

LAMPIRAN

LAMPIRAN 1: KUESIONER PENELITIAN



**PROGRAM STUDI MAGISTER MANAJEMEN
INSTITUT INFORMATIKA DAN BISNIS DARMAJAYA
BANDAR LAMPUNG**

Jalan Zainal Abidin Pagar Alam No.93 Bandar Lampung, Lampung 35142

Kuesioner Penelitian

**PERAN KUALITAS PELAYANAN, PERSEPSI HARGA, DAN
FASILITAS DALAM MEMPENGARUHI KEPUASAN PASIEN DI
TOTAL LIFE CLINIC SURABAYA**

Responden Yth,
Perkenalkan Saya
Nama : Fitri Isnaini
NPM : 2422311118P
Prodi : Magister Manajemen IIB Darmajaya

Saya adalah mahasiswa Program Magister Manajemen di IIB Darmajaya yang sedang menyelesaikan tugas akhir untuk meraih gelar S2. Saat ini, saya melakukan penelitian dengan judul **“Peran Kualitas Pelayanan, Persepsi Harga, dan Fasilitas dalam Mempengaruhi Kepuasan Pasien di Total Life Clinic Surabaya”**.

Saya sangat berharap Anda bersedia menjadi responden dalam penelitian ini. Mohon kesediaannya untuk mengisi kuesioner dengan jujur dan lengkap. Semua data yang Anda berikan akan dijaga kerahasiaannya dan hanya digunakan untuk keperluan penelitian.

Cara Pengisian Kuesioner:

Isilah kolom pertanyaan dengan memberikan tanda silang (✓) pada kolom pilihan jawaban yang paling tepat sesuai dengan kondisi Bpk. / Ibu/ Saudara(i) dalam lembar kuesioner yang telah disediakan.

Jawaban Pertanyaan	Skor
Sangat Setuju (SS)	5
Setuju (S)	4
Cukup Setuju (CS)	3
Tidak Setuju (TS)	2
Sangat Tidak Setuju (STS)	1

Atas perhatian dan kerja sama Bpk. / Ibu/ Saudara(i), saya mengucapkan terima kasih.

Fitri Isnaini

IDENTITAS RESPONDEN

Petunjuk Pengisian:

Beri tanda silang (X) pada huruf alternatif jawaban yang tersedia, yang sesuai dengan kondisi riil Anda.

1. Nama /Inisial:

2. Jenis Kelamin:

☐ Laki-laki

☐ Perempuan

3. Usia:

☐ ≤25 tahun

☐ 25 - 30 tahun

☐ 31 – 40 tahun

☐ > 40 tahun

4. Pekerjaan:

☐ ASN

☐ Karyawan Swasta

☐ Wiraswasta

☐ Lainnya

5. Frekuensi Berkunjung ke klinik:

☐ ≤ 3 kali

☐ > 3 kali

1) KUALITAS PELAYANAN (X1)

NO	PERNYATAAN	SS	S	CS	TS	STS
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		5	4	3	2	1
	Keandalan (<i>Reliability</i>)					
1	Petugas klinik memberikan layanan sesuai dengan prosedur yang dijanjikan.					
2	Saya menerima pelayanan secara konsisten dan tanpa kesalahan.					
	Daya Tanggap (<i>Responsiveness</i>)					
3	Petugas klinik cepat merespons keluhan atau pertanyaan saya.					
4	Saya merasa dilayani dengan sigap tanpa harus menunggu terlalu lama.					
	Jaminan (<i>Assurance</i>)					
5	Petugas klinik bersikap sopan dan profesional saat memberikan layanan.					
6	Saya merasa aman dan percaya terhadap kompetensi tenaga medis di klinik ini.					
	Empati (<i>Empathy</i>)					
7	Staf klinik memberikan perhatian yang tulus terhadap kebutuhan saya.					
8	Saya merasa diperlakukan secara ramah dan penuh kepedulian oleh petugas klinik					
	Bukti Fisik (<i>Tangibles</i>)					
9	Fasilitas dan ruangan di klinik ini bersih dan tertata dengan baik.					
10	Petugas klinik berpakaian rapi dan menggunakan atribut yang sesuai.					

Sumber: Mulyadi, 2021

2) PERSEPSI HARGA (X2)

NO	PERNYATAAN	SS	S	CS	TS	STS
		5	4	3	2	1
	Kewajaran Harga (<i>Price Fairness</i>)					

1	Harga layanan di Total Life Clinic Surabaya menurut saya sudah adil dan sesuai dengan kualitas yang diberikan.					
2	Saya merasa harga yang saya bayar di Total Life Clinic Surabaya masuk akal dibandingkan dengan klinik lain.					
	Keterjangkauan Harga (<i>Price Affordability</i>)					
3	Biaya pelayanan di Total Life Clinic Surabaya sesuai dengan kemampuan finansial saya.					
4	Saya merasa harga yang ditetapkan Total Life Clinic Surabaya tidak memberatkan saya secara ekonomi.					
	Harga sebagai Representasi Kualitas (<i>Price-Quality Relationship</i>)					
5	Harga yang saya bayar di Total Life Clinic Surabaya mencerminkan mutu layanan yang saya terima.					
6	Semakin tinggi harga layanan di Total Life Clinic Surabaya, semakin baik pula kualitas pelayanannya menurut saya.					
	Transparansi Harga (<i>Price Transparency</i>)					
7	Informasi mengenai harga layanan di Total Life Clinic Surabaya disampaikan dengan jelas sebelum saya menerima pelayanan.					
8	Saya mudah memahami rincian biaya yang harus saya bayar di Total Life Clinic Surabaya.					

