

LAMPIRAN

Lampiran 1. *Ethical Clearance*/ Surat Kelaikan Etik



**KETERANGAN KELAIKAN ETIK
("ETHICAL CLEARANCE")
KOMISI ETIK PENELITIAN KESEHATAN
FAKULTAS KEDOKTERAN UNIVERSITAS CIPUTRA
No. 006/EC/KEPK- FKUC/VII/2022**

Komisi Etik Penelitian Kesehatan Fakultas Kedokteran Universitas Ciputra, setelah menelaah dan menilai dengan seksama rancangan penelitian yang diusulkan dengan judul :

Layanan Holistik Komprehensif Terhadap Tingkat Kepuasan dan Loyalitas Pasien di Rumah Sakit Kristen Mojowarno

Peneliti Utama : Casey Clarissa Gondo
Unit / Lembaga/Tempat Penelitian : Fakultas Kedokteran Universitas Ciputra

Maka dengan ini menyatakan bahwa penelitian diatas telah memenuhi prinsip dalam CIOMS *International Ethical Guidelines for Health-related Research Involving Humans* (2016) dan dinyatakan **Laik Etik**

Peneliti memiliki kewajiban :

1. Mengumpulkan laporan terkait kemajuan
2. Melaporkan efek samping
3. Mengajukan laporan akhir dari penelitian yang diajukan.

Komisi Etik Penelitian Kesehatan Universitas Ciputra berhak mengawasi aktivitas penelitian kapanpun.

Surabaya, 28 Juli 2022
Ketua Komisi Etik Penelitian Kesehatan
Fakultas Kedokteran Universitas Ciputra


Rahajoe Imam Santosa, dr., Sp.PK.(K).
NIK. 20160216

Address: CitraLand CBD Boulevard,
Surabaya 60219 Indonesia
Phone: (02-31) 745 1059
Fax: (02-31) 745 1058
www.uc.ac.id

Lampiran 2. Surat Ijin Penelitian dari Rumah Sakit Kristen Mojowarno



Nomor : 128/RSKM/Diklat/VIII/2022
Lampiran : -
Perihal : Ijin Penelitian

10 Agustus 2022

Yth. Dekan Fakultas Kedokteran
Universitas Ciputra
CitraLand CBD Boulevard
Surabaya 60219

Dengan hormat,

Menindaklanjuti surat dari Dekan Fakultas Kedokteran – Universitas Ciputra, Surabaya nomor : 240/UC-SoM/Skel/VII/2022 yang kami terima tertanggal 27 Juli 2022 perihal Pengantar Ijin Penelitian mahasiswa :

N a m a : Casey Clarissa Gondo
N I M : 0606011910012
Program Studi : Kedokteran

Fakultas Kedokteran – Universitas Ciputra Surabaya
Judul : **Layanan Holistik Komprehensif Terhadap Tingkat Kepuasan Dan Loyalitas Pasien Di Rumah Sakit Kristen Mojowarno**

Dengan ini diberitahukan bahwa pada prinsipnya kami bisa menerima mahasiswa Program Studi Kedokteran, Fakultas Kedokteran – Universitas Ciputra Surabaya, untuk melakukan Penelitian di Rumah Sakit Kristen Mojowarno, dengan syarat sebagai berikut :

1. Melengkapi Proposal Penelitian.
2. Biaya Survey Pendahuluan untuk mahasiswa S1 : Rp. 200.000,-/Topik (dapat ditransfer melalui Bank BNI Cabang Jombang, No. Rek. 328042122. An. Rumah Sakit Kristen Mojowarno).

Demikian atas perhatian yang baik kami mengucapkan terima kasih.

Rumah Sakit Kristen Mojowarno
Direktur

dr. Heri Wibowo, M.Kes.

Tindakan Yth. :
1. Sdr. Casey Clarissa Gondo
2. Kabid. & Kabag. terkait.
3. Kanit. & Kaur. terkait
4. Arsip.

"Mangandito Ang mitalangi Lina"

Lampiran 3. Lembar Penjelasan Penelitian untuk Responden

1. Judul Penelitian

Layanan Komprehensif Terhadap Tingkat Kepuasan dan Loyalitas Pasien di Rumah Sakit Kristen Mojowarno.

2. Tujuan

- Tujuan Umum

Tujuan umum dari penelitian ini adalah untuk melihat apakah ada hubungan antara pelayanan komprehensif Rumah Sakit Kristen Mojowarno dengan tingkat kepuasan dan loyalitas pasien.

- Tujuan Khusus

- Mengetahui aspek layanan komprehensif terhadap kepuasan dan loyalitas pasien di Rumah Sakit Kristen Mojowarno.
- Mengetahui faktor-faktor yang memiliki hubungan dengan kepuasan dan loyalitas pasien di Rumah Sakit Kristen Mojowarno.
- Mengetahui hubungan layanan komprehensif terhadap kepuasan dan loyalitas pasien di Rumah Sakit Kristen Mojowarno

3. Perlakuan yang diterapkan pada subjek

Penelitian ini dilakukan dengan pendekatan *cross sectional* observasional analitik melalui pembagian kepada responden, sehingga tidak ada perlakuan apapun untuk subjek.

4. **Manfaat penelitian bagi subyek penelitian**

Responden memperoleh pengetahuan dan informasi terkait pelayanan komprehensif yang dapat menjadi dasar untuk mempertimbangkan pilihan pengobatannya.

