

## Kuesioner Pasien Rumah Sakit Imanuel

Bandar Lampung, 2 Juni 2018



Hal : **Permohonan Bantuan Pengisian Kuesioner**

Dengan Hormat,

Sehubung dilaksanakan penelitian yang berjudul **PENILAIAN KEPUASAN PASIEN PENGGUNA BPJS DAN NON BPJS KESEHATANDI RUMAH SAKIT IMANUEL BANDAR LAMPUNG**. Saya Didi Alamsyah selaku mahasiswa IIB Darmajaya program studi Manajemen mengharap Saudara/i untuk Menjadi Responden sebagai data yang digunakan dalam penelitian ini. Data ini akan digunakan dalam penyusunan skripsi saya sebagai syarat S1. Beberapa persyaratan yang harus dipenuhi untuk mengisi kuesioner ini adalah:

- a. Sedang menjalani rawat inap di Rumah Sakit Imanuel Bandar Lampung
- b. Berusia > 17 tahun

Dimohon untuk mengisi kuesioner ini secara lengkap dan sebenar-benarnya. Informasi yang diberikan akan dijaga kerahasiaannya dan hanya dipergunakan untuk kepentingan penelitian. Atas kesediaan dan kerjasamanya dari Saudara/i diucapkan terima kasih.

Hormat Saya

Didi Alamsyah  
NPM. 1312110151

## KUESIONER PENELITIAN

Pernyataan dibawah ini dalam rangka penelitian skripsi dengan judul  
**PENILAIAN KEPUASAN PASIEN PENGGUNA BPJS DAN NON BPJS  
KESEHATANDI RUMAH SAKIT IMANUEL BANDAR LAMPUNG**

Petunjuk Pengisian:

1. Isilah pernyataan yang diajukan dibawah ini dengan benar dan jujur
2. Berilah tanda (√) pada salah satu jawaban yang paling benar
3. Pernyataan harus diisi semua

<b>Tingkat Kinerja</b> (Sejauhmana kinerja pelayanan yang sudah ada rasakan di rumah sakit ini)	<b>Persepsi</b> (Harapan anda terhadap tingkat kepentingan pelayanan di rumah sakit ini)
1 = Sangat Tidak Baik (STB)	1 = Sangat Tidak Penting (STP)
2 = Tidak Baik (TB)	2 = Tidak Penting (TP)
3 = Cukup (C)	3 = Netral (N)
4= Baik (B)	4= Penting (P)
5= Sangat Baik (SB)	5= Sangat Penting (SP)

No. Responden :

Tanggal: .....

### IDENTITAS RESPONDEN

1. Pengguna BPJS       Bukan Pengguna BPJS

2. Usia : -----\_tahun

3. Jenis Kelamin : Pria       Wanita

4. Pendidikan : -----

5. Pekerjaan :  PNS/BUMN  
 Karyawan Swasta  
 Wiraswasta  
 Pelajar/Mahasiswa  
 DLL.....





## JAWABAN RESPONDEN TENTANG KUALITAS PELAYANAN (PASIEN-BPJS)

### Persepsi:

Res p.	ite m1	ite m2	ite m3	ite m4	ite m5	ite m6	ite m7	ite m8	ite m9	item 10	item 11	item 12	item 13	item 14	item 15	item 16	item 17	Tot al
1	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	3	59
2	4	3	4	4	3	3	4	4	3	3	3	3	3	3	3	3	3	56
3	4	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	53
4	5	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	70
5	4	4	4	4	4	4	4	4	4	4	4	3	4	4	3	3	4	65
6	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	3	4	64
7	4	4	4	4	4	4	4	4	4	4	4	3	4	4	3	4	4	66
8	4	3	4	4	3	3	4	3	3	3	3	3	3	3	3	3	3	55
9	4	4	4	4	4	4	4	4	4	4	4	3	4	4	3	3	4	65
10	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	3	4	64
11	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	3	3	63
12	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	3	3	63
13	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	3	3	63
14	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	3	3	63
15	4	4	4	4	4	4	4	4	4	4	4	3	4	4	3	4	4	66
16	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	67
17	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	3	59
18	4	3	4	4	3	3	4	4	3	3	3	3	3	3	3	3	3	56
19	4	4	4	4	4	4	4	4	3	4	3	3	3	3	3	3	3	60
20	4	4	4	4	4	4	4	4	3	4	3	3	3	3	3	3	3	60
21	4	3	4	4	3	3	4	4	3	3	3	3	3	3	3	3	3	56
22	4	4	4	4	4	3	4	4	3	3	3	3	3	3	3	3	3	58
23	4	3	3	4	3	3	4	3	3	3	3	3	3	3	3	3	3	54
24	4	3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	53
25	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	3	4	64
26	4	3	4	4	3	3	4	3	3	3	3	3	3	3	3	3	3	55
27	4	4	4	4	4	4	4	4	4	4	4	3	3	4	3	3	3	63
28	5	4	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	70
29	4	4	4	4	4	4	4	4	4	4	3	3	3	4	3	3	3	62
30	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	3	59
Total	122	112	117	122	112	111	118	115	106	108	105	92	97	106	93	95	100	1831
Rata-rata	4.067	3.733	3.9	4.067	3.733	3.7	3.933	3.833	3.533	3.6	3.5	3.066	3.233	3.533	3.1	3.166	3.333	61.0
												7	3	3	7	3	3	33

