

Uji Validitas dan Reabilitas Tingkat Kenyataan

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 30 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 30 | 100.0 |

Reliability Statistics

| | |
|------------|------------|
| Cronbach's | |
| Alpha | N of Items |
| .738 | 26 |

a. Listwise deletion based on all variables in the procedure.

Item Statistics

| | Mean | Std. Deviation | N |
|----------|-------|----------------|----|
| VAR00001 | 3.27 | .450 | 30 |
| VAR00002 | 3.30 | .466 | 30 |
| VAR00003 | 3.30 | .466 | 30 |
| VAR00004 | 3.30 | .466 | 30 |
| VAR00005 | 3.37 | .490 | 30 |
| VAR00006 | 3.43 | .568 | 30 |
| VAR00007 | 3.43 | .504 | 30 |
| VAR00008 | 3.50 | .509 | 30 |
| VAR00009 | 3.40 | .498 | 30 |
| VAR00010 | 3.40 | .498 | 30 |
| VAR00011 | 3.47 | .507 | 30 |
| VAR00012 | 3.40 | .498 | 30 |
| VAR00013 | 3.43 | .504 | 30 |
| VAR00014 | 3.30 | .466 | 30 |
| VAR00015 | 3.47 | .507 | 30 |
| VAR00016 | 3.23 | .504 | 30 |
| VAR00017 | 3.43 | .504 | 30 |
| VAR00018 | 3.20 | .407 | 30 |
| VAR00019 | 3.23 | .504 | 30 |
| VAR00020 | 3.43 | .504 | 30 |
| VAR00021 | 3.23 | .430 | 30 |
| VAR00022 | 3.47 | .507 | 30 |
| VAR00023 | 3.20 | .407 | 30 |
| VAR00024 | 3.33 | .479 | 30 |
| VAR00025 | 3.00 | .587 | 30 |
| VAR00026 | 83.53 | 6.124 | 30 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Cronbach's Alpha if Item Deleted |
|----------|-------------------------------|-----------------------------------|---|--|
| VAR00001 | 163.80 | 145.407 | .404 | .731 |
| VAR00002 | 163.77 | 147.013 | .422 | .735 |
| VAR00003 | 163.77 | 144.530 | .468 | .730 |
| VAR00004 | 163.77 | 147.289 | .385 | .735 |
| VAR00005 | 163.70 | 142.631 | .609 | .726 |
| VAR00006 | 163.63 | 143.826 | .429 | .729 |
| VAR00007 | 163.63 | 141.826 | .659 | .724 |
| VAR00008 | 163.57 | 140.875 | .734 | .722 |
| VAR00009 | 163.67 | 142.851 | .579 | .726 |
| VAR00010 | 163.67 | 146.023 | .379 | .733 |
| VAR00011 | 163.60 | 143.972 | .473 | .729 |
| VAR00012 | 163.67 | 143.402 | .532 | .727 |
| VAR00013 | 163.63 | 141.826 | .659 | .724 |
| VAR00014 | 163.77 | 143.978 | .519 | .728 |
| VAR00015 | 163.60 | 144.662 | .416 | .730 |
| VAR00016 | 163.83 | 143.454 | .521 | .727 |
| VAR00017 | 163.63 | 144.447 | .437 | .730 |
| VAR00018 | 163.87 | 146.740 | .456 | .734 |
| VAR00019 | 163.83 | 145.247 | .370 | .731 |
| VAR00020 | 163.63 | 143.757 | .495 | .728 |
| VAR00021 | 163.83 | 143.937 | .569 | .728 |
| VAR00022 | 163.60 | 142.869 | .566 | .726 |
| VAR00023 | 163.87 | 144.671 | .527 | .729 |
| VAR00024 | 163.73 | 145.857 | .453 | .732 |
| VAR00025 | 164.07 | 144.823 | .363 | .731 |
| VAR00026 | 83.53 | 37.499 | 1.000 | .874 |

Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|--------|----------|----------------|------------|
| 167.07 | 149.995 | 12.247 | 26 |

Uji Validitas dan Reabilitas Tingkat Harapan

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 30 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 30 | 100.0 |

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .745 | 26 |

a. Listwise deletion based on all variables in the procedure.

