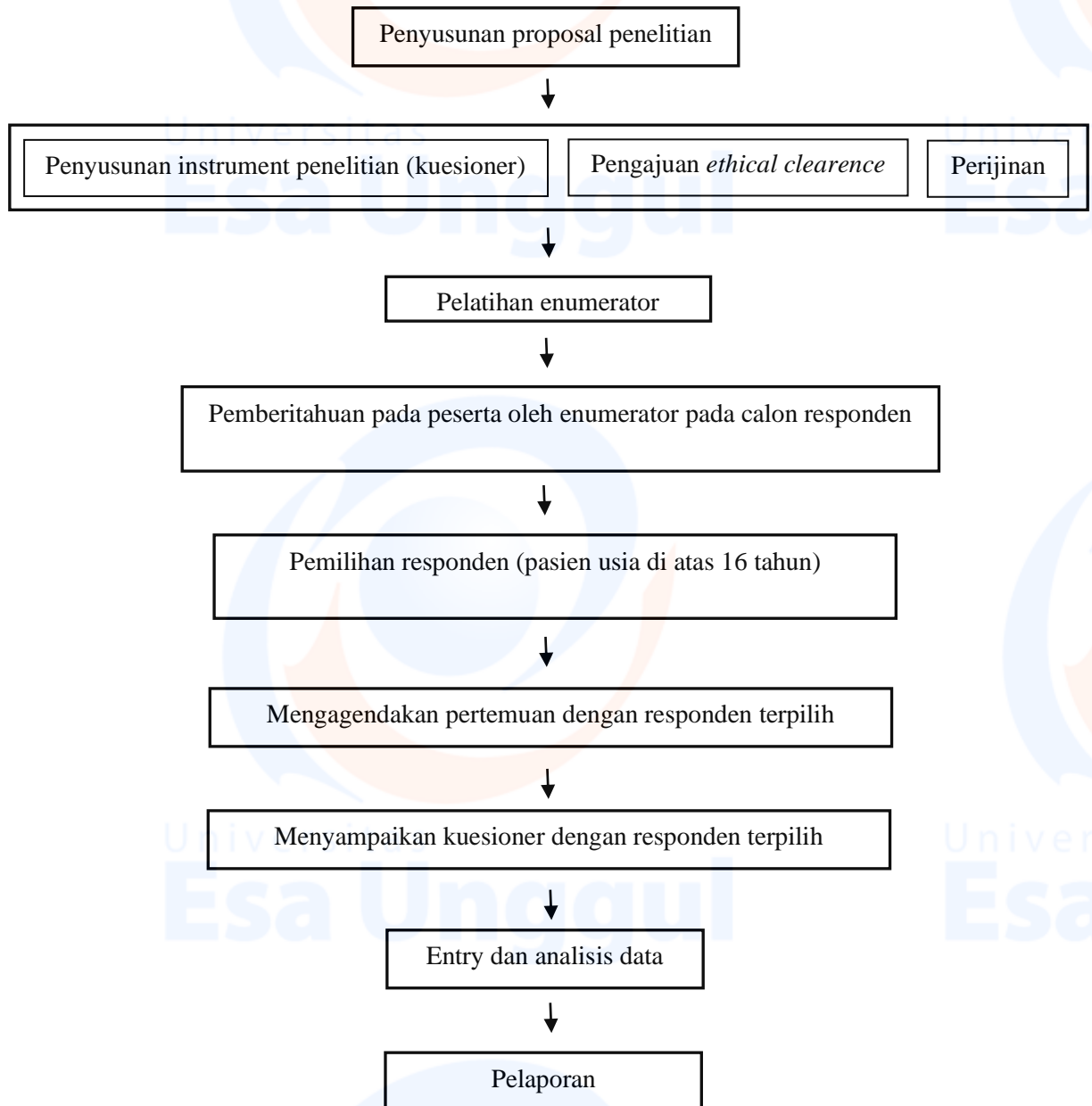
Data pribadi/identitas dan hasil jawaban subjek pada kuesioner akan dijamin kerahasiaannya dan hanya akan digunakan untuk kepentingan penelitian. Agar data tersebut terjaga kerahasiaannya, dilakukan diantaranya; (1) identifikasi subjek dalam bentuk anonym, (2) Dokumen atau berkas penelitian disimpan pada lokasi yang aman, dan (3) data dikomputer hanya dapat diakses oleh peneliti atau petugas lain setelah mendapat ijin peneliti. Data penelitian akan disimpan oleh peneliti minimal selama 2 (dua) tahun.

Jika ada pertanyaan tentang penelitian ini, Bapak/ibu dapat menghubungi peneliti dengan alamat Jl. Warung Jati Timur 2b RT 11 RW 04 No. 28 Kalibata-Pancoran.

Jakarta,..... 2018

Nama : Nurhayati
Telp : 0812 8596 2772

Prosedur penelitian



Lampiran 3 Informed Consent**INFORMED CONSENT****(PERNYATAAN PERSETUJUAN IKUT PENELITIAN)**

Yang bertanda tangan di bawah ini:

Nama : _____

Umur : _____

Jenis kelamin : _____

Pekerjaan : _____

Alamat : _____

Telah mendapat keterangan secara terinci dan jelas mengenai:

1. Penelitian yang berjudul "Analisis Pengaruh Mutu rumah sakit Terhadap Tingkat Hunian Di Rawat Inap Dengan Kualitas pelayanan Dan Keselamatan Pasien Sebagai Variabel Intervening Di Rs Siaga Raya Jakarta"
2. Perlakuan yang akan diterapkan pada subjek
3. Manfaat ikut sebagai subyek penelitian
4. Bahaya yang akan timbul
5. Prosedur penelitian

Mendapat kesempatan mengajukan pertanyaan mengenai segala sesuatu yang berhubungan dengan penelitian tersebut. Oleh karena itu saya bersedia/ tidak bersedia*) secara sukarela untuk menjadi subjek penelitian dengan penuh kesadaran serta tanpa paksaan.

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

Jakarta, 2018

Peneliti

Responden

Nurhayati
HP : 0812 8596 2772

(.....)
HP :

Saksi

(.....)
HP :

Lampiran 4 Kuesioner Penelitian**KUESIONER TENTANG ANALISIS PENGARUH MUTU RUMAH SAKIT
TERHADAP TINGKAT HUNIAN DI RAWAT INAP DENGAN KUALITAS
PELAYANAN DAN KESELAMATAN PASIEN SEBAGAI VARIABEL
INTERVENING DI RS SIAGA RAYA JAKARTA****DATA PRIBADI**

1. Jenis Kelamin : a. Laki-laki b. Perempuan
2. Status Anda Saat Ini : a. Menikah b. Belum Menikah
3. Pendidikan Terakhir : a. SD b. SLTP c. SLTA d. D3 e. S1
4. Pekerjaan : a. Pelajar/ Mahasiswa c. Pegawai Negeri
b. Karyawan Swasta d. Wiraswasta
5. Usia : a. 17 - 20 Tahun c. 31 - 40 Tahun
b. 21 - 30 Tahun d. >40 Tahun

**ANALISIS PENGARUH MUTU RUMAH SAKIT TERHADAP TINGKAT
HUNIAN DI RAWAT INAP DENGAN KUALITAS PELAYANAN DAN
KESELAMATAN PASIEN SEBAGAI VARIABEL INTERVENING DI RS
SIAGA RAYA JAKARTA**

Jawablah pertanyaan dibawah ini yang sesuai dengan kualitas pelayanan dan kepuasan anda atas pelayanan Rumah Sakit Siaga Raya, dengan memberi tanda silang (X) pada pilihan yang sesuai dengan pendapat pasien. Jika terjadi kesalahan pemilihan maka cukup melingkari (O) tanda silang sebelumnya dan memberi tanda silang (X) pada pilihan yang benar.

Menurut Bapak / Ibu / Sdr/i seberapa jauh indikator-indikator dibawah ini telah dilaksanakan :

Keterangan : SS : Sangat Setuju
S : Setuju
AS & TS : Antara Setuju dan Tidak Setuju
TS : Tidak Setuju
STS : Sangat Tidak Setuju

| No. | Dimensi | Indikator | Kinerja | | | | |
|--|---------|---|---------|---|-------|----|-----|
| | | | SS | S | AS&TS | TS | STS |
| Kualitas Pelayanan Rumah Sakit Siaga Raya | | | | | | | |
| 1. | Efektif | 1. Rumah Sakit Siaga Raya memiliki peralatan dan teknologi yang terbaru (mutakhir) 2. Materi-materi berkaitan dengan layanan Rumah Sakit Siaga Raya (seperti pamphlet atau pernyataan) menarik secara visual | | | | | |
| 2. | Efisien | 3. Tarif jasa pelayanan kesehatan Rumah Sakit Siaga Raya sudah sesuai dengan kualitas pelayanan yang diberikan pihak Rumah Sakit kepada pasien. | | | | | |
| 3. | Diakses | 4. Rumah Sakit Siaga Raya memberikan layanannya secara | | | | | |

| No. | Dimensi | Indikator | Kinerja | | | | |
|--|------------------------------------|--|---------|---|-------|----|-----|
| | | | SS | S | AS&TS | TS | STS |
| | | tepat sejak awal 5. Rumah Sakit Siaga Raya menyediakan layanannya sesuai dengan waktu yang dijanjikan. | | | | | |
| 4. | Diterima/ berpusat pada pasien. | 6. Saya merasa dihargai dan dihormati selama menjalani perawatan di Rumah Sakit Siaga Raya | | | | | |
| 5. | Adil | 7. Rumah Sakit Siaga Raya memberikan pelayanan yang sama kepada semua pasien. | | | | | |
| 6. | Aman | 8. Rumah Sakit Siaga Raya sudah menerapkan budaya keselamatan pasien. | | | | | |
| KUALITAS PELAYANAN RUMAH SAKIT SIAGA RAYA | | | | | | | |
| 7. | <i>Tangible</i> | 9. Kebersihan, kerapian dan keindahan ruang rawat inap di Rumah Sakit Siaga Raya sudah baik 10. Fasilitas Fisik di Rumah Sakit Siaga Raya Menarik secara visual. 11. Penampilan perawat dan dokter Rumah Sakit Siaga Raya bersih dan rapi | | | | | |
| 8. | <i>Emphaty</i> | 12. Rumah Sakit Siaga Raya memiliki karyawan yang memberikan perhatian personal kepada pasien. 13. Rumah Sakit Siaga Raya selalu mengutamakan kepentingan pasien. 14. Karyawan Rumah Sakit Siaga Raya memahami kebutuhan spesifik pasiennya. | | | | | |
| 9. | <i>Reliability</i> | 15. Bila pasien memiliki masalah Rumah Sakit Siaga Raya akan bersungguh-sungguh membantu memecahkannya. | | | | | |

| No. | Dimensi | Indikator | Kinerja | | | | |
|--|----------------------------------|---|---------|---|-------|----|-----|
| | | | SS | S | AS&TS | TS | STS |
| | | 16. Rumah Sakit Siaga Raya memberikan layanannya secara tepat sejak awal 17. Rumah Sakit Siaga Raya selalu mengupayakan catatan (<i>record</i>) bebas dari kesalahan. | | | | | |
| 10. | <i>Assurance</i> | 18. Perilaku para karyawan Rumah Sakit Siaga Raya mampu membuat para pasien | | | | | |
| | | mempercayai mereka. 19. Karyawan Rumah Sakit Siaga Raya secara konsisten bersikap sopan terhadap para pasien. 20. Karyawan Rumah Sakit Siaga Raya memiliki pengetahuan memadai untuk menjawab pertanyaan-pertanyaan pasien. | | | | | |
| 11. | <i>Responsiveness</i> (X5) | 21. Karyawan Rumah Sakit Siaga Raya memberitahu pasiennya pastinya kapan jasa akan disampaikan. 22. Karyawan Rumah Sakit Siaga Raya memberikan layanan yang cepat kepada para pasien. 23. Karyawan Rumah Sakit Siaga Raya tidak akan pernah terlalu sibuk untuk merespons permintaan pasien. | | | | | |
| KESELAMATAN PASIEN RUMAH SAKIT SIAGA RAYA | | | | | | | |
| 12. | Sasaran Keselamatan Pasien (SKP) | 24. Pasien diidentifikasi menggunakan dua identitas pasien (nama pasien sesuai tanda pengenal dan tanggal lahir pasien) 25. Setiap pasien yang diobservasi memakai gelang identitas (biru untuk laki-laki, Merah Muda untuk Wanita) 26. Pasien diidentifikasi pada saat pemberian obat. 27. Pasien diidentifikasi saat | | | | | |

| No. | Dimensi | Indikator | Kinerja | | | | |
|---------------------------------|-------------------------------|---|---------|---|-------|----|-----|
| | | | SS | S | AS&TS | TS | STS |
| | | melakukan prosedur tindakan | | | | | |
| Bed Occupancy Rate (BOR) | | | | | | | |
| 13. | Tingkat hunian rawat inap(BOR | <p>28. Didalam ruang perawatan anda ada berapa jumlah bed yang kosong</p> <p>29. Berpa hari anda di rawat di RS Siaga Raya</p> <p>30. Sebelumnya apakah pernah dirawat di RS Siaga Raya</p> | | | | | |

Lampiran 5 Data Keseluruhan kuesioner setelah proses inverse

| No | Jk | S T A T U S | P N D D K N | P K R J A A N | U S I A | MUTU RUMAH SAKIT | | | | | | | | KUALITAS PELAYANAN | | | | | | | | | | | | | | | PASIEEN SAFETY | | | | BOR | | |
|----|----|----------------------------|----------------------------|---------------------------------|------------------|------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|------------------|------------------|------------------|-------------|-------------|-------------|
| | | | | | | M T 1 | M T 2 | M T 3 | M T 4 | M T 5 | M T 6 | M T 7 | M T 8 | K P 1 | K P 2 | K P 3 | K P 4 | K P 5 | K P 6 | K P 7 | K P 8 | K P 9 | K P 10 | K P 11 | K P 12 | K P 13 | K P 14 | K P 15 | K S P 1 | K S P 2 | K S P 3 | K S P 4 | B R 1 | B R 2 | B R 3 |
| 1 | 2 | 1 | 4 | 2 | 4 | 3 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | | |
| 2 | 2 | 1 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 3 | 1 | 1 | 4 | 2 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | | |
| 4 | 2 | 1 | 5 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | | |
| 5 | 2 | 1 | 5 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | | |
| 6 | 2 | 1 | 4 | 2 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | | |
| 7 | 2 | 1 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | | |
| 8 | 1 | 1 | 5 | 2 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 9 | 2 | 1 | 4 | 2 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | |
| 10 | 2 | 1 | 5 | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 2 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 11 | 2 | 1 | 3 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | | |
| 12 | 2 | 1 | 5 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | | |
| 13 | 2 | 1 | 5 | 2 | 3 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | | |
| 14 | 2 | 1 | 5 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |

| No | Jk | S T A T U S | P N D D K N | P K R J A A N | U S I A | MUTU RUMAH SAKIT | | | | | | | | KUALITAS PELAYANAN | | | | | | | | | | | | | | | PASIEN SAFETY | | | | BOR | | |
|----|----|----------------------------|----------------------------|---------------------------------|------------------|------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|------------------|------------------|------------------|-------------|-------------|-------------|
| | | | | | | M T 1 | M T 2 | M T 3 | M T 4 | M T 5 | M T 6 | M T 7 | M T 8 | K P 1 | K P 2 | K P 3 | K P 4 | K P 5 | K P 6 | K P 7 | K P 8 | K P 9 | K P 10 | K P 11 | K P 12 | K P 13 | K P 14 | K P 15 | K S P 1 | K S P 2 | K S P 3 | K S P 4 | B R 1 | B R 2 | B R 3 |
| 15 | 2 | 1 | 4 | 2 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 |
| 16 | 2 | 1 | 4 | 2 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 |
| 17 | 1 | 2 | 5 | 4 | 2 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 3 | 2 | 5 | 5 | 5 | 5 | 2 | 3 | 3 | 5 | 3 | 3 | 3 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 3 | 3 |
| 18 | 2 | 1 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 |
| 19 | 2 | 2 | 5 | 2 | 4 | 3 | 5 | 4 | 5 | 3 | 5 | 5 | 5 | 4 | 2 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 |
| 20 | 2 | 2 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| 21 | 2 | 1 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| 22 | 1 | 1 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 23 | 1 | 1 | 3 | 2 | 2 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 3 | 3 | 5 | 5 | 5 |
| 24 | 2 | 2 | 5 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 25 | 2 | 1 | 4 | 2 | 2 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 3 | |
| 26 | 2 | 1 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 27 | 1 | 1 | 3 | 2 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 28 | 2 | 2 | 5 | 2 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 29 | 2 | 1 | 5 | 2 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 30 | 1 | 1 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 31 | 1 | 1 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 32 | 2 | 2 | 5 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |

| No | Jk | S T A T U S | P N D D K N | P K R J A A N | U S I A | MUTU RUMAH SAKIT | | | | | | | | KUALITAS PELAYANAN | | | | | | | | | | | | | | | PASIEN SAFETY | | | | BOR | | |
|----|----|----------------------------|----------------------------|---------------------------------|------------------|------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|------------------|------------------|------------------|-------------|-------------|-------------|
| | | | | | | M T 1 | M T 2 | M T 3 | M T 4 | M T 5 | M T 6 | M T 7 | M T 8 | K P 1 | K P 2 | K P 3 | K P 4 | K P 5 | K P 6 | K P 7 | K P 8 | K P 9 | K P 10 | K P 11 | K P 12 | K P 13 | K P 14 | K P 15 | K S P 1 | K S P 2 | K S P 3 | K S P 4 | B R 1 | B R 2 | B R 3 |
| 33 | 2 | 1 | 3 | 2 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | |
| 34 | 2 | 1 | 5 | 2 | 4 | 3 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 35 | 2 | 1 | 3 | 2 | 2 | 2 | 2 | 4 | 3 | 4 | 2 | 2 | 2 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 36 | 1 | 1 | 5 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 5 | 5 | 5 | 4 | 3 | 3 | 3 | |
| 37 | 1 | 1 | 5 | 2 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| 38 | 2 | 1 | 3 | 2 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 39 | 2 | 1 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 40 | 2 | 1 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 |
| 41 | 2 | 1 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 42 | 2 | 2 | 4 | 2 | 2 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 43 | 2 | 1 | 5 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 44 | 2 | 1 | 5 | 2 | 3 | 3 | 2 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 2 | 4 | 4 | 4 | 2 | 4 | 4 | 2 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 |
| 45 | 1 | 2 | 3 | 2 | 2 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 |
| 46 | 1 | 2 | 3 | 2 | 2 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 |
| 47 | 2 | 1 | 4 | 2 | 2 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 |
| 48 | 2 | 1 | 4 | 2 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 |
| 49 | 2 | 1 | 4 | 2 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 |
| 50 | 2 | 1 | 4 | 2 | 2 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 4 | 4 |
| 51 | 2 | 1 | 4 | 2 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 |
| 52 | 2 | 1 | 3 | 2 | 2 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 |

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| | | | | | | M T 1 | M T 2 | M T 3 | M T 4 | M T 5 | M T 6 | M T 7 | M T 8 | K P 1 | K P 2 | K P 3 | K P 4 | K P 5 | K P 6 | K P 7 | K P 8 | K P 9 | K P 10 | K P 11 | K P 12 | K P 13 | K P 14 | K P 15 | K S P 1 | K S P 2 | K S P 3 | K S P 4 | B R 1 | B R 2 | B R 3 | | | | | | | | | | | | | | | | | | |
| 53 | 2 | 1 | 2 | 2 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | | | | | | | | | |
| 54 | 2 | 1 | 4 | 2 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 5 | 3 | 5 | 5 | 3 | 3 | 5 | 4 | 3 | 3 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | | | | | | |
| 55 | 2 | 1 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 2 | 4 | 4 | 4 | 2 | 4 | 4 | 2 | 3 | 3 | 4 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | | | | | | | |
| 56 | 1 | 1 | 4 | 2 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | | | | |
| 57 | 1 | 1 | 3 | 2 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | | |
| 58 | 1 | 1 | 3 | 2 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | | | |
| 59 | 2 | 1 | 4 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | | | |
| 60 | 2 | 1 | 4 | 2 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 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 | 5 | 5 | 5 | | | |
| 61 | 1 | 1 | 3 | 2 | 2 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 62 | 1 | 2 | 5 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 63 | 2 | 1 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 64 | 2 | 2 | 4 | 2 | 2 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | |
| 65 | 2 | 2 | 5 | 2 | 2 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 3 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 66 | 2 | 1 | 3 | 2 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 2 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | |
| 67 | 1 | 2 | 3 | 2 | 2 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 68 | 1 | 1 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 69 | 2 | 1 | 3 | 2 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | |
| 70 | 2 | 1 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 71 | 2 | 1 | 4 | 2 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 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 | |
| 72 | 2 | 1 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |

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| | | | | | | M T 1 | M T 2 | M T 3 | M T 4 | M T 5 | M T 6 | M T 7 | M T 8 | K P 1 | K P 2 | K P 3 | K P 4 | K P 5 | K P 6 | K P 7 | K P 8 | K P 9 | K P 10 | K P 11 | K P 12 | K P 13 | K P 14 | K P 15 | K S P 1 | K S P 2 | K S P 3 | K S P 4 | B R 1 | B R 2 | B R 3 | | |
| 113 | 1 | 1 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | | |
| 114 | 2 | 1 | 3 | 2 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | |
| 115 | 1 | 1 | 3 | 2 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 116 | 2 | 1 | 3 | 2 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 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 |
| 117 | 2 | 1 | 5 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 118 | 2 | 2 | 2 | 1 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| 119 | 1 | 1 | 5 | 2 | 4 | 4 | 3 | 3 | 5 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | |
| 120 | 2 | 1 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 5 | |
| 121 | 2 | 1 | 5 | 2 | 2 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | |
| 122 | 2 | 1 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 123 | 1 | 1 | 3 | 2 | 2 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 124 | 1 | 1 | 3 | 2 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 125 | 2 | 1 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 126 | 2 | 1 | 3 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 2 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | |
| 127 | 1 | 1 | 3 | 2 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | |
| 128 | 1 | 1 | 3 | 2 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | |
| 129 | 1 | 1 | 3 | 2 | 3 | 5 | 3 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | |
| 130 | 1 | 1 | 3 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 131 | 2 | 1 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | |
| 132 | 1 | 1 | 3 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | |

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| | | | | | | M T 1 | M T 2 | M T 3 | M T 4 | M T 5 | M T 6 | M T 7 | M T 8 | K P 1 | K P 2 | K P 3 | K P 4 | K P 5 | K P 6 | K P 7 | K P 8 | K P 9 | K P 10 | K P 11 | K P 12 | K P 13 | K P 14 | K P 15 | K S P 1 | K S P 2 | K S P 3 | K S P 4 | B R 1 | B R 2 | B R 3 | | | | | | | |
| 153 | 1 | 1 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | | |
| 154 | 1 | 2 | 4 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 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 | 5 | 5 | 5 | 5 | 5 |
| 155 | 1 | 1 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 156 | 1 | 1 | 3 | 2 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 157 | 2 | 1 | 5 | 2 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | | |
| 158 | 2 | 1 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 159 | 2 | 2 | 4 | 2 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | |
| 160 | 2 | 1 | 5 | 4 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 5 | 4 | 4 | 5 | 5 | 4 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | | |
| 161 | 1 | 1 | 3 | 2 | 4 | 2 | 2 | 4 | 4 | 4 | 2 | 2 | 2 | 3 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 162 | 2 | 1 | 5 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 5 | 5 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | | |
| 163 | 2 | 2 | 3 | 2 | 3 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | | |
| 164 | 1 | 1 | 4 | 2 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 165 | 1 | 1 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | | |
| 166 | 2 | 1 | 5 | 2 | 3 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 167 | 1 | 1 | 5 | 2 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| 168 | 1 | 1 | 5 | 2 | 3 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | |
| 169 | 1 | 1 | 5 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | | |
| 170 | 2 | 2 | 5 | 2 | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | | |
| 171 | 2 | 1 | 3 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | | |
| 172 | 1 | 1 | 5 | 2 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | |

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| | | | | | | M T 1 | M T 2 | M T 3 | M T 4 | M T 5 | M T 6 | M T 7 | M T 8 | K P 1 | K P 2 | K P 3 | K P 4 | K P 5 | K P 6 | K P 7 | K P 8 | K P 9 | K P 10 | K P 11 | K P 12 | K P 13 | K P 14 | K P 15 | K S P 1 | K S P 2 | K S P 3 | K S P 4 | B R 1 | B R 2 | B R 3 | | | |
| 173 | 1 | 2 | 4 | 2 | 2 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 |
| 174 | 1 | 1 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 2 | 4 | 2 | 5 | 5 | 5 | 5 | 4 | 4 | 2 | | | |
| 175 | 1 | 1 | 3 | 2 | 4 | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | | |
| 176 | 2 | 1 | 5 | 2 | 3 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | |
| 177 | 2 | 1 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 178 | 2 | 1 | 5 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | |
| 179 | 1 | 1 | 3 | 2 | 2 | 2 | 5 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 3 | 4 | 4 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | |
| 180 | 1 | 1 | 3 | 2 | 2 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | |
| 181 | 2 | 1 | 3 | 4 | 2 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | |
| 182 | 2 | 1 | 3 | 2 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | | |
| 183 | 1 | 1 | 3 | 2 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 5 | |
| 184 | 1 | 1 | 3 | 2 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 4 | |
| 185 | 1 | 1 | 3 | 2 | 3 | 5 | 3 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 186 | 1 | 1 | 3 | 2 | 3 | 4 | 5 | 4 | 4 | 3 | 5 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 187 | 2 | 1 | 3 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 188 | 1 | 1 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 189 | 1 | 1 | 3 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | | |
| 190 | 1 | 1 | 3 | 2 | 3 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | | |
| 191 | 1 | 1 | 3 | 2 | 2 | 5 | 3 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | | |
| 192 | 1 | 2 | 4 | 1 | 1 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | | |

Lampiran 6 Validity dan Reliability tes pada pretes

Hasil Uji Validitas dan Reliabilitas *Pretest*

| Variabel | Indikator | Validitas | | | Reliabilitas | |
|--------------------|-----------|-----------|---------|-------|------------------|----------|
| | | r-hitung | r-tabel | Ket | Cronbach's Alpha | Ket |
| Mutu rumah sakit | MT 1 | 0,597 | 0,361 | Valid | 0,763 | Reliable |
| | MT 2 | 0,693 | 0,361 | Valid | | |
| | MT 3 | 0,531 | 0,361 | Valid | | |
| | MT 4 | 0,604 | 0,361 | Valid | | |
| | MT 5 | 0,549 | 0,361 | Valid | | |
| | MT 6 | 0,611 | 0,361 | Valid | | |
| | MT 7 | 0,672 | 0,361 | Valid | | |
| | MT 8 | 0,728 | 0,361 | Valid | | |
| Kualitas pelayanan | KP 1 | 0,592 | 0,361 | Valid | 0,862 | Reliable |
| | KP 2 | 0,629 | 0,361 | Valid | | |
| | KP 3 | 0,374 | 0,361 | Valid | | |
| | KP 4 | 0,472 | 0,361 | Valid | | |
| | KP 5 | 0,732 | 0,361 | Valid | | |
| | KP 6 | 0,660 | 0,361 | Valid | | |
| | KP 7 | 0,778 | 0,361 | Valid | | |
| | KP 8 | 0,780 | 0,361 | Valid | | |
| | KP 9 | 0,769 | 0,361 | Valid | | |
| | KP 10 | 0,389 | 0,361 | Valid | | |
| | KP 11 | 0,526 | 0,361 | Valid | | |

| Variabel | Indikator | Validitas | | | Reliabilitas | |
|----------------------------|-----------|-----------|---------|-------|------------------|----------|
| | | r-hitung | r-tabel | Ket | Cronbach's Alpha | Ket |
| | KP 12 | 0,431 | 0,361 | Valid | | |
| | KP 13 | 0,572 | 0,361 | Valid | | |
| | KP 14 | 0,571 | 0,361 | Valid | | |
| | KP 15 | 0,508 | 0,361 | Valid | | |
| Sasaran Keselamatan Pasien | KSP 1 | 0,908 | 0,361 | Valid | 0,926 | Reliable |
| | KSP 2 | 0,800 | 0,361 | Valid | | |
| | KSP 3 | 0,965 | 0,361 | Valid | | |
| | KSP 4 | 0,938 | 0,361 | Valid | | |
| BOR | BR 1 | 0,819 | 0,361 | Valid | 0,693 | Reliable |
| | BR 2 | 0,844 | 0,361 | Valid | | |
| | BR 3 | 0,703 | 0,361 | Valid | | |

Lampiran 7 Frekuensi Demografi

FREQUENCIES VARIABLES=JK STATUS PNDDKN PKRJAAN USIA
 /PIECHART FREQ
 /ORDER=ANALYSIS.

Frequencies

| | | Notes |
|------------------------|--------------------------------|--|
| Output Created | | 12-SEP-2018 12:39:05 |
| Comments | | |
| Input | Data | D:\Tesis\DATA SPSS\KUESIONER 2018 - NURHAYATI.sav |
| | Active Dataset | DataSet1 |
| | Filter | <none> |
| | Weight | <none> |
| | Split File | <none> |
| | N of Rows in Working Data File | 200 |
| 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=JK STATUS PNDDKN PKRJAAN USIA /PIECHART FREQ /ORDER=ANALYSIS. |
| Resources | Processor Time | 00:00:04,19 |
| | Elapsed Time | 00:00:04,05 |

Statistics

| | | Jenis Kelamin | Status Pernikahan | Pendidikan Terakhir | Pekerjaan | Usia |
|---|---------|---------------|-------------------|---------------------|-----------|------|
| N | Valid | 200 | 200 | 200 | 200 | 200 |
| | Missing | 0 | 0 | 0 | 0 | 0 |

Frequency Table**Jenis Kelamin**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Laki-Laki | 84 | 42,0 | 42,0 | 42,0 |
| | Perempuan | 116 | 58,0 | 58,0 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

Status Pernikahan

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------------|-----------|---------|---------------|--------------------|
| Valid | Menikah | 169 | 84,5 | 84,5 | 84,5 |
| | Belum Menikah | 31 | 15,5 | 15,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

Pendidikan Terakhir

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | SLTP | 3 | 1,5 | 1,5 | 1,5 |
| | SLTA | 89 | 44,5 | 44,5 | 46,0 |
| | D3 | 47 | 23,5 | 23,5 | 69,5 |
| | S1 | 61 | 30,5 | 30,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

