



|                       |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |     |
|-----------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|-----|
| Aris Dwi Surganingsih | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 116 |
| Armituti              | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 120 |
| Saiful                | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 129 |
| Dyah Irawati          | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 117 |
| Slamet Suwito         | 5 | 4 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 3 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 110 |
| Asih Pratiwi          | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 3 | 111 |
| Dian                  | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 121 |
| Laitupa ahmad         | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 117 |
| Kusbandono            | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 121 |
| Mahpuzah              | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 4 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 3 | 108 |
| Coirul Masrurroh      | 3 | 3 | 4 | 4 | 5 | 5 | 5 | 3 | 3 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 3 | 4 | 111 |
| Sarengah              | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 111 |
| Restuning             | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 127 |
| Ifa                   | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 108 |
| Heri                  | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 103 |
| Tawirul               | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 108 |
| Tumini                | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 117 |
| Yustin                | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 126 |
| Parsono               | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 113 |
| Aris Masduki          | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 110 |
| Tanti Wahyuni         | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 115 |
| Titik Ana Riani       | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 108 |
| Dwi Rismiyati         | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 106 |
| Wahyu Tri             | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 113 |
| Adi Cahyono           | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 3 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 104 |

|               |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |     |
|---------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|-----|
| Septiogani    | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 5 | 106 |
| Wiwi          | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 107 |
| Diah Saputri  | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 103 |
| Ilham Maulana | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 110 |

| Responden             | PENGENDALIAN INTERNAL |      |      |      |      |      |      |      |      |       |       |       |       |       |       |       |       |       |       | Total |
|-----------------------|-----------------------|------|------|------|------|------|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|                       | PI 1                  | PI 2 | PI 3 | PI 4 | PI 5 | PI 6 | PI 7 | PI 8 | PI 9 | PI 10 | PI 11 | PI 12 | PI 13 | PI 14 | PI 15 | PI 16 | PI 17 | PI 18 | PI 19 |       |
| Kasil Rokhmad         | 4                     | 4    | 4    | 4    | 3    | 4    | 4    | 3    | 4    | 4     | 5     | 3     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 74    |
| Titin Agustina        | 4                     | 4    | 5    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 77    |
| Isnaini Wahyuni       | 4                     | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 3     | 4     | 74    |
| Astuti                | 4                     | 4    | 4    | 4    | 4    | 5    | 4    | 3    | 3    | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 75    |
| Purwanto              | 4                     | 4    | 5    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 77    |
| Agung Widodo          | 5                     | 5    | 5    | 5    | 5    | 4    | 5    | 4    | 5    | 5     | 5     | 4     | 4     | 4     | 5     | 5     | 5     | 4     | 5     | 89    |
| Dr. Renny Widiya      | 3                     | 4    | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 4     | 4     | 3     | 3     | 3     | 4     | 4     | 4     | 4     | 5     | 71    |
| Ike Kusuma            | 3                     | 4    | 4    | 3    | 4    | 4    | 4    | 3    | 4    | 4     | 4     | 4     | 4     | 3     | 4     | 5     | 4     | 4     | 4     | 73    |
| Renny                 | 4                     | 4    | 4    | 5    | 4    | 4    | 5    | 5    | 4    | 4     | 5     | 4     | 4     | 4     | 4     | 5     | 5     | 4     | 5     | 83    |
| Bambang               | 4                     | 4    | 5    | 4    | 4    | 5    | 5    | 5    | 4    | 4     | 5     | 4     | 4     | 5     | 4     | 4     | 5     | 4     | 4     | 83    |
| Deana Isnaini         | 4                     | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 76    |
| Imran                 | 5                     | 5    | 4    | 5    | 4    | 4    | 4    | 4    | 4    | 4     | 3     | 3     | 3     | 4     | 4     | 4     | 4     | 3     | 3     | 74    |
| Eni K.                | 4                     | 4    | 4    | 4    | 5    | 5    | 4    | 4    | 4    | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 3     | 86    |
| Suciana               | 4                     | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 76    |
| Maesaroh              | 5                     | 5    | 4    | 4    | 4    | 4    | 3    | 3    | 3    | 4     | 4     | 3     | 3     | 3     | 5     | 4     | 4     | 4     | 4     | 73    |
| Lilis Kurniawati      | 5                     | 4    | 5    | 5    | 4    | 4    | 5    | 5    | 5    | 5     | 4     | 4     | 4     | 4     | 4     | 4     | 3     | 4     | 4     | 82    |
| Sutoyo                | 5                     | 4    | 5    | 5    | 5    | 5    | 5    | 4    | 4    | 4     | 3     | 4     | 4     | 4     | 5     | 5     | 5     | 5     | 4     | 85    |
| Endang Musonah        | 4                     | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 5     | 4     | 4     | 5     | 4     | 4     | 5     | 4     | 3     | 78    |
| Masrurroh             | 4                     | 4    | 4    | 5    | 4    | 4    | 3    | 4    | 4    | 4     | 5     | 4     | 4     | 4     | 3     | 4     | 4     | 4     | 4     | 76    |
| Anjani                | 4                     | 4    | 5    | 5    | 4    | 4    | 5    | 5    | 5    | 5     | 4     | 4     | 5     | 5     | 5     | 4     | 3     | 4     | 4     | 84    |
| Yuyun Wahyuni         | 5                     | 5    | 5    | 5    | 5    | 5    | 4    | 4    | 4    | 5     | 4     | 4     | 4     | 5     | 5     | 5     | 5     | 4     | 5     | 88    |
| Aris Dwi Surganingsih | 4                     | 4    | 5    | 5    | 4    | 3    | 5    | 4    | 4    | 4     | 4     | 3     | 4     | 4     | 3     | 4     | 4     | 3     | 5     | 76    |
| Armituti              | 4                     | 4    | 5    | 5    | 4    | 4    | 4    | 4    | 4    | 4     | 4     | 4     | 4     | 4     | 2     | 2     | 4     | 4     | 4     | 74    |
| Saiful                | 5                     | 5    | 5    | 5    | 5    | 5    | 3    | 3    | 3    | 5     | 5     | 3     | 3     | 3     | 5     | 5     | 5     | 5     | 5     | 83    |
| Dyah Irawati          | 4                     | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4     | 4     | 4     | 4     | 3     | 4     | 4     | 4     | 4     | 4     | 75    |
| Slamet Suwito         | 4                     | 4    | 4    | 4    | 4    | 4    | 3    | 3    | 4    | 4     | 4     | 3     | 3     | 3     | 4     | 3     | 4     | 4     | 4     | 70    |

