

Lampiran Hasil Output SPSS

A. Analisis Univariat 1. Kepuasan Pasien

Statistics

Skor Kepuasan Pasien Rawat Jalan

N	Valid	200
	Missing	0
	Mean	46.73

Skor Kepuasan Pasien Rawat Jalan

	Frequency	Percent	Valid Percent	Cumulative Percent
39	4	2.0	2.0	2.0
40	3	1.5	1.5	3.5
41	9	4.5	4.5	8.0
42	13	6.5	6.5	14.5
43	10	5.0	5.0	19.5
44	20	10.0	10.0	29.5
45	19	9.5	9.5	39.0
46	26	13.0	13.0	52.0
47	16	8.0	8.0	60.0
48	14	7.0	7.0	67.0
49	17	8.5	8.5	75.5
50	11	5.5	5.5	81.0
51	17	8.5	8.5	89.5
52	8	4.0	4.0	93.5
53	7	3.5	3.5	97.0
54	2	1.0	1.0	98.0
55	2	1.0	1.0	99.0
57	1	.5	.5	99.5
58	1	.5	.5	100.0
Total	200	100.0	100.0	

Statistics

Kepuasan Yang Di Kategorikan

N	Valid	200
	Missing	0

Kepuasan Yang Di Kategorikan

	Frequency	Percent	Valid Percent	Cumulative Percent
Puas	96	48.0	48.0	48.0
Valid Tidak Puas	104	52.0	52.0	100.0
Total	200	100.0	100.0	

2. Kinerja Pelayanan Pendaftaran

Statistics

Skor Kinerja pelayanan pendaftaran

N	Valid	200
	Missing	0
	Mean	26.60

Skor Kinerja pelayanan pendaftaran

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 21	3	1.5	1.5	1.5
22	5	2.5	2.5	4.0
23	15	7.5	7.5	11.5
24	15	7.5	7.5	19.0
25	34	17.0	17.0	36.0
26	34	17.0	17.0	53.0
27	24	12.0	12.0	65.0
28	21	10.5	10.5	75.5
29	21	10.5	10.5	86.0
30	15	7.5	7.5	93.5
31	7	3.5	3.5	97.0

	32	5	2.5	2.5	99.5
	36	1	.5	.5	100.0
	Total	200	100.0	100.0	

Statistics

Kategori Kinerja Pelayanan

N	Valid	200
	Missing	0

Kategori Kinerja Pelayanan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kinerja Baik	94	47.0	47.0
	Kinerja Tidak Baik	106	53.0	100.0
	Total	200	100.0	100.0

3. Umur

Statistics

Umur

N	Valid	200
	Missing	0
Mean		33.67
Median		31.00
Mode		25
Std. Deviation		11.065
Minimum		17
Maximum		63

Umur

	Frequency	Percent	Valid Percent	Cumulative Percent
17	4	2.0	2.0	2.0
18	4	2.0	2.0	4.0
20	10	5.0	5.0	9.0
21	6	3.0	3.0	12.0
22	3	1.5	1.5	13.5
23	13	6.5	6.5	20.0
24	14	7.0	7.0	27.0
25	17	8.5	8.5	35.5
27	3	1.5	1.5	37.0
28	9	4.5	4.5	41.5
29	4	2.0	2.0	43.5
30	12	6.0	6.0	49.5
31	2	1.0	1.0	50.5
32	5	2.5	2.5	53.0
34	3	1.5	1.5	54.5
35	11	5.5	5.5	60.0
36	4	2.0	2.0	62.0
38	4	2.0	2.0	64.0
39	2	1.0	1.0	65.0
40	13	6.5	6.5	71.5
41	3	1.5	1.5	73.0
42	6	3.0	3.0	76.0
43	5	2.5	2.5	78.5
44	5	2.5	2.5	81.0
45	13	6.5	6.5	87.5
48	2	1.0	1.0	88.5
49	7	3.5	3.5	92.0
50	5	2.5	2.5	94.5
53	2	1.0	1.0	95.5
58	2	1.0	1.0	96.5
59	3	1.5	1.5	98.0
60	2	1.0	1.0	99.0
63	2	1.0	1.0	100.0
Total	200	100.0	100.0	

4. Jenis Kelamin

Statistics

Jenis Kelamin

N	Valid	200
	Missing	0

Jenis Kelamin

	Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	PEREMPUAN	103	51.5	51.5
	LAKI-LAKI	97	48.5	100.0
	Total	200	100.0	100.0

