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Lampiran

Lampiran 1 Surat Izin Penelitian

Kemenkes
Poltekkes Medan

Kementerian Kesehatan
Direktorat Jenderal
Sumber Daya Manusia Kesehatan
Poltekkes Medan
Jalan Jamin Ginting KM. 13,5
Medan, Sumatera Utara 20137
(061) 8368633
https://poltekkes-medan.ac.id

Nomor : PP.05.01/210/XIV.15/2026 26 Februari 2026
Lampiran : -
Perihal : Permohonan Izin Penelitian

Kepada Yth :
Kepala Puskesmas Siborongborong
Di -
Tempat

Dengan hormat,
Dalam rangka penyusunan Karya Tulis Ilmiah (KTI) di Jurusan Farmasi Poltekkes Medan, mahasiswa diwajibkan melaksanakan penelitian yang merupakan bagian kurikulum D-III Farmasi. Maka dengan ini kami mohon dapat memberikan izin penelitian di Puskesmas Siborongborong yang Bapak/Ibu pimpin. Adapun nama mahasiswa tersebut adalah:

NAMA MAHASISWA	PEMBIMBING	JUDUL PENELITIAN
Pretty Maswita Elisabet Tambunan NIM P07539023026	Zulfa Ismaniar Fauzi, SE., M.Si	Hubungan Kepuasan Pasien Rawat Jalan Terhadap Pelayanan Kefarmasian di Puskesmas Siborongborong

Demikianlah kami sampaikan atas kerjasama yang baik kami ucapkan terima kasih.

.

apt. Nadroh Br. Sitepu, M.Si

Kementerian Kesehatan tidak menerima suap dan/atau gratifikasi dalam bentuk apapun. Jika terdapat potensi suap atau gratifikasi silakan laporkan melalui HALO KEMENKES 1500567 dan https://wbs.kemkes.go.id. Untuk verifikasi keaslian tanda tangan elektronik, silakan unggah dokumen pada laman https://tte.kominfo.go.id/verifyPDF.

BLU SPEED

Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan oleh Balai Besar Sertifikasi Elektronik (BSrE), Badan Siber dan Sandi Negara (BSSN).

Lampiran 2 Surat Persetujuan Untuk Melakukan Penelitian

PEMERINTAH KABUPATEN TAPANULI UTARA
DINAS KESEHATAN, PENGENDALIAN PENDUDUK
DAN KELUARGA BERENCANA
UPTD PUSKESMAS SIBORONGBORONG
Jalan Pintu Air No. 1 Kecamatan Siborongborong Kode Pos 22474
email: *puskesmassiborongborong6@gmail.com*

Siborongborong, 26 Maret 2026

Nomor : 400.7.22.1 / 749 / PKMSBB/III/2026
Sifat : Biasa
Lampiran : -
Hal : Surat Balasan Izin Penelitian

Yth. Ka.Prodi D-III Farmasi
Poltekkes Medan
di- Tempat

Sehubungan dengan surat Permohonan Izin Survei Penelitian Nomor PP.05.01/208/XIV.15/2026 perihal izin penelitian mahasiswa atas nama tersebut dibawah ini :

Nama : Pretty Maswita Elisabet Tambunan
NIM : P07539023026
Program Studi : D-III Farmasi Poltekkes Medan
Judul : "Hubungan Kepuasan Pasien Rawat Jalan Terhadap Pelayanan Kefarmasian di Puskesmas Siborongborong."

UPTD Puskesmas Siborongborong Memberikan izin penelitian dalam rangka penyusunan Karya Tulis Ilmiah (KTI) pada mahasiswa tersebut.
Demikian surat ini kami sampaikan, atas perhatian Bapak/Ibu kami ucapkan Terimakasih.

Kepala UPTD Puskesmas Siborongborong

dr. Lamtin Tarida Sihombing, MKM
NIP.197401092006042008

Lampiran 3 Surat Keterangan Selesai Penelitian

PEMERINTAH KABUPATEN TAPANULI UTARA
DINAS KESEHATAN, PENGENDALIAN PENDUDUK
DAN KELUARGA BERENCANA
UPTD PUSKESMAS SIBORONGBORONG
Jalan Pintu Air No. 1 Kecamatan Siborongborong Kode Pos 22474
email: puskesmassiborongborong6@gmail.com

Siborongborong, 20 April 2026

Nomor : 400.7.22.1 / 780 / PKMSBB/IV/2026
Sifat : Biasa
Lampiran : -
Hal : Surat Balasan Selesai Penelitian

Yth. Ka.Prodi D-III Farmasi
Poltekkes Medan
di- Tempat

Sehubungan dengan surat Permohonan Izin Survei Penelitian Nomor PP.05.01/208/XIV.15/2026 perihal izin penelitian mahasiswa atas nama tersebut dibawah ini :

Nama : Pretty Maswita Elisabet Tambunan
NIM : P07539023026
Program Studi : D-III Farmasi Poltekkes Medan
Judul : "Hubungan Kepuasan Pasien Rawat Jalan Terhadap Pelayanan Kefarmasian di Puskesmas Siborongborong."

Telah selesai melaksanakan penelitian di UPTD Puskesmas Siborongborong dalam rangka penyusunan Karya Tulis Ilmiah (KTI) pada mahasiswa tersebut
Demikian surat ini kami sampaikan, atas perhatian Bapak/Ibu kami ucapkan Terimakasih.

Kepala UPTD Puskesmas Siborongborong

dr. Lamdut Tarida Sihombing, MKM
NIP.197401092006042008

Lampiran 4 Surat Pernyataan Menjadi Responden

PERNYATAAN BERSEDIAN MENJADI RESPONDEN
(INFORMED CONSENT)

Judul : Hubungan kepuasan pasien rawat jalan terhadap pelayanan kefarmasian di Puskesmas Siborongborong
Peneliti : Pretty Maswita Elisabet Tambunan
Nim : P07539023026

Penelitian ini dilaksanakan dalam rangka kegiatan akademik di Jurusan Farmasi Poltekkes Kemenkes Medan, mahasiswa diwajibkan melaksanakan penelitian yang merupakan bagian dari kurikulum D-Ill Farmasi.

Partisipasi Saudara dalam melaksanakan penelitian ini bersifat sukarela, Saudara mempunyai hak bebas berpartisipasi atau menolak menjadi responden. Jika Saudara tidak bersedia saya akan tetap menghargai dan tidak mempengaruhi terhadap proses penelitian.

Peneliti akan menjamin kerahasiaan identitas Saudara dan jawaban yang Saudara berikan. Informasi yang Saudara berikan akan saya simpan kerahasiaannya. Anda mempunyai hak bertanya dengan bebas tentang penelitian ini.

Siborongborong, April 2026

Responden Peneliti

( ) (Pretty Maswita E)

Lampiran 5 Kusioner Penelitian

KUSIONER PENELITIAN

HUBUNGAN KEPUASAN PASIEN RAWAT JALAN TERHADAP PELAYANAN KEFARMASIAN DI PUSKESMAS SIBORONGBORONG B

Diharapkan Bapak/Ibu untuk menjawab pertanyaan dalam kuisioner ini sesuai dengan yang Bapak/Ibu ketahui. Kuisioner ini digunakan untuk mengumpulkan data penelitian sesuai judul diatas dan hasil penelitian ini tidak akan mempengaruhi reputasi Bapak/Ibu di Masyarakat

A. Karakteristik Responden

Berilah tanda checklist (✓) pada jawaban yang pilih

1. Nama Responden :
2. Umur :
3. Jenis Kelamin :
4. Tingkat Pendidikan :
5. Pekerjaan :

B. Kepuasan Pelayanan

Keterangan :

a. SP = (Sangat Puas)
b. P = (Puas)
c. CP = (Cukup Puas)
d. TP = (Tidak Puas)
e. STP = (Sangat Tidak Puas)

Berilah tanda checklist (✓) pada jawaban yang pilih

tabel 13 Keandalan *(reliability)*

No	Pernyataan	SP	P	CP	TP	STP
1	Obat yang saya terima sesuai dengan resep dokter	☐	☐	☐	☐	☐
2	Petugas farmasi menjelaskan aturan pakai obat dengan jelas	☐	☐	☐	☐	☐
3	Petugas farmasi menjelaskan cara penggunaan obat dengan mudah dipahami	☐	☐	☐	☐	☐
4	Kemasan obat yang saya terima dalam kondisi baik	☐	☐	☐	☐	☐

5	Tulisan pada etiket obat mudah dibaca	☐	☐	☐	☐	☐
6	Petugas farmasi melayani pasien secara tidak konsisten setiap kunjungan	☐	☐	☐	☐	☐
7	Obat diberikan dalam jumlah sesuai kebutuhan pengobatan	☐	☐	☐	☐	☐
8	Obat yang saya terima dalam kondisi siap digunakan	☐	☐	☐	☐	☐
9	Obat diberikan dalam keadaan bersih dan rapi	☐	☐	☐	☐	☐
10	Dosis obat yang diberikan sesuai penjelasan dokter	☐	☐	☐	☐	☐

tabel 14 Daya Tanggap *(Responsiveness)*

No	Pernyataan	SP	P	CP	TP	STP
1	Petugas farmasi berkomunikasi dengan baik kepada pasien	☐	☐	☐	☐	☐
2	Petugas farmasi mengabaikan pasien yang menunggu	☐	☐	☐	☐	☐
3	Petugas memberi informasi jika terjadi keterlambatan pelayanan	☐	☐	☐	☐	☐
4	Petugas sigap melayani pasien meskipun kondisi ramai	☐	☐	☐	☐	☐
5	Petugas segera membantu ketika pasien bertanya	☐	☐	☐	☐	☐
6	Petugas cepat menanggapi resep yang masuk	☐	☐	☐	☐	☐
7	Prosedur pelayanan farmasi mudah dan tidak berbelit	☐	☐	☐	☐	☐
8	Waktu pelayanan obat tergolong cepat	☐	☐	☐	☐	☐
9	Petugas memberikan pelayanan dengan ramah	☐	☐	☐	☐	☐
10	Petugas bersedia membantu ketika pasien mengalami kesulitan	☐	☐	☐	☐	☐

tabel 15 Jaminan *(assurance)*

No	Pernyataan	SP	P	CP	TP	STP
1	Petugas farmasi membuat pasien merasa aman dan nyaman	☐	☐	☐	☐	☐
2	Penjelasan obat membuat saya yakin dalam penggunaannya	☐	☐	☐	☐	☐
3	Petugas farmasi terlihat memahami obat yang diberikan	☐	☐	☐	☐	☐
4	Label obat lengkap dan mudah dimengerti	☐	☐	☐	☐	☐
5	Petugas memastikan identitas pasien sebelum memberikan obat	☐	☐	☐	☐	☐
6	Obat diberikan sesuai resep dokter	☐	☐	☐	☐	☐

7	Informasi obat yang diberikan dapat dipercaya	☐	☐	☐	☐	☐
8	Petugas melayani dengan sikap yang menenangkan pasien	☐	☐	☐	☐	☐
9	Petugas menjawab pertanyaan pasien dengan meyakinkan	☐	☐	☐	☐	☐
10	Saya merasa aman menerima pelayanan obat di Puskesmas ini	☐	☐	☐	☐	☐

tabel 16 Empati *(empathy)*

No	Pernyataan	SP	P	CP	TP	STP
1	Petugas farmasi tidak membeda-bedakan pasien	☐	☐	☐	☐	☐
2	Petugas farmasi melayani saya dengan ramah	☐	☐	☐	☐	☐
3	Petugas farmasi memberi kesempatan saya menyampaikan keluhan	☐	☐	☐	☐	☐
4	Petugas farmasi bersikap sabar saat melayani pasien	☐	☐	☐	☐	☐
5	Penjelasan obat disampaikan dengan cara yang mudah dipahami	☐	☐	☐	☐	☐
6	Petugas farmasi meluangkan waktu yang cukup untuk melayani saya	☐	☐	☐	☐	☐
7	Petugas farmasi menyesuaikan penjelasan obat dengan kebutuhan saya	☐	☐	☐	☐	☐
8	Petugas farmasi kurang menunjukkan kepedulian terhadap kondisi pasien	☐	☐	☐	☐	☐
9	Petugas farmasi tidak memperhatikan kenyamanan pasien selama pelayanan	☐	☐	☐	☐	☐
10	Saya merasa dihargai selama menerima pelayanan farmasi	☐	☐	☐	☐	☐

tabel 17 Bukti fisik *(tangibles)*

No	Pernyataan	SP	P	CP	TP	STP
1	Ruang tunggu pelayanan farmasi nyaman	☐	☐	☐	☐	☐
2	Ruang pelayanan farmasi terlihat bersih	☐	☐	☐	☐	☐
3	Lokasi pelayanan farmasi mudah ditemukan	☐	☐	☐	☐	☐
4	Kursi ruang tunggu tersedia dan mencukupi	☐	☐	☐	☐	☐
5	Sirkulasi udara ruang farmasi terasa baik	☐	☐	☐	☐	☐
6	Tersedia media informasi obat seperti poster atau brosur	☐	☐	☐	☐	☐
7	Fasilitas pendukung pelayanan seperti nomor antrea dan alat pengeras suara tersedia	☐	☐	☐	☐	☐
8	Penampilan ruang pelayanan farmasi terlihat terawat	☐	☐	☐	☐	☐

9	Kondisi ruang farmasi mendukung kenyamanan pasien	☐	☐	☐	☐	☐
10	Petugas farmasi berpenampilan rapi dan profesional	☐	☐	☐	☐	☐

Tabel 6 Kuesioner pelayanan kefarmasian

Keterangan:

Ya : Pernyataan sesuai dengan pelayanan yang diterima pasien

Tidak : Pernyataan tidak sesuai dengan pelayanan yang diterima pasien

Petunjuk:

Berilah tanda checklist (✓) pada jawaban yang anda pilih.

