

KUESIONER

Hari / Tanggal :

Perkenalan

Saya mahasiswa FKM UI yang sedang melakukan penelitian untuk skripsi. Penelitian yang saya lakukan mengenai *lost patient* di poliklinik rawat jalan RS Pertamina Jaya. Untuk itu, mohon kesediaan anda untuk menjadi informan dan memberikan keterangan secara bebas, luas, dan mendalam, berdasarkan ingatan dan persepsi terkait penelitian ini.

Identitas Responden

Nama :

Umur :

Jenis Kelamin :

Pekerjaan :

1. Apa alasan anda pada waktu dulu untuk berobat ke instalasi rawat jalan RSPJ?
2. Apa alasan anda tidak kembali berobat ke instalasi rawat jalan RSPJ dalam kurun waktu satu tahun terakhir?
3. Bagaimana pendapat saudara mengenai tarif yang harus dikeluarkan untuk penggunaan pelayanan rawat jalan RSPJ?
 - 1) mahal
 - 2) terjangkau
4. Bagaimana menurut saudara mengenai dokter rawat jalan RSPJ terkait
 - a. penjelasan penyakit:
 - 1) kurang
 - 2) cukup
 - 3) baik
 - b. ketelitian pemeriksaan:
 - 1) kurang
 - 2) cukup
 - 3) baik
1. Bagaimana menurut saudara mengenai perawat rawat jalan RSPJ terkait
 - a. keramahan:

- 1) kurang 2) cukup 3) baik

(lanjutan)

b. keterampilan:

- 1) kurang 2) cukup 3) baik

2. Bagaimana menurut saudara mengenai pelayanan rawat jalan RSPJ terkait

a. pelayanan pendaftaran:

- 1) kurang 2) cukup 3) baik

b. waktu tunggu dokter:

- 1) lama 2) sedang 3) cepat

3. Bagaimana menurut saudara mengenai fasilitas rawat jalan RSPJ terkait

a. kebersihan dan kenyamanan ruang tunggu

- 1) kurang 2) cukup 3) baik

b. kebersihan dan kenyamanan ruang periksa

- 1) kurang 2) cukup 3) baik

c. kelengkapan peralatan termasuk untuk diagnosa

- 1) kurang 2) cukup 3) baik

4. Bagaimana mutu keseluruhan di poliklinik rawat jalan RSPJ yang anda terima?

- 1) kurang 2) cukup 3) baik

5. Apakah saudara pernah berobat rawat jalan di sarana kesehatan lain? Dimana?

- 1) klinik 2) puskesmas 3) RS lain

6. Bagaimana pendapat saudara mengenai kualitas di sarana kesehatan lain yang pernah anda kunjungi dibandingkan dengan kualitas RSPJ?

- 1) lebih baik 2) kurang baik

7. Apakah anda masih ingin kembali berobat ke RSPJ suatu saat nanti?

- 1) tidak 2) mungkin 3) ingin

12. Apakah ada saran dan hal lain yang ingin anda sampaikan?

...TERIMA KASIH...

2. Output Analisis Data

Univariat

Usia

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid < 30 th	9	30.0	30.0	30.0
30 - 50 th	12	40.0	40.0	70.0
> 50 th	9	30.0	30.0	100.0
Total	30	100.0	100.0	

Jenis Kelamin

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Laki-Laki	9	30.0	30.0	30.0
Perempuan	21	70.0	70.0	100.0
Total	30	100.0	100.0	

Pekerjaan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Mahasiswa	2	6.7	6.7	6.7
Ibu Rumah Tangga	10	33.3	33.3	40.0
Karyawan Swasta	12	40.0	40.0	80.0
Pensiunan	6	20.0	20.0	100.0
Total	30	100.0	100.0	

Alasan Memilih RSPJ

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Jarak	8	26.7	26.7	26.7
Citra	2	6.7	6.7	33.3
Jaminan	11	36.7	36.7	70.0
Sudah Biasa	5	16.7	16.7	86.7
Anjuran	3	10.0	10.0	96.7
Dokter	1	3.3	3.3	100.0
Total	30	100.0	100.0	

(lanjutan)

Alasan Tidak Lagi Ke RSPJ

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Pelayanan	5	16.7	16.7	16.7
Tidak Ada Lagi Kerjasama	7	23.3	23.3	40.0
Tarif	4	13.3	13.3	53.3
Lokasi	6	20.0	20.0	73.3
Tidak Sakit	8	26.7	26.7	100.0
Total	30	100.0	100.0	

