



LAMPIRAN

KUESIONER

Kepada Responden yang terhormat,

Saya adalah mahasiswa Program Magister Manajemen Universitas Atma Jaya Yogyakarta yang sedang menyelesaikan penelitian mengenai “Persepsi konsumen terhadap tingkat kepentingan dan kinerja pelayanan di Rumah Sakit Panti Rapih Yogyakarta”. Saya sangat membutuhkan beberapa informasi dan opini saudara sebagai pasien/pengguna fasilitas dan pelayanan yang diberikan oleh Rumah Sakit Panti Rapih Yogyakarta.

Sehubungan dengan itu, saya berharap saudara berkenan meluangkan sedikit waktu untuk mengisi kuesioner ini. Jawaban yang saudara berikan dijamin kerahasiaannya dan merupakan bantuan yang tak ternilai harganya bagi penulis dalam melakukan penelitian ini. Untuk itu saya mengucapkan terima kasih atas waktu yang telah saudara luangkan.

Hormat saya,

Irine Diana Sari Wijayanti

I. DATA RESPONDEN (berilah tanda x sesuai dengan pernyataan saudara)

1. Usia anda saat ini : a. 17-30 tahun b. 31-50 tahun c. Diatas 51 tahun
2. Jenis Kelamin : a. Pria b. Wanita

II. KINERJA

Berikanlah tanda silang (X) mengenai pernyataan dibawah ini sesuai dengan pendapat saudara mengenai **tingkat kepuasan saudara terhadap kinerja pelayanan di Rumah Sakit Panti Rapih Yogyakarta.**

Keterangan :

SS = Sangat Setuju (5) S = Setuju (4) CS = Cukup Setuju (3)
KS = Kurang Setuju (2) TS = Tidak Setuju (1)

No	Pernyataan	SS	S	CS	KS	TS
A. Keterandalan/Reliability						
1	Ketepatan diagnosis dan terapi terhadap pasien	5	4	3	2	1
2	Pemberian obat yang tepat	5	4	3	2	1
3	Tersedianya waktu untuk konsultasi kesehatan pasien dengan dokter yang cukup	5	4	3	2	1
4	Waktu periksa sesuai dengan jadwal yang ada	5	4	3	2	1
5	Jika pasien mempunyai masalah administrasi, maka karyawan akan melayani dengan baik	5	4	3	2	1
B. Kesigapan/Responsiveness						
6	Paramedis (dokter/perawat) selalu siap bila diperlukan	5	4	3	2	1
7	Penanganan pasien yang cepat, tepat dan bersahabat	5	4	3	2	1
8	Perhatian terhadap keluhan pasien tinggi	5	4	3	2	1
9	Karyawan RS. Panti Rapih akan memberitahukan kapan permintaan kebutuhan pasien akan terlayani	5	4	3	2	1
10	Karyawan RS Panti Rapih tetap memiliki waktu untuk melayani pasien walaupun mereka sedang sibuk	5	4	3	2	1

C. Jaminan/Assurance						
11	Keramahan dan kesopanan yang diberikan dokter dan perawat baik	5	4	3	2	1
12	Keramahan dan kesopanan yang diberikan karyawan non medis (bagian pendaftaran, apoteker, kasir, satpam, petugas parkir, dan karyawan lain) baik	5	4	3	2	1
13	Ketrampilan serta pengetahuan yang baik dari dokter atau perawat dalam memberikan pelayanan	5	4	3	2	1
14	Reputasi dan prestasi rumah sakit baik	5	4	3	2	1
15	Keamanan selama didalam rumah sakit terjamin	5	4	3	2	1
D Empaty						
16	Kemudahan untuk menghubungi rumah sakit.	5	4	3	2	1
17	Kemudahan dalam melakukan pendaftaran, pemberian obat dan melakukan pembayaran	5	4	3	2	1
18	Komunikasi yang baik oleh dokter dan perawat kepada pasiennya	5	4	3	2	1
19	Kepedulian rumah sakit dalam peningkatan kualitas pelayanan	5	4	3	2	1
20	Jam Buka Poliklinik dan Jadwal Dokter tepat waktu dan sesuai	5	4	3	2	1
E. Nyata/Tangibles						
21	Fasilitas fisik, misalnya bangunan, pengaturan tataletak ruangan, kantor, taman, dll yang baik termasuk kebersihan dan kenyamanannya.	5	4	3	2	1
22	Fasilitas Pelayanan Medik yang baik, misalnya UGD, Poliklinik,	5	4	3	2	1

	ICU, Bangsal Rawat Inap					
23	Fasilitas penunjang medis, misalnya radiologi, fisioterapi, Apotek, laboratorium, dll di RS Panti Rapih yang lengkap	5	4	3	2	1
24	Penampilan staf medis maupun non medis terlihat rapi	5	4	3	2	1
25	Tersedianya tempat parkir yang memadai	5	4	3	2	1

III. TINGKAT KEPENTINGAN (HARAPAN)

Berikanlah tanda silang (X) mengenai pernyataan dibawah ini sesuai dengan pendapat saudara mengenai **tingkat kepentingan (harapan) dari pelayanan di Rumah Sakit Panti Rapih Yogyakarta:**

Keterangan :

SS = Sangat Setuju (5) PS = Setuju (4) CPn= Cukup Setuju (3)

KS = Kurang Setuju (2) TS = Tidak Setuju (1)

No	Pernyataan	SS	S	CS	KS	TS
A. Keterandalan/Reliability						
1	Rumah sakit yang baik seharusnya memberikan diagnosis dan terapi terhadap pasien tepat	5	4	3	2	1
2	Pemberian obat seharusnya tepat	5	4	3	2	1
3	Rumah sakit yang baik seharusnya menyediakan waktu untuk konsultasi kesehatan pasien dengan dokter yang cukup	5	4	3	2	1
4	Rumah Sakit yang baik seharusnya menepati waktu periksa sesuai dengan jadwal yang ada (tidak terlambat)	5	4	3	2	1
5	Jika pasien mempunyai masalah administrasi, maka karyawan seharusnya melayani dengan baik	5	4	3	2	1

