



## **KUISSIONER PENELITIAN**

**No. Responden : .....**

Saya, mahasiswa Magister Manajemen Program Pasca Sarjana Universitas Esa Unggul yang sedang menyelesaikan tugas akhir tesis

Dalam rangka mengumpulkan data, saya mohon kesediaan dan bantuan Bpk/Ibu untuk meluangkan waktu untuk mengisi kuesioner ini. Hasil kuesioner ini sepenuhnya akan digunakan untuk kepentingan penelitian tentang :

### **PENGARUH CITRA MEREK, KUALITAS PELAYANAN TERHADAP LOYALITAS PASIEN YANG DIMEDIASI OLEH KEPUASAN PASIEN DI UNIT RAWAT JALAN RUMAH SAKIT QADR TANGERANG**

Jawaban kuesioner ini akan terjamin kerahasiaannya, oleh karena itu Bpk/Ibu tidak perlu menuliskan nama. Mengingat keberhasilan penelitian ini akan sangat tergantung kepada kelengkapan jawaban, dimohon dengan sangat agar kiranya jawaban dapat diberikan dengan lengkap. Kejujuran serta kesungguhan Bpk/Ibu dalam mengisi kuesioner ini akan sangat berarti dan sangat saya hargai

Atas kesediaan serta kerjasama Bpk/Ibu, saya ucapkan terima kasih.

Hormat Saya,

**(Eni Trismiati)**

**PETUNJUK :**

Mohon berikan tanda ( √ ) pada jawaban yang anda pilih :

**Jenis Kelamin**

- Pria
- Wanita

**Umur :**

- 17 - 24
- 25 – 34
- 35 – 49
- 50 – 64
- 65 Tahun Keatas

**Pendidikan :**

- SD
- SLTP
- SLTA
- Diploma
- S1
- S2

**Pekerjaan**

- Pelajar/Mahasiswa
- PNS
- Swasta
- Pedagang
- Buruh
- Tidak Bekerja

**Kunjungan ke Rumah Sakit Qadr**

- Pertama Kali
- 2 kali
- 3 Kali
- > 3 kali

**Pembiayaan di Tanggung oleh :**

- Pribadi
- Asuransi Swasta / Perusahaan
- BPJS/ ASKES/KTS/JKD

Tangerang, ..... / ..... / 2015

Yang Memberi Pernyataan

(.....)

**Petunjuk pengisian :**

Dari skala 1 sampai 6, berilah nilai terhadap pernyataan dibawah ini. Adapun arti dari angka penilaian yang anda pilih adalah 1 = sangat tidak setuju, dan 6 = sangat setuju

No	Pernyataan	1	2	3	4	5	6
1	Rumah Sakit ini sudah dikenal masyarakat sebagai Rumah Sakit yang Islami						
2	Saya percaya Rumah Sakit ini dapat memberikan pelayanan kesehatan yang saya butuhkan dengan baik						
3	Rumah Sakit ini memiliki lingkungan yang bersih						
4	Rumah Sakit ini memiliki lingkungan yang Asri						
5	Dokter di Rumah Sakit ini selalu bersikap baik terhadap pasien						
6	Rumah Sakit ini memiliki peralatan medis yang canggih						
7	Fasilitas fisik (kursi, meja, gedung, dll) terlihat menarik						
8	Rumah Sakit ini memiliki Perawat yang berpenampilan rapi						
9	Rumah Sakit ini memiliki ruang tunggu yang nyaman						

<b>NO</b>	<b>Pernyataan</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
10	Pelayanan yang diberikan dokter tepat waktu						
11	Petugas Medis menjelaskan pemeriksaan yang akan dilakukan						
12	Jadwal pelayanan Rumah Sakit ini dijalankan dengan tepat						
13	Prosedur pelayanan Rumah Sakit ini tidak berbelit-belit.						
14	Petugas di Rumah Sakit ini memberikan informasi jika ada keterlambatan pelayanan dokter						
15	Dokter di Rumah Sakit ini cepat tanggap menyelesaikan keluhan pasien						
16	Petugas Apotik memberitahukan waktu penyediaan obat						
17	Petugas Kasir melayani dengan baik						
18	Dokter dengan tepat mendiagnosa penyakit pasien						
19	Dokter dengan sabar menjelaskan tentang penyakit pasien						
20	Perawat melayani dengan ramah						
21	Petugas Apotik memberikan obat dengan benar						

<b>NO</b>	<b>Pernyataan</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
22	Menurut saya dokter memberikan penjelasan yang rinci atas pengobatan yang diberikan terhadap pasien.						
23	Dokter memberikan perhatian terhadap keluhan pasien dan keluarganya.						
24	Menurut saya Rumah Sakit ini memberikan pelayanan yang adil tanpa memandang status sosial						
25	Menurut saya para petugas memberikan perhatian terhadap setiap keluhan						
26	Setiap kali saya sakit, saya selalu mengunjungi rumah sakit ini untuk berobat.						
27	Saya tidak pernah merisaukan biaya rumah sakit, jika saya berobat di rumah sakit ini.						
28	(Apaila dimintai pendapat) saya akan merekomendasikan Rumah Sakit ini kepada teman-teman saya						
29	Saya sangat puas dengan kinerja Dokter						
30	Saya sangat puas dengan pelayanan yang diberikan Rumah Sakit ini						

## LAMPIRAN SPSS – UJI VALIDITAS

### ➤ Reliability Citra Merek

#### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.869	5

### ➤ Validity Citra Merek

#### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
CM1	15.83	4.006	.818	.809
CM2	15.70	4.838	.790	.831
CM3	15.83	4.006	.818	.809
CM4	15.57	5.289	.402	.906
CM5	15.73	4.271	.711	.838

➤ **Reliability Kualitas Pelayanan****Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.919	20

➤ **Validity Kualitas Pelayanan****Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
T1	70.27	75.926	.576	.916
T2	70.87	73.292	.476	.918
T3	70.80	74.717	.397	.920
T4	71.20	69.752	.706	.912
R1	70.63	73.689	.645	.914
R2	70.27	74.754	.731	.914
R3	70.27	74.064	.513	.917
R4	70.20	74.855	.552	.916
RP1	70.30	72.217	.702	.913
RP2	70.53	74.051	.459	.918
RP3	70.37	75.482	.694	.915
RP4	70.93	72.823	.515	.917
AS1	70.90	74.852	.418	.919
AS2	70.60	71.007	.682	.913
AS3	70.73	73.651	.521	.916
AS4	71.07	73.444	.489	.917
EM1	70.50	70.672	.702	.912
EM2	70.53	71.706	.697	.913
EM3	70.70	70.631	.688	.912
EM4	70.67	70.230	.686	.913

➤ **Reliability Loyalitas****Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.835	3

➤ **Validity Loyalitas****Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
L1	7.80	2.234	.700	.786
L2	7.67	1.471	.780	.700
L3	7.60	2.041	.659	.806



➤ **Reliability Kepuasan****Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.758	2

➤ **Validity Kepuasan****Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
K1	3.87	.395	.621	. <sup>a</sup>
K2	3.90	.576	.621	. <sup>a</sup>

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.

LAMPIRAN SEM

DATE: 2/ 6/2015

TIME: 7:12

L I S R E L 8.30

BY

Karl G. Jöreskog & Dag Sörbom

This program is published exclusively by

Scientific Software International, Inc.

7383 N. Lincoln Avenue, Suite 100

Chicago, IL 60646-1704, U.S.A.

Phone: (800)247-6113, (847)675-0720, Fax: (847)675-2140

Copyright by Scientific Software International, Inc., 1981-99

Use of this program is subject to the terms specified in the

Universal Copyright Convention.

