

**HASIL SURVEY KEPUASAN MASYARAKAT (SKM)  
PERIODE JANUARI – MARET 2019**



**RUMAH SAKIT UMUM DAERAH AJIBARANG**  
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## PENDAHULUAN

### I. Latar Belakang

Rumah sakit sebagai sebuah institusi pelayanan kesehatan dituntut untuk selalu menjaga kepercayaan pelanggan/pasien dengan meningkatkan kualitas pelayanannya. Selain kelengkapan fasilitas, perilaku dan layanan sumber daya manusia merupakan elemen yang berpengaruh signifikan terhadap pelayanan yang dihasilkan dan dipersepsikan pasien. Pasien mengharapkan pelayanan yang berkualitas, cepat dalam menangani pasien dengan aman dan nyaman. Dalam memenuhi kebutuhan pasien tersebut, pelayanan prima menjadi utama dalam pelayanan di rumah sakit. Pelayanan prima di rumah sakit akan tercapai jika setiap seluruh SDM rumah sakit mempunyai ketrampilan khusus, diantaranya memahami produk secara mendalam, berpenampilan menarik, bersikap ramah dan bersahabat, responsif (peka) dengan pasien, menguasai pekerjaan, berkomunikasi secara efektif dan mampu menanggapi keluhan pasien secara profesional. Rumah sakit perlu secara cermat, tepat dan akurat menangkap dan menentukan semua kebutuhan, keinginan dan harapan pasien sebagai upaya untuk memenuhi keinginan dan meningkatkan kepuasan atas pelayanan yang diberikan. Untuk mengetahui kepuasan masyarakat terhadap pelayanan, maka perlu dilakukan survey kepuasan masyarakat.

### II. Tujuan

1. Umum : untuk mengetahui kepuasan masyarakat terhadap pelayanan rumah sakit
2. Khusus : mengetahui proporsi kepuasan pasien terhadap pelayanan meliputi persyaratan pelayanan, Sistem, mekanisme dan Prosedur Pelayanan, Waktu penyelesaian, Biaya/Tarif, Produk spesifikasi jenis pelayanan, Kompetensi pelaksana, Perilaku pelaksana, Penanganan pengaduan, saran dan masukan, Sarana dan prasarana.

### III. Manfaat

1. Memberikan masukan kepada manajemen rumah sakit tentang kepuasan masyarakat yang berpengaruh terhadap kepuasan masyarakat dalam rangka meningkatkan kualitas pelayanan rumah.
2. Sebagai dasar dan tahap awal melakukan evaluasi secara berkala mengenai penilaian kualitas pelayanan yang dilakukan berbagai pelayanan.
3. Memberikan masukan kepada berbagai profesi dalam rangka perbaikan pelayanan kepada pasien

## BAB II PELAKSANAAN KEGIATAN SURVEI

### A. Pelaksanaan Pengumpulan Data

Pelaksanaan kegiatan pengukuran Survei Kepuasan Masyarakat di RSUD Ajibarang dilaksanakan di Fisioterapi, Instalasi Rawat Jalan, Farmasi, Laboratorium Radiologi, Instalasi Rawat Inap, Perinatologi, Kamar Bersalin, Nuri dan ICU. Kegiatan pengumpulan data dilaksanakan sebagai berikut :

1. Teknik survey Kepuasan Masyarakat menggunakan Kuisisioner melalui pengisian sendiri.
2. Penetapan Pelaksana  
Dilaksanakan secara swakelola dengan membentuk Tim Survei Kepuasan Masyarakat dengan SK Direktur RSUD Ajibarang.
3. Persiapan Pelaksanaan

#### a. Kuisisioner.

Kuisisioner merupakan alat bantu pengumpulan data indeks kepuasan masyarakat penerima pelayanan

#### b. Pengolahan Data menggunakan Pengukuran Skala Likert

| Nilai persepsi | Nilai interval (N) | Nilai interval Konversi (NIK) | Mutu Pelayanan (x) | Kinerja unit pelayanan (Y) |
|----------------|--------------------|-------------------------------|--------------------|----------------------------|
| 1              | 1,00 - 2,5996      | 25,00 - 64,99                 | D                  | Tidak baik                 |
| 2              | 2,60 - 3,064       | 65,00 - 76,60                 | C                  | Cukup                      |
| 3              | 3,0644 - 3,532     | 76,61 - 88,30                 | B                  | Baik                       |
| 4              | 4,5324 - 4,00      | 88,31 - 100,00                | A                  | Sangat baik                |

Tabel.1. skala linkert

### 4. Penetapan Responden, Lokasi dan Waktu

#### a. Jumlah Responden

- 1) Dipilih acak sebanyak 181 responden
- 2) Jumlah Responden disesuaikan dengan perkiraan jumlah populasi (tingkat kunjungan pasien), merujuk pada table sampel *Morgan dan Krejcie* dengan mempertimbangkan cakupan pelayanan dimasing -masing unit (kesepakatan Tim).

| No | Unit Pelayanan | Jml Responden |
|----|----------------|---------------|
| 1  | Farmasi        | 32            |
| 2  | Laboratorium   | 19            |

|   |                       |     |
|---|-----------------------|-----|
| 3 | ICU, perina, VK, Nuri | 24  |
| 4 | Instalasi Rawat Inap  | 35  |
| 5 | Radiologi             | 9   |
| 6 | Fisioterapi           | 21  |
| 7 | Instalasi Rawat Jalan | 41  |
|   | Jumlah                | 181 |

b. Lokasi

Unit unit pelayanan RSUD Ajibarang

c. Waktu

- a. Persiapan tanggal 20 – 30 Desember 2018
- b. Pelaksanaan survei 02 Januari – 31 Maret 2019
- c. Input data, pengolahan data, analisa data, penyusunan laporan 01 – 5 April 2019
- d. Pelaporan tanggal 6 April 2019

Metodologi dan Pengolahan Data

Survei ini menggunakan metode pengumpulan data :

- a. Studi pustaka: dilakukan dengan mengumpulkan data dan teori yang relevan terhadap permasalahan yang akan diteliti sebagai referensi.
- b. Studi lapangan: observasi lapangan yaitu wawancara dan kuisioner dengan responden.