5. Pendidikan

Statistics

Pendidikan Terakhir

N	Valid	200
	Missing	0

Pendidikan Terakhir

	Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	SMP	13	6.5	6.5
	SMA	44	22.0	28.5
	D3	42	21.0	49.5
	S1	98	49.0	98.5
	S2	3	1.5	100.0
	Total	200	100.0	100.0

6. Pekerjaan

Statistics

Pekerjaan

N	Valid	200
	Missing	0

Pekerjaan

	Frequenc y	Percent	Valid Percent	Cumulative Percent
WIRASWAS TA	19	9.5	9.5	9.5
KARYAWA N	31	15.5	15.5	25.0
TNI/POLRI	11	5.5	5.5	30.5
PNS	56	28.0	28.0	58.5
Lainnya	83	41.5	41.5	100.0
Total	200	100.0	100.0	

7. Penghasilan

Statistics

Penghasilan

N	Valid	200
	Missing	0
Mean		2415500.00
Median		2800000.00
Std. Deviation		1618621.148
Minimum		0
Maximum		10000000

Penghasilan

	Frequenc y	Percent	Valid Percent	Cumulative Percent
0	29	14.5	14.5	14.5
500000	2	1.0	1.0	15.5
700000	5	2.5	2.5	18.0
750000	1	.5	.5	18.5
800000	3	1.5	1.5	20.0
900000	2	1.0	1.0	21.0
1000000	1	.5	.5	21.5
1200000	6	3.0	3.0	24.5
1300000	2	1.0	1.0	25.5
1500000	1	.5	.5	26.0
1700000	7	3.5	3.5	29.5
1800000	5	2.5	2.5	32.0
1900000	6	3.0	3.0	35.0
2000000	7	3.5	3.5	38.5
2100000	1	.5	.5	39.0
2200000	15	7.5	7.5	46.5
Valid 2300000	2	1.0	1.0	47.5
2500000	2	1.0	1.0	48.5
2700000	2	1.0	1.0	49.5
2800000	21	10.5	10.5	60.0
3000000	31	15.5	15.5	75.5
3100000	1	.5	.5	76.0
3200000	1	.5	.5	76.5
3300000	1	.5	.5	77.0
3400000	13	6.5	6.5	83.5
3450000	1	.5	.5	84.0
3500000	1	.5	.5	84.5
4000000	15	7.5	7.5	92.0
4800000	1	.5	.5	92.5
5000000	10	5.0	5.0	97.5
5600000	1	.5	.5	98.0
6000000	2	1.0	1.0	99.0
10000000	2	1.0	1.0	100.0
Total	200	100.0	100.0	

8. Persepsi

Statistics

Skor Persepsi Pasien

N	Valid	200
	Missing	0
	Mean	15.62

Skor Persepsi Pasien

	Frequenc y	Percent	Valid Percent	Cumulative Percent
10	1	.5	.5	.5
11	2	1.0	1.0	1.5
12	5	2.5	2.5	4.0
13	16	8.0	8.0	12.0
14	33	16.5	16.5	28.5
15	45	22.5	22.5	51.0
Valid 16	38	19.0	19.0	70.0
17	27	13.5	13.5	83.5
18	17	8.5	8.5	92.0
19	10	5.0	5.0	97.0
20	3	1.5	1.5	98.5
21	2	1.0	1.0	99.5
22	1	.5	.5	100.0
Total	200	100.0	100.0	

Statistics

Persepsi Pasien Yang Di kategorikan

N	Valid	200
	Missing	0

Persepsi Pasien Yang Di kategorikan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Persepsi Pasien Baik	98	49.0	49.0
	Persepsi Pasien Tidak Baik	102	51.0	100.0
	Total	200	100.0	100.0

B. Analisis Univariat

1. Hubungan Kinerja Pelayanan dengan Kepuasan Pasien Rawat Jalan

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Kategori Kinerja Pelayanan * Kepuasan Yang Di Kategorikan	200	100.0%	0	0.0%	200	100.0%

Kategori Kinerja Pelayanan * Kepuasan Yang Di Kategorikan Crosstabulation

			Kepuasan Yang Di Kategorikan		Total
			Puas	Tidak Puas	
Kategori Kinerja Pelayanan	Kinerja Baik	Count	54	40	94
		% within Kategori Kinerja Pelayanan	57.4%	42.6%	100.0%
	Kinerja Tidak Baik	Count	42	64	106
		% within Kategori Kinerja Pelayanan	39.6%	60.4%	100.0%
Total		Count	96	104	200
		% within Kategori Kinerja Pelayanan	48.0%	52.0%	100.0%

