

## DAFTAR PUSTAKA

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**Tabel 1**  
**Jumlah Kunjungan Pasien Rawat Jalan RSUD**  
**Kota Baubau 2007-2011**

| <b>TAHUN</b> | <b>PASIEN</b> |
|--------------|---------------|
| 2007         | 37.883        |
| 2008         | 41.271        |
| 2009         | 24.968        |
| 2010         | 22.350        |
| 2011         | 25.189        |

*Sumber: RSUD kota Baubau 2011*

## Lampiran 2

Tabel Kegiatan Farmasi Pengadaan Obat

Kode Rumah Sakit : 7401016

Nama Rumah Sakit : RSUD Kota BauBau

| NO | TAHUN | GOLONGAN OBAT                | JUMLAH ITEM OBAT |            |            |            | JUMLAH ITEM OBAT YANG TERSEDIA DI RS |            |            |            | JUMLAH ITEM OBAT FORMULARIUM TERSEDIA DI RS |          |          |          |
|----|-------|------------------------------|------------------|------------|------------|------------|--------------------------------------|------------|------------|------------|---|----------|----------|----------|
|    |       |                              | 1                | 2          | 3          | 4          | 1                                    | 2          | 3          | 4          | 1   | 2        | 3        | 4        |
| 1. | 2005  | Obat Generik                 | 376              | 368        | 365        | 362        | 345                                  | 338        | 336        | 342        | 0   | 0        | 0        | 0        |
|    |       | Obat non Generik Formularium | 232              | 228        | 234        | 230        | 148                                  | 140        | 118        | 126        | 0   | 0        | 0        | 0        |
|    |       | Obat non Generik             | 144              | 138        | 130        | 138        | 116                                  | 124        | 123        | 132        | 0   | 0        | 0        | 0        |
|    |       | <b>TOTAL</b>                 | <b>752</b>       | <b>734</b> | <b>792</b> | <b>730</b> | <b>609</b>                           | <b>604</b> | <b>577</b> | <b>600</b> | <b>0</b>                                    | <b>0</b> | <b>0</b> | <b>0</b> |
| 2. | 2006  | Obat Generik                 | 374              | 368        | 369        | 375        | 333                                  | 326        | 346        | 334        | 0   | 0        | 0        | 0        |
|    |       | Obat non Generik Formularium | 130              | 228        | 228        | 232        | 120                                  | 130        | 144        | 136        | 0   | 0        | 0        | 0        |
|    |       | Obat non Generik             | 236              | 131        | 132        | 113        | 140                                  | 124        | 95         | 88         | 0   | 0        | 0        | 0        |
|    |       | <b>TOTAL</b>                 | <b>748</b>       | <b>727</b> | <b>729</b> | <b>720</b> | <b>593</b>                           | <b>580</b> | <b>585</b> | <b>558</b> | <b>0</b>                                    | <b>0</b> | <b>0</b> | <b>0</b> |
| 3. | 2007  | Obat Generik                 | 376              | 380        | 380        | 406        | 340                                  | 341        | 341        | 348        | 0   | 0        | 0        | 0        |
|    |       | Obat non Generik             | 237              | 238        | 238        | 240        | 130                                  | 135        | 135        | 140        | 0   | 0        | 0        | 0        |

|    |      |                                 |            |            |            |            |            |            |            |            |          |          |          |          |
|----|------|---------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|----------|----------|----------|----------|
|    |      | Formularium                     |            |            |            |            |            |            |            |            |          |          |          |          |
|    |      | Obat non Generik                | 115        | 116        | 116        | 122        | 90         | 95         | 95         | 101        | 0        | 0        | 0        | 0        |
|    |      | <b>TOTAL</b>                    | <b>734</b> | <b>734</b> | <b>805</b> | <b>728</b> | <b>571</b> | <b>571</b> | <b>622</b> | <b>560</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |
| 4. | 2008 | Obat Generik                    | 380        | 380        | 411        | 376        | 341        | 341        | 350        | 340        | 0        | 0        | 0        | 0        |
|    |      | Obat non Generik<br>Formularium | 238        | 238        | 260        | 237        | 135        | 135        | 152        | 130        | 0        | 0        | 0        | 0        |
|    |      | Obat non Generik                | <b>116</b> | <b>116</b> | <b>134</b> | <b>115</b> | <b>95</b>  | <b>95</b>  | <b>120</b> | <b>90</b>  | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |
|    |      | <b>TOTAL</b>                    | <b>734</b> | <b>734</b> | <b>805</b> | <b>728</b> | <b>571</b> | <b>571</b> | <b>622</b> | <b>560</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |
| 5. | 2009 | Obat Generik                    | 200        | 167        | 157        | 471        | 172        | 100        | 95         | 287        | 0        | 0        | 0        | 0        |
|    |      | Obat non Generik<br>Formularium | 25         | 4          | 4          | 12         | 4          | 4          | 4          | 12         | 0        | 0        | 0        | 0        |
|    |      | Obat non Generik                | 99         | 89         | 94         | 282        | 79         | 40         | 49         | 130        | 0        | 0        | 0        | 0        |
|    |      | <b>TOTAL</b>                    | <b>324</b> | <b>260</b> | <b>255</b> | <b>765</b> | <b>255</b> | <b>144</b> | <b>148</b> | <b>429</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |
| 6. | 2010 | Obat Generik                    | 471        | 474        | 474        | 504        | 265        | 241        | 235        | 225        | 0        | 0        | 0        | 0        |
|    |      | Obat non Generik<br>Formularium | 12         | 12         | 12         | 12         | 12         | 12         | 12         | 12         | 0        | 0        | 0        | 0        |
|    |      | Obat non Generik                | 282        | 285        | 285        | 255        | 112        | 93         | 87         | 69         | 0        | 0        | 0        | 0        |
|    |      | <b>TOTAL</b>                    | <b>765</b> | <b>771</b> | <b>771</b> | <b>771</b> | <b>389</b> | <b>346</b> | <b>334</b> | <b>306</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |
| 7. | 2011 | Obat Generik                    | 504        | 504        | 519        | 519        | 227        | 272        | 275        | 292        | 0        | 0        | 0        | 0        |
|    |      | Obat non Generik<br>Formularium | 12         | 12         | 12         | 12         | 12         | 12         | 12         | 12         | 0        | 0        | 0        | 0        |
|    |      | Obat non Generik                | 255        | 255        | 255        | 255        | 77         | 75         | 72         | 87         | 0        | 0        | 0        | 0        |
|    |      | <b>TOTAL</b>                    | <b>771</b> | <b>771</b> | <b>786</b> | <b>786</b> | <b>316</b> | <b>359</b> | <b>359</b> | <b>391</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |

