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# APPENDIX

## BIOGRAPHY

### Personal Information

Full Name : Aulia Khofifah Putri Harisma  
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Gender : Female  
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### Educational Background

2007 – 2013 : SD Hartaco Indah  
2013 – 2016 : Bosowa School Makassar  
2016 – 2019 : SMA Negeri 2 Makassar

## QUESTIONNAIRE RESEARCH

### THE INFLUENCE OF QUALITY OF HEALTH SERVICES ON SATISFACTION OF PATIENTS USING THE SOCIAL SECURITY ADMINISTRATIVE AGENCY (BPJS) AT THE LABUANG BAJI REGIONAL GENERAL HOSPITAL MAKASSAR

#### IDENTITY OF THE RESPONDENT

Name:

Gender:

Age:

#### INSTRUCTIONS FOR FILLING OUT THE QUESTIONNAIRE:

Answer the following statement according to your opinion by marking (√) the available options.

STS = Strongly disagree scored = 1

TS = Tidak setuju diberi scored = 2

N = Neutral given scored = 3

S = Setuju diberi shoes = 4

SS = Strongly agree scores = 5

## RESEARCH QUESTIONNAIRE

### Variable of Tangible

No	Question	Score				
1	Facilities owned tend to be strong, clean, and quality (beds, air conditioning and other physical facilities)	SDA	DA	N	A	SA
2	Medical equipment that is owned tends to be sterile and clean	SDA	DA	N	A	SA
3	The hospital staff looks neat and clean	SDA	DA	N	A	SA

### Variable of Reliability

No	Question	Score				
1	The hospital provides prosodur and services as promised	SDA	DA	N	A	SA
2	The staff (doctors, nurses and other staff) of the hospital can handle the patient's problems well	SDA	DA	N	A	SA
3	The staff explained the administrative process well	SDA	DA	N	A	SA
4	Staff (receptionist and doctor) deliver and provide timely appointments to patients	SDA	DA	N	A	SA
5	The staff provides documents/diagnoses to patients without any errors	SDA	DA	N	A	SA

### Variable of Responsiveness

No	Question	Score				
1	The staff (doctors, nurses and other staff) give thoughtful explanations of the forms of hospital services to patients well	SDA	DA	N	S	SA
2	The staff provides detailed explanations to patients about the services provided by the hospital	SDA	DA	N	S	SA

3	Staff provide solutions to patients if they find problems faced by patients related to the services provided	SDA	DA	N	S	SA
4.	The staff directs the patient according to the services needed by the patient well	SDA	DA	N	S	SA
5.	Staff can persuade patients to behave cooperatively if patients do things that are contrary to applicable procedures	SDA	DA	N	S	SA

#### Variable of Assurance

No	Question	Score				
1	Staff can foster trust in patients through the services provided	SDA	DA	N	S	SA
2	Staff make patients feel safe while making transactions	SDA	DA	N	S	SA
3	Staff are consistently courteous to patients	SDA	DA	N	S	SA
4.	Staff are able to answer patient questions well and clearly	SDA	DA	N	S	SA

#### Variable of Empathy

No	Question	Score				
1	Staff pay good attention to patients	SDA	DA	N	S	SA
2	Staff treat patients attentively	SDA	DA	N	S	SA
3	Staff always put the interests of patients first	SDA	DA	N	S	SA
4.	Staff can always understand the needs of patients	SDA	DA	N	S	SA

#### Variable of Patient Satisfaction

No	Question	Score				
1	I am satisfied with the facilities and services owned	SDA	DA	N	S	SA



2	I am satisfied with the professionalism (behavior, loyalty, innovation, productivity) possessed by all hospital staff	SDA	DA	N	S	SA
3	The price I pay is in accordance with the facilities and services I get	SDA	DA	N	S	SA