5. **Masalah etik yang mungkin akan dihadapi subyek penelitian**

Penelitian ini tidak mengganggu aktivitas subjek/responden penelitian dalam menjalankan pengobatannya di Rumah Sakit Kristen Mojowarno dan tidak menimbulkan kerugian ekonomi, fisik, dll, serta tidak bertentangan dengan hukum yang berlaku.

6. **Resiko penelitian**

Tidak ada bahaya potensial atau resiko penelitian yang diakibatkan oleh keterlibatan subyek dalam penelitian ini karena dalam penelitian hanya dilakukan pengisian kuesioner dan tidak dilakukan intervensi apapun terhadap responden.

7. **Jaminan kerahasiaan data**

Semua data dan informasi yang berhubungan subjek di dalam penelitian ini dijaga kerahasiaannya dengan tidak mencantumkan identitas subyek penelitian secara jelas (menggunakan inisial).

8. **Hak untuk undur diri**

Keterlibatan responden dalam penelitian ini bersifat sukarela sehingga responden diperkenankan untuk mengundurkan diri tanpa syarat dan tanpa menimbulkan kerugian bagi responden.

Lampiran 4. Informed Consent Menjadi Responden

INFORMED CONSENT MENJADI RESPONDEN

Kepada Yth.

Bapak/ Ibu.....

Dengan Hormat,

Saya yang bertanda tangan di bawah ini :

Nama : Casey Clarissa Gondo

NIM : 0606011910012

Jurusan : Medical

Hendak melaksanakan penelitian yang berjudul “Layanan Komprehensif Terhadap Tingkat Kepuasan dan Loyalitas Pasien di Rumah Sakit Kristen Mojowarno”. Tujuan dari penelitian ini adalah untuk mengetahui apakah ada hubungan antara pelayanan komprehensif Rumah Sakit Kristen Mojowarno dengan tingkat kepuasan dan loyalitas pasien.

Oleh karena itu, saya mohon partisipasi bapak / ibu dalam penelitian ini sebagai responden. Semua data dan informasi yang dikumpulkan akan dijaga kerahasiaannya dan hanya digunakan untuk tujuan penelitian ini.

Silahkan mengisi dan menandatangani formulir persetujuan untuk menjadi responden apabila bapak/ ibu bersedia. Akhir kata, saya mengucapkan terima kasih atas waktu dan kesediaan bapak/ ibu

Surabaya,.....2022



Lampiran 5. Persetujuan Menjadi Responden

PERSETUJUAN

Setelah membaca dan memahami tujuan dari penelitian ini, saya yang bertanda tangan di bawah ini :

Nama :

Umur :

Bersedia menjadi responden dari penelitian yang berjudul “Layanan Komprehensif Terhadap Tingkat Kepuasan dan Loyalitas Pasien di Rumah Sakit Kristen Mojowarno” yang dilakukan oleh saudari Casey Clarissa Gondo sebagai data untuk penelitian yang sedang dilakukan.

Demikian pernyataan ini saya buat dengan sesungguhnya dan tanpa paksaan dari pihak manapun.

Jombang, 2022

(Responden)

Lampiran 6. Kuesioner Penelitian

a. Identitas Diri

1. Nama :
2. Jenis Kelamin : L / P
3. Usia :
4. Pekerjaan :
 - PNS
 - Serabutan
 - Tidak bekerja
 - Wirausaha
 - Swasta
5. Pendidikan Terakhir :
 - Tidak Sekolah
 - SD/SMP
 - SMA
 - S1
 - S2



b. Layanan Komprehensif

Nilai pernyataan yang sesuai dengan pendapat anda (hanya satu) dengan

(√) pada kolom:

STS : Sangat Tidak Setuju

TS : Tidak Setuju

N : Netral

S : Setuju

SS : Sangat Setuju

| No | Pernyataan | STS | TS | N | S | SS |
|----------------------------|---|-----|----|---|---|----|
| | | 1 | 2 | 3 | 4 | 5 |
| Pelayanan Promotif | | | | | | |
| 1 | Rumah sakit mengadakan penyuluhan yang berkaitan dengan kesehatan | | | | | |
| 2 | Saya melihat poster mengenai pentingnya kesehatan terpasang di RS Kristen Mojowarno | | | | | |
| Pelayanan Preventif | | | | | | |
| 3 | Dokter mencuci tangan dan memakai sarung tangan sebelum melakukan pemeriksaan | | | | | |
| 4 | Lingkungan Rumah Sakit Kristen Mojowarno bersih | | | | | |

| Pelayanan Kuratif | | | | | | |
|--------------------------------|--|--|--|--|--|--|
| 5 | Pelayanan pengobatan di RSKM dilakukan dengan tanggap | | | | | |
| 6 | Pengobatan dilakukan dengan tepat | | | | | |
| Pelayanan Rehabilitatif | | | | | | |
| 7 | Petugas kesehatan cermat (penuh perhatian, seksama dan teliti) pada saat melakukan pelayanan | | | | | |
| 8 | Layanan pemulihan pasca pengobatan bermanfaat mempercepat kesembuhan | | | | | |

c. Kepuasan Pasien di Rumah Sakit Kristen Mojowarno

Nilai pernyataan yang sesuai dengan pendapat anda (hanya satu) dengan

(√) pada kolom:

STS : Sangat Tidak Setuju

TS : Tidak Setuju

CS : Netral

S : Setuju

SS : Sangat Setuju

| No | Pernyataan | STS | TS | N | S | SS |
|-----------------------------|--|-----|----|---|---|----|
| | | 1 | 2 | 3 | 4 | 5 |
| Dukungan Rumah Sakit | | | | | | |
| 1 | Ada operan informasi yang baik antara perawat jaga yang satu dengan perawat shift berikutnya | | | | | |
| 2 | Dokter yang bertanggung jawab dalam ruang perawatan mudah dihubungi | | | | | |
| 3 | Perawat yang bertanggung jawab dalam ruang perawatan mudah dihubungi | | | | | |
| 4 | Informasi terkait sarana dan fasilitas ruangan di rumah sakit lengkap | | | | | |

| | | | | | | |
|---|--|--|--|--|--|--|
| 5 | Informasi dan data pasien (Rekam Medis) lengkap | | | | | |
| 6 | Saya yakin kerahasiaan rekam medis terjamin | | | | | |
| Pelayanan Pendaftaran (Administrasi) | | | | | | |
| 7 | Sistem pendaftaran di rumah sakit mudah | | | | | |
| 8 | Sistem pengurusan asuransi mudah | | | | | |
| 9 | Sistem pembayaran di rumah sakit mudah | | | | | |
| Sarana dan Fasilitas Ruang Perawatan | | | | | | |
| 10 | Cahaya dalam ruang perawatan terang | | | | | |
| 11 | Udara dalam ruang perawatan sejuk | | | | | |
| 12 | Perabotan dalam ruang perawatan dalam kondisi baik | | | | | |
| Akses Komunikasi dengan Tenaga Kesehatan | | | | | | |
| 13 | Penanggung jawab Ruang rawat inap jelas | | | | | |
| 14 | Tersedia alat komunikasi antara pasien dan tenaga medis yang berfungsi dengan baik | | | | | |

| Pengalaman Pasien | | | | | | |
|--------------------------|---|--|--|--|--|--|
| 15 | Perawat ada saat dibutuhkan | | | | | |
| 16 | Dokter ada saat dibutuhkan | | | | | |
| 17 | Dokter terampil dalam menentukan diagnosa penyakit | | | | | |
| 18 | Perawat terampil (tidak melakukan kesalahan) dalam melayani pasien. | | | | | |
| 19 | Dokter yang merawat mau mendengarkan dan perhatian kepada pasien | | | | | |
| 20 | Perawat yang merawat mau mendengarkan dan perhatian kepada pasien | | | | | |
| 21 | Dokter ramah dan menghargai pasien | | | | | |
| 22 | Perawat ramah dan menghargai pasien | | | | | |

d. Loyalitas Pasien di Rumah Sakit Kristen Mojowarno

Nilai pernyataan yang sesuai dengan pendapat anda (hanya satu) dengan

(√) pada kolom:

STS : Sangat Tidak Setuju

TS : Tidak Setuju

CS : Netral

S : Setuju

SS : Sangat Setuju

| No | Pernyataan | STS | TS | N | S | SS |
|-----------------------------------|--|-----|----|---|---|----|
| | | 1 | 2 | 3 | 4 | 5 |
| Pemanfaatan Jangka Panjang | | | | | | |
| 1 | Pelayanan yang diberikan oleh Rumah Sakit Kristen Mojowarno dapat dipercaya | | | | | |
| 2 | Saya akan tetap memilih Rumah Sakit Kristen Mojowarno untuk perawatan kesehatan. | | | | | |
| Rekomendasi | | | | | | |
| 3 | Akan merekomendasikan Rumah Sakit Kristen Mojowarno untuk perawatan kesehatan kepada orang lain. | | | | | |

Lampiran 7. Hasil Olah Data Demografis Responden

| Inisial | Usia | Jenis Kelamin | Pendidikan Terakhir | Pekerjaan |
|----------------|-------------|----------------------|----------------------------|------------------|
| I | 2 | 2 | 3 | 5 |
| Y | 2 | 2 | 3 | 5 |
| R | 1 | 1 | 3 | 5 |
| RA | 1 | 1 | 3 | 5 |
| E | 3 | 1 | 3 | 5 |
| E | 3 | 1 | 3 | 5 |
| S | 3 | 2 | 4 | 5 |
| R | 3 | 2 | 4 | 5 |
| M | 3 | 2 | 5 | 5 |
| MN | 3 | 2 | 5 | 5 |
| M | 2 | 2 | 5 | 5 |
| SL | 2 | 1 | 3 | 5 |
| SO | 2 | 1 | 3 | 5 |
| A | 2 | 1 | 3 | 5 |
| SAH | 2 | 1 | 4 | 5 |
| H | 2 | 1 | 4 | 5 |
| D | 2 | 2 | 4 | 5 |
| W | 2 | 1 | 4 | 5 |
| I | 1 | 2 | 4 | 5 |
| G | 1 | 1 | 3 | 5 |
| GR | 1 | 1 | 3 | 5 |
| RM | 1 | 1 | 3 | 5 |
| NA | 1 | 2 | 3 | 5 |
| MU | 4 | 2 | 3 | 4 |
| M | 4 | 2 | 3 | 4 |
| R | 3 | 2 | 2 | 4 |
| R | 3 | 2 | 2 | 4 |
| M | 3 | 1 | 3 | 4 |
| MR | 3 | 1 | 3 | 4 |
| B | 3 | 2 | 3 | 4 |
| P | 3 | 1 | 3 | 4 |
| BA | 3 | 2 | 3 | 4 |
| NGI | 3 | 2 | 2 | 4 |
| NG | 3 | 2 | 2 | 4 |
| TH | 3 | 1 | 4 | 4 |
| MH | 2 | 1 | 3 | 4 |
| TS | 2 | 1 | 3 | 4 |