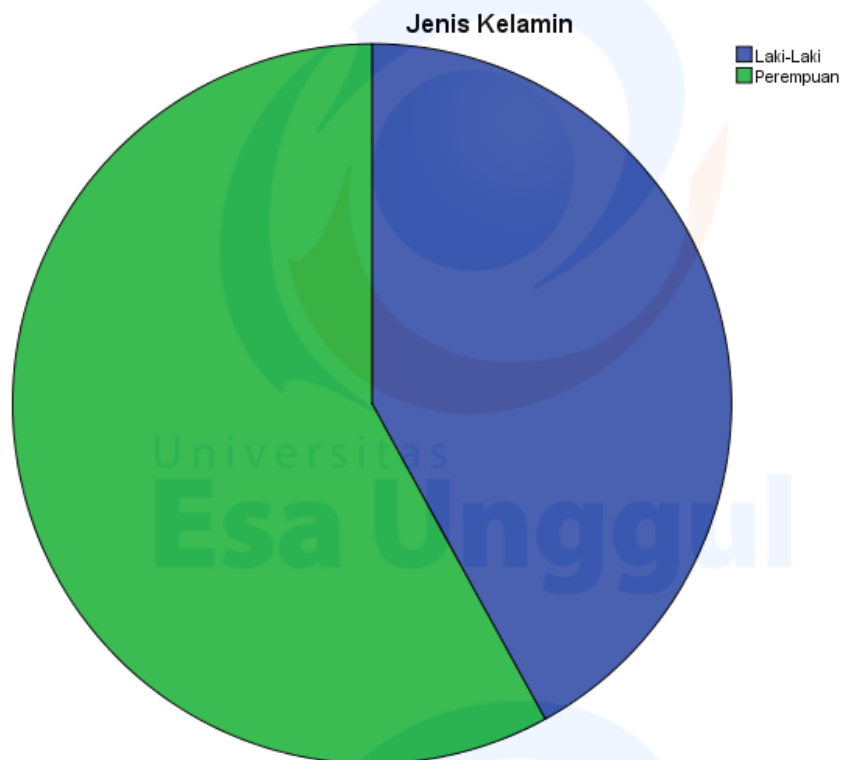
Pekerjaan

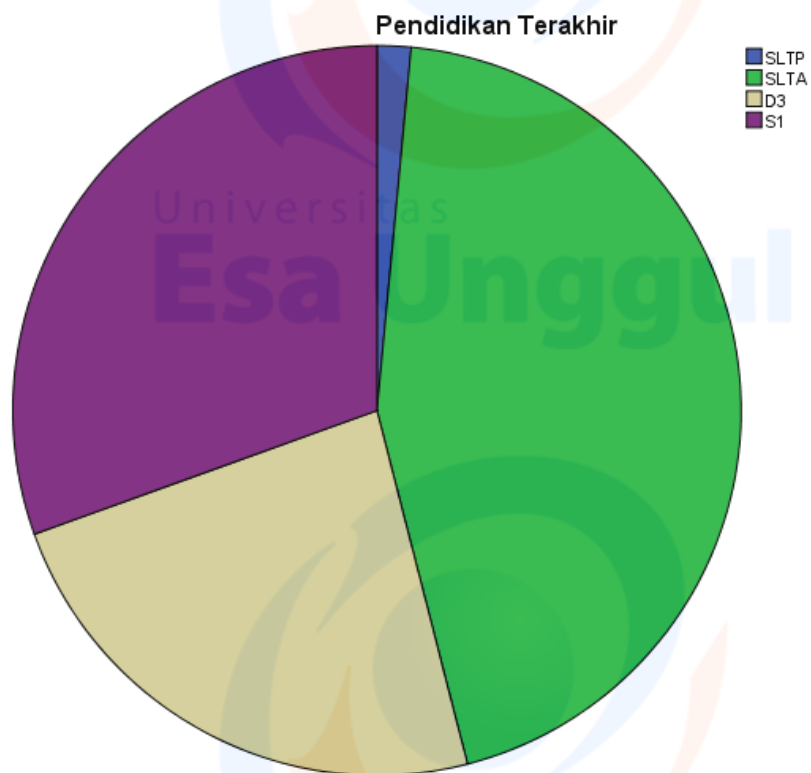
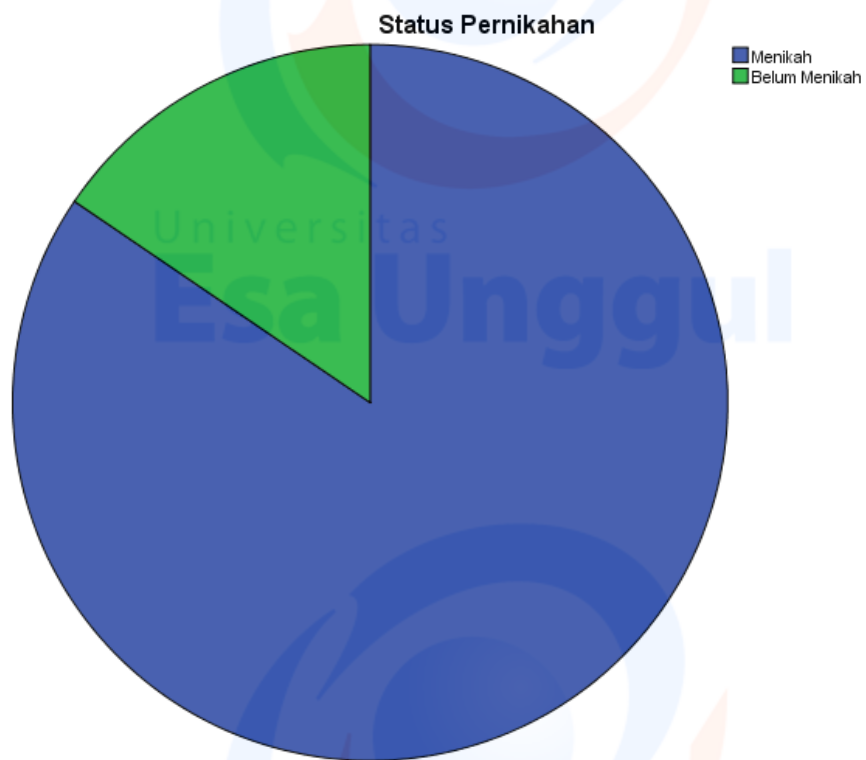
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Pelajar/Mahasiswa | 4 | 2,0 | 2,0 | 2,0 |
| | Karyawan Swasta | 173 | 86,5 | 86,5 | 88,5 |
| | Wiraswasta | 23 | 11,5 | 11,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

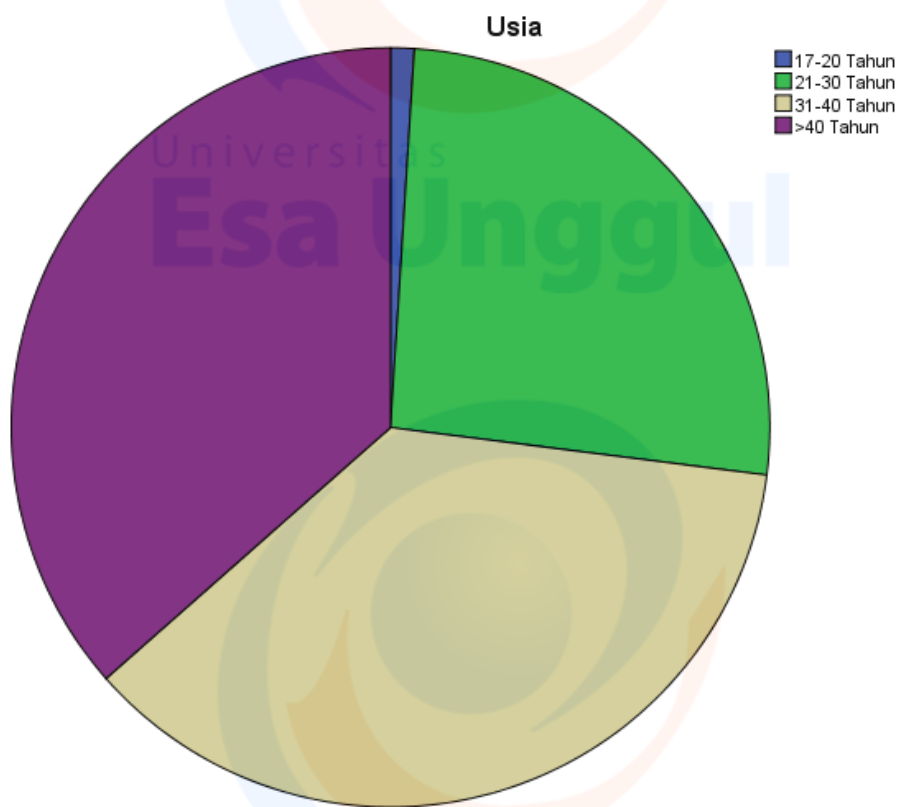
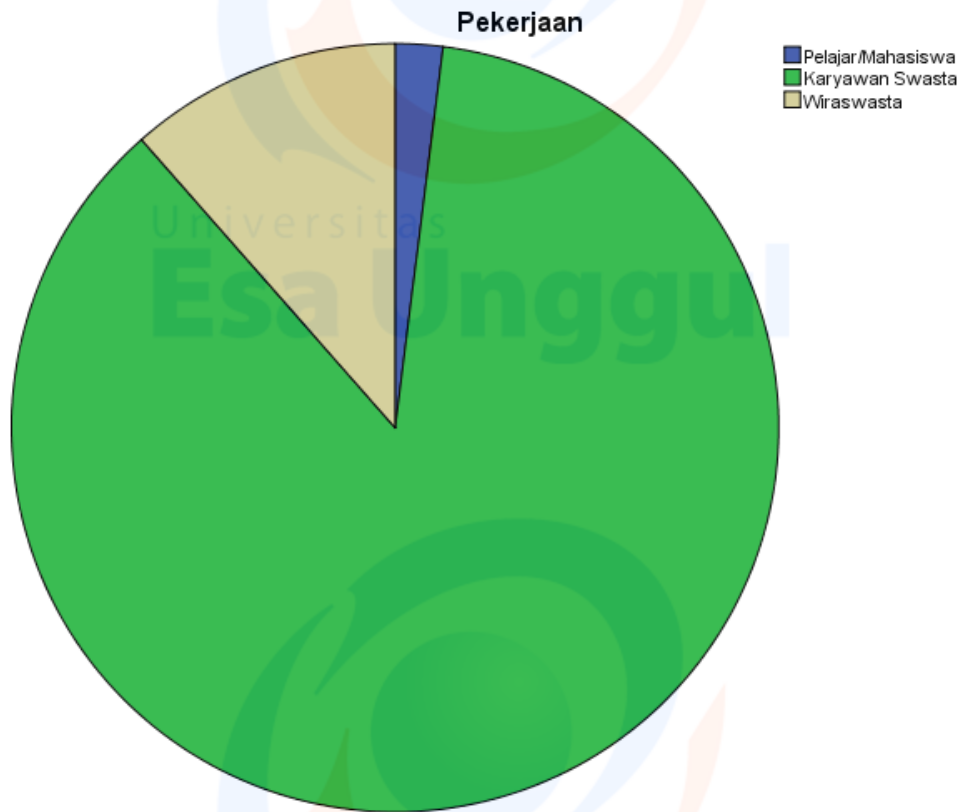
Usia

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------|-----------|---------|---------------|--------------------|
| Valid | 17-20 Tahun | 2 | 1,0 | 1,0 | 1,0 |
| | 21-30 Tahun | 52 | 26,0 | 26,0 | 27,0 |
| | 31-40 Tahun | 73 | 36,5 | 36,5 | 63,5 |
| | >40 Tahun | 73 | 36,5 | 36,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

Pie Chart



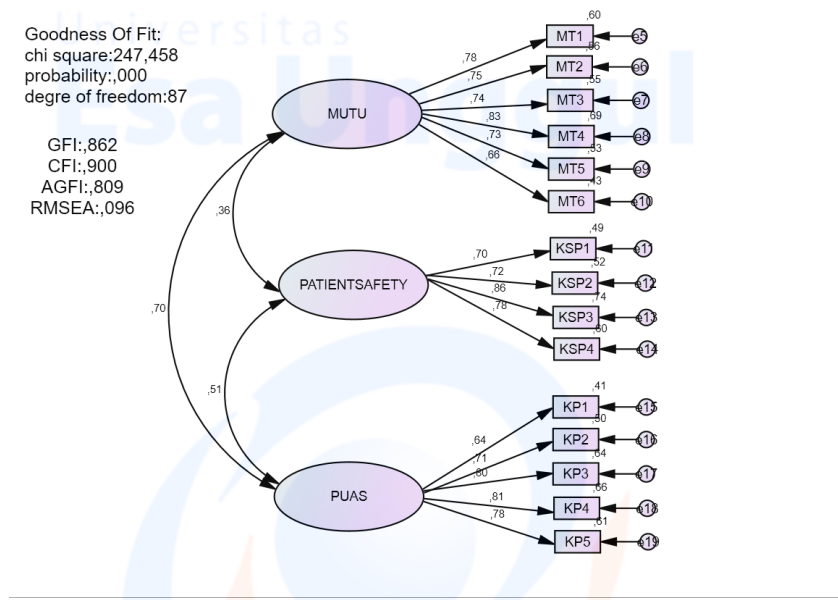




Lampiran 8 Confirmatory Factor Analysis

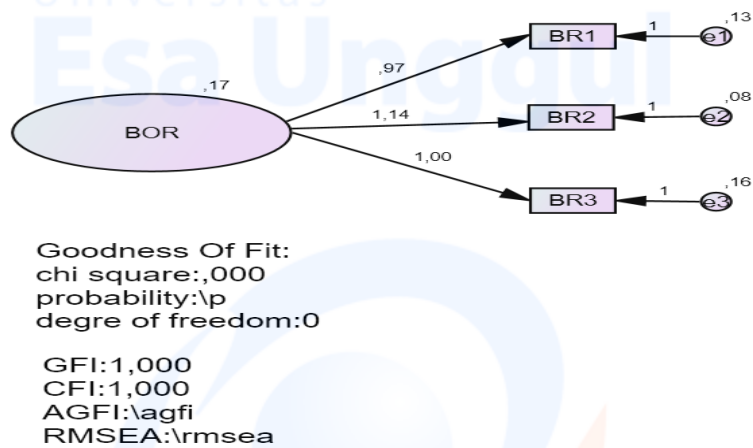
Hasil CFA 1 Sebelum di Eliminasi Varibel Eksogen

Hasil SPSS Amos V23



Gambar Hasil *Path Analysis CFA*

Hasil CFA 2 Varibel Endogen



Lampiran 9 Hasil Model *Goodness of Fit*

Hasil Uji Kecocokan Model(GOF) 1

| Ukuran Goodness of Fit | Kriteria Kecocokan | Nilai Estimasi | Keterangan |
|------------------------|--------------------|----------------|--------------|
| Statistic Chi-Square | Nilai yang Kecil | 416,09 | Poor Fit |
| P-value | $P > 0,05$ | 0,00 | Poor Fit |
| RMSEA | $RMSEA \leq 0,08$ | 0,11 | Poor Fit |
| NFI | $NFI \geq 0,90$ | 0,82 | Marginal Fit |
| CFI | $CFI \geq 0,90$ | 0,87 | Marginal Fit |
| IFI | $IFI \geq 0,90$ | 0,87 | Marginal Fit |
| RFI | $RFI \geq 0,90$ | 0,79 | Marginal Fit |
| GFI | $GFI \geq 0,90$ | 0,81 | Marginal Fit |
| CMIN/DF | ≤ 2.00 | 3,23 | Poor Fit |
| AGFI | $AGFI \geq 0,90$ | 0,75 | Poor Fit |

Sumber: output pengolahan SEM V.23

Hasil Uji Kecocokan Model (GOF) 2

| Ukuran Goodness of Fit | Kriteria Kecocokan | Nilai Estimasi | Keterangan |
|------------------------|--------------------|----------------|--------------|
| Statistic Chi-Square | Nilai yang Kecil | 295,37 | Poor Fit |
| P-value | $P > 0,05$ | 0,00 | Poor Fit |
| RMSEA | $RMSEA \leq 0,08$ | 0,08 | Good Fit |
| NFI | $NFI \geq 0,90$ | 0,87 | Marginal Fit |
| CFI | $CFI \geq 0,90$ | 0,92 | Good Fit |
| IFI | $IFI \geq 0,90$ | 0,92 | Good Fit |

| Ukuran Goodness of Fit | Kriteria Kecocokan | Nilai Estimasi | Keterangan |
|-------------------------------|---------------------------|-----------------------|-------------------|
| RFI | $RFI \geq 0,90$ | 0,84 | Marginal Fit |
| GFI | $GFI \geq 0,90$ | 0,86 | Marginal Fit |
| CMIN/DF | ≤ 2.00 | 2,42 | Good Fit |
| AGFI | $AGFI \geq 0,90$ | 0,80 | Marginal Fit |

Sumber: output AMOS V23

Lampiran 10 Hasil Uji Normalitas

Hasil Assessment of Normality

| Variable | Min | Max | Skew | c.r. | kurtosis | c.r. |
|--------------|------|------|-------|-------|----------|-------|
| KP1 | 2,00 | 5,00 | -,39 | -2,27 | 1,70 | 4,92 |
| KP2 | 3,00 | 5,00 | ,12 | ,71 | ,02 | ,05 |
| KP3 | 2,00 | 5,00 | -,33 | -1,90 | ,90 | 2,58 |
| KP4 | 2,00 | 5,00 | -,33 | -1,89 | 1,39 | 4,02 |
| KP5 | 2,00 | 5,00 | -,34 | -1,95 | 2,07 | 5,99 |
| BR3 | 2,00 | 5,00 | -,48 | -2,75 | 1,91 | 5,51 |
| BR2 | 2,00 | 5,00 | -,17 | -,96 | ,49 | 1,42 |
| BR1 | 2,00 | 5,00 | -,09 | -,52 | 1,03 | 2,97 |
| KSP4 | 1,00 | 5,00 | -1,13 | -6,50 | 4,43 | 12,78 |
| KSP3 | 2,00 | 5,00 | -,84 | -4,83 | 1,70 | 4,92 |
| KSP2 | 2,00 | 5,00 | -,81 | -4,68 | ,54 | 1,56 |
| KSP1 | 2,00 | 5,00 | -,68 | -3,94 | 1,15 | 3,32 |
| MT6 | 2,00 | 5,00 | -,68 | -3,91 | 2,06 | 5,94 |
| MT5 | 2,00 | 5,00 | -,66 | -3,79 | 2,99 | 8,63 |
| MT4 | 2,00 | 5,00 | -,75 | -4,32 | 2,01 | 5,81 |
| MT3 | 2,00 | 5,00 | -,33 | -1,92 | 1,60 | 4,61 |
| MT2 | 2,00 | 5,00 | -,39 | -2,25 | 1,04 | 2,99 |
| MT1 | 2,00 | 5,00 | -,87 | -5,00 | 2,22 | 6,42 |
| Multivariate | | | | | 190,97 | 50,33 |

Sumber : Output Amos V23

Lampiran 11 Frekuensi Jawaban Responden

FREQUENCIES VARIABLES=MT1 MT2 MT3 MT4 MT5 MT6 MT7 MT8

/STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN
MEDIAN MODE SUM

/PIECHART FREQ

/ORDER=ANALYSIS.

