



Lampiran

KUESIONER PENELITIAN SKRIPSI
HUBUNGAN PELAKSANAAN PELAYANAN ADMINISTRASI
RAWAT JALAN ASKES DENGAN KEPUASAN PASIEN PESERTA ASKES
DI RS.PELNI PETAMBURAN JAKARTA

TAHUN 2005

Kuesioner Kepuasan Pasien ASKES (diisi oleh pasien peserta ASKES Rawat Jalan)

Kuesioner ini adalah untuk penulisan **SKRIPSI**. Untuk itu kami mengharapkan kesediaan saudara untuk mengisi setiap pertanyaan atau pernyataan yang diajukan. Bacalah petunjuk pengisian kuesioner sebelum mengerjakan. Kerahasiaan saudara sebagai responden terjamin. Terimakasih atas kerjasamanya.

DATA IDENTITAS:

1. Nama Pewawancara : Hendria Rita
2. Universitas : Indonusa Esa Unggul
3. Fakultas : Ilmu Kesehatan dan Fisiotherapi
4. Jurusan : Manajemen Rumah Sakit

PETUNJUK:

1. Saudara diminta untuk menilai pernyataan dibawah ini dengan cara memberi tanda checklist (✓) pada salah satu jawaban yang menurut saudara paling sesuai
2. Keterangan : Sangat Setuju (SS)
Setuju (S)
Netral (N)
Tidak Setuju (TS)
Sangat Tidak Setuju (STS)

| NO | Pernyataan | Sangat Setuju | Setuju | Netral | Tidak Setuju | Sangat Tidak Setuju |
|----------|--|---------------|--------|--------|--------------|---------------------|
| A | Perilaku Petugas | | | | | |
| 1 | Anda disambut dengan senyuman oleh petugas pelayanan administrasi ASKES | | | | | |
| 2 | Petugas administrasi ASKES tanggap terhadap kebutuhan anda | | | | | |
| 3 | Petugas bersedia mendengarkan keluhan anda | | | | | |
| 4 | Petugas mampu mencari jalan keluar terhadap keluhan/kebutuhan anda (misalnya saat anda tidak membawa kartu ASKES asli) | | | | | |
| B | Mutu Informasi | | | | | |
| 5 | Petugas mampu menjawab pertanyaan yang anda ajukan kepadanya | | | | | |
| 6 | Petugas menjelaskan jawaban yang ia berikan dengan bahasa yang <u>sukar</u> anda mengerti | | | | | |
| 7 | Petugas mampu menjelaskan informasi dengan | | | | | |

| | | | | | | |
|----------|---|----------------------|---------------|---------------|---------------------|----------------------------|
| | memperlihatkan data yang jelas (Data tentang besaran tarif pelayanan rawat jalan atau paket penunjang diagnostik) | | | | | |
| C | Fasilitas Umum yang tersedia | | | | | |
| 8 | Anda merasakan kenyamanan di ruang tunggu karena tidak adanya sampah yang berserakan | | | | | |
| 9 | Papan petunjuk/tulisan loket pelayanan ASKES terbaca jelas | | | | | |
| D | Waktu Tunggu | Sangat Setuju | Setuju | Netral | Tidak Setuju | Sangat Tidak Setuju |
| 10 | Pelayanan yang diberikan oleh petugas cepat sehingga waktu tunggu yang anda rasakan tidak lama | | | | | |
| 11 | Prosedur pelayanan administrasi ASKES terlalu berbelit-belit. | | | | | |

Berapa menit pelayanan administrasi ASKES dikatakan cepat menurut anda?
.....menit.

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RAWAT JALAN ASKES DENGAN KEPUASAN PASIEN PESERTA ASKES
DI RS.PELNI PETAMBURAN

Universita
Esa Unggul
TAHUN 2005

Kuesioner Pelaksanaan Pelayanan Administrasi ASKES Rawat Jalan (diisi oleh petugas terkait)

Kuesioner ini adalah untuk penulisan **SKRIPSI**. Untuk itu kami mengharapkan kesediaan saudara untuk mengisi setiap pertanyaan atau pernyataan yang diajukan. Bacalah petunjuk pengisian kuesioner sebelum mengerjakan. Kerahasiaan saudara sebagai responden terjamin. Terimakasih atas kerjasamanya.

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PETUNJUK:

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2. Keterangan : Sangat Setuju (SS)
Setuju (S)
Netral (N)
Tidak Setuju (TS)
Sangat Tidak Setuju (STS)

A.SDM

1. Perilaku Petugas Administrasi ASKES

| No | Perilaku Petugas | Sangat Setuju | Setuju | Netral | Tidak Setuju | Sangat Tidak Setuju |
|----|---|---------------|--------|--------|--------------|---------------------|
| 1 | Petugas administrasi ASKES melayani pasien dengan ramah (menyambut dengan senyuman) | | | | | |
| 2 | Petugas administrasi ASKES cepat tanggap terhadap kebutuhan pasien ASKES (disaat ditanya dapat langsung menjawab) | | | | | |
| 3 | Petugas administrasi ASKES mencari jalan keluar terhadap keluhan/kebutuhan pasien (pasien tidak membawa kartu ASKES asli maka petugas meminta salinan/forocopi kaeru peserta ASKES) | | | | | |
| 4 | Petugas administrasi ASKES membedakan perlakuan pelayanan berdasarkan golongan/pangkat pasien | | | | | |

2. Pengetahuan Petugas Administrasi ASKES

| No | Pengetahuan petugas | Sangat Setuju | Setuju | Netral | Tidak Setuju | Sangat Tidak Setuju |
|----|--|---------------|--------|--------|--------------|---------------------|
| 1 | Petugas administrasi ASKES mampu menjelaskan persyaratan pendaftaran pasien ASKES (harus bawa surat rujukan dan kartu peserta ASKES) | | | | | |
| 2 | Petugas administrasi ASKES mampu memperlihatkan data yang lengkap dan akurat (data besaran tariff pelayanan rawat jalan atau paket penunjang diagnostic) | | | | | |
| 3 | Informasi diberikan dengan bahasa yang <u>sukar</u> di mengerti pasien ASKES | | | | | |

3. Kecepatan Pelayanan

| No | Kecepatan Pelayanan Administrasi ASKES | Sangat Setuju | Setuju | Netral | Tidak Setuju | Sangat Tidak Setuju |
|----|--|---------------|--------|--------|--------------|---------------------|
| 1 | Petugas memberikan pelayanan administrasi dengan cepat | | | | | |
| 2 | Prosedur pelayanan administrasi ASKES terlalu berbelit-belit sehingga pelayanan menjadi lambat | | | | | |

B. SARANA DAN FASILITAS

1. Sarana

| No | Sarana | Sangat Setuju | Setuju | Netral | Tidak Setuju | Sangat Tidak Setuju |
|----|---|---------------|--------|--------|--------------|---------------------|
| 1 | Formulir Surat Jaminan Pelayanan (SJP) selalu tersedia untuk menerbitkan jaminan pelayanan bagi pasien ASKES | | | | | |
| 2 | Sarana komunikasi tersedia yang berguna bagi kelancaran pelayanan pasien ASKES dan berguna untuk komunikasi dengan unit terkait (telpon intern) | | | | | |

2. Fasilitas penunjang

| No | Fasilitas Penunjang | Sangat Setuju | Setuju | Netral | Tidak Setuju | Sangat Tidak Setuju |
|----|---|---------------|--------|--------|--------------|---------------------|
| 1 | Penunjuk loket pelayanan ASKES terbaca dengan jelas | | | | | |
| 2 | Ruang tunggu yang disediakan bersih (sampah tidak berserakan) | | | | | |

C. KETEPATAN PELAYANAN (sesuai SOP)

| No | Ketepatan Pelayanan | Sangat Setuju | Setuju | Netral | Tidak Setuju | Sangat Tidak Setuju |
|----|---|---------------|--------|--------|--------------|---------------------|
| 1 | Petugas loket administrasi ASKES rawat jalan menerima pasien peserta ASKES | | | | | |
| 2 | Petugas Loker administrasi ASKES meneliti kelengkapan administrasi pasien rawat jalan (ada surat rujukan dari puskesmas dan kartu peserta ASKES). | | | | | |
| 3 | Petugas meminta pasien melengkapi persyaratan administrasi, jika persyaratan administrasi belum lengkap) | | | | | |
| 4 | Petugas loket administrasi ASKES memproses administrasi dengan menerbitkan Surat Jaminan Pelayanan (SJP) untuk pemeriksaan rawat jalan. | | | | | |
| 5 | Setelah SJP lengkap petugas mempersilahkan pasien ke tempat Pendaftaran Pasien (TPP) dan mengambil salinan SJP berwarna kuning sebagai arsip | | | | | |
| 7 | Meneliti kelengkapan SJP | | | | | |