Item Statistics

| | Mean | Std. Deviation | N |
|-----|-------|----------------|----|
| P1 | 3.10 | .548 | 30 |
| P2 | 3.23 | .504 | 30 |
| P3 | 3.03 | .414 | 30 |
| P4 | 3.30 | .466 | 30 |
| P5 | 3.03 | .556 | 30 |
| P6 | 3.37 | .490 | 30 |
| P7 | 2.77 | .626 | 30 |
| P8 | 3.07 | .450 | 30 |
| P9 | 3.00 | .587 | 30 |
| P10 | 3.00 | .587 | 30 |
| P11 | 2.93 | .583 | 30 |
| P12 | 3.00 | .455 | 30 |
| P13 | 3.07 | .521 | 30 |
| P14 | 3.23 | .430 | 30 |
| P15 | 3.23 | .430 | 30 |
| P16 | 2.97 | .615 | 30 |
| P17 | 3.03 | .669 | 30 |
| P18 | 3.03 | .718 | 30 |
| P19 | 3.23 | .504 | 30 |
| P20 | 3.23 | .679 | 30 |
| P21 | 2.90 | .662 | 30 |
| P22 | 2.87 | .776 | 30 |
| P23 | 3.20 | .484 | 30 |
| P24 | 3.23 | .626 | 30 |
| P25 | 2.90 | .845 | 30 |
| JML | 76.87 | 8.245 | 30 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item- Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|-------------------------------|-----------------------------------|---|--|
| P1 | 150.73 | 268.064 | .365 | .746 |
| P2 | 150.60 | 263.834 | .456 | .741 |
| P3 | 150.80 | 266.372 | .468 | .744 |
| P4 | 150.53 | 264.671 | .634 | .742 |
| P5 | 150.80 | 260.441 | .466 | .737 |
| P6 | 150.47 | 264.533 | .543 | .742 |
| P7 | 151.07 | 253.513 | .763 | .729 |
| P8 | 150.77 | 260.185 | .601 | .737 |
| P9 | 150.83 | 257.454 | .600 | .734 |
| P10 | 150.83 | 256.902 | .630 | .733 |
| P11 | 150.90 | 257.472 | .603 | .734 |
| P12 | 150.83 | 264.006 | .465 | .741 |
| P13 | 150.77 | 260.392 | .502 | .737 |
| P14 | 150.60 | 262.455 | .464 | .739 |
| P15 | 150.60 | 260.386 | .615 | .737 |
| P16 | 150.87 | 258.120 | .537 | .735 |
| P17 | 150.80 | 254.097 | .683 | .730 |
| P18 | 150.80 | 253.890 | .642 | .730 |
| P19 | 150.60 | 261.283 | .465 | .738 |
| P20 | 150.60 | 252.731 | .737 | .729 |
| P21 | 150.93 | 253.513 | .719 | .730 |
| P22 | 150.97 | 249.413 | .779 | .725 |
| P23 | 150.63 | 260.309 | .548 | .737 |
| P24 | 150.60 | 255.490 | .661 | .732 |
| P25 | 150.93 | 248.823 | .734 | .725 |
| JML | 76.97 | 66.654 | .999 | .910 |

Scale Statistics

| Mean | Variance | Std. Deviation | N of Items |
|--------|----------|----------------|------------|
| 153.83 | 269.109 | 16.405 | 26 |

B. TINGKAT KENYATAAN (KINERJA) PELAYANAN dan TINGKAT HARAPAN KUALITAS PELAYANAN

Petunjuk pengisian Bagian B

- Pada kolom **TINGKAT KENYATAAN (KINERJA)** : Berikan tanda (x) pada **tiap pernyataan** yang sesuai dengan pendapat *Anda* terhadap *pelayanan apotek yang telah Anda terima di Rumah Sakit Rawalumbu*.
- Pada kolom **TINGKAT HARAPAN** : Berikan tanda (x) pada **tiap pernyataan** yang sesuai dengan *harapan Anda terhadap pelayanan apotek yang telah Anda terima di Rumah Sakit Rawalumbu*.