Frequencies

| | | Notes |
|------------------------|-----------------------------------|---|
| Output Created | | 12-SEP-2018 12:53:43 |
| Comments | | |
| Input | Data | D:\tesis \DATA SPSS\KUESIONER 2018 - NURHAYATI.sav |
| | Active Dataset | DataSet1 |
| | Filter | <none> |
| | Weight | <none> |
| | Split File | <none> |
| | N of Rows in Working Data File | 200 |
| 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=MT1 MT2 MT3 MT4 MT5 MT6 MT7 MT8 /STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN MEDIAN MODE SUM /PIECHART FREQ /ORDER=ANALYSIS. |
| Resources | Processor Time | 00:00:03,72 |
| | Elapsed Time | 00:00:04,72 |

Statistics

| | | Efektif | Efektif | Efisien | Diakses | Diakses | Diterima/Berpusat Pada Pasien | Adil | Aman |
|--------------------|---------|---------|---------|---------|---------|---------|-------------------------------|------|------|
| N | Valid | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 |
| | Missing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mean | | 4,06 | 4,18 | 4,23 | 4,14 | 4,12 | 4,27 | 4,19 | 4,21 |
| Std. Error of Mean | | ,057 | ,048 | ,042 | ,039 | ,048 | ,043 | ,040 | ,043 |
| Median | | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 |
| Mode | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Std. Deviation | | ,800 | ,686 | ,588 | ,549 | ,674 | ,614 | ,568 | ,606 |
| Variance | | ,640 | ,470 | ,346 | ,302 | ,454 | ,377 | ,322 | ,368 |
| Range | | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Minimum | | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Maximum | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Sum | | 812 | 836 | 845 | 828 | 823 | 853 | 837 | 842 |

Frequency Table

Efektif

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Setuju | 7 | 3,5 | 3,5 | 3,5 |
| | Antara Setuju dan Tidak Setuju | 37 | 18,5 | 18,5 | 22,0 |
| | Setuju | 93 | 46,5 | 46,5 | 68,5 |
| | Sangat Setuju | 63 | 31,5 | 31,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

Efektif

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Setuju | 6 | 3,0 | 3,0 | 3,0 |
| | Antara Setuju dan Tidak Setuju | 14 | 7,0 | 7,0 | 10,0 |
| | Setuju | 118 | 59,0 | 59,0 | 69,0 |
| | Sangat Setuju | 62 | 31,0 | 31,0 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

Efisien

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Setuju | 2 | 1,0 | 1,0 | 1,0 |
| | Antara Setuju dan Tidak Setuju | 11 | 5,5 | 5,5 | 6,5 |
| | Setuju | 127 | 63,5 | 63,5 | 70,0 |
| | Sangat Setuju | 60 | 30,0 | 30,0 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

Diakses

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Setuju | 3 | 1,5 | 1,5 | 1,5 |
| | Antara Setuju dan Tidak Setuju | 9 | 4,5 | 4,5 | 6,0 |
| | Setuju | 145 | 72,5 | 72,5 | 78,5 |
| | Sangat Setuju | 43 | 21,5 | 21,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

Diakses

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Setuju | 3 | 1,5 | 1,5 | 1,5 |
| | Antara Setuju dan Tidak Setuju | 26 | 13,0 | 13,0 | 14,5 |
| | Setuju | 116 | 58,0 | 58,0 | 72,5 |
| | Sangat Setuju | 55 | 27,5 | 27,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

Diterima/Berpusat Pada Pasien

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 4 | 2,0 | 2,0 | 2,0 |
| Antara Setuju dan Tidak Setuju | 6 | 3,0 | 3,0 | 5,0 |
| Setuju | 123 | 61,5 | 61,5 | 66,5 |
| Sangat Setuju | 67 | 33,5 | 33,5 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

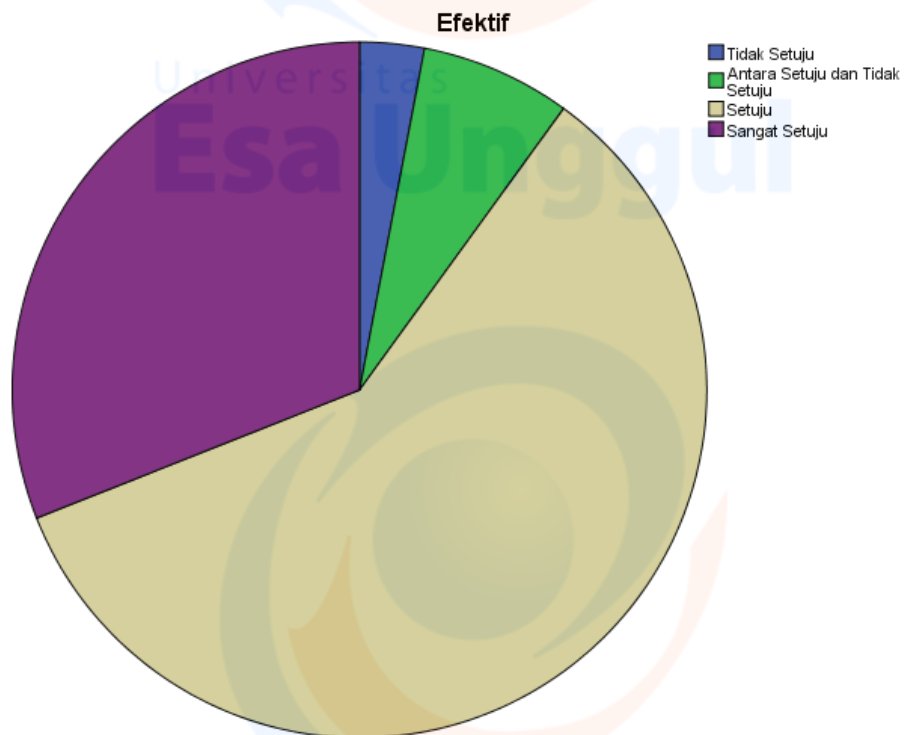
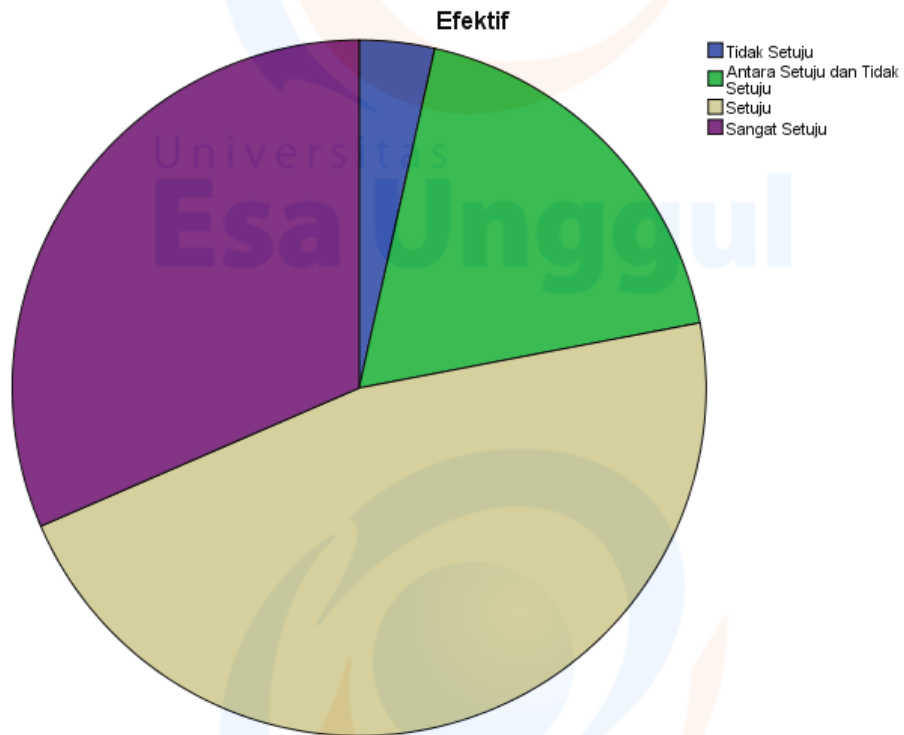
Adil

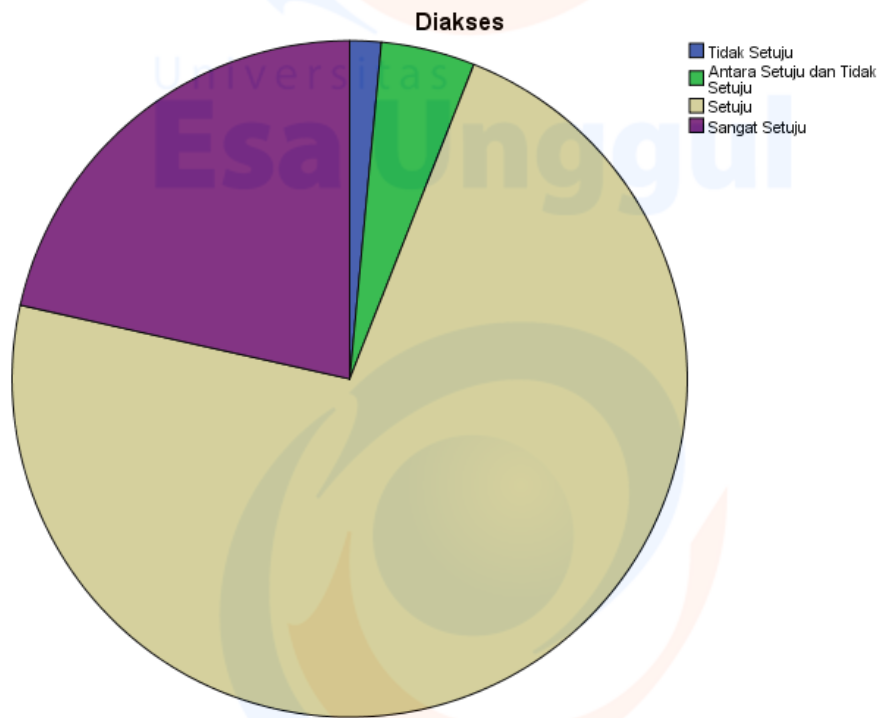
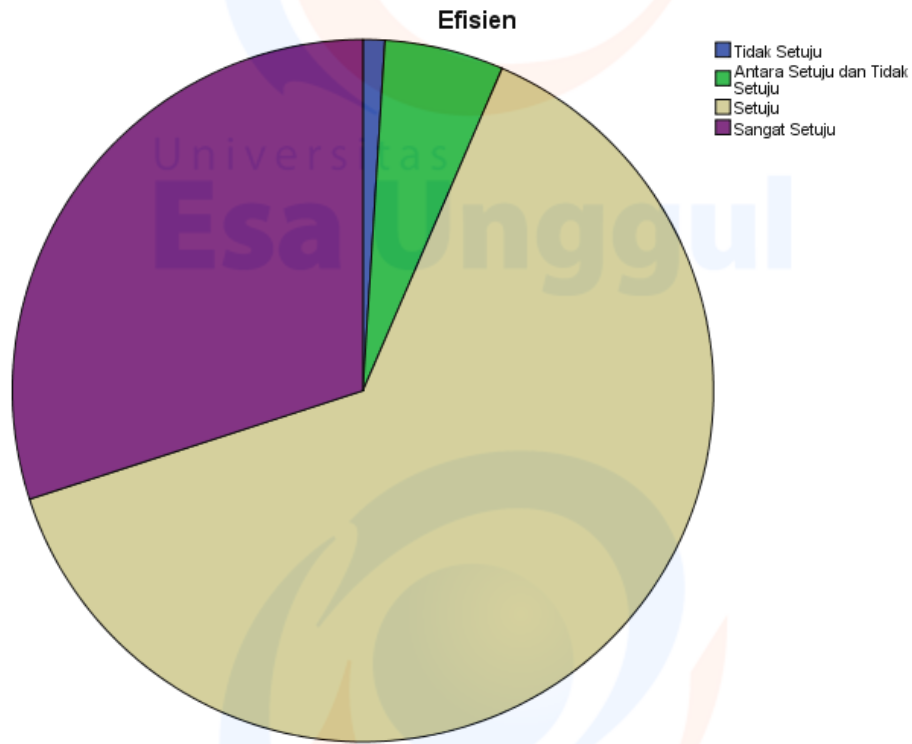
| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 4 | 2,0 | 2,0 | 2,0 |
| Antara Setuju dan Tidak Setuju | 5 | 2,5 | 2,5 | 4,5 |
| Setuju | 141 | 70,5 | 70,5 | 75,0 |
| Sangat Setuju | 50 | 25,0 | 25,0 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

