



# LAPORAN BULANAN KINERJA INSTALASI

## 2023



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**PROVINSI JAWA TENGAH**  
**Jl. Brigjend Sudiarto No.347**  
**Semarang 50191**  
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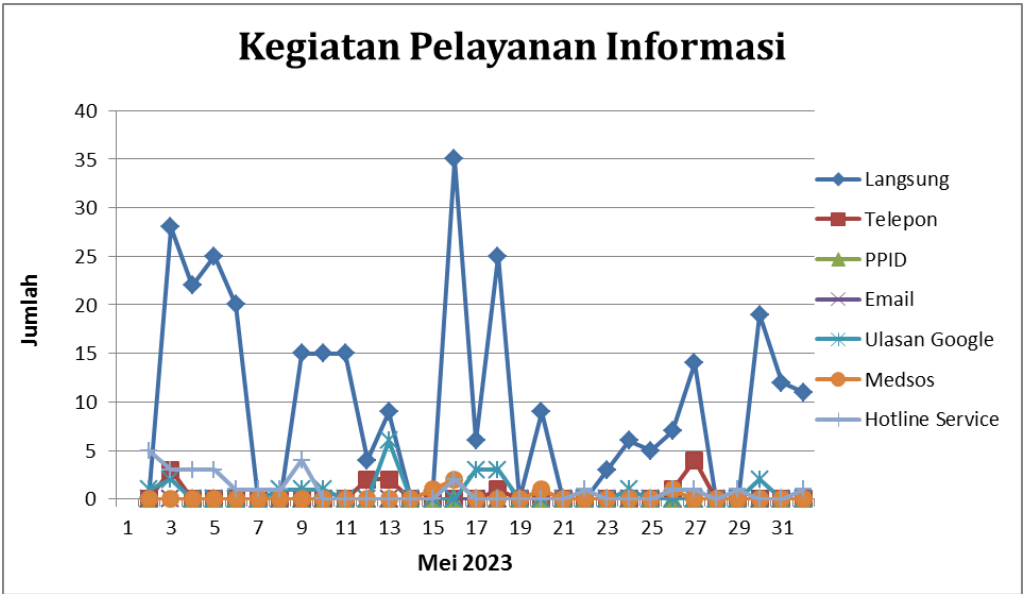
1. PELAYANAN PERMOHONAN INFORMASI

Kegiatan pelayanan permohonan informasi di Instalasi Humas bisa secara langsung atau tidak langsung. Tidak semua permohonan informasi direkap dan dimasukkan laporan seperti misalnya permohonan informasi yang membutuhkan waktu singkat dalam menjawabnya seperti jadwal dokter praktek hari ini, jam pelayanan dan pendaftaran, petunjuk ruangan tertentu dan informasi ringan lainnya.

Tabel 1. Kegiatan Pelayanan Permohonan Informasi  
Bulan Mei 2023

| TGL    | SARANA PERMOHONAN INFORMASI |         |      |       |               |        |                 |
|--------|-----------------------------|---------|------|-------|---------------|--------|-----------------|
|        | Langsung                    | Telepon | PPID | Email | Ulasan Google | Medsos | Hotline Service |
| 1      | 0                           | 0       | 0    | 0     | 1             | 0      | 5               |
| 2      | 28                          | 3       |      | 0     | 2             | 0      | 3               |
| 3      | 22                          | 0       | 0    | 0     | 0             | 0      | 3               |
| 4      | 25                          | 0       | 0    | 0     | 0             | 0      | 3               |
| 5      | 20                          | 0       | 0    | 0     | 0             | 0      | 1               |
| 6      | 0                           | 0       | 0    | 0     | 0             | 0      | 1               |
| 7      | 0                           | 0       | 0    | 0     | 1             | 0      | 1               |
| 8      | 15                          | 0       | 0    | 0     | 1             | 0      | 4               |
| 9      | 15                          | 0       | 0    | 0     | 1             | 0      | 0               |
| 10     | 15                          | 0       | 0    | 0     | 0             | 0      | 0               |
| 11     | 4                           | 2       | 0    | 0     | 0             | 0      | 0               |
| 12     | 9                           | 2       | 0    | 0     | 6             | 0      | 0               |
| 13     | 0                           | 0       | 0    | 0     | 0             | 0      | 0               |
| 14     | 0                           | 0       | 0    | 0     | 0             | 1      | 0               |
| 15     | 35                          | 0       | 0    | 0     | 0             | 2      | 2               |
| 16     | 6                           | 0       | 0    | 0     | 3             | 0      | 0               |
| 17     | 25                          | 1       | 0    | 0     | 3             | 0      | 0               |
| 18     | 0                           | 0       | 0    | 0     | 0             | 0      | 0               |
| 19     | 9                           | 0       | 0    | 0     | 0             | 1      | 0               |
| 20     | 0                           | 0       | 0    | 0     | 0             | 0      | 0               |
| 21     | 0                           | 0       | 0    | 0     | 0             | 0      | 1               |
| 22     | 3                           | 0       | 0    | 0     | 0             | 0      | 0               |
| 23     | 6                           | 0       | 0    | 0     | 1             | 0      | 0               |
| 24     | 5                           | 0       | 0    | 0     | 0             | 0      | 0               |
| 25     | 7                           | 1       | 0    | 0     | 0             | 1      | 1               |
| 26     | 14                          | 4       | 0    | 0     | 0             | 0      | 1               |
| 27     | 0                           | 0       | 0    | 0     | 0             | 0      | 0               |
| 28     | 0                           | 0       | 0    | 0     | 0             | 0      | 1               |
| 29     | 19                          | 0       | 0    | 0     | 2             | 0      | 0               |
| 30     | 12                          | 0       | 0    | 0     | 0             | 0      | 0               |
| 31     | 11                          | 0       | 0    | 0     | 0             | 0      | 1               |
| JUMLAH | 305                         | 13      | 0    | 0     | 21            | 5      | 28              |