| | | | | | | |
|----|--|--|--|--|--|--|
| | apakah sudah ditandatangani oleh dokter pemeriksa | | | | | |
| 8 | Petugas memberikan informasi perihal pelayanan ASKES rawat jalan jika pasien membutuhkan | | | | | |
| 9 | Petugas menerbitkan SJP rawat inap bagi pasien rawat jalan ASKES yang harus dirawat sesuai instruksi dokter | | | | | |
| 10 | Petugas melengkapi persyaratan administrasi ASKES untuk pemeriksaan penunjang (laboratorium, radiologi, dll) | | | | | |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------|---|---|---|---|------------|--------------|---|---|---|------------|------------|---|---|------------|------------|---|---|---|---|------------|------------|---|---|---|---|---|---|---|---|-------------|--------------|-----|
| 26 | 3 | 5 | 5 | 2 | 15 | 3.8 | 5 | 3 | 2 | 10 | 3.3 | 4 | 2 | 6 | 3.0 | 4 | 3 | 4 | 4 | 15 | 3.8 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 39 | 4.3 |
| 27 | 3 | 4 | 4 | 2 | 13 | 3.3 | 5 | 3 | 2 | 10 | 3.3 | 4 | 2 | 6 | 3.0 | 4 | 4 | 4 | 4 | 16 | 4.0 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 39 | 4.3 |
| 28 | 2 | 3 | 4 | 2 | 11 | 2.8 | 4 | 1 | 2 | 7 | 2.3 | 4 | 2 | 6 | 3.0 | 4 | 4 | 2 | 4 | 14 | 3.5 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 33 | 3.7 |
| 29 | 4 | 4 | 4 | 2 | 14 | 3.5 | 5 | 3 | 2 | 10 | 3.3 | 4 | 2 | 6 | 3.0 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 | 4.0 |
| 30 | 5 | 4 | 5 | 5 | 19 | 4.8 | 5 | 3 | 2 | 10 | 3.3 | 4 | 2 | 6 | 3.0 | 4 | 4 | 4 | 4 | 16 | 4.0 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 4.1 |
| 31 | 5 | 5 | 4 | 1 | 15 | 3.8 | 5 | 5 | 1 | 11 | 3.7 | 4 | 2 | 6 | 3.0 | 4 | 4 | 4 | 4 | 16 | 4.0 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 | 5.0 |
| 32 | 5 | 5 | 5 | 1 | 16 | 4.0 | 5 | 5 | 1 | 11 | 3.7 | 5 | 1 | 6 | 3.0 | 4 | 4 | 5 | 4 | 17 | 4.3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 4.1 |
| 33 | 5 | 4 | 5 | 2 | 16 | 4.0 | 5 | 5 | 1 | 11 | 3.7 | 3 | 2 | 5 | 2.5 | 3 | 4 | 4 | 4 | 15 | 3.8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 | 4.0 |
| 34 | 5 | 4 | 4 | 2 | 15 | 3.8 | 4 | 4 | 1 | 9 | 3.0 | 5 | 2 | 7 | 3.5 | 5 | 5 | 5 | 5 | 20 | 5.0 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 | 5.0 |
| 35 | 4 | 5 | 4 | 1 | 14 | 3.5 | 4 | 4 | 1 | 9 | 3.0 | 4 | 1 | 5 | 2.5 | 4 | 3 | 4 | 4 | 15 | 3.8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 | 4.0 |
| 36 | 5 | 5 | 5 | 1 | 16 | 4.0 | 5 | 5 | 1 | 11 | 3.7 | 5 | 1 | 6 | 3.0 | 5 | 5 | 5 | 5 | 20 | 5.0 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 | 5.0 |
| 37 | 4 | 4 | 4 | 2 | 14 | 3.5 | 4 | 3 | 1 | 8 | 2.7 | 4 | 3 | 7 | 3.5 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 | 4.0 |
| 38 | 4 | 4 | 4 | 2 | 14 | 3.5 | 5 | 2 | 1 | 8 | 2.7 | 4 | 2 | 6 | 3.0 | 4 | 5 | 4 | 5 | 18 | 4.5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 4.1 |
| 39 | 4 | 4 | 3 | 2 | 13 | 3.3 | 4 | 4 | 1 | 9 | 3.0 | 4 | 2 | 6 | 3.0 | 5 | 4 | 5 | 3 | 17 | 4.3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 4.1 |
| 40 | 5 | 5 | 5 | 1 | 16 | 4.0 | 5 | 5 | 1 | 11 | 3.7 | 5 | 1 | 6 | 3.0 | 5 | 5 | 5 | 5 | 20 | 5.0 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 | 5.0 |
| 41 | 5 | 4 | 4 | 2 | 15 | 3.8 | 4 | 4 | 2 | 10 | 3.3 | 4 | 2 | 6 | 3.0 | 4 | 5 | 5 | 4 | 18 | 4.5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 36 | 4.0 |
| 42 | 5 | 5 | 4 | 2 | 16 | 4.0 | 5 | 5 | 1 | 11 | 3.7 | 5 | 1 | 6 | 3.0 | 3 | 4 | 5 | 5 | 17 | 4.3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 37 | 4.1 |
| 43 | 5 | 5 | 5 | 2 | 17 | 4.3 | 5 | 5 | 1 | 11 | 3.7 | 4 | 2 | 6 | 3.0 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 37 | 4.1 |
| 44 | 5 | 5 | 5 | 1 | 16 | 4.0 | 5 | 5 | 1 | 11 | 3.7 | 5 | 2 | 7 | 3.5 | 5 | 4 | 4 | 4 | 17 | 4.3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 45 | 5.0 |
| 45 | 5 | 4 | 4 | 2 | 15 | 3.8 | 4 | 4 | 2 | 10 | 3.3 | 3 | 2 | 5 | 2.5 | 4 | 3 | 4 | 4 | 15 | 3.8 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 39 | 4.3 |
| 46 | 5 | 4 | 5 | 1 | 15 | 3.8 | 5 | 5 | 2 | 12 | 4.0 | 4 | 2 | 6 | 3.0 | 4 | 4 | 4 | 4 | 16 | 4.0 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 38 | 4.2 |
| TOTAL | | | | | 684 | 171.0 | | | | 465 | 155 | | | 274 | 137 | | | | | 772 | 193 | | | | | | | | | 1741 | 193.4 | |

Lampiran 3: Hasil rekapitulasi skor dari kuesioner kepuasan pasien (dependent)

| no | p1 | p2 | p3 | p4 | tot (Y1) | mean (Y1) | p5 | p6 | p7 | tot (y2) | mean (y2) | p8 | p9 | tot (Y3) | mean (y3) | p10 | p11 | tot (Y4) | mean (Y4) | total m | mean (Y/4) | total skor |
|----|----|----|----|----|----------|-----------|----|----|----|----------|-----------|----|----|----------|-----------|-----|-----|----------|-----------|---------|------------|------------|
| 1 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 4 | 10 | 3.3 | 4 | 1 | 5 | 2.5 | 4 | 5 | 9 | 4.5 | 14.3 | 3.58 | 40 |
| 2 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 3 | 9 | 3.0 | 4 | 4 | 8 | 4.0 | 4 | 4 | 8 | 4.0 | 15.0 | 3.75 | 41 |
| 3 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 4 | 10 | 3.3 | 4 | 2 | 6 | 3.0 | 3 | 4 | 7 | 3.5 | 13.8 | 3.46 | 39 |
| 4 | 5 | 5 | 4 | 4 | 18 | 4.5 | 5 | 2 | 4 | 11 | 3.7 | 4 | 2 | 6 | 3.0 | 4 | 1 | 5 | 2.5 | 13.7 | 3.42 | 40 |
| 5 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 4 | 10 | 3.3 | 4 | 4 | 8 | 4.0 | 4 | 2 | 6 | 3.0 | 14.3 | 3.58 | 40 |
| 6 | 5 | 5 | 5 | 5 | 20 | 5.0 | 5 | 2 | 5 | 12 | 4.0 | 5 | 5 | 10 | 5.0 | 5 | 1 | 6 | 3.0 | 17.0 | 4.25 | 48 |
| 7 | 4 | 4 | 4 | 3 | 15 | 3.8 | 4 | 2 | 3 | 9 | 3.0 | 4 | 2 | 6 | 3.0 | 3 | 2 | 5 | 2.5 | 12.3 | 3.06 | 35 |
| 8 | 5 | 5 | 5 | 3 | 18 | 4.5 | 3 | 2 | 3 | 8 | 2.7 | 4 | 2 | 6 | 3.0 | 4 | 2 | 6 | 3.0 | 13.2 | 3.29 | 38 |
| 9 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 3 | 9 | 3.0 | 5 | 4 | 9 | 4.5 | 4 | 2 | 6 | 3.0 | 14.5 | 3.63 | 40 |
| 10 | 5 | 5 | 5 | 5 | 20 | 5.0 | 5 | 5 | 5 | 15 | 5.0 | 5 | 5 | 10 | 5.0 | 5 | 1 | 6 | 3.0 | 18.0 | 4.50 | 51 |
| 11 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 3 | 9 | 3.0 | 4 | 2 | 6 | 3.0 | 4 | 1 | 5 | 2.5 | 12.5 | 3.13 | 36 |
| 12 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 2 | 8 | 2.7 | 4 | 2 | 6 | 3.0 | 4 | 1 | 5 | 2.5 | 12.2 | 3.04 | 35 |
| 13 | 4 | 4 | 3 | 3 | 14 | 3.5 | 3 | 2 | 3 | 8 | 2.7 | 5 | 5 | 10 | 5.0 | 4 | 2 | 6 | 3.0 | 14.2 | 3.54 | 38 |
| 14 | 3 | 4 | 4 | 4 | 15 | 3.8 | 4 | 2 | 3 | 9 | 3.0 | 4 | 4 | 8 | 4.0 | 3 | 1 | 4 | 2.0 | 12.8 | 3.19 | 36 |
| 15 | 5 | 4 | 5 | 4 | 18 | 4.5 | 5 | 2 | 5 | 12 | 4.0 | 5 | 5 | 10 | 5.0 | 4 | 1 | 5 | 2.5 | 16.0 | 4.00 | 45 |
| 16 | 5 | 5 | 4 | 4 | 18 | 4.5 | 5 | 4 | 4 | 13 | 4.3 | 4 | 4 | 8 | 4.0 | 4 | 5 | 9 | 4.5 | 17.3 | 4.33 | 48 |
| 17 | 4 | 4 | 3 | 4 | 15 | 3.8 | 4 | 2 | 2 | 8 | 2.7 | 4 | 2 | 6 | 3.0 | 4 | 4 | 8 | 4.0 | 13.4 | 3.35 | 37 |
| 18 | 4 | 4 | 4 | 3 | 15 | 3.8 | 4 | 2 | 2 | 8 | 2.7 | 5 | 2 | 7 | 3.5 | 4 | 2 | 6 | 3.0 | 12.9 | 3.23 | 36 |
| 19 | 4 | 4 | 3 | 3 | 14 | 3.5 | 4 | 2 | 2 | 8 | 2.7 | 4 | 4 | 8 | 4.0 | 4 | 4 | 8 | 4.0 | 14.2 | 3.54 | 38 |
| 20 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 4 | 10 | 3.3 | 4 | 4 | 8 | 4.0 | 2 | 1 | 3 | 1.5 | 12.8 | 3.21 | 37 |
| 21 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 4 | 10 | 3.3 | 4 | 4 | 8 | 4.0 | 4 | 5 | 9 | 4.5 | 15.8 | 3.96 | 43 |
| 22 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 4 | 10 | 3.3 | 4 | 4 | 8 | 4.0 | 4 | 5 | 9 | 4.5 | 15.8 | 3.96 | 43 |
| 23 | 5 | 5 | 5 | 5 | 20 | 5.0 | 5 | 2 | 5 | 12 | 4.0 | 5 | 2 | 7 | 3.5 | 5 | 2 | 7 | 3.5 | 16.0 | 4.00 | 46 |
| 24 | 5 | 5 | 5 | 2 | 17 | 4.3 | 4 | 2 | 2 | 8 | 2.7 | 4 | 4 | 8 | 4.0 | 2 | 2 | 4 | 2.0 | 12.9 | 3.23 | 37 |
| 25 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 4 | 10 | 3.3 | 4 | 4 | 8 | 4.0 | 4 | 2 | 6 | 3.0 | 14.3 | 3.58 | 40 |
| 26 | 5 | 5 | 5 | 5 | 20 | 5.0 | 5 | 2 | 5 | 12 | 4.0 | 5 | 5 | 10 | 5.0 | 5 | 2 | 7 | 3.5 | 17.5 | 4.38 | 49 |

