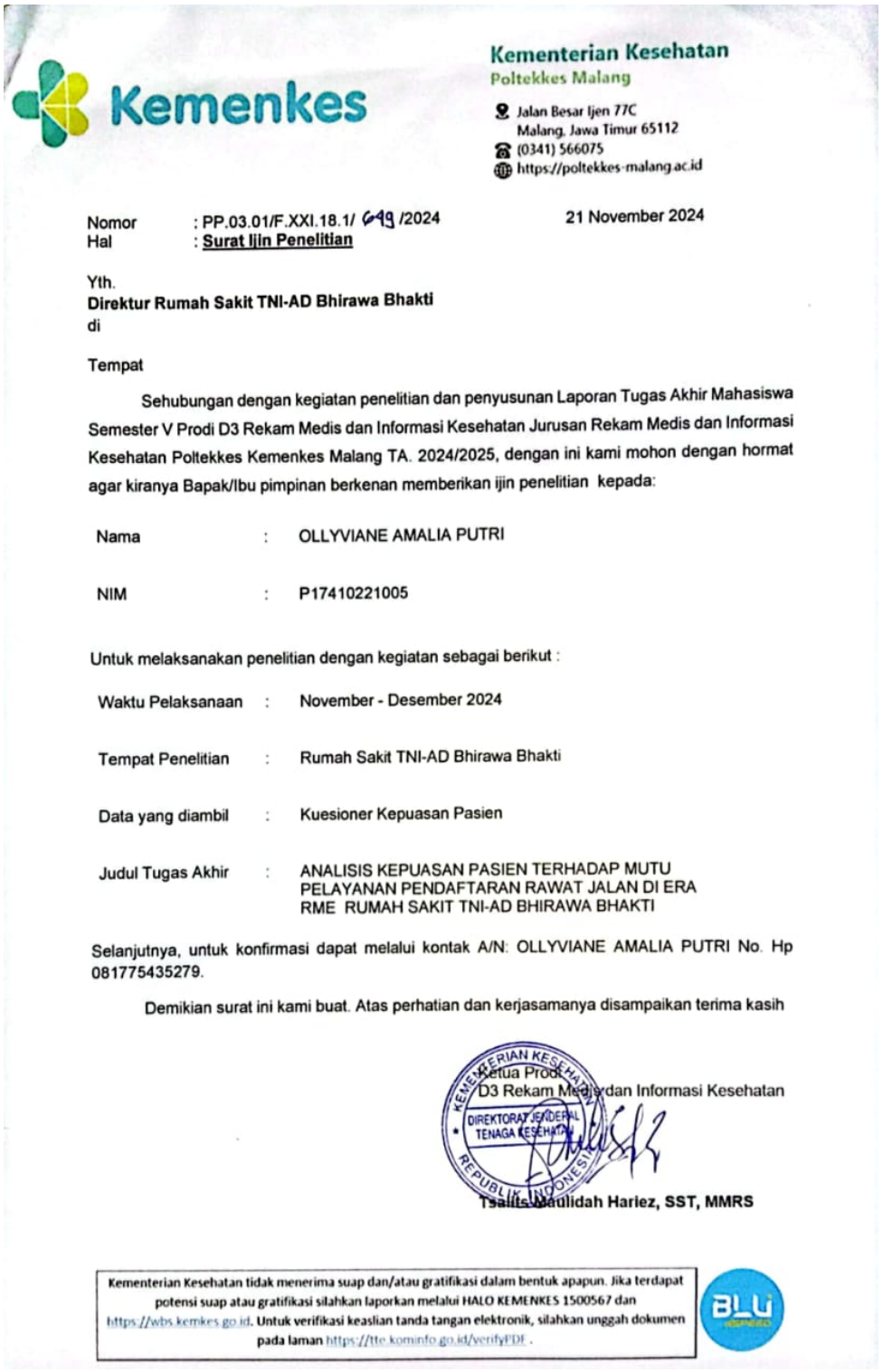
# LAMPIRAN

Lampiran 1 Surat Izin Penelitian



Kementerian Kesehatan
Poltekkes Malang
Jalan Besar Ijen 77C
Malang, Jawa Timur 65112
(0341) 566075
https://poltekkes-malang.ac.id

