

Lampiran 1 Hasil Analisi Data

HASIL SPSS UJI RELIABILITAS

a. Loyalitas

Reliability Statistics

Cronbach's	
Alpha	N of Items
.659	9

b. Keandalan

Reliability Statistics

Cronbach's	
Alpha	N of Items
.649	5

c. Daya tanggap

Reliability Statistics

Cronbach's	
Alpha	N of Items
.831	3

d. Jaminan

Reliability Statistics

Cronbach's	
Alpha	N of Items
.650	4

e. Empati

Reliability Statistics

Cronbach's	
Alpha	N of Items
.698	3

f. Bukti fisik

Reliability Statistics

Cronbach's	
Alpha	N of Items
.658	4

HASIL SPSS UJI VALIDITAS

a. Loyalitas

Correlations

		L1	L2	L3	L4	L5	L6	L7	L8	L9	Total_L
L1	Pearson Correlation	1	.073	.465**	.153	.422*	.181	-.135	.194	.390*	.548**
	Sig. (2-tailed)		.700	.010	.420	.020	.338	.475	.304	.033	.002
	N	30	30	30	30	30	30	30	30	30	30
L2	Pearson Correlation	.073	1	.053	.366*	.072	.447*	.280	.241	.077	.535**
	Sig. (2-tailed)	.700		.782	.047	.707	.013	.134	.200	.685	.002
	N	30	30	30	30	30	30	30	30	30	30
L3	Pearson Correlation	.465**	.053	1	.113	.586**	.040	.117	-.062	.206	.561**
	Sig. (2-tailed)	.010	.782		.554	.001	.836	.540	.746	.275	.001
	N	30	30	30	30	30	30	30	30	30	30
L4	Pearson Correlation	.153	.366*	.113	1	.228	.359	-.025	.238	.049	.513**
	Sig. (2-tailed)	.420	.047	.554		.227	.051	.895	.205	.798	.004
	N	30	30	30	30	30	30	30	30	30	30
L5	Pearson Correlation	.422*	.072	.586**	.228	1	.080	-.054	.051	.145	.560**
	Sig. (2-tailed)	.020	.707	.001	.227		.675	.775	.791	.446	.001
	N	30	30	30	30	30	30	30	30	30	30
L6	Pearson Correlation	.181	.447*	.040	.359	.080	1	.200	.288	.129	.567**
	Sig. (2-tailed)	.338	.013	.836	.051	.675		.290	.123	.499	.001
	N	30	30	30	30	30	30	30	30	30	30
L7	Pearson Correlation	-.135	.280	.117	-.025	-.054	.200	1	.167	.280	.418*
	Sig. (2-tailed)	.475	.134	.540	.895	.775	.290		.377	.134	.022
	N	30	30	30	30	30	30	30	30	30	30
L8	Pearson Correlation	.194	.241	-.062	.238	.051	.288	.167	1	.265	.496**
	Sig. (2-tailed)	.304	.200	.746	.205	.791	.123	.377		.156	.005
	N	30	30	30	30	30	30	30	30	30	30
L9	Pearson Correlation	.390*	.077	.206	.049	.145	.129	.280	.265	1	.518**
	Sig. (2-tailed)	.033	.685	.275	.798	.446	.499	.134	.156		.003
	N	30	30	30	30	30	30	30	30	30	30
Total_L	Pearson Correlation	.548**	.535**	.561**	.513*	.560**	.567*	.418*	.496*	.518*	1
	Sig. (2-tailed)	.002	.002	.001	.004	.001	.001	.022	.005	.003	

N	30	30	30	30	30	30	30	30	30	30
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** Correlation is significant at the 0.01 level (2-tailed).

