

LAMPIRAN

KUESIONER PENELITIAN

**HUBUNGAN KUALITAS SISTEM, INFORMASI, DAN LAYANAN
TERHADAP KEPUASAN PENGGUNA SIMRS DI RSUD KEMBANGAN
JAKARTA**

I. LEMBAR PENJELASAN

Kepada Yth.

Bapak/Ibu/Saudara/i Petugas RSUD Kembangan Jakarta Barat

Ditempat

Dengan hormat,

Dalam rangka penelitian mengenai hubungan kualitas sistem, kualitas informasi, dan kualitas layanan terhadap kepuasan pengguna di RSUD Kembangan pada tahun 2023.

Nama : Putri Rafikasani

NIM : 20200306105

Prodi/Universitas : D-III Rekam Medis & Informasi Kesehatan / Universitas Esa
Unggul

Saya meminta kesediaan Bapak/Ibu/Saudara/i petugas RSUD Kembangan Jakarta Barat untuk menjawab pertanyaan yang tertera pada kuesioner secara sukarela dengan jujur dan benar. Jawaban yang diberikan akan dirahasiakan dan tidak akan ada yang tahu jawaban Bapak/Ibu.

Demikian permohonan ini saya sampaikan, atas perhatian dan kerjasamanya Bapak/Ibu dalam membantu kelancaran penelitian ini, saya ucapkan terima kasih.

Jakarta, Juli 2023

Peneliti

Putri Rafikasani

III. LEMBAR KUESIONER

A. Nomor Responden (diisi oleh peneliti) :

B. Identitas responden :

1. Inisial :
2. Bagian :
3. Lama menggunakan SIMRS :

1. KUALITAS SISTEM

Silakan memilih salah satu jawaban pada kolom yang tersedia dengan cara member tanda silang(X) pada angka-angka yang tersedia berdasarkan persepsi Bapak/Ibu. Pilihan jawaban yang tersedia adalah :

- 1) Sangat Tidak Setuju (STS)
- 2) Tidak Setuju (TS)
- 3) Netral (N)
- 4) Setuju (S)
- 5) Sangat Setuju (SS)

| No. | Pertanyaan | Jawaban | | | | |
|-----|---|---------|----|---|---|----|
| | | STS | TS | N | S | SS |
| 1. | Navigasi pada sistem informasi rumah sakit sederhana dan mudah digunakan | | | | | |
| 2. | Sistem informasi rumah sakit nyaman digunakan. | | | | | |
| 3. | Sistem informasi rumah sakit dapat diakses dengan mudah dan nyaman. | | | | | |
| 4. | Desain tampilan pada sistem informasi rumah sakit memudahkan pengguna | | | | | |
| 5. | Sistem informasi rumah sakit mudah dipelajari. | | | | | |
| 6. | Sangat mudah bagi pengguna untuk menjadi ahli dalam menggunakan sistem informasi rumah sakit. | | | | | |
| 7. | Sistem informasi rumah sakit cepat dalam merespon pengguna | | | | | |
| 8. | Sistem informasi rumah sakit cepat dalam memproses transaksi | | | | | |
| 9. | Sistem informasi rumah sakit dapat diakses dengan cepat. | | | | | |
| 10. | Sistem informasi rumah sakit dapat diakses kapan saja | | | | | |
| 11. | Koneksi ke sistem informasi rumah sakit jarang terputus | | | | | |
| 12. | Sistem informasi rumah sakit dapat memberikan layanan tanpa kesalahan | | | | | |
| 13. | Sistem informasi rumah sakit stabil dan selama ini belum pernah terjadi kerusakan | | | | | |
| 14. | Sistem informasi rumah sakit fleksibel bagi pengguna dalam memberikan informasi terkait data pasien dan perawatan | | | | | |

| | | | | | | |
|-----|--|--|--|--|--|--|
| 15. | Sistem informasi rumah sakit tidak terbatas dalam merespon kebutuhan baru pengguna | | | | | |
| 16. | Sistem informasi rumah sakit memiliki fitur dan fungsi yang dibutuhkan pengguna | | | | | |
| 17. | Sistem informasi rumah sakit mampu berkomunikasi dengan baik dengan sistem informasi yang lain | | | | | |
| 18. | Pengguna tidak khawatir terhadap keamanan data dan informasi yang tersimpan dalam sistem informasi rumah sakit | | | | | |

