

**LAMPIRAN 1:**  
**Pengantar Kuesioner**



## Pengantar Kuesioner



### KUESIONER SURVEI KEPUASAN PASIEN PUSKESMAS PALERAN Petunjuk Pengisian:

Berilah tanda cek list (√) pada jawaban yang dipilih.

1. Pendapat anda sangat tidak penting (STP) sangat tidak baik (STB)
2. Pendapat anda tidak penting (TP) tidak baik (TB)
3. Pendapat anda netral (N)
4. Pendapat anda penting (P) baik (B)
5. Pendapat anda sangat penting sekali (SPS) sangat baik sekali (SBS)

Identitas responden

1. Usia : .....
2. Jenis Kelamin : .....
3. Pendidikan Terakhir : .....
4. Menggunakan Sejak : .....

**Kuesioner Pernyataan kinerja terkait dengan dimensi *Servqual* pada  
Puskesmas Paleran**

<b>Dimensi <i>Servqual</i></b>	<b>No</b>	<b>Pernyataan</b>	<b>STB</b>	<b>TB</b>	<b>N</b>	<b>B</b>	<b>SBS</b>
<b><i>Tangible</i> (bukti fisik)</b>	1.	Kebersihan halaman dan lingkungan Puskesmas Paleran					
	2.	Ketersediaan ambulance 24 jam					
	3.	Kelengkapan perabot di ruang perawatan puskesmas Paleran					
	4.	Ketersediaan obat-obatan di Puskesmas Paleran					
<b><i>Reliability</i> (kehandalan)</b>	5.	Perawat selalu datang siap dan datang dengan cepat saat dibutuhkan					
	6.	Menu makanan memiliki kandungan gizi yang sesuai					
	7.	Ketelitian dokter dalam memeriksa pasien					
<b><i>Responsiveness</i> esdaya tanggap</b>	8.	Penjelasan dokter tentang makanan yang harus dipantang					
	9.	Tanggapan perawat terhadap keluhan pasien					
	10.	Petugas pelayanan di ruang Instalasi Gawat Darurat (IGD) yang cepat tanggap					
<b><i>Assurance</i> (jaminan)</b>	11.	Kebersihan peralatan makan (piring, sendok, dan lain- lain)					
	12.	Ruang perawatan bebas dari serangga (semut, nyamuk dan lalat)					
	13.	Kemanjuran <sup>obat</sup> - obatan					

		yang diberikan oleh dokter					
<b>Empathy (empati)</b>	14.	Keramahan petugas yang memproses masuk ke ruang perawatan					
	15.	Sikap dan perilaku dokter ramah saat melakukan pemeriksaan rutin					
	16.	Karyawan dan perawat Puskesmas Paleran mengutamakan kepentingan pasien					

**Kuesioner Pernyataan Harapan terkait dengan dimensi *Servqual* pada Puskesmas Paleran**

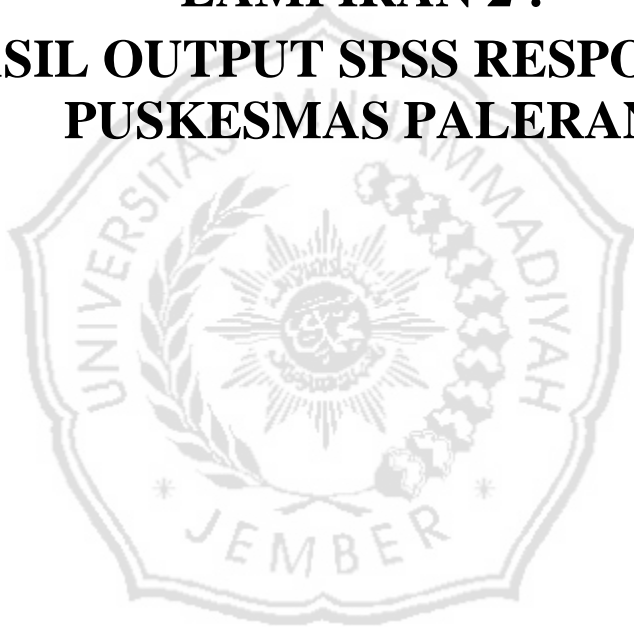
<b>Dimensi <i>Servqual</i></b>	<b>No</b>	<b>Pernyataan</b>	<b>STP</b>	<b>TP</b>	<b>N</b>	<b>P</b>	<b>SPS</b>
<b>Tangible (bukti fisik)</b>	1.	Puskesmas Desa Paleran harus memiliki peralatan dan teknologi medis terbaru (modern)					
	2.	Puskesmas Desa Paleran harus mempunyai ruangan yang bersih dan nyaman					
	3.	Perawat Puskesmas Desa Paleran harus berpakaian dan berpenampilan rapi					
	4.	Meterial dan fasilitas fisik lain yang terkait layanan di Puskesmas Paleran harus tampak menarik					
<b>Reliability (kehandalan)</b>	5.	Doker harus teliti pada saat memeriksa pasien					
	6.	Bila pasien Puskesmas Paleran mendapatkan masalah, perawat di Puskesmas Paleran harus menunjukkan sikap					

		simpatik untuk menyelesaikannya					
	7.	Puskesmas Paleran harus dapat diandalkan untuk memberikan layanan dengan tepat dan baik					
<b>Responsiveness (daya tanggap)</b>	8.	Perawat Puskesmas Paleran harus memberitahu pasien kapan pastinya layanan dokter akan diberikan					
	9.	Perawat Puskesmas Paleran harus memberikan layanan kepada pasien dengan cepat					
	10.	Perawat Puskesmas Paleran harus selalu bersedia membantu para pasien					
<b>Assurance (Jaminan)</b>	11.	Puskesmas Desa Paleran harus memiliki perawat yang melayani setiap pasien dengan ramah					
	12.	Prilaku perawat Puskesmas Paleran harus selalu bersikap sopan					
	13.	Puskesmas Desa Paleran harus mampu membuat pasien merasa aman sewaktu melakukan transaksi					
<b>Emphaty (Empati)</b>	14.	Puskesmas Desa Paleran harus selalu memperhatikan kepentingan pasien					
	15.	Puskesmas Desa Paleran harus memiliki karyawan dan pasien yang dapat memahami setiap keinginan pasien					

