**Kuessioner**

Responden yang terhormat,

Dalam rangka menyelesaikan tugas akhir program pasca sarjana , peneliti berupaya melakukan pengumpulan data tentang pengaruh kualitas pelayanan dokter dan perawat terhadap kepuasan dan dampaknya loyalitas pasien di poliklinik Rumah Sakit Jakarta. Untuk itu, besar harapan peneliti agar responden besedia untuk menjawab pertanyaan-pertanyaan yang telah tersedia di dalam angket ini. Atas kesediaannya , peneliti menghaturkan terima kasih.

Hormat saya

Herly Triana

I. Profil responden

Berilah tanda **silang** ( **x** ) untuk setiap jawaban yang menurut anda paling sesuai

1. Jenis kelamin
   ( 1 ) Pria
   ( 2 ) Wanita

2. Usia responden
   ( 1 ) 17 – 27 tahun          ( 3 ) 40 –50 tahun
   ( 2 ) 28 – 39 tahun          ( 4 ) >50 tahun

3. Kategori pendidikan
   ( 1 ) SMA                    ( 4 ) Strata dua
   ( 2 ) Diploma               ( 5 ) Lainnya .............. ( sebutkan )
   ( 3 ) Strata satu

4. Kategori pekerjaan
   ( 1 ) Pelajar/Mahasiswa      ( 4 ) Pegawai Negeri
   ( 2 ) Wiraswasta            ( 5 ) Lainnya .............. ( sebutkan )
   ( 3 ) Karyawan swasta

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5. Sudah berapa kali berobat di poliklinik Rumah Sakit Jakarta

    ( 1 ) 2 kali                                  ( 4 ) 5 kali

    ( 2 ) 3 kali                                  ( 5 ) > 5 kali

    ( 3 ) 4 kali

6. Apakah anda juga berobat di Rumah Sakit selain Rumah Sakit Jakarta ?

    ( 1 ) Ya

    ( 2 ) Tidak

II. Bagian Dua

    Petunjuk

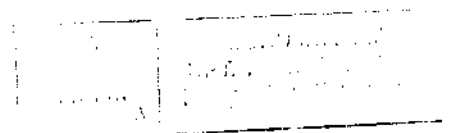    Berilah tanda silang ( X ) pada jawaban sesuai dengan pilihan anda di kolom yang telah disediakan dibawah ini.

    Keterangan :

    SS           : Sangat setuju

    S            : Setuju

    BS          : Biasa Saja

    TS          : Tidak Setuju

    STS        : Sangat Tidak Setuju

| Tangible ( berwujud ) | KINERJA | | | | |
|---|---|---|---|---|---|
| | SS | S | BS | TS | STS |
| 1 | Ruang tunggu poliklinik sudah bersih dan nyaman | | | | |
| 2 | Toilet di dekat poliklinik selalu bersih | | | | |
| 3 | Seragam petugas selalu rapi dan bersih | | | | |
| 4 | Peralatan medis di poliklinik memadai | | | | |
| 5 | Luas lahan parkir RS Jakarta memadai dalam menampung mobil pengunjung | | | | |

| Emphaty ( Empati ) | KINERJA | | | | |
|---|---|---|---|---|---|
| | SS | S | BS | TS | STS |
| A | PERAWAT | | | | |
| 1 | Perawat berusaha mengenal pasien yang datang berobat | | | | |
| 2 | Perawat dapat berkomunikasi dengan baik | | | | |
| 3 | Perawat peduli terhadap keluhan yang dihadapi pasien | | | | |
| 4 | Perawat sabar dalam memeriksa pasien | | | | |
| 5 | Perawat mengutamakan kepentingan pasien | | | | |
| 6 | Perawat selalu tersenyum kepada pasien | | | | |

| B | DOKTER | | | | | |
|---|---|---|---|---|---|---|
| 1 | Dokter berusaha mengenal pasien yang datang berobat | | | | | |
| 2 | Dokter dapat berkomunikasi dengan baik | | | | | |
| 3 | Dokter peduli terhadap keluhan yang dihadapi pasien | | | | | |
| 4 | Dokter sabar dalam memeriksa pasien | | | | | |
| 5 | Dokter mengutamakan kepentingan pasien | | | | | |
| 6 | Dokter memberikan kesempatan kepada pasien untuk bertanya mengenai penyakitnya | | | | | |
| 7 | Dokter selalu tersenyum kepada pasien | | | | | |

| Reliability ( keandalan ) | | KINERJA | | | | |
|---|---|---|---|---|---|---|
| A | PERAWAT | SS | S | BS | TS | STS |
| 1 | Jadwal buka poliklinik sesuai dengan jadwal | | | | | |
| 2 | Perawat selalu ada di counter poliklinik | | | | | |
| 3 | Anda dilayani perawat sesuai waktunya/ tidak lambat | | | | | |
| 4 | Perawat menjelaskan mengenai pameriksaan selanjutnya | | | | | |
| | | | | | | |
| B | DOKTER | | | | | |
| 1 | Jadwal kedatangan dokter dipoli sesuai jadwal praktek | | | | | |
| 2 | Dokter selalu ada diruang periksa saat jam pelayanan | | | | | |
| 3 | Dokter menjelaskan tentang proses pengobatan anda | | | | | |
| 4 | Dokter terampil dalam memberikan tindakan yg tepat kepada pasien | | | | | |

| Responsive (ketanggapan) | | KINERJA | | | | |
|---|---|---|---|---|---|---|
| | | SS | S | BS | TS | STS |
| A | PERAWAT | | | | | |
| 1 | Memberikan pelayanan yang cepat saat dibutuhkan | | | | | |
| 2 | Cepat mengatur antrian tunggu dokter | | | | | |
| 3 | Memberikan informasi yang jelas dan mudah dimengerti mengenai rencana perawatan pasien | | | | | |
| | | | | | | |
| B | DOKTER | | | | | |
| 1 | Memberikan pelayanan yang cepat saat dibutuhkan | | | | | |
| 2 | Memberikan informasi yang jelas dan mudah dimengerti mengenai tindakan yang akan direncanakan | | | | | |
| 3 | Memberikan informasi yang jelas mengenai resep/obat yang diberikan | | | | | |
| | | | | | | |

| Assurance (kenyakinan) | | KINERJA | | | | |
|---|---|---|---|---|---|---|
| | | SS | S | BS | TS | STS |
| A | PERAWAT | | | | | |
| 1 | Perawat yang melayani pasien sudah berpengalaman | | | | | |
| 2 | Perawat dalam pelayanannya mampu memberikan semangat dan kepercayaan kepada pasien | | | | | |
| 3 | Pasien merasa aman menerima pelayanan perawat | | | | | |
| 4 | Perawat menjawab pertanyaan anda dengan ramah dan sopan | | | | | |
| 5 | Kerahasiaan pemeriksaan anda terjaga oleh perawat | | | | | |
| | | | | | | |
| B | DOKTER | | | | | |
| 1 | Dokter yang melayani pasien sesuai dengan kompetensinya | | | | | |
| 2 | Dokter dalam pelayanannya mampu memberikan semangat dan kepercayaan kepada pasien | | | | | |
| 3 | Pasien merasa aman menerima pelayanan dokter | | | | | |
| 4 | Dokter menjawab pertanyaan anda dengan ramah dan sopan | | | | | |
| 5 | Kerahasiaan pemeriksaan anda terjaga oleh dokter | | | | | |

| Kepuasan pelanggan | | KINERJA | | | | |
|---|---|---|---|---|---|---|
| | | SS | S | BS | TS | STS |
| A | PERAWAT | | | | | |
| 1 | Perawat selalu merespon segala keluhan pasien | | | | | |
| 2 | Perawat memberikan pelayanan berdasarkan standar prosedur yang saya ketahui | | | | | |
| 3 | Perawat dalam menjalankan tugasnya dengan sungguh – sungguh | | | | | |
| 4 | Perawat yang bertugas lebih komunikatif memberikan penjelasan kepada pasien | | | | | |
| 5 | Pasien puas dengan pelayanan yang diberikan perawat | | | | | |
| 6 | Anda dilayani dengan cepat dan tepat oleh perawat | | | | | |
| 7 | Ruang poliklinik selalu bersih dan rapi | | | | | |
| | | | | | | |
| B | DOKTER | | | | | |
| 1 | Dokter selalu merespon segala keluhan pasien | | | | | |
| 2 | Dokter memberikan pelayanan berdasarkan standar prosedur yang saya ketahui | | | | | |
| 3 | Dokter dalam menjalankan tugasnya dengan sungguh – sungguh | | | | | |
| 4 | Dokter yang bertugas lebih komunikatif memberikan penjelasan kepada pasien | | | | | |
| 5 | Pasien puas dengan pelayanan yang diberikan dokter | | | | | |
| 6 | Anda dilayani dengan cepat dan tepat oleh dokter | | | | | |

| Loyalitas | | KINERJA | | | | |
|---|---|---|---|---|---|---|
| | | SS | S | BS | TS | STS |
| A | PERAWAT | | | | | |
| 1 | Saya selalu berobat di poliklinik RS Jakarta karena kualitas pelayanan perawat | | | | | |
| 2 | Saya selalu berobat di poliklinik RS Jakarta karena puas dengan pelayanan perawat | | | | | |
| 3 | Saya pernah berobat ke Rumah Sakit lain karena kualitas pelayanan perawat | | | | | |
| 4 | Saya pernah berobat ke Rumah Sakit lain karen puas dengan pelayanan perawat | | | | | |
| 5 | Saya mereferensikan kepada saudara atau teman untuk berobat dipoliklinik RS Jakarta karena kualitas pelayanan perawat | | | | | |
| 6 | Saya mereferensikan kepada saudara atau teman untuk berobat dipoliklinik RS Jakarta karena puas atas pelayanan perawat | | | | | |
| 7 | Saya tidak akan beralih ke Rumah Sakit lain untuk berobat karena kualitas pelayanan perawat RS Jakarta | | | | | |
| 8 | Saya tidak akan beralih ke Rumah Sakit lain untuk berobat karena puas akan pelayanan perawat RS Jakarta | | | | | |

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| Loyalitas | | KINERJA | | | | |
|---|---|---|---|---|---|---|
| | | SS | S | BS | TS | STS |
| B | DOKTER | | | | | |
| 1 | Saya selalu berobat di poliklinik RS Jakarta karena kualitas pelayanan dokter | | | | | |
| 2 | Saya selalu berobat di poliklinik RS Jakarta karena puas dengan pelayanan dokter | | | | | |
| 3 | Saya pernah berobat ke Rumah Sakit lain karena kualitas pelayanan dokter | | | | | |
| 4 | Saya pernah berobat ke Rumah Sakit lain karen puas dengan pelayanan dokter | | | | | |
| 5 | Saya mereferensikan kepada saudara atau teman untuk berobat dipoliklinik RS Jakarta karena kualitas pelayanan dokter | | | | | |
| 6 | Saya mereferensikan kepada saudara atau teman untuk berobat dipoliklinik RS Jakarta karena puas atas pelayanan dokter | | | | | |
| 7 | Saya tidak akan beralih ke Rumah Sakit lain untuk berobat karena kualitas pelayanan dokter RS Jakarta | | | | | |
| 8 | Saya tidak akan beralih ke Rumah Sakit lain untuk berobat karena puas akan pelayanan dokter RS Jakarta | | | | | |
| | | | | | | |

# VALIDITAS

## Factor Analysis Tangibility

[DataSet1] C:\Users\TOSHIBA\Documents\Penelitian dan Artikel\Data
Herly\Data RS.sav

### KMO and Bartlett's Test

| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .814 |
|---|---|---|
| Bartlett's Test of Sphericity | Approx. Chi-Square | 56.178 |
| | df | 10 |
| | Sig. | .000 |

### Anti-image Matrices

| | | Tangible_1 | Tangible_2 | Tangible_3 | Tangible_4 | Tangible_5 |
|---|---|---|---|---|---|---|
| Anti-image Covariance | Tangible_1 | .670 | .021 | -.070 | -.120 | -.097 |
| | Tangible_2 | .021 | .616 | -.148 | -.049 | -.144 |
| | Tangible_3 | -.070 | -.148 | .423 | -.197 | .016 |
| | Tangible_4 | -.120 | -.049 | -.197 | .352 | -.155 |
| | Tangible_5 | -.097 | -.144 | .016 | -.155 | .566 |
| Anti-image Correlation | Tangible_1 | .889[a] | .032 | -.131 | -.246 | -.157 |
| | Tangible_2 | .032 | .859[a] | -.289 | -.105 | -.243 |
| | Tangible_3 | -.131 | -.289 | .782[a] | -.511 | .032 |
| | Tangible_4 | -.246 | -.105 | -.511 | .767[a] | -.347 |
| | Tangible_5 | -.157 | -.243 | .032 | -.347 | .837[a] |

a. Measures of Sampling Adequacy(MSA)

**Communalities**

|  | Initial | Extraction |
|---|---|---|
| Tangible_1 | 1.000 | .485 |
| Tangible_2 | 1.000 | .540 |
| Tangible_3 | 1.000 | .699 |
| Tangible_4 | 1.000 | .781 |
| Tangible_5 | 1.000 | .595 |

Extraction Method: Principal Component
Analysis.

**Total Variance Explained**

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
|  | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 3.101 | 62.016 | 62.016 | 3.101 | 62.016 | 62.016 |
| 2 | .684 | 13.686 | 75.702 | | | |
| 3 | .531 | 10.623 | 86.325 | | | |
| 4 | .444 | 8.874 | 95.199 | | | |
| 5 | .240 | 4.801 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

**Component Matrix[a]**

|  | Component |
|---|---|
|  | 1 |
| Tangible_1 | .696 |
| Tangible_2 | .735 |
| Tangible_3 | .836 |
| Tangible_4 | .884 |
| Tangible_5 | .772 |

Extraction Method: Principal
Component Analysis.

a. 1 components extracted.

# Factor Analysis 1

**KMO and Bartlett's Test**

| | | |
|---|---|---|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .758 |
| Bartlett's Test of Sphericity | Approx. Chi-Square | 46.145 |
| | Df | 6 |
| | Sig. | .000 |

**Anti-image Matrices**

| | | Tangible_2 | Tangible_3 | Tangible_4 | Tangible_5 |
|---|---|---|---|---|---|
| Anti-image Covariance | Tangible_2 | .617 | -.148 | -.048 | -.144 |
| | Tangible_3 | -.148 | .430 | -.227 | .006 |
| | Tangible_4 | -.048 | -.227 | .375 | -.188 |
| | Tangible_5 | -.144 | .006 | -.188 | .581 |
| Anti-image Correlation | Tangible_2 | .847[a] | -.288 | -.100 | -.241 |
| | Tangible_3 | -.288 | .727[a] | -.565 | .011 |
| | Tangible_4 | -.100 | -.565 | .708[a] | -.403 |
| | Tangible_5 | -.241 | .011 | -.403 | .795[a] |

a. Measures of Sampling Adequacy(MSA)

**Communalities**

| | Initial | Extraction |
|---|---|---|
| Tangible_2 | 1.000 | .602 |
| Tangible_3 | 1.000 | .719 |
| Tangible_4 | 1.000 | .780 |
| Tangible_5 | 1.000 | .610 |

Extraction Method: Principal Component Analysis.

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## Total Variance Explained

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
| | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 2.712 | 67.808 | 67.808 | 2.712 | 67.808 | 67.808 |
| 2 | .535 | 13.366 | 81.174 | | | |
| 3 | .512 | 12.790 | 93.964 | | | |
| 4 | .241 | 6.036 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

## Component Matrix[a]

| | Component |
|---|---|
| | 1 |
| Tangible_2 | .776 |
| Tangible_3 | .848 |
| Tangible_4 | .883 |
| Tangible_5 | .781 |

Extraction Method: Principal

Component Analysis.

a. 1 components extracted.

# Factor Analysis Empathy Perawat

**Correlation Matrix[a]**

a. This matrix is not positive definite.

**Communalities**

|  | Initial | Extraction |
|---|---|---|
| Emph_Per_1 | 1.000 | .765 |
| Emph_Per_2 | 1.000 | .763 |
| Emph_Per_3 | 1.000 | .866 |
| Emph_Per_4 | 1.000 | .924 |
| Emph_Per_5 | 1.000 | .569 |
| Emph_Per_6 | 1.000 | .924 |

Extraction Method: Principal Component Analysis.

**Total Variance Explained**

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
|  | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 4.811 | 80.179 | 80.179 | 4.811 | 80.179 | 80.179 |
| 2 | .682 | 11.364 | 91.543 |  |  |  |
| 3 | .333 | 5.545 | 97.088 |  |  |  |
| 4 | .100 | 1.670 | 98.758 |  |  |  |
| 5 | .075 | 1.242 | 100.000 |  |  |  |
| 6 | -1.748E-16 | -2.914E-15 | 100.000 |  |  |  |

Extraction Method: Principal Component Analysis.

**Component Matrix[a]**

| | Component |
|---|---|
| | 1 |
| Emph_Per_1 | .875 |
| Emph_Per_2 | .874 |
| Emph_Per_3 | .931 |
| Emph_Per_4 | .961 |
| Emph_Per_5 | .754 |
| Emph_Per_6 | .961 |

Extraction Method: Principal

Component Analysis.

a. 1 components extracted.

# Factor Analysis Emphaty Dokter

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**Correlation Matrix[a]**

| |
|---|
| |

a. This matrix is not

positive definite.