Skala TINGKAT KINERJA

Keterangan :

- 1. STS = Sangat Tidak Setuju
- 2. TS = Tidak Setuju
- 3. S = Setuju
- 4. SS = Sangat Setuju

Skala TINGKAT HARAPAN

- 1. STP = Sangat Tidak Penting
- 2. TP = Tidak Penting
- 3. P = Penting
- 4. SP = Sangat Penting

| TINGKAT KINERJA | | | | KETERANGAN | TINGKAT HARAPAN | | | |
|-----------------|----|---|----|--|-----------------|----|---|----|
| STS | TS | S | SS | | STP | TP | P | SP |
| 1 | 2 | 3 | 4 | | 1 | 2 | 3 | 4 |
| | | | | I. Keandalan (Reliability) | | | | |
| | | | | 1. Cara pakai obat di tuliskan dengan jelas pada bungkus obat | | | | |
| | | | | 2. Obat dibungkus dengan rapi | | | | |
| | | | | 3. Tenaga farmasi memberikan informasi cara pakai obat | | | | |
| | | | | 4. Pelayanan resep mudah dan tidak berbelit-belit | | | | |
| | | | | 5. Diberitahu informasi efek samping obat yang dikonsumsi | | | | |
| | | | | 6. Pasien paham akan dosis, cara pakai, dan waktu pemakaian obat | | | | |
| | | | | II. Daya Tanggap (Responsiveness) | | | | |
| | | | | 7. Waktu menunggu obat cepat | | | | |
| | | | | 8. Cara mendapatkan obat mudah | | | | |
| | | | | 9. Jam buka pelayanan tepat waktu | | | | |
| | | | | 10. Petugas tanggap terhadap masalah pasien | | | | |

| TINGKAT KINERJA | | | | KETERANGAN | TINGKAT HARAPAN | | | |
|-----------------|----|---|----|--|-----------------|----|---|----|
| STS | TS | S | SS | | STP | TP | P | SP |
| 1 | 2 | 3 | 4 | | 1 | 2 | 3 | 4 |
| | | | | III. Kepastian (Assurance) | | | | |
| | | | | 11. Tenaga farmasi memberikan jasa pelayanan konsultasi yang memuaskan | | | | |
| | | | | 12. Tenaga farmasi melayani resep dengan sopan | | | | |
| | | | | 13. Pelayanan obat dilayani dengan baik soal meminta penjelasan tentang obat | | | | |
| | | | | 14. Bukti pembayaran obat (nota) diberikan kepada pasien | | | | |
| | | | | 15. Obat diberikan dengan kondisi bagus | | | | |
| | | | | IV. Empati (Emphaty) | | | | |
| | | | | 16. Keluarga pasien diminta mengawasi pemakaian obat secara teratur | | | | |
| | | | | 17. Pasien diyakinkan tentang kesembuhan yang akan dicapai dalam pengobatan | | | | |
| | | | | 18. Petugas memberikan pelayanan yang sama tanpa membedakan pasien. | | | | |
| | | | | V. Berwujud (Tangibles) | | | | |
| | | | | 19. Penampilan tenaga farmasi rapi | | | | |
| | | | | 20. Ruang tunggu yang bersih | | | | |
| | | | | 21. Tempat duduk di ruang tunggu yang nyaman | | | | |
| | | | | 22. Suasana ruang tunggu yang tenang | | | | |
| | | | | 23. Adanya fasilitas televisi di ruang tunggu | | | | |
| | | | | 24. Kenyamanan ruang tunggu dengan AC | | | | |
| | | | | 25. Adanya fasilitas surat kabar/majalah terbaru di ruang tunggu. | | | | |

C. KELUHAN / SARAN

Keluhan/saran Anda untuk perbaikan/ peningkatan kualitas pelayanan apotek di

Rumah Sakit Rawalumbu :

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HASIL PENGAMATAN WAKTU PELAYANAN RESEP