	16.	Karyawan dan pasien Puskesmas Paleran harus mengutamakan kepentingan pasien					
--	-----	---	--	--	--	--	--



**LAMPIRAN 2 :**  
**HASIL OUTPUT SPSS RESPONDEN**  
**PUSKESMAS PALERAN**



**Statistics**

		Jenis Kelamin	Pendidikan	Umur	Menggunakan sejak
N	Valid	80	80	80	80
	Missing	0	0	0	0

**Jenis Kelamin**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laki - laki	38	47.5	47.5	47.5
	Perempuan	42	52.5	52.5	100.0
	Total	80	100.0	100.0	

**Pendidikan**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	20	25.0	25.0	25.0
	SMP	32	40.0	40.0	65.0
	SMA	19	23.8	23.8	88.8
	S1	9	11.3	11.3	100.0
	Total	80	100.0	100.0	

**Umur**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15 - 29	20	25.0	25.0	25.0
	30 - 39	33	41.3	41.3	66.3
	40 - 49	27	33.8	33.8	100.0
	Total	80	100.0	100.0	



**Menggunakan sejak**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 - 3 th	29	36.3	36.3	36.3
4 - 7 th	45	56.3	56.3	92.5
8 - 10 th	6	7.5	7.5	100.0
Total	80	100.0	100.0	



