

- a. Hasil penelitian ini diharapkan dapat digunakan sebagai bahan masukan bagi kelanjutan penelitian.
- b. Untuk kesempurnaan penelitian ini hendaknya peneliti menambahkan faktor-faktor yang mempengaruhi kepuasan pasien, seperti kualitas produk, faktor emosional, lokasi, harga, dan biaya.

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Lampiran 1

PERMOHONAN MENJADI RESPONDEN PENELITIAN

Kepada Yth:
Pasien Rawat Inap RSUD
Dr. Soeratno Gemolong
Di - Tempat

Dengan hormat,

Yang bertanda tangan di bawah ini saya:

Nama : ELSA NAROLITA

Nim : 2016122010

Akan mengadakan penelitian dengan judul “Pengaruh Kualitas Pelayanan Keperawatan Terhadap Kepuasan Pasien Di Ruang Rawat Inap RSUD Dr. Soeratno Gemolong”.

Penelitian ini tidak menimbulkan akibat merugikan bagi Pasien Rawat Inap RSUD Dr. Soeratno Gemolong sebagai responden. Oleh karena itu, penulis meminta izin kepada Pasien Rawat Inap RSUD Dr. Soeratno Gemolong agar bersedia menjadi responden. Kerahasiaan semua informasi yang diberikan akan kami jaga dan hanya digunakan untuk kepentingan penelitian.

Apabila anda menyetujui, saya mohon ketersediaannya untuk menandatangani lembar persetujuan yang kami sertakan, dan menjawab semua pertanyaan yang telah disediakan.

Demikian, atas perhatian dan partisipasinya saya ucapkan terima kasih.

Surakarta,
Hormat saya,

ELSA NAROLITA

Lampiran 2**PERSETUJUAN MENJADI RESPONDEN**

Penelitian Tentang:

**PENGARUH KUALITAS PELAYANAN KEPERAWATAN TERHADAP
KEPUASAN PASIEN DI RUANG RAWAT INAP
RSUD DR. SOERATNO GEMOLONG**

Yang bertanda tangan dibawah ini:

Nama :

Umur :

Alamat :

Dengan ini menyatakan bersedia menjadi responden penelitian yang dilakukan oleh Elsa Narolita Mahasiswa Universitas Sahid Surakarta.

Surakarta,

Responden

(.....)

Lampiran 3

KUESIONER UJI VALIDITAS

KUESIONER KUALITAS PELAYANAN KEPERAWATAN DI RSUD Dr. SOERATNO GEMOLONG

| No | Pertanyaan | Tidak Pernah | Jarang | Kadang - Kadang | Sering | Sangat Sering |
|-----|--|--------------|--------|-----------------|--------|---------------|
| 1. | Petugas keperawatan melayani dengan cepat | | | | | |
| 2. | Petugas keperawatan selalu ramah dalam melayani pasien | | | | | |
| 3. | Petugas keperawatan kurang terampil dalam memberikan pelayanan kepada pasien | | | | | |
| 4. | Petugas keperawatan selalu berpenampilan rapi | | | | | |
| 5. | Petugas keperawatan kurang dalam memberikan informasi yang jelas kepada pasien | | | | | |
| 6. | Petugas keperawatan cekatan dalam melayani pasien | | | | | |
| 7. | Petugas keperawatan memberikan kesempatan kepada pasien untuk bertanya | | | | | |
| 8. | Petugas keperawatan dalam memberikan pelayanan keperawatan bersikap sopan dan baik | | | | | |
| 9. | Pemeriksaan dan tindakan yang dilakukan petugas dengan pasien dijalankan dengan benar. | | | | | |
| 10. | Kesiagaan perawat untuk membantu pasien terkadang dilalaikan (seperti pasien terkadang menunggu lama pada saat memanggil petugas keperawatan untuk meminta bantuan). | | | | | |
| 11. | Prosedur pelayanan keperawatan tidak sesuai dengan yang diharapkan. | | | | | |

| | | | | | | |
|-----|---|--|--|--|--|--|
| 12. | Petugas Keperawatan memberikan reaksi yang cepat dan tanggap terhadap keluhan pasien | | | | | |
| 13. | Pasien tidak menunggu pelayanan keperawatan lebih dari 5 menit. | | | | | |
| 14. | Pengetahuan dan kemampuan para petugas keperawatan menetapkan diagnosa suatu penyakit terkadang kurang tepat | | | | | |
| 15. | Ketika pasien tiba diruang rawat inap, apakah petugas keperawatan segera menanyakan keluhan dan kebutuhan pasien | | | | | |
| 16. | Petugas keperawatan sebelum melakukan suatu tindakan meminta persetujuan dari pasien ataupun keluarga | | | | | |
| 17. | Petugas keperawatan memberi tahukan dengan jelas kepada pasien hal-hal yang boleh dan tidak boleh dilakukan oleh pasien demi kesembuhan pasien | | | | | |
| 18. | Tindakan yang diberikan petugas keperawatan kepada pasien tidak sesuai dengan standar operasional prosedur rumah sakit | | | | | |
| 19. | Petugas keperawatan bertanya tentang perkembangan yang dialami oleh pasien setelah melakukan tindakan. | | | | | |
| 20. | Petugas keperawatan jarang untuk mengontrol dan mengobservasi secara teratur kondisi pasien disetiap jam nya (terkecuali pasien atau keluarga memanggil petugas keperawatan). | | | | | |

**KUESIONER KEPUASAN PASIEN RAWAT INAP
DI RSUD Dr. SOERATNO GEMOLONG**

| No | Pertanyaan | Sangat Setuju | Setuju | Ragu - Ragu | Tidak Setuju | Sangat Tidak Setuju |
|-----|--|---------------|--------|-------------|--------------|---------------------|
| 1. | Saya merasakan keramahan petugas keperawatan RSUD Dr. Soeratno Gemolong | | | | | |
| 2. | Saya merasa kurang nyaman dengan pelayanan yang diberikan oleh petugas keperawatan | | | | | |
| 3. | Saya merasa senang dengan kemampuan petugas keperawatan | | | | | |
| 4. | Saya merasa masih ada kekurangan dengan kebersihan lingkungan RSUD Dr. Soeratno Gemolong | | | | | |
| 5. | Saya merasakan respon yang baik diberikan oleh petugas keperawatan | | | | | |
| 6. | Saya merasa nyaman dengan empati yang berikan oleh petugas keperawatan | | | | | |
| 7. | Saya merasa senang dengan petugas keperawatan yang tidak memandang status sosial dan memperlakukan pasien dengan hormat dan sopan | | | | | |
| 8. | Saya merasa masih ada kekurangan dengan fasilitas tempat tidur yang kurang terasa nyaman | | | | | |
| 9. | Saya merasa para petugas medis cepat dalam melayani permintaan pasien | | | | | |
| 10. | Saya merasa tidak semua para petugas dapat menanggapi keluhan pasien dengan baik | | | | | |
| 11. | Saya merasa petugas memberikan saran dengan bijaksana | | | | | |
| 12. | Petugas Keperawatan mendengarkan keluhan tentang penyakit yang pasien derita serta memberikan jalan keluar dalam konsultasi (terutama dalam konsultasi dalam biaya pengobatan) | | | | | |
| 13. | Saya merasa petugas keperawatan terampil dalam memberikan pelayanan | | | | | |

| | | | | | | |
|-----|---|--|--|--|--|--|
| 14. | Saya merasa pelayanan keperawatan yang diberikan kurang sesuai dengan apa yang diharapkan | | | | | |
| 15. | Saya merasa senang dengan cara petugas keperawatan melakukan komunikasi dengan pasien | | | | | |
| 16. | Perawat akan selalu memberikan keterangan akan suatu masalah yang dihadapi oleh pasien | | | | | |
| 17. | Petugas keperawatan menyediakan obat-obatan atau alat medis yang lengkap dan biaya pengobatan tergolong masih terjangkau. | | | | | |
| 18. | Kemampuan petugas keperawatan dalam menjawab pertanyaan cukup menyakinkan saya bahwa suatu penyakit dapat segera di sembuhkan | | | | | |
| 19. | Saya merasa nyaman dengan ruang tunggu keluarga pasien rawat inap di rumah sakit yang terlihat bersih dan nyaman | | | | | |
| 20. | Saya merasa senang dengan kinerja perawat yang selalu mengobservasi keadaan perawat secara rutin | | | | | |

