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Lampiran 1. Kusioner Penelitian

No. Responden : (diisi oleh peneliti)

Kepada Yth.

Bapak/Ibu.....

Di

Tempat

Dengan Hormat,

Saya yang bertanda tangan dibawah ini adalah mahasiswa Magister Administrasi Rumah Sakit Program Studi Kesehatan Masyarakat Pascasarjana Universitas Hasanuddin Makassar, akan mengadakan penelitian dengan judul “Pengaruh Kualitas Pelayanan dan Kepuasan Pasien terhadap Loyalitas Pasien di Rumah Sakit Khusus Daerah Provinsi Sulawesi Selatan”.

Penelitian ini tidak akan menimbulkan kerugian bagi Bapak/Ibu sebagai responden. Kerahasiaan semua informasi yang diberikan akan dijaga dan hanya digunakan untuk kepentingan penelitian. Apabila Bapak/Ibu menyetujui, maka dimohon kesediaannya menandatangani lembar persetujuan dan menjawab pertanyaan yang saya lampirkan pada surat ini.

Atas perhatian dan kesediaan Bapak/Ibu sebagai responden saya ucapkan terima kasih

Makassar, 2022

Peneliti

(Rara Armita Arman)

PERSETUJUAN SEBAGAI RESPONDEN

Saya yang bertanda tangan dibawah ini:

Nama :
Usia :
Alamat :

Setelah mendengar/membaca penjelasan yang diberikan, maka saya bersedia menjadi informan pada penelitian yang dilakukan oleh dr.Rara Armita Arman. Saya mengerti bahwa pada penelitian ini akan ada beberapa pernyataan yang harus saya jawab. Sebagai seorang responden, saya akan menjawab pernyataan yang diajukan dengan jujur.

Saya menjadi responden bukan karena adanya paksaan dari pihak lain, namun karena keinginan saya sendiri, dan tidak ada biaya yang akan ditanggungkan kepada saya sesuai dengan penjelasan yang sudah dijelaskan oleh peneliti.

Hasil yang diperoleh dari saya sebagai responden dapat dipublikasikan sebagai hasil dari penelitian dan akan diseminarkan pada ujian hasil dengan tidak akan mencantumkan nama kecuali nomor informan.

Nama	Tanda Tangan	Tgl/Bln/Thn
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Responden:

Penanggung Jawab Penelitian

Nama (inisial):
Alamat :
Telpon :
Email :

A. KARAKTERISTIK RESPONDEN RAWAT INAP

1. Jenis Kelamin

1. Pria

2. Wanita

2. Pada kisaran berapakah usia anda saat ini ?

1. < 25 tahun

2. 26-35 tahun

3. 36-45 tahun

4. 46-55 tahun

5. > 55 tahun

3. Status pernikahan anda saat ini ?

1. Belum Menikah

2. Menikah

3. Cerai

4. Janda/Duda

4. Apa tingkat pendidikan terakhir Bapak/Ibu ?

1. Tidak tamat SD

2. Tamat SD

3. Tamat SLTP/ sederajat

4. Tamat SLTA/ sederajat

5. Tamat D3

6. Tamat S1

7. Tamat Pascasarjana

5. Yang mana diantara pilihan berikut yang menunjukkan pekerjaan

Bapak/Ibu ?

1. PNS
2. Karyawan Swasta
3. Wiraswasta
4. Ibu Rumah Tangga / Tidak Berkerja
5. Lainnya....

6. Berapa rata-rata penghasilan Bapak/Ibu untuk keperluan rumah tanggaperbulan ?

1. \leq Rp 1.000.000
2. Rp. 1.000.000 – 2.500.000
3. Rp 2.500.000 – 5.000.000
4. $>$ Rp 5.000.000

7. Yang mana diantara pilihan berikut yang menunjukkan jenis pembiayaan di rumah sakit Bapak/Ibu?

1. Umum
2. BPJS

8. Apakah Bapak/Ibu sudah berapa kali menggunakan pelayanan dirumah sakit ini?

1. 2-3 kali
2. Tak terhingga

9. Kelas perawatan yang digunakan saat ini?

1. Kelas 1
2. Kelas 2
3. Kelas 3

PETUNJUK PENGISIAN

1. Mohon dibaca dan dipahami tiap pertanyaan dalam lembar kuesioner berikut serta diisi dengan teliti, lengkap, dan jujur
2. Jawaban harus merupakan jawaban pribadi bukan jawaban kelompok dalam hal ini tidak ada jawaban yang benar atau salah, yang penting jawaban Bapak/Ibu/Sdr(i) benar-benar tepat dengan situasi yang dirasakan
3. Beri tanda cek (√) pada jawaban dari pertanyaan-pertanyaan di bawah ini yang paling sesuai menurut pendapat Bapak/Ibu/Sdr(i)

B. KUALITAS PELAYANAN RAWAT INAP

Kuisisioner ini menggunakan skala likert dengan 4 pilihan jawaban sebagai berikut

Pilih jawaban :

STS : Sangat Tidak Setuju

TS : Tidak Setuju

S. : Setuju

SS : Sangat Setuju

No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
<i>Patient Admission</i>					
1	Rumah Sakit dengan sigap melayani pendaftaran pasien rawat inap				
2	Petugas admisi rumah sakit memberikan pelayanan yang ramah dan sopan				
3	Staf admisi rumah sakit memberikan pelayanan yang sigap dan tanggap				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
<i>Medical Service</i>					

1	Dokter di rumah sakit ini mampu mendengarkan dan memberi solusi terhadap rumah sakit. saya dengan penuh perhatian				
2	Kondisi alat-alat medis (tensimeter, alat rekam jantung, dll) yang digunakan di rumah sakit ini layak dan tidak ketinggalan jaman				
3	Dokter dan perawat di rumah sakit ini rutin mencuci tangan sebelum dan setelah menyentuh pasien				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Overall Services					
1	Rumah sakit memiliki gedung/fasilitas yang bersih, nyaman dan enak dipandang				
2	Apotek, laboratorium, radiologi, dan fasilitas pemeriksaan lain di rumah sakit ini mudah diakses				
3	Petugas di rumah sakit ini selalu ada saat saya butuhkan				
4	Terdapat pamflet/poster/video yang menarik berisi kebijakan RS dan/atau edukasi kesehatan di rumah sakit ini				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Hospital Discharge					
1	Penyelesaian administrasi saat proses kepulangan Saya cepat dan mudah				
2	Petugas menjelaskan anjuran dan larangan (dosis obat pulang, pola makan,dll) yang harus Saya ikuti sebelum pulang ke rumah				
3	Petugas menginformasikan jadwal konsultasi saya pasca rawat inap				
	Pertanyaan	STS	TS	S	SS

No		(1)	(2)	(3)	(4)
Hospitals Social Responsibility					
1	Rumah sakit memberikan perlakuan yang sama pada semua pasien				
2	Ruang perawatan tempat Saya dirawat sesuai dengan kelas yang Saya miliki				
3	Saya tidak pernah mengalami kehilangan barang saat dirawat di rumah sakit ini				

C. KEPUASAN PASIEN RAWAT INAP

Kuisisioner ini menggunakan skala likert dengan 4 pilihan jawaban sebagai berikut

Pilih jawaban :

STS : Sangat Tidak Setuju

TS : Tidak Setuju

S : Setuju

SS : Sangat Setuju

No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Persyaratan pelayanan					
1	Informasi persyaratan pelayanan di rumah sakit sudah sesuai dengan jenis pelayanannya				
2	Informasi persyaratan pelayanan di rumah sakit sangat jelas				
3	Dalam mengurus dan memenuhi persyaratan pelayanan di rumah sakit sangat mudah				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Prosedur pelayanan					
1	Prosedur pelayanan di rumah sakit sangat mudah				
2	Alur pelayanan di rumah sakit sudah sangat jelas				

3	Sebelum pemeriksaan, dokter/perawat memberikan kesempatan pasien untuk berbicara/ bertanya/ menjelaskan masalah yang dialaminya				
4	Setelah pemeriksaan, dokter/perawat menjelaskan dengan detail kondisi kesehatan yang dialami oleh pasien				
5	Sebelum tindakan medis, dokter/perawat menjelaskan dengan detail tindakan medis apa yang akan dilakukan ke pasien				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Waktu pelayanan					
1	Kehadiran dokter untuk memeriksa setiap hari				
2	Kehadiran dokter untuk memeriksa tepat waktu (sesuai jadwal)				
3	Waktu tunggu di loket pendaftaran sangat lama				
4	Ketepatan waktu dalam pemberian obat				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Biaya/Tarif pelayanan					
1	Pasien selalu mendapatkan informasi tentang biaya pelayanan secara detail				
2	Tarif Rumah Sakit sudah sesuai dengan pelayanan yang diterima				
3	Petugas pelayanan memberikan penjelasan secara terbuka tentang biaya pelayanan yang harus dipenuhi tersebut				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Produk spesifikasi jenis layanan					
1	Rumah sakit memiliki pelayanan yang lengkap				

2	Hasil pelayanan yang diterima/dirasakan telah sesuai dengan harapan				
3	Ketersediaan obat yang lengkap di rumah sakit				
4	Rumah sakit memberikan makanan yang sesuai dengan diet yang dibutuhkan pasien				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Kompetensi pelaksana					
1	Petugas tampak terampil dan teliti dalam melakukan tindakan				
2	Petugas mampu menjelaskan informasi kepada pasien secara jelas dan sistematis				
3	Dokter memberitahu cara perawatan dan cara minum obat secara lengkap				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Perilaku pelaksana					
1	Penampilan petugas rapi dalam melayani pasien				
2	Tenaga medis di rumah sakit memberikan pelayanan dengan ramah dan sopan				
3	Tenaga medis di rumah sakit memperhatikan kebutuhan pasien				
4	Tenaga medis memberikan pelayanan dengan adil tanpa memandang status sosial dan ekonomi				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Sarana dan Prasarana					
1	Rumah sakit memiliki peralatan yang lengkap				
2	Ruang tunggu rawat inap yang bersih dan nyaman				
3	Rumah sakit memiliki ruang inap yang bersih dan rapi				

4	Tersedia lahan parkir yang memadai dan aman dari risiko kehilangan				
5	Rumah sakit terdapat toilet yang bersih, nyaman, dan lengkap (tersedia air bersih mengalir, sabun dan tisu)				
6	Tersedia kantin atau toko yang menjual keperluan/konsumsi yang bersih, sehat serta mudah dijangkau				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Penanganan, Pengaduan dan Masukan					
1	Rumah sakit menyediakan kotak saran/pengaduan atau bentuk lainnya (kuesioner, Telepon/SMS pengaduan, dll) yang disediakan kepada masyarakat menyampaikan complaint, memberikan masukan dan saran				
2	Rumah sakit cepat dan tanggap dalam menanggapi keluhan, masukan dan saran pasien				
3	Umpan balik berupa tindakan yang dilakukan dalam mensikapi pengaduan, saran, dan masukan telah sesuai dengan harapan				

D. LOYALITAS PASIEN RAWAT INAP

Kuisisioner ini menggunakan skala likert dengan 4 pilihan jawaban sebagai berikut

Pilih jawaban :

STS :Sangat Tidak Setuju

TS : Tidak Setuju

S : Setuju

SS : Sangat Setuju

No	Pertanyaan	STS	TS	S	SS
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		(1)	(2)	(3)	(4)
Kepercayaan (Trust)					
1	Saya percaya terhadap semua hal terkait manajemen rumah sakit.				
2	Saya percaya terhadap konsistensi pelayanan rumah sakit yang diterima.				
3	Saya percaya bahwa semua pertanyaan pasien akan dijawab tenaga medis secara sungguh-sungguh.				
4	Rumah Sakit memberikan pelayanan kepada pasien sesuai yang di janjikan				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Komitmen Psikologi (Psychological Comitment)					
1	Saya merasa memiliki ikatan emosional terhadap rumah sakit ini				
2	Rasa memiliki saya tinggi terhadap rumah sakit ini				
3	Keramahan para tenaga medis membuat pasien senang				
4	Saya tidak terpengaruh terhadap alternative yang ditawarkan rumah sakit lain				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Perubahan Biaya (Switching Cots)					
Pasien Umum					
1	Saya merasa sangat kesulitan jika harus berpindah ke rumah sakit yang lain.				
2	Saya tidak pernah khawatir biaya rumah sakit, jika saya berobat di rumah sakit ini.				
3	Ketika terjadi perubahan harga diluar ekspektasi, saya tidak akan kembali ke rumah sakit ini.				
Pasien BPJS					

1	Saya merasa sangat kesulitan jika harus berpindah ke rumah sakit yang lain.				
2	Saya tidak pernah khawatir biaya rumah sakit, jika saya berobat di rumah sakit ini.				
3	Ketika terjadi penambahan selisih tarif perawatan (Naik Kelas Perawatan) diluar ekspektasi dan biaya paket yang ditanggung oleh asuransi, saya tidak akan kembali ke rumah sakit ini.				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Perilaku Publisitas (<i>Word of Mouth</i>)					
1	Saya merekomendasikan rumah sakit ini kepada orang lain				
2	Saya akan menginformasikan pengalaman rumah sakit kepada pasien lain tentang kinerja rumah sakit ini				
3	Memberikan tanggapan yang positif kepada pasien lain tentang kinerja rumah sakit ini				
No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Kerja Sama (<i>Cooperation</i>)					
1	Saya akan memberitahukan kepada pihak rumah sakit jika ada saran yang baik dari saya				
2	Saya mengizinkan Rumah sakit untuk menggunakan nama dan komentar positif saya sebagai sarana promosi rumah sakit				
3	Saya lebih membicarakan masalah yang terjadi kepada pihak rumah sakit				

A. KARAKTERISTIK RESPONDEN RAWAT JALAN

1. Jenis Kelamin

1. Pria

2. Wanita

2. Pada kisaran berapakah usia anda saat ini ?

1. < 25 tahun

2. 26-35 tahun

3. 36-45 tahun

4. 46-55 tahun

5. > 55 tahun

3. Status pernikahan anda saat ini ?

1. Belum Menikah

2. Menikah

3. Cerai

4. Jands/Duda

4. Apa tingkat pendidikan terakhir Bapak/Ibu ?

1. Tidak tamat SD

2. Tamat SD

3. Tamat SLTP/ sederajat

4. Tamat SLTA/ sederajat

5. Tamat D3

6. Tamat S1

7. Tamat Pascasarjana

5. Yang mana diantara pilihan berikut yang menunjukkan pekerjaan

Bapak/Ibu ?

1. PNS
2. Karyawan Swasta
3. Wiraswasta
4. Ibu Rumah Tangga / Tidak Berkerja
5. Lainnya....

5. Berapa rata-rata pengeluaran Bapak/Ibu untuk keperluan rumah tanggaperbulan ?

1. \leq Rp 1.000.000
2. Rp. 1.000.000 – 2.500.000
3. Rp 2.500.000 – 5.000.000
4. $>$ Rp 5.000.000

6. Yang mana diantara pilihan berikut yang menunjukkan jenis pembiayaan di rumah sakit Bapak/Ibu?

1. Umum
2. BPJS

7. Apakah Bapak/Ibu sudah berapa kali menggunakan pelayanan dirumah sakit ini?

1. 2-3 kali
2. Tak terhingga

PETUNJUK PENGISIAN

1. Mohon dibaca dan dipahami tiap pertanyaan dalam lembar kuesioner berikut serta diisi dengan teliti, lengkap , dan jujur
2. Jawaban harus merupakan jawaban pribadi bukan jawaban kelompok dalam hal ini tidak ada jawaban yang benar atau salah,

yang penting jawaban Bapak/Ibu/Sdr(i) benar-benar tepat dengan situasi yang dirasakan

3. Beri tanda cek (√) pada jawaban dari pertanyaan-pertanyaan di bawah ini yang paling sesuai menurut pendapat Bapak/Ibu/Sdr(i).

