Lampiran 1

Kuesioner Karakter Responden

Kepada yth
Bapak Ibu pengunjung rumah sakit
ditempat

Dengan hormat

Dengan ini kami memohon kiranya bapak dan ibu berkenan meluangkan waktunya untuk dapat mengisi angket kuesioner ini yang akan kami pakai sebagai masukan dalam rangka meningkatkan kualitas layanan di rumah sakit,
Terima kasih atas perhatiannya .

KARAKTERISTIK RESPONDEN

Deskripsi		pilihan
Jender		
	Pria	
	Wanita	
Usia		
	20 tahun ke bawah	
	20-30 tahun	
	31-40	
	41-50	
	51-60	
	61 tahun ke atas	
Level Pendidikan		
	Sekolah Dasar ke bawah	
	SLTP	
	SLTA	
	D3	
	S1	
	S2	
Kedudukan		
	Pengangguran	
	Pegawai negeri	
	Wiraswasta	
	Militer	
	Industri	
	Pertanian	
	Pedagang	
	Rumah tangga	
Departemen		
	Peny.Dalam	
	Anak	
	Kebidanan	
	Paru	
	UGD	

Lampiran 2
Kuesioner Pre Test

NO	Operasionalisasi	SKALA LIKERT				
	Pertanyaan	**1**	**2**	**3**	**4**	**5**
1	Saya merasa para dokter bekerja secara profesional selama keseluruhan pengobatan					
2	Para dokter akan merekomendasikan pengobatan medis yang memadai sesuai dengan kebutuhan pasien					
3	Para dokter mampu memberikan jawaban yang menyelesaikan keraguan saya					
4	Para dokter akan menginformasikan kepada pasien tentang rencana pengobatan					
5	Saya merasa selama proses pengobatan secara keseluruhan para perawat bekerja secara professional					
6	Layanan bagian pendaftaran dapat dipercaya					
7	Layanan pendaftaran sangat membantu dalam memberikan informasi prosedur pendaftaran, farmasi, dan kasir agar lancar dan efisien					
8	Layanan pendaftaran mampu memberikan jawaban yang menyelesaikan keraguan saya					
9	Tenaga pendaftaran di rumah sakit memiliki sikap pelayanan yang baik					
10	Didalam Rumah sakit ada penunjuk arah yang jelas dan mudah dimengerti					
11	Rumah sakit memiliki ruang tunggu yang luas dan nyaman					
12	ruang tunggu Rumah sakit bersih dan terang					
13	Rumah sakit memiliki toilet yang bersih					
14	Seluruh proses pelayanan memiliki manajemen sistem umpan balik yang baik					
15	Seluruh proses pelayanan memungkinkan pertanyaan dapat dijawab dengan mudah (ditanggapi)					
16	Seluruh proses pelayanan dapat menyelesaikan layanan dalam periode waktu yang singkat					
17	Keseluruhan proses layanan memiliki catatan lengkap tentang rincian transaksi					
18	Keseluruhan proses pelayanan mampu menyelesaikan secara tepat jenis layanan yang diharapkan					
19	keseluruhan proses layanan berjalan tanpa memiliki kesalahan					
20	keseluruhan proses layanan dapat memenuhi janjinya kepada pasien					
21	keseluruhan proses layanan memiliki mekanisme keamanan yang baik					
22	Keseluruhan proses layanan dapat dipercaya					
23	Dokter secara jujur menginformasikan kepada pasien tentang hasil diagnosis.					
24	Tenaga medis menghormati kesepakatan yang dibuat dengan para pasien.					
25	masalah medis saya dapat ditangani melalui bantuan dari tenaga pelayanan umum					
26	Saya bisa mempercayai penilaian dokter tentang penyakit saya					
27	Saya mengandalkan tenaga perawat dan dokter untuk menyembuhkan penyakit saya					
28	keseluruhan layanan yang disediakan oleh rumah sakit membuat saya merasa bahagia					
29	Setelah menjalani pemeriksaan , saya percaya memilih rumah sakit ini adalah keputusan yang tepat					
30	Saya akan merekomendasikan layanan medis rumah sakit ini kepada orang lain					
31	Saya sangat puas dengan keseluruhan layanan yang disediakan oleh rumah sakit ini					

Penilaian :

1 = Sangat tidak setuju, 2 = Tidak setuju, 3 = Antara setuju dan tidak setuju, 4 = Setuju, 5 = Sangat setuju.

Lampiran 3

Data 30 responden Pre test

kode	TP1	TP2	TP3	TP4	TP5	TA1	TA2	TA3	TA4	L1	L2	L3	L4	RP1	RP2	RP3	RL1	RL2	RL3	AS1	AS2	AS3	TR1	TR2	TR3	TR4	TR5	KP1	KP2	KP3	KP4
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1	5	5	4	4	4	4	4	3	3	4	4	4	4	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4
2	4	4	4	4	5	4	3	3	4	4	4	3	3	4	4	3	4	4	4	4	4	4	4	3	4	4	4	4	4	4	3
3	4	4	4	4	4	4	3	3	4	4	4	3	3	4	3	3	4	3	3	3	4	4	4	4	4	4	5	4	4	4	5
4	4	4	5	5	4	4	3	4	4	5	4	4	3	4	5	4	4	4	4	4	4	4	5	5	4	5	5	4	4	4	4
5	5	4	5	5	5	5	4	5	5	3	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	4	4	4	4	5	5
6	4	5	4	4	4	4	4	4	4	4	4	4	3	4	4	3	4	3	3	4	4	4	4	4	3	4	4	4	4	4	4
7	4	4	4	5	4	4	4	4	4	5	4	4	4	4	4	4	3	4	4	3	4	4	4	4	4	5	3	4	4	4	4
8	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	3	4	4	4	4	4	4	4	4	4	4	3	3	4
9	5	5	5	4	4	4	3	4	4	4	4	3	3	4	4	3	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4
10	2	3	2	4	3	4	4	3	4	4	4	4	3	4	3	3	4	3	3	4	3	3	4	3	4	3	4	4	3	3	3
11	4	4	4	4	3	4	4	4	4	4	4	5	5	4	4	4	4	4	4	4	4	5	4	3	4	4	4	4	4	4	4
12	4	4	4	4	3	4	3	4	4	4	4	4	3	3	3	3	4	3	4	3	4	4	4	4	4	4	3	4	4	4	4
13	4	4	5	5	4	4	3	3	3	4	3	3	3	3	4	4	5	4	3	4	4	4	5	4	4	5	5	4	4	4	4
14	4	4	4	4	4	4	4	4	4	3	4	5	4	4	4	3	4	4	4	5	4	4	3	4	4	4	4	4	4	4	4
15	4	4	4	4	4	3	4	4	4	4	4	4	4	4	3	4	5	4	4	4	4	4	4	4	4	3	4	4	4	4	4
16	4	4	4	4	4	4	4	4	4	4	3	4	1	4	4	3	4	4	3	3	3	4	4	4	4	4	4	3	4	4	4
17	5	5	5	5	4	4	4	4	4	5	4	4	3	4	4	4	4	4	4	4	4	4	5	4	4	5	5	4	4	4	4
18	4	4	4	5	4	4	4	4	4	5	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
19	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
20	2	2	3	3	3	3	3	4	3	5	4	4	3	3	3	3	4	3	3	3	3	3	3	3	3	3	4	4	3	3	3
21	4	4	5	5	4	4	4	4	4	5	4	4	3	4	4	4	5	4	4	4	4	4	5	4	4	4	4	4	4	4	4
22	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
23	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
24	5	5	5	5	4	4	4	4	4	5	5	5	4	4	4	4	4	4	4	4	4	4	5	5	4	5	5	4	4	4	4
25	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
26	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4
27	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
28	4	4	4	5	4	4	4	4	4	5	4	4	3	3	3	3	4	3	3	3	3	3	3	4	3	3	4	3	3	3	3
29	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
30	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4

Lampiran 4
SPSS Pre Test – Validitas - Reliabilitas

Factor Analysis

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
TP1	4	0.695	30
TP2	4.03	0.615	30
TP3	4.13	0.629	30
TP4	4.27	0.521	30
TP5	3.93	0.45	30

Correlation Matrix[a]

		TP1	TP2	TP3	TP4	TP5
Correlation	TP1	1	0.888	0.789	0.476	0.552
	TP2	0.888	1	0.612	0.402	0.382
	TP3	0.789	0.612	1	0.625	0.52
	TP4	0.476	0.402	0.625	1	0.373
	TP5	0.552	0.382	0.52	0.373	1
Sig. (1-tailed)	TP1		0	0	0.004	0.001
	TP2	0		0	0.014	0.019
	TP3	0	0		0	0.002
	TP4	0.004	0.014	0		0.021
	TP5	0.001	0.019	0.002	0.021	

a. Determinant = .027

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.679
Bartlett's Test of Sphericity	Approx. Chi-Square	95.475
	df	10
	Sig.	0

Lanjutan lampiran 4
SPSS Pre Test – Validitas - Reliabilitas

Anti-image Matrices

		TP1	TP2	TP3	TP4	TP5
Anti-image Covariance	TP1	0.099	-0.112	-0.097	0.035	-0.089
	TP2	-0.112	0.177	0.067	-0.043	0.085
	TP3	-0.097	0.067	0.265	-0.184	-0.009
	TP4	0.035	-0.043	-0.184	0.594	-0.07
	TP5	-0.089	0.085	-0.009	-0.07	0.628
Anti-image Correlation	TP1	.615[a]	-0.845	-0.594	0.143	-0.356
	TP2	-0.845	.622[a]	0.309	-0.134	0.255
	TP3	-0.594	0.309	.714[a]	-0.463	-0.022
	TP4	0.143	-0.134	-0.463	.775[a]	-0.115
	TP5	-0.356	0.255	-0.022	-0.115	.807[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
TP1	1	0.874
TP2	1	0.694
TP3	1	0.786
TP4	1	0.479
TP5	1	0.459

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	3.293	65.853	65.853	3.293	65.853	65.853
2	0.715	14.292	80.145			
3	0.64	12.803	92.948			
4	0.29	5.806	98.754			
5	0.062	1.246	100			

Extraction Method: Principal Component Analysis.