**LAMPIRAN 3:**  
**Rekapitulasi Kuesioner**





## Rekapitulasi Kuesioner Kinerja

No	X1.1	X1.2	X1.3	X1.4	X1	X2.1	X2.2	X2.3	X2	X3.1	X3.2	X3.3	X3	X4.1	X4.2	X4.3	X4	X5.1	X5.2	X5.3	X5
1	4	4	3	3	14	3	3	3	9	3	4	3	10	5	5	5	15	5	5	5	15
2	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	3	11	4	4	4	12
4	4	4	4	4	16	4	4	4	12	4	3	3	10	5	4	4	13	4	4	4	12
4	4	4	4	4	16	4	4	4	12	4	4	4	12	4	3	3	10	4	4	4	12
5	5	4	4	4	17	3	4	4	11	4	4	3	11	4	4	4	12	5	4	4	13
6	4	3	4	5	16	4	3	3	10	3	3	3	9	4	4	5	13	4	5	5	14
7	5	4	3	5	17	3	3	3	9	3	3	3	9	5	5	5	15	5	5	4	14
8	3	4	3	4	14	4	4	4	12	3	4	4	11	4	4	5	13	4	4	4	12
9	3	4	3	4	14	4	4	5	13	3	4	3	10	4	4	5	13	4	4	4	12
10	4	4	4	4	16	4	4	4	12	3	4	4	11	4	4	4	12	4	4	4	12
11	4	5	5	5	19	3	3	3	9	3	4	4	11	4	4	5	13	4	4	5	13
12	4	5	5	5	19	5	5	5	15	3	3	4	10	4	5	5	14	5	4	4	13
13	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	5	4	4	13
14	5	5	5	5	20	3	3	4	10	3	3	3	9	5	5	5	15	5	5	5	15
15	4	4	4	4	16	3	3	3	9	4	4	3	11	4	4	4	12	4	4	4	12
16	4	4	4	4	16	3	3	3	9	4	4	4	12	4	4	4	12	4	4	5	13
17	5	5	4	4	18	3	3	3	9	3	3	3	9	5	5	5	15	5	4	4	13
18	4	3	4	4	15	4	3	3	10	4	4	3	11	4	4	5	13	4	5	5	14
19	4	4	4	4	16	3	3	3	9	3	3	3	9	5	5	5	15	5	5	4	14
20	4	4	4	4	16	4	4	4	12	3	4	3	10	4	4	5	13	4	4	4	12
21	3	4	3	4	14	4	4	3	11	3	4	4	11	4	4	5	13	4	4	4	12
22	4	4	4	4	16	4	4	4	12	3	4	4	11	4	4	4	12	4	4	4	12
23	3	3	4	3	13	3	3	3	9	3	3	3	9	4	4	5	13	4	4	5	13
24	4	4	3	4	15	3	3	3	9	3	3	4	10	4	5	5	14	5	4	4	13
25	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	5	4	4	13
26	3	3	3	3	12	3	3	3	9	3	3	3	9	5	5	5	15	5	5	5	15
27	4	4	4	4	16	4	4	4	12	2	4	3	9	4	4	4	12	4	4	4	12
28	4	4	4	4	16	4	3	3	10	3	3	4	10	4	4	4	12	4	4	5	13
29	5	5	4	4	18	3	4	3	10	3	3	4	10	5	5	5	15	5	4	4	13
30	5	4	4	4	17	3	3	3	9	4	4	4	12	5	4	4	13	4	4	5	13
31	4	4	5	5	18	3	3	3	9	4	3	3	10	4	5	5	14	5	5	4	14
32	3	3	3	3	12	4	3	3	10	3	3	3	9	3	3	4	10	4	3	3	10
33	3	3	3	3	12	3	3	3	9	3	3	4	10	3	3	4	10	3	3	3	9
34	4	5	3	5	17	3	3	4	10	4	4	4	12	4	4	5	13	4	4	5	13
35	4	5	5	5	19	3	3	3	9	3	3	3	9	5	5	5	15	5	5	5	15
36	4	5	5	5	19	4	3	3	10	4	3	3	10	4	5	5	14	5	4	5	14
37	4	4	4	4	16	4	3	2	9	4	4	4	12	4	4	4	12	4	4	4	12
38	4	3	3	3	13	4	4	4	12	4	4	4	12	4	4	4	12	4	5	3	12
39	4	5	4	4	17	4	4	4	12	3	3	4	10	4	4	4	12	4	4	4	12
40	4	4	4	4	16	4	3	3	10	4	3	3	10	4	4	4	12	5	4	4	13
41	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12
42	5	5	4	4	18	4	4	4	12	4	3	3	10	4	5	5	14	4	5	4	13
43	4	4	5	5	18	3	3	3	9	4	4	4	12	4	4	5	13	4	5	4	13
44	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
45	4	3	4	4	15	4	3	4	11	3	4	4	11	3	3	3	9	3	4	3	10
46	4	4	4	4	16	4	4	4	12	4	4	4	12	4	5	3	12	4	4	4	12
47	5	4	4	4	17	4	5	4	13	4	4	4	12	5	4	4	13	4	4	5	13
48	4	4	5	5	18	3	3	3	9	4	3	4	11	4	5	5	14	5	5	4	14
49	3	3	3	3	12	4	3	3	10	3	3	3	9	3	3	4	10	4	3	3	10
50	3	3	3	3	12	3	3	3	9	3	3	4	10	3	3	4	10	3	3	3	9
51	4	5	5	5	19	3	3	3	9	3	4	4	11	4	4	5	13	4	4	5	13
52	4	3	4	3	14	3	3	3	9	3	3	3	9	5	5	5	15	5	5	5	15
53	4	5	5	5	19	3	3	3	9	3	4	3	10	4	5	5	14	5	4	5	14
54	4	4	4	4	16	4	4	3	11	4	4	4	12	4	4	4	12	4	4	4	12
55	4	3	3	3	13	4	4	4	12	4	4	4	12	4	4	4	12	4	5	3	12
56	4	5	4	4	17	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
57	4	4	4	4	16	4	4	3	11	4	4	3	11	4	4	4	12	5	4	4	13
58	4	5	4	4	17	3	3	3	9	4	3	3	10	4	5	4	13	4	4	4	12
59	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
60	5	4	4	4	17	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12
61	3	4	3	3	13	3	3	3	9	3	3	3	9	4	5	5	14	5	5	4	14
62	4	5	5	5	19	3	3	3	9	4	4	4	12	4	5	5	14	4	5	5	14
63	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	3	11	4	4	4	12
64	4	5	5	5	19	3	3	4	10	4	2	3	9	5	5	4	14	4	5	5	14
65	4	5	3	3	15	3	4	3	10	3	4	4	11	5	5	4	14	4	5	4	13
66	5	5	4	4	18	3	3	3	9	4	3	3	10	5	5	5	15	5	5	4	14
67	5	5	4	4	18	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
68	4	4	5	5	18	4	4	3	11	4	4	4	12	4	4	5	13	5	4	4	13
69	4	5	3	3	15	3	3	3	9	3	3	3	9	5	5	5	15	5	5	5	15
70	5	4	4	4	17	3	3	3	9	4	3	4	11	4	4	5	13	4	4	5	13
71	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
72	4	4	3	3	14	3	4	4	11	3	4	4	11	4	3	3	10	4	4	3	11
73	3	3	4	4	14	2	3	3	8	3	3	3	9	3	4	3	10	3	3	3	9
74	4	4	4	4	16	3	2	3	8	4	4	5	13	4	4	4	12	4	4	4	12
75	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
76	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	5	13	4	4	4	12
77	5	5	5	5	20	3	2	3	8	4	5	5	14	5	5	5	15	5	5	5	15
78	4	4	4	4	16	2	3	3	8	4	4	3	11	4	3	3	10	4	4	4	12
79	4	4	4	4	16	4	4	4	12	3	4	4	11	4	4	3	11	4	4	4	12
80	5	5	4	4	18	3	4	2	9	4	4	5	13	5	4	4	13	4	5	5	14

