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DOKUMENTASI PENELITIAN

1. RSKD Ibu dan Anak Pertiwi

2. RSKD Ibu dan Anak Siti Fatimah

3. RSKD Dadi

MOUNT BED
APBD – TA.2021

INFORMED CONSENT

(PERSETUJUAN SETELAH PENJELASAN)

Assalamualaikum Warrahmatullahi Wabarakatuh,

Saya yang bertanda tangan di bawah ini adalah Mahasiswa Manajemen Rumah Sakit Program Studi Kesehatan Masyarakat Pascasarjana Universitas Hasanuddin Makassar yang akan mengadakan penelitian dengan judul "Pengaruh *Patient Experience* Terhadap Kepuasan dan Loyalitas Pasien Instalasi Rawat Inap RSKD Provinsi Sulawesi Selatan"

Tidak ada risiko fisik yang akan terjadi dalam penelitian ini. Risiko yang mungkin didapat adalah waktu yang tersita dari pasien-pasien untuk menjawab pertanyaan ini sekitar 15-30 menit. Keuntungannya, informasi yang di berikan dapat menjadi masukan bagi manajemen rumah sakit tempat penelitian.

Pada penelitian ini, identitas anda akan disamarkan. Data penelitian ini akan dikumpulkan dan disimpan tanpa menyebutkan nama anda dalam arsip tertulis atau elektronik (komputer), yang tidak bisa dilihat oleh orang lain selain peneliti. Kerahasiaan data anda sepenuhnya akan dijamin. Bila data akan dipublikasikan, kerahasiaan tetap akan dijaga. Jika anda tidak ingin berpartisipasi, kami tidak akan memasukkan anda sebagai objek penelitian dan anda dapat menolak untuk mengisi kuesioner yang dibagikan.

Jika anda setuju untuk berpartisipasi, diharapkan untuk mengisi dan menandatangani formulir persetujuan mengikuti penelitian. Atas perhatian dan kesediaan Bapak/Ibu sebagai responden saya ucapkan terima kasih.

Makassar, Juli 2021

Peneliti

Nurul Fitri Ayu

No. Responden : _____(diisi oleh peneliti)

IDENTITAS RESPONDEN

1. Jenis Kelas Perawatan :

   □ VIP □ Kelas II

   □ Kelas I □ Kelas III

2. Jenis Kelamin:

   □ Pria □ Wanita

3. Usia :

   □ □ 17-25Tahun □ 46-55 Tahun

   □ 26-35 Tahun □ >55 Tahun

   □ 36-45 Tahun

4. Pendidikan Terakhir :

   □ SD □ D3

   □ SMP □ S1

   □ SMA/SMK □ Lainnya……..

5. Pekerjaan:

   □ Pelajar

   □ Pegawai Swasta

   □ Pegawai Negeri

   □ Tidak Bekerja

   □ Wiraswasta

   □ Lainnya……..

6. Sumber Biaya:

   □ Umum

   □ BPJS Peneriman Bantuan Iuran

□ BPJS Mandiri

□ Jaminan Asuransi

7. Jarak rumah anda ke rumah sakit ini :

   □ <5 KM □ >5 KM

8. Sampai dengan kunjungan kali ini, sudah berapa kali anda melakukan pemeriksaan kesehatan di RS ?

   Sebutkan, ...Kali □ Tak Terhingga

Checklist STS, bila sangat tidak setuju	Pernyataan tersebut sangat tidak setuju pada indikator tersebut (bernilai 1)
Checklist TS, bila tidak setuju	Pernyataan tersebut tidak setuju pada indikator tersebut (bernilai 2)
Checklist KS, bila kurang setuju	Pernyataan tersebut tidak setuju pada indikator tersebut (bernilai 3)
Checklist S, bila setuju	Pernyataan tersebut setuju pada indikator tersebut (bernilai 4)
Checklist SS, bila sangat setuju	Pernyataan tersebut sangat setuju pada indikator tersebut (bernilai 5)
Checklist STP, bila sangat tidak puas	Pernyataan tersebut sangat puas pada indikator tersebut (bernilai 1)
Cheklist TP, bila tidak puas	Pernyataan tersebut puas pada indikator tersebut (bernilai 2)
Checklist KP, bila kurang puas	Pernyataan tersebut tidak puas pada indikator tersebut (bernilai 3)
Checklist P, bila puas	Pernyataan tersebut sangat tidak puas pada indikator tersebut (bernilai 4)
Checklist SP, bila sangat puas	Pernyataan tersebut sangat tidak puas pada indikator tersebut (bernilai 4)

A. *PATIENT EXPERIENCE* (PENGALAMAN PASIEN)

NO	PERNYATAAN	STS	TS	KS	S	SS
	ADMISSION TO HOSPITAL					
1	Ketika tiba di rumah sakit, waktu tunggu hingga anda dilayani oleh dokter tidak lebih dari 60 menit.					
2	Ketika tiba di rumah sakit, waktu tunggu hingga anda dilayani oleh perawat tidak lebih dari 30 menit.					
3	Dokter menjelaskan kondisi kesehatan anda dengan bahasa yang mudah dimengerti.					
4	Perawat melakukan pengukuran terhadap suhu badan atau tekanan darah anda.					
5	Anda diberikan cukup privasi ketika sedang diperiksa.					
6	Anda merasa aman saat berada di IGD					
7	Secara keseluruhan, pengalaman anda selama dirawat di IGD hingga anda tiba di ruangan rawat inap adalah baik.					
	HOSPITAL AND WARD ENVIRONMENT					
8	Area rumah sakit yang anda tempati bersih					
9	Kamar mandi atau toilet kamar bersih.					
10	Ketenangan area rawat inap di malam hari : Tidak adanya kebisingan yang ditimbulkan oleh pihak lain					
11	Kondisi bangunan rumah sakit yang aman: (Tidak adanya pencuri atau pengunjung yang berbahaya)					
12	Makanan dan minuman yang anda terima : Tepat waktu dan tersaji dengan baik					
13	Tersedianya sabun pembersih tangan untuk pasien dan pengunjung.					
14	Jam besuk yang diberikan rumah sakit cukup bagi anda menghabiskan waktu dengan orang-orang yang penting (misalnya keluarga dan teman-teman).					
15	Secara keseluruhan, pengalaman anda menilai lingkungan rumah sakit dan ruang rawat inap adalah baik.					
	CARE AND TREATMENT					
16	Dokter membantu menghilangkan rasa sakit anda, ketika anda merasa kesakitan.					
17	Anda mendapatkan bantuan pada saat membersihkan diri dan berpakaian oleh perawat ketika anda butuh.					
18	Anda mendapatkan bantuan pada saat makan dan minum oleh perawat ketika anda butuh.					
19	Anda dilibatkan dalam proses pengambilan					

NO	PERNYATAAN	STS	TS	KS	S	SS
	keputusan tentang perawatan dan pengobatan anda.					
20	Secara keseluruhan, pengalaman anda menilai perawatan dan pengobatan selama anda dirawat adalah baik.					
	OPERATION AND PROCEDURES					
21	Dokter menjelaskan risiko dan manfaat dari pelaksanaan tindakan dengan bahasa yang mudah dimengerti.					
22	Sebelum tindakan, dokter menjelaskan apa yang akan dilakukan selama tindakan (contoh: pemeriksaan fisik, pasang infus).					
23	Dokter menjawab pertanyaan anda tentang tindakan yang dilakukan dengan bahasa yang mudah dimengerti.					
24	Ketika diberikan tindakan seluruh tim memberikan dukungan dan rasa tenang kepada anda.					
25	Ketenangan perasaan anda setelah melaksanakan tindakan.					
26	Perawat selalu menanyakan bagaimana perasaan anda setelah melaksanakan tindakan					
27	Secara keseluruhan, pengalaman anda menilai prosedur pelaksanaan tindakan adalah baik.					
	HOSPITAL STAFF					
28	Dokter melakukan kunjungan/ visite setiap hari.					
29	Perawat melakukan operan setiap pergantian shift atau pergantian jadwal jaga.					
30	Dokter berbicara kepada anda dengan ramah dan sopan					
31	Perawat berbicara kepada anda dengan ramah dan sopan					
32	Dokter mendengarkan anda ketika anda memiliki pertanyaan yang cukup penting.					
33	Perawat mendengarkan anda ketika anda memiliki pertanyaan yang cukup penting					
34	Dokter datang dengan cepat ketika anda membutuhkan bantuan					
35	Perawat datang dengan cepat ketika anda membutuhkan bantuan					
36	Secara keseluruhan, pengalaman anda menilai dokter yang menangani pengobatan dan perawatan anda adalah baik.					
37	Secara keseluruhan, pengalaman anda menilai perawat yang menangani pengobatan da perawatan anda adalah baik.					
38	Secara keseluruhan, pengalaman anda menilai staff selama anda dirawat di rumah sakit baik.					

NO	PERNYATAAN	STS	TS	KS	S	SS
	DISCHARGE INFORMATION					
39	Menurut anda, kondisi yang anda rasakan membaik setelah mendapatkan perawatan di rumah sakit ini					
40	Sebelum pulang dokter memberikan penjelasan hal-hal apa yang boleh dan tidak boleh dilakukan pada saat pulang kerumah .					
41	Sebelum pulang, perawat memberikan penjelasan jadwal & cara mengkonsumsi obat dan efeknya.					
	LEAVING HOSPITAL					
42	Menurut anda, dokter melibatkan anda didalam prosedur pemulangan anda.					
43	Menurut anda, prosedur pemulangan anda tepat waktu.					
44	Secara keseluruhan mulai dari anda dirawat hingga anda akan pulang, pengalaman anda menilai pelayanan RSKD Prov Sulsel adalah **baik**					

B. KEPUASAN PASIEN

NO	PERNYATAAN	PENILAIAN				
		STP	TP	KP	P	SP
	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					
4	Prosedur pelayanan di rumah sakit sangat mudah					
5	Alur pelayanan di rumah sakit sudah sangat jelas					
6	Sebelum pemeriksaan, dokter/perawat memberikan kesempatan pasien untuk berbicara/ bertanya/ menjelaskan masalah yang dialaminya					
7	Setelah pemeriksaan, dokter/perawat menjelaskan dengan detail kondisi					

NO	PERNYATAAN	PENILAIAN				
		STP	TP	KP	P	SP
	kesehatan yang dialami oleh pasien					
8	Sebelum tindakan medis, dokter/perawat menjelaskan dengan detail tindakan medis apa yang akan dilakukan ke pasien					
	Waktu pelayanan					
9	Waktu tunggu di loket pendaftaran rawat inap tidak lama					
10	Ketepatan waktu dalam pemberian obat					
	Biaya/Tarif pelayanan					
11	Pasien selalu mendapatkan informasi tentang biaya pelayanan secara detail					
12	Biaya pengobatan telah sesuai dengan pelayanan yang diterima					
	Produk spesifikasi jenis layanan					
13	Rumah sakit memiliki pelayanan yang lengkap					
14	Ketersediaan obat yang lengkap di rumah sakit					
15	Rumah sakit memberikan makanan yang sesuai dengan diet yang dibutuhkan pasien					
	Kompetensi pelaksana					
16	Petugas tampak terampil dan teliti dalam melakukan tindakan					
17	Petugas mampu menjelaskan informasi kepada pasien secara jelas dan sistematis					
18	Dokter memberitahu cara perawatan dan cara minum obat secara lengkap					
	Perilaku pelaksana					
19	Penampilan petugas rapi dalam melayani pasien					
20	Tenaga medis memberikan pelayanan dengan adil tanpa memandang status sosial dan ekonomi					
	Sarana dan Prasarana					
21	Rumah sakit memiliki peralatan yang lengkap					
22	Ruang tunggu rawat inap yang bersih dan nyaman					
23	Rumah sakit memiliki ruang inap yang bersih dan rapi					
24	Tersedia lahan parkir yang memadai					

NO	PERNYATAAN	PENILAIAN				
		STP	TP	KP	P	SP
	dan aman dari risiko kehilangan					
25	Tersedia kantin atau toko yang menjual keperluan/konsumsi yang bersih, sehat serta mudah dijangkau					
	Penanganan Pengaduan					
26	Rumah sakit menyediakan kotak saran/pengaduan atau bentuk lainnya (kuesioner, Telepon/SMS pengaduan, dll)					
27	Rumah sakit tanggap terhadap komplain terkait pelayanan yang diterima					
28	Tenaga medis cepat dan tanggap dalam menanggapi keluhan pasien					

