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**LAMPIRAN**

**Lampiran 1 Kuesioner Penelitian**

Dengan Hormat,

Saya Nabila Nurul Afifah mahasiswa Program Strata Satu (S1) Fakultas Ekonomi dan Bisnis, Jurusan Akuntansi Universitas Pancasakti Tegal yang sedang melakukan penelitian dalam rangka menyusun tugas akhir berupa skripsi.

Dalam rangka melakukan penelitian untuk skripsi saya yang berjudul “Analisis Penilaian Perspektif Keuangan Dengan Model *Balanced Scorecard* Pada RSUD Kardinah Selama Periode 2020-2023”.

Penelitian ini bertujuan untuk mengetahui dan menganalisis kinerja RSUD Kardinah dari berbagai sudut pandang atau perspektif yang meliputi perspektif keuangan, pelanggan, proses bisnis internal, pembelajaran dan pertumbuhan.

Saya memohon bantuan dari saudara/saudari untuk berkenaan mengisi kuesioner yang saya lampirkan bersama surat ini. Data yang diperoleh hanya akan digunakan untuk kepentingan penelitian. Kuesioner ini dirancang sedemikian rupa agar tidak ada seorangpun yang dapat menelusuri sumber informasinya. Oleh karena itu, saudara/i di harapkan dapat memberikan jawaban dengan sejujurnya sesuai dengan kondisi berdasarkan kenyataan.

Atas perhatian dan kesediannya dalam mengisi kuesioner ini, saya mengucapkan terimakasih.

Hormat Saya

Nabila Nurul Afifah

152

**KUESIONER UNTUK MENGETAHUI TINGKAT KEPUASAN PELANGGAN (CUSTOMER)**

1. **Identitas Responden**

Demikian dengan hormat saudara/i untuk mengisi identitas secara lengkap. Setiap pernyataan diharapkan hanya ada satu jawaban untuk menjamin validitas data.

Nama : …………………………………………..

Alamat : …………………………………………..

Jenis Kelamin :

Laki-laki Perempuan Status Pasien :

Umum BPJS

Rawat Jalan Rawat Inap

Petunjuk Pengisian Kuesioner!

* 1. Bacalah setiap pernyataan dengan teliti dan seksama.
  2. Isilah dengan jujur sesuai dengan kenyataan.
  3. Berilah tanda check list (√ ) pada jawaban yang anda anggap benar di kolom yang telah disediakan.
  4. Kuesioner ini dapat digunakan secara optimal bila seluruh pernyataan terjawab, karena itu mohon diteliti kembali apakah semua pernyataan telah terjawab.

Keterangan Skala Pendapat: **STS : Sangat Tidak Setuju TS : Tidak Setuju**

**N : Netral**

**S : Setuju**

**SS : Sangat Setuju**

1. **Kuesioner Penelitian**

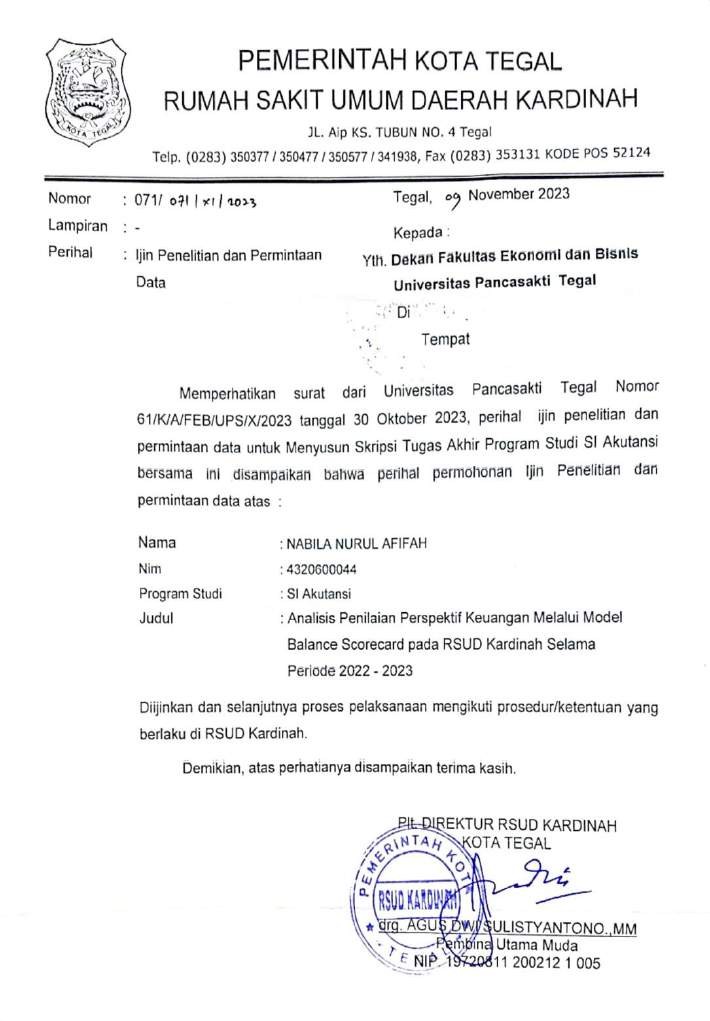
|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **NO** | **PERNYATAAN** | **STS** | **TS** | **N** | **S** | **SS** |
| 1. | Fasilitas rumah sakit terawat dengan baik. |  |  |  |  |  |
| 2. | Peralatan medis di rumah sakit terlihat  canggih dan modern. |  |  |  |  |  |
| 3. | Fasilitas seperti toilet, kantin, dan tempat  ibadah bersih dan nyaman. |  |  |  |  |  |
| 4. | Ruangan dan tempat layanan rumah sakit  bersih dan rapi. |  |  |  |  |  |
| 5. | Layanan administrasi (pendaftaran) rumah  sakit berjalan cepat dan efisien. |  |  |  |  |  |
| 6. | Pelayanan diberikan dengan ramah. |  |  |  |  |  |
| 7. | Rumah sakit mampu merespons dengan cepat apabila ada keluhan atau masalah dari  pasien. |  |  |  |  |  |
| 8. | Obat-obatan yang diberikan sesuai dengan  resep dan kondisi penyakit. |  |  |  |  |  |
| 9. | Dokter membantu menjelaskan kondisi penyakit dan menjawab pertanyaan pasien  dengan sabar. |  |  |  |  |  |
| 10. | Petugas rumah sakit bersedia membantu  pasien kapanpun dibutuhkan. |  |  |  |  |  |
| 11. | Petugas rumah sakit sigap dalam melayani  setiap pasien yang datang. |  |  |  |  |  |
| 12. | Pengaduan dan keluhan pasien selalu  ditindaklanjuti oleh pihak rumah sakit. |  |  |  |  |  |
| 13. | Dokter dan perawat serta tenaga Kesehatan lainnya terlihat professional dan kompeten di  bidangnya. |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **NO** | **PERNYATAAN** | **STS** | **TS** | **N** | **S** | **SS** |
| 14. | Petugas keamanan menimbulkan rasa aman  selama berada di rumah sakit. |  |  |  |  |  |
| 15. | Rumah sakit menjaga privasi dan kerahasiaan data/catatan Kesehatan pasien  dengan baik. |  |  |  |  |  |
| 16. | Petugas rumah sakit dapat memahami apa  yang pasien rasakan selama perawatan. |  |  |  |  |  |
| 17. | Pasien merasa nyaman berkomunikasi  dengan dokter dan petugas rumah sakit. |  |  |  |  |  |

