

LAMPIRAN

Lampiran 1 Surat izin penelitian dari Prodi Farmasi FK UNISSULA



YAYASAN BADAN WAKAF SULTAN AGUNG
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PRODI FARMASI FK

Bismillah Membangun Generasi Khaira Ummah

Nomor : 080/KTI/SA-K-Fa/Viii/2020

FORM-SA-K-FARMASI-024

Lampiran :-

Perihal : Surat Pengantar

Kepada : Yth. Direktur

RSUD K.R.M.T Wongsonegoro Semarang

Di Tempat

Assalamu'alaikum wr. wb.

Bersama surat ini kami hadapkan mahasiswa Fakultas Kedokteran Prodi Farmasi Universitas Islam Sultan Agung (UNISSULA) Semarang berikut :

Nama : Rina Mariana Ulfah

NIM : 33101600467

Semester : VIII (Delapan)

Mohon diijinkan untuk melakukan penelitian berupa pengambilan data pada pasien BPJS dan Non BPJS yang sedang menebus obat di Instalasi Farmasi Rawat Jalan RSUD K.R.M.T Wongsonegoro Semarang sebagai bahan penulisan Karya Tulis Ilmiah dengan judul :

Analisis Kepuasan Pasien BPJS dan Non BPJS Terhadap Pelayanan Instalasi Farmasi Rawat Jalan Rumah Sakit Umum Daerah K.R.M.T Wongsonegoro Semarang

Pembimbing I : Abdur Rosyid, M.Sc., Apt

Pembimbing II : Chilmia Nurul Fatiha, M.Sc., Apt

Demikian atas bantuan serta kerjasamanya diucapkan terima kasih.

Semarang, 24 Agustus 2020
Ket. Prodi Farmasi

Abdur Rosyid, M.Sc., Apt.

Lampiran 2 Surat izin penelitian dari RSUD K.R.M.T Wongsonegoro Semarang



PEMERINTAH KOTA SEMARANG
RUMAH SAKIT UMUM DAERAH
K.R.M.T. WONGSONEGORO

Jl. Fatmawati No. 1 Telp.(024) 6711500, Fax (024) 6717755 Semarang Kode Pos : 50272

Nomor : 6 / 1198 / 070 / X / has
Lampiran :
Perihal : **Permohonan Penelitian**

Semarang, 2 OCT 2020

K e p a d a
Yth. Ka.Prodi Farmasi UNISSULA
di -
SEMARANG

Menanggapi surat Saudara Nomor 080/KTI//SA-K-FA/VIII/2020 tanggal 24 Agustus 2020 perihal sebagaimana tersebut pada pokok surat, bahwa pada prinsipnya kami tidak keberatan apabila Mahasiswa, atas :

Nama : Rina Mariana Ulfah
NIM : 33101600467
Institusi : Fakultas Kedokteran Prodi Farmasi UNISSULA
Judul : Analisis Kepuasan Pasien BPJS dan Non BPJS Terhadap Pelayanan Instalasi Farmasi Rawat Jalan Rumah Sakit Umum Daerah K.R.M.T Wongsonegoro Kota Semarang

Mengadakan penelitian di RSUD K.R.M.T Wongsonegoro Kota Semarang.
Dengan ketentuan sebagai berikut :

1. Mentaati semua peraturan tentang pendidikan dan pelatihan yang berlaku di RSUD K.R.M.T. Wongsonegoro Kota Semarang.
2. Bersedia membayar biaya sebesar Rp. 210.000/kegiatan/penelitian.
3. Bersedia membayar biaya sebesar Rp.315.000 untuk pembuatan Etichal Clearence
4. Setelah selesai penelitian mohon untuk menyerahkan copy hasil penelitian kepada bagian DIKLAT RSUD K.R.M.T. Wongsonegoro Kota Semarang.

Demikian untuk menjadikan maklum.

An. Direktur Rumah Sakit Daerah
K.R.M.T. Wongsonegoro
Kota Semarang
Wakil Direktur Umum & Keuangan



dr. EKO KRISTARTO, Sp KK

Tembusan disampaikan Kepada Yth :
1. Kepala Instalasi Rawat Jalan;
2. Yang bersangkutan;
3. Peninggal.

Lampiran 3 Surat Ethical Clearance



**PEMERINTAH KOTA SEMARANG
RUMAH SAKIT UMUM DAERAH
K.R.M.T WONGSONEGORO
KOMITE ETIK PENELITIAN**

Jl. Fatmawati No. 1 Telp.(024) 6711500, Fax (024) 6717755 Kode Pos : 50272 Semarang

ETHICAL CLEARANCE

No. B / 11436 / 070 / X / 2020

Komite Etik Penelitian RSUD K.R.M.T Wongsonegoro Kota Semarang, setelah membaca dan menelaah usulan penelitian dengan judul :

"Analisis Kepuasan Pasien BPJS dan Non BPJS Terhadap Pelayanan Instalasi farmasi Rawat Jalan Rumah Sakit Umum Daerah K.R.M.T Wongsonegoro Kota Semarang"

Nama Peneliti : Rina Mariana Ulfah
Institusi : FK.Prodi Farmasi UNISSULA

Setuju untuk dilaksanakan, dengan memperhatikan prinsip-prinsip yang dinyatakan dalam Pedoman Nasional Etik Penelitian Kesehatan (PNEPK) Departemen Kesehatan RI 2011 dan WHO-CIOMS 2016.

Penelitian harus melampirkan 2 kopi lembar Informed Consent yang telah disetujui dan ditandatangani oleh peserta penelitian pada laporan penelitian.