### Kinerja:

Res p.	ite m1	item 2	item 3	ite m4	ite m5	ite m6	ite m7	ite m8	ite m9	item 10	item 11	item 12	item 13	item 14	item 15	item 16	item 17	Tot al
1	4	4	4	4	4	4	4	4	3	3	3	3	3	3	4	3	3	60
2	4	3	4	3	4	3	4	4	3	4	3	3	3	3	4	3	3	58
3	4	2	4	3	3	3	4	3	3	2	3	3	3	3	3	3	3	52
4	5	3	4	3	5	3	5	4	5	4	3	4	3	4	4	3	4	66
5	4	3	5	4	5	3	4	3	4	4	4	4	4	2	4	3	4	64
6	4	3	4	4	4	3	4	4	4	4	3	4	3	3	4	3	3	61
7	3	3	4	4	4	4	4	3	4	4	3	4	3	3	4	3	3	60
8	3	3	4	4	3	3	4	4	3	4	2	3	3	2	3	2	3	53
9	3	3	4	4	4	3	4	4	4	4	2	4	3	4	4	3	3	60
10	3	4	4	4	3	3	4	4	3	4	2	4	3	3	3	3	3	57
11	3	3	4	3	3	4	4	3	3	4	2	4	3	3	3	3	3	55
12	4	4	5	4	4	3	4	3	4	3	4	3	4	3	4	3	3	62
13	4	2	4	3	4	3	4	3	4	3	3	4	3	4	4	3	3	58
14	4	3	4	3	4	3	4	4	4	3	3	3	3	4	4	3	3	59
15	4	4	4	4	4	3	4	4	4	3	3	4	3	4	4	3	3	62
16	4	4	4	4	4	3	4	4	4	4	3	4	3	3	4	4	3	63
17	4	2	4	3	4	2	4	3	4	2	2	3	2	3	4	3	4	53
18	4	2	4	3	4	2	4	3	4	3	2	3	2	3	4	2	3	52
19	4	3	4	4	4	3	4	3	4	3	2	3	3	2	4	3	3	56
20	4	3	4	4	4	3	4	3	4	3	3	3	3	2	4	3	3	57
21	4	2	4	3	4	2	4	3	3	3	3	3	3	2	4	3	3	53
22	4	2	4	3	3	2	4	3	4	3	3	3	3	2	3	3	3	52
23	3	2	4	3	3	3	4	3	3	4	2	2	3	3	3	3	3	51
24	3	3	4	3	3	3	4	3	3	3	2	3	3	3	3	2	3	51
25	5	2	4	3	4	4	4	3	5	4	4	3	3	4	3	3	3	61
26	3	3	4	2	3	3	4	3	4	3	2	3	3	3	3	2	3	51
27	4	2	4	3	4	2	4	3	5	4	3	3	4	4	4	3	3	59
28	4	3	5	4	4	4	4	4	4	4	3	4	4	3	4	4	4	66
29	4	3	4	4	3	4	4	4	3	4	3	3	3	4	3	3	3	59
30	5	3	4	3	3	3	4	4	3	4	4	3	3	3	3	3	3	58
Total	115	86	123	103	112	91	121	103	112	104	84	100	92	92	109	88	94	1729
Rata-rata	3.833	2.867	4.1	3.433	3.733	3.033	4.033	3.433	3.733	3.467	2.8	3.333	3.0667	3.067	3.633	2.933	3.133	57.633

