

**Lampiran 1. *Informed Consent*****LEMBAR PENJELASAN PENELITIAN**  
**(*Informed Consent*)**

Dengan Hormat, saya yang bertandatangan dibawah ini :

Nama : Indri Yuliyanti

NIM : 221FK05001

Status : Mahasiswi

Prodi : S1 Keperawatan

Sehubungan dengan tugas akhir berupa skripsi sebagai salah satu persyaratan dalam menempuh ujian Sarjana dengan judul penelitian : “Kepuasan pasien rawat jalan di Klinik Pratama Marlina Kabupaten Bandung”.

Maka sekiranya tidak keberatan untuk membantu dengan sepenuhnya dalam pengumpulan data. Data dan hasil penelitian ini akan dijaga kerahasiaannya. Semua hasil yang diperoleh merupakan bahan atau data yang akan bermanfaat bagi pengembangan ilmu kesehatan dan meningkatkan mutu kualitas kesehatan.

Demikian atas perhatian dan kerjasamanya, saya ucapkan terima kasih.

Hormat Saya

Indri Yuliyanti

\*) Pilih salah satu

## Lampiran 2. Kisi-Kisi Kuesioner

### KISI-KISI KUESIONER

| <b>Indikator</b>                                     | <b>No Soal</b>             | <b>Jumlah Soal</b> |
|------------------------------------------------------|----------------------------|--------------------|
| Kehandalan ( <i>Reliability</i> )                    | 1, 2, 3, 4, 5, 6, 7        | 7                  |
| Daya Tanggap ( <i>Responsiveness</i> )               | 8, 9, 10, 11, 12, 13, 14   | 7                  |
| Jaminan/Keyakinan<br>( <i>Assurance/confidence</i> ) | 15, 16, 17, 18, 19, 20, 21 | 7                  |
| Empati ( <i>Empathy</i> )                            | 22, 23, 24, 25, 26, 27, 28 | 7                  |
| Berwujud ( <i>Tangible</i> )                         | 29, 30, 31, 32, 33, 34, 35 | 7                  |
|                                                      | <b>Jumlah</b>              | <b>35</b>          |

### Lampiran 3. Kuesioner Penelitian

#### KUESIONER PENELITIAN

##### A. Karakteristik Responden

1. Nama (Inisial) : \_\_\_\_\_
2. Umur : \_\_\_\_\_
3. Jenis Kelamin : \_\_\_\_\_
4. Pekerjaan : \_\_\_\_\_

##### B. Kepuasan Pasien

Berilah tanda silang (x) pada kolom yang telah disediakan sesuai dengan pendapat anda.

| No                                     | Pernyataan                                                                                                       | Sangat Setuju | Setuju | Cukup Setuju | Kurang Setuju | Tidak Setuju |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------|---------------|--------|--------------|---------------|--------------|
| <b>Kehandalan (<i>Reliability</i>)</b> |                                                                                                                  |               |        |              |               |              |
| 1                                      | Tenaga kesehatan di Klink Pratama Marlina memberika pelayanan yang cepat dan tidak berbelit-belit.               |               |        |              |               |              |
| 2                                      | Klink Pratama Marlina memberikan informasi pelayanan kesehatan terhadap masyarakat.                              |               |        |              |               |              |
| 3                                      | Tenaga kesehatan Klink Pratama Marlina dapat memenuhi pelayanan yang dijanjikan kepada masyarakat.               |               |        |              |               |              |
| 4                                      | Lama pengobatan yang dilakukan oleh dokter sesuai dengan harapan pasien.                                         |               |        |              |               |              |
| 5                                      | Tenaga kesehatan datang tepat waktu.                                                                             |               |        |              |               |              |
| 6                                      | Dokter mendiagnosa terhadap penyakit pasien dengan akurat.                                                       |               |        |              |               |              |
| 7                                      | Tenaga Kesehatan Klink Pratama Marlina melaporkan secara detail kondisi pasien kepada dokter sewaktu pengobatan. |               |        |              |               |              |

| No                                                     | Pernyataan                                                                                          | Sangat Setuju | Setuju | Cukup Setuju | Kurang Setuju | Tidak Setuju |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------|---------------|--------|--------------|---------------|--------------|
| <b>Daya Tanggap (<i>Responsiveness</i>)</b>            |                                                                                                     |               |        |              |               |              |
| 8                                                      | Tenaga kesehatan di Klink Pratama Marlina bersedia mendengarkan keluhan dari setiap pasien.         |               |        |              |               |              |
| 9                                                      | Tenaga kesehatan Klink Pratama Marlina memberitahu apabila ada keterlambatan pemeriksaan pasien.    |               |        |              |               |              |
| 10                                                     | Tenaga kesehatan apotek di Klink Pratama Marlina memberi tahu lamanya proses pemberian obat?        |               |        |              |               |              |
| 11                                                     | Tenaga Kesehatan Klink Pratama Marlina memberikan informasi yang dibutuhkan pasien dengan baik.     |               |        |              |               |              |
| 12                                                     | Dokter di Klink Pratama Marlina memberikan penjelasan tentang penyakit yang diderita pasien.        |               |        |              |               |              |
| 13                                                     | Tenaga kesehatan Klink Pratama Marlina bersikap ramah dan sopan kepada pasien.                      |               |        |              |               |              |
| 14                                                     | Tenaga kesehatan Klink Pratama Marlina lebih mengutamakan pasien daripada kepentingan pribadi.      |               |        |              |               |              |
| <b>Jaminan/Keyakinan (<i>Assurance/confidence</i>)</b> |                                                                                                     |               |        |              |               |              |
| 15                                                     | Klink Pratama Marlina telah memiliki dokter spesialis.                                              |               |        |              |               |              |
| 16                                                     | Semua tenaga kesehatan Klink Pratama Marlina selalu menampilkan senyum terhadap pasien yang datang. |               |        |              |               |              |
| 17                                                     | Dokter selalu ramah kepada setiap pasien yang datang keruangannya.                                  |               |        |              |               |              |
| 18                                                     | Perilaku dokter menimbulkan rasa aman.                                                              |               |        |              |               |              |
| 19                                                     | Tenaga kesehatan Klink Pratama Marlina memiliki pengetahuan yang baik dan mampu melayani pasien.    |               |        |              |               |              |
| 20                                                     | Klink Pratama Marlina memberikan Jaminan kesembuhan akan penyakit pasien.                           |               |        |              |               |              |
| 21                                                     | Meskipun pasien yang anggota BPJS yang dari pemerintah tetap menerima pelayanan dengan sangat baik. |               |        |              |               |              |

| No                                | Pernyataan                                                                                                                      | Sangat Setuju | Setuju | Cukup Setuju | Kurang Setuju | Tidak Setuju |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------|--------|--------------|---------------|--------------|
| <b>Empati (<i>Empathy</i>)</b>    |                                                                                                                                 |               |        |              |               |              |
| 22                                | Tenaga kesehatan Klink Pratama Marlina memberikan perhatian penuh kepada pasien.                                                |               |        |              |               |              |
| 23                                | Tenaga kesehatan Klink Pratama Marlina memberikan pengertian dan toleransi terhadap pasien apabila terjadi masalah.             |               |        |              |               |              |
| 24                                | Tenaga kesehatan Klink Pratama Marlina mengutamakan kepentingan pasien.                                                         |               |        |              |               |              |
| 25                                | Tenaga kesehatan bersedia meminta maaf bila terjadi kesalahan.                                                                  |               |        |              |               |              |
| 26                                | Tenaga kesehatan Klink Pratama Marlina memberikan dukungan dan dorongan supaya pasien cepat sembuh dari penyakit yang diderita. |               |        |              |               |              |
| 27                                | Dokter berusaha menenangkan rasa cemas pasien terhadap penyakit yang diderita.                                                  |               |        |              |               |              |
| 28                                | Waktu berkonsultasi pasien dengan dokter di Klink Pratama Marlina dapat terpenuhi.                                              |               |        |              |               |              |
| <b>Berwujud (<i>Tangible</i>)</b> |                                                                                                                                 |               |        |              |               |              |
| 29                                | Klink Pratama Marlina telah memiliki ruang tunggu yang memadai untuk menampung pasien yang datang.                              |               |        |              |               |              |
| 30                                | Klink Pratama Marlina telah memiliki peralatan kesehatan yang memadai.                                                          |               |        |              |               |              |
| 31                                | Klink Pratama Marlina telah memiliki apotek dengan jumlah obat yang lengkap.                                                    |               |        |              |               |              |
| 32                                | Klink Pratama Marlina memiliki alat-alat medis yang cukup lengkap.                                                              |               |        |              |               |              |
| 33                                | Klink Pratama Marlina telah memiliki gedung dan bersih dan terawat serta tenaga kesehatan yang rapi.                            |               |        |              |               |              |
| 34                                | Ruang pemeriksaan pasien memadai dan terjaga privasinya.                                                                        |               |        |              |               |              |
| 35                                | Kelengkapan, kesiapan, dan kebersihan alat-alat menunjang pelayanan kesehatan yang baik.                                        |               |        |              |               |              |



### Lampiran 5. Data Lapangan

#### DATA LAPANGAN

| No<br>Responden | Karakteristik |               |               |               |
|-----------------|---------------|---------------|---------------|---------------|
|                 | Umur          | Kategori Umur | Jenis Kelamin | Pekerjaan     |
| 1               | 42            | 41-50         | Perempuan     | Bekerja       |
| 2               | 22            | 20-30         | Perempuan     | Bekerja       |
| 3               | 52            | 50-60         | Perempuan     | Bekerja       |
| 4               | 46            | 41-50         | Perempuan     | Tidak Bekerja |
| 5               | 21            | 20-30         | Perempuan     | Bekerja       |
| 6               | 53            | 50-60         | Perempuan     | Bekerja       |
| 7               | 22            | 20-30         | Laki-laki     | Bekerja       |
| 8               | 32            | 31-40         | Perempuan     | Tidak Bekerja |
| 9               | 43            | 41-50         | Perempuan     | Bekerja       |
| 10              | 23            | 20-30         | Laki-laki     | Bekerja       |
| 11              | 21            | 20-30         | Laki-laki     | Bekerja       |
| 12              | 32            | 31-40         | Laki-laki     | Bekerja       |
| 13              | 41            | 41-50         | Laki-laki     | Tidak Bekerja |
| 14              | 22            | 20-30         | Laki-laki     | Bekerja       |
| 15              | 54            | 50-60         | Perempuan     | Bekerja       |
| 16              | 51            | 50-60         | Laki-laki     | Bekerja       |
| 17              | 35            | 31-40         | Laki-laki     | Bekerja       |
| 18              | 22            | 20-30         | Laki-laki     | Tidak Bekerja |
| 19              | 42            | 41-50         | Laki-laki     | Bekerja       |
| 20              | 24            | 20-30         | Perempuan     | Bekerja       |
| 21              | 56            | 50-60         | Perempuan     | Bekerja       |
| 22              | 20            | 20-30         | Perempuan     | Bekerja       |
| 23              | 33            | 31-40         | Laki-laki     | Bekerja       |
| 24              | 22            | 20-30         | Perempuan     | Bekerja       |
| 25              | 41            | 41-50         | Perempuan     | Bekerja       |
| 26              | 34            | 31-40         | Perempuan     | Bekerja       |
| 27              | 21            | 20-30         | Perempuan     | Bekerja       |
| 28              | 55            | 50-60         | Laki-laki     | Bekerja       |
| 29              | 51            | 50-60         | Perempuan     | Bekerja       |
| 30              | 22            | 20-30         | Laki-laki     | Bekerja       |
| 31              | 36            | 31-40         | Perempuan     | Bekerja       |
| 32              | 56            | 50-60         | Perempuan     | Bekerja       |
| 33              | 49            | 41-50         | Laki-laki     | Tidak Bekerja |
| 34              | 22            | 20-30         | Perempuan     | Bekerja       |
| 35              | 21            | 20-30         | Perempuan     | Bekerja       |