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

b. Kehandalan

Correlations

		H1	H2	H3	H4	H5	Total_H
H1	Pearson Correlation	1	.537**	.349	.096	.087	.628**
	Sig. (2-tailed)		.002	.059	.614	.647	.000
	N	30	30	30	30	30	30
H2	Pearson Correlation	.537**	1	.328	.227	.369*	.729**
	Sig. (2-tailed)	.002		.077	.228	.045	.000
	N	30	30	30	30	30	30
H3	Pearson Correlation	.349	.328	1	.326	.057	.662**
	Sig. (2-tailed)	.059	.077		.078	.764	.000
	N	30	30	30	30	30	30
H4	Pearson Correlation	.096	.227	.326	1	.430*	.639**
	Sig. (2-tailed)	.614	.228	.078		.018	.000
	N	30	30	30	30	30	30
H5	Pearson Correlation	.087	.369*	.057	.430*	1	.595**
	Sig. (2-tailed)	.647	.045	.764	.018		.001
	N	30	30	30	30	30	30
Total_H	Pearson Correlation	.628**	.729**	.662**	.639**	.595**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.001	
	N	30	30	30	30	30	30

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

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

c. Daya tanggap

Correlations

		D1	D2	D3	Total_D
D1	Pearson Correlation	1	.734**	.533**	.892**
	Sig. (2-tailed)		.000	.002	.000
	N	30	30	30	30
D2	Pearson Correlation	.734**	1	.611**	.903**
	Sig. (2-tailed)	.000		.000	.000
	N	30	30	30	30

D3	Pearson Correlation	.533**	.611**	1	.802**
	Sig. (2-tailed)	.002	.000		.000
	N	30	30	30	30
Total_D	Pearson Correlation	.892**	.903**	.802**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

d. Jaminan

Correlations

		J1	J2	J3	J4	Total_J
J1	Pearson Correlation	1	.246	.128	.505**	.682**
	Sig. (2-tailed)		.190	.502	.004	.000
	N	30	30	30	30	30
J2	Pearson Correlation	.246	1	.561**	.324	.774**
	Sig. (2-tailed)	.190		.001	.081	.000
	N	30	30	30	30	30
J3	Pearson Correlation	.128	.561**	1	.123	.627**
	Sig. (2-tailed)	.502	.001		.517	.000
	N	30	30	30	30	30
J4	Pearson Correlation	.505**	.324	.123	1	.703**
	Sig. (2-tailed)	.004	.081	.517		.000
	N	30	30	30	30	30
Total_J	Pearson Correlation	.682**	.774**	.627**	.703**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	30	30	30	30	30

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

e. Empati

Correlations

		E1	E2	E3	Total_E
E1	Pearson Correlation	1	.453*	.435*	.811**
	Sig. (2-tailed)		.012	.016	.000
	N	30	30	30	30
E2	Pearson Correlation	.453*	1	.425*	.769**
	Sig. (2-tailed)	.012		.019	.000

	N	30	30	30	30
E3	Pearson Correlation	.435*	.425*	1	.790**
	Sig. (2-tailed)	.016	.019		.000
	N	30	30	30	30
Total_E	Pearson Correlation	.811**	.769**	.790**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	30	30	30	30

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

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

f. Bukti fisik

Correlations

		B1	B2	B3	B4	Total_B
B1	Pearson Correlation	1	.506**	.455*	.200	.751**
	Sig. (2-tailed)		.004	.012	.290	.000
	N	30	30	30	30	30
B2	Pearson Correlation	.506**	1	.240	.341	.719**
	Sig. (2-tailed)	.004		.201	.066	.000
	N	30	30	30	30	30
B3	Pearson Correlation	.455*	.240	1	.270	.678**
	Sig. (2-tailed)	.012	.201		.149	.000
	N	30	30	30	30	30
B4	Pearson Correlation	.200	.341	.270	1	.680**
	Sig. (2-tailed)	.290	.066	.149		.000
	N	30	30	30	30	30
Total_B	Pearson Correlation	.751**	.719**	.678**	.680**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	30	30	30	30	30

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

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

Uji Normalitas Kolmogro Smimov

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Jenis Kelamin	.348	97	.000	.636	97	.000
Usia	.125	97	.001	.908	97	.000

