

LAMPIRAN

KUESIONER

**PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN DAN WOM
(WORD OF MOUTH) PASIEN RAWAT JALAN DI RSUP. H. ADAM MALIK
MEDAN**

Petunjuk pengisian kuesioner :

1. Bacalah instruksi umum yang diberikan di awal pertanyaan.
2. Jawablah seluruh pertanyaan, tanpa ada yang terlewat.

I. Identitas Responden

Isikan jawaban Anda pada tempat yang sudah disediakan dan beri tanda (X) pada jawaban yang Anda pilih.

1. Nama :
2. Usia (tahun) :
 1. 17 - 30
 2. > 30 – 40
 3. > 40 – 50
 4. > 50 – 60
 5. > 60
3. Pendidikan terakhir Anda (ijazah terakhir yang dimiliki) :
 1. SMP/Sederajat
 2. SMU/Sederajat
 3. Akademi/Diploma
 4. Sarjana (S1)
 5. Magister (S2)
 6. Doktor (S3)
4. Pekerjaan Anda saat ini :
 1. Pelajar/Mahasiswa
 2. Karyawan Swasta
 3. Wiraswasta
 4. PNS

5. TNI / POLRI

6. Lain – lain : (sebutkan)

5. Kunjungan Anda di RSUP H. Adam Malik Medan saat ini adalah yang :

1. Satu kali

2. Dua kali

3. Lebih dari dua kali

II. Pernyataan-pernyataan di bawah ini adalah untuk mengetahui atribut atau indikator penggunaan pelayanan RSUP H. Adam Malik Medan.

Berilah tanda (X) pada jawaban yang anda pilih.

1 = Sangat Tidak Setuju,

2 = Tidak Setuju,

3 = Netral,

4 = Setuju,

5 = Sangat Setuju

| No. | Pernyataan | 1 | 2 | 3 | 4 | 5 |
|-----|--|---|---|---|---|---|
| | Berwujud (<i>tangible</i>) | | | | | |
| 1 | Fasilitas pendukung yang terdapat di rawat jalan RSUP H. Adam Malik Medan sangat memadai | | | | | |
| 2 | Penampilan fisik petugas rawat jalan RSUP H. Adam Malik Medan sangat menarik | | | | | |
| 3 | Kondisi ruang periksa rawat jalan RSUP H. Adam Malik Medan tampak sangat bersih | | | | | |
| 4 | Kondisi ruang tunggu rawat jalan RSUP H. Adam Malik Medan tampak sangat bersih | | | | | |
| 5 | Peralatan medis yang ada sangat sesuai dengan standar rumah sakit sekelas RSUP H. Adam Malik Medan | | | | | |
| 6 | Persediaan obat-obatan yang dibutuhkan oleh pasien rawat jalan RSUP H. Adam Malik Medan tersedia dengan sangat lengkap | | | | | |

| Jaminan dan kepastian (<i>assurance</i>) | | 1 | 2 | 3 | 4 | 5 |
|---|---|----------|----------|----------|----------|----------|
| 1 | Proses diagnosis penyakit pasien rawat jalan RSUP H. Adam Malik Medan dilakukan sangat sesuai prosedur yang ditetapkan | | | | | |
| 2 | Dokter rawat jalan RSUP H. Adam Malik Medan sangat terampil dalam bekerja | | | | | |
| 3 | Perawat rawat jalan RSUP H. Adam Malik Medan sangat terampil dalam bekerja | | | | | |
| 4 | <i>Staff</i> rawat jalan RSUP H. Adam Malik Medan memiliki kompetensi pemahaman yang sangat memadai | | | | | |
| 5 | Dokter rawat jalan RSUP H. Adam Malik Medan bersikap sangat sopan dalam melakukan pemeriksaan terhadap pasien | | | | | |
| Keandalan (<i>reliability</i>) | | 1 | 2 | 3 | 4 | 5 |
| 1 | Prosedur penerimaan pasien rawat jalan RSUP H. Adam Malik Medan sangat sederhana (tidak berbelit – belit) | | | | | |
| 2 | Informasi yang diberikan kepada pasien rawat jalan RSUP H. Adam Malik Medan sudah sangat akurat. | | | | | |
| 3 | Jadwal pemeriksaan dokter rawat jalan RSUP H. Adam Malik Medan sudah sangat tepat waktu (sesuai dengan yang dijadwalkan) | | | | | |
| 4 | Penanganan urusan administrasi setelah pemeriksaan pada rawat jalan RSUP H. Adam Malik Medan sudah sangat sesuai prosedur | | | | | |
| Ketanggapan (<i>responsiveness</i>) | | 1 | 2 | 3 | 4 | 5 |
| 1 | Petugas layanan pendaftaran RSUP H. Adam Malik Medan memberi pelayanan dengan sangat cepat | | | | | |
| 2 | Dokter rawat jalan RSUP H. Adam Malik Medan sangat cepat tanggap dalam menyelesaikan keluhan pasien | | | | | |
| 3 | Perawat rawat jalan RSUP H. Adam Malik Medan sangat cepat tanggap dalam menyelesaikan keluhan pasien | | | | | |

| | | | | | | |
|---|---|----------|----------|----------|----------|----------|
| 4 | Petugas RSUP H. Adam Malik Medan yang melayani proses pembayaran memberikan layanan dengan sangat tanggap terhadap kebutuhan pasien saat pembayaran | | | | | |
| | Empati (<i>empathy</i>) | 1 | 2 | 3 | 4 | 5 |
| 1 | Sistem yang diberlakukan untuk rawat jalan RSUP H. Adam Malik Medan dapat dilakukan dengan sangat mudah | | | | | |
| 2 | Informasi yang disampaikan oleh <i>staff</i> rawat jalan RSUP H. Adam Malik Medan sudah sangat jelas | | | | | |
| 3 | Sikap <i>staff</i> rawat jalan RSUP H. Adam Malik Medan dalam memberikan pelayanan sudah sangat ramah | | | | | |
| 4 | Pelayanan yang diberikan rawat jalan RSUP H. Adam Malik Medan dilakukan secara sangat adil tanpa memandang status sosial ekonomi | | | | | |