## BAB III

### HASIL PENGOLAHAN DATA SKM

#### A. Nilai per unsur Pelayanan

| NO. RESP | NILAI UNSUR |    |    |    |    |    |    |    |    | Σ  |
|----------|-------------|----|----|----|----|----|----|----|----|----|
|          | U1          | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |    |
| 1        | 4           | 3  | 4  | 4  | 4  | 3  | 3  | 3  | 4  | 32 |
| 2        | 4           | 3  | 3  | 4  | 3  | 3  | 3  | 4  | 4  | 31 |
| 3        | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 4  | 29 |
| 4        | 4           | 4  | 4  | 3  | 3  | 3  | 3  | 3  | 3  | 30 |
| 5        | 4           | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 34 |
| 6        | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 29 |
| 7        | 3           | 2  | 3  | 4  | 3  | 3  | 3  | 3  | 4  | 28 |
| 8        | 2           | 2  | 1  | 2  | 2  | 2  | 2  | 1  | 3  | 17 |
| 9        | 4           | 4  | 3  | 4  | 3  | 4  | 4  | 3  | 4  | 33 |
| 10       | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 2  | 4  | 28 |
| 11       | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 28 |
| 12       | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 4  | 29 |
| 13       | 3           | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 33 |
| 14       | 3           | 4  | 2  | 4  | 4  | 4  | 3  | 3  | 4  | 31 |
| 15       | 3           | 3  | 3  | 4  | 3  | 4  | 3  | 3  | 4  | 30 |
| 16       | 4           | 4  | 3  | 3  | 3  | 3  | 4  | 3  | 3  | 30 |
| 17       | 4           | 3  | 3  | 3  | 3  | 3  | 4  | 3  | 3  | 29 |
| 18       | 3           | 4  | 2  | 3  | 3  | 3  | 3  | 3  | 3  | 27 |
| 19       | 3           | 2  | 3  | 3  | 4  | 3  | 4  | 3  | 3  | 28 |
| 20       | 4           | 4  | 3  | 3  | 4  | 3  | 4  | 3  | 4  | 32 |
| 21       | 4           | 3  | 3  | 3  | 4  | 3  | 3  | 3  | 4  | 30 |
| 22       | 3           | 3  | 2  | 4  | 4  | 4  | 3  | 3  | 3  | 29 |

|    |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|----|
| 23 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 33 |
| 24 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 31 |
| 25 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |
| 26 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 30 |
| 27 | 2 | 3 | 2 | 4 | 3 | 3 | 4 | 3 | 3 | 27 |
| 28 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 29 |
| 29 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 29 |
| 30 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 30 |
| 31 | 2 | 4 | 2 | 4 | 3 | 3 | 4 | 3 | 4 | 29 |
| 32 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 33 |
| 33 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 33 |
| 34 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 33 |
| 35 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 30 |
| 36 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 31 |
| 37 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 29 |
| 38 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 32 |
| 39 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 30 |
| 40 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 30 |
| 41 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 29 |
| 42 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 29 |
| 43 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 27 |
| 44 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 31 |
| 45 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 30 |
| 46 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 30 |
| 47 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 31 |
| 48 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 29 |

|    |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|----|
| 49 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 31 |
| 50 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 31 |
| 51 | 3 | 4 | 2 | 3 | 4 | 4 | 3 | 3 | 4 | 30 |
| 52 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 31 |
| 53 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 29 |
| 54 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 33 |
| 55 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |
| 56 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 31 |
| 57 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 30 |
| 58 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 33 |
| 59 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 32 |
| 60 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 32 |
| 61 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 2 | 3 | 29 |
| 62 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 2 | 3 | 29 |
| 63 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 31 |
| 64 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 32 |
| 65 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 31 |
| 66 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 29 |
| 67 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 33 |
| 68 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 30 |
| 69 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 2 | 31 |
| 70 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 2 | 30 |
| 71 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 2 | 29 |
| 72 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 30 |
| 73 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 29 |
| 74 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 33 |

|     |   |   |   |   |   |   |   |   |   |    |
|-----|---|---|---|---|---|---|---|---|---|----|
| 75  | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 32 |
| 76  | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 30 |
| 77  | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 2 | 28 |
| 78  | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 2 | 3 | 29 |
| 79  | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 2 | 29 |
| 80  | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 32 |
| 81  | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 29 |
| 82  | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 30 |
| 83  | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 2 | 28 |
| 84  | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 27 |
| 85  | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 2 | 31 |
| 86  | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 32 |
| 87  | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 31 |
| 88  | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 31 |
| 89  | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 31 |
| 90  | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 31 |
| 91  | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 31 |
| 92  | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 29 |
| 93  | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 31 |
| 94  | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 32 |
| 95  | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 29 |
| 96  | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 3 | 29 |
| 97  | 4 | 4 | 2 | 4 | 3 | 2 | 3 | 3 | 3 | 28 |
| 98  | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 31 |
| 99  | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 30 |
| 100 | 3 | 3 | 2 | 4 | 2 | 2 | 4 | 4 | 2 | 26 |



