Lampiran. 2. Set Data

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | JK | Umur | PT | PK | Kehandalan | | | | | | | | Jaminan | | | | | | | | Tampilan/Bukti fisik | | | | | | | | |
|  |  |  |  |  | P  1 | P  2 | P  3 | P  4 | P  5 | P  6 | Total | K | P  1 | P  2 | P  3 | P  4 | P  5 | P  6 | Total | K | P  1 | P  2 | P  3 | P  4 | P  5 | P  6 | P  7 | Total | K |
| 1. | 2 | 4 | 6 | 6 | 4 | 4 | 3 | 5 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 5 | 3 | 3 | 23 | 2 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 32 | 1 |
| 2. | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 3. | 1 | 3 | 2 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 5 | 5 | 5 | 5 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 26 | 2 |
| 4. | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 5. | 2 | 3 | 4 | 8 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 |
| 6. | 1 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 7. | 1 | 3 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 4 | 4 | 5 | 28 | 1 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 33 | 1 |
| 8. | 2 | 5 | 2 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 9. | 1 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 4 | 4 | 5 | 5 | 28 | 1 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 33 | 1 |
| 10. | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 26 | 1 | 5 | 4 | 4 | 4 | 5 | 4 | 26 | 1 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 26 | 2 |
| 11. | 1 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 26 | 1 | 5 | 5 | 4 | 4 | 5 | 4 | 27 | 1 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 29 | 1 |
| 12. | 2 | 3 | 5 | 7 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 26 | 2 |
| 13. | 1 | 3 | 6 | 6 | 4 | 3 | 4 | 3 | 4 | 4 | 22 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 28 | 1 |
| 14. | 2 | 3 | 4 | 7 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 2 |
| 15. | 1 | 3 | 6 | 6 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 16. | 2 | 3 | 3 | 8 | 3 | 3 | 3 | 4 | 4 | 4 | 21 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 2 |
| 17. | 2 | 3 | 4 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 2 |
| 18. | 2 | 3 | 5 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 19. | 2 | 2 | 3 | 8 | 4 | 4 | 4 | 5 | 5 | 5 | 27 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 2 |
| 20. | 1 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 23 | 2 |
| 21. | 1 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 18 | 2 | 5 | 5 | 3 | 3 | 4 | 4 | 24 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 34 | 1 |
| 22. | 1 | 4 | 6 | 6 | 4 | 4 | 4 | 4 | 4 | 2 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 23. | 2 | 2 | 6 | 9 | 4 | 4 | 3 | 3 | 4 | 3 | 21 | 2 | 4 | 4 | 5 | 5 | 5 | 4 | 27 | 1 | 5 | 5 | 4 | 4 | 3 | 3 | 3 | 27 | 2 |
| 24. | 2 | 2 | 4 | 9 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 25. | 2 | 4 | 6 | 9 | 4 | 3 | 4 | 4 | 4 | 4 | 23 | 2 | 4 | 4 | 4 | 3 | 3 | 4 | 22 | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 25 | 2 |
| 26. | 1 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 27. | 2 | 3 | 4 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 4 | 4 | 3 | 3 | 4 | 4 | 22 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 26 | 2 |
| 28. | 1 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 20 | 1 | 4 | 4 | 5 | 5 | 5 | 4 | 27 | 1 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 33 | 1 |
| 29. | 2 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 23 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 20 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 2 |
| 30. | 2 | 4 | 5 | 6 | 4 | 3 | 4 | 4 | 5 | 5 | 25 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 34 | 1 |
| 31, | 2 | 4 | 3 | 8 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 |
| 32. | 2 | 5 | 4 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 33. | 1 | 4 | 7 | 6 | 4 | 5 | 5 | 4 | 5 | 4 | 27 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 23 | 2 |
| 34. | 2 | 3 | 4 | 8 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 |
| 35. | 2 | 2 | 5 | 9 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 36. | 1 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 37. | 1 | 6 | 5 | 10 | 4 | 4 | 4 | 4 | 5 | 4 | 25 | 1 | 4 | 4 | 3 | 3 | 5 | 3 | 22 | 2 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 30 | 1 |
| 38. | 2 | 4 | 4 | 8 | 3 | 3 | 3 | 4 | 4 | 4 | 21 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 2 |
| 39. | 1 | 3 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 25 | 2 |
| 40. | 1 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 28 | 2 | 4 | 4 | 4 | 4 | 5 | 5 | 26 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 41. | 2 | 6 | 4 | 10 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 |
| 42. | 1 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 21 | 1 | 4 | 4 | 4 | 4 | 3 | 4 | 23 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 23 | 2 |
| 43. | 2 | 4 | 3 | 7 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 44. | 2 | 6 | 5 | 8 | 5 | 4 | 4 | 5 | 5 | 5 | 28 | 2 | 5 | 5 | 4 | 4 | 3 | 5 | 26 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 |
| 45. | 1 | 2 | 3 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 46. | 2 | 3 | 6 | 9 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 47. | 1 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 20 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 20 | 2 |
