

# KUESIONER KEPUASAN PASIEN TERHADAP PELAYANAN INAP DI PUSKESMAS CIBALIUNG

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( ) Pria	( ) 17-24 tahun	( ) pelajar/mahasiswa	( ) Kurang dari 3 hari
( ) Wanita	( ) 25-34 tahun	( ) pegawai negeri	( ) 3-6 hari
	( ) 35-49 tahun	( ) pegawai swasta	( ) 7-15 hari
	( ) 50-64 tahun	( ) buruh	( ) diatas 15 hari
	( ) 65 tahun keatas	( ) pedagang	
		( ) tidak bekerja	

**Keterangan cara pengisian :**

Berilah tanda X untuk setiap pernyataan ini sesuai dengan kenyataan diterima dalam pelayanan pada kolom :

1. Sangat tidak puas    2. Tidak puas    3. Cukup puas    4. Puas    5. Sangat puas

No.	PERNYATAAN	PENILAIAN				
		1	2	3	4	5
<b>A. Tangibles Atau Nyata</b>						
1.	Bangunan puskesmas terlihat indah dan bersih					
2.	Puskesmas memiliki ruang tunggu yang cukup, nyaman, wc dan air					
3.	Puskesmas memiliki peralatan yang lengkap					
4.	Penampilan tenaga medis rapih dan bersih					
	<b>TOTAL</b>					
<b>B. Empati</b>						
5.	Dokter memberikan waktu pelayanan yang cukup pada pasien					
6.	Perawat memberikan pelayanan sesuai dengan keinginan dan kebutuhan pasien.					
7.	Perawat memperhatikan sungguh-sungguh kepada pasien					
8.	Dokter mendengarkan keluhan penyakit yang diderita serta memberikan solusi dalam konsultasi					
9.	Perawat bersikap sopan dan ramah					
	<b>TOTAL</b>					
<b>C. Reliability Atau Keandalan</b>						
10.	Tenaga medis memberikan pelayanan teliti dan tepat waktu					
11.	Tenaga medis dan petugas lainnya membantu jika ada permasalahan pasien					
12.	Perawat memberitahu jenis penyakit secara lengkap, cara perawatan dan cara minum obat					
13.	Tenaga medis memberikan informasi kepada pasien sebelum pelayanan diberikan					
14.	Tenaga medis bersedia menanggapi keluhan pasien					
	<b>TOTAL</b>					
<b>D. Responsive Atau Ketanggapan</b>						
15.	Perawat tanggap melayani pasien.					
16.	Tenaga medis menerima dan melayani dengan baik					
17.	Tenaga medis melakukan tindakan secara cepat dan tepat					
18.	Tenaga medis melakukan tindakan sesuai prosedur					
	<b>TOTAL</b>					
<b>E. ASURANCE ATAU KEPASTIAN</b>						
19.	Dokter mempunyai kemampuan dan pengetahuan dalam menentukan diagnosa penyakit dengan cukup baik sehingga mampu menjawab pertanyaan pasien secara meyakinkan					
20.	Tenaga medis menyediakan obat-obatan atau alat medis yang lengkap					
21.	Tenaga medis bersifat cekatan serta menghargai pasien					
22.	Dokter melayani dengan sikap meyakinkan sehingga pasien merasa aman					
23.	Tenaga medis mempunyai catatan medis pasien					
	<b>TOTAL</b>					

# Kuesioner Kepuasan Pelanggan Service Motor

**TD Snyder**



## **Kuesioner Kepuasan Pelanggan Service Motor:**

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