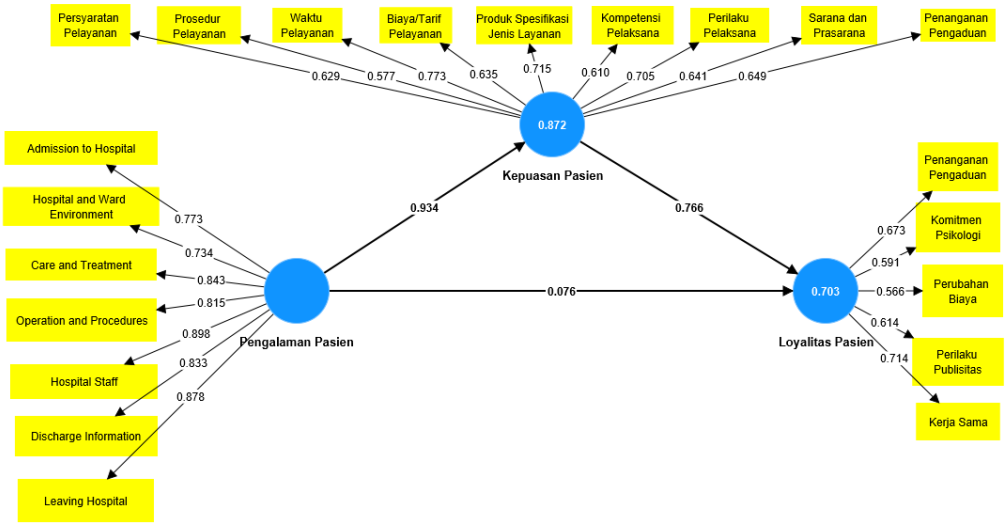
C. LOYALITAS PASIEN

NO	PERNYATAAN	PENILAIAN				
		STS	TS	KS	S	SS
	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	Kepercayaan terhadap rumah sakit bahwa akan menepati janji yang diberikan kepada pasien					
	Komitmen Psikologi *(Psychological Comitment)*					
5	Saya merasa memiliki ikatan emosional terhadap rumah sakit ini					
6	Rasa memiliki saya tinggi terhadap rumah sakit ini					
7	Keramahan para tenaga medis membuat pasien senang					
8	Saya tidak terpengaruh terhadap alternatif yang ditawarkan rumah sakit					

NO	PERNYATAAN	PENILAIAN				
		STS	TS	KS	S	SS
	lain					
	Perubahan Biaya *(Switching Cots)*					
9	Beban biaya yang akan saya terima ketika terjadi perubahan akan lebih kecil dibandingkan harus pindah ke rumah sakit yang lain					
10	Saya merasa sangat kesulitan jika harus berpindah ke rumah sakit yang lain					
	Perilaku Publisitas *(Word of Mouth)*					
11	Saya merekomendasikan rumah sakit ini kepada orang lain					
12	Saya akan menginformasikan pengalaman rumah sakit kepada pasien lain tentang kinerja rumah sakit ini					
13	Memberikan tanggapan yang positif kepada pasien lai tentang kinerja rumah sakit ini					
	Kerja Sama *(Cooperation)*					
14	Saya akan menginformasikan kepada manajemen rumah sakit tentang suatu ide yang baik					
15	Membolehkan nama dan komentar positif kepada rumah sakit untuk dipergunakan sarana promosi kesehatan					
16	Saya lebih membicarakan masalah yang terjadi kepada pihak rumah sakit dibanding yang lain.					

Analisis Partial Least Square (PLS)

Dimensi Variabel



Hasil nilai loading indikator item selengkapnya disajikan pada tabel di bawah ini.

1. Indikator Dimensi Variabel

	Outer loadings
X1 Admission to Hospital <- Pengalaman Pasien	0.773
X2 Hospital and Ward Environment <- Pengalaman Pasien	0.734
X3 Care and Treatment <- Pengalaman Pasien	0.843
X4 Operation and Procedures <- Pengalaman Pasien	0.815
X5 Hospital Staff <- Pengalaman Pasien	0.898
X6 Discharge Information <- Pengalaman Pasien	0.833
X7 Leaving Hospital <- Pengalaman Pasien	0.878
Y1 Persyaratan Pelayanan <- Kepuasan Pasien	0.629
Y2 Prosedur Pelayanan <- Kepuasan Pasien	0.577
Y3 Waktu Pelayanan <- Kepuasan Pasien	0.773
Y4 Biaya/Tarif Pelayanan <- Kepuasan Pasien	0.635
Y5 Produk Spesifikasi Jenis Layanan <- Kepuasan Pasien	0.715
Y6 Kompetensi Pelaksana <- Kepuasan Pasien	0.610
Y7 Perilaku Pelaksana <- Kepuasan Pasien	0.705
Y8 Sarana dan Prasarana <- Kepuasan Pasien	0.641

Y9 Penanganan Pengaduan <- Kepuasan Pasien	0.649
Z1 Penanganan Pengaduan <- Loyalitas Pasien	0.673
Z2 Komitmen Psikologi <- Loyalitas Pasien	0.591
Z3 Perubahan Biaya <- Loyalitas Pasien	0.566
Z4 Perilaku Publisitas <- Loyalitas Pasien	0.614
Z5 Kerja Sama <- Loyalitas Pasien	0.714

Pada tabel diatas menunjukkan bahwa nilai loading indikator pada variabel Pengalaman Pasien yakni Admission to Hospital (0.773), Care and Treatment (0.843), Discharge Information (0.833), Hospital Staff (0.898), Hospital and Ward Environment (0.734), Leaving Hospital (0.878), Operation and Procedures (0.815). Pada indikator variable Kepuasan Pasien diperoleh nilai loading yakni Biaya/Tarif Pelayanan (0.635), Kompetensi Pelaksana (0.610), Penanganan Pengaduan (0.649), Perilaku Pelaksana (0.705), Persyaratan Pelayanan (0.629), Produk Spesifikasi Jenis Layanan (0.715), Prosedur Pelayanan (0.577), Sarana dan Prasarana (0.641) dan Waktu Pelayanan (0.773). Pada indikator variable Loyalitas Pasien diperoleh nilai loading yakni Kerja Sama (0,715), Komitmen Psikologi (0.591), Penanganan Pengaduan (0,673), Perilaku Publisitas (0,614), dan Perubahan Biaya (0.566).

1) Diskriminan validitas.

Nilai diskriminan berguna untuk menilai apakah variabel memiliki *discriminant validity* yang memadai yaitu dengan cara membandingkan korelasi indikator dengan konstrak yang dituju harus lebih besar dibandingkan korelasi dengan konstrak yang lain. Jika korelasi indikator tersebut memiliki nilai lebih tinggi dibandingkan dengan korelasi indikator dengan konstrak lain, maka dikatakan variabel tersebut memiliki *discriminant validity* yang tinggi. Hasil nilai *cross loading* selengkapnya sebagai berikut :

Tabel. Nilai *Cross Loading*

	Kepuasan Pasien	Loyalitas Pasien	Pengalaman Pasien
X1 Admission to Hospital	0.731	0.794	0.773
X2 Hospital and Ward Environment	0.699	0.461	0.734
X3 Care and Treatment	0.812	0.692	0.843
X4 Operation and Procedures	0.733	0.600	0.815
X5 Hospital Staff	0.861	0.763	0.898
X6 Discharge Information	0.740	0.621	0.833
X7 Leaving Hospital	0.810	0.595	0.878
Y1 Persyaratan Pelayanan	0.629	0.457	0.632
Y2 Prosedur Pelayanan	0.577	0.527	0.562
Y3 Waktu Pelayanan	0.773	0.560	0.695
Y4 Biaya/Tarif Pelayanan	0.635	0.597	0.626
Y5 Produk Spesifikasi Jenis Layanan	0.715	0.563	0.748
Y6 Kompetensi Pelaksana	0.610	0.515	0.566
Y7 Perilaku Pelaksana	0.705	0.443	0.645
Y8 Sarana dan Prasarana	0.641	0.652	0.563
Y9 Penanganan Pengaduan	0.649	0.654	0.495
Z1 Penanganan Pengaduan	0.670	0.673	0.707
Z2 Komitmen Psikologi	0.397	0.591	0.376
Z3 Perubahan Biaya	0.277	0.566	0.232
Z4 Perilaku Publisitas	0.602	0.614	0.579
Z5 Kerja Sama	0.540	0.714	0.420

Pada tabel *cross loading* dapat dilihat bahwa nilai loading indikator dimensi variable terhadap variable yang dituju mendominasi lebih tinggi dibanding ke variable lainnya. Demikian juga untuk indikator-indikator yang lain pada konstraknya (dimensi variabel) masing-masing.

HASIL OLAH DATA BERDASARKAN RUMAH SAKIT

Frequency Table

Jenis Kelamin

Rumah Sakit			Frequency	Percent	Valid Percent	Cumulative Percent
RSKD IA Pertiwi	Valid	Pria	39	24.4	24.4	24.4
		Wanita	121	75.6	75.6	100.0
		Total	160	100.0	100.0	
RSKD IA Siti Fatimah	Valid	Pria	34	38.6	38.6	38.6
		Wanita	54	61.4	61.4	100.0
		Total	88	100.0	100.0	
RSKD Dadi	Valid	Pria	47	38.5	38.5	38.5
		Wanita	75	61.5	61.5	100.0
		Total	122	100.0	100.0	

Usia

Rumah Sakit			Frequency	Percent	Valid Percent	Cumulative Percent
RSKD IA Pertiwi	Valid	17-25Tahun	10	6.3	6.3	6.3
		26-35 Tahun	61	38.1	38.1	44.4
		36-45 Tahun	53	33.1	33.1	77.5
		46-55 Tahun	35	21.9	21.9	99.4
		>55 Tahun	1	.6	.6	100.0
		Total	160	100.0	100.0	
RSKD IA Siti Fatimah	Valid	17-25Tahun	5	5.7	5.7	5.7
		26-35 Tahun	23	26.1	26.1	31.8
		36-45 Tahun	31	35.2	35.2	67.0
		46-55 Tahun	27	30.7	30.7	97.7
		>55 Tahun	2	2.3	2.3	100.0
		Total	88	100.0	100.0	
RSKD Dadi	Valid	17-25Tahun	9	7.4	7.4	7.4
		26-35 Tahun	29	23.8	23.8	31.1
		36-45 Tahun	39	32.0	32.0	63.1
		46-55 Tahun	41	33.6	33.6	96.7
		>55 Tahun	4	3.3	3.3	100.0
		Total	122	100.0	100.0	

Pendidikan

Rumah Sakit			Frequency	Percent	Valid Percent	Cumulative Percent
RSKD IA Pertiwi	Valid	SMP	13	8.1	8.1	8.1
		SMA/SMK	76	47.5	47.5	55.6
		D3	14	8.8	8.8	64.4
		S1	51	31.9	31.9	96.3

		Lainnya	6	3.8	3.8	100.0
		Total	160	100.0	100.0	
RSKD IA Siti Fatimah	Valid	SD	2	2.3	2.3	2.3
		SMP	10	11.4	11.4	13.6
		SMA/SMK	38	43.2	43.2	56.8
		D3	6	6.8	6.8	63.6
		S1	31	35.2	35.2	98.9
		Lainnya	1	1.1	1.1	100.0
		Total	88	100.0	100.0	
RSKD Dadi	Valid	SD	2	1.6	1.6	1.6
		SMP	9	7.4	7.4	9.0
		SMA/SMK	55	45.1	45.1	54.1
		D3	7	5.7	5.7	59.8
		S1	45	36.9	36.9	96.7
		Lainnya	4	3.3	3.3	100.0
		Total	122	100.0	100.0	

Pekerjaan

Rumah Sakit			Frequency	Percent	Valid Percent	Cumulative Percent
RSKD IA Pertiwi	Valid	Pelajar	46	28.8	28.8	28.8
		Pegawai Negeri	16	10.0	10.0	38.8
		Pegawai Swasta	37	23.1	23.1	61.9
		Wiraswasta	35	21.9	21.9	83.8
		Tidak bekerja	13	8.1	8.1	91.9
		Lainnya	13	8.1	8.1	100.0
		Total	160	100.0	100.0	
RSKD IA Siti Fatimah	Valid	Pelajar	18	20.5	20.5	20.5
		Pegawai Negeri	12	13.6	13.6	34.1
		Pegawai Swasta	22	25.0	25.0	59.1
		Wiraswasta	18	20.5	20.5	79.5
		Tidak bekerja	10	11.4	11.4	90.9
		Lainnya	8	9.1	9.1	100.0
		Total	88	100.0	100.0	
RSKD Dadi	Valid	Pelajar	32	26.2	26.2	26.2
		Pegawai Negeri	19	15.6	15.6	41.8
		Pegawai Swasta	20	16.4	16.4	58.2
		Wiraswasta	26	21.3	21.3	79.5
		Tidak bekerja	15	12.3	12.3	91.8
		Lainnya	10	8.2	8.2	100.0
		Total	122	100.0	100.0	

Sumber Biaya

Rumah Sakit			Frequency	Percent	Valid Percent	Cumulative Percent
RSKD IA Pertiwi	Valid	Umum	17	10.6	10.6	10.6
		BPJS Mandiri	136	85.0	85.0	95.6
		BPJS Peneriman Bantuan Iuran	7	4.4	4.4	100.0
		Total	160	100.0	100.0	
RSKD IA Siti Fatimah	Valid	Umum	6	6.8	6.8	6.8
		BPJS Mandiri	79	89.8	89.8	96.6
		BPJS Peneriman Bantuan Iuran	3	3.4	3.4	100.0
		Total	88	100.0	100.0	
RSKD Dadi	Valid	Umum	16	13.1	13.1	13.1
		BPJS Mandiri	101	82.8	82.8	95.9
		BPJS Peneriman Bantuan Iuran	5	4.1	4.1	100.0

		Total	122	100.0	100.0	

Jarak rumah anda ke rumah sakit ini :

Rumah Sakit			Frequency	Percent	Valid Percent	Cumulative Percent
RSKD IA Pertiwi	Valid	<5 km	89	55.6	55.6	55.6
		>5 km	71	44.4	44.4	100.0
		Total	160	100.0	100.0	
RSKD IA Siti Fatimah	Valid	<5 km	50	56.8	56.8	56.8
		>5 km	38	43.2	43.2	100.0
		Total	88	100.0	100.0	
RSKD Dadi	Valid	<5 km	66	54.1	54.1	54.1
		>5 km	56	45.9	45.9	100.0
		Total	122	100.0	100.0	

Sampai dengan kunjungan kali ini, sudah berapa kali anda melakukan pemeriksaan kesehatan di RS ?