|                  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| Asih Pratiwi     | 4 | 3 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 70 |
| Dian             | 5 | 4 | 5 | 5 | 4 | 5 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 73 |
| Laitupa ahmad    | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 82 |
| Kusbandono       | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 78 |
| Mahpuzah         | 4 | 4 | 4 | 3 | 3 | 5 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 73 |
| Coirul Masrurroh | 4 | 4 | 5 | 4 | 5 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 76 |
| Sarengah         | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 73 |
| Restuning        | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 76 |
| Ifa              | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 73 |
| Heri             | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 73 |
| Tawirul          | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 77 |
| Tumini           | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 75 |
| Yustin           | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 73 |
| Parsono          | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 80 |
| Aris Masduki     | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 3 | 4 | 3 | 3 | 3 | 76 |
| Tanti Wahyuni    | 4 | 2 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 77 |
| Titik Ana Riani  | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 75 |
| Dwi Rismiyati    | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 5 | 4 | 4 | 4 | 4 | 75 |
| Wahyu Tri        | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 76 |
| Adi Cahyono      | 5 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 4 | 4 | 79 |
| Septiogani       | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 74 |
| Wiwi             | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 76 |
| Diah Saputri     | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 81 |
| Ilham Maulana    | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 82 |

| Responden             | GOOD CLINICAL GOVERNANCE |             |             |             |             |             |             |             |             |              |              |              |              | Total |
|-----------------------|--------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--------------|--------------|--------------|-------|
|                       | GclinG<br>1              | GclinG<br>2 | GclinG<br>3 | GclinG<br>4 | GclinG<br>5 | GclinG<br>6 | GclinG<br>7 | GclinG<br>8 | GclinG<br>9 | GclinG<br>10 | GclinG<br>11 | GclinG<br>12 | GclinG<br>13 |       |
| Kasil Rokhmad         | 5                        | 5           | 4           | 5           | 4           | 5           | 3           | 4           | 4           | 5            | 4            | 4            | 5            | 57    |
| Titin Agustina        | 4                        | 5           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4            | 4            | 4            | 4            | 53    |
| Isnaini Wahyuni       | 4                        | 5           | 4           | 5           | 4           | 5           | 4           | 5           | 4           | 4            | 4            | 4            | 4            | 56    |
| Astuti                | 4                        | 5           | 4           | 4           | 4           | 4           | 5           | 4           | 4           | 4            | 4            | 4            | 3            | 53    |
| Purwanto              | 4                        | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4            | 4            | 4            | 4            | 52    |
| Agung Widodo          | 5                        | 5           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4            | 4            | 4            | 4            | 54    |
| Dr. Renny Widiya      | 5                        | 5           | 4           | 5           | 5           | 5           | 5           | 4           | 5           | 5            | 5            | 4            | 4            | 61    |
| Ike Kusuma            | 4                        | 5           | 4           | 4           | 4           | 5           | 4           | 4           | 5           | 4            | 5            | 4            | 4            | 56    |
| Renny                 | 4                        | 4           | 5           | 4           | 5           | 5           | 4           | 4           | 5           | 4            | 4            | 5            | 4            | 57    |
| Bambang               | 4                        | 4           | 4           | 5           | 4           | 4           | 5           | 4           | 4           | 5            | 4            | 5            | 4            | 56    |
| Deana Isnaini         | 4                        | 4           | 3           | 4           | 4           | 3           | 4           | 4           | 4           | 5            | 4            | 4            | 4            | 51    |
| Imran                 | 4                        | 4           | 2           | 5           | 4           | 5           | 3           | 5           | 3           | 4            | 5            | 5            | 5            | 54    |
| Eni K.                | 4                        | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4            | 4            | 5            | 4            | 53    |
| Suciana               | 4                        | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4           | 4            | 4            | 4            | 4            | 52    |
| Maesaroh              | 3                        | 5           | 4           | 5           | 4           | 5           | 4           | 4           | 4           | 4            | 5            | 4            | 3            | 54    |
| Lilis Kurniawati      | 4                        | 5           | 4           | 5           | 4           | 5           | 5           | 5           | 5           | 5            | 5            | 4            | 4            | 60    |
| Sutoyo                | 4                        | 4           | 4           | 5           | 5           | 3           | 4           | 4           | 4           | 5            | 5            | 4            | 4            | 55    |
| Endang Musonah        | 4                        | 4           | 4           | 4           | 5           | 4           | 5           | 5           | 5           | 4            | 5            | 4            | 4            | 57    |
| Masrurroh             | 4                        | 4           | 5           | 4           | 4           | 5           | 5           | 4           | 4           | 5            | 4            | 4            | 4            | 56    |
| Anjani                | 5                        | 5           | 4           | 4           | 5           | 5           | 5           | 4           | 5           | 5            | 5            | 4            | 4            | 60    |
| Yuyun Wahyuni         | 5                        | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 5            | 5            | 5            | 5            | 65    |
| Aris Dwi Surnaningsih | 4                        | 5           | 3           | 5           | 5           | 5           | 5           | 4           | 4           | 4            | 4            | 5            | 4            | 57    |
| Armituti              | 2                        | 5           | 5           | 5           | 5           | 5           | 5           | 4           | 4           | 4            | 5            | 4            | 4            | 57    |
| Saiful                | 5                        | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 5           | 5            | 5            | 5            | 5            | 65    |
| Dyah Irawati          | 4                        | 5           | 4           | 5           | 5           | 5           | 5           | 4           | 5           | 5            | 5            | 5            | 5            | 62    |
| Slamet Suwito         | 3                        | 4           | 3           | 4           | 4           | 4           | 4           | 4           | 5           | 5            | 4            | 3            | 4            | 51    |

|                  |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| Asih Pratiwi     | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 54 |
| Dian             | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 62 |
| Laitupa ahmad    | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 56 |
| Kusbandono       | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 57 |
| Mahpuzah         | 4 | 5 | 4 | 5 | 3 | 3 | 5 | 5 | 4 | 5 | 4 | 3 | 4 | 54 |
| Coirul Masrurroh | 5 | 5 | 4 | 5 | 3 | 3 | 5 | 4 | 3 | 5 | 4 | 4 | 4 | 54 |
| Sarengah         | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 50 |
| Restuning        | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 53 |
| Ifa              | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 50 |
| Heri             | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 50 |
| Tawirul          | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 52 |
| Tumini           | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 54 |
| Yustin           | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 57 |
| Parsono          | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 57 |
| Aris Masduki     | 5 | 5 | 3 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 54 |
| Tanti Wahyuni    | 4 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 5 | 58 |
| Titik Ana Riani  | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 52 |
| Dwi Rismiyati    | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 60 |
| Wahyu Tri        | 4 | 5 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 57 |
| Adi Cahyono      | 5 | 5 | 4 | 3 | 5 | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 5 | 55 |
| Septiogani       | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 55 |
| Wiwi             | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 53 |
| Diah Saputri     | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 54 |
| Ilham Maulana    | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 56 |

