

***Analysis of Factors Causing Long Waiting Times for Outpatient Services at
RSUD Dr. Abdoer Rahem Situbondo***

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ABSTRACT

Waiting time is the time required from when a patient registers until they are served by a specialist doctor. The average waiting time for outpatient services at RSUD Dr. Abdoer Rahem Situbondo is 2 hours 54 minutes 05 seconds. The aim of this study was to analyze the factors causing long waiting times for outpatient services at RSUD Dr. Abdoer Rahem Situbondo. This type of research is qualitative using Robbins' performance theory which consists of motivation, opportunity, ability. The subjects in this study were registration officers, nurses and doctors. The results of this research show that in the motivation variable there is no reward given to the officers but there is punishment received by the officers, in the opportunity variable the job description is appropriate, routine supervision is carried out by superiors but the infrastructure is inadequate and there are no SOP's regarding patient waiting times and the ability variable, the knowledge of the officers is not sufficient and the educational background of each officer is different, but the officers have undergone external training and the officers have had quite a long period of service. It is hoped that hospitals will provide rewards to outpatient service staff, add and maintain infrastructure periodically as well as create SOP's for patient waiