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<b><i>Respect</i></b>						
<b>No.</b>	<b>Pernyataan</b>	<b>SS</b>	<b>S</b>	<b>KS</b>	<b>TS</b>	<b>STS</b>
1	Dokter selalu memberikasan salam saat bertemu					
2	Dokter selalu tersenyum saat bertemu					
3	Dokter dengan sabar mendengarkan keluhan					
4	Dokter tidak menyela pembicaraan					
5	Dokter memberikan tanggapan yang baik atas pertanyaan atau ketidakjelasan yang disampaikan					
6	Dokter menunjukkan sikap tubuh yang penuh perhatian selama pertemuan					
<b><i>Empathy</i></b>						
<b>No.</b>	<b>Pernyataan</b>	<b>SS</b>	<b>S</b>	<b>KS</b>	<b>TS</b>	<b>STS</b>
1	Dokter selalu menanyakan kabar saat bertemu					
2	Dokter tidak menunjukkan sikap jengkel atau marah atau membentak selama pertemuan					
3	Dokter selalu menciptakan suasana pembicaraan yang nyaman					
4	Dokter selalu bisa memahami masalah pasien					
5	Dokter sering memberikan masukan atau berbagi pengalaman					



### ***Audible***

No.	Pernyataan	SS	S	KS	TS	STS
1	Dokter memberikan penjelasan dengan kalimat yang mudah di dengar					
2	Dokter memberikan penjelasan dengan tinggi rendahnya nada suara yang baik, tidak berteriak atau terlalu pelan					
No.	Penyataan	SS	S	KS	TS	STS
3	Dokter memberikan penjelasan dengan ritme atau jarak antar kata terdengar sesuai tidak terlalu cepat dan tidak terlalu lambat					
4	Dokter dalam memberikan penjelasan sering menggunakan ilustrasi atau alat peraga					
5	Dokter selama pertemuan terkesan ramah					
6	Dokter selama pertemuan terkesan tidak tegang					
7	Lingkungan selama pertemuan selalu tenang					



### **Clarity**

No.	Pernyataan	SS	S	KS	TS	STS
1	Dokter dalam menyampaikan informasi selalu jelas ( tidak bermakna ganda atau multi tafsir)					
2	Dokter selalu fokus pada informasi yang penting					
3	Dokter selalu menjelaskan tentang penyakit pasien					
4	Dokter selalu menjelaskan tentang terapi yang diberikan					
5	Dokter tidak menyembunyikan informasi yang ingin diketahui oleh pasien					
6	Dokter selalu membuat pasien percaya diri untuk bisa mengatasi penyakitnya					

### **Humble**

No.	Pernyataan	SS	S	KS	TS	STS
1	Dokter selalu memberikan pelayanan yg baik					
2	Dokter selalu mau menerima saran					
3	Dokter tidak terkesan sombong					
4	Dokter selalu mengutamakan kepentingan pasien					



<b>Kepuasan Pasien</b>						
<b>No.</b>	<b>Pernyataan</b>	<b>SS</b>	<b>S</b>	<b>KS</b>	<b>TS</b>	<b>STS</b>
1	Dokter selalu memberi informasi yang saya perlukan					
2	Dokter selalu memberikan informasi kapanpun saya membutuhkan					
3	Dokter selalu mengunjungi untuk memeriksa saya setiap hari					
4	Dokter mengunjungi saya selalu sesuai dengan waktu yang ditentukan oleh rumah sakit					
5	Dokter selalu melakukan komunikasi yang baik kepada saya selama ini					
6	Dokter cepat tanggap terhadap masalah saya					
7	Saya merasa dokter mempunyai kompetensi yang baik					
8	Dokter selalu rapi setiap kali bertemu dengan saya					
9	Dokter memberikan pelayanan yang berkualitas kepada saya					
10	Dokter memberikan pelayanan melebihi yang saya harapkan					