Lampiran 4

DATA UJI VALIDITAS

DATA KUALITAS PELAYANAN KEPERAWATAN

| NO | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Σ |
|----|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|
| 1 | 4 | 4 | 1 | 4 | 1 | 4 | 4 | 5 | 4 | 1 | 1 | 5 | 5 | 1 | 5 | 4 | 5 | 1 | 4 | 1 | 64 |
| 2 | 4 | 4 | 1 | 4 | 1 | 4 | 4 | 4 | 4 | 1 | 1 | 4 | 4 | 1 | 4 | 4 | 4 | 1 | 4 | 1 | 59 |
| 3 | 4 | 4 | 1 | 4 | 1 | 4 | 3 | 4 | 4 | 2 | 1 | 4 | 1 | 2 | 4 | 4 | 4 | 1 | 4 | 1 | 57 |
| 4 | 4 | 4 | 2 | 4 | 3 | 4 | 3 | 4 | 4 | 2 | 1 | 4 | 1 | 1 | 4 | 4 | 4 | 1 | 4 | 1 | 59 |
| 5 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 5 | 4 | 3 | 1 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 68 |
| 6 | 4 | 4 | 1 | 4 | 2 | 4 | 4 | 4 | 4 | 1 | 1 | 4 | 3 | 1 | 4 | 4 | 4 | 1 | 4 | 1 | 59 |
| 7 | 4 | 4 | 1 | 4 | 1 | 4 | 4 | 4 | 4 | 2 | 1 | 4 | 2 | 1 | 4 | 4 | 4 | 1 | 4 | 3 | 60 |
| 8 | 4 | 4 | 1 | 4 | 3 | 4 | 4 | 4 | 4 | 1 | 1 | 4 | 3 | 1 | 4 | 4 | 4 | 1 | 4 | 1 | 60 |
| 9 | 4 | 4 | 1 | 4 | 1 | 4 | 4 | 4 | 4 | 1 | 1 | 4 | 3 | 1 | 4 | 4 | 4 | 1 | 4 | 1 | 58 |
| 10 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 3 | 4 | 4 | 2 | 4 | 1 | 71 |
| 11 | 4 | 4 | 1 | 4 | 1 | 4 | 5 | 4 | 4 | 1 | 1 | 4 | 4 | 1 | 4 | 5 | 5 | 1 | 4 | 1 | 62 |
| 12 | 4 | 4 | 1 | 4 | 1 | 4 | 4 | 4 | 4 | 1 | 1 | 4 | 2 | 1 | 4 | 4 | 4 | 1 | 4 | 1 | 57 |
| 13 | 4 | 4 | 1 | 4 | 1 | 4 | 5 | 4 | 4 | 1 | 1 | 4 | 4 | 1 | 4 | 5 | 5 | 1 | 4 | 1 | 62 |
| 14 | 4 | 4 | 1 | 4 | 1 | 4 | 4 | 4 | 4 | 1 | 1 | 4 | 3 | 1 | 4 | 4 | 4 | 1 | 4 | 1 | 58 |
| 15 | 4 | 4 | 1 | 4 | 1 | 4 | 5 | 5 | 5 | 1 | 1 | 4 | 3 | 1 | 4 | 5 | 4 | 1 | 5 | 1 | 63 |
| 16 | 4 | 4 | 1 | 4 | 1 | 4 | 4 | 4 | 4 | 1 | 1 | 4 | 3 | 1 | 4 | 4 | 3 | 1 | 5 | 1 | 58 |
| 17 | 4 | 4 | 1 | 4 | 1 | 4 | 5 | 4 | 4 | 1 | 1 | 4 | 3 | 1 | 4 | 4 | 3 | 1 | 5 | 1 | 59 |
| 18 | 3 | 3 | 1 | 4 | 1 | 4 | 5 | 4 | 4 | 1 | 1 | 4 | 3 | 1 | 4 | 4 | 3 | 1 | 5 | 1 | 57 |
| 19 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 74 |
| 20 | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 86 |
| 21 | 5 | 4 | 2 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 3 | 4 | 4 | 81 |
| 22 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 79 |
| 23 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 87 |
| 24 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 66 |
| 25 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 3 | 4 | 5 | 5 | 3 | 4 | 3 | 72 |
| 26 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 5 | 5 | 3 | 4 | 3 | 74 |
| 27 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 4 | 2 | 4 | 4 | 3 | 3 | 3 | 62 |
| 28 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 90 |
| 29 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 4 | 2 | 4 | 4 | 3 | 3 | 3 | 62 |
| 30 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 73 |

DATA KEPUASAN PASIEN

| No | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Σ | |
|----|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|---|----|
| 1 | 4 | 4 | 4 | 3 | 5 | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 73 |
| 2 | 4 | 2 | 4 | 5 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 73 |
| 3 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 70 |
| 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 72 |
| 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 1 | 2 | 3 | 3 | 3 | 70 |
| 6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 80 |
| 7 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 2 | 4 | 5 | 5 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 73 |
| 8 | 4 | 2 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 2 | 5 | 5 | 5 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 75 |
| 9 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 2 | 4 | 5 | 4 | 2 | 4 | 4 | 4 | 4 | 1 | 4 | 4 | 70 |
| 10 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 4 | 4 | 3 | 4 | 1 | 3 | 3 | 4 | 4 | 4 | 69 |
| 11 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 75 |
| 12 | 4 | 2 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 5 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 75 |
| 13 | 4 | 2 | 4 | 2 | 4 | 4 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 76 |
| 14 | 4 | 2 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 2 | 4 | 5 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 74 |
| 15 | 4 | 2 | 4 | 2 | 4 | 4 | 5 | 3 | 4 | 2 | 4 | 5 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 72 |
| 16 | 4 | 2 | 4 | 2 | 4 | 4 | 5 | 2 | 4 | 2 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 72 |
| 17 | 4 | 2 | 4 | 2 | 4 | 4 | 5 | 2 | 4 | 2 | 4 | 5 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 71 |
| 18 | 4 | 2 | 4 | 2 | 4 | 4 | 5 | 2 | 4 | 2 | 4 | 5 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 71 |
| 19 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 70 |
| 20 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 82 |
| 21 | 5 | 4 | 3 | 3 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 81 |
| 22 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 84 |
| 23 | 4 | 3 | 4 | 3 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 79 |
| 24 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 77 |
| 25 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 78 |
| 26 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 79 |
| 27 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 61 |
| 28 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 3 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 82 |
| 29 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 2 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 61 |
| 30 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 74 |

Lampiran 5

HASIL UJI VALIDITAS

Correlations

| | | Correlations |
|---------|---------------------|--------------|
| TOTAL_X | | |
| X1 | Pearson Correlation | ,579** |
| | Sig. (2-tailed) | ,001 |
| | N | 30 |
| X2 | Pearson Correlation | ,144 |
| | Sig. (2-tailed) | ,447 |
| | N | 30 |
| X3 | Pearson Correlation | ,777** |
| | Sig. (2-tailed) | ,000 |
| | N | 30 |
| X4 | Pearson Correlation | ,553** |
| | Sig. (2-tailed) | ,002 |
| | N | 30 |
| X5 | Pearson Correlation | ,685** |
| | Sig. (2-tailed) | ,000 |
| | N | 30 |
| X6 | Pearson Correlation | ,477** |
| | Sig. (2-tailed) | ,008 |
| | N | 30 |
| X7 | Pearson Correlation | ,386* |
| | Sig. (2-tailed) | ,035 |
| | N | 30 |
| X8 | Pearson Correlation | ,407* |
| | Sig. (2-tailed) | ,026 |
| | N | 30 |
| X9 | Pearson Correlation | ,040 |
| | Sig. (2-tailed) | ,836 |
| | N | 30 |
| X10 | Pearson Correlation | ,799** |
| | Sig. (2-tailed) | ,000 |
| | N | 30 |
| X11 | Pearson Correlation | ,846** |
| | Sig. (2-tailed) | ,000 |
| | N | 30 |
| X12 | Pearson Correlation | ,441* |
| | Sig. (2-tailed) | ,015 |
| | N | 30 |
| X13 | Pearson Correlation | ,502** |
| | Sig. (2-tailed) | ,005 |
| | N | 30 |
| X14 | Pearson Correlation | ,802** |
| | Sig. (2-tailed) | ,000 |
| | N | 30 |
| X15 | Pearson Correlation | ,436* |
| | Sig. (2-tailed) | ,016 |
| | N | 30 |
| X16 | Pearson Correlation | ,584** |
| | Sig. (2-tailed) | ,001 |
| | N | 30 |
| X17 | Pearson Correlation | ,599** |
| | Sig. (2-tailed) | ,000 |
| | N | 30 |
| X18 | Pearson Correlation | ,875** |
| | Sig. (2-tailed) | ,000 |
| | N | 30 |
| X19 | Pearson Correlation | -,140 |
| | Sig. (2-tailed) | ,461 |
| | N | 30 |
| X20 | Pearson Correlation | ,814** |
| | Sig. (2-tailed) | ,000 |
| | N | 30 |
| TOTAL_X | Pearson Correlation | 1 |
| | N | 30 |