B. KUALITAS PELAYANAN RAWAT JALAN

Kuisisioner ini menggunakan skala likert dengan 4 pilihan jawaban sebagai berikut

Pilih jawaban :

STS : Sangat Tidak Setuju

TS : Tidak Setuju

S. : Setuju

SS : Sangat Setuju

No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
<i>Patient Admission</i>					
1	Rumah Sakit dengan sigap melayani pendaftaran pasien rawat inap				
2	Staf admisi rumah sakit memberikan pelayanan yang ramah dan sopan				
<i>Medical Service</i>					
1	Dokter di rumah sakit ini mampu mendengarkan dan memberi solusi terhadap keluhan saya dengan penuh perhatian				
2	Dokter menjelaskan dengan baik tentang keluhan/penyakit yang saya miliki				

No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
3	Kondisi alat-alat medis (tensimeter, alat rekam jantung, dll) yang digunakan di rumah sakit ini layak dan tidak ketinggalan jaman				
4	Dokter dan perawat di rumah sakit ini rutin mencuci tangan sebelum dan setelah menyentuh pasien				
Overall Services					
1	Rumah sakit memiliki gedung/fasilitas yang bersih, nyaman dan enak dipandang				
2	Toilet/kamar mandi di rumah sakit ini bersih dan tidak bau				
3	Apotek, laboratorium, dan fasilitas pemeriksaan lain di rumah sakit ini mudah diakses				
4	Petugas di rumah sakit ini selalu ada saat saya butuhkan				
Hospital Discharge					
1	Penyelesaian administrasi saat proses kepulangan Saya cepat dan mudah				
2	Petugas menjelaskan anjuran dan larangan (dosis obat pulang, pola makan,dll) yang harus Saya ikuti sebelum pulang ke rumah				
3	Petugas menginformasikan jadwal konsultasi saya pasca rawat jalan				
Hospitals Social Responsibility					
1	Rumah sakit memberikan perlakuan yang sama pada semua pasien				
2	Ruang perawatan tempat Saya dirawat sesuai dengan kelas yang Saya miliki				
3	Saya tidak pernah mengalami kehilangan barang saat dirawat di rumah sakit ini				

C. KEPUASAN PASIEN RAWAT JALAN

Kuisisioner ini menggunakan skala likert dengan 4 pilihan jawaban sebagai berikut

Pilih jawaban :

STS : Sangat Tidak Setuju

TS : Tidak Setuju

S : Setuju

SS : Sangat Setuju

No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Persyaratan pelayanan					
1	Informasi persyaratan pelayanan di rumah sakit sudah sesuai dengan jenis pelayanannya				
2	Informasi persyaratan pelayanan di rumah sakit sangat jelas				
3	Dalam mengurus dan memenuhi persyaratan pelayanan di rumah sakit sangat mudah				
Prosedur pelayanan					
1	Prosedur pelayanan di rumah sakit sangat mudah				
2	Alur pelayanan di rumah sakit sudah sangat jelas				
3	Setelah pemeriksaan, dokter/perawat menjelaskan dengan detail kondisi kesehatan yang dialami oleh pasien				
4	Sebelum pemeriksaan, dokter/perawat memberikan kesempatan pasien untuk berbicara/ bertanya/ menjelaskan gangguan yang dialaminya				
5	Sebelum tindakan medis, dokter/perawat menjelaskan dengan detail tindakan medis apa yang akan dilakukan ke pasien				
Waktu pelayanan					
1	Jadwal pelayanan telah terlaksana sesuai dengan informasi yang dijelaskan/tertulis pada papan informasi				

No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
	(artinya jadwal tidak molor karena petugas belum datang atau alasan apapun)				
2	Kehadiran dokter untuk memeriksa tepat waktu (sesuai jadwal)				
3	Waktu tunggu mulai pasien mendaftar sampai dengan dilayani oleh dokter \leq 60 menit				
4	Petugas pelayanan selalu ada di tempat sesuai jadwal/waktu pelayanan tersebut				
Biaya Pelayanan					
1	Pasien selalu mendapatkan informasi tentang biaya pelayanan secara detail				
2	Tarif Rumah Sakit sudah sesuai dengan pelayanan yang diterima				
3	Petugas pelayanan memberikan penjelasan secara terbuka tentang biaya pelayanan yang harus dipenuhi tersebut				
Produk spesifikasi jenis layanan					
1	Rumah sakit memiliki pelayanan yang lengkap				
2	Hasil pelayanan yang diterima/dirasakan telah sesuai dengan harapan				
3	Ketersediaan obat yang lengkap di rumah sakit				
4	Dokter/perawat memberikan edukasi kesehatan pada pasien dengan jelas				
Kompetensi pelaksana					
1	Petugas tampak terampil dan teliti dalam melakukan tindakan				
2	Petugas mampu jelaskan informasi secara jelas dan sistematis				
3	Dokter memberitahu cara perawatan dan cara minum obat secara lengkap				
Perilaku pelaksana					

No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
1	Tenaga medis di rumah sakit memberikan pelayanan dengan ramah dan sopan				
2	Tenaga medis di rumah sakit memperhatikan kebutuhan pasien				
3	Tenaga medis memberikan pelayanan dengan adil tanpa memandang status sosial dan ekonomi				
4	Penampilan petugas rapi dalam memberikan pelayanan pasien				
Sarana dan Prasarana					
1	Rumah sakit memiliki peralatan yang lengkap				
2	Ruang tunggu rawat jalan bersih dan nyaman				
3	Rumah sakit memiliki lingkungan yang bersih				
4	Tersedia lahan parkir yang memadai dan aman dari resiko kehilangan				
5	Tersedia toilet yang bersih, nyaman, dan lengkap (tersedia air bersih mengalir, sabun dan tisu)				
6	Tersedia kantin atau toko yang menjual keperluan/konsumsi yang bersih, sehat serta mudah dijangkau				
Penanganan, Pengaduan, dan Masukan					
1	Tersedia kotak saran/pengaduan atau bentuk lainnya				
2	Rumah sakit cepat dan tanggap dalam menanggapi keluhan, masukan dan saran pasien				
3	Umpan balik berupa tindakan yang dilakukan dalam mensikapi pengaduan, saran, dan masukan telah sesuai dengan harapan				

D. LOYALITAS PASIEN RAWAT JALAN

Kuisisioner ini menggunakan skala likert dengan 4 pilihan jawaban sebagai berikut

Pilih jawaban :

STS :Sangat Tidak Setuju

TS : Tidak Setuju
 S : Setuju
 SS : Sangat Setuju

No	Pertanyaan	STS	TS	S	SS
		(1)	(2)	(3)	(4)
Kepercayaan (Trust)					
1	Saya percaya terhadap semua hal terkait manajemen rumah sakit.				
2	Saya percaya terhadap konsistensi pelayanan rumah sakit yang diterima.				
3	Rumah Sakit memberikan pelayanan kepada pasien sesuai yang di janjikan				
Komitmen Psikologi (Psychological Comitment)					
1	Saya merasa memiliki ikatan emosional terhadap rumah sakit ini				
2	Rasa memiliki saya tinggi terhadap rumah sakit ini				
3	Keramahan para tenaga medis membuat pasien senang				
4	Saya tidak terpengaruh terhadap alternative yang ditawarkan rumah sakit lain				
Perubahan Biaya (Switching Cots)					
Pasien Umum					
1	Saya merasa sangat kesulitan jika harus berpindah ke rumah sakit yang lain.				
2	Selama ini, saya tidak masalah mengenai biaya yang akan dikeluarkan untuk berobat di Rumah Sakit ini .				
3	Ketika terjadi perubahan harga diluar ekspektasi, saya tidak akan kembali ke rumah sakit ini.				
Pasien BPJS					
1	Saya merasa sangat kesulitan jika harus berpindah ke rumah sakit yang lain.				

2	Selama ini, saya tidak masalah mengenai biaya yang akan dikeluarkan untuk berobat di Rumah Sakit ini.				
3	Ketika terjadi penambahan tarif perawatan diluar ekspektasi (biaya yang tidak ditanggung oleh asuransi), saya tidak akan kembali ke rumah sakit ini.				
Perilaku Publisitas (<i>Word of Mouth</i>)					
1	Saya akan merekomendasikan rumah sakit ini kepada orang lain				
2	Saya akan menginformasikan pengalaman rumah sakit kepada pasien lain tentang kinerja rumah sakit ini				
3	Memberikan informasi yang baik kepada pasien lain tentang rumah sakit				
Kerja Sama (<i>Cooperation</i>)					
1	Saya akan memberitahukan kepada pihak rumah sakit jika ada saran yang baik dari saya				
2	Saya mengizinkan Rumah sakit untuk menggunakan nama dan komentar positif saya sebagai sarana promosi rumah sakit				
3	Saya lebih membicarakan masalah yang terjadi kepada pihak rumah sakit				

Lampiran 2. Output Penelitian

KARAKTERISTIK RESPONDEN

1. Instalai Rawat Inap

Jenis Kelamin * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Jenis Kelamin	laki-laki	Count	17	41	13
		% within Jenis Kelamin	37.0%	27.3%	18.6%
	perempuan	Count	29	109	57
		% within Jenis Kelamin	63.0%	72.7%	81.4%
Total		Count	46	150	70
		% within Jenis Kelamin	100%	100%	100%

Umur * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Umur	< 25 tahun	Count	10	30	22
		% within Umur	21.7%	20.0%	31.4%
	26-35 tahun	Count	10	44	25
		% within Umur	21.7%	29.3%	35.7%
	36-45 tahun	Count	11	66	11
		% within Umur	23.9%	44.0%	15.7%
	46-55 tahun	Count	7	8	8
		% within Umur	15.2%	5.3%	11.4%
	>55 tahun	Count	8	2	4
		% within Umur	17.4%	1.3%	5.7%
Total		Count	46	150	70
		% within Umur	100%	100%	100%

Status Perkawinan * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Status Perkawinan	Menikah	Count	34	133	61
		% within Status Perkawinan	73.9%	88.7%	87.1%
	Belum menikah	Count	7	9	6
		% within Status Perkawinan	15.2%	6.0%	8.6%
	Janda/Duda	Count	5	8	3
		% within Status Perkawinan	10.9%	5.3%	4.3%
Total	Count		46	150	70
	% within Status Perkawinan		100%	100%	100%

Agama * Nama Rumah Sakit Crosstabulation						
			Nama Rumah Sakit			
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi	
Agama	Islam	Count	41	131	60	
		% within Agama	89.1%	87.3%	85.7%	
	Kristen	Count	3	13	7	
		% within Agama	6.5%	8.7%	10.0%	
	Katolik	Count	2	6	3	
		% within Agama	4.4%	4.0%	4.3%	
	Hindu	Count	0	0	0	
		% within Agama	0.0%	0.0%	0.0%	
	Budha	Count	0	0	0	
		% within Agama	0.0%	0.0%	0.0%	
	Total	Count		46	150	70
		% within Agama		100%	100%	100%

Tingkat Pendidikan * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Tingkat Pendidikan	Tidak Tamat SD	Count	1	6	0
		% within Tingkat Pendidikan	2.2%	4.0%	0.0%
	Tamat SD	Count	1	10	0
		% within Tingkat Pendidikan	2.2%	6.7%	0.0%
	Tamat SLTP/Sederajat	Count	3	2	4
		% within Tingkat Pendidikan	6.5%	1.3%	5.7%
	Tamat SLTA/Sederajat	Count	22	84	38
		% within Tingkat Pendidikan	47.8%	56.0%	54.3%
	Tamat D3	Count	11	22	18
		% within Tingkat Pendidikan	23.9%	14.7%	25.7%
	Tamat S1	Count	8	26	10
		% within Tingkat Pendidikan	39.1%	17.3%	14.3%
	Tamat Pascasarjana	Count	0	0	0
		% within Tingkat Pendidikan	0.0%	0.0%	0.0%
Total	Count	46	150	70	
	% within Tingkat Pendidikan	100%	100%	100%	

Pekerjaan * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Pekerjaan	PNS	Count	4	1	4
		% within Pekerjaan	8.7%	0.7%	5.7%
	Karyawan Swasta	Count	8	34	19
		% within Pekerjaan	17.4%	22.7%	27.1%
	Wiraswasta	Count	11	26	9

		% within Pekerjaan	23.9%	17.3%	12.9%
	Tidak bekerja/IRT	Count	18	79	33
		% within Pekerjaan	39.1%	52.7%	47.1%
	Lainnya	Count	5	10	5
		% within Pekerjaan	10.9%	6.7%	7.1%
Total	Count		46	150	70
	% within Pekerjaan		100%	100%	100%

Penghasilan * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Penghasilan	< Rp.1.000.000	Count	14	41	22
		% within Penghasilan	30.4%	27.3%	31.4%
	Rp.1.000.000- Rp.2.500.000	Count	17	78	23
		% within Penghasilan	30.7%	52.0%	32.9%
	Rp.2.500.000- Rp.5.000.000	Count	12	25	19
		% within Penghasilan	26.1%	16.7%	27.1%
	> Rp. 5.000.000	Count	3	6	6
		% within Penghasilan	6.5%	4.0%	8.6%
Total	Count		46	150	70
	% within Penghasilan		100%	100%	100%

Jenis Pembiayaan * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Jenis Pembiayaan	Umum	Count	3	9	10
		% within Jenis Pembiayaan	6.5%	6.0%	14.3%
	BPJS	Count	43	141	60
		% within Jenis Pembiayaan	93.5%	94.0%	85.7%
Total	Count		46	150	70
	% within Jenis Pembiayaan		100%	100%	100%

Kelas Perawatan * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi

Kelas Perawatan	kelas 1	Count	17	6	11
		% within Kelas Perawatan	37.0%	4.0%	15.7%
	kelas 2	Count	9	17	20
		% within Kelas Perawatan	19.6%	11.3%	28.6%
	kelas 3	Count	20	127	39
		% within Kelas Perawatan	43.5%	84.7%	55.7%
Total	Count		46	150	70
	% within Kelas Perawatan		100%	100%	100%

Jumlah Perawatan * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Jumlah Perawatan	2-3 kali	Count	42	146	62
		% within Jumlah Perawatan	93.3%	97.3%	88.6%
	Tak terhingga	Count	3	4	8
		% within Jumlah Perawatan	6.7%	2.7%	11.4%
Total	Count		46	150	70
	% within Jumlah Perawatan		100%	100%	100%

2. Instalai Rawat Jalan

Jenis Kelamin * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Jenis Kelamin	laki-laki	Count	47	22	7
		% within Jenis Kelamin	32.8%	29.7%	14.5%
	perempuan	Count	100	52	41
		% within Jenis Kelamin	68.0%	70.2%	85.4%
Total	Count		147	74	48
	% within Jenis Kelamin		100%	100%	100%

Umur * Nama Rumah Sakit Crosstabulation						
			Nama Rumah Sakit			
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi	
Umur	< 25 tahun	Count	10	6	5	
		% within Umur	6.8%	8.1%	10.4%	
	26-35 tahun	Count	57	22	26	
		% within Umur	38.8%	29.7%	54.2%	
	36-45 tahun	Count	44	27	8	
		% within Umur	29.9%	36.5%	16.7%	
	46-55 tahun	Count	30	15	9	
		% within Umur	20.4%	20.3%	18.8%	
	>55 tahun	Count	6	4	0	
		% within Umur	4.1%	5.4%	0.0%	
	Total		Count	147	74	48
			% within Umur	100%	100%	100%

Status Perkawinan * Nama Rumah Sakit Crosstabulation						
			Nama Rumah Sakit			
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi	
Status Perkawinan	Menikah	Count	119	68	45	
		% within Status Perkawinan	81.0%	91.9%	93.8%	
	Belum menikah	Count	24	2	1	
		% within Status Perkawinan	16.3%	2.7%	2.1%	
	Janda/Duda	Count	4	4	2	
		% within Status Perkawinan	2.7%	5.4%	4.2%	
	Total		Count	147	74	48
			% within Status Perkawinan	100%	100%	100%

Agama * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Agama	Islam	Count	127	69	45

		% within Agama	86.4%	93.2%	93.8%
	Kristen	Count	9	4	2
		% within Agama	6.1%	5.4%	4.2%
	Katolik	Count	7	1	1
		% within Agama	4.8%	1.4%	2.1%
	Hindu	Count	1	0	0
		% within Agama	0.7%	0.0%	0.0%
	Budha	Count	3	0	0
		% within Agama	2.0%	0.0%	0.0%
Total		Count	147	74	48
		% within Agama	100%	100%	100%

Tingkat Pendidikan * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Tingkat Pendidikan	Tidak Tamat SD	Count	4	1	0
		% within Tingkat Pendidikan	2.7%	1.4%	0.0%
	Tamat SD	Count	8	1	0
		% within Tingkat Pendidikan	5.4%	1.4%	0.0%
	Tamat SLTP/Sederajat	Count	56	12	7
		% within Tingkat Pendidikan	38.1%	16.2%	15.0%
	Tamat SLTA/Sederajat	Count	62	45	30
		% within Tingkat Pendidikan	42.2%	60.8%	63.0%
	Tamat D3	Count	8	10	6
		% within Tingkat Pendidikan	5.4%	13.5%	13.0%
	Tamat S1	Count	7	5	5
		% within Tingkat Pendidikan	4.8%	6.8%	10.0%
	Tamat Pascasarjana	Count	2	0	0
		% within Tingkat Pendidikan	1.4%	0.0%	0.0%

Total	Count	147	74	48
	% within Tingkat Pendidikan	100%	100%	100%

Penghasilan * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Penghasilan	< Rp.1.000.000	Count	30	20	11
		% within Penghasilan	20.4%	27.0%	22.9%
	Rp.1.000.000- Rp.2.500.000	Count	39	26	12
		% within Penghasilan	26.5%	23.0%	25.0%
	Rp.2.500.000- Rp.5.000.000	Count	74	27	25
		% within Penghasilan	50.3%	13.5%	52.1%
	> Rp. 5.000.000	Count	4	1	0
		% within Penghasilan	2.7%	51.4%	0.0%
Total	Count	147	74	48	
	% within Penghasilan	100%	100%	100%	

Jenis Pembiayaan * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Jenis Pembiayaan	Umum	Count	15	8	3
		% within Jenis Pembiayaan	10.2%	10.8%	6.3%
	BPJS	Count	132	66	45
		% within Jenis Pembiayaan	89.8%	89.2%	93.8%
Total	Count	147	74	48	
	% within Jenis Pembiayaan	100%	100%	100%	

Jumlah Perawatan * Nama Rumah Sakit Crosstabulation					
			Nama Rumah Sakit		
			RSKD Dadi	RSKDIA Siti Fatimah	RSKDIA Pertiwi
Jumlah Perawatan	2-3 kali	Count	140	65	42
		% within Jumlah Perawatan	95.2%	87.8%	88%
		Count	7	9	6

