

LAMPIRAN : 2

Frequencies

Statistics

DAFTAR STATISTIK FREKWENSI TENTANG KONDISI PERAWAT

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------------------|-----------|---------|------------------|-----------------------|
| JASA MEDIK | | | | |
| - Kurang besar | 14 | 46,7 | 46,7 | 46,7 |
| - Cukup besar | 16 | 53,3 | 53,3 | 100,0 |
| Total | 30 | 100,0 | | |
| UANG SHIFT | | | | |
| - Kurang besar | 27 | 90,0 | 90,0 | 90,0 |
| - Cukup besar | 3 | 10,0 | 10,0 | 100,0 |
| Total | 30 | 100,0 | | |
| KEBIJAKAN RUMAH SAKIT | | | | |
| - Tidak kuat | 1 | 3,3 | 3,3 | 3,3 |
| - Kurang kuat | 26 | 86,7 | 86,7 | 90,0 |
| - Cukup kuat | 3 | 10,0 | 10,0 | 100,0 |
| Total | 30 | 100,0 | | |
| LAYANAN DOKTER | | | | |
| - Cukup baik | 25 | 83,3 | 83,3 | 83,3 |
| - Baik | 5 | 16,7 | 16,7 | 100,0 |
| Total | 30 | 100,0 | | |

LAMPIRAN : 3

Frequencies

Statistics

DAFTAR STATISTIK PERSEPSI PASIEN TENTANG SARANA DAN PRASARANA RS

| | N | | Median |
|----------------------------------|-------|---------|--------|
| | Valid | Missing | |
| SARANA RS menurut pasien | | | |
| <i>Gedung</i> | 30 | 0 | 3,00 |
| <i>Saluran air Sanitasi</i> | 30 | 0 | 3,00 |
| <i>WC Kamar mandi</i> | 30 | 0 | 2,00 |
| <i>Alat kesehatan kedokteran</i> | 30 | 0 | 3,00 |
| <i>Median Sarana Pasien</i> | 30 | 0 | 3,000 |
| PRASARANA RS | | | |
| Menurut pasien | | | |
| <i>Dokter</i> | 30 | 0 | 3,00 |
| <i>Administrasi</i> | 30 | 0 | 3,00 |
| <i>Apotik</i> | 30 | 0 | 3,00 |
| <i>Keamanan</i> | 30 | 0 | 3,00 |
| <i>Kebersihan</i> | 30 | 0 | 3,00 |
| <i>Median Sarana Pasien</i> | 30 | 0 | 3,000 |

LAMPIRAN : 4

Frequencies

Statistics

DAFTAR STATISTIK PERSEPSI KELUARGA PASIEN TENTANG SARANA DAN PRASARANA RS

| | N | | Median |
|--------------------------------------|-------|---------|--------|
| | Valid | Missing | |
| PRASARANA RS | | | |
| Menurut Keluarga Pasien | | | |
| <i>Dokter</i> | 30 | 0 | 2,00 |
| <i>Administrasi</i> | 30 | 0 | 3,00 |
| <i>Apotik</i> | 30 | 0 | 2,00 |
| <i>Keamanan</i> | 30 | 0 | 3,00 |
| <i>Kebersihan</i> | 30 | 0 | 3,00 |
| <i>Median Sarana Keluarga Pasien</i> | 30 | 0 | 3,000 |
| SARANA RS menurut kel. pasien | | | |
| <i>Gedung</i> | 30 | 0 | 3,00 |
| <i>Saluran air Sanitasi</i> | 30 | 0 | 3,00 |
| <i>WC Kamar mandi</i> | 30 | 0 | 2,00 |
| <i>Alat kesehatan kedokteran</i> | 30 | 0 | 3,00 |
| <i>Median Sarana Keluarga Pasien</i> | 30 | 0 | 3,000 |

LAMPIRAN : 5

DATA KUISIONER KELUARGA PASIEN TENTANG LATAR BELAKANGNYA

| | Spl | A | B | C | D | Spl | A | B | C | D |
|-----------------------|-----|---|---|---|---|-----|---|---|---|---|
| | 1 | 3 | 2 | 1 | 1 | 16 | 3 | 2 | 2 | 1 |
| A. Pendidikan | 2 | 5 | 2 | 1 | 1 | 17 | 3 | 1 | 2 | 2 |
| | 3 | 3 | 2 | 2 | 1 | 18 | 3 | 2 | 1 | 2 |
| B. Penghasilan | 4 | 4 | 3 | 1 | 2 | 19 | 3 | 2 | 1 | 1 |
| | 5 | 3 | 1 | 2 | 2 | 20 | 2 | 1 | 1 | 2 |
| C. Pengalaman Dirawat | 6 | 5 | 3 | 1 | 1 | 21 | 3 | 1 | 2 | 2 |
| | 7 | 3 | 2 | 1 | 1 | 22 | 2 | 1 | 1 | 2 |
| | 8 | 2 | 1 | 1 | 1 | 23 | 3 | 3 | 2 | 1 |
| D. Jenis Kelamin | 9 | 3 | 1 | 2 | 2 | 24 | 3 | 1 | 1 | 2 |
| | 10 | 3 | 2 | 1 | 2 | 25 | 3 | 1 | 1 | 2 |
| | 11 | 3 | 3 | 1 | 1 | 26 | 3 | 2 | 1 | 2 |
| | 12 | 2 | 1 | 1 | 2 | 27 | 3 | 3 | 1 | 1 |
| | 13 | 5 | 3 | 1 | 2 | 28 | 3 | 3 | 1 | 2 |
| | 14 | 3 | 1 | 2 | 2 | 29 | 2 | 1 | 1 | 2 |
| | 15 | 3 | 1 | 1 | 2 | 30 | 2 | 1 | 2 | 2 |
| | | | | | | | | | | |