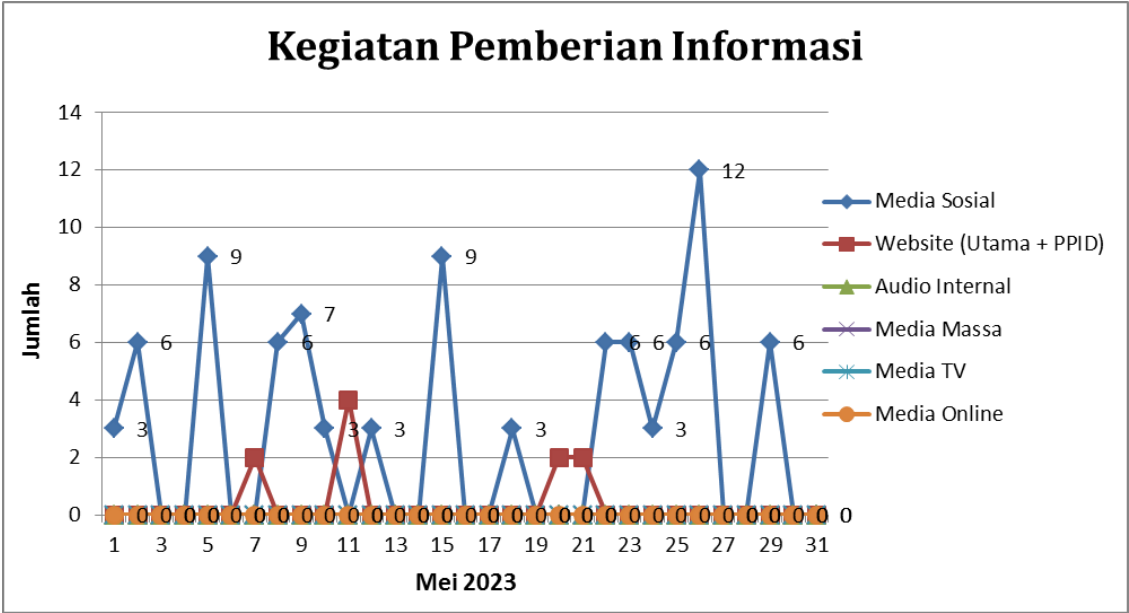
Grafik 1. Kegiatan Pelayanan Permohonan Informasi  
Bulan Mei 2023



n dengan beberapa  
han, kegiatan rumah  
kiranya perlu untuk  
S.  
ormasi

| TGL    | SARANA INFORMASI |                        |                |             |          |              |
|--------|------------------|------------------------|----------------|-------------|----------|--------------|
|        | Media Sosial     | Website (Utama + PPID) | Audio Internal | Media Massa | Media TV | Media Online |
| 1      | 3                | 0                      | 0              | 0           | 0        | 0            |
| 2      | 6                | 0                      | 0              | 0           | 0        | 0            |
| 3      | 0                | 0                      | 0              | 0           | 0        | 0            |
| 4      | 0                | 0                      | 0              | 0           | 0        | 0            |
| 5      | 9                | 0                      | 0              | 0           | 0        | 0            |
| 6      | 0                | 0                      | 0              | 0           | 0        | 0            |
| 7      | 0                | 2                      | 0              | 0           | 0        | 0            |
| 8      | 6                | 0                      | 0              | 0           | 0        | 0            |
| 9      | 7                | 0                      | 0              | 0           | 0        | 0            |
| 10     | 3                | 0                      | 0              | 0           | 0        | 0            |
| 11     | 0                | 4                      | 0              | 0           | 0        | 0            |
| 12     | 3                | 0                      | 0              | 0           | 0        | 0            |
| 13     | 0                | 0                      | 0              | 0           | 0        | 0            |
| 14     | 0                | 0                      | 0              | 0           | 0        | 0            |
| 15     | 9                | 0                      | 0              | 0           | 0        | 0            |
| 16     | 0                | 0                      | 0              | 0           | 0        | 0            |
| 17     | 0                | 0                      | 0              | 0           | 0        | 0            |
| 18     | 3                | 0                      | 0              | 0           | 0        | 0            |
| 19     | 0                | 0                      | 0              | 0           | 0        | 0            |
| 20     | 0                | 2                      | 0              | 0           | 0        | 0            |
| 21     | 0                | 2                      | 0              | 0           | 0        | 0            |
| 22     | 6                | 0                      | 0              | 0           | 0        | 0            |
| 23     | 6                | 0                      | 0              | 0           | 0        | 0            |
| 24     | 3                | 0                      | 0              | 0           | 0        | 0            |
| 25     | 6                | 0                      | 0              | 0           | 0        | 0            |
| 26     | 12               | 0                      | 0              | 0           | 0        | 0            |
| 27     | 0                | 0                      | 0              | 0           | 0        | 0            |
| 28     | 0                | 0                      | 0              | 0           | 0        | 0            |
| 29     | 6                | 0                      | 0              | 0           | 0        | 0            |
| 30     | 0                | 0                      | 0              | 0           | 0        | 0            |
| 31     | 0                | 0                      | 0              | 0           | 0        | 0            |
| JUMLAH | 88               | 10                     | -              | -           | -        | -            |