**JAWABAN RESPONDEN TENTANG KUALITAS PELAYANAN  
(PASIEN-NON BPJS)**

**Persepsi:**

Re sp.	ite m1	ite m2	ite m3	ite m4	ite m5	ite m6	ite m7	ite m8	ite m9	ite m10	ite m11	ite m12	ite m13	ite m14	ite m15	ite m16	ite m17	To tal
1	4	4	4	4	4	3	4	4	4	3	4	3	4	3	4	3	4	63
2	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	69
3	4	4	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	62
4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	59
5	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	64
6	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	69
7	4	3	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	56
8	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	58
9	5	4	5	4	5	4	4	4	4	4	4	4	4	4	4	4	4	71
10	4	3	4	3	4	3	4	3	4	3	4	3	4	3	3	3	3	58
11	4	4	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	62
12	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	65
13	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	65
14	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	60
15	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	60
16	5	4	5	4	5	4	5	4	4	4	4	4	4	4	4	4	4	72
17	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	61
18	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	60
19	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	67
20	4	3	4	3	4	3	4	3	3	3	3	3	3	3	3	3	3	55
21	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	64
22	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	64
23	4	4	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	62
24	4	4	4	4	4	3	4	4	4	3	4	3	4	3	4	3	4	63
25	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	60
26	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	3	4	66
27	5	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	70
28	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
29	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	3	4	66
30	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	65
31	5	4	5	4	5	4	5	4	4	4	4	4	4	4	4	4	4	72
32	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	61
33	4	4	4	4	4	3	4	4	4	3	4	3	4	3	4	3	4	63
34	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	3	4	61
35	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	65
36	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	64
37	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	64
38	4	4	4	4	4	3	4	4	4	3	4	3	4	3	4	3	4	63
39	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	65

Re sp.	ite m1	ite m2	ite m3	ite m4	ite m5	ite m6	ite m7	ite m8	ite m9	ite m10	ite m11	ite m12	ite m13	ite m14	ite m15	ite m16	ite m17	Total
40	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	65
41	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	65
42	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
43	4	4	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	62
44	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	67
45	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	64
Total	186	171	184	168	183	160	182	164	179	154	178	145	178	147	176	143	175	2873
Rata-rata	4.133	3.8	4.089	3.733	4.067	3.556	4.044	3.644	3.978	3.422	3.955	3.222	3.956	3.267	3.911	3.178	3.889	63.84

### Kinerja:

Re sp.	ite m1	ite m2	ite m3	ite m4	ite m5	ite m6	ite m7	ite m8	ite m9	ite m10	ite m11	ite m12	ite m13	ite m14	ite m15	ite m16	ite m17	Total
1	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	3	59
2	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	69
3	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	3	63
4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
5	4	4	4	4	4	4	4	4	4	3	4	3	3	3	3	3	3	61
6	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
7	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	60
8	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
9	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	74
10	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	3	59
11	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
12	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	3	63
13	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	65
14	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
15	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
16	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	70
17	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
18	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
19	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	3	4	66
20	4	4	4	4	4	4	3	3	3	3	3	3	3	3	3	3	3	57
21	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	67
22	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	3	63
23	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
24	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	3	63
25	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	3	59
26	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	67
27	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	3	4	66
28	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	3	63



Re sp.	ite m1	ite m2	ite m3	ite m4	ite m5	ite m6	ite m7	ite m8	ite m9	ite m10	ite m11	ite m12	ite m13	ite m14	ite m15	ite m16	ite m17	To tal
29	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	65
30	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
31	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
32	4	4	4	4	4	4	4	4	4	3	3	3	3	3	3	3	3	60
33	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	3	63
34	4	4	4	4	4	4	4	4	4	3	4	3	3	3	3	3	3	61
35	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	65
36	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
37	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
38	4	4	4	4	4	4	4	4	4	3	4	3	3	3	3	3	3	61
39	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
40	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	64
41	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	65
42	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	67
43	4	4	4	4	4	4	4	4	4	3	4	3	4	3	3	3	3	62
44	4	4	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	65
45	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	3	63
Total	183	182	181	181	181	181	179	179	176	150	174	143	171	145	158	140	151	2855
Rata-rata	4.067	4.044	4.022	4.022	4.022	4.022	3.978	3.978	3.911	3.333	3.867	3.178	3.8	3.222	3.511	3.111	3.356	63.444