|    |    |       |           |               |
|----|----|-------|-----------|---------------|
| 36 | 51 | 50-60 | Perempuan | Bekerja       |
| 37 | 49 | 41-50 | Laki-laki | Bekerja       |
| 38 | 22 | 20-30 | Laki-laki | Bekerja       |
| 39 | 22 | 20-30 | Perempuan | Tidak Bekerja |
| 40 | 52 | 50-60 | Laki-laki | Bekerja       |
| 41 | 59 | 50-60 | Perempuan | Bekerja       |
| 42 | 21 | 20-30 | Perempuan | Bekerja       |
| 43 | 55 | 50-60 | Laki-laki | Bekerja       |
| 44 | 48 | 41-50 | Laki-laki | Bekerja       |
| 45 | 57 | 50-60 | Perempuan | Bekerja       |
| 46 | 21 | 20-30 | Laki-laki | Bekerja       |
| 47 | 38 | 31-40 | Laki-laki | Bekerja       |
| 48 | 49 | 41-50 | Laki-laki | Bekerja       |
| 49 | 53 | 50-60 | Laki-laki | Bekerja       |
| 50 | 47 | 41-50 | Laki-laki | Bekerja       |
| 51 | 25 | 20-30 | Laki-laki | Tidak Bekerja |
| 52 | 45 | 41-50 | Perempuan | Bekerja       |
| 53 | 53 | 50-60 | Perempuan | Bekerja       |
| 54 | 36 | 31-40 | Perempuan | Bekerja       |
| 55 | 43 | 41-50 | Laki-laki | Bekerja       |
| 56 | 46 | 41-50 | Perempuan | Bekerja       |
| 57 | 52 | 50-60 | Laki-laki | Tidak Bekerja |
| 58 | 42 | 41-50 | Laki-laki | Bekerja       |
| 59 | 51 | 50-60 | Laki-laki | Tidak Bekerja |
| 60 | 20 | 20-30 | Laki-laki | Bekerja       |
| 61 | 42 | 41-50 | Laki-laki | Bekerja       |
| 62 | 22 | 20-30 | Laki-laki | Bekerja       |
| 63 | 23 | 20-30 | Laki-laki | Bekerja       |
| 64 | 42 | 41-50 | Laki-laki | Tidak Bekerja |
| 65 | 58 | 50-60 | Laki-laki | Bekerja       |
| 66 | 21 | 20-30 | Perempuan | Bekerja       |
| 67 | 49 | 41-50 | Laki-laki | Bekerja       |
| 68 | 42 | 41-50 | Perempuan | Tidak Bekerja |
| 69 | 48 | 41-50 | Perempuan | Bekerja       |
| 70 | 21 | 20-30 | Laki-laki | Bekerja       |
| 71 | 39 | 31-40 | Perempuan | Bekerja       |
| 72 | 22 | 20-30 | Perempuan | Bekerja       |
| 73 | 43 | 41-50 | Laki-laki | Tidak Bekerja |
| 74 | 47 | 41-50 | Laki-laki | Bekerja       |
| 75 | 22 | 20-30 | Laki-laki | Bekerja       |
| 76 | 42 | 41-50 | Laki-laki | Bekerja       |

|    |    |       |           |               |
|----|----|-------|-----------|---------------|
| 77 | 21 | 20-30 | Perempuan | Bekerja       |
| 78 | 22 | 20-30 | Laki-laki | Bekerja       |
| 79 | 56 | 50-60 | Perempuan | Bekerja       |
| 80 | 41 | 41-50 | Laki-laki | Tidak Bekerja |
| 81 | 39 | 31-40 | Laki-laki | Bekerja       |
| 82 | 20 | 20-30 | Laki-laki | Bekerja       |
| 83 | 37 | 31-40 | Perempuan | Tidak Bekerja |
| 84 | 24 | 20-30 | Laki-laki | Bekerja       |
| 85 | 45 | 41-50 | Laki-laki | Bekerja       |
| 86 | 35 | 31-40 | Perempuan | Bekerja       |
| 87 | 20 | 20-30 | Laki-laki | Bekerja       |
| 88 | 38 | 31-40 | Perempuan | Bekerja       |
| 89 | 21 | 20-30 | Perempuan | Tidak Bekerja |
| 90 | 26 | 20-30 | Laki-laki | Bekerja       |
| 91 | 29 | 20-30 | Laki-laki | Bekerja       |
| 92 | 23 | 20-30 | Perempuan | Bekerja       |
| 93 | 41 | 41-50 | Laki-laki | Bekerja       |
| 94 | 22 | 20-30 | Laki-laki | Bekerja       |
| 95 | 24 | 20-30 | Laki-laki | Bekerja       |
| 96 | 22 | 20-30 | Laki-laki | Bekerja       |
| 97 | 51 | 50-60 | Perempuan | Bekerja       |
| 98 | 28 | 20-30 | Perempuan | Bekerja       |

| No Responden | Kehandalan |   |   |   |   |   |   |        |        |            |
|--------------|------------|---|---|---|---|---|---|--------|--------|------------|
|              | 1          | 2 | 3 | 4 | 5 | 6 | 7 | Jumlah | Median | Kategori   |
| 1            | 3          | 4 | 4 | 4 | 4 | 4 | 4 | 27     | 21.00  | Puas       |
| 2            | 3          | 4 | 3 | 4 | 3 | 3 | 4 | 24     | 21.00  | Puas       |
| 3            | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 4            | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 5            | 4          | 4 | 4 | 4 | 4 | 4 | 4 | 28     | 21.00  | Puas       |
| 6            | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 7            | 3          | 3 | 3 | 2 | 2 | 3 | 2 | 18     | 21.00  | Tidak Puas |
| 8            | 4          | 3 | 3 | 4 | 3 | 3 | 4 | 24     | 21.00  | Puas       |
| 9            | 5          | 5 | 5 | 5 | 5 | 4 | 5 | 34     | 21.00  | Puas       |
| 10           | 3          | 2 | 2 | 2 | 3 | 3 | 3 | 18     | 21.00  | Tidak Puas |
| 11           | 2          | 2 | 2 | 1 | 1 | 2 | 2 | 12     | 21.00  | Tidak Puas |
| 12           | 2          | 3 | 3 | 3 | 3 | 3 | 3 | 20     | 21.00  | Tidak Puas |
| 13           | 3          | 2 | 2 | 2 | 3 | 3 | 3 | 18     | 21.00  | Tidak Puas |
| 14           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 15           | 2          | 2 | 2 | 3 | 2 | 2 | 2 | 15     | 21.00  | Tidak Puas |
| 16           | 3          | 2 | 3 | 2 | 3 | 2 | 2 | 17     | 21.00  | Tidak Puas |
| 17           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 18           | 5          | 5 | 5 | 5 | 5 | 5 | 5 | 35     | 21.00  | Puas       |
| 19           | 2          | 2 | 2 | 2 | 1 | 2 | 2 | 13     | 21.00  | Tidak Puas |
| 20           | 4          | 4 | 4 | 4 | 4 | 4 | 4 | 28     | 21.00  | Puas       |
| 21           | 2          | 2 | 2 | 2 | 3 | 2 | 3 | 16     | 21.00  | Tidak Puas |
| 22           | 5          | 5 | 5 | 5 | 5 | 5 | 5 | 35     | 21.00  | Puas       |
| 23           | 5          | 5 | 5 | 4 | 4 | 5 | 5 | 33     | 21.00  | Puas       |
| 24           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 25           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 26           | 4          | 4 | 4 | 4 | 4 | 4 | 4 | 28     | 21.00  | Puas       |
| 27           | 3          | 3 | 2 | 2 | 2 | 3 | 3 | 18     | 21.00  | Tidak Puas |
| 28           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 29           | 2          | 2 | 3 | 2 | 2 | 3 | 2 | 16     | 21.00  | Tidak Puas |
| 30           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 31           | 2          | 2 | 2 | 2 | 2 | 2 | 2 | 14     | 21.00  | Tidak Puas |
| 32           | 3          | 2 | 2 | 2 | 2 | 2 | 2 | 15     | 21.00  | Tidak Puas |
| 33           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 34           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 35           | 2          | 2 | 2 | 2 | 2 | 2 | 2 | 14     | 21.00  | Tidak Puas |
| 36           | 1          | 1 | 1 | 1 | 1 | 1 | 1 | 7      | 21.00  | Tidak Puas |
| 37           | 3          | 2 | 2 | 2 | 2 | 3 | 3 | 17     | 21.00  | Tidak Puas |
| 38           | 3          | 3 | 2 | 3 | 3 | 2 | 2 | 18     | 21.00  | Tidak Puas |
| 39           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |

| No Responden | Kehandalan |   |   |   |   |   |   | Jumlah | Median | Kategori   |
|--------------|------------|---|---|---|---|---|---|--------|--------|------------|
|              | 1          | 2 | 3 | 4 | 5 | 6 | 7 |        |        |            |
| 40           | 1          | 1 | 1 | 2 | 2 | 2 | 1 | 10     | 21.00  | Tidak Puas |
| 41           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 42           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 43           | 2          | 2 | 2 | 2 | 2 | 2 | 2 | 14     | 21.00  | Tidak Puas |
| 44           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 45           | 2          | 2 | 2 | 2 | 2 | 2 | 2 | 14     | 21.00  | Tidak Puas |
| 46           | 2          | 2 | 2 | 2 | 3 | 3 | 2 | 16     | 21.00  | Tidak Puas |
| 47           | 2          | 2 | 2 | 2 | 2 | 2 | 2 | 14     | 21.00  | Tidak Puas |
| 48           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 49           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 50           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 51           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 52           | 2          | 2 | 2 | 2 | 2 | 2 | 2 | 14     | 21.00  | Tidak Puas |
| 53           | 1          | 2 | 1 | 1 | 2 | 2 | 2 | 11     | 21.00  | Tidak Puas |
| 54           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 55           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 56           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 57           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 58           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 59           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 60           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 61           | 1          | 1 | 1 | 1 | 1 | 1 | 1 | 7      | 21.00  | Tidak Puas |
| 62           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 63           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 64           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 65           | 2          | 2 | 2 | 2 | 2 | 2 | 2 | 14     | 21.00  | Tidak Puas |
| 66           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 67           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 68           | 2          | 2 | 2 | 2 | 2 | 2 | 2 | 14     | 21.00  | Tidak Puas |
| 69           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 70           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 71           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 72           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 73           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 74           | 2          | 2 | 2 | 2 | 2 | 2 | 2 | 14     | 21.00  | Tidak Puas |
| 75           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 76           | 3          | 3 | 3 | 3 | 3 | 3 | 3 | 21     | 21.00  | Puas       |
| 77           | 2          | 2 | 2 | 2 | 2 | 2 | 2 | 14     | 21.00  | Tidak Puas |
| 78           | 2          | 2 | 2 | 1 | 1 | 2 | 2 | 12     | 21.00  | Tidak Puas |