Lanjutan lampiran 4
SPSS Pre Test – Validitas - Reliabilitas

Component Matrix[a]

	Component
	1
TP1	0.935
TP2	0.833
TP3	0.887
TP4	0.692
TP5	0.678

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Factor Analysis

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
TA1	3.97	.320	30
TA2	3.77	.430	30
TA3	3.87	.434	30
TA4	3.93	.365	30

Correlation Matrix[a]

		TA1	TA2	TA3	TA4
Correlation	TA1	1.000	.192	.215	.571
	TA2	.192	1.000	.382	.337
	TA3	.215	.382	1.000	.595
	TA4	.571	.337	.595	1.000
Sig. (1-tailed)	TA1		.155	.127	.000
	TA2	.155		.019	.034
	TA3	.127	.019		.000
	TA4	.000	.034	.000	

a. Determinant = .351

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.589
Bartlett's Test of Sphericity	Approx. Chi-Square	28.122
	Df	6
	Sig.	.000

Lanjutan lampiran 4
SPSS Pre Test – Validitas - Reliabilitas

Anti-image Matrices

		TA1	TA2	TA3	TA4
Anti-image Covariance	TA1	.649	-.035	.119	-.296
	TA2	-.035	.834	-.171	-.058
	TA3	.119	-.171	.587	-.276
	TA4	-.296	-.058	-.276	.437
Anti-image Correlation	TA1	.540[a]	-.047	.194	-.556
	TA2	-.047	.806[a]	-.244	-.096
	TA3	.194	-.244	.581[a]	-.544
	TA4	-.556	-.096	-.544	.563[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
TA1	1.000	.444
TA2	1.000	.370
TA3	1.000	.584
TA4	1.000	.779

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.178	54.450	54.450	2.178	54.450	54.450
2	.891	22.266	76.715			
3	.656	16.393	93.108			
4	.276	6.892	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix

	Component
	1
TA1	.667
TA2	.609
TA3	.764
TA4	.883

Extraction Method: Principal Component Analysis.
a. 1 components extracted.

Lanjutan lampiran 4
SPSS Pre Test – Validitas – Reliabilitas

Factor Analysis

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
L1	4.20	.551	30
L2	3.97	.320	30
L3	3.97	.490	30
L4	3.43	.728	30

Correlation Matrix[a]

		L1	L2	L3	L4
Correlation	L1	1.000	.235	.026	-.224
	L2	.235	1.000	.433	.509
	L3	.026	.433	1.000	.428
	L4	-.224	.509	.428	1.000
Sig. (1-tailed)	L1		.106	.447	.117
	L2	.106		.008	.002
	L3	.447	.008		.009
	L4	.117	.002	.009	

a. Determinant = .43

b. 9

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.517
Bartlett's Test of Sphericity	Approx. Chi-Square	22.072
	Df	6
	Sig.	.001

Factor Analysis

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
RP1	3.87	.346	30
RP2	3.80	.484	30
RP3	3.60	.498	30

Correlation Matrix[a]

		RP1	RP2	RP3
Correlation	RP1	1.000	.453	.280
	RP2	.453	1.000	.372
	RP3	.280	.372	1.000
Sig. (1-tailed)	RP1		.006	.067
	RP2	.006		.022
	RP3	.067	.022	

a. Determinant = .672

Lanjutan lampiran 4

SPSS Pre Test – Validitas – Reliabilita

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.625
Bartlett's Test of Sphericity	Approx. Chi-Square	10.781
	Df	3
	Sig.	.013

Factor Analysis

	Mean	Std. Deviation	Analysis N
RL1	4.07	.365	30
RL2	3.73	.450	30
RL3	3.73	.450	30

Correlation Matrix[a]

		RL1	RL2	RL3
Correlation	RL1	1.000	.112	-.098
	RL2	.112	1.000	.489
	RL3	-.098	.489	1.000
Sig. (1-tailed)	RL1		.278	.303
	RL2	.278		.003
	RL3	.303	.003	

a. Determinant = .728

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.449
Bartlett's Test of Sphericity	Approx. Chi-Square	8.610
	Df	3
	Sig.	.035

Factor Analysis

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
AS1	3.83	.461	30
AS2	3.87	.346	30
AS3	3.93	.365	30

Correlation Matrix[a]

		AS1	AS2	AS3
Correlation	AS1	1.000	.505	.341
	AS2	.505	1.000	.747
	AS3	.341	.747	1.000
Sig. (1-tailed)	AS1		.002	.032
	AS2	.002		.000
	AS3	.032	.000	

a. Determinant = .32

Lanjutan lampiran 4

SPSS Pre Test – Validitas – Reliabilita

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.583
Bartlett's Test of Sphericity	Approx. Chi-Square	30.230
	Df	3
	Sig.	.000

Anti-image Matrices

		AS1	AS2	AS3
Anti-image Covariance	AS1	.742	-.210	.035
	AS2	-.210	.372	-.287
	AS3	.035	-.287	.441
Anti-image Correlation	AS1	.694[a]	-.400	.062
	AS2	-.400	.551[a]	-.708
	AS3	.062	-.708	.572[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
AS1	1.000	.493
AS2	1.000	.850
AS3	1.000	.738

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.080	69.337	69.337	2.080	69.337	69.337
2	.691	23.045	92.382			
3	.229	7.618	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
AS1	.702
AS2	.922
AS3	.859

Extraction Method: Principal Component Analysis.
a. 1 components extracted.

Lanjutan lampiran 4

SPSS Pre Test – Validitas – Reliabilita

Factor Analysis

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
TR1	4.13	.571	30
TR2	3.93	.450	30
TR3	3.90	.305	30
TR4	4.03	.556	30
TR5	4.10	.481	30

Correlation Matrix[a]

		TR1	TR2	TR3	TR4	TR5
Correlation	TR1	1.000	.438	.475	.637	.452
	TR2	.438	1.000	.201	.561	.351
	TR3	.475	.201	1.000	.427	.071
	TR4	.637	.561	.427	1.000	.374
	TR5	.452	.351	.071	.374	1.000
Sig. (1-tailed)	TR1		.008	.004	.000	.006
	TR2	.008		.143	.001	.029
	TR3	.004	.143		.009	.356
	TR4	.000	.001	.009		.021
	TR5	.006	.029	.356	.021	

a. Determinant = .218

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.738
Bartlett's Test of Sphericity	Approx. Chi-Square	40.322
	Df	10
	Sig.	.000

Anti-image Matrices

		TR1	TR2	TR3	TR4	TR5
Anti-image Covariance	TR1	.475	-.052	-.200	-.176	-.194
	TR2	-.052	.656	.043	-.220	-.096
	TR3	-.200	.043	.712	-.127	.145
	TR4	-.176	-.220	-.127	.471	-.056
	TR5	-.194	-.096	.145	-.056	.734
Anti-image Correlation	TR1	.733[a]	-.094	-.344	-.372	-.329
	TR2	-.094	.780[a]	.063	-.396	-.138
	TR3	-.344	.063	.683[a]	-.219	.201
	TR4	-.372	-.396	-.219	.747[a]	-.095
	TR5	-.329	-.138	.201	-.095	.728[a]

a. Measures of Sampling Adequacy(MSA)

Lanjutan lampiran 4
SPSS Pre Test – Validitas – Reliabilita

Communalities

	Initial	Extraction
TR1	1.000	.720
TR2	1.000	.508
TR3	1.000	.333
TR4	1.000	.730
TR5	1.000	.362

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.652	53.047	53.047	2.652	53.047	53.047
2	.963	19.265	72.312			
3	.662	13.244	85.555			
4	.398	7.952	93.507			
5	.325	6.493	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
TR1	.849
TR2	.713
TR3	.577
TR4	.854
TR5	.602

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Factor Analysis

Descriptive Statistics

	Mean	Std. Deviation	Analysis N
KP1	3.93	.254	30
KP2	3.87	.346	30
KP3	3.90	.403	30
KP4	3.93	.450	30

Correlation Matrix[a]

		KP1	KP2	KP3	KP4
Correlation	KP1	1.000	.288	.270	.262
	KP2	.288	1.000	.892	.606
	KP3	.270	.892	1.000	.724
	KP4	.262	.606	.724	1.000
Sig. (1-tailed)	KP1		.061	.074	.081
	KP2	.061		.000	.000
	KP3	.074	.000		.000
	KP4	.081	.000	.000	

a. Determinant = .087

Lanjutan lampiran 4

SPSS Pre Test – Validitas – Reliabilitas

KMO and Bartlett's Test

		.660
Bartlett's Test of Sphericity	Approx. Chi-Square	65.621
	Df	6
	Sig.	.000

Anti-image Matrices

		KP1	KP2	KP3	KP4
Anti-image Covariance	KP1	.904	-.052	.012	-.075
	KP2	-.052	.198	-.143	.042
	KP3	.012	-.143	.151	-.135
	KP4	-.075	.042	-.135	.463
Anti-image Correlation	KP1	.884[a]	-.123	.033	-.115
	KP2	-.123	.636[a]	-.823	.138
	KP3	.033	-.823	.598[a]	-.509
	KP4	-.115	.138	-.509	.767[a]

a. Measures of Sampling Adequacy(MSA)

Communalities

	Initial	Extraction
KP1	1.000	.205
KP2	1.000	.829
KP3	1.000	.895
KP4	1.000	.695

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.625	65.633	65.633	2.625	65.633	65.633
2	.863	21.571	87.204			
3	.421	10.524	97.727			
4	.091	2.273	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP1	.453
KP2	.911
KP3	.946
KP4	.834

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Lanjutan lampiran 4

SPSS Pre Test – Validitas – Reliabilitas

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	Cronbach's Alpha Based on Standardized Items	N of Items
.870	.865	5

Item Statistics

	Mean	Std. Deviation	N
TP1	4.00	.695	30
TP2	4.03	.615	30
TP3	4.13	.629	30
TP4	4.27	.521	30
TP5	3.93	.450	30

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	4.073	3.933	4.267	.333	1.085	.017	5
Item Variances	.346	.202	.483	.280	2.386	.012	5
Inter-Item Covariances	.198	.087	.379	.292	4.342	.009	5
Inter-Item Correlations	.562	.373	.888	.515	2.381	.028	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
TP1	16.37	3.068	.878	.901	.791
TP2	16.33	3.609	.728	.823	.834
TP3	16.23	3.426	.802	.735	.814
TP4	16.10	4.231	.554	.406	.874
TP5	16.43	4.461	.540	.372	.877

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
20.37	5.689	2.385	5

Lanjutan lampiran 4

SPSS Pre Test – Validitas – Reliabilitas

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.705	.712	4

Item Statistics

	Mean	Std. Deviation	N
TA1	3.97	.320	30
TA2	3.77	.430	30
TA3	3.87	.434	30
TA4	3.93	.365	30

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.883	3.767	3.967	.200	1.053	.008	4
Item Variances	.152	.102	.189	.086	1.843	.002	4
Inter-Item Covariances	.057	.026	.094	.068	3.565	.001	4
Inter-Item Correlations	.382	.192	.595	.402	3.094	.027	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
TA1	11.57	.944	.396	.351	.694
TA2	11.77	.806	.390	.166	.710
TA3	11.67	.713	.533	.413	.615
TA4	11.60	.731	.685	.563	.524

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15.53	1.292	1.137	4

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	Cronbach's Alpha Based on Standardized Items	N of Items
.448	.550	4

Lanjutan lampiran 4

SPSS Pre Test – Validitas – Reliabilitas

Item Statistics

	Mean	Std. Deviation	N
L1	4.20	.551	30
L2	3.97	.320	30
L3	3.97	.490	30
L4	3.43	.728	30

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.892	3.433	4.200	.767	1.223	.105	4
Item Variances	.294	.102	.530	.428	5.180	.032	4
Inter-Item Covariances	.050	-.090	.153	.243	-1.705	.007	4
Inter-Item Correlations	.234	-.224	.509	.732	-2.274	.074	4

item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
L1	11.37	1.551	-.060	.214	.656
L2	11.60	1.214	.646	.423	.173
L3	11.60	1.076	.448	.246	.196
L4	12.13	.878	.266	.424	.397

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15.57	1.771	1.331	4

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.