| 48. | 2 | 5 | 4 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 49. | 2 | 3 | 3 | 7 | 5 | 4 | 4 | 4 | 3 | 3 | 23 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 50. | 1 | 5 | 4 | 4 | 5 | 3 | 3 | 3 | 5 | 5 | 24 | 1 | 4 | 3 | 3 | 3 | 3 | 5 | 21 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 25 | 1 |
| 51. | 2 | 4 | 3 | 7 | 4 | 3 | 3 | 3 | 3 | 3 | 19 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 22 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 2 |
| 52. | 1. | 5 | 3 | 5 | 4 | 4 | 4 | 3 | 4 | 3 | 22 | 1 | 3 | 3 | 4 | 4 | 3 | 4 | 21 | 2 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 25 | 2 |
| 53. | 2 | 2 | 4 | 8 | 3 | 4 | 4 | 4 | 4 | 4 | 23 | 2 | 4 | 4 | 3 | 3 | 3 | 4 | 21 | 2 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 25 | 2 |
| 54. | 1 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 55. | 2 | 4 | 4 | 8 | 3 | 4 | 4 | 3 | 4 | 4 | 22 | 2 | 4 | 4 | 3 | 3 | 4 | 3 | 21 | 2 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 31 | 1 |
| 56. | 1 | 3 | 2 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 23 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 20 | 2 |
| 57. | 2 | 3 | 4 | 7 | 3 | 3 | 3 | 4 | 4 | 3 | 20 | 2 | 3 | 5 | 4 | 5 | 4 | 3 | 24 | 1 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 28 | 1 |
| 58. | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 5 | 5 | 5 | 5 | 4 | 3 | 5 | 32 | 1 |
| 59. | 1 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 60. | 1 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 61. | 2 | 6 | 2 | 8 | 3 | 3 | 4 | 3 | 5 | 5 | 23 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 21 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 29 | 1 |
| 62. | 2 | 4 | 3 | 6 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 63. | 2 | 2 | 4 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 64. | 2 | 4 | 2 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 5 | 27 | 2 |
| 65. | 2 | 4 | 4 | 7 | 4 | 3 | 4 | 3 | 4 | 4 | 22 | 2 | 4 | 4 | 4 | 4 | 5 | 4 | 25 | 1 | 3 | 3 | 4 | 4 | 4 | 3 | 5 | 26 | 2 |
| 66. | 2 | 6 | 5 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 3 | 3 | 4 | 4 | 4 | 4 | 22 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 67. | 2 | 2 | 5 | 9 | 4 | 4 | 4 | 3 | 4 | 4 | 23 | 2 | 4 | 4 | 4 | 4 | 5 | 5 | 26 | 1 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 34 | 1 |
| 68. | 2 | 4 | 3 | 8 | 4 | 3 | 3 | 4 | 4 | 4 | 22 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 22 | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 24 | 2 |
| 69. | 2 | 5 | 2 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 2 |
| 70. | 2 | 2 | 3 | 7 | 4 | 5 | 5 | 4 | 5 | 5 | 28 | 1 | 5 | 4 | 4 | 4 | 4 | 4 | 25 | 1 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 24 | 2 |
| 71. | 2 | 4 | 4 | 7 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 72. | 2 | 4 | 2 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 73. | 2 | 2 | 5 | 9 | 4 | 4 | 3 | 3 | 3 | 3 | 20 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 20 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 23 | 2 |
| 74. | 2 | 4 | 4 | 9 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 3 | 5 | 5 | 4 | 25 | 1 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 34 | 1 |
| 75. | 1 | 6 | 4 | 7 | 5 | 4 | 4 | 3 | 5 | 5 | 26 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 29 | 1 |
| 76. | 2 | 5 | 2 | 8 | 5 | 5 | 5 | 4 | 3 | 3 | 25 | 1 | 4 | 4 | 3 | 4 | 4 | 4 | 23 | 2 | 3 | 3 | 4 | 3 | 4 | 3 | 5 | 25 | 2 |
| 77. | 2 | 2 | 4 | 7 | 4 | 5 | 5 | 4 | 5 | 5 | 28 | 1 | 4 | 4 | 3 | 3 | 3 | 5 | 22 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 26 | 2 |
| 78. | 1 | 5 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 22 | 2 | 5 | 5 | 4 | 4 | 5 | 4 | 27 | 1 | 4 | 4 | 5 | 5 | 5 | 4 | 3 | 30 | 1 |
| 79. | 1 | 2 | 3 | 9 | 4 | 5 | 5 | 3 | 3 | 4 | 24 | 1 | 3 | 3 | 3 | 3 | 3 | 5 | 20 | 2 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 30 | 1 |
| 80. | 2 | 2 | 4 | 9 | 3 | 4 | 4 | 4 | 4 | 4 | 23 | 2 | 5 | 4 | 4 | 4 | 5 | 5 | 27 | 1 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 29 | 1 |
| 81. | 2 | 4 | 2 | 8 | 4 | 4 | 5 | 5 | 5 | 5 | 28 | 1 | 4 | 4 | 3 | 4 | 4 | 5 | 24 | 1 | 5 | 5 | 3 | 3 | 5 | 3 | 4 | 28 | 1 |
| 82. | 1 | 4 | 4 | 6 | 4 | 4 | 3 | 4 | 4 | 4 | 23 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 26 | 2 |
| 83. | 2 | 3 | 4 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 3 | 4 | 4 | 4 | 23 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 25 | 1 |
| 84. | 1 | 4 | 4 | 7 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |
| 85. | 2 | 4 | 4 | 7 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 5 | 5 | 26 | 1 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 29 | 1 |
| 86. | 1 | 4 | 6 | 6 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | JK | Umur | PT | PK | Kepedulian | | | | | | | | | Ketanggapan | | | | | | | | Kepuasan Pasien | | | | | | | | | | | | | | | |
|  |  |  |  |  | P  1 | P  2 | P  3 | P  4 | P  5 | P  6 | P  7 | Total | K | P  1 | P  2 | P  3 | P  4 | P  5 | P  6 | Total | K | P  1 | P  2 | P  3 | P  4 | P  5 | P  6 | P  7 | P  8 | P  9 | P  10 | P  11 | P  12 | P  13 | P  14 | Total | K |
| 1. | 2 | 4 | 6 | 6 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 | 5 | 4 | 5 | 5 | 5 | 5 | 29 | 1 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 3 | 49 | 2 |
| 2. | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 3. | 1 | 3 | 2 | 5 | 3 | 3 | 4 | 4 | 5 | 3 | 3 | 25 | 2 | 3 | 4 | 4 | 3 | 3 | 4 | 21 | 2 | 3 | 3 | 3 | 3 | 5 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 47 | 2 |
| 4. | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 57 | 1 |
| 5. | 2 | 3 | 4 | 8 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 70 | 1 |
