

## **ABSTRAK**

### **ANALISIS TANGGAPAN PASIEN RAWAT INAP TERHADAP HARGA DAN PELAYANAN KESEHATAN RUMAH SAKIT DITINJAU DARI KARAKTERISTIK PASIEN STUDI KASUS PADA RUMAH SAKIT PANTI NUGROHO PAKEM**

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Tujuan penelitian ini adalah : 1). Untuk mengetahui profil pasien rawat inap di rumah sakit panti nugroho, 2). Untuk mengetahui tanggapan pasien rawat inap terhadap harga dan pelayanan kesehatan rumah sakit ditinjau dari karakteristik pasien, 3). Untuk mengetahui perbedaan tanggapan pasien rawat inap terhadap harga dan pelayanan kesehatan rumah sakit ditinjau dari karakteristik pasien.

Penelitian ini dilakukan di rumah sakit panti nugroho pakem pada bulan Oktober sampai November 2003.

Populasi penelitian mencakup seluruh pasien rawat inap di rumah sakit panti nugroho. Besarnya sampel penelitian ditetapkan 50 pasien. Teknik pengambilan sampel yang digunakan adalah *incidental sampling*.

Teknik pengumpulan data yang digunakan adalah kuesioner, wawancara dan dokumentasi.

Teknik analisis data yang digunakan meliputi analisis persentase, analisis *Multiattribute Attitude Model* dan analisis Chi- Square.

Hasil analisis data menunjukkan bahwa : 1). Pasien rawat inap di rumah sakit panti nugroho yang menjadi responden sebagian besar berjenis kelamin wanita (54%), berusia antara 21 sampai 35 tahun (44%), berpendidikan SLTA (65%), berstatus non pegawai (68%), dengan penghasilan kurang dari Rp. 200.000 (50%), 2). Tanggapan pasien rawat inap terhadap harga dan pelayanan kesehatan di rumah sakit panti nugroho secara umum adalah pasitif (46,89), 3). Ada perbedaan tanggapan pasien rawat inap terhadap atribut harga ditinjau dari jenis kelamin, tidak ada perbedaan tanggapan pasien rawat inap terhadap atribut harga ditinjau dari usia, tingkat pendidikan, pekerjaan dan tingkat pendapatan., 4). Tidak ada perbedaan tanggapan pasien rawat inap terhadap atribut pelayanan ditinjau dari jenis kelamin, usia, tingkat pendidikan, pekerjaan dan tingkat pendapatan, 5). Tidak ada perbedaan tanggapan pasien rawat inap terhadap atribut fasilitas ditinjau dari jenis kelamin, usia, tingkat pendidikan, pekerjaan dan tingkat pendapatan.

## **ABSTRACT**

### **AN ANALYSIS OF HOSPITALIZED PATIENTS RESPONDING TO PRICE AND HEALTH SERVICE OF HOSPITAL VIEWED FROM PATIENTS' CHARACTERISTICS A CASE STUDY IN "PANTI NUGROHO" HOSPITAL, PAKEM**

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The research objectives were to know: 1). the profiles of hospitalized patients in "Panti Nugroho" hospital, 2). the responses of the hospitalized patients to the price and health service of the hospital viewed from the patients' characteristics, 3). the difference of hospitalized patients' responses to the price and health service of the hospital viewed from the characteristics of the patients.

The research was conducted at "Panti Nugroho" hospital from October to November 2003.

The research population involved all hospitalized patients in "Panti Nugroho" hospital. The samples were 50 patients. The technique of taking samples used in this research was incidental sampling.

The techniques of collecting data used in this research were questionnaire, interviews and documentation.

The data analysis techniques used were percentage analysis, Multiattribute Attitude Model analysis, and Chi-Square analysis.

The results of the data analysis showed that: 1). The hospitalized patients in "Panti Nugroho" hospital who became the respondents were mostly female (54%), at the age between 21-35 (44%), middle school graduated (56%), non-employee: those who work for neither governmental nor private institutions (68%), with income less than Rp 200.000 (50%). 2). The responses of the hospitalized patients to the price and health service in "Panti Nugroho" were generally positive (46,89). 3). There were different responses of the hospitalized patients to the price attribute viewed from their sex. However, there were not different responses of the hospitalized patients to the price attribute viewed from their age, educational background, job, and income level. 4). There were not different responses of the hospitalized patients to the service attribute viewed from their sex, age, educational background, job, and income level. 5). There were not different responses of the hospitalized patients to the facilities attribute viewed from their sex, age, educational background and income level.