B Kesigapan/Responsiveness						
6	Poliklinik yang baik seharusnya mempunyai tenaga Paramedis (dokter/perawat) selalu siap bila diperlukan	5	4	3	2	1
7	Penanganan pasien seharusnya cepat, tepat dan bersahabat	5	4	3	2	1
8	Perhatian terhadap keluhan pasien di Poliklinik seharusnya simpatik	5	4	3	2	1
9	Karyawan RS. Panti Rapih seharusnya memberitahukan kapan permintaan kebutuhan pasien akan terlayani	5	4	3	2	1
10	Karyawan RS Panti Rapih yang baik seharusnya tetap memiliki waktu untuk melayani pasien walaupun mereka sedang sibuk	5	4	3	2	1
C. Jaminan/Assurance						
11	Dokter dan perawat di rumah sakit yang baik seharusnya memberikan pelayanan dengan sopan dan ramah	5	4	3	2	1
12	Staf non medis, misalnya bagian pendaftaran, apoteker, kasir, satpam, petugas parkir di Poliklinik seharusnya memberikan pelayanan dengan ramah dan sopan.	5	4	3	2	1
13	Rumah sakit yang baik seharusnya mempunyai tenaga medis (dokter dan perawat) dengan ketrampilan dan pengetahuan yang tinggi	5	4	3	2	1
14	Rumah sakit yang baik seharusnya mempunyai reputasi dan prestasi yang baik	5	4	3	2	1
15	Keamanan selama didalam rumah sakit seharusnya selalu terjaga	5	4	3	2	1
D Empaty						
16	Rumah sakit yang baik seharusnya mudah untuk dihubungi	5	4	3	2	1

17	Rumah sakit yang baik seharusnya memberikan kemudahan dalam melakukan pendaftaran, pemberian obat dan melakukan pembayaran	5	4	3	2	1
18	Dokter dan perawat di suatu rumah sakit seharusnya dapat berkomunikasi dengan baik kepada pasiennya	5	4	3	2	1
19	Rumah sakit yang baik mempunyai kepedulian dalam peningkatan kualitas pelayanan yang berkelanjutan	5	4	3	2	1
20	Jam Buka Poliklinik dan Jadwal Dokter seharusnya tepat waktu dan sesuai	5	4	3	2	1
E. Nyata/Tangibles						
21	Rumah sakit yang baik seharusnya memiliki fasilitas fisik, misalnya bangunan, tataletak yang baik (kebersihan dan kenyamanan)	5	4	3	2	1
22	Rumah sakit yang baik seharusnya memiliki fasilitas Pelayanan Medik yang baik, misalnya UGD, Poliklinik, ICU, Bangsal Rawat Inap	5	4	3	2	1
23	Rumah sakit yang baik seharusnya memiliki kelengkapan fasilitas penunjang medis, misalnya radiologi, fisioterapi, Apotek, laboratorium, dll	5	4	3	2	1
24	Penampilan staf medis maupun non medis di suatu rumah sakit seharusnya terlihat rapi	5	4	3	2	1
25	Rumah sakit yang baik seharusnya ketersediaan tempat parkirnya memadai	5	4	3	2	1

DATA MENTAH KINERJA

No	16	17	18	19	20	21	22	23	24	25
1	4	4	3	4	4	4	4	4	4	4
2	4	4	4	4	4	4	4	4	4	4
3	3	4	4	4	4	4	4	4	4	4
4	5	5	5	4	4	3	4	4	3	4
5	3	3	3	3	3	4	4	4	4	4
6	2	2	3	3	3	3	1	3	3	3
7	4	4	3	3	3	3	3	4	3	3
8	5	4	3	3	2	4	5	4	4	3
9	4	3	4	3	5	4	3	5	4	4
10	2	3	3	3	3	3	4	4	2	3
11	4	4	4	4	3	4	4	4	4	3
12	4	4	4	4	4	5	5	5	4	3
13	5	5	4	5	4	3	4	5	4	3
14	4	4	4	3	4	5	5	5	3	2
15	3	3	4	3	3	4	4	5	4	3
16	3	3	3	3	3	4	3	4	3	2
17	3	3	3	3	3	4	3	3	3	3
18	3	3	3	3	3	3	3	3	3	2
19	3	3	3	4	4	4	4	4	4	3
20	4	3	4	4	4	4	3	4	3	2
21	4	4	3	3	3	4	4	4	4	3
22	4	4	3	4	4	3	4	4	4	4
23	3	3	3	4	4	4	4	4	4	4
24	3	4	3	4	4	4	4	4	4	4
25	3	2	3	3	4	4	4	4	3	2
26	3	3	5	3	5	5	5	4	3	3
27	4	3	4	3	4	5	5	5	4	4
28	5	4	5	4	5	4	4	4	4	3
29	4	4	4	4	4	4	4	4	4	4
30	4	4	4	4	4	4	5	5	4	4

DATA MENTAH KINERJA

No	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	4	5	4	4	3	3	3	4	4	4	4	4	4	4	4
2	4	5	3	4	4	4	4	4	4	4	4	4	4	4	4
3	4	4	5	3	5	3	4	4	4	3	4	4	4	4	4
4	4	5	4	4	4	4	4	3	3	3	4	5	4	3	4
5	3	4	3	4	2	3	3	2	4	2	4	3	3	4	4
6	3	4	4	3	2	3	3	2	2	2	3	3	3	3	3
7	2	4	3	2	2	2	2	2	3	3	3	2	2	3	4
8	3	3	2	4	2	4	5	4	4	3	2	2	3	4	4
9	3	4	2	5	2	3	2	3	4	2	3	3	5	3	5
10	4	3	4	4	4	3	5	4	3	3	3	4	4	3	4
11	4	4	3	4	4	4	3	3	4	3	3	4	3	4	4
12	4	4	4	3	2	3	3	3	3	3	4	3	4	4	4
13	5	5	4	5	4	5	5	4	4	4	5	4	5	5	5
14	3	4	3	4	4	4	4	3	3	2	5	3	3	4	5
15	4	3	2	3	2	2	3	3	3	2	3	2	4	2	5
16	4	3	2	2	2	2	3	3	2	2	3	3	4	3	3
17	3	3	3	3	2	3	2	2	3	2	3	2	3	3	3
18	4	3	3	4	2	4	4	4	3	4	4	3	4	4	4
19	4	3	2	4	4	4	4	3	4	3	4	2	4	4	4
20	4	3	2	4	4	4	4	3	4	3	4	2	4	4	4
21	3	4	2	1	2	2	2	2	3	2	3	3	3	3	4
22	3	3	2	3	3	4	3	3	2	2	3	3	3	3	4
23	4	4	4	4	3	3	3	4	5	5	4	4	4	4	4
24	3	3	2	3	3	4	3	3	2	2	3	3	3	3	4
25	5	4	3	3	3	4	4	3	3	3	4	3	4	4	5
26	5	5	5	4	4	4	5	5	4	3	4	3	4	4	4
27	5	4	4	4	4	4	5	4	4	3	4	4	5	4	4
28	5	4	3	3	3	3	5	4	4	4	3	3	4	4	4
29	4	4	3	4	3	4	3	4	5	4	4	3	4	5	4
30	3	4	3	3	3	4	4	3	4	3	3	3	4	4	5

