**Lampiran Output SmartPLS**

***Outer Loadings***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Original Sample (O)** | **Sample Mean (M)** | **Standard Deviation (STDEV)** | **T Statistics (|O/STDEV|)** | **P Values** |
| X1.1 <- Kualitas Pelayanan Kesehatan (X1) | 0,760 | 0,733 | 0,139 | 5,477 | 0,000 |
| X1.2 <- Kualitas Pelayanan Kesehatan (X1) | 0,779 | 0,729 | 0,167 | 4,675 | 0,000 |
| X1.3 <- Kualitas Pelayanan Kesehatan (X1) | 0,706 | 0,687 | 0,128 | 5,511 | 0,000 |
| X1.5 <- Kualitas Pelayanan Kesehatan (X1) | 0,794 | 0,761 | 0,126 | 6,297 | 0,000 |
| X1.6 <- Kualitas Pelayanan Kesehatan (X1) | 0,792 | 0,771 | 0,129 | 6,148 | 0,000 |
| X2.1 <- Fasilitas Kesehatan (X2) | 0,984 | 0,984 | 0,004 | 235,374 | 0,000 |
| X2.2 <- Fasilitas Kesehatan (X2) | 0,985 | 0,985 | 0,004 | 247,627 | 0,000 |
| Y1 <- Kepuasan Pasien (Y) | 0,955 | 0,955 | 0,013 | 71,831 | 0,000 |
| Y2 <- Kepuasan Pasien (Y) | 0,968 | 0,968 | 0,009 | 105,701 | 0,000 |
| Y3 <- Kepuasan Pasien (Y) | 0,972 | 0,971 | 0,009 | 113,304 | 0,000 |
| Y4 <- Kepuasan Pasien (Y) | 0,977 | 0,977 | 0,007 | 147,645 | 0,000 |

***Construct Reliability and Validity***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Cronbach's Alpha** | **rho\_A** | **Composite Reliability** | **Average Variance Extracted (AVE)** |
| Fasilitas Kesehatan (X2) | 0,968 | 0,969 | 0,984 | 0,969 |
| Kepuasan Pasien (Y) | 0,978 | 0,979 | 0,983 | 0,937 |
| Kualitas Pelayanan Kesehatan (X1) | 0,825 | 0,827 | 0,877 | 0,588 |

***Cross Loadings***

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Fasilitas Kesehatan (X2)** | **Kepuasan Pasien (Y)** | **Kualitas Pelayanan Kesehatan (X1)** |
| X1.1 | 0,349 | 0,268 | 0,760 |
| X1.2 | 0,265 | 0,241 | 0,779 |
| X1.3 | 0,257 | 0,257 | 0,706 |
| X1.5 | 0,277 | 0,261 | 0,794 |
| X1.6 | 0,317 | 0,292 | 0,792 |
| X2.1 | 0,984 | 0,873 | 0,354 |
| X2.2 | 0,985 | 0,885 | 0,402 |
| Y1 | 0,847 | 0,955 | 0,338 |
| Y2 | 0,834 | 0,968 | 0,342 |
| Y3 | 0,854 | 0,972 | 0,332 |
| Y4 | 0,918 | 0,977 | 0,326 |

**Path Coefficients**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Original Sample (O)** | **Sample Mean (M)** | **Standard Deviation (STDEV)** | **T Statistics (|O/STDEV|)** | **P Values** |
| Fasilitas Kesehatan (X2) -> Kepuasan Pasien (Y) | 0,892 | 0,889 | 0,032 | 27,882 | 0,000 |
| Kualitas Pelayanan Kesehatan (X1) -> Kepuasan Pasien (Y) | 0,003 | 0,003 | 0,044 | 0,075 | 0,470 |

**R Square**

|  |  |  |
| --- | --- | --- |
|  | **R Square** | **R Square Adjusted** |
| **Kepuasan Pasien (Y)** | 0.797 | 0.794 |

**f Square**

|  |  |
| --- | --- |
|  | **Kepuasan Pasien (Y)** |
| Fasilitas Kesehatan (X2) | 3.343 |
| Kualitas Pelayanan Kesehatan (X1) | 0.000 |