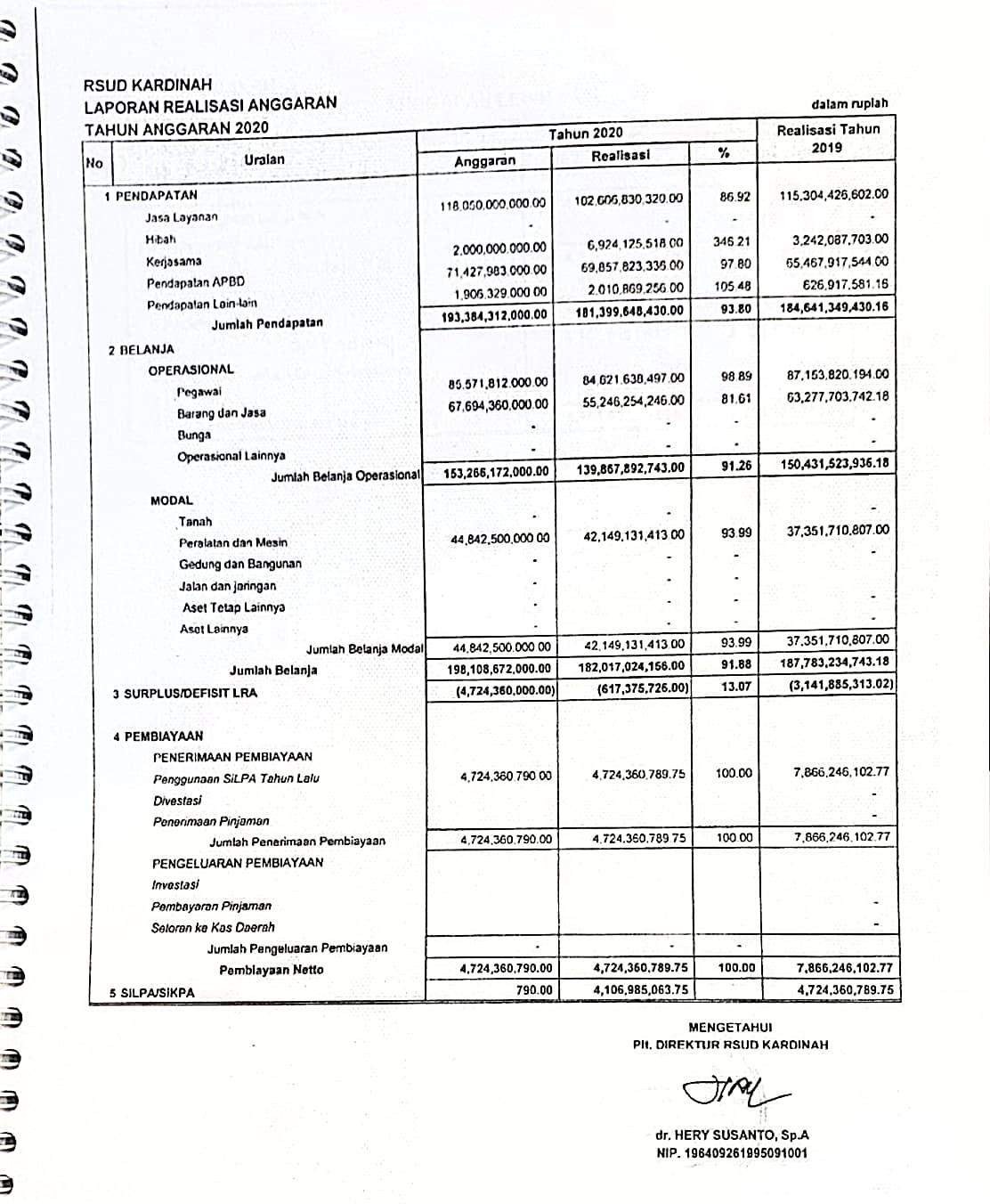
**Lampiran 2 Surat Izin Penelitian**

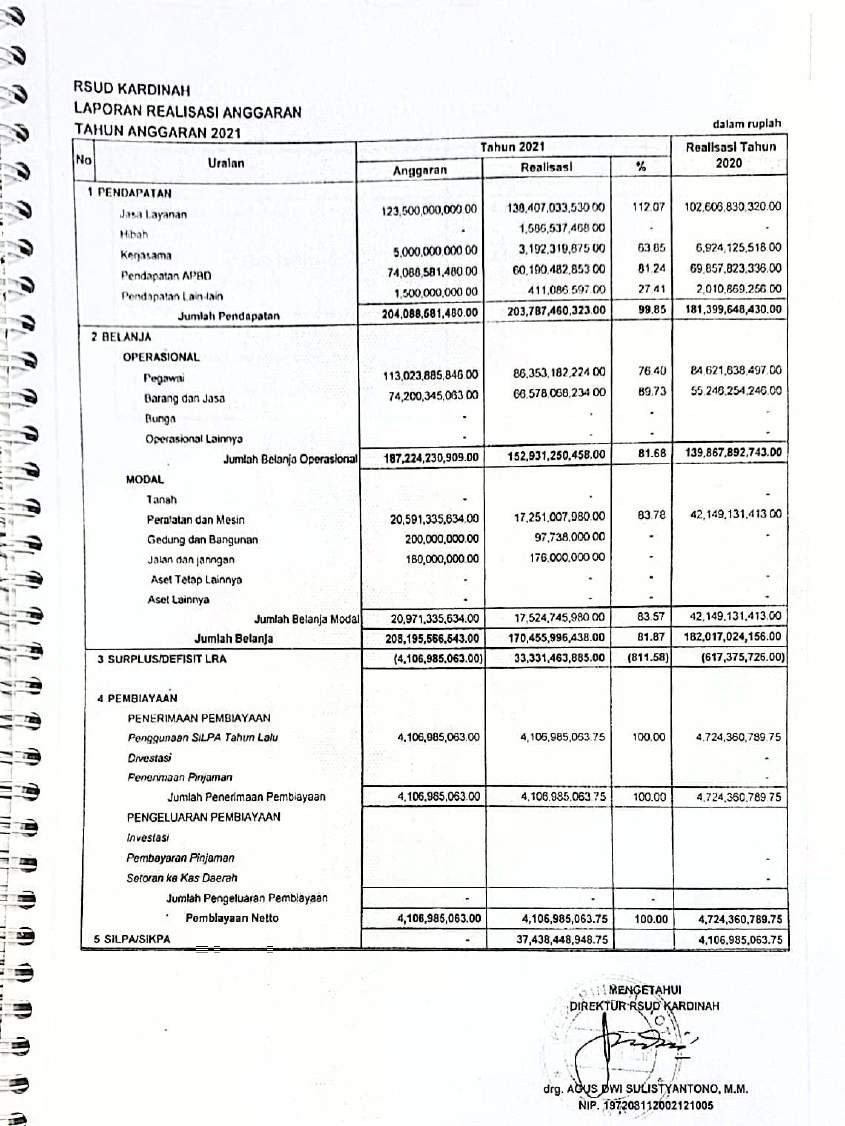


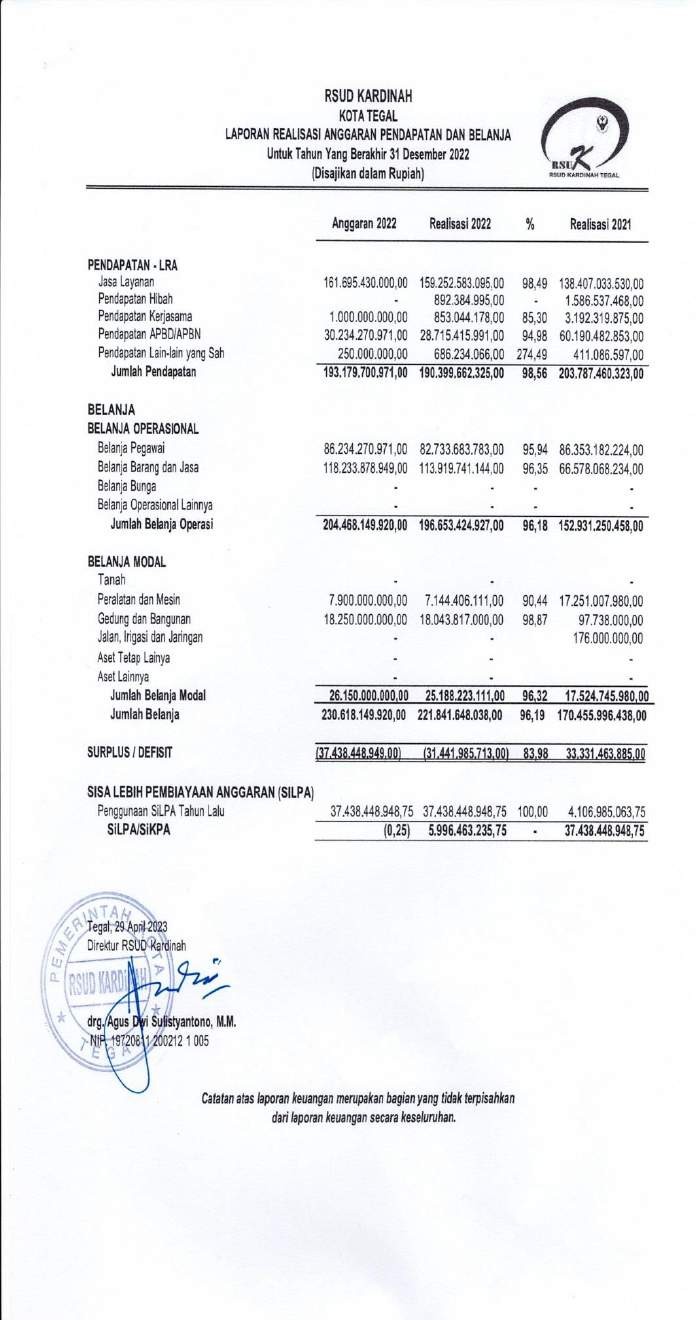
**Lampiran 3 Surat Balasan Penelitian**



**Lampiran 4 Laporan Keuangan**







**PEMERINTAH KOTA TEGAL**

**LAPORAN REALISASI ANGGARAN PENDAPATAN DAN BELANJA DAERAH**

**UNTUK TAHUN YANG BERAKHIR SAMPAI DENGAN 31 DESEMBER 2023 DAN 2022**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Uraian** | **Tahun 2023** | | | **Realisasi Tahun 2022** |
| **Anggaran** | **Realisasi** | **%** |
| **1 PENDAPATAN**  Jasa Layanan Hibah Kerjasama  Pendapatan APBD Pendapatan Lain-lain  **Jumlah Pendapatan** | | 174,300,000,000.00  - 500,000,000.00  37,032,998,537.00  200,000,000.00 | 143,029,897,840.00  - 461,732,400.00  36,903,318,610.00  202,033,717.00 | 82.06  - 92.35  99.65  101.02 | 159,252,583,095.00  892,384,995.00  853,044,178.00  28,715,415,991.00  686,234,066.00 |
| **212,032,998,537.00** | **180,596,982,567.00** | **85.17** | **190,399,662,325.00** |
| **2 BELANJA**  **OPERASIONAL**  Pegawai  Barang dan Jasa Bunga  Operasional Lainnya  Jumlah Belanja Operasional  **MODAL**  Tanah  Peralatan dan Mesin Gedung dan Bangunan Jalan dan jaringan Aset Tetap Lainnya Aset Lainnya  Jumlah Belanja Modal  **Jumlah Belanja** | | 69,532,998,537.00  68,641,263,236.00  -  - | 67,934,613,140.00  98,680,274,300.00  -  - | 97.70  143.76  -  - | 82,733,683,783.00  113,919,741,144.00  -  - |
| **138,174,261,773.00** | **166,614,887,440.00** | **120.58** | **196,653,424,927.00** |
| - 19,594,200,000.00  2,000,000,000.00  -  -  - | - 10,895,768,797.00  297,641,307.00  -  -  - | 55.61  -  -  -  - | - 7,144,406,111.00  18,043,817,000.00  -  -  - |
| 21,594,200,000.00 | 11,193,410,104.00 | 51.84 | 25,188,223,111.00 |
| **159,768,461,773.00** | **177,808,297,544.00** | **111.29** | **221,841,648,038.00** |
| **3 SURPLUS/DEFISIT LRA** | | **52,264,536,764.00** | **2,788,685,023.00** | **5.34** | **(31,441,985,713.00)** |
| **4 PEMBIAYAAN**  PENERIMAAN PEMBIAYAAN | |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Penggunaan SiLPA Tahun Lalu Divestasi*  *Penerimaan Pinjaman*  Jumlah Penerimaan Pembiayaan PENGELUARAN PEMBIAYAAN  *Investasi*  *Pembayaran Pinjaman Setoran ke Kas Daerah*  Jumlah Pengeluaran Pembiayaan  **Pembiayaan Netto**  **5 SiLPA/SiKPA** | 5,996,463,235.75 | 5,996,463,235.75 | 100.00 | 37,438,448,948.75  -  - |
| 5,996,463,235.75 | 5,996,463,235.75 | 100.00 | 37,438,448,948.75 |
|  |  |  | -  - |
| - | - | - |  |
| **5,996,463,235.75** | **5,996,463,235.75** | **100.00** | **37,438,448,948.75** |
| **58,260,999,999.75** | **8,785,148,258.75** |  | **5,996,463,235.75** |

**Lampiran 5 Hasil Perhitungan Ke Empat Perspektif**

HASIL OLAH DATA PERSPEKTIF KEUANGAN

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rasio Ekonomis Tahun 2020-2023 | | | | |
| Tahun | Realisasi Belanja Operasional | Anggaran Belanja Operasional | Hasil | kriteria |
| 2020 | Rp 139.867.892.743 | Rp 153.266.172.000 | 91% | Kurang Ekonomis |
| 2021 | Rp 152.931.250.458 | Rp 187.224.230.909 | 82% | Cukup Ekonomis |
| 2022 | Rp 196.653.424.927 | Rp 204.468.149.920 | 96% | kurang Ekonomis |
| 2023 | Rp 166.614.887.440 | Rp 138.174.261.773 | 121% | Tidak Ekonomis |
| **rata- rata** |  |  | **97%** | **kurang Ekonomis** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rasio Efisiensi Tahun 2020-2023 | | | | |
| Tahun | Realisasi Belanja | Realisasi pendapatan | Hasil | Kriteria |
| 2020 | Rp  182.017.024.156 | Rp  181.399.648.430 | 100% | Kurang  Efisien |
| 2021 | Rp 170.455.996.438 | Rp 203.787.460.323 | 84% | Cukup Efisien |
| 2022 | Rp  221.841.648.038 | Rp  190.399.662.325 | 117% | Tidak  Efisien |
| 2023 | Rp 177.808.297.544 | Rp 180.596.982.567 | 98% | Kurang Efisien |
| **rata-rata** | | | **100%** | **Kurang**  **Efisien** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rasio Efektivitas Tahun 2020-2023 | | | | |
| Tahun | Realisasi Pendapatan | Anggaran Pendapatan | Hasil | Kriteria |
| 2020 | Rp  181.399.648.430 | Rp  193.384.312.000 | 94% | Efektivitas |
| 2021 | Rp 203.787.460.323 | Rp 204.088.581.480 | 100% | Efektivitas |
| 2022 | Rp  190.399.662.325 | Rp  193.179.700.971 | 99% | Efektivitas |
| 2023 | Rp 180.596.982.567 | Rp 212.032.998.537 | 85% | Cukup Efektivitas |
| **rata-rata** | | | **94%** | **Efektivitas** |

