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Lembar Persetujuan Responden

Saya yang bertanda tangan di bawah ini :

Nama :

Alamat :

Setelah mendapat penjelasan, saya bersedia berpartisipasi sebagai responden penelitian dengan judul “CORRESPONDENCE ANALYSIS PERSEPSI PASIEN DAN MANAJEMEN TERHADAP KUALITAS JASA PELAYANAN SILOAM HOSPITAL KEBON JERUK”, yang dilakukan oleh mahasiswi Program Studi Magister Manajemen Universitas Indonusa Esa Unggul jurusan Manajemen Kesehatan, Jakarta.

Nama : dr. Tweggie Hellina

Nim : 2008.01.065

Saya mengharapkan bantuan dari Anda untuk meluangkan waktu mengisi kuesioner ini. Saya mengerti bahwa penelitian ini tidak akan berakibat negatif pada Anda dan segala informasi yang Anda berikan dijamin kerahasiaannya, karena itu maka jawaban yang Anda berikan adalah yang sebenar-benarnya. Besar harapan saya agar Anda berkenan memberikan jawaban yang sejujurnya atas pertanyaan yang diajukan, sehingga saya dapat memperoleh gambaran yang sesungguhnya mengenai permasalahan yang saya teliti. Berdasarkan semua penjelasan di atas maka dengan ini saya menyatakan dengan sukarela bersedia menjadi responden dan berpartisipasi aktif dalam penelitian ini.

Atas kesediaan mengisi kuesioner ini, saya ucapkan terima kasih.

Jakarta,2010

Responden Kuesioner Penelitian

(.....)

KUESIONER PENELITIAN

KARAKTERISTIK RESPONDEN

1. Jenis kelamin :
 - a. Laki-laki
 - b. Perempuan

2. Usia Anda saat ini :
 - a. < 20 tahun
 - b. 20-29 tahun
 - c. 30-39 tahun
 - d. 40-49 tahun
 - e. > 50 tahun

3. Pendidikan Anda :
 - a. SD
 - b. SMP
 - c. SMU
 - d. Sarjana
 - e. Lainnya (.....)

4. Pekerjaan Anda saat ini :
 - a. Pelajar/Mahasiswa
 - b. Ibu Rumah Tangga
 - c. Pegawai Swasta/Karyawan
 - d. Wiraswasta
 - e. Lainnya (.....)

5. Pendapatan Anda per bulan :
 - a. < Rp 1.000.000
 - b. Rp 1.000.000 – Rp 1.999.999
 - c. Rp 2.000.000 - Rp 4.999.999
 - d. Rp 5.000.000 - Rp 10.000.000
 - e. > Rp 10.000.000

Kami ingin mendapatkan kesan atau penilaian Anda terhadap kinerja unit rawat jalan SHKJ.

0 = Atribut tidak memuaskan atau masih banyak kekurangan

1 = Atribut sudah memuaskan

Atribut	SHKJ	*	*	*	*
1. Lokasi Rumah Sakit					
2. Petunjuk arah mudah dimengerti					
3. Kebersihan toilet					
4. Ruang tunggu yang nyaman					
5. Kesulitan menghubungi SHKJ untuk membuat janji bertemu dokter					
6. Waktu tunggu untuk bertemu dokter masuk akal					
7. Informasi perawat mengenai keterlambatan dokter					
8. Kecepatan tersedianya status pasien					
9. Pelayanan Perawat					
10. Pelayanan Kasir					
11. Birokrasi Administrasi					
12. Waktu tunggu pengambilan obat					
13. Waktu tunggu hasil laboratorium					
14. Reputasi Dokter					
15. Efisiensi & efektifitas pemberian obat					
16. Keramahan staf dalam memberi pelayanan					
17. Tarif pelayanan masuk akal					

*rumah sakit lainnya yang pernah dikunjungi dan digunakan oleh pasien

18. Jika Anda pindah domisili ke tempat yang lebih jauh dari SHKJ, apakah Anda akan tetap memakai jasa pelayanan SHKJ?
19. Jika terjadi kenaikan tarif pelayanan, apakah Anda tetap memakai jasa pelayanan SHKJ?
20. Apakah setiap kali memerlukan pelayanan kesehatan Anda selalu pergi ke SHKJ?
21. Apakah Anda akan merekomendasikan SHKJ kepada orang lain?

Lampiran 1
DATA PERSEPSI PASIEN
 A N A C O R - VERSION 0.4
 BY
 DEPARTMENT OF DATA THEORY
 UNIVERSITY OF LEIDEN, THE NETHERLANDS

The table to be analyzed:

	1	2	3	4	5	6	7	8	9	10	11	12
	Lokasi	Tanda	Toilet	Area	Telpon	TungguDo	Informas	Status	Perawat	Kasir	Admin	Farmasi
1	80	88	81	95	75	60	57	81	86	93	91	45
2	79	92	100	96	83	88	83	92	100	100	96	63
3	82	91	82	82	82	64	64	86	77	86	91	68
4	50	83	79	88	83	58	46	79	88	96	83	54
5	62	69	69	85	69	69	69	77	85	92	85	38
6	65	91	87	87	91	61	65	87	83	87	87	65
7	85	95	90	100	90	90	85	100	95	95	95	65

Margin	503	609	588	633	573	490	469	602	614	649	628	398
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	13	14	15	16	17	
	LAB	Dokter	Resep	Empati	Tarif	Margin
1	70	97	84	90	80	1353
2	71	79	75	96	96	1489
3	59	91	73	77	68	1323
4	58	92	83	79	75	1274
5	46	92	77	85	92	1261
6	83	78	74	87	83	1361
7	80	90	80	100	90	1525

Margin	467	619	546	614	584	9586
--------	-----	-----	-----	-----	-----	------

The Rowprofiles:

	1	2	3	4	5	6	7	8	9	10	11	12
	Lokasi	Tanda	Toilet	Area	Telpon	TungguDo	Informas	Status	Perawat	Kasir	Admin	Farmasi
1	,059	,065	,060	,070	,055	,044	,042	,060	,064	,069	,067	,033
2	,053	,062	,067	,064	,056	,059	,056	,062	,067	,067	,064	,042
3	,062	,069	,062	,062	,062	,048	,048	,065	,058	,065	,069	,051
4	,039	,065	,062	,069	,065	,046	,036	,062	,069	,075	,065	,042
5	,049	,055	,055	,067	,055	,055	,055	,061	,067	,073	,067	,030
6	,048	,067	,064	,064	,067	,045	,048	,064	,061	,064	,064	,048
7	,056	,062	,059	,066	,059	,059	,056	,066	,062	,062	,062	,043

Margin	,052	,064	,061	,066	,060	,051	,049	,063	,064	,068	,066	,042
--------	------	------	------	------	------	------	------	------	------	------	------	------

	13	14	15	16	17	
	LAB	Dokter	Resep	Empati	Tarif	Margin
1	,052	,072	,062	,067	,059	1,000
2	,048	,053	,050	,064	,064	1,000
3	,045	,069	,055	,058	,051	1,000
4	,046	,072	,065	,062	,059	1,000
5	,036	,073	,061	,067	,073	1,000
6	,061	,057	,054	,064	,061	1,000
7	,052	,059	,052	,066	,059	1,000

Margin	,049	,065	,057	,064	,061	

The Columnprofiles:

	1	2	3	4	5	6	7	8	9	10	11	12
	Lokasi	Tanda	Toilet	Area	Telpon	TungguDo	Informas	Status	Perawat	Kasir	Admin	Farmasi
1	,159	,144	,138	,150	,131	,122	,122	,135	,140	,143	,145	,113
2	,157	,151	,170	,152	,145	,180	,177	,153	,163	,154	,153	,158
3	,163	,149	,139	,130	,143	,131	,136	,143	,125	,133	,145	,171
4	,099	,136	,134	,139	,145	,118	,098	,131	,143	,148	,132	,136
5	,123	,113	,117	,134	,120	,141	,147	,128	,138	,142	,135	,095
6	,129	,149	,148	,137	,159	,124	,139	,145	,135	,134	,139	,163
7	,169	,156	,153	,158	,157	,184	,181	,166	,155	,146	,151	,163

Margin	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000

	13	14	15	16	17	
	LAB	Dokter	Resep	Empati	Tarif	Margin
1	,150	,157	,154	,147	,137	,141
2	,152	,128	,137	,156	,164	,155
3	,126	,147	,134	,125	,116	,138
4	,124	,149	,152	,129	,128	,133
5	,099	,149	,141	,138	,158	,132
6	,178	,126	,136	,142	,142	,142
7	,171	,145	,147	,163	,154	,159

Margin	1,000	1,000	1,000	1,000	1,000	

Dimension	Singular Value	Inertia	Proportion Explained	Cumulative Proportion
1	,05651	,00319	,381	,381
2	,05193	,00270	,321	,702
3	,03543	,00126	,150	,851
4	,02802	,00079	,094	,945
5	,01691	,00029	,034	,979
6	,01328	,00018	,021	1,000

Total		,00839	1,000	1,000

Row Scores:

Row	Marginal Profile	Dim	
		1	2
1	,141	-,177	,125
2	,155	,148	-,266
3	,138	,179	,157
4	,133	-,251	,329
5	,132	-,408	-,290
6	,142	,244	,179
7	,159	,186	-,182

Contribution of row points to the inertia of each dimension:

Row	Marginal Profile	Dim	
		1	2
1	,141	,079	,043
2	,155	,060	,212
3	,138	,078	,065
4	,133	,149	,277
5	,132	,387	,214
6	,142	,150	,088
7	,159	,098	,102

		1,000	1,000

Contribution of dimensions to the inertia of each row point:

Row	Marginal	Dim		Total
	Profile	1	2	
1	,141	,263	,121	,383
2	,155	,195	,577	,772
3	,138	,211	,149	,360
4	,133	,305	,481	,787
5	,132	,654	,305	,959
6	,142	,432	,214	,646
7	,159	,436	,383	,819

Column Scores:

Column	Marginal	Dim	
	Profile	1	2
1 Lokasi	,052	,214	-,135
2 Tanda	,064	,153	,224
3 Toilet	,061	,156	,051
4 Area	,066	-,135	,027
5 Telpon	,060	,114	,247
6 TungguDo	,051	,102	-,482
7 Informas	,049	,214	-,560
8 Status	,063	,097	,005
9 Perawat	,064	-,157	-,060
10 Kasir	,068	-,244	,050
11 Admin	,066	-,061	,032
12 Farmasi	,042	,554	,294
13 LAB	,049	,399	,213
14 Dokter	,065	-,400	,204
15 Resep	,057	-,323	,200
16 Empati	,064	-,074	-,110
17 Tarif	,061	-,215	-,277

Contribution of column points to the inertia of each dimension:

Column	Marginal	Dim	
	Profile	1	2
1 Lokasi	,052	,042	,018
2 Tanda	,064	,026	,062
3 Toilet	,061	,026	,003
4 Area	,066	,021	,001
5 Telpon	,060	,014	,070
6 TungguDo	,051	,009	,229
7 Informas	,049	,040	,296

8 Status	,063	,011	,000
9 Perawat	,064	,028	,004
10 Kasir	,068	,071	,003
11 Admin	,066	,004	,001
12 Farmasi	,042	,225	,069
13 LAB	,049	,137	,042
14 Dokter	,065	,183	,052
15 Resep	,057	,105	,044
16 Empati	,064	,006	,015
17 Tarif	,061	,050	,090
	-----	-----	
	1,000	1,000	

