

## LAMPIRAN

### Lampiran 1. Surat Permohonan Ijin



**Kemenkes**

**Kementerian Kesehatan  
Poltekkes Malang**

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Nomor : DP.02.01/F.XXI.17/ 3795 /2024  
Lampiran : -  
Perihal : Surat Permohonan Ijin Pengambilan Data  
Dalam Memenuhi Penyusunan Tugas Akhir KTI

Malang, 06 Desember 2024

Kepada Yth.  
Direktur RSUD dr. Wahidin Sudiro Husodo  
Kota Mojokerto  
Di  
Tempat

Dalam rangka pemenuhan Tugas Akhir Karya Tulis Ilmiah, bersama ini kami hadapkan Shafa Nabilla Zalya,(NIM.P17110224093) Mahasiswa Program Studi D3 Gizi Jurusan Gizi Politeknik Kesehatan Malang. Mahasiswa yang bersangkutan dapat diijinkan untuk melakukan Pengambilan Data, pada:

Tanggal : 03 sd 05 September 2024  
Waktu : 08.00 – selesai  
Tempat : RSUD dr. Wahidin Sudiro Husodo  
Kota Mojokerto

Dengan judul :  
Analisis Tingkat Kepuasan Pasien terhadap Citarasa dan Variasi Menu  
Pada Penyelenggaraan Makanan di RSUD dr. Wahidin Sudiro Husodo  
Kota Mojokerto.

Data yang diambil :  
Karakteristik Responden, Penilaian Citarasa Makanan.

Demikian atas perhatian dan kerjasamanya yang baik kami sampaikan terima kasih.



Ketua Jurusan Gizi

Ibnu Hajar, SKM. M.Kes., RD  
NIP. 196610181989031001

Tembusan disampaikan kepada Yth :  
1. Kepala Diklit RSUD dr. Wahidin Sudiro Husodo  
Kota Mojokerto  
2. Kepala Instalasi Gizi RSUD dr. Wahidin Sudiro Husodo  
Kota Malang

## Lampiran 2. Data Menu Makanan yang Dinilai

| Waktu Makan | Hari ke-1                                                                                                                                                    | Hari ke-2                                                                                                                                           | Hari ke-3                                                                                                                                                  |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pagi        | <ul style="list-style-type: none"> <li>- Nasi putih</li> <li>- Semur telur</li> <li>- Semur kentang tahu</li> </ul>                                          | <ul style="list-style-type: none"> <li>- Nasi putih</li> <li>- Ayam bb bali</li> <li>- Oseng tempe + kacang panjang</li> </ul>                      | <ul style="list-style-type: none"> <li>- Nasi putih</li> <li>- Telur asin</li> <li>- Bali tahu</li> <li>- Rawon labu</li> </ul>                            |
| Siang       | <ul style="list-style-type: none"> <li>- Nasi kuning</li> <li>- Ayam suwir bb opor</li> <li>- Kering tempe kentang</li> <li>- Acar timun + wortel</li> </ul> | <ul style="list-style-type: none"> <li>- Nasi putih</li> <li>- Telur bb bali</li> <li>- Tempe bacem goreng</li> <li>- Sayur asem jakarta</li> </ul> | <ul style="list-style-type: none"> <li>- Nasi putih</li> <li>- Ayam koloke</li> <li>- Tempe goreng</li> <li>- Oseng buncis wortel</li> </ul>               |
| Malam       | <ul style="list-style-type: none"> <li>- Nasi putih</li> <li>- Rolade daging</li> <li>- Schotel tahu goreng</li> <li>- Orak arik kubis wortel</li> </ul>     | <ul style="list-style-type: none"> <li>- Nasi uduk</li> <li>- Dori crispy</li> <li>- Oseng tahu</li> <li>- Sambal goreng manisa + wortel</li> </ul> | <ul style="list-style-type: none"> <li>- Nasi putih</li> <li>- Telur bb rendang</li> <li>- Sambal goreng tahu</li> <li>- Bobor bayam + labu air</li> </ul> |

