

DAFTAR ISI

HALAMAN JUDUL	i
LEMBAR PERNYATAAN KEASLIAN TUGAS AKHIR.....	ii
LEMBAR PERSETUJUAN DOSEN PEMBIMBING	iv
LEMBAR PERSETUJUAN TIM PENGUJI TUGAS AKHIR.....	v
ABSTRAK	vi
KATA PENGANTAR.....	viii
DAFTAR ISI	x
DAFTAR TABEL	xii
DAFTAR GAMBAR	xvi
DAFTAR LAMPIRAN	xvii
 BAB I PENDAHULUAN	1
1.1. Latar Belakang Masalah	1
1.2. Batasan Masalah.....	8
1.3. Rumusan Masalah.....	9
1.4. Tujuan Penelitian	10
1.5. Manfaat Penulisan.....	11
1.1.1. Manfaat Teoritis	11
1.1.2. Manfaat Praktis	11
1.6. Sistematika Penulisan	12
 BAB II TINJAUAN PUSTAKA DAN PENGEMBANGAN HIPOTESIS...11	11
2.1. Landasan Teori.....	13
2.1.1. Information of Delays	13
2.1.2. Doctor's Performance	14
2.1.3. Waiting Time.....	16
2.1.4. Accessibility	17
2.1.5. <i>Patient Satisfaction</i>	Error! Bookmark not defined.
2.1.6. <i>Perceived Quality of Healthcare</i>	Error! Bookmark not defined.
2.1.7. <i>Trust</i>	Error! Bookmark not defined.
2.2. Penelitian Terdahulu	23
2.2.1. Jurnal Utama	23
2.2.2. Jurnal Pendukung	26
2.3. Pengembangan Hipotesis.....	28
2.3.1. Pengaruh Information of Delays terhadap <i>Patient Satisfaction</i>	28
2.3.2. Pengaruh Doctor's Performance terhadap <i>Patient Satisfaction</i>	29
2.3.3. Pengaruh Doctor's Performance terhadap <i>Perceived Quality of Healthcare</i>	30
2.3.4. Pengaruh Waiting Time terhadap <i>Perceived Quality of Healthcare</i>	31

2.3.5. Pengaruh Accessibility terhadap <i>Perceived Quality of Healthcare</i>	31
2.3.6. Pengaruh <i>Patient Satisfaction</i> terhadap <i>Trust</i>	32
2.3.7. Pengaruh <i>Perceived Quality of Healthcare</i> terhadap <i>Trust</i>	32
2.4. Model Penelitian	33
2.5. Bagan Alur Berpikir	34
BAB III METODOLOGI PENELITIAN.....	33
3.1. Rancangan Penelitian	35
3.2. Populasi dan Sampel Penelitian	36
3.2.1. Populasi	36
3.2.2. Sampel	37
3.3. Metode Pengumpulan Data	39
3.3.1. Data Primer	39
3.3.2. Data Sekunder	40
3.4. Definisi Variabel Operational dan Variabel Pengukuran	40
3.4.1. Teknik Pembuatan Kuisiomer	40
3.4.2. Pengukuran Skala Variabel	43
3.5. Metode Analisis Data	44
3.5.1. Statistik Deskriptif	45
3.5.2. Statistik Inferensial	45
3.5.3. Structural Equation Modeling (SEM)	46
3.5.4. Pengujian Keandalan	59
BAB VI ANALISIS DATA DAN PEMBAHASAN.....	59
4.1. Profil Siloam Hospitals	60
4.1.1. Siloam Hospitals Group	60
4.1.2. Rumah Sakit Siloam Manado	61
4.1.3. Unit Gawat Darurat RS Siloam Manado	63
4.2. Statistik Deskriptif Data Penelitian	64
4.2.1. Karakteristik Responden	64
4.2.1.1. Gambaran Umum Responden Berdasarkan Jenis Kelamin	65
4.2.1.2. Gambaran Umum Responden Berdasarkan Rentang Usia	66
4.2.2. Statistik Deskriptif Variabel Penelitian	67
4.2.2.1. Variabel Information of Delays (INF)	68
4.2.2.2. Variabel Doctor's Performance	71
4.2.2.3. Variabel Waiting Time	73
4.2.2.4. Variabel Accessibility	75
4.2.2.5. Variabel <i>Patient Satisfaction</i>	77
4.2.2.6. Variabel <i>Perceived Quality of Healthcare</i>	80
4.2.2.7. Variabel <i>Trust</i>	82
4.3. Analisis Inferensial	84
4.2.3. Outer Model / Confirmatory Factor Analysis (CFA)	85