PENGUKURAN :

Pendidikan :

Profesi

- | | | | |
|----------|---------|----------|---|
| Skor 5 : | Sarjana | Skor 5 : | Manajer Perusahaan/Pimpinan Organisasi |
| Skor 4 : | D3 | Skor 4 : | Karyawan/Guru/Pelajar/Mahasiswa/Pensiunan |
| Skor 3 : | SLTA | Skor 3 : | Pedagang/Wiraswata/Sopir/Buruh |
| Skor 2 : | SLTP | Skor 2 : | Petani/Nelayan |
| Skor 1 : | SD | Skor 1 : | Ibu Rumah Tangga |

Pengalaman dirawat :

Jenis Kelamin :

- | | | | |
|----------|----------------------|----------|--------|
| Skor 5 : | < 3 kali dirawat | Skor 1 : | Pria |
| Skor 4 : | < 2 kali dirawat | Skor 2 : | Wanita |
| Skor 3 : | < 1 kali dirawat | | |
| Skor 2 : | Pertama kali dirawat | | |
| Skor 1 : | Tidak pernah dirawat | | |

LAMPIRAN : 6

DATA KUISIONER KELUARGA PASIEN TENTANG LATAR BELAKANGNYA

| | Spl | A | B | C | D | Spl | A | B | C | D |
|----------------------|-----|---|---|---|---|-----|---|---|---|---|
| | 1 | 3 | 2 | 1 | 1 | 16 | 3 | 2 | 2 | 1 |
| A Pendidikan | 2 | 5 | 2 | 1 | 1 | 17 | 3 | 1 | 2 | 2 |
| | 3 | 3 | 2 | 2 | 1 | 18 | 3 | 2 | 1 | 2 |
| B Penghasilan | 4 | 4 | 3 | 1 | 2 | 19 | 3 | 2 | 1 | 1 |
| | 5 | 3 | 1 | 2 | 2 | 20 | 2 | 1 | 1 | 2 |
| C Pengalaman Dirawat | 6 | 5 | 3 | 1 | 1 | 21 | 3 | 1 | 2 | 2 |
| | 7 | 3 | 2 | 1 | 1 | 22 | 2 | 1 | 1 | 2 |
| | 8 | 2 | 1 | 1 | 1 | 23 | 3 | 3 | 2 | 1 |
| D Jenis Kelamin | 9 | 3 | 1 | 2 | 2 | 24 | 3 | 1 | 1 | 2 |
| | 10 | 3 | 2 | 1 | 2 | 25 | 3 | 1 | 1 | 2 |
| | 11 | 3 | 3 | 1 | 1 | 26 | 3 | 2 | 1 | 2 |
| | 12 | 2 | 1 | 1 | 2 | 27 | 3 | 3 | 1 | 1 |
| | 13 | 5 | 3 | 1 | 2 | 28 | 3 | 3 | 1 | 2 |
| | 14 | 3 | 1 | 2 | 2 | 29 | 2 | 1 | 1 | 2 |
| | 15 | 3 | 1 | 1 | 2 | 30 | 2 | 1 | 2 | 2 |
| | | | | | | | | | | |

PENGUKURAN :

Pendidikan :

Profesi :

- | | |
|------------------|--|
| Skor 5 : Sarjana | Skor 5 : Manajer Perusahaan/Pimpinan Organisasi |
| Skor 4 : D3 | Skor 4 : Karyawan/Guru/Pelajar/Mahasiswa/Pensiunan |
| Skor 3 : SLTA | Skor 3 : Pedagang/Wiraswata/Sopir/Buruh |
| Skor 2 : SLTP | Skor 2 : Petani/Nelayan |
| Skor 1 : SD | Skor 1 : Ibu Rumah Tangga |

Pengalaman dirawat :

Jenis Kelamin :

- | | |
|-------------------------------|-----------------|
| Skor 5 : < 3 kali dirawat | Skor 1 : Pria |
| Skor 4 : < 2 kali dirawat | Skor 2 : Wanita |
| Skor 3 : < 1 kali dirawat | |
| Skor 2 : Pertama kali dirawat | |
| Skor 1 : Tidak pernah dirawat | |