**Communalities**

| | Initial | Extraction |
|---|---|---|
| Emph_Dok_1 | 1.000 | .715 |
| Emph_Dok_2 | 1.000 | .790 |
| Emph_Dok_3 | 1.000 | .815 |
| Emph_Dok_4 | 1.000 | .790 |
| Emph_Dok_5 | 1.000 | .815 |
| Emph_Dok_6 | 1.000 | .851 |
| Emph_Dok_7 | 1.000 | .803 |

Extraction Method: Principal Component

Analysis.

## Total Variance Explained

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
| | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 5.580 | 79.707 | 79.707 | 5.580 | 79.707 | 79.707 |
| 2 | .684 | 9.774 | 89.481 | | | |
| 3 | .453 | 6.470 | 95.951 | | | |
| 4 | .201 | 2.867 | 98.818 | | | |
| 5 | .083 | 1.182 | 100.000 | | | |
| 6 | 3.589E-17 | 5.126E-16 | 100.000 | | | |
| 7 | -3.709E-17 | -5.299E-16 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

## Component Matrix[a]

| | Component |
|---|---|
| | 1 |
| Emph_Dok_1 | .846 |
| Emph_Dok_2 | .889 |
| Emph_Dok_3 | .903 |
| Emph_Dok_4 | .889 |
| Emph_Dok_5 | .903 |
| Emph_Dok_6 | .923 |
| Emph_Dok_7 | .896 |

Extraction Method: Principal
Component Analysis.

a. 1 components extracted.

# Factor Analysis Reliabilitas Perawat

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**Correlation Matrix[a]**

|  |
|--|
|  |

a. This matrix is not positive definite.

**Communalities**

|  | Initial | Extraction |
|--|--------|-----------|
| Reliab_Per_1 | 1.000 | .658 |
| Reliab_Per_2 | 1.000 | .865 |
| Reliab_Per_3 | 1.000 | .825 |
| Reliab_Per_4 | 1.000 | .865 |

Extraction Method: Principal Component Analysis.

**Total Variance Explained**

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|-----------|-------|-------------|--------------|-------|-------------|--------------|
|  | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 3.213 | 80.316 | 80.316 | 3.213 | 80.316 | 80.316 |
| 2 | .623 | 15.566 | 95.882 |  |  |  |
| 3 | .165 | 4.118 | 100.000 |  |  |  |
| 4 | -2.216E-16 | -5.541E-15 | 100.000 |  |  |  |

Extraction Method: Principal Component Analysis.

**Component Matrix[a]**

|  | Component |
|--|-----------|
|  | 1 |
| Reliab_Per_1 | .811 |
| Reliab_Per_2 | .930 |
| Reliab_Per_3 | .908 |
| Reliab_Per_4 | .930 |

Extraction Method: Principal Component Analysis.

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**Correlation Matrix[a]**

[empty box]

a. 1 components extracted.

# Factor Analysis Reliability Dokter

[DataSet1] C:\Users\TOSHIBA\Documents\Penelitian dan Artikel\Data Herly\Data RS.sav

**KMO and Bartlett's Test**

| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .641 |
|---|---|---|
| Bartlett's Test of Sphericity | Approx. Chi-Square | 49.895 |
| | Df | 6 |
| | Sig. | .000 |

**Anti-image Matrices**

| | | Reliab_Dok_1 | Reliab_Dok_2 | Reliab_Dok_3 | Reliab_Dok_4 |
|---|---|---|---|---|---|
| Anti-image Covariance | Reliab_Dok_1 | .550 | -.259 | -.140 | .149 |
| | Reliab_Dok_2 | -.259 | .398 | -.023 | -.178 |
| | Reliab_Dok_3 | -.140 | -.023 | .418 | -.238 |
| | Reliab_Dok_4 | .149 | -.178 | -.238 | .390 |
| Anti-image Correlation | Reliab_Dok_1 | .565[a] | -.554 | -.292 | .322 |
| | Reliab_Dok_2 | -.554 | .682[a] | -.057 | -.451 |
| | Reliab_Dok_3 | -.292 | -.057 | .708[a] | -.589 |
| | Reliab_Dok_4 | .322 | -.451 | -.589 | .593[a] |

a. Measures of Sampling Adequacy(MSA)

**Communalities**

|  | Initial | Extraction |
|---|---|---|
| Reliab_Dok_1 | 1.000 | .476 |
| Reliab_Dok_2 | 1.000 | .765 |
| Reliab_Dok_3 | 1.000 | .735 |
| Reliab_Dok_4 | 1.000 | .658 |

Extraction Method: Principal Component
Analysis.

**Total Variance Explained**

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
|  | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 2.635 | 65.866 | 65.866 | 2.635 | 65.866 | 65.866 |
| 2 | .798 | 19.950 | 85.817 |  |  |  |
| 3 | .364 | 9.089 | 94.905 |  |  |  |
| 4 | .204 | 5.095 | 100.000 |  |  |  |

Extraction Method: Principal Component Analysis.

**Component Matrix[a]**

|  | Component |
|---|---|
|  | 1 |
| Reliab_Dok_1 | .690 |
| Reliab_Dok_2 | .874 |
| Reliab_Dok_3 | .857 |
| Reliab_Dok_4 | .811 |

Extraction Method: Principal
Component Analysis.

a. 1 components extracted.

# Factor Analysis Reliability Dokter

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**KMO and Bartlett's Test**

| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .714 |
|---|---|---|
| Bartlett's Test of Sphericity | Approx. Chi-Square | 34.249 |
| | df | 3 |
| | Sig. | .000 |

**Anti-image Matrices**

| | | Reliab_Dok_2 | Reliab_Dok_3 | Reliab_Dok_4 |
|---|---|---|---|---|
| Anti-image Covariance | Reliab_Dok_2 | .573 | -.140 | -.173 |
| | Reliab_Dok_3 | -.140 | .457 | -.244 |
| | Reliab_Dok_4 | -.173 | -.244 | .435 |
| Anti-image Correlation | Reliab_Dok_2 | .788[a] | -.274 | -.347 |
| | Reliab_Dok_3 | -.274 | .696[a] | -.546 |
| | Reliab_Dok_4 | -.347 | -.546 | .679[a] |

a. Measures of Sampling Adequacy(MSA)

**Communalities**

| | Initial | Extraction |
|---|---|---|
| Reliab_Dok_2 | 1.000 | .702 |
| Reliab_Dok_3 | 1.000 | .779 |
| Reliab_Dok_4 | 1.000 | .799 |

Extraction Method: Principal Component Analysis.

**Total Variance Explained**

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
| | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 2.280 | 75.997 | 75.997 | 2.280 | 75.997 | 75.997 |
| 2 | .433 | 14.428 | 90.426 | | | |
| 3 | .287 | 9.574 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

**Component Matrix[a]**

| | Component |
|---|---|
| | 1 |
| Reliab_Dok_2 | .838 |
| Reliab_Dok_3 | .883 |
| Reliab_Dok_4 | .894 |

Extraction Method: Principal
Component Analysis.

a. 1 components extracted.

# Factor Analysis Responsiveness Perawat

[DataSet1] C:\Users\TOSHIBA\Documents\Penelitian dan Artikel\Data Herly\Data RS.sav

## KMO and Bartlett's Test

| | | |
|---|---|---|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .732 |
| Bartlett's Test of Sphericity | Approx. Chi-Square | 45.850 |
| | df | 3 |
| | Sig. | .000 |

## Anti-Image Matrices

| | | Respon_Per_1 | Respon_Per_2 | Respon_Per_3 |
|---|---|---|---|---|
| Anti-image Covariance | Respon_Per_1 | .460 | -.162 | -.109 |
| | Respon_Per_2 | -.162 | .333 | -.202 |
| | Respon_Per_3 | -.109 | -.202 | .374 |
| Anti-image Correlation | Respon_Per_1 | .799[a] | -.413 | -.263 |
| | Respon_Per_2 | -.413 | .690[a] | -.571 |
| | Respon_Per_3 | -.263 | -.571 | .725[a] |

a. Measures of Sampling Adequacy(MSA)

## Communalities

| | Initial | Extraction |
|---|---|---|
| Respon_Per_1 | 1.000 | .769 |
| Respon_Per_2 | 1.000 | .849 |
| Respon_Per_3 | 1.000 | .817 |

Extraction Method: Principal Component Analysis.

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### Total Variance Explained

| Compon ent | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
| | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 2.435 | 81.178 | 81.178 | 2.435 | 81.178 | 81.178 |
| 2 | .344 | 11.459 | 92.637 | | | |
| 3 | .221 | 7.363 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

### Component Matrix[a]

| | Component |
|---|---|
| | 1 |
| Respon_Per_1 | .877 |
| Respon_Per_2 | .922 |
| Respon_Per_3 | .904 |

Extraction Method: Principal

Component Analysis.

a. 1 components extracted.

# Factor Analysis Responsiveness Dokter

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Herly\Data RS.sav

### KMO and Bartlett's Test

| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .660 |
|---|---|---|
| Bartlett's Test of Sphericity | Approx. Chi-Square | 43.628 |
| | df | 3 |
| | Sig. | .000 |

### Anti-image Matrices

| | | Respon_Dok_1 | Respon_Dok_2 | Respon_Dok_3 |
|---|---|---|---|---|
| Anti-image Covariance | Respon_Dok_1 | .469 | .005 | -.211 |
| | Respon_Dok_2 | .005 | .428 | -.218 |
| | Respon_Dok_3 | -.211 | -.218 | .286 |
| Anti-image Correlation | Respon_Dok_1 | .715[a] | .010 | -.576 |
| | Respon_Dok_2 | .010 | .691[a] | -.624 |
| | Respon_Dok_3 | -.576 | -.624 | .605[a] |

a. Measures of Sampling Adequacy(MSA)

### Communalities

| | Initial | Extraction |
|---|---|---|
| Respon_Dok_1 | 1.000 | .726 |
| Respon_Dok_2 | 1.000 | .750 |
| Respon_Dok_3 | 1.000 | .882 |

Extraction Method: Principal Component
Analysis.

## Total Variance Explained

| Compon ent | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
| | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 2.358 | 78.612 | 78.612 | 2.358 | 78.612 | 78.612 |
| 2 | .454 | 15.144 | 93.756 | | | |
| 3 | .187 | 6.244 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

## Component Matrix[a]

| | Component |
|---|---|
| | 1 |
| Respon_Dok_1 | .852 |
| Respon_Dok_2 | .866 |
| Respon_Dok_3 | .939 |

Extraction Method: Principal

Component Analysis.

a. 1 components extracted.

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# Factor Analysis Assurance Perawat

### KMO and Bartlett's Test

| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .686 |
|---|---|---|
| Bartlett's Test of Sphericity | Approx. Chi-Square | 101.421 |
| | df | 10 |
| | Sig. | .000 |

### Anti-image Matrices

| | | Assur_Per_1 | Assur_Per_2 | Assur_Per_3 | Assur_Per_4 | Assur_Per_5 |
|---|---|---|---|---|---|---|
| Anti-image Covariance | Assur_Per_1 | .550 | -.084 | -.105 | .055 | -.102 |
| | Assur_Per_2 | -.084 | .144 | .077 | -.114 | -.081 |
| | Assur_Per_3 | -.105 | .077 | .298 | -.114 | -.165 |
| | Assur_Per_4 | .055 | -.114 | -.114 | .126 | .058 |
| | Assur_Per_5 | -.102 | -.081 | -.165 | .058 | .426 |
| Anti-image Correlation | Assur_Per_1 | .829[a] | -.298 | -.258 | .210 | -.210 |
| | Assur_Per_2 | -.298 | .637[a] | .371 | -.851 | -.329 |
| | Assur_Per_3 | -.258 | .371 | .687[a] | -.591 | -.465 |
| | Assur_Per_4 | .210 | -.851 | -.591 | .612[a] | .249 |
| | Assur_Per_5 | -.210 | -.329 | -.465 | .249 | .772[a] |

a. Measures of Sampling Adequacy(MSA)

**Communalities**

|  | Initial | Extraction |
|---|---|---|
| Assur_Per_1 | 1.000 | .548 |
| Assur_Per_2 | 1.000 | .786 |
| Assur_Per_3 | 1.000 | .738 |
| Assur_Per_4 | 1.000 | .780 |
| Assur_Per_5 | 1.000 | .654 |

Extraction Method: Principal Component Analysis.

**Total Variance Explained**

| Compon ent | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
|  | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 3.507 | 70.149 | 70.149 | 3.507 | 70.149 | 70.149 |
| 2 | .659 | 13.186 | 83.335 |  |  |  |
| 3 | .443 | 8.859 | 92.194 |  |  |  |
| 4 | .325 | 6.497 | 98.692 |  |  |  |
| 5 | .065 | 1.308 | 100.000 |  |  |  |

Extraction Method: Principal Component Analysis.

**Component Matrix[a]**

|  | Component |
|---|---|
|  | 1 |
| Assur_Per_1 | .741 |
| Assur_Per_2 | .887 |
| Assur_Per_3 | .859 |
| Assur_Per_4 | .883 |
| Assur_Per_5 | .809 |

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

# Factor Analysis Assurance Dokter

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**Correlation Matrix[a]**

a. This matrix is not positive definite.

## Communalities

|  | Initial | Extraction |
|---|---|---|
| Assur_Dok_1 | 1.000 | .894 |
| Assur_Dok_2 | 1.000 | .871 |
| Assur_Dok_3 | 1.000 | .790 |
| Assur_Dok_4 | 1.000 | .871 |
| Assur_Dok_5 | 1.000 | .894 |

Extraction Method: Principal Component Analysis.

## Total Variance Explained

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
|  | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 4.320 | 86.395 | 86.395 | 4.320 | 86.395 | 86.395 |
| 2 | .436 | 8.722 | 95.117 | | | |
| 3 | .244 | 4.883 | 100.000 | | | |
| 4 | 4.666E-17 | 9.332E-16 | 100.000 | | | |
| 5 | -8.581E-17 | -1.716E-15 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

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**Component Matrix**[a]

| | Component |
|---|---|
| | 1 |
| Assur_Dok_1 | .946 |
| Assur_Dok_2 | .933 |
| Assur_Dok_3 | .889 |
| Assur_Dok_4 | .933 |
| Assur_Dok_5 | .946 |

Extraction Method: Principal
Component Analysis.

a. 1 components extracted.

# Factor Analysis Kepuasan Perawat

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**KMO and Bartlett's Test**

| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .701 |
|---|---|---|
| Bartlett's Test of Sphericity | Approx. Chi-Square | 216.613 |
| | df | 21 |
| | Sig. | .000 |

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## Anti-image Matrices

| | | Kepuas_Per_1 | Kepuas_Per_2 | Kepuas_Per_3 | Kepuas_Per_4 | Kepuas_Per_5 | Kepuas_Per_6 | Kepuas_Per_7 |
|---|---|---|---|---|---|---|---|---|
| Anti-image Covariance | Kepuas_Per_1 | .224 | .035 | .032 | -.064 | -.054 | .013 | -.054 |
| | Kepuas_Per_2 | .035 | .103 | .027 | -.094 | .013 | -.068 | -.093 |
| | Kepuas_Per_3 | .032 | .027 | .086 | -.061 | -.050 | -.023 | -.012 |
| | Kepuas_Per_4 | -.064 | -.094 | -.061 | .155 | .022 | .011 | .079 |
| | Kepuas_Per_5 | -.054 | .013 | -.050 | .022 | .061 | -.041 | -.028 |
| | Kepuas_Per_6 | .013 | -.068 | -.023 | .011 | -.041 | .185 | .066 |
| | Kepuas_Per_7 | -.054 | -.093 | -.012 | .079 | -.028 | .066 | .121 |
| Anti-image Correlation | Kepuas_Per_1 | .820[a] | .234 | .232 | -.346 | -.463 | .062 | -.326 |
| | Kepuas_Per_2 | .234 | .570[a] | .282 | -.748 | .165 | -.492 | -.833 |
| | Kepuas_Per_3 | .232 | .282 | .766[a] | -.528 | -.685 | -.182 | -.114 |
| | Kepuas_Per_4 | -.346 | -.748 | -.528 | .589[a] | .228 | .062 | .574 |
| | Kepuas_Per_5 | -.463 | .165 | -.685 | .228 | .751[a] | -.386 | -.331 |
| | Kepuas_Per_6 | .062 | -.492 | -.182 | .062 | -.386 | .814[a] | .444 |
| | Kepuas_Per_7 | -.326 | -.833 | -.114 | .574 | -.331 | .444 | .607[a] |

a. Measures of Sampling Adequacy(MSA)

## Communalities

| | Initial | Extraction |
|---|---|---|
| Kepuas_Per_1 | 1.000 | .848 |
| Kepuas_Per_2 | 1.000 | .790 |
| Kepuas_Per_3 | 1.000 | .831 |
| Kepuas_Per_4 | 1.000 | .907 |
| Kepuas_Per_5 | 1.000 | .936 |
| Kepuas_Per_6 | 1.000 | .799 |
| Kepuas_Per_7 | 1.000 | .708 |

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**Anti-image Matrices**

| | | Kepuas_Per_1 | Kepuas_Per_2 | Kepuas_Per_3 | Kepuas_Per_4 | Kepuas_Per_5 | Kepuas_Per_6 | Kepuas_Per_7 |
|---|---|---|---|---|---|---|---|---|
| Anti-image Covariance | Kepuas_Per_1 | .224 | .035 | .032 | -.064 | -.054 | .013 | -.054 |
| | Kepuas_Per_2 | .035 | .103 | .027 | -.094 | .013 | -.068 | -.093 |
| | Kepuas_Per_3 | .032 | .027 | .086 | -.061 | -.050 | -.023 | -.012 |
| | Kepuas_Per_4 | -.064 | -.094 | -.061 | .155 | .022 | .011 | .079 |
| | Kepuas_Per_5 | -.054 | .013 | -.050 | .022 | .061 | -.041 | -.028 |
| | Kepuas_Per_6 | .013 | -.068 | -.023 | .011 | -.041 | .185 | .066 |
| | Kepuas_Per_7 | -.054 | -.093 | -.012 | .079 | -.028 | .066 | .121 |
| Anti-image Correlation | Kepuas_Per_1 | .820[a] | .234 | .232 | -.346 | -.463 | .062 | -.326 |
| | Kepuas_Per_2 | .234 | .570[a] | .282 | -.748 | .165 | -.492 | -.833 |
| | Kepuas_Per_3 | .232 | .282 | .766[a] | -.528 | -.685 | -.182 | -.114 |
| | Kepuas_Per_4 | -.346 | -.748 | -.528 | .589[a] | .228 | .062 | .574 |
| | Kepuas_Per_5 | -.463 | .165 | -.685 | .228 | .751[a] | -.386 | -.331 |
| | Kepuas_Per_6 | .062 | -.492 | -.182 | .062 | -.386 | .814[a] | .444 |
| | Kepuas_Per_7 | -.326 | -.833 | -.114 | .574 | -.331 | .444 | .607[a] |

Extraction Method: Principal Component
Analysis.