Sumber: RSUDKota Baubau

## Lampiran 3

**Tabel 3**  
**Peralatan Di Instalasi Rawat Jalan**  
**RSUD Kota Baubau**

| NO | JENIS PELAYANAN        | KELENGKAPAN PERALATAN |                                |
|----|------------------------|-----------------------|--------------------------------|
|    |                        | STANDAR               | PROGNOSIS<br>RSU TAHUN<br>2012 |
| 1  | Poli Umum              | 100%                  | 25%                            |
| 2  | Poli Anak              | 100%                  | 21,05%                         |
| 3  | Poli bedah             | 100%                  | 13,64%                         |
| 4  | Poli gigi dan mulut    | 100%                  | 11,19%                         |
| 5  | Poli internis          | 100%                  | 23,33%                         |
| 6  | Poli kandungan         | 100%                  | 56,25%                         |
| 7  | Poli Mata              | 100%                  | 30,77%                         |
| 8  | Poli THT               | 100%                  | 12,50%                         |
| 9  | IGD                    | 100%                  | 25,71%                         |
| 10 | OK                     | 100%                  | 37,84%                         |
| 11 | ICU                    | 100%                  | 61,90%                         |
| 12 | Bangsas anak           | 100%                  | 32%                            |
| 13 | Bangsas perinatologi   | 100%                  | 41,67%                         |
| 14 | Bangsas Kandungan      | 100%                  | 18,18%                         |
| 15 | Bangsas Internis       | 100%                  | 37,50%                         |
| 16 | Bangsas bedah          | 100%                  | 36,36%                         |
| 17 | Kamar bersalin         | 100%                  | 36,26%                         |
| 18 | Laboratorium           | 100%                  | 85,54%                         |
| 19 | Farmasi                | 100%                  | 75%                            |
| 20 | Gizi                   | 100%                  | 25,45%                         |
| 21 | Radiologi              | 100%                  | 29,17%                         |
| 22 | Rehabilitasi medis     | 100%                  | 7,14%                          |
| 23 | Keterapian fisik       | 100%                  | 5,44%                          |
| 24 | Kamar Jenazah          | 100%                  | Belum ada                      |
| 25 | Laundry                | 100%                  | 45,45%                         |
| 26 | Pemeliharaan Sarana    | 100%                  | 33,33%                         |
| 27 | Pengolahan limbah cair | 100%                  | 33,33%                         |

**Sumber: RSUD kota Baubau**



## Lampiran 4

**Tabel 4**  
**Pencapaian SPM Pelayanan Rawat Jalan**  
**RSUD Kota Baubau**

| NO | INDIKATOR  | PENCAPAIAN RAWAT JALAN |                |
|----|--|------------------------|----------------|
|    |  | STANDAR                | PROGNOSIS 2012 |
| 1  | Dokter pemberi pelayanan di Poliklinik spesialis | 100%                   | 100%           |
| 2  | Waktu tunggu dirawat jalan                       | ≤ 60 menit             | 60 – 120 menit |
| 3  | Kepuasan pelanggan pada rawat jalan              | ≥ 90%                  | 60 %           |

*Sumber: RSUD kota Baubau*

## Lampiran 5

**Tabel 5**  
**Jumlah Pasien Rawat Inap Menurut Tempat Perawatan**  
**RSUD Kota Baubau**

| NO            | UNIT PELAYANAN           | 2008  | 2009  | 2010  | 2011  | KET             |
|---------------|--------------------------|-------|-------|-------|-------|-----------------|
| 1.            | Perawatan penyakit dalam | 1.137 | 1.248 | 1.025 | 1.371 | Naik<br>9.76%   |
| 2.            | Perawatan parinatal      | 538   | 545   | 536   | 647   | Naik<br>3.21%   |
| 3.            | Perawatan Genekologi     | 763   | 757   | 887   | 1.027 | 0.73%           |
| 4.            | Perawatan bedah          | 711   | 803   | 915   | 1.070 | Naik<br>12.93%  |
| 5.            | Perawatan anak           | 824   | 738   | 695   | 580   | Turun<br>10.43% |
| 6.            | Perawatan ICU            | 233   | 258   | 288   | 345   | Naik<br>10.72%  |
| <b>JUMLAH</b> |                          | 4.196 | 4.349 | 4.346 | 5.040 | Naik<br>3.64%   |

