

## ABSTRAK

Tujuan pelaporan eksternal Rumah Sakit merupakan penunjang dalam pemanfaatan data yang optimal agar dapat mengantisipasi peningkatan kebutuhan data pada era globalisasi. Pengelolaan pelaporan eksternal di RSUD Ibnu Sina Kabupaten Gresik masih mengalami keterlambatan dalam pengiriman pelaporan ke Dinas Kesehatan. Dimana penurunan keterlambatan pelaporan dari tahun 2007-2008 hanya sebesar 6.7%. Tujuan dari penelitian ini adalah menganalisis penyebab keterlambatan sistem pelaporan eksternal yang meliputi mengidentifikasi kebijakan, ketersediaan dan pemanfaatan alur dan prosedur tetap, karakteristik SDM yang meliputi pendidikan, pengetahuan, pelatihan, beban kerja, motivasi serta persepsi, pengelolaan data yang meliputi pencatatan, pengolahan, penyajian dan pelaporan data.

Penelitian ini dilakukan pada bulan April 2009, dengan desain observasional yang dianalisis secara deskriptif. Responden adalah semua petugas pengelola pelaporan Rumah Sakit yang berjumlah 93 orang.

Hasil penelitian ini menunjukkan bahwa dalam kebijakan sanksi keterlambatan pengiriman pelaporan dan tanggal batas akhir pelaporan data belum tertulis dan belum adanya alur dari tiap unit menuju ke unit Rekam Medis dan belum semuanya sistem informasi manajemen yang *on line*, Tingkat pendidikan 94.74% petugas tinggi, tingkat pengetahuan 47.17% petugas tentang kebijakan rendah dan 50.97% petugas tingkat pengetahuan protap juga masih rendah, hanya tingkat pengetahuan 52.82% petugas tentang alur pelaporan sudah tinggi. 100% petugas belum pernah mendapatkan pelatihan tentang sistem pelaporan Rumah Sakit, 50.94% petugas tingkat beban kerja yang dirasakan per harinya tinggi, 71.7% petugas motivasinya dalam mengelola data pelaporan karena kewajiban sebagai pegawai, 100% petugas persepsinya positif terhadap kegiatan dalam menyelesaikan laporan, dan belum 100% petugas melakukan pencatatan, pengolahan, penyajian dan pelaporan data secara lengkap, serta bentuk penyajian dan waktunya belum sesuai di dalam protap.

Kesimpulan yang dapat diambil adalah penyebab dari keterlambatan pelaporan eksternal di RSUD Ibnu Sina Kabupaten Gresik dikarenakan kebijakan, alur pelaporan, karakteristik SDM yang meliputi pengetahuan, pelatihan, dan beban kerja, pengelolaan data yang meliputi pencatatan, pengolahan, penyajian dan pelaporan data.

Kata kunci : pelaporan eksternal Rumah Sakit, keterlambatan.

## ABSTRACT

The purpose of Hospital external reporting was the supporting the optimal data making use and in order that we could anticipate the data requirements increase in the globalization era. The management of external reporting at the RSUD (Regional General Hospital) Ibnu Sina of Gresik Regency was left by delay in the delivery of reporting to the Health Service. In which the decline of reporting delay from 2007-2008 was as large as 6.7% only. The purpose of this research was to Analyze the causes of external reporting system delay involving to identify the policies, availabilities and making uses of lines and permanent procedures, Human Resources characteristics involving education, knowledge, training, workload, motivation and perception, the data management involved the data recording, processing, presentation and reporting.

This research was conducted on April 2009, with the observational design was analyzed descriptively. The respondents were all of Hospital reporting managing officers amounted too 93 persons.

The results of this research showed that in the policy the sanction of reporting delivery delay and the deadline date of data reporting have not been written and there have no line from each of units to toward the Medical Record unit and there have not all of management information systems been on line, 94.74% of the officers were high in education level, the knowledge levels of 47.17 of the officers about the policies and of 50.97% of the officers about the permanent procedures were remained low, only the knowledge level of 52.82% of the officers about the Hospital reporting line that has already been high. 100% of the officers have never got the training about Hospital reporting system, 50.94% of the officers had the high-perceived daily workload, 71.7% of the officers had the motivations in managing reporting due to their duty as the employees, 100% of the officers had the positif perception about the activity in accomplishing reports, and there have not been 100% of the officers conducted the data recording, processing, presentation and reporting completely, and the presentation forms and times have not been consistent with those in the permanent procedures.

The conclusion could be taken was that the causes of external reporting delay at the RSUD Ibnu Sina of Gresik Regency were due to the policies, reporting lines, characteristics of Human Resources involving the knowledge, training, and workload, data management involving data recording, processing, presentation and reporting.

Key words: Hospital external reporting, delay.