2. KUALITAS INFORMASI

Silakan memilih salah satu jawaban pada kolom yang tersedia dengan cara member tanda silang(X) pada angka-angka yang tersedia berdasarkan persepsi Bapak/Ibu. Pilihan jawaban yang tersedia adalah :

- 1) Sangat Tidak Setuju (STS)
- 2) Tidak Setuju (TS)
- 3) Netral (N)
- 4) Setuju (S)
- 5) Sangat Setuju (SS)

| No. | Pertanyaan | Jawaban | | | | |
|-----|---|---------|----|---|---|----|
| | | STS | TS | N | S | SS |
| 1. | Sistem informasi rumah sakit memberikan informasi yang akurat | | | | | |
| 2. | Sistem informasi rumah sakit memberikan informasi yang bebas dari kesalahan | | | | | |
| 3. | Sistem informasi rumah sakit menyajikan informasi yang meyakinkan | | | | | |
| 4. | Sistem informasi rumah sakit memberikan informasi yang lengkap dan detail | | | | | |
| 5. | Informasi yang disajikan sistem informasi rumah sakit ringkas | | | | | |
| 6. | Sistem informasi rumah sakit menyajikan informasi dalam bentuk yang baik dan mudah dimengerti | | | | | |
| 7. | Sistem informasi rumah sakit menyajikan informasi dalam bentuk yang mudah dibaca | | | | | |
| 8. | Sistem informasi rumah sakit memberikan informasi tepat waktu | | | | | |
| 9. | Sistem informasi rumah sakit memberikan informasi yang up-to-date | | | | | |
| 10. | Sistem informasi rumah sakit memberikan informasi yang sesuai dengan kebutuhan pengguna | | | | | |
| 11. | Informasi yang disajikan sistem informasi rumah sakit relevan dengan kebutuhan pengguna | | | | | |

3. KUALITAS LAYANAN

Silakan memilih salah satu jawaban pada kolom yang tersedia dengan cara member tanda silang(X) pada angka-angka yang tersedia berdasarkan persepsi Bapak/Ibu. Pilihan jawaban yang tersedia adalah :

- 1) Sangat Tidak Setuju (STS)
- 2) Tidak Setuju (TS)
- 3) Netral (N)
- 4) Setuju (S)
- 5) Sangat Setuju (SS)

| No | Pertanyaan | Jawaban | | | | |
|----|---|---------|----|---|---|----|
| | | STS | TS | N | S | SS |
| 1. | Sistem informasi rumah sakit memberikan respon yang cepat terhadap permintaan pengguna | | | | | |
| 2. | Sistem informasi rumah sakit didukung oleh teknisi profesional yang dapat dihubungi pada saat terjadi masalah | | | | | |
| 3. | Sistem informasi rumah sakit memberikan teknisi yang berkompeten dalam menangani sistem informasi rumah sakit | | | | | |
| 4. | Sistem informasi rumah sakit didukung dengan garansi terhadap sistem setelah sistem diimplementasikan | | | | | |
| 5. | Garansi yang diberikan sistem informasi rumah sakit baik | | | | | |

4. KEPUASAN PENGGUNA

Silakan memilih salah satu jawaban pada kolom yang tersedia dengan cara member tanda silang(X) pada angka-angka yang tersedia berdasarkan persepsi Bapak/Ibu. Pilihan jawaban yang tersedia adalah :

- 1) Sangat Tidak Setuju (STS)
- 2) Tidak Setuju (TS)
- 3) Netral (N)
- 4) Setuju (S)
- 5) Sangat Setuju (SS)

| No. | Pertanyaan | Jawaban | | | | |
|-----|---|---------|----|---|---|----|
| | | STS | TS | N | S | SS |
| 1. | Sistem informasi rumah sakit dapat membantu pencarian informasi secara efisien | | | | | |
| 2. | Sistem informasi rumah sakit dapat membantu pengguna secara efektif terkait dengan data-data pasien dan transaksi | | | | | |
| 3. | Kinerja sistem informasi rumah sakit memuaskan | | | | | |
| 4. | Sistem informasi rumah sakit menarik dan tidak membosankan ketika digunakan | | | | | |
| 5. | Sistem informasi rumah sakit sangat bagus | | | | | |
| 6. | Sistem informasi rumah sakit sangat mudah digunakan | | | | | |