Lanjutan lampiran 4

SPSS Pre Test – Validitas – Reliabilitas

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.623	.636	3

Item Statistics

Summary Item Statistics

Maximum	Range	Maximum / Minimum	Variance	N of Items
3.867	.267	1.074	.019	3
.248	.129	2.077	.005	3
.090	.041	1.857	.000	3
.453	.173	1.617	.006	3

Item-Total Statistics

Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
.662	.441	.220	.542
.464	.502	.270	.416
.506	.389	.154	.600

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.27	1.030	1.015	3

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	Cronbach's Alpha Based on Standardized Items	N of Items
.410	.376	3

Item Statistics

	Mean	Std. Deviation	N
RL1	4.07	.365	30
RL2	3.73	.450	30
RL3	3.73	.450	30

Lanjutan lampiran 4
SPSS Pre Test – Validitas – Reliabilitas

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.844	3.733	4.067	.333	1.089	.037	3
Item Variances	.179	.133	.202	.069	1.517	.002	3
Inter-Item Covariances	.034	-.016	.099	.115	-6.143	.003	3
Inter-Item Correlations	.168	-.098	.489	.587	-4.987	.071	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
RL1	7.47	.602	.008	.043	.656
RL2	7.80	.303	.473	.265	-.212[a]
RL3	7.80	.372	.302	.262	.198

a. The value is negative due to a negative average covariance among items. This violates reliability model assumptions. You may want to check item codings.

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.53	.740	.860	3

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	*Cronbach's Alpha Based on Standardized Items*	*N of Items*
.749	*.772*	*3*

Item Statistics

	Mean	Std. Deviation	N
AS1	3.83	.461	30
AS2	3.87	.346	30
AS3	3.93	.365	30

Lanjutan lampiran 4
SPSS Pre Test – Validitas – Reliabilitas

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.878	3.833	3.933	.100	1.026	.003	3
Item Variances	.155	.120	.213	.093	1.779	.003	3
Inter-Item Covariances	.077	.057	.094	.037	1.640	.000	3
Inter-Item Correlations	.531	.341	.747	.405	2.187	.033	3

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
AS1	7.80	.441	.450	.258	.854
AS2	7.77	.461	.744	.628	.499
AS3	7.70	.493	.592	.559	.653

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
11.63	.930	.964	3

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded[a]	0	.0
	Total	30	100.0

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.775	.768	5

Item Statistics

	Mean	Std. Deviation	N
TR1	4.13	.571	30
TR2	3.93	.450	30
TR3	3.90	.305	30
TR4	4.03	.556	30
TR5	4.10	.481	30

Lanjutan lampiran 4

SPSS Pre Test – Validitas – Reliabilitas

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	4.020	3.900	4.133	.233	1.060	.010	5
Item Variances	.232	.093	.326	.233	3.506	.009	5
Inter-Item Covariances	.095	.010	.202	.192	19.556	.003	5
Inter-Item Correlations	.399	.071	.637	.566	9.028	.026	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
TR1	15.97	1.689	.703	.525	.673
TR2	16.17	2.144	.541	.344	.736
TR3	16.20	2.579	.394	.288	.781
TR4	16.07	1.720	.706	.529	.672
TR5	16.00	2.207	.435	.266	.771

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
20.10	3.059	1.749	5

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	Cronbach's Alpha Based on Standardized Items	N of Items
.816	.804	4

Lanjutan lampiran 4
SPSS Pre Test – Validitas – Reliabilitas

Item Statistics

	Mean	Std. Deviation	N
KP1	3.93	.254	30
KP2	3.87	.346	30
KP3	3.90	.403	30
KP4	3.93	.450	30

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.908	3.867	3.933	.067	1.017	.001	4
Item Variances	.137	.064	.202	.138	3.143	.003	4
Inter-Item Covariances	.072	.025	.131	.106	5.182	.002	4
Inter-Item Correlations	.507	.262	.892	.630	3.405	.067	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
KP1	11.70	1.183	.300	.096	.886
KP2	11.77	.806	.785	.802	.702
KP3	11.73	.685	.849	.849	.654
KP4	11.70	.700	.678	.537	.759

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15.63	1.413	1.189	4

Lampiran 5
Kuesioner Penelitian

Indikator	NO	Operasionalisasi	*SKALA LIKERT*				
		Pertanyaan	**1**	**2**	**3**	**4**	**5**
TP1	1	Saya merasa para dokter bekerja secara profesional selama keseluruhan pengobatan					
TP2	2	Para dokter akan merekomendasikan pengobatan medis yang memadai sesuai dengan kebutuhan pasien					
TP3	3	Para dokter mampu memberikan jawaban yang menyelesaikan keraguan saya					
TA3	4	Layanan pendaftaran mampu memberikan jawaban yang menyelesaikan keraguan saya					
TA4	5	Tenaga pendaftaran di rumah sakit memiliki sikap pelayanan yang baik					
AS2	6	keseluruhan proses layanan memiliki mekanisme keamanan yang baik					
AS3	7	Keseluruhan proses layanan dapat dipercaya					
TR1	8	Dokter secara jujur menginformasikan kepada pasien tentang hasil diagnosis.					
TR2	9	Tenaga medis menghormati kesepakatan yang dibuat dengan para pasien.					
TR4	10	Saya bisa mempercayai penilaian dokter tentang penyakit saya					
KP2	11	Setelah menjalani pemeriksaan , saya percaya memilih rumah sakit ini adalah keputusan yang tepat					
KP3	12	Saya akan merekomendasikan layanan medis rumah sakit ini kepada orang lain					
KP4	13	Saya sangat puas dengan keseluruhan layanan yang disediakan oleh rumah sakit ini					

Penilaian :

1 = Sangat tidak setuju, 2 = Tidak setuju, 3 = Antara setuju dan tidak setuju, 4 = Setuju, 5 = Sangat setuju.

Lampiran 6
Hasil Kuesioner 121 responden

NO	TP1	TP2	TP3	TA3	TA4	AS2	AS3	TR1	TR2	TR4	KP2	KP3	KP4
	1	2	3	4	5	6	7	8	9	10	11	12	13
	TP1	TP2	TP3	TA1	TA2	AS1	AS2	TR1	TR2	TR3	KP1	KP2	KP3
1	5	5	4	3	3	4	4	4	4	4	4	4	4
2	4	4	4	3	4	4	4	4	3	4	4	4	3
3	4	4	4	3	4	4	4	4	4	4	4	4	5
4	4	4	5	4	4	4	4	5	5	5	4	4	4
5	5	4	5	5	5	4	4	5	4	4	4	5	5
6	4	5	4	4	4	4	4	4	4	4	4	4	4
7	4	4	4	4	4	4	4	4	4	5	4	4	4
8	4	4	4	4	4	4	4	4	4	4	3	3	4
9	5	5	5	4	4	4	4	5	4	4	4	4	4
10	2	3	2	3	4	3	3	4	3	3	3	3	3
11	4	4	4	4	4	4	5	4	3	4	4	4	4
12	4	4	4	4	4	4	4	4	4	4	4	4	4
13	4	4	5	3	3	4	4	5	4	5	4	4	4
14	4	4	4	4	4	4	4	3	4	4	4	4	4
15	4	4	4	4	4	4	4	4	4	3	4	4	4
16	4	4	4	4	4	3	4	4	4	4	4	4	4
17	5	5	5	4	4	4	4	5	4	5	4	4	4
18	4	4	4	4	4	4	4	4	4	4	4	4	4
19	4	4	4	4	4	4	4	4	4	4	4	4	4
20	2	2	3	4	3	3	3	3	3	3	3	3	3
21	4	4	5	4	4	4	4	5	4	4	4	4	4
22	3	3	4	4	4	4	4	4	4	4	4	4	4
23	4	4	4	4	4	4	4	4	4	4	4	4	4
24	5	5	5	4	4	4	4	5	5	5	4	4	4
25	4	4	4	4	4	4	4	4	4	4	4	4	4
26	4	4	4	4	4	4	4	4	4	4	4	4	4
27	4	4	4	4	4	4	4	4	4	4	4	4	4
28	4	4	4	4	4	3	3	3	4	3	3	3	3
29	4	4	4	4	4	4	4	4	4	4	4	4	4
30	4	4	4	4	4	4	4	4	4	4	4	4	4
31	4	4	4	4	4	4	4	5	4	5	4	4	4
32	4	4	4	4	4	4	4	4	4	4	4	4	4
33	4	5	5	4	4	4	4	5	4	5	5	5	4
34	4	4	4	4	4	4	4	4	4	4	4	4	4
35	4	4	4	3	4	4	4	4	4	4	4	4	4
36	4	4	4	4	4	3	3	4	4	3	4	4	4
37	4	4	4	4	4	3	3	4	4	3	4	4	4
38	4	4	4	4	4	4	3	4	4	4	4	4	3
39	4	4	4	4	4	4	4	4	4	4	4	4	4
40	3	3	3	3	4	3	4	4	4	4	4	4	3
41	2	3	3	4	4	4	4	4	4	4	4	4	3
42	4	4	4	3	4	4	4	4	4	4	4	4	4
43	4	4	3	4	3	4	3	4	4	4	4	4	4