No	Tangible			Total	Reliability					Total	Responsiveness					Total	Assurance				Total	Empathy				Total	Patient Satisfaction			Total
	X1.1	X1.2	X1.3		2.1	2.2	2.3	2.4	2.5		X3.1	X3.2	X3.3	X3.4	X3.5		X4.1	X4.2	X4.3	X4.4		X5.1	X5.2	X5.3	X5.4		Y1	Y2	Y3	
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92	5	5	5	15	5	5	5	5	5	25	5	5	5	5	5	25	5	5	5	5	20	5	5	5	5	20	5	5	5	15
93	3	4	4	11	4	4	4	4	3	19	4	4	4	4	4	20	4	4	4	4	16	4	4	4	4	16	4	4	4	12
94	3	2	4	9	1	3	3	3	3	13	4	5	5	5	5	24	3	4	3	5	15	5	5	5	4	19	3	3	3	9
95	5	5	5	15	4	5	4	4	4	21	5	4	4	4	4	21	5	5	5	5	20	4	4	4	4	16	4	4	4	12
96	3	4	3	10	4	3	4	3	4	18	4	5	3	4	4	20	5	4	5	5	19	4	4	5	4	17	4	4	4	12
97	5	5	5	15	5	5	5	5	5	25	5	5	5	5	5	25	5	5	5	5	20	5	5	5	5	20	5	5	5	15
98	4	4	4	12	4	4	4	4	4	20	4	4	4	4	4	20	4	4	4	4	16	4	4	4	4	16	4	4	4	12
99	4	5	5	14	5	5	5	5	5	25	5	5	5	5	5	25	4	4	5	5	18	5	5	5	5	20	4	5	5	14
100	5	5	5	15	5	5	5	5	4	24	4	4	4	4	5	21	4	4	4	4	16	4	4	4	4	16	5	4	4	13

## Hasil Olah Data SPSS

### Frekuensi Tangible (X<sub>1</sub>)

<b>Statistics</b>					
		X1.1	X1.2	X1.3	Tangible
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		4.19	4.22	4.49	12.90
Std. Error of Mean		.083	.087	.073	.219
Median		4.00	4.00	5.00	13.00
Mode		4	5	5	15
Std. Deviation		.825	.871	.732	2.186
Variance		.681	.759	.535	4.778
Range		4	4	4	12
Minimum		1	1	1	3
Maximum		5	5	5	15
Sum		419	422	449	1290

### Frequency Table

<b>X1.1</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.0	2.0	2.0
	3	14	14.0	14.0	16.0
	4	45	45.0	45.0	61.0
	5	39	39.0	39.0	100.0
	Total	100	100.0	100.0	

X1.2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.0	2.0	2.0
	2	2	2.0	2.0	4.0
	3	11	11.0	11.0	15.0
	4	42	42.0	42.0	57.0
	5	43	43.0	43.0	100.0
	Total	100	100.0	100.0	

X1.3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	2	2.0	2.0	3.0
	3	2	2.0	2.0	5.0
	4	37	37.0	37.0	42.0
	5	58	58.0	58.0	100.0
	Total	100	100.0	100.0	

Frekuensi Realibility (X<sub>2</sub>)

Statistics							
		X2.1	X2.2	X2.3	X2.4	X2.5	Realibility
N	Valid	100	100	100	100	100	100
	Missing	0	0	0	0	0	0
Mean		4.27	4.35	4.34	4.18	4.22	21.36
Std. Error of Mean		.083	.077	.073	.086	.088	.355
Median		4.00	4.00	4.00	4.00	4.00	21.00
Mode		4	5	4	4 <sup>a</sup>	4 <sup>a</sup>	25
Std. Deviation		.827	.770	.728	.857	.883	3.549
Variance		.684	.593	.530	.735	.779	12.596
Range		4	4	4	4	4	20
Minimum		1	1	1	1	1	5
Maximum		5	5	5	5	5	25
Sum		427	435	434	418	422	2136
a. Multiple modes exist. The smallest value is shown							



**Frequency Table**

<b>X2.1</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.0	2.0	2.0
	2	2	2.0	2.0	4.0
	3	6	6.0	6.0	10.0
	4	47	47.0	47.0	57.0
	5	43	43.0	43.0	100.0
	Total	100	100.0	100.0	
<b>X2.2</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	1	1.0	1.0	2.0
	3	9	9.0	9.0	11.0
	4	40	40.0	40.0	51.0
	5	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