	Tak terhingga	% within Jumlah Perawatan	4.8%	12.2%	13.0%
Total	Count		147	74	48
	% within Riwayat Perawatan di RS responden		100%	100%	100%

FREKUENSI VARIABEL

1. Instalasi Rawat Jalan RSKD Provinsi Sulawesi Selatan

Kualitas Pelayanan					
			kualitas_pelayanan		Total
			Baik	Tidak baik	
RS	RS Pertiwi	Count	32	16	48
		% within RS	66.7%	33.3%	100.0%
	RS DADI	Count	112	35	147
		% within RS	76.2%	23.8%	100.0%
	RS FATIMAH	Count	49	25	74
		% within RS	66.2%	33.8%	100.0%
Total		Count	193	76	269
		% within RS	71.7%	28.3%	100.0%

Kepuasan Pasien					
			kepuasan_pasien		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	33	15	48
		% within RS	68.8%	31.3%	100.0%
	RS DADI	Count	120	27	147
		% within RS	81.6%	18.4%	100.0%
	RS FATIMAH	Count	56	18	74
		% within RS	75.7%	24.3%	100.0%
Total		Count	209	60	269
		% within RS	77.7%	22.3%	100.0%

Loyalitas Pasien					
			loyalitas_pasien		Total
			Tinggi	Rendah	
RS	RS Pertiwi	Count	38	10	48
		% within RS	79.2%	20.8%	100.0%
	RS DADI	Count	120	27	147
		% within RS	81.6%	18.4%	100.0%
	RS FATIMAH	Count	59	15	74
		% within RS	79.7%	20.3%	100.0%

Total	Count	217	52	269
	% within RS	80.7%	19.3%	100.0%

2. Instalasi Rawat Inap RSKD Provinsi Sulawesi Selatan

Kualitas Pelayanan					
			Kualitas Pelayanan		Total
			Baik	Tidak Baik	
RS	RS Pertiwi	Count	56	14	70
		% within RS	80.0%	20.0%	100.0%
	RS DADI	Count	32	14	46
		% within RS	69.6%	30.4%	100.0%
	RS FATIMAH	Count	118	32	150
		% within RS	78.7%	21.3%	100.0%
Total		Count	206	60	266
		% within RS	77.4%	22.6%	100.0%

Kepuasan Pasien					
			Kepuasan_pasien		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	30	16	46
		% within RS	65.2%	34.8%	100.0%
	RS FATIMAH	Count	123	27	150
		% within RS	82.0%	18.0%	100.0%
Total		Count	203	63	266
		% within RS	76.3%	23.7%	100.0%

Loyalitas Pasien					
			loyalitas		Total
			Tinggi	Rendah	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	36	10	46
		% within RS	78.3%	21.7%	100.0%
	RS FATIMAH	Count	118	32	150
		% within RS	78.7%	21.3%	100.0%
Total		Count	204	62	266
		% within RS	76.7%	23.3%	100.0%

3. Dimensi Kualitas Pelayanan Instalasi Rawat Jalan RSKD Provinsi Sulawesi Selatan

Patient Admission					
			Patient Admission jalan		Total
			Baik	Tidak Baik	
RS	RS Pertiwi	Count	32	16	48
		% within RS	66.7%	33.3%	100.0%
	RS DADI	Count	122	25	147
		% within RS	83.0%	17.0%	100.0%
	RS FATIMAH	Count	52	22	74
		% within RS	70.3%	29.7%	100.0%
Total		Count	206	63	269
		% within RS	76.6%	23.4%	100.0%

Medical Service					
			Medical Service		Total
			Baik	Tidak Baik	
RS	RS Pertiwi	Count	32	16	48
		% within RS	66.7%	33.3%	100.0%
	RS DADI	Count	117	30	147
		% within RS	79.6%	20.4%	100.0%
	RS FATIMAH	Count	54	20	74
		% within RS	73.0%	27.0%	100.0%
Total		Count	203	66	269
		% within RS	75.5%	24.5%	100.0%

Overall Services					
			Overall Services		Total
			Baik	Tidak Baik	
RS	RS Pertiwi	Count	32	16	48
		% within RS	66.7%	33.3%	100.0%
	RS DADI	Count	119	28	147
		% within RS	81.0%	19.0%	100.0%
	RS FATIMAH	Count	49	25	74
		% within RS	66.2%	33.8%	100.0%
Total		Count	200	69	269
		% within RS	74.3%	25.7%	100.0%

Hospital Discharge					
			Hospital Discharge		Total
			Baik	Tidak Baik	
RS	RS Pertiwi	Count	32	16	48
		% within RS	66.7%	33.3%	100.0%
	RS DADI	Count	114	33	147
		% within RS	77.6%	22.4%	100.0%
	RS FATIMAH	Count	49	25	74
		% within RS	66.2%	33.8%	100.0%
Total		Count	195	74	269

	% within RS	72.5%	27.5%	100.0%
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Hospital Social Responsibility					
			Hospital Social Responsibility		Total
			Baik	Tidak Baik	
RS	RS Pertiwi	Count	32	16	48
		% within RS	66.7%	33.3%	100.0%
	RS DADI	Count	111	36	147
		% within RS	75.5%	24.5%	100.0%
	RS FATIMAH	Count	49	25	74
		% within RS	66.2%	33.8%	100.0%
Total		Count	192	77	269
		% within RS	71.4%	28.6%	100.0%

4. Dimensi Kepuasan Pasien Instalasi Rawat Jalan RSKD Provinsi Sulawesi Selatan

Persyaratan Pelayanan					
			Persyaratan Pelayanan		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	34	14	48
		% within RS	70.8%	29.2%	100.0%
	RS DADI	Count	123	24	147
		% within RS	83.7%	16.3%	100.0%
	RS FATIMAH	Count	56	18	74
		% within RS	75.7%	24.3%	100.0%
Total		Count	213	56	269
		% within RS	79.2%	20.8%	100.0%

Prosedur Pelayanan					
			Prosedur Pelayanan		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	33	15	48
		% within RS	68.8%	31.3%	100.0%
	RS DADI	Count	122	25	147
		% within RS	83.0%	17.0%	100.0%
	RS FATIMAH	Count	59	15	74
		% within RS	79.7%	20.3%	100.0%
Total		Count	214	55	269
		% within RS	79.6%	20.4%	100.0%

Waktu Pelayanan					
			Waktu Pelayanan		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	33	15	48
		% within RS	68.8%	31.3%	100.0%
	RS DADI	Count	124	23	147
		% within RS	84.4%	15.6%	100.0%
	RS FATIMAH	Count	63	11	74
		% within RS	85.1%	14.9%	100.0%
Total		Count	220	49	269
		% within RS	81.8%	18.2%	100.0%

Biaya Pelayanan					
			Biaya Pelayanan		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	33	15	48
		% within RS	68.8%	31.3%	100.0%
	RS DADI	Count	120	27	147
		% within RS	81.6%	18.4%	100.0%
	RS FATIMAH	Count	59	15	74
		% within RS	79.7%	20.3%	100.0%
Total		Count	212	57	269
		% within RS	78.8%	21.2%	100.0%

Produk Spesifikasi Jenis Layanan					
			Produk Spesifikasi Jenis Layanan		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	33	15	48
		% within RS	68.8%	31.3%	100.0%
	RS DADI	Count	130	17	147
		% within RS	88.4%	11.6%	100.0%
	RS FATIMAH	Count	62	12	74
		% within RS	83.8%	16.2%	100.0%
Total		Count	225	44	269
		% within RS	83.6%	16.4%	100.0%

Kompetensi Pelaksana					
			Kompetensi Pelaksana		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	33	15	48
		% within RS	68.8%	31.3%	100.0%
	RS DADI	Count	120	27	147
		% within RS	81.6%	18.4%	100.0%
	RS FATIMAH	Count	63	11	74
		% within RS	85.1%	14.9%	100.0%

Total	Count	216	53	269
	% within RS	80.3%	19.7%	100.0%

Perilaku Pelaksana					
			Perilaku Pelaksana		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	33	15	48
		% within RS	68.8%	31.3%	100.0%
	RS DADI	Count	120	27	147
		% within RS	81.6%	18.4%	100.0%
	RS FATIMAH	Count	60	14	74
		% within RS	81.1%	18.9%	100.0%
Total		Count	213	56	269
		% within RS	79.2%	20.8%	100.0%

Sarana dan Prasarana					
			Sarana dan Prasarana		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	33	15	48
		% within RS	68.8%	31.3%	100.0%
	RS DADI	Count	120	27	147
		% within RS	81.6%	18.4%	100.0%
	RS FATIMAH	Count	58	16	74
		% within RS	78.4%	21.6%	100.0%
Total		Count	211	58	269
		% within RS	78.4%	21.6%	100.0%

Penanganan, Pengaduan dan Masukan					
			Penanganan, Pengaduan dan Masukan		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	33	15	48
		% within RS	68.8%	31.3%	100.0%
	RS DADI	Count	120	27	147
		% within RS	81.6%	18.4%	100.0%
	RS FATIMAH	Count	56	18	74
		% within RS	75.7%	24.3%	100.0%
Total		Count	209	60	269
		% within RS	77.7%	22.3%	100.0%

5. Dimensi Loyalitas Pasien Instalasi Rawat Jalan RSKD Provinsi Sulawesi Selatan

Kepercayaan (Trust)					
			Kepercayaan (Trust)		Total
			Tinggi	Rendah	
RS	RS Pertiwi	Count	45	3	48
		% within RS	93.8%	6.3%	100.0%
	RS DADI	Count	123	24	147
		% within RS	83.7%	16.3%	100.0%
	RS FATIMAH	Count	59	15	74
		% within RS	79.7%	20.3%	100.0%
Total		Count	227	42	269
		% within RS	84.4%	15.6%	100.0%

Komitmen Psikologi					
			Komitmen Psikologi		Total
			Tinggi	Rendah	
RS	RS Pertiwi	Count	38	10	48
		% within RS	79.2%	20.8%	100.0%
	RS DADI	Count	118	29	147
		% within RS	80.3%	19.7%	100.0%
	RS FATIMAH	Count	59	15	74
		% within RS	79.7%	20.3%	100.0%
Total		Count	215	54	269
		% within RS	79.9%	20.1%	100.0%

Perubahan Biaya					
			Perubahan Biaya		Total
			Tinggi	Rendah	
RS	RS Pertiwi	Count	38	10	48
		% within RS	79.2%	20.8%	100.0%
	RS DADI	Count	121	26	147
		% within RS	82.3%	17.7%	100.0%
	RS FATIMAH	Count	59	15	74
		% within RS	79.7%	20.3%	100.0%
Total		Count	218	51	269
		% within RS	81.0%	19.0%	100.0%

Kerja Sama					
			Kerja Sama		Total
			Tinggi	Rendah	
RS	RS Pertiwi	Count	38	10	48
		% within RS	79.2%	20.8%	100.0%
	RS DADI	Count	116	31	147
		% within RS	78.9%	21.1%	100.0%
	RS FATIMAH	Count	60	14	74
		% within RS	81.1%	18.9%	100.0%
Total		Count	214	55	269
		% within RS	79.6%	20.4%	100.0%

Perilaku Publisitas					
			Perilaku Publisitas		Total
			Tinggi	Rendah	
RS	RS Pertiwi	Count	38	10	48
		% within RS	79.2%	20.8%	100.0%
	RS DADI	Count	114	33	147
		% within RS	77.6%	22.4%	100.0%
	RS FATIMAH	Count	59	15	74
		% within RS	79.7%	20.3%	100.0%
Total		Count	211	58	269
		% within RS	78.4%	21.6%	100.0%

6. Dimensi Kualitas Pelayanan Instalasi Rawat Inap RSKD Provinsi Sulawesi Selatan

Patient Admission					
			Patient Admission		Total
			Baik	Tidak Baik	
RS	RS Pertiwi	Count	56	14	70
		% within RS	80.0%	20.0%	100.0%
	RS DADI	Count	34	12	46
		% within RS	73.9%	26.1%	100.0%
	RS FATIMAH	Count	120	30	150
		% within RS	80.0%	20.0%	100.0%
Total		Count	210	56	266
		% within RS	78.9%	21.1%	100.0%

Medical Service					
			Medical Service		Total
			Baik	Tidak Baik	
RS	RS Pertiwi	Count	56	14	70
		% within RS	80.0%	20.0%	100.0%
	RS DADI	Count	32	14	46
		% within RS	69.6%	30.4%	100.0%
	RS FATIMAH	Count	118	32	150

		% within RS	78.7%	21.3%	100.0%
Total	Count		206	60	266
	% within RS		77.4%	22.6%	100.0%

Overall Services					
			Overall Services		Total
			Baik	Tidak Baik	
RS	RS Pertiwi	Count	56	14	70
		% within RS	80.0%	20.0%	100.0%
	RS DADI	Count	35	11	46
		% within RS	76.1%	23.9%	100.0%
	RS FATIMAH	Count	123	27	150
		% within RS	82.0%	18.0%	100.0%
Total		Count	214	52	266
		% within RS	80.5%	19.5%	100.0%

Hospital Social Responsibility					
			Hospital Social Responsibility		Total
			Baik	Tidak Baik	
RS	RS Pertiwi	Count	56	14	70
		% within RS	80.0%	20.0%	100.0%
	RS DADI	Count	33	13	46
		% within RS	71.7%	28.3%	100.0%
	RS FATIMAH	Count	120	30	150
		% within RS	80.0%	20.0%	100.0%
Total		Count	209	57	266
		% within RS	78.6%	21.4%	100.0%

Hospitas Discharge					
			Hospitas Discharge		Total
			Baik	Tidak Baik	
RS	RS Pertiwi	Count	56	14	70
		% within RS	80.0%	20.0%	100.0%
	RS DADI	Count	33	13	46
		% within RS	71.7%	28.3%	100.0%
	RS FATIMAH	Count	120	30	150
		% within RS	80.0%	20.0%	100.0%
Total		Count	209	57	266
		% within RS	78.6%	21.4%	100.0%

7. Dimensi Kepuasan Pasien Instalasi Rawat Inap RSKD Provinsi Sulawesi Selatan

RS * Persyaratan Pelayanan Crosstabulation					
			Persyaratan Pelayanan		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	29	17	46
		% within RS	63.0%	37.0%	100.0%
	RS FATIMAH	Count	123	27	150
		% within RS	82.0%	18.0%	100.0%
Total		Count	202	64	266
		% within RS	75.9%	24.1%	100.0%

RS * Prosedur Pelayanan Crosstabulation					
			Prosedur Pelayanan		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	33	13	46
		% within RS	71.7%	28.3%	100.0%
	RS FATIMAH	Count	122	28	150
		% within RS	81.3%	18.7%	100.0%
Total		Count	205	61	266
		% within RS	77.1%	22.9%	100.0%

RS * Waktu Pelayanan Crosstabulation						
			Waktu Pelayanan		Total	
			Puas	Tidak Puas		
RS	RS Pertiwi	Count	50	20	70	
		% within RS	71.4%	28.6%	100.0%	
	RS DADI	Count	31	15	46	
		% within RS	67.4%	32.6%	100.0%	
			Count	123	27	150

	RS FATIMAH	% within RS	82.0%	18.0%	100.0%
Total	Count		204	62	266
	% within RS		76.7%	23.3%	100.0%

RS * Biaya Pelayanan Crosstabulation					
			Biaya Pelayanan		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	29	17	46
		% within RS	63.0%	37.0%	100.0%
	RS FATIMAH	Count	124	26	150
		% within RS	82.7%	17.3%	100.0%
Total		Count	203	63	266
		% within RS	76.3%	23.7%	100.0%

RS * Kompetensi Pelaksana Crosstabulation					
			Kompetensi Pelaksana		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	31	15	46
		% within RS	67.4%	32.6%	100.0%
	RS FATIMAH	Count	124	26	150
		% within RS	82.7%	17.3%	100.0%
Total		Count	205	61	266
		% within RS	77.1%	22.9%	100.0%

RS * Perilaku Pelaksana Crosstabulation					
			Perilaku Pelaksana		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	32	14	46
		% within RS	69.6%	30.4%	100.0%
	RS FATIMAH	Count	125	25	150
		% within RS	83.3%	16.7%	100.0%
Total		Count	207	59	266
		% within RS	77.8%	22.2%	100.0%

RS * Sarana dan Prasarana Crosstabulation					
			Sarana dan Prasarana		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	30	16	46
		% within RS	65.2%	34.8%	100.0%
	RS FATIMAH	Count	123	27	150
		% within RS	82.0%	18.0%	100.0%
Total		Count	203	63	266
		% within RS	76.3%	23.7%	100.0%

RS * Penanganan, Pengaduan dan Masukan Crosstabulation					
			Penanganan, Pengaduan dan Masukan		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	29	17	46
		% within RS	63.0%	37.0%	100.0%
	RS FATIMAH	Count	127	23	150
		% within RS	84.7%	15.3%	100.0%
Total		Count	206	60	266
		% within RS	77.4%	22.6%	100.0%

RS * Produk Spesifikasi Jenis Layanan Crosstabulation					
			Produk Spesifikasi Jenis Layanan		Total
			Puas	Tidak Puas	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%

