

## LAMPIRAN 1



**UNIVERSITAS  
MUHAMMADIYAH  
BANJARMASIN**  
SK. KEMENRISTEK DIKTI: 204/KPT/1/2015

**Fakultas Farmasi**

Nomor : 023/UM-Bjm/Far/LTA-RPL/M.1/IV/2020  
Lampiran : -  
Perihal : **Permohonan Bimbingan LTA**

Banjarmasin, 2020

Kepada Yth.

.....  
di -  
Tempat

Assalamu'alaikum Warahmatullahi Wabarakatuh

Sehubungan dengan kegiatan akademik pembuatan Laporan Tugas Akhir (LTA) untuk Mahasiswa Kelas RPL Angkatan 3 Program Studi D3 Farmasi Fakultas Farmasi Universitas Muhammadiyah Banjarmasin, kami telah menyetujui usulan judul Laporan Tugas Akhir dari mahasiswa tersebut di bawah ini :

Nama : Helda Mahliyani  
NPM : 11023192021  
Judul : Gambaran Kepuasan Pasien Terhadap Pelayanan Kefarmasian di UPT Puskesmas Gambut

Berikut nama pembimbing yang kami tetapkan bagi mahasiswa yang bersangkutan :

Pembimbing 1 : Faisal Rahman, M.Pharm.Sci., Apt

Pembimbing 2 : Fitria Handayani, S.Farm., Apt

dengan ini kami mohon kesediaan Bapak/Ibu untuk **membimbing proses penulisan Laporan Tugas Akhir (LTA)** mahasiswa tersebut. Perlu kami informasikan bahwa perubahan judul LTA harus dengan sepengetahuan Program Studi D3 Farmasi Fakultas Farmasi Universitas Muhammadiyah Banjarmasin.

Demikian surat permohonan ini kami sampaikan, atas kesediaan dan kerjasamanya kami ucapkan terima kasih.

Wassalamu'alaikum Warahmatullahi Wabarakatuh

Kaprodi D3 Farmasi,



**Sri Rahayu, M.Farm., Apt**  
NIDN. 1115098101

## LAMPIRAN 2



**UNIVERSITAS  
MUHAMMADIYAH  
BANJARMASIN**  
SK. KEMENRISTEK DIKTI: 204/KPT/2015

**Fakultas Farmasi**

Nomor : 023/UM-Bjm/Far/LTA/M.1/V/2020  
Lampiran : -  
Perihal : **Mohon Ijin Penelitian**

Banjarmasin, 8 Mei 2020

Kepada Yth.  
**Kepala Puskesmas Gambut**  
di  
Tempat

Assalamu'alaikum Warahmatullahi Wabarakatuh

Semoga kita senantiasa mendapatkan rahmat, taufik dan hidayah Allah SWT dalam menjalankan aktivitas sehari-hari sehingga bernilai ibadah. Aamiin.

Sehubungan dengan penyelesaian **Laporan Tugas Akhir (LTA)** bagi Mahasiswa Kelas RPL Angkatan 3 Program Studi D3 Farmasi Fakultas Farmasi Universitas Muhammadiyah Banjarmasin, kami selaku pengelola mohon kesediaan Bapak/Ibu memberikan ijin kepada mahasiswa kami untuk **pengambilan data penelitian di Puskesmas Gambut**. Nama mahasiswa tersebut adalah :

Nama : Helda Mahliyani  
NPM : 11023192021  
Tingkat/Semester : I / II  
Judul Penelitian : Gambaran Kepuasan Pasien Terhadap Pelayanan Kefarmasian di UPT Puskesmas Gambut

Demikian surat permohonan ini kami sampaikan, atas perhatian dan kerjasamanya kami mengucapkan terima kasih.

Wassalamu'alaikum Warahmatullahi Wabarakatuh

Program Studi D3 Farmasi,



**Sri Rahayu, M.Farm., Apt**  
NIDN. 1115098101

### LAMPIRAN 3



**PEMERINTAH KABUPATEN BANJAR**  
**DINAS KESEHATAN**  
**UPT PUSKESMAS GAMBUT**  
Jl. A. Yani KM. 14.800 Kel.Gambut Kec.Gambut  
Telp. (0511) 4220329  
Email : gambut6303@gmail.com



|          |                              |                          |
|----------|------------------------------|--------------------------|
| Nomor    | : 094/TU/PKM-G/V/2020        | Gambut, 11 Mei 2020      |
| Lampiran | : -                          | Kepada Yth               |
| Perihal  | : Jawaban Permohonan         | Kaprodi D3 Farmasi       |
|          | Izin Melaksanakan Penelitian | Universitas Muhammadiyah |
|          |                              | di -                     |
|          |                              | Banjarmasin              |

Berdasarkan surat dari Universitas Muhammadiyah Banjarmasin Nomor : 023/UM-Bjm/Far/LTA/M.I/V/2020, tanggal 08 Mei 2020 perihal Permohonan Izin Melaksanakan Penelitian atas nama :

|                  |                                                                                   |
|------------------|-----------------------------------------------------------------------------------|
| Nama             | : Helda Mahliyani                                                                 |
| NPM              | : 11023192021                                                                     |
| Judul Penelitian | : Gambaran Kepuasan Pasien Terhadap Pelayanan Kefarmasian di UPT Puskesmas Gambut |

Pada dasarnya kami dari UPT Puskesmas Gambut tidak keberatan untuk memberi izin kepada yang bersangkutan untuk melakukan pengambilan data untuk penelitian dalam rangka pembuatan Laporan Tugas Akhir di wilayah kerja UPT Puskesmas Gambut.

Demikian disampaikan atas perhatiannya diucapkan terima kasih.

Kepala UPT Puskesmas Gambut  
  
**Sugeng Riyanto, S.KM, M.Ked.Trop**  
**NIP. 19680221 199203 1 008**

#### LAMPIRAN 4

Kepada Yth.

Bapak/Ibu Saudara (i)

Di –

Tempat

Helda Mahliyani, Mahasiswi Program Studi D3 Farmasi Universitas Muhammadiyah Banjarmasin, yang mengadakan penelitian mengenai “Gambaran Kepuasan Pasien Terhadap Pelayanan Kefarmasian di Apotek UPT Puskesmas Gambut Kabupaten Banjar”. Tujuan ini adalah untuk mengetahui Gambaran kepuasan pasien terhadap pelayanan kefarmasian di Apotek UPT Puskesmas Gambut.

Penelitian ini tidak menimbulkan kerugian bagi Bapak/Ibu Saudara (i) sebagai responden, kerahasiaan informasi yang diberikan akan dijaga dan hanya digunakan untuk kepentingan penelitian. Apabila Bapak/Ibu Saudara (i) menyetujui, maka saya mohon ketersediaannya untuk menandatangani lembar persetujuan dan menjawab pertanyaan-pertanyaan atau pernyataan-pernyataan yang saya sertakan dalam surat ini. Atas perhatian dan kesediaannya saya ucapkan terima kasih.

## LEMBAR PERSETUJUAN MENJADI RESPONDEN

Saya yang bertanda tangan dibawah ini menyatakan bersedia mejadi responden dalam penelitian yang akan dilakukan oleh Helda Mahliyani Mahasiswi Program D3 Farmasi Universitas Muhammadiyah Banjarmasin dengan judul **Gambaran Kepuasan Pasien Terhadap Pelayanan Kefarmasian di UPT Puskesmas Gambut Kabupaten Banjar**. Saya memahami dan mengerti bahwa penelitian ini tidak berdampak buruk pada Saya, maka dari itu Saya bersedia menjadi responden peneliti.

Gambut, 2020

Peneliti

Responden

(Helda Mahliyani)

( )

## LAMPIRAN 5

### KUESIONER

#### **GAMBARAN KEPUASAN PASIEN TERHADAP PELAYANAN KEFARMASIAN DI UPT PUSKESMAS GAMBUT KABUPATEN BANJAR**

Survey ini adalah survey untuk penyusunan Laporan Tugas Akhir di Universitas Muhammadiyah Banjarmasin Jurusan D3 Farmasi, oleh karena itu Saya sebagai peneliti akan sangat berterima kasih jika Bapak/Ibu/Saudara bersedia mengisi dan menjawab pertanyaan dengan sukarela dan jujur.

Berilah tanda silang (X) pada pilihan yang sesuai dengan diri Anda.

##### 1. Karakteristik Responden

###### 1. Umur

- a. 17-25 Tahun
- b. 26-45 Tahun
- c. 46-55 Tahun
- d. > 55 Tahun

###### 2. Jenis Kelamin

- a. Laki-laki
- b. Perempuan

###### 3. Pendidikan

- a. Tidak Tamat SD
- b. SD
- c. SMP
- d. SMA
- e. Perguruan Tinggi

###### 4. Pekerjaan

- a. Pelajar / Mahasiswa
- b. Petani
- c. Ibu Rumah Tangga
- d. Pegawai Negeri
- e. Pegawai Swasta

##### 2. Kepuasan Pasien

Berilah tanda check list (√) untuk setiap pernyataan ini yang sesuai dengan kenyataan yang diterima dalam pelayanan Apotek.