LAMPIRAN HASIL EXCEL

| Nomor Responden | Unit Pelayanan | Kualitas Sistem | | | | | | | | | | | | | | | | | Total | Kategori | |
|-----------------|---------------------|-----------------|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|-------|----------|----|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | | | 18 |
| 1 | Klinik | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 70 | 2 |
| 2 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 70 | 2 |
| 3 | Klinik | 4 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 67 | 1 |
| 4 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 4 | 4 | 4 | 5 | 4 | 4 | 69 | 2 |
| 5 | Klinik | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 4 | 5 | 4 | 4 | 4 | 67 | 1 |
| 6 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 5 | 69 | 2 |
| 7 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 5 | 4 | 66 | 1 |
| 8 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 69 | 2 |
| 9 | Klinik | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 2 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 65 | 1 |
| 10 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 5 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 11 | Klinik | 4 | 5 | 4 | 4 | 4 | 2 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 68 | 2 |
| 12 | Klinik | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 65 | 1 |
| 13 | Klinik | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 4 | 2 | 4 | 5 | 4 | 4 | 4 | 69 | 2 |
| 14 | Klinik | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 66 | 1 |
| 15 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 16 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 17 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 4 | 4 | 4 | 3 | 67 | 1 |
| 18 | Klinik | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 69 | 2 |
| 19 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 66 | 1 |
| 20 | Klinik | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 21 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 5 | 4 | 4 | 4 | 4 | 67 | 1 |
| 22 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 23 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 68 | 2 |
| 24 | Klinik | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 70 | 2 |
| 25 | Klinik | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 66 | 1 |
| 26 | Klinik | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 27 | Klinik | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 28 | Klinik | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 29 | Penunjang Medis | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 66 | 1 |
| 30 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 69 | 2 |
| 31 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 5 | 68 | 2 |
| 32 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 66 | 1 |
| 33 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 34 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 67 | 1 |
| 35 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 36 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 65 | 1 |
| 37 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 5 | 69 | 2 |
| 38 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 2 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 67 | 1 |
| 39 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 5 | 4 | 4 | 4 | 69 | 2 |
| 40 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 65 | 1 |
| 41 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 70 | 2 |
| 42 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 4 | 2 | 5 | 4 | 4 | 4 | 4 | 68 | 2 |
| 43 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 44 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 2 | 3 | 2 | 4 | 5 | 4 | 4 | 4 | 69 | 2 |
| 45 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 46 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 47 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 70 | 2 |
| 48 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 1 | 2 | 3 | 4 | 4 | 4 | 4 | 64 | 1 |
| 49 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 66 | 1 |
| 50 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 51 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 69 | 2 |
| 52 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 53 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 3 | 2 | 4 | 2 | 4 | 3 | 4 | 3 | 4 | 65 | 1 |
| 54 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 68 | 2 |
| 55 | Penunjang Non Medis | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 56 | Penunjang Non Medis | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 57 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 58 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 59 | IGD | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 69 | 2 |
| 60 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 71 | 2 |
| 61 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 67 | 1 |
| 62 | IGD | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 66 | 1 |

| | | | | | | | | | | | | | | | | | | | | | |
|-----|-------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|---|
| 63 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 68 | 2 |
| 64 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 65 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 66 | 1 |
| 66 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 67 | IGD | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 68 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 69 | IGD | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 70 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 67 | 1 |
| 71 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 72 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 73 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 74 | Rawat Inap | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 75 | Rawat Inap | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 76 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 70 | 2 |
| 77 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 5 | 4 | 4 | 4 | 4 | 69 | 2 |
| 78 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 79 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 80 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 81 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 82 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 83 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 3 | 4 | 4 | 4 | 4 | 67 | 1 |
| 84 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 5 | 4 | 70 | 2 |
| 85 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 70 | 2 |
| 86 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 87 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 72 | 2 |
| 88 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 5 | 4 | 70 | 2 |
| 89 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 90 | Gudang Umum | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 68 | 2 |
| 91 | Gudang Umum | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 92 | OK | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 69 | 2 |
| 93 | OK | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 94 | OK | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 3 | 2 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 67 | 1 |
| 95 | OK | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 96 | OK | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 97 | OK | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 98 | Keungan | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 4 | 5 | 4 | 4 | 3 | 68 | 2 |
| 99 | Keungan | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 72 | 2 |
| 100 | Keungan | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 101 | Keungan | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 102 | Keungan | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 103 | Keungan | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 104 | Keungan | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 | 2 | 4 | 3 | 4 | 4 | 4 | 66 | 1 |
| 105 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 106 | Rawat Bersalin | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 107 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 108 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 68 | 2 |
| 109 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 67 | 1 |
| 110 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 2 | 4 | 2 | 4 | 5 | 4 | 4 | 4 | 4 | 69 | 2 |
| 111 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 112 | Rawat Bersalin | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 113 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 5 | 4 | 69 | 2 |
| 114 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 71 | 2 |
| 115 | Tata Usaha | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 67 | 1 |
| 116 | Tata Usaha | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 68 | 2 |
| 117 | Tata Usaha | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 69 | 2 |
| 118 | Tata Usaha | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 2 | 4 | 2 | 3 | 4 | 5 | 4 | 4 | 69 | 2 |