Status Nikah	.380	97	.000	.628	97	.000
Pendidikan	.280	97	.000	.859	97	.000
Pekerjaan	.284	97	.000	.742	97	.000
Kehandalan Tenaga kesehatan	.199	97	.000	.892	97	.000
Daya Tanggap	.214	97	.000	.869	97	.000
Jaminan	.168	97	.000	.835	97	.000
Empati	.236	97	.000	.858	97	.000
Bukti Fisik	.162	97	.000	.882	97	.000
Kepuasan Pasien	.195	97	.000	.817	97	.000
Loyalitas Pasien	.133	97	.000	.917	97	.000

a. Lilliefors Significance Correction

TABULASI DATA PENELITIAN

NO	Jk	usi a	St. Nik ah	D id ik	K e rj a	H 1	H 2	H 3	H 4	H 5	D 1	D 2	D 3	J 1	J 2	J 3	J 4	E 1	E 2	E 3	B 1	B 2	B 3	B 4	L 1	L 2	L 3	L 4	L 5	L 6	L 7	L 8	L 9	
1	2	27	2	4	5	4	4	4	4	3	4	4	3	3	4	4	4	4	4	4	4	4	4	4	3	3	3	1	3	3	4	2	3	
2	1	33	2	3	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	4	4	4	4	4	
3	2	38	1	4	5	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	2	2	
4	2	26	1	3	2	3	3	3	3	3	4	3	2	4	3	4	4	3	2	4	4	4	2	2	3	3	3	3	2	2	2	2	3	
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8	1	25	1	2	1	3	3	4	2	4	3	3	4	3	3	3	3	2	4	4	4	4	4	2	3	4	4	3	3	3	3	3	4	
9	1	25	1	3	3	3	3	4	3	4	4	3	4	3	4	4	4	3	3	3	2	3	4	4	4	4	3	2	4	4	2	3	4	
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15	2	32	1	3	5	4	3	4	3	2	4	3	3	4	4	4	4	4	4	2	4	4	4	4	4	4	4	4	4	2	3	4	4	
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25	1	25	1	3	4	2	3	4	4	4	4	4	3	3	3	4	3	3	3	4	3	3	3	3	3	4	3	3	2	4	4	4	4		
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27	1	19	2	4	5	3	3	4	4	3	4	4	4	4	4	4	4	2	4	4	4	4	4	4	4	4	4	2	4	4	4	3	4		
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81	1	25	2	2	5	4	3	2	3	4	2	4	3	4	4	4	1	3	4	4	4	3	3	4	4	3	1	2	3	3	2	3	2	
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89	2	28	1	3	4	4	4	3	3	4	2	3	4	3	3	4	3	3	3	3	3	3	4	4	3	3	3	4	3	2	4	3	3	4
90	1	19	2	1	5	4	4	3	3	2	4	3	4	4	4	3	2	3	3	3	3	3	3	4	4	4	4	3	2	4	3	4	4	4
91	2	29	1	1	5	3	4	3	3	4	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4
92	2	26	1	4	5	3	4	4	3	4	3	3	3	4	2	3	3	4	4	3	3	4	2	4	4	3	1	2	4	3	4	4	3	
93	1	17	2	1	4	3	2	4	4	4	3	2	3	4	2	3	3	4	3	3	3	4	3	3	3	4	4	4	4	2	2	2		
94	1	22	2	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
95	2	24	2	2	4	3	2	2	2	2	4	3	3	4	3	3	2	2	2	2	3	3	2	3	3	3	3	4	3	4	4	3	1	

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96	1	35	1	2	3	3	2	4	2	2	2	3	3	4	4	4	3	3	3	3	3	3	2	3	4	3	3	4	4	4	2	3
97	2	25	1	3	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4



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Jenis Kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Perempuan	47	48.5	48.5	48.5
	Laki-Laki	50	51.5	51.5	100.0
	Total	97	100.0	100.0	

Status Nikah

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Menikah	56	57.7	57.7	57.7
	Belum Menikah	41	42.3	42.3	100.0
	Total	97	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Ibu Rumah Tangga	13	13.4	13.4	13.4
	PNS	2	2.1	2.1	15.5
	Wiraswasta	13	13.4	13.4	28.9
	Buruh/Tani	20	20.6	20.6	49.5
	DII	49	50.5	50.5	100.0
		Total	97	100.0	100.0

Kategori Pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD -SMP	37	38.1	38.1	38.1
	SMA	47	48.5	48.5	86.6
	S1	13	13.4	13.4	100.0
		Total	97	100.0	100.0

katagori umur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Remaja 10-19	11	11.3	11.3	11.3
	Dewasa 19-44	84	86.6	86.6	97.9

