

Lampiran 1

INFORMASI PENELITIAN

Responden Yth.

Saya Mulia Rachmiaty Putri, Mahasiswa Magister Administrasi Rumah Sakit Universitas Esa Unggul, Jakarta bermaksud menyebarkan kuesioner untuk melengkapi data yang diperlukan dalam penyusunan tesis yang berjudul **“Pengaruh *Service Quality*, *Price Fairness*, *Physical Environment* Terhadap *Patient Loyalty* Dengan *Patient Experience* Sebagai Variabel *Intervening* Di Rumah Sakit Nuraida Kota Bogor Jawa Barat”**

Saya mohon kesediaan saudara/i meluangkan waktu sejenak untuk mengisi kuesioner penelitian ini secara sukarela dan apabila saudara/i tidak bersedia maka saudara berhak untuk tidak menjawab kuesioner. Tujuan penelitian ini adalah untuk menganalisis Pengaruh *Service quality*, Harga, Lingkungan Terhadap Kepuasan Pasien dan Loyalitas Pasien Rumah Sakit Nuraida Kota Bogor Jawa Barat.

Jawaban pertanyaan kuesioner ini tidak ada jawaban yang benar atau salah. Sesuai dengan kode etik penelitian, semua data dijamin kerahasiaannya, tidak akan di pergunakan selain untuk kepentingan penelitian

Saya sangat menghargai atas segala partisipasi dan ketulusan saudara dalam menjawab kuesioner ini. Hasil penelitian ini diharapkan dapat dimanfaatkan sebagai bahan evaluasi bagi pihak manajemen Rumah Sakit.

Jika Saudara/i ada hal – hal yang ingin disampaikan lebih lanjut saudara dapat menghubungi saya Mulia Rachmiaty Putri.

Hormat saya
Mulia Rachmiaty Putri

PERSETUJUAN UNTUK MENJADI RESPONDEN

Kepada Yth.

Responden

di

Tempat

Dengan hormat,

Berkaitan dengan penelitian yang saya lakukan dalam rangka menyelesaikan studi pada Program Magister Administrasi Rumah Sakit (MARS) mengenai **“Pengaruh *Service Quality, Price Fairness, Physical Environment Terhadap Patient Loyalty Dengan Patient Experience Sebagai Variabel Intervening Di Rumah Sakit Nuraida Kota Bogor Jawa Barat*”**, untuk itu saya mohon kesediaan dari Bapak/Ibu/Saudara/i untuk kiranya dapat berpartisipasi dalam mengisi kuesioner penelitian ini atau dengan link goggle form.

Penelitian ini diharapkan memberikan hasil yang bermanfaat dan oleh karena itu dimohon kesediannya untuk mengisi/menjawab kuesioner ini dengan sejujur-jujurnya dan jawaban yang Bapak/Ibu/Saudara/i berikan akan dijamin kerahasiaannya dan hanya akan digunakan untuk kepentingan ilmiah.

Atas kerjasama yang baik dan kesungguhan Bapak/Ibu/Saudara/i dalam mengisi kuesioner ini, diucapkan banyak terima kasih.

Peneliti,

Responden,

Mulia Rachmiaty Putri

(.....)

QUESTIONNAIRE

PENGARUH SERVICE QUALITY, PRICE FAIRNESS, PHYSICAL ENVIRONMENT TERHADAP PATIENT LOYALTY DENGAN PATIENT EXPERIENCE SEBAGAI VARIABEL INTERVENING DI RUMAH SAKIT NURAIDA KOTA BOGOR JAWA BARAT

Petunjuk Pengisian

1. Sebelum mengisi pertanyaan-pertanyaan berikut, kami mohon kesediaan Bapak / Ibu dalam membaca terlebih dahulu petunjuk pengisian ini.

Identitas Responden

Nama :..... (Inisial)
Umur :.....
Jenis kelamin :
Pendidikan terakhir :.....

2. Isilah semua pertanyaan dalam angket ini dengan tanda **ceklist** (√) pada alternatif jawaban yang tersedia sesuai dengan pendapat/persepsi atau fakta yang Sebenarnya
Makna setiap jawaban tersebut adalah sebagai berikut :
Skor 4 = Sangat Setuju
Skor 3 = Setuju
Skor 2 = Tidak Setuju
Skor 1 = Sangat tidak Setuju
3. Tidak ada jawaban yang salah dalam pengisian angket ini, oleh sebab itu usahakan agar tidak ada jawaban yang dikosongkan.
4. Angket ini bersifat tertutup, data Bapak/Ibu/Saudara/i **TERJAMIN KERAHASIANNYA.**
5. Sebelumnya peneliti mengucapkan terima kasih kepada Bapak/Ibu/Saudara/i yang bersedia meluangkan waktunya dalam mengisi angket ini.
6. Kerja sama dari Bapak/Ibu/Saudara/i sangat peneliti harapkan untuk terselenggaranya penelitian ini.

SERVICE QUALITY (Adaptasi dari Kondasani & Panda, 2015)

No	PERNYATAAN	1	2	3	4
Assurance					
1.	Dokter mempunyai pengetahuan dalam menetapkan diagnosa penyakit anda cukup baik, sehingga mampu menjawab setiap pertanyaan pasien secara meyakinkan.				
2.	Perawat menyediakan obat-obatan / alat-alat medis yang lengkap.				
3.	Tenaga Medis mempunyai catatan medis pasien				
Empathy					
4.	Dokter memberikan waktu pelayanan yang cukup pada pasien.				
5.	Perawat memberikan pelayanan sesuai dengan keinginan untuk memahami kebutuhan pasien.				
6.	Dokter mendengarkan keluhan tentang penyakit yang anda derita serta memberikan jalan keluar dalam konsultasi.				
Reliability					
7.	Tenaga Medis memberikan pelayanan tepat waktu sesuai dengan yang di-janjikan.				
8.	Perawat memberitahu jenis penyakit secara lengkap, memberitahu cara perawatan dan cara minum obat.				
9.	Tenaga Medis memberikan informasi kepada pasien sebelum pelayanan diberikan.				
Responsiveness					
10.	Tenaga Medis bersedia menanggapi keluhan pasien.				
11.	Tenaga Medis melakukan tindakan secara tepat				
12.	Tenaga Medis melakukan tindakan sesuai prosedur				
Tangible					
13.	Bangunan rumah sakit terlihat teratur, aman dan bersih.				
14.	Ruangan Poli Obgyn memiliki ruang tunggu yang nyaman				
15.	Ruangan Poli Obgyn memiliki peralatan yang lengkap.				

PRICE FAIRNESS (Adaptasi dari Haque et al., 2020; Swain & Singh, 2021)

No.	PERNYATAAN	1	2	3	4
Harga yang wajar dalam pembelian jasa					
1	Rumah Sakit memiliki harga yang terjangkau				
2	Rumah Sakit memberikan pelayanan jasa yang berkualitas dengan biaya yang efektif				
3	Harga obat-obatan yang ditetapkan sesuai dengan kualitas yang diberikan				
Referensi tingkat kewajaran harga					
4	Harga layanan lebih baik dibandingkan dengan rumah sakit lainnya				
5	Obat yang digunakan untuk pasien cukup murah dibandingkan dengan rumah sakit lain				
6	Harga yang ditetapkan oleh tidak memberatkan pasien				
Harga yang ditetapkan merupakan sebuah etika					
7	Harga layanan pada transparan/tidak ada yang ditutupi				
8	Harga obat yang direkomendasikan / resepkan dokter sesuai dengan expektasi				
9	Harga yang ditetapkan oleh sesuai dengan manfaat yang dirasakan				

PHYSICAL ENVIRONMENT (Adaptasi dari Fatima *et al.*, 2017)

No	PERNYATAAN	1	2	3	4
Facility Exterior					
1	Gedung/ bangunan Rumah Sakit yang dimiliki sudah cukup layak				
2	Peralatan yang dimiliki poliklinik baik peralatan diagnostik dan non diagnostik (kursi, meja, dll) sudah cukup memadai untuk melayani pasien				
3	Fasilitas parkir yang disediakan (luasnya area parkir) sudah memadai				
Facility Interior					
4	Penampilan gedung ini dari luar (eksterior) cukup menarik				
5	Ruang tunggu Rumah Sakit bersih dan rapi (toilet bersih)				
6	Fasilitas pendukung (seperti bank, kantin, mushallah, toilet) yang dimiliki sudah memadai				
Other Tangible Elemen					
7	Saat masuk ke dalam gedung ini, desain interiornya terlihat menarik				
8	Tata letak antar ruangan yang ada pada ini sangat teratur				
9	Adanya akses keamanan untuk keluar masuk				

PATIENT EXPERIENCE (Adaptasi dari Altinay et al., (2023) dan Webster et al. (2011))

No	PERNYATAAN	1	2	3	4
Komunikasi dengan perawat					
1.	Perawat memberikan perlakuan dengan sopan dan hormat				
2.	Perawat mendengarkan dengan seksama				
3.	Perawat menjelaskan hal-hal dengan cara yang mudah dipahami				
Komunikasi dengan dokter					
4.	Dokter memberikan perlakuan dengan sopan dan hormat				
5.	Dokter mendengarkan dengan seksama				
6.	Dokter menjelaskan hal-hal dengan cara yang mudah dipahami				
Kondisi fisik					
7.	Kamar Rumah Sakit tetap bersih				
8.	Area sekitar Rumah Sakit tetap tenang				
9.	Rasa sakit terkontrol dengan baik				
Manajemen Nyeri					
10.	Staf menjelaskan untuk apa obat tersebut.				
11.	Staf melakukan segala yang mereka bisa untuk membantu mengatasi rasa sakit				
12.	Staf menjelaskan kemungkinan efek samping obat				

PATIENT LOYALTY (Adaptasi dari Lacap & Alfonso, 2022)

No	PERNYATAAN	1	2	3	4
Repeat/revisit (Kunjungan Kembali)					
1.	Rumah Sakit Nuraida Kota Bogor menjadi pilihan utama jika pasien membutuhkan jasa kesehatan terutama Poli Obgyn				
2.	Setiap kali pasien sakit, pasien selalu mengunjungi Rumah Sakit ini untuk berobat.				
3.	Pasien menghubungi Rumah Sakit untuk berkonsultasi mengenai kesehatan				
Referalls (Merekomendasikan kepada pihak lain)					
4.	Pasien tidak pernah merisaukan biaya rumah sakit, jika pasien berobat di				
5.	Pasien memberikan informasi tentang keunggulan fasilitas maupun keahlian dokter yang bekerja di Sakit ini khususnya Poli Obgyn				
6.	Pasien selalu merekomendasikan kepada siapapun mengenai Rumah Sakit ini khususnya Poli Obgyn				
Retention (Tidak niat pindah)					
7.	Pasien tidak ingin berpindah ke rumah sakit lain.				
8.	Pasien tidak terpengaruh dengan bujukan (promosi/iklan) yang dilakukan oleh Rumah Sakit lain				
9.	Pasien memiliki loyalitas yang tinggi				

Lampiran Data Uji Coba 30 responden

Tabulasi Uji Coba 30 Responden Variabel X1

n	X1_1	X1_2	X1_3	X1_4	X1_5	X1_6	X1_7	X1_8	X1_9	X1_0	X1_1	X1_1	X1_1	X1_1	X1_1	Tota l
1	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	57
2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	45
4	4	3	4	3	3	4	3	3	3	3	4	4	3	3	4	51
5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
6	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	45
7	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
8	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
9	3	3	4	3	3	4	4	3	3	3	4	3	3	3	4	50
10	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
11	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	45
12	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
13	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
14	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
15	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
16	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
17	4	3	4	3	3	4	4	4	3	3	4	4	3	3	4	53
18	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	58
19	4	4	4	4	4	4	3	4	3	4	4	4	4	4	4	58
20	3	3	3	4	4	4	3	3	4	4	3	3	3	4	3	51
21	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
22	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	46
23	4	4	4	2	3	4	2	3	3	3	3	3	4	3	3	48
24	4	4	3	3	4	4	3	4	4	4	4	4	4	4	4	57
25	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	45
26	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	46
27	3	3	3	2	3	4	3	3	3	4	3	3	4	3	3	47
28	3	3	2	4	3	3	2	3	3	3	3	3	3	4	3	45
29	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	59
30	3	3	3	3	3	4	3	3	3	4	3	3	4	4	4	50
	110	106	109	105	107	113	103	106	105	109	109	108	108	108	110	1616

Tabulasi Uji Coba 30 Responden Variabel X2

n	X2_1	X2_2	X2_3	X2_4	X2_5	X2_6	X2_7	X2_8	X2_9	Total
1	3	3	4	3	3	3	3	3	3	28
2	3	4	4	4	4	3	3	3	4	32
3	3	3	3	3	3	3	3	3	3	27
4	3	3	3	3	3	3	3	3	3	27
5	4	4	4	4	4	4	4	4	4	36
6	3	3	3	3	3	3	3	3	3	27
7	3	4	4	4	3	4	3	4	4	33
8	3	3	3	3	4	3	3	3	3	28
9	4	3	4	3	3	3	4	3	3	30
10	4	4	4	4	4	4	4	4	4	36
11	3	3	3	3	3	3	3	3	3	27
12	4	4	4	4	4	4	4	4	4	36
13	4	3	3	3	3	3	4	3	3	29
14	4	4	4	4	4	4	4	4	4	36
15	4	4	4	4	4	4	4	4	4	36
16	4	4	4	4	4	4	4	4	4	36
17	3	4	4	3	3	3	3	3	4	30
18	4	4	3	3	3	4	4	4	4	33
19	3	3	3	3	3	3	3	3	3	27
20	3	3	3	3	3	3	3	3	3	27
21	3	3	3	3	3	3	3	3	3	27
22	3	3	3	3	3	4	3	4	3	29
23	2	3	3	2	2	3	2	3	3	23
24	3	4	4	3	3	4	3	4	4	32
25	3	3	3	3	3	3	3	3	3	27
26	3	3	3	3	2	3	3	3	3	26
27	3	3	3	3	3	3	4	4	4	30
28	3	3	3	3	3	3	3	3	3	27
29	4	4	4	4	4	4	4	4	4	36
30	3	3	3	3	3	3	4	4	4	30
	99	102	103	98	97	101	101	103	104	908

Tabulasi Uji Coba 30 Responden Variabel X3

n	X3_1	X3_2	X3_3	X3_4	X3_5	X3_6	X3_7	X3_8	X3_9	Total
1	3	4	3	4	4	4	3	3	4	32
2	4	3	3	4	4	4	3	4	4	33
3	3	3	3	3	3	3	3	3	3	27
4	3	3	3	3	3	3	3	3	3	27
5	4	4	4	4	4	4	4	4	4	36
6	3	3	3	3	3	3	3	3	3	27
7	2	3	3	3	3	3	3	3	3	26
8	3	4	4	4	4	4	4	3	4	34
9	3	3	3	3	3	3	3	3	3	27
10	4	4	4	4	4	4	4	4	4	36
11	3	3	3	3	3	3	3	3	3	27
12	4	4	4	4	4	4	4	4	4	36
13	4	3	3	4	3	3	3	3	3	29
14	4	4	4	4	4	4	4	4	4	36
15	4	4	4	4	4	4	4	4	4	36
16	4	4	4	4	4	4	4	4	4	36
17	4	3	3	4	4	4	3	3	4	32
18	4	3	3	4	4	4	3	4	4	33
19	3	4	3	4	4	4	4	4	4	34
20	3	3	3	4	4	4	3	3	4	31
21	4	4	3	4	4	4	4	4	4	35
22	3	3	3	3	3	3	3	3	3	27
23	4	3	2	2	4	3	3	4	3	28
24	3	3	2	4	4	3	3	3	3	28
25	3	3	3	3	3	3	3	3	3	27
26	3	3	2	3	3	3	3	3	3	26
27	3	3	2	3	3	2	3	3	3	25
28	3	3	2	3	3	3	3	3	3	26
29	4	4	4	4	4	4	4	4	4	36
30	3	4	2	3	3	2	3	3	3	26
	102	102	92	106	107	103	100	102	105	919

Tabulasi Uji Coba 30 Responden Variabel Z

n	Z1_1	Z1_2	Z1_3	Z1_4	Z1_5	Z1_6	Z1_7	Z1_8	Z1_9	Z1_10	Z1_11	Z1_12	Total
1	4	3	3	3	4	3	4	2	3	3	3	2	37
2	4	4	4	4	4	4	4	4	4	4	4	4	48
3	3	3	3	3	3	3	3	2	3	3	3	2	34
4	3	3	3	3	3	3	3	3	3	3	3	3	36
5	4	4	4	4	4	4	4	4	4	4	4	4	48
6	3	3	3	3	3	3	4	4	4	3	3	4	40
7	2	4	4	4	3	4	3	4	2	4	4	4	42
8	4	4	4	4	4	4	4	4	4	4	4	4	48
9	3	3	3	4	3	3	3	3	3	3	4	3	38
10	4	4	4	4	4	4	4	4	4	4	4	4	48
11	3	3	3	3	3	3	3	3	3	3	3	3	36
12	4	4	4	4	4	4	4	4	4	4	4	4	48
13	4	4	4	4	4	4	4	4	4	4	4	4	48
14	4	4	4	4	4	4	4	4	4	4	4	4	48
15	4	4	4	4	4	4	4	4	4	4	4	4	48
16	4	4	4	4	4	4	4	4	4	4	4	4	48
17	4	4	4	3	4	4	3	3	4	4	3	4	44
18	4	4	4	3	4	4	4	4	4	4	3	3	45
19	3	3	4	4	4	4	4	4	4	4	4	4	46
20	3	3	3	3	4	3	3	4	3	3	3	3	38
21	4	4	4	4	4	4	4	4	4	4	4	4	48
22	3	3	3	3	3	3	3	3	3	3	3	3	36
23	4	4	3	3	4	4	4	4	3	3	3	3	42
24	4	3	4	3	4	4	4	4	3	4	3	4	44
25	3	3	3	3	3	3	3	3	3	3	3	3	36
26	3	3	3	3	3	4	3	3	3	3	3	3	37
27	3	4	3	3	4	4	3	2	3	3	3	3	38
28	3	3	3	3	3	3	3	3	3	3	3	3	36
29	4	4	4	4	4	4	4	4	4	4	4	4	48
30	3	4	4	4	4	4	3	2	3	3	3	3	40
	105	107	107	105	110	110	107	104	104	106	104	104	1273

Tabulasi Uji Coba 30 Responden Variabel Y

n	Y_1	Y_2	Y_3	Y_4	Y_5	Y_6	Y_7	Y_8	Y_9	Total
1	4	3	3	3	3	2	3	3	3	27
2	4	4	4	4	3	4	4	4	4	35
3	3	3	3	4	3	3	4	4	3	30
4	3	3	4	3	3	3	3	3	3	28
5	4	4	4	4	4	4	4	4	4	36
6	4	4	4	4	4	3	3	4	4	34
7	4	4	4	4	4	3	3	3	3	32
8	3	4	3	3	4	4	3	3	3	30
9	3	3	3	3	4	3	3	3	4	29
10	4	4	4	4	4	4	4	4	4	36
11	3	3	3	3	3	3	3	3	3	27
12	4	4	4	4	4	4	4	4	4	36
13	3	3	4	2	4	4	3	3	4	30
14	4	4	4	4	4	4	4	4	4	36
15	4	4	4	4	4	4	4	4	4	36
16	4	4	4	4	4	4	4	4	4	36
17	3	3	4	3	4	3	3	3	3	29
18	4	4	4	4	4	4	4	3	4	35
19	3	2	3	4	3	4	3	4	4	30
20	3	3	4	2	3	3	3	3	3	27
21	3	3	3	3	3	4	3	3	3	28
22	3	3	3	3	3	3	3	3	3	27
23	3	3	3	2	3	3	3	3	3	26
24	3	3	4	3	4	4	4	4	4	33
25	3	3	3	3	3	3	3	3	3	27
26	3	2	3	3	3	3	3	3	2	25
27	2	2	3	2	3	3	2	3	3	23
28	3	3	3	3	3	3	3	3	3	27
29	4	4	4	4	4	4	4	4	4	36
30	2	2	3	2	3	3	2	3	3	23
	100	98	106	97	106	103	99	102	103	914