Peneliti diwajibkan menyerahkan :

- Laporan kemajuan penelitian (clinical trial)
- laporan kejadian efek samping jika ada
- laporan ke komite Etik Penelitian jika penelitian sudah selesai dan dilampiri abstrak hasil penelitian

Semarang, 20 OCT 2020

Mengetahui,
Direktur Rumah Sakit Umum Daerah
K.R.M.T. Wongsonegoro
Kota Semarang



dr. SUSI HERAWATI, M.Kes

Ketua Komite Etik Penelitian
RSUD K.R.M.T Wongsonegoro
Kota Semarang

dr. LINA DAMAYANTI, Msi.Med, Sp.PA

Lampiran 4 Informed Consent

Lembar Persetujuan Menjadi Responden

(Informed Consent)

Kepada Yth. Responden

di Tempat

Dengan Hormat,

Saya mahasisiwi S1 program studi Farmasi Fakultas Kedokteran
Universitas Islam Sultan Agung Semarang

Nama : Rina Mariana Ulfah

Nim : 33101600467

bermaksud akan melaksanakan penelitian tentang **“ANALISIS KEPUASAN PASIEN BPJS DAN NON BPJS TERHADAP PELAYANAN INSTALASI FARMASI RAWAT JALAN RUMAH SAKIT UMUM DAERAH K.R.M.T WONGSONEGORO SEMARANG”**. Adapun segala informasi, yang Bapak/Ibu/Saudara-i berikan akan dijamin kerahasiaan karena itu Bapak/Ibu/Saudara-i bebas untuk mencantumkan nama atau tidak. Sehubungan dengan hal tersebut peneliti meminta kesediaan Bapak/Ibu/Saudara-i untuk mengisi kuesioner ini dengan menandatangani kolom di bawah ini. Atas kesediaannya dan kerja samanya saya ucapkan terima kasih.

Responden

()

Lampiran 5 Kuesioner Penelitian

DATA DEMOGRAFI

A. Petunjuk : Silang (X) salah satu jawaban dibawah ini.

1. Nama : _____
2. Usia(tahun) : _____
3. Jenis Kelamin : a. laki-laki b. perempuan
4. Pendidikan : a. SD/ sederajat b. SMP/ sederajat
 c. SMA/ sederajat d. Sarjana/ Diploma
5. Pekerjaan : a. Pedagang b. Buruh
 c. Petani d. Nelayan
 e. PNS f. TNI
 g. POLRI h. Wiraswasta
 i. Belum Bekerja j. Ibu Rumah Tangga
 k. Pelajar l. Lainnya
6. Pasiem : a. BPJS
 b. Non BPJS, yaitu :
 1. Pasien umum
 2. Asuransi lainnya (.....)

Berikan penilaian terhadap masing-masing pernyataan yang tertera dengan memberikan tanda centang (✓) pada kolom yang tersedia!

Keterangan :

Skor	Pelayanan yang diterima	Skor	Harapan yang diinginkan
1	SKB : Sangat Kurang Baik	1	STP : Sangat Tidak Penting
2	KB : Kurang Baik	2	TP : Tidak Penting
3	B : Baik	3	P : Penting
4	SB : Sangat Baik	4	SP : Sangat Penting

Harapan yang diinginkan				Pernyataan	Pelayanan yang diterima			
SP	P	TP	STP		SB	B	KB	SKB
4	3	2	1	Skor	4	3	2	1
Tangible (bukti fisik)								
				Ruang tunggu instalasi farmasi rawat jalan yang bersih, nyaman, dan rapi				
				Instalasi farmasi rawat jalan rumah sakit menyediakan brosur atau poster tentang informasi kesehatan				
				Obat yang dibutuhkan pasien selalu tersedia di instalasi farmasi rawat jalan rumah sakit				
Reliability (keandalan)								
				Petugas instalasi farmasi rawat jalan memberikan penjelasan mengenai aturan pakai				
				Petugas instalasi farmasi rawat jalan memberikan penjelasan mengenai efek samping obat yang diterima				
				Petugas instalasi farmasi rawat jalan memberikan penjelasan mengenai cara pakai obat yang diterima				
				Petugas instalasi farmasi rawat jalan memberikan informasi mengenai khasiat obat yang diterima				
				Petugas instalasi farmasi rawat jalan menjelaskan mengenai nama dan kandungan obat yang diterima				
Responsiveness (daya tanggap)								
				Petugas instalasi farmasi rawat jalan melayani resep pasien dengan waktu yang wajar (obat racikan ≤ 60 menit dan obat non racikan ≤ 30 menit)				
				Petugas instalasi farmasi rawat jalan aktif bertanya dan menggali informasi pengobatan yang sedang/pernah dijalani sebelumnya				
				Petugas instalasi farmasi rawat jalan tanggap memberikan informasi tambahan tanpa harus diminta				
Assurance (jaminan)								

				Sebelum menyerahkan obat, Petugas instalasi farmasi rawat jalan memastikan kebenaran identitas pasien				
				Obat yang diterima dalam kondisi baik (kemasan tidak rusak, obat tidak kadaluarsa)				
				Terdapat kejelasan mengenai alur antrian dan tidak berbelit				
				Petugas instalasi farmasi rawat jalan memastikan pemahaman pasien tentang informasi obat yang diterima				
Empathy (empati)								
				Petugas instalasi farmasi rawat jalan memberikan pelayanan dengan baik tanpa memandang status sosial pasien				
				Petugas instalasi farmasi rawat jalan selalu memberikan pelayanan yang sopan dan ramah				
				Petugas instalasi farmasi rawat jalan memberikan informasi obat dengan bahasa yang mudah dipahami				
				Petugas instalasi farmasi rawat jalan berusaha memahami keluhan dari pasien				