Grafik 2. Kegiatan Pelayanan Pemberian Informasi Bulan Mei 2023

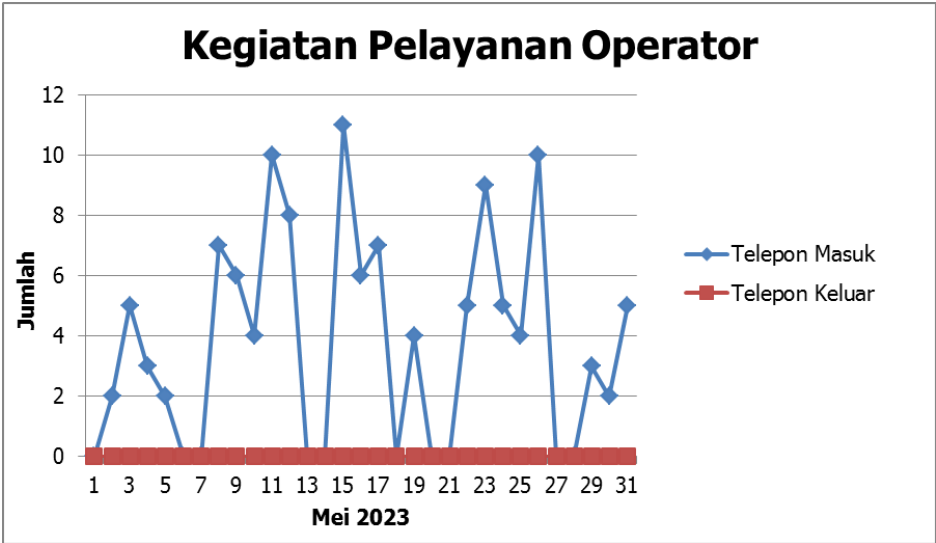


Tabel 3. Kegiatan Pelayanan Operator Telepon Bulan Mei 2023

uti kegiatan  
ar dilakukan  
arga pasien,  
akit lain, dari  
hal – hal lain  
itu, telepon  
serta instansi  
icara dengan

| TGL    | Perolehan Data |                |
|--------|----------------|----------------|
|        | Telepon Masuk  | Telepon Keluar |
| 1      | 0              | 0              |
| 2      | 2              | 0              |
| 3      | 5              | 0              |
| 4      | 3              | 0              |
| 5      | 2              | 0              |
| 6      | 0              | 0              |
| 7      | 0              | 0              |
| 8      | 7              | 0              |
| 9      | 6              | 0              |
| 10     | 4              | 0              |
| 11     | 10             | 0              |
| 12     | 8              | 0              |
| 13     | 0              | 0              |
| 14     | 0              | 0              |
| 15     | 11             | 0              |
| 16     | 6              | 0              |
| 17     | 7              | 0              |
| 18     | 0              | 0              |
| 19     | 4              | 0              |
| 20     | 0              | 0              |
| 21     | 0              | 0              |
| 22     | 5              | 0              |
| 23     | 9              | 0              |
| 24     | 5              | 0              |
| 25     | 4              | 0              |
| 26     | 10             | 0              |
| 27     | 0              | 0              |
| 28     | 0              | 0              |
| 29     | 3              | 0              |
| 30     | 2              | 0              |
| 31     | 5              | 0              |
| JUMLAH | 118            | 0              |

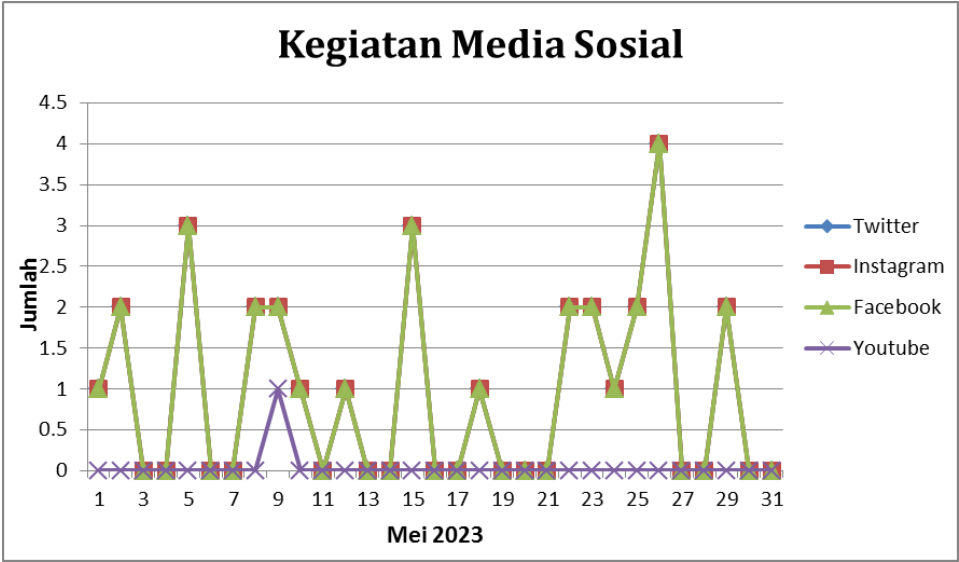
Grafik 3. Kegiatan Pelayanan Operator Telepon  
Bulan Mei 2023



a sosial sebagai salah satu  
a digital, membuat orang  
pagus amat diperlukan agar  
di pengikutnya.  
**sial**