Chi-Square Test

	Value	Df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	6.341 ^a	1	.012		
Continuity Correction ^b	5.647	1	.017		
Likelihood Ratio	6.372	1	.012		
Fisher's Exact Test				.016	.009
Linear-by-Linear Association	6.310	1	.012		
N of Valid Cases	200				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 45.12.

b. Computed only for a 2x2 table

Risk Estimate

	Value	95% Confidence Interval	
		Lower	Upper
Odds Ratio for Kategori Kinerja Pelayanan (Kinerja Baik / Kinerja Tidak Baik)	2.057	1.170	3.618
For cohort Kepuasan Yang Di Kategorikan = Puas	1.450	1.082	1.942
For cohort Kepuasan Yang Di Kategorikan = Tidak Puas	.705	.532	.933
N of Valid Cases	200		

2. Umur Dengan Kepuasan Menggunakan Uji t-test

Group Statistics

	Kepuasan Yang Di Kategorikan	N	Mean	Std. Deviation	Std. Error Mean
Umur	Puas	96	35.82	11.342	1.158
	Tidak Puas	104	31.67	10.466	1.026

Independent Samples Test

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Umur	.477	.491	2.691	198	.008	4.150	1.542	1.109	7.191
			2.683	193.040	.008	4.150	1.547	1.099	7.201

3. Jenis Kelamin dengan Kepuasan Pasien Rawat Jalan

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Jenis Kelamin * Kepuasan Yang Di Kategorikan	200	100.0%	0	0.0%	200	100.0%

Jenis Kelamin * Kepuasan Yang Di Kategorikan Crosstabulation

			Kepuasan Yang Di Kategorikan		Total
			Puas	Tidak Puas	
Jenis Kelamin	PEREMPUAN	Count	47	56	103
		% within Jenis Kelamin	45.6%	54.4%	100.0%
Jenis Kelamin	LAKI-LAKI	Count	49	48	97
		% within Jenis Kelamin	50.5%	49.5%	100.0%
Total		Count	96	104	200
		% within Jenis Kelamin	48.0%	52.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.477 ^a	1	.490		
Continuity Correction ^b	.302	1	.583		
Likelihood Ratio	.478	1	.489		
Fisher's Exact Test				.571	.291
Linear-by-Linear Association	.475	1	.491		
N of Valid Cases	200				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 46.56.

b. Computed only for a 2x2 table

Risk Estimate

	Value	95% Confidence Interval	
		Lower	Upper
Odds Ratio for Jenis Kelamin (PEREMPUAN / LAKI-LAKI)	.822	.472	1.433
For cohort Kepuasan Yang Di Kategorikan = Puas	.903	.677	1.205
For cohort Kepuasan Yang Di Kategorikan = Tidak Puas	1.099	.841	1.436
N of Valid Cases	200		

4. Pendidikan**Case Processing Summary**

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Pendidikan Terakhir * Kepuasan Yang Di Kategorikan	200	100.0%	0	0.0%	200	100.0%

Pendidikan Terakhir * Kepuasan Yang Di Kategorikan Crosstabulation

			Kepuasan Yang Di Kategorikan		Total
			Puas	Tidak Puas	
Pendidikan Terakhir	SMP	Count	5	8	13
		% within Pendidikan Terakhir	38.5%	61.5%	100.0%
	SMA	Count	20	24	44
		% within Pendidikan Terakhir	45.5%	54.5%	100.0%
	D3	Count	15	27	42
		% within Pendidikan Terakhir	35.7%	64.3%	100.0%
	S1	Count	54	44	98
	% within Pendidikan Terakhir	55.1%	44.9%	100.0%	
	S2	Count	2	1	3

Total	% within Pendidikan Terakhir	66.7%	33.3%	100.0%
	Count	96	104	200
	% within Pendidikan Terakhir	48.0%	52.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.527 ^a	4	.237
Likelihood Ratio	5.581	4	.233
Linear-by-Linear Association	2.716	1	.099
N of Valid Cases	200		

a. 2 cells (20.0%) have expected count less than 5. The minimum expected count is 1.44.

Risk Estimate

	Value
Odds Ratio for Pendidikan Terakhir (SMP / SMA)	^a

a. Risk Estimate statistics cannot be computed. They are only computed for a 2*2 table without empty cells.