INSTALASI FARMASI RUMAH SAKIT RAWALUMBU BEKASI

| No. Sampel | Kegiatan 1 | Kegiatan 2 | Kegiatan 3 | Kegiatan 4 | Kegiatan 5 | Total Waktu (Menit) | Keterangan |
|------------|------------|------------|------------|------------|------------|---------------------|------------|
| 1 | 1 | 4 | 8 | 2 | 9 | 24 | Obat Jadi |
| 2 | 1 | 5 | 1 | 2 | 5 | 14 | Obat Jadi |
| 3 | 1 | 4 | 1 | 2 | 7 | 15 | Obat Jadi |
| 4 | 1 | 3 | 1 | 3 | 6 | 14 | Obat Jadi |
| 5 | 1 | 7 | 4 | 2 | 5 | 19 | Obat Jadi |
| 6 | 1 | 7 | 5 | 3 | 6 | 22 | Obat Jadi |
| 7 | 1 | 4 | 1 | 4 | 4 | 14 | Obat Jadi |
| 8 | 1 | 3 | 3 | 2 | 5 | 14 | Obat Jadi |
| 9 | 1 | 4 | 3 | 2 | 3 | 13 | Obat Jadi |
| 10 | 1 | 4 | 1 | 2 | 3 | 11 | Obat Jadi |
| 11 | 1 | 5 | 6 | 3 | 4 | 19 | Obat Jadi |
| 12 | 1 | 4 | 6 | 3 | 5 | 19 | Obat Jadi |
| 13 | 3 | 5 | 10 | 8 | 2 | 28 | Obat Jadi |
| 14 | 4 | 3 | 4 | 3 | 2 | 16 | Obat Jadi |
| 15 | 2 | 4 | 4 | 8 | 3 | 21 | Obat Jadi |
| 16 | 4 | 4 | 6 | 2 | 6 | 22 | Obat Jadi |
| 17 | 4 | 5 | 4 | 2 | 3 | 18 | Obat Jadi |
| 18 | 6 | 3 | 7 | 3 | 5 | 24 | Obat Jadi |
| 19 | 3 | 3 | 7 | 2 | 2 | 17 | Obat Jadi |
| 20 | 4 | 4 | 1 | 2 | 2 | 13 | Obat Jadi |
| 21 | 5 | 2 | 4 | 6 | 4 | 21 | Obat Jadi |
| 22 | 8 | 2 | 4 | 3 | 3 | 20 | Obat Jadi |
| 23 | 5 | 4 | 3 | 2 | 4 | 18 | Obat Jadi |
| 24 | 4 | 6 | 5 | 2 | 4 | 21 | Obat Jadi |
| 25 | 3 | 2 | 2 | 3 | 6 | 16 | Obat Jadi |
| 26 | 4 | 5 | 3 | 4 | 5 | 21 | Obat Jadi |
| 27 | 6 | 5 | 6 | 9 | 3 | 29 | Obat Jadi |
| 28 | 4 | 3 | 9 | 3 | 2 | 21 | Obat Jadi |
| 29 | 4 | 6 | 10 | 2 | 4 | 26 | Obat Jadi |
| 30 | 3 | 5 | 7 | 3 | 6 | 24 | Obat Jadi |
| 31 | 7 | 6 | 3 | 3 | 8 | 27 | Obat Jadi |
| 32 | 2 | 4 | 5 | 2 | 3 | 16 | Obat Jadi |
| 33 | 4 | 5 | 7 | 3 | 4 | 23 | Obat Jadi |
| 34 | 4 | 5 | 6 | 2 | 6 | 23 | Obat Jadi |
| 35 | 5 | 5 | 10 | 2 | 5 | 27 | Obat Jadi |
| 36 | 5 | 4 | 12 | 2 | 3 | 26 | Obat Jadi |
| 37 | 5 | 4 | 10 | 5 | 3 | 27 | Obat Jadi |
| 38 | 7 | 3 | 6 | 9 | 5 | 30 | Obat Jadi |