| | | | | |
|----|---|---|---|---|
| T | 2 | 1 | 3 | 4 |
| A | 2 | 1 | 3 | 4 |
| ML | 2 | 1 | 4 | 4 |
| M | 2 | 1 | 2 | 4 |
| MS | 2 | 1 | 2 | 4 |
| AR | 2 | 1 | 2 | 4 |
| B | 3 | 1 | 2 | 3 |
| W | 3 | 1 | 3 | 3 |
| AG | 1 | 1 | 2 | 3 |
| VI | 2 | 2 | 3 | 3 |
| VA | 2 | 2 | 3 | 3 |
| P | 1 | 2 | 3 | 3 |
| P | 1 | 2 | 3 | 3 |
| MD | 1 | 1 | 1 | 3 |
| F | 4 | 2 | 2 | 3 |
| F | 4 | 2 | 2 | 3 |
| T | 4 | 2 | 2 | 3 |
| H | 3 | 2 | 2 | 3 |
| S | 3 | 2 | 2 | 3 |
| S | 3 | 2 | 2 | 3 |
| K | 3 | 2 | 2 | 3 |
| S | 3 | 2 | 2 | 3 |
| A | 3 | 2 | 2 | 3 |
| S | 3 | 2 | 2 | 3 |
| S | 3 | 2 | 2 | 3 |
| M | 3 | 2 | 2 | 3 |
| T | 3 | 2 | 2 | 3 |
| M | 3 | 2 | 2 | 3 |
| Y | 2 | 2 | 3 | 3 |
| RV | 2 | 2 | 3 | 3 |
| IU | 2 | 2 | 3 | 3 |
| IA | 2 | 2 | 3 | 3 |
| NS | 2 | 2 | 3 | 3 |
| LD | 2 | 2 | 2 | 3 |
| LD | 2 | 2 | 2 | 3 |
| L | 2 | 2 | 2 | 3 |
| RZ | 2 | 1 | 4 | 3 |
| PT | 2 | 2 | 3 | 3 |
| PI | 2 | 1 | 2 | 3 |
| SE | 1 | 1 | 4 | 3 |

| | | | | |
|-----|---|---|---|---|
| W | 1 | 1 | 4 | 3 |
| S | 1 | 2 | 3 | 3 |
| D | 1 | 2 | 3 | 3 |
| RZ | 1 | 1 | 4 | 3 |
| R | 1 | 1 | 4 | 3 |
| FA | 1 | 2 | 3 | 3 |
| FV | 1 | 2 | 3 | 3 |
| PF | 1 | 1 | 3 | 3 |
| WA | 1 | 2 | 3 | 3 |
| VA | 1 | 1 | 3 | 3 |
| V | 1 | 2 | 2 | 3 |
| B | 1 | 1 | 3 | 3 |
| Y | 1 | 2 | 3 | 3 |
| A | 1 | 1 | 3 | 3 |
| M | 1 | 2 | 2 | 3 |
| CC | 1 | 2 | 3 | 3 |
| DA | 1 | 2 | 3 | 3 |
| N | 1 | 2 | 3 | 3 |
| D | 1 | 2 | 3 | 3 |
| G | 1 | 2 | 2 | 3 |
| NH | 3 | 2 | 2 | 2 |
| NK | 3 | 2 | 2 | 2 |
| B | 3 | 1 | 2 | 2 |
| R | 2 | 2 | 4 | 2 |
| Y | 3 | 1 | 3 | 2 |
| T | 3 | 1 | 3 | 2 |
| SHO | 3 | 1 | 3 | 2 |
| SH | 3 | 1 | 3 | 2 |
| S | 2 | 2 | 2 | 2 |
| R | 2 | 2 | 3 | 1 |
| N | 2 | 2 | 2 | 1 |
| RR | 2 | 2 | 3 | 1 |
| R | 2 | 2 | 3 | 1 |

Keterangan:

a. Jenis Kelamin

- Laki laki = 1
- Perempuan = 2

b. Usia

- 1-25 tahun = 1
- 26-45 tahun = 2
- 45-65 tahun = 3
- >65 tahun = 4

c. Pekerjaan

- PNS = 1
- Serabutan = 2
- Tidak bekerja = 3
- Wirausaha = 4
- Swasta = 5

d. Pendidikan Terakhir

- Tidak Sekolah = 1
- SD/SMP = 2
- SMA = 3
- S1 = 4
- S2 = 5

Lampiran 8. Tabulasi Data Kuesioner Layanan Komprehensif

| Inisial | X1 | X2 | X3 | X4 | X5 | X6 | X7 | X8 |
|---------|----|----|----|----|----|----|----|----|
| I | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Y | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| R | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| RA | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| E | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| E | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| S | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| R | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| M | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| MN | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| M | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| SL | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| SO | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| A | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| SAH | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| H | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| D | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| W | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| I | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| G | 5 | 5 | 2 | 5 | 4 | 4 | 4 | 4 |
| GR | 5 | 5 | 5 | 5 | 3 | 5 | 4 | 4 |
| RM | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| NA | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| MU | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| M | 5 | 5 | 2 | 5 | 4 | 4 | 4 | 4 |
| R | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| R | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| M | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| MR | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| B | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| P | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| BA | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| NGI | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| NG | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| TH | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| MH | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| TS | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |

| | | | | | | | | |
|----|---|---|---|---|---|---|---|---|
| T | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| A | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| ML | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| M | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| MS | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| AR | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| B | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| W | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| AG | 4 | 2 | 5 | 4 | 5 | 5 | 4 | 4 |
| VI | 5 | 4 | 3 | 4 | 3 | 4 | 5 | 4 |
| VA | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 3 |
| P | 2 | 4 | 5 | 5 | 4 | 4 | 4 | 4 |
| P | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| MD | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| F | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| F | 5 | 4 | 5 | 5 | 3 | 3 | 5 | 5 |
| T | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 |
| H | 3 | 5 | 5 | 5 | 5 | 4 | 4 | 5 |
| S | 1 | 5 | 5 | 2 | 1 | 5 | 5 | 5 |
| S | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| K | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 |
| S | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 |
| A | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 |
| S | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| S | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 |
| M | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 |
| T | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| M | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 |
| Y | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| RV | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| IU | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| IA | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 |
| NS | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 |
| LD | 5 | 5 | 5 | 5 | 3 | 5 | 3 | 5 |
| LD | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| L | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| RZ | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 |
| PT | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| PI | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 |
| SE | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |

| | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|
| W | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| S | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| D | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| RZ | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| R | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| FA | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| FV | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 |
| PF | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| WA | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| VA | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| V | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| B | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Y | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| A | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| M | 4 | 2 | 5 | 4 | 5 | 5 | 4 | 4 |
| CC | 5 | 4 | 3 | 4 | 3 | 4 | 5 | 4 |
| DA | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 3 |
| N | 2 | 4 | 5 | 5 | 4 | 4 | 4 | 4 |
| D | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| G | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| NH | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| NK | 5 | 4 | 5 | 5 | 3 | 3 | 5 | 5 |
| B | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 |
| R | 3 | 5 | 5 | 5 | 5 | 4 | 4 | 5 |
| Y | 1 | 5 | 5 | 2 | 1 | 5 | 5 | 5 |
| T | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| SHO | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 |
| SH | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 |
| S | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 |
| R | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| N | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 |
| RR | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 |
| R | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |

Keterangan

X1 – X8 =
kuesioner layanan komprehensif pertanyaan 1-8

1 = sangat tidak setuju

2 = tidak setuju

3 = netral

4 = setuju

5 = sangat setuju



Lampiran 9. Tabulasi Data Kepuasan Pasien

| Inisial | Y1 | Y2 | Y3 | Y4 | Y5 | Y6 | Y7 | Y8 | Y9 | Y10 | Y11 | Y12 | Y13 | Y14 | Y15 | Y16 | Y17 | Y18 | Y19 | Y20 | Y21 | Y22 |
|----------------|----|----|----|----|----|----|----|----|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| I | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 5 |
| Y | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| R | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| RA | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| E | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| E | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| S | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| R | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| M | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| MN | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| M | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| SL | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| SO | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| A | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| SAH | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| H | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| D | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| W | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| I | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| G | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| GR | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| RM | 4 | 4 | 5 | 4 | 4 | 5 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |

| | | | | | | | | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| NA | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| MU | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| M | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| R | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 5 |
| R | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| M | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| MR | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| B | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| P | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| BA | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| NGI | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| NG | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| TH | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| MH | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| TS | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| T | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| A | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| ML | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| M | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| MS | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| AR | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| B | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| W | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| AG | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 |

| | | | | | | | | | | | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| VI | 3 | 4 | 5 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 3 | 5 | 4 | 4 |
| VA | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 |
| P | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| P | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 5 | 4 | 4 |
| MD | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| F | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| F | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 |
| T | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| H | 4 | 5 | 5 | 4 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 |
| S | 5 | 4 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 2 |
| S | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| K | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| S | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 |
| A | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 |
| S | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| S | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| M | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 |
| T | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| M | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 2 | 4 | 4 | 4 | 3 |
| Y | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| RV | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| IU | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| IA | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 3 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 |
| NS | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 3 | 4 | 2 | 4 | 5 | 4 | 5 |

| | | | | | | | | | | | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| LD | 1 | 1 | 5 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 2 | 5 | 5 | 2 | 4 |
| LD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 |
| L | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| RZ | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 |
| PT | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| PI | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 |
| SE | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| W | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| S | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| D | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| RZ | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| R | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| FA | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| FV | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| PF | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| WA | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| VA | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| V | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| B | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Y | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| A | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| M | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 |
| CC | 3 | 4 | 5 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 5 | 4 | 3 | 5 | 4 | 4 |
| DA | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 |

| | | | | | | | | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| N | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| D | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 4 | 4 |
| G | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| NH | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| NK | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 |
| B | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| R | 4 | 5 | 5 | 4 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 |
| Y | 5 | 4 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 2 |
| T | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| SHO | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 |
| SH | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 |
| S | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 |
| R | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| N | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| RR | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 |
| R | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |

Keterangan

Y1 – Y22 = kuesioner penilaian kepuasa pertanyaan 1-22

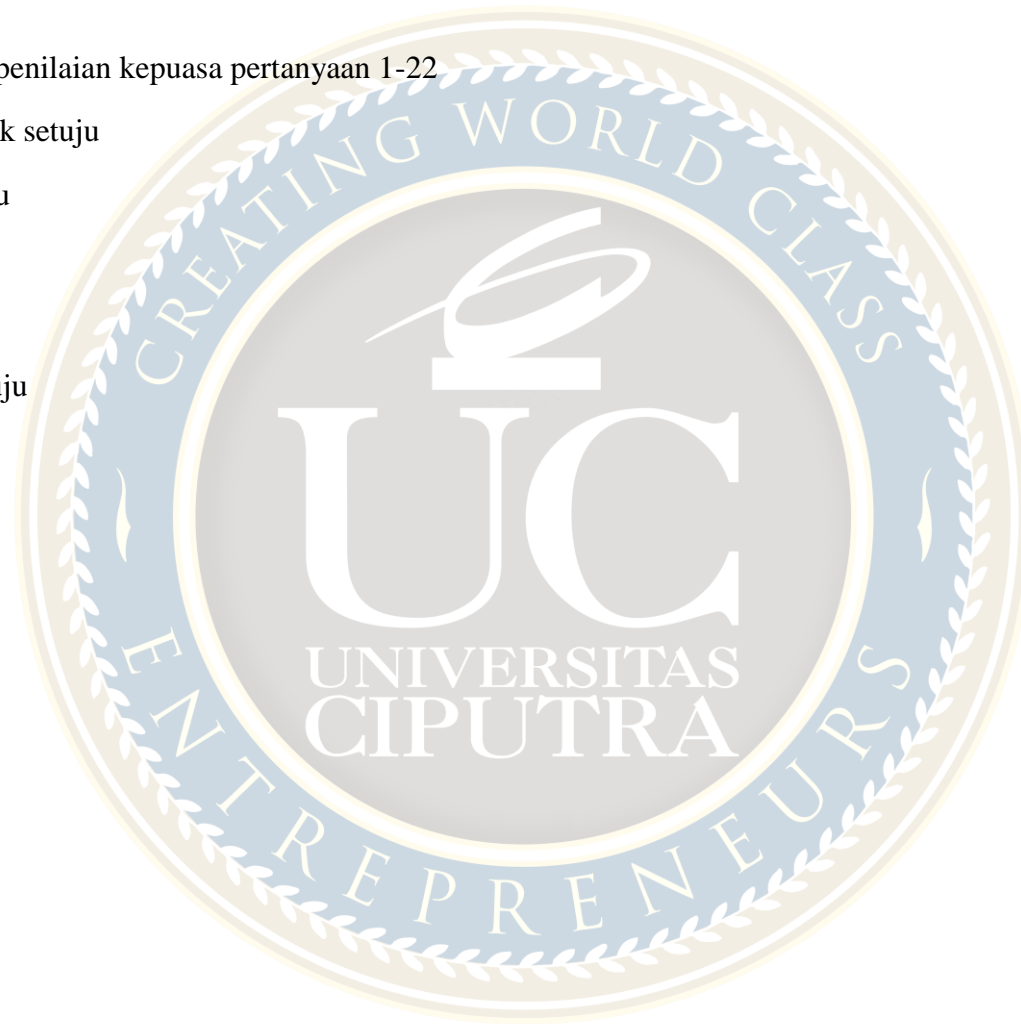
1 = sangat tidak setuju

2 = tidak setuju

3 = netral

4 = setuju

5 = sangat setuju



Lampiran 10. Tabulasi Data Loyalitas Pasien

| Inisial | Y1 | Y2 | Y3 |
|---------|----|----|----|
| I | 5 | 5 | 5 |
| Y | 4 | 4 | 4 |
| R | 4 | 4 | 4 |
| RA | 4 | 4 | 4 |
| E | 4 | 4 | 4 |
| E | 4 | 4 | 4 |
| S | 4 | 4 | 4 |
| R | 5 | 5 | 5 |
| M | 5 | 5 | 5 |
| MN | 5 | 5 | 5 |
| M | 5 | 5 | 5 |
| SL | 5 | 5 | 5 |
| SO | 5 | 5 | 5 |
| A | 5 | 5 | 5 |
| SAH | 5 | 5 | 5 |
| H | 5 | 5 | 5 |
| D | 5 | 5 | 5 |
| W | 5 | 5 | 5 |
| I | 5 | 5 | 5 |
| G | 5 | 5 | 5 |
| GR | 5 | 5 | 5 |
| RM | 4 | 4 | 4 |
| NA | 4 | 4 | 4 |
| MU | 4 | 4 | 4 |
| M | 5 | 5 | 5 |
| R | 5 | 5 | 5 |
| R | 4 | 4 | 4 |
| M | 4 | 4 | 4 |
| MR | 4 | 4 | 4 |
| B | 4 | 4 | 4 |
| P | 4 | 4 | 4 |
| BA | 4 | 4 | 4 |
| NGI | 5 | 5 | 5 |
| NG | 5 | 5 | 5 |
| TH | 5 | 5 | 5 |
| MH | 5 | 5 | 5 |
| TS | 5 | 5 | 5 |