Correlations

		Correlations									Price Fairness (X2)
		X2_1	X2_2	X2_3	X2_4	X2_5	X2_6	X2_7	X2_8	X2_9	
X2_1	Pearson Correlation	1	.569**	.524**	.693**	.669**	.618**	.893**	.524**	.483**	.812**
	Sig. (2-tailed)		.001	.003	.000	.000	.000	.000	.003	.007	.000
	N	30	30	30	30	30	30	30	30	30	30
X2_2	Pearson Correlation	.569**	1	.796**	.771**	.633**	.791**	.448*	.659**	.873**	.875**
	Sig. (2-tailed)	.001		.000	.000	.000	.000	.013	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X2_3	Pearson Correlation	.524**	.796**	1	.727**	.598**	.591**	.398*	.457*	.665**	.772**
	Sig. (2-tailed)	.003	.000		.000	.000	.001	.029	.011	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X2_4	Pearson Correlation	.693**	.771**	.727**	1	.831**	.684**	.603**	.596**	.687**	.890**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X2_5	Pearson Correlation	.669**	.633**	.598**	.831**	1	.549**	.593**	.478**	.566**	.804**
	Sig. (2-tailed)	.000	.000	.000	.000		.002	.001	.008	.001	.000
	N	30	30	30	30	30	30	30	30	30	30
X2_6	Pearson Correlation	.618**	.791**	.591**	.684**	.549**	1	.502**	.870**	.675**	.840**
	Sig. (2-tailed)	.000	.000	.001	.000	.002		.005	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X2_7	Pearson Correlation	.893**	.448*	.398*	.603**	.593**	.502**	1	.644**	.595**	.772**
	Sig. (2-tailed)	.000	.013	.029	.000	.001	.005		.000	.001	.000
	N	30	30	30	30	30	30	30	30	30	30
X2_8	Pearson Correlation	.524**	.659**	.457*	.596**	.478**	.870**	.644**	1	.800**	.807**
	Sig. (2-tailed)	.003	.000	.011	.001	.008	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X2_9	Pearson Correlation	.483**	.873**	.665**	.687**	.566**	.675**	.595**	.800**	1	.850**
	Sig. (2-tailed)	.007	.000	.000	.000	.001	.000	.001	.000		.000
	N	30	30	30	30	30	30	30	30	30	30
Price Fairness (X2)	Pearson Correlation	.812**	.875**	.772**	.890**	.804**	.840**	.772**	.807**	.850**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30

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

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

Correlations

		Correlations									Physical Environment (X3)
		X3_1	X3_2	X3_3	X3_4	X3_5	X3_6	X3_7	X3_8	X3_9	
X3_1	Pearson Correlation	1	.393*	.460*	.493**	.632**	.567**	.511**	.762**	.602**	.725**
	Sig. (2-tailed)		.032	.010	.006	.000	.001	.004	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X3_2	Pearson Correlation	.393*	1	.620**	.557**	.577**	.531**	.866**	.583**	.680**	.768**
	Sig. (2-tailed)	.032		.000	.001	.001	.003	.000	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X3_3	Pearson Correlation	.460*	.620**	1	.605**	.482**	.727**	.763**	.520**	.686**	.802**
	Sig. (2-tailed)	.010	.000		.000	.007	.000	.000	.003	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X3_4	Pearson Correlation	.493**	.557**	.605**	1	.711**	.778**	.587**	.436*	.831**	.810**
	Sig. (2-tailed)	.006	.001	.000		.000	.000	.001	.016	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X3_5	Pearson Correlation	.632**	.577**	.482**	.711**	1	.834**	.618**	.714**	.874**	.857**
	Sig. (2-tailed)	.000	.001	.007	.000		.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X3_6	Pearson Correlation	.567**	.531**	.727**	.778**	.834**	1	.651**	.641**	.921**	.899**
	Sig. (2-tailed)	.001	.003	.000	.000	.000		.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X3_7	Pearson Correlation	.511**	.866**	.763**	.587**	.618**	.651**	1	.722**	.707**	.856**
	Sig. (2-tailed)	.004	.000	.000	.001	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X3_8	Pearson Correlation	.762**	.583**	.520**	.436*	.714**	.641**	.722**	1	.680**	.802**
	Sig. (2-tailed)	.000	.001	.003	.016	.000	.000	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30
X3_9	Pearson Correlation	.602**	.680**	.686**	.831**	.874**	.921**	.707**	.680**	1	.937**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30
Physical Environment (X3)	Pearson Correlation	.725**	.768**	.802**	.810**	.857**	.899**	.856**	.802**	.937**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30

*. Correlation is significant at the 0.05 level (2-tailed).
 **. Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Correlations												Patient Experience (Z)
		Z_1	Z_2	Z_3	Z_4	Z_5	Z_6	Z_7	Z_8	Z_9	Z_10	Z_11	Z_12	
Z_1	Pearson Correlation	1	.538**	.538**	.296	.754**	.503**	.777**	.412*	.738**	.594**	.356	.383*	.717**
	Sig. (2-tailed)		.002	.002	.112	.000	.005	.000	.023	.000	.001	.053	.037	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_2	Pearson Correlation	.538**	1	.729**	.605**	.666**	.809**	.457*	.381*	.487**	.665**	.548**	.551**	.764**
	Sig. (2-tailed)	.002		.000	.000	.000	.000	.011	.038	.006	.000	.002	.002	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_3	Pearson Correlation	.538**	.729**	1	.740**	.666**	.809**	.593**	.568**	.607**	.935**	.683**	.769**	.896**
	Sig. (2-tailed)	.002	.000		.000	.000	.000	.001	.001	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_4	Pearson Correlation	.296	.605**	.740**	1	.424*	.566**	.471**	.464**	.475**	.668**	.935**	.647**	.755**
	Sig. (2-tailed)	.112	.000	.000		.019	.001	.009	.010	.008	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_5	Pearson Correlation	.754**	.666**	.666**	.424*	1	.700**	.666**	.361*	.587**	.614**	.378*	.419*	.743**
	Sig. (2-tailed)	.000	.000	.000	.019		.000	.000	.050	.001	.000	.039	.021	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_6	Pearson Correlation	.503**	.809**	.809**	.566**	.700**	1	.523**	.460*	.462*	.756**	.520**	.648**	.798**
	Sig. (2-tailed)	.005	.000	.000	.001	.000		.003	.011	.010	.000	.003	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_7	Pearson Correlation	.777**	.457*	.593**	.471**	.666**	.523**	1	.662**	.726**	.665**	.548**	.551**	.803**
	Sig. (2-tailed)	.000	.011	.001	.009	.000	.003		.000	.000	.000	.002	.002	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_8	Pearson Correlation	.412*	.381*	.568**	.464**	.361*	.460*	.662**	1	.534**	.701**	.602**	.786**	.749**
	Sig. (2-tailed)	.023	.038	.001	.010	.050	.011	.000		.002	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_9	Pearson Correlation	.738**	.487**	.607**	.475**	.587**	.462*	.726**	.534**	1	.658**	.531**	.621**	.782**
	Sig. (2-tailed)	.000	.006	.000	.008	.001	.010	.000	.002		.000	.003	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_10	Pearson Correlation	.594**	.665**	.935**	.668**	.614**	.756**	.665**	.701**	.658**	1	.741**	.814**	.922**
	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_11	Pearson Correlation	.356	.548**	.683**	.935**	.378*	.520**	.548**	.602**	.531**	.741**	1	.699**	.789**
	Sig. (2-tailed)	.053	.002	.000	.000	.039	.003	.002	.000	.003	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Z_12	Pearson Correlation	.383*	.551**	.769**	.647**	.419*	.648**	.551**	.786**	.621**	.814**	.699**	1	.838**
	Sig. (2-tailed)	.037	.002	.000	.000	.021	.000	.002	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30
Patient Experience (Z)	Pearson Correlation	.717**	.764**	.896**	.755**	.743**	.798**	.803**	.749**	.782**	.922**	.789**	.838**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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

Correlations

		Correlations									Patient Loyalty (Y)
		Y_1	Y_2	Y_3	Y_4	Y_5	Y_6	Y_7	Y_8	Y_9	
Y_1	Pearson Correlation	1	.850**	.635**	.755**	.635**	.367*	.763**	.571**	.567**	.858**
	Sig. (2-tailed)		.000	.000	.000	.000	.046	.000	.001	.001	.000
	N	30	30	30	30	30	30	30	30	30	30
Y_2	Pearson Correlation	.850**	1	.662**	.626**	.760**	.486**	.720**	.480**	.573**	.857**
	Sig. (2-tailed)	.000		.000	.000	.000	.007	.000	.007	.001	.000
	N	30	30	30	30	30	30	30	30	30	30
Y_3	Pearson Correlation	.635**	.662**	1	.398*	.732**	.486**	.593**	.491**	.606**	.757**
	Sig. (2-tailed)	.000	.000		.029	.000	.006	.001	.006	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Y_4	Pearson Correlation	.755**	.626**	.398*	1	.492**	.414*	.707**	.685**	.497**	.786**
	Sig. (2-tailed)	.000	.000	.029		.006	.023	.000	.000	.005	.000
	N	30	30	30	30	30	30	30	30	30	30
Y_5	Pearson Correlation	.635**	.760**	.732**	.492**	1	.606**	.593**	.491**	.725**	.821**
	Sig. (2-tailed)	.000	.000	.000	.006		.000	.001	.006	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Y_6	Pearson Correlation	.367*	.486**	.486**	.414*	.606**	1	.621**	.584**	.680**	.710**
	Sig. (2-tailed)	.046	.007	.006	.023	.000		.000	.001	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Y_7	Pearson Correlation	.763**	.720**	.593**	.707**	.593**	.621**	1	.743**	.621**	.879**
	Sig. (2-tailed)	.000	.000	.001	.000	.001	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Y_8	Pearson Correlation	.571**	.480**	.491**	.685**	.491**	.584**	.743**	1	.706**	.785**
	Sig. (2-tailed)	.001	.007	.006	.000	.006	.001	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30
Y_9	Pearson Correlation	.567**	.573**	.606**	.497**	.725**	.680**	.621**	.706**	1	.810**
	Sig. (2-tailed)	.001	.001	.000	.005	.000	.000	.000	.000		.000
	N	30	30	30	30	30	30	30	30	30	30
Patient Loyalty (Y)	Pearson Correlation	.858**	.857**	.757**	.786**	.821**	.710**	.879**	.785**	.810**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30

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

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

Reliability
Scale: ALL VARIABLES
Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.962	15

Reliability
Scale: ALL VARIABLES
Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.940	9

Reliability
Scale: ALL VARIABLES
Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.940	9

Reliability
Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.945	12

Reliability
Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.931	9

Lampiran 4. Rekapitulasi Data Penelitian sampel 180 responden

Tabulasi Data 180 Responden Variabel X1

n	X1_1	X1_2	X1_3	X1_4	X1_5	X1_6	X1_7	X1_8	X1_9	X1_10	X1_11	X1_12	X1_13	X1_14	X1_15	Tota l
1	4	4	3	4	4	4	3	4	4	4	4	4	4	4	4	58
2	4	3	4	3	3	3	3	3	3	4	4	4	4	1	4	50
3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	45
4	4	4	4	4	4	4	3	4	4	3	3	4	3	3	4	55
5	3	2	3	3	2	2	2	3	3	3	3	2	2	3	2	38
6	3	3	4	3	4	4	4	4	3	4	4	4	4	4	4	56
7	4	3	4	3	3	3	3	3	4	4	4	4	4	4	3	53
8	4	4	4	4	4	4	4	3	4	3	4	4	3	3	4	55
9	3	4	3	4	4	4	4	4	3	4	4	4	4	3	3	55
10	2	2	3	3	3	3	3	3	2	2	2	3	3	2	3	39
11	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	30
12	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	58
13	4	3	3	4	4	3	4	4	4	3	4	3	3	4	4	54
14	4	3	4	3	4	4	4	3	4	4	4	3	3	3	4	54
15	3	3	3	4	4	3	4	4	3	3	4	3	3	4	4	52
16	4	3	3	4	3	4	3	4	4	4	4	4	4	4	4	56
17	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	29
18	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
19	4	3	3	4	3	4	3	4	4	4	3	4	4	4	4	55
20	4	4	4	3	3	4	3	4	4	3	4	4	4	4	4	56
21	4	3	4	4	4	3	4	4	4	4	4	4	4	3	3	56
22	4	3	3	4	3	3	3	3	3	3	3	3	3	4	4	49
23	4	4	4	4	3	4	3	4	3	3	3	3	3	4	4	53
24	4	4	4	4	4	3	4	4	4	4	3	4	4	4	4	58
25	3	4	4	3	4	4	4	3	4	3	4	3	3	3	4	53
26	3	3	2	3	2	3	2	3	2	3	2	3	3	3	3	40
27	2	3	2	2	2	2	2	3	2	3	3	2	2	3	3	36
28	4	4	4	4	4	4	4	4	3	3	4	4	4	4	3	57
29	4	4	3	4	4	4	4	4	3	4	3	4	4	3	4	56
30	4	4	4	3	4	4	4	3	3	4	4	3	3	4	4	55
31	2	2	2	2	2	2	2	3	2	2	2	2	2	3	3	33
32	3	4	4	3	4	4	4	3	4	4	4	4	4	4	4	57
33	3	4	3	4	4	3	4	4	4	4	4	4	4	4	4	57
34	4	3	3	3	3	3	3	4	4	4	3	3	3	4	4	51
35	4	4	3	4	3	4	3	4	4	4	4	4	4	4	4	57
36	4	4	4	4	4	4	4	3	4	4	4	3	3	3	4	56
37	4	4	4	3	3	4	3	4	3	3	3	3	3	4	3	51
38	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4	58
39	4	3	3	4	3	4	3	3	3	3	3	3	3	3	3	48
40	3	3	2	2	3	3	3	2	3	3	3	3	3	3	3	42
41	3	3	3	2	3	3	3	3	3	2	2	2	2	2	3	39
42	4	3	3	3	4	3	4	4	4	4	3	4	4	4	3	54
43	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	52
44	4	3	3	3	3	4	3	4	3	3	3	3	3	4	4	50
45	4	4	3	3	3	3	3	4	4	3	3	3	3	4	4	51
46	4	4	4	3	3	3	3	3	3	4	3	3	3	3	3	49
47	4	3	3	4	4	4	4	3	4	4	4	4	4	4	4	57
48	2	2	2	2	1	1	1	1	2	1	2	2	2	1	1	23
49	3	3	3	3	3	2	3	3	3	3	2	3	3	2	3	42
50	4	4	4	4	4	4	4	3	4	4	4	3	3	4	4	57
51	4	4	3	4	4	4	3	4	4	4	4	4	4	4	4	58
52	4	3	4	3	3	3	3	3	3	4	4	4	4	1	4	50
53	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	45
54	4	4	4	4	4	3	4	4	3	3	4	3	3	4	4	55
55	3	2	3	3	2	2	2	3	3	3	3	2	2	3	2	38
56	3	3	4	3	4	4	4	4	3	4	4	4	4	4	4	56
57	4	3	4	3	3	3	3	3	4	4	4	4	4	4	3	53
58	4	4	4	4	4	4	4	3	4	3	4	3	3	4	3	55
59	3	4	3	4	4	4	4	4	3	4	4	4	4	3	3	55
60	2	2	3	3	3	3	3	3	2	2	2	3	3	2	3	39
61	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	30
62	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	58
63	4	3	3	4	4	3	4	4	4	3	4	3	3	4	4	54
64	4	3	4	3	4	4	4	3	4	4	4	3	3	3	4	54
65	3	3	3	4	4	3	4	4	3	3	4	3	3	4	4	52
66	4	3	3	4	3	4	3	4	4	4	4	4	4	4	4	56

67	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	29
68	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
69	4	3	3	4	3	4	3	4	4	4	3	4	4	4	4	55
70	4	4	4	3	3	4	3	4	4	3	4	4	4	4	4	56
71	4	3	4	4	4	3	4	4	4	4	4	4	4	3	3	56
72	4	3	3	4	3	3	3	3	3	3	3	3	3	4	4	49
73	4	4	4	4	3	4	3	4	3	3	3	3	3	4	4	53
74	4	4	4	4	4	3	4	4	4	4	3	4	4	4	4	58
75	3	4	4	3	4	4	4	3	4	3	4	3	3	3	4	53
76	3	3	2	3	2	3	2	3	2	3	2	3	3	3	3	40
77	2	3	2	2	2	2	2	3	2	3	3	3	2	2	3	36
78	4	4	4	4	4	4	4	4	4	3	3	3	4	4	4	57
79	4	4	3	4	4	4	4	4	3	4	3	4	4	3	4	56
80	4	4	4	3	4	4	4	3	3	4	4	3	3	4	4	55
81	2	2	2	2	2	2	2	3	2	2	2	2	2	3	3	33
82	3	4	4	3	4	4	4	4	3	4	4	4	4	4	4	57
83	3	4	3	4	4	3	4	4	4	4	4	4	4	4	4	57
84	4	3	3	3	3	3	3	4	4	4	3	3	3	4	4	51
85	4	4	3	4	3	4	3	4	4	4	4	4	4	4	4	57
86	4	4	4	4	4	4	4	3	4	4	4	3	3	3	4	56
87	4	4	4	3	3	4	3	4	3	3	3	3	3	4	3	51
88	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4	58
89	4	3	3	4	3	4	3	3	3	3	3	3	3	3	3	48
90	3	3	2	2	3	3	3	2	3	3	3	3	3	3	3	42
91	4	4	3	4	4	4	3	4	4	4	4	4	4	4	4	58
92	4	3	4	3	3	3	3	3	3	4	4	4	4	1	4	50
93	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	45
94	4	4	4	4	4	3	4	4	3	3	4	3	3	4	4	55
95	3	2	3	3	2	2	2	3	3	3	3	2	2	3	2	38
96	3	3	4	3	4	4	4	4	3	4	4	4	4	4	4	56
97	4	3	4	3	3	3	3	3	4	4	4	4	4	4	3	53
98	4	4	4	4	4	4	4	3	4	3	4	3	3	4	3	55
99	3	4	3	4	4	4	4	4	3	4	4	4	4	3	3	55
100	2	2	3	3	3	3	3	3	2	2	2	3	3	2	3	39
101	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	30
102	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	58
103	4	3	3	4	4	3	4	4	4	3	4	3	3	4	4	54
104	4	3	4	3	4	4	4	3	4	4	4	3	3	3	4	54
105	3	3	3	4	4	3	4	4	3	3	4	3	3	4	4	52
106	4	3	3	4	3	4	3	4	4	4	4	4	4	4	4	56
107	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	29
108	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	60
109	4	3	3	4	3	4	3	4	4	4	3	4	4	4	4	55
110	4	4	4	3	3	4	3	4	4	3	4	4	4	4	4	56
111	4	3	4	4	4	3	4	4	4	4	4	4	4	3	3	56
112	4	3	3	4	3	3	3	3	3	3	3	3	3	4	4	49
113	4	4	4	4	3	4	3	4	3	3	3	3	3	4	4	53
114	4	4	4	4	4	3	4	4	4	4	3	4	4	4	4	58
115	3	4	4	3	4	4	4	3	4	3	4	3	3	3	4	53
116	3	3	2	3	2	3	2	3	2	3	2	3	3	3	3	40
117	2	3	2	2	2	2	2	3	2	3	3	2	2	3	3	36
118	4	4	4	4	4	4	4	4	3	3	4	4	4	4	3	57
119	4	4	3	4	4	4	4	4	3	4	3	4	4	3	4	56
120	4	4	4	3	4	4	4	3	3	4	4	3	3	4	4	55
121	2	2	2	2	2	2	2	3	2	2	2	2	2	3	3	33
122	3	4	4	3	4	4	4	3	4	4	4	4	4	4	4	57
123	3	4	3	4	4	3	4	4	4	4	4	4	4	4	4	57
124	4	3	3	3	3	3	3	4	4	4	3	3	3	4	4	51

