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Lampiran 1. KUESIONER PENELITIAN

A. IDENTITAS RESPONDEN

Nama :
Jenis Kelamin :
Usia :
Pekerjaan :
Pendidikan Terakhir :

B. PETUNJUK PENGISIAN

1. Mohon dibaca dan dipahami tiap pertanyaan dalam lembar kuesioner berikut serta diisi dengan teliti, lengkap, dan jujur
2. Jawaban harus merupakan jawaban pribadi bukan jawaban kelompok dalam hal ini tidak ada jawaban yang benar atau salah, yang penting jawaban Bapak/Ibu/Sdr(i) benar-benar tepat dengan situasi yang dirasakan.
 - a. Jika Bapak/Ibu merasa sangat tidak setuju (STS)
 - b. Jika Bapak/Ibu merasa tidak setuju (TS)
 - c. Jika Bapak/Ibu merasa setuju (S)
 - d. Jika Bapak/Ibu merasa sangat setuju (SS)

KEPUASAN PASIEN

No.	Penyataan	SS	S	TS	STS
General Satisfaction					
M1	Pelayanan medis yang saya terima hampir sempurna	4	3	2	1
M2	Saya tidak puas dengan beberapa hal tentang pelayanan medis yang saya terima	1	2	3	4
Technical Quality					
M3	Cara perawat menyampaikan kondisi kesehatan membuat saya cemas	1	2	3	4
M4	Dokter tidak menjelaskan tujuan dari tes-tes kesehatan yang saya jalani	1	2	3	4
Interpersonal Manner					
M5	Saya merasa perawat memperlakukan pasien berbeda-beda	1	2	3	4
M6	Saya menunggu lama proses keluar dari rumah sakit ini karena petugas administrasi kurang cekatan	1	2	3	4
Communication					
M7	Dokter menjelaskan tentang alasan dilakukan pemeriksaan kesehatan dan memberikan edukasi terkait penyakit saya	4	3	2	1
M8	Dokter terkadang mengabaikan apa yang saya katakan pada mereka	1	2	3	4
Financial Aspect					
M9	Saya mengalami rumitnya mengurus administrasi keuangan di rumah sakit ini	1	2	3	4
M10	Besarnya biaya pengobatan tidak sepadan dengan fasilitas yang saya peroleh	1	2	3	4

Time Spent with Doctor					
M11	Dokter terlalu terburu-buru dalam memeriksa saya	1	2	3	4
M12	Dokter biasanya menggunakan cukup waktu bersama saya	4	3	2	1
M13	Sekalipun saya sudah mendaftar namun saya tidak mendapat kepastian berapa lama saya harus menunggu	1	2	3	4

Sumber: Kuesioner KKP-2017 Format 10 oleh Vella Imaninda & Saifuddin Azwar, 2016

LOYALITAS PASIEN

No.	Penyataan	SS	S	TS	STS
Trust					
Y1	Saya percaya bahwa semua pertanyaan pasien akan dijawab tenaga medis sungguh-sungguh	4	3	2	1
Y2	Kepercayaan terhadap rumah sakit bahwa akan menepati janji yang diberikan kepada pasien	4	3	2	1
Psychological Commitment					
Y3	Saya merasa memiliki ikatan emosional terhadap rumah sakit ini	4	3	2	1
Y4	Keramahan para tenaga medis membuat pasien senang	4	3	2	1
Switching Costs					
Y5	Beban biaya yang akan saya terima ketika terjadi perubahan akan lebih kecil dibandingkan harus pindah ke rumah sakit yang lain	4	3	2	1
Y6	Saya merasa sangat kesulitan jika harus berpindah ke rumah sakit yang lain	4	3	2	1