|     |   |   |   |   |   |   |   |   |   |    |
|-----|---|---|---|---|---|---|---|---|---|----|
| 101 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 31 |
| 102 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 2 | 3 | 26 |
| 103 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 2 | 3 | 26 |
| 104 | 4 | 3 | 3 | 4 | 3 | 2 | 3 | 2 | 3 | 27 |
| 105 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 2 | 26 |
| 106 | 4 | 3 | 3 | 4 | 3 | 2 | 3 | 3 | 3 | 28 |
| 107 | 3 | 4 | 2 | 4 | 3 | 3 | 4 | 4 | 3 | 30 |
| 108 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 2 | 3 | 31 |
| 109 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 29 |
| 110 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 32 |
| 111 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 32 |
| 112 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 29 |
| 113 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |
| 114 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 2 | 3 | 30 |
| 115 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 32 |
| 116 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 2 | 3 | 30 |
| 117 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 30 |
| 118 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 32 |
| 119 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 32 |
| 120 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 32 |
| 121 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 31 |
| 122 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 32 |
| 123 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |
| 124 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 30 |
| 125 | 2 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 28 |
| 126 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |

|     |   |   |   |   |   |   |   |   |   |    |
|-----|---|---|---|---|---|---|---|---|---|----|
| 127 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 31 |
| 128 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 30 |
| 129 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 27 |
| 130 | 3 | 3 | 3 | 4 | 4 | 2 | 4 | 3 | 3 | 29 |
| 131 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 32 |
| 132 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 31 |
| 133 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 30 |
| 134 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 32 |
| 135 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 30 |
| 136 | 3 | 4 | 2 | 4 | 3 | 2 | 3 | 3 | 3 | 26 |
| 137 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 30 |
| 138 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 30 |
| 139 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 32 |
| 140 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 31 |
| 141 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 30 |
| 142 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 30 |
| 143 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 30 |
| 144 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 30 |
| 145 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 31 |
| 146 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 31 |
| 147 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 31 |
| 148 | 4 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 29 |
| 149 | 3 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |
| 150 | 4 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 29 |
| 151 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 30 |
| 152 | 4 | 4 | 2 | 4 | 3 | 3 | 4 | 3 | 3 | 30 |

|     |   |   |   |   |   |   |   |   |   |    |
|-----|---|---|---|---|---|---|---|---|---|----|
| 153 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 33 |
| 154 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 30 |
| 155 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |
| 156 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 30 |
| 157 | 3 | 4 | 1 | 4 | 2 | 1 | 3 | 4 | 3 | 25 |
| 158 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |
| 159 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 29 |
| 160 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 30 |
| 161 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 31 |
| 162 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 35 |
| 163 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 29 |
| 164 | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 28 |
| 165 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 35 |
| 166 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 35 |
| 167 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 32 |
| 168 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 30 |
| 169 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 31 |
| 170 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 29 |
| 171 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |
| 172 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 32 |
| 173 | 4 | 3 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 28 |
| 174 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 31 |
| 175 | 4 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |
| 176 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 30 |
| 177 | 3 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |
| 178 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 2 | 1 | 26 |

|                           |      |      |      |     |     |     |     |       |     |             |
|---------------------------|------|------|------|-----|-----|-----|-----|-------|-----|-------------|
| 179                       | 4    | 4    | 3    | 4   | 3   | 3   | 3   | 4     | 4   | 31          |
| 180                       | 3    | 4    | 3    | 4   | 3   | 3   | 3   | 3     | 4   | 30          |
| 181                       | 3    | 3    | 3    | 3   | 3   | 3   | 3   | 3     | 4   | 28          |
| $\Sigma$ nilai / unsur    | 637  | 629  | 565  | 697 | 594 | 593 | 611 | 546   | 571 | 5422        |
| NRR Unsur                 | 3,54 | 3,49 | 3,14 | 3,9 | 3,3 | 3,3 | 3,4 | 3,03  | 3,2 | 30,1        |
| NRR Tertimbang Unsur      | 0,39 | 0,39 | 0,35 | 0,4 | 0,4 | 0,4 | 0,4 | 0,337 | 0,4 | 3,35        |
| <b>IKM Unit Pelayanan</b> |      |      |      |     |     |     |     |       |     | <b>83,7</b> |

Keterangan :

1. Fisioterapi responden nomor 1-21
2. Instalasi Rawat Jalan responden nomor 22-62
3. Instalasi Farmasi responden nomor 63-94
4. Instalasi Laboratorium responden nomor 95-113
5. Instalasi Radiologi responden nomor 114-122
6. Instalasi Rawat Inap responden nomor 123-157
7. Instalasi Perinatologi, Kamar Bersalin, Ruang Nuri, ICU responden nomor 158-181

B. Analisa

- a. Jumlah responden berdasarkan jenis kelamin

| Laki-laki | Perempuan |
|-----------|-----------|
| 88        | 93        |

- b. Jumlah responden berdasarkan pendidikan

| SD | SMP | SMA | SARJANA | LAINNYA |
|----|-----|-----|---------|---------|
| 56 | 45  | 52  | 9       | 19      |

- c. Jumlah responden berdasarkan pekerjaan

| PNS | SWASTA | WIRSAUSAHA | BURUH/ LAINNYA |
|-----|--------|------------|----------------|
| 14  | 44     | 10         | 113            |

- d. Hasil Interpretasi masing-masing unit pelayanan terhadap standar indeksKepuasanMasyarakat (IKM) :