	RS DADI	Count	33	13	46
		% within RS	71.7%	28.3%	100.0%
	RS FATIMAH	Count	124	26	150
		% within RS	82.7%	17.3%	100.0%
Total		Count	207	59	266
		% within RS	77.8%	22.2%	100.0%

8. Dimensi Loyalitas Pasien Instalasi Rawat Inap RSKD Provinsi Sulawesi Selatan

RS * Kepercayaan (Trust) Crosstabulation					
			Kepercayaan (Trust)		Total
			Tinggi	Rendah	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	38	8	46
		% within RS	82.6%	17.4%	100.0%
	RS FATIMAH	Count	122	28	150
		% within RS	81.3%	18.7%	100.0%
Total		Count	210	56	266
		% within RS	78.9%	21.1%	100.0%

RS * Perubahan Biaya Crosstabulation					
			Perubahan Biaya		Total
			Tinggi	Rendah	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	36	10	46
		% within RS	78.3%	21.7%	100.0%
	RS FATIMAH	Count	118	32	150
		% within RS	78.7%	21.3%	100.0%
Total		Count	204	62	266

	% within RS	76.7%	23.3%	100.0%
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RS * Perilaku Publisitas Crosstabulation					
			Perilaku Publisitas		Total
			Tinggi	Rendah	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	36	10	46
		% within RS	78.3%	21.7%	100.0%
	RS FATIMAH	Count	118	32	150
		% within RS	78.7%	21.3%	100.0%
Total		Count	204	62	266
		% within RS	76.7%	23.3%	100.0%

RS * Kerja Sama Crosstabulation					
			Kerja Sama		Total
			Tinggi	Rendah	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	41	5	46
		% within RS	89.1%	10.9%	100.0%
	RS FATIMAH	Count	121	29	150
		% within RS	80.7%	19.3%	100.0%
Total		Count	212	54	266
		% within RS	79.7%	20.3%	100.0%

RS * Komitmen Psikologi Crosstabulation					
			Komitmen Psikologi		Total
			Tinggi	Rendah	
RS	RS Pertiwi	Count	50	20	70
		% within RS	71.4%	28.6%	100.0%
	RS DADI	Count	36	10	46
		% within RS	78.3%	21.7%	100.0%

	RS FATIMAH	Count	119	31	150
		% within RS	79.3%	20.7%	100.0%
Total		Count	205	61	266
		% within RS	77.1%	22.9%	100.0%

TABULASI SILANG VARIABEL

1. Tabulasi silang Kualitas Pelayanan dengan Kepuasan Pasien Instalasi Rawat Jalan RSKDIA Siti Fatimah

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
kualitas_pelayanan * kepuasan_pasien	74	100.0%	0	0.0%	74	100.0%

kualitas_pelayanan * kepuasan_pasien Crosstabulation					
			kepuasan_pasien		Total
			Puas	Tidak Puas	
kualitas_pelayanan	Baik	Count	44	5	49
		% within kualitas_pelayanan	89.8%	10.2%	100.0%
	Tidak Baik	Count	12	13	25
		% within kualitas_pelayanan	48.0%	52.0%	100.0%
Total		Count	56	18	74
		% within kualitas_pelayanan	75.7%	24.3%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	15.710 ^a	1	.000		
Continuity Correction ^b	13.521	1	.000		
Likelihood Ratio	15.196	1	.000		
Fisher's Exact Test				.001	.000
Linear-by-Linear Association	15.498	1	.000		
N of Valid Cases	74				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.08.					
b. Computed only for a 2x2 table					

2. Tabulasi silang Kualitas Pelayanan dengan Loyalitas Pasien Instalasi Rawat Jalan RSKDIA Siti Fatimah

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
kualitas_pelayanan * loyalitas_pasien	74	100.0%	0	0.0%	74	100.0%
kepuasan_pasien * loyalitas_pasien	74	100.0%	0	0.0%	74	100.0%

kualitas_pelayanan * loyalitas_pasien Crosstab					
			loyalitas_pasien		Total
			Tinggi	Rendah	
kualitas_pelayanan	Baik	Count	46	3	49
		% within kualitas_pelayanan	93.9%	6.1%	100.0%
	Tidak Baik	Count	13	12	25
		% within kualitas_pelayanan	52.0%	48.0%	100.0%
Total		Count	59	15	74
		% within kualitas_pelayanan	79.7%	20.3%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	17.963 ^a	1	.000		
Continuity Correction ^b	15.466	1	.000		
Likelihood Ratio	17.422	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	17.721	1	.000		
N of Valid Cases	74				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.07.					
b. Computed only for a 2x2 table					

3. Tabulasi silang Kepuasan Pasien dengan Loyalitas Pasien Instalasi Rawat Jalan RSKDIA Siti Fatimah

kepuasan_pasien * loyalitas_pasien Crosstab					
			loyalitas_pasien		Total
			Tinggi	Rendah	
kepuasan_pasien	Puas	Count	56	0	56
		% within kepuasan_pasien	100.0%	0.0%	100.0%
		Count	3	15	18

	Tidak Puas	% within kepuasan_pasien	16.7%	83.3%	100.0%
Total	Count		59	15	74
	% within kepuasan_pasien		79.7%	20.3%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	58.531 ^a	1	.000		
Continuity Correction ^b	53.488	1	.000		
Likelihood Ratio	58.391	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	57.740	1	.000		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.65.					
b. Computed only for a 2x2 table					

4. Tabulasi silang Kualitas Pelayanan dengan Kepuasan Pasien Instalasi Rawat Jalan RSKD Dadi

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
kualitas_pelayanan * kepuasan_pasien	48	100.0%	0	0.0%	48	100.0%

kualitas_pelayanan * kepuasan_pasien Crosstabulation					
			kepuasan_pasien		Total
			Puas	Tidak Puas	
kualitas_pelayanan	Baik	Count	28	4	32
		% within kualitas_pelayanan	87.5%	12.5%	100.0%
	Tidak Baik	Count	5	11	16
		% within kualitas_pelayanan	31.3%	68.8%	100.0%
Total		Count	33	15	48
		% within kualitas_pelayanan	68.8%	31.3%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	15.709 ^a	1	.000		
Continuity Correction ^b	13.200	1	.000		
Likelihood Ratio	15.636	1	.000		

Fisher's Exact Test				.000	.000
Linear-by-Linear Association	15.382	1	.000		
N of Valid Cases	48				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.00.					
b. Computed only for a 2x2 table					

5. Tabulasi silang Kualitas Pelayanan dengan Loyalitas Pasien Instalasi Rawat Jalan RSKD Dadi

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
kualitas_pelayanan * loyalitas_pasien	147	100.0%	0	0.0%	147	100.0%
kepuasan_pasien * loyalitas_pasien	147	100.0%	0	0.0%	147	100.0%

kualitas_pelayanan * loyalitas_pasien Crosstab					
			loyalitas_pasien		Total
			Loyal	Tidak Loyal	
kualitas_pelayanan	Baik	Count	99	13	112
		% within kualitas_pelayanan	88.4%	11.6%	100.0%
	Tidak Baik	Count	21	14	35
		% within kualitas_pelayanan	60.0%	40.0%	100.0%
Total		Count	120	27	147
		% within kualitas_pelayanan	81.6%	18.4%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	14.338 ^a	1	.000		
Continuity Correction ^b	12.506	1	.000		
Likelihood Ratio	12.682	1	.000		
Fisher's Exact Test				.001	.000
Linear-by-Linear Association	14.240	1	.000		
N of Valid Cases	147				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.43.					
b. Computed only for a 2x2 table					

6. Tabulasi silang Kepuasan Pasien dengan Loyalitas Pasien Instalasi Rawat Jalan RSKD Dadi

Kepuasan pasien * loyalitas_pasien Crosstab					
			loyalitas_pasien		Total
			Loyal	Tidak Loyal	
kepuasan_pasien	Puas	Count	115	5	120
		% within kepuasan_pasien	95.8%	4.2%	100.0%
	Tidak Puas	Count	5	22	27
		% within kepuasan_pasien	18.5%	81.5%	100.0%
Total		Count	120	27	147
		% within kepuasan_pasien	81.6%	18.4%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	87.870 ^a	1	.000		
Continuity Correction ^b	82.790	1	.000		
Likelihood Ratio	72.770	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	87.273	1	.000		
N of Valid Cases	147				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.96.					
b. Computed only for a 2x2 table					

7. Tabulasi silang Kualitas Pelayanan dengan Kepuasan Pasien Instalasi Rawat Jalan RSKDIA Pertiwi

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
kualitas_pelayanan * kepuasan_pasien	147	100.0%	0	0.0%	147	100.0%

kualitas_pelayanan * kepuasan_pasien Crosstabulation					
			kepuasan_pasien		Total
			Puas	Tidak Puas	
kualitas_pelayanan	Baik	Count	100	12	112
		% within kualitas_pelayanan	89.3%	10.7%	100.0%
	Tidak Baik	Count	20	15	35
		% within kualitas_pelayanan	57.1%	42.9%	100.0%

Total	Count	120	27	147
	% within kualitas_pelayanan	81.6%	18.4%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	18.375 ^a	1	.000		
Continuity Correction ^b	16.294	1	.000		
Likelihood Ratio	16.138	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	18.250	1	.000		
N of Valid Cases	147				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.43.					
b. Computed only for a 2x2 table					

8. Tabulasi silang Kualitas Pelayanan dengan Loyalitas Pasien Instalasi Rawat Jalan RSKDIA Pertiwi

kualitas_pelayanan * loyalitas_pasien Crosstab					
			loyalitas_pasien		Total
			Tinggi	Rendah	
kualitas_pelayanan	Baik	Count	28	4	32
		% within kualitas_pelayanan	87.5%	12.5%	100.0%
	Tidak Baik	Count	10	6	16
		% within kualitas_pelayanan	62.5%	37.5%	100.0%
Total	Count	38	10	48	
	% within kualitas_pelayanan	79.2%	20.8%	100.0%	

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	4.042 ^a	1	.044		
Continuity Correction ^b	2.668	1	.102		
Likelihood Ratio	3.844	1	.050		
Fisher's Exact Test				.064	.054
Linear-by-Linear Association	3.958	1	.047		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.33.					
b. Computed only for a 2x2 table					

9. Tabulasi silang Kepuasan Pasien dengan Loyalitas Pasien Instalasi Rawat Jalan RSKDIA Pertiwi

kepuasan_pasien * loyalitas_pasien Crosstab					
			loyalitas_pasien		Total
			Tinggi	Rendah	
kepuasan_pasien	Puas	Count	31	2	33
		% within kepuasan_pasien	93.9%	6.1%	100.0%
	Tidak Puas	Count	7	8	15
		% within kepuasan_pasien	46.7%	53.3%	100.0%
Total		Count	38	10	48
		% within kepuasan_pasien	79.2%	20.8%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13.973 ^a	1	.000		
Continuity Correction ^b	11.254	1	.001		
Likelihood Ratio	13.310	1	.000		
Fisher's Exact Test				.000	.001
Linear-by-Linear Association	13.682	1	.000		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.13.					
b. Computed only for a 2x2 table					

10. Tabulasi silang Kualitas Pelayanan dengan Kepuasan Pasien Instalasi Rawat Inap RSKD Dadi

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Kualitas_Pelayanan * Kepuasan_pasien	46	100.0%	0	0.0%	46	100.0%

Kualitas_Pelayanan * Kepuasan_pasien Crosstabulation					
			Kepuasan_pasien		Total
			Puas	Tidak Puas	
Kualitas_Pelayanan	Baik	Count	22	10	32
		% within Kualitas_Pelayanan	68.8%	31.3%	100.0%
	Tidak Baik	Count	8	6	14
		% within Kualitas_Pelayanan	57.1%	42.9%	100.0%

Total	Count	30	16	46
	% within Kualitas_Pelayanan	65.2%	34.8%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	17.174 ^a	1	.000		
Continuity Correction ^b	14.205	1	.000		
Likelihood Ratio	17.471	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	16.801	1	.000		
N of Valid Cases	46				

a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.87.
b. Computed only for a 2x2 table

11. Tabulasi silang Kualitas Pelayanan dengan Loyalitas Pasien Instalasi Rawat Inap RSKD Dadi

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Kualitas_Pelayanan * loyalitas	46	100.0%	0	0.0%	46	100.0%
Kepuasan_pasien * loyalitas	46	100.0%	0	0.0%	46	100.0%

Kualitas_Pelayanan * loyalitas Crosstab					
		loyalitas			Total
		Loyal	Tidak Loyal		
Kualitas_Pelayanan	Baik	Count	26	6	32
		% within Kualitas_Pelayanan	81.3%	18.8%	100.0%
	Tidak Baik	Count	10	4	14
		% within Kualitas_Pelayanan	71.4%	28.6%	100.0%
Total		Count	36	10	46
		% within Kualitas_Pelayanan	78.3%	21.7%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13.973 ^a	1	.000		
Continuity Correction ^b	11.254	1	.001		
Likelihood Ratio	13.310	1	.000		

Fisher's Exact Test				.000	.001
Linear-by-Linear Association	13.682	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.04.					
b. Computed only for a 2x2 table					

12. Tabulasi silang Kepuasan Pasien dengan Loyalitas Pasien Instalasi Rawat Inap RSKD Dadi

			loyalitas		Total
			Loyal	Tidak Loyal	
Kepuasan_pasien	Puas	Count	29	1	30
		% within Kepuasan_pasien	96.7%	3.3%	100.0%
	Tidak Puas	Count	7	9	16
		% within Kepuasan_pasien	43.8%	56.3%	100.0%
Total		Count	36	10	46
		% within Kepuasan_pasien	78.3%	21.7%	100.0%

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	17.174 ^a	1	.000		
Continuity Correction ^b	14.205	1	.000		
Likelihood Ratio	17.471	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	16.801	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.48.					
b. Computed only for a 2x2 table					

13. Tabulasi silang Kualitas Pelayanan dengan Kepuasan Pasien Instalasi Rawat Inap RSKDIA Siti Fatimah

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Kualitas_Pelayanan * Kepuasan_pasien	150	100.0%	0	0.0%	150	100.0%

Kualitas_Pelayanan * Kepuasan_pasien Crosstabulation					
			Kepuasan_pasien		Total
			Puas	Tidak Puas	
Kualitas_Pelayanan	Baik	Count	109	9	118
		% within Kualitas_Pelayanan	92.4%	7.6%	100.0%
	Tidak Baik	Count	14	18	32
		% within Kualitas_Pelayanan	43.8%	56.3%	100.0%
Total		Count	123	27	150
		% within Kualitas_Pelayanan	82.0%	18.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	40.321 ^a	1	.000		
Continuity Correction ^b	37.094	1	.000		
Likelihood Ratio	33.940	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	40.053	1	.000		
N of Valid Cases	150				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.76.					
b. Computed only for a 2x2 table					

14. Tabulasi silang Kualitas Pelayanan dengan Loyalitas Pasien Instalasi Rawat Inap RSKDIA Siti Fatimah

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Kualitas_Pelayanan * loyalitas	150	100.0%	0	0.0%	150	100.0%
Kepuasan_pasien * loyalitas	150	100.0%	0	0.0%	150	100.0%

Kualitas_Pelayanan * loyalitas Crosstab					
			loyalitas		Total
			Loyal	Tidak Loyal	
Kualitas_Pelayanan	Baik	Count	100	18	118
		% within Kualitas_Pelayanan	84.7%	15.3%	100.0%
	Tidak Baik	Count	18	14	32
		% within Kualitas_Pelayanan	56.3%	43.8%	100.0%
Total		Count	118	32	150

	% within Kualitas_Pelayanan	78.7%	21.3%	100.0%
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Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	12.180 ^a	1	.000		
Continuity Correction ^b	10.541	1	.001		
Likelihood Ratio	10.848	1	.001		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	12.099	1	.001		
N of Valid Cases	150				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.83.					
b. Computed only for a 2x2 table					

15. Tabulasi silang Kepuasan Pasien dengan Loyalitas Pasien Instalasi Rawat Inap RSKDIA Siti Fatimah

Kepuasan_pasien * loyalitas Crosstab					
			loyalitas		Total
			Loyal	Tidak Loyal	
Kepuasan_pasien	Puas	Count	109	14	123
		% within Kepuasan_pasien	88.6%	11.4%	100.0%
	Tidak Puas	Count	9	18	27
		% within Kepuasan_pasien	33.3%	66.7%	100.0%
Total		Count	118	32	150
		% within Kepuasan_pasien	78.7%	21.3%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	40.321 ^a	1	.000		
Continuity Correction ^b	37.094	1	.001		
Likelihood Ratio	33.940	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	40.053	1	.000		
N of Valid Cases	150				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.76.					
b. Computed only for a 2x2 table					

16. Tabulasi silang Kualitas Pelayanan dengan Kepuasan Pasien Instalasi Rawat Inap RSKDIA Pertiwi

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Kualitas_Pelayanan * Kepuasan_pasien	70	100.0%	0	0.0%	70	100.0%