| | | | | | | | | | | | | | | | | | | | | | | |
|--------------|---|---|---|---|------------|--------------|---|---|---|------------|--------------|---|---|------------|--------------|---|---|---|--------------|--------------|--------------|-------------|
| 27 | 5 | 4 | 4 | 4 | 17 | 4.3 | 4 | 4 | 3 | 11 | 3.7 | 4 | 4 | 8 | 4.0 | 4 | 3 | 7 | 3.5 | 15.4 | 3.85 | 43 |
| 28 | 4 | 4 | 4 | 4 | 16 | 4.0 | 5 | 2 | 2 | 9 | 3.0 | 4 | 4 | 8 | 4.0 | 4 | 2 | 6 | 3.0 | 14.0 | 3.50 | 39 |
| 29 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 4 | 10 | 3.3 | 4 | 2 | 6 | 3.0 | 4 | 1 | 5 | 2.5 | 12.8 | 3.21 | 37 |
| 30 | 4 | 4 | 4 | 3 | 15 | 3.8 | 4 | 2 | 4 | 10 | 3.3 | 4 | 4 | 8 | 4.0 | 4 | 1 | 5 | 2.5 | 13.6 | 3.40 | 38 |
| 31 | 4 | 5 | 5 | 3 | 17 | 4.3 | 5 | 4 | 5 | 14 | 4.7 | 5 | 5 | 10 | 5.0 | 5 | 1 | 6 | 3.0 | 16.9 | 4.23 | 47 |
| 32 | 3 | 4 | 4 | 3 | 14 | 3.5 | 4 | 3 | 3 | 10 | 3.3 | 5 | 2 | 7 | 3.5 | 2 | 3 | 5 | 2.5 | 12.8 | 3.21 | 36 |
| 33 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 2 | 2 | 8 | 2.7 | 4 | 2 | 6 | 3.0 | 3 | 2 | 5 | 2.5 | 12.2 | 3.04 | 35 |
| 34 | 4 | 4 | 4 | 4 | 16 | 4.0 | 3 | 2 | 4 | 9 | 3.0 | 5 | 4 | 9 | 4.5 | 4 | 2 | 6 | 3.0 | 14.5 | 3.63 | 40 |
| 35 | 5 | 4 | 4 | 4 | 17 | 4.3 | 4 | 2 | 4 | 10 | 3.3 | 4 | 2 | 6 | 3.0 | 4 | 3 | 7 | 3.5 | 14.1 | 3.52 | 40 |
| 36 | 5 | 3 | 4 | 4 | 16 | 4.0 | 4 | 4 | 4 | 12 | 4.0 | 4 | 4 | 8 | 4.0 | 4 | 3 | 7 | 3.5 | 15.5 | 3.88 | 43 |
| 37 | 4 | 4 | 4 | 2 | 14 | 3.5 | 4 | 4 | 2 | 10 | 3.3 | 4 | 2 | 6 | 3.0 | 4 | 2 | 6 | 3.0 | 12.8 | 3.21 | 36 |
| 38 | 5 | 5 | 5 | 5 | 20 | 5.0 | 5 | 1 | 5 | 11 | 3.7 | 5 | 5 | 10 | 5.0 | 5 | 1 | 6 | 3.0 | 16.7 | 4.17 | 47 |
| 39 | 3 | 4 | 4 | 3 | 14 | 3.5 | 4 | 4 | 5 | 13 | 4.3 | 4 | 3 | 7 | 3.5 | 4 | 3 | 7 | 3.5 | 14.8 | 3.71 | 41 |
| 40 | 4 | 4 | 4 | 4 | 16 | 4.0 | 4 | 3 | 4 | 11 | 3.7 | 4 | 4 | 8 | 4.0 | 3 | 2 | 5 | 2.5 | 14.2 | 3.54 | 40 |
| 41 | 5 | 5 | 5 | 5 | 20 | 5.0 | 5 | 1 | 5 | 11 | 3.7 | 5 | 2 | 7 | 3.5 | 4 | 2 | 6 | 3.0 | 15.2 | 3.79 | 44 |
| 42 | 5 | 4 | 4 | 3 | 16 | 4.0 | 4 | 2 | 3 | 9 | 3.0 | 5 | 5 | 10 | 5.0 | 4 | 2 | 6 | 3.0 | 15.0 | 3.75 | 41 |
| 43 | 2 | 2 | 3 | 1 | 8 | 2.0 | 3 | 3 | 4 | 10 | 3.3 | 5 | 4 | 9 | 4.5 | 3 | 2 | 5 | 2.5 | 12.3 | 3.08 | 32 |
| 44 | 5 | 4 | 4 | 4 | 17 | 4.3 | 4 | 2 | 4 | 10 | 3.3 | 4 | 4 | 8 | 4.0 | 5 | 2 | 7 | 3.5 | 15.1 | 3.77 | 42 |
| 45 | 4 | 4 | 4 | 2 | 14 | 3.5 | 3 | 3 | 3 | 9 | 3.0 | 5 | 5 | 10 | 5.0 | 4 | 4 | 8 | 4.0 | 15.5 | 3.88 | 41 |
| 46 | 5 | 4 | 5 | 5 | 19 | 4.8 | 4 | 1 | 5 | 10 | 3.3 | 4 | 4 | 8 | 4.0 | 5 | 2 | 7 | 3.5 | 15.6 | 3.90 | 44 |
| TOTAL | | | | | 751 | 187.8 | | | | 465 | 155.0 | | | 359 | 179.5 | | | | 143.5 | 665.8 | 166.4 | 1862 |