| Responden             | ETIKA BISNIS LEMBAGA RUMAH SAKIT |       |       |       |       |       |       |       |       |        |        |        | Total |
|-----------------------|----------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|--------|--------|--------|-------|
|                       | EBL 1                            | EBL 2 | EBL 3 | EBL 4 | EBL 5 | EBL 6 | EBL 7 | EBL 8 | EBL 9 | EBL 10 | EBL 11 | EBL 12 |       |
| Kasil Rokhmad         | 3                                | 3     | 5     | 4     | 4     | 5     | 4     | 4     | 4     | 4      | 4      | 4      | 48    |
| Titin Agustina        | 4                                | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4      | 4      | 4      | 48    |
| Isnaini Wahyuni       | 3                                | 5     | 5     | 4     | 4     | 4     | 4     | 3     | 4     | 4      | 4      | 3      | 47    |
| Astuti                | 5                                | 4     | 4     | 4     | 4     | 4     | 5     | 4     | 3     | 4      | 4      | 3      | 48    |
| Purwanto              | 4                                | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4      | 4      | 4      | 48    |
| Agung Widodo          | 3                                | 3     | 3     | 3     | 5     | 5     | 4     | 3     | 4     | 3      | 3      | 3      | 42    |
| Dr. Renny Widiya      | 3                                | 4     | 4     | 4     | 4     | 4     | 5     | 5     | 5     | 5      | 5      | 4      | 52    |
| Ike Kusuma            | 3                                | 4     | 3     | 2     | 3     | 3     | 4     | 3     | 4     | 4      | 3      | 4      | 40    |
| Renny                 | 4                                | 4     | 4     | 5     | 5     | 3     | 4     | 4     | 5     | 5      | 4      | 5      | 52    |
| Bambang               | 4                                | 4     | 5     | 4     | 4     | 5     | 4     | 4     | 4     | 4      | 4      | 5      | 51    |
| Deana Isnaini         | 3                                | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 3     | 5      | 5      | 4      | 41    |
| Imran                 | 4                                | 4     | 4     | 5     | 5     | 4     | 4     | 5     | 5     | 4      | 4      | 4      | 52    |
| Eni K.                | 4                                | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 5      | 5      | 5      | 51    |
| Suciana               | 4                                | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4      | 4      | 4      | 48    |
| Maesaroh              | 3                                | 3     | 3     | 3     | 4     | 4     | 3     | 3     | 3     | 4      | 4      | 4      | 41    |
| Lilis Kurniawati      | 4                                | 4     | 4     | 5     | 4     | 4     | 4     | 4     | 5     | 5      | 4      | 4      | 51    |
| Sutoyo                | 4                                | 4     | 5     | 5     | 4     | 4     | 4     | 5     | 4     | 3      | 3      | 4      | 49    |
| Endang Musonah        | 4                                | 5     | 4     | 4     | 5     | 5     | 5     | 5     | 4     | 4      | 5      | 4      | 54    |
| Masrurroh             | 4                                | 4     | 5     | 5     | 5     | 4     | 5     | 5     | 4     | 4      | 4      | 5      | 54    |
| Anjani                | 3                                | 3     | 4     | 4     | 4     | 3     | 4     | 4     | 4     | 5      | 4      | 4      | 46    |
| Yuyun Wahyuni         | 5                                | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5     | 5      | 5      | 5      | 60    |
| Aris Dwi Sorganingsih | 4                                | 4     | 4     | 4     | 4     | 4     | 3     | 3     | 4     | 4      | 4      | 4      | 46    |
| Armituti              | 4                                | 4     | 4     | 4     | 3     | 4     | 5     | 4     | 4     | 4      | 4      | 4      | 48    |
| Saiful                | 5                                | 5     | 5     | 5     | 5     | 3     | 5     | 5     | 5     | 5      | 5      | 5      | 58    |
| Dyah Irawati          | 4                                | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 4      | 4      | 4      | 48    |
| Slamet Suwito         | 4                                | 4     | 4     | 4     | 4     | 4     | 4     | 4     | 3     | 4      | 4      | 4      | 47    |
| Asih Pratiwi          | 3                                | 3     | 4     | 4     | 4     | 3     | 3     | 4     | 4     | 4      | 4      | 3      | 43    |



|                 |   |   |   |   |   |   |   |   |   |   |   |   |    |
|-----------------|---|---|---|---|---|---|---|---|---|---|---|---|----|
| Dian            | 4 | 3 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 55 |
| Laitupa ahmad   | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 48 |
| Kusbandono      | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 50 |
| Mahpuzah        | 4 | 4 | 4 | 3 | 5 | 4 | 5 | 3 | 4 | 4 | 3 | 5 | 48 |
| Coirul Masruroh | 4 | 5 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 44 |
| Sarengah        | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 44 |
| Restuning       | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 47 |
| Ifa             | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 44 |
| Heri            | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 44 |
| Tawirul         | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 50 |
| Tumini          | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 53 |
| Yustin          | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 50 |
| Parsono         | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 4 | 52 |
| Aris Masduki    | 3 | 3 | 4 | 4 | 5 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 46 |
| Tanti Wahyuni   | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 47 |
| Titik Ana Riani | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 44 |
| Dwi Rismiyati   | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 53 |
| Wahyu Tri       | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 4 | 4 | 53 |
| Adi Cahyono     | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 45 |
| Septiogani      | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 42 |
| Wiwi            | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 48 |
| Diah Saputri    | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 49 |
| Ilham Maulana   | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 53 |