Correlations^a

		TOT	KR1	KR2	KR3	KR4	KR5	KS6	KS7	KS8	KS9	KS10	KA11	KA12	KA13	KA14	KA15	KE16	KE17
TOT	Pearson Correlation	1.000	.594**	.603**	.461*	.596**	.585**	.633**	.605**	.750**	.661**	.639**	.637**	.543**	.550**	.722**	.458*	.535**	.484**
	Sig. (2-tailed)		.001	.000	.010	.001	.001	.000	.000	.000	.000	.000	.000	.002	.002	.000	.011	.002	.007
KR1	Pearson Correlation	.594**	1.000	.332	.431*	.344	.483**	.360	.641**	.674**	.329	.491**	.425*	.428*	.717**	.429*	.138	.079	-.077
	Sig. (2-tailed)	.001		.073	.017	.063	.007	.051	.000	.000	.076	.006	.019	.018	.000	.018	.466	.678	.685
KR2	Pearson Correlation	.603**	.332	1.000	.575**	.405*	.293	.275	.184	.296	.433*	.384*	.518**	.616**	.294	.427*	.203	.293	.371*
	Sig. (2-tailed)	.000	.073		.001	.026	.116	.142	.329	.112	.017	.036	.003	.000	.115	.019	.281	.116	.043
KR3	Pearson Correlation	.461*	.431*	.575**	1.000	.278	.303	.185	.352	.400*	.276	.485**	.482**	.534**	.250	.386*	-.081	-.082	.026
	Sig. (2-tailed)	.010	.017	.001		.136	.104	.329	.056	.029	.139	.007	.007	.002	.182	.035	.669	.667	.892
KR4	Pearson Correlation	.596**	.344	.405*	.278	1.000	.485**	.648**	.449*	.575**	.552**	.385*	.520**	.446*	.524**	.476**	.284	.119	.122
	Sig. (2-tailed)	.001	.063	.026	.136		.007	.000	.013	.001	.002	.035	.003	.014	.003	.008	.129	.531	.522
KR5	Pearson Correlation	.585**	.483**	.293	.303	.485**	1.000	.685**	.683**	.503**	.283	.247	.379*	.466**	.292	.359	.241	.244	.265
	Sig. (2-tailed)	.001	.007	.116	.104	.007		.000	.000	.005	.129	.188	.039	.009	.118	.051	.199	.193	.158
KS6	Pearson Correlation	.633**	.360	.275	.185	.648**	.685**	1.000	.598**	.468**	.268	.284	.502**	.337	.304	.607**	.292	.282	.276
	Sig. (2-tailed)	.000	.051	.142	.329	.000	.000		.000	.009	.152	.128	.005	.068	.102	.000	.117	.131	.140
KS7	Pearson Correlation	.605**	.641**	.184	.352	.449*	.683**	.598**	1.000	.699**	.245	.366*	.361	.293	.438*	.437*	.214	.186	.094
	Sig. (2-tailed)	.000	.000	.329	.056	.013	.000	.000		.000	.192	.047	.050	.116	.015	.016	.256	.326	.621
KS8	Pearson Correlation	.750**	.674**	.296	.400*	.575**	.503**	.468**	.699**	1.000	.513**	.666**	.384*	.392*	.580**	.521**	.176	.159	.164
	Sig. (2-tailed)	.000	.000	.112	.029	.001	.005	.009	.000		.004	.000	.036	.032	.001	.003	.351	.400	.385
KS9	Pearson Correlation	.661**	.329	.433*	.276	.552**	.283	.268	.245	.513**	1.000	.664**	.380*	.217	.395*	.679**	.285	.353	.177
	Sig. (2-tailed)	.000	.076	.017	.139	.002	.129	.152	.192	.004		.000	.039	.250	.031	.000	.127	.056	.349
KS10	Pearson Correlation	.639**	.491**	.384*	.485**	.385*	.247	.284	.366*	.666**	.664**	1.000	.437*	.410*	.366*	.665**	.097	.298	.257
	Sig. (2-tailed)	.000	.006	.036	.007	.035	.188	.128	.047	.000	.000		.016	.024	.047	.000	.611	.110	.170
KA11	Pearson Correlation	.637**	.425*	.518**	.482**	.520**	.379*	.502**	.361	.384*	.380*	.437*	1.000	.381*	.361*	.678**	.332	.220	.221
	Sig. (2-tailed)	.000	.019	.003	.007	.003	.039	.005	.050	.036	.039	.016		.038	.050	.000	.073	.242	.240
KA12	Pearson Correlation	.543**	.428*	.616**	.534**	.446*	.466**	.337	.293	.392*	.217	.410*	.381*	1.000	.423*	.265	.042	.105	.337
	Sig. (2-tailed)	.002	.018	.000	.002	.014	.009	.068	.116	.032	.250	.024	.038		.020	.157	.825	.582	.068
KA13	Pearson Correlation	.550**	.717**	.294	.250	.524**	.292	.304	.438*	.580**	.395*	.366*	.361*	.423*	1.000	.303	.346	.127	-.050
	Sig. (2-tailed)	.002	.000	.115	.182	.003	.118	.102	.015	.001	.031	.047	.050	.020		.103	.061	.502	.793
KA14	Pearson Correlation	.722**	.429*	.427*	.386*	.476**	.359	.607**	.437*	.521**	.679**	.665**	.678**	.265	.303	1.000	.198	.380*	.273
	Sig. (2-tailed)	.000	.018	.019	.035	.008	.051	.000	.016	.003	.000	.000	.000	.157	.103		.295	.038	.144
KA15	Pearson Correlation	.458*	.138	.203	-.081	.284	.241	.292	.214	.176	.285	.097	.332	.042	.346	.198	1.000	.319	.207
	Sig. (2-tailed)	.011	.466	.281	.669	.129	.199	.117	.256	.351	.127	.611	.073	.825	.061	.295		.086	.273
KE16	Pearson Correlation	.535**	.079	.293	-.082	.119	.244	.282	.186	.159	.353	.298	.220	.105	.127	.380*	.319	1.000	.751**
	Sig. (2-tailed)	.002	.678	.116	.667	.531	.193	.131	.326	.400	.056	.110	.242	.582	.502	.038	.086		.000