| 6. | 1 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 7. | 1 | 3 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 67 | 1 |
| 8. | 2 | 5 | 2 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 9. | 1 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 32 | 1 | 5 | 5 | 5 | 5 | 4 | 5 | 29 | 1 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 68 | 1 |
| 10. | 1 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 3 | 30 | 1 | 3 | 4 | 4 | 3 | 4 | 4 | 22 | 2 | 4 | 3 | 3 | 3 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 5 | 4 | 3 | 53 | 2 |
| 11. | 1 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 29 | 1 | 4 | 4 | 4 | 5 | 4 | 5 | 26 | 1 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 60 | 1 |
| 12. | 2 | 3 | 5 | 7 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 27 | 2 | 4 | 5 | 5 | 4 | 4 | 4 | 26 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 13. | 1 | 3 | 6 | 6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 3 | 4 | 4 | 3 | 4 | 4 | 22 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 44 | 2 |
| 14. | 2 | 3 | 4 | 7 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 17 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 42 | 2 |
| 15. | 1 | 3 | 6 | 6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 3 | 4 | 4 | 23 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 16. | 2 | 3 | 3 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 22 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 70 | 1 |
| 17. | 2 | 3 | 4 | 8 | 5 | 5 | 3 | 5 | 3 | 3 | 3 | 27 | 2 | 3 | 4 | 4 | 4 | 3 | 4 | 22 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 18. | 2 | 3 | 5 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 19. | 2 | 2 | 3 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 20 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 42 | 2 |
| 20. | 1 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 27 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 3 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 55 | 2 |
| 21. | 1 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 25 | 2 | 3 | 4 | 4 | 3 | 4 | 4 | 22 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 60 | 1 |
| 22. | 1 | 4 | 6 | 6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 23. | 2 | 2 | 6 | 9 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 70 | 1 |
| 24. | 2 | 2 | 4 | 9 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 25. | 2 | 4 | 6 | 9 | 5 | 4 | 5 | 4 | 4 | 3 | 3 | 28 | 1 | 4 | 3 | 3 | 3 | 4 | 3 | 20 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 42 | 2 |
| 26. | 1 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 27. | 2 | 3 | 4 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 2 | 4 | 3 | 4 | 4 | 2 | 3 | 20 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 5 | 3 | 52 | 2 |
| 28. | 1 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 34 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 63 | 1 |
| 29. | 2 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 23 | 2 | 4 | 4 | 3 | 3 | 4 | 4 | 22 | 2 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 5 | 3 | 3 | 5 | 55 | 1 |
| 30. | 2 | 4 | 5 | 6 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 32 | 1 | 4 | 4 | 5 | 5 | 4 | 4 | 26 | 1 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 3 | 5 | 5 | 5 | 3 | 60 | 1 |
| 31. | 2 | 4 | 3 | 8 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 70 | 1 |
| 32. | 2 | 5 | 4 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 33. | 1 | 4 | 7 | 6 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 26 | 2 | 4 | 3 | 3 | 3 | 4 | 4 | 21 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 50 | 2 |
| 34. | 2 | 3 | 4 | 8 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 70 | 1 |
| 35. | 2 | 2 | 5 | 9 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 36. | 1 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 37. | 1 | 6 | 5 | 10 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 30 | 1 | 5 | 4 | 5 | 5 | 5 | 4 | 28 | 1 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 63 | 1 |
| 38. | 2 | 4 | 4 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 17 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 51 | 2 |
| 39. | 1 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 22 | 2 | 4 | 3 | 3 | 3 | 4 | 3 | 20 | 2 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 55 | 2 |
| 40. | 1 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 41. | 2 | 6 | 4 | 10 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 30 | 1 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 70 | 1 |
| 42. | 1 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 22 | 2 | 4 | 4 | 3 | 3 | 4 | 3 | 21 | 2 | 5 | 5 | 4 | 5 | 5 | 5 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 55 | 2 |
| 43. | 2 | 4 | 3 | 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 44. | 2 | 6 | 5 | 8 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 31 | 1 | 5 | 4 | 4 | 4 | 3 | 2 | 22 | 2 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 61 | 1 |
| 45. | 1 | 2 | 3 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 46. | 2 | 3 | 6 | 9 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 47. | 1 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 24 | 2 | 5 | 4 | 4 | 4 | 3 | 4 | 24 | 1 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 3 | 5 | 48 | 2 |
| 48. | 2 | 5 | 4 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 49. | 2 | 3 | 3 | 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 3 | 23 | 2 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 57 | 1 |