| | | | | | | | | | | | | | | |
|-----|-------------------|---|---|---|---|---|---|---|---|---|---|---|----|---|
| 63 | IGD | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 42 | 2 |
| 64 | IGD | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 2 | 4 | 38 | 1 |
| 65 | IGD | 5 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | 2 |
| 66 | IGD | 4 | 2 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 67 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 44 | 2 |
| 68 | IGD | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 69 | IGD | 4 | 2 | 3 | 4 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 38 | 1 |
| 70 | IGD | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 71 | IGD | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 72 | IGD | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 73 | IGD | 4 | 2 | 4 | 3 | 1 | 4 | 4 | 4 | 3 | 4 | 4 | 37 | 1 |
| 74 | Rawat Inap | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 75 | Rawat Inap | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 76 | Rawat Inap | 4 | 2 | 4 | 2 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 37 | 1 |
| 77 | Rawat Inap | 4 | 2 | 4 | 3 | 2 | 4 | 4 | 4 | 3 | 4 | 4 | 38 | 1 |
| 78 | Rawat Inap | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 79 | Rawat Inap | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 5 | 4 | 4 | 41 | 2 |
| 80 | Rawat Inap | 4 | 1 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 39 | 1 |
| 81 | Rawat Inap | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 82 | Rawat Inap | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 83 | Rawat Inap Khusus | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 84 | Rawat Inap Khusus | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 85 | Rawat Inap Khusus | 4 | 2 | 4 | 4 | 2 | 4 | 3 | 4 | 3 | 4 | 4 | 38 | 1 |
| 86 | Rawat Inap Khusus | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 87 | Rawat Inap Khusus | 4 | 2 | 2 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 38 | 1 |
| 88 | Rawat Inap Khusus | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 89 | Rawat Inap Khusus | 5 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | 2 |
| 90 | Gudang Umum | 3 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 39 | 1 |
| 91 | Gudang Umum | 5 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | 2 |
| 92 | OK | 5 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | 2 |
| 93 | OK | 4 | 2 | 4 | 3 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 38 | 1 |
| 94 | OK | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 95 | OK | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 96 | OK | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 4 | 39 | 1 |
| 97 | OK | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 98 | Keungan | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 99 | Keungan | 4 | 3 | 4 | 1 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 37 | 1 |
| 100 | Keungan | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 101 | Keungan | 4 | 2 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 42 | 2 |
| 102 | Keungan | 4 | 2 | 4 | 4 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 38 | 1 |
| 103 | Keungan | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 104 | Keungan | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 105 | Rawat Bersalin | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 2 | 4 | 3 | 4 | 38 | 1 |
| 106 | Rawat Bersalin | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 107 | Rawat Bersalin | 4 | 2 | 4 | 4 | 2 | 3 | 4 | 2 | 4 | 4 | 4 | 37 | 1 |
| 108 | Rawat Bersalin | 4 | 2 | 4 | 4 | 2 | 5 | 4 | 4 | 4 | 4 | 4 | 41 | 2 |
| 109 | Rawat Bersalin | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 110 | Rawat Bersalin | 4 | 2 | 4 | 4 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 39 | 1 |
| 111 | Rawat Bersalin | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 112 | Rawat Bersalin | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 2 | 38 | 1 |
| 113 | Rawat Bersalin | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |
| 114 | Rawat Bersalin | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 3 | 39 | 1 |
| 115 | Tata Usaha | 4 | 2 | 5 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 41 | 2 |
| 116 | Tata Usaha | 4 | 2 | 5 | 3 | 2 | 4 | 4 | 4 | 3 | 4 | 3 | 38 | 1 |
| 117 | Tata Usaha | 4 | 2 | 5 | 4 | 2 | 4 | 4 | 3 | 4 | 4 | 3 | 39 | 1 |
| 118 | Tata Usaha | 4 | 2 | 4 | 4 | 2 | 4 | 4 | 4 | 4 | 4 | 4 | 40 | 2 |