Lanjutan lampiran 6

Hasil Kuesioner 121 Responden

NO	TP1	TP2	TP3	TA3	TA4	AS2	AS3	TR1	TR2	TR4	KP2	KP3	KP4
	1	2	3	4	5	6	7	8	9	10	11	12	13
	TP1	TP2	TP3	TA1	TA2	AS1	AS2	TR1	TR2	TR3	KP1	KP2	KP3
44	4	4	4	4	4	4	4	4	4	4	4	4	4
45	4	4	4	4	4	4	4	4	4	4	4	4	4
46	4	4	3	3	4	3	4	4	4	4	4	4	4
47	4	4	5	4	4	4	4	5	4	4	5	4	5
48	4	4	5	4	4	4	4	4	4	4	4	4	5
49	4	4	4	4	4	4	4	4	4	4	4	4	4
50	4	4	4	4	4	4	4	5	4	4	4	4	4
51	4	4	4	3	4	4	4	5	4	4	5	4	5
52	4	4	5	4	4	3	3	4	4	4	5	4	4
53	4	4	4	4	4	4	4	4	4	4	4	4	5
54	4	4	4	4	4	4	4	4	4	4	4	4	4
55	4	5	4	4	4	4	4	4	4	4	4	4	4
56	4	5	4	4	4	4	4	4	4	4	4	4	4
57	4	4	4	3	3	4	4	5	4	4	5	4	5
58	4	5	4	3	3	3	3	4	4	4	5	4	4
59	4	4	4	4	4	4	4	4	4	4	4	4	4
60	4	4	4	3	4	4	4	4	4	4	4	4	4
61	4	4	3	4	4	4	4	4	4	4	4	4	4
62	4	4	4	4	4	4	4	4	4	4	4	4	4
63	4	4	4	4	4	4	4	4	4	4	4	4	4
64	3	5	4	5	4	4	3	5	4	4	5	3	3
65	5	4	5	1	4	5	4	5	4	3	4	4	4
66	5	5	5	4	4	4	4	5	4	5	4	4	4
67	5	4	5	1	4	5	4	5	4	4	4	4	4
68	4	4	3	4	4	4	4	4	4	4	4	4	4
69	4	4	4	4	4	4	4	4	4	5	4	4	4
70	3	2	2	3	3	3	2	3	3	3	3	3	3
71	4	4	4	4	4	4	4	4	4	4	4	4	4
72	4	4	4	4	4	3	4	4	4	4	4	4	4
73	4	4	4	4	4	5	4	4	4	3	4	3	4
74	4	4	4	4	4	4	4	4	4	4	4	4	4
75	4	4	4	4	4	4	4	4	4	4	4	4	4
76	4	4	4	4	5	3	4	5	4	3	5	4	4
77	4	4	4	5	4	3	4	4	5	4	4	4	4
78	4	4	4	4	4	4	4	4	5	4	4	4	5
79	4	4	4	4	3	4	4	4	4	4	4	4	5
80	5	5	5	4	4	4	4	5	5	5	4	4	4
81	4	4	4	4	4	4	4	5	4	4	4	4	4
82	4	4	4	4	4	3	3	4	4	4	4	4	4
83	4	4	4	4	4	4	4	4	4	4	4	4	4
84	4	4	4	4	4	4	4	3	4	4	4	4	4
85	4	4	4	4	4	4	4	4	4	4	4	4	4
86	4	4	4	4	4	4	4	4	4	4	4	4	4
87	4	4	4	4	4	4	4	4	4	4	4	4	4

Lanjutan lampiran 6
Hasil Kuesioner 121 Responden

NO	TP1	TP2	TP3	TA3	TA4	AS2	AS3	TR1	TR2	TR4	KP2	KP3	KP4
	1	2	3	4	5	6	7	8	9	10	11	12	13
	TP1	TP2	TP3	TA1	TA2	AS1	AS2	TR1	TR2	TR3	KP1	KP2	KP3
88	4	4	4	4	4	4	4	4	4	4	4	4	4
89	4	4	4	4	4	4	4	4	4	4	3	3	4
90	5	5	5	4	4	4	4	5	4	4	4	4	4
91	4	4	4	4	4	4	4	4	4	4	4	4	4
92	4	4	4	4	4	4	4	4	4	4	4	4	4
93	4	4	4	4	4	4	4	4	4	4	4	4	4
94	4	4	3	3	4	3	3	4	4	4	4	4	4
95	4	4	4	4	4	4	4	4	4	4	4	4	4
96	4	4	4	4	4	4	4	4	4	4	4	4	4
97	4	4	4	4	4	4	4	4	4	4	3	3	4
98	5	5	5	4	4	4	4	5	4	4	4	4	4
99	4	4	4	4	4	4	4	4	4	4	4	4	4
100	4	4	4	4	4	4	4	5	4	4	4	4	4
101	4	4	4	4	4	5	5	4	4	3	4	5	5
102	4	4	4	5	4	4	4	4	4	4	4	5	5
103	4	4	4	3	4	4	4	4	4	5	4	4	4
104	3	3	4	4	4	4	4	4	4	4	4	4	4
105	4	4	4	4	4	4	4	4	4	4	4	4	4
106	2	2	2	4	4	3	3	3	3	4	4	3	3
107	4	4	4	3	3	4	3	3	3	4	3	3	3
108	4	4	4	3	4	3	3	3	3	3	4	4	3
109	5	3	4	3	4	3	3	4	4	4	4	4	4
110	5	4	5	3	4	4	4	5	5	5	4	5	4
111	4	4	3	3	3	4	4	4	4	3	4	4	4
112	5	5	5	4	4	4	4	5	4	5	4	4	4
113	5	4	1	4	4	4	4	4	4	4	1	1	4
114	5	4	5	4	4	4	4	4	4	5	4	4	4
115	5	5	5	4	4	4	4	5	4	5	5	5	4
116	4	4	5	4	4	4	4	5	4	4	4	5	4
117	4	4	4	4	4	4	4	4	4	4	4	4	4
118	4	4	5	4	5	4	5	5	4	5	4	5	4
119	4	4	4	4	4	4	4	4	4	4	4	4	5
120	5	4	4	5	4	4	4	4	4	4	5	4	5
121	4	4	4	3	4	4	4	3	4	4	4	4	4

Lampiran 7

Nilai Mean masing – masing Variabel

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
TP1	121	100.0%	0	0.0%	121	100.0%
TP2	121	100.0%	0	0.0%	121	100.0%
TP3	121	100.0%	0	0.0%	121	100.0%

Report

	TP1	TP2	TP3
Mean	4.04	4.03	4.04
N	121	121	121
Std. Deviation	.569	.531	.663

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
TA1	121	100.0%	0	0.0%	121	100.0%
TA2	121	100.0%	0	0.0%	121	100.0%

Report

	TA1	TA2
Mean	3.81	3.94
N	121	121
Std. Deviation	.582	.324

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
AS1	121	100.0%	0	0.0%	121	100.0%
AS2	121	100.0%	0	0.0%	121	100.0%

Report

	AS1	AS2
Mean	3.88	3.88
N	121	121
Std. Deviation	.412	.412

Lanjutan lampiran 7

Nilai Mean masing – masing Variabel

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
TR1	121	100.0%	0	0.0%	121	100.0%
TR2	121	100.0%	0	0.0%	121	100.0%
TR3	121	100.0%	0	0.0%	121	100.0%

Report

	TR1	TR2	TR3
Mean	4.16	3.98	4.03
N	121	121	121
Std. Deviation	.532	.341	.482

Case Processing Summary

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
KP1	121	100.0%	0	0.0%	121	100.0%
KP2	121	100.0%	0	0.0%	121	100.0%
KP3	121	100.0%	0	0.0%	121	100.0%

Report

	KP1	KP2	KP3
Mean	3.99	3.95	4.01
N	121	121	121
Std. Deviation	.474	.480	.456

Lampiran 8
Uji korelasi koefisien

Factor Analysis

Communalities

	Initial	Extraction
TP1	1.000	.774
TP2	1.000	.769
TP3	1.000	.672

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.214	73.810	73.810	2.214	73.810	73.810
2	.471	15.698	89.508			
3	.315	10.492	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
TP1	.879
TP2	.877
TP3	.820

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Component Score Coefficient Matrix

	Component
	1
TP1	.397
TP2	.396
TP3	.370

Extraction Method: Principal Component Analysis.
Component Scores.

Component Score Covariance Matrix

Component	1
1	1.000

Extraction Method: Principal Component Analysis.
Component Scores.

Lanjutan lampiran 8
Uji korelasi koefisien

Factor Analysis

Communalities

	Initial	Extraction
TA1	1.000	.647
TA2	1.000	.647

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1.295	64.742	64.742	1.295	64.742	64.742
2	.705	35.258	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
TA1	.805
TA2	.805

Extraction Method: Principal Component Analysis.
a. 1 components extracted.

Component Score Coefficient Matrix

	Component
	1
TA1	.621
TA2	.621

Extraction Method: Principal Component Analysis.
Component Scores.

Component Score Covariance Matrix

Component	1
1	1.000

Extraction Method: Principal Component Analysis.
Component Scores.

Lanjutan lampiran 8

Uji korelasi koefisien

	Initial	Extraction
AS1	1.000	.804
AS2	1.000	.804

\Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1.607	80.373	80.373	1.607	80.373	80.373
2	.393	19.627	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
AS1	.897
AS2	.897

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Component Score Coefficient Matrix

	Component
	1
AS1	.558
AS2	.558

Extraction Method: Principal Component Analysis.
Component Scores.

Component Score Covariance Matrix

Component	1
1	1.000

Extraction Method: Principal Component Analysis.
Component Scores.

Lanjutan lampiran 8
Uji korelasi koefisien

Factor Analysis

Communalities

	Initial	Extraction
TR1	1.000	.630
TR2	1.000	.605
TR3	1.000	.612

Extraction Method: Principal Component Analysis.

Total Variance Explained

	Initial Eigenvalues			Extraction Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1.847	61.569	61.569	1.847	61.569	61.569
2	.592	19.723	81.292			
3	.561	18.708	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
TR1	.794
TR2	.778
TR3	.782

Extraction Method: Principal Component Analysis.
a. 1 components extracted.

Component Score Coefficient Matrix

	Component
	1
TR1	.430
TR2	.421
TR3	.424

Extraction Method: Principal Component Analysis.
Component Scores.