Correlations^a

		TOT	KR1	KR2	KR3	KR4	KR5	KS6	KS7	KS8	KS9	KS10	KA11	KA12	KA13	KA14	KA15	KE16	KE17
KE17	Pearson Correlation	.484**	-.077	.371*	.026	.122	.265	.276	.094	.164	.177	.257	.221	.337	-.050	.273	.207	.751**	1.000
	Sig. (2-tailed)	.007	.685	.043	.892	.522	.158	.140	.621	.385	.349	.170	.240	.068	.793	.144	.273	.000	.
KE18	Pearson Correlation	.649**	.476**	.488**	.325	.340	.417*	.303	.410*	.404*	.388*	.230	.310	.274	.429*	.275	.299	.480**	.378*
	Sig. (2-tailed)	.000	.008	.006	.080	.066	.022	.104	.024	.027	.034	.222	.095	.143	.018	.141	.109	.007	.039
KE19	Pearson Correlation	.594**	.308	.286	.199	.264	.377*	.545**	.275	.394*	.311	.634**	.426*	.434*	.169	.621**	.061	.455*	.653**
	Sig. (2-tailed)	.001	.098	.125	.293	.158	.040	.002	.142	.031	.094	.000	.019	.017	.372	.000	.751	.012	.000
KE20	Pearson Correlation	.606**	.438*	.421*	.306	.337	.225	.329	.207	.463**	.294	.355	.400*	.296	.540**	.345	.350	.225	.121
	Sig. (2-tailed)	.000	.016	.021	.100	.068	.233	.076	.272	.010	.114	.055	.029	.112	.002	.062	.058	.233	.524
KT21	Pearson Correlation	.429*	.315	.136	.073	.110	.133	.102	.216	.347	.299	.047	.336	-.038	.263	.331	.238	.063	-.109
	Sig. (2-tailed)	.018	.090	.475	.700	.564	.482	.590	.251	.060	.109	.805	.070	.842	.161	.074	.205	.740	.567
KT22	Pearson Correlation	.691**	.280	.155	.197	.166	.348	.337	.450*	.510**	.365*	.275	.372*	.191	.189	.421*	.469**	.399*	.425*
	Sig. (2-tailed)	.000	.135	.414	.297	.380	.059	.069	.013	.004	.048	.141	.043	.311	.318	.020	.009	.029	.019
KT23	Pearson Correlation	.560**	.151	.203	.062	.298	.234	.244	.232	.226	.315	.100	.360	.108	.442*	.223	.837**	.408*	.320
	Sig. (2-tailed)	.001	.426	.281	.747	.110	.214	.194	.217	.231	.090	.599	.051	.571	.014	.237	.000	.025	.085
KT24	Pearson Correlation	.424*	.016	.155	-.187	.144	-.257	.126	-.139	.172	.390*	.275	.078	.082	.159	.330	.246	.424*	.369*
	Sig. (2-tailed)	.019	.934	.414	.322	.446	.170	.506	.465	.365	.033	.141	.681	.667	.400	.075	.190	.020	.045
KT25	Pearson Correlation	.377*	-.084	.313	.154	.244	-.103	.045	-.096	.249	.288	.264	.003	.497**	.196	.111	.026	.150	.342
	Sig. (2-tailed)	.040	.660	.092	.416	.194	.586	.814	.614	.184	.123	.159	.989	.005	.298	.559	.892	.428	.065

Correlations^a

		KE18	KE19	KE20	KT21	KT22	KT23	KT24	KT25
TOT	Pearson Correlation	.649**	.594**	.606**	.429*	.691**	.560**	.424*	.377*
	Sig. (2-tailed)	.000	.001	.000	.018	.000	.001	.019	.040
KR1	Pearson Correlation	.476**	.308	.438*	.315	.280	.151	.016	-.084
	Sig. (2-tailed)	.008	.098	.016	.090	.135	.426	.934	.660
KR2	Pearson Correlation	.488**	.286	.421*	.136	.155	.203	.155	.313
	Sig. (2-tailed)	.006	.125	.021	.475	.414	.281	.414	.092
KR3	Pearson Correlation	.325	.199	.306	.073	.197	.062	-.187	.154
	Sig. (2-tailed)	.080	.293	.100	.700	.297	.747	.322	.416
KR4	Pearson Correlation	.340	.264	.337	.110	.166	.298	.144	.244
	Sig. (2-tailed)	.066	.158	.068	.564	.380	.110	.446	.194
KR5	Pearson Correlation	.417*	.377*	.225	.133	.348	.234	-.257	-.103
	Sig. (2-tailed)	.022	.040	.233	.482	.059	.214	.170	.586
KS6	Pearson Correlation	.303	.545**	.329	.102	.337	.244	.126	.045
	Sig. (2-tailed)	.104	.002	.076	.590	.069	.194	.506	.814
KS7	Pearson Correlation	.410*	.275	.207	.216	.450*	.232	-.139	-.096
	Sig. (2-tailed)	.024	.142	.272	.251	.013	.217	.465	.614
KS8	Pearson Correlation	.404*	.394*	.463**	.347	.510**	.226	.172	.249
	Sig. (2-tailed)	.027	.031	.010	.060	.004	.231	.365	.184
KS9	Pearson Correlation	.388*	.311	.294	.299	.365*	.315	.390*	.288
	Sig. (2-tailed)	.034	.094	.114	.109	.048	.090	.033	.123
KS10	Pearson Correlation	.230	.634**	.355	.047	.275	.100	.275	.264
	Sig. (2-tailed)	.222	.000	.055	.805	.141	.599	.141	.159
KA11	Pearson Correlation	.310	.426*	.400*	.336	.372*	.360	.078	.003
	Sig. (2-tailed)	.095	.019	.029	.070	.043	.051	.681	.989
KA12	Pearson Correlation	.274	.434*	.296	-.038	.191	.108	.082	.497**
	Sig. (2-tailed)	.143	.017	.112	.842	.311	.571	.667	.005
KA13	Pearson Correlation	.429*	.169	.540**	.263	.189	.442*	.159	.196
	Sig. (2-tailed)	.018	.372	.002	.161	.318	.014	.400	.298
KA14	Pearson Correlation	.275	.621**	.345	.331	.421*	.223	.330	.111
	Sig. (2-tailed)	.141	.000	.062	.074	.020	.237	.075	.559
KA15	Pearson Correlation	.299	.061	.350	.238	.469**	.837**	.246	.026
	Sig. (2-tailed)	.109	.751	.058	.205	.009	.000	.190	.892
KE16	Pearson Correlation	.480**	.455*	.225	.063	.399*	.408*	.424*	.150
	Sig. (2-tailed)	.007	.012	.233	.740	.029	.025	.020	.428

Correlations^a

		KE18	KE19	KE20	KT21	KT22	KT23	KT24	KT25
KE17	Pearson Correlation	.378*	.653**	.121	-.109	.425*	.320	.369*	.342
	Sig. (2-tailed)	.039	.000	.524	.567	.019	.085	.045	.065
KE18	Pearson Correlation	1.000	.225	.611**	.320	.351	.412*	.109	.126
	Sig. (2-tailed)	.	.233	.000	.085	.057	.024	.567	.506
KE19	Pearson Correlation	.225	1.000	.331	-.055	.353	.105	.353	.258
	Sig. (2-tailed)	.233	.	.074	.774	.056	.581	.056	.168
KE20	Pearson Correlation	.611**	.331	1.000	.331	.238	.361	.209	.277
	Sig. (2-tailed)	.000	.074	.	.074	.205	.050	.267	.139
KT21	Pearson Correlation	.320	-.055	.331	1.000	.585**	.437*	.282	-.023
	Sig. (2-tailed)	.085	.774	.074	.	.001	.016	.131	.902
KT22	Pearson Correlation	.351	.353	.238	.585**	1.000	.600**	.348	.207
	Sig. (2-tailed)	.057	.056	.205	.001	.	.000	.060	.271
KT23	Pearson Correlation	.412*	.105	.361	.437*	.600**	1.000	.386*	.171
	Sig. (2-tailed)	.024	.581	.050	.016	.000	.	.035	.365
KT24	Pearson Correlation	.109	.353	.209	.282	.348	.386*	1.000	.572**
	Sig. (2-tailed)	.567	.056	.267	.131	.060	.035	.	.001
KT25	Pearson Correlation	.126	.258	.277	-.023	.207	.171	.572**	1.000
	Sig. (2-tailed)	.506	.168	.139	.902	.271	.365	.001	.