| Responden             | EFEKTIVITAS PELAYANAN KESEHATAN |     |     |     |     |     |     |     |     |      |      |      |      |      |      |      |      |      |      | Total |
|-----------------------|---------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|------|------|------|------|------|------|------|------|------|------|-------|
|                       | Y 1                             | Y 2 | Y 3 | Y 4 | Y 5 | Y 6 | Y 7 | Y 8 | Y 9 | Y 10 | Y 11 | Y 12 | Y 13 | Y 14 | Y 15 | Y 16 | Y 17 | Y 18 | Y 19 |       |
| Kasil Rokhmad         | 4                               | 4   | 4   | 4   | 4   | 4   | 4   | 5   | 5   | 5    | 4    | 5    | 5    | 3    | 4    | 5    | 4    | 5    | 4    | 82    |
| Titin Agustina        | 4                               | 4   | 5   | 4   | 4   | 4   | 4   | 4   | 4   | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 77    |
| Isnaini Wahyuni       | 5                               | 4   | 4   | 4   | 4   | 4   | 5   | 4   | 4   | 4    | 3    | 5    | 5    | 4    | 4    | 4    | 5    | 3    | 4    | 79    |
| Astuti                | 5                               | 4   | 4   | 4   | 4   | 4   | 5   | 4   | 4   | 5    | 3    | 4    | 4    | 4    | 5    | 4    | 4    | 5    | 4    | 80    |
| Purwanto              | 4                               | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 76    |
| Agung Widodo          | 5                               | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 4   | 5    | 4    | 5    | 5    | 5    | 3    | 4    | 4    | 4    | 5    | 88    |
| Dr. Renny Widiya      | 3                               | 4   | 5   | 4   | 4   | 5   | 5   | 5   | 5   | 5    | 4    | 5    | 5    | 4    | 5    | 5    | 5    | 4    | 4    | 86    |
| Ike Kusuma            | 4                               | 4   | 5   | 4   | 4   | 5   | 4   | 4   | 5   | 4    | 5    | 4    | 4    | 4    | 5    | 4    | 4    | 4    | 4    | 81    |
| Renny                 | 4                               | 4   | 5   | 4   | 5   | 4   | 4   | 5   | 4   | 5    | 5    | 4    | 4    | 4    | 4    | 5    | 5    | 4    | 5    | 84    |
| Bambang               | 4                               | 4   | 4   | 5   | 4   | 5   | 4   | 4   | 5   | 4    | 5    | 4    | 5    | 4    | 4    | 4    | 4    | 5    | 4    | 82    |
| Deana Isnaini         | 4                               | 3   | 3   | 5   | 4   | 3   | 4   | 4   | 4   | 4    | 4    | 4    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 73    |
| Imran                 | 4                               | 3   | 3   | 5   | 3   | 3   | 5   | 3   | 3   | 3    | 5    | 5    | 5    | 3    | 5    | 5    | 5    | 3    | 3    | 74    |
| Eni K.                | 3                               | 4   | 4   | 5   | 5   | 5   | 5   | 5   | 5   | 5    | 5    | 5    | 4    | 3    | 4    | 4    | 4    | 4    | 4    | 83    |
| Suciana               | 4                               | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 76    |
| Maesaroh              | 5                               | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 4   | 5    | 4    | 5    | 4    | 5    | 4    | 5    | 5    | 4    | 3    | 88    |
| Lilis Kurniawati      | 4                               | 4   | 5   | 4   | 5   | 5   | 5   | 5   | 3   | 4    | 4    | 5    | 5    | 4    | 4    | 4    | 5    | 4    | 4    | 83    |
| Sutoyo                | 3                               | 4   | 4   | 3   | 3   | 4   | 4   | 4   | 4   | 4    | 4    | 5    | 5    | 5    | 5    | 5    | 5    | 4    | 4    | 79    |
| Endang Musonah        | 5                               | 4   | 5   | 5   | 4   | 3   | 4   | 4   | 5   | 4    | 5    | 3    | 3    | 5    | 5    | 5    | 5    | 3    | 5    | 82    |
| Masrurroh             | 4                               | 4   | 5   | 5   | 4   | 4   | 4   | 3   | 4   | 4    | 4    | 5    | 4    | 4    | 4    | 4    | 5    | 3    | 4    | 78    |
| Anjani                | 3                               | 3   | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 4    | 74    |
| Yuyun Wahyuni         | 5                               | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 3   | 5    | 5    | 4    | 5    | 4    | 4    | 4    | 5    | 4    | 5    | 88    |
| Aris Dwi Surganingsih | 5                               | 5   | 5   | 4   | 5   | 5   | 5   | 5   | 3   | 5    | 4    | 5    | 4    | 5    | 5    | 5    | 4    | 3    | 4    | 86    |
| Armituti              | 5                               | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 4   | 5    | 4    | 5    | 4    | 5    | 5    | 5    | 5    | 4    | 4    | 90    |
| Saiful                | 5                               | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 3    | 3    | 4    | 4    | 5    | 5    | 5    | 5    | 4    | 5    | 88    |
| Dyah Irawati          | 4                               | 4   | 4   | 5   | 5   | 5   | 5   | 5   | 5   | 5    | 4    | 5    | 4    | 4    | 4    | 5    | 5    | 5    | 4    | 87    |
| Slamet Suwito         | 3                               | 4   | 4   | 4   | 4   | 4   | 4   | 4   | 3   | 4    | 4    | 4    | 4    | 3    | 3    | 4    | 3    | 3    | 4    | 70    |

|                  |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |    |
|------------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|----|
| Asih Pratiwi     | 3 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 2 | 5 | 5 | 5 | 5 | 4 | 4 | 85 |
| Dian             | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 89 |
| Laitupa ahmad    | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 88 |
| Kusbandono       | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 85 |
| Mahpuzah         | 4 | 3 | 5 | 5 | 5 | 4 | 5 | 4 | 3 | 5 | 4 | 5 | 5 | 3 | 4 | 3 | 3 | 4 | 4 | 78 |
| Coirul Masrurroh | 4 | 3 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 5 | 3 | 5 | 3 | 3 | 5 | 4 | 80 |
| Sarengah         | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 76 |
| Restuning        | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 76 |
| Ifa              | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 76 |
| Heri             | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 76 |
| Tawirul          | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 76 |
| Tumini           | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 80 |
| Yustin           | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 80 |
| Parsono          | 4 | 4 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 73 |
| Aris Masduki     | 4 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 77 |
| Tanti Wahyuni    | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 86 |
| Titik Ana Riani  | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 73 |
| Dwi Rismiyati    | 3 | 5 | 5 | 5 | 3 | 4 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 82 |
| Wahyu Tri        | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 4 | 79 |
| Adi Cahyono      | 4 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 3 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 3 | 5 | 82 |
| Septiogani       | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 5 | 4 | 81 |
| Wiwi             | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 5 | 4 | 4 | 4 | 4 | 82 |
| Diah Saputri     | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 78 |
| Ilham Maulana    | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 4 | 3 | 87 |