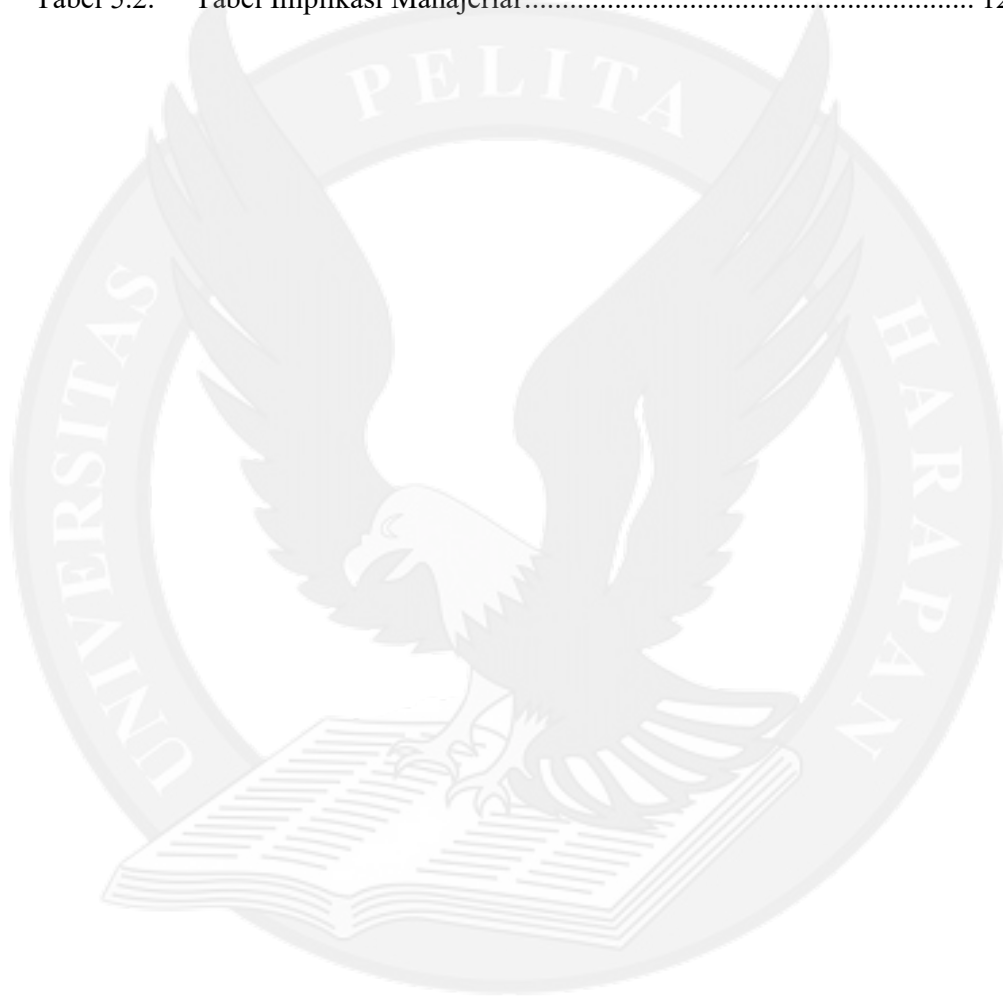
4.2.3.1. Convergent Validity	85
4.2.3.2. Discriminant Validity.....	87
4.2.3.3. Construct Reliability.....	91
4.2.4. Inner Model	94
4.2.4.1. R Square (R^2).....	94
4.2.4.2. Signifikansi (Pengujian Hipotesis)	96
4.2.4.3. Effect Size (f^2)	102
4.4. Hasil Uji Hipotesis	105
4.4.1. Pengaruh Information of Delays terhadap <i>Patient Satisfaction</i>	106
4.4.2. Pengaruh Doctor's Performance terhadap <i>Patient Satisfaction</i>	106
4.4.3. Pengaruh Doctor's Performance terhadap <i>Perceived Quality of Healthcare</i>	107
4.4.4. Pengaruh Waiting Time terhadap <i>Perceived Quality of Healthcare</i>	107
4.4.5. Pengaruh Accessibility terhadap <i>Perceived Quality of Healthcare</i>	108
4.4.6. Pengaruh <i>Patient Satisfaction</i> terhadap <i>Trust</i>	108
4.4.7. Pengaruh <i>Perceived Quality of Healthcare</i> terhadap <i>Trust</i>	109
4.5. Pembahasan.....	109
4.5.1. Pembahasan Variabel <i>Information of Delays</i> (INF)	109
4.5.2. Pembahasan Variabel <i>Doctor's Performance</i> (DOC)....	111
4.5.3. Pembahasan Variabel <i>Waiting Time</i> (WAI)	112
4.5.4. Pembahasan Variabel <i>Accessibility</i> (ACC).....	114
4.5.5. Pembahasan Variabel <i>Patient Satisfaction</i> (SAT)	115
4.5.6. Pembahasan Variabel <i>Perceived Quality of Healthcare</i> (QUA).....	116
4.5.7. Pembahasan Variabel <i>Trust</i> (TRU)	117
BAB V KESIMPULAN	117
5.1. Kesimpulan	118
5.2. Implikasi.....	119
5.1.1. Implikasi Teoritis	119
5.1.2. Implikasi Manajerial.....	121
5.3. Rekomendasi.....	123
DAFTAR PUSTAKA	123