Sumber: Kotler dan Amstrong (dalam Winasis dkk., 2022)

3) FASILITAS (X3)

NO	PERNYATAAN	SS	S	CS	TS	STS
		5	4	3	2	1
	Ketersediaan fasilitas fisik yang memadai					

1	Saya merasa fasilitas fisik di Total Life Clinic sudah cukup memadai untuk mendukung pelayanan kesehatan yang saya terima.					
2	Fasilitas fisik yang tersedia di klinik memudahkan saya dalam menjalani proses pemeriksaan dan pengobatan.					
	Kebersihan dan kerapian fasilitas					
3	Saya merasa fasilitas di klinik selalu dalam kondisi bersih dan rapi saat saya berkunjung.					
4	Kebersihan area pelayanan membuat saya merasa nyaman selama berada di Total Life Clinic.					
	Kenyamanan lingkungan pelayanan					
5	Lingkungan di Total Life Clinic terasa nyaman dan mendukung proses pengobatan saya.					
6	Suasana di klinik membuat saya betah dan tidak merasa terburu-buru saat menunggu pelayanan.					
	Kelengkapan peralatan dan teknologi					
7	Peralatan medis yang digunakan di Total Life Clinic lengkap dan modern.					
8	Teknologi yang digunakan di klinik membantu proses pelayanan kesehatan menjadi lebih cepat dan akurat.					
	Aksesibilitas dan kemudahan penggunaan fasilitas					
9	Saya mudah mengakses semua fasilitas yang disediakan di Total Life Clinic.					
10	Penggunaan fasilitas di klinik sangat praktis dan tidak menyulitkan pasien.					

Sumber: Riva'i dalam Khusnia Septi Nur Wahyudi (2024)

4) KEPUASAN PASIEN (Y)

NO	PERNYATAAN	SS	S	CS	TS	STS
		5	4	3	2	1
	Ketepatan Waktu Pelayanan					
1	Pelayanan di Total Life Clinic diberikan tepat waktu sesuai dengan jadwal yang dijanjikan.					

2	Saya merasa waktu tunggu untuk mendapatkan layanan di klinik ini sudah sesuai dan tidak terlalu lama.					
	Kualitas Komunikasi Tenaga Kesehatan					
3	Tenaga kesehatan di klinik menjelaskan prosedur dan pengobatan dengan jelas dan mudah dimengerti.					
4	Saya merasa tenaga kesehatan mendengarkan keluhan saya dengan baik dan memberikan jawaban yang memuaskan.					
	Sikap dan Keramahan Petugas					
5	Petugas di Total Life Clinic bersikap ramah dan sopan selama memberikan pelayanan.					
6	Saya merasa diperlakukan dengan baik dan penuh perhatian oleh seluruh staf klinik.					
	Kenyamanan Fasilitas					
7	Fasilitas yang tersedia di klinik membuat saya merasa nyaman selama proses perawatan.					
8	Lingkungan klinik bersih dan tertata sehingga menciptakan suasana yang menyenangkan bagi pasien.					
	Ketersediaan dan Kemudahan Memperoleh Layanan					
9	Layanan yang saya butuhkan selalu tersedia saat saya datang ke Total Life Clinic.					
10	Proses mendapatkan layanan di klinik ini mudah dan tidak memakan waktu lama.					
	Kepuasan terhadap Hasil Layanan					
11	Saya puas dengan hasil pengobatan atau perawatan yang saya terima di Total Life Clinic.					
12	Layanan yang diberikan telah memenuhi harapan saya sebagai pasien.					

Sumber: Pohan (dalam Rohmadoni, 2021)

LAMPIRAN 2: TABUALASI DATA

KUALITAS PELAYANAN (X1)											
NO	X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	TOTAL
1	f	4	3	4	5	3	4	5	4	4	36
2	5	5	4	2	3	5	2	3	3	5	37
3	2	4	4	2	4	2	2	3	4	4	31
4	2	3	4	4	4	2	4	5	4	1	33
5	3	4	4	3	4	3	3	4	4	3	35
6	4	4	5	4	4	4	4	4	4	4	41
7	3	4	3	3	4	3	3	5	5	4	37
8	4	4	4	4	5	4	4	4	3	4	40
9	4	5	4	3	4	4	3	4	4	5	40
10	2	2	4	3	4	2	3	3	4	5	32
11	2	4	4	2	4	2	2	3	4	4	31
12	4	4	4	4	4	4	4	5	4	4	41
13	3	4	5	5	4	3	5	4	4	4	41
14	4	4	4	4	5	4	4	4	5	4	42
15	3	4	4	2	3	3	2	4	4	3	32
16	4	5	4	3	5	4	3	4	4	5	41
17	3	4	4	4	4	3	4	4	4	4	38
18	3	4	4	4	4	3	4	4	4	4	38
19	2	4	4	4	4	2	4	4	4	2	34
20	4	4	3	5	4	4	5	4	5	4	42
21	5	4	4	5	4	5	5	5	3	4	44
22	4	4	4	5	4	4	5	4	5	5	44
23	2	3	4	5	4	2	5	5	4	3	37
24	3	4	4	3	4	3	3	2	4	5	35
25	4	4	4	4	5	4	4	5	4	4	42
26	4	4	4	4	4	4	4	5	4	4	41
27	4	4	4	2	4	4	2	3	4	4	35
28	5	4	4	4	4	5	4	5	4	4	43
29	5	4	4	5	4	5	5	5	4	4	45
30	3	4	5	3	5	3	3	4	4	4	38
31	5	4	5	4	5	5	4	5	5	4	46
32	3	4	3	3	5	3	3	4	4	4	36
33	4	3	4	4	3	4	4	5	4	3	38
34	4	5	4	2	4	4	5	5	4	4	41
35	2	3	5	4	4	2	4	5	4	5	38
36	4	4	5	2	4	4	5	5	5	5	43
37	5	3	5	4	4	5	4	5	5	5	45
38	3	5	4	3	5	3	3	5	5	5	41
39	4	5	5	2	4	4	2	4	3	3	36
40	3	5	3	2	5	3	2	5	4	5	37
41	4	4	4	2	4	4	2	3	4	5	36
42	2	5	4	3	4	2	3	4	4	2	33
43	4	3	3	4	2	4	4	4	4	5	37
44	4	4	3	3	4	4	3	4	5	4	38
45	4	4	5	3	4	4	3	5	4	5	41
46	3	3	3	3	3	3	3	4	5	5	35
47	3	3	5	2	3	3	2	4	4	5	34
48	2	5	3	5	5	2	5	4	4	5	40
49	2	3	4	3	5	2	3	4	2	5	33
50	3	5	4	5	5	3	5	4	4	5	43
51	4	5	4	3	4	4	3	5	4	4	40
52	3	4	3	4	5	3	4	4	3	5	38
53	3	4	5	4	5	3	4	4	3	5	40
54	3	4	5	5	5	3	5	5	5	5	45
55	2	3	4	2	3	2	2	4	5	4	31
56	5	5	5	4	5	5	4	5	5	4	47
57	3	5	4	3	3	3	3	5	4	4	37
58	5	4	3	4	3	5	4	5	5	5	43
59	3	5	5	3	5	3	3	5	5	4	41
60	4	4	3	4	3	4	4	5	5	5	41
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62	5	5	4	3	5	5	5	5	5	5	47
63	2	3	3	5	5	2	5	5	3	4	37
64	4	5	4	4	3	4	2	4	3	5	38
65	3	4	3	4	5	3	4	4	5	5	40
66	4	3	5	5	5	4	4	5	3	2	40
67	3	4	2	4	2	3	3	2	4	5	32
68	4	3	5	5	3	4	2	3	5	5	39
69	2	2	3	4	2	5	2	2	5	4	31
70	4	5	5	4	5	2	4	5	3	4	41
71	3	4	3	4	3	3	3	4	5	3	35
72	5	4	5	4	5	5	5	4	5	3	45
73	3	3	5	4	3	3	5	5	2	2	35
74	3	4	4	4	3	5	3	5	3	4	38
75	3	3	3	3	4	5	4	4	5	2	37
76	2	2	3	4	3	3	5	4	5	3	34
77	3	3	5	2	3	4	4	3	3	4	34
78	5	5	3	5	4	4	4	4	5	5	44
79	3	3	3	3	4	3	5	4	3	3	34
80	3	3	5	3	5	5	5	4	3	2	38
81	5	5	4	4	5	5	3	5	5	5	46
82	3	3	3	5	4	2	2	3	3	3	31
83	3	4	3	4	4	4	4	4	2	4	36
84	4	4	4	3	3	4	3	3	4	4	36
	3,45	3,94	3,98	3,62	4,05	3,52	3,62	4,21	4,01	4,11	