1. Instalasi Farmasi

| NO. RESP | NILAI UNSUR | $\Sigma$ |
|----------|-------------|----------|
|----------|-------------|----------|

|    | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |    |
|----|----|----|----|----|----|----|----|----|----|----|
| 1  | 3  | 4  | 4  | 4  | 3  | 4  | 3  | 3  | 3  | 31 |
| 2  | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 4  | 3  | 32 |
| 3  | 4  | 4  | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 31 |
| 4  | 3  | 3  | 3  | 4  | 3  | 4  | 3  | 3  | 3  | 29 |
| 5  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 3  | 33 |
| 6  | 3  | 4  | 4  | 4  | 3  | 3  | 4  | 2  | 3  | 30 |
| 7  | 4  | 4  | 3  | 4  | 3  | 4  | 4  | 3  | 2  | 31 |
| 8  | 4  | 3  | 4  | 4  | 4  | 3  | 3  | 3  | 2  | 30 |
| 9  | 3  | 3  | 3  | 4  | 3  | 4  | 3  | 4  | 2  | 29 |
| 10 | 3  | 3  | 4  | 4  | 3  | 4  | 3  | 3  | 3  | 30 |
| 11 | 3  | 4  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 29 |
| 12 | 4  | 4  | 4  | 4  | 3  | 3  | 4  | 4  | 3  | 33 |
| 13 | 4  | 3  | 3  | 4  | 4  | 4  | 4  | 3  | 3  | 32 |
| 14 | 3  | 3  | 3  | 4  | 3  | 3  | 4  | 4  | 3  | 30 |
| 15 | 4  | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 2  | 28 |
| 16 | 3  | 3  | 4  | 4  | 3  | 4  | 3  | 2  | 3  | 29 |
| 17 | 4  | 3  | 3  | 4  | 3  | 4  | 3  | 3  | 2  | 29 |
| 18 | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 3  | 3  | 32 |
| 19 | 3  | 3  | 3  | 4  | 4  | 3  | 3  | 3  | 3  | 29 |
| 20 | 3  | 3  | 4  | 4  | 3  | 3  | 4  | 3  | 3  | 30 |
| 21 | 3  | 3  | 3  | 4  | 3  | 3  | 4  | 3  | 2  | 28 |
| 22 | 2  | 3  | 4  | 4  | 3  | 3  | 3  | 3  | 2  | 27 |
| 23 | 4  | 4  | 3  | 4  | 4  | 4  | 3  | 3  | 2  | 31 |
| 24 | 4  | 4  | 3  | 4  | 4  | 3  | 3  | 3  | 4  | 32 |
| 25 | 4  | 4  | 3  | 4  | 3  | 3  | 3  | 3  | 4  | 31 |
| 26 | 4  | 4  | 3  | 4  | 3  | 4  | 3  | 3  | 3  | 31 |

|                             |             |             |             |             |             |             |             |             |             |              |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| 27                          | 3           | 3           | 3           | 4           | 4           | 4           | 4           | 3           | 3           | 31           |
| 28                          | 4           | 3           | 3           | 4           | 4           | 3           | 4           | 3           | 3           | 31           |
| 29                          | 4           | 3           | 3           | 4           | 4           | 3           | 4           | 3           | 3           | 31           |
| 30                          | 3           | 3           | 3           | 4           | 3           | 3           | 4           | 3           | 3           | 29           |
| 31                          | 3           | 4           | 3           | 4           | 3           | 4           | 4           | 3           | 3           | 31           |
| 32                          | 3           | 4           | 3           | 4           | 4           | 4           | 4           | 3           | 3           | 32           |
| <b>∑ nilai/ unsur</b>       | <b>111</b>  | <b>110</b>  | <b>105</b>  | <b>128</b>  | <b>107</b>  | <b>112</b>  | <b>110</b>  | <b>99</b>   | <b>90</b>   | <b>972</b>   |
| <b>NRR Unsur</b>            | <b>3,47</b> | <b>3,44</b> | <b>3,28</b> | <b>4,00</b> | <b>3,34</b> | <b>3,50</b> | <b>3,44</b> | <b>3,09</b> | <b>2,81</b> | <b>30,38</b> |
| <b>NRR Tertimbang Unsur</b> | <b>0,39</b> | <b>0,38</b> | <b>0,36</b> | <b>0,44</b> | <b>0,37</b> | <b>0,39</b> | <b>0,38</b> | <b>0,34</b> | <b>0,31</b> | <b>3,38</b>  |
| <b>IKM Unit Pelayanan</b>   |             |             |             |             |             |             |             |             |             | <b>84,38</b> |

## 2. Instalasi Laboratorium

| NO. RESP | NILAI UNSUR |    |    |    |    |    |    |    |    | ∑  |
|----------|-------------|----|----|----|----|----|----|----|----|----|
|          | U1          | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |    |
| 1        | 4           | 4  | 3  | 4  | 3  | 3  | 3  | 2  | 3  | 29 |
| 2        | 4           | 4  | 3  | 4  | 3  | 3  | 3  | 2  | 3  | 29 |
| 3        | 4           | 4  | 2  | 4  | 3  | 2  | 3  | 3  | 3  | 28 |
| 4        | 4           | 4  | 3  | 4  | 3  | 4  | 3  | 3  | 3  | 31 |
| 5        | 3           | 4  | 3  | 4  | 3  | 3  | 4  | 3  | 3  | 30 |
| 6        | 3           | 3  | 2  | 4  | 2  | 2  | 4  | 4  | 2  | 26 |
| 7        | 3           | 3  | 3  | 4  | 3  | 4  | 4  | 4  | 3  | 31 |
| 8        | 3           | 3  | 2  | 4  | 3  | 3  | 3  | 2  | 3  | 26 |
| 9        | 3           | 3  | 2  | 4  | 3  | 3  | 3  | 2  | 3  | 26 |
| 10       | 4           | 3  | 3  | 4  | 3  | 2  | 3  | 2  | 3  | 27 |
| 11       | 3           | 3  | 2  | 4  | 3  | 3  | 3  | 3  | 2  | 26 |
| 12       | 4           | 3  | 3  | 4  | 3  | 2  | 3  | 3  | 3  | 28 |