Contribution of dimensions to the inertia of each column point:

Column	Marginal Profile	Dim		Total
		1	2	
1 Lokasi	,052	,147	,054	,201
2 Tanda	,064	,314	,622	,936
3 Toilet	,061	,389	,038	,428
4 Area	,066	,616	,022	,638
5 Telpon	,060	,129	,560	,689
6 TungguDo	,051	,040	,813	,852
7 Informas	,049	,130	,819	,950
8 Status	,063	,537	,002	,539
9 Perawat	,064	,440	,059	,499
10 Kasir	,068	,800	,031	,831
11 Admin	,066	,199	,050	,249
12 Farmasi	,042	,649	,168	,817
13 LAB	,049	,440	,115	,555
14 Dokter	,065	,633	,151	,784
15 Resep	,057	,732	,256	,988
16 Empati	,064	,158	,321	,479
17 Tarif	,061	,276	,422	,698

The data-matrix permuted according to the scores in dimension: 1

	14	15	10	17	9	4	16	11	8	6	5	2
	Dokter	Resep	Kasir	Tarif	Perawat	Area	Empati	Admin	Status	TungguDo	Telpon	Tanda
5	92	77	92	92	85	85	85	85	77	69	69	69
4	92	83	96	75	88	88	79	83	79	58	83	83
1	97	84	93	80	86	95	90	91	81	60	75	88
2	79	75	100	96	100	96	96	96	92	88	83	92
3	91	73	86	68	77	82	77	91	86	64	82	91
7	90	80	95	90	95	100	100	95	100	90	90	95
6	78	74	87	83	83	87	87	87	87	61	91	91

Margin	619	546	649	584	614	633	614	628	602	490	573	609

The data-matrix permuted according to the scores in dimension: 1

	3	1	7	13	12	
	Toilet	Lokasi	Informas	LAB	Farmasi	Margin
5	69	62	69	46	38	1261
4	79	50	46	58	54	1274
1	81	80	57	70	45	1353
2	100	79	83	71	63	1489
3	82	82	64	59	68	1323
7	90	85	85	80	65	1525
6	87	65	65	83	65	1361

Margin	588	503	469	467	398	9586

The data-matrix permuted according to the scores in dimension: 2

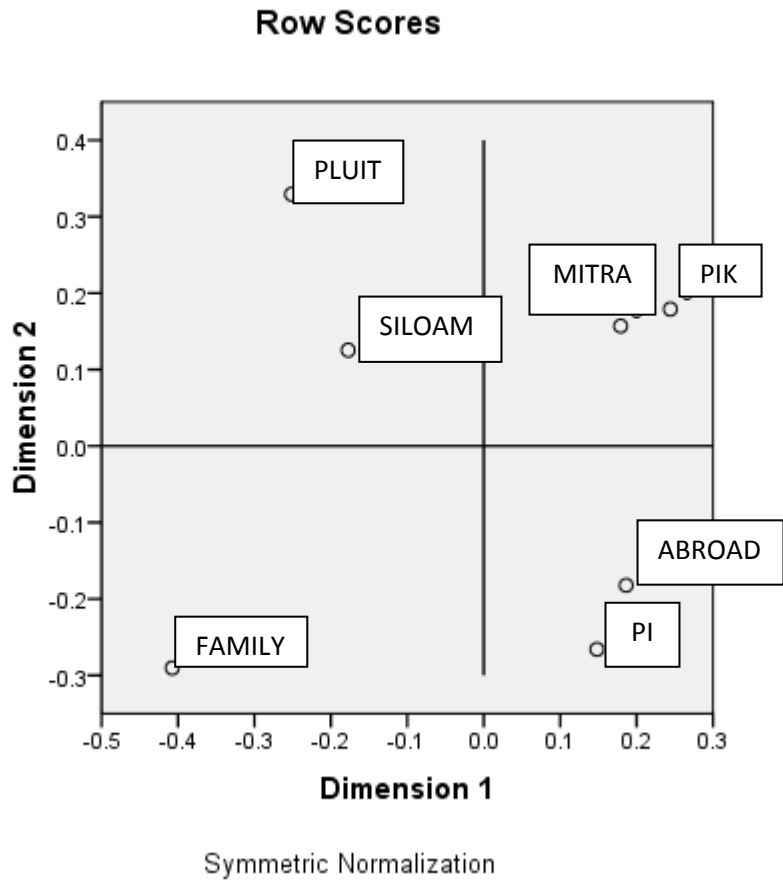
	7	6	17	1	16	9	8	4	11	10	3	15
	Informas	TungguDo	Tarif	Lokasi	Empati	Perawat	Status	Area	Admin	Kasir	Toilet	Resep
5	69	69	92	62	85	85	77	85	85	92	69	77
2	83	88	96	79	96	100	92	96	96	100	100	75
7	85	90	90	85	100	95	100	100	95	95	90	80
1	57	60	80	80	90	86	81	95	91	93	81	84
3	64	64	68	82	77	77	86	82	91	86	82	73
6	65	61	83	65	87	83	87	87	87	87	87	74
4	46	58	75	50	79	88	79	88	83	96	79	83

Margin	469	490	584	503	614	614	602	633	628	649	588	546

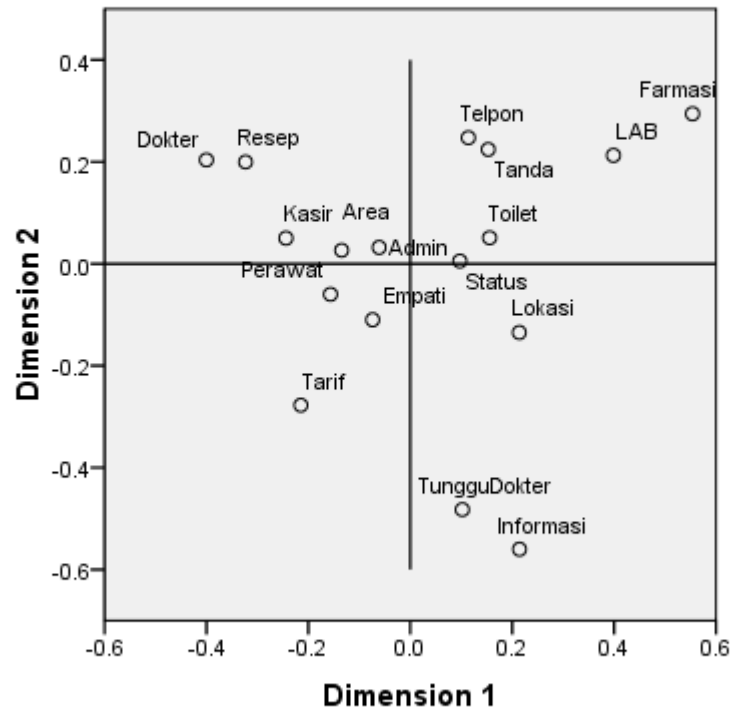
The data-matrix permuted according to the scores in dimension: 2

	14	13	2	5	12	
	Dokter	LAB	Tanda	Telpon	Farmasi	Margin
5	92	46	69	69	38	1261
2	79	71	92	83	63	1489
7	90	80	95	90	65	1525
1	97	70	88	75	45	1353
3	91	59	91	82	68	1323
6	78	83	91	91	65	1361
4	92	58	83	83	54	1274

Margin	619	467	609	573	398	9586



Column Scores



Symmetric Normalization

Lampiran 2
Data Persepsi Pasien
(6 atribut rumah sakit dan 7 rumah sakit)

A N A C O R - VERSION 0.4
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DEPARTMENT OF DATA THEORY
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The table to be analyzed:

	1	2	3	4	5	6	
	Informas	TungguDo	Farmasi	Dokter	LAB	Resep	Margin
1	57	60	45	97	70	84	413
2	83	88	63	79	71	75	459
3	64	64	68	91	59	73	419
4	46	58	54	92	58	83	391
5	69	69	38	92	46	77	391
6	65	61	65	78	83	74	426
7	85	90	65	90	80	80	490

Margin	469	490	398	619	467	546	2989

The Rowprofiles:

	1	2	3	4	5	6	
	Informas	TungguDo	Farmasi	Dokter	LAB	Resep	Margin
1	,138	,145	,109	,235	,169	,203	1,000
2	,181	,192	,137	,172	,155	,163	1,000
3	,153	,153	,162	,217	,141	,174	1,000
4	,118	,148	,138	,235	,148	,212	1,000
5	,176	,176	,097	,235	,118	,197	1,000
6	,153	,143	,153	,183	,195	,174	1,000
7	,173	,184	,133	,184	,163	,163	1,000

Margin	,157	,164	,133	,207	,156	,183	

The Columnprofiles:

	1	2	3	4	5	6	
	Informas	TungguDo	Farmasi	Dokter	LAB	Resep	Margin
1	,122	,122	,113	,157	,150	,154	,138
2	,177	,180	,158	,128	,152	,137	,154
3	,136	,131	,171	,147	,126	,134	,140
4	,098	,118	,136	,149	,124	,152	,131
5	,147	,141	,095	,149	,099	,141	,131
6	,139	,124	,163	,126	,178	,136	,143
7	,181	,184	,163	,145	,171	,147	,164

Margin	1,000	1,000	1,000	1,000	1,000	1,000	

Dimension	Singular Value	Inertia	Proportion Explained	Cumulative Proportion
1	,09051	,00819	,497	,497
2	,07623	,00581	,352	,849
3	,04473	,00200	,121	,970
4	,02056	,00042	,026	,996
5	,00840	,00007	,004	1,000

Total		,01650	1,000	1,000

Row Scores:

Row	Marginal Profile	Dim	
		1	2
1	,138	-,353	,069
2	,154	,393	-,164
3	,140	-,015	,125
4	,131	-,418	,181
5	,131	-,234	-,540
6	,143	,188	,422
7	,164	,298	-,092

Contribution of row points to the inertia of each dimension:

Row	Marginal	Dim	
	Profile	1	2
1	,138	,190	,009
2	,154	,262	,054
3	,140	,000	,029
4	,131	,252	,056
5	,131	,079	,501
6	,143	,056	,333
7	,164	,161	,018
		-----	-----
		1,000	1,000

Contribution of dimensions to the inertia of each row point:

Row	Marginal	Dim		Total
	Profile	1	2	
1	,138	,704	,023	,726
2	,154	,850	,125	,975
3	,140	,002	,124	,126
4	,131	,769	,121	,890
5	,131	,180	,806	,985
6	,143	,175	,741	,917
7	,164	,877	,071	,948

Column Scores:

Column	Marginal	Dim	
	Profile	1	2
1 Informas	,157	,325	-,307
2 TungguDo	,164	,235	-,310
3 Farmasi	,133	,224	,395
4 Dokter	,207	-,410	-,069
5 LAB	,156	,162	,390
6 Resep	,183	-,326	-,001

Contribution of column points to the inertia of each dimension:

Column	Marginal	Dim	
	Profile	1	2
1 Informas	,157	,183	,194
2 TungguDo	,164	,100	,207
3 Farmasi	,133	,074	,273
4 Dokter	,207	,384	,013
5 LAB	,156	,045	,313
6 Resep	,183	,215	,000
		-----	-----
		1,000	1,000