No	**Pertanyaan**	**Ya**	**Tidak**
1	Apakah Anda mengetahui adanya ruang farmasi di Puskesmas?	☐	☐
2	Apakah Anda dilayani oleh apoteker atau petugas farmasi?	☐	☐
3	Apakah petugas farmasi terlihat membantu dan profesional?	☐	☐
4	Apakah pelayanan obat tersedia saat Anda datang?	☐	☐
5	Apakah obat yang Anda terima lengkap sesuai resep?	☐	☐
6	Apakah obat yang diterima dalam kondisi baik dan aman?	☐	☐
7	Apakah petugas menjelaskan aturan pakai obat?	☐	☐
8	Apakah petugas menjawab pertanyaan Anda tentang obat?	☐	☐
9	Apakah petugas menanyakan kembali pemahaman penggunaan obat?	☐	☐
10	Apakah Anda merasa aman menerima pelayanan obat?	☐	☐
11	Apakah petugas menjelaskan tujuan penggunaan obat?	☐	☐
12	Apakah petugas menggunakan bahasa yang mudah dipahami?	☐	☐

13	Apakah petugas farmasi kurang jelas dalam menjelaskan aturan penggunaan obat?	☐	☐
14	Apakah informasi obat membantu penggunaan obat dengan benar?	☐	☐
15	Apakah petugas menjelaskan lama penggunaan obat?	☐	☐

Lampiran 6 Ethical Clearance

Kemenkes
Poltekkes Medan

Kementerian Kesehatan
Poltekkes Medan
Komisi Etik Penelitian Kesehatan
Jalan Jamin Ginting KM. 13,5
Medan, Sumatera Utara 20137
(061) 8368633
https://poltekkes-medan.ac.id

KETERANGAN LAYAK ETIK
DESCRIPTION OF ETHICAL EXEMPTION
"ETHICAL EXEMPTION"

No.01.26.3103/KEPK/POLTEKKES KEMENKES MEDAN 2026

Protokol penelitian versi 1 yang diusulkan oleh :
The research protocol proposed by

Peneliti utama : PRETTY MASWITA ELISABET TAMBUNAN
Principal In Investigator

Nama Institusi : KOMISI ETIK PENELITIAN KESEHATAN POLITEKNIK KESEHATAN KEMENKES MEDAN
Name of the Institution

Dengan judul:
Title

"HUBUNGAN KEPUASAN PASIEN RAWAT JALAN TERHADAP PELAYANAN KEFARMASIAN DI PUSKESMAS SIBORONGBORONG"

"THE RELATIONSHIP BETWEEN OUTPATIENT PATIENT SATISFACTION AND PHARMACY SERVICES AT THE SIBORONGBORONG COMMUNITY HEALTH CENTER"

Dinyatakan layak etik sesuai 7 (tujuh) Standar WHO 2011, yaitu 1) Nilai Sosial, 2) Nilai Ilmiah, 3) Pemerataan Beban dan Manfaat, 4) Risiko, 5) Bujukan/Eksploitasi, 6) Kerahasiaan dan Privacy, dan 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 2011 Standards, 1) Social Values, 2) Scientific Values, 3) Equitable Assessment and Benefits, 4) Risks, 5) Persuasion/Exploitation, 6) Confidentiality and Privacy, and 7) Informed Concent, referring to the 2016 CIOMS Guidelines. This is as indicated by the fulfillment of the indicators of each standard.

Pernyataan Laik Etik ini berlaku selama kurun waktu tanggal 08 Juli 2026 sampai dengan tanggal 08 Juli 2027.*July 08, 2026 Chairperson, This declaration of ethics applies during the period July 08, 2026 until July 08, 2027.*

Dr. Lestari Rahmah, MKT

Lampiran 7 Master Tabel

No.	RESPONDEN	JK	UMUR	PENDIDIKAN	PEKERJAAN	KEANDALAN										JUMLAH	%	KETERANGAN
						P1	P2	P3	P4	P5	P6	P7	P8	P9	P10			
1	R1	P	43	SMP	Petani	5	4	4	4	5	4	4	5	5	5	45	90	Sangat Puas
2	R2	L	30	SMA	Petani	4	4	5	4	3	5	4	3	4	3	39	78	Puas
3	R3	P	40	SMA	IRT	5	5	4	5	3	3	5	5	5	3	43	86	Sangat Puas
4	R4	P	43	SMA	IRT	4	5	5	5	4	4	4	5	4	4	44	88	Sangat Puas
5	R5	L	60	S1	PNS	5	5	5	5	2	2	4	4	5	4	41	82	Puas
6	R6	L	43	SMA	PETANI	5	4	4	5	4	4	5	4	3	3	41	82	Puas
7	R7	P	28	SMA	PETANI	5	5	5	5	3	3	3	4	4	4	41	82	Puas
8	R8	P	23	SMA	PEDAGANG	5	4	4	5	3	3	4	5	5	4	42	84	Puas
9	R9	P	56	S1	PNS	5	5	4	4	3	4	4	5	5	5	44	88	Sangat Puas
10	R10	L	30	S1	PLN	5	5	5	5	4	4	5	4	4	4	45	90	Sangat Puas
11	R11	L	51	SMA	PETANI	5	5	5	4	4	4	5	5	5	4	46	92	Sangat Puas
12	R12	L	43	SMK	PETANI	4	4	5	5	3	3	4	4	5	3	40	80	Puas
13	R13	P	23	S1	PEGAWAI SWASTA	5	5	5	4	5	5	4	5	4	5	47	94	Sangat Puas
14	R14	P	36	SMA	IRT	5	5	4	4	5	3	3	3	2	2	36	72	Cukup Puas
15	R15	L	56	SMA	PETANI	5	5	4	5	5	5	4	5	5	5	48	96	Sangat Puas
16	R16	L	18	SMA	PELAJAR	5	4	5	4	3	3	4	4	5	5	42	84	Puas
17	R17	L	18	SMA	PELAJAR	5	5	4	4	3	4	3	4	4	3	39	78	Puas
18	R18	L	53	SMK	PETANI	5	5	5	5	5	4	5	5	4	4	47	94	Sangat Puas
19	R19	P	19	SMA	PELAJAR	4	5	4	4	5	5	4	4	4	5	44	88	Sangat Puas
20	R20	L	51	SMA	PEDAGANG	5	5	4	4	4	5	5	4	5	5	46	92	Sangat Puas
21	R21	P	32	D3	IRT	5	5	4	4	4	3	4	3	4	4	40	80	Puas
22	R22	P	54	SMA	PEDAGANG	5	5	5	5	5	4	4	5	5	5	48	96	Sangat Puas
23	R23	P	27	S1	PNS	5	4	5	4	4	5	5	4	4	4	44	88	Sangat Puas
24	R24	P	40	SMA	PETANI	5	4	4	4	5	4	4	5	5	5	45	90	Sangat Puas
25	R25	P	27	S1	PNS	5	5	5	4	4	5	5	5	5	5	48	96	Sangat Puas
26	R26	P	50	SMA	IRT	4	5	4	4	5	4	4	4	3	4	41	82	Puas
27	R27	L	38	SMA	WIRASWASTA	5	4	5	4	4	5	5	5	4	4	45	90	Sangat Puas
28	R28	P	31	S1	PNS	4	4	4	5	5	5	4	5	4	5	45	90	Sangat Puas
29	R29	L	51	S1	PNS	4	4	5	5	5	4	4	4	5	5	45	90	Sangat Puas
30	R30	L	60	S1	PNS	5	5	4	4	5	4	5	5	4	4	45	90	Sangat Puas
31	R31	L	25	SMA	PEDAGANG	4	5	5	5	4	5	5	5	4	4	46	92	Sangat Puas
32	R32	P	45	SMK	PETANI	5	5	5	4	4	5	5	5	5	4	47	94	Sangat Puas
33	R33	L	50	SMA	WIRASWASTA	5	4	5	5	4	5	5	5	4	5	47	94	Sangat Puas
34	R34	P	37	SMA	PETANI	5	5	4	5	4	5	5	4	5	5	47	94	Sangat Puas
35	R35	L	27	SMK	PEDAGANG	5	5	5	4	4	5	4	4	5	5	46	92	Sangat Puas
36	R36	L	58	SMA	PETANI	5	4	4	5	5	4	4	4	5	5	45	90	Sangat Puas
37	R37	L	43	SMK	PETANI	4	4	4	5	5	5	4	4	4	4	43	86	Sangat Puas
38	R38	P	26	S1	PNS	4	4	4	5	5	4	4	5	4	5	44	88	Sangat Puas
39	R39	L	55	SMA	PETANI	4	4	5	4	5	5	4	4	5	5	45	90	Sangat Puas
40	R40	P	34	S1	PNS	5	5	4	4	4	5	5	5	4	4	45	90	Sangat Puas
41	R41	L	45	SMK	WIRASWASTA	4	5	4	4	5	5	4	5	4	5	45	90	Sangat Puas
42	R42	L	38	SMK	PETANI	4	5	4	4	4	5	3	4	3	3	39	78	Puas
43	R43	P	41	S1	GURU	4	4	5	4	3	3	4	5	5	4	41	82	Puas
44	R44	P	58	SMA	IRT	4	4	4	5	3	4	4	4	4	5	41	82	Puas
45	R45	L	32	SMA	PEGAWAI SWASTA	4	4	3	3	3	4	5	5	4	4	39	78	Puas
46	R46	L	45	SMA	WIRASWASTA	4	4	3	3	3	4	3	3	5	5	37	74	Cukup Puas
47	R47	L	60	SMA	SUPIR	4	4	4	5	5	4	4	5	3	4	42	84	Puas
48	R48	P	21	SMA	MAHASISWA	5	5	5	4	4	4	4	5	4	4	44	88	Sangat Puas
49	R49	L	48	SMA	PEGAWAI SWASTA	4	4	4	4	5	4	4	5	5	5	44	88	Sangat Puas
50	R50	P	28	S1	GURU	4	4	3	4	5	4	4	5	5	5	43	86	Sangat Puas
51	R51	L	50	SMK	SUPIR	4	4	5	4	5	5	4	4	5	4	44	88	Sangat Puas
52	R52	L	59	SMA	SUPIR	4	3	4	4	5	4	4	4	4	4	40	80	Puas
53	R53	L	55	SMP	PETANI	4	4	4	4	5	4	5	5	5	4	44	88	Sangat Puas
54	R54	P	58	S1	PNS	4	4	4	5	4	5	4	4	4	4	42	84	Puas
55	R55	P	63	S1	IRT	4	4	4	5	5	4	5	5	5	4	45	90	Sangat Puas
56	R56	P	37	SMA	IRT	4	4	4	4	4	5	4	4	4	4	41	82	Puas
57	R57	P	29	S1	GURU	4	4	3	4	5	5	4	4	4	4	41	82	Puas
58	R58	P	24	D3	MAHASISWA	4	4	4	5	5	4	5	4	5	4	44	88	Sangat Puas
59	R59	P	40	SMP	PETANI	4	4	4	4	5	4	4	5	4	4	42	84	Puas
60	R60	L	43	SMK	PETANI	4	4	4	4	5	5	5	4	4	4	43	86	Sangat Puas
61	R61	L	21	SMA	MAHASISWA	4	4	4	5	5	5	5	4	4	4	44	88	Sangat Puas
62	R62	P	54	SMA	PEDAGANG	5	5	4	4	5	4	4	4	4	4	43	86	Sangat Puas
63	R63	L	57	SMP	PETANI	5	5	4	5	5	4	4	5	5	5	47	94	Sangat Puas
64	R64	L	37	SMA	SUPIR	4	5	5	4	5	4	5	5	4	4	45	90	Sangat Puas
65	R65	L	49	SMK	PLN	4	5	5	5	4	5	5	5	4	4	46	92	Sangat Puas
66	R66	P	59	SMP	PETANI	5	5	4	4	5	5	5	4	4	4	45	90	Sangat Puas
67	R67	L	17	SMA	PELAJAR	5	5	5	5	4	5	4	4	4	4	45	90	Sangat Puas
68	R68	L	38	SMA	PETANI	4	4	5	5	5	4	4	4	4	4	43	86	Sangat Puas
69	R69	L	62	SMA	WIRASWASTA	5	5	5	4	5	4	5	4	4	4	45	90	Sangat Puas
70	R70	P	50	S1	PNS	4	4	5	5	5	5	4	4	5	5	46	92	Sangat Puas
71	R71	P	49	D3	IRT	4	4	5	5	5	4	4	4	5	5	45	90	Sangat Puas
72	R72	L	60	SMA	PEDAGANG	5	5	4	5	5	5	4	4	4	4	45	90	Sangat Puas
73	R73	P	38	S1	GURU	4	4	5	4	5	5	5	4	4	4	44	88	Sangat Puas
74	R74	L	61	S1	PETANI	5	5	5	5	5	4	4	4	4	5	46	92	Sangat Puas
75	R75	P	63	SMP	PETANI	5	5	4	4	4	4	4	5	4	4	43	86	Sangat Puas
76	R76	P	64	SMA	PETANI	4	4	4	5	5	4	4	5	5	4	44	88	Sangat Puas
77	R77	P	23	SMA	MAHASISWA	5	5	5	4	4	5	5	4	5	4	46	92	Sangat Puas
78	R78	P	29	SMA	IRT	5	5	4	4	4	4	4	5	5	5	45	90	Sangat Puas
79	R79	P	31	SMA	IRT	4	5	5	4	5	4	5	4	5	5	46	92	Sangat Puas
80	R80	P	29	SMA	IRT	5	5	4	4	4	5	5	5	5	5	47	94	Sangat Puas
81	R81	P	57	SMA	PETANI	5	5	5	4	4	4	5	4	4	4	44	88	Sangat Puas
82	R82	P	29	SMA	IRT	5	5	4	5	4	5	4	4	4	4	44	88	Sangat Puas
83	R83	L	25	S1	MAHASISWA	5	5	5	5	4	4	4	5	4	4	45	90	Sangat Puas
84	R84	P	31	S1	GURU	5	4	5	5	4	5	5	5	4	5	47	94	Sangat Puas
85	R85	P	39	SMA	IRT	4	3	4	4	4	5	4	5	5	5	43	86	Sangat Puas
86	R86	P	53	S1	PNS	5	5	4	5	4	4	4	4	4	4	43	86	Sangat Puas
87	R87	P	49	SMP	IRT	4	4	5	4	4	4	5	5	5	5	45	90	Sangat Puas
JUMLAH						394	391	382	384	376	374	375	385	379	373	3813		
SKOR MAX						435	435	435	435	435	435	435	435	435	435	4350		**Sangat Puas**
PERSENTASE						91%	90%	88%	86%	86%	86%	86%	89%	87%	86%	88%		