Lampiran 6 Uji Validitas dan Reliabilitas

Pelayanan yang diterima

Correlations

		Tangible	KA2	KA3	Reliability	KB2	KB3	KB4	KB5	Responsiveness	KC2	KC3	Assurance	KD2	KD3	KD4	Empathy	KE2	KE3	KE4	Total
Tangible	Pearson Correlation	1	.428*	.230	.233	-.134	.263	.416*	-.064	.404*	.150	.173	.385*	.327	.315	.043	.365*	.315	.029	.085	.450*
	Sig. (2-tailed)		.018	.221	.215	.481	.160	.022	.736	.027	.430	.361	.036	.078	.090	.822	.047	.090	.878	.654	.013
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KA2	Pearson Correlation	.428*	1	.380*	.474**	.218	.412*	.178	.041	.075	.247	.359	.371*	.397*	.177	.041	.275	.177	.309	.355	.550**
	Sig. (2-tailed)	.018		.038	.008	.247	.024	.346	.829	.693	.188	.052	.044	.030	.349	.829	.141	.349	.097	.054	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KA3	Pearson Correlation	.230	.380*	1	.367*	.420*	.193	.415*	.281	.153	.170	.377*	.237	.154	-.109	.318	.230	.163	.342	.216	.547**
	Sig. (2-tailed)	.221	.038		.046	.021	.306	.022	.133	.420	.369	.040	.208	.415	.567	.087	.221	.388	.064	.252	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Reliability	Pearson Correlation	.233	.474**	.367*	1	.325	.304	.371*	.268	.453*	.180	.485**	.198	.103	.150	.239	.363*	.257	.420*	.340	.653**
	Sig. (2-tailed)	.215	.008	.046		.080	.102	.043	.153	.012	.340	.007	.295	.588	.429	.204	.049	.170	.021	.066	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KB2	Pearson Correlation	-.134	.218	.420*	.325	1	.007	.280	.574**	.132	.366*	.463**	.074	.048	-.034	.342	.175	.136	.486**	.436*	.582**
	Sig. (2-tailed)	.481	.247	.021	.080		.970	.134	.001	.486	.047	.010	.697	.800	.858	.064	.355	.472	.007	.016	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KB3	Pearson Correlation	.263	.412*	.193	.304	.007	1	.304	-.059	-.153	.052	.037	.650**	.380*	.381*	.237	.263	.245	.413*	.373*	.472**
	Sig. (2-tailed)	.160	.024	.306	.102	.970		.103	.756	.420	.786	.847	.000	.038	.038	.208	.160	.192	.023	.042	.009
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

KB4	Pearson Correlation	.416*	.178	.415*	.371*	.280	.304	1	.322	.240	.088	.381*	.197	.058	-.019	-.120	.416*	.459*	.220	.193	.538**
	Sig. (2-tailed)	.022	.346	.022	.043	.134	.103		.082	.201	.642	.038	.296	.759	.920	.529	.022	.011	.244	.306	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KB5	Pearson Correlation	-.064	.041	.281	.268	.574**	-.059	.322	1	.392*	.712**	.275	.106	-.054	-.071	.471**	.043	-.071	.387*	.204	.546**
	Sig. (2-tailed)	.736	.829	.133	.153	.001	.756	.082		.032	.000	.141	.578	.776	.710	.009	.822	.710	.035	.279	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Responsiveness	Pearson Correlation	.404*	.075	.153	.453*	.132	-.153	.240	.392*	1	.480**	.411*	-.012	.089	.194	.187	.273	.302	.207	.179	.528**
	Sig. (2-tailed)	.027	.693	.420	.012	.486	.420	.201	.032		.007	.024	.951	.639	.305	.322	.144	.105	.272	.345	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KC2	Pearson Correlation	.150	.247	.170	.180	.366*	.052	.088	.712**	.480**	1	.185	.250	.062	.106	.327	-.064	-.159	.092	.300	.501**
	Sig. (2-tailed)	.430	.188	.369	.340	.047	.786	.642	.000	.007		.327	.183	.746	.576	.078	.736	.400	.630	.107	.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KC3	Pearson Correlation	.173	.359	.377*	.485**	.463**	.037	.381*	.275	.411*	.185	1	.024	.178	.154	-.024	.173	.154	.187	.349	.546**
	Sig. (2-tailed)	.361	.052	.040	.007	.010	.847	.038	.141	.024	.327		.900	.347	.416	.900	.361	.416	.321	.059	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Assurance	Pearson Correlation	.385*	.371*	.237	.198	.074	.650**	.197	.106	-.012	.250	.024	1	.479**	.425*	.154	.385*	.248	.367*	.051	.497**
	Sig. (2-tailed)	.036	.044	.208	.295	.697	.000	.296	.578	.951	.183	.900		.007	.019	.417	.036	.187	.046	.789	.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

KD2	Pearson Correlation	.327	.397*	.154	.103	.048	.380*	.058	-.054	.089	.062	.178	.479**	1	.740**	.216	.499**	.455*	.358	.072	.499**
	Sig. (2-tailed)	.078	.030	.415	.588	.800	.038	.759	.776	.639	.746	.347	.007		.000	.251	.005	.011	.052	.706	.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KD3	Pearson Correlation	.315	.177	-.109	.150	-.034	.381*	-.019	-.071	.194	.106	.154	.425*	.740**	1	.283	.315	.239	.314	.212	.437*
	Sig. (2-tailed)	.090	.349	.567	.429	.858	.038	.920	.710	.305	.576	.416	.019	.000		.129	.090	.203	.091	.262	.016
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KD4	Pearson Correlation	.043	.041	.318	.239	.342	.237	-.120	.471**	.187	.327	-.024	.154	.216	.283	1	-.064	-.159	.518**	.140	.447*
	Sig. (2-tailed)	.822	.829	.087	.204	.064	.208	.529	.009	.322	.078	.900	.417	.251	.129		.736	.400	.003	.459	.013
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Empathy	Pearson Correlation	.365*	.275	.230	.363*	.175	.263	.416*	.043	.273	-.064	.173	.385*	.499**	.315	-.064	1	.841**	.467**	.227	.571**
	Sig. (2-tailed)	.047	.141	.221	.049	.355	.160	.022	.822	.144	.736	.361	.036	.005	.090	.736		.000	.009	.227	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KE2	Pearson Correlation	.315	.177	.163	.257	.136	.245	.459*	-.071	.302	-.159	.154	.248	.455*	.239	-.159	.841**	1	.434*	.212	.481**
	Sig. (2-tailed)	.090	.349	.388	.170	.472	.192	.011	.710	.105	.400	.416	.187	.011	.203	.400	.000		.016	.262	.007
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
KE3	Pearson Correlation	.029	.309	.342	.420*	.486**	.413*	.220	.387*	.207	.092	.187	.367*	.358	.314	.518**	.467**	.434*	1	.270	.675**
	Sig. (2-tailed)	.878	.097	.064	.021	.007	.023	.244	.035	.272	.630	.321	.046	.052	.091	.003	.009	.016		.150	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

