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LAMPIRAN

Lampiran 1. Surat Izin Penelitian



Lampiran 2. Kuesioner Penelitian

**Petunjuk Pengisian**

1. Mengisi jawaban dengan benar.
2. Berikan jawaban anda atas setiap pernyataan/pertanyaan yang ada dengan memberi tanda silang ( √ ) pada pilihan jawaban yang telah disediakan.
3. Partisipasi anda sangat diperlukan untuk mendukung kelancaran penelitian ini.
4. **Karakteristik Responden**
5. No. responden :
6. Nama :
7. Umur :
8. Jenis Kelamin : 1. Laki-laki

2. Perempuan

1. Pendidikan terakhir :
2. Tidak tamat SD/Tidak Sekolah
3. Tamat SD
4. Tamat SLTP
5. Tamat SLTA
6. Tamat Akademi/Perguruan Tinggi
7. Pekerjaan :
8. Pedagang
9. Wiraswasta
10. Pegawai Swasta
11. Pegawai Negeri Sipil/ABRI
12. Lain-lain………………………..
13. **Kualitas Pelayanan (X1)**

| **No** | **Pernyataan** | **SS** | **S** | **RR** | **TS** | **STS** |
| --- | --- | --- | --- | --- | --- | --- |
| **Kehandalan** | | | | | | |
|  | Petugas registrasi poli rawat jalan RSUD M. Ahsari Pemalang memberikan informasi kepada pasien secara jelas dan lengkap sebelum pelayanan diberikan |  |  |  |  |  |
|  | Dokter poli rawat jalan RSUD M. Ashari Pemalang memberikan pelayanan secara teliti dan tepat waktu |  |  |  |  |  |
| **Wujud Fisik** | | | | | | |
|  | Ruangan pelayanan poli rawat jalan RSUD M. Ashari Pemalang terlihat bersih dan nyaman |  |  |  |  |  |
|  | Poli rawat jalan RSUD M. Ashari Pemalang memiliki kelengkapan saranan dan prasarana untuk pelayanan pasien |  |  |  |  |  |
| **Daya Tanggap** | | | | | | |
|  | Dokter poli rawat jalan RSUD M. Ashari Pemalang menerima dan melayani pasien dengan baik, serta menanyakan keluhan pasien |  |  |  |  |  |
|  | Apoteker poli rawat jalan RSUD M. Ashari Pemalang menjelaskan aturan penggunaan obat dengan baik dan mudah di mengerti |  |  |  |  |  |
| **Jaminan** | | | | | | |
|  | Setiap petugas poli rawat jalan RSUD M. Ashari Pemalang memberikan pelayanan yang baik dengan mengutamakan keamanan pasien |  |  |  |  |  |
|  | Dokter poli rawat jalan RSUD M. Ashari Pemalang memberikan layanan kesehatan dengan berhati-hati serta mengutamakan keamanan dan kenyamanan pasien |  |  |  |  |  |
|  | Tenaga medis poli rawat jalan RSUD M. Ashari Pemalang menyediakan obat-obatan dan alat-alat medis yang lengkap |  |  |  |  |  |
|  | Pasien merasa terjamin keamanannya (percaya) pada pelayanan yang diberikan di poli rawat jalan RSUD M. Ashari Pemalang |  |  |  |  |  |
| **Empati** | | | | | | |
|  | Dokter poli rawat jalan RSUD M. Ashari Pemalang memberikan perhatian saat melayani pasien dan memberikan kesempatan pasien untuk menyampaikan keluhannya |  |  |  |  |  |
|  | Dokter poli rawat jalan RSUD M. Ashari Pemalang memberikan penjelasan terkait keluhan dengan baik dan mudah di pahami |  |  |  |  |  |