No.	RESPONDEN	JK	UMUR	PENDIDIKAN	PEKERJAAN	DAYA TANGGAP										JUMLAH	%	KETERANGAN
						P1	P2	P3	P4	P5	P6	P7	P8	P9	P10			
1	R1	P	43	SMP	Petani	5	4	4	4	4	5	5	5	5	5	46	92	Sangat Puas
2	R2	L	30	SMA	Petani	5	4	4	5	4	4	4	3	4	5	42	84	Puas
3	R3	P	40	SMA	IRT	5	4	4	4	4	4	4	5	4	4	42	84	Puas
4	R4	P	43	SMA	IRT	5	5	4	4	5	5	5	4	5	4	46	92	Sangat Puas
5	R5	L	60	S1	PNS	5	5	3	3	4	4	5	4	2	3	38	76	Puas
6	R6	L	43	SMA	PETANI	5	4	4	5	4	4	3	3	5	5	42	84	Puas
7	R7	P	28	SMA	PETANI	4	4	4	4	5	4	4	4	4	5	42	84	Puas
8	R8	P	23	SMA	PEDAGANG	5	4	3	4	4	5	4	4	3	4	40	80	Puas
9	R9	P	P	S1	PNS	5	5	4	4	4	4	5	4	4	5	44	88	Sangat Puas
10	R10	L	30	S1	PLN	5	4	4	5	4	4	5	4	5	5	45	90	Sangat Puas
11	R11	L	51	SMA	PETANI	5	5	5	4	4	4	5	5	5	5	47	94	Sangat Puas
12	R12	L	43	SMK	PETANI	4	4	3	3	4	4	4	5	5	5	41	82	Puas
13	R13	P	23	S1	PEGAWAI SWASTA	5	5	4	4	5	4	4	5	5	5	46	92	Sangat Puas
14	R14	P	36	SMA	IRT	4	5	3	4	4	5	5	4	5	5	44	88	Sangat Puas
15	R15	L	56	SMA	PETANI	4	5	5	5	4	3	4	4	4	3	41	82	Puas
16	R16	L	18	SMA	PELAJAR	5	4	4	5	4	4	5	5	5	4	45	90	Sangat Puas
17	R17	L	18	SMA	PELAJAR	5	5	4	5	4	3	5	4	4	5	44	88	Sangat Puas
18	R18	L	53	SMK	PETANI	5	5	4	5	5	5	5	4	5	5	48	96	Sangat Puas
19	R19	P	19	SMA	PELAJAR	4	5	3	3	3	4	4	5	5	5	41	82	Puas
20	R20	L	51	SMA	PEDAGANG	4	4	3	4	4	3	3	4	3	4	36	72	Cukup Puas
21	R21	P	32	D3	IRT	5	5	4	3	4	4	5	5	3	4	42	84	Puas
22	R22	P	54	SMA	PEDAGANG	5	5	5	5	5	4	5	4	5	5	48	96	Sangat Puas
23	R23	P	27	S1	PNS	4	4	4	4	5	5	3	5	5	5	44	88	Sangat Puas
24	R24	P	40	SMA	PETANI	5	5	5	5	4	5	5	5	4	4	47	94	Sangat Puas
25	R25	P	27	S1	PNS	5	5	4	5	5	4	4	4	5	5	46	92	Sangat Puas
26	R26	P	50	SMA	IRT	5	4	4	4	5	4	5	5	4	4	44	88	Sangat Puas
27	R27	L	38	SMA	WIRASWASTA	5	4	5	3	4	3	5	4	3	4	40	80	Puas
28	R28	P	31	S1	PNS	5	5	4	5	4	4	5	3	3	5	43	86	Sangat Puas
29	R29	L	51	S1	PNS	5	5	5	4	5	5	5	4	4	3	45	90	Sangat Puas
30	R30	L	60	S1	PNS	4	5	5	4	5	5	4	5	5	4	46	92	Sangat Puas
31	R31	L	25	SMA	PEDAGANG	4	4	4	4	5	5	4	3	4	4	41	82	Puas
32	R32	P	45	SMK	PETANI	4	4	4	4	4	5	5	5	5	4	44	88	Sangat Puas
33	R33	L	50	SMA	WIRASWASTA	4	5	5	4	5	5	5	4	5	4	46	92	Sangat Puas
34	R34	P	37	SMA	PETANI	4	5	3	4	3	3	4	5	5	5	41	82	Puas
35	R35	L	27	SMK	PEDAGANG	4	5	4	4	4	5	5	5	4	4	44	88	Sangat Puas
36	R36	L	58	SMA	PETANI	5	5	4	5	4	5	5	4	4	4	45	90	Sangat Puas
37	R37	L	43	SMK	PETANI	5	4	5	4	5	4	4	5	5	5	46	92	Sangat Puas
38	R38	P	26	S1	PNS	4	5	5	4	4	5	3	4	3	5	42	84	Puas
39	R39	L	55	SMA	PETANI	5	5	4	4	5	5	4	5	4	5	46	92	Sangat Puas
40	R40	P	34	S1	PNS	4	5	4	3	4	3	4	5	4	4	40	80	Puas
41	R41	L	45	SMK	WIRASWASTA	4	5	4	5	4	3	3	4	5	5	42	84	Puas
42	R42	L	38	SMK	PETANI	5	5	3	4	5	4	4	3	3	4	40	80	Puas
43	R43	P	41	S1	GURU	4	4	4	5	3	4	4	5	5	5	43	86	Sangat Puas
44	R44	P	58	SMA	IRT	4	4	3	3	5	4	4	4	5	5	41	82	Puas
45	R45	L	32	SMA	PEGAWAI SWASTA	4	4	5	4	5	4	3	4	5	5	43	86	Sangat Puas
46	R46	L	45	SMA	WIRASWASTA	5	4	4	5	3	4	4	4	3	5	41	82	Puas
47	R47	L	60	SMA	SUPIR	5	5	4	3	5	4	4	5	5	4	44	88	Sangat Puas
48	R48	P	21	SMA	MAHASISWA	4	4	5	5	3	4	4	4	4	4	41	82	Puas
49	R49	L	48	SMA	PEGAWAI SWASTA	5	5	4	3	4	4	4	3	4	5	41	82	Puas
50	R50	P	28	S1	GURU	4	4	4	4	4	5	4	3	4	4	40	80	Puas
51	R51	L	50	SMK	SUPIR	5	5	4	5	4	4	4	5	4	4	44	88	Sangat Puas
52	R52	L	59	SMA	SUPIR	4	4	3	5	3	4	5	4	5	5	42	84	Puas
53	R53	L	55	SMP	PETANI	4	4	3	5	5	4	4	4	4	4	41	82	Puas
54	R54	P	58	S1	PNS	4	5	3	3	3	5	4	4	4	4	39	78	Puas
55	R55	P	63	S1	IRT	5	4	5	3	4	5	4	5	5	4	44	88	Sangat Puas
56	R56	P	37	SMA	IRT	4	4	3	4	4	5	4	4	5	5	42	84	Puas
57	R57	P	29	S1	GURU	4	4	3	4	4	4	4	5	5	5	42	84	Puas
58	R58	P	24	D3	MAHASISWA	4	4	4	3	4	4	4	4	5	5	41	82	Puas
59	R59	P	40	SMP	Petani	4	4	4	3	4	4	5	5	5	5	43	86	Sangat Puas
60	R60	L	43	SMK	PETANI	5	5	4	4	4	5	5	4	4	4	44	88	Sangat Puas
61	R61	L	21	SMA	MAHASISWA	4	4	3	4	5	5	5	4	4	4	42	84	Puas
62	R62	P	54	SMA	PEDAGANG	5	4	5	4	4	5	5	4	4	5	45	90	Sangat Puas
63	R63	L	57	SMP	PETANI	5	5	4	4	4	5	5	5	4	4	45	90	Sangat Puas
64	R64	L	37	SMA	SUPIR	4	4	5	4	4	4	5	5	5	4	44	88	Sangat Puas
65	R65	L	49	SMK	PLN	5	5	5	3	5	4	4	4	4	4	43	86	Sangat Puas
66	R66	P	59	SMP	PETANI	4	4	3	4	4	5	4	4	4	5	41	82	Puas
67	R67	L	17	SMA	PELAJAR	4	4	5	5	5	5	4	3	4	4	43	86	Sangat Puas
68	R68	L	38	SMA	PETANI	5	5	3	5	5	4	4	5	5	5	46	92	Sangat Puas
69	R69	L	62	SMA	WIRASWASTA	5	5	4	4	5	4	4	5	5	3	44	88	Sangat Puas
70	R70	P	50	S1	PNS	4	5	3	4	4	5	4	4	5	4	42	84	Puas
71	R71	P	49	D3	IRT	4	4	5	5	3	4	4	4	5	5	43	86	Sangat Puas
72	R72	L	60	SMA	PEDAGANG	4	4	5	5	5	4	4	4	5	5	45	90	Sangat Puas
73	R73	P	38	S1	GURU	5	4	4	5	4	4	5	5	5	4	45	90	Sangat Puas
74	R74	L	61	S1	PETANI	4	5	5	5	3	4	4	4	4	4	42	84	Puas
75	R75	P	63	SMP	PETANI	4	4	5	5	3	5	4	5	4	4	43	86	Sangat Puas
76	R76	P	64	SMA	PETANI	4	4	4	4	5	5	5	4	5	4	44	88	Sangat Puas
77	R77	P	23	SMA	MAHASISWA	5	5	4	4	4	5	4	4	4	4	43	86	Sangat Puas
78	R78	P	29	SMA	IRT	4	4	5	5	5	4	4	5	5	5	46	92	Sangat Puas
79	R79	P	31	SMA	IRT	5	5	4	4	4	5	5	4	5	5	46	92	Sangat Puas
80	R80	P	29	SMA	IRT	5	5	4	4	5	4	4	4	4	5	44	88	Sangat Puas
81	R81	P	57	SMA	PETANI	5	5	4	4	4	5	4	4	4	4	43	86	Sangat Puas
82	R82	P	29	SMA	IRT	4	5	4	5	5	5	5	4	4	4	45	90	Sangat Puas
83	R83	L	25	S1	MAHASISWA	4	4	4	4	4	5	4	4	5	4	42	84	Puas
84	R84	P	31	S1	GURU	4	4	5	5	4	4	5	4	4	4	43	86	Sangat Puas
85	R85	P	39	SMA	IRT	5	5	5	4	5	4	4	4	5	5	46	92	Sangat Puas
86	R86	P	53	S1	PNS	4	4	4	4	5	4	5	5	4	4	43	86	Sangat Puas
87	R87	P	49	SMP	IRT	5	5	5	4	5	5	5	5	5	4	48	96	Sangat Puas
JUMLAH						392	392	355	363	370	376	377	373	381	385	3764		
SKOR MAX						435	435	435	435	435	435	435	435	435	435	4350	**Sangat Puas**	
PERSENTASE						90%	90%	82%	83%	85%	86%	87%	86%	88%	89%	87%		

No.	RESPONDEN	JK	UMUR	PENDIDIKAN	PEKERJAAN	JAMINAN										JUMLAH	%	KETERANGAN
						P1	P2	P3	P4	P5	P6	P7	P8	P9	P10			
1	R1	P	43	SMP	Petani	5	4	5	4	5	5	4	4	4	4	44	88	Sangat Puas
2	R2	L	30	SMA	Petani	4	5	5	4	3	3	4	4	4	3	39	78	Puas
3	R3	P	40	SMA	IRT	5	4	4	5	3	5	4	3	3	3	39	78	Puas
4	R4	P	43	SMA	IRT	5	4	4	4	5	4	5	5	5	5	46	92	Sangat Puas
5	R5	L	60	S1	PNS	4	5	4	2	2	5	4	4	3	4	37	74	Cukup Puas
6	R6	L	43	SMA	PETANI	4	4	5	4	4	3	3	4	5	5	41	82	Puas
7	R7	P	28	SMA	PETANI	5	4	4	3	2	5	4	3	4	4	38	76	Puas
8	R8	P	23	SMA	PEDAGANG	5	5	5	3	3	5	4	4	4	3	41	82	Puas
9	R9	P	P	S1	PNS	5	5	5	4	2	4	5	3	4	4	41	82	Puas
10	R10	L	30	S1	PLN	5	4	5	5	3	5	5	5	5	4	46	92	Sangat Puas
11	R11	L	51	SMA	PETANI	5	5	4	5	4	5	4	5	4	5	46	92	Sangat Puas
12	R12	L	43	SMK	PETANI	5	4	3	4	5	4	4	4	3	5	41	82	Puas
13	R13	P	23	S1	PEGAWAI SWASTA	5	5	5	5	4	4	5	5	4	5	47	94	Sangat Puas
14	R14	P	36	SMA	IRT	5	5	4	4	3	4	2	2	4	4	37	74	Cukup Puas
15	R15	L	56	SMA	PETANI	5	4	4	3	4	5	5	4	4	3	41	82	Puas
16	R16	L	18	SMA	PELAJAR	4	5	4	4	5	4	4	4	5	5	44	88	Sangat Puas
17	R17	L	18	SMA	PELAJAR	5	5	4	4	3	4	3	4	4	4	40	80	Puas
18	R18	L	53	SMK	PETANI	4	4	4	5	5	4	4	5	5	4	44	88	Sangat Puas
19	R19	P	19	SMA	PELAJAR	4	4	3	4	4	5	5	4	3	5	41	82	Puas
20	R20	L	51	SMA	PEDAGANG	4	5	3	3	4	4	5	4	5	5	42	84	Puas
21	R21	P	32	D3	IRT	5	5	4	5	4	5	4	3	3	4	42	84	Puas
22	R22	P	54	SMA	PEDAGANG	5	5	4	5	4	4	4	5	4	5	45	90	Sangat Puas
23	R23	P	27	S1	PNS	5	5	5	4	5	4	4	4	4	4	44	88	Sangat Puas
24	R24	P	40	SMA	PETANI	5	4	4	4	5	5	5	5	5	5	47	94	Sangat Puas
25	R25	P	27	S1	PNS	4	4	5	5	5	4	4	5	5	4	45	90	Sangat Puas
26	R26	P	50	SMA	IRT	4	5	4	3	4	4	4	5	4	5	42	84	Puas
27	R27	L	38	SMA	WIRASWASTA	4	4	3	4	3	4	5	3	5	5	40	80	Puas
28	R28	P	31	S1	PNS	5	4	4	4	5	4	5	5	3	3	42	84	Puas
29	R29	L	51	S1	PNS	4	4	4	3	4	5	3	3	4	5	39	78	Puas
30	R30	L	60	S1	PNS	5	4	3	3	4	4	5	5	4	3	40	80	Puas
31	R31	L	25	SMA	PEDAGANG	4	5	5	4	3	4	4	3	4	5	41	82	Puas
32	R32	P	45	SMK	PETANI	4	4	4	4	5	5	5	4	4	4	43	86	Sangat Puas
33	R33	L	50	SMA	WIRASWASTA	4	4	5	5	5	4	5	4	4	4	44	88	Sangat Puas
34	R34	P	37	SMA	PETANI	4	5	5	3	4	4	4	5	5	5	44	88	Sangat Puas
35	R35	L	27	SMK	PEDAGANG	4	5	5	5	5	4	4	5	5	5	47	94	Sangat Puas
36	R36	L	58	SMA	PETANI	5	4	3	4	4	4	4	3	4	4	39	78	Puas
37	R37	L	43	SMK	PETANI	5	4	4	5	5	4	4	4	4	5	44	88	Sangat Puas
38	R38	P	26	S1	PNS	4	4	3	3	5	4	3	4	4	4	38	76	Puas
39	R39	L	55	SMA	PETANI	4	5	4	4	5	5	4	3	4	5	43	86	Sangat Puas
40	R40	P	34	S1	PNS	4	5	4	4	4	5	5	4	4	4	43	86	Sangat Puas
41	R41	L	45	SMK	WIRASWASTA	4	5	3	4	5	5	4	4	4	4	42	84	Puas
42	R42	L	38	SMK	PETANI	5	4	3	3	4	5	5	4	5	4	42	84	Puas
43	R43	P	41	S1	GURU	4	4	5	4	4	4	5	5	4	4	43	86	Sangat Puas
44	R44	P	58	SMA	IRT	5	5	4	4	5	5	4	5	5	4	46	92	Sangat Puas
45	R45	L	32	SMA	PEGAWAI SWASTA	4	4	3	3	4	3	5	5	4	4	39	78	Puas
46	R46	L	45	SMA	WIRASWASTA	4	4	4	5	5	3	3	4	5	5	42	84	Puas
47	R47	L	60	SMA	SUPIR	4	4	3	4	3	4	4	3	3	5	37	74	Cukup Puas
48	R48	P	21	SMA	MAHASISWA	4	5	4	4	5	5	5	4	4	3	43	86	Sangat Puas
49	R49	L	48	SMA	PEGAWAI SWASTA	4	4	3	3	3	4	5	5	5	4	40	80	Puas
50	R50	P	28	S1	GURU	4	4	3	4	5	5	4	4	3	4	40	80	Puas
51	R51	L	50	SMK	SUPIR	5	4	4	4	4	4	3	4	5	4	41	82	Puas
52	R52	L	59	SMA	SUPIR	5	5	4	4	4	4	5	4	4	4	43	86	Sangat Puas
53	R53	L	55	SMP	PETANI	4	4	3	4	4	4	5	4	4	4	40	80	Puas
54	R54	P	58	S1	PNS	4	4	4	5	5	5	2	3	4	4	40	80	Puas
55	R55	P	63	S1	IRT	5	4	4	4	4	5	5	4	4	4	43	86	Sangat Puas
56	R56	P	37	SMA	IRT	4	4	5	5	4	4	3	3	4	3	39	78	Puas
57	R57	P	29	S1	GURU	4	4	4	3	4	4	5	5	4	3	40	80	Puas
58	R58	P	24	D3	MAHASISWA	4	4	4	5	5	5	4	5	4	5	45	90	Sangat Puas
59	R59	P	40	SMP	Petani	4	4	4	5	5	4	5	4	4	4	43	86	Sangat Puas
60	R60	L	43	SMK	PETANI	4	4	4	5	5	4	5	4	4	4	43	86	Sangat Puas
61	R61	L	21	SMA	MAHASISWA	5	4	4	5	5	5	5	4	4	4	45	90	Sangat Puas
62	R62	P	54	SMA	PEDAGANG	4	4	4	5	5	4	5	4	4	4	43	86	Sangat Puas
63	R63	L	57	SMP	PETANI	4	4	3	5	5	4	4	3	4	4	40	80	Puas
64	R64	L	37	SMA	SUPIR	4	4	4	5	4	4	3	3	4	4	39	78	Puas
65	R65	L	49	SMK	PLN	5	4	4	5	5	5	4	4	4	4	44	88	Sangat Puas
66	R66	P	59	SMP	PETANI	4	4	4	4	4	5	5	4	4	4	42	84	Puas
67	R67	L	17	SMA	PELAJAR	4	4	3	4	4	4	4	4	5	4	40	80	Puas
68	R68	L	38	SMA	PETANI	5	4	4	5	5	4	4	3	4	3	41	82	Puas
69	R69	L	62	SMA	WIRASWASTA	5	4	3	4	4	5	4	5	4	4	42	84	Puas
70	R70	P	50	S1	PNS	5	4	3	4	5	4	4	4	5	4	42	84	Puas
71	R71	P	49	D3	IRT	4	4	5	5	4	4	4	3	3	4	40	80	Puas
72	R72	L	60	SMA	PEDAGANG	4	4	4	4	5	4	4	3	4	4	40	80	Puas
73	R73	P	38	S1	GURU	4	4	4	4	3	4	4	5	4	4	40	80	Puas
74	R74	L	61	S1	PETANI	4	4	4	5	4	4	5	5	4	3	42	84	Puas
75	R75	P	63	SMP	PETANI	4	4	4	3	3	4	4	4	5	4	39	78	Puas
76	R76	P	64	SMA	PETANI	4	5	4	5	4	4	4	5	5	5	45	90	Sangat Puas
77	R77	P	23	SMA	MAHASISWA	5	5	5	5	4	4	4	5	5	5	47	94	Sangat Puas
78	R78	P	29	SMA	IRT	4	4	4	5	5	4	4	5	4	4	43	86	Sangat Puas
79	R79	P	31	SMA	IRT	4	4	4	5	5	4	4	5	5	5	45	90	Sangat Puas
80	R80	P	29	SMA	IRT	4	4	5	4	5	4	4	4	4	4	42	84	Puas
81	R81	P	57	SMA	PETANI	5	5	4	5	5	5	5	5	4	4	47	94	Sangat Puas
82	R82	P	29	SMA	IRT	4	4	4	5	4	4	4	4	4	5	42	84	Puas
83	R83	L	25	S1	MAHASISWA	4	4	5	4	4	4	4	5	4	4	42	84	Puas
84	R84	P	31	S1	GURU	5	4	4	5	4	5	5	5	4	4	45	90	Sangat Puas
85	R85	P	39	SMA	IRT	5	4	4	4	5	5	4	4	4	4	43	86	Sangat Puas
86	R86	P	53	S1	PNS	4	4	4	5	5	5	4	5	4	5	45	90	Sangat Puas
87	R87	P	49	SMP	IRT	4	5	4	5	5	5	5	4	4	5	46	92	Sangat Puas
JUMLAH						383	375	349	366	368	376	368	359	361	364	3669		
SKOR MAX						435	435	435	435	435	435	435	435	435	435	4350		**Puas**
PERSENTASE						88%	86%	80%	84%	85%	86%	85%	83%	83%	84%	84%		