4																
125	4	4	3	4	3	4	3	4	4	4	4	4	4	4	4	57
126	4	4	4	4	4	4	4	3	4	4	4	3	3	3	4	56
127	4	4	4	3	3	4	3	4	3	3	3	3	3	4	3	51
128	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4	58
129	4	3	3	4	3	4	3	3	3	3	3	3	3	3	3	48
130	3	3	2	2	3	3	3	2	3	3	3	3	3	3	3	42
131	3	3	3	2	3	3	3	3	3	2	2	2	2	2	3	39
132	4	3	3	3	4	3	4	4	4	4	3	4	4	4	3	54
133	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	52
134	4	3	3	3	3	4	3	4	3	3	3	3	3	4	4	50
135	4	4	3	3	3	3	3	4	4	3	3	3	3	4	4	51
136	4	4	4	3	3	3	3	3	3	4	3	3	3	3	3	49
137	4	3	3	4	4	4	4	3	4	4	4	4	4	4	4	57
138	2	2	2	2	1	1	1	1	2	1	2	2	2	1	1	23
139	3	3	3	3	3	2	3	3	3	3	2	3	2	2	3	41
140	4	4	4	4	4	4	4	3	4	4	4	3	3	4	4	57
141	4	4	3	4	4	4	3	4	4	4	4	4	3	4	4	57
142	4	3	4	3	3	3	3	3	3	4	4	4	4	1	4	50
143	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	45
144	4	4	4	4	4	3	4	4	3	3	4	3	4	4	4	56
145	3	2	3	3	2	2	2	3	3	3	3	2	2	3	2	38
146	3	3	4	3	4	4	4	4	3	4	4	4	4	4	4	56
147	4	3	4	3	3	3	3	3	4	4	4	4	3	4	3	52
148	4	4	4	4	4	4	4	3	4	3	4	3	3	4	3	55
149	3	4	3	4	4	4	4	4	3	4	4	4	4	3	3	55
150	2	2	3	3	3	3	3	3	2	2	2	3	2	2	3	38
151	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	30
152	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	58
153	4	3	3	4	4	3	4	4	4	3	4	3	4	4	4	55
154	4	3	4	3	4	4	4	3	4	4	4	3	3	3	4	54
155	3	3	3	4	4	3	4	4	3	3	4	3	3	4	4	52
156	4	3	3	4	3	4	3	4	4	4	4	4	3	4	4	55
157	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	29
158	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	59
159	4	3	3	4	3	4	3	4	4	4	3	4	3	4	4	54
160	4	4	4	3	3	4	3	4	4	3	4	4	4	4	4	56
161	4	3	4	4	4	3	4	4	4	4	4	4	4	3	3	56
162	4	3	3	4	3	3	3	3	3	3	3	3	3	4	4	50
163	4	4	4	4	3	4	3	4	3	3	3	3	3	4	4	53
164	4	4	4	4	4	3	4	4	4	4	3	4	3	4	4	57
165	3	4	4	3	4	4	4	3	4	3	4	3	4	3	4	54
166	3	3	2	3	2	3	2	3	2	3	2	3	2	3	3	39
167	2	3	2	2	2	2	2	3	2	3	3	2	2	3	3	36
168	4	4	4	4	4	4	4	4	3	3	4	4	4	4	3	57

169	4	4	3	4	4	4	4	4	3	4	3	4	4	3	4	56
170	4	4	4	3	4	4	4	3	3	4	4	3	3	4	4	55
171	2	2	2	2	2	2	2	3	2	2	2	2	3	3	3	34
172	3	4	4	3	4	4	4	3	4	4	4	4	3	4	4	56
173	3	4	3	4	4	3	4	4	4	4	4	4	3	4	4	56
174	4	3	3	3	3	3	3	4	4	4	3	3	4	4	4	52
175	4	4	3	4	3	4	3	4	4	4	4	4	4	4	4	57
176	4	4	4	4	4	4	4	3	4	4	4	3	3	3	4	56
177	4	4	4	3	3	4	3	4	3	3	3	3	4	4	3	52
178	3	4	4	3	4	4	4	4	4	4	4	4	3	4	4	57
179	4	3	3	4	3	4	3	3	3	3	3	3	3	3	3	48
180	3	3	2	2	3	3	3	2	3	3	3	3	3	3	3	42
	628	598	596	598	600	606	596	614	598	606	610	592	587	610	628	

Tabulasi Data 180 Responden Variabel X2

n	X2_1	X2_2	X2_3	X2_4	X2_5	X2_6	X2_7	X2_8	X2_9	Total
1	4	4	4	4	3	4	4	4	4	35
2	4	4	4	3	4	4	4	4	4	35
3	3	3	3	3	3	3	3	3	3	27
4	3	4	4	3	4	3	4	4	3	32
5	2	3	2	3	2	3	2	2	3	22
6	4	4	4	4	4	4	4	4	4	36
7	4	4	3	4	3	4	3	3	4	32
8	3	4	3	3	3	3	4	3	3	29
9	4	3	3	4	3	4	4	4	3	32
10	2	2	3	3	3	3	3	3	3	25
11	2	2	2	2	2	2	2	2	2	18
12	4	4	4	4	4	4	4	4	4	36
13	4	4	4	4	4	4	4	4	3	35
14	3	3	4	3	4	4	4	4	4	33
15	4	4	4	3	4	4	4	3	4	34
16	4	4	4	3	4	4	3	4	4	34
17	1	1	2	1	2	1	2	1	1	12
18	4	4	4	4	4	4	4	3	3	34
19	4	4	4	4	4	3	3	4	4	34
20	4	4	4	4	4	4	3	4	4	35
21	3	3	3	3	3	3	4	4	4	30
22	4	4	4	4	4	4	3	3	4	34
23	3	4	4	4	4	4	3	3	4	33
24	4	4	4	3	4	4	4	3	4	34
25	4	3	4	4	4	4	4	4	4	35
26	3	3	3	3	3	3	2	3	3	26
27	3	3	3	3	3	3	2	3	3	26
28	3	4	3	4	3	4	4	3	4	32
29	4	3	4	3	4	4	4	4	4	34
30	4	4	4	4	4	4	4	4	4	36
31	3	3	3	3	3	2	2	2	2	23
32	4	4	4	4	4	3	4	4	4	35
33	4	4	4	4	4	3	4	4	4	35
34	3	4	4	4	4	4	3	4	3	33
35	4	4	4	4	4	4	3	4	4	35
36	4	3	4	4	4	4	4	4	3	34
37	4	4	3	4	3	4	3	4	4	33
38	4	4	4	3	4	4	4	4	4	35
39	3	3	3	4	3	4	3	3	3	29
40	3	3	3	3	3	3	3	3	3	27
41	2	2	3	3	3	3	3	3	3	25
42	4	4	3	4	3	4	4	4	4	34
43	3	3	3	4	3	4	4	3	3	30
44	3	4	4	3	4	4	3	3	4	32
45	3	4	4	3	4	3	3	4	4	32
46	3	3	3	4	3	3	3	4	4	30
47	4	4	4	3	4	4	4	3	4	34
48	1	1	1	2	1	2	1	2	2	13
49	2	2	3	3	3	3	3	3	3	25
50	4	4	4	4	4	3	4	4	4	35
51	4	4	4	4	3	4	4	4	4	35
52	4	4	4	3	4	4	4	4	4	35
53	3	3	3	3	3	3	3	3	3	27
54	3	4	4	3	4	3	4	4	3	32
55	2	3	2	3	2	3	2	2	3	22
56	4	4	4	4	4	4	4	4	4	36
57	4	4	3	4	3	4	3	3	4	32
58	3	4	3	3	3	3	4	3	3	29
59	4	3	3	4	3	4	4	4	3	32
60	2	2	3	3	3	3	3	3	3	25
61	2	2	2	2	2	2	2	2	2	18
62	4	4	4	4	4	4	4	4	4	36

63	4	4	4	4	4	4	4	4	3	35
64	3	3	4	3	4	4	4	4	4	33
65	4	4	4	3	4	4	4	3	4	34
66	4	4	4	3	4	4	3	4	4	34
67	1	1	2	1	2	1	2	1	1	12
68	4	4	4	4	4	4	4	3	3	34
69	4	4	4	4	4	3	3	4	4	34
70	4	4	4	4	4	4	3	4	4	35
71	3	3	3	3	3	3	4	4	4	30
72	4	4	4	4	4	4	3	3	4	34
73	3	4	4	4	4	4	3	3	4	33
74	4	4	4	3	4	4	4	3	4	34
75	4	3	4	4	4	4	4	4	4	35
76	3	3	3	3	3	3	2	3	3	26
77	3	3	3	3	3	3	2	3	3	26
78	3	4	3	4	3	4	4	3	4	32
79	4	3	4	3	4	4	4	4	4	34
80	4	4	4	4	4	4	4	4	4	36
81	3	3	3	3	3	2	2	2	2	23
82	4	4	4	4	4	3	4	4	4	35
83	4	4	4	4	4	3	4	4	4	35
84	3	4	4	4	4	4	3	4	3	33
85	4	4	4	4	4	4	3	4	4	35
86	4	3	4	4	4	4	4	4	3	34
87	4	4	3	4	3	4	3	4	4	33
88	4	4	4	3	4	4	4	4	4	35
89	3	3	3	4	3	4	3	3	3	29
90	3	3	3	3	3	3	3	3	3	27
91	4	4	4	4	3	4	4	4	4	35
92	4	4	4	3	4	4	4	4	4	35
93	3	3	3	3	3	3	3	3	3	27
94	3	4	4	3	4	3	4	4	3	32
95	2	3	2	3	2	3	2	2	3	22
96	4	4	4	4	4	4	4	4	4	36
97	4	4	3	4	3	4	3	3	4	32
98	3	4	3	3	3	3	4	3	3	29
99	4	3	3	4	3	4	4	4	3	32
100	2	2	3	3	3	3	3	3	3	25
101	2	2	2	2	2	2	2	2	2	18
102	4	4	4	4	4	4	4	4	4	36
103	4	4	4	4	4	4	4	4	3	35
104	3	3	4	3	4	4	4	4	4	33
105	4	4	4	3	4	4	4	3	4	34
106	4	4	4	3	4	4	3	4	4	34
107	1	1	2	1	2	1	2	1	1	12
108	4	4	4	4	4	4	4	3	3	34
109	4	4	4	4	4	3	3	4	4	34
110	4	4	4	4	4	4	3	4	4	35
111	3	3	3	3	3	3	4	4	4	30
112	4	4	4	4	4	4	3	3	4	34
113	3	4	4	4	4	4	3	3	4	33
114	4	4	4	3	4	4	4	3	4	34
115	4	3	4	4	4	4	4	4	4	35
116	3	3	3	3	3	3	2	3	3	26
117	3	3	3	3	3	3	2	3	3	26
118	3	4	3	4	3	4	4	3	4	32
119	4	3	4	3	4	4	4	4	4	34
120	4	4	4	4	4	4	4	4	4	36
121	3	3	3	3	3	2	2	2	2	23
122	4	4	4	4	4	3	4	4	4	35
123	4	4	4	4	4	3	4	4	4	35
124	3	4	4	4	4	4	3	4	3	33
125	4	4	4	4	4	4	3	4	4	35
126	4	3	4	4	4	4	4	4	3	34
127	4	4	3	4	3	4	3	4	4	33
128	4	4	4	3	4	4	4	4	4	35

129	3	3	3	4	3	4	3	3	3	29
130	3	3	3	3	3	3	3	3	3	27
131	2	2	3	3	3	3	3	3	3	25
132	4	4	3	4	3	4	4	4	4	34
133	3	3	3	4	3	4	4	3	3	30
134	3	4	4	3	4	4	3	3	4	32
135	3	4	4	3	4	3	3	4	4	32
136	3	3	3	4	3	3	3	4	4	30
137	4	4	4	3	4	4	4	3	4	34
138	1	1	1	2	1	2	1	2	2	13
139	2	2	3	3	3	3	3	3	3	25
140	4	4	4	4	4	3	4	4	4	35
141	4	4	4	4	3	4	4	4	4	35
142	4	4	4	3	4	4	4	4	4	35
143	3	3	3	3	3	3	3	3	3	27
144	3	4	4	3	4	3	4	4	3	32
145	2	3	2	3	2	3	2	2	3	22
146	4	4	4	4	4	4	4	4	4	36
147	4	4	3	4	3	4	3	3	4	32
148	3	4	3	3	3	3	4	3	3	29
149	4	3	3	4	3	4	4	4	3	32
150	2	2	3	3	3	3	3	3	3	25
151	2	2	2	2	2	2	2	2	2	18
152	4	4	4	4	4	4	4	4	4	36
153	4	4	4	4	4	4	4	4	3	35
154	3	3	4	3	4	4	4	4	4	33
155	4	4	4	3	4	4	4	3	4	34
156	4	4	4	3	4	4	3	4	4	34
157	1	1	2	1	2	1	2	1	1	12
158	4	4	4	4	4	4	4	3	3	34
159	4	4	4	4	4	3	3	4	4	34
160	4	4	4	4	4	4	3	4	4	35
161	3	3	3	3	3	3	4	4	4	30
162	4	4	4	4	4	4	3	3	4	34
163	3	4	4	4	4	4	3	3	4	33
164	4	4	4	3	4	4	4	3	4	34
165	4	3	4	4	4	4	4	4	4	35
166	3	3	3	3	3	3	2	3	3	26
167	3	3	3	3	3	3	2	3	3	26
168	3	4	3	4	3	4	4	3	4	32
169	4	3	4	3	4	4	4	4	4	34
170	4	4	4	4	4	4	4	4	4	36
171	3	3	3	3	3	2	2	2	2	23
172	4	4	4	4	4	3	4	4	4	35
173	4	4	4	4	4	3	4	4	4	35
174	3	4	4	4	4	4	3	4	3	33
175	4	4	4	4	4	4	3	4	4	35
176	4	3	4	4	4	4	4	4	3	34
177	4	4	3	4	3	4	3	4	4	33
178	4	4	4	3	4	4	4	4	4	35
179	3	3	3	4	3	4	3	3	3	29
180	3	3	3	3	3	3	3	3	3	27
	610	622	628	618	624	630	604	614	626	

Tabulasi Data 180 Responden Variabel X3

n	X3_1	X3_2	X3_3	X3_4	X3_5	X3_6	X3_7	X3_8	X3_9	Total
1	4	4	4	4	4	3	3	4	3	33
2	4	1	4	4	4	3	4	4	4	32
3	3	3	3	3	3	3	3	4	4	29
4	3	4	4	3	4	4	3	3	3	31
5	3	3	2	2	3	2	3	3	3	24
6	4	4	4	4	4	4	4	4	3	35
7	4	4	3	4	4	3	4	4	4	34
8	4	4	3	3	4	3	3	3	3	30
9	3	3	3	4	3	3	3	4	4	30
10	3	2	3	2	2	3	3	2	3	23
11	2	2	2	2	2	2	2	2	2	18
12	4	4	4	4	4	4	4	3	4	35
13	4	4	4	4	4	4	3	4	4	35
14	4	3	4	3	3	4	4	3	3	31
15	4	4	4	4	4	4	4	3	4	35
16	4	4	4	4	4	4	4	4	4	36
17	2	1	2	1	1	2	1	2	2	14
18	4	4	4	4	4	4	3	3	3	33
19	4	4	4	4	4	4	4	4	4	36
20	4	4	4	4	4	4	4	3	3	34
21	3	3	3	3	3	3	4	4	3	29
22	3	4	4	4	4	4	4	4	4	35
23	4	4	4	3	4	4	4	4	4	35
24	3	4	4	4	4	4	4	4	4	35
25	4	3	4	4	3	4	4	3	3	32
26	3	3	3	3	3	3	3	3	2	26
27	3	3	3	3	3	3	3	2	2	25
28	4	4	3	3	4	3	4	4	4	33
29	3	3	4	4	3	4	4	4	4	33
30	4	4	4	4	4	4	4	3	3	34
31	3	3	3	3	3	3	2	2	3	25
32	4	4	4	4	4	4	4	3	3	34
33	4	4	4	4	4	4	4	3	4	35
34	4	4	4	3	4	4	3	4	3	33
35	4	4	4	4	4	4	4	4	4	36
36	3	3	4	4	3	4	3	4	3	31
37	4	4	3	4	4	3	4	4	3	33
38	4	4	4	4	4	4	4	4	4	36
39	4	3	3	3	3	3	3	3	4	29
40	3	3	3	3	3	3	3	3	3	27
41	3	2	3	2	2	3	3	2	3	23
42	4	4	3	4	4	3	4	4	4	34
43	4	3	3	3	3	3	3	3	3	28
44	3	4	4	3	4	4	4	3	3	32
45	4	4	4	3	4	4	4	4	4	35
46	3	3	3	3	3	3	4	4	3	29
47	4	4	4	4	4	4	4	4	4	36
48	2	1	1	1	1	1	2	2	2	13
49	2	2	3	2	2	3	3	3	3	23
50	4	4	4	4	4	4	4	3	3	34
51	4	4	4	4	4	3	3	4	3	33
52	4	1	4	4	4	3	4	4	4	32
53	3	3	3	3	3	3	3	4	4	29
54	3	4	4	3	4	4	3	3	3	31
55	3	3	2	2	3	2	3	3	3	24
56	4	4	4	4	4	4	4	4	3	35
57	4	4	3	4	4	3	4	4	4	34
58	4	4	3	3	4	3	3	3	3	30
59	3	3	3	4	3	3	3	4	4	30
60	3	2	3	2	2	3	3	2	3	23
61	2	2	2	2	2	2	2	2	2	18
62	4	4	4	4	4	4	4	3	4	35