III. Pernyataan-pernyataan di bawah ini adalah untuk mengetahui kepuasan dan *Word of Mouth* anda terhadap pelayanan rawat jalan RSUP H. Adam Malik Medan Berilah tanda (X) pada jawaban yang anda pilih.

**1 = Sangat Tidak Setuju, 2 = Tidak Setuju,
3 = Netral, 4 = Setuju, 5 = Sangat Setuju**

| No. | Pernyataan | | | | | |
|-----|--|----------|----------|----------|----------|----------|
| | Kepuasan Pasien | 1 | 2 | 3 | 4 | 5 |
| 1 | Harga yang ditetapkan oleh rawat jalan RSUP H. Adam Malik Medan sudah sangat sesuai dengan kualitas yang diterima | | | | | |
| 2 | Kemampuan/kompetensi dokter yang memeriksa saya di rawat jalan RSUP H. Adam Malik Medan sudah sangat sesuai dengan harapan | | | | | |
| 3 | Saya merasa sangat senang setelah menjalani rawat jalan di RSUP H. Adam Malik Medan | | | | | |

| | | | | | | |
|---|---|----------|----------|----------|----------|----------|
| 4 | Pelayanan yang diberikan rawat jalan RSUP H. Adam Malik Medan sangat sesuai harapan | | | | | |
| 5 | Secara keseluruhan, pelayanan rawat jalan RSUP H. Adam Malik Medan sangat memuaskan. | | | | | |
| | <i>Word of Mouth</i> | 1 | 2 | 3 | 4 | 5 |
| 1 | Saya akan merekomendasikan jasa rawat jalan RSUP H. Adam Malik Medan kepada orang lain yang belum pernah berobat rawat jalan | | | | | |
| 2 | Saya sering membahas tentang kualitas pelayanan rawat jalan RSUP H. Adam Malik Medan dalam setiap pembicaraan di media sosial. | | | | | |
| 3 | Saya akan menceritakan hal-hal positif mengenai jasa rawat jalan RSUP H. Adam Malik Medan kepada orang lain | | | | | |
| 4 | Saya akan mengajak orang lain yang telah berobat rawat jalan di tempat lain untuk menjalani rawat jalan di RSUP H. Adam Malik Medan | | | | | |

Identitas Responden

| No. | USIA | PENDIDIKAN | PEKERJAAN | JUMLAH KUNJUNGAN |
|-----|------|------------|-----------|------------------|
| 1 | 3 | 4 | 2 | 2 |
| 2 | 2 | 2 | 4 | 2 |
| 3 | 2 | 3 | 2 | 2 |
| 4 | 2 | 4 | 2 | 2 |
| 5 | 3 | 4 | 3 | 3 |
| 6 | 2 | 2 | 6 | 2 |
| 7 | 2 | 2 | 2 | 1 |
| 8 | 1 | 3 | 6 | 1 |
| 9 | 2 | 4 | 4 | 1 |
| 10 | 3 | 3 | 2 | 1 |
| 11 | 2 | 2 | 6 | 1 |
| 12 | 1 | 2 | 3 | 1 |
| 13 | 1 | 2 | 2 | 1 |
| 14 | 3 | 2 | 3 | 2 |
| 15 | 2 | 4 | 4 | 2 |
| 16 | 2 | 3 | 6 | 2 |
| 17 | 2 | 4 | 4 | 2 |
| 18 | 2 | 3 | 6 | 1 |
| 19 | 2 | 2 | 6 | 2 |
| 20 | 2 | 1 | 6 | 2 |
| 21 | 2 | 2 | 4 | 2 |
| 22 | 1 | 1 | 6 | 2 |

| No. | USIA | PENDIDIKAN | PEKERJAAN | JUMLAH KUNJUNGAN |
|-----|------|------------|-----------|------------------|
| 23 | 3 | 2 | 3 | 2 |
| 24 | 2 | 4 | 2 | 2 |
| 25 | 2 | 3 | 6 | 1 |
| 26 | 1 | 2 | 6 | 1 |
| 27 | 2 | 2 | 3 | 1 |
| 28 | 3 | 4 | 2 | 2 |
| 29 | 3 | 2 | 3 | 2 |
| 30 | 1 | 2 | 2 | 2 |
| 31 | 3 | 2 | 6 | 2 |
| 32 | 2 | 3 | 4 | 2 |
| 33 | 1 | 4 | 2 | 1 |
| 34 | 3 | 4 | 2 | 2 |
| 35 | 1 | 2 | 1 | 1 |
| 36 | 2 | 4 | 2 | 2 |
| 37 | 2 | 4 | 4 | 1 |
| 38 | 3 | 4 | 4 | 2 |
| 39 | 1 | 2 | 1 | 1 |
| 40 | 1 | 2 | 6 | 1 |
| 41 | 4 | 2 | 6 | 3 |
| 42 | 3 | 3 | 2 | 1 |
| 43 | 1 | 4 | 2 | 1 |
| 44 | 1 | 4 | 2 | 1 |
| 45 | 3 | 3 | 6 | 2 |