Lampiran 4 : TABEL PENOLONG UNTUK MENGHITUNG UJI HOMOGENITAS DAN UJI T

| No | Mean Kepuasan Pasien | | | Perilaku | | | Pengetahuan | | | Kecepatan | | | Sarana & Fasilitas | | | Ketepatan Pely | | |
|----|----------------------|----------------|-----------------------------|----------|----------------|-----------------------------|-------------|----------------|-----------------------------|-----------|----------------|-----------------------------|--------------------|----------------|-----------------------------|----------------|----------------|-----------------------------|
| | y | y ₁ | Y ₁ ² | x | x ₁ | x ₁ ² | x | x ₂ | x ₂ ² | x | x ₃ | x ₃ ² | x | x ₄ | x ₄ ² | x | x ₅ | x ₅ ² |
| 1 | 3.6 | 0 | 0 | 3.8 | 0.1 | 0.01 | 3.7 | 0.3 | 0.09 | 3.0 | 0.0 | 0.00 | 4.5 | 0.3 | 0.09 | 4.0 | 0.2 | 0.04 |
| 2 | 3.8 | 0.2 | 0.04 | 4.3 | 0.6 | 0.36 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 3.5 | 0.7 | 0.49 | 4.0 | 0.2 | 0.04 |
| 3 | 3.5 | -0.1 | 0.01 | 3.5 | - | 0.04 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 4.0 | 0.2 | 0.04 |
| 4 | 3.4 | -0.2 | 0.04 | 3.5 | - | 0.04 | 3.0 | 0.4 | 0.16 | 3.0 | 0.0 | 0.00 | 4.3 | 0.1 | 0.01 | 4.0 | 0.2 | 0.04 |
| 5 | 3.6 | 0 | 0 | 3.5 | - | 0.04 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 4.0 | 0.2 | 0.04 |
| 6 | 4.3 | 0.7 | 0.49 | 3.5 | - | 0.04 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 4.0 | 0.2 | 0.04 |
| 7 | 3.1 | -0.5 | 0.25 | 3.8 | 0.1 | 0.01 | 3.7 | 0.3 | 0.09 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 4.0 | 0.2 | 0.04 |
| 8 | 3.3 | -0.3 | 0.09 | 3.5 | - | 0.04 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 4.0 | 0.2 | 0.04 |
| 9 | 3.6 | 0 | 0 | 3.5 | 0.2 | 0.04 | 3.7 | 0.3 | 0.09 | 3.0 | 0.0 | 0.00 | 5.0 | 0.8 | 0.64 | 4.8 | 0.6 | 0.36 |
| 10 | 4.5 | 0.9 | 0.81 | 3.5 | 0.2 | 0.04 | 3.3 | 0.1 | 0.01 | 2.5 | 0.5 | 0.25 | 4.0 | 0.2 | 0.04 | 4.0 | 0.2 | 0.04 |
| 11 | 3.1 | -0.5 | 0.25 | 3.5 | 0.2 | 0.04 | 3.3 | 0.1 | 0.01 | 2.5 | 0.5 | 0.25 | 4.3 | 0.1 | 0.01 | 4.0 | 0.2 | 0.04 |
| 12 | 3.0 | -0.6 | 0.36 | 4.0 | 0.3 | 0.09 | 3.0 | 0.4 | 0.16 | 2.5 | 0.5 | 0.25 | 5.0 | 0.8 | 0.64 | 4.1 | 0.1 | 0.01 |
| 13 | 3.5 | -0.1 | 0.01 | 4.0 | 0.3 | 0.09 | 3.0 | 0.4 | 0.16 | 2.5 | 0.5 | 0.25 | 5.0 | 0.8 | 0.64 | 4.1 | 0.1 | 0.01 |
| 14 | 3.2 | -0.4 | 0.16 | 3.5 | 0.2 | 0.04 | 3.3 | 0.1 | 0.01 | 2.5 | 0.5 | 0.25 | 4.0 | 0.2 | 0.04 | 3.8 | 0.4 | 0.16 |
| 15 | 4.0 | 0.4 | 0.16 | 3.5 | - | 0.04 | 3.3 | - | 0.01 | 2.5 | - | 0.25 | 4.3 | 0.1 | 0.01 | 3.9 | - | 0.09 |

| | | | | | | | | | | | | | | | | | | |
|----|-----|------|------|-----|-----|------|-----|-----|------|-----|-----|------|-----|-----|------|-----|-----|------|
| | | | | | 0.2 | | | 0.1 | | 0.5 | | | | | | 0.3 | | |
| 16 | 4.3 | 0.7 | 0.49 | 3.8 | 0.1 | 0.01 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 4.0 | 0.2 | 0.04 |
| 17 | 3.4 | -0.2 | 0.04 | 3.5 | 0.2 | 0.04 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 4.1 | 0.1 | 0.01 |
| 18 | 3.2 | -0.4 | 0.16 | 3.5 | 0.2 | 0.04 | 3.0 | 0.4 | 0.16 | 2.5 | 0.5 | 0.25 | 4.3 | 0.1 | 0.01 | 4.1 | 0.1 | 0.01 |
| 19 | 3.5 | -0.1 | 0.01 | 3.5 | 0.2 | 0.04 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 4.3 | 0.1 | 0.01 | 4.4 | 0.2 | 0.04 |
| 20 | 3.2 | -0.4 | 0.16 | 4.0 | 0.3 | 0.09 | 3.7 | 0.3 | 0.09 | 3.0 | 0.0 | 0.00 | 5.0 | 0.8 | 0.64 | 5.0 | 0.8 | 0.64 |
| 21 | 4.0 | 0.4 | 0.16 | 4.0 | 0.3 | 0.09 | 4.0 | 0.6 | 0.36 | 3.5 | 0.5 | 0.25 | 4.3 | 0.1 | 0.01 | 4.2 | 0.0 | 0.00 |
| 22 | 4.0 | 0.4 | 0.16 | 4.8 | 1.1 | 1.21 | 3.7 | 0.3 | 0.09 | 3.0 | 0.0 | 0.00 | 5.0 | 0.8 | 0.64 | 4.8 | 0.6 | 0.36 |
| 23 | 4.0 | 0.4 | 0.16 | 3.5 | 0.2 | 0.04 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 3.8 | 0.4 | 0.16 | 4.0 | 0.2 | 0.04 |
| 24 | 3.2 | -0.4 | 0.16 | 3.0 | 0.7 | 0.49 | 3.3 | 0.1 | 0.01 | 4.5 | 1.5 | 2.25 | 3.0 | 1.2 | 1.44 | 3.3 | 0.9 | 0.81 |
| 25 | 3.6 | 0 | 0 | 4.0 | 0.3 | 0.09 | 4.0 | 0.6 | 0.36 | 3.5 | 0.5 | 0.25 | 4.3 | 0.1 | 0.01 | 4.2 | 0.0 | 0.00 |
| 26 | 4.4 | 0.8 | 0.64 | 3.8 | 0.1 | 0.01 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 3.8 | 0.4 | 0.16 | 4.3 | 0.1 | 0.01 |
| 27 | 3.9 | 0.3 | 0.09 | 3.3 | 0.4 | 0.16 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 4.3 | 0.1 | 0.01 |
| 28 | 3.5 | -0.1 | 0.01 | 2.8 | 0.9 | 0.81 | 2.3 | 1.1 | 1.21 | 3.0 | 0.0 | 0.00 | 3.5 | 0.7 | 0.49 | 3.7 | 0.5 | 0.25 |
| 29 | 3.2 | -0.4 | 0.16 | 3.5 | 0.2 | 0.04 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 4.0 | 0.2 | 0.04 |
| 30 | 3.4 | -0.2 | 0.04 | 4.8 | 1.1 | 1.21 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 4.1 | 0.1 | 0.01 |
| 31 | 4.2 | 0.6 | 0.36 | 3.8 | 0.1 | 0.01 | 3.7 | 0.3 | 0.09 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 5.0 | 0.8 | 0.64 |
| 32 | 3.2 | -0.4 | 0.16 | 4.0 | 0.3 | 0.09 | 3.7 | 0.3 | 0.09 | 3.0 | 0.0 | 0.00 | 4.3 | 0.1 | 0.01 | 4.1 | 0.1 | 0.01 |
| 33 | 3.0 | -0.6 | 0.36 | 4.0 | 0.3 | 0.09 | 3.7 | 0.3 | 0.09 | 2.5 | 0.5 | 0.25 | 3.8 | 0.4 | 0.16 | 4.0 | 0.2 | 0.04 |
| 34 | 3.6 | 0 | 0 | 3.8 | 0.1 | 0.01 | 3.0 | - | 0.16 | 3.5 | 0.5 | 0.25 | 5.0 | 0.8 | 0.64 | 5.0 | 0.8 | 0.64 |

| | | | | | | | | | | | | | | | | | | | |
|--------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--|
| | | | | | | | | 0.4 | | | | | | | | | | | |
| 35 | 3.5 | -0.1 | 0.01 | 3.5 | 0.2 | 0.04 | 3.0 | 0.4 | 0.16 | 2.5 | 0.5 | 0.25 | 3.8 | 0.4 | 0.16 | 4.0 | 0.2 | 0.04 | |
| 36 | 3.9 | 0.3 | 0.09 | 4.0 | 0.3 | 0.09 | 3.7 | 0.3 | 0.09 | 3.0 | 0.0 | 0.00 | 5.0 | 0.8 | 0.64 | 5.0 | 0.8 | 0.64 | |
| 37 | 3.2 | -0.4 | 0.16 | 3.5 | 0.2 | 0.04 | 2.7 | 0.7 | 0.49 | 3.5 | 0.5 | 0.25 | 4.0 | 0.2 | 0.04 | 4.0 | 0.2 | 0.04 | |
| 38 | 4.2 | 0.6 | 0.36 | 3.5 | 0.2 | 0.04 | 2.7 | 0.7 | 0.49 | 3.0 | 0.0 | 0.00 | 4.5 | 0.3 | 0.09 | 4.1 | 0.1 | 0.01 | |
| 39 | 3.7 | 0.1 | 0.01 | 3.3 | 0.4 | 0.16 | 3.0 | 0.4 | 0.16 | 3.0 | 0.0 | 0.00 | 4.3 | 0.1 | 0.01 | 4.1 | 0.1 | 0.01 | |
| 40 | 3.5 | -0.1 | 0.01 | 4.0 | 0.3 | 0.09 | 3.7 | 0.3 | 0.09 | 3.0 | 0.0 | 0.00 | 5.0 | 0.8 | 0.64 | 5.0 | 0.8 | 0.64 | |
| 41 | 3.8 | 0.2 | 0.04 | 3.8 | 0.1 | 0.01 | 3.3 | 0.1 | 0.01 | 3.0 | 0.0 | 0.00 | 4.5 | 0.3 | 0.09 | 4.0 | 0.2 | 0.04 | |
| 42 | 3.8 | 0.2 | 0.04 | 4.0 | 0.3 | 0.09 | 3.7 | 0.3 | 0.09 | 3.0 | 0.0 | 0.00 | 4.3 | 0.1 | 0.01 | 4.1 | 0.1 | 0.01 | |
| 43 | 3.1 | -0.5 | 0.25 | 4.3 | 0.6 | 0.36 | 3.7 | 0.3 | 0.09 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 4.1 | 0.1 | 0.01 | |
| 44 | 3.8 | 0.2 | 0.04 | 4.0 | 0.3 | 0.09 | 3.7 | 0.3 | 0.09 | 3.5 | 0.5 | 0.25 | 4.3 | 0.1 | 0.01 | 5.0 | 0.8 | 0.64 | |
| 45 | 3.9 | 0.3 | 0.09 | 3.8 | 0.1 | 0.01 | 3.3 | 0.1 | 0.01 | 2.5 | 0.5 | 0.25 | 3.8 | 0.4 | 0.16 | 4.3 | 0.1 | 0.01 | |
| 46 | 3.9 | 0.3 | 0.09 | 3.8 | 0.1 | 0.01 | 4.0 | 0.6 | 0.36 | 3.0 | 0.0 | 0.00 | 4.0 | 0.2 | 0.04 | 4.2 | 0.0 | 0.00 | |
| Total | 166.4 | 1.0 | 7.18 | 171.0 | 1.6 | 6.56 | 155.0 | 1.4 | 5.76 | 137.0 | 1.0 | 6.00 | 193.0 | 0.6 | 9.36 | 193.4 | 0.2 | 6.70 | |

