

## Lampiran I

### KUESIONER

Petunjuk pengisian:

1. Isilah titik-titik di bawah ini
2. Berikanlah penilaian saudara/I dengan memberikan tanda (√) pada kolom yang tersedia dengan panduan penilaian sebagai berikut:  
SS : Sangat Setuju  
S : Setuju  
N : Normal  
TS : Tidak Setuju  
STS : Sangat Tidak Setuju

#### I. IDENTITAS

Usia :

- 20-29 Tahun  
 30-39 Tahun  
 40-49 Tahun  
 >50 Tahun

Jenis Kelamin :

- Laki-Laki  
 Perempuan

Pendidikan:

- SD  
 SLTP  
 SLTA  
 D3  
 S1

#### II. PERNYATAAN

##### 1. Kepuasan Pasien

No	Pernyataan	STS	TS	N	S	SS
1	Kualitas pelayanan yang diberikan Tenaga Kesehatan IGD sesuai					

	dengan harapan pasien					
2	Prosedur pasien IGD mudah dimengerti					
3	Peralatan alat kesehatan IGD yang digunakan masih layak pakai					
4	Bila memerlukan pelayanan kesehatan IGD saya akan berobat lagi ke Rumah sakit Bhayangkara					
5	Tenaga kesehatan IGD mampu berkomunikasi baik pada pasien dan keluarga					

## 2. Kualitas Pelayanan

### a. *Reliability* (Kehandalan) Tenaga Kesehatan IGD RS Bhayangkara

No	Pernyataan	SS	S	N	TS	STS
1	Tenaga Kesehatan IGD memberikan pelayanan yang dijanjikan dengan (efisien)					
2	Hasil pelayanan yang diberikan tenaga kesehatan IGD akurat					
3	Tenaga kesehatan IGD mampu menjalankan tugasnya dengan baik					
4	Pelayanan tenaga kesehatan IGD dilakukan dengan segera					
5	Prosedur administrasi berlangsung teratur					

	dengan baik					
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**b. *Responsiveness* (Ketanggapan) Tenaga Kesehatan IGD Bhayangkara**

No	Pernyataan	SS	S	N	TS	STS
1	Tenaga Kesehatan memberikan tanggapan yang baik sesuai keinginan pasien					
2	Tenaga Kesehatan IGD bersedia mendengarkan keluhan yang dirasakan pasien					
3	Tenaga Kesehatan IGD mudah ditemui					
4	Tenaga kesehatan IGD memberikan tindakan yang cepat pada saat pasien membutuhkan sesuatu					
5	Tenaga kesehatan melakukan tindakan medis dengan segera					

**c. *Assurance* (Jaminan) Tenaga Kesehatan IGD RS Bhayangkara**

No	Pernyataan	SS	S	N	TS	STS
1	Tenaga Kesehatan IGD mampu memberikan pelayanan sesuai dengan kewajibannya					
2	Tenaga Kesehatan IGD mampu memberikan informasi tentang penanganan medis					
3	Tenaga Kesehatan IGD tulus dalam melayani pasien sehingga dapat menimbulkan kepercayaan kepada pasien					
4	Biaya administrasi rumah sakit Bhayangkara Lampung sesuai dengan pelayanan yang					

	diterima					
5	Tenaga kesehatan IGD memiliki sikap dapat dipercaya					

**d. *Empathy* (Empati) Tenaga Kesehatan IGD RS Bhayangkara**

<b>No</b>	<b>Pernyataan</b>	<b>SS</b>	<b>S</b>	<b>N</b>	<b>TS</b>	<b>STS</b>
1	Tenaga Kesehatan IGD mudah berkomunikasi dengan pasien					
2	Tenaga Kesehatan IGD peduli terhadap pasien dan keluarga					
3	Tenaga Kesehatan IGD mampu melakukan pendekatan dengan memahami keluhan pasien					
4	Tenaga IGD tidak membiarkan pasien menunggu lama					
5	Tenaga kesehatan IGD segera melakukan tindakan bila keadaan darurat					

