

LAMPIRAN

Lampiran 1 Dokumentasi pasien



Lampiran 2 Instrumen Kuisisioner

7.	Petugas memiliki pengetahuan dan kemampuan yang mencukupi dalam memberikan informasi obat				
Dimensi Empati (Empathy)					
8.	Petugas di apotek memakai pakaian yang rapi				
9.	Informasi obat diberikan tanpa pasien harus meminta				
10.	Petugas memberi perhatian yang sama pada semua pasien				
11.	Petugas bersifat ramah dan sopan dalam melakukan pelayanan informasi obat				
Dimensi Berwujud (Tangible)					
12.	Tersedia tempat khusus untuk pelayanan informasi obat				
13.	Tempat pelayanan informasi obat nyaman				
14.	Petugas menuliskan aturan pakai yang mudah dimengerti				
Dimensi Jaminan (Assurance)					
15.	Petugas memiliki pengetahuan yang luas terkait obat				
16.	Informasi yang diberikan pegawai apotek jelas dan terpercaya				
17.	Petugas apotek menjaga rahasia pasien sesuai dengan kode etik profesi				
Jumlah skor :					



INSTRUMEN EVALUASI PELAYANAN INFORMASI OBAT DI SALAH SATU APOTEK DI KOTA BANDUNG

Nomor dokumentasi :		Waktu :		
Tanggal :		Penanya : Fauziah Latif		
Data Pasien (Responden)				
1.	Nama Pasien :	6. Sudah berapa kali ke apotek ini?		
2.	Umur :	- () sekali		
3.	Jenis kelamin :	- () 2-5 kali		
4.	Pendidikan :	- () >5 kali		
5.	Pekerjaan :			
No	Pernyataan	Yang dirasakan tentang Pelayanan Informasi Obat		
		Sangat Puas (5)	Cukup Puas (4)	Kurang Puas (3)
Dimensi kehandalan (Reliability)				
1.	Petugas memberi informasi tentang nama obat dan dosis obat			
2.	Petugas memberi informasi tentang cara penggunaan obat			
3.	Petugas memberi informasi tentang cara penyimpanan obat			
4.	Pelayanan informasi obat menggunakan bahasa yang mudah dimengerti pasien			
Dimensi Ketanggapan (Responsiveness)				
5.	Petugas menjawab secara cepat dan tanggap saat melayani pasien			
6.	Petugas memberi informasi obat secara tertulis jika pasien kurang paham			

Lampiran 3 Matriks jadwal penelitian

No.	Tahapan Penelitian	Bulan (Tahun 2023)		Bulan (Tahun 2024)					
		November	Desember	Januari	februari	Maret	April	Mei	Juni
1.	Penyusunan proposal								
2.	Validasi angket								
3.	Pengambilan data								
4.	Pengolahan dan analisis data								
5.	Penyusunan laporan								

Lampiran 4 Data administrasi responden (Jenis Kelamin)

No	Hari/Tanggal	Waktu	Nama Pasien	Jenis Kelamin	
				P	L
1	Senin/18-12-23	09.30	Tati S	✓	
2	Senin/18-12-23	09.50	Cucu	✓	
3	Senin/18-12-23	10.05	Sugesti	✓	
4	Senin/18-12-23	10.30	Hikmah A	✓	
5	Senin/18-12-23	12.05	Nurul P	✓	
6	Senin/18-12-23	12.50	Mia	✓	
7	Senin/18-12-23	13.50	Ruk	✓	
8	Senin/18-12-23	13.55	Zahrotunnisa	✓	
9	Selasa/19-12-23	15.45	Supirman		✓
10	Selasa/19-12-23	16.30	Lia	✓	
11	Selasa/19-12-23	18.40	Mardiyah	✓	
12	Rabu/20-12-23	07.30	Fera Fujiawati	✓	
13	Rabu/20-12-23	08.00	Rukmini	✓	
14	Rabu/20-12-23	08.20	Esih	✓	
15	Rabu/20-12-23	09.05	Suparman		✓
16	Rabu/20-12-23	09.15	Siti Maesaroh	✓	
17	Rabu/20-12-23	09.25	Tiara	✓	
18	Rabu/20-12-23	11.00	Ade Sofyan		✓
19	Rabu/20-12-23	11.05	Benny Van		✓
20	Rabu/20-12-23	11.20	Supardi		✓
21	Rabu/20-12-23	11.30	Neneng Mas	✓	
22	Rabu/20-12-23	12.05	Agus S		✓
23	Rabu/20-12-23	12.40	Ukar		✓
24	Rabu/20-12-23	12.45	Juju	✓	
25	Rabu/20-12-23	12.50	Dedeh	✓	
26	Kamis/ 21-12-23	10.21	Ranu		✓
27	Kamis/ 21-12-23	10.42	Rifyal		✓
28	Kamis/ 21-12-23	11.02	Cahya		✓
29	Kamis/ 21-12-23	11.15	Jong Hye		✓
30	Kamis/ 21-12-23	13.08	Nisa	✓	
31	Kamis/ 21-12-23	13.25	Deden		✓
32	Kamis/ 21-12-23	13.50	Eman		✓
33	Jumat/22-12-23	14.30	Dio		✓
34	Jumat/22-12-23	14.58	Clara	✓	
35	Jumat/22-12-23	16.30	Onah	✓	
36	Jumat/22-12-23	16.55	Komar		✓
37	Jumat/22-12-23	17.33	Dedi		✓
38	Jumat/22-12-23	18.30	Cencen		✓
39	Jumat/22-12-23	19.05	Kena	✓	
40	Jumat/22-12-23	19.50	Saman		✓
41	Jumat/22-12-23	20.20	Angel	✓	
42	Sabtu/23-12-23	09.06	Rais		✓
43	Sabtu/23-12-23	09.50	Wawan		✓
44	Sabtu/23-12-23	10.23	Beutik	✓	
45	Sabtu/23-12-23	11.35	Cacan		✓
46	Sabtu/23-12-23	11.55	Darwin		✓
47	Sabtu/23-12-23	12.05	Fion	✓	
48	Sabtu/23-12-23	13.20	Cacah	✓	
49	Sabtu/23-12-23	14.10	Deon		✓
50	Selasa/26-12-23	15.20	Juju	✓	
51	Selasa/26-12-23	16.00	Siti	✓	
52	Selasa/26-12-23	16.12	Lilis	✓	
53	Selasa/26-12-23	16.18	Watian	✓	
54	Selasa/26-12-23	16.45	Esih	✓	
55	Selasa/26-12-23	17.10	Somad		✓
56	Selasa/26-12-23	17.34	Samsul		✓
57	Selasa/26-12-23	17.50	Agung		✓
58	Selasa/26-12-23	18.12	Agus paku		✓
59	Selasa/26-12-23	18.40	Sukarya		✓
60	Selasa/26-12-23	19.13	Hindun	✓	
61	Selasa/26-12-23	20.10	Saodah		✓
62	Selasa/26-12-23	20.23	Mamah	✓	
63	Selasa/26-12-23	20.46	Maman B		✓
64	Rabu/27-12-23	11.12	Ai	✓	
65	Rabu/27-12-23	11.23	Iis	✓	
66	Rabu/27-12-23	11.40	Puja	✓	
67	Rabu/27-12-23	11.55	Dewi	✓	
68	Rabu/27-12-23	12.16	Carlos		✓
69	Rabu/27-12-23	13.15	Asriadi		✓
70	Rabu/27-12-23	14.10	Revinaa	✓	
71	Kamis/ 28-12-23	17.16	Suzan	✓	
72	Kamis/ 28-12-23	17.54	Otong		✓
73	Kamis/ 28-12-23	18.50	Irwin	✓	
74	Kamis/ 28-12-23	19.24	Arho		✓
75	Jumat/29-12-23	14.45	Mamat		✓
76	Jumat/29-12-23	15.54	Jujun		✓
77	Jumat/29-12-23	18.35	Melinda	✓	
78	Jumat/29-12-23	18.55	Icih	✓	
79	Jumat/29-12-23	19.45	Dondon		✓
80	Jumat/29-12-23	20.17	Haznah	✓	
JUMLAH BANYAKNYA RESPONDEN				43	37