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

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

a. Listwise N=30

Reliability Total Dimensi

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	KR1	3.7667	.7739	30.0
2.	KR2	3.9000	.7120	30.0
3.	KR3	3.0333	.8503	30.0
4.	KR4	3.6000	.9322	30.0
5.	KR5	2.9667	.8087	30.0
6.	KS6	3.4667	.7761	30.0
7.	KS7	3.5667	.9714	30.0
8.	KS8	3.2667	.7849	30.0
9.	KS9	3.4333	.8172	30.0
10.	KS10	2.9000	.8449	30.0
11.	KA11	3.5667	.6261	30.0
12.	KA12	3.1667	.7466	30.0
13.	KA13	3.7333	.6915	30.0
14.	KA14	3.6333	.6687	30.0
15.	KA15	4.1000	.5477	30.0
16.	KE16	3.6333	.8087	30.0
17.	KE17	3.5333	.7303	30.0
18.	KE18	3.6000	.6747	30.0
19.	KE19	3.4333	.7279	30.0
20.	KE20	3.7000	.7022	30.0
21.	KT21	3.9000	.6074	30.0
22.	KT22	3.9000	.8449	30.0
23.	KT23	4.1333	.5713	30.0
24.	KT24	3.6000	.5632	30.0
25.	KT25	3.2333	.7279	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	88.7667	118.8747	10.9030	25

Reliability Coefficients

N of Cases = 30.0

N of Items = 25

Alpha = .9191

Reliability

Dimensi Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	KR1	3.7667	.7739	30.0
2.	KR2	3.9000	.7120	30.0
3.	KR3	3.0333	.8503	30.0
4.	KR4	3.6000	.9322	30.0
5.	KR5	2.9667	.8087	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17.2667	8.5471	2.9235	5

Reliability Coefficients

N of Cases = 30.0 N of Items = 5

Alpha = .7598

Reliability

Dimensi Responsiveness

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	KS6	3.4667	.7761	30.0
2.	KS7	3.5667	.9714	30.0
3.	KS8	3.2667	.7849	30.0
4.	KS9	3.4333	.8172	30.0
5.	KS10	2.9000	.8449	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	16.6333	10.2402	3.2000	5

Reliability Coefficients

N of Cases = 30.0 N of Items = 5

Alpha = .8174

Reliability

Dimensi Assurance

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	KA11	3.5667	.6261	30.0
2.	KA12	3.1667	.7466	30.0
3.	KA13	3.7333	.6915	30.0
4.	KA14	3.6333	.6687	30.0
5.	KA15	4.1000	.5477	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	18.2000	5.0621	2.2499	5

Reliability Coefficients

N of Cases = 30.0 N of Items = 5

Alpha = .7130

Reliability

Dimensi Emphaty

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	KE16	3.6333	.8087	30.0
2.	KE17	3.5333	.7303	30.0
3.	KE18	3.6000	.6747	30.0
4.	KE19	3.4333	.7279	30.0
5.	KE20	3.7000	.7022	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17.9000	7.1966	2.6826	5

Reliability Coefficients

N of Cases = 30.0 N of Items = 5

Alpha = .7870

Reliability

Dimensi Tangible

***** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	KT21	3.9000	.6074	30.0
2.	KT22	3.9000	.8449	30.0
3.	KT23	4.1333	.5713	30.0
4.	KT24	3.6000	.5632	30.0
5.	KT25	3.2333	.7279	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	18.7667	5.3575	2.3146	5

Reliability Coefficients

N of Cases = 30.0 N of Items = 5

Alpha = .7236

DATA MENTAH HARAPAN

[illegible]

DATA MENTAH HARAPAN

[illegible]

Correlations^a

		TOT	HR1	HR2	HR3	HR4	HR5	HS6	HS7	HS8	HS9	HS10	HA11	HA12	HA13	HA14	HA15	HE16
TOT	Pearson Correlation Sig. (2-tailed)	1.000	.412*	.537**	.383*	.525**	.485**	.630**	.392*	.690**	.709**	.736**	.471**	.624**	.655**	.647**	.570**	.613**
HR1	Pearson Correlation Sig. (2-tailed)	.412*	1.000	.267	-.149	.021	.207	.067	.523**	.267	.171	.316	.267	.381*	.079	.089	.181	.161
HR2	Pearson Correlation Sig. (2-tailed)	.537**	.267	1.000	.683**	.456*	.271	.572**	.171	.841**	.336	.363*	.048	.161	.327	.321	.208	.315
HR3	Pearson Correlation Sig. (2-tailed)	.383*	-.149	.683**	1.000	.595**	.388*	.511**	-.175	.488**	.229	.265	.098	-.030	.388*	.418*	.183	.323
HR4	Pearson Correlation Sig. (2-tailed)	.525**	.021	.456*	.595**	1.000	.590**	.371*	-.037	.456*	.585**	.429*	.041	.141	.435*	.406*	.052	.389*
HR5	Pearson Correlation Sig. (2-tailed)	.485**	.207	.271	.388*	.590**	1.000	.334	-.061	.271	.604**	.478**	.000	.083	.244	.331	.253	.336
HS6	Pearson Correlation Sig. (2-tailed)	.630**	.067	.572**	.511**	.371*	.334	1.000	.211	.719**	.449*	.447*	.132	.131	.694**	.440*	.439*	.389*
HS7	Pearson Correlation Sig. (2-tailed)	.392*	.523**	.171	-.175	-.037	-.061	.211	1.000	.385*	.050	.198	.385*	.449*	.247	.170	.280	.071
HS8	Pearson Correlation Sig. (2-tailed)	.690**	.267	.841**	.488**	.456*	.271	.719**	.385*	1.000	.448*	.492**	.206	.308	.499**	.321	.208	.447*
HS9	Pearson Correlation Sig. (2-tailed)	.709**	.171	.336	.229	.585**	.604**	.449*	.050	.448*	1.000	.700**	.112	.242	.526**	.446*	.419*	.463**
HS10	Pearson Correlation Sig. (2-tailed)	.736**	.316	.363*	.265	.429*	.478**	.447*	.198	.492**	.700**	1.000	.104	.471**	.524**	.301	.533**	.257
HA11	Pearson Correlation Sig. (2-tailed)	.471**	.267	.048	.098	.041	.000	.132	.385*	.206	.112	.104	1.000	.602**	.155	.467**	.208	.447*
HA12	Pearson Correlation Sig. (2-tailed)	.624**	.381*	.161	-.030	.141	.083	.131	.449*	.308	.242	.471**	.602**	1.000	.313	.413*	.384*	.340
HA13	Pearson Correlation Sig. (2-tailed)	.655**	.079	.327	.388*	.435*	.244	.694**	.247	.499**	.526**	.524**	.155	.313	1.000	.516**	.515**	.455*
HA14	Pearson Correlation Sig. (2-tailed)	.647**	.089	.321	.418*	.406*	.331	.440*	.170	.321	.446*	.301	.467**	.413*	.516**	1.000	.627**	.434*
HA15	Pearson Correlation Sig. (2-tailed)	.570**	.181	.208	.183	.052	.253	.439*	.280	.208	.419*	.533**	.208	.384*	.515**	.627**	1.000	.147
HE16		.613**	.161	.315	.323	.389*	.336	.389*	.071	.447*	.463**	.257	.447*	.340	.455*	.434*	.147	.437

