



ABSTRAK

ANALISIS KEPUASAN PASIEN RAWAT INAP TERHADAP KUALITAS PELAYANAN TENAGA MEDIS DITINJAU DARI GOLONGAN PEKERJAAN, TINGKAT PENDIDIKAN DAN TINGKAT PENDAPATAN

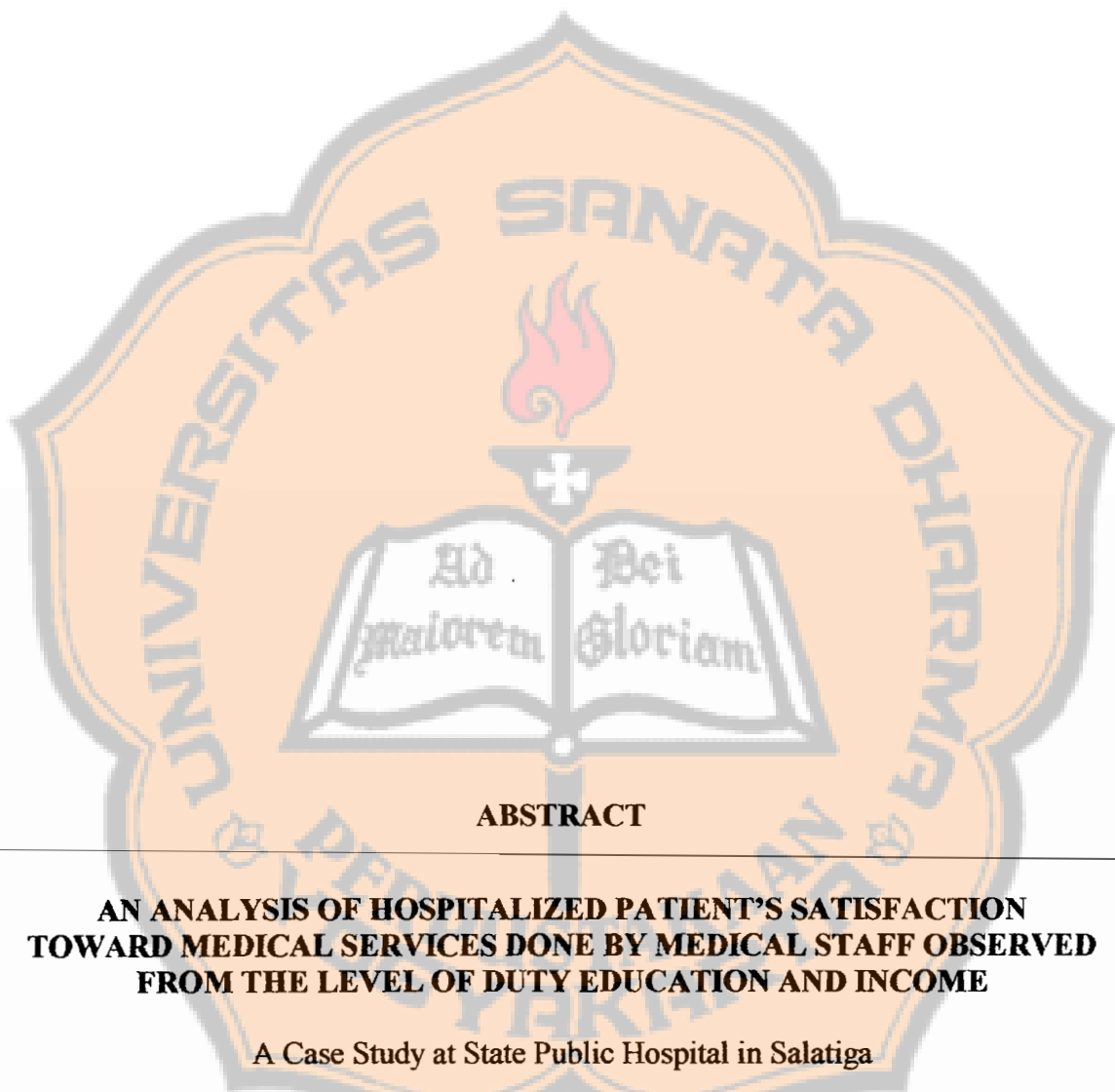
Studi Kasus: Badan Pengelola Rumah Sakit Umum Salatiga

Veroneka Yana Setianingsih
Universitas Sanata Dharma
Yogyakarta

Penelitian ini bertujuan untuk mengetahui : (1) Apakah ada perbedaan tingkat kepuasan pasien rawat inap terhadap kualitas pelayanan tenaga medis ditinjau dari golongan pekerjaan, (2) Apakah ada perbedaan tingkat kepuasan pasien rawat inap terhadap kualitas pelayanan tenaga medis ditinjau dari tingkat pendidikan, (3) Apakah ada perbedaan tingkat kepuasan pasien rawat inap terhadap kualitas pelayanan tenaga medis ditinjau dari tingkat pendapatan.

Penelitian studi kasus ini dilaksanakan pada bulan September-Oktober 2004 di Rumah Sakit Umum Salatiga.

Populasi dalam penelitian ini adalah semua pasien rawat inap yang menggunakan jasa pelayanan tenaga medis di Rumah Sakit Umum Salatiga pada bulan September-Oktober 2004. Sedangkan besarnya sampel 87 responden diambil



ABSTRACT

AN ANALYSIS OF HOSPITALIZED PATIENT'S SATISFACTION TOWARD MEDICAL SERVICES DONE BY MEDICAL STAFF OBSERVED FROM THE LEVEL OF DUTY EDUCATION AND INCOME

A Case Study at State Public Hospital in Salatiga

Veroneka Yana Setianingsih
Sanata Dharma University
Yogyakarta
2005

The research aims to know : (1) Is there any level of satisfaction of the patient who was hospitalized and taken care of by the medical staff whose level of duty is different? (2) Is there any level of satisfaction of the patient who was hospitalized and taken care of by the medical staff whose level of education is different? (3) Is there any level of satisfaction of the patient who was hospitalized and taken care of by the medical staff whose level of income is different?

This research is a case study done at State Public Hospital in Salatiga from September to October 2004.

The population of this research is hospitalized patients who were taken care of by the medical staff of State Public Hospital in Salatiga from September to October 2004. The sample is 87 taken by using *purposive sampling* technique.