Lampiran 5 Data administrasi responden (umur)

No	Hari/Tanggal	Waktu	Nama Pasien	Umur (Tahun)	Klasifikasi Umur				
					15-26	27-34	35-41	42-59	>60
1	Senin/18-12-23	09.30	Tati S	62					✓
2	Senin/18-12-23	09.50	Cucu	60					✓
3	Senin/18-12-23	10.05	Sugesti	64					✓
4	Senin/18-12-23	10.30	Hikmah A	56				✓	
5	Senin/18-12-23	12.05	Nurul P	28		✓			
6	Senin/18-12-23	12.50	Mia	50				✓	
7	Senin/18-12-23	13.50	Ruk	56				✓	
8	Senin/18-12-23	13.55	Zahrotunnisa	56				✓	
9	Selasa/19-12-23	15.45	Supirman	53				✓	
10	Selasa/19-12-23	16.30	Lia	55				✓	
11	Selasa/19-12-23	18.40	Mardiyah	48				✓	
12	Rabu/20-12-23	07.30	Fera Fujiawati	29		✓			
13	Rabu/20-12-23	08.00	Rukmini	60					✓
14	Rabu/20-12-23	08.20	Esih	73					✓
15	Rabu/20-12-23	09.05	Suparman	75					✓
16	Rabu/20-12-23	09.15	Siti Maesaroh	59				✓	
17	Rabu/20-12-23	09.25	Tiara	20	✓				
18	Rabu/20-12-33	11.00	Ade Sofyan	60					✓
19	Rabu/20-12-23	11.05	Benny Van	71					✓
20	Rabu/20-12-23	11.20	Supardi	43				✓	
21	Rabu/20-12-23	11.30	Neneng Mas	60					✓
22	Rabu/20-12-23	12.05	Agus S	44				✓	
23	Rabu/20-12-23	12.40	Ukar	30			✓		
24	Rabu/20-12-23	12.45	Juju	59				✓	
25	Rabu/20-12-23	12.50	Dedeh	58				✓	
26	Kamis/ 21-12-23	10.21	Ranu	46				✓	
27	Kamis/ 21-12-23	10.42	Rifyal	26		✓			
28	Kamis/ 21-12-23	11.02	Cahya	42				✓	
29	Kamis/ 21-12-23	11.15	Jong Hye	60					✓
30	Kamis/ 21-12-23	13.08	Nisa	40			✓		
31	Kamis/ 21-12-23	13.25	Deden	59				✓	
32	Kamis/ 21-12-23	13.50	Eman	51				✓	
33	Jumat/22-12-23	14.30	Dio	22		✓			
34	Jumat/22-12-23	14.58	Clara	24		✓			
35	Jumat/22-12-23	16.30	Onah	51				✓	
36	Jumat/22-12-23	16.55	Komar	49				✓	
37	Jumat/22-12-23	17.33	Dedi	57				✓	
38	Jumat/22-12-23	18.30	Cencen	49				✓	
39	Jumat/22-12-23	19.05	Kena	50				✓	
40	Jumat/22-12-23	19.50	Saman	58				✓	
41	Jumat/22-12-23	20.20	Angel	20	✓				
42	Sabtu/23-12-23	09.06	Rais	23	✓				
43	Sabtu/23-12-23	09.50	Wawan	49				✓	
44	Sabtu/23-12-23	10.23	Beutik	58				✓	
45	Sabtu/23-12-23	11.35	Cacan	47				✓	
46	Sabtu/23-12-23	11.55	Darwin	36			✓		
47	Sabtu/23-12-23	12.05	Fion	29		✓			
48	Sabtu/23-12-23	13.20	Cacah	49				✓	
49	Sabtu/23-12-23	14.10	Deon	28		✓			
50	Selasa/26-12-23	15.20	Juju	60					✓
51	Selasa/26-12-23	16.00	Siti	30		✓			
52	Selasa/26-12-23	16.12	Lilis	27		✓			
53	Selasa/26-12-23	16.18	Watian	40			✓		
54	Selasa/26-12-23	16.45	Esih	45				✓	
55	Selasa/26-12-23	17.10	Somad	50				✓	
56	Selasa/26-12-23	17.34	Samsul	49				✓	
57	Selasa/26-12-23	17.50	Agung	59				✓	
58	Selasa/26-12-23	18.12	Agus paku	56				✓	
59	Selasa/26-12-23	18.40	Sukarya	67					✓
60	Selasa/26-12-23	19.13	Hindun	46				✓	
61	Selasa/26-12-23	20.10	Saodah	75					✓
62	Selasa/26-12-23	20.23	Mamah	46				✓	
63	Selasa/26-12-23	20.46	Maman B	45				✓	
64	Rabu/27-12-23	11.12	Ai	65					✓
65	Rabu/27-12-23	11.23	Iis	35			✓		
66	Rabu/27-12-23	11.40	Puja	69					✓
67	Rabu/27-12-23	11.55	Dewi	25	✓				
68	Rabu/27-12-23	12.16	Carlos	23	✓				
69	Rabu/27-12-23	13.15	Asriadi	38			✓		
70	Rabu/27-12-23	14.10	Revinaa	23	✓				
71	Kamis/ 28-12-23	17.16	Suzan	31		✓			
72	Kamis/ 28-12-23	17.54	Otong	60					✓
73	Kamis/ 28-12-23	18.50	Irwin	48				✓	
74	Kamis/ 28-12-23	19.24	Arho	39			✓		
75	Jumat/29-12-23	14.45	Mamat	41			✓		
76	Jumat/29-12-23	15.54	Jujun	55				✓	
77	Jumat/29-12-23	18.35	Melinda	24	✓				
78	Jumat/29-12-23	18.55	Icih	46				✓	
79	Jumat/29-12-23	19.45	Dondon	52				✓	
80	Jumat/29-12-23	20.17	Haznah	30		✓			
JUMLAH BANYAKNYA RESPONDEN					7	11	8	38	16

Lampiran 6 Data administrasi responden (Pendidikan)