Keterangan :

- SP : Sangat Puas
- P : Puas
- CP : Cukup Puas

KP : Kurang Puas

TP : Tidak Puas

| Dimensi     | No | Pertanyaan                                                                                                                        | SP | P | CP | KP | TP |
|-------------|----|-----------------------------------------------------------------------------------------------------------------------------------|----|---|----|----|----|
| Kehandalan  | 1  | Ketepatan Jadwal Pelayanan yang di berikan oleh petugas farmasi                                                                   |    |   |    |    |    |
|             | 2  | Penjelasan informasi obat yang diberikan petugas farmasi                                                                          |    |   |    |    |    |
|             | 3  | Kecepatan petugas farmasi dalam pengerjaan obat                                                                                   |    |   |    |    |    |
|             | 4  | Respon petugas farmasi ketika Anda menyuruh untuk mengulang kembali tentang penjelasan obat                                       |    |   |    |    |    |
|             | 5  | Kemampuan petugas farmasi dalam menyelesaikan keluhan pasien                                                                      |    |   |    |    |    |
| Ketanggapan | 6  | Ketanggapan petugas farmasi dalam menjawab pertanyaan dari pasien                                                                 |    |   |    |    |    |
|             | 7  | Ketanggapan petugas farmasi untuk berkonsultasi dengan dokter ketika obat anda tidak tersedia di Apotek                           |    |   |    |    |    |
|             | 8  | Kemampuan petugas farmasi memberi tahu ketika obat Anda tidak tersedia hari ini dan disarankan untuk kembali pada esok hari       |    |   |    |    |    |
|             | 9  | Kemampuan petugas farmasi dalam memberikan informasi yang jelas dan mudah dimengerti tentang resep/obat yang diterima oleh pasien |    |   |    |    |    |
|             | 10 | Kemampuan petugas farmasi dalam berkomunikasi dengan pasien                                                                       |    |   |    |    |    |
| Jaminan     | 11 | Petugas Farmasi melayani dengan sopan                                                                                             |    |   |    |    |    |

|             |    |                                                                                                   |  |  |  |  |  |
|-------------|----|---------------------------------------------------------------------------------------------------|--|--|--|--|--|
|             | 12 | Petugas farmasi kembali mencocokkan nomor resep dan nama pasien saat menyerahkan obat             |  |  |  |  |  |
|             | 13 | Petugas farmasi menyerahkan obat-obatan sesuai dengan kebutuhan pasien/sesuai dengan resep dokter |  |  |  |  |  |
|             | 14 | Obat yang diserahkan kepada pasien dalam keadaan baik                                             |  |  |  |  |  |
|             | 15 | Petugas farmasi menguasai pengetahuan tentang obat                                                |  |  |  |  |  |
| Empati      | 16 | Petugas farmasi memberikan informasi obat tanpa diminta                                           |  |  |  |  |  |
|             | 17 | Petugas farmasi bersikap sabar dan ramah dalam melayani pasien                                    |  |  |  |  |  |
|             | 18 | Petugas farmasi memberikan kesempatan pada pasien untuk menyampaikan keluhannya                   |  |  |  |  |  |
|             | 19 | Petugas farmasi bersikap adil dan tidak pilih-pilih terhadap pasien                               |  |  |  |  |  |
|             | 20 | Kesediaan petugas farmasi untuk meminta maaf jika terjadi kesalahan                               |  |  |  |  |  |
| Bukti Fisik | 21 | Petugas farmasi berpakaian bersih dan rapi                                                        |  |  |  |  |  |
|             | 22 | Kebersihan dan kenyamanan ruang tunggu kefarmasian                                                |  |  |  |  |  |
|             | 23 | Papan nama apotek dan lokasi apotek terletak di tempat strategis                                  |  |  |  |  |  |
|             | 24 | Ketersediaan tempat pembuangan sampah                                                             |  |  |  |  |  |
|             | 25 | Tersedia alat untuk menampung resep masuk ( misalkan keranjang resep )                            |  |  |  |  |  |

## LAMPIRAN 6

### BUKTI DOKUMENTASI PENGAMBILAN DATA DENGAN KUESIONER





## LAMPIRAN 7

**MASTER TABEL**  
**GAMBARAN KEPUASAN PASIEN TERHADAP PELAYANAN**  
**KEFARMASIAN DI APOTEK UPT PUSKESMAS GAMBUT**

| No. R/ | Jenis Kelamin | Umur | Kode | Pendidikan          | Kode | Pekerjaan         | Kode |
|--------|---------------|------|------|---------------------|------|-------------------|------|
| 1      | Laki-laki     | 57   | 4    | SMA                 | 4    | Petani            | 2    |
| 2      | Perempuan     | 28   | 2    | SMA                 | 4    | Ibu Rumah Tangga  | 3    |
| 3      | Laki-laki     | 29   | 2    | SMA                 | 4    | Pegawai Swasta    | 5    |
| 4      | Laki-laki     | 50   | 3    | SMA                 | 4    | Pegawai Swasta    | 5    |
| 5      | Laki-laki     | 47   | 3    | SMA                 | 4    | Pegawai Swasta    | 5    |
| 6      | Perempuan     | 45   | 2    | SMP                 | 2    | Ibu Rumah Tangga  | 3    |
| 7      | Laki-laki     | 40   | 2    | SMA                 | 4    | Pegawai Swasta    | 5    |
| 8      | Laki-laki     | 56   | 4    | SMP                 | 2    | Pegawai Swasta    | 5    |
| 9      | Perempuan     | 61   | 4    | Tidak<br>Tamat SD   | 1    | Ibu Rumah Tangga  | 3    |
| 10     | Perempuan     | 50   | 3    | SMP                 | 2    | Ibu Rumah Tangga  | 3    |
| 11     | Perempuan     | 50   | 3    | SMA                 | 4    | Ibu Rumah Tangga  | 3    |
| 12     | Laki-laki     | 28   | 2    | SMA                 | 4    | Pegawai Swasta    | 5    |
| 13     | Laki-laki     | 50   | 3    | SMA                 | 4    | Petani            | 2    |
| 14     | Laki-laki     | 47   | 3    | Perguruan<br>Tinggi | 5    | Pegawai Negeri    | 4    |
| 15     | Perempuan     | 21   | 1    | SMP                 | 3    | Ibu Rumah Tangga  | 3    |
| 16     | Laki-laki     | 30   | 2    | SMA                 | 4    | Pegawai Swasta    | 5    |
| 17     | Perempuan     | 55   | 3    | SMA                 | 4    | Ibu Rumah Tangga  | 3    |
| 18     | Perempuan     | 32   | 2    | Perguruan<br>Tinggi | 5    | Pegawai Swasta    | 5    |
| 19     | Laki-laki     | 61   | 4    | SD                  | 2    | Pegawai Swasta    | 5    |
| 20     | Laki-laki     | 41   | 2    | SMP                 | 3    | Pegawai Swasta    | 5    |
| 21     | Perempuan     | 43   | 2    | SMP                 | 3    | Ibu Rumah Tangga  | 3    |
| 22     | Perempuan     | 53   | 3    | Perguruan<br>Tinggi | 5    | Ibu Rumah Tangga  | 3    |
| 23     | Laki-laki     | 18   | 1    | SMA                 | 4    | Pelajar/Mahasiswa | 1    |
| 24     | Laki-laki     | 19   | 1    | SMA                 | 4    | Pelajar/Mahasiswa | 1    |
| 25     | Laki-laki     | 58   | 4    | SMP                 | 3    | Pegawai Swasta    | 5    |
| 26     | Laki-laki     | 56   | 4    | SMP                 | 3    | Pegawai Swasta    | 5    |
| 27     | Perempuan     | 21   | 1    | SMA                 | 4    | Pegawai Swasta    | 5    |
| 28     | Perempuan     | 25   | 1    | SMP                 | 3    | Ibu Rumah Tangga  | 3    |
| 29     | Perempuan     | 40   | 2    | SD                  | 2    | Ibu Rumah Tangga  | 3    |
| 30     | Perempuan     | 18   | 1    | SMA                 | 4    | Pelajar/Mahasiswa | 1    |
| 31     | Perempuan     | 53   | 3    | SD                  | 2    | Ibu Rumah Tangga  | 3    |
| 32     | Perempuan     | 28   | 2    | SMA                 | 4    | Ibu Rumah Tangga  | 3    |

|    |           |    |   |                  |   |                   |   |
|----|-----------|----|---|------------------|---|-------------------|---|
| 33 | Perempuan | 35 | 2 | SMP              | 3 | Ibu Rumah Tangga  | 3 |
| 34 | Laki-laki | 39 | 2 | SD               | 2 | Pegawai Swasta    | 5 |
| 35 | Perempuan | 26 | 2 | SMP              | 3 | Ibu Rumah Tangga  | 3 |
| 36 | Perempuan | 25 | 1 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 37 | Perempuan | 35 | 2 | SD               | 2 | Ibu Rumah Tangga  | 3 |
| 38 | Perempuan | 52 | 3 | SMA              | 4 | Pegawai Negeri    | 4 |
| 39 | Laki-laki | 35 | 2 | SMA              | 4 | Pegawai Swasta    | 5 |
| 40 | Perempuan | 48 | 3 | SMP              | 3 | Ibu Rumah Tangga  | 3 |
| 41 | Perempuan | 36 | 2 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 42 | Perempuan | 23 | 1 | SD               | 2 | Ibu Rumah Tangga  | 3 |
| 43 | Perempuan | 27 | 2 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 44 | Perempuan | 17 | 1 | SMA              | 4 | Pelajar/Mahasiswa | 1 |
| 45 | Laki-laki | 32 | 2 | SMA              | 4 | Pegawai Swasta    | 5 |
| 46 | Perempuan | 17 | 1 | SMA              | 4 | Pelajar/Mahasiswa | 1 |
| 47 | Perempuan | 64 | 4 | SMP              | 3 | Ibu Rumah Tangga  | 3 |
| 48 | Perempuan | 32 | 2 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 49 | Perempuan | 31 | 2 | SMP              | 3 | Ibu Rumah Tangga  | 3 |
| 50 | Perempuan | 47 | 3 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 51 | Laki-laki | 50 | 3 | SD               | 2 | Petani            | 2 |
| 52 | Perempuan | 35 | 2 | SMA              | 4 | Pegawai Swasta    | 5 |
| 53 | Laki-laki | 18 | 1 | SMA              | 4 | Pelajar/Mahasiswa | 1 |
| 54 | Perempuan | 37 | 2 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 55 | Laki-laki | 23 | 1 | Perguruan Tinggi | 5 | Pegawai Swasta    | 5 |
| 56 | Perempuan | 21 | 1 | SMA              | 4 | Pelajar/Mahasiswa | 1 |
| 57 | Perempuan | 37 | 2 | Perguruan Tinggi | 5 | Pegawai Negeri    | 4 |
| 58 | Perempuan | 27 | 2 | SMA              | 4 | Pegawai Swasta    | 5 |
| 59 | Perempuan | 57 | 4 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 60 | Laki-laki | 60 | 4 | SMP              | 3 | Petani            | 2 |
| 61 | Laki-laki | 27 | 2 | Perguruan Tinggi | 5 | Pegawai Swasta    | 5 |
| 62 | Laki-laki | 28 | 2 | Perguruan Tinggi | 5 | Pegawai Swasta    | 5 |
| 63 | Perempuan | 34 | 2 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 64 | Perempuan | 43 | 2 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 65 | Laki-laki | 17 | 1 | SMA              | 4 | Pelajar/Mahasiswa | 1 |
| 66 | Perempuan | 49 | 3 | SMP              | 3 | Ibu Rumah Tangga  | 3 |
| 67 | Laki-laki | 24 | 1 | Perguruan Tinggi | 5 | Pegawai Swasta    | 5 |
| 68 | Laki-laki | 28 | 2 | SMA              | 4 | Pegawai Swasta    | 5 |
| 69 | Laki-laki | 22 | 1 | Perguruan Tinggi | 5 | Pegawai Swasta    | 5 |
| 70 | Laki-laki | 35 | 2 | Perguruan Tinggi | 5 | Pegawai Negeri    | 4 |