Persepsi Tarif

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Mahal	10	33.3	33.3	33.3
Terjangkau	20	66.7	66.7	100.0
Total	30	100.0	100.0	

Persepsi Penjelasan Penyakit Oleh Dokter

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang	9	30.0	30.0	30.0
Cukup	13	43.3	43.3	73.3
Baik	8	26.7	26.7	100.0
Total	30	100.0	100.0	

Persepsi Ketelitian Dokter

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang	6	20.0	20.0	20.0
Cukup	17	56.7	56.7	76.7
Baik	7	23.3	23.3	100.0
Total	30	100.0	100.0	

Persepsi Dokter

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Kurang	10	33.3	33.3	33.3
Baik	20	66.7	66.7	100.0
Total	30	100.0	100.0	

(lanjutan)

Persepsi Keramahan Perawat

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang	9	30.0	30.0	30.0
	Cukup	10	33.3	33.3	63.3
	Baik	11	36.7	36.7	100.0
	Total	30	100.0	100.0	

Persepsi Keterampilan Perawat

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang	2	6.7	6.7	6.7
	Cukup	22	73.3	73.3	80.0
	Baik	6	20.0	20.0	100.0
	Total	30	100.0	100.0	

Persepsi Perawat

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang	9	30.0	30.0	30.0
	Baik	21	70.0	70.0	100.0
	Total	30	100.0	100.0	

Persepsi Pendaftaran

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang	9	30.0	30.0	30.0
	Cukup	9	30.0	30.0	60.0
	Baik	12	40.0	40.0	100.0
	Total	30	100.0	100.0	

Persepsi Waktu Tunggu Dokter

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Lama	13	43.3	43.3	43.3
	Sedang	12	40.0	40.0	83.3
	Cepat	5	16.7	16.7	100.0
	Total	30	100.0	100.0	

(lanjutan)

Persepsi Pelayanan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang	11	36.7	36.7	36.7
	Baik	19	63.3	63.3	100.0
	Total	30	100.0	100.0	

Persepsi Kebersihan dan Kenyamanan Ruang Tunggu

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang	5	16.7	16.7	16.7
	Cukup	13	43.3	43.3	60.0
	Baik	12	40.0	40.0	100.0
	Total	30	100.0	100.0	

Persepsi Kebersihan dan Kenyamanan Ruang Periksa

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang	1	3.3	3.3	3.3
	Cukup	14	46.7	46.7	50.0
	Baik	15	50.0	50.0	100.0
	Total	30	100.0	100.0	

Persepsi Kelengkapan Alat

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang	2	6.7	6.7	6.7
	Cukup	26	86.7	86.7	93.3
	Baik	2	6.7	6.7	100.0
	Total	30	100.0	100.0	

Persepsi Fasilitas

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang	4	13.3	13.3	13.3
	Baik	26	86.7	86.7	100.0
	Total	30	100.0	100.0	

(lanjutan)

Penggunaan Sarana Kesehatan Lain

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Klinik	7	23.3	23.3	23.3
	Puskesmas	5	16.7	16.7	40.0
	Rumah Sakit lain	18	60.0	60.0	100.0
	Total	30	100.0	100.0	

Perbandingan Sarkes lain dengan RSPJ

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Lebih Baik	17	56.7	56.7	56.7
	Kurang Baik	13	43.3	43.3	100.0
	Total	30	100.0	100.0	

Persepsi Mutu RSPJ

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurang	6	20.0	20.0	20.0
	Cukup	14	46.7	46.7	66.7
	Baik	10	33.3	33.3	100.0
	Total	30	100.0	100.0	

Keinginan Kembali ke RSPJ

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tidak	11	36.7	36.7	36.7
	Mungkin	8	26.7	26.7	63.3
	Ingin	11	36.7	36.7	100.0
	Total	30	100.0	100.0	

Lost Patient

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Lost	11	36.7	36.7	36.7
	Tidak	19	63.3	63.3	100.0
	Total	30	100.0	100.0	

(lanjutan)

Bivariat

Persepsi Tarif * lost patient Crosstabulation

			lost2		Total
			Lost	Tidak	Lost
Persepsi Tarif	Mahal	Count	4	6	10
		% within Persepsi Tarif	40.0%	60.0%	100.0%
	Terjangkau	Count	7	13	20
		% within Persepsi Tarif	35.0%	65.0%	100.0%
Total		Count	11	19	30
		% within Persepsi Tarif	36.7%	63.3%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.072(b)	1	.789		
Continuity Correction(a)	.000	1	1.000		
Likelihood Ratio	.071	1	.789		
Fisher's Exact Test				1.000	.548
Linear-by-Linear Association	.069	1	.792		
N of Valid Cases	30				

a Computed only for a 2x2 table

b 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.67.

