

### LAMPIRAN I. Desain Pertanyaan Kuisisioner

| Variabel  | Dimensi/Indikator   | English                      | Translate  | Subtitle   |
|---|---|------------------------------|--|--|
| <b>Repeat patronage (Syah 2014)</b>               | Tetap berlangganan<br><br>Keyakinan pada total kualitas<br><br>Keyakinan pada peningkatan kualitas                |                              | Saya akan terus berlangganan di salon ini<br><br>Saya yakin kualitas salon ini secara keseluruhan tidak akan menurun<br><br>Saya yakin kualitas salon ini akan meningkat di masa mendatang | Saya akan terus menggunakan pelayanan di layanan eksekutif RSGM Universitas Trisakti<br><br>Saya yakin kualitas pelayanan di layanan eksekutif RSGM Universitas Trisakti tidak akan menurun.<br><br>Saya yakin kualitas pelayanan di layanan eksekutif RSGM Universitas Trisakti ini akan meningkat di masa mendatang. |
| <b>Kepuasan (Syah 2014)</b>                       | Suka pada layanan yang diberikan<br><br>Kepuasan terhadap kinerja layanan<br><br>Perasaan puas pada total layanan |                              | Saya senang dengan pekerjaan <i>stylist</i><br><br>Saya puas dengan kinerja <i>stylist</i><br><br>Saya puas dengan keseluruhan jasa yang diberikan oleh salon                              | Saya senang dengan hasil pekerjaan dokter gigi di layanan eksekutif RSGM Universitas Trisakti<br><br>Saya puas dengan kinerja dokter gigi di layanan eksekutif RSGM Universitas Trisakti<br><br>Saya puas dengan keseluruhan jasa yang diberikan di layanan eksekutif RSGM Universitas Trisakti                        |
| <b>Kualitas Layanan (Parasuraman et al. 1988)</b> | <b>Tangible</b><br>Peralatan  | XYZ has up-to-date equipment | XYZ memiliki peralatan yang up-to-date   | RSGM Univ Trisakti memiliki peralatan (kursi pasien, peralatan radiologi) yang canggih   |

|                                       |  |  |   |
|---------------------------------------|--|--|---|
| Gedung dan bangunan                   | XYZ's physical facilities are visually appealing   | Fasilitas fisik XYZ terlihat bagus dan menarik                                     | Bangunan gedung RSGM Univ Trisakti terlihat bagus dan menarik                                     |
| Fasilitas                             | The appearance of the physical facilities of XYZ is in keeping with the type of service provided | Penampilan fasilitas fisik XYZ sesuai dengan jenis pelayanan                       | Penampilan fasilitas pelayanan RSGM Univ Trisakti sesuai dengan jenis pelayanan                   |
| Penampilan dokter                     | XYZ's employee are well dressed and appear neat  | Penampilan karyawan XYZ bersih dan rapi  | Penampilan karyawan RSGM Univ Trisakti bersih dan rapi  |
| <b>Reliability</b><br>Ketepatan waktu | When XYZ promise to do something by certain time, it does so                                     | Ketika XYZ menjanjikan sesuatu, dilakukan tepat waktu                              | Ketika menjanjikan sesuatu, RSGM Univ Trisakti melakukannya tepat waktu                           |
| Sesuai dengan yang dijanjikan         | XYZ provides its services at the time it promise to do so  | Pelayanan XYZ diberikan sesuai yang dijanjikan dan tepat waktu                     | RSGM Univ Trisakti menjalankan pelayanan tepat waktu sesuai yang dijanjikan                       |
| Penyelesaian masalah pasien           | When you have problems, XYZ is sympathetic and reassuring  | Ketika anda memiliki masalah, XYZ menyelesaikannya secara simpatik dan menyakinkan | Ketika anda memiliki masalah, RSGM Univ Trisakti menyelesaikannya secara simpatik dan menyakinkan |
| Dapat diandalkan                      | XYZ is dependable  | XYZ dapat diandalkan   | RSGM Univ Trisakti dapat diandalkan   |
| Informasi akurat                      | XYZ keeps its records accurately   | XYZ menyediakan informasi yang akurat  | RSGM Univ Trisakti menyediakan informasi pelayanan yang akurat                                    |

|                       |                          |  |   |  |
|-----------------------|--------------------------|--|---|--|
| <b>Responsiveness</b> | Kejelasan layanan        | XYZ does not tell customers exactly when services will be performed (-)    | XYZ tidak memberitahu dengan jelas kapan layanan akan dilaksanakan (-)                          | RSGM Univ Trisaksi memberi tahu dengan jelas kapan perawatan dilaksanakan (+)                                  |
|                       | Kecepatan layanan        | You do not receive prompt service from XYZ's employee (-)                  | Anda tidak menerima pelayanan yang segera dari karyawan XYZ (-)                                 | Anda menerima pelayanan yang segera dari karyawan RSGM Univ Trisaksi (+)                                       |
|                       | Tanggap                  | Employees of XYZ are too busy to respond to customer requests promptly (-) | Karyawan XYZ terlalu sibuk untuk menanggapi permintaan konsumen dengan segera (-)               | Karyawan RSGM Univ Trisaksi selalu siap dalam menanggapi permintaan konsumen dengan segera (+)                 |
|                       | Selalu bersedia membantu | Employees of XYZ are not always willing to help customers (-)              | Karyawan XYZ selalu tidak bersedia untuk membantu konsumennya (-)                               | Karyawan RSGM Univ Trisaksi selalu bersedia untuk membantu pasien (+)  |
| <b>Assurance</b>      | Dapat dipercaya          | You can trust employees of XYZ   | Anda dapat mempercayai karyawan XYZ   | Karyawan RSGM Univ Trisaksi dapat dipercaya  |
|                       | Rasa aman                | You feel safe in your transactions with XYZ's employees.                   | Anda merasa aman saat bertransaksi dengan karyawan XYZ  | Anda merasa aman saat bertransaksi dengan karyawan RSGM Univ Trisaksi  |
|                       | Sopan                    | Employees of XYZ are polite  | Karyawan XYZ sopan  | Karyawan RSGM Univ Trisaksi sopan  |
|                       | Dukungan manajemen       | Employees get adequate support from XYZ to do their jobs well              | Karyawan di XYZ mendapatkan cukup dukungan dari manajemen untuk melakukan pekerjaan dengan baik | Karyawan di RSGM Univ Trisaksi mendapatkan cukup dukungan dari manajemen untuk melakukan pekerjaan dengan baik |

|                                  |  |  |   |  |
|----------------------------------|--|--|---|--|
| <b>Empathy</b>                   |  |  |   |  |
| Perhatian personal pelayanan     | XYZ does not give you individual attention (-)                         | XYZ tidak memberikan perhatian personal kepada anda (-)              | RSGM Univ Trisakti memberikan perhatian personal kepada anda (+)            |  |
| Perhatian personal dari karyawan | Employees of XYZ do not give you personal attention (-)                | Karyawan XYZ tidak memberikan perhatian personal kepada anda (-)     | Karyawan RSGM Univ Trisakti memberikan perhatian personal kepada anda (+)   |  |
| Tahu kebutuhan konsumen          | Employees of XYZ do not know what your need are (-)                    | Karyawan XYZ tidak tahu apa yang anda butuhkan (-)                   | Karyawan RSGM Univ Trisakti tahu apa yang anda butuhkan (+)                 |  |
| Pelayanan terbaik                | XYZ does not have your best interest at heart (-)                      | XYZ tidak memberikan pelayanan terbaik kepada anda (-)               | RSGM Univ Trisakti memberikan pelayanan yang terbaik kepada anda (+)        |  |
| Waktu pelayanan yang sesuai      | XYZ does not have operating hours convenient to all their customer (-) | XYZ tidak memiliki waktu pelayanan yang sesuai untuk konsumennya (-) | RSGM Univ Trisakti memiliki waktu pelayanan yang sesuai untuk pasiennya (+) |  |

## LAMPIRAN II

### **PENJELASAN SEBELUM PERSETUJUAN (PSP) PENELITIAN UNTUK RESPONDEN**

Saya Sila Happy Muriana, Mahasiswa Magister Administrasi Rumah Sakit Universitas Esa Unggul akan melakukan penelitian mengenai “Pengaruh Kualitas Layanan Terhadap Kepuasan Pasien Dan *Repeat Patronage* Di Layanan Klinik Eksekutif Rumah Sakit Gigi dan Mulut Universitas Trisakti”

#### **Penjelasan Sebelum Persetujuan (PSP)**

Sehubungan dengan hal tersebut, peneliti akan melakukan pengumpulan data kepada 154 pasien lama di layanan klinik eksekutif RSGM Universitas Trisakti dengan menggunakan kuesioner. Dengan kriteria,

Inklusi: Pasien klinik eksekutif dengan kunjungan > 1 kali

Eksklusi: Pasien klinik eksekutif baru

Tidak ada jawaban benar atau salah. Oleh karena itu, diharapkan kesediaan subjek untuk memberikan jawaban yang paling sesuai dengan kondisi sebenarnya. Penjelasan dilakukan oleh peneliti, di tempat penelitian, pada waktu yang telah disepakati antara peneliti dan subjek. Subjek diberikan waktu yang cukup untuk dapat mengambil keputusan terkait kesediaannya terlibat dalam penelitian ini.

