

DESCRIPTIVES VARIABLES=jenis_kelamin usia pendidikan pekerjaan status kasus
 /STATISTICS=MEAN STDDEV MIN MAX.

Descriptives

Notes

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
jenis_kelamin	20	1	2	1.65	.489
usia	20	1	6	3.95	1.932
pendidikan	20	1	4	2.75	1.251
pekerjaan	20	1	4	2.95	1.191
status	20	1	2	1.85	.366
kasus	20	1	2	1.10	.308
Valid N (listwise)	20				

FREQUENCIES VARIABLES=jenis_kelamin
 /STATISTICS=STDDEV MINIMUM MAXIMUM MEAN MEDIAN
 /PIECHART FREQ
 /ORDER=ANALYSIS.

Frequencies

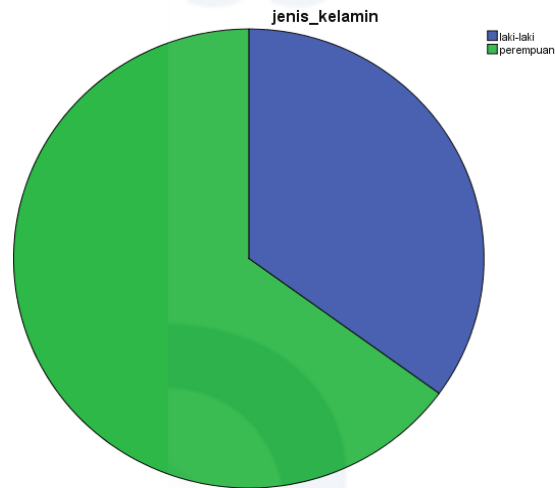
Statistics

jenis_kelamin	
N	Valid 20
	Missing 0
Mean	1.65
Median	2.00
Std. Deviation	.489
Minimum	1
Maximum	2

jenis_kelamin

Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	laki-laki	7	35.0	35.0	35.0
	perempuan	13	65.0	65.0	100.0
	Total	20	100.0	100.0	



**Notes
Statistics**

		usia	pendidikan	pekerjaan	status	kasus
N	Valid	20	20	20	20	20
	Missing	0	0	0	0	0
Mean		3.95	2.75	2.95	1.85	1.10
Median		4.00	3.00	3.50	2.00	1.00
Std. Deviation		1.932	1.251	1.191	.366	.308
Minimum		1	1	1	1	1
Maximum		6	4	4	2	2

Frequency Table

Usia			
Frequency	Percent	Valid Percent	Cumulative Percent

Valid	11-20 tahun	3	15.0	15.0	15.0
	21-30 tahun	3	15.0	15.0	30.0
	31-40 tahun	2	10.0	10.0	40.0
	41-50 tahun	3	15.0	15.0	55.0
	51-60 tahun	2	10.0	10.0	65.0
	61-70 tahun	7	35.0	35.0	100.0
	Total	20	100.0	100.0	

pendidikan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	sd	5	25.0	25.0	25.0
	smp	3	15.0	15.0	40.0
	sma/smk	4	20.0	20.0	60.0
	pt	8	40.0	40.0	100.0
	Total	20	100.0	100.0	

pekerjaan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	swasta	3	15.0	15.0	15.0
	wiraswasta	5	25.0	25.0	40.0
	pns	2	10.0	10.0	50.0
	tidak bekerja	10	50.0	50.0	100.0
	Total	20	100.0	100.0	

Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	belum menikah	3	15.0	15.0	15.0
	menikah	17	85.0	85.0	100.0
	Total	20	100.0	100.0	

		Kasus			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	post op fraktur	18	90.0	90.0	90.0
	thr	2	10.0	10.0	100.0
	Total	20	100.0	100.0	

Case Processing Summary

	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
kualitas_pelayanan	20	100.0%	0	0.0%	20	100.0%
kepuasan_pasien	20	100.0%	0	0.0%	20	100.0%