**Total Variance Explained**

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
| | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 4.815 | 68.784 | 68.784 | 4.815 | 68.784 | 68.784 |
| 2 | 1.004 | 14.340 | 83.124 | 1.004 | 14.340 | 83.124 |
| 3 | .669 | 9.555 | 92.678 | | | |
| 4 | .271 | 3.869 | 96.547 | | | |
| 5 | .161 | 2.301 | 98.849 | | | |
| 6 | .043 | .608 | 99.457 | | | |
| 7 | .038 | .543 | 100.000 | | | |

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## Anti-image Matrices

| | | Kepuas_Per_1 | Kepuas_Per_2 | Kepuas_Per_3 | Kepuas_Per_4 | Kepuas_Per_5 | Kepuas_Per_6 | Kepuas_Per_7 |
|---|---|---|---|---|---|---|---|---|
| Anti-image Covariance | Kepuas_Per_1 | .224 | .035 | .032 | -.064 | -.054 | .013 | -.054 |
| | Kepuas_Per_2 | .035 | .103 | .027 | -.094 | .013 | -.068 | -.093 |
| | Kepuas_Per_3 | .032 | .027 | .086 | -.061 | -.050 | -.023 | -.012 |
| | Kepuas_Per_4 | -.064 | -.094 | -.061 | .155 | .022 | .011 | .079 |
| | Kepuas_Per_5 | -.054 | .013 | -.050 | .022 | .061 | -.041 | -.028 |
| | Kepuas_Per_6 | .013 | -.068 | -.023 | .011 | -.041 | .185 | .066 |
| | Kepuas_Per_7 | -.054 | -.093 | -.012 | .079 | -.028 | .066 | .121 |
| Anti-image Correlation | Kepuas_Per_1 | .820[a] | .234 | .232 | -.346 | -.463 | .062 | -.326 |
| | Kepuas_Per_2 | .234 | .570[a] | .282 | -.748 | .165 | -.492 | -.833 |
| | Kepuas_Per_3 | .232 | .282 | .766[a] | -.528 | -.685 | -.182 | -.114 |
| | Kepuas_Per_4 | -.346 | -.748 | -.528 | .589[a] | .228 | .062 | .574 |
| | Kepuas_Per_5 | -.463 | .165 | -.685 | .228 | .751[a] | -.386 | -.331 |
| | Kepuas_Per_6 | .062 | -.492 | -.182 | .062 | -.386 | .814[a] | .444 |
| | Kepuas_Per_7 | -.326 | -.833 | -.114 | .574 | -.331 | .444 | .607[a] |

Extraction Method: Principal Component Analysis.

## Component Matrix[a]

| | Component | |
|---|---|---|
| | 1 | 2 |
| Kepuas_Per_1 | .830 | -.400 |
| Kepuas_Per_2 | .773 | .439 |
| Kepuas_Per_3 | .906 | -.104 |
| Kepuas_Per_4 | .723 | .619 |
| Kepuas_Per_5 | .904 | -.344 |
| Kepuas_Per_6 | .867 | .216 |
| Kepuas_Per_7 | .785 | -.303 |

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Extraction Method: Principal Component
Analysis.

a. 2 components extracted.

# Factor Analysis Kepuasan Dokter

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**KMO and Bartlett's Test**

| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .785 |
|---|---|---|
| Bartlett's Test of Sphericity | Approx. Chi-Square | 262.478 |
| | df | 15 |
| | Sig. | .000 |

**Anti-Image Matrices**

| | | Kepuas_ Dok_1 | Kepuas_ Dok_2 | Kepuas_ Dok_3 | Kepuas_ Dok_4 | Kepuas_ Dok_5 | Kepuas_ Dok_6 |
|---|---|---|---|---|---|---|---|
| Anti-image Covariance | Kepuas_Dok_1 | .230 | .000 | -.045 | .000 | .000 | .000 |
| | Kepuas_Dok_2 | .000 | .096 | -.045 | -.039 | .044 | .004 |
| | Kepuas_Dok_3 | -.045 | -.045 | .052 | .018 | -.039 | -.004 |
| | Kepuas_Dok_4 | .000 | -.039 | .018 | .039 | -.027 | -.038 |
| | Kepuas_Dok_5 | .000 | .044 | -.039 | -.027 | .050 | .002 |
| | Kepuas_Dok_6 | .000 | .004 | -.004 | -.038 | .002 | .087 |
| Anti-image Correlation | Kepuas_Dok_1 | .947[a] | .000 | -.416 | .000 | .000 | .000 |
| | Kepuas_Dok_2 | .000 | .739[a] | -.635 | -.640 | .640 | .040 |
| | Kepuas_Dok_3 | -.416 | -.635 | .738[a] | .407 | -.775 | -.059 |
| | Kepuas_Dok_4 | .000 | -.640 | .407 | .739[a] | -.607 | -.640 |
| | Kepuas_Dok_5 | .000 | .640 | -.775 | -.607 | .731[a] | .026 |
| | Kepuas_Dok_6 | .000 | .040 | -.059 | -.640 | .026 | .897[a] |

a. Measures of Sampling Adequacy(MSA)

## Communalities

|  | Initial | Extraction |
|---|---|---|
| Kepuas_Dok_1 | 1.000 | .770 |
| Kepuas_Dok_2 | 1.000 | .847 |
| Kepuas_Dok_3 | 1.000 | .913 |
| Kepuas_Dok_4 | 1.000 | .919 |
| Kepuas_Dok_5 | 1.000 | .904 |
| Kepuas_Dok_6 | 1.000 | .877 |

Extraction Method: Principal Component
Analysis.

## Total Variance Explained

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
|  | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 5.230 | 87.169 | 87.169 | 5.230 | 87.169 | 87.169 |
| 2 | .378 | 6.294 | 93.463 |  |  |  |
| 3 | .201 | 3.358 | 96.821 |  |  |  |
| 4 | .124 | 2.059 | 98.879 |  |  |  |
| 5 | .049 | .816 | 99.695 |  |  |  |
| 6 | .018 | .305 | 100.000 |  |  |  |

Extraction Method: Principal Component Analysis.

**Component Matrix<sup>a</sup>**

| | Component |
| --- | --- |
| | 1 |
| Kepuas_Dok_1 | .877 |
| Kepuas_Dok_2 | .920 |
| Kepuas_Dok_3 | .956 |
| Kepuas_Dok_4 | .959 |
| Kepuas_Dok_5 | .951 |
| Kepuas_Dok_6 | .936 |

Extraction Method: Principal
Component Analysis.

a. 1 components extracted.

# Factor Analysis Loyalitas Perawat

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**KMO and Bartlett's Test**

| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .574 |
| --- | --- | --- |
| Bartlett's Test of Sphericity | Approx. Chi-Square | 202.033 |
| | df | 28 |
| | Sig. | .000 |

## Anti-image Matrices

| | | Loyali_Per_1 | Loyali_Per_2 | Loyali_Per_3 | Loyali_Per_4 | Loyali_Per_5 | Loyali_Per_6 | Loyali_Per_7 | Loyali_Per_8 |
|---|---|---|---|---|---|---|---|---|---|
| Anti-image Covariance | Loyali_Per_1 | .524 | -.121 | -.062 | .092 | -.102 | .040 | .050 | -.051 |
| | Loyali_Per_2 | -.121 | .142 | -.015 | -.010 | .054 | -.093 | -.052 | .052 |
| | Loyali_Per_3 | -.062 | -.015 | .335 | -.226 | -.013 | .031 | .006 | -.005 |
| | Loyali_Per_4 | .092 | -.010 | -.226 | .268 | -.054 | -.011 | .014 | -.016 |
| | Loyali_Per_5 | -.102 | .054 | -.013 | -.054 | .228 | -.108 | -.040 | .040 |
| | Loyali_Per_6 | .040 | -.093 | .031 | -.011 | -.108 | .133 | .042 | -.047 |
| | Loyali_Per_7 | .050 | -.052 | .006 | .014 | -.040 | .042 | .029 | -.030 |
| | Loyali_Per_8 | -.051 | .052 | -.005 | -.016 | .040 | -.047 | -.030 | .033 |
| Anti-image Correlation | Loyali_Per_1 | .625[a] | -.444 | -.147 | .245 | -.295 | .152 | .410 | -.390 |
| | Loyali_Per_2 | -.444 | .525[a] | -.069 | -.051 | .300 | -.680 | -.813 | .760 |
| | Loyali_Per_3 | -.147 | -.069 | .637[a] | -.753 | -.047 | .146 | .059 | -.043 |
| | Loyali_Per_4 | .245 | -.051 | -.753 | .671[a] | -.219 | -.057 | .156 | -.171 |
| | Loyali_Per_5 | -.295 | .300 | -.047 | -.219 | .706[a] | -.617 | -.499 | .459 |
| | Loyali_Per_6 | .152 | -.680 | .146 | -.057 | -.617 | .586[a] | .681 | -.714 |
| | Loyali_Per_7 | .410 | -.813 | .059 | .156 | -.499 | .681 | .492[a] | -.966 |
| | Loyali_Per_8 | -.390 | .760 | -.043 | -.171 | .459 | -.714 | -.966 | .501[a] |

a. Measures of Sampling Adequacy(MSA)

**Communalities**

|  | Initial | Extraction |
|---|---|---|
| Loyali_Per_1 | 1.000 | .395 |
| Loyali_Per_2 | 1.000 | .735 |
| Loyali_Per_3 | 1.000 | .887 |
| Loyali_Per_4 | 1.000 | .899 |
| Loyali_Per_5 | 1.000 | .762 |
| Loyali_Per_6 | 1.000 | .782 |
| Loyali_Per_7 | 1.000 | .798 |
| Loyali_Per_8 | 1.000 | .755 |

Extraction Method: Principal Component
Analysis.

**Total Variance Explained**

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
|  | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 4.571 | 57.139 | 57.139 | 4.571 | 57.139 | 57.139 |
| 2 | 1.442 | 18.020 | 75.160 | 1.442 | 18.020 | 75.160 |
| 3 | .824 | 10.302 | 85.462 |  |  |  |
| 4 | .441 | 5.517 | 90.979 |  |  |  |
| 5 | .340 | 4.250 | 95.229 |  |  |  |
| 6 | .213 | 2.664 | 97.893 |  |  |  |
| 7 | .155 | 1.939 | 99.832 |  |  |  |
| 8 | .013 | .168 | 100.000 |  |  |  |

Extraction Method: Principal Component Analysis.

**Component Matrix[a]**

| | Component | |
|---|---|---|
| | 1 | 2 |
| Loyali_Per_1 | .611 | -.148 |
| Loyali_Per_2 | .808 | -.286 |
| Loyali_Per_3 | .500 | .798 |
| Loyali_Per_4 | .613 | .723 |
| Loyali_Per_5 | .873 | .019 |
| Loyali_Per_6 | .882 | -.063 |
| Loyali_Per_7 | .826 | -.340 |
| Loyali_Per_8 | .835 | -.241 |

Extraction Method: Principal Component
Analysis.

a. 2 components extracted.


# Factor Analysis Loyalitas Perawat 1

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**KMO and Bartlett's Test**

| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .806 |
|---|---|---|
| Bartlett's Test of Sphericity | Approx. Chi-Square | 112.782 |
| | df | 21 |
| | Sig. | .000 |

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**Anti-image Matrices**

| | | Loyali_Per_1 | Loyali_Per_2 | Loyali_Per_3 | Loyali_Per_4 | Loyali_Per_5 | Loyali_Per_6 | Loyali_Per_8 |
|---|---|---|---|---|---|---|---|---|
| Anti-image Covariance | Loyali_Per_1 | .629 | -.107 | -.087 | .084 | -.050 | -.075 | .014 |
| | Loyali_Per_2 | -.107 | .417 | -.013 | .044 | -.074 | -.096 | -.077 |
| | Loyali_Per_3 | -.087 | -.013 | .336 | -.235 | -.006 | .042 | .023 |
| | Loyali_Per_4 | .084 | .044 | -.235 | .275 | -.048 | -.059 | -.029 |
| | Loyali_Per_5 | -.050 | -.074 | -.006 | -.048 | .304 | -.120 | -.042 |
| | Loyali_Per_6 | -.075 | -.096 | .042 | -.059 | -.120 | .248 | -.105 |
| | Loyali_Per_8 | .014 | -.077 | .023 | -.029 | -.042 | -.105 | .500 |
| Anti-image Correlation | Loyali_Per_1 | .862[a] | -.209 | -.188 | .201 | -.114 | -.191 | .025 |
| | Loyali_Per_2 | -.209 | .884[a] | -.035 | .131 | -.209 | -.297 | -.169 |
| | Loyali_Per_3 | -.188 | -.035 | .617[a] | -.773 | -.020 | .144 | .056 |
| | Loyali_Per_4 | .201 | .131 | -.773 | .656[a] | -.166 | -.226 | -.079 |
| | Loyali_Per_5 | -.114 | -.209 | -.020 | -.166 | .882[a] | -.437 | -.107 |
| | Loyali_Per_6 | -.191 | -.297 | .144 | -.226 | -.437 | .825[a] | -.299 |
| | Loyali_Per_8 | .025 | -.169 | .056 | -.079 | -.107 | -.299 | .917[a] |

a. Measures of Sampling Adequacy(MSA)

**Communalities**

| | Initial | Extraction |
|---|---|---|
| Loyali_Per_1 | 1.000 | .513 |
| Loyali_Per_2 | 1.000 | .752 |
| Loyali_Per_3 | 1.000 | .882 |
| Loyali_Per_4 | 1.000 | .909 |
| Loyali_Per_5 | 1.000 | .785 |
| Loyali_Per_6 | 1.000 | .833 |
| Loyali_Per_8 | 1.000 | .622 |

Extraction Method: Principal Component
Analysis.

## Total Variance Explained

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
| | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 3.955 | 56.507 | 56.507 | 3.955 | 56.507 | 56.507 |
| 2 | 1.340 | 19.137 | 75.644 | 1.340 | 19.137 | 75.644 |
| 3 | .651 | 9.295 | 84.939 | | | |
| 4 | .387 | 5.530 | 90.468 | | | |
| 5 | .319 | 4.561 | 95.030 | | | |
| 6 | .195 | 2.786 | 97.816 | | | |
| 7 | .153 | 2.184 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

## Component Matrix[a]

| | Component | |
|---|---|---|
| | 1 | 2 |
| Loyali_Per_1 | .641 | -.320 |
| Loyali_Per_2 | .784 | -.369 |
| Loyali_Per_3 | .567 | .749 |
| Loyali_Per_4 | .670 | .678 |
| Loyali_Per_5 | .882 | -.080 |
| Loyali_Per_6 | .895 | -.178 |
| Loyali_Per_8 | .762 | -.203 |

Extraction Method: Principal Component
Analysis.

a. 2 components extracted.

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# Factor Analysis Loyalitas Dokter

[DataSet1] C:\Users\TOSHIBA\Documents\Penelitian dan Artikel\Data Herly\Data RS.sav

**KMO and Bartlett's Test**

| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .581 |
|---|---|---|
| Bartlett's Test of Sphericity | Approx. Chi-Square | 281.379 |
| | df | 28 |
| | Sig. | .000 |

**Anti-image Matrices**

| | | Loyali_Dok_1 | Loyali_Dok_2 | Loyali_Dok_3 | Loyali_Dok_4 | Loyali_Dok_5 | Loyali_Dok_6 | Loyali_Dok_7 | Loyali_Dok_8 |
|---|---|---|---|---|---|---|---|---|---|
| Anti-image Covariance | Loyali_Dok_1 | .205 | -.059 | -.024 | .024 | -.009 | .000 | -.019 | -.024 |
| | Loyali_Dok_2 | -.059 | .176 | .010 | -.017 | .025 | -.025 | -.063 | .056 |
| | Loyali_Dok_3 | -.024 | .010 | .044 | -.039 | -.024 | .023 | .026 | -.031 |
| | Loyali_Dok_4 | .024 | -.017 | -.039 | .039 | .021 | -.021 | -.024 | .029 |
| | Loyali_Dok_5 | -.009 | .025 | -.024 | .021 | .028 | -.025 | -.032 | .040 |
| | Loyali_Dok_6 | .000 | -.025 | .023 | -.021 | -.025 | .025 | .033 | -.040 |
| | Loyali_Dok_7 | -.019 | -.063 | .026 | -.024 | -.032 | .033 | .078 | -.080 |
| | Loyali_Dok_8 | -.024 | .056 | -.031 | .029 | .040 | -.040 | -.080 | .115 |
| Anti-image Correlation | Loyali_Dok_1 | .915[a] | -.309 | -.251 | .272 | -.116 | -.009 | -.148 | -.158 |
| | Loyali_Dok_2 | -.309 | .768[a] | .118 | -.209 | .349 | -.384 | -.536 | .394 |
| | Loyali_Dok_3 | -.251 | .118 | .528[a] | -.950 | -.692 | .689 | .446 | -.441 |
| | Loyali_Dok_4 | .272 | -.209 | -.950 | .560[a] | .624 | -.668 | -.427 | .437 |
| | Loyali_Dok_5 | -.116 | .349 | -.692 | .624 | .528[a] | -.956 | -.691 | .697 |
| | Loyali_Dok_6 | -.009 | -.384 | .689 | -.668 | -.956 | .502[a] | .755 | -.741 |
| | Loyali_Dok_7 | -.148 | -.536 | .446 | -.427 | -.691 | .755 | .520[a] | -.841 |
| | Loyali_Dok_8 | -.158 | .394 | -.441 | .437 | .697 | -.741 | -.841 | .506[a] |

a. Measures of Sampling Adequacy(MSA)

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## Communalities

|  | Initial | Extraction |
|---|---|---|
| Loyali_Dok_1 | 1.000 | .830 |
| Loyali_Dok_2 | 1.000 | .716 |
| Loyali_Dok_3 | 1.000 | .844 |
| Loyali_Dok_4 | 1.000 | .878 |
| Loyali_Dok_5 | 1.000 | .820 |
| Loyali_Dok_6 | 1.000 | .798 |
| Loyali_Dok_7 | 1.000 | .898 |
| Loyali_Dok_8 | 1.000 | .859 |

Extraction Method: Principal Component
Analysis.