Component Score Covariance Matrix

Component	1
1	1.000

Extraction Method: Principal Component Analysis.
Component Scores.

Lanjutan lampiran 8
Uji korelasi koefisien

Factor Analysis

Communalities

	Initial	Extraction
KP1	1.000	.720
KP2	1.000	.772
KP3	1.000	.424

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1.917	63.893	63.893	1.917	63.893	63.893
2	.745	24.843	88.736			
3	.338	11.264	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
KP1	.848
KP2	.879
KP3	.652

Extraction Method: Principal Component Analysis.
a. 1 components extracted.

Component Score Coefficient Matrix

	Component
	1
KP1	.443
KP2	.459
KP3	.340

Extraction Method: Principal Component Analysis.
Component Scores.

Component Score Covariance Matrix

Component	1
1	1.000

Extraction Method: Principal Component Analysis.
Component Scores.

Lampiran 9

Uji Homogenitas – One Way Anova

ONEWAY TP TA AS TR KP BY GENDER
/STATISTICS DESCRIPTIVES HOMOGENEITY /PLOT MEANS /MISSING ANALYSIS.

Oneway

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
REGR factor score 1 for analysis 1	PRIA	42	.02	.718	.111	-.20	.24	-3	2
	WANITA	79	-.01	1.126	.127	-.26	.24	-4	2
	Total	121	.00	1.000	.091	-.18	.18	-4	2
REGR factor score 1 for analysis 2	PRIA	42	.14	1.039	.160	-.18	.46	-3	3
	WANITA	79	-.08	.977	.110	-.29	.14	-3	2
	Total	121	.00	1.000	.091	-.18	.18	-3	3
REGR factor score 1 for analysis 1	PRIA	42	-.07	.860	.133	-.34	.19	-2	0
	WANITA	79	.04	1.070	.120	-.20	.28	-4	3
	Total	121	.00	1.000	.091	-.18	.18	-4	3
REGR factor score 1 for analysis 1	PRIA	42	-.08	.735	.113	-.31	.15	-2	2
	WANITA	79	.04	1.118	.126	-.21	.29	-3	3
	Total	121	.00	1.000	.091	-.18	.18	-3	3
REGR factor score 1 for analysis 1	PRIA	42	.14	.967	.149	-.16	.44	-3	2
	WANITA	79	-.07	1.016	.114	-.30	.15	-6	2
	Total	121	.00	1.000	.091	-.18	.18	-6	2

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
REGR factor score 1 for analysis 1	3.772	1	119	.054
REGR factor score 1 for analysis 2	.069	1	119	.793
REGR factor score 1 for analysis 1	.209	1	119	.648
REGR factor score 1 for analysis 1	5.001	1	119	.027
REGR factor score 1 for analysis 1	.001	1	119	.980

ANOVA

		Sum of Squares	Df	Mean Square	F	Sig.
REGR factor score 1 for analysis 1	Between Groups	.028	1	.028	.028	.867
	Within Groups	119.972	119	1.008		
	Total	120.000	120			
REGR factor score 1 for analysis 2	Between Groups	1.282	1	1.282	1.285	.259
	Within Groups	118.718	119	.998		
	Total	120.000	120			
REGR factor score 1 for analysis 1	Between Groups	.348	1	.348	.346	.558
	Within Groups	119.652	119	1.005		
	Total	120.000	120			
REGR factor score 1 for analysis 1	Between Groups	.372	1	.372	.370	.544
	Within Groups	119.628	119	1.005		
	Total	120.000	120			
REGR factor score 1 for analysis 1	Between Groups	1.208	1	1.208	1.210	.273
	Within Groups	118.792	119	.998		
	Total	120.000	120			

Lanjutan lampiran 9

Uji Homogenitas – One Way Anova

ONEWAY TP TA AS TR KP BY USIA
/STATISTICS DESCRIPTIVES HOMOGENEITY /PLOT MEANS /MISSING ANALYSIS.

Oneway

Descriptives

		N	*Mean*	*Std. Deviation*	*Std. Error*	*95% Confidence Interval for Mean*		*Minimum*	*Maximum*
						Lower Bound	*Upper Bound*		
REGR factor score 1 for analysis 1	21-30 tahun	37	-0.09	1.235	0.203	-0.5	0.32	-4	2
	31 - 40 tahun	51	-0.06	0.98	0.137	-0.34	0.21	-4	2
	41 - 50 tahun	25	0.1	0.54	0.108	-0.12	0.33	-1	2
	51 - 60 tahun	8	0.51	1.01	0.357	-0.33	1.36	-1	2
	Total	121	0	1	0.091	-0.18	0.18	-4	2
REGR factor score 1 for analysis 2	21-30 tahun	37	-0.1	1.093	0.18	-0.46	0.27	-3	2
	31 - 40 tahun	51	0.1	0.928	0.13	-0.16	0.36	-3	2
	41 - 50 tahun	25	0.01	0.991	0.198	-0.39	0.42	-3	3
	51 - 60 tahun	8	-0.22	1.142	0.404	-1.17	0.73	-3	0
	Total	121	0	1	0.091	-0.18	0.18	-3	3
REGR factor score 1 for analysis 1	21-30 tahun	37	0.17	0.998	0.164	-0.17	0.5	-4	2
	31 - 40 tahun	51	-0.16	1.077	0.151	-0.47	0.14	-2	3
	41 - 50 tahun	25	-0.01	0.898	0.18	-0.38	0.36	-2	0
	51 - 60 tahun	8	0.31	0.723	0.256	-0.29	0.92	-1	2
	Total	121	0	1	0.091	-0.18	0.18	-4	3
REGR factor score 1 for analysis 1	21-30 tahun	37	0.11	1.181	0.194	-0.28	0.5	-3	3
	31 - 40 tahun	51	-0.13	0.87	0.122	-0.37	0.12	-2	3
	41 - 50 tahun	25	0.01	1.034	0.207	-0.41	0.44	-3	3
	51 - 60 tahun	8	0.28	0.786	0.278	-0.38	0.93	0	2
	Total	121	0	1	0.091	-0.18	0.18	-3	3
REGR factor score 1 for analysis 1	21-30 tahun	37	-0.16	1.189	0.195	-0.55	0.24	-6	2
	31 - 40 tahun	51	-0.07	1.042	0.146	-0.37	0.22	-3	2
	41 - 50 tahun	25	0.29	0.568	0.114	0.06	0.52	-1	2
	51 - 60 tahun	8	0.28	0.667	0.236	-0.27	0.84	0	2
	Total	121	0	1	0.091	-0.18	0.18	-6	2

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
REGR factor score 1 for analysis 1	1.602	3	117	.193
REGR factor score 1 for analysis 2	.498	3	117	.685
REGR factor score 1 for analysis 1	2.216	3	117	.090
REGR factor score 1 for analysis 1	1.437	3	117	.235
REGR factor score 1 for analysis 1	.683	3	117	.564

Lanjutan lampiran 9

Uji Homogenitas – One Way Anova

ANOVA

			Sum of Squares	Df	Mean Square	F	Sig.
REGR factor score 1	1 for analysis	Between Groups	2.868	3	.956	.955	.417
		Within Groups	117.132	117	1.001		
		Total	120.000	120			
REGR factor score 2	1 for analysis	Between Groups	1.204	3	.401	.395	.757
		Within Groups	118.796	117	1.015		
		Total	120.000	120			
REGR factor score 1	1 for analysis	Between Groups	3.198	3	1.066	1.068	.366
		Within Groups	116.802	117	.998		
		Total	120.000	120			
REGR factor score 1	1 for analysis	Between Groups	1.912	3	.637	.632	.596
		Within Groups	118.088	117	1.009		
		Total	120.000	120			
REGR factor score 1	1 for analysis	Between Groups	3.926	3	1.309	1.319	.272
		Within Groups	116.074	117	.992		
		Total	120.000	120			

Lanjutan lampiran 9

Uji Homogenitas – One Way Anova

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ONEWAY TP TA AS TR KP BY PENDIDIKAN
 /STATISTICS DESCRIPTIVES HOMOGENEITY  /PLOT MEANS  /MISSING ANALYSIS.
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OnewayDescriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
REGR factor score 1 for analysis 1	< SD +setara	11	-0.24	1.211	0.365	-1.05	0.58	-3	2
	SLTP	19	0.14	0.674	0.155	-0.18	0.47	-2	2
	SLTA	59	0.08	1.046	0.136	-0.19	0.35	-4	2
	S1	22	-0.19	1.208	0.258	-0.73	0.34	-4	1
	S2	10	-0.06	0.31	0.098	-0.28	0.16	-1	1
	Total	121	0	1	0.091	-0.18	0.18	-4	2
REGR factor score 1 for analysis 2	< SD +setara	11	0.31	0.478	0.144	-0.01	0.63	-1	1
	SLTP	19	0.03	1.173	0.269	-0.53	0.6	-3	2
	SLTA	59	0.12	0.783	0.102	-0.08	0.33	-3	3
	S1	22	-0.25	1.233	0.263	-0.8	0.3	-3	2
	S2	10	-0.58	1.442	0.456	-1.61	0.45	-3	0
	Total	121	0	1	0.091	-0.18	0.18	-3	3
REGR factor score 1 for analysis 1	< SD +setara	11	-0.18	0.912	0.275	-0.79	0.43	-2	0
	SLTP	19	0.17	0.768	0.176	-0.2	0.54	-2	2
	SLTA	59	0.04	0.933	0.121	-0.21	0.28	-2	3
	S1	22	-0.06	1.397	0.298	-0.68	0.56	-4	2
	S2	10	-0.23	0.946	0.299	-0.91	0.45	-2	0
	Total	121	0	1	0.091	-0.18	0.18	-4	3
REGR factor score 1 for analysis 1	< SD +setara	11	0.12	1.201	0.362	-0.68	0.93	-2	3
	SLTP	19	0.12	0.625	0.143	-0.18	0.42	-1	2
	SLTA	59	0.07	0.889	0.116	-0.16	0.3	-2	3
	S1	22	-0.16	1.448	0.309	-0.8	0.49	-3	3
	S2	10	-0.43	0.78	0.246	-0.99	0.12	-2	1
	Total	121	0	1	0.091	-0.18	0.18	-3	3
REGR factor score 1 for analysis 1	< SD +setara	11	-0.12	0.911	0.275	-0.74	0.49	-3	1
	SLTP	19	0.42	0.679	0.156	0.1	0.75	0	2
	SLTA	59	-0.11	1.084	0.141	-0.4	0.17	-6	2
	S1	22	-0.01	0.99	0.211	-0.45	0.43	-3	2
	S2	10	0.03	1.07	0.338	-0.74	0.79	-3	2
	Total	121	0	1	0.091	-0.18	0.18	-6	2