Rumah Sakit			Frequency	Percent	Valid Percent	Cumulative Percent
RSKD IA Pertiwi	Valid	1.00	3	1.9	1.9	1.9
		2.00	75	46.9	46.9	48.8
		3.00	54	33.8	33.8	82.5
		4.00	21	13.1	13.1	95.6
		5.00	2	1.3	1.3	96.9
		Tak hitung	5	3.1	3.1	100.0
		Total	160	100.0	100.0	
RSKD IA Siti Fatimah	Valid	1.00	2	2.3	2.3	2.3
		2.00	34	38.6	38.6	40.9
		3.00	33	37.5	37.5	78.4
		4.00	17	19.3	19.3	97.7
		5.00	1	1.1	1.1	98.9
		Tak hitung	1	1.1	1.1	100.0
		Total	88	100.0	100.0	
RSKD Dadi	Valid	1.00	3	2.5	2.5	2.5
		2.00	46	37.7	37.7	40.2
		3.00	45	36.9	36.9	77.0
		4.00	25	20.5	20.5	97.5
		5.00	2	1.6	1.6	99.2
		Tak hitung	1	.8	.8	100.0
		Total	122	100.0	100.0	

Pengalaman Pasien

Rumah Sakit			Frequency	Percent	Valid Percent	Cumulative Percent
RSKD IA Pertiwi	Valid	Kurang Baik	71	44.4	44.4	44.4
		Baik	89	55.6	55.6	100.0
		Total	160	100.0	100.0	
RSKD IA Siti Fatimah	Valid	Kurang Baik	41	46.6	46.6	46.6
		Baik	47	53.4	53.4	100.0
		Total	88	100.0	100.0	
RSKD Dadi	Valid	Kurang Baik	62	50.8	50.8	50.8
		Baik	60	49.2	49.2	100.0
		Total	122	100.0	100.0	

Kepuasan Pasien

Rumah Sakit			Frequency	Percent	Valid Percent	Cumulative Percent
RSKD IA Pertiwi	Valid	Kurang Puas	70	43.8	43.8	43.8
		Puas	90	56.3	56.3	100.0
		Total	160	100.0	100.0	
RSKD IA Siti	Valid	Kurang Puas	37	42.0	42.0	42.0

Fatimah		Puas	51	58.0	58.0	100.0
		Total	88	100.0	100.0	
		Kurang Puas	61	50.0	50.0	50.0
RSKD Dadi	Valid	Puas	61	50.0	50.0	100.0
		Total	122	100.0	100.0	

Loyalitas Pasien

Rumah Sakit			Frequency	Percent	Valid Percent	Cumulative Percent
		Rendah	41	25.6	25.6	25.6
RSKD IA Pertiwi	Valid	Tinggi	119	74.4	74.4	100.0
		Total	160	100.0	100.0	
		Rendah	23	26.1	26.1	26.1
RSKD IA Siti Fatimah	Valid	Tinggi	65	73.9	73.9	100.0
		Total	88	100.0	100.0	
		Rendah	46	37.7	37.7	37.7
RSKD Dadi	Valid	Tinggi	76	62.3	62.3	100.0
		Total	122	100.0	100.0	

Crosstabs

Jenis Kelamin * Pengalaman Pasien Crosstabulation

Rumah Sakit				Pengalaman Pasien		Total
				Kurang Baik	Baik	
RSKD IA Pertiwi	Jenis Kelamin	Pria	Count	16	23	39
			% within Jenis Kelamin	41.0%	59.0%	100.0%
			% within Pengalaman Pasien	22.5%	25.8%	24.4%
			% of Total	10.0%	14.4%	24.4%
		Wanita	Count	55	66	121
			% within Jenis Kelamin	45.5%	54.5%	100.0%
			% within Pengalaman Pasien	77.5%	74.2%	75.6%
			% of Total	34.4%	41.3%	75.6%
		Total	Count	71	89	160
			% within Jenis Kelamin	44.4%	55.6%	100.0%
			% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	44.4%	55.6%	100.0%
RSKD IA Siti Fatimah	Jenis Kelamin	Pria	Count	13	21	34
			% within Jenis Kelamin	38.2%	61.8%	100.0%
			% within Pengalaman Pasien	31.7%	44.7%	38.6%
			% of Total	14.8%	23.9%	38.6%
		Wanita	Count	28	26	54
			% within Jenis Kelamin	51.9%	48.1%	100.0%
			% within Pengalaman Pasien	68.3%	55.3%	61.4%
			% of Total	31.8%	29.5%	61.4%
		Total	Count	41	47	88
			% within Jenis Kelamin	46.6%	53.4%	100.0%
			% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	46.6%	53.4%	100.0%
RSKD Dadi	Jenis Kelamin	Pria	Count	23	24	47
			% within Jenis Kelamin	48.9%	51.1%	100.0%
			% within Pengalaman Pasien	37.1%	40.0%	38.5%
			% of Total	18.9%	19.7%	38.5%
		Wanita	Count	39	36	75

		% within Jenis Kelamin	52.0%	48.0%	100.0%
		% within Pengalaman Pasien	62.9%	60.0%	61.5%
		% of Total	32.0%	29.5%	61.5%
		Count	62	60	122
		% within Jenis Kelamin	50.8%	49.2%	100.0%
	Total	% within Pengalaman Pasien	100.0%	100.0%	100.0%
		% of Total	50.8%	49.2%	100.0%

Jenis Kelamin * Kepuasan Pasien Crosstabulation

Rumah Sakit				Kepuasan Pasien		Total
				Kurang Puas	Puas	
RSKD IA Pertiwi	Jenis Kelamin	Pria	Count	9	30	39
			% within Jenis Kelamin	23.1%	76.9%	100.0%
			% within Kepuasan Pasien	12.9%	33.3%	24.4%
			% of Total	5.6%	18.8%	24.4%
		Wanita	Count	61	60	121
			% within Jenis Kelamin	50.4%	49.6%	100.0%
			% within Kepuasan Pasien	87.1%	66.7%	75.6%
			% of Total	38.1%	37.5%	75.6%
	Total		Count	70	90	160
			% within Jenis Kelamin	43.8%	56.3%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	43.8%	56.3%	100.0%
RSKD IA Siti Fatimah	Jenis Kelamin	Pria	Count	8	26	34
			% within Jenis Kelamin	23.5%	76.5%	100.0%
			% within Kepuasan Pasien	21.6%	51.0%	38.6%
			% of Total	9.1%	29.5%	38.6%
		Wanita	Count	29	25	54
			% within Jenis Kelamin	53.7%	46.3%	100.0%
			% within Kepuasan Pasien	78.4%	49.0%	61.4%
			% of Total	33.0%	28.4%	61.4%
	Total		Count	37	51	88
			% within Jenis Kelamin	42.0%	58.0%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	42.0%	58.0%	100.0%
RSKD Dadi	Jenis Kelamin	Pria	Count	17	30	47
			% within Jenis Kelamin	36.2%	63.8%	100.0%
			% within Kepuasan Pasien	27.9%	49.2%	38.5%
			% of Total	13.9%	24.6%	38.5%
		Wanita	Count	44	31	75
			% within Jenis Kelamin	58.7%	41.3%	100.0%
			% within Kepuasan Pasien	72.1%	50.8%	61.5%

		% of Total	36.1%	25.4%	61.5%
		Count	61	61	122
		% within Jenis Kelamin	50.0%	50.0%	100.0%
	Total	% within Kepuasan Pasien	100.0%	100.0%	100.0%
		% of Total	50.0%	50.0%	100.0%

Jenis Kelamin * Loyalitas Pasien Crosstabulation

Rumah Sakit				Loyalitas Pasien		Total
				Rendah	Tinggi	
RSKD IA Pertiwi	Jenis Kelamin	Pria	Count	3	36	39
			% within Jenis Kelamin	7.7%	92.3%	100.0%
			% within Loyalitas Pasien	7.3%	30.3%	24.4%
			% of Total	1.9%	22.5%	24.4%
		Wanita	Count	38	83	121
			% within Jenis Kelamin	31.4%	68.6%	100.0%
			% within Loyalitas Pasien	92.7%	69.7%	75.6%
			% of Total	23.8%	51.9%	75.6%
	Total		Count	41	119	160
			% within Jenis Kelamin	25.6%	74.4%	100.0%
			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	25.6%	74.4%	100.0%
RSKD IA Siti Fatimah	Jenis Kelamin	Pria	Count	5	29	34
			% within Jenis Kelamin	14.7%	85.3%	100.0%
			% within Loyalitas Pasien	21.7%	44.6%	38.6%
			% of Total	5.7%	33.0%	38.6%
		Wanita	Count	18	36	54
			% within Jenis Kelamin	33.3%	66.7%	100.0%
			% within Loyalitas Pasien	78.3%	55.4%	61.4%
			% of Total	20.5%	40.9%	61.4%
	Total		Count	23	65	88
			% within Jenis Kelamin	26.1%	73.9%	100.0%
			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	26.1%	73.9%	100.0%
RSKD Dadi	Jenis Kelamin	Pria	Count	11	36	47
			% within Jenis Kelamin	23.4%	76.6%	100.0%
			% within Loyalitas Pasien	23.9%	47.4%	38.5%
			% of Total	9.0%	29.5%	38.5%
		Wanita	Count	35	40	75
			% within Jenis Kelamin	46.7%	53.3%	100.0%
			% within Loyalitas Pasien	76.1%	52.6%	61.5%
			% of Total	28.7%	32.8%	61.5%
	Total		Count	46	76	122
			% within Jenis Kelamin	37.7%	62.3%	100.0%

			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	37.7%	62.3%	100.0%

Usia * Pengalaman Pasien Crosstabulation

Rumah Sakit				Pengalaman Pasien		Total
				Kurang Baik	Baik	
RSKD IA Pertiwi	Usia	17-25Tahun	Count	8	2	10
			% within Usia	80.0%	20.0%	100.0%
			% within Pengalaman Pasien	11.3%	2.2%	6.3%
			% of Total	5.0%	1.3%	6.3%
		26-35 Tahun	Count	25	36	61
			% within Usia	41.0%	59.0%	100.0%
			% within Pengalaman Pasien	35.2%	40.4%	38.1%
			% of Total	15.6%	22.5%	38.1%
		36-45 Tahun	Count	17	36	53
			% within Usia	32.1%	67.9%	100.0%
			% within Pengalaman Pasien	23.9%	40.4%	33.1%
			% of Total	10.6%	22.5%	33.1%
		46-55 Tahun	Count	21	14	35
			% within Usia	60.0%	40.0%	100.0%
			% within Pengalaman Pasien	29.6%	15.7%	21.9%
			% of Total	13.1%	8.8%	21.9%
		>55 Tahun	Count	0	1	1
			% within Usia	0.0%	100.0%	100.0%
			% within Pengalaman Pasien	0.0%	1.1%	0.6%
			% of Total	0.0%	0.6%	0.6%
	Total		Count	71	89	160
			% within Usia	44.4%	55.6%	100.0%
			% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	44.4%	55.6%	100.0%
RSKD IA Siti Fatimah	Usia	17-25Tahun	Count	4	1	5
			% within Usia	80.0%	20.0%	100.0%
			% within Pengalaman Pasien	9.8%	2.1%	5.7%
			% of Total	4.5%	1.1%	5.7%
		26-35 Tahun	Count	10	13	23
			% within Usia	43.5%	56.5%	100.0%
			% within Pengalaman Pasien	24.4%	27.7%	26.1%
			% of Total	11.4%	14.8%	26.1%
		36-45 Tahun	Count	10	21	31
			% within Usia	32.3%	67.7%	100.0%
			% within Pengalaman Pasien	24.4%	44.7%	35.2%
			% of Total	11.4%	23.9%	35.2%
		46-55 Tahun	Count	17	10	27
			% within Usia	63.0%	37.0%	100.0%
			% within Pengalaman Pasien	41.5%	21.3%	30.7%
			% of Total	19.3%	11.4%	30.7%
		>55 Tahun	Count	0	2	2
			% within Usia	0.0%	100.0%	100.0%
			% within Pengalaman Pasien	0.0%	4.3%	2.3%
			% of Total	0.0%	2.3%	2.3%