63	4	4	4	4	4	4	3	4	4	35
64	4	3	4	3	3	4	4	3	3	31
65	4	4	4	4	4	4	4	3	4	35
66	4	4	4	4	4	4	4	4	4	36
67	2	1	2	1	1	2	1	2	2	14
68	4	4	4	4	4	4	3	3	3	33
69	4	4	4	4	4	4	4	4	4	36
70	4	4	4	4	4	4	4	3	3	34
71	3	3	3	3	3	3	4	4	3	29
72	3	4	4	4	4	4	4	4	4	35
73	4	4	4	3	4	4	4	4	4	35
74	3	4	4	4	4	4	4	4	4	35
75	4	3	4	4	3	4	4	3	3	32
76	3	3	3	3	3	3	3	3	2	26
77	3	3	3	3	3	3	3	2	2	25
78	4	4	3	3	4	3	4	4	4	33
79	3	3	4	4	3	4	4	4	4	33
80	4	4	4	4	4	4	4	3	3	34
81	3	3	3	3	3	3	2	2	3	25
82	4	4	4	4	4	4	4	3	3	34
83	4	4	4	4	4	4	4	3	4	35
84	4	4	4	3	4	4	3	4	3	33
85	4	4	4	4	4	4	4	4	4	36
86	3	3	4	4	3	4	3	4	3	31
87	4	4	3	4	4	3	4	4	3	33
88	4	4	4	4	4	4	4	4	4	36
89	4	3	3	3	3	3	3	3	4	29
90	3	3	3	3	3	3	3	3	3	27
91	4	4	4	4	4	3	3	4	3	33
92	4	1	4	4	4	3	4	4	4	32
93	3	3	3	3	3	3	3	4	4	29
94	3	4	4	3	4	4	3	3	3	31
95	3	3	2	2	3	2	3	3	3	24
96	4	4	4	4	4	4	4	4	3	35
97	4	4	3	4	4	3	4	4	4	34
98	4	4	3	3	4	3	3	3	3	30
99	3	3	3	4	3	3	3	4	4	30
100	3	2	3	2	2	3	3	2	3	23
101	2	2	2	2	2	2	2	2	2	18
102	4	4	4	4	4	4	4	3	4	35
103	4	4	4	4	4	4	3	4	4	35
104	4	3	4	3	3	4	4	3	3	31
105	4	4	4	4	4	4	4	3	4	35
106	4	4	4	4	4	4	4	4	4	36
107	2	1	2	1	1	2	1	2	2	14
108	4	4	4	4	4	4	3	3	3	33
109	4	4	4	4	4	4	4	4	4	36
110	4	4	4	4	4	4	4	3	3	34
111	3	3	3	3	3	3	4	4	3	29
112	3	4	4	4	4	4	4	4	4	35
113	4	4	4	3	4	4	4	4	4	35
114	3	4	4	4	4	4	4	4	4	35
115	4	3	4	4	3	4	4	3	3	32
116	3	3	3	3	3	3	3	3	2	26
117	3	3	3	3	3	3	3	2	2	25
118	4	4	3	3	4	3	4	4	4	33
119	3	3	4	4	3	4	4	4	4	33
120	4	4	4	4	4	4	4	3	3	34
121	3	3	3	3	3	3	2	2	3	25
122	4	4	4	4	4	4	4	3	3	34
123	4	4	4	4	4	4	4	3	4	35
124	4	4	4	3	4	4	3	4	3	33
125	4	4	4	4	4	4	4	4	4	36
126	3	3	4	4	3	4	3	4	3	31
127	4	4	3	4	4	3	4	4	3	33
128	4	4	4	4	4	4	4	4	4	36

129	4	3	3	3	3	3	3	3	4	29
130	3	3	3	3	3	3	3	3	3	27
131	3	2	3	2	2	3	3	2	3	23
132	4	4	3	4	4	3	4	4	4	34
133	4	3	3	3	3	3	3	3	3	28
134	3	4	4	3	4	4	4	4	3	32
135	4	4	4	3	4	4	4	4	4	35
136	3	3	3	3	3	3	4	4	3	29
137	4	4	4	4	4	4	4	4	4	36
138	2	1	1	1	1	1	2	2	2	13
139	2	2	3	2	2	3	3	3	3	23
140	4	4	4	4	4	4	4	3	3	34
141	4	4	4	4	4	3	3	4	3	33
142	4	1	4	4	4	3	4	4	4	32
143	3	3	3	3	3	3	3	4	4	29
144	3	4	4	3	4	4	3	3	3	31
145	3	3	2	2	3	2	3	3	3	24
146	4	4	4	4	4	4	4	4	3	35
147	4	4	3	4	4	3	4	4	4	34
148	4	4	3	3	4	3	3	3	3	30
149	3	3	3	4	3	3	3	4	4	30
150	3	2	3	2	2	3	3	2	3	23
151	2	2	2	2	2	2	2	2	2	18
152	4	4	4	4	4	4	4	3	4	35
153	4	4	4	4	4	4	3	4	4	35
154	4	3	4	3	3	4	4	3	3	31
155	4	4	4	4	4	4	4	3	4	35
156	4	4	4	4	4	4	4	4	4	36
157	2	1	2	1	1	2	1	2	2	14
158	4	4	4	4	4	4	3	3	3	33
159	4	4	4	4	4	4	4	4	4	36
160	4	4	4	4	4	4	4	3	3	34
161	3	3	3	3	3	3	4	4	3	29
162	3	4	4	4	4	4	4	4	4	35
163	4	4	4	3	4	4	4	4	4	35
164	3	4	4	4	4	4	4	4	4	35
165	4	3	4	4	3	4	4	3	3	32
166	3	3	3	3	3	3	3	3	2	26
167	3	3	3	3	3	3	3	2	2	25
168	4	4	3	3	4	3	4	4	4	33
169	3	3	4	4	3	4	4	4	4	33
170	4	4	4	4	4	4	4	3	3	34
171	3	3	3	3	3	3	2	2	3	25
172	4	4	4	4	4	4	4	3	3	34
173	4	4	4	4	4	4	4	3	4	35
174	4	4	4	3	4	4	3	4	3	33
175	4	4	4	4	4	4	4	4	4	36
176	3	3	4	4	3	4	3	4	3	31
177	4	4	3	4	4	3	4	4	3	33
178	4	4	4	4	4	4	4	4	4	36
179	4	3	3	3	3	3	3	3	4	29
180	3	3	3	3	3	3	3	3	3	27
	634	610	628	610	622	620	622	604	600	

Tabulasi Data 180 Responden Variabel Z

n	Z1_1	Z1_2	Z1_3	Z1_4	Z1_5	Z1_6	Z1_7	Z1_8	Z1_9	Z1_10	Z1_11	Z1_12	Total
1	4	3	4	4	4	4	3	4	4	3	3	3	43
2	4	3	4	4	4	4	4	4	4	4	3	4	46
3	3	4	3	3	3	4	3	3	3	4	3	3	39
4	4	3	3	4	4	4	3	4	3	4	4	3	43
5	2	3	3	2	3	3	3	2	2	3	2	3	31
6	4	4	4	4	4	4	4	4	4	3	4	4	47
7	3	4	4	3	4	4	4	3	4	4	3	4	44
8	3	3	3	3	3	4	3	4	4	4	3	3	40
9	4	4	3	4	4	3	4	4	3	3	3	3	42
10	3	2	3	2	2	3	3	3	2	2	3	3	31
11	2	2	2	2	2	2	2	2	2	2	2	2	24
12	4	3	4	4	4	4	4	4	3	4	4	4	46
13	4	4	3	4	3	3	4	4	3	4	4	3	43
14	4	3	4	3	3	4	4	4	4	4	4	4	45
15	3	3	4	3	4	3	4	4	4	4	4	4	44
16	4	4	4	3	4	3	4	3	3	4	4	4	44
17	1	2	1	2	2	2	2	2	2	2	2	1	21
18	3	3	3	3	4	4	4	4	4	3	4	3	42
19	4	4	4	3	3	4	4	3	4	3	4	4	44
20	4	3	4	4	4	4	4	3	4	4	4	4	46
21	4	4	4	4	4	4	3	4	4	3	3	4	45
22	3	4	4	4	3	4	4	3	4	4	4	4	45
23	3	4	4	3	4	4	4	3	4	4	4	4	45
24	3	4	4	3	4	4	4	4	4	4	4	4	46
25	4	3	4	4	4	4	4	4	4	4	4	4	47
26	3	3	3	2	2	2	3	2	2	3	3	3	31
27	3	2	3	2	3	3	3	2	3	3	3	3	33
28	3	4	4	4	4	4	4	4	4	4	3	4	46
29	4	4	4	4	4	4	4	4	4	4	4	4	48
30	4	3	4	3	3	3	4	4	3	3	4	4	42
31	2	2	2	3	2	3	3	2	3	2	3	2	29
32	4	3	4	3	4	3	3	4	4	4	4	4	44
33	4	3	4	3	4	4	4	4	3	3	4	4	44
34	4	4	3	4	3	3	3	3	3	4	4	3	41
35	4	4	4	4	4	4	3	3	3	3	4	4	44
36	4	4	3	3	3	3	4	4	3	3	4	3	41
37	4	4	4	4	4	4	4	3	4	4	3	4	46
38	4	4	4	3	4	3	4	4	4	4	4	4	46
39	3	3	3	3	3	3	4	3	3	3	3	3	37
40	3	3	3	3	3	3	3	3	3	3	3	3	36
41	3	2	3	3	2	2	3	3	2	3	3	3	32
42	4	4	4	4	4	4	3	4	4	4	3	4	46
43	3	3	3	3	3	3	4	4	3	3	3	3	38
44	3	3	4	3	3	3	3	3	3	3	4	4	39
45	4	4	4	3	4	3	3	3	3	3	4	4	42
46	4	4	4	4	4	3	3	3	3	4	3	4	43
47	3	4	4	4	4	4	3	4	4	4	4	4	46
48	2	2	2	2	2	2	1	1	2	2	1	2	21
49	3	3	3	2	3	3	3	3	3	3	3	3	35
50	4	3	4	3	3	4	4	4	3	3	4	4	43
51	4	3	4	4	4	4	3	4	4	3	3	3	43
52	4	3	4	4	4	4	4	4	4	4	3	4	46
53	3	4	3	3	3	4	3	3	3	4	3	3	39
54	4	3	3	4	4	4	3	4	3	4	4	3	43
55	2	3	3	2	3	3	3	2	2	3	2	3	31
56	4	4	4	4	4	4	4	4	4	3	4	4	47
57	3	4	4	3	4	4	4	3	4	4	3	4	44
58	3	3	3	3	3	4	3	4	4	4	3	3	40
59	4	4	3	4	4	3	4	4	3	3	3	3	42
60	3	2	3	2	2	3	3	3	2	2	3	3	31
61	2	2	2	2	2	2	2	2	2	2	2	2	24
62	4	3	4	4	4	4	4	4	3	4	4	4	46

63	4	4	3	4	3	3	4	4	3	4	4	3	43
64	4	3	4	3	3	4	4	4	4	4	4	4	45
65	3	3	4	3	4	3	4	4	4	4	4	4	44
66	4	4	4	3	4	3	4	3	3	4	4	4	44
67	1	2	1	2	2	2	2	2	2	2	2	1	21
68	3	3	3	3	4	4	4	4	4	3	4	3	42
69	4	4	4	3	3	4	4	3	4	3	4	4	44
70	4	3	4	4	4	4	4	3	4	4	4	4	46
71	4	4	4	4	4	4	3	4	4	3	3	4	45
72	3	4	4	4	3	4	4	3	4	4	4	4	45
73	3	4	4	3	4	4	4	3	4	4	4	4	45
74	3	4	4	3	4	4	4	4	4	4	4	4	46
75	4	3	4	4	4	4	4	4	4	4	4	4	47
76	3	3	3	2	2	2	3	2	2	3	3	3	31
77	3	2	3	2	3	3	3	2	3	3	3	3	33
78	3	4	4	4	4	4	4	4	4	4	3	4	46
79	4	4	4	4	4	4	4	4	4	4	4	4	48
80	4	3	4	3	3	3	4	4	3	3	4	4	42
81	2	2	2	3	2	3	3	2	3	2	3	2	29
82	4	3	4	3	4	3	3	4	4	4	4	4	44
83	4	3	4	3	4	4	4	4	3	3	4	4	44
84	4	4	3	4	3	3	3	3	3	4	4	3	41
85	4	4	4	4	4	4	3	3	3	3	4	4	44
86	4	4	3	3	3	3	4	4	3	3	4	3	41
87	4	4	4	4	4	4	4	3	4	4	3	4	46
88	4	4	4	3	4	3	4	4	4	4	4	4	46
89	3	3	3	3	3	3	4	3	3	3	3	3	37
90	3	3	3	3	3	3	3	3	3	3	3	3	36
91	4	3	4	4	4	4	3	4	4	3	3	3	43
92	4	3	4	4	4	4	4	4	4	4	3	4	46
93	3	4	3	3	3	4	3	3	3	4	3	3	39
94	4	3	3	4	4	4	3	4	3	4	4	3	43
95	2	3	3	2	3	3	3	2	2	3	2	3	31
96	4	4	4	4	4	4	4	4	4	3	4	4	47
97	3	4	4	3	4	4	4	3	4	4	3	4	44
98	3	3	3	3	3	4	3	4	4	4	3	3	40
99	4	4	3	4	4	3	4	4	3	3	3	3	42
100	3	2	3	2	2	3	3	3	2	2	3	3	31
101	2	2	2	2	2	2	2	2	2	2	2	2	24
102	4	3	4	4	4	4	4	4	3	4	4	4	46
103	4	4	3	4	3	3	4	4	3	4	4	3	43
104	4	3	4	3	3	4	4	4	4	4	4	4	45
105	3	3	4	3	4	3	4	4	4	4	4	4	44
106	4	4	4	3	4	3	4	3	3	4	4	4	44
107	1	2	1	2	2	2	2	2	2	2	2	1	21
108	3	3	3	3	4	4	4	4	4	3	4	3	42
109	4	4	4	3	3	4	4	3	4	3	4	4	44
110	4	3	4	4	4	4	4	3	4	4	4	4	46
111	4	4	4	4	4	4	3	4	4	3	3	4	45
112	3	4	4	4	3	4	4	3	4	4	4	4	45
113	3	4	4	3	4	4	4	3	4	4	4	4	45
114	3	4	4	3	4	4	4	4	4	4	4	4	46
115	4	3	4	4	4	4	4	4	4	4	4	4	47
116	3	3	3	2	2	2	3	2	2	3	3	3	31
117	3	2	3	2	3	3	3	2	3	3	3	3	33
118	3	4	4	4	4	4	4	4	4	4	3	4	46
119	4	4	4	4	4	4	4	4	4	4	4	4	48
120	4	3	4	3	3	3	4	4	3	3	4	4	42
121	2	2	2	3	2	3	3	2	3	2	3	2	29
122	4	3	4	3	4	3	3	4	4	4	4	4	44
123	4	3	4	3	4	4	4	4	3	3	4	4	44
124	4	4	3	4	3	3	3	3	3	4	4	3	41
125	4	4	4	4	4	4	3	3	3	3	4	4	44
126	4	4	3	3	3	3	4	4	3	3	4	3	41
127	4	4	4	4	4	4	4	3	4	4	3	4	46
128	4	4	4	3	4	3	4	4	4	4	4	4	46

129	3	3	3	3	3	3	4	3	3	3	3	3	37
130	3	3	3	3	3	3	3	3	3	3	3	3	36
131	3	2	3	3	2	2	3	3	2	3	3	3	32
132	4	4	4	4	4	4	3	4	4	4	3	4	46
133	3	3	3	3	3	3	4	4	3	3	3	3	38
134	3	3	4	3	3	3	3	3	3	3	4	4	39
135	4	4	4	3	4	3	3	3	3	3	4	4	42
136	4	4	4	4	4	3	3	3	3	4	3	4	43
137	3	4	4	4	4	4	3	4	4	4	4	4	46
138	2	2	2	2	2	2	1	1	2	2	1	2	21
139	3	3	3	2	3	3	3	3	3	3	3	3	35
140	4	3	4	3	3	4	4	4	3	3	4	4	43
141	4	3	4	4	4	4	3	4	4	3	3	3	43
142	4	3	4	4	4	4	4	4	4	4	3	4	46
143	3	4	3	3	3	4	3	3	3	4	3	3	39
144	4	3	3	4	4	4	3	4	3	4	4	3	43
145	2	3	3	2	3	3	3	2	2	3	2	3	31
146	4	4	4	4	4	4	4	4	4	3	4	4	47
147	3	4	4	3	4	4	4	3	4	4	3	4	44
148	3	3	3	3	3	4	3	4	4	4	3	3	40
149	4	4	3	4	4	3	4	4	3	3	3	3	42
150	3	2	3	2	2	3	3	3	2	2	3	3	31
151	2	2	2	2	2	2	2	2	2	2	2	2	24
152	4	3	4	4	4	4	4	4	3	4	4	4	46
153	4	4	3	4	3	3	4	4	3	4	4	3	43
154	4	3	4	3	3	4	4	4	4	4	4	4	45
155	3	3	4	3	4	3	4	4	4	4	4	4	44
156	4	4	4	3	4	3	4	3	3	4	4	4	44
157	1	2	1	2	2	2	2	2	2	2	2	1	21
158	3	3	3	3	4	4	4	4	4	3	4	3	42
159	4	4	4	3	3	4	4	3	4	3	4	4	44
160	4	3	4	4	4	4	4	3	4	4	4	4	46
161	4	4	4	4	4	4	3	4	4	3	3	4	45
162	3	4	4	4	3	4	4	3	4	4	4	4	45
163	3	4	4	3	4	4	4	3	4	4	4	4	45
164	3	4	4	3	4	4	4	4	4	4	4	4	46
165	4	3	4	4	4	4	4	4	4	4	4	4	47
166	3	3	3	2	2	2	3	2	2	3	3	3	31
167	3	2	3	2	3	3	3	2	3	3	3	3	33
168	3	4	4	4	4	4	4	4	4	4	3	4	46
169	4	4	4	4	4	4	4	4	4	4	4	4	48
170	4	3	4	3	3	3	4	4	3	3	4	4	42
171	2	2	2	3	2	3	3	2	3	2	3	2	29
172	4	3	4	3	4	3	3	4	4	4	4	4	44
173	4	3	4	3	4	4	4	4	3	3	4	4	44
174	4	4	3	4	3	3	3	3	3	4	4	3	41
175	4	4	4	4	4	4	3	3	3	3	4	4	44
176	4	4	3	3	3	3	4	4	3	3	4	3	41
177	4	4	4	4	4	4	4	3	4	4	3	4	46
178	4	4	4	3	4	3	4	4	4	4	4	4	46
179	3	3	3	3	3	3	4	3	3	3	3	3	37
180	3	3	3	3	3	3	3	3	3	3	3	3	36
	614	596	626	582	612	618	628	604	600	612	620	622	

Tabulasi Data 180 Responden Variabel Y

n	Y_1	Y_2	Y_3	Y_4	Y_5	Y_6	Y_7	Y_8	Y_9	Total
1	4	3	4	3	3	3	3	3	3	29
2	4	4	4	3	3	3	4	4	4	33
3	4	4	4	3	3	3	3	3	3	30
4	3	3	3	4	3	4	3	3	4	30
5	3	3	3	2	2	3	2	2	3	23
6	4	3	3	4	4	3	4	4	4	33
7	4	4	4	3	3	4	4	4	4	34
8	3	3	3	4	4	4	3	3	4	31
9	4	4	4	4	4	4	4	4	3	35
10	2	3	3	3	3	3	3	2	2	24
11	2	2	2	2	2	2	2	2	2	18
12	3	4	4	4	4	4	4	4	4	35
13	4	4	3	4	3	3	3	4	4	32
14	3	3	4	4	4	3	3	3	3	30
15	3	4	4	4	3	4	3	4	4	33
16	4	4	4	3	4	3	4	4	4	34
17	2	2	1	2	2	1	2	1	1	14
18	3	3	3	4	4	4	4	4	4	33
19	4	4	4	3	4	4	4	4	4	35
20	3	3	3	3	4	3	4	4	4	31
21	4	3	4	4	3	3	4	3	3	31
22	4	4	4	3	3	3	3	4	4	32
23	4	4	4	3	4	3	3	3	4	32
24	4	4	4	4	3	3	4	4	4	34
25	3	3	3	4	4	4	3	4	3	31
26	3	2	3	2	3	2	3	3	3	24
27	2	2	3	2	2	3	2	3	3	22
28	4	4	4	4	4	4	4	3	4	35
29	4	4	4	4	4	4	4	4	3	35
30	3	3	3	4	4	4	3	4	4	32
31	2	3	2	2	2	2	2	3	3	21
32	3	3	4	4	4	3	4	4	4	33
33	3	4	4	4	3	4	4	4	4	34
34	4	3	3	3	3	4	3	3	4	30
35	4	4	4	3	4	4	4	4	4	35
36	4	3	4	4	4	3	3	4	3	32
37	4	3	4	3	4	4	3	4	4	33
38	4	4	4	4	4	4	4	4	4	36
39	3	4	4	3	4	3	3	3	3	30
40	3	3	2	3	3	2	3	3	3	25
41	2	3	2	3	3	3	2	2	2	22
42	4	4	4	4	3	4	4	4	4	35
43	3	3	3	4	4	4	3	3	3	30
44	3	3	3	3	4	3	3	3	4	29
45	4	4	4	3	3	4	3	3	4	32
46	4	3	4	3	3	3	3	3	3	29
47	4	4	4	4	4	4	4	4	4	36
48	2	2	2	1	1	2	2	1	1	14
49	3	3	3	3	2	3	3	2	2	24
50	3	3	3	4	4	3	3	4	4	31
51	4	3	4	3	3	3	3	3	3	29
52	4	4	4	3	3	3	4	4	4	33
53	4	4	4	3	3	3	3	3	3	30
54	3	3	3	4	3	4	3	3	4	30
55	3	3	3	2	2	3	2	2	3	23
56	4	3	3	4	4	3	4	4	4	33
57	4	4	4	3	3	4	4	4	4	34
58	3	3	3	4	4	4	3	3	4	31
59	4	4	4	4	4	4	4	4	3	35
60	2	3	3	3	3	3	3	2	2	24
61	2	2	2	2	2	2	2	2	2	18
62	3	4	4	4	4	4	4	4	4	35