Website: [www.ssicentral.com](http://www.ssicentral.com)

The following lines were read from file D:\BUENISEM\DATA.SPJ:

Observed Variables

CM1 CM2 CM3 CM4 CM5 TANGIBLE RELIABIL RESPONSI ASSURANC  
EMPHATY

L1 L2 L3 K1 K2

Correlation Matrix From File D:\BUENISEM\DATA.COR

Sample Size = 160

Latent Variables C.Merk K.Layanan Loyalitas Kepuasan

Relationships

CM1 CM2 CM3 CM4 CM5 = C.Merk

TANGIBLE RELIABIL RESPONSI ASSURANC EMPHATY = K.Layanan

L1 L2 L3 = Loyalitas

K1 K2 = Kepuasan

Kepuasan = C.Merk K.Layanan

Loyalitas = C.Merk K.Layanan Kepuasan

Path Diagram

options ME=UL AD=OFF IT=500

set the error variance of CM5 equal to free

SET THE CORRELATION BETWEEN C.Merk AND K.Layanan EQUAL TO  
0.3

set the error covariance between CM1 and K1 to free

set the error covariance between CM3 and K1 to free

set the error covariance between CM5 and CM1 to free

set the error covariance between RELIABIL and CM2 to free

set the error covariance between RESPONSI and CM3 to free

set the error covariance between ASSURANC and CM1 to free

set the error covariance between ASSURANC and CM3 to free

set the error covariance between ASSURANC and RELIABIL to free

set the error covariance between ASSURANC and RESPONSI to free

set the error covariance between CM3 and CM2 to free

!set the error covariance between CM5 and K1 to free

set the error covariance between EMPHATY and K1 to free

set the error covariance between CM5 and CM3 to free

set the error covariance between CM5 and CM4 to free

set the error covariance between TANGIBLE and CM2 to free

set the error covariance between TANGIBLE and CM3 to free

set the error covariance between TANGIBLE and CM4 to free

set the error covariance between TANGIBLE and CM5 to free

set the error covariance between RELIABIL and CM1 to free

set the error covariance between RELIABIL and CM3 to free

set the error covariance between RELIABIL and CM4 to free

!set the error covariance between RELIABIL and CM5 to free

set the error covariance between RELIABIL and TANGIBLE to free

set the error covariance between RESPONSI and CM2 to free

set the error covariance between RESPONSI and CM4 to free

set the error covariance between RESPONSI and CM5 to free

set the error covariance between EMPHATY and CM1 to free

set the error covariance between EMPHATY and CM2 to free

set the error covariance between EMPHATY and CM3 to free

set the error covariance between EMPHATY and CM5 to free

set the error covariance between TANGIBLE and CM1 to free

set the error covariance between K2 and L2 to free

set the error covariance between EMPHATY and L1 to free

End of Problem

Sample Size = 160

Correlation Matrix to be Analyzed

L1	L2	L3	K1	K2	CM1		
		L1	1.00				
		L2	0.51	1.00			
		L3	0.34	0.58	1.00		
		K1	0.34	0.53	0.60	1.00	
		K2	0.37	0.47	0.53	0.66	1.00
CM1	0.22	0.34	0.39	0.44	0.31	1.00	
CM2	0.34	0.34	0.30	0.33	0.38	0.50	
CM3	0.40	0.35	0.27	0.30	0.39	0.38	
CM4	0.26	0.30	0.31	0.33	0.27	0.38	
CM5	0.40	0.40	0.34	0.44	0.47	0.52	
TANGIBLE	0.45	0.41	0.35	0.55	0.54	0.40	
RELIABIL	0.39	0.42	0.37	0.53	0.43	0.53	
RESPONSI	0.47	0.46	0.34	0.46	0.49	0.36	
ASSURANC	0.46	0.36	0.34	0.36	0.44	0.12	

EMPHATY 0.69 0.65 0.47 0.59 0.56 0.39

Correlation Matrix to be Analyzed

CM2	CM3	CM4	CM5	TANGIBLE	RELIABIL	RESPONSI	ASSURANC	EMPHATY
1.00								
0.83	1.00							
0.64	0.62	1.00						
0.76	0.65	0.54	1.00					
0.65	0.63	0.56	0.69	1.00				
0.73	0.64	0.59	0.71	0.66	1.00			
0.59	0.69	0.59	0.56	0.71	0.67	1.00		
0.35	0.50	0.35	0.33	0.59	0.37	0.59	1.00	
0.47	0.52	0.38	0.52	0.63	0.56	0.63	0.56	1.00

Correlation Matrix to be Analyzed

RESPONSI	ASSURANC	EMPHATY
1.00		
0.70	1.00	
0.60	0.45	1.00

Number of Iterations = 16

LISREL Estimates (Unweighted Least Squares)

L1 = 0.64\*Loyalita, Errorvar.= 0.59 , R<sup>2</sup> = 0.41

(0.053) (0.12)

12.20 4.75

L2 = 0.76\*Loyalita, Errorvar.= 0.42 , R<sup>2</sup> = 0.58

(0.082) (0.13)

9.31 3.13

L3 = 0.67\*Loyalita, Errorvar.= 0.54 , R<sup>2</sup> = 0.46

(0.075) (0.12)

9.03 4.38

K1 = 0.80\*Kepuasan, Errorvar.= 0.36 , R<sup>2</sup> = 0.64

(0.089) (0.14)

8.95 2.52

K2 = 0.82\*Kepuasan, Errorvar.= 0.32 , R<sup>2</sup> = 0.68

(0.076) (0.15)

10.80 2.18

$$CM1 = 0.62 * C.Merk, Errorvar.= 0.61, R^2 = 0.39$$

(0.051)            (0.13)

12.29            4.64

$$CM2 = 0.80 * C.Merk, Errorvar.= 0.36, R^2 = 0.64$$

(0.049)            (0.14)

16.48            2.48

$$CM3 = 0.78 * C.Merk, Errorvar.= 0.39, R^2 = 0.61$$

(0.064)            (0.16)

12.09            2.53

$$CM4 = 0.77 * C.Merk, Errorvar.= 0.41, R^2 = 0.59$$

(0.049)            (0.14)

15.67            2.89

$$CM5 = 1.02 * C.Merk, R^2 = 1.00$$

(0.039)

25.95

$$TANGIBLE = 0.82 * K.Layana, Errorvar.= 0.32, R^2 = 0.68$$

(0.048)            (0.14)

17.22            2.30

$$RELIABIL = 0.81 * K.Layana, Errorvar.= 0.35, R^2 = 0.65$$



(0.052)            (0.14)  
15.69              2.44

RESPONSI = 0.81\*K.Layana, Errorvar.= 0.34 , R<sup>2</sup> = 0.66

(0.046)            (0.14)  
17.84              2.46

ASSURANC = 0.71\*K.Layana, Errorvar.= 0.50 , R<sup>2</sup> = 0.50

(0.047)            (0.13)  
14.88              3.91

EMPHATY = 0.80\*K.Layana, Errorvar.= 0.36 , R<sup>2</sup> = 0.64

(0.044)            (0.13)  
18.05              2.75

Error Covariance for K2 and L2 = -0.08

(0.096)

-0.83

Error Covariance for CM1 and K1 = 0.17

(0.086)

1.96

Error Covariance for CM3 and K1 = -0.04

(0.090)

-0.48

Error Covariance for CM3 and CM2 = 0.21

(0.11)

1.87

Error Covariance for CM5 and CM1 = -0.11

(0.10)

-1.10

Error Covariance for CM5 and CM3 = -0.14

(0.11)

-1.28

Error Covariance for CM5 and CM4 = -0.24

(0.10)

-2.29

Error Covariance for TANGIBLE and CM1 = 0.24

(0.081)

2.98

Error Covariance for TANGIBLE and CM2 = 0.45

(0.082)

5.50

Error Covariance for TANGIBLE and CM3 = 0.44

(0.082)

5.36

Error Covariance for TANGIBLE and CM4 = 0.37

(0.082)

4.48

Error Covariance for TANGIBLE and CM5 = 0.44

(0.082)

5.36

Error Covariance for RELIABIL and CM1 = 0.38

(0.081)

4.70

Error Covariance for RELIABIL and CM2 = 0.53

(0.082)

6.48

Error Covariance for RELIABIL and CM3 = 0.45

(0.082)

5.51

Error Covariance for RELIABIL and CM4 = 0.40

(0.082)

4.91

Error Covariance for RELIABIL and TANGIBLE = 0.00

(0.10)