#### **Perlakuan yang Diterapkan pada Subjek**

Subjek yang terlibat dalam penelitian ini terlibat sebagai responden yang akan memberikan pernyataan atau jawaban pada kuesioner, akan diserahkan kepada responden untuk diisi pada waktu dan tempat yang disepakati. Waktu pengisian dan penyerahan kuesioner disesuaikan dengan waktu responden. Responden dalam memberikan jawaban atas pertanyaan dalam kuesioner membutuhkan waktu sekitar 10-15 menit.

#### **Risiko dan Bahaya Potensial**

Pada penelitian ini tidak ada bahaya potensial secara fisik yang

membahayakan diakibatkan oleh keterlibatan subjek dalam penelitian. Responden hanya diminta kesediaannya dalam pengisian kuisisioner. Adapun resiko yang ada sangat minim, yaitu waktu luang responden setelah melakukan pemeriksaan di klinik eksekutif RSGM Universitas Trisakti.

#### **Hak untuk Undur Diri**

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

#### **Adanya Insentif untuk Subjek**

Walaupun keikutsertaan subjek bersifat sukarela, kesediaan responden dalam penelitian ini sangat penting dan membantu keberhasilan penelitian, Untuk itu peneliti sangat mengapresiasi keterlibatan subjek dalam penelitian dengan memberikan kenang-kenangan tanda terimakasih.

#### **Kerahasiaan Data**

Data pribadi / identitas dan hasil jawaban subjek pada kuesioner akan dijamin kerahasiaannya dan hanya akan digunakan untuk kepentingan penelitian. Agar data tersebut terjaga kerahasiaannya, maka dilakukan; (1) identifikasi subjek dalam bentuk anonim, (2) dokumen penelitian disimpan di lokasi yang aman, (3) data di komputer hanya dapat diakses oleh peneliti atau petugas lain setelah mendapat izin dari peneliti. Data penelitian ini akan disimpan oleh peneliti minimal selama dua tahun.

Jika ada pertanyaan atau membutuhkan penjelasan tentang penelitian ini, Bapak/Ibu dapat menghubungi peneliti di nomor 0813 8850 0058 atau e-mail [silahappy99@gmail.com](mailto:silahappy99@gmail.com)

Setelah memahami berbagai hal yang menyangkut penelitian ini, peneliti berharap Bapak/Ibu dapat mengisi lembar persetujuan keikutsertaan dalam penelitian yang telah disiapkan.

Lampiran 2

**LEMBAR PERSETUJUAN SUBJEK PENELITIAN  
(INFORMED CONSENT)**

Saya yang bertanda tangan di bawah ini:

Nama (Inisial) :

Usia :

Jenis Kelamin :

No. Telepon :

Setelah mendapat penjelasan dari peneliti tentang prosedur penelitian, maka saya menyatakan bersedia untuk menjadi responden dan mengisi kuesioner sehubungan dengan penelitian yang dilakukan oleh Sila Happy Muriana dengan judul:

Pengaruh Kualitas Layanan Terhadap Kepuasan Pasien Dan *Repeat Patronage* Di Layanan Klinik Eksekutif Rumah Sakit Gigi dan Mulut  
Universitas Trisakti

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

Jakarta, .....

Saksi,

Responden,

(.....)

(.....)





### **LAMPIRAN III. KUISIONER PENELITIAN**

Kuisisioner ini ditujukan sebagai alat pengumpulan data yang akan digunakan sebagai bahan analisis penulisan tesis yang berjudul “**Pengaruh Kualitas Layanan Terhadap Kepuasan Pasien Dan *Repeat Patronage* Di Layanan Eksekutif Rumah Sakit Gigi dan Mulut Universitas Trisakti,**”. Diharapkan bagi bapak/ibu/saudara(i) bersedia mengisi kuisisioner ini sesuai dengan kenyataan yang anda rasakan terkait pelayanan yang diberikan di layanan eksekutif RSGM Universitas Trisakti.

Peneliti  
Sila Happy Muriana

Berikut ini adalah pertanyaan tentang survei kepuasan pada kualitas pelayanan di klinik eksekutif RSGM Universitas Trisakti. Jawaban pada pertanyaan ini terdiri dari 7 (tujuh) skor, masing-masing skor memiliki makna sebagai berikut:

- 1 ASTS = Amat Sangat Tidak Setuju
- 2 STS = Sangat Tidak Setuju
- 3 TS = Tidak Setuju
- 4 RR = Ragu-ragu
- 5 S = Setuju
- 6 SS = Sangat Setuju
- 7 ASS = Amat Sangat Setuju

Mohon, bapak/ibu/saudara(i) mengisi sesuai penilaian yang dirasakan saat menggunakan layanan klinik eksekutif RSGM Universitas Trisakti.

Bagian 1. Indikator *Repeat Patronage* (Pengulangan Kunjungan)

Pada bagian pertama merupakan pertanyaan tentang sikap anda terhadap layanan eksekutif RSGM Universitas Trisakti yang berhubungan dengan pengulangan kunjungan. Skala pertanyaan terdiri dari 7 skor yang menunjukkan respon anda terhadap pengulangan kunjungan yang anda di layanan eksekutif RSGM Universitas Trisakti. Skor yang anda berikan memberikan gambaran respon anda dari amat sangat tidak setuju/ASTS (1) sampai amat sangat setuju/ASS (7) terkait pengulangan kunjungan yang anda lakukan.

| No | Pertanyaan  | Skala |     |    |    |   |    |     |
|----|---|-------|-----|----|----|---|----|-----|
|    |   | ASTS  | STS | TS | RR | S | SS | ASS |
| 1  | Saya akan terus menggunakan pelayanan di layanan klinik eksekutif RSGM Universitas Trisakti.                              | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |
| 2  | Saya yakin kualitas pelayanan di layanan klinik eksekutif RSGM Universitas Trisakti tidak akan menurun.                   | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |
| 3  | Saya yakin kualitas pelayanan di layanan klinik eksekutif RSGM Universitas Trisakti ini akan meningkat di masa mendatang. | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |

## Bagian 2. Indikator Kepuasan

Pada bagian kedua merupakan pertanyaan tentang sikap anda terhadap layanan eksekutif RSGM Universitas Trisakti yang berhubungan dengan kepuasan anda. Skala pertanyaan terdiri dari 7 skor yang menunjukkan respon anda terhadap kepuasan anda yang anda dapatkan di layanan eksekutif RSGM Universitas Trisakti. Skor yang anda berikan memberikan gambaran respon anda dari amat sangat tidak setuju/ASTS (1) sampai amat sangat setuju/ASS (7) terkait kepuasan anda pada layanan yang anda dapatkan.

| No | Pertanyaan   | Skala |     |    |    |   |    |     |
|----|--|-------|-----|----|----|---|----|-----|
|    |  | ASTS  | STS | TS | RR | S | SS | ASS |
| 1  | Saya senang dengan hasil pekerjaan dokter gigi di layanan klinik eksekutif RSGM Universitas Trisakti   | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |
| 2  | Saya puas dengan kinerja dokter gigi di layanan klinik eksekutif RSGM Universitas Trisakti             | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |
| 3  | Saya puas dengan keseluruhan jasa yang diberikan di layanan klinik eksekutif RSGM Universitas Trisakti | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |

### Bagian 3. Kualitas Pelayanan

Pada bagian ketiga merupakan pertanyaan tentang sikap anda terhadap layanan eksekutif RSGM Universitas Trisakti yang berhubungan dengan kualitas layanan yang diberikan. Skala pertanyaan terdiri dari 7 skor yang menunjukkan respon anda terhadap kualitas layanan yang ada di layanan eksekutif RSGM Universitas Trisakti. Skor yang anda berikan memberikan gambaran respon anda dari amat sangat tidak setuju/ASTS (1) sampai amat sangat setuju/ASS (7) terkait kualitas layanan yang anda nilai.