LAMPIRAN : 7

DATA KUISIONER TENTANG PERSEPSI KELUARGA PASIEN TERHADAP LAYANAN PE

Kuisioner dari : Kel. Pasien

| | Spl | A | B | C | D | E | F | G | H | I | J |
|--------------|-----|---|---|---|---|---|---|---|---|---|---|
| A Keramahan | 1 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 |
| B Penampitan | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 |
| | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 3 |
| C Kecepatan | 4 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 |
| | 5 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| D T Jawab | 6 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 |
| | 7 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 |
| E Ketepatan | 8 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 |
| | 9 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 3 | 2 | 2 |
| F Komunikas | 10 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 |
| | 11 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 3 |
| G Kenyamanan | 12 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 |
| | 13 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 |
| H Terampil | 14 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 |
| | 15 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 |
| I Keamanan | 16 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 |
| | 17 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 3 |
| J Kebersihan | 18 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 |
| | 19 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 |
| | 20 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 |
| | 21 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| | 22 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| | 23 | 2 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 2 | 3 |
| | 24 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 |
| | 25 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 |
| | 26 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 3 | 2 | 2 |
| 27 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | |
| 28 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | |
| 29 | 2 | 3 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 3 | |
| 30 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | |

Sumber : Analisis data primer

Skor tertinggi : 5

Skor terendah : 1

LAMPIRAN : 8

DATA KUISIONER TENTANG PERSEPSI PASIEN TERHADAP LAYANAN PERAWAT

(Persepsi) **Kuisioner dari : Pasien**

| | Sol | A | B | C | D | E | F | G | H | I | J |
|--------------|-----|---|---|---|---|---|---|---|---|---|---|
| A Keramahan | 1 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 |
| B Penampilan | 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 |
| | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 3 | 2 | 3 |
| C Kecepatan | 4 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| | 5 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 |
| D T Jawab | 6 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| | 7 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 |
| E Ketepatan | 8 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 2 | 3 |
| | 9 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 3 | 2 | 2 |
| F Komunikas | 10 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 |
| | 11 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 |
| G Kenyamanan | 12 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 |
| | 13 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 |
| H Terampil | 14 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 2 | 3 |
| | 15 | 2 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 3 | 3 |
| I Keamanan | 16 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 3 |
| | 17 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 3 |
| J Kebersihan | 18 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 |
| | 19 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 |
| | 20 | 3 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 3 |
| | 21 | 3 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| | 22 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| | 23 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 3 |
| 24 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | |
| 25 | 4 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 |
| 26 | 3 | 2 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 |
| 27 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 |
| 28 | 2 | 3 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 |
| 29 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 3 |
| 30 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 2 | 3 |

Skor tertinggi : 5

LAMPIRAN : 9

Data tentang Kondisi/Latar Belakang Perawat

| Spk | A | B | C | D | E | F | G | H | |
|-----------------|----|---|---|---|---|---|---|---|---|
| 1 | 1 | 5 | 2 | 4 | 3 | 2 | 3 | 4 | |
| A. Pendidikan | 2 | 3 | 5 | 1 | 4 | 3 | 2 | 3 | 4 |
| | 3 | 4 | 5 | 2 | 3 | 3 | 2 | 1 | 4 |
| B. Motivasi | 4 | 4 | 5 | 3 | 5 | 3 | 3 | 2 | 4 |
| | 5 | 3 | 5 | 1 | 5 | 3 | 2 | 3 | 3 |
| C. Lama bekerja | 6 | 3 | 4 | 3 | 4 | 2 | 3 | 2 | 3 |
| | 7 | 3 | 5 | 4 | 3 | 3 | 3 | 2 | 4 |
| D. Beban kerja | 8 | 3 | 5 | 5 | 5 | 3 | 2 | 2 | 3 |
| | 9 | 4 | 4 | 5 | 5 | 2 | 2 | 2 | 3 |
| E. Jasa Medik | 10 | 4 | 3 | 4 | 3 | 3 | 2 | 2 | 3 |
| | 11 | 4 | 5 | 2 | 3 | 3 | 2 | 2 | 3 |
| F. Uang Shift | 12 | 3 | 5 | 4 | 5 | 2 | 2 | 2 | 3 |
| | 13 | 3 | 5 | 3 | 3 | 3 | 2 | 2 | 3 |
| G. Kebijakan RS | 14 | 4 | 4 | 2 | 4 | 3 | 2 | 2 | 3 |
| | 15 | 4 | 5 | 5 | 4 | 2 | 2 | 2 | 3 |
| H. Dokter | 16 | 4 | 5 | 4 | 4 | 2 | 2 | 2 | 3 |
| | 17 | 4 | 5 | 3 | 5 | 3 | 2 | 2 | 3 |
| | 18 | 4 | 5 | 4 | 3 | 3 | 2 | 2 | 3 |
| | 19 | 3 | 5 | 3 | 4 | 3 | 2 | 2 | 3 |
| | 20 | 3 | 5 | 5 | 4 | 3 | 2 | 2 | 3 |
| | 21 | 3 | 5 | 4 | 5 | 2 | 2 | 2 | 3 |
| | 22 | 3 | 5 | 5 | 5 | 2 | 2 | 2 | 3 |
| | 23 | 3 | 5 | 5 | 3 | 2 | 2 | 2 | 3 |
| | 24 | 3 | 5 | 5 | 4 | 2 | 2 | 2 | 3 |
| | 25 | 4 | 5 | 3 | 5 | 2 | 2 | 2 | 3 |
| | 26 | 3 | 5 | 2 | 5 | 3 | 2 | 2 | 3 |
| | 27 | 4 | 5 | 3 | 4 | 2 | 2 | 2 | 3 |
| | 28 | 3 | 5 | 4 | 4 | 2 | 2 | 2 | 3 |
| | 29 | 3 | 5 | 5 | 4 | 2 | 2 | 2 | 3 |
| | 30 | 3 | 5 | 5 | 4 | 2 | 2 | 2 | 3 |