Correlations^a

		TOT	HR1	HR2	HR3	HR4	HR5	HS6	HS7	HS8	HS9	HS10	HA11	HA12	HA13	HA14	HA15	HE16
HE16	Pearson Correlation	.613**	.161	.315	.323	.389*	.336	.389*	.071	.447*	.463**	.257	.447*	.340	.455*	.434*	.147	1.000
	Sig. (2-tailed)	.000	.397	.090	.082	.034	.069	.034	.710	.013	.010	.170	.013	.066	.011	.016	.437	.
HE17	Pearson Correlation	.649**	.400*	.429*	.146	.373*	.304	.308	.257	.548**	.420*	.253	.310	.352	.232	.262	-.022	.670**
	Sig. (2-tailed)	.000	.028	.018	.440	.042	.102	.097	.171	.002	.021	.178	.096	.056	.217	.161	.907	.000
HE18	Pearson Correlation	.510**	.236	.154	.063	-.134	-.175	.238	.347	.309	.036	.168	.617**	.523**	.279	.520**	.289	.255
	Sig. (2-tailed)	.004	.210	.416	.740	.479	.354	.206	.061	.097	.849	.375	.000	.003	.136	.003	.122	.173
HE19	Pearson Correlation	.614**	.381*	.308	.150	.269	.083	.267	.449*	.455*	.242	.351	.308	.457*	.313	.279	.247	.219
	Sig. (2-tailed)	.000	.038	.097	.428	.151	.661	.154	.013	.012	.198	.057	.097	.011	.092	.136	.188	.246
HE20	Pearson Correlation	.759**	.134	.262	.299	.483**	.290	.503**	.223	.408*	.480**	.412*	.408*	.530**	.590**	.741**	.464**	.531**
	Sig. (2-tailed)	.000	.481	.161	.109	.007	.120	.005	.237	.025	.007	.024	.025	.003	.001	.000	.010	.003
HT21	Pearson Correlation	.584**	.236	.309	.253	.134	.219	.381*	-.069	.309	.472**	.671**	.309	.381*	.279	.378*	.433*	.255
	Sig. (2-tailed)	.001	.210	.097	.177	.479	.244	.038	.716	.097	.009	.000	.097	.038	.136	.039	.017	.173
HT22	Pearson Correlation	.495**	.196	.385*	.088	-.037	-.061	.211	.135	.385*	.201	.372*	.171	.449*	.247	.367*	.280	.248
	Sig. (2-tailed)	.005	.299	.036	.645	.845	.750	.263	.478	.036	.286	.043	.366	.013	.188	.046	.134	.187
HT23	Pearson Correlation	.531**	.111	.400*	.224	.190	.000	.269	.049	.400*	.256	.475**	.036	.235	.315	.301	.272	.241
	Sig. (2-tailed)	.003	.559	.028	.235	.314	1.000	.150	.797	.028	.171	.008	.849	.210	.090	.106	.146	.200
HT24	Pearson Correlation	.437*	.139	.013	-.133	.011	.148	.076	.164	.143	.337	.241	.273	.245	.089	.088	.341	.194
	Sig. (2-tailed)	.016	.463	.946	.482	.953	.435	.689	.387	.450	.069	.200	.144	.192	.639	.645	.065	.305
HT25	Pearson Correlation	.486**	.171	.112	.092	.098	.127	.138	.201	.112	.211	.335	.224	.345	.162	.137	.419*	.093
	Sig. (2-tailed)	.007	.366	.556	.630	.608	.503	.467	.286	.556	.264	.070	.234	.062	.393	.470	.021	.626

Correlations^a

		HE17	HE18	HE19	HE20	HT21	HT22	HT23	HT24	HT25
TOT	Pearson Correlation	.649**	.510**	.614**	.759**	.584**	.495**	.531**	.437*	.486**
	Sig. (2-tailed)	.000	.004	.000	.000	.001	.005	.003	.016	.007
HR1	Pearson Correlation	.400*	.236	.381*	.134	.236	.196	.111	.139	.171
	Sig. (2-tailed)	.028	.210	.038	.481	.210	.299	.559	.463	.366
HR2	Pearson Correlation	.429*	.154	.308	.262	.309	.385*	.400*	.013	.112
	Sig. (2-tailed)	.018	.416	.097	.161	.097	.036	.028	.946	.556
HR3	Pearson Correlation	.146	.063	.150	.299	.253	.088	.224	-.133	.092
	Sig. (2-tailed)	.440	.740	.428	.109	.177	.645	.235	.482	.630
HR4	Pearson Correlation	.373*	-.134	.269	.483**	.134	-.037	.190	.011	.098
	Sig. (2-tailed)	.042	.479	.151	.007	.479	.845	.314	.953	.608
HR5	Pearson Correlation	.304	-.175	.083	.290	.219	-.061	.000	.148	.127
	Sig. (2-tailed)	.102	.354	.661	.120	.244	.750	1.000	.435	.503
HS6	Pearson Correlation	.308	.238	.267	.503**	.381*	.211	.269	.076	.138
	Sig. (2-tailed)	.097	.206	.154	.005	.038	.263	.150	.689	.467
HS7	Pearson Correlation	.257	.347	.449*	.223	-.069	.135	.049	.164	.201
	Sig. (2-tailed)	.171	.061	.013	.237	.716	.478	.797	.387	.286
HS8	Pearson Correlation	.548**	.309	.455*	.408*	.309	.385*	.400*	.143	.112
	Sig. (2-tailed)	.002	.097	.012	.025	.097	.036	.028	.450	.556
HS9	Pearson Correlation	.420*	.036	.242	.480**	.472**	.201	.256	.337	.211
	Sig. (2-tailed)	.021	.849	.198	.007	.009	.286	.171	.069	.264
HS10	Pearson Correlation	.253	.168	.351	.412*	.671**	.372*	.475**	.241	.335
	Sig. (2-tailed)	.178	.375	.057	.024	.000	.043	.008	.200	.070
HA11	Pearson Correlation	.310	.617**	.308	.408*	.309	.171	.036	.273	.224
	Sig. (2-tailed)	.096	.000	.097	.025	.097	.366	.849	.144	.234
HA12	Pearson Correlation	.352	.523**	.457*	.530**	.381*	.449*	.235	.245	.345
	Sig. (2-tailed)	.056	.003	.011	.003	.038	.013	.210	.192	.062
HA13	Pearson Correlation	.232	.279	.313	.590**	.279	.247	.315	.089	.162
	Sig. (2-tailed)	.217	.136	.092	.001	.136	.188	.090	.639	.393
HA14	Pearson Correlation	.262	.520**	.279	.741**	.378*	.367*	.301	.088	.137
	Sig. (2-tailed)	.161	.003	.136	.000	.039	.046	.106	.645	.470
HA15	Pearson Correlation	-.022	.289	.247	.464**	.433*	.280	.272	.341	.419*
	Sig. (2-tailed)	.907	.122	.188	.010	.017	.134	.146	.065	.021