**Sumber: RSUD kota Baubau**

## Lampiran 6

**Tabel 6**  
**Kunjungan Pelayanan Rawat Jalan RSUD Kota Baubau**  
**Tahun 2007 – 2011**

| Tahun | Umum         |       | Askes |       | Jamsostek |      | Jamkesmas   |       | Bahteram<br>as |      | Jasa<br>raharja |      | Jumlah |
|-------|--------------|-------|-------|-------|-----------|------|-------------|-------|----------------|------|-----------------|------|--------|
|       | Σ            | %     | Σ     | %     | Σ         | %    | Σ           | %     | Σ              | %    | Σ               | %    |        |
| 2007  | <b>10870</b> | 28.69 | 21701 | 57.28 | -         | -    | <b>5312</b> | 14.02 | -              | -    | -               | -    | 37.883 |
| 2008  | <b>12980</b> | 32    | 22470 | 55    | -         | -    | <b>5821</b> | 14.10 | -              | -    | -               | -    | 41.271 |
| 2009  | <b>8570</b>  | 34.3  | 12463 | 0.02  | 48        | 0,1  | <b>3861</b> | 15.4  | 26             | 0.1  | -               | -    | 24.968 |
| 2010  | <b>9583</b>  | 43    | 6712  | 30    | 173       | 0.77 | <b>5745</b> | 25.70 | 125            | 0.55 | 12              | 0.05 | 22.350 |
| 2011  | <b>9032</b>  | 35.86 | 8780  | 34.86 | 103       | 0.41 | <b>6950</b> | 27.59 | 284            | 1.13 | 40              | 0.16 | 25.189 |

**Sumber: Bagian Rekam Medis RSUD Kota Baubau Tahun 2011**

**PENGARUH PERILAKU PASIEN TERHADAP PEMANFAATAN  
PELAYANAN DI INSTALASI RAWAT JALAN PADA RUMAH SAKIT  
UMUM KOTA BAUBAU SULAWESI TENGGARA TAHUN 2013**

**KUESIONER PENELITIAN**

Nomor Responden :

Tanggal Pengisian : .....2013

Kuesioner penelitian ini ditujukan bagi anda pasien rawat jalan yang berperan dalam memanfaatkan pelayanan kesehatan rumah sakit umum kota BauBau. Harap saudara mengisi sesuai dengan keadaan sebenarnya. Terima Kasih atas partisipasi anda.

**Bagian A**

| No. | IDENTITAS RESPONDEN |  |
|-----|---------------------|--|
| 1.  | Nama Responden      |  |
| 2.  | Umur                | ..... Tahun  |
| 3.  | Jenis Kelamin       | 1. Laki-laki<br>2. Perempuan   |
| 4.  | Pendidikan Terakhir | 1. Tidak sekolah<br>2. SD<br>3. SMP/ sederajat<br>4. SMA/ sederajat<br>5. PT (Diploma, S1, S2, S3) |
| 5.  | Pekerjaan           | 1. Pegawai Negeri Sipil<br>2. Wiraswasta<br>3. Ibu Rumah Tangga<br>4. Tidak bekerja                |

**Bagian B**

Mohon dijawab pertanyaan dalam kuesioner dengan memberi tanda checklist (√) pada kolom jawaban yang menurut anda paling sesuai, yaitu :

- 4 : Sangat Setuju
- 3 : Setuju
- 2 : Tidak Setuju
- 1 : Sangat Tidak Setuju

**KUESIONER: PENGETAHUAN**

**I. Berikan tanda cheklist (√) pada salah satu jawaban sesuai dengan pendapat Bapak / Ibu / Saudara (i).**

| No  | PERTANYAAN   | JAWABAN       |        |              |                     |
|-----|--|---------------|--------|--------------|---------------------|
|     |  | Sangat Setuju | Setuju | Tidak Setuju | Sangat tidak setuju |
| 1.  | Anda mengetahui bahwa pelayanan rumah sakit ini sangat baik dan lengkap.   |               |        |              |                     |
| 2.  | Anda mengetahui bahwa layanan rawat jalan di rumah sakit ini melayani jamkesmas atau jaminan kesehatan lainnya.                      |               |        |              |                     |
| 3.  | Anda mengetahui bahwa pasien jamkesmas atau jaminan kesehatan lainnya dapat dilayani pada seluruh poliklinik yang ada di rawat jalan |               |        |              |                     |
| 4.  | Anda mengetahui bahwa pelayanan di rumah sakit ini lebih baik dari rumah sakit lain.   |               |        |              |                     |
| 5.  | Anda mengetahui bahwa biaya pengobatan di rumah sakit ini terjangkau dari pada rumah sakit lain.                                     |               |        |              |                     |
| 6.  | Anda mengetahui bahwa biaya tes laboratorium di rumah sakit ini lebih terjangkau dari pada rumah sakit lain.                         |               |        |              |                     |
| 7.  | Anda mengetahui bahwa belum ada pasien yang mengeluh setelah berobat di rumah sakit ini.   |               |        |              |                     |
| 8.  | Anda mengetahui bahwa dengan berobat di rumah sakit maka penyakit anda cepat sembuh.   |               |        |              |                     |
| 9.  | Anda mengetahui bahwa berobat di rumah sakit ini ditangani oleh dokter spesialis.  |               |        |              |                     |
| 10. | Anda mengetahui bahwa pasien umum tidak harus membeli obat di apotik rumah sakit   |               |        |              |                     |