## Lampiran II (Hasil Jawaban Responden)

No	RL 1	RL 2	RL 3	RL 4	RL 5	RL	RS 1	RS 2	RS 3	RS 4	RS 5	RS	AS 1	AS 2	AS 3	AS 4	AS 5	AS	EM 1	EM 2	EM 3	EM 4	EM 5	EM	KP 1	KP 2	KP 3	KP 4	KP 5	KP
1	4	5	5	2	2	18	4	4	3	4	3	18	5	5	3	3	2	18	5	5	5	3	2	20	5	5	5	5	5	25
2	4	4	5	5	4	22	5	5	5	3	2	20	5	3	3	4	3	18	5	5	5	4	5	24	4	5	5	5	5	24
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### Lampiran III (Hasil Uji Frekuensi)

#### Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
>50 Tahun	12	15.0	15.0	15.0
20-29 Tahun	15	18.8	18.8	33.8
Valid 30-39 Tahun	31	38.8	38.8	72.5
40-49 Tahun	22	27.5	27.5	100.0
Total	80	100.0	100.0	

#### Jenis\_Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Laki-Laki	40	50.0	50.0	50.0
Valid Perempuan	40	50.0	50.0	100.0
Total	80	100.0	100.0	

#### Pendidikan\_Terakhir

	Frequency	Percent	Valid Percent	Cumulative Percent
D3	16	20.0	20.0	20.0
S1	30	37.5	37.5	57.5
Valid SD	6	7.5	7.5	65.0
SLTA	18	22.5	22.5	87.5
SLTP	10	12.5	12.5	100.0
Total	80	100.0	100.0	

#### RL1

	Frequency	Percent	Valid Percent	Cumulative Percent
1	1	1.3	1.3	1.3
2	5	6.3	6.3	7.5
Valid 3	34	42.5	42.5	50.0
4	28	35.0	35.0	85.0
5	12	15.0	15.0	100.0
Total	80	100.0	100.0	

#### RL2

	Frequency	Percent	Valid Percent	Cumulative Percent
2	5	6.3	6.3	6.3
3	31	38.8	38.8	45.0
Valid 4	29	36.3	36.3	81.3
5	15	18.8	18.8	100.0
Total	80	100.0	100.0	

**RL3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.3	1.3	1.3
2	3	3.8	3.8	5.0
3	20	25.0	25.0	30.0
4	36	45.0	45.0	75.0
5	20	25.0	25.0	100.0
Total	80	100.0	100.0	

**RL4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	2.5	2.5	2.5
2	10	12.5	12.5	15.0
3	28	35.0	35.0	50.0
4	27	33.8	33.8	83.8
5	13	16.3	16.3	100.0
Total	80	100.0	100.0	

**RL5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.3	1.3	1.3
2	3	3.8	3.8	5.0
3	22	27.5	27.5	32.5
4	30	37.5	37.5	70.0
5	24	30.0	30.0	100.0
Total	80	100.0	100.0	

**RS1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	7	8.8	8.8	8.8
4	32	40.0	40.0	48.8
5	41	51.3	51.3	100.0
Total	80	100.0	100.0	

**RS2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	5	6.3	6.3	6.3
3	23	28.8	28.8	35.0
4	27	33.8	33.8	68.8
5	25	31.3	31.3	100.0
Total	80	100.0	100.0	

**RS3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	13	16.3	16.3	16.3
Valid 4	33	41.3	41.3	57.5
Valid 5	34	42.5	42.5	100.0
Total	80	100.0	100.0	

**RS4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	2.5	2.5	2.5
Valid 3	19	23.8	23.8	26.3
Valid 4	30	37.5	37.5	63.8
Valid 5	29	36.3	36.3	100.0
Total	80	100.0	100.0	

**RS5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.3	1.3	1.3
Valid 2	5	6.3	6.3	7.5
Valid 3	11	13.8	13.8	21.3
Valid 4	29	36.3	36.3	57.5
Valid 5	34	42.5	42.5	100.0
Total	80	100.0	100.0	

**AS1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	2	2.5	2.5	2.5
Valid 3	23	28.8	28.8	31.3
Valid 4	30	37.5	37.5	68.8
Valid 5	25	31.3	31.3	100.0
Total	80	100.0	100.0	