## ANALISIS SPSS

### Case Processing Summary

	Included		Cases Excluded		Total	
	N	Percent	N	Percent	N	Percent
Respect	220	100.0%	0	0.0%	220	100.0%
Emphaty	220	100.0%	0	0.0%	220	100.0%
Audible	220	100.0%	0	0.0%	220	100.0%
Clarity	220	100.0%	0	0.0%	220	100.0%
Humble	220	100.0%	0	0.0%	220	100.0%
Kepuasan	220	100.0%	0	0.0%	220	100.0%

### Report

	Respect	Emphaty	Audible	Clarity	Humble	Kepuasan
Mean	24.9091	20.7818	28.3455	24.7045	16.5591	40.7591
N	220	220	220	220	220	220
Std. Deviation	2.79937	2.12994	2.86352	2.89528	1.78301	4.13926
Minimum	14.00	13.00	21.00	12.00	12.00	26.00
Maximum	30.00	25.00	35.00	30.00	20.00	50.00

```
RECODE Respect Clarity (25 thru Highest=1) (Lowest thru 24=2) INTO
Kat_Respect Kat_Clarify.
```

```
EXECUTE.
```

```
RECODE Emphaty Attending (21 thru Highest=1) (Lowest thru 20=2)
INTO Kat_Emphaty Kat_Attending.
```

```
EXECUTE.
```

```
RECODE Audible (28 thru Highest=1) (Lowest thru 27=2) INTO
Kat_Audible.
```

```
EXECUTE.
```

```
Humble (17 thru Highest=1) (Lowest thru 16=2) INTO
Kat_Humble.
```

```
Respon (20 thru Highest=1) (Lowest thru 19=2) INTO
Kat_Respon.
```



```
EXECUTE.
RECODE Kepuasan (41 thru Highest=1) (Lowest thru 40=2) INTO
Kat_Kepuasan.
EXECUTE.
CROSSTABS
```

## Crosstabs

### Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Kat_Respect * Kat_Kepuasan	220	100.0%	0	0.0%	220	100.0%
Kat_Clarity * Kat_Kepuasan	220	100.0%	0	0.0%	220	100.0%
Kat_Emphaty * Kat_Kepuasan	220	100.0%	0	0.0%	220	100.0%
Kat_Audible * Kat_Kepuasan	220	100.0%	0	0.0%	220	100.0%
Kat_Humble * Kat_Kepuasan	220	100.0%	0	0.0%	220	100.0%

### Kat\_Respect \* Kat\_Kepuasan

#### Crosstab

			Kat_Kepuasan		Total
			1.00	2.00	
Kat_Respect	1.00	Count	49	34	83
		% within Kat_Respect	59.0%	41.0%	100.0%
	2.00	Count	24	113	137
		% within Kat_Respect	17.5%	82.5%	100.0%
Total	Count	73	147	220	
	% within Kat_Respect	33.2%	66.8%	100.0%	



## Kat\_Clarify \* Kat\_Kepuasan

### Crosstab

		Kat_Kepuasan		Total	
		1.00	2.00		
Kat_Clarify	1.00	Count	44	21	65
		% within Kat_Clarify	67.7%	32.3%	100.0%
	2.00	Count	29	126	155
		% within Kat_Clarify	18.7%	81.3%	100.0%
Total	Count	73	147	220	
	% within Kat_Clarify	33.2%	66.8%	100.0%	

### Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1- sided)
Pearson Chi-Square	49.558 <sup>a</sup>	1	.000		
Continuity Correction <sup>b</sup>	47.373	1	.000		
Likelihood Ratio	48.395	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	49.333	1	.000		
N of Valid Cases	220				

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 21.57.

b. Computed only for a 2x2 table

## Kat\_Emphaty \* Kat\_Kepuasan

### Crosstab

		Kat_Kepuasan		Total	
		1.00	2.00		
Kat_Emphaty	1.00	Count	51	30	81
		% within Kat_Emphaty	63.0%	37.0%	100.0%
	2.00	Count	22	117	139
		% within Kat_Emphaty	15.8%	84.2%	100.0%
Total	Count	73	147	220	
	% within Kat_Emphaty	33.2%	66.8%	100.0%	



### Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1- sided)
Pearson Chi-Square	51.284 <sup>a</sup>	1	.000		
Continuity Correction <sup>b</sup>	49.180	1	.000		
Likelihood Ratio	51.390	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	51.051	1	.000		
N of Valid Cases	220				

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 26.88.

b. Computed only for a 2x2 table

### Kat\_Audible \* Kat\_Kepuasan

#### Crosstab

		Kat_Kepuasan		Total	
		1.00	2.00		
Kat_Audible	1.00	Count	58	74	132
		% within Kat_Audible	43.9%	56.1%	100.0%
	2.00	Count	15	73	88
		% within Kat_Audible	17.0%	83.0%	100.0%
Total	Count	73	147	220	
	% within Kat_Audible	33.2%	66.8%	100.0%	

### Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2- sided)	Exact Sig. (1- sided)
Pearson Chi-Square	17.225 <sup>a</sup>	1	.000		
Continuity Correction <sup>b</sup>	16.033	1	.000		
Likelihood Ratio	18.192	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	17.146	1	.000		
N of Valid Cases	220				



- a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 29.20.  
 b. Computed only for a 2x2 table

### Kat\_Humble \* Kat\_Kepuasan

#### Crosstab

		Kat_Kepuasan		Total	
		1.00	2.00		
Kat_Humble	1.00	Count	43	18	61
		% within Kat_Humble	70.5%	29.5%	100.0%
	2.00	Count	30	129	159
		% within Kat_Humble	18.9%	81.1%	100.0%
Total	Count	73	147	220	
	% within Kat_Humble	33.2%	66.8%	100.0%	

#### Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2- sided)	Exact Sig. (1-sided)
Pearson Chi-Square	52.992 <sup>a</sup>	1	.000		
Continuity Correction <sup>b</sup>	50.689	1	.000		
Likelihood Ratio	51.584	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	52.751	1	.000		
N of Valid Cases	220				

- a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 20.24.  
 b. Computed only for a 2x2 table

### Kat\_Respon \* Kat\_Kepuasan

#### Crosstab

		Kat_Kepuasan		Total	
		1.00	2.00		
on	1.00	Count	65	90	155
		% within Kat_Respon	41.9%	58.1%	100.0%
	2.00	Count	8	57	65
		% within Kat_Respon	12.3%	87.7%	100.0%



Total	Count	73	147	220
	% within Kat_ Respon	33.2%	66.8%	100.0%

### Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2- sided)	Exact Sig. (1- sided)
Pearson Chi-Square	18.131 <sup>a</sup>	1	.000		
Continuity Correction <sup>b</sup>	16.820	1	.000		
Likelihood Ratio	20.285	1	.000		
Fisher's Exact Test				.000	.000
Linear-by-Linear Association	18.049	1	.000		
N of Valid Cases	220				

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 21.57.

b. Computed only for a 2x2 table

## Logistic Regression

### Case Processing Summary

Unweighted Cases <sup>a</sup>		N	Percent
Selected Cases	Included in Analysis	220	100.0
	Missing Cases	0	.0
	Total	220	100.0
Unselected Cases		0	.0
Total		220	100.0

a. If weight is in effect, see classification table for the total number of cases.

### Dependent Variable Encoding

Original Value	Internal Value
1.00	0
2.00	1

### Categorical Variables Codings

		Frequency	Parameter coding (1)
Kat_Clarity	1.00	65	1.000
	2.00	155	.000
aty	1.00	81	1.000
	2.00	139	.000
le	1.00	132	1.000



	2.00	88	.000
Kat_Humble	1.00	61	1.000
	2.00	159	.000
Kat_Respect	1.00	83	1.000
	2.00	137	.000

## Block 0: Beginning Block

Classification Table<sup>a,b</sup>

	Observed	Predicted		Percentage Correct	
		Kat_Kepuasan 1.00	Kat_Kepuasan 2.00		
Step 0	Kat_Kepuasan	1.00	0	73	.0
		2.00	0	147	100.0
Overall Percentage					66.8