| No. | USIA | PENDIDIKAN | PEKERJAAN | JUMLAH KUNJUNGAN |
|-----|------|------------|-----------|------------------|
| 46 | 1 | 2 | 2 | 1 |
| 47 | 3 | 2 | 3 | 2 |
| 48 | 3 | 4 | 4 | 3 |
| 49 | 2 | 4 | 4 | 2 |
| 50 | 3 | 2 | 6 | 3 |
| 51 | 2 | 4 | 3 | 1 |
| 52 | 3 | 2 | 6 | 2 |
| 53 | 2 | 1 | 6 | 2 |
| 54 | 3 | 2 | 3 | 2 |
| 55 | 4 | 1 | 6 | 3 |
| 56 | 1 | 2 | 1 | 1 |
| 57 | 2 | 4 | 4 | 2 |
| 58 | 2 | 2 | 4 | 2 |
| 59 | 3 | 4 | 4 | 2 |
| 60 | 3 | 2 | 3 | 3 |
| 61 | 1 | 2 | 3 | 1 |
| 62 | 3 | 3 | 2 | 3 |
| 63 | 3 | 4 | 4 | 3 |
| 64 | 2 | 2 | 6 | 2 |
| 65 | 3 | 3 | 3 | 3 |
| 66 | 1 | 2 | 1 | 1 |
| 67 | 1 | 4 | 2 | 2 |
| 68 | 1 | 2 | 3 | 1 |

| No. | USIA | PENDIDIKAN | PEKERJAAN | JUMLAH KUNJUNGAN |
|-----|------|------------|-----------|------------------|
| 69 | 2 | 2 | 3 | 3 |
| 70 | 2 | 3 | 2 | 1 |
| 71 | 1 | 1 | 1 | 2 |
| 72 | 1 | 1 | 1 | 1 |
| 73 | 4 | 4 | 4 | 2 |
| 74 | 1 | 1 | 1 | 1 |
| 75 | 1 | 2 | 1 | 1 |
| 76 | 2 | 4 | 2 | 1 |
| 77 | 2 | 2 | 2 | 3 |
| 78 | 3 | 2 | 6 | 2 |
| 79 | 2 | 4 | 3 | 2 |
| 80 | 1 | 4 | 2 | 2 |
| 81 | 4 | 3 | 3 | 2 |
| 82 | 2 | 2 | 3 | 1 |
| 83 | 3 | 2 | 6 | 2 |
| 84 | 2 | 4 | 4 | 2 |
| 85 | 3 | 2 | 3 | 2 |
| 86 | 3 | 2 | 4 | 2 |
| 87 | 2 | 2 | 2 | 1 |
| 88 | 1 | 4 | 2 | 1 |
| 89 | 1 | 2 | 3 | 1 |
| 90 | 4 | 2 | 6 | 3 |
| 91 | 3 | 4 | 4 | 3 |

| No. | USIA | PENDIDIKAN | PEKERJAAN | JUMLAH KUNJUNGAN |
|------------|-------------|-------------------|------------------|-----------------------------|
| 92 | 3 | 4 | 6 | 2 |
| 93 | 2 | 3 | 6 | 1 |
| 94 | 2 | 2 | 3 | 1 |
| 95 | 3 | 2 | 3 | 2 |
| 96 | 1 | 2 | 1 | 1 |
| 97 | 2 | 2 | 3 | 2 |
| 98 | 1 | 2 | 1 | 1 |
| 99 | 1 | 2 | 3 | 1 |
| 100 | 3 | 2 | 6 | 2 |

Jawaban Responden

| No. | T1 | T2 | T3 | T4 | T5 | T6 | A1 | A2 | A3 | A4 | A5 | R1 | R2 | R3 | R4 | RP1 | RP2 | RP3 | RP4 | E1 | E2 | E3 | E4 | K1 | K2 | K3 | K4 | K5 | W1 | W2 | W3 | W4 |
|-----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|-----|-----|-----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 1 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 2 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 2 |
| 3 | 1 | 2 | 2 | 1 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 1 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 4 | 4 | 2 | 2 | 2 | 2 | 4 | 4 | 3 | 3 |
| 4 | 2 | 3 | 2 | 2 | 2 | 2 | 4 | 4 | 4 | 3 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 4 | 3 | 2 | 1 | 2 | 2 | 4 | 4 | 3 | 3 |
| 5 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 2 | 2 | 2 | 2 | 4 | 4 | 3 | 3 |
| 6 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 3 |
| 7 | 1 | 2 | 2 | 1 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 3 | 4 | 3 | 2 | 2 | 1 | 2 | 2 | 4 | 3 | 3 |
| 8 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 9 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 3 | 4 | 2 | 1 | 2 | 2 | 2 | 4 | 3 | 3 |
| 10 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 3 | 2 | 3 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 3 | 4 | 3 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 3 |
| 11 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 1 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 3 | 1 | 2 | 2 | 3 | 3 | 4 | 3 | 3 |
| 12 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 2 | 1 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 3 | 3 | 4 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 2 |
| 13 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 2 |
| 14 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 4 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 2 |
| 15 | 2 | 2 | 1 | 2 | 2 | 1 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 1 | 2 | 1 | 2 | 1 | 2 | 1 | 1 | 2 | 3 | 4 | 2 | 2 | 3 | 2 | 3 | 4 | 3 | 3 |
| 16 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 4 | 4 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 2 | 1 | 2 | 4 | 3 | 2 |
| 17 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 18 | 1 | 2 | 2 | 1 | 1 | 2 | 3 | 4 | 3 | 3 | 2 | 1 | 2 | 1 | 1 | 2 | 1 | 1 | 2 | 1 | 1 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 3 |
| 19 | 2 | 3 | 2 | 2 | 1 | 2 | 3 | 3 | 4 | 3 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 3 | 1 | 2 | 1 | 2 | 2 | 4 | 3 | 2 |
| 20 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 4 | 5 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 3 |
| 21 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 4 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 3 |
| 22 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 2 | 3 | 4 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 3 |
| 23 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 4 | 2 | 2 | 2 | 1 | 2 | 4 | 3 | 2 |
| 24 | 3 | 2 | 3 | 3 | 2 | 2 | 4 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 4 | 3 | 2 | 2 | 2 | 3 | 3 | 4 | 3 | 3 |
| 25 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 4 | 4 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 3 |
| 26 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 3 |
| 27 | 3 | 2 | 2 | 3 | 2 | 3 | 4 | 5 | 4 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 4 | 4 | 3 | 3 | 2 | 2 | 2 | 4 | 3 | 2 |