| | | | |
|----|---|---|---|
| T | 5 | 5 | 5 |
| A | 5 | 5 | 5 |
| ML | 5 | 5 | 5 |
| M | 5 | 5 | 5 |
| MS | 5 | 5 | 5 |
| AR | 5 | 5 | 5 |
| B | 5 | 5 | 5 |
| W | 4 | 4 | 4 |
| AG | 5 | 4 | 5 |
| VI | 2 | 4 | 4 |
| VA | 4 | 4 | 4 |
| P | 4 | 4 | 4 |
| P | 5 | 5 | 5 |
| MD | 3 | 3 | 5 |
| F | 4 | 4 | 4 |
| F | 5 | 5 | 5 |
| T | 5 | 5 | 5 |
| H | 4 | 4 | 5 |
| S | 4 | 5 | 5 |
| S | 4 | 4 | 4 |
| K | 5 | 5 | 5 |
| S | 4 | 4 | 5 |
| A | 5 | 5 | 5 |
| S | 5 | 5 | 5 |
| S | 5 | 5 | 5 |
| M | 4 | 4 | 5 |
| T | 5 | 5 | 5 |
| M | 5 | 3 | 5 |
| Y | 4 | 3 | 4 |
| RV | 5 | 5 | 5 |
| IU | 5 | 5 | 5 |
| IA | 4 | 5 | 5 |
| NS | 5 | 4 | 5 |
| LD | 5 | 5 | 5 |
| LD | 3 | 4 | 4 |
| L | 5 | 5 | 5 |
| RZ | 4 | 4 | 4 |
| PT | 5 | 5 | 5 |
| PI | 5 | 5 | 5 |
| SE | 5 | 5 | 5 |

| | | | |
|-----|---|---|---|
| W | 4 | 4 | 4 |
| S | 5 | 5 | 5 |
| D | 5 | 5 | 5 |
| RZ | 5 | 5 | 5 |
| R | 5 | 5 | 5 |
| FA | 5 | 5 | 5 |
| FV | 5 | 5 | 5 |
| PF | 5 | 5 | 5 |
| WA | 5 | 5 | 5 |
| VA | 5 | 5 | 5 |
| V | 5 | 5 | 5 |
| B | 5 | 5 | 5 |
| Y | 5 | 5 | 5 |
| A | 4 | 4 | 4 |
| M | 5 | 4 | 5 |
| CC | 2 | 4 | 4 |
| DA | 4 | 4 | 4 |
| N | 4 | 4 | 4 |
| D | 5 | 5 | 5 |
| G | 3 | 3 | 5 |
| NH | 4 | 4 | 4 |
| NK | 5 | 5 | 5 |
| B | 5 | 5 | 5 |
| R | 4 | 4 | 5 |
| Y | 4 | 5 | 5 |
| T | 4 | 4 | 4 |
| SHO | 5 | 5 | 5 |
| SH | 4 | 4 | 5 |
| S | 5 | 5 | 5 |
| R | 5 | 5 | 5 |
| N | 5 | 5 | 5 |
| RR | 4 | 4 | 5 |
| R | 5 | 5 | 5 |

Keterangan

Y1 – Y3 =
kuesioner penilaian kepuasa pertanyaan 1-3

1 = sangat tidak setuju

2 = tidak setuju

3 = netral

4 = setuju

5 = sangat setuju



Lampiran 11. Analisis SPSS

1. Layanan Komprehensif

Layanan komprehensif

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------|-----------|---------|---------------|--------------------|
| Valid kurang | 27 | 24.5 | 24.5 | 24.5 |
| cukup | 15 | 13.6 | 13.6 | 38.2 |
| baik | 68 | 61.8 | 61.8 | 100.0 |
| Total | 110 | 100.0 | 100.0 | |

a. Promotif

Promotif

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------|-----------|---------|---------------|--------------------|
| Valid kurang | 14 | 12.7 | 12.7 | 12.7 |
| cukup | 34 | 30.9 | 30.9 | 43.6 |
| baik | 62 | 56.4 | 56.4 | 100.0 |
| Total | 110 | 100.0 | 100.0 | |

b. Preventif

Preventif

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------|-----------|---------|---------------|--------------------|
| Valid kurang | 7 | 6.4 | 6.4 | 6.4 |
| cukup | 30 | 27.3 | 27.3 | 33.6 |
| baik | 73 | 66.4 | 66.4 | 100.0 |
| Total | 110 | 100.0 | 100.0 | |

c. Kuratif

Kuratif

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | kurang | 6 | 5.5 | 5.5 | 5.5 |
| | cukup | 46 | 41.8 | 41.8 | 47.3 |
| | baik | 58 | 52.7 | 52.7 | 100.0 |
| | Total | 110 | 100.0 | 100.0 | |

d. Rehabilitatif

Rehabilitatif

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | kurang | 2 | 1.8 | 1.8 | 1.8 |
| | cukup | 35 | 31.8 | 31.8 | 33.6 |
| | baik | 73 | 66.4 | 66.4 | 100.0 |
| | Total | 110 | 100.0 | 100.0 | |