63	4	4	3	4	3	3	3	4	4	32
64	3	3	4	4	4	3	3	3	3	30
65	3	4	4	4	3	4	3	4	4	33
66	4	4	4	3	4	3	4	4	4	34
67	2	2	1	2	2	1	2	1	1	14
68	3	3	3	4	4	4	4	4	4	33
69	4	4	4	3	4	4	4	4	4	35
70	3	3	3	3	4	3	4	4	4	31
71	4	3	4	4	3	3	4	3	3	31
72	4	4	4	3	3	3	3	4	4	32
73	4	4	4	3	4	3	3	3	4	32
74	4	4	4	4	3	3	4	4	4	34
75	3	3	3	4	4	4	3	4	3	31
76	3	2	3	2	3	2	3	3	3	24
77	2	2	3	2	2	3	2	3	3	22
78	4	4	4	4	4	4	4	3	4	35
79	4	4	4	4	4	4	4	4	3	35
80	3	3	3	4	4	4	3	4	4	32
81	2	3	2	2	2	2	2	3	3	21
82	3	3	4	4	4	3	4	4	4	33
83	3	4	4	4	3	4	4	4	4	34
84	4	3	3	3	3	4	3	3	4	30
85	4	4	4	3	4	4	4	4	4	35
86	4	3	4	4	4	3	3	4	3	32
87	4	3	4	3	4	4	3	4	4	33
88	4	4	4	4	4	4	4	4	4	36
89	3	4	4	3	4	3	3	3	3	30
90	3	3	2	3	3	2	3	3	3	25
91	4	3	4	3	3	3	3	3	3	29
92	4	4	4	3	3	3	4	4	4	33
93	4	4	4	3	3	3	3	3	3	30
94	3	3	3	4	3	4	3	3	4	30
95	3	3	3	2	2	3	2	2	3	23
96	4	3	3	4	4	3	4	4	4	33
97	4	4	4	3	3	4	4	4	4	34
98	3	3	3	4	4	4	3	3	4	31
99	4	4	4	4	4	4	4	4	3	35
100	2	3	3	3	3	3	3	2	2	24
101	2	2	2	2	2	2	2	2	2	18
102	3	4	4	4	4	4	4	4	4	35
103	4	4	3	4	3	3	3	4	4	32
104	3	3	4	4	4	3	3	3	3	30
105	3	4	4	4	3	4	3	4	4	33
106	4	4	4	3	4	3	4	4	4	34
107	2	2	1	2	2	1	2	1	1	14
108	3	3	3	4	4	4	4	4	4	33
109	4	4	4	3	4	4	4	4	4	35
110	3	3	3	3	4	3	4	4	4	31
111	4	3	4	4	3	3	4	3	3	31
112	4	4	4	3	3	3	3	4	4	32
113	4	4	4	3	4	3	3	3	4	32
114	4	4	4	4	3	3	4	4	4	34
115	3	3	3	4	4	4	3	4	3	31
116	3	2	3	2	3	2	3	3	3	24
117	2	2	3	2	2	3	2	3	3	22
118	4	4	4	4	4	4	4	3	4	35
119	4	4	4	4	4	4	4	4	3	35
120	3	3	3	4	4	4	3	4	4	32
121	2	3	2	2	2	2	2	3	3	21
122	3	3	4	4	4	3	4	4	4	33
123	3	4	4	4	3	4	4	4	4	34
124	4	3	3	3	3	4	3	3	4	30
125	4	4	4	3	4	4	4	4	4	35
126	4	3	4	4	4	3	3	4	3	32
127	4	3	4	3	4	4	3	4	4	33
128	4	4	4	4	4	4	4	4	4	36

129	3	4	4	3	4	3	3	3	3	30
130	3	3	2	3	3	2	3	3	3	25
131	2	3	2	3	3	3	2	2	2	22
132	4	4	4	4	3	4	4	4	4	35
133	3	3	3	4	4	4	3	3	3	30
134	3	3	3	3	4	3	3	3	4	29
135	4	4	4	3	3	4	3	3	4	32
136	4	3	4	3	3	3	3	3	3	29
137	4	4	4	4	4	4	4	4	4	36
138	2	2	2	1	1	2	2	1	1	14
139	3	3	3	3	2	3	3	2	2	24
140	3	3	3	4	4	3	3	4	4	31
141	4	3	4	3	3	3	3	3	3	29
142	4	4	4	3	3	3	4	4	4	33
143	4	4	4	3	3	3	3	3	3	30
144	3	3	3	4	3	4	3	3	4	30
145	3	3	3	2	2	3	2	2	3	23
146	4	3	3	4	4	3	4	4	4	33
147	4	4	4	3	3	4	4	4	4	34
148	3	3	3	4	4	4	3	3	4	31
149	4	4	4	4	4	4	4	4	3	35
150	2	3	3	3	3	3	3	2	2	24
151	2	2	2	2	2	2	2	2	2	18
152	3	4	4	4	4	4	4	4	4	35
153	4	4	3	4	3	3	3	4	4	32
154	3	3	4	4	4	3	3	3	3	30
155	3	4	4	4	3	4	3	4	4	33
156	4	4	4	3	4	3	4	4	4	34
157	2	2	1	2	2	1	2	1	1	14
158	3	3	3	4	4	4	4	4	4	33
159	4	4	4	3	4	4	4	4	4	35
160	3	3	3	3	4	3	4	4	4	31
161	4	3	4	4	3	3	4	3	3	31
162	4	4	4	3	3	3	3	4	4	32
163	4	4	4	3	4	3	3	3	4	32
164	4	4	4	4	3	3	4	4	4	34
165	3	3	3	4	4	4	3	4	3	31
166	3	2	3	2	3	2	3	3	3	24
167	2	2	3	2	2	3	2	3	3	22
168	4	4	4	4	4	4	4	3	4	35
169	4	4	4	4	4	4	4	4	3	35
170	3	3	3	4	4	4	3	4	4	32
171	2	3	2	2	2	2	2	3	3	21
172	3	3	4	4	4	3	4	4	4	33
173	3	4	4	4	3	4	4	4	4	34
174	4	3	3	3	3	4	3	3	4	30
175	4	4	4	3	4	4	4	4	4	35
176	4	3	4	4	4	3	3	4	3	32
177	4	3	4	3	4	4	3	4	4	33
178	4	4	4	4	4	4	4	4	4	36
179	3	4	4	3	4	3	3	3	3	30
180	3	3	2	3	3	2	3	3	3	25
	604	600	616	596	602	590	588	606	618	

Lampiran 5. Deskripsi Data Penelitian

Descriptives

	Descriptive Statistics						
	N	Range	Minimum	Maximum	Sum	Mean	Std. Deviation
Service Quality (X1)	180	37,00	23,00	60,00	9067,00	50,3722	8,50897
Price Fairness (X2)	180	24,00	12,00	36,00	5576,00	30,9778	5,45162
Physical Environment (X3)	180	23,00	13,00	36,00	5550,00	30,8333	5,28358
Patient Experince (Z)	180	27,00	21,00	48,00	7334,00	40,7444	6,63925
Patient Loyalty (Y)	180	22,00	14,00	36,00	5420,00	30,1111	5,24579
Valid N (listwise)	180						

Frequencies

		Statistics				
		Service Quality (X1)	Price Fairness (X2)	Physical Environment (X3)	Patient Experince (Z)	Patient Loyalty (Y)
N	Valid	180	180	180	180	180
	Missing	0	0	0	0	0
Mean		50,3722	30,9778	30,8333	40,7444	30,1111
Mode		56,00	35,00	35,00	46,00	35,00
Std. Deviation		8,50897	5,45162	5,28358	6,63925	5,24579
Range		37,00	24,00	23,00	27,00	22,00
Minimum		23,00	12,00	13,00	21,00	14,00
Maximum		60,00	36,00	36,00	48,00	36,00
Sum		9067,00	5576,00	5550,00	7334,00	5420,00

Frequency Table

		Service Quality (X1)			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	23,00	2	1,1	1,1	1,1
	29,00	4	2,2	2,2	3,3
	30,00	4	2,2	2,2	5,6
	33,00	3	1,7	1,7	7,2
	34,00	1	,6	,6	7,8
	36,00	4	2,2	2,2	10,0
	38,00	5	2,8	2,8	12,8
	39,00	6	3,3	3,3	16,1
	40,00	3	1,7	1,7	17,8
	41,00	1	,6	,6	18,3
	42,00	5	2,8	2,8	21,1
	45,00	4	2,2	2,2	23,3
	48,00	4	2,2	2,2	25,6
	49,00	5	2,8	2,8	28,3
	50,00	7	3,9	3,9	32,2
	51,00	8	4,4	4,4	36,7
	52,00	9	5,0	5,0	41,7
	53,00	10	5,6	5,6	47,2
	54,00	11	6,1	6,1	53,3
	55,00	20	11,1	11,1	64,4
56,00	26	14,4	14,4	78,9	

57,00	21	11,7	11,7	90,6
58,00	13	7,2	7,2	97,8
59,00	1	,6	,6	98,3
60,00	3	1,7	1,7	100,0
Total	180	100,0	100,0	

Price Fairness (X2)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12,00	4	2,2	2,2	2,2
	13,00	2	1,1	1,1	3,3
	18,00	4	2,2	2,2	5,6
	22,00	4	2,2	2,2	7,8
	23,00	4	2,2	2,2	10,0
	25,00	8	4,4	4,4	14,4
	26,00	8	4,4	4,4	18,9
	27,00	8	4,4	4,4	23,3
	29,00	8	4,4	4,4	27,8
	30,00	8	4,4	4,4	32,2
	32,00	20	11,1	11,1	43,3
	33,00	16	8,9	8,9	52,2
	34,00	36	20,0	20,0	72,2
	35,00	38	21,1	21,1	93,3
	36,00	12	6,7	6,7	100,0
	Total	180	100,0	100,0	

Physical Environment (X3)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	13,00	2	1,1	1,1	1,1
	14,00	4	2,2	2,2	3,3
	18,00	4	2,2	2,2	5,6
	23,00	8	4,4	4,4	10,0
	24,00	4	2,2	2,2	12,2
	25,00	8	4,4	4,4	16,7
	26,00	4	2,2	2,2	18,9
	27,00	4	2,2	2,2	21,1
	28,00	2	1,1	1,1	22,2
	29,00	14	7,8	7,8	30,0
	30,00	8	4,4	4,4	34,4
	31,00	12	6,7	6,7	41,1
	32,00	10	5,6	5,6	46,7
	33,00	24	13,3	13,3	60,0
	34,00	20	11,1	11,1	71,1
	35,00	34	18,9	18,9	90,0
	36,00	18	10,0	10,0	100,0
Total	180	100,0	100,0		

Patient Experince (Z)

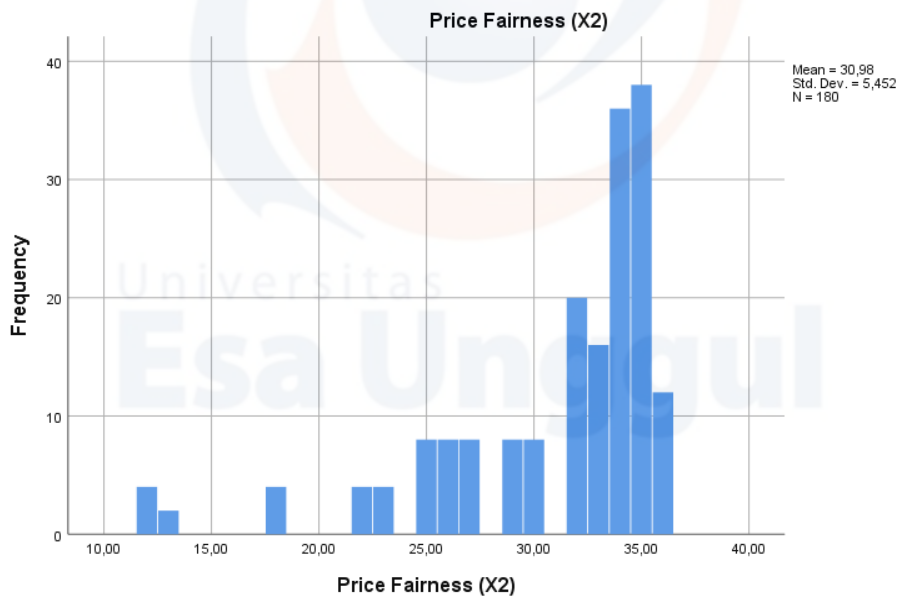
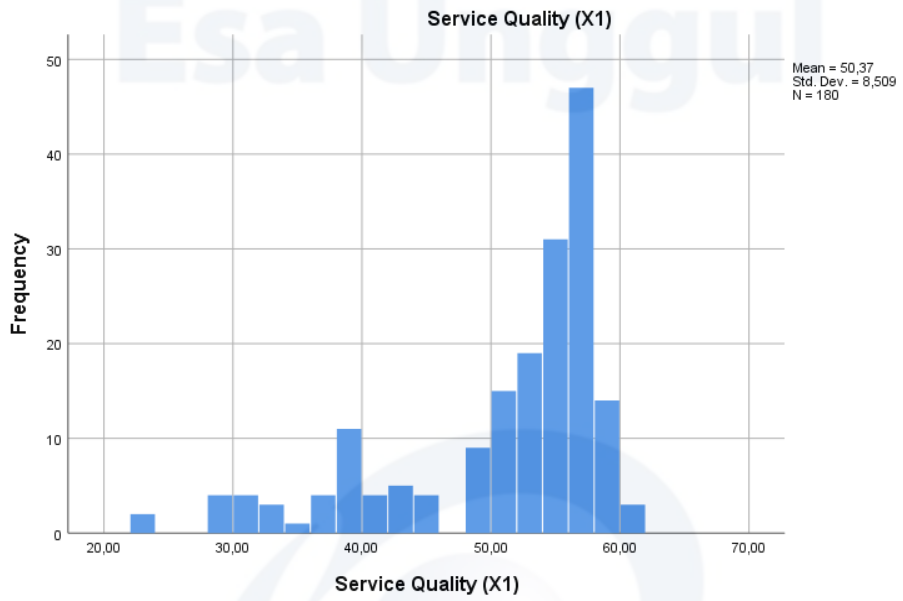
		Frequency	Percent	Valid Percent	Cumulative Percent
--	--	-----------	---------	---------------	--------------------

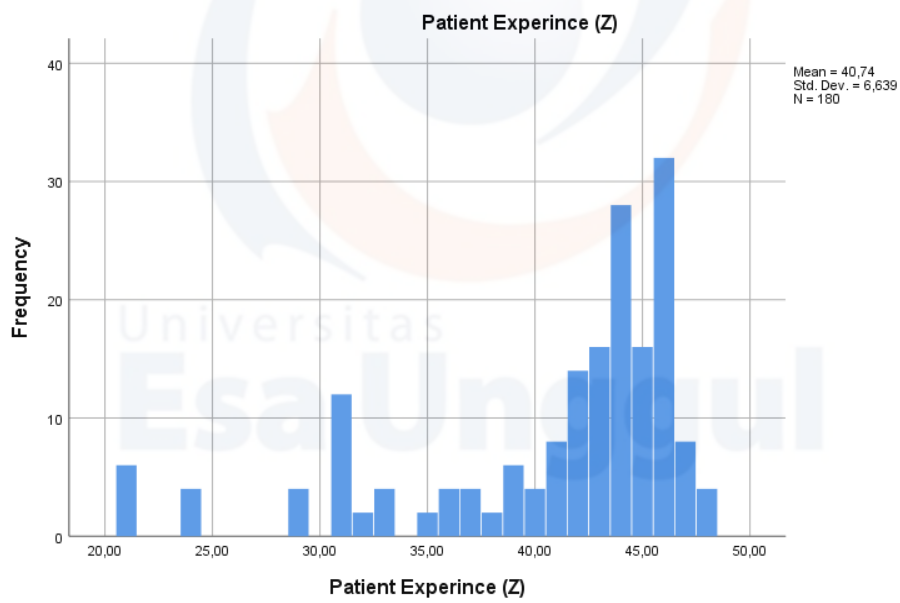
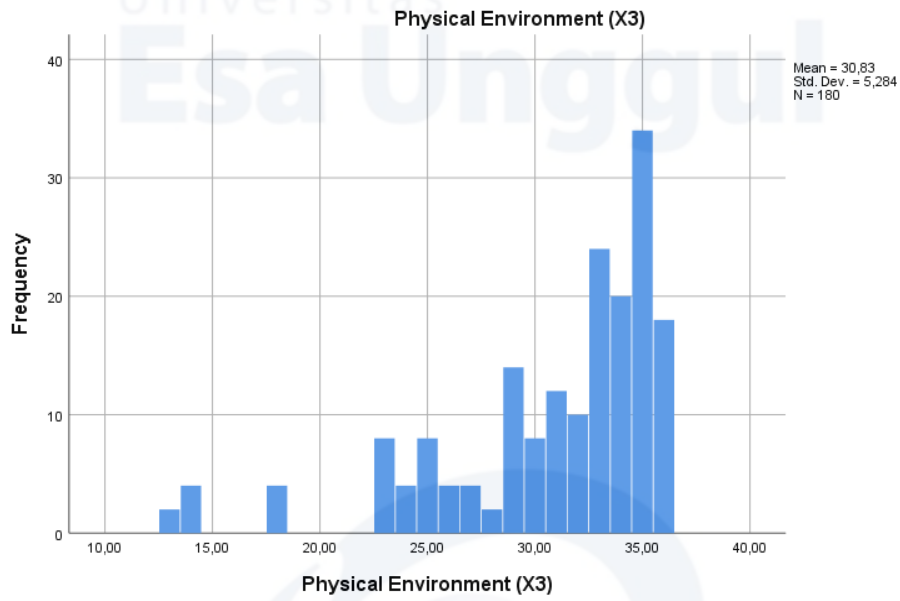
Valid	21,00	6	3,3	3,3	3,3
	24,00	4	2,2	2,2	5,6
	29,00	4	2,2	2,2	7,8
	31,00	12	6,7	6,7	14,4
	32,00	2	1,1	1,1	15,6
	33,00	4	2,2	2,2	17,8
	35,00	2	1,1	1,1	18,9
	36,00	4	2,2	2,2	21,1
	37,00	4	2,2	2,2	23,3
	38,00	2	1,1	1,1	24,4
	39,00	6	3,3	3,3	27,8
	40,00	4	2,2	2,2	30,0
	41,00	8	4,4	4,4	34,4
	42,00	14	7,8	7,8	42,2
	43,00	16	8,9	8,9	51,1
	44,00	28	15,6	15,6	66,7
	45,00	16	8,9	8,9	75,6
	46,00	32	17,8	17,8	93,3
	47,00	8	4,4	4,4	97,8
	48,00	4	2,2	2,2	100,0
	Total	180	100,0	100,0	