# Regression

## Notes

|                        |                                |   |
|------------------------|--------------------------------|---|
| Output Created         |                                | 04-DEC-2016 13:17:07  |
| Comments               |                                |   |
| Input                  | Data                           | D:\Semester 7\My Skripsweet\Data Regresi 2.sav  |
|                        | Active Dataset                 | DataSet0  |
|                        | Filter                         | <none>  |
|                        | Weight                         | <none>  |
|                        | Split File                     | <none>  |
|                        | N of Rows in Working Data File | 50  |
| Missing Value Handling | Definition of Missing          | User-defined missing values are treated as missing.   |
|                        | Cases Used                     | Statistics are based on cases with no missing values for any variable used.   |
| Syntax                 |                                | <pre> REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA COLLIN TOL /CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT Efektivitas_Pelayanan_BPJS /METHOD=ENTER Audit_Operasional Pengendalian_Internal Good_Clinical_Governance Etika_Bisnis_Lembaga /RESIDUALS DURBIN NORM(ZRESID) /SAVE RESID SDRESID . </pre> |

|                               |   |                              |
|-------------------------------|---|------------------------------|
| Resources                     | Elapsed Time                                  | 0:00:00.67                   |
|                               | Memory Required                               | 2300 bytes                   |
|                               | Additional Memory Required for Residual Plots | 288 bytes                    |
|                               | Processor Time                                | 0:00:00.64                   |
| Variables Created or Modified | RES_1   | Unstandardized Residual      |
|                               | SDR_1   | Studentized Deleted Residual |

[DataSet0] D:\Semester 7\My Skripsweet\Data Regresi 2.sav

**Variables Entered/Removed(b)**

| Model | Variables Entered   | Variables Removed | Method |
|-------|---|-------------------|--------|
| 1     | Etika_Bisnis_Lembaga, Pengendalian_Internal, Audit_Operasional, Good_Clinical_Governance(a) | .                 | Enter  |

a All requested variables entered.

b Dependent Variable: Efektivitas\_Pelayanan\_BPJS

**Model Summary(b)**

| Model | R       | R Square | Adjusted R Square | Std. Error of the Estimate | Durbin-Watson |
|-------|---------|----------|-------------------|----------------------------|---------------|
| 1     | .643(a) | .414     | .362              | 4.036                      | 1.812         |

a Predictors: (Constant), Etika\_Bisnis\_Lembaga, Pengendalian\_Internal, Audit\_Operasional, Good\_Clinical\_Governance

b Dependent Variable: Efektivitas\_Pelayanan\_BPJS

**ANOVA(b)**

| Model |            | Sum of Squares | df | Mean Square | F     | Sig.    |
|-------|------------|----------------|----|-------------|-------|---------|
| 1     | Regression | 517.507        | 4  | 129.377     | 7.942 | .000(a) |
|       | Residual   | 733.073        | 45 | 16.291      |       |         |
|       | Total      | 1250.580       | 49 |             |       |         |

a Predictors: (Constant), Etika\_Bisnis\_Lembaga, Pengendalian\_Internal, Audit\_Operasional, Good\_Clinical\_Governance

b Dependent Variable: Efektivitas\_Pelayanan\_BPJS

**Coefficients(a)**

| Model |                          | Unstandardized Coefficients |            | Standardized Coefficients | t         | Sig. | Collinearity Statistics |            |
|-------|--------------------------|-----------------------------|------------|---------------------------|-----------|------|-------------------------|------------|
|       |                          | B                           | Std. Error | Beta                      | Tolerance | VIF  | B                       | Std. Error |
| 1     | (Constant)               | 25.788                      | 12.604     |                           | 2.046     | .047 |                         |            |
|       | Audit_Operasional        | .029                        | .101       | .040                      | .284      | .778 | .662                    | 1.511      |
|       | Pengendalian_Internal    | .126                        | .137       | .113                      | .922      | .361 | .865                    | 1.156      |
|       | Good_Clinical_Governance | 1.000                       | .229       | .702                      | 4.377     | .000 | .506                    | 1.976      |
|       | Etika_Bisnis_Lembaga     | -.281                       | .173       | -.241                     | -1.622    | .112 | .589                    | 1.696      |

a Dependent Variable: Efektivitas\_Pelayanan\_BPJS

**Collinearity Diagnostics(a)**

| Model | Dimension | Eigenvalue | Condition Index | Variance Proportions |                       |                          |                      |            |
|-------|-----------|------------|-----------------|----------------------|-----------------------|--------------------------|----------------------|------------|
|       |           |            |                 | Audit_Operasional    | Pengendalian_Internal | Good_Clinical_Governance | Etika_Bisnis_Lembaga | (Constant) |
| 1     | 1         | 4.990      | 1.000           | .00                  | .00                   | .00                      | .00                  | .00        |
|       | 2         | .005       | 32.564          | .08                  | .01                   | .09                      | .01                  | .64        |
|       | 3         | .003       | 41.958          | .00                  | .33                   | .45                      | .08                  | .12        |
|       | 4         | .001       | 57.881          | .00                  | .48                   | .00                      | .88                  | .16        |
|       | 5         | .001       | 59.916          | .92                  | .18                   | .46                      | .04                  | .08        |