No	Hari/Tanggal	Waktu	Nama Pasien	Pendidikan	Klasifikasi Pendidikan					
					SD	SMP	SMA	Diploma	Sarjana 1	Sarjana 2
1	Senin/18-12-23	09.30	Tati S	SMA			✓			
2	Senin/18-12-23	09.50	Cucu	SMA			✓			
3	Senin/18-12-23	10.05	Sugesti	SMA			✓			
4	Senin/18-12-23	10.30	Hikmah A	SLTA			✓			
5	Senin/18-12-23	12.05	Nurul P	SMA			✓			
6	Senin/18-12-23	12.50	Mia	D3-sekertaris				✓		
7	Senin/18-12-23	13.50	Ruk	D3				✓		
8	Senin/18-12-23	13.55	Zahrotunnisa	S1					✓	
9	Selasa/19-12-23	15.45	Supirman	S1					✓	
10	Selasa/19-12-23	16.30	Lia	S1					✓	
11	Selasa/19-12-23	18.40	Mardiyah	SMA			✓			
12	Rabu/20-12-23	07.30	Fera Fujiawati	S1					✓	
13	Rabu/20-12-23	08.00	Rukmini	SMA			✓			
14	Rabu/20-12-23	08.20	Esih	SMA			✓			
15	Rabu/20-12-23	09.05	Suparman	SMA			✓			
16	Rabu/20-12-23	09.15	Siti Maesaroh	SMA			✓			
17	Rabu/20-12-23	09.25	Tiara	S1					✓	
18	Rabu/20-12-23	11.00	Ade Sofyan	SMA			✓			
19	Rabu/20-12-23	11.05	Benny Van	S1					✓	
20	Rabu/20-12-23	11.20	Supardi	SMK			✓			
21	Rabu/20-12-23	11.30	Neneng Mas	SMA			✓			
22	Rabu/20-12-23	12.05	Agus S	D3				✓		
23	Rabu/20-12-23	12.40	Ukar	SMA			✓			
24	Rabu/20-12-23	12.45	Juju	SMA			✓			
25	Rabu/20-12-23	12.50	Dede	SMA			✓			
26	Kamis/ 21-12-23	10.21	Ranu	S1					✓	
27	Kamis/ 21-12-23	10.42	Rifyal	S1					✓	
28	Kamis/ 21-12-23	11.02	Cahya	SMA			✓			
29	Kamis/ 21-12-23	11.15	Jong Hye	SMA			✓			
30	Kamis/ 21-12-23	13.08	Nisa	D3				✓		
31	Kamis/ 21-12-23	13.25	Deden	SMA			✓			
32	Kamis/ 21-12-23	13.50	Eman	SMA			✓			
33	Jumat/22-12-23	14.30	Dio	S2						✓
34	Jumat/22-12-23	14.58	Clara	SMA			✓			
35	Jumat/22-12-23	16.30	Onah	SMA			✓			
36	Jumat/22-12-23	16.55	Komar	SMA			✓			
37	Jumat/22-12-23	17.33	Dedi	S1					✓	
38	Jumat/22-12-23	18.30	Cencen	S1					✓	
39	Jumat/22-12-23	19.05	Kena	S1					✓	
40	Jumat/22-12-23	19.50	Saman	S1					✓	
41	Jumat/22-12-23	20.20	Angel	D3				✓		
42	Sabtu/23-12-23	09.06	Rais	D3				✓		
43	Sabtu/23-12-23	09.50	Wawan	SD	✓					
44	Sabtu/23-12-23	10.23	Beutik	SMA			✓			
45	Sabtu/23-12-23	11.35	Cacan	S1					✓	
46	Sabtu/23-12-23	11.55	Darwin	SMA			✓			
47	Sabtu/23-12-23	12.05	Fion	S2						✓
48	Sabtu/23-12-23	13.20	Cacah	SMP		✓				
49	Sabtu/23-12-23	14.10	Deon	S1					✓	
50	Selasa/26-12-23	15.20	Juju	SMA			✓			
51	Selasa/26-12-23	16.00	Siti	SMA			✓			
52	Selasa/26-12-23	16.12	Lilis	SMA			✓			
53	Selasa/26-12-23	16.18	Watian	SD	✓					
54	Selasa/26-12-23	16.45	Esih	SMA			✓			
55	Selasa/26-12-23	17.10	Somad	SMP		✓				
56	Selasa/26-12-23	17.34	Samsul	SMP		✓				
57	Selasa/26-12-23	17.50	Agung	SMA			✓			
58	Selasa/26-12-23	18.12	Agus paku	SLTA			✓			
59	Selasa/26-12-23	18.40	Sukarya	SMP		✓				
60	Selasa/26-12-23	19.13	Hindun	SMA			✓			
61	Selasa/26-12-23	20.10	Saodah	SMP		✓				
62	Selasa/26-12-23	20.23	Mamah	SMA			✓			
63	Selasa/26-12-23	20.46	Maman B	SMA			✓			
64	Rabu/27-12-23	11.12	Ai	S1					✓	
65	Rabu/27-12-23	11.23	Iis	SMA			✓			
66	Rabu/27-12-23	11.40	Puja	S1					✓	
67	Rabu/27-12-23	11.55	Dewi	SMA			✓			
68	Rabu/27-12-23	12.16	Carlos	S2						✓
69	Rabu/27-12-23	13.15	Asriadi	S1					✓	
70	Rabu/27-12-23	14.10	Revinaa	S1					✓	
71	Kamis/ 28-12-23	17.16	Suzan	D4				✓		
72	Kamis/ 28-12-23	17.54	Otong	SMA			✓			
73	Kamis/ 28-12-23	18.50	Irwin	SMA			✓			
74	Kamis/ 28-12-23	19.24	Arho	D3				✓		
75	Jumat/29-12-23	14.45	Mamat	SMP		✓				
76	Jumat/29-12-23	15.54	Jujun	SMA			✓			
77	Jumat/29-12-23	18.35	Melinda	S1					✓	
78	Jumat/29-12-23	18.55	Icih	SMA			✓			
79	Jumat/29-12-23	19.45	Dondon	S1					✓	
80	Jumat/29-12-23	20.17	Haznah	S2						✓
JUMLAH BANYAKNYA RESPONDEN					2	6	40	8	20	4

Lampiran 7 Data administrasi responden (Pekerjaan)