**AS2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	6	7.5	7.5	7.5
Valid 3	18	22.5	22.5	30.0
Valid 4	32	40.0	40.0	70.0
Valid 5	24	30.0	30.0	100.0
Total	80	100.0	100.0	

**AS3**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	2	2.5	2.5	2.5
2	5	6.3	6.3	8.8
Valid 3	26	32.5	32.5	41.3
4	28	35.0	35.0	76.3
5	19	23.8	23.8	100.0
Total	80	100.0	100.0	

**AS4**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	3	3.8	3.8	3.8
Valid 3	22	27.5	27.5	31.3
4	35	43.8	43.8	75.0
5	20	25.0	25.0	100.0
Total	80	100.0	100.0	

**AS5**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	7	8.8	8.8	8.8
Valid 3	25	31.3	31.3	40.0
4	36	45.0	45.0	85.0
5	12	15.0	15.0	100.0
Total	80	100.0	100.0	

**EM1**

	Frequency	Percent	Valid Percent	Cumulative Percent
1	4	5.0	5.0	5.0
Valid 2	24	30.0	30.0	35.0
3	29	36.3	36.3	71.3
4	9	11.3	11.3	82.5
5	14	17.5	17.5	100.0
Total	80	100.0	100.0	

**EM2**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	8	10.0	10.0	10.0
Valid 3	34	42.5	42.5	52.5
4	24	30.0	30.0	82.5
5	14	17.5	17.5	100.0
Total	80	100.0	100.0	

**EM3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	2.5	2.5	2.5
2	12	15.0	15.0	17.5
3	29	36.3	36.3	53.8
4	22	27.5	27.5	81.3
5	15	18.8	18.8	100.0
Total	80	100.0	100.0	

**EM4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.3	1.3	1.3
2	19	23.8	23.8	25.0
3	32	40.0	40.0	65.0
4	20	25.0	25.0	90.0
5	8	10.0	10.0	100.0
Total	80	100.0	100.0	

**EM5**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	6	7.5	7.5	7.5
3	22	27.5	27.5	35.0
4	30	37.5	37.5	72.5
5	22	27.5	27.5	100.0
Total	80	100.0	100.0	

**KP1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	1.3	1.3	1.3
2	2	2.5	2.5	3.8
3	15	18.8	18.8	22.5
4	33	41.3	41.3	63.8
5	29	36.3	36.3	100.0
Total	80	100.0	100.0	

**KP2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	2.5	2.5	2.5
2	5	6.3	6.3	8.8
3	21	26.3	26.3	35.0
4	20	25.0	25.0	60.0
5	32	40.0	40.0	100.0
Total	80	100.0	100.0	

**KP3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	1.3	1.3	1.3
3	12	15.0	15.0	16.3

4	28	35.0	35.0	51.3
5	39	48.8	48.8	100.0
Total	80	100.0	100.0	

**KP4**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	1	1.3	1.3	1.3
3	12	15.0	15.0	16.3
Valid 4	32	40.0	40.0	56.3
5	35	43.8	43.8	100.0
Total	80	100.0	100.0	

**KP5**

	Frequency	Percent	Valid Percent	Cumulative Percent
2	2	2.5	2.5	2.5
3	20	25.0	25.0	27.5
Valid 4	30	37.5	37.5	65.0
5	28	35.0	35.0	100.0
Total	80	100.0	100.0	

## Lampiran V (Hasil Uji Validitas Variabel)

		Correlations					
		RL1	RL2	RL3	RL4	RL5	Reliabilitas
RL1	Pearson Correlation	1	.576**	.687**	.444*	.641**	.850**
	Sig. (2-tailed)		.001	.000	.014	.000	.000
	N	30	30	30	30	30	30
RL2	Pearson Correlation	.576**	1	.702**	.449*	.482**	.820**
	Sig. (2-tailed)	.001		.000	.013	.007	.000
	N	30	30	30	30	30	30
RL3	Pearson Correlation	.687**	.702**	1	.464**	.460*	.851**
	Sig. (2-tailed)	.000	.000		.010	.011	.000
	N	30	30	30	30	30	30
RL4	Pearson Correlation	.444*	.449*	.464**	1	.276	.659**
	Sig. (2-tailed)	.014	.013	.010		.139	.000
	N	30	30	30	30	30	30
RL5	Pearson Correlation	.641**	.482**	.460*	.276	1	.740**
	Sig. (2-tailed)	.000	.007	.011	.139		.000
	N	30	30	30	30	30	30
Reliabilitas	Pearson Correlation	.850**	.820**	.851**	.659**	.740**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