| | | | | | | | |
|----|---|---|----|---|---|----|-------------|
| 39 | 2 | 7 | 9 | 3 | 2 | 23 | Obat Jadi |
| 40 | 1 | 6 | 10 | 5 | 6 | 28 | Obat Jadi |
| 41 | 1 | 5 | 5 | 5 | 4 | 20 | Obat Jadi |
| 42 | 4 | 6 | 6 | 5 | 2 | 23 | Obat Jadi |
| 43 | 4 | 7 | 6 | 3 | 5 | 25 | Obat Jadi |
| 44 | 5 | 3 | 7 | 2 | 5 | 22 | Obat Jadi |
| 45 | 7 | 2 | 6 | 2 | 4 | 21 | Obat Jadi |
| 46 | 4 | 6 | 9 | 4 | 4 | 27 | Obat Jadi |
| 47 | 3 | 6 | 9 | 3 | 4 | 25 | Obat Jadi |
| 48 | 3 | 4 | 1 | 5 | 7 | 20 | Obat Jadi |
| 49 | 5 | 6 | 1 | 3 | 4 | 19 | Obat Jadi |
| 50 | 5 | 7 | 5 | 2 | 6 | 25 | Obat Jadi |
| 51 | 3 | 6 | 5 | 2 | 6 | 22 | Obat Jadi |
| 52 | 4 | 8 | 5 | 2 | 3 | 22 | Obat Jadi |
| 53 | 3 | 7 | 5 | 4 | 5 | 24 | Obat Jadi |
| 54 | 7 | 6 | 8 | 3 | 3 | 27 | Obat Jadi |
| 55 | 6 | 7 | 5 | 3 | 2 | 23 | Obat Jadi |
| 56 | 6 | 5 | 7 | 3 | 4 | 25 | Obat Jadi |
| 57 | 5 | 6 | 4 | 3 | 4 | 22 | Obat Jadi |
| 58 | 1 | 7 | 6 | 2 | 5 | 21 | Obat Jadi |
| 59 | 1 | 5 | 9 | 5 | 5 | 25 | Obat Jadi |
| 60 | 4 | 5 | 8 | 6 | 4 | 27 | Obat Jadi |
| 61 | 4 | 5 | 8 | 5 | 3 | 25 | Obat Jadi |
| 62 | 4 | 5 | 8 | 2 | 3 | 22 | Obat Jadi |
| 63 | 4 | 6 | 10 | 3 | 6 | 29 | Obat Jadi |
| 64 | 6 | 5 | 1 | 6 | 4 | 22 | Obat Jadi |
| 65 | 6 | 5 | 1 | 6 | 4 | 22 | Obat Jadi |
| 66 | 3 | 4 | 7 | 5 | 4 | 23 | Obat Jadi |
| 67 | 3 | 4 | 7 | 5 | 4 | 23 | Obat Jadi |
| 68 | 2 | 7 | 11 | 5 | 3 | 28 | Obat Jadi |
| 69 | 7 | 3 | 5 | 2 | 6 | 23 | Obat Jadi |
| 70 | 7 | 4 | 6 | 6 | 5 | 28 | Obat Jadi |
| 71 | 5 | 2 | 5 | 7 | 8 | 27 | Obat Jadi |
| 72 | 5 | 4 | 5 | 3 | 3 | 20 | Obat Jadi |
| 73 | 2 | 5 | 12 | 5 | 3 | 27 | Obat Jadi |
| 74 | 2 | 6 | 10 | 2 | 5 | 25 | Obat Jadi |
| 75 | 4 | 4 | 10 | 2 | 6 | 26 | Obat Jadi |
| 76 | 4 | 6 | 7 | 3 | 6 | 26 | Obat Jadi |
| 78 | 4 | 5 | 6 | 5 | 2 | 22 | Obat Jadi |
| 79 | 7 | 6 | 6 | 6 | 6 | 31 | Obat Jadi** |
| 80 | 5 | 7 | 10 | 5 | 5 | 32 | Obat Jadi** |
| 81 | 5 | 6 | 10 | 3 | 5 | 29 | Obat Jadi |
| 82 | 5 | 3 | 4 | 3 | 4 | 19 | Obat Jadi |
| 83 | 5 | 6 | 4 | 3 | 4 | 22 | Obat Jadi |
| 84 | 2 | 7 | 7 | 6 | 3 | 25 | Obat Jadi |