| No                 | Pertanyaan   | Skala |     |    |    |   |    |     |
|--------------------|--|-------|-----|----|----|---|----|-----|
|                    |  | ASTS  | STS | TS | RR | S | SS | ASS |
| <i>Tangibles</i>   |  |       |     |    |    |   |    |     |
| 1                  | Layanan klinik eksekutif RSGM Universitas Trisakti memiliki ruang periksa dengan peralatan yang canggih                            | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |
| 2                  | Ruangan layanan klinik eksekutif RSGM Universitas Trisakti terlihat bagus dan menarik  | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |
| 3                  | Penampilan fasilitas pelayanan di layanan klinik eksekutif RSGM Universitas Trisakti sesuai dengan jenis pelayanan                 | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |
| 4                  | Penampilan dokter dan perawat di layanan klinik eksekutif RSGM Univ Trisakti bersih dan rapi                                       | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |
| <i>Reliability</i> |  |       |     |    |    |   |    |     |
| 5                  | Ketika menjanjikan sesuatu, layanan klinik eksekutif RSGM Universitas Trisakti melakukannya tepat waktu                            | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |
| 6                  | Layanan klinik eksekutif RSGM Universitas Trisakti menjalankan pelayanan tepat waktu sesuai yang dijanjikan                        | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |
| 7                  | Ketika anda memiliki masalah, layanan klinik eksekutif RSGM Universitas Trisakti menyelesaikannya secara simpatik dan menyenangkan | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |
| 8                  | Layanan klinik eksekutif RSGM Universitas Trisakti dapat diandalkan  | ①     | ②   | ③  | ④  | ⑤ | ⑥  | ⑦   |

|           |   |   |   |   |   |   |   |   |
|-----------|---|---|---|---|---|---|---|---|
| <b>9</b>  | Layanan klinik eksekutif RSGM Universitas Trisakti menyediakan informasi pelayanan yang akurat<br><i>Responsiveness</i>   | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |
| <b>10</b> | Layanan klinik eksekutif RSGM Universitas Trisakti tidak memberi tahu dengan jelas kapan perawatan dilaksanakan   | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |
| <b>11</b> | Anda tidak menerima pelayanan yang segera dari dokter layanan klinik eksekutif RSGM Universitas Trisakti  | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |
| <b>12</b> | Karyawan dan dokter di layanan klinik eksekutif RSGM Universitas Trisakti terlalu sibuk dalam menanggapi permintaan konsumen dengan segera                                  | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |
| <b>13</b> | Karyawan dan dokter di layanan klinik eksekutif RSGM Universitas Trisakti tidak selalu bersedia untuk membantu pasien<br><i>Assurance</i>                                   | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |
| <b>14</b> | Karyawan dan dokter di layanan klinik eksekutif RSGM Universitas Trisakti dapat dipercaya   | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |
| <b>15</b> | Anda merasa aman saat bertransaksi dengan karyawan layanan klinik eksekutif RSGM Universitas Trisakti   | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |
| <b>16</b> | Karyawan dan dokter di layanan klinik eksekutif RSGM Universitas Trisakti sopan   | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |
| <b>17</b> | Karyawan dan dokter di layanan klinik eksekutif RSGM Universitas Trisakti mendapatkan cukup dukungan dari manajemen untuk melakukan pekerjaan dengan baik<br><i>Empathy</i> | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |
| <b>18</b> | Layanan klinik eksekutif RSGM Universitas Trisakti tidak memberikan perhatian personal kepada anda  | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |
| <b>19</b> | Karyawan dan dokter di layanan klinik eksekutif RSGM Universitas Trisakti tidak memberikan perhatian personal kepada anda   | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |
| <b>20</b> | Karyawan dan dokter di layanan klinik eksekutif RSGM Universitas Trisakti tidak tahu apa yang anda butuhkan   | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |

|           |   |   |   |   |   |   |   |   |
|-----------|---|---|---|---|---|---|---|---|
| <b>21</b> | Layanan klinik eksekutif RSGM Universitas Trisakti tidak memberikan pelayanan yang terbaik kepada anda        | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |
| <b>22</b> | Layanan klinik eksekutif RSGM Universitas Trisakti tidak memiliki waktu pelayanan yang sesuai untuk pasiennya | ① | ② | ③ | ④ | ⑤ | ⑥ | ⑦ |

Bagian 4. Demografi Responden

Jenis Kelamin :

- Laki-laki
- Perempuan

Umur :

- < 25 Tahun
- 25 – 30 Tahun
- 31 – 35 Tahun
- > 35 Tahun

Tingkat Pendidikan :

- SMA & sederajat
- Sarjana S1
- Pascasarjana S2
- Doktoral S3

Penghasilan :

- < Rp 5 juta
- Rp 5 juta – Rp 7,4 juta
- Rp 7,5 juta – Rp 10 juta
- > Rp 10 juta

Pengeluaran/bulan :

- Rp2,5 juta – Rp3 juta
- Rp3,1 juta – Rp5 juta
- Rp5,1 juta – Rp7 juta
- > Rp7 juta

Frekuensi kunjungan dalam 1 tahun terakhir :

- 2 – 3 kali kunjungan
- 4 – 5 kali kunjungan
- > 5 kali kunjungan



Alasan bapak/ibu/saudara(i) memilih layanan di layanan klinik eksekutif RSGM Universitas Trisakti, karena.....

- A. Kualitas layanannya
- B. Dokter memiliki *skill* tinggi
- C. Jarak dengan tempat tinggal
- D. Referensi dari saudara/teman

## Factor Analysis (*Repeat Patronage*)

### KMO and Bartlett's Test

|  |                    |        |
|--|--------------------|--------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. |                    | ,705   |
| Bartlett's Test of Sphericity                    | Approx. Chi-Square | 85,163 |
|  | df                 | 3      |
|  | Sig.               | ,000   |

### Anti-image Matrices

|                        |     | RP1                     | RP2                     | RP3                     |
|------------------------|-----|-------------------------|-------------------------|-------------------------|
| Anti-image Covariance  | RP1 | ,110                    | -,102                   | -,097                   |
|                        | RP2 | -,102                   | ,159                    | ,005                    |
|                        | RP3 | -,097                   | ,005                    | ,273                    |
| Anti-image Correlation | RP1 | <b>,633<sup>a</sup></b> | -,773                   | -,557                   |
|                        | RP2 | -,773                   | <b>,707<sup>a</sup></b> | ,022                    |
|                        | RP3 | -,557                   | ,022                    | <b>,811<sup>a</sup></b> |

a. Measures of Sampling Adequacy(MSA)

### Communalities

|     | Initial | Extraction |
|-----|---------|------------|
| RP1 | 1,000   | ,950       |
| RP2 | 1,000   | ,898       |
| RP3 | 1,000   | ,851       |

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         | 2,699               | 89,963        | 89,963       | 2,699                               | 89,963        | 89,963       |
| 2         | ,231                | 7,715         | 97,678       |                                     |               |              |
| 3         | ,070                | 2,322         | 100,000      |                                     |               |              |

Extraction Method: Principal Component Analysis.

### Component Matrix<sup>a</sup>

|     | Component |
|-----|-----------|
|     | 1         |
| RP1 | ,974      |
| RP2 | ,948      |
| RP3 | ,922      |

Extraction Method: Principal Component Analysis.

- a. 1 components extracted.

### Rotated Component Matrix<sup>a</sup>

- a. Only one component was extracted.  
The solution cannot be rotated.

## Factor Analysis (Kepuasan Pasien)

### KMO and Bartlett's Test

|  |                    |        |
|--|--------------------|--------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. |                    | ,762   |
| Bartlett's Test of Sphericity                    | Approx. Chi-Square | 78,957 |
|  | df                 | 3      |
|  | Sig.               | ,000   |

### Anti-image Matrices

|                        |     | KP1                     | KP2                     | KP3                     |
|------------------------|-----|-------------------------|-------------------------|-------------------------|
| Anti-image Covariance  | KP1 | ,177                    | -,116                   | -,078                   |
|                        | KP2 | -,116                   | ,177                    | -,078                   |
|                        | KP3 | -,078                   | -,078                   | ,270                    |
| Anti-image Correlation | KP1 | <b>,728<sup>a</sup></b> | -,655                   | -,355                   |
|                        | KP2 | -,655                   | <b>,728<sup>a</sup></b> | -,355                   |
|                        | KP3 | -,355                   | -,355                   | <b>,846<sup>a</sup></b> |

a. Measures of Sampling Adequacy(MSA)

### Communalities

|     | Initial | Extraction |
|-----|---------|------------|
| KP1 | 1,000   | ,916       |
| KP2 | 1,000   | ,916       |
| KP3 | 1,000   | ,872       |

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         | 2,704               | 90,128        | 90,128       | 2,704                               | 90,128        | 90,128       |
| 2         | ,189                | 6,313         | 96,441       |                                     |               |              |
| 3         | ,107                | 3,559         | 100,000      |                                     |               |              |

Extraction Method: Principal Component Analysis.

### Component Matrix<sup>a</sup>

|     | Component |
|-----|-----------|
|     | 1         |
| KP1 | ,957      |
| KP2 | ,957      |
| KP3 | ,934      |

Extraction Method: Principal Component Analysis.

- a. 1 components extracted.

### Rotated Component Matrix<sup>a</sup>

- a. Only one component was extracted.  
The solution cannot be rotated.

## Factor Analysis (*Tangible*)

[DataSet1] D:\Kerjaan\Sila\Tesis\Data Pretest Validitas 30.sav

### KMO and Bartlett's Test

|  |                    |        |
|--|--------------------|--------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. |                    | ,720   |
| Bartlett's Test of Sphericity                    | Approx. Chi-Square | 81,303 |
|  | df                 | 6      |
|  | Sig.               | ,000   |

### Anti-image Matrices

|                        |    | Q1                      | Q2                      | Q3                      | Q4                      |
|------------------------|----|-------------------------|-------------------------|-------------------------|-------------------------|
| Anti-image Covariance  | Q1 | ,238                    | -,152                   | -,001                   | -,044                   |
|                        | Q2 | -,152                   | ,184                    | -,106                   | ,048                    |
|                        | Q3 | -,001                   | -,106                   | ,269                    | -,205                   |
|                        | Q4 | -,044                   | ,048                    | -,205                   | ,511                    |
| Anti-image Correlation | Q1 | <b>,735<sup>a</sup></b> | -,725                   | -,005                   | -,125                   |
|                        | Q2 | -,725                   | <b>,674<sup>a</sup></b> | -,477                   | ,156                    |
|                        | Q3 | -,005                   | -,477                   | <b>,748<sup>a</sup></b> | -,554                   |
|                        | Q4 | -,125                   | ,156                    | -,554                   | <b>,736<sup>a</sup></b> |

a. Measures of Sampling Adequacy(MSA)

### Communalities

|    | Initial | Extraction |
|----|---------|------------|
| Q1 | 1,000   | ,796       |
| Q2 | 1,000   | ,837       |
| Q3 | 1,000   | ,838       |
| Q4 | 1,000   | ,563       |

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         | 3,034               | 75,856        | 75,856       | 3,034                               | 75,856        | 75,856       |
| 2         | ,625                | 15,613        | 91,469       |                                     |               |              |
| 3         | ,231                | 5,768         | 97,237       |                                     |               |              |
| 4         | ,111                | 2,763         | 100,000      |                                     |               |              |

Extraction Method: Principal Component Analysis.