			Count	41	47	88
			% within Usia	46.6%	53.4%	100.0%
	Total		% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	46.6%	53.4%	100.0%
			Count	9	0	9
			% within Usia	100.0%	0.0%	100.0%
		17-25Tahun	% within Pengalaman Pasien	14.5%	0.0%	7.4%
			% of Total	7.4%	0.0%	7.4%
			Count	12	17	29
			% within Usia	41.4%	58.6%	100.0%
		26-35 Tahun	% within Pengalaman Pasien	19.4%	28.3%	23.8%
			% of Total	9.8%	13.9%	23.8%
			Count	15	24	39
			% within Usia	38.5%	61.5%	100.0%
	Usia	36-45 Tahun	% within Pengalaman Pasien	24.2%	40.0%	32.0%
			% of Total	12.3%	19.7%	32.0%
RSKD Dadi			Count	26	15	41
			% within Usia	63.4%	36.6%	100.0%
		46-55 Tahun	% within Pengalaman Pasien	41.9%	25.0%	33.6%
			% of Total	21.3%	12.3%	33.6%
			Count	0	4	4
			% within Usia	0.0%	100.0%	100.0%
		>55 Tahun	% within Pengalaman Pasien	0.0%	6.7%	3.3%
			% of Total	0.0%	3.3%	3.3%
			Count	62	60	122
			% within Usia	50.8%	49.2%	100.0%
	Total		% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	50.8%	49.2%	100.0%

Usia * Kepuasan Pasien Crosstabulation

Rumah Sakit				Kepuasan Pasien		Total
				Kurang Puas	Puas	
			Count	8	2	10
			% within Usia	80.0%	20.0%	100.0%
		17-25Tahun	% within Kepuasan Pasien	11.4%	2.2%	6.3%
			% of Total	5.0%	1.3%	6.3%
			Count	15	46	61
			% within Usia	24.6%	75.4%	100.0%
		26-35 Tahun	% within Kepuasan Pasien	21.4%	51.1%	38.1%
RSKD IA Pertiwi	Usia		% of Total	9.4%	28.8%	38.1%
			Count	23	30	53
			% within Usia	43.4%	56.6%	100.0%
		36-45 Tahun	% within Kepuasan Pasien	32.9%	33.3%	33.1%
			% of Total	14.4%	18.8%	33.1%
			Count	24	11	35
		46-55 Tahun	% within Usia	68.6%	31.4%	100.0%

			% within Kepuasan Pasien	34.3%	12.2%	21.9%
			% of Total	15.0%	6.9%	21.9%
		>55 Tahun	Count	0	1	1
			% within Usia	0.0%	100.0%	100.0%
			% within Kepuasan Pasien	0.0%	1.1%	0.6%
			% of Total	0.0%	0.6%	0.6%
	Total		Count	70	90	160
			% within Usia	43.8%	56.3%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	43.8%	56.3%	100.0%
RSKD IA Siti Fatimah	Usia	17-25Tahun	Count	4	1	5
			% within Usia	80.0%	20.0%	100.0%
			% within Kepuasan Pasien	10.8%	2.0%	5.7%
			% of Total	4.5%	1.1%	5.7%
		26-35 Tahun	Count	4	19	23
			% within Usia	17.4%	82.6%	100.0%
			% within Kepuasan Pasien	10.8%	37.3%	26.1%
			% of Total	4.5%	21.6%	26.1%
		36-45 Tahun	Count	13	18	31
			% within Usia	41.9%	58.1%	100.0%
			% within Kepuasan Pasien	35.1%	35.3%	35.2%
			% of Total	14.8%	20.5%	35.2%
		46-55 Tahun	Count	16	11	27
			% within Usia	59.3%	40.7%	100.0%
			% within Kepuasan Pasien	43.2%	21.6%	30.7%
			% of Total	18.2%	12.5%	30.7%
		>55 Tahun	Count	0	2	2
			% within Usia	0.0%	100.0%	100.0%
			% within Kepuasan Pasien	0.0%	3.9%	2.3%
			% of Total	0.0%	2.3%	2.3%
	Total		Count	37	51	88
			% within Usia	42.0%	58.0%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	42.0%	58.0%	100.0%
RSKD Dadi	Usia	17-25Tahun	Count	9	0	9
			% within Usia	100.0%	0.0%	100.0%
			% within Kepuasan Pasien	14.8%	0.0%	7.4%
			% of Total	7.4%	0.0%	7.4%
		26-35 Tahun	Count	5	24	29
			% within Usia	17.2%	82.8%	100.0%
			% within Kepuasan Pasien	8.2%	39.3%	23.8%
			% of Total	4.1%	19.7%	23.8%
		36-45 Tahun	Count	22	17	39
			% within Usia	56.4%	43.6%	100.0%
			% within Kepuasan Pasien	36.1%	27.9%	32.0%
			% of Total	18.0%	13.9%	32.0%
		46-55 Tahun	Count	25	16	41
			% within Usia	61.0%	39.0%	100.0%
			% within Kepuasan Pasien	41.0%	26.2%	33.6%

		% of Total	20.5%	13.1%	33.6%
		Count	0	4	4
		% within Usia	0.0%	100.0%	100.0%
	>55 Tahun	% within Kepuasan Pasien	0.0%	6.6%	3.3%
		% of Total	0.0%	3.3%	3.3%
		Count	61	61	122
		% within Usia	50.0%	50.0%	100.0%
Total		% within Kepuasan Pasien	100.0%	100.0%	100.0%
		% of Total	50.0%	50.0%	100.0%

Usia * Loyalitas Pasien Crosstabulation

Rumah Sakit				Loyalitas Pasien		Total
				Rendah	Tinggi	
RSKD IA Pertiwi	Usia	17-25Tahun	Count	6	4	10
			% within Usia	60.0%	40.0%	100.0%
			% within Loyalitas Pasien	14.6%	3.4%	6.3%
			% of Total	3.8%	2.5%	6.3%
		26-35 Tahun	Count	15	46	61
			% within Usia	24.6%	75.4%	100.0%
			% within Loyalitas Pasien	36.6%	38.7%	38.1%
			% of Total	9.4%	28.8%	38.1%
		36-45 Tahun	Count	8	45	53
			% within Usia	15.1%	84.9%	100.0%
			% within Loyalitas Pasien	19.5%	37.8%	33.1%
			% of Total	5.0%	28.1%	33.1%
		46-55 Tahun	Count	12	23	35
			% within Usia	34.3%	65.7%	100.0%
			% within Loyalitas Pasien	29.3%	19.3%	21.9%
			% of Total	7.5%	14.4%	21.9%
		>55 Tahun	Count	0	1	1
			% within Usia	0.0%	100.0%	100.0%
			% within Loyalitas Pasien	0.0%	0.8%	0.6%
			% of Total	0.0%	0.6%	0.6%
	Total		Count	41	119	160
			% within Usia	25.6%	74.4%	100.0%
			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	25.6%	74.4%	100.0%
RSKD IA Siti Fatimah	Usia	17-25Tahun	Count	3	2	5
			% within Usia	60.0%	40.0%	100.0%
			% within Loyalitas Pasien	13.0%	3.1%	5.7%
			% of Total	3.4%	2.3%	5.7%
		26-35 Tahun	Count	4	19	23
			% within Usia	17.4%	82.6%	100.0%
			% within Loyalitas Pasien	17.4%	29.2%	26.1%
			% of Total	4.5%	21.6%	26.1%
		36-45 Tahun	Count	4	27	31
			% within Usia	12.9%	87.1%	100.0%
			% within Loyalitas Pasien	17.4%	41.5%	35.2%
			% of Total	4.5%	30.7%	35.2%

		46-55 Tahun	Count	12	15	27
			% within Usia	44.4%	55.6%	100.0%
			% within Loyalitas Pasien	52.2%	23.1%	30.7%
			% of Total	13.6%	17.0%	30.7%
		>55 Tahun	Count	0	2	2
			% within Usia	0.0%	100.0%	100.0%
			% within Loyalitas Pasien	0.0%	3.1%	2.3%
			% of Total	0.0%	2.3%	2.3%
	Total		Count	23	65	88
			% within Usia	26.1%	73.9%	100.0%
			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	26.1%	73.9%	100.0%
RSKD Dadi	Usia	17-25Tahun	Count	8	1	9
			% within Usia	88.9%	11.1%	100.0%
			% within Loyalitas Pasien	17.4%	1.3%	7.4%
			% of Total	6.6%	0.8%	7.4%
		26-35 Tahun	Count	5	24	29
			% within Usia	17.2%	82.8%	100.0%
			% within Loyalitas Pasien	10.9%	31.6%	23.8%
			% of Total	4.1%	19.7%	23.8%
		36-45 Tahun	Count	13	26	39
			% within Usia	33.3%	66.7%	100.0%
			% within Loyalitas Pasien	28.3%	34.2%	32.0%
			% of Total	10.7%	21.3%	32.0%
		46-55 Tahun	Count	20	21	41
			% within Usia	48.8%	51.2%	100.0%
			% within Loyalitas Pasien	43.5%	27.6%	33.6%
			% of Total	16.4%	17.2%	33.6%
		>55 Tahun	Count	0	4	4
			% within Usia	0.0%	100.0%	100.0%
			% within Loyalitas Pasien	0.0%	5.3%	3.3%
			% of Total	0.0%	3.3%	3.3%
	Total		Count	46	76	122
			% within Usia	37.7%	62.3%	100.0%
			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	37.7%	62.3%	100.0%

Pendidikan * Pengalaman Pasien Crosstabulation

Rumah Sakit				Pengalaman Pasien		Total
				Kurang Baik	Baik	
RSKD IA Pertiwi	Pendidikan	SMP	Count	10	3	13
			% within Pendidikan	76.9%	23.1%	100.0%
			% within Pengalaman Pasien	14.1%	3.4%	8.1%
			% of Total	6.3%	1.9%	8.1%
		SMA/SMK	Count	37	39	76
			% within Pendidikan	48.7%	51.3%	100.0%
			% within Pengalaman Pasien	52.1%	43.8%	47.5%

			% of Total	23.1%	24.4%	47.5%
		D3	Count	7	7	14
			% within Pendidikan	50.0%	50.0%	100.0%
			% within Pengalaman Pasien	9.9%	7.9%	8.8%
			% of Total	4.4%	4.4%	8.8%
		S1	Count	17	34	51
			% within Pendidikan	33.3%	66.7%	100.0%
			% within Pengalaman Pasien	23.9%	38.2%	31.9%
			% of Total	10.6%	21.3%	31.9%
		Lainnya	Count	0	6	6
			% within Pendidikan	0.0%	100.0%	100.0%
			% within Pengalaman Pasien	0.0%	6.7%	3.8%
			% of Total	0.0%	3.8%	3.8%
	Total		Count	71	89	160
			% within Pendidikan	44.4%	55.6%	100.0%
			% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	44.4%	55.6%	100.0%
RSKD IA Siti Fatimah	Pendidikan	SD	Count	2	0	2
			% within Pendidikan	100.0%	0.0%	100.0%
			% within Pengalaman Pasien	4.9%	0.0%	2.3%
			% of Total	2.3%	0.0%	2.3%
		SMP	Count	8	2	10
			% within Pendidikan	80.0%	20.0%	100.0%
			% within Pengalaman Pasien	19.5%	4.3%	11.4%
			% of Total	9.1%	2.3%	11.4%
		SMA/SMK	Count	18	20	38
			% within Pendidikan	47.4%	52.6%	100.0%
			% within Pengalaman Pasien	43.9%	42.6%	43.2%
			% of Total	20.5%	22.7%	43.2%
		D3	Count	2	4	6
			% within Pendidikan	33.3%	66.7%	100.0%
			% within Pengalaman Pasien	4.9%	8.5%	6.8%
			% of Total	2.3%	4.5%	6.8%
		S1	Count	11	20	31
			% within Pendidikan	35.5%	64.5%	100.0%
			% within Pengalaman Pasien	26.8%	42.6%	35.2%
			% of Total	12.5%	22.7%	35.2%
		Lainnya	Count	0	1	1
			% within Pendidikan	0.0%	100.0%	100.0%
			% within Pengalaman Pasien	0.0%	2.1%	1.1%
			% of Total	0.0%	1.1%	1.1%
	Total		Count	41	47	88
			% within Pendidikan	46.6%	53.4%	100.0%

			% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	46.6%	53.4%	100.0%
RSKD Dadi	Pendidikan	SD	Count	2	0	2
			% within Pendidikan	100.0%	0.0%	100.0%
			% within Pengalaman Pasien	3.2%	0.0%	1.6%
			% of Total	1.6%	0.0%	1.6%
		SMP	Count	8	1	9
			% within Pendidikan	88.9%	11.1%	100.0%
			% within Pengalaman Pasien	12.9%	1.7%	7.4%
			% of Total	6.6%	0.8%	7.4%
		SMA/SMK	Count	31	24	55
			% within Pendidikan	56.4%	43.6%	100.0%
			% within Pengalaman Pasien	50.0%	40.0%	45.1%
			% of Total	25.4%	19.7%	45.1%
		D3	Count	2	5	7
			% within Pendidikan	28.6%	71.4%	100.0%
			% within Pengalaman Pasien	3.2%	8.3%	5.7%
			% of Total	1.6%	4.1%	5.7%
		S1	Count	19	26	45
			% within Pendidikan	42.2%	57.8%	100.0%
			% within Pengalaman Pasien	30.6%	43.3%	36.9%
			% of Total	15.6%	21.3%	36.9%
		Lainnya	Count	0	4	4
			% within Pendidikan	0.0%	100.0%	100.0%
			% within Pengalaman Pasien	0.0%	6.7%	3.3%
			% of Total	0.0%	3.3%	3.3%
	Total		Count	62	60	122
			% within Pendidikan	50.8%	49.2%	100.0%
			% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	50.8%	49.2%	100.0%

