

LAPORAN
INDEK KEPUASAN MASYARAKAT
INSTALASI GAWAT DARURAT,
INSTALASI RAWAT JALAN,
DAN INSTALASI RAWAT INAP
RSUD MUNTILAN KAB. MAGELANG
TRIBULAN I
TAHUN 2019



PEMERINTAH KABUPATEN MAGELANG
RUMAH SAKIT UMUM DAERAH MUNTILAN
KABUPATEN MAGELANG

Jln. Kartini No. 13 ☎Informasi(0293) 587004 ☎Sekretariat (0293) 587017 Fax (0293) 58701
☎IGD (0293) 585392 e-mail rsudkabmgl@gmail.com Muntilan 56411



Muntilan, 30 Mei 2019

Nomor : 445.64/991/48/2019
Lampiran : 1 (satu) bendel
Perihal : Monev IKM Tribulan 1 Tahun 2019

Kepada Yth.:

Di-

MUNTILAN

Dalam rangka meningkatkan mutu pelayanan RSUD Muntilan Kabupaten Magelang, Bersama ini kami sampaikan hasil penilaian IKM Tribulan I Tahun 2019 sebagaimana terlampir. Untuk itu mohon kepada masing-masing Instalasi untuk dapat memperbaiki unsur-unsur yang masih kurang dan melapor kan hasil tindak lanjut IKM. Laporan hasil tindak lanjut IKM disampaikan ke Bidang Pelayanan paling lambat 30 hari setelah surat ini diterima.

Demikian untuk menjadi perhatian dan terima kasih.

Direktur RSUD Muntilan
Kabupaten Magelang



Dr. M. Sukri, M.P.H.
Pembina Tk. I

NIP. 19650115 199603 1 003

Tembusan :

1. Ka. Bag. Tata Usaha
2. Ka. Bid. Pelayanan
3. Ka. Bid. Penunjang

**MONITORING IKM RSUD MUNTILAN KABUPATEN MAGELANG
TAHUN 2019**

| NO | NAMA | NILAI IKM | | | | RATA-RATA | NILAI IKM 2019 | KET |
|--------------|-----------------------------------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|----------------|-------------|
| | | TB I | TB II | TB III | TB IV | | TB I | |
| 1 | INSTALASI RAWAT JALAN(GIGI, BEDAH, ANAK, SARAF, THT, MATA, OBSGYN, DALAM, ORTHOPEDI) | 80,39 | 82,1 | 79,75 | 79,02 | 80,32 | 76,03 | Turun |
| 2 | INSTALASI RAWAT INAP (MENUR, ASTER, SERUNI, GLADIOL, FLAMBOYAN, DAHLIA, MAWAR, ANGGREK) | 79,04 | 79,95 | 80,25 | 80,81 | 80,01 | 80,65 | Naik |
| 3 | INSTALASI GAWAT DARURAT | 78,12 | 81,93 | 74,18 | 81,25 | 78,87 | 91,37 | Naik |
| TOTAL | | 79,18 | 81,33 | 78,06 | 80,36 | 79,73 | 82,68 | NAIK |

Keterangan

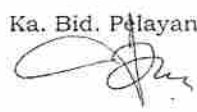
Perbandingan Nilai Rata-Rata IKM Tahun 2018 dengan Nilai IKM Tribulan 1 Tahun 2019

Mengetahui,
Direktur RSUD Muntilan Kab. Magelang



dr. M. Syzkri MPH
NIP. 19660115 199603 1 003

Ka. Bid. Pelayanan



dr. Ana Roechanah, Sp.PK
NIP. 19680919 200604 2 002

ANALISA NILAI IKM TRIBULAN I TAHUN 2019

| NO | BAGIAN/INSTALASI | NILAI IKM | UNSUR DENGAN NILAI TERENDAH | TINDAK LANJUT | PARAF dan NAMA |
|----|-----------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------|
| 1 | INSTALASI RAWAT JALAN (GIGI, BEDAH, ANAK, SARAF, THT, MATA, OBSGYN, DALAM, ORTHOPEDI) | 76,03 | Unsur produk spesifikasi Jenis Pelayanan Ruang Tunggu Terlalu Sempit , Dokter datang ke klinik tidak tepat waktu | | |
| 2 | INSTALASI RAWAT INAP (MENUR, ASTER, SERUNI, GLADIOL, FLAMBOYAN, DAHLIA, MAWAR, ANGGREK) | 80,65 | Unsur Sarana Prasarana Kebersihan kamar mandi dan ruangan kurang Petugas kurang ramah Pengunjung terlalu banyak saat malam hari sehingga mengganggu pasien apalagi saat pengunjung membawa anak kecil | | |
| 3 | INSTALASI GAWAT DARURAT | 91,37 | Unsur Maklumat Pelayanan Maklumat Pelayanan kurang ditempatkan dengan jelas | | |