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

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

Correlations

| TOTAL_Y | | Correlations |
|---------|---------------------|--------------|
| Y1 | Pearson Correlation | ,655** |
| | Sig. (2-tailed) | ,000 |
| | N | 30 |
| Y2 | Pearson Correlation | ,408* |
| | Sig. (2-tailed) | ,025 |
| | N | 30 |
| Y3 | Pearson Correlation | ,513** |
| | Sig. (2-tailed) | ,004 |
| | N | 30 |
| Y4 | Pearson Correlation | ,210 |
| | Sig. (2-tailed) | ,266 |
| | N | 30 |
| Y5 | Pearson Correlation | ,519** |
| | Sig. (2-tailed) | ,003 |
| | N | 30 |
| Y6 | Pearson Correlation | ,419* |
| | Sig. (2-tailed) | ,021 |
| | N | 30 |
| Y7 | Pearson Correlation | ,539** |
| | Sig. (2-tailed) | ,002 |
| | N | 30 |
| Y8 | Pearson Correlation | ,176 |
| | Sig. (2-tailed) | ,352 |
| | N | 30 |
| Y9 | Pearson Correlation | ,596** |
| | Sig. (2-tailed) | ,001 |
| | N | 30 |
| Y10 | Pearson Correlation | ,549** |
| | Sig. (2-tailed) | ,002 |
| | N | 30 |
| Y11 | Pearson Correlation | ,518** |
| | Sig. (2-tailed) | ,003 |
| | N | 30 |
| Y12 | Pearson Correlation | ,379* |
| | Sig. (2-tailed) | ,039 |
| | N | 30 |
| Y13 | Pearson Correlation | ,469** |
| | Sig. (2-tailed) | ,009 |
| | N | 30 |
| Y14 | Pearson Correlation | ,442* |
| | Sig. (2-tailed) | ,014 |
| | N | 30 |
| Y15 | Pearson Correlation | ,543** |
| | Sig. (2-tailed) | ,002 |
| | N | 30 |
| Y16 | Pearson Correlation | ,466** |
| | Sig. (2-tailed) | ,009 |
| | N | 30 |
| Y17 | Pearson Correlation | ,541** |
| | Sig. (2-tailed) | ,002 |
| | N | 30 |
| Y18 | Pearson Correlation | ,466** |
| | Sig. (2-tailed) | ,009 |
| | N | 30 |
| Y19 | Pearson Correlation | ,137 |
| | Sig. (2-tailed) | ,471 |
| | N | 30 |
| Y20 | Pearson Correlation | ,622** |
| | Sig. (2-tailed) | ,000 |
| | N | 30 |
| TOTAL_Y | Pearson Correlation | 1 |
| | N | 30 |

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

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 30 | 100,0 |
| | Excluded ^a | 0 | ,0 |
| | Total | 30 | 100,0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,886 | 20 |

Item Statistics

| | Mean | Std. Deviation | N |
|-----|------|----------------|----|
| X1 | 4,00 | ,525 | 30 |
| X2 | 3,87 | ,346 | 30 |
| X3 | 1,93 | 1,081 | 30 |
| X4 | 4,10 | ,305 | 30 |
| X5 | 2,37 | 1,377 | 30 |
| X6 | 4,03 | ,414 | 30 |
| X7 | 4,17 | ,699 | 30 |
| X8 | 4,07 | ,583 | 30 |
| X9 | 3,93 | ,365 | 30 |
| X10 | 2,20 | 1,270 | 30 |
| X11 | 2,07 | 1,202 | 30 |
| X12 | 3,97 | ,718 | 30 |
| X13 | 3,17 | 1,053 | 30 |
| X14 | 2,13 | 1,279 | 30 |
| X15 | 3,97 | ,718 | 30 |
| X16 | 4,30 | ,466 | 30 |
| X17 | 4,20 | ,610 | 30 |
| X18 | 2,03 | 1,189 | 30 |
| X19 | 4,00 | ,525 | 30 |
| X20 | 2,07 | 1,258 | 30 |

Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|-------|----------|----------------|------------|
| 66,57 | 97,357 | 9,867 | 20 |

Reliability

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 30 | 100,0 |
| | Excluded ^a | 0 | ,0 |
| | Total | 30 | 100,0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| ,759 | 20 |

Item Statistics

| | Mean | Std. Deviation | N |
|-----|------|----------------|----|
| Y1 | 3,97 | ,320 | 30 |
| Y2 | 2,73 | ,868 | 30 |
| Y3 | 3,83 | ,531 | 30 |
| Y4 | 3,00 | ,788 | 30 |
| Y5 | 3,90 | ,403 | 30 |
| Y6 | 4,07 | ,365 | 30 |
| Y7 | 4,33 | ,711 | 30 |
| Y8 | 3,03 | ,615 | 30 |
| Y9 | 3,83 | ,531 | 30 |
| Y10 | 3,30 | 1,055 | 30 |
| Y11 | 3,80 | ,610 | 30 |
| Y12 | 4,53 | ,629 | 30 |
| Y13 | 3,90 | ,662 | 30 |
| Y14 | 2,87 | ,860 | 30 |
| Y15 | 4,10 | ,305 | 30 |
| Y16 | 3,80 | ,610 | 30 |
| Y17 | 3,80 | ,714 | 30 |
| Y18 | 3,73 | ,691 | 30 |
| Y19 | 3,53 | ,629 | 30 |
| Y20 | 3,90 | ,305 | 30 |

Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|-------|----------|----------------|------------|
| 73,97 | 29,482 | 5,430 | 20 |

Correlations

| | | Correlations |
|-----|---------------------|--------------|
| X | | |
| X1 | Pearson Correlation | .659** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X2 | Pearson Correlation | .632** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X3 | Pearson Correlation | .695** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X4 | Pearson Correlation | .644** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X5 | Pearson Correlation | .738** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X6 | Pearson Correlation | .805** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X7 | Pearson Correlation | .774** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X8 | Pearson Correlation | .757** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X9 | Pearson Correlation | .711** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X10 | Pearson Correlation | .758** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X11 | Pearson Correlation | .840** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X12 | Pearson Correlation | .805** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X13 | Pearson Correlation | .715** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X14 | Pearson Correlation | .797** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X15 | Pearson Correlation | .775** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X16 | Pearson Correlation | .811** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X17 | Pearson Correlation | .754** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X18 | Pearson Correlation | .641** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X19 | Pearson Correlation | .598** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X20 | Pearson Correlation | .655** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| X | Pearson Correlation | 1 |
| | N | 110 |

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

Correlations

| | | Correlations |
|-----|---------------------|--------------|
| Y1 | Pearson Correlation | .687** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y2 | Pearson Correlation | .662** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y3 | Pearson Correlation | .719** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y4 | Pearson Correlation | .719** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y5 | Pearson Correlation | .789** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y6 | Pearson Correlation | .843** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y7 | Pearson Correlation | .840** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y8 | Pearson Correlation | .810** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y9 | Pearson Correlation | .821** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y10 | Pearson Correlation | .865** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y11 | Pearson Correlation | .802** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y12 | Pearson Correlation | .839** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y13 | Pearson Correlation | .838** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y14 | Pearson Correlation | .810** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y15 | Pearson Correlation | .810** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y16 | Pearson Correlation | .812** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y17 | Pearson Correlation | .768** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y18 | Pearson Correlation | .795** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y19 | Pearson Correlation | .671** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y20 | Pearson Correlation | .658** |
| | Sig. (2-tailed) | .000 |
| | N | 110 |
| Y | Pearson Correlation | 1 |
| | N | 110 |

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

Reliability

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 110 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 110 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .953 | 20 |

Item Statistics

| | Mean | Std. Deviation | N |
|-----|------|----------------|-----|
| X1 | 4.01 | .684 | 110 |
| X2 | 3.97 | .683 | 110 |
| X3 | 4.09 | .785 | 110 |
| X4 | 3.95 | .722 | 110 |
| X5 | 4.19 | .829 | 110 |
| X6 | 3.78 | .839 | 110 |
| X7 | 3.92 | .997 | 110 |
| X8 | 3.85 | .950 | 110 |
| X9 | 3.75 | .950 | 110 |
| X10 | 3.98 | .977 | 110 |
| X11 | 4.01 | 1.113 | 110 |
| X12 | 3.71 | 1.035 | 110 |
| X13 | 3.73 | .947 | 110 |
| X14 | 3.95 | 1.035 | 110 |
| X15 | 3.79 | .968 | 110 |
| X16 | 3.74 | .864 | 110 |
| X17 | 3.75 | .861 | 110 |
| X18 | 4.15 | .693 | 110 |
| X19 | 4.06 | .707 | 110 |
| X20 | 4.29 | .640 | 110 |

Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|-------|----------|----------------|------------|
| 78.68 | 162.402 | 12.744 | 20 |

Reliability

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|-----|-------|
| Cases | Valid | 110 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 110 | 100.0 |

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

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .965 | 20 |

Item Statistics

| | Mean | Std. Deviation | N |
|-----|------|----------------|-----|
| Y1 | 3.83 | .702 | 110 |
| Y2 | 3.51 | .886 | 110 |
| Y3 | 3.56 | .894 | 110 |
| Y4 | 3.14 | 1.018 | 110 |
| Y5 | 3.54 | .935 | 110 |
| Y6 | 3.48 | 1.047 | 110 |
| Y7 | 3.61 | 1.189 | 110 |
| Y8 | 3.19 | 1.177 | 110 |
| Y9 | 3.41 | 1.061 | 110 |
| Y10 | 3.44 | 1.027 | 110 |
| Y11 | 3.14 | 1.245 | 110 |
| Y12 | 3.47 | 1.261 | 110 |
| Y13 | 3.19 | 1.344 | 110 |
| Y14 | 3.37 | 1.082 | 110 |
| Y15 | 3.39 | 1.024 | 110 |
| Y16 | 3.45 | 1.146 | 110 |
| Y17 | 3.27 | 1.004 | 110 |
| Y18 | 3.45 | .973 | 110 |
| Y19 | 3.69 | .854 | 110 |
| Y20 | 3.86 | .656 | 110 |

Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|-------|----------|----------------|------------|
| 69.00 | 260.587 | 16.143 | 20 |

Lampiran 6

KUESIONER PENELITIAN

KUESIONER KUALITAS PELAYANAN KEPERAWATAN DI RSUD
Dr. SOERATNO GEMOLONG

| No | Pertanyaan | Tidak Pernah | Jarang | Kadang - Kadang | Sering | Sangat Sering |
|-----|--|--------------|--------|-----------------|--------|---------------|
| 1. | Petugas keperawatan melayani dengan cepat | | | | | |
| 2. | Petugas keperawatan selalu ramah dalam melayani pasien | | | | | |
| 3. | Petugas keperawatan kurang terampil dalam memberikan pelayanan kepada pasien | | | | | |
| 4. | Petugas keperawatan mampu memberikan pelayanan keperawatan secara individual/mandiri | | | | | |
| 5. | Petugas keperawatan kurang dalam memberikan informasi yang jelas kepada pasien | | | | | |
| 6. | Petugas keperawatan cekatan dalam melayani pasien | | | | | |
| 7. | Petugas keperawatan memberikan kesempatan kepada pasien untuk bertanya | | | | | |
| 8. | Petugas keperawatan berada ditempat saat pasien/keluarga membutuhkan pelayanan keperawatan | | | | | |
| 9. | Pemeriksaan dan tindakan yang dilakukan petugas dengan pasien dijalankan dengan benar. | | | | | |
| 10. | Kesiagaan perawat untuk membantu pasien terkadang dilalaikan (seperti pasien terkadang menunggu lama pada saat memanggil petugas keperawatan untuk meminta bantuan). | | | | | |
| 11. | Prosedur pelayanan keperawatan tidak sesuai dengan yang diharapkan | | | | | |
| 12. | Petugas Keperawatan memberikan reaksi yang cepat dan tanggap terhadap keluhan | | | | | |

| | | | | | | |
|-----|---|--|--|--|--|--|
| | pasien | | | | | |
| 13. | Pasien tidak menunggu pelayanan keperawatan lebih dari 5 menit | | | | | |
| 14. | Pengetahuan dan kemampuan para petugas keperawatan menetapkan diagnosa suatu penyakit terkadang kurang tepat | | | | | |
| 15. | Ketika pasien tiba diruang rawat inap, apakah petugas keperawatan segera menanyakan keluhan dan kebutuhan pasien | | | | | |
| 16. | Petugas keperawatan sebelum melakukan suatu tindakan meminta persetujuan dari pasien ataupun keluarga | | | | | |
| 17. | Petugas keperawatan memberi tahukan dengan jelas kepada pasien hal-hal yang boleh dan tidak boleh dilakukan oleh pasien demi kesembuhan pasien | | | | | |
| 18. | Tindakan yang diberikan petugas keperawatan kepada pasien tidak sesuai dengan standar operasional prosedur rumah sakit | | | | | |
| 19. | Petugas keperawatan tidak kewalahan dalam memberikan pelayanan keperawatan kepada pasien | | | | | |
| 20. | Petugas keperawatan jarang untuk mengontrol dan mengobservasi secara teratur kondisi pasien disetiap jam nya (terkecuali pasien atau keluarga memanggil petugas keperawatan). | | | | | |

**KUESIONER KEPUASAN PASIEN RAWAT INAP
DI RSUD Dr. SOERATNO GEMOLONG**

| No | Pertanyaan | Sangat Setuju | Setuju | Ragu - Ragu | Tidak Setuju | Sangat Tidak Sejuju |
|-----|--|---------------|--------|-------------|--------------|---------------------|
| 1. | Saya merasakan keramahan petugas keperawatan RSUD Dr. Soeratno Gemolong | | | | | |
| 2. | Saya merasa kurang nyaman dengan lingkungan ruang rawat inap yang terkadang terdengar berisik/ramai | | | | | |
| 3. | Saya merasa senang dengan kemampuan petugas keperawatan | | | | | |
| 4. | Saya merasa masih ada kekurangan dengan kebersihan lingkungan RSUD Dr. Soeratno Gemolong | | | | | |
| 5. | Saya merasakan respon yang baik diberikan oleh petugas keperawatan | | | | | |
| 6. | Saya merasa nyaman dengan empati yang berikan oleh petugas keperawatan | | | | | |
| 7. | Saya merasa senang dengan petugas keperawatan yang tidak memandang status sosial dan memperlakukan pasien dengan hormat dan sopan | | | | | |
| 8. | Saya merasa masih ada kekurangan dengan fasilitas tempat tidur yang kurang terasa nyaman | | | | | |
| 9. | Perawat selalu memberi obat pasien sesuai prosedur pemberian obat | | | | | |
| 10. | Saya merasa tidak semua para petugas dapat menanggapi keluhan pasien dengan baik | | | | | |
| 11. | Saya merasa petugas memberikan saran dengan bijaksana | | | | | |
| 12. | Petugas Keperawatan mendengarkan keluhan tentang penyakit yang pasien derita serta memberikan jalan keluar dalam konsultasi (terutama dalam konsultasi dalam biaya pengobatan) | | | | | |
| 13. | Saya merasa petugas terampil dalam | | | | | |

| | | | | | | |
|-----|---|--|--|--|--|--|
| | memberikan pelayanan keperawatan | | | | | |
| 14. | Saya merasa pelayanan keperawatan yang diberikan kurang sesuai dengan apa yang diharapkan | | | | | |
| 15. | Saya merasa senang dengan cara petugas keperawatan melakukan komunikasi dengan pasien | | | | | |
| 16. | Perawat akan selalu memberikan keterangan akan suatu masalah yang dihadapi oleh pasien | | | | | |
| 17. | Petugas keperawatan menyediakan obat-obatan atau alat medis yang lengkap dan biaya pengobatan tergolong masih terjangkau. | | | | | |
| 18. | Kemampuan petugas keperawatan dalam menjawab pertanyaan cukup menyakinkan saya bahwa suatu penyakit dapat segera di sembuhkan | | | | | |
| 19. | Perawat menjaga privasi/kerahasiaan pasien selama berada dalam ruang rawat inap | | | | | |
| 20. | Saya merasa senang dengan kinerja perawat yang selalu mengobservasi keadaan pasien secara rutin | | | | | |