1. **Fasilitas (X2)**

| **No** | **Pernyataan** | **SS** | **S** | **RR** | **TS** | **STS** |
| --- | --- | --- | --- | --- | --- | --- |
| **Fasilitas yang Lengkap** | | | | | | |
|  | Semua peralatan fasilitas poli rawat jalan RSUD M. Ashari Pemalang diperbarui dan dipelihara secara teratur untuk memastikannya memenuhi standar dan persyaratan perawatan kesehatan |  |  |  |  |  |
|  | Poli rawat jalan RSUD M. Ashari Pemalang menyediakan peralatan medis lengkap yang diperlukan untuk diagnosis dan pengobatan |  |  |  |  |  |
| **Kebersihan Fasilitas** | | | | | | |
|  | Kebersihan poli rawat jalan RSUD M. Ashari Pemalang secara keseluruhan secara konsisten dijaga untuk memastikan lingkungan yang bersih bagi pasien dan staf |  |  |  |  |  |
|  | Peralatan medis poli rawat jalan RSUD M. Ashari Pemalang disterilkan dengan baik sesuai dengan peraturan kesehatan dan keselamatan kerja |  |  |  |  |  |
| **Desin Interior** | | | | | | |
|  | Tata letak ruang interior poli rawat jalan RSUD M. Ashari Pemalang fungsional dan memfasilitasi kelancaran alur pasien dan aksesibilitas |  |  |  |  |  |
|  | Papan penunjuk arah di poli rawat jalan RSUD M. Ashari Pemalang jelas, efektif, dan membantu pasien dan pengunjung dengan mudah mencari arah |  |  |  |  |  |
| **Tempat Parkir** | | | | | | |
|  | Area parkir di poli rawat jalan RSUD M. Ashari Pemalang memiliki penerangan yang cukup dan aman, sehingga memberikan lingkungan yang aman bagi kendaraan |  |  |  |  |  |
|  | Ruang parkir yang tersedia di poli rawat jalan RSUD M. Ashari Pemalang cukup memadai untuk menampung jumlah pasien dan pengunjung |  |  |  |  |  |
| **Ruang Tunggu yang Nyaman** | | | | | | |
|  | Tempat duduk di ruang tunggu poli rawat jalan RSUD M. Ashari Pemalang nyaman dan mendukung untuk waktu yang lama |  |  |  |  |  |
|  | Pencahayaan di ruang tunggu poli rawat jalan RSUD M. Ashari Pemalang seimbang, memberikan cahaya yang hangat dan ramah tanpa terlalu terang atau terlalu redup |  |  |  |  |  |

1. **Kemudahan (X3)**

| **No** | **Pernyataan** | **SS** | **S** | **RR** | **TS** | **STS** |
| --- | --- | --- | --- | --- | --- | --- |
| **Mudah Dipelajari** | | | | | | |
|  | Pendaftaran online yang disajikan di poli rawat jalan RSUD M. Ashari Pemalang mudah dimengerti |  |  |  |  |  |
|  | Pendaftaran online poli rawat jalan RSUD M. Ashari Pemalang dapat di akses kapan saja |  |  |  |  |  |
| **Mudah Dipahami** | | | | | | |
|  | Pendaftaran online poli rawat jalan RSUD M. Ashari Pemalang yang tersedia mudah dipahami |  |  |  |  |  |
|  | Pendaftaran online poli rawat jalan RSUD M. Ashari Pemalang menyediakan menu-menu yang mudah digunakan |  |  |  |  |  |
| **Mudah Terampil** | | | | | | |
|  | Pendaftaran online poli rawat jalan RSUD M. Ashari Pemalang yang tersedia mudah dipahami |  |  |  |  |  |
|  | Penggunaan bahasa dan istilah yang sederhana dalam sistem pendaftaran online poli rawat jalan RSUD M. Ashari Pemalang memudahkan untuk cepat beradaptasi dan terampil menggunakannya. |  |  |  |  |  |
| **Mudah Digunakan** | | | | | | |
|  | Dapat dengan mudah mengoperasikan aplikasi online poli rawat jalan RSUD M. Ashari Pemalang dalam melakukan pendaftaran dan perubahan data peserta |  |  |  |  |  |
|  | Dalam pencarian informasi kepesertaan dan anggota keluarga di poli rawat jalan RSUD M. Ashari Pemalang dapat dengan mudah dilakukan |  |  |  |  |  |
|  | Dapat melakukan pendaftaran pelayanan kesehatan poli rawat jalan RSUD M. Ashari Pemalang di fasilitas kesehatan pertama melalui pengoperasian online dengan mudah |  |  |  |  |  |
|  | Tersedia dukungan teknis yang memadai bagi pengguna yang mengalami masalah dengan sistem pendaftaran online |  |  |  |  |  |

