



# STIE Malangkuçęwara

(Accounting Business Management)

Jl. Terusan Candi Kalasan - Malang Telp. 0341-491813

## KARTU BIMBINGAN SKRIPSI BAB.I s.d BAB. III

BLN/TGL	BAB	PERMASALAHAN	PARAF
Bulan : Oktober			
23 Okt 2019		Acc judul skripsi	<i>[Signature]</i>
Bulan :			
11/14		pengajuan Bab 1, 2	<i>[Signature]</i>
11/21	1,2,3	Konsultasi Bab 1,2,3	<i>[Signature]</i>
11/29	1-3	Revisi Bab 1,2,3	<i>[Signature]</i>
Bulan :			
12/16	1-3	Revisi Bab 1,2,3	<i>[Signature]</i>
12/23	3	Revisi	<i>[Signature]</i>
12/26	1-3	Acc Bab 1,2,3	<i>[Signature]</i>
Bulan :			
Bulan :			
Bulan :			

Dosen Pembimbing 1

*[Signature]*  
Rachjaldin

Dosen Pembimbing 2

\_\_\_\_\_

**Catatan:**

Bobot Penilaian skripsi oleh pembimbing sebesar 50% dengan kriteria penilaian:

- 6. Ide/inovasi penelitian
- 7. Pemahaman konsep/teori
- 8. Pemahaman Metodologi
- 9. Kemampuan Analisis
- 10. Rutinitas Pembimbingan



Terakreditasi "A" AKUNTANSI 3213/SK/BAN-PT/Akred/5/03/2018  
Terakreditasi "A" MANAJEMEN 2812/SK/BAN-PT/Akred/5/02/2018

### Penetapan Dosen Pembimbing Skripsi

Semester GASAL Tahun Akademik 2019/2020

Nomor : 1103/BAAK/X/2019

Setelah memperhatikan Surat Ketua Program Studi tentang usulan dosen pembimbing skripsi dengan ini Ketua STIE Malangkecewara Malang menetapkan

Nama : Drs. TACHJUDDIN, MM  
Sebagai : Dosen Pembimbing 1  
Nama : -  
Sebagai : Dosen Pembimbing 2

Untuk mahasiswa berikut

Nama : NURUL NUR AISAH  
Nomor Pokok : K.2016.1.33848  
Skripsi yang diajukan  
Bidang Kajian : MANAJEMEN STRATEGI  
Pokok Bahasan : PERENCANAAN STRATEGI  
Tempat/Obyek : RS.LAWANG MEDIKA MALANG

Judul Skripsi : PENGARUH KUALITAS PELAYANAN, FASILITAS KESEHATAN DAN CITRA PERUSAHAAN TERHADAP KEPUASAN PASIEN RAWAT INAP DI RUMAH LAWANG MEDIKA MALANG

Demikian surat penetapan ini dikeluarkan untuk dilaksanakan dengan sebaiknya. Penetapan ini berlaku sejak dikeluarkan.

Dikeluarkan di : Malang  
Pada Tanggal : 05/02/2020  
Ketua Program Studi Manajemen,

Dra. LINDANANTY, MM.  
NIK-P.3M : 202.710.194



# STIE Malangkuççwara

(Accounting Business Management)

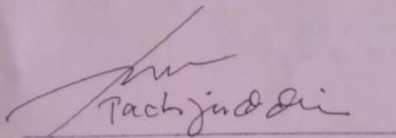
Jl. Terusan Candi Kalasan - Malang Telp. 0341-491813

## KARTU BIMBINGAN SKRIPSI BAB IV s.d. BAB V

BLN/TGL	BAB	PERMASALAHAN	PARAF
Bulan :			
17 Jan 2020	IV	Kuisisioner	/
		Revisi Kuisisioner	
		Input Data	
		tabel r & f & t	
Bulan :			
20 Jan 2020		Pengjelasan tabel t	/
28 Jan 2020		Acc. Bab IV	/
Bulan :			
29 Jan 2020		lanjut Bab V	/
Bulan :			
3 Feb 2020	IV-V	Persiapan ppt seminar	/
Bulan :			
		Acc	/