Correlations^a

		HE17	HE18	HE19	HE20	HT21	HT22	HT23	HT24	HT25
HE16	Pearson Correlation	.670**	.255	.219	.531**	.255	.248	.241	.194	.093
	Sig. (2-tailed)	.000	.173	.246	.003	.173	.187	.200	.305	.626
HE17	Pearson Correlation	1.000	.347	.462*	.394*	.231	.257	.327	.312	.252
	Sig. (2-tailed)	.	.060	.010	.031	.218	.171	.077	.093	.179
HE18	Pearson Correlation	.347	1.000	.523**	.472**	.400*	.555**	.530**	.169	.145
	Sig. (2-tailed)	.060	.	.003	.008	.029	.001	.003	.373	.444
HE19	Pearson Correlation	.462*	.523**	1.000	.530**	.095	.251	.404*	.245	.345
	Sig. (2-tailed)	.010	.003	.	.003	.617	.182	.027	.192	.062
HE20	Pearson Correlation	.394*	.472**	.530**	1.000	.331	.419*	.367*	.151	.377*
	Sig. (2-tailed)	.031	.008	.003	.	.074	.021	.046	.424	.040
HT21	Pearson Correlation	.231	.400*	.095	.331	1.000	.555**	.530**	.295	.254
	Sig. (2-tailed)	.218	.029	.617	.074	.	.001	.003	.113	.176
HT22	Pearson Correlation	.257	.555**	.251	.419*	.555**	1.000	.784**	.164	.201
	Sig. (2-tailed)	.171	.001	.182	.021	.001	.	.000	.387	.286
HT23	Pearson Correlation	.327	.530**	.404*	.367*	.530**	.784**	1.000	.209	.256
	Sig. (2-tailed)	.077	.003	.027	.046	.003	.000	.	.268	.171
HT24	Pearson Correlation	.312	.169	.245	.151	.295	.164	.209	1.000	.704**
	Sig. (2-tailed)	.093	.373	.192	.424	.113	.387	.268	.	.000
HT25	Pearson Correlation	.252	.145	.345	.377*	.254	.201	.256	.704**	1.000
	Sig. (2-tailed)	.179	.444	.062	.040	.176	.286	.171	.000	.

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

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

a. Listwise N=30

Reliability Total Dimensi

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	HR1	4.9000	.3051	30.0
2.	HR2	4.7000	.4661	30.0
3.	HR3	4.8333	.3790	30.0
4.	HR4	4.7000	.5350	30.0
5.	HR5	4.6667	.5467	30.0
6.	HS6	4.7667	.5040	30.0
7.	HS7	4.8667	.3457	30.0
8.	HS8	4.7000	.4661	30.0
9.	HS9	4.3333	.6609	30.0
10.	HS10	4.5333	.5713	30.0
11.	HA11	4.7000	.4661	30.0
12.	HA12	4.5667	.5040	30.0
13.	HA13	4.7667	.4302	30.0
14.	HA14	4.4667	.5074	30.0
15.	HA15	4.6000	.4983	30.0
16.	HE16	4.6000	.5632	30.0
17.	HE17	4.4000	.6215	30.0
18.	HE18	4.6667	.4795	30.0
19.	HE19	4.5667	.5040	30.0
20.	HE20	4.5333	.5074	30.0
21.	HT21	4.6667	.4795	30.0
22.	HT22	4.8667	.3457	30.0
23.	HT23	4.8000	.4068	30.0
24.	HT24	4.2333	.5683	30.0
25.	HT25	4.3333	.6609	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	115.7667	50.8057	7.1278	25

Reliability Coefficients

N of Cases = 30.0

N of Items = 25

Alpha = .9130

Reliability

Dimensi Reliability

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	HR1	4.9000	.3051	30.0
2.	HR2	4.7000	.4661	30.0
3.	HR3	4.8333	.3790	30.0
4.	HR4	4.7000	.5350	30.0
5.	HR5	4.6667	.5467	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	23.8000	2.5103	1.5844	5

Reliability Coefficients

N of Cases = 30.0

N of Items = 5

Alpha = .7326

Reliability

Dimensi Responsiveness

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	HS6	4.7667	.5040	30.0
2.	HS7	4.8667	.3457	30.0
3.	HS8	4.7000	.4661	30.0
4.	HS9	4.3333	.6609	30.0
5.	HS10	4.5333	.5713	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	23.2000	3.6138	1.9010	5

Reliability Coefficients

N of Cases = 30.0

N of Items = 5

Alpha = .7816

Reliability

Dimensi Assurance

***** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	HA11	4.7000	.4661	30.0
2.	HA12	4.5667	.5040	30.0
3.	HA13	4.7667	.4302	30.0
4.	HA14	4.4667	.5074	30.0
5.	HA15	4.6000	.4983	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	23.1000	3.1276	1.7685	5

Reliability Coefficients

N of Cases = 30.0 N of Items = 5

Alpha = .7856

Reliability
Dimensi Emphaty

***** Method 1 (space saver) will be used for this analysis *****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	HE16	4.6000	.5632	30.0
2.	HE17	4.4000	.6215	30.0
3.	HE18	4.6667	.4795	30.0
4.	HE19	4.5667	.5040	30.0
5.	HE20	4.5333	.5074	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	22.7667	3.9782	1.9945	5