Sumber; Data primer yang diolah 2019

### Rekapitulasi Kuesioner Harapan

No	X1.1	X1.2	X1.3	X1.4	X1	X2.1	X2.2	X2.3	X2	X3.1	X3.2	X3.3	X3	X4.1	X4.2	X4.3	X4	X5.1	X5.2	X5.3	X5
1	4	4	5	4	17	5	5	5	15	5	5	5	15	4	5	5	14	5	5	5	15
2	5	5	5	5	20	4	4	3	11	4	4	4	12	4	4	4	12	4	4	4	12
3	4	4	3	5	16	5	4	4	13	4	4	4	12	4	4	5	13	4	4	4	12
4	4	5	4	5	18	4	3	3	10	4	4	4	12	4	4	4	12	4	4	4	12
5	5	5	5	5	20	4	4	4	12	5	4	4	13	4	5	5	14	5	4	4	13
6	4	4	4	4	16	4	4	5	13	4	5	5	14	4	4	4	12	4	5	5	14
7	4	4	4	4	16	5	5	5	15	5	5	5	15	5	4	4	13	5	5	5	15
8	4	4	4	5	17	4	4	5	13	4	4	4	12	4	5	5	14	4	4	4	12
9	4	4	5	4	17	4	4	5	13	4	4	5	13	4	5	5	14	5	4	5	14
10	4	4	4	3	15	4	4	4	12	4	4	4	12	4	5	5	14	4	4	4	12
11	5	5	4	3	17	4	4	5	13	5	5	4	14	5	4	5	14	4	5	5	14
12	5	5	5	5	20	4	5	5	14	5	5	5	15	5	5	4	14	4	5	5	14
13	4	4	5	4	17	4	4	4	12	4	4	4	12	5	4	4	13	4	4	4	12
14	4	5	3	4	16	5	5	5	15	5	5	5	15	4	5	5	14	5	5	5	15
15	5	4	4	5	18	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
16	4	4	3	4	15	4	4	4	12	4	5	3	12	4	4	4	12	4	4	4	12
17	5	5	4	4	18	5	5	5	15	5	4	5	14	5	5	5	15	5	5	4	14
18	4	4	5	4	17	4	4	5	13	4	5	5	14	4	4	5	13	4	5	5	14
19	3	4	3	3	13	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
20	5	4	4	5	18	4	4	5	13	4	4	4	12	4	4	5	13	4	4	4	12
21	4	4	5	5	18	4	4	5	13	4	4	5	13	4	4	5	13	5	4	5	14
22	5	4	5	4	18	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
23	3	4	4	5	16	4	4	5	13	5	5	4	14	4	4	5	13	4	5	5	14
24	5	5	5	5	20	4	5	5	14	5	5	5	15	4	5	5	14	4	5	5	14
25	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
26	4	4	4	5	17	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
27	5	4	3	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
28	5	4	4	5	18	4	4	4	12	4	5	3	12	4	4	4	12	4	4	4	12
29	4	4	4	4	16	5	5	5	15	5	4	5	14	5	5	5	15	5	5	4	14
30	4	4	4	4	16	5	4	4	13	4	5	4	13	5	4	4	13	5	4	4	13
31	4	4	4	4	16	4	5	5	14	5	5	5	15	4	5	5	14	4	4	5	13
32	4	4	4	4	16	3	3	4	10	4	3	3	10	3	3	4	10	3	3	3	9
33	5	4	3	5	17	3	3	3	10	3	3	3	9	3	3	4	10	3	3	3	9
34	4	5	4	4	17	4	4	5	13	4	5	4	13	4	4	5	13	4	5	5	14
35	4	4	4	4	16	5	5	5	15	5	5	5	15	5	5	5	15	4	5	5	14
36	5	5	5	5	20	4	5	5	14	5	5	4	14	4	5	5	14	4	5	5	14
37	4	4	5	5	18	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12
38	5	4	4	3	16	4	4	4	12	4	4	4	12	4	4	4	12	4	3	3	10
39	4	5	4	5	18	4	4	4	12	4	4	4	12	4	4	4	12	4	5	4	13
40	4	4	4	4	16	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12
41	4	4	4	4	16	4	4	5	13	4	4	4	12	4	4	5	13	4	4	4	12
42	5	5	5	5	20	4	5	5	14	4	4	4	12	4	5	5	14	5	5	4	14
43	5	5	5	5	20	4	4	5	13	4	5	4	13	4	4	5	13	4	4	5	13
44	4	3	3	4	14	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
45	4	4	4	4	16	3	3	3	9	4	3	4	11	3	3	3	9	4	3	4	11
46	5	4	4	5	18	4	5	3	12	4	4	4	12	4	5	3	12	4	4	4	12
47	5	5	5	5	20	5	4	4	13	4	5	4	13	5	4	4	13	5	4	4	13
48	4	4	4	4	16	4	5	5	14	5	5	5	15	4	5	5	14	4	4	5	13
49	4	3	4	4	15	3	3	4	10	4	3	3	10	3	3	4	10	3	3	3	9
50	4	3	4	5	16	3	3	4	10	3	3	3	9	3	3	4	10	3	3	3	9
51	4	5	5	4	18	4	4	5	13	4	5	4	13	4	4	5	13	4	5	5	14
52	3	4	4	4	15	5	5	5	15	5	5	5	15	5	5	5	15	4	5	5	14
53	4	4	4	5	17	4	5	5	14	5	5	4	14	4	5	5	14	4	5	5	14
54	4	3	4	5	16	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12
55	4	4	4	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	3	3	10
56	4	3	4	5	16	4	4	4	12	4	4	4	12	4	4	4	12	4	5	4	13
57	4	4	5	3	16	4	4	4	12	4	4	5	13	4	4	4	12	4	4	4	12
58	4	5	4	5	18	4	5	4	13	4	4	5	13	4	5	4	13	4	5	4	13
59	4	3	4	5	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
60	4	4	4	5	17	4	4	5	13	4	4	4	12	4	4	5	13	5	4	4	13
61	5	5	5	5	20	4	5	5	14	5	5	4	14	4	5	5	14	5	5	5	15
62	4	4	4	4	16	4	5	5	14	4	5	5	14	4	5	5	14	4	5	5	14
63	4	3	4	5	16	4	4	3	11	4	4	4	12	4	4	3	11	4	4	4	12
64	5	4	4	5	18	5	5	4	14	5	5	4	14	5	5	4	14	4	5	5	14
65	3	4	4	5	16	5	5	4	14	5	4	5	14	5	5	4	14	4	5	5	14
66	4	3	4	5	16	5	5	5	15	5	5	5	15	5	5	5	15	5	5	4	14
67	4	5	3	4	16	4	4	4	12	4	4	4	12	4	4	4	12	5	5	4	14
68	4	4	4	4	16	4	4	5	13	4	4	5	13	4	4	5	13	4	4	5	13
69	4	5	5	4	18	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
70	3	4	4	3	14	4	4	5	13	4	5	4	13	4	4	5	13	5	4	4	13
71	4	4	5	4	17	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
72	5	4	4	5	18	4	3	3	10	3	4	4	11	4	3	3	10	4	4	3	11
73	5	5	5	5	20	3	4	3	10	2	3	3	8	3	4	3	10	3	3	4	10
74	3	4	5	4	16	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
75	4	5	4	5	18	4	4	4	12	4	4	4	12	4	4	4	12	4	4	4	12
76	5	4	3	4	16	4	4	5	13	4	4	4	12	4	4	5	13	4	4	4	12
77	4	5	5	4	18	5	5	5	15	5	5	5	15	5	5	5	15	5	5	5	15
78	5	5	4	4	18	4	3	3	10	4	4	4	12	4	3	3	10	4	4	4	12
79	4	4	4	4	16	4	4	3	11	4	4	4	12	4	4	3	11	4	4	4	12
80	5	5	5	5	20	5	4	4	13	5	4	4	13	5	4	4	13	5	5	4	14