Dosen Pembimbing 1

Dosen Pembimbing 2

  
PACH JUDI

### Catatan:

Bobot Penilaian skripsi oleh pembimbing sebesar 50% dengan kriteria penilaian:

6. Ide/inovasi penelitian
7. Pemahaman konsep/teori
8. Pemahaman Metodologi
9. Kemampuan Analisis
10. Rutinitas Pembimbingan

## Lampiran 1.Kuisisioner

No.Responden ( )

### KUESIONER PENELITIAN

Dengan Hormat,

Dalam rangka menyelesaikan skripsi penelitian Program S1 di STIE MALANGKUCECWARA, maka peneliti mempunyai kewajiban untuk melakukan penelitian. Sehubungan dengan penelitian yang sedang peneliti lakukan dalam rangka penulisan skripsi, maka peneliti memohon kesediaan saudara/i dengan menjadi responden penelitian yaitu dengan mengisi kuesioner dan memilih jawaban pada kolom yang telah disediakan. Jawaban dari kuesioner ini akan peneliti gunakan sebagai keperluan untuk menyusun skripsi penelitian yang berjudul “PENGARUH KUALITAS PELAYANAN, FASILITAS KESEHATAN DAN CITRA PERUSAHAAN TERHADAP KEPUASAN PASIEN RAWAT INAP DI RUMAH SAKIT LAWANG MEDIKA MALANG”. Maka untuk itu pengisian kuesioner ini di isi subjektif mungkin.

Atas ketersediaan dan keikhlasannya dalam mengisi kuesioner ini, saya ucapkan banyak terima kasih.

Malang, 26 Januari 2020

Nurul Nur Aisah

### Kuesioner

Mencakup kesediaan saudara/i untuk mengisi kuesioner penelitian tentang

**“PENGARUH KUALITAS PELAYANAN, FASILITAS KESEHATAN DAN  
CITRA PERUSAHAAN TERHADAP KEPUASAN PASIEN RAWAT INAP DI  
RUMAH SAKIT LAWANG MEDIKA MALANG”**

Bagian I

Pernahkan anda menggunakan layanan Rumah Sakit ?

Ya

Tidak

Nama :

Jenis Kelamin : ( ) Laki-Laki ( ) Perempuan

Usia Anda saat ini : 15-20 tahun ( ) 31-40 tahun ( )

21-30 tahun ( ) 41-50 tahun ( )

Pendidikan : tamatan SD ( ) tamatan SMU/STM/Kejuruan ( )

tamatan SLTP ( ) diploma (D1,D2, dan D3) ( )

sarjana S1 ( )                      S2 ( )

Pekerjaan : pelajar/ mahasiswa ( )                      pegawai/ PNS ( )

Karyawan swasta ( )                      wiraswasta ( )

ABRI/ polisi ( )

**A. SERVICE QUALITY (KUALITAS LAYANAN)**

No	Indikator	Daftar Pertanyaan	Penilaian				
			STS	TS	N	S	SS
			(1)	(2)	(3)	(4)	(5)
1	Reliability	elayanan yang diberikan Rumah Sakit baik dan memuaskan					
2	Tangible	Kualitas fasilitas yang diberikan Rumah Sakit nyaman dan menarik					
3	Responsiveness	Pelayanan yang cepat dan tanggap diberikan oleh Rumah Sakit					
4	Assurance	Adanya jaminan yang diberikan Rumah Sakit kepada pelayanan yang ditawarkan					
5	Emphaty	Perhatian yang diberikan oleh Rumah Sakit kepada pasien					

**B. MEDICAL FACILITY (FASILITAS KESEHATAN)**

No	Indikator	Daftar Pertanyaan	Penilaian				
			STS	TS	KS	S	SS
			(1)	(2)	(3)	(4)	(5)
1	Perencanaan Spasial	Lokasi rumah sakit yang strategis mudah di jangkau oleh pasien					
2	Perencanaan Ruang	Terdapat kantin yang memudahkan pasien untuk mendapatkan makanan					
3	Perlengkapan	Ketersediaan toilet yang memadai (kebersihan, air lancar dan jumlah toilet)					
4	Tata cahaya dan warna	Ketersediaan penerangan yang memadai					
5	Pesan grafis	Tersedianya anak panak penunjuk letak lokasi dan fasilitas (musholla, toilet, kantin)					

C. BRAND IMAGE (CITRA MEREK/JASA)

No	Indikator	Daftar Pertanyaan	Penilaian				
			STS	TS	KS	S	SS
			(1)	(2)	(3)	(4)	(5)
1	Emotional appeal	Rumah Sakit merupakan perusahaan jasa yang memiliki citra baik					
2	Product or services	Rumah Sakit memberikan kualitas, inovasi, nilai dan reliability produk yang baik					
3	Work environment	Rumah Sakit memiliki tata kelola yang bagus dalam melayani					

D. PATIENT SATISFACTION (KEPUASAN PASIEN)

No	Indikator	Daftar Pertanyaan	Penilaian				
			STS	TS	KS	S	SS
			(1)	(2)	(3)	(4)	(5)
1	Expectations	Pasien mendapatkan pelayanan yang diharapkan					
2	Performance	Karyawan menyelesaikan tugas dengan cepat dan tanggap					
3	Comparison	Petugas yang memiliki pengetahuan dan ketrampilan yang baik					
4	Confirmation/disconfirmation	Merespon dan menanggapi dengan baik keluhan pasien					

**Lampiran 2. Data Kuisisioner**

No.	X1.1	X1.2	X1.3	X1.4	X1.5	X1	X2.1	X2.2	X2.3	X2.4	X2.5	X2	Z1.1	Z1.2	Z1.3	Z	Y1.1	Y1.2	Y1.3	Y1.4	Y
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### Lampiran 3. Hasil Distribusi Jawaban Responden

Notes		
Output Created		01-FEB-2020 19:52:15
Comments		
Input	Data	E:AISAHABM\NURUL\DATA PENELITIAN.sav
	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		FREQUENCIES VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X2.1 X2.2 X2.3 X2.4 X2.5 X3.1 X3.2 X3.3 Y1.1 Y1.2 Y1.3 Y1.4  /ORDER=ANALYSIS.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,03

### Frequency Table

X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	30	30,0	30,0	30,0
	4	66	66,0	66,0	96,0
	5	4	4,0	4,0	100,0
	Total	100	100,0	100,0	

X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	32	32,0	32,0	32,0
	4	63	63,0	63,0	95,0
	5	5	5,0	5,0	100,0
	Total	100	100,0	100,0	

**X1.3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	28	28,0	28,0	28,0
	4	70	70,0	70,0	98,0
	5	2	2,0	2,0	100,0
	Total	100	100,0	100,0	

**X1.4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	23	23,0	23,0	23,0
	4	71	71,0	71,0	94,0
	5	6	6,0	6,0	100,0
	Total	100	100,0	100,0	

**X1.5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	26	26,0	26,0	26,0
	4	69	69,0	69,0	95,0
	5	5	5,0	5,0	100,0
	Total	100	100,0	100,0	

**X2.1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	24	24,0	24,0	24,0
	4	68	68,0	68,0	92,0
	5	8	8,0	8,0	100,0
	Total	100	100,0	100,0	

**X2.2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	20	20,0	20,0	20,0
	4	71	71,0	71,0	91,0
	5	9	9,0	9,0	100,0
	Total	100	100,0	100,0	

**X2.3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	23	23,0	23,0	23,0
	4	69	69,0	69,0	92,0
	5	8	8,0	8,0	100,0
	Total	100	100,0	100,0	

**X2.4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	14	14,0	14,0	14,0
	4	64	64,0	64,0	78,0
	5	22	22,0	22,0	100,0
	Total	100	100,0	100,0	

**X2.5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	29	29,0	29,0	29,0
	4	66	66,0	66,0	95,0
	5	5	5,0	5,0	100,0
	Total	100	100,0	100,0	

**X3.1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	30	30,0	30,0	30,0
	4	60	60,0	60,0	90,0
	5	10	10,0	10,0	100,0
	Total	100	100,0	100,0	

**X3.2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	30	30,0	30,0	30,0
	4	65	65,0	65,0	95,0
	5	5	5,0	5,0	100,0
	Total	100	100,0	100,0	

**X3.3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	26	26,0	26,0	26,0
	4	65	65,0	65,0	91,0
	5	9	9,0	9,0	100,0
	Total	100	100,0	100,0	

**Y1.1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	32	32,0	32,0	32,0
	4	63	63,0	63,0	95,0
	5	5	5,0	5,0	100,0
	Total	100	100,0	100,0	

**Y1.2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	27	27,0	27,0	27,0
	4	66	66,0	66,0	93,0
	5	7	7,0	7,0	100,0
	Total	100	100,0	100,0	

**Y1.3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	22	22,0	22,0	22,0
	4	69	69,0	69,0	91,0
	5	9	9,0	9,0	100,0
	Total	100	100,0	100,0	

**Y1.4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	30	30,0	30,0	30,0
	4	68	68,0	68,0	98,0
	5	2	2,0	2,0	100,0
	Total	100	100,0	100,0	

## Lampiran 4. Analisis Regresi

### Hasil Analisis Regression

Notes		
Output Created		01-FEB-2020 19:47:18
Comments		
Input	Data	E:AISAHABMNURUL\DATA TOTAL.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS BCOV R ANOVA COLLIN TOL /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Y /METHOD=ENTER X1 X2 X3 /SCATTERPLOT=(Y ,*ZPRED) /RESIDUALS DURBIN HISTOGRAM(ZRESID) NORMPROB(ZRESID) /SAVE RESID.
Resources	Processor Time	00:00:01,08
	Elapsed Time	00:00:01,07
	Memory Required	1980 bytes
	Additional Memory Required for Residual Plots	896 bytes
Variables Created or Modified	RES_2	Unstandardized Residual

**Variables Entered/Removed<sup>a</sup>**

Model	Variables Entered	Variables Removed	Method
1	Citra Perusahaan, Fasilitas Kesehatan, Kualitas Pelayanan <sup>b</sup>		Enter

a. Dependent Variable: Kepuasan Pasien Rawat Inap

b. All requested variables entered.

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,800 <sup>a</sup>	,640	,629	,612	1,922

a. Predictors: (Constant), Citra Perusahaan, Fasilitas Kesehatan, Kualitas Pelayanan

b. Dependent Variable: Kepuasan Pasien Rawat Inap

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	64,031	3	21,344	56,966	,000 <sup>b</sup>
	Residual	35,969	96	,375		
	Total	100,000	99			

a. Dependent Variable: Kepuasan Pasien Rawat Inap

b. Predictors: (Constant), Citra Perusahaan, Fasilitas Kesehatan, Kualitas Pelayanan

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	1,533	,767		2,000	,048		
Kualitas Pelayanan	,158	,045	,275	3,493	,001	,960	1,066
Fasilitas Kesehatan	,269	,043	,480	6,283	,000	,964	1,056
Citra Perusahaan	,147	,061	,191	2,413	,018	,960	1,067



a. Dependent Variable: Kepuasan Pasien Rawat Inap

**Coefficient Correlations<sup>a</sup>**

Model			Citra Perusahaan	Fasilitas Kesehatan	Kualitas Pelayanan
1	Correlations	Citra Perusahaan	1,000	-,333	-,405
		Fasilitas Kesehatan	-,333	1,000	-,320
		Kualitas Pelayanan	-,405	-,320	1,000
Covariances	Citra Perusahaan	,004	-,001	-,001	
	Fasilitas Kesehatan	-,001	,002	-,001	
	Kualitas Pelayanan	-,001	-,001	,002	

a. Dependent Variable: Kepuasan Pasien Rawat Inap

**Collinearity Diagnostics<sup>a</sup>**

Mod el	Dimen sion	Eigenval ue	Conditio n Index	Variance Proportions			
				(Constant)	Kualitas Pelayana n	Fasilitas Kesehatan	Citra Perusahaan
1	1	3,985	1,000	,00	,00	,00	,00
	2	,007	24,226	,33	,00	,02	,73
	3	,004	31,632	,15	,25	,95	,02
	4	,004	32,693	,52	,75	,03	,26

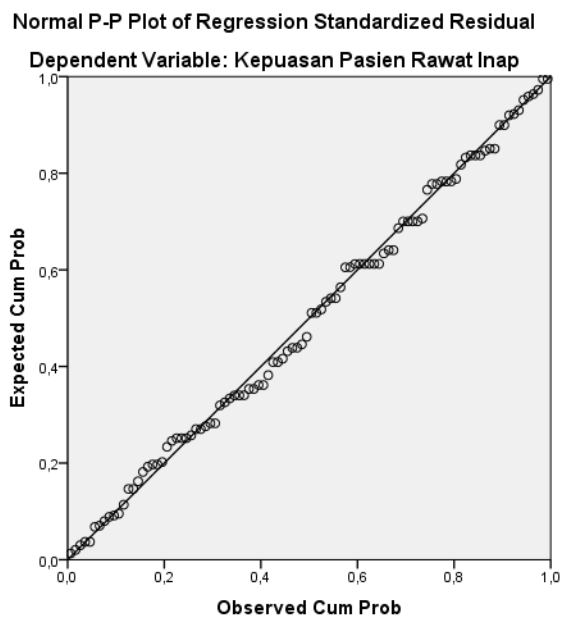
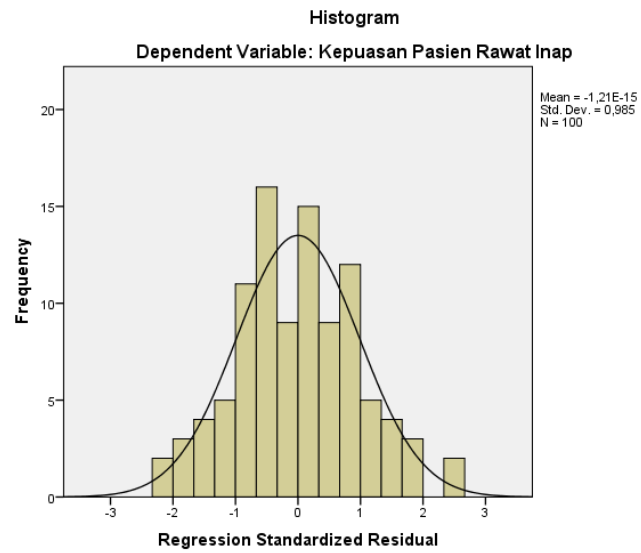
a. Dependent Variable: Kepuasan Pasien Rawat Inap

**Residuals Statistics<sup>a</sup>**

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	9,84	12,83	11,40	,804	100
Residual	-1,363	1,590	,000	,603	100
Std. Predicted Value	-1,944	1,772	,000	1,000	100
Std. Residual	-2,228	2,598	,000	,985	100