HASIL OLAH DATA REKAPITULASI PERSPEKTIF PELANGGAN

|  |  |  |  |
| --- | --- | --- | --- |
| customer rentention | | | |
| Tahun | jumlah pasien lama | jumlah pasien | total |
| 2020 | 175935 | 250731 | 70% |
| 2021 | 165685 | 235684 | 70% |
| 2022 | 200279 | 299351 | 67% |
| 2023 | 242586 | 317540 | 76% |

|  |  |  |  |
| --- | --- | --- | --- |
| customer acquisition | | | |
| tahun | jumlah pasien baru | jumlah pasien | total |
| 2020 | 74796 | 250731 | 30% |
| 2021 | 69999 | 235684 | 30% |
| 2022 | 99072 | 299351 | 33% |
| 2023 | 74954 | 317540 | 24% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| rata-rata pasien rawat jalan dan darurat | | | | |
| tahun | jumlah pasien Rajal | jumlah pasien IGD | periode dalam setahun | total |
| 2020 | 222991 | 15550 | 365 | 653,537 |
| 2021 | 213679 | 12024 | 365 | 618,3644 |
| 2022 | 266015 | 17863 | 365 | 777,7479 |
| 2023 | 280134 | 20437 | 365 | 823,4822 |

|  |  |  |  |
| --- | --- | --- | --- |
| rata-rata pasien rawat inap | | | |
| tahun | jumlah pasien ranap | periode dalam setahun | total |
| 2020 | 12190 | 365 | 33,39726027 |
| 2021 | 9981 | 365 | 27,34520548 |
| 2022 | 15473 | 365 | 42,39178082 |
| 2023 | 16969 | 365 | 46,49041096 |

HASIL OLAH DATA PERSPEKTIF PROSES BISNIS INTERNAL

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| jumlah kunjungan rawat jalan | | | | |
| tahun | jumlah kunjungan rajal baru | jumlah kunjungan rajal lama | jumlah hari kerja | Total |
| 2020 | 62782 | 175759 | 295 | 808,6136 |
| 2021 | 60128 | 165575 | 295 | 765,0949 |
| 2022 | 83787 | 200091 | 295 | 962,2983 |
| 2023 | 58199 | 242372 | 295 | 1018,885 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| jumlah kunjungan rawat inap | | | | |
| tahun | jumlah kunjungan ranap lama | jumlah kunjungan ranap baru | jumlah hari kerja | Total |
| 2020 | 176 | 12014 | 295 | 41,32203 |
| 2021 | 110 | 9871 | 295 | 33,8339 |
| 2022 | 188 | 15285 | 295 | 52,45085 |
| 2023 | 214 | 16755 | 295 | 57,52203 |

|  |  |  |  |
| --- | --- | --- | --- |
| Net Death Rate (NDR) | | | |
| tahun | jumlah pasien mati >48 jam | jumlah pasien keluar (hidup+mati) | total |
| 2020 | 392 | 11226 | 34,91893818 |
| 2021 | 300 | 9077 | 33,05056737 |
| 2022 | 330 | 14518 | 22,73040364 |
| 2023 | 397 | 15907 | 24,95756585 |

|  |  |  |  |
| --- | --- | --- | --- |
| bed turn over rate (BTO) | | | |
| tahun | jumlah pasien keluar | jumlah tempat tidur | Total |
| 2020 | 11226 | 341 | 32,92082111 |
| 2021 | 9077 | 362 | 25,07458564 |
| 2022 | 14518 | 378 | 38,40740741 |
| 2023 | 15907 | 373 | 42,6461126 |

|  |  |  |  |
| --- | --- | --- | --- |
| Gross Death Rate (GDR) | | | |
| tahun | jumlah pasien mati seluruhnya | jumlah pasien keluar (hidup+mati) | total |
| 2020 | 741 | 11226 | 66,00748263 |
| 2021 | 581 | 9077 | 64,00793214 |
| 2022 | 649 | 14518 | 44,70312715 |
| 2023 | 688 | 15907 | 43,25139876 |

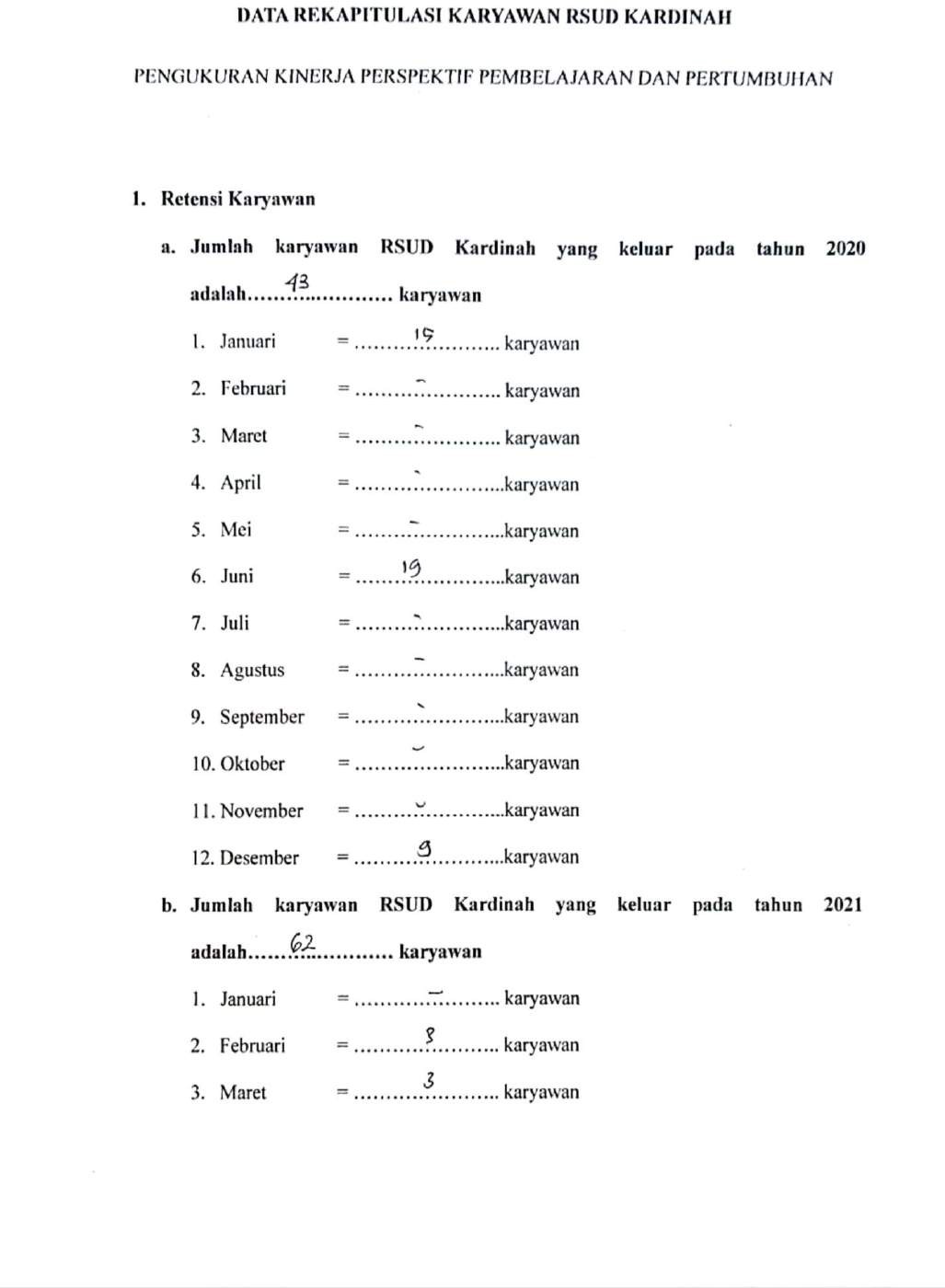
HASIL OLAH PERSPEKTIF PEMBELAJARAN DAN PERTUMBUHAN

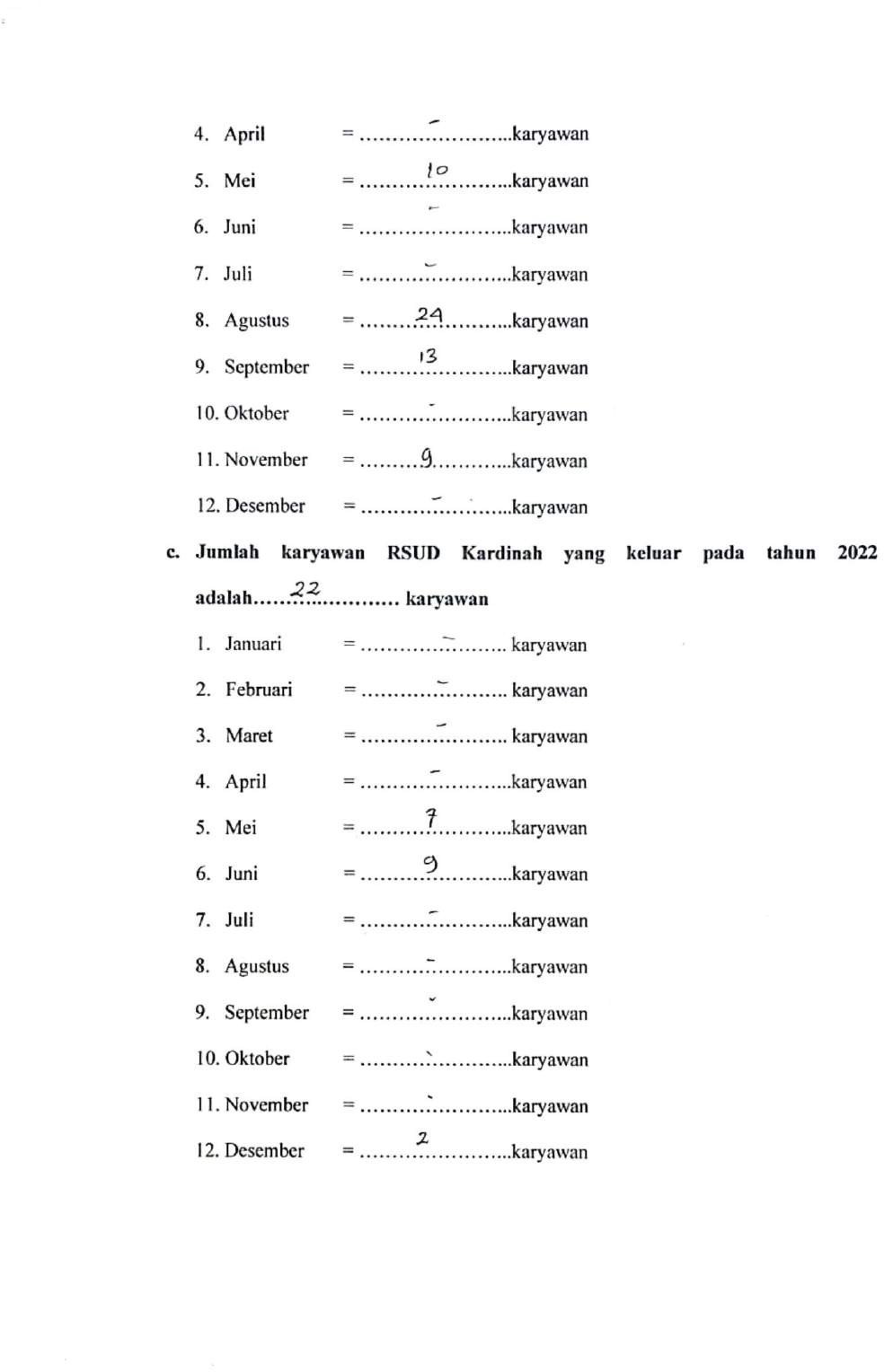
|  |  |  |  |
| --- | --- | --- | --- |
| retensi karyawan | | | |
| tahun | jumlah karyawan keluar | jumlah karyawan | Total |
| 2020 | 43 | 1042 | 4% |
| 2021 | 62 | 1021 | 6% |
| 2022 | 22 | 531 | 4% |
| 2023 | 39 | 977 | 4% |

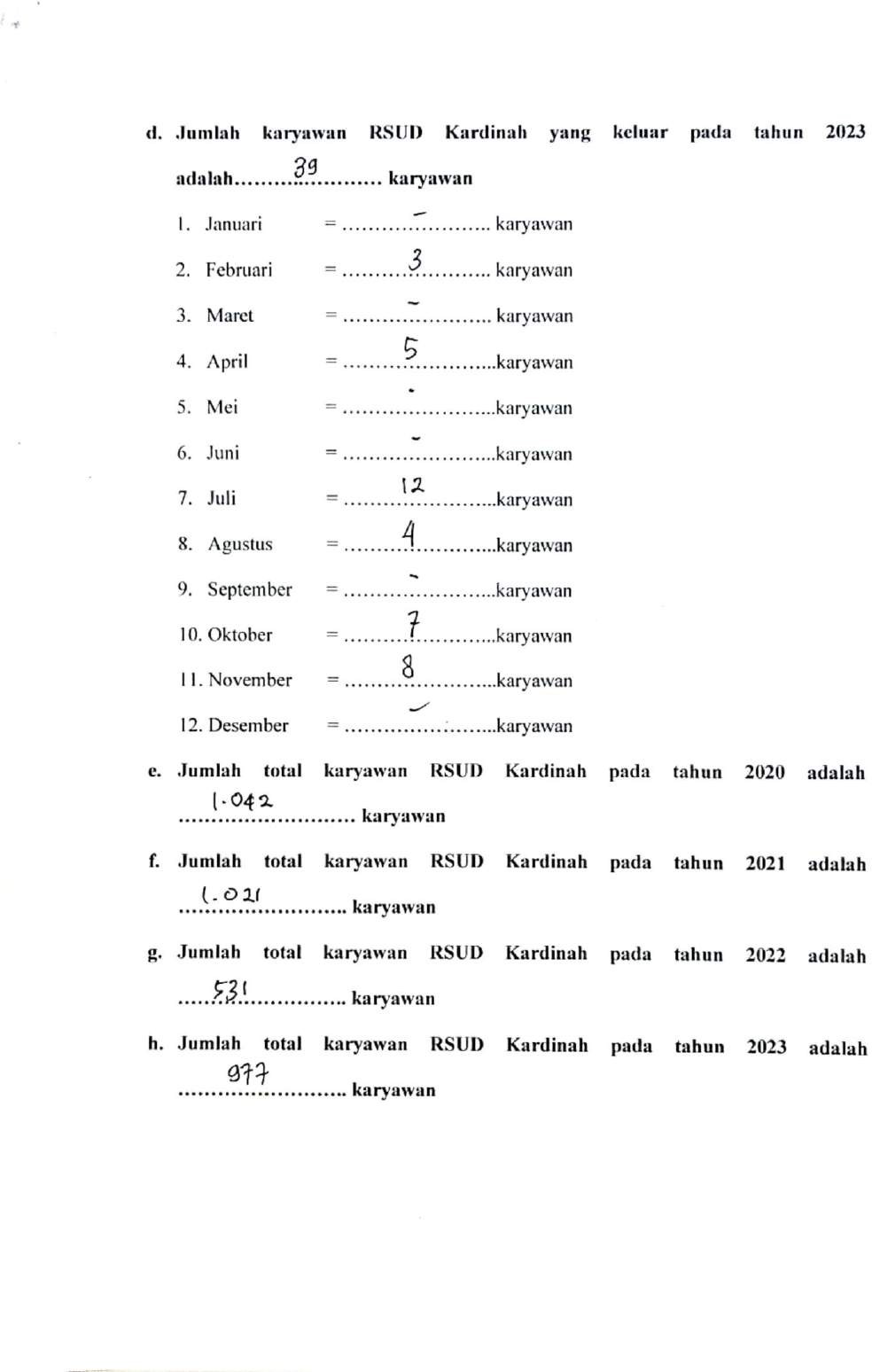
|  |  |  |  |
| --- | --- | --- | --- |
| tingkat pelatihan karyawan | | | |
| tahun | jumlah karyawan yang dilatih | jumlah karyawan | Total |
| 2020 | 28 | 1042 | 3% |
| 2021 | 55 | 1021 | 5% |
| 2022 | 112 | 531 | 21% |
| 2023 | 100 | 977 | 10% |