Reliability Coefficients

N of Cases = 30.0 N of Items = 5

Alpha = .7960

Reliability *Dimensi Tangible*

***** Method 1 (space saver) will be used for this analysis *****

RELIABILITY ANALYSIS - SCALE (ALPHA)

		Mean	Std Dev	Cases
1.	HT21	4.6667	.4795	30.0
2.	HT22	4.8667	.3457	30.0
3.	HT23	4.8000	.4068	30.0
4.	HT24	4.2333	.5683	30.0
5.	HT25	4.3333	.6609	30.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	22.9000	3.1276	1.7685	5

Reliability Coefficients

N of Cases = 30.0 N of Items = 5

Alpha = .7405

TABEL HASIL KUESIONER KINERJA

Lampiran 6

No	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	4	5	4	4	3	3	3	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4
2	4	5	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
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4	4	5	4	4	4	4	4	3	3	3	4	5	4	3	4	5	5	5	4	4	3	4	4	3	4
5	3	4	3	4	2	3	3	2	4	2	4	3	3	4	4	3	3	3	3	3	4	4	4	4	4
6	3	4	4	3	2	3	3	2	2	2	3	3	3	3	3	2	2	3	3	3	3	1	3	3	3
7	2	4	3	2	2	2	2	2	3	3	3	2	2	3	4	4	4	3	3	3	3	3	4	3	3
8	3	3	2	4	2	4	5	4	4	3	2	2	3	4	4	5	4	3	3	2	4	5	4	4	3
9	3	4	2	5	2	3	2	3	4	2	3	3	5	3	5	4	3	4	3	5	4	3	5	4	4
10	4	3	4	4	4	3	5	4	3	3	3	4	4	3	4	2	3	3	3	3	3	4	4	2	3
11	4	4	3	4	4	4	3	3	4	3	3	4	3	4	4	4	4	4	4	3	4	4	4	4	3
12	4	4	4	3	2	3	3	3	3	3	4	3	4	4	4	4	4	4	4	4	5	5	5	4	3
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14	3	4	3	4	4	4	4	3	3	2	5	3	3	4	5	4	4	4	3	4	5	5	5	3	2
15	4	3	2	3	2	2	3	3	3	2	3	2	4	2	5	3	3	4	3	3	4	4	5	4	3
16	4	3	2	2	2	2	3	3	2	2	3	3	4	3	3	3	3	3	3	3	4	3	4	3	2
17	3	3	3	3	2	3	2	2	3	2	3	2	3	3	3	3	3	3	3	3	4	3	3	3	3
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19	4	3	2	4	4	4	4	3	4	3	4	2	4	4	4	3	3	3	4	4	4	4	4	4	3
20	4	3	2	4	4	4	4	3	4	3	4	2	4	4	4	4	3	4	4	4	4	3	4	3	2
21	3	4	2	1	2	2	2	2	3	2	3	3	3	3	4	4	4	3	3	3	4	4	4	4	3
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25	5	4	3	3	3	4	4	3	3	3	4	3	4	4	5	3	2	3	3	4	4	4	4	3	2
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40	5	4	5	5	5	5	5	4	4	5	5	4	4	5	5	4	4	5	5	5	5	4	5	5	4
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51	4	5	5	4	5	4	4	5	5	5	5	4	4	5	5	5	4	5	5	4	4	4	4	5	3
52	5	5	4	4	4	2	5	5	5	5	4	5	4	2	4	5	5	5	5	3	4	5	5	4	2
53	4	5	4	4	5	4	5	5	5	5	4	5	4	4	4	4	4	5	5	2	4	5	5	4	4

TABEL HASIL KUESIONER KINERJA

Lampiran 6

No	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
54	4	5	4	5	5	5	4	5	4	5	5	4	3	4	4	4	5	4	5	5	4	3	5	5	4
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59	5	4	4	4	5	5	5	5	5	5	4	4	4	5	5	5	4	5	4	4	5	5	4	5	4
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62	5	5	4	5	5	5	5	4	3	4	5	5	4	5	4	4	5	4	5	5	4	4	4	3	2
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91	5	4	4	3	5	4	4	4	4	5	4	4	4	4	5	4	4	4	4	4	4	5	5	3	4
92	5	4	5	4	5	4	4	4	5	4	4	4	5	4	5	4	4	4	4	2	4	5	5	4	4
93	5	4	4	4	5	4	4	4	4	5	4	4	4	5	5	2	4	4	4	4	4	4	5	4	3
94	2	3	4	3	5	4	4	4	4	4	4	5	3	5	5	4	4	4	5	4	4	4	5	4	4
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96	4	4	4	4	5	4	4	4	4	4	3	5	4	4	5	4	4	4	4	4	4	4	4	4	4
97	5	4	4	4	4	4	4	4	4	4	4	5	3	2	5	4	4	4	5	4	4	4	4	3	4
98	4	4	4	4	3	4	4	4	4	4	4	5	4	4	5	4	4	4	5	4	4	4	5	4	4
99	4	4	3	4	3	4	4	4	3	4	4	4	4	4	5	4	4	4	5	4	4	4	5	4	4
100	3	4	3	4	4	4	4	4	4	4	4	4	3	4	5	4	4	4	5	4	4	5	5	4	4

TABEL HASIL KUESIONER HARAPAN

Lampiran 6

No	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	5	4	5	5	5	5	5	4	4	5	5	5	5	5	5	4	4	5	5	5	5	5	5	4	5
2	5	5	5	4	5	5	5	5	4	5	5	5	5	4	5	5	5	5	5	4	5	5	5	5	5
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Nomor : Rapih/Masa-Umum/0902/L.780

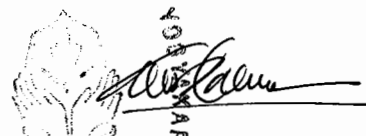
Yang bertanda tangan di bawah ini Direktur Rumah Sakit Panti Rapih Yogyakarta, menerangkan dengan sesungguhnya bahwa mahasiswa tersebut di bawah ini :

Nama : Irene Diana Sari Wijayanti
NIM : 01.693/PS/MM
Lembaga : Program Pasca Sarjana
Program Studi Magister Manajemen
Universitas Gadjah Mada Yogyakarta

Telah selesai melaksanakan Praktek Kerja Lapangan di Rumah Sakit Panti Rapih Yogyakarta pada bulan September 2002, dengan judul "*Persepsi Konsumen Terhadap Tingkat Kepentingan dan Kinerja Pelayanan Di Rumah Sakit Panti Rapih*"

Demikian surat keterangan ini dikeluarkan, agar dapat diketahui dan dipergunakan sebagaimana mestinya.

Yogyakarta, 10 September 2002

Direktur.

Dr. St. Aris Haliman, MPH
*JL. CIK DITIRO 30

c.c/m.s.