| TGL    | Twitter | Instagram | Facebook | Youtube |
|--------|---------|-----------|----------|---------|
| 1      | 1       | 1         | 1        | 0       |
| 2      | 2       | 2         | 2        | 0       |
| 3      | 0       | 0         | 0        | 0       |
| 4      | 0       | 0         | 0        | 0       |
| 5      | 3       | 3         | 3        | 0       |
| 6      | 0       | 0         | 0        | 0       |
| 7      | 0       | 0         | 0        | 0       |
| 8      | 2       | 2         | 2        | 0       |
| 9      | 2       | 2         | 2        | 1       |
| 10     | 1       | 1         | 1        | 0       |
| 11     | 0       | 0         | 0        | 0       |
| 12     | 1       | 1         | 1        | 0       |
| 13     | 0       | 0         | 0        | 0       |
| 14     | 0       | 0         | 0        | 0       |
| 15     | 3       | 3         | 3        | 0       |
| 16     | 0       | 0         | 0        | 0       |
| 17     | 0       | 0         | 0        | 0       |
| 18     | 1       | 1         | 1        | 0       |
| 19     | 0       | 0         | 0        | 0       |
| 20     | 0       | 0         | 0        | 0       |
| 21     | 0       | 0         | 0        | 0       |
| 22     | 2       | 2         | 2        | 0       |
| 23     | 2       | 2         | 2        | 0       |
| 24     | 1       | 1         | 1        | 0       |
| 25     | 2       | 2         | 2        | 0       |
| 26     | 4       | 4         | 4        | 0       |
| 27     | 0       | 0         | 0        | 0       |
| 28     | 0       | 0         | 0        | 0       |
| 29     | 2       | 2         | 2        | 0       |
| 30     | 0       | 0         | 0        | 0       |
| JUMLAH | 29      | 29        | 29       | 1       |

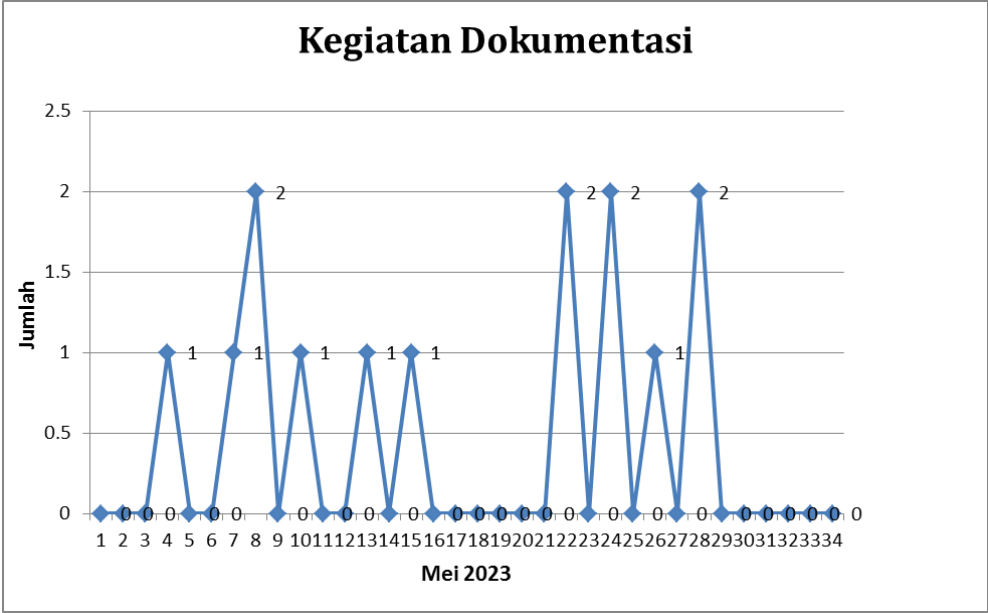
Grafik 4.1 Kegiatan Tayangan Media Sosial  
Bulan Mei 2023



mbar / video , pencarian  
n baik berupa foto, vlog,

| TGL    | Jumlah | JENIS KEGIATAN PELIPUTAN                                                                                                                                             |
|--------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      |        |                                                                                                                                                                      |
| 2      |        |                                                                                                                                                                      |
| 3      |        |                                                                                                                                                                      |
| 4      |        |                                                                                                                                                                      |
| 5      | 1      | Kerjasama Fakultas kedokteran UIN dengan Amino Hospital                                                                                                              |
| 6      |        |                                                                                                                                                                      |
| 7      |        |                                                                                                                                                                      |
| 8      | 1      | Apel pagi dan penyerahan souvenir kepada Pegawai Amino Hospital                                                                                                      |
| 9      | 2      | Halal Bihalal Amino Hospital                                                                                                                                         |
|        |        | Podcast Amino "Bagaimana ASN menafsirkan dirinya sebagai pelayanan Publik ?"                                                                                         |
| 10     | 1      | Kunjungan Mahasiswa dari Universitas Negeri Semarang Fakultas Ilmu Kesehatan Masyarakat ke Amino Hospital                                                            |
| 11     |        |                                                                                                                                                                      |
| 12     |        |                                                                                                                                                                      |
| 13     | 1      | Kegiatan event KUMK 2023 di GOR Satria Banyumas                                                                                                                      |
| 14     |        |                                                                                                                                                                      |
| 15     | 1      | Apel pagi dan penyerahan souvenir kepada Pegawai Amino Hospital                                                                                                      |
| 16     |        |                                                                                                                                                                      |
| 17     |        |                                                                                                                                                                      |
| 18     |        |                                                                                                                                                                      |
| 19     |        |                                                                                                                                                                      |
| 20     |        |                                                                                                                                                                      |
| 21     |        |                                                                                                                                                                      |
| 22     | 2      | Kegiatan Sumpah / Janji PNS 2023 dan Penyerahan SK PNS Formasi Tahun 2022 di lingkungan Pemerintah Provinsi Jawa Tengah dilakukan secara Hybrid (Daring dan Luring). |
|        |        | Upacara hari kebangkitan Nasional                                                                                                                                    |
| 23     | 2      | Penyerahan Inovasi si Romeo                                                                                                                                          |
|        |        | Lomba Menyanyi Kartini IDOL Darma Wanti Prov. Jawa Tengah                                                                                                            |
| 24     | 1      | Penjemputan pasien ODGJ di Padepokan Walisiri Kebumen                                                                                                                |
| 25     |        |                                                                                                                                                                      |
| 26     | 2      | In House Training Pencegahan dan Pengendalian Infeksi Dasar.                                                                                                         |
|        |        | Pengawasan Kearsipan Internal                                                                                                                                        |
| 27     |        |                                                                                                                                                                      |
| 28     |        |                                                                                                                                                                      |
| 29     |        |                                                                                                                                                                      |
| 30     |        |                                                                                                                                                                      |
| 31     |        |                                                                                                                                                                      |
| JUMLAH | 14     |                                                                                                                                                                      |