## KUESIONER: KEPERCAYAAN

II. Berikan tanda cheklist (√) pada salah satu jawaban sesuai dengan pendapat Bapak / Ibu / Saudara (i).

| No  | PERTANYAAN   | JAWABAN       |        |              |                     |
|-----|--|---------------|--------|--------------|---------------------|
|     |  | Sangat Setuju | Setuju | Tidak Setuju | Sangat Tidak Setuju |
| 1.  | Anda berobat disini karena percaya setelah mendapat informasi dari orang lain bahwa pelayanannya baik.   |               |        |              |                     |
| 2.  | Anda memilih berobat dirumah sakit ini karena anda meyakini pelayanan RS ini lebih baik dari pada rumah sakit lain.                                |               |        |              |                     |
| 3.  | Anda memilih berobat dirumah sakit ini karena meyakini biaya pengobatan lebih terjangkau dibandingkan rumah sakit lain.                            |               |        |              |                     |
| 4.  | Anda memilih berobat dirumah sakit ini karena belum ada keluhan pasien lain yang pernah berobat disini.  |               |        |              |                     |
| 5.  | Anda memilih berobat dirumah sakit karena meyakini berobat dirumah sakit lebih baik dari pada pengobatan tradisional/dukun.                        |               |        |              |                     |
| 6.  | Anda memilih berobat disini karena percaya biaya tes laboratorium lebih murah dibandingkan dengan rumah sakit lain                                 |               |        |              |                     |
| 7.  | Anda memilih berobat disini karena meyakini dapat cepat sembuh.  |               |        |              |                     |
| 8.  | Anda memilih berobat disini karena percaya obat di apotik murah dan terjangkau.  |               |        |              |                     |
| 9.  | Anda memilih berobat di RS ini kerana percaya bahwa di tangani oleh dokter spesialis penyakit cepat sembuh.  |               |        |              |                     |
| 10. | Anda memilih berobat di Rumah Sakit ini karena percaya pada rekomendasi dari rekomendasi dari keluarga anda bahwa perilaku pelayanan petugas baik. |               |        |              |                     |
| 11. | Anda memilih berobat di Rumah Sakit ini karena rekomendasi dari orang lain yang menyatakan bahwa pelayanan petugas rawat jalan baik.               |               |        |              |                     |
| 12. | Anda memilih berobat di RS ini karena informasi dari kerabat/keluarga yang menyatakan bahwa berobat di sini cepat sembuh.                          |               |        |              |                     |

**KUESIONER: FASILITAS**

**III. Berikan tanda cheklist (√) pada salah satu jawaban sesuai dengan pendapat Bapak / Ibu / Saudara (i).**

| No  | Pertanyaan   | JAWABAN       |        |              |                     |
|-----|--|---------------|--------|--------------|---------------------|
|     |  | Sangat Setuju | Setuju | Tidak Setuju | Sangat Tidak Setuju |
| 1.  | Loket antrian dirumah sakit ini sudah menggunakan alat yang canggih (sarana komputer yang lengkap) |               |        |              |                     |
| 2.  | Tersedia WC/toilet di ruang tunggu rawat jalan   |               |        |              |                     |
| 3.  | Alat-alat kesehatan yang dibutuhkan untuk penyakit anda tersedia                                   |               |        |              |                     |
| 4.  | Obat yang tersedia di apotik sangat lengkap  |               |        |              |                     |
| 5.  | Tersedia AC (air Conditioner) di ruang tunggu.   |               |        |              |                     |
| 6.  | Tersedia tempat pembuangan sampah.   |               |        |              |                     |
| 7.  | Tersedia tempat parkir   |               |        |              |                     |
| 8.  | Tersedia tempat duduk yang cukup dan layak di ruang tunggu   |               |        |              |                     |
| 9.  | Tersedia ruangan informasi bagi pasien   |               |        |              |                     |
| 10. | Tersedia kantin di rumah sakit   |               |        |              |                     |



### KUESIONER: PERILAKU PETUGAS KESEHATAN

IV. Berikan tanda cheklist (√) pada salah satu jawaban sesuai dengan pendapat Bapak / Ibu / Saudara (i).

| No  | PERTANYAAN  | JAWABAN       |        |              |                     |
|-----|---|---------------|--------|--------------|---------------------|
|     |   | Sangat Setuju | Setuju | Tidak Setuju | Sangat Tidak Setuju |
| 1.  | Pelayanan petugas loket rawat jalan dirumah sakit ini sangat cepat  |               |        |              |                     |
| 2.  | Pelayanan Petugas loket rawat jalan sangat ramah saat melayani anda   |               |        |              |                     |
| 3.  | Pelayanan Petugas loket sangat sopan melayani anda  |               |        |              |                     |
| 4.  | Petugas di loket selalu memberikan respon yang baik ketika anda bertanya  |               |        |              |                     |
| 5.  | Petugas diloket sangat bertanggung jawab terhadap tugasnya  |               |        |              |                     |
| 6.  | Pelayanan petugas diruang perawatan tempat anda diperiksa sangat ramah  |               |        |              |                     |
| 7.  | Pelayanan petugas diruang perawatan tempat anda diperiksa sangat sopan  |               |        |              |                     |
| 8.  | Pelayanan petugas diruang perawatan tempat anda diperiksa selalu membeikan respon yang baik ketika anda bertanya. |               |        |              |                     |
| 9.  | Pelayanan petugas diruang perawatan sangat bertanggung jawab terhadap tugasnya                                    |               |        |              |                     |
| 10. | Pelayanan petugas di apotik sangat sopan  |               |        |              |                     |
| 11. | Pelayanan petugas di apotik sangat ramah saat melayani anda   |               |        |              |                     |
| 12. | Pelayanan petugas di apotik selalu memberikan respon yang baik ketika anda bertanya.                              |               |        |              |                     |
| 13. | Pelayanan petugas diapotik sangat bertanggung jawab terhadap tugasnya   |               |        |              |                     |
| 14. | Pelayanan obat di apotik rumah sakit ini sangat cepat   |               |        |              |                     |

**KUESIONER: PEMANFAATAN PELAYANAN DI INSTALASI RAWAT  
JALAN RUMAH SAKIT UMUM KOTA BAUBAU**

**V. Berikan tanda cheklist (√) pada salah satu jawaban sesuai dengan pendapat Bapak / Ibu / Saudara (i).**

| No | PERTANYAAN   | JAWABAN       |        |              |                     |
|----|--|---------------|--------|--------------|---------------------|
|    |  | Sangat Setuju | Setuju | Tidak Setuju | Sangat Tidak Setuju |
| 1. | Anda berobat di rawat jalan di tangani oleh dokter spesialis                               |               |        |              |                     |
| 2. | Waktu tunggu dari saat mendaftar sampai dilayani oleh dokter cepat yaitu kurang dari 1 jam |               |        |              |                     |
| 3. | Anda sangat puas dengan pelayanan kesehatan di Instalasi rawat jalan                       |               |        |              |                     |

### WAWANCARA

Pilih Salah Satu Jawaban.( Baik/~~Kurang~~)

1. Alasan Sikap Tidak Baik/ Baik Petugas Kesehatan

.....  
.....  
.....  
.....

