

Frequencies

Frequency Table

Umur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	>= 35 tahun	66	69.5	69.5	69.5
	< 35 tahun	29	30.5	30.5	100.0
	Total	95	100.0	100.0	

jenis kelamin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	pria	38	40.0	40.0	40.0
	wanita	57	60.0	60.0	100.0
	Total	95	100.0	100.0	

pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMA	43	45.3	45.3	45.3
	PERGURUAN TINGGI	52	54.7	54.7	100.0
	Total	95	100.0	100.0	

Pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	IRT	28	29.5	29.5	29.5
	WIRASWASTA	32	33.7	33.7	63.2
	PEGAWAI SWASTA	35	36.8	36.8	100.0
	Total	95	100.0	100.0	

Crosstabs

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
umur * persepsi	95	100.0%	0	.0%	95	100.0%

umur * persepsi Crosstabulation

			persepsi		
			tidak baik	baik	Total
umur	>= 35 tahun	Count	25	41	66
		% within umur	37.9%	62.1%	100.0%
		% within persepsi	58.1%	78.8%	69.5%
	< 35 tahun	Count	18	11	29
		% within umur	62.1%	37.9%	100.0%
		% within persepsi	41.9%	21.2%	30.5%
Total	Count	43	52	95	
	% within umur	45.3%	54.7%	100.0%	
	% within persepsi	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	4.759 ^a	1	.029	.043	.025
Continuity Correction ^b	3.832	1	.050		
Likelihood Ratio	4.770	1	.029		
Fisher's Exact Test					
Linear-by-Linear Association	4.708	1	.030		
N of Valid Cases	95				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 13.13.

b. Computed only for a 2x2 table

Crosstabs

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
jenis kelamin * persepsi	95	100.0%	0	.0%	95	100.0%

jenis kelamin * persepsi Crosstabulation

			persepsi		
			tidak baik	baik	Total
jenis kelamin	pria	Count	12	26	38
		% within jenis kelamin	31.6%	68.4%	100.0%
		% within persepsi	27.9%	50.0%	40.0%
	wanita	Count	31	26	57
		% within jenis kelamin	54.4%	45.6%	100.0%
		% within persepsi	72.1%	50.0%	60.0%
Total	Count	43	52	95	
	% within jenis kelamin	45.3%	54.7%	100.0%	
	% within persepsi	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	4.787 ^a	1	.029	.036	.023
Continuity Correction ^b	3.911	1	.048		
Likelihood Ratio	4.867	1	.027		
Fisher's Exact Test					
Linear-by-Linear Association	4.736	1	.030		
N of Valid Cases	95				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 17.20.

b. Computed only for a 2x2 table

Crosstabs

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
pendidikan * persepsi	95	100.0%	0	.0%	95	100.0%

pendidikan * persepsi Crosstabulation

			persepsi		Total
			tidak baik	baik	
pendidikan	SMA	Count	18	25	43
		% within pendidikan	41.9%	58.1%	100.0%
		% within persepsi	34.6%	58.1%	45.3%
	PERGURUAN TINGGI	Count	34	18	52
		% within pendidikan	65.4%	34.6%	100.0%
		% within persepsi	65.4%	41.9%	54.7%
Total	Count		52	43	95
	% within pendidikan		54.7%	45.3%	100.0%
	% within persepsi		100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	5.257 ^a	1	.022	.025	.018
Continuity Correction ^b	4.351	1	.037		
Likelihood Ratio	5.295	1	.021		
Fisher's Exact Test					
Linear-by-Linear Association	5.202	1	.023		
N of Valid Cases	95				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 19.46.

b. Computed only for a 2x2 table

Crosstabs

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
pekerjaan * persepsi	95	100.0%	0	.0%	95	100.0%

pekerjaan * persepsi Crosstabulation

			persepsi		
			tidak baik	baik	Total
pekerjaan	IRT	Count	12	16	28
		% within pekerjaan	42.9%	57.1%	100.0%
		% within persepsi	27.9%	30.8%	29.5%
	WIRASWASTA	Count	17	15	32
		% within pekerjaan	53.1%	46.9%	100.0%
		% within persepsi	39.5%	28.8%	33.7%
	PEGAWAI SWASTA	Count	14	21	35
		% within pekerjaan	40.0%	60.0%	100.0%
		% within persepsi	32.6%	40.4%	36.8%
Total	Count	43	52	95	
	% within pekerjaan	45.3%	54.7%	100.0%	
	% within persepsi	100.0%	100.0%	100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.255 ^a	2	.534
Likelihood Ratio	1.254	2	.534
Linear-by-Linear Association	.087	1	.768
N of Valid Cases	95		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 12.67.