|     |           |    |   |                  |   |                   |   |
|-----|-----------|----|---|------------------|---|-------------------|---|
| 71  | Perempuan | 40 | 2 | SMP              | 3 | Ibu Rumah Tangga  | 3 |
| 72  | Perempuan | 49 | 3 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 73  | Perempuan | 53 | 3 | SMP              | 3 | Ibu Rumah Tangga  | 3 |
| 74  | Laki-laki | 56 | 4 | Perguruan Tinggi | 5 | Pegawai Negeri    | 4 |
| 75  | Perempuan | 53 | 3 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 76  | Laki-laki | 40 | 2 | Perguruan Tinggi | 5 | Pegawai Negeri    | 4 |
| 77  | Laki-laki | 50 | 3 | Perguruan Tinggi | 5 | Pegawai Negeri    | 4 |
| 78  | Perempuan | 23 | 1 | Perguruan Tinggi | 5 | Pegawai Swasta    | 5 |
| 79  | Perempuan | 26 | 2 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 80  | Perempuan | 48 | 3 | Perguruan Tinggi | 5 | Pegawai Negeri    | 4 |
| 81  | Laki-laki | 26 | 2 | Perguruan Tinggi | 5 | Pegawai Swasta    | 5 |
| 82  | Laki-laki | 47 | 3 | Perguruan Tinggi | 5 | Pegawai Negeri    | 4 |
| 83  | Perempuan | 25 | 1 | Perguruan Tinggi | 5 | Pegawai Swasta    | 5 |
| 84  | Laki-laki | 52 | 3 | Perguruan Tinggi | 5 | Pegawai Negeri    | 4 |
| 85  | Perempuan | 27 | 2 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 86  | Perempuan | 60 | 4 | SMP              | 3 | Petani            | 2 |
| 87  | Perempuan | 32 | 2 | Perguruan Tinggi | 5 | Pegawai Negeri    | 4 |
| 88  | Laki-laki | 22 | 1 | SMA              | 4 | Pelajar/Mahasiswa | 1 |
| 89  | Perempuan | 18 | 1 | SMA              | 4 | Pelajar/Mahasiswa | 1 |
| 90  | Laki-laki | 39 | 2 | Perguruan Tinggi | 5 | Pegawai Negeri    | 4 |
| 91  | Laki-laki | 52 | 3 | SMA              | 4 | Petani            | 2 |
| 92  | Perempuan | 49 | 3 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 93  | Perempuan | 18 | 1 | SMA              | 4 | Pelajar/Mahasiswa | 1 |
| 94  | Perempuan | 33 | 2 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 95  | Perempuan | 36 | 2 | SMA              | 4 | Pegawai Swasta    | 5 |
| 96  | Laki-laki | 52 | 3 | SMA              | 4 | Pegawai Swasta    | 5 |
| 97  | Perempuan | 38 | 2 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 98  | Perempuan | 25 | 1 | SMA              | 4 | Ibu Rumah Tangga  | 3 |
| 99  | Laki-laki | 54 | 3 | SMP              | 3 | Petani            | 2 |
| 100 | Laki-laki | 53 | 3 | SMP              | 3 | Petani            | 2 |

| No. | Uraian                   |    |    |    |    | r  | %   | Klasifikasi | Kode |
|-----|--------------------------|----|----|----|----|----|-----|-------------|------|
|     | Kehandalan (Reliability) |    |    |    |    |    |     |             |      |
|     | P1                       | P2 | P3 | P4 | P5 |    |     |             |      |
| 1   | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 2   | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 3   | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 4   | 3                        | 3  | 4  | 3  | 4  | 17 | 68% | Puas        | 4    |
| 5   | 3                        | 3  | 4  | 4  | 4  | 18 | 72% | Puas        | 4    |
| 6   | 4                        | 4  | 4  | 4  | 3  | 19 | 76% | Puas        | 4    |
| 7   | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 8   | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 9   | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 10  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 11  | 5                        | 4  | 3  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 12  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 13  | 3                        | 3  | 3  | 3  | 3  | 15 | 60% | Kurang Puas | 3    |
| 14  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 15  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 16  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 17  | 5                        | 4  | 5  | 4  | 5  | 23 | 92% | Sangat Puas | 5    |
| 18  | 3                        | 3  | 3  | 3  | 3  | 15 | 60% | Kurang Puas | 3    |
| 19  | 4                        | 2  | 3  | 3  | 4  | 16 | 64% | Puas        | 4    |
| 20  | 4                        | 5  | 5  | 5  | 5  | 24 | 96% | Sangat Puas | 5    |
| 21  | 4                        | 4  | 5  | 5  | 5  | 23 | 92% | Sangat Puas | 5    |
| 22  | 4                        | 5  | 5  | 5  | 5  | 24 | 96% | Sangat Puas | 5    |
| 23  | 3                        | 3  | 3  | 3  | 3  | 15 | 60% | Kurang Puas | 3    |
| 24  | 4                        | 5  | 5  | 5  | 5  | 24 | 96% | Sangat Puas | 5    |
| 25  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 26  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 27  | 4                        | 3  | 4  | 4  | 4  | 19 | 76% | Puas        | 4    |
| 28  | 4                        | 4  | 5  | 5  | 5  | 23 | 92% | Sangat Puas | 5    |
| 29  | 4                        | 5  | 5  | 5  | 5  | 24 | 96% | Sangat Puas | 5    |
| 30  | 4                        | 5  | 5  | 5  | 5  | 24 | 96% | Sangat Puas | 5    |
| 31  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 32  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 33  | 4                        | 5  | 5  | 5  | 5  | 24 | 96% | Sangat Puas | 5    |
| 34  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 35  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 36  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 37  | 4                        | 3  | 3  | 4  | 4  | 18 | 72% | Puas        | 4    |
| 38  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 39  | 4                        | 4  | 4  | 4  | 4  | 20 | 80% | Puas        | 4    |
| 40  | 5                        | 5  | 5  | 5  | 4  | 24 | 96% | Sangat Puas | 5    |

|    |   |   |   |   |   |    |      |             |   |
|----|---|---|---|---|---|----|------|-------------|---|
| 41 | 5 | 5 | 5 | 4 | 4 | 23 | 92%  | Sangat Puas | 5 |
| 42 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Sangat Puas | 5 |
| 43 | 5 | 4 | 5 | 5 | 5 | 24 | 96%  | Sangat Puas | 5 |
| 44 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 45 | 5 | 5 | 5 | 4 | 4 | 23 | 92%  | Sangat Puas | 5 |
| 46 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 47 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 48 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 49 | 3 | 2 | 3 | 3 | 3 | 14 | 56%  | Kurang Puas | 3 |
| 50 | 4 | 4 | 3 | 3 | 3 | 17 | 68%  | Puas        | 4 |
| 51 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 52 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 53 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 54 | 5 | 4 | 4 | 4 | 4 | 21 | 84%  | Sangat Puas | 5 |
| 55 | 4 | 4 | 4 | 4 | 3 | 19 | 76%  | Puas        | 4 |
| 56 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 57 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 58 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 59 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 60 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 61 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 62 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 63 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 64 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 65 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 66 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 67 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 68 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 69 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 70 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 71 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 72 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 73 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 74 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 75 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 76 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 77 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 78 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 79 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 80 | 5 | 5 | 5 | 4 | 4 | 23 | 92%  | Sangat Puas | 5 |
| 81 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 82 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 83 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |

|             |                    |      |      |      |      |    |     |             |   |
|-------------|--------------------|------|------|------|------|----|-----|-------------|---|
| 84          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 85          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 86          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 87          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 88          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 89          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 90          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 91          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 92          | 5                  | 5    | 5    | 4    | 4    | 23 | 92% | Sangat Puas | 5 |
| 93          | 5                  | 4    | 4    | 4    | 4    | 21 | 84% | Sangat Puas | 5 |
| 94          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 95          | 5                  | 4    | 4    | 4    | 4    | 21 | 84% | Sangat Puas | 5 |
| 96          | 5                  | 5    | 5    | 4    | 4    | 23 | 92% | Sangat Puas | 5 |
| 97          | 4                  | 4    | 5    | 4    | 4    | 21 | 84% | Sangat Puas | 5 |
| 98          | 5                  | 4    | 5    | 4    | 4    | 22 | 88% | Sangat Puas | 5 |
| 99          | 4                  | 5    | 4    | 4    | 4    | 21 | 84% | Sangat Puas | 5 |
| 100         | 5                  | 4    | 4    | 4    | 4    | 21 | 84% | Sangat Puas | 5 |
| Total       | 409                | 403  | 411  | 404  | 404  |    |     |             |   |
| Mean        | 4.09               | 4.03 | 4.11 | 4.04 | 4.04 |    |     |             |   |
| Rerata      | 4.062              |      |      |      |      |    |     |             |   |
| Klasifikasi | <b>Sangat Puas</b> |      |      |      |      |    |     |             |   |