Lanjutan lampiran 9

Uji Homogenitas – One Way Anova

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
REGR factor score 1 for analysis 1	1.103	4	116	0.359
REGR factor score 1 for analysis 2	5.32	4	116	0.001
REGR factor score 1 for analysis 1	1.789	4	116	0.136
REGR factor score 1 for analysis 1	1.062	4	116	0.379
REGR factor score 1 for analysis 1	0.049	4	116	0.995

ANOVA

		Sum of Squares	Df	Mean Square	F	Sig.
REGR factor score 1 for analysis 1	Between Groups	2.216	4	.554	.546	.703
	Within Groups	117.784	116	1.015		
	Total	120.000	120			
REGR factor score 1 for analysis 2	Between Groups	6.733	4	1.683	1.724	.149
	Within Groups	113.267	116	.976		
	Total	120.000	120			
REGR factor score 1 for analysis 1	Between Groups	1.580	4	.395	.387	.818
	Within Groups	118.420	116	1.021		
	Total	120.000	120			
REGR factor score 1 for analysis 1	Between Groups	3.172	4	.793	.787	.536
	Within Groups	116.828	116	1.007		
	Total	120.000	120			
REGR factor score 1 for analysis 1	Between Groups	4.375	4	1.094	1.097	.361
	Within Groups	115.625	116	.997		
	Total	120.000	120			

Lanjutan lampiran 9

Uji Homogenitas – One Way Anova

ONEWAY TP TA AS TR KP BY PEKERJAAN
/STATISTICS DESCRIPTIVES HOMOGENEITY /PLOT MEANS /MISSING ANALYSIS.

Oneway

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
REGR factor score 1 for analysis 1	Peny Dalam	7	-0.57	1.562	0.591	-2.01	0.88	-4	0
	Anak	10	0.18	0.54	0.171	-0.21	0.57	0	1
	Kebidanan	22	-0.05	0.427	0.091	-0.24	0.14	-1	1
	UGD	45	0.17	1.132	0.169	-0.17	0.51	-3	2
	7	7	0.11	0.472	0.179	-0.33	0.55	0	1
	8	30	-0.17	1.119	0.204	-0.59	0.25	-4	2
	Total	121	0	1	0.091	-0.18	0.18	-4	2
REGR factor score 1 for analysis 2	Peny Dalam	7	0.31	0	0	0.31	0.31	0	0
	Anak	10	0.29	1.171	0.37	-0.55	1.13	-1	3
	Kebidanan	22	-0.14	1.295	0.276	-0.72	0.43	-3	2
	UGD	45	0.01	0.885	0.132	-0.26	0.28	-3	2
	7	7	0.01	1.474	0.557	-1.35	1.37	-3	1
	8	30	-0.08	0.885	0.162	-0.41	0.25	-3	0
	Total	121	0	1	0.091	-0.18	0.18	-3	3
REGR factor score 1 for analysis 1	Peny Dalam	7	-0.46	1.321	0.499	-1.68	0.76	-2	0
	Anak	10	0.31	0	0	0.31	0.31	0	0
	Kebidanan	22	0.13	1.128	0.241	-0.37	0.63	-2	3
	UGD	45	-0.02	0.964	0.144	-0.31	0.27	-2	2
	7	7	0.12	0.934	0.353	-0.74	0.98	-1	2
	8	30	-0.09	1.075	0.196	-0.49	0.31	-4	2
	Total	121	0	1	0.091	-0.18	0.18	-4	3
REGR factor score 1 for analysis 1	Peny Dalam	7	-0.31	0.876	0.331	-1.12	0.5	-2	1
	Anak	10	0.28	0.7	0.221	-0.23	0.78	-1	2
	Kebidanan	22	-0.39	0.87	0.186	-0.77	0	-3	1
	UGD	45	0.21	0.901	0.134	-0.06	0.48	-2	3
	7	7	0.16	0.693	0.262	-0.48	0.8	-1	1
	8	30	-0.09	1.303	0.238	-0.58	0.4	-3	3
	Total	121	0	1	0.091	-0.18	0.18	-3	3
REGR factor score 1 for analysis 1	Peny Dalam	7	0.05	0.852	0.322	-0.74	0.84	-2	1
	Anak	10	0.58	0.849	0.269	-0.03	1.18	0	2
	Kebidanan	22	-0.32	1.672	0.356	-1.06	0.42	-6	2
	UGD	45	0.02	0.742	0.111	-0.2	0.24	-3	2
	7	7	-0.06	0.289	0.109	-0.33	0.21	-1	0
	8	30	0.02	0.832	0.152	-0.29	0.33	-3	2
	Total	121	0	1	0.091	-0.18	0.18	-6	2

¶

Lanjutan lampiran 9

Uji Homogenitas – One Way Anova

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
REGR factor score 1 for analysis 1	2.467	5	115	0.037
REGR factor score 1 for analysis 2	2.735	5	115	0.023
REGR factor score 1 for analysis 1	2.313	5	115	0.048
REGR factor score 1 for analysis 1	0.222	5	115	0.953
REGR factor score 1 for analysis 1	4.556	5	115	0.001

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
REGR factor score 1 for analysis 1	Between Groups	4.856	5	.971	.970	.439
	Within Groups	115.144	115	1.001		
	Total	120.000	120			
REGR factor score 1 for analysis 2	Between Groups	2.204	5	.441	.430	.827
	Within Groups	117.796	115	1.024		
	Total	120.000	120			
REGR factor score 1 for analysis 1	Between Groups	3.200	5	.640	.630	.677
	Within Groups	116.800	115	1.016		
	Total	120.000	120			
REGR factor score 1 for analysis 1	Between Groups	7.218	5	1.444	1.472	.204
	Within Groups	112.782	115	.981		
	Total	120.000	120			
REGR factor score 1 for analysis 1	Between Groups	5.660	5	1.132	1.138	.344
	Within Groups	114.340	115	.994		
	Total	120.000	120			

Lanjutan lampiran 9

Uji Homogenitas – One Way Anova

```
ONEWAY TP TA AS TR KP BY POLIKLINIK /STATISTICS DESCRIPTIVES
HOMOGENEITY  /PLOT MEANS  /MISSING ANALYSIS.
```

Oneway

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
REGR factor score 1 for analysis 1	Peny.Dalam	29	.15	.538	.100	-.05	.36	-1	2
	Anak	31	.37	1.200	.216	-.07	.81	-3	2
	Kebidanan	20	.21	.540	.121	-.04	.46	0	2
	Paru	9	-.01	.186	.062	-.16	.13	0	0
	UGD	32	-.63	1.195	.211	-1.06	-.20	-4	1
	Total	121	.00	1.000	.091	-.18	.18	-4	2
REGR factor score 1 for analysis 2	Peny.Dalam	29	.00	.905	.168	-.35	.34	-3	1
	Anak	31	-.12	1.220	.219	-.57	.33	-3	3
	Kebidanan	20	.02	.982	.220	-.44	.48	-3	1
	Paru	9	.31	.000	.000	.31	.31	0	0
	UGD	32	.02	1.028	.182	-.35	.39	-3	2
	Total	121	.00	1.000	.091	-.18	.18	-3	3
REGR factor score 1 for analysis 1	Peny.Dalam	29	-.01	.860	.160	-.34	.31	-2	0
	Anak	31	.05	1.231	.221	-.40	.50	-4	3
	Kebidanan	20	-.09	.889	.199	-.51	.32	-2	0
	Paru	9	.01	.902	.301	-.68	.71	-2	0
	UGD	32	.02	1.016	.180	-.35	.38	-2	2
	Total	121	.00	1.000	.091	-.18	.18	-4	3
REGR factor score 1 for analysis 1	Peny.Dalam	29	.08	.677	.126	-.17	.34	-1	3
	Anak	31	.06	1.412	.254	-.45	.58	-3	3
	Kebidanan	20	.36	.743	.166	.01	.71	-1	2
	Paru	9	-.23	.653	.218	-.73	.27	-2	1
	UGD	32	-.30	.937	.166	-.64	.04	-3	2
	Total	121	.00	1.000	.091	-.18	.18	-3	3
REGR factor score 1 for analysis 1	Peny.Dalam	29	.29	.547	.102	.08	.50	-1	2
	Anak	31	.00	.899	.161	-.33	.33	-3	2
	Kebidanan	20	.27	.624	.139	-.02	.56	-1	2
	Paru	9	-.69	1.395	.465	-1.76	.39	-3	2
	UGD	32	-.24	1.325	.234	-.72	.24	-6	2
	Total	121	.00	1.000	.091	-.18	.18	-6	2

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
REGR factor score 1 for analysis 1	5.602	4	116	.000
REGR factor score 1 for analysis 2	2.427	4	116	.052
REGR factor score 1 for analysis 1	.401	4	116	.808
REGR factor score 1 for analysis 1	3.206	4	116	.015
REGR factor score 1 for analysis 1	3.330	4	116	.013

Lanjutan lampiran 9

Uji Homogenitas – One Way Anova

ANOVA

		Sum of Squares	Df	Mean Square	F	Sig.
REGR factor score 1 for analysis 1	Between Groups	18.573	4	4.643	5.310	.001
	Within Groups	101.427	116	.874		
	Total	120.000	120			
REGR factor score 1 for analysis 2	Between Groups	1.351	4	.338	.330	.857
	Within Groups	118.649	116	1.023		
	Total	120.000	120			
REGR factor score 1 for analysis 1	Between Groups	.270	4	.067	.065	.992
	Within Groups	119.730	116	1.032		
	Total	120.000	120			
REGR factor score 1 for analysis 1	Between Groups	6.232	4	1.558	1.589	.182
	Within Groups	113.768	116	.981		
	Total	120.000	120			
REGR factor score 1 for analysis 1	Between Groups	10.007	4	2.502	2.638	.037
	Within Groups	109.993	116	.948		
	Total	120.000	120			