|                             |             |             |             |             |             |             |             |             |             |              |
|-----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| 13                          | 3           | 4           | 2           | 4           | 3           | 3           | 4           | 4           | 3           | 30           |
| 14                          | 4           | 4           | 4           | 4           | 3           | 3           | 4           | 2           | 3           | 31           |
| 15                          | 3           | 4           | 3           | 4           | 3           | 3           | 3           | 3           | 3           | 29           |
| 16                          | 4           | 4           | 3           | 4           | 3           | 4           | 4           | 3           | 3           | 32           |
| 17                          | 4           | 4           | 4           | 4           | 3           | 4           | 3           | 3           | 3           | 32           |
| 18                          | 3           | 4           | 3           | 4           | 3           | 3           | 3           | 3           | 3           | 29           |
| 19                          | 3           | 3           | 3           | 4           | 3           | 3           | 3           | 3           | 3           | 28           |
| <b>Σ nilai / unsur</b>      | <b>66</b>   | <b>68</b>   | <b>53</b>   | <b>76</b>   | <b>56</b>   | <b>57</b>   | <b>63</b>   | <b>54</b>   | <b>55</b>   | <b>548</b>   |
| <b>NRR Unsur</b>            | <b>3,47</b> | <b>3,58</b> | <b>2,79</b> | <b>4,00</b> | <b>2,95</b> | <b>3,00</b> | <b>3,32</b> | <b>2,84</b> | <b>2,89</b> | <b>28,84</b> |
| <b>NRR Tertimbang Unsur</b> | <b>0,39</b> | <b>0,40</b> | <b>0,31</b> | <b>0,44</b> | <b>0,33</b> | <b>0,33</b> | <b>0,37</b> | <b>0,32</b> | <b>0,32</b> | <b>3,20</b>  |
| <b>IKM Unit Pelayanan</b>   |             |             |             |             |             |             |             |             |             | <b>80,12</b> |

3. Perina, VK, Nuri, ICU

| NO. RESP | NILAI UNSUR |    |    |    |    |    |    |    |    | Σ  |
|----------|-------------|----|----|----|----|----|----|----|----|----|
|          | U1          | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |    |
| 1        | 4           | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 28 |
| 2        | 4           | 3  | 3  | 4  | 3  | 3  | 4  | 3  | 3  | 29 |
| 3        | 3           | 3  | 3  | 4  | 3  | 4  | 3  | 3  | 4  | 30 |
| 4        | 3           | 4  | 4  | 3  | 3  | 4  | 3  | 3  | 3  | 31 |
| 5        | 3           | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 35 |
| 6        | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 29 |
| 7        | 3           | 2  | 3  | 4  | 3  | 3  | 3  | 3  | 4  | 28 |
| 8        | 4           | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35 |
| 9        | 3           | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 35 |
| 10       | 3           | 4  | 3  | 4  | 3  | 3  | 3  | 4  | 4  | 32 |

|                             |      |      |      |      |      |      |      |      |      |              |
|-----------------------------|------|------|------|------|------|------|------|------|------|--------------|
| 11                          | 3    | 4    | 3    | 4    | 3    | 3    | 3    | 3    | 4    | 30           |
| 12                          | 4    | 3    | 3    | 4    | 4    | 3    | 3    | 3    | 4    | 31           |
| 13                          | 3    | 4    | 3    | 4    | 3    | 3    | 3    | 3    | 3    | 29           |
| 14                          | 3    | 3    | 3    | 4    | 3    | 3    | 3    | 3    | 3    | 28           |
| 15                          | 3    | 4    | 3    | 4    | 4    | 3    | 3    | 3    | 4    | 32           |
| 16                          | 4    | 3    | 2    | 4    | 4    | 3    | 3    | 3    | 3    | 28           |
| 17                          | 4    | 4    | 3    | 4    | 3    | 4    | 3    | 3    | 3    | 31           |
| 18                          | 4    | 3    | 3    | 4    | 3    | 3    | 3    | 3    | 3    | 28           |
| 19                          | 4    | 4    | 3    | 4    | 3    | 3    | 3    | 3    | 3    | 30           |
| 20                          | 3    | 4    | 2    | 4    | 3    | 3    | 3    | 3    | 3    | 28           |
| 21                          | 3    | 4    | 3    | 4    | 3    | 3    | 3    | 2    | 1    | 26           |
| 22                          | 4    | 4    | 3    | 4    | 3    | 3    | 3    | 4    | 4    | 31           |
| 23                          | 3    | 4    | 3    | 4    | 3    | 3    | 3    | 3    | 4    | 30           |
| 24                          | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 4    | 28           |
| <b>Σ nilai / unsur</b>      | 81   | 85   | 74   | 94   | 78   | 78   | 74   | 77   | 81   | 722          |
| <b>NRR Unsur</b>            | 3,38 | 3,54 | 3,08 | 3,92 | 3,25 | 3,25 | 3,08 | 3,21 | 3,38 | 30,08        |
| <b>NRR Tertimbang Unsur</b> | 0,38 | 0,39 | 0,34 | 0,44 | 0,36 | 0,36 | 0,34 | 0,36 | 0,38 | 3,34         |
| <b>IKM Unit Pelayanan</b>   |      |      |      |      |      |      |      |      |      | <b>83,56</b> |