## Lampiran 3. Contoh Formulir Penilaian Kepuasan Pasien

**Form Kepuasan Makan Pasien**

Nama Pasien : S  
 Usia : 50 tahun  
 Tanggal Pengambilan Data : 5 September 2024  
 Keterangan : 1 = Sangat tidak suka  
 2 = Tidak suka  
 3 = Suka  
 4 = Sangat suka

**Makan Pagi**

| Menu        | Kriteria Penilaian |      |         |       |         |
|-------------|--------------------|------|---------|-------|---------|
|             | Aroma              | Rasa | Tekstur | Warna | Variasi |
| Nasi Putih  | 4                  | 4    | 4       | 4     |         |
| Lauk Hewani | 4                  | 3    | 3       | 4     |         |
| Lauk Nabati | 4                  | 3    | 3       | 4     |         |
| Sayur       | 3                  | 3    | 2       | 3     |         |

**Makan Siang**

| Menu        | Kriteria Penilaian |      |         |       |         |
|-------------|--------------------|------|---------|-------|---------|
|             | Aroma              | Rasa | Tekstur | Warna | Variasi |
| Nasi Putih  | 3                  | 4    | 3       | 4     |         |
| Lauk Hewani | 4                  | 4    | 4       | 3     |         |
| Lauk Nabati | 4                  | 4    | 3       | 3     |         |
| Sayur       | 3                  | 3    | 3       | 3     |         |

**Makan Malam**

| Menu        | Kriteria Penilaian |      |         |       |         |
|-------------|--------------------|------|---------|-------|---------|
|             | Aroma              | Rasa | Tekstur | Warna | Variasi |
| Nasi Putih  | 3                  | 4    | 4       | 3     | 4       |
| Lauk Hewani | 3                  | 4    | 4       | 4     | 4       |
| Lauk Nabati | 4                  | 3    | 4       | 3     | 4       |
| Sayur       | 4                  | 3    | 4       | 4     | 3       |

Saran:  
 - Sayur masih keras

Lampiran 4. Data Rata-rata Hasil Penilaian Kepuasan Responden Terhadap Cita Rasa dan Variasi Menu Makanan Pokok

| <b>Responden</b> | <b>Warna</b> | <b>Aroma</b> | <b>Rasa</b> | <b>Tekstur</b> | <b>Variasi Menu</b> |
|------------------|--------------|--------------|-------------|----------------|---------------------|
| 1                | 3            | 3            | 3           | 3              | 3                   |
| 2                | 3            | 3            | 3           | 3              | 3                   |
| 3                | 3            | 3            | 3           | 3              | 3                   |
| 4                | 3            | 3            | 3           | 3              | 3                   |
| 5                | 3            | 3            | 3           | 3              | 3                   |
| 6                | 3            | 3            | 3           | 3              | 3                   |
| 7                | 3            | 3            | 3           | 3              | 3                   |
| 8                | 3            | 3            | 3           | 3              | 3                   |
| 9                | 3            | 3            | 3           | 3              | 3                   |
| 10               | 3            | 3            | 3           | 3              | 3                   |
| 11               | 3            | 3            | 3           | 3              | 3                   |
| 12               | 3            | 3            | 3           | 3              | 3                   |
| 13               | 3            | 3            | 3           | 3              | 3                   |
| 14               | 3            | 3            | 3           | 3              | 3                   |
| 15               | 3            | 3            | 3           | 3              | 3                   |
| 16               | 3            | 3            | 3           | 3              | 3                   |
| 17               | 3            | 3            | 3           | 3              | 3                   |
| 18               | 3            | 3            | 3           | 3              | 3                   |

Keterangan:

1 = Sangat Tidak Suka

2 = Tidak Suka

3 = Suka

4 = Sangat Suka

Lampiran 5. Data Rata-rata Hasil Penilaian Kepuasan Responden Terhadap Cita Rasa dan Variasi Menu Lauk Hewani