5. Pekerjaan dengan Kepuasan Pasien Rawat Jalan

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Pekerjaan * Kepuasan Yang Di Kategorikan	200	100.0%	0	0.0%	200	100.0%

Pekerjaan * Kepuasan Yang Di Kategorikan Crosstabulation

			Kepuasan Yang Di Kategorikan		Total
			Puas	Tidak Puas	
Pekerjaan	WIRASWAS TA	Count % within Pekerjaan	9 47.4%	10 52.6%	19 100.0%
	KARYAWA N	Count % within Pekerjaan	13 41.9%	18 58.1%	31 100.0%
	TNI/POLRI	Count % within Pekerjaan	7 63.6%	4 36.4%	11 100.0%
	PNS	Count % within Pekerjaan	28 50.0%	28 50.0%	56 100.0%
	Lainnya	Count % within Pekerjaan	39 47.0%	44 53.0%	83 100.0%
	Total	Count % within Pekerjaan	96 48.0%	104 52.0%	200 100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.661 ^a	4	.798
Likelihood Ratio	1.673	4	.796
Linear-by-Linear Association	.026	1	.873
N of Valid Cases	200		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.28.

Risk Estimate

	Value
Odds Ratio for Pekerjaan (WIRASWASTA / KARYAWAN)	^a

a. Risk Estimate statistics cannot be computed. They are only computed for a 2*2 table without empty cells.

6. Penghasilan dengan Kepuasan Pasien Rawat Jalan

Group Statistics

	Kepuasan Yang Di Kategorikan	N	Mean	Std. Deviation	Std. Error Mean
Penghasilan	Puas	96	2955729.17	1717171.324	175258.064
	Tidak Puas	104	1916826.92	1348724.867	132253.354

Independent Samples Test

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Penghasilan	.012	.914	4.777	198	.000	1038902.244	217477.871	610032.081	1467772.406
			4.732	180	.000	1038902.244	219559.420	605662.910	1472141.577

7. Persepsi dengan Kepuasan Pasien Rawat Jalan

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Persepsi Pasien Yang Di kategorikan * Kepuasan Yang Di Kategorikan	200	100.0%	0	0.0%	200	100.0%

Persepsi Pasien Yang Di kategorikan * Kepuasan Yang Di Kategorikan Crosstabulation

			Kepuasan Yang Di Kategorikan		Total
			Puas	Tidak Puas	
Persepsi Pasien Yang Di kategorikan	Persepsi Pasien Baik	Count % within Persepsi Pasien Yang Di kategorikan	52 53.1%	46 46.9%	98 100.0%
	Persepsi Pasien Tidak Baik	Count % within Persepsi Pasien Yang Di kategorikan	44 43.1%	58 56.9%	102 100.0%
Total		Count % within Persepsi Pasien Yang Di kategorikan	96 48.0%	104 52.0%	200 100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	1.972 ^a	1	.160	.203	.103
Continuity Correction ^b	1.595	1	.207		
Likelihood Ratio	1.975	1	.160		
Fisher's Exact Test					
Linear-by-Linear Association	1.962	1	.161		
N of Valid Cases	200				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 47.04.

b. Computed only for a 2x2 table

Risk Estimate

	Value	95% Confidence Interval	
		Lower	Upper
Odds Ratio for Persepsi Pasien Yang Di kategorikan (Persepsi Pasien Baik / Persepsi Pasien Tidak Baik)	1.490	.853	2.602
For cohort Kepuasan Yang Di Kategorikan = Puas	1.230	.920	1.645
For cohort Kepuasan Yang Di Kategorikan = Tidak Puas	.825	.630	1.081
N of Valid Cases	200		

C. Hasil Analisis Binary untuk mendapatkan nilai OR pada variable Pendidikan dan Pekerjaan

Case Processing Summary

Unweighted Cases ^a	N	Percent
Included in Analysis	200	100.0
Selected Cases Missing Cases	0	.0
Total	200	100.0
Unselected Cases	0	.0
Total	200	100.0

a. If weight is in effect, see classification table for the total number of cases.