HASIL UJI HOMOGENITAS DAN UJI T

Rumus Uji Homogenitas

$$F = \frac{S_1^2 (\text{varian yang lebih besar})}{S_2^2 (\text{varian yang lebih kecil})}$$

Jika F hitung < F tabel maka Homogen

Jika F hitung > F tabel maka Heterogen

f. tabel $\alpha 0,05 = 1,69$

Rumus T. Test Independent Homogen:

$$T. \text{ Test} = \frac{X-Y}{Sp \sqrt{(1/n_2).(1/n_2)}}$$

$$Sp^2 = \frac{(n-1) S_1^2 + (n_2-1) S_2^2}{n_1 - n_2}$$

t. tabel $\alpha 0,05 = 2,021$

Jika T hitung > T tabel maka H_0 ditolak, ada hubungan antara X dan Y

Jika T hitung < T tabel maka H_0 diterima, tidak ada hubungan antara X dan Y

1. Nilai varian kepuasan pasien

$$Y = \frac{\sum Y}{n} = \frac{166}{46} = 3,6$$

$$SY^2 = \frac{\sum Y_1^2}{n-1} = \frac{7,18}{46-1} = 0,16$$

2. Uji homogenitas variabel perilaku petugas administrasi ASKES dengan

kepuasan pasien

$$x = \frac{171}{46} = 3,7$$

$$SX^2 = \frac{6,56}{46-1} = 0,15$$

$$F = \frac{0,16}{0,15} = 1,07$$

$1,07 < 1,69 = \text{Homogen}$

$$T. \text{ Test} = \frac{X-Y}{S_p \sqrt{(1/n_1) + (1/n_2)}}$$

$$S_p^2 = \frac{(n_1-1) S_1^2 + (n_2-1) S_2^2}{n_1 + n_2 - 2}$$

$$= \frac{(45) 0,15 + (45) 0,16}{46+46-2} = \frac{6,75 + 7,2}{90} = \frac{13,95}{90} = 0,155$$

$$S_p = \sqrt{0,155} = 0,394$$

$$T = \frac{171 - 166,4}{0,394 \sqrt{(1/46) + (1/46)}}$$

$$= \frac{4,6}{0,0788}$$

$$= 58,376$$

$58,376 > 2,021 = \text{ho ditolak}$

3. Uji homogenitas variabel pengetahuan petugas administrasi ASKES dengan kepuasan pasien

$$\bar{x} = \frac{155}{46} = 3,4$$

$$SX^2 = \frac{5,76}{46-1} = 0,13$$

$$F = \frac{0,16}{0,13} = 1,23$$

$1,23 < 1,69 = \text{Homogen}$

$$T. \text{ Test} = \frac{X-Y}{S_p \sqrt{(1/n_1) + (1/n_2)}}$$

$$S_p^2 = \frac{(n_1-1) S_1^2 + (n_2-1) S_2^2}{n_1 + n_2 - 2}$$

$$= \frac{(45) 0,13 + (45) 0,16}{46+46-2} = \frac{5,85 + 7,2}{90} = \frac{13,05}{90} = 0,145$$

$$S_p = \sqrt{0,145} = 0,381$$

$$T = \frac{155 - 166,4}{0,381 \sqrt{(1/46) + (1/46)}}$$

$$= \frac{-11,4}{0,0762}$$

$$= -149,607$$

$$149,607 > 2,021 = \text{ho ditolak}$$

4. Uji homogenitas variabel kecepatan pelayanan administrasi ASKES dengan kepuasan pasien

$$x = \frac{137}{46} = 3$$

$$S_x^2 = \frac{6}{46-1} = 0,13$$

$$F = \frac{0,16}{0,13} = 1,23$$

$$1,23 < 1,69 = \text{Homogen}$$

$$T. \text{ Test} = \frac{X-Y}{S_p \sqrt{(1/n_1) + (1/n_2)}}$$

$$S_p^2 = \frac{(n_1-1) S_1^2 + (n_2-1) S_2^2}{n_1 + n_2 - 2}$$

$$= \frac{(45) 0,13 + (45) 0,16}{46+46-2} = \frac{5,85 + 7,2}{90} = \frac{13,05}{90} = 0,145$$

$$\begin{aligned}
 S_p &= \sqrt{0,145} = 0,381 \\
 T &= \frac{137 - 166,4}{0,381 \sqrt{(1/46) + (1/46)}} \\
 &= \frac{-29,4}{0,0762} \\
 &= -385,827
 \end{aligned}$$

$$385,827 > 2,021 = \text{ho ditolak}$$

5. Uji homogenitas variabel sarana dan fasilitas administrasi ASKES dengan

kepuasan pasien

$$x = \frac{193}{46} = 4,2$$

$$S_X^2 = \frac{9,36}{46-1} = 0,21$$

$$F = \frac{0,21}{0,16} = 1,31$$

$$1,31 < 1,69 = \text{Homogen}$$

$$T. \text{ Test} = \frac{X-Y}{S_p \sqrt{(1/n_1) + (1/n_2)}}$$

$$S_p^2 = \frac{(n_1-1) S_1^2 + (n_2-1) S_2^2}{n_1 + n_2 - 2}$$

$$= \frac{(45) 0,21 + (45) 0,16}{46+46-2} = \frac{9,45 + 7,2}{90} = \frac{16,65}{90} = 0,185$$

$$S_p = \sqrt{0,185} = 0,43$$

$$T = \frac{193 - 166,4}{0,43 \sqrt{(1/46) + (1/46)}}$$

$$= \frac{26,6}{0,086} = 309,302$$

$$309,302 > 2,021 = \text{ho ditolak}$$

6. Uji homogenitas variabel ketepatan pelayanan administrasi ASKES dengan kepuasan pasien

$$x = \frac{193,4}{46} = 4,2$$

$$SX^2 = \frac{6,70}{46-1} = 0,15$$

$$F = \frac{0,16}{0,15} = 1,07$$

$$1,07 < 1,69 = \text{Homogen}$$

$$T. \text{ Test} = \frac{X-Y}{Sp \sqrt{(1/n_2).(1/n_2)}}$$

$$Sp^2 = \frac{(n-1) S_1^2 + (n_2-1) S_2^2}{n_1 - n_2}$$

$$= \frac{(45) 0,15 + (45) 0,16}{46+46-2} = \frac{6,75 + 7,2}{90} = \frac{13,95}{90} = 0,155$$