2. Alasan Lama Waktu Berobat/ Cepat Berobat

.....  
.....  
.....  
.....

3. Alasan Tidak Puas/Puas Terhadap Pelayanan Rumah Sakit

.....  
.....  
.....  
.....

4. Alasan Percaya / Tidak Percaya Terhadap Pelayanan Rumah Sakit

.....  
.....  
.....  
.....

## HASIL ANALISIS DATA

### Frekuensi Karakteristik

#### Sex

|            | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------|-----------|---------|---------------|--------------------|
| Valid 1.00 | 45        | 45.0    | 45.0          | 45.0               |
| Valid 2.00 | 55        | 55.0    | 55.0          | 100.0              |
| Total      | 100       | 100.0   | 100.0         |                    |

#### Pendidikan

|            | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------|-----------|---------|---------------|--------------------|
| Valid 1.00 | 8         | 8.0     | 8.0           | 8.0                |
| Valid 2.00 | 10        | 10.0    | 10.0          | 18.0               |
| Valid 3.00 | 5         | 5.0     | 5.0           | 23.0               |
| Valid 4.00 | 42        | 42.0    | 42.0          | 65.0               |
| Valid 5.00 | 35        | 35.0    | 35.0          | 100.0              |
| Total      | 100       | 100.0   | 100.0         |                    |

#### Pekerjaan

|            | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------|-----------|---------|---------------|--------------------|
| Valid 1.00 | 26        | 26.0    | 26.0          | 26.0               |
| Valid 2.00 | 25        | 25.0    | 25.0          | 51.0               |
| Valid 3.00 | 20        | 20.0    | 20.0          | 71.0               |
| Valid 4.00 | 29        | 29.0    | 29.0          | 100.0              |
| Total      | 100       | 100.0   | 100.0         |                    |

## Frequencies Variabel

### V\_Pengetahuan

|                 | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------|-----------|---------|---------------|--------------------|
| Valid Baik      | 76        | 76.0    | 76.0          | 76.0               |
| Valid TidakBaik | 24        | 24.0    | 24.0          | 100.0              |
| Total           | 100       | 100.0   | 100.0         |                    |

### V\_Fasilitas

|                 | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------|-----------|---------|---------------|--------------------|
| Valid Baik      | 66        | 66.0    | 66.0          | 66.0               |
| Valid TidakBaik | 34        | 34.0    | 34.0          | 100.0              |
| Total           | 100       | 100.0   | 100.0         |                    |

### V\_Kepercayaan

|                 | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------|-----------|---------|---------------|--------------------|
| Valid Baik      | 67        | 67.0    | 67.0          | 67.0               |
| Valid TidakBaik | 33        | 33.0    | 33.0          | 100.0              |
| Total           | 100       | 100.0   | 100.0         |                    |

### V\_Perilaku

|                 | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------|-----------|---------|---------------|--------------------|
| Valid Baik      | 75        | 75.0    | 75.0          | 75.0               |
| Valid TidakBaik | 25        | 25.0    | 25.0          | 100.0              |
| Total           | 100       | 100.0   | 100.0         |                    |

**V\_Pemanfaatan**

|                 | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------|-----------|---------|---------------|--------------------|
| Baik            | 70        | 70.0    | 70.0          | 70.0               |
| Valid TidakBaik | 30        | 30.0    | 30.0          | 100.0              |
| Total           | 100       | 100.0   | 100.0         |                    |

**Crosstabs****Case Processing Summary**

|                               | Cases |         |         |         |       |         |
|-------------------------------|-------|---------|---------|---------|-------|---------|
|                               | Valid |         | Missing |         | Total |         |
|                               | N     | Percent | N       | Percent | N     | Percent |
| V_Pengetahuan * V_Pemanfaatan | 100   | 100.0%  | 0       | 0.0%    | 100   | 100.0%  |
| V_Fasilitas * V_Pemanfaatan   | 100   | 100.0%  | 0       | 0.0%    | 100   | 100.0%  |
| V_Kepercayaan * V_Pemanfaatan | 100   | 100.0%  | 0       | 0.0%    | 100   | 100.0%  |
| V_Perilaku * V_Pemanfaatan    | 100   | 100.0%  | 0       | 0.0%    | 100   | 100.0%  |

**V\_Pengetahuan \* V\_Pemanfaatan****Crosstab**

|               |                        |                        | V_Pemanfaatan |           | Total  |
|---------------|------------------------|------------------------|---------------|-----------|--------|
|               |                        |                        | Baik          | TidakBaik |        |
| V_Pengetahuan | Baik                   | Count                  | 59            | 17        | 76     |
|               |                        | % within V_Pengetahuan | 77.6%         | 22.4%     | 100.0% |
|               | TidakBaik              | Count                  | 11            | 13        | 24     |
|               |                        | % within V_Pengetahuan | 45.8%         | 54.2%     | 100.0% |
| Total         | Count                  | 70                     | 30            | 100       |        |
|               | % within V_Pengetahuan | 70.0%                  | 30.0%         | 100.0%    |        |

**Chi-Square Tests**

|                                    | Value              | df | Asymp. Sig. (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
|------------------------------------|--------------------|----|-----------------------|----------------------|----------------------|
| Pearson Chi-Square                 | 8.782 <sup>a</sup> | 1  | .003                  |                      |                      |
| Continuity Correction <sup>b</sup> | 7.333              | 1  | .007                  |                      |                      |
| Likelihood Ratio                   | 8.276              | 1  | .004                  |                      |                      |
| Fisher's Exact Test                |                    |    |                       | .005                 | .004                 |
| Linear-by-Linear Association       | 8.695              | 1  | .003                  |                      |                      |
| N of Valid Cases                   | 100                |    |                       |                      |                      |

