

## LAMPIRAN

### Lampiran 01. Kuesioner Penelitian



#### **PENGARUH KUALITAS PELAYANAN KESEHATAN TERHADAP KEPUASAN PASIEN RAWAT JALAN PADA UNIT MEDICAL CHECK UP (MCU) RUMAH SAKIT UMUM KERTHA USADA DI SINGARAJA**

Kepada

Yth. Bapak/Ibu, Saudara/i

Hal : Pengisian Kuesioner Penelitian

Dengan Hormat,

Dengan rangka menyelesaikan studi di Undiksha pada Jurusan Manajemen, dengan ini saya mengadakan penelitian berjudul “Pengaruh Kualitas Pelayanan Kesehatan terhadap Kepuasan Pasien Rawat Jalan pada Unit Medical Check Up (Mcu) Rumah Sakit Umum Kertha Usada di Singaraja”.

Maka dengan ini, saya mohon kesediaan Bapak/Ibu, Saudara/i untuk berkenan mengisi kuesioner ini. Atas kesediaan dan bantuan Bapak/Ibu, Saudara/i yang turut berpartisipasi dalam mengisi kuesioner penelitian ini, saya ucapkan terima kasih.

Singaraja, 29 Mei 2023

Peneliti

Zephyr Van De Virginanda

NIM 1917041144

### 1. Data Responden

(Beri tanda  pada kotak jawaban)

- a. Nama :
- b. Jenis kelamin :
- c. Usia :
- d. Lama rawat jalan Medical Check Up?
- Kurang dari 3 hari
- 3-6 hari
- 7-15 hari
- Diatas 15 hari

### 2. Petunjuk Pengisian Kuesioner

Responden cukup memberi tanda () pada pilihan yang tersedia dengan pendapat Bapak/Ibu/Saudara/i. Setiap pernyataan hanya mengharapkan satu jawaban.

- 1 : Sangat tidak Setuju (STS)
- 2 : Tidak Setuju (TS)
- 3 : Netral (N)
- 4 : Setuju (S)
- 5 : Sangat Setuju (SS)

### 3. Draft Pernyataan

#### A. Kualitas Pelayanan

No	PERNYATAAN	PENILAIAN				
		1	2	3	4	5
<b>A</b>	<b>Tangible atau bukti fisik</b>					
1.	Bangunan RSUD Kertha Usada terlihat indah dan bersih					
2.	RSUD Kertha Usada memiliki ruangan tunggu yang cukup, nyaman, wc dan air					
3.	RSUD Kertha Usada memiliki peralatan yang lengkap					
4.	Penampilan tenaga medis rapih dan bersih					
	<b>Total</b>					
<b>B</b>	<b>Reliability atau keandalan</b>					
5.	Perawat memberitahu jenis penyakit secara lengkap, cara perawatan dan cara minum obat					
6.	Tenaga medis memberikan informasi kepada pasien					

	sebelum pelayanan diberikan						
7.	Tenaga medis bersedia menanggapi keluhan pasien						
	<b>Total</b>						
<b>C</b>	<b>Responsiveness atau ketanggapan</b>						
8.	Tenaga medis menerima dan melayani dengan baik						
9.	Tenaga medis melakukan tindakan secara cepat dan tepat						
10.	Tenaga medis melakukan tindakan sesuai prosedur						
	<b>Total</b>						
<b>D</b>	<b>Assurance atau kepastian</b>						
11.	Dokter mempunyai kemampuan dan pengetahuan dalam menentukan diagnosa penyakit dengan cukup baik sehingga mampu menjawab pertanyaan pasien secara meyakinkan						
12.	Tenaga medis menyediakan obat-obatan atau alat medis yang lengkap						
13.	Dokter melayani dengan sikap meyakinkan sehingga pasien merasa aman						
14.	Tenaga medis bersifat cekatan serta menghargai pasien						
	<b>Total</b>						
<b>E</b>	<b>Empati</b>						
15.	Dokter memberikan waktu pelayanan yang cukup pada pasien						
16.	Perawatan memberikan pelayanan sesuai dengan keinginan dan kebutuhan pasien						
17.	Perawat memperhatikan sungguh-sungguh kepada pasien						
18.	Dokter mendengarkan keluhan penyakit yang diderita serta memberikan solusi dalam konsultasi						
19.	Perawat bersikap sopan dan ramah						
	<b>Total</b>						