#### 4. Instalasi Rawat Inap

| NO. RESP | NILAI UNSUR |    |    |    |    |    |    |    |    | Σ  |
|----------|-------------|----|----|----|----|----|----|----|----|----|
|          | U1          | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |    |
| 1        | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 28 |
| 2        | 3           | 3  | 3  | 4  | 3  | 4  | 4  | 3  | 3  | 30 |
| 3        | 2           | 3  | 3  | 4  | 3  | 3  | 4  | 3  | 3  | 28 |



|    |   |   |   |   |   |   |   |   |   |    |
|----|---|---|---|---|---|---|---|---|---|----|
| 4  | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |
| 5  | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 31 |
| 6  | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 30 |
| 7  | 3 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 27 |
| 8  | 3 | 3 | 3 | 4 | 4 | 2 | 4 | 3 | 3 | 29 |
| 9  | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 32 |
| 10 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 31 |
| 11 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 30 |
| 12 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 32 |
| 13 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 30 |
| 14 | 3 | 4 | 2 | 4 | 3 | 2 | 3 | 3 | 3 | 26 |
| 15 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 30 |
| 16 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 30 |
| 17 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 32 |
| 18 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 31 |
| 19 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 30 |
| 20 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 30 |
| 21 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 30 |
| 22 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 30 |
| 23 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 31 |
| 24 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 31 |
| 25 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 31 |
| 26 | 4 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 29 |
| 27 | 3 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 28 |
| 28 | 4 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 29 |
| 29 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 30 |

|                           |      |      |      |      |      |      |      |      |      |              |
|---------------------------|------|------|------|------|------|------|------|------|------|--------------|
| 30                        | 4    | 4    | 2    | 4    | 3    | 3    | 4    | 3    | 3    | 30           |
| 31                        | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 3    | 3    | 33           |
| 32                        | 4    | 3    | 3    | 4    | 3    | 3    | 4    | 3    | 3    | 30           |
| 33                        | 4    | 3    | 3    | 4    | 3    | 3    | 3    | 3    | 3    | 28           |
| 34                        | 3    | 4    | 3    | 4    | 4    | 3    | 3    | 3    | 3    | 30           |
| 35                        | 3    | 4    | 1    | 4    | 2    | 1    | 3    | 4    | 3    | 25           |
| $\Sigma$ nilai / unsur    | 115  | 122  | 106  | 140  | 114  | 107  | 116  | 106  | 115  | 1040         |
| NRR Unsur                 | 3,29 | 3,49 | 3,03 | 4,00 | 3,26 | 3,06 | 3,31 | 3,03 | 3,29 | 29,71        |
| NRR Tertimbang Unsur      | 0,37 | 0,39 | 0,34 | 0,44 | 0,36 | 0,34 | 0,37 | 0,34 | 0,37 | 3,30         |
| <b>IKM Unit Pelayanan</b> |      |      |      |      |      |      |      |      |      | <b>82,54</b> |

#### 5. Radiologi

| NO. RESP               | NILAI UNSUR |      |      |      |      |      |      |      |      | $\Sigma$ |
|------------------------|-------------|------|------|------|------|------|------|------|------|----------|
|                        | U1          | U2   | U3   | U4   | U5   | U6   | U7   | U8   | U9   |          |
| 1                      | 4           | 4    | 3    | 4    | 3    | 3    | 4    | 2    | 3    | 30       |
| 2                      | 4           | 4    | 3    | 4    | 3    | 4    | 4    | 3    | 3    | 32       |
| 3                      | 4           | 4    | 4    | 4    | 3    | 3    | 3    | 2    | 3    | 30       |
| 4                      | 4           | 4    | 3    | 4    | 3    | 3    | 3    | 3    | 3    | 30       |
| 5                      | 3           | 4    | 4    | 4    | 4    | 3    | 4    | 3    | 3    | 32       |
| 6                      | 3           | 4    | 3    | 4    | 4    | 4    | 4    | 3    | 3    | 32       |
| 7                      | 4           | 4    | 4    | 4    | 3    | 3    | 4    | 3    | 3    | 32       |
| 8                      | 4           | 4    | 3    | 4    | 3    | 3    | 4    | 3    | 3    | 31       |
| 9                      | 4           | 4    | 4    | 4    | 3    | 3    | 4    | 3    | 3    | 32       |
| $\Sigma$ nilai / unsur | 34          | 36   | 31   | 36   | 29   | 29   | 34   | 25   | 27   | 281      |
| NRR Unsur              | 3,78        | 4,00 | 3,44 | 4,00 | 3,22 | 3,22 | 3,78 | 2,78 | 3,00 | 31,22    |

|                      |      |      |      |      |      |      |      |      |      |       |
|----------------------|------|------|------|------|------|------|------|------|------|-------|
| NRR Tertimbang Unsur | 0,42 | 0,44 | 0,38 | 0,44 | 0,36 | 0,36 | 0,42 | 0,31 | 0,33 | 3,47  |
| IKM Unit Pelayanan   |      |      |      |      |      |      |      |      |      | 86,73 |

## 6.FISIOTERAP

I

| NO. RESP | NILAI UNSUR |    |    |    |    |    |    |    |    | Σ  |
|----------|-------------|----|----|----|----|----|----|----|----|----|
|          | U1          | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |    |
| 1        | 4           | 3  | 4  | 4  | 4  | 3  | 3  | 3  | 4  | 32 |
| 2        | 4           | 3  | 3  | 4  | 3  | 3  | 3  | 4  | 4  | 31 |
| 3        | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 4  | 29 |
| 4        | 4           | 4  | 4  | 3  | 3  | 3  | 3  | 3  | 3  | 30 |
| 5        | 4           | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3  | 34 |
| 6        | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 29 |
| 7        | 3           | 2  | 3  | 4  | 3  | 3  | 3  | 3  | 4  | 28 |
| 8        | 2           | 2  | 1  | 2  | 2  | 2  | 2  | 1  | 3  | 17 |
| 9        | 4           | 4  | 3  | 4  | 3  | 4  | 4  | 3  | 4  | 33 |
| 10       | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 2  | 4  | 28 |
| 11       | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 28 |
| 12       | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 4  | 29 |
| 13       | 3           | 3  | 4  | 4  | 4  | 4  | 4  | 4  | 3  | 33 |
| 14       | 3           | 4  | 2  | 4  | 4  | 4  | 3  | 3  | 4  | 31 |
| 15       | 3           | 3  | 3  | 4  | 3  | 4  | 3  | 3  | 4  | 30 |
| 16       | 4           | 4  | 3  | 3  | 3  | 3  | 4  | 3  | 3  | 30 |
| 17       | 4           | 3  | 3  | 3  | 3  | 3  | 4  | 3  | 3  | 29 |
| 18       | 3           | 4  | 2  | 3  | 3  | 3  | 3  | 3  | 3  | 27 |
| 19       | 3           | 2  | 3  | 3  | 4  | 3  | 4  | 3  | 3  | 28 |
| 20       | 4           | 4  | 3  | 3  | 4  | 3  | 4  | 3  | 4  | 32 |