No	Hari/Tanggal	Waktu	Nama Pasien	Pekerjaan
1	Senin/18-12-23	09.30	Tati S	IRT
2	Senin/18-12-23	09.50	Cucu	IRT
3	Senin/18-12-23	10.05	Sugesti	IRT
4	Senin/18-12-23	10.30	Hikmah A	Ibu RT
5	Senin/18-12-23	12.05	Nurul P	Guru
6	Senin/18-12-23	12.50	Mia	IRT
7	Senin/18-12-23	13.50	Ruk	Konsultan Pajak
8	Senin/18-12-23	13.55	Zahrotunnisa	Mahasiswa S2
9	Selasa/19-12-23	15.45	Supirman	PNS
10	Selasa/19-12-23	16.30	Lia	PNS guru
11	Selasa/19-12-23	18.40	Mardiyah	PNS
12	Rabu/20-12-23	07.30	Fera Fujiawati	IRT
13	Rabu/20-12-23	08.00	Rukmini	IRT
14	Rabu/20-12-23	08.20	Esih	IRT
15	Rabu/20-12-23	09.05	Suparman	Pensiun TNI
16	Rabu/20-12-23	09.15	Siti Maesaroh	IRT
17	Rabu/20-12-23	09.25	Tiara	Mahasiswa
18	Rabu/20-12-23	11.00	Ade Sofyan	Wirasasta
19	Rabu/20-12-23	11.05	Benny Van	Swasta
20	Rabu/20-12-23	11.20	Supardi	Wiraswasta
21	Rabu/20-12-23	11.30	Neneng Mas	IRT
22	Rabu/20-12-23	12.05	Agus S	BUMN
23	Rabu/20-12-23	12.40	Ukar	Swasta
24	Rabu/20-12-23	12.45	Juju	Guru
25	Rabu/20-12-23	12.50	Dedeh	IRT
26	Kamis/ 21-12-23	10.21	Ranu	BUMN
27	Kamis/ 21-12-23	10.42	Rifyal	PNS
28	Kamis/ 21-12-23	11.02	Cahya	Petani
29	Kamis/ 21-12-23	11.15	Jong Hye	Pengusaha
30	Kamis/ 21-12-23	13.08	Nisa	Swasta
31	Kamis/ 21-12-23	13.25	Deden	TNI
32	Kamis/ 21-12-23	13.50	Eman	Swasta
33	Jumat/22-12-23	14.30	Dio	Dosen
34	Jumat/22-12-23	14.58	Clara	IRT
35	Jumat/22-12-23	16.30	Onah	IRT
36	Jumat/22-12-23	16.55	Komar	Wirasasta
37	Jumat/22-12-23	17.33	Dedi	Guru
38	Jumat/22-12-23	18.30	Cencen	Polisi
39	Jumat/22-12-23	19.05	Kena	IRT
40	Jumat/22-12-23	19.50	Saman	Guru
41	Jumat/22-12-23	20.20	Angel	Mahasiswa
42	Sabtu/23-12-23	09.06	Rais	Swasta
43	Sabtu/23-12-23	09.50	Wawan	Buruh
44	Sabtu/23-12-23	10.23	Beutik	IRT
45	Sabtu/23-12-23	11.35	Cacan	Polisi
46	Sabtu/23-12-23	11.55	Darwin	Swasta
47	Sabtu/23-12-23	12.05	Fion	Dosen
48	Sabtu/23-12-23	13.20	Cacah	IRT
49	Sabtu/23-12-23	14.10	Deon	BUMN
50	Selasa/26-12-23	15.20	Juju	IRT
51	Selasa/26-12-23	16.00	Siti	IRT
52	Selasa/26-12-23	16.12	Lilis	IRT
53	Selasa/26-12-23	16.18	Watian	Peadagang
54	Selasa/26-12-23	16.45	Esih	IRT
55	Selasa/26-12-23	17.10	Somad	Petani
56	Selasa/26-12-23	17.34	Samsul	Peatani
57	Selasa/26-12-23	17.50	Agung	Wiraswasta
58	Selasa/26-12-23	18.12	Agus paku	Bangunan
59	Selasa/26-12-23	18.40	Sukarya	Buruh
60	Selasa/26-12-23	19.13	Hindun	IRT
61	Selasa/26-12-23	20.10	Saodah	Buruh
62	Selasa/26-12-23	20.23	Mamah	Buruh
63	Selasa/26-12-23	20.46	Maman B	Buruh
64	Rabu/27-12-23	11.12	Ai	Guru
65	Rabu/27-12-23	11.23	Iis	TKW
66	Rabu/27-12-23	11.40	Puja	Apoteker
67	Rabu/27-12-23	11.55	Dewi	IRT
68	Rabu/27-12-23	12.16	Carlos	Barista
69	Rabu/27-12-23	13.15	Asriadi	PNS
70	Rabu/27-12-23	14.10	Revinaa	Swasta
71	Kamis/ 28-12-23	17.16	Suzan	Manager
72	Kamis/ 28-12-23	17.54	Otong	Pensiun polri
73	Kamis/ 28-12-23	18.50	Irwin	IRT
74	Kamis/ 28-12-23	19.24	Arho	Pajak
75	Jumat/29-12-23	14.45	Mamat	Buruh
76	Jumat/29-12-23	15.54	Jujun	Kontraktor
77	Jumat/29-12-23	18.35	Melinda	Mahasiswa
78	Jumat/29-12-23	18.55	Icih	Guru
79	Jumat/29-12-23	19.45	Dondon	Akutansi
80	Jumat/29-12-23	20.17	Haznah	Mahasiswa

Lampiran 8 Data administrasi responden (Jumlah kedatangan)

No	Hari/Tanggal	Waktu	Nama Pasien	jumlah kedatangan		
				1	2-5	>5
1	Senin/18-12-23	09.30	Tati S	✓		
2	Senin/18-12-23	09.50	Cucu			✓
3	Senin/18-12-23	10.05	Sugesti	✓		
4	Senin/18-12-23	10.30	Hikmah A			✓
5	Senin/18-12-23	12.05	Nurul P		✓	
6	Senin/18-12-23	12.50	Mia		✓	
7	Senin/18-12-23	13.50	Ruk	✓		
8	Senin/18-12-23	13.55	Zahrotunnisa	✓		
9	Selasa/19-12-23	15.45	Supirman	✓		
10	Selasa/19-12-23	16.30	Lia			✓
11	Selasa/19-12-23	18.40	Mardiyah		✓	
12	Rabu/20-12-23	07.30	Fera Fujiawati			✓
13	Rabu/20-12-23	08.00	Rukmini			✓
14	Rabu/20-12-23	08.20	Esih			✓
15	Rabu/20-12-23	09.05	Suparman		✓	
16	Rabu/20-12-23	09.15	Siti Maesaroh			✓
17	Rabu/20-12-23	09.25	Tiara		✓	
18	Rabu/20-12-33	11.00	Ade Sofyan		✓	
19	Rabu/20-12-23	11.05	Benny Van		✓	
20	Rabu/20-12-23	11.20	Supardi			✓
21	Rabu/20-12-23	11.30	Neneng Mas		✓	
22	Rabu/20-12-23	12.05	Agus S			✓
23	Rabu/20-12-23	12.40	Ukar	✓		
24	Rabu/20-12-23	12.45	Juju			✓
25	Rabu/20-12-23	12.50	Dedeh		✓	
26	Kamis/ 21-12-23	10.21	Ranu		✓	
27	Kamis/ 21-12-23	10.42	Rifyal		✓	
28	Kamis/ 21-12-23	11.02	Cahya			✓
29	Kamis/ 21-12-23	11.15	Jong Hye			✓
30	Kamis/ 21-12-23	13.08	Nisa		✓	
31	Kamis/ 21-12-23	13.25	Deden		✓	
32	Kamis/ 21-12-23	13.50	Eman		✓	
33	Jumat/22-12-23	14.30	Dio	✓		
34	Jumat/22-12-23	14.58	Clara			✓
35	Jumat/22-12-23	16.30	Onah	✓		
36	Jumat/22-12-23	16.55	Komar	✓		
37	Jumat/22-12-23	17.33	Dedi	✓		
38	Jumat/22-12-23	18.30	Cencen		✓	
39	Jumat/22-12-23	19.05	Kena			✓
40	Jumat/22-12-23	19.50	Saman		✓	
41	Jumat/22-12-23	20.20	Angel	✓		
42	Sabtu/23-12-23	09.06	Rais			✓
43	Sabtu/23-12-23	09.50	Wawan		✓	
44	Sabtu/23-12-23	10.23	Beutik			✓
45	Sabtu/23-12-23	11.35	Cacan			✓
46	Sabtu/23-12-23	11.55	Darwin	✓		
47	Sabtu/23-12-23	12.05	Fion			✓
48	Sabtu/23-12-23	13.20	Cacah		✓	
49	Sabtu/23-12-23	14.10	Deon		✓	
50	Selasa/26-12-23	15.20	Juju	✓		
51	Selasa/26-12-23	16.00	Siti		✓	
52	Selasa/26-12-23	16.12	Lilis			✓
53	Selasa/26-12-23	16.18	Watian			✓
54	Selasa/26-12-23	16.45	Esih		✓	
55	Selasa/26-12-23	17.10	Somad	✓		
56	Selasa/26-12-23	17.34	Samsul	✓		
57	Selasa/26-12-23	17.50	Agung			✓
58	Selasa/26-12-23	18.12	Agus paku	✓		
59	Selasa/26-12-23	18.40	Sukarya		✓	
60	Selasa/26-12-23	19.13	Hindun			✓
61	Selasa/26-12-23	20.10	Saodah	✓		
62	Selasa/26-12-23	20.23	Mamah			✓
63	Selasa/26-12-23	20.46	Maman B			✓
64	Rabu/27-12-23	11.12	Ai	✓		
65	Rabu/27-12-23	11.23	Iis	✓		
66	Rabu/27-12-23	11.40	Puja		✓	
67	Rabu/27-12-23	11.55	Dewi			✓
68	Rabu/27-12-23	12.16	Carlos	✓		
69	Rabu/27-12-23	13.15	Asriadi		✓	
70	Rabu/27-12-23	14.10	Revinaa		✓	
71	Kamis/ 28-12-23	17.16	Suzan		✓	
72	Kamis/ 28-12-23	17.54	Otong		✓	
73	Kamis/ 28-12-23	18.50	Irwin	✓		
74	Kamis/ 28-12-23	19.24	Arho			✓
75	Jumat/29-12-23	14.45	Mamat		✓	
76	Jumat/29-12-23	15.54	Jujun			✓
77	Jumat/29-12-23	18.35	Melinda	✓		
78	Jumat/29-12-23	18.55	Icih		✓	
79	Jumat/29-12-23	19.45	Dondon			✓
80	Jumat/29-12-23	20.17	Haznah	✓		
JUMLAH BANYAKNYA RESPONDEN				23	29	28