Word of Mouth					
Y7	Saya merekomendasikan rumah sakit ini kepada orang lain	4	3	2	1
Y8	Saya akan menginformasikan pengalaman rumah sakit kepada pasien lain tentang kinerja rumah sakit ini	4	3	2	1
Y9	Memberikan tanggapan yang positif kepada pasien lain tentang kinerja rumah sakit	4	3	2	1
Cooperation					
Y10	Saya akan menginformasikan kepada manajemen rumah sakit tentang suatu ide yang baik	4	3	2	1
Y11	Membolehkan nama dan komentar positif kepada rumah sakit untuk dipergunakan sarana promosi kesehatan	4	3	2	1

Sumber: Dian Ayu Fitriani, 2019

	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30
M7	Pearson Correlation	.722**	.730**	.731**	1.000**	.730**	.719**	1	.741**	.741**	.828**	.237	.154	1.000**	.807**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.208	.417	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30
M8	Pearson Correlation	.909**	.950**	.783**	.741**	.950**	.846**	.741**	1	1.000**	.836**	.653**	.694**	.741**	.961**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30
M9	Pearson Correlation	.909**	.950**	.783**	.741**	.950**	.846**	.741**	1.000**	1	.836**	.653**	.694**	.741**	.961**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30
M10	Pearson Correlation	.783**	.806**	.724**	.828**	.806**	.750**	.828**	.836**	.836**	1	.432*	.503**	.828**	.868**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.017	.005	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30
M11	Pearson Correlation	.783**	.719**	.650**	.237	.719**	.789**	.237	.653**	.653**	.432*	1	.650**	.237	.713**
	Sig. (2-tailed)	.000	.000	.000	.208	.000	.000	.208	.000	.000	.017		.000	.208	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30
M12	Pearson Correlation	.591**	.638**	.423*	.154	.638**	.513**	.154	.694**	.694**	.503**	.650**	1	.154	.611**
	Sig. (2-tailed)	.001	.000	.020	.417	.000	.004	.417	.000	.000	.005	.000		.417	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30
M13	Pearson Correlation	.722**	.730**	.731**	1.000**	.730**	.719**	1.000**	.741**	.741**	.828**	.237	.154	1	.807**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.208	.417		.000

	Sig. (2-tailed)	.022	.000	.000	.040	.000		.020	.000	.000	.002	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y7	Pearson Correlation	.604**	.753**	.448*	.894**	.302	.421*	1	.539**	.701**	.678**	.196	.700**
	Sig. (2-tailed)	.000	.000	.013	.000	.105	.020		.002	.000	.000	.299	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y8	Pearson Correlation	.473**	.837**	.907**	.482**	.680**	.882**	.539**	1	.867**	.606**	.731**	.922**
	Sig. (2-tailed)	.008	.000	.000	.007	.000	.000	.002		.000	.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y9	Pearson Correlation	.561**	.957**	.804**	.627**	.618**	.788**	.701**	.867**	1	.699**	.719**	.940**
	Sig. (2-tailed)	.001	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y10	Pearson Correlation	.812**	.732**	.562**	.742**	.432*	.551**	.678**	.606**	.699**	1	.503**	.784**
	Sig. (2-tailed)	.000	.000	.001	.000	.017	.002	.000	.000	.000		.005	.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
Y11	Pearson Correlation	.346	.722**	.759**	.175	.650**	.771**	.196	.731**	.719**	.503**	1	.755**
	Sig. (2-tailed)	.061	.000	.000	.354	.000	.000	.299	.000	.000	.005		.000
	N	30	30	30	30	30	30	30	30	30	30	30	30
TOTALY	Pearson Correlation	.652**	.942**	.906**	.664**	.731**	.896**	.700**	.922**	.940**	.784**	.755**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	30	30	30	30	30	30	30	30	30	30	30	30

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

* . Correlation is significant at the 0.05 level (2-tailed).