<b>X2.3</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	1	1.0	1.0	2.0
	3	6	6.0	6.0	8.0
	4	47	47.0	47.0	55.0
	5	45	45.0	45.0	100.0
	Total	100	100.0	100.0	

<b>X2.4</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	2	3	3.0	3.0	4.0
	3	14	14.0	14.0	18.0
	4	41	41.0	41.0	59.0
	5	41	41.0	41.0	100.0
	Total	100	100.0	100.0	

<b>X2.5</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	2.0	2.0	2.0
	2	3	3.0	3.0	5.0
	3	9	9.0	9.0	14.0
	4	43	43.0	43.0	57.0
	5	43	43.0	43.0	100.0
	Total	100	100.0	100.0	

Frekuensi Responsiveness (X<sub>3</sub>)

<b>Statistics</b>							
		X3.1	X3.2	X3.3	X3.4	X3.5	Responsiveness
N	Valid	100	100	100	100	100	100
	Missing	0	0	0	0	0	0
Mean		4.43	4.40	4.42	4.49	4.34	22.08
Std. Error of Mean		.059	.067	.067	.061	.073	.289
Median		4.00	4.00	5.00	5.00	4.00	23.00
Mode		5	5	5	5	5	25
Std. Deviation		.590	.667	.669	.611	.728	2.891
Variance		.349	.444	.448	.374	.530	8.357
Range		2	3	3	2	3	12
Minimum		3	2	2	3	2	13
Maximum		5	5	5	5	5	25
Sum		443	440	442	449	434	2208

**Frequency Table**

<b>X3.1</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	5.0	5.0	5.0
	4	47	47.0	47.0	52.0
	5	48	48.0	48.0	100.0
	Total	100	100.0	100.0	

<b>X3.2</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	7	7.0	7.0	8.0
	4	43	43.0	43.0	51.0
	5	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

<b>X3.3</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	7	7.0	7.0	8.0
	4	41	41.0	41.0	49.0
	5	51	51.0	51.0	100.0
	Total	100	100.0	100.0	

<b>X3.4</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	6	6.0	6.0	6.0
	4	39	39.0	39.0	45.0
	5	55	55.0	55.0	100.0
	Total	100	100.0	100.0	

<b>X3.5</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	3	3.0	3.0	3.0
	3	6	6.0	6.0	9.0
	4	45	45.0	45.0	54.0
	5	46	46.0	46.0	100.0
	Total	100	100.0	100.0	

Frekuensi Assurance (X<sub>4</sub>)

		Statistics				
		X4.1	X4.2	X4.3	X4.4	Assurance
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		4.43	4.43	4.55	4.48	17.89
Std. Error of Mean		.059	.061	.059	.063	.216
Median		4.00	4.00	5.00	5.00	18.50
Mode		5	4 <sup>a</sup>	5	5	20
Std. Deviation		.590	.607	.592	.627	2.155
Variance		.349	.369	.351	.394	4.644
Range		2	3	2	3	10
Minimum		3	2	3	2	10
Maximum		5	5	5	5	20
Sum		443	443	455	448	1789
a. Multiple modes exist. The smallest value is shown						

Frequency Table

X4.1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	5.0	5.0	5.0
	4	47	47.0	47.0	52.0
	5	48	48.0	48.0	100.0
	Total	100	100.0	100.0	

X4.2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	3	3.0	3.0	4.0
	4	48	48.0	48.0	52.0
	5	48	48.0	48.0	100.0
	Total	100	100.0	100.0	

X4.3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	5	5.0	5.0	5.0
	4	35	35.0	35.0	40.0
	5	60	60.0	60.0	100.0
	Total	100	100.0	100.0	

X4.4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	1	1.0	1.0	1.0
	3	4	4.0	4.0	5.0
	4	41	41.0	41.0	46.0
	5	54	54.0	54.0	100.0
	Total	100	100.0	100.0	

Frekuensi Empathy (X<sub>5</sub>)