| 50. | 1 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 24 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 22 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 55 | 2 |
| 51. | 2 | 4 | 3 | 7 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 27 | 2 | 4 | 5 | 5 | 4 | 4 | 4 | 26 | 1 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 49 | 2 |
| 52. | 1 | 5 | 3 | 5 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 22 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 57 | 1 |
| 53. | 2 | 2 | 4 | 8 | 5 | 4 | 5 | 4 | 4 | 3 | 3 | 28 | 1 | 5 | 4 | 4 | 4 | 4 | 4 | 25 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 54. | 1 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 55. | 2 | 4 | 4 | 8 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 33 | 1 | 4 | 4 | 4 | 4 | 5 | 4 | 25 | 1 | 3 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 57 | 1 |
| 56. | 1 | 3 | 2 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 23 | 1 | 2 | 3 | 3 | 3 | 2 | 3 | 16 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 44 | 2 |
| 57. | 2 | 3 | 4 | 7 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 31 | 2 | 4 | 4 | 5 | 5 | 4 | 4 | 26 | 1 | 4 | 3 | 4 | 5 | 3 | 3 | 4 | 5 | 5 | 3 | 3 | 4 | 3 | 3 | 52 | 2 |
| 58. | 1 | 4 | 4 | 4 | 5 | 4 | 5 | 3 | 3 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 59. | 1 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 60. | 1 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 61. | 2 | 6 | 2 | 8 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 23 | 1 | 3 | 3 | 4 | 4 | 3 | 3 | 20 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 52 | 2 |
| 62. | 2 | 4 | 3 | 6 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 23 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 63. | 2 | 2 | 4 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 64. | 2 | 4 | 2 | 8 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 26 | 1 | 3 | 4 | 3 | 4 | 4 | 3 | 21 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 3 | 57 | 1 |
| 65. | 2 | 4 | 4 | 7 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 27 | 2 | 3 | 4 | 5 | 5 | 4 | 4 | 25 | 1 | 5 | 4 | 5 | 5 | 3 | 3 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 57 | 1 |
| 66. | 2 | 6 | 5 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 23 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 54 | 2 |
| 67. | 2 | 2 | 5 | 9 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 30 | 1 | 4 | 5 | 5 | 5 | 4 | 5 | 28 | 1 | 5 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 56 | 1 |
| 68. | 2 | 4 | 3 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 18 | 2 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 58 | 1 |
| 69. | 2 | 5 | 2 | 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 21 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 17 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 42 | 2 |
| 70. | 2 | 2 | 3 | 7 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 25 | 2 | 4 | 3 | 4 | 4 | 4 | 3 | 22 | 2 | 5 | 5 | 5 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 71. | 2 | 4 | 4 | 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 72. | 2 | 4 | 2 | 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 73. | 2 | 2 | 5 | 9 | 4 | 3 | 4 | 4 | 5 | 3 | 4 | 27 | 1 | 4 | 3 | 4 | 3 | 4 | 3 | 21 | 2 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 53 | 2 |
| 74. | 2 | 4 | 4 | 9 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 24 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 3 | 4 | 3 | 4 | 4 | 56 | 1 |
| 75. | 1 | 6 | 4 | 7 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 30 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 50 | 2 |
| 76. | 2 | 5 | 2 | 8 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 32 | 1 | 5 | 3 | 4 | 4 | 5 | 3 | 24 | 1 | 4 | 3 | 3 | 3 | 4 | 4 | 5 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 51 | 2 |
| 77. | 2 | 2 | 4 | 7 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 27 | 2 | 3 | 3 | 4 | 4 | 4 | 3 | 21 | 2 | 3 | 4 | 4 | 3 | 4 | 3 | 5 | 5 | 4 | 4 | 4 | 5 | 3 | 5 | 56 | 1 |
| 78. | 1 | 5 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 3 | 3 | 30 | 2 | 3 | 3 | 4 | 3 | 3 | 3 | 19 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 79. | 1 | 2 | 3 | 9 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 35 | 1 | 5 | 4 | 5 | 5 | 5 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 60 | 1 |
| 80. | 2 | 2 | 4 | 9 | 5 | 5 | 5 | 4 | 3 | 3 | 3 | 28 | 1 | 4 | 4 | 5 | 4 | 5 | 5 | 27 | 1 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 58 | 1 |
| 81. | 2 | 4 | 2 | 8 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 24 | 2 | 4 | 5 | 4 | 4 | 5 | 4 | 26 | 1 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 3 | 5 | 4 | 4 | 62 | 1 |
| 82. | 1 | 4 | 4 | 6 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 24 | 1 | 4 | 3 | 3 | 3 | 4 | 3 | 20 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 49 | 2 |
| 83. | 2 | 3 | 4 | 8 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 23 | 1 | 4 | 5 | 4 | 4 | 3 | 3 | 23 | 2 | 4 | 3 | 5 | 5 | 4 | 3 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 58 | 1 |
| 84. | 1 | 4 | 4 | 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 28 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 56 | 1 |
| 85. | 2 | 4 | 4 | 7 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 27 | 2 | 4 | 4 | 5 | 5 | 4 | 3 | 25 | 1 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 3 | 57 | 1 |
| 86. | 1 | 4 | 6 | 6 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 32 | 2 | 4 | 4 | 5 | 5 | 4 | 4 | 26 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 62 | 1 |

