

DAFTAR ISI

HALAMAN JUDUL	i
LEMBAR PERSETUJUAN	Error! Bookmark not defined.
LEMBAR PENGESAHAN	Error! Bookmark not defined.
LEMBAR PERNYATAAN	Error! Bookmark not defined.
KATA PENGANTAR.....	Error! Bookmark not defined.
ABSTRAK	Error! Bookmark not defined.
ABSTRACT	Error! Bookmark not defined.
DAFTAR ISI.....	ix
DAFTAR TABEL	xiii
DAFTAR GAMBAR.....	xiv
DAFTAR LAMPIRAN	xv
DAFTAR RUMUS	xvii
BAB I PENDAHULUAN.....	Error! Bookmark not defined.
1.1 Latar Belakang	Error! Bookmark not defined.
1.2 Rumusan Masalah	Error! Bookmark not defined.
1.3 Tujuan Penelitian.....	Error! Bookmark not defined.
1.4 Manfaat.....	Error! Bookmark not defined.
1.5 Batasan Masalah.....	Error! Bookmark not defined.
BAB II TINJAUAN PUSTAKA.....	Error! Bookmark not defined.
2.1 Kualitas Pelayanan	Error! Bookmark not defined.
2.1 Kualitas	Error! Bookmark not defined.
2.2 Pelayanan	Error! Bookmark not defined.
2.3 Kualitas Pelayanan.....	Error! Bookmark not defined.
2.1.4 Kualitas Pelayanan Kesehatan	Error! Bookmark not defined.
2.2 Kepuasan	Error! Bookmark not defined.
2.2.1 Kepuasan Pasien.....	Error! Bookmark not defined.
2.2.3 Metode Pengukuran Kepuasan.....	Error! Bookmark not defined.
2.3 Dimensi Kepuasan Pelanggan	Error! Bookmark not defined.
2.4 Dimensi Kualitas Pelayanan.....	Error! Bookmark not defined.
2.5 Menentukan Indeks Kepuasan.....	Error! Bookmark not defined.

2.6	Metode <i>Importance Perfomance Analysis</i> (IPA)	Error! Bookmark not defined.
2.7	Metode Kano	Error! Bookmark not defined.
2.7.1	Diagram Kano	Error! Bookmark not defined.
2.7.2	Tabel Evaluasi Kano dan Kuisisioner Model Kano	Error! Bookmark not defined.
2.7.3	Analisis Kuantitatif Model Kano	Error! Bookmark not defined.
2.8	Pengujian Kualitas Data Penelitian	Error! Bookmark not defined.
2.8.1	Uji Validasi	Error! Bookmark not defined.
2.8.2	Uji Reliabilitas	Error! Bookmark not defined.
2.9	Penelitian Terkait	Error! Bookmark not defined.
2.10	Kerangka Pemikiran	Error! Bookmark not defined.
BAB III METODE PENELITIAN		Error! Bookmark not defined.
3.1	Objek Penelitian	Error! Bookmark not defined.
3.1.1	Data dan Informasi	Error! Bookmark not defined.
3.1.2	Populasi, Sampel dan Teknik Sampling	Error! Bookmark not defined.
3.2	Skala Pengukuran	Error! Bookmark not defined.
3.3	Teknik Pengumpulan Data	Error! Bookmark not defined.
3.3.1	Interview (Wawancara)	Error! Bookmark not defined.
3.3.2	Observasi	Error! Bookmark not defined.
3.3.3	Kuisisioner (Angket)	Error! Bookmark not defined.
3.4	Variabel Penelitian	Error! Bookmark not defined.
3.5	Hipotesis Penelitian	Error! Bookmark not defined.
3.6	Pengujian Kualitas Data	Error! Bookmark not defined.
3.6.1	Uji Validitas	Error! Bookmark not defined.
3.6.2	Uji Reliabilitas	Error! Bookmark not defined.
3.7	Pengujian Asumsi Klasik	Error! Bookmark not defined.
3.7.1	Uji Normalitas	Error! Bookmark not defined.
3.7.2	Uji Multikolinearitas	Error! Bookmark not defined.
3.7.3	Uji Heteroskedastisitas	Error! Bookmark not defined.