1. **Loyalitas Peserta (Y)**

| **No** | **Pernyataan** | **SS** | **S** | **RR** | **TS** | **STS** |
| --- | --- | --- | --- | --- | --- | --- |
| ***Repeat Purchase*** | | | | | | |
|  | Dimasa mendatang bila membutuhkan perawatan ketika sakit akan selalu memanfaatkan pelayanan di poli rawat jalan RSUD M. Ashari Pemalang |  |  |  |  |  |
|  | Akan menjadikan poli rawat jalan RSUD M. Ashari Pemalang ini pilihan utama dan pertama saat akan berobat |  |  |  |  |  |
|  | Kemudahan dalam menggunakan layanan poli rawat jalan RSUD M. Ashari Pemalang membuat pengalaman menjadi lancar dan mendorong untuk menggunakan layanan ini di masa mendatang |  |  |  |  |  |
| ***Retention*** | | | | | | |
|  | Akan memberikan tanggapan positif kepada teman atau keluarga tentang pelayanan yang diberikan poli rawat jalan RSUD M. Ashari Pemalang |  |  |  |  |  |
|  | Akan menyarankan orang lain untuk berobat di poli rawat jalan RSUD M. Ashari Pemalang |  |  |  |  |  |
|  | Lingkungan poli rawat jalan RSUD M. Ashari Pemalang yang bersih dan aman menjadi faktor utama untuk merekomendasikan kepada orang lain |  |  |  |  |  |
| ***Referalls*** | | | | | | |
|  | Informasi dan komitmen pelayanan yang diterima tentang poli rawat jalan RSUD M. Ashari Pemalang dapat dipercaya |  |  |  |  |  |
|  | Kepuasan yang tinggi terhadap kualitas layanan yang diberikan memperkuat komitmen terhadap poli rawat jalan RSUD M. Ashari Pemalang |  |  |  |  |  |
|  | Tidak terpengaruh terhadap alternatif yang ditawarkan oleh rumah sakit lain |  |  |  |  |  |
|  | Poli rawat jalan RSUD M. Ashari Pemalang secara konsisten menjadi pilihan utama untuk memenuhi kebutuhan medis, yang menunjukkan komitmen yang kuat terhadap layanan mereka |  |  |  |  |  |

1. **Kepuasan Peserta (Z)**

| **No** | **Pernyataan** | **SS** | **S** | **RR** | **TS** | **STS** |
| --- | --- | --- | --- | --- | --- | --- |
| **Harapan *(Expectation)*** | | | | | | |
|  | Memilih poli rawat jalan RSUD M. Ashari Pemalang ini karena pelayanan yang diberikan dokter dan perawat sangat cepat dan tepat |  |  |  |  |  |
|  | Diagnosa yang diberikan poli rawat jalan RSUD M. Ashari Pemalang akurat |  |  |  |  |  |
| **Kinerja *(Performance)*** | | | | | | |
|  | Poli rawat jalan RSUD M. Ashari Pemalang siap melayani pasien kapanpun pasien pasien mebutuhkan bantuan |  |  |  |  |  |
|  | Dokter/perawat mudah di hubungi |  |  |  |  |  |
|  | Pelayanan yang diberikan poli rawat jalan RSUD M. Ashari Pemalang tepat waktu |  |  |  |  |  |
| **Perbedaan *(Comparasion)*** | | | | | | |
|  | Akan menginformasikan kepada orang lain tentang kenyamanan berobat di poli rawat jalan RSUD M. Ashari Pemalang |  |  |  |  |  |
|  | Akan menginformasikan kepada orang lain tentang keramahan petugas kesehatan di poli rawat jalan RSUD M. Ashari Pemalang |  |  |  |  |  |
| **Pengalaman *(Experience)*** | | | | | | |
|  | Privasi terjaga dengan baik selama konsultasi dengan dokter di ruang pemeriksaan |  |  |  |  |  |
|  | Staf medis poli rawat jalan RSUD M. Ashari Pemalang memberikan penjelasan yang jelas dan mudah dipahami tentang kondisi kesehatan yang dialami |  |  |  |  |  |
|  | Pelayanan yang diberikan oleh perawat di poli rawat jalan sangat membantu, ramah, dan profesional, membuat saya merasa diperhatikan dan dihargai sebagai pasien |  |  |  |  |  |
| **Konfirmasi *(Confirmation)*** | | | | | | |
|  | Penjelasan tentang diagnosis dan rencana pengobatan diterima secara konsisten dari awal hingga akhir konsultasi |  |  |  |  |  |
|  | Jadwal praktek dokter akurat dan sesuai dengan yang diumumkan |  |  |  |  |  |