KE4	Pearson Correlation	.085	.355	.216	.340	.436*	.373*	.193	.204	.179	.300	.349	.051	.072	.212	.140	.227	.212	.270	1	.528**
	Sig. (2-tailed)	.654	.054	.252	.066	.016	.042	.306	.279	.345	.107	.059	.789	.706	.262	.459	.227	.262	.150		.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.450*	.550**	.547**	.653**	.582**	.472**	.538**	.546**	.528**	.501**	.546**	.497**	.499**	.437*	.447*	.571**	.481**	.675**	.528**	1
	Sig. (2-tailed)	.013	.002	.002	.000	.001	.009	.002	.002	.003	.005	.002	.005	.005	.016	.013	.001	.007	.000	.003	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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

Cronbach's Alpha	N of Items
.851	19



Correlations

		Tangible_1	HA2	HA3	Reliability_1	HB2	HB3	HB4	HB5	Responsiveness_1	HC2	HC3	Assurance_1	HD2	HD3	HD4	Empathy_1	HE2	HE3	HE4	Total		
Tangible_1	Pearson Correlation	1	.802 [*]	.695 [*]	.695 ^{**}	.802 [*]	.695 [*]	.695 [*]	1.00	.464 ^{**}	.695 ^{**}	.695 [*]	.695 ^{**}	.695 [*]	.695 [*]	.695 [*]	.695 ^{**}	.695 ^{**}	.695 [*]	.695 [*]	.695 [*]	.823 [*]	
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.010	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
HA2	Pearson Correlation	.802 ^{**}	1	.557 [*]	.557 ^{**}	.630 [*]	.557 [*]	.557 [*]	.802 [*]	.356	.557 ^{**}	.557 [*]	.557 ^{**}	.557 [*]	.557 [*]	.557 [*]	.557 [*]	.557 ^{**}	.557 ^{**}	.557 [*]	.557 [*]	.689 [*]	
	Sig. (2-tailed)	.000		.001	.001	.000	.001	.001	.000	.053	.001	.001	.001	.001	.001	.001	.001	.001	.001	.001	.001	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
HA3	Pearson Correlation	.695 ^{**}	.557 [*]	1	1.000 ^{**}	.557 [*]	1.00	1.00	.695 [*]	.695 ^{**}	1.000 [*]	1.00	1.000 ^{**}	1.00	1.00	1.00	1.000 ^{**}	1.000 [*]	1.00	1.00	1.00	.975 [*]	
	Sig. (2-tailed)	.000	.001		.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Reliability_1	Pearson Correlation	.695 ^{**}	.557 [*]	1.00	1	.557 [*]	1.00	1.00	.695 [*]	.695 ^{**}	1.000 [*]	1.00	1.000 ^{**}	1.00	1.00	1.00	1.000 ^{**}	1.000 [*]	1.00	1.00	1.00	.975 [*]	
	Sig. (2-tailed)	.000	.001	.000		.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
HB2	Pearson Correlation	.802 ^{**}	.630 [*]	.557 [*]	.557 ^{**}	1	.557 [*]	.557 [*]	.802 [*]	.356	.557 ^{**}	.557 [*]	.557 ^{**}	.557 [*]	.557 [*]	.557 [*]	.557 [*]	.557 ^{**}	.557 ^{**}	.557 [*]	.557 [*]	.689 [*]	
	Sig. (2-tailed)	.000	.000	.001	.001		.001	.001	.000	.053	.001	.001	.001	.001	.001	.001	.001	.001	.001	.001	.001	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
HB3	Pearson Correlation	.695 ^{**}	.557 [*]	1.00	1.000 ^{**}	.557 [*]	1	1.00	.695 [*]	.695 ^{**}	1.000 [*]	1.00	1.000 ^{**}	1.00	1.00	1.00	1.000 ^{**}	1.000 [*]	1.00	1.00	1.00	.975 [*]	
	Sig. (2-tailed)	.000	.001	.000	.000	.001		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
HB4	Pearson Correlation	.695 ^{**}	.557 [*]	1.00	1.000 ^{**}	.557 [*]	1	1	.695 [*]	.695 ^{**}	1.000 [*]	1.00	1.000 ^{**}	1.00	1.00	1.00	1.000 ^{**}	1.000 [*]	1.00	1.00	1.00	.975 [*]	
	Sig. (2-tailed)	.000	.001	.000	.000	.001	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	