**Keterangan :**

Pekerjaan (P):

1. Pelajar/Mahasiswa
2. Pedagang/penjual
3. Buruh
4. Nelayan
5. Petani
6. PNS
7. Wiraswasta
8. IRT
9. Honorer
10. Pensiunan

Kategori:

1. Kehandalan total skor ≥ 24 = Baik, kode 1. dan < 24 = Kurang Baik, kode 2.
2. Jaminan total skor ≥ 24 = Baik, kode 1 dan < 24 = Kurang Baik, kode 2.
3. Tampilan/bukti fisik total skor ≥ 28 = Baik, kode 1, dan < 28 = Kurang Baik, kode 2.
4. Kepedulian total skor ≥ 28 = Baik, kode 1, dan < 28 = Kurang Baik, kode 2.
5. Ketanggapan total skor ≥ 24 = Baik, kode 1. dan < 24 = Kurang Baik, kode 2.
6. Kepuasan Pasien total skor ≥ 56 = Baik, kode 1, dan <56 = Kurang Baik, kode 2.

Jenis Kelamin (JK):

1. Laki-laki
2. Perempuan

Umur:

1. 21-30 tahun
2. 31-40 tahun
3. 41-50 tahun
4. 51-60 tahun
5. 61-70 tahun

Pendidikan (PD):

1. Tidak Sekolah
2. Sekolah Dasar (SD)
3. Sekolah Menengah Pertama (SMP)
4. Sekolah Menengah Atas (SMA)
5. Diploma
6. Sarjana
7. Magister
8. Doktor