Sumber : Analisis data primer

Skor tertinggi : 5

Skor terendah : 1

LAMPIRAN : 10

DATA KUISIONER KELUARGA PASIEN TERHADAP SARANA (FISIK) RUMAH SAKIT

Kuisiонер Kel Pasien

SARANA (FISIK) RS

Keterangan

A = Gedung

B = Saluran air KM

C = Kamar mandi
(WC)

D = Alat Kedokteran
& Alat Kesehatan

| Spl | A | B | C | D |
|-----|---|---|---|---|
| 1 | 2 | 3 | 2 | 3 |
| 2 | 3 | 3 | 2 | 3 |
| 3 | 2 | 3 | 2 | 3 |
| 4 | 3 | 3 | 2 | 3 |
| 5 | 3 | 3 | 2 | 3 |
| 6 | 3 | 3 | 3 | 3 |
| 7 | 4 | 3 | 2 | 3 |
| 8 | 4 | 3 | 3 | 3 |
| 9 | 2 | 2 | 2 | 3 |
| 10 | 3 | 3 | 3 | 3 |
| 11 | 3 | 2 | 3 | 3 |
| 12 | 2 | 3 | 3 | 3 |
| 13 | 3 | 2 | 2 | 3 |
| 14 | 3 | 2 | 2 | 3 |
| 15 | 4 | 3 | 2 | 3 |

| Spl | A | B | C | D |
|-----|---|---|---|---|
| 16 | 4 | 2 | 3 | 3 |
| 17 | 3 | 2 | 3 | 3 |
| 18 | 3 | 2 | 2 | 3 |
| 19 | 3 | 3 | 2 | 3 |
| 20 | 2 | 2 | 2 | 3 |
| 21 | 4 | 3 | 2 | 3 |
| 22 | 3 | 3 | 2 | 3 |
| 23 | 3 | 3 | 2 | 2 |
| 24 | 3 | 2 | 3 | 3 |
| 25 | 4 | 3 | 2 | 3 |
| 26 | 2 | 3 | 3 | 3 |
| 27 | 3 | 3 | 2 | 3 |
| 28 | 3 | 3 | 3 | 2 |
| 29 | 2 | 2 | 3 | 2 |
| 30 | 4 | 2 | 2 | 3 |

Sumber : Analisis data primer

Skor tertinggi : 5

Skor terendah : 1

LAMPIRAN : 11

DATA KUISIONER PASIEN TERHADAP PRASARANA RUMAH SAKIT

PRASARANA RS

Keterangan :

A = Dokter

B = Admisi

C = Apotik RS

D = Keamanan RS

E = Kebersihan RS

| Spt. | A | B | C | D | E |
|------|---|---|---|---|---|
| 1 | 3 | 3 | 2 | 3 | 3 |
| 2 | 3 | 3 | 3 | 3 | 3 |
| 3 | 2 | 2 | 3 | 3 | 2 |
| 4 | 2 | 3 | 3 | 3 | 3 |
| 5 | 2 | 3 | 2 | 3 | 3 |
| 6 | 2 | 3 | 3 | 3 | 3 |
| 7 | 2 | 3 | 2 | 2 | 3 |
| 8 | 2 | 2 | 3 | 3 | 3 |
| 9 | 2 | 3 | 2 | 2 | 3 |
| 10 | 3 | 3 | 3 | 3 | 3 |
| 11 | 3 | 2 | 2 | 3 | 3 |
| 12 | 2 | 3 | 2 | 3 | 3 |
| 13 | 3 | 3 | 3 | 2 | 3 |
| 14 | 3 | 3 | 2 | 3 | 3 |
| 15 | 2 | 3 | 3 | 3 | 3 |

| Spt. | A | B | C | D | E |
|------|---|---|---|---|---|
| 16 | 3 | 3 | 2 | 3 | 3 |
| 17 | 2 | 3 | 3 | 3 | 3 |
| 18 | 3 | 2 | 3 | 3 | 2 |
| 19 | 3 | 3 | 2 | 3 | 2 |
| 20 | 2 | 3 | 3 | 3 | 2 |
| 21 | 2 | 3 | 3 | 3 | 3 |
| 22 | 3 | 3 | 2 | 3 | 2 |
| 23 | 2 | 3 | 3 | 3 | 3 |
| 24 | 3 | 3 | 3 | 3 | 3 |
| 25 | 3 | 3 | 3 | 2 | 3 |
| 26 | 3 | 2 | 2 | 3 | 3 |
| 27 | 3 | 3 | 2 | 3 | 2 |
| 28 | 3 | 3 | 3 | 2 | 3 |
| 29 | 2 | 3 | 3 | 2 | 3 |
| 30 | 3 | 2 | 2 | 2 | 2 |
| | | | | | |