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 7.20.

b. Computed only for a 2x2 table

**V\_Fasilitas \* V\_Pemanfaatan****Crosstab**

|             |      | V_Pemanfaatan        |           | Total |        |
|-------------|------|----------------------|-----------|-------|--------|
|             |      | Baik                 | TidakBaik |       |        |
| V_Fasilitas | Baik | Count                | 53        | 13    | 66     |
|             |      | % within V_Fasilitas | 80.3%     | 19.7% | 100.0% |
| TidakBaik   |      | Count                | 17        | 17    | 34     |
|             |      | % within V_Fasilitas | 50.0%     | 50.0% | 100.0% |
| Total       |      | Count                | 70        | 30    | 100    |
|             |      | % within V_Fasilitas | 70.0%     | 30.0% | 100.0% |

**Chi-Square Tests**

|                                    | Value              | df | Asymp. Sig. (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
|------------------------------------|--------------------|----|-----------------------|----------------------|----------------------|
| Pearson Chi-Square                 | 9.812 <sup>a</sup> | 1  | .002                  |                      |                      |
| Continuity Correction <sup>b</sup> | 8.422              | 1  | .004                  |                      |                      |
| Likelihood Ratio                   | 9.544              | 1  | .002                  |                      |                      |
| Fisher's Exact Test                |                    |    |                       | .003                 | .002                 |
| Linear-by-Linear Association       | 9.714              | 1  | .002                  |                      |                      |
| N of Valid Cases                   | 100                |    |                       |                      |                      |

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 10.20.

b. Computed only for a 2x2 table

### V\_Kepercayaan \* V\_Pemanfaatan

Crosstab

|               |                        |                        | V_Pemanfaatan |           | Total  |
|---------------|------------------------|------------------------|---------------|-----------|--------|
|               |                        |                        | Baik          | TidakBaik |        |
| V_Kepercayaan | Baik                   | Count                  | 57            | 10        | 67     |
|               |                        | % within V_Kepercayaan | 85.1%         | 14.9%     | 100.0% |
|               | TidakBaik              | Count                  | 13            | 20        | 33     |
|               |                        | % within V_Kepercayaan | 39.4%         | 60.6%     | 100.0% |
| Total         | Count                  | 70                     | 30            | 100       |        |
|               | % within V_Kepercayaan | 70.0%                  | 30.0%         | 100.0%    |        |

Chi-Square Tests

|                                    | Value               | df | Asymp. Sig.<br>(2-sided) | Exact Sig. (2-<br>sided) | Exact Sig. (1-<br>sided) |
|------------------------------------|---------------------|----|--------------------------|--------------------------|--------------------------|
| Pearson Chi-Square                 | 21.970 <sup>a</sup> | 1  | .000                     |                          |                          |
| Continuity Correction <sup>b</sup> | 19.849              | 1  | .000                     |                          |                          |
| Likelihood Ratio                   | 21.452              | 1  | .000                     |                          |                          |
| Fisher's Exact Test                |                     |    |                          | .000                     | .000                     |
| Linear-by-Linear Association       | 21.751              | 1  | .000                     |                          |                          |
| N of Valid Cases                   | 100                 |    |                          |                          |                          |

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 9.90.

b. Computed only for a 2x2 table

### V\_Perilaku \* V\_Pemanfaatan

Crosstab

|            |                     |                     | V_Pemanfaatan |           | Total  |
|------------|---------------------|---------------------|---------------|-----------|--------|
|            |                     |                     | Baik          | TidakBaik |        |
| V_Perilaku | Baik                | Count               | 60            | 15        | 75     |
|            |                     | % within V_Perilaku | 80.0%         | 20.0%     | 100.0% |
|            | TidakBaik           | Count               | 10            | 15        | 25     |
|            |                     | % within V_Perilaku | 40.0%         | 60.0%     | 100.0% |
| Total      | Count               | 70                  | 30            | 100       |        |
|            | % within V_Perilaku | 70.0%               | 30.0%         | 100.0%    |        |



**Chi-Square Tests**

|                                    | Value               | df | Asymp. Sig. (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
|------------------------------------|---------------------|----|-----------------------|----------------------|----------------------|
| Pearson Chi-Square                 | 14.286 <sup>a</sup> | 1  | .000                  |                      |                      |
| Continuity Correction <sup>b</sup> | 12.444              | 1  | .000                  |                      |                      |
| Likelihood Ratio                   | 13.462              | 1  | .000                  |                      |                      |
| Fisher's Exact Test                |                     |    |                       | .000                 | .000                 |
| Linear-by-Linear Association       | 14.143              | 1  | .000                  |                      |                      |
| N of Valid Cases                   | 100                 |    |                       |                      |                      |

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 7.50.

b. Computed only for a 2x2 table

**Logistic Parsial****Block 1: Method = Enter****Omnibus Tests of Model Coefficients**

|             | Chi-square | df | Sig. |
|-------------|------------|----|------|
| Step 1 Step | 8,276      | 1  | ,004 |
| Block       | 8,276      | 1  | ,004 |
| Model       | 8,276      | 1  | ,004 |

**Model Summary**

| Step | -2 Log likelihood    | Cox & Snell R Square | Nagelkerke R Square |
|------|----------------------|----------------------|---------------------|
| 1    | 113,897 <sup>a</sup> | ,079                 | ,113                |

a. Estimation terminated at iteration number 4 because parameter estimates changed by less than ,001.