Nomor : PP.03.01/F.XXI.18.1/ 649 /2024 — 21 November 2024
Hal : **Surat Ijin Penelitian**

Yth.
**Direktur Rumah Sakit TNI-AD Bhirawa Bhakti**
di

Tempat

Sehubungan dengan kegiatan penelitian dan penyusunan Laporan Tugas Akhir Mahasiswa Semester V Prodi D3 Rekam Medis dan Informasi Kesehatan Jurusan Rekam Medis dan Informasi Kesehatan Poltekkes Kemenkes Malang TA. 2024/2025, dengan ini kami mohon dengan hormat agar kiranya Bapak/Ibu pimpinan berkenan memberikan ijin penelitian kepada:

| | | |
|---|---|---|
| Nama | : | OLLYVIANE AMALIA PUTRI |
| NIM | : | P17410221005 |

Untuk melaksanakan penelitian dengan kegiatan sebagai berikut :

| | | |
|---|---|---|
| Waktu Pelaksanaan | : | November - Desember 2024 |
| Tempat Penelitian | : | Rumah Sakit TNI-AD Bhirawa Bhakti |
| Data yang diambil | : | Kuesioner Kepuasan Pasien |
| Judul Tugas Akhir | : | ANALISIS KEPUASAN PASIEN TERHADAP MUTU PELAYANAN PENDAFTARAN RAWAT JALAN DI ERA RME RUMAH SAKIT TNI-AD BHIRAWA BHAKTI |

Selanjutnya, untuk konfirmasi dapat melalui kontak A/N: OLLYVIANE AMALIA PUTRI No. Hp 081775435279.

Demikian surat ini kami buat. Atas perhatian dan kerjasamanya disampaikan terima kasih

Ketua Prodi D3 Rekam Medis dan Informasi Kesehatan

**Tsalits Maulidah Hariez, SST, MMRS**

KEMENTERIAN KESEHATAN REPUBLIK INDONESIA DIREKTORAT JENDERAL TENAGA KESEHATAN

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Lampiran 2 Surat Balasan Izin Penelitian

DETASEMEN KESEHATAN WILAYAH MALANG
RUMAH SAKIT BHIRAWA BHAKTI

Malang, 01 November 2024

Nomor : B/ 198 /XI/2024
Klasifikasi : Biasa
Lampiran : -
Perihal : Pemberian ijin untuk Penelitian

Kepada

Yth. Ketua Prodi Rekam Medis dan Informasi Kesehatan Polkesma

di

Malang

1. Dasar:

a. Surat Ketua Prodi Rekam Medis dan Informasi Polkesma Nomor: PP.03.01/F.XXI.18.1 /649/2024 tanggal 21 November 2024 tentang permohonan ijin penelitian Mahasiswa an. Ollyviane Amalia Putri NIM: P17410221005 dengan judul Analisis Kepuasan Pasien Terhadap Mutu Pelayanan Pendaftaran Rawat Jalan di Era RME Rumah Sakit TNI AD Bhirawa Bhakti; dan

b. Pertimbangan Kepala dan Staf Rumkit Bhirawa Bhakti.

2. Sehubungan tersebut diatas, kami sampaikan pemberian ijin untuk penelitian Mahasiswa an. Ollyviane Amalia Putri NIM: P17410221005 dengan judul Analisis Kepuasan Pasien Terhadap Mutu Pelayanan Pendaftaran Rawat Jalan di Era RME Rumah Sakit TNI AD Bhirawa Bhakti dengan ketentuan mematuhi semua peraturan dan persyaratan yang berlaku di RS Bhirawa Bhakti.

3. Demikian untuk dimaklumi.

Kartumkit Bhirawa Bhakti,

Dr. dr. Nugroho Setyawan, Sp.BM,.C.Med,.FICS
Mayor Ckm NRP 11080092991082

Tembusan :

1. Paurtuud Rumkit Bhirawa Bhakti.
2. Bendahara Rumkit Bhirawa Bhakti
3. Unit Pendidikan Rumkit Bhirawa Bhakti

Lampiran 3 Kuesioner Penelitian

# KUESIONER PENELITIAN

# ANALISIS PELAKSANAAN REKAM MEDIS ELEKTRONIK TERHADAP KUALITAS MUTU PELAYANAN KESEHATAN DI RUMAH SAKIT TNI-AD BHIRAWA BHAKTI

Mohon kesediaan Bapak/Ibu/Sdr/i untuk mengisi kuesioner ini. Kuesioner ini merupakan kuesioner yang penulis susun dalam rangka pelaksanaan penelitian. Jawaban yang Bapak/Ibu/Sdr/i berikan tidak akan mempengaruhi kedudukan maupun jabatan, mengingat kerahasiaan identitas Bapak/Ibu/Sdr/i.