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	.700	.143	23.899	1	.000	2.014

## Variables not in the Equation

	Score	df	Sig.	
Step 0 Variables	Kat_Respect(1)	40.184	1	.000
	Kat_Clarity(1)	49.558	1	.000
	Kat_Emphaty(1)	51.284	1	.000
	Kat_Audible(1)	17.225	1	.000
	Kat_Humble(1)	52.992	1	.000
	Overall Statistics	87.229	7	.000



**Block 1: Method = Backward Stepwise (Likelihood Ratio)**  
**Omnibus Tests of Model Coefficients**

		Chi-square	df	Sig.
Step 1	Step	94.827	7	.000
	Block	94.827	7	.000
	Model	94.827	7	.000
Step 2 <sup>a</sup>	Step	-.365	1	.546
	Block	94.462	6	.000
	Model	94.462	6	.000
Step 3 <sup>a</sup>	Step	-.400	1	.527
	Block	94.061	5	.000
	Model	94.061	5	.000
Step 4 <sup>a</sup>	Step	-.643	1	.423
	Block	93.418	4	.000
	Model	93.418	4	.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	Nagelkerke R
		Square	Square
1	184.775 <sup>a</sup>	.350	.487
2	185.140 <sup>a</sup>	.349	.485
3	185.541 <sup>a</sup>	.348	.484
4	186.184 <sup>a</sup>	.346	.481

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

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

	Observed	Predicted		Percentage Correct	
		Kat_Kepuasan			
		1.00	2.00		
Step 1	Kat_Kepuasan	1.00	44	29	60.3
		2.00	12	135	91.8
	Overall Percentage				81.4
	Kat_Kepuasan	1.00	44	29	60.3
		2.00	12	135	91.8
	Overall Percentage				81.4
	Kat_Kepuasan	1.00	44	29	60.3





		2.00	12	135	91.8
	Overall Percentage				81.4
Step 4	Kat_Kepuasan	1.00	43	30	58.9
		2.00	11	136	92.5
	Overall Percentage				81.4

a. The cut value is .500

### Variables in the Equation

		B	S.E.	Wald	df	Sig.	Exp(B)
Step 1 <sup>a</sup>	Kat_Respect(1)	-.333	.440	.574	1	.449	.717
	Kat_Clarity(1)	-.373	.504	.547	1	.460	.689
	Kat_Emphaty(1)	-1.174	.437	7.229	1	.007	.309
	Kat_Audible(1)	.269	.447	.363	1	.547	1.308
	Kat_Humble(1)	-.819	.505	2.627	1	.105	.441
	Constant	-1.174	.528	32.574	1	.000	20.322
Step 2 <sup>a</sup>	Kat_Respect(1)	-.324	.440	.541	1	.462	.723
	Kat_Clarity(1)	-.314	.493	.406	1	.524	.730
	Kat_Emphaty(1)	-1.136	.430	6.974	1	.008	.321
	Kat_Humble(1)	-.781	.502	2.422	1	.120	.458
	Constant	-1.136	.507	37.676	1	.000	22.443
Step 3 <sup>a</sup>	Kat_Respect(1)	-.354	.438	.654	1	.419	.702
	Kat_Emphaty(1)	-1.195	.421	8.040	1	.005	.303
	Kat_Humble(1)	-.914	.457	4.004	1	.045	.401
	Constant	-1.195	.507	37.772	1	.000	22.489
Step 4 <sup>a</sup>	Kat_Emphaty(1)	-1.333	.386	11.922	1	.001	.264
	Kat_Humble(1)	-1.002	.444	5.094	1	.024	.367
	Constant	-2.335	.502	37.453	1	.000	21.528

a. Variable(s) entered on step 1: Kat\_Respect, Kat\_Clarity, Kat\_Emphaty, Kat\_Audible, Kat\_Humble.