a. Dependent Variable: Kepuasan Pasien Rawat Inap

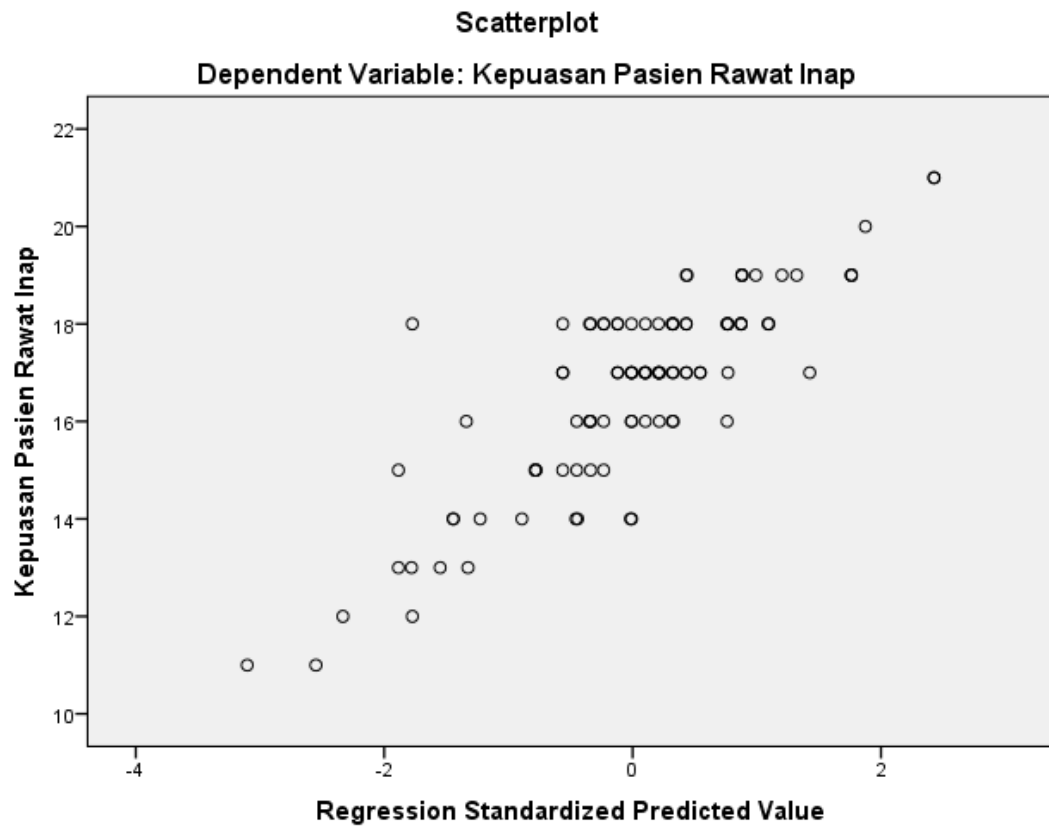
## Charts



**Notes**

Output Created		01-FEB-2020 19:47:38
Comments		
Input	Data	E:\DATA 1\ABM\ ABM\ ABM\SKRIPSI NURUL PEMASARAN 2020\spss 100 respondeen\data total.sav
	Active Dataset	DataSet4
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Y /METHOD=ENTER X1 X2 /SCATTERPLOT=(Y ,*ZPRED).
Resources	Processor Time	00:00:00,34
	Elapsed Time	00:00:00,37
	Memory Required	1644 bytes
	Additional Memory Required for Residual Plots	232 bytes

## Charts



## Lampiran 5. Hasil Uji Validitas

### Hasil Uji Validitas

		Notes
Output Created		01-FEB-2020 19:52:47
Comments		
Input	Data	E:AISAH\ABM\NURUL\DATA PENELITIAN.sav
	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1 /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,03

### Correlations

		X1.1	X1.2	X1.3	X1.4	X1.5	Kualitas Pelayanan
X1.1	Pearson Correlation	1	,175	,049	,209*	,206*	,581**
	Sig. (2-tailed)		,082	,626	,037	,040	,000
	N	100	100	100	100	100	100
X1.2	Pearson Correlation	,175	1	,151	,158	,118	,579**
	Sig. (2-tailed)	,082		,133	,116	,240	,000
	N	100	100	100	100	100	100
X1.3	Pearson Correlation	,049	,151	1	,145	,223*	,530**
	Sig. (2-tailed)	,626	,133		,149	,026	,000
	N	100	100	100	100	100	100
X1.4	Pearson Correlation	,209*	,158	,145	1	,130	,574**

	Sig. (2-tailed)	,037	,116	,149		,197	,000
	N	100	100	100	100	100	100
X1.5	Pearson Correlation	,206*	,118	,223*	,130	1	,586**
	Sig. (2-tailed)	,040	,240	,026	,197		,000
	N	100	100	100	100	100	100
Kualitas Pelayanan	Pearson Correlation	,581**	,579**	,530**	,574**	,586**	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100

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

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

#### Notes

Output Created	01-FEB-2020 19:52:59	
Comments		
Input	Data	E:AISAHVABMNURUL\DATA
	Active Dataset	PENELITIAN.sav
	Filter	DataSet0
	Weight	<none>
	Split File	<none>
Missing Value Handling	N of Rows in Working Data File	100
	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax	CORRELATIONS /VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2 /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.	
Resources	Processor Time	00:00:00,03
	Elapsed Time	00:00:00,03