Classification Table<sup>a</sup>

| Observed |               |                    | Predicted     |           |                    |
|----------|---------------|--------------------|---------------|-----------|--------------------|
|          |               |                    | V_Pemanfaatan |           | Percentage Correct |
|          |               |                    | Baik          | TidakBaik |                    |
| Step 1   | V_Pemanfaatan | Baik               | 59            | 11        | 84,3               |
|          |               | TidakBaik          | 17            | 13        | 43,3               |
|          |               | Overall Percentage |               |           | 72,0               |

a. The cut value is ,500

Variables in the Equation

|                     |                  | B      | S.E. | Wald   | Df | Sig. | Exp(B) |
|---------------------|------------------|--------|------|--------|----|------|--------|
| Step 1 <sup>a</sup> | V_Pengetahuan(1) | 1,411  | ,494 | 8,177  | 1  | ,004 | 4,102  |
|                     | Constant         | -1,244 | ,275 | 20,434 | 1  | ,000 | ,288   |

### Block 1: Method = Enter

Omnibus Tests of Model Coefficients

|        |       | Chi-square | df | Sig. |
|--------|-------|------------|----|------|
| Step 1 | Step  | 9,544      | 1  | ,002 |
|        | Block | 9,544      | 1  | ,002 |
|        | Model | 9,544      | 1  | ,002 |

**Model Summary**

| Step | -2 Log likelihood    | Cox & Snell R Square | Nagelkerke R Square |
|------|----------------------|----------------------|---------------------|
| 1    | 112,629 <sup>a</sup> | ,091                 | ,129                |

a. Estimation terminated at iteration number 4 because parameter estimates changed by less than ,001.

**Classification Table<sup>a</sup>**

| Observed           |               |           | Predicted     |           |                    |
|--------------------|---------------|-----------|---------------|-----------|--------------------|
|                    |               |           | V_Pemanfaatan |           | Percentage Correct |
|                    |               |           | Baik          | TidakBaik |                    |
| Step 1             | V_Pemanfaatan | Baik      | 53            | 17        | 75,7               |
|                    |               | TidakBaik | 13            | 17        | 56,7               |
| Overall Percentage |               |           |               |           | 70,0               |

a. The cut value is ,500

**Variables in the Equation**

|                     | B      | S.E. | Wald   | df | Sig. | Exp(B) |
|---------------------|--------|------|--------|----|------|--------|
| Step 1 <sup>a</sup> |        |      |        |    |      |        |
| V_Fasilitas         | 1,405  | ,462 | 9,253  | 1  | ,002 | 4,077  |
| Constant            | -2,811 | ,708 | 15,774 | 1  | ,000 | ,060   |

a. Variable(s) entered on step 1: V\_Fasilitas.

**Block 1: Method = Enter****Omnibus Tests of Model Coefficients**

|        |       | Chi-square | df | Sig. |
|--------|-------|------------|----|------|
| Step 1 | Step  | 21,452     | 1  | ,000 |
|        | Block | 21,452     | 1  | ,000 |
|        | Model | 21,452     | 1  | ,000 |

**Model Summary**

| Step | -2 Log likelihood    | Cox & Snell R Square | Nagelkerke R Square |
|------|----------------------|----------------------|---------------------|
| 1    | 100,721 <sup>a</sup> | ,193                 | ,274                |

- a. Estimation terminated at iteration number 4 because parameter estimates changed by less than ,001.

**Classification Table<sup>a</sup>**

| Observed |                    | Predicted     |           |                    |      |
|----------|--------------------|---------------|-----------|--------------------|------|
|          |                    | V_Pemanfaatan |           | Percentage Correct |      |
|          |                    | Baik          | TidakBaik |                    |      |
| Step 1   | V_Pemanfaatan      | Baik          | 57        | 13                 | 81,4 |
|          |                    | TidakBaik     | 10        | 20                 | 66,7 |
|          | Overall Percentage |               |           |                    | 77,0 |

- a. The cut value is ,500

### Variables in the Equation

|                     |                  | B      | S.E. | Wald   | Df | Sig. | Exp(B) |
|---------------------|------------------|--------|------|--------|----|------|--------|
| Step 1 <sup>a</sup> | V_Kepercayaan(1) | 2,171  | ,494 | 19,284 | 1  | ,000 | 8,769  |
|                     | Constant         | -1,740 | ,343 | 25,771 | 1  | ,000 | ,175   |

a. Variable(s) entered on step 1: V\_Kepercayaan.

### Block 1: Method = Enter

#### Omnibus Tests of Model Coefficients

|        |       | Chi-square | Df | Sig. |
|--------|-------|------------|----|------|
| Step 1 | Step  | 13,462     | 1  | ,000 |
|        | Block | 13,462     | 1  | ,000 |
|        | Model | 13,462     | 1  | ,000 |

#### Model Summary

| Step | -2 Log likelihood    | Cox & Snell R Square | Nagelkerke R Square |
|------|----------------------|----------------------|---------------------|
| 1    | 108,711 <sup>a</sup> | ,126                 | ,179                |

a. Estimation terminated at iteration number 4 because parameter estimates changed by less than ,001.