No.	RESPONDEN	JK	UMUR	PENDIDIKAN	PEKERJAAN	EMPATI										JUMLAH	%	KETERANGAN
						P1	P2	P3	P4	P5	P6	P7	P8	P9	P10			
1	R1	P	43	SMP	Petani	5	4	5	4	4	4	5	5	5	4	45	90	Sangat Puas
2	R2	L	30	SMA	Petani	4	5	5	4	4	5	5	4	3	5	44	88	Sangat Puas
3	R3	P	40	SMA	IRT	5	5	3	3	4	4	5	4	4	3	40	80	Puas
4	R4	P	43	SMA	IRT	5	4	4	4	5	5	4	5	4	4	44	88	Sangat Puas
5	R5	5	60	S1	PNS	5	3	3	3	4	3	4	3	5	2	35	70	Cukup Puas
6	R6	L	43	SMA	PETANI	5	4	4	4	3	3	3	4	5	4	39	78	Puas
7	R7	P	28	SMA	PETANI	4	3	5	3	3	4	4	4	5	3	38	76	Puas
8	R8	P	23	SMA	PEDAGANG	5	3	4	3	5	4	4	4	4	3	39	78	Puas
9	R9	P	P	S1	PNS	5	5	4	4	4	4	5	5	4	4	44	88	Sangat Puas
10	R10	L	30	S1	PLN	5	5	5	4	5	4	5	5	5	4	47	94	Sangat Puas
11	R11	L	51	SMA	PETANI	5	4	4	4	5	5	4	5	4	4	44	88	Sangat Puas
12	R12	L	43	SMK	PETANI	5	5	5	4	5	4	5	5	5	3	46	92	Sangat Puas
13	R13	P	23	S1	PEGAWAI SWASTA	5	5	5	4	3	3	4	4	5	5	43	86	Sangat Puas
14	R14	P	36	SMA	IRT	4	5	4	3	4	4	4	4	5	3	40	80	Puas
15	R15	L	56	SMA	PETANI	3	4	4	5	5	3	4	3	4	5	40	80	Puas
16	R16	L	18	SMA	PELAJAR	5	5	4	4	3	4	4	5	3	3	40	80	Puas
17	R17	L	18	SMA	PELAJAR	4	4	3	4	3	4	4	4	5	4	39	78	Puas
18	R18	L	53	SMK	PETANI	5	5	4	4	4	5	5	4	5	5	46	92	Sangat Puas
19	R19	P	19	SMA	TIDAK BEKERJA	4	4	4	5	5	4	4	4	3	4	41	82	Puas
20	R20	L	51	SMA	PEDAGANG	4	3	4	3	4	5	4	4	5	4	40	80	Puas
21	R21	P	32	D3	IRT	5	5	4	5	4	4	5	5	4	4	45	90	Sangat Puas
22	R22	P	54	SMA	PEDAGANG	5	4	4	4	5	5	4	4	5	4	44	88	Sangat Puas
23	R23	P	27	S1	PNS	5	4	4	4	5	5	5	5	5	4	46	92	Sangat Puas
24	R24	P	40	SMA	PETANI	4	4	4	5	5	5	5	5	5	5	47	94	Sangat Puas
25	R25	P	27	S1	PNS	5	5	5	4	4	5	5	4	5	3	45	90	Sangat Puas
26	R26	P	50	SMA	IRT	4	4	5	5	5	4	4	5	4	4	44	88	Sangat Puas
27	R27	L	38	SMA	WIRASWASTA	4	4	4	3	5	5	4	4	4	3	40	80	Puas
28	R28	P	31	S1	PNS	4	3	5	4	4	5	5	5	5	5	45	90	Sangat Puas
29	R29	L	51	S1	PNS	5	5	4	4	3	4	4	4	5	4	42	84	Puas
30	R30	L	60	S1	PNS	4	3	3	3	4	3	3	5	4	3	35	70	Cukup Puas
31	R31	L	25	SMA	PEDAGANG	4	3	4	5	5	4	5	4	5	4	43	86	Sangat Puas
32	R32	P	45	SMK	PETANI	3	4	4	3	5	4	4	3	5	4	39	78	Puas
33	R33	L	50	SMA	WIRASWASTA	4	4	4	5	5	4	4	4	4	5	43	86	Sangat Puas
34	R34	P	37	SMA	PETANI	4	3	3	4	5	5	3	3	3	5	38	76	Puas
35	R35	L	27	SMK	PEDAGANG	4	5	5	4	4	5	5	5	4	4	45	90	Sangat Puas
36	R36	L	58	SMA	PETANI	4	4	5	5	4	4	3	3	4	4	40	80	Puas
37	R37	L	43	SMK	PETANI	5	5	5	4	5	4	4	4	3	3	42	84	Puas
38	R38	P	26	S1	PNS	5	4	4	4	5	3	4	3	5	3	40	80	Puas
39	R39	L	55	SMA	PETANI	4	4	5	5	4	4	4	4	3	5	42	84	Puas
40	R40	P	34	S1	PNS	4	5	5	5	4	4	4	4	5	4	44	88	Sangat Puas
41	R41	L	45	SMK	WIRASWASTA	3	4	4	4	5	5	5	5	4	5	44	88	Sangat Puas
42	R42	L	38	SMK	PETANI	3	4	4	4	4	3	5	5	4	5	41	82	Puas
43	R43	P	41	S1	GURU	4	4	3	4	5	3	4	5	4	4	40	80	Puas
44	R44	P	58	SMA	IRT	3	4	4	4	5	5	4	4	5	4	42	84	Puas
45	R45	L	32	SMA	PEGAWAI SWASTA	4	5	4	4	4	5	4	4	4	4	42	84	Puas
46	R46	L	45	SMA	WIRASWASTA	4	4	3	4	5	5	4	3	3	4	39	78	Puas
47	R47	L	60	SMA	SUPIR	4	4	5	5	4	4	3	3	4	3	39	78	Puas
48	R48	P	21	SMA	MAHASISWA	3	3	4	3	4	5	5	5	4	4	40	80	Puas
49	R49	L	48	SMA	PEGAWAI SWASTA	3	3	4	4	3	4	4	5	4	5	39	78	Puas
50	R50	P	28	S1	GURU	4	3	3	3	4	5	5	4	5	4	40	80	Puas
51	R51	L	50	SMK	SUPIR	4	3	3	3	5	4	4	3	4	5	38	76	Puas
52	R52	L	59	SMA	SUPIR	4	4	3	4	4	4	4	5	5	5	42	84	Puas
53	R53	L	55	SMP	PETANI	4	4	4	5	4	4	5	3	3	4	40	80	Puas
54	R54	P	58	S1	PNS	4	3	3	4	4	3	4	5	5	5	40	80	Puas
55	R55	P	63	S1	IRT	4	4	3	4	3	5	5	4	3	3	38	76	Puas
56	R56	P	37	SMA	IRT	4	3	3	4	3	5	4	4	4	4	38	76	Puas
57	R57	P	29	S1	GURU	4	3	4	3	4	4	4	4	4	5	39	78	Puas
58	R58	P	24	D3	MAHASISWA	4	5	5	4	4	4	5	5	5	5	46	92	Sangat Puas
59	R59	P	40	SMP	Petani	4	4	4	4	4	3	4	4	5	4	40	80	Puas
60	R60	L	43	SMK	PETANI	4	4	4	4	4	4	4	5	4	3	40	80	Puas
61	R61	L	21	SMA	TIDAK BEKERJA	4	4	4	5	4	4	4	3	5	4	41	82	Puas
62	R62	P	54	SMA	PEDAGANG	4	4	4	3	4	3	4	3	3	4	36	72	Cukup Puas
63	R63	L	57	SMP	PETANI	4	4	3	4	5	5	5	5	4	4	43	86	Sangat Puas
64	R64	L	37	SMA	SUPIR	4	4	4	3	4	4	3	4	4	4	38	76	Puas
65	R65	L	49	SMK	PLN	4	4	4	3	4	5	3	4	4	4	39	78	Puas
66	R66	P	59	SMP	PETANI	4	4	4	3	3	5	4	3	4	4	38	76	Puas
67	R67	L	17	SMA	PELAJAR	4	4	4	4	5	4	4	3	4	4	40	80	Puas
68	R68	L	38	SMA	PETANI	4	4	4	5	5	4	4	3	5	3	41	82	Puas
69	R69	L	62	SMA	WIRASWASTA	4	4	3	5	4	4	4	3	5	5	41	82	Puas
70	R70	P	50	S1	PNS	4	4	3	4	3	4	5	4	4	4	39	78	Puas
71	R71	P	49	D3	IRT	4	4	4	5	5	5	5	4	4	4	44	88	Sangat Puas
72	R72	L	60	SMA	PEDAGANG	4	4	4	4	4	3	4	4	4	4	39	78	Puas
73	R73	P	38	S1	GURU	4	4	5	4	4	4	4	4	4	5	42	84	Puas
74	R74	L	61	S1	TIDAK BEKERJA	4	3	4	5	4	4	4	4	4	4	40	80	Puas
75	R75	P	63	SMP	PETANI	4	4	4	4	4	5	5	4	4	4	42	84	Puas
76	R76	P	64	SMA	PETANI	4	4	4	4	4	5	4	4	5	4	42	84	Puas
77	R77	P	23	SMA	MAHASISWA	4	4	5	4	4	5	5	5	4	5	45	90	Sangat Puas
78	R78	P	29	SMA	IRT	4	4	4	5	5	5	4	4	5	5	45	90	Sangat Puas
79	R79	P	31	SMA	IRT	4	4	5	5	4	4	5	4	4	5	44	88	Sangat Puas
80	R80	P	29	SMA	IRT	4	4	4	4	4	5	3	4	5	5	42	84	Puas
81	R81	P	57	SMA	PETANI	5	5	5	5	4	4	4	4	3	5	44	88	Sangat Puas
82	R82	P	29	SMA	IRT	4	4	5	5	4	4	4	4	4	3	41	82	Puas
83	R83	L	25	S1	MAHASISWA	4	4	4	4	5	4	4	4	5	4	42	84	Puas
84	R84	P	31	S1	GURU	4	4	4	5	4	4	5	4	3	4	41	82	Puas
85	R85	P	39	SMA	IRT	4	4	5	5	4	4	5	4	5	4	44	88	Sangat Puas
86	R86	P	53	S1	PNS	4	4	4	4	5	5	4	4	4	5	43	86	Sangat Puas
87	R87	P	49	SMP	IRT	4	4	5	5	5	4	5	5	5	5	47	94	Sangat Puas
JUMLAH						362	350	355	355	368	367	370	358	372	356	3613		
SKOR MAX						435	435	435	435	435	435	435	435	435	435	4350		**Puas**
PERSENTASE						83%	80%	82%	82%	85%	84%	85%	82%	86%	82%	83%		