### Component Matrix<sup>a</sup>

|    | Component |
|----|-----------|
|    | 1         |
| Q1 | ,892      |
| Q2 | ,915      |
| Q3 | ,915      |
| Q4 | ,751      |

Extraction Method: Principal Component Analysis.

- a. 1 components extracted.

### Rotated Component Matrix<sup>a</sup>

- a. Only one component was extracted.  
The solution cannot be rotated.

## Factor Analysis (*Reliability*)

[DataSet1] D:\Kerjaan\Sila\Tesis\Data Pretest Validitas 30.sav

### KMO and Bartlett's Test

|  |                    |         |
|--|--------------------|---------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. |                    | ,736    |
| Bartlett's Test of Sphericity                    | Approx. Chi-Square | 173,704 |
|  | df                 | 10      |
|  | Sig.               | ,000    |

### Anti-image Matrices

|                        |    | Q5                | Q6                | Q7                | Q8                | Q9                |
|------------------------|----|-------------------|-------------------|-------------------|-------------------|-------------------|
| Anti-image Covariance  | Q5 | ,170              | -,115             | -,002             | -,005             | ,018              |
|                        | Q6 | -,115             | ,121              | -,041             | ,025              | -,035             |
|                        | Q7 | -,002             | -,041             | ,110              | -,061             | ,023              |
|                        | Q8 | -,005             | ,025              | -,061             | ,070              | -,070             |
|                        | Q9 | ,018              | -,035             | ,023              | -,070             | ,119              |
| Anti-image Correlation | Q5 | ,740 <sup>a</sup> | -,804             | -,017             | -,042             | ,129              |
|                        | Q6 | -,804             | ,707 <sup>a</sup> | -,357             | ,270              | -,296             |
|                        | Q7 | -,017             | -,357             | ,801 <sup>a</sup> | -,689             | ,200              |
|                        | Q8 | -,042             | ,270              | -,689             | ,677 <sup>a</sup> | -,763             |
|                        | Q9 | ,129              | -,296             | ,200              | -,763             | ,761 <sup>a</sup> |

a. Measures of Sampling Adequacy(MSA)

### Communalities

|    | Initial | Extraction |
|----|---------|------------|
| Q5 | 1,000   | ,671       |
| Q6 | 1,000   | ,784       |
| Q7 | 1,000   | ,895       |
| Q8 | 1,000   | ,819       |
| Q9 | 1,000   | ,808       |

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         | 3,978               | 79,561        | 79,561       | 3,978                               | 79,561        | 79,561       |
| 2         | ,757                | 15,135        | 94,697       |                                     |               |              |
| 3         | ,140                | 2,790         | 97,487       |                                     |               |              |
| 4         | ,086                | 1,730         | 99,216       |                                     |               |              |
| 5         | ,039                | ,784          | 100,000      |                                     |               |              |

Extraction Method: Principal Component Analysis.

**Component Matrix**

|    | Component |
|----|-----------|
|    | 1         |
| Q5 | ,819      |
| Q6 | ,886      |
| Q7 | ,946      |
| Q8 | ,905      |
| Q9 | ,899      |

Extraction Method: Principal Component Analysis.

- a. 1 components extracted.

**Rotated Component Matrix**

- a. Only one component was extracted.  
The solution cannot be rotated.

## Factor Analysis (*Responsiveness*)

[DataSet1] D:\Kerjaan\Sila\Tesis\Data Pretest Validitas 30.sav

### KMO and Bartlett's Test

|  |                    |        |
|--|--------------------|--------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. |                    | ,748   |
| Bartlett's Test of Sphericity                    | Approx. Chi-Square | 98,500 |
|  | df                 | 6      |
|  | Sig.               | ,000   |

### Anti-image Matrices

|                        |     | Q10               | Q11               | Q12               | Q13               |
|------------------------|-----|-------------------|-------------------|-------------------|-------------------|
| Anti-image Covariance  | Q10 | ,264              | -,111             | ,022              | -,095             |
|                        | Q11 | -,111             | ,135              | -,105             | ,041              |
|                        | Q12 | ,022              | -,105             | ,164              | -,120             |
|                        | Q13 | -,095             | ,041              | -,120             | ,432              |
| Anti-image Correlation | Q10 | ,797 <sup>a</sup> | -,588             | ,106              | -,280             |
|                        | Q11 | -,588             | ,687 <sup>a</sup> | -,708             | ,170              |
|                        | Q12 | ,106              | -,708             | ,727 <sup>a</sup> | -,450             |
|                        | Q13 | -,280             | ,170              | -,450             | ,817 <sup>a</sup> |

a. Measures of Sampling Adequacy(MSA)

### Communalities

|     | Initial | Extraction |
|-----|---------|------------|
| Q10 | 1,000   | ,815       |
| Q11 | 1,000   | ,886       |
| Q12 | 1,000   | ,880       |
| Q13 | 1,000   | ,689       |

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         | 3,269               | 81,735        | 81,735       | 3,269                               | 81,735        | 81,735       |
| 2         | ,411                | 10,274        | 92,009       |                                     |               |              |
| 3         | ,241                | 6,026         | 98,035       |                                     |               |              |
| 4         | ,079                | 1,965         | 100,000      |                                     |               |              |

Extraction Method: Principal Component Analysis.

### Component Matrix<sup>a</sup>

|     | Component |
|-----|-----------|
|     | 1         |
| Q10 | ,903      |
| Q11 | ,941      |
| Q12 | ,938      |
| Q13 | ,830      |

Extraction Method: Principal Component Analysis.

- a. 1 components extracted.

### Rotated Component Matrix<sup>a</sup>

- a. Only one component was extracted.  
The solution cannot be rotated.

## Factor Analysis (Assurance)

[DataSet1] D:\Kerjaan\Sila\Tesis\Data Pretest Validitas 30.sav

### KMO and Bartlett's Test

|  |                    |         |
|--|--------------------|---------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. |                    | ,800    |
| Bartlett's Test of Sphericity                    | Approx. Chi-Square | 125,843 |
|  | df                 | 6       |
|  | Sig.               | ,000    |

### Anti-image Matrices

|                        |     | Q14                     | Q15                     | Q16                     | Q17                     |
|------------------------|-----|-------------------------|-------------------------|-------------------------|-------------------------|
| Anti-image Covariance  | Q14 | ,191                    | -,065                   | -,004                   | ,052                    |
|                        | Q15 | -,065                   | ,069                    | -,061                   | -,056                   |
|                        | Q16 | -,004                   | -,061                   | ,109                    | -,021                   |
|                        | Q17 | ,052                    | -,056                   | -,021                   | ,422                    |
| Anti-image Correlation | Q14 | <b>,841<sup>a</sup></b> | -,571                   | -,029                   | ,182                    |
|                        | Q15 | -,571                   | <b>,708<sup>a</sup></b> | -,703                   | -,327                   |
|                        | Q16 | -,029                   | -,703                   | <b>,809<sup>a</sup></b> | -,097                   |
|                        | Q17 | ,182                    | -,327                   | -,097                   | <b>,908<sup>a</sup></b> |

a. Measures of Sampling Adequacy(MSA)

### Communalities

|     | Initial | Extraction |
|-----|---------|------------|
| Q14 | 1,000   | ,839       |
| Q15 | 1,000   | ,955       |
| Q16 | 1,000   | ,918       |
| Q17 | 1,000   | ,689       |

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         | 3,400               | 85,007        | 85,007       | 3,400                               | 85,007        | 85,007       |
| 2         | ,412                | 10,307        | 95,313       |                                     |               |              |
| 3         | ,141                | 3,524         | 98,838       |                                     |               |              |
| 4         | ,046                | 1,162         | 100,000      |                                     |               |              |

Extraction Method: Principal Component Analysis.

### Component Matrix<sup>a</sup>

|     | Component |
|-----|-----------|
|     | 1         |
| Q14 | ,916      |
| Q15 | ,977      |
| Q16 | ,958      |
| Q17 | ,830      |

Extraction Method: Principal Component Analysis.

- a. 1 components extracted.

### Rotated Component Matrix<sup>a</sup>

- a. Only one component was extracted.  
The solution cannot be rotated.