| No. | Uraian                       |    |    |    |     | r  | %    | Klasifikasi | Kode |
|-----|------------------------------|----|----|----|-----|----|------|-------------|------|
|     | Ketanggapan (Responsiveness) |    |    |    |     |    |      |             |      |
|     | P6                           | P7 | P8 | P9 | P10 |    |      |             |      |
| 1   | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 2   | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 3   | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 4   | 3                            | 4  | 3  | 4  | 3   | 17 | 68%  | Puas        | 4    |
| 5   | 3                            | 4  | 4  | 4  | 3   | 18 | 72%  | Puas        | 4    |
| 6   | 4                            | 3  | 4  | 4  | 4   | 19 | 76%  | Puas        | 4    |
| 7   | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 8   | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 9   | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 10  | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 11  | 3                            | 4  | 4  | 3  | 4   | 18 | 72%  | Puas        | 4    |
| 12  | 3                            | 3  | 4  | 3  | 3   | 16 | 64%  | Puas        | 4    |
| 13  | 3                            | 3  | 3  | 3  | 3   | 15 | 60%  | Kurang Puas | 3    |
| 14  | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 15  | 4                            | 3  | 3  | 4  | 4   | 18 | 72%  | Puas        | 4    |
| 16  | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 17  | 5                            | 5  | 4  | 4  | 4   | 22 | 88%  | Sangat Puas | 5    |
| 18  | 4                            | 4  | 4  | 3  | 3   | 18 | 72%  | Puas        | 4    |
| 19  | 4                            | 4  | 3  | 4  | 4   | 19 | 76%  | Puas        | 4    |
| 20  | 4                            | 4  | 5  | 5  | 5   | 23 | 92%  | Sangat Puas | 5    |
| 21  | 4                            | 4  | 5  | 5  | 5   | 23 | 92%  | Sangat Puas | 5    |
| 22  | 4                            | 4  | 5  | 5  | 5   | 23 | 92%  | Sangat Puas | 5    |
| 23  | 3                            | 3  | 3  | 4  | 4   | 17 | 68%  | Puas        | 4    |
| 24  | 5                            | 5  | 5  | 5  | 5   | 25 | 100% | Sangat Puas | 5    |
| 25  | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 26  | 5                            | 5  | 4  | 4  | 4   | 22 | 88%  | Sangat Puas | 5    |
| 27  | 4                            | 5  | 5  | 4  | 5   | 23 | 92%  | Sangat Puas | 5    |
| 28  | 5                            | 5  | 5  | 5  | 5   | 25 | 100% | Sangat Puas | 5    |
| 29  | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 30  | 5                            | 5  | 4  | 4  | 4   | 22 | 88%  | Sangat Puas | 5    |
| 31  | 4                            | 4  | 3  | 4  | 4   | 19 | 76%  | Puas        | 4    |
| 32  | 4                            | 4  | 5  | 5  | 5   | 23 | 92%  | Sangat Puas | 5    |
| 33  | 4                            | 4  | 3  | 4  | 4   | 19 | 76%  | Puas        | 4    |
| 34  | 4                            | 4  | 5  | 5  | 5   | 23 | 92%  | Sangat Puas | 5    |
| 35  | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 36  | 5                            | 5  | 4  | 4  | 4   | 22 | 88%  | Sangat Puas | 5    |
| 37  | 4                            | 4  | 4  | 3  | 4   | 19 | 76%  | Puas        | 4    |
| 38  | 4                            | 4  | 5  | 5  | 4   | 22 | 88%  | Sangat Puas | 5    |
| 39  | 4                            | 4  | 4  | 4  | 4   | 20 | 80%  | Puas        | 4    |
| 40  | 5                            | 5  | 4  | 5  | 5   | 24 | 96%  | Sangat Puas | 5    |

|    |   |   |   |   |   |    |     |             |   |
|----|---|---|---|---|---|----|-----|-------------|---|
| 41 | 5 | 5 | 4 | 4 | 4 | 22 | 88% | Sangat Puas | 5 |
| 42 | 4 | 5 | 4 | 4 | 4 | 21 | 84% | Sangat Puas | 5 |
| 43 | 4 | 5 | 4 | 4 | 4 | 21 | 84% | Sangat Puas | 5 |
| 44 | 5 | 4 | 4 | 4 | 5 | 22 | 88% | Sangat Puas | 5 |
| 45 | 4 | 4 | 4 | 4 | 5 | 21 | 84% | Sangat Puas | 5 |
| 46 | 4 | 4 | 4 | 4 | 5 | 21 | 84% | Sangat Puas | 5 |
| 47 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 48 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 49 | 3 | 3 | 3 | 3 | 3 | 15 | 60% | Kurang Puas | 3 |
| 50 | 3 | 4 | 4 | 3 | 3 | 17 | 68% | Puas        | 4 |
| 51 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 52 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 53 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 54 | 4 | 4 | 4 | 3 | 3 | 18 | 72% | Puas        | 4 |
| 55 | 4 | 3 | 3 | 3 | 4 | 17 | 68% | Puas        | 4 |
| 56 | 4 | 4 | 3 | 3 | 3 | 17 | 68% | Puas        | 4 |
| 57 | 4 | 4 | 3 | 4 | 4 | 19 | 76% | Puas        | 4 |
| 58 | 4 | 3 | 3 | 3 | 4 | 17 | 68% | Puas        | 4 |
| 59 | 4 | 4 | 3 | 3 | 4 | 18 | 72% | Puas        | 4 |
| 60 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 61 | 4 | 3 | 3 | 3 | 4 | 17 | 68% | Puas        | 4 |
| 62 | 4 | 3 | 3 | 3 | 4 | 17 | 68% | Puas        | 4 |
| 63 | 4 | 3 | 4 | 4 | 4 | 19 | 76% | Puas        | 4 |
| 64 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 65 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 66 | 3 | 3 | 3 | 3 | 4 | 16 | 64% | Puas        | 4 |
| 67 | 4 | 3 | 3 | 4 | 4 | 18 | 72% | Puas        | 4 |
| 68 | 4 | 3 | 4 | 4 | 4 | 19 | 76% | Puas        | 4 |
| 69 | 4 | 3 | 3 | 3 | 4 | 17 | 68% | Puas        | 4 |
| 70 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 71 | 4 | 3 | 4 | 4 | 4 | 19 | 76% | Puas        | 4 |
| 72 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 73 | 4 | 3 | 3 | 3 | 4 | 17 | 68% | Puas        | 4 |
| 74 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 75 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 76 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 77 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 78 | 4 | 3 | 4 | 4 | 4 | 19 | 76% | Puas        | 4 |
| 79 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 80 | 4 | 3 | 3 | 3 | 4 | 17 | 68% | Puas        | 4 |
| 81 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |
| 82 | 4 | 4 | 3 | 3 | 4 | 18 | 72% | Puas        | 4 |
| 83 | 4 | 4 | 4 | 4 | 4 | 20 | 80% | Puas        | 4 |

|             |             |      |      |      |      |    |     |      |   |
|-------------|-------------|------|------|------|------|----|-----|------|---|
| 84          | 4           | 3    | 4    | 4    | 4    | 19 | 76% | Puas | 4 |
| 85          | 4           | 4    | 4    | 4    | 4    | 20 | 80% | Puas | 4 |
| 86          | 4           | 3    | 3    | 3    | 4    | 17 | 68% | Puas | 4 |
| 87          | 4           | 4    | 4    | 4    | 4    | 20 | 80% | Puas | 4 |
| 88          | 4           | 4    | 4    | 4    | 4    | 20 | 80% | Puas | 4 |
| 89          | 4           | 4    | 4    | 4    | 4    | 20 | 80% | Puas | 4 |
| 90          | 4           | 4    | 4    | 4    | 4    | 20 | 80% | Puas | 4 |
| 91          | 4           | 3    | 4    | 4    | 4    | 19 | 76% | Puas | 4 |
| 92          | 4           | 4    | 4    | 4    | 4    | 20 | 80% | Puas | 5 |
| 93          | 5           | 4    | 3    | 4    | 4    | 20 | 80% | Puas | 5 |
| 94          | 4           | 4    | 4    | 4    | 4    | 20 | 80% | Puas | 4 |
| 95          | 4           | 3    | 4    | 4    | 4    | 19 | 76% | Puas | 5 |
| 96          | 4           | 4    | 3    | 4    | 4    | 19 | 76% | Puas | 4 |
| 97          | 5           | 4    | 4    | 4    | 4    | 21 | 84% | Puas | 5 |
| 98          | 4           | 3    | 4    | 4    | 4    | 19 | 76% | Puas | 5 |
| 99          | 4           | 4    | 4    | 4    | 4    | 20 | 80% | Puas | 4 |
| 100         | 4           | 4    | 4    | 3    | 4    | 19 | 76% | Puas | 5 |
| Total       | 402         | 387  | 385  | 388  | 403  |    |     |      |   |
| Mean        | 4.02        | 3.87 | 3.85 | 3.88 | 4.03 |    |     |      |   |
| Rerata      | 3.93        |      |      |      |      |    |     |      |   |
| Klasifikasi | <b>Puas</b> |      |      |      |      |    |     |      |   |