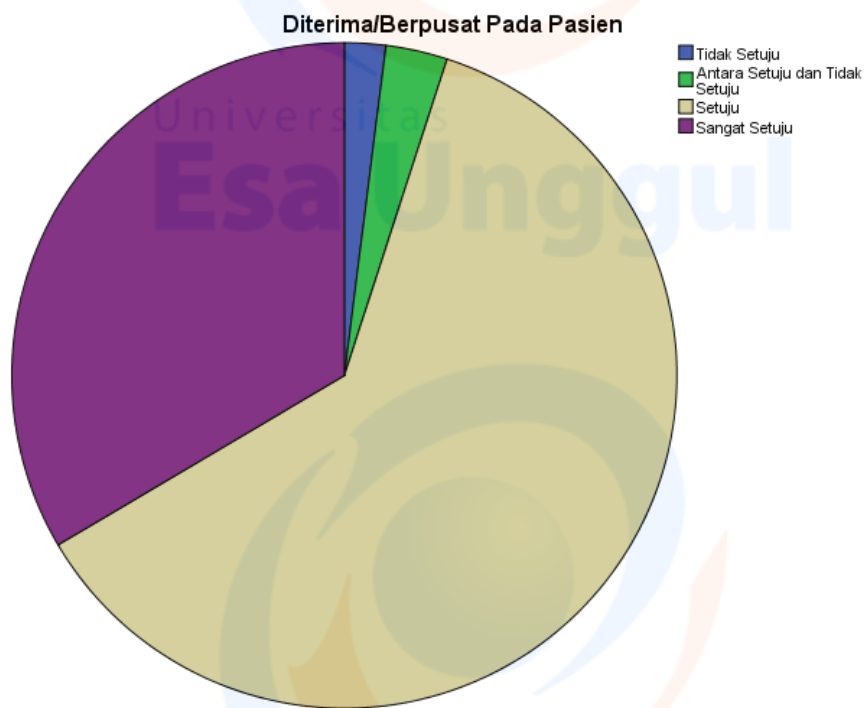
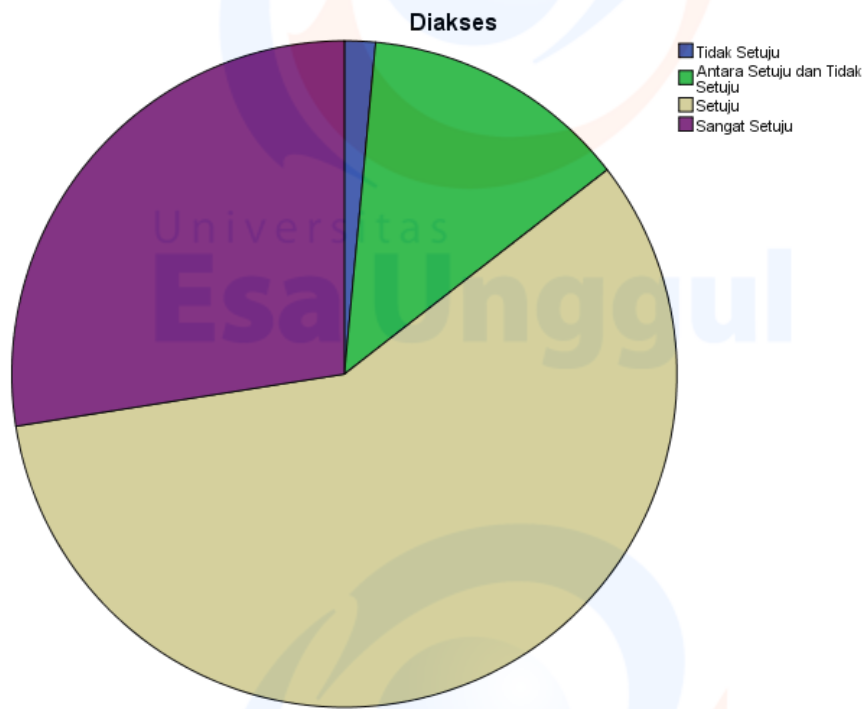
Aman

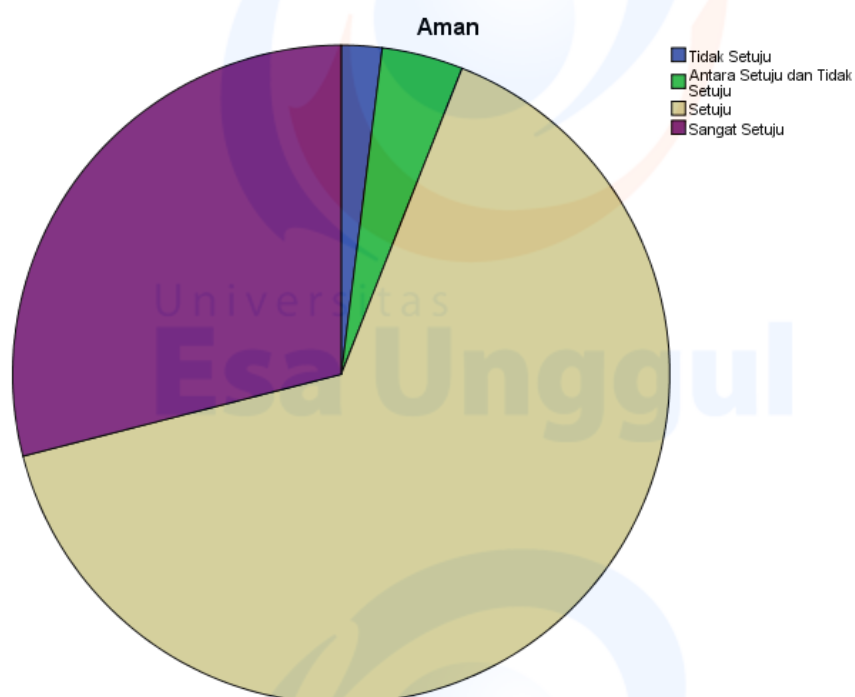
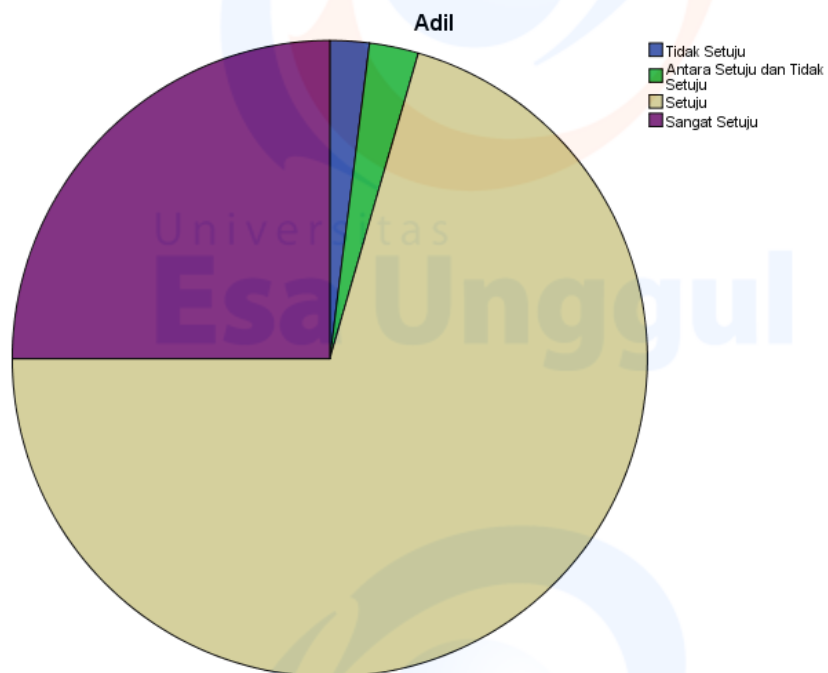
| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 4 | 2,0 | 2,0 | 2,0 |
| Antara Setuju dan Tidak Setuju | 8 | 4,0 | 4,0 | 6,0 |
| Setuju | 130 | 65,0 | 65,0 | 71,0 |
| Sangat Setuju | 58 | 29,0 | 29,0 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Pie Chart









```

FREQUENCIES VARIABLES=KP1 KP2 KP3 KP4 KP5 KP6 KP7 KP8 KP9 KP10 KP11 KP12 KP13
KP14 KP15
/STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN
MEDIAN MODE SUM
/PIECHART FREQ
/ORDER=ANALYSIS.

```

Frequencies

Notes

| | | |
|------------------------|--------------------------------|---|
| Output Created | | 12-SEP-2018 15:43:21 |
| Comments | | |
| Input | Data | D:\tesis\DATA SPSS\KUESIONER 2018 - NURHAYATI.sav |
| | Active Dataset | DataSet1 |
| | Filter | <none> |
| | Weight | <none> |
| | Split File | <none> |
| | N of Rows in Working Data File | 200 |
| 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 | | <pre> FREQUENCIES VARIABLES=KP1 KP2 KP3 KP4 KP5 KP6 KP7 KP8 KP9 KP10 KP11 KP12 KP13 KP14 KP15 /STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN MEDIAN MODE SUM /PIECHART FREQ /ORDER=ANALYSIS. </pre> |
| Resources | Processor Time | 00:00:06,61 |
| | Elapsed Time | 00:00:06,64 |

Statistics

| | Tanggible | Tanggible | Tanggible | Emphaty | Emphaty | Emphaty | Reliability | Reliability | Reliability | Assurance | Assurance | Assurance | Responsiveness | Responsiveness | Responsiveness |
|--------------------|-----------|-----------|-----------|---------|---------|---------|-------------|-------------|-------------|-----------|-----------|-----------|----------------|----------------|----------------|
| N | Valid | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 | 200 |
| | Missing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mean | 3,99 | 3,70 | 4,16 | 4,16 | 4,25 | 4,14 | 4,12 | 4,16 | 3,99 | 4,13 | 4,26 | 4,11 | 4,05 | 4,14 | 3,93 |
| Std. Error of Mean | ,043 | ,056 | ,042 | ,043 | ,038 | ,042 | ,043 | ,040 | ,047 | ,040 | ,041 | ,042 | ,041 | ,043 | ,051 |
| Median | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 | 4,00 |
| Mode | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Std. Deviation | ,610 | ,797 | ,588 | ,602 | ,538 | ,593 | ,603 | ,568 | ,665 | ,561 | ,587 | ,600 | ,578 | ,602 | ,722 |
| Variance | ,372 | ,635 | ,346 | ,363 | ,289 | ,352 | ,364 | ,323 | ,442 | ,315 | ,344 | ,360 | ,335 | ,362 | ,522 |
| Range | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| Minimum | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 |
| Maximum | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Sum | 798 | 739 | 832 | 831 | 850 | 828 | 823 | 831 | 798 | 826 | 852 | 822 | 809 | 828 | 785 |

Frequency Table

| | | Tangible | | | |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 5 | 2,5 | 2,5 | 2,5 |
| | Antara Setuju dan Tidak Setuju | 23 | 11,5 | 11,5 | 14,0 |
| | Setuju | 141 | 70,5 | 70,5 | 84,5 |
| | Sangat Setuju | 31 | 15,5 | 15,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

| | | Tangible | | | |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 14 | 7,0 | 7,0 | 7,0 |
| | Antara Setuju dan Tidak Setuju | 61 | 30,5 | 30,5 | 37,5 |
| | Setuju | 97 | 48,5 | 48,5 | 86,0 |
| | Sangat Setuju | 28 | 14,0 | 14,0 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

| | | Tangible | | | |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Tidak Setuju | 2 | 1,0 | 1,0 | 1,0 |
| | Antara Setuju dan Tidak Setuju | 15 | 7,5 | 7,5 | 8,5 |
| | Setuju | 132 | 66,0 | 66,0 | 74,5 |
| | Sangat Setuju | 51 | 25,5 | 25,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

Emphaty

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 4 | 2,0 | 2,0 | 2,0 |
| Antara Setuju dan Tidak Setuju | 11 | 5,5 | 5,5 | 7,5 |
| Setuju | 135 | 67,5 | 67,5 | 75,0 |
| Sangat Setuju | 50 | 25,0 | 25,0 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Emphaty

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid Antara Setuju dan Tidak Setuju | 10 | 5,0 | 5,0 | 5,0 |
| Setuju | 130 | 65,0 | 65,0 | 70,0 |
| Sangat Setuju | 60 | 30,0 | 30,0 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Emphaty

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 2 | 1,0 | 1,0 | 1,0 |
| Antara Setuju dan Tidak Setuju | 17 | 8,5 | 8,5 | 9,5 |
| Setuju | 132 | 66,0 | 66,0 | 75,5 |
| Sangat Setuju | 49 | 24,5 | 24,5 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Reliability

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 4 | 2,0 | 2,0 | 2,0 |
| Antara Setuju dan Tidak Setuju | 14 | 7,0 | 7,0 | 9,0 |
| Setuju | 137 | 68,5 | 68,5 | 77,5 |
| Sangat Setuju | 45 | 22,5 | 22,5 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Reliability

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 1 | ,5 | ,5 | ,5 |
| Antara Setuju dan Tidak Setuju | 16 | 8,0 | 8,0 | 8,5 |
| Setuju | 134 | 67,0 | 67,0 | 75,5 |
| Sangat Setuju | 49 | 24,5 | 24,5 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Reliability

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 6 | 3,0 | 3,0 | 3,0 |
| Antara Setuju dan Tidak Setuju | 27 | 13,5 | 13,5 | 16,5 |
| Setuju | 130 | 65,0 | 65,0 | 81,5 |
| Sangat Setuju | 37 | 18,5 | 18,5 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Assurance

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 1 | ,5 | ,5 | ,5 |
| Antara Setuju dan Tidak Setuju | 17 | 8,5 | 8,5 | 9,0 |
| Setuju | 137 | 68,5 | 68,5 | 77,5 |
| Sangat Setuju | 45 | 22,5 | 22,5 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Assurance

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 2 | 1,0 | 1,0 | 1,0 |
| Antara Setuju dan Tidak Setuju | 9 | 4,5 | 4,5 | 5,5 |
| Setuju | 124 | 62,0 | 62,0 | 67,5 |
| Sangat Setuju | 65 | 32,5 | 32,5 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Assurance

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 3 | 1,5 | 1,5 | 1,5 |
| Antara Setuju dan Tidak Setuju | 17 | 8,5 | 8,5 | 10,0 |
| Setuju | 135 | 67,5 | 67,5 | 77,5 |
| Sangat Setuju | 45 | 22,5 | 22,5 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Responsiveness

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Setuju | 3 | 1,5 | 1,5 | 1,5 |
| | Antara Setuju dan Tidak Setuju | 20 | 10,0 | 10,0 | 11,5 |
| | Setuju | 142 | 71,0 | 71,0 | 82,5 |
| | Sangat Setuju | 35 | 17,5 | 17,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

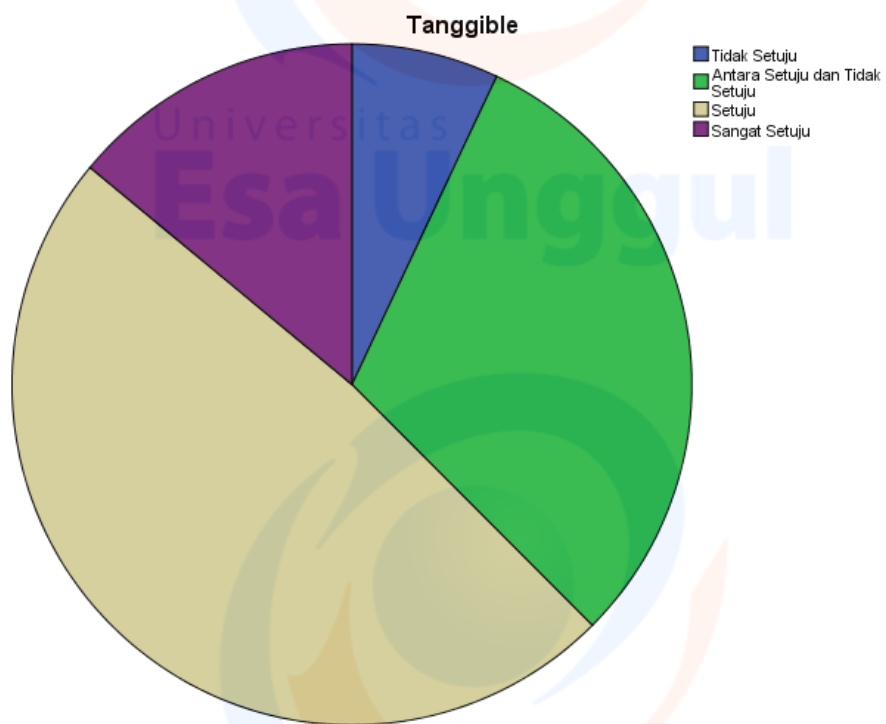
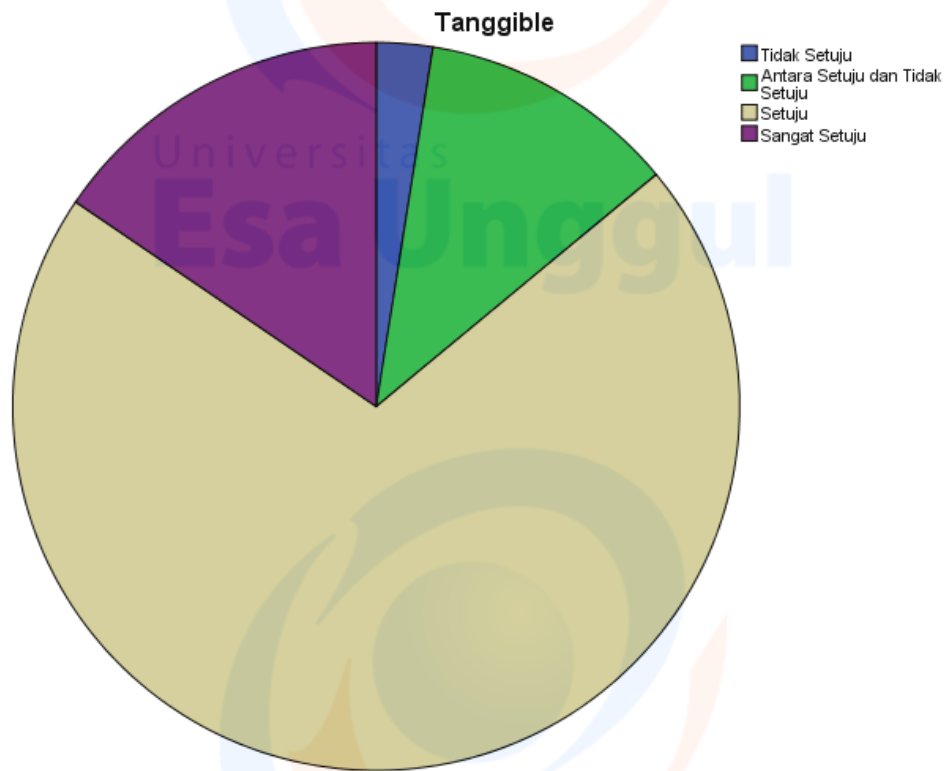
Responsiveness