## Factor Analysis (*Empathy*)

[DataSet1] D:\Kerjaan\Sila\Tesis\Data Pretest Validitas 30.sav

### KMO and Bartlett's Test

|  |                    |         |
|--|--------------------|---------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. |                    | ,832    |
| Bartlett's Test of Sphericity                    | Approx. Chi-Square | 126,050 |
|  | df                 | 10      |
|  | Sig.               | ,000    |

### Anti-image Matrices

|                        |     | Q18                     | Q19                     | Q20                     | Q21                     | Q22                     |
|------------------------|-----|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Anti-image Covariance  | Q18 | ,501                    | -,111                   | ,041                    | -,064                   | ,034                    |
|                        | Q19 | -,111                   | ,161                    | -,119                   | -,019                   | -,042                   |
|                        | Q20 | ,041                    | -,119                   | ,231                    | -,036                   | -,008                   |
|                        | Q21 | -,064                   | -,019                   | -,036                   | ,186                    | -,126                   |
|                        | Q22 | ,034                    | -,042                   | -,008                   | -,126                   | ,212                    |
| Anti-image Correlation | Q18 | <b>,872<sup>a</sup></b> | -,389                   | ,119                    | -,210                   | ,103                    |
|                        | Q19 | -,389                   | <b>,808<sup>a</sup></b> | -,617                   | -,109                   | -,228                   |
|                        | Q20 | ,119                    | -,617                   | <b>,839<sup>a</sup></b> | -,172                   | -,034                   |
|                        | Q21 | -,210                   | -,109                   | -,172                   | <b>,831<sup>a</sup></b> | -,635                   |
|                        | Q22 | ,103                    | -,228                   | -,034                   | -,635                   | <b>,829<sup>a</sup></b> |

a. Measures of Sampling Adequacy(MSA)

### Communalities

|     | Initial | Extraction |
|-----|---------|------------|
| Q18 | 1,000   | ,579       |
| Q19 | 1,000   | ,887       |
| Q20 | 1,000   | ,803       |
| Q21 | 1,000   | ,857       |
| Q22 | 1,000   | ,813       |

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         | 3,939               | 78,777        | 78,777       | 3,939                               | 78,777        | 78,777       |
| 2         | ,514                | 10,289        | 89,066       |                                     |               |              |
| 3         | ,313                | 6,259         | 95,325       |                                     |               |              |
| 4         | ,127                | 2,545         | 97,870       |                                     |               |              |
| 5         | ,106                | 2,130         | 100,000      |                                     |               |              |

Extraction Method: Principal Component Analysis.

**Component Matrix**

|     | Component |
|-----|-----------|
|     | 1         |
| Q18 | ,761      |
| Q19 | ,942      |
| Q20 | ,896      |
| Q21 | ,926      |
| Q22 | ,901      |

Extraction Method: Principal Component Analysis.

- a. 1 components extracted.

**Rotated Component Matrix**

- a. Only one component was extracted.  
The solution cannot be rotated.

## Reliability Repeat Patronage

[DataSet1] C:\Users\ASUS\Downloads\Data Pretest Validitas 30.sav

### Scale: ALL VARIABLES

#### 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 |
|------------------|------------|
| .943             | 3          |

#### Item Statistics

|     | Mean   | Std. Deviation | N  |
|-----|--------|----------------|----|
| RP1 | 4.8667 | .77608         | 30 |
| RP2 | 4.8333 | .79148         | 30 |
| RP3 | 5.0667 | .69149         | 30 |

#### Item-Total Statistics

|     | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| RP1 | 9.9000                     | 1.955                          | .941                             | .870                             |
| RP2 | 9.9333                     | 1.995                          | .884                             | .917                             |
| RP3 | 9.7000                     | 2.355                          | .832                             | .957                             |

#### Scale Statistics

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 14.7667 | 4.599    | 2.14449        | 3          |

```
RELIABILITY
/VARIABLES=KP1 KP2 KP3
/SCALE ('ALL VARIABLES') ALL/MODEL=ALPHA
/STATISTICS=DESCRIPTIVE SCALE
```



/SUMMARY=TOTAL .

## Reliability Kepuasan Pasien

[DataSet1] C:\Users\ASUS\Downloads\Data Pretest Validitas 30.sav

### Scale: ALL VARIABLES

#### 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 |
|------------------|------------|
| .945             | 3          |

#### Item Statistics

|     | Mean   | Std. Deviation | N  |
|-----|--------|----------------|----|
| KP1 | 5.2333 | .56832         | 30 |
| KP2 | 5.2333 | .56832         | 30 |
| KP3 | 5.2667 | .52083         | 30 |

#### Item-Total Statistics

|     | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| KP1 | 10.5000                    | 1.086                          | .902                             | .906                             |
| KP2 | 10.5000                    | 1.086                          | .902                             | .906                             |
| KP3 | 10.4667                    | 1.223                          | .854                             | .944                             |

#### Scale Statistics

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 15.7333 | 2.478    | 1.57422        | 3          |

RELIABILITY

```

/VARIABLES=Q1 Q2 Q3 Q4
/SCALE ('ALL VARIABLES') ALL/MODEL=ALPHA
/STATISTICS=DESCRIPTIVE SCALE
/SUMMARY=TOTAL .

```

## Reliability Tangible

[DataSet1] C:\Users\ASUS\Downloads\Data Pretest Validitas 30.sav

### Scale: ALL VARIABLES

#### 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 |
|------------------|------------|
| .876             | 4          |

#### Item Statistics

|    | Mean   | Std. Deviation | N  |
|----|--------|----------------|----|
| Q1 | 5.2333 | .67891         | 30 |
| Q2 | 5.2333 | .43018         | 30 |
| Q3 | 5.3333 | .47946         | 30 |
| Q4 | 5.3667 | .55605         | 30 |

#### Item-Total Statistics

|    | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Q1 | 15.9333                    | 1.651                          | .770                             | .842                             |
| Q2 | 15.9333                    | 2.202                          | .835                             | .819                             |
| Q3 | 15.8333                    | 2.075                          | .832                             | .809                             |
| Q4 | 15.8000                    | 2.166                          | .598                             | .893                             |

### Scale Statistics

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 21.1667 | 3.454    | 1.85850        | 4          |

### RELIABILITY

```
/VARIABLES=Q5 Q6 Q7 Q8 Q9  
/SCALE('ALL VARIABLES') ALL/MODEL=ALPHA  
/STATISTICS=DESCRIPTIVE SCALE  
/SUMMARY=TOTAL .
```

### Reliability Reliability

[DataSet1] C:\Users\ASUS\Downloads\Data Pretest Validitas 30.sav

### Scale: ALL VARIABLES

#### 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 |
|------------------|------------|
| .935             | 5          |

#### Item Statistics

|    | Mean   | Std. Deviation | N  |
|----|--------|----------------|----|
| Q5 | 5.4333 | .81720         | 30 |
| Q6 | 5.3000 | .79438         | 30 |
| Q7 | 4.8333 | .87428         | 30 |
| Q8 | 4.8333 | .79148         | 30 |
| Q9 | 4.9333 | .82768         | 30 |

### Item-Total Statistics

|    | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Q5 | 19.9000                    | 9.128                          | .730                             | .938                             |
| Q6 | 20.0333                    | 8.861                          | .827                             | .920                             |
| Q7 | 20.5000                    | 8.121                          | .907                             | .905                             |
| Q8 | 20.5000                    | 8.810                          | .844                             | .917                             |
| Q9 | 20.4000                    | 8.662                          | .832                             | .919                             |

### Scale Statistics

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 25.3333 | 13.402   | 3.66092        | 5          |

### RELIABILITY

```
/VARIABLES=Q10 Q11 Q12 Q13  
/SCALE('ALL VARIABLES') ALL/MODEL=ALPHA  
/STATISTICS=DESCRIPTIVE SCALE  
/SUMMARY=TOTAL .
```

## Reliability Responsiveness

[DataSet1] C:\Users\ASUS\Downloads\Data Pretest Validitas 30.sav

## Scale: ALL VARIABLES

### 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 |
|------------------|------------|
| .925             | 4          |

### Item Statistics

|     | Mean   | Std. Deviation | N  |
|-----|--------|----------------|----|
| Q10 | 5.1667 | .69893         | 30 |
| Q11 | 5.2667 | .73968         | 30 |
| Q12 | 5.3333 | .80230         | 30 |
| Q13 | 5.5333 | .62881         | 30 |

### Item-Total Statistics

|     | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Q10 | 16.1333                    | 3.982                          | .824                             | .902                             |
| Q11 | 16.0333                    | 3.689                          | .892                             | .879                             |
| Q12 | 15.9667                    | 3.482                          | .883                             | .883                             |
| Q13 | 15.7667                    | 4.461                          | .720                             | .935                             |

### Scale Statistics

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 21.3000 | 6.769    | 2.60172        | 4          |

#### RELIABILITY

```
/VARIABLES=Q14 Q15 Q16 Q17  
/SCALE('ALL VARIABLES') ALL/MODEL=ALPHA  
/STATISTICS=DESCRIPTIVE SCALE  
/SUMMARY=TOTAL .
```

### Reliability Assurance

[DataSet1] C:\Users\ASUS\Downloads\Data Pretest Validitas 30.sav

### Scale: ALL VARIABLES

#### 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 |
|------------------|------------|
| .933             | 4          |