| | | | | | | | |
|-----|---|---|----|---|---|----|-------------|
| 85 | 2 | 8 | 4 | 3 | 4 | 21 | Obat Jadi |
| 86 | 3 | 6 | 2 | 3 | 6 | 20 | Obat Jadi |
| 87 | 2 | 7 | 9 | 5 | 6 | 29 | Obat Jadi |
| 88 | 5 | 4 | 8 | 2 | 4 | 23 | Obat Jadi |
| 89 | 6 | 3 | 8 | 3 | 3 | 23 | Obat Jadi |
| 90 | 5 | 4 | 13 | 3 | 3 | 28 | Obat Jadi |
| 91 | 3 | 4 | 9 | 6 | 6 | 28 | Obat Jadi |
| 92 | 2 | 4 | 5 | 4 | 2 | 17 | Obat Jadi |
| 93 | 2 | 6 | 5 | 2 | 3 | 18 | Obat Jadi |
| 94 | 2 | 6 | 9 | 2 | 5 | 24 | Obat Jadi |
| 95 | 2 | 3 | 8 | 5 | 1 | 19 | Obat Jadi |
| 96 | 4 | 7 | 10 | 2 | 1 | 24 | Obat Jadi |
| 97 | 4 | 6 | 10 | 2 | 4 | 26 | Obat Jadi |
| 98 | 4 | 7 | 10 | 3 | 3 | 27 | Obat Jadi |
| 99 | 3 | 6 | 4 | 2 | 6 | 21 | Obat Jadi |
| 100 | 7 | 8 | 7 | 5 | 6 | 33 | Obat Racik |
| 101 | 7 | 6 | 10 | 7 | 5 | 35 | Obat Jadi** |
| 102 | 8 | 5 | 9 | 7 | 6 | 35 | Obat Racik |
| 103 | 3 | 6 | 4 | 7 | 5 | 25 | Obat Jadi |
| 104 | 4 | 4 | 4 | 2 | 2 | 16 | Obat Jadi |
| 105 | 4 | 3 | 5 | 2 | 3 | 17 | Obat Jadi |
| 106 | 8 | 2 | 4 | 6 | 2 | 22 | Obat Jadi |
| 107 | 8 | 4 | 9 | 6 | 4 | 31 | Obat Racik |
| 108 | 8 | 7 | 6 | 2 | 6 | 29 | Obat Jadi |
| 109 | 7 | 6 | 7 | 5 | 3 | 28 | Obat Jadi |
| 110 | 7 | 3 | 10 | 2 | 3 | 25 | Obat Jadi |
| 111 | 4 | 4 | 13 | 3 | 4 | 28 | Obat Jadi |
| 112 | 4 | 3 | 10 | 2 | 4 | 23 | Obat Jadi |
| 113 | 4 | 6 | 8 | 2 | 4 | 24 | Obat Jadi |
| 114 | 4 | 5 | 4 | 2 | 6 | 21 | Obat Jadi |
| 115 | 4 | 6 | 9 | 3 | 4 | 26 | Obat Jadi |
| 116 | 3 | 5 | 5 | 7 | 2 | 22 | Obat Jadi |
| 117 | 3 | 6 | 5 | 4 | 4 | 22 | Obat Jadi |
| 118 | 6 | 4 | 1 | 3 | 6 | 20 | Obat Jadi |
| 119 | 6 | 7 | 5 | 3 | 4 | 25 | Obat Jadi |
| 120 | 6 | 4 | 7 | 2 | 3 | 22 | Obat Jadi |
| 121 | 5 | 6 | 10 | 3 | 2 | 26 | Obat Jadi |
| 122 | 2 | 8 | 5 | 2 | 1 | 18 | Obat Jadi |
| 123 | 4 | 7 | 6 | 6 | 1 | 24 | Obat Jadi |
| 124 | 7 | 7 | 6 | 6 | 1 | 27 | Obat Jadi |
| 125 | 7 | 4 | 2 | 5 | 5 | 23 | Obat Jadi |
| 126 | 6 | 4 | 4 | 6 | 6 | 26 | Obat Jadi |
| 127 | 2 | 3 | 7 | 5 | 5 | 22 | Obat Jadi |
| 128 | 3 | 6 | 12 | 3 | 6 | 30 | Obat Jadi |
| 129 | 2 | 4 | 7 | 7 | 5 | 25 | Obat Jadi |