Lampiran 9 Data Hasil Evaluasi

No	Hari/Tanggal	Waktu	Nama Pasien	SKOR PEROLEHAN	Hasil Evaluasi
1	Senin/18-12-23	09.30	Tati S	96%	Responden sangat puas
2	Senin/18-12-23	09.50	Cucu	100%	Responden sangat puas
3	Senin/18-12-23	10.05	Sugesti	75%	Responden puas
4	Senin/18-12-23	10.30	Hikmah A	60%	Responden cukup puas
5	Senin/18-12-23	12.05	Nurul P	99%	Responden sangat puas
6	Senin/18-12-23	12.50	Mia	96%	Responden sangat puas
7	Senin/18-12-23	13.50	Ruk	92%	Responden sangat puas
8	Senin/18-12-23	13.55	Zahrotunnisa	84%	Responden sangat puas
9	Selasa/19-12-23	15.45	Supirman	80%	Responden puas
10	Selasa/19-12-23	16.30	Lia	80%	Responden puas
11	Selasa/19-12-23	18.40	Mardiyah	100%	Responden sangat puas
12	Rabu/20-12-23	07.30	Fera Fujiawati	100%	Responden sangat puas
13	Rabu/20-12-23	08.00	Rukmini	100%	Responden sangat puas
14	Rabu/20-12-23	08.20	Esih	100%	Responden sangat puas
15	Rabu/20-12-23	09.05	Suparman	84%	Responden sangat puas
16	Rabu/20-12-23	09.15	Siti Maesaroh	98%	Responden sangat puas
17	Rabu/20-12-23	09.25	Tiara	100%	Responden sangat puas
18	Rabu/20-12-33	11.00	Ade Sofyan	72%	Responden puas
19	Rabu/20-12-23	11.05	Benny Van	76%	Responden puas
20	Rabu/20-12-23	11.20	Supardi	86%	Responden sangat puas
21	Rabu/20-12-23	11.30	Neneng Mas	94%	Responden sangat puas
22	Rabu/20-12-23	12.05	Agus S	96%	Responden sangat puas
23	Rabu/20-12-23	12.40	Ukar	85%	Responden sangat puas
24	Rabu/20-12-23	12.45	Juju	84%	Responden sangat puas
25	Rabu/20-12-23	12.50	Dedeh	80%	Responden puas
26	Kamis/ 21-12-23	10,21	Ranu	85%	Responden puas
27	Kamis/ 21-12-23	10,42	Rifyal	85%	Responden sangat puas
28	Kamis/ 21-12-23	11,02	Cahya	81%	Responden sangat puas
29	Kamis/ 21-12-23	11,15	Jong Hye	85%	Responden sangat puas
30	Kamis/ 21-12-23	13,08	Nisa	80%	Responden sangat puas
31	Kamis/ 21-12-23	13,25	Deden	85%	Responden sangat puas
32	Kamis/ 21-12-23	13,50	Eman	82%	Responden sangat puas
33	Jumat/22-12-23	14,30	Dio	84%	Responden sangat puas
34	Jumat/22-12-23	14,58	Clara	93%	Responden sangat puas
35	Jumat/22-12-23	16,30	Onah	91%	Responden sangat puas
36	Jumat/22-12-23	16,55	Komar	84%	Responden sangat puas
37	Jumat/22-12-23	17,33	Dedi	86%	Responden sangat puas
38	Jumat/22-12-23	18,30	Cencen	79%	Responden sangat puas
39	Jumat/22-12-23	19,05	Kena	89%	Responden sangat puas
40	Jumat/22-12-23	19,50	Saman	91%	Responden sangat puas
41	Jumat/22-12-23	20,20	Angel	91%	Responden sangat puas
42	Sabtu/23-12-23	09.06	Rais	93%	Responden sangat puas
43	Sabtu/23-12-23	09.50	Wawan	87%	Responden sangat puas
44	Sabtu/23-12-23	10,23	Beutik	87%	Responden sangat puas
45	Sabtu/23-12-23	11,35	Cacan	91%	Responden sangat puas
46	Sabtu/23-12-23	11,55	Darwin	84%	Responden sangat puas
47	Sabtu/23-12-23	12,05	Fion	88%	Responden sangat puas
48	Sabtu/23-12-23	13,20	Cacah	91%	Responden sangat puas
49	Sabtu/23-12-23	14,10	Deon	91%	Responden sangat puas
50	Selasa/26-12-23	15,20	Juju	85%	Responden sangat puas
51	Selasa/26-12-23	16,00	Siti	82%	Responden sangat puas
52	Selasa/26-12-23	16,12	Lilis	88%	Responden sangat puas
53	Selasa/26-12-23	16,18	Watian	86%	Responden sangat puas
54	Selasa/26-12-23	16,45	Esih	85%	Responden puas
55	Selasa/26-12-23	17,10	Somad	78%	Responden puas
56	Selasa/26-12-23	17,34	Samsul	81%	Responden sangat puas
57	Selasa/26-12-23	17,50	Agung	81%	Responden sangat puas
58	Selasa/26-12-23	18,12	Agus paku	81%	Responden puas
59	Selasa/26-12-23	18,40	Sukarya	80%	Responden sangat puas
60	Selasa/26-12-23	19,13	Hindun	78%	Responden puas
61	Selasa/26-12-23	20,10	Saodah	82%	Responden puas
62	Selasa/26-12-23	20,23	Mamah	75%	Responden puas
63	Selasa/26-12-23	20,46	Maman B	80%	Responden sangat puas
64	Rabu/27-12-23	11,12	Ai	82%	Responden sangat puas
65	Rabu/27-12-23	11,23	lis	85%	Responden sangat puas
66	Rabu/27-12-23	11,40	Puja	82%	Responden puas
67	Rabu/27-12-23	11,55	Dewi	81%	Responden sangat puas
68	Rabu/27-12-23	12,16	Carlos	88%	Responden sangat puas
69	Rabu/27-12-23	13,15	Asriadi	85%	Responden sangat puas
70	Rabu/27-12-23	14,10	Revinaa	82%	Responden sangat puas
71	Kamis/ 28-12-23	17,16	Suzan	89%	Responden sangat puas
72	Kamis/ 28-12-23	17,54	Otong	92%	Responden sangat puas
73	Kamis/ 28-12-23	18,50	Irwin	91%	Responden sangat puas
74	Kamis/ 28-12-23	19,24	Arho	89%	Responden sangat puas
75	Jumat/29-12-23	14,45	Mamat	85%	Responden puas
76	Jumat/29-12-23	15,54	Jujun	86%	Responden sangat puas
77	Jumat/29-12-23	18,35	Melinda	88%	Responden sangat puas
78	Jumat/29-12-23	18,55	Ich	86%	Responden sangat puas
79	Jumat/29-12-23	19,45	Dondon	87%	Responden sangat puas
80	Jumat/29-12-23	20,17	Haznah	87%	Responden sangat puas
RATA RATA				86%	Responden sangat puas

lampiran 10 Hasil keseluruhan analisis servqual

No	Harf/Tanggal	Waktu	Nama Pasien	Dimensi Kehandalan (Reliability)			Dimensi Kesanggupan (Responsiveness)			Dimensi Empati (Empathy)			Dimensi Berwujud (Tangible)			HASIL AKHIR	SKOR MAKSIMAL	klasifikasi Hasil
				1	2	3	1	2	3	1	2	3	1	2	3			
1	Senin/18-12-23	09:30	Tati S	5	5	5	5	5	5	5	5	5	5	5	5	82	85	90% Responden sangat puas
2	Senin/18-12-23	09:50	Cucu	5	5	5	5	5	5	5	5	5	5	5	5	85	85	100% Responden sangat puas
3	Senin/18-12-23	10:00	Sugeng A	5	5	5	5	5	5	5	5	5	5	5	5	85	85	100% Responden sangat puas
4	Senin/18-12-23	10:30	Nurul P	3	3	3	3	3	3	3	3	3	3	3	3	54	85	60% Responden sangat puas
5	Senin/18-12-23	12:05	Nurul P	5	5	4	5	5	5	5	5	5	5	5	5	84	85	99% Responden sangat puas
6	Senin/18-12-23	12:50	Mika	5	5	5	5	5	5	5	5	5	5	5	5	82	85	90% Responden sangat puas
7	Senin/18-12-23	13:50	Rak	5	4	5	5	5	5	5	5	5	4	4	4	78	85	92% Responden sangat puas
8	Senin/18-12-23	14:00	Putri Nurhasanisa	5	5	5	5	5	5	5	5	5	5	5	5	84	85	95% Responden sangat puas
9	Selasa/19-12-23	12:45	Surjiman	4	4	4	4	4	4	4	4	4	4	4	4	68	85	80% Responden puas
10	Selasa/19-12-23	16:30	Lia	4	4	4	4	4	4	4	4	4	4	4	4	68	85	80% Responden puas
11	Selasa/19-12-23	18:40	MardiYah	5	5	5	5	5	5	5	5	5	5	5	5	85	85	100% Responden sangat puas
12	Rabu/20-12-23	08:30	Fera AlJuwari	5	5	5	5	5	5	5	5	5	5	5	5	85	85	100% Responden sangat puas
13	Rabu/20-12-23	08:00	Esh	5	5	5	5	5	5	5	5	5	5	5	5	85	85	100% Responden sangat puas
14	Rabu/20-12-23	08:20	Suparman	4	4	4	4	4	4	4	4	4	4	4	4	71	85	100% Responden sangat puas
15	Rabu/20-12-23	09:05	Suparman	5	5	5	5	5	5	5	5	5	5	5	5	83	85	98% Responden sangat puas
16	Rabu/20-12-23	09:15	Siti Mienaroh	5	5	5	5	5	5	5	5	5	5	5	5	83	85	98% Responden sangat puas
17	Rabu/20-12-23	10:00	Adi Saifan	5	5	5	5	5	5	5	5	5	5	5	5	83	85	98% Responden sangat puas
18	Rabu/20-12-23	11:00	Adi Saifan	5	4	2	4	4	4	3	4	3	3	3	3	61	85	72% Responden puas
19	Rabu/20-12-23	11:05	Berny Van	5	4	3	4	4	4	3	4	3	3	3	3	61	85	72% Responden puas
20	Rabu/20-12-23	11:20	Supardi	5	4	4	4	4	4	5	5	4	4	4	4	65	85	80% Responden sangat puas
21	Rabu/20-12-23	11:35	Fitri Nurhasanisa	5	5	5	5	5	5	5	5	5	5	5	5	73	85	86% Responden sangat puas
22	Rabu/20-12-23	11:55	Neneng Mas	5	5	5	5	5	5	5	5	5	5	5	5	80	85	95% Responden sangat puas
23	Rabu/20-12-23	12:40	Ukar	5	5	4	4	3	4	5	4	4	4	4	4	72	85	85% Responden sangat puas
24	Rabu/20-12-23	12:45	JuJu	5	5	3	4	3	5	5	4	4	3	3	4	71	85	84% Responden sangat puas
25	Rabu/20-12-23	12:50	Deideth	5	4	4	4	3	4	5	4	4	4	4	4	71	85	84% Responden sangat puas
26	Rabu/20-12-23	13:00	Fitri Nurhasanisa	5	5	5	5	5	5	5	5	5	5	5	5	80	85	90% Responden sangat puas
27	Kamis/21-12-23	10:42	Rifal	3	3	4	4	4	4	4	4	5	4	4	4	72	85	85% Responden sangat puas
28	Kamis/21-12-23	11:02	Cahtya	3	3	4	4	4	4	3	4	3	4	3	4	69	85	81% Responden sangat puas
29	Kamis/21-12-23	11:15	Jong Iye	4	5	5	5	3	4	4	4	5	4	5	4	72	85	85% Responden sangat puas
30	Kamis/21-12-23	11:35	Nia	5	5	5	5	5	5	5	5	5	5	5	5	84	85	91% Responden sangat puas
31	Kamis/21-12-23	11:58	Fitri Nurhasanisa	5	5	5	5	5	5	4	3	4	3	4	3	68	85	80% Responden sangat puas
32	Kamis/21-12-23	13:50	Eman	4	5	3	4	4	4	4	3	4	5	3	4	70	85	82% Responden sangat puas
33	Jumat/22-12-23	14:30	Dio	5	4	5	5	4	5	4	4	5	4	4	5	71	85	84% Responden sangat puas
34	Jumat/22-12-23	14:58	Clara	5	3	5	5	5	5	4	5	4	4	4	5	79	85	93% Responden sangat puas
35	Jumat/22-12-23	15:00	Kenneth	5	5	5	5	5	5	5	5	5	5	5	5	84	85	98% Responden sangat puas
36	Jumat/22-12-23	16:55	Kemar	5	4	3	5	4	5	3	4	5	4	4	4	71	85	84% Responden sangat puas
37	Jumat/22-12-23	17:33	Deid	3	3	4	5	4	3	5	4	3	4	5	4	73	85	86% Responden sangat puas
38	Jumat/22-12-23	18:30	Cenzon	3	3	4	5	4	3	5	4	3	4	5	4	67	85	79% Responden sangat puas
39	Jumat/22-12-23	19:05	Kena	5	5	5	5	5	5	5	5	5	5	5	5	85	85	99% Responden sangat puas