Grafik 5. Kegiatan Peliputan Rumah Sakit  
Bulan Mei 2023

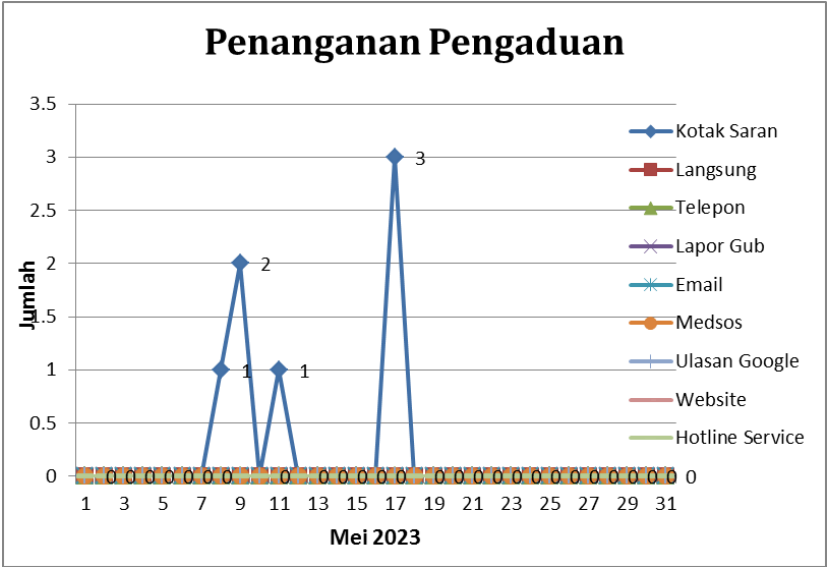


mengadu adalah kotak ( beridentitas dan bisa n sudah diberikan feed un tertulis. Kritik saran n pelanggan sederhana.

7

| TGL    | SARANA ADUAN |          |         |           |       |        |               |         |                 |
|--------|--------------|----------|---------|-----------|-------|--------|---------------|---------|-----------------|
|        | Kotak Saran  | Langsung | Telepon | Lapor Gub | Email | Medsos | Ulasan Google | Website | Hotline Service |
| 1      | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 2      | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 3      | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 4      | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 5      | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 6      | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 7      | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 8      | 1            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 9      | 2            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 10     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 11     | 1            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 12     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 13     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 14     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 15     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 16     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 17     | 3            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 18     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 19     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 20     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 21     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 22     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 23     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 24     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 25     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 26     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 27     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 28     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 29     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 30     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| 31     | 0            | 0        | 0       | 0         | 0     | 0      | 0             | 0       | 0               |
| JUMLAH | 7            | -        | -       | -         | -     | -      | -             | -       | -               |

Grafik 6. Kegiatan Penanganan Pengaduan Bulan Mei 2023



IANA

anggan terhadap pelayanan di RSJD  
Instalasi Humas melakukan survei  
n, Rawat Inap, Laboratorium, Rehab