### Model if Term Removed

	Model Log Likelihood	Change in -2 Log Likelihood	df	Sig. of the Change
Kat_Respect	-92.670	.565	1	.452
Kat_Clarity	-92.658	.540	1	.462



	Kat_Empathy	-95.991	7.207	1	.007
	Kat_Audible	-92.570	.365	1	.546
	Kat_Humble	-93.684	2.593	1	.107
Step 2	Kat_Respect	-92.837	.533	1	.465
	Kat_Clarity	-92.770	.400	1	.527
	Kat_Empathy	-96.025	6.911	1	.009
	Kat_Humble	-93.765	2.390	1	.122
Step 3	Kat_Respect	-93.092	.643	1	.423
	Kat_Empathy	-96.744	7.947	1	.005
	Kat_Humble	-94.735	3.930	1	.047
Step 4	Kat_Empathy	-98.971	11.759	1	.001
	Kat_Humble	-95.582	4.979	1	.026

### Variables not in the Equation

			Score	df	Sig.
Step 2 <sup>a</sup>	Variables	Kat_Audible(1)	.364	1	.547
	Overall Statistics		.364	1	.547
Step 3 <sup>b</sup>	Variables	Kat_Clarity(1)	.407	1	.524
		Kat_Audible(1)	.225	1	.635
	Overall Statistics		.769	2	.681
Step 4 <sup>c</sup>	Variables	Kat_Respect(1)	.657	1	.418
		Kat_Clarity(1)	.520	1	.471
		Kat_Audible(1)	.189	1	.664
	Overall Statistics		1.431	3	.698

a. Variable(s) removed on step 2: Kat\_Audible.

b. Variable(s) removed on step 3: Kat\_Clarity.

c. Variable(s) removed on step 4: Kat\_Respect.

```
FRECUENCIAS VARIABLES=Rs1 RS2 Rs3 Rs4 Rs5 Rs6 Emp1 Emp2 Emp3 Emp4
Emp5 Aud1 Aud2 Aud3 Aud4 Aud5
Aud6 Aud7 Cla1 Cla2 Cla3 Cla4 Cla5 Cla6 Hb1 Hb2 Hb3 Hb4 Rsp1
Rsp2 Rsp3 Rsp4 Rsp5 As1 As2 As3 As4
As5 Puas1 Puas2 Puas3 Puas4 Puas5 Puas6 Puas7 Puas8 Puas9
Puas10 Kat_Respect Kat_Clarity
```



## Frequency Table

		Rs1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.5	.5	.5
	2.00	6	2.7	2.7	3.2
	3.00	18	8.2	8.2	11.4
	4.00	138	62.7	62.7	74.1
	5.00	57	25.9	25.9	100.0
	Total	220	100.0	100.0	

		RS2			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	6	2.7	2.7	2.7
	3.00	15	6.8	6.8	9.5
	4.00	136	61.8	61.8	71.4
	5.00	63	28.6	28.6	100.0
	Total	220	100.0	100.0	

		Rs3			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	4	1.8	1.8	1.8
	3.00	10	4.5	4.5	6.4
	4.00	151	68.6	68.6	75.0
	5.00	55	25.0	25.0	100.0
	Total	220	100.0	100.0	

		Rs4			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.5	.5	.5
	2.00	3	1.4	1.4	1.8
	3.00	12	5.5	5.5	7.3
	4.00	162	73.6	73.6	80.9
	5.00	42	19.1	19.1	100.0
	Total	220	100.0	100.0	

		Rs5			
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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	.5	.5	.5
	3.00	9	4.1	4.1	4.5
	4.00	154	70.0	70.0	74.5
	5.00	56	25.5	25.5	100.0
	Total	220	100.0	100.0	

**Rs6**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	.5	.5	.5
	3.00	6	2.7	2.7	3.2
	4.00	168	76.4	76.4	79.5
	5.00	45	20.5	20.5	100.0
	Total	220	100.0	100.0	

**Emp1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	9	4.1	4.1	4.1
	4.00	148	67.3	67.3	71.4
	5.00	63	28.6	28.6	100.0
	Total	220	100.0	100.0	