DAFTAR TABEL

Tabel 3.1.	Tabel Desain Inti Kuesioner (Definisi Operasional)	41
Tabel 3.2.	Tabel Skala Likert Lima Pilihan.....	43
Tabel 3.3.	Tabel Deskripsi dari Indikator Konstruk	50
Tabel 3.4.	Tabel Hubungan Konstruk.....	51
Tabel 3.5.	Tabel Hasil Konversi Model Pengukuran Konstruk ke Persamaan.	52
Tabel 3.6.	Tabel Goodness of Fit Index.....	58
Tabel 4.1.	Responden Berdasarkan Jenis Kelamin.....	65
Tabel 4.2.	Responden Berdasarkan Rentang Usia	66
Tabel 4.3.	Tabel Derajat Penelitian Setiap Variabel.....	68
Tabel 4.4.	Tabel Distribusi Responden terhadap Variabel Information of Delays (INF)	69
Tabel 4.5.	Tabel Statistik Deskriptif Variabel Information of Delays (INF)....	69
Tabel 4.6.	Tabel Distribusi Responden terhadap Variabel Doctor's Performance (DOC)	72
Tabel 4.7.	Tabel Statistik Deskriptif Variabel Doctor's Performance (DOC)..	72
Tabel 4.8.	Tabel Distribusi Responden terhadap Variabel Waiting Time (WAI)	74
Tabel 4.9.	Tabel Statistik Deskriptif Variabel Waiting Time (WAI)	75
Tabel 4.10.	Tabel Distribusi Responden terhadap Variabel Accessibility (ACC)	76
Tabel 4.11.	Tabel Statistik Deskriptif Variabel Accessibility (ACC)	77
Tabel 4.12.	Tabel Distribusi Responden terhadap Variabel <i>Patient Satisfaction</i> (SAT)	78
Tabel 4.13.	Tabel Statistik Deskriptif Variabel <i>Patient Satisfaction</i> (SAT).....	79
Tabel 4.14.	Tabel Distribusi Responden terhadap Variabel <i>Perceived Quality of Healthcare</i> (QUA)	80

Tabel 4.15.	Tabel Statistik Deskriptif Variabel <i>Perceived Quality of Healthcare</i> (QUA).....	81
Tabel 4.16.	Tabel Distribusi Responden terhadap Variabel <i>Trust</i> (TRU)	82
Tabel 4.17.	Tabel Statistik Deskriptif Variabel <i>Trust</i> (TRU)	83
Tabel 4.18.	Hasil Outer Loading Uji Convergent Validity.....	86
Tabel 4.19.	Hasil AVE Uji Convergent Validity	87
Tabel 4.20.	Hasil Cross Loading Uji Discriminant Validity	88
Tabel 4.21.	Nilai Latent Variable Correlation, AVE dan Akar Kuadrat AVE ...	89
Tabel 4.22.	Fornell-Lacker	90
Tabel 4.23.	Nilai Cronbach's Alpha	91
Tabel 4.24.	Nilai Composite Reliability	92
Tabel 4.25.	Hasil Uji Model Fit.....	93
Tabel 4.26.	Hasil Uji R Square (R ²).....	95
Tabel 4.27.	Hasil Path Coefficient Bootstrapping Direct Effect	97
Tabel 4.28.	Hasil Path Coefficient Bootstrapping Indirect Effect.....	100
Tabel 4.29.	Hasil Uji Effect Size (f ²)	102
Tabel 4.30.	Hasil Uji Hipotesis.....	105
Tabel 4.31.	Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel Information of Delays	110
Tabel 4.32.	Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel Doctor's Performance	111
Tabel 4.33.	Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel Waiting Time	112
Tabel 4.34.	Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel Accessibility.....	114
Tabel 4.35.	Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel Patient Satisfaction	115

Tabel 4.36.	Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel <i>Perceived Quality of Healthcare</i>	116
Tabel 4.37.	Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel <i>Trust</i>	117
Tabel 5.1.	Tabel Implikasi Teoritis.....	120
Tabel 5.2.	Tabel Implikasi Manajerial.....	121



DAFTAR GAMBAR

Gambar 2.1. Gambar Model Penelitian.....	33
Gambar 4.1. Gambar Sebaran Siloam Hospitals di Indonesia	61
Gambar 4.2. Gambar Prasasti Peresmian RS Siloam Manado	62
Gambar 4.3. Gedung RS Siloam Manado	62
Gambar 4.4. Tampak Depan UGD RS Siloam Manado	63
Gambar 4.5. Ruang Triase dan Resusitasi UGD RS Siloam Manado	64
Gambar 4.6. Responden Berdasarkan Jenis Kelamin	66
Gambar 4.7. Responden Berdasarkan Rentang Usia	67
Gambar 4.8. Model Latent Variable Penelitian	84
Gambar 4.9. Output Model PLS-SEM Algorithm	96

DAFTAR LAMPIRAN

Lampiran A. Kuesioner	A1
Lampiran B. Analisis Data <i>Smart PLS</i> Ver.3.2.9	B1
Lampiran C. Surat Izin Penelitian dan Persetujuan Komite Etik	C1
Lampiran D. Hasil Turnitin	D1