Sumber : Analisis data primer

Skor tertinggi : 5

Skor terendah : 1

LAMPIRAN : 12**CROSSTABS****KONDISI PASIEN DAN KELUARGA PASIEN**

Count

| | | Pendidikan Keluarga Pasien | | | Total |
|----------------------------------|--------------|--------------------------------|-----------|-----------|-----------|
| | | SLTP | SLTA | Sarjana | |
| <i>Pendidikan Pasien</i> | SLTP | | 1 | | 1 |
| | SLTA | 4 | 12 | 4 | 20 |
| | Sarjana | 4 | 5 | | 9 |
| Total | | 8 | 18 | 4 | 30 |
| | | Penghasilan Keluarga Pasien | | | Total |
| | | Rendah | Menengah | Tinggi | |
| <i>Penghasilan Pasien</i> | Rendah | | 2 | 3 | 5 |
| | Menengah | 10 | 2 | 5 | 17 |
| | Tinggi | 3 | 2 | 3 | 8 |
| Total | | 13 | 6 | 11 | 30 |
| | | Pengalaman Kel. Pasien Dirawat | | Total | |
| | | Tdk pernah | Satu kali | | |
| <i>Pengalaman Pasien Dirawat</i> | Pertama kali | 16 | 6 | 22 | |
| | 2 x dirawat | 2 | 2 | 4 | |
| | 3 x dirawat | 3 | 1 | 4 | |
| Total | | 21 | 9 | 30 | |
| | | Jenis Kelamin Kel. Pasien | | Total | |
| | | Laki-laki | Perempuan | | |
| <i>Jenis Kelamin Pasien</i> | Laki-laki | 7 | 14 | 21 | |
| | Perempuan | 4 | 5 | 9 | |
| Total | | 11 | 19 | 30 | |

LAMPIRAN : 13

DATA KUISIONER KELUARGA PASIEN TERHADAP PRASARANA RS

Keterangan

A = Dokter

B = Admisi

C = Apotik RS

D = Keamanan RS

E = Kebersihan RS

| Spl | A | B | C | D | E |
|-----|---|---|---|---|---|
| 1 | 3 | 2 | 2 | 3 | 3 |
| 2 | 2 | 3 | 3 | 3 | 3 |
| 3 | 2 | 2 | 3 | 3 | 2 |
| 4 | 2 | 3 | 2 | 3 | 3 |
| 5 | 2 | 3 | 2 | 3 | 3 |
| 6 | 2 | 3 | 3 | 3 | 3 |
| 7 | 2 | 3 | 2 | 2 | 3 |
| 8 | 2 | 2 | 3 | 3 | 3 |
| 9 | 2 | 2 | 2 | 2 | 3 |
| 10 | 3 | 3 | 2 | 3 | 3 |
| 11 | 2 | 2 | 2 | 3 | 3 |
| 12 | 2 | 3 | 2 | 3 | 3 |
| 13 | 3 | 2 | 3 | 2 | 3 |
| 14 | 3 | 3 | 2 | 3 | 3 |
| 15 | 2 | 3 | 3 | 3 | 3 |

| Spl | A | B | C | D | E |
|-----|---|---|---|---|---|
| 16 | 3 | 3 | 2 | 3 | 3 |
| 17 | 2 | 3 | 2 | 3 | 3 |
| 18 | 3 | 2 | 3 | 3 | 2 |
| 19 | 3 | 3 | 2 | 3 | 2 |
| 20 | 3 | 3 | 3 | 3 | 2 |
| 21 | 2 | 3 | 2 | 3 | 3 |
| 22 | 3 | 3 | 2 | 3 | 2 |
| 23 | 2 | 3 | 3 | 3 | 3 |
| 24 | 2 | 3 | 3 | 3 | 3 |
| 25 | 3 | 2 | 3 | 2 | 3 |
| 26 | 2 | 2 | 2 | 3 | 3 |
| 27 | 3 | 2 | 2 | 3 | 2 |
| 28 | 3 | 3 | 3 | 2 | 3 |
| 29 | 2 | 3 | 3 | 2 | 3 |
| 30 | 2 | 3 | 2 | 3 | 2 |
| | | | | | |

Sumber : Analisis data primer

Skor tertinggi : 5

Skor terendah : 1

LAMPIRAN : 14

DATA KUISIONER TENTANG PERSEPSI PASIEN TERHADAP SARANA RS

Kuisioner : Pasien

SARANA (FISIK) RS

Keterangan :