3.8	Uji Hipotesis.....	Error! Bookmark not defined.
3.8.1	Uji F	Error! Bookmark not defined.
3.8.2	Uji t	Error! Bookmark not defined.
3.8.3	Analisis Koefisien Determinan (R^2)...	Error! Bookmark not defined.
3.9	Teknik Analisis Data	Error! Bookmark not defined.
3.9.1	Perhitungan Metode <i>Importance Performance Analysis</i> (IPA) .	Error! Bookmark not defined.
3.9.2	Perhitungan Metode Kano.....	Error! Bookmark not defined.
3.10	Prosedur Penelitian.....	Error! Bookmark not defined.
BAB IV HASIL DAN PEMBAHASAN		Error! Bookmark not defined.
4.1	Pengumpulan Data	Error! Bookmark not defined.
4.1.1	Profil Puskesmas	Error! Bookmark not defined.
4.1.2	Letak Geografis	Error! Bookmark not defined.
4.1.3	Visi Misi Puskesmas	Error! Bookmark not defined.
4.1.4	Waktu Operasional.....	Error! Bookmark not defined.
4.1.5	Struktur Organisasi	Error! Bookmark not defined.
4.2	Hasil Penyebaran Data	Error! Bookmark not defined.
4.2.1	Demografis Data Responden.....	Error! Bookmark not defined.
4.3	Pengujian Kualitas Data	Error! Bookmark not defined.
4.3.1	Uji Validitas Data.....	Error! Bookmark not defined.
4.3.2	Uji Reliabilitas Data.....	Error! Bookmark not defined.
4.4	Pengujian Asumsi Klasik	Error! Bookmark not defined.
4.4.1	Uji Normalitas.....	Error! Bookmark not defined.
4.4.2	Uji Multikolinearitas	Error! Bookmark not defined.
4.4.3	Uji Heteroskedastisitas.....	Error! Bookmark not defined.
4.5	Pengujian Hipotesis	Error! Bookmark not defined.
4.5.1	Uji F	Error! Bookmark not defined.
4.5.2	Uji t	Error! Bookmark not defined.
4.5.3	Analisis Koefisien Determinan (R^2)...	Error! Bookmark not defined.
4.6	Pengolahan Data Metode <i>Importance Performance Analysis</i> (IPA)	Error! Bookmark not defined.

4.7	Pengolahan Data Metode Kano	Error! Bookmark not defined.
4.8	Pengolahan Data Integrasi Metode IPA dan Metode Kano	Error! Bookmark not defined.
BAB V KESIMPULAN DAN SARAN		
5.1.	Kesimpulan.....	Error! Bookmark not defined.
5.2	Saran	Error! Bookmark not defined.
DAFTAR PUSTAKA		Error! Bookmark not defined.
LAMPIRAN		
RIWAYAT PENULIS		



DAFTAR TABEL

Tabel 1. 1 Data Kinerja Pelayanan Puskesmas Tirtajaya Periode 2020 & 2021	Error! Bookmark not defined.
Tabel 1. 2 Data Keluhan Pasien Rawat Jalan	Error! Bookmark not defined.
Tabel 2. 1 Tingkat Hubungan Koefisien Korelasi	Error! Bookmark not defined.
Tabel 2. 2 Penelitian Terkait	Error! Bookmark not defined.
Tabel 3. 1 Contoh Instrumen <i>Skala Likert</i>	Error! Bookmark not defined.
Tabel 3. 2 Daftar Keluhan Pasien.....	Error! Bookmark not defined.
Tabel 3. 3 Atribut Kepuasan Pasien	Error! Bookmark not defined.
Tabel 3. 4 Atribut Kualitas Pelayanan.....	Error! Bookmark not defined.
Tabel 3. 5 Bentuk Pertanyaan <i>Fungsional & Disfungsional</i>	Error! Bookmark not defined.
Tabel 3. 6 Kategori Kano	Error! Bookmark not defined.
Tabel 4. 1 Jadwal Pelayanan Puskesmas Tirtajaya.....	Error! Bookmark not defined.
Tabel 4. 2 Hasil Uji Validasi	Error! Bookmark not defined.
Tabel 4. 3 Hasil Uji Reliabilitas	Error! Bookmark not defined.
Tabel 4. 4 Hasil Uji Normalitas dengan Uji <i>One Sample Kolmogorov Smirnov</i>	Error! Bookmark not defined.
Tabel 4. 5 Hasil Uji Multikolinearitas.....	Error! Bookmark not defined.
Tabel 4. 6 Hasil Uji Heteroskedastisitas.....	Error! Bookmark not defined.
Tabel 4. 7 Hasil Uji Signifikan Serempak (F).....	Error! Bookmark not defined.
Tabel 4. 8 Hasil Uji Signifikan Parsial (t)	Error! Bookmark not defined.
Tabel 4. 9 Hasil Uji Koefisien Determinan (R^2).....	Error! Bookmark not defined.
Tabel 4. 10 Nilai Tingkat Kesesuaian dan Rata-rata Atribut.....	Error! Bookmark not defined.
Tabel 4. 11 Pemetaan Kuadran Kartesius IPA	Error! Bookmark not defined.
Tabel 4. 12 Rekapitulasi & Analisis <i>Blauth's</i> Formula Kano.....	Error! Bookmark not defined.
Tabel 4. 13 Integrasi Metode IPA-Kano	Error! Bookmark not defined.