Sumber : Data Penelitian di olah tahun 2019

**LAMPIRAN 4:**  
**Hasil Output SPSS**  
**Frekuensi Pernyataan Responden Pernyataan**  
**Kinerja Dan Harapan**



## Frekuensi Pernyataan Responden Kinerja

### A. Bukti fisik (*Tangibles*)

#### Statistics

		X1.1	X1.2	X1.3	X1.4
N	Valid	80	80	80	80
	Missing	0	0	0	0

#### X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	11	13.8	13.8	13.8
	B	55	68.8	68.8	82.5
	SBS	14	17.5	17.5	100.0
	Total	80	100.0	100.0	

#### X1.2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	13	16.3	16.3	16.3
	B	45	56.3	56.3	72.5
	SBS	22	27.5	27.5	100.0
	Total	80	100.0	100.0	

#### X1.3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	18	22.5	22.5	22.5
	B	48	60.0	60.0	82.5
	SBS	14	17.5	17.5	100.0
	Total	80	100.0	100.0	

**X1.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	14	17.5	17.5	17.5
Valid B	49	61.3	61.3	78.8
SBS	17	21.3	21.3	100.0
Total	80	100.0	100.0	

**B. Kehandalan (Reliability)****Statistics**

	X2.1	X2.2	X2.3
N Valid	80	80	80
Missing	0	0	0

**X2.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
TB	2	2.5	2.5	2.5
N	36	45.0	45.0	47.5
Valid B	41	51.3	51.3	98.8
SBS	1	1.3	1.3	100.0
Total	80	100.0	100.0	

**X2.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
TB	2	2.5	2.5	2.5
N	40	50.0	50.0	52.5
Valid B	36	45.0	45.0	97.5
SBS	2	2.5	2.5	100.0
Total	80	100.0	100.0	



**X2.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
TB	2	2.5	2.5	2.5
N	43	53.8	53.8	56.3
Valid B	33	41.3	41.3	97.5
SBS	2	2.5	2.5	100.0
Total	80	100.0	100.0	

**C. Daya tanggap (*Responsiveness*)****Statistics**

	X3.1	X3.2	X3.3
N Valid	80	80	80
Missing	0	0	0

**X3.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	5	6.3	6.3	6.3
Valid B	51	63.7	63.7	70.0
SBS	24	30.0	30.0	100.0
Total	80	100.0	100.0	

**X3.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
TB	1	1.3	1.3	1.3
N	30	37.5	37.5	38.8
Valid B	48	60.0	60.0	98.8
SBS	1	1.3	1.3	100.0
Total	80	100.0	100.0	

**X3.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	32	40.0	40.0	40.0
B	45	56.3	56.3	96.3
SBS	3	3.8	3.8	100.0
Total	80	100.0	100.0	

**D. Jaminan (Assurance)****Statistics**

		X4.1	X4.2	X4.3
N	Valid	80	80	80
	Missing	0	0	0

**X4.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	6	7.5	7.5	7.5
B	56	70.0	70.0	77.5
SBS	18	22.5	22.5	100.0
Total	80	100.0	100.0	

**X4.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	8	10.0	10.0	10.0
B	47	58.8	58.8	68.8
SBS	25	31.3	31.3	100.0
Total	80	100.0	100.0	

**X4.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	9	11.3	11.3	11.3
Valid B	34	42.5	42.5	53.8
SBS	37	46.3	46.3	100.0
Total	80	100.0	100.0	

**E. Empati (*Empaty*)****Statistics**

		X5.1	X5.2	X5.3
N	Valid	80	80	80
	Missing	0	0	0

**X5.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	4	5.0	5.0	5.0
Valid B	51	63.7	63.7	68.8
SBS	25	31.3	31.3	100.0
Total	80	100.0	100.0	

**X5.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	5	6.3	6.3	6.3
Valid B	52	65.0	65.0	71.3
SBS	23	28.7	28.7	100.0
Total	80	100.0	100.0	

**X5.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	9	11.3	11.3	11.3
Valid B	48	60.0	60.0	71.3
SBS	23	28.7	28.7	100.0
Total	80	100.0	100.0	



## Frekuensi Pernyataan Responden Harapan

### Statistics

		X1.1	X1.2	X1.3	X1.4	X2.1	X2.2	X2.3
N	Valid	80	80	80	80	80	80	80
	Missing	0	0	0	0	0	0	0

### Statistics

		X3.1	X3.2	X3.3	X4.1	X4.2	X4.3	X5.1
N	Valid	80	80	80	80	80	80	80
	Missing	0	0	0	0	0	0	0

