

Petunjuk Pengisian Kuesioner :

- Bacalah setiap pertanyaan dengan teliti
- Berilah tanda (√) pada pertanyaan pertama
- Dimohon untuk menjawab semua pertanyaan yang telah disediakan, selanjutnya anda cukup memberikan tanda (√) pada kolom sebelah kanan pertanyaan yang disediakan

- Alternatif jawaban sebagai berikut :

SP = Sangat Puas Skor 5

P = Puas Skor 4

CP = Cukup Puas Skor 3

TP= Tidak Puas Skor 2

STP = Sangat Tidak Puas Skor 1

A. IDENTITAS RESPONDEN

No	Identitas Responden	Usia Responden	Pendidikan Responden	Pekerjaan Responden
1	Usia			
	17 – 30 th			
	31 – 40 th			
	41 – 50 th			
	>50 th			
2	Pendidikan			
	Tidak sekolah			
	SD			
	SMP sederajat			
	SMA sederajat			
	D3			
	S1			
	S2			
3	Pekerjaan			
	Pelajar			
	Mahasiswa			
	Pegawai Swasta			
	Pegawai Negeri			
	Wiraswasta			
	Ibu Rumah Tangga			

B. Variabel Citra

No.	Variabel Pernyataan	Alternatif Jawaban			
		SP	P	CP	TP
	PENILAIAN UNTUK DOKTER				
1	Komunikasi dokter dengan pasien menggunakan bahasa komunikatif				
2	Dokter berperilaku sopan terhadap pasien				
3	Dokter cepat dan tanggap dalam melayani pasien				
4	Kemampuan dokter dalam mendiagnosa tidak diragukan				
	PENILAIAN UNTUK PERAWAT ATAU BIDAN				
5	Komunikasi perawat atau bidan dengan pasien menggunakan bahasa komunikatif				
6	Perawat atau bidan berperilaku sopan terhadap pasien				
7	Perawat atau bidan cepat dan tanggap dalam melayani pasien				
8	Kemampuan perawat atau bidan dalam melayani pasien tidak diragukan				
	PENILAIAN UNTUK KASIR ATAU ADMINSTRASI				
9	Komunikasi kasir atau karyawan dengan pasien menggunakan bahasa komunikatif				
10	Kasir atau karyawan berperilaku sopan terhadap pasien				
11	Kasir atau karyawan cepat dan tanggap dalam melayani pasien				
12	Kemampuan kasir atau karyawan dapat dipercaya				
	PENILAIAN UNTUK PENDAFTAR ATAU RESEPSIONIS				
13	Komunikasi resepsionis dengan pasien menggunakan bahasa komunikatif				
14	Resepsionis berperilaku sopan terhadap pasien				
15	Resepsionis cepat dan tanggap dalam melayani pasien				
16	Kemampuan resepsionis dapat dipercaya dalam meregistrasi				
	PENILAIAN UNTUK SECURITY				
17	Komunikasi security dengan pasien menggunakan bahasa komunikatif				
18	Security berperilaku sopan terhadap pasien				
19	Security cepat dan tanggap dalam melayani pasien				
20	Kemampuan security dapat dipercaya dalam menjaga keamanan				

Data Untuk Retest

Responden	No. Butir Pernyataan																
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
1	4	3	3	3	3	3	3	3	3	2	3	3	3	2	4	4	4
2	5	5	4	4	5	5	5	4	5	5	5	5	5	5	5	5	5
3	5	5	5	5	4	5	4	4	4	3	3	5	5	5	5	5	5
4	5	5	4	4	5	5	4	4	4	5	5	4	5	5	4	4	5
5	5	5	5	4	5	5	5	5	5	5	5	4	5	5	5	5	5
6	5	4	5	5	5	4	5	4	5	5	5	5	5	3	5	5	5
7	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
8	5	5	5	5	5	5	5	5	3	5	5	5	4	4	5	5	5
9	4	4	5	5	5	3	5	4	4	4	5	4	5	5	5	5	5
10	5	5	5	5	4	3	3	4	4	3	5	4	5	4	5	5	5
ΣX	48	46	46	45	46	43	44	42	42	42	46	44	47	43	48	48	49
ΣX^2	232	216	216	207	216	193	200	180	182	188	218	198	225	195	232	232	241
r	0,704	0,788	0,757	0,644	0,881	0,656	0,774	0,816	0,654	0,827	0,679	0,794	0,797	0,741	0,704	0,704	0,932
r tabel	0,632	0,632	0,632	0,632	0,632	0,632	0,632	0,632	0,632	0,632	0,632	0,632	0,632	0,632	0,632	0,632	0,632
	valid	valid	valid	valid	valid	valid	valid	valid	valid	valid	valid	valid	valid	valid	valid	valid	valid