item14	Pearson Correlation	.250	.645**	.356	.250	.645**	.700**	.286	.478**	1.000**	.873**	.935**	.250	.516**	1	.312	.418*	.661**	.866**
	Sig. (2-tailed)	.183	.000	.053	.183	.000	.000	.126	.008	.000	.000	.000	.183	.004		.093	.021	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
item15	Pearson Correlation	.802**	.201	.111	.802**	.201	.218	.089	.149	.312	.272	.333	.802**	.604**	.312	1	.745**	.471**	.560**
	Sig. (2-tailed)	.000	.287	.559	.000	.287	.247	.640	.432	.093	.146	.072	.000	.000	.093		.000	.009	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
item16	Pearson Correlation	.598**	.270	.149	.598**	.270	.293	.120	.200	.418*	.365*	.447*	.598**	.811**	.418*	.745**	1	.632**	.638**
	Sig. (2-tailed)	.000	.150	.432	.000	.150	.116	.529	.289	.021	.047	.013	.000	.000	.021	.000		.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
item17	Pearson Correlation	.378*	.426*	.236	.378*	.426*	.463**	.189	.316	.661**	.577**	.707**	.378*	.780**	.661**	.471**	.632**	1	.755**
	Sig. (2-tailed)	.039	.019	.210	.039	.019	.010	.317	.089	.000	.001	.000	.039	.000	.000	.009	.000		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.505**	.799**	.541**	.505**	.799**	.817**	.453*	.663**	.866**	.852**	.850**	.505**	.694**	.866**	.560**	.638**	.755**	1
	Sig. (2-tailed)	.004	.000	.002	.004	.000	.000	.012	.000	.000	.000	.000	.004	.000	.000	.001	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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





item14	Pearson Correlation	.197	.020	-.196	-.164	.131	.238	.170	.310	.353	.164	.105	.213	-.015	1	.075	.149	-.038	.371*
	Sig. (2-tailed)	.298	.918	.299	.387	.490	.206	.368	.095	.055	.387	.581	.259	.938		.695	.433	.840	.043
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
item15	Pearson Correlation	.257	.158	.254	.342	.852**	-.187	.203	.107	.447*	-.097	.191	.343	.115	.075	1	.332	.298	.528**
	Sig. (2-tailed)	.170	.403	.176	.064	.000	.323	.281	.574	.013	.610	.313	.063	.546	.695		.073	.109	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
item16	Pearson Correlation	.362*	.201	.084	.347	.323	.153	.068	.221	.161	.191	.438*	.313	.229	.149	.332	1	.099	.547**
	Sig. (2-tailed)	.050	.287	.658	.061	.082	.419	.723	.241	.396	.313	.015	.092	.224	.433	.073		.602	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
item17	Pearson Correlation	.281	-.068	.523**	.047	.524**	-.022	.681**	.053	.322	.021	.120	.304	.163	-.038	.298	.099	1	.407*
	Sig. (2-tailed)	.133	.720	.003	.806	.003	.910	.000	.782	.082	.912	.527	.102	.391	.840	.109	.602		.026
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Total	Pearson Correlation	.452*	.486**	.477**	.533**	.680**	.425*	.502**	.495**	.477**	.474**	.594**	.622**	.520**	.371*	.528**	.547**	.407*	1
	Sig. (2-tailed)	.012	.006	.008	.002	.000	.019	.005	.005	.008	.008	.001	.000	.003	.043	.003	.002	.026	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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







item14	Pearson Correlation	.650**	.302*	.518**	.364*	.443**	.539**	.358*	.448**	.091	.705**	.130	.886**	.130	1	.188	.771**	.213	.761**
	Sig. (2-tailed)	.000	.044	.000	.014	.002	.000	.016	.002	.553	.000	.395	.000	.395		.215	.000	.160	.000
	N	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45
item15	Pearson Correlation	.123	.625**	.098	.518**	.083	.349*	.067	.421**	.483**	.267	.690**	.167	.690**	.188	1	.145	.883**	.570**
	Sig. (2-tailed)	.423	.000	.524	.000	.586	.019	.660	.004	.001	.076	.000	.273	.000	.215		.341	.000	.000
	N	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45
item16	Pearson Correlation	.844**	.232	.672**	.280	.575**	.416**	.464**	.345**	.070	.544**	.100	.870**	.100	.771**	.145	1	.164	.721**
	Sig. (2-tailed)	.000	.124	.000	.062	.000	.004	.001	.020	.647	.000	.512	.000	.512	.000	.341		.281	.000
	N	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45
item17	Pearson Correlation	.139	.707**	.110	.586**	.094	.395**	.076	.476**	.426**	.302*	.610**	.189	.610**	.213	.883**	.164	1	.604**
	Sig. (2-tailed)	.364	.000	.470	.000	.537	.007	.619	.001	.003	.044	.000	.214	.000	.160	.000	.281		.000
	N	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45
Total	Pearson Correlation	.672**	.695**	.595**	.739**	.538**	.781**	.452**	.770**	.343*	.775**	.463**	.750**	.463**	.761**	.570**	.721**	.604**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.002	.000	.021	.000	.001	.000	.001	.000	.000	.000	.000	.000
	N	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45