|                           |      |      |      |      |      |      |      |      |      |              |
|---------------------------|------|------|------|------|------|------|------|------|------|--------------|
| 21                        | 4    | 3    | 3    | 3    | 4    | 3    | 3    | 3    | 4    | 30           |
| $\Sigma$ nilai / unsur    | 71   | 67   | 63   | 75   | 69   | 66   | 69   | 64   | 74   | 618          |
| NRR Unsur                 | 3,38 | 3,19 | 3,00 | 3,57 | 3,29 | 3,14 | 3,29 | 3,05 | 3,52 | 29,43        |
| NRR Tertimbang Unsur      | 0,38 | 0,35 | 0,33 | 0,40 | 0,37 | 0,35 | 0,37 | 0,34 | 0,39 | 3,27         |
| <b>IKM Unit Pelayanan</b> |      |      |      |      |      |      |      |      |      | <b>81,75</b> |

### 7.Instalasi Rawat Jalan

| NO. RESP | NILAI UNSUR |    |    |    |    |    |    |    |    | $\Sigma$ |
|----------|-------------|----|----|----|----|----|----|----|----|----------|
|          | U1          | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |          |
| 1        | 3           | 3  | 2  | 4  | 4  | 4  | 3  | 3  | 3  | 29       |
| 2        | 4           | 4  | 3  | 4  | 4  | 4  | 4  | 3  | 3  | 33       |
| 3        | 4           | 3  | 3  | 4  | 3  | 4  | 4  | 3  | 3  | 31       |
| 4        | 3           | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 28       |
| 5        | 3           | 4  | 3  | 4  | 3  | 3  | 4  | 3  | 3  | 30       |
| 6        | 2           | 3  | 2  | 4  | 3  | 3  | 4  | 3  | 3  | 27       |
| 7        | 3           | 4  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 29       |
| 8        | 3           | 3  | 3  | 4  | 4  | 3  | 3  | 3  | 3  | 29       |
| 9        | 3           | 4  | 4  | 4  | 3  | 3  | 3  | 3  | 3  | 30       |
| 10       | 2           | 4  | 2  | 4  | 3  | 3  | 4  | 3  | 4  | 29       |
| 11       | 4           | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 33       |
| 12       | 4           | 4  | 3  | 4  | 4  | 4  | 3  | 3  | 4  | 33       |
| 13       | 4           | 3  | 4  | 4  | 4  | 4  | 4  | 3  | 3  | 33       |
| 14       | 4           | 3  | 3  | 4  | 3  | 4  | 3  | 3  | 3  | 30       |
| 15       | 4           | 3  | 4  | 3  | 3  | 4  | 4  | 3  | 3  | 31       |
| 16       | 4           | 3  | 3  | 4  | 3  | 3  | 3  | 3  | 3  | 29       |

|                        |     |     |     |     |     |     |     |     |     |      |
|------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| 17                     | 3   | 3   | 4   | 4   | 4   | 4   | 4   | 3   | 3   | 32   |
| 18                     | 3   | 4   | 3   | 3   | 4   | 4   | 3   | 3   | 3   | 30   |
| 19                     | 3   | 4   | 4   | 3   | 3   | 3   | 4   | 3   | 3   | 30   |
| 20                     | 3   | 4   | 3   | 3   | 4   | 3   | 3   | 3   | 3   | 29   |
| 21                     | 3   | 3   | 4   | 3   | 3   | 3   | 3   | 3   | 4   | 29   |
| 22                     | 3   | 3   | 3   | 3   | 3   | 3   | 3   | 3   | 3   | 27   |
| 23                     | 4   | 3   | 4   | 3   | 3   | 3   | 4   | 3   | 4   | 31   |
| 24                     | 4   | 3   | 3   | 3   | 3   | 4   | 4   | 3   | 3   | 30   |
| 25                     | 4   | 3   | 4   | 3   | 3   | 3   | 4   | 3   | 3   | 30   |
| 26                     | 4   | 4   | 4   | 3   | 3   | 3   | 4   | 3   | 3   | 31   |
| 27                     | 4   | 3   | 3   | 3   | 4   | 3   | 3   | 3   | 3   | 29   |
| 28                     | 4   | 4   | 3   | 3   | 4   | 3   | 4   | 3   | 3   | 31   |
| 29                     | 3   | 3   | 3   | 3   | 4   | 4   | 4   | 3   | 4   | 31   |
| 30                     | 3   | 4   | 2   | 3   | 4   | 4   | 3   | 3   | 4   | 30   |
| 31                     | 3   | 4   | 4   | 3   | 4   | 4   | 3   | 3   | 3   | 31   |
| 32                     | 3   | 3   | 3   | 3   | 4   | 4   | 3   | 3   | 3   | 29   |
| 33                     | 3   | 4   | 4   | 4   | 4   | 4   | 4   | 3   | 3   | 33   |
| 34                     | 3   | 3   | 3   | 4   | 3   | 3   | 3   | 3   | 3   | 28   |
| 35                     | 2   | 4   | 4   | 4   | 3   | 4   | 4   | 3   | 3   | 31   |
| 36                     | 4   | 3   | 3   | 4   | 3   | 3   | 4   | 3   | 3   | 30   |
| 37                     | 4   | 4   | 4   | 4   | 3   | 4   | 4   | 3   | 3   | 33   |
| 38                     | 4   | 4   | 3   | 4   | 4   | 3   | 4   | 3   | 3   | 32   |
| 39                     | 4   | 4   | 3   | 4   | 4   | 4   | 3   | 3   | 3   | 32   |
| 40                     | 4   | 3   | 3   | 4   | 3   | 4   | 3   | 2   | 3   | 29   |
| 41                     | 3   | 3   | 3   | 4   | 3   | 4   | 4   | 2   | 3   | 29   |
| $\Sigma$ nilai / unsur | 139 | 141 | 133 | 148 | 141 | 144 | 145 | 121 | 129 | 1241 |