-0.01

Error Covariance for RESPONSI and CM2 = 0.39

(0.082)

4.75

Error Covariance for RESPONSI and CM3 = 0.50

(0.083)

6.08

Error Covariance for RESPONSI and CM4 = 0.40

(0.082)

4.92

Error Covariance for RESPONSI and CM5 = 0.31

(0.082)

3.78

Error Covariance for ASSURANC and CM1 = -0.01

(0.081)

-0.10

Error Covariance for ASSURANC and CM3 = 0.33

(0.082)

4.05

Error Covariance for ASSURANC and RELIABIL = -0.20

(0.097)

-2.04

Error Covariance for ASSURANC and RESPONSI = 0.13

(0.096)

1.31

Error Covariance for EMPHATY and L1 = 0.29

(0.089)

3.32

Error Covariance for EMPHATY and K1 = 0.10

(0.091)

1.16

Error Covariance for EMPHATY and CM1 = 0.24

(0.081)

2.97

Error Covariance for EMPHATY and CM2 = 0.28

(0.082)

3.38

Error Covariance for EMPHATY and CM3 = 0.33

(0.082)

4.02

Error Covariance for EMPHATY and CM5 = 0.27

(0.082)

3.33

$$\text{Loyalita} = 0.51 * \text{Kepuasan} + 0.21 * \text{C.Merk} + 0.32 * \text{K.Layana}, \text{Errorvar.} = 0.19, R^2 = 0.81$$

(0.25)      (0.078)      (0.14)

2.08      2.75      2.22

$$\text{Kepuasan} = 0.35 * \text{C.Merk} + 0.65 * \text{K.Layana}, \text{Errorvar.} = 0.32, R^2 = 0.68$$

(0.038)      (0.044)

9.15      14.74

#### Correlation Matrix of Independent Variables

C.Merk    K.Layana

-----    -----

C.Merk    1.00

K.Layana    0.30    1.00

#### Covariance Matrix of Latent Variables

Loyalita	Kepuasan	C.Merk	K.Layana	
-----	-----	-----	-----	
Loyalita	1.00			
Kepuasan	0.87	1.00		
C.Merk	0.59	0.54	1.00	
K.Layana	0.77	0.76	0.30	1.00

### Goodness of Fit Statistics

Degrees of Freedom = 55

Normal Theory Weighted Least Squares Chi-Square = 102.47 (P = 0.00011)

Estimated Non-centrality Parameter (NCP) = 47.47

90 Percent Confidence Interval for NCP = (22.82 ; 79.94)

Minimum Fit Function Value = 0.64

Population Discrepancy Function Value (F0) = 0.30

90 Percent Confidence Interval for F0 = (0.14 ; 0.50)

Root Mean Square Error of Approximation (RMSEA) = 0.074

90 Percent Confidence Interval for RMSEA = (0.051 ; 0.096)

P-Value for Test of Close Fit (RMSEA < 0.05) = 0.043

Expected Cross-Validation Index (ECVI) = 1.46

90 Percent Confidence Interval for ECVI = (1.31 ; 1.67)

ECVI for Saturated Model = 1.51

ECVI for Independence Model = 25.70

Chi-Square for Independence Model with 105 Degrees of Freedom = 4056.70

Independence AIC = 4086.70

Model AIC = 232.47

Saturated AIC = 240.00

Independence CAIC = 4147.82

Model CAIC = 497.35

Saturated CAIC = 729.02

Root Mean Square Residual (RMR) = 0.073

Standardized RMR = 0.073

Goodness of Fit Index (GFI) = 0.98

Adjusted Goodness of Fit Index (AGFI) = 0.96

Parsimony Goodness of Fit Index (PGFI) = 0.45

Normed Fit Index (NFI) = 0.97

Non-Normed Fit Index (NNFI) = 0.98

Parsimony Normed Fit Index (PNFI) = 0.51

Comparative Fit Index (CFI) = 0.99

Incremental Fit Index (IFI) = 0.99

Relative Fit Index (RFI) = 0.95

Critical N (CN) = 128.69

The Modification Indices Suggest to Add the

Path to	from	Decrease in Chi-Square	New Estimate
CM1	K.Layana	11.7	0.29
CM5	K.Layana	13.8	0.24
RELIABIL	C.Merk	25.6	0.41
ASSURANC	C.Merk	12.5	0.22
EMPHATY	C.Merk	10.0	0.30

The Modification Indices Suggest to Add an Error Covariance

Between	and	Decrease in Chi-Square	New Estimate
RELIABIL	CM5	36.2	0.49
EMPHATY	L2	9.6	0.33

The Problem used 63480 Bytes (= 0.1% of Available Workspace)

Time used: 0.170 Seconds



RESP	CITRA MEREK					KUALITAS LAYANAN																LOYALITAS			KEPUASAN						
	CM1	CM2	CM3	CM4	CM5	T1	T2	T3	T4	R1	R2	R3	R4	RP1	RP2	RP3	RP4	AS1	AS2	AS3	AS4	EM1	EM2	EM3	EM4	L1	L2	L3	K1	K2	
1	4	4	4	4	4	4	3	4	3	4	4	5	3	4	5	4	3	4	4	3	3	3	3	3	3	4	4	4	3	4	
2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	3	3	4	4	3	3	3	3	3	4	4	4	
3	4	4	3	4	4	4	4	3	3	3	4	4	4	4	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
4	4	4	4	3	4	4	4	4	3	4	4	5	5	5	4	4	2	4	4	2	4	4	4	4	4	4	5	4	5	5	
5	4	4	4	5	4	5	3	5	4	4	4	5	5	4	4	4	4	4	5	4	4	4	4	5	5	4	4	5	5	4	
6	3	4	3	4	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	
7	4	4	4	4	4	4	2	3	3	3	4	4	4	4	4	3	4	3	3	2	4	4	4	3	4	4	4	4	4	4	
8	4	4	4	4	4	4	4	4	3	4	4	4	3	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	
9	3	3	3	3	3	3	2	3	3	3	3	4	4	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	
10	4	4	4	4	4	4	4	4	4	4	4	5	5	5	4	4	4	4	4	5	4	3	3	4	4	4	4	3	4	4	
11	4	4	4	4	4	4	4	3	3	4	4	4	4	5	5	5	4	3	3	3	3	4	4	4	3	4	4	4	4	4	
12	4	4	4	5	3	4	3	2	2	3	4	5	4	4	3	4	4	2	3	3	3	3	4	3	3	3	4	4	4	3	
13	4	4	5	5	5	4	4	3	4	3	5	4	4	5	4	4	4	4	4	4	4	5	4	5	5	5	4	4	4	4	
14	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	3	4	2	3	4	4	3	4	4	4	4	4	4	
15	2	3	2	4	2	4	4	3	2	3	4	3	4	4	2	3	2	3	3	2	3	2	3	2	3	3	2	4	4	3	
16	4	4	4	5	4	4	4	5	4	4	4	4	4	4	4	4	5	1	5	1	4	4	4	4	4	4	5	4	4	4	
17	2	4	4	4	2	4	2	4	2	3	4	4	4	3	4	4	3	4	2	3	4	4	3	2	2	3	3	2	3	3	
18	5	5	5	5	5	5	3	4	4	5	5	5	5	4	2	5	2	1	5	1	3	5	5	5	5	5	5	5	5	5	
19	3	3	3	4	4	4	3	3	3	3	4	4	4	4	3	4	3	4	3	3	4	4	4	4	4	4	4	4	4	4	
20	5	5	5	5	5	5	5	3	4	5	5	5	5	5	4	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	
21	4	4	3	3	4	4	3	3	2	3	3	3	3	2	4	3	3	3	4	3	2	2	2	2	3	3	2	3	2	3	
22	3	3	3	4	4	4	2	3	2	3	4	4	4	4	4	4	3	3	4	4	2	4	4	4	4	4	4	5	5	4	
23	4	4	4	4	4	4	4	4	2	4	4	4	5	4	4	4	3	3	3	4	3	4	4	3	3	3	4	3	4	4	
24	4	4	4	4	4	4	3	4	3	4	4	3	4	3	2	4	3	3	3	3	3	3	3	3	3	3	2	3	3	4	
25	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	3	4	4	3	3	4	4	4	4	4	3	4	4	4	4	
26	4	4	4	5	4	4	4	4	3	3	4	4	4	4	4	4	3	3	3	3	4	4	4	4	2	4	4	3	4	3	
27	4	4	4	4	4	4	2	2	2	4	4	4	4	4	4	2	4	3	3	2	4	4	4	4	4	3	4	4	3	3	
28	5	5	5	4	5	5	4	3	5	4	5	5	5	5	4	4	4	5	3	4	5	5	4	5	4	5	4	5	5	4	
29	4	4	3	3	4	4	4	1	2	4	4	2	4	4	1	4	2	4	4	3	3	5	4	4	4	4	5	4	4	5	
30	4	4	4	4	4	3	4	2	3	4	4	4	4	4	5	4	4	2	4	2	4	4	3	4	4	4	4	4	4	4	
31	4	4	4	5	3	4	4	3	4	4	4	4	4	4	3	4	4	3	3	3	4	4	4	4	4	4	4	4	4	4	
32	4	5	5	5	4	4	4	3	3	4	5	5	5	5	5	4	4	4	4	4	3	5	5	5	5	5	5	5	3	4	
33	5	5	4	5	5	5	5	4	5	5	5	5	4	5	5	4	4	3	4	3	3	4	5	4	5	5	5	5	4	3	
34	3	2	3	4	2	2	2	2	2	2	2	2	2	2	4	2	2	4	4	3	4	2	2	2	2	4	2	4	2	2	
35	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	4	4	2	3	3	3	4	4	4	3	3	4	4	4	4	
36	2	3	3	3	3	3	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
37	4	4	4	4	4	4	2	3	3	3	4	4	4	4	4	4	3	4	3	3	2	4	4	4	3	4	4	4	4	4	
38	4	4	3	4	4	4	3	3	3	4	4	4	4	4	4	4	3	4	3	3	4	4	4	4	4	4	4	4	4	4	
39	5	4	4	5	5	5	5	4	4	5	5	5	5	5	5	4	4	3	4	2	3	4	4	4	4	4	4	4	4	4	
40	5	5	4	5	5	5	5	4	4	3	5	5	5	5	5	5	4	4	3	3	4	3	4	5	5	4	4	4	4	5	5
41	4	4	3	4	4	4	4	5	4	4	4	5	5	4	3	4	4	4	4	4	4	4	5	4	4	4	5	5	5	4	
42	4	4	4	4	4	5	2	3	2	4	4	4	4	5	4	4	4	3	3	4	3	4	4	4	4	5	4	3	4	4	
43	4	4	3	4	4	4	3	3	4	3	4	4	4	4	3	4	3	2	3	2	3	4	4	4	4	4	4	4	4	4	
44	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	3	4	5	5	4	4	4	4	4	4	4	4	5	5	
45	4	4	3	4	4	4	5	3	3	3	4	4	4	3	3	3	3	3	3	3	4	4	3	4	3	4	4	4	4	3	
46	4	4	3	4	4	4	3	2	4	4	4	4	4	4	4	3	3	4	4	3	3	4	4	3	3	4	3	4	4	3	