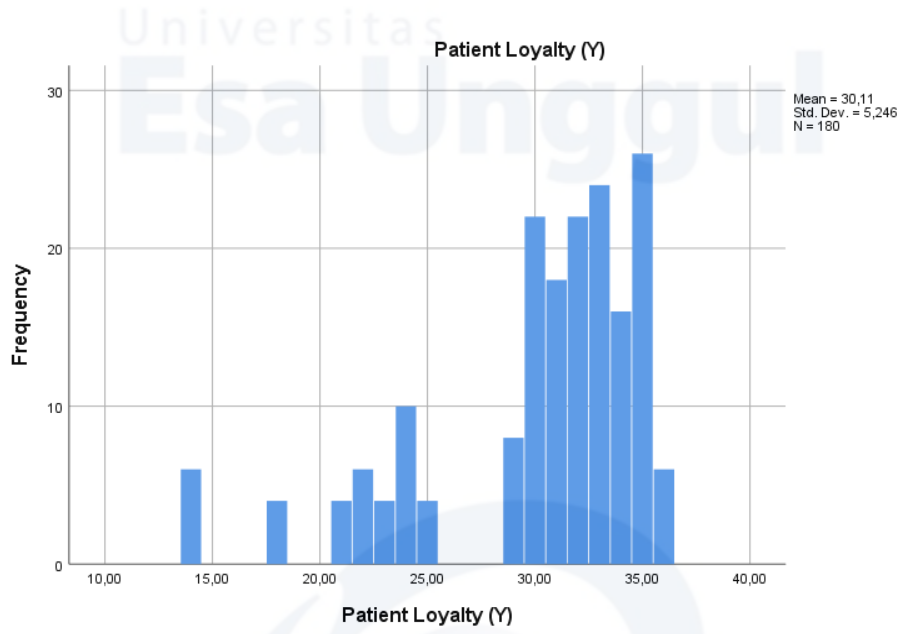
Patient Loyalty (Y)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	14,00	6	3,3	3,3	3,3
	18,00	4	2,2	2,2	5,6
	21,00	4	2,2	2,2	7,8
	22,00	6	3,3	3,3	11,1
	23,00	4	2,2	2,2	13,3
	24,00	10	5,6	5,6	18,9
	25,00	4	2,2	2,2	21,1
	29,00	8	4,4	4,4	25,6
	30,00	22	12,2	12,2	37,8
	31,00	18	10,0	10,0	47,8
	32,00	22	12,2	12,2	60,0
	33,00	24	13,3	13,3	73,3
	34,00	16	8,9	8,9	82,2
	35,00	26	14,4	14,4	96,7
	36,00	6	3,3	3,3	100,0
	Total	180	100,0	100,0	

Histogram







Lampiran 6. Deskripsi Variabel

Frequency Table

X1_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	110	61,1	61,1	61,1
	Setuju	48	26,7	26,7	87,8
	Tidak Setuju	22	12,2	12,2	100,0
	Total	180	100,0	100,0	

X1_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	80	44,4	44,4	44,4
	Setuju	78	43,3	43,3	87,8
	Tidak Setuju	22	12,2	12,2	100,0
	Total	180	100,0	100,0	

X1_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	82	45,6	45,6	45,6
	Setuju	72	40,0	40,0	85,6
	Tidak Setuju	26	14,4	14,4	100,0
	Total	180	100,0	100,0	

X1_4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	82	45,6	45,6	45,6
	Setuju	74	41,1	41,1	86,7
	Tidak Setuju	24	13,3	13,3	100,0
	Total	180	100,0	100,0	

X1_5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	88	48,9	48,9	48,9
	Setuju	66	36,7	36,7	85,6
	Tidak Setuju	24	13,3	13,3	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

X1_6

		Frequency	Percent	Valid Percent	Cumulative Percent
--	--	-----------	---------	---------------	--------------------

Valid	Sangat Setuju'	92	51,1	51,1	51,1
	Setuju	64	35,6	35,6	86,7
	Tidak Setuju	22	12,2	12,2	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

X1_7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	84	46,7	46,7	46,7
	Setuju	70	38,9	38,9	85,6
	Tidak Setuju	24	13,3	13,3	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

X1_8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	90	50,0	50,0	50,0
	Setuju	76	42,2	42,2	92,2
	Tidak Setuju	12	6,7	6,7	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

X1_9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	84	46,7	46,7	46,7
	Setuju	70	38,9	38,9	85,6
	Tidak Setuju	26	14,4	14,4	100,0
	Total	180	100,0	100,0	

X1_10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	88	48,9	48,9	48,9
	Setuju	72	40,0	40,0	88,9
	Tidak Setuju	18	10,0	10,0	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

X1_11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	96	53,3	53,3	53,3
	Setuju	58	32,2	32,2	85,6
	Tidak Setuju	26	14,4	14,4	100,0

Total	180	100,0	100,0
-------	-----	-------	-------

X1_12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	76	42,2	42,2	42,2
	Setuju	80	44,4	44,4	86,7
	Tidak Setuju	24	13,3	13,3	100,0
	Total	180	100,0	100,0	

X1_13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	73	40,6	40,6	40,6
	Setuju	81	45,0	45,0	85,6
	Tidak Setuju	26	14,4	14,4	100,0
	Total	180	100,0	100,0	

X1_14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	102	56,7	56,7	56,7
	Setuju	56	31,1	31,1	87,8
	Tidak Setuju	12	6,7	6,7	94,4
	Sangat Tidak Setuju	10	5,6	5,6	100,0
	Total	180	100,0	100,0	

X1_15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	104	57,8	57,8	57,8
	Setuju	62	34,4	34,4	92,2
	Tidak Setuju	12	6,7	6,7	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

X2_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	98	54,4	54,4	54,4
	Setuju	60	33,3	33,3	87,8
	Tidak Setuju	16	8,9	8,9	96,7
	Sangat Tidak Setuju	6	3,3	3,3	100,0
	Total	180	100,0	100,0	

X2_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	106	58,9	58,9	58,9
	Setuju	56	31,1	31,1	90,0
	Tidak Setuju	12	6,7	6,7	96,7
	Sangat Tidak Setuju	6	3,3	3,3	100,0
	Total	180	100,0	100,0	

X2_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	104	57,8	57,8	57,8
	Setuju	62	34,4	34,4	92,2
	Tidak Setuju	12	6,7	6,7	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

X2_4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	92	51,1	51,1	51,1
	Setuju	78	43,3	43,3	94,4
	Tidak Setuju	6	3,3	3,3	97,8
	Sangat Tidak Setuju	4	2,2	2,2	100,0
	Total	180	100,0	100,0	

X2_5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	100	55,6	55,6	55,6
	Setuju	66	36,7	36,7	92,2
	Tidak Setuju	12	6,7	6,7	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

X2_6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	108	60,0	60,0	60,0
	Setuju	58	32,2	32,2	92,2
	Tidak Setuju	10	5,6	5,6	97,8
	Sangat Tidak Setuju	4	2,2	2,2	100,0
	Total	180	100,0	100,0	

X2_7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	92	51,1	51,1	51,1
	Setuju	62	34,4	34,4	85,6
	Tidak Setuju	24	13,3	13,3	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

X2_8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	96	53,3	53,3	53,3
	Setuju	66	36,7	36,7	90,0
	Tidak Setuju	14	7,8	7,8	97,8
	Sangat Tidak Setuju	4	2,2	2,2	100,0
	Total	180	100,0	100,0	

X2_9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	104	57,8	57,8	57,8
	Setuju	62	34,4	34,4	92,2
	Tidak Setuju	10	5,6	5,6	97,8
	Sangat Tidak Setuju	4	2,2	2,2	100,0
	Total	180	100,0	100,0	

X3_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	106	58,9	58,9	58,9
	Setuju	62	34,4	34,4	93,3
	Tidak Setuju	12	6,7	6,7	100,0
	Total	180	100,0	100,0	

X3_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	102	56,7	56,7	56,7
	Setuju	56	31,1	31,1	87,8
	Tidak Setuju	12	6,7	6,7	94,4
	Sangat Tidak Setuju	10	5,6	5,6	100,0
	Total	180	100,0	100,0	

X3_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	104	57,8	57,8	57,8

Setuju	62	34,4	34,4	92,2
Tidak Setuju	12	6,7	6,7	98,9
Sangat Tidak Setuju	2	1,1	1,1	100,0
Total	180	100,0	100,0	

X3_4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	98	54,4	54,4	54,4
	Setuju	60	33,3	33,3	87,8
	Tidak Setuju	16	8,9	8,9	96,7
	Sangat Tidak Setuju	6	3,3	3,3	100,0
	Total	180	100,0	100,0	

X3_5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	106	58,9	58,9	58,9
	Setuju	56	31,1	31,1	90,0
	Tidak Setuju	12	6,7	6,7	96,7
	Sangat Tidak Setuju	6	3,3	3,3	100,0
	Total	180	100,0	100,0	

X3_6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	96	53,3	53,3	53,3
	Setuju	70	38,9	38,9	92,2
	Tidak Setuju	12	6,7	6,7	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

X3_7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	100	55,6	55,6	55,6
	Setuju	66	36,7	36,7	92,2
	Tidak Setuju	10	5,6	5,6	97,8
	Sangat Tidak Setuju	4	2,2	2,2	100,0
	Total	180	100,0	100,0	

X3_8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	88	48,9	48,9	48,9
	Setuju	68	37,8	37,8	86,7
	Tidak Setuju	24	13,3	13,3	100,0

Total	180	100,0	100,0
-------	-----	-------	-------

X3_9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	78	43,3	43,3	43,3
	Setuju	84	46,7	46,7	90,0
	Tidak Setuju	18	10,0	10,0	100,0
	Total	180	100,0	100,0	

Z_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	96	53,3	53,3	53,3
	Setuju	66	36,7	36,7	90,0
	Tidak Setuju	14	7,8	7,8	97,8
	Sangat Tidak Setuju	4	2,2	2,2	100,0
	Total	180	100,0	100,0	

Z_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	80	44,4	44,4	44,4
	Setuju	76	42,2	42,2	86,7
	Tidak Setuju	24	13,3	13,3	100,0
	Total	180	100,0	100,0	

Z_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	104	57,8	57,8	57,8
	Setuju	62	34,4	34,4	92,2
	Tidak Setuju	10	5,6	5,6	97,8
	Sangat Tidak Setuju	4	2,2	2,2	100,0
	Total	180	100,0	100,0	

Z_4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	70	38,9	38,9	38,9
	Setuju	82	45,6	45,6	84,4
	Tidak Setuju	28	15,6	15,6	100,0
	Total	180	100,0	100,0	

Z_5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	96	53,3	53,3	53,3
	Setuju	60	33,3	33,3	86,7
	Tidak Setuju	24	13,3	13,3	100,0
	Total	180	100,0	100,0	

Z_6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	94	52,2	52,2	52,2
	Setuju	70	38,9	38,9	91,1
	Tidak Setuju	16	8,9	8,9	100,0
	Total	180	100,0	100,0	

Z_7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	100	55,6	55,6	55,6
	Setuju	70	38,9	38,9	94,4
	Tidak Setuju	8	4,4	4,4	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

Z_8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	92	51,1	51,1	51,1
	Setuju	62	34,4	34,4	85,6
	Tidak Setuju	24	13,3	13,3	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

Z_9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	84	46,7	46,7	46,7
	Setuju	72	40,0	40,0	86,7
	Tidak Setuju	24	13,3	13,3	100,0
	Total	180	100,0	100,0	

Z_10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	90	50,0	50,0	50,0
	Setuju	72	40,0	40,0	90,0
	Tidak Setuju	18	10,0	10,0	100,0

Total	180	100,0	100,0
-------	-----	-------	-------

Z_11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	96	53,3	53,3	53,3
	Setuju	70	38,9	38,9	92,2
	Tidak Setuju	12	6,7	6,7	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

Z_12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	100	55,6	55,6	55,6
	Setuju	66	36,7	36,7	92,2
	Tidak Setuju	10	5,6	5,6	97,8
	Sangat Tidak Setuju	4	2,2	2,2	100,0
	Total	180	100,0	100,0	

Y_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	88	48,9	48,9	48,9
	Setuju	68	37,8	37,8	86,7
	Tidak Setuju	24	13,3	13,3	100,0
	Total	180	100,0	100,0	

Y_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	78	43,3	43,3	43,3
	Setuju	84	46,7	46,7	90,0
	Tidak Setuju	18	10,0	10,0	100,0
	Total	180	100,0	100,0	

Y_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	100	55,6	55,6	55,6
	Setuju	60	33,3	33,3	88,9
	Tidak Setuju	16	8,9	8,9	97,8
	Sangat Tidak Setuju	4	2,2	2,2	100,0
	Total	180	100,0	100,0	

Y_4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	84	46,7	46,7	46,7
	Setuju	70	38,9	38,9	85,6
	Tidak Setuju	24	13,3	13,3	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

Y_5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	88	48,9	48,9	48,9
	Setuju	68	37,8	37,8	86,7
	Tidak Setuju	22	12,2	12,2	98,9
	Sangat Tidak Setuju	2	1,1	1,1	100,0
	Total	180	100,0	100,0	

Y_6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	76	42,2	42,2	42,2
	Setuju	82	45,6	45,6	87,8
	Tidak Setuju	18	10,0	10,0	97,8
	Sangat Tidak Setuju	4	2,2	2,2	100,0
	Total	180	100,0	100,0	

Y_7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	72	40,0	40,0	40,0
	Setuju	84	46,7	46,7	86,7
	Tidak Setuju	24	13,3	13,3	100,0
	Total	180	100,0	100,0	

Y_8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Setuju'	94	52,2	52,2	52,2
	Setuju	64	35,6	35,6	87,8
	Tidak Setuju	16	8,9	8,9	96,7
	Sangat Tidak Setuju	6	3,3	3,3	100,0
	Total	180	100,0	100,0	

Y_9

		Frequency	Percent	Valid Percent	Cumulative Percent
--	--	-----------	---------	---------------	--------------------

Valid	Sangat Setuju'	102	56,7	56,7	56,7
	Setuju	60	33,3	33,3	90,0
	Tidak Setuju	12	6,7	6,7	96,7
	Sangat Tidak Setuju	6	3,3	3,3	100,0
	Total	180	100,0	100,0	

Lampiran 7. OUTPUT AMOS

HASIL OUTPUT TESIS MULIA

Analysis Summary

Date and Time

Date: 20 February 2024

Time: 05:50:21

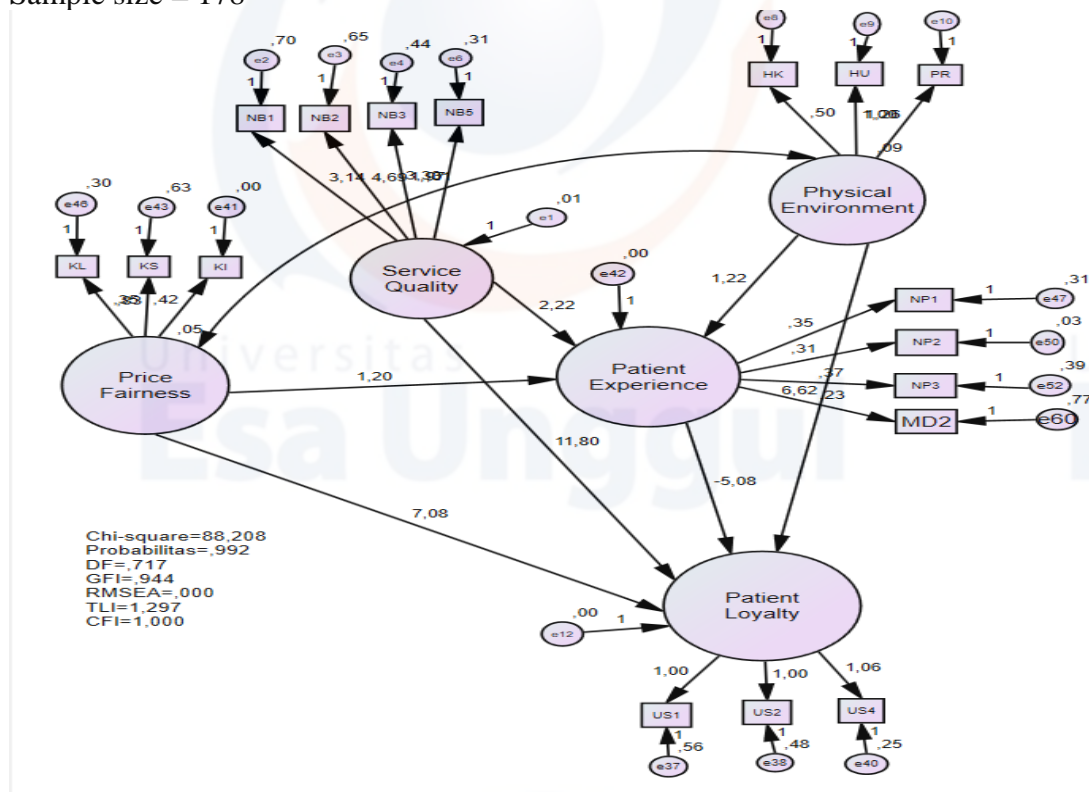
Title

Mulia amos - kopi: 20 February 2024 5:50

Notes for Group (Group number 1)

The model is recursive.