## Total Variance Explained

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|---|---|---|---|---|---|---|
|  | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 5.351 | 66.885 | 66.885 | 5.351 | 66.885 | 66.885 |
| 2 | 1.294 | 16.172 | 83.057 | 1.294 | 16.172 | 83.057 |
| 3 | .560 | 6.999 | 90.056 |  |  |  |
| 4 | .379 | 4.738 | 94.794 |  |  |  |
| 5 | .237 | 2.966 | 97.760 |  |  |  |
| 6 | .130 | 1.619 | 99.379 |  |  |  |
| 7 | .041 | .512 | 99.891 |  |  |  |
| 8 | .009 | .109 | 100.000 |  |  |  |

Extraction Method: Principal Component Analysis.

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**Component Matrix[a]**

|  | Component | |
|---|---|---|
|  | 1 | 2 |
| Loyali_Dok_1 | .866 | .282 |
| Loyali_Dok_2 | .836 | .134 |
| Loyali_Dok_3 | .776 | -.491 |
| Loyali_Dok_4 | .807 | -.476 |
| Loyali_Dok_5 | .871 | -.249 |
| Loyali_Dok_6 | .859 | -.243 |
| Loyali_Dok_7 | .778 | .541 |
| Loyali_Dok_8 | .738 | .560 |

Extraction Method: Principal Component Analysis.

a. 2 components extracted.

# Reliability Tangibility

### Case Processing Summary

|       |                      | N  | %     |
|-------|----------------------|----|-------|
| Cases | Valid                | 30 | 100.0 |
|       | Excluded[a]          | 0  | .0    |
|       | Total                | 30 | 100.0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .787             | 4          |

### Item Statistics

|             | Mean | Std. Deviation | N  |
|-------------|------|----------------|----|
| Tangible_2  | 3.70 | .702           | 30 |
| Tangible_3  | 3.97 | .414           | 30 |
| Tangible_4  | 3.80 | .664           | 30 |
| Tangible_5  | 3.33 | 1.093          | 30 |

### Item-Total Statistics

|             | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Tangible_2  | 11.10                      | 3.541                          | .598                             | .734                             |
| Tangible_3  | 10.83                      | 4.282                          | .678                             | .754                             |
| Tangible_4  | 11.00                      | 3.379                          | .734                             | .674                             |
| Tangible_5  | 11.47                      | 2.326                          | .627                             | .787                             |

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**Scale Statistics**

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 14.80 | 5.614 | 2.369 | 4 |

# Reliability Emphaty Perawat

[DataSet1] C:\Users\TOSHIBA\Documents\Penelitian dan Artikel\Data Herly\Data RS.sav

**Case Processing Summary**

| | | N | % |
|---|---|---|---|
| Cases | Valid | 30 | 100.0 |
| | Excluded[a] | 0 | .0 |
| | Total | 30 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .949 | 6 |

**Item Statistics**

| | Mean | Std. Deviation | N |
|---|---|---|---|
| Emph_Per_1 | 4.10 | .403 | 30 |
| Emph_Per_2 | 3.97 | .414 | 30 |
| Emph_Per_3 | 4.07 | .365 | 30 |
| Emph_Per_4 | 4.00 | .455 | 30 |
| Emph_Per_5 | 4.07 | .365 | 30 |
| Emph_Per_6 | 4.00 | .455 | 30 |

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## Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---|---|---|---|---|
| Emph_Per_1 | 20.10 | 3.472 | .814 | .943 |
| Emph_Per_2 | 20.23 | 3.426 | .821 | .943 |
| Emph_Per_3 | 20.13 | 3.499 | .895 | .935 |
| Emph_Per_4 | 20.20 | 3.131 | .943 | .928 |
| Emph_Per_5 | 20.13 | 3.775 | .668 | .958 |
| Emph_Per_6 | 20.20 | 3.131 | .943 | .928 |

## Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 24.20 | 4.855 | 2.203 | 6 |

# Reliability Emphaty Dokter

[DataSet1] C:\Users\TOSHIBA\Documents\Penelitian dan Artikel\Data Herly\Data RS.sav

## Case Processing Summary

| | | N | % |
|---|---|---|---|
| Cases | Valid | 30 | 100.0 |
| | Excluded[a] | 0 | .0 |
| | Total | 30 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .956 | 7 |

**Item Statistics**

|  | Mean | Std. Deviation | N |
|---|---|---|---|
| Emph_Dok_1 | 4.03 | .490 | 30 |
| Emph_Dok_2 | 4.03 | .490 | 30 |
| Emph_Dok_3 | 4.03 | .414 | 30 |
| Emph_Dok_4 | 4.03 | .490 | 30 |
| Emph_Dok_5 | 4.03 | .414 | 30 |
| Emph_Dok_6 | 3.93 | .521 | 30 |
| Emph_Dok_7 | 4.03 | .414 | 30 |

**Item-Total Statistics**

|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---|---|---|---|---|
| Emph_Dok_1 | 24.10 | 6.162 | .791 | .954 |
| Emph_Dok_2 | 24.10 | 6.024 | .857 | .948 |
| Emph_Dok_3 | 24.10 | 6.369 | .855 | .949 |
| Emph_Dok_4 | 24.10 | 6.024 | .857 | .948 |
| Emph_Dok_5 | 24.10 | 6.369 | .855 | .949 |
| Emph_Dok_6 | 24.20 | 5.821 | .889 | .945 |
| Emph_Dok_7 | 24.10 | 6.369 | .855 | .949 |

**Scale Statistics**

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 28.13 | 8.326 | 2.886 | 7 |

# Reliability ( Reliability Perawat )

## Case Processing Summary

|       |          | N  | %     |
|-------|----------|----|-------|
| Cases | Valid    | 30 | 100.0 |
|       | Excluded[a] | 0  | .0    |
|       | Total    | 30 | 100.0 |

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

## Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .910             | 4          |

## Item Statistics

|             | Mean | Std. Deviation | N  |
|-------------|------|----------------|----|
| Reliab_Per_1 | 3.87 | .571           | 30 |
| Reliab_Per_2 | 4.07 | .450           | 30 |
| Reliab_Per_3 | 4.00 | .525           | 30 |
| Reliab_Per_4 | 4.07 | .450           | 30 |

**Item-Total Statistics**

|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---|---|---|---|---|
| Reliab_Per_1 | 12.13 | 1.775 | .704 | .925 |
| Reliab_Per_2 | 11.93 | 1.926 | .836 | .874 |
| Reliab_Per_3 | 12.00 | 1.724 | .850 | .864 |
| Reliab_Per_4 | 11.93 | 1.926 | .836 | .874 |

**Scale Statistics**

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 16.00 | 3.172 | 1.781 | 4 |

# Reliability ( Realibility Dokter )

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**Case Processing Summary**

|  |  | N | % |
|---|---|---|---|
| Cases | Valid | 30 | 100.0 |
|  | Excluded[a] | 0 | .0 |
|  | Total | 30 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .799 | 3 |

## Item Statistics

|  | Mean | Std. Deviation | N |
|---|---|---|---|
| Reliab_Dok_2 | 3.63 | .615 | 30 |
| Reliab_Dok_3 | 4.03 | .320 | 30 |
| Reliab_Dok_4 | 4.00 | .455 | 30 |

## Item-Total Statistics

|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---|---|---|---|---|
| Reliab_Dok_2 | 8.03 | .516 | .653 | .802 |
| Reliab_Dok_3 | 7.63 | .930 | .712 | .742 |
| Reliab_Dok_4 | 7.67 | .713 | .718 | .652 |

## Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 11.67 | 1.471 | 1.213 | 3 |

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# Reliability ( Responsiveness Perawat )

[DataSet1] C:\Users\TOSHIBA\Documents\Penelitian dan Artikel\Data Herly\Data RS.sav

### Case Processing Summary

|       |          | N  | %     |
|-------|----------|----|-------|
| Cases | Valid    | 30 | 100.0 |
|       | Excluded[a] | 0  | .0    |
|       | Total    | 30 | 100.0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .871             | 3          |

### Item Statistics

|              | Mean | Std. Deviation | N  |
|--------------|------|----------------|----|
| Respon_Per_1 | 4.03 | .320           | 30 |
| Respon_Per_2 | 4.00 | .455           | 30 |
| Respon_Per_3 | 3.97 | .490           | 30 |

### Item-Total Statistics

|              | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|--------------|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Respon_Per_1 | 7.97                       | .792                           | .731                             | .871                             |
| Respon_Per_2 | 8.00                       | .552                           | .816                             | .758                             |
| Respon_Per_3 | 8.03                       | .516                           | .787                             | .802                             |

**Scale Statistics**

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 12.00 | 1.310 | 1.145 | 3 |

# Reliability ( Responsiveness Dokter )

**Case Processing Summary**

| | | N | % |
|---|---|---|---|
| Cases | Valid | 30 | 100.0 |
| | Excluded[a] | 0 | .0 |
| | Total | 30 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .844 | 3 |

**Item Statistics**

| | Mean | Std. Deviation | N |
|---|---|---|---|
| Respon_Dok_1 | 4.03 | .414 | 30 |
| Respon_Dok_2 | 3.97 | .615 | 30 |
| Respon_Dok_3 | 4.07 | .450 | 30 |

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**Item-Total Statistics**

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---|---|---|---|---|
| Respon_Dok_1 | 8.03 | .999 | .664 | .838 |
| Respon_Dok_2 | 8.10 | .645 | .705 | .841 |
| Respon_Dok_3 | 8.00 | .828 | .843 | .672 |

**Scale Statistics**

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 12.07 | 1.720 | 1.311 | 3 |

# Reliability ( Assurance Perawat )

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**Case Processing Summary**

| | | N | % |
|---|---|---|---|
| Cases | Valid | 30 | 100.0 |
| | Excluded[a] | 0 | .0 |
| | Total | 30 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .882 | 5 |

**Item Statistics**

| | Mean | Std. Deviation | N |
|---|---|---|---|
| Assur_Per_1 | 3.90 | .548 | 30 |
| Assur_Per_2 | 4.07 | .365 | 30 |
| Assur_Per_3 | 4.00 | .455 | 30 |
| Assur_Per_4 | 4.03 | .414 | 30 |
| Assur_Per_5 | 4.07 | .450 | 30 |

**Item-Total Statistics**

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---|---|---|---|---|
| Assur_Per_1 | 16.17 | 2.144 | .623 | .889 |
| Assur_Per_2 | 16.00 | 2.414 | .790 | .847 |
| Assur_Per_3 | 16.07 | 2.202 | .766 | .845 |
| Assur_Per_4 | 16.03 | 2.309 | .766 | .847 |
| Assur_Per_5 | 16.00 | 2.276 | .711 | .858 |

**Scale Statistics**

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 20.07 | 3.444 | 1.856 | 5 |

# Reliability ( Assurance Dokter )

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Herly\Data RS.sav

### Case Processing Summary

|  |  | N | % |
|---|---|---|---|
| Cases | Valid | 30 | 100.0 |
|  | Excluded[a] | 0 | .0 |
|  | Total | 30 | 100.0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|---|---|
| .958 | 5 |

### Item Statistics

|  | Mean | Std. Deviation | N |
|---|---|---|---|
| Assur_Dok_1 | 4.13 | .434 | 30 |
| Assur_Dok_2 | 4.03 | .490 | 30 |
| Assur_Dok_3 | 4.07 | .365 | 30 |
| Assur_Dok_4 | 4.03 | .490 | 30 |
| Assur_Dok_5 | 4.13 | .434 | 30 |

**Item-Total Statistics**

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---|---|---|---|---|
| Assur_Dok_1 | 16.27 | 2.754 | .906 | .945 |
| Assur_Dok_2 | 16.37 | 2.585 | .903 | .946 |
| Assur_Dok_3 | 16.33 | 3.057 | .828 | .959 |
| Assur_Dok_4 | 16.37 | 2.585 | .903 | .946 |
| Assur_Dok_5 | 16.27 | 2.754 | .906 | .945 |

**Scale Statistics**

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 20.40 | 4.248 | 2.061 | 5 |

# Reliability ( Kepuasan Perawat )

[DataSet1] C:\Users\TOSHIBA\Documents\Penelitian dan Artikel\Data Herly\Data RS.sav

**Case Processing Summary**

| | | N | % |
|---|---|---|---|
| Cases | Valid | 30 | 100.0 |
| | Excluded[a] | 0 | .0 |
| | Total | 30 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .919 | 7 |

## Item Statistics

|  | Mean | Std. Deviation | N |
|---|---|---|---|
| Kepuas_Per_1 | 4.00 | .455 | 30 |
| Kepuas_Per_2 | 3.97 | .490 | 30 |
| Kepuas_Per_3 | 4.03 | .414 | 30 |
| Kepuas_Per_4 | 3.90 | .548 | 30 |
| Kepuas_Per_5 | 4.07 | .450 | 30 |
| Kepuas_Per_6 | 3.93 | .521 | 30 |
| Kepuas_Per_7 | 4.03 | .414 | 30 |

## Item-Total Statistics

|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---|---|---|---|---|
| Kepuas_Per_1 | 23.93 | 5.582 | .738 | .908 |
| Kepuas_Per_2 | 23.97 | 5.482 | .720 | .910 |
| Kepuas_Per_3 | 23.90 | 5.541 | .853 | .899 |
| Kepuas_Per_4 | 24.03 | 5.413 | .652 | .920 |
| Kepuas_Per_5 | 23.87 | 5.430 | .831 | .899 |
| Kepuas_Per_6 | 24.00 | 5.172 | .815 | .900 |
| Kepuas_Per_7 | 23.90 | 5.817 | .694 | .913 |

## Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 27.93 | 7.375 | 2.716 | 7 |

# Reliability ( Kepuasan Dokter )

[DataSet1] C:\Users\TOSHIBA\Documents\Penelitian dan Artikel\Data Herly\Data RS.sav

### Case Processing Summary

|  |  | N | % |
|---|---|---|---|
| Cases | Valid | 30 | 100.0 |
|  | Excluded[a] | 0 | .0 |
|  | Total | 30 | 100.0 |

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

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|---|---|
| .969 | 6 |

### Item Statistics

|  | Mean | Std. Deviation | N |
|---|---|---|---|
| Kepuas_Dok_1 | 4.10 | .548 | 30 |
| Kepuas_Dok_2 | 4.00 | .587 | 30 |
| Kepuas_Dok_3 | 4.10 | .481 | 30 |
| Kepuas_Dok_4 | 4.00 | .587 | 30 |
| Kepuas_Dok_5 | 4.07 | .521 | 30 |
| Kepuas_Dok_6 | 3.97 | .615 | 30 |

**Item-Total Statistics**

|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---|---|---|---|---|
| Kepuas_Dok_1 | 20.13 | 7.016 | .822 | .970 |
| Kepuas_Dok_2 | 20.23 | 6.668 | .887 | .964 |
| Kepuas_Dok_3 | 20.13 | 7.085 | .933 | .961 |
| Kepuas_Dok_4 | 20.23 | 6.530 | .942 | .958 |
| Kepuas_Dok_5 | 20.17 | 6.902 | .924 | .960 |
| Kepuas_Dok_6 | 20.27 | 6.478 | .909 | .962 |

**Scale Statistics**

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 24.23 | 9.702 | 3.115 | 6 |

# Reliability ( Loyalitas Perawat )

[DataSet1] D:\kumen\Proposal tesis 7-1-2012\Data Herly\Data RS_awal.sav

**Case Processing Summary**

|  |  | N | % |
|---|---|---|---|
| Cases | Valid | 30 | 100.0 |
|  | Excluded[a] | 0 | .0 |
|  | Total | 30 | 100.0 |

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

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .858 | 7 |

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## Item Statistics

| | Mean | Std. Deviation | N |
|---|---|---|---|
| Loyali_Per_1 | 4.00 | .525 | 30 |
| Loyali_Per_2 | 3.97 | .490 | 30 |
| Loyali_Per_3 | 3.73 | .583 | 30 |
| Loyali_Per_4 | 3.63 | .669 | 30 |
| Loyali_Per_5 | 3.93 | .521 | 30 |
| Loyali_Per_6 | 3.97 | .490 | 30 |
| Loyali_Per_8 | 3.73 | .691 | 30 |

## Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---|---|---|---|---|
| Loyali_Per_1 | 22.97 | 6.999 | .496 | .854 |
| Loyali_Per_2 | 23.00 | 6.759 | .649 | .836 |
| Loyali_Per_3 | 23.23 | 6.806 | .496 | .856 |
| Loyali_Per_4 | 23.33 | 6.230 | .592 | .844 |
| Loyali_Per_5 | 23.03 | 6.309 | .793 | .815 |
| Loyali_Per_6 | 23.00 | 6.414 | .806 | .816 |
| Loyali_Per_8 | 23.23 | 6.047 | .626 | .840 |

## Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 26.97 | 8.654 | 2.942 | 7 |

# Reliability ( Loyalitas Dokter )

[DataSet1] C:\Users\TOSHIBA\Documents\Penelitian dan Artikel\Data
Herly\Data RS.sav

### Case Processing Summary

|       |           | N  | %     |
|-------|-----------|----|-------|
| Cases | Valid     | 30 | 100.0 |
|       | Excluded[a] | 0  | .0    |
|       | Total     | 30 | 100.0 |

a. Listwise deletion based on all variables in the

procedure.

### Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .922             | 8          |

### Item Statistics

|              | Mean | Std. Deviation | N  |
|--------------|------|----------------|----|
| Loyali_Dok_1 | 3.90 | .481           | 30 |
| Loyali_Dok_2 | 3.87 | .571           | 30 |
| Loyali_Dok_3 | 3.67 | .661           | 30 |
| Loyali_Dok_4 | 3.60 | .675           | 30 |
| Loyali_Dok_5 | 3.97 | .490           | 30 |
| Loyali_Dok_6 | 3.93 | .521           | 30 |
| Loyali_Dok_7 | 3.70 | .651           | 30 |
| Loyali_Dok_8 | 3.63 | .669           | 30 |

**Item-Total Statistics**

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|---|---|---|---|---|
| Loyali_Dok_1 | 26.37 | 11.757 | .818 | .909 |
| Loyali_Dok_2 | 26.40 | 11.352 | .781 | .909 |
| Loyali_Dok_3 | 26.60 | 11.145 | .703 | .916 |
| Loyali_Dok_4 | 26.67 | 10.920 | .742 | .913 |
| Loyali_Dok_5 | 26.30 | 11.734 | .807 | .909 |
| Loyali_Dok_6 | 26.33 | 11.609 | .790 | .909 |
| Loyali_Dok_7 | 26.57 | 11.151 | .715 | .915 |
| Loyali_Dok_8 | 26.63 | 11.275 | .660 | .920 |

**Scale Statistics**

| Mean | Variance | Std. Deviation | N of Items |
|---|---|---|---|
| 30.27 | 14.685 | 3.832 | 8 |

# Frequencies

[DataSet2] C:\Users\TOSHIBA\Documents\Penelitian dan Artikel\Data
Herly\Data RS.sav

## Statistics

| | | Jenis kelamin | Usia responden | Kategori pendidikan | Kategori pekerjaan | Frekuensi berobat di Poliklinik Rumah Sakit Jakarta | Berobat ke RS lain selain RSJ |
|---|---|---|---|---|---|---|---|
| N | Valid | 177 | 177 | 177 | 177 | 177 | 177 |
| | Missing | 0 | 0 | 0 | 0 | 0 | 0 |

## Frequency Table

### jenis kelamin

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Pria | 60 | 33.9 | 33.9 | 33.9 |
| | Wanita | 117 | 66.1 | 66.1 | 100.0 |
| | Total | 177 | 100.0 | 100.0 | |

### Usia responden

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 17 - 27 tahun | 28 | 15.8 | 15.8 | 15.8 |
| | 28 - 39 ahun | 53 | 29.9 | 29.9 | 45.8 |
| | 40 - 50 tahun | 71 | 40.1 | 40.1 | 85.9 |
| | > 50 tahun | 23 | 13.0 | 13.0 | 98.9 |
| | 5 | 2 | 1.1 | 1.1 | 100.0 |
| | Total | 177 | 100.0 | 100.0 | |

### Kategori pendidikan

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | SMA | 26 | 14.7 | 14.7 | 14.7 |
| | Diploma | 43 | 24.3 | 24.3 | 39.0 |
| | S1 | 102 | 57.6 | 57.6 | 96.6 |
| | S2 | 6 | 3.4 | 3.4 | 100.0 |
| | Total | 177 | 100.0 | 100.0 | |

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## Kategori pekerjaan

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Pelajar/Mahasiswa | 5 | 2.8 | 2.8 | 2.8 |
| | Wiraswasta | 18 | 10.2 | 10.2 | 13.0 |
| | Karyawan Swasta | 133 | 75.1 | 75.1 | 88.1 |
| | Pegawai Negeri | 5 | 2.8 | 2.8 | 91.0 |
| | Lain-lain | 16 | 9.0 | 9.0 | 100.0 |
| | Total | 177 | 100.0 | 100.0 | |

## Frekuensi berobat di Poliklinik Rumah Sakit Jakarta

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 2 kali | 24 | 13.6 | 13.6 | 13.6 |
| | 3 kali | 14 | 7.9 | 7.9 | 21.5 |
| | 4 kali | 15 | 8.5 | 8.5 | 29.9 |
| | 5 kali | 72 | 40.7 | 40.7 | 70.6 |
| | > 5 kali | 52 | 29.4 | 29.4 | 100.0 |
| | Total | 177 | 100.0 | 100.0 | |

## Berobat ke RS lain selain RSJ

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Ya | 113 | 63.8 | 63.8 | 63.8 |
| | Tidak | 64 | 36.2 | 36.2 | 100.0 |
| | Total | 177 | 100.0 | 100.0 | |

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# 1. ANALISIS PENGUKURAN MODEL PERAWAT



Chi-Square=2.34, df=2, P-value=0.31102, RMSEA=0.031



Chi-Square=148.53, df=9, P-value=0.00000, RMSEA=0.297

187
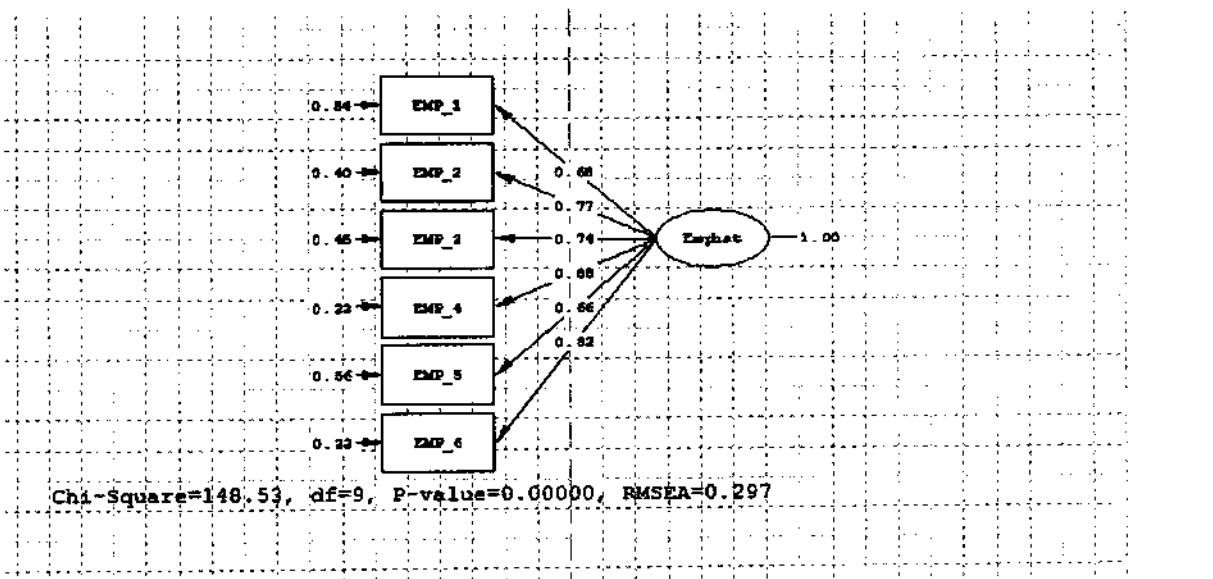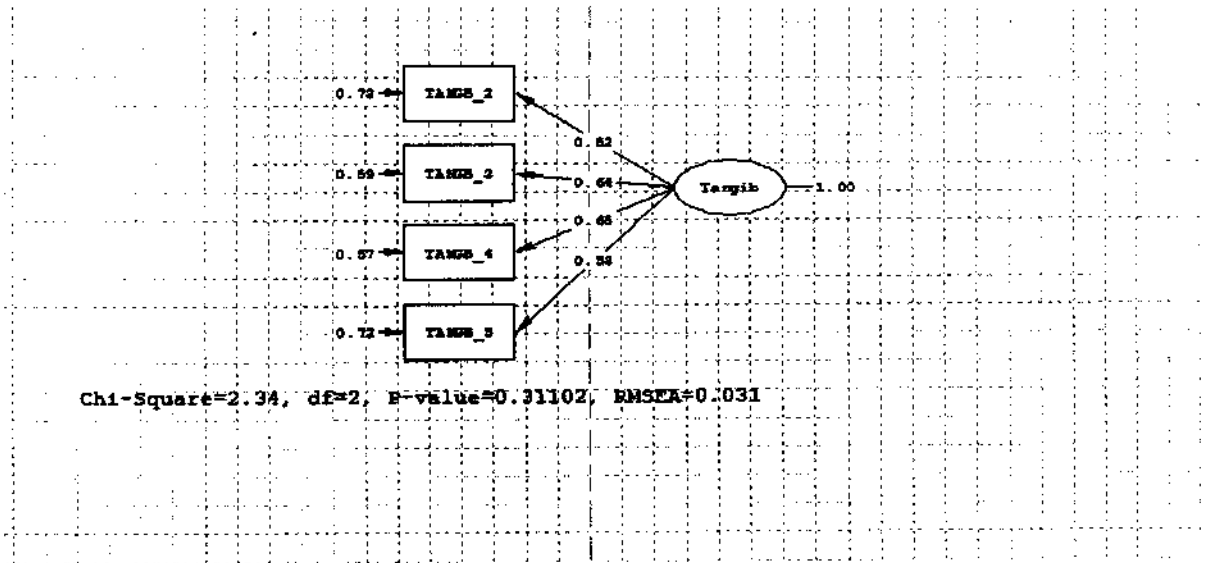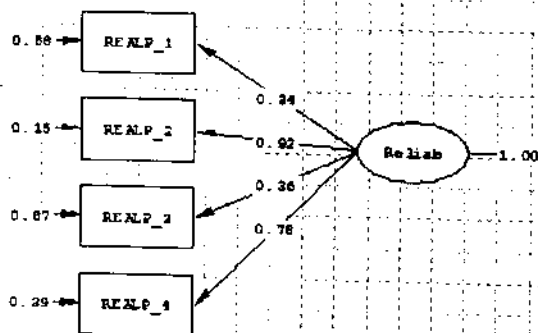
Chi-Square=25.64, df=2, P-value=0.00000, RMSEA=0.259
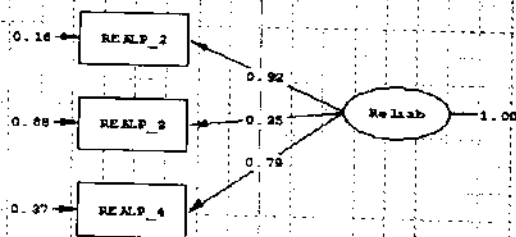


Chi-Square=0.00, df=0, P-value=1.00000, RMSEA=0.000

188
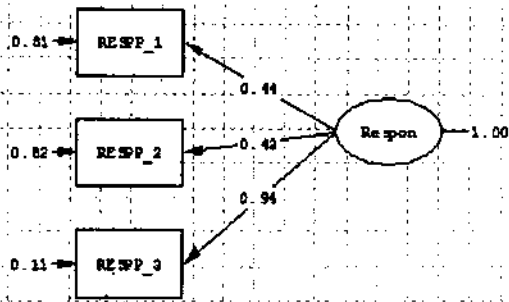
Chi-Square=0.00, df=0, P-value=1.00000, RMSEA=0.000
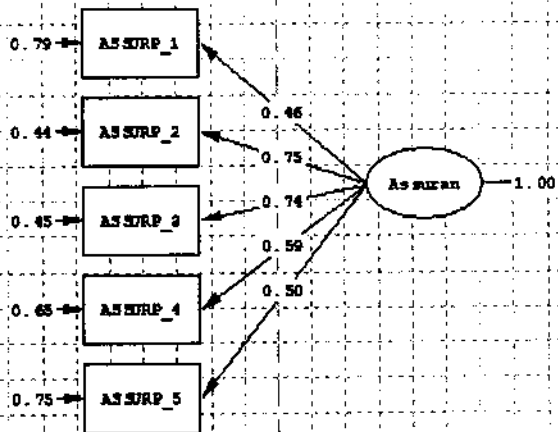


Chi-Square=20.82, df=5, P-value=0.00084, RMSEA=0.135

189
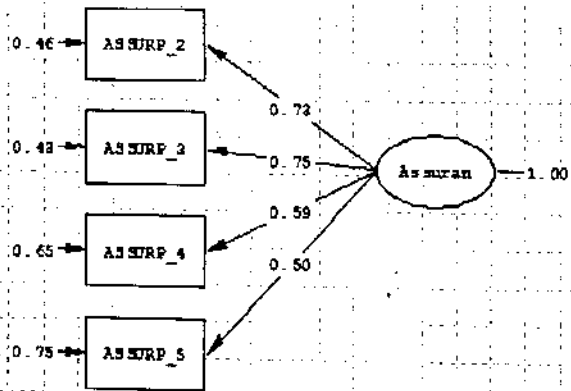
Chi-Square=20.24, df=2, P-value=0.00004, RMSEA=0.228
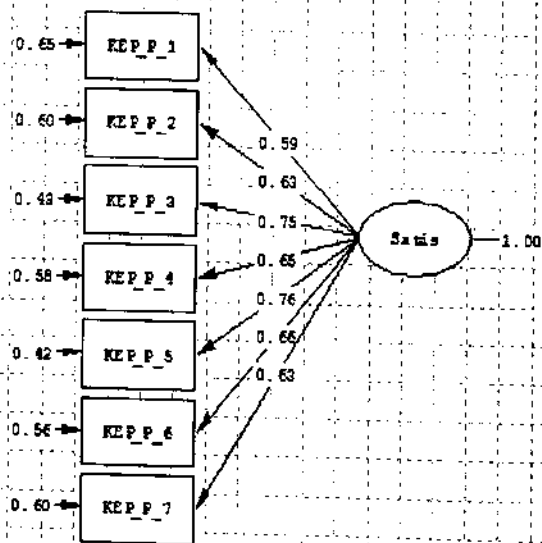


Chi-Square=197.83, df=14, P-value=0.00000, RMSEA=0.273
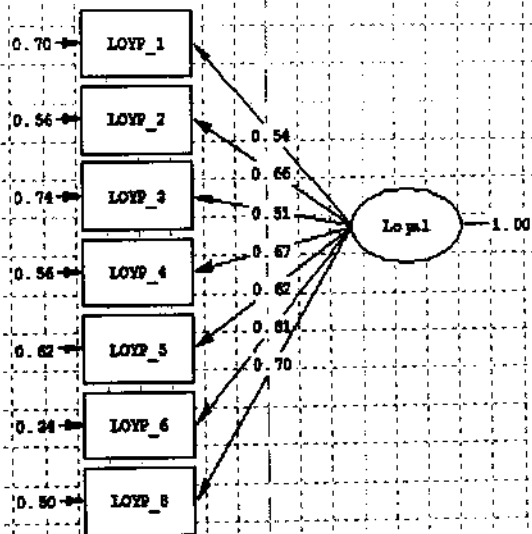
Chi-Square=112.05, df=14, P-value=0.00000, RMSEA=0.199

**ANALISIS MODEL PENGUKURAN KESELURUHAN**

Goodness of Fit Statistics

Degrees of Freedom = 506
Minimum Fit Function Chi-Square = 1397.42 (P = 0.0)
Normal Theory Weighted Least Squares Chi-Square = 1739.54 (P = 0.0)
Estimated Non-centrality Parameter (NCP) = 1233.54
90 Percent Confidence Interval for NCP = (1110.44 ; 1364.19)

Minimum Fit Function Value = 7.94
Population Discrepancy Function Value (F0) = 7.01
90 Percent Confidence Interval for F0 = (6.31 ; 7.75)
Root Mean Square Error of Approximation (RMSEA) = 0.12
90 Percent Confidence Interval for RMSEA = (0.11 ; 0.12)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00

Expected Cross-Validation Index (ECVI) = 10.90
90 Percent Confidence Interval for ECVI = (10.20 ; 11.64)
ECVI for Saturated Model = 6.76
ECVI for Independence Model = 21.90

Chi-Square for Independence Model with 561 Degrees of Freedom = 3785.82
Independence AIC = 3853.82
Model AIC = 1917.54
Saturated AIC = 1190.00
Independence CAIC = 3995.81
Model CAIC = 2289.21
Saturated CAIC = 3674.81