| No. | T1 | T2 | T3 | T4 | T5 | T6 | A1 | A2 | A3 | A4 | A5 | R1 | R2 | R3 | R4 | RP1 | RP2 | RP3 | RP4 | E1 | E2 | E3 | E4 | K1 | K2 | K3 | K4 | K5 | W1 | W2 | W3 | W4 |
|-----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|-----|-----|-----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 28 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 29 | 2 | 2 | 3 | 2 | 2 | 3 | 3 | 3 | 4 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 1 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 2 |
| 30 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 4 | 4 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 4 | 3 | 2 | 3 | 3 | 2 | 3 | 4 | 3 | 3 |
| 31 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 |
| 32 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 4 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 33 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 |
| 34 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 2 |
| 35 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 |
| 36 | 1 | 1 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 |
| 37 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 |
| 38 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 39 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 |
| 40 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 4 | 4 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 4 | 4 | 4 | 2 | 2 | 2 | 1 | 2 | 4 | 3 | 2 |
| 41 | 2 | 2 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 42 | 1 | 1 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 |
| 43 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 |
| 44 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 45 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 2 | 3 |
| 46 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 |
| 47 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 4 | 4 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 4 | 4 | 4 | 2 | 2 | 2 | 1 | 3 | 4 | 3 | 3 |
| 48 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 |
| 49 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 |
| 50 | 2 | 2 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 51 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 1 | 2 | 2 | 1 | 1 | 2 |
| 52 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 |
| 53 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 |
| 54 | 2 | 2 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 55 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 1 | 2 | 2 | 1 | 1 | 2 |
| 56 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 |

| No. | T1 | T2 | T3 | T4 | T5 | T6 | A1 | A2 | A3 | A4 | A5 | R1 | R2 | R3 | R4 | RP1 | RP2 | RP3 | RP4 | E1 | E2 | E3 | E4 | K1 | K2 | K3 | K4 | K5 | W1 | W2 | W3 | W4 | |
|-----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|-----|-----|-----|----|----|----|----|----|----|----|----|----|----|----|----|----|---|
| 57 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |
| 58 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 |
| 59 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 60 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 |
| 61 | 1 | 2 | 2 | 3 | 2 | 2 | 3 | 5 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 1 | 4 | 4 | 4 | 2 | 2 | 3 | 2 | 2 | 3 | 4 | 2 | 2 | |
| 62 | 2 | 3 | 3 | 4 | 3 | 3 | 4 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 2 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 5 | 3 | 3 | |
| 63 | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 3 | 3 | 1 | 1 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 2 | 1 | 3 | 3 | 3 | 1 | 1 | 2 | 1 | 1 | 3 | 3 | 1 | 2 | |
| 64 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 3 | 2 | 2 | |
| 65 | 1 | 2 | 2 | 3 | 2 | 3 | 3 | 5 | 4 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 4 | 4 | 2 | 2 | 3 | 2 | 2 | 3 | 4 | 2 | 2 | |
| 66 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 67 | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 3 | 2 | 2 | |
| 68 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | |
| 69 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 2 | |
| 70 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 71 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | |
| 72 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | |
| 73 | 2 | 2 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 74 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 1 | 2 | 2 | 1 | 1 | 2 | |
| 75 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | |
| 76 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 77 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 |
| 78 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 79 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | |
| 80 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | |
| 81 | 2 | 2 | 2 | 1 | 1 | 2 | 3 | 4 | 4 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 4 | 4 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 3 | |
| 82 | 1 | 2 | 2 | 1 | 2 | 2 | 3 | 4 | 4 | 3 | 2 | 1 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 3 | 4 | 3 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 3 | |
| 83 | 2 | 1 | 2 | 2 | 2 | 2 | 3 | 4 | 4 | 3 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 3 | 3 | 3 | 2 | 1 | 2 | 2 | 2 | 4 | 3 | 2 | |
| 84 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 4 | 4 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 4 | 4 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 3 | |
| 85 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 4 | 4 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 3 | |

