

***Analysis of Factors Inefficiency Health Service Indicators  
at RSI Garam Kalianget***

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**ABSTRACT**

*It can be seen that health service efficiency indicators at the Garam Kalianget Hospital are still not efficient, seen from the BOR, ALVOS, TOI, and BTO values due to the small number of patients, lack of facilities and infrastructure, and insufficient number of medical personnel. The purpose of this study is to identify and analyze the inefficiency of health service indicators using the Barber Johnson Chart. This type of qualitative research with a sample of 16 informants consisting of the head of medical records, service managers, nurses, environmental health supervisors, HRD unit and 11 patients. Research methods in the form of interviews, observation, and documentation. The results of the study show that the Barber Johnson charts on the four indicators are away from efficient areas, there are internal and external factors that cause inefficiency in health services such as damage to infrastructure, lack of medical facilities such as CT Scans, lack of medical personnel such as nurses, attitudes of doctors and nurses in providing services. which is still lacking, as well as the lack of hospital promotion. The conclusion of this study is that the indicators of health services are still not efficient due to internal and external factors. Suggestions from researchers need to procure related medical facilities and facilities that are lacking and damaged, provide briefing to room cleaners to improve hospital maintenance, procure human resources, carry out hospital promotions, as well as evaluate the attitudes of doctors and nurses, provide rewards and punishments. to improve the performance of medical and paramedical personnel.*

**Keywords:** *causal factors, efficiency, health service indicators, BOR, AVLOS, TOI, BTO*