### Statistics

		X5.2	X5.3
N	Valid	80	80
	Missing	0	0

### a. Bukti Fisik (*Tangibles*)

#### X1.1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	N	6	7.5	7.5	7.5
	P	49	61.3	61.3	68.8
	SPS	25	31.3	31.3	100.0
	Total	80	100.0	100.0	

**X1.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	9	11.3	11.3	11.3
P	47	58.8	58.8	70.0
SPS	24	30.0	30.0	100.0
Total	80	100.0	100.0	

**X1.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	9	11.3	11.3	11.3
P	47	58.8	58.8	70.0
SPS	24	30.0	30.0	100.0
Total	80	100.0	100.0	

**X1.4**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	6	7.5	7.5	7.5
P	36	45.0	45.0	52.5
SPS	38	47.5	47.5	100.0
Total	80	100.0	100.0	

**b. Keandalan (*Reliability*)****X2.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	6	7.5	7.5	7.5
P	56	70.0	70.0	77.5
SPS	18	22.5	22.5	100.0
Total	80	100.0	100.0	

**X2.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	8	10.0	10.0	10.0
P	47	58.8	58.8	68.8
SPS	25	31.3	31.3	100.0
Total	80	100.0	100.0	

**X2.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	9	11.3	11.3	11.3
P	34	42.5	42.5	53.8
SPS	37	46.3	46.3	100.0
Total	80	100.0	100.0	

**c. Daya Tanggap (*Responsiveness*)****X3.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
TP	1	1.3	1.3	1.3
N	3	3.8	3.8	5.0
P	51	63.8	63.8	68.8
SPS	25	31.3	31.3	100.0
Total	80	100.0	100.0	

**X3.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
N	6	7.5	7.5	7.5
P	43	53.8	53.8	61.3
SPS	31	38.8	38.8	100.0
Total	80	100.0	100.0	

**X3.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	7	8.8	8.8	8.8
P	45	56.3	56.3	65.0
SPS	28	35.0	35.0	100.0
Total	80	100.0	100.0	

**d. Jaminan (*Assurance*)****X4.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	6	7.5	7.5	7.5
P	56	70.0	70.0	77.5
SPS	18	22.5	22.5	100.0
Total	80	100.0	100.0	

**X4.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	7	8.8	8.8	8.8
P	45	56.3	56.3	65.0
SPS	28	35.0	35.0	100.0
Total	80	100.0	100.0	

**X4.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	7	8.8	8.8	8.8
P	36	45.0	45.0	53.8
SPS	37	46.3	46.3	100.0
Total	80	100.0	100.0	



**e. Empati (*Empathy*)**

**X5.1**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	5	6.3	6.3	6.3
P	54	67.5	67.5	73.8
SPS	21	26.3	26.3	100.0
Total	80	100.0	100.0	

**X5.2**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	8	10.0	10.0	10.0
P	40	50.0	50.0	60.0
SPS	32	40.0	40.0	100.0
Total	80	100.0	100.0	

**X5.3**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid N	7	8.8	8.8	8.8
P	44	55.0	55.0	63.8
SPS	29	36.3	36.3	100.0
Total	80	100.0	100.0	

**LAMPIRAN 5:**  
**Hasil Output SPSS**  
**Uji Validitas Pernyataan Kinerja dan**  
**Harapan**



- Uji Validitas Pernyataan Kinerja

**A. Bukti fisik (*Tangibles*)**

**Correlations**

		X1.1	X1.2	X1.3	X1.4	X1
X1.1	Pearson Correlation	1	.504**	.361**	.357**	.688**
	Sig. (2-tailed)		.000	.001	.001	.000
	N	80	80	80	80	80
X1.2	Pearson Correlation	.504**	1	.440**	.514**	.788**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	80	80	80	80	80
X1.3	Pearson Correlation	.361**	.440**	1	.771**	.823**
	Sig. (2-tailed)	.001	.000		.000	.000
	N	80	80	80	80	80
X1.4	Pearson Correlation	.357**	.514**	.771**	1	.845**
	Sig. (2-tailed)	.001	.000	.000		.000
	N	80	80	80	80	80
X1	Pearson Correlation	.688**	.788**	.823**	.845**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	80	80	80	80	80

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

## B. Keandalan (*Reliability*)

### Correlations

		X2.1	X2.2	X2.3	X2
X2.1	Pearson Correlation	1	.650**	.562**	.848**
	Sig. (2-tailed)		.000	.000	.000
	N	80	80	80	80
X2.2	Pearson Correlation	.650**	1	.661**	.891**
	Sig. (2-tailed)	.000		.000	.000
	N	80	80	80	80
X2.3	Pearson Correlation	.562**	.661**	1	.857**
	Sig. (2-tailed)	.000	.000		.000
	N	80	80	80	80
X2	Pearson Correlation	.848**	.891**	.857**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	80	80	80	80

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

## C. Daya tanggap (*Responsiveness*)

### Correlations

		X3.1	X3.2	X3.3	X3
X3.1	Pearson Correlation	1	.297**	.285*	.682**
	Sig. (2-tailed)		.007	.011	.000
	N	80	80	80	80
X3.2	Pearson Correlation	.297**	1	.538**	.803**
	Sig. (2-tailed)	.007		.000	.000
	N	80	80	80	80
X3.3	Pearson Correlation	.285*	.538**	1	.804**
	Sig. (2-tailed)	.011	.000		.000
	N	80	80	80	80
X3	Pearson Correlation	.682**	.803**	.804**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	80	80	80	80