**Emp2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.5	.5	.5
	2.00	1	.5	.5	.9
	3.00	12	5.5	5.5	6.4
	4.00	153	69.5	69.5	75.9
	5.00	53	24.1	24.1	100.0
	Total	220	100.0	100.0	

**Emp3**

		Frequency	Percent	Valid Percent	Cumulative Percent
	2.00	2	.9	.9	.9
	3.00	10	4.5	4.5	5.5
	4.00	158	71.8	71.8	77.3



	5.00	50	22.7	22.7	100.0
	Total	220	100.0	100.0	

**Emp4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	.5	.5	.5
	3.00	16	7.3	7.3	7.7
	4.00	157	71.4	71.4	79.1
	5.00	46	20.9	20.9	100.0
	Total	220	100.0	100.0	

**Emp5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	8	3.6	3.6	3.6
	3.00	21	9.5	9.5	13.2
	4.00	136	61.8	61.8	75.0
	5.00	55	25.0	25.0	100.0
	Total	220	100.0	100.0	

**Aud1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	8	3.6	3.6	3.6
	4.00	167	75.9	75.9	79.5
	5.00	45	20.5	20.5	100.0
	Total	220	100.0	100.0	

**Aud2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	11	5.0	5.0	5.0
	4.00	161	73.2	73.2	78.2
	5.00	48	21.8	21.8	100.0
	Total	220	100.0	100.0	

**Aud3**

		Frequency	Percent	Valid Percent	Cumulative Percent
	3.00	12	5.5	5.5	5.5



	4.00	165	75.0	75.0	80.5
	5.00	43	19.5	19.5	100.0
	Total	220	100.0	100.0	

**Aud4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.5	.5	.5
	2.00	43	19.5	19.5	20.0
	3.00	62	28.2	28.2	48.2
	4.00	89	40.5	40.5	88.6
	5.00	25	11.4	11.4	100.0
	Total	220	100.0	100.0	

**Aud5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	1.4	1.4	1.4
	3.00	8	3.6	3.6	5.0
	4.00	160	72.7	72.7	77.7
	5.00	49	22.3	22.3	100.0
	Total	220	100.0	100.0	

**Aud6**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	1.4	1.4	1.4
	3.00	9	4.1	4.1	5.5
	4.00	157	71.4	71.4	76.8
	5.00	51	23.2	23.2	100.0
	Total	220	100.0	100.0	

**Aud7**

		Frequency	Percent	Valid Percent	Cumulative Percent
	3.00	14	6.4	6.4	6.4
	4.00	166	75.5	75.5	81.8
	5.00	40	18.2	18.2	100.0



Total	220	100.0	100.0
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**Cla1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	.9	.9	.9
	3.00	21	9.5	9.5	10.5
	4.00	151	68.6	68.6	79.1
	5.00	46	20.9	20.9	100.0
	Total	220	100.0	100.0	

**Cla2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	2	.9	.9	.9
	3.00	11	5.0	5.0	5.9
	4.00	160	72.7	72.7	78.6
	5.00	47	21.4	21.4	100.0
	Total	220	100.0	100.0	

**Cla3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	1.4	1.4	1.4
	3.00	18	8.2	8.2	9.5
	4.00	148	67.3	67.3	76.8
	5.00	51	23.2	23.2	100.0
	Total	220	100.0	100.0	

**Cla4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.5	.5	.5
	2.00	4	1.8	1.8	2.3
	3.00	23	10.5	10.5	12.7
	4.00	147	66.8	66.8	79.5
	5.00	45	20.5	20.5	100.0



Total	220	100.0	100.0
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**Cla5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	1.4	1.4	1.4
	3.00	14	6.4	6.4	7.7
	4.00	156	70.9	70.9	78.6
	5.00	47	21.4	21.4	100.0
	Total	220	100.0	100.0	

**Cla6**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.5	.5	.5
	2.00	1	.5	.5	.9
	3.00	15	6.8	6.8	7.7
	4.00	146	66.4	66.4	74.1
	5.00	57	25.9	25.9	100.0
	Total	220	100.0	100.0	