Lampiran 7

DATA KARAKTERISTIK RESPONDEN

| No | Inisial Responden | Umur Responden | Jenis Kelamin | Pendidikan |
|----|-------------------|----------------|---------------|------------|
| 1 | Ny. L | 30 | Perempuan | SMA |
| 2 | Ny S | 57 | Perempuan | SD |
| 3 | Ny P | 36 | Perempuan | SMA |
| 4 | Tn D | 24 | Laki-laki | SMA |
| 5 | Ny C | 42 | Perempuan | SMP |
| 6 | Tn M | 50 | Laki-laki | SMP |
| 7 | Tn R | 43 | Laki-laki | SMA |
| 8 | Tn R | 52 | Laki-laki | SMP |
| 9 | Nn L | 18 | Perempuan | SMA |
| 10 | Ny B | 29 | Perempuan | S1 |
| 11 | Ny E | 41 | Perempuan | SD |
| 12 | Ny S | 35 | Perempuan | SMP |
| 13 | Ny A | 28 | Perempuan | SMP |
| 14 | Ny S | 29 | Perempuan | SMA |
| 15 | Ny T | 27 | Perempuan | SD |
| 16 | Tn E | 19 | Laki-laki | SMA |
| 17 | Tn C | 20 | Laki-laki | SMA |
| 18 | Nn S | 21 | Perempuan | S1 |
| 19 | Ny K | 34 | Perempuan | SMA |
| 20 | Tn W | 55 | Laki-laki | SD |
| 21 | Tn D | 47 | Laki-laki | SMP |
| 22 | Ny A | 39 | Perempuan | SMP |
| 23 | Ny A | 50 | Perempuan | SMA |
| 24 | Nn E | 20 | Perempuan | SMA |
| 25 | Ny S | 46 | Perempuan | SMA |
| 26 | Tn R | 43 | Laki-laki | SMA |
| 27 | Nn A | 23 | Perempuan | SMA |
| 28 | Tn B | 26 | Laki-laki | SMA |
| 29 | Tn H | 31 | Laki-laki | SMA |
| 30 | Ny R | 47 | Perempuan | SMA |
| 31 | Tn D | 48 | Laki-laki | SMA |
| 32 | Ny J | 34 | Perempuan | SMP |
| 33 | Tn D | 22 | Laki-laki | SMP |
| 34 | Tn K | 29 | Laki-laki | SMA |
| 35 | Ny L | 35 | Perempuan | SMA |
| 36 | Ny Y | 21 | Perempuan | SMA |
| 37 | Nn Z | 31 | Perempuan | S1 |

| | | | | |
|----|------|----|-----------|---------|
| 38 | Ny I | 29 | Perempuan | SMA |
| 39 | Ny B | 27 | Perempuan | SMA |
| 40 | Nn K | 23 | Perempuan | SMA |
| 41 | Nn U | 24 | Perempuan | S1 |
| 42 | Tn T | 33 | Laki-laki | SMP |
| 43 | Tn J | 34 | Laki-laki | SMA |
| 44 | Tn T | 39 | Laki-laki | SMA |
| 45 | Ny W | 41 | Perempuan | SMA |
| 46 | Tn D | 47 | Laki-laki | SMA |
| 47 | Nn B | 24 | Laki-laki | SMA |
| 48 | Ny M | 52 | Perempuan | SMA |
| 49 | Ny T | 44 | Perempuan | SMA |
| 50 | Ny K | 42 | Perempuan | SMA |
| 51 | NY V | 45 | Perempuan | SMA |
| 52 | Nn Y | 25 | Perempuan | SMA |
| 53 | Tn B | 25 | Laki-laki | SMA |
| 54 | Tn S | 43 | Laki-laki | SMA |
| 55 | Ny Q | 56 | Perempuan | SMP |
| 56 | Ny W | 47 | Perempuan | SMA |
| 57 | Ny E | 42 | Perempuan | SMP |
| 58 | Tn Q | 18 | Laki-laki | SMA |
| 59 | Tn V | 33 | Laki-laki | SMA |
| 60 | Ny D | 36 | Perempuan | SMA |
| 61 | Ny F | 39 | Perempuan | SMA |
| 62 | Ny N | 53 | Perempuan | SD |
| 63 | Tn S | 40 | Laki-laki | SMA |
| 64 | Tn H | 30 | Laki-laki | SMA |
| 65 | Ny R | 38 | Perempuan | SMA |
| 66 | Ny N | 25 | Perempuan | S1 |
| 67 | Tn H | 24 | Laki-laki | SMP |
| 68 | Tn F | 26 | Laki-laki | SMP |
| 69 | Tn G | 27 | Laki-laki | S1 |
| 70 | Tn N | 28 | Laki-laki | Diploma |
| 71 | Ny G | 30 | Perempuan | SMA |
| 72 | Ny F | 32 | Perempuan | Diploma |
| 73 | Tn M | 37 | Laki-laki | SMA |
| 74 | Tn R | 36 | Laki-laki | S1 |
| 75 | Ny A | 32 | Perempuan | S1 |
| 76 | Ny J | 49 | Perempuan | SMP |
| 77 | Tn O | 33 | Laki-laki | SMA |
| 78 | Tn U | 31 | Laki-laki | SMP |

| | | | | |
|-----|------|----|-----------|---------|
| 79 | Ny K | 39 | Perempuan | SMA |
| 80 | Ny P | 42 | Perempuan | Diploma |
| 81 | Tn I | 44 | Laki-laki | SMA |
| 82 | Ny I | 45 | Perempuan | SMA |
| 83 | Ny Y | 58 | Perempuan | SD |
| 84 | Tn B | 52 | Laki-laki | SMA |
| 85 | Tn U | 54 | Laki-laki | SMP |
| 86 | Tn R | 41 | Laki-laki | S1 |
| 87 | Tn Y | 48 | Laki-laki | SMA |
| 88 | Tn T | 51 | Laki-laki | SMA |
| 89 | Ny H | 59 | Perempuan | SMP |
| 90 | Ny L | 26 | Perempuan | Diploma |
| 91 | Ny F | 65 | Perempuan | SD |
| 92 | Tn L | 40 | Laki-laki | S1 |
| 93 | Tn N | 45 | Laki-laki | SD |
| 94 | Ny M | 55 | Perempuan | SD |
| 95 | Ny C | 56 | Perempuan | SMP |
| 96 | Ny S | 64 | Perempuan | SD |
| 97 | Tn L | 64 | Laki-laki | SMP |
| 98 | Tn R | 66 | Laki-laki | SD |
| 99 | Ny N | 66 | Perempuan | SD |
| 100 | Nn M | 22 | Perempuan | SMA |
| 101 | Ny M | 61 | Perempuan | SMP |
| 102 | Ny B | 57 | Perempuan | SD |
| 103 | Ny V | 43 | Perempuan | Diploma |
| 104 | Ny O | 45 | Perempuan | Diploma |
| 105 | Nn H | 25 | Perempuan | Diploma |
| 106 | Nn U | 27 | Perempuan | S1 |
| 107 | Tn R | 63 | Laki-laki | SD |
| 108 | Ny G | 49 | Perempuan | SMP |
| 109 | Tn P | 23 | Laki-laki | SMA |
| 110 | Nn S | 21 | Perempuan | SMA |

Lampiran 8

DATA PENELITIAN

DATA KUALITAS PELAYANAN KEPERAWATAN

| No | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Σ | % | Kategori | Kode |
|----|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----------|------|
| 1 | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 85 | 85 | Baik | 3 |
| 2 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 88 | 88 | Baik | 3 |
| 3 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 88 | 88 | Baik | 3 |
| 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 88 | 88 | Baik | 3 |
| 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 86 | 86 | Baik | 3 |
| 6 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 88 | 88 | Baik | 3 |
| 7 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 91 | 91 | Baik | 3 |
| 8 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 87 | 87 | Baik | 3 |
| 9 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 91 | 91 | Baik | 3 |
| 10 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 87 | 87 | Baik | 3 |
| 11 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 90 | 90 | Baik | 3 |
| 12 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 79 | 79 | Baik | 3 |
| 13 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 86 | 86 | Baik | 3 |
| 14 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 84 | 84 | Baik | 3 |
| 15 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 85 | 85 | Baik | 3 |
| 16 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 68 | 68 | Cukup | 2 |
| 17 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 71 | 71 | Cukup | 2 |
| 18 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 74 | 74 | Cukup | 2 |
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| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 85 | 85 | Baik | 3 |
| 21 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 93 | 93 | Baik | 3 |
| 22 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 91 | 91 | Baik | 3 |
| 23 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 91 | 91 | Baik | 3 |
| 24 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 4 | 3 | 5 | 5 | 5 | 87 | 87 | Baik | 3 |
| 25 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 79 | 79 | Baik | 3 |
| 26 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 72 | 72 | Cukup | 2 |
| 27 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 75 | 75 | Cukup | 2 |
| 28 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 86 | 86 | Baik | 3 |
| 29 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 86 | 86 | Baik | 3 |
| 30 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 73 | 73 | Cukup | 2 |
| 31 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 72 | 72 | Cukup | 2 |
| 32 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 81 | 81 | Baik | 3 |
| 33 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 74 | 74 | Cukup | 2 |
| 34 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 87 | 87 | Baik | 3 |
| 35 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 3 | 3 | 3 | 5 | 4 | 5 | 5 | 3 | 3 | 3 | 4 | 4 | 5 | 82 | 82 | Baik | 3 |