47	4	4	4	4	4	5	5	3	3	4	5	4	4	4	3	3	3	2	4	3	2	4	4	4	4	3	3	3	4	3	
48	3	3	3	4	4	4	4	3	3	3	4	4	4	4	3	4	3	3	4	4	4	4	4	4	3	3	4	4	4	4	
49	4	4	4	4	5	5	4	3	3	4	5	5	5	5	4	4	4	2	3	3	2	4	4	4	3	3	4	4	5	4	
50	5	5	4	4	5	5	4	5	5	5	5	5	5	5	3	5	3	3	3	3	3	4	4	4	5	4	5	5	4	4	
51	4	4	4	4	4	4	4	4	4	4	5	5	5	5	4	4	2	2	4	4	4	4	4	4	4	4	4	4	4	3	
52	3	3	3	3	3	3	2	3	3	3	3	4	4	3	3	3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	
53	2	3	3	2	2	2	2	2	2	3	2	2	2	2	3	2	2	4	2	2	2	3	3	3	3	3	3	3	3	3	
54	5	4	4	4	4	4	5	4	4	4	5	4	4	5	4	4	4	3	4	4	4	5	4	4	4	4	4	4	4	4	
55	4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	4	3	3	4	3	3	4	3	3	4	4	4	4	4	4	
56	5	5	4	5	5	5	5	4	4	3	5	5	5	5	5	4	4	3	3	4	3	4	5	5	4	4	4	4	5	5	
57	4	4	3	3	4	4	4	3	3	3	4	4	4	4	3	4	3	3	3	3	3	4	3	3	3	3	4	4	4	4	
58	4	4	3	3	4	4	3	1	1	2	4	3	4	2	1	3	2	3	2	3	3	2	2	2	2	2	3	5	5	2	2
59	4	4	4	4	5	5	5	4	4	4	5	5	5	5	4	4	4	3	4	4	4	5	4	4	4	4	4	4	5	4	
60	4	4	4	4	4	4	4	3	2	4	4	4	4	4	3	3	4	4	3	4	4	3	4	4	4	4	3	4	4	3	
61	2	2	3	2	3	2	2	2	3	2	3	3	3	2	2	2	3	1	2	4	3	3	3	4	4	4	4	4	3	4	
62	2	2	2	3	3	4	4	2	2	2	2	4	4	2	3	4	3	3	4	3	1	4	4	4	4	4	4	4	4	4	
63	3	2	2	4	2	2	2	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
64	4	5	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	
65	3	4	3	4	4	4	4	4	3	4	4	4	4	4	4	4	3	3	4	3	3	4	4	4	4	3	3	4	4	4	
66	3	4	4	3	3	5	3	2	2	4	4	4	5	4	5	4	2	4	4	2	4	3	4	3	3	3	3	4	4	3	
67	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	3	4	4	3	4	
68	4	4	4	5	4	5	3	3	3	4	4	4	4	4	4	4	2	3	4	3	3	4	4	4	4	4	2	4	4	3	
69	5	4	5	5	4	5	4	3	4	4	5	4	5	5	5	5	5	3	3	3	5	5	5	5	5	5	4	5	4	4	
70	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
71	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	4	4	4	3	4	4	4	4	5	4	5	5	4	
72	4	4	4	5	4	4	5	3	3	4	4	4	4	4	3	4	4	3	5	4	4	3	3	3	3	3	3	3	4	3	
73	4	4	4	5	5	5	4	5	5	4	5	5	4	4	4	5	3	4	4	3	4	4	4	3	4	4	4	5	5	5	
74	4	4	4	4	5	5	5	4	4	4	5	5	5	5	4	4	4	3	4	4	4	5	4	4	4	4	4	4	5	4	
75	4	4	4	4	4	4	4	3	4	4	4	4	4	5	4	4	4	4	4	4	6	4	4	4	4	4	4	4	4	4	
76	4	4	3	5	4	4	3	4	3	4	4	4	5	4	4	4	3	4	4	6	3	4	4	3	6	4	4	4	4	3	
77	4	4	4	4	4	4	4	3	3	4	5	5	5	4	4	4	6	4	4	6	6	4	3	4	6	6	4	4	4	4	
78	4	4	4	4	4	4	4	3	3	4	5	5	5	4	4	4	6	4	4	6	6	4	3	4	6	6	4	4	4	4	
79	3	4	4	3	4	4	3	6	6	3	3	3	3	3	3	3	6	3	3	3	3	6	6	6	6	3	3	3	3	3	
80	4	3	3	5	3	3	6	3	4	4	3	3	3	3	6	3	3	3	3	3	3	4	4	4	3	3	4	3	4	3	
81	4	4	4	4	4	4	4	3	3	3	4	4	4	4	4	4	4	3	3	3	4	3	3	3	3	3	3	3	3	3	
82	4	4	4	4	5	5	5	6	3	4	4	5	5	4	5	4	4	1	6	6	3	4	5	4	4	5	5	3	5	4	
83	4	4	4	4	4	4	4	4	3	3	4	4	4	3	4	4	5	5	5	5	3	4	3	3	3	3	3	3	4	3	
84	4	4	4	4	4	4	4	4	4	5	4	4	4	5	5	4	3	4	4	3	3	4	4	4	3	3	3	3	3	3	
85	3	3	3	6	3	3	4	3	4	4	6	4	4	5	5	5	5	4	4	5	4	5	3	4	5	4	5	4	4	4	
86	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	
87	3	3	3	3	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	3	4	4	4	4	4	4	4	4	
88	3	4	4	4	4	4	4	5	5	4	3	3	3	4	5	5	4	5	4	5	4	5	4	4	5	5	5	4	4	4	
89	4	4	4	4	5	4	5	4	5	4	4	4	4	4	4	5	5	5	5	5	4	4	4	5	5	4	4	5	4	5	
90	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	
91	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	
92	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	4	4	3	4	4	4	4	4	4	4	4	
93	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	3	3	3	3	3	3	3	4	3	4	3	3	
94	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	4	4	4	4	4	5	4	4	4	4	4	