Kualitas_Pelayanan * Kepuasan_pasien Crosstabulation					
			Kepuasan_pasien		Total
			Puas	Tidak Puas	
Kualitas_Pelayana n	Baik	Count	44	12	56
		% within Kualitas_Pelayanan	78.6%	21.4%	100.0%
	Tidak Baik	Count	6	8	14
		% within Kualitas_Pelayanan	42.9%	57.1%	100.0%
Total		Count	50	20	70
		% within Kualitas_Pelayanan	71.4%	28.6%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.000 ^a	1	.000		
Continuity Correction ^b	5.359	1	.000		
Likelihood Ratio	6.443	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	6.900	1	.000		
N of Valid Cases	70				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.00.					
b. Computed only for a 2x2 table					

17. Tabulasi silang Kualitas Pelayanan dengan Loyalitas Pasien Instalasi Rawat Inap RSKDIA Pertiwi

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Kualitas_Pelayanan * loyalitas	70	100.0%	0	0.0%	70	100.0%
Kepuasan_pasien * loyalitas	70	100.0%	0	0.0%	70	100.0%

Kualitas_Pelayanan * loyalitas Crosstab					
			loyalitas		Total
			Loyal	Tidak Loyal	
Kualitas_Pelayanan	Baik	Count	44	12	56
		% within Kualitas_Pelayanan	78.6%	21.4%	100.0%
	Tidak Baik	Count	6	8	14
		% within Kualitas_Pelayanan	42.9%	57.1%	100.0%
Total		Count	50	20	70
		% within Kualitas_Pelayanan	71.4%	28.6%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.000 ^a	1	.008		
Continuity Correction ^b	5.359	1	.021		
Likelihood Ratio	6.443	1	.011		
Fisher's Exact Test				.017	.012
Linear-by-Linear Association	6.900	1	.009		
N of Valid Cases	70				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.00.					
b. Computed only for a 2x2 table					

18. Tabulasi silang Kepuasan Pasien dengan Loyalitas Pasien Instalasi Rawat Inap RSKDIA Pertiwi

Kepuasan_pasien * loyalitas Crosstab					
			loyalitas		Total
			Loyal	Tidak Loyal	
Kepuasan_pasien	Puas	Count	48	2	50
		% within Kepuasan_pasien	96.0%	4.0%	100.0%
	Tidak Puas	Count	2	18	20
		% within Kepuasan_pasien	10.0%	90.0%	100.0%
Total		Count	50	20	70
		% within Kepuasan_pasien	71.4%	28.6%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)

Pearson Chi-Square	51.772 ^a	1	.000		
Continuity Correction ^b	47.644	1	.000		
Likelihood Ratio	53.960	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	51.032	1	.000		
N of Valid Cases	70				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.71.					
b. Computed only for a 2x2 table					

TABULASI SILANG DIMENSI

1. Instalasi Rawat Inap RSKD Dadi

			Kepuasan_pasien	
			Puas	Tidak Puas
Patient Admission Inap	Baik	Count	22	12
		% within Patient Admission Inap	73.3%	75.0%
	Tidak Baik	Count	8	4
		% within Patient Admission Inap	26.7%	25.0%
Total		Count	30	16
		% within Patient Admission Inap	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	14.827 ^a	1	.000		
Continuity Correction ^b	11.986	1	.001		
Likelihood Ratio	14.086	1	.000		
Fisher's Exact Test				.001	.000
Linear-by-Linear Association	14.504	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.17.					
b. Computed only for a 2x2 table					

			Kepuasan_pasien	
			Puas	Tidak Puas
Medical Service	Baik	Count	22	10
		% within Medical Service	73.3%	62.5%
	Tidak Baik	Count	8	6
		% within Medical Service	26.7%	37.5%
Total		Count	30	16
		% within Medical Service	100.0%	100.0%

Chi-Square Tests					
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	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	19.152 ^a	1	.000		
Continuity Correction ^b	15.960	1	.000		
Likelihood Ratio	19.144	1	.000		
Fisher's Exact Test				.002	.000
Linear-by-Linear Association	18.735	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.87.					
b. Computed only for a 2x2 table					

			Kepuasan_pasien	
			Puas	Tidak Puas
Overall Services	Baik	Count	23	12
		% within Overall Services	76.7%	34.3%
	Tidak Baik	Count	7	4
		% within Overall Services	23.3%	36.4%
Total		Count	30	16
		% within Overall Services	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	17.174 ^a	1	.000		
Continuity Correction ^b	14.205	1	.000		
Likelihood Ratio	17.471	1	.000		
Fisher's Exact Test				.001	.000
Linear-by-Linear Association	16.801	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.83.					
b. Computed only for a 2x2 table					

			Kepuasan_pasien	
			Puas	Tidak Puas
Hospitas Discharge	Baik	Count	23	10
		% within Hospitas Discharge	76.7%	62.5%
	Tidak Baik	Count	7	6
		% within Hospitas Discharge	23.3%	37.5%
Total		Count	30	16
		% within Hospitas Discharge	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	21.797 ^a	1	.000		
Continuity Correction ^b	18.477	1	.000		
Likelihood Ratio	25.135	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	21.324	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.52.					
b. Computed only for a 2x2 table					

Hospital Social Responsibility * Kepuasan_pasien Crosstab				
			Kepuasan_pasien	
			Puas	Tidak Puas
Hospital Social Responsibility	Baik	Count	22	11
		% within Hospital Social Responsibility	73.3%	68.8%
	Tidak Baik	Count	8	5
		% within Hospital Social Responsibility	26.7%	31.3%
Total		Count	30	16
		% within Hospital Social Responsibility	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	16.871 ^a	1	.000		
Continuity Correction ^b	13.768	1	.000		
Likelihood Ratio	15.757	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	16.505	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.52.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Patient Admission Inap	Baik	Count	27	7
		% within Patient Admission Inap	75.0%	70.0%
	Tidak Baik	Count	9	3

		% within Patient Admission Inap	25.0%	30.0%
Total	Count		36	10
	% within Patient Admission Inap		100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.101 ^a	1	.750		
Continuity Correction ^b	.000	1	1.000		
Likelihood Ratio	.099	1	.753		
Fisher's Exact Test				.706	.519
Linear-by-Linear Association	.099	1	.753		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.61.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Medical Service	Baik	Count	26	6
		% within Medical Service	72.2%	60.0%
	Tidak Baik	Count	10	4
		% within Medical Service	27.8%	40.0%
Total	Count		36	10
	% within Medical Service		100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.552 ^a	1	.457		
Continuity Correction ^b	.126	1	.723		
Likelihood Ratio	.533	1	.465		
Fisher's Exact Test				.465	.352
Linear-by-Linear Association	.540	1	.462		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.04.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Overall Services	Baik	Count	27	8

		% within Overall Services	75.0%	80.0%
	Tidak Baik	Count	9	2
		% within Overall Services	25.0%	20.0%
Total		Count	36	10
		% within Overall Services	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.108 ^a	1	.743		
Continuity Correction ^b	.000	1	1.000		
Likelihood Ratio	.111	1	.739		
Fisher's Exact Test				1.000	.553
Linear-by-Linear Association	.105	1	.746		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.39.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Hospitas Discharge	Baik	Count	27	6
		% within Hospitas Discharge	75.0%	60.0%
	Tidak Baik	Count	9	4
		% within Hospitas Discharge	25.0%	40.0%
Total		Count	36	10
		% within Hospitas Discharge	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.869 ^a	1	.351		
Continuity Correction ^b	.286	1	.593		
Likelihood Ratio	.828	1	.363		
Fisher's Exact Test				.435	.289
Linear-by-Linear Association	.850	1	.357		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.83.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
	Baik	Count	26	7

Hospital Social Responsibility		% within Hospital Social Responsibility	72.2%	70.0%
	Tidak Baik	Count	10	3
		% within Hospital Social Responsibility	27.8%	30.0%
Total		Count	36	10
		% within Hospital Social Responsibility	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.019 ^a	1	.890		
Continuity Correction ^b	.000	1	1.000		
Likelihood Ratio	.019	1	.891		
Fisher's Exact Test				1.000	.589
Linear-by-Linear Association	.019	1	.891		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.83.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Persyaratan Pelayanan	Puas	Count	29	0
		% within Persyaratan Pelayanan	80.6%	0.0%
	Tidak Puas	Count	7	10
		% within Persyaratan Pelayanan	19.4%	10.0%
Total		Count	36	10
		% within Persyaratan Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	21.797 ^a	1	.000		
Continuity Correction ^b	18.477	1	.000		
Likelihood Ratio	25.135	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	21.324	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.70.					
b. Computed only for a 2x2 table					

			loyalitas	
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			Loyal	Tidak Loyal
Prosedur Pelayanan	Puas	Count	31	2
		% within Prosedur Pelayanan	86.1%	20.0%
	Tidak Puas	Count	5	8
		% within Prosedur Pelayanan	13.9%	80.0%
Total		Count	36	10
		% within Prosedur Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	16.871 ^a	1	.000		
Continuity Correction ^b	13.768	1	.000		
Likelihood Ratio	15.757	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	16.505	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.83.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Waktu Pelayanan	Puas	Count	30	1
		% within Waktu Pelayanan	83.3%	10.0%
	Tidak Puas	Count	6	9
		% within Waktu Pelayanan	16.7%	90.0%
Total		Count	36	10
		% within Waktu Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	19.152 ^a	1	.000		
Continuity Correction ^b	15.960	1	.000		
Likelihood Ratio	19.144	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	18.735	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.26.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Biaya Pelayanan	Puas	Count	29	0

		% within Biaya Pelayanan	80.6%	0.0%
	Tidak Puas	Count	7	10
		% within Biaya Pelayanan	19.4%	100.0%
Total		Count	36	10
		% within Biaya Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	21.797 ^a	1	.000		
Continuity Correction ^b	18.477	1	.000		
Likelihood Ratio	25.135	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	21.324	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.70.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Produk Spesifikasi Jenis Layanan	Puas	Count	30	3
		% within Produk Spesifikasi Jenis Layanan	83.3%	30.0%
	Tidak Puas	Count	6	7
		% within Produk Spesifikasi Jenis Layanan	16.7%	70.0%
Total		Count	36	10
		% within Produk Spesifikasi Jenis Layanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	10.980 ^a	1	.001		
Continuity Correction ^b	8.507	1	.004		
Likelihood Ratio	10.119	1	.001		
Fisher's Exact Test				.002	.002
Linear-by-Linear Association	10.741	1	.001		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.83.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal

Kompetensi Pelaksana	Puas	Count	30	1
		% within Kompetensi Pelaksana	83.3%	10.0%
	Tidak Puas	Count	6	9
		% within Kompetensi Pelaksana	16.7%	90.0%
Total		Count	36	36
		% within Kompetensi Pelaksana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	19.152 ^a	1	.000		
Continuity Correction ^b	15.960	1	.000		
Likelihood Ratio	19.144	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	18.735	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.26.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Perilaku Pelaksana	Puas	Count	30	2
		% within Perilaku Pelaksana	83.3%	20.0%
	Tidak Puas	Count	6	8
		% within Perilaku Pelaksana	16.7%	80.0%
Total		Count	36	36
		% within Perilaku Pelaksana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	14.827 ^a	1	.000		
Continuity Correction ^b	11.986	1	.001		
Likelihood Ratio	14.086	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	14.504	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.04.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Sarana dan Prasarana	Puas	Count	29	1
		% within Sarana dan Prasarana	80.6%	10.0%
	Tidak Puas	Count	7	9
		% within Sarana dan Prasarana	19.4%	90.0%
Total		Count	36	10
		% within Sarana dan Prasarana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	17.174 ^a	1	.000		
Continuity Correction ^b	14.205	1	.000		
Likelihood Ratio	17.471	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	16.801	1	.000		
N of Valid Cases	46				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.48.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Penanganan, Pengaduan dan Masukan	Puas	Count	29	0
		% within Penanganan, Pengaduan dan Masukan	80.6%	0.0%
	Tidak Puas	Count	7	10
		% within Penanganan, Pengaduan dan Masukan	19.4%	100.0%
Total		Count	36	10
		% within Penanganan, Pengaduan dan Masukan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	21.797 ^a	1	.000		
Continuity Correction ^b	18.477	1	.000		
Likelihood Ratio	25.135	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	21.324	1	.000		
N of Valid Cases	46				

a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.70.

2. Instalasi Rawat Inap RSKDIA Pertiwi

			Kepuasan_pasien	
			Puas	Tidak Puas
Patient Admission Inap	Baik	Count	44	12
		% within Patient Admission Inap	88.0%	60.0%
	Tidak Baik	Count	6	8
		% within Patient Admission Inap	12.0%	40.0%
Total		Count	50	20
		% within Patient Admission Inap	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.000 ^a	1	.000		
Continuity Correction ^b	5.359	1	.000		
Likelihood Ratio	6.443	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	6.900	1	.000		
N of Valid Cases	70				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.00.					
b. Computed only for a 2x2 table					

			Kepuasan_pasien	
			Puas	Tidak Puas
Medical Service	Baik	Count	44	12
		% within Medical Service	88.0%	60.0%
	Tidak Baik	Count	6	8
		% within Medical Service	12.0%	40.0%
Total		Count	50	20
		% within Medical Service	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.000 ^a	1	.008		
Continuity Correction ^b	5.359	1	.021		
Likelihood Ratio	6.443	1	.011		
Fisher's Exact Test				.017	.012
Linear-by-Linear Association	6.900	1	.009		
N of Valid Cases	70				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.00.					

b. Computed only for a 2x2 table

			Kepuasan_pasien	
			Puas	Tidak Puas
Overall Services	Baik	Count	44	12
		% within Overall Services	88.0%	60.0%
	Tidak Baik	Count	6	8
		% within Overall Services	12.0%	40.0%
Total		Count	50	20
		% within Overall Services	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.000 ^a	1	.008		
Continuity Correction ^b	5.359	1	.021		
Likelihood Ratio	6.443	1	.011		
Fisher's Exact Test				.017	.012
Linear-by-Linear Association	6.900	1	.009		
N of Valid Cases	70				

a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.00.

b. Computed only for a 2x2 table

			Kepuasan_pasien	
			Puas	Tidak Puas
Hospitas Discharge	Baik	Count	44	12
		% within Hospitas Discharge	88.0%	60.0%
	Tidak Baik	Count	6	8
		% within Hospitas Discharge	12.0%	40.0%
Total		Count	50	20
		% within Hospitas Discharge	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.000 ^a	1	.008		
Continuity Correction ^b	5.359	1	.021		
Likelihood Ratio	6.443	1	.011		
Fisher's Exact Test				.017	.012
Linear-by-Linear Association	6.900	1	.009		
N of Valid Cases	70				

a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.00.

b. Computed only for a 2x2 table

			Kepuasan_pasien	
			Puas	Tidak Puas
Hospital Social Responsibility	Baik	Count	44	12
		% within Hospital Social Responsibility	88.0%	60.0%
	Tidak Baik	Count	6	8
		% within Hospital Social Responsibility	12.0%	40.0%
Total		Count	50	20
		% within Hospital Social Responsibility	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.000 ^a	1	.008		
Continuity Correction ^b	5.359	1	.021		
Likelihood Ratio	6.443	1	.011		
Fisher's Exact Test				.017	.012
Linear-by-Linear Association	6.900	1	.009		
N of Valid Cases	70				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.00.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Patient Admission Inap	Baik	Count	44	12
		% within Patient Admission Inap	88.0%	60.0%
	Tidak Baik	Count	6	8
		% within Patient Admission Inap	12.0%	40.0%
Total		Count	50	20
		% within Patient Admission Inap	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.000 ^a	1	.008		
Continuity Correction ^b	5.359	1	.021		
Likelihood Ratio	6.443	1	.011		
Fisher's Exact Test				.017	.012
Linear-by-Linear Association	6.900	1	.009		
N of Valid Cases	70				

a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.00.

b. Computed only for a 2x2 table

			loyalitas	
			Loyal	Tidak Loyal
Medical Service	Baik	Count	44	12
		% within Medical Service	88.0%	60.0%
	Tidak Baik	Count	6	8
		% within Medical Service	12.0%	40.0%
Total		Count	50	20
		% within Medical Service	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.000 ^a	1	.008		
Continuity Correction ^b	5.359	1	.021		
Likelihood Ratio	6.443	1	.011		
Fisher's Exact Test				.017	.012
Linear-by-Linear Association	6.900	1	.009		
N of Valid Cases	70				

a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.00.

b. Computed only for a 2x2 table

			loyalitas	
			Loyal	Tidak Loyal
Overall Services	Baik	Count	44	12
		% within Overall Services	88.0%	60.0%
	Tidak Baik	Count	6	8
		% within Overall Services	12.0%	40.0%
Total		Count	50	20
		% within Overall Services	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.000 ^a	1	.008		
Continuity Correction ^b	5.359	1	.021		
Likelihood Ratio	6.443	1	.011		
Fisher's Exact Test				.017	.012
Linear-by-Linear Association	6.900	1	.009		
N of Valid Cases	70				

a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.00.

b. Computed only for a 2x2 table

			loyalitas	
			Loyal	Tidak Loyal
Hospitas Discharge	Baik	Count	44	12
		% within Hospitas Discharge	88.0%	60.0%
	Tidak Baik	Count	6	8
		% within Hospitas Discharge	12.0%	40.0%
Total		Count	50	20
		% within Hospitas Discharge	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.000 ^a	1	.008		
Continuity Correction ^b	5.359	1	.021		
Likelihood Ratio	6.443	1	.011		
Fisher's Exact Test				.017	.012
Linear-by-Linear Association	6.900	1	.009		
N of Valid Cases	70				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.00.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Hospital Social Responsibility	Baik	Count	44	12
		% within Hospital Social Responsibility	88.0%	60.0%
	Tidak Baik	Count	6	8
		% within Hospital Social Responsibility	12.0%	40.0%
Total		Count	50	20
		% within Hospital Social Responsibility	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.000 ^a	1	.008		
Continuity Correction ^b	5.359	1	.021		
Likelihood Ratio	6.443	1	.011		
Fisher's Exact Test				.017	.012