PERSEPSI HARGA (X2)									
NO	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	TOTAL
1	3	4	4	3	4	3	4	3	28
2	5	5	5	5	5	5	5	2	37
3	2	4	4	2	4	2	4	5	27
4	2	3	3	2	3	2	3	3	21
5	3	4	4	3	4	3	4	5	30
6	4	4	4	4	4	4	4	5	33
7	3	4	4	3	4	3	4	2	27
8	4	4	4	4	4	4	4	3	31
9	4	5	5	4	5	4	5	2	34
10	2	3	3	2	2	2	2	5	21
11	2	4	4	2	4	2	4	3	25
12	4	4	4	4	4	4	4	5	33
13	3	4	4	3	4	3	4	5	30
14	4	4	4	4	4	4	4	2	30
15	3	4	4	3	4	3	4	5	30
16	4	5	5	4	5	4	5	4	36
17	3	4	4	3	4	3	4	3	28
18	3	4	4	3	4	3	4	3	28
19	2	4	4	2	4	2	4	1	23
20	4	4	4	4	4	4	4	3	31
21	5	4	4	5	4	5	4	3	34
22	4	5	4	4	4	4	4	5	34
23	2	3	3	2	3	2	3	4	22
24	3	5	4	3	4	3	4	5	31
25	4	4	4	4	4	4	4	3	31
26	4	4	4	4	4	4	4	5	33
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28	5	4	4	5	4	5	4	3	34
29	5	4	4	5	4	5	4	5	36
30	5	4	4	5	4	3	4	3	32
31	5	4	4	5	4	5	4	4	35
32	3	4	4	3	4	3	4	1	26
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37	5	4	4	5	3	5	3	3	32
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40	3	5	5	3	5	3	5	5	34
41	4	3	4	4	4	4	4	3	30
42	2	4	5	2	5	2	5	4	29
43	4	4	3	4	3	4	3	5	30
44	2	4	4	2	4	4	4	3	27
45	4	4	4	4	4	4	4	3	31
46	3	5	3	3	3	3	3	4	27
47	2	4	3	2	3	3	3	3	23
48	2	5	5	2	5	2	5	5	31
49	2	4	3	2	3	2	3	3	22
50	3	4	5	3	5	3	5	4	32
51	4	2	3	4	5	4	5	4	31
52	3	4	4	3	4	3	4	4	29
53	3	4	4	3	4	3	4	5	30
54	3	3	4	3	4	3	4	4	28
55	2	3	3	2	3	2	3	4	22
56	5	5	5	5	5	5	5	4	39
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58	5	5	4	5	4	5	4	4	36
59	3	4	5	3	5	3	5	5	33
60	4	5	4	4	4	4	4	4	33
61	4	5	3	4	5	4	5	4	34
62	5	5	5	5	5	5	5	5	40
63	2	3	3	2	4	2	3	4	23
64	4	5	5	4	5	4	5	5	37
65	3	3	4	3	5	3	4	5	30
66	4	3	3	4	5	4	3	5	31
67	3	5	4	3	5	3	4	5	32
68	4	3	3	4	5	4	3	5	31
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70	3	3	2	3	3	4	3	3	24
71	3	2	5	5	2	3	2	2	24
72	2	2	3	4	2	3	2	2	20
73	2	2	5	4	2	2	2	2	21
74	2	3	3	5	3	4	3	3	26
75	3	4	5	4	4	4	4	4	32
76	4	3	5	5	3	3	3	3	29
77	3	4	4	4	4	4	4	4	31
78	4	4	3	4	4	5	4	4	32
79	4	2	3	4	2	3	2	2	22
80	2	2	5	4	2	4	2	2	23
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82	4	3	4	4	3	3	3	3	27
83	3	4	4	4	4	4	4	4	31
84	4	3	4	3	3	4	3	3	27
	3,38	3,89	4,02	3,57	3,92	3,50	3,83	3,65	