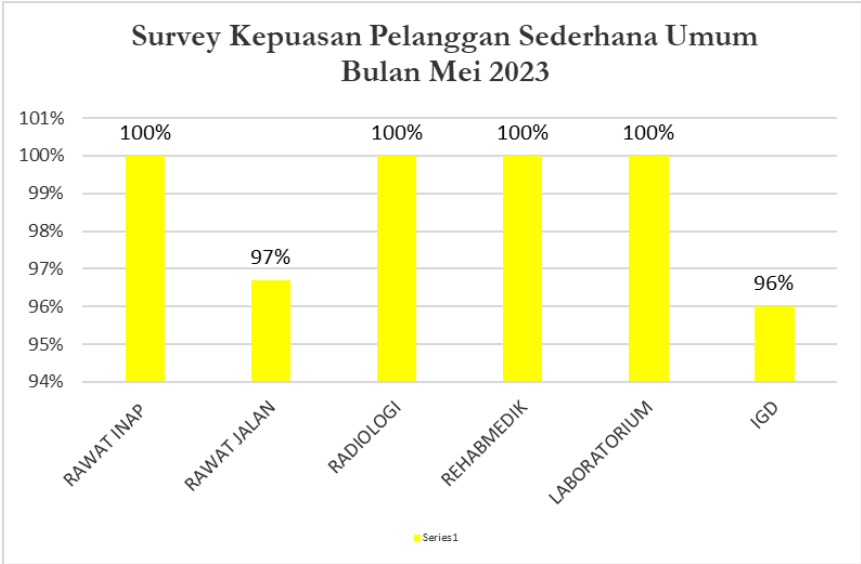
| HASIL SURVEI KEPUASAN PELANGGAN |                             |               |    |     |             |    |     |             |    |     |        |    |     |           |    |     |             |    |     |              |    |     |       |    |     |
|---------------------------------|-----------------------------|---------------|----|-----|-------------|----|-----|-------------|----|-----|--------|----|-----|-----------|----|-----|-------------|----|-----|--------------|----|-----|-------|----|-----|
| RSJD DR. AMINO GONDHUTOMO       |                             |               |    |     |             |    |     |             |    |     |        |    |     |           |    |     |             |    |     |              |    |     |       |    |     |
| BULAN MEI 2023                  |                             |               |    |     |             |    |     |             |    |     |        |    |     |           |    |     |             |    |     |              |    |     |       |    |     |
| NO                              | NILAI IKM                   | JUMLAH SURVEI |    |     |             |    |     |             |    |     |        |    |     |           |    |     |             |    |     |              |    |     |       |    |     |
|                                 |                             | RAWAT INAP    |    |     |             |    |     | RAWAT JALAN |    |     |        |    |     | RADIOLOGI |    |     | REHAB MEDIK |    |     | LABORATORIUM |    |     | IGD   |    |     |
|                                 |                             | KASIR         |    |     | RAMA SHINTA |    |     | PW          |    |     | KOMPRE |    |     |           |    |     |             |    |     |              |    |     |       |    |     |
|                                 |                             | Puas          | TP | JML | Puas        | TP | JML | Puas        | TP | JML | Puas   | TP | JML | Puas      | TP | JML | Puas        | TP | JML | Puas         | TP | JML | Puas  | TP | JML |
| 1.                              | Prosedur Pelayanan          | 10            | 0  | 10  | 20          | 0  | 20  | 10          | 0  | 10  | 10     | 0  | 10  | 20        | 0  | 20  | 10          | 0  | 10  | 10           | 0  | 10  | 15    | 0  | 15  |
| 2.                              | Kejelasan Informasi Petugas | 10            | 0  | 10  | 20          | 0  | 20  | 10          | 0  | 10  | 10     | 0  | 10  | 20        | 0  | 20  | 10          | 0  | 10  | 10           | 0  | 10  | 15    | 0  | 15  |
| 3.                              | Perilaku Petugas            | 10            | 0  | 10  | 20          | 0  | 20  | 10          | 0  | 10  | 10     | 0  | 10  | 20        | 0  | 20  | 10          | 0  | 10  | 10           | 0  | 10  | 15    | 0  | 15  |
| 4.                              | Kenyamanan Ruangan          | 10            | 0  | 10  | 20          | 0  | 20  | 9           | 1  | 10  | 10     | 0  | 10  | 20        | 0  | 20  | 10          | 0  | 10  | 10           | 0  | 10  | 14    | 1  | 15  |
| 5.                              | Waktu Tunggu Pelayanan      | 10            | 0  | 10  | 20          | 0  | 20  | 8           | 2  | 10  | 9      | 1  | 10  | 20        | 0  | 20  | 10          | 0  | 10  | 10           | 0  | 10  | 13    | 2  | 15  |
| 6.                              | Kompetensi Pegawai          | 10            | 0  | 10  | 20          | 0  | 20  | 10          | 0  | 10  | 10     | 0  | 10  | 20        | 0  | 20  | 10          | 0  | 10  | 10           | 0  | 10  | 15    | 0  | 15  |
| JML                             |                             | 60            | 0  | 60  | 120         | 0  | 120 | 57          | 3  | 60  | 59     | 1  | 60  | 120       | 0  | 120 | 60          | 0  | 60  | 60           | 0  | 60  | 87    | 3  | 90  |
| %                               |                             | 100           |    |     | 100         |    |     | 95          |    |     | 98.33  |    |     | 100       |    |     | 100         |    |     | 100          |    |     | 96.67 |    |     |

| HASIL SURVEI KEPUASAN PELANGGAN GERIATRI ( >60 TH ) |                                           |               |      |     |            |      |     |      |      |     |      |      |     |
|-----------------------------------------------------|-------------------------------------------|---------------|------|-----|------------|------|-----|------|------|-----|------|------|-----|
| RSJD DR. AMINO GONDHUTOMO                           |                                           |               |      |     |            |      |     |      |      |     |      |      |     |
| BULAN MEI 2023                                      |                                           |               |      |     |            |      |     |      |      |     |      |      |     |
| NO                                                  | NILAI IKM                                 | JUMLAH SURVEI |      |     |            |      |     |      |      |     |      |      |     |
|                                                     |                                           | RAWAT JALAN   |      |     | RAWAT INAP |      |     |      |      |     |      |      |     |
|                                                     |                                           | KOMPRE        |      |     | RIPD       |      |     | R. 2 |      |     | R.7  |      |     |
|                                                     |                                           | Puas          | TP   | JML | Puas       | TP   | JML | Puas | TP   | JML | Puas | TP   | JML |
| 1.                                                  | Kemudahan Prosedur Pelayanan              | 10            | 0    | 10  | 2          | 0    | 2   | 12   | 0    | 12  | 4    | 0    | 4   |
| 2                                                   | Kejelasan & kelengkapan Informasi Petugas | 10            | 0    | 10  | 2          | 0    | 2   | 12   | 0    | 12  | 4    | 0    | 4   |
| 3.                                                  | Perilaku ( Perlakuan ) Petugas            | 10            | 0    | 10  | 2          | 0    | 2   | 12   | 0    | 12  | 4    | 0    | 4   |
| 4.                                                  | Kenyamanan Ruangan                        | 10            | 0    | 10  | 2          | 0    | 2   | 12   | 0    | 12  | 4    | 0    | 4   |
| 5.                                                  | Kemudahan Menggunakan Sarana Prasarana    | 10            | 0    | 10  | 2          | 0    | 2   | 12   | 0    | 12  | 4    | 0    | 4   |
| JML                                                 |                                           | 50            | 0    | 50  | 10         | 0    | 10  | 60   | 0    | 60  | 20   | 0    | 20  |
| %                                                   |                                           | 100.00        | 0.00 |     | 10         | 0.00 |     | 120  | 0.00 |     | 40   | 0.00 |     |