## B. Kepuasan Pasien

No	Pernyataan	1	2	3	4	5
1	Saya merasa akses menuju poliklinik <i>Medical Check Up</i> RSUD Kertha Usada di Singaraja cepat dan mudah.					
2	Saya merasa perawat poliklinik <i>Medical Check Up</i> rapi, ramah dan wangi.					
3	Saya merasa proses pelayanan perawat poliklinik <i>Medical Check Up</i> cepat dan tanggap.					
4	Saya merasa perawat poliklinik <i>Medical Check Up</i> sesuai dengan sistem atau prosedur yang dilakukan oleh RSUD Kertha Usada di Singaraja.					



## Lampiran 02. Deskripsi Data Responden

### Uji Deskriptif

Statistics			
		USIA	JENISKELAMI N
N	Valid	34	34
	Missing	0	0

USIA					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17-20	1	2.9	2.9	2.9
	21-30	5	14.7	14.7	17.6
	31-40	12	35.3	35.3	52.9
	41-50	1	2.9	2.9	55.9
	50-61	15	44.1	44.1	100.0
	Total	34	100.0	100.0	

JENISKELAMIN					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LAKI-LAKI	21	61.8	61.8	61.8
	PEREMPUAN	13	38.2	38.2	100.0
	Total	34	100.0	100.0	

### Lampiran 03. Tabulasi Data Populasi Penelitian

No	Kualitas Pelayanan																						
	Tangible X1					Reliability X2				Responsiveness X3				Assurance X4				Empaty X5					
	X1.1	X1.2	X1.3	X1.4	Total X1	X2.1	X2.2	X2.3	Total X2	X3.1	X3.2	X3.3	Total X3	X4.1	X4.2	X4.3	Total X4	X5.1	X5.2	X5.3	X5.4	X5.5	Total X5
1	4	5	5	4	18	5	4	4	13	5	5	5	15	4	4	4	12	5	4	5	5	4	23
2	5	5	5	5	20	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	5	5	25
3	3	4	4	5	16	4	3	5	12	4	4	5	13	5	3	5	13	5	5	4	4	3	21
4	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	4	4	20
5	3	4	5	4	16	4	3	4	11	5	4	4	13	4	3	4	11	4	4	5	4	3	20
6	4	4	5	4	17	4	4	4	12	5	4	5	14	4	4	4	12	5	4	5	4	4	22
7	5	5	5	5	20	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	5	5	25
8	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	4	4	20
9	5	4	4	4	17	4	5	4	13	4	4	4	12	4	5	4	13	4	4	4	4	5	21
10	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	4	4	20
11	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	4	4	20
12	5	4	4	5	18	4	5	5	14	4	4	5	13	5	5	5	15	5	5	4	4	5	23
13	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	4	4	20
14	5	5	5	5	20	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	5	5	25
15	2	2	4	4	12	2	2	4	8	4	2	4	10	4	2	4	10	4	4	4	2	2	16
16	4	4	5	4	17	4	4	4	12	5	4	5	14	4	4	4	12	5	4	5	4	4	22
17	4	4	5	5	18	4	4	5	13	5	4	5	14	5	4	5	14	5	5	5	4	4	23
18	3	4	3	4	14	4	3	4	11	3	4	3	10	4	3	4	11	3	4	3	4	3	17
19	5	5	5	4	19	5	5	4	14	5	5	5	15	4	5	4	13	5	4	5	5	5	24
20	2	4	3	3	12	4	2	3	9	3	4	4	11	3	2	3	8	4	3	3	4	2	16
21	3	4	4	4	15	4	3	4	11	4	4	5	13	4	3	4	11	5	4	4	4	3	20
22	2	3	4	4	13	3	2	4	9	4	3	4	11	4	2	4	10	4	4	4	3	2	17
23	1	1	1	1	4	1	1	1	3	1	1	1	3	1	1	1	3	1	1	1	1	1	5
24	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	4	4	20
25	4	5	4	5	18	5	4	5	14	4	5	4	13	5	4	5	14	4	5	4	5	4	22
26	5	4	4	4	17	4	5	4	13	4	4	4	12	4	5	4	13	4	4	4	4	5	21
27	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	4	4	20
28	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	4	4	20
29	3	3	4	4	14	3	3	4	10	4	3	4	11	4	3	4	11	4	4	4	3	3	18
30	4	4	4	3	15	4	4	3	11	4	4	4	12	3	4	3	10	4	3	4	4	4	19
31	4	5	4	5	18	5	4	5	14	4	5	4	13	5	4	5	14	4	5	4	5	4	22
32	4	5	4	5	18	5	4	5	14	4	5	4	13	5	4	5	14	4	5	4	5	4	22
33	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	4	4	20
34	4	5	4	5	18	5	4	5	14	4	5	4	13	5	4	5	14	4	5	4	5	4	22