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

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

### D. Jaminan (*Assurance*)

#### Correlations

		X4.1	X4.2	X4.3	X4
X4.1	Pearson Correlation	1	.644**	.346**	.774**
	Sig. (2-tailed)		.000	.002	.000
	N	80	80	80	80
X4.2	Pearson Correlation	.644**	1	.553**	.887**
	Sig. (2-tailed)	.000		.000	.000
	N	80	80	80	80
X4.3	Pearson Correlation	.346**	.553**	1	.802**
	Sig. (2-tailed)	.002	.000		.000
	N	80	80	80	80
X4	Pearson Correlation	.774**	.887**	.802**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	80	80	80	80

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

### E. Empati (*Empathy*)

#### Correlations

		X5.1	X5.2	X5.3	X5
X5.1	Pearson Correlation	1	.475**	.354**	.764**
	Sig. (2-tailed)		.000	.001	.000
	N	80	80	80	80
X5.2	Pearson Correlation	.475**	1	.445**	.808**
	Sig. (2-tailed)	.000		.000	.000
	N	80	80	80	80
X5.3	Pearson Correlation	.354**	.445**	1	.783**
	Sig. (2-tailed)	.001	.000		.000
	N	80	80	80	80
X5	Pearson Correlation	.764**	.808**	.783**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	80	80	80	80

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

- Uji Validitas Pernyataan Harapan

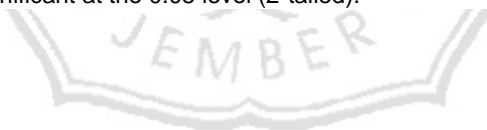
A. Bukti fisik (*Tangibles*)

Correlations

		X1.1	X1.2	X1.3	X1.4	X1
X1.1	Pearson Correlation	1	.404**	.192	.257*	.699**
	Sig. (2-tailed)		.000	.087	.021	.000
	N	80	80	80	80	80
X1.2	Pearson Correlation	.404**	1	.337**	.098	.707**
	Sig. (2-tailed)	.000		.002	.388	.000
	N	80	80	80	80	80
X1.3	Pearson Correlation	.192	.337**	1	.098	.630**
	Sig. (2-tailed)	.087	.002		.388	.000
	N	80	80	80	80	80
X1.4	Pearson Correlation	.257*	.098	.098	1	.566**
	Sig. (2-tailed)	.021	.388	.388		.000
	N	80	80	80	80	80
X1	Pearson Correlation	.699**	.707**	.630**	.566**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	80	80	80	80	80

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

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



## B. Keandalan (*Reliability*)

		Correlations			
		X2.1	X2.2	X2.3	X2
X2.1	Pearson Correlation	1	.644**	.346**	.774**
	Sig. (2-tailed)		.000	.002	.000
	N	80	80	80	80
X2.2	Pearson Correlation	.644**	1	.553**	.887**
	Sig. (2-tailed)	.000		.000	.000
	N	80	80	80	80
X2.3	Pearson Correlation	.346**	.553**	1	.802**
	Sig. (2-tailed)	.002	.000		.000
	N	80	80	80	80
X2	Pearson Correlation	.774**	.887**	.802**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	80	80	80	80

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

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

## C. Daya Tanggap (*Responsiveness*)

		Correlations			
		X3.1	X3.2	X3.3	X3
X3.1	Pearson Correlation	1	.632**	.558**	.869**
	Sig. (2-tailed)		.000	.000	.000
	N	80	80	80	80
X3.2	Pearson Correlation	.632**	1	.458**	.834**
	Sig. (2-tailed)	.000		.000	.000
	N	80	80	80	80
X3.3	Pearson Correlation	.558**	.458**	1	.806**
	Sig. (2-tailed)	.000	.000		.000
	N	80	80	80	80
X3	Pearson Correlation	.869**	.834**	.806**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	80	80	80	80

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

### D. Jaminan (*Assurance*)

**Correlations**

		X4.1	X4.2	X4.3	X4
X4.1	Pearson Correlation	1	.541**	.278*	.728**
	Sig. (2-tailed)		.000	.012	.000
	N	80	80	80	80
X4.2	Pearson Correlation	.541**	1	.551**	.876**
	Sig. (2-tailed)	.000		.000	.000
	N	80	80	80	80
X4.3	Pearson Correlation	.278*	.551**	1	.789**
	Sig. (2-tailed)	.012	.000		.000
	N	80	80	80	80
X4	Pearson Correlation	.728**	.876**	.789**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	80	80	80	80

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

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

### E. Empati (*Empathy*)

**Correlations**

		X5.1	X5.2	X5.3	X5
X5.1	Pearson Correlation	1	.519**	.367**	.732**
	Sig. (2-tailed)		.000	.001	.000
	N	80	80	80	80
X5.2	Pearson Correlation	.519**	1	.715**	.908**
	Sig. (2-tailed)	.000		.000	.000
	N	80	80	80	80
X5.3	Pearson Correlation	.367**	.715**	1	.849**
	Sig. (2-tailed)	.001	.000		.000
	N	80	80	80	80
X5	Pearson Correlation	.732**	.908**	.849**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	80	80	80	80

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



**LAMPIRAN 6:**  
**Hasil Uji Reliabilitas Pernyataan Kinerja**  
**Dan Harapan**



- Uji Reliabilitas Pernyataan Kinerja

**A. Bukti fisik (*Tangibles*)**

**Case Processing Summary**

		N	%
Cases	Valid	80	100.0
	Excluded <sup>a</sup>	0	.0
	Total	80	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.796	4

**B. Keandalan (*Reliability*)**

**Case Processing Summary**

		N	%
Cases	Valid	80	100.0
	Excluded <sup>a</sup>	0	.0
	Total	80	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.833	3