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
M1	65.7667	119.909	.961	.755

M2	65.7333	120.340	.967	.756
M3	65.9333	119.375	.874	.755
M4	65.5333	126.740	.796	.771
M5	65.7333	120.340	.967	.756
M6	66.8333	119.454	.931	.754
M7	65.5333	126.740	.796	.771
M8	65.7000	121.045	.957	.758
M9	66.7000	121.045	.957	.758
M10	66.6000	124.248	.858	.765
M11	65.9333	125.857	.693	.769
M12	65.8000	128.303	.592	.774
M13	66.5333	126.740	.796	.771
TOTALM	34.3333	33.264	1.000	.971

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
Y1	58.3333	88.368	.630	.772
Y2	58.3667	82.171	.934	.751
Y3	58.6333	80.792	.892	.747
Y4	58.4333	88.116	.641	.772
Y5	59.0000	86.690	.708	.767
Y6	58.6667	80.851	.879	.747
Y7	58.4667	87.499	.678	.769
Y8	58.5333	81.016	.910	.747
Y9	58.4000	81.834	.931	.750
Y10	58.3333	86.230	.765	.765
Y11	58.1333	87.913	.739	.770
TOTALY	30.6333	23.206	1.000	.946

Uji Univariat

Kategori M1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Baik	25	7.0	7.0	7.0
	Baik	332	93.0	93.0	100.0
	Total	357	100.0	100.0	

Kategori M2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Baik	30	8.4	8.4	8.4
	Baik	327	91.6	91.6	100.0
	Total	357	100.0	100.0	

Kategori M3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Baik	63	17.6	17.6	17.6
	Baik	294	82.4	82.4	100.0
	Total	357	100.0	100.0	

Kategori M4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Baik	23	6.4	6.4	6.4
	Baik	334	93.6	93.6	100.0
	Total	357	100.0	100.0	

Kategori M5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Baik	72	20.2	20.2	20.2
	Baik	285	79.8	79.8	100.0
	Total	357	100.0	100.0	

Kategori M6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Baik	55	15.4	15.4	15.4
	Baik	302	84.6	84.6	100.0
	Total	357	100.0	100.0	

Kepuasan Pasien

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Baik	77	21.6	21.6	21.6
	Baik	280	78.4	78.4	100.0
	Total	357	100.0	100.0	

Word of Mouth

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	32	9.0	9.0	9.0
	2.00	325	91.0	91.0	100.0
	Total	357	100.0	100.0	

Cooperation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	21	5.9	5.9	5.9
	2.00	336	94.1	94.1	100.0
	Total	357	100.0	100.0	

Pshycological Comitment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Baik	33	9.2	9.2	9.2
	Baik	324	90.8	90.8	100.0
	Total	357	100.0	100.0	

Switching Cost

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Baik	46	12.9	12.9	12.9
	Baik	311	87.1	87.1	100.0
	Total	357	100.0	100.0	

Trust

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang Baik	24	6.7	6.7	6.7
	Baik	333	93.3	93.3	100.0
	Total	357	100.0	100.0	

Loyalitas Pasien

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	46	12.9	12.9	12.9
	2.00	311	87.1	87.1	100.0
Total		357	100.0	100.0	

Distribusi Jawaban Responden

M1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	5	1.4	1.4	1.4
	TS	18	5.0	5.0	6.4
	S	225	63.0	63.0	69.5
	SS	109	30.5	30.5	100.0
	Total	357	100.0	100.0	

M2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SS	5	1.4	1.4	1.4
	S	19	5.3	5.3	6.7
	TS	253	70.9	70.9	77.6
	STS	80	22.4	22.4	100.0
	Total	357	100.0	100.0	

M3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SS	9	2.5	2.5	2.5
	S	21	5.9	5.9	8.4
	TS	257	72.0	72.0	80.4
	STS	70	19.6	19.6	100.0
	Total	357	100.0	100.0	

M4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SS	2	.6	.6	.6
	S	14	3.9	3.9	4.5
	TS	262	73.4	73.4	77.9
	STS	79	22.1	22.1	100.0
	Total	357	100.0	100.0	

M5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SS	2	.6	.6	.6
	S	25	7.0	7.0	7.6
	TS	238	66.7	66.7	74.2
	STS	92	25.8	25.8	100.0
	Total	357	100.0	100.0	