No	Kepuasan Pasien				
	Y1	Y2	Y3	Y4	Total Y1
1	4	4	4	4	16
2	5	4	5	5	19
3	5	4	4	4	17
4	4	3	4	4	15
5	4	3	4	5	16
6	4	4	4	4	16
7	5	5	5	5	20
8	4	4	4	4	16
9	4	4	4	4	16
10	4	4	4	4	16
11	4	4	4	4	16
12	5	4	5	5	19
13	4	4	4	4	16
14	5	5	5	5	20
15	3	3	3	4	13
16	4	5	4	5	18
17	4	5	5	5	19
18	4	3	2	3	12
19	4	5	4	4	17
20	3	4	2	3	12
21	4	4	4	4	16
22	4	4	3	3	14
23	1	1	1	1	4
24	4	4	4	4	16
25	5	4	5	4	18
26	4	4	4	4	16
27	2	3	4	4	13
28	2	3	4	4	13
29	4	3	4	4	15
30	4	3	3	3	13
31	4	4	4	4	16
32	4	3	4	4	15
33	4	4	4	4	16
34	4	4	4	4	16

### Lampiran 04. Output SPSS Uji Validitas dan Uji Reliabilitas Populasi

#### Penelitian Uji Validitas *Tangible* (X<sub>1</sub>)

		Correlations				
		X1.1	X1.2	X1.3	X1.4	X1
X1.1	Pearson Correlation	1	.747**	.498**	.254	.811**
	Sig. (2-tailed)		.000	.003	.147	.000
	N	34	34	34	34	34
X1.2	Pearson Correlation	.747**	1	.639**	.403*	.899**
	Sig. (2-tailed)	.000		.000	.018	.000
	N	34	34	34	34	34
X1.3	Pearson Correlation	.498**	.639**	1	.407*	.808**
	Sig. (2-tailed)	.003	.000		.017	.000
	N	34	34	34	34	34
X1.4	Pearson Correlation	.254	.403*	.407*	1	.625**
	Sig. (2-tailed)	.147	.018	.017		.000
	N	34	34	34	34	34
X1	Pearson Correlation	.811**	.899**	.808**	.625**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	34	34	34	34	34
**. Correlation is significant at the 0.01 level (2-tailed).						
*. Correlation is significant at the 0.05 level (2-tailed).						





### Penelitian Uji Validitas *Reliability* (X<sub>2</sub>)

Correlations					
		X2.1	X2.2	X2.3	X2
X2.1	Pearson Correlation	1	.401*	.630**	.813**
	Sig. (2-tailed)		.019	.000	.000
	N	34	34	34	34
X2.2	Pearson Correlation	.401*	1	.367*	.786**
	Sig. (2-tailed)	.019		.033	.000
	N	34	34	34	34
X2.3	Pearson Correlation	.630**	.367*	1	.801**
	Sig. (2-tailed)	.000	.033		.000
	N	34	34	34	34
X2	Pearson Correlation	.813**	.786**	.801**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	34	34	34	34
*. Correlation is significant at the 0.05 level (2-tailed).					
**. Correlation is significant at the 0.01 level (2-tailed).					

### Penelitian Uji Validitas *Responsiveness* (X<sub>3</sub>)

Correlations					
		X3.1	X3.2	X3.3	X3
X3.1	Pearson Correlation	1	.566**	.176	.771**
	Sig. (2-tailed)		.000	.320	.000
	N	34	34	34	34
X3.2	Pearson Correlation	.566**	1	.311	.851**
	Sig. (2-tailed)	.000		.074	.000
	N	34	34	34	34
X3.3	Pearson Correlation	.176	.311	1	.635**
	Sig. (2-tailed)	.320	.074		.000
	N	34	34	34	34
X3	Pearson Correlation	.771**	.851**	.635**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	34	34	34	34
**. Correlation is significant at the 0.01 level (2-tailed).					