| <b>Responden</b> | <b>Warna</b> | <b>Aroma</b> | <b>Rasa</b> | <b>Tekstur</b> | <b>Variasi Menu</b> |
|------------------|--------------|--------------|-------------|----------------|---------------------|
| 1                | 3            | 3            | 3           | 3              | 3                   |
| 2                | 3            | 3            | 3           | 4              | 3                   |
| 3                | 3            | 4            | 4           | 4              | 3                   |
| 4                | 3            | 3            | 3           | 3              | 3                   |
| 5                | 4            | 4            | 4           | 4              | 3                   |
| 6                | 3            | 3            | 4           | 4              | 4                   |
| 7                | 3            | 3            | 3           | 3              | 4                   |
| 8                | 3            | 3            | 3           | 2              | 3                   |
| 9                | 3            | 3            | 3           | 3              | 4                   |
| 10               | 3            | 3            | 4           | 3              | 3                   |
| 11               | 4            | 4            | 4           | 4              | 3                   |
| 12               | 4            | 4            | 4           | 4              | 3                   |
| 13               | 3            | 3            | 3           | 3              | 3                   |
| 14               | 3            | 3            | 3           | 3              | 4                   |
| 15               | 4            | 4            | 4           | 4              | 3                   |
| 16               | 3            | 3            | 3           | 3              | 3                   |
| 17               | 3            | 3            | 3           | 3              | 3                   |
| 18               | 3            | 3            | 3           | 3              | 3                   |

Keterangan:

1 = Sangat Tidak Suka

2 = Tidak Suka

3 = Suka

4 = Sangat Suka

Lampiran 6. Data Rata-rata Hasil Penilaian Kepuasan Responden Terhadap Cita Rasa dan Variasi Menu Lauk Nabati

| <b>Responden</b> | <b>Warna</b> | <b>Aroma</b> | <b>Rasa</b> | <b>Tekstur</b> | <b>Variasi Menu</b> |
|------------------|--------------|--------------|-------------|----------------|---------------------|
| 1                | 3            | 3            | 3           | 3              | 3                   |
| 2                | 3            | 3            | 3           | 3              | 3                   |
| 3                | 3            | 3            | 3           | 3              | 3                   |
| 4                | 2            | 2            | 2           | 2              | 2                   |
| 5                | 3            | 3            | 3           | 3              | 3                   |
| 6                | 3            | 3            | 3           | 3              | 4                   |
| 7                | 3            | 3            | 3           | 3              | 4                   |
| 8                | 3            | 3            | 3           | 3              | 4                   |
| 9                | 2            | 2            | 2           | 2              | 2                   |
| 10               | 3            | 3            | 3           | 3              | 4                   |
| 11               | 4            | 4            | 4           | 4              | 4                   |
| 12               | 4            | 4            | 4           | 4              | 3                   |
| 13               | 3            | 3            | 3           | 3              | 4                   |
| 14               | 3            | 2            | 3           | 3              | 4                   |
| 15               | 4            | 4            | 3           | 4              | 4                   |
| 16               | 3            | 3            | 3           | 3              | 3                   |
| 17               | 3            | 3            | 3           | 3              | 3                   |
| 18               | 3            | 3            | 3           | 3              | 3                   |

Keterangan:

1 = Sangat Tidak Suka

2 = Tidak Suka

3 = Suka

4 = Sangat Suka

Lampiran 7. Data Rata-rata Hasil Penilaian Kepuasan Responden Terhadap Cita Rasa dan Variasi Menu Sayur

| <b>Responden</b> | <b>Warna</b> | <b>Aroma</b> | <b>Rasa</b> | <b>Tekstur</b> | <b>Variasi Menu</b> |
|------------------|--------------|--------------|-------------|----------------|---------------------|
| 1                | 4            | 3            | 3           | 3              | 3                   |
| 2                | 4            | 3            | 3           | 3              | 3                   |
| 3                | 3            | 3            | 3           | 3              | 3                   |
| 4                | 2            | 2            | 2           | 2              | 4                   |
| 5                | 3            | 3            | 2           | 2              | 3                   |
| 6                | 3            | 3            | 3           | 3              | 4                   |
| 7                | 3            | 3            | 3           | 3              | 4                   |
| 8                | 2            | 2            | 2           | 2              | 4                   |
| 9                | 2            | 2            | 2           | 2              | 4                   |
| 10               | 3            | 3            | 3           | 3              | 4                   |
| 11               | 3            | 3            | 3           | 3              | 4                   |
| 12               | 4            | 4            | 4           | 4              | 3                   |
| 13               | 3            | 3            | 3           | 2              | 4                   |
| 14               | 3            | 2            | 2           | 2              | 4                   |
| 15               | 3            | 3            | 3           | 2              | 4                   |
| 16               | 3            | 3            | 3           | 3              | 3                   |
| 17               | 3            | 3            | 3           | 2              | 3                   |
| 18               | 3            | 3            | 3           | 2              | 3                   |

Keterangan:

1 = Sangat Tidak Suka

2 = Tidak Suka

3 = Suka

4 = Sangat Suka

Lampiran 8. Data Rata-Rata Tingkat Kepuasan Responden Terhadap Cita Rasa dan Variasi Menu Selama Tiga Hari

| <b>Responden</b> | <b>Warna</b> | <b>Aroma</b> | <b>Rasa</b> | <b>Tekstur</b> | <b>Variasi Menu</b> |
|------------------|--------------|--------------|-------------|----------------|---------------------|
| 1                | 4            | 3            | 3           | 2              | 3                   |
| 2                | 3            | 3            | 3           | 3              | 3                   |
| 3                | 3            | 3            | 3           | 3              | 3                   |
| 4                | 3            | 3            | 3           | 3              | 4                   |
| 5                | 3            | 3            | 3           | 3              | 3                   |
| 6                | 3            | 3            | 3           | 3              | 4                   |
| 7                | 3            | 3            | 3           | 3              | 4                   |
| 8                | 3            | 3            | 3           | 2              | 4                   |
| 9                | 3            | 3            | 2           | 3              | 4                   |
| 10               | 3            | 3            | 4           | 3              | 4                   |
| 11               | 4            | 4            | 4           | 4              | 4                   |
| 12               | 4            | 4            | 4           | 4              | 3                   |
| 13               | 3            | 3            | 3           | 3              | 4                   |
| 14               | 3            | 3            | 3           | 3              | 4                   |
| 15               | 4            | 4            | 3           | 3              | 4                   |
| 16               | 3            | 3            | 3           | 3              | 3                   |
| 17               | 3            | 3            | 3           | 3              | 3                   |
| 18               | 3            | 3            | 3           | 3              | 3                   |

Keterangan:

- 1 = Sangat Tidak Suka
- 2 = Tidak Suka
- 3 = Suka
- 4 = Sangat Suka

## Lampiran 9. Hasil Analisis Data

**Frequencies**

| Statistics     |       |       |      |         |         |         | TingkatKepua<br>san |
|----------------|-------|-------|------|---------|---------|---------|---------------------|
|                | Aroma | Warna | Rasa | Tekstur | Variasi | Total   |                     |
| N Valid        | 18    | 18    | 18   | 18      | 18      | 18      | 18                  |
| Missing        | 0     | 0     | 0    | 0       | 0       | 0       | 0                   |
| Mean           | 3.22  | 3.17  | 3.11 | 3.00    | 3.56    | 16.0556 | .89                 |
| Median         | 3.00  | 3.00  | 3.00 | 3.00    | 4.00    | 15.5000 | 1.00                |
| Std. Deviation | .428  | .383  | .471 | .485    | .511    | 1.51356 | .323                |
| Variance       | .183  | .147  | .222 | .235    | .261    | 2.291   | .105                |
| Range          | 1     | 1     | 2    | 2       | 1       | 5.00    | 1                   |
| Minimum        | 3     | 3     | 2    | 2       | 3       | 15.00   | 0                   |
| Maximum        | 4     | 4     | 4    | 4       | 4       | 20.00   | 1                   |
| Sum            | 58    | 57    | 56   | 54      | 64      | 289.00  | 16                  |

**Frequency Table**

| Aroma       |           |         |               |                       |
|-------------|-----------|---------|---------------|-----------------------|
|             | Frequency | Percent | Valid Percent | Cumulative<br>Percent |
| Valid Suka  | 14        | 77.8    | 77.8          | 77.8                  |
| Sangat Suka | 4         | 22.2    | 22.2          | 100.0                 |
| Total       | 18        | 100.0   | 100.0         |                       |

| Warna       |           |         |               |                       |
|-------------|-----------|---------|---------------|-----------------------|
|             | Frequency | Percent | Valid Percent | Cumulative<br>Percent |
| Valid Suka  | 15        | 83.3    | 83.3          | 83.3                  |
| Sangat Suka | 3         | 16.7    | 16.7          | 100.0                 |
| Total       | 18        | 100.0   | 100.0         |                       |