$$Sp = \sqrt{0,155} = 0,394$$

$$T = \frac{193,4 - 166,4}{0,394 \sqrt{(1/46) + (1/46)}}$$

$$= \frac{27}{0,0788}$$

$$= 342,639$$

$$342,639 > 2,021 = \text{ho ditolak}$$

Lampiran 6 : TABEL PENOLONG UNTUK MENGHITUNG PERSAMAAN REGRESI DAN KORELASI SEDERHANA

| No | Perilaku Petugas | | | | | Pengetahuan Petugas | | | | | Kecepatan Pelayanan | | | | | Sarana dan Fasilitas | | | | | Ketepatan Pelayanan | | | | |
|----|------------------|-------|-----------|---------|---------|---------------------|-------|-----------|---------|---------|---------------------|-------|-----------|---------|---------|----------------------|-------|-----------|---------|---------|---------------------|-------|-----------|---------|---------|
| | X_i | Y_i | $X_i Y_i$ | X_i^2 | Y_i^2 | X_i | Y_i | $X_i Y_i$ | X_i^2 | Y_i^2 | X_i | Y_i | $X_i Y_i$ | X_i^2 | Y_i^2 | X_i | Y_i | $X_i Y_i$ | X_i^2 | Y_i^2 | X_i | Y_i | $X_i Y_i$ | X_i^2 | Y_i^2 |
| 1 | 15 | 40 | 600 | 225 | 1600 | 11 | 40 | 440 | 121 | 1600 | 6 | 40 | 240 | 36 | 1600 | 18 | 40 | 720 | 324 | 1600 | 36 | 40 | 1440 | 1296 | 1600 |
| 2 | 17 | 41 | 697 | 289 | 1681 | 10 | 41 | 410 | 100 | 1681 | 6 | 41 | 246 | 36 | 1681 | 14 | 41 | 574 | 196 | 1681 | 36 | 41 | 1476 | 1296 | 1681 |
| 3 | 14 | 39 | 546 | 196 | 1521 | 10 | 39 | 390 | 100 | 1521 | 6 | 39 | 234 | 36 | 1521 | 16 | 39 | 624 | 256 | 1521 | 36 | 39 | 1404 | 1296 | 1521 |
| 4 | 14 | 40 | 560 | 196 | 1600 | 9 | 40 | 360 | 81 | 1600 | 6 | 40 | 240 | 36 | 1600 | 17 | 40 | 680 | 289 | 1600 | 36 | 40 | 1440 | 1296 | 1600 |
| 5 | 14 | 40 | 560 | 196 | 1600 | 10 | 40 | 400 | 100 | 1600 | 6 | 40 | 240 | 36 | 1600 | 16 | 40 | 640 | 256 | 1600 | 36 | 40 | 1440 | 1296 | 1600 |
| 6 | 14 | 48 | 672 | 196 | 2304 | 10 | 48 | 480 | 100 | 2304 | 6 | 48 | 288 | 36 | 2304 | 16 | 48 | 768 | 256 | 2304 | 36 | 48 | 1728 | 1296 | 2304 |
| 7 | 15 | 35 | 525 | 225 | 1225 | 11 | 35 | 385 | 121 | 1225 | 6 | 35 | 210 | 36 | 1225 | 16 | 35 | 560 | 256 | 1225 | 36 | 35 | 1260 | 1296 | 1225 |
| 8 | 14 | 38 | 532 | 196 | 1444 | 10 | 38 | 380 | 100 | 1444 | 6 | 38 | 228 | 36 | 1444 | 16 | 38 | 608 | 256 | 1444 | 36 | 38 | 1368 | 1296 | 1444 |
| 9 | 14 | 40 | 560 | 196 | 1600 | 11 | 40 | 440 | 121 | 1600 | 6 | 40 | 240 | 36 | 1600 | 20 | 40 | 800 | 400 | 1600 | 43 | 40 | 1720 | 1849 | 1600 |
| 10 | 14 | 51 | 714 | 196 | 2601 | 10 | 51 | 510 | 100 | 2601 | 5 | 51 | 255 | 25 | 2601 | 16 | 51 | 816 | 256 | 2601 | 36 | 51 | 1836 | 1296 | 2601 |
| 11 | 14 | 36 | 504 | 196 | 1296 | 10 | 36 | 360 | 100 | 1296 | 5 | 36 | 180 | 25 | 1296 | 17 | 36 | 612 | 289 | 1296 | 36 | 36 | 1296 | 1296 | 1296 |
| 12 | 16 | 35 | 560 | 256 | 1225 | 9 | 35 | 315 | 81 | 1225 | 5 | 35 | 175 | 25 | 1225 | 20 | 35 | 700 | 400 | 1225 | 37 | 35 | 1295 | 1369 | 1225 |
| 13 | 16 | 38 | 608 | 256 | 1444 | 9 | 38 | 342 | 81 | 1444 | 5 | 38 | 190 | 25 | 1444 | 20 | 38 | 760 | 400 | 1444 | 37 | 38 | 1406 | 1369 | 1444 |
| 14 | 14 | 36 | 504 | 196 | 1296 | 10 | 36 | 360 | 100 | 1296 | 5 | 36 | 180 | 25 | 1296 | 16 | 36 | 576 | 256 | 1296 | 34 | 36 | 1224 | 1156 | 1296 |
| 15 | 14 | 45 | 630 | 196 | 2025 | 10 | 45 | 450 | 100 | 2025 | 5 | 45 | 225 | 25 | 2025 | 17 | 45 | 765 | 289 | 2025 | 35 | 45 | 1575 | 1225 | 2025 |
| 16 | 15 | 48 | 720 | 225 | 2304 | 10 | 48 | 480 | 100 | 2304 | 6 | 48 | 288 | 36 | 2304 | 16 | 48 | 768 | 256 | 2304 | 36 | 48 | 1728 | 1296 | 2304 |
| 17 | 14 | 37 | 518 | 196 | 1369 | 10 | 37 | 370 | 100 | 1369 | 6 | 37 | 222 | 36 | 1369 | 16 | 37 | 592 | 256 | 1369 | 37 | 37 | 1369 | 1369 | 1369 |
| 18 | 14 | 36 | 504 | 196 | 1296 | 9 | 36 | 324 | 81 | 1296 | 5 | 36 | 180 | 25 | 1296 | 17 | 36 | 612 | 289 | 1296 | 37 | 36 | 1332 | 1369 | 1296 |
| 19 | 14 | 38 | 532 | 196 | 1444 | 10 | 38 | 380 | 100 | 1444 | 6 | 38 | 228 | 36 | 1444 | 17 | 38 | 646 | 289 | 1444 | 40 | 38 | 1520 | 1600 | 1444 |
| 20 | 16 | 37 | 592 | 256 | 1369 | 11 | 37 | 407 | 121 | 1369 | 6 | 37 | 222 | 36 | 1369 | 20 | 37 | 740 | 400 | 1369 | 45 | 37 | 1665 | 2025 | 1369 |
| 21 | 16 | 43 | 688 | 256 | 1849 | 12 | 43 | 516 | 144 | 1849 | 7 | 43 | 301 | 49 | 1849 | 17 | 43 | 731 | 289 | 1849 | 38 | 43 | 1634 | 1444 | 1849 |
| 22 | 19 | 43 | 817 | 361 | 1849 | 11 | 43 | 473 | 121 | 1849 | 6 | 43 | 258 | 36 | 1849 | 20 | 43 | 860 | 400 | 1849 | 43 | 43 | 1849 | 1849 | 1849 |
| 23 | 14 | 46 | 644 | 196 | 2116 | 10 | 46 | 460 | 100 | 2116 | 6 | 46 | 276 | 36 | 2116 | 15 | 46 | 690 | 225 | 2116 | 36 | 46 | 1656 | 1296 | 2116 |
| 24 | 12 | 37 | 444 | 144 | 1369 | 10 | 37 | 370 | 100 | 1369 | 9 | 37 | 333 | 81 | 1369 | 12 | 37 | 444 | 144 | 1369 | 30 | 37 | 1110 | 900 | 1369 |
| 25 | 16 | 40 | 640 | 256 | 1600 | 12 | 40 | 480 | 144 | 1600 | 7 | 40 | 280 | 49 | 1600 | 17 | 40 | 680 | 289 | 1600 | 38 | 40 | 1520 | 1444 | 1600 |
| 26 | 15 | 49 | 735 | 225 | 2401 | 10 | 49 | 490 | 100 | 2401 | 6 | 49 | 294 | 36 | 2401 | 15 | 49 | 735 | 225 | 2401 | 39 | 49 | 1911 | 1521 | 2401 |
| 27 | 13 | 43 | 559 | 169 | 1849 | 10 | 43 | 430 | 100 | 1849 | 6 | 43 | 258 | 36 | 1849 | 16 | 43 | 688 | 256 | 1849 | 39 | 43 | 1677 | 1521 | 1849 |
| 28 | 11 | 39 | 429 | 121 | 1521 | 7 | 39 | 273 | 49 | 1521 | 6 | 39 | 234 | 36 | 1521 | 14 | 39 | 546 | 196 | 1521 | 33 | 39 | 1287 | 1089 | 1521 |

| | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------|------------|-------------|--------------|--------------|--------------|------------|-------------|--------------|-------------|--------------|------------|-------------|--------------|-------------|--------------|------------|-------------|--------------|--------------|--------------|-------------|-------------|--------------|--------------|--------------|
| 29 | 14 | 37 | 518 | 196 | 1369 | 10 | 37 | 370 | 100 | 1369 | 6 | 37 | 222 | 36 | 1369 | 16 | 37 | 592 | 256 | 1369 | 36 | 37 | 1332 | 1296 | 1369 |
| 30 | 19 | 38 | 722 | 361 | 1444 | 10 | 38 | 380 | 100 | 1444 | 6 | 38 | 228 | 36 | 1444 | 16 | 38 | 608 | 256 | 1444 | 37 | 38 | 1406 | 1369 | 1444 |
| 31 | 15 | 47 | 705 | 225 | 2209 | 11 | 47 | 517 | 121 | 2209 | 6 | 47 | 282 | 36 | 2209 | 16 | 47 | 752 | 256 | 2209 | 45 | 47 | 2115 | 2025 | 2209 |
| 32 | 16 | 36 | 576 | 256 | 1296 | 11 | 36 | 396 | 121 | 1296 | 6 | 36 | 216 | 36 | 1296 | 17 | 36 | 612 | 289 | 1296 | 37 | 36 | 1332 | 1369 | 1296 |
| 33 | 16 | 35 | 560 | 256 | 1225 | 11 | 35 | 385 | 121 | 1225 | 5 | 35 | 175 | 25 | 1225 | 15 | 35 | 525 | 225 | 1225 | 36 | 35 | 1260 | 1296 | 1225 |
| 34 | 15 | 40 | 600 | 225 | 1600 | 9 | 40 | 360 | 81 | 1600 | 7 | 40 | 280 | 49 | 1600 | 20 | 40 | 800 | 400 | 1600 | 45 | 40 | 1800 | 2025 | 1600 |
| 35 | 14 | 40 | 560 | 196 | 1600 | 9 | 40 | 360 | 81 | 1600 | 5 | 40 | 200 | 25 | 1600 | 15 | 40 | 600 | 225 | 1600 | 36 | 40 | 1440 | 1296 | 1600 |
| 36 | 16 | 43 | 688 | 256 | 1849 | 11 | 43 | 473 | 121 | 1849 | 6 | 43 | 258 | 36 | 1849 | 20 | 43 | 860 | 400 | 1849 | 45 | 43 | 1935 | 2025 | 1849 |
| 37 | 14 | 36 | 504 | 196 | 1296 | 8 | 36 | 288 | 64 | 1296 | 7 | 36 | 252 | 49 | 1296 | 16 | 36 | 576 | 256 | 1296 | 36 | 36 | 1296 | 1296 | 1296 |
| 38 | 14 | 47 | 658 | 196 | 2209 | 8 | 47 | 376 | 64 | 2209 | 6 | 47 | 282 | 36 | 2209 | 18 | 47 | 846 | 324 | 2209 | 37 | 47 | 1739 | 1369 | 2209 |
| 39 | 13 | 41 | 533 | 169 | 1681 | 9 | 41 | 369 | 81 | 1681 | 6 | 41 | 246 | 36 | 1681 | 17 | 41 | 697 | 289 | 1681 | 37 | 41 | 1517 | 1369 | 1681 |
| 40 | 16 | 40 | 640 | 256 | 1600 | 11 | 40 | 440 | 121 | 1600 | 6 | 40 | 240 | 36 | 1600 | 20 | 40 | 800 | 400 | 1600 | 45 | 40 | 1800 | 2025 | 1600 |
| 41 | 15 | 44 | 660 | 225 | 1936 | 10 | 44 | 440 | 100 | 1936 | 6 | 44 | 264 | 36 | 1936 | 18 | 44 | 792 | 324 | 1936 | 36 | 44 | 1584 | 1296 | 1936 |
| 42 | 16 | 41 | 656 | 256 | 1681 | 11 | 41 | 451 | 121 | 1681 | 6 | 41 | 246 | 36 | 1681 | 17 | 41 | 697 | 289 | 1681 | 37 | 41 | 1517 | 1369 | 1681 |
| 43 | 17 | 32 | 544 | 289 | 1024 | 11 | 32 | 352 | 121 | 1024 | 6 | 32 | 192 | 36 | 1024 | 16 | 32 | 512 | 256 | 1024 | 37 | 32 | 1184 | 1369 | 1024 |
| 44 | 16 | 42 | 672 | 256 | 1764 | 11 | 42 | 462 | 121 | 1764 | 7 | 42 | 294 | 49 | 1764 | 17 | 42 | 714 | 289 | 1764 | 45 | 42 | 1890 | 2025 | 1764 |
| 45 | 15 | 41 | 615 | 225 | 1681 | 10 | 41 | 410 | 100 | 1681 | 5 | 41 | 205 | 25 | 1681 | 15 | 41 | 615 | 225 | 1681 | 39 | 41 | 1599 | 1521 | 1681 |
| 46 | 15 | 44 | 660 | 225 | 1936 | 12 | 44 | 528 | 144 | 1936 | 6 | 44 | 264 | 36 | 1936 | 16 | 44 | 704 | 256 | 1936 | 38 | 44 | 1672 | 1444 | 1936 |
| Total | 684 | 1862 | 27665 | 10272 | 76198 | 465 | 1862 | 18832 | 4749 | 76198 | 274 | 1862 | 11091 | 1656 | 76198 | 772 | 1862 | 31237 | 13108 | 76198 | 1741 | 1862 | 70584 | 66435 | 76198 |

HASIL UJI REGRESI

Rumus Persamaan Regresi

$Y = a + bX$, dimana:

$$a = \frac{(\sum Y_i)(\sum X_i^2) - (\sum X_i)(\sum X_i Y_i)}{n \sum X_i^2 - (\sum X_i)^2}$$

$$b = \frac{n \sum X_i Y_i - (\sum X_i)(\sum Y_i)}{n \sum X_i^2 - (\sum X_i)^2}$$

$$r = \frac{n \sum X_i Y_i - (\sum X_i)(\sum Y_i)}{\sqrt{\{n \sum X_i^2 - (\sum X_i)^2\} \{n \sum Y_i^2 - (\sum Y_i)^2\}}}$$

1. Analisis regresi antara perilaku petugas dengan kepuasan pasien

Diketahui: $\sum X_i = 684$, $\sum Y_i = 1862$, $\sum X_i Y_i = 27665$, $\sum X_i^2 = 10272$, $\sum Y_i^2 = 76198$

$$a = \frac{(\sum Y_i)(\sum X_i^2) - (\sum X_i)(\sum X_i Y_i)}{n \sum X_i^2 - (\sum X_i)^2}$$

$$= \frac{(1862)(10272) - (684)(27665)}{(46)(10272) - (684)^2} = \frac{19126464 - 18922860}{472512 - 467856} = \frac{203604}{4656} = 43,729$$

$$b = \frac{n \sum X_i Y_i - (\sum X_i)(\sum Y_i)}{n \sum X_i^2 - (\sum X_i)^2}$$

$$= \frac{(46)(27665) - (684)(1862)}{(46)(10272) - (684)^2} = \frac{1272590 - 1273608}{472512 - 467856} = \frac{-1018}{4656} = -0,219$$

$$Y = 43,729 - 0,219X$$

$$r = \frac{n \sum X_i Y_i - (\sum X_i)(\sum Y_i)}{\sqrt{\{n \sum X_i^2 - (\sum X_i)^2\} \{n \sum Y_i^2 - (\sum Y_i)^2\}}}$$

$$= \frac{(46)(27665) - (684)(1862)}{\sqrt{\{(46)(10272) - (684)^2\} \{(46)(76198) - (1862)^2\}}}$$

$$= \frac{1272590 - 1273608}{\sqrt{\{(472512) - (467856)\} \{(3505108) - (3467044)\}}} = \frac{-1018}{\sqrt{4656 \cdot 38064}} = \frac{-1018}{\sqrt{177225984}}$$

$$= \frac{-1018}{13312,32} = -0,076$$

$$r = -0,076$$

$$R^2 = -0,076^2 = 0,0057$$

2. Analisis regresi antara pengetahuan petugas dengan kepuasan pasien

Diketahui: $\sum X_i = 465$, $\sum Y_i = 1862$, $\sum X_i Y_i = 18832$, $\sum X_i^2 = 4749$, $\sum Y_i^2 = 76198$

$$a = \frac{(\sum Y_i)(\sum X_i^2) - (\sum X_i)(\sum X_i Y_i)}{n \sum X_i^2 - (\sum X_i)^2}$$

$$n \sum X_i^2 - (\sum X_i)^2$$

$$= \frac{(1862)(4749) - (465)(18832)}{(46)(4749) - (465)^2} = \frac{8842638 - 8756880}{218454 - 216225} = \frac{85758}{2229} = 38,474$$

$$b = \frac{n \sum X_i Y_i - (\sum X_i)(\sum Y_i)}{n \sum X_i^2 - (\sum X_i)^2}$$

$$= \frac{(46)(18832) - (465)(1862)}{(46)(4749) - (465)^2} = \frac{866272 - 865830}{218454 - 216225} = \frac{442}{2229} = 0,198$$

$$Y = 38,474 + 0,198X$$

$$r = \frac{n \sum X_i Y_i - (\sum X_i)(\sum Y_i)}{\sqrt{\{n \sum X_i^2 - (\sum X_i)^2\} \{n \sum Y_i^2 - (\sum Y_i)^2\}}}$$

$$= \frac{(46)(27665) - (465)(1862)}{\sqrt{\{(46)(4749) - (465)^2\} \{(46)(76198) - (1862)^2\}}}$$

$$= \frac{866272 - 865830}{\sqrt{\{(218454) - (216225)\} \{(3505108) - (3467044)\}}} = \frac{442}{\sqrt{2229 \cdot 38064}} = \frac{442}{\sqrt{84844656}}$$

$$= \frac{442}{9211,12} = 0,048$$

$$r = 0,048$$

$$R^2 = 0,048^2 = 0,0023$$

3. Analisis regresi antara kecepatan pelayanan dengan kepuasan pasien

Diketahui: $\sum X_i = 274$, $\sum Y_i = 1862$, $\sum X_i Y_i = 11091$, $\sum X_i^2 = 1656$, $\sum Y_i^2 = 76198$

$$a = \frac{(\sum Y_i)(\sum X_i^2) - (\sum X_i)(\sum X_i Y_i)}{n \sum X_i^2 - (\sum X_i)^2}$$

$$= \frac{(1862)(1656) - (274)(11091)}{(46)(1656) - (274)^2} = \frac{3083472 - 3038934}{76176 - 75076} = \frac{44538}{1100} = 40,489$$

$$b = \frac{n \sum X_i Y_i - (\sum X_i)(\sum Y_i)}{n \sum X_i^2 - (\sum X_i)^2}$$

$$= \frac{(46)(11091) - (274)(1862)}{(46)(1656) - (274)^2} = \frac{510186 - 510188}{76176 - 75076} = \frac{-2}{1100} = -0,0018$$

$$Y = 40,489 - 0,0018X$$

$$r = \frac{n \sum X_i Y_i - (\sum X_i)(\sum Y_i)}{\sqrt{\{n \sum X_i^2 - (\sum X_i)^2\} \{n \sum Y_i^2 - (\sum Y_i)^2\}}}$$

$$= \frac{(46)(11091) - (274)(1862)}{\sqrt{\{(46)(1656) - (274)^2\} \{(46)(76198) - (1862)^2\}}}$$

$$= \frac{510186 - 510188}{\sqrt{\{(76176)-(75076)\}\{(3505108)-(3467044)\}}} = \frac{-2}{\sqrt{1100.38064}} = \frac{-2}{\sqrt{41870400}}$$

$$= \frac{-2}{6470,732} = 0,0003$$

$$r = 0,0003$$

$$R^2 = 0,0003^2 = 0,00000009$$

4. Analisis regresi antara sarana fasilitas dengan kepuasan pasien

Diketahui: $\Sigma X_i = 772$, $\Sigma Y_i = 1862$, $\Sigma X_i Y_i = 31237$, $\Sigma X_i^2 = 13108$, $\Sigma Y_i^2 = 76198$