Normed Fit Index (NFI) = 0.63
Non-Normed Fit Index (NNFI) = 0.69
Parsimony Normed Fit Index (PNFI) = 0.57
Comparative Fit Index (CFI) = 0.72
Incremental Fit Index (IFI) = 0.73
Relative Fit Index (RFI) = 0.59
Critical N (CN) = 74.42
Root Mean Square Residual (RMR) = 0.029
Standardized RMR = 0.090
Goodness of Fit Index (GFI) = 0.63
Adjusted Goodness of Fit Index (AGFI) = 0.57
Parsimony Goodness of Fit Index (PGFI) = 0.54

The Modification Indices Suggest to Add the

| Path to | from | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| TANGB_2 | Emphat | 13.1 | -0.32 |
| TANGB_2 | Loyal | 13.1 | 0.26 |
| TANGB_4 | Emphat | 8.7 | 0.25 |
| EMP_3 | Reliab | 7.9 | -0.16 |
| REALP_2 | Respon | 12.6 | -0.31 |
| REALP_2 | Assuran | 12.5 | -0.18 |
| REALP_2 | Satis | 10.3 | -0.20 |
| REALP_3 | Tangib | 14.4 | 0.22 |
| REALP_3 | Loyal | 7.9 | 0.12 |
| RESPP_2 | Emphat | 8.8 | 0.22 |
| RESPP_2 | Reliab | 12.0 | 0.32 |
| ASSURP_4 | Reliab | 20.0 | 0.20 |
| ASSURP_4 | Respon | 8.1 | 0.20 |
| KEP_P_3 | Emphat | 9.5 | -0.14 |
| KEP_P_3 | Reliab | 9.9 | -0.14 |
| KEP_P_5 | Loyal | 12.1 | 0.15 |
| KEP_P_6 | Reliab | 10.6 | 0.17 |
| KEP_P_6 | Respon | 9.8 | 0.35 |
| LOYP_2 | Tangib | 14.0 | 0.17 |
| LOYP_2 | Emphat | 20.0 | 0.17 |
| LOYP_2 | Reliab | 21.5 | 0.19 |
| LOYP_2 | Respon | 23.5 | 0.24 |
| LOYP_2 | Assuran | 12.2 | 0.16 |
| LOYP_2 | Satis | 20.8 | 0.22 |
| LOYP_3 | Tangib | 9.9 | -0.18 |
| LOYP_3 | Emphat | 9.4 | -0.15 |
| LOYP_3 | Reliab | 11.7 | -0.17 |

The Modification Indices Suggest to Add an Error Covariance

| Between | and | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| EMP_3 | TANGB_3 | 9.9 | 0.04 |
| EMP_3 | EMP_1 | 28.5 | 0.05 |
| EMP_3 | EMP_2 | 8.9 | -0.03 |
| EMP_4 | EMP_1 | 11.9 | -0.03 |
| EMP_5 | EMP_1 | 17.1 | 0.05 |
| EMP_5 | EMP_3 | 50.6 | 0.08 |
| EMP_5 | EMP_4 | 9.2 | -0.03 |
| EMP_6 | EMP_1 | 9.7 | -0.03 |
| EMP_6 | EMP_3 | 12.8 | -0.04 |
| EMP_6 | EMP_4 | 34.1 | 0.06 |
| EMP_6 | EMP_5 | 15.7 | -0.05 |
| REALP_2 | EMP_3 | 9.4 | -0.03 |
| REALP_4 | REALP_2 | 9.3 | 0.11 |
| RESPP_1 | EMP_1 | 9.1 | 0.03 |
| RESPP_1 | EMP_6 | 8.0 | -0.03 |
| RESPP_2 | EMP_6 | 8.1 | 0.04 |
| RESPP_3 | EMP_3 | 12.0 | 0.03 |
| ASSURP_2 | REALP_2 | 8.3 | -0.03 |
| ASSURP_4 | REALP_2 | 10.9 | 0.04 |

| | | | |
|---|---|---|---|
| ASSURP_5 | TANGB_2 | 8.2 | -0.07 |
| ASSURP_5 | TANGB_3 | 11.1 | 0.05 |
| ASSURP_5 | EMP_5 | 10.4 | -0.05 |
| ASSURP_5 | ASSURP_2 | 13.6 | -0.05 |
| ASSURP_5 | ASSURP_3 | 11.2 | 0.05 |
| KEP_P_1 | TANGB_3 | 9.8 | 0.03 |
| KEP_P_1 | EMP_1 | 9.4 | 0.03 |
| KEP_P_2 | EMP_1 | 13.5 | -0.05 |
| KEP_P_3 | EMP_2 | 12.1 | -0.04 |
| KEP_P_4 | TANGB_2 | 8.3 | -0.06 |
| KEP_P_4 | EMP_2 | 8.4 | 0.03 |
| KEP_P_4 | REALP_3 | 10.0 | -0.04 |
| KEP_P_4 | REALP_4 | 8.6 | 0.03 |
| KEP_P_4 | ASSURP_4 | 18.1 | 0.05 |
| KEP_P_4 | KEP_P_2 | 18.6 | 0.06 |
| KEP_P_4 | KEP_P_3 | 26.4 | -0.05 |
| KEP_P_5 | EMP_1 | 15.1 | 0.04 |
| KEP_P_5 | EMP_2 | 17.6 | -0.05 |
| KEP_P_5 | RESPP_1 | 8.1 | 0.03 |
| KEP_P_5 | KEP_P_3 | 32.1 | 0.06 |
| KEP_P_5 | KEP_P_4 | 22.9 | -0.05 |
| KEP_P_6 | EMP_3 | 14.8 | -0.04 |
| KEP_P_6 | REALP_4 | 12.0 | 0.04 |
| KEP_P_6 | ASSURP_2 | 9.4 | -0.04 |
| KEP_P_6 | KEP_P_4 | 53.8 | 0.09 |
| KEP_P_7 | EMP_3 | 9.1 | 0.04 |
| KEP_P_7 | EMP_4 | 8.8 | -0.03 |
| KEP_P_7 | EMP_5 | 15.2 | 0.06 |
| KEP_P_7 | RESPP_2 | 12.1 | -0.05 |
| KEP_P_7 | ASSURP_2 | 9.6 | 0.04 |
| KEP_P_7 | ASSURP_4 | 9.0 | -0.04 |
| KEP_P_7 | KEP_P_3 | 20.0 | 0.05 |
| KEP_P_7 | KEP_P_4 | 15.6 | -0.05 |
| KEP_P_7 | KEP_P_5 | 18.4 | 0.05 |
| KEP_P_7 | KEP_P_6 | 28.2 | -0.07 |
| LOYP_1 | EMP_1 | 8.1 | 0.04 |
| LOYP_1 | KEP_P_1 | 18.4 | 0.05 |
| LOYP_2 | ASSURP_4 | 11.2 | 0.04 |
| LOYP_2 | KEP_P_4 | 12.4 | 0.04 |
| LOYP_2 | LOYP_1 | 12.4 | 0.06 |
| LOYP_3 | ASSURP_2 | 11.1 | 0.05 |
| LOYP_3 | LOYP_2 | 23.4 | -0.09 |
| LOYP_4 | LOYP_1 | 9.2 | -0.06 |
| LOYP_4 | LOYP_3 | 43.2 | 0.14 |
| LOYP_5 | KEP_P_6 | 12.1 | -0.05 |
| LOYP_5 | LOYP_2 | 9.1 | -0.05 |
| LOYP_5 | LOYP_4 | 8.3 | -0.05 |
| LOYP_6 | LOYP_1 | 11.7 | -0.06 |

Goodness of Fit Statistics

Degrees of Freedom = 467
Minimum Fit Function Chi-Square = 1061.81 (P = 0.0)
Normal Theory Weighted Least Squares Chi-Square = 1073.05 (P = 0.0)
Estimated Non-centrality Parameter (NCP) = 606.05
90 Percent Confidence Interval for NCP = (514.55 ; 705.25)

Minimum Fit Function Value = 6.03
Population Discrepancy Function Value (F0) = 3.44
90 Percent Confidence Interval for F0 = (2.92 ; 4.01)
Root Mean Square Error of Approximation (RMSEA) = 0.086
90 Percent Confidence Interval for RMSEA = (0.079 ; 0.093)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00

Expected Cross-Validation Index (ECVI) = 7.55
90 Percent Confidence Interval for ECVI = (7.03 ; 8.12)
ECVI for Saturated Model = 6.76
ECVI for Independence Model = 21.90

Chi-Square for Independence Model with 561 Degrees of Freedom = 3785.82
Independence AIC = 3853.82
Model AIC = 1329.05
Saturated AIC = 1190.00
Independence CAIC = 3995.81
Model CAIC = 1863.59
Saturated CAIC = 3674.81

Normed Fit Index (NFI) = 0.72
Non-Normed Fit Index (NNFI) = 0.78
Parsimony Normed Fit Index (PNFI) = 0.60
Comparative Fit Index (CFI) = 0.82
Incremental Fit Index (IFI) = 0.82
Relative Fit Index (RFI) = 0.66
Critical N (CN) = 90.68
Root Mean Square Residual (RMR) = 0.027
Standardized RMR = 0.084
Goodness of Fit Index (GFI) = 0.74
Adjusted Goodness of Fit Index (AGFI) = 0.66
Parsimony Goodness of Fit Index (PGFI) = 0.58

The Modification Indices Suggest to Add the

| Path to | from | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| TANGB_2 | Emphat | 8.6 | -0.24 |
| TANGB_2 | Loyal | 12.2 | 0.24 |
| TANGB_4 | Emphat | 9.5 | 0.25 |
| REALP_2 | Respon | 8.8 | -0.25 |
| REALP_2 | Assuran | 11.0 | -0.19 |
| RESPP_2 | Reliab | 8.1 | 0.27 |
| RESPP_3 | Emphat | 8.2 | -0.19 |
| KEP_P_5 | Loyal | 14.1 | 0.15 |
| LOYP_2 | Tangib | 12.8 | 0.16 |
| LOYP_2 | Emphat | 15.1 | 0.15 |
| LOYP_2 | Reliab | 14.8 | 0.16 |
| LOYP_2 | Respon | 13.8 | 0.18 |
| LOYP_2 | Satis | 13.0 | 0.17 |
| LOYP_3 | Tangib | 9.9 | -0.17 |
| LOYP_3 | Emphat | 9.7 | -0.15 |
| LOYP_3 | Reliab | 9.7 | -0.16 |

The Modification Indices Suggest to Add an Error Covariance

| Between | and | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| EMP_3 | EMP_1 | 18.4 | 0.04 |
| EMP_4 | EMP_1 | 8.3 | -0.02 |
| EMP_5 | EMP_1 | 8.9 | 0.03 |
| EMP_5 | EMP_3 | 40.9 | 0.07 |
| EMP_5 | EMP_4 | 9.5 | -0.03 |
| EMP_6 | EMP_3 | 9.3 | -0.03 |
| EMP_6 | EMP_4 | 28.9 | 0.05 |
| EMP_6 | EMP_5 | 10.9 | -0.04 |
| ASSURP_4 | REALP_4 | 8.5 | 0.03 |
| ASSURP_5 | ASSURP_2 | 17.5 | -0.05 |
| ASSURP_5 | ASSURP_3 | 12.3 | 0.05 |
| KEP_P_3 | RESPP_3 | 8.8 | 0.03 |
| KEP_P_4 | KEP_P_2 | 10.8 | 0.04 |
| KEP_P_4 | KEP_P_3 | 12.4 | -0.03 |
| KEP_P_5 | KEP_P_3 | 26.8 | 0.05 |
| KEP_P_5 | KEP_P_4 | 13.7 | -0.04 |
| KEP_P_6 | KEP_P_4 | 31.1 | 0.06 |
| KEP_P_7 | KEP_P_6 | 12.7 | -0.04 |
| LOYP_2 | LOYP_1 | 13.0 | 0.05 |
| LOYP_3 | LOYP_2 | 18.0 | -0.07 |
| LOYP_4 | LOYP_1 | 12.0 | -0.06 |
| LOYP_4 | LOYP_3 | 43.3 | 0.14 |
| LOYP_5 | LOYP_2 | 8.5 | -0.04 |
| LOYP_5 | LOYP_4 | 8.1 | -0.05 |
| LOYP_6 | LOYP_1 | 11.0 | -0.05 |

**RESPESIFIKASI 2**
Goodness of Fit Statistics

Degrees of Freedom = 442
Minimum Fit Function Chi-Square = 699.20 (P = 0.00)
Normal Theory Weighted Least Squares Chi-Square = 714.03 (P = 0.00)
Estimated Non-centrality Parameter (NCP) = 272.03
90 Percent Confidence Interval for NCP = (202.91 ; 349.06)

Minimum Fit Function Value = 3.97
Population Discrepancy Function Value (F0) = 1.55
90 Percent Confidence Interval for F0 = (1.15 ; 1.98)
Root Mean Square Error of Approximation (RMSEA) = 0.059
90 Percent Confidence Interval for RMSEA = (0.051 ; 0.067)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.032

Expected Cross-Validation Index (ECVI) = 5.80
90 Percent Confidence Interval for ECVI = (5.40 ; 6.23)
ECVI for Saturated Model = 6.76
ECVI for Independence Model = 21.90

Chi-Square for Independence Model with 561 Degrees of Freedom = 3785.82
Independence AIC = 3853.82
Model AIC = 1020.03
Saturated AIC = 1190.00
Independence CAIC = 3995.81
Model CAIC = 1658.98
Saturated CAIC = 3674.81

Normed Fit Index (NFI) = 0.82
Non-Normed Fit Index (NNFI) = 0.90
Parsimony Normed Fit Index (PNFI) = 0.64
Comparative Fit Index (CFI) = 0.92
Incremental Fit Index (IFI) = 0.92
Relative Fit Index (RFI) = 0.77
Critical N (CN) = 130.41

Root Mean Square Residual (RMR) = 0.025
Standardized RMR = 0.077
Goodness of Fit Index (GFI) = 0.81
Adjusted Goodness of Fit Index (AGFI) = 0.74
Parsimony Goodness of Fit Index (PGFI) = 0.60

The Modification Indices Suggest to Add the

| Path to | from | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| TANGB_2 | Emphat | 8.9 | -0.27 |
| TANGB_2 | Loyal | 11.5 | 0.22 |
| TANGB_4 | Emphat | 10.0 | 0.28 |
| REALP_3 | Tangib | 12.1 | 0.21 |
| RESPP_2 | Emphat | 9.6 | 0.24 |
| RESPP_3 | Emphat | 9.2 | -0.21 |
| KEP_P_5 | Loyal | 11.8 | 0.12 |
| LOYP_2 | Emphat | 14.2 | 0.13 |
| LOYP_2 | Reliab | 12.6 | 0.13 |
| LOYP_2 | Respon | 15.4 | 0.17 |
| LOYP_2 | Satis | 15.1 | 0.17 |

The Modification Indices Suggest to Add an Error Covariance

| Between | and | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| KEP_P_6 | TANGB_2 | 13.2 | -0.07 |
| KEP_P_6 | KEP_P_2 | 10.1 | 0.04 |
| KEP_P_7 | ASSURP_5 | 8.0 | -0.04 |
| KEP_P_7 | KEP_P_4 | 8.1 | -0.03 |
| LOYP_1 | ASSURP_3 | 9.3 | 0.03 |
| LOYP_6 | LOYP_3 | 8.0 | -0.04 |
| LOYP_8 | LOYP_6 | 9.1 | 0.05 |

## Perhitungan Uji Reliabilitas Model Pengukuran Perawat

### 1. *Tangible*

$(\Sigma SLF)^2 = 0,48 + 0,58 + 0,75 + 0,49 = 2,3$

$(2,3)^2 = 5,29$

$\Sigma SLF^2 = 0,48^2 + 0,58^2 + 0,75^2 + 0,49^2 = 1,37$

$\Sigma errors = 0,77 + 0,66 + 0,44 + 0,76 = 2,63$

Construct Reliability (CR) $= (\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

$= 5,29/ (5,29 + 2,63) = 0,67$

Variance Extracted (VE) $= \Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

$= 1,37/ (1,37 + 2,63) = 0,34$

### 2.*Emphaty* Perawat

$(\Sigma SLF)^2 = 0,67 + 0,80 + 0,72 + 0,86 + 0,65 + 0,80 = 4,5$

$(4,5)^2 = 20,25$

$\Sigma SLF^2 = 0,67^2 + 0,80^2 + 0,72^2 + 0,86^2 + 0,65^2 + 0,80^2 = 3,41$

$\Sigma errors = 0,55 + 0,37 + 0,48 + 0,25 + 0,58 + 0,36 = 2,59$

Construct Reliability (CR) = $(\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

= 20,25/ (20,25+ 2,59) = 0,89

Variance Extracted (VE) = $\Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

= 3,41/ (3,41 + 2,59) = 0,57

### 3.*Realibilitas* Perawat
$(\Sigma SLF)^2 = 0,81 + 0,39 + 0,85 = 2,1$
$(2,1)^2 = 4,41$
$\Sigma SLF^2 = 0,81^2 + 0,39^2 + 0,85^2 = 1,53$

$\Sigma errors = 0,34 + 0,85 + 0,27 = 1,46$

Construct Reliability (CR) = $(\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

= 4,41/ (4,41 + 1,46) = 0,75

Variance Extracted (VE) = $\Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

= 1,53/ (1,53 + 1,46) = 0,51

### 4.*Responsiveness* Perawat
$(\Sigma SLF)^2 = 0,48 + 0,63 + 0,70 = 1,81$
$(1,81)^2 = 3,28$
$\Sigma SLF^2 = 0,48^2 + 0,63^2 + 0,70^2 = 1,12$

$\Sigma errors = 0,77 + 0,61 + 0,51 = 1,89$

Construct Reliability (CR) = $(\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

= 3,28/ (3,28 + 1,89) = 0,63

Variance Extracted (VE) = $\Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

