ABSTRACT

ANALISIS HUBUNGAN TARIF RETRIBUSI PELAYANAN KESEHATAN TERHADAP MUTU PELAYANAN PADA RUMAH SAKIT ABDUL MOELOEK DI BANDAR LAMPUNG TAHUN 2009

(Studi kasus :Unit Penyakit Dalam Wanita)

Oleh

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Health services that are affordable and the quality is the ideal society, particularly for lower middle class society, but in reality there are many countries that have not realized that the health services provided they are not able to provide health services they expect. Health costs are more expensive but the quality of services provided many complaints by the public .

This paper aims to examine the relationship between health service levy tariffs against the quality of care at the service unit RSUDAM disease in women in 2009. The hypothesis is a health care levy rates are positively correlated to quality of service at the service unit in RSUDAM disease in women in 2009. The statistical model used is the statistical model by using Spearman rank-correlation factor. Statistical software used to calculate the correlation factor is program SPSS.
The result of calculation, testing and data processing was done by using Spearman rank test showed levy rates are positively related to quality health care at the service unit in RSUDAM disease in women. In class II rs values obtained at 0.669 and t value of 3.711 observations (appendix 10). In grade IIIA rs values obtained at 0.519 and t value of 2.975 observations (appendix 10). In grade IIIB obtained value of 0.532 significance rs rs values were tested using student t test, t values obtained observations of 4.120 (Appendix 10).