Pendidikan * Kepuasan Pasien Crosstabulation

Rumah Sakit				Kepuasan Pasien		Total
				Kurang Puas	Puas	
RSKD IA Pertiwi	Pendidikan	SMP	Count	7	6	13
			% within Pendidikan	53.8%	46.2%	100.0%
			% within Kepuasan Pasien	10.0%	6.7%	8.1%
			% of Total	4.4%	3.8%	8.1%
		SMA/SMK	Count	26	50	76
			% within Pendidikan	34.2%	65.8%	100.0%

			% within Kepuasan Pasien	37.1%	55.6%	47.5%
			% of Total	16.3%	31.3%	47.5%
		D3	Count	7	7	14
			% within Pendidikan	50.0%	50.0%	100.0%
			% within Kepuasan Pasien	10.0%	7.8%	8.8%
			% of Total	4.4%	4.4%	8.8%
		S1	Count	30	21	51
			% within Pendidikan	58.8%	41.2%	100.0%
			% within Kepuasan Pasien	42.9%	23.3%	31.9%
			% of Total	18.8%	13.1%	31.9%
		Lainnya	Count	0	6	6
			% within Pendidikan	0.0%	100.0%	100.0%
			% within Kepuasan Pasien	0.0%	6.7%	3.8%
			% of Total	0.0%	3.8%	3.8%
	Total		Count	70	90	160
			% within Pendidikan	43.8%	56.3%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	43.8%	56.3%	100.0%
		SD	Count	0	2	2
			% within Pendidikan	0.0%	100.0%	100.0%
			% within Kepuasan Pasien	0.0%	3.9%	2.3%
			% of Total	0.0%	2.3%	2.3%
		SMP	Count	7	3	10
			% within Pendidikan	70.0%	30.0%	100.0%
			% within Kepuasan Pasien	18.9%	5.9%	11.4%
			% of Total	8.0%	3.4%	11.4%
		SMA/SMK	Count	12	26	38
			% within Pendidikan	31.6%	68.4%	100.0%
			% within Kepuasan Pasien	32.4%	51.0%	43.2%
			% of Total	13.6%	29.5%	43.2%
RSKD IA Siti Fatimah	Pendidikan		Count	2	4	6
			% within Pendidikan	33.3%	66.7%	100.0%
		D3	% within Kepuasan Pasien	5.4%	7.8%	6.8%
			% of Total	2.3%	4.5%	6.8%
			Count	16	15	31
			% within Pendidikan	51.6%	48.4%	100.0%
		S1	% within Kepuasan Pasien	43.2%	29.4%	35.2%
			% of Total	18.2%	17.0%	35.2%
			Count	0	1	1
		Lainnya	% within Pendidikan	0.0%	100.0%	100.0%
			% within Kepuasan Pasien	0.0%	2.0%	1.1%
			% of Total	0.0%	1.1%	1.1%
	Total		Count	37	51	88

			% within Pendidikan	42.0%	58.0%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	42.0%	58.0%	100.0%
		SD	Count	0	2	2
			% within Pendidikan	0.0%	100.0%	100.0%
			% within Kepuasan Pasien	0.0%	3.3%	1.6%
			% of Total	0.0%	1.6%	1.6%
		SMP	Count	8	1	9
			% within Pendidikan	88.9%	11.1%	100.0%
			% within Kepuasan Pasien	13.1%	1.6%	7.4%
			% of Total	6.6%	0.8%	7.4%
		SMA/SMK	Count	23	32	55
			% within Pendidikan	41.8%	58.2%	100.0%
			% within Kepuasan Pasien	37.7%	52.5%	45.1%
			% of Total	18.9%	26.2%	45.1%
	Pendidikan	D3	Count	2	5	7
			% within Pendidikan	28.6%	71.4%	100.0%
RSKD Dadi			% within Kepuasan Pasien	3.3%	8.2%	5.7%
			% of Total	1.6%	4.1%	5.7%
		S1	Count	28	17	45
			% within Pendidikan	62.2%	37.8%	100.0%
			% within Kepuasan Pasien	45.9%	27.9%	36.9%
			% of Total	23.0%	13.9%	36.9%
		Lainnya	Count	0	4	4
			% within Pendidikan	0.0%	100.0%	100.0%
			% within Kepuasan Pasien	0.0%	6.6%	3.3%
			% of Total	0.0%	3.3%	3.3%
		Total	Count	61	61	122
			% within Pendidikan	50.0%	50.0%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	50.0%	50.0%	100.0%

Pendidikan * Loyalitas Pasien Crosstabulation

Rumah Sakit				Loyalitas Pasien		Total
				Rendah	Tinggi	
			Count	6	7	13
			% within Pendidikan	46.2%	53.8%	100.0%
		SMP	% within Loyalitas Pasien	14.6%	5.9%	8.1%
			% of Total	3.8%	4.4%	8.1%
RSKD IA Pertiwi	Pendidikan	SMA/SMK	Count	12	64	76

			% within Pendidikan	15.8%	84.2%	100.0%
			% within Loyalitas Pasien	29.3%	53.8%	47.5%
			% of Total	7.5%	40.0%	47.5%
			Count	5	9	14
			% within Pendidikan	35.7%	64.3%	100.0%
		D3	% within Loyalitas Pasien	12.2%	7.6%	8.8%
			% of Total	3.1%	5.6%	8.8%
			Count	18	33	51
			% within Pendidikan	35.3%	64.7%	100.0%
		S1	% within Loyalitas Pasien	43.9%	27.7%	31.9%
			% of Total	11.3%	20.6%	31.9%
			Count	0	6	6
			% within Pendidikan	0.0%	100.0%	100.0%
		Lainnya	% within Loyalitas Pasien	0.0%	5.0%	3.8%
			% of Total	0.0%	3.8%	3.8%
			Count	41	119	160
			% within Pendidikan	25.6%	74.4%	100.0%
	Total		% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	25.6%	74.4%	100.0%
			Count	0	2	2
			% within Pendidikan	0.0%	100.0%	100.0%
		SD	% within Loyalitas Pasien	0.0%	3.1%	2.3%
			% of Total	0.0%	2.3%	2.3%
			Count	5	5	10
			% within Pendidikan	50.0%	50.0%	100.0%
		SMP	% within Loyalitas Pasien	21.7%	7.7%	11.4%
			% of Total	5.7%	5.7%	11.4%
			Count	9	29	38
			% within Pendidikan	23.7%	76.3%	100.0%
		SMA/SMK	% within Loyalitas Pasien	39.1%	44.6%	43.2%
RSKD IA Siti Fatimah	Pendidikan		% of Total	10.2%	33.0%	43.2%
			Count	1	5	6
			% within Pendidikan	16.7%	83.3%	100.0%
		D3	% within Loyalitas Pasien	4.3%	7.7%	6.8%
			% of Total	1.1%	5.7%	6.8%
			Count	8	23	31
			% within Pendidikan	25.8%	74.2%	100.0%
		S1	% within Loyalitas Pasien	34.8%	35.4%	35.2%
			% of Total	9.1%	26.1%	35.2%
			Count	0	1	1
			% within Pendidikan	0.0%	100.0%	100.0%
		Lainnya	% within Loyalitas Pasien	0.0%	1.5%	1.1%

			% of Total	0.0%	1.1%	1.1%
			Count	23	65	88
			% within Pendidikan	26.1%	73.9%	100.0%
	Total		% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	26.1%	73.9%	100.0%
			Count	0	2	2
			% within Pendidikan	0.0%	100.0%	100.0%
		SD	% within Loyalitas Pasien	0.0%	2.6%	1.6%
			% of Total	0.0%	1.6%	1.6%
			Count	8	1	9
			% within Pendidikan	88.9%	11.1%	100.0%
		SMP	% within Loyalitas Pasien	17.4%	1.3%	7.4%
			% of Total	6.6%	0.8%	7.4%
			Count	19	36	55
			% within Pendidikan	34.5%	65.5%	100.0%
		SMA/SMK	% within Loyalitas Pasien	41.3%	47.4%	45.1%
			% of Total	15.6%	29.5%	45.1%
	Pendidikan		Count	1	6	7
			% within Pendidikan	14.3%	85.7%	100.0%
RSKD Dadi		D3	% within Loyalitas Pasien	2.2%	7.9%	5.7%
			% of Total	0.8%	4.9%	5.7%
			Count	18	27	45
			% within Pendidikan	40.0%	60.0%	100.0%
		S1	% within Loyalitas Pasien	39.1%	35.5%	36.9%
			% of Total	14.8%	22.1%	36.9%
			Count	0	4	4
			% within Pendidikan	0.0%	100.0%	100.0%
		Lainnya	% within Loyalitas Pasien	0.0%	5.3%	3.3%
			% of Total	0.0%	3.3%	3.3%
			Count	46	76	122
			% within Pendidikan	37.7%	62.3%	100.0%
	Total		% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	37.7%	62.3%	100.0%

Pekerjaan * Pengalaman Pasien Crosstabulation

Rumah Sakit				Pengalaman Pasien		Total
				Kurang Baik	Baik	
			Count	6	40	46
			% within Pekerjaan	13.0%	87.0%	100.0%
RSKD IA Pertiwi	Pekerjaan	Mahasiswa	% within Pengalaman Pasien	8.5%	44.9%	28.8%
			% of Total	3.8%	25.0%	28.8%
		Pegawai	Count	13	3	16

		Negeri	% within Pekerjaan	81.3%	18.8%	100.0%
			% within Pengalaman Pasien	18.3%	3.4%	10.0%
			% of Total	8.1%	1.9%	10.0%
		Pegawai Swasta	Count	9	28	37
			% within Pekerjaan	24.3%	75.7%	100.0%
			% within Pengalaman Pasien	12.7%	31.5%	23.1%
			% of Total	5.6%	17.5%	23.1%
		Wiraswasta	Count	20	15	35
			% within Pekerjaan	57.1%	42.9%	100.0%
			% within Pengalaman Pasien	28.2%	16.9%	21.9%
			% of Total	12.5%	9.4%	21.9%
		Tidak bekerja	Count	12	1	13
			% within Pekerjaan	92.3%	7.7%	100.0%
			% within Pengalaman Pasien	16.9%	1.1%	8.1%
			% of Total	7.5%	0.6%	8.1%
		Lainnya	Count	11	2	13
			% within Pekerjaan	84.6%	15.4%	100.0%
			% within Pengalaman Pasien	15.5%	2.2%	8.1%
			% of Total	6.9%	1.3%	8.1%
	Total		Count	71	89	160
			% within Pekerjaan	44.4%	55.6%	100.0%
			% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	44.4%	55.6%	100.0%
	Pekerjaan	Mahasiswa	Count	3	15	18
			% within Pekerjaan	16.7%	83.3%	100.0%
			% within Pengalaman Pasien	7.3%	31.9%	20.5%
			% of Total	3.4%	17.0%	20.5%
		Pegawai Negeri	Count	11	1	12
			% within Pekerjaan	91.7%	8.3%	100.0%
			% within Pengalaman Pasien	26.8%	2.1%	13.6%
			% of Total	12.5%	1.1%	13.6%
		Pegawai Swasta	Count	5	17	22
			% within Pekerjaan	22.7%	77.3%	100.0%
			% within Pengalaman Pasien	12.2%	36.2%	25.0%
			% of Total	5.7%	19.3%	25.0%
RSKD IA Siti Fatimah		Wiraswasta	Count	9	9	18
			% within Pekerjaan	50.0%	50.0%	100.0%
			% within Pengalaman Pasien	22.0%	19.1%	20.5%
			% of Total	10.2%	10.2%	20.5%
		Tidak bekerja	Count	8	2	10
			% within Pekerjaan	80.0%	20.0%	100.0%
			% within Pengalaman Pasien	19.5%	4.3%	11.4%
			% of Total	9.1%	2.3%	11.4%
		Lainnya	Count	5	3	8
			% within Pekerjaan	62.5%	37.5%	100.0%
			% within Pengalaman Pasien	12.2%	6.4%	9.1%
			% of Total	5.7%	3.4%	9.1%
	Total		Count	41	47	88
			% within Pekerjaan	46.6%	53.4%	100.0%
			% within Pengalaman Pasien	100.0%	100.0%	100.0%

			% of Total	46.6%	53.4%	100.0%
			Count	8	24	32
			% within Pekerjaan	25.0%	75.0%	100.0%
		Mahasiswa	% within Pengalaman Pasien	12.9%	40.0%	26.2%
			% of Total	6.6%	19.7%	26.2%
			Count	18	1	19
			% within Pekerjaan	94.7%	5.3%	100.0%
		Pegawai Negeri	% within Pengalaman Pasien	29.0%	1.7%	15.6%
			% of Total	14.8%	0.8%	15.6%
			Count	4	16	20
			% within Pekerjaan	20.0%	80.0%	100.0%
		Pegawai Swasta	% within Pengalaman Pasien	6.5%	26.7%	16.4%
			% of Total	3.3%	13.1%	16.4%
	Pekerjaan		Count	13	13	26
			% within Pekerjaan	50.0%	50.0%	100.0%
RSKD Dadi		Wiraswasta	% within Pengalaman Pasien	21.0%	21.7%	21.3%
			% of Total	10.7%	10.7%	21.3%
			Count	11	4	15
			% within Pekerjaan	73.3%	26.7%	100.0%
		Tidak bekerja	% within Pengalaman Pasien	17.7%	6.7%	12.3%
			% of Total	9.0%	3.3%	12.3%
			Count	8	2	10
			% within Pekerjaan	80.0%	20.0%	100.0%
		Lainnya	% within Pengalaman Pasien	12.9%	3.3%	8.2%
			% of Total	6.6%	1.6%	8.2%
			Count	62	60	122
			% within Pekerjaan	50.8%	49.2%	100.0%
	Total		% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	50.8%	49.2%	100.0%