$$a = \frac{(\Sigma Y_i)(\Sigma X_i^2) - (\Sigma X_i)(\Sigma X_i Y_i)}{n \Sigma X_i^2 - (\Sigma X_i)^2}$$

$$= \frac{(1862)(13108) - (772)(31237)}{(46)(13108) - (772)^2} = \frac{24407096 - 24114964}{602968 - 595984} = \frac{292132}{6984} = 41,829$$

$$b = \frac{n \Sigma X_i Y_i - (\Sigma X_i)(\Sigma Y_i)}{n \Sigma X_i^2 - (\Sigma X_i)^2}$$

$$= \frac{(46)(31237) - (772)(1862)}{(46)(13108) - (772)^2} = \frac{1436902 - 1437464}{602968 - 595984} = \frac{-562}{6984} = -0,080$$

$$Y = 41,829 - 0,080X$$

$$r = \frac{n \Sigma X_i Y_i - (\Sigma X_i)(\Sigma Y_i)}{\sqrt{\{n \Sigma X_i^2 - (\Sigma X_i)^2\}\{n \Sigma Y_i^2 - (\Sigma Y_i)^2\}}}$$

$$= \frac{(46)(31237) - (772)(1862)}{\sqrt{\{(46)(13108) - (772)^2\}\{(46)(76198) - (1862)^2\}}}$$

$$= \frac{510186 - 510188}{\sqrt{\{(602968) - (595984)\}\{(3505108) - (3467044)\}}} = \frac{-562}{\sqrt{6984.38064}} = \frac{-562}{\sqrt{265838976}}$$

$$= \frac{-562}{16304,57} = -0,034$$

$$r = -0,034$$

$$R^2 = -0,034^2 = 0,0012$$

5. Analisis regresi antara ketepatan pelayanan dengan kepuasan pasien

Diketahui: $\Sigma X_i = 1741$, $\Sigma Y_i = 1862$, $\Sigma X_i Y_i = 70584$, $\Sigma X_i^2 = 66435$, $\Sigma Y_i^2 = 76198$

$$a = \frac{(\Sigma Y_i)(\Sigma X_i^2) - (\Sigma X_i)(\Sigma X_i Y_i)}{n \Sigma X_i^2 - (\Sigma X_i)^2}$$

$$= \frac{(1862)(66435) - (1741)(70584)}{(46)(66435) - (1741)^2} = \frac{123701970 - 122886744}{3056010 - 3031081} = \frac{815226}{24929} = 32,702$$

$$b = \frac{n \sum X_i Y_i - (\sum X_i) (\sum Y_i)}{n \sum X_i^2 - (\sum X_i)^2}$$

$$= \frac{(46)(70584) - (1741)(1862)}{(46)(66435) - (1741)^2} = \frac{3246864 - 3241742}{3056010 - 3031081} = \frac{5122}{24929} = 0,205$$

$$Y = 32,702 + 0,205X$$

$$r = \frac{n \sum X_i Y_i - (\sum X_i) (\sum Y_i)}{\sqrt{\{n \sum X_i^2 - (\sum X_i)^2\} \{n \sum Y_i^2 - (\sum Y_i)^2\}}}$$

$$= \frac{(46)(70584) - (1741)(1862)}{\sqrt{\{(46)(66435) - (1741)^2\} \{(46)(76198) - (1862)^2\}}}$$

$$= \frac{510186 - 510188}{\sqrt{\{(3056010) - (3031081)\} \{(3505108) - (3467044)\}}} = \frac{5122}{\sqrt{24929 \cdot 38064}} = \frac{5122}{\sqrt{265838976}}$$

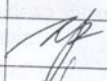

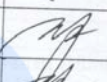


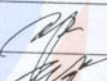
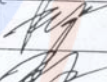
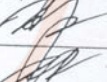


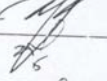


$$= \frac{5122}{30804,18} = 0,166$$

$$r = 0,166$$

$$R^2 = 0,166^2 = 0,0275$$

FORMULIR BIMBINGAN SKRIPSI

Nama : Hendria Rita
NIM : 2003-31-155
Judul Skripsi : Hubungan Pelaksanaan Pelayanan Administrasi Rawat Jalan ASKES dengan Kepuasan Pasien Peserta ASKES di RS. Peln Petamburan Jakarta Tahun 2005
Pembimbing I : Artha Prabawa, S.Kom. SKM. Msi
Pembimbing II : IGK. Wijasa, Drs. MARS

| No | Hari / Tgl | Materi Konsultasi | Nama Pembimbing | PARAF |
|----|-----------------|---------------------------------|-----------------|--|
| 1 | Senin/28-02-05 | Bab 1(Latar belakang, tujuan) | Artha Prabawa |  |
| 2 | Jumat/04-03-05 | Bab 2 (Kerangka konsep) | IGK. Wijasa |  |
| 3 | Selasa/15-03-05 | Bab 3 (Metodologi penelitian) | Artha P abawa |  |
| 4 | Senin/19-04-05 | Pengajuan kuesioner | Artha Prabawa |  |
| 5 | Jumat 29-04-05 | Perbaikan kuesioner | IGK. Wijasa |  |
| 6 | Senin/9-5-05 | Kuesioner diterima | Artha Prabawa |  |
| 7 | Senin/07-07-05 | Bab 4 (hasil dan olah data) | Artha Prabawa |  |
| 8 | Selasa/12-07-05 | Perbaikan hasil | Artha Prabawa |  |
| 9 | Rabu/ 22-07-05 | Pembahasan | Artha Prabawa |  |
| 10 | Senin/15-08-05 | Perbaikan pembahasan | IGK Wijasa |  |
| 11 | Selasa/16-08-05 | Pembahasan dan kesimpulan | Artha Prabawa |  |
| 12 | Jumat/19-08-05 | Koreksi penulisan Bab 4,5,6 | IGK. Wijasa |  |
| 13 | Senin/ 22-08-05 | Perbaikan kesimpulan dan saran | IGK Wijasa |  |

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Penelitian Skripsi

Jakarta, 16 Mei 2005

S. Peln Petamburan Jakarta
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Kesehatan Masyarakat Peminatan Manajemen Rumah Sakit Universitas INDONUSA
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| | Nama | Judul |
|-----|--------------|--|
| 055 | Hendria Rita | Hubungan Pelaksanaan Pelayanan Administrasi Rawat Jalan Askes dengan Kepuasan Pasien Askes |

Sehubungan dengan itu, dengan kerendahan hati kami ucapkan terima kasih.

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Wan, drh M. Kes
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Fakultas Ilmu Kesehatan dan Fisioterapi
Universitas Indonusa Esa Unggul.
di JAKARTA.

Dasar :

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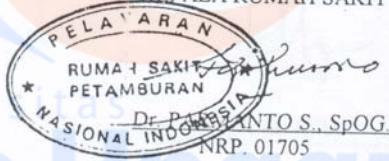
Nama : Hendria Rita NPM. 2003-31-155

Dengan ini kami sampaikan bahwa Rumah Sakit Pelni dapat menerima atau menyetujui permohonan tersebut dengan pembimbing : Ibu Rina Astuti Wulandari, SE.

Selanjutnya Mahasiswa dapat menghubungi Kepala Bagian SDM, untuk penyelesaian administrasi.

Terimakasih atas kepercayaannya diucapkan terima kasih.

KEPALA RUMAH SAKIT



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Agama : Islam
Alamat : Jalan Ipeda No. 02 Tembilahan, Indragiri Hilir
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2. SLTP Negeri 01 Tembilahan, Riau Tamat Tahun 1996
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Jakarta, 3 Juni 2005

Aspiran : -

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Fakultas Ilmu Kesehatan dan Fisioterapi
Universitas Indonusa Esa Unggul.

di
JAKARTA.

Dasar :

Surat saudara No. 31/FIK-Fis/INDONUSA/V/2005, tanggal 16 Mei 2005, tentang permohonan Penelitian Skripsi Fakultas Ilmu Kesehatan Dan Fisioterapi Universitas Indonusa Esa Unggul di Rumah Sakit Pelni "Petamburan".

Nama : Hendria Rita

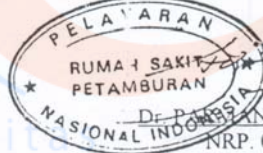
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Selanjutnya Mahasiswa dapat menghubungi Kepala Bagian SDM, untuk penyelesaian administrasi.

Demikian atas kepercayaannya diucapkan terima kasih.

KEPALA RUMAH SAKIT



Keuangan:
Divisi Keuangan

Dr. PANGSANTO S., SpOG.
NRP. 01705

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Saya yang bertandatangan di bawah ini:

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NIM : 2003-31-155

Program Studi : Kesehatan Masyarakat/Manajemen Rumah Sakit

Fakultas Ilmu Kesehatan dan Fisiotherapi dengan ini menyatakan bahwa skripsi berjudul:

Hubungan Pelaksanaan Pelayanan Administrasi Rawat Jalan Asker dengan Kepuasan Pasien Perenta Asker di Rumah Sakit Pelni Petamburan Jakarta Tahun 2005

merupakan hasil karya saya sendiri dan bukan hasil plagiat skripsi orang lain. Bila di kemudian hari skripsi saya dengan judul diatas terbukti merupakan hasil plagiat maka Rektor Universitas Indonusa Esa Unggul berhak membatalkan gelar Sarjana Kesehatan Masyarakat yang telah saya terima.

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Jakarta, 22 September 2005

Saksi,
Fakultas Ilmu Kesehatan dan Fisiotherapi



J. Hardjono, SKM, MARS

Dekan

(Hendria Rita)

Nama Jelas