Mengetahui,
Direktur RSUD Muntilan Kab. Magelang



dr. M. Syahri MPH
NIP. 19660115 199603 1 003

Ka. Bid. Pelayanan

dr. Ana Roechanah, Sp.PK
NIP. 19680919 200604 2 002



PEMERINTAH KABUPATEN MAGELANG
RUMAH SAKIT UMUM DAERAH MUNTILAN

Jln. Kartini No. 13 ☎ Informasi (0293) 587004 ☎ Sekretariat (0293) 587017
Fax (0293) 587017 ☎ IGD (0293) 585392

REKAPITULASI INDEKS KEPUASAN RSUD MUNTILAN
TB I TAHUN 2019

| NO | INSTALASI | JUMLAH SURVEI | NILAI CAPAIAN |
|-----------------|------------------------------------------------------------------------------------------|---------------|---------------|
| 1 | INSTALASI RAWAT JALAN(GIGI, BEDAH, ANAK, SARAF, THT, MATA, OBSGYN, DALAM, ORTHOPEDI) | 82 | 76,03 |
| 2 | INSTALASI RAWAT INAP (MENUR, ASTER, SERUNI, GLADIOL, FLAMBOYAN, DAHLIA, MAWAR, ANGGREK) | 118 | 80,65 |
| 3 | INSTALASI GAWAT DARURAT | 40 | 91,37 |
| NILAI RATA-RATA | | | 82,68 |

Mengetahui,
Direktor RSUD Muntilan Kab. Magelang



NIP. 19660115 199603 1 003

Muntilan, 30 Mei 2019
Ka. Bid Pelayanan

dr. Ana Roechanah, Sp.PK
NIP. 19680919 200604 2 002



PEMERINTAH KABUPATEN MAGELANG
RUMAH SAKIT UMUM DAERAH MUNTILAN
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e-mail rsudkabmg@gmail.com Muntilan ☎ 56411

PENGOLAHAN INDEKS KEPUASAN MASYARAKAT PER RESPONDEN
DAN PER UNSUR PELAYANAN
TB I TAHUN 2019

UNIT PELAYANAN : Instalasi Rawat Jalan
ALAMAT : RSUD Muntilan Kab. Magelang

| NOMOR URUT RESPONDEN | NILAI PER UNSUR PELAYANAN | | | | | | | | | |
|----------------------|---------------------------|----|----|----|----|----|----|----|----|-----|
| | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 | U10 |
| 1 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 2 | 1 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |
| 4 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 |
| 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |
| 6 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 7 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |
| 8 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |
| 9 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |
| 10 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 3 |
| 11 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 12 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 4 | 3 |
| 13 | 3 | 4 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |
| 14 | 3 | 2 | 3 | 3 | 2 | 3 | 2 | 2 | 1 | 2 |
| 15 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 16 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 |
| 17 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 |
| 18 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 |
| 19 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 |
| 20 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 21 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 |
| 22 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 23 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
| 24 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 2 | 3 |
| 25 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 26 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |
| 27 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 |
| 28 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |
| 29 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 |
| 30 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 |
| 31 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 32 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 33 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 2 |
| 34 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 2 |
| 35 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 2 |
| 36 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 37 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 38 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 39 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 40 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 41 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 42 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 |
| 43 | 1 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 1 | 3 |
| 44 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 45 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 |
| 46 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 |
| 47 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 2 | 2 | 3 |
| 48 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 |
| 49 | 4 | 4 | 2 | 3 | 3 | 2 | 3 | 3 | 4 | 4 |
| 50 | 3 | 3 | 4 | 2 | 3 | 3 | 3 | 2 | 2 | 3 |
| 51 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 52 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 53 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 4 | 2 | 3 |
| 54 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 |
| 55 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |

| | | | | | | | | | | |
|---------------------------|--------|-----|--------|--------|--------|--------|--------|--------|--------|------------|
| 56 | 3 | 3 | 4 | 1 | 3 | 3 | 3 | 2 | 3 | 3 |
| 57 | 1 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 58 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 |
| 59 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 |
| 60 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
| 61 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 3 |
| 62 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 2 |
| 63 | 3 | 3 | 4 | 4 | 2 | 4 | 4 | 2 | 2 | 1 |
| 64 | 3 | 4 | 2 | 4 | 3 | 4 | 4 | 2 | 2 | 1 |
| 65 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 |
| 66 | 3 | 3 | 3 | 4 | 3 | 4 | 1 | 3 | 4 | 4 |
| 67 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 |
| 68 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 |
| 69 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 |
| 70 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 71 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 72 | 3 | 3 | 2 | 4 | 3 | 3 | 3 | 2 | 2 | 3 |
| 73 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 74 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 75 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 76 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 77 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 78 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 79 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 80 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 81 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 82 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Jml per unsur: | 248 | 246 | 242 | 257 | 237 | 263 | 254 | 253 | 256 | 238 |
| Jml kues terisi | 82 | 82 | 82 | 82 | 82 | 82 | 82 | 82 | 82 | 82 |
| NRR per unsur | 3,0244 | 3 | 2,9512 | 3,1341 | 2,8902 | 3,2073 | 3,0976 | 3,0854 | 3,122 | 2,9024 |
| NRR tertimbang per unsur | 0,3024 | 0,3 | 0,2951 | 0,3134 | 0,289 | 0,3207 | 0,3098 | 0,3085 | 0,3122 | 0,2902 |
| IKM UNIT PELAYANAN | | | | | | | | | | 3,041 *) |
| | | | | | | | | | | 76,037 **) |

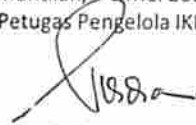
Keterangan:

U1 s.d U10 : Unsur Pelayanan
 NRR : Nilai rata-rata
 IKM : Indeks Kepuasan Masyarakat
 *) : Jml NRR IKM tertimbang
 **) : IKM unit pelayanan x 25
 NRR Per Unsur : Jumlah nilai per unsur dibagi
 Jumlah kuesioner yang terisi
 NRR tertimbang per unsur : NRR per unsur X 0,1

Mutu Pelayanan:

A (Sangat Baik) : 81,25 - 100,00
 B (Baik) : 62,51 - 81,25
 C (Kurang Baik) : 43,76 - 62,50
 D (Tidak Baik) : 25,00 - 43,75

Muntilan, 6 Mei 2019
 Petugas Pengelola IKM


 Nurdiani Risma Dewi, SKM
 NIP. 19870906 201001 2 021



PEMERINTAH KABUPATEN MAGELANG
RUMAH SAKIT UMUM DAERAH MUNTILAN

Jln. Kartini No. 13 ☎ Informasi (0293) 587004 ☎ Sekretariat (0293) 587017
Fax (0293) 587017 ☎ IGD (0293) 585392
e-mail rsudkabmgl@gmail.com Muntilan ✉ 56411

LAPORAN HASIL PENYUSUNAN INDEKS KEPUASAN MASYARAKAT

UNIT PELAYANAN : Instalasi Rawat Jalan
BULAN / TH : Januari - Maret 2019

1. Indeks per unsur pelayanan

| NO | UNSUR PELAYANAN | PERHITUNGAN | | |
|-------------------|--------------------------------------|-------------|-------------|--------------|
| | | BOBOT | NILAI UNSUR | NILAI INDEKS |
| 1 | Persyaratan | 0,1 | 3,024 | 0,302 |
| 2 | Prosedur | 0,1 | 3,000 | 0,300 |
| 3 | Waktu Pelayanan | 0,1 | 2,951 | 0,295 |
| 4 | Biaya/ Tarif | 0,1 | 3,134 | 0,313 |
| 5 | Produk Spesifikasi Jenis Pelayanan | 0,1 | 2,890 | 0,289 |
| 6 | Kompetensi Pelaksana | 0,1 | 3,207 | 0,321 |
| 7 | Perilaku Pelaksana | 0,1 | 3,098 | 0,310 |
| 8 | Maklumat Pelayanan | 0,1 | 3,085 | 0,309 |
| 9 | Penanganan Pengaduan, Saran, Masukan | 0,1 | 3,122 | 0,312 |
| 10 | Sarana dan Prasarana | 0,1 | 2,902 | 0,290 |
| JUMLAH IKM | | | | 3,041 |