| No. | T1 | T2 | T3 | T4 | T5 | T6 | A1 | A2 | A3 | A4 | A5 | R1 | R2 | R3 | R4 | RP1 | RP2 | RP3 | RP4 | E1 | E2 | E3 | E4 | K1 | K2 | K3 | K4 | K5 | W1 | W2 | W3 | W4 |
|-----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|-----|-----|-----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 86 | 1 | 2 | 2 | 1 | 2 | 2 | 3 | 4 | 4 | 3 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 3 | 3 | 4 | 2 | 2 | 1 | 2 | 2 | 4 | 3 | 2 |
| 87 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 88 | 2 | 2 | 1 | 2 | 2 | 1 | 3 | 4 | 4 | 3 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 3 | 4 | 3 | 2 | 1 | 2 | 2 | 2 | 4 | 3 | 3 |
| 89 | 2 | 2 | 1 | 2 | 2 | 1 | 3 | 4 | 4 | 3 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 3 | 3 | 4 | 2 | 2 | 2 | 2 | 3 | 4 | 3 | 3 |
| 90 | 1 | 1 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 |
| 91 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 |
| 92 | 1 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 93 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 2 | 3 |
| 94 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 |
| 95 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| 96 | 1 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 3 | 3 | 3 | 3 |
| 97 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 98 | 2 | 2 | 1 | 2 | 2 | 1 | 2 | 1 | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 |
| 99 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 100 | 3 | 2 | 2 | 1 | 1 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 4 | 3 | 4 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 3 |

Uji Validitas

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| TANGIBLE 1 | 10.37 | 6.378 | .543 | .845 |
| TANGIBLE 2 | 10.53 | 7.154 | .593 | .828 |
| TANGIBLE 3 | 10.47 | 6.533 | .665 | .813 |
| TANGIBLE 4 | 10.40 | 6.662 | .710 | .806 |
| TANGIBLE 5 | 10.43 | 7.013 | .706 | .811 |
| TANGIBLE 6 | 10.47 | 6.464 | .625 | .822 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| ASSURANCE 1 | 10.50 | 5.431 | .447 | .774 |
| ASSURANCE 2 | 9.63 | 4.378 | .562 | .748 |
| ASSURANCE 3 | 9.47 | 4.671 | .499 | .770 |
| ASSURANCE 4 | 10.40 | 5.283 | .724 | .707 |
| ASSURANCE 5 | 10.40 | 5.283 | .724 | .707 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| RELIABILITY 1 | 6.30 | 2.493 | .489 | .793 |
| RELIABILITY 2 | 6.37 | 2.378 | .622 | .726 |
| RELIABILITY 3 | 6.37 | 2.171 | .588 | .748 |
| RELIABILITY 4 | 6.37 | 2.378 | .731 | .683 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Cronbach's Alpha if Item Deleted |
|------------------|-------------------------------|-----------------------------------|---|--|
| RESPONSIVENESS 1 | 6.20 | 2.303 | .728 | .729 |
| RESPONSIVENESS 2 | 6.23 | 2.323 | .636 | .764 |
| RESPONSIVENESS 3 | 6.20 | 2.097 | .662 | .752 |
| RESPONSIVENESS 4 | 6.47 | 2.257 | .534 | .817 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Cronbach's Alpha if Item Deleted |
|-----------|-------------------------------|-----------------------------------|---|--|
| EMPATHY 1 | 6.03 | 2.447 | .895 | .809 |
| EMPATHY 2 | 6.00 | 2.759 | .747 | .866 |
| EMPATHY 3 | 6.13 | 2.947 | .542 | .942 |
| EMPATHY 4 | 6.03 | 2.447 | .895 | .809 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Cronbach's Alpha if Item Deleted |
|------------|-------------------------------|-----------------------------------|---|--|
| KEPUASAN 1 | 8.93 | 3.099 | .844 | .907 |
| KEPUASAN 2 | 8.97 | 2.999 | .953 | .887 |
| KEPUASAN 3 | 9.17 | 3.178 | .557 | .976 |
| KEPUASAN 4 | 9.00 | 3.103 | .914 | .896 |
| KEPUASAN 5 | 9.00 | 3.103 | .914 | .896 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Cronbach's Alpha if Item Deleted |
|-------|-------------------------------|-----------------------------------|---|--|
| WOM 1 | 7.37 | 1.895 | .672 | .588 |
| WOM 2 | 6.73 | 1.375 | .425 | .800 |
| WOM 3 | 7.40 | 2.179 | .445 | .695 |
| WOM 4 | 7.40 | 1.766 | .680 | .564 |

Uji Reliabilitas

Variabel *Tangible*

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .846 | 6 |

Variabel *Assurance*

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .781 | 5 |

Variabel *Reliability*

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .790 | 4 |

Variabel *Responsiveness*

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .813 | 4 |

Variabel *Empathy*

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .892 | 4 |

Variabel Kepuasan Pasien

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .929 | 5 |

Variabel *Word Of Mouth* (WOM)