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

**Correlations**

		RS1	RS2	RS3	RS4	RS5	Responsiveness
RS1	Pearson Correlation	1	.704**	.713**	.577**	.745**	.895**
	Sig. (2-tailed)		.000	.000	.001	.000	.000
	N	30	30	30	30	30	30
RS2	Pearson Correlation	.704**	1	.508**	.374*	.608**	.762**
	Sig. (2-tailed)	.000		.004	.042	.000	.000
	N	30	30	30	30	30	30
RS3	Pearson Correlation	.713**	.508**	1	.718**	.729**	.878**
	Sig. (2-tailed)	.000	.004		.000	.000	.000
	N	30	30	30	30	30	30
RS4	Pearson Correlation	.577**	.374*	.718**	1	.543**	.773**
	Sig. (2-tailed)	.001	.042	.000		.002	.000
	N	30	30	30	30	30	30
RS5	Pearson Correlation	.745**	.608**	.729**	.543**	1	.867**
	Sig. (2-tailed)	.000	.000	.000	.002		.000
	N	30	30	30	30	30	30
Responsiveness	Pearson Correlation	.895**	.762**	.878**	.773**	.867**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

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



**Correlations**

		AS1	AS2	AS3	AS4	AS5	Assurance
AS1	Pearson Correlation	1	.755**	.633**	.452*	.555**	.881**
	Sig. (2-tailed)		.000	.000	.012	.001	.000
	N	30	30	30	30	30	30
AS2	Pearson Correlation	.755**	1	.544**	.375*	.543**	.839**
	Sig. (2-tailed)	.000		.002	.041	.002	.000
	N	30	30	30	30	30	30
AS3	Pearson Correlation	.633**	.544**	1	.392*	.477**	.777**
	Sig. (2-tailed)	.000	.002		.032	.008	.000
	N	30	30	30	30	30	30
AS4	Pearson Correlation	.452*	.375*	.392*	1	.365*	.655**
	Sig. (2-tailed)	.012	.041	.032		.047	.000
	N	30	30	30	30	30	30
AS5	Pearson Correlation	.555**	.543**	.477**	.365*	1	.743**
	Sig. (2-tailed)	.001	.002	.008	.047		.000
	N	30	30	30	30	30	30
Assurance	Pearson Correlation	.881**	.839**	.777**	.655**	.743**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30

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

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

**Correlations**

		EM1	EM2	EM3	EM4	EM5	Empathy
EM1	Pearson Correlation	1	.400*	.264	.527**	.567**	.690**
	Sig. (2-tailed)		.029	.159	.003	.001	.000
	N	30	30	30	30	30	30
EM2	Pearson Correlation	.400*	1	.740**	.517**	.647**	.850**
	Sig. (2-tailed)	.029		.000	.003	.000	.000
	N	30	30	30	30	30	30
EM3	Pearson Correlation	.264	.740**	1	.423*	.445*	.742**
	Sig. (2-tailed)	.159	.000		.020	.014	.000
	N	30	30	30	30	30	30
EM4	Pearson Correlation	.527**	.517**	.423*	1	.546**	.772**
	Sig. (2-tailed)	.003	.003	.020		.002	.000
	N	30	30	30	30	30	30
EM5	Pearson Correlation	.567**	.647**	.445*	.546**	1	.836**
	Sig. (2-tailed)	.001	.000	.014	.002		.000
	N	30	30	30	30	30	30
Empathy	Pearson Correlation	.690**	.850**	.742**	.772**	.836**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	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).