= 1,12/ (1,12 + 1,89) = 0,37

### 5.*Assurance* Perawat
$(\Sigma SLF)^2 = 0,81 + 0,62 + 0,63 + 0,47 = 2,53$
$(2,53)^2 = 6,40$
$\Sigma SLF^2 = 0,81^2 + 0,62^2 + 0,63^2 + 0,47^2 = 1,66$

$\Sigma errors = 0,34 + 0,62 + 0,60 + 0,78 = 2,34$

Construct Reliability (CR) = $(\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

= 6,40/ (6,40 + 2,34) = 0,73

Variance Extracted (VE) $= \Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

$= 1,66/ (1,66 + 2,34) = 0,42$

### 6. *Satisfaction* Perawat

$(\Sigma SLF)^2 = 0,59 + 0,65 + 0,65 + 0,71 + 0,60 + 0,75 + 0,60 = 4,55$
$(4,55)^2 = 20,70$
$\Sigma SLF^2 = 0,59^2 + 0,65^2 + 0,65^2 + 0,71^2 + 0,60^2 + 0,75^2 + 0,60^2 = 2,98$

$\Sigma errors = 0,65 + 0,58 + 0,58 + 0,49 + 0,52 + 0,44 + 0,65 = 3,91$

Construct Reliability (CR) $= (\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

$= 20,70/ (20,70 + 3,91) = 0,84$

Variance Extracted (VE) $= \Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

$= 2,98/ (2,98 + 3,91) = 0,43$

### 7. Loyalitas Perawat

$(\Sigma SLF)^2 = 0,63 + 0,74 + 0,46 + 0,65 + 0,70 + 0,81 + 0,64 = 4,63$
$(4,63)^2 = 21,44$
$\Sigma SLF^2 = 0,63^2 + 0,74^2 + 0,46^2 + 0,65^2 + 0,70^2 + 0,81^2 + 0,64^2 = 3,13$

$\Sigma errors = 0,60 + 0,45 + 0,79 + 0,57 + 0,51 + 0,34 + 0,60 = 3,86$

Construct Reliability (CR) $= (\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

$= 21,44/ (21,44 + 3,86) = 0,89$

Variance Extracted (VE) $= \Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

$= 3,13/ (3,13 + 3,86) = 0,45$

# 1. ANALISIS MODEL STRUKTURAL

Goodness of Fit Statistics

Degrees of Freedom = 447
Minimum Fit Function Chi-Square = 707.73 (P = 0.00)
Normal Theory Weighted Least Squares Chi-Square = 729.72 (P = 0.00)
Estimated Non-centrality Parameter (NCP) = 282.72
90 Percent Confidence Interval for NCP = (212.63 ; 360.72)

Minimum Fit Function Value = 4.02
Population Discrepancy Function Value (F0) = 1.61
90 Percent Confidence Interval for F0 = (1.21 ; 2.05)
Root Mean Square Error of Approximation (RMSEA) = 0.060
90 Percent Confidence Interval for RMSEA = (0.052 ; 0.068)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.021

Expected Cross-Validation Index (ECVI) = 5.83
90 Percent Confidence Interval for ECVI = (5.43 ; 6.27)
ECVI for Saturated Model = 6.76
ECVI for Independence Model = 21.90

Chi-Square for Independence Model with 561 Degrees of Freedom = 3785.82
Independence AIC = 3853.82
Model AIC = 1025.72
Saturated AIC = 1190.00
Independence CAIC = 3995.81
Model CAIC = 1643.79
Saturated CAIC = 3674.81

Normed Fit Index (NFI) = 0.81
Non-Normed Fit Index (NNFI) = 0.90
Parsimony Normed Fit Index (PNFI) = 0.65
Comparative Fit Index (CFI) = 0.92
Incremental Fit Index (IFI) = 0.92
Relative Fit Index (RFI) = 0.77
Critical N (CN) = 130.19

Root Mean Square Residual (RMR) = 0.025
Standardized RMR = 0.078
Goodness of Fit Index (GFI) = 0.80
Adjusted Goodness of Fit Index (AGFI) = 0.74
Parsimony Goodness of Fit Index (PGFI) = 0.60

# 1. Analisis Model Pengukuran Dokter
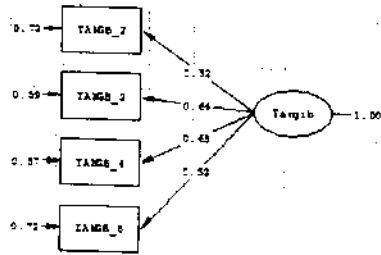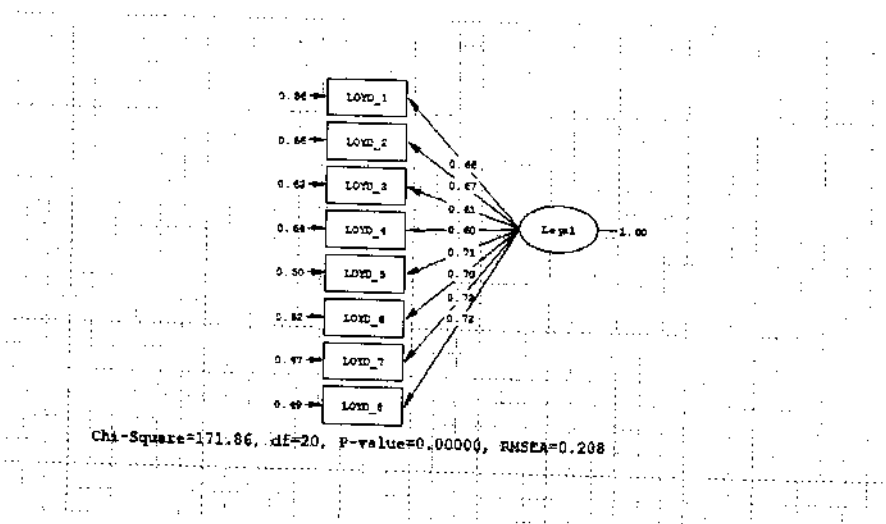


Chi-Square=2.34, df=2, P-value=0.31102, RMSEA=0.031
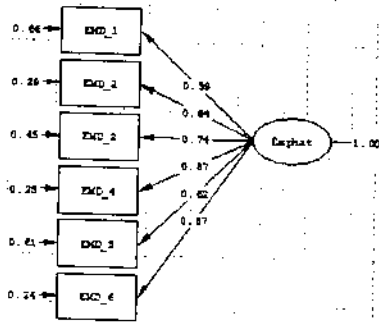


Chi-Square=90.38, df=9, P-value=0.00000, RMSEA=0.227
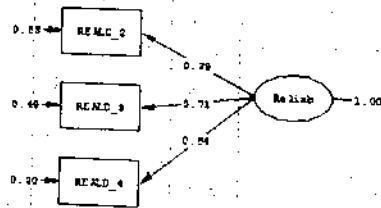


Chi-Square=0.00, df=0, P-value=1.00000, RMSEA=0.000

Chi-Square=0.00, df=0, P-value=1.00000, RMSEA=0.000



Chi-Square=41.67, df=5, P-value=0.00000, RMSEA=0.204



Chi-Square=41.10, df=9, P-value=0.00000, RMSEA=0.142

Chi-Square=171.86, df=20, P-value=0.00000, RMSEA=0.208
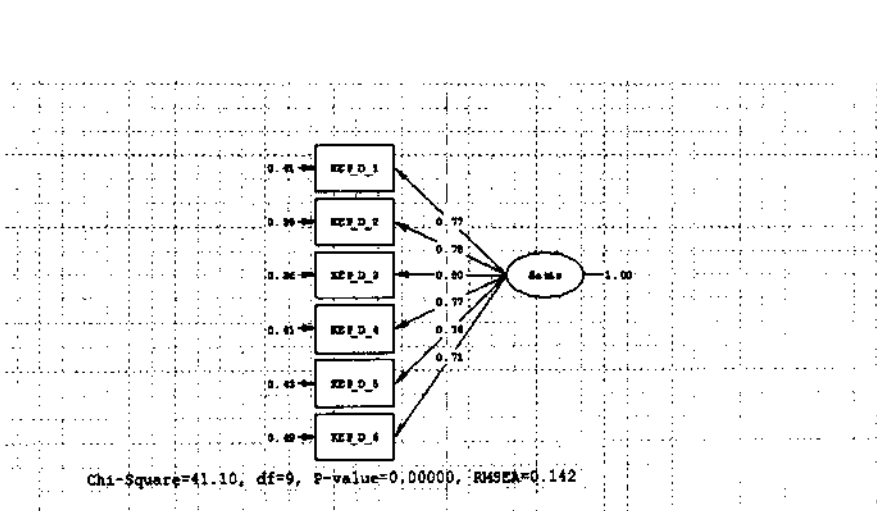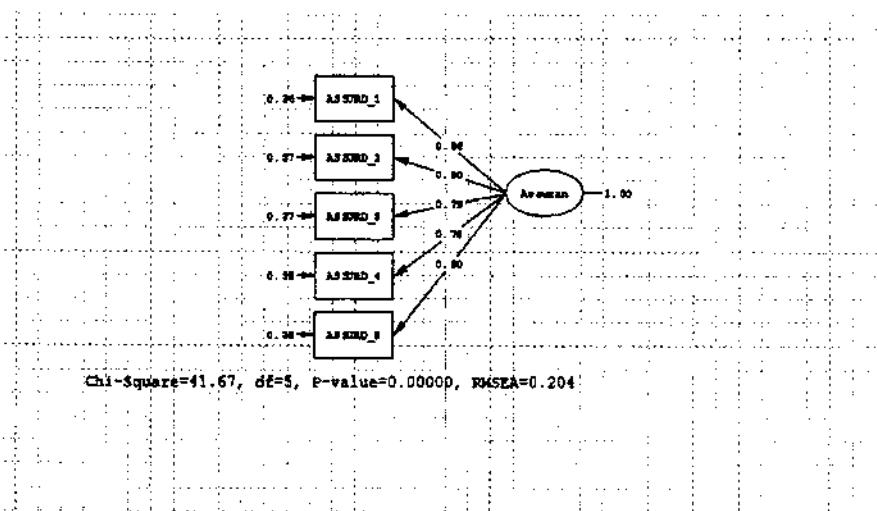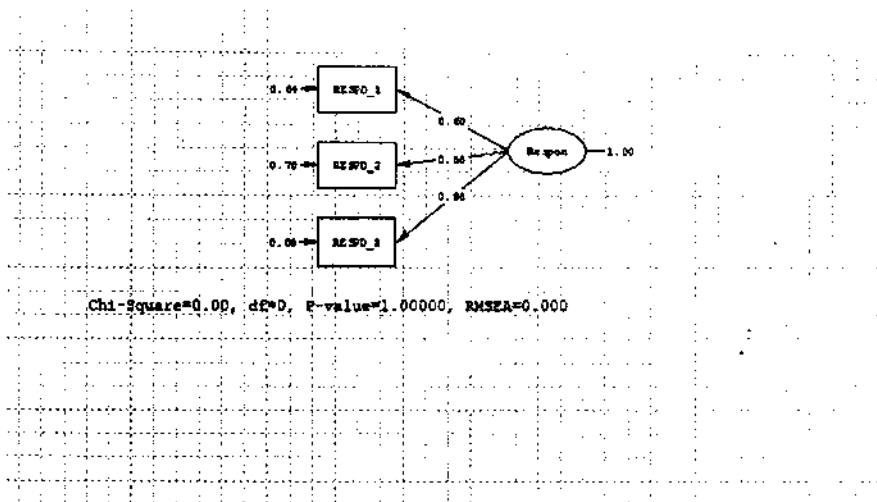
## ANALISIS MODEL PENGUKURAN KESELURUHAN

Goodness of Fit Statistics

Degrees of Freedom = 539
Minimum Fit Function Chi-Square = 1449.07 (P = 0.0)
Normal Theory Weighted Least Squares Chi-Square = 1507.14 (P = 0.0)
Estimated Non-centrality Parameter (NCP) = 968.14
90 Percent Confidence Interval for NCP = (856.18 ; 1087.72)

Minimum Fit Function Value = 8.23
Population Discrepancy Function Value (F0) = 5.50
90 Percent Confidence Interval for F0 = (4.86 ; 6.18)
Root Mean Square Error of Approximation (RMSEA) = 0.10
90 Percent Confidence Interval for RMSEA = (0.095 ; 0.11)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00

Expected Cross-Validation Index (ECVI) = 9.60
90 Percent Confidence Interval for ECVI = (8.96 ; 10.28)
ECVI for Saturated Model = 7.16
ECVI for Independence Model = 25.87

Chi-Square for Independence Model with 595 Degrees of Freedom = 4483.82
Independence AIC = 4553.82
Model AIC = 1689.14
Saturated AIC = 1260.00
Independence CAIC = 4699.99

Model CAIC = 2069.17
Saturated CAIC = 3890.97

Normed Fit Index (NFI) = 0.68
Non-Normed Fit Index (NNFI) = 0.74
Parsimony Normed Fit Index (PNFI) = 0.61
Comparative Fit Index (CFI) = 0.77
Incremental Fit Index (IFI) = 0.77
Relative Fit Index (RFI) = 0.64
Critical N (CN) = 76.10

Root Mean Square Residual (RMR) = 0.028
Standardized RMR = 0.077
Goodness of Fit Index (GFI) = 0.67
Adjusted Goodness of Fit Index (AGFI) = 0.62
Parsimony Goodness of Fit Index (PGFI) = 0.57

The Modification Indices Suggest to Add the

| Path to | from | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| REALD_2 | Tangib | 9.7 | 0.31 |
| RESPD_1 | Emphat | 10.2 | -0.20 |
| RESPD_2 | Emphat | 17.6 | 0.28 |
| RESPD_3 | Satis | 9.5 | -0.35 |
| ASSURD_1 | Emphat | 15.9 | -0.14 |
| ASSURD_1 | Respon | 9.6 | -0.13 |
| ASSURD_2 | Emphat | 9.8 | 0.15 |
| ASSURD_2 | Respon | 12.9 | 0.20 |
| KEP_D_6 | Respon | 10.9 | 0.32 |
| LOYD_2 | Tangib | 14.8 | 0.18 |
| LOYD_2 | Emphat | 13.0 | 0.15 |
| LOYD_2 | Reliab | 19.0 | 0.20 |
| LOYD_2 | Respon | 13.9 | 0.18 |
| LOYD_2 | Assuran | 9.3 | 0.14 |
| LOYD_2 | Satis | 10.8 | 0.15 |
| LOYD_3 | Tangib | 16.4 | -0.20 |
| LOYD_3 | Emphat | 12.0 | -0.16 |
| LOYD_3 | Reliab | 15.9 | -0.20 |
| LOYD_6 | Reliab | 8.9 | 0.14 |
| LOYD_6 | Assuran | 9.0 | 0.13 |
| LOYD_7 | Reliab | 14.1 | -0.18 |
| LOYD_7 | Assuran | 16.2 | -0.19 |
| LOYD_7 | Satis | 12.2 | -0.16 |

The Modification Indices Suggest to Add an Error Covariance

| Between | and | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| EMD_3 | EMD_1 | 9.8 | 0.03 |
| EMD_5 | EMD_3 | 51.5 | 0.07 |
| EMD_6 | EMD_4 | 15.7 | 0.04 |
| EMD_6 | EMD_5 | 20.2 | -0.05 |

| | | | |
|---|---|---|---|
| REALD_2 | TANGB_2 | 18.1 | 0.16 |
| REALD_2 | EMD_5 | 9.2 | 0.07 |
| REALD_4 | EMD_2 | 28.1 | 0.06 |
| RESPD_1 | EMD_6 | 10.8 | -0.03 |
| RESPD_1 | REALD_2 | 12.9 | 0.08 |
| RESPD_2 | RESPD_1 | 14.0 | -0.06 |
| RESPD_3 | REALD_3 | 10.2 | 0.03 |
| RESPD_3 | RESPD_1 | 17.4 | 0.05 |
| ASSURD_1 | RESPD_2 | 8.5 | -0.03 |
| ASSURD_2 | EMD_3 | 11.8 | -0.03 |
| ASSURD_2 | EMD_4 | 9.5 | 0.03 |
| ASSURD_2 | ASSURD_1 | 8.4 | -0.03 |
| ASSURD_3 | EMD_2 | 14.8 | -0.03 |
| ASSURD_3 | EMD_3 | 15.2 | 0.03 |
| ASSURD_3 | EMD_5 | 16.8 | 0.04 |
| ASSURD_3 | REALD_4 | 8.4 | -0.03 |
| ASSURD_3 | RESPD_2 | 14.9 | -0.04 |
| ASSURD_3 | RESPD_3 | 10.0 | 0.02 |
| ASSURD_3 | ASSURD_1 | 13.7 | 0.03 |
| ASSURD_4 | EMD_2 | 20.7 | 0.04 |
| ASSURD_4 | RESPD_1 | 10.9 | -0.04 |
| ASSURD_4 | RESPD_2 | 15.8 | 0.05 |
| ASSURD_4 | ASSURD_2 | 21.2 | 0.06 |
| ASSURD_4 | ASSURD_3 | 13.0 | -0.03 |
| ASSURD_5 | ASSURD_1 | 9.1 | 0.02 |
| ASSURD_5 | ASSURD_2 | 10.8 | -0.03 |
| KEP_D_1 | EMD_1 | 10.5 | 0.03 |
| KEP_D_2 | RESPD_2 | 9.2 | 0.04 |
| KEP_D_2 | RESPD_3 | 11.8 | -0.04 |
| KEP_D_3 | RESPD_2 | 11.2 | -0.04 |
| KEP_D_3 | ASSURD_1 | 19.2 | 0.03 |
| KEP_D_3 | ASSURD_3 | 9.3 | 0.02 |
| KEP_D_3 | KEP_D_1 | 15.6 | 0.03 |
| KEP_D_4 | REALD_4 | 12.9 | 0.04 |
| KEP_D_4 | ASSURD_1 | 13.5 | -0.03 |
| KEP_D_5 | ASSURD_3 | 8.3 | 0.02 |
| KEP_D_5 | KEP_D_3 | 11.8 | 0.03 |
| KEP_D_6 | REALD_2 | 11.0 | 0.07 |
| KEP_D_6 | RESPD_1 | 9.0 | 0.04 |
| LOYD_1 | EMD_2 | 9.9 | -0.03 |
| LOYD_2 | ASSURD_4 | 10.9 | 0.05 |
| LOYD_2 | ASSURD_5 | 9.4 | -0.03 |
| LOYD_2 | LOYD_1 | 17.2 | 0.07 |
| LOYD_3 | REALD_4 | 9.1 | -0.05 |
| LOYD_3 | ASSURD_1 | 11.6 | 0.04 |
| LOYD_3 | ASSURD_4 | 16.3 | -0.06 |
| LOYD_3 | LOYD_2 | 22.7 | -0.09 |
| LOYD_4 | LOYD_1 | 11.4 | -0.05 |
| LOYD_4 | LOYD_3 | 35.5 | 0.11 |
| LOYD_5 | LOYD_4 | 9.7 | -0.05 |
| LOYD_6 | EMD_2 | 13.4 | 0.04 |
| LOYD_6 | EMD_3 | 10.4 | -0.04 |

| LOYD_6 | LOYD_1 | 11.7 | -0.05 |
| LOYD_6 | LOYD_3 | 13.4 | -0.07 |
| LOYD_6 | LOYD_5 | 12.9 | 0.06 |
| LOYD_7 | LOYD_2 | 11.5 | -0.06 |
| LOYD_7 | LOYD_6 | 16.1 | -0.07 |
| LOYD_8 | LOYD_7 | 32.8 | 0.11 |