Lampiran 3. Hasil Jawaban Responden

**Variabel Kualitas Pelayanan (X1)**

| **Responden** | **X1** | **X2** | **X3** | **X4** | **X5** | **X6** | **X7** | **X8** | **X9** | **X10** | **X11** | **X12** | **Jumlah** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 51 |
| 2 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 50 |
| 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 4 | 3 | 4 | 3 | 2 | 2 | 3 | 2 | 2 | 4 | 3 | 3 | 2 | 33 |
| 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 50 |
| 6 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 51 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 9 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 10 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 55 |
| 11 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 47 |
| 12 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 48 |
| 13 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 14 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 49 |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 16 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 55 |
| 17 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 45 |
| 18 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 59 |
| 19 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 58 |
| 20 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 55 |
| 21 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 52 |
| 22 | 3 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 2 | 4 | 5 | 4 | 46 |
| 23 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 53 |
| 24 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 50 |
| 25 | 4 | 4 | 3 | 2 | 2 | 3 | 4 | 2 | 2 | 3 | 4 | 3 | 36 |
| 26 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 46 |
| 27 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
| 28 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 45 |
| 29 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 50 |
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| 32 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 54 |
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| 35 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 51 |
| 36 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 51 |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
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| 39 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 57 |
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| 42 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 59 |
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| 44 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
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| 117 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 118 | 5 | 5 | 1 | 1 | 3 | 4 | 3 | 5 | 5 | 5 | 3 | 3 | 43 |
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| 130 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 51 |
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| 132 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
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| 139 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 51 |
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| 142 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 49 |
| 143 | 3 | 4 | 4 | 4 | 2 | 4 | 3 | 2 | 2 | 4 | 3 | 3 | 38 |
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| 146 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 49 |
| 147 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 50 |
| 148 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 49 |
| 149 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 51 |
| 150 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 49 |
| 151 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 50 |
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| 153 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 50 |
| 154 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 57 |
| 155 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 58 |
| 156 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 49 |
| 157 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 47 |
| 158 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 2 | 3 | 41 |
| 159 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 160 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 161 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 52 |
| 162 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 163 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 164 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 53 |
| 165 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
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| 167 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
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| 171 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 48 |
| 172 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 173 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 2 | 4 | 2 | 38 |
| 174 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 52 |
| 175 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 49 |
| 176 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 56 |
| 177 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 178 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| 179 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 51 |
| 180 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 47 |
| 181 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 45 |
| 182 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
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| 185 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 55 |
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| 190 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 45 |
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| 192 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 49 |
| 193 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 48 |
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| 207 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 52 |
| 208 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 60 |
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| 219 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
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| 224 | 5 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 51 |
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| 236 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 49 |
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| 238 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 51 |
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| 379 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 47 |
| 380 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 2 | 4 | 2 | 4 | 40 |