| No<br>Responden | Kehandalan |     |     |     |     |     |     |        |        |            |
|-----------------|------------|-----|-----|-----|-----|-----|-----|--------|--------|------------|
|                 | 1          | 2   | 3   | 4   | 5   | 6   | 7   | Jumlah | Median | Kategori   |
| 79              | 3          | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 21.00  | Puas       |
| 80              | 3          | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 21.00  | Puas       |
| 81              | 2          | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 21.00  | Tidak Puas |
| 82              | 3          | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 21.00  | Puas       |
| 83              | 2          | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 21.00  | Tidak Puas |
| 84              | 2          | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 21.00  | Tidak Puas |
| 85              | 4          | 4   | 4   | 4   | 4   | 4   | 4   | 28     | 21.00  | Puas       |
| 86              | 3          | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 21.00  | Puas       |
| 87              | 3          | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 21.00  | Puas       |
| 88              | 2          | 2   | 2   | 1   | 1   | 2   | 2   | 12     | 21.00  | Tidak Puas |
| 89              | 3          | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 21.00  | Puas       |
| 90              | 4          | 4   | 4   | 4   | 4   | 4   | 4   | 28     | 21.00  | Puas       |
| 91              | 3          | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 21.00  | Puas       |
| 92              | 2          | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 21.00  | Tidak Puas |
| 93              | 3          | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 21.00  | Puas       |
| 94              | 3          | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 21.00  | Puas       |
| 95              | 2          | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 21.00  | Tidak Puas |
| 96              | 2          | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 21.00  | Tidak Puas |
| 97              | 2          | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 21.00  | Tidak Puas |
| 98              | 4          | 4   | 4   | 4   | 4   | 4   | 4   | 28     | 21.00  | Puas       |
| Jumlah          | 275        | 273 | 271 | 269 | 271 | 276 | 276 |        |        |            |

| No<br>Responden | Daya Tanggap |   |    |    |    |    |    |        | Median | Kategori   |
|-----------------|--------------|---|----|----|----|----|----|--------|--------|------------|
|                 | 8            | 9 | 10 | 11 | 12 | 13 | 14 | Jumlah |        |            |
| 1               | 3            | 4 | 4  | 4  | 4  | 4  | 4  | 27     | 20.00  | Puas       |
| 2               | 3            | 3 | 3  | 4  | 3  | 3  | 4  | 23     | 20.00  | Puas       |
| 3               | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 4               | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 5               | 4            | 2 | 4  | 4  | 4  | 4  | 4  | 26     | 20.00  | Puas       |
| 6               | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 7               | 3            | 3 | 3  | 2  | 2  | 3  | 2  | 18     | 20.00  | Tidak Puas |
| 8               | 4            | 2 | 3  | 4  | 3  | 3  | 4  | 23     | 20.00  | Puas       |
| 9               | 5            | 5 | 5  | 5  | 5  | 4  | 5  | 34     | 20.00  | Puas       |
| 10              | 3            | 2 | 2  | 2  | 3  | 3  | 3  | 18     | 20.00  | Tidak Puas |
| 11              | 2            | 2 | 2  | 1  | 1  | 2  | 2  | 12     | 20.00  | Tidak Puas |
| 12              | 2            | 3 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 13              | 3            | 2 | 2  | 2  | 3  | 3  | 3  | 18     | 20.00  | Tidak Puas |
| 14              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 15              | 2            | 2 | 2  | 3  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 16              | 3            | 2 | 3  | 2  | 3  | 2  | 2  | 17     | 20.00  | Tidak Puas |
| 17              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 18              | 5            | 5 | 5  | 5  | 5  | 5  | 5  | 35     | 20.00  | Puas       |
| 19              | 2            | 2 | 2  | 2  | 1  | 2  | 2  | 13     | 20.00  | Tidak Puas |
| 20              | 4            | 2 | 4  | 4  | 4  | 4  | 4  | 26     | 20.00  | Puas       |
| 21              | 2            | 2 | 2  | 2  | 3  | 2  | 3  | 16     | 20.00  | Tidak Puas |
| 22              | 5            | 2 | 5  | 5  | 5  | 5  | 5  | 32     | 20.00  | Puas       |
| 23              | 5            | 2 | 5  | 4  | 4  | 5  | 5  | 30     | 20.00  | Puas       |
| 24              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 25              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 26              | 4            | 4 | 4  | 4  | 4  | 4  | 4  | 28     | 20.00  | Puas       |
| 27              | 3            | 2 | 2  | 2  | 2  | 3  | 3  | 17     | 20.00  | Tidak Puas |
| 28              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 29              | 2            | 2 | 3  | 2  | 2  | 3  | 2  | 16     | 20.00  | Tidak Puas |
| 30              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 31              | 2            | 2 | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 32              | 3            | 2 | 2  | 2  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 33              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 34              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 35              | 2            | 2 | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 36              | 1            | 2 | 1  | 1  | 1  | 1  | 1  | 8      | 20.00  | Tidak Puas |
| 37              | 3            | 2 | 2  | 2  | 2  | 3  | 3  | 17     | 20.00  | Tidak Puas |
| 38              | 3            | 3 | 2  | 3  | 3  | 2  | 2  | 18     | 20.00  | Tidak Puas |
| 39              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |

| No<br>Responden | Daya Tanggap |   |    |    |    |    |    |        | Median | Kategori   |
|-----------------|--------------|---|----|----|----|----|----|--------|--------|------------|
|                 | 8            | 9 | 10 | 11 | 12 | 13 | 14 | Jumlah |        |            |
| 40              | 1            | 2 | 1  | 2  | 2  | 2  | 1  | 11     | 20.00  | Tidak Puas |
| 41              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 42              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 43              | 2            | 2 | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 44              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 45              | 2            | 2 | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 46              | 2            | 2 | 2  | 2  | 3  | 3  | 2  | 16     | 20.00  | Tidak Puas |
| 47              | 2            | 2 | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 48              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 49              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 50              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 51              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 52              | 2            | 2 | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 53              | 1            | 2 | 1  | 1  | 2  | 2  | 2  | 11     | 20.00  | Tidak Puas |
| 54              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 55              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 56              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 57              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 58              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 59              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 60              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 61              | 1            | 2 | 1  | 1  | 1  | 1  | 1  | 8      | 20.00  | Tidak Puas |
| 62              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 63              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 64              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 65              | 2            | 2 | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 66              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 67              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 68              | 2            | 2 | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 69              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 70              | 3            | 2 | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 71              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 72              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 73              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 74              | 2            | 2 | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 75              | 3            | 3 | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 76              | 2            | 2 | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 77              | 2            | 2 | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 78              | 2            | 2 | 2  | 1  | 1  | 2  | 2  | 12     | 20.00  | Tidak Puas |

| No<br>Responden | Daya Tanggap |     |     |     |     |     |     |        | Median | Kategori   |
|-----------------|--------------|-----|-----|-----|-----|-----|-----|--------|--------|------------|
|                 | 8            | 9   | 10  | 11  | 12  | 13  | 14  | Jumlah |        |            |
| 79              | 3            | 2   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 80              | 3            | 2   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 81              | 2            | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 82              | 3            | 2   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 83              | 2            | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 84              | 2            | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 85              | 4            | 4   | 4   | 4   | 4   | 4   | 4   | 28     | 20.00  | Puas       |
| 86              | 2            | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 87              | 2            | 2   | 2   | 3   | 3   | 2   | 2   | 16     | 20.00  | Tidak Puas |
| 88              | 2            | 2   | 2   | 1   | 1   | 2   | 2   | 12     | 20.00  | Tidak Puas |
| 89              | 3            | 2   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 90              | 4            | 2   | 4   | 4   | 4   | 4   | 4   | 26     | 20.00  | Puas       |
| 91              | 3            | 2   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 92              | 2            | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 93              | 3            | 2   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 94              | 3            | 2   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 95              | 2            | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 96              | 2            | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 97              | 3            | 2   | 3   | 3   | 2   | 2   | 3   | 18     | 20.00  | Tidak Puas |
| 98              | 3            | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 20.00  | Puas       |
| Jumlah          | 272          | 235 | 268 | 267 | 268 | 272 | 273 |        |        |            |



| No<br>Responden | Jaminan/Keyakinan |    |    |    |    |    |    |        | Median | Kategori   |
|-----------------|-------------------|----|----|----|----|----|----|--------|--------|------------|
|                 | 15                | 16 | 17 | 18 | 19 | 20 | 21 | Jumlah |        |            |
| 1               | 3                 | 4  | 4  | 4  | 4  | 4  | 3  | 26     | 20.00  | Puas       |
| 2               | 3                 | 3  | 3  | 4  | 3  | 3  | 4  | 23     | 20.00  | Puas       |
| 3               | 3                 | 2  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 4               | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 5               | 4                 | 2  | 4  | 4  | 4  | 4  | 3  | 25     | 20.00  | Puas       |
| 6               | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 7               | 3                 | 3  | 3  | 2  | 2  | 3  | 2  | 18     | 20.00  | Tidak Puas |
| 8               | 4                 | 2  | 3  | 4  | 3  | 3  | 3  | 22     | 20.00  | Puas       |
| 9               | 5                 | 5  | 5  | 5  | 5  | 4  | 3  | 32     | 20.00  | Puas       |
| 10              | 3                 | 2  | 2  | 2  | 3  | 3  | 3  | 18     | 20.00  | Tidak Puas |
| 11              | 2                 | 2  | 2  | 1  | 1  | 2  | 3  | 13     | 20.00  | Tidak Puas |
| 12              | 2                 | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 13              | 3                 | 2  | 2  | 2  | 3  | 3  | 3  | 18     | 20.00  | Tidak Puas |
| 14              | 3                 | 2  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 15              | 2                 | 2  | 2  | 3  | 2  | 2  | 3  | 16     | 20.00  | Tidak Puas |
| 16              | 3                 | 2  | 3  | 2  | 3  | 2  | 2  | 17     | 20.00  | Tidak Puas |
| 17              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 18              | 5                 | 5  | 5  | 5  | 5  | 5  | 3  | 33     | 20.00  | Puas       |
| 19              | 2                 | 2  | 2  | 2  | 1  | 2  | 2  | 13     | 20.00  | Tidak Puas |
| 20              | 4                 | 2  | 4  | 4  | 4  | 4  | 2  | 24     | 20.00  | Puas       |
| 21              | 2                 | 2  | 2  | 2  | 3  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 22              | 5                 | 2  | 5  | 5  | 5  | 5  | 5  | 32     | 20.00  | Puas       |
| 23              | 5                 | 2  | 5  | 4  | 4  | 5  | 2  | 27     | 20.00  | Puas       |
| 24              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 25              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 26              | 4                 | 4  | 4  | 4  | 4  | 4  | 2  | 26     | 20.00  | Puas       |
| 27              | 3                 | 2  | 2  | 2  | 2  | 3  | 3  | 17     | 20.00  | Tidak Puas |
| 28              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 29              | 2                 | 2  | 3  | 2  | 2  | 3  | 2  | 16     | 20.00  | Tidak Puas |
| 30              | 3                 | 2  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 31              | 2                 | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 32              | 3                 | 2  | 2  | 2  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 33              | 3                 | 2  | 3  | 3  | 3  | 3  | 2  | 19     | 20.00  | Tidak Puas |
| 34              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 35              | 2                 | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 36              | 1                 | 3  | 1  | 1  | 1  | 1  | 1  | 9      | 20.00  | Tidak Puas |
| 37              | 3                 | 3  | 2  | 2  | 2  | 3  | 1  | 16     | 20.00  | Tidak Puas |
| 38              | 3                 | 3  | 2  | 3  | 3  | 2  | 2  | 18     | 20.00  | Tidak Puas |
| 39              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |

| No<br>Responden | Jaminan/Keyakinan |    |    |    |    |    |    |        | Median | Kategori   |
|-----------------|-------------------|----|----|----|----|----|----|--------|--------|------------|
|                 | 15                | 16 | 17 | 18 | 19 | 20 | 21 | Jumlah |        |            |
| 40              | 1                 | 3  | 1  | 2  | 2  | 2  | 1  | 12     | 20.00  | Tidak Puas |
| 41              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 42              | 3                 | 3  | 3  | 3  | 2  | 2  | 1  | 17     | 20.00  | Tidak Puas |
| 43              | 2                 | 3  | 2  | 2  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 44              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 45              | 2                 | 3  | 2  | 2  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 46              | 2                 | 3  | 2  | 2  | 3  | 3  | 2  | 17     | 20.00  | Tidak Puas |
| 47              | 2                 | 3  | 2  | 2  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 48              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 49              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 50              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 51              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 52              | 2                 | 3  | 2  | 2  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 53              | 1                 | 3  | 1  | 1  | 2  | 2  | 2  | 12     | 20.00  | Tidak Puas |
| 54              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 55              | 3                 | 2  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 56              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 57              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 58              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 59              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 60              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 61              | 1                 | 3  | 1  | 1  | 1  | 1  | 1  | 9      | 20.00  | Tidak Puas |
| 62              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 63              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 64              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 65              | 2                 | 3  | 2  | 2  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 66              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 67              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 68              | 2                 | 3  | 2  | 2  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 69              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 70              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 71              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 72              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 73              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 74              | 2                 | 3  | 2  | 2  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 75              | 3                 | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 76              | 2                 | 3  | 2  | 2  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 77              | 2                 | 3  | 2  | 2  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 78              | 2                 | 3  | 2  | 1  | 1  | 2  | 2  | 13     | 20.00  | Tidak Puas |

| No<br>Responden | Jaminan/Keyakinan |     |     |     |     |     |     |        | Median | Kategori   |
|-----------------|-------------------|-----|-----|-----|-----|-----|-----|--------|--------|------------|
|                 | 15                | 16  | 17  | 18  | 19  | 20  | 21  | Jumlah |        |            |
| 79              | 3                 | 2   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 80              | 3                 | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 20.00  | Puas       |
| 81              | 2                 | 3   | 2   | 2   | 2   | 2   | 2   | 15     | 20.00  | Tidak Puas |
| 82              | 3                 | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 20.00  | Puas       |
| 83              | 2                 | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 84              | 2                 | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 85              | 4                 | 3   | 4   | 4   | 4   | 4   | 4   | 27     | 20.00  | Puas       |
| 86              | 2                 | 3   | 2   | 2   | 2   | 2   | 2   | 15     | 20.00  | Tidak Puas |
| 87              | 2                 | 2   | 2   | 3   | 3   | 2   | 2   | 16     | 20.00  | Tidak Puas |
| 88              | 2                 | 3   | 2   | 1   | 1   | 2   | 2   | 13     | 20.00  | Tidak Puas |
| 89              | 3                 | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 20.00  | Puas       |
| 90              | 4                 | 2   | 4   | 4   | 4   | 4   | 4   | 26     | 20.00  | Puas       |
| 91              | 3                 | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 20.00  | Puas       |
| 92              | 2                 | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 93              | 3                 | 2   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 94              | 3                 | 3   | 3   | 3   | 3   | 3   | 2   | 20     | 20.00  | Puas       |
| 95              | 2                 | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 96              | 2                 | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 97              | 3                 | 3   | 3   | 3   | 2   | 2   | 2   | 18     | 20.00  | Tidak Puas |
| 98              | 3                 | 3   | 3   | 3   | 3   | 3   | 2   | 20     | 20.00  | Puas       |
| Jumlah          | 272               | 269 | 268 | 267 | 267 | 271 | 252 |        |        |            |

| No<br>Responden | Empati |    |    |    |    |    |    |        |        |            |
|-----------------|--------|----|----|----|----|----|----|--------|--------|------------|
|                 | 22     | 23 | 24 | 25 | 26 | 27 | 28 | Jumlah | Median | Kategori   |
| 1               | 3      | 4  | 4  | 4  | 4  | 4  | 3  | 26     | 20.00  | Puas       |
| 2               | 3      | 4  | 3  | 4  | 3  | 3  | 3  | 23     | 20.00  | Puas       |
| 3               | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 4               | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 5               | 4      | 4  | 4  | 4  | 4  | 4  | 3  | 27     | 20.00  | Puas       |
| 6               | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 7               | 3      | 3  | 3  | 2  | 2  | 3  | 2  | 18     | 20.00  | Tidak Puas |
| 8               | 4      | 3  | 3  | 4  | 3  | 3  | 3  | 23     | 20.00  | Puas       |
| 9               | 5      | 5  | 5  | 5  | 5  | 4  | 2  | 31     | 20.00  | Puas       |
| 10              | 3      | 2  | 2  | 2  | 3  | 3  | 3  | 18     | 20.00  | Tidak Puas |
| 11              | 2      | 2  | 2  | 1  | 1  | 2  | 2  | 12     | 20.00  | Tidak Puas |
| 12              | 2      | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 13              | 3      | 2  | 2  | 2  | 3  | 3  | 3  | 18     | 20.00  | Tidak Puas |
| 14              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 15              | 2      | 2  | 2  | 3  | 2  | 2  | 3  | 16     | 20.00  | Tidak Puas |
| 16              | 3      | 2  | 3  | 2  | 3  | 2  | 2  | 17     | 20.00  | Tidak Puas |
| 17              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 18              | 5      | 5  | 5  | 5  | 5  | 5  | 3  | 33     | 20.00  | Puas       |
| 19              | 2      | 2  | 2  | 2  | 1  | 2  | 2  | 13     | 20.00  | Tidak Puas |
| 20              | 4      | 4  | 4  | 4  | 4  | 4  | 3  | 27     | 20.00  | Puas       |
| 21              | 2      | 2  | 2  | 2  | 3  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 22              | 5      | 5  | 5  | 5  | 5  | 5  | 5  | 35     | 20.00  | Puas       |
| 23              | 5      | 5  | 5  | 4  | 4  | 5  | 2  | 30     | 20.00  | Puas       |
| 24              | 3      | 3  | 3  | 3  | 3  | 3  | 2  | 20     | 20.00  | Puas       |
| 25              | 3      | 3  | 3  | 3  | 3  | 3  | 2  | 20     | 20.00  | Puas       |
| 26              | 4      | 4  | 4  | 4  | 4  | 4  | 3  | 27     | 20.00  | Puas       |
| 27              | 3      | 3  | 2  | 2  | 2  | 3  | 3  | 18     | 20.00  | Tidak Puas |
| 28              | 3      | 3  | 3  | 3  | 3  | 3  | 2  | 20     | 20.00  | Puas       |
| 29              | 2      | 2  | 3  | 2  | 2  | 3  | 2  | 16     | 20.00  | Tidak Puas |
| 30              | 3      | 3  | 3  | 3  | 3  | 3  | 2  | 20     | 20.00  | Puas       |
| 31              | 2      | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 32              | 3      | 2  | 2  | 2  | 2  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 33              | 3      | 3  | 3  | 3  | 3  | 3  | 2  | 20     | 20.00  | Puas       |
| 34              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 35              | 2      | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 36              | 1      | 1  | 1  | 1  | 1  | 1  | 1  | 7      | 20.00  | Tidak Puas |
| 37              | 3      | 2  | 2  | 2  | 2  | 3  | 1  | 15     | 20.00  | Tidak Puas |
| 38              | 3      | 3  | 2  | 3  | 3  | 2  | 2  | 18     | 20.00  | Tidak Puas |
| 39              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |

| No<br>Responden | Empati |    |    |    |    |    |    |        |        |            |
|-----------------|--------|----|----|----|----|----|----|--------|--------|------------|
|                 | 22     | 23 | 24 | 25 | 26 | 27 | 28 | Jumlah | Median | Kategori   |
| 40              | 1      | 1  | 1  | 2  | 2  | 2  | 1  | 10     | 20.00  | Tidak Puas |
| 41              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 42              | 3      | 3  | 3  | 3  | 3  | 3  | 1  | 19     | 20.00  | Tidak Puas |
| 43              | 2      | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 44              | 3      | 3  | 3  | 3  | 3  | 3  | 2  | 20     | 20.00  | Puas       |
| 45              | 2      | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 46              | 2      | 2  | 2  | 2  | 3  | 3  | 2  | 16     | 20.00  | Tidak Puas |
| 47              | 2      | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 48              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 49              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 50              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 51              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 52              | 2      | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 53              | 1      | 2  | 1  | 1  | 2  | 2  | 2  | 11     | 20.00  | Tidak Puas |
| 54              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 55              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 56              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 57              | 3      | 3  | 3  | 3  | 3  | 3  | 2  | 20     | 20.00  | Puas       |
| 58              | 3      | 3  | 3  | 3  | 3  | 2  | 2  | 19     | 20.00  | Tidak Puas |
| 59              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 60              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 61              | 1      | 1  | 1  | 1  | 1  | 1  | 1  | 7      | 20.00  | Tidak Puas |
| 62              | 3      | 3  | 3  | 3  | 3  | 3  | 2  | 20     | 20.00  | Puas       |
| 63              | 3      | 3  | 3  | 3  | 3  | 3  | 2  | 20     | 20.00  | Puas       |
| 64              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 65              | 2      | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 66              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 67              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 68              | 2      | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 69              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 70              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 71              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 72              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 73              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 74              | 2      | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 75              | 3      | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 76              | 3      | 3  | 3  | 3  | 3  | 3  | 2  | 20     | 20.00  | Puas       |
| 77              | 2      | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 78              | 2      | 2  | 2  | 1  | 1  | 2  | 2  | 12     | 20.00  | Tidak Puas |

| No<br>Responden | Empati |     |     |     |     |     |     |        | Median | Kategori   |
|-----------------|--------|-----|-----|-----|-----|-----|-----|--------|--------|------------|
|                 | 22     | 23  | 24  | 25  | 26  | 27  | 28  | Jumlah |        |            |
| 79              | 3      | 3   | 3   | 3   | 3   | 3   | 2   | 20     | 20.00  | Puas       |
| 80              | 3      | 3   | 3   | 3   | 3   | 3   | 2   | 20     | 20.00  | Puas       |
| 81              | 2      | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 82              | 3      | 3   | 3   | 3   | 3   | 3   | 2   | 20     | 20.00  | Puas       |
| 83              | 2      | 2   | 2   | 2   | 2   | 2   | 1   | 13     | 20.00  | Tidak Puas |
| 84              | 2      | 2   | 2   | 2   | 2   | 2   | 1   | 13     | 20.00  | Tidak Puas |
| 85              | 4      | 4   | 4   | 4   | 4   | 4   | 3   | 27     | 20.00  | Puas       |
| 86              | 3      | 3   | 3   | 3   | 3   | 3   | 2   | 20     | 20.00  | Puas       |
| 87              | 3      | 3   | 3   | 3   | 3   | 3   | 2   | 20     | 20.00  | Puas       |
| 88              | 2      | 2   | 2   | 1   | 1   | 2   | 2   | 12     | 20.00  | Tidak Puas |
| 89              | 3      | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 20.00  | Puas       |
| 90              | 4      | 4   | 4   | 4   | 4   | 4   | 3   | 27     | 20.00  | Puas       |
| 91              | 3      | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 20.00  | Puas       |
| 92              | 2      | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 93              | 3      | 3   | 3   | 3   | 3   | 3   | 2   | 20     | 20.00  | Puas       |
| 94              | 3      | 3   | 3   | 3   | 3   | 3   | 2   | 20     | 20.00  | Puas       |
| 95              | 2      | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 96              | 2      | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 97              | 2      | 2   | 2   | 2   | 2   | 2   | 1   | 13     | 20.00  | Tidak Puas |
| 98              | 4      | 4   | 4   | 4   | 4   | 4   | 3   | 27     | 20.00  | Puas       |
| Jumlah          | 275    | 273 | 271 | 269 | 271 | 275 | 234 |        |        |            |