**1. IDENTITAS RESPONDEN**

Istilah identitas diri saudara dengan keadaan yang sebenarnya :

a. Nama :

b. Umur :

c. Jenis Kelamin : ☐ Laki-laki ☐ Perempuan

d. Pendidikan Terakhir :

1. Tidak Sekolah ☐
2. SD ☐
3. SMP ☐
4. SMA ☐
5. Perguruan Tinggi ☐

e. Pekerjaan :

1. PNS/Pensiunan ☐
2. TNI/POLRI/Pensiunan ☐
3. Pegawai Swasta ☐
4. Wirausaha ☐
5. Ibu Rumah Tangga ☐
6. Pelajar/Mahasiswa ☐
7. Lain-lain ☐

**Keterangan Cara Pengisian:**

Berilah tanda centang (V) pada setiap pernyataan sesuai dengan kenyataan yang diterima dalam pelayanan pada kolom:

SP : Sangat Puas TP : Tidak Puas

P : Puas STP : Sangat Tidak Puas

**2. VARIABEL MUTU PELAYANAN**

| NO | PERNYATAAN | KATEGORI | | | |
|---|---|---|---|---|---|
| | | SP | P | TP | STP |
| **Kehandalan (Reliability)** | | | | | |
| 1. | Pelayanan dimulai sesuai dengan waktu yang ditentukan. | | | | |
| 2. | Petugas memberikan pelayanan sesuai dengan kebutuhan pasien. | | | | |
| 3. | Petugas menangani masalah pasien dengan tepat dan profesional. | | | | |
| 4. | Petugas membantu pasien jika mengalami kesulitan | | | | |
| 5. | Pelaksanaan administrasi dilakukan dengan mudah. | | | | |
| **Daya Tanggap (Responsiveness)** | | | | | |
| 1. | Pelayanan yang diberikan sangat cepat dan terampil. | | | | |
| 2. | Saran yang diberikan petugas sesuai dengan kebutuhan pasien. | | | | |
| 3. | Petugas dengan cepat dan tanggap dalam melayani setiap keluhan pasien. | | | | |
| 4. | Informasi yang diberikan sangat jelas, lengkap, dan mudah dimengerti. | | | | |
| 5. | Kepedulian petugas terhadap setiap keluhan pasien. | | | | |
| **Jaminan (Assurance)** | | | | | |
| 1. | Petugas memberikan masukkan yang dapat dipercaya | | | | |
| 2. | Petugas memberikan pelayanan dengan teliti. | | | | |

| | | | | | |
|---|---|---|---|---|---|
| 3. | Pelayanan yang diberikan sesuai dengan prosedur yang telah berlaku. | | | | |
| 4. | Petugas memberikan rasa aman, bebas dari resiko dan keragu-ragua selama melayani pasien (menjaga kerahasiaan identitas pasien) | | | | |
| 5. | Petugas memberikan dukungan dan kerjasama dengan pasien. | | | | |
| **Perhatian (Empathy)** | | | | | |
| 1. | Petugas membuat rasa aman dan nyaman kepada pasien. | | | | |
| 2. | Petugas melayani dengan penuh perhatian | | | | |
| 3. | Petugas melayani dengan penuh rasa sabar. | | | | |
| 4. | Petugas memberikan pelayanan yang sama tanpa membeda-bedakan pada setiap pasien. | | | | |
| 5. | Petugas memberikan toleransi kepada pasien apabila terjadi hambatan. | | | | |
| **Bukti Fisik (Tangible)** | | | | | |
| 1. | Petugas melayani dengan telaten dalam memberikan informasi kepada pasien dengan baik. | | | | |
| 2. | Fasilitas yang disediakan pada rumah sakit sudah sesuai dengan standar yang berlaku. | | | | |
| 3. | Petugas memberikan pelayanan dengan sopan dan ramah. | | | | |
| 4. | Fasilitas yang digunakan dalam proses pelayanan sudah cukup memadai. | | | | |
| 5. | Penjelasan yang diberikan petugas terkait penggunaan fasilitas sangat mudah dipahami dengan mudah | | | | |