FASILITAS (X3)											
NO	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	X3.8	X3.9	X3.10	TOTAL
1	3	3	3	3	4	3	3	2	3	4	31
2	4	5	4	5	5	3	3	2	5	5	41
3	4	2	3	2	4	3	4	3	2	4	31
4	3	2	2	2	3	4	3	4	2	3	28
5	4	3	3	3	4	3	4	3	3	4	34
6	3	4	5	4	4	4	4	4	4	4	40
7	4	3	5	3	4	4	4	4	3	2	36
8	5	4	5	4	4	4	3	2	5	4	40
9	5	4	5	4	5	3	3	2	4	5	40
10	3	2	3	2	3	5	2	4	2	4	30
11	4	2	3	2	4	2	4	3	2	3	29
12	3	4	5	4	4	4	4	4	4	4	40
13	4	3	4	3	4	4	3	3	3	4	35
14	5	4	4	4	4	4	4	4	4	4	41
15	4	3	5	3	4	5	4	4	3	4	39
16	4	4	4	4	5	4	4	4	4	5	42
17	3	3	4	3	4	4	5	5	3	4	38
18	4	3	3	3	4	4	5	5	3	4	38
19	4	2	3	2	4	3	2	2	2	3	27
20	5	4	5	4	4	5	5	5	4	4	45
21	4	5	4	5	4	2	1	3	5	4	37
22	4	4	4	4	5	4	4	4	4	5	42
23	2	2	4	2	3	4	4	4	2	3	30
24	4	3	4	3	5	4	2	2	3	5	35
25	5	4	4	4	4	4	4	4	4	4	41
26	4	4	4	4	4	5	5	5	4	5	44
27	4	4	4	4	4	2	3	3	4	4	36
28	4	5	4	5	4	4	4	4	5	4	43
29	4	5	5	5	4	4	3	3	5	4	42
30	5	5	4	3	4	4	4	4	2	3	38
31	5	5	5	5	4	4	2	2	5	4	41
32	4	3	2	3	4	5	4	5	3	2	35
33	4	4	5	4	5	4	2	2	4	3	37
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35	4	2	3	2	4	5	3	3	2	3	31
36	4	4	5	4	4	4	2	2	4	4	37
37	5	5	5	5	4	3	2	2	5	4	40
38	4	3	4	3	5	2	2	2	3	2	30
39	4	4	5	4	5	4	3	3	4	5	41
40	4	3	4	3	5	4	4	4	3	5	39
41	4	4	5	4	3	2	3	3	4	3	35
42	4	2	5	2	4	5	3	3	2	3	33
43	5	4	5	4	4	5	3	3	4	4	41
44	4	2	5	4	4	4	2	2	2	3	32
45	5	4	5	4	4	4	5	5	4	4	44
46	4	3	5	3	5	4	3	3	3	5	38
47	4	2	4	3	4	4	5	5	2	4	37
48	4	2	5	2	5	4	3	3	2	3	33
49	4	2	3	2	4	4	4	4	2	4	33
50	4	3	4	3	4	4	4	4	3	4	37
51	4	4	4	4	2	4	5	5	4	5	41
52	4	3	4	3	4	3	2	2	3	2	30
53	4	3	5	3	4	4	4	4	3	4	38
54	4	3	4	3	3	5	3	3	3	3	34
55	4	2	4	2	4	5	4	4	2	3	34
56	4	5	4	5	3	5	3	3	5	5	42
57	5	3	4	3	4	5	4	4	3	5	40
58	4	5	4	5	3	4	3	3	5	5	41
59	4	3	5	3	3	3	2	3	3	4	33
60	4	4	4	4	2	2	3	2	4	5	34
61	4	4	4	4	2	3	3	2	4	5	35
62	4	5	5	5	2	3	3	2	5	5	39
63	3	2	4	2	3	3	4	3	2	3	29
64	5	4	5	4	4	4	3	4	4	5	42
65	5	3	5	3	3	3	4	3	3	3	35
66	4	4	5	4	4	4	4	4	4	3	40
67	4	3	5	3	4	4	4	4	3	5	39
68	4	4	5	4	2	4	3	2	4	3	35
69	4	5	4	5	2	3	3	2	3	3	34
70	4	2	5	2	4	5	2	4	4	4	36
71	5	5	5	3	3	2	4	3	3	3	36
72	2	4	4	5	4	4	4	4	5	2	38
73	4	4	4	3	3	4	3	3	3	3	34
74	4	5	5	5	3	3	4	3	3	3	38
75	3	2	3	4	4	4	3	4	3	3	33
76	2	3	4	3	3	3	4	3	4	4	33
77	2	2	3	4	4	4	4	4	3	3	33
78	4	5	4	4	4	4	4	4	4	4	41
79	3	4	4	2	2	4	3	2	4	4	32
80	5	4	2	2	2	3	3	2	4	4	31
81	3	4	3	4	4	5	2	4	3	3	35
82	4	4	4	3	3	2	4	3	5	5	37
83	3	4	3	4	4	4	4	4	2	2	34
84	4	4	4	3	3	4	3	3	4	4	36
	3,95	3,51	4,15	3,46	3,75	3,76	3,39	3,31	3,44	3,80	