M6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SS	24	6.7	6.7	6.7
	S	39	10.9	10.9	17.6
	TS	285	79.8	79.8	97.5
	STS	9	2.5	2.5	100.0
	Total	357	100.0	100.0	

M7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	1	.3	.3	.3
	TS	10	2.8	2.8	3.1
	S	265	74.2	74.2	77.3
	SS	81	22.7	22.7	100.0
	Total	357	100.0	100.0	

M8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SS	3	.8	.8	.8
	S	20	5.6	5.6	6.4
	TS	277	77.6	77.6	84.0
	STS	57	16.0	16.0	100.0
	Total	357	100.0	100.0	

M9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SS	20	5.6	5.6	5.6
	S	52	14.6	14.6	20.2
	TS	244	68.3	68.3	88.5
	STS	41	11.5	11.5	100.0
	Total	357	100.0	100.0	

M10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SS	17	4.8	4.8	4.8
	S	51	14.3	14.3	19.0
	TS	241	67.5	67.5	86.6
	STS	48	13.4	13.4	100.0
	Total	357	100.0	100.0	

M11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SS	5	1.4	1.4	1.4
	S	22	6.2	6.2	7.6
	TS	282	79.0	79.0	86.6
	STS	48	13.4	13.4	100.0
	Total	357	100.0	100.0	

M12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	3	.8	.8	.8
	TS	17	4.8	4.8	5.6
	S	282	79.0	79.0	84.6
	SS	55	15.4	15.4	100.0
	Total	357	100.0	100.0	

M13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SS	14	3.9	3.9	3.9
	S	41	11.5	11.5	15.4
	TS	249	69.7	69.7	85.2
	STS	53	14.8	14.8	100.0
	Total	357	100.0	100.0	

Y1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	2	.6	.6	.6
	TS	17	4.8	4.8	5.3
	S	273	76.5	76.5	81.8
	SS	65	18.2	18.2	100.0
	Total	357	100.0	100.0	

Y3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	10	2.8	2.8	2.8
	TS	23	6.4	6.4	9.2
	S	235	65.8	65.8	75.1
	SS	89	24.9	24.9	100.0
	Total	357	100.0	100.0	

Y4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	3	.8	.8	.8
	TS	20	5.6	5.6	6.4
	S	278	77.9	77.9	84.3
	SS	56	15.7	15.7	100.0
	Total	357	100.0	100.0	

Y5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	11	3.1	3.1	3.1
	TS	35	9.8	9.8	12.9
	S	279	78.2	78.2	91.0
	SS	32	9.0	9.0	100.0
	Total	357	100.0	100.0	

Y6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	7	2.0	2.0	2.0
	TS	27	7.6	7.6	9.5
	S	249	69.7	69.7	79.3
	SS	74	20.7	20.7	100.0
	Total	357	100.0	100.0	

Y7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	4	1.1	1.1	1.1
	TS	21	5.9	5.9	7.0
	S	266	74.5	74.5	81.5
	SS	66	18.5	18.5	100.0
	Total	357	100.0	100.0	

Y8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	9	2.5	2.5	2.5
	TS	20	5.6	5.6	8.1
	S	248	69.5	69.5	77.6
	SS	80	22.4	22.4	100.0
	Total	357	100.0	100.0	

Y9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	3	.8	.8	.8
	TS	22	6.2	6.2	7.0
	S	236	66.1	66.1	73.1
	SS	96	26.9	26.9	100.0
	Total	357	100.0	100.0	

Y10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	7	2.0	2.0	2.0
	TS	14	3.9	3.9	5.9
	S	275	77.0	77.0	82.9
	SS	61	17.1	17.1	100.0
	Total	357	100.0	100.0	

Y11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STS	3	.8	.8	.8
	TS	10	2.8	2.8	3.6
	S	267	74.8	74.8	78.4
	SS	77	21.6	21.6	100.0
	Total	357	100.0	100.0	