No.	RESPONDEN	JK	UMUR	PENDIDIKAN	PEKERJAAN	BUKTI FISIK										JUMLAH	SKORING	KETERANGAN
						P1	P2	P3	P4	P5	P6	P7	P8	P9	P10			
1	R1	P	43	SMP	Petani	4	4	4	4	4	4	4	5	5	3	41	82	Puas
2	R2	L	30	SMA	Petani	5	5	5	4	4	3	4	3	4	3	40	80	Puas
3	R3	P	40	SMA	IRT	5	4	5	4	5	5	4	3	4	4	43	86	Sangat Puas
4	R4	P	43	SMA	IRT	5	5	5	3	5	5	4	4	4	4	44	88	Sangat Puas
5	R5	L	60	S1	PNS	5	5	4	2	4	5	3	5	5	3	41	82	Puas
6	R6	L	43	SMA	PETANI	5	4	4	3	5	4	3	4	4	5	41	82	Puas
7	R7	P	28	SMA	PETANI	4	5	5	4	4	5	4	4	5	5	45	90	Sangat Puas
8	R8	P	23	SMA	PEDAGANG	5	3	2	3	5	5	4	4	4	5	40	80	Puas
9	R9	P	P	S1	PNS	5	5	5	4	4	4	3	4	4	3	41	82	Puas
10	R10	L	30	S1	PLN	5	5	4	4	4	5	4	5	4	3	43	86	Sangat Puas
11	R11	L	51	SMA	PETANI	5	4	4	4	5	5	4	5	4	5	45	90	Sangat Puas
12	R12	L	43	SMK	PETANI	5	5	5	3	5	4	4	5	4	5	45	90	Sangat Puas
13	R13	P	23	S1	PEGAWAI SWASTA	4	4	4	4	5	5	3	5	5	4	43	86	Sangat Puas
14	R14	P	36	SMA	IRT	4	5	4	3	4	4	3	4	4	4	39	78	Puas
15	R15	L	56	SMA	PETANI	4	5	4	3	5	4	4	4	5	5	43	86	Sangat Puas
16	R16	L	18	SMA	PELAJAR	4	5	4	4	5	4	4	5	5	4	44	88	Sangat Puas
17	R17	L	18	SMA	PELAJAR	5	5	4	3	5	4	3	4	4	5	42	84	Puas
18	R18	L	53	SMK	PETANI	4	4	4	3	5	5	4	5	4	4	42	84	Puas
19	R19	P	19	SMA	PELAJAR	4	4	3	2	4	4	4	5	4	5	39	78	Puas
20	R20	L	51	SMA	PEDAGANG	4	4	5	4	4	4	3	4	5	4	41	82	Puas
21	R21	P	32	D3	IRT	4	4	5	4	5	3	4	4	5	5	43	86	Sangat Puas
22	R22	P	54	SMA	PEDAGANG	4	4	5	5	4	4	4	5	4	5	44	88	Sangat Puas
23	R23	P	27	S1	PNS	4	4	4	3	4	4	4	5	4	5	41	82	Puas
24	R24	P	40	SMA	PETANI	4	4	4	3	4	5	3	4	4	4	39	78	Puas
25	R25	P	27	S1	PNS	4	4	4	4	5	5	4	4	4	4	42	84	Puas
26	R26	P	50	SMA	IRT	4	4	4	2	5	4	4	5	4	4	40	80	Puas
27	R27	L	38	SMA	WIRASWASTA	4	4	5	2	4	4	3	5	4	4	39	78	Puas
28	R28	P	31	S1	PNS	4	4	5	2	5	4	4	4	5	4	41	82	Puas
29	R29	L	51	S1	PNS	4	5	5	3	4	5	3	5	4	5	43	86	Sangat Puas
30	R30	L	60	S1	PNS	4	4	5	2	5	5	3	4	4	5	41	82	Puas
31	R31	L	25	SMA	PEDAGANG	4	3	4	2	4	5	4	4	5	5	40	80	Puas
32	R32	P	45	SMK	PETANI	4	3	4	5	4	5	4	4	5	5	43	86	Sangat Puas
33	R33	L	50	SMA	WIRASWASTA	5	5	4	2	5	4	3	4	4	4	40	80	Puas
34	R34	P	37	SMA	PETANI	4	4	3	3	5	4	4	5	5	5	42	84	Puas
35	R35	L	27	SMK	PEDAGANG	4	4	3	3	4	5	4	4	5	4	40	80	Puas
36	R36	L	58	SMA	PETANI	5	5	4	2	4	5	3	4	5	3	40	80	Puas
37	R37	L	43	SMK	PETANI	4	4	4	3	5	5	4	4	5	3	41	82	Puas
38	R38	P	26	S1	PNS	4	4	3	2	4	4	3	4	4	3	35	70	Cukup Puas
39	R39	L	55	SMA	PETANI	5	4	5	2	4	4	3	4	5	3	39	78	Puas
40	R40	P	34	S1	PNS	3	4	5	4	4	4	3	4	4	5	40	80	Puas
41	R41	L	45	SMK	WIRASWASTA	4	4	3	2	5	2	4	4	4	4	36	72	Cukup Puas
42	R42	L	38	SMK	PETANI	5	5	4	2	5	4	4	5	4	5	43	86	Sangat Puas
43	R43	P	41	S1	GURU	5	5	4	2	5	4	4	5	4	5	43	86	Sangat Puas
44	R44	P	58	SMA	IRT	4	4	2	4	5	4	4	5	4	5	41	82	Puas
45	R45	L	32	SMA	PEGAWAI SWASTA	4	4	3	2	4	4	4	4	3	5	37	74	Cukup Puas
46	R46	L	45	SMA	WIRASWASTA	4	4	4	2	5	5	3	5	5	5	42	84	Puas
47	R47	L	60	SMA	SUPIR	4	4	4	2	5	5	3	4	4	5	40	80	Puas
48	R48	P	21	SMA	MAHASISWA	4	4	4	2	4	5	4	5	5	4	41	82	Puas
49	R49	L	48	SMA	PEGAWAI SWASTA	4	5	5	2	4	5	3	4	4	5	41	82	Puas
50	R50	P	28	S1	GURU	4	5	4	2	4	5	3	5	4	4	40	80	Puas
51	R51	L	50	SMK	SUPIR	4	4	4	3	5	4	4	5	4	4	41	82	Puas
52	R52	L	59	SMA	SUPIR	4	5	4	2	4	5	4	4	4	5	41	82	Puas
53	R53	L	55	SMP	PETANI	4	4	4	2	5	5	3	5	4	5	41	82	Puas
54	R54	P	58	S1	PNS	4	4	4	2	5	4	3	5	5	5	41	82	Puas
55	R55	P	63	S1	IRT	4	4	3	2	5	4	4	4	5	4	39	78	Puas
56	R56	P	37	SMA	IRT	5	5	5	2	4	5	4	5	5	4	44	88	Sangat Puas
57	R57	P	29	S1	GURU	4	4	4	3	4	5	4	4	5	5	42	84	Puas
58	R58	P	24	D3	MAHASISWA	5	4	4	3	4	5	4	5	5	5	44	88	Sangat Puas
59	R59	P	40	SMP	Petani	4	4	4	2	5	4	4	5	4	4	40	80	Puas
60	R60	L	43	SMK	PETANI	5	5	4	2	5	4	3	5	4	5	42	84	Puas
61	R61	L	21	SMA	MAHASISWA	4	5	5	3	5	5	3	4	5	5	44	88	Sangat Puas
62	R62	P	54	SMA	PEDAGANG	5	4	5	4	5	4	4	4	4	5	44	88	Sangat Puas
63	R63	L	57	SMP	PETANI	4	4	4	3	5	5	4	5	4	5	43	86	Sangat Puas
64	R64	L	37	SMA	SUPIR	4	4	5	2	5	5	4	4	4	5	42	84	Puas
65	R65	L	49	SMK	PLN	5	4	5	2	5	4	4	4	4	5	42	84	Puas
66	R66	P	59	SMP	PETANI	5	4	4	2	4	5	4	4	4	4	40	80	Puas
67	R67	L	17	SMA	PELAJAR	4	4	5	2	5	4	4	4	4	4	40	80	Puas
68	R68	L	38	SMA	PETANI	4	5	4	2	4	4	2	5	5	4	39	78	Puas
69	R69	L	62	SMA	WIRASWASTA	5	4	4	2	5	5	2	5	5	4	41	82	Puas
70	R70	P	50	S1	PNS	4	4	5	4	4	5	4	5	4	4	43	86	Sangat Puas
71	R71	P	49	D3	IRT	4	5	5	3	5	4	4	5	4	4	43	86	Sangat Puas
72	R72	L	60	SMA	PEDAGANG	4	5	5	3	3	4	4	4	4	4	40	80	Puas
73	R73	P	38	S1	GURU	5	4	4	2	5	4	3	5	4	4	40	80	Puas
74	R74	L	61	S1	PETANI	4	5	5	3	4	4	2	4	4	4	39	78	Puas
75	R75	P	63	SMP	PETANI	5	5	5	2	5	5	2	5	5	3	42	84	Puas
76	R76	P	64	SMA	PETANI	4	4	4	3	4	5	4	4	4	5	41	82	Puas
77	R77	P	23	SMA	MAHASISWA	5	5	5	2	5	5	3	5	4	4	43	86	Sangat Puas
78	R78	P	29	SMA	IRT	4	4	5	4	4	4	4	4	5	4	42	84	Puas
79	R79	P	31	SMA	IRT	4	4	5	4	4	5	4	4	5	4	43	86	Sangat Puas
80	R80	P	29	SMA	IRT	4	5	5	3	5	5	3	4	4	5	43	86	Sangat Puas
81	R81	P	57	SMA	PETANI	5	5	5	4	4	4	4	4	4	4	43	86	Sangat Puas
82	R82	P	29	SMA	IRT	4	4	5	4	5	4	3	5	4	4	42	84	Puas
83	R83	L	25	S1	MAHASISWA	4	4	5	2	5	4	5	4	4	4	41	82	Puas
84	R84	P	31	S1	GURU	5	4	5	3	4	5	4	5	5	5	45	90	Sangat Puas
85	R85	P	39	SMA	IRT	4	5	5	4	4	4	4	4	5	5	44	88	Sangat Puas
86	R86	P	53	S1	PNS	4	4	4	2	5	5	4	4	5	5	42	84	Puas
87	R87	P	49	SMP	IRT	4	5	5	2	4	4	4	5	4	5	42	84	Puas
JUMLAH						375	377	374	247	393	385	313	385	379	379	3607		
SKOR MAX						435	435	435	435	435	435	435	435	435	435	4350		**Cukup Puas**
PERSENTASE						86%	87%	86%	57%	90%	89%	72%	89%	87%	87%	74%		