A = Gedung

B = Saluran air KM

C = Kamar mandi
(WC)

D = Alat Kedokteran
& Alat Kesehatan

| Spl | A | B | C | D | Median |
|-----|---|---|---|---|--------|
| 1 | 2 | 3 | 2 | 3 | 2.5 |
| 2 | 3 | 3 | 2 | 3 | 3.0 |
| 3 | 2 | 3 | 2 | 3 | 2.5 |
| 4 | 3 | 3 | 2 | 3 | 3.0 |
| 5 | 3 | 2 | 2 | 3 | 2.5 |
| 6 | 4 | 3 | 3 | 3 | 3.0 |
| 7 | 4 | 2 | 2 | 3 | 2.5 |
| 8 | 4 | 3 | 3 | 3 | 3.0 |
| 9 | 2 | 2 | 2 | 3 | 2.0 |
| 10 | 4 | 3 | 3 | 3 | 3.0 |
| 11 | 3 | 2 | 3 | 3 | 3.0 |
| 12 | 3 | 3 | 3 | 3 | 3.0 |
| 13 | 2 | 2 | 2 | 3 | 2.0 |
| 14 | 3 | 2 | 2 | 3 | 2.5 |
| 15 | 3 | 3 | 2 | 3 | 3.0 |

| Spl | A | B | C | D | Median |
|-----|---|---|---|---|--------|
| 16 | 4 | 3 | 3 | 3 | 3.0 |
| 17 | 3 | 3 | 3 | 3 | 3.0 |
| 18 | 3 | 3 | 2 | 3 | 3.0 |
| 19 | 3 | 2 | 2 | 3 | 2.5 |
| 20 | 2 | 2 | 2 | 3 | 2.0 |
| 21 | 2 | 3 | 2 | 3 | 2.5 |
| 22 | 3 | 3 | 2 | 3 | 3.0 |
| 23 | 2 | 2 | 2 | 2 | 2.0 |
| 24 | 3 | 2 | 3 | 3 | 3.0 |
| 25 | 3 | 2 | 2 | 3 | 2.5 |
| 26 | 3 | 3 | 3 | 3 | 3.0 |
| 27 | 3 | 3 | 2 | 3 | 3.0 |
| 28 | 3 | 3 | 3 | 2 | 3.0 |
| 29 | 2 | 3 | 3 | 2 | 2.5 |
| 30 | 3 | 2 | 2 | 3 | 2.5 |

Sumber : Analisis data primer

Skor tertinggi : 5

Skor terendah : 1

LAMPIRAN : 15**Daftar Korelasi Median Sarana Pasien dan Keluarga Pasien
Dengan Median Layanan Pasien****PARAMETRIC CORRELATIONS****CORRELATIONS**

| | | | Median Sarana Pasien | Median Lay Pasien |
|----------------|-------------------------|--|----------------------|-------------------|
| SPEARMAN'S rho | Correlation Coefficient | Median Sarana Pasien Median Lay. Pasien | 1000 -0.029 | -0.029 1000 |
| | Sig (2-tailed) | Median Sarana Pasien Median Lay. Pasien | 0.879 | 0.879 |
| N | | Median Sarana Pasien Median Lay. Pasien | 30 30 | 30 30 |

| | | | Median Sarana Kel. Pasien | Median Lay Kel. Pasien |
|----------------|-------------------------|--|---------------------------|------------------------|
| SPEARMAN'S rho | Correlation Coefficient | Median Sarana Kel. Pasien Median Lay. Kel. Pasien | 1000 0.027 | 0.027 1000 |
| | Sig (2-tailed) | Median Sarana Kel. Pasien Median Lay. Kel. Pasien | 0.886 | 0.886 |
| N | | Median Sarana Kel. Pasien Median Lay. Kel. Pasien | 30 30 | 30 30 |

**Daftar Korelasi Median Prasarana Pasien dan Keluarga Pasien
Dengan Median Layanan Pasien**

| | | | Median Prasarana Pasien | Median Lay Pasien |
|----------------|-------------------------|---|-------------------------|-------------------|
| SPEARMAN'S rho | Correlation Coefficient | Median Prasarana Pasien Median Lay. Pasien | 1000 0.248 | 0.248 1000 |
| | Sig (2-tailed) | Median Prasarana Pasien Median Lay. Pasien | 0.185 | 0.185 |
| N | | Median Prasarana Pasien Median Lay. Pasien | 30 30 | 30 30 |

| | | | Median Prasarana Kel. Pasien | Median Lay Kel. Pasien |
|----------------|-------------------------|---|------------------------------|------------------------|
| SPEARMAN'S rho | Correlation Coefficient | Median Prasarana Kel. Pasien Median Lay. Kel. Pasien | 1000 0.261 | 0.261 1000 |
| | Sig (2-tailed) | Median Prasarana Kel. Pasien Median Lay. Kel. Pasien | 0.164 | 0.164 |
| N | | Median Prasarana Kel. Pasien Median Lay. Kel. Pasien | 30 30 | 30 30 |