Tabulasi Data

No.	Pelayanan Dokter				Jumlah	Atribut	Pel. Perawat atau Bidan				Jumlah	Atribut	Pel. Kasir atau Adm.				Jumlah	Atribut	Pelayanan Resepsionis				Jumlah	Atribut
	1	2	3	4			5	6	7	8			9	10	11	12			13	14	15	16		
1	4	3	3	3	13	N	3	3	3	3	12	N	3	2	3	3	11	NEG	3	2	4	4	13	N
2	5	5	4	4	18	SP	5	5	5	4	19	SP	5	5	5	5	20	SP	5	5	5	5	20	S
3	5	5	5	5	20	SP	4	5	4	4	17	P	4	3	3	5	15	P	5	5	5	5	20	S
4	5	5	4	4	18	SP	5	5	4	4	18	SP	4	5	5	4	18	SP	5	5	4	4	18	S
5	5	5	5	4	19	SP	5	5	5	5	20	SP	5	5	5	4	19	SP	5	5	5	5	20	S
6	5	4	5	5	19	SP	5	4	5	4	18	SP	5	5	5	5	20	SP	5	3	5	5	18	S
7	5	5	5	5	20	SP	5	5	5	5	20	SP	5	5	5	5	20	SP	5	5	5	5	20	S
8	5	5	5	5	20	SP	5	5	5	5	20	SP	3	5	5	5	18	SP	4	4	5	5	18	S
9	4	4	5	5	18	SP	5	3	5	4	17	P	4	4	5	4	17	P	5	5	5	5	20	S
10	5	5	5	5	20	SP	4	3	3	4	14	N	4	3	5	4	16	P	5	4	5	5	19	S
11	5	5	4	4	18	SP	5	5	5	5	20	SP	5	5	5	5	20	SP	5	5	5	5	20	S
12	5	5	5	5	20	SP	5	5	4	5	19	SP	5	5	5	4	19	SP	5	5	5	4	19	S
13	4	5	5	5	19	SP	5	5	5	5	20	SP	5	5	5	5	20	SP	5	5	5	5	20	S
14	5	5	4	5	19	SP	5	5	5	5	20	SP	5	5	5	5	20	SP	5	5	5	5	20	S
15	5	4	5	5	19	SP	5	4	4	4	17	P	5	5	4	3	17	P	4	4	4	3	15	F

FREQUENCIES

```
VARIABLES=peldok1 peldok2 peldok3 peldok4 rekappeldok
/STATISTICS=MINIMUM MAXIMUM MEAN MODE SUM
/ORDER= ANALYSIS .
```

Frequencies

[DataSet1] C:\Program Files\SPSS\Skripsi winda akhir.sav

Statistics

		peldok1	peldok2	peldok3	peldok4	rekappeldok
N	Valid	15	15	15	15	15
	Missing	0	0	0	0	0
Mean		4,80	4,67	4,60	4,60	18,67
Mode		5	5	5	5	19 ^a
Minimum		4	3	3	3	13
Maximum		5	5	5	5	20
Sum		72	70	69	69	280

a. Multiple modes exist. The smallest value is shown

Frequency Table

peldok1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	3	20,0	20,0	20,0
	5	12	80,0	80,0	100,0
	Total	15	100,0	100,0	

peldok2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	6,7	6,7	6,7
	4	3	20,0	20,0	26,7
	5	11	73,3	73,3	100,0
	Total	15	100,0	100,0	

peldok3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	6,7	6,7	6,7
	4	4	26,7	26,7	33,3
	5	10	66,7	66,7	100,0
	Total	15	100,0	100,0	

peldok4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	6,7	6,7	6,7
	4	4	26,7	26,7	33,3
	5	10	66,7	66,7	100,0
Total		15	100,0	100,0	

rekappeldok

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	13	1	6,7	6,7	6,7
	18	4	26,7	26,7	33,3
	19	5	33,3	33,3	66,7
	20	5	33,3	33,3	100,0
Total		15	100,0	100,0	

FREQUENCIES

```
VARIABLES=pelwat5 pelwat6 pelwat7 pelwat8 rekappelwat
/STATISTICS=MINIMUM MAXIMUM MEAN MODE SUM
/ORDER= ANALYSIS .
```