Sample size = 178



Variable Summary (Group number 1)

Your model contains the following variables (Group number 1)

Observed, endogenous variables

NB1

NB3

NB5

NB2

US2

US1

US4

HK

HU

PR

NP2

NP1

NP3

KL

KS

KI

MD2

Unobserved, endogenous variables

Patient_Loyalty

Service_Quality

Patient_Experience

Unobserved, exogenous variables

Unobserved, exogenous variables

e2

e4

e6

e3

e38

e37

e40

e12

e8

e9

e10

e50

e47

e52

e46

Physical_Environment

e43

e41
 e42
 Price_Fairness
 e60
 e1

Variable counts (Group number 1)

Number of variables in your model: 42
 Number of observed variables: 17
 Number of unobserved variables: 25
 Number of exogenous variables: 22
 Number of endogenous variables: 20

Parameter Summary (Group number 1)

	Weights	Covariances	Variances	Means	Intercepts	Total
Fixed	28	0	9	0	0	37
Labeled	0	0	0	0	0	0
Unlabeled	16	1	13	0	0	30
Total	44	1	22	0	0	67

Assessment of normality (Group number 1)

Variable	min	max	skew	c.r.	kurtosis	c.r.
MD2	1,210	4,990	-,552	-3,009	-,308	-,840
KI	,920	1,540	,580	3,158	,770	2,098
KS	1,100	4,990	-,721	-3,926	-,060	-,163
KL	1,000	5,000	-,746	-4,062	1,406	3,830
NP3	2,160	5,270	-,388	-2,113	,869	2,365
NP1	3,040	5,820	-,090	-,492	-,640	-1,744
NP2	1,468	2,397	-,122	-,663	-,971	-2,646
PR	3,000	5,000	-,049	-,267	-1,363	-3,713
HU	2,000	5,000	-,427	-2,327	-,757	-2,060
HK	2,000	5,000	-,199	-1,082	-,454	-1,238
US4	3,000	5,000	-,368	-2,002	-,666	-1,814
US1	2,000	5,000	-,790	-4,305	,202	,551
US2	2,000	5,000	,010	,055	-,844	-2,298
NB2	2,000	5,000	-,285	-1,553	-1,030	-2,806
NB5	3,000	5,000	-,484	-2,635	-,697	-1,897
NB3	2,000	5,000	-,433	-2,360	,128	,349
NB1	2,000	5,000	-,164	-,893	-1,065	-2,900
Multivariate					-2,244	-,589

Data dikatakan normal jika cr multivariate kurang dari 1,65 atau nilai skewness diantara - 2,58 sd +2,58

Sample Moments (Group number 1)

Sample Covariances (Group number 1)

	M D2	KI	KS	KL	NP 3	NP 1	NP 2	PR	HU	HK	US 4	US 1	US 2	NB 2	NB 5	NB 3	NB 1
MD 2	,78 5																
KI	,00 8	,01 4															
KS	,03 1	,01 6	,68 1														
KL	,00 9	,00 8	,03 0	,32 9													
NP3	,02 7	,01 5	,00 3	,02 0	,39 2												
NP1	,03 5	,00 3	,00 3	,02 1	,02 6	,46 7											
NP2	,02 0	,01 2	,02 2	,01 3	,04 2	,03 6	,06 8										
PR	,03 6	,00 8	,01 3	,00 1	,06 9	,01 7	,03 9	,61 2									
HU	,02 5	,00 3	,01 0	,00 9	,06 2	,00 5	,02 9	,16 1	,69 7								
HK	,01 9	,00 0	,01 4	,00 9	,02 3	,00 2	,01 3	,09 5	,06 1	,50 0							
US4	,04 3	,02 6	,03 1	,03 1	,08 4	,00 5	,05 0	,09 1	,05 9	,01 5	,37 3						
US1	,04 5	,02 7	,05 4	,02 4	,04 0	,00 8	,04 8	,07 5	,01 9	,02 7	,11 2	,67 4					
US2	,04 2	,02 4	,06 9	,01 5	,03 1	,01 2	,05 7	,05 4	,02 7	,01 8	,12 0	,11 9	,58 9				
NB2	,02 0	,02 8	,04 9	,02 2	,02 3	,00 1	,05 6	,03 6	,04 5	,00 0	,05 2	,06 1	,04 5	,87 5			
NB5	,02 4	,02 2	,03 7	,02 9	,02 2	,01 7	,03 4	,01 0	,02 5	,01 3	,07 0	,03 4	,05 8	,17 5	,41 8		
NB3	,04 5	,01 8	,04 5	,01 7	,03 4	,01 1	,02 5	,00 9	,03 2	,00 6	,07 3	,04 9	,05 2	,09 2	,05 7	,48 0	
NB1	,04 2	,03 0	,05 0	,03 4	,07 1	,04 2	,03 8	,00 3	,00 8	,02 9	,09 9	,04 8	,05 3	,14 3	,09 9	,08 9	,80 3

Condition number = 142,834

Eigenvalues

1,293 ,898 ,787 ,729 ,700 ,642 ,533 ,507 ,473 ,443 ,430 ,362 ,334 ,312 ,257 ,047 ,009

Determinant of sample covariance matrix = ,000

Sample Correlations (Group number 1)

	M D2	KI	KS	KL	NP 3	NP 1	NP 2	PR	HU	HK	US 4	US 1	US 2	NB 2	NB 5	NB 3	NB 1
MD 2	1,0 00																
KI	,08 0	1,0 00															
KS	,04 3	,16 8	1,0 00														
KL	,01 7	,11 5	,06 4	1,0 00													
NP3	,04	,20	,00	,05	1,0												

	M D2	KI	KS	KL	NP 3	NP 1	NP 2	PR	HU	HK	US 4	US 1	US 2	NB 2	NB 5	NB 3	NB 1
	9	0	6	6	00	-	-	-	-	-	-	-	-	-	-	-	-
NP1	.05 8	.03 9	.00 4	.05 4	.06 1	1,0 00	-	-	-	-	-	-	-	-	-	-	-
NP2	.08 8	.39 1	.10 2	.08 4	.25 6	.20 4	1,0 00	-	-	-	-	-	-	-	-	-	-
PR	.05 2	.08 9	.02 0	.00 2	.14 0	.03 1	.19 2	1,0 00	-	-	-	-	-	-	-	-	-
HU	.03 4	.02 9	.01 4	.01 9	.11 8	.00 9	.13 5	.24 6	1,0 00	-	-	-	-	-	-	-	-
HK	.03 1	.00 3	.02 3	.02 1	.05 3	.00 3	.07 1	.17 2	.10 4	1,0 00	-	-	-	-	-	-	-
US4	.07 9	.36 2	.06 1	.09 0	.21 9	.01 2	.31 3	.19 1	.11 5	.03 4	1,0 00	-	-	-	-	-	-
US1	.06 1	.28 3	.07 9	.05 1	.07 8	.01 5	.22 3	.11 7	.02 7	.04 7	.22 4	1,0 00	-	-	-	-	-
US2	.06 2	.26 0	.10 9	.03 5	.06 4	.02 3	.28 5	.09 1	.04 2	.03 2	.25 6	.18 8	1,0 00	-	-	-	-
NB 2	.02 4	.25 5	.06 4	.04 1	.03 9	.00 2	.23 0	.04 9	.05 8	.00 1	.09 1	.08 0	.06 2	1,0 00	-	-	-
N B5	.04 3	.28 9	.07 0	.07 7	.05 4	.03 7	.20 3	.01 9	.04 7	.02 9	.17 6	.06 3	.11 7	.29 0	1,0 00	-	-
N B3	.07 3	.22 5	.07 9	.04 2	.07 9	.02 3	.14 0	.01 6	.05 6	.01 3	.17 4	.08 7	.09 8	.14 3	.12 6	1,0 00	-
N B1	.05 3	.28 5	.06 8	.06 7	.12 6	.06 8	.16 3	.00 4	.01 0	.04 5	.18 1	.06 5	.07 7	.17 0	.17 1	.14 3	1,0 00

Condition number = 5,576

Eigenvalues

2,889 1,446 1,133 1,096 1,044 1,012 ,980 ,920 ,897 ,871 ,825 ,764 ,719 ,692 ,626 ,566 ,518

Notes for Model (Default model)

Computation of degrees of freedom (Default model)

Number of distinct sample moments: 153
 Number of distinct parameters to be estimated: 30
 Degrees of freedom (153 - 30): 123

Result (Default model)

Minimum was achieved
 Chi-square = 88,208
 Degrees of freedom = 123
 Probability level = ,992

Untuk pengujian H1 (simultan) dan diterima jika Chi-square = 88,208 adalah kecil dan nilai probabilitas diatas 0,05 yaitu sebesar nilai Probability level = ,992

Estimates (Group number 1 - Default model)

Scalar Estimates (Group number 1 - Default model)

Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model) (UJI PARSIAL)

			Estimate	S.E.	C.R.	P	Label Keterangan
Patient_Experience	<---	Price_Fairness	1,198	,405	2,961	,003	par_9 Diterima
Patient_Experience	<---	Service_Quality	2,216	,962	2,303	,021	par_10 Diterima
Patient_Experience	<---	Physical_Environment	1,217	,522	2,334	,020	par_16 Diterima
Patient_Loyalty	<---	Price_Fairness	7,082	3,495	2,027	,043	par_8 Diterima
Patient_Loyalty	<---	Patient_Experience	-5,079	2,230	-2,278	,023	par_11 Diterima
Patient_Loyalty	<---	Physical_Environment	6,625	3,926	1,687	,002	par_12 Diterima
Patient_Loyalty	<---	Service_Quality	11,800	7,026	1,679	,003	par_14 Diterima
PR	<---	Physical_Environment	1,255	,442	2,839	,005	par_1
HU	<---	Physical_Environment	1,000				
HK	<---	Physical_Environment	,504	,282	1,788	,074	par_2
NB5	<---	Service_Quality	3,329	,748	4,451	***	par_3
NB3	<---	Service_Quality	1,973	,741	2,662	,008	par_4
NB2	<---	Service_Quality	4,694	1,081	4,340	***	par_5
NB1	<---	Service_Quality	3,145	,965	3,257	,001	par_6
US1	<---	Patient_Loyalty	1,000				
US4	<---	Patient_Loyalty	1,059	,276	3,834	***	par_7
KL	<---	Price_Fairness	,346				
KS	<---	Price_Fairness	,830				
KI	<---	Price_Fairness	,420				
NP3	<---	Patient_Experience	,365				
MD2	<---	Patient_Experience	,235	,140	1,675	,094	par_15
NP2	<---	Patient_Experience	,310				
NP1	<---	Patient_Experience	,350				
US2	<---	Patient_Loyalty	,995	,287	3,464	***	par_17

Standardized Regression Weights: (Group number 1 - Default model)

			Estimate
Patient_Experience	<---	Price_Fairness	,508
Patient_Experience	<---	Service_Quality	,415
Patient_Experience	<---	Physical_Environment	,694
Patient_Loyalty	<---	Price_Fairness	4,914
Patient_Loyalty	<---	Patient_Experience	-8,313
Patient_Loyalty	<---	Physical_Environment	6,187
Patient_Loyalty	<---	Service_Quality	3,621

		Estimate
PR	<--- Physical_Environment	,488
HU	<--- Physical_Environment	,365
HK	<--- Physical_Environment	,217
NB5	<--- Service_Quality	,515
NB3	<--- Service_Quality	,285
NB2	<--- Service_Quality	,502
NB1	<--- Service_Quality	,351
US1	<--- Patient_Loyalty	,399
US4	<--- Patient_Loyalty	,570
KL	<--- Price_Fairness	,141
KS	<--- Price_Fairness	,230
KI	<--- Price_Fairness	,805
NP3	<--- Patient_Experience	,298
MD2	<--- Patient_Experience	,141
NP2	<--- Patient_Experience	,668
NP1	<--- Patient_Experience	,317
US2	<--- Patient_Loyalty	,425

Covariances: (Group number 1 - Default model)

		Estimate	S.E.	C.R.	P	Label
Physical_Environment	<--> Price_Fairness	,008	,011	,731	,465	par_13

Correlations: (Group number 1 - Default model)

		Estimate
Physical_Environment	<--> Price_Fairness	,119

Variances: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Physical_Environment	,093	,057	1,630	,103	par_18
Price_Fairness	,051	,008	6,165	***	par_19
e1	,010				
e42	,001				
e12	,001				
e41	,005				
e43	,630				
e46	,302				

	Estimate	S.E.	C.R.	P	Label
e50	,034				
e47	,311				
e52	,390				
e2	,704	,087	8,075	***	par_20
e4	,441	,051	8,568	***	par_21
e6	,307	,051	5,981	***	par_22
e3	,655	,106	6,147	***	par_23
e38	,477	,058	8,254	***	par_24
e37	,562	,067	8,445	***	par_25
e40	,247	,038	6,574	***	par_26
e8	,476	,054	8,895	***	par_27
e9	,604	,077	7,806	***	par_28
e10	,466	,078	5,961	***	par_29
e60	,768	,082	9,326	***	par_30

Squared Multiple Correlations: (Group number 1 - Default model)

	Estimate
Service_Quality	,000
Patient_Experience	,996
Patient_Loyalty	,991
MD2	,020
KI	,648
KS	,053
KL	,020
NP3	,089
NP1	,101
NP2	,446
PR	,239
HU	,133
HK	,047
US4	,325
US1	,159
US2	,181
NB2	,252
NB5	,265
NB3	,081
NB1	,123

Matrices (Group number 1 - Default model)

Implied (for all variables) Covariances (Group number 1 - Default model)

	Price_Fairness	Physical_Environment	Service_Quality	Patient_Experience	Patient_Loyalty	MD2	KI	KS	KL	NP3	NP1	NP2	PR	HU	HK	US4	US1	US2	NR2	NBS	NBS3	NB1	
Price_Fairness	.051																						
Physical_Environment	.008	.093																					
Service_Quality	.000	.000	.010																				
Patient_Experience	.071	.123	.022	.284																			
Patient_Loyalty	.055	.049	.005	.132	.106																		
MD2	.017	.029	.005	.067	.031	.74																	
KI	.021	.003	.000	.030	.023	.00	.74																
KS	.042	.007	.000	.059	.045	.01	.06	.4															
KL	.018	.003	.000	.025	.019	.00	.00	.10	.5														
NP3	.026	.045	.008	.104	.048	.02	.00	.00	.04	.4													
NP1	.023	.043	.008	.100	.046	.02	.00	.00	.03	.3	.6												
NP2	.022	.038	.007	.088	.041	.01	.00	.00	.03	.3	.6	.1											
PR	.010	.116	.000	.154	.062	.03	.00	.00	.00	.00	.00	.6	.11	.5	.4								
HU	.008	.093	.000	.123	.049	.02	.00	.00	.04	.4	.3	.8	.6	.7	.7								
HK	.004	.047	.000	.062	.025	.01	.00	.00	.00	.00	.00	.00	.00	.5	.0	.2							
US4	.058	.052	.006	.140	.112	.03	.02	.04	.2	.5	.4	.6	.5	.2	.6	.6							
US1	.055	.049	.005	.132	.106	.03	.00	.00	.00	.00	.00	.00	.00	.1	.6	.8							
US2	.054	.049	.005	.132	.106	.03	.02	.04	.1	.4	.4	.6	.4	.2	.1	.9	.5	.2					
NR2	.000	.000	.047	.104	.026	.02	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.8				
NBS	.000	.000	.033	.074	.018	.01	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.1	.4			
NBS3	.000	.000	.020	.044	.011	.01	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.6	.8		
NB1	.000	.000	.031	.070	.017	.01	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.1	.4	.0	.6	.8

Implied (for all variables) Correlations (Group number 1 - Default model)

	Price_Fairness	Physical_Environment	Service_Quality	Patient_Experience	Patient_Loyalty	MD2	KI	KS	KL	NP3	NP1	NP2	PR	HU	HK	US4	US1	US2	NR2	NBS	NBS3	NB1	
Price_Fairness	1.000																						
Physical_Environment	.119	1.000																					
Service_Quality	.000	.000	1.000																				
Patient_Experience	.590	.755	.415	1.000																			
Patient_Loyalty	.742	.496	.167	.762	1.000																		
MD2	.083	.107	.059	.141	.108	1.000																	
KI	.805	.696	.000	.475	.598	.06	1.000																
KS	.230	.027	.000	.136	.171	.01	.08	1.000															
KL	.141	.017	.000	.083	.105	.02	.03	.02	1.000														
NP3	.176	.225	.124	.298	.227	.04	.04	.04	.2	1.000													
NP1	.187	.240	.132	.317	.242	.05	.05	.04	.2	.9	1.000												
NP2	.194	.204	.127	.368	.268	.04	.03	.00	.1	.2	.1	1.000											
PR	.058	.488	.000	.369	.242	.02	.07	.03	.8	.0	.1	.1	1.000										
HU	.043	.265	.000	.275	.181	.03	.03	.00	.00	.00	.1	.1	.1	1.000									
HK	.026	.217	.000	.164	.107	.02	.02	.00	.00	.00	.0	.0	.0	.1	1.000								
US4	.423	.283	.095	.434	.570	.06	.04	.09	.6	.6	.3	.9	.3	.0	.6	1.000							
US1	.296	.198	.067	.304	.399	.01	.02	.00	.4	.0	.0	.2	.0	.0	.4	.2	1.000						

	Price _Fair ness	Physica _L_Enviro nment	Servi ce_Q uality	Patient _Expe rience	Patie nt_L _oyah ny	M D_2	K 1	K S	K L	N P 3	N P 1	N P 2	P R	H U	H K	U S 4	U S 1	U S 2	N B 2	N B 5	N B 3	N B 1
US2	.315	.211	.071	.224	.425	.0 6 6	-.2 4 4	.0 5 3	.0 7 4	.0 4 6	.1 3 6	-.2 1 5	.1 0 3	.0 7 7	.0 6 6	.2 4 2	.1 0 9	.1 0 9	.0 2 6	.0 4 6	.0 3 6	.0 0 0
NB2	.000	.000	.502	.208	.084	.0 9	.0 0 0	.0 0 0	.0 0 0	.0 6 6	.0 3 9	.1 1 0	.0 0 0	.0 0 0	.0 0 0	.0 8 8	.0 3 3	.0 3 3	.0 8 3	.0 6 6	.0 0 0	.0 0 0
NB5	.000	.000	.515	.214	.086	.0 3	.0 0 0	.0 0 0	.0 0 0	.0 6 6	.0 4 8	.1 1 0	.0 0 0	.0 0 0	.0 0 0	.0 4 3	.0 4 3	.0 3 3	.0 4 3	.0 3 3	.0 2 5	.0 0 0
NB3	.000	.000	.285	.118	.048	.0 7	.0 0 0	.0 0 0	.0 0 0	.0 3 5	.0 3 8	.0 7 9	.0 0 0	.0 0 0	.0 0 0	.0 7 9	.0 9 9	.0 2 1	.0 1 2	.0 4 4	.0 3 7	.0 0 0
NB1	.000	.000	.351	.146	.059	.0 2	.0 0 0	.0 0 0	.0 0 0	.0 3 3	.0 4 6	.0 9 7	.0 0 0	.0 0 0	.0 0 0	.0 3 3	.0 2 2	.0 2 2	.0 2 2	.0 7 6	.0 8 1	.0 0 0

Implied Covariances (Group number 1 - Default model)

	MD2	KI	KS	KL	NP3	NP1	NP2	PR	HU	HK	US4	US1	US2	NB2	NB5	NB3	NB1
MD2	.784																
KI	.007	.014															
KS	.014	.018	.665														
KL	.006	.007	.015	.308													
NP3	.024	.011	.022	.009	.428												
NP1	.023	.010	.021	.009	.036	.346											
NP2	.021	.009	.018	.008	.032	.031	.061										
PR	.036	.004	.009	.004	.056	.054	.048	.012									
HU	.029	.003	.007	.002	.045	.043	.038	.116	.097								
HK	.014	.002	.003	.001	.023	.022	.019	.059	.047	.500							
US4	.033	.024	.048	.020	.051	.049	.043	.065	.052	.026	.366						
US1	.031	.023	.045	.019	.048	.046	.041	.062	.049	.025	.112	.668					
US2	.031	.023	.045	.019	.048	.046	.041	.061	.049	.025	.112	.106	.583				
NB2	.024	.000	.000	.000	.038	.036	.032	.000	.000	.000	.027	.026	.025	.875			
NB5	.017	.000	.000	.000	.027	.026	.023	.000	.000	.000	.019	.018	.018	.156	.418		
NB3	.010	.000	.000	.000	.016	.015	.014	.000	.000	.000	.011	.011	.011	.093	.066	.480	
NB1	.016	.000	.000	.000	.025	.024	.022	.000	.000	.000	.018	.017	.017	.148	.105	.062	.803

Implied Correlations (Group number 1 - Default model)

	MD2	KI	KS	KL	NP3	NP1	NP2	PR	HU	HK	US4	US1	US2	NB2	NB5	NB3	NB1
MD2	1.000																
KI	.067	1.000															
KS	.019	.185	1.000														
KL	.012	.113	.032	1.000													
NP3	.042	.141	.040	.025	1.000												
NP1	.045	.151	.043	.026	.094	1.000											
NP2	.094	.317	.091	.056	.199	.212	1.000										
PR	.052	.047	.013	.008	.110	.117	.246	1.000									
HU	.039	.035	.010	.006	.082	.087	.184	.178	1.000								
HK	.023	.021	.006	.004	.049	.052	.109	.106	.079	1.000							
US4	.061	.341	.097	.060	.129	.138	.290	.138	.103	.061	1.000						
US1	.043	.238	.068	.042	.090	.096	.203	.097	.072	.043	.227	1.000					
US2	.046	.254	.073	.044	.096	.103	.216	.103	.077	.046	.242	.169	1.000				
NB2	.029	.000	.000	.000	.062	.066	.139	.000	.000	.000	.048	.033	.036	1.000			
NB5	.030	.000	.000	.000	.064	.068	.143	.000	.000	.000	.049	.034	.037	.258	1.000		
NB3	.017	.000	.000	.000	.035	.038	.079	.000	.000	.000	.027	.019	.020	.143	.147	1.000	
NB1	.021	.000	.000	.000	.043	.046	.097	.000	.000	.000	.033	.023	.025	.176	.181	.100	1.000