| No<br>Responden | Berwujud |    |    |    |    |    |    |        |        |            |
|-----------------|----------|----|----|----|----|----|----|--------|--------|------------|
|                 | 29       | 30 | 31 | 32 | 33 | 34 | 35 | Jumlah | Median | Kategori   |
| 1               | 3        | 4  | 4  | 4  | 4  | 4  | 4  | 27     | 20.00  | Puas       |
| 2               | 3        | 4  | 3  | 4  | 3  | 3  | 4  | 24     | 20.00  | Puas       |
| 3               | 2        | 3  | 2  | 3  | 3  | 3  | 3  | 19     | 20.00  | Tidak Puas |
| 4               | 2        | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 5               | 3        | 4  | 3  | 4  | 4  | 4  | 4  | 26     | 20.00  | Puas       |
| 6               | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 7               | 2        | 3  | 3  | 2  | 2  | 3  | 2  | 17     | 20.00  | Tidak Puas |
| 8               | 2        | 3  | 3  | 4  | 3  | 3  | 4  | 22     | 20.00  | Puas       |
| 9               | 2        | 5  | 3  | 5  | 5  | 4  | 5  | 29     | 20.00  | Puas       |
| 10              | 3        | 2  | 2  | 2  | 3  | 3  | 3  | 18     | 20.00  | Tidak Puas |
| 11              | 2        | 2  | 2  | 1  | 1  | 2  | 2  | 12     | 20.00  | Tidak Puas |
| 12              | 2        | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 13              | 3        | 2  | 2  | 2  | 3  | 3  | 3  | 18     | 20.00  | Tidak Puas |
| 14              | 2        | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 15              | 3        | 2  | 2  | 3  | 2  | 2  | 2  | 16     | 20.00  | Tidak Puas |
| 16              | 2        | 2  | 2  | 2  | 3  | 2  | 2  | 15     | 20.00  | Tidak Puas |
| 17              | 3        | 3  | 2  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 18              | 3        | 5  | 2  | 5  | 5  | 5  | 5  | 30     | 20.00  | Puas       |
| 19              | 2        | 2  | 2  | 2  | 1  | 2  | 2  | 13     | 20.00  | Tidak Puas |
| 20              | 3        | 4  | 4  | 4  | 4  | 4  | 4  | 27     | 20.00  | Puas       |
| 21              | 2        | 2  | 2  | 2  | 3  | 2  | 3  | 16     | 20.00  | Tidak Puas |
| 22              | 5        | 5  | 5  | 5  | 5  | 5  | 5  | 35     | 20.00  | Puas       |
| 23              | 2        | 5  | 5  | 4  | 4  | 5  | 5  | 30     | 20.00  | Puas       |
| 24              | 2        | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 25              | 2        | 3  | 2  | 3  | 3  | 3  | 3  | 19     | 20.00  | Tidak Puas |
| 26              | 3        | 4  | 3  | 4  | 4  | 4  | 4  | 26     | 20.00  | Puas       |
| 27              | 3        | 3  | 2  | 2  | 2  | 3  | 3  | 18     | 20.00  | Tidak Puas |
| 28              | 2        | 3  | 2  | 3  | 3  | 3  | 3  | 19     | 20.00  | Tidak Puas |
| 29              | 2        | 2  | 3  | 2  | 2  | 3  | 2  | 16     | 20.00  | Tidak Puas |
| 30              | 2        | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 31              | 2        | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 32              | 2        | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 33              | 2        | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 34              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 35              | 2        | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 36              | 1        | 1  | 1  | 1  | 1  | 1  | 1  | 7      | 20.00  | Tidak Puas |
| 37              | 1        | 2  | 2  | 2  | 2  | 3  | 3  | 15     | 20.00  | Tidak Puas |
| 38              | 2        | 3  | 2  | 3  | 3  | 2  | 2  | 17     | 20.00  | Tidak Puas |
| 39              | 3        | 3  | 2  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |

| No<br>Responden | Berwujud |    |    |    |    |    |    |        |        |            |
|-----------------|----------|----|----|----|----|----|----|--------|--------|------------|
|                 | 29       | 30 | 31 | 32 | 33 | 34 | 35 | Jumlah | Median | Kategori   |
| 40              | 1        | 1  | 1  | 2  | 2  | 2  | 1  | 10     | 20.00  | Tidak Puas |
| 41              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 42              | 1        | 3  | 3  | 3  | 3  | 3  | 3  | 19     | 20.00  | Tidak Puas |
| 43              | 2        | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 44              | 2        | 3  | 2  | 3  | 3  | 3  | 3  | 19     | 20.00  | Tidak Puas |
| 45              | 2        | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 46              | 2        | 2  | 2  | 2  | 3  | 3  | 2  | 16     | 20.00  | Tidak Puas |
| 47              | 2        | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 48              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 49              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 50              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 51              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 52              | 2        | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 53              | 2        | 2  | 1  | 1  | 2  | 2  | 2  | 12     | 20.00  | Tidak Puas |
| 54              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 55              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 56              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 57              | 2        | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 58              | 2        | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 59              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 60              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 61              | 1        | 1  | 1  | 1  | 1  | 1  | 1  | 7      | 20.00  | Tidak Puas |
| 62              | 2        | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 63              | 2        | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 64              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 65              | 2        | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 66              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 67              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 68              | 2        | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 69              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 70              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 71              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 72              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 73              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 74              | 2        | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 75              | 3        | 3  | 3  | 3  | 3  | 3  | 3  | 21     | 20.00  | Puas       |
| 76              | 2        | 3  | 3  | 3  | 3  | 3  | 3  | 20     | 20.00  | Puas       |
| 77              | 2        | 2  | 2  | 2  | 2  | 2  | 2  | 14     | 20.00  | Tidak Puas |
| 78              | 2        | 2  | 2  | 1  | 1  | 2  | 2  | 12     | 20.00  | Tidak Puas |



| No<br>Responden | Berwujud |     |     |     |     |     |     |        | Median | Kategori   |
|-----------------|----------|-----|-----|-----|-----|-----|-----|--------|--------|------------|
|                 | 29       | 30  | 31  | 32  | 33  | 34  | 35  | Jumlah |        |            |
| 79              | 2        | 3   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 80              | 2        | 3   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 81              | 2        | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 82              | 2        | 3   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 83              | 1        | 2   | 2   | 2   | 2   | 2   | 2   | 13     | 20.00  | Tidak Puas |
| 84              | 1        | 2   | 2   | 2   | 2   | 2   | 2   | 13     | 20.00  | Tidak Puas |
| 85              | 3        | 4   | 4   | 4   | 4   | 4   | 4   | 27     | 20.00  | Puas       |
| 86              | 2        | 3   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 87              | 2        | 3   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 88              | 2        | 2   | 2   | 1   | 1   | 2   | 2   | 12     | 20.00  | Tidak Puas |
| 89              | 2        | 3   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 90              | 3        | 3   | 3   | 2   | 2   | 2   | 3   | 18     | 20.00  | Tidak Puas |
| 91              | 3        | 3   | 3   | 3   | 3   | 3   | 3   | 21     | 20.00  | Puas       |
| 92              | 2        | 2   | 2   | 2   | 2   | 2   | 3   | 15     | 20.00  | Tidak Puas |
| 93              | 2        | 3   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 94              | 2        | 3   | 3   | 3   | 3   | 3   | 3   | 20     | 20.00  | Puas       |
| 95              | 2        | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 96              | 2        | 2   | 2   | 2   | 2   | 2   | 2   | 14     | 20.00  | Tidak Puas |
| 97              | 1        | 2   | 2   | 2   | 2   | 2   | 2   | 13     | 20.00  | Tidak Puas |
| 98              | 2        | 4   | 4   | 4   | 4   | 4   | 4   | 26     | 20.00  | Puas       |
| Jumlah          | 227      | 272 | 256 | 267 | 269 | 274 | 276 |        |        |            |

| No<br>Responden | Pertanyaan Kepuasan Pasien |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |     | Jumlah | Median | Kategori   |            |
|-----------------|----------------------------|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|--------|--------|------------|------------|
|                 | 1                          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35  |        |        |            |            |
| 1               | 3                          | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4   | 133    | 100.5  | Puas       |            |
| 2               | 3                          | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3  | 4  | 3  | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 3  | 4  | 3  | 4  | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 4  | 3  | 3  | 4  | 117 | 100.5  | Puas   |            |            |
| 3               | 3                          | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 2  | 3  | 3  | 3  | 3   | 101    | 100.5  | Puas       |            |
| 4               | 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  | 2  | 3  | 3  | 3  | 3  | 3  | 3   | 104    | 100.5  | Puas       |            |
| 5               | 4                          | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4  | 4  | 4  | 4  | 4  | 4  | 2  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 3  | 4  | 4  | 4  | 4   | 132    | 100.5  | Puas       |            |
| 6               | 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  | 3  | 3   | 105    | 100.5  | Puas       |            |
| 7               | 3                          | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 3  | 2  | 2  | 3  | 2  | 3  | 3  | 2  | 2  | 3  | 2  | 3  | 3  | 3  | 2  | 2  | 3  | 2  | 2  | 3  | 2  | 2  | 3  | 2  | 2  | 3   | 2      | 89     | 100.5      | Tidak Puas |
| 8               | 4                          | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 2 | 3  | 4  | 3  | 3  | 4  | 4  | 2  | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 3  | 4  | 3  | 3  | 3  | 2  | 3  | 3  | 4  | 3  | 3  | 4   | 114    | 100.5  | Puas       |            |
| 9               | 5                          | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5  | 5  | 4  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 4  | 3  | 5  | 5  | 5  | 5  | 5  | 4  | 2  | 2  | 5  | 3  | 5  | 5  | 4  | 5   | 160    | 100.5  | Puas       |            |
| 10              | 3                          | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 2  | 2  | 3  | 3  | 3  | 3  | 2  | 2  | 2  | 3  | 3  | 3  | 3  | 2  | 2  | 2  | 3  | 3  | 3  | 3  | 2  | 2  | 2  | 3  | 3  | 3   | 90     | 100.5  | Tidak Puas |            |
| 11              | 2                          | 2 | 2 | 1 | 1 | 2 | 2 | 2 | 2 | 2  | 1  | 1  | 2  | 2  | 2  | 2  | 2  | 1  | 1  | 2  | 3  | 2  | 2  | 2  | 1  | 1  | 2  | 2  | 2  | 2  | 2  | 2  | 1  | 1  | 2   | 2      | 61     | 100.5      | Tidak Puas |
| 12              | 2                          | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 3  | 3  | 3  | 3  | 3   | 100    | 100.5  | Tidak Puas |            |
| 13              | 3                          | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 2  | 2  | 3  | 3  | 3  | 3  | 2  | 2  | 2  | 3  | 3  | 3  | 3  | 2  | 2  | 2  | 3  | 3  | 3  | 3  | 2  | 2  | 2  | 3  | 3  | 3   | 90     | 100.5  | Tidak Puas |            |
| 14              | 3                          | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 3  | 3  | 3  | 3  | 3   | 102    | 100.5  | Puas       |            |
| 15              | 2                          | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2  | 3  | 2  | 2  | 2  | 2  | 2  | 2  | 3  | 2  | 2  | 3  | 2  | 2  | 2  | 3  | 2  | 2  | 3  | 3  | 2  | 2  | 3  | 2  | 2  | 2   | 78     | 100.5  | Tidak Puas |            |
| 16              | 3                          | 2 | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 3  | 2  | 3  | 2  | 2  | 3  | 2  | 3  | 2  | 3  | 2  | 2  | 3  | 2  | 3  | 2  | 3  | 2  | 2  | 2  | 2  | 2  | 2  | 3  | 2  | 2   | 83     | 100.5  | Tidak Puas |            |
| 17              | 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  | 2  | 3  | 3  | 3  | 3   | 104    | 100.5  | Puas       |            |
| 18              | 5                          | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 3  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 3  | 3  | 5  | 2  | 5  | 5  | 5  | 5   | 166    | 100.5  | Puas       |            |
| 19              | 2                          | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | 2  | 1  | 2  | 2  | 2  | 2  | 2  | 2  | 2  | 1  | 2  | 2  | 2  | 2  | 2  | 1  | 2  | 2  | 2  | 2  | 2  | 2  | 2  | 1  | 2  | 2   | 65     | 100.5  | Tidak Puas |            |
| 20              | 4                          | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4  | 4  | 4  | 4  | 4  | 4  | 2  | 4  | 4  | 4  | 4  | 2  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 4   | 132    | 100.5  | Puas       |            |
| 21              | 2                          | 2 | 2 | 2 | 3 | 2 | 3 | 2 | 2 | 2  | 2  | 3  | 2  | 3  | 2  | 2  | 2  | 2  | 3  | 2  | 2  | 2  | 2  | 2  | 2  | 3  | 2  | 2  | 2  | 2  | 2  | 2  | 3  | 2  | 3   | 78     | 100.5  | Tidak Puas |            |
| 22              | 5                          | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | 5  | 5  | 5  | 5  | 5  | 5  | 2  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5  | 5   | 169    | 100.5  | Puas       |            |
| 23              | 5                          | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 2 | 5  | 4  | 4  | 5  | 5  | 5  | 2  | 5  | 4  | 4  | 5  | 2  | 5  | 5  | 5  | 4  | 4  | 5  | 2  | 2  | 5  | 5  | 4  | 4  | 5  | 5   | 150    | 100.5  | Puas       |            |
| 24              | 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  | 2  | 2  | 3  | 3  | 3  | 3  | 3   | 103    | 100.5  | Puas       |            |
| 25              | 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  | 2  | 2  | 3  | 2  | 3  | 3  | 3  | 3   | 102    | 100.5  | Puas       |            |
| 26              | 4                          | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 2  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 3  | 4  | 4  | 4  | 4   | 135    | 100.5  | Puas       |            |
| 27              | 3                          | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 2  | 2  | 2  | 3  | 3  | 3  | 2  | 2  | 2  | 2  | 3  | 3  | 3  | 3  | 2  | 2  | 3  | 3  | 3  | 3  | 2  | 2  | 2  | 3  | 3  | 3   | 88     | 100.5  | Tidak Puas |            |
| 28              | 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  | 2  | 2  | 3  | 2  | 3  | 3  | 3  | 3   | 102    | 100.5  | Puas       |            |
| 29              | 2                          | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 3  | 2  | 2  | 3  | 2  | 2  | 2  | 2  | 3  | 2  | 2  | 3  | 2  | 2  | 2  | 3  | 2  | 2  | 3  | 2  | 2  | 3  | 2  | 2  | 3  | 2   | 80     | 100.5  | Tidak Puas |            |
| 30              | 3                          | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 2  | 3  | 3  | 3  | 3  | 3  | 3   | 101    | 100.5  | Puas       |            |