Lampiran. 3. Hasil Analisis Data SPSS

1. Karakteristik responden

| **Jenis Kelamin Responden** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Laki-laki | 36 | 41.9 | 41.9 | 41.9 |
| Perempuan | 50 | 58.1 | 58.1 | 100.0 |
| Total | 86 | 100.0 | 100.0 |  |

| **Umur Responden** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | 21-30 tahun | 14 | 16.3 | 16.3 | 16.3 |
| 31-40 tahun | 20 | 23.3 | 23.3 | 39.5 |
| 41-50 tahun | 34 | 39.5 | 39.5 | 79.1 |
| 51-60 tahun | 12 | 14.0 | 14.0 | 93.0 |
| 61-70 tahun | 6 | 7.0 | 7.0 | 100.0 |
| Total | 86 | 100.0 | 100.0 |  |

| **Pendidikan Responden** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Sekolah Dasar (SD) | 12 | 14.0 | 14.0 | 14.0 |
| Sekolah Menengah Pertama (SMP) | 16 | 18.6 | 18.6 | 32.6 |
| Sekolah Menengah Atas (SMA) | 40 | 46.5 | 46.5 | 79.1 |
| Diploma | 9 | 10.5 | 10.5 | 89.5 |
| Sarjana | 8 | 9.3 | 9.3 | 98.8 |
| Magister | 1 | 1.2 | 1.2 | 100.0 |
| Total | 86 | 100.0 | 100.0 |  |

| **Pekerjaan Responden** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Buruh | 2 | 2.3 | 2.3 | 2.3 |
| Petani | 18 | 20.9 | 20.9 | 23.3 |
| Nelayan | 6 | 7.0 | 7.0 | 30.2 |
| PNS | 9 | 10.5 | 10.5 | 40.7 |
| Wiraswasta | 13 | 15.1 | 15.1 | 55.8 |
| IRT | 26 | 30.2 | 30.2 | 86.0 |
| Honorer | 10 | 11.6 | 11.6 | 97.7 |
| Pensiunan | 2 | 2.3 | 2.3 | 100.0 |
| Total | 86 | 100.0 | 100.0 |  |

1. **Hasil Analisis Hubungan antara Kualitas Jasa Pelayana (Dimensi Kehandalan, Jaminan, Tampilan/bukti fisik, Kepedulian dan Ketanggapan) dan Kepuasan Pasien**
2. Dimensi Kehandalan dan Kepuasaan Pasien

| **Case Processing Summary** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
|  | Cases | | | | | |
|  | Valid | | Missing | | Total | |
|  | N | Percent | N | Percent | N | Percent |
| Dimensi Kehandalan \* Kepuasan Pasien | 86 | 100.0% | 0 | .0% | 86 | 100.0% |

| **Dimensi Kehandalan \* Kepuasan Pasien Crosstabulation** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  |  | Kepuasan Pasien | | Total |
|  |  |  | Puas | Kurang puas |
| Dimensi Kehandalan | Baik | Count | 46 | 9 | 55 |
| Expected Count | 38.4 | 16.6 | 55.0 |
| % within Dimensi Kehandalan | 83.6% | 16.4% | 100.0% |
| Kurang Baik | Count | 14 | 17 | 31 |
| Expected Count | 21.6 | 9.4 | 31.0 |
| % within Dimensi Kehandalan | 45.2% | 54.8% | 100.0% |
| Total | | Count | 60 | 26 | 86 |
| Expected Count | 60.0 | 26.0 | 86.0 |
| % within Dimensi Kehandalan | 69.8% | 30.2% | 100.0% |

| **Chi-Square Tests** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | Value | df | Asymp. Sig. (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
| Pearson Chi-Square | 13.914a | 1 | .000 |  |  |
| Continuity Correctionb | 12.150 | 1 | .000 |  |  |
| Likelihood Ratio | 13.699 | 1 | .000 |  |  |
| Fisher's Exact Test |  |  |  | .000 | .000 |
| Linear-by-Linear Association | 13.752 | 1 | .000 |  |  |
| N of Valid Casesb | 86 |  |  |  |  |
| a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 9.37. | | | | | |
| b. Computed only for a 2x2 table | |  |  |  |  |

| **Risk Estimate** | | | |
| --- | --- | --- | --- |
|  | Value | 95% Confidence Interval | |
|  | Lower | Upper |
| Odds Ratio for Dimensi Kehandalan (Baik / Kurang Baik) | 6.206 | 2.271 | 16.961 |
| For cohort Kepuasan Pasien = Puas | 1.852 | 1.235 | 2.777 |
| For cohort Kepuasan Pasien = Kurang puas | .298 | .152 | .588 |
| N of Valid Cases | 86 |  |  |