#### Correlations

		X2.1	X2.2	X2.3	X2.4	X2.5	Fasilitas Kesehatan
X2.1	Pearson Correlation	1	,183	,158	-,084	,144	,513**
	Sig. (2-tailed)		,068	,116	,404	,152	,000
	N	100	100	100	100	100	100
X2.2	Pearson Correlation	,183	1	,083	,156	,084	,552**
	Sig. (2-tailed)	,068		,411	,122	,405	,000
	N	100	100	100	100	100	100
X2.3	Pearson Correlation	,158	,083	1	,226	,084	,577**
	Sig. (2-tailed)	,116	,411		,024	,405	,000
	N	100	100	100	100	100	100
X2.4	Pearson Correlation	-,084	,156	,226	1	,061	,536**
	Sig. (2-tailed)	,404	,122	,024		,548	,000
	N	100	100	100	100	100	100
X2.5	Pearson Correlation	,144	,084	,084	,061	1	,502**

	Sig. (2-tailed)	,152	,405	,405	,548		,000
	N	100	100	100	100	100	100
Fasilitas Kesehatan	Pearson Correlation	,513	,552	,577	,536	,502	1
	Sig. (2-tailed)	,000	,000	,000	,000	,000	
	N	100	100	100	100	100	100

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

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

#### Notes

Output Created		01-FEB-2020 19:53:17
Comments		
Input	Data	E:AISAHVABMNURULDATA PENELITIAN.sav
	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
Missing Value Handling	N of Rows in Working Data File	100
	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax		CORRELATIONS /VARIABLES=X3.1 X3.2 X3.3 X3 /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.
Resources	Processor Time	00:00:00,05
	Elapsed Time	00:00:00,02

#### Correlations

		X3.1	X3.2	X3.3	Citra Perusahaan
X3.1	Pearson Correlation	1	,373**	,194	,759**
	Sig. (2-tailed)		,000	,053	,000
	N	100	100	100	100
X3.2	Pearson Correlation	,373**	1	,156	,708**
	Sig. (2-tailed)	,000		,120	,000
	N	100	100	100	100
X3.3	Pearson Correlation	,194	,156	1	,640**
	Sig. (2-tailed)	,053	,120		,000
	N	100	100	100	100
Citra Perusahaan	Pearson Correlation	,759**	,708**	,640**	1
	Sig. (2-tailed)	,000	,000	,000	
	N	100	100	100	100

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

**Notes**

Output Created	01-FEB-2020 19:53:32	
Comments		
Input	Data	E:AISAHVABMNURULDATA PENELITIAN.sav
	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics for each pair of variables are based on all the cases with valid data for that pair.
Syntax	CORRELATIONS /VARIABLES=Y1.1 Y1.2 Y1.3 Y1.4 Y /PRINT=TWOTAIL NOSIG /MISSING=PAIRWISE.	
Resources	Processor Time	00:00:00,03
	Elapsed Time	00:00:00,03

**Correlations**

		Y1.1	Y1.2	Y1.3	Y1.4	Kepuasan Pasien Rawat Inap
Y1.1	Pearson Correlation	1	,020	-,051	,016	,528**
	Sig. (2-tailed)		,843	,613	,871	,000
	N	100	100	100	100	100
Y1.2	Pearson Correlation	,020	1	,216*	,163	,676**
	Sig. (2-tailed)	,843		,031	,104	,000
	N	100	100	100	100	100
Y1.3	Pearson Correlation	-,051	,216*	1	,277**	,632**
	Sig. (2-tailed)	,613	,031		,005	,000
	N	100	100	100	100	100
Y1.4	Pearson Correlation	,016	,163	,277*	1	,248*
	Sig. (2-tailed)	,871	,104	,005		,013
	N	100	100	100	100	100



Kepuasan Pasien Rawat Inap	Pearson Correlation	,528**	,676**	,632*	,248*	1
	Sig. (2-tailed)	,000	,000	,000	,013	
	N	100	100	100	100	

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

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

## Lampiran 6. Reliability (XI)

### RELIABILITY (XI)

#### Notes

Output Created		01-FEB-2020 19:56:52
Comments		
Input	Data	E:AISAHVABM\NURUL\DATA PENELITIAN.sav
	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=X1.1 X1.2 X1.3 X1.4 X1.5 X1 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /STATISTICS=DESCRIPTIVE SCALE /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,02

#### Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
,716	6

**Item Statistics**

	Mean	Std. Deviation	N
X1.1	3,74	,525	100
X1.2	3,73	,548	100
X1.3	3,74	,485	100
X1.4	3,83	,514	100
X1.5	3,79	,518	100
Kualitas Pelayanan	18,83	1,477	100

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1.1	33,92	7,206	,444	,686
X1.2	33,93	7,157	,435	,687
X1.3	33,92	7,448	,397	,698
X1.4	33,83	7,254	,439	,688
X1.5	33,87	7,205	,452	,685
Kualitas Pelayanan	18,83	2,183	1,000	,481

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
37,66	8,732	2,955	6

## Lampiran 7 . Reliability (X2)

### Reliability (X2)

Notes		
Output Created		01-FEB-2020 19:57:17
Comments		
Input	Data	E:AISAH\ABMNURUL\DATA PENELITIAN.sav
	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=X2.1 X2.2 X2.3 X2.4 X2.5 X2 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /STATISTICS=DESCRIPTIVE SCALE /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,03
	Elapsed Time	00:00:00,03

#### Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
,691	6

**Item Statistics**

	Mean	Std. Deviation	N
X2.1	3,84	,545	100
X2.2	3,89	,530	100
X2.3	3,85	,539	100
X2.4	4,08	,598	100
X2.5	3,76	,534	100
Fasilitas Kesehatan	19,42	1,471	100

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X2.1	35,00	7,313	,356	,672
X2.2	34,95	7,220	,408	,662
X2.3	34,99	7,121	,434	,656
X2.4	34,76	7,134	,367	,668
X2.5	35,08	7,367	,348	,675
Fasilitas Kesehatan	19,42	2,165	1,000	,378

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
38,84	8,661	2,943	6

## Lampiran 8. Reliability (X3)

		Notes
Output Created		01-FEB-2020 19:57:44
Comments		
Input	Data	E:\AISAH\ABMNURUL\DATA PENELITIAN.sav DataSet0
	Active Dataset	
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=X3.1 X3.2 X3.3 X3 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /STATISTICS=DESCRIPTIVE SCALE /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,02

### Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0

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

### Reliability Statistics

Cronbach's Alpha	N of Items
,775	4

### Item Statistics

	Mean	Std. Deviation	N
X3.1	3,80	,603	100
X3.2	3,75	,539	100
X3.3	3,83	,570	100
Citra Perusahaan	11,38	1,204	100

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X3.1	18,96	3,958	,616	,717
X3.2	19,01	4,252	,566	,746
X3.3	18,93	4,369	,465	,778
Citra Perusahaan	11,38	1,450	1,000	,488

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
22,76	5,800	2,408	4

## Lampiran 9. Reliability (Y)

### Reliability (Y)

Notes		
Output Created		01-FEB-2020 19:58:10
Comments		
Input	Data	E:AISAH\ABMNURUL\DATA PENELITIAN.sav
	Active Dataset	DataSet0
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	100
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=Y1.1 Y1.2 Y1.3 Y1.4 Y /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA /STATISTICS=DESCRIPTIVE SCALE /SUMMARY=TOTAL.
Resources	Processor Time	00:00:00,02
	Elapsed Time	00:00:00,02

#### Case Processing Summary

		N	%
Cases	Valid	100	100,0
	Excluded <sup>a</sup>	0	,0
	Total	100	100,0

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

#### Reliability Statistics

Cronbach's Alpha	N of Items
,687	5



**Item Statistics**

	Mean	Std. Deviation	N
Y1.1	3,73	,548	100
Y1.2	3,80	,550	100
Y1.3	3,87	,544	100
Y1.4	3,72	,494	100
Kepuasan Pasien Rawat Inap	11,40	1,005	100

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y1.1	22,79	3,905	,264	,701
Y1.2	22,72	3,497	,475	,628
Y1.3	22,65	3,543	,458	,634
Y1.4	22,80	4,040	,248	,703
Kepuasan Pasien Rawat Inap	15,12	1,501	,921	,318

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
26,52	4,777	2,186	5