LAMPIRAN : 18**Daftar Korelasi Pendidikan Pasien dan Keluarga Pasien
Dengan Median Layanan Pasien****PARAMETRIC CORRELATIONS****CORRELATIONS**

| | | | Pendidikan Pasien | Median Lay Pasien |
|-------------------|-------------------|---|----------------------|-------------------------|
| SPEARMAN'S rho | Correlation | Pendidikan Pasien | 1000 | -0.096 |
| | Coefficient | Median Lay. Pasien | -0.096 | 1000 |
| | Sig (2-tailed) | Pendidikan Pasien Median Lay. Pasien | | 0.615 |
| | N | Pendidikan Pasien Median Lay. Pasien | 30 30 | 30 30 |

| | | | Pendidikan Keluarga Pasien | Median Lay Kel. Pasien |
|-------------------|-------------------|---|----------------------------------|------------------------------|
| SPEARMAN'S rho | Correlation | Pendidikan Kel. Pasien | 1000 | -0.204 |
| | Coefficient | Median Lay. Kel. Pasien | -0.204 | 1000 |
| | Sig (2-tailed) | Pendidikan Kel. Pasien Median Lay. Kel. Pasien | | 0.279 |
| | N | Pendidikan Kel. Pasien Median Lay. Kel. Pasien | 30 30 | 30 30 |

**Daftar Korelasi Penghasilan Pasien dan Keluarga Pasien
Dengan Median Layanan Pasien**

| | | | Penghasilan Pasien | Median Lay Pasien |
|-------------------|-------------------|--|-----------------------|-------------------------|
| SPEARMAN'S rho | Correlation | Penghasilan Pasien | 1000 | -0.029 |
| | Coefficient | Median Lay. Pasien | -0.029 | 1000 |
| | Sig (2-tailed) | Penghasilan Pasien Median Lay. Pasien | | 0.879 |
| | N | Penghasilan Pasien Median Lay. Pasien | 30 30 | 30 30 |

| | | | Penghasilan Keluarga Kel. Pasien | Median Lay Kel. Pasien |
|-------------------|-------------------|--|--|------------------------------|
| SPEARMAN'S rho | Correlation | Penghasilan Kel. Pasien | 1000 | -0,375 * |
| | Coefficient | Median Lay. Kel. Pasien | -0,375* | 1000 |
| | Sig (2-tailed) | Penghasilan Kel. Pasien Median Lay. Kel. Pasien | | 0,041 |
| | N | Penghasilan Kel. Pasien Median Lay. Kel. Pasien | 30 30 | 30 30 |

LAMPIRAN : 17**Daftar Korelasi Pengalaman Pasien dirawat dan Keluarga Pasien Dengan Median Layanan Pasien****PARAMETRIC CORRELATIONS****CORRELATIONS**

| | | | Pengalaman Pasien Dirawat | Median Lay Pasien |
|----------------|-------------------------|---|---------------------------|-------------------|
| SPEARMAN'S rho | Correlation Coefficient | Pengalaman Pasien Dirawat Median Lay. Pasien | 1000 0.039 | 0.039 1000 |
| | Sig (2-tailed) | Pengalaman Pasien Dirawat Median Lay. Pasien | 0.839 | 0.839 |
| | N | Pengalaman Pasien Dirawat Median Lay. Pasien | 30 30 | 30 30 |

| | | | Pengalaman Kel. Pasien Dirawat | Median Lay Kel. Pasien |
|----------------|-------------------------|---|--------------------------------|------------------------|
| SPEARMAN'S rho | Correlation Coefficient | Pengalaman Kel. Pasien Dirawat Median Lay. Kel. Pasien | 1000 -0.26 | -0.26 1000 |
| | Sig (2-tailed) | Pengalaman Kel. Pasien Dirawat Median Lay. Kel. Pasien | 0.165 | 0.165 |
| | N | Pengalaman Kel. Pasien Dirawat Median Lay. Kel. Pasien | 30 30 | 30 30 |

Daftar Korelasi Jenis Kelamin Pasien dan Keluarga Pasien Dengan Median Layanan Pasien

| | | | Jenis Kelamin Pasien | Median Lay Pasien |
|----------------|-------------------------|--|----------------------|-------------------|
| SPEARMAN'S rho | Correlation Coefficient | Jenis Kelamin Pasien Median Lay. Pasien | 1000 0.076 | 0.076 1000 |
| | Sig (2-tailed) | Jenis Kelamin Pasien Median Lay. Pasien | 0.69 | 0.69 |
| | N | Jenis Kelamin Pasien Median Lay. Pasien | 30 30 | 30 30 |

| | | | Jenis Kelamin Kel. Pasien | Median Lay Kel. Pasien |
|----------------|-------------------------|--|---------------------------|------------------------|
| SPEARMAN'S rho | Correlation Coefficient | Jenis Kelamin Kel. Pasien Median Lay. Kel. Pasien | 1000 0.093 | 0.093 1000 |
| | Sig (2-tailed) | Jenis Kelamin Kel. Pasien Median Lay. Kel. Pasien | 0.623 | 0.623 |
| | N | Jenis Kelamin Kel. Pasien Median Lay. Kel. Pasien | 30 30 | 30 30 |