2. Kepuasan Pasien

Kepuasan pasien

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|---------|---------------|--------------------|
| Valid | kurang | 26 | 23.6 | 23.6 |
| | cukup | 22 | 20.0 | 43.6 |
| | baik | 62 | 56.4 | 100.0 |
| | Total | 110 | 100.0 | 100.0 |

a. Dukungan Rumah Sakit

Dukungan rumah sakit

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|---------|---------------|--------------------|
| Valid | kurang | 7 | 6.4 | 6.4 |
| | cukup | 36 | 32.7 | 39.1 |
| | baik | 67 | 60.9 | 100.0 |
| | Total | 110 | 100.0 | 100.0 |

b. Pelayanan Pendaftaran

Pelayanan pendaftaran

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|---------|---------------|--------------------|
| Valid | kurang | 8 | 7.3 | 7.3 |
| | cukup | 37 | 33.6 | 40.9 |
| | baik | 65 | 59.1 | 100.0 |
| | Total | 110 | 100.0 | 100.0 |

c. Sarana dan Fasilitas Ruang Perawatan

Sarana dan fasilitas ruang perawatan

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------|-----------|---------|---------------|--------------------|
| Valid kurang | 9 | 8.2 | 8.2 | 8.2 |
| Valid cukup | 26 | 23.6 | 23.6 | 31.8 |
| Valid baik | 75 | 68.2 | 68.2 | 100.0 |
| Total | 110 | 100.0 | 100.0 | |

d. Akses Komunikasi dan Tenaga Kesehatan

Akses komunikasi dan tenaga kesehatan

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------|-----------|---------|---------------|--------------------|
| Valid kurang | 5 | 4.5 | 4.5 | 4.5 |
| Valid cukup | 50 | 45.5 | 45.5 | 50.0 |
| Valid baik | 55 | 50.0 | 50.0 | 100.0 |
| Total | 110 | 100.0 | 100.0 | |

e. Pengalaman Pasien

Pengalaman pasien

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------|-----------|---------|---------------|--------------------|
| Valid kurang | 7 | 6.4 | 6.4 | 6.4 |
| Valid cukup | 41 | 37.3 | 37.3 | 43.6 |
| Valid baik | 62 | 56.4 | 56.4 | 100.0 |
| Total | 110 | 100.0 | 100.0 | |

3. Loyalitas Pasien

Loyalitas pasien

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | kurang | 33 | 30.0 | 30.0 | 30.0 |
| | cukup | 13 | 11.8 | 11.8 | 41.8 |
| | baik | 64 | 58.2 | 58.2 | 100.0 |
| | Total | 110 | 100.0 | 100.0 | |

a. Pemanfaatan Jangka Panjang

Pemanfaatan jangka panjang

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | kurang | 6 | 5.5 | 5.5 | 5.5 |
| | cukup | 40 | 36.4 | 36.4 | 41.8 |
| | baik | 64 | 58.2 | 58.2 | 100.0 |
| | Total | 110 | 100.0 | 100.0 | |

b. Rekomendasi

Rekomendasi rs Kristen Mojowarno

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------|-----------|---------|---------------|--------------------|
| Valid | loyal | 31 | 28.2 | 28.2 | 28.2 |
| | sangat loyal | 79 | 71.8 | 71.8 | 100.0 |
| | Total | 110 | 100.0 | 100.0 | |

4. Hubungan Layanan Komprehensif - Kepuasan total

Layanan_komprehensif * Kepuasan pasien Crosstabulation

| | | kepuasan_pasien | | | Total | |
|-------------------------|------------|-----------------|-------|-------|--------|-------|
| | | kurang | cukup | baik | | |
| Layanan komprehensif | kurang | Count | 24 | 3 | 0 | 27 |
| | | % of Total | 21.8% | 2.7% | 0.0% | 24.5% |
| | cukup | Count | 0 | 9 | 6 | 15 |
| | | % of Total | 0.0% | 8.2% | 5.5% | 13.6% |
| | baik | Count | 2 | 10 | 56 | 68 |
| | | % of Total | 1.8% | 9.1% | 50.9% | 61.8% |
| Total | Count | 26 | 22 | 62 | 110 | |
| | % of Total | 23.6% | 20.0% | 56.4% | 100.0% | |

Chi-Square Tests

| | Value | df | Asymptotic Significance (2-sided) |
|------------------------------|----------------------|----|-----------------------------------|
| Pearson Chi-Square | 102.605 ^a | 4 | .000 |
| Likelihood Ratio | 103.697 | 4 | .000 |
| Linear-by-Linear Association | 74.822 | 1 | .000 |
| N of Valid Cases | 110 | | |

a. 2 cells (22.2%) have expected count less than 5. The minimum expected count is 3.00.

5. Hubungan Kepuasan total - Loyalitas

Kepuasan pasien * loyalitas pasien Crosstabulation

| | | | Loyalitas pasien | | | Total |
|-----------------|------------|------------|------------------|-------|--------|-------|
| | | | kurang | cukup | baik | |
| Kepuasan pasien | kurang | Count | 24 | 2 | 0 | 26 |
| | | % of Total | 21.8% | 1.8% | 0.0% | 23.6% |
| | cukup | Count | 5 | 11 | 6 | 22 |
| | | % of Total | 4.5% | 10.0% | 5.5% | 20.0% |
| | baik | Count | 4 | 0 | 58 | 62 |
| | | % of Total | 3.6% | 0.0% | 52.7% | 56.4% |
| Total | Count | 33 | 13 | 64 | 110 | |
| | % of Total | 30.0% | 11.8% | 58.2% | 100.0% | |

Chi-Square Tests

| | Value | df | Asymptotic Significance (2-sided) |
|------------------------------|----------------------|----|-----------------------------------|
| Pearson Chi-Square | 112.403 ^a | 4 | .000 |
| Likelihood Ratio | 114.889 | 4 | .000 |
| Linear-by-Linear Association | 74.601 | 1 | .000 |
| N of Valid Cases | 110 | | |

a. 2 cells (22.2%) have expected count less than 5. The minimum expected count is 2.60.

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