Nomor : 77/FIKES/KESMAS/UEU/IV /2016
Perihal : Pelaksanaan Penelitian

Jakarta, 26 April 2016

Kepada Yth,

HRD Rumah Sakit Siaga Raya
Jl. Siaga Raya kav 4-8 Pejaten Barat, Pasar Minggu Jakarta Selatan
Di Tempat

Dengan Hormat,

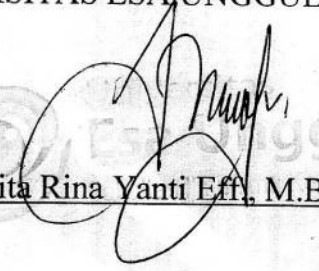
Sehubungan dengan pelaksanaan tugas akhir (Skripsi) mahasiswa Program Studi Kesehatan Masyarakat Universitas Esa Unggul maka bersama ini kami mengajukan permohonan kepada Bapak/Ibu untuk dapat memberikan izin penelitian kepada mahasiswa kami di instansi bapak/Ibu pimpin.

Adapun nama mahasiswa dan judul penelitian adalah sebagai berikut: .

No	NAMA	NIM	NO. TELEPON	Judul
1.	Ria Rizkyani	2012-31-125	08989323418	Analisis Faktor-faktor yang berhubungan dengan persepsi pasien terhadap kualitas pelayanan rawat jalan di Rumah Sakit Siaga Raya, Jakarta Selatan.

Demikian, atas perhatian dan bantuan Bapak/Ibu kami ucapkan terima kasih.

FAKULTAS ILMU – ILMU KESEHATAN
UNIVERSITAS ESA UNGGUL


Dr. Aprilita Rina Yanti Eff. M.Biomed, Apt.
Dekan

Uji validitas

Kuesioner Bukti fisik

Correlations

		bukti fisik 1	bukti fisik 2	bukti fisik 3	bukti fisik 4	bukti fisik 5	total seluruh
bukti fisik 1	Pearson Correlation	1	.577**	.526*	.236	.303	.750**
	Sig. (2-tailed)		.008	.017	.317	.195	.000
	N	20	20	20	20	20	20
bukti fisik 2	Pearson Correlation	.577**	1	.825**	.068	.454*	.784**
	Sig. (2-tailed)	.008		.000	.776	.044	.000
	N	20	20	20	20	20	20
bukti fisik 3	Pearson Correlation	.526*	.825**	1	.159	.177	.718**
	Sig. (2-tailed)	.017	.000		.502	.454	.000
	N	20	20	20	20	20	20
bukti fisik 4	Pearson Correlation	.236	.068	.159	1	.257	.559*
	Sig. (2-tailed)	.317	.776	.502		.274	.010
	N	20	20	20	20	20	20
bukti fisik 5	Pearson Correlation	.303	.454*	.177	.257	1	.659**
	Sig. (2-tailed)	.195	.044	.454	.274		.002
	N	20	20	20	20	20	20
total seluruh	Pearson Correlation	.750**	.784**	.718**	.559*	.659**	1
	Sig. (2-tailed)	.000	.000	.000	.010	.002	
	N	20	20	20	20	20	20

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

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

Handal (reliability)

Correlations

		handal 1	handal 2	handal 3	handal 4	handal 5	total seluruh
handal 1	Pearson Correlation	1	.171	-.046	-.029	.206	.329
	Sig. (2-tailed)		.471	.849	.905	.384	.156
	N	20	20	20	20	20	20
handal 2	Pearson Correlation	.171	1	.051	.111	-.134	.349
	Sig. (2-tailed)	.471		.832	.641	.574	.132
	N	20	20	20	20	20	20
handal 3	Pearson Correlation	-.046	.051	1	.541*	.366	.757**
	Sig. (2-tailed)	.849	.832		.014	.112	.000
	N	20	20	20	20	20	20
handal 4	Pearson Correlation	-.029	.111	.541*	1	.505*	.795**
	Sig. (2-tailed)	.905	.641	.014		.023	.000
	N	20	20	20	20	20	20
handal 5	Pearson Correlation	.206	-.134	.366	.505*	1	.638**
	Sig. (2-tailed)	.384	.574	.112	.023		.002
	N	20	20	20	20	20	20
total seluruh	Pearson Correlation	.329	.349	.757**	.795**	.638**	1
	Sig. (2-tailed)	.156	.132	.000	.000	.002	
	N	20	20	20	20	20	20

