



ABSTRACT

**AN ANALYSIS OF IN – PATIENTS’ SATISFACTION TOWARD
MEDICAL OFFICIAL SERVICES VIEWED FROM
KINDS OF JOB AND EDUCATIONAL LEVEL
A Case Study at ” Panti Baktiningsih “ Hospital**

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This research was aimed to find out (1) the patients’ satisfaction toward the service of hospital medical official, (2) the difference of in – patients’ satisfaction toward the service of medical official viewed from the kinds of job, (3) the difference of in – patients’ satisfaction toward the service of medical official viewed from the educational level.

This research of case study was performed on January 2004 – November 2005 at “Panti Baktiningsih” Hospital. The population in this research was the patients’ who had been ever stay-cared at “Panti Baktiningsih” Hospital from January 10 to November 10, 2004, while the number of sampel was 133 respondents taken by technique of *purposive random sampling*. The technique of collecting data used was questionnaire, interviews, and documentation. The technique of data analysis used was ANOVA with the significance level 5%.



ABSTRAK

**ANALISIS KEPUASAN PASIEN RAWAT INAP TERHADAP
PELAYANAN TENAGA MEDIS DITINJAU DARI JENIS
PEKERJAAN DAN TINGKAT PENDIDIKAN**

Studi Kasus: Rumah Sakit Panti Baktiningsih

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Penelitian ini bertujuan untuk mengetahui (1) kepuasan pasien terhadap pelayanan tenaga medis rumah sakit, (2) perbedaan tingkat kepuasan pasien rawat inap terhadap pelayanan dari tenaga medis ditinjau jenis pekerjaan, (3) perbedaan tingkat kepuasan pasien rawat inap terhadap pelayanan dari tenaga medis ditinjau dari tingkat pendidikan.

Penelitian studi kasus ini dilaksanakan pada bulan November 2004 - Januari 2005 di Rumah Sakit Panti Baktiningsih. Populasi dalam penelitian ini adalah pasien yang pernah dirawat inap di Rumah Sakit Panti Baktiningsih pada tanggal 10 Januari 2004 - 10 November 2004. Sedangkan besarnya sampel 133 responden diambil dengan teknik *purposive random sampling*. Teknik pengumpulan data yang digunakan adalah kuisioner, wawancara, dan