40	Jumat/22-12-23	19:05	Angel	5	5	5	5	5	5	5	5	5	5	5	5	76	85	87% Responden sangat puas
41	Jumat/22-12-23	20:20	Angel	4	4	5	5	4	4	4	4	4	4	4	4	77	85	91% Responden sangat puas
42	Sabtu/23-12-23	09:06	Rais	4	5	4	5	5	4	4	5	4	4	5	5	79	85	93% Responden sangat puas
43	Sabtu/23-12-23	09:50	Wawan	5	4	4	5	5	4	4	5	4	4	5	4	74	85	87% Responden sangat puas
44	Sabtu/23-12-23	10:00	Fitri Nurhasanisa	5	5	5	5	5	5	5	5	5	5	5	5	84	85	91% Responden sangat puas
45	Sabtu/23-12-23	11:30	Cenzon	5	5	4	5	4	5	4	4	5	4	4	4	77	85	91% Responden sangat puas
46	Sabtu/23-12-23	11:55	Darwin	5	5	3	5	4	4	4	4	4	4	4	4	71	85	84% Responden sangat puas
47	Sabtu/23-12-23	12:05	Fion	4	5	2	5	4	5	4	5	3	4	5	4	75	85	88% Responden sangat puas
48	Sabtu/23-12-23	13:20	Ceah	4	5	4	5	4	5	4	5	4	5	4	5	77	85	91% Responden sangat puas
49	Sabtu/23-12-23	13:30	Fitri Nurhasanisa	5	5	5	5	5	5	5	5	5	5	5	5	84	85	91% Responden sangat puas
50	Selasa/26-12-23	12:20	JuJu	5	5	3	5	4	3	5	4	5	3	4	4	72	85	85% Responden sangat puas
51	Selasa/26-12-23	16:00	Siti	4	4	2	5	5	4	4	4	3	3	4	4	70	85	82% Responden sangat puas
52	Selasa/26-12-23	16:12	Ulris	4	4	5	5	4	5	4	5	4	4	4	4	75	85	88% Responden sangat puas
53	Selasa/26-12-23	16:18	Fitri Nurhasanisa	4	4	5	5	4	5	4	5	4	4	4	4	75	85	88% Responden sangat puas
54	Selasa/26-12-23	16:45	Edison	5	5	3	5	4	3	5	4	3	4	5	4	72	85	85% Responden sangat puas
55	Selasa/26-12-23	17:10	Somadi	4	4	5	5	4	3	4	3	4	4	4	4	66	85	78% Responden puas
56	Selasa/26-12-23	17:34	Samsul	4	5	2	4	4	3	4	4	3	4	4	4	69	85	81% Responden sangat puas
57	Selasa/26-12-23	17:50	Agar/ing	4	5	3	5	4	3	4	4	3	4	4	4	69	85	81% Responden sangat puas
58	Selasa/26-12-23	18:00	Fitri Nurhasanisa	4	5	5	5	5	5	5	5	5	5	5	5	84	85	91% Responden sangat puas
59	Selasa/26-12-23	18:40	Sukarya	4	4	2	5	4	3	4	4	3	4	4	4	68	85	80% Responden sangat puas
60	Selasa/26-12-23	19:13	Hindun	3	4	3	5	3	3	3	3	3	3	3	3	60	85	72% Responden puas
61	Selasa/26-12-23	20:10	Saadah	4	5	4	5	4	4	3	4	3	3	4	4	70	85	82% Responden sangat puas
62	Selasa/26-12-23	20:10	Fitri Nurhasanisa	4	5	4	5	4	4	5	4	4	4	4	4	70	85	82% Responden sangat puas
63	Selasa/26-12-23	20:46	Mumam B	5	4	4	5	2	4	3	3	3	3	3	3	68	85	80% Responden sangat puas
64	Rabu/27-12-23	11:12	Al	3	5	3	5	4	3	5	5	4	4	4	4	66	85	78% Responden puas
65	Rabu/27-12-23	11:23	Iis	5	4	3	5	4	5	3	4	5	4	4	5	70	85	82% Responden sangat puas
66	Rabu/27-12-23	11:40	Puja	3	4	3	5	4	4	3	4	3	3	4	4	66	85	78% Responden puas
67	Rabu/27-12-23	11:40	Fitri Nurhasanisa	5	5	5	5	5	5	5	5	5	5	5	5	84	85	91% Responden sangat puas
68	Rabu/27-12-23	12:16	Cenios	4	4	3	5	4	3	4	3	4	3	4	4	75	85	88% Responden sangat puas
69	Rabu/27-12-23	13:15	Asriadi	3	4	2	5	5	4	4	3	5	3	5	5	72	85	85% Responden sangat puas
70	Rabu/27-12-23	14:10	Retniasa	3	5	3	5	5	3	4	4	3	4	4	4	70	85	82% Responden sangat puas
71	Rabu/27-12-23	14:10	Fitri Nurhasanisa	5	5	5	5	5	5	5	5	5	5	5	5	84	85	91% Responden sangat puas
72	Kamis/28-12-23	17:54	Dirang	4	5	4	5	4	4	4	5	4	4	4	4	78	85	85% Responden sangat puas
73	Kamis/28-12-23	18:50	Irwani	4	5	3	4	5	4	4	5	4	5	4	5	76	85	89% Responden sangat puas
74	Kamis/28-12-23	19:24	Athno	4	5	4	5	5	4	4	5	4	5	4	5	77	85	91% Responden sangat puas
75	Jumat/29-12-23	14:45	Mamat	4	4	3	5	4	4	3	4	3	4	3	4	72	85	85% Responden sangat puas
76	Jumat/29-12-23	14:55	Fitri Nurhasanisa	5	5	5	5	5	5	5	5	5	5	5	5	84	85	91% Responden sangat puas
77	Jumat/29-12-23	18:35	Melinda	4	4	3	5	4	4	4	3	4	3	4	3	75	85	88% Responden sangat puas
78	Jumat/29-12-23	18:55	Ichi	3	5	4	4	3	4	4	5	4	5	4	5	73	85	86% Responden sangat puas
79	Jumat/29-12-23	19:45	Dondon	3	5	3	4	4	4	4	4	4	3	4	4	74	85	87% Responden sangat puas
80	Jumat/29-12-23	20:17	Harnah	3	5	3	5	4	4	4	4	4	4	4	4	74	85	87% Responden sangat puas