		Statistics				
		X5.1	X5.2	X5.3	X5.4	Empathy
N	Valid	100	100	100	100	100
	Missing	0	0	0	0	0
Mean		4.51	4.52	4.49	4.45	17.97
Std. Error of Mean		.067	.066	.067	.069	.251
Median		5.00	5.00	5.00	5.00	19.00
Mode		5	5	5	5	20
Std. Deviation		.674	.659	.674	.687	2.508
Variance		.454	.434	.454	.472	6.292
Range		4	4	4	4	16
Minimum		1	1	1	1	4
Maximum		5	5	5	5	20
Sum		451	452	449	445	1797

Frequency Table

		X5.1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	3	4	4.0	4.0	5.0
	4	37	37.0	37.0	42.0
	5	58	58.0	58.0	100.0
	Total	100	100.0	100.0	



<b>X5.2</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	3	3	3.0	3.0	4.0
	4	38	38.0	38.0	42.0
	5	58	58.0	58.0	100.0
	Total	100	100.0	100.0	

<b>X5.3</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	3	4	4.0	4.0	5.0
	4	39	39.0	39.0	44.0
	5	56	56.0	56.0	100.0
	Total	100	100.0	100.0	

<b>X5.4</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	3	5	5.0	5.0	6.0
	4	41	41.0	41.0	47.0
	5	53	53.0	53.0	100.0
	Total	100	100.0	100.0	

Frekuensi Patient Satisfaction (Y)

<b>Statistics</b>					
		Y1	Y2	Y3	PatientSatisfaction
					n
N	Valid	100	100	100	100
	Missing	0	0	0	0
Mean		4.35	4.41	4.46	13.22
Std. Error of Mean		.073	.068	.070	.198
Median		4.00	4.00	5.00	14.00
Mode		5	5	5	15
Std. Deviation		.730	.683	.702	1.983
Variance		.533	.467	.493	3.931
Range		4	4	4	12
Minimum		1	1	1	3
Maximum		5	5	5	15
Sum		435	441	446	1322

**Frequency Table**

<b>Y1</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	3	9	9.0	9.0	10.0
	4	43	43.0	43.0	53.0
	5	47	47.0	47.0	100.0
	Total	100	100.0	100.0	

<b>Y2</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	3	5	5.0	5.0	6.0
	4	45	45.0	45.0	51.0
	5	49	49.0	49.0	100.0
	Total	100	100.0	100.0	

<b>Y3</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	1	1.0	1.0	1.0
	3	6	6.0	6.0	7.0
	4	38	38.0	38.0	45.0
	5	55	55.0	55.0	100.0

	Total	100	100.0	100.0	
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Validitas Tangible (X<sub>1</sub>)

Correlations					
		X1.1	X1.2	X1.3	Tangible
X1.1	Pearson Correlation	1	.728**	.748**	.918**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
X1.2	Pearson Correlation	.728**	1	.669**	.897**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
X1.3	Pearson Correlation	.748**	.669**	1	.884**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
Tangible	Pearson Correlation	.918**	.897**	.884**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Validitas Realibility (X<sub>2</sub>)

		Correlations					
		X2.1	X2.2	X2.3	X2.4	X2.5	Realibility
X2.1	Pearson Correlation	1	.786**	.819**	.657**	.679**	.899**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
X2.2	Pearson Correlation	.786**	1	.795**	.668**	.658**	.888**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
X2.3	Pearson Correlation	.819**	.795**	1	.662**	.653**	.891**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
X2.4	Pearson Correlation	.657**	.668**	.662**	1	.681**	.845**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
X2.5	Pearson Correlation	.679**	.658**	.653**	.681**	1	.848**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
Realibility	Pearson Correlation	.899**	.888**	.891**	.845**	.848**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

Validitas Responsiveness (X<sub>3</sub>)

		Correlations					
		X3.1	X3.2	X3.3	X3.4	X3.5	Responsiveness
X3.1	Pearson Correlation	1	.713**	.689**	.726**	.667**	.850**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
X3.2	Pearson Correlation	.713**	1	.751**	.754**	.779**	.906**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
X3.3	Pearson Correlation	.689**	.751**	1	.800**	.699**	.891**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
X3.4	Pearson Correlation	.726**	.754**	.800**	1	.712**	.898**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
X3.5	Pearson Correlation	.667**	.779**	.699**	.712**	1	.880**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
Responsiveness	Pearson Correlation	.850**	.906**	.891**	.898**	.880**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