Usia Lanjt 45-59	2	2.1	2.1	100.0
Total	97	100.0	100.0	

Statistics

		Kehandalan Tenaga kesehatan	Daya Tanggap	Jaminan	Empati	Bukti Fisik	Kepuasan Pasien	Loyalitas Pasien
N	Valid	97	97	97	97	97	97	97
	Missing	0	0	0	0	0	0	0
Mean		16.31	9.71	13.82	10.16	13.47	63.48	30.77
Median		17.00	10.00	14.00	11.00	14.00	65.00	31.00
Std. Deviation		2.284	1.773	2.264	1.795	2.269	8.437	3.002
Variance		5.216	3.145	5.125	3.223	5.148	71.190	9.011
Minimum		9	2	8	6	8	37	17
Maximum		20	12	16	12	16	76	36

H1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	2	2.1	2.1	2.1
	Tidak Setuju	16	16.5	16.5	18.6
	Setuju	44	45.4	45.4	63.9
	Sangat Setuju	35	36.1	36.1	100.0
Total		97	100.0	100.0	

H2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	13	13.4	13.4	13.4
	Setuju	57	58.8	58.8	72.2
	Sangat Setuju	27	27.8	27.8	100.0
Total		97	100.0	100.0	

H3

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Tidak Setuju	24	24.7	24.7	24.7
	Setuju	24	24.7	24.7	49.5
	Sangat Setuju	49	50.5	50.5	100.0
	Total	97	100.0	100.0	

H4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	16	16.5	16.5	16.5
	Setuju	35	36.1	36.1	52.6
	Sangat Setuju	46	47.4	47.4	100.0
	Total	97	100.0	100.0	

H5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	14	14.4	14.4	14.4
	Setuju	26	26.8	26.8	41.2
	Sangat Setuju	57	58.8	58.8	100.0
	Total	97	100.0	100.0	

D1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	2	2.1	2.1	2.1
	Tidak Setuju	12	12.4	12.4	14.4
	Setuju	30	30.9	30.9	45.4
	Sangat Setuju	53	54.6	54.6	100.0
	Total	97	100.0	100.0	

D2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	2	2.1	2.1	2.1
	Tidak Setuju	10	10.3	10.3	12.4
	Setuju	47	48.5	48.5	60.8
	Sangat Setuju	38	39.2	39.2	100.0
	Total	97	100.0	100.0	

D3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	1	1.0	1.0	1.0
	Tidak Setuju	11	11.3	11.3	12.4
	Setuju	58	59.8	59.8	72.2
	Sangat Setuju	27	27.8	27.8	100.0
	Total	97	100.0	100.0	

J1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	10	10.3	10.3	10.3
	Setuju	19	19.6	19.6	29.9
	Sangat Setuju	68	70.1	70.1	100.0
	Total	97	100.0	100.0	

J2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	14	14.4	14.4	14.4
	Setuju	23	23.7	23.7	38.1
	Sangat Setuju	60	61.9	61.9	100.0
	Total	97	100.0	100.0	

J3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	2	2.1	2.1	2.1
	Tidak Setuju	9	9.3	9.3	11.3
	Setuju	27	27.8	27.8	39.2
	Sangat Setuju	59	60.8	60.8	100.0
	Total	97	100.0	100.0	

J4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	4	4.1	4.1	4.1
	Tidak Setuju	12	12.4	12.4	16.5

Setuju	34	35.1	35.1	51.5
Sangat Setuju	47	48.5	48.5	100.0
Total	97	100.0	100.0	

E1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	1	1.0	1.0	1.0
	Tidak Setuju	19	19.6	19.6	20.6
	Setuju	26	26.8	26.8	47.4
	Sangat Setuju	51	52.6	52.6	100.0
	Total	97	100.0	100.0	

E2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	11	11.3	11.3	11.3
	Setuju	27	27.8	27.8	39.2
	Sangat Setuju	59	60.8	60.8	100.0
	Total	97	100.0	100.0	

E3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	1	1.0	1.0	1.0
	Tidak Setuju	14	14.4	14.4	15.5
	Setuju	31	32.0	32.0	47.4
	Sangat Setuju	51	52.6	52.6	100.0
	Total	97	100.0	100.0	