HASIL UJI BIVARIAT

Correlations

			Gener al Satisfic ation	Techni cal Quality	Comm unicati on	Interp erson al	Financ ial Aspect	Time Spent With Doctor	Loyalit as Pasien
Spearm an's rho	General Satisfaction	Correlation	1.000	.893**	.880**	.829**	.722**	.729**	.887**
		Coefficient							
		Sig. (2- tailed)	.	.000	.000	.000	.000	.000	.000
	N		357	357	357	357	357	357	357
	Technical Quality	Correlation	.893**	1.000	.819**	.883**	.773**	.815**	.911**
		Coefficient							
		Sig. (2- tailed)	.000	.	.000	.000	.000	.000	.000
	N		357	357	357	357	357	357	357
	Communica tion	Correlation	.880**	.819**	1.000	.713**	.827**	.794**	.841**
		Coefficient							
		Sig. (2- tailed)	.000	.000	.	.000	.000	.000	.000
	N		357	357	357	357	357	357	357
	Interperson al	Correlation	.829**	.883**	.713**	1.000	.766**	.822**	.894**
		Coefficient							
		Sig. (2- tailed)	.000	.000	.000	.	.000	.000	.000
	N		357	357	357	357	357	357	357
	Financial Aspect	Correlation	.722**	.773**	.827**	.766**	1.000	.885**	.809**
		Coefficient							
		Sig. (2- tailed)	.000	.000	.000	.000	.	.000	.000
	N		357	357	357	357	357	357	357
	Time Spent With Doctor	Correlation	.729**	.815**	.794**	.822**	.885**	1.000	.874**
		Coefficient							

	Sig. (2-tailed)	.000	.000	.000	.000	.000	.	.000
	N	357	357	357	357	357	357	357
Loyalitas Pasien	Correlation Coefficient	.887**	.911**	.841**	.894**	.809**	.874**	1.000
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.
	N	357	357	357	357	357	357	357

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

Statistics

		General Satisfaction	Technical Quality	Communication	Interpersonal	Financial Aspect	Time Spent With Doctor
N	Valid	357	357	357	357	357	357
	Missing	0	0	0	0	0	0
Mean		6.37	6.26	5.96	6.28	5.75	9.09
Std. Deviation		1.126	1.052	1.047	.921	1.339	1.550
Range		6	6	6	6	6	9

HASIL UJI REGRESI

Classification Table^{a,b}

Observed		Predicted		Percentage Correct	
		Binary Loyalitas	1.00		
Step 0	Binary Loyalitas	.00	272	0	100.0
		1.00	85	0	.0
Overall Percentage					76.2

a. Constant is included in the model.

b. The cut value is .500

Variables in the Equation

		B	S.E.	Wald	df	Sig.	Exp(B)
Step 0	Constant	-1.163	.124	87.618	1	.000	.313

Variables not in the Equation

		Score	df	Sig.	
Step 0	Variables	Kepuasan Pasien	170.831	1	.000
Overall Statistics			170.831	1	.000

Omnibus Tests of Model Coefficients

		Chi-square	df	Sig.
Step 1	Step	320.179	1	.000
	Block	320.179	1	.000
	Model	320.179	1	.000

Model Summary

Step	-2 Log likelihood	Cox & Snell R	Nagelkerke R
		Square	Square
1	71.717 ^a	.592	.889

a. Estimation terminated at iteration number 9 because parameter estimates changed by less than .001.

Classification Table^a

		Binary Loyalitas		Percentage	
		.00	1.00	Correct	
Step 1	Binary Loyalitas	.00	266	6	97.8
		1.00	13	72	84.7
Overall Percentage					94.7

a. The cut value is .500

Variables in the Equation

		B	S.E.	Wald	df	Sig.	Exp(B)
Step 1 ^a	Kepuasan Pasien	1.371	.210	42.800	1	.000	3.939
	Constant	-57.843	8.662	44.595	1	.000	.000

a. Variable(s) entered on step 1: Kepuasan Pasien.

```
FREQUENCIES VARIABLES=M1 M2 M3 M4 M5 M6
/STATISTICS=STDDEV RANGE MEAN
/ORDER=ANALYSIS.
```