	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
HB5	Pearson	1.000**	.802*	.695*	.695**	.802*	.695*	.695*	.695*	.464**	.695**	.695*	.695*	.695*	.695**	.695**	.695*	.695*	.823*	
	Correlation
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.010	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Responsive ness_1	Pearson	.464**	.356	.695*	.695**	.356	.695*	.695*	.464*	1	.695**	.695*	.695*	.695*	.695**	.695**	.695*	.695*	.707*	
	Correlation
	Sig. (2-tailed)	.010	.053	.000	.000	.053	.000	.000	.010	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
HC2	Pearson	.695**	.557*	1.00	1.000**	.557*	1.00	1.00	.695*	.695**	1	1.00	1.00	1.00	1.000**	1.000*	1.00	1.00	.975*	
	Correlation	.	.	0**	.	.	0**	0**	.	.	.	0**	0**	0**	.	.	0**	0**	.	
	Sig. (2-tailed)	.000	.001	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
HC3	Pearson	.695**	.557*	1.00	1.000**	.557*	1.00	1.00	.695*	.695**	1.000*	1	1.00	1.00	1.000**	1.000*	1.00	1.00	.975*	
	Correlation	.	.	0**	.	.	0**	0**	0**	0**	.	.	0**	0**	.	
	Sig. (2-tailed)	.000	.001	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Assurance_ 1	Pearson	.695**	.557*	1.00	1.000**	.557*	1.00	1.00	.695*	.695**	1.000*	1.00	1.00	1.00	1.000**	1.000*	1.00	1.00	.975*	
	Correlation	.	.	0**	.	.	0**	0**	0**	0**	.	.	0**	0**	.	
	Sig. (2-tailed)	.000	.001	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
HD2	Pearson	.695**	.557*	1.00	1.000**	.557*	1.00	1.00	.695*	.695**	1.000*	1.00	1.00	1.00	1.000**	1.000*	1.00	1.00	.975*	
	Correlation	.	.	0**	.	.	0**	0**	0**	0**	.	.	0**	0**	.	
	Sig. (2-tailed)	.000	.001	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000

HD3	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30		
	Pearson Correlation	.695**	.557*	1.00	1.000**	.557*	1.00	1.00	.695*	.695**	1.000*	1.00	1.000**	1.00	1	1.000**	1.000*	1.00	1.00	.975*	
	Sig. (2-tailed)	.000	.001	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
HD4	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
	Pearson Correlation	.695**	.557*	1.00	1.000**	.557*	1.00	1.00	.695*	.695**	1.000*	1.00	1.000**	1.00	1.00	1	1.000**	1.000*	1.00	1.00	.975*
	Sig. (2-tailed)	.000	.001	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
Empathy_1	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
	Pearson Correlation	.695**	.557*	1.00	1.000**	.557*	1.00	1.00	.695*	.695**	1.000*	1.00	1.000**	1.00	1.00	1.00	1	1.000*	1.00	1.00	.975*
	Sig. (2-tailed)	.000	.001	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
HE2	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
	Pearson Correlation	.695**	.557*	1.00	1.000**	.557*	1.00	1.00	.695*	.695**	1.000*	1.00	1.000**	1.00	1.00	1.00	1	1.000**	1.00	1.00	.975*
	Sig. (2-tailed)	.000	.001	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
HE3	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
	Pearson Correlation	.695**	.557*	1.00	1.000**	.557*	1.00	1.00	.695*	.695**	1.000*	1.00	1.000**	1.00	1.00	1.00	1	1.000**	1.000*	1.00	.975*
	Sig. (2-tailed)	.000	.001	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
HE4	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
	Pearson Correlation	.695**	.557*	1.00	1.000**	.557*	1.00	1.00	.695*	.695**	1.000*	1.00	1.000**	1.00	1.00	1.00	1	1.000**	1.000*	1.00	.975*
	Sig. (2-tailed)	.000	.001	.000	.000	.001	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000

Total	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	
	Pearson																				
	Correlation	.823**	.689*	.975*	.975**	.689*	.975*	.975*	.823*	.707**	.975**	.975*	.975*	.975*	.975**	.975**	.975*	.975*	.975*	.975*	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

Reliability Statistics

Cronbach's Alpha	N of Items
.983	19



Lampiran 7 Hasil Frekuensi Demografi Responden

Usia (Tahun)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 18-30	3	3.0	3.0	3.0
31-40	14	14.0	14.0	17.0
41-50	41	41.0	41.0	58.0
51-60	42	42.0	42.0	100.0
Total	100	100.0	100.0	

Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-laki	33	33.0	33.0	33.0
Perempuan	67	67.0	67.0	100.0
Total	100	100.0	100.0	

Pendidikan Terakhir

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid SD	23	23.0	23.0	23.0
SMP/Sederajat	24	24.0	24.0	47.0
SMA/Sederajat	43	43.0	43.0	90.0
Diploma/Sarjana	10	10.0	10.0	100.0
Total	100	100.0	100.0	

Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Pedagang	8	8.0	8.0	8.0
Buruh	13	13.0	13.0	21.0
PNS	3	3.0	3.0	24.0
Wiraswasta	15	15.0	15.0	39.0
IRT	57	57.0	57.0	96.0
Belum bekerja	2	2.0	2.0	98.0
Petani	1	1.0	1.0	99.0

lainnya	1	1.0	1.0	100.0
Total	100	100.0	100.0	

Lampiran 8 Hasil Jawaban Responden Kepuasan Pasien BPJS Terhadap Kualitas Pelayanan Di RSUD K.R.M.T Wongsonegoro Semarang

KA1

	Frequency	Percent	Valid Percent	Cumulative Percent
Baik	39	39.0	39.0	39.0
Valid Sangat Baik	61	61.0	61.0	100.0
Total	100	100.0	100.0	

KA2

	Frequency	Percent	Valid Percent	Cumulative Percent
Kurang Baik	3	3.0	3.0	3.0
Valid Baik	83	83.0	83.0	86.0
Sangat Baik	14	14.0	14.0	100.0
Total	100	100.0	100.0	

KA3

	Frequency	Percent	Valid Percent	Cumulative Percent
Kurang Baik	3	3.0	3.0	3.0
Valid Baik	74	74.0	74.0	77.0
Sangat Baik	23	23.0	23.0	100.0
Total	100	100.0	100.0	

KB1

	Frequency	Percent	Valid Percent	Cumulative Percent
Baik	35	35.0	35.0	35.0
Valid Sangat Baik	65	65.0	65.0	100.0
Total	100	100.0	100.0	

KB2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	30	30.0	30.0	30.0
Baik	62	62.0	62.0	92.0
Sangat Baik	8	8.0	8.0	100.0
Total	100	100.0	100.0	