KEPUASAN PASIEN (Y)													
NO	Y.1	Y.2	Y.3	Y.4	Y.5	Y.6	Y.7	Y.8	Y.9	Y.10	Y.11	Y.12	TOTAL
1	3	3	4	3	4	3	3	3	3	4	3	4	40
2	4	5	5	5	5	5	5	4	5	5	5	4	57
3	4	2	4	2	4	2	2	3	2	4	3	4	36
4	3	2	3	2	3	2	2	2	2	3	2	1	27
5	4	3	4	3	4	3	3	3	3	4	4	4	42
6	3	4	4	4	4	4	4	5	4	4	4	5	49
7	4	3	4	3	4	3	3	5	3	4	5	4	45
8	5	4	4	4	4	4	4	5	4	4	4	4	50
9	5	4	5	4	5	4	4	5	4	5	4	5	54
10	3	2	3	2	3	2	2	3	2	2	3	3	30
11	4	2	4	2	4	2	2	3	2	4	5	5	39
12	3	4	4	4	4	4	4	5	4	4	5	5	50
13	4	3	4	3	4	3	3	4	3	4	4	5	44
14	5	4	4	4	4	4	4	4	4	4	4	5	50
15	4	3	4	3	4	3	3	5	3	4	4	5	45
16	4	4	5	4	5	4	4	4	4	5	4	5	52
17	3	3	4	3	4	3	3	4	3	4	4	5	43
18	4	3	4	3	4	3	3	3	3	4	4	3	41
19	4	2	4	2	4	2	2	3	2	4	4	3	36
20	5	4	4	4	4	4	4	5	4	4	4	5	51
21	4	5	4	5	4	5	5	4	5	4	3	5	53
22	4	4	4	4	5	4	4	4	4	4	4	5	50
23	2	2	3	2	3	2	2	4	2	3	3	2	30
24	4	3	4	3	5	3	3	4	3	4	2	4	42
25	5	4	4	4	4	4	4	4	4	4	5	4	50
26	4	4	4	4	4	4	4	4	4	4	5	3	48
27	4	4	4	4	4	4	4	4	4	4	3	3	46
28	4	5	4	5	4	5	5	4	5	4	5	5	55
29	4	5	4	5	4	5	5	5	5	4	5	5	56
30	5	5	4	5	4	5	5	4	3	4	4	4	52
31	5	5	4	5	4	5	5	5	5	4	5	5	57
32	4	3	4	3	4	3	3	2	3	4	4	5	42
33	4	4	5	4	5	4	4	5	4	3	5	4	51
34	4	4	5	4	4	4	4	5	4	5	5	4	52
35	4	2	3	2	4	2	2	3	2	3	5	4	36
36	4	4	4	4	4	4	4	5	4	4	5	3	49
37	5	5	4	5	4	5	5	5	5	3	5	4	55
38	4	3	5	3	5	3	3	4	3	5	5	4	47
39	4	4	5	4	5	4	4	5	4	5	4	4	52
40	4	3	5	3	5	3	3	4	3	5	5	5	48
41	4	4	4	4	3	4	4	5	4	4	5	4	49
42	4	2	5	2	4	2	5	5	2	5	4	4	44
43	5	4	3	4	4	4	4	5	4	3	4	4	48
44	4	2	4	2	4	2	5	5	4	4	4	4	44
45	5	4	4	4	4	4	4	5	4	4	5	5	52
46	4	3	3	3	5	3	3	5	3	3	4	5	44
47	4	2	3	2	4	2	2	4	3	3	4	3	36
48	4	2	5	2	5	2	2	5	2	5	4	5	43
49	4	2	3	2	4	2	2	3	2	3	4	4	35
50	4	3	5	3	4	3	3	4	3	5	4	4	45
51	4	4	3	4	2	4	4	4	4	5	5	5	48
52	4	3	4	3	4	3	3	4	3	4	4	5	44
53	4	3	4	3	4	3	3	5	3	4	4	4	44
54	4	3	4	3	3	3	3	4	3	4	5	5	44
55	4	2	3	2	3	2	2	4	2	3	4	4	35
56	4	5	5	5	5	5	5	4	5	5	5	5	58
57	5	3	5	3	5	3	3	4	3	5	5	5	49
58	4	5	4	5	5	5	5	4	5	4	5	5	56
59	4	3	5	3	4	3	3	5	3	5	5	5	48
60	4	4	4	4	5	4	4	4	4	4	5	5	51
61	4	4	3	4	5	4	4	4	4	5	5	5	51
62	4	5	5	5	5	5	5	5	5	5	5	4	58
63	3	2	3	2	3	2	2	4	2	3	3	4	33
64	5	4	5	4	5	4	4	5	4	5	4	5	54
65	5	3	4	3	3	3	3	5	3	4	5	4	45
66	4	4	3	4	3	4	4	5	4	3	2	4	44
67	4	3	4	3	5	3	3	5	3	4	3	5	45
68	4	4	3	4	3	4	4	5	4	3	4	4	46
69	4	5	5	5	4	4	4	4	5	4	3	2	49
70	4	2	2	3	5	4	5	5	2	3	4	3	42
71	5	5	5	5	5	4	5	5	3	4	4	3	53
72	2	4	3	4	3	1	2	4	5	5	5	5	43
73	4	4	5	4	5	4	4	4	3	4	3	3	47
74	4	5	3	5	5	5	4	5	5	4	4	5	54
75	3	2	5	4	2	3	3	2	3	5	5	5	42
76	2	3	5	5	3	1	2	3	2	1	3	2	32
77	2	2	4	4	2	3	2	2	5	5	3	5	39
78	4	5	3	4	5	4	4	5	4	4	4	4	50
79	3	4	3	4	3	4	3	4	3	4	3	3	41
80	5	4	5	4	5	4	5	4	3	4	4	3	50
81	3	3	4	4	3	5	5	5	3	5	4	5	49
82	3	4	4	4	3	5	3	5	5	5	4	5	50
83	3	3	4	4	5	4	4	5	5	3	5	4	49
84	2	2	3	4	3	3	5	4	2	2	3	4	37
	3,92	3,46	4,01	3,58	4,05	3,48	3,57	4,21	3,49	4,00	4,13	4,19	

X1	X2	X3	Y
39	28	31	40
37	37	41	57
31	27	31	36
33	21	28	27
35	30	34	42
41	33	40	49
37	27	36	45
40	31	40	50
40	34	40	54
32	21	30	30
31	25	29	39
41	33	40	50
41	30	35	44
42	30	41	50
32	30	39	45
41	36	42	52
38	28	38	43
38	28	38	41
34	23	27	36
42	31	45	51
44	34	37	53
44	34	42	50
37	22	30	30
35	31	35	42
42	31	41	50
41	33	44	48
35	31	36	46
43	34	43	55
45	36	42	56
38	32	38	52
46	35	41	57
36	26	35	42
38	33	37	51
41	34	40	52
38	23	31	36
43	33	37	49
45	32	40	55
41	32	30	47
36	33	41	52
37	34	39	48
36	30	35	49
33	29	33	44
37	30	41	48
38	27	32	44
41	31	44	52
35	27	38	44
34	23	37	36
40	31	33	43
33	22	33	35
43	32	37	45
40	31	41	48
38	29	30	44
40	30	38	44
45	28	34	44
31	22	34	35
47	39	42	58
37	33	40	49
43	36	41	56
41	33	33	48
41	33	34	51
43	34	35	51
47	40	39	58
37	23	29	33
38	37	42	54
40	30	35	45
40	31	40	44
32	32	39	45
39	31	35	46
31	30	34	49
41	24	36	42
35	24	36	53
45	20	38	43
35	21	34	47
38	26	38	54
37	32	33	42
34	29	33	32
34	31	33	39
44	32	41	50
34	22	32	41
38	23	31	50
46	32	35	49
31	27	37	50
36	31	34	49
36	27	36	37