### Penelitian Uji Validitas Assurance (X<sub>4</sub>)

Correlations					
		X4.1	X4.2	X4.3	X4
X4.1	Pearson Correlation	1	.352*	.178	.711**
	Sig. (2-tailed)		.041	.314	.000
	N	34	34	34	34
X4.2	Pearson Correlation	.352*	1	.713**	.857**
	Sig. (2-tailed)	.041		.000	.000
	N	34	34	34	34
X4.3	Pearson Correlation	.178	.713**	1	.767**
	Sig. (2-tailed)	.314	.000		.000
	N	34	34	34	34
X4	Pearson Correlation	.711**	.857**	.767**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	34	34	34	34
*. Correlation is significant at the 0.05 level (2-tailed).					
**. Correlation is significant at the 0.01 level (2-tailed).					



### Penelitian Uji Validitas *Empathy* (X<sub>5</sub>)

		Correlations					
		X5.1	X5.2	X5.3	X5.4	X5.5	X5
X5.1	Pearson Correlation	1	.604**	.180	.462**	.482**	.731**
	Sig. (2-tailed)		.000	.309	.006	.004	.000
	N	34	34	34	34	34	34
X5.2	Pearson Correlation	.604**	1	.371*	.705**	.753**	.898**
	Sig. (2-tailed)	.000		.031	.000	.000	.000
	N	34	34	34	34	34	34
X5.3	Pearson Correlation	.180	.371*	1	.377*	.376*	.561**
	Sig. (2-tailed)	.309	.031		.028	.028	.001
	N	34	34	34	34	34	34
X5.4	Pearson Correlation	.462**	.705**	.377*	1	.648**	.830**
	Sig. (2-tailed)	.006	.000	.028		.000	.000
	N	34	34	34	34	34	34
X5.5	Pearson Correlation	.482**	.753**	.376*	.648**	1	.838**
	Sig. (2-tailed)	.004	.000	.028	.000		.000
	N	34	34	34	34	34	34
X5	Pearson Correlation	.731**	.898**	.561**	.830**	.838**	1
	Sig. (2-tailed)	.000	.000	.001	.000	.000	
	N	34	34	34	34	34	34
**. Correlation is significant at the 0.01 level (2-tailed).							
*. Correlation is significant at the 0.05 level (2-tailed).							



### Penelitian Uji Validitas Kepuasan pasien (Y)

Correlations						
		Y1	Y2	Y3	Y4	Y
Y1	Pearson Correlation	1	.633**	.473**	.548**	.820**
	Sig. (2-tailed)		.000	.005	.001	.000
	N	34	34	34	34	34
Y2	Pearson Correlation	.633**	1	.495**	.591**	.828**
	Sig. (2-tailed)	.000		.003	.000	.000
	N	34	34	34	34	34
Y3	Pearson Correlation	.473**	.495**	1	.464**	.779**
	Sig. (2-tailed)	.005	.003		.006	.000
	N	34	34	34	34	34
Y4	Pearson Correlation	.548**	.591**	.464**	1	.796**
	Sig. (2-tailed)	.001	.000	.006		.000
	N	34	34	34	34	34
Y	Pearson Correlation	.820**	.828**	.779**	.796**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	34	34	34	34	34

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

### Uji Reliabilitas *Tangible*

Case Processing Summary			
		N	%
Cases	Valid	34	100.0
	Excluded <sup>a</sup>	0	.0
	Total	34	100.0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
.801	4

Item Statistics			
	Mean	Std. Deviation	N
X1.1	4.1765	.67288	34
X1.2	4.2353	.69887	34
X1.3	4.3235	.63821	34
X1.4	4.4706	.56329	34

Inter-Item Correlation Matrix				
	X1.1	X1.2	X1.3	X1.4
X1.1	1.000	.744	.637	.594
X1.2	.744	1.000	.637	.714
X1.3	.637	.637	1.000	.674
X1.4	.594	.714	.674	1.000

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X1.1	12.3235	4.529	.746	.598	.861
X1.2	12.0588	4.845	.807	.671	.831
X1.3	12.0000	5.394	.729	.546	.862
X1.4	11.9706	5.302	.741	.591	.857