| No. | Uraian              |     |     |     |     | r  | %    | Klasifikasi | Kode |
|-----|---------------------|-----|-----|-----|-----|----|------|-------------|------|
|     | Jaminan (Assurance) |     |     |     |     |    |      |             |      |
|     | P11                 | P12 | P13 | P14 | P15 |    |      |             |      |
| 1   | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 2   | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 3   | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 4   | 3                   | 3   | 3   | 4   | 4   | 17 | 68%  | Puas        | 4    |
| 5   | 3                   | 3   | 3   | 4   | 4   | 17 | 68%  | Puas        | 4    |
| 6   | 3                   | 3   | 3   | 4   | 4   | 17 | 68%  | Puas        | 4    |
| 7   | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 8   | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 9   | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 10  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 11  | 2                   | 4   | 4   | 4   | 4   | 18 | 72%  | Puas        | 4    |
| 12  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 13  | 4                   | 3   | 3   | 3   | 3   | 16 | 64%  | Kurang Puas | 3    |
| 14  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 15  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 16  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 17  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 18  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 19  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 20  | 5                   | 4   | 4   | 4   | 4   | 21 | 84%  | Sangat Puas | 5    |
| 21  | 5                   | 4   | 4   | 4   | 4   | 21 | 84%  | Sangat Puas | 5    |
| 22  | 5                   | 4   | 4   | 4   | 4   | 21 | 84%  | Sangat Puas | 5    |
| 23  | 3                   | 3   | 4   | 5   | 3   | 18 | 72%  | Puas        | 4    |
| 24  | 5                   | 5   | 5   | 5   | 5   | 25 | 100% | Sangat Puas | 5    |
| 25  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 26  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 27  | 5                   | 4   | 4   | 5   | 4   | 22 | 88%  | Puas        | 4    |
| 28  | 4                   | 4   | 4   | 5   | 3   | 20 | 80%  | Puas        | 4    |
| 29  | 5                   | 5   | 5   | 5   | 5   | 25 | 100% | Sangat Puas | 5    |
| 30  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 31  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 32  | 5                   | 4   | 4   | 5   | 4   | 22 | 88%  | Sangat Puas | 5    |
| 33  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 34  | 5                   | 4   | 4   | 5   | 4   | 22 | 88%  | Sangat Puas | 5    |
| 35  | 4                   | 4   | 4   | 5   | 3   | 20 | 80%  | Puas        | 4    |
| 36  | 5                   | 5   | 5   | 5   | 5   | 25 | 100% | Sangat Puas | 5    |
| 37  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 38  | 5                   | 4   | 4   | 5   | 4   | 22 | 88%  | Sangat Puas | 5    |
| 39  | 4                   | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 40  | 5                   | 5   | 5   | 5   | 4   | 24 | 96%  | Sangat Puas | 5    |

|    |   |   |   |   |   |    |      |             |   |
|----|---|---|---|---|---|----|------|-------------|---|
| 41 | 5 | 4 | 4 | 4 | 4 | 21 | 84%  | Sangat Puas | 5 |
| 42 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Sangat Puas | 5 |
| 43 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 44 | 5 | 5 | 5 | 4 | 4 | 23 | 92%  | Sangat Puas | 5 |
| 45 | 5 | 5 | 5 | 4 | 4 | 23 | 92%  | Sangat Puas | 5 |
| 46 | 5 | 4 | 5 | 4 | 4 | 22 | 88%  | Sangat Puas | 5 |
| 47 | 5 | 4 | 4 | 4 | 4 | 21 | 84%  | Sangat Puas | 5 |
| 48 | 4 | 4 | 4 | 5 | 4 | 21 | 84%  | Sangat Puas | 5 |
| 49 | 4 | 3 | 3 | 4 | 4 | 18 | 72%  | Puas        | 4 |
| 50 | 4 | 3 | 3 | 4 | 4 | 18 | 72%  | Puas        | 4 |
| 51 | 5 | 4 | 4 | 4 | 4 | 21 | 84%  | Sangat Puas | 5 |
| 52 | 5 | 4 | 4 | 4 | 5 | 22 | 88%  | Sangat Puas | 5 |
| 53 | 5 | 4 | 4 | 4 | 5 | 22 | 88%  | Sangat Puas | 5 |
| 54 | 5 | 4 | 4 | 3 | 3 | 19 | 76%  | Puas        | 4 |
| 55 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 56 | 4 | 4 | 4 | 3 | 4 | 19 | 76%  | Puas        | 4 |
| 57 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 58 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 59 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 60 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 61 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 62 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 63 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 64 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 65 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 66 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 67 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 68 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 69 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 70 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Sangat Puas | 5 |
| 71 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 72 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 73 | 4 | 4 | 4 | 3 | 4 | 19 | 76%  | Puas        | 4 |
| 74 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 75 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 76 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 77 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 78 | 3 | 4 | 4 | 4 | 4 | 19 | 76%  | Puas        | 4 |
| 79 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 80 | 4 | 4 | 4 | 5 | 4 | 21 | 84%  | Sangat Puas | 5 |
| 81 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 82 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 83 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |

|             |                    |      |      |      |      |    |     |             |   |
|-------------|--------------------|------|------|------|------|----|-----|-------------|---|
| 84          | 4                  | 4    | 4    | 3    | 4    | 19 | 76% | Puas        | 4 |
| 85          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 86          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 87          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 88          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 89          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 90          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 91          | 4                  | 4    | 4    | 3    | 4    | 19 | 76% | Puas        | 4 |
| 92          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 93          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 94          | 4                  | 4    | 4    | 4    | 4    | 20 | 80% | Puas        | 4 |
| 95          | 4                  | 4    | 4    | 3    | 4    | 19 | 76% | Puas        | 4 |
| 96          | 4                  | 4    | 4    | 5    | 4    | 21 | 84% | Sangat Puas | 5 |
| 97          | 4                  | 4    | 4    | 5    | 4    | 21 | 84% | Sangat Puas | 5 |
| 98          | 4                  | 4    | 4    | 5    | 4    | 21 | 84% | Sangat Puas | 5 |
| 99          | 4                  | 4    | 4    | 3    | 3    | 18 | 72% | Puas        | 4 |
| 100         | 4                  | 4    | 4    | 3    | 4    | 19 | 76% | Puas        | 4 |
| Total       | 415                | 401  | 403  | 409  | 401  |    |     |             |   |
| Mean        | 4.15               | 4.01 | 4.03 | 4.09 | 4.01 |    |     |             |   |
| Rerata      | 4.058              |      |      |      |      |    |     |             |   |
| Klasifikasi | <b>Sangat Puas</b> |      |      |      |      |    |     |             |   |

| No. | Uraian           |     |     |     |     | r  | %    | Klasifikasi | Kode |
|-----|------------------|-----|-----|-----|-----|----|------|-------------|------|
|     | Empati (Empathy) |     |     |     |     |    |      |             |      |
|     | P16              | P17 | P18 | P19 | P20 |    |      |             |      |
| 1   | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 2   | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 3   | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 4   | 4                | 3   | 4   | 4   | 4   | 19 | 76%  | Puas        | 4    |
| 5   | 4                | 4   | 3   | 4   | 4   | 19 | 76%  | Puas        | 4    |
| 6   | 3                | 4   | 3   | 4   | 3   | 17 | 68%  | Puas        | 4    |
| 7   | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 8   | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 9   | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 10  | 4                | 4   | 4   | 4   | 3   | 19 | 76%  | Puas        | 4    |
| 11  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 12  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 13  | 3                | 3   | 3   | 4   | 4   | 17 | 68%  | Kurang Puas | 3    |
| 14  | 4                | 4   | 3   | 4   | 4   | 19 | 76%  | Puas        | 4    |
| 15  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 16  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 17  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Sangat Puas | 5    |
| 18  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Kurang Puas | 3    |
| 19  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 20  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Sangat Puas | 5    |
| 21  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Sangat Puas | 5    |
| 22  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Sangat Puas | 5    |
| 23  | 3                | 5   | 4   | 4   | 3   | 19 | 76%  | Kurang Puas | 3    |
| 24  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Sangat Puas | 5    |
| 25  | 4                | 4   | 5   | 5   | 5   | 23 | 92%  | Puas        | 4    |
| 26  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 27  | 5                | 5   | 5   | 4   | 5   | 24 | 96%  | Puas        | 4    |
| 28  | 4                | 5   | 4   | 4   | 5   | 22 | 88%  | Sangat Puas | 5    |
| 29  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Sangat Puas | 5    |
| 30  | 4                | 4   | 5   | 5   | 5   | 23 | 92%  | Sangat Puas | 5    |
| 31  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 32  | 5                | 5   | 5   | 4   | 5   | 24 | 96%  | Puas        | 4    |
| 33  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Sangat Puas | 5    |
| 34  | 4                | 4   | 5   | 5   | 5   | 23 | 92%  | Puas        | 4    |
| 35  | 4                | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 36  | 5                | 5   | 5   | 4   | 5   | 24 | 96%  | Puas        | 4    |
| 37  | 4                | 5   | 4   | 4   | 4   | 21 | 84%  | Puas        | 4    |
| 38  | 5                | 5   | 5   | 4   | 5   | 24 | 96%  | Puas        | 4    |
| 39  | 4                | 5   | 4   | 4   | 4   | 21 | 84%  | Puas        | 4    |
| 40  | 5                | 5   | 5   | 5   | 5   | 25 | 100% | Sangat Puas | 5    |