**Hb1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	11	5.0	5.0	5.0
	4.00	154	70.0	70.0	75.0
	5.00	55	25.0	25.0	100.0
	Total	220	100.0	100.0	

**Hb2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	1	.5	.5	.5
	3.00	15	6.8	6.8	7.3
	4.00	167	75.9	75.9	83.2
	5.00	37	16.8	16.8	100.0
	Total	220	100.0	100.0	

**Hb3**

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	2.00	1	.5	.5	.5
	3.00	17	7.7	7.7	8.2
	4.00	157	71.4	71.4	79.5
	5.00	45	20.5	20.5	100.0
	Total	220	100.0	100.0	

**Hb4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	11	5.0	5.0	5.0
	4.00	165	75.0	75.0	80.0
	5.00	44	20.0	20.0	100.0
	Total	220	100.0	100.0	

**Puas1**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	1.4	1.4	1.4
	3.00	9	4.1	4.1	5.5
	4.00	167	75.9	75.9	81.4
	5.00	41	18.6	18.6	100.0
	Total	220	100.0	100.0	

**Puas2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.5	.5	.5
	2.00	3	1.4	1.4	1.8
	3.00	29	13.2	13.2	15.0
	4.00	153	69.5	69.5	84.5
	5.00	34	15.5	15.5	100.0
	Total	220	100.0	100.0	

**Puas3**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	3	1.4	1.4	1.4
	3.00	34	15.5	15.5	16.8
	4.00	146	66.4	66.4	83.2



	5.00	37	16.8	16.8	100.0
	Total	220	100.0	100.0	

**Puas4**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.5	.5	.5
	2.00	1	.5	.5	.9
	3.00	17	7.7	7.7	8.6
	4.00	169	76.8	76.8	85.5
	5.00	32	14.5	14.5	100.0
	Total	220	100.0	100.0	

**Puas5**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	11	5.0	5.0	5.0
	4.00	175	79.5	79.5	84.5
	5.00	34	15.5	15.5	100.0
	Total	220	100.0	100.0	

**Puas6**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1	.5	.5	.5
	2.00	1	.5	.5	.9
	3.00	13	5.9	5.9	6.8
	4.00	171	77.7	77.7	84.5
	5.00	34	15.5	15.5	100.0
	Total	220	100.0	100.0	

**Puas7**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	4	1.8	1.8	1.8
	4.00	174	79.1	79.1	80.9
	5.00	42	19.1	19.1	100.0
	Total	220	100.0	100.0	

**Puas8**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	3	1.4	1.4	1.4
	4.00	157	71.4	71.4	72.7
	5.00	60	27.3	27.3	100.0
	Total	220	100.0	100.0	

**Puas9**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00	13	5.9	5.9	5.9
	4.00	165	75.0	75.0	80.9
	5.00	42	19.1	19.1	100.0
	Total	220	100.0	100.0	

**Puas10**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00	5	2.3	2.3	2.3
	3.00	47	21.4	21.4	23.6
	4.00	132	60.0	60.0	83.6
	5.00	36	16.4	16.4	100.0
	Total	220	100.0	100.0	

**Kat\_Respect**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	83	37.7	37.7	37.7
	2.00	137	62.3	62.3	100.0
	Total	220	100.0	100.0	

**Kat\_Clarity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	65	29.5	29.5	29.5
	2.00	155	70.5	70.5	100.0
	Total	220	100.0	100.0	



**Kat\_Emphaty**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	81	36.8	36.8	36.8
	2.00	139	63.2	63.2	100.0
	Total	220	100.0	100.0	

**Kat\_Audible**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	132	60.0	60.0	60.0
	2.00	88	40.0	40.0	100.0
	Total	220	100.0	100.0	

**Kat\_Humble**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	61	27.7	27.7	27.7
	2.00	159	72.3	72.3	100.0
	Total	220	100.0	100.0	

**Kat\_Kepuasan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	73	33.2	33.2	33.2
	2.00	147	66.8	66.8	100.0
	Total	220	100.0	100.0	