Linear-by-Linear Association	6.900	1	.009		
N of Valid Cases	70				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.00.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Persyaratan Pelayanan	Puas	Count	44	12
		% within Persyaratan Pelayanan	88.0%	60.0%
	Tidak Puas	Count	6	8
		% within Persyaratan Pelayanan	12.0%	40.0%
Total		Count	50	20
		% within Persyaratan Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	51.772 ^a	1	.000		
Continuity Correction ^b	47.644	1	.000		
Likelihood Ratio	53.960	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	51.032	1	.000		
N of Valid Cases	70				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.71.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Prosedur Pelayanan	Puas	Count	48	2
		% within Prosedur Pelayanan	96.0%	10.0%
	Tidak Puas	Count	2	18
		% within Prosedur Pelayanan	4.0%	90.0%
Total		Count	50	20
		% within Prosedur Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	51.772 ^a	1	.000		

Continuity Correction ^b	47.644	1	.000		
Likelihood Ratio	53.960	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	51.032	1	.000		
N of Valid Cases	70				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.71.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Waktu Pelayanan	Puas	Count	48	2
		% within Waktu Pelayanan	96.0%	10.0%
	Tidak Puas	Count	2	18
		% within Waktu Pelayanan	4.0%	90.0%
Total		Count	50	50
		% within Waktu Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	51.772 ^a	1	.000		
Continuity Correction ^b	47.644	1	.000		
Likelihood Ratio	53.960	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	51.032	1	.000		
N of Valid Cases	70				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.71.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Biaya Pelayanan	Puas	Count	48	2
		% within Biaya Pelayanan	96.0%	10.0%
	Tidak Puas	Count	2	18
		% within Biaya Pelayanan	4.0%	90.0%
Total		Count	50	50
		% within Biaya Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	51.772 ^a	1	.000		
Continuity Correction ^b	47.644	1	.000		

Likelihood Ratio	53.960	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	51.032	1	.000		
N of Valid Cases	70				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.71.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Produk Spesifikasi Jenis Layanan	Puas	Count	48	2
		% within Produk Spesifikasi Jenis Layanan	96.0%	10.0%
	Tidak Puas	Count	2	18
		% within Produk Spesifikasi Jenis Layanan	4.0%	90.0%
Total		Count	50	20
		% within Produk Spesifikasi Jenis Layanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	51.772 ^a	1	.000		
Continuity Correction ^b	47.644	1	.000		
Likelihood Ratio	53.960	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	51.032	1	.000		
N of Valid Cases	70				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.71.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Kompetensi Pelaksana	Puas	Count	48	2
		% within Kompetensi Pelaksana	96.0%	10.0%
	Tidak Puas	Count	2	18
		% within Kompetensi Pelaksana	4.0%	90.0%
Total		Count	50	20
		% within Kompetensi Pelaksana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	51.772 ^a	1	.000		
Continuity Correction ^b	47.644	1	.000		
Likelihood Ratio	53.960	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	51.032	1	.000		
N of Valid Cases	70				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.71.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Perilaku Pelaksana	Puas	Count	48	2
		% within Perilaku Pelaksana	96.0%	10.0%
	Tidak Puas	Count	2	18
		% within Perilaku Pelaksana	4.0%	90.0%
Total		Count	50	20
		% within Perilaku Pelaksana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	51.772 ^a	1	.000		
Continuity Correction ^b	47.644	1	.000		
Likelihood Ratio	53.960	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	51.032	1	.000		
N of Valid Cases	70				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.71.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Sarana dan Prasarana	Puas	Count	48	2
		% within Sarana dan Prasarana	96.0%	10.0%
	Tidak Puas	Count	2	18
		% within Sarana dan Prasarana	4.0%	90.0%

Total	Count	50	20
	% within Sarana dan Prasarana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	51.772 ^a	1	.000		
Continuity Correction ^b	47.644	1	.000		
Likelihood Ratio	53.960	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	51.032	1	.000		
N of Valid Cases	70				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.71.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Penanganan, Pengaduan dan Masukan	Puas	Count	48	2
		% within Penanganan, Pengaduan dan Masukan	96.0%	10.0%
	Tidak Puas	Count	2	18
		% within Penanganan, Pengaduan dan Masukan	4.0%	90.0%
Total	Count		50	20
	% within Penanganan, Pengaduan dan Masukan		100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	51.772 ^a	1	.000		
Continuity Correction ^b	47.644	1	.000		
Likelihood Ratio	53.960	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	51.032	1	.000		
N of Valid Cases	70				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.71.					
b. Computed only for a 2x2 table					

3. Instalasi Rawat Inap RSKDIA Fatimah

			Kepuasan_pasien	
			Puas	Tidak Puas
Patient Admission Inap	Baik	Count	109	11
		% within Patient Admission Inap	88.6%	40.7%
	Tidak Baik	Count	14	16
		% within Patient Admission Inap	11.4%	66.7%
Total		Count	123	27
		% within Patient Admission Inap	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	31.719 ^a	1	.000		
Continuity Correction ^b	28.797	1	.000		
Likelihood Ratio	26.432	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	31.507	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.40.					
b. Computed only for a 2x2 tabl					

			Kepuasan_pasien	
			Puas	Tidak Puas
Medical Service	Baik	Count	109	9
		% within Medical Service	88.6%	33.3%
	Tidak Baik	Count	14	18
		% within Medical Service	11.4%	66.7%
Total		Count	123	27
		% within Medical Service	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	40.321 ^a	1	.000		
Continuity Correction ^b	37.094	1	.000		
Likelihood Ratio	33.940	1	.000		
Fisher's Exact Test				.000	.000

Linear-by-Linear Association	40.053	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.76.					
b. Computed only for a 2x2 table					

			Kepuasan_pasien	
			Puas	Tidak Puas
Overall Services	Baik	Count	111	12
		% within Overall Services	90.2%	27.8%
	Tidak Baik	Count	12	15
		% within Overall Services	9.8%	55.6%
Total		Count	123	27
		% within Overall Services	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	31.464 ^a	1	.000		
Continuity Correction ^b	28.437	1	.000		
Likelihood Ratio	25.678	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	31.254	1	.000		
N of Valid Cases	150				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.86.					
b. Computed only for a 2x2 table					

			Kepuasan_pasien	
			Puas	Tidak Puas
Hospitas Discharge	Baik	Count	110	10
		% within Hospitas Discharge	89.4%	37.0%
	Tidak Baik	Count	13	17
		% within Hospitas Discharge	10.6%	63.0%
Total		Count	123	27
		% within Hospitas Discharge	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	37.986 ^a	1	.000		
Continuity Correction ^b	34.782	1	.000		
Likelihood Ratio	31.524	1	.000		

Fisher's Exact Test				.000	.000
Linear-by-Linear Association	37.732	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.40.					
b. Computed only for a 2x2 table					

			Kepuasan_pasien	
			Puas	Tidak Puas
Hospital Social Responsibility	Baik	Count	109	11
		% within Hospital Social Responsibility	88.6%	40.7%
	Tidak Baik	Count	14	16
		% within Hospital Social Responsibility	11.4%	59.3%
Total		Count	123	27
		% within Hospital Social Responsibility	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	31.719 ^a	1	.000		
Continuity Correction ^b	28.797	1	.000		
Likelihood Ratio	26.432	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	31.507	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.40.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Patient Admission Inap	Baik	Count	100	20
		% within Patient Admission Inap	84.7%	62.5%
	Tidak Baik	Count	18	12
		% within Patient Admission Inap	15.3%	37.5%
Total		Count	118	32
		% within Patient Admission Inap	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.786 ^a	1	.005		
Continuity Correction ^b	6.458	1	.011		
Likelihood Ratio	6.987	1	.008		
Fisher's Exact Test				.011	.007
Linear-by-Linear Association	7.734	1	.005		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 6.40.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Medical Service	Baik	Count	100	18
		% within Medical Service	84.7%	56.3%
	Tidak Baik	Count	18	14
		% within Medical Service	15.3%	43.8%
Total		Count	118	32
		% within Medical Service	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	12.180 ^a	1	.000		
Continuity Correction ^b	10.541	1	.001		
Likelihood Ratio	10.848	1	.001		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	12.099	1	.001		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 6.83.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Overall Services	Baik	Count	102	21
		% within Overall Services	86.4%	65.6%
	Tidak Baik	Count	16	11
		% within Overall Services	13.6%	34.4%
Total		Count	118	32

	% within Overall Services	100.0%	100.0%
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Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	7.390 ^a	1	.007		
Continuity Correction ^b	6.047	1	.014		
Likelihood Ratio	6.570	1	.010		
Fisher's Exact Test				.017	.009
Linear-by-Linear Association	7.341	1	.007		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.76.					
b. Computed only for a 2x2 table					

Hospitas Discharge * loyalitas Crosstab				
			loyalitas	
			Loyal	Tidak Loyal
Hospitas Discharge	Baik	Count	102	18
		% within Hospitas Discharge	86.4%	56.3%
	Tidak Baik	Count	16	14
		% within Hospitas Discharge	13.6%	43.8%
Total		Count	118	32
		% within Hospitas Discharge	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	14.341 ^a	1	.000		
Continuity Correction ^b	12.516	1	.000		
Likelihood Ratio	12.596	1	.000		
Fisher's Exact Test				.001	.000
Linear-by-Linear Association	14.245	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 6.40.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal

Hospital Social Responsibility	Baik	Count	102	18
		% within Hospital Social Responsibility	86.4%	56.3%
	Tidak Baik	Count	16	14
		% within Hospital Social Responsibility	13.6%	43.8%
Total		Count	118	32
		% within Hospital Social Responsibility	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	14.341 ^a	1	.000		
Continuity Correction ^b	12.516	1	.000		
Likelihood Ratio	12.596	1	.000		
Fisher's Exact Test				.001	.000
Linear-by-Linear Association	14.245	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 6.40.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Persyaratan Pelayanan	Puas	Count	101	22
		% within Persyaratan Pelayanan	85.6%	68.8%
	Tidak Puas	Count	17	10
		% within Persyaratan Pelayanan	14.4%	31.3%
Total		Count	118	32
		% within Persyaratan Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	4.838 ^a	1	.000		
Continuity Correction ^b	3.765	1	.000		
Likelihood Ratio	4.371	1	.000		
Fisher's Exact Test				.000	.000

Linear-by-Linear Association	4.806	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.76.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Prosedur Pelayanan	Puas	Count	109	13
		% within Prosedur Pelayanan	92.4%	40.6%
	Tidak Puas	Count	9	19
		% within Prosedur Pelayanan	7.6%	59.4%
Total		Count	118	32
		% within Prosedur Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	44.401 ^a	1	.000		
Continuity Correction ^b	41.058	1	.000		
Likelihood Ratio	37.559	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	44.105	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.97.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Waktu Pelayanan	Puas	Count	110	13
		% within Waktu Pelayanan	93.2%	40.6%
	Tidak Puas	Count	8	19
		% within Waktu Pelayanan	7.6%	59.4%
Total		Count	118	32
		% within Waktu Pelayanan	78.7%	21.3%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	47.179 ^a	1	.000		
Continuity Correction ^b	43.683	1	.000		
Likelihood Ratio	39.683	1	.000		

Fisher's Exact Test				.000	.000
Linear-by-Linear Association	46.864	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.76.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Biaya Pelayanan	Puas	Count	110	14
		% within Biaya Pelayanan	93.2%	43.8%
	Tidak Puas	Count	8	18
		% within Biaya Pelayanan	6.8%	56.3%
Total		Count	118	32
		% within Biaya Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	42.995 ^a	1	.000		
Continuity Correction ^b	39.612	1	.000		
Likelihood Ratio	35.975	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	42.708	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.55.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Produk Spesifikasi Jenis Layanan	Puas	Count	109	15
		% within Produk Spesifikasi Jenis Layanan	92.4%	46.9%
	Tidak Puas	Count	9	17
		% within Produk Spesifikasi Jenis Layanan	7.6%	53.1%
Total		Count	118	32
		% within Produk Spesifikasi Jenis Layanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	36.367 ^a	1	.000		
Continuity Correction ^b	33.261	1	.000		
Likelihood Ratio	30.486	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	36.125	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.55.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Kompetensi Pelaksana	Puas	Count	109	15
		% within Kompetensi Pelaksana	92.4%	46.9%
	Tidak Puas	Count	9	17
		% within Kompetensi Pelaksana	7.6%	53.1%
Total		Count	118	32
		% within Kompetensi Pelaksana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	36.367 ^a	1	.000		
Continuity Correction ^b	33.261	1	.000		
Likelihood Ratio	30.486	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	36.125	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.55.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Perilaku Pelaksana	Puas	Count	110	15
		% within Perilaku Pelaksana	93.2%	46.9%
	Tidak Puas	Count	8	17

		% within Perilaku Pelaksana	6.8%	53.1%
Total	Count		118	32
	% within Perilaku Pelaksana		100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	38.930 ^a	1	.000		
Continuity Correction ^b	35.665	1	.000		
Likelihood Ratio	32.427	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	38.671	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.33.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Sarana dan Prasarana	Puas	Count	110	13
		% within Sarana dan Prasarana	93.2%	40.6%
	Tidak Puas	Count	8	19
		% within Sarana dan Prasarana	6.8%	59.4%
Total	Count		118	32
	% within Sarana dan Prasarana		100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	47.179 ^a	1	.000		
Continuity Correction ^b	43.683	1	.000		
Likelihood Ratio	39.683	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	46.864	1	.000		
N of Valid Cases	150				
a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.76.					
b. Computed only for a 2x2 table					

			loyalitas	
			Loyal	Tidak Loyal
Penanganan, Pengaduan dan Masukan	Puas	Count	113	14
		% within Penanganan, Pengaduan dan Masukan	95.8%	43.8%
	Tidak Puas	Count	5	18
		% within Penanganan, Pengaduan dan Masukan	4.2%	56.3%
Total		Count	118	32
		% within Penanganan, Pengaduan dan Masukan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	52.458 ^a	1	.000		
Continuity Correction ^b	48.528	1	.000		
Likelihood Ratio	43.277	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	52.108	1	.000		
N of Valid Cases	150				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.91.					
b. Computed only for a 2x2 table					

4. Instalasi Rawat Jalan RSKD Dadi

			kepuasan_pasien	
			Puas	Tidak Puas
Patient Admission jalan	Baik	Count	108	14
		% within Patient Admission jalan	90.0%	51.9%
	Tidak Baik	Count	12	13
		% within Patient Admission jalan	10.0%	48.01%
Total		Count	120	27
		% within Patient Admission jalan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	22.725 ^a	1	.000		
Continuity Correction ^b	20.103	1	.000		
Likelihood Ratio	18.649	1	.000		
Fisher's Exact Test				.000	.000

Linear-by-Linear Association	22.571	1	.000		
N of Valid Cases	147				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.59.					
b. Computed only for a 2x2 table					

			kepuasan_pasien	
			Puas	Tidak Puas
Medical Service	Baik	Count	103	14
		% within Medical Service	85.8%	51.9%
	Tidak Baik	Count	17	13
		% within Medical Service	14.2%	48.1%
Total		Count	120	27
		% within Medical Service	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	15.669 ^a	1	.000		
Continuity Correction ^b	13.647	1	.000		
Likelihood Ratio	13.459	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	15.562	1	.000		
N of Valid Cases	147				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.51.					
b. Computed only for a 2x2 table					

			kepuasan_pasien	
			Puas	Tidak Puas
Overall Services	Baik	Count	103	16
		% within Overall Services	85.8%	59.3%
	Tidak Baik	Count	17	11
		% within Overall Services	14.2%	40.7%
Total		Count	120	27
		% within Overall Services	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	10.094 ^a	1	.001		
Continuity Correction ^b	8.444	1	.004		
Likelihood Ratio	8.739	1	.003		
Fisher's Exact Test				.005	.003

Linear-by-Linear Association	10.026	1	.002		
N of Valid Cases	147				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.14.					
b. Computed only for a 2x2 table					

			kepuasan_pasien	
			Puas	Tidak Puas
Hospitas Discharge	Baik	Count	102	12
		% within Hospitas Discharge	85.0%	44.4%
	Tidak Baik	Count	18	15
		% within Hospitas Discharge	15.0%	55.6%
Total		Count	120	27
		% within Hospitas Discharge	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	20.823 ^a	1	.000		
Continuity Correction ^b	18.559	1	.000		
Likelihood Ratio	18.018	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	20.681	1	.000		
N of Valid Cases	147				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.06.					
b. Computed only for a 2x2 table					

			kepuasan_pasien	
			Puas	Tidak Puas
Hospital Social Responsibility	Baik	Count	99	12
		% within Hospital Social Responsibility	82.5%	44.4%
	Tidak Baik	Count	21	15
		% within Hospital Social Responsibility	17.5%	55.6%
Total		Count	120	27
		% within Hospital Social Responsibility	81.6%	18.4%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)