**3. <u>VARIABEL KEPUASAN PASIEN</u>**

| No | Kepuasan Pasien | STP | TP | P | SP |
|---|---|---|---|---|---|
| 1. | Pelayanan pendaftaran yang berlaku jelas dan tidak berbelit-belit. | | | | |
| 2. | Saya merasa puas karena tarif yang dikeluarkan sesuai dengan apa yang saya terima. | | | | |
| 3. | Saya puas dengan pelayanan dirumah sakit ini karena sesuai dengan harapan saya. | | | | |
| 4. | Waktu pelayanan yang diberikan sesuai dengan standar operasional pelayanan. | | | | |
| 5. | Saya puas dengan kinerja petugas pelayanan pendaftaran. | | | | |

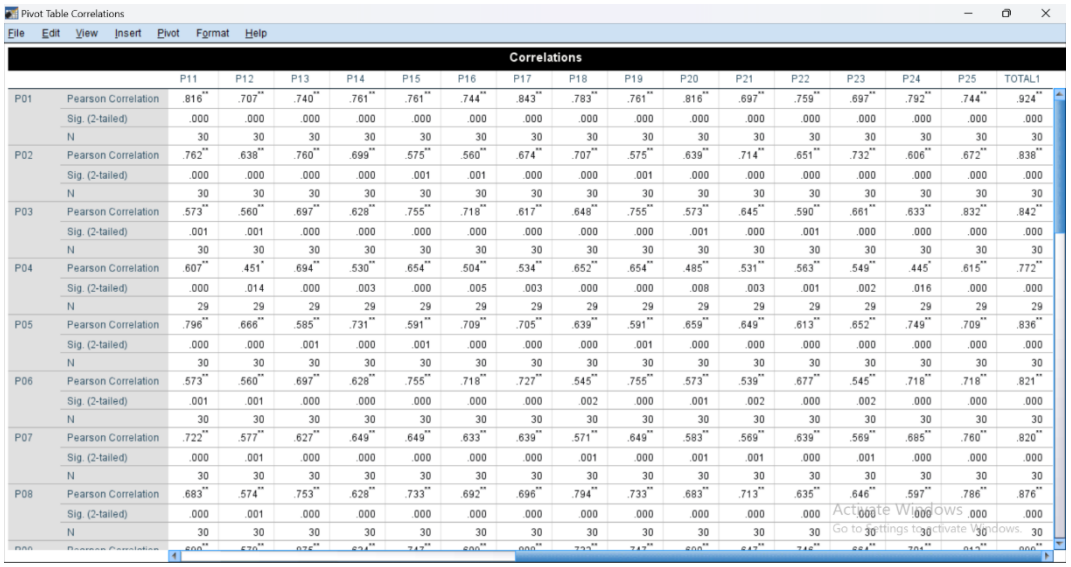
Terimakasih atas partisipasi Bapak/Ibu/Saudara/I dalam penelitian ini yang secara sukarela meluangkan waktu untuk membaca dan mengisi kuesioner ini.