| Nomor Responden | Unit Pelayanan | Kualitas Layanan | | | | | Total | Kategori |
|-----------------|---------------------|------------------|----|----|----|----|-------|----------|
| | | 30 | 31 | 32 | 33 | 34 | | |
| 1 | Klinik | 4 | 4 | 4 | 4 | 5 | 21 | 2 |
| 2 | Klinik | 3 | 5 | 4 | 3 | 4 | 19 | 1 |
| 3 | Klinik | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 4 | Klinik | 3 | 4 | 4 | 4 | 4 | 19 | 1 |
| 5 | Klinik | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 6 | Klinik | 4 | 3 | 4 | 4 | 4 | 19 | 1 |
| 7 | Klinik | 2 | 4 | 4 | 2 | 2 | 14 | 1 |
| 8 | Klinik | 5 | 5 | 4 | 4 | 4 | 22 | 2 |
| 9 | Klinik | 3 | 4 | 4 | 4 | 4 | 19 | 1 |
| 10 | Klinik | 5 | 5 | 4 | 4 | 4 | 22 | 2 |
| 11 | Klinik | 3 | 4 | 4 | 4 | 4 | 19 | 1 |
| 12 | Klinik | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 13 | Klinik | 2 | 4 | 4 | 4 | 4 | 18 | 1 |
| 14 | Klinik | 5 | 4 | 4 | 4 | 4 | 21 | 2 |
| 15 | Klinik | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 16 | Klinik | 1 | 4 | 4 | 4 | 4 | 17 | 1 |
| 17 | Klinik | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 18 | Klinik | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 19 | Klinik | 4 | 4 | 4 | 3 | 4 | 19 | 1 |
| 20 | Klinik | 4 | 5 | 3 | 4 | 5 | 21 | 2 |
| 21 | Klinik | 4 | 3 | 3 | 4 | 4 | 18 | 1 |
| 22 | Klinik | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 23 | Klinik | 2 | 4 | 3 | 4 | 4 | 17 | 1 |
| 24 | Klinik | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 25 | Klinik | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 26 | Klinik | 3 | 4 | 4 | 4 | 4 | 19 | 1 |
| 27 | Klinik | 4 | 4 | 4 | 5 | 5 | 22 | 2 |
| 28 | Klinik | 4 | 4 | 4 | 4 | 5 | 21 | 2 |
| 29 | Penunjang Medis | 4 | 4 | 3 | 4 | 4 | 19 | 1 |
| 30 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 31 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 32 | Penunjang Medis | 4 | 3 | 4 | 3 | 4 | 18 | 1 |
| 33 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 34 | Penunjang Medis | 2 | 4 | 3 | 4 | 4 | 17 | 1 |
| 35 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 36 | Penunjang Medis | 4 | 4 | 4 | 2 | 4 | 18 | 1 |
| 37 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 38 | Penunjang Medis | 4 | 5 | 3 | 4 | 5 | 21 | 2 |
| 39 | Penunjang Medis | 4 | 4 | 4 | 3 | 3 | 18 | 1 |
| 40 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 41 | Penunjang Medis | 4 | 4 | 5 | 5 | 4 | 22 | 2 |
| 42 | Penunjang Medis | 4 | 3 | 4 | 3 | 4 | 18 | 1 |
| 43 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 44 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 45 | Penunjang Medis | 4 | 3 | 4 | 2 | 4 | 17 | 1 |
| 46 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 47 | Penunjang Medis | 4 | 4 | 5 | 5 | 5 | 23 | 2 |
| 48 | Penunjang Medis | 4 | 4 | 4 | 3 | 4 | 19 | 1 |
| 49 | Penunjang Medis | 4 | 4 | 5 | 4 | 5 | 22 | 2 |
| 50 | Penunjang Medis | 4 | 2 | 4 | 3 | 3 | 16 | 1 |
| 51 | Penunjang Medis | 4 | 4 | 4 | 5 | 4 | 21 | 2 |
| 52 | Penunjang Medis | 3 | 4 | 3 | 5 | 4 | 19 | 1 |
| 53 | Penunjang Medis | 4 | 4 | 4 | 5 | 4 | 21 | 2 |
| 54 | Penunjang Medis | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 55 | Penunjang Non Medis | 4 | 3 | 4 | 4 | 4 | 19 | 1 |
| 56 | Penunjang Non Medis | 4 | 4 | 5 | 4 | 4 | 21 | 2 |
| 57 | IGD | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 58 | IGD | 3 | 4 | 4 | 3 | 4 | 18 | 1 |
| 59 | IGD | 4 | 5 | 4 | 5 | 4 | 22 | 2 |
| 60 | IGD | 3 | 4 | 4 | 3 | 4 | 18 | 1 |