**Correlations**

		KP1	KP2	KP3	KP4	KP5	Kepuasan
KP1	Pearson Correlation	1	.427*	.916**	.482**	.541**	.841**
	Sig. (2-tailed)		.019	.000	.007	.002	.000
	N	30	30	30	30	30	30
KP2	Pearson Correlation	.427*	1	.573**	.476**	.438*	.704**
	Sig. (2-tailed)	.019		.001	.008	.015	.000
	N	30	30	30	30	30	30
KP3	Pearson Correlation	.916**	.573**	1	.625**	.651**	.930**
	Sig. (2-tailed)	.000	.001		.000	.000	.000
	N	30	30	30	30	30	30
KP4	Pearson Correlation	.482**	.476**	.625**	1	.714**	.800**
	Sig. (2-tailed)	.007	.008	.000		.000	.000
	N	30	30	30	30	30	30
KP5	Pearson Correlation	.541**	.438*	.651**	.714**	1	.809**
	Sig. (2-tailed)	.002	.015	.000	.000		.000
	N	30	30	30	30	30	30
Kepuasan	Pearson Correlation	.841**	.704**	.930**	.800**	.809**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	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).

## Lampiran VI (Hasil Uji Reliabilitas Variabel)

### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.841	5

### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.891	5

### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
.840	5

**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.836	5

**Case Processing Summary**

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

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

**Reliability Statistics**

Cronbach's Alpha	N of Items
.874	5

**Lampiran VI (Hasil Uji Normalitas Variabel)**

**One-Sample Kolmogorov-Smirnov Test**

		Reliabilitas	Responsiveness	Assurance	Empathy	Kepuasan
N		80	80	80	80	80
Normal Parameters <sup>a,b</sup>	Mean	18.53	20.79	19.18	17.10	20.65
	Std. Deviation	2.501	2.276	2.718	3.585	2.900
Most Extreme Differences	Absolute	.104	.103	.105	.151	.104
	Positive	.100	.085	.105	.151	.078
	Negative	-.104	-.103	-.082	-.073	-.104
Kolmogorov-Smirnov Z		.933	.920	.937	1.350	.927
Asymp. Sig. (2-tailed)		.348	.366	.344	.052	.356

a. Test distribution is Normal.

b. Calculated from data.

## Lampiran VII (Hasil Uji Linearitas Variabel)

**ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan * Reliabilitas		(Combined)	213.376	12	17.781	2.643	.006
	Between	Linearity	169.908	1	169.908	25.251	.000
	Groups	Deviation from Linearity	43.468	11	3.952	.587	.833
		Within Groups	450.824	67	6.729		
		Total	664.200	79			

**ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan * Responsiveness		(Combined)	242.169	10	24.217	3.959	.000
	Between	Linearity	209.773	1	209.773	34.297	.000
	Groups	Deviation from Linearity	32.396	9	3.600	.589	.802
		Within Groups	422.031	69	6.116		
		Total	664.200	79			

**ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan * Assurance		(Combined)	277.509	11	25.228	4.436	.000
	Between	Linearity	218.281	1	218.281	38.385	.000
	Groups	Deviation from Linearity	59.228	10	5.923	1.042	.419
		Within Groups	386.691	68	5.687		
		Total	664.200	79			

**ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan * Empathy		(Combined)	289.128	13	22.241	3.914	.000
	Between	Linearity	179.431	1	179.431	31.574	.000
	Groups	Deviation from Linearity	109.697	12	9.141	1.609	.111
		Within Groups	375.072	66	5.683		
		Total	664.200	79			

## Lampiran VIII (Hasil Uji Regresi Berganda)

### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.730 <sup>a</sup>	.533	.508	2.034

a. Predictors: (Constant), Empathy, Reliabilitas, Responsiveness, Assurance

#### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.223	2.368		.094	.925
	Reliabilitas	.321	.103	.277	3.116	.003
	Responsiveness	.277	.128	.217	2.166	.033
	Assurance	.312	.108	.292	2.890	.005
	Empathy	.160	.076	.198	2.108	.038

a. Dependent Variable: Kepuasan

#### ANOVA<sup>a</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	353.908	4	88.477	21.386	.000 <sup>b</sup>
	Residual	310.292	75	4.137		
	Total	664.200	79			

a. Dependent Variable: Kepuasan

b. Predictors: (Constant), Empathy, Reliabilitas, Responsiveness, Assurance