177

**Lampiran 6 Rentensi Karyawan dan Jumlah Karyawan**

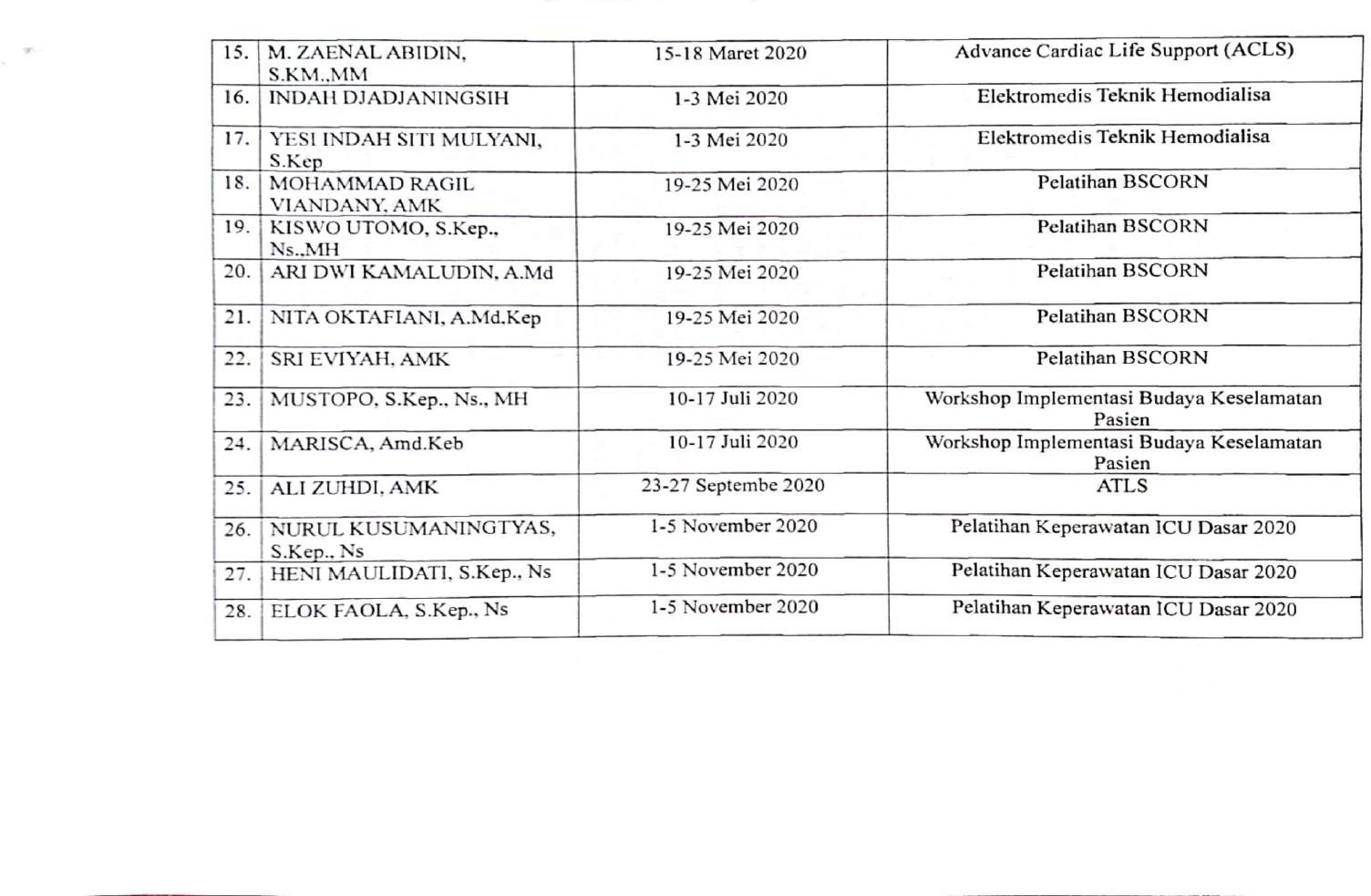


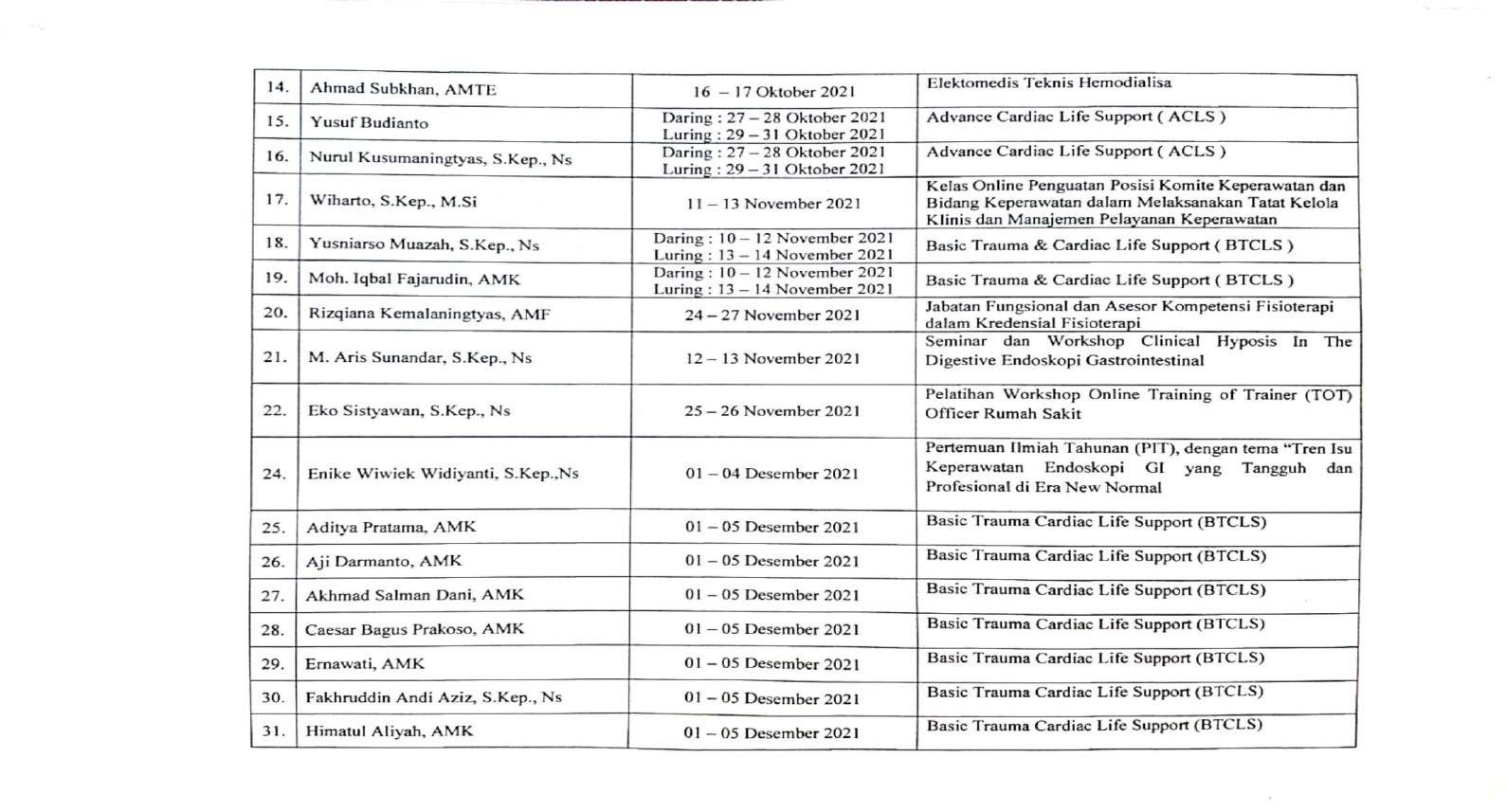




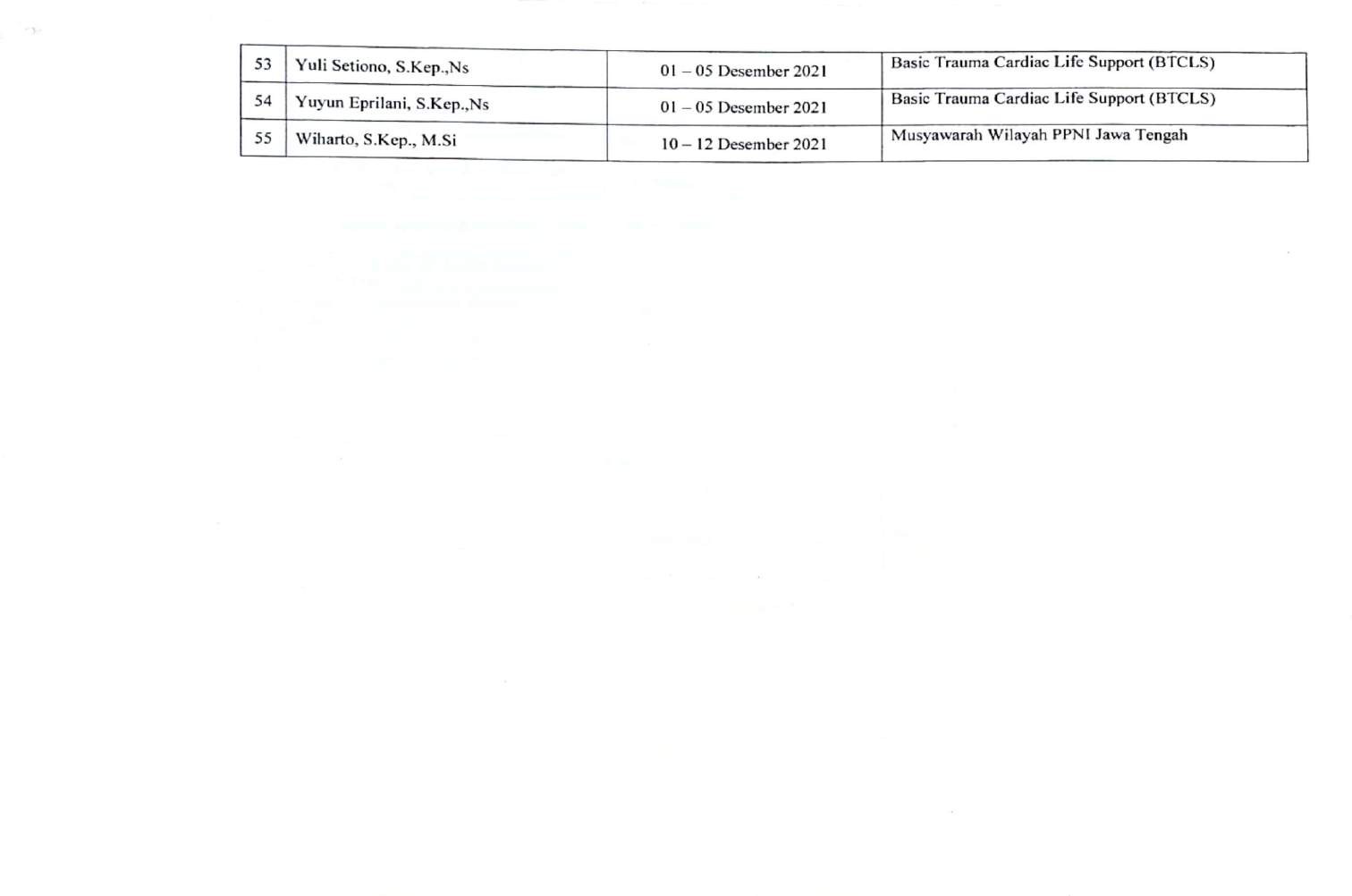
**Lampiran 7 Pelatihan Karyawan**



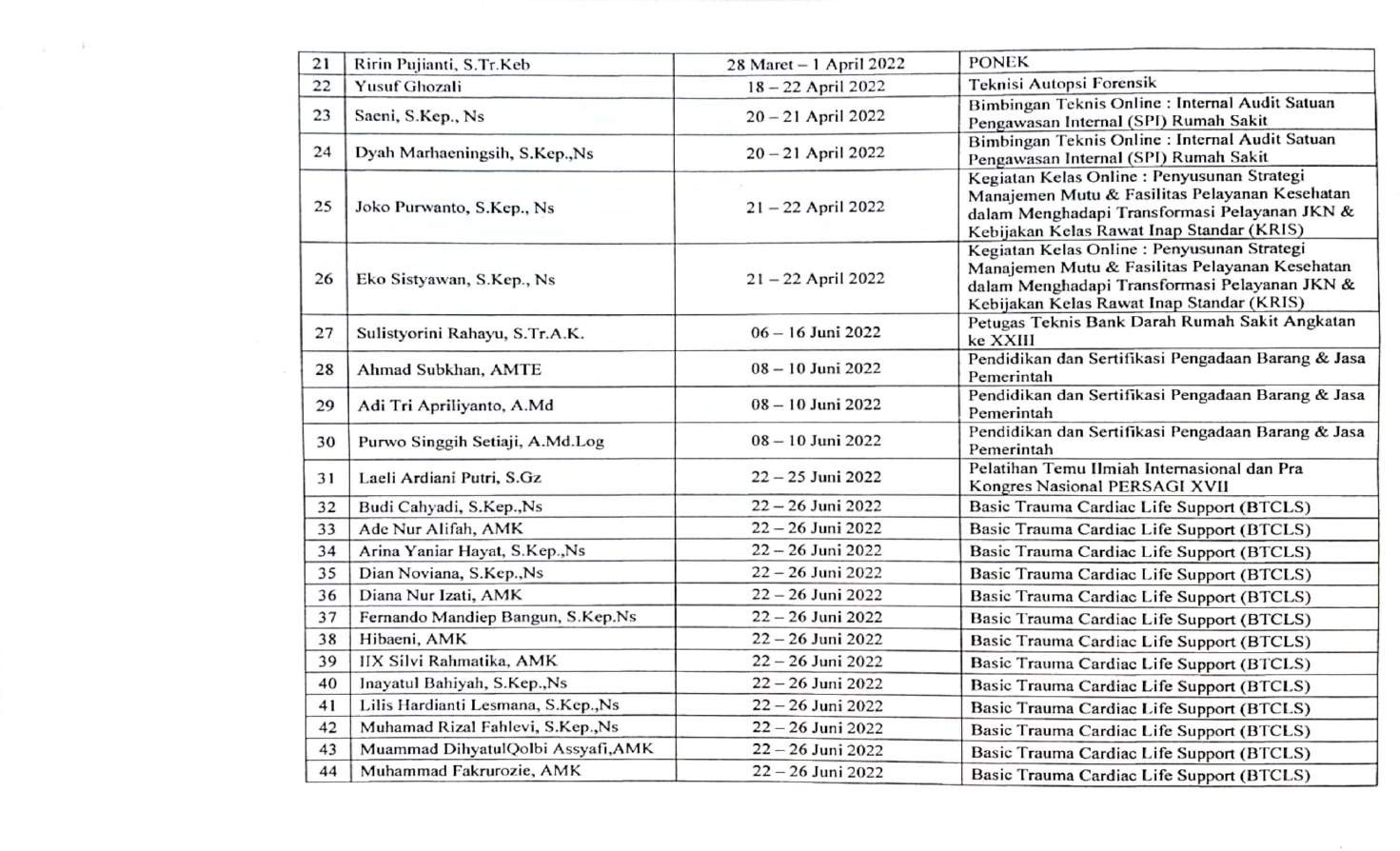


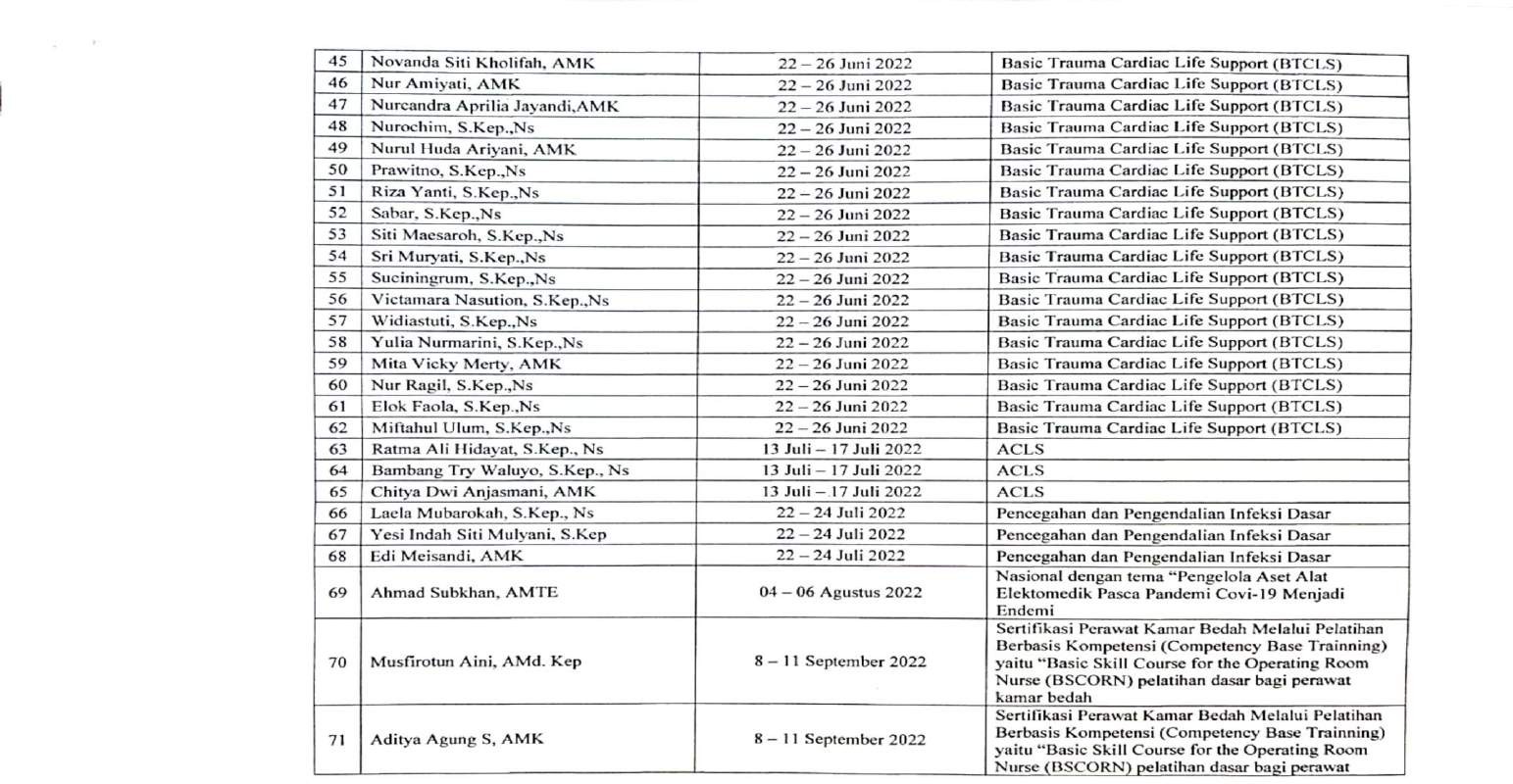


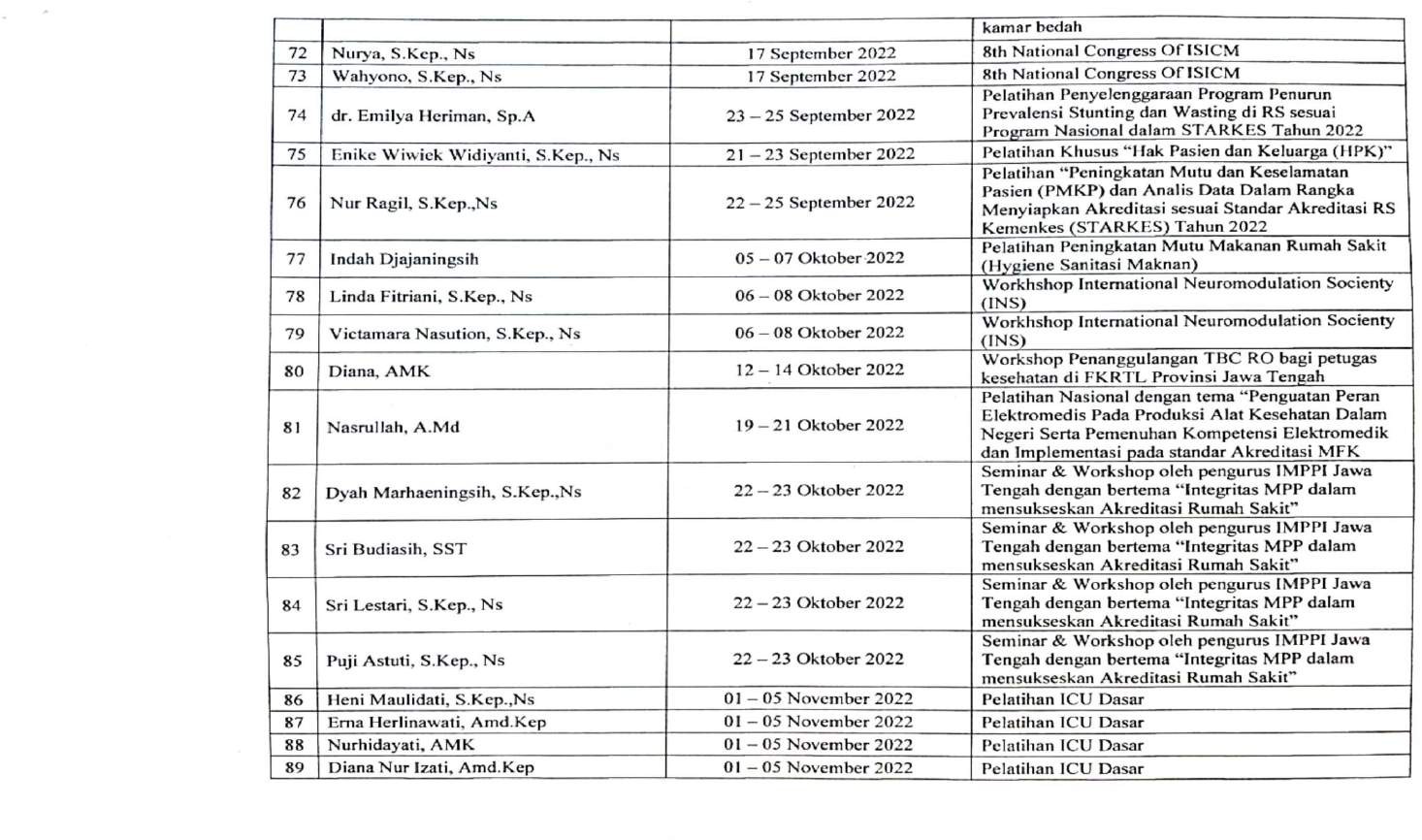


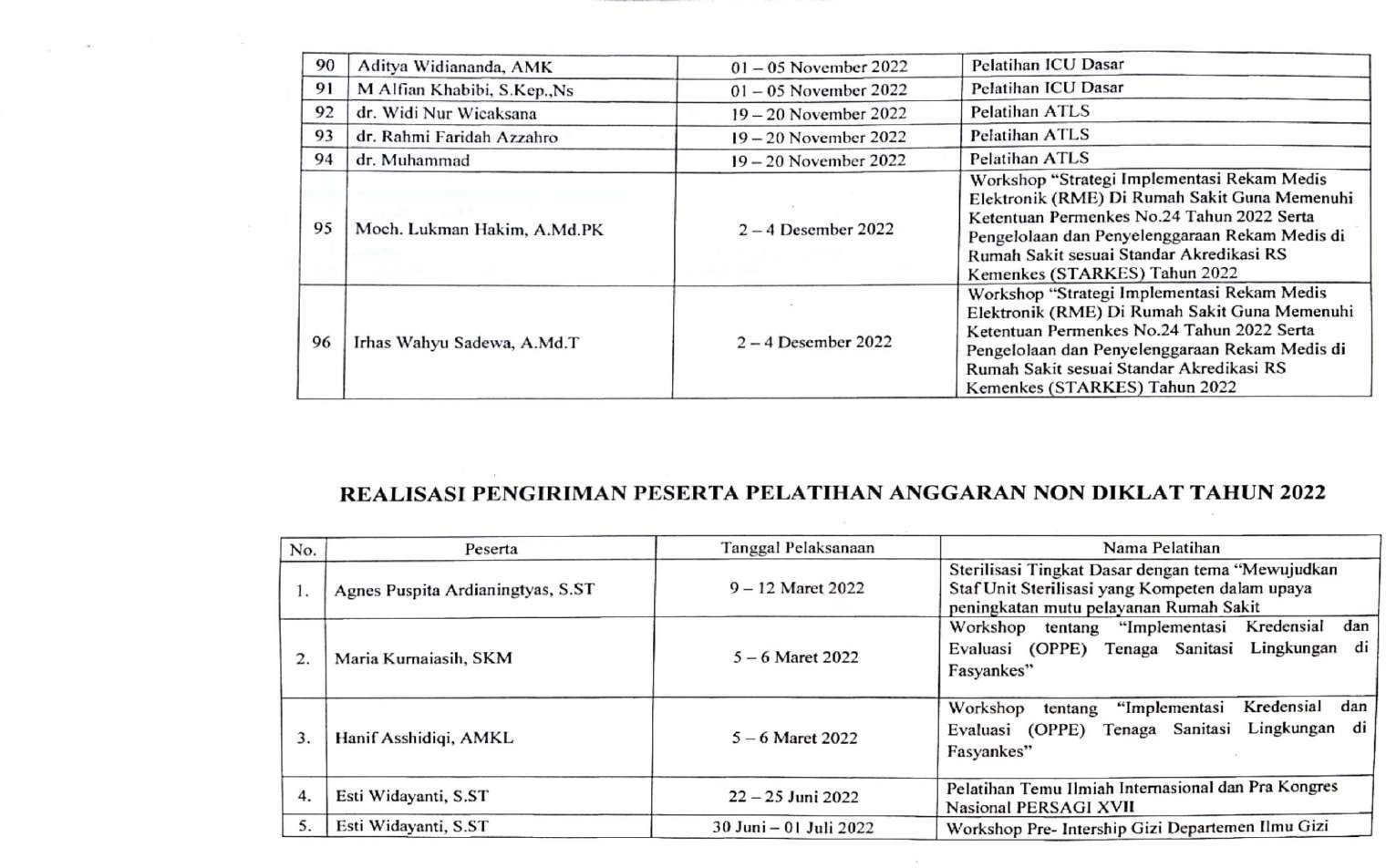


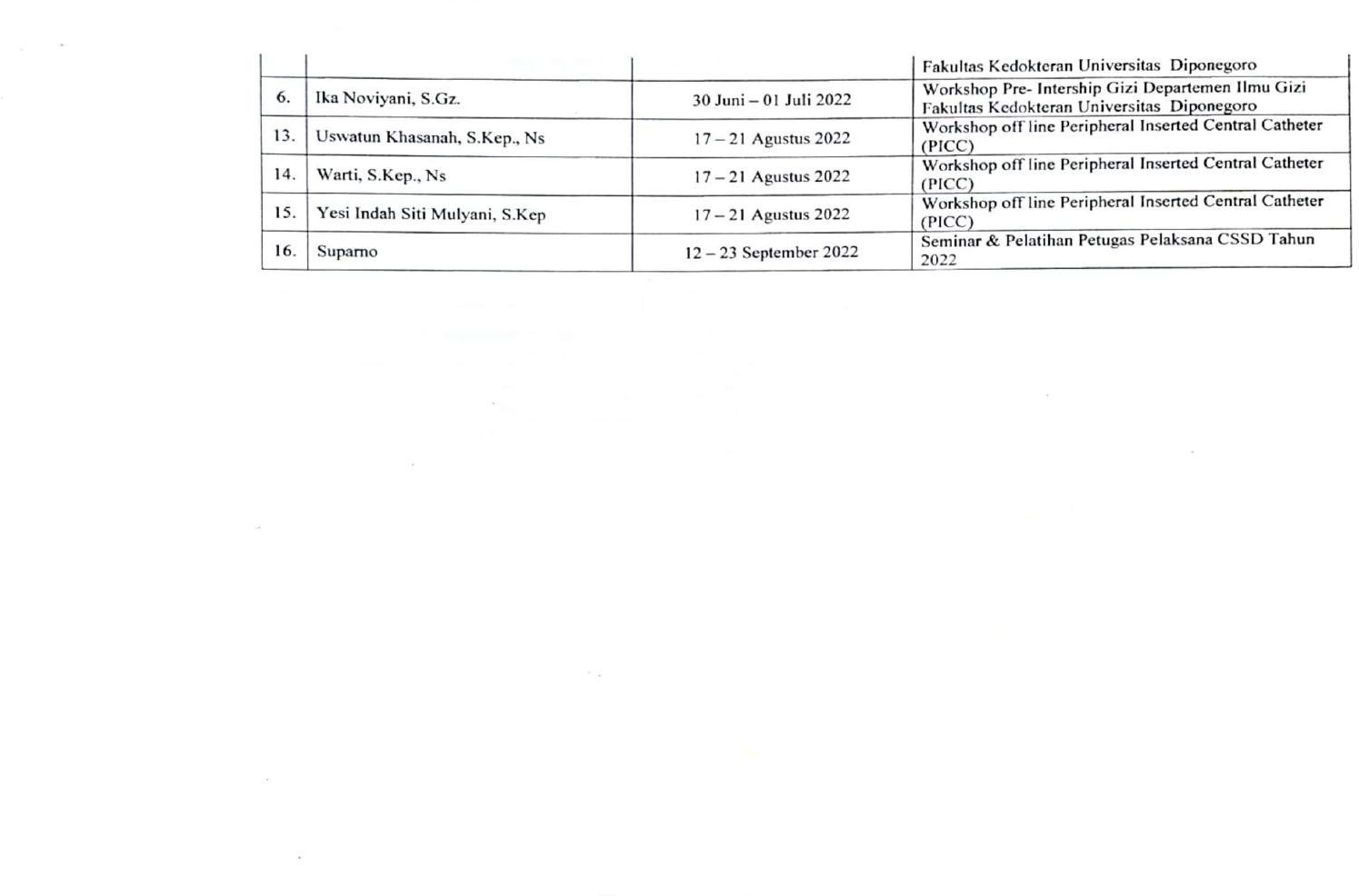








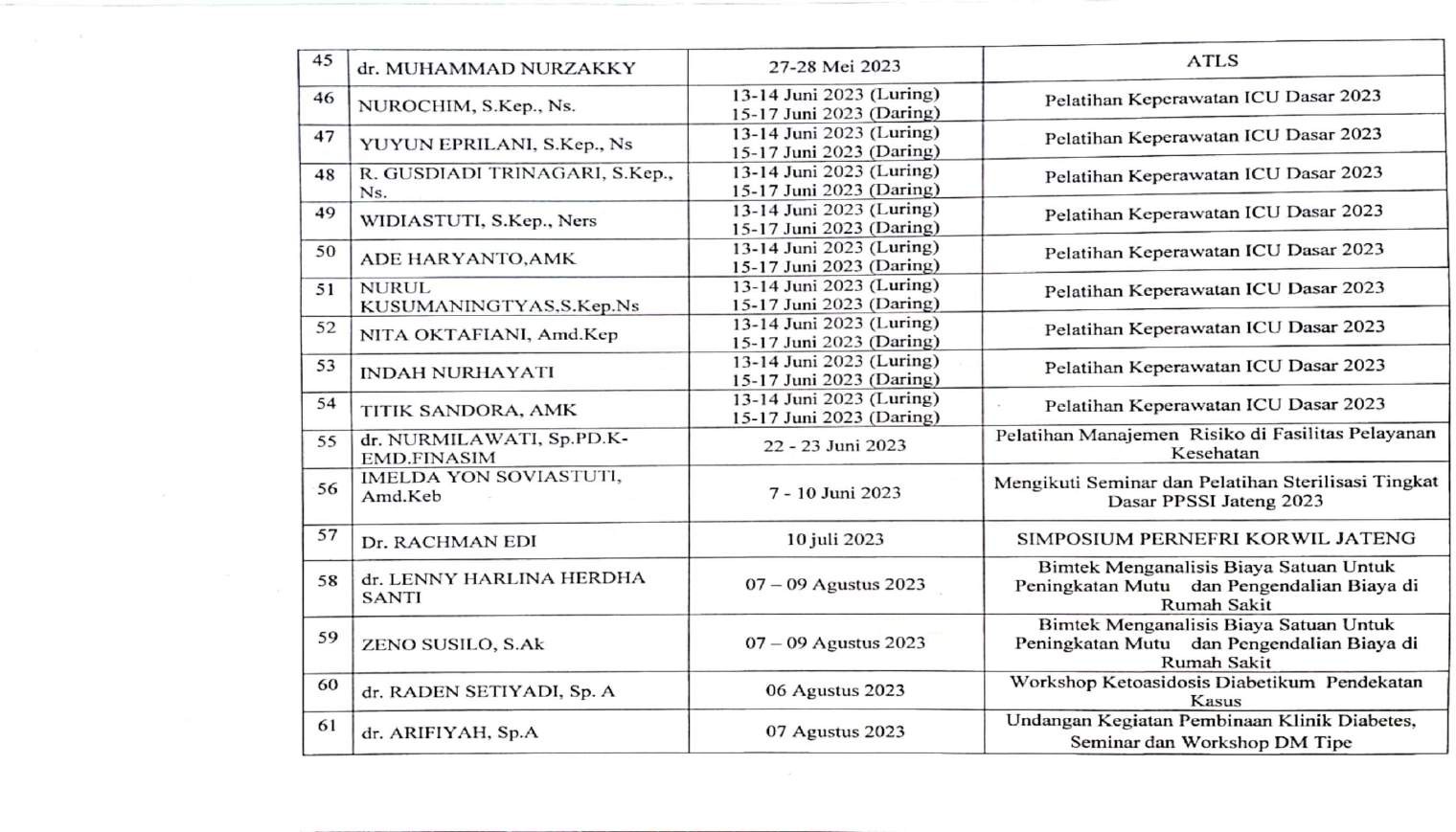






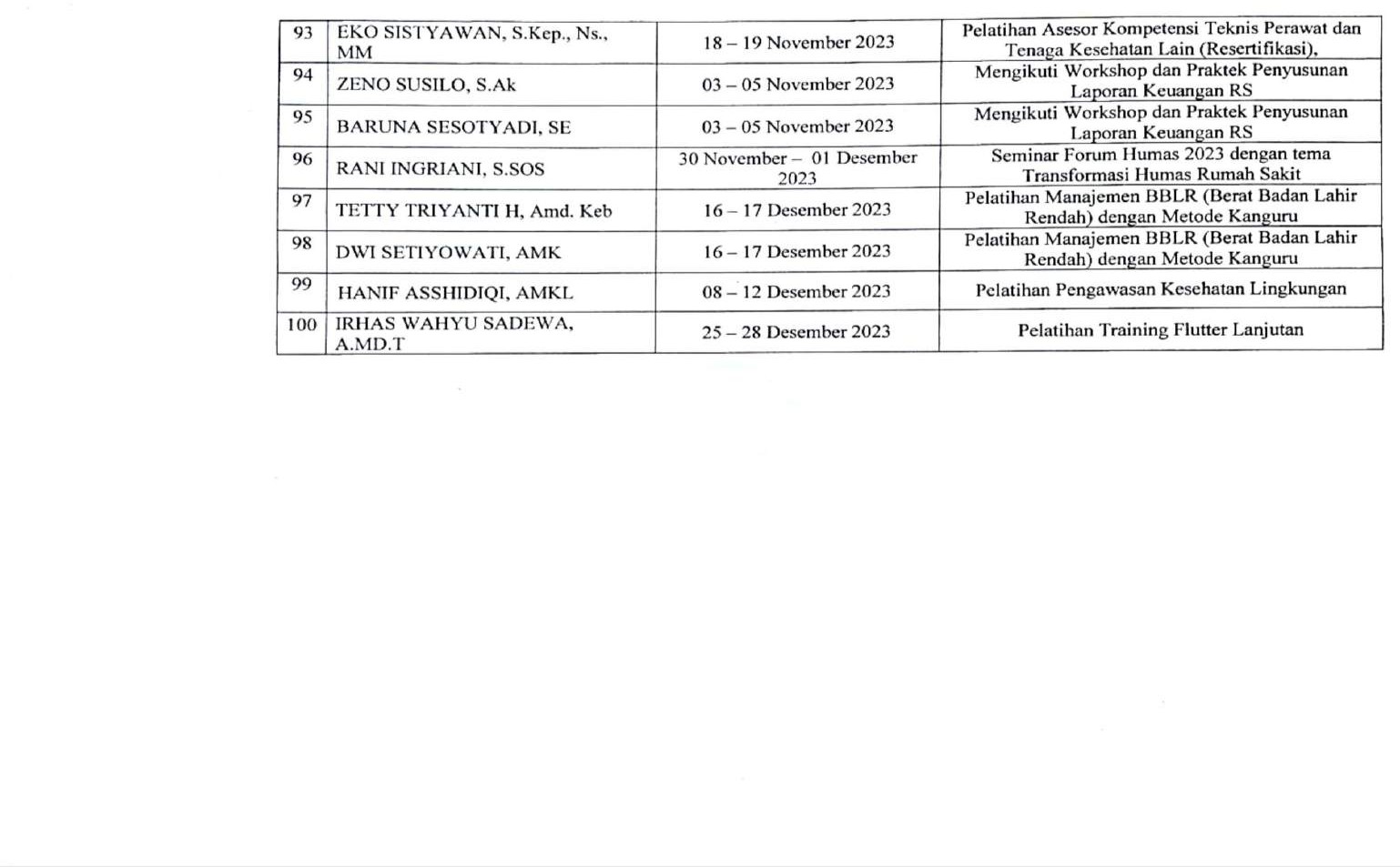












**Lampiran 8 Hasil Tabulasi Data Kuesioner**

DATA HASIL TABULASI KUESIONER

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Nomor Responden | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P10 | P11 | P12 | P13 | P14 | P15 | P16 | P17 | Total |
| 1 | 3 | 3 | 2 | 4 | 2 | 2 | 3 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 60 |
| 2 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 60 |
| 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 62 |
| 4 | 4 | 4 | 4 | 4 | 1 | 2 | 2 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 60 |