**Variabel Fasilitas (X2)**

| **Responden** | **X1** | **X2** | **X3** | **X4** | **X5** | **X6** | **X7** | **X8** | **X9** | **X10** | **Jumlah** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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| 24 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 47 |
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| 158 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 37 |
| 159 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| 160 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
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| 164 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
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| 167 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
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| 170 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 33 |
| 171 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 172 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 35 |
| 173 | 2 | 2 | 4 | 3 | 3 | 4 | 2 | 2 | 2 | 2 | 26 |
| 174 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 42 |
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| 176 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
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| 180 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 39 |
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| 185 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 46 |
| 186 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 42 |
| 187 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 46 |
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| 193 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 39 |
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| 287 | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 47 |
| 288 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 35 |
| 289 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 42 |
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| 302 | 3 | 2 | 3 | 2 | 2 | 2 | 4 | 3 | 4 | 4 | 29 |
| 303 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
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| 305 | 2 | 4 | 3 | 2 | 3 | 2 | 4 | 3 | 3 | 4 | 30 |
| 306 | 2 | 2 | 2 | 3 | 4 | 2 | 2 | 2 | 3 | 4 | 26 |
| 307 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 2 | 4 | 4 | 34 |
| 308 | 4 | 3 | 2 | 2 | 4 | 4 | 4 | 5 | 4 | 3 | 35 |
| 309 | 2 | 4 | 3 | 4 | 2 | 2 | 3 | 2 | 2 | 3 | 27 |
| 310 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 41 |
| 311 | 2 | 2 | 4 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 25 |
| 312 | 3 | 2 | 4 | 3 | 2 | 4 | 2 | 2 | 4 | 4 | 30 |
| 313 | 3 | 4 | 2 | 2 | 3 | 4 | 4 | 4 | 2 | 2 | 30 |
| 314 | 4 | 3 | 2 | 2 | 4 | 4 | 4 | 3 | 3 | 4 | 33 |
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| 316 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 317 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 318 | 2 | 2 | 4 | 2 | 3 | 3 | 4 | 3 | 3 | 2 | 28 |
| 319 | 3 | 2 | 2 | 3 | 2 | 4 | 3 | 2 | 2 | 2 | 25 |
| 320 | 4 | 3 | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 4 | 28 |
| 321 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 322 | 4 | 2 | 4 | 3 | 4 | 4 | 2 | 2 | 3 | 4 | 32 |
| 323 | 3 | 2 | 3 | 4 | 4 | 4 | 2 | 2 | 2 | 2 | 28 |
| 324 | 4 | 3 | 4 | 4 | 2 | 2 | 3 | 4 | 3 | 4 | 33 |
| 325 | 4 | 3 | 2 | 4 | 3 | 3 | 4 | 4 | 1 | 4 | 32 |
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| 327 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 328 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 329 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 42 |
| 330 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 331 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 48 |
| 332 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 39 |
| 333 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 39 |
| 334 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
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| 337 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
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| 340 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 341 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 342 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 343 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 41 |
| 344 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 345 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 346 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 37 |
| 347 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 36 |
| 348 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 349 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 350 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 351 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 37 |
| 352 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
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| 354 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 355 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 50 |
| 356 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 36 |
| 357 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 358 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 42 |
| 359 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 39 |
| 360 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 42 |
| 361 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 362 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 363 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 364 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 365 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 42 |
| 366 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 36 |
| 367 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
| 368 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 42 |
| 369 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 2 | 4 | 39 |
| 370 | 4 | 4 | 4 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 27 |
| 371 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 3 | 3 | 4 | 42 |
| 372 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 44 |
| 373 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 26 |
| 374 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 41 |
| 375 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 37 |
| 376 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 42 |
| 377 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 42 |
| 378 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 46 |
| 379 | 3 | 3 | 3 | 4 | 4 | 4 | 2 | 4 | 3 | 3 | 33 |
| 380 | 2 | 4 | 3 | 2 | 4 | 2 | 2 | 4 | 3 | 4 | 30 |

**Variabel Kemudahan (X3)**

| **Responden** | **X1** | **X2** | **X3** | **X4** | **X5** | **X6** | **X7** | **X8** | **X9** | **X10** | **Jumlah** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 48 |
| 6 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 49 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 40 |
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| 379 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 31 |
| 380 | 3 | 3 | 4 | 2 | 2 | 2 | 4 | 3 | 4 | 4 | 31 |

**Variabel Kepuasa Peserta (Z)**

| **Responden** | **Z1** | **Z2** | **Z3** | **Z4** | **Z5** | **Z6** | **Z7** | **Z8** | **Z9** | **Z10** | **Z11** | **Z12** | **Jumlah** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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**Loyalitas (Y)**

| **Responden** | **Y1** | **Y2** | **Y3** | **Y4** | **Y5** | **Y6** | **Y7** | **Y8** | **Y9** | **Y10** | **Jumlah** |
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