Tabel 7. Hasil Survey Kepuasan Pelanggan Sederhana  
Bulan Mei 2023

| NO     | RAWAT INAP                                        | JUMLAH | %       |
|--------|---------------------------------------------------|--------|---------|
| 1      | Jml Puas                                          | 180    | 100.00% |
| 2      | Jml Tidak Puas                                    | 0      | 0.00%   |
| JUMLAH |                                                   | 180    | 100.00% |
|        |                                                   |        |         |
| NO     | RAWAT JALAN                                       | JUMLAH | %       |
| 1      | Jml Puas                                          | 116    | 96.67%  |
| 2      | Jml Tidak Puas                                    | 4      | 3.33%   |
| JUMLAH |                                                   | 120    | 100.00% |
|        |                                                   |        |         |
| NO     | RADIOLOGI                                         | JUMLAH | %       |
| 1      | Jml Puas                                          | 120    | 100.0%  |
| 2      | Jml Tidak Puas                                    | 0      | 0.0%    |
| JUMLAH |                                                   | 120    | 100.00% |
|        |                                                   |        |         |
| NO     | REHAB MEDIK                                       | JUMLAH | %       |
| 1      | Jml Puas                                          | 60     | 100.0%  |
| 2      | Jml Tidak Puas                                    | 0      | 0.0%    |
| JUMLAH |                                                   | 60     | 100.00% |
|        |                                                   |        |         |
| NO     | LABORATORIUM                                      | JUMLAH | %       |
| 1      | Jml Puas                                          | 60     | 100.0%  |
| 2      | Jml Tidak Puas                                    | 0      | 0.0%    |
| JUMLAH |                                                   | 60     | 100.00% |
|        |                                                   |        |         |
| NO     | IGD                                               | JUMLAH | %       |
| 1      | Jml Puas                                          | 87     | 96.7%   |
| 2      | Jml Tidak Puas                                    | 3      | 3.3%    |
| JUMLAH |                                                   | 90     | 100.00% |
|        |                                                   |        |         |
| NO     | RANAP+RAJAL+RADIOLOGI+REHABMEDIK+LABORATORIUM+IGD | JUMLAH | %       |
| 1      | Jml Puas                                          | 623    | 98.9%   |
| 2      | Jml Tidak Puas                                    | 7      | 1.1%    |
| JUMLAH |                                                   | 630    | 100.00% |

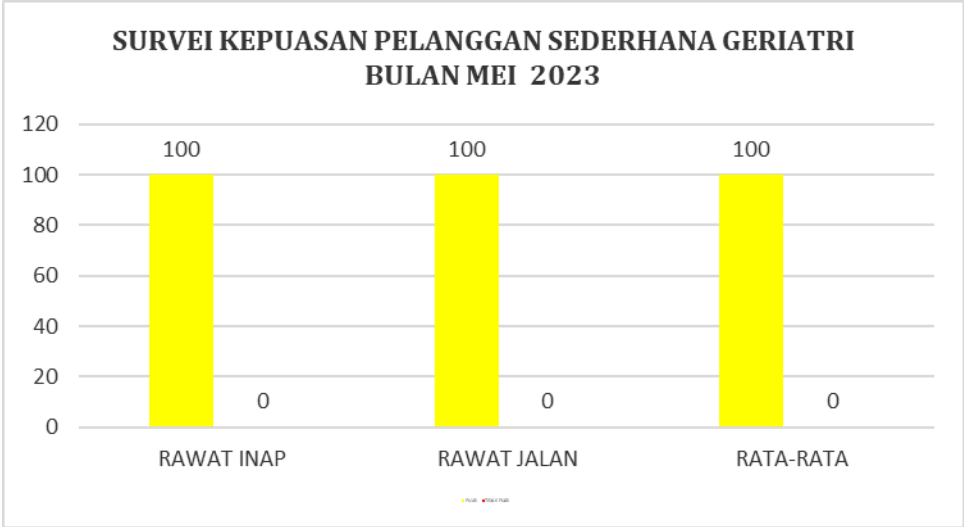
Grafik 7. Hasil Survey Kepuasan Pelanggan Sederhana  
Bulan Mei 2023



an Geriatri Sederhana

| NO     | RAWAT JALAN GERIATRI | JUMLAH | %       |
|--------|----------------------|--------|---------|
| 1      | Jml Puas             | 50     | 100.00% |
| 2      | Jml Tidak Puas       | 0      | 0.00%   |
| JUMLAH |                      | 50     | 100.00% |
|        |                      |        |         |
| NO     | RAWAT INAP GERIATRI  | JUMLAH | %       |
| 1      | Jml Puas             | 90     | 100.00% |
| 2      | Jml Tidak Puas       | 0      | 0.00%   |
| JUMLAH |                      | 90     | 100.00% |
|        |                      |        |         |
| NO     | TOTAL                | JUMLAH | %       |
| 1      | Jml Puas             | 140    | 100.00% |
| 2      | Jml Tidak Puas       | 0      | 0.00%   |
| JUMLAH |                      | 140    | 100.00% |