Pearson Chi-Square	17.261 ^a	1	.000		
Continuity Correction ^b	15.265	1	.000		
Likelihood Ratio	15.268	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	17.144	1	.000		
N of Valid Cases	147				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.61.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Patient Admission jalan	Baik	Count	107	15
		% within Patient Admission jalan	89.2%	55.6%
	Tidak Baik	Count	13	12
		% within Patient Admission jalan	10.8%	44.4%
Total		Count	120	27
		% within Patient Admission jalan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	17.641 ^a	1	.000		
Continuity Correction ^b	15.340	1	.000		
Likelihood Ratio	14.642	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	17.521	1	.000		
N of Valid Cases	147				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.59.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Medical Service	Baik	Count	101	16
		% within Medical Service	84.2%	59.3%
	Tidak Baik	Count	19	11
		% within Medical Service	15.8%	40.7%
Total		Count	120	27
		% within Medical Service	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	8.418 ^a	1	.004		
Continuity Correction ^b	6.954	1	.008		
Likelihood Ratio	7.413	1	.006		
Fisher's Exact Test				.007	.006
Linear-by-Linear Association	8.361	1	.004		
N of Valid Cases	147				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.51.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Overall Services	Baik	Count	104	15
		% within Overall Services	86.7%	55.6%
	Tidak Baik	Count	16	12
		% within Overall Services	13.3%	44.4%
Total		Count	120	27
		% within Overall Services	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13.835 ^a	1	.000		
Continuity Correction ^b	11.891	1	.001		
Likelihood Ratio	11.815	1	.001		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	13.741	1	.000		
N of Valid Cases	147				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.14.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Hospitas Discharge	Baik	Count	98	13
		% within Hospitas Discharge	81.7%	48.1%
	Tidak Baik	Count	22	14
		% within Hospitas Discharge	18.3%	51.9%

Total	Count	120	27
	% within Hospitas Discharge	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	12.547 ^a	1	.000		
Continuity Correction ^b	10.804	1	.001		
Likelihood Ratio	11.037	1	.001		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	12.462	1	.000		
N of Valid Cases	147				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.06.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Hospital Social Responsibility	Baik	Count	98	13
		% within Hospital Social Responsibility	81.7%	48.1%
	Tidak Baik	Count	22	14
		% within Hospital Social Responsibility	18.3%	51.9%
Total		Count	120	27
		% within Hospital Social Responsibility	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13.391 ^a	1	.000		
Continuity Correction ^b	11.640	1	.001		
Likelihood Ratio	11.927	1	.001		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	13.300	1	.000		
N of Valid Cases	147				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.61.					
b. Computed only for a 2x2 table					

			loyalitas_pasien
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			Loyal	Tidak Loyal
Persyaratan Pelayanan	Puas	Count	113	10
		% within Persyaratan Pelayanan	91.9%	8.1%
	Tidak Puas	Count	7	17
		% within Persyaratan Pelayanan	29.2%	70.8%
Total		Count	120	27
		% within Persyaratan Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	52.659 ^a	1	.000		
Continuity Correction ^b	48.560	1	.000		
Likelihood Ratio	41.883	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	52.300	1	.000		
N of Valid Cases	147				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.41.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Prosedur Pelayanan	Puas	Count	114	8
		% within Prosedur Pelayanan	95.0%	37.0%
	Tidak Puas	Count	6	19
		% within Prosedur Pelayanan	5.8%	63.0%
Total		Count	120	27
		% within Prosedur Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	66.731 ^a	1	.000		
Continuity Correction ^b	62.179	1	.000		
Likelihood Ratio	53.603	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	66.277	1	.000		
N of Valid Cases	147				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.59.					

b. Computed only for a 2x2 table

			loyalitas_pasien	
			Loyal	Tidak Loyal
Waktu Pelayanan	Puas	Count	115	9
		% within Waktu Pelayanan	92.7%	33.3%
	Tidak Puas	Count	5	18
		% within Waktu Pelayanan	21.7%	66.7%
Total		Count	120	27
		% within Waktu Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	65.234 ^a	1	.000		
Continuity Correction ^b	60.584	1	.000		
Likelihood Ratio	51.584	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	64.790	1	.000		
N of Valid Cases	147				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.22.					
b. Computed only for a 2x2 table					

Biaya Pelayanan * loyalitas_pasien Crosstab					
			loyalitas_pasien		Total
			Loyal	Tidak Loyal	
Biaya Pelayanan	Puas	Count	113	7	120
		% within Biaya Pelayanan	94.2%	25.9%	100.0%
	Tidak Puas	Count	7	20	27
		% within Biaya Pelayanan	5.8%	74.1%	100.0%
Total		Count	120	27	147
		% within Biaya Pelayanan	100.0%	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	68.455 ^a	1	.000		
Continuity Correction ^b	63.979	1	.000		
Likelihood Ratio	55.945	1	.000		
Fisher's Exact Test				.000	.000

Linear-by-Linear Association	67.989	1	.000		
N of Valid Cases	147				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.96.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Produk Spesifikasi Jenis Layanan	Puas	Count	118	12
		% within Produk Spesifikasi Jenis Layanan	90.8%	44.4%
	Tidak Puas	Count	2	15
		% within Produk Spesifikasi Jenis Layanan	11.8%	55.6%
Total		Count	120	27
		% within Produk Spesifikasi Jenis Layanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	62.585 ^a	1	.000		
Continuity Correction ^b	57.426	1	.000		
Likelihood Ratio	47.859	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	62.159	1	.000		
N of Valid Cases	147				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.12.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Kompetensi Pelaksana	Puas	Count	115	5
		% within Kompetensi Pelaksana	95.8%	18.5%
	Tidak Puas	Count	5	22
		% within Kompetensi Pelaksana	18.5%	81.5%
Total		Count	120	27
		% within Kompetensi Pelaksana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	87.870 ^a	1	.000		
Continuity Correction ^b	82.790	1	.000		
Likelihood Ratio	72.770	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	87.273	1	.000		
N of Valid Cases	147				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.96.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Perilaku Pelaksana	Puas	Count	115	5
		% within Perilaku Pelaksana	95.8%	18.5%
	Tidak Puas	Count	5	22
		% within Perilaku Pelaksana	4.2%	81.5%
Total		Count	120	27
		% within Perilaku Pelaksana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	87.870 ^a	1	.000		
Continuity Correction ^b	82.790	1	.000		
Likelihood Ratio	72.770	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	87.273	1	.000		
N of Valid Cases	147				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.96.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Sarana dan Prasarana	Puas	Count	115	5
		% within Sarana dan Prasarana	95.8%	18.5%
	Tidak Puas	Count	5	22

		% within Sarana dan Prasarana	18.5%	81.5%
Total	Count		120	27
	% within Sarana dan Prasarana		100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	87.870 ^a	1	.000		
Continuity Correction ^b	82.790	1	.000		
Likelihood Ratio	72.770	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	87.273	1	.000		
N of Valid Cases	147				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.96.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Penanganan, Pengaduan dan Masukan	Puas	Count	115	5
		% within Penanganan, Pengaduan dan Masukan	95.8%	18.5%
	Tidak Puas	Count	5	22
		% within Penanganan, Pengaduan dan Masukan	18.5%	81.5%
Total	Count		120	27
	% within Penanganan, Pengaduan dan Masukan		100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	87.870 ^a	1	.000		
Continuity Correction ^b	82.790	1	.000		
Likelihood Ratio	72.770	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	87.273	1	.000		
N of Valid Cases	147				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.96.					
b. Computed only for a 2x2 table					

5. Instalasi Rawat Jalan RSKDIA Pertiwi

			kepuasan_pasien	
			Puas	Tidak Puas
Patient Admission jalan	Baik	Count	28	4
		% within Patient Admission jalan	84.8%	26.7%
	Tidak Baik	Count	5	11
		% within Patient Admission jalan	15.2%	73.3%
Total		Count	33	15
		% within Patient Admission jalan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	15.709 ^a	1	.000		
Continuity Correction ^b	13.200	1	.000		
Likelihood Ratio	15.636	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	15.382	1	.000		
N of Valid Cases	48				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.00.					
b. Computed only for a 2x2 table					

			kepuasan_pasien	
			Puas	Tidak Puas
Medical Service	Baik	Count	28	4
		% within Medical Service	84.8%	26.7%
	Tidak Baik	Count	5	11
		% within Medical Service	15.2%	73.3%
Total		Count	33	15
		% within Medical Service	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	15.709 ^a	1	.000		
Continuity Correction ^b	13.200	1	.017		
Likelihood Ratio	15.636	1	.000		
Fisher's Exact Test				.000	.000

Linear-by-Linear Association	15.382	1	.000		
N of Valid Cases	48				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.00.					
b. Computed only for a 2x2 table					

			kepuasan_pasien	
			Puas	Tidak Puas
Overall Services	Baik	Count	28	4
		% within Overall Services	84.8%	26.7%
	Tidak Baik	Count	5	11
		% within Overall Services	15.2%	73.3%
Total		Count	33	15
		% within Overall Services	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	15.709 ^a	1	.000		
Continuity Correction ^b	13.200	1	.017		
Likelihood Ratio	15.636	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	15.382	1	.000		
N of Valid Cases	48				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.00.					
b. Computed only for a 2x2 table					

			kepuasan_pasien	
			Puas	Tidak Puas
Hospitas Discharge	Baik	Count	28	4
		% within Hospitas Discharge	84.8%	26.7%
	Tidak Baik	Count	5	11
		% within Hospitas Discharge	15.2%	73.3%
Total		Count	33	15
		% within Hospitas Discharge	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	15.709 ^a	1	.000		
Continuity Correction ^b	13.200	1	.017		

Likelihood Ratio	15.636	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	15.382	1	.000		
N of Valid Cases	48				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.00.					
b. Computed only for a 2x2 table					

			kepuasan_pasien	
			Puas	Tidak Puas
Hospital Social Responsibility	Baik	Count	28	4
		% within Hospital Social Responsibility	84.8%	26.7%
	Tidak Baik	Count	5	11
		% within Hospital Social Responsibility	15.2%	73.3%
Total		Count	33	15
		% within Hospital Social Responsibility	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	15.709 ^a	1	.000		
Continuity Correction ^b	13.200	1	.017		
Likelihood Ratio	15.636	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	15.382	1	.000		
N of Valid Cases	48				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.00.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Patient Admission jalan	Baik	Count	28	4
		% within Patient Admission jalan	73.7%	40.0%
	Tidak Baik	Count	5	11
		% within Patient Admission jalan	26.3%	60%
Total		Count	38	10
		% within Patient Admission jalan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	4.042 ^a	1	.044		
Continuity Correction ^b	2.668	1	.102		
Likelihood Ratio	3.844	1	.050		
Fisher's Exact Test				.064	.054
Linear-by-Linear Association	3.958	1	.047		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.33.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Medical Service	Baik	Count	28	4
		% within Medical Service	73.7%	40.0%
	Tidak Baik	Count	5	11
		% within Medical Service	26.3%	60%
Total		Count	38	10
		% within Medical Service	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	4.042 ^a	1	.044		
Continuity Correction ^b	2.668	1	.102		
Likelihood Ratio	3.844	1	.050		
Fisher's Exact Test				.064	.054
Linear-by-Linear Association	3.958	1	.047		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.33.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Overall Services	Baik	Count	28	4
		% within Overall Services	73.7%	40.0%
	Tidak Baik	Count	5	11
		% within Overall Services	26.3%	60%
Total		Count	38	10
		% within Overall Services	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	4.042 ^a	1	.044		
Continuity Correction ^b	2.668	1	.102		
Likelihood Ratio	3.844	1	.050		
Fisher's Exact Test				.064	.054
Linear-by-Linear Association	3.958	1	.047		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.33.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Hospitas Discharge	Baik	Count	28	4
		% within Hospitas Discharge	73.7%	40.0%
	Tidak Baik	Count	5	11
		% within Hospitas Discharge	26.3%	60%
Total		Count	38	10
		% within Hospitas Discharge	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	4.042 ^a	1	.044		
Continuity Correction ^b	2.668	1	.102		
Likelihood Ratio	3.844	1	.050		
Fisher's Exact Test				.064	.054
Linear-by-Linear Association	3.958	1	.047		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.33.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Hospital Social Responsibility	Baik	Count	28	4
		% within Hospital Social Responsibility	73.7%	40.0%
	Tidak Baik	Count	5	11

		% within Hospital Social Responsibility	26.3%	60%
Total	Count		38	10
	% within Hospital Social Responsibility		100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	4.042 ^a	1	.044		
Continuity Correction ^b	2.668	1	.102		
Likelihood Ratio	3.844	1	.050		
Fisher's Exact Test				.064	.054
Linear-by-Linear Association	3.958	1	.047		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.33.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Persyaratan Pelayanan	Puas	Count	31	2
		% within Persyaratan Pelayanan	81.6%	20.0%
	Tidak Puas	Count	7	8
		% within Persyaratan Pelayanan	18.4%	80.0%
Total	Count		38	10
	% within Persyaratan Pelayanan		100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	10.194 ^a	1	.001		
Continuity Correction ^b	7.851	1	.005		
Likelihood Ratio	9.425	1	.002		
Fisher's Exact Test				.001	.003
Linear-by-Linear Association	9.982	1	.002		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.92.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
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			Loyal	Tidak Loyal
Prosedur Pelayanan	Puas	Count	31	2
		% within Prosedur Pelayanan	81.6%	20.0%
	Tidak Puas	Count	7	8
		% within Prosedur Pelayanan	18.4%	80.0%
Total		Count	38	10
		% within Prosedur Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13.973 ^a	1	.000		
Continuity Correction ^b	11.254	1	.001		
Likelihood Ratio	13.310	1	.000		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	13.682	1	.000		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.13.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Waktu Pelayanan	Puas	Count	31	2
		% within Waktu Pelayanan	81.6%	20.0%
	Tidak Puas	Count	7	8
		% within Waktu Pelayanan	18.4%	80.0%
Total		Count	38	10
		% within Waktu Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13.973 ^a	1	.000		
Continuity Correction ^b	11.254	1	.001		
Likelihood Ratio	13.310	1	.000		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	13.682	1	.000		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.13.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Biaya Pelayananan	Puas	Count	31	2
		% within Biaya Pelayananan	81.6%	20.0%
	Tidak Puas	Count	7	8
		% within Biaya Pelayananan	18.4%	80.0%
Total		Count	38	10
		% within Biaya Pelayananan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13.973 ^a	1	.000		
Continuity Correction ^b	11.254	1	.001		
Likelihood Ratio	13.310	1	.000		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	13.682	1	.000		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.13.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Produk Spesifikasi Jenis Layanan	Puas	Count	31	2
		% within Produk Spesifikasi Jenis Layanan	81.6%	20.0%
	Tidak Puas	Count	7	8
		% within Produk Spesifikasi Jenis Layanan	18.4%	80.0%
Total		Count	38	10
		% within Produk Spesifikasi Jenis Layanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13.973 ^a	1	.000		
Continuity Correction ^b	11.254	1	.001		
Likelihood Ratio	13.310	1	.000		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	13.682	1	.000		

N of Valid Cases	48			
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.13.				
b. Computed only for a 2x2 table				

			loyalitas_pasien	
			Loyal	Tidak Loyal
Kompetensi Pelaksana	Puas	Count	31	2
		% within Kompetensi Pelaksana	81.6%	20.0%
	Tidak Puas	Count	7	8
		% within Kompetensi Pelaksana	18.4%	80.0%
Total		Count	38	10
		% within Kompetensi Pelaksana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13.973 ^a	1	.000		
Continuity Correction ^b	11.254	1	.001		
Likelihood Ratio	13.310	1	.000		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	13.682	1	.000		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.13.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Perilaku Pelaksana	Puas	Count	31	2
		% within Perilaku Pelaksana	81.6%	20.0%
	Tidak Puas	Count	7	8
		% within Perilaku Pelaksana	18.4%	80.0%
Total		Count	38	10
		% within Perilaku Pelaksana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13.973 ^a	1	.000		
Continuity Correction ^b	11.254	1	.001		
Likelihood Ratio	13.310	1	.000		

Fisher's Exact Test				.001	.001
Linear-by-Linear Association	13.682	1	.000		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.13.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Sarana dan Prasarana	Puas	Count	31	2
		% within Sarana dan Prasarana	81.6%	20.0%
	Tidak Puas	Count	7	8
		% within Sarana dan Prasarana	18.4%	80.0%
Total		Count	38	10
		% within Sarana dan Prasarana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13.973 ^a	1	.000		
Continuity Correction ^b	11.254	1	.001		
Likelihood Ratio	13.310	1	.000		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	13.682	1	.000		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.13.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Penanganan, Pengaduan dan Masukan	Puas	Count	31	2
		% within Penanganan, Pengaduan dan Masukan	81.6%	20.0%
	Tidak Puas	Count	7	8
		% within Penanganan, Pengaduan dan Masukan	18.4%	80.0%
Total		Count	38	10
		% within Penanganan, Pengaduan dan Masukan	100.0%	100.0%

Chi-Square Tests					
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	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13.973 ^a	1	.000		
Continuity Correction ^b	11.254	1	.001		
Likelihood Ratio	13.310	1	.000		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	13.682	1	.000		
N of Valid Cases	48				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.13.					
b. Computed only for a 2x2 table					