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|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|----|--------|---|
| 36 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 91 | 91 | Baik | 3 |
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| 38 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 86 | 86 | Baik | 3 |
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| 41 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 93 | 93 | Baik | 3 |
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| 43 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 86 | 86 | Baik | 3 |
| 44 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 90 | 90 | Baik | 3 |
| 45 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 88 | 88 | Baik | 3 |
| 46 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 93 | 93 | Baik | 3 |
| 47 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 92 | 92 | Baik | 3 |
| 48 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 74 | 74 | Cukup | 2 |
| 49 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 80 | 80 | Baik | 3 |
| 50 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 88 | 88 | Baik | 3 |
| 51 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 71 | 71 | Cukup | 2 |
| 52 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 88 | 88 | Baik | 3 |
| 53 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 92 | 92 | Baik | 3 |
| 54 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 90 | 90 | Baik | 3 |
| 55 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 87 | 87 | Baik | 3 |
| 56 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 76 | 76 | Baik | 3 |
| 57 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 4 | 4 | 85 | 85 | Baik | 3 |
| 58 | 2 | 3 | 2 | 3 | 1 | 1 | 3 | 3 | 4 | 1 | 1 | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 53 | 53 | Kurang | 1 |
| 59 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 87 | 87 | Baik | 3 |
| 60 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 93 | 93 | Baik | 3 |
| 61 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 90 | 90 | Baik | 3 |
| 62 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 70 | 70 | Cukup | 2 |
| 63 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 92 | 92 | Baik | 3 |
| 64 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 91 | 91 | Baik | 3 |
| 65 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 90 | 90 | Baik | 3 |
| 66 | 4 | 3 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 86 | 86 | Baik | 3 |
| 67 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 63 | 63 | Cukup | 2 |
| 68 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 1 | 1 | 1 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 54 | 54 | Kurang | 1 |
| 69 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 3 | 4 | 5 | 5 | 93 | 93 | Baik | 3 |
| 70 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 86 | 86 | Baik | 3 |
| 71 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 2 | 1 | 1 | 1 | 2 | 1 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 55 | 55 | Kurang | 1 |
| 72 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 90 | 90 | Baik | 3 |
| 73 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 78 | 78 | Baik | 3 |
| 74 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 81 | 81 | Baik | 3 |
| 75 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 81 | 81 | Baik | 3 |
| 76 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 90 | 90 | Baik | 3 |

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|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|----|-------|--------|---|
| 77 | 4 | 2 | 2 | 4 | 4 | 3 | 1 | 1 | 4 | 4 | 1 | 1 | 3 | 4 | 1 | 1 | 1 | 4 | 4 | 4 | 53 | 53 | Kurang | 1 |
| 78 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 73 | 73 | Cukup | 2 |
| 79 | 3 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 80 | 80 | Baik | 3 |
| 80 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 84 | 84 | Baik | 3 |
| 81 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 2 | 1 | 3 | 3 | 1 | 1 | 1 | 1 | 2 | 1 | 4 | 4 | 4 | 53 | 53 | Kurang | 1 |
| 82 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 84 | 84 | Baik | 3 |
| 83 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 2 | 2 | 2 | 69 | 69 | Cukup | 2 |
| 84 | 3 | 3 | 4 | 3 | 2 | 2 | 1 | 4 | 4 | 3 | 3 | 3 | 3 | 1 | 1 | 1 | 1 | 4 | 4 | 4 | 54 | 54 | Kurang | 1 |
| 85 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 80 | 80 | Baik | 3 |
| 86 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 90 | 90 | Baik | 3 |
| 87 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 87 | 87 | Baik | 3 |
| 88 | 4 | 4 | 4 | 4 | 3 | 2 | 1 | 1 | 2 | 2 | 3 | 4 | 1 | 1 | 1 | 2 | 3 | 3 | 4 | 4 | 53 | 53 | Kurang | 1 |
| 89 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 64 | 64 | Cukup | 2 | |
| 90 | 4 | 3 | 4 | 5 | 5 | 4 | 3 | 3 | 5 | 4 | 5 | 3 | 3 | 4 | 3 | 3 | 4 | 5 | 5 | 4 | 79 | 79 | Baik | 3 |
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| 93 | 2 | 3 | 4 | 2 | 4 | 1 | 4 | 4 | 4 | 1 | 1 | 1 | 1 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 53 | 53 | Kurang | 1 |
| 94 | 3 | 3 | 2 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 68 | 68 | Cukup | 2 |
| 95 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 5 | 4 | 3 | 5 | 5 | 82 | 82 | Baik | 3 |
| 96 | 3 | 4 | 4 | 4 | 2 | 1 | 1 | 3 | 3 | 3 | 3 | 1 | 2 | 1 | 1 | 3 | 3 | 4 | 3 | 4 | 53 | 53 | Kurang | 1 |
| 97 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 73 | 73 | Cukup | 2 |
| 98 | 2 | 4 | 2 | 3 | 4 | 3 | 1 | 2 | 3 | 4 | 3 | 1 | 3 | 1 | 3 | 2 | 3 | 3 | 3 | 3 | 53 | 53 | Kurang | 1 |
| 99 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 72 | 72 | Cukup | 2 |
| 100 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 74 | 74 | Cukup | 2 |
| 101 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 87 | 87 | Baik | 3 |
| 102 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 1 | 1 | 3 | 1 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 4 | 54 | 54 | Kurang | 1 |
| 103 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 86 | 86 | Baik | 3 |
| 104 | 5 | 5 | 5 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 94 | 94 | Baik | 3 |
| 105 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 88 | 88 | Baik | 3 |
| 106 | 4 | 3 | 3 | 3 | 2 | 2 | 1 | 1 | 1 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 1 | 4 | 4 | 3 | 54 | 54 | Kurang | 1 |
| 107 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 2 | 2 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 66 | 66 | Cukup | 2 |
| 108 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 2 | 3 | 3 | 4 | 4 | 53 | 53 | Kurang | 1 |
| 109 | 4 | 4 | 3 | 3 | 3 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 54 | 54 | Kurang | 1 |
| 110 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 75 | 75 | Cukup | 2 |

DATA KEPUASAN PASIEN

| No | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Σ | % | Kategori | Kode |
|----|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----------|------|
| 1 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 79 | 79 | Positif | 2 |
| 2 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 84 | 84 | Positif | 2 |
| 3 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 84 | 84 | Positif | 2 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 83 | 83 | Positif | 2 |
| 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 83 | 83 | Positif | 2 |
| 6 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 82 | 82 | Positif | 2 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 85 | 85 | Positif | 2 |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 82 | 82 | Positif | 2 |
| 9 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 82 | 82 | Positif | 2 |
| 10 | 3 | 3 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 78 | 78 | Positif | 2 |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 79 | 79 | Positif | 2 |
| 12 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 5 | 3 | 3 | 4 | 4 | 77 | 77 | Positif | 2 |
| 13 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 79 | 79 | Positif | 2 |
| 14 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 81 | 81 | Positif | 2 |
| 15 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 78 | 78 | Positif | 2 |
| 16 | 3 | 1 | 3 | 1 | 3 | 3 | 3 | 1 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 1 | 3 | 3 | 3 | 49 | 49 | Negatif | 1 |
| 17 | 3 | 2 | 3 | 1 | 3 | 3 | 3 | 1 | 3 | 2 | 1 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 49 | 49 | Negatif | 1 |
| 18 | 3 | 2 | 2 | 1 | 3 | 3 | 3 | 1 | 3 | 2 | 1 | 1 | 1 | 3 | 3 | 3 | 1 | 3 | 3 | 3 | 45 | 45 | Negatif | 1 |
| 19 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 77 | 77 | Positif | 2 |
| 20 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 78 | 78 | Positif | 2 |
| 21 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 84 | 84 | Positif | 2 |
| 22 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 81 | 81 | Positif | 2 |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 81 | 81 | Positif | 2 |
| 24 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 81 | 81 | Positif | 2 |
| 25 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 2 | 4 | 4 | 1 | 4 | 4 | 2 | 4 | 4 | 1 | 3 | 4 | 4 | 66 | 66 | Positif | 2 |
| 26 | 4 | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 64 | 64 | Positif | 2 |
| 27 | 3 | 2 | 2 | 1 | 3 | 2 | 3 | 2 | 3 | 2 | 1 | 2 | 1 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 46 | 46 | Negatif | 1 |
| 28 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 3 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 80 | 80 | Positif | 2 |
| 29 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 72 | 72 | Positif | 2 |
| 30 | 4 | 3 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 1 | 2 | 1 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 65 | 65 | Positif | 2 |
| 31 | 3 | 1 | 1 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 2 | 1 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 48 | 48 | Negatif | 1 |
| 32 | 3 | 3 | 2 | 2 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 61 | 61 | Positif | 2 |
| 33 | 3 | 1 | 1 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 3 | 1 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 47 | 47 | Negatif | 1 |
| 34 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 75 | 75 | Positif | 2 |
| 35 | 4 | 2 | 2 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 1 | 4 | 1 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 63 | 63 | Positif | 2 |
| 36 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 73 | 73 | Positif | 2 |
| 37 | 4 | 4 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 5 | 2 | 4 | 4 | 4 | 3 | 4 | 5 | 4 | 74 | 74 | Positif | 2 |
| 38 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 67 | 67 | Positif | 2 |
| 39 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 78 | 78 | Positif | 2 |

| | | | | | | | | | | | | | | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|----|---------|---|
| 40 | 4 | 4 | 4 | 3 | 1 | 2 | 2 | 1 | 1 | 3 | 1 | 1 | 1 | 2 | 1 | 3 | 3 | 4 | 4 | 4 | 49 | 49 | Negatif | 1 |
| 41 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 89 | 89 | Positif | 2 |
| 42 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 1 | 3 | 3 | 1 | 2 | 2 | 3 | 2 | 2 | 2 | 49 | 49 | Negatif | 1 |
| 43 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 73 | 73 | Positif | 2 |
| 44 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 92 | 92 | Positif | 2 |
| 45 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 79 | 79 | Positif | 2 |
| 46 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 78 | 78 | Positif | 2 |
| 47 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 5 | 77 | 77 | Positif | 2 |
| 48 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 1 | 3 | 3 | 49 | 49 | Negatif | 1 |
| 49 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 2 | 4 | 4 | 79 | 79 | Positif | 2 |
| 50 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 63 | 63 | Positif | 2 |
| 51 | 3 | 3 | 3 | 3 | 2 | 2 | 1 | 1 | 2 | 2 | 3 | 3 | 1 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 48 | 48 | Negatif | 1 |
| 52 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 89 | 89 | Positif | 2 |
| 53 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 75 | 75 | Positif | 2 |
| 54 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 88 | 88 | Positif | 2 |
| 55 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 87 | 87 | Positif | 2 |
| 56 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 88 | 88 | Positif | 2 |
| 57 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 93 | 93 | Positif | 2 |
| 58 | 3 | 3 | 3 | 4 | 4 | 2 | 2 | 2 | 1 | 1 | 1 | 3 | 1 | 1 | 1 | 3 | 3 | 3 | 3 | 4 | 48 | 48 | Negatif | 1 |
| 59 | 5 | 3 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 82 | 82 | Positif | 2 |
| 60 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 85 | 85 | Positif | 2 |
| 61 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 83 | 83 | Positif | 2 |
| 62 | 2 | 3 | 2 | 1 | 1 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 4 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 48 | 48 | Negatif | 1 |
| 63 | 3 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 78 | 78 | Positif | 2 |
| 64 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 89 | 89 | Positif | 2 |
| 65 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 74 | 74 | Positif | 2 |
| 66 | 2 | 2 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 67 | 67 | Positif | 2 |
| 67 | 3 | 3 | 2 | 2 | 2 | 1 | 1 | 3 | 3 | 3 | 3 | 1 | 1 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 47 | 47 | Negatif | 1 |
| 68 | 4 | 3 | 4 | 2 | 1 | 1 | 1 | 2 | 3 | 3 | 3 | 1 | 1 | 2 | 2 | 1 | 3 | 3 | 4 | 4 | 48 | 48 | Negatif | 1 |
| 69 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 91 | 91 | Positif | 2 |
| 70 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 81 | 81 | Positif | 2 |
| 71 | 4 | 4 | 3 | 2 | 1 | 1 | 1 | 2 | 4 | 2 | 1 | 1 | 1 | 3 | 3 | 1 | 2 | 2 | 4 | 4 | 46 | 46 | Negatif | 1 |
| 72 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 88 | 88 | Positif | 2 |
| 73 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 58 | 58 | Positif | 2 |
| 74 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 5 | 71 | 71 | Positif | 2 |
| 75 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 79 | 79 | Positif | 2 |
| 76 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 88 | 88 | Positif | 2 |
| 77 | 4 | 4 | 3 | 3 | 3 | 3 | 1 | 1 | 3 | 3 | 1 | 2 | 1 | 2 | 2 | 1 | 1 | 2 | 4 | 4 | 48 | 48 | Negatif | 1 |
| 78 | 3 | 2 | 3 | 3 | 2 | 3 | 1 | 2 | 3 | 2 | 3 | 2 | 1 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 48 | 48 | Negatif | 1 |
| 79 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 84 | 84 | Positif | 2 |
| 80 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 80 | 80 | Positif | 2 |

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|----|---------|---|----|----|---------|---|
| 81 | 3 | 3 | 3 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 1 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 47 | 47 | Negatif | 1 | | | | |
| 82 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 80 | 80 | Positif | 2 |
| 83 | 4 | 3 | 3 | 2 | 2 | 1 | 1 | 2 | 2 | 3 | 2 | 2 | 1 | 1 | 2 | 3 | 4 | 4 | 4 | 3 | 49 | 49 | Negatif | 1 | | | | |
| 84 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 1 | 2 | 3 | 3 | 2 | 2 | 2 | 1 | 1 | 3 | 3 | 3 | 48 | 48 | Negatif | 1 | | | | |
| 85 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 86 | 86 | Positif | 2 | | | | |
| 86 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 87 | 87 | Positif | 2 | | | | |
| 87 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 84 | 84 | Positif | 2 | | | | |
| 88 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 1 | 1 | 1 | 3 | 2 | 1 | 1 | 3 | 1 | 1 | 2 | 4 | 4 | 49 | 49 | Negatif | 1 | | | | |
| 89 | 3 | 3 | 4 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 3 | 3 | 3 | 4 | 48 | 48 | Negatif | 1 | | | | |
| 90 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 79 | 79 | Positif | 2 | | | | |
| 91 | 4 | 4 | 3 | 3 | 3 | 2 | 2 | 1 | 1 | 3 | 1 | 1 | 2 | 2 | 3 | 4 | 2 | 2 | 3 | 3 | 49 | 49 | Negatif | 1 | | | | |
| 92 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 79 | 79 | Positif | 2 | | | | |
| 93 | 2 | 2 | 1 | 1 | 3 | 3 | 2 | 4 | 1 | 1 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 49 | 49 | Negatif | 1 | | | | |
| 94 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 1 | 1 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 48 | 48 | Negatif | 1 | | | | |
| 95 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 74 | 74 | Positif | 2 | | | | |
| 96 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 1 | 2 | 3 | 3 | 2 | 3 | 3 | 1 | 1 | 2 | 2 | 3 | 3 | 48 | 48 | Negatif | 1 | | | | |
| 97 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 1 | 1 | 1 | 1 | 1 | 3 | 2 | 1 | 1 | 3 | 3 | 4 | 4 | 49 | 49 | Negatif | 1 | | | | |
| 98 | 4 | 3 | 3 | 3 | 2 | 2 | 2 | 1 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 3 | 1 | 3 | 3 | 3 | 46 | 46 | Negatif | 1 | | | | |
| 99 | 3 | 3 | 2 | 1 | 1 | 1 | 2 | 2 | 3 | 2 | 2 | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 47 | 47 | Negatif | 1 | | | | |
| 100 | 3 | 2 | 2 | 2 | 1 | 1 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 2 | 2 | 3 | 3 | 47 | 47 | Negatif | 1 | | | | |
| 101 | 4 | 4 | 5 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 76 | 76 | Positif | 2 | | | | |
| 102 | 3 | 3 | 2 | 3 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 2 | 1 | 1 | 2 | 2 | 3 | 3 | 3 | 3 | 45 | 45 | Negatif | 1 | | | | |
| 103 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 81 | 81 | Positif | 2 | | | | |
| 104 | 5 | 4 | 4 | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 92 | 92 | Positif | 2 | | | | |
| 105 | 5 | 3 | 5 | 3 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 87 | 87 | Positif | 2 | | | | |
| 106 | 4 | 4 | 4 | 1 | 4 | 1 | 3 | 1 | 2 | 1 | 3 | 2 | 1 | 1 | 4 | 1 | 3 | 1 | 4 | 4 | 49 | 49 | Negatif | 1 | | | | |
| 107 | 3 | 3 | 3 | 3 | 2 | 2 | 1 | 3 | 3 | 3 | 3 | 1 | 3 | 1 | 1 | 1 | 3 | 3 | 3 | 3 | 48 | 48 | Negatif | 1 | | | | |
| 108 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 1 | 2 | 1 | 1 | 1 | 3 | 47 | 47 | Negatif | 1 | | | | |
| 109 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 1 | 2 | 1 | 3 | 3 | 3 | 1 | 1 | 2 | 2 | 1 | 4 | 49 | 49 | Negatif | 1 | | | | |
| 110 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 1 | 1 | 1 | 1 | 4 | 1 | 1 | 1 | 1 | 4 | 2 | 1 | 4 | 47 | 47 | Negatif | 1 | | | | |