a Dependent Variable: Efektivitas\_Pelayanan\_BPJS

**Residuals Statistics(a)**

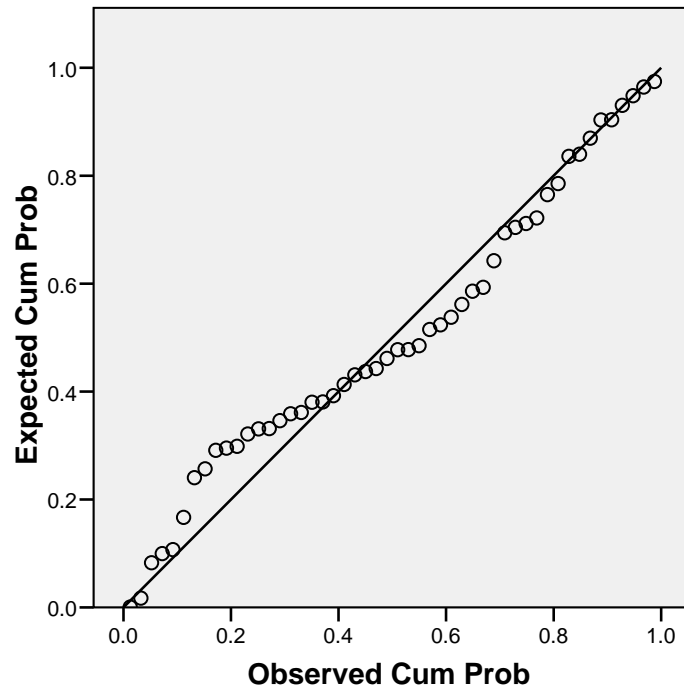
|                                   | Minimum | Maximum | Mean  | Std. Deviation | N  |
|-----------------------------------|---------|---------|-------|----------------|----|
| Predicted Value                   | 75.60   | 88.89   | 80.78 | 3.250          | 50 |
| Std. Predicted Value              | -1.594  | 2.494   | .000  | 1.000          | 50 |
| Standard Error of Predicted Value | .705    | 2.382   | 1.228 | .352           | 50 |
| Adjusted Predicted Value          | 75.58   | 89.33   | 80.77 | 3.349          | 50 |
| Residual                          | -12.848 | 7.888   | .000  | 3.868          | 50 |
| Std. Residual                     | -3.183  | 1.954   | .000  | .958           | 50 |
| Stud. Residual                    | -3.477  | 2.007   | .001  | 1.018          | 50 |
| Deleted Residual                  | -15.331 | 8.322   | .007  | 4.384          | 50 |
| Stud. Deleted Residual            | -4.021  | 2.080   | -.008 | 1.071          | 50 |
| Mahal. Distance                   | .514    | 16.086  | 3.920 | 3.010          | 50 |
| Cook's Distance                   | .000    | .467    | .028  | .076           | 50 |
| Centered Leverage Value           | .010    | .328    | .080  | .061           | 50 |

a Dependent Variable: Efektivitas\_Pelayanan\_BPJS



## Normal P-P Plot of Regression Standardized Residual

Dependent Variable: Efektivitas\_Pelayanan\_BPJS



## KUESIONER PENELITIAN

“PENGARUH AUDIT OPERASIONAL, PENGENDALIAN INTERNAL, GOOD CLINICAL GOVERNANCE, DAN ETIKA BISNIS LEMBAGA RUMAH SAKIT TERHADAP EFEKTIVITAS PELAYANAN KESEHATAN PASIEN BPJS DI RUMAH SAKIT (Studi Empiris Rumah Sakit di Kabupaten Tulungagung)

### Petunjuk Pengisian

1. Kuesioner ini semata-mata untuk keperluan akademis, mohon dijawab dengan sebenarnya.
2. Berilah tanda (✓) pada jawaban menurut Bapak/Ibu tepat.
3. Untuk keterangan
  - a. SS (Sangat Setuju)
  - b. S (Setuju)
  - c. CS (Cukup Setuju)
  - d. TS (Tidak Setuju)
  - e. STS (Sangat Tidak Setuju)

### Data Responden

1. Nama : .....
1. Usia : ..... Tahun
2. Jenis Kelamin : a. laki-laki b. Perempuan
3. Pendidikan : A. SMA  
B. D3  
C. S1  
D. Lainnya.....

Bekerja di bagian

: a. BPJS

b. Rawat inap

c. Rawat Jalan

d. Keuangan Dan akuntansi

e. Satuan Pengawasan

f. Laboratorium Internal

g. Farmasi

Tabel V1

## Variabel Independen Audit Operasional (AO)

| No                  | Pertanyaan dan Pernyataan   | STS | TS | N | S | SS |
|---------------------|---|-----|----|---|---|----|
| <b>INDEPENDENSI</b> |   |     |    |   |   |    |
| 1                   | Auditor merupakan staff khusus yang terpisah dari institusi rumah sakit   |     |    |   |   |    |
| 2                   | Auditor tidak tergabung dalam bagian lain, misalnya bagian akuntansi  |     |    |   |   |    |
| 3                   | Auditor cukup independen terhadap bagian yang diperiksanya dan mempertahankan sikap netral yang independen dalam melaksanakan tugas dan tanggung jawabnya |     |    |   |   |    |
| <b>KOMPETENSI</b>   |   |     |    |   |   |    |
| 4                   | Audit dilaksanakan oleh orang yang cukup terlatih dan memiliki kemampuan teknis yang memadai  |     |    |   |   |    |
| 5                   | Audit memiliki pengalaman profesional dan pendidikan formal dalam menjalankan tugasnya  |     |    |   |   |    |
| 6                   | Audit dilaksanakan oleh orang yang cukup terlatih dan memiliki keahlian teknis yang memadai   |     |    |   |   |    |
| 7                   | Audit dilaksanakan oleh orang yang cukup terlatih   |     |    |   |   |    |
| 8                   | Auditor operasional memiliki kemampuan untuk menganalisa masalah yang terjadi di rumah sakit  |     |    |   |   |    |
| 9                   | Auditor operasional mampu menghadapi dan menilai berbagai situasi yang mempengaruhi bidang yang diaudit   |     |    |   |   |    |
| 10                  | Auditor operasional memiliki kemampuan untuk melakukan komunikasi yang efektif dengan pihak manajemen rumah sakit   |     |    |   |   |    |

| No   | Pertanyaan dan Pernyataan   | STS | TS | N | S | SS |
|--|---|-----|----|---|---|----|
| <b>TAHAP AUDIT PENDAHULUAN</b>                 |   |     |    |   |   |    |
| 11   | Sering dilakukan pengujian dan evaluasi terhadap program audit operasional rumah sakit  |     |    |   |   |    |
| 12   | Fasilitas fisik yang ada sudah memadai  |     |    |   |   |    |
| 13   | Rumah sakit memiliki kebijakan dan prosedur biaya operasi secara tertulis kegiatan pelayanan sudah dilaksanakan dengan baik                   |     |    |   |   |    |
| <b>TAHAP REVIEW DAN PENGENDALIAN MANAJEMEN</b> |   |     |    |   |   |    |
| 14   | Auditor operasional tidak mengalami kesulitan saat mewawancarai orang-orang yang bekerja di bagian objek yang di audit mengenai biaya operasi |     |    |   |   |    |
| 15   | Auditor operasional selalu melakukan analisis untuk prosedur yang telah ditetapkan  |     |    |   |   |    |
| <b>TAHAP AUDIT LANJUTAN</b>                    |   |     |    |   |   |    |
| 16   | Dalam audit mendalam auditor melakukan pengamatan langsung dari aktivitas rumah sakit   |     |    |   |   |    |
| 17   | Pada tahap pendahuluan didapatkan temuan-temuan dan hasil temuan audit harus didiskusikan secara mendalam.                                    |     |    |   |   |    |
| 18   | Temuan-temuan audit yang diperoleh oleh auditor dilaporkan kepada pimpinan tertinggi rumah sakit  |     |    |   |   |    |
| <b>TAHAP PELAPORAN</b>                         |   |     |    |   |   |    |
| 19   | Auditor operasional menyusun laporan audit formal setelah audit mendalam selesai  |     |    |   |   |    |
| 20   | Auditor sebelum mengajukan rekomendasi mendiskusikan dahulu dengan pegawai yang bersangkutan  |     |    |   |   |    |
| 21   | Auditor operasional selalu memberikan saran-saran berdasarkan temuan audit  |     |    |   |   |    |