Lampiran 4 Dokumentasi





Lampiran 5 Hasil Uji Validitas



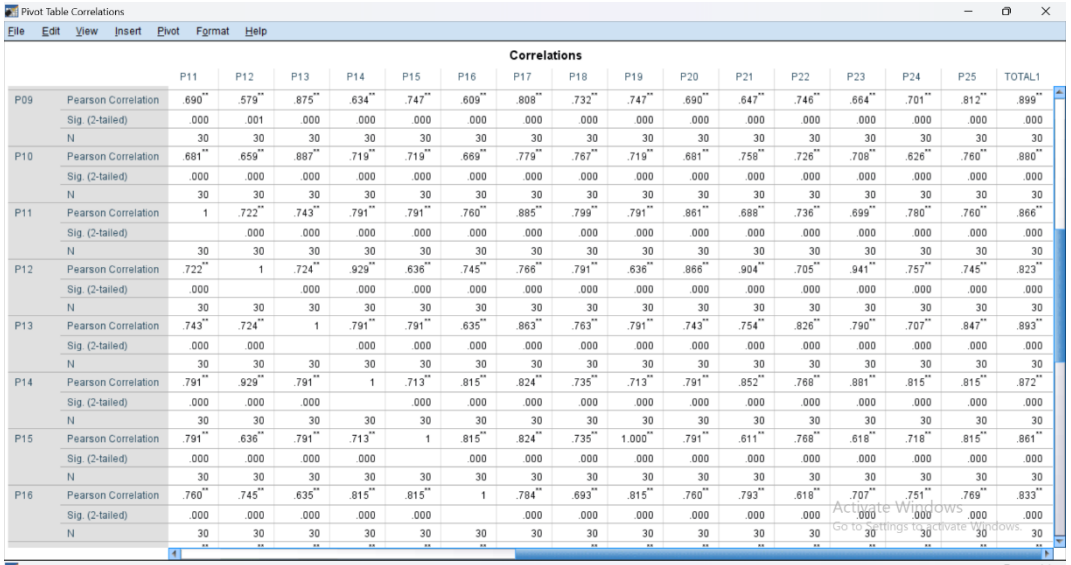
Pivot Table Correlations

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**Correlations**

| | | P11 | P12 | P13 | P14 | P15 | P16 | P17 | P18 | P19 | P20 | P21 | P22 | P23 | P24 | P25 | TOTAL1 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| P01 | Pearson Correlation | .816** | .707** | .740** | .761** | .761** | .744** | .843** | .783** | .761** | .816** | .697** | .759** | .697** | .792** | .744** | .924** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P02 | Pearson Correlation | .762** | .638** | .760** | .699** | .575** | .560** | .674** | .707** | .575** | .639** | .714** | .651** | .732** | .606** | .672** | .838** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .001 | .001 | .000 | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P03 | Pearson Correlation | .573** | .560** | .697** | .628** | .755** | .718** | .617** | .648** | .755** | .573** | .645** | .590** | .661** | .633** | .832** | .842** |
| | Sig. (2-tailed) | .001 | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .001 | .000 | .001 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P04 | Pearson Correlation | .607** | .451* | .694** | .530** | .654** | .504** | .534** | .652** | .654** | .485** | .531** | .563** | .549** | .445* | .615** | .772** |
| | Sig. (2-tailed) | .000 | .014 | .000 | .003 | .000 | .005 | .003 | .000 | .000 | .008 | .003 | .001 | .002 | .016 | .000 | .000 |
| | N | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 | 29 |
| P05 | Pearson Correlation | .796** | .666** | .585** | .731** | .591** | .709** | .705** | .639** | .591** | .659** | .649** | .613** | .652** | .749** | .709** | .836** |
| | Sig. (2-tailed) | .000 | .000 | .001 | .000 | .001 | .000 | .000 | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P06 | Pearson Correlation | .573** | .560** | .697** | .628** | .755** | .718** | .727** | .545** | .755** | .573** | .539** | .677** | .545** | .718** | .718** | .821** |
| | Sig. (2-tailed) | .001 | .001 | .000 | .000 | .000 | .000 | .000 | .002 | .000 | .001 | .002 | .000 | .002 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P07 | Pearson Correlation | .722** | .577** | .627** | .649** | .649** | .633** | .639** | .571** | .649** | .583** | .569** | .639** | .569** | .685** | .760** | .820** |
| | Sig. (2-tailed) | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .001 | .000 | .001 | .001 | .000 | .001 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P08 | Pearson Correlation | .683** | .574** | .753** | .628** | .733** | .692** | .696** | .794** | .733** | .683** | .713** | .635** | .646** | .597** | .786** | .876** |
| | Sig. (2-tailed) | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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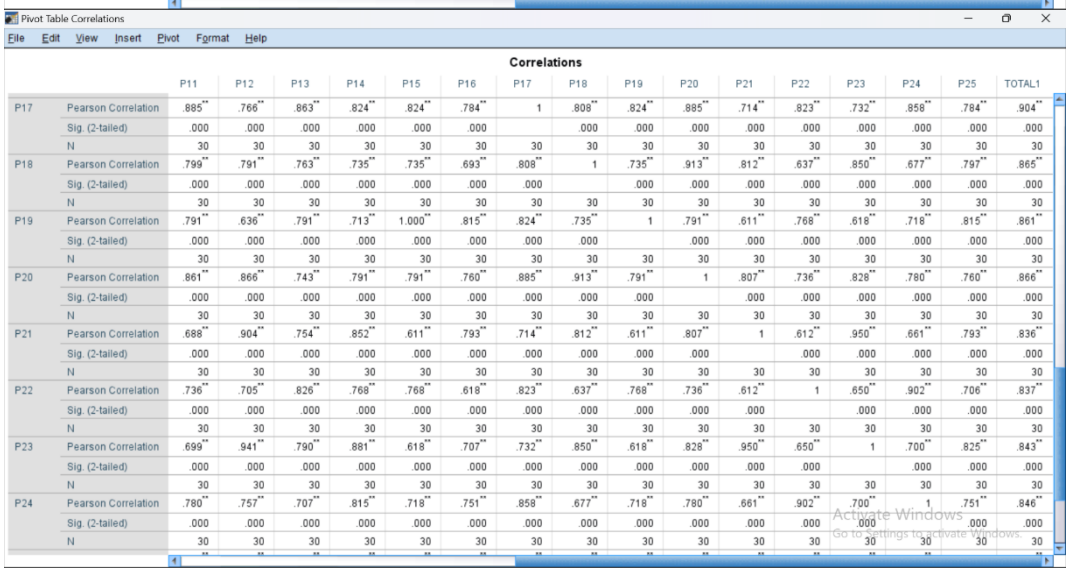