| | | | | | | | |
|-----|---|---|----|---|---|----|-------------|
| 130 | 2 | 7 | 11 | 8 | 4 | 32 | Obat Jadi** |
| 131 | 2 | 7 | 9 | 1 | 4 | 23 | Obat Jadi |
| 132 | 2 | 7 | 10 | 6 | 7 | 32 | Obat Jadi** |
| 133 | 2 | 5 | 10 | 1 | 4 | 22 | Obat Jadi |
| 134 | 3 | 5 | 4 | 7 | 6 | 25 | Obat Jadi |
| 135 | 4 | 5 | 10 | 2 | 6 | 27 | Obat Jadi |
| 136 | 6 | 3 | 13 | 3 | 2 | 27 | Obat Jadi |
| 137 | 6 | 4 | 9 | 6 | 5 | 30 | Obat Jadi |
| 138 | 6 | 3 | 8 | 6 | 1 | 24 | Obat Jadi |
| 139 | 3 | 6 | 9 | 3 | 5 | 26 | Obat Jadi |
| 140 | 4 | 3 | 7 | 2 | 7 | 23 | Obat Jadi |
| 141 | 7 | 3 | 7 | 2 | 3 | 22 | Obat Jadi |
| 142 | 7 | 2 | 10 | 2 | 6 | 27 | Obat Jadi |
| 143 | 6 | 5 | 8 | 2 | 3 | 24 | Obat Jadi |
| 144 | 6 | 4 | 9 | 4 | 3 | 26 | Obat Jadi |
| 145 | 5 | 3 | 5 | 2 | 4 | 19 | Obat Jadi |
| 146 | 3 | 4 | 4 | 3 | 6 | 20 | Obat Jadi |
| 147 | 4 | 6 | 9 | 5 | 3 | 27 | Obat Jadi |
| 148 | 4 | 6 | 7 | 6 | 3 | 26 | Obat Jadi |
| 149 | 7 | 6 | 1 | 3 | 4 | 21 | Obat Jadi |
| 150 | 4 | 8 | 9 | 9 | 3 | 33 | Obat Jadi** |
| 151 | 4 | 5 | 2 | 7 | 4 | 22 | Obat Jadi |
| 152 | 6 | 5 | 2 | 3 | 6 | 22 | Obat Jadi |
| 153 | 5 | 6 | 10 | 2 | 5 | 28 | Obat Jadi |
| 154 | 5 | 7 | 10 | 1 | 6 | 29 | Obat Jadi |
| 155 | 5 | 4 | 2 | 1 | 2 | 14 | Obat Jadi |
| 156 | 4 | 6 | 10 | 3 | 1 | 24 | Obat Jadi |
| 157 | 6 | 3 | 4 | 2 | 4 | 19 | Obat Jadi |
| 158 | 7 | 4 | 9 | 2 | 5 | 27 | Obat Jadi |
| 159 | 6 | 5 | 9 | 6 | 6 | 32 | Obat Racik |
| 160 | 3 | 5 | 13 | 1 | 2 | 24 | Obat Jadi |
| 161 | 5 | 6 | 10 | 1 | 4 | 26 | Obat Jadi |
| 162 | 5 | 4 | 7 | 7 | 6 | 29 | Obat Jadi |
| 163 | 8 | 4 | 9 | 2 | 5 | 28 | Obat Jadi |
| 164 | 6 | 2 | 5 | 5 | 2 | 20 | Obat Jadi |
| 165 | 8 | 4 | 5 | 3 | 4 | 24 | Obat Jadi |
| 166 | 4 | 3 | 10 | 8 | 4 | 29 | Obat Jadi |
| 167 | 4 | 5 | 7 | 3 | 4 | 23 | Obat Jadi |
| 168 | 6 | 5 | 7 | 3 | 7 | 28 | Obat Jadi |
| 169 | 6 | 4 | 5 | 2 | 2 | 19 | Obat Jadi |
| 170 | 5 | 5 | 10 | 1 | 7 | 28 | Obat Jadi |
| 171 | 5 | 4 | 10 | 1 | 4 | 25 | Obat jadi |

Hasil Uji Validitas Tingkat Kinerja Kuesioner

| Item | Valid | Item | Valid | Item | Valid |
|---------------|--------------|----------------|--------------|----------------|--------------|
| Item 1 | 0,404 | Item 10 | 0,379 | Item 19 | 0,370 |
| Item 2 | 0,422 | Item 11 | 0,473 | Item 20 | 0,495 |
| Item 3 | 0,468 | Item 12 | 0,532 | Item 21 | 0,569 |
| Item 4 | 0,385 | Item 13 | 0,659 | Item 22 | 0,566 |
| Item 5 | 0,609 | Item 14 | 0,519 | Item 23 | 0,527 |
| Item 6 | 0,429 | Item 15 | 0,416 | Item 24 | 0,453 |
| Item 7 | 0,659 | Item 16 | 0,521 | Item 25 | 0,363 |
| Item 8 | 0,734 | Item 17 | 0,437 | | |
| Item 9 | 0,579 | Item 18 | 0,456 | | |