### Item Statistics

|     | Mean   | Std. Deviation | N  |
|-----|--------|----------------|----|
| Q14 | 5.6000 | .56324         | 30 |
| Q15 | 5.6667 | .54667         | 30 |
| Q16 | 5.7000 | .53498         | 30 |
| Q17 | 5.4000 | .67466         | 30 |

### Item-Total Statistics

|     | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Q14 | 16.7667                    | 2.668                          | .832                             | .915                             |
| Q15 | 16.7000                    | 2.562                          | .946                             | .880                             |
| Q16 | 16.6667                    | 2.644                          | .912                             | .892                             |
| Q17 | 16.9667                    | 2.516                          | .722                             | .962                             |

### Scale Statistics

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 22.3667 | 4.516    | 2.12511        | 4          |

```
RELIABILITY
/VARIABLES=Q18 Q19 Q20 Q21 Q22
/SCALE('ALL VARIABLES') ALL/MODEL=ALPHA
/STATISTICS=DESCRIPTIVE SCALE
/SUMMARY=TOTAL .
```

## Reliability Empathy

[DataSet1] C:\Users\ASUS\Downloads\Data Pretest Validitas 30.sav

### Scale: ALL VARIABLES

### 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 |
|------------------|------------|
| .924             | 5          |

### Item Statistics

|     | Mean   | Std. Deviation | N  |
|-----|--------|----------------|----|
| Q18 | 5.0000 | .87099         | 30 |
| Q19 | 4.7333 | .69149         | 30 |
| Q20 | 4.8667 | .62881         | 30 |
| Q21 | 4.6667 | .75810         | 30 |
| Q22 | 4.6667 | .71116         | 30 |

### Item-Total Statistics

|     | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Q18 | 18.9333                    | 6.685                          | .658                             | .944                             |
| Q19 | 19.2000                    | 6.717                          | .897                             | .890                             |
| Q20 | 19.0667                    | 7.237                          | .821                             | .906                             |
| Q21 | 19.2667                    | 6.478                          | .870                             | .893                             |
| Q22 | 19.2667                    | 6.823                          | .829                             | .902                             |

### Scale Statistics

| Mean    | Variance | Std. Deviation | N of Items |
|---------|----------|----------------|------------|
| 23.9333 | 10.409   | 3.22633        | 5          |

## Frequencies (Deskripsi)

[DataSet1] D:\Kerjaan\Sila\Tesis\Demografi.sav

### Frequency Table

#### Jenis Kelamin

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Laki-Laki | 78        | 50,6    | 50,6          | 50,6               |
|       | Perempuan | 76        | 49,4    | 49,4          | 100,0              |
|       | Total     | 154       | 100,0   | 100,0         |                    |

#### Golongan Umur

|       |               | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------------|-----------|---------|---------------|--------------------|
| Valid | < 25 tahun    | 36        | 23,4    | 23,4          | 23,4               |
|       | 25 - 30 tahun | 49        | 31,8    | 31,8          | 55,2               |
|       | 31 - 35 tahun | 36        | 23,4    | 23,4          | 78,6               |
|       | > 35 tahun    | 33        | 21,4    | 21,4          | 100,0              |
|       | Total         | 154       | 100,0   | 100,0         |                    |

#### Tingkat Pendidikan

|       |                 | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------|-----------|---------|---------------|--------------------|
| Valid | SMA & Sederajat | 5         | 3,2     | 3,2           | 3,2                |
|       | Sarjana S1      | 91        | 59,1    | 59,1          | 62,3               |
|       | Pascasarjana S2 | 54        | 35,1    | 35,1          | 97,4               |
|       | Doktoral S3     | 4         | 2,6     | 2,6           | 100,0              |
|       | Total           | 154       | 100,0   | 100,0         |                    |

#### Penghasilan/bulan

|       |                          | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------------|-----------|---------|---------------|--------------------|
| Valid | < Rp5 juta               | 18        | 11,7    | 11,7          | 11,7               |
|       | Rp 5 juta - Rp 7,4 juta  | 87        | 56,5    | 56,5          | 68,2               |
|       | Rp 7,5 juta - Rp 10 juta | 49        | 31,8    | 31,8          | 100,0              |
|       | Total                    | 154       | 100,0   | 100,0         |                    |



### Pengeluaran/bulan

|       |                         | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | Rp 2,5 juta - Rp 3 juta | 50        | 32,5    | 32,5          | 32,5               |
|       | Rp 3,1 juta - Rp 5 juta | 57        | 37,0    | 37,0          | 69,5               |
|       | Rp 5,1 juta - Rp 7 juta | 47        | 30,5    | 30,5          | 100,0              |
|       | Total                   | 154       | 100,0   | 100,0         |                    |

### Frekuensi Kunjungan

|       |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|---------------|--------------------|
| Valid | 2 - 3 kali | 71        | 46,1    | 46,1          | 46,1               |
|       | 4 - 5 kali | 79        | 51,3    | 51,3          | 97,4               |
|       | > 5 kali   | 4         | 2,6     | 2,6           | 100,0              |
|       | Total      | 154       | 100,0   | 100,0         |                    |

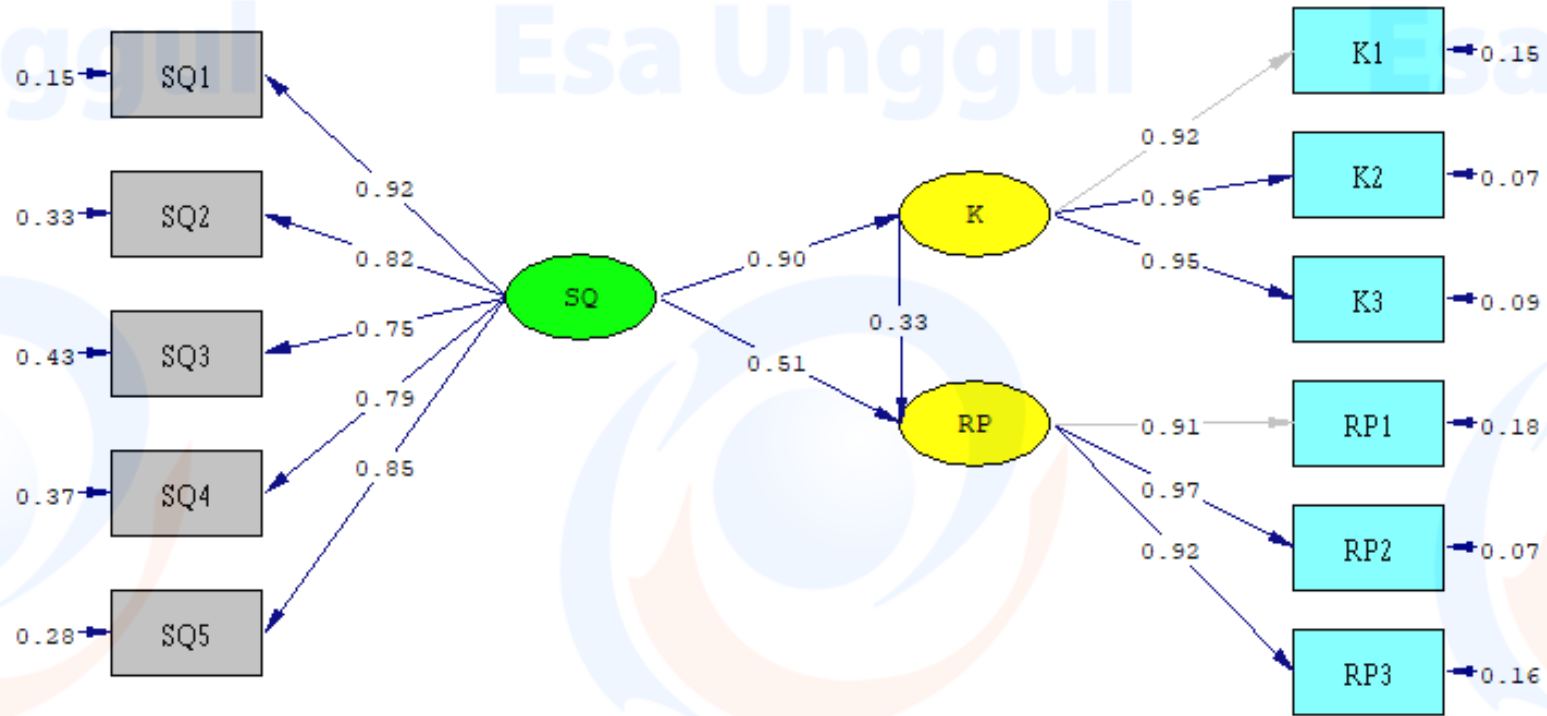
### Alasan memilih

|       |                           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------------------------|-----------|---------|---------------|--------------------|
| Valid | Kualitas Layanan          | 47        | 30,5    | 30,5          | 30,5               |
|       | Skill Dokter              | 41        | 26,6    | 26,6          | 57,1               |
|       | Jarak dari tempat tinggal | 34        | 22,1    | 22,1          | 79,2               |
|       | Referensi                 | 32        | 20,8    | 20,8          | 100,0              |
|       | Total                     | 154       | 100,0   | 100,0         |                    |

| Item      | Skor | Item      | Skor     |
|-----------|------|-----------|----------|
| RP1       | 738  | KP1       | 719      |
| RP2       | 741  | KP2       | 720      |
| RP3       | 744  | KP3       | 717      |
| Rata-Rata | 741  | Rata-Rata | 718,6667 |