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

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

Daya Tanggap

Correlations

		daya tanggap 1	daya tanggap 2	daya tanggap 3	daya tanggap 4	daya tanggap 5	total seluruh
daya tanggap 1	Pearson Correlation	1	.285	.286	-.088	-.089	.539*
	Sig. (2-tailed)		.223	.222	.711	.709	.014
	N	20	20	20	20	20	20
daya tanggap 2	Pearson Correlation	.285	1	.285	-.180	.082	.315
	Sig. (2-tailed)	.223		.223	.447	.731	.176
	N	20	20	20	20	20	20
daya tanggap 3	Pearson Correlation	.286	.285	1	-.215	-.089	.331
	Sig. (2-tailed)	.222	.223		.364	.709	.153
	N	20	20	20	20	20	20
daya tanggap 4	Pearson Correlation	-.088	-.180	-.215	1	.283	.620**
	Sig. (2-tailed)	.711	.447	.364		.226	.004
	N	20	20	20	20	20	20
daya tanggap 5	Pearson Correlation	-.089	.082	-.089	.283	1	.252
	Sig. (2-tailed)	.709	.731	.709	.226		.284
	N	20	20	20	20	20	20
total seluruh	Pearson Correlation	.539*	.315	.331	.620**	.252	1
	Sig. (2-tailed)	.014	.176	.153	.004	.284	
	N	20	20	20	20	20	20

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

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

Jaminan

Correlations

		jaminan 1	jaminan 2	jaminan 3	jaminan 4	jaminan 5	total seluruh
jaminan 1	Pearson Correlation	1	.303	-.182	.638**	.126	.666**
	Sig. (2-tailed)		.195	.444	.002	.597	.001
	N	20	20	20	20	20	20
jaminan 2	Pearson Correlation	.303	1	.121	.390	-.206	.589**
	Sig. (2-tailed)	.195		.612	.089	.384	.006
	N	20	20	20	20	20	20
jaminan 3	Pearson Correlation	-.182	.121	1	-.242	.252	.347
	Sig. (2-tailed)	.444	.612		.303	.285	.134
	N	20	20	20	20	20	20
jaminan 4	Pearson Correlation	.638**	.390	-.242	1	.154	.704**
	Sig. (2-tailed)	.002	.089	.303		.518	.001
	N	20	20	20	20	20	20
jaminan 5	Pearson Correlation	.126	-.206	.252	.154	1	.470*
	Sig. (2-tailed)	.597	.384	.285	.518		.037
	N	20	20	20	20	20	20
total seluruh	Pearson Correlation	.666**	.589**	.347	.704**	.470*	1
	Sig. (2-tailed)	.001	.006	.134	.001	.037	
	N	20	20	20	20	20	20

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

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

Empaty

Correlations

		empaty1	empaty2	empaty3	empaty4	empaty5	total seluruh
empaty1	Pearson Correlation	1	.156	.171	.085	.224	.601**
	Sig. (2-tailed)		.511	.470	.722	.342	.005
	N	20	20	20	20	20	20
empaty2	Pearson Correlation	.156	1	-.214	.358	-.082	.501*
	Sig. (2-tailed)	.511		.364	.122	.732	.024
	N	20	20	20	20	20	20
empaty3	Pearson Correlation	.171	-.214	1	.058	-.051	.355
	Sig. (2-tailed)	.470	.364		.807	.830	.124
	N	20	20	20	20	20	20
empaty4	Pearson Correlation	.085	.358	.058	1	.006	.601**
	Sig. (2-tailed)	.722	.122	.807		.979	.005
	N	20	20	20	20	20	20
empaty5	Pearson Correlation	.224	-.082	-.051	.006	1	.469*
	Sig. (2-tailed)	.342	.732	.830	.979		.037
	N	20	20	20	20	20	20
total seluruh	Pearson Correlation	.601**	.501*	.355	.601**	.469*	1
	Sig. (2-tailed)	.005	.024	.124	.005	.037	
	N	20	20	20	20	20	20

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

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

Reliabilitas

Case Processing Summary

		N	%
Cases	Valid	20	100.0
	Excluded ^a	0	.0
	Total	20	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.505	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
TOTAL DAYA TANGGAP	63.70	14.116	.602	.264
TOTAL BUKTI FISIK	68.60	16.884	.256	.463
TOTAL JAMINAN	64.60	19.832	.010	.592
TOTAL HANDAL	63.95	12.050	.355	.397
TOTAL EMPATI	66.15	16.555	.254	.463