95	4	5	5	5	4	5	4	4	5	5	5	5	4	4	5	5	5	5	5	4	4	4	4	4	5	4	5	4	4	4	
96	3	3	3	3	3	3	4	4	4	3	3	4	4	4	3	4	4	5	4	3	3	4	4	4	3	4	4	3	4	3	
97	4	4	4	4	5	4	4	4	4	4	4	4	4	4	5	5	5	4	4	4	5	5	4	4	4	4	4	4	4	5	
98	4	4	4	4	4	4	4	4	4	4	4	4	4	3	5	4	5	5	5	4	4	4	3	4	4	4	4	4	4	4	
99	3	4	4	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	
100	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	5	5	5	4	4	4	3	5	4	5	5	4	4	4	
101	2	3	3	3	3	3	3	4	3	3	3	3	4	3	2	3	3	3	3	2	2	3	2	2	2	3	2	3	3	3	
102	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
103	3	4	4	4	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
104	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	5	5	5	5	5	5	5	4	4	4	4	5	5	5	5	
105	2	2	2	2	3	2	2	3	3	3	2	2	2	2	2	2	4	4	4	2	2	2	2	4	4	4	4	3	3	3	
106	4	5	5	5	4	4	4	4	5	5	4	4	4	4	5	5	5	5	5	5	5	5	4	4	4	5	5	5	5	4	
107	3	3	4	3	3	3	3	3	4	4	4	3	3	4	3	4	5	5	5	4	4	5	3	3	4	4	4	4	4	3	
108	2	4	4	4	3	3	4	4	4	4	3	2	3	3	4	4	4	3	5	4	5	5	3	4	4	4	4	5	4	5	
109	4	4	4	5	4	4	4	4	5	4	4	4	4	3	5	5	5	5	5	5	5	5	3	4	4	4	5	5	5	5	
110	4	4	4	4	4	4	4	4	4	4	3	3	3	4	5	5	5	5	5	4	4	4	2	3	3	3	3	4	4	4	
111	3	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	
112	4	5	5	5	4	4	5	5	5	4	4	5	5	4	5	5	5	5	5	5	4	4	5	5	5	5	5	5	4	4	
113	4	5	5	5	5	5	5	5	5	5	4	4	4	4	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
114	4	4	4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	4	5	4	4	4	2	4	3	4	5	4	4	4	
115	4	4	4	4	4	4	4	4	4	4	4	4	4	3	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4
116	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	4	
117	4	4	4	5	4	4	4	5	5	5	4	4	4	4	5	5	5	5	5	5	5	5	5	3	3	4	4	5	5	5	
118	4	2	2	2	2	4	4	4	4	4	2	4	4	2	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
119	3	4	4	3	3	3	3	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	4	
120	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	4	4	4	4	4	4	4	4	
121	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	
122	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	5	5	4	5	4	4	4	4	4	4	3	4	4	4	4	
123	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	3	4	3	4	5	4	4	5	
124	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	5	5	5	5	5	5	5	5	5	5	
125	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	4	5	4	4	4	3	4	4	4	5	
126	4	4	4	4	5	4	5	5	5	5	5	5	4	4	5	5	5	4	5	5	4	4	4	3	3	3	3	4	5	5	
127	4	3	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
128	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	5	5	5	5	5	5	4	4	4	4	4	4	4	4	
129	3	3	4	4	3	3	4	3	4	4	4	3	3	3	5	5	5	5	5	4	4	4	4	3	4	4	4	4	4	4	
130	3	3	3	3	3	4	3	4	4	3	3	3	3	3	4	4	4	4	4	3	4	4	4	4	4	4	4	4	3	4	
131	4	5	5	5	4	4	4	5	5	4	4	4	4	4	5	4	5	4	5	4	4	4	4	4	3	3	4	5	5	5	
132	3	4	4	4	4	4	4	4	4	5	5	4	4	4	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	
133	4	4	5	4	4	4	4	5	5	4	4	4	4	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4
134	4	4	4	4	4	4	4	5	5	4	4	4	4	4	4	5	4	4	4	4	4	5	5	5	5	5	5	5	4	4	4
135	3	4	4	4	4	4	4	3	4	3	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
136	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	
137	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	
138	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	
139	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	
140	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	5	5	5	5	5	5	5	5	5	5	
141	3	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	4	5	4	4	4	4	4	4	4	4	4	4	4	
142	3	6	6	6	6	6	3	6	3	6	6	6	6	6	6	6	5	5	5	6	3	3	4	4	5	4	5	3	3	3	

143	4	4	4	4	4	4	4	5	5	4	4	4	4	5	5	5	5	5	5	4	4	4	4	4	4	4	5	4	4	4	
144	3	4	4	3	4	4	4	4	4	4	4	3	3	3	4	5	5	5	4	4	5	4	4	4	5	4	5	4	4	4	
145	3	4	4	4	4	3	4	4	4	4	6	3	3	3	6	3	3	3	3	3	3	3	4	4	4	4	4	3	3	5	
146	2	6	6	6	6	6	3	6	4	3	3	3	6	6	3	3	3	6	3	1	4	4	4	3	4	3	4	3	3	4	
147	2	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	3	6	3	6	3	3	3	4	
148	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	
149	3	3	3	3	4	4	4	3	3	4	3	3	3	3	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	
150	3	3	3	6	4	4	5	4	4	4	3	4	4	4	4	4	5	5	5	4	5	5	3	4	4	4	5	4	4	4	
151	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3	4	4	4	4	
152	3	4	4	3	4	4	4	3	4	4	4	3	4	3	3	4	5	5	5	4	4	4	3	4	4	4	4	4	4	4	
153	4	4	4	5	5	4	4	5	5	5	4	4	5	5	5	5	5	5	5	5	5	3	3	3	4	5	5	5	5		
154	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	
155	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	4	4	4	4	4	4	4	5	
156	3	3	3	3	3	3	4	3	3	3	3	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	
157	4	4	4	4	4	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
158	4	4	4	4	4	4	4	5	5	4	4	4	4	5	5	5	5	5	5	4	4	4	4	4	4	4	5	4	4	4	
159	3	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	
160	2	3	4	4	3	3	4	3	4	3	2	3	2	4	4	4	5	4	5	4	4	4	4	2	4	3	3	3	4	3	3