1. Dimensi Jaminan dan Kepuasaan Pasien

| **Case Processing Summary** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
|  | Cases | | | | | |
|  | Valid | | Missing | | Total | |
|  | N | Percent | N | Percent | N | Percent |
| Dimensi Jaminan \* Kepuasan Pasien | 86 | 100.0% | 0 | .0% | 86 | 100.0% |

| **Dimensi Jaminan \* Kepuasan Pasien Crosstabulation** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  |  | Kepuasan Pasien | | Total |
|  |  |  | Puas | Kurang puas |
| Dimensi Jaminan | Baik | Count | 49 | 5 | 54 |
| Expected Count | 37.7 | 16.3 | 54.0 |
| % within Dimensi Jaminan | 90.7% | 9.3% | 100.0% |
| Kurang Baik | Count | 11 | 21 | 32 |
| Expected Count | 22.3 | 9.7 | 32.0 |
| % within Dimensi Jaminan | 34.4% | 65.6% | 100.0% |
| Total | | Count | 60 | 26 | 86 |
| Expected Count | 60.0 | 26.0 | 86.0 |
| % within Dimensi Jaminan | 69.8% | 30.2% | 100.0% |

| **Chi-Square Tests** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | Value | df | Asymp. Sig. (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
| Pearson Chi-Square | 30.266a | 1 | .000 |  |  |
| Continuity Correctionb | 27.652 | 1 | .000 |  |  |
| Likelihood Ratio | 30.904 | 1 | .000 |  |  |
| Fisher's Exact Test |  |  |  | .000 | .000 |
| Linear-by-Linear Association | 29.914 | 1 | .000 |  |  |
| N of Valid Casesb | 86 |  |  |  |  |
| a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 9.67. | | | | | |
| b. Computed only for a 2x2 table | |  |  |  |  |

| **Risk Estimate** | | | |
| --- | --- | --- | --- |
|  | Value | 95% Confidence Interval | |
|  | Lower | Upper |
| Odds Ratio for Dimensi Jaminan (Baik / Kurang Baik) | 18.709 | 5.782 | 60.537 |
| For cohort Kepuasan Pasien = Puas | 2.640 | 1.623 | 4.293 |
| For cohort Kepuasan Pasien = Kurang puas | .141 | .059 | .337 |
| N of Valid Cases | 86 |  |  |

1. Dimensi Tampilan/bukti fisik dan Kepuasaan Pasien

| **Case Processing Summary** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
|  | Cases | | | | | |
|  | Valid | | Missing | | Total | |
|  | N | Percent | N | Percent | N | Percent |
| Dimensi Tampilan/Bukti fisik \* Kepuasan Pasien | 86 | 100.0% | 0 | .0% | 86 | 100.0% |

| **Dimensi Tampilan/Bukti fisik \* Kepuasan Pasien Crosstabulation** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  |  | Kepuasan Pasien | | Total |
|  |  |  | Puas | Kurang puas |
| Dimensi Tampilan/Bukti fisik | Baik | Count | 49 | 7 | 56 |
| Expected Count | 39.1 | 16.9 | 56.0 |
| % within Dimensi Tampilan/Bukti fisik | 87.5% | 12.5% | 100.0% |
| Kurang Baik | Count | 11 | 19 | 30 |
| Expected Count | 20.9 | 9.1 | 30.0 |
| % within Dimensi Tampilan/Bukti fisik | 36.7% | 63.3% | 100.0% |
| Total | | Count | 60 | 26 | 86 |
| Expected Count | 60.0 | 26.0 | 86.0 |
| % within Dimensi Tampilan/Bukti fisik | 69.8% | 30.2% | 100.0% |

| **Chi-Square Tests** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | Value | df | Asymp. Sig. (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
| Pearson Chi-Square | 23.932a | 1 | .000 |  |  |
| Continuity Correctionb | 21.583 | 1 | .000 |  |  |
| Likelihood Ratio | 23.778 | 1 | .000 |  |  |
| Fisher's Exact Test |  |  |  | .000 | .000 |
| Linear-by-Linear Association | 23.654 | 1 | .000 |  |  |
| N of Valid Casesb | 86 |  |  |  |  |
| a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 9.07. | | | | | |
| b. Computed only for a 2x2 table | |  |  |  |  |

| **Risk Estimate** | | | |
| --- | --- | --- | --- |
|  | Value | 95% Confidence Interval | |
|  | Lower | Upper |
| Odds Ratio for Dimensi Tampilan/Bukti fisik (Baik / Kurang Baik) | 12.091 | 4.083 | 35.805 |
| For cohort Kepuasan Pasien = Puas | 2.386 | 1.476 | 3.859 |
| For cohort Kepuasan Pasien = Kurang puas | .197 | .094 | .416 |
| N of Valid Cases | 86 |  |  |