KB3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Baik	66	66.0	66.0	66.0
Sangat Baik	34	34.0	34.0	100.0
Total	100	100.0	100.0	

KB4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	6	6.0	6.0	6.0
Baik	80	80.0	80.0	86.0
Sangat Baik	14	14.0	14.0	100.0
Total	100	100.0	100.0	

KB5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	11	11.0	11.0	11.0
Baik	73	73.0	73.0	84.0
Sangat Baik	16	16.0	16.0	100.0
Total	100	100.0	100.0	

KC1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	6	6.0	6.0	6.0
Baik	82	82.0	82.0	88.0
Sangat Baik	12	12.0	12.0	100.0
Total	100	100.0	100.0	

KC2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	13	13.0	13.0	13.0
Baik	81	81.0	81.0	94.0
Sangat Baik	6	6.0	6.0	100.0
Total	100	100.0	100.0	

KC3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	9	9.0	9.0	9.0
Baik	82	82.0	82.0	91.0
Sangat Baik	9	9.0	9.0	100.0
Total	100	100.0	100.0	

KD1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Baik	32	32.0	32.0	32.0
Sangat Baik	68	68.0	68.0	100.0
Total	100	100.0	100.0	

KD2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Baik	33	33.0	33.0	33.0
Sangat Baik	67	67.0	67.0	100.0
Total	100	100.0	100.0	

KD3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	2	2.0	2.0	2.0
Baik	61	61.0	61.0	63.0
Sangat Baik	37	37.0	37.0	100.0
Total	100	100.0	100.0	

KD4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	4	4.0	4.0	4.0
Baik	69	69.0	69.0	73.0
Sangat Baik	27	27.0	27.0	100.0
Total	100	100.0	100.0	

KE1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Baik	39	39.0	39.0	39.0
Sangat Baik	61	61.0	61.0	100.0
Total	100	100.0	100.0	

KE2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	1	1.0	1.0	1.0
Baik	49	49.0	49.0	50.0
Sangat Baik	50	50.0	50.0	100.0
Total	100	100.0	100.0	

KE3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Baik	72	72.0	72.0	72.0
Sangat Baik	28	28.0	28.0	100.0
Total	100	100.0	100.0	

KE4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	4	4.0	4.0	4.0
Baik	86	86.0	86.0	90.0
Sangat Baik	10	10.0	10.0	100.0
Total	100	100.0	100.0	

HA1

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	1	1.0	1.0	1.0
Valid Sangat Penting	99	99.0	99.0	100.0
Total	100	100.0	100.0	

HA2

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	10	10.0	10.0	10.0
Valid Sangat Penting	90	90.0	90.0	100.0
Total	100	100.0	100.0	

HA3

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	2	2.0	2.0	2.0
Valid Sangat Penting	98	98.0	98.0	100.0
Total	100	100.0	100.0	

HB1

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	2	2.0	2.0	2.0
Valid Sangat Penting	98	98.0	98.0	100.0
Total	100	100.0	100.0	

HB2

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	4	4.0	4.0	4.0
Valid Sangat Penting	96	96.0	96.0	100.0
Total	100	100.0	100.0	

HB3

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	3	3.0	3.0	3.0
Valid Sangat Penting	97	97.0	97.0	100.0
Total	100	100.0	100.0	

HB4

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	5	5.0	5.0	5.0
Valid Sangat Penting	95	95.0	95.0	100.0
Total	100	100.0	100.0	

HB5

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	7	7.0	7.0	7.0
Valid Sangat Penting	93	93.0	93.0	100.0
Total	100	100.0	100.0	

HC1

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	7	7.0	7.0	7.0
Valid Sangat Penting	93	93.0	93.0	100.0
Total	100	100.0	100.0	

HC2

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	6	6.0	6.0	6.0
Valid Sangat Penting	94	94.0	94.0	100.0
Total	100	100.0	100.0	

HC3

	Frequency	Percent	Valid Percent	Cumulative Percent

	Penting	6	6.0	6.0	6.0
Valid	Sangat Penting	94	94.0	94.0	100.0
	Total	100	100.0	100.0	

HD1

		Frequency	Percent	Valid Percent	Cumulative Percent
	Penting	3	3.0	3.0	3.0
Valid	Sangat Penting	97	97.0	97.0	100.0
	Total	100	100.0	100.0	

HD2

		Frequency	Percent	Valid Percent	Cumulative Percent
	Penting	1	1.0	1.0	1.0
Valid	Sangat Penting	99	99.0	99.0	100.0
	Total	100	100.0	100.0	

HD3

		Frequency	Percent	Valid Percent	Cumulative Percent
	Penting	3	3.0	3.0	3.0
Valid	Sangat Penting	97	97.0	97.0	100.0
	Total	100	100.0	100.0	

HD4

		Frequency	Percent	Valid Percent	Cumulative Percent
	Penting	2	2.0	2.0	2.0
Valid	Sangat Penting	98	98.0	98.0	100.0
	Total	100	100.0	100.0	

HE1

		Frequency	Percent	Valid Percent	Cumulative Percent
	Penting	1	1.0	1.0	1.0
Valid	Sangat Penting	99	99.0	99.0	100.0
	Total	100	100.0	100.0	

HE2

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	3	3.0	3.0	3.0
Valid Sangat Penting	97	97.0	97.0	100.0
Total	100	100.0	100.0	

HE3

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	1	1.0	1.0	1.0
Valid Sangat Penting	99	99.0	99.0	100.0
Total	100	100.0	100.0	

HE4

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	4	4.0	4.0	4.0
Valid Sangat Penting	96	96.0	96.0	100.0
Total	100	100.0	100.0	

Lampiran 9 Hasil Jawaban Responden Kepuasan Pasien Non BPJS Terhadap Kualitas Pelayanan Di RSUD K.R.M.T Wongsonegoro Semarang