Pivot Table Correlations

File Edit View Insert Pivot Format Help

**Correlations**

| | | P11 | P12 | P13 | P14 | P15 | P16 | P17 | P18 | P19 | P20 | P21 | P22 | P23 | P24 | P25 | TOTAL1 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| P09 | Pearson Correlation | .690** | .579** | .875** | .634** | .747** | .609** | .808** | .732** | .747** | .690** | .647** | .746** | .664** | .701** | .812** | .899** |
| | Sig. (2-tailed) | .000 | .001 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P10 | Pearson Correlation | .681** | .659** | .887** | .719** | .719** | .669** | .779** | .767** | .719** | .681** | .758** | .726** | .708** | .626** | .760** | .880** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P11 | Pearson Correlation | 1 | .722** | .743** | .791** | .791** | .760** | .885** | .799** | .791** | .861** | .688** | .736** | .699** | .780** | .760** | .866** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P12 | Pearson Correlation | .722** | 1 | .724** | .929** | .636** | .745** | .766** | .791** | .636** | .866** | .904** | .705** | .941** | .757** | .745** | .823** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P13 | Pearson Correlation | .743** | .724** | 1 | .791** | .791** | .635** | .863** | .763** | .791** | .743** | .754** | .826** | .790** | .707** | .847** | .893** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P14 | Pearson Correlation | .791** | .929** | .791** | 1 | .713** | .815** | .824** | .735** | .713** | .791** | .852** | .768** | .881** | .815** | .815** | .872** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P15 | Pearson Correlation | .791** | .636** | .791** | .713** | 1 | .815** | .824** | .735** | 1.000** | .791** | .611** | .768** | .618** | .718** | .815** | .861** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P16 | Pearson Correlation | .760** | .745** | .635** | .815** | .815** | 1 | .784** | .693** | .815** | .760** | .793** | .618** | .707** | .751** | .769** | .833** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

