

**PENGOLAHAN DATA SURVEI KEPUASAN MASYARAKAT  
PER RESPONDEN DAN PER UNSUR PELAYANAN**

NAMA UNIT / LAYANAN :

RUMAH SAKIT UMUM DAERAH KABUPATEN REJANG LEBONG

| NO. RESP. | NILAI UNSUR PELAYANAN |    |    |    |    |    |    |    |    | NRR RESP. | JK | PEND | PEK |
|-----------|-----------------------|----|----|----|----|----|----|----|----|-----------|----|------|-----|
|           | U1                    | U2 | U3 | U4 | U5 | U6 | U7 | U8 | U9 |           |    |      |     |
| 1         | 3                     | 4  | 3  | 4  | 3  | 3  | 4  | 3  | 4  | 3,44      | P  | SMP  | SW  |
| 2         | 4                     | 3  | 3  | 3  | 3  | 4  | 3  | 3  | 3  | 3,22      | L  | SMA  | WIR |
| 3         | 3                     | 3  | 3  | 3  | 3  | 3  | 4  | 3  | 4  | 3,22      | P  | S1   | WIR |
| 4         | 2                     | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 4  | 2,89      | L  | S1   | WIR |
| 5         | 3                     | 3  | 3  | 4  | 3  | 3  | 3  | 4  | 4  | 3,33      | P  | SMA  | PNS |
| 6         | 4                     | 3  | 3  | 3  | 3  | 4  | 4  | 3  | 3  | 3,33      | L  | SMA  | TNI |
| 7         | 3                     | 3  | 3  | 2  | 3  | 3  | 3  | 2  | 3  | 2,78      | L  | S1   | PNS |
| 8         | 3                     | 3  | 2  | 3  | 3  | 3  | 3  | 3  | 1  | 2,67      | L  | S1   | SW  |
| 9         | 4                     | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4,00      | L  | S2   | PNS |
| 10        | 3                     | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 2,89      | L  | S1   | DLL |
| 11        | 3                     | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 4  | 3,11      | P  | SMA  | DLL |
| 12        | 3                     | 3  | 3  | 3  | 4  | 4  | 4  | 4  | 4  | 3,56      | L  | SMA  | SW  |
| 13        | 3                     | 2  | 2  | 3  | 2  | 2  | 1  | 1  | 3  | 2,11      | P  | S1   | SW  |
| 14        | 3                     | 3  | 3  | 4  | 3  | 3  | 4  | 3  | 4  | 3,33      | P  | S1   | DLL |
| 15        | 3                     | 3  | 2  | 3  | 3  | 3  | 3  | 2  | 3  | 2,78      | L  | SMA  | DLL |
| 16        | 3                     | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 4  | 3,11      | P  | D3   | PNS |
| 17        | 4                     | 4  | 4  | 3  | 3  | 4  | 3  | 3  | 4  | 3,56      | L  | S1   | WIR |
| 18        | 3                     | 3  | 3  | 3  | 3  | 3  | 3  | 1  | 3  | 4,00      | P  | SMP  | PNS |
| 19        | 3                     | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3,00      | L  | S1   | PNS |
| 20        | 3                     | 3  | 3  | 2  | 2  | 3  | 2  | 3  | 2  | 2,56      | P  | D3   | SW  |
| 21        | 4                     | 3  | 4  | 3  | 3  | 3  | 4  | 3  | 4  | 3,44      | P  | SMA  | PNS |
| 22        | 3                     | 3  | 4  | 4  | 3  | 4  | 4  | 4  | 4  | 3,67      | L  | S1   | WIR |
| 23        | 3                     | 3  | 3  | 3  | 2  | 3  | 2  | 3  | 2  | 2,67      | L  | S1   | DLL |
| 24        | 4                     | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4,00      | P  | S1   | PNS |
| 25        | 4                     | 4  | 4  | 4  | 4  | 4  | 3  | 4  | 4  | 3,89      | P  | SMA  | DLL |
| 26        | 3                     | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 4  | 3,11      | P  | S1   | DLL |
| 27        | 3                     | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 2,89      | L  | SMA  | PNS |
| 28        | 3                     | 2  | 2  | 3  | 3  | 2  | 3  | 2  | 2  | 2,44      | L  | S1   | SW  |
| 29        | 4                     | 3  | 4  | 3  | 3  | 4  | 4  | 3  | 4  | 3,56      | P  | SMP  | WIR |
| 30        | 3                     | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 2,89      | P  | S1   | WIR |
| 31        | 3                     | 3  | 3  | 3  | 3  | 4  | 3  | 2  | 3  | 3,00      | P  | S1   | PNS |
| 32        | 4                     | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4,00      | P  | S1   | PNS |
| 33        | 4                     | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4,00      | P  | S1   | WIR |
| 34        | 4                     | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4  | 4,00      | P  | D3   | SW  |
| 35        | 3                     | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3  | 3,00      | P  | S1   | PNS |
| 36        | 3                     | 3  | 3  | 3  | 3  | 3  | 3  | 2  | 3  | 2,89      | P  | D3   | PNS |