| | | | | | | | | |
|-----|-------------------|---|---|---|---|---|----|---|
| 61 | IGD | 2 | 4 | 4 | 3 | 4 | 17 | 1 |
| 62 | IGD | 4 | 5 | 4 | 4 | 4 | 21 | 2 |
| 63 | IGD | 3 | 4 | 4 | 3 | 4 | 18 | 1 |
| 64 | IGD | 4 | 5 | 5 | 4 | 4 | 22 | 2 |
| 65 | IGD | 2 | 4 | 4 | 3 | 4 | 17 | 1 |
| 66 | IGD | 2 | 4 | 3 | 4 | 3 | 16 | 1 |
| 67 | IGD | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 68 | IGD | 3 | 4 | 4 | 4 | 4 | 19 | 1 |
| 69 | IGD | 4 | 4 | 5 | 4 | 4 | 21 | 2 |
| 70 | IGD | 4 | 4 | 3 | 2 | 4 | 17 | 1 |
| 71 | IGD | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 72 | IGD | 4 | 3 | 4 | 3 | 4 | 18 | 1 |
| 73 | IGD | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 74 | Rawat Inap | 4 | 4 | 4 | 3 | 4 | 19 | 1 |
| 75 | Rawat Inap | 2 | 4 | 3 | 4 | 4 | 17 | 1 |
| 76 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 77 | Rawat Inap | 4 | 4 | 2 | 4 | 2 | 16 | 1 |
| 78 | Rawat Inap | 4 | 5 | 4 | 5 | 4 | 22 | 2 |
| 79 | Rawat Inap | 4 | 3 | 4 | 4 | 3 | 18 | 1 |
| 80 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 81 | Rawat Inap | 4 | 3 | 4 | 4 | 4 | 19 | 1 |
| 82 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 83 | Rawat Inap Khusus | 4 | 5 | 4 | 4 | 4 | 21 | 2 |
| 84 | Rawat Inap Khusus | 3 | 4 | 4 | 3 | 4 | 18 | 1 |
| 85 | Rawat Inap Khusus | 4 | 5 | 4 | 4 | 5 | 22 | 2 |
| 86 | Rawat Inap Khusus | 4 | 2 | 4 | 3 | 4 | 17 | 1 |
| 87 | Rawat Inap Khusus | 4 | 4 | 5 | 4 | 4 | 21 | 2 |
| 88 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 89 | Rawat Inap Khusus | 4 | 4 | 4 | 3 | 4 | 19 | 1 |
| 90 | Gudang Umum | 5 | 4 | 5 | 4 | 4 | 22 | 2 |
| 91 | Gudang Umum | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 92 | OK | 3 | 4 | 4 | 3 | 4 | 18 | 1 |
| 93 | OK | 4 | 5 | 4 | 5 | 4 | 22 | 2 |
| 94 | OK | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 95 | OK | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 96 | OK | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 97 | OK | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 98 | Keungan | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 99 | Keungan | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 100 | Keungan | 4 | 4 | 3 | 4 | 3 | 18 | 1 |
| 101 | Keungan | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 102 | Keungan | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 103 | Keungan | 2 | 4 | 3 | 4 | 4 | 17 | 1 |
| 104 | Keungan | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 105 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 106 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 107 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 108 | Rawat Bersalin | 4 | 4 | 3 | 4 | 4 | 19 | 1 |
| 109 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 110 | Rawat Bersalin | 4 | 3 | 4 | 4 | 4 | 19 | 1 |
| 111 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 112 | Rawat Bersalin | 3 | 4 | 5 | 4 | 3 | 19 | 1 |
| 113 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 114 | Rawat Bersalin | 4 | 4 | 5 | 4 | 4 | 21 | 2 |
| 115 | Tata Usaha | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 116 | Tata Usaha | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 117 | Tata Usaha | 4 | 4 | 4 | 4 | 4 | 20 | 2 |
| 118 | Tata Usaha | 4 | 4 | 5 | 5 | 4 | 22 | 2 |