Risk Estimate

	Value	95% Confidence Interval	
	Lower	Upper	Lower
Odds Ratio for Persepsi Tarif (Mahal / Terjangkau)	1.238	.259	5.913
For cohort lost2 = Lost	1.143	.435	3.002
For cohort lost2 = Tidak	.923	.507	1.681
N of Valid Cases	30		

Persepsi dokter * lost patient Crosstabulation

			lost2		Total
			Lost	Tidak	Lost
dokter3	Kurang	Count	6	4	10
		% within dokter3	60.0%	40.0%	100.0%
	Baik	Count	5	15	20
		% within dokter3	25.0%	75.0%	100.0%
Total		Count	11	19	30
		% within dokter3	36.7%	63.3%	100.0%

(lanjutan)

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	3.517(b)	1	.061		
Continuity Correction(a)	2.171	1	.141		
Likelihood Ratio	3.476	1	.062		
Fisher's Exact Test				.108	.071
Linear-by-Linear Association	3.400	1	.065		
N of Valid Cases	30				

a Computed only for a 2x2 table

b 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.67.

Risk Estimate

	Value	95% Confidence Interval	
	Lower	Upper	Lower
Odds Ratio for dokter3 (Kurang / Baik)	4.500	.890	22.743
For cohort lost2 = Lost	2.400	.964	5.976
For cohort lost2 = Tidak	.533	.240	1.187
N of Valid Cases	30		

Persepsi perawat * lost patient Crosstabulation

			lost2		Total Lost
			Lost	Tidak	
perawat3	Kurang	Count	4	5	9
		% within perawat3	44.4%	55.6%	100.0%
	Baik	Count	7	14	21
		% within perawat3	33.3%	66.7%	100.0%
Total		Count	11	19	30
		% within perawat3	36.7%	63.3%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	.335(b)	1	.563		
Continuity Correction(a)	.027	1	.869		
Likelihood Ratio	.331	1	.565		
Fisher's Exact Test				.687	.429
Linear-by-Linear Association	.324	1	.569		
N of Valid Cases	30				

a Computed only for a 2x2 table

b 1 cells (25.0%) have expected count less than 5. The minimum expected count is 3.30.

(lanjutan)

Risk Estimate

	Value	95% Confidence Interval	
	Lower	Upper	Lower
Odds Ratio for perawat3 (Kurang / Baik)	1.600	.324	7.905
For cohort lost2 = Lost	1.333	.517	3.442
For cohort lost2 = Tidak	.833	.432	1.609
N of Valid Cases	30		

Persepsi pelayanan * lost patient Crosstabulation

			lost2		Total
			Lost	Tidak	Lost
layan3	Kurang	Count	7	4	11
		% within layan3	63.6%	36.4%	100.0%
	Baik	Count	4	15	19
		% within layan3	21.1%	78.9%	100.0%
Total		Count	11	19	30
		% within layan3	36.7%	63.3%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	5.440(b)	1	.020	.047	.027
Continuity Correction(a)	3.761	1	.052		
Likelihood Ratio	5.452	1	.020		
Fisher's Exact Test					
Linear-by-Linear Association	5.259	1	.022		
N of Valid Cases	30				

a Computed only for a 2x2 table

b 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.03.

Risk Estimate

	Value	95% Confidence Interval	
	Lower	Upper	Lower
Odds Ratio for layan3 (Kurang / Baik)	6.563	1.259	34.203
For cohort lost2 = Lost	3.023	1.136	8.043
For cohort lost2 = Tidak	.461	.204	1.041
N of Valid Cases	30		

(lanjutan)

Persepsi Fasilitas * lost patient Crosstabulation

			lost2		Total
			Lost	Tidak	Lost
fasilitas3	Kurang	Count	3	1	4
		% within fasilitas3	75.0%	25.0%	100.0%
	Baik	Count	8	18	26
		% within fasilitas3	30.8%	69.2%	100.0%
Total		Count	11	19	30
		% within fasilitas3	36.7%	63.3%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	2.921(b)	1	.087		
Continuity Correction(a)	1.326	1	.249		
Likelihood Ratio	2.834	1	.092		
Fisher's Exact Test				.126	.126
Linear-by-Linear Association	2.823	1	.093		
N of Valid Cases	30				

a Computed only for a 2x2 table

b 2 cells (50.0%) have expected count less than 5. The minimum expected count is 1.47.

