DAFTAR ISI

Sertifikasi ..... **ii**
PENGESAHAN TESIS ..... **iii**
MOTTO DAN PERSEMBAHAN ..... **iv**
ABSTRACT ..... **v**
ABSTRAK ..... **vi**
KATA PENGANTAR ..... **vii**
BAB I PENDAHULUAN **1**
1.1 Latar Belakang 1
1.2 Rumusan Masalah 12
1.3 Tujuan dan Manfaat Penelitian 13
1.3.1 Tujuan Penelitian 13
1.3.2 Manfaat Penelitian 13
1.4 Sistematika Penulisan 14
BAB II TELAAH PUSTAKA **16**
2.1. Landasan Teori 16
2.1.1 Stimulus Organism Response Theory (S-O-R) 16
2.1.2 Health-care facilities management 17
2.1.3 Service Quality 19
2.1.3.1 Tangibility 21
2.1.3.2 Responsiveness 22
2.1.3.3 Assurance 22
2.1.3.4 Reliability 23
2.1.4 Patients' health-care experience 23
2.1.5 Quality of health-care administrative process 24
2.2. Penelitian Terdahulu 26
2.3. Pengaruh antar Variabel 28
2.3.1 Pengaruh *Tangibility* terhadap *Patient's Health-Care Experience* Rawat Jalan 28
2.3.2 Pengaruh *Reliability* terhadap *Quality of health-care administrative process* .. 30
2.3.3 Pengaruh *Responsiveness* terhadap *Quality of health-care administrative process* 32
2.3.4 Pengaruh *Assurance* terhadap *Quality of health-care administrative process* .. 33

2.3.5 Pengaruh *Quality of Health-care Administrative Process* terhadap *Patient's Health-Care Experience* Rawat Jalan 35
2.4. Kerangka Pemikiran Teoritis 37
BAB III METODE PENELITIAN 39
3.1 Variabel Penelitian dan Definisi Operasional Variabel 39
3.1.1. Variabel Penelitian 39
3.1.2. Definisi Operasional Variabel 41
3.2 Populasi dan Sampel 42
3.2.1. Populasi 42
3.2.2. Sampel 43
3.3 Jenis dan Sumber Data 44
3.3.1. Data Primer 44
3.3.2. Data Sekunder 45
3.4 Metode Pengumpulan Data 45
3.5 Teknik Analisis Data 47
3.5.1. Validitas dan Reliabilitas 47
3.5.1.1. Validitas 47
3.5.1.2. Realibilitas 48
3.5.2. Tahapan Permodelan Structural Equation Modeling (SEM) 49
3.5.3. *Direct* dan *Indirect Effects* 53
BAB IV HASIL DAN PEMBAHASAN 55
4.2 Validasi Model Pengukuran melalui CFA 56
4.2.1 Analisis CFA Model Pengukuran Eksogen 57
4.2.2 Analisis CFA Model Endogen 62
4.3 Analisis Full Model SEM 65
4.3.1. Pengujian Asumsi 66
4.3.1.2. Uji Outlier Multivariate 68
4.4 Pengujian Model Struktural dan Pengujian Hipotesis 70
4.4.1. Evaluasi Kelayakan Model Struktural Holistik (Goodness of Fit) 70
4.4.2. Analisis Jalur Kausalitas dan Verifikasi Hipotesis 72
4.5 Analisis Direct Effects, Indirect Effects, dan Total Effects 74
4.6 Pembahasan 76
4.6.1 Pengaruh *Tangibility* terhadap *Quality of Healthcare Administrative Process* 76
4.6.2 Pengaruh *Reliability* terhadap *Quality of Healthcare Administrative Process* 77

4.6.3 Pengaruh Responsiveness terhadap Quality of Healthcare Administrative Process..... 78
4.6.4 Pengaruh *Assurance* terhadap *Quality of Healthcare Administrative Process* 78
4.6.5 Pengaruh *Quality of Healthcare Administrative Process* terhadap *Patients Healthcare Experience* .. 79
BAB V PENUTUP 81
5.1 Kesimpulan Hipotesis 81
5.2 Kesimpulan Masalah 84
5.3 Implikasi Teoritis 88
5.4 Implikasi Manajerial 91
5.5 Keterbatasan Penelitian 94
5.6 Agenda Penelitian Mendatang 94
DAFTAR PUSTAKA 96

UNIVERSITAS DIPONEGORO
SEMARANG
FEB UNDIP

DAFTAR TABEL

Tabel 1. 1 Daftar Rumah Sakit di Semarang 4
Tabel 1. 2 Research Gap 11
Tabel 2. 1 Penelitian Sebelumnya 26
Tabel 3. 1 Definisi Operasional Variabel 41
Tabel 3. 2 Skala Likert 1-5 46
Tabel 3. 3 Goodness of fit 51
Tabel 4. 1 Karakteristik Responden 56
Tabel 4. 2 Uji Validitas dan Reliabilitas Konstruk Eksogen 59
Tabel 4. 3 Uji Goodness of Fit Model CFA Konstruk Eksogen 61
Tabel 4. 4 Uji Validitas dan Reliabilitas Konstruk Endogen 63
Tabel 4. 5 Uji Goodness of Fit Model CFA Konstruk Endogen 64
Tabel 4. 6 Uji Normalitas 67
Tabel 4. 7 Mahalonobis Distance 69
Tabel 4. 8 Uji Goodness of Fit Model 71
Tabel 4. 9 Pengujian Hipotesis 72
Tabel 4. 10 Nilai Standardized direct Effect 75
Tabel 4. 11 Nilai Standardized Indirect Effect 75
Tabel 4. 12 Total Effect 76
Tabel 5. 1 Implikasi Teoritis 90
Tabel 5. 2 Implikasi Manajerial 92

SEMARANG
FEB UNDIP

DAFTAR GAMBAR

Gambar 1. 1 Paviliun Amarta RSD K.R.M.T. Wongsonegoro 6
Gambar 1. 2 Paviliun Gatotkaca RSD K.R.M.T. Wongsonegoro 7
Gambar 1. 3 Hasil Google Review RSWN 9
Gambar 2. 1 Kerangka Pemikiran Teoritis 38
Gambar 4. 1 CFA Konstruk Eksogen 58
Gambar 4. 2 CFA Konsruk Endogen 62
Gambar 4. 3 Full Model 66
Gambar 5. 1 Pengaruh QHcAP terhadap Patients Healthcare Experience Rawat Jalan 84
Gambar 5. 2 Pengaruh Tangibility terhadap Health-care Administrative Process 85
Gambar 5. 3 Pengaruh Assurance terhadap Health-care Administrative Process . 86
Gambar 5. 4 Pengaruh Reliability terhadap Health-care Administrative Process . 86
Gambar 5. 5 Pengaruh Responsiveness terhadap Health-care Administrative Process 87

UNIVERSITAS DIPONEGORO
SEMARANG
FEB UNDIP

DAFTAR LAMPIRAN

LAMPIRAN 1 LAMPIRAN PRA SURVEY 99
LAMPIRAN 2 KUESIONER PENELITIAN 100
LAMPIRAN 3 TABULASI JAWABAN RESPONDEN 108
LAMPIRAN 4 HASIL PENGOLAHAN DATA 113
LAMPIRAN 5 *Curriculum Vitae* 131

UNIVERSITAS DIPONEGORO
SEMARANG
FEB UNDIP