[illegible]

**Lampiran 6. Hasil Perhitungan****HASIL PERHITUNGAN****KARAKTERISTIK****Umur**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 20-30 | 39        | 39.8    | 39.8          | 39.8               |
|       | 31-40 | 13        | 13.3    | 13.3          | 53.1               |
|       | 41-50 | 26        | 26.5    | 26.5          | 79.6               |
|       | 50-60 | 20        | 20.4    | 20.4          | 100.0              |
|       | Total | 98        | 100.0   | 100.0         |                    |

**Jenis Kelamin**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Laki-laki | 54        | 55.1    | 55.1          | 55.1               |
|       | Perempuan | 44        | 44.9    | 44.9          | 100.0              |
|       | Total     | 98        | 100.0   | 100.0         |                    |

**Pekerjaan**

|       |               | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------------|-----------|---------|---------------|--------------------|
| Valid | Bekerja       | 83        | 84.7    | 84.7          | 84.7               |
|       | Tidak Bekerja | 15        | 15.3    | 15.3          | 100.0              |
|       | Total         | 98        | 100.0   | 100.0         |                    |

## UJI NORMALITAS

| Descriptives |                                  |             | Statistic | Std. Error |
|--------------|----------------------------------|-------------|-----------|------------|
| Kehandalan   | Mean                             |             | 19.50     | .544       |
|              | 95% Confidence Interval for Mean | Lower Bound | 18.42     |            |
|              |                                  | Upper Bound | 20.58     |            |
|              | 5% Trimmed Mean                  |             | 19.31     |            |
|              | Median                           |             | 21.00     |            |
|              | Variance                         |             | 28.974    |            |
|              | Std. Deviation                   |             | 5.383     |            |
|              | Minimum                          |             | 7         |            |
|              | Maximum                          |             | 35        |            |
|              | Range                            |             | 28        |            |
|              | Interquartile Range              |             | 7         |            |
|              | Skewness                         |             | .493      | .244       |
|              | Kurtosis                         |             | 1.070     | .483       |
| Daya Tanggap | Mean                             |             | 18.93     | .500       |
|              | 95% Confidence Interval for Mean | Lower Bound | 17.94     |            |
|              |                                  | Upper Bound | 19.92     |            |
|              | 5% Trimmed Mean                  |             | 18.71     |            |
|              | Median                           |             | 20.00     |            |
|              | Variance                         |             | 24.521    |            |
|              | Std. Deviation                   |             | 4.952     |            |
|              | Minimum                          |             | 8         |            |
|              | Maximum                          |             | 35        |            |
|              | Range                            |             | 27        |            |
|              | Interquartile Range              |             | 7         |            |
|              | Skewness                         |             | .641      | .244       |
|              | Kurtosis                         |             | 1.371     | .483       |

|                   |                                  |             |        |      |
|-------------------|----------------------------------|-------------|--------|------|
| Jaminan/Keyakinan | Mean                             |             | 19.04  | .450 |
|                   | 95% Confidence Interval for Mean | Lower Bound | 18.15  |      |
|                   |                                  | Upper Bound | 19.93  |      |
|                   | 5% Trimmed Mean                  |             | 18.87  |      |
|                   | Median                           |             | 20.00  |      |
|                   | Variance                         |             | 19.854 |      |
|                   | Std. Deviation                   |             | 4.456  |      |
|                   | Minimum                          |             | 9      |      |
|                   | Maximum                          |             | 33     |      |
|                   | Range                            |             | 24     |      |
|                   | Interquartile Range              |             | 6      |      |
|                   | Skewness                         |             | .508   |      |
|                   | Kurtosis                         |             | 1.110  |      |
|                   |                                  |             |        |      |
| Empati            | Mean                             |             | 19.06  | .510 |
|                   | 95% Confidence Interval for Mean | Lower Bound | 18.05  |      |
|                   |                                  | Upper Bound | 20.07  |      |
|                   | 5% Trimmed Mean                  |             | 18.92  |      |
|                   | Median                           |             | 20.00  |      |
|                   | Variance                         |             | 25.460 |      |
|                   | Std. Deviation                   |             | 5.046  |      |
|                   | Minimum                          |             | 7      |      |
|                   | Maximum                          |             | 35     |      |
|                   | Range                            |             | 28     |      |
|                   | Interquartile Range              |             | 7      |      |
|                   | Skewness                         |             | .377   |      |
|                   | Kurtosis                         |             | .972   |      |
|                   |                                  |             |        |      |
|                   |                                  |             |        |      |
| Berwujud          | Mean                             |             | 18.79  | .484 |
|                   | 95% Confidence Interval for Mean | Lower Bound | 17.82  |      |
|                   |                                  | Upper Bound | 19.75  |      |
|                   | 5% Trimmed Mean                  |             | 18.66  |      |
|                   | Median                           |             | 20.00  |      |
|                   | Variance                         |             | 22.995 |      |
|                   | Std. Deviation                   |             | 4.795  |      |
|                   | Minimum                          |             | 7      |      |
|                   | Maximum                          |             | 35     |      |
|                   | Range                            |             | 28     |      |
|                   | Interquartile Range              |             | 7      |      |
|                   |                                  |             |        |      |

|                 |                                  |             |         |       |
|-----------------|----------------------------------|-------------|---------|-------|
| Kepuasan Pasien | Skewness                         |             | .345    | .244  |
|                 | Kurtosis                         |             | 1.065   | .483  |
|                 | Mean                             |             | 95.32   | 2.451 |
|                 | 95% Confidence Interval for Mean | Lower Bound | 90.45   |       |
|                 |                                  | Upper Bound | 100.18  |       |
|                 | 5% Trimmed Mean                  |             | 94.46   |       |
|                 | Median                           |             | 100.50  |       |
|                 | Variance                         |             | 588.507 |       |
|                 | Std. Deviation                   |             | 24.259  |       |
|                 | Minimum                          |             | 38      |       |
|                 | Maximum                          |             | 169     |       |
|                 | Range                            |             | 131     |       |
|                 | Interquartile Range              |             | 32      |       |
|                 | Skewness                         |             | .452    | .244  |
|                 | Kurtosis                         |             | 1.110   | .483  |

#### Tests of Normality

|                   | Kolmogorov-Smirnov <sup>a</sup> |    |      | Shapiro-Wilk |    |      |
|-------------------|---------------------------------|----|------|--------------|----|------|
|                   | Statistic                       | df | Sig. | Statistic    | df | Sig. |
| Kehandalan        | .258                            | 98 | .000 | .892         | 98 | .000 |
| Daya Tanggap      | .215                            | 98 | .000 | .917         | 98 | .000 |
| Jaminan/Keyakinan | .208                            | 98 | .000 | .920         | 98 | .000 |
| Empati            | .218                            | 98 | .000 | .928         | 98 | .000 |
| Berwujud          | .200                            | 98 | .000 | .936         | 98 | .000 |
| Kepuasan          | .212                            | 98 | .000 | .928         | 98 | .000 |

a. Lilliefors Significance Correction



## ANALISIS UNIVARIAT

### Kehandalan

|       |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|---------------|--------------------|
| Valid | Puas       | 60        | 61.2    | 61.2          | 61.2               |
|       | Tidak Puas | 38        | 38.8    | 38.8          | 100.0              |
|       | Total      | 98        | 100.0   | 100.0         |                    |

### Daya Tanggap

|       |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|---------------|--------------------|
| Valid | Puas       | 58        | 59.2    | 59.2          | 59.2               |
|       | Tidak Puas | 40        | 40.8    | 40.8          | 100.0              |
|       | Total      | 98        | 100.0   | 100.0         |                    |

### Jaminan/Keyakinan

|       |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|---------------|--------------------|
| Valid | Puas       | 56        | 57.1    | 57.1          | 57.1               |
|       | Tidak Puas | 42        | 42.9    | 42.9          | 100.0              |
|       | Total      | 98        | 100.0   | 100.0         |                    |

### Empati

|       |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|---------------|--------------------|
| Valid | Puas       | 59        | 60.2    | 60.2          | 60.2               |
|       | Tidak Puas | 39        | 39.8    | 39.8          | 100.0              |
|       | Total      | 98        | 100.0   | 100.0         |                    |

**Berwujud**

|       |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|---------------|--------------------|
| Valid | Puas       | 55        | 56.1    | 56.1          | 56.1               |
|       | Tidak Puas | 43        | 43.9    | 43.9          | 100.0              |
|       | Total      | 98        | 100.0   | 100.0         |                    |

**Kepuasan Pasien**

|       |            | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------|-----------|---------|---------------|--------------------|
| Valid | Puas       | 55        | 56.1    | 56.1          | 56.1               |
|       | Tidak Puas | 43        | 43.9    | 43.9          | 100.0              |
|       | Total      | 98        | 100.0   | 100.0         |                    |