Frequencies

[DataSet1] C:\Program Files\SPSS\Skripsi winda akhir.sav

Statistics

		pelwat5	pelwat6	pelwat7	pelwat8	rekappelwat
N	Valid	15	15	15	15	15
	Missing	0	0	0	0	0
Mean		4,73	4,47	4,47	4,40	18,07
Mode		5	5	5	4(a)	20
Minimum		3	3	3	3	12
Maximum		5	5	5	5	20
Sum		71	67	67	66	271

a Multiple modes exist. The smallest value is shown

Frequency Table

pelwat5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	6,7	6,7	6,7
	4	2	13,3	13,3	20,0
	5	12	80,0	80,0	100,0
Total		15	100,0	100,0	

pelwat6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	3	20,0	20,0	20,0
	4	2	13,3	13,3	33,3
	5	10	66,7	66,7	100,0
	Total	15	100,0	100,0	

pelwat7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	13,3	13,3	13,3
	4	4	26,7	26,7	40,0
	5	9	60,0	60,0	100,0
	Total	15	100,0	100,0	

pelwat8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	6,7	6,7	6,7
	4	7	46,7	46,7	53,3
	5	7	46,7	46,7	100,0
	Total	15	100,0	100,0	

rekappelwat

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12	1	6,7	6,7	6,7
	14	1	6,7	6,7	13,3
	17	3	20,0	20,0	33,3
	18	2	13,3	13,3	46,7
	19	2	13,3	13,3	60,0
	20	6	40,0	40,0	100,0
	Total	15	100,0	100,0	

FREQUENCIES

```
VARIABLES=peladm9 peladm10 peladm11 peladm12 rekappeladm  
/STATISTICS=MINIMUM MAXIMUM MEAN MODE SUM  
/ORDER= ANALYSIS .
```

Frequencies

[DataSet1] C:\Program Files\SPSS\Skripsi winda akhir.sav

Statistics

		peladm9	peladm10	peladm11	peladm12	rekappeladm
N	Valid	15	15	15	15	15
	Missing	0	0	0	0	0
Mean		4,47	4,47	4,67	4,40	18,00
Mode		5	5	5	5	20
Minimum		3	2	3	3	11
Maximum		5	5	5	5	20
Sum		67	67	70	66	270

Frequency Table

peladm9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	13,3	13,3	13,3
	4	4	26,7	26,7	40,0
	5	9	60,0	60,0	100,0
	Total	15	100,0	100,0	

peladm10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	6,7	6,7	6,7
	3	2	13,3	13,3	20,0
	4	1	6,7	6,7	26,7
	5	11	73,3	73,3	100,0
	Total	15	100,0	100,0	

peladm11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	13,3	13,3	13,3
	4	1	6,7	6,7	20,0
	5	12	80,0	80,0	100,0
	Total	15	100,0	100,0	

peladm12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	13,3	13,3	13,3
	4	5	33,3	33,3	46,7
	5	8	53,3	53,3	100,0
	Total	15	100,0	100,0	

rekappeladm

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	11	1	6,7	6,7	6,7
	15	1	6,7	6,7	13,3
	16	1	6,7	6,7	20,0
	17	2	13,3	13,3	33,3
	18	2	13,3	13,3	46,7
	19	2	13,3	13,3	60,0
	20	6	40,0	40,0	100,0
	Total	15	100,0	100,0	

FREQUENCIES

```
VARIABLES=peknis13 peknis14 peknis15 peknis16 rekappelnis
/STATISTICS=MINIMUM MAXIMUM MEAN MODE SUM
/ORDER= ANALYSIS .
```

Frequencies

[DataSet1] C:\Program Files\SPSS\Skripsi winda akhir.sav

Statistics

		peknis13	peknis14	peknis15	peknis16	rekappelnis
N	Valid	15	15	15	15	15
	Missing	0	0	0	0	0
Mean		4,73	4,47	4,80	4,67	18,67
Mode		5	5	5	5	20
Minimum		3	2	4	3	13
Maximum		5	5	5	5	20
Sum		71	67	72	70	280

Frequency Table

peknis13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	6,7	6,7	6,7
	4	2	13,3	13,3	20,0
	5	12	80,0	80,0	100,0
	Total	15	100,0	100,0	

peknis14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	6,7	6,7	6,7
	3	1	6,7	6,7	13,3
	4	3	20,0	20,0	33,3
	5	10	66,7	66,7	100,0
	Total	15	100,0	100,0	

pelnis15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	3	20,0	20,0	20,0
	5	12	80,0	80,0	100,0
	Total	15	100,0	100,0	

pelnis16

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	6,7	6,7	6,7
	4	3	20,0	20,0	26,7
	5	11	73,3	73,3	100,0
	Total	15	100,0	100,0	

rekappelnis

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	13	1	6,7	6,7	6,7
	15	1	6,7	6,7	13,3
	18	3	20,0	20,0	33,3
	19	2	13,3	13,3	46,7
	20	8	53,3	53,3	100,0
	Total	15	100,0	100,0	