Kesimpulan:

- Nilai IKM setelah diknversi = Nilai indeks x 25 = 76,03
- Mutu pelayanan = B
- Kinerja unit pelayanan = BAIK

2. Prioritas peningkatan kualitas pelayanan

Dalam peningkatan kualitas pelayanan, diprioritaskan pada Unsur Produk Spesifikasi Jenis Pelayanan



Muntilan, 6 Mei 2019
Ka. Bid Pelayanan

dr. Ana Roechanah, Sp.PK
NIP. 19680919 200604 2 002

| | | | | | | | | | | |
|-----|---|---|---|---|---|---|---|---|---|---|
| 48 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 49 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 3 |
| 50 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 1 | 3 |
| 51 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 52 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 53 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |
| 54 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 |
| 55 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 56 | 4 | 3 | 4 | 2 | 3 | 4 | 4 | 4 | 1 | 3 |
| 57 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 4 | 3 | 3 |
| 58 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 59 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 4 | 3 | 3 |
| 60 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 61 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 1 | 4 | 2 |
| 62 | 3 | 3 | 2 | 2 | 2 | 3 | 4 | 1 | 1 | 3 |
| 63 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 |
| 64 | 3 | 3 | 2 | 3 | 3 | 4 | 4 | 4 | 4 | 3 |
| 65 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 |
| 66 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 |
| 67 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 1 | 1 | 4 |
| 68 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 4 | 2 | 2 |
| 69 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 |
| 70 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 1 | 1 | 3 |
| 71 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 |
| 72 | 4 | 4 | 4 | 4 | 3 | 4 | 1 | 4 | 1 | 4 |
| 73 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 |
| 74 | 3 | 3 | 4 | 2 | 4 | 3 | 3 | 1 | 1 | 2 |
| 75 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 1 | 1 | 2 |
| 76 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 1 | 3 |
| 77 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 1 | 2 |
| 78 | 3 | 3 | 2 | 2 | 3 | 3 | 3 | 1 | 2 | 2 |
| 79 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 80 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 81 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 82 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 83 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 84 | 3 | 3 | 4 | 2 | 3 | 4 | 4 | 4 | 1 | 3 |
| 85 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 1 | 3 |
| 86 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 1 | 3 |
| 87 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 88 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 89 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 2 |
| 90 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 91 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |
| 92 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 |
| 93 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 1 | 4 |
| 94 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 3 | 1 | 3 |
| 95 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 |
| 96 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 2 | 3 | 3 |
| 97 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 |
| 98 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 |
| 99 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 3 |
| 100 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 |
| 101 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 |
| 102 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 |
| 103 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 104 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 |
| 105 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 106 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 107 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 |
| 108 | 3 | 3 | 4 | 4 | 3 | 3 | 2 | 3 | 3 | 3 |
| 109 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 |

| | | | | | | | | | | | |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
| 110 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | |
| 111 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 2 | 2 | |
| 112 | 3 | 2 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | |
| 113 | 1 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | |
| 114 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | |
| 115 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 2 | 4 | 3 | |
| 116 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | |
| 117 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 1 | 4 | 3 | |
| 118 | 3 | 3 | 3 | 3 | 33 | 3 | 3 | 3 | 1 | 2 | |
| ml per unsur: | 366 | 371 | 400 | 395 | 380 | 391 | 383 | 398 | 366 | 357 | |
| ml kues terisi | 118 | 118 | 118 | 118 | 118 | 118 | 118 | 118 | 118 | 118 | |
| IRR per unsur | 3,1017 | 3,1441 | 3,3898 | 3,3475 | 3,2203 | 3,3136 | 3,2458 | 3,3729 | 3,1017 | 3,0254 | |
| IRR tertimbang er unsur | 0,3102 | 0,3144 | 0,339 | 0,3347 | 0,322 | 0,3314 | 0,3246 | 0,3373 | 0,3102 | 0,3025 | |
| IKM UNIT PELAYANAN | | | | | | | | | | | 3,226 *) |
| | | | | | | | | | | | 80,657 **) |

eterangan:

- 1 s.d U10 : Unsur Pelayanan
RR : Nilai rata-rata
M : Indeks Kepuasan Masyarakat
: Jml NRR IKM tertimbang
*) : IKM unit pelayanan x 25
RR Per Unsur : Jumlah nilai per unsur dibagi
Jumlah kuesioner yang terisi
RR tertimbang : NRR per unsur X 0,1
er unsur

Mutu Pelayanan:

- A (Sangat Baik) : 81,26 - 100,00
B (Baik) : 62,51 - 81,25
C (Kurang Baik) : 43,76 - 62,50
D (Tidak Baik) : 25,00 - 43,75

Muntilan, 9 Mei 2019
Petugas Pengelola IKM



Nurdiani Risma Dewi, SKM
NIP. 19870906 201001 2 021



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Fax (0293) 587017 ☎ IGD (0293) 585392

LAPORAN HASIL PENYUSUNAN INDEKS KEPUASAN MASYARAKAT

NIT PELAYANAN : Instalasi Rawat Inap
ULAN / TH : Januari - Maret 2019
Indeks per unsur pelayanan

| NO | UNSUR PELAYANAN | PERHITUNGAN | | |
|-------------------|--------------------------------------------|-------------|-------------|--------------|
| | | BOBOT | NILAI UNSUR | NILAI INDEKS |
| 1 | Persyaratan | 0,1 | 3,102 | 0,310 |
| 2 | Prosedur | 0,1 | 3,144 | 0,314 |
| 3 | Waktu Pelayanan | 0,1 | 3,390 | 0,339 |
| 4 | Biaya/ Tarif | 0,1 | 3,347 | 0,335 |
| 5 | P+P20:S36roduk Spesifikasi Jenis Pelayanan | 0,1 | 3,220 | 0,322 |
| 6 | Kompetensi Pelaksana | 0,1 | 3,314 | 0,331 |
| 7 | Perilaku Pelaksana | 0,1 | 3,246 | 0,325 |
| 8 | Maklumat Pelayanan | 0,1 | 3,373 | 0,337 |
| 9 | Penanganan Pengaduan, Saran, Masukan | 0,1 | 3,102 | 0,310 |
| 10 | Sarana dan Prasarana | 0,1 | 3,025 | 0,303 |
| JUMLAH IKM | | | | 3,226 |

Kesimpulan:

- Nilai IKM setelah dikonversi = Nilai indeks x 25 = 80,65
- Mutu pelayanan = B
- Kinerja unit pelayanan = BAIK

Prioritas peningkatan kualitas pelayanan

Dalam peningkatan kualitas pelayanan, diprioritaskan pada unsur Sarana dan Prasarana



Muntilan, 9 Mei 2019
KaBid Pelayanan

dr. Ana Roechanah, Sp.PK
NIP. 19680919 200604 2 002



PEMERINTAH KABUPATEN MAGELANG
RUMAH SAKIT UMUM DAERAH MUNTILAN
 Jln. Kartini No. 13 ☎ Informasi (0293) 587004 ☎ Sekretariat (0293) 587017
 Fax (0293) 587017 ☎ IGD (0293) 585392
 e-mail rsudkabmgl@gmail.com Muntilan ✉ 56411

PENGOLAHAN INDEKS KEPUASAN MASYARAKAT PER RESPONDEN
DAN PER UNSUR PELAYANAN
TB I TAHUN 2019

UNIT PELAYANAN : Instalasi Gawat Darurat
 ALAMAT : RSUD Muntilan Kab. Magelang

| NOMOR URUT RESPONDEN | NILAI PER UNSUR PELAYANAN | | | | | | | | | |
|----------------------|---------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | U1 | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 | U10 |
| 1 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 |
| 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 3 |
| 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 6 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 7 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 8 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 9 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 10 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 11 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 |
| 12 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 13 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 14 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 16 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 17 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 19 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 |
| 20 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 |
| 21 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 |
| 22 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 |
| 23 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 24 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 4 |
| 25 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 |
| 26 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 |
| 27 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 |
| 28 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 |
| 29 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 |
| 30 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 31 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 32 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 33 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 34 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 35 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 3 |
| 36 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 3 |
| 37 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 38 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 4 | 4 |
| 39 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 40 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 41 | | | | | | | | | | |
| 42 | | | | | | | | | | |
| 43 | | | | | | | | | | |
| 44 | | | | | | | | | | |
| 45 | | | | | | | | | | |
| 46 | | | | | | | | | | |
| 47 | | | | | | | | | | |
| 48 | | | | | | | | | | |
| 49 | | | | | | | | | | |
| 50 | | | | | | | | | | |
| Jml per unsur: | 152 | 152 | 151 | 147 | 144 | 148 | 149 | 132 | 142 | 145 |