1. Dimensi Kepedulian dan Kepuasaan Pasien

| **Case Processing Summary** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
|  | Cases | | | | | |
|  | Valid | | Missing | | Total | |
|  | N | Percent | N | Percent | N | Percent |
| Dimensi Kependulian \* Kepuasan Pasien | 86 | 100.0% | 0 | .0% | 86 | 100.0% |

| **Dimensi Kependulian \* Kepuasan Pasien Crosstabulation** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  |  | Kepuasan Pasien | | Total |
|  |  |  | Puas | Kurang puas |
| Dimensi Kependulian | Baik | Count | 46 | 8 | 54 |
| Expected Count | 37.7 | 16.3 | 54.0 |
| % within Dimensi Kependulian | 85.2% | 14.8% | 100.0% |
| Kurang baik | Count | 14 | 18 | 32 |
| Expected Count | 22.3 | 9.7 | 32.0 |
| % within Dimensi Kependulian | 43.8% | 56.2% | 100.0% |
| Total | | Count | 60 | 26 | 86 |
| Expected Count | 60.0 | 26.0 | 86.0 |
| % within Dimensi Kependulian | 69.8% | 30.2% | 100.0% |

| **Chi-Square Tests** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | Value | df | Asymp. Sig. (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
| Pearson Chi-Square | 16.355a | 1 | .000 |  |  |
| Continuity Correctionb | 14.450 | 1 | .000 |  |  |
| Likelihood Ratio | 16.241 | 1 | .000 |  |  |
| Fisher's Exact Test |  |  |  | .000 | .000 |
| Linear-by-Linear Association | 16.165 | 1 | .000 |  |  |
| N of Valid Casesb | 86 |  |  |  |  |
| a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 9.67. | | | | | |
| b. Computed only for a 2x2 table | |  |  |  |  |

| **Risk Estimate** | | | |
| --- | --- | --- | --- |
|  | Value | 95% Confidence Interval | |
|  | Lower | Upper |
| Odds Ratio for Dimensi Kependulian (Baik / Kurang baik) | 7.393 | 2.651 | 20.613 |
| For cohort Kepuasan Pasien = Puas | 1.947 | 1.294 | 2.929 |
| For cohort Kepuasan Pasien = Kurang puas | .263 | .130 | .535 |
| N of Valid Cases | 86 |  |  |

1. Dimensi Ketanggapan dan Kepuasaan Pasien

| **Case Processing Summary** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
|  | Cases | | | | | |
|  | Valid | | Missing | | Total | |
|  | N | Percent | N | Percent | N | Percent |
| Dimensi Ketanggapan \* Kepuasan Pasien | 86 | 100.0% | 0 | .0% | 86 | 100.0% |

| **Dimensi Ketanggapan \* Kepuasan Pasien Crosstabulation** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  |  |  | Kepuasan Pasien | | Total |
|  |  |  | Puas | Kurang puas |
| Dimensi Ketanggapan | Baik | Count | 44 | 8 | 52 |
| Expected Count | 36.3 | 15.7 | 52.0 |
| % within Dimensi Ketanggapan | 84.6% | 15.4% | 100.0% |
| Kurang baik | Count | 16 | 18 | 34 |
| Expected Count | 23.7 | 10.3 | 34.0 |
| % within Dimensi Ketanggapan | 47.1% | 52.9% | 100.0% |
| Total | | Count | 60 | 26 | 86 |
| Expected Count | 60.0 | 26.0 | 86.0 |
| % within Dimensi Ketanggapan | 69.8% | 30.2% | 100.0% |

| **Chi-Square Tests** | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Value | | df | | | Asymp. Sig. (2-sided) | | | Exact Sig. (2-sided) | | Exact Sig. (1-sided) | |
| Pearson Chi-Square | 13.748a | | 1 | | | .000 | | |  | |  | |
| Continuity Correctionb | 12.025 | | 1 | | | .000 | | |  | |  | |
| Likelihood Ratio | 13.739 | | 1 | | | .000 | | |  | |  | |
| Fisher's Exact Test |  | |  | | |  | | | .000 | | .000 | |
| Linear-by-Linear Association | 13.588 | | 1 | | | .000 | | |  | |  | |
| N of Valid Casesb | 86 | |  | | |  | | |  | |  | |
| * 1. 0 cells (.0%) have expected count less than 5.   2. The minimum expected count is 10.28. | | | | | | | | | | | | |
| * 1. Computed only for a 2x2 table. | |  | | |  | | |  | |  | | |
| **Risk Estimate** | | | | | | | | | | | | | |
|  | | | | Value | | | 95% Confidence Interval | | | | | | |
|  | | | | Lower | | | | | Upper | |
| Odds Ratio for Dimensi Ketanggapan (Baik / Kurang baik) | | | | 6.188 | | | 2.253 | | | | | 16.996 | |
| For cohort Kepuasan Pasien = Puas | | | | 1.798 | | | 1.236 | | | | | 2.616 | |
| For cohort Kepuasan Pasien = Kurang puas | | | | .291 | | | .143 | | | | | .592 | |
| N of Valid Cases | | | | 86 | | |  | | | | |  | |