Pekerjaan * Kepuasan Pasien Crosstabulation

Rumah Sakit				Kepuasan Pasien		Total
				Kurang Puas	Puas	
			Count	12	34	46
			% within Pekerjaan	26.1%	73.9%	100.0%
		Mahasiswa	% within Kepuasan Pasien	17.1%	37.8%	28.8%
			% of Total	7.5%	21.3%	28.8%
			Count	12	4	16
			% within Pekerjaan	75.0%	25.0%	100.0%
		Pegawai Negeri	% within Kepuasan Pasien	17.1%	4.4%	10.0%
RSKD IA Pertiwi	Pekerjaan		% of Total	7.5%	2.5%	10.0%
			Count	13	24	37
			% within Pekerjaan	35.1%	64.9%	100.0%
		Pegawai Swasta	% within Kepuasan Pasien	18.6%	26.7%	23.1%
			% of Total	8.1%	15.0%	23.1%
			Count	16	19	35
		Wiraswasta	% within Pekerjaan	45.7%	54.3%	100.0%

			% within Kepuasan Pasien	22.9%	21.1%	21.9%
			% of Total	10.0%	11.9%	21.9%
			Count	6	7	13
			% within Pekerjaan	46.2%	53.8%	100.0%
		Tidak bekerja	% within Kepuasan Pasien	8.6%	7.8%	8.1%
			% of Total	3.8%	4.4%	8.1%
			Count	11	2	13
			% within Pekerjaan	84.6%	15.4%	100.0%
		Lainnya	% within Kepuasan Pasien	15.7%	2.2%	8.1%
			% of Total	6.9%	1.3%	8.1%
			Count	70	90	160
			% within Pekerjaan	43.8%	56.3%	100.0%
	Total		% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	43.8%	56.3%	100.0%
			Count	6	12	18
			% within Pekerjaan	33.3%	66.7%	100.0%
		Mahasiswa	% within Kepuasan Pasien	16.2%	23.5%	20.5%
			% of Total	6.8%	13.6%	20.5%
			Count	10	2	12
			% within Pekerjaan	83.3%	16.7%	100.0%
		Pegawai Negeri	% within Kepuasan Pasien	27.0%	3.9%	13.6%
			% of Total	11.4%	2.3%	13.6%
			Count	4	18	22
			% within Pekerjaan	18.2%	81.8%	100.0%
		Pegawai Swasta	% within Kepuasan Pasien	10.8%	35.3%	25.0%
			% of Total	4.5%	20.5%	25.0%
	Pekerjaan		Count	8	10	18
			% within Pekerjaan	44.4%	55.6%	100.0%
RSKD IA Siti Fatimah		Wiraswasta	% within Kepuasan Pasien	21.6%	19.6%	20.5%
			% of Total	9.1%	11.4%	20.5%
			Count	6	4	10
			% within Pekerjaan	60.0%	40.0%	100.0%
		Tidak bekerja	% within Kepuasan Pasien	16.2%	7.8%	11.4%
			% of Total	6.8%	4.5%	11.4%
			Count	3	5	8
			% within Pekerjaan	37.5%	62.5%	100.0%
		Lainnya	% within Kepuasan Pasien	8.1%	9.8%	9.1%
			% of Total	3.4%	5.7%	9.1%
			Count	37	51	88
			% within Pekerjaan	42.0%	58.0%	100.0%
	Total		% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	42.0%	58.0%	100.0%
			Count	16	16	32
			% within Pekerjaan	50.0%	50.0%	100.0%
		Mahasiswa	% within Kepuasan Pasien	26.2%	26.2%	26.2%
			% of Total	13.1%	13.1%	26.2%
RSKD Dadi	Pekerjaan		Count	17	2	19
			% within Pekerjaan	89.5%	10.5%	100.0%
		Pegawai Negeri	% within Kepuasan Pasien	27.9%	3.3%	15.6%
			% of Total	13.9%	1.6%	15.6%

		Pegawai Swasta	Count	2	18	20
			% within Pekerjaan	10.0%	90.0%	100.0%
			% within Kepuasan Pasien	3.3%	29.5%	16.4%
			% of Total	1.6%	14.8%	16.4%
		Wiraswasta	Count	12	14	26
			% within Pekerjaan	46.2%	53.8%	100.0%
			% within Kepuasan Pasien	19.7%	23.0%	21.3%
			% of Total	9.8%	11.5%	21.3%
		Tidak bekerja	Count	8	7	15
			% within Pekerjaan	53.3%	46.7%	100.0%
			% within Kepuasan Pasien	13.1%	11.5%	12.3%
			% of Total	6.6%	5.7%	12.3%
		Lainnya	Count	6	4	10
			% within Pekerjaan	60.0%	40.0%	100.0%
			% within Kepuasan Pasien	9.8%	6.6%	8.2%
			% of Total	4.9%	3.3%	8.2%
	Total		Count	61	61	122
			% within Pekerjaan	50.0%	50.0%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	50.0%	50.0%	100.0%

Pekerjaan * Loyalitas Pasien Crosstabulation

Rumah Sakit				Loyalitas Pasien		Total
				Rendah	Tinggi	
RSKD IA Pertiwi	Pekerjaan	Mahasiswa	Count	12	34	46
			% within Pekerjaan	26.1%	73.9%	100.0%
			% within Loyalitas Pasien	29.3%	28.6%	28.8%
			% of Total	7.5%	21.3%	28.8%
		Pegawai Negeri	Count	2	14	16
			% within Pekerjaan	12.5%	87.5%	100.0%
			% within Loyalitas Pasien	4.9%	11.8%	10.0%
			% of Total	1.3%	8.8%	10.0%
		Pegawai Swasta	Count	9	28	37
			% within Pekerjaan	24.3%	75.7%	100.0%
			% within Loyalitas Pasien	22.0%	23.5%	23.1%
			% of Total	5.6%	17.5%	23.1%
		Wiraswasta	Count	7	28	35
			% within Pekerjaan	20.0%	80.0%	100.0%
			% within Loyalitas Pasien	17.1%	23.5%	21.9%
			% of Total	4.4%	17.5%	21.9%
		Tidak bekerja	Count	5	8	13
			% within Pekerjaan	38.5%	61.5%	100.0%
			% within Loyalitas Pasien	12.2%	6.7%	8.1%

			% of Total	3.1%	5.0%	8.1%
			Count	6	7	13
			% within Pekerjaan	46.2%	53.8%	100.0%
		Lainnya	% within Loyalitas Pasien	14.6%	5.9%	8.1%
			% of Total	3.8%	4.4%	8.1%
			Count	41	119	160
			% within Pekerjaan	25.6%	74.4%	100.0%
	Total		% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	25.6%	74.4%	100.0%
			Count	6	12	18
			% within Pekerjaan	33.3%	66.7%	100.0%
		Mahasiswa	% within Loyalitas Pasien	26.1%	18.5%	20.5%
			% of Total	6.8%	13.6%	20.5%
			Count	2	10	12
			% within Pekerjaan	16.7%	83.3%	100.0%
		Pegawai Negeri	% within Loyalitas Pasien	8.7%	15.4%	13.6%
			% of Total	2.3%	11.4%	13.6%
			Count	5	17	22
			% within Pekerjaan	22.7%	77.3%	100.0%
		Pegawai Swasta	% within Loyalitas Pasien	21.7%	26.2%	25.0%
			% of Total	5.7%	19.3%	25.0%
	Pekerjaan		Count	5	13	18
			% within Pekerjaan	27.8%	72.2%	100.0%
RSKD IA Siti Fatimah		Wiraswasta	% within Loyalitas Pasien	21.7%	20.0%	20.5%
			% of Total	5.7%	14.8%	20.5%
			Count	4	6	10
			% within Pekerjaan	40.0%	60.0%	100.0%
		Tidak bekerja	% within Loyalitas Pasien	17.4%	9.2%	11.4%
			% of Total	4.5%	6.8%	11.4%
			Count	1	7	8
			% within Pekerjaan	12.5%	87.5%	100.0%
		Lainnya	% within Loyalitas Pasien	4.3%	10.8%	9.1%
			% of Total	1.1%	8.0%	9.1%
			Count	23	65	88
			% within Pekerjaan	26.1%	73.9%	100.0%
	Total		% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	26.1%	73.9%	100.0%
			Count	16	16	32
			% within Pekerjaan	50.0%	50.0%	100.0%
		Mahasiswa	% within Loyalitas Pasien	34.8%	21.1%	26.2%
RSKD Dadi	Pekerjaan		% of Total	13.1%	13.1%	26.2%
			Count	6	13	19
		Pegawai Negeri	% within Pekerjaan	31.6%	68.4%	100.0%

			% within Loyalitas Pasien	13.0%	17.1%	15.6%
			% of Total	4.9%	10.7%	15.6%
		Pegawai Swasta	Count	4	16	20
			% within Pekerjaan	20.0%	80.0%	100.0%
			% within Loyalitas Pasien	8.7%	21.1%	16.4%
			% of Total	3.3%	13.1%	16.4%
		Wiraswasta	Count	9	17	26
			% within Pekerjaan	34.6%	65.4%	100.0%
			% within Loyalitas Pasien	19.6%	22.4%	21.3%
			% of Total	7.4%	13.9%	21.3%
		Tidak bekerja	Count	8	7	15
			% within Pekerjaan	53.3%	46.7%	100.0%
			% within Loyalitas Pasien	17.4%	9.2%	12.3%
			% of Total	6.6%	5.7%	12.3%
		Lainnya	Count	3	7	10
			% within Pekerjaan	30.0%	70.0%	100.0%
			% within Loyalitas Pasien	6.5%	9.2%	8.2%
			% of Total	2.5%	5.7%	8.2%
		Total	Count	46	76	122
			% within Pekerjaan	37.7%	62.3%	100.0%
	Total		% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	37.7%	62.3%	100.0%

Sumber Biaya * Pengalaman Pasien Crosstabulation

Rumah Sakit				Pengalaman Pasien		Total
				Kurang Baik	Baik	
RSKD IA Pertiwi	Sumber Biaya	Umum	Count	11	6	17
			% within Sumber Biaya	64.7%	35.3%	100.0%
			% within Pengalaman Pasien	15.5%	6.7%	10.6%
			% of Total	6.9%	3.8%	10.6%
		BPJS Mandiri	Count	55	81	136
			% within Sumber Biaya	40.4%	59.6%	100.0%
			% within Pengalaman Pasien	77.5%	91.0%	85.0%
			% of Total	34.4%	50.6%	85.0%
		BPJS Penerimaan Bantuan Iuran	Count	5	2	7
			% within Sumber Biaya	71.4%	28.6%	100.0%
			% within Pengalaman Pasien	7.0%	2.2%	4.4%
			% of Total	3.1%	1.3%	4.4%
	Total		Count	71	89	160

			% within Sumber Biaya	44.4%	55.6%	100.0%
			% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	44.4%	55.6%	100.0%
			Count	3	3	6
			% within Sumber Biaya	50.0%	50.0%	100.0%
		Umum	% within Pengalaman Pasien	7.3%	6.4%	6.8%
			% of Total	3.4%	3.4%	6.8%
			Count	36	43	79
			% within Sumber Biaya	45.6%	54.4%	100.0%
	Sumber Biaya	BPJS Mandiri	% within Pengalaman Pasien	87.8%	91.5%	89.8%
RSKD IA Siti Fatimah			% of Total	40.9%	48.9%	89.8%
			Count	2	1	3
			% within Sumber Biaya	66.7%	33.3%	100.0%
		BPJS Penerima Bantuan Iuran	% within Pengalaman Pasien	4.9%	2.1%	3.4%
			% of Total	2.3%	1.1%	3.4%
			Count	41	47	88
			% within Sumber Biaya	46.6%	53.4%	100.0%
	Total		% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	46.6%	53.4%	100.0%
			Count	8	8	16
			% within Sumber Biaya	50.0%	50.0%	100.0%
		Umum	% within Pengalaman Pasien	12.9%	13.3%	13.1%
			% of Total	6.6%	6.6%	13.1%
			Count	51	50	101
			% within Sumber Biaya	50.5%	49.5%	100.0%
	Sumber Biaya	BPJS Mandiri	% within Pengalaman Pasien	82.3%	83.3%	82.8%
			% of Total	41.8%	41.0%	82.8%
RSKD Dadi			Count	3	2	5
			% within Sumber Biaya	60.0%	40.0%	100.0%
		BPJS Penerima Bantuan Iuran	% within Pengalaman Pasien	4.8%	3.3%	4.1%
			% of Total	2.5%	1.6%	4.1%
			Count	62	60	122
			% within Sumber Biaya	50.8%	49.2%	100.0%
	Total		% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	50.8%	49.2%	100.0%