| No                               | Pertanyaan dan Pernyataan   | STS | TS | N | S | SS |
|----------------------------------|---|-----|----|---|---|----|
| <b>TINDAK LANJUT HASIL AUDIT</b> |   |     |    |   |   |    |
| 22                               | Auditor harus melakukan pemantauan atas pelaksanaan <i>follow up</i>            |     |    |   |   |    |
| 23                               | Harus adanya tindak lanjut atas hal-hal yang perlu diperbaiki pihak rumah sakit |     |    |   |   |    |
| 24                               | Terdapat peninjauan atas biaya periodik atas biaya operasional rumah sakit      |     |    |   |   |    |
| <b>PROGRAM AUDIT</b>             |   |     |    |   |   |    |
| 25                               | Dalam program audit terdapat objek pelaksanaan audit rumah sakit                |     |    |   |   |    |
| 26                               | Dalam program audit terdapat ruang lingkup audit rumah sakit                    |     |    |   |   |    |
| 27                               | Dalam program audit terdapat tujuan audit rumah sakit                           |     |    |   |   |    |

Tabel V2

Variabel Independen Pengendalian Internal (PI)

| No | Pertanyaan dan Pernyataan   | STS | TS | N | S | SS |
|----|---|-----|----|---|---|----|
| 1  | Pegawai dan perawat di rumah sakit tempat anda bekerja telah menaati etika dan peraturan yang berlaku                               |     |    |   |   |    |
| 2  | Setiap pegawai dan perawat di rumah sakit tempat anda bekerja memiliki kompetensi yang cukup baik di setiap bidangnya               |     |    |   |   |    |
| 3  | Penunjukan seorang auditor dilakukan oleh bagian dari rumah sakit yang memiliki wewenang  |     |    |   |   |    |
| 4  | Di rumah sakit tempat anda bekerja, penerapan wewenang dan tanggungjawab pada setiap bidang adalah hal yang penting untuk dilakukan |     |    |   |   |    |

| No | Pertanyaan dan Pernyataan   | STS | TS | N | S | SS |
|----|---|-----|----|---|---|----|
| 5  | Di rumah sakit tempat anda bekerja, seluruh pegawai dan perawat sudah melaksanakan pekerjaan sesuai dengan tanggungjawabnya     |     |    |   |   |    |
| 6  | Manajer rumah sakit di tempat anda bekerja menjelaskan secara spesifik kepada pegawai mengenai kegiatan operasional rumah sakit |     |    |   |   |    |
| 7  | Risiko kegiatan operasional Rumah Sakit tidak dapat dihindari namun SPI berusaha mengendalikan terjadinya risiko                |     |    |   |   |    |
| 8  | SPI pada Rumah Sakit telah mengidentifikasi risiko yang terjadi   |     |    |   |   |    |
| 9  | SPI telah menganalisis risiko yang terjadi pada kegiatan operasional Rumah Sakit  |     |    |   |   |    |
| 10 | Risiko dalam aktivitas rumah sakit telah di evaluasi sehingga dapat diperkirakan tindakan untuk meminimalkannya                 |     |    |   |   |    |
| 11 | Pemisahan fungsi untuk setiap tugas telah dilakukan oleh rumah sakit di tempat anda bekerja                                     |     |    |   |   |    |
| 12 | SPI di rumah sakit tempat anda bekerja selalu melakukan evaluasi terhadap tugas yang dilakukan karyawan dan perawat             |     |    |   |   |    |
| 13 | SPI di Rumah Sakit tempat anda bekerja telah melakukan pengendalian pengolahan informasi  |     |    |   |   |    |
| 14 | SPI telah memastikan pengendalian fisik atas kekayaan dan catatan secara memadai  |     |    |   |   |    |
| 15 | Di rumah sakit tempat anda bekerja sistem informasi selalu diperbarui sesuai dengan perkembangan teknologi yang ada             |     |    |   |   |    |

| No | Pertanyaan dan Pernyataan   | STS | TS | N | S | SS |
|----|---|-----|----|---|---|----|
| 16 | Sistem informasi akuntansi dan sistem informasi manajemen yang dimiliki rumah sakit memadai untuk menghasilkan informasi yang lengkap, akurat dan tepat waktu |     |    |   |   |    |
| 17 | Di tempat anda bekerja pengawasan dan evaluasi atas aktivitas operasional yang ada dalam seluruh instansi rumah sakit dilakukan secara kontinu                |     |    |   |   |    |
| 18 | Di rumah sakit tempat anda bekerja pengawasan sudah berjalan dengan baik  |     |    |   |   |    |
| 19 | Pimpinan rumah sakit di tempat anda bekerja memperhatikan hasil audit dan review lainnya mengenai rumah sakit   |     |    |   |   |    |

Tabel V3

Variabel Independen *Good Clinical Governance (GClinG)*

| No | Pertanyaan dan Pernyataan   | STS | TS | N | S | SS |
|----|---|-----|----|---|---|----|
| 1  | Dari segi pelayanan publik rumah sakit sudah memberikan fasilitas dan tenaga medis cukup baik |     |    |   |   |    |
| 2  | Kepuasan pasien menjadi visi dan misi rumah sakit   |     |    |   |   |    |
| 3  | SDM dan kelengkapannya sudah lengkap dan sesuai dengan standar                                |     |    |   |   |    |
| 4  | Dokter memiliki surat izin praktek yang sah agar tidak ada kesalahan saat memeriksa pasien    |     |    |   |   |    |
| 5  | Meningkatnya pasien karena hasil kinerja klinis baik  |     |    |   |   |    |
| 6  | Adanya program <i>patient safety</i> untuk menghindari kejadian tidak diinginkan              |     |    |   |   |    |
| 7  | Ketepatan waktu pelayanan menjadi prioritas utama rumah sakit                                 |     |    |   |   |    |