**Rasa**

|       |             | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Suka  | 1         | 5.6     | 5.6           | 5.6                |
|       | Suka        | 14        | 77.8    | 77.8          | 83.3               |
|       | Sangat Suka | 3         | 16.7    | 16.7          | 100.0              |
|       | Total       | 18        | 100.0   | 100.0         |                    |

**Tekstur**

|       |             | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------|-----------|---------|---------------|--------------------|
| Valid | Tidak Suka  | 2         | 11.1    | 11.1          | 11.1               |
|       | Suka        | 14        | 77.8    | 77.8          | 88.9               |
|       | Sangat Suka | 2         | 11.1    | 11.1          | 100.0              |
|       | Total       | 18        | 100.0   | 100.0         |                    |

**Variasi Menu**

|       |             | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------|-----------|---------|---------------|--------------------|
| Valid | Suka        | 8         | 44.4    | 44.4          | 44.4               |
|       | Sangat Suka | 10        | 55.6    | 55.6          | 100.0              |
|       | Total       | 18        | 100.0   | 100.0         |                    |

**Total Skor**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 15.00 | 9         | 50.0    | 50.0          | 50.0               |
|       | 16.00 | 5         | 27.8    | 27.8          | 77.8               |
|       | 17.00 | 1         | 5.6     | 5.6           | 83.3               |
|       | 18.00 | 1         | 5.6     | 5.6           | 88.9               |
|       | 19.00 | 1         | 5.6     | 5.6           | 94.4               |
|       | 20.00 | 1         | 5.6     | 5.6           | 100.0              |
|       | Total | 18        | 100.0   | 100.0         |                    |

**Tingkat Kepuasan**

|                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------|-----------|---------|---------------|--------------------|
| Valid Tidak Puas | 2         | 11.1    | 11.1          | 11.1               |
| Puas             | 16        | 88.9    | 88.9          | 100.0              |
| Total            | 18        | 100.0   | 100.0         |                    |

**Crosstabs****Case Processing Summary**

|                              | Cases |         |         |         |       |         |
|------------------------------|-------|---------|---------|---------|-------|---------|
|                              | Valid |         | Missing |         | Total |         |
|                              | N     | Percent | N       | Percent | N     | Percent |
| Aroma *<br>TingkatKepuasan   | 18    | 100.0%  | 0       | 0.0%    | 18    | 100.0%  |
| Warna *<br>TingkatKepuasan   | 18    | 100.0%  | 0       | 0.0%    | 18    | 100.0%  |
| Rasa *<br>TingkatKepuasan    | 18    | 100.0%  | 0       | 0.0%    | 18    | 100.0%  |
| Tekstur *<br>TingkatKepuasan | 18    | 100.0%  | 0       | 0.0%    | 18    | 100.0%  |

**Aroma \* TingkatKepuasan****Crosstab**

Count

|       |             | TingkatKepuasan |      | Total |
|-------|-------------|-----------------|------|-------|
|       |             | Tidak Puas      | Puas |       |
| Aroma | Suka        | 2               | 12   | 14    |
|       | Sangat Suka | 0               | 4    | 4     |
| Total |             | 2               | 16   | 18    |

## Chi-Square Tests

|                                    | Value             | df | Asymp. Sig. (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
|------------------------------------|-------------------|----|-----------------------|----------------------|----------------------|
| Pearson Chi-Square                 | .643 <sup>a</sup> | 1  | .423                  | 1.000                | .595                 |
| Continuity Correction <sup>b</sup> | .000              | 1  | 1.000                 |                      |                      |
| Likelihood Ratio                   | 1.075             | 1  | .300                  |                      |                      |
| Fisher's Exact Test                |                   |    |                       |                      |                      |
| Linear-by-Linear Association       | .607              | 1  | .436                  |                      |                      |
| N of Valid Cases                   | 18                |    |                       |                      |                      |

a. 3 cells (75.0%) have expected count less than 5. The minimum expected count is .44.