Lanjutan lampiran 9

Uji Homogenitas – One Way Anova

Descriptives

		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
REGR factor score 1 for analysis 1	Pengangguran	7	-0.57	1.562	0.591	-2.01	0.88	-4	0
	Pegawai negeri	10	0.18	0.54	0.171	-0.21	0.57	0	1
	Wiraswasta	22	-0.05	0.427	0.091	-0.24	0.14	-1	1
	Industri	45	0.17	1.132	0.169	-0.17	0.51	-3	2
	Pedagang	7	0.11	0.472	0.179	-0.33	0.55	0	1
	Rumah tangga	30	-0.17	1.119	0.204	-0.59	0.25	-4	2
	Total	121	0	1	0.091	-0.18	0.18	-4	2
REGR factor score 1 for analysis 2	Pengangguran	7	0.31	0	0	0.31	0.31	0	0
	Pegawai negeri	10	0.29	1.171	0.37	-0.55	1.13	-1	3
	Wiraswasta	22	-0.14	1.295	0.276	-0.72	0.43	-3	2
	Industri	45	0.01	0.885	0.132	-0.26	0.28	-3	2
	Pedagang	7	0.01	1.474	0.557	-1.35	1.37	-3	1
	Rumah tangga	30	-0.08	0.885	0.162	-0.41	0.25	-3	0
	Total	121	0	1	0.091	-0.18	0.18	-3	3
REGR factor score 1 for analysis 1	Pengangguran	7	-0.46	1.321	0.499	-1.68	0.76	-2	0
	Pegawai negeri	10	0.31	0	0	0.31	0.31	0	0
	Wiraswasta	22	0.13	1.128	0.241	-0.37	0.63	-2	3
	Industri	45	-0.02	0.964	0.144	-0.31	0.27	-2	2
	Pedagang	7	0.12	0.934	0.353	-0.74	0.98	-1	2
	Rumah tangga	30	-0.09	1.075	0.196	-0.49	0.31	-4	2
	Total	121	0	1	0.091	-0.18	0.18	-4	3
REGR factor score 1 for analysis 1	Pengangguran	7	-0.31	0.876	0.331	-1.12	0.5	-2	1
	Pegawai negeri	10	0.28	0.7	0.221	-0.23	0.78	-1	2
	Wiraswasta	22	-0.39	0.87	0.186	-0.77	0	-3	1
	Industri	45	0.21	0.901	0.134	-0.06	0.48	-2	3
	Pedagang	7	0.16	0.693	0.262	-0.48	0.8	-1	1
	Rumah tangga	30	-0.09	1.303	0.238	-0.58	0.4	-3	3
	Total	121	0	1	0.091	-0.18	0.18	-3	3
REGR factor score 1 for analysis 1	Pengangguran	7	0.05	0.852	0.322	-0.74	0.84	-2	1
	Pegawai negeri	10	0.58	0.849	0.269	-0.03	1.18	0	2
	Wiraswasta	22	-0.32	1.672	0.356	-1.06	0.42	-6	2
	Industri	45	0.02	0.742	0.111	-0.2	0.24	-3	2
	Pedagang	7	-0.06	0.289	0.109	-0.33	0.21	-1	0
	Rumah tangga	30	0.02	0.832	0.152	-0.29	0.33	-3	2
	Total	121	0	1	0.091	-0.18	0.18	-6	2

Lanjutan lampiran 9

Uji Homogenitas – One Way Anova

Test of Homogeneity of Variances

	Levene Statistic	df1	df2	Sig.
REGR factor score 1 for analysis 1	2.467	5	115	.037
REGR factor score 1 for analysis 2	2.735	5	115	.023
REGR factor score 1 for analysis 1	2.313	5	115	.048
REGR factor score 1 for analysis 1	.222	5	115	.953
REGR factor score 1 for analysis 1	4.556	5	115	.001

Lampiran 10
Structur Equation Model (SEM)

DATE: 10/ 3/2015
TIME: 16:53
L I S R E L 8.80
BY
Karl G. Jöreskog & Dag Sörbom
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Website: www.ssicentral.com
The following lines were read from file C:\Users\Noor Yulia\Desktop\ REV TESIS\CFA1.pr2:

Raw data from file PRELISKU.psf
Latent variables: IP KL TR KP
Relationships:
TP1 = IP
TP2 = IP
TP3 = IP
TA1 = IP
TA2 = IP
AS1 = KL
AS2 = KL
TR1 = TR
TR2 = TR
TR3 = TR
KP1 = KP
KP2 = KP
KP3 = KP
Options SC
Path Diagram
End of Problem
Sample Size = 121

*)

Covariance Matrix

	TP1	TP2	TP3	TA1	TA2	AS1
TP1	0.32					
TP2	0.21	0.28				
TP3	0.21	0.20	0.44			
TA1	-0.03	0.04	0.02	0.34		
TA2	0.03	0.02	0.05	0.06	0.10	
AS1	0.08	0.07	0.10	-0.01	0.01	0.17
AS2	0.07	0.07	0.10	0.04	0.05	0.10
TR1	0.14	0.14	0.20	0.00	0.04	0.07
TR2	0.08	0.08	0.09	0.04	0.02	0.03
TR3	0.10	0.10	0.14	0.04	0.02	0.04
KP1	0.03	0.08	0.15	0.02	0.02	0.01
KP2	0.07	0.07	0.19	0.02	0.04	0.04
KP3	0.11	0.07	0.10	0.04	0.02	0.07

Lanjutan lampiran 10
Structur Equation Model (SEM)

Covariance Matrix

	AS2	TR1	TR2	TR3	KP1	KP2	KP3
AS2	0.17						
TR1	0.08	0.28					
TR2	0.05	0.08	0.12				
TR3	0.06	0.11	0.07	0.23			
KP1	0.02	0.09	0.03	0.04	0.22		
KP2	0.08	0.09	0.05	0.07	0.15	0.23	
KP3	0.09	0.07	0.07	0.03	0.07	0.08	0.21

Number of Iterations = 14
LISREL Estimates (Maximum Likelihood)

Measurement Equations

TP1 = 0.42*IP, Errorvar.= 0.15 , R^2 = 0.54
(0.047) (0.024)
8.82 6.21

TP2 = 0.40*IP, Errorvar.= 0.12 , R^2 = 0.56
(0.044) (0.020)
9.05 6.07

TP3 = 0.54*IP, Errorvar.= 0.15 , R^2 = 0.66
(0.053) (0.029)
10.07 5.22

TA1 = 0.052*IP, Errorvar.= 0.34 , R^2 = 0.0080
(0.057) (0.043)
0.91 7.74

TA2 = 0.091*IP, Errorvar.= 0.097 , R^2 = 0.079
(0.031) (0.013)
2.91 7.64

AS1 = 0.28*KL, Errorvar.= 0.092 , R^2 = 0.46
(0.041) (0.018)
6.77 5.08

AS2 = 0.37*KL, Errorvar.= 0.033 , R^2 = 0.81
(0.044) (0.025)
8.47 1.34

TR1 = 0.39*TR, Errorvar.= 0.13 , R^2 = 0.53
(0.047) (0.024)
8.26 5.55

TR2 = 0.21*TR, Errorvar.= 0.072 , R^2 = 0.38
(0.031) (0.011)
6.83 6.62

TR3 = 0.29*TR, Errorvar.= 0.15 , R^2 = 0.36
(0.044) (0.022)
6.51 6.77

KP1 = 0.34*KP, Errorvar.= 0.11 , R^2 = 0.52
(0.042) (0.020)
8.04 5.49

KP2 = 0.42*KP, Errorvar.= 0.050 , R^2 = 0.78
(0.042) (0.022)
10.08 2.30

KP3 = 0.22*KP, Errorvar.= 0.16 , R^2 = 0.22
(0.043) (0.022)
5.03 7.29

Lanjutan lampiran 10
Structur Equation Model (SEM)

Correlation Matrix of Independent Variables

	IP	KL	TR	KP
IP	1.00			
KL	0.52	1.00		
	(0.09)			
	5.70			
TR	0.89	0.57	1.00	
	(0.06)	(0.10)		
	15.06	5.75		
KP	0.60	0.44	0.58	1.00
	(0.08)	(0.10)	(0.09)	
	7.44	4.52	6.22	

Goodness of Fit Statistics

Degrees of Freedom = 59
Minimum Fit Function Chi-Square = 199.14 (P = 0.0)
Normal Theory Weighted Least Squares Chi-Square = 179.13 (P = 0.00)
Estimated Non-centrality Parameter (NCP) = 120.13
90 Percent Confidence Interval for NCP = (83.64 ; 164.25)
Minimum Fit Function Value = 1.66

Population Discrepancy Function Value (F0) = 1.00
90 Percent Confidence Interval for F0 = (0.70 ; 1.37)
Root Mean Square Error of Approximation (RMSEA) = 0.13
90 Percent Confidence Interval for RMSEA = (0.11 ; 0.15)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00

Expected Cross-Validation Index (ECVI) = 2.03
90 Percent Confidence Interval for ECVI = (1.72 ; 2.39)
ECVI for Saturated Model = 1.52
ECVI for Independence Model = 9.08

Chi-Square for Independence Model with 78 Degrees of Freedom = 1063.61
Independence AIC = 1089.61
Model AIC = 243.13
Saturated AIC = 182.00
Independence CAIC = 1138.96
Model CAIC = 364.60
Saturated CAIC = 527.42

Normed Fit Index (NFI) = 0.81
Non-Normed Fit Index (NNFI) = 0.81
Parsimony Normed Fit Index (PNFI) = 0.61
Comparative Fit Index (CFI) = 0.86
Incremental Fit Index (IFI) = 0.86
Relative Fit Index (RFI) = 0.75
Critical N (CN) = 53.53
Root Mean Square Residual (RMR) = 0.021
Standardized RMR = 0.094
Goodness of Fit Index (GFI) = 0.81
Adjusted Goodness of Fit Index (AGFI) = 0.71
Parsimony Goodness of Fit Index (PGFI) = 0.53

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
TP1	KP	12.1	-0.22
TP3	KP	25.8	0.37
TA2	KL	8.3	0.11
KP1	KL	14.8	-0.19
KP3	KL	20.9	0.22
KP3	TR	9.9	0.19

The Modification Indices Suggest to Add an **Error Covariance**

Between	and	Decrease in Chi-Square	New Estimate
TP2	TP1	22.0	0.08
TA2	TA1	9.7	0.05
AS2	TA2	17.1	0.04
KP1	TP1	11.7	-0.05
KP2	TP2	9.2	-0.04
KP2	TP3	11.1	0.05
KP2	KP1	14.4	0.15
KP3	TP1	10.8	0.05