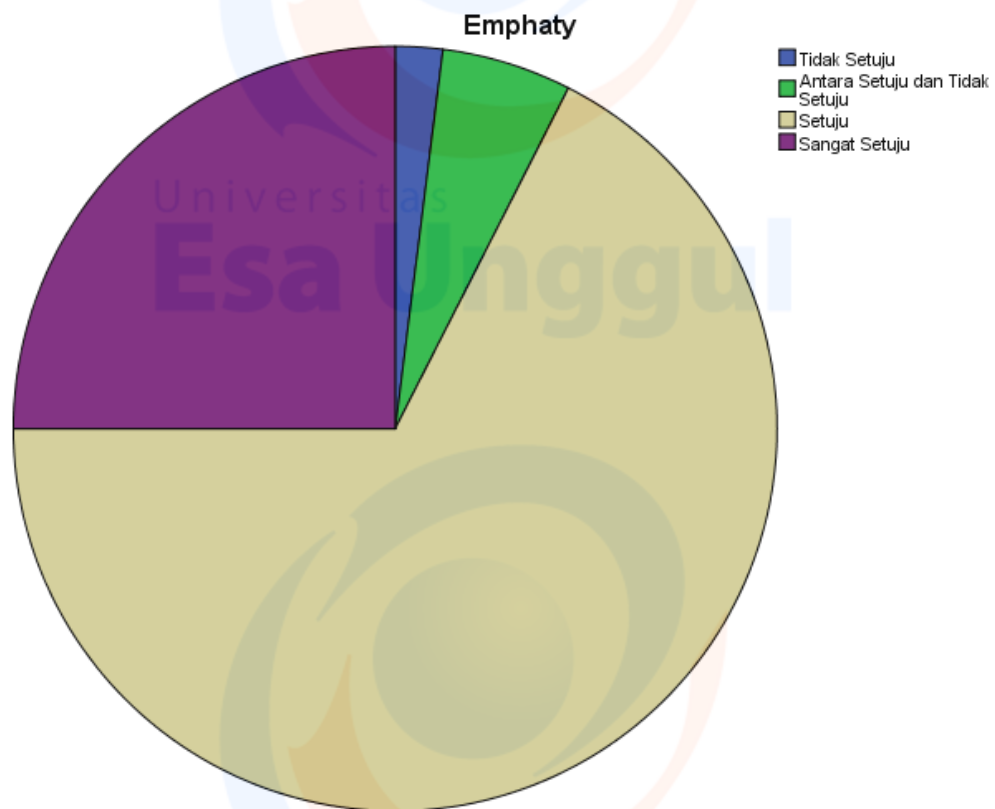
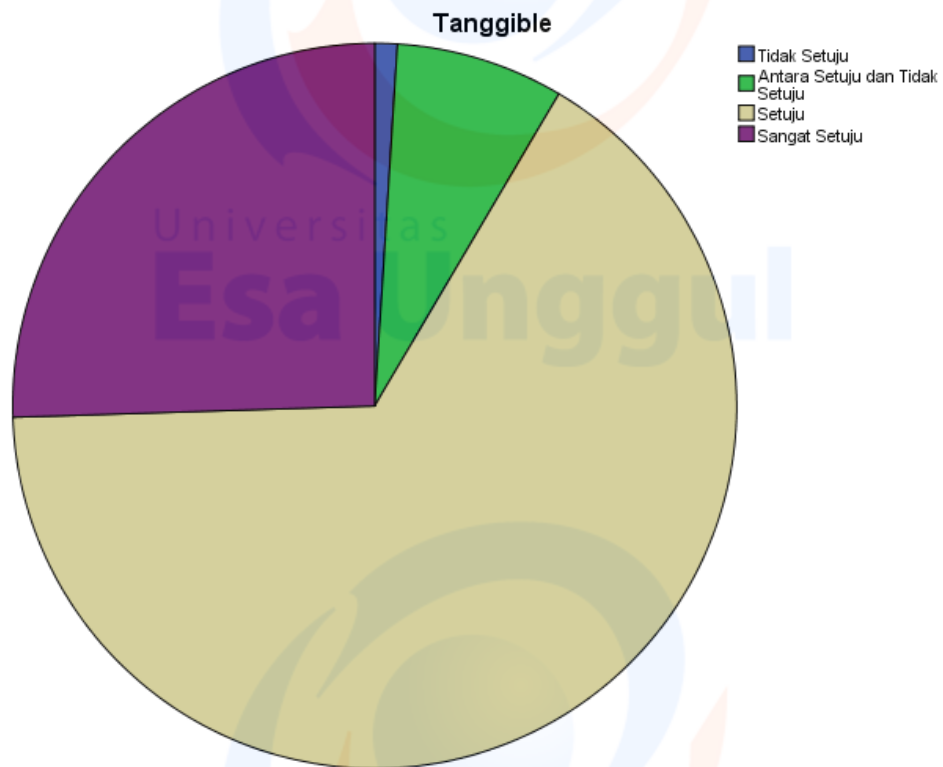
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Setuju | 3 | 1,5 | 1,5 | 1,5 |
| | Antara Setuju dan Tidak Setuju | 15 | 7,5 | 7,5 | 9,0 |
| | Setuju | 133 | 66,5 | 66,5 | 75,5 |
| | Sangat Setuju | 49 | 24,5 | 24,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

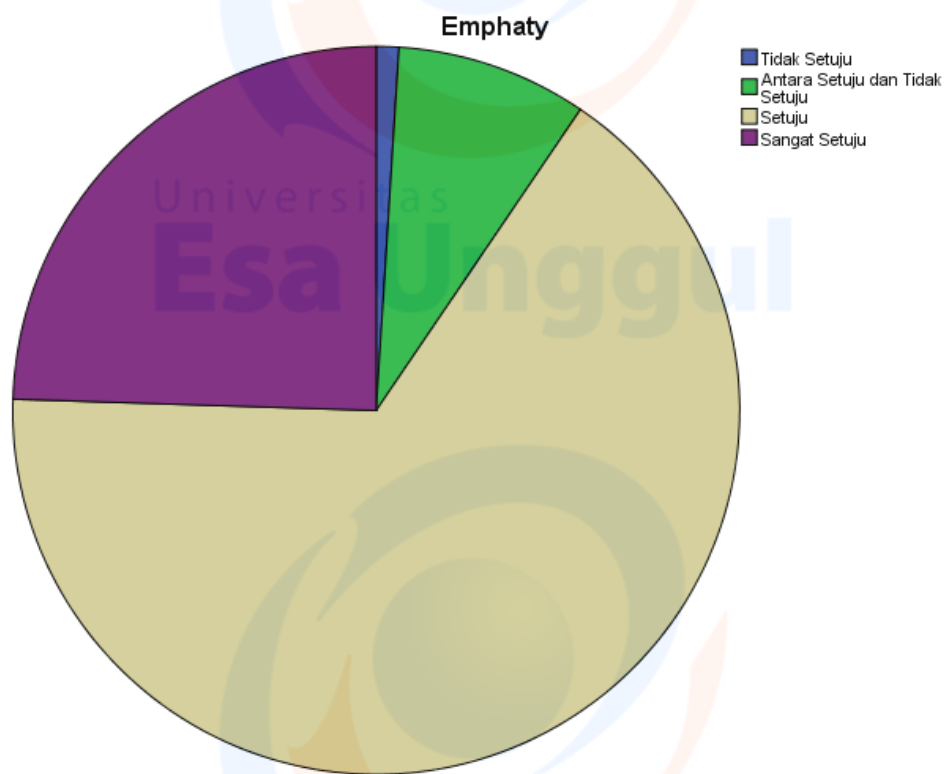
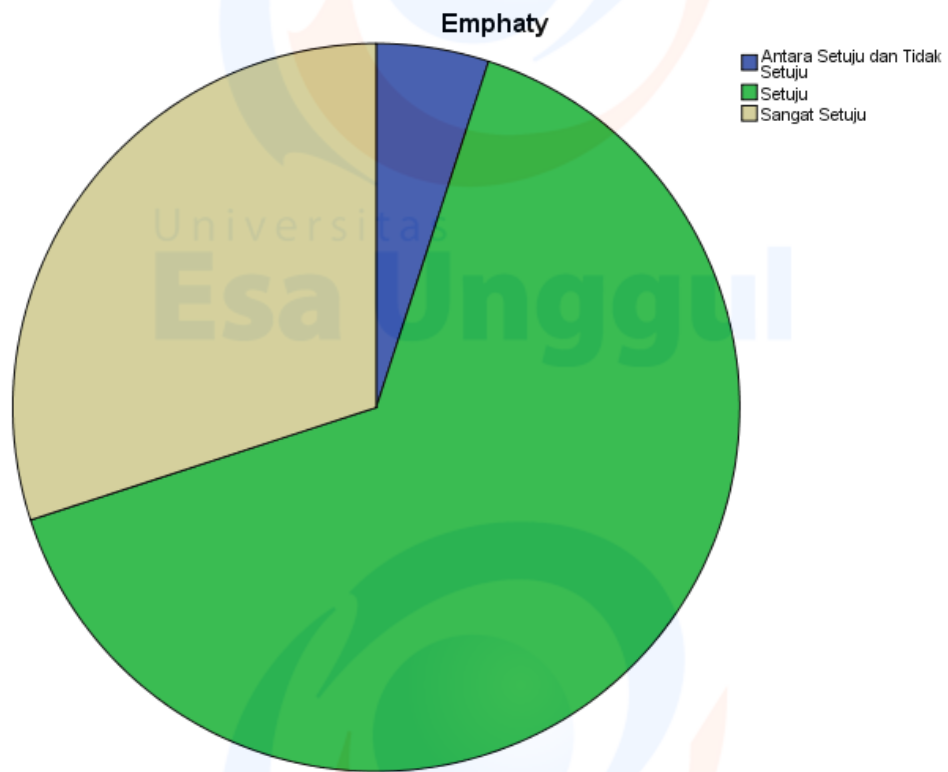
Responsiveness

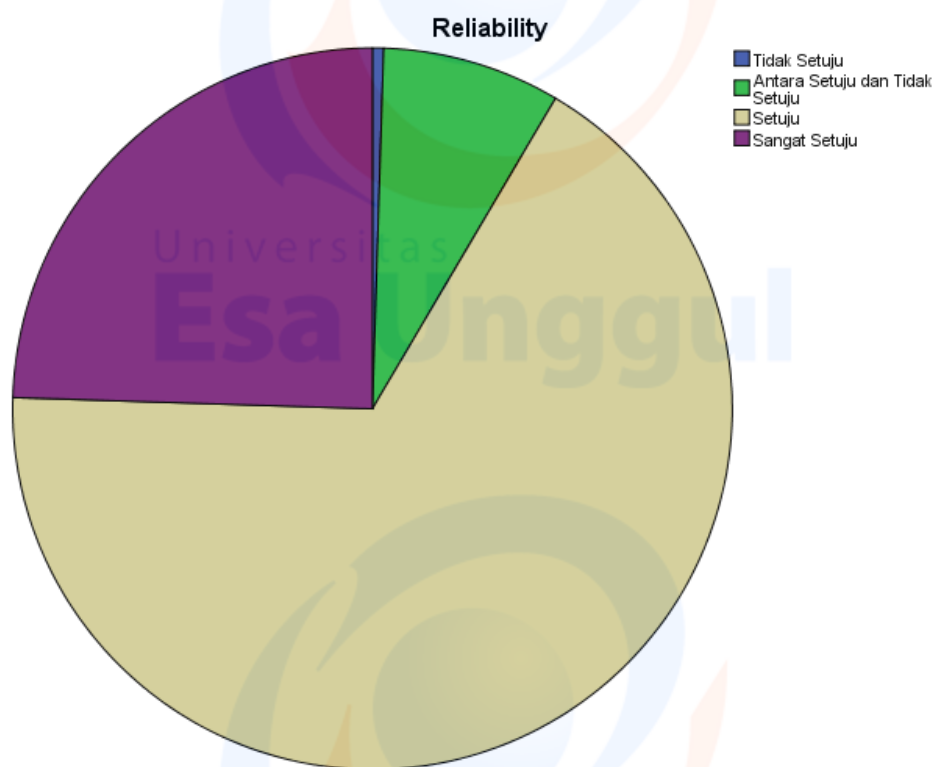
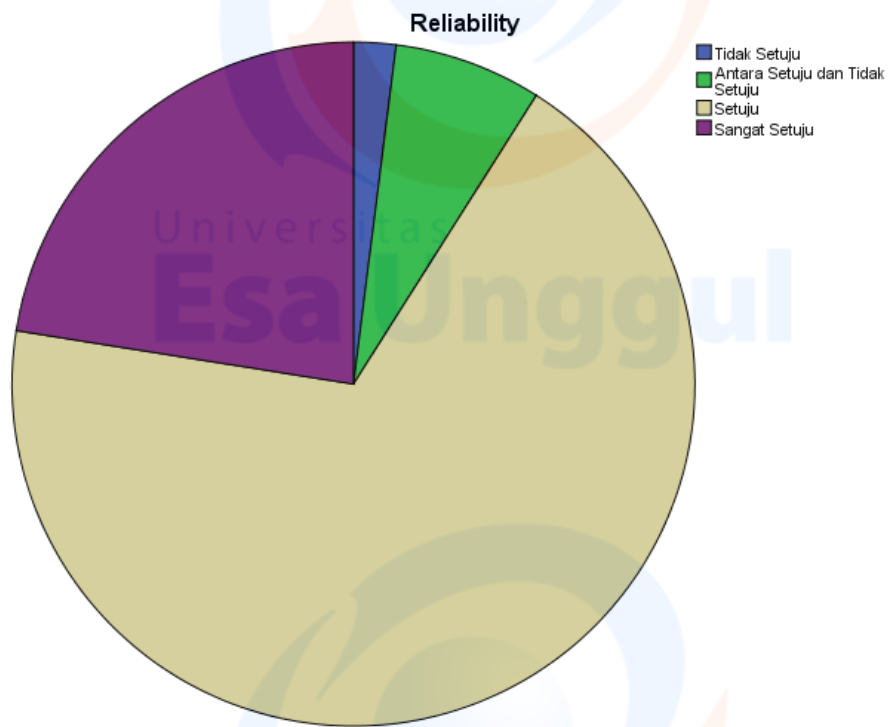
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Sangat Tidak Setuju | 1 | ,5 | ,5 | ,5 |
| | Tidak Setuju | 9 | 4,5 | 4,5 | 5,0 |
| | Antara Setuju dan Tidak Setuju | 27 | 13,5 | 13,5 | 18,5 |
| | Setuju | 130 | 65,0 | 65,0 | 83,5 |
| | Sangat Setuju | 33 | 16,5 | 16,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

