

| em | A | | | | | B | | | | | C | | | | | D | | | | | E | | | | | F | | | | | G | | | | | Jml. | Kategori |
|----|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|---|---|---|---|---|------|--------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | | | | | | | |
| | 5 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 82 | Sangat puas Sekali |
| | 3 | 3 | 3 | 3 | 1 | 3 | 3 | 5 | 3 | 5 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 4 | 5 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 78 | Sangat puas |
| | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 89 | Sangat puas Sekali |
| | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 82 | Sangat puas Sekali |
| | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 3 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 87 | Sangat puas Sekali |
| | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 85 | Sangat Puas Sekali |
| | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 86 | Sangat puas Sekali |
| | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 3 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 85 | Sangat puas Sekali |
| | 3 | 3 | 2 | 3 | 3 | 3 | 5 | 3 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 80 | Sangat Puas |
| | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 90 | Sangat puas Sekali |
| | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 1 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 85 | Sangat puas Sekali |
| | 4 | 4 | 2 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 86 | Sangat puas Sekali |
| | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 76 | Sangat puas |
| | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 69 | Puas |
| | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 91 | Sangat puas Sekali |
| | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 83 | Sangat puas Sekali |
| | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 85 | Sangat puas Sekali |
| | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 92 | Sangat puas Sekali |
| | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 85 | Sangat puas Sekali |
| | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 76 | Sangat puas |
| | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 77 | Sangat puas |
| | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 91 | Sangat puas Sekali |
| | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 94 | Sangat puas Sekali |
| | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 83 | Sangat puas |
| | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 66 | Puas |

| Item | A | | | | | | | B | | | | | | | C | | | | | | | D | | | | | | | E | | | | | | | F | | | | | | | G | | | | | | | Jml. | Kategori |
|------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--------------------|--------------------|--------------------|-------------|--|--|---|--|--|--|--|--|--|------|----------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 | | | | | | | | | | | |
| 13 | 3 | 3 | 5 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 5 | 1 | 3 | 1 | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 71 | Sangat puas | | | | | | | | | | | |
| 14 | 4 | 4 | 5 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 84 | Sangat puas Sekali | | | | | | | | | | | | |
| 15 | 4 | 2 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 64 | Puas | | | | | | | | | | | | | |
| 16 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 68 | Puas | | | | | | | | | | | | | |
| 17 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 69 | Puas | | | | | | | | | | | | | |
| 18 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 78 | Sangat puas | | | | | | | | | | | | | |
| 19 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 79 | Sangat puas | | | | | | | | | | | | | |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 88 | Sangat puas Sekali | | | | | | | | | | | | | | |
| 11 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 3 | 3 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 77 | Sangat puas | | | | | | | | | | | | | | |
| 12 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 70 | Sangat puas | | | | | | | | | | | | | | |
| 13 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 74 | Sangat puas | | | | | | | | | | | | | | |
| 14 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 5 | 3 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 70 | sangat Puas | | | | | | | | | | | | | | |
| 15 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 77 | Sangat puas | | | | | | | | | | | | | | |
| 16 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 68 | Puas | | | | | | | | | | | | | | |
| 17 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 78 | Sangat puas | | | | | | | | | | | | | |
| 18 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 84 | Sangat puas Sekali | | | | | | | | | | | | | | |
| 48 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 5 | 3 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 84 | Sangat puas Sekali | | | | | | | | | | | | | |
| 49 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 73 | Sangat Puas | | | | | | | | | | | | | | |
| 50 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 5 | 5 | 5 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 68 | puas | | | | | | | | | | | | | | |
| 51 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 84 | sangat puas sekali | | | | | | | | | | | | | | |
| 52 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 84 | sangat puas sekali | | | | | | | | | | | | | | |
| 53 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 76 | Sangat puas | | | | | | | | | | | | | |
| 54 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 67 | puas | | | | | | | | | | | | | | |
| 55 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 78 | sangat puas | | | | | | | | | | | | | | |
| 56 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 82 | Sangat puas sekali | | | | | | | | | | | | | | |
| 57 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 5 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 70 | sangat puas | | | | | | | | | | | | | | |
| 58 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 69 | puas | | | | | | | | | | | | | | |
| 59 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 75 | Sangat puas | | | | | | | | | | | | | | |
| 60 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 2 | 2 | 2 | 2 | 1 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 | puas | | | | | | | | | | | | | |
| 61 | 3 | 3 | 4 | 3 | 5 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 82 | Sangatpuas sekali | | | | | | | | | | | | | | |

erangan:

- A : Building a relationship
- B : Open the discussion
- C : Gaters informations
- D : Understands the patient's perspective
- E : Shares information
- F : Reaches agreement
- G : Provides closure

Kelompok Yang Datang Dengan Kemauan Sendiri

| ITEM \ CLASS | SPS | | SP | | P | | RR | | TP | |
|----------------------------------|------|--------|------|--------|------|--------|------|-------|------|------|
| | Resp | Frek | Resp | Frek | Resp | Frek | Resp | Frek | Resp | Frek |
| <i>Build a relationship</i> | | | 28 | 35% | 51 | 63.75% | 1 | 1.25% | | |
| <i>Open the discussion</i> | 2 | 2.5% | 30 | 37.5% | 47 | 58.75% | 1 | 1.25% | | |
| <i>Gathers informasi</i> | 17 | 21.25% | 34 | 42.5% | 25 | 31.25% | 4 | 5% | | |
| <i>Understands the patient's</i> | 8 | 10% | 39 | 48.75% | 25 | 31.25% | 8 | 10% | | |
| <i>Shares information</i> | 10 | 12.5% | 27 | 33.75% | 39 | 48.75% | 4 | 5% | | |
| <i>Reaches agreement</i> | 9 | 11.25% | 36 | 45% | 35 | 43.75% | | | | |
| <i>Provides closure</i> | 6 | 7.5% | 39 | 48.75% | 35 | 43.75% | | | | |

Kelompok Yang Datang Dengan Dibawa / Diajak

| ITEM \ CLASS | SPS | | SP | | P | | RR | | TP | |
|----------------------------------|------|--------|------|--------|------|--------|------|-------|------|------|
| | Resp | Frek | Resp | Frek | Resp | Frek | Resp | Frek | Resp | Frek |
| <i>Build a relationship</i> | | | 36 | 44.44% | 43 | 53.08% | 2 | 2.48% | | |
| <i>Open the discussion</i> | 10 | 12.34% | 30 | 37.03% | 38 | 46.91% | 3 | 3.72% | | |
| <i>Gathers informasi</i> | 28 | 34.56% | 35 | 43.20% | 18 | 22.24% | | | | |
| <i>Understands the patient's</i> | 25 | 30.86% | 39 | 40.14% | 11 | 13.58% | 6 | 7.42% | | |
| <i>Shares information</i> | 21 | 25.92% | 29 | 35.80% | 24 | 29.62% | 7 | 8.66% | | |
| <i>Reaches agreement</i> | 27 | 33.33% | 30 | 30.03% | 27 | 29.64% | | | | |
| <i>Provides closure</i> | 17 | 21% | 35 | 43.20% | 29 | 35.80% | | | | |

Hasil Keseluruhan Kelompok Yang Dibawa Dan Yang Datang Sendiri

| ITEM \ CLASS | SPS | | SP | | P | | RR | | TP | |
|----------------------------------|------|--------|------|--------|------|--------|------|-------|------|------|
| | Resp | Frek | Resp | Frek | Resp | Frek | Resp | Frek | Resp | Frek |
| <i>Build a relationship</i> | | | 64 | 39.75% | 94 | 58.38% | 3 | 1.87% | | |
| <i>Open the discussion</i> | 12 | 7.45% | 66 | 37.26% | 85 | 52.79% | 4 | 2.48% | | |
| <i>Gathers informasi</i> | 45 | 27.95% | 69 | 42.85% | 43 | 26.70% | 4 | 2.48% | | |
| <i>Understands the patient's</i> | 33 | 20.49% | 78 | 48.44% | 36 | 22.36% | 8 | 4.96% | | |
| <i>Shares information</i> | 31 | 19.25% | 56 | 34.78% | 63 | 39.13% | 11 | 6.83% | | |
| <i>Reaches agreement</i> | 36 | 22.36% | 66 | 40.99% | 63 | 39.13% | | | | |
| <i>Provides closure</i> | 23 | 14.28% | 74 | 45.96% | 64 | 39.75% | | | | |