B1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	3	3.1	3.1	3.1
	Tidak Setuju	20	20.6	20.6	23.7
	Setuju	26	26.8	26.8	50.5

Sangat Setuju	48	49.5	49.5	100.0
Total	97	100.0	100.0	

B2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	13	13.4	13.4	13.4
	Setuju	30	30.9	30.9	44.3
	Sangat Setuju	54	55.7	55.7	100.0
	Total	97	100.0	100.0	

B3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	13	13.4	13.4	13.4
	Setuju	28	28.9	28.9	42.3
	Sangat Setuju	56	57.7	57.7	100.0
	Total	97	100.0	100.0	

B4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	2	2.1	2.1	2.1
	Tidak Setuju	14	14.4	14.4	16.5
	Setuju	26	26.8	26.8	43.3
	Sangat Setuju	55	56.7	56.7	100.0
	Total	97	100.0	100.0	

L1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	2	2.1	2.1	2.1
	Setuju	40	41.2	41.2	43.3
	Sangat Setuju	55	56.7	56.7	100.0
	Total	97	100.0	100.0	

L2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	3	3.1	3.1	3.1
	Setuju	34	35.1	35.1	38.1
	Sangat Setuju	60	61.9	61.9	100.0
	Total	97	100.0	100.0	

L3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	2	2.1	2.1	2.1
	Tidak Setuju	14	14.4	14.4	16.5
	Setuju	27	27.8	27.8	44.3
	Sangat Setuju	54	55.7	55.7	100.0
	Total	97	100.0	100.0	

L4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	5	5.2	5.2	5.2
	Tidak Setuju	9	9.3	9.3	14.4
	Setuju	28	28.9	28.9	43.3
	Sangat Setuju	55	56.7	56.7	100.0
	Total	97	100.0	100.0	

L5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	12	12.4	12.4	12.4
	Setuju	31	32.0	32.0	44.3
	Sangat Setuju	54	55.7	55.7	100.0
	Total	97	100.0	100.0	

L6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak Setuju	13	13.4	13.4	13.4
	Setuju	37	38.1	38.1	51.5
	Sangat Setuju	47	48.5	48.5	100.0
	Total	97	100.0	100.0	

L7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	1	1.0	1.0	1.0
	Tidak Setuju	13	13.4	13.4	14.4
	Setuju	33	34.0	34.0	48.5
	Sangat Setuju	50	51.5	51.5	100.0
	Total	97	100.0	100.0	

L8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	1	1.0	1.0	1.0
	Tidak Setuju	15	15.5	15.5	16.5
	Setuju	31	32.0	32.0	48.5
	Sangat Setuju	50	51.5	51.5	100.0
	Total	97	100.0	100.0	

L9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Sangat Tidak Setuju	1	1.0	1.0	1.0
	Tidak Setuju	9	9.3	9.3	10.3
	Setuju	36	37.1	37.1	47.4
	Sangat Setuju	51	52.6	52.6	100.0
	Total	97	100.0	100.0	

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Ranks

	Jenis Kelamin	N	Mean Rank	Sum of Ranks
Loyalitas Pasien	Perempuan	47	47.49	2232.00

	Laki-Laki	50	50.42	2521.00
	Total	97		

Test Statistics^a

Loyalitas Pasien	
Mann-Whitney U	1104.000
Wilcoxon W	2232.000
Z	-.517
Asymp. Sig. (2-tailed)	.605

a. Grouping Variable: Jenis Kelamin

Ranks

	Jenis Kelamin	N	Mean Rank	Sum of Ranks
Kepuasan Pasien	Perempuan	47	47.63	2238.50
	Laki-Laki	50	50.29	2514.50
	Total	97		

Test Statistics^a

Kepuasan Pasien	
Mann-Whitney U	1110.500
Wilcoxon W	2238.500
Z	-.467
Asymp. Sig. (2-tailed)	.641

a. Grouping Variable: Jenis Kelamin

Ranks

	katagori umur	N	Mean Rank
Loyalitas Pasien	10-19	11	44.59
	19-44	84	49.60
	45-59	2	48.25
	Total	97	