|    |   |   |   |   |   |    |      |             |   |
|----|---|---|---|---|---|----|------|-------------|---|
| 41 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Sangat Puas | 5 |
| 42 | 5 | 5 | 4 | 4 | 4 | 22 | 88%  | Sangat Puas | 5 |
| 43 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Sangat Puas | 5 |
| 44 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Puas        | 4 |
| 45 | 5 | 5 | 4 | 4 | 4 | 22 | 88%  | Sangat Puas | 5 |
| 46 | 4 | 4 | 4 | 4 | 5 | 21 | 84%  | Puas        | 4 |
| 47 | 5 | 5 | 5 | 4 | 4 | 23 | 92%  | Puas        | 4 |
| 48 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 49 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Kurang Puas | 3 |
| 50 | 3 | 4 | 3 | 3 | 3 | 16 | 64%  | Puas        | 4 |
| 51 | 5 | 5 | 4 | 4 | 4 | 22 | 88%  | Puas        | 4 |
| 52 | 5 | 5 | 4 | 4 | 5 | 23 | 92%  | Puas        | 4 |
| 53 | 5 | 5 | 4 | 5 | 5 | 24 | 96%  | Puas        | 4 |
| 54 | 5 | 5 | 3 | 4 | 3 | 20 | 80%  | Sangat Puas | 5 |
| 55 | 5 | 4 | 4 | 4 | 4 | 21 | 84%  | Puas        | 4 |
| 56 | 4 | 5 | 4 | 4 | 4 | 21 | 84%  | Puas        | 4 |
| 57 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 58 | 5 | 4 | 4 | 4 | 4 | 21 | 84%  | Puas        | 4 |
| 59 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 60 | 4 | 5 | 4 | 4 | 4 | 21 | 84%  | Puas        | 4 |
| 61 | 5 | 4 | 4 | 4 | 3 | 20 | 80%  | Puas        | 4 |
| 62 | 5 | 4 | 4 | 4 | 4 | 21 | 84%  | Puas        | 4 |
| 63 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 64 | 5 | 5 | 4 | 4 | 4 | 22 | 88%  | Puas        | 4 |
| 65 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 66 | 5 | 5 | 5 | 4 | 4 | 23 | 92%  | Puas        | 4 |
| 67 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 68 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 69 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 70 | 5 | 5 | 5 | 5 | 4 | 24 | 96%  | Puas        | 4 |
| 71 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 72 | 5 | 5 | 4 | 4 | 4 | 22 | 88%  | Puas        | 4 |
| 73 | 5 | 5 | 4 | 4 | 4 | 22 | 88%  | Puas        | 4 |
| 74 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 75 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 76 | 5 | 5 | 4 | 4 | 4 | 22 | 88%  | Puas        | 4 |
| 77 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 78 | 4 | 4 | 4 | 4 | 3 | 19 | 76%  | Puas        | 4 |
| 79 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 80 | 5 | 4 | 4 | 4 | 4 | 21 | 84%  | Sangat Puas | 5 |
| 81 | 4 | 4 | 4 | 4 | 3 | 19 | 76%  | Puas        | 4 |
| 82 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 83 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |

|             |                    |      |     |      |      |    |     |             |   |
|-------------|--------------------|------|-----|------|------|----|-----|-------------|---|
| 84          | 5                  | 5    | 4   | 4    | 4    | 22 | 88% | Puas        | 4 |
| 85          | 4                  | 4    | 4   | 4    | 4    | 20 | 80% | Puas        | 4 |
| 86          | 4                  | 4    | 4   | 4    | 4    | 20 | 80% | Puas        | 4 |
| 87          | 4                  | 4    | 4   | 4    | 4    | 20 | 80% | Puas        | 4 |
| 88          | 4                  | 4    | 4   | 4    | 4    | 20 | 80% | Puas        | 4 |
| 89          | 4                  | 4    | 4   | 4    | 4    | 20 | 80% | Puas        | 4 |
| 90          | 4                  | 4    | 4   | 4    | 4    | 20 | 80% | Puas        | 4 |
| 91          | 5                  | 5    | 4   | 4    | 3    | 21 | 84% | Puas        | 4 |
| 92          | 5                  | 5    | 4   | 4    | 4    | 22 | 88% | Sangat Puas | 5 |
| 93          | 4                  | 4    | 4   | 4    | 4    | 20 | 80% | Sangat Puas | 5 |
| 94          | 5                  | 5    | 5   | 4    | 4    | 23 | 92% | Puas        | 4 |
| 95          | 4                  | 4    | 4   | 4    | 4    | 20 | 80% | Sangat Puas | 5 |
| 96          | 5                  | 5    | 4   | 4    | 4    | 22 | 88% | Sangat Puas | 5 |
| 97          | 5                  | 5    | 4   | 4    | 4    | 22 | 88% | Sangat Puas | 5 |
| 98          | 5                  | 4    | 4   | 4    | 4    | 21 | 84% | Sangat Puas | 5 |
| 99          | 4                  | 5    | 5   | 4    | 4    | 22 | 88% | Sangat Puas | 5 |
| 100         | 4                  | 4    | 4   | 4    | 4    | 20 | 80% | Sangat Puas | 5 |
| Total       | 429                | 432  | 410 | 408  | 406  |    |     |             |   |
| Mean        | 4.29               | 4.32 | 4.1 | 4.08 | 4.06 |    |     |             |   |
| Rerata      | 4.17               |      |     |      |      |    |     |             |   |
| Klasifikasi | <b>Sangat Puas</b> |      |     |      |      |    |     |             |   |

| No. | Uraian                 |     |     |     |     | r  | %    | Klasifikasi | Kode |
|-----|------------------------|-----|-----|-----|-----|----|------|-------------|------|
|     | Bukti Fisik (Tangible) |     |     |     |     |    |      |             |      |
|     | P21                    | P22 | P23 | P24 | P25 |    |      |             |      |
| 1   | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 2   | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 3   | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 4   | 3                      | 3   | 3   | 4   | 4   | 17 | 68%  | Puas        | 4    |
| 5   | 3                      | 4   | 3   | 4   | 3   | 17 | 68%  | Puas        | 4    |
| 6   | 4                      | 4   | 4   | 3   | 3   | 18 | 72%  | Puas        | 4    |
| 7   | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 8   | 3                      | 3   | 4   | 4   | 4   | 18 | 72%  | Puas        | 4    |
| 9   | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 10  | 4                      | 5   | 5   | 4   | 4   | 22 | 88%  | Puas        | 4    |
| 11  | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 12  | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 13  | 4                      | 3   | 4   | 4   | 4   | 19 | 76%  | Kurang Puas | 3    |
| 14  | 4                      | 3   | 4   | 4   | 4   | 19 | 76%  | Puas        | 4    |
| 15  | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 16  | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 17  | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Sangat Puas | 5    |
| 18  | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Kurang Puas | 3    |
| 19  | 4                      | 5   | 5   | 5   | 5   | 24 | 96%  | Puas        | 4    |
| 20  | 5                      | 5   | 5   | 5   | 5   | 25 | 100% | Sangat Puas | 5    |
| 21  | 5                      | 5   | 5   | 5   | 5   | 25 | 100% | Sangat Puas | 5    |
| 22  | 5                      | 5   | 5   | 5   | 5   | 25 | 100% | Sangat Puas | 5    |
| 23  | 3                      | 5   | 3   | 5   | 3   | 19 | 76%  | Kurang Puas | 3    |
| 24  | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Sangat Puas | 5    |
| 25  | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 26  | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 27  | 5                      | 5   | 4   | 4   | 5   | 23 | 92%  | Puas        | 4    |
| 28  | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Sangat Puas | 5    |
| 29  | 4                      | 5   | 5   | 5   | 5   | 24 | 96%  | Sangat Puas | 5    |
| 30  | 5                      | 5   | 5   | 5   | 5   | 25 | 100% | Sangat Puas | 5    |
| 31  | 5                      | 5   | 5   | 5   | 5   | 25 | 100% | Puas        | 4    |
| 32  | 4                      | 4   | 4   | 4   | 4   | 20 | 80%  | Puas        | 4    |
| 33  | 4                      | 5   | 5   | 5   | 5   | 24 | 96%  | Sangat Puas | 5    |
| 34  | 5                      | 5   | 5   | 5   | 5   | 25 | 100% | Puas        | 4    |
| 35  | 5                      | 5   | 5   | 5   | 5   | 25 | 100% | Puas        | 4    |
| 36  | 5                      | 5   | 5   | 5   | 5   | 25 | 100% | Puas        | 4    |
| 37  | 5                      | 5   | 5   | 5   | 5   | 25 | 100% | Puas        | 4    |
| 38  | 4                      | 5   | 5   | 4   | 4   | 22 | 88%  | Puas        | 4    |
| 39  | 4                      | 5   | 5   | 5   | 5   | 24 | 96%  | Puas        | 4    |
| 40  | 5                      | 5   | 5   | 5   | 5   | 25 | 100% | Sangat Puas | 5    |

|    |   |   |   |   |   |    |      |             |   |
|----|---|---|---|---|---|----|------|-------------|---|
| 41 | 4 | 5 | 5 | 5 | 5 | 24 | 96%  | Sangat Puas | 5 |
| 42 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Sangat Puas | 5 |
| 43 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Sangat Puas | 5 |
| 44 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Puas        | 4 |
| 45 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Sangat Puas | 5 |
| 46 | 4 | 4 | 5 | 4 | 4 | 21 | 84%  | Puas        | 4 |
| 47 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Puas        | 4 |
| 48 | 4 | 4 | 5 | 5 | 5 | 23 | 92%  | Puas        | 4 |
| 49 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Kurang Puas | 3 |
| 50 | 5 | 5 | 5 | 3 | 3 | 21 | 84%  | Puas        | 4 |
| 51 | 5 | 4 | 5 | 5 | 5 | 24 | 96%  | Puas        | 4 |
| 52 | 5 | 5 | 4 | 5 | 5 | 24 | 96%  | Puas        | 4 |
| 53 | 5 | 5 | 5 | 4 | 5 | 24 | 96%  | Puas        | 4 |
| 54 | 5 | 5 | 5 | 4 | 5 | 24 | 96%  | Sangat Puas | 5 |
| 55 | 5 | 4 | 4 | 4 | 4 | 21 | 84%  | Puas        | 4 |
| 56 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Puas        | 4 |
| 57 | 4 | 4 | 5 | 4 | 4 | 21 | 84%  | Puas        | 4 |
| 58 | 4 | 4 | 4 | 5 | 5 | 22 | 88%  | Puas        | 4 |
| 59 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 60 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Puas        | 4 |
| 61 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Puas        | 4 |
| 62 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Puas        | 4 |
| 63 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 64 | 4 | 4 | 4 | 5 | 5 | 22 | 88%  | Puas        | 4 |
| 65 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 66 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 67 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 68 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 69 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 70 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Puas        | 4 |
| 71 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 72 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Puas        | 4 |
| 73 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Puas        | 4 |
| 74 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 75 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 76 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Puas        | 4 |
| 77 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 78 | 4 | 4 | 4 | 5 | 5 | 22 | 88%  | Puas        | 4 |
| 79 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 80 | 5 | 5 | 5 | 5 | 5 | 25 | 100% | Sangat Puas | 5 |
| 81 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |
| 82 | 3 | 3 | 4 | 4 | 4 | 18 | 72%  | Puas        | 4 |
| 83 | 4 | 4 | 4 | 4 | 4 | 20 | 80%  | Puas        | 4 |