| No | Pertanyaan dan Pernyataan  | STS | TS | N | S | SS |
|----|--|-----|----|---|---|----|
| 8  | Evaluasi klinik secara berkala untuk menciptakan suasana kondusif rumah sakit  |     |    |   |   |    |
| 9  | Konsep peningkatan mutu pelayanan klinik telah terintegrasi dalam proses rumah sakit semakin membaik   |     |    |   |   |    |
| 10 | Konsep peningkatan mutu pelayanan klinik harus terintegrasi dalam struktur organisasi RS   |     |    |   |   |    |
| 11 | Konsep peningkatan mutu pelayanan klinik harus disosialisasikan kepada seluruh staf RS dan juga kepada stakeholders dan pasien/keluarga  |     |    |   |   |    |
| 12 | Staf, manajer dan klinisi disediakan informasi, referensi dan pelatihan untuk mendukung mereka menerapkan konsep peningkatan mutu pelayanan klinik.  |     |    |   |   |    |
| 13 | Indikator kinerja kunci telah dikembangkan dan digunakan untuk setiap level organisasi RS untuk menilai dan menunjukkan efektifitas dari penerapan konsep peningkatan mutu pelayanan klinik. |     |    |   |   |    |

Tabel V4

Variabel Independen Etika Bisnis Lembaga (EBL)

| No | Pertanyaan dan Pernyataan  | STS | TS | N | S | SS |
|----|--|-----|----|---|---|----|
| 1  | Organisasi anda melakukan audit etika secara teratur                                 |     |    |   |   |    |
| 2  | Manajemen puncak rumah sakit mengevaluasi program pelatihan etika secara teratur     |     |    |   |   |    |
| 3  | Organisasi anda memiliki devisi yang bertanggung jawab untuk program kepatuhan etika |     |    |   |   |    |

| No | Pertanyaan dan Pernyataan   | STS | TS | N | S | SS |
|----|---|-----|----|---|---|----|
| 4  | Manajemen puncak Rumah sakit terlibat dalam program pelatihan etika   |     |    |   |   |    |
| 5  | Organisasi anda memiliki program pelatihan yang efektif untuk mengkomunikasikan standar etika dan kebijakan yang diterapkan           |     |    |   |   |    |
| 6  | Organisasi anda memiliki komite etik atau tim yang membahas isu-isu etis dalam organisasi   |     |    |   |   |    |
| 7  | Untuk mencegah kesalahan dalam organisasi anda, ada program pelatihan untuk menciptakan budaya etika yang efektif                     |     |    |   |   |    |
| 8  | Manajemen puncak Rumah sakit telah mewariskan integritas etika bagi organisasi  |     |    |   |   |    |
| 9  | Manajemen puncak Rumah sakit membudayakan perilaku etis (bukan hanya sekedar kepatuhan hukum) untuk menunjang keberhasilan organisasi |     |    |   |   |    |
| 10 | Dalam organisasi anda ada rasa tanggung jawab di kalangan karyawan untuk menjaga reputasi etis  |     |    |   |   |    |
| 11 | Manajemen puncak Rumah sakit menerima tanggung jawab atas keputusan yang tidak etis dan ilegal  |     |    |   |   |    |
| 12 | Rumah sakit menerapkan komunikasi terbuka antara atasan dan bawahan untuk membahas konflik etika                                      |     |    |   |   |    |

Tabel V5

## Variabel Dependen Efektifitas Pelayanan Kesehatan Pasien BPJS

| No | Pertanyaan dan Pernyataan  | STS | TS | N | S | SS |
|----|--|-----|----|---|---|----|
| 1  | Konsep peningkatan mutu pelayanan BPJS rumah sakit telah terintegrasi dengan baik  |     |    |   |   |    |
| 2  | Kinerja klinis dan tenaga medis dikondisikan untuk mendukung efektivitas pelayanan kesehatan BPJS  |     |    |   |   |    |
| 3  | BPJS salah satu fasilitas kesehatan yang memudahkan pasien untuk berobat.  |     |    |   |   |    |
| 4  | Adanya kesamaan hak program BPJS kelas I sampai kelas III dalam pelayanan kesehatan  |     |    |   |   |    |
| 5  | Harus ada keseimbangan hak dan kewajiban antara tenaga medis dan pasien  |     |    |   |   |    |
| 6  | Pihak tenaga medis tidak boleh memilih-milih pasien  |     |    |   |   |    |
| 7  | Segala informasi yang diberikan oleh pihak rumah sakit haruslah jelas dan akurat   |     |    |   |   |    |
| 8  | Kepastian waktu dalam proses pemeriksaan pasien, jumlah tenaga medis menjadi tolak ukur terlaksananya efektivitas pelayanan kesehatan BPJS |     |    |   |   |    |
| 9  | Pemberian obat-obatan kepada pasien haruslah sesuai dengan resep dokter  |     |    |   |   |    |
| 10 | Dari segi keamanan rumah sakit sudah cukup aman untuk segi fasilitas dan kuantitasnya  |     |    |   |   |    |
| 11 | Rumah sakit bertanggung jawab pada pasien dan seluruh pegawai rumah sakit.   |     |    |   |   |    |

| No | Pertanyaan dan Pernyataan   | STS | TS | N | S | SS |
|----|---|-----|----|---|---|----|
| 12 | Rumah sakit mempunyai sarana dan prasarana lengkap dari ruang radiologi, ruang operasi, ruang rawat inap, ruangan tenaga medis, unit gawat darurat, serta dokter spesialis maupun umum dan perawat yang cukup kompeten. |     |    |   |   |    |
| 13 | Mudahnya pasien dalam mengakses kartu BPJS  |     |    |   |   |    |
| 15 | Kedisiplinan, Keramahan dan kesopanan staf medis sangat diperlukan untuk memenuhi hak dan kewajiban pasien.   |     |    |   |   |    |
| 16 | Rumah sakit berada dikawasan strategis tidak bising dengan suara kendaraan maupun faktor lainnya  |     |    |   |   |    |
| 17 | Untuk meminimalisir risiko klinis, staff medis harus pernyataan sebenar-benarnya tentang kondisi pasien   |     |    |   |   |    |
| 18 | Bila pasien tidak membawa surat rujukan dari puskesmas, otomatis tidak akan dilayani  |     |    |   |   |    |
| 19 | Prosedur pelayanan kesehatan BPJS dapat mudah dimengerti oleh staff pelayanan kesehatan rumah sakit   |     |    |   |   |    |