Sumber Biaya * Kepuasan Pasien Crosstabulation

Rumah Sakit				Kepuasan Pasien		Total
				Kurang Puas	Puas	
RSKD IA Pertiwi	Sumber Biaya	Umum	Count	17	0	17
			% within Sumber Biaya	100.0%	0.0%	100.0%
			% within Kepuasan Pasien	24.3%	0.0%	10.6%
			% of Total	10.6%	0.0%	10.6%
		BPJS Mandiri	Count	48	88	136
			% within Sumber Biaya	35.3%	64.7%	100.0%
			% within Kepuasan Pasien	68.6%	97.8%	85.0%
			% of Total	30.0%	55.0%	85.0%
		BPJS Penerimaan Bantuan Iuran	Count	5	2	7
			% within Sumber Biaya	71.4%	28.6%	100.0%
			% within Kepuasan Pasien	7.1%	2.2%	4.4%
			% of Total	3.1%	1.3%	4.4%
	Total		Count	70	90	160
			% within Sumber Biaya	43.8%	56.3%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	43.8%	56.3%	100.0%
RSKD IA Siti Fatimah	Sumber Biaya	Umum	Count	6	0	6
			% within Sumber Biaya	100.0%	0.0%	100.0%
			% within Kepuasan Pasien	16.2%	0.0%	6.8%
			% of Total	6.8%	0.0%	6.8%
		BPJS Mandiri	Count	29	50	79
			% within Sumber Biaya	36.7%	63.3%	100.0%
			% within Kepuasan Pasien	78.4%	98.0%	89.8%
			% of Total	33.0%	56.8%	89.8%
		BPJS Penerimaan Bantuan Iuran	Count	2	1	3
			% within Sumber Biaya	66.7%	33.3%	100.0%
			% within Kepuasan Pasien	5.4%	2.0%	3.4%
			% of Total	2.3%	1.1%	3.4%
	Total		Count	37	51	88
			% within Sumber Biaya	42.0%	58.0%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	42.0%	58.0%	100.0%
RSKD Dadi	Sumber Biaya	Umum	Count	16	0	16
			% within Sumber Biaya	100.0%	0.0%	100.0%
			% within Kepuasan Pasien	26.2%	0.0%	13.1%
			% of Total	13.1%	0.0%	13.1%
		BPJS Mandiri	Count	42	59	101
			% within Sumber Biaya	41.6%	58.4%	100.0%
			% within Kepuasan Pasien	68.9%	96.7%	82.8%
			% of Total	34.4%	48.4%	82.8%

		BPJS Penerimaan Bantuan Iuran	Count	3	2	5
			% within Sumber Biaya	60.0%	40.0%	100.0%
			% within Kepuasan Pasien	4.9%	3.3%	4.1%
			% of Total	2.5%	1.6%	4.1%
	Total		Count	61	61	122
			% within Sumber Biaya	50.0%	50.0%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	50.0%	50.0%	100.0%

Sumber Biaya * Loyalitas Pasien Crosstabulation

Rumah Sakit				Loyalitas Pasien		Total
				Rendah	Tinggi	
RSKD IA Pertiwi	Sumber Biaya	Umum	Count	17	0	17
			% within Sumber Biaya	100.0%	0.0%	100.0%
			% within Loyalitas Pasien	41.5%	0.0%	10.6%
			% of Total	10.6%	0.0%	10.6%
		BPJS Mandiri	Count	24	112	136
			% within Sumber Biaya	17.6%	82.4%	100.0%
			% within Loyalitas Pasien	58.5%	94.1%	85.0%
			% of Total	15.0%	70.0%	85.0%
		BPJS Penerimaan Bantuan Iuran	Count	0	7	7
			% within Sumber Biaya	0.0%	100.0%	100.0%
			% within Loyalitas Pasien	0.0%	5.9%	4.4%
			% of Total	0.0%	4.4%	4.4%
	Total		Count	41	119	160
			% within Sumber Biaya	25.6%	74.4%	100.0%
			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	25.6%	74.4%	100.0%
RSKD IA Siti Fatimah	Sumber Biaya	Umum	Count	6	0	6
			% within Sumber Biaya	100.0%	0.0%	100.0%
			% within Loyalitas Pasien	26.1%	0.0%	6.8%
			% of Total	6.8%	0.0%	6.8%
		BPJS Mandiri	Count	17	62	79
			% within Sumber Biaya	21.5%	78.5%	100.0%
			% within Loyalitas Pasien	73.9%	95.4%	89.8%
			% of Total	19.3%	70.5%	89.8%
		BPJS Penerimaan Bantuan Iuran	Count	0	3	3
			% within Sumber Biaya	0.0%	100.0%	100.0%
			% within Loyalitas Pasien	0.0%	4.6%	3.4%
			% of Total	0.0%	3.4%	3.4%
	Total		Count	23	65	88
			% within Sumber Biaya	26.1%	73.9%	100.0%

			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	26.1%	73.9%	100.0%
			Count	16	0	16
			% within Sumber Biaya	100.0%	0.0%	100.0%
		Umum	% within Loyalitas Pasien	34.8%	0.0%	13.1%
			% of Total	13.1%	0.0%	13.1%
			Count	30	71	101
			% within Sumber Biaya	29.7%	70.3%	100.0%
	Sumber Biaya	BPJS Mandiri	% within Loyalitas Pasien	65.2%	93.4%	82.8%
RSKD Dadi			% of Total	24.6%	58.2%	82.8%
			Count	0	5	5
			% within Sumber Biaya	0.0%	100.0%	100.0%
		BPJS Peneriman Bantuan Iuran	% within Loyalitas Pasien	0.0%	6.6%	4.1%
			% of Total	0.0%	4.1%	4.1%
			Count	46	76	122
			% within Sumber Biaya	37.7%	62.3%	100.0%
	Total		% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	37.7%	62.3%	100.0%

Jarak rumah anda ke rumah sakit ini : * Pengalaman Pasien Crosstabulation

Rumah Sakit				Pengalaman Pasien		Total
				Kurang Baik	Baik	
			Count	40	49	89
			% within Jarak rumah anda ke rumah sakit ini :	44.9%	55.1%	100.0%
		<5 km	% within Pengalaman Pasien	56.3%	55.1%	55.6%
	Jarak rumah anda ke rumah sakit ini :		% of Total	25.0%	30.6%	55.6%
			Count	31	40	71
			% within Jarak rumah anda ke rumah sakit ini :	43.7%	56.3%	100.0%
RSKD IA Pertiwi		>5 km	% within Pengalaman Pasien	43.7%	44.9%	44.4%
			% of Total	19.4%	25.0%	44.4%
			Count	71	89	160
			% within Jarak rumah anda ke rumah sakit ini :	44.4%	55.6%	100.0%
	Total		% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	44.4%	55.6%	100.0%
			Count	20	30	50
			% within Jarak rumah anda ke rumah sakit ini :	40.0%	60.0%	100.0%
		<5 km	% within Pengalaman Pasien	48.8%	63.8%	56.8%
	Jarak rumah anda ke rumah sakit ini :		% of Total	22.7%	34.1%	56.8%
RSKD IA Siti Fatimah			Count	21	17	38
			% within Jarak rumah anda ke rumah sakit ini :	55.3%	44.7%	100.0%
		>5 km	% within Pengalaman Pasien	51.2%	36.2%	43.2%
			% of Total	23.9%	19.3%	43.2%

			Count	41	47	88
			% within Jarak rumah anda ke rumah sakit ini :	46.6%	53.4%	100.0%
	Total		% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	46.6%	53.4%	100.0%
			Count	34	32	66
			% within Jarak rumah anda ke rumah sakit ini :	51.5%	48.5%	100.0%
		<5 km	% within Pengalaman Pasien	54.8%	53.3%	54.1%
	Jarak rumah anda ke rumah sakit ini :		% of Total	27.9%	26.2%	54.1%
			Count	28	28	56
			% within Jarak rumah anda ke rumah sakit ini :	50.0%	50.0%	100.0%
RSKD Dadi		>5 km	% within Pengalaman Pasien	45.2%	46.7%	45.9%
			% of Total	23.0%	23.0%	45.9%
			Count	62	60	122
			% within Jarak rumah anda ke rumah sakit ini :	50.8%	49.2%	100.0%
	Total		% within Pengalaman Pasien	100.0%	100.0%	100.0%
			% of Total	50.8%	49.2%	100.0%

Jarak rumah anda ke rumah sakit ini : * Kepuasan Pasien Crosstabulation

Rumah Sakit				Kepuasan Pasien		Total
				Kurang Puas	Puas	
			Count	42	47	89
			% within Jarak rumah anda ke rumah sakit ini :	47.2%	52.8%	100.0%
		<5 km	% within Kepuasan Pasien	60.0%	52.2%	55.6%
	Jarak rumah anda ke rumah sakit ini :		% of Total	26.3%	29.4%	55.6%
			Count	28	43	71
			% within Jarak rumah anda ke rumah sakit ini :	39.4%	60.6%	100.0%
RSKD IA Pertiwi		>5 km	% within Kepuasan Pasien	40.0%	47.8%	44.4%
			% of Total	17.5%	26.9%	44.4%
			Count	70	90	160
			% within Jarak rumah anda ke rumah sakit ini :	43.8%	56.3%	100.0%
	Total		% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	43.8%	56.3%	100.0%
			Count	20	30	50
			% within Jarak rumah anda ke rumah sakit ini :	40.0%	60.0%	100.0%
		<5 km	% within Kepuasan Pasien	54.1%	58.8%	56.8%
	Jarak rumah anda ke rumah sakit ini :		% of Total	22.7%	34.1%	56.8%
			Count	17	21	38
			% within Jarak rumah anda ke rumah sakit ini :	44.7%	55.3%	100.0%
RSKD IA Siti Fatimah		>5 km	% within Kepuasan Pasien	45.9%	41.2%	43.2%
			% of Total	19.3%	23.9%	43.2%
			Count	37	51	88
			% within Jarak rumah anda ke rumah sakit ini :	42.0%	58.0%	100.0%
	Total		% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	42.0%	58.0%	100.0%
			Count	29	37	66
RSKD Dadi	Jarak rumah anda ke	<5 km	% within Jarak rumah anda ke rumah sakit ini :	43.9%	56.1%	100.0%

	rumah sakit ini :		% within Kepuasan Pasien	47.5%	60.7%	54.1%
			% of Total	23.8%	30.3%	54.1%
			Count	32	24	56
		>5 km	% within Jarak rumah anda ke rumah sakit ini :	57.1%	42.9%	100.0%
			% within Kepuasan Pasien	52.5%	39.3%	45.9%
			% of Total	26.2%	19.7%	45.9%
			Count	61	61	122
			% within Jarak rumah anda ke rumah sakit ini :	50.0%	50.0%	100.0%
	Total		% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	50.0%	50.0%	100.0%

Jarak rumah anda ke rumah sakit ini : * Loyalitas Pasien Crosstabulation

Rumah Sakit				Loyalitas Pasien		Total
				Rendah	Tinggi	
RSKD IA Pertiwi	Jarak rumah anda ke rumah sakit ini :	<5 km	Count	21	68	89
			% within Jarak rumah anda ke rumah sakit ini :	23.6%	76.4%	100.0%
			% within Loyalitas Pasien	51.2%	57.1%	55.6%
			% of Total	13.1%	42.5%	55.6%
		>5 km	Count	20	51	71
			% within Jarak rumah anda ke rumah sakit ini :	28.2%	71.8%	100.0%
			% within Loyalitas Pasien	48.8%	42.9%	44.4%
			% of Total	12.5%	31.9%	44.4%
			Count	41	119	160
			% within Jarak rumah anda ke rumah sakit ini :	25.6%	74.4%	100.0%
			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	25.6%	74.4%	100.0%
RSKD IA Siti Fatimah	Jarak rumah anda ke rumah sakit ini :	<5 km	Count	12	38	50
			% within Jarak rumah anda ke rumah sakit ini :	24.0%	76.0%	100.0%
			% within Loyalitas Pasien	52.2%	58.5%	56.8%
			% of Total	13.6%	43.2%	56.8%
		>5 km	Count	11	27	38
			% within Jarak rumah anda ke rumah sakit ini :	28.9%	71.1%	100.0%
			% within Loyalitas Pasien	47.8%	41.5%	43.2%
			% of Total	12.5%	30.7%	43.2%
			Count	23	65	88
			% within Jarak rumah anda ke rumah sakit ini :	26.1%	73.9%	100.0%
			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	26.1%	73.9%	100.0%
RSKD Dadi	Jarak rumah anda ke rumah sakit ini :	<5 km	Count	22	44	66
			% within Jarak rumah anda ke rumah sakit ini :	33.3%	66.7%	100.0%

			% within Loyalitas Pasien	47.8%	57.9%	54.1%
			% of Total	18.0%	36.1%	54.1%
			Count	24	32	56
			% within Jarak rumah anda ke rumah sakit ini :	42.9%	57.1%	100.0%
		>5 km	% within Loyalitas Pasien	52.2%	42.1%	45.9%
			% of Total	19.7%	26.2%	45.9%
			Count	46	76	122
			% within Jarak rumah anda ke rumah sakit ini :	37.7%	62.3%	100.0%
	Total		% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	37.7%	62.3%	100.0%