| 5 | 4 | 4 | 5 | 3 | 1 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 64 |
| 6 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 4 | 5 | 3 | 61 |
| 7 | 4 | 4 | 3 | 3 | 1 | 3 | 5 | 5 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 61 |
| 8 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 68 |
| 9 | 4 | 4 | 4 | 3 | 2 | 4 | 4 | 5 | 3 | 3 | 5 | 3 | 5 | 4 | 4 | 5 | 5 | 67 |
| 10 | 4 | 4 | 5 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 67 |
| 11 | 4 | 4 | 3 | 3 | 2 | 2 | 3 | 3 | 5 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 5 | 59 |
| 12 | 4 | 5 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 76 |
| 13 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 66 |
| 14 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 63 |
| 15 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 68 |
| 16 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 70 |
| 17 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 5 | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 5 | 5 | 69 |
| 18 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 74 |
| 19 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 68 |
| 20 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 4 | 3 | 5 | 4 | 5 | 4 | 3 | 67 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 21 | 3 | 4 | 3 | 5 | 2 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 61 |
| 22 | 3 | 4 | 3 | 3 | 1 | 2 | 3 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 59 |
| 23 | 4 | 4 | 5 | 3 | 1 | 3 | 4 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 60 |
| 24 | 4 | 4 | 1 | 2 | 2 | 3 | 3 | 4 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 53 |
| 25 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 5 | 2 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 60 |
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| 194 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 72 |
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| 216 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | 79 |
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| 220 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 67 |