|             |                    |      |      |      |      |    |      |             |   |
|-------------|--------------------|------|------|------|------|----|------|-------------|---|
| 84          | 5                  | 5    | 5    | 5    | 5    | 25 | 100% | Puas        | 4 |
| 85          | 4                  | 4    | 4    | 4    | 4    | 20 | 80%  | Puas        | 4 |
| 86          | 5                  | 5    | 5    | 5    | 5    | 25 | 100% | Puas        | 4 |
| 87          | 5                  | 5    | 5    | 5    | 5    | 25 | 100% | Puas        | 4 |
| 88          | 4                  | 4    | 4    | 4    | 4    | 20 | 80%  | Puas        | 4 |
| 89          | 4                  | 4    | 4    | 4    | 4    | 20 | 80%  | Puas        | 4 |
| 90          | 4                  | 4    | 4    | 4    | 4    | 20 | 80%  | Puas        | 4 |
| 91          | 5                  | 5    | 5    | 5    | 5    | 25 | 100% | Puas        | 4 |
| 92          | 5                  | 5    | 5    | 5    | 5    | 25 | 100% | Sangat Puas | 5 |
| 93          | 4                  | 4    | 4    | 4    | 4    | 20 | 80%  | Sangat Puas | 5 |
| 94          | 4                  | 5    | 5    | 4    | 4    | 22 | 88%  | Puas        | 4 |
| 95          | 5                  | 5    | 5    | 4    | 4    | 23 | 92%  | Sangat Puas | 5 |
| 96          | 5                  | 5    | 5    | 5    | 5    | 25 | 100% | Sangat Puas | 5 |
| 97          | 5                  | 5    | 4    | 4    | 4    | 22 | 88%  | Sangat Puas | 5 |
| 98          | 4                  | 4    | 5    | 5    | 5    | 23 | 92%  | Sangat Puas | 5 |
| 99          | 5                  | 4    | 5    | 5    | 4    | 23 | 92%  | Sangat Puas | 5 |
| 100         | 5                  | 5    | 5    | 5    | 5    | 25 | 100% | Sangat Puas | 5 |
| Total       | 436                | 442  | 446  | 443  | 442  |    |      |             |   |
| Mean        | 4.36               | 4.42 | 4.46 | 4.43 | 4.42 |    |      |             |   |
| Rerata      | 4.418              |      |      |      |      |    |      |             |   |
| Klasifikasi | <b>Sangat Puas</b> |      |      |      |      |    |      |             |   |

## LAMPIRAN 8

### Perhitungan Persentase Skor

Diketahui : Total Skor Dimensi *Reliability* = 2031

Total Skor Dimensi *Responsiveness* = 1975

Total Skor Dimensi *Assurance* = 2029

Total Skor Dimensi *Empathy* = 2085

Total Skor Dimensi *Tangible* = 2085

Butir Soal tiap Dimensi = 5

Nilai Skor Tertinggi = 5

Jumlah Responden = 100

#### Dimensi *Reliability*

1. Skor Rata-rata =  $\frac{\text{Total Skor Responden}}{\text{Jumlah Butir Soal}}$   
 $= \frac{2031}{5} = 406,2$
2. Skor ideal = jumlah responden x nilai skor tertinggi  
 $= 100 \times 5 = 500$
3. Persentase Skor =  $\frac{\text{Jumlah Rata-rata Skor}}{\text{Skor Ideal}} \times 100$   
 $= \frac{406,2}{5} \times 100 = 81,24$

#### Dimensi *Responsiveness*

1. Skor Rata-rata =  $\frac{\text{Total Skor Responden}}{\text{Jumlah Butir Soal}}$

$$= \frac{1975}{5} = 395$$

$$\begin{aligned} 2. \text{ Skor ideal} &= \text{jumlah responden} \times \text{nilai skor tertinggi} \\ &= 100 \times 5 = 500 \end{aligned}$$

$$\begin{aligned} 3. \text{ Persentase Skor} &= \frac{\text{Jumlah Rata-rata Skor}}{\text{Skor Ideal}} \times 100 \\ &= \frac{395}{5} \times 100 = 79,00 \end{aligned}$$

#### **Dimensi Assurance**

$$\begin{aligned} 1. \text{ Skor Rata-rata} &= \frac{\text{Total Skor Responden}}{\text{Jumlah Butir Soal}} \\ &= \frac{2029}{5} = 405,8 \end{aligned}$$

$$\begin{aligned} 2. \text{ Skor ideal} &= \text{jumlah responden} \times \text{nilai skor tertinggi} \\ &= 100 \times 5 = 500 \end{aligned}$$

$$\begin{aligned} 3. \text{ Persentase Skor} &= \frac{\text{Jumlah Rata-rata Skor}}{\text{Skor Ideal}} \times 100 \\ &= \frac{405,8}{5} \times 100 = 81,16 \end{aligned}$$

#### **Dimensi Empathy**

$$\begin{aligned} 1. \text{ Skor Rata-rata} &= \frac{\text{Total Skor Responden}}{\text{Jumlah Butir Soal}} \\ &= \frac{2085}{5} = 417 \end{aligned}$$

$$\begin{aligned} 2. \text{ Skor ideal} &= \text{jumlah responden} \times \text{nilai skor tertinggi} \\ &= 100 \times 5 = 500 \end{aligned}$$

$$\begin{aligned} 3. \text{ Persentase Skor} &= \frac{\text{Jumlah Rata-rata Skor}}{\text{Skor Ideal}} \times 100 \\ &= \frac{417}{5} \times 100 = 83,40 \end{aligned}$$

#### **Dimensi Tangible**

$$\begin{aligned} 1. \text{ Skor Rata-rata} &= \frac{\text{Total Skor Responden}}{\text{Jumlah Butir Soal}} \\ &= \frac{2085}{5} = 417 \end{aligned}$$

2. Skor ideal = jumlah responden x nilai skor tertinggi

$$= 100 \times 5 = 500$$

3. Persentase Skor =  $\frac{\text{Jumlah Rata-rata Skor}}{\text{Skor Ideal}} \times 100$

$$= \frac{417}{5} \times 100 = 83,40$$

### Frekuensi

| Umur              |           |         |               |                    |
|-------------------|-----------|---------|---------------|--------------------|
|                   | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid 17-25 tahun | 22        | 22      | 22            | 22                 |
| 26-45 tahun       | 41        | 41      | 41            | 63                 |
| 46-55 tahun       | 26        | 26      | 26            | 89                 |
| >55 tahun         | 11        | 11      | 11            | 100                |

### Pendidikan

|                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Tidak tamat SD | 1         | 1       | 1             | 1                  |
| SD                   | 7         | 7       | 7             | 8                  |
| SMP                  | 21        | 21      | 21            | 29                 |
| SMA                  | 50        | 50      | 50            | 79                 |
| Perguruan Tinggi     | 21        | 21      | 21            | 100                |

### Pekerjaan

|                         | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------------------|-----------|---------|---------------|--------------------|
| Valid Pelajar/Mahasiswa | 11        | 11      | 11            | 11                 |
| Petani                  | 8         | 8       | 8             | 19                 |
| Ibu Rumah Tangga        | 40        | 40      | 40            | 59                 |
| Pegawai Negeri          | 12        | 12      | 12            | 71                 |
| Pegawai Swasta          | 29        | 29      | 29            | 100                |

**P1**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 6                | 6              | 6                        | 6                             |
| Puas             | 79               | 79             | 79                       | 85                            |
| Sangat Puas      | 15               | 15             | 15                       | 100                           |

**P2**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 2                | 2              | 2                        | 2                             |
| Cukup Puas       | 7                | 7              | 7                        | 9                             |
| Puas             | 77               | 77             | 77                       | 86                            |
| Sangat Puas      | 14               | 14             | 14                       | 100                           |

**P3**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 8                | 8              | 8                        | 8                             |
| Puas             | 73               | 73             | 73                       | 81                            |
| Sangat Puas      | 19               | 19             | 19                       | 100                           |

**P4**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 7                | 7              | 7                        | 7                             |
| Puas             | 82               | 82             | 82                       | 89                            |
| Sangat Puas      | 11               | 11             | 11                       | 100                           |

**P5**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 7                | 7              | 7                        | 7                             |
| Puas             | 82               | 82             | 82                       | 89                            |
| Sangat Puas      | 11               | 11             | 11                       | 100                           |

**P6**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 9                | 9              | 9                        | 9                             |
| Puas             | 80               | 80             | 80                       | 89                            |
| Sangat Puas      | 11               | 11             | 11                       | 100                           |

**P7**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 24               | 24             | 24                       | 24                            |
| Puas             | 65               | 65             | 65                       | 89                            |
| Sangat Puas      | 11               | 11             | 11                       | 100                           |

**P8**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 24               | 24             | 24                       | 24                            |
| Puas             | 67               | 67             | 67                       | 91                            |
| Sangat Puas      | 9                | 9              | 9                        | 100                           |

**P9**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 21               | 21             | 21                       | 21                            |
| Puas             | 70               | 70             | 70                       | 91                            |
| Sangat Puas      | 9                | 9              | 9                        | 100                           |