FREQUENCIES

```
VARIABLES=pelty17 pelty18 pelty19 pelty20 rekappety
/STATISTICS=MINIMUM MAXIMUM MEAN MODE SUM
/ORDER= ANALYSIS .
```

Frequencies

[DataSet1] C:\Program Files\SPSS\Skripsi winda akhir.sav

Statistics

		pelty17	pelty18	pelty19	pelty20	rekappety
N	Valid	15	15	15	15	15
	Missing	0	0	0	0	0
Mean		4,80	4,67	4,67	4,47	18,60
Mode		5	5	5	5	20
Minimum		4	3	4	3	15
Maximum		5	5	5	5	20
Sum		72	70	70	67	279

Frequency Table

pelty17

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	3	20,0	20,0	20,0
	5	12	80,0	80,0	100,0
	Total	15	100,0	100,0	

pelty18

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	1	6,7	6,7	6,7
	4	3	20,0	20,0	26,7
	5	11	73,3	73,3	100,0
	Total	15	100,0	100,0	

pelty19

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4	5	33,3	33,3	33,3
	5	10	66,7	66,7	100,0
	Total	15	100,0	100,0	

pelty20

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	2	13,3	13,3	13,3
	4	4	26,7	26,7	40,0
	5	9	60,0	60,0	100,0
	Total	15	100,0	100,0	

rekappelty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15	2	13,3	13,3	13,3
	17	2	13,3	13,3	26,7
	18	1	6,7	6,7	33,3
	19	3	20,0	20,0	53,3
	20	7	46,7	46,7	100,0
	Total	15	100,0	100,0	

RELIABILITY

```

/VARIABLES=peldok1 peldok2 peldok3 peldok4
/SCALE('ALL VARIABLES') ALL/MODEL=ALPHA
/SUMMARY=TOTAL .

```

Reliability

[DataSet1] C:\Program Files\SPSS\Skripsi winda akhir.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	15	100,0
	Excluded(a)	0	,0
	Total	15	100,0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,751	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
peldok1	13,87	2,410	,400	,765
peldok2	14,00	1,857	,510	,715
peldok3	14,07	1,638	,653	,628
peldok4	14,07	1,638	,653	,628

RELIABILITY

```

/VARIABLES=pelwat5 pelwat6 pelwat7 pelwat8
/SCALE('ALL VARIABLES') ALL/MODEL=ALPHA
/SUMMARY=TOTAL .

```

Reliability

[DataSet1] C:\Program Files\SPSS\Skripsi winda akhir.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	15	100,0
	Excluded(a)	0	,0
	Total	15	100,0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,872	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
pelwat5	13,33	3,667	,775	,826
pelwat6	13,60	3,114	,670	,872
pelwat7	13,60	3,257	,735	,833
pelwat8	13,67	3,524	,782	,819

RELIABILITY

```

/VARIABLES=peladm9 peladm10 peladm11 peladm12
/SCALE('ALL VARIABLES') ALL/MODEL=ALPHA
/SUMMARY=TOTAL .

```

Reliability

[DataSet1] C:\Program Files\SPSS\Skripsi winda akhir.sav

Scale: ALL VARIABLES

Case Processing Summary

	N	%
Cases Valid	15	100,0
Excluded(a)	0	,0
Total	15	100,0

a Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
,794	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
peladm9	13,53	4,124	,581	,755
peladm10	13,53	2,838	,782	,644
peladm11	13,33	3,952	,678	,712
peladm12	13,60	4,543	,428	,821

RELIABILITY

```

/VARIABLES=pelnis13 pelnis14 pelnis15 pelnis16
/SCALE('ALL VARIABLES') ALL/MODEL=ALPHA
/SUMMARY=TOTAL .

```

Reliability

[DataSet1] C:\Program Files\SPSS\Skripsi winda akhir.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	15	100,0
	Excluded(a)	0	,0
	Total	15	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,803	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
pelnis13	13,93	2,495	,818	,664
pelnis14	14,20	2,029	,581	,831
pelnis15	13,87	3,124	,742	,745
pelnis16	14,00	2,857	,548	,785

RELIABILITY

```
/VARIABLES=pelty17 pelty18 pelty19 pelty20  
/SCALE('ALL VARIABLES') ALL/MODEL=ALPHA  
/SUMMARY=TOTAL .
```

Reliability

[DataSet1] C:\Program Files\SPSS\Skripsi winda akhir.sav

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	15	100,0
	Excluded(a)	0	,0
	Total	15	100,0

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

Reliability Statistics

Cronbach's Alpha	N of Items
,784	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
pelty17	13,80	2,171	,749	,691
pelty18	13,93	2,210	,363	,847
pelty19	13,93	1,924	,809	,639
pelty20	14,13	1,552	,622	,736