Kepuasan \* Umur Crosstabulation

|          |                   |                   | Umur  |       |       |        | Total  |
|----------|-------------------|-------------------|-------|-------|-------|--------|--------|
|          |                   |                   | 20-30 | 31-40 | 41-50 | 50-60  |        |
| Kepuasan | Puas              | Count             | 24    | 6     | 17    | 8      | 55     |
|          |                   | % within Kepuasan | 43.6% | 10.9% | 30.9% | 14.5%  | 100.0% |
|          |                   | % of Total        | 24.5% | 6.1%  | 17.3% | 8.2%   | 56.1%  |
|          | Tidak Puas        | Count             | 15    | 7     | 9     | 12     | 43     |
|          |                   | % within Kepuasan | 34.9% | 16.3% | 20.9% | 27.9%  | 100.0% |
|          |                   | % of Total        | 15.3% | 7.1%  | 9.2%  | 12.2%  | 43.9%  |
| Total    | Count             | 39                | 13    | 26    | 20    | 98     |        |
|          | % within Kepuasan | 39.8%             | 13.3% | 26.5% | 20.4% | 100.0% |        |
|          | % of Total        | 39.8%             | 13.3% | 26.5% | 20.4% | 100.0% |        |

Kepuasan \* Jenis Kelamin Crosstabulation

|          |                   |                   | Jenis Kelamin |           | Total  |
|----------|-------------------|-------------------|---------------|-----------|--------|
|          |                   |                   | Laki-laki     | Perempuan |        |
| Kepuasan | Puas              | Count             | 30            | 25        | 55     |
|          |                   | % within Kepuasan | 54.5%         | 45.5%     | 100.0% |
|          |                   | % of Total        | 30.6%         | 25.5%     | 56.1%  |
|          | Tidak Puas        | Count             | 24            | 19        | 43     |
|          |                   | % within Kepuasan | 55.8%         | 44.2%     | 100.0% |
|          |                   | % of Total        | 24.5%         | 19.4%     | 43.9%  |
| Total    | Count             | 54                | 44            | 98        |        |
|          | % within Kepuasan | 55.1%             | 44.9%         | 100.0%    |        |
|          | % of Total        | 55.1%             | 44.9%         | 100.0%    |        |

Kepuasan \* Pekerjaan Crosstabulation

|          |            |                   | Pekerjaan |               | Total  |
|----------|------------|-------------------|-----------|---------------|--------|
|          |            |                   | Bekerja   | Tidak Bekerja |        |
| Kepuasan | Puas       | Count             | 44        | 11            | 55     |
|          |            | % within Kepuasan | 80.0%     | 20.0%         | 100.0% |
|          |            | % of Total        | 44.9%     | 11.2%         | 56.1%  |
|          | Tidak Puas | Count             | 39        | 4             | 43     |
|          |            | % within Kepuasan | 90.7%     | 9.3%          | 100.0% |
|          |            | % of Total        | 39.8%     | 4.1%          | 43.9%  |
|          | Total      | Count             | 83        | 15            | 98     |
|          |            | % within Kepuasan | 84.7%     | 15.3%         | 100.0% |
|          |            | % of Total        | 84.7%     | 15.3%         | 100.0% |

## Lampiran 7. Surat Studi Pendahuluan



Nomor : 1319/03.FKP/UBK/XII/2023  
 Lampiran :  
 Perihal : Permohonan Izin Studi Pendahuluan

Kepada Yth  
 Kepala Klinik Pratama Marlina  
 Di

Tempat

Assalamu'alaikum wr.wb

Dengan Hormat.

Berkenaan dengan penelitian bagi mahasiswa Program Studi S1 Keperawatan Fakultas Keperawatan Universitas Bhakti Kencana, maka dengan ini kami memohon izin untuk melakukan studi pendahuluan kepada mahasiwa kami :

Nama : Indri Yuliyanti  
 Nim : 221FK05001  
 Judul : Hubungan Kualitas Pelayanan terhadap Kepuasan Pasien BPJS di Klinik Prtama Marlina

Demikian, surat permohonan ini kami sampaikan, atas perhatiannya kami ucapkan terimakasih.  
 Wassalamu'alaikum wr.wb.

Bandung, 21 Desember 2023

Hormat Kami,  
 Dekan Fakultas Keperawatan  
 Universitas Bhakti Kencana

  
**R. Siti Jundiah, M.Kep**  
**NTK. 02007020132**


## Lampiran 8. Surat Izin Penelitian



Nomor : 134/03.FKP/UBK/II/2023  
 Lampiran :  
 Perihal : Permohonan Izin Penelitian dan Pengambilan Data

Kepada Yth,  
 Klinik Pratama Marlina  
 di  
 Tempat

Assalamualaikum Wr. Wb.

Dengan Hormat

Berkenaan dengan penyusunan laporan tugas akhir Program Studi S1 Keperawatan Fakultas Keperawatan Universitas Bhakti Kencana, maka dengan ini kami memohon izin untuk melaksanakan penelitian dan pengambilan sampel data mulai bulan Januari s/d April 2024 atas nama:

Nama : Indri Yuliyanti  
 NIM : 221FK05001  
 Semester : III  
 Judul Skripsi : Kepuasan Pasien Rawat Jalan di Klinik Pratama Marlina

Demikian permohonan izin ini kami sampaikan atas perhatian dan kerjasama yang baik kami ucapkan terimakasih.

Wassalamualaikum Wr. Wb.

Bandung, 01 Februari 2024

Hormat Kami  
 Fakultas Keperawatan  
 Dekan,



NIK.02007020132



Jl. Raya Majalaya Rancaekek No. 2268  
Majalaya Kabupaten Bandung Jawa Barat

Hp +6282 11 69 11 300  
email klinikmarlina@gmail.com

Nomor : 226/DIR/004/I/2024  
Lampiran : -  
Perihal : Izin Studi Pendahuluan

Kepada Yth  
Dekan Fakultas Keperawatan  
Universitas Bhakti Kencana

Bismillahirrahmaanirrahiim,  
Assalamualaikum wr wb.

Dengan hormat,

Menanggapi Surat Permohonan Izin Studi Pendahuluan Nomor 1319/03.FKP/UBK/XII/2023, pada dasarnya Kami tidak keberatan untuk dilakukan kegiatan tersebut di Klinik Pratama Marlina.

Demikian surat izin ini Kami sampaikan, atas perhatiannya diucapkan terima kasih.

Kab. Bandung, 16 Januari 2024  
Hormat Kami,  
Direktur



**Billy Hadian**



Jl. Raya Majalaya Rancaekek No. 226B  
Majalaya Kabupaten Bandung Jawa Barat

Hp +6282 11 69 11 300  
email klinikmarlina@gmail.com

Nomor : 226/DIR/006/III/2024  
Lampiran : -  
Perihal : Izin Penelitian dan Pengambilan Data

Kepada Yth  
Dekan Fakultas Keperawatan  
Universitas Bhakti Kencana

Bismillahirrahmaanirrahiim,  
Assalamualaikum wr wb.

Dengan hormat,

Menanggapi Surat Permohonan Izin Penelitian dan Pengambilan Data Nomor 134/03.FKP/UBK/II/2023, pada dasarnya Kami tidak keberatan untuk dilakukan kegiatan tersebut di Klinik Pratama Marlina.

Demikian surat izin ini Kami sampaikan, atas perhatiannya diucapkan terima kasih.

Kab. Bandung, 14 Februari 2024  
Hormat Kami,  
Direktur



**KLINIK MARLINA**  
Billy Hadian



## Lampiran 9. Surat Etik Peneltiian



### KOMISI ETIK PENELITIAN KESEHATAN UNIVERSITAS BHAKTI KENCANA

Jl. Soekarno - Hatta 754. Bandung  
Telp : 022-7830 760 / 022-7830-768  
Email : komisi.etik@bku.ac.id



#### KOMISI ETIK PENELITIAN KESEHATAN HEALTH RESEARCH ETHICS COMMITTEE UNIVERSITAS BHAKTI KENCANA BHAKTI KENCANA UNIVERSITY

#### KETERANGAN LAYAK ETIK DESCRIPTION OF ETHICAL APPROVAL "ETHICAL APPROVAL" 014/09.KEPK/UBK/II/2024

Protokol penelitian yang diusulkan oleh :  
*The research protocol proposed by :*

Peneliti Utama : Indri Yuliyanti  
*Principal in investigator*

Nama institusi : Universitas Bhakti Kencana  
*Name of institution*

Dengan judul :  
*Title*

#### Hubungan Kepuasan Pasien Rawat Jalan Di Klinik Pratama Marlina

*Correlation with Outpatient Patient Satisfaction at the Pratama Marlina Clinic*

Dinyatakan layak etik sesuai (tujuh) standar WHO 2011, yaitu 1) Nilai Sosial, 2) Nilai Ilmiah, 3) Pemerataan Beban dan Manfaat, dan 4) Risiko, 5) Bujukan atau eksploitasi, 6) Kerahasiaan atau Privacy, 7) Persetujuan Setelah Penjelasan, yang merujuk pada Pedoman CIOMS 2016. Hal ini seperti yang ditunjukkan oleh terpenuhinya indikator setiap standar.

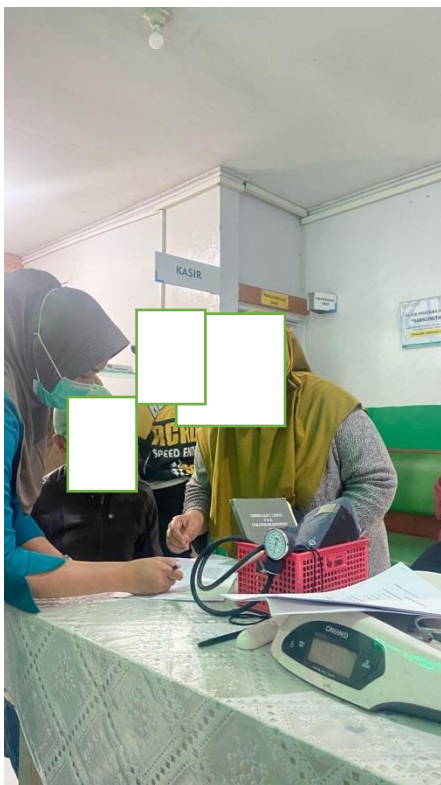
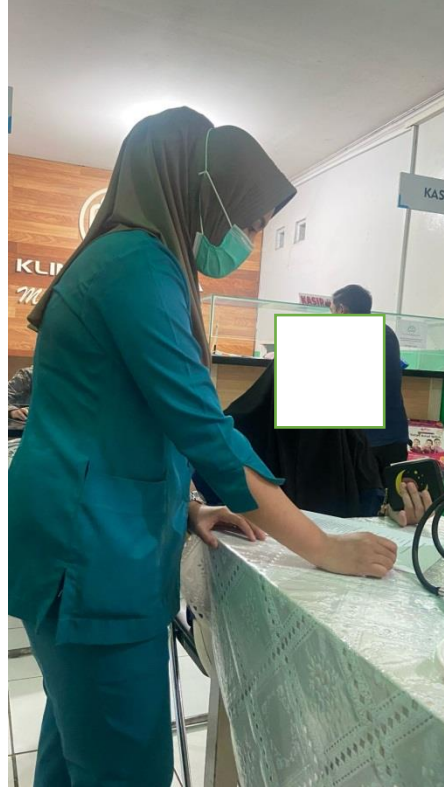
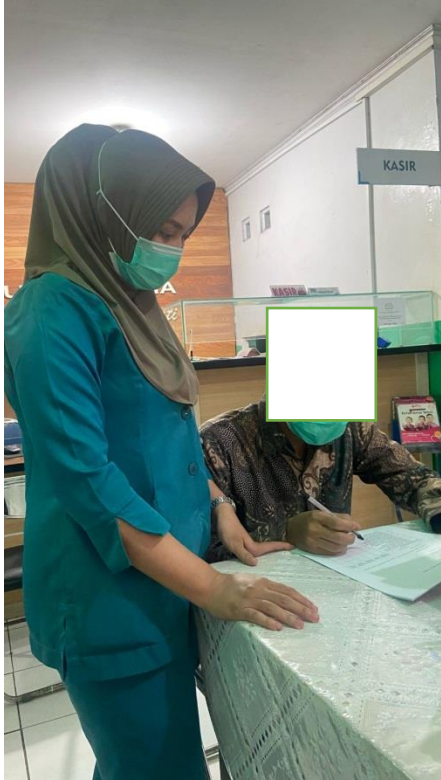
*Declared to be ethically appropriate in accordance to 7 (seven) WHO 2011standars, 1) Social Value, 2) Scientific Value, 3) Equitable Assessment and Benefits, 4) Risks, 5) Persuasion/Eksplotation, 6) Confidentiality and Privacy, and Informed Consent, referring to the 2016 CIOMS guidelines. This is as indicated by the fulfillment of the indicators of each standards.*

Pernyataan Laik Etik ini berlaku selama kurun waktu 20 Februari 2024 sampai dengan tanggal 20 Februari 2025.