## RESPESIFIKASI 1

Goodness of Fit Statistics

Degrees of Freedom = 501
Minimum Fit Function Chi-Square = 1109.30 (P = 0.0)
Normal Theory Weighted Least Squares Chi-Square = 1005.84 (P = 0.0)
Estimated Non-centrality Parameter (NCP) = 504.84
90 Percent Confidence Interval for NCP = (418.28 ; 599.17)

Minimum Fit Function Value = 6.30
Population Discrepancy Function Value (F0) = 2.87
90 Percent Confidence Interval for F0 = (2.38 ; 3.40)
Root Mean Square Error of Approximation (RMSEA) = 0.076
90 Percent Confidence Interval for RMSEA = (0.069 ; 0.082)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.00

Expected Cross-Validation Index (ECVI) = 7.18
90 Percent Confidence Interval for ECVI = (6.69 ; 7.72)
ECVI for Saturated Model = 7.16
ECVI for Independence Model = 25.87

Chi-Square for Independence Model with 595 Degrees of Freedom = 4483.82
Independence AIC = 4553.82
Model AIC = 1263.84
Saturated AIC = 1260.00
Independence CAIC = 4699.99
Model CAIC = 1802.56
Saturated CAIC = 3890.97

Normed Fit Index (NFI) = 0.75
Non-Normed Fit Index (NNFI) = 0.81
Parsimony Normed Fit Index (PNFI) = 0.63
Comparative Fit Index (CFI) = 0.84
Incremental Fit Index (IFI) = 0.85
Relative Fit Index (RFI) = 0.71

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Critical N (CN) = 92.64

Root Mean Square Residual (RMR) = 0.026
Standardized RMR = 0.075
Goodness of Fit Index (GFI) = 0.75
Adjusted Goodness of Fit Index (AGFI) = 0.69
Parsimony Goodness of Fit Index (PGFI) = 0.60

The Modification Indices Suggest to Add the

| Path to | from | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| RESPD_2 | Emphat | 8.6 | 0.17 |
| RESPD_2 | Satis | 11.3 | 0.40 |
| RESPD_3 | Satis | 10.2 | -0.35 |
| ASSURD_1 | Emphat | 9.3 | -0.09 |
| ASSURD_1 | Respon | 8.7 | -0.10 |
| ASSURD_2 | Emphat | 10.5 | 0.15 |
| ASSURD_2 | Respon | 16.0 | 0.20 |
| ASSURD_2 | Satis | 9.5 | 0.17 |
| LOYD_2 | Tangib | 12.2 | 0.15 |
| LOYD_2 | Emphat | 11.7 | 0.14 |
| LOYD_2 | Reliab | 16.2 | 0.19 |
| LOYD_2 | Respon | 12.0 | 0.16 |
| LOYD_2 | Assuran | 11.2 | 0.15 |
| LOYD_2 | Satis | 11.5 | 0.16 |
| LOYD_3 | Tangib | 12.9 | -0.16 |
| LOYD_3 | Reliab | 9.5 | -0.16 |
| LOYD_7 | Reliab | 14.8 | -0.18 |
| LOYD_7 | Assuran | 16.0 | -0.18 |
| LOYD_7 | Satis | 12.3 | -0.16 |

The Modification Indices Suggest to Add an Error Covariance

| Between | and | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| EMD_4 | EMD_3 | 8.0 | -0.02 |
| EMD_5 | EMD_3 | 49.9 | 0.07 |
| EMD_6 | EMD_4 | 15.0 | 0.03 |
| EMD_6 | EMD_5 | 17.8 | -0.04 |
| RESPD_1 | EMD_2 | 8.2 | -0.03 |
| RESPD_2 | RESPD_1 | 14.7 | -0.05 |
| RESPD_3 | RESPD_1 | 18.0 | 0.05 |
| ASSURD_4 | ASSURD_2 | 16.7 | 0.04 |
| ASSURD_4 | ASSURD_3 | 9.4 | -0.02 |
| ASSURD_5 | TANGB_2 | 8.2 | -0.04 |
| ASSURD_5 | ASSURD_2 | 12.2 | -0.03 |
| KEP_D_1 | ASSURD_1 | 10.6 | 0.02 |
| KEP_D_5 | KEP_D_3 | 13.7 | 0.03 |
| LOYD_2 | LOYD_1 | 24.7 | 0.08 |
| LOYD_3 | LOYD_2 | 18.3 | -0.08 |
| LOYD_4 | LOYD_1 | 11.0 | -0.05 |
| LOYD_4 | LOYD_3 | 37.3 | 0.10 |
| LOYD_5 | TANGB_2 | 9.2 | 0.07 |

| | | | |
|---|---|---|---|
| LOYD_5 | KEP_D_6 | 10.3 | 0.04 |
| LOYD_5 | LOYD_4 | 10.8 | -0.05 |
| LOYD_6 | LOYD_1 | 11.9 | -0.05 |
| LOYD_6 | LOYD_5 | 13.6 | 0.06 |
| LOYD_7 | LOYD_2 | 9.2 | -0.05 |
| LOYD_7 | LOYD_6 | 16.7 | -0.07 |
| LOYD_8 | LOYD_7 | 32.6 | 0.11 |

**RESPESIFIKASI 2**

Goodness of Fit Statistics

Degrees of Freedom = 476
Minimum Fit Function Chi-Square = 733.69 (P = 0.00)
Normal Theory Weighted Least Squares Chi-Square = 707.79 (P = 0.00)
Estimated Non-centrality Parameter (NCP) = 231.79
90 Percent Confidence Interval for NCP = (164.45 ; 307.12)

Minimum Fit Function Value = 4.17
Population Discrepancy Function Value (F0) = 1.32
90 Percent Confidence Interval for F0 = (0.93 ; 1.74)
Root Mean Square Error of Approximation (RMSEA) = 0.053
90 Percent Confidence Interval for RMSEA = (0.044 ; 0.061)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.29

Expected Cross-Validation Index (ECVI) = 5.77
90 Percent Confidence Interval for ECVI = (5.39 ; 6.20)
ECVI for Saturated Model = 7.16
ECVI for Independence Model = 25.87

Chi-Square for Independence Model with 595 Degrees of Freedom = 4483.82
Independence AIC = 4553.82
Model AIC = 1015.79
Saturated AIC = 1260.00
Independence CAIC = 4699.99
Model CAIC = 1658.92
Saturated CAIC = 3890.97

Normed Fit Index (NFI) = 0.84
Non-Normed Fit Index (NNFI) = 0.92
Parsimony Normed Fit Index (PNFI) = 0.67
Comparative Fit Index (CFI) = 0.93

Incremental Fit Index (IFI) = 0.94
Relative Fit Index (RFI) = 0.80
Critical N (CN) = 133.11

Root Mean Square Residual (RMR) = 0.023
Standardized RMR = 0.065
Goodness of Fit Index (GFI) = 0.81
Adjusted Goodness of Fit Index (AGFI) = 0.75
Parsimony Goodness of Fit Index (PGFI) = 0.61

The Modification Indices Suggest to Add the

| Path to | from | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| ASSURD_1 | Emphat | 9.4 | -0.09 |
| ASSURD_2 | Emphat | 14.1 | 0.17 |
| ASSURD_2 | Respon | 19.4 | 0.25 |
| ASSURD_2 | Satis | 10.7 | 0.18 |
| LOYD_7 | Reliab | 9.5 | -0.13 |
| LOYD_7 | Assuran | 12.9 | -0.15 |
| LOYD_7 | Satis | 9.0 | -0.13 |

The Modification Indices Suggest to Add an Error Covariance

| Between | and | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| ASSURD_5 | RESPD_1 | 11.8 | -0.03 |
| LOYD_1 | REALD_4 | 8.3 | -0.03 |
| LOYD_1 | ASSURD_1 | 7.9 | 0.02 |
| LOYD_2 | KEP_D_6 | 8.9 | 0.03 |
| LOYD_3 | KEP_D_6 | 10.0 | 0.04 |
| LOYD_4 | ASSURD_1 | 10.0 | 0.03 |
| LOYD_4 | KEP_D_6 | 14.5 | -0.04 |
| LOYD_5 | LOYD_3 | 10.6 | 0.05 |
| LOYD_6 | LOYD_3 | 16.3 | -0.06 |
| LOYD_8 | TANGB_3 | 9.2 | -0.04 |

**Perhitungan Uji Reliabilitas Model Pengukuran Dokter**
**1.*Emphaty* Dokter**

$(\Sigma SLF)^2 = 0,59 + 0,85 + 0,77 + 0,84 + 0,65 + 0,86 = 4,56$
$(4,56)^2 = 20,79$

$\Sigma SLF^2 = 0,59^2 + 0,85^2 + 0,77^2 + 0,84^2 + 0,65^2 + 0,86^2 = 3,53$

$\Sigma errors = 0,65 + 0,28 + 0,41 + 0,30 + 0,57 + 0,27 = 2,48$

Construct Reliability (CR) $= (\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

$= 20,79 / (20,79 + 2,48) = 0,89$

Variance Extracted (VE) $= \Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

$= 3,53 / (3,53 + 2,48) = 0,59$

**2.*Realibilitas* Dokter**

$(\Sigma SLF)^2 = 0,48 + 0,72 + 0,80 = 2,0$

$(2,0)^2 = 4$

$\Sigma SLF^2 = 0,48^2 + 0,72^2 + 0,80^2 = 1,39$

$\Sigma errors = 0,77 + 0,48 + 0,36 = 1,61$

Construct Reliability (CR) $= (\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

$= 4/ (4 + 1,61) = 0,71$

Variance Extracted (VE) $= \Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

$= 1,39/ (1,39 + 1,61) = 0,46$

**3.*Responsiveness* Dokter**

$(\Sigma SLF)^2 = 0,59 + 0,77 + 0,72 = 2,08$

$(2,08)^2 = 4,33$

$\Sigma SLF^2 = 0,59^2 + 0,77^2 + 0,72^2 = 1,46$

$\Sigma errors = 0,65 + 0,40 + 0,49 = 1,54$

Construct Reliability (CR) $= (\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

$= 4,33/ (4,33 + 1,54) = 0,74$

Variance Extracted (VE) $= \Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

$= 1,46/ (1,46 + 1,54) = 0,49$

**4.*Assurance* Dokter**

$(\Sigma SLF)^2 = 0,83 + 0,83 + 0,80 + 0,79 + 0.81 = 4,06$

$(4,06)^2 = 16,48$

$\Sigma SLF^2 = 0,83^2 + 0,83^2 + 0,80^2 + 0,79^2 + 0.81^2 = 3,3$

$\Sigma errors = 0,32 + 0,31 + 0,36 + 0,37 + 0,34 = 1,7$

Construct Reliability (CR) $= (\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

$= 16,48/ (16,48 + 1,7) = 0,91$

Variance Extracted (VE) $= \Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

$= 3,3 / (3,3 + 1,7) = 0,66$

**5.*Satisfaction* Dokter**

$(\Sigma SLF)^2 = 0,73 + 0,80 + 0,75 + 0,79 + 0,74 + 0,75 = 4,56$

$(4,56)^2 = 20,79$

$\Sigma SLF^2 = 0,73^2 + 0,80^2 + 0,75^2 + 0,79^2 + 0,74^2 + 0,75^2 = 3,47$

$\Sigma errors = 0,47 + 0,36 + 0,44 + 0,37 + 0,45 + 0,44 = 2,53$

Construct Reliability (CR) = $(\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

= 20,79/ (20,79 + 2,53) = 0,89

Variance Extracted (VE) = $\Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

= 3,47/ (3,47 + 2,53) = 0,58

**6.Loyalitas Dokter**
$(\Sigma SLF)^2$ = 0,72 + 0,74 + 0,52 + 0,60 + 0,66 + 0,77 + 0,66 + 0,63 = 5,3
$(5,3)^2$ = 28,09
$\Sigma SLF^2$ = $0,72^2 + 0,74^2 + 0,52^2 + 0,60^2 + 0,66^2 + 0,77^2 + 0,66^2 + 0,83^2$ = 3,56

$\Sigma errors$ = 0,48 + 0,45 + 0,73 + 0,64 + 0,54 + 0,40 + 0,56 + 0,60  = 4,4

Construct Reliability (CR) = $(\Sigma SLF)^2 / ((\Sigma SLF)^2 + \Sigma errors)$

= 28,09/ (28,09 + 4,4)  = 0,86

Variance Extracted (VE) = $\Sigma SLF^2 / (\Sigma SLF^2 + \Sigma errors)$

= 3,56/ (3,56+4,4) = 0,45

## 2. ANALISIS MODEL STRUKTURAL

Goodness of Fit Statistics
Degrees of Freedom = 486
Minimum Fit Function Chi-Square = 823.96 (P = 0.0)
Normal Theory Weighted Least Squares Chi-Square = 770.83 (P = 0.00)
Estimated Non-centrality Parameter (NCP) = 284.83
90 Percent Confidence Interval for NCP = (213.18 ; 364.40)
Minimum Fit Function Value = 4.68
Population Discrepancy Function Value (F0) = 1.62
90 Percent Confidence Interval for F0 = (1.21 ; 2.07)
Root Mean Square Error of Approximation (RMSEA) = 0.058
90 Percent Confidence Interval for RMSEA = (0.050 ; 0.065)
P-Value for Test of Close Fit (RMSEA < 0.05) = 0.052
Expected Cross-Validation Index (ECVI) = 6.02
90 Percent Confidence Interval for ECVI = (5.61 ; 6.47)
ECVI for Saturated Model = 7.16
ECVI for Independence Model = 25.87
Chi-Square for Independence Model with 595 Degrees of Freedom = 4483.82
Independence AIC = 4553.82
Model AIC = 1058.83
Saturated AIC = 1260.00
Independence CAIC = 4699.99
Model CAIC = 1660.19

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Saturated CAIC = 3890.97
Normed Fit Index (NFI) = 0.82
Non-Normed Fit Index (NNFI) = 0.89
Parsimony Normed Fit Index (PNFI) = 0.67
Comparative Fit Index (CFI) = 0.91
Incremental Fit Index (IFI) = 0.92
Relative Fit Index (RFI) = 0.78
Critical N (CN) = 120.93
Root Mean Square Residual (RMR) = 0.026
Standardized RMR = 0.072
Goodness of Fit Index (GFI) = 0.80
Adjusted Goodness of Fit Index (AGFI) = 0.74
Parsimony Goodness of Fit Index (PGFI) = 0.62

The Modification Indices Suggest to Add the

| Path to | from | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| LOYD_7 | Satis | 10.4 | -0.15 |
| ASSURD_1 | Emphat | 9.4 | -0.09 |
| ASSURD_2 | Emphat | 14.7 | 0.17 |
| ASSURD_2 | Respon | 19.8 | 0.25 |

The Modification Indices Suggest to Add an Error Covariance

| Between | and | Decrease in Chi-Square | New Estimate |
|---|---|---|---|
| LOYD_3 | KEP_D_6 | 11.6 | 0.04 |
| LOYD_4 | KEP_D_6 | 14.0 | -0.04 |
| LOYD_6 | LOYD_3 | 11.8 | -0.05 |
| LOYD_6 | LOYD_5 | 15.8 | 0.06 |
| LOYD_7 | LOYD_6 | 19.9 | -0.07 |
| LOYD_8 | LOYD_5 | 12.5 | -0.06 |
| LOYD_8 | LOYD_7 | 34.9 | 0.11 |
| REALD_4 | LOYD_1 | 8.8 | -0.03 |
| REALD_4 | LOYD_2 | 8.0 | 0.03 |
| ASSURD_1 | LOYD_4 | 11.2 | 0.03 |
| ASSURD_5 | RESPD_1 | 10.7 | -0.03 |