### Uji Reliabilitas *Reliability*

Case Processing Summary			
		N	%
Cases	Valid	34	100.0
	Excluded <sup>a</sup>	0	.0
	Total	34	100.0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
.702	3

Item Statistics			
	Mean	Std. Deviation	N
X2.1	4.3235	.68404	34
X2.2	3.7941	.91385	34
X2.3	4.2647	.70962	34

Inter-Item Correlation Matrix			
	X2.1	X2.2	X2.3
X2.1	1.000	.744	.714
X2.2	.744	1.000	.594
X2.3	.714	.594	1.000

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X2.1	7.9412	2.481	.817	.667	.734
X2.2	8.2059	2.290	.726	.561	.831
X2.3	7.8529	2.917	.696	.519	.848

### Uji Reliabilitas *Responsiveness*

Case Processing Summary			
		N	%
Cases	Valid	34	100.0
	Excluded <sup>a</sup>	0	.0
	Total	34	100.0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
.626	3

Item Statistics			
	Mean	Std. Deviation	N
X3.1	4.2647	.44781	34
X3.2	4.5294	.50664	34
X3.3	4.7647	.43056	34

Inter-Item Correlation Matrix			
	X3.1	X3.2	X3.3
X3.1	1.000	.637	.879
X3.2	.637	1.000	.629
X3.3	.879	.629	1.000

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X3.1	8.2647	2.140	.833	.784	.770
X3.2	8.3235	2.225	.653	.427	.936
X3.3	8.1765	2.150	.826	.780	.776

### Uji Reliabilitas Assurance

Case Processing Summary			
		N	%
Cases	Valid	34	100.0
	Excluded <sup>a</sup>	0	.0
	Total	34	100.0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
.654	3

Item Statistics			
	Mean	Std. Deviation	N
X4.1	4.2941	.62906	34
X4.2	4.5294	.50664	34
X4.3	4.6176	.49327	34

Inter-Item Correlation Matrix			
	X4.1	X4.2	X4.3
X4.1	1.000	.594	1.000
X4.2	.594	1.000	.594
X4.3	1.000	.594	1.000

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X4.1	7.9412	2.481	.866	.	.734
X4.2	8.2941	2.456	.594	.	1.000
X4.3	7.9412	2.481	.866	.	.734

### Uji Reliabilitas Empathy

Case Processing Summary			
		N	%
Cases	Valid	34	100.0
	Excluded <sup>a</sup>	0	.0
	Total	34	100.0

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

Reliability Statistics	
Cronbach's Alpha	N of Items
.833	5

Item Statistics			
	Mean	Std. Deviation	N
X5.1	4.0882	.83003	34
X5.2	4.2059	.80827	34
X5.3	3.9706	.62694	34
X5.4	4.0588	.77621	34
X5.5	4.3235	.68404	34

Inter-Item Correlation Matrix					
	X5.1	X5.2	X5.3	X5.4	X5.5
X5.1	1.000	.702	.879	.629	.581
X5.2	.702	1.000	.674	.714	.594
X5.3	.879	.674	1.000	.637	.637
X5.4	.629	.714	.637	1.000	.744
X5.5	.581	.594	.637	.744	1.000

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X5.1	16.1176	8.592	.795	.795	.885
X5.2	16.1765	8.635	.765	.617	.891
X5.3	16.2059	8.532	.812	.798	.882
X5.4	16.2647	8.201	.790	.672	.885
X5.5	16.5294	7.832	.728	.599	.904

### Uji Reliabilitas Kepuasan pasien

Case Processing Summary			
		N	%
Cases	Valid	34	100.0
	Excluded <sup>a</sup>	0	.0
	Total	34	100.0

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



Reliability Statistics	
Cronbach's Alpha	N of Items
.814	4

Item Statistics			
	Mean	Std. Deviation	N
Y1	4.0294	.75820	34
Y2	4.2941	.67552	34
Y3	3.8529	.85749	34
Y4	4.2647	.70962	34

Inter-Item Correlation Matrix				
	Y1	Y2	Y3	Y4
Y1	1.000	.666	.662	.629
Y2	.666	1.000	.647	.674
Y3	.662	.647	1.000	.885
Y4	.629	.674	.885	1.000