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .717 | 4 |

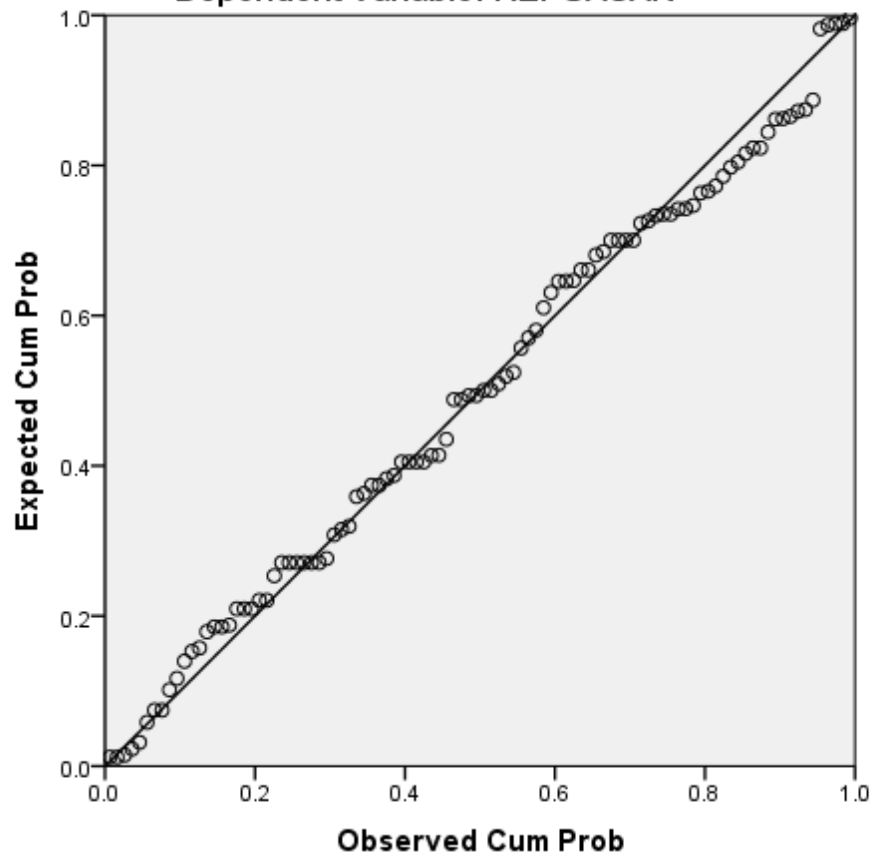
Uji Normalitas

Substruktural 1 :

| | Descriptive Statistics | | | |
|-------------------------|------------------------|------------|-----------|------------|
| | Skewness | | Kurtosis | |
| | Statistic | Std. Error | Statistic | Std. Error |
| Unstandardized Residual | .098 | .241 | .459 | .478 |
| Valid N (listwise) | | | | |

Normal P-P Plot of Regression Standardized Residual

Dependent Variable: KEPUASAN



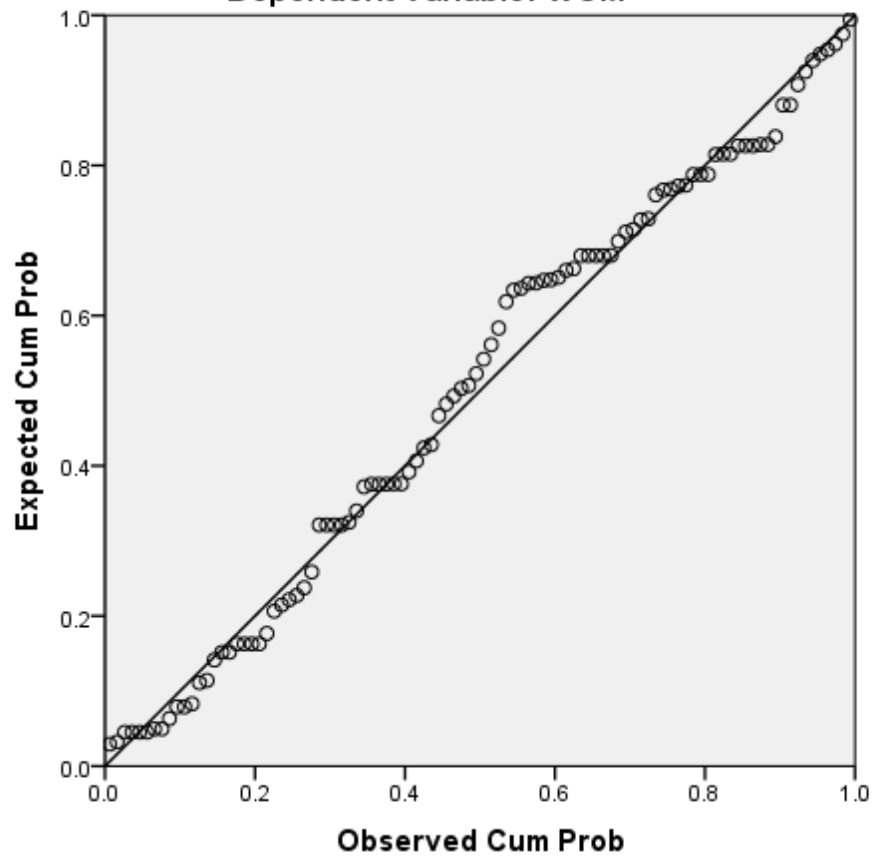
Substruktural 2 :

Descriptive Statistics

| | Skewness | | Kurtosis | |
|-------------------------|-----------|------------|-----------|------------|
| | Statistic | Std. Error | Statistic | Std. Error |
| Unstandardized Residual | -.057 | .241 | -.519 | .478 |
| Valid N (listwise) | | | | |

Normal P-P Plot of Regression Standardized Residual

Dependent Variable: WOM



Uji Multikolinearitas

Substruktural 1 :

Coefficients^a

| Model | | Collinearity Statistics | |
|-------|----------------|-------------------------|-------|
| | | Tolerance | VIF |
| 1 | (Constant) | | |
| | TANGIBLE | .134 | 7.452 |
| | ASSURANCE | .320 | 3.125 |
| | RELIABILITY | .237 | 4.214 |
| | RESPONSIVENESS | .122 | 8.178 |
| | EMPATHY | .255 | 3.917 |

a. Dependent Variable: KEPUASAN

Substruktural 2 :