Lampiran 3. Surat Izin Penelitian



KEMENTERIAN PENDIDIKAN, KEBUDAYAAN, RISET DAN TEKNOLOGI
 UNIVERSITAS HASANUDDIN
 FAKULTAS KESEHATAN MASYARAKAT
*Jl. Perintis Kemerdekaan Km. 10 Makassar 90245, Telp. (0411) 585658
 E-mail : dekan@fkm.unhas.ac.id, website : <https://fkm.unhas.ac.id/>*

No : 6961/UN4.14/PT.01.04/2021 10 Agustus 2021
 Lamp : Proposal
 Hal : Permohonan Izin Penelitian

Yth.
 Direktur Siloam Hospital Balikpapan
 Di –
 Tempat

Dengan hormat, kami sampaikan bahwa mahasiswa Program Pascasarjana Fakultas Kesehatan Masyarakat Universitas Hasanuddin yang tersebut di bawah ini :

Nama : Mark Green T. Engka
 Nomor Pokok : K012171188
 Program Studi : Kesehatan Masyarakat

Bermaksud melakukan penelitian dalam rangka persiapan penulisan tesis dengan judul "Pengaruh Kepuasan Pasien Terhadap Loyalitas Pasien di Siloam Hospital Balikpapan".


Pembimbing : 1. Dr. Syahrir A. Pasirringi, MS (Ketua)
 2. Dr. Suriah, SKM., M.Kes. (Anggota)

Waktu Penelitian : Agustus – September 2021

Selubungan dengan hal tersebut kami mohon kebijaksanaan Bapak/Ibu kiranya berkenan memberi izin kepada yang bersangkutan.

Atas perkenan dan kerjasamanya disampaikan terima kasih.

Dekan


 Dr. Aminuddin Syam, SKM, M.Kes., M.Med.Ed
 NIP. 19670617 199903 1 001.

Tembusan :
 1. Para Wakil Dekan FKMM Unhas
 2. Peringgal



Lampiran 4. Surat Izin Penelitian



Balikpapan, 10 Agustus 2021

No. : 190EXT/SHBPM/II/2021
 Lamp. : -
 Perihal : Konfirmasi Permohonan Izin Penelitian

Yth.:
 Dekan Fakultas Kesehatan Masyarakat
 Universitas Hasanudin
 di Tempat

Dengan hormat,

Atas nama Siloam Hospital Balikpapan (SHBP), kami mengucapkan terima kasih atas kerja sama yang telah terjalin baik selama ini.

Menindaklanjuti surat dari Universitas Hasanudin Fakultas Kesehatan Masyarakat Program Pasca Sarjana Makassar No.6861/UN4.14/PT.01.04/2021 perihal Permohonan Izin Penelitian, maka bersama ini kami sampaikan bahwa SHBP **memberikan izin** untuk melaksanakan kegiatan tersebut kepada mahasiswa yang tersebut di bawah ini :

Nama : Mark Green T. Engka
 Nomor Pokok : K012171188
 Program Studi : Kesehatan Masyarakat
 Judul Tesis : "Pengaruh Kepuasan Pasien Terhadap Loyalitas Pasien di Siloam Hospital Balikpapan"

Penelitian mahasiswa tersebut tidak diperkenankan untuk maksud/ tujuan lain (publikasi) selain untuk kebutuhan pendidikan, serta wajib mengikuti aturan yang berlaku di SHBP.

Demikian kami sampaikan. Atas perhatian dan kerjasamanya kami ucapkan terima kasih.

Hormat kami,
 Siloam Hospital Balikpapan

Dr. Danie Poluan, M.Kes
 Hospital Director

Tembusan:
 1. Operasional Division Head
 2. HCSP Department Head

Siloam Hospitals Balikpapan
 Jalan MT. Haryono Dalam No. 23
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Lampiran 5. Foto saat bersama pasien mengisi kuesioner penelitian