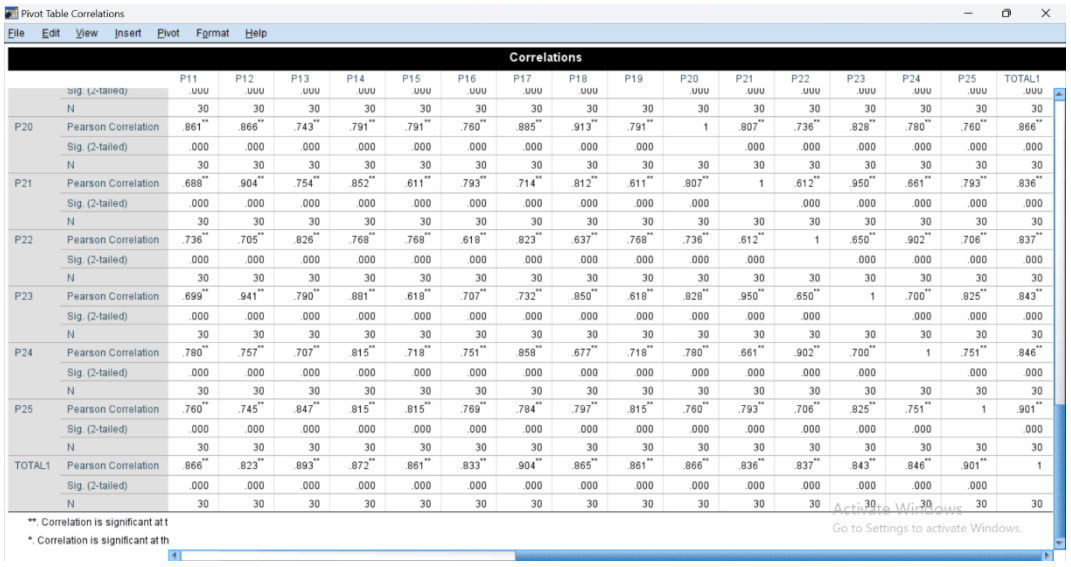


Pivot Table Correlations

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**Correlations**

| | | P11 | P12 | P13 | P14 | P15 | P16 | P17 | P18 | P19 | P20 | P21 | P22 | P23 | P24 | P25 | TOTAL1 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| P17 | Pearson Correlation | .885** | .766** | .863** | .824** | .824** | .784** | 1 | .808** | .824** | .885** | .714** | .823** | .732** | .858** | .784** | .904** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P18 | Pearson Correlation | .799** | .791** | .763** | .735** | .735** | .693** | .808** | 1 | .735** | .913** | .812** | .637** | .850** | .677** | .797** | .865** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P19 | Pearson Correlation | .791** | .636** | .791** | .713** | 1.000** | .815** | .824** | .735** | 1 | .791** | .611** | .768** | .618** | .718** | .815** | .861** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P20 | Pearson Correlation | .861** | .866** | .743** | .791** | .791** | .760** | .885** | .913** | .791** | 1 | .807** | .736** | .828** | .780** | .760** | .866** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P21 | Pearson Correlation | .688** | .904** | .754** | .852** | .611** | .793** | .714** | .812** | .611** | .807** | 1 | .612** | .950** | .661** | .793** | .836** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P22 | Pearson Correlation | .736** | .705** | .826** | .768** | .768** | .618** | .823** | .637** | .768** | .736** | .612** | 1 | .650** | .902** | .706** | .837** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P23 | Pearson Correlation | .699** | .941** | .790** | .881** | .618** | .707** | .732** | .850** | .618** | .828** | .950** | .650** | 1 | .700** | .825** | .843** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P24 | Pearson Correlation | .780** | .757** | .707** | .815** | .718** | .751** | .858** | .677** | .718** | .780** | .661** | .902** | .700** | 1 | .751** | .846** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |



Pivot Table Correlations

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**Correlations**

| | | P11 | P12 | P13 | P14 | P15 | P16 | P17 | P18 | P19 | P20 | P21 | P22 | P23 | P24 | P25 | TOTAL1 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P20 | Pearson Correlation | .861** | .866** | .743** | .791** | .791** | .760** | .885** | .913** | .791** | 1 | .807** | .736** | .828** | .780** | .760** | .866** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P21 | Pearson Correlation | .688** | .904** | .754** | .852** | .611** | .793** | .714** | .812** | .611** | .807** | 1 | .612** | .950** | .661** | .793** | .836** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P22 | Pearson Correlation | .736** | .705** | .826** | .768** | .768** | .618** | .823** | .637** | .768** | .736** | .612** | 1 | .650** | .902** | .706** | .837** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P23 | Pearson Correlation | .699** | .941** | .790** | .881** | .618** | .707** | .732** | .850** | .618** | .828** | .950** | .650** | 1 | .700** | .825** | .843** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P24 | Pearson Correlation | .780** | .757** | .707** | .815** | .718** | .751** | .858** | .677** | .718** | .780** | .661** | .902** | .700** | 1 | .751** | .846** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| P25 | Pearson Correlation | .760** | .745** | .847** | .815** | .815** | .769** | .784** | .797** | .815** | .760** | .793** | .706** | .825** | .751** | 1 | .901** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |
| TOTAL1 | Pearson Correlation | .866** | .823** | .893** | .872** | .861** | .833** | .904** | .865** | .861** | .866** | .836** | .837** | .843** | .846** | .901** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 | 30 |