Grafik 8. Hasil Survey Kepuasan Pelanggan Geriatri Sederhana Bulan Mei 2023



8. MONITORING DAN PEMBAHARUAN DATA WEBSITE PPID

Instalasi Humas sebagai bagian dari Tim PPID RSJD Dr. Amino Gondohutomo bertugas membantu pelaksanaan tugas ketua PPID Pembantu RSJD Dr. Amino Gondohutomo. Tugas tambahan itu adalah memastikan apakah data PPID sudah dilengkapi seperti tuntutan PPID Utama. Hal tersebut juga untuk memberikan pelayanan yang transparan kepada masyarakat luas tentang informasi rumah sakit. Prakteknya adalah mengirim data, *meng-upload* data dan *meng-updatenya* tiap bulan, tiap triwulan, tiap semester atau tiap tahun. Oleh karena itu Instalasi Humas harus selalu memonitor data PPID tersebut, tiap bulan dan *meng-updatenya*.

Tabel 9. Monitoring dan Pembaharuan Data Website PPID Bulan Mei 2023

| TGL    | Profil | DIP | Informasi Publik |             |             |     | Permohonan Informasi |
|--------|--------|-----|------------------|-------------|-------------|-----|----------------------|
|        |        |     | Berkala          | Setiap Saat | Serta Merta | DIK |                      |
| 1      | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 2      | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 3      | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 4      | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 5      | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 6      | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 7      | 0      | 0   | 2                | 0           | 0           | 0   | 0                    |
| 8      | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 9      | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 10     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 11     | 0      | 0   | 0                | 0           | 4           | 0   | 0                    |
| 12     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 13     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 14     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 15     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 16     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 17     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 18     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 19     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 20     | 0      | 0   | 2                | 0           | 0           | 0   | 0                    |
| 21     | 0      | 0   | 2                | 0           | 0           | 0   | 0                    |
| 22     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 23     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 24     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 25     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 26     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 27     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 28     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 29     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 30     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| 31     | 0      | 0   | 0                | 0           | 0           | 0   | 0                    |
| JUMLAH | -      | -   | 6                | -           | 4           | -   | -                    |

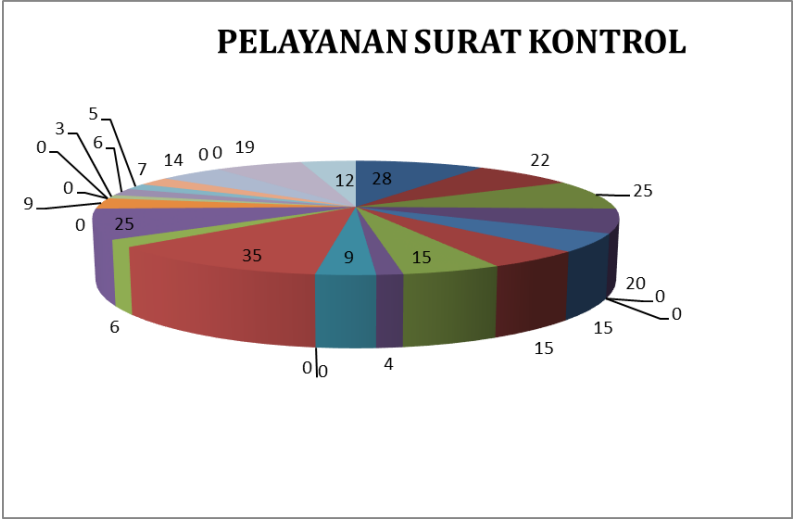
9. **KEGIATAN PELAYANAN LAINNYA**

Selain kegiatan diatas, Instalasi Humas juga melaksanakan kegiatan tambahan lainnya seperti Pelayanan surat kontrol pasien rawat jalan dan wawancara Kuesioner BPJS Ke Pelanggan. Pada saat memberikan surat kontrol, petugas humas juga memberikan edukasi kepada pasien rawat jalan (Poli Komprehensif dan Poli Pandu Dewanata). Dalam hal ini petugas Humas mengedukasi kepada pasien untuk jadwal kontrol bulan berikutnya.

**Tabel 11. Kegiatan Pelayanan Lainnya  
Bulan Mei 2023**

| TGL    | Surat Kontrol |
|--------|---------------|
| 1      | 0             |
| 2      | 28            |
| 3      | 22            |
| 4      | 25            |
| 5      | 20            |
| 6      | 0             |
| 7      | 0             |
| 8      | 15            |
| 9      | 15            |
| 10     | 15            |
| 11     | 4             |
| 12     | 9             |
| 13     | 0             |
| 14     | 0             |
| 15     | 35            |
| 16     | 6             |
| 17     | 25            |
| 18     | 0             |
| 19     | 9             |
| 20     | 0             |
| 21     | 0             |
| 22     | 3             |
| 23     | 6             |
| 24     | 5             |
| 25     | 7             |
| 26     | 14            |
| 27     | 0             |
| 28     | 0             |
| 29     | 19            |
| 30     | 12            |
| JUMLAH | 294           |

Grafik 11. Kegiatan Pelayanan Lainnya  
Bulan Mei 2023



Bulan Mei tahun 2023 ini dibuat  
 ehumanan di RSJD Dr. Amino

Semarang, 4 Juni 2023

Ka. Instalasi Humas

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