Hasil Uji Validitas Tingkat Harapan Kuesioner

| Item | Valid | Item | Valid | Item | Valid |
|----------------|--------------|----------------|--------------|----------------|--------------|
| Item 1 | 0,365 | Item 11 | 0,603 | Item 21 | 0,779 |
| Item 2 | 0,456 | Item 12 | 0,465 | Item 22 | 0,548 |
| Item 3 | 0,468 | Item 13 | 0,502 | Item 23 | 0,661 |
| Item 4 | 0,634 | Item 14 | 0,464 | Item 24 | 0,734 |
| Item 5 | 0,466 | Item 15 | 0,615 | Item 25 | 0,999 |
| Item 6 | 0,543 | Item 16 | 0,537 | | |
| Item 7 | 0,763 | Item 17 | 0,683 | | |
| Item 8 | 0,601 | Item 18 | 0,642 | | |
| Item 9 | 0,600 | Item 19 | 0,465 | | |
| Item 10 | 0,630 | Item 20 | 0,737 | | |

Nomor : 33/FIKES/KESMAS/UEU/XII /2015
Perihal : Pelaksanaan Penelitian

Jakarta, 04 Desember 2015

Kepada Yth,

Direktur Rumah Sakit Rawa Lumbu
Jl. Desa Darma 20-23 Bekasi.
Di Tempat

Dengan Hormat,

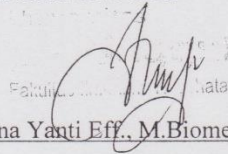
Sehubungan dengan pelaksanaan tugas akhir (Skripsi) mahasiswa Program Studi Kesehatan Masyarakat Universitas Esa Unggul maka bersama ini kami mengajukan permohonan kepada Bapak/Ibu untuk dapat memberikan izin penelitian kepada mahasiswa kami di instansi bapak/Ibu pimpin.

Adapun nama mahasiswa dan judul penelitian adalah sebagai berikut:

| No | NAMA | NIM | NO. TELEPON | Judul |
|----|---|-------------|--------------|---|
| 1. | Almira Ristizsa Shabrina Da Costa | 2012-31-023 | 085777795353 | Evaluasi Mutu Pelayanan Apotek Rawat Jalan Berdasarkan Standar Pelayanan Kefarmasian Di Rumah Sakit Rawa Lumbu Bekasi |

Demikian, atas perhatian dan bantuan Bapak/Ibu kami ucapkan terima kasih.

FAKULTAS ILMU – ILMU KESEHATAN
UNIVERSITAS ESA UNGGUL


Dr. Aprilita Rina Yanti Eff., M.Biomed. Apt.
Dekan

Lampiran 21

FORMULIR PERSETUJUAN PENGAMBILAN DATA PENELITIAN

Yang bertandatangan di bawah ini:

Nama : Almira Ristizza Shabrina Da Costa
NIM : 2012-31-023
Peminatan : Manajemen Rumah Sakit
Alamat : Jl. Selektia I No. 174, Rawalumbu - Bekasi
Telp./ HP : 021-82416614 / 085777795353
Judul Skripsi : Evaluasi Mutu Pelayanan Apotek Rawat Jalan
Berdasarkan Standar Pelayanan Kefarmasian di Rumah Sakit Rawalumbu Bekasi
Tanggal Ujian Proposal : Januari 2016

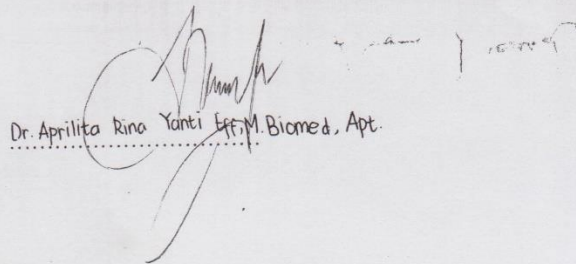
Jakarta, 17 Juni 2016

Menyetujui,
Pemohon

Pembimbing



ALMIRA RISTIZZA SHABRINA DC.



Dr. Aprilita Rina Yanti Eff. M. Biomed, Apt.