DAFTAR GAMBAR

Gambar 1. 1	Survey Kepuasan Pasien Puskesmas Tirtajaya Periode 2021..	Error!
Bookmark not defined.		
Gambar 2. 1	Derajat Kartesius IPA	Error! Bookmark not defined.
Gambar 2. 2	Diagram Kano.....	Error! Bookmark not defined.
Gambar 2. 3	Kerangka Berpikir	Error! Bookmark not defined.
Gambar 3. 1	Daerah Penolakan dan Penerimaan H_0	Error! Bookmark not defined.
Gambar 3. 2	Diagram Kartesius IPA.....	Error! Bookmark not defined.
Gambar 3. 3	Hubungan Atribut Produk dan Kepuasan Pelanggan	Error! Bookmark not defined.
Gambar 3. 4	<i>Flowchart</i> Penelitian.....	Error! Bookmark not defined.
Gambar 4. 1	Puskesmas Tirtajaya	Error! Bookmark not defined.
Gambar 4. 2	Struktur Organisasi Puskesmas Tirtajaya	Error! Bookmark not defined.
Gambar 4. 3	Diagram Usia Responden	Error! Bookmark not defined.
Gambar 4. 4	Diagram Jenis Kelamin Responden	Error! Bookmark not defined.
Gambar 4. 5	Diagram Jenis Pekerjaan Responden	Error! Bookmark not defined.
Gambar 4. 6	Hasil Uji Normalitas P-P Plot.....	Error! Bookmark not defined.
Gambar 4. 7	Derajat Kartesius IPA	Error! Bookmark not defined.

DAFTAR LAMPIRAN

Lampiran 1	Kuisisioner Pendahuluan	Error! Bookmark not defined.
Lampiran 2	Kuisisioner Penelitian.....	Error! Bookmark not defined.
Lampiran 3	Data Responden	Error! Bookmark not defined.
Lampiran 4	Rekapitulasi Pengolahan Data Harapan	Error! Bookmark not defined.
Lampiran 5	Rekapitulasi Pengolahan Data Kinerja Puskesmas Tirtajaya ...	Error! Bookmark not defined.
Lampiran 6	Rekapitulasi Pengolahan Data <i>Fungsional</i>	Error! Bookmark not defined.
Lampiran 7	Rekapitulasi Pengolahan Data <i>Disfungsional</i>	Error! Bookmark not defined.
Lampiran 8	Hasil Uji Validasi <i>Importance</i>	Error! Bookmark not defined.
Lampiran 9	Hasil Uji Validasi <i>Performance</i>	Error! Bookmark not defined.
Lampiran 10	Hasil Uji Validitas <i>Fungsional</i> Metode Kano	Error! Bookmark not defined.
Lampiran 11	Hasil Uji Validasi <i>Disfungsional</i> Metode Kano	Error! Bookmark not defined.
Lampiran 12	Hasil Uji <i>Reliability Importance</i>	Error! Bookmark not defined.
Lampiran 13	Hasil Uji <i>Reliability Performance</i> ..	Error! Bookmark not defined.
Lampiran 14	Hasil Uji <i>Reliability Kano Fungsional</i>	Error! Bookmark not defined.
Lampiran 15	Hasil Uji <i>Reliability Kano Disfungsional</i>	Error! Bookmark not defined.
Lampiran 16	Nilai GAP pada Metode IPA	Error! Bookmark not defined.
Lampiran 17	Indeks Kepuasan	Error! Bookmark not defined.
Lampiran 18	Rekapitulasi Kategori Metode Kano	Error! Bookmark not defined.
Lampiran 19	Penentuan Kategori Metode Kano..	Error! Bookmark not defined.
Lampiran 20	Nilai <i>Better Worse</i>	Error! Bookmark not defined.
Lampiran 21	Pengolahan Data Integrasi Metode IPA & Kano	Error! Bookmark not defined.