Validitas Assurance (X<sub>4</sub>)

Correlations						
		X4.1	X4.2	X4.3	X4.4	Assurance
X4.1	Pearson Correlation	1	.775**	.732**	.637**	.879**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X4.2	Pearson Correlation	.775**	1	.768**	.725**	.916**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X4.3	Pearson Correlation	.732**	.768**	1	.723**	.902**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X4.4	Pearson Correlation	.637**	.725**	.723**	1	.869**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Assurance	Pearson Correlation	.879**	.916**	.902**	.869**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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

Validitas Empathy (X<sub>5</sub>)

Correlations						
		X5.1	X5.2	X5.3	X5.4	Empathy
X5.1	Pearson Correlation	1	.898**	.800**	.764**	.929**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	100	100	100	100	100
X5.2	Pearson Correlation	.898**	1	.808**	.839**	.951**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	100	100	100	100	100
X5.3	Pearson Correlation	.800**	.808**	1	.827**	.923**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	100	100	100	100	100
X5.4	Pearson Correlation	.764**	.839**	.827**	1	.922**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	100	100	100	100	100
Empathy	Pearson Correlation	.929**	.951**	.923**	.922**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	100	100	100	100	100

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



Validitas Patient Satisfaction (Y)

<b>Correlations</b>					
		Y1	Y2	Y3	PatientSatisfactio n
Y1	Pearson Correlation	1	.803**	.806**	.930**
	Sig. (2-tailed)		.000	.000	.000
	N	100	100	100	100
Y2	Pearson Correlation	.803**	1	.845**	.940**
	Sig. (2-tailed)	.000		.000	.000
	N	100	100	100	100
Y3	Pearson Correlation	.806**	.845**	1	.942**
	Sig. (2-tailed)	.000	.000		.000
	N	100	100	100	100
PatientSatisfaction	Pearson Correlation	.930**	.940**	.942**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	100	100	100	100

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

Reliability Tangible (X<sub>1</sub>)

<b>Reliability Statistics</b>	
Cronbach's Alpha	N of Items
.862	4

Reliability Realibility (X<sub>2</sub>)

<b>Reliability Statistics</b>	
Cronbach's Alpha	N of Items
.821	6

Reliability Responsiveness (X<sub>3</sub>)

<b>Reliability Statistics</b>	
Cronbach's Alpha	N of Items
.823	6

Reliability Assurance (X<sub>4</sub>)

<b>Reliability Statistics</b>	
Cronbach's Alpha	N of Items
.839	5

Reliability Empathy (X<sub>5</sub>)

<b>Reliability Statistics</b>	
Cronbach's Alpha	N of Items
.847	5

Reliability Patient Satisfaction (Y)

<b>Reliability Statistics</b>	
Cronbach's Alpha	N of Items
.873	4

Regresi Linear Berganda

Coefficients <sup>a</sup>				
Model		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
1	(Constant)	.198	.621	
	Tangible	.145	.058	.160
	Realibility	.197	.041	.353
	Responsiveness	-.107	.038	-.155
	Assurance	.120	.055	.131
	Empathy	.397	.046	.503

a. Dependent Variable: PatientSatisfaction

Koefisieb Determinan R2

Model Summary <sup>b</sup>					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.942 <sup>a</sup>	.887	.881	.684	1.281

a. Predictors: (Constant), Empathy, Responsiveness, Tangible, Assurance, Realibility

b. Dependent Variable: PatientSatisfaction

Uji Simultan (Uji F)

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	345.130	5	69.026	147.364	.000 <sup>b</sup>
	Residual	44.030	94	.468		
	Total	389.160	99			
a. Dependent Variable: PatientSatisfaction						
b. Predictors: (Constant), Empathy, Responsiveness, Tangible, Assurance, Realibility						

Uji Parsial (Uji T)

Coefficients <sup>a</sup>			
Model		t	
1	(Constant)	.319	.750
	Tangible	2.491	.014
	Realibility	4.817	.000
	Responsiveness	-2.774	.007
	Assurance	2.202	.030
	Empathy	8.694	.000
a. Dependent Variable: PatientSatisfaction			