b. Computed only for a 2x2 table

## Warna \* TingkatKepuasan

## Crosstab

Count

|       |             | TingkatKepuasan |      | Total |
|-------|-------------|-----------------|------|-------|
|       |             | Tidak Puas      | Puas |       |
| Warna | Suka        | 2               | 13   | 15    |
|       | Sangat Suka | 0               | 3    | 3     |
| Total |             | 2               | 16   | 18    |

## Chi-Square Tests

|                                    | Value             | df | Asymp. Sig. (2-sided) | Exact Sig. (2-sided) | Exact Sig. (1-sided) |
|------------------------------------|-------------------|----|-----------------------|----------------------|----------------------|
| Pearson Chi-Square                 | .450 <sup>a</sup> | 1  | .502                  |                      |                      |
| Continuity Correction <sup>b</sup> | .000              | 1  | 1.000                 |                      |                      |
| Likelihood Ratio                   | .778              | 1  | .378                  |                      |                      |
| Fisher's Exact Test                |                   |    |                       | 1.000                | .686                 |
| Linear-by-Linear Association       | .425              | 1  | .514                  |                      |                      |
| N of Valid Cases                   | 18                |    |                       |                      |                      |

a. 3 cells (75.0%) have expected count less than 5. The minimum expected count is .33.

b. Computed only for a 2x2 table

## Rasa \* TingkatKepuasan

Crosstab

Count

|       |             | TingkatKepuasan |      | Total |
|-------|-------------|-----------------|------|-------|
|       |             | Tidak Puas      | Puas |       |
| Rasa  | Tidak Suka  | 1               | 0    | 1     |
|       | Suka        | 1               | 13   | 14    |
|       | Sangat Suka | 0               | 3    | 3     |
| Total |             | 2               | 16   | 18    |

Chi-Square Tests

|                              | Value              | df | Asymp. Sig. (2-sided) |
|------------------------------|--------------------|----|-----------------------|
| Pearson Chi-Square           | 8.598 <sup>a</sup> | 2  | .014                  |
| Likelihood Ratio             | 5.353              | 2  | .069                  |
| Linear-by-Linear Association | 3.781              | 1  | .052                  |
| N of Valid Cases             | 18                 |    |                       |

a. 5 cells (83.3%) have expected count less than 5. The minimum expected count is .11.

## Tekstur \* TingkatKepuasan

Crosstab

Count

|         |             | TingkatKepuasan |      | Total |
|---------|-------------|-----------------|------|-------|
|         |             | Tidak Puas      | Puas |       |
| Tekstur | Tidak Suka  | 1               | 1    | 2     |
|         | Suka        | 1               | 13   | 14    |
|         | Sangat Suka | 0               | 2    | 2     |
| Total   |             | 2               | 16   | 18    |

Chi-Square Tests

|                    | Value              | df | Asymp. Sig. (2-sided) |
|--------------------|--------------------|----|-----------------------|
| Pearson Chi-Square | 3.536 <sup>a</sup> | 2  | .171                  |
| Likelihood Ratio   | 2.580              | 2  | .275                  |

|                              |       |   |      |
|------------------------------|-------|---|------|
| Linear-by-Linear Association | 2.391 | 1 | .122 |
| N of Valid Cases             | 18    |   |      |

a. 5 cells (83.3%) have expected count less than 5. The minimum expected count is .22.

## Crosstabs

**Case Processing Summary**

|                            | Cases |         |         |         |       |         |
|----------------------------|-------|---------|---------|---------|-------|---------|
|                            | Valid |         | Missing |         | Total |         |
|                            | N     | Percent | N       | Percent | N     | Percent |
| TingkatKepuasan * CitaRasa | 18    | 100.0%  | 0       | 0.0%    | 18    | 100.0%  |

**TingkatKepuasan \* CitaRasa Crosstabulation**

Count

|                 |            | CitaRasa |       |       |       |       | Total |
|-----------------|------------|----------|-------|-------|-------|-------|-------|
|                 |            | 11.00    | 12.00 | 13.00 | 14.00 | 16.00 |       |
| TingkatKepuasan | Tidak Puas | 2        | 0     | 0     | 0     | 0     | 2     |
|                 | Puas       | 0        | 12    | 1     | 1     | 2     | 16    |
| Total           |            | 2        | 12    | 1     | 1     | 2     | 18    |

**Chi-Square Tests**

|                              | Value               | df | Asymp. Sig. (2-sided) |
|------------------------------|---------------------|----|-----------------------|
| Pearson Chi-Square           | 18.000 <sup>a</sup> | 4  | .001                  |
| Likelihood Ratio             | 12.558              | 4  | .014                  |
| Linear-by-Linear Association | 2.495               | 1  | .114                  |
| N of Valid Cases             | 18                  |    |                       |

a. 9 cells (90.0%) have expected count less than 5. The minimum expected count is .11.