Descriptives

		Statistic	Std. Error	
kualitas_pelayanan	Mean	9.20	.172	
	95% Confidence Interval for Mean	Lower Bound	8.84	
		Upper Bound	9.56	
	5% Trimmed Mean	9.22		
	Median	9.00		
	Variance	.589		
	Std. Deviation	.768		
	Minimum	8		
	Maximum	10		
	Range	2		
	Interquartile Range	1		
	Skewness	-.372	.512	
	Kurtosis	-1.131	.992	
	kepuasan_pasien	Mean	87.95	1.186
95% Confidence Interval for Mean		Lower Bound	85.47	
		Upper Bound	90.43	
5% Trimmed Mean		88.33		

Median	90.00	
Variance	28.155	
Std. Deviation	5.306	
Minimum	76	
Maximum	93	
Range	17	
Interquartile Range	7	
Skewness	-1.094	.512
Kurtosis	.354	.992

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
kualitas_pelayanan	.251	20	.002	.800	20	.001
kepuasan_pasien	.200	20	.034	.847	20	.005

a. Lilliefors Significance Correction

Nonparametric Correlations

Correlations

		kualitas_pelayana		kepuasan_pasien	
		n			
Spearman's rho	kualitas_pelayanan	Correlation Coefficient	1.000		.687**
		Sig. (2-tailed)		.	.001
		N	20		20
	kepuasan_pasien	Correlation Coefficient	.687**		1.000
		Sig. (2-tailed)	.001		.
		N	20		20

** . Correlation is significant at the 0.01 level (2-tailed).

Dokumentasi Pengisian Kuisisioner Kualitas Pelayanan Fisioterapi dan Kepuasan Pasien di Rumah Sakit Orthopaedi Purwokerto (RSOP)



Hasil penilaian kualitas pelayanan pada setiap responden

Responden	Total Skor	Persentase
1	9	90%
2	9	90%
3	8	80%
4	8	80%
5	10	100%
6	8	80%
7	9	90%
8	9	90%
9	9	90%
10	9	90%
11	8	80%
12	9	90%
13	10	100%
14	10	100%
15	10	100%
16	10	100%
17	10	100%
18	9	90%
19	10	100%
20	10	100%

Hasil penilaian kualitas pelayanan pada setiap item pertanyaan

Pertanyaan	Total Skor	Persentase
Item 1	20	100%
Item 2	20	100%
Item 3	19	95%
Item 4	20	100%
Item 5	11	55%
Item 6	20	100%
Item 7	19	95%
Item 8	19	95%
Item 9	17	85%
Item 10	19	95%

Hasil penilaian kepuasan pada setiap responden

Responden	Total Skor	Persentase
1	85	89%
2	92	97%
3	87	92%
4	76	80%
5	93	98%
6	77	81%
7	92	97%
8	87	92%
9	87	92%
10	85	89%
11	80	84%
12	92	97%
13	93	98%
14	92	97%
15	90	95%
16	93	98%
17	93	98%
18	90	95%
19	85	89%
20	90	95%

Hasil penilaian kepuasan pasien pada setiap item pertanyaan

Pertanyaan	Total Skor	Persentase	Keterangan
Item 1	89	89%	
Item 2	92	92%	
Item 3	92	92%	
Item 4	96	96%	
Item 5	N/A	N/A	N/A
Item 6	95	95%	
Item 7	94	94%	
Item 8	90	90%	

Item 9	94	94%	
Item 10	91	91%	
Item 11	93	93%	
Item 12	89	89%	
Item 13	91	91%	
Item 14	91	91%	
Item 15	95	95%	
Item 16	96	96%	
Item 17	94	94%	
Item 18	89	89%	
Item 19	97	97%	
Item 20	91	91%	

Hasil penilaian kualitas pelayanan dan kepuasan pasien

Responden	Kualitas Pelayanan	Kupuasan Pasien
1	90%	89%
2	90%	97%
3	80%	92%
4	80%	80%
5	100%	98%
6	80%	81%
7	90%	97%
8	90%	92%
9	90%	92%
10	90%	89%
11	80%	84%
12	90%	97%
13	100%	98%
14	100%	97%
15	100%	95%
16	100%	98%
17	100%	98%
18	90%	95%

19	100%	89%
20	100%	95%

Hasil penilaian kualitas pelayanan dan kepuasan pasien secara keseluruhan

Kategori	Jumlah Responden	Total Skor	Persentase	Interpretasi
Kualitas Pelayanan	20	184	92%	Baik
Kepuasan Pasien	20	1555	93%	Sangat Puas