Classification Table<sup>a</sup>

| Observed |                    |           | Predicted     |           |                    |
|----------|--------------------|-----------|---------------|-----------|--------------------|
|          |                    |           | V_Pemanfaatan |           | Percentage Correct |
|          |                    |           | Baik          | TidakBaik |                    |
| Step 1   | V_Pemanfaatan      | Baik      | 60            | 10        | 85,7               |
|          |                    | TidakBaik | 15            | 15        | 50,0               |
|          | Overall Percentage |           |               |           | 75,0               |

a. The cut value is ,500

Variables in the Equation

| S.E. | Wald   | df | Sig. | Exp(B) |
|------|--------|----|------|--------|
| ,500 | 12,842 | 1  | ,000 | ,167   |
| ,408 | ,986   | 1  | ,321 | 1,500  |

## Logistic Regression

### Block 1: Method = Backward Stepwise (Likelihood Ratio)

**Omnibus Tests of Model Coefficients**

|                     |       | Chi-square | df | Sig. |
|---------------------|-------|------------|----|------|
| Step 1              | Step  | 28.194     | 4  | .000 |
|                     | Block | 28.194     | 4  | .000 |
|                     | Model | 28.194     | 4  | .000 |
| Step 2 <sup>a</sup> | Step  | -.066      | 1  | .798 |
|                     | Block | 28.129     | 3  | .000 |
|                     | Model | 28.129     | 3  | .000 |
| Step 3 <sup>a</sup> | Step  | -2.030     | 1  | .154 |
|                     | Block | 26.099     | 2  | .000 |
|                     | Model | 26.099     | 2  | .000 |

a. A negative Chi-squares value indicates that the Chi-squares value has decreased from the previous step.

**Model Summary**

| Step | -2 Log likelihood   | Cox & Snell R Square | Nagelkerke R Square |
|------|---------------------|----------------------|---------------------|
| 1    | 93.978 <sup>a</sup> | .246                 | .348                |
| 2    | 94.044 <sup>a</sup> | .245                 | .348                |
| 3    | 96.074 <sup>a</sup> | .230                 | .326                |

a. Estimation terminated at iteration number 5 because parameter estimates changed by less than .001.

Classification Table<sup>a</sup>

|        | Observed           | Predicted     |           |                    |      |
|--------|--------------------|---------------|-----------|--------------------|------|
|        |                    | V_Pemanfaatan |           | Percentage Correct |      |
|        |                    | Baik          | TidakBaik |                    |      |
| Step 1 | V_Pemanfaatan      | Baik          | 64        | 6                  | 91.4 |
|        |                    | TidakBaik     | 13        | 17                 | 56.7 |
|        | Overall Percentage |               |           |                    | 81.0 |
| Step 2 | V_Pemanfaatan      | Baik          | 64        | 6                  | 91.4 |
|        |                    | TidakBaik     | 13        | 17                 | 56.7 |
|        | Overall Percentage |               |           |                    | 81.0 |
| Step 3 | V_Pemanfaatan      | Baik          | 65        | 5                  | 92.9 |
|        |                    | TidakBaik     | 18        | 12                 | 40.0 |
|        | Overall Percentage |               |           |                    | 77.0 |

Variables in the Equation

|                     | B                | S.E.   | Wald | Df     | Sig. | Exp(B) |       |
|---------------------|------------------|--------|------|--------|------|--------|-------|
| Step 1 <sup>a</sup> | V_Pengetahuan(1) | -.173  | .674 | .066   | 1    | .797   | .841  |
|                     | V_Fasilitas(1)   | -.928  | .576 | 2.598  | 1    | .107   | .395  |
|                     | V_Kepercayaan(1) | -1.606 | .627 | 6.567  | 1    | .010   | .201  |
|                     | V_Perilaku(1)    | -.896  | .611 | 2.151  | 1    | .142   | .408  |
|                     | Constant         | 1.423  | .603 | 5.571  | 1    | .018   | 4.151 |
| Step 2 <sup>a</sup> | V_Fasilitas(1)   | -.987  | .527 | 3.508  | 1    | .061   | .373  |
|                     | V_Kepercayaan(1) | -1.683 | .552 | 9.279  | 1    | .002   | .186  |
|                     | V_Perilaku(1)    | -.864  | .598 | 2.088  | 1    | .148   | .422  |
| Step 3 <sup>a</sup> | Constant         | 1.359  | .547 | 6.169  | 1    | .013   | 3.893 |
|                     | V_Fasilitas(1)   | -1.106 | .513 | 4.645  | 1    | .031   | .331  |
|                     | V_Kepercayaan(1) | -1.999 | .509 | 15.417 | 1    | .000   | .135  |
|                     | Constant         | 1.000  | .463 | 4.661  | 1    | .031   | 2.717 |

a. Variable(s) entered on step 1: V\_Pengetahuan, V\_Fasilitas, V\_Kepercayaan, V\_Perilaku.



**Model if Term Removed**

| Variable      | Model Log Likelihood | Change in -2 Log Likelihood | df | Sig. of the Change |
|---------------|----------------------|-----------------------------|----|--------------------|
| Step 1        |                      |                             |    |                    |
| V_Pengetahuan | -47.022              | .066                        | 1  | .798               |
| V_Fasilitas   | -48.269              | 2.561                       | 1  | .110               |
| V_Kepercayaan | -50.331              | 6.685                       | 1  | .010               |
| V_Perilaku    | -48.036              | 2.094                       | 1  | .148               |
| Step 2        |                      |                             |    |                    |
| V_Fasilitas   | -48.754              | 3.464                       | 1  | .063               |
| V_Kepercayaan | -51.716              | 9.388                       | 1  | .002               |
| V_Perilaku    | -48.037              | 2.030                       | 1  | .154               |
| Step 3        |                      |                             |    |                    |
| V_Fasilitas   | -50.360              | 4.647                       | 1  | .031               |
| V_Kepercayaan | -56.314              | 16.555                      | 1  | .000               |

**Variables not in the Equation**

|                            | Score | df | Sig. |
|----------------------------|-------|----|------|
| Variables V_Pengetahuan(1) | .066  | 1  | .797 |
| Overall Statistics         | .066  | 1  | .797 |
| Variables V_Pengetahuan(1) | .002  | 1  | .966 |
| V_Perilaku(1)              | 2.126 | 1  | .145 |
| Overall Statistics         | 2.198 | 2  | .333 |

- a. Variable(s) removed on step 2: V\_Pengetahuan.  
b. Variable(s) removed on step 3: V\_Perilaku.