

ABSTRAK

Analisis Sikap Pasien Rawat Inap Terhadap Pelayanan Rawat Inap Pada Rumah Sakit Umum Daerah Kabupaten Sanggau

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2008

Penelitian ini bertujuan untuk mengetahui karakteristik pasien rawat inap dan prioritas pelayanan yang meliputi pelayanan dokter, pelayanan perawat, pelayanan administrasi, peralatan medis dan fasilitas ruangan, serta sikap pasien rawat inap terhadap pelayanan rawat inap.

Penelitian ini bersifat studi kasus dengan metode pengumpulan data menggunakan kuesioner dan dokumentasi. Sampel yang diambil dalam penelitian ini sebanyak 100 pasien. Analisis data menggunakan analisis persentase, analisis prioritas kepentingan dan analisis multiattribute attitude model.

Hasil penelitian menunjukkan analisis persentase karakteristik pasien pria 50 orang dan wanita 50 orang, didominasi pasien usia 35 tahun keatas (49%) dengan pendidikan SLTA (31%), jenis pekerjaan pegawai swasta (31%) dan penghasilan perbulan lebih dari Rp. 700.000,00 (70%). Hasil urutan prioritas kepentingan pelayanan rawat inap adalah pelayanan dokter, pelayanan perawat, peralatan medis, fasilitas ruangan dan pelayanan administrasi. Sedangkan sikap pasien rawat inap terhadap pelayanan rawat inap pada Rumah Sakit Umum Daerah Kabupaten Sanggau adalah sangat puas.

ABSTRACT

An Analysis on Inpatients' Attitude Toward the Service of Inpatient Care at Regional General Hospital of Sanggau Regency

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This research aims at knowing the characteristics of inpatients and priority of service which includes physician's service, nurse's service, administration's service, medical equipment and ward facilities, and also the attitude of inpatients toward the service of the inpatient care.

This research is a case study using methods of data collection of questionnaire and documentation. The samples taken in this research are 100 patients. Data analysis uses an analysis of percentage, an analysis of priority of interest and the Analysis of Multiattribute Attitude Model (MAM).

The results of this research showed that the percentage of the male and female patients are of 50% and 50%. The patients were more than 35 years old (49%), of Senior High School of educational background (31%), of private employees (31%) and with monthly income of more than IDR 700.000 (70%). The results of order of priority in lodging care service are the physician's service, nurse's service, medical equipment, facilities of ward and administration service. Meanwhile, the attitude of inpatients toward the lodging care service in General Regional Hospital of Sanggau Regency is "very satisfied".