



ABSTRAK

**ANALISIS KEPUASAN PASIEN RAWAT INAP
TERHADAP KUALITAS PELAYANAN KESEHATAN
MENURUT GOLONGAN PEKERJAAN
STUDI KASUS : RUMAH SAKIT PANTI RAPIH YOGYAKARTA**

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Tujuan dari penelitian ini ialah (1) untuk mengetahui ada tidaknya perbedaan kepuasan di antara pasien rawat inap golongan petani, pedagang, pegawai negeri/swasta, dan wiraswasta di kelas III terhadap pelayanan kesehatan rumah sakit (2) untuk mengetahui faktor-faktor penyebab ketidakpuasan pasien terhadap kualitas pelayanan kesehatan rumah sakit.

Sebagai upaya untuk membuktikan teori dalam kepustakaan, maka peneliti melakukan penelitian di Rumah Sakit Panti Rapih, Yogyakarta. Setelah memperoleh data-data yang diperlukan, maka data-data tersebut kemudian diolah dengan menggunakan dua macam teknik analisis data yaitu teknik analisis kuantitatif dan teknik



ABSTRACT

ANALYSIS OF PATIENT'S SATISFACTION REGARDING THE QUALITY OF SERVICE IN THE HOSPITAL ACCORDING TO TYPE OF OCCUPATION CASE STUDY AT PANTI RAPIH YOGYAKARTA

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The aim of this research was (1) to know whether there are differences in satisfaction among the patients with regard to the service in the hospital particularly for those in the third class. In this case, the patients were grouped into farmers, merchants, civil/servants, and entrepreneurs.(2) to know what factors cause a patient's dissatisfaction toward the quality of the hospital service.

In order to answer these questions a case study was made in Panti Rapih Hospital, Yogyakarta. In analysing the data obtained the writer used two kinds of techniques, quantitative analysis and qualitative analysis. In quantitative analysis the writer used Kruskal- Wallis statistic analysis, while the qualitative analysis was based