Lampiran 9

HASIL UJI UNIVARIAT

Frequencies

Statistics

| | | Kualitas Pelayanan Keperawatan | Kepuasan Pasien Rawat Inap |
|---|---------|--------------------------------|----------------------------|
| N | Valid | 110 | 110 |
| | Missing | 0 | 0 |

Frequency Table

Kualitas Pelayanan Keperawatan

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | Kurang | 16 | 14.5 | 14.5 | 14.5 |
| | Cukup | 23 | 20.9 | 20.9 | 35.5 |
| | Baik | 71 | 64.5 | 64.5 | 100.0 |
| | Total | 110 | 100.0 | 100.0 | |

Kepuasan Pasien Rawat Inap

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------|-----------|---------|---------------|--------------------|
| Valid | Negatif | 36 | 32.7 | 32.7 | 32.7 |
| | Positif | 74 | 67.3 | 67.3 | 100.0 |
| | Total | 110 | 100.0 | 100.0 | |

Lampiran 10

HASIL UJI BIVARIAT

Crosstabs

Case Processing Summary

| | Cases | | | | | |
|---|-------|---------|---------|---------|-------|---------|
| | Valid | | Missing | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Kualitas Pelayanan Keperawatan * Kepuasan Pasien Rawat Inap | 110 | 100.0% | 0 | 0.0% | 110 | 100.0% |

Kualitas Pelayanan Keperawatan * Kepuasan Pasien Rawat Inap Crosstabulation

| | | | Kepuasan Pasien Rawat Inap | | Total |
|---|---|---|----------------------------|---------|--------|
| | | | Negatif | Positif | |
| Kualitas Pelayanan Keperawatan | Kurang | Count | 16.00 | .00 | 16.00 |
| | | Expected Count | 5.24 | 10.76 | 16.00 |
| | | % within Kualitas Pelayanan Keperawatan | 100.00 | .00 | 100.00 |
| | | % within Kepuasan Pasien Rawat Inap | 44.44 | .00 | 14.55 |
| | | % of Total | 14.55 | .00 | 14.55 |
| | Cukup | Count | 20.00 | 3.00 | 23.00 |
| | | Expected Count | 7.53 | 15.47 | 23.00 |
| | | % within Kualitas Pelayanan Keperawatan | 86.96 | 13.04 | 100.00 |
| | | % within Kepuasan Pasien Rawat Inap | 55.56 | 4.05 | 20.91 |
| | | % of Total | 18.18 | 2.73 | 20.91 |
| | Baik | Count | .00 | 71.00 | 71.00 |
| | | Expected Count | 23.24 | 47.76 | 71.00 |
| % within Kualitas Pelayanan Keperawatan | | .00 | 100.00 | 100.00 | |
| % within Kepuasan Pasien Rawat Inap | | .00 | 95.95 | 64.55 | |
| | % of Total | .00 | 64.55 | 64.55 | |
| Total | Count | 36.00 | 74.00 | 110.00 | |
| | Expected Count | 36.00 | 74.00 | 110.00 | |
| | % within Kualitas Pelayanan Keperawatan | 32.73 | 67.27 | 100.00 | |
| | % within Kepuasan Pasien Rawat Inap | 100.00 | 100.00 | 100.00 | |
| | % of Total | 32.73 | 67.27 | 100.00 | |

Chi-Square Tests

| | Value | df | Asymp. Sig. (2-sided) |
|------------------------------|---------------------|----|-----------------------|
| Pearson Chi-Square | 98.151 ^a | 2 | .000 |
| Likelihood Ratio | 121.279 | 2 | .000 |
| Linear-by-Linear Association | 87.443 | 1 | .000 |
| N of Valid Cases | 110 | | |

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.24.

Symmetric Measures

| | | Value | Approx. Sig. |
|--------------------|-------------------------|-------|--------------|
| Nominal by Nominal | Contingency Coefficient | .687 | .000 |
| N of Valid Cases | | 110 | |

Lampiran 11

DISTRIBUSI NILAI χ^2_{tabel}

| Degrees of Freedom | Area to the Right of Critical Value | | | | | | | |
|--------------------|-------------------------------------|--------|--------|--------|--------|--------|--------|--------|
| | 0.99 | 0.975 | 0.95 | 0.90 | 0.10 | 0.05 | 0.025 | 0.01 |
| 1 | — | 0.001 | 0.004 | 0.016 | 2.706 | 3.841 | 5.024 | 6.635 |
| 2 | 0.020 | 0.051 | 0.103 | 0.211 | 4.605 | 5.991 | 7.378 | 9.210 |
| 3 | 0.115 | 0.216 | 0.352 | 0.584 | 6.251 | 7.815 | 9.348 | 11.345 |
| 4 | 0.297 | 0.484 | 0.711 | 1.064 | 7.779 | 9.488 | 11.143 | 13.277 |
| 5 | 0.554 | 0.831 | 1.145 | 1.610 | 9.236 | 11.071 | 12.833 | 15.086 |
| 6 | 0.872 | 1.237 | 1.635 | 2.204 | 10.645 | 12.592 | 14.449 | 16.812 |
| 7 | 1.239 | 1.690 | 2.167 | 2.833 | 12.017 | 14.067 | 16.013 | 18.475 |
| 8 | 1.646 | 2.180 | 2.733 | 3.490 | 13.362 | 15.507 | 17.535 | 20.090 |
| 9 | 2.088 | 2.700 | 3.325 | 4.168 | 14.684 | 16.919 | 19.023 | 21.666 |
| 10 | 2.558 | 3.247 | 3.940 | 4.865 | 15.987 | 18.307 | 20.483 | 23.209 |
| 11 | 3.053 | 3.816 | 4.575 | 5.578 | 17.275 | 19.675 | 21.920 | 24.725 |
| 12 | 3.571 | 4.404 | 5.226 | 6.304 | 18.549 | 21.026 | 23.337 | 26.217 |
| 13 | 4.107 | 5.009 | 5.892 | 7.042 | 19.812 | 22.362 | 24.736 | 27.688 |
| 14 | 4.660 | 5.629 | 6.571 | 7.790 | 21.064 | 23.685 | 26.119 | 29.141 |
| 15 | 5.229 | 6.262 | 7.261 | 8.547 | 22.307 | 24.996 | 27.488 | 30.578 |
| 16 | 5.812 | 6.908 | 7.962 | 9.312 | 23.542 | 26.296 | 28.845 | 32.000 |
| 17 | 6.408 | 7.564 | 8.672 | 10.085 | 24.769 | 27.587 | 30.191 | 33.409 |
| 18 | 7.015 | 8.231 | 9.390 | 10.865 | 25.989 | 28.869 | 31.526 | 34.805 |
| 19 | 7.633 | 8.907 | 10.117 | 11.651 | 27.204 | 30.144 | 32.852 | 36.191 |
| 20 | 8.260 | 9.591 | 10.851 | 12.443 | 28.412 | 31.410 | 34.170 | 37.566 |
| 21 | 8.897 | 10.283 | 11.591 | 13.240 | 29.615 | 32.671 | 35.479 | 38.932 |
| 22 | 9.542 | 10.982 | 12.338 | 14.042 | 30.813 | 33.924 | 36.781 | 40.289 |
| 23 | 10.196 | 11.689 | 13.091 | 14.848 | 32.007 | 35.172 | 38.076 | 41.638 |
| 24 | 10.856 | 12.401 | 13.848 | 15.659 | 33.196 | 36.415 | 39.364 | 42.980 |
| 25 | 11.524 | 13.120 | 14.611 | 16.473 | 34.382 | 37.652 | 40.646 | 44.314 |
| 26 | 12.198 | 13.844 | 15.379 | 17.292 | 35.563 | 38.885 | 41.923 | 45.642 |
| 27 | 12.879 | 14.573 | 16.151 | 18.114 | 36.741 | 40.113 | 43.194 | 46.963 |
| 28 | 13.565 | 15.308 | 16.928 | 18.939 | 37.916 | 41.337 | 44.461 | 48.278 |
| 29 | 14.257 | 16.047 | 17.708 | 19.768 | 39.087 | 42.557 | 45.722 | 49.588 |
| 30 | 14.954 | 16.791 | 18.493 | 20.599 | 40.256 | 43.773 | 46.979 | 50.892 |