|                           |      |      |      |      |      |      |      |      |      |              |
|---------------------------|------|------|------|------|------|------|------|------|------|--------------|
| NRR Unsur                 | 3,39 | 3,44 | 3,24 | 3,61 | 3,44 | 3,51 | 3,54 | 2,95 | 3,15 | 30,27        |
| NRR Tertimbang Unsur      | 0,38 | 0,38 | 0,36 | 0,40 | 0,38 | 0,39 | 0,39 | 0,33 | 0,35 | 3,36         |
| <b>IKM Unit Pelayanan</b> |      |      |      |      |      |      |      |      |      | <b>84,08</b> |

### Hasil Interpretasi Masing-Masing Unit Pelayanan Terhadap Standar Indeks Kepuasan Masyarakat (IKM):

| NO | UNSUR PELAYANAN                         |  |  |  |  | NRR ** |
|----|---|--|--|--|--|--------|
| U1 | Persyaratan                             |  |  |  |  | 88,5   |
| U2 | Sistem, Mekanisme dan Prosedur          |  |  |  |  | 87,25  |
| U3 | Waktu Penyelesaian                      |  |  |  |  | 78,5   |
| U4 | Biaya / Tarif                           |  |  |  |  | 97,5   |
| U5 | Produk Spesifikasi Jenis Pelayanan      |  |  |  |  | 82,5   |
| U6 | Kompetensi Pelaksana                    |  |  |  |  | 82,5   |
| U7 | Perilaku Pelaksana                      |  |  |  |  | 85     |
| U8 | Sarana dan Prasarana                    |  |  |  |  | 75,75  |
| U9 | Penanganan Pengaduan, Saran dan Masukan |  |  |  |  | 80     |

Nilai IKM masing-masing unit

1. Farmasi : 84,34
2. Laboratorium : 80,12
3. Perina, VK, Nuri, ICU : 83,56
4. Instalasi Rawat Inap : 82,54
5. Radiologi : 86,73
6. Fisioterapi : 81,75
7. Instalasi Rawat Jalan : 84,08

Berdasarkan hasil survei diperoleh nilai indeks SKM sebesar 83,7 yang masuk kategori baik. Dilihat dari nilai per unsurnya yang perlu ditingkatkan adalah waktu penyelesaian, sarana dan pra sarana.

## **BAB IV**

### **KESIMPULAN DAN SARAN**

#### **A. Kesimpulan**

Secara keseluruhan IKM ( Indeks Kepuasan Masyarakat ) terhadap pelayanan RSUD Ajibarang pada trimester I tahun 2019 adalah baik (83,7), sesuai dengan standar Permenpan (76,61-88,30), sedangkan berdasar Rencana Kerja Tahunan (RKT) RSUD Ajibarang Tahun 2019 target rata-rata IKM adalah > 85. Beberapa hal yang perlu mendapat perhatian sebagai berikut :

1. Unsur Pelayanan (U3) yaitu waktu penyelesaian terkait dalam kecepatan dalam memberikan pelayanan, dalam tabel terlihat NRR nya 78,5.
2. Unsur Sarana dan Prasarana (U8) yaitu segala sesuatu yang dapat dipakai sebagai alat dalam mencapai tujuan dalam memberikan pelayanan publik NRR nya 75,75.

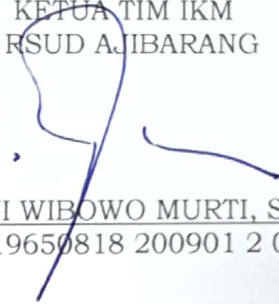
Sedangkan jika dilihat sejauhmana pencapaian berdasarkan standar pelayanan Indeks Kepuasan Masyarakat (IKM) dengan mutu pelayanan baik/ dengan nilai minimal 76,61, secara detail dapat dibaca pada table diatas. Maka ada satu unsur yang masih dibawah standar yang ditetapkan yaitu unsur sarana dan prasarana yang mendapatkan nilai 75,75.

#### **B. Saran**

1. Perlu mengingatkan kepada semua pegawai tentang kewajiban sebagai pegawai pelayanan publik.
2. Peningkatan sarana prasarana rumah sakit diantaranya mengoptimalkan pendaftaran online dengan memfasilitasi pojok konsultasi pendaftaran online, memperluas area parkir kendaraan roda dua bekerja sama (dikelola) dengan pihak desa ajibarang wetan, dan perencanaan pengembangan pelayanan yang dibutuhkan oleh pasien.

3. Memaksimalkan sarana pengaduan yang ada baik pengaduan secara langsung maupun secara media sosial.

Ajibarang, 06 April 2019  
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