Residual Covariances (Group number 1 - Default model)

	MD2	KI	KS	KL	NP3	NP1	NP2	PR	HU	HK	US4	US1	US2	NB2	NB5	NB3	NB1
MD2	.002																
KI	.001	.000															
KS	.017	-.001	.016														
KL	-.014	.000	.015	.021													
NP3	.003	.004	-.019	.011	-.036												
NP1	.012	-.007	-.023	.013	-.010	.122											
NP2	.000	.003	.004	.005	.009	.005	.006										
PR	.000	.004	-.021	-.004	.012	-.017	-.009	.000									
HU	-.004	-.001	-.003	.006	.017	-.038	-.009	.045	.000								
HK	.005	-.002	.010	-.010	-.046	-.023	-.006	.037	.015	.000							
US4	.010	.002	-.017	.011	.032	-.044	.006	.026	.007	-.011	.007						
US1	.013	.005	.008	.005	-.008	-.055	.007	.013	-.031	.003	.000	.006					
US2	.011	.001	.024	-.003	-.017	-.034	.016	-.007	-.022	-.007	.008	.013	.006				
NB2	-.005	.028	.049	.022	-.015	-.035	.024	.036	.045	.000	.025	.036	.019	.000			
NB5	.007	.022	.037	.029	-.005	-.009	.011	-.010	-.025	-.013	.050	.016	.040	.019	.000		
NB3	.034	.018	.045	.017	.018	-.005	.012	.009	.032	-.006	.062	.039	.042	.000	-.009	.000	
NB1	.026	.030	.050	.034	.045	.017	.017	.003	.008	.029	.081	.030	.036	-.005	-.006	.027	.000

Standardized Residual Covariances (Group number 1 - Default model)

	MD2	KI	KS	KL	NP3	NP1	NP2	PR	HU	HK	US4	US1	US2	NB2	NB5	NB3	NB1
MD2	.020																
KI	.169	.060															
KS	.319	-.187	.226														
KL	-.389	.082	.453	.641													
NP3	.066	.668	-.465	.412	-.790												
NP1	.304	-.191	-.642	.518	-.355	3.308											
NP2	-.021	1.209	.241	.479	.760	.483	.978										
PR	-.002	.571	-.441	-.135	-.211	-1.066	-.573	.000									
HU	-.071	-.073	.059	.177	.409	-1.018	-.543	.895	.000								
HK	-.101	-.318	.237	-.340	-1.316	-.739	-.454	.881	-.311	.000							

	MD2	KI	KS	KL	NP3	NP1	NP2	PR	HU	HK	US4	US1	US2	NB2	NB5	NB3	NB1
US4	.238	.322	-.463	.448	1.081	-1.634	.530	.723	-.176	-.352	.171						
US1	.247	.604	.164	.151	-.204	-1.508	.432	.275	-.594	.060	-.005	.084					
US2	.216	.100	.511	-.108	-.456	-1.009	1.100	-.157	-.463	-.173	.226	.270	.095				
NB2	-.075	3.399	.860	.571	-.332	-.845	1.350	.656	.775	.010	.581	.624	.361	.000			
NB5	.167	3.858	.936	1.099	-.155	-.325	.935	-.257	-.627	-.384	1.714	.390	1.082	.408	.000		
NB3	.745	3.065	1.668	.578	-.540	-.150	.900	.210	.744	-.167	1.970	.909	1.044	-.006	-.207	.000	
NB1	.436	3.809	.910	.915	1.030	.441	.985	.057	.139	.602	1.981	.551	.700	-.077	-.129	.572	.000

Factor Score Weights (Group number 1 - Default model)

	MD2	KI	KS	KL	NP3	NP1	NP2	PR	HU	HK	US4	US1	US2	NB2	NB5	NB3	NB1
Price_Fairness	.004	1.276	.020	.017	.011	.013	.107	-.011	-.007	-.004	.045	.019	.022	-.005	-.008	-.003	-.003
Physical_Environment	.014	-.339	-.005	-.005	.043	.051	.416	.121	.075	.048	.055	.023	.027	-.016	-.024	-.010	-.010
Service_Quality	.002	-.064	-.001	-.001	.007	.008	.066	-.006	-.004	-.002	.004	.002	.002	.035	.053	.022	.022
Patient_Experience	.027	1.010	.016	.013	.082	.096	.797	.123	.075	.048	.113	.047	.055	.052	.078	.032	.032
Patient_Loyalty	.008	.905	.014	.012	.025	.030	.241	.034	.021	.013	.154	.064	.075	.006	.009	.004	.004

Total Effects (Group number 1 - Default model)

	Price_Fairness	Physical_Environment	Service_Quality	Patient_Experience	Patient_Loyalty
Patient_Experience	1,198	1,217	2,216	,000	,000
Patient_Loyalty	,999	,443	,545	-5,079	,000
MD2	,281	,285	,520	,235	,000
KI	,420	,000	,000	,000	,000
KS	,830	,000	,000	,000	,000
KL	,346	,000	,000	,000	,000
NP3	,437	,444	,809	,365	,000
NP1	,419	,426	,776	,350	,000
NP2	,371	,377	,687	,310	,000
PR	,000	1,255	,000	,000	,000
HU	,000	1,000	,000	,000	,000
HK	,000	,504	,000	,000	,000
US4	1,058	,469	,577	-5,379	1,059
US1	,999	,443	,545	-5,079	1,000
US2	,994	,441	,542	-5,055	,995
NB2	,000	,000	4,694	,000	,000
NB5	,000	,000	3,329	,000	,000
NB3	,000	,000	1,973	,000	,000
NB1	,000	,000	3,145	,000	,000

Standardized Total Effects (Group number 1 - Default model)

	Price_Fairness	Physical_Environment	Service_Quality	Patient_Experience	Patient_Loyalty
Patient_Experience	,508	,694	,415	,000	,000
Patient_Loyalty	,693	,414	,167	-8,313	,000

	Price_Fa irness	Physical_Env ironment	Service_ Quality	Patient_Ex perience	Patient_L oyalty
MD2	,072	,098	,059	,141	,000
KI	,805	,000	,000	,000	,000
KS	,230	,000	,000	,000	,000
KL	,141	,000	,000	,000	,000
NP3	,151	,207	,124	,298	,000
NP1	,161	,220	,132	,317	,000
NP2	,339	,464	,277	,668	,000
PR	,000	,488	,000	,000	,000
HU	,000	,365	,000	,000	,000
HK	,000	,217	,000	,000	,000
US4	,395	,236	,095	-4,740	,570
US1	,276	,165	,067	-3,314	,399
US2	,295	,176	,071	-3,532	,425
NB2	,000	,000	,502	,000	,000
NB5	,000	,000	,515	,000	,000
NB3	,000	,000	,285	,000	,000
NB1	,000	,000	,351	,000	,000

Direct Effects (Group number 1 - Default model)

	Price_Fa irness	Physical_Env ironment	Service_ Quality	Patient_Ex perience	Patient_L oyalty
Patient_Ex perience	1,198	1,217	2,216	,000	,000
Patient_Lo yalty	7,082	6,625	11,800	-5,079	,000
MD2	,000	,000	,000	,235	,000
KI	,420	,000	,000	,000	,000
KS	,830	,000	,000	,000	,000
KL	,346	,000	,000	,000	,000
NP3	,000	,000	,000	,365	,000
NP1	,000	,000	,000	,350	,000
NP2	,000	,000	,000	,310	,000
PR	,000	1,255	,000	,000	,000
HU	,000	1,000	,000	,000	,000
HK	,000	,504	,000	,000	,000
US4	,000	,000	,000	,000	1,059
US1	,000	,000	,000	,000	1,000
US2	,000	,000	,000	,000	,995
NB2	,000	,000	4,694	,000	,000

	Price_Fa irness	Physical_Env ironment	Service_ Quality	Patient_Ex perience	Patient_L oyalty
NB5	,000	,000	3,329	,000	,000
NB3	,000	,000	1,973	,000	,000
NB1	,000	,000	3,145	,000	,000

Standardized Direct Effects (Group number 1 - Default model)

	Price_Fa irness	Physical_Env ironment	Service_ Quality	Patient_Ex perience	Patient_L oyalty
Patient_Ex perience	,508	,694	,415	,000	,000
Patient_Lo yalty	4,914	6,187	3,621	-8,313	,000
MD2	,000	,000	,000	,141	,000
KI	,805	,000	,000	,000	,000
KS	,230	,000	,000	,000	,000
KL	,141	,000	,000	,000	,000
NP3	,000	,000	,000	,298	,000
NP1	,000	,000	,000	,317	,000
NP2	,000	,000	,000	,668	,000
PR	,000	,488	,000	,000	,000
HU	,000	,365	,000	,000	,000
HK	,000	,217	,000	,000	,000
US4	,000	,000	,000	,000	,570
US1	,000	,000	,000	,000	,399
US2	,000	,000	,000	,000	,425
NB2	,000	,000	,502	,000	,000
NB5	,000	,000	,515	,000	,000
NB3	,000	,000	,285	,000	,000
NB1	,000	,000	,351	,000	,000

Indirect Effects (Group number 1 - Default model)

	Price_Fa irness	Physical_Env ironment	Service_ Quality	Patient_Ex perience	Patient_L oyalty
Patient_Ex perience	,000	,000	,000	,000	,000
Patient_Lo yalty	-6,083	-6,182	-11,255	,000	,000
MD2	,281	,285	,520	,000	,000
KI	,000	,000	,000	,000	,000
KS	,000	,000	,000	,000	,000

	Price_Fa irness	Physical_Env ironment	Service_ Quality	Patient_Ex perience	Patient_L oyalty
KL	,000	,000	,000	,000	,000
NP3	,437	,444	,809	,000	,000
NP1	,419	,426	,776	,000	,000
NP2	,371	,377	,687	,000	,000
PR	,000	,000	,000	,000	,000
HU	,000	,000	,000	,000	,000
HK	,000	,000	,000	,000	,000
US4	1,058	,469	,577	-5,379	,000
US1	,999	,443	,545	-5,079	,000
US2	,994	,441	,542	-5,055	,000
NB2	,000	,000	,000	,000	,000
NB5	,000	,000	,000	,000	,000
NB3	,000	,000	,000	,000	,000
NB1	,000	,000	,000	,000	,000

Standardized Indirect Effects (Group number 1 - Default model)

	Price_Fa irness	Physical_Env ironment	Service_ Quality	Patient_Ex perience	Patient_L oyalty
Patient_Ex perience	,000	,000	,000	,000	,000
Patient_Lo yalty	-4,221	-5,773	-3,453	,000	,000
MD2	,072	,098	,059	,000	,000
KI	,000	,000	,000	,000	,000
KS	,000	,000	,000	,000	,000
KL	,000	,000	,000	,000	,000
NP3	,151	,207	,124	,000	,000
NP1	,161	,220	,132	,000	,000
NP2	,339	,464	,277	,000	,000
PR	,000	,000	,000	,000	,000
HU	,000	,000	,000	,000	,000
HK	,000	,000	,000	,000	,000
US4	,395	,236	,095	-4,740	,000
US1	,276	,165	,067	-3,314	,000
US2	,295	,176	,071	-3,532	,000
NB2	,000	,000	,000	,000	,000
NB5	,000	,000	,000	,000	,000
NB3	,000	,000	,000	,000	,000
NB1	,000	,000	,000	,000	,000

Model Fit Summary

CMIN

Model	NPAR	CMIN	DF	P	CMIN/DF
Default model	30	88,208	123	,992	,717
Saturated model	153	,000	0		
Independence model	17	265,674	136	,000	1,953

RMR, GFI

Model	RMR	GFI	AGFI	PGFI
Default model	,025	,944	,931	,759
Saturated model	,000	1,000		
Independence model	,046	,785	,758	,698

Baseline Comparisons

Model	NFI Delta1	RFI rho1	IFI Delta2	TLI rho2	CFI
Default model	,668	,633	1,244	1,297	1,000
Saturated model	1,000		1,000		1,000
Independence model	,000	,000	,000	,000	,000

Parsimony-Adjusted Measures

Model	PRATIO	PNFI	PCFI
Default model	,904	,604	,904
Saturated model	,000	,000	,000
Independence model	1,000	,000	,000

NCP

Model	NCP	LO 90	HI 90
Default model	,000	,000	,000
Saturated model	,000	,000	,000
Independence model	129,674	87,272	179,872

FMIN

Model	FMIN	F0	LO 90	HI 90
Default model	,498	,000	,000	,000
Saturated model	,000	,000	,000	,000
Independence model	1,501	,733	,493	1,016

RMSEA

Model	RMSEA	LO 90	HI 90	PCLOSE
Default model	,000	,000	,000	1,000
Independence model	,073	,060	,086	,002

AIC

Model	AIC	BCC	BIC	CAIC
Default model	148,208	155,000	243,661	273,661
Saturated model	306,000	340,642	792,813	945,813
Independence model	299,674	303,523	353,764	370,764

ECVI

Model	ECVI	LO 90	HI 90	MECVI
Default model	,837	1,034	1,034	,876
Saturated model	1,729	1,729	1,729	1,925
Independence model	1,693	1,454	1,977	1,715

HOELTER

Model	HOELTER	HOELTER
	.05	.01
Default model	301	326
Independence model	110	119

Lampiran 8. OUTPUT SIMULTAN

		ANOVA^a				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4590.011	4	1147.503	598.073	.000 ^b
	Residual	335.767	175	1.919		
	Total	4925.778	179			

a. Dependent Variable: Patient Loyalty (Y)

b. Predictors: (Constant), Patient Experience (Z), Service Quality (X1), Physical Environment (X3), Price Fairness (X2)

Lampiran 9. OUTPUT MEDIASI

HASIL UJI SOBEL

SQ → PE → PL

Input:		Test statistic:	p-value:
t_a	11.946	Sobel test: 2.25094404	0.02438908
t_b	2.292	Aroian test: 2.24337579	0.02487259
		Goodman test: 2.2585894	0.02390894
		<input type="button" value="Reset all"/>	<input type="button" value="Calculate"/>

PF → PE → PL

Input:		Test statistic:	p-value:
t_a	11.930	Sobel test: 2.25083679	0.02439588
t_b	2.292	Aroian test: 2.24324942	0.02488074
		Goodman test: 2.25850168	0.0239144
		<input type="button" value="Reset all"/>	<input type="button" value="Calculate"/>

PH → PE → PL

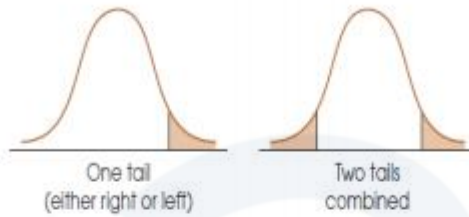
Input:		Test statistic:	p-value:
t_a	3.989	Sobel test: 1.98730975	0.04688808
t_b	2.292	Aroian test: 1.94196326	0.05214155
		Goodman test: 2.03598883	0.04175148
		<input type="button" value="Reset all"/>	<input type="button" value="Calculate"/>

Lampiran 10

Tabel T

TABLE B.2 THE *t* DISTRIBUTION

Table entries are values of *t* corresponding to proportions in one tail or in two tails combined.



<i>df</i>	Proportion in One Tail					
	0.25	0.10	0.05	0.025	0.01	0.005
<i>df</i>	Proportion in Two Tails Combined					
	0.50	0.20	0.10	0.05	0.02	0.01
1	1.000	3.078	6.314	12.706	31.821	63.657
2	0.816	1.886	2.920	4.303	6.965	9.925
3	0.765	1.638	2.353	3.182	4.541	5.841
4	0.741	1.533	2.132	2.776	3.747	4.604
5	0.727	1.476	2.015	2.571	3.365	4.032
6	0.718	1.440	1.943	2.447	3.143	3.707
7	0.711	1.415	1.895	2.365	2.998	3.499
8	0.706	1.397	1.860	2.306	2.896	3.355
9	0.703	1.383	1.833	2.262	2.821	3.250
10	0.700	1.372	1.812	2.228	2.764	3.169
11	0.697	1.363	1.796	2.201	2.718	3.106
12	0.695	1.356	1.782	2.179	2.681	3.055
13	0.694	1.350	1.771	2.160	2.650	3.012
14	0.692	1.345	1.761	2.145	2.624	2.977
15	0.691	1.341	1.753	2.131	2.602	2.947
16	0.690	1.337	1.746	2.120	2.583	2.921
17	0.689	1.333	1.740	2.110	2.567	2.898
18	0.688	1.330	1.734	2.101	2.552	2.878
19	0.688	1.328	1.729	2.093	2.539	2.861
20	0.687	1.325	1.725	2.086	2.528	2.845
21	0.686	1.323	1.721	2.080	2.518	2.831
22	0.686	1.321	1.717	2.074	2.508	2.819
23	0.685	1.319	1.714	2.069	2.500	2.807
24	0.685	1.318	1.711	2.064	2.492	2.797
25	0.684	1.316	1.708	2.060	2.485	2.787
26	0.684	1.315	1.706	2.056	2.479	2.779
27	0.684	1.314	1.703	2.052	2.473	2.771
28	0.683	1.313	1.701	2.048	2.467	2.763
29	0.683	1.311	1.699	2.045	2.462	2.756
30	0.683	1.310	1.697	2.042	2.457	2.750
40	0.681	1.303	1.684	2.021	2.423	2.704
60	0.679	1.296	1.671	2.000	2.390	2.660
120	0.677	1.289	1.658	1.980	2.358	2.617
∞	0.674	1.282	1.645	1.960	2.326	2.576

Table III of R. A. Fisher and F. Yates, *Statistical Tables for Biological, Agricultural and Medical Research*, 5th ed. London: Longman Group Ltd., 1974 (previously published by Oliver and Boyd Ltd., Edinburgh). Copyright ©1963 R. A. Fisher and F. Yates. Adapted and reprinted with permission of Pearson Education Limited.



**DEWAN PENEGAKAN KODE ETIK UNIVERSITAS ESA
UNGGUL KOMISI ETIK PENELITIAN**
Jl. Arjuna Utara No.9 Kebon Jeruk Jakarta Barat 11510
Telp. 021-5674223 email: dpke@esaunggul.ac.id

Nomor : 0924-01.035 /DPKE-KEP/FINAL-EA/UEU/II/2024

KETERANGAN LOLOS KAJI ETIK
ETHICAL APPROVAL

Komisi Etik Penelitian Universitas Esa Unggul dalam upaya melindungi hak asasi dan kesejahteraan subyek penelitian kesehatan, telah mengkaji dengan teliti protokol berjudul:

**PENGARUH SERVICE QUALITY, PRICE FAIRNESS, PHYSICAL ENVIRONMENT TERHADAP
PATIENT EXPERIENCE SEBAGAI VARIABEL INTERVENING DI RUMAH SAKIT NURAIDA
KOTA BOGOR JAWA BARAT**

Peneliti Utama : Mulia Rachmiaty Putri, S.KG
Pembimbing : Prof. Dr. Endang Ruswanti, S.E, M.M
Nama Institusi : Universitas Esa Unggul

dan telah menyetujui protokol tersebut di atas.

Jakarta, 27 Februari 2024

Plt. Ketua



Dr. CSP Wekadigunawan, DVM, MPH, PhD

* *Ethical approval* berlaku satu tahun dari tanggal persetujuan.

** Peneliti berkewajiban

1. Menjaga kerahasiaan identitas subyek penelitian
2. Memberitahukan status penelitian apabila:
 - a. Setelah masa berlakunya keterangan lolos kaji etik, penelitian masih belum selesai, dalam hal ini *ethical approval* harus diperpanjang
 - b. Penelitian berhenti di tengah jalan
3. Melaporkan kejadian serius yang tidak diinginkan (*serious adverse events*).
4. Peneliti tidak boleh melakukan tindakan apapun pada subyek sebelum penelitian lolos kaji etik dan *informed consent*.