|                           |      |      |      |      |      |      |      |      |      |              |   |     |     |
|---------------------------|------|------|------|------|------|------|------|------|------|--------------|---|-----|-----|
| 37                        | 3    | 3    | 3    | 3    | 3    | 3    | 4    | 3    | 4    | 3,22         | P | SMA | SW  |
| 38                        | 3    | 3    | 1    | 3    | 3    | 3    | 3    | 2    | 3    | 2,67         | L | S1  | WIR |
| 39                        | 3    | 3    | 2    | 3    | 3    | 3    | 3    | 2    | 2    | 2,67         | L | S1  | PNS |
| 40                        | 1    | 2    | 1    | 1    | 1    | 3    | 2    | 2    | 2    | 1,67         | L | S1  | WIR |
| 41                        | 1    | 2    | 1    | 1    | 1    | 2    | 3    | 2    | 2    | 1,67         | L | D3  | SW  |
| 42                        | 2    | 3    | 2    | 3    | 2    | 3    | 3    | 3    | 2    | 2,56         | L | S1  | PNS |
| 43                        | 2    | 2    | 2    | 1    | 1    | 2    | 2    | 3    | 1    | 1,89         | L | D3  | WIR |
| 44                        | 2    | 2    | 1    | 1    | 2    | 2    | 2    | 2    | 3    | 1,89         | L | SMP | SW  |
| 45                        | 2    | 2    | 2    | 3    | 3    | 2    | 2    | 1    | 2    | 2,11         | P | S2  | PNS |
| 46                        | 3    | 2    | 3    | 3    | 3    | 3    | 3    | 2    | 3    | 2,78         | P | S1  | PNS |
| 47                        | 2    | 2    | 2    | 3    | 2    | 3    | 2    | 2    | 1    | 2,11         | L | SMA | PNS |
| 48                        | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3,00         | P | S2  | PNS |
| Nilai Unsur               | 162  | 160  | 154  | 161  | 157  | 168  | 168  | 146  | 169  |              |   |     |     |
| NRR/ Unsur                | 3,38 | 3,33 | 3,21 | 3,35 | 3,27 | 3,50 | 3,50 | 3,04 | 3,52 |              |   |     |     |
| NRR Tertimbang Unsur      | 0,37 | 0,37 | 0,36 | 0,37 | 0,36 | 0,39 | 0,39 | 0,34 | 0,39 | 3,34         |   |     |     |
| <b>IKM Unit Pelayanan</b> |      |      |      |      |      |      |      |      |      | <b>83,54</b> |   |     |     |

**KETERANGAN**

U1-U9 : Unsur-unsur Pelayanan  
 NRR : Nilai Rata-Rata  
 IKM : Indeks Kepuasan Masyarakat  
 \*) : Jumlah NRR IKM Tertimbang  
 \*\*) : Jumlah NRR Tertimbang x 25  
 NRR/ Unsur : Jumlah Nilai per Unsur dibagi Jumlah Kuisisioner yang terisi  
 NRR Tertimbang : NRR per Unsur x 0,111 per Unsur

| NO | Unsur Pelayanan                         | Rata-rata |
|----|---|-----------|
| U1 | Persyaratan                             | 3,38      |
| U2 | Prosedur                                | 3,33      |
| U3 | Waktu Pelayanan                         | 3,21      |
| U4 | Biaya / Tarif                           | 3,35      |
| U5 | Produk Layanan                          | 3,27      |
| U6 | Kompetensi Pelaksana                    | 3,50      |
| U7 | Perilaku Pelaksana                      | 3,50      |
| U8 | Penanganan Pengaduan, Saran dan Masukan | 3,04      |
| U9 | Sarana dan Prasarana                    | 3,52      |

|                           |          |             |
|---------------------------|----------|-------------|
| <b>IKM Unit Pelayanan</b> | <b>B</b> | <b>BAIK</b> |
|---------------------------|----------|-------------|

| Mutu Pelayanan |             | Nilai Interval |
|----------------|-------------|----------------|
| A              | Sangat Baik | 88,31 - 100,00 |
| B              | Baik        | 76,61 - 88,30  |
| C              | Kurang Baik | 65,00 - 76,60  |
| D              | Tidak Baik  | 25,00 - 64,99  |



Mengingat 2 Oktober 2023  
 Direktur RSUD Kabupaten Rejang Lebong

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