*This declaration of ethics applies during the period 20 th February 2024 until 20 th February 2025.*

20 Februari 2024  
Professor and Chairperson  
  
R. Nety Rustikayanti, S.Kp., M.Kep  
NIK. 02019010336

### Lampiran 10. Dokumentasi Penelitian



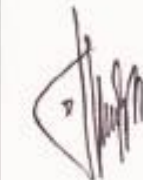
## Lampiran 11. Lembar Bimbingan

| LEMBAR BIMBINGAN SKRIPSI |              |                                                                                                                                                                                                                                                                                             |                                                                                       |
|--------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Nama Mahasiswa           |              | : Indri Yuliyanti                                                                                                                                                                                                                                                                           |                                                                                       |
| NIM                      |              | : 221FK05001                                                                                                                                                                                                                                                                                |                                                                                       |
| Judul Skripsi            |              | :                                                                                                                                                                                                                                                                                           |                                                                                       |
| Pembimbing Utama         |              | : Dedep Nugraha, S.Kep.,Ners.,M.Kep                                                                                                                                                                                                                                                         |                                                                                       |
| Pembimbing Pendamping    |              | : Susan Irawan Rifai, S.Kep.,Ners.,MAN                                                                                                                                                                                                                                                      |                                                                                       |
| No.                      | Hari/Tanggal | Catatan Pembimbing                                                                                                                                                                                                                                                                          | Paraf Pembimbing                                                                      |
| 1                        |              | Tema & Fenomena : Kontor atau kepro ringan<br>Bimbingan awal                                                                                                                                                                                                                                |    |
| 2                        | 4/12 2023    | Tema : Kepuasan Pasien<br>- Cari Jurnal tlg Faktor yg mempengaruhi<br>- Tentukan fenomena yg muncul dan faktor yg mempengaruhi                                                                                                                                                              |  |
| 3                        | 11/12 2023   | Judul Sementara : Kepuasan - Kualitas Pelayanan<br>BAB I : 1. Jurnal / sumber, setiap paragraf min. 2<br>2. Merencanakan data bermasalah (4 par)<br>3. Studi pustakawan : lengkapi sesuai teori?<br>4. Tujuan & manfaat penelitian<br>5. Ruang lingkup penelitian.<br>6. Logis tulis BAB II |  |
| 4                        | 14/12 2023   | 4. BAB I 6. Skema<br>5. BAB II Konsep Teori<br>6. Judul → dalam lagi Fenomena & Intervensi                                                                                                                                                                                                  |  |

**LEMBAR BIMBINGAN SKRIPSI**

Nama Mahasiswa : Indri Yuliyanti  
 NIM : 221FK05001  
 Judul Skripsi :

Pembimbing Utama : Dedep Nugraha, S.Kep.,Ners.,M.Kep  
 Pembimbing Pendamping : Susan Irawan Rifai, S.Kep.,Ners.,MAN

| No. | Hari/Tanggal | Catatan Pembimbing                                                                                                               | Paraf Pembimbing                                                                      |
|-----|--------------|----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 5   |              | BAE II<br>• Kerangka konsep sesuai isi BAE II<br>• Uraikan proses - input - output<br>• lengkapi Teori kerangka variabel & judul |    |
| 6   |              | BAE II<br>• Tambahkan Teori<br>• Lengkapi BAE III                                                                                |   |
| 7   |              | BAE III<br>Perbaiki Definisi Operasional & instrumen                                                                             |  |
| 8   |              | BAE III<br>- lengkapi grafik begini<br>- lengkapi alat ukur                                                                      |  |
| 9   | 17/1 2024    | Ace sup<br>Lengkapi Lampiran & daftarnya                                                                                         |  |



**LEMBAR BIMBINGAN SKRIPSI**

Nama Mahasiswa : Indri Yuliyanti  
 NIM : 221FK05001  
 Judul Skripsi :

Pembimbing Utama : Dedep Nugraha, S.Kep.,Ners.,M.Kep  
 Pembimbing Pendamping : Susan Irawan Rifai, S.Kep.,Ners.,MAN

| No. | Hari/Tanggal | Catatan Pembimbing                                                                           | Paraf Pembimbing                                                                      |
|-----|--------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1   | 7/2 - 2024   | Review Matrik Fup<br>Ace ambil data                                                          |    |
| 2   |              | Teknik ambil & entry data                                                                    |    |
| 3   |              | BAB IV: Hasil<br>- tabulasi data, menampikan data<br>- tabel, interpretasi hasil             |   |
| 4   |              | BAB IV: Pembahasan<br>- lengkapi jurnal relevan<br>- Dasar dari tujuan & manfaat             |  |
| 5   |              | BAB V: Kesimpulan dan<br>- review BAB I<br>- tidak perlu ada omelan<br>- Berdasar pembahasan |  |
| 6   | 16/2 2024    | Abstrak : ikuti baidah IMRAD<br>- lengkapi lampiran, Gk depur<br>- ACE sign akhir            |  |

**LEMBAR BIMBINGAN SKRIPSI**

Nama Mahasiswa : Indri Yuliyanti

NIM : 221FK05001

Judul Skripsi :

Pembimbing Utama : Dedep Nugraha, S.Kep.,Ners.,M.Kep

Pembimbing Pendamping : Susan Irawan Rifai, S.Kep.,Ners.,MAN

| No. | Hari/Tanggal            | Catatan Pembimbing                                                                                                                                                                                                    | Paraf Pembimbing                                                                      |
|-----|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1.  | Kami<br>14 Desember '23 | <ul style="list-style-type: none"> <li>- Bab I latar belakang, rumusan Sistematika</li> <li>- Data yang terbaru</li> <li>- Urutan tiga variabel dalam Latar belakang.</li> <li>- lakukan studi pendahuluan</li> </ul> |    |
| 2.  |                         | <ul style="list-style-type: none"> <li>- Bab II lengkap</li> <li>- lengkap kata pengantar.</li> <li>- paragraf kiri : dan Induk</li> </ul>                                                                            |  |
| 3.  |                         | <ul style="list-style-type: none"> <li>- Bab I tambahkan teori &amp; dimensi kualitatif</li> <li>- Bab II tambahkan teori &amp; dimensi kuantitatif</li> </ul>                                                        |  |
| 4   |                         |                                                                                                                                                                                                                       |                                                                                       |

# LEMBAR BIMBINGAN SKRIPSI

Nama Mahasiswa  
NIM  
Judul Skripsi

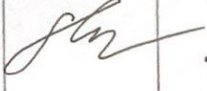
: Indri Yuliyanti  
: 221FK05001  
:

Pembimbing Utama

: Dedep Nugraha, S.Kep.,Ners.,M.Kep

Pembimbing Pendamping

: Susan Irawan Rifai, S.Kep.,Ners.,MAN

| No. | Hari/Tanggal             | Catatan Pembimbing                                                                                                                                                                                                         | Paraf Pembimbing                                                                      |
|-----|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1.  | Kamis<br>14 Desember '23 | <ul style="list-style-type: none"> <li>- Bab I latar belakang, sesuai secara sistematis</li> <li>- Data yang terbaru</li> <li>- Urutan tiga variabel dalam latar belakang.</li> <li>- lakukan studi pendahuluan</li> </ul> |    |
| 2.  |                          | <ul style="list-style-type: none"> <li>- Bab III lengkap</li> <li>- lengkap kata pengantar.</li> <li>- paragraf biki? dan intension.</li> </ul>                                                                            |  |
| 3.  |                          | <ul style="list-style-type: none"> <li>- Bab I tambahkan teori &amp; dimensi relevan</li> <li>- Bab II tambahkan teori &amp; dimensi</li> <li>- Har? dimensi.</li> </ul>                                                   |  |
| 4.  |                          | <ul style="list-style-type: none"> <li>- acc sidang up</li> </ul>                                                                                                                                                          |  |



**LEMBAR BIMBINGAN SKRIPSI**

Nama Mahasiswa : Indri Yuliyanti  
 NIM : 221FK05001  
 Judul Skripsi :

Pembimbing Utama : Dedep Nugraha, S.Kep.,Ners.,M.Kep  
 Pembimbing Pendamping : Susan Irawan Rifai, S.Kep.,Ners.,MAN

| No. | Hari/Tanggal | Catatan Pembimbing                                                   | Paraf Pembimbing |
|-----|--------------|----------------------------------------------------------------------|------------------|
| 1   | 7/2/2024     | Teknik pengambilan data                                              | SL               |
| 2   |              | Jelaskan setiap butir<br>jumlah kepuasan tiap-tiap<br>karakteristik. | SL               |
| 3   |              | - Pembahasan (+) Per Portogara.                                      | SL               |
| 4   | 16/02-2024   | - arc sidang akhir                                                   | SL               |



## Lampiran 12. Hasil Uji Plagiat (Uji Turnitin)

| skripsi_indri.docx |                                                      |              |                |
|--------------------|------------------------------------------------------|--------------|----------------|
| ORIGINALITY REPORT |                                                      |              |                |
| 23%                | 21%                                                  | 23%          | 19%            |
| SIMILARITY INDEX   | INTERNET SOURCES                                     | PUBLICATIONS | STUDENT PAPERS |
| PRIMARY SOURCES    |                                                      |              |                |
| 1                  | repository.unsil.ac.id<br>Internet Source            | 2%           |                |
| 2                  | repository.uinsu.ac.id<br>Internet Source            | 1%           |                |
| 3                  | 123dok.com<br>Internet Source                        | 1%           |                |
| 4                  | repository.bku.ac.id<br>Internet Source              | 1%           |                |
| 5                  | journal.universitaspahlawan.ac.id<br>Internet Source | 1%           |                |
| 6                  | repository.ump.ac.id<br>Internet Source              | 1%           |                |
| 7                  | www.scribd.com<br>Internet Source                    | 1%           |                |
| 8                  | stikesyahoedsmg.ac.id<br>Internet Source             | 1%           |                |
| 9                  | digilibadmin.unismuh.ac.id<br>Internet Source        | 1%           |                |

### Lampiran 13. Riwayat Hidup

#### DAFTAR RIWAYAT HIDUP



Nama Lengkap : Indri Yuliyanti  
 NIM : 221FK05001  
 Tempat, Tanggal Lahir : Bandung, 16 Juli 1996  
 Alamat : Kp. Rancakentang Ds. Neglasari Kec Majalaya  
 Kab. Bandung 40382  
 E-mail : [indriyuliyanti16@gmail.com](mailto:indriyuliyanti16@gmail.com)  
 No. HP : +62812 2166 1061

#### Riwayat Pendidikan :

1. SDN Leuwidulang : Tahun 2002-2008
2. SMP N 1 Majalaya : Tahun 2008-2011
3. SMK Bhakti Kencana Majalaya : Tahun 2011-2014
4. Akper Bhakti Kencana Bandung : Tahun 2014-2017
5. Universitas Bhakti Kencana  
 Program Sarjana Keperawatan : Tahun 2022- 2024