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

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





item14	Pearson Correlation	.500**	.403**	.282	.282	.282	.282	.081	.081	.167	.756**	.210	.870**	.267	1	.523**	.661**	.720**	.794**
	Sig. (2-tailed)	.000	.006	.061	.061	.061	.061	.599	.599	.273	.000	.167	.000	.076		.000	.000	.000	.000
	N	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45
item15	Pearson Correlation	.261	.211	.147	.147	.147	.147	.154	.154	.319*	.692**	.401**	.455**	.511**	.523**	1	.346*	.726**	.733**
	Sig. (2-tailed)	.083	.164	.334	.334	.334	.334	.312	.312	.032	.000	.006	.002	.000	.000		.020	.000	.000
	N	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45
item16	Pearson Correlation	.756**	.610**	.426**	.426**	.426**	.426**	.053	.053	.110	.500**	.139	.760**	.177	.661**	.346*	1	.476**	.702**
	Sig. (2-tailed)	.000	.000	.003	.003	.003	.003	.728	.728	.470	.000	.364	.000	.245	.000	.020		.001	.000
	N	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45
item17	Pearson Correlation	.360*	.290	.203	.203	.203	.203	.112	.112	.232	.952**	.291	.626**	.371*	.720**	.726**	.476**	1	.811**
	Sig. (2-tailed)	.015	.053	.181	.181	.181	.181	.464	.464	.125	.000	.052	.000	.012	.000	.000	.001		.000
	N	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45
Total	Pearson Correlation	.631**	.576**	.497**	.497**	.497**	.497**	.304*	.304*	.482**	.815**	.545**	.771**	.590**	.794**	.733**	.702**	.811**	1
	Sig. (2-tailed)	.000	.000	.001	.001	.001	.001	.043	.043	.001	.000	.000	.000	.000	.000	.000	.000	.000	
	N	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45

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

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

## HASIL UJI RELIABILITAS

### Hasil Uji Reliabilitas Persepsi Kualitas Pelayanan (Pasien BPJS)

#### Reliability

#### Scale: ALL VARIABLES

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
.935	17

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
item1	56.97	22.102	.464	.935
item2	57.30	20.010	.761	.929
item3	57.13	21.775	.494	.935
item4	56.97	22.102	.464	.935
item5	57.30	20.010	.761	.929
item6	57.33	19.816	.781	.928
item7	57.10	22.231	.409	.936
item8	57.20	20.993	.616	.932
item9	57.50	19.293	.835	.927
item10	57.43	19.426	.820	.927
item11	57.53	19.361	.817	.927
item12	57.97	22.102	.464	.935
item13	57.80	20.579	.643	.932
item14	57.50	19.293	.835	.927
item15	57.93	21.720	.514	.934
item16	57.87	21.085	.588	.933
item17	57.70	20.010	.707	.930

## Hasil Uji Reliabilitas Kinerja Kualitas Pelayanan (Pasien BPJS)

### Reliability

Scale: ALL VARIABLES

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
.803	17

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
item1	53.80	18.441	.339	.797
item2	54.77	17.978	.359	.797
item3	53.53	19.292	.422	.795
item4	54.20	18.097	.434	.790
item5	53.90	17.266	.600	.778
item6	54.60	18.524	.305	.800
item7	53.57	19.426	.458	.795
item8	54.20	18.510	.404	.792
item9	53.90	18.162	.357	.796
item10	54.17	18.213	.356	.796
item11	54.83	17.385	.485	.786
item12	54.30	17.734	.539	.783
item13	54.57	18.599	.442	.791
item14	54.57	18.668	.229	.807
item15	54.00	18.414	.443	.790
item16	54.73	18.685	.480	.790
item17	54.50	19.362	.340	.797

## Hasil Uji Reliabilitas Persepsi Kualitas Pelayanan (Pasien Non-BPJS)

### Reliability

Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	45	100.0
	Excluded <sup>a</sup>	0	.0
	Total	45	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.909	17

#### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
item1	59.71	13.756	.619	.903
item2	60.04	13.407	.635	.902
item3	59.76	14.189	.545	.905
item4	60.11	13.056	.680	.901
item5	59.78	14.449	.490	.907
item6	60.29	12.619	.723	.900
item7	59.80	14.755	.409	.909
item8	60.20	12.755	.713	.900
item9	59.87	15.073	.309	.911
item10	60.42	12.659	.716	.900
item11	59.89	14.737	.420	.909
item12	60.62	13.149	.697	.900
item13	59.89	14.737	.420	.909
item14	60.58	12.977	.706	.900
item15	59.93	14.245	.517	.906
item16	60.67	13.409	.669	.901
item17	59.96	14.043	.549	.905