Item-Total Statistics					
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Y1	11.6765	5.013	.720	.536	.892
Y2	11.7941	5.199	.733	.552	.886
Y3	11.7059	4.638	.829	.802	.850
Y4	11.5882	5.037	.832	.801	.852

**Lampiran 05. Output SPSS Uji Regresi Linier Berganda dan Uji Asumsi Klasik**

Descriptive Statistics			
	Mean	Std. Deviation	N
Y	16.4412	2.41449	34
X1	17.2059	2.04168	34
X2	12.3824	1.84251	34
X3	13.5588	1.05000	34
X4	13.4412	1.25990	34
X5	20.6471	2.90123	34

Correlations							
		Y	X1	X2	X3	X4	X5
Pearson Correlation	Kepuasan pasien (Y)	1.000	.958	.969	.880	.920	.931
	<i>Tangible (X1)</i>	.958	1.000	.929	.807	.871	.898
	<i>Reability (X2)</i>	.969	.929	1.000	.826	.878	.871
	<i>Responsiveness (X3)</i>	.880	.807	.826	1.000	.839	.823
	<i>Assurance (X4)</i>	.920	.871	.878	.839	1.000	.848
	<i>Empathy (X5)</i>	.931	.898	.871	.823	.848	1.000
Sig. (1-tailed)	Kepuasan pasien (Y)	.	.000	.000	.000	.000	.000
	<i>Tangible (X1)</i>	.000	.	.000	.000	.000	.000
	<i>Reability (X2)</i>	.000	.000	.	.000	.000	.000
	<i>Responsiveness (X3)</i>	.000	.000	.000	.	.000	.000
	<i>Assurance (X4)</i>	.000	.000	.000	.000	.	.000
	<i>Empathy (X5)</i>	.000	.000	.000	.000	.000	.
N	Kepuasan pasien (Y)	34	34	34	34	34	34
	<i>Tangible (X1)</i>	34	34	34	34	34	34
	<i>Reability (X2)</i>	34	34	34	34	34	34
	<i>Responsiveness (X3)</i>	34	34	34	34	34	34
	<i>Assurance (X4)</i>	34	34	34	34	34	34
	<i>Empathy (X5)</i>	34	34	34	34	34	34

Variables Entered/Removed <sup>a</sup>			
Model	Variables Entered	Variables Removed	Method
1	<i>Tangible (X1), Reability (X2), Responsiveness (X3), Assurance (X4) dan Empathy (X5)</i>		Enter
a. Dependent Variable: Y			
b. All requested variables entered.			

Model Summary <sup>b</sup>									
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.993 <sup>a</sup>	.986	.984	.30758	.986	401.095	5	28	.000
a. Predictors: (Constant), X5, X3, X4, X2, X1									
b. Dependent Variable: Y									

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	189.733	5	37.947	401.095	.000 <sup>b</sup>
	Residual	2.649	28	.095		
	Total	192.382	33			
a. Dependent Variable: Y						
b. Predictors: (Constant), X5, X3, X4, X2, X1						

Coefficients <sup>a</sup>											
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics		
	B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF	
1	(Constant)	4.517	.885		5.104	.000					
	X1	.259	.082	.219	3.135	.004	.958	.510	.070	.101	9.886
	X2	.519	.087	.396	5.966	.000	.969	.748	.132	.112	8.967
	X3	.270	.104	.117	2.604	.015	.880	.442	.058	.243	4.122
	X4	.236	.102	.123	2.310	.028	.920	.400	.051	.173	5.794
	X5	.157	.046	.189	3.428	.002	.931	.544	.076	.162	6.192

a. Dependent Variable: Y

Collinearity Diagnostics <sup>a</sup>									
Model	Dimension	Eigenvalue	Condition Index	Variance Proportions					
				(Constant)	X1	X2	X3	X4	X5
1	1	5.980	1.000	.00	.00	.00	.00	.00	.00
	2	.014	20.861	.14	.00	.04	.01	.00	.03
	3	.003	47.730	.00	.01	.31	.00	.01	.72
	4	.001	64.192	.39	.28	.00	.27	.25	.01
	5	.001	72.451	.04	.12	.28	.26	.67	.03
	6	.001	82.830	.43	.58	.37	.46	.07	.21