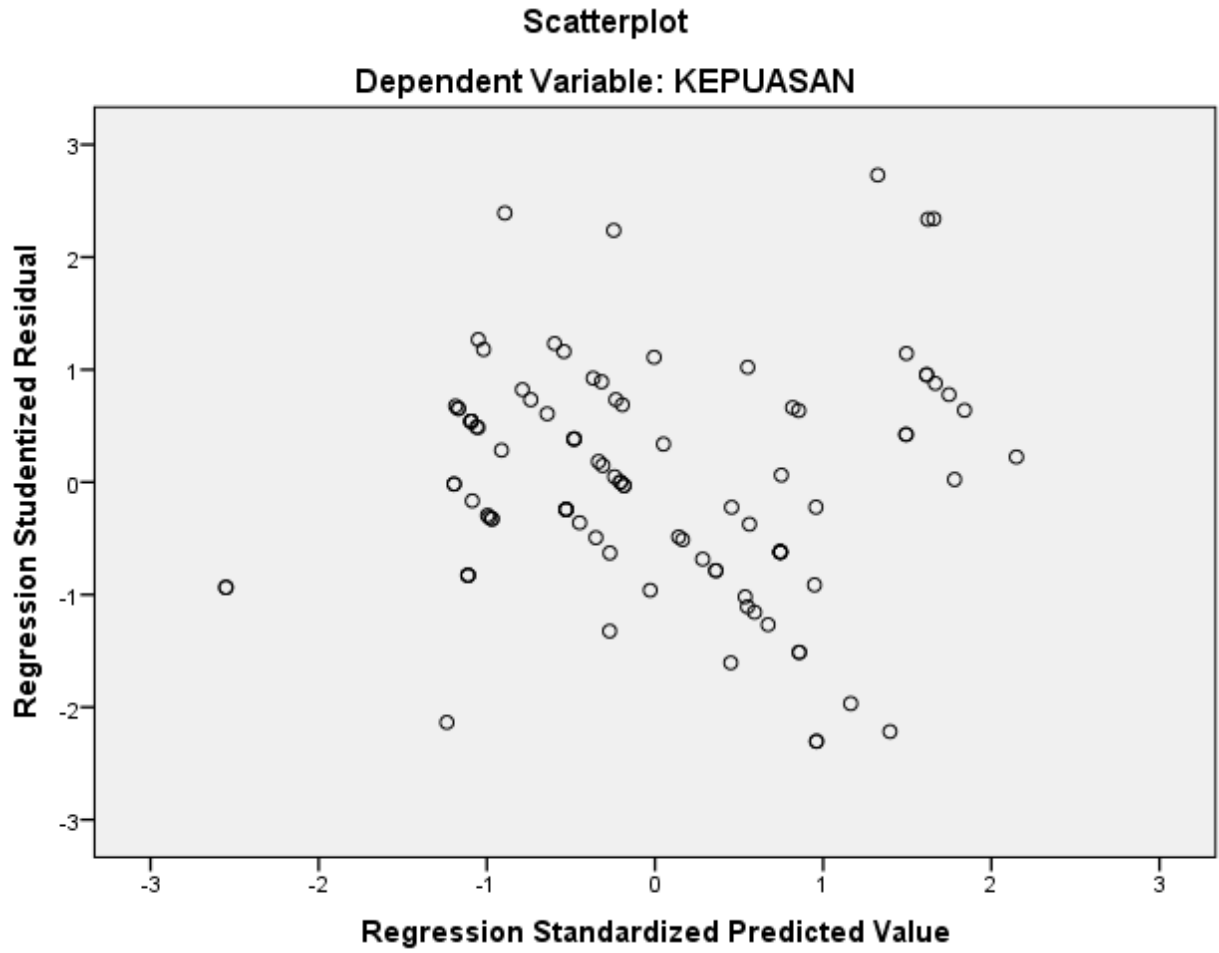
Coefficients^a

| Model | | Collinearity Statistics | |
|-------|----------------|-------------------------|-------|
| | | Tolerance | VIF |
| 1 | (Constant) | | |
| | TANGIBLE | .129 | 7.771 |
| | ASSURANCE | .313 | 3.193 |
| | RELIABILITY | .237 | 4.219 |
| | RESPONSIVENESS | .121 | 8.250 |
| | EMPATHY | .246 | 4.059 |
| | KEPUASAN | .340 | 2.939 |