Contribution of dimensions to the inertia of each column point:

Column	Marginal	Dim		Total
	Profile	1	2	
1 Informas	,157	,535	,404	,939
2 TungguDo	,164	,371	,544	,915
3 Farmasi	,133	,187	,493	,680
4 Dokter	,207	,945	,023	,968
5 LAB	,156	,120	,589	,709
6 Resep	,183	,944	,000	,944

The data-matrix permuted according to the scores in dimension: 1

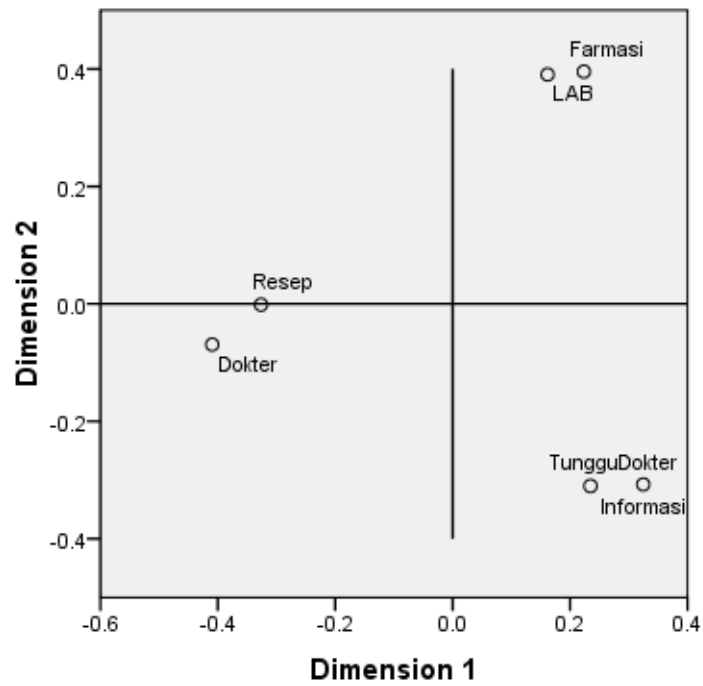
	4	6	5	3	2	1	
	Dokter	Resep	LAB	Farmasi	TungguDo	Informas	Margin
4	92	83	58	54	58	46	391
1	97	84	70	45	60	57	413
5	92	77	46	38	69	69	391
3	91	73	59	68	64	64	419
6	78	74	83	65	61	65	426
7	90	80	80	65	90	85	490
2	79	75	71	63	88	83	459
	-----	-----	-----	-----	-----	-----	-----
Margin	619	546	467	398	490	469	2989

The data-matrix permuted according to the scores in dimension: 2

	2	1	4	6	5	3	
	TungguDo	Informas	Dokter	Resep	LAB	Farmasi	Margin
5	69	69	92	77	46	38	391
2	88	83	79	75	71	63	459
7	90	85	90	80	80	65	490
1	60	57	97	84	70	45	413
3	64	64	91	73	59	68	419
4	58	46	92	83	58	54	391
6	61	65	78	74	83	65	426

Margin	490	469	619	546	467	398	2989

Column Scores



Symmetric Normalization

Lampiran 3
DATA PERSEPSI MANAJEMEN
 A N A C O R - VERSION 0.4
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 UNIVERSITY OF LEIDEN, THE NETHERLANDS

The table to be analyzed:

	1	2	3	4	5	6	
	Informas	TungguDo	Farmasi	Dokter	LAB	Resep	Margin
1	7,00	7,00	7,00	7,00	7,00	7,00	42,00
2	4,87	3,97	3,87	4,00	4,20	4,10	25,01
3	5,83	6,03	5,70	6,27	5,97	5,83	35,63
4	4,77	3,97	4,00	4,03	4,90	4,13	25,80
5	3,13	5,03	3,80	3,80	3,97	4,00	23,73
6	4,67	4,03	3,90	4,13	4,20	4,13	25,06
7	3,20	3,07	2,93	3,90	3,13	3,80	20,03

Margin	33,47	33,10	31,20	33,13	33,37	32,99	197,26

The Rowprofiles:

	1	2	3	4	5	6	
	Informas	TungguDo	Farmasi	Dokter	LAB	Resep	Margin
1	,167	,167	,167	,167	,167	,167	1,000
2	,195	,159	,155	,160	,168	,164	1,000
3	,164	,169	,160	,176	,168	,164	1,000
4	,185	,154	,155	,156	,190	,160	1,000
5	,132	,212	,160	,160	,167	,169	1,000
6	,186	,161	,156	,165	,168	,165	1,000
7	,160	,153	,146	,195	,156	,190	1,000

Margin	,170	,168	,158	,168	,169	,167	

The Columnprofiles:

	1	2	3	4	5	6	
	Informas	TungguDo	Farmasi	Dokter	LAB	Resep	Margin
1	,209	,211	,224	,211	,210	,212	,213
2	,146	,120	,124	,121	,126	,124	,127
3	,174	,182	,183	,189	,179	,177	,181
4	,143	,120	,128	,122	,147	,125	,131
5	,094	,152	,122	,115	,119	,121	,120
6	,140	,122	,125	,125	,126	,125	,127
7	,096	,093	,094	,118	,094	,115	,102

Margin	1,000	1,000	1,000	1,000	1,000	1,000	

Dimension	Singular Value	Inertia	Proportion Explained	Cumulative Proportion
1	,05916	,00350	,635	,635
2	,03855	,00149	,270	,905
3	,01615	,00026	,047	,952
4	,01418	,00020	,036	,989
5	,00792	,00006	,011	1,000

Total		,00551	1,000	1,000

Row Scores:

Row	Marginal Profile	Dim	
		1	2
1	,213	-,023	-,009
2	,127	,250	-,090
3	,181	-,058	,058
4	,131	,244	-,202
5	,120	-,569	-,165
6	,127	,171	-,034
7	,102	-,013	,526

Contribution of row points to the inertia of each dimension:

Row	Marginal	Dim	
	Profile	1	2
1	,213	,002	,000
2	,127	,134	,027
3	,181	,010	,016
4	,131	,131	,138
5	,120	,660	,085
6	,127	,063	,004
7	,102	,000	,730
		-----	-----
		1,000	1,000

Contribution of dimensions to the inertia of each row point:

Row	Marginal	Dim		Total
	Profile	1	2	
1	,213	,057	,006	,063
2	,127	,783	,066	,849
3	,181	,274	,181	,455
4	,131	,561	,251	,812
5	,120	,938	,051	,989
6	,127	,833	,022	,855
7	,102	,001	,971	,972

Column Scores:

Column	Marginal	Dim	
	Profile	1	2
1 Informas	,170	,430	-,091
2 TungguDo	,168	-,393	-,175
3 Farmasi	,158	-,047	-,088
4 Dokter	,168	-,028	,322
5 LAB	,169	,076	-,183
6 Resep	,167	-,047	,213

Contribution of column points to the inertia of each dimension:

Column	Marginal	Dim	
	Profile	1	2
1 Informas	,170	,531	,037
2 TungguDo	,168	,438	,134
3 Farmasi	,158	,006	,032
4 Dokter	,168	,002	,453
5 LAB	,169	,017	,147
6 Resep	,167	,006	,198
		-----	-----
		1,000	1,000

Contribution of dimensions to the inertia of each column point:

Column	Marginal	Dim		Total
	Profile	1	2	
1 Informas	,170	,941	,028	,969
2 TungguDo	,168	,860	,112	,972
3 Farmasi	,158	,097	,219	,316
4 Dokter	,168	,011	,946	,957
5 LAB	,169	,129	,485	,614
6 Resep	,167	,058	,782	,840

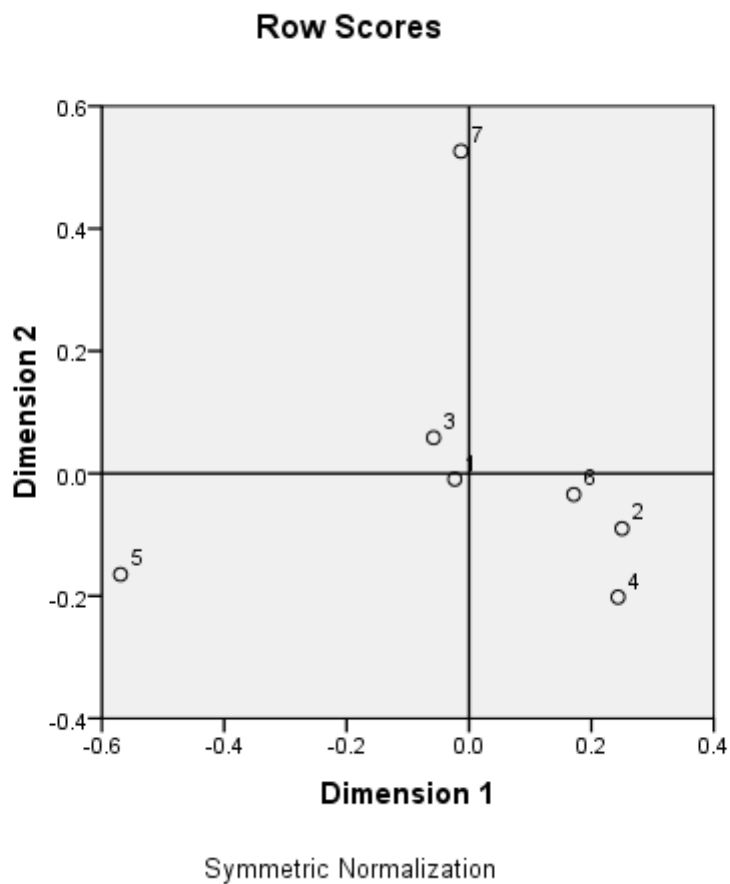
The data-matrix permuted according to the scores in dimension: 1

	2	3	6	4	5	1	
	TungguDo	Farmasi	Resep	Dokter	LAB	Informas	Margin
5	5,03	3,80	4,00	3,80	3,97	3,13	23,73
3	6,03	5,70	5,83	6,27	5,97	5,83	35,63
1	7,00	7,00	7,00	7,00	7,00	7,00	42,00
7	3,07	2,93	3,80	3,90	3,13	3,20	20,03
6	4,03	3,90	4,13	4,13	4,20	4,67	25,06
4	3,97	4,00	4,13	4,03	4,90	4,77	25,80
2	3,97	3,87	4,10	4,00	4,20	4,87	25,01
	-----	-----	-----	-----	-----	-----	-----
Margin	33,10	31,20	32,99	33,13	33,37	33,47	197,26