a. Dependent Variable: Y

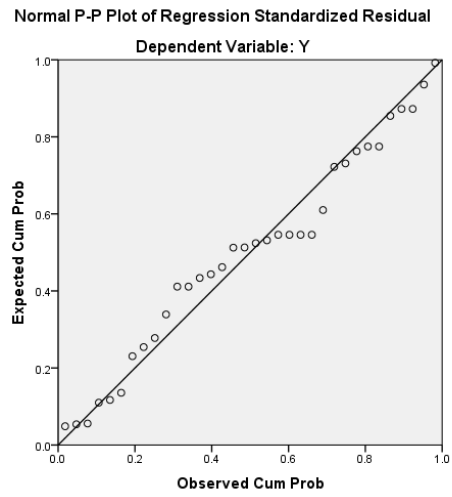
Residuals Statistics <sup>a</sup>					
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	11.9814	19.9646	16.4412	2.39781	34
Std. Predicted Value	-1.860	1.469	.000	1.000	34
Standard Error of Predicted Value	.081	.180	.126	.030	34
Adjusted Predicted Value	11.9717	19.9605	16.4474	2.40018	34
Residual	-.51003	.74064	.00000	.28333	34
Std. Residual	-1.658	2.408	.000	.921	34
Stud. Residual	-1.969	2.546	-.009	1.022	34
Deleted Residual	-.74086	.82820	-.00618	.35038	34
Stud. Deleted Residual	-2.083	2.852	-.006	1.067	34
Mahal. Distance	1.338	10.393	4.853	2.761	34
Cook's Distance	.000	.321	.041	.072	34
Centered Leverage Value	.041	.315	.147	.084	34

a. Dependent Variable: Y

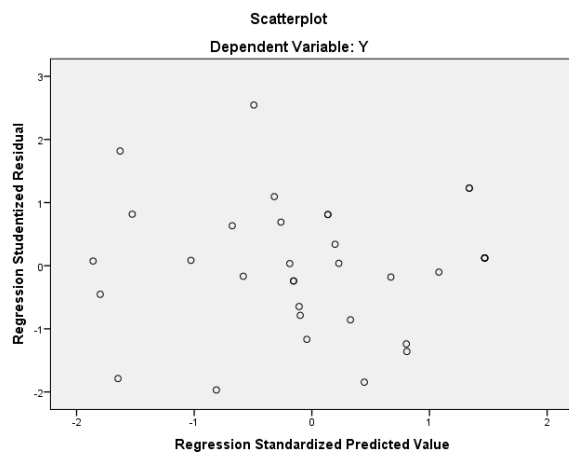
### Hasil Uji Regresi Linier Berganda

Variabel Bebas	Koefisien	Sig	Koefisien Korelasi	R <sup>2</sup>
<i>Tangible</i>	0,259	0,004	0,510	0,260
<i>Reliability</i>	0,519	0,000	0,748	0,559
<i>Responsiveness</i>	0,270	0,015	0,442	0,195
<i>Assurance</i>	0,236	0,028	0,400	0,160
<i>Empathy</i>	0,157	0,002	0,544	0,295
Konstanta	4,517			
Sig. F	0,000			
R	0,993			
R <sup>2</sup>	0,986			

## Uji Normalitas



## Uji Heteroskedastisitas



## RIWAYAT HIDUP



Zephyr Van De Virginanda di Singaraja pada tanggal 04 September 2000. Penulis lahir dari pasangan suami istri Gede Addy Budianan dan Ida Ayu Komang Widara. Penulis berkebangsaan Indonesia dan Beragama Hindu. Penulis Beralamat di Jln. Parikesit No. 129A Banjar Tegal, Kabupaten Buleleng, Provinsi Bali. Penulis menyelesaikan pendidikan dasar di SD Negeri 1 Banjar Tegal dan lulus pada tahun 2013. Kemudian penulis melanjutkan di SMP Negeri 6 Singaraja dan lulus pada tahun 2016. Pada tahun 2019 penulis lulus dari SMA Negeri 2 Singaraja dan melanjutkan pendidikannya di Universitas Pendidikan Ganesha Jurusan Manajemen. Pada semester akhir 2023 penulis telah menyelesaikan skripsi yang berjudul “Pengaruh Kualitas Pelayanan Kesehatan terhadap Kepuasan Pasien Rawat Jalan pada Unit *Medical Check Up* (MCU) Rumah Sakit Umum Kertha Usada di Singaraja”