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| 227 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 67 |
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| 245 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 65 |

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| 252 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 71 |
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| 258 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 2 | 4 | 62 |
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| 270 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | 70 |

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| 285 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 72 |
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| 287 | 4 | 5 | 4 | 3 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 71 |
| 288 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 78 |
| 289 | 5 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 66 |
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| 294 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 3 | 5 | 3 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 74 |
| 295 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 80 |

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| 301 | 5 | 5 | 3 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 72 |
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| 306 | 5 | 4 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 71 |
| 307 | 4 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 71 |
| 308 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 76 |
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| 310 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 5 | 61 |
| 311 | 4 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 60 |
| 312 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 70 |
| 313 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 5 | 75 |
| 314 | 4 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 67 |
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| 320 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 3 | 4 | 67 |

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| 325 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 66 |
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| 344 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 63 |
| 345 | 5 | 5 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 5 | 3 | 5 | 5 | 4 | 4 | 68 |

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| 369 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 73 |
| 370 | 4 | 3 | 3 | 2 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 67 |

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| 376 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 5 | 72 |
| 377 | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 73 |
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| 383 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 67 |
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| 385 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 3 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 3 | 75 |
| 386 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 70 |
| 387 | 5 | 3 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 75 |
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| 389 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 3 | 4 | 72 |
| 390 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 74 |
| 391 | 3 | 4 | 3 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 75 |
| 392 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 3 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 69 |
| 393 | 4 | 3 | 4 | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 3 | 5 | 5 | 4 | 5 | 4 | 4 | 72 |

**Lampiran 9 Uji Validitas dan Uji Reabilitas**

1. **Uji Validitas**

**Correlations**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | P01 | P02 | P03 | P04 | P05 | P06 | P07 | P08 | P09 | P10 | P11 | P12 | P13 | P14 | P15 | P16 | P17 | TOTAL |
| P01 | Pearson Correlation | 1 | .515\*\* | .425\*\* | .382\*\* | .367\*\* | .321\*\* | .262\*\* | .231\*\* | .206\*\* | .301\*\* | .234\*\* | .285\*\* | .233\*\* | .120\* | .078 | .165\*\* | .098 | .561\*\* |
|  | Sig. (2-tailed) |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .017 | .123 | .001 | .053 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P02 | Pearson Correlation | .515\*\* | 1 | .414\*\* | .297\*\* | .230\*\* | .254\*\* | .266\*\* | .213\*\* | .238\*\* | .276\*\* | .289\*\* | .260\*\* | .301\*\* | .106\* | .019 | .128\* | .075 | .520\*\* |
|  | Sig. (2-tailed) | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .037 | .713 | .011 | .138 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P03 | Pearson Correlation | .425\*\* | .414\*\* | 1 | .511\*\* | .435\*\* | .388\*\* | .314\*\* | .200\*\* | .253\*\* | .363\*\* | .370\*\* | .301\*\* | .307\*\* | .128\* | .005 | .122\* | .092 | .611\*\* |
|  | Sig. (2-tailed) | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .011 | .919 | .016 | .069 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P04 | Pearson Correlation | .382\*\* | .297\*\* | .511\*\* | 1 | .444\*\* | .389\*\* | .305\*\* | .285\*\* | .289\*\* | .315\*\* | .366\*\* | .273\*\* | .357\*\* | .072 | .102\* | .147\*\* | .057 | .603\*\* |
|  | Sig. (2-tailed) | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .152 | .043 | .003 | .259 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| P05 | Pearson Correlation | .367\*\* | .230\*\* | .435\*\* | .444\*\* | 1 | .523\*\* | .436\*\* | .263\*\* | .245\*\* | .371\*\* | .329\*\* | .384\*\* | .286\*\* | .127\* | .032 | .075 | .039 | .620\*\* |
|  | Sig. (2-tailed) | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .012 | .531 | .138 | .435 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P06 | Pearson Correlation | .321\*\* | .254\*\* | .388\*\* | .389\*\* | .523\*\* | 1 | .490\*\* | .327\*\* | .240\*\* | .400\*\* | .391\*\* | .329\*\* | .286\*\* | .210\*\* | .074 | .161\*\* | .115\* | .646\*\* |
|  | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .140 | .001 | .023 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P07 | Pearson Correlation | .262\*\* | .266\*\* | .314\*\* | .305\*\* | .436\*\* | .490\*\* | 1 | .366\*\* | .280\*\* | .378\*\* | .521\*\* | .371\*\* | .359\*\* | .213\*\* | .158\*\* | .165\*\* | .102\* | .646\*\* |
|  | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .002 | .001 | .044 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P08 | Pearson Correlation | .231\*\* | .213\*\* | .200\*\* | .285\*\* | .263\*\* | .327\*\* | .366\*\* | 1 | .396\*\* | .362\*\* | .322\*\* | .188\*\* | .365\*\* | .136\*\* | .101\* | .131\*\* | .060 | .526\*\* |
|  | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .007 | .045 | .009 | .234 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P09 | Pearson Correlation | .206\*\* | .238\*\* | .253\*\* | .289\*\* | .245\*\* | .240\*\* | .280\*\* | .396\*\* | 1 | .423\*\* | .311\*\* | .201\*\* | .393\*\* | .184\*\* | .095 | .121\* | .065 | .525\*\* |
|  | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .000 | .000 | .059 | .017 | .202 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P10 | Pearson Correlation  Sig. (2-tailed) | .301\*\*  .000 | .276\*\*  .000 | .363\*\*  .000 | .315\*\*  .000 | .371\*\*  .000 | .400\*\*  .000 | .378\*\*  .000 | .362\*\*  .000 | .423\*\*  .000 | 1 | .591\*\*  .000 | .410\*\*  .000 | .421\*\*  .000 | .264\*\*  .000 | .126\*  .012 | .175\*\*  .001 | .147\*\*  .003 | .681\*\*  .000 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| N | | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P11 | Pearson Correlation | .234\*\* | .289\*\* | .370\*\* | .366\*\* | .329\*\* | .391\*\* | .521\*\* | .322\*\* | .311\*\* | .591\*\* | 1 | .435\*\* | .457\*\* | .184\*\* | .119\* | .208\*\* | .141\*\* | .675\*\* |
|  | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .000 | .000 | .019 | .000 | .005 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P12 | Pearson Correlation | .285\*\* | .260\*\* | .301\*\* | .273\*\* | .384\*\* | .329\*\* | .371\*\* | .188\*\* | .201\*\* | .410\*\* | .435\*\* | 1 | .338\*\* | .154\*\* | .033 | .147\*\* | .170\*\* | .570\*\* |
|  | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .002 | .518 | .004 | .001 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P13 | Pearson Correlation | .233\*\* | .301\*\* | .307\*\* | .357\*\* | .286\*\* | .286\*\* | .359\*\* | .365\*\* | .393\*\* | .421\*\* | .457\*\* | .338\*\* | 1 | .194\*\* | .174\*\* | .210\*\* | .117\* | .613\*\* |
|  | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  | .000 | .001 | .000 | .020 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P14 | Pearson Correlation | .120\* | .106\* | .128\* | .072 | .127\* | .210\*\* | .213\*\* | .136\*\* | .184\*\* | .264\*\* | .184\*\* | .154\*\* | .194\*\* | 1 | .397\*\* | .440\*\* | .354\*\* | .442\*\* |
|  | Sig. (2-tailed) | .017 | .037 | .011 | .152 | .012 | .000 | .000 | .007 | .000 | .000 | .000 | .002 | .000 |  | .000 | .000 | .000 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P15 | Pearson Correlation | .078 | .019 | .005 | .102\* | .032 | .074 | .158\*\* | .101\* | .095 | .126\* | .119\* | .033 | .174\*\* | .397\*\* | 1 | .338\*\* | .258\*\* | .314\*\* |
|  | Sig. (2-tailed) | .123 | .713 | .919 | .043 | .531 | .140 | .002 | .045 | .059 | .012 | .019 | .518 | .001 | .000 |  | .000 | .000 | .000 |
|  | N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| P16 | Pearson Correlation | .165\*\* | .128\* | .122\* | .147\*\* | .075 | .161\*\* | .165\*\* | .131\*\* | .121\* | .175\*\* | .208\*\* | .147\*\* | .210\*\* | .440\*\* | .338\*\* | 1 | .453\*\* | .434\*\* |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sig. (2-tailed) N | .001  393 | .011  393 | .016  393 | .003  393 | .138  393 | .001  393 | .001  393 | .009  393 | .017  393 | .001  393 | .000  393 | .004  393 | .000  393 | .000  393 | .000  393 | 393 | .000  393 | .000  393 |
| P17 Pearson Correlation | .098 | .075 | .092 | .057 | .039 | .115\* | .102\* | .060 | .065 | .147\*\* | .141\*\* | .170\*\* | .117\* | .354\*\* | .258\*\* | .453\*\* | 1 | .347\*\* |
| Sig. (2-tailed) | .053 | .138 | .069 | .259 | .435 | .023 | .044 | .234 | .202 | .003 | .005 | .001 | .020 | .000 | .000 | .000 |  | .000 |
| N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |
| TOTAL Pearson  Correlation | .561\*\* | .520\*\* | .611\*\* | .603\*\* | .620\*\* | .646\*\* | .646\*\* | .526\*\* | .525\*\* | .681\*\* | .675\*\* | .570\*\* | .613\*\* | .442\*\* | .314\*\* | .434\*\* | .347\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 |  |
| N | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 | 393 |

\*\*. Correlation is significant at the 0.01 level (2-tailed).

\*. Correlation is significant at the 0.05 level (2-tailed).

1. **Uji Reliabilitas**

**Reliability Statistics**

|  |  |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .858 | 17 |

**Lampiran 10 SDM RSUD Kardinah**

**DATA SUMBER DAYA MANUSIA RUMAH SAKIT UUMUM DAERAH KARDINAH TAHUN 2020**

|  |  |
| --- | --- |
| PNS | 471 |
| KONTRAK BLUD | 549 |
| DOKTER TAMU/THL | 22 |
| **JUMLAH** | **1.042** |

**DATA SUMBER DAYA MANUSIA RUMAH SAKIT UMUM DAERAH KARDINAH TAHUN 2021**

|  |  |
| --- | --- |
| PNS | 446 |
| CPNS | **13** |
| KONTRAK BLUD | 524 |
| DOKTER TAMU/THL | 37 |
| **JUMLAH** | **1.021** |

**DATA SUMBER DAYA MANUSIA RUMAH SAKIT UMUM DAERAH KARDINAH TAHUN 2022**

|  |  |
| --- | --- |
| PNS | 112 |
| CPNS | **19** |
| KONTRAK BLUD | 397 |
| DOKTER TAMU/THL | 3 |
| **JUMLAH** | **531** |

**DATA SUMBER DAYA MANUSIA RUMAH SAKIT UMUM DAERAH KARDINAH TAHUN 2023**

|  |  |
| --- | --- |
| PNS | 410 |
| PPPK | 201 |
| KONTRAK BLUD | 355 |
| DOKTER TAMU/THL | 11 |
| **JUMLAH** | **977** |

**Lampiran 11 Foto Penyebaran Kuesioner Kepada Pasien RSUD Kardinah**