LAMPIRAN 3: OUTPUT UJI VALIDITAS

Correlations												
		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	X1.9	X1.10	Total
X1.1	Pearson Correlation	1	.399**	.201	.123	.067	.824**	.142	.261*	.195	.253*	.740**
	Sig. (2-tailed)		.000	.066	.267	.548	.000	.197	.016	.075	.020	.000
	N	84	84	84	84	84	84	84	84	84	84	84
X1.2	Pearson Correlation	.399**	1	.079	-.111	.324**	.170	-.075	.196	.094	.261*	.460**
	Sig. (2-tailed)	.000		.477	.313	.003	.122	.496	.074	.394	.017	.000
	N	84	84	84	84	84	84	84	84	84	84	84
X1.3	Pearson Correlation	.201	.079	1	-.096	.214	.149	.067	.189	-.076	-.100	.309**
	Sig. (2-tailed)	.066	.477		.387	.050	.176	.546	.086	.492	.366	.004
	N	84	84	84	84	84	84	84	84	84	84	84
X1.4	Pearson Correlation	.123	-.111	-.096	1	.131	.075	.562**	.220*	.006	-.035	.429**
	Sig. (2-tailed)	.267	.313	.387		.235	.495	.000	.044	.958	.750	.000
	N	84	84	84	84	84	84	84	84	84	84	84
X1.5	Pearson Correlation	.067	.324**	.214	.131	1	-.078	.300**	.355**	-.072	.025	.451**
	Sig. (2-tailed)	.548	.003	.050	.235		.482	.006	.001	.516	.820	.000
	N	84	84	84	84	84	84	84	84	84	84	84
X1.6	Pearson Correlation	.824**	.170	.149	.075	-.078	1	.134	.151	.143	.167	.599**
	Sig. (2-tailed)	.000	.122	.176	.495	.482		.224	.170	.194	.128	.000
	N	84	84	84	84	84	84	84	84	84	84	84
X1.7	Pearson Correlation	.142	-.075	.067	.562**	.300**	.134	1	.452**	-.009	-.138	.539**
	Sig. (2-tailed)	.197	.496	.546	.000	.006	.224		.000	.936	.211	.000
	N	84	84	84	84	84	84	84	84	84	84	84
X1.8	Pearson Correlation	.261*	.196	.189	.220*	.355**	.151	.452**	1	.051	-.115	.564**
	Sig. (2-tailed)	.016	.074	.086	.044	.001	.170	.000		.644	.299	.000
	N	84	84	84	84	84	84	84	84	84	84	84
X1.9	Pearson Correlation	.195	.094	-.076	.006	-.072	.143	-.009	.051	1	.220*	.320**
	Sig. (2-tailed)	.075	.394	.492	.958	.516	.194	.936	.644		.044	.003
	N	84	84	84	84	84	84	84	84	84	84	84
X1.10	Pearson Correlation	.253*	.261*	-.100	-.035	.025	.167	-.138	-.115	.220*	1	.329**
	Sig. (2-tailed)	.020	.017	.366	.750	.820	.128	.211	.299	.044		.002
	N	84	84	84	84	84	84	84	84	84	84	84
Total	Pearson Correlation	.740**	.460**	.309**	.429**	.451**	.599**	.539**	.564**	.320**	.329**	1
	Sig. (2-tailed)	.000	.000	.004	.000	.000	.000	.000	.000	.003	.002	
	N	84	84	84	84	84	84	84	84	84	84	84
**. Correlation is significant at the 0.01 level (2-tailed).												
*. Correlation is significant at the 0.05 level (2-tailed).												

Correlations									
	X2.1	X2.2	X2.3	X2.4	X2.5	X2.6	X2.7	X2.8	TOTAL

X2.1	Pearson Correlation	1	.293**	.212	.810**	.305**	.802**	.308**	.057	.763**
	Sig. (2-tailed)		.007	.053	.000	.005	.000	.004	.606	.000
	N	84	84	84	84	84	84	84	84	84
X2.2	Pearson Correlation	.293**	1	.361**	.017	.612**	.245*	.700**	.270*	.670**
	Sig. (2-tailed)	.007		.001	.877	.000	.025	.000	.013	.000
	N	84	84	84	84	84	84	84	84	84
X2.3	Pearson Correlation	.212	.361**	1	.273*	.372**	.145	.483**	-.064	.504**
	Sig. (2-tailed)	.053	.001		.012	.000	.187	.000	.563	.000
	N	84	84	84	84	84	84	84	84	84
X2.4	Pearson Correlation	.810**	.017	.273*	1	.029	.798**	.045	-.106	.580**
	Sig. (2-tailed)	.000	.877	.012		.791	.000	.683	.336	.000
	N	84	84	84	84	84	84	84	84	84
X2.5	Pearson Correlation	.305**	.612**	.372**	.029	1	.240*	.912**	.299**	.724**
	Sig. (2-tailed)	.005	.000	.000	.791		.028	.000	.006	.000
	N	84	84	84	84	84	84	84	84	84
X2.6	Pearson Correlation	.802**	.245*	.145	.798**	.240*	1	.254*	.030	.710**
	Sig. (2-tailed)	.000	.025	.187	.000	.028		.020	.789	.000
	N	84	84	84	84	84	84	84	84	84
X2.7	Pearson Correlation	.308**	.700**	.483**	.045	.912**	.254*	1	.197	.739**
	Sig. (2-tailed)	.004	.000	.000	.683	.000	.020		.073	.000
	N	84	84	84	84	84	84	84	84	84
X2.8	Pearson Correlation	.057	.270*	-.064	-.106	.299**	.030	.197	1	.375**
	Sig. (2-tailed)	.606	.013	.563	.336	.006	.789	.073		.000
	N	84	84	84	84	84	84	84	84	84
TOTAL	Pearson Correlation	.763**	.670**	.504**	.580**	.724**	.710**	.739**	.375**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	84	84	84	84	84	84	84	84	84
**. Correlation is significant at the 0.01 level (2-tailed).										
*. Correlation is significant at the 0.05 level (2-tailed).										

