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Hasil Analisis Data With SPSS Ver.

16.0

Kelompok Umur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<21 tahun	17	18.9	18.9	18.9
	21-30 tahun	31	34.4	34.4	53.3
	31-40 tahun	18	20.0	20.0	73.3
	41-50 tahun	3	3.3	3.3	76.7
	51-60 tahun	4	4.4	4.4	81.1
	>60	17	18.9	18.9	100.0
	Total	90	100.0	100.0	

JENIS KELAMIN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LAKI2	36	40.0	40.0	40.0
	PEREMPUAN	54	60.0	60.0	100.0
	Total	90	100.0	100.0	

STATUS PERKAWINAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	KAWIN	50	55.6	55.6	55.6
	BELUM KAWIN	34	37.8	37.8	93.3
	DUDAJANDA	6	6.7	6.7	100.0
	Total	90	100.0	100.0	

PENDIDIKAN TERAKHIR

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TIDAK SEKOLAH	5	5.6	5.6	5.6
	SD	14	15.6	15.6	21.1
	SLTP	9	10.0	10.0	31.1
	SMU	41	45.6	45.6	76.7
	AKADEMIK/DIPLOMA	12	13.3	13.3	90.0
	PERGURUAN TINGGI	9	10.0	10.0	100.0
	Total	90	100.0	100.0	

PEKERJAAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MAHASISWA/SISWA	22	24.4	24.4	24.4
	IRT	27	30.0	30.0	54.4
	PNS	18	20.0	20.0	74.4
	VETERAN	9	10.0	10.0	84.4
	PENSIUNAN PNS	12	13.3	13.3	97.8
	WIRASWASTA	2	2.2	2.2	100.0
	Total	90	100.0	100.0	

Skor Service Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Baik	78	86.7	86.7	86.7
	Kurang	12	13.3	13.3	100.0
	Total	90	100.0	100.0	

Skor Product Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Baik	77	85.6	85.6	85.6
	Kurang	13	14.4	14.4	100.0
Total		90	100.0	100.0	

Skor Cost Quality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Baik	74	82.2	82.2	82.2
	Kurang	16	17.8	17.8	100.0
Total		90	100.0	100.0	

Skor Kepuasan Pasien

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Baik	75	83.3	83.3	83.3
	Kurang	15	16.7	16.7	100.0
Total		90	100.0	100.0	

Skor Service Quality * Skor Kepuasan Pasien Crosstabulation

			Skor Kepuasan Pasien		Total
			Baik	Kurang	
Skor Service Quality	Baik	Count	72	6	78
		% within Skor Service Quality	92.3%	7.7%	100.0%
	Kurang	Count	3	9	12
		% within Skor Service Quality	25.0%	75.0%	100.0%
Total		Count	75	15	90
		% within Skor Service Quality	83.3%	16.7%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	33.923 ^a	1	.000		
Continuity Correction ^b	29.250	1	.000		
Likelihood Ratio	25.299	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	33.546	1	.000		
N of Valid Cases ^a	90				

a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.00.

b. Computed only for a 2x2 table

Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Phi	.614	.000
	Cramer's V	.614	.000
N of Valid Cases		90	

Skor Product Quality * Skor Kepuasan Pasien Crosstabulation

			Skor Kepuasan Pasien		Total
			Baik	Kurang	
Skor Product Quality	Baik	Count	69	8	77
		% within Skor Product Quality	89.6%	10.4%	100.0%
	Kurang	Count	6	7	13
		% within Skor Product Quality	46.2%	53.8%	100.0%
Total		Count	75	15	90
		% within Skor Product Quality	83.3%	16.7%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	15.123 ^a	1	.000		
Continuity Correction ^b	12.156	1	.000		
Likelihood Ratio	11.788	1	.001		
Fisher's Exact Test				.001	.001
Linear-by-Linear Association	14.955	1	.000		
N of Valid Cases ^a	90				

a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.17.

b. Computed only for a 2x2 table

Symmetric Measures

	Value	Approx. Sig.
Nominal by Nominal Phi	.410	.000
Cramer's V	.410	.000
N of Valid Cases	90	

Skor Cost Quality * Skor Kepuasan Pasien Crosstabulation

			Skor Kepuasan Pasien		Total
			Baik	Kurang	
Skor Cost Quality	Baik	Count	68	6	74
		% within Skor Cost Quality	91.9%	8.1%	100.0%
	Kurang	Count	7	9	16
		% within Skor Cost Quality	43.8%	56.2%	100.0%
Total		Count	75	15	90
		% within Skor Cost Quality	83.3%	16.7%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	21.953 ^a	1	.000		
Continuity Correction ^b	18.623	1	.000		
Likelihood Ratio	17.523	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	21.709	1	.000		
N of Valid Cases ^b	90				

a. 1 cells (25.0%) have expected count less than 5. The minimum expected count is 2.67.

b. Computed only for a 2x2 table

Symmetric Measures

	Value	Approx. Sig.
Nominal by Nominal Phi	.494	.000
Cramer's V	.494	.000
N of Valid Cases	90	