CM1	CM2	CM3	CM4	CM5	Tangible	reliability	sponsivene	assurance	emphaty	L1	L2	L3	K1	K2
66.67	66.67	66.67	66.67	66.67	58.33	66.67	66.67	58.33	50.00	66.67	66.67	66.67	50.00	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	62.50	58.33	58.33	50.00	50.00	66.67	66.67	66.67
66.67	66.67	50.00	66.67	66.67	58.33	62.50	58.33	50.00	50.00	50.00	50.00	50.00	50.00	50.00
66.67	66.67	66.67	50.00	66.67	62.50	75.00	70.83	50.00	66.67	66.67	83.33	66.67	83.33	83.33
66.67	66.67	66.67	83.33	66.67	70.83	75.00	66.67	70.83	75.00	66.67	66.67	83.33	83.33	66.67
50.00	66.67	50.00	66.67	66.67	66.67	66.67	66.67	62.50	66.67	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	50.00	62.50	62.50	50.00	62.50	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	62.50	62.50	66.67	66.67	70.83	66.67	66.67	66.67	66.67	66.67
50.00	50.00	50.00	50.00	50.00	45.83	58.33	50.00	45.83	50.00	50.00	50.00	50.00	50.00	50.00
66.67	66.67	66.67	66.67	66.67	66.67	70.83	75.00	70.83	58.33	66.67	66.67	50.00	66.67	66.67
66.67	66.67	66.67	66.67	66.67	58.33	66.67	75.00	50.00	62.50	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	83.33	50.00	45.83	66.67	62.50	45.83	54.17	50.00	66.67	66.67	66.67	50.00
66.67	66.67	83.33	83.33	83.33	62.50	66.67	70.83	66.67	75.00	83.33	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	58.33	50.00	62.50	66.67	66.67	66.67	66.67
33.33	50.00	33.33	66.67	33.33	54.17	58.33	45.83	45.83	41.67	50.00	33.33	66.67	66.67	50.00
66.67	66.67	66.67	83.33	66.67	70.83	66.67	70.83	45.83	66.67	66.67	83.33	83.33	66.67	66.67
33.33	66.67	66.67	66.67	33.33	50.00	62.50	58.33	54.17	45.83	50.00	50.00	33.33	50.00	50.00
83.33	83.33	83.33	83.33	83.33	66.67	83.33	54.17	41.67	83.33	83.33	83.33	83.33	83.33	83.33
50.00	50.00	50.00	66.67	66.67	54.17	62.50	58.33	58.33	66.67	66.67	66.67	66.67	66.67	66.67
83.33	83.33	83.33	83.33	83.33	70.83	83.33	79.17	79.17	83.33	83.33	83.33	83.33	83.33	83.33
66.67	66.67	50.00	50.00	66.67	50.00	50.00	50.00	50.00	37.50	50.00	33.33	50.00	33.33	50.00
50.00	50.00	50.00	66.67	66.67	45.83	62.50	62.50	54.17	66.67	66.67	83.33	83.33	83.33	66.67
66.67	66.67	66.67	66.67	66.67	58.33	70.83	66.67	54.17	58.33	50.00	50.00	66.67	50.00	66.67
66.67	66.67	66.67	66.67	66.67	58.33	62.50	50.00	50.00	50.00	50.00	33.33	50.00	50.00	66.67
66.67	66.67	66.67	66.67	66.67	62.50	66.67	62.50	58.33	66.67	50.00	66.67	66.67	66.67	66.67
66.67	66.67	66.67	83.33	66.67	62.50	62.50	66.67	50.00	58.33	66.67	66.67	50.00	66.67	50.00
66.67	66.67	66.67	66.67	66.67	41.67	66.67	58.33	50.00	66.67	50.00	66.67	66.67	50.00	50.00
83.33	83.33	83.33	66.67	83.33	70.83	79.17	75.00	66.67	79.17	66.67	83.33	83.33	83.33	66.67
66.67	66.67	50.00	50.00	66.67	45.83	58.33	45.83	58.33	70.83	66.67	83.33	66.67	66.67	83.33
66.67	66.67	66.67	66.67	66.67	50.00	66.67	70.83	50.00	62.50	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	83.33	50.00	62.50	66.67	62.50	54.17	66.67	66.67	66.67	66.67	66.67	66.67
66.67	83.33	83.33	83.33	66.67	58.33	79.17	75.00	62.50	83.33	83.33	83.33	83.33	50.00	66.67
83.33	83.33	66.67	83.33	83.33	79.17	79.17	75.00	54.17	75.00	83.33	83.33	83.33	66.67	50.00
50.00	33.33	50.00	66.67	33.33	33.33	33.33	33.33	50.00	62.50	33.33	66.67	33.33	33.33	33.33
50.00	50.00	50.00	50.00	50.00	50.00	66.67	66.67	45.83	62.50	50.00	66.67	66.67	66.67	66.67
33.33	50.00	50.00	50.00	50.00	62.50	66.67	62.50	66.67	66.67	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	50.00	62.50	62.50	50.00	62.50	66.67	66.67	66.67	66.67	66.67
66.67	66.67	50.00	66.67	66.67	54.17	66.67	66.67	54.17	66.67	66.67	66.67	66.67	66.67	66.67
83.33	66.67	66.67	83.33	83.33	75.00	83.33	75.00	50.00	66.67	66.67	66.67	66.67	66.67	66.67
83.33	83.33	66.67	83.33	83.33	75.00	75.00	75.00	54.17	75.00	66.67	66.67	66.67	83.33	83.33
66.67	66.67	50.00	66.67	66.67	70.83	75.00	62.50	66.67	70.83	66.67	83.33	83.33	83.33	66.67
66.67	66.67	66.67	66.67	66.67	50.00	66.67	70.83	54.17	66.67	83.33	66.67	50.00	66.67	66.67
66.67	66.67	50.00	66.67	66.67	58.33	62.50	58.33	41.67	66.67	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	75.00	66.67	66.67	66.67	66.67	83.33	83.33
66.67	66.67	50.00	66.67	66.67	62.50	62.50	50.00	54.17	58.33	66.67	66.67	66.67	66.67	50.00
66.67	66.67	50.00	66.67	66.67	54.17	66.67	58.33	58.33	58.33	66.67	50.00	66.67	66.67	50.00

CM1  
CM2  
CM3  
CM4  
CM5  
Tangible  
reliability  
responsiveness  
assurance  
emphaty