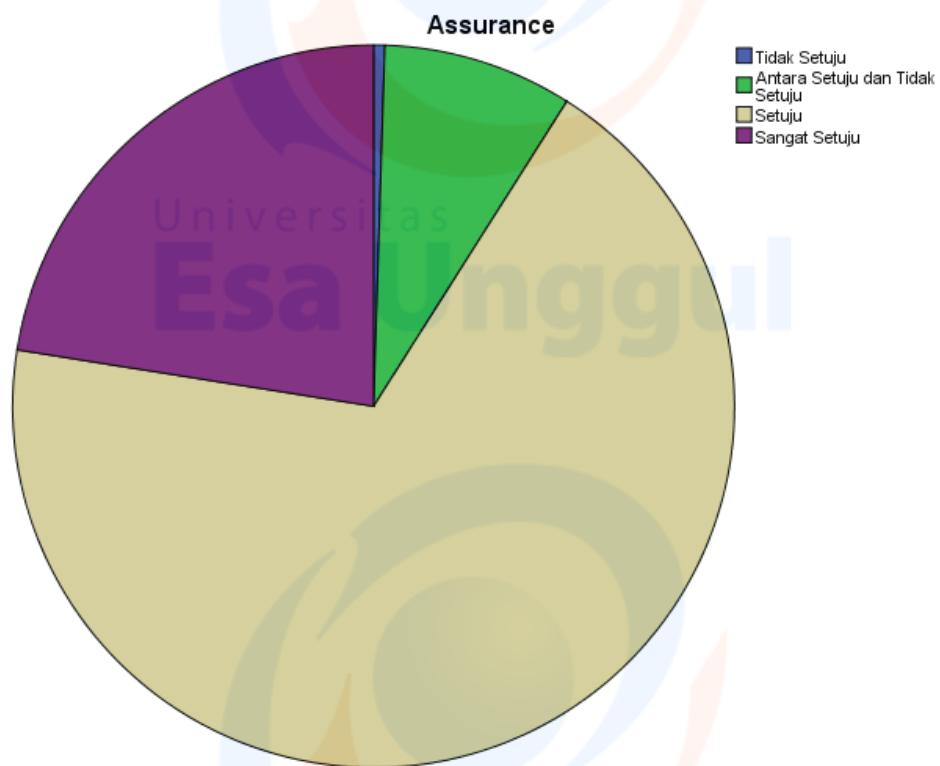
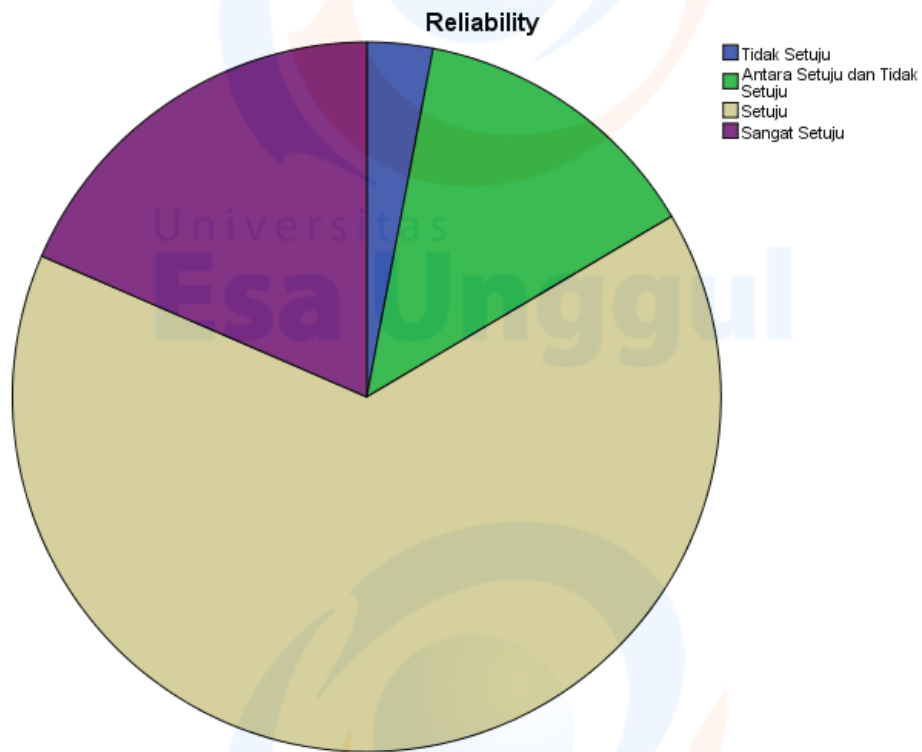
Pie Chart

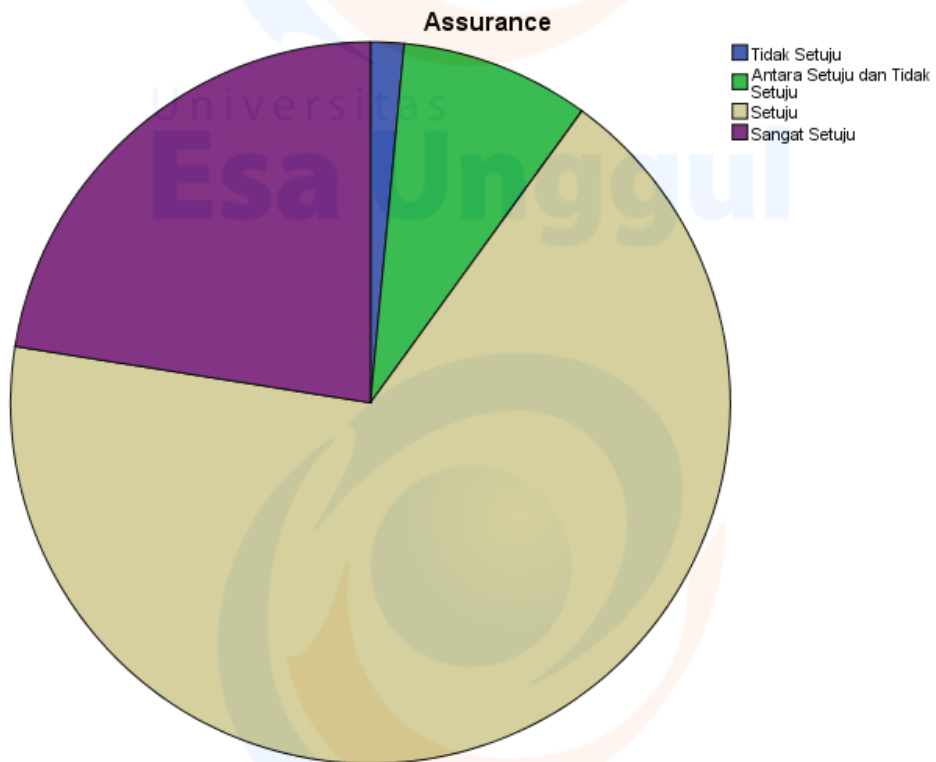
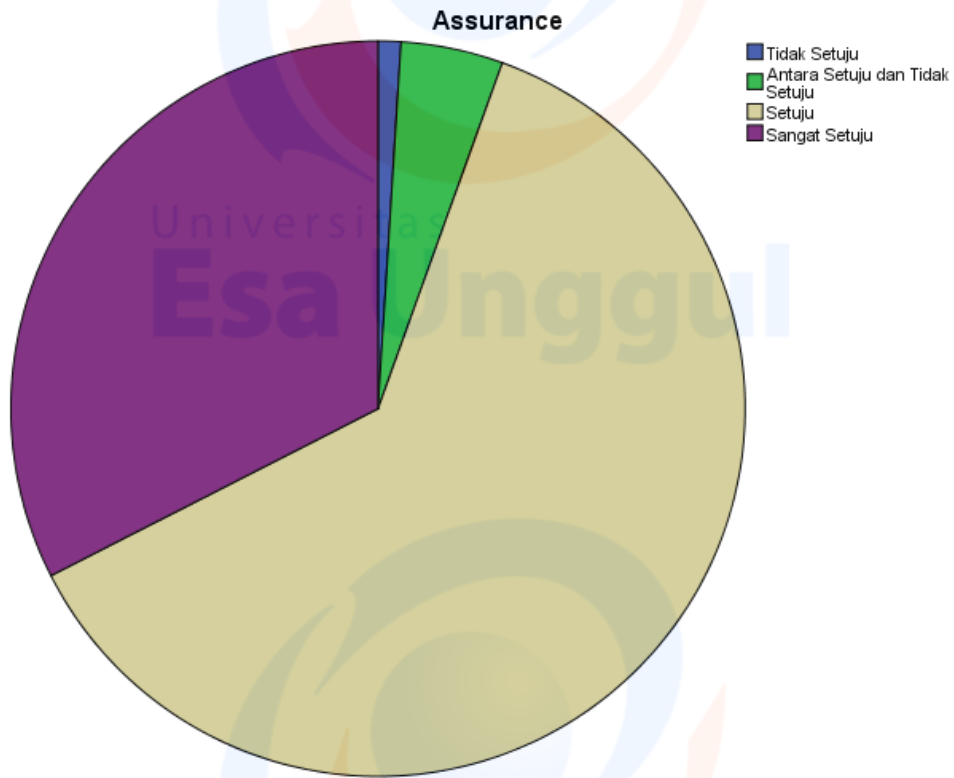


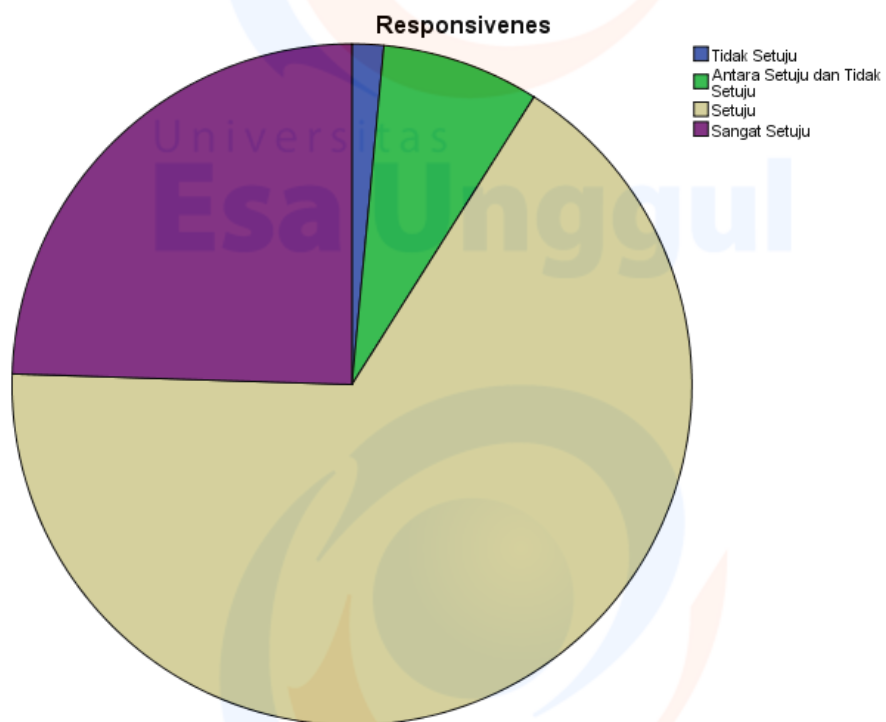
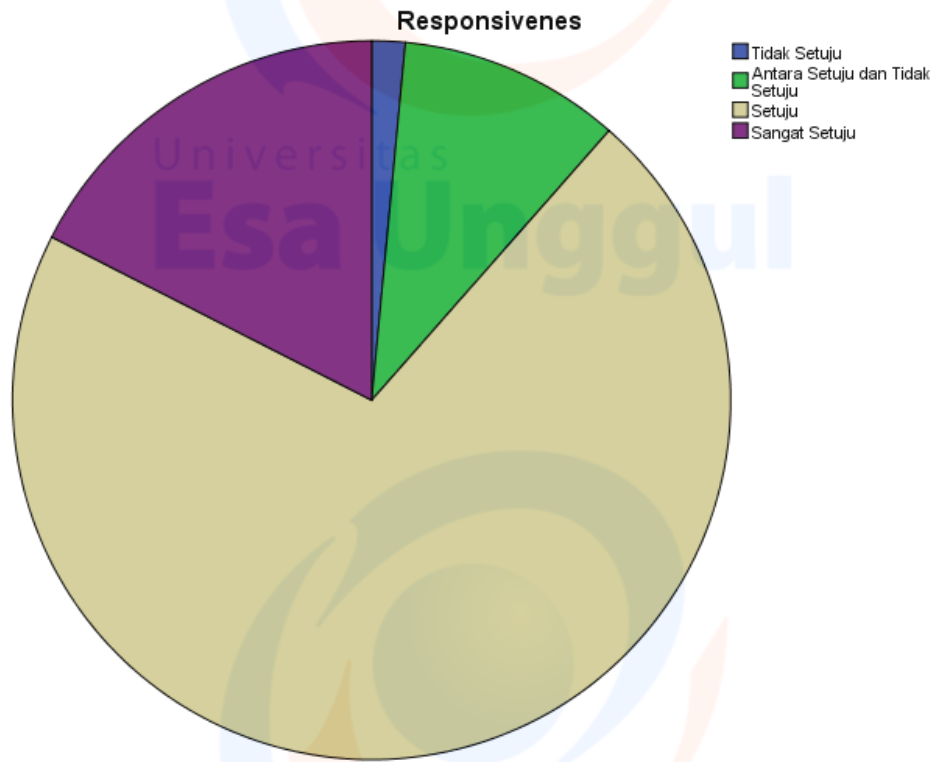


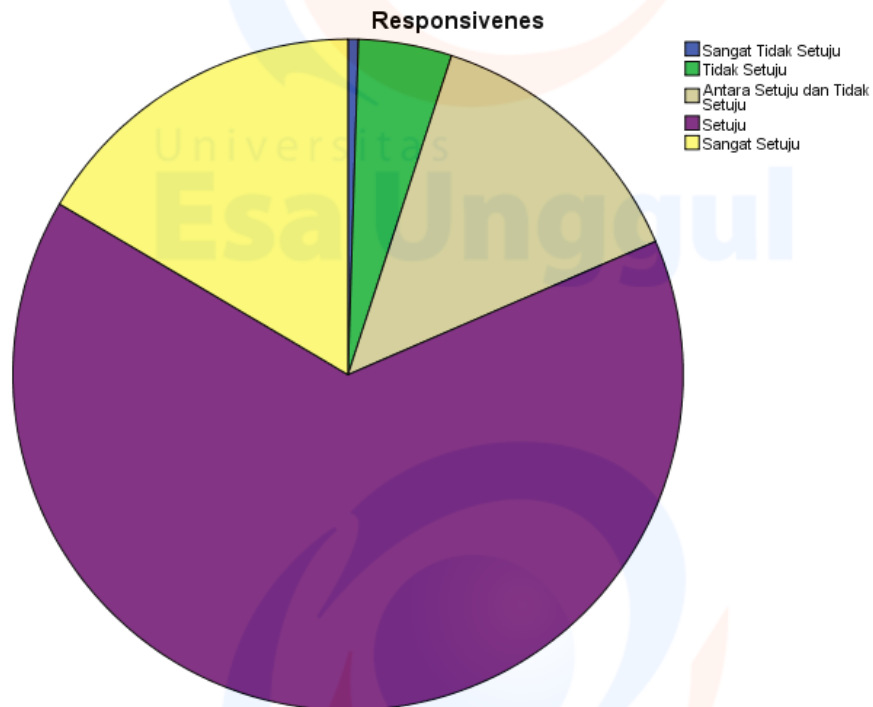












```
FREQUENCIES VARIABLES=KSP1 KSP2 KSP3 KSP4
```

```
/STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN  
MEDIAN MODE SUM
```

```
/PIECHART FREQ
```

```
/ORDER=ANALYSIS.
```