KA1

	Frequency	Percent	Valid Percent	Cumulative Percent
Baik	19	38.0	38.0	38.0
Valid Sangat Baik	31	62.0	62.0	100.0
Total	50	100.0	100.0	

KA2

	Frequency	Percent	Valid Percent	Cumulative Percent
Baik	44	88.0	88.0	88.0
Valid Sangat Baik	6	12.0	12.0	100.0
Total	50	100.0	100.0	

KA3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	2	4.0	4.0	4.0
Baik	27	54.0	54.0	58.0
Sangat Baik	21	42.0	42.0	100.0
Total	50	100.0	100.0	

KB1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Baik	20	40.0	40.0	40.0
Sangat Baik	30	60.0	60.0	100.0
Total	50	100.0	100.0	

KB2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	5	10.0	10.0	10.0
Baik	40	80.0	80.0	90.0
Sangat Baik	5	10.0	10.0	100.0
Total	50	100.0	100.0	

KB3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Baik	33	66.0	66.0	66.0
Sangat Baik	17	34.0	34.0	100.0
Total	50	100.0	100.0	

KB4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	4	8.0	8.0	8.0
Baik	35	70.0	70.0	78.0
Sangat Baik	11	22.0	22.0	100.0
Total	50	100.0	100.0	

KB5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	4	8.0	8.0	8.0
Baik	34	68.0	68.0	76.0
Sangat Baik	12	24.0	24.0	100.0
Total	50	100.0	100.0	

KC1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	1	2.0	2.0	2.0
Baik	38	76.0	76.0	78.0
Sangat Baik	11	22.0	22.0	100.0
Total	50	100.0	100.0	

KC2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	11	22.0	22.0	22.0
Baik	33	66.0	66.0	88.0
Sangat Baik	6	12.0	12.0	100.0
Total	50	100.0	100.0	

KC3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	7	14.0	14.0	14.0
Baik	35	70.0	70.0	84.0
Sangat Baik	8	16.0	16.0	100.0
Total	50	100.0	100.0	

KD1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Baik	18	36.0	36.0	36.0
Sangat Baik	32	64.0	64.0	100.0

Total	50	100.0	100.0
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KD2

	Frequency	Percent	Valid Percent	Cumulative Percent
Baik	19	38.0	38.0	38.0
Valid Sangat Baik	31	62.0	62.0	100.0
Total	50	100.0	100.0	

KD3

	Frequency	Percent	Valid Percent	Cumulative Percent
Baik	29	58.0	58.0	58.0
Valid Sangat Baik	21	42.0	42.0	100.0
Total	50	100.0	100.0	

KD4

	Frequency	Percent	Valid Percent	Cumulative Percent
Kurang Baik	1	2.0	2.0	2.0
Valid Baik	29	58.0	58.0	60.0
Sangat Baik	20	40.0	40.0	100.0
Total	50	100.0	100.0	

KE1

	Frequency	Percent	Valid Percent	Cumulative Percent
Baik	27	54.0	54.0	54.0
Valid Sangat Baik	23	46.0	46.0	100.0
Total	50	100.0	100.0	

KE2

	Frequency	Percent	Valid Percent	Cumulative Percent
Baik	25	50.0	50.0	50.0
Valid Sangat Baik	25	50.0	50.0	100.0
Total	50	100.0	100.0	

KE3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Baik	34	68.0	68.0	68.0
Sangat Baik	16	32.0	32.0	100.0
Total	50	100.0	100.0	

KE4

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang Baik	3	6.0	6.0	6.0
Baik	32	64.0	64.0	70.0
Sangat Baik	15	30.0	30.0	100.0
Total	50	100.0	100.0	

HA1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Penting	1	2.0	2.0	2.0
Sangat Penting	49	98.0	98.0	100.0
Total	50	100.0	100.0	

HA2

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Penting	1	2.0	2.0	2.0
Sangat Penting	49	98.0	98.0	100.0
Total	50	100.0	100.0	

HA3

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Penting	2	4.0	4.0	4.0
Sangat Penting	48	96.0	96.0	100.0
Total	50	100.0	100.0	

HB1

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	1	2.0	2.0	2.0
Valid Sangat Penting	49	98.0	98.0	100.0
Total	50	100.0	100.0	

HB2

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	1	2.0	2.0	2.0
Valid Sangat Penting	49	98.0	98.0	100.0
Total	50	100.0	100.0	

HB3

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	1	2.0	2.0	2.0
Valid Sangat Penting	49	98.0	98.0	100.0
Total	50	100.0	100.0	

HB4

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	1	2.0	2.0	2.0
Valid Sangat Penting	49	98.0	98.0	100.0
Total	50	100.0	100.0	

HB5

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	1	2.0	2.0	2.0
Valid Sangat Penting	49	98.0	98.0	100.0
Total	50	100.0	100.0	

HC1

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Penting	1	2.0	2.0	2.0

	Sangat Penting	49	98.0	98.0	100.0
	Total	50	100.0	100.0	

HC2

		Frequency	Percent	Valid Percent	Cumulative Percent
	Penting	1	2.0	2.0	2.0
Valid	Sangat Penting	49	98.0	98.0	100.0
	Total	50	100.0	100.0	

HC3

		Frequency	Percent	Valid Percent	Cumulative Percent
	Penting	1	2.0	2.0	2.0
Valid	Sangat Penting	49	98.0	98.0	100.0
	Total	50	100.0	100.0	

HD1

		Frequency	Percent	Valid Percent	Cumulative Percent
	Penting	1	2.0	2.0	2.0
Valid	Sangat Penting	49	98.0	98.0	100.0
	Total	50	100.0	100.0	

HD2

		Frequency	Percent	Valid Percent	Cumulative Percent
	Penting	1	2.0	2.0	2.0
Valid	Sangat Penting	49	98.0	98.0	100.0
	Total	50	100.0	100.0	

