

***Analysis of Factors Causing The Length of Outpatient Registration Services
at the Outpatient Registration Site at Kediri District Hospital***

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ABSTRACT

The time for outpatient registration services has been determined following the applicable operational standard procedure at the Kediri Regency Hospital which needed ≤ 10 minutes. The results of a preliminary study found patients who received service registration within > 10 minutes. This study aims to analyze the factors causing the length of time for outpatient registration services at the Outpatient Registration Site at Kediri District Hospital using Lawrence Green's behavioral theory. This type of research is qualitative. The data collection methods through in-depth interviews, observation, documentation, USG, and FGD. The research subjects consisted of the head of medical records, 5 officers, and 6 outpatients. The results from predisposing factors, there are the lack of knowledge of officers regarding the standard time and the attitude of officers who are less supportive of the speed of registration services. Then from the enabling factor are the number of printers that are still insufficient, the printer's condition isn't good enough, the internet network often in problems, and fingerprints are difficult to read. Furthermore, from the reinforcing factors, there are operational standard procedure wasn't posted, the socialization of the operational standard procedure was only carried out at the time of accreditation, and there was no completeness of the contents of the procedure, and no reward was given to officers. Priority causes of problems is fingerprints were difficult to read. Recommendation of the problem are online registration can be maximized and offline outpatients fingerprinting can be done at the self-registration platform.

Keywords : *Length of time, Registration, Outpatient, Lawrence Green*