## Hasil Uji Reliabilitas Kinerja Kualitas Pelayanan (Pasien Non-BPJS)

### Reliability

Scale: ALL VARIABLES

#### Case Processing Summary

		N	%
Cases	Valid	45	100.0
	Excluded <sup>a</sup>	0	.0
	Total	45	100.0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
.885	17

#### Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
item1	59.38	9.513	.580	.878
item2	59.40	9.745	.531	.880
item3	59.42	10.022	.461	.883
item4	59.42	10.022	.461	.883
item5	59.42	10.022	.461	.883
item6	59.42	10.022	.461	.883
item7	59.47	10.209	.261	.886
item8	59.47	10.209	.261	.886
item9	59.53	9.664	.410	.883
item10	60.11	8.192	.755	.868
item11	59.58	9.386	.463	.881
item12	60.27	8.700	.715	.870
item13	59.64	9.098	.499	.881
item14	60.22	8.495	.738	.869
item15	59.93	8.336	.647	.876
item16	60.33	9.136	.647	.874
item17	60.09	8.174	.748	.869

## HASIL OLAH DATA *CUSTOMER SATISFACTION INDEX*

### Frekuensi Jawaban Responden Terhadap Variabel Kualitas Pelayanan (Pasien BPJS)

Variabel Pernyataan	Persepsi					Kinerja				
	STB	TB	C	B	SB	STB	TB	C	B	SB
1				28	2			8	19	3
2			8	22			9	16	5	
3			3	27					27	3
4				28	2		1	15	14	
5			8	22				10	18	2
6			9	21			5	19	6	
7			2	28					29	1
8			5	25				17	13	
9			14	16				11	16	3
10			12	18			2	12	16	
11			15	15			10	16	4	
12			28	2			1	18	11	
13			23	7			2	24	4	
14			14	16			6	16	8	
15			27	3				11	19	
16			25	5			4	24	2	
17			20	10				26	4	

### Nilai Rata-rata Kualitas Pelayanan (Pasien BPJS)

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Gap
	nilai pembobotan	Rata-rata persepsi	nilai pembobotan	Rata-rata kinerja	
1	122	4.066	115	3.833	-0.233
2	112	3.733	86	2.866	-0.866
3	117	3.9	123	4.1	0.2
4	122	4.066	103	3.433	-0.633
5	112	3.733	112	3.733	0
6	111	3.7	91	3.033	-0.666
7	118	3.933	121	4.033	0.1
8	115	3.833	103	3.433	-0.4
9	106	3.533	112	3.733	0.2
10	108	3.6	104	3.466	-0.133
11	105	3.5	84	2.8	-0.7
12	92	3.066	100	3.333	0.266
13	97	3.233	92	3.066	-0.166

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Gap
	nilai pembobotan	Rata-rata persepsi	nilai pembobotan	Rata-rata kinerja	
14	106	3.533	92	3.066	-0.466
15	93	3.1	109	3.633	0.533
16	95	3.166	88	2.933	-0.233
17	100	3.333	94	3.133	-0.2
Jumlah Rata-rata		61.033		57.633	

**Nilai CSI terhadap Variabel Kualitas Pelayanan (Pasien BPJS)**

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Nilai Weight Factor (WF)	Nilai Weight Score (WS)	Nilai Costumer Satisfaction Index (CSI)
	nilai pembobotan	Nilai MIS	nilai pembobotan	Nilai MSS			
1	122	4.066	115	3.8333	0.066	0.255	0.681
2	112	3.733	86	2.866	0.061	0.175	
3	117	3.9	123	4.1	0.063	0.261	
4	122	4.066	103	3.433	0.066	0.228	
5	112	3.733	112	3.733	0.061	0.228	
6	111	3.7	91	3.033	0.060	0.183	
7	118	3.933	121	4.033	0.064	0.259	
8	115	3.833	103	3.433	0.062	0.215	
9	106	3.533	112	3.733	0.057	0.216	
10	108	3.6	104	3.466	0.058	0.204	
11	105	3.5	84	2.8	0.057	0.160	
12	92	3.066	100	3.333	0.050	0.167	
13	97	3.233	92	3.066	0.052	0.162	
14	106	3.533	92	3.066	0.057	0.177	
15	93	3.1	109	3.633	0.050	0.184	
16	95	3.166	88	2.933	0.051	0.152	
17	100	3.333	94	3.133	0.054	0.171	
Jumlah Rata-rata		61.033		57.633		3.405	

Berdasarkan nilai CSI terhadap kualitas pelayanan pada pasien BPJS sebesar 0,681 maka disimpulkan secara keseluruhan kualitas pelayanan masuk kategori puas, demikian juga kepuasan pasien dengan nilai CSI sebesar 0,6397 masuk kategori cukup puas. Sedangkan angka CSI untuk masing-masing dimensi kualitas pelayanan dapat diperhitugkan sebagai berikut:

1. *Tangibles* (bukti langsung)

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Nilai Weight Factor (WF)	Nilai Weight Score (WS)	Nilai Customer Satisfaction Index (CSI)
	nilai pembobotan	Nilai MIS	nilai pembobotan	Nilai MSS			
1	122	4.066	115	3.833	0.347	1.332	0.722
2	112	3.7333	86	2.866	0.319	0.914	
3	117	3.9	123	4.1	0.333	1.366	
		11.7				3.613	

Ket: Kategori puas

2. *Reliability* (kehandalan)

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Nilai Weight Factor (WF)	Nilai Weight Score (WS)	Nilai Customer Satisfaction Index (CSI)
	nilai pembobotan	Nilai MIS	nilai pembobotan	Nilai MSS			
4	122	4.066	103	3.433	0.353	1.214	0.680
5	112	3.733	112	3.733	0.324	1.211	
6	111	3.7	91	3.033	0.321	0.975	
		11.5				3.402	

Ket: Kategori puas

3. *Responsiveness* (daya tanggap)

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Nilai Weight Factor (WF)	Nilai Weight Score (WS)	Nilai Customer Satisfaction Index (CSI)
	nilai pembobotan	Nilai MIS	nilai pembobotan	Nilai MSS			
7	118	3.933	121	4.033	0.263	1.064	0.734
8	115	3.833	103	3.433	0.257	0.883	
9	106	3.533	112	3.733	0.237	0.885	
10	108	3.6	104	3.466	0.241	0.837	
		14.9				3.670	

Ket: Kategori puas

4. Assurance (jaminan)

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Nilai Weight Factor (WF)	Nilai Weight Score (WS)	Nilai Customer Satisfaction Index (CSI)
	nilai pembobotan	Nilai MIS	nilai pembobotan	Nilai MSS			
11	105	3.5	84	2.8	0.2625	0.735	0.6116
12	92	3.066	100	3.333	0.23	0.766	
13	97	3.233	92	3.066	0.2425	0.743	
14	106	3.533	92	3.066	0.265	0.812	
		13.333				3.058	

Ket: Kategori cukup puas

5. Emphaty (empati)

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Nilai Weight Factor (WF)	Nilai Weight Score (WS)	Nilai Customer Satisfaction Index (CSI)
	nilai pembobotan	Nilai MIS	nilai pembobotan	Nilai MSS			
15	93	3.1	109	3.633	0.322	1.173	0.645
16	95	3.166	88	2.933	0.329	0.967	
17	100	3.333	94	3.133	0.347	1.087	
		9.6				3.228	

Ket: Kategori cukup puas

**Frekuensi Jawaban Responden Terhadap Variabel Kualitas Pelayanan (Pasien Non-BPJS)**

Variabel Pernyataan	Persepsi					Kinerja				
	STB	TB	C	B	SB	STB	TB	C	B	SB
1				39	6				42	3
2			9	36					43	2
3				41	4				44	1
4			12	33					44	1
5				42	3				44	1
6			20	25					44	1
7				43	2			1	44	
8			16	29				1	44	
9			1	44				4	41	
10			26	19				30	15	
11			2	43				6	39	
12			35	10				37	8	
13			2	43				9	36	
14			33	12				35	10	
15			4	41				22	23	
16			37	8				40	5	
17			5	40				29	16	

**Nilai Rata-rata Kualitas Pelayanan (Pasien Non-BPJS)**

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Gap
	nilai pembobotan	Rata-rata persepsi	nilai pembobotan	Rata-rata kinerja	
1	186	4.133	183	4.066	-0.066
2	171	3.8	182	4.044	0.244
3	184	4.088	181	4.022	-0.066
4	168	3.733	181	4.022	0.288
5	183	4.066	181	4.022	-0.044
6	160	3.555	181	4.022	0.466
7	182	4.044	179	3.977	-0.066
8	164	3.644	179	3.977	0.333
9	179	3.977	176	3.911	-0.066
10	154	3.422	150	3.333	-0.088
11	178	3.955	174	3.866	-0.088
12	145	3.222	143	3.177	-0.044
13	178	3.955	171	3.8	-0.155
14	147	3.266	145	3.222	-0.044

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Gap
	nilai pembobotan	Rata-rata persepsi	nilai pembobotan	Rata-rata kinerja	
15	176	3.911	158	3.511	-0.4
16	143	3.177	140	3.111	-0.066
17	175	3.888	151	3.355	-0.533
Jumlah Rata-rata		63.844		63.444	



