



ABSTRAK

ANALISIS KEPUASAN PASIEN RAWAT INAP TERHADAP KUALITAS PELAYANAN KESEHATAN DITINJAU DARI STATUS SOSIAL EKONOMI

Studi Kasus : Rumah Sakit Panti Baktiningsih Klepu, Sleman, Yogyakarta

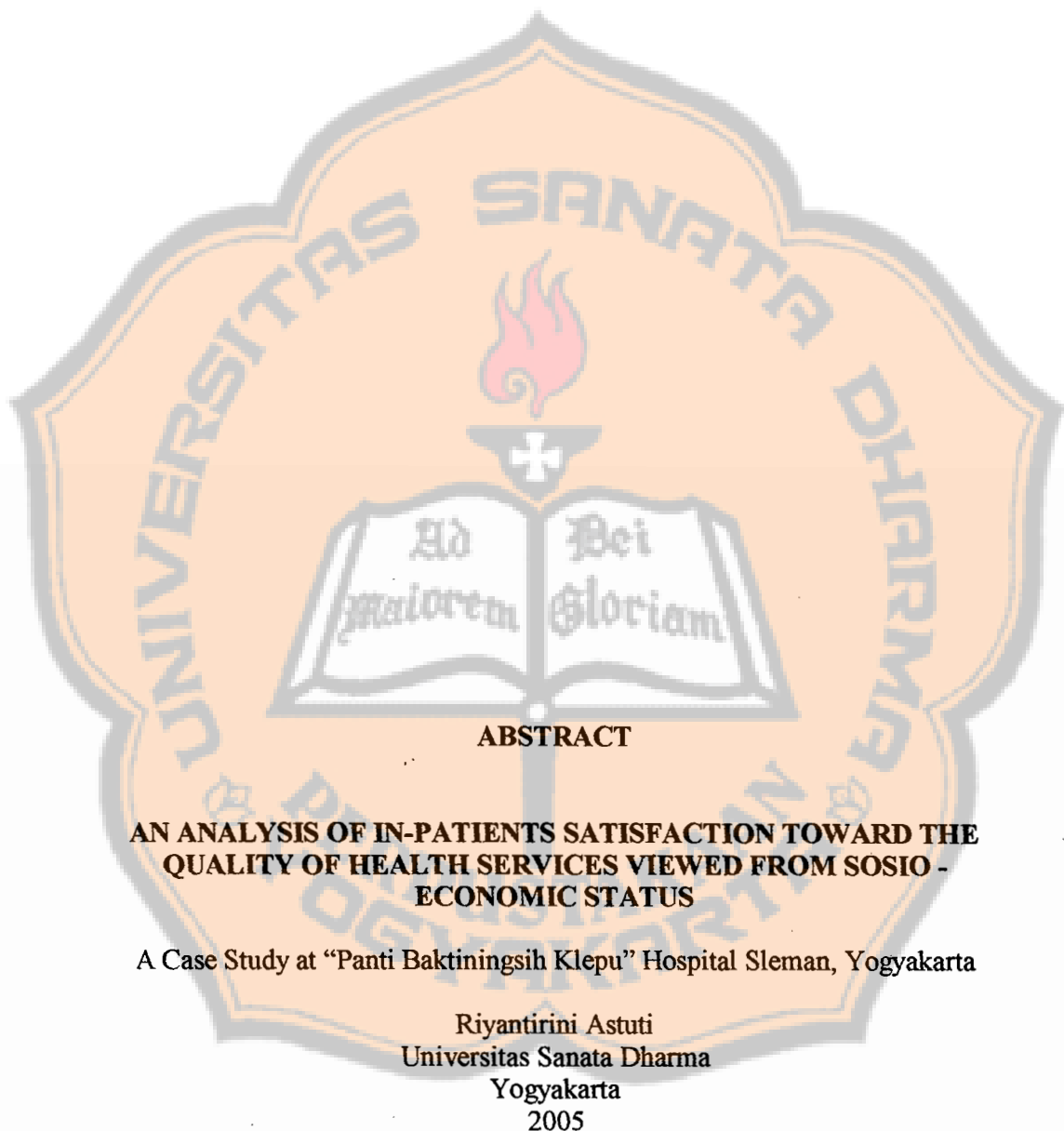
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Penelitian ini bertujuan untuk mengetahui : (1) Perbedaan tingkat kepuasan pasien rawat inap terhadap kualitas pelayanan kesehatan ditinjau dari golongan pekerjaan, (2) Perbedaan tingkat kepuasan pasien rawat inap terhadap kualitas pelayanan kesehatan ditinjau dari tingkat pendapatan, (3) Perbedaan tingkat kepuasan pasien rawat inap terhadap kualitas pelayanan kesehatan ditinjau dari tingkat pendidikan.

Penelitian studi kasus ini dilaksanakan pada bulan Februari-Maret 2005. Di Rumah Sakit Panti Baktiningsih Klepu, Sleman, Yogyakarta.

Populasi dalam penelitian ini adalah seluruh pasien yang sedang rawat inap di Rumah Sakit Panti Baktiningsih pada bulan Februari-Maret 2005. Jumlah sampel sebanyak 80 responden diambil dengan teknik *Purposive Sampling*.

Teknik pengumpulan data yang digunakan adalah observasi wawancara



This research was aimed to find out : (1) the differences of in-patients satisfaction toward the quality of health services viewed from kind of jobs; (2) the differences of in-patients satisfaction toward the quality of health services viewed from income level; (3) the differences of in-patients satisfaction toward the quality of health services viewed from educational degree.

The research was a case study conducted at “Panti Baktiningsih Klepu” Hospital, Sleman, Yogyakarta from February to March 2005.

The population in the research was all in-patients in “Panti Baktiningsih Klepu” Hospital from February to March 2005. The samples were 80 respondents taken by using *purposive sampling* technique.

The data were gathered by using the technique of observation, interviews, questionnaire, and documentation. The data were analyzed by applying *chi square* analysis with the level significant at 5%.

The result of this research showed that : (1) there wasn't any different