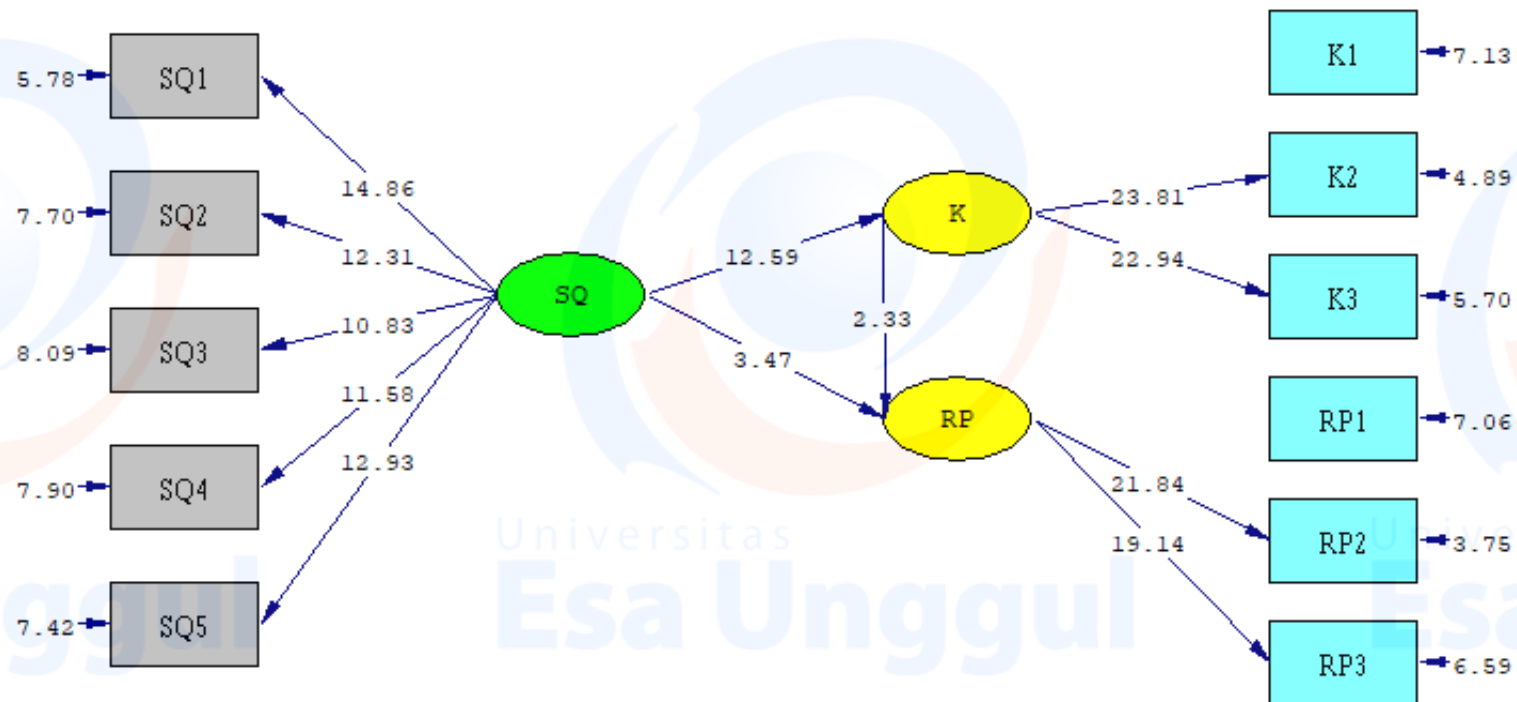
| Variabel/Dimensi | Item | Total Skor | Rata-rata  |
|------------------|------|------------|------------|
| Tan              | Q1   | 811        |            |
|                  | Q2   | 770        |            |
|                  | Q3   | 774        |            |
|                  | Q4   | 738        | <b>773</b> |
| Rel              | Q5   | 739        |            |
|                  | Q6   | 731        |            |
|                  | Q7   | 736        |            |
|                  | Q8   | 746        |            |
|                  | Q9   | 738        | <b>738</b> |
| Res              | Q10  | 709        |            |
|                  | Q11  | 743        |            |
|                  | Q12  | 740        |            |
|                  | Q13  | 748        | <b>735</b> |
| Ass              | Q14  | 730        |            |
|                  | Q15  | 726        |            |
|                  | Q16  | 721        |            |
|                  | Q17  | 737        | <b>729</b> |
| Emp              | Q18  | 718        |            |
|                  | Q19  | 737        |            |
|                  | Q20  | 758        |            |
|                  | Q21  | 758        |            |
|                  | Q22  | 774        | <b>749</b> |
| Rata-Rata        |      | <b>745</b> |            |

PATH DIAGRAM STANDAR SOLUTION



Chi-Square=64.02, df=39, P-value=0.00699, RMSEA=0.065

PATH DIAGRAM T-VALUE



Chi-Square=64.02, df=39, P-value=0.00699, RMSEA=0.065

L I S R E L 8.80

BY

Karl G. Jöreskog & Dag Sörbom

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The following lines were read from file D:\Chinggu\SILA\DRSILA.pr2:

```
raw data from file DRSILA.PSF
latent variables: SQ K RP
relationship
SQ1 = SQ
SQ2 = SQ
SQ3 = SQ
SQ4 = SQ
SQ5 = SQ
K1 = K
K2 = K
K3 = K
RP1 = RP
RP2 = RP
RP3 = RP
RP = SQ K
K = SQ
SET ERROR COVARIANCE OF SQ3 AND RP3 FREE
SET ERROR COVARIANCE OF SQ2 AND RP3 FREE
OPTIONS: SC
PATH DIAGRAM
END OF PROBLEMS
```

Sample Size = 154

Covariance Matrix

|    | K1   | K2   | K3   | RP1 | RP2 | RP3 |
|----|------|------|------|-----|-----|-----|
| K1 | 1.43 |      |      |     |     |     |
| K2 | 1.34 | 1.61 |      |     |     |     |
| K3 | 1.27 | 1.41 | 1.46 |     |     |     |

|     |      |      |      |      |      |      |
|-----|------|------|------|------|------|------|
| RP1 | 1.36 | 1.47 | 1.41 | 2.78 |      |      |
| RP2 | 1.41 | 1.57 | 1.46 | 2.45 | 2.85 |      |
| RP3 | 1.21 | 1.33 | 1.25 | 2.15 | 2.34 | 2.43 |
| SQ1 | 0.92 | 1.00 | 0.92 | 1.28 | 1.32 | 1.13 |
| SQ2 | 0.81 | 0.89 | 0.81 | 0.83 | 0.90 | 0.87 |
| SQ3 | 0.82 | 0.88 | 0.81 | 0.90 | 0.93 | 0.71 |
| SQ4 | 0.77 | 0.89 | 0.82 | 0.94 | 0.97 | 0.87 |
| SQ5 | 0.86 | 0.92 | 0.87 | 1.11 | 1.09 | 0.91 |

Covariance Matrix

|     | SQ1  | SQ2  | SQ3  | SQ4  | SQ5  |
|-----|------|------|------|------|------|
| SQ1 | 1.00 |      |      |      |      |
| SQ2 | 0.76 | 1.00 |      |      |      |
| SQ3 | 0.67 | 0.65 | 1.00 |      |      |
| SQ4 | 0.71 | 0.69 | 0.59 | 1.00 |      |
| SQ5 | 0.78 | 0.69 | 0.65 | 0.68 | 1.00 |

Number of Iterations = 10

LISREL Estimates (Maximum Likelihood)

Measurement Equations

K1 = 1.10\*K, Errorvar.= 0.21 , R<sup>2</sup> = 0.85  
 (0.030)  
 7.13

K2 = 1.22\*K, Errorvar.= 0.11 , R<sup>2</sup> = 0.93  
 (0.051) (0.023)  
 23.81 4.89

K3 = 1.15\*K, Errorvar.= 0.13 , R<sup>2</sup> = 0.91  
 (0.050) (0.023)  
 22.94 5.70

RP1 = 1.51\*RP, Errorvar.= 0.50 , R<sup>2</sup> = 0.82  
 (0.070)  
 7.06

RP2 = 1.63\*RP, Errorvar.= 0.19 , R<sup>2</sup> = 0.93  
 (0.075) (0.050)  
 21.84 3.75

