

**SURVEY KEPUASAN MASYARAKAT
UPT RSD Dr. H. SOEMARNO SOSROATMODJO**

TAHUN 2019

| INSTALASI | STANDAR | TW I | TW II | TW III | TW IV | RATA-RATA |
|------------------|----------------|-------------|--------------|---------------|--------------|------------------|
| Rawat Inap | ≥ 90% | 97,82% | 96,89% | 95,82% | 95,89% | 96,61% |
| Rawat Jalan | 90% | 84,60% | 84,50% | 86,40% | 86,50% | 85,50% |
| IGD | 70% | 83,67% | 83,33% | 82,67% | 82,67% | 83% |
| Persalinan | ≥ 80% | 96,25% | 94,70% | 94,90% | 95,60% | 95,36% |
| Perinatologi | ≥ 80% | 98,40% | 98,20% | 94,90% | 94,20% | 96,43% |
| TOTAL | | | | | | 91,38% |

TAHUN 2020

| INSTALASI | STANDAR | TW I | TW II | TW III | TW IV | RATA-RATA |
|------------------|----------------|-------------|--------------|---------------|--------------|------------------|
| Rawat Inap | ≥ 90% | 97,60% | 95,89% | 95,92% | 96,70% | 96,53% |
| Rawat Jalan | 90% | 86,43% | 85,60% | 86,50% | 86,80% | 86,33% |
| IGD | 70% | 83,80% | 84,40% | 84,90% | 84,63% | 84,43% |
| Persalinan | ≥ 80% | 96,64% | 95,90% | 95,60% | 95,20% | 95,84% |
| Perinatologi | ≥ 80% | 97,40% | 96,60% | 95,33% | 95,67% | 96,25% |
| TOTAL | | | | | | 91,88% |