Crosstabs

Pengalaman Pasien * Kepuasan Pasien Crosstabulation

Rumah Sakit				Kepuasan Pasien		Total
				Kurang Puas	Puas	
RSKD IA Pertiwi	Pengalaman Pasien	Kurang Baik	Count	57	14	71
			% within Pengalaman Pasien	80.3%	19.7%	100.0%
			% within Kepuasan Pasien	81.4%	15.6%	44.4%
			% of Total	35.6%	8.8%	44.4%
		Baik	Count	13	76	89
			% within Pengalaman Pasien	14.6%	85.4%	100.0%
			% within Kepuasan Pasien	18.6%	84.4%	55.6%
			% of Total	8.1%	47.5%	55.6%
	Total		Count	70	90	160
			% within Pengalaman Pasien	43.8%	56.3%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	43.8%	56.3%	100.0%
RSKD IA Siti Fatimah	Pengalaman Pasien	Kurang Baik	Count	32	9	41
			% within Pengalaman Pasien	78.0%	22.0%	100.0%
			% within Kepuasan Pasien	86.5%	17.6%	46.6%
			% of Total	36.4%	10.2%	46.6%
		Baik	Count	5	42	47
			% within Pengalaman Pasien	10.6%	89.4%	100.0%
			% within Kepuasan Pasien	13.5%	82.4%	53.4%
			% of Total	5.7%	47.7%	53.4%
	Total		Count	37	51	88
			% within Pengalaman Pasien	42.0%	58.0%	100.0%
			% within Kepuasan Pasien	100.0%	100.0%	100.0%
			% of Total	42.0%	58.0%	100.0%
RSKD Dadi	Pengalaman Pasien	Kurang Baik	Count	52	10	62
			% within Pengalaman Pasien	83.9%	16.1%	100.0%

		% within Kepuasan Pasien	85.2%	16.4%	50.8%
		% of Total	42.6%	8.2%	50.8%
		Count	9	51	60
	Baik	% within Pengalaman Pasien	15.0%	85.0%	100.0%
		% within Kepuasan Pasien	14.8%	83.6%	49.2%
		% of Total	7.4%	41.8%	49.2%
		Count	60	62	122
		% within Pengalaman Pasien	50.0%	50.0%	100.0%
Total		% within Kepuasan Pasien	100.0%	100.0%	100.0%
		% of Total	50.0%	50.0%	100.0%

Chi-Square Tests

Rumah Sakit		Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
RSKD IA Pertiwi	Pearson Chi-Square	69.219[a]	1	.000		
	Continuity Correction[b]	66.576	1	.000		
	Likelihood Ratio	74.784	1	.000		
	Fisher's Exact Test				.000	.000
	Linear-by-Linear Association	68.787	1	.000		
	N of Valid Cases	160				
RSKD IA Siti Fatimah	Pearson Chi-Square	40.836[c]	1	.000		
	Continuity Correction[b]	38.117	1	.000		
	Likelihood Ratio	44.746	1	.000		
	Fisher's Exact Test				.000	.000
	Linear-by-Linear Association	40.372	1	.000		
	N of Valid Cases	88				
RSKD Dadi	Pearson Chi-Square	57.852[d]	1	.000		
	Continuity Correction[b]	55.130	1	.000		
	Likelihood Ratio	63.619	1	.000		
	Fisher's Exact Test				.000	.000
	Linear-by-Linear Association	57.377	1	.000		
	N of Valid Cases	122				

Pengalaman Pasien * Loyalitas Pasien

Crosstab

Rumah Sakit				Loyalitas Pasien		Total
				Rendah	Tinggi	
RSKD IA Pertiwi	Pengalaman Pasien	Kurang Baik	Count	35	36	71
			% within Pengalaman Pasien	49.3%	50.7%	100.0%
			% within Loyalitas Pasien	85.4%	30.3%	44.4%
			% of Total	21.9%	22.5%	44.4%
		Baik	Count	6	83	89
			% within Pengalaman Pasien	6.7%	93.3%	100.0%
			% within Loyalitas Pasien	14.6%	69.7%	55.6%
			% of Total	3.8%	51.9%	55.6%
	Total		Count	41	119	160

			% within Pengalaman Pasien	25.6%	74.4%	100.0%
			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	25.6%	74.4%	100.0%
		Kurang Baik	Count	20	21	41
			% within Pengalaman Pasien	48.8%	51.2%	100.0%
			% within Loyalitas Pasien	87.0%	32.3%	46.6%
	Pengalaman Pasien		% of Total	22.7%	23.9%	46.6%
			Count	3	44	47
			% within Pengalaman Pasien	6.4%	93.6%	100.0%
RSKD IA Siti Fatimah		Baik	% within Loyalitas Pasien	13.0%	67.7%	53.4%
			% of Total	3.4%	50.0%	53.4%
			Count	23	65	88
			% within Pengalaman Pasien	26.1%	73.9%	100.0%
	Total		% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	26.1%	73.9%	100.0%
			Count	38	24	62
			% within Pengalaman Pasien	61.3%	38.7%	100.0%
		Kurang Baik	% within Loyalitas Pasien	82.6%	31.6%	50.8%
	Pengalaman Pasien		% of Total	31.1%	19.7%	50.8%
			Count	8	52	60
			% within Pengalaman Pasien	13.3%	86.7%	100.0%
RSKD Dadi		Baik	% within Loyalitas Pasien	17.4%	68.4%	49.2%
			% of Total	6.6%	42.6%	49.2%
			Count	46	76	122
			% within Pengalaman Pasien	37.7%	62.3%	100.0%
	Total		% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	37.7%	62.3%	100.0%

Chi-Square Tests

Rumah Sakit		Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
RSKD IA Pertiwi	Pearson Chi-Square	37.525[a]	1	.000		
	Continuity Correction[b]	35.326	1	.000		
	Likelihood Ratio	39.750	1	.000		
	Fisher's Exact Test				.000	.000
	Linear-by-Linear Association	37.291	1	.000		
	N of Valid Cases	160				
RSKD IA Siti Fatimah	Pearson Chi-Square	20.389[c]	1	.000		
	Continuity Correction[b]	18.252	1	.000		
	Likelihood Ratio	21.981	1	.000		
	Fisher's Exact Test				.000	.000

	Linear-by-Linear Association	20.158	1	.000		
	N of Valid Cases	88				
	Pearson Chi-Square	29.856[d]	1	.000		
	Continuity Correction[b]	27.849	1	.000		
	Likelihood Ratio	31.792	1	.000		
RSKD Dadi	Fisher's Exact Test				.000	.000
	Linear-by-Linear Association	29.612	1	.000		
	N of Valid Cases	122				

Kepuasan Pasien * Loyalitas Pasien

Crosstab

Rumah Sakit				Loyalitas Pasien		Total
				Rendah	Tinggi	
RSKD IA Pertiwi	Kepuasan Pasien	Kurang Puas	Count	40	30	70
			% within Kepuasan Pasien	57.1%	42.9%	100.0%
			% within Loyalitas Pasien	97.6%	25.2%	43.8%
			% of Total	25.0%	18.8%	43.8%
		Puas	Count	3	87	90
			% within Kepuasan Pasien	1.1%	98.9%	100.0%
			% within Loyalitas Pasien	2.4%	74.8%	56.3%
			% of Total	1.9%	54.3%	56.3%
	Total		Count	43	117	160
			% within Kepuasan Pasien	25.6%	74.4%	100.0%
			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	25.6%	74.4%	100.0%
RSKD IA Siti Fatimah	Kepuasan Pasien	Kurang Puas	Count	21	16	37
			% within Kepuasan Pasien	56.8%	43.2%	100.0%
			% within Loyalitas Pasien	91.3%	24.6%	42.0%
			% of Total	23.9%	18.2%	42.0%
		Puas	Count	2	49	51
			% within Kepuasan Pasien	3.9%	96.1%	100.0%
			% within Loyalitas Pasien	8.7%	75.4%	58.0%
			% of Total	2.3%	55.7%	58.0%
	Total		Count	23	65	88
			% within Kepuasan Pasien	26.1%	73.9%	100.0%
			% within Loyalitas Pasien	100.0%	100.0%	100.0%
			% of Total	26.1%	73.9%	100.0%
RSKD Dadi	Kepuasan Pasien	Kurang Puas	Count	42	18	60
			% within Kepuasan Pasien	70.5%	29.5%	100.0%
			% within Loyalitas Pasien	93.5%	23.7%	50.0%
			% of Total	35.2%	14.8%	49.8%
		Puas	Count	4	58	62
			% within Kepuasan Pasien	4.9%	95.1%	100.0%
			% within Loyalitas Pasien	6.5%	76.3%	50.0%
			% of Total	2.5%	47.5%	50.2%

Total	Count	47	76	122
	% within Kepuasan Pasien	37.7%	62.3%	100.0%
	% within Loyalitas Pasien	100.0%	100.0%	100.0%
	% of Total	37.7%	62.3%	100.0%

Chi-Square Tests

Rumah Sakit		Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
RSKD IA Pertiwi	Pearson Chi-Square	64.863[a]	1	.000		
	Continuity Correction[b]	61.956	1	.000		
	Likelihood Ratio	75.516	1	.000		
	Fisher's Exact Test				.000	.000
	Linear-by-Linear Association	64.458	1	.000		
	N of Valid Cases	160				
RSKD IA Siti Fatimah	Pearson Chi-Square	31.007[c]	1	.000		
	Continuity Correction[b]	28.331	1	.000		
	Likelihood Ratio	33.618	1	.000		
	Fisher's Exact Test				.000	.000
	Linear-by-Linear Association	30.655	1	.000		
	N of Valid Cases	88				
RSKD Dadi	Pearson Chi-Square	55.835[d]	1	.000		
	Continuity Correction[b]	53.078	1	.000		
	Likelihood Ratio	63.741	1	.000		
	Fisher's Exact Test				.000	.000
	Linear-by-Linear Association	55.378	1	.000		
	N of Valid Cases	122				

Regression

Variables Entered/Removed[a]

Rumah Sakit	Model	Variables Entered	Variables Removed	Method
RSKD IA Pertiwi	1	Total jawaban Pengalaman Pasien[b]	.	Enter
RSKD IA Siti Fatimah	1	Total jawaban Pengalaman Pasien[b]	.	Enter
RSKD Dadi	1	Total jawaban Pengalaman Pasien[b]	.	Enter

a. Dependent Variable: Total Jawaban Kepuasan Pasien
b. All requested variables entered.

Model Summary

Rumah Sakit	Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
RSKD IA Pertiwi	1	.938[a]	.880	.879	3.17402
RSKD IA Siti Fatimah	1	.934[a]	.873	.872	2.99930
RSKD Dadi	1	.937[a]	.878	.877	3.06013

a. Predictors: (Constant), Total jawaban Pengalaman Pasien

ANOVA[a]

Rumah Sakit	Model		Sum of Squares	df	Mean Square	F	Sig.
RSKD IA Pertiwi	1	Regression	11654.242	1	11654.242	1156.816	.000[b]
		Residual	1591.758	158	10.074		
		Total	13246.000	159			
RSKD IA Siti	1	Regression	5320.257	1	5320.257	591.414	.000[b]

Fatimah		Residual	773.641	86	8.996		
		Total	6093.898	87			
		Regression	8105.200	1	8105.200	865.534	.000[b]
RSKD Dadi	1	Residual	1123.727	120	9.364		
		Total	9228.926	121			

a. Dependent Variable: Total Jawaban Kepuasan Pasien
b. Predictors: (Constant), Total jawaban Pengalaman Pasien

Coefficients[a]

Rumah Sakit	Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
			B	Std. Error	Beta		
RSKD IA Pertiwi	1	(Constant)	3.475	3.208		1.083	.280
		Total jawaban Pengalaman Pasien	.606	.018	.938	34.012	.000
RSKD IA Siti Fatimah	1	(Constant)	7.510	4.320		1.738	.086
		Total jawaban Pengalaman Pasien	.583	.024	.934	24.319	.000
RSKD Dadi	1	(Constant)	3.731	3.691		1.011	.314
		Total jawaban Pengalaman Pasien	.606	.021	.937	29.420	.000

a. Dependent Variable: Total Jawaban Kepuasan Pasien

Curriculum Vitae :

A. Data Pribadi

Nama	: Nurul Fitri Ayu
Alamat	: Jl. Balaikota Perumahan Polda Sulsel
Tempat/ Tanggal Lahir	: Sungguminasa/ 31 Januari 1997
Kewarganegaraan	: Indonesia
Suku	: Makassar
Agama	: Islam
Email	: Nurulfitriayu310197@gmail.com
No. Hp	: 085727579159

B. Riwayat Pendidikan

Periode (Tahun)	Jenjang Pendidikan	Sekolah/ Instansi/Universitas
2002-2008	SD	SDN 96 KALONGKONG
2008-2011	SMP	SMPN 1 GALESONG UTARA
2011-2014	SMA	SMAN 1 GALESONG UTARA
2014-2018	S1	UNIVERSITAS MUSLIM INDONESIA
2020-2023	S2	UNIVERSITAS HASANUDDIN