Lampiran 22 Surat Izin Penelitian di Puskesmas Tirtajaya**Error! Bookmark not defined.**

Lampiran 23 Surat Balasan Ijin Penelitian di Puskesmas**Error! Bookmark not defined.**

Lampiran 24 Penyebaran Kuisisioner Pendahuluan**Error! Bookmark not defined.**

Lampiran 25 Penyebaran Kuisisioner**Error! Bookmark not defined.**

Lampiran 26 Surat Ijin Penelitian ke KESBANGPOL**Error! Bookmark not defined.**

Lampiran 27 Surat Penelitian dari KESBANGPOL untuk DINKES **Error! Bookmark not defined.**

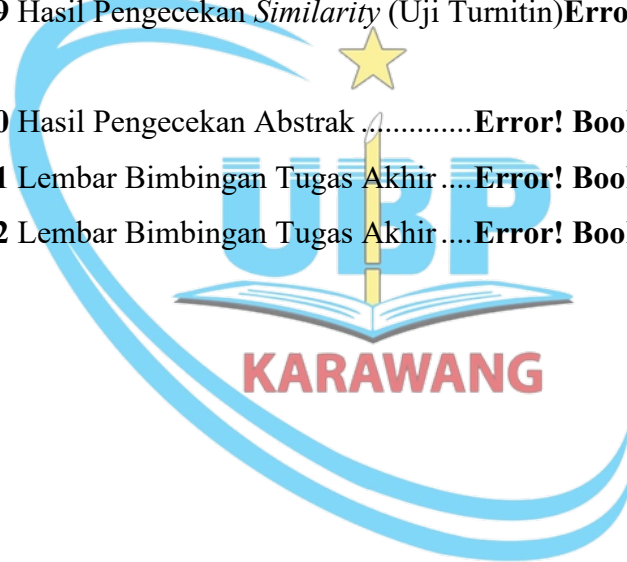
Lampiran 28 Surat Ijin Penelitian dari DINKES..**Error! Bookmark not defined.**

Lampiran 29 Hasil Pengecekan *Similarity* (Uji Turnitin)**Error! Bookmark not defined.**

Lampiran 30 Hasil Pengecekan Abstrak**Error! Bookmark not defined.**

Lampiran 31 Lembar Bimbingan Tugas Akhir**Error! Bookmark not defined.**

Lampiran 32 Lembar Bimbingan Tugas Akhir**Error! Bookmark not defined.**



DAFTAR RUMUS

Rumus 2.1 Indeks Kepuasan Masyarakat/Pelanggan	18
Rumus 2.2 Koefisien Kepuasan Konsumen	25
Rumus 2.3 Koefisien Kekecewan Konsumen	26
Rumus 2.4 Derajat Kepuasan	26
Rumus 2.5 Derajat Kepuasan Atribut <i>One dimensional</i>	26
Rumus 2.6 Derajat Kepuasan Atribut <i>One dimensional</i>	27
Rumus 2.7 Derajat Kepuasan Atribut <i>One dimensional</i> Fungsi Linear	27
Rumus 2.8 Derajat Kepuasan Atribut <i>Attractive</i>	27
Rumus 2.9 Derajat Kepuasan Atribut <i>Must-be</i>	27
Rumus 2.10 Korelasi <i>Pearson Product Moment</i>	38
Rumus 2.11 Korelasi <i>Spearman Rank</i>★	30
Rumus 2.12 Pengujian <i>Spearman Brown</i>	30
Rumus 2.13 Pengujian KR20	31
Rumus 2.14 Pengujian KR 21	31
Rumus 2.15 <i>Analysis Varians Hoyt (ANOVA Hoyt)</i>	31
Rumus 2.16 <i>Analysis Varians Hoyt (ANOVA Hyot)</i>	32
Rumus 3.1 Rumus Sampel Slovin	38
Rumus 3.2 Korelasi <i>Pearson Product Moment</i>	50
Rumus 3.3 <i>Alpha Cronbach</i>	50
Rumus 3.4 Rumus <i>Varians Total</i>	50
Rumus 3.5 Rumus <i>Varians Item</i>	50
Rumus 3.6 Nilai Tingkat Kepentingan & Tingkat Kinerja	54
Rumus 3.7 Rata-rata atau batas yang mewakili Tingkat Kepentingan	54