Standardized Solution

LAMBDA-X

	IP	KL	TR	KP
TP1	0.42	- -	- -	- -
TP2	0.40	- -	- -	- -
TP3	0.54	- -	- -	- -
TA1	0.05	- -	- -	- -
TA2	0.09	- -	- -	- -
AS1	- -	0.29	- -	- -
AS2	- -	0.38	- -	- -
TR1	- -	- -	0.39	- -
TR2	- -	- -	0.21	- -
TR3	- -	- -	0.29	- -
KP1	- -	- -	- -	0.34
KP2	- -	- -	- -	0.42
KP3	- -	- -	- -	0.22

PHI

	IP	KL	TR	KP
IP	1.00			
KL	0.52	1.00		
TR	0.89	0.57	1.00	
KP	0.60	0.44	0.58	1.00

Lanjutan lampiran 10
Structur Equation Model (SEM)

Completely Standardized Solution

LAMBDA-X

	IP	KL	TR	KP
TP1	0.74	- -	- -	- -
TP2	0.75	- -	- -	- -
TP3	0.81	- -	- -	- -
TA1	0.09	- -	- -	- -
TA2	0.28	- -	- -	- -
AS1	- -	0.68	- -	- -
AS2	- -	0.90	- -	- -
TR1	- -	- -	0.73	- -
TR2	- -	- -	0.62	- -
TR3	- -	- -	0.60	- -
KP1	- -	- -	- -	0.72
KP2	- -	- -	- -	0.88
KP3	- -	- -	- -	0.47

PHI

	IP	KL	TR	KP
IP	1.00			
KL	0.52	1.00		
TR	0.89	0.57	1.00	
KP	0.60	0.44	0.58	1.00

THETA-DELTA

TP1	TP2	TP3	TA1	TA2	AS1
0.46	0.44	0.34	0.99	0.92	0.54

THETA-DELTA

AS2	TR1	TR2	TR3	KP1	KP2	KP3
0.19	0.47	0.62	0.64	0.48	0.22	0.78

Time used: 0.047 Seconds

DATE: 10/ 3/2015 TIME: 18:23

L I S R E L 8.80

BY Karl G. Jöreskog & Dag Sörbom

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Lanjutan lampiran 10
Structur Equation Model (SEM)

The following lines were read from file C:\Users\Noor Yulia\Desktop\REV TESIS\CFA1.pr2:

Raw data from file PRELISKU.psf
Latent variables: IP KL TR KP
Relationships:
TP1 = IP
TP2 = IP
TP3 = IP
TA1 = IP
TA2 = IP
AS1 = KL
AS2 = KL
TR1 = TR
TR2 = TR
TR3 = TR
KP1 = KP
KP2 = KP
KP3 = KP

KL = IP
KP = IP
TR = KL
KP = TR

SET ERROR COVARIANCE OF AS2 AND AS1 FREE
SET ERROR COVARIANCE OF TP2 AND TP1 FREE
SET ERROR COVARIANCE OF TA2 AND AS2 FREE
SET ERROR COVARIANCE OF TP1 AND KP1 FREE
SET ERROR COVARIANCE OF KP3 AND AS2 FREE
SET ERROR COVARIANCE OF KP2 AND AS2 FREE
SET ERROR COVARIANCE OF TP1 AND KP3 FREE
SET ERROR COVARIANCE OF TA1 AND TP1 FREE
SET ERROR COVARIANCE OF KP3 AND AS1 FREE
SET ERROR COVARIANCE OF KP3 AND TR2 FREE

Options SC
Path Diagram
End of Problem

Sample Size = 121

Covariance Matrix

	AS1	AS2	TR1	TR2	TR3	KP1
AS1	0.17					
AS2	0.10	0.17				
TR1	0.07	0.08	0.28			
TR2	0.03	0.05	0.08	0.12		
TR3	0.04	0.06	0.11	0.07	0.23	
KP1	0.01	0.02	0.09	0.03	0.04	0.22
KP2	0.04	0.08	0.09	0.05	0.07	0.15
KP3	0.07	0.09	0.07	0.07	0.03	0.07

TP1	0.08	0.07	0.14	0.08	0.10	0.03
TP2	0.07	0.07	0.14	0.08	0.10	0.08
TP3	0.10	0.10	0.20	0.09	0.14	0.15
TA1	-0.01	0.04	0.00	0.04	0.04	0.02
TA2	0.01	0.05	0.04	0.02	0.02	0.02

Covariance Matrix

	KP2	KP3	TP1	TP2	TP3	TA1	TA2
KP2	0.23						
KP3	0.08	0.21					
TP1	0.07	0.11	0.32				
TP2	0.07	0.07	0.21	0.28			
TP3	0.19	0.10	0.21	0.20	0.44		
TA1	0.02	0.04	-0.03	0.04	0.02	0.34	
TA2	0.04	0.02	0.03	0.02	0.05	0.06	0.10

LISREL Estimates(Intermediate Solution)

Measurement Equations

AS1 = 0.16*KL, Errorvar.= 0.14 , R^2 = 0.16
(0.015)
9.13

AS2 = 0.19*KL, Errorvar.= 0.13 , R^2 = 0.23
(0.25) (0.015)
0.79 8.42

TR1 = 0.38*TR, Errorvar.= 0.14 , R^2 = 0.51
(0.023)
5.99

TR2 = 0.20*TR, Errorvar.= 0.075 , R^2 = 0.35
(0.091) (0.010)
2.20 7.28

TR3 = 0.29*TR, Errorvar.= 0.15 , R^2 = 0.37
(0.12) (0.020)
2.37 7.36

KP1 = 0.35*KP, Errorvar.= 0.098 , R^2 = 0.55
(0.017)
5.89

KP2 = 0.41*KP, Errorvar.= 0.064 , R^2 = 0.72
(0.15) (0.019)
2.64 3.43

KP3 = 0.22*KP, Errorvar.= 0.16 , R^2 = 0.24
(0.12) (0.017)
1.86 9.32

TP1 = 0.35*IP, Errorvar.= 0.20 , R^2 = 0.38
(0.047) (0.028)
7.57 7.36

TP2 = 0.34*IP, Errorvar.= 0.17 , R^2 = 0.41
(0.045) (0.022)
7.54 7.40

TP3 = 0.58*IP, Errorvar.= 0.11 , R^2 = 0.76
(0.053) (0.032)
10.95 3.28

Lanjutan lampiran 10
Structur Equation Model (SEM)

TA1 = 0.060*IP, Errorvar.= 0.33 , R^2 = 0.011
(0.057) (0.043)
1.06 7.83
TA2 = 0.099*IP, Errorvar.= 0.096 , R^2 = 0.092
(0.028) (0.012)
3.48 8.09

Error Covariance for AS2 and AS1 = 0.069
(0.012)
5.94
Error Covariance for KP2 and AS2 = 0.032
(0.0085)
3.73
Error Covariance for KP3 and AS1 = 0.048
(0.011)
4.52
Error Covariance for KP3 and AS2 = 0.065
(0.010)
6.24
Error Covariance for KP3 and TR2 = 0.031
(0.0088)
3.48
Error Covariance for TP1 and KP1 = -0.05
(0.012)
-3.95
Error Covariance for TP1 and KP3 = 0.045
(0.013)
3.43
Error Covariance for TP2 and TP1 = 0.090
(0.019)
4.83
Error Covariance for TA1 and TP1 = -0.06
(0.019)
-3.49
Error Covariance for TA2 and AS2 = 0.034
(0.0082)
4.15

Structural Equations

KL = 0.89*IP, Errorvar.= 0.20 , R^2 = 0.80
(0.037) (0.0039)
24.13 51.72
TR = 1.01*KL, Errorvar.= -0.029 , R^2 = 1.03
(0.63) (0.023)
1.62 -1.27

W_A_R_N_I_N_G : Error variance is negative.
KP = - 0.50*TR + 1.19*IP, Errorvar.= 0.42 , R^2 = 0.58
(0.68) (0.26) (0.022)
-0.73 4.63 19.26

Lanjutan lampiran 10
Structur Equation Model (SEM)

Reduced Form Equations

KL = 0.89*IP, Errorvar.= 0.20, R^2 = 0.80
(0.037)
24.13

TR = 0.91*IP, Errorvar.= 0.18, R^2 = 0.82
(0.53)
1.72

KP = 0.73*IP, Errorvar.= 0.46, R^2 = 0.54
(0.46)
1.61

Correlation Matrix of Independent Variables

IP
1.00

Covariance Matrix of Latent Variables

	KL	TR	KP	IP
KL	1.00			
TR	1.01	1.00		
KP	0.56	0.58	1.00	
IP	0.89	0.91	0.73	1.00

W_A_R_N_I_N_G: Matrix above is not positive definite

Lanjutan lampiran 10
Structur Equation Model (SEM)

Goodness of Fit Statistics

Degrees of Freedom = 51
Minimum Fit Function Chi-Square = 70.10 (P = 0.039)
Normal Theory Weighted Least Squares Chi-Square = 64.81 (P = 0.093)
Estimated Non-centrality Parameter (NCP) = 13.81
90 Percent Confidence Interval for NCP = (0.0 ; 38.58)

Minimum Fit Function Value = 0.58
Population Discrepancy Function Value (F0) = 0.12
90 Percent Confidence Interval for F0 = (0.0 ; 0.32)
Root Mean Square Error of Approximation (RMSEA) = 0.048
90 Percent Confidence Interval for RMSEA = (0.0 ; 0.079)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.52

Expected Cross-Validation Index (ECVI) = 1.21
90 Percent Confidence Interval for ECVI = (1.09 ; 1.41)
ECVI for Saturated Model = 1.52
ECVI for Independence Model = 9.08

Chi-Square for Independence Model with 78 Degrees of Freedom = 1063.61
Independence AIC = 1089.61
Model AIC = 144.81
Saturated AIC = 182.00
Independence CAIC = 1138.96
Model CAIC = 296.64
Saturated CAIC = 527.42

Normed Fit Index (NFI) = 0.93
Non-Normed Fit Index (NNFI) = 0.97
Parsimony Normed Fit Index (PNFI) = 0.61
Comparative Fit Index (CFI) = 0.98
Incremental Fit Index (IFI) = 0.98
Relative Fit Index (RFI) = 0.90

Critical N (CN) = 133.48

Root Mean Square Residual (RMR) = 0.014
Standardized RMR = 0.062
Goodness of Fit Index (GFI) = 0.92
Adjusted Goodness of Fit Index (AGFI) = 0.86
Parsimony Goodness of Fit Index (PGFI) = 0.52

Time used: 0.031 Seconds