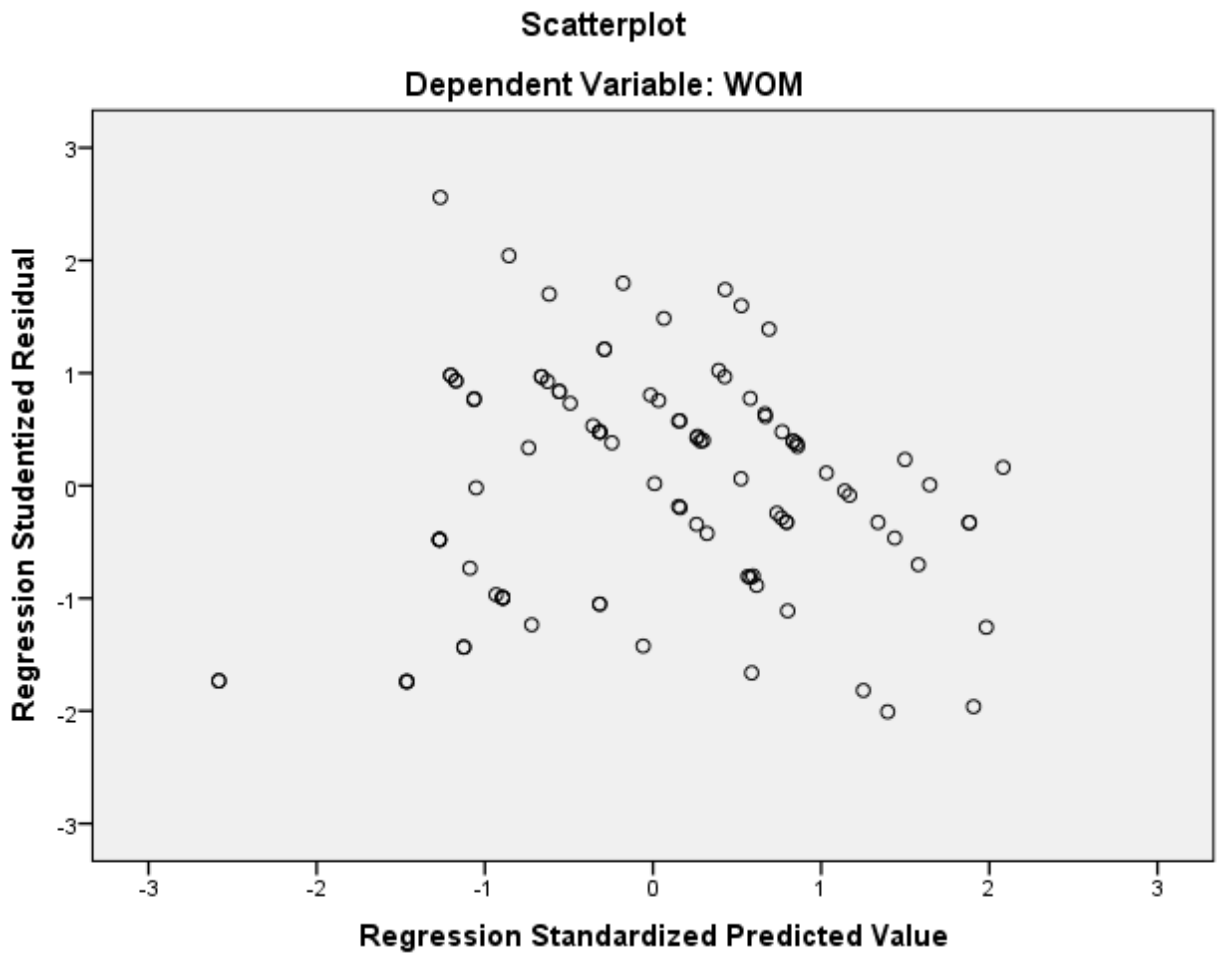
a. Dependent Variable: WOM

Uji Heteroskedastisitas

Substruktural 1 :



Substruktural 2 :



Koefisien Determinasi

Substruktural 1 :

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
|-------|-------------------|----------|-------------------|----------------------------|---------------|
| 1 | .812 ^a | .660 | .642 | 1.472 | 1.835 |

a. Predictors: (Constant), EMPATHY, TANGIBLE, ASSURANCE, RELIABILITY, RESPONSIVENESS

b. Dependent Variable: KEPUASAN

Substruktural 2 :

Model Summary^b

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
|-------|-------------------|----------|-------------------|----------------------------|---------------|
| 1 | .818 ^a | .669 | .648 | 1.336 | 1.578 |

a. Predictors: (Constant), KEPUASAN, ASSURANCE, RELIABILITY, EMPATHY, TANGIBLE, RESPONSIVENESS

b. Dependent Variable: WOM

Uji F

Substruktural 1 :

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1 | Regression | 394.633 | 5 | 78.927 | 36.447 | .000 ^b |
| | Residual | 203.557 | 94 | 2.165 | | |
| | Total | 598.190 | 99 | | | |

a. Dependent Variable: KEPUASAN

b. Predictors: (Constant), EMPATHY, TANGIBLE, ASSURANCE, RELIABILITY, RESPONSIVENESS

Substruktural 2 :

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1 | Regression | 335.800 | 6 | 55.967 | 31.347 | .000 ^b |
| | Residual | 166.040 | 93 | 1.785 | | |
| | Total | 501.840 | 99 | | | |

a. Dependent Variable: WOM

b. Predictors: (Constant), KEPUASAN, ASSURANCE, RELIABILITY, EMPATHY, TANGIBLE, RESPONSIVENESS

Uji t

Substruktural 1 :

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|----------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| | | | | | | |
| 1 | (Constant) | 2.280 | .709 | | 3.216 | .002 |
| | TANGIBLE | .265 | .132 | .329 | 2.005 | .048 |
| | ASSURANCE | .114 | .080 | .152 | 1.428 | .157 |
| | RELIABILITY | .051 | .143 | .044 | .355 | .724 |
| | RESPONSIVENESS | .185 | .202 | .157 | .913 | .364 |
| | EMPATHY | .233 | .126 | .219 | 1.843 | .069 |

a. Dependent Variable: KEPUASAN

Substruktural 2 :

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|----------------|-----------------------------|------------|---------------------------|--------|------|
| | | B | Std. Error | Beta | | |
| | | | | | | |
| 1 | (Constant) | 3.096 | .678 | | 4.566 | .000 |
| | TANGIBLE | .185 | .123 | .250 | 1.506 | .135 |
| | ASSURANCE | .309 | .073 | .448 | 4.206 | .000 |
| | RELIABILITY | -.068 | .130 | -.064 | -.520 | .604 |
| | RESPONSIVENESS | -.619 | .184 | -.575 | -3.358 | .001 |
| | EMPATHY | .257 | .117 | .265 | 2.202 | .030 |
| | KEPUASAN | .435 | .094 | .475 | 4.642 | .000 |

a. Dependent Variable: WOM