Test Statistics^{a,b}

Loyalitas Pasien	
Kruskal-Wallis H	.314
df	2
Asymp. Sig.	.855

a. Kruskal Wallis Test

b. Grouping Variable: katagori umur

Ranks			
	katagori umur	N	Mean Rank
Kepuasan Pasien	10-19	11	43.23
	19-44	84	49.65
	45-59	2	53.50
	Total	97	

Test Statistics^{a,b}

Kepuasan Pasien	
Kruskal-Wallis H	.561
df	2
Asymp. Sig.	.755

a. Kruskal Wallis Test

b. Grouping Variable: katagori umur

Ranks			
	Katagori Pendidikan	N	Mean Rank
Loyalitas Pasien	SD -SMP	37	51.35
	SMA	47	50.32
	S1	13	37.54
	Total	97	

Test Statistics^{a,b}

Loyalitas Pasien	
Kruskal-Wallis H	2.560
df	2
Asymp. Sig.	.278

a. Kruskal Wallis Test

b. Grouping Variable: Katagori Pendidikan

Ranks			
	Katagori Pendidikan	N	Mean Rank
Kepuasan Pasien	SD -SMP	37	48.19
	SMA	47	51.85
	S1	13	41.00

Total	97
-------	----

Test Statistics^{a,b}

Kepuasan Pasien	
Kruskal-Wallis H	1.570
df	2
Asymp. Sig.	.456

a. Kruskal Wallis Test

b. Grouping Variable: Katagori

Pendidikan

Ranks

	Status Nikah	N	Mean Rank	Sum of Ranks
Loyalitas Pasien	Menikah	56	52.91	2963.00
	Belum Menikah	41	43.66	1790.00
	Total	97		

Test Statistics^a

Loyalitas Pasien	
Mann-Whitney U	929.000
Wilcoxon W	1790.000
Z	-1.613
Asymp. Sig. (2-tailed)	.107

a. Grouping Variable: Status Nikah

Ranks

	Status Nikah	N	Mean Rank	Sum of Ranks
Kepuasan Pasien	Menikah	56	50.11	2806.00
	Belum Menikah	41	47.49	1947.00
	Total	97		

Test Statistics^a

Kepuasan Pasien	
Mann-Whitney U	1086.000
Wilcoxon W	1947.000
Z	-.454
Asymp. Sig. (2-tailed)	.650

a. Grouping Variable: Status Nikah

Ranks

	Pekerjaan	N	Mean Rank
Loyalitas Pasien	Ibu Rumah Tangga	13	41.50
	PNS	2	34.25
	Wiraswasta	13	56.88
	Buruh/Tani	20	52.70
	DII	49	47.99
	Total	97	

Test Statistics^{a,b}

Loyalitas Pasien	
Kruskal-Wallis H	2.951
df	4
Asymp. Sig.	.566

a. Kruskal Wallis Test

b. Grouping Variable: Pekerjaan

Ranks

	Pekerjaan	N	Mean Rank
Kepuasan Pasien	Ibu Rumah Tangga	13	41.46
	PNS	2	51.50
	Wiraswasta	13	60.23
	Buruh/Tani	20	55.38
	DII	49	45.32
	Total	97	

Test Statistics^{a,b}

Kepuasan Pasien	
Kruskal-Wallis H	4.905
Df	4
Asymp. Sig.	.297

a. Kruskal Wallis Test

b. Grouping Variable: Pekerjaan

Correlations

			Kehandalan Tenaga kesehatan	Loyalitas Pasien
Spearman's rho	Kehandalan Tenaga kesehatan	Correlation Coefficient	1.000	.312**
		Sig. (2-tailed)	.	.002
		N	97	97
	Loyalitas Pasien	Correlation Coefficient	.312**	1.000
		Sig. (2-tailed)	.002	.
		N	97	97

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

Correlations

			Daya Tanggap	Loyalitas Pasien
Spearman's rho	Daya Tanggap	Correlation Coefficient	1.000	.391**
		Sig. (2-tailed)	.	.000
		N	97	97
	Loyalitas Pasien	Correlation Coefficient	.391**	1.000
		Sig. (2-tailed)	.000	.
		N	97	97