Correlations											
	X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	X3.8	X3.9	X3.10	TOTAL

X3.1	Pearson Correlation	1	.340**	.326**	.140	.105	-.039	-.046	-.140	.208	.256*	.418**
	Sig. (2-tailed)		.002	.002	.203	.340	.723	.676	.205	.058	.019	.000
	N	84	84	84	84	84	84	84	84	84	84	84
X3.2	Pearson Correlation	.340**	1	.331**	.787**	-.168	-.196	-.053	-.183	.765**	.285**	.650**
	Sig. (2-tailed)	.002		.002	.000	.126	.074	.635	.096	.000	.009	.000
	N	84	84	84	84	84	84	84	84	84	84	84
X3.3	Pearson Correlation	.326**	.331**	1	.358**	.115	.002	-.068	-.142	.358**	.180	.506**
	Sig. (2-tailed)	.002	.002		.001	.298	.988	.538	.199	.001	.102	.000
	N	84	84	84	84	84	84	84	84	84	84	84
X3.4	Pearson Correlation	.140	.787**	.358**	1	.012	-.101	-.076	-.095	.737**	.230*	.670**
	Sig. (2-tailed)	.203	.000	.001		.915	.362	.494	.390	.000	.035	.000
	N	84	84	84	84	84	84	84	84	84	84	84
X3.5	Pearson Correlation	.105	-.168	.115	.012	1	.195	-.013	.182	-.090	.030	.258*
	Sig. (2-tailed)	.340	.126	.298	.915		.076	.910	.097	.418	.787	.018
	N	84	84	84	84	84	84	84	84	84	84	84
X3.6	Pearson Correlation	-.039	-.196	.002	-.101	.195	1	.158	.471**	-.136	.016	.275*
	Sig. (2-tailed)	.723	.074	.988	.362	.076		.152	.000	.216	.889	.011
	N	84	84	84	84	84	84	84	84	84	84	84
X3.7	Pearson Correlation	-.046	-.053	-.068	-.076	-.013	.158	1	.712**	-.120	.088	.343**
	Sig. (2-tailed)	.676	.635	.538	.494	.910	.152		.000	.277	.428	.001
	N	84	84	84	84	84	84	84	84	84	84	84
X3.8	Pearson Correlation	-.140	-.183	-.142	-.095	.182	.471**	.712**	1	-.179	.004	.351**
	Sig. (2-tailed)	.205	.096	.199	.390	.097	.000	.000		.104	.972	.001
	N	84	84	84	84	84	84	84	84	84	84	84
X3.9	Pearson Correlation	.208	.765**	.358**	.737**	-.090	-.136	-.120	-.179	1	.451**	.668**
	Sig. (2-tailed)	.058	.000	.001	.000	.418	.216	.277	.104		.000	.000
	N	84	84	84	84	84	84	84	84	84	84	84
X3.10	Pearson Correlation	.256*	.285**	.180	.230*	.030	.016	.088	.004	.451**	1	.540**
	Sig. (2-tailed)	.019	.009	.102	.035	.787	.889	.428	.972	.000		.000
	N	84	84	84	84	84	84	84	84	84	84	84
TOTAL	Pearson Correlation	.418**	.650**	.506**	.670**	.258*	.275*	.343**	.351**	.668**	.540**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.018	.011	.001	.001	.000	.000	
	N	84	84	84	84	84	84	84	84	84	84	84

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

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

Correlations													
		Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y9	Y10	Y11	TOTAL
Y1	Pearson Correlation	1	.386**	.243*	.153	.467**	.383**	.383**	.356**	.170	.220*	.313**	.531**
	Sig. (2-tailed)		.000	.026	.166	.000	.000	.000	.001	.122	.045	.004	.000

	N	84	84	84	84	84	84	84	84	84	84	84	84	84
Y2	Pearson Correlation	.386**	1	.235*	.885**	.328**	.831**	.693**	.422**	.796**	.251*	.275*	.180	.849**
	Sig. (2-tailed)	.000		.031	.000	.002	.000	.000	.000	.000	.021	.011	.101	.000
	N	84	84	84	84	84	84	84	84	84	84	84	84	84
Y3	Pearson Correlation	.243*	.235*	1	.263*	.365**	.168	.218*	.074	.174	.528**	.237*	.124	.443**
	Sig. (2-tailed)	.026	.031		.016	.001	.126	.047	.503	.113	.000	.030	.261	.000
	N	84	84	84	84	84	84	84	84	84	84	84	84	84
Y4	Pearson Correlation	.153	.885**	.263*	1	.151	.806**	.709**	.293**	.776**	.156	.224*	.163	.766**
	Sig. (2-tailed)	.166	.000	.016		.171	.000	.000	.007	.000	.157	.041	.138	.000
	N	84	84	84	84	84	84	84	84	84	84	84	84	84
Y5	Pearson Correlation	.467**	.328**	.365**	.151	1	.294**	.337**	.324**	.167	.223*	.192	.137	.497**
	Sig. (2-tailed)	.000	.002	.001	.171		.007	.002	.003	.128	.042	.081	.213	.000
	N	84	84	84	84	84	84	84	84	84	84	84	84	84
Y6	Pearson Correlation	.383**	.831**	.168	.806**	.294**	1	.806**	.442**	.733**	.292**	.270*	.267*	.852**
	Sig. (2-tailed)	.000	.000	.126	.000	.007		.000	.000	.000	.007	.013	.014	.000
	N	84	84	84	84	84	84	84	84	84	84	84	84	84
Y7	Pearson Correlation	.383**	.693**	.218*	.709**	.337**	.806**	1	.509**	.575**	.192	.258*	.158	.787**
	Sig. (2-tailed)	.000	.000	.047	.000	.002	.000		.000	.000	.080	.018	.152	.000
	N	84	84	84	84	84	84	84	84	84	84	84	84	84
Y8	Pearson Correlation	.356**	.422**	.074	.293**	.324**	.442**	.509**	1	.353**	.125	.258*	.218*	.571**
	Sig. (2-tailed)	.001	.000	.503	.007	.003	.000	.000		.001	.258	.018	.047	.000
	N	84	84	84	84	84	84	84	84	84	84	84	84	84
Y9	Pearson Correlation	.170	.796**	.174	.776**	.167	.733**	.575**	.353**	1	.348**	.337**	.342**	.784**
	Sig. (2-tailed)	.122	.000	.113	.000	.128	.000	.000	.001		.001	.002	.001	.000
	N	84	84	84	84	84	84	84	84	84	84	84	84	84
Y10	Pearson Correlation	.220*	.251*	.528**	.156	.223*	.292**	.192	.125	.348**	1	.365**	.482**	.523**
	Sig. (2-tailed)	.045	.021	.000	.157	.042	.007	.080	.258	.001		.001	.000	.000
	N	84	84	84	84	84	84	84	84	84	84	84	84	84
Y11	Pearson Correlation	.313**	.275*	.237*	.224*	.192	.270*	.258*	.258*	.337**	.365**	1	.425**	.526**
	Sig. (2-tailed)	.004	.011	.030	.041	.081	.013	.018	.018	.002	.001		.000	.000
	N	84	84	84	84	84	84	84	84	84	84	84	84	84
Y12	Pearson Correlation	.167	.180	.124	.163	.137	.267*	.158	.218*	.342**	.482**	.425**	1	.471**
	Sig. (2-tailed)	.128	.101	.261	.138	.213	.014	.152	.047	.001	.000	.000		.000
	N	84	84	84	84	84	84	84	84	84	84	84	84	84
TOTAL	Pearson Correlation	.531**	.849**	.443**	.766**	.497**	.852**	.787**	.571**	.784**	.523**	.526**	.471**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	84	84	84	84	84	84	84	84	84	84	84	84	84
**. Correlation is significant at the 0.01 level (2-tailed).														
*. Correlation is significant at the 0.05 level (2-tailed).														