| | | | | | | | | | | | |
|---------------------------|------|------|-------|-------|------|------|-------|------|-------|--------|-------------------|
| Jml kues terisi | 40 | 40 | 40 | 40 | 40 | 40 | 40 | 40 | 40 | 40 | |
| NRR per unsur | 3,8 | 3,8 | 3,775 | 3,675 | 3,6 | 3,7 | 3,725 | 3,3 | 3,55 | 3,625 | |
| NRR tertimbang per unsur | 0,38 | 0,38 | 0,378 | 0,368 | 0,36 | 0,37 | 0,373 | 0,33 | 0,355 | 0,3625 | 3,655 *) |
| IKM UNIT PELAYANAN | | | | | | | | | | | 91,375 **) |

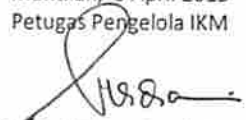
Keterangan:

U1 s.d U10 : Unsur Pelayanan
 NRR : Nilai rata-rata
 IKM : Indeks Kepuasan Masyarakat
 *) : Jml NRR IKM tertimbang
 **) : IKM unit pelayanan x 25
 NRR Per Unsur : Jumlah nilai per unsur dibagi
 Jumlah kuesioner yang terisi
 NRR tertimbang per unsur : NRR per unsur X 0,1

Mutu Pelayanan:

A (Sangat Baik) : 81,26 - 100,00
 B (Baik) : 62,51 - 81,25
 C (Kurang Baik) : 43,76 - 62,50
 D (Tidak Baik) : 25,00 - 43,75

Muntilan, 5 April 2019
 Petugas Pengelola IKM


Nurdiani Risma Dewi, SKM
 NIP. 19870906 201001 2 021



LAPORAN HASIL PENYUSUNAN INDEKS KEPUASAN MASYARAKAT

UNIT PELAYANAN : Instalasi Gawat Darurat

BULAN / TH : Januari - Maret 2019

1. Indeks per unsur pelayanan

| NO | UNSUR PELAYANAN | PERHITUNGAN | | |
|------------|--------------------------------------|-------------|-------------|--------------|
| | | BOBOT | NILAI UNSUR | NILAI INDEKS |
| 1 | Persyaratan | 0,1 | 3,800 | 0,380 |
| 2 | Prosedur | 0,1 | 3,800 | 0,380 |
| 3 | Waktu Pelayanan | 0,1 | 3,775 | 0,378 |
| 4 | Biaya/ Tarif | 0,1 | 3,675 | 0,368 |
| 5 | Produk Spesifikasi Jenis Pelayanan | 0,1 | 3,600 | 0,360 |
| 6 | Kompetensi Pelaksana | 0,1 | 3,700 | 0,370 |
| 7 | Perilaku Pelaksana | 0,1 | 3,725 | 0,373 |
| 8 | Maklumat Pelayanan | 0,1 | 3,300 | 0,330 |
| 9 | Penanganan Pengaduan, Saran, Masukan | 0,1 | 3,550 | 0,355 |
| 10 | Sarana dan Prasarana | 0,1 | 3,625 | 0,363 |
| JUMLAH IKM | | | | 3,655 |

Kesimpulan:

- Nilai IKM setelah dikonversi = Nilai indeks x 25 = 91,37
- Mutu pelayanan = A
- Kinerja unit pelayanan = SANGAT BAIK

2. Prioritas peningkatan kualitas pelayanan

Dalam peningkatan kualitas pelayanan, diprioritaskan pada unsur Maklumat Pelayanan



Muntilan, 5 April 2019
KaBid Pelayanan

dr. Ana Roechanah, Sp.PK
NIP. 19680919 200604 2 002