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

Correlations

			Jaminan	Loyalitas Pasien
Spearman's rho	Jaminan	Correlation Coefficient	1.000	.476**
		Sig. (2-tailed)	.	.000
		N	97	97
	Loyalitas Pasien	Correlation Coefficient	.476**	1.000
		Sig. (2-tailed)	.000	.
		N	97	97

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

Correlations

			Empati	Loyalitas Pasien
Spearman's rho	Empati	Correlation Coefficient	1.000	.361**
		Sig. (2-tailed)	.	.000
		N	97	97

Loyalitas Pasien	Correlation Coefficient	.361**	1.000
	Sig. (2-tailed)	.000	.
	N	97	97

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

Correlations

			Bukti Fisik	Loyalitas Pasien
Spearman's rho	Bukti Fisik	Correlation Coefficient	1.000	.403**
		Sig. (2-tailed)	.	.000
		N	97	97
Loyalitas Pasien	Loyalitas Pasien	Correlation Coefficient	.403**	1.000
		Sig. (2-tailed)	.000	.
		N	97	97

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

Correlations

			Kepuasan Pasien	Loyalitas Pasien
Spearman's rho	Kepuasan Pasien	Correlation Coefficient	1.000	.494**
		Sig. (2-tailed)	.	.000
		N	97	97
Loyalitas Pasien	Loyalitas Pasien	Correlation Coefficient	.494**	1.000
		Sig. (2-tailed)	.000	.
		N	97	97

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

Lampiran 2 Surat-Surat



Nomor : 114/FIKES/KESMAS/UEU/XII/2023
Perihal : Pemohonan Penelitian

Jakarta, 21 Desember 2023

Kepada Yth,

Direktur RSUD Balaraja Kab Tangerang
Jl. Rumah Sakit No.88, Tobat, Kec. Balaraja, Tangerang,
Kab. Tangerang, Banten.

Dengan Hormat,

Sehubungan dengan pelaksanaan Penelitian Skripsi/Tugas Akhir mahasiswa Program Studi Kesehatan Masyarakat Universitas Esa Unggul maka bersama ini kami mengajukan permohonan kepada Bapak/Ibu untuk dapat memberikan izin penelitian kepada mahasiswa kami di instansi bapak/Ibu pimpin.

Adapun nama mahasiswa dan judul penelitian adalah sebagai berikut:

No	NAMA	NIM	NO. TELEPON	Judul
1.	Siti Nurholifah	20210301180	081383813115	Hubungan Tingkat Kepuasan Pasien Terhadap Loyalitas Pasien Rawat Jalan di RSUD Balaraja

Demikian surat ini kami sampaikan, atas perhatian dan kerjasamanya kami ucapkan terima kasih.

FAKULTAS ILMU – ILMU KESEHATAN
UNIVERSITAS ESA UNGGUL


Prof. Dr. Irut Aprilina Riana Yenni Ph.D., M.Biomed.
Dekan.



PEMERINTAH KABUPATEN TANGERANG
RUMAH SAKIT UMUM DAERAH BALARAJA

Jl. Rumah Sakit No. 88 Desa Tobat, Kecamatan Balaraja, Kabupaten Tangerang
No. Telp. 021-29508388, 29508250 Fax. 021-29508250
E-mail : rsud_balaraja@yahoo.com Website : www.tangerangkab.go.id/rsudbalaraja



Balaraja, 07 Januari 2024

Nomor : 890/015 - RSUD Bj
Sifat : Biasa
Lampiran : -
Perihal : Persetujuan Penelitian

Yth. Dekan Fakultas Ilmu – Ilmu Kesehatan Universitas Esa Unggul

di-

Tempat

Menindaklanjuti surat dari Dekan Fakultas Ilmu – Ilmu Kesehatan Universitas Esa Unggul, Nomor 114/FIKES/KESMAS/UEU/0/2023 Tanggal 21 Desember 2023 Perihal Permohonan Penelitian, maka dengan ini kami sampaikan bahwa kami memberikan izin kepada :

NAMA	NIM	JUDUL
Siti Nurholifah	20210301180	Hubungan Tingkat Kepuasan Pasien Terhadap Loyalitas Pasien Rawat Jalan di RSUD Balaraja

Untuk melakukan penelitian sebagai bahan penyusunan Skripsi/Tugas Akhir dengan mengikuti aturan yang ada di RSUD Balaraja sebagai berikut :

1. Mengikuti Protokol Kesehatan
2. Mensosialisasikan Hasil Penelitian
3. Melaporkan Hasil Penelitian Ke Sub.Bagian Kepegawaian, Pendidikan dan Pelatihan

Demikian kami sampaikan, atas perhatian dan kerjasamanya kami ucapkan terima kasih.