6. Instalasi Rawatjalan RSKDIA Fatimah

			kepuasan_pasien	
			Puas	Tidak Puas
Patient Admission jalan	Baik	Count	45	7
		% within Patient Admission jalan	80.4%	38.9%
	Tidak Baik	Count	11	11
		% within Patient Admission jalan	19.6%	61.1%
Total		Count	56	18
		% within Patient Admission jalan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	11.212 ^a	1	.001		
Continuity Correction ^b	9.315	1	.002		
Likelihood Ratio	10.523	1	.001		
Fisher's Exact Test				.002	.001
Linear-by-Linear Association	11.061	1	.001		
N of Valid Cases	74				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.35.					
b. Computed only for a 2x2 table					

			kepuasan_pasien	
			Puas	Tidak Puas
Medical Service	Baik	Count	46	8
		% within Medical Service	82.1%	44.4%
	Tidak Baik	Count	10	10
		% within Medical Service	17.9%	55.6%
Total		Count	56	18

	% within Medical Service	100.0%	100.0%
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Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	9.816 ^a	1	.002		
Continuity Correction ^b	7.997	1	.005		
Likelihood Ratio	9.079	1	.003		
Fisher's Exact Test				.004	.003
Linear-by-Linear Association	9.683	1	.002		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.86.					
b. Computed only for a 2x2 table					

			kepuasan_pasien	
			Puas	Tidak Puas
Overall Services	Baik	Count	44	5
		% within Overall Services	78.6%	27.8%
	Tidak Baik	Count	12	13
		% within Overall Services	21.4%	72.2%
Total		Count	56	18
		% within Overall Services	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	15.710 ^a	1	.000		
Continuity Correction ^b	13.521	1	.000		
Likelihood Ratio	15.196	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	15.498	1	.000		
N of Valid Cases	74				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.08.					
b. Computed only for a 2x2 table					

			kepuasan_pasien	
			Puas	Tidak Puas
Hospital Discharge	Baik	Count	44	5
		% within Hospital Discharge	78.6%	27.8%

	Tidak Baik	Count	12	13
		% within Hospital Discharge	21.4%	72.2%
Total		Count	56	18
		% within Hospital Discharge	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	15.710 ^a	1	.000		
Continuity Correction ^b	13.521	1	.000		
Likelihood Ratio	15.196	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	15.498	1	.000		
N of Valid Cases	74				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.08.					
b. Computed only for a 2x2 table					

			kepuasan_pasien	
			Puas	Tidak Puas
Hospital Social Responsibility	Baik	Count	44	5
		% within Hospital Social Responsibility	78.6%	27.8%
	Tidak Baik	Count	12	13
		% within Hospital Social Responsibility	21.4%	72.2%
Total		Count	56	18
		% within Hospital Social Responsibility	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	15.710 ^a	1	.000		
Continuity Correction ^b	13.521	1	.000		
Likelihood Ratio	15.196	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	15.498	1	.000		
N of Valid Cases	74				
a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.08.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Patient Admission jalan	Baik	Count	47	5
		% within Patient Admission jalan	79.7%	33.3%
	Tidak Baik	Count	12	10
		% within Patient Admission jalan	20.3%	66.7%
Total		Count	59	15
		% within Patient Admission jalan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	12.287 ^a	1	.000		
Continuity Correction ^b	10.169	1	.001		
Likelihood Ratio	11.373	1	.001		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	12.121	1	.000		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.46.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Medical Service	Baik	Count	48	6
		% within Medical Service	81.4%	40.0%
	Tidak Baik	Count	11	9
		% within Medical Service	18.6%	60.0%
Total		Count	59	15
		% within Medical Service	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	10.371 ^a	1	.001		
Continuity Correction ^b	8.380	1	.004		
Likelihood Ratio	9.411	1	.002		
Fisher's Exact Test				.003	.003
Linear-by-Linear Association	10.231	1	.001		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.05.					

b. Computed only for a 2x2 table

			loyalitas_pasien	
			Loyal	Tidak Loyal
Overall Services	Baik	Count	46	3
		% within Overall Services	78.0%	20.0%
	Tidak Baik	Count	13	12
		% within Overall Services	22.0%	80.0%
Total		Count	59	15
		% within Overall Services	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	17.963 ^a	1	.000		
Continuity Correction ^b	15.466	1	.000		
Likelihood Ratio	17.422	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	17.721	1	.000		
N of Valid Cases	74				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.07.

b. Computed only for a 2x2 table

			loyalitas_pasien	
			Loyal	Tidak Loyal
Hospitas Discharge	Baik	Count	46	3
		% within Hospitas Discharge	78.0%	20.0%
	Tidak Baik	Count	13	12
		% within Hospitas Discharge	22.0%	80.0%
Total		Count	59	15
		% within Hospitas Discharge	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	17.963 ^a	1	.000		
Continuity Correction ^b	15.466	1	.000		
Likelihood Ratio	17.422	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	17.721	1	.000		
N of Valid Cases	74				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.07.

b. Computed only for a 2x2 table

			loyalitas_pasien	
			Loyal	Tidak Loyal
Hospital Social Responsibility	Baik	Count	46	3
		% within Hospital Social Responsibility	78.0%	20.0%
	Tidak Baik	Count	13	12
		% within Hospital Social Responsibility	22.0%	80.0%
Total		Count	59	15
		% within Hospital Social Responsibility	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	17.963 ^a	1	.000		
Continuity Correction ^b	15.466	1	.000		
Likelihood Ratio	17.422	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	17.721	1	.000		
N of Valid Cases	74				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 5.07.

b. Computed only for a 2x2 table

			loyalitas_pasien	
			Loyal	Tidak Loyal
Persyaratan Pelayanan	Puas	Count	56	0
		% within Persyaratan Pelayanan	94.9%	0.0%
	Tidak Puas	Count	3	15
		% within Persyaratan Pelayanan	5.1%	100.0%
Total		Count	59	15
		% within Persyaratan Pelayanan	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	58.531 ^a	1	.000		

Continuity Correction ^b	53.488	1	.000		
Likelihood Ratio	58.391	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	57.740	1	.000		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.65.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Prosedur Pelayanan	Puas	Count	56	3
		% within Prosedur Pelayanan	94.9%	20.0%
	Tidak Puas	Count	3	12
		% within Prosedur Pelayanan	5.1%	80.0%
Total		Count	59	15
		% within Prosedur Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	41.531 ^a	1	.000		
Continuity Correction ^b	37.025	1	.000		
Likelihood Ratio	35.880	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	40.970	1	.000		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.04.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Waktu Pelayanan	Puas	Count	56	7
		% within Waktu Pelayanan	94.9%	46.7%
	Tidak Puas	Count	3	8
		% within Waktu Pelayanan	5.1%	53.3%
Total		Count	59	15
		% within Waktu Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	21.999 ^a	1	.000		
Continuity Correction ^b	18.352	1	.000		
Likelihood Ratio	17.767	1	.000		

Fisher's Exact Test				.000	.000
Linear-by-Linear Association	21.702	1	.000		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.23.					
b. Computed only for a 2x2 table					

			loyalitas pasien	
			Loyal	Tidak Loyal
Biaya Pelayanan	Puas	Count	55	4
		% within Biaya Pelayanan	93.2%	26.7%
	Tidak Puas	Count	4	11
		% within Biaya Pelayanan	6.8%	73.3%
Total		Count	59	15
		% within Biaya Pelayanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	32.777 ^a	1	.000		
Continuity Correction ^b	28.789	1	.000		
Likelihood Ratio	27.961	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	32.335	1	.000		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.04.					
b. Computed only for a 2x2 table					

			loyalitas pasien	
			Loyal	Tidak Loyal
Produk Spesifikasi Jenis Layanan	Puas	Count	57	5
		% within Produk Spesifikasi Jenis Layanan	96.6%	33.3%
	Tidak Puas	Count	2	10
		% within Produk Spesifikasi Jenis Layanan	3.4%	66.7%
Total		Count	59	15
		% within Produk Spesifikasi Jenis Layanan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	35.245 ^a	1	.000		
Continuity Correction ^b	30.741	1	.000		
Likelihood Ratio	29.035	1	.000		
Fisher's Exact Test				.000	.000

Linear-by-Linear Association	34.768	1	.000		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.43.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Kompetensi Pelaksana	Puas	Count	57	6
		% within Kompetensi Pelaksana	96.6%	40.0%
	Tidak Puas	Count	2	9
		% within Kompetensi Pelaksana	3.4%	60.0%
Total		Count	59	15
		% within Kompetensi Pelaksana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	30.285 ^a	1	.000		
Continuity Correction ^b	25.977	1	.000		
Likelihood Ratio	24.554	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	29.876	1	.000		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.23.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Perilaku Pelaksana	Puas	Count	57	3
		% within Perilaku Pelaksana	96.6%	20.0%
	Tidak Puas	Count	2	12
		% within Perilaku Pelaksana	3.4%	80.0%
Total		Count	59	15
		% within Perilaku Pelaksana	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	45.758 ^a	1	.000		

Continuity Correction ^b	40.900	1	.000		
Likelihood Ratio	39.306	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	45.140	1	.000		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.84.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Sarana dan Prasarana	Puas	Count	56	2
		% within Sarana dan Prasarana	94.9%	13.3%
	Tidak Puas	Count	3	13
		% within Sarana dan Prasarana	5.1%	86.7%
Total		Count	59	15
		% within Sarana dan Prasarana	100.0%	100.0%

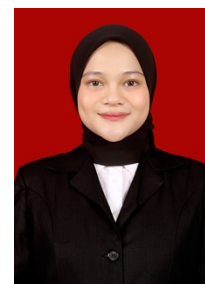
Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	46.969 ^a	1	.000		
Continuity Correction ^b	42.279	1	.000		
Likelihood Ratio	41.769	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	46.335	1	.000		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.24.					
b. Computed only for a 2x2 table					

			loyalitas_pasien	
			Loyal	Tidak Loyal
Penanganan, Pengaduan dan Masukan	Puas	Count	56	0
		% within Penanganan, Pengaduan dan Masukan	94.9%	0.0%
	Tidak Puas	Count	3	15
		% within Penanganan, Pengaduan dan Masukan	5.1%	100.0%
Total		Count	59	15
		% within Penanganan, Pengaduan dan Masukan	100.0%	100.0%

Chi-Square Tests					
	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	58.531 ^a	1	.000		
Continuity Correction ^b	53.488	1	.000		
Likelihood Ratio	58.391	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	57.740	1	.000		
N of Valid Cases	74				
a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.65.					
b. Computed only for a 2x2 table					

Lampiran 3. Curriculum vitae**A. Data Pribadi**

1. Nama : Rara Armita Arman
2. Tempat, tanggal lahir : Ujung Pandang, 17 Januari 1996
3. Alamat : Jl. Monginsidi Baru Puri Mutiara 6 no 11
4. Kewarganegaraan : Indonesia
5. No. Telepon/HP : 08114121817
6. Alamat email : rraarmita@gmail.com

**B. Riwayat Pendidikan**

1. Tamat SMA tahun 2014 di SMA Kharisma Bangsa, Tangerang Selatan
2. Sarjana (S1) Pendidikan Dokter Umum tahun 2020 di Universitas Hasanuddin
3. Magister Administrasi Rumah Sakit (S2) Tahun 2022 di Universitas Hasanuddin

C. Pekerjaan dan Riwayat Pekerjaan

1. Dokter Internship PKM Bongoro, Pangkep (November 2020-Februari 2021)
2. Dokter Internship PKM Taraweang, Pangkep (Februari 2021-Mei 2021)
3. Dokter Internship RSUD Batara Siang (Mei 2021-Agustus 2021)
4. Dokter Relawan Sulawesi Selatan Tanggap Covid-19 (Oktober 2021-Agustus 2022)
5. Dokter Umum RSKDIA Pertiwi, Makassar (April 2022-Sekarang)
6. Dokter Umum RSUD Labuang Baji, Makassar (Oktober 2022-Sekarang)

Lampiran 4. Rekomendasi Persetujuan Etik



KEMENTERIAN PENDIDIKAN, KEBUDAYAAN
RISET, DAN TEKNOLOGI
UNIVERSITAS HASANUDDIN
FAKULTAS KESEHATAN MASYARAKAT

Jln. Perintis Kemerdekaan Km. 10 Makassar 90245, Telp. (0411) 585658,
E-mail : fkm.unhas@gmail.com, website: <https://fkm.unhas.ac.id/>

REKOMENDASI PERSETUJUAN ETIK

Nomor : 12866/UN4.14.1/TP.01.02/2022

Tanggal : 28 Oktober 2022

Dengan ini Menyatakan bahwa Protokol dan Dokumen yang Berhubungan dengan Protokol berikut ini telah mendapatkan Persetujuan Etik :

No. Protokol	201022052295	No. Sponsor Protokol	
Peneliti Utama	Rara Armita Arman	Sponsor	Pribadi
Judul Peneliti	Pengaruh Kualitas Pelayanan Dan Kepuasan Pasien Terhadap Loyalitas Pasien Di Rumah Sakit Khusus Daerah Provinsi Sulawesi Selatan		
No. Versi Protokol	1	Tanggal Versi	20 Oktober 2022
No. Versi PSP	1	Tanggal Versi	20 Oktober 2022
Tempat Penelitian	RSUD Provinsi Sulawesi		
Judul Review	<input type="checkbox"/> Exempted <input checked="" type="checkbox"/> Expedited <input type="checkbox"/> Fullboard	Masa Berlaku 28 Oktober 2022 Sampai 28 Oktober 2023	Frekuensi review lanjutan
Ketua Komisi Etik Penelitian	Nama : Prof.dr. Veni Hadju, M.Sc, Ph.D	Tanda tangan 	Tanggal 28 Oktober 2022
Sekretaris komisi Etik Penelitian	Nama : Dr. Wahiduddin, SKM., M.Kes	Tanda tangan 	Tanggal 28 Oktober 2022

Kewajiban Peneliti Utama :

1. Menyerahkan Amandemen Protokol untuk persetujuan sebelum di implementasikan
2. Menyerahkan Laporan SAE ke Komisi Etik dalam 24 Jam dan dilengkapi dalam 7 hari dan Laporan SUSAR dalam 72 Jam setelah Peneliti Utama menerima laporan
3. Menyerahkan Laporan Kemajuan (progress report) setiap 6 bulan untuk penelitian resiko tinggi dan setiap setahun untuk penelitian resiko rendah
4. Menyerahkan laporan akhir setelah Penelitian berakhir
5. Melaporkan penyimpangan dari protocol yang disetujui (protocol deviation/violation)
6. Mematuhi semua peraturan yang ditentukan



Lampiran 5. Surat Penelitian



PEMERINTAH PROVINSI SULAWESI SELATAN
DINAS PENANAMAN MODAL DAN PELAYANAN TERPADU SATU PINTU
 Jl. Bougenville No.5 Telp. (0411) 441077 Fax. (0411) 448936
 Website : <http://simap-new.sulselprov.go.id> Email : ptsp@sulselprov.go.id
 Makassar 90231

Nomor	: 10118/S.01/PTSP/2022	Kepada Yth.
Lampiran	: -	1. Direktur Rumah Sakit Khusus Daerah Prov. Sulsel
Perihal	: <u>izin penelitian</u>	2. Direktur RSKDIA Siti Fatimah Makassar
		3. Direktur RSKDIA Pertiwi Makassar di-
		Tempat

Berdasarkan surat Dekan Fak. Kesehatan Masyarakat UNHAS Makassar Nomor : 11285/UN4.14.1/PT.01.04/2022 tanggal 27 September 2022 perihal tersebut diatas, mahasiswa/peneliti dibawah ini:

N a m a	: RARA ARMITA ARMAN
Nomor Pokok	: K022202026
Program Studi	: Administrasi Rumah Sakit
Pekerjaan/Lembaga	: Mahasiswa (S2)
Alamat	: Jl. P. Kemerdekaan Km. 10 Makassar

Bermaksud untuk melakukan penelitian di daerah/kantor saudara dalam rangka menyusun Tesis, dengan judul :

" PENGARUH KUALITAS PELAYANAN DAN KEPUASAN PASIEN TERHADAP LOYALITAS PASIEN DI RUMAH SAKIT KHUSUS DAERAH PROVINSI SULAWESI SELATAN "

Yang akan dilaksanakan dari : Tgl. **01 Oktober s/d 31 Oktober 2022**

Sehubungan dengan hal tersebut diatas, pada prinsipnya kami **menyetujui** kegiatan dimaksud dengan ketentuan yang tertera di belakang surat izin penelitian.

Demikian Surat Keterangan ini diberikan agar dipergunakan sebagaimana mestinya.

Diterbitkan di Makassar
Pada Tanggal 28 September 2022

A.n. GUBERNUR SULAWESI SELATAN
KEPALA DINAS PENANAMAN MODAL DAN PELAYANAN TERPADU
SATU PINTU PROVINSI SULAWESI SELATAN



Ir. H. SULKAF S LATIEF, M.M.
 Pangkat : PEMBINA UTAMA MADYA
 Nip : 19630424 198903 1 010

Tembusan Yth

1. Dekan Fak. Kesehatan Masyarakat UNHAS Makassar di Makassar;
2. *Pertinggal.*

Lampiran 6. Dokumentasi Penelitian