HD3

		Frequency	Percent	Valid Percent	Cumulative Percent
	Penting	1	2.0	2.0	2.0
Valid	Sangat Penting	49	98.0	98.0	100.0
	Total	50	100.0	100.0	

HD4

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	1	2.0	2.0	2.0
Valid Sangat Penting	49	98.0	98.0	100.0
Total	50	100.0	100.0	

HE1

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	1	2.0	2.0	2.0
Valid Sangat Penting	49	98.0	98.0	100.0
Total	50	100.0	100.0	

HE2

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	1	2.0	2.0	2.0
Valid Sangat Penting	49	98.0	98.0	100.0
Total	50	100.0	100.0	

HE3

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	1	2.0	2.0	2.0
Valid Sangat Penting	49	98.0	98.0	100.0
Total	50	100.0	100.0	

HE4

	Frequency	Percent	Valid Percent	Cumulative Percent
Penting	1	2.0	2.0	2.0
Valid Sangat Penting	49	98.0	98.0	100.0
Total	50	100.0	100.0	

Lampiran 10 Hasil Uji Normalitas dan Uji Homogenitas

Tests of Normality

	Metode_Pembayaran	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
		Statistic	df	Sig.	Statistic	df	Sig.
Dimensi_Tangible	BPJS	.217	100	.000	.892	100	.000
	Non BPJS	.220	50	.000	.824	50	.000

a. Lilliefors Significance Correction

Test of Homogeneity of Variances

Dimensi_Tangible

Levene Statistic	df1	df2	Sig.
.180	1	148	.672

Tests of Normality

	Metode_Pembayaran	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
		Statistic	df	Sig.	Statistic	df	Sig.
Dimensi_Reliability	BPJS	.174	100	.000	.926	100	.000
	Non BPJS	.188	50	.000	.941	50	.015

a. Lilliefors Significance Correction

Test of Homogeneity of Variances

Dimensi_Reliability

Levene Statistic	df1	df2	Sig.
2.308	1	148	.131

Tests of Normality

	Metode_Pembayaran	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
		Statistic	df	Sig.	Statistic	df	Sig.
Dimensi_Responsiveness	BPJS	.297	100	.000	.855	100	.000
	Non BPJS	.242	50	.000	.919	50	.002

a. Lilliefors Significance Correction

Test of Homogeneity of Variances

Dimensi_Responsiveness

Levene Statistic	df1	df2	Sig.

1.534	1	148	.217
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Tests of Normality

	Metode_Pembayaran	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
		Statistic	df	Sig.	Statistic	df	Sig.
Dimensi_Assurance	BPJS	.149	100	.000	.888	100	.000
	Non BPJS	.206	50	.000	.864	50	.000

a. Lilliefors Significance Correction

Test of Homogeneity of Variances

Dimensi_Assurance

Levene Statistic	df1	df2	Sig.
2.435	1	148	.121

Tests of Normality

	Metode_Pembayaran	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
		Statistic	df	Sig.	Statistic	df	Sig.
Dimensi_Empathy	BPJS	.157	100	.000	.912	100	.000
	Non BPJS	.148	50	.008	.914	50	.001

a. Lilliefors Significance Correction

Test of Homogeneity of Variances

Dimensi_Empathy

Levene Statistic	df1	df2	Sig.
3.053	1	148	.083

Tests of Normality

	Metode_Pembayaran	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
		Statistic	df	Sig.	Statistic	df	Sig.
Keseluruhan	BPJS	.110	100	.004	.926	100	.000
	Non BPJS	.102	50	.200	.859	50	.000

*. This is a lower bound of the true significance.

a. Lilliefors Significance Correction

Test of Homogeneity of Variances

Keseluruhan

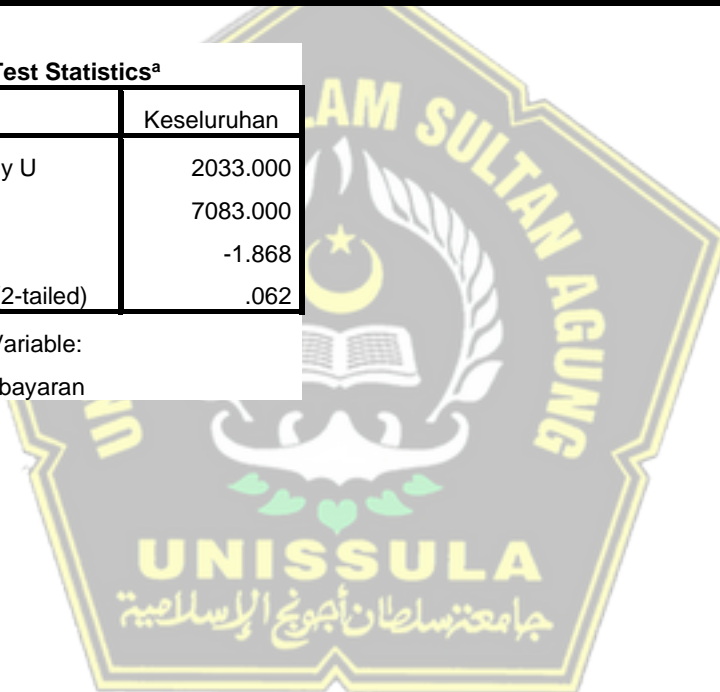
Levene Statistic	df1	df2	Sig.
.564	1	148	.454

Lampiran 11 Hasil Uji Mann-Whitney

Ranks				
	Metode_Pembayaran	N	Mean Rank	Sum of Ranks
Keseluruhan	BPJS	100	70.83	7083.00
	Non BPJS	50	84.84	4242.00
	Total	150		

Test Statistics ^a	
	Keseluruhan
Mann-Whitney U	2033.000
Wilcoxon W	7083.000
Z	-1.868
Asymp. Sig. (2-tailed)	.062

a. Grouping Variable:
Metode_Pembayaran



Lampiran 12 Dokumentasi Pengambilan Data