NIP. 19671219 200212 2 003

Lampiran 3 Bukti Bimbingan

Sidangy Akhir Belum Urajukan

Skripsi/Tesis **Bimbingan** Jadwal Sidang Proposal Jadwal Sidang Akhir Upload Berkas

Bimbingan					
No	Dosen	Topik	Tanggal Bimbingan	Jenis Bimbingan	Catatan Perbaikan
1	6485 - Dr. INTAN SILVIANA MUSTIKAWATI , SKM, MPH	pengajuan judul skripsi	20 Okt 2023	Skripsi/Tesis/BusinessPlan Proposal	
2	6485 - Dr. INTAN SILVIANA MUSTIKAWATI , SKM, MPH	bab 1 dan bab 2	27 Okt 2023	Skripsi/Tesis/BusinessPlan Proposal	
3	6485 - Dr. INTAN SILVIANA MUSTIKAWATI , SKM, MPH	revisi bab 1 dan 2	5 Nov 2023	Skripsi/Tesis/BusinessPlan Proposal	
4	6485 - Dr. INTAN SILVIANA MUSTIKAWATI , SKM, MPH	Revisi bab 1, 2 dan 3	13 Nov 2023	Skripsi/Tesis/BusinessPlan Proposal	
5	6485 - Dr. INTAN SILVIANA MUSTIKAWATI , SKM, MPH	Revisi bab 1,2 dan 3	20 Nov 2023	Skripsi/Tesis/BusinessPlan Proposal	
6	6485 - Dr. INTAN SILVIANA MUSTIKAWATI , SKM, MPH	Acc bab 1,2 dan 3	24 Nov 2023	Skripsi/Tesis/BusinessPlan Proposal	
7	6485 - Dr. INTAN SILVIANA MUSTIKAWATI , SKM, MPH	revisi sidang proposal	12 Jan 2024	Skripsi/Tesis/BusinessPlan Proposal	
8	6485 - Dr. INTAN SILVIANA MUSTIKAWATI , SKM, MPH	Bab 4, 5 dan 6	24 Jan 2024	Skripsi/Tesis/BusinessPlan Proposal	
9	6485 - Dr. INTAN SILVIANA MUSTIKAWATI , SKM, MPH	Revisi bab 4,5 dan 6	26 Jan 2024	Skripsi/Tesis/BusinessPlan Proposal	
10	6485 - Dr. INTAN SILVIANA MUSTIKAWATI , SKM, MPH	Revisi bab 4 dan 5	29 Jan 2024	Skripsi/Tesis/BusinessPlan Proposal	
11	6485 - Dr. INTAN SILVIANA MUSTIKAWATI , SKM, MPH	Revisi bab 5	30 Jan 2024	Skripsi/Tesis/BusinessPlan Proposal	

Lampiran 6 Kaji Etik



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

Nomor : 0924-01.139 /DPKE-KEP/FINAL-EA/UEU/III/2024

KETERANGAN LOLOS KAJI ETIK **ETHICAL APPROVAL**

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

HUBUNGAN TINGKAT KEPUASAN PASIEN TERHADAP LOYALITAS PASIEN RAWAT JALAN DI RSUD BALARAJA

Peneliti Utama : Siti Nurholifah
Pembimbing : Dr. Intan Silviana Mustikawati, S.KM., MPH
Nama Institusi : Universitas Esa Unggul

dan telah menyetujui protokol tersebut di atas.

Jakarta, 27 Februari 2024

Plt. Ketua


Dr. CSP Wekadigunawan, DVM, MPH, PhD

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

Lampiran 4 Dokumentasi