Risk Estimate

	Value	95% Confidence Interval	
	Lower	Upper	Lower
Odds Ratio for fasilitas3 (Kurang / Baik)	6.750	.605	75.270
For cohort lost2 = Lost	2.438	1.087	5.467
For cohort lost2 = Tidak	.361	.065	2.010
N of Valid Cases	30		

Perbandingan Sarkes lain dengan RSPJ * lost2 Crosstabulation

			lost2		Total
			Lost	Tidak	Lost
Perbandingan Sarkes lain dengan RSPJ	Lebih Baik	Count	10	7	17
		% within Perbandingan Sarkes lain dengan RSPJ	58.8%	41.2%	100.0%
	Kurang Baik	Count	1	12	13
		% within Perbandingan Sarkes lain dengan RSPJ	7.7%	92.3%	100.0%
Total		Count	11	19	30
		% within Perbandingan Sarkes lain dengan RSPJ	36.7%	63.3%	100.0%

(lanjutan)

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	8.294(b)	1	.004		
Continuity Correction(a)	6.238	1	.013		
Likelihood Ratio	9.344	1	.002		
Fisher's Exact Test				.007	.005
Linear-by-Linear Association	8.017	1	.005		
N of Valid Cases	30				

a Computed only for a 2x2 table

b 1 cells (25.0%) have expected count less than 5. The minimum expected count is 4.77.

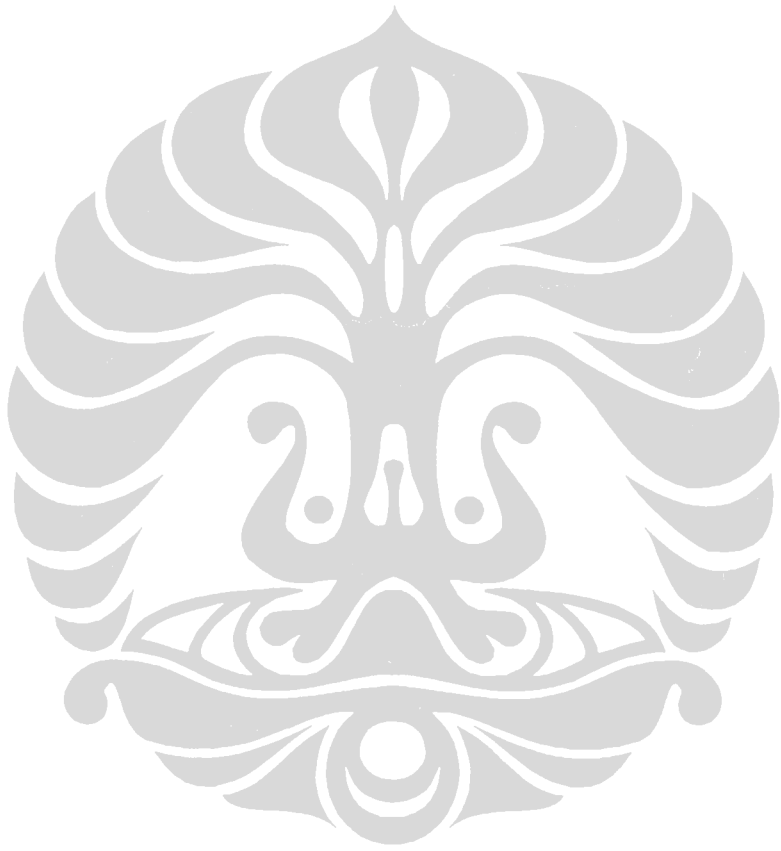
Risk Estimate

	Value	95% Confidence Interval	
	Lower	Upper	Lower
Odds Ratio for Perbandingan Sarkes lain dengan RSPJ (Lebih Baik / Kurang Baik)	17.143	1.794	163.806
For cohort lost2 = Lost	7.647	1.116	52.402
For cohort lost2 = Tidak	.446	.247	.804
N of Valid Cases	30		





5 Struktur Organisasi Rawat Jalan



6 Jumlah Pekerja RSPJ Bulan Januari 2009