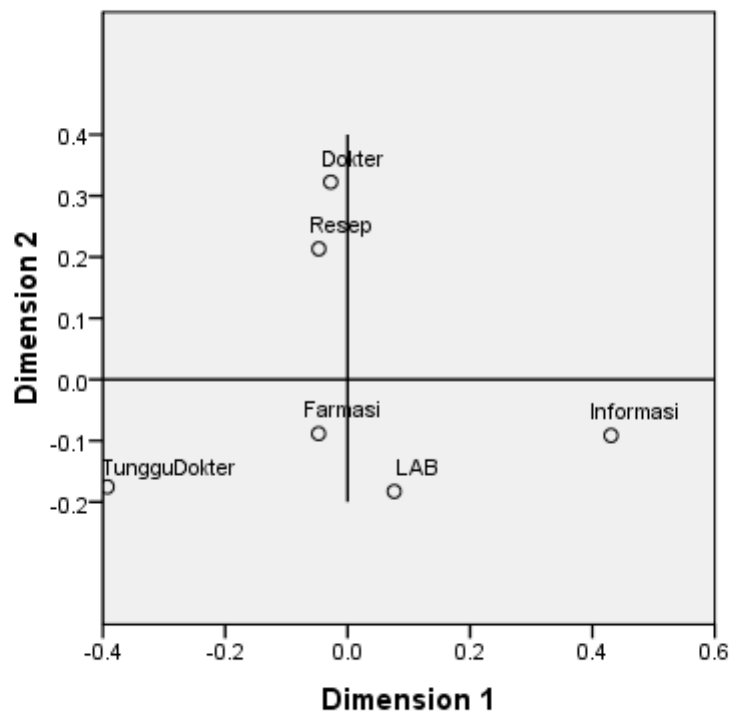
The data-matrix permuted according to the scores in dimension: 2

	5	2	1	3	6	4	
	LAB	TungguDo	Informas	Farmasi	Resep	Dokter	Margin
4	4,90	3,97	4,77	4,00	4,13	4,03	25,80
5	3,97	5,03	3,13	3,80	4,00	3,80	23,73
2	4,20	3,97	4,87	3,87	4,10	4,00	25,01
6	4,20	4,03	4,67	3,90	4,13	4,13	25,06
1	7,00	7,00	7,00	7,00	7,00	7,00	42,00
3	5,97	6,03	5,83	5,70	5,83	6,27	35,63
7	3,13	3,07	3,20	2,93	3,80	3,90	20,03

Margin	33,37	33,10	33,47	31,20	32,99	33,13	197,26



Column Scores



Symmetric Normalization

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 Data Persepsi CEO
 A N A C O R - VERSION 0.4
 BY
 DEPARTMENT OF DATA THEORY
 UNIVERSITY OF LEIDEN, THE NETHERLANDS

The table to be analyzed:

	1	2	3	4	5	6	
	Informas	TungguDo	Farmasi	Dokter	LAB	Resep	Margin
1	7,00	7,00	7,00	7,00	7,00	7,00	42,00
2	6,00	6,63	6,13	6,33	6,00	6,77	37,86
3	6,00	6,03	3,00	5,00	3,00	5,83	28,86
4	6,47	6,00	6,80	2,00	6,83	6,00	34,10
5	6,13	6,93	6,33	2,00	6,33	6,53	34,25
6	5,00	5,00	4,00	5,00	6,27	6,00	31,27
7	1,00	2,00	2,00	2,00	2,00	4,00	13,00

Margin	37,60	39,59	35,26	29,33	37,43	42,13	221,34

The Rowprofiles:

	1	2	3	4	5	6	
	Informas	TungguDo	Farmasi	Dokter	LAB	Resep	Margin
1	,167	,167	,167	,167	,167	,167	1,000
2	,158	,175	,162	,167	,158	,179	1,000
3	,208	,209	,104	,173	,104	,202	1,000
4	,190	,176	,199	,059	,200	,176	1,000
5	,179	,202	,185	,058	,185	,191	1,000
6	,160	,160	,128	,160	,201	,192	1,000
7	,077	,154	,154	,154	,154	,308	1,000

Margin	,170	,179	,159	,133	,169	,190	

The Columnprofiles:

	1	2	3	4	5	6	
	Informas	TungguDo	Farmasi	Dokter	LAB	Resep	Margin
1	,186	,177	,199	,239	,187	,166	,190
2	,160	,167	,174	,216	,160	,161	,171
3	,160	,152	,085	,170	,080	,138	,130
4	,172	,152	,193	,068	,182	,142	,154
5	,163	,175	,180	,068	,169	,155	,155
6	,133	,126	,113	,170	,168	,142	,141
7	,027	,051	,057	,068	,053	,095	,059

Margin	1,000	1,000	1,000	1,000	1,000	1,000	

Dimension	Singular Value	Inertia	Proportion Explained	Cumulative Proportion
1	,15789	,02493	,602	,602
2	,09270	,00859	,207	,809
3	,07639	,00584	,141	,950
4	,04283	,00183	,044	,994
5	,01535	,00024	,006	1,000

Total		,04143	1,000	1,000

Row Scores:

Row	Marginal Profile	Dim	
		1	2
1	,190	-,176	-,039
2	,171	-,218	,010
3	,130	-,478	-,466
4	,154	,614	-,042
5	,155	,540	-,043
6	,141	-,191	,140
7	,059	-,311	1,018

Contribution of row points to the inertia of each dimension:

Row	Marginal	Dim	
	Profile	1	2
1	,190	,037	,003
2	,171	,051	,000
3	,130	,189	,305
4	,154	,368	,003
5	,155	,286	,003
6	,141	,032	,030
7	,059	,036	,656
		-----	-----
		1,000	1,000

Contribution of dimensions to the inertia of each row point:

Row	Marginal	Dim		Total
	Profile	1	2	
1	,190	,377	,011	,388
2	,171	,662	,001	,663
3	,130	,507	,282	,789
4	,154	,985	,003	,988
5	,155	,911	,003	,915
6	,141	,283	,089	,372
7	,059	,116	,729	,845

Column Scores:

Column	Marginal	Dim	
	Profile	1	2
1 Informas	,170	,103	-,524
2 TungguDo	,179	,047	-,226
3 Farmasi	,159	,397	,131
4 Dokter	,133	-,922	,010
5 LAB	,169	,308	,214
6 Resep	,190	-,101	,373

Contribution of column points to the inertia of each dimension:

Column	Marginal	Dim	
	Profile	1	2
1 Informas	,170	,011	,502
2 TungguDo	,179	,003	,099
3 Farmasi	,159	,159	,029
4 Dokter	,133	,713	,000
5 LAB	,169	,102	,084
6 Resep	,190	,012	,286
		-----	-----
		1,000	1,000

Contribution of dimensions to the inertia of each column point:

Column	Marginal	Dim		Total
	Profile	1	2	
1 Informas	,170	,060	,908	,968
2 TungguDo	,179	,035	,470	,504
3 Farmasi	,159	,700	,045	,745
4 Dokter	,133	,955	,000	,955
5 LAB	,169	,469	,133	,602
6 Resep	,190	,059	,473	,532

The data-matrix permuted according to the scores in dimension: 1

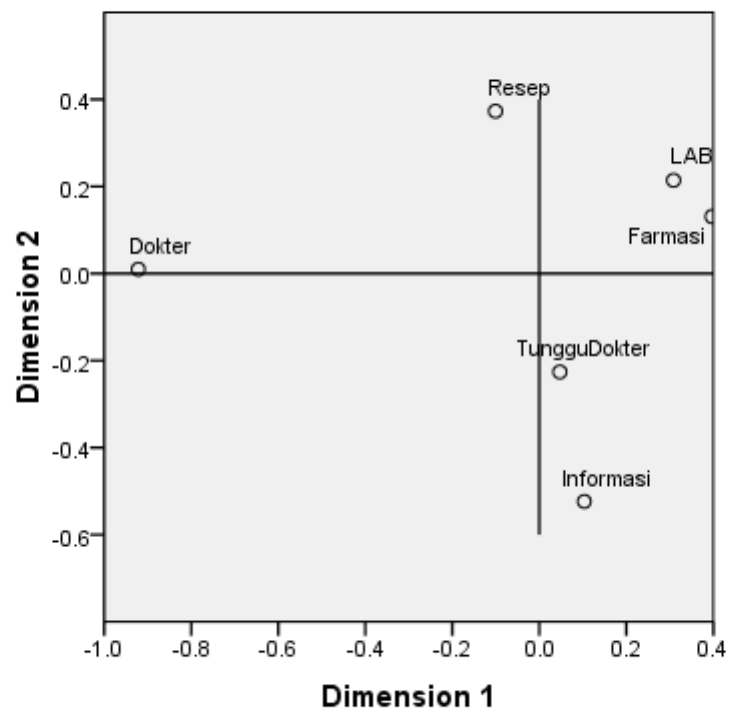
	4	6	2	1	5	3	
	Dokter	Resep	TungguDo	Informas	LAB	Farmasi	Margin
3	5,00	5,83	6,03	6,00	3,00	3,00	28,86
7	2,00	4,00	2,00	1,00	2,00	2,00	13,00
2	6,33	6,77	6,63	6,00	6,00	6,13	37,86
6	5,00	6,00	5,00	5,00	6,27	4,00	31,27
1	7,00	7,00	7,00	7,00	7,00	7,00	42,00
5	2,00	6,53	6,93	6,13	6,33	6,33	34,25
4	2,00	6,00	6,00	6,47	6,83	6,80	34,10
	-----	-----	-----	-----	-----	-----	-----
Margin	29,33	42,13	39,59	37,60	37,43	35,26	221,34

The data-matrix permuted according to the scores in dimension: 2

	1	2	4	3	5	6	
	Informas	TungguDo	Dokter	Farmasi	LAB	Resep	Margin
3	6,00	6,03	5,00	3,00	3,00	5,83	28,86
5	6,13	6,93	2,00	6,33	6,33	6,53	34,25
4	6,47	6,00	2,00	6,80	6,83	6,00	34,10
1	7,00	7,00	7,00	7,00	7,00	7,00	42,00
2	6,00	6,63	6,33	6,13	6,00	6,77	37,86
6	5,00	5,00	5,00	4,00	6,27	6,00	31,27
7	1,00	2,00	2,00	2,00	2,00	4,00	13,00

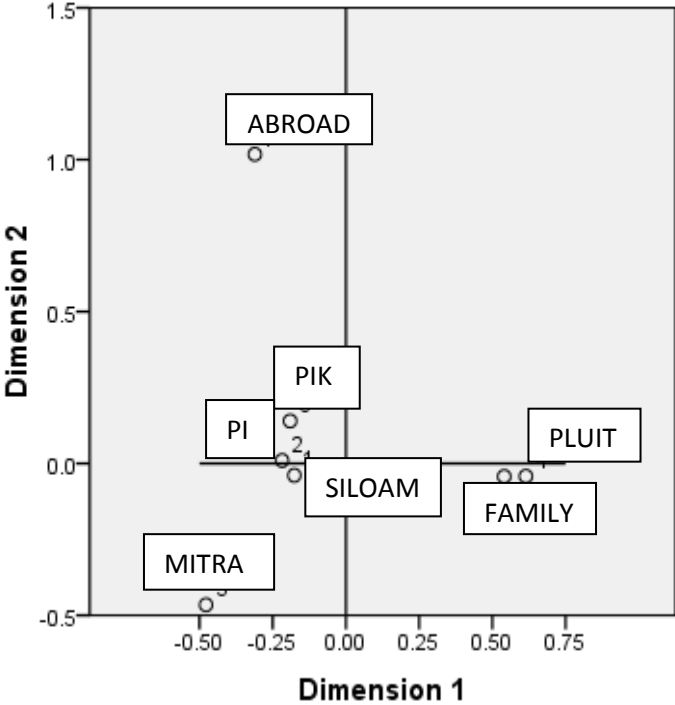
Margin	37,60	39,59	29,33	35,26	37,43	42,13	221,34

Column Scores



Symmetric Normalization

Row Scores



Symmetric Normalization