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**Correlations**

| | | P26 | P27 | P28 | P29 | P30 | TOTAL |
|---|---|---|---|---|---|---|---|
| P26 | Pearson Correlation | 1 | .830** | .913** | .756** | .870** | .942** |
| | Sig. (2-tailed) | | .000 | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| P27 | Pearson Correlation | .830** | 1 | .859** | .789** | .805** | .920** |
| | Sig. (2-tailed) | .000 | | .000 | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| P28 | Pearson Correlation | .913** | .859** | 1 | .743** | .866** | .944** |
| | Sig. (2-tailed) | .000 | .000 | | .000 | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| P29 | Pearson Correlation | .756** | .789** | .743** | 1 | .775** | .887** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .000 | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| P30 | Pearson Correlation | .870** | .805** | .866** | .775** | 1 | .933** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | | .000 |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |
| TOTAL | Pearson Correlation | .942** | .920** | .944** | .887** | .933** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | |
| | N | 30 | 30 | 30 | 30 | 30 | 30 |

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

Lampiran 6 Hasil Uji Reliabilitas

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .983 | 25 |

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .954 | 5 |

Lampiran 7 Hasil Olah Data Mutu Pelayanan

**Kategori Responsiveness**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Tidak Setuju | 3 | 3.1 | 3.1 | 3.1 |
| | Setuju | 95 | 96.9 | 96.9 | 100.0 |
| | Total | 98 | 100.0 | 100.0 | |

**Kategori Reliabel**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Tidak Setuju | 1 | 1.0 | 1.0 | 1.0 |
| | Setuju | 97 | 99.0 | 99.0 | 100.0 |
| | Total | 98 | 100.0 | 100.0 | |

**Kategori Assurance**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Tidak Setuju | 2 | 2.0 | 2.0 | 2.0 |
| | Setuju | 96 | 98.0 | 98.0 | 100.0 |
| | Total | 98 | 100.0 | 100.0 | |

**Kategori Empathy**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Tidak Setuju | 3 | 3.1 | 3.1 | 3.1 |
| | Setuju | 95 | 96.9 | 96.9 | 100.0 |
| | Total | 98 | 100.0 | 100.0 | |

**Kategori Tangible**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Tidak Setuju | 1 | 1.0 | 1.0 | 1.0 |
| | Setuju | 97 | 99.0 | 99.0 | 100.0 |
| | Total | 98 | 100.0 | 100.0 | |

**KAT_MUTUPEL**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Tidak Setuju | 2 | 2.0 | 2.0 | 2.0 |
| | Setuju | 96 | 98.0 | 98.0 | 100.0 |
| | Total | 98 | 100.0 | 100.0 | |

Lampiran 8 Hasil Olah Data Kepuasan Pasien

**Kategori Kepuasan**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Tidak Puas | 4 | 4.1 | 4.1 | 4.1 |
| | Puas | 94 | 95.9 | 95.9 | 100.0 |
| | Total | 98 | 100.0 | 100.0 | |

Lampiran 9 Hasil Uji Chi-Square

**Kategori Kepuasan * Kategori Mutu Pelayanan Crosstabulation**

Count

| | | Kategori Mutu Pelayanan | | |
|---|---|---|---|---|
| | | Tidak Setuju | Setuju | Total |
| Kategori Kepuasan | Tidak Puas | 1 | 3 | 4 |
| | Puas | 1 | 93 | 94 |
| Total | | 2 | 96 | 98 |

**Chi-Square Tests**

| | Value | df | Asymptotic Significance (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
|---|---|---|---|---|---|
| Pearson Chi-Square | 10.996[a] | 1 | .001 | | |
| Continuity Correction[b] | 2.282 | 1 | .131 | | |
| Likelihood Ratio | 3.952 | 1 | .047 | | |
| Fisher's Exact Test | | | | .080 | .080 |
| Linear-by-Linear Association | 10.883 | 1 | .001 | | |
| N of Valid Cases | 98 | | | | |