| | | | | | | | | | |
|-----|-------------------|---|---|---|---|---|---|----|---|
| 61 | IGD | 4 | 3 | 4 | 2 | 4 | 3 | 20 | 1 |
| 62 | IGD | 4 | 4 | 5 | 4 | 4 | 4 | 25 | 2 |
| 63 | IGD | 4 | 4 | 5 | 4 | 4 | 4 | 25 | 2 |
| 64 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 65 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 66 | IGD | 4 | 4 | 5 | 4 | 5 | 4 | 26 | 2 |
| 67 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 68 | IGD | 4 | 4 | 3 | 4 | 4 | 4 | 23 | 1 |
| 69 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 70 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 71 | IGD | 4 | 4 | 5 | 4 | 4 | 4 | 25 | 2 |
| 72 | IGD | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 73 | IGD | 4 | 3 | 4 | 4 | 3 | 4 | 22 | 1 |
| 74 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 75 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 76 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 77 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 78 | Rawat Inap | 4 | 4 | 3 | 4 | 3 | 4 | 22 | 1 |
| 79 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 80 | Rawat Inap | 4 | 4 | 5 | 4 | 5 | 4 | 26 | 2 |
| 81 | Rawat Inap | 4 | 5 | 4 | 4 | 4 | 4 | 25 | 2 |
| 82 | Rawat Inap | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 83 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 84 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 85 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 86 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 87 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 88 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 89 | Rawat Inap Khusus | 4 | 4 | 4 | 4 | 5 | 4 | 25 | 2 |
| 90 | Gudang Umum | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 91 | Gudang Umum | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 92 | OK | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 93 | OK | 4 | 4 | 4 | 4 | 3 | 4 | 23 | 1 |
| 94 | OK | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 95 | OK | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 96 | OK | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 97 | OK | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 98 | Keungan | 4 | 3 | 4 | 4 | 3 | 4 | 22 | 1 |
| 99 | Keungan | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 100 | Keungan | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 101 | Keungan | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 102 | Keungan | 4 | 3 | 4 | 4 | 3 | 4 | 22 | 1 |
| 103 | Keungan | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 104 | Keungan | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 105 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 106 | Rawat Bersalin | 3 | 5 | 4 | 3 | 4 | 4 | 23 | 1 |
| 107 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 108 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 109 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 110 | Rawat Bersalin | 5 | 4 | 4 | 4 | 4 | 4 | 25 | 2 |
| 111 | Rawat Bersalin | 4 | 3 | 4 | 3 | 5 | 4 | 23 | 1 |
| 112 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 113 | Rawat Bersalin | 4 | 3 | 4 | 3 | 4 | 4 | 22 | 1 |
| 114 | Rawat Bersalin | 4 | 4 | 4 | 4 | 4 | 4 | 24 | 2 |
| 115 | Tata Usaha | 4 | 4 | 4 | 5 | 4 | 4 | 25 | 2 |
| 116 | Tata Usaha | 4 | 5 | 4 | 3 | 4 | 3 | 23 | 1 |
| 117 | Tata Usaha | 4 | 5 | 4 | 4 | 4 | 4 | 25 | 2 |
| 118 | Tata Usaha | 4 | 4 | 4 | 4 | 4 | 3 | 23 | 1 |

LAMPIRAN UJI NORMALITAS SPSS

One-Sample Kolmogorov-Smirnov Test

| | | Kualitas Sistem | Kepuasan Pengguna |
|----------------------------------|----------------|-------------------|-------------------|
| N | | 118 | 118 |
| Normal Parameters ^{a,b} | Mean | 67,97 | 23,85 |
| | Std. Deviation | 1,444 | 1,026 |
| Most Extreme Differences | Absolute | ,145 | ,381 |
| | Positive | ,127 | ,297 |
| | Negative | -,145 | -,381 |
| Test Statistic | | ,145 | ,381 |
| Asymp. Sig. (2-tailed) | | ,000 ^c | ,000 ^c |

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.

One-Sample Kolmogorov-Smirnov Test

| | | Kualitas Informasi | Kepuasan Pengguna |
|----------------------------------|----------------|--------------------|-------------------|
| N | | 118 | 118 |
| Normal Parameters ^{a,b} | Mean | 39,63 | 23,85 |
| | Std. Deviation | 1,490 | 1,026 |
| Most Extreme Differences | Absolute | ,167 | ,381 |
| | Positive | ,164 | ,297 |
| | Negative | -,167 | -,381 |
| Test Statistic | | ,167 | ,381 |
| Asymp. Sig. (2-tailed) | | ,000 ^c | ,000 ^c |

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.