LAMPIRAN 4: OUTPUT UJI RELIABILITAS

Reliability Statistics

Cronbach's	
Alpha	N of Items

.624	10
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Reliability Statistics

Cronbach's	
Alpha	N of Items
.775	8

Reliability Statistics

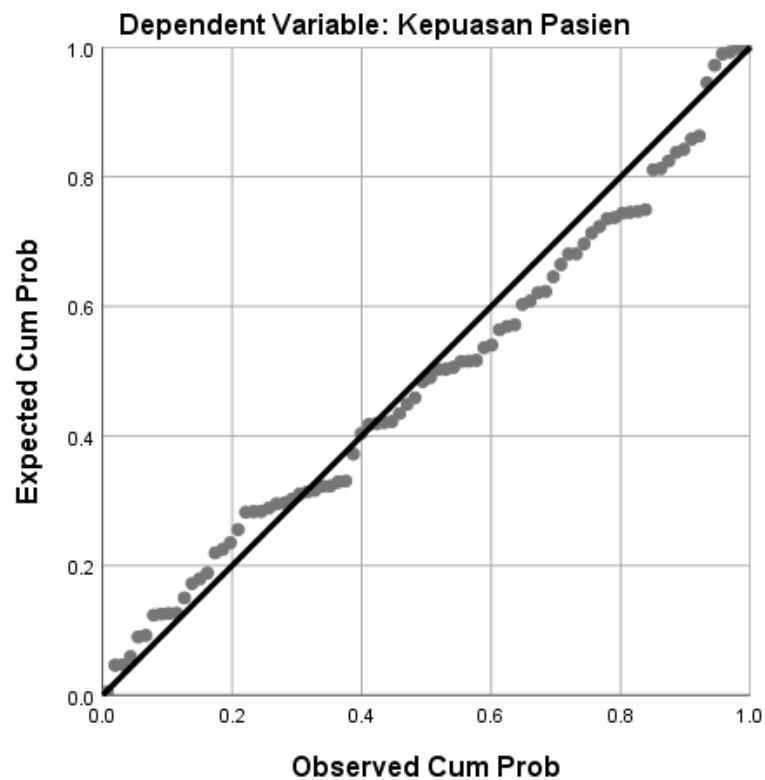
Cronbach's	
Alpha	N of Items
.616	10

Reliability Statistics

Cronbach's	
Alpha	N of Items
.872	12

LAMPIRAN 5: OUTPUT UJI NORMALITAS

Normal P-P Plot of Regression Standardized Residual



One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		84
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.91862449
Most Extreme Differences	Absolute	.092
	Positive	.092
	Negative	-.065
Test Statistic		.092
Asymp. Sig. (2-tailed)		.074 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

LAMPIRAN 6: OUTPUT UJI MULTIKOLINIERITAS

Coefficients^a							
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	-6.008	4.571		-1.314	.192		
Fasilitas	.287	.128	.174	2.240	.028	.664	1.506
Persepsi Harga	.665	.133	.435	5.002	.000	.533	1.878
Fasilitas	.582	.138	.353	4.224	.000	.577	1.732
a. Dependent Variable: Kepuasan Pasien							

LAMPIRAN 7: OUTPUT UJI LINIERITAS

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan Pasien * Fasilitas	Between Groups	(Combined)	1802.069	16	112.629	3.492	.000
		Linearity	1357.065	1	1357.065	42.071	.000
		Deviation from Linearity	445.004	15	29.667	.920	.547
	Within Groups		2161.169	67	32.256		
	Total		3963.238	83			

ANOVA Table							
			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan Pasien * Persepsi Harga	Between Groups	(Combined)	2678.067	19	140.951	7.019	.000
		Linearity	2232.509	1	2232.509	111.176	.000
		Deviation from Linearity	445.558	18	24.753	1.233	.264
	Within Groups		1285.171	64	20.081		
	Total		3963.238	83			

ANOVA Table							
			Sum of Squares	df	Mean Square	F	Sig.
Kepuasan Pasien * Fasilitas	Between Groups	(Combined)	2290.580	18	127.254	4.945	.000
		Linearity	1997.433	1	1997.433	77.621	.000
		Deviation from Linearity	293.147	17	17.244	.670	.820
	Within Groups		1672.658	65	25.733		
	Total		3963.238	83			

LAMPIRAN 8: OUTPUT UJI ANALISIS REGRESI LINIER BERGANDA

Coefficients^a								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-6.008	4.571		-1.314	.192		
	Fasilitas	.287	.128	.174	2.240	.028	.664	1.506
	Persepsi Harga	.665	.133	.435	5.002	.000	.533	1.878
	Fasilitas	.582	.138	.353	4.224	.000	.577	1.732
a. Dependent Variable: Kepuasan Pasien								

Model Summary^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.824 ^a	.678	.666	3.99142
a. Predictors: (Constant), Fasilitas, Fasilitas, Harga				
b. Dependent Variable: Kepuasan Pasien				

LAMPIRAN 9: OUTPUT UJI HIPOTESIS

1) Output Uji t