Lampiran 11 uji validitas

		Correlations				
		X1.1	X1.2	X1.3	X1.4	Total_X1
X1.1	Pearson Correlation	1	.429**	.376*	.228	.716**
	Sig. (2-tailed)		.006	.017	.157	.000
	N	40	40	40	40	40
X1.2	Pearson Correlation	.429**	1	.414**	.196	.719**
	Sig. (2-tailed)	.006		.008	.226	.000
	N	40	40	40	40	40
X1.3	Pearson Correlation	.376*	.414**	1	.323*	.765**
	Sig. (2-tailed)	.017	.008		.042	.000
	N	40	40	40	40	40
X1.4	Pearson Correlation	.228	.196	.323*	1	.615**
	Sig. (2-tailed)	.157	.226	.042		.000
	N	40	40	40	40	40
Total_X1	Pearson Correlation	.716**	.719**	.765**	.615**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	40	40	40	40	40

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

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

		Correlations			
		X2.1	X2.2	X2.3	Total_X2
X2.1	Pearson Correlation	1	.589**	.440**	.837**
	Sig. (2-tailed)		.000	.005	.000
	N	40	40	40	40
X2.2	Pearson Correlation	.589**	1	.323*	.824**
	Sig. (2-tailed)	.000		.042	.000
	N	40	40	40	40
X2.3	Pearson Correlation	.440**	.323*	1	.726**
	Sig. (2-tailed)	.005	.042		.000
	N	40	40	40	40
Total_X2	Pearson Correlation	.837**	.824**	.726**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	40	40	40	40

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

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

Correlations

		X3.1	X3.2	X3.3	X3.4	Total_X3
X3.1	Pearson Correlation	1	.506**	.437**	.272	.734**
	Sig. (2-tailed)		.001	.005	.089	.000
	N	40	40	40	40	40
X3.2	Pearson Correlation	.506**	1	.229	.127	.630**
	Sig. (2-tailed)	.001		.155	.435	.000
	N	40	40	40	40	40
X3.3	Pearson Correlation	.437**	.229	1	.649**	.813**
	Sig. (2-tailed)	.005	.155		.000	.000
	N	40	40	40	40	40
X3.4	Pearson Correlation	.272	.127	.649**	1	.725**
	Sig. (2-tailed)	.089	.435	.000		.000
	N	40	40	40	40	40
Total_X3	Pearson Correlation	.734**	.630**	.813**	.725**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	40	40	40	40	40

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

Correlations

		X4.1	X4.2	X4.3	Total_X4
X4.1	Pearson Correlation	1	.768**	.262	.872**
	Sig. (2-tailed)		.000	.102	.000
	N	40	40	40	40
X4.2	Pearson Correlation	.768**	1	.330*	.892**
	Sig. (2-tailed)	.000		.037	.000
	N	40	40	40	40
X4.3	Pearson Correlation	.262	.330*	1	.624**
	Sig. (2-tailed)	.102	.037		.000
	N	40	40	40	40
Total_X4	Pearson Correlation	.872**	.892**	.624**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	40	40	40	40

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

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

Correlations

		X5.1	X5.2	X5.3	Total X5
X5.1	Pearson Correlation	1	.393*	.437**	.738**
	Sig. (2-tailed)		.012	.005	.000
	N	40	40	40	40
X5.2	Pearson Correlation	.393*	1	.596**	.840**
	Sig. (2-tailed)	.012		.000	.000
	N	40	40	40	40
X5.3	Pearson Correlation	.437**	.596**	1	.841**
	Sig. (2-tailed)	.005	.000		.000
	N	40	40	40	40
Total_X5	Pearson Correlation	.738**	.840**	.841**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	40	40	40	40

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

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

Lampiran 12 uji reliabilitas

➔ Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	40	100.0
	Excluded ^a	0	.0
	Total	40	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.931	22

Lampiran 13 Hasil cek Plagiarisme

EVALUASI KEPUASAN PELAYANAN INFORMASI OBAT TERHADAP PASIEN BPJS (BADAN PENYELENGGARA JAMINAN SOSIAL) DI SALAH SATU APOTEK DI KOTA BANDUNG			
ORIGINALITY REPORT			
13%	13%	4%	6%
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS
PRIMARY SOURCES			
1	repository.bku.ac.id Internet Source	5%	
2	repository.universitalirsyad.ac.id Internet Source	2%	
3	repository.stikes-bhm.ac.id Internet Source	2%	
4	Submitted to Badan PPSDM Kesehatan Kementerian Kesehatan Student Paper	1%	
5	eprints.ummetro.ac.id Internet Source	1%	
6	www.scribd.com Internet Source	1%	
7	Submitted to Doral Academy High School Student Paper	1%	
8	repository.usahidsolo.ac.id Internet Source	1%	
9	text-id.123dok.com Internet Source	1%	
10	repository.stikesdrsoebandi.ac.id Internet Source	1%	

Lampiran 14 Lembar Bimbingan

- Lembar bimbingan dosen utama

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Fakultas Farmasi
Universitas
Bhakti Kencana

No. Dok. 02.04.0011



KARTU BIMBINGAN TUGAS AKHIR

Pembimbing Serta	: Ibu. Dr. cipt. R. HERNI, KUSRIANI, M. Si
Nama Mahasiswa	: Fauziah. Latif
NPM	: 2111401022
Bidang Ilmu	: Farmasi (pelayanan Farmasi)

1	Jumat / 3-3-24	14.00-16.00	Online/ whatsapp	- Revisi laporan KTI (SP2)	ms
2	Selasa / 7-5-24	10.00-11.00	kampus / R. Dekanar	Revisi laporan KTI (Hasil dari SP2).	ms
3	Rabu / 8-3-24	11.30-12.30	kampus / R. Dekanar	Revisi Hasil penelitian	ms
4	Rabu / 15-3-24	13.30-14.30	Online/ zoom	Presentasi laporan kemajuan II	ms
5	Kamis / 16-3-24	09.00-10.00	kampus / R. Dekanar	Revisi Pengolahan Data.	ms
6	Rabu / 22-3-24	14.00-16.00	kampus / R. Dekanar	Revisi penulisan laporan	ms
7	Kamis / 7-4-24	11.00-12.00	kampus / R. Dekanar	Revisi kerangka laporan KTI	ms
8	Senin / 16-4-24	14.00-15.00	Online/ whatsapp	Revisi abstrak.	ms
9					

Catatan: Kartu ini harus dibawa setiap kali melakukan bimbingan dan harus diisi oleh dosen pembimbing.

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- Lembar bimbingan dosen serta

[illegible]

Lampiran 15 Daftar Riwayat Hidup



Data Pribadi

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 Alamat : Jl. Terusan Sukup Baru IV. Rt.07/06 No.09, Kel. Pasir Endah, Kec. Ujung Berung, Kota. Bandung
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 Jenis kelamin : Perempuan
 Tempat,Tanggal lahir : Bandung, 26 Desember 2002
 Agama : Islam
 Warga negara : Indonesia

Riwayat Pendidikan

SD : SDN Ajitunggal
 2009 – 2015
SMP : SMPN 50 Bandung
 2015 – 2018
SMK : SMK Yayasan Pendidikan Farmasi (YPF)
 2018 – 2021
Diploma III : D3 Farmasi Universitas Bhakti Kencana Bandung
 2021 – 2024