L1
L2
L3
K1
K2

66.67	66.67	66.67	66.67	66.67	66.67	70.83	54.17	45.83	66.67	50.00	50.00	50.00	66.67	50.00
50.00	50.00	50.00	66.67	66.67	58.33	62.50	58.33	62.50	62.50	50.00	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	83.33	62.50	79.17	70.83	41.67	62.50	50.00	66.67	66.67	83.33	66.67
83.33	83.33	66.67	66.67	83.33	79.17	83.33	66.67	50.00	70.83	66.67	83.33	83.33	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	79.17	62.50	58.33	66.67	66.67	66.67	66.67	66.67	50.00
50.00	50.00	50.00	50.00	50.00	45.83	58.33	50.00	45.83	50.00	50.00	50.00	50.00	50.00	50.00
33.33	50.00	50.00	33.33	33.33	33.33	37.50	41.67	41.67	50.00	50.00	50.00	50.00	50.00	50.00
83.33	66.67	66.67	66.67	66.67	70.83	70.83	70.83	62.50	70.83	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	54.17	54.17	58.33	66.67	66.67	66.67	66.67	66.67
83.33	83.33	66.67	83.33	83.33	75.00	75.00	75.00	54.17	75.00	66.67	66.67	66.67	83.33	83.33
66.67	66.67	50.00	50.00	66.67	58.33	62.50	58.33	50.00	54.17	50.00	66.67	66.67	66.67	66.67
66.67	66.67	50.00	50.00	66.67	37.50	54.17	33.33	45.83	33.33	50.00	83.33	83.33	33.33	33.33
66.67	66.67	66.67	66.67	83.33	75.00	79.17	70.83	62.50	70.83	66.67	66.67	66.67	83.33	66.67
66.67	66.67	66.67	66.67	66.67	54.17	66.67	58.33	58.33	66.67	50.00	66.67	66.67	66.67	50.00
33.33	33.33	50.00	33.33	50.00	37.50	45.83	37.50	41.67	58.33	66.67	66.67	66.67	50.00	66.67
33.33	33.33	33.33	50.00	50.00	50.00	50.00	50.00	45.83	66.67	66.67	66.67	66.67	66.67	66.67
50.00	33.33	33.33	66.67	33.33	37.50	33.33	33.33	33.33	33.33	33.33	33.33	33.33	33.33	33.33
66.67	83.33	66.67	66.67	83.33	66.67	66.67	66.67	62.50	66.67	66.67	66.67	66.67	66.67	66.67
50.00	66.67	50.00	66.67	66.67	62.50	66.67	62.50	54.17	62.50	50.00	66.67	66.67	66.67	66.67
50.00	66.67	66.67	50.00	50.00	50.00	70.83	62.50	58.33	54.17	50.00	50.00	66.67	66.67	50.00
66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	62.50	66.67	66.67	50.00	66.67	66.67
66.67	66.67	66.67	83.33	66.67	58.33	66.67	58.33	54.17	66.67	33.33	66.67	66.67	66.67	50.00
83.33	66.67	83.33	83.33	66.67	66.67	75.00	83.33	58.33	83.33	66.67	83.33	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	75.00	83.33	62.50	70.83	66.67	83.33	83.33	66.67	66.67
66.67	66.67	66.67	83.33	66.67	62.50	66.67	62.50	66.67	50.00	50.00	50.00	66.67	50.00	66.67
66.67	66.67	66.67	83.33	83.33	79.17	75.00	66.67	62.50	62.50	66.67	66.67	83.33	83.33	83.33
66.67	66.67	66.67	66.67	83.33	75.00	79.17	70.83	62.50	70.83	66.67	66.67	66.67	83.33	66.67
66.67	66.67	66.67	66.67	66.67	66.67	62.50	66.67	75.00	66.67	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	62.50	66.67	75.00	54.17	50.00	50.00	50.00	66.67	50.00
66.67	66.67	66.67	66.67	66.67	66.67	70.83	70.83	58.33	62.50	50.00	50.00	50.00	50.00	50.00
50.00	50.00	50.00	100.00	50.00	58.33	75.00	83.33	70.83	70.83	66.67	83.33	66.67	66.67	66.67
50.00	50.00	50.00	50.00	66.67	66.67	66.67	66.67	66.67	62.50	66.67	66.67	66.67	66.67	66.67
50.00	50.00	50.00	50.00	66.67	66.67	66.67	50.00	50.00	62.50	66.67	66.67	66.67	66.67	66.67
50.00	66.67	66.67	66.67	66.67	75.00	54.17	75.00	75.00	75.00	83.33	83.33	66.67	66.67	66.67
66.67	66.67	66.67	66.67	83.33	75.00	66.67	70.83	79.17	75.00	66.67	66.67	83.33	66.67	83.33
66.67	66.67	66.67	66.67	66.67	62.50	66.67	70.83	75.00	66.67	66.67	66.67	66.67	66.67	66.67
50.00	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67
50.00	66.67	66.67	66.67	66.67	66.67	66.67	70.83	79.17	62.50	66.67	66.67	66.67	66.67	66.67
50.00	50.00	50.00	50.00	50.00	50.00	50.00	58.33	50.00	54.17	50.00	66.67	50.00	50.00	50.00
66.67	66.67	66.67	66.67	66.67	66.67	66.67	75.00	75.00	70.83	66.67	66.67	66.67	66.67	66.67

66.67	83.33	83.33	83.33	66.67	75.00	79.17	79.17	75.00	70.83	66.67	83.33	66.67	66.67	66.67
50.00	50.00	50.00	50.00	50.00	62.50	58.33	62.50	62.50	62.50	66.67	66.67	50.00	66.67	50.00
66.67	66.67	66.67	66.67	83.33	66.67	66.67	79.17	70.83	70.83	66.67	66.67	66.67	66.67	83.33
66.67	66.67	66.67	66.67	66.67	66.67	66.67	70.83	75.00	62.50	66.67	66.67	66.67	66.67	66.67
50.00	66.67	66.67	66.67	50.00	62.50	66.67	66.67	66.67	62.50	50.00	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	75.00	66.67	83.33	83.33	66.67	66.67	66.67
33.33	50.00	50.00	50.00	50.00	54.17	54.17	45.83	41.67	37.50	33.33	50.00	50.00	50.00	50.00
83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33
50.00	66.67	66.67	66.67	50.00	62.50	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67
83.33	83.33	83.33	83.33	83.33	83.33	83.33	75.00	83.33	70.83	66.67	83.33	83.33	83.33	83.33
33.33	33.33	33.33	33.33	50.00	41.67	37.50	41.67	50.00	58.33	66.67	66.67	50.00	50.00	50.00
66.67	83.33	83.33	83.33	66.67	70.83	70.83	79.17	83.33	70.83	83.33	83.33	83.33	83.33	66.67
50.00	50.00	66.67	50.00	50.00	54.17	58.33	66.67	75.00	62.50	66.67	66.67	66.67	66.67	50.00
33.33	66.67	66.67	66.67	50.00	62.50	50.00	62.50	70.83	66.67	66.67	66.67	83.33	66.67	83.33
66.67	66.67	66.67	83.33	66.67	70.83	66.67	75.00	83.33	66.67	66.67	83.33	83.33	83.33	83.33
66.67	66.67	66.67	66.67	66.67	66.67	66.67	54.17	79.17	75.00	50.00	50.00	66.67	66.67	66.67
50.00	66.67	66.67	66.67	66.67	66.67	66.67	62.50	66.67	66.67	50.00	66.67	66.67	66.67	66.67
66.67	83.33	83.33	83.33	66.67	79.17	75.00	79.17	79.17	79.17	83.33	83.33	66.67	66.67	66.67
66.67	83.33	83.33	83.33	83.33	83.33	83.33	66.67	75.00	83.33	83.33	83.33	83.33	83.33	83.33
66.67	66.67	66.67	66.67	66.67	66.67	66.67	58.33	66.67	70.83	54.17	66.67	83.33	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	75.00	83.33	83.33	83.33	83.33	66.67	66.67	66.67
83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	70.83	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	83.33	66.67	75.00	70.83	79.17	83.33	66.67	66.67	66.67	83.33	83.33	83.33
66.67	33.33	33.33	33.33	33.33	66.67	58.33	50.00	66.67	66.67	50.00	66.67	66.67	66.67	66.67
50.00	66.67	66.67	50.00	50.00	58.33	66.67	62.50	66.67	54.17	50.00	50.00	50.00	50.00	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	70.83	83.33	70.83	66.67	66.67	66.67	66.67	66.67
50.00	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	62.50	66.67	75.00	70.83	66.67	50.00	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	70.83	83.33	62.50	66.67	83.33	66.67	66.67	83.33
83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	70.83	83.33	83.33	83.33	83.33	83.33
66.67	66.67	66.67	66.67	66.67	66.67	66.67	83.33	79.17	70.83	50.00	66.67	66.67	66.67	83.33
66.67	66.67	66.67	66.67	83.33	79.17	79.17	79.17	75.00	58.33	50.00	50.00	66.67	83.33	83.33
66.67	50.00	66.67	50.00	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	83.33	70.83	66.67	66.67	66.67	66.67
50.00	50.00	66.67	66.67	50.00	58.33	58.33	75.00	75.00	62.50	66.67	66.67	66.67	66.67	66.67
50.00	50.00	50.00	50.00	50.00	62.50	50.00	66.67	62.50	66.67	66.67	66.67	66.67	50.00	66.67
66.67	83.33	83.33	83.33	66.67	75.00	66.67	75.00	70.83	62.50	50.00	66.67	83.33	83.33	83.33
50.00	66.67	66.67	66.67	66.67	66.67	75.00	79.17	75.00	66.67	66.67	66.67	66.67	66.67	66.67
66.67	66.67	83.33	66.67	66.67	75.00	66.67	79.17	83.33	83.33	83.33	83.33	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	75.00	66.67	70.83	70.83	83.33	83.33	83.33	66.67	66.67	66.67
50.00	66.67	66.67	66.67	66.67	62.50	58.33	62.50	66.67	66.67	66.67	66.67	66.67	66.67	66.67
50.00	50.00	50.00	50.00	50.00	50.00	50.00	58.33	50.00	54.17	50.00	66.67	50.00	50.00	50.00
50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00
66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67
50.00	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67
83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	83.33	70.83	83.33	83.33	83.33	83.33	83.33
50.00	66.67	66.67	66.67	66.67	66.67	66.67	79.17	70.83	66.67	66.67	66.67	66.67	66.67	66.67
50.00	100.00	100.00	100.00	100.00	75.00	100.00	95.83	79.17	66.67	66.67	83.33	50.00	50.00	50.00