Dependent Variable**Encoding**

Original Value	Internal Value
Puas	0
Tidak Puas	1

Categorical Variables Codings

		Frequency	Parameter coding			
			(1)	(2)	(3)	(4)
Pekerjaan	WIRASWASTA	19	.000	.000	.000	.000
	KARYAWAN	31	1.000	.000	.000	.000
	TNI/POLRI	11	.000	1.000	.000	.000
	PNS	56	.000	.000	1.000	.000
	Lainnya	83	.000	.000	.000	1.000
Pendidikan Terakhir	SMP	13	.000	.000	.000	.000
	SMA	44	1.000	.000	.000	.000
	D3	42	.000	1.000	.000	.000
	S1	98	.000	.000	1.000	.000
	S2	3	.000	.000	.000	1.000

Classification Table^{a,b}

	Observed	Predicted			
		Kepuasan Yang Di Kategorikan		Percentage Correct	
		Puas	Tidak Puas		
Step 0	Kepuasan Yang Di Kategorikan	Puas	0	96	.0
		Tidak Puas	0	104	100.0
	Overall Percentage				52.0

a. Constant is included in the model.

b. The cut value is .500

Variables in the Equation

	B	S.E.	Wald	df	Sig.	Exp(B)
Step 0 Constant	.080	.142	.320	1	.572	1.083

Variables not in the Equation

		Score	df	Sig.
Step 0	Variables			
	DIDIK	5.527	4	.237
	DIDIK(1)	.146	1	.702
	DIDIK(2)	3.215	1	.073
	DIDIK(3)	3.883	1	.049
	DIDIK(4)	.425	1	.514
	Overall Statistics	5.527	4	.237

Omnibus Tests of Model Coefficients

		Chi-square	df	Sig.
Step		5.581	4	.233
Step 1	Block	5.581	4	.233
	Model	5.581	4	.233

Model Summary

Step	-2 Log likelihood	Cox & Snell R Square	Nagelkerke R Square
1	271.357 ^a	.028	.037

a. Estimation terminated at iteration number 3 because parameter estimates changed by less than .001.

Classification Table^a

	Observed	Predicted			
		Kepuasan Yang Di Kategorikan		Percentage Correct	
		Puas	Tidak Puas		
Step 1	Kepuasan Yang Di Kategorikan	Puas	56	40	58.3
		Tidak Puas	45	59	56.7
	Overall Percentage				57.5

a. The cut value is .500

Variables in the Equation

	B	S.E.	Wald	df	Sig.	Exp(B)	95% C.I. for EXP(B)	
							Lower	Upper
DIDIK			5.433	4	.246			
Step 1 ^a								
DIDIK(1)	-.288	.645	.199	1	.656	.750	.212	2.658
DIDIK(2)	.118	.655	.032	1	.857	1.125	.312	4.060
DIDIK(3)	-.675	.605	1.243	1	.265	.509	.156	1.668
DIDIK(4)	-1.163	1.351	.741	1	.389	.313	.022	4.413
Constant	.470	.570	.680	1	.410	1.600		

a. Variable(s) entered on step 1: DIDIK.

Omnibus Tests of Model Coefficients

	Chi-square	df	Sig.
Step	.838	4	.933
Step 1 Block	.838	4	.933
Model	6.420	8	.600

Model Summary

Step	-2 Log likelihood	Cox & Snell R Square	Nagelkerke R Square
1	270.519 ^a	.032	.042

a. Estimation terminated at iteration number 3 because parameter estimates changed by less than .001.

Classification Table^a

	Observed	Predicted			
		Kepuasan Yang Di Kategorikan		Percentage Correct	
		Puas	Tidak Puas		
Step 1	Kepuasan Yang Di Kategorikan	Puas	59	37	61.5
		Tidak Puas	46	58	55.8
	Overall Percentage				58.5

a. The cut value is .500

Variables in the Equation

	B	S.E.	Wald	df	Sig.	Exp(B)	95% C.I. for EXP(B)	
							Lower	Upper
DIDIK			4.618	4	.329			
DIDIK(1)	-.255	.654	.152	1	.697	.775	.215	2.792
DIDIK(2)	.051	.714	.005	1	.943	1.052	.260	4.264
DIDIK(3)	-.729	.666	1.198	1	.274	.483	.131	1.779
DIDIK(4)	-1.163	1.351	.741	1	.389	.313	.022	4.413
Step 1 ^a KERJA			.812	4	.937			
KERJA(1)	.014	.606	.001	1	.981	1.014	.309	3.325
KERJA(2)	-.537	.803	.447	1	.504	.584	.121	2.820
KERJA(3)	.093	.549	.029	1	.865	1.098	.374	3.221
KERJA(4)	-.057	.559	.010	1	.919	.945	.316	2.824
Constant	.527	.798	.436	1	.509	1.694		

a. Variable(s) entered on step 1: KERJA.