No.	RESPONDEN	JK	UMUR	PENDIDIKAN	PEKERJAAN	PELAYANAN KEFARMASIAN															JUMLAH	%	KETERANGAN	ategori umi
						P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15				
1	R1	P	43	SMP	Petani	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	26-25
2	R2	L	30	SMA	Petani	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	26-25
3	R3	P	40	SMA	IRT	1	1	1	1	1	1	1	1	0	1	0	1	0	1	0	11	73,33333333	Cukup Puas	26-25
4	R4	P	43	SMA	IRT	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	26-25
5	R5	L	60	S1	PNS	1	1	1	1	1	1	1	1	1	1	0	1	0	1	1	13	86,66666667	Sangat Puas	55-65
6	R6	L	43	SMA	PETANI	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	26-25
7	R7	P	28	SMA	PETANI	1	1	1	1	1	1	1	1	1	1	0	1	0	1	1	13	86,66666667	Sangat Puas	26-25
8	R8	P	23	SMA	PEDAGANG	1	1	1	1	1	1	1	1	0	1	0	1	0	1	1	12	80	Puas	17-25
9	R9	P	56	S1	PNS	1	1	1	1	1	1	1	1	0	1	0	1	0	1	0	11	73,33333333	Cukup Puas	55-65
10	R10	L	30	S1	PLN	1	1	1	1	1	1	1	1	1	1	0	1	0	1	1	13	86,66666667	Sangat Puas	26-25
11	R11	L	51	SMA	PETANI	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	46-55
12	R12	L	43	SMK	PETANI	1	1	1	1	1	1	1	1	1	1	0	1	1	0	1	13	86,66666667	Sangat Puas	26-25
13	R13	P	23	S1	PEGAWAI SWASTA	1	1	1	1	1	1	1	1	0	1	0	1	0	1	0	11	73,33333333	Cukup Puas	17-25
14	R14	P	36	SMA	IRT	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	26-25
15	R15	L	56	SMA	PETANI	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	55-65
16	R16	L	18	SMA	PELAJAR	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	17-25
17	R17	L	18	SMA	PELAJAR	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	17-25
18	R18	L	53	SMK	PETANI	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	46-55
19	R19	P	19	SMA	PELAJAR	1	1	1	1	1	1	0	1	0	1	0	1	1	1	1	12	80	Puas	17-25
20	R20	L	51	SMA	PEDAGANG	1	1	1	1	1	1	1	0	0	1	1	0	1	0	1	11	73,33333333	Cukup Puas	46-55
21	R21	P	32	D3	IRT	1	1	1	1	1	1	1	1	0	1	0	1	0	1	1	12	80	Puas	26-25
22	R22	P	54	SMA	PEDAGANG	1	1	1	1	1	1	1	1	1	0	1	0	0	0	1	11	73,33333333	Cukup Puas	46-55
23	R23	P	27	S1	PNS	1	1	1	1	1	1	1	1	1	0	1	0	0	1	0	11	73,33333333	Cukup Puas	26-25
24	R24	P	40	SMA	PETANI	1	1	1	1	1	1	1	1	1	0	1	1	1	0	1	13	86,66666667	Sangat Puas	26-25
25	R25	P	27	S1	PNS	1	1	1	1	1	1	1	1	1	1	0	1	0	0	1	12	80	Puas	26-25
26	R26	P	50	SMA	IRT	1	1	1	1	1	1	1	1	0	1	0	0	1	0	0	10	66,66666667	Cukup Puas	46-55
27	R27	L	38	SMA	WIRASWASTA	1	1	1	1	1	1	1	1	1	1	0	1	0	1	1	13	86,66666667	Sangat Puas	26-25
28	R28	P	31	S1	PNS	1	1	1	1	1	1	1	1	1	1	0	1	0	1	0	12	80	Puas	26-25
29	R29	L	51	S1	PNS	1	1	1	1	1	1	1	1	0	0	0	1	0	1	0	10	66,66666667	Cukup Puas	46-55
30	R30	L	60	S1	PNS	1	1	1	1	1	1	1	1	1	1	0	1	0	1	0	12	80	Puas	55-65
31	R31	L	25	SMA	PEDAGANG	1	1	1	1	1	1	1	1	1	1	0	0	1	0	1	12	80	Puas	17-25
32	R32	P	45	SMK	PETANI	1	1	1	1	1	1	1	1	1	1	0	0	1	1	0	12	80	Puas	26-25
33	R33	L	50	SMA	WIRASWASTA	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	14	93,33333333	Sangat Puas	46-55
34	R34	P	37	SMA	PETANI	1	1	1	1	1	1	1	0	1	1	0	0	1	1	0	11	73,33333333	Cukup Puas	26-25
35	R35	L	27	SMK	PEDAGANG	1	1	1	1	1	1	1	1	1	1	0	1	0	1	0	12	80	Puas	26-25
36	R36	L	58	SMA	PETANI	1	1	1	1	1	1	1	1	0	1	0	0	1	1	1	12	80	Puas	55-65
37	R37	L	43	SMK	PETANI	1	1	1	1	1	1	1	1	0	1	1	0	1	1	0	12	80	Puas	26-25
38	R38	P	26	S1	PNS	1	1	1	1	1	1	1	1	1	1	0	1	0	1	1	13	86,66666667	Sangat Puas	26-25
39	R39	L	55	SMA	PETANI	1	1	1	1	1	1	1	1	1	1	0	1	0	1	1	13	86,66666667	Sangat Puas	46-55
40	R40	P	34	S1	PNS	1	1	1	1	1	1	1	0	0	1	1	0	1	0	1	11	73,33333333	Cukup Puas	26-25
41	R41	L	45	SMK	WIRASWASTA	1	1	1	1	1	1	1	0	1	0	1	1	1	1	1	13	86,66666667	Sangat Puas	26-25
42	R42	L	38	SMK	PETANI	1	1	1	1	1	1	1	1	1	0	1	0	1	0	1	12	80	Puas	26-25
43	R43	P	41	S1	GURU	1	1	1	1	1	1	1	1	1	1	0	1	0	1	1	13	86,66666667	Sangat Puas	26-25
44	R44	P	58	SMA	IRT	1	1	1	1	1	1	1	1	1	1	0	1	0	1	0	12	80	Puas	55-65
45	R45	L	32	SMA	PEGAWAI SWASTA	1	1	1	1	1	1	1	1	0	1	0	1	0	1	1	12	80	Puas	26-25
46	R46	L	45	SMA	WIRASWASTA	1	1	1	1	1	1	1	1	1	1	0	1	1	0	1	13	86,66666667	Sangat Puas	26-25
47	R47	L	60	SMA	SUPIR	1	1	1	1	1	1	1	1	1	1	0	1	0	1	1	13	86,66666667	Sangat Puas	55-65
48	R48	P	21	SMA	MAHASISWA	1	1	1	1	1	1	1	1	0	1	0	1	0	1	0	11	73,33333333	Cukup Puas	17-25
49	R49	L	48	SMA	PEGAWAI SWASTA	1	1	1	1	1	1	1	1	1	1	0	0	1	0	1	12	80	Puas	46-55
50	R50	P	28	S1	GURU	1	1	1	1	1	1	1	1	0	1	0	1	1	0	1	12	80	Puas	26-25
51	R51	L	50	SMK	SUPIR	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	14	93,33333333	Sangat Puas	46-55
52	R52	L	59	SMA	SUPIR	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	14	93,33333333	Sangat Puas	55-65
53	R53	L	55	SMP	PETANI	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	14	93,33333333	Sangat Puas	46-55
54	R54	P	58	S1	PNS	1	1	1	1	1	1	1	1	1	1	0	1	0	1	1	13	86,66666667	Sangat Puas	55-65
55	R55	P	63	S1	IRT	1	1	1	1	1	1	1	1	0	1	0	1	0	1	0	11	73,33333333	Cukup Puas	55-65
56	R56	P	37	SMA	IRT	1	1	1	1	1	1	1	1	1	1	0	1	0	1	0	12	80	Puas	26-25
57	R57	P	29	S1	GURU	1	1	1	1	1	1	1	1	0	1	1	1	1	1	0	13	86,66666667	Sangat Puas	26-25
58	R58	P	24	D3	MAHASISWA	1	1	1	1	1	1	1	1	1	1	1	0	0	1	0	12	80	Puas	17-25
59	R59	P	40	SMP	Petani	1	1	1	1	1	1	1	1	1	1	0	1	0	1	0	12	80	Puas	26-25
60	R60	L	43	SMK	PETANI	1	1	1	1	1	1	1	1	1	1	0	1	1	1	0	13	86,66666667	Sangat Puas	26-25
61	R61	L	21	SMA	MAHASISWA	1	1	1	1	1	1	1	0	1	0	1	0	1	1	0	11	73,33333333	Cukup Puas	17-25
62	R62	P	54	SMA	PEDAGANG	1	1	1	1	1	1	1	1	1	0	1	0	1	1	1	13	86,66666667	Sangat Puas	46-55
63	R63	L	57	SMP	PETANI	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	14	93,33333333	Sangat Puas	55-65
64	R64	L	37	SMA	SUPIR	1	1	1	1	1	1	1	1	1	0	1	0	1	0	1	12	80	Puas	26-25
65	R65	L	49	SMK	PLN	1	1	1	1	1	1	1	1	1	1	1	1	0	1	0	13	86,66666667	Sangat Puas	46-55
66	R66	P	59	SMP	PETANI	1	1	1	1	1	1	1	1	1	1	0	1	0	0	1	12	80	Puas	55-65
67	R67	L	17	SMA	PELAJAR	1	1	1	1	1	1	1	1	1	1	1	0	1	1	0	13	86,66666667	Sangat Puas	17-25
68	R68	L	38	SMA	PETANI	1	1	1	1	1	1	1	1	1	1	0	1	0	0	1	12	80	Puas	26-25
69	R69	L	62	SMA	WIRASWASTA	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	14	93,33333333	Sangat Puas	55-65
70	R70	P	50	S1	PNS	1	1	1	1	1	1	1	1	0	1	0	1	1	1	1	13	86,66666667	Sangat Puas	46-55
71	R71	P	49	D3	IRT	1	1	1	1	1	1	1	1	0	1	1	0	1	1	1	13	86,66666667	Sangat Puas	46-55
72	R72	L	60	SMA	PEDAGANG	1	1	1	1	1	1	1	1	0	1	1	0	1	0	0	11	73,33333333	Cukup Puas	55-65
73	R73	P	38	S1	GURU	1	1	1	1	1	1	1	1	1	1	1	0	0	1	0	12	80	Puas	26-25
74	R74	L	61	S1	PETANI	1	1	1	1	1	1	1	1	1	1	0	1	1	0	1	13	86,66666667	Sangat Puas	55-65
75	R75	P	63	SMP	PETANI	1	1	1	1	1	1	1	1	1	0	1	0	1	0	0	11	73,33333333	Cukup Puas	55-65
76	R76	P	64	SMA	PETANI	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	14	93,33333333	Sangat Puas	55-65
77	R77	P	23	SMA	MAHASISWA	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	14	93,33333333	Sangat Puas	17-25
78	R78	P	29	SMA	IRT	1	1	1	1	1	1	1	1	1	1	0	1	0	1	0	12	80	Puas	26-25
79	R79	P	31	SMA	IRT	1	1	1	1	1	1	1	1	1	1	0	1	0	1	1	13	86,66666667	Sangat Puas	26-25
80	R80	P	29	SMA	IRT	1	1	1	1	1	1	1	1	1	1	0	1	0	1	0	12	80	Puas	26-25
81	R81	P	57	SMA	PETANI	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	55-65
82	R82	P	29	SMA	IRT	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	14	93,33333333	Sangat Puas	26-25
83	R83	L	25	S1	MAHASISWA	1	1	1	1	1	1	1	1	1	1	1	1	0	1	0	13	86,66666667	Sangat Puas	17-25
84	R84	P	31	S1	GURU	1	1	1	1	1	1	1	1	1	1	1	0	1	1	0	13	86,66666667	Sangat Puas	26-25
85	R85	P	39	SMA	IRT	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	26-25
86	R86	P	53	S1	PNS	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	46-55
87	R87	P	49	SMP	IRT	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	15	100	Sangat Puas	46-55
JUMLAH						87	87	87	87	87	87	86	82	67	77	40	62	51	68	56	1111			
SKORMAX						87	87	87	87	87	87	87	87	87	87	87	87	87	87	87	1305		**Puas**	
PERSENTASE						100%	100%	100%	100%	100%	100%	99%	94%	77%	89%	46%	71%	59%	78%	62%	85%			

Lampiran 8 Uji Validasi dan Reliabel

Tabel 1 Keandalan *(Reliability)*

Correlations

		R1_1	R1_2	R1_3	R1_4	R1_5	R1_6	R1_7	R1_8	R1_9	R1_10	R1_11	R1_12	R1_13	R1_14	R1_15	TOTAL_V1
R1_1	Pearson Correlation	1	.277	.457*	-.229	-.109	.438*	.403*	.529**	-.088	.736***	.418*	.131	.442*	.712***	-.399*	.624***
	Sig. (2-tailed)		.139	.011	.224	.567	.015	.027	.003	.644	<.001	.022	.490	.014	<.001	.029	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_2	Pearson Correlation	.277	1	.325	-.153	.165	.144	.317	.057	.132	.253	.185	-.100	.290	.300	.178	.377*
	Sig. (2-tailed)	.139		.080	.419	.384	.448	.088	.766	.485	.178	.327	.598	.120	.107	.346	.040
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_3	Pearson Correlation	.457*	.325	1	-.187	.085	.707***	.108	.282	.232	.421*	.393*	.391*	.277	.487**	-.138	.697***
	Sig. (2-tailed)	.011	.080		.322	.655	<.001	.569	.132	.217	.021	.032	.032	.139	.006	.467	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_4	Pearson Correlation	-.229	-.153	-.187	1	.030	-.251	-.029	.133	-.178	-.084	-.245	.066	.098	-.175	.164	.028
	Sig. (2-tailed)	.224	.419	.322		.876	.181	.880	.484	.347	.661	.192	.731	.607	.354	.385	.883
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_5	Pearson Correlation	-.109	.165	.085	.030	1	-.066	-.063	.121	.174	-.076	.001	.041	.089	.030	.196	.266
	Sig. (2-tailed)	.567	.384	.655	.876		.728	.742	.524	.357	.690	.996	.830	.639	.875	.299	.156
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_6	Pearson Correlation	.438*	.144	.707***	-.251	-.066	1	.031	.188	.188	.395*	.208	.184	.225	.490**	-.185	.477**
	Sig. (2-tailed)	.015	.448	<.001	.181	.728		.873	.319	.319	.031	.270	.330	.232	.006	.327	.008
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_7	Pearson Correlation	.403*	.317	.108	-.029	-.063	.031	1	.154	-.016	.193	.076	.112	.189	.165	-.193	.298
	Sig. (2-tailed)	.027	.088	.569	.880	.742	.873		.417	.934	.306	.689	.556	.317	.384	.306	.110
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_8	Pearson Correlation	.529**	.057	.282	.133	.121	.188	.154	1	-.139	.732***	.294	.098	.665***	.357	-.300	.595***
	Sig. (2-tailed)	.003	.766	.132	.484	.524	.319	.417		.463	<.001	.114	.605	<.001	.053	.107	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_9	Pearson Correlation	-.088	.132	.232	-.178	.174	.188	-.016	-.139	1	-.037	.123	.228	.116	.088	-.056	.279
	Sig. (2-tailed)	.644	.485	.217	.347	.357	.319	.934	.463		.845	.517	.226	.540	.644	.771	.136
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_10	Pearson Correlation	.736***	.253	.421*	-.084	-.076	.395*	.193	.732***	-.037	1	.434*	.207	.640***	.715***	-.339	.711***
	Sig. (2-tailed)	<.001	.178	.021	.661	.690	.031	.306	<.001	.845		.016	.273	<.001	<.001	.067	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_11	Pearson Correlation	.418*	.185	.393*	-.245	.001	.208	.076	.294	.123	.434*	1	.091	.202	.443*	.046	.626***
	Sig. (2-tailed)	.022	.327	.032	.192	.996	.270	.689	.114	.517	.016		.632	.285	.014	.808	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_12	Pearson Correlation	.131	-.100	.391*	.066	.041	.184	.112	.098	.228	.207	.091	1	.176	.118	-.219	.410*
	Sig. (2-tailed)	.490	.598	.032	.731	.830	.330	.556	.605	.226	.273	.632		.352	.534	.244	.024
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_13	Pearson Correlation	.442*	.290	.277	.098	.089	.225	.189	.665***	.116	.640***	.202	.176	1	.559**	-.241	.635***
	Sig. (2-tailed)	.014	.120	.139	.607	.639	.232	.317	<.001	.540	<.001	.285	.352		.001	.199	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_14	Pearson Correlation	.712***	.300	.487**	-.175	.030	.490**	.165	.357	.088	.715***	.443*	.118	.559**	1	-.291	.690***
	Sig. (2-tailed)	<.001	.107	.006	.354	.875	.006	.384	.053	.644	<.001	.014	.534	.001		.119	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
R1_15	Pearson Correlation	-.399*	.178	-.138	.164	.196	-.185	-.193	-.300	-.056	-.339	.046	-.219	-.241	-.291	1	-.047
	Sig. (2-tailed)	.029	.346	.467	.385	.299	.327	.306	.107	.771	.067	.808	.244	.199	.119		.807
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTAL_V1	Pearson Correlation	.624***	.377*	.697***	.028	.266	.477**	.298	.595***	.279	.711***	.626***	.410*	.635***	.690***	-.047	1
	Sig. (2-tailed)	<.001	.040	<.001	.883	.156	.008	.110	<.001	.136	<.001	<.001	.024	<.001	<.001	.807	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

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

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

***. Correlation is significant at the 0.001 level (2-tailed).

Reliability Statistics

Cronbach's Alpha	N of Items
.810	10

Tabel 2 Daya Tanggap (Responsiveness)

Correlations

		RS2_1	RS2_2	RS2_3	RS2_4	RS2_5	RS2_6	RS2_7	RS2_8	RS2_9	RS2_10	RS2_11	RS2_12	RS2_13	RS2_14	RS2_15	TOTAL_V2
RS2_1	Pearson Correlation	1	-.183	.020	.026	.248	-.378*	.357	-.238	-.123	-.051	.220	-.122	-.241	-.178	-.157	-.006
	Sig. (2-tailed)		.332	.917	.893	.187	.040	.053	.206	.517	.791	.243	.519	.200	.347	.409	.976
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_2	Pearson Correlation	-.183	1	-.130	.153	-.226	.265	-.048	.184	.017	-.063	.026	.182	.287	.309	.251	.310
	Sig. (2-tailed)	.332		.492	.421	.229	.157	.801	.331	.929	.743	.892	.335	.124	.097	.181	.096
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_3	Pearson Correlation	.020	-.130	1	-.336	-.099	-.082	-.059	-.253	.281	.400*	.365*	-.032	.276	.378*	.430*	.321
	Sig. (2-tailed)	.917	.492		.069	.604	.668	.756	.177	.132	.028	.047	.865	.140	.039	.018	.084
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_4	Pearson Correlation	.026	.153	-.336	1	.152	.109	.045	.373*	-.009	.046	.088	.232	-.073	-.043	-.067	.240
	Sig. (2-tailed)	.893	.421	.069		.423	.565	.814	.042	.963	.809	.645	.217	.703	.820	.725	.202
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_5	Pearson Correlation	.248	-.226	-.099	.152	1	-.305	.080	-.190	.079	-.198	-.096	-.185	-.230	-.253	-.273	-.095
	Sig. (2-tailed)	.187	.229	.604	.423		.101	.674	.315	.679	.295	.613	.326	.222	.177	.145	.618
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_6	Pearson Correlation	-.378*	.265	-.082	.109	-.305	1	-.307	.359	.273	.127	.218	.744***	.594***	.535**	.566**	.601***
	Sig. (2-tailed)	.040	.157	.668	.565	.101		.099	.051	.144	.503	.248	<.001	<.001	.002	.001	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_7	Pearson Correlation	.357	-.048	-.059	.045	.080	-.307	1	-.238	-.082	.029	.080	-.141	.230	.160	-.224	.105
	Sig. (2-tailed)	.053	.801	.756	.814	.674	.099		.205	.667	.881	.674	.456	.221	.398	.235	.580
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_8	Pearson Correlation	-.238	.184	-.253	.373*	-.190	.359	-.238	1	-.382*	-.293	-.019	.236	.035	.009	-.013	.080
	Sig. (2-tailed)	.206	.331	.177	.042	.315	.051	.205		.037	.117	.922	.209	.853	.961	.945	.673
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_9	Pearson Correlation	-.123	.017	.281	-.009	.079	.273	-.082	-.382*	1	.694***	.187	.275	.457*	.496**	.507**	.601***
	Sig. (2-tailed)	.517	.929	.132	.963	.679	.144	.667	.037		<.001	.322	.141	.011	.005	.004	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_10	Pearson Correlation	-.051	-.063	.400*	.046	-.198	.127	.029	-.293	.694***	1	.268	.189	.364*	.444*	.403*	.549**
	Sig. (2-tailed)	.791	.743	.028	.809	.295	.503	.881	.117	<.001		.151	.317	.048	.014	.027	.002
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_11	Pearson Correlation	.220	.026	.365*	.088	-.096	.218	.080	-.019	.187	.268	1	.149	.293	.410*	.471**	.522**
	Sig. (2-tailed)	.243	.892	.047	.645	.613	.248	.674	.922	.322	.151		.430	.116	.025	.009	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_12	Pearson Correlation	-.122	.182	-.032	.232	-.185	.744***	-.141	.236	.275	.189	.149	1	.589***	.509**	.555**	.676***
	Sig. (2-tailed)	.519	.335	.865	.217	.326	<.001	.456	.209	.141	.317	.430		<.001	.004	.001	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_13	Pearson Correlation	-.241	.287	.276	-.073	-.230	.594***	.230	.035	.457*	.364*	.293	.589***	1	.943***	.713***	.835***
	Sig. (2-tailed)	.200	.124	.140	.703	.222	<.001	.221	.853	.011	.048	.116	<.001		<.001	<.001	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_14	Pearson Correlation	-.178	.309	.378*	-.043	-.253	.535**	.160	.009	.496**	.444*	.410*	.509**	.943***	1	.787***	.871***
	Sig. (2-tailed)	.347	.097	.039	.820	.177	.002	.398	.961	.005	.014	.025	.004	<.001		<.001	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
RS2_15	Pearson Correlation	-.157	.251	.430*	-.067	-.273	.566**	-.224	-.013	.507**	.403*	.471**	.555**	.713***	.787***	1	.794***
	Sig. (2-tailed)	.409	.181	.018	.725	.145	.001	.235	.945	.004	.027	.009	.001	<.001	<.001		<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTAL_V2	Pearson Correlation	-.006	.310	.321	.240	-.095	.601***	.105	.080	.601***	.549**	.522**	.676***	.835***	.871***	.794***	1
	Sig. (2-tailed)	.976	.096	.084	.202	.618	<.001	.580	.673	<.001	.002	.003	<.001	<.001	<.001	<.001	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

*. Correlation is significant at the 0.05 level (2-tailed).
***. Correlation is significant at the 0.001 level (2-tailed).
**. Correlation is significant at the 0.01 level (2-tailed).

Reliability Statistics

Cronbach's Alpha	N of Items
.855	10

Tabel 3 Jaminan *(Assurance)*

Correlations

		A3_1	A3_2	A3_3	A3_4	A3_5	A3_6	A3_7	A3_8	A3_9	A3_10	A3_11	A3_12	A3_13	A3_14	A3_15	TOTAL_V3
A3_1	Pearson Correlation	1	.327	.067	.326	-.003	.060	.031	.059	-.250	-.007	-.100	.067	-.011	.249	.412*	.514**
	Sig. (2-tailed)		.078	.725	.079	.990	.751	.871	.756	.183	.970	.598	.725	.955	.185	.024	.004
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_2	Pearson Correlation	.327	1	.174	.168	.135	-.101	.022	-.087	-.097	.031	.153	.174	-.148	.501**	.195	.429*
	Sig. (2-tailed)	.078		.359	.375	.477	.594	.906	.648	.611	.871	.420	.359	.436	.005	.303	.018
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_3	Pearson Correlation	.067	.174	1	-.112	.168	.158	.168	.172	.000	.318	.361*	1.000***	.272	.194	.225	.586***
	Sig. (2-tailed)	.725	.359		.556	.374	.404	.375	.363	1.000	.087	.050	<.001	.146	.303	.233	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_4	Pearson Correlation	.326	.168	-.112	1	-.200	.231	.028	-.338	-.122	.104	.012	-.112	-.292	.348	.283	.363*
	Sig. (2-tailed)	.079	.375	.556		.289	.220	.882	.068	.520	.583	.949	.556	.118	.059	.130	.049
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_5	Pearson Correlation	-.003	.135	.168	-.200	1	.277	-.026	.045	.000	.042	.059	.168	-.041	-.232	.126	.155
	Sig. (2-tailed)	.990	.477	.374	.289		.138	.893	.815	1.000	.826	.756	.374	.829	.217	.508	.414
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_6	Pearson Correlation	.060	-.101	.158	.231	.277	1	-.029	.010	.027	.192	.206	.158	.043	.078	.229	.461*
	Sig. (2-tailed)	.751	.594	.404	.220	.138		.879	.957	.886	.309	.275	.404	.820	.682	.224	.010
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_7	Pearson Correlation	.031	.022	.168	.028	-.026	-.029	1	-.084	-.116	.297	-.285	.168	.096	.099	-.149	.199
	Sig. (2-tailed)	.871	.906	.375	.882	.893	.879		.660	.542	.111	.127	.375	.615	.604	.432	.293
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_8	Pearson Correlation	.059	-.087	.172	-.338	.045	.010	-.084	1	.037	-.047	.100	.172	.167	.063	-.119	.203
	Sig. (2-tailed)	.756	.648	.363	.068	.815	.957	.660		.847	.805	.600	.363	.377	.742	.530	.281
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_9	Pearson Correlation	-.250	-.097	.000	-.122	.000	.027	-.116	.037	1	.295	.502**	.000	-.203	-.022	-.142	.149
	Sig. (2-tailed)	.183	.611	1.000	.520	1.000	.886	.542	.847		.113	.005	1.000	.282	.909	.453	.431
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_10	Pearson Correlation	-.007	.031	.318	.104	.042	.192	.297	-.047	.295	1	.386*	.318	.206	.021	-.129	.416*
	Sig. (2-tailed)	.970	.871	.087	.583	.826	.309	.111	.805	.113		.035	.087	.275	.913	.496	.022
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_11	Pearson Correlation	-.100	.153	.361*	.012	.059	.206	-.285	.100	.502**	.386*	1	.361*	-.135	.075	.012	.380*
	Sig. (2-tailed)	.598	.420	.050	.949	.756	.275	.127	.600	.005	.035		.050	.477	.692	.949	.038
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_12	Pearson Correlation	.067	.174	1.000***	-.112	.168	.158	.168	.172	.000	.318	.361*	1	.272	.194	.225	.586***
	Sig. (2-tailed)	.725	.359	<.001	.556	.374	.404	.375	.363	1.000	.087	.050		.146	.303	.233	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_13	Pearson Correlation	-.011	-.148	.272	-.292	-.041	.043	.096	.167	-.203	.206	-.135	.272	1	-.197	-.241	.088
	Sig. (2-tailed)	.955	.436	.146	.118	.829	.820	.615	.377	.282	.275	.477	.146		.296	.199	.645
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_14	Pearson Correlation	.249	.501**	.194	.348	-.232	.078	.099	.063	-.022	.021	.075	.194	-.197	1	.141	.529**
	Sig. (2-tailed)	.185	.005	.303	.059	.217	.682	.604	.742	.909	.913	.692	.303	.296		.457	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
A3_15	Pearson Correlation	.412*	.195	.225	.283	.126	.229	-.149	-.119	-.142	-.129	.012	.225	-.241	.141	1	.401*
	Sig. (2-tailed)	.024	.303	.233	.130	.508	.224	.432	.530	.453	.496	.949	.233	.199	.457		.028
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTAL_V3	Pearson Correlation	.514**	.429*	.586***	.363*	.155	.461*	.199	.203	.149	.416*	.380*	.586***	.088	.529**	.401*	1
	Sig. (2-tailed)	.004	.018	<.001	.049	.414	.010	.293	.281	.431	.022	.038	<.001	.645	.003	.028	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

*. Correlation is significant at the 0.05 level (2-tailed).
**. Correlation is significant at the 0.01 level (2-tailed).
***. Correlation is significant at the 0.001 level (2-tailed).

Reliability Statistics

Cronbach's Alpha	N of Items
.683	10

Tabel 4 Empati *(Empathy)*

Correlations

		E4_1	E4_2	E4_3	E4_4	E4_5	E4_6	E4_7	E4_8	E4_9	E4_10	E4_11	E4_12	E4_13	E4_14	E4_15	TOTAL_V4
E4_1	Pearson Correlation	1	.415*	.315	-.111	.044	.059	.456*	-.246	-.045	-.026	.110	.366*	.219	-.179	.268	.422*
	Sig. (2-tailed)		.023	.090	.559	.816	.758	.011	.191	.814	.893	.563	.047	.245	.345	.153	.020
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_2	Pearson Correlation	.415*	1	.246	-.083	.077	.002	.105	.003	.037	-.051	.142	.307	.201	-.151	.140	.385*
	Sig. (2-tailed)	.023		.190	.663	.687	.993	.582	.988	.848	.787	.453	.098	.287	.425	.459	.036
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_3	Pearson Correlation	.315	.246	1	.093	.149	-.109	.242	.004	.012	-.005	-.205	-.132	.369*	-.268	.312	.289
	Sig. (2-tailed)	.090	.190		.626	.431	.566	.198	.982	.952	.980	.278	.487	.045	.153	.093	.121
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_4	Pearson Correlation	-.111	-.083	.093	1	.295	-.438*	-.109	.202	-.307	-.222	.045	-.005	.324	.478**	-.169	.181
	Sig. (2-tailed)	.559	.663	.626		.114	.015	.568	.285	.099	.239	.814	.981	.081	.007	.372	.339
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_5	Pearson Correlation	.044	.077	.149	.295	1	-.004	-.209	.295	-.322	.105	.011	.085	.361*	.170	.239	.445*
	Sig. (2-tailed)	.816	.687	.431	.114		.983	.268	.114	.082	.579	.953	.654	.050	.368	.203	.014
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_6	Pearson Correlation	.059	.002	-.109	-.438*	-.004	1	.178	-.099	.253	.044	.205	.343	-.218	-.053	.157	.274
	Sig. (2-tailed)	.758	.993	.566	.015	.983		.348	.604	.177	.816	.278	.063	.247	.782	.408	.142
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_7	Pearson Correlation	.456*	.105	.242	-.109	-.209	.178	1	-.016	.161	-.006	.309	.141	.337	.130	.057	.468**
	Sig. (2-tailed)	.011	.582	.198	.568	.268	.348		.932	.397	.973	.096	.456	.069	.493	.764	.009
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_8	Pearson Correlation	-.246	.003	.004	.202	.295	-.099	-.016	1	-.074	-.016	.271	.028	.246	.480**	-.269	.384*
	Sig. (2-tailed)	.191	.988	.982	.285	.114	.604	.932		.697	.931	.147	.885	.190	.007	.150	.036
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_9	Pearson Correlation	-.045	.037	.012	-.307	-.322	.253	.161	-.074	1	.057	-.054	.345	-.092	.034	.127	.144
	Sig. (2-tailed)	.814	.848	.952	.099	.082	.177	.397	.697		.766	.775	.061	.627	.860	.504	.449
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_10	Pearson Correlation	-.026	-.051	-.005	-.222	.105	.044	-.006	-.016	.057	1	-.017	-.053	-.097	.009	.141	.136
	Sig. (2-tailed)	.893	.787	.980	.239	.579	.816	.973	.931	.766		.927	.780	.612	.961	.457	.475
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_11	Pearson Correlation	.110	.142	-.205	.045	.011	.205	.309	.271	-.054	-.017	1	.358	.278	.350	.126	.566**
	Sig. (2-tailed)	.563	.453	.278	.814	.953	.278	.096	.147	.775	.927		.052	.136	.058	.509	.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_12	Pearson Correlation	.366*	.307	-.132	-.005	.085	.343	.141	.028	.345	-.053	.358	1	-.021	.191	-.134	.495**
	Sig. (2-tailed)	.047	.098	.487	.981	.654	.063	.456	.885	.061	.780	.052		.912	.311	.480	.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_13	Pearson Correlation	.219	.201	.369*	.324	.361*	-.218	.337	.246	-.092	-.097	.278	-.021	1	.108	.305	.573***
	Sig. (2-tailed)	.245	.287	.045	.081	.050	.247	.069	.190	.627	.612	.136	.912		.570	.101	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_14	Pearson Correlation	-.179	-.151	-.268	.478**	.170	-.053	.130	.480**	.034	.009	.350	.191	.108	1	-.082	.433*
	Sig. (2-tailed)	.345	.425	.153	.007	.368	.782	.493	.007	.860	.961	.058	.311	.570		.665	.017
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
E4_15	Pearson Correlation	.268	.140	.312	-.169	.239	.157	.057	-.269	.127	.141	.126	-.134	.305	-.082	1	.371*
	Sig. (2-tailed)	.153	.459	.093	.372	.203	.408	.764	.150	.504	.457	.509	.480	.101	.665		.044
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTAL_V4	Pearson Correlation	.422*	.385*	.289	.181	.445*	.274	.468**	.384*	.144	.136	.566**	.495**	.573***	.433*	.371*	1
	Sig. (2-tailed)	.020	.036	.121	.339	.014	.142	.009	.036	.449	.475	.001	.005	<.001	.017	.044	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

*. Correlation is significant at the 0.05 level (2-tailed).
**. Correlation is significant at the 0.01 level (2-tailed).
***. Correlation is significant at the 0.001 level (2-tailed).

Reliability Statistics

Cronbach's Alpha	N of Items
.619	10

Tabel 5 Bukti Fisik *(Tangible)*

Correlations

		T5_1	T5_2	T5_3	T5_4	T5_5	T5_6	T5_7	T5_8	T5_9	T5_10	T5_11	T5_12	T5_13	T5_14	T5_15	TOTAL_V5
T5_1	Pearson Correlation	1	.081	.199	.067	.067	-.271	-.151	.422*	.081	-.065	.062	.350	-.051	.238	.344	.438*
	Sig. (2-tailed)		.669	.291	.724	.724	.147	.425	.020	.669	.732	.744	.058	.787	.205	.063	.015
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_2	Pearson Correlation	.081	1	.254	.132	.132	-.005	-.103	.220	1.000***	.046	-.083	-.043	.036	-.011	.210	.499**
	Sig. (2-tailed)	.669		.175	.488	.488	.979	.587	.243	<.001	.810	.664	.823	.849	.955	.266	.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_3	Pearson Correlation	.199	.254	1	.376*	.376*	-.134	.121	.284	.254	.015	.042	.094	.104	.004	.157	.519**
	Sig. (2-tailed)	.291	.175		.041	.041	.480	.525	.128	.175	.939	.827	.620	.586	.982	.408	.003
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_4	Pearson Correlation	.067	.132	.376*	1	1.000***	.051	-.105	.537**	.132	.070	.000	.098	-.195	.158	.000	.493**
	Sig. (2-tailed)	.724	.488	.041		<.001	.788	.580	.002	.488	.712	1.000	.607	.302	.404	1.000	.006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_5	Pearson Correlation	.067	.132	.376*	1.000***	1	.051	-.105	.537**	.132	.070	.000	.098	-.195	.158	.000	.493**
	Sig. (2-tailed)	.724	.488	.041	<.001		.788	.580	.002	.488	.712	1.000	.607	.302	.404	1.000	.006
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_6	Pearson Correlation	-.271	-.005	-.134	.051	.051	1	-.101	-.120	-.005	.408*	.306	.026	.072	-.141	-.043	.124
	Sig. (2-tailed)	.147	.979	.480	.788	.788		.594	.528	.979	.025	.100	.893	.705	.456	.823	.514
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_7	Pearson Correlation	-.151	-.103	.121	-.105	-.105	-.101	1	-.166	-.103	-.057	.267	.053	.170	-.177	.178	.130
	Sig. (2-tailed)	.425	.587	.525	.580	.580	.594		.380	.587	.765	.154	.781	.370	.350	.347	.495
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_8	Pearson Correlation	.422*	.220	.284	.537**	.537**	-.120	-.166	1	.220	-.063	.161	.140	.002	.129	.049	.577***
	Sig. (2-tailed)	.020	.243	.128	.002	.002	.528	.380		.243	.739	.396	.461	.993	.496	.796	<.001
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_9	Pearson Correlation	.081	1.000***	.254	.132	.132	-.005	-.103	.220	1	.046	-.083	-.043	.036	-.011	.210	.499**
	Sig. (2-tailed)	.669	<.001	.175	.488	.488	.979	.587	.243		.810	.664	.823	.849	.955	.266	.005
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_10	Pearson Correlation	-.065	.046	.015	.070	.070	.408*	-.057	-.063	.046	1	.517**	-.043	.101	-.017	-.237	.277
	Sig. (2-tailed)	.732	.810	.939	.712	.712	.025	.765	.739	.810		.003	.822	.594	.928	.207	.139
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_11	Pearson Correlation	.062	-.083	.042	.000	.000	.306	.267	.161	-.083	.517**	1	.147	.286	-.068	.094	.452*
	Sig. (2-tailed)	.744	.664	.827	1.000	1.000	.100	.154	.396	.664	.003		.438	.126	.722	.621	.012
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_12	Pearson Correlation	.350	-.043	.094	.098	.098	.026	.053	.140	-.043	-.043	.147	1	-.134	.016	.393*	.367*
	Sig. (2-tailed)	.058	.823	.620	.607	.607	.893	.781	.461	.823	.822	.438		.481	.934	.032	.046
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_13	Pearson Correlation	-.051	.036	.104	-.195	-.195	.072	.170	.002	.036	.101	.286	-.134	1	.122	.044	.291
	Sig. (2-tailed)	.787	.849	.586	.302	.302	.705	.370	.993	.849	.594	.126	.481		.520	.816	.119
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_14	Pearson Correlation	.238	-.011	.004	.158	.158	-.141	-.177	.129	-.011	-.017	-.068	.016	.122	1	.142	.284
	Sig. (2-tailed)	.205	.955	.982	.404	.404	.456	.350	.496	.955	.928	.722	.934	.520		.456	.128
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
T5_15	Pearson Correlation	.344	.210	.157	.000	.000	-.043	.178	.049	.210	-.237	.094	.393*	.044	.142	1	.448*
	Sig. (2-tailed)	.063	.266	.408	1.000	1.000	.823	.347	.796	.266	.207	.621	.032	.816	.456		.013
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
TOTAL_V5	Pearson Correlation	.438*	.499**	.519**	.493**	.493**	.124	.130	.577***	.499**	.277	.452*	.367*	.291	.284	.448*	1
	Sig. (2-tailed)	.015	.005	.003	.006	.006	.514	.495	<.001	.005	.139	.012	.046	.119	.128	.013	
	N	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

*. Correlation is significant at the 0.05 level (2-tailed).
***. Correlation is significant at the 0.001 level (2-tailed).
**. Correlation is significant at the 0.01 level (2-tailed).

Reliability Statistics

Cronbach's Alpha	N of Items
.702	10

Tabel 6 Pelayanan Kefarmasian

Correlations

		K6_1	K6_2	K6_3	K6_4	K6_5	K6_6	K6_7	K6_8	K6_9	K6_10	K6_11	K6_12	K6_13	K6_14	K6_15	TOTAL_V6
K6_1	Pearson Correlation	1	-.145	.036	.102	-.134	.530**	.218	.075	.167	.375*	.000	-.177	.235	.177	.224	.333
	Sig. (2-tailed)		.443	.849	.591	.481	.003	.257	.692	.379	.041	1.000	.350	.210	.350	.235	.072
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_2	Pearson Correlation	-.145	1	-.111	.208	.117	.000	-.109	.099	.218	.218	.218	.772***	.015	.154	.098	.383*
	Sig. (2-tailed)	.443		.559	.270	.539	1.000	.574	.604	.247	.247	.247	<.001	.939	.416	.608	.037
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_3	Pearson Correlation	.036	-.111	1	.208	-.175	.463**	.286	-.066	.073	.582***	-.218	.000	.015	.617***	.683***	.426*
	Sig. (2-tailed)	.849	.559		.270	.355	.010	.133	.730	.702	<.001	.247	1.000	.939	<.001	<.001	.019
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_4	Pearson Correlation	.102	.208	.208	1	.055	.433*	.019	-.031	.272	.272	.136	.289	-.165	.144	.183	.424*
	Sig. (2-tailed)	.591	.270	.270		.775	.017	.920	.872	.146	.146	.473	.122	.384	.447	.334	.019
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_5	Pearson Correlation	-.134	.117	-.175	.055	1	-.094	-.044	.342	.401*	.033	.935***	.047	-.009	.047	.120	.381*
	Sig. (2-tailed)	.481	.539	.355	.775		.619	.819	.064	.028	.861	<.001	.804	.962	.804	.529	.038
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_6	Pearson Correlation	.530**	.000	.463**	.433*	-.094	1	.245	.213	.424*	.707***	.000	.100	.095	.550**	.632***	.686***
	Sig. (2-tailed)	.003	1.000	.010	.017	.619		.200	.258	.019	<.001	1.000	.599	.617	.002	<.001	<.001
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_7	Pearson Correlation	.218	-.109	.286	.019	-.044	.245	1	.127	.107	.443*	-.076	-.139	.139	.245	.517**	.353
	Sig. (2-tailed)	.257	.574	.133	.920	.819	.200		.512	.580	.016	.697	.472	.471	.200	.004	.061
	N	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29
K6_8	Pearson Correlation	.075	.099	-.066	-.031	.342	.213	.127	1	.452*	.075	.302	.053	.537**	-.107	.135	.439*
	Sig. (2-tailed)	.692	.604	.730	.872	.064	.258	.512		.012	.692	.105	.780	.002	.575	.477	.015
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_9	Pearson Correlation	.167	.218	.073	.272	.401*	.424*	.107	.452*	1	.500**	.467**	.283	.202	.141	.447*	.696***
	Sig. (2-tailed)	.379	.247	.702	.146	.028	.019	.580	.012		.005	.009	.130	.285	.456	.013	<.001
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_10	Pearson Correlation	.375*	.218	.582***	.272	.033	.707***	.443*	.075	.500**	1	.167	.177	.235	.707***	.894***	.824***
	Sig. (2-tailed)	.041	.247	<.001	.146	.861	<.001	.016	.692	.005		.379	.350	.210	<.001	<.001	<.001
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_11	Pearson Correlation	.000	.218	-.218	.136	.935***	.000	-.076	.302	.467**	.167	1	.141	.067	.141	.089	.480**
	Sig. (2-tailed)	1.000	.247	.247	.473	<.001	1.000	.697	.105	.009	.379		.456	.724	.456	.638	.007
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_12	Pearson Correlation	-.177	.772***	.000	.289	.047	.100	-.139	.053	.283	.177	.141	1	-.048	.100	.063	.374*
	Sig. (2-tailed)	.350	<.001	1.000	.122	.804	.599	.472	.780	.130	.350	.456		.803	.599	.740	.042
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_13	Pearson Correlation	.235	.015	.015	-.165	-.009	.095	.139	.537**	.202	.235	.067	-.048	1	.238	.150	.362*
	Sig. (2-tailed)	.210	.939	.939	.384	.962	.617	.471	.002	.285	.210	.724	.803		.206	.428	.049
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_14	Pearson Correlation	.177	.154	.617***	.144	.047	.550**	.245	-.107	.141	.707***	.141	.100	.238	1	.632***	.624***
	Sig. (2-tailed)	.350	.416	<.001	.447	.804	.002	.200	.575	.456	<.001	.456	.599	.206		<.001	<.001
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
K6_15	Pearson Correlation	.224	.098	.683***	.183	.120	.632***	.517**	.135	.447*	.894***	.089	.063	.150	.632***	1	.750***
	Sig. (2-tailed)	.235	.608	<.001	.334	.529	<.001	.004	.477	.013	<.001	.638	.740	.428	<.001		<.001
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30
TOTAL_V6	Pearson Correlation	.333	.383*	.426*	.424*	.381*	.686***	.353	.439*	.696***	.824***	.480**	.374*	.362*	.624***	.750***	1
	Sig. (2-tailed)	.072	.037	.019	.019	.038	<.001	.061	.015	<.001	<.001	.007	.042	.049	<.001	<.001	
	N	30	30	30	30	30	30	29	30	30	30	30	30	30	30	30	30

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

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

***. Correlation is significant at the 0.001 level (2-tailed).

Reliability Statistics

Cronbach's Alpha	N of Items
.789	15

Lampiran 9 Uji Chi-Square SPSS

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
VR_cat_m * VK_cat_m	87	100.0%	0	0.0%	87	100.0%

VR_cat_m * VK_cat_m Crosstabulation

			VK_cat_m		
			0	1	Total
VR_cat_m	0	Count	23	8	31
		% within VR_cat_m	74.2%	25.8%	100.0%
	1	Count	41	15	56
		% within VR_cat_m	73.2%	26.8%	100.0%
Total		Count	64	23	87
		% within VR_cat_m	73.6%	26.4%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.010[a]	1	.921		
Continuity Correction[b]	.000	1	1.000		
Likelihood Ratio	.010	1	.921		
Fisher's Exact Test				1.000	.566
Linear-by-Linear Association	.010	1	.921		
N of Valid Cases	87				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 8.20.

b. Computed only for a 2x2 table

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
VRS_cat_m * VK_cat_m	87	100.0%	0	0.0%	87	100.0%

VRS_cat_m * VK_cat_m Crosstabulation

			VK_cat_m		
			0	1	Total
VRS_cat_m	0	Count	29	5	34
		% within VRS_cat_m	85.3%	14.7%	100.0%
	1	Count	35	18	53
		% within VRS_cat_m	66.0%	34.0%	100.0%
Total		Count	64	23	87
		% within VRS_cat_m	73.6%	26.4%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	3.949[a]	1	.047		
Continuity Correction[b]	3.021	1	.082		
Likelihood Ratio	4.180	1	.041		
Fisher's Exact Test				.052	.039
Linear-by-Linear Association	3.904	1	.048		
N of Valid Cases	87				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 8.99.

b. Computed only for a 2x2 table

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
VA_cat_m * VK_cat_m	87	100.0%	0	0.0%	87	100.0%

VA_cat_m * VK_cat_m Crosstabulation

			VK_cat_m		
			0	1	Total
VA_cat_m	0	Count	27	8	35
		% within VA_cat_m	77.1%	22.9%	100.0%
	1	Count	37	15	52
		% within VA_cat_m	71.2%	28.8%	100.0%
Total		Count	64	23	87
		% within VA_cat_m	73.6%	26.4%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.386[a]	1	.535		
Continuity Correction[b]	.139	1	.709		
Likelihood Ratio	.390	1	.532		
Fisher's Exact Test				.624	.357
Linear-by-Linear Association	.381	1	.537		
N of Valid Cases	87				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 9.25.

b. Computed only for a 2x2 table

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
VE_cat_m * VK_cat_m	87	100.0%	0	0.0%	87	100.0%

VE_cat_m * VK_cat_m Crosstabulation

			VK_cat_m		
			0	1	Total
VE_cat_m	0	Count	31	7	38
		% within VE_cat_m	81.6%	18.4%	100.0%
	1	Count	33	16	49
		% within VE_cat_m	67.3%	32.7%	100.0%
Total		Count	64	23	87
		% within VE_cat_m	73.6%	26.4%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	2.229[a]	1	.135		
Continuity Correction[b]	1.557	1	.212		
Likelihood Ratio	2.286	1	.131		
Fisher's Exact Test				.151	.105
Linear-by-Linear Association	2.203	1	.138		
N of Valid Cases	87				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 10.05.

b. Computed only for a 2x2 table

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
VT_cat_m * VK_cat_m	87	100.0%	0	0.0%	87	100.0%

VT_cat_m * VK_cat_m Crosstabulation

			VK_cat_m		
			0	1	Total
VT_cat_m	0	Count	23	3	26
		% within VT_cat_m	88.5%	11.5%	100.0%
	1	Count	41	20	61
		% within VT_cat_m	67.2%	32.8%	100.0%
Total		Count	64	23	87
		% within VT_cat_m	73.6%	26.4%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	4.232[a]	1	.040		
Continuity Correction[b]	3.210	1	.073		
Likelihood Ratio	4.717	1	.030		
Fisher's Exact Test				.061	.032
Linear-by-Linear Association	4.184	1	.041		
N of Valid Cases	87				

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 6.87.

b. Computed only for a 2x2 table

Lampiran 10 Dokumentasi

Gambar 3 Dokumentasi bersama Responden,Petugas Farmasi dan Kepala UPT Puskesmas

Lampiran 11 Kartu bimbingan KTI

Kemenkes
Poltekkes Medan
JURUSAN FARMASI
JL. AIRLANGGA NO. 20 MEDAN

KARTU LAPORAN PERTEMUAN BIMBINGAN KTI
MAHASISWA T. A. 2025/2026

Nama : Pretty Maswita Elisabet Tambunan
NIM : P07539023026
Pembimbing : Zulfa Ismaniar Fauzi, S.E., M.Si.

NO	TGL	PERTEMUAN	PEMBAHASAN	PARAF PEMBIMBING
1	22/11 2025	1	Diskusi judul dan bimbingan	
2	4/12 2025	2	ACC Judul	
3	10/12 2025	3	Bimbingan bab 1	
4	15/12 2025	4	Bimbingan BAB II dan BAB III	
5	20/01 2026	5	ACC Proposal	
6	23/01 2026	6	Seminar Proposal	
7	8/2 2026	7	Perbaikan setelah seminar proposal	
8	22/2 2026	8	ACC setelah seminar proposal	
9	19/5 2026	9	Bimbingan BAB IV	
10	20/05 2026	10	bimbingan BAB V	
11	22/05 2026	11	ACC KTI sebelum seminar hasil	
12	2/6 2026	12	Seminar Hasil.	

Ketua

Nadroh Br Sitepu, M. Si
NIP. 198007112015032002

Lampiran 12 Hasil Turnitin

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