Frequencies

Notes

| | | |
|------------------------|--------------------------------|---|
| Output Created | | 12-SEP-2018 16:08:28 |
| Comments | | |
| Input | Data | D:\tesis\DATA SPSS\KUESIONER 2018 - NURHAYATI.sav |
| | Active Dataset | DataSet1 |
| | Filter | <none> |
| | Weight | <none> |
| | Split File | <none> |
| | N of Rows in Working Data File | 200 |
| 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 | | <pre> FREQUENCIES VARIABLES=KSP1 KSP2 KSP3 KSP4 /STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN MEDIAN MODE SUM /PIECHART FREQ /ORDER=ANALYSIS. </pre> |
| Resources | Processor Time | 00:00:01,41 |
| | Elapsed Time | 00:00:01,53 |

Statistics

| | | Sasaran Keselamatan Pasien | Sasaran Keselamatan Pasien | Sasaran Keselamatan Pasien | Sasaran Keselamatan Pasien |
|--------------------|---------|----------------------------|----------------------------|----------------------------|----------------------------|
| N | Valid | 200 | 200 | 200 | 200 |
| | Missing | 0 | 0 | 0 | 0 |
| Mean | | 4,41 | 4,51 | 4,39 | 4,40 |
| Std. Error of Mean | | ,041 | ,041 | ,043 | ,042 |
| Median | | 4,00 | 5,00 | 4,00 | 4,00 |
| Mode | | 4 | 5 | 4 | 4 |
| Std. Deviation | | ,585 | ,576 | ,607 | ,601 |
| Variance | | ,343 | ,332 | ,369 | ,361 |
| Range | | 3 | 3 | 3 | 4 |
| Minimum | | 2 | 2 | 2 | 1 |
| Maximum | | 5 | 5 | 5 | 5 |
| Sum | | 881 | 901 | 877 | 879 |

Frequency Table

Sasaran Keselamatan Pasien

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Setuju | 2 | 1,0 | 1,0 | 1,0 |
| | Antara Setuju dan Tidak Setuju | 4 | 2,0 | 2,0 | 3,0 |
| | Setuju | 105 | 52,5 | 52,5 | 55,5 |
| | Sangat Setuju | 89 | 44,5 | 44,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

Sasaran Keselamatan Pasien

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Setuju | 1 | ,5 | ,5 | ,5 |
| | Antara Setuju dan Tidak Setuju | 5 | 2,5 | 2,5 | 3,0 |
| | Setuju | 86 | 43,0 | 43,0 | 46,0 |
| | Sangat Setuju | 108 | 54,0 | 54,0 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

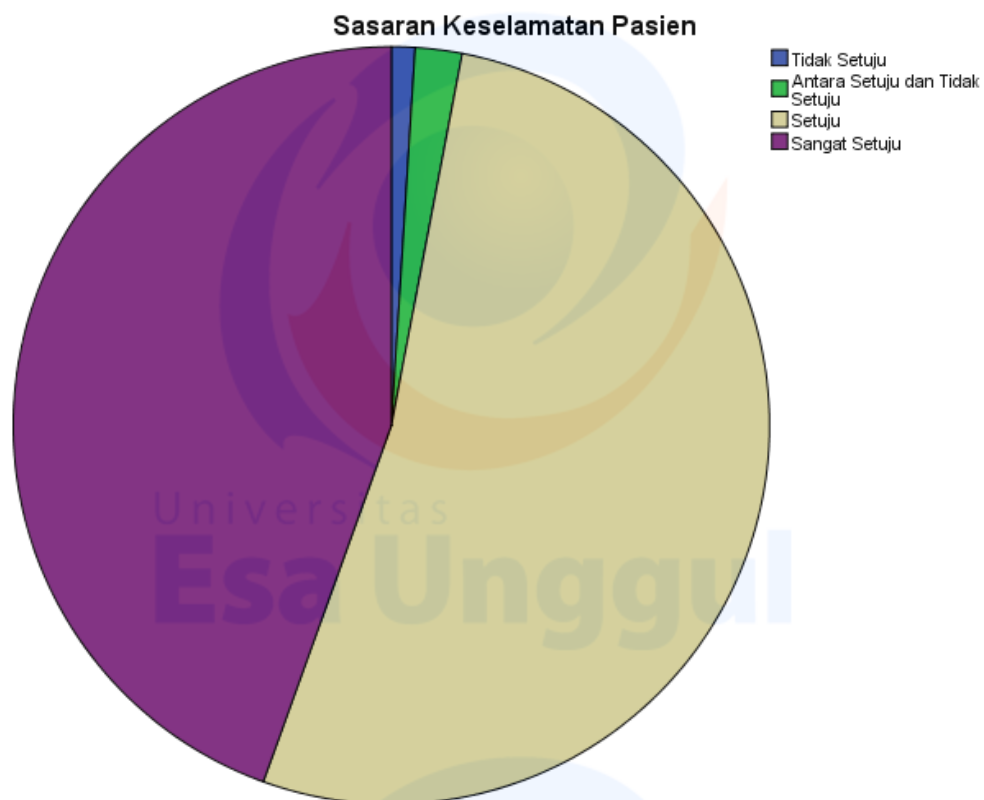
Sasaran Keselamatan Pasien

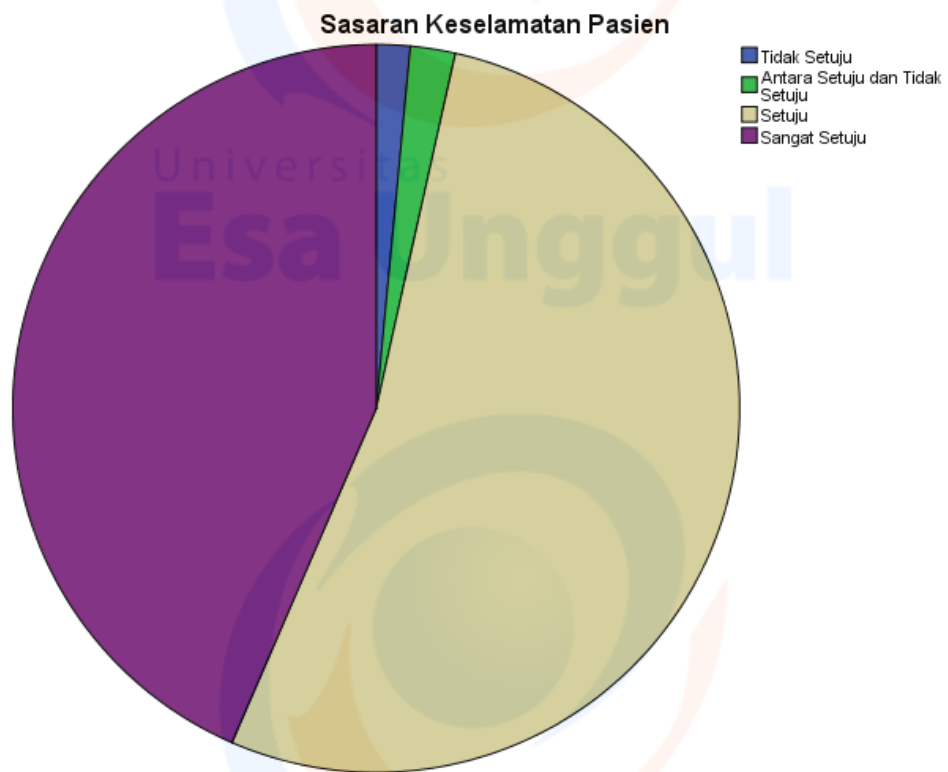
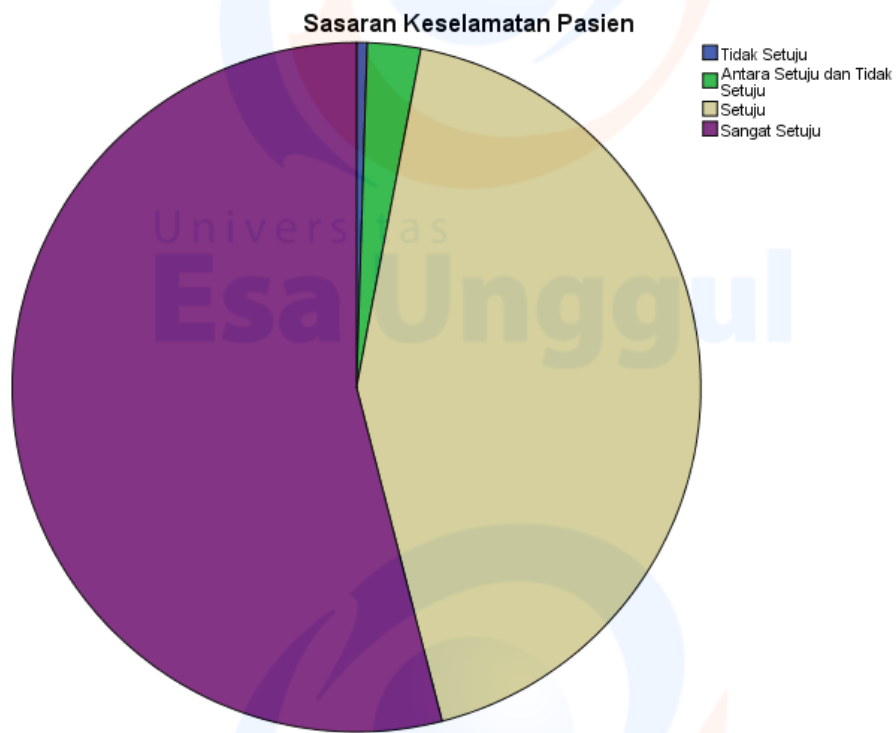
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Setuju | 3 | 1,5 | 1,5 | 1,5 |
| | Antara Setuju dan Tidak Setuju | 4 | 2,0 | 2,0 | 3,5 |
| | Setuju | 106 | 53,0 | 53,0 | 56,5 |
| | Sangat Setuju | 87 | 43,5 | 43,5 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

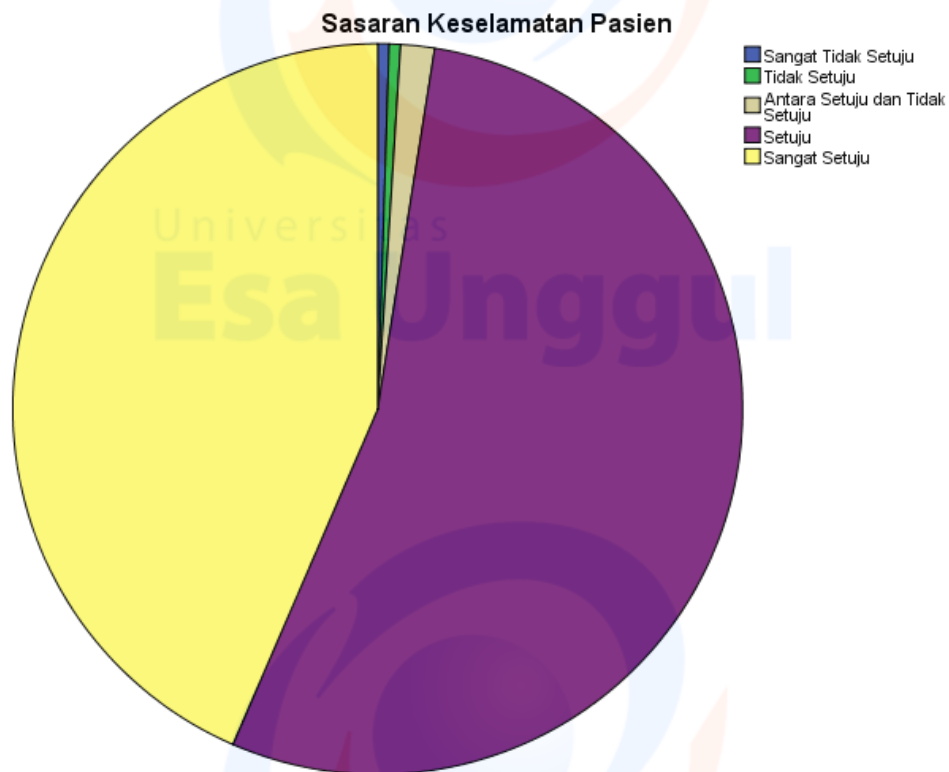
Sasaran Keselamatan Pasien

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Sangat Tidak Setuju | 1 | ,5 | ,5 | ,5 |
| Tidak Setuju | 1 | ,5 | ,5 | 1,0 |
| Antara Setuju dan Tidak Setuju | 3 | 1,5 | 1,5 | 2,5 |
| Setuju | 108 | 54,0 | 54,0 | 56,5 |
| Sangat Setuju | 87 | 43,5 | 43,5 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Pie Chart







```
FREQUENCIES VARIABLES=BR1 BR2 BR3
```

```
/STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN  
MEDIAN MODE SUM
```

```
/PIECHART FREQ
```

```
/ORDER=ANALYSIS.
```


Frequencies

Notes

| | | |
|------------------------|--------------------------------|--|
| Output Created | | 12-SEP-2018 16:12:07 |
| Comments | | |
| Input | Data | D:\tesis\DATA SPSS\KUESIONER 2018 - NURHAYATI.sav |
| | Active Dataset | DataSet1 |
| | Filter | <none> |
| | Weight | <none> |
| | Split File | <none> |
| | N of Rows in Working Data File | 200 |
| 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 | | <pre> FREQUENCIES VARIABLES=BR1 BR2 BR3 /STATISTICS=STDDEV VARIANCE RANGE MINIMUM MAXIMUM SEMEAN MEAN MEDIAN MODE SUM /PIECHART FREQ /ORDER=ANALYSIS. </pre> |
| Resources | Processor Time | 00:00:01,02 |
| | Elapsed Time | 00:00:05,17 |

Statistics

| | | Tingkat Hunian Rawat Inap (BOR) | Tingkat Hunian Rawat Inap (BOR) | Tingkat Hunian Rawat Inap (BOR) |
|--------------------|---------|---------------------------------|---------------------------------|---------------------------------|
| N | Valid | 200 | 200 | 200 |
| | Missing | 0 | 0 | 0 |
| Mean | | 4,16 | 4,29 | 4,12 |
| Std. Error of Mean | | ,038 | ,039 | ,041 |
| Median | | 4,00 | 4,00 | 4,00 |
| Mode | | 4 | 4 | 4 |
| Std. Deviation | | ,541 | ,553 | ,577 |
| Variance | | ,292 | ,305 | ,333 |
| Range | | 3 | 3 | 3 |
| Minimum | | 2 | 2 | 2 |
| Maximum | | 5 | 5 | 5 |
| Sum | | 831 | 857 | 823 |

Frequency Table

Tingkat Hunian Rawat Inap (BOR)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Setuju | 1 | ,5 | ,5 | ,5 |
| | Antara Setuju dan Tidak Setuju | 13 | 6,5 | 6,5 | 7,0 |
| | Setuju | 140 | 70,0 | 70,0 | 77,0 |
| | Sangat Setuju | 46 | 23,0 | 23,0 | 100,0 |
| | Total | 200 | 100,0 | 100,0 | |

Tingkat Hunian Rawat Inap (BOR)

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 1 | ,5 | ,5 | ,5 |
| Antara Setuju dan Tidak Setuju | 7 | 3,5 | 3,5 | 4,0 |
| Setuju | 126 | 63,0 | 63,0 | 67,0 |
| Sangat Setuju | 66 | 33,0 | 33,0 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Tingkat Hunian Rawat Inap (BOR)

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Setuju | 3 | 1,5 | 1,5 | 1,5 |
| Antara Setuju dan Tidak Setuju | 14 | 7,0 | 7,0 | 8,5 |
| Setuju | 140 | 70,0 | 70,0 | 78,5 |
| Sangat Setuju | 43 | 21,5 | 21,5 | 100,0 |
| Total | 200 | 100,0 | 100,0 | |

Pie Chart