One-Sample Kolmogorov-Smirnov Test

| | | Kualitas Layanan | Kepuasan Pengguna |
|----------------------------------|----------------|-------------------|-------------------|
| N | | 118 | 118 |
| Normal Parameters ^{a,b} | Mean | 19,57 | 23,85 |
| | Std. Deviation | 1,561 | 1,026 |
| Most Extreme Differences | Absolute | ,219 | ,381 |
| | Positive | ,171 | ,297 |
| | Negative | -,219 | -,381 |
| Test Statistic | | ,219 | ,381 |
| Asymp. Sig. (2-tailed) | | ,000 ^c | ,000 ^c |

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.

LAMPIRAN UJI *CHI SQUARE* SPSS

Kualitas Sistem * Kepuasan Pengguna

Crosstab

Count

| | | Kepuasan Pengguna | | Total |
|-----------------|------------|-------------------|------|-------|
| | | Tidak Puas | Puas | |
| Kualitas Sistem | Tidak Baik | 3 | 41 | 44 |
| | Baik | 18 | 56 | 74 |
| Total | | 21 | 97 | 118 |

Chi-Square Tests

| | Value | df | Asymptotic Significance (2- sided) | Exact Sig. (2- sided) | Exact Sig. (1- sided) |
|------------------------------------|--------------------|----|--|--------------------------|--------------------------|
| Pearson Chi-Square | 5,780 ^a | 1 | ,016 | | |
| Continuity Correction ^b | 4,646 | 1 | ,031 | | |
| Likelihood Ratio | 6,505 | 1 | ,011 | | |
| Fisher's Exact Test | | | | ,023 | ,013 |
| Linear-by-Linear Association | 5,731 | 1 | ,017 | | |
| N of Valid Cases | 118 | | | | |

a. 0 cells (,0%) have expected count less than 5. The minimum expected count is 7,83.

b. Computed only for a 2x2 table

Kualitas Informasi * Kepuasan Pengguna

Crosstab

| Count | | Kepuasan Pengguna | | Total |
|--------------------|------------|-------------------|------|-------|
| | | Tidak Puas | Puas | |
| Kualitas Informasi | Tidak Baik | 14 | 38 | 52 |
| | Baik | 7 | 59 | 66 |
| Total | | 21 | 97 | 118 |

Chi-Square Tests

| | Value | df | Asymptotic Significance (2- sided) | Exact Sig. (2- sided) | Exact Sig. (1- sided) |
|------------------------------------|--------------------|----|--|--------------------------|--------------------------|
| Pearson Chi-Square | 5,293 ^a | 1 | ,021 | | |
| Continuity Correction ^b | 4,237 | 1 | ,040 | | |
| Likelihood Ratio | 5,296 | 1 | ,021 | | |
| Fisher's Exact Test | | | | ,029 | ,020 |
| Linear-by-Linear Association | 5,248 | 1 | ,022 | | |
| N of Valid Cases | 118 | | | | |

a. 0 cells (,0%) have expected count less than 5. The minimum expected count is 9,25.

b. Computed only for a 2x2 table

Kualitas Layanan * Kepuasan Pengguna

Crosstab

| Count | | Kepuasan Pengguna | | Total |
|------------------|------------|-------------------|------|-------|
| | | Tidak Puas | Puas | |
| Kualitas Layanan | Tidak Baik | 3 | 43 | 46 |
| | Baik | 18 | 54 | 72 |
| Total | | 21 | 97 | 118 |

Chi-Square Tests

| | Value | df | Asymptotic Significance (2- sided) | Exact Sig. (2- sided) | Exact Sig. (1- sided) |
|------------------------------------|--------------------|----|--|--------------------------|--------------------------|
| Pearson Chi-Square | 6,551 ^a | 1 | ,010 | | |
| Continuity Correction ^b | 5,349 | 1 | ,021 | | |
| Likelihood Ratio | 7,361 | 1 | ,007 | | |
| Fisher's Exact Test | | | | ,013 | ,008 |
| Linear-by-Linear Association | 6,495 | 1 | ,011 | | |
| N of Valid Cases | 118 | | | | |

a. 0 cells (,0%) have expected count less than 5. The minimum expected count is 8,19.

b. Computed only for a 2x2 table