## Directional Measures

|                    |                              |                              | Value                        | Asymp. Std.<br>Error <sup>a</sup> |      |
|--------------------|------------------------------|------------------------------|------------------------------|-----------------------------------|------|
| Nominal by Nominal | Lambda                       | Symmetric                    | .500                         | .217                              |      |
|                    |                              | TingkatKepuasan<br>Dependent | 1.000                        | .000                              |      |
|                    |                              | CitaRasa Dependent           | .333                         | .192                              |      |
|                    | Goodman and<br>Kruskal tau   | TingkatKepuasan<br>Dependent | 1.000                        | .000                              |      |
|                    |                              | CitaRasa Dependent           | .299                         | .091                              |      |
|                    |                              | Uncertainty<br>Coefficient   | Symmetric                    | .488                              | .149 |
|                    | TingkatKepuasan<br>Dependent |                              | 1.000                        | .000                              |      |
|                    | CitaRasa Dependent           |                              | .323                         | .131                              |      |
|                    | Nominal by Interval          | Eta                          | TingkatKepuasan<br>Dependent | 1.000                             |      |
|                    |                              |                              | CitaRasa Dependent           | .383                              |      |

## Directional Measures

|                       |                              |                              | Approx.<br>T <sup>b</sup>    | Approx. Sig.      |                   |
|-----------------------|------------------------------|------------------------------|------------------------------|-------------------|-------------------|
| Nominal by<br>Nominal | Lambda                       | Symmetric                    | 1.500                        | .134              |                   |
|                       |                              | TingkatKepuasan<br>Dependent | 1.500                        | .134              |                   |
|                       |                              | CitaRasa Dependent           | 1.500                        | .134              |                   |
|                       | Goodman and<br>Kruskal tau   | TingkatKepuasan<br>Dependent |                              | .002 <sup>c</sup> |                   |
|                       |                              | CitaRasa Dependent           |                              | .000 <sup>c</sup> |                   |
|                       |                              | Uncertainty<br>Coefficient   | Symmetric                    | 2.265             | .014 <sup>d</sup> |
|                       | TingkatKepuasan<br>Dependent |                              | 2.265                        | .014 <sup>d</sup> |                   |
|                       | CitaRasa Dependent           |                              | 2.265                        | .014 <sup>d</sup> |                   |
|                       | Nominal by Interval          | Eta                          | TingkatKepuasan<br>Dependent |                   |                   |
|                       |                              |                              | CitaRasa Dependent           |                   |                   |

a. Not assuming the null hypothesis.

- b. Using the asymptotic standard error assuming the null hypothesis.
- c. Based on chi-square approximation
- d. Likelihood ratio chi-square probability.

**Symmetric Measures**

|                      |                            | Value | Asymp.<br>Std. Error <sup>a</sup> | Approx.<br>T <sup>b</sup> | Approx.<br>Sig.   |
|----------------------|----------------------------|-------|-----------------------------------|---------------------------|-------------------|
| Nominal by Nominal   | Contingency<br>Coefficient | .707  |                                   |                           | .001              |
| Interval by Interval | Pearson's R                | .383  | .112                              | 1.659                     | .117 <sup>c</sup> |
| Ordinal by Ordinal   | Spearman Correlation       | .650  | .167                              | 3.424                     | .003 <sup>c</sup> |
| N of Valid Cases     |                            | 18    |                                   |                           |                   |

- a. Not assuming the null hypothesis.
- b. Using the asymptotic standard error assuming the null hypothesis.
- c. Based on normal approximation.

### Lampiran 10. Dokumentasi Kegiatan