**Nilai CSI terhadap Variabel Kualitas Pelayanan (Pasien Non-BPJS)**

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Nilai Weight Factor (WF)	Nilai Weight Score (WS)	Nilai Costumer Satisfaction Index (CSI)
	nilai pembobotan	Nilai MIS	nilai pembobotan	Nilai MSS			
1	186	4.1333	183	4.066	0.064	0.263	0.750
2	171	3.8	182	4.044	0.059	0.240	
3	184	4.088	181	4.022	0.064	0.257	
4	168	3.733	181	4.0222	0.058	0.235	
5	183	4.066	181	4.022	0.063	0.256	
6	160	3.555	181	4.022	0.055	0.224	
7	182	4.044	179	3.977	0.063	0.251	
8	164	3.644	179	3.977	0.057	0.227	
9	179	3.977	176	3.911	0.062	0.243	
10	154	3.422	150	3.333	0.053	0.178	
11	178	3.955	174	3.866	0.061	0.239	
12	145	3.222	143	3.177	0.050	0.160	
13	178	3.955	171	3.8	0.061	0.235	
14	147	3.266	145	3.222	0.051	0.164	
15	176	3.911	158	3.511	0.061	0.215	
16	143	3.177	140	3.111	0.049	0.154	
17	175	3.888	151	3.355	0.060	0.204	
Jumlah Rata-rata		63.844		63.444		3.752	

Berdasarkan nilai CSI terhadap kualitas pelayanan pada pasien non-BPJS sebesar 0,7506 maka disimpulkan secara keseluruhan kualitas pelayanan masuk kategori puas, demikian juga kepuasan pasien dengan nilai CSI sebesar 0,6872 masuk kategori cukup puas. Sedangkan angka CSI untuk masing-masing dimensi kualitas pelayanan dapat diperhitugkan sebagai berikut:

1. *Tangibles* (bukti langsung)

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Nilai Weight Factor (WF)	Nilai Weight Score (WS)	Nilai Costumer Satisfaction Index (CSI)
	nilai pembobotan	Nilai MIS	nilai pembobotan	Nilai MSS			
1	186	4.133	183	4.066	0.343	1.398	0.808
2	171	3.8	182	4.044	0.316	1.278	
3	184	4.088	181	4.022	0.340	1.368	
		12.022				4.044	

Ket: Kategori puas

2. *Reliability* (kehandalan)

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Nilai Weight Factor (WF)	Nilai Weight Score (WS)	Nilai Costumer Satisfaction Index (CSI)
	nilai pembobotan	Nilai MIS	nilai pembobotan	Nilai MSS			
4	168	3.733	181	4.022	0.328	1.322	0.804
5	183	4.066	181	4.022	0.358	1.440	
6	160	3.555	181	4.022	0.313	1.259	
		11.355				4.022	

Ket: Kategori puas

3. *Responsiveness* (daya tanggap)

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Nilai Weight Factor (WF)	Nilai Weight Score (WS)	Nilai Costumer Satisfaction Index (CSI)
	nilai pembobotan	Nilai MIS	nilai pembobotan	Nilai MSS			
7	182	4.044	179	3.977	0.268	1.066	0.762
8	164	3.644	179	3.977	0.241	0.960	
9	179	3.977	176	3.911	0.263	1.031	
10	154	3.422	150	3.333	0.226	0.756	
		15.088				3.814	

Ket: Kategori puas

4. Assurance (jaminan)

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Nilai Weight Factor (WF)	Nilai Weight Score (WS)	Nilai Costumer Satisfaction Index (CSI)
	nilai pembobotan	Nilai MIS	nilai pembobotan	Nilai MSS			
11	178	3.955	174	3.866	0.274	1.062	0.709
12	145	3.222	143	3.177	0.223	0.711	
13	178	3.955	171	3.8	0.274	1.043	
14	147	3.266	145	3.222	0.226	0.730	
		14.4				3.548	

Ket: Kategori cukup puas

5. Emphaty (empati)

Variabel Pernyataan	Persepsi Kualitas Pelayanan		Kinerja Kualitas Pelayanan		Nilai Weight Factor (WF)	Nilai Weight Score (WS)	Nilai Costumer Satisfaction Index (CSI)
	nilai pembobotan	Nilai MIS	nilai pembobotan	Nilai MSS			
15	176	3.911	158	3.511	0.356	1.250	0.668
16	143	3.177	140	3.111	0.289	0.900	
17	175	3.888	151	3.3555	0.354	1.188	
		10.977				3.340	

Ket: Kategori cukup puas

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