

## ABSTRAK

### FAKTOR YANG MEMPENGARUHI PENILAIAN KUNJUNGAN PASIEN BERDASARKAN TEORI SEGITIGA PELAYANAN DI IRJ RSUD Dr H KOESNADI BONDOWOSO

Penelitian Observasional di RSUD Dr H KOESNADI BONDOWOSO

Oleh: Lia Wahyu Utami

**Pendahuluan:** Kunjungan pasien di instalasi rawat jalan RSUD Dr H Koesnadi selama 3 bulan yaitu bulan Juli, Agustus, dan September tahun 2018 cenderung mengalami penurunan yaitu sebesar 54,2%. **Metode:** Penelitian ini merupakan penelitian observasional dengan penelitian *cross-sectional*. Populasi dalam penelitian ini adalah pasien umum yang berobat di Instalasi Rawat Jalan RSUD Dr H Koesnadi Bondowoso dan didapatkan sampel sebesar 100 responden dengan tehnik *consecutive sampling*. Variabel independent dalam penelitian ini meliputi karakteristik pasien rawat jalan yang berkunjung di instalasi rawat jalan. Sedangkan variabel dependent di dalam penelitian ini adalah penilaian pasien terhadap faktor *provider* yang meliputi petugas (*attitude, knowledge, dan practice*), sarana dan prasarana, tarif, dan alur pendaftaran berdasarkan penilaian segitiga pelayanan. **Hasil:** hasil menunjukkan bahwa penilaian antara strategi, sistem dan sumber daya manusia atas penilaian faktor *provider* yang meliputi tarif, petugas, alur pendaftaran, dan sarana dan prasarana. Dari segi petugas, tarif, alur pendaftaran mendapatkan penilaian baik sebanyak >75%. Sedangkan di sarana dan prasarana penilaian baik >75% terdapat di ruang tunggu, sedangkan di ruang rawat jalan dan periksa penilaian tidak baik mencapai 54% dan 61%. **Kesimpulan:** dari data yang didapatkan penurunan kunjungan pasien di IRJ RSUD Dr H Koesnadi Bondowoso kurangnya perbaikan sarana dan prasarana dan perlunya penambahan fasilitas seperti radiologi, laborat, dan lain lain.

Kata kunci: kunjungan, sarana dan prasarana, penilaian

## ABSTRACT

### THE FACTORS AFFECTING ASSESSMENT OF PATIENT VISITS BASED ON THE THEORY OF TRIANGLE SERVICE IN IRJ RSU Dr. H KOESNADI BONDOWOSO

Observational Research at RSU Dr. H. KOESNADI BONDOWOSO

By: Lia Wahyu Utami

**Introduction:** Patient visits at the outpatient hospital of Dr. H Koesnadi Hospital for 3 months, namely July, August, and September 2018 tended to decrease by 54.2%. **Method:** This study was an observational study with a cross-sectional study. The population in this study were general patients who were treated at the Outpatient Installation of Dr. H Koesnadi Bondowoso Hospital and obtained a sample of 100 respondents with a consecutive sampling technique. The independent variables in this study include the characteristics of outpatients who visit outpatient services. While the dependent variable in this study is the assessment of patients on provider factors that include officers (attitude, knowledge, and practice), facilities and infrastructure, rates, and flow of registration based on the assessment of the service triangle. **Results:** the results show that the assessment between strategy, system and human resources for provider factor assessment includes tariffs, officers, registration flow, and facilities and infrastructure. In terms of officers, rates, the registration flow gets a good rating of > 75%. Whereas in the facilities and infrastructure a good assessment > 75% is in the waiting room, while in the outpatient room and the assessment is not good, it reaches 54% and 61%. **Conclusion:** from the data obtained a decrease in patient visits at IRJ RSU Dr. H Koesnadi Bondowoso lack of improvement in facilities and infrastructure and the need for additional facilities such as radiology, laboratories, etc.

Keywords: visits, facilities and infrastructure, assessment