RP3 = 1.46\*RP, Errorvar.= 0.39 , R<sup>2</sup> = 0.84  
 (0.076) (0.059)  
 19.14 6.59

$$\begin{aligned} \text{SQ1} &= 0.92 \cdot \text{SQ}, \text{ Errorvar.} = 0.15, R^2 = 0.85 \\ & (0.062) \quad (0.026) \\ & 14.86 \quad 5.78 \end{aligned}$$

$$\begin{aligned} \text{SQ2} &= 0.83 \cdot \text{SQ}, \text{ Errorvar.} = 0.33, R^2 = 0.67 \\ & (0.067) \quad (0.043) \\ & 12.31 \quad 7.70 \end{aligned}$$

$$\begin{aligned} \text{SQ3} &= 0.75 \cdot \text{SQ}, \text{ Errorvar.} = 0.43, R^2 = 0.57 \\ & (0.069) \quad (0.053) \\ & 10.83 \quad 8.09 \end{aligned}$$

$$\begin{aligned} \text{SQ4} &= 0.79 \cdot \text{SQ}, \text{ Errorvar.} = 0.37, R^2 = 0.63 \\ & (0.068) \quad (0.047) \\ & 11.58 \quad 7.90 \end{aligned}$$

$$\begin{aligned} \text{SQ5} &= 0.85 \cdot \text{SQ}, \text{ Errorvar.} = 0.28, R^2 = 0.72 \\ & (0.066) \quad (0.038) \\ & 12.93 \quad 7.42 \end{aligned}$$

$$\begin{aligned} \text{Error Covariance for SQ2 and RP3} &= 0.10 \\ & (0.035) \\ & 2.84 \end{aligned}$$

$$\begin{aligned} \text{Error Covariance for SQ3 and RP3} &= -0.11 \\ & (0.038) \\ & -2.81 \end{aligned}$$

#### Structural Equations

$$\begin{aligned} \text{K} &= 0.90 \cdot \text{SQ}, \text{ Errorvar.} = 0.20, R^2 = 0.80 \\ & (0.071) \quad (0.036) \\ & 12.59 \quad 5.50 \end{aligned}$$

$$\begin{aligned} \text{RP} &= 0.33 \cdot \text{K} + 0.51 \cdot \text{SQ}, \text{ Errorvar.} = 0.34, R^2 = 0.66 \\ & (0.14) \quad (0.15) \quad (0.052) \\ & 2.33 \quad 3.47 \quad 6.55 \end{aligned}$$

#### Reduced Form Equations

$$\begin{aligned} \text{K} &= 0.90 \cdot \text{SQ}, \text{ Errorvar.} = 0.20, R^2 = 0.80 \\ & (0.071) \\ & 12.59 \end{aligned}$$

$$\begin{aligned} \text{RP} &= 0.80 \cdot \text{SQ}, \text{ Errorvar.} = 0.36, R^2 = 0.64 \\ & (0.076) \\ & 10.59 \end{aligned}$$

#### Correlation Matrix of Independent Variables

----- SQ  
 -----  
 1.00

Covariance Matrix of Latent Variables

|    | K    | RP   | SQ   |
|----|------|------|------|
| K  | 1.00 |      |      |
| RP | 0.78 | 1.00 |      |
| SQ | 0.90 | 0.80 | 1.00 |

Goodness of Fit Statistics

Degrees of Freedom = 39  
 Minimum Fit Function Chi-Square = 70.49 (P = 0.0015)  
 Normal Theory Weighted Least Squares Chi-Square = 64.02 (P = 0.0070)  
 Estimated Non-centrality Parameter (NCP) = 25.02  
 90 Percent Confidence Interval for NCP = (6.93 ; 51.02)

Minimum Fit Function Value = 0.46  
 Population Discrepancy Function Value (F0) = 0.16  
 90 Percent Confidence Interval for F0 = (0.045 ; 0.33)  
 Root Mean Square Error of Approximation (RMSEA) = 0.065  
 90 Percent Confidence Interval for RMSEA = (0.034 ; 0.092)  
 P-Value for Test of Close Fit (RMSEA < 0.05) = 0.19

Expected Cross-Validation Index (ECVI) = 0.77  
 90 Percent Confidence Interval for ECVI = (0.65 ; 0.94)  
 ECVI for Saturated Model = 0.86  
 ECVI for Independence Model = 26.95

Chi-Square for Independence Model with 55 Degrees of Freedom = 4100.68  
 Independence AIC = 4122.68  
 Model AIC = 118.02  
 Saturated AIC = 132.00  
 Independence CAIC = 4167.09  
 Model CAIC = 227.02  
 Saturated CAIC = 398.44

Normed Fit Index (NFI) = 0.98  
 Non-Normed Fit Index (NNFI) = 0.99  
 Parsimony Normed Fit Index (PNFI) = 0.70  
 Comparative Fit Index (CFI) = 0.99  
 Incremental Fit Index (IFI) = 0.99  
 Relative Fit Index (RFI) = 0.98

Critical N (CN) = 136.50

Root Mean Square Residual (RMR) = 0.058  
 Standardized RMR = 0.036



Goodness of Fit Index (GFI) = 0.93  
 Adjusted Goodness of Fit Index (AGFI) = 0.88  
 Parsimony Goodness of Fit Index (PGFI) = 0.55

Standardized Solution

LAMBDA-Y

|     | K    | RP   |
|-----|------|------|
| K1  | 1.10 | - -  |
| K2  | 1.22 | - -  |
| K3  | 1.15 | - -  |
| RP1 | - -  | 1.51 |
| RP2 | - -  | 1.63 |
| RP3 | - -  | 1.46 |

LAMBDA-X

|     | SQ   |
|-----|------|
| SQ1 | 0.92 |
| SQ2 | 0.83 |
| SQ3 | 0.75 |
| SQ4 | 0.79 |
| SQ5 | 0.85 |

BETA

|    | K    | RP  |
|----|------|-----|
| K  | - -  | - - |
| RP | 0.33 | - - |

GAMMA

|    | SQ   |
|----|------|
| K  | 0.90 |
| RP | 0.51 |

Correlation Matrix of ETA and KSI

|    | K    | RP   | SQ   |
|----|------|------|------|
| K  | 1.00 |      |      |
| RP | 0.78 | 1.00 |      |
| SQ | 0.90 | 0.80 | 1.00 |

PSI  
 Note: This matrix is diagonal.

|  | K | RP |
|--|---|----|
|  |   |    |

0.20      0.34

Regression Matrix ETA on KSI (Standardized)

|    | SQ   |
|----|------|
| K  | 0.90 |
| RP | 0.80 |

Completely Standardized Solution

LAMBDA-Y

|     | K    | RP   |
|-----|------|------|
| K1  | 0.92 | - -  |
| K2  | 0.96 | - -  |
| K3  | 0.95 | - -  |
| RP1 | - -  | 0.91 |
| RP2 | - -  | 0.97 |
| RP3 | - -  | 0.92 |

LAMBDA-X

|     | SQ   |
|-----|------|
| SQ1 | 0.92 |
| SQ2 | 0.82 |
| SQ3 | 0.75 |
| SQ4 | 0.79 |
| SQ5 | 0.85 |

BETA

|    | K    | RP  |
|----|------|-----|
| K  | - -  | - - |
| RP | 0.33 | - - |

GAMMA

|    | SQ   |
|----|------|
| K  | 0.90 |
| RP | 0.51 |

Correlation Matrix of ETA and KSI

|    | K    | RP   | SQ   |
|----|------|------|------|
| K  | 1.00 |      |      |
| RP | 0.78 | 1.00 |      |
| SQ | 0.90 | 0.80 | 1.00 |

PSI  
 Note: This matrix is diagonal.

| K    | RP   |
|------|------|
| 0.20 | 0.34 |

THETA-EPS

| K1   | K2   | K3   | RP1  | RP2  | RP3  |
|------|------|------|------|------|------|
| 0.15 | 0.07 | 0.09 | 0.18 | 0.07 | 0.16 |

THETA-DELTA-EPS

|     | K1 | K2 | K3 | RP1 | RP2 | RP3   |
|-----|----|----|----|-----|-----|-------|
| SQ1 | -- | -- | -- | --  | --  | --    |
| SQ2 | -- | -- | -- | --  | --  | 0.06  |
| SQ3 | -- | -- | -- | --  | --  | -0.07 |
| SQ4 | -- | -- | -- | --  | --  | --    |
| SQ5 | -- | -- | -- | --  | --  | --    |

THETA-DELTA

| SQ1  | SQ2  | SQ3  | SQ4  | SQ5  |
|------|------|------|------|------|
| 0.15 | 0.33 | 0.43 | 0.37 | 0.28 |

Regression Matrix ETA on KSI (Standardized)

|    | SQ   |
|----|------|
| K  | 0.90 |
| RP | 0.80 |

Time used: 0.016 Seconds

## **BIODATA**

**Nama** : Sila Happy Muriana  
**Alamat** : Villa Kelapa Dua, Jl. Janur V, Blok F, No. 25,  
Kebon Jeruk, Jakarta Barat  
**Tempat, tanggal lahir** : Pati, 20 Mei 1982  
**Agama** : Islam  
**Jenis kelamin** : Perempuan

### **Riwayat Pendidikan**

1. SDN Tambah Sari Pati 1987-1993
2. SMPN 7 Pati 1993-1996
3. SMUN 3 Pati 1996-1999
4. FKG Universitas Trisakti 1999-2008
5. FKG Universitas Gadjah Mada 2009-2012

### **Riwayat Pekerjaan**

Dokter gigi spesialis konservasi gigi di Jakarta Boutique Dental Center 2016 – sekarang.