LAMPIRAN : 18

**DATA KUNJUNGAN PASIEN RAWAT INAP
Rumah Sakit Umum Daerah Koja
Jakarta Utara**

(Periode : bulan Januari 1999 s/d bulan Agustus 1999)

| Bulan | VIP Utama | VIP Pratama | Kelas I | Kelas II | Kelas III |
|--------------------|------------------|--------------------|----------------|-----------------|------------------|
| Januari | 11 | 8 | 10 | 280 | 580 |
| Februari | 9 | 10 | 9 | 336 | 661 |
| Maret | 10 | 14 | 18 | 426 | 728 |
| April | 10 | 18 | 25 | 393 | 744 |
| Mei | 18 | 17 | 20 | 402 | 881 |
| Juni | 10 | 13 | 13 | 363 | 805 |
| Juli | 16 | 14 | 30 | 408 | 815 |
| Agustus | 22 | 15 | 39 | 389 | 920 |
| Jumlah T. Tidur | 10 | 6 | 3 | 52 | 159 |

Lampiran : 19

DAFTAR PERTANYAAN

Dalam rangka penelitian pembuatan tesis

Judul Tesis : KAJIAN TENTANG FAKTOR-FAKTOR YANG MEMILIKI HUBUNGAN
DENGAN PERSEPSI PASIEN TERHADAP LAYANAN PERAWAT
BAGIAN RAWAT INAP RSUD KOJA JAKARTA UTARA

Kuisisioner : Pasien/Keluarga

Tanggal :

A. KERAMAHAN :

1. Bagaimana pendapat saudara tentang layanan di bagian rawat inap ?

.....

B. PENAMPILAN

2. Bagaimana kondisi perawat saat memeriksa saudara ?

.....

C. KECEPATAN

3. Menurut saudara, untuk mendapatkan pertolongan perawat, apakah harus lebih dari 1 kali menghubunginya ?

.....

D. TANGGUNG JAWAB

4. Dalam waktu 1 hari, berapa kali perawat memeriksa kondisi pasien ?

.....

E. KETEPATAN

5. Pada saat ini, bagaimana pendapat saudara tentang pemeriksaan/pengobatan penyakit pasien?

.....

F. KOMUNIKASI

6. Setiap melakukan tindakan (mis: rontgen), apakah perawat memberikan penjelasan tersebut kepada pasien ?

.....

G. KENYAMANAN

7. Bagaimana pendapat saudara tentang kenyamanan ruangan tempat saudara dirawat ?

.....

H. KETERAMPILAN

8. Bagaimana pendapat saudara mengenai keterampilan perawat di bagian rawat inap ?

.....

I. KEAMANAN

9. Menurut saudara, bagaimana kondisi keamanan di ruang rawat inap ?

.....

J. KEBERSIHAN

10. Bagaimana kondisi ruang rawat inap saat ini ?

.....

K. KONDISI FISIK RS

11. Bagaimana tanggapan saudara mengenai kondisi fisik/gebang RS ini ?

.....

L. KONDISI LAYANAN DOKTER

12. Bagaimana pendapat saudara tentang layanan dokter yang memeriksa di bagian rawat inap?

.....

Lampiran : 19

DAFTAR PERTANYAAN

Dalam rangka penelitian pembuatan tesis

Judul Tesis : KAJIAN TENTANG FAKTOR-FAKTOR YANG MEMILIKI HUBUNGAN
DENGAN PERSEPSI PASIEN TERHADAP LAYANAN PERAWAT
BAGIAN RAWAT INAP RSUD KOJA JAKARTA UTARA

Kuisisioner : Perawat

Tanggal

1. Apakah jenjang pendidikan saudara ?
.....
2. Apakah yang memotivasi saudara untuk menjadi perawat ?
.....
3. Berapa tahun lamanya saudara bekerja di bagian rawat inap ?
.....
4. Bagaimana tanggapan saudara terhadap beban kerja yang saudara hadapi saat ini ?
.....
5. Bagaimana tanggapan saudara terhadap jumlah uang jasa medik yang saudara terima setiap bulan ?
.....
6. Bagaimana tanggapan saudara terhadap jumlah uang shift yang saudara terima setiap bulan ?
.....
7. Bagaimana tanggapan saudara terhadap kebijakan Rumah Sakit yang mengatur tata tertib pengunjung ?
.....
8. Bagaimana tanggapan saudara terhadap layanan dokter di rawat inap ?

PANDUAN WAWANCARA :

- (1). Apakah kendala-kendala yang saudara hadapi di bagian rawat inap ?
- (2). Secara umum, bagaimana persepsi saudara terhadap layanan dirawat inap ?



MEKANISME PASIEN RAWAT INAP