### C. Daya tanggap (*Responsiveness*)

#### Case Processing Summary

		N	%
Cases	Valid	80	100.0
	Excluded <sup>a</sup>	0	.0
	Total	80	100.0

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's Alpha	N of Items
.643	3

### D. Jaminan (*Assurance*)

#### Case Processing Summary

		N	%
Cases	Valid	80	100.0
	Excluded <sup>a</sup>	0	.0
	Total	80	100.0

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's Alpha	N of Items
.753	3

### E. Empati (*Emphaty*)

#### Case Processing Summary

		N	%
Cases	Valid	80	100.0
	Excluded <sup>a</sup>	0	.0
	Total	80	100.0

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's Alpha	N of Items
.686	3

- Uji Reliabilitas Pernyataan Harapan

#### A. Bukti Fisik (*Tangibles*)

##### Case Processing Summary

		N	%
Cases	Valid	80	100.0
	Excluded <sup>a</sup>	0	.0
	Total	80	100.0

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's Alpha	N of Items
.689	4

#### B. Kehandalan (*Reliability*)

##### Case Processing Summary

		N	%
Cases	Valid	80	100.0
	Excluded <sup>a</sup>	0	.0
	Total	80	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.753	3

**C. Daya tanggap (*Responsiness*)****Case Processing Summary**

		N	%
Cases	Valid	80	100.0
	Excluded <sup>a</sup>	0	.0
	Total	80	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.784	3

**D. Jaminan (*Assurance*)****Case Processing Summary**

		N	%
Cases	Valid	80	100.0
	Excluded <sup>a</sup>	0	.0
	Total	80	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.715	3

### E. Empati (*Emphaty*)

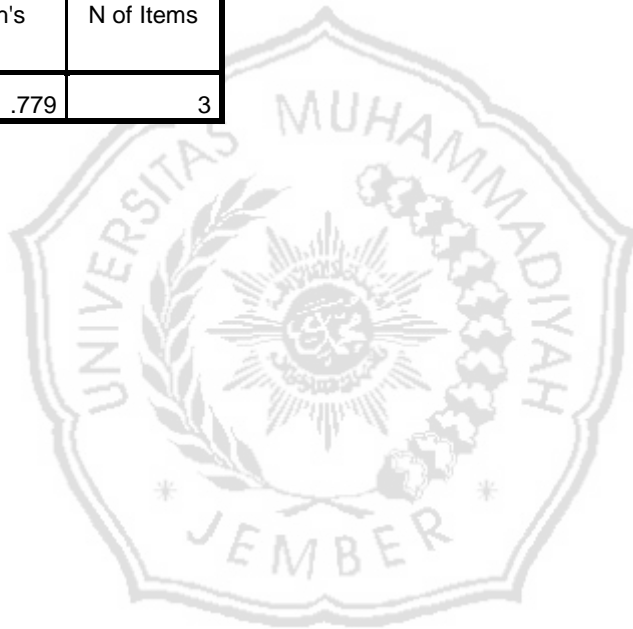
**Case Processing Summary**

		N	%
Cases	Valid	80	100.0
	Excluded <sup>a</sup>	0	.0
	Total	80	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.779	3



**LAMPIRAN 7:**  
**Tabel r *Product Moment***



Tabel r product Moment (Sig = 0,05)							
df	r	Df	R	df	R	df	r
1	0.9969	26	0.3739	51	0.2706	76	0.2227
2	0.9500	27	0.3673	52	0.2681	77	0.2213
3	0.8783	28	0.3610	53	0.2656	78	0.2199
4	0.8114	29	0.3550	54	0.2632	79	0.2165
5	0.7545	30	0.3494	55	0.2609	80	0.2162
6	0.7067	31	0.3440	56	0.2586	81	0.2159
7	0.6664	32	0.3388	57	0.2564	82	0.2146
8	0.6319	33	0.3388	58	0.2542	83	0.2133
9	0.6021	34	0.3291	59	0.2521	84	0.2120
10	0.5760	35	0.3246	60	0.2500	85	0.2108
11	0.5529	36	0.3202	61	0.2480	86	0.2096
12	0.5324	37	0.3160	62	0.2461	87	0.2084
13	0.5140	38	0.3120	63	0.2441	88	0.2072
14	0.4973	39	0.3081	64	0.2423	89	0.2061
15	0.4821	40	0.3044	65	0.2404	90	0.2050
16	0.4683	41	0.3008	66	0.2387	91	0.2039
17	0.4555	42	0.2973	67	0.2369	92	0.2028
18	0.4438	43	0.2940	68	0.2352	93	0.2017
19	0.4329	44	0.2907	69	0.2335	94	0.2006
20	0.4227	45	0.2876	70	0.2319	95	0.1996
21	0.4132	46	0.2845	71	0.2303	96	0.1986
22	0.4044	47	0.2816	72	0.2287	97	0.1975
23	0.3961	48	0.2787	73	0.2272	98	0.1966
24	0.3882	49	0.2759	74	0.2257	99	0.1956
25	0.3809	50	0.2732	75	0.2242	100	0.1946

Sumber: Data primer yang diolah 2019



**LAMPIRAN 8:**  
**Dokumentasi Penelitian**



✚ **Puskesmas Desa Paleran**



✚ **Pengisian Kuesioner oleh mantan Pasien Puskesmas Paleran**



✚ **Bersama perawat Puskesmas Desa Paleran**



🏠 **Kepala Puskesmas Desa Paleran**



**LAMPIRAN 9 :**  
**Surat Izin Penelitian**



**LAMPIRAN 10 :**  
**Abstrak Penelitian Terdahulu**