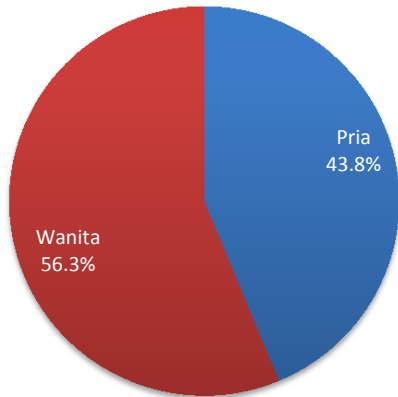
66.67	66.67	66.67	66.67	66.67	75.00	66.67	83.33	75.00	66.67	66.67	83.33	66.67	66.67	66.67
50.00	66.67	66.67	50.00	66.67	66.67	58.33	70.83	75.00	70.83	66.67	83.33	66.67	66.67	66.67
50.00	66.67	66.67	66.67	66.67	62.50	66.67	62.50	50.00	62.50	66.67	66.67	50.00	50.00	83.33
33.33	100.00	100.00	100.00	100.00	79.17	62.50	62.50	58.33	62.50	50.00	66.67	50.00	50.00	66.67
33.33	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	75.00	100.00	50.00	50.00	50.00	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	62.50	66.67	66.67	66.67	66.67	66.67
50.00	50.00	50.00	50.00	66.67	58.33	54.17	62.50	66.67	62.50	66.67	66.67	66.67	66.67	66.67
50.00	50.00	50.00	100.00	66.67	70.83	62.50	70.83	79.17	66.67	66.67	83.33	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	54.17	50.00	66.67	66.67	66.67	66.67
50.00	66.67	66.67	50.00	66.67	62.50	62.50	62.50	75.00	62.50	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	83.33	83.33	75.00	75.00	83.33	83.33	58.33	66.67	83.33	83.33	83.33	83.33
66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	75.00	70.83	66.67	66.67	66.67	66.67	83.33
50.00	50.00	50.00	50.00	50.00	54.17	58.33	66.67	66.67	62.50	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	70.83	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67	66.67
66.67	66.67	66.67	66.67	66.67	75.00	66.67	83.33	75.00	66.67	66.67	83.33	66.67	66.67	66.67
60.00	80.00	80.00	80.00	80.00	80.00	80.00	75.00	80.00	75.00	80.00	80.00	80.00	80.00	80.00
40.00	60.00	80.00	80.00	60.00	70.00	50.00	85.00	85.00	65.00	60.00	60.00	80.00	60.00	60.00



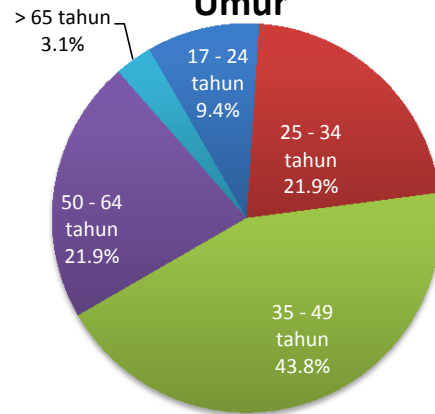
Variabel Laten	Indikator	zed Loadi	Error	T Hitung	CR	VE
Citra Merek RS	CM1	0.6	0.6	12.3	0.9	0.6
	CM2	0.8	0.4	16.5		
	CM3	0.8	0.4	12.1		
	CM4	0.8	0.4	15.7		
	CM5	1.0	0.0	26.0		
Kualitas Pelayanan	Tangible	0.8	0.3	17.2	0.9	0.6
	Reliability	0.8	0.4	15.7		
	Responsiveness	0.8	0.3	17.8		
	Assurance	0.7	0.5	14.9		
	Emphaty	0.8	0.4	18.1		
Loyalitas	L1	0.6	0.6	12.2	0.7	0.5
	L2	0.8	0.4	9.3		
	L3	0.7	0.5	9.0		
Kepuasan Pasien	K1	0.8	0.4	9.0	0.8	0.7
	K2	0.8	0.3	10.8		

0.38  
0.64  
0.61  
0.59  
1.00  
0.67  
0.66  
0.66  
0.50  
0.64  
0.41  
0.58  
0.45  
0.64  
0.67

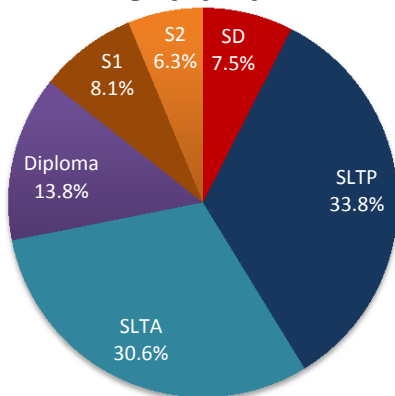
### Jenis Kelamin



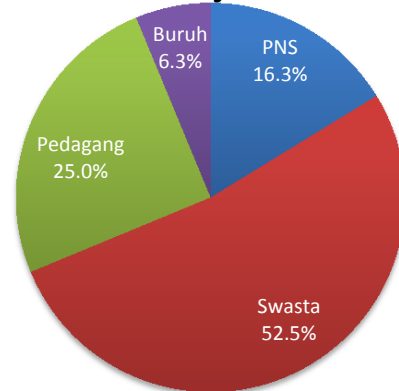
### Umur



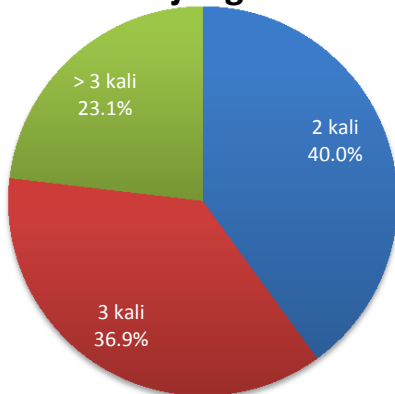
### Pendidikan



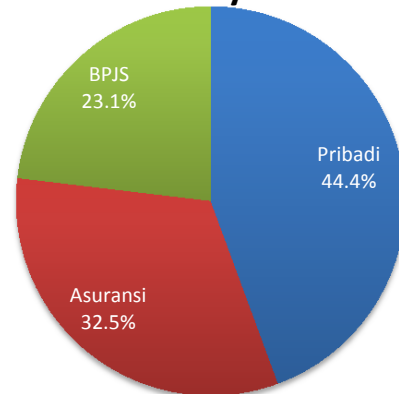
### Pekerjaan



### Kunjungan



### Pembiayaan



1	Jenis Kelamin	Frekuensi	%
	Pria	70	43.8%
	Wanita	90	56.3%
	Jumlah	160	100.0%

2	Umur	Frekuensi	%
	17 - 24 tahun	15	9.4%
	25 - 34 tahun	35	21.9%
	35 - 49 tahun	70	43.8%
	50 - 64 tahun	35	21.9%
	> 65 tahun	5	3.1%
	Jumlah	160	100.0%

3	Pendidikan	Frekuensi	%
	SD	12	7.5%
	SLTP	54	33.8%
	SLTA	49	30.6%
	Diploma	22	13.8%
	S1	13	8.1%
	S2	10	6.3%
	Jumlah	160	100.0%

4	Pekerjaan	Frekuensi	%
	PNS	26	16.3%
	Swasta	84	52.5%
	Pedagang	40	25.0%
	Buruh	10	6.3%
	Jumlah	160	100.0%

5	Kunjungan	Frekuensi	%
	2 kali	64	40.0%
	3 kali	59	36.9%
	> 3 kali	37	23.1%
	Jumlah	160	100.0%

6	Pembiayaan	Frekuensi	%
	Pribadi	71	44.4%
	Asuransi	52	32.5%
	BPJS	37	23.1%
	Jumlah	160	100.0%