**P10**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 9                | 9              | 9                        | 9                             |
| Puas             | 79               | 79             | 79                       | 88                            |
| Sangat Puas      | 12               | 12             | 12                       | 100                           |

**P11**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 1                | 1              | 1                        | 1                             |
| Cukup Puas       | 5                | 5              | 5                        | 6                             |
| Puas             | 72               | 72             | 72                       | 78                            |
| Sangat Puas      | 22               | 22             | 22                       | 100                           |

**P12**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 7                | 7              | 7                        | 7                             |
| Puas             | 85               | 85             | 85                       | 92                            |
| Sangat Puas      | 8                | 8              | 8                        | 100                           |

**P13**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 6                | 6              | 6                        | 6                             |
| Puas             | 85               | 85             | 85                       | 91                            |
| Sangat Puas      | 9                | 9              | 9                        | 100                           |

**P14**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 9                | 9              | 9                        | 9                             |
| Puas             | 73               | 73             | 73                       | 82                            |
| Sangat Puas      | 18               | 18             | 18                       | 100                           |

**P15**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 6                | 6              | 6                        | 6                             |
| Puas             | 87               | 87             | 87                       | 93                            |
| Sangat Puas      | 7                | 7              | 7                        | 100                           |

**P16**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 4                | 4              | 4                        | 4                             |
| Puas             | 63               | 63             | 63                       | 67                            |
| Sangat Puas      | 33               | 33             | 33                       | 100                           |

**P17**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 2                | 2              | 2                        | 2                             |
| Puas             | 64               | 64             | 64                       | 66                            |
| Sangat Puas      | 33               | 33             | 33                       | 100                           |

**P18**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 6                | 6              | 6                        | 6                             |
| Puas             | 78               | 78             | 78                       | 78                            |
| Sangat Puas      | 16               | 16             | 16                       | 100                           |

**P19**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 1                | 1              | 1                        | 1                             |
| Puas             | 90               | 90             | 90                       | 91                            |
| Sangat Puas      | 9                | 9              | 9                        | 100                           |

**P20**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 9                | 9              | 9                        | 9                             |
| Puas             | 76               | 76             | 76                       | 85                            |
| Sangat Puas      | 15               | 15             | 15                       | 100                           |

**P21**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 5                | 5              | 5                        | 5                             |
| Puas             | 54               | 54             | 54                       | 59                            |
| Sangat Puas      | 41               | 41             | 41                       | 100                           |

**P22**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 5                | 5              | 5                        | 5                             |
| Puas             | 48               | 48             | 48                       | 53                            |
| Sangat Puas      | 47               | 47             | 47                       | 100                           |

**P23**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 3                | 3              | 3                        | 3                             |
| Puas             | 48               | 48             | 48                       | 51                            |
| Sangat Puas      | 49               | 49             | 49                       | 100                           |

**P24**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 2                | 2              | 2                        | 2                             |
| Puas             | 53               | 53             | 53                       | 55                            |
| Sangat Puas      | 45               | 45             | 45                       | 100                           |

**P25**

|                  | <b>Frequency</b> | <b>Percent</b> | <b>Valid<br/>Percent</b> | <b>Cumulative<br/>Percent</b> |
|------------------|------------------|----------------|--------------------------|-------------------------------|
| Valid Tidak Puas | 0                | 0              | 0                        | 0                             |
| Kurang Puas      | 0                | 0              | 0                        | 0                             |
| Cukup Puas       | 4                | 4              | 4                        | 4                             |
| Puas             | 50               | 50             | 50                       | 54                            |
| Sangat Puas      | 46               | 46             | 46                       | 100                           |

LAMPIRAN 9

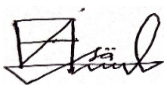
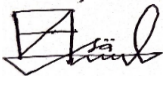
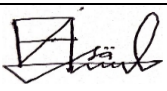
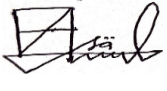
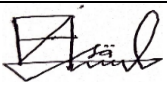
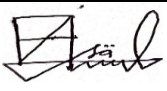
**LEMBAR KONSULTASI  
LAPORAN TUGAS AKHIR**

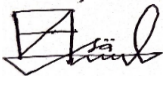
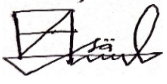
NAMA : Helda Mahliyani

NPM : 11023192021

JUDUL LTA : Gambaran Kepuasan Pasien Terhadap Pelayanan  
Kefarmasian di UPT Puskesmas Gambut

DOSEN PEMBIMBING I : Faisal Rahman, M. Pharm.S.ci., Apt

| No. | Hari/Tanggal                 | Materi                     | Saran Pembimbing                                                                                  | Paraf                                                                                 |
|-----|------------------------------|----------------------------|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1   | Senin / 20<br>Januari 2020   | Diskusi Judul              | Judul sudah OK, Tinggal cari jurnal atau penelitian yang sesuai sebagai dasar                     |   |
| 2   | Selasa / 4<br>Februari 2020  | BAB 1 dan<br>BAB 2         | Latar belakang dan Tinjauan Pustaka sudah OK, tapi perlu ditambahkan lagi referensinya            |  |
| 3   | Kamis / 6<br>Februari 2020   | BAB 1 dan<br>BAB 2         | Rumusan masalah dan Tujuan Penelitian di sesuaikan lagi                                           |  |
| 4   | Selasa / 11<br>Februari 2020 | BAB 1, BAB<br>2, dan BAB 3 | BAB 1, BAB 2, dan BAB 3 sudah OK, siapkan untuk pembahasan                                        |  |
| 5   | Senin / 1 Juni<br>2020       | BAB 4                      | Pembahasan sudah ok, tinggal buat kesimpulan yang sesuai dengan tujuan penelitian                 |  |
| 6   | Sabtu / 13<br>Juni 2020      | BAB 4 dan<br>BAB 5         | BAB 4 dan BAB 5 Ok, Lengkapi dengan Kelengkapan LTA yang lain, seperti cover, daftar halaman, dll |  |

|   |                          |                        |                                                                                 |                                                                                     |
|---|--------------------------|------------------------|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 7 | Jumat / 26<br>Juni 2020  | Penulisan dan<br>Dapus | Perbaiki penulisan yang<br>masih salah dan tabel dan<br>lengkapi Daftar Pustaka |  |
| 8 | Selasa / 30<br>Juni 2020 | ACC LTA                | LTA sudah Fix dan Siap di<br>ajukan                                             |  |

LAMPIRAN 10

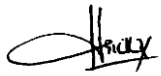
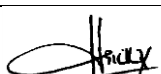
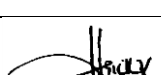
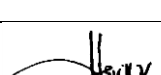
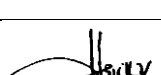
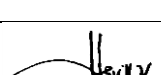
**LEMBAR KONSULTASI**  
**LAPORAN TUGAS AKHIR**

NAMA : Helda Mahliyani

NPM : 11023192021

JUDUL LTA : Gambaran Kepuasan Pasien Terhadap Pelayanan  
Kefarmasian di UPT Puskesmas Gambut

DOSEN PEMBIMBING II : Fitria Handayni, S. Farm., Apt

| No. | Hari/Tanggal               | Materi                     | Saran Pembimbing                                                                       | Paraf                                                                                 |
|-----|----------------------------|----------------------------|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1   | Kamis / 23<br>Januari 2020 | Diskusi Judul              | OK, cari referensi yang relevan                                                        |   |
| 2   | Kamis / 6<br>Februari 2020 | BAB 1 dan<br>BAB 2         | Perlu ditambahkan lagi Referensinya                                                    |  |
| 3   | Kamis / 5<br>Maret 2020    | BAB 1 dan<br>BAB 2         | Rumusan masalah dan Tujuan Penelitian di sesuaikan                                     |  |
| 4   | Kamis / 12<br>Maret 2020   | BAB 1, BAB<br>2, dan BAB 3 | Sudah OK, Lanjutkan ke pembahasan                                                      |  |
| 5   | Kamis / 4<br>Juni 2020     | BAB 4                      | Buat kesimpulan yang sesuai dengan tujuan penelitian                                   |  |
| 6   | Senin / 15<br>Juni 2020    | BAB 4 dan<br>BAB 5         | Sudah Ok, tambah cover, daftar isi                                                     |  |
| 7   | Sabtu / 27<br>Juni 2020    | Penulisan dan<br>Dapus     | Perlu perbaikan dalam penulisan yang masih salah dan tabel dan lengkapi Daftar Pustaka |  |
| 8   | Senin / 29<br>Juni 2020    | ACC LTA                    | Siap di ajukan                                                                         |  |

## LAMPIRAN 11

### RIWAYAT HIDUP



#### A. IDENTITAS DIRI

Nama : Helda Mahliyani  
NPM : 11023192021  
Tempat/Tanggal Lahir : Kandangan / 16 Juni 1990  
Jenis Kelamin : Perempuan  
Agama : Islam  
Suku/Kebangsaan : Banjar / Indonesia  
Alamat : Jl. Pemajatan KM 1,5 Pondok Rumbia Mas 2 Jalur  
2 No 70 RT 7 Gambut 70652

#### B. IDENTITAS ORANG TUA

Nama Ayah / Ibu : Samsudin, S.Ap / Hamsinah Milawati  
Pekerjaan : ASN / Ibu Rumah Tangga  
Alamat : Jl. A. Yani KM 14,5 Komplek Sejahtera Mandiri  
Asri Blok B No 75 Gambut 70652

#### C. PENDIDIKAN

1. Taman Kanak-kanak Tahun 1996
2. Tamat SD Negeri Kertak Hanyar 1-3 Tahun 2002
3. Tamat Madrasah Tsanawiyah Negeri Banjar Selatan Tahun 2005
4. Tamat SMK Farmasi ISFI Banjarmasin Tahun 2008
5. Program Studi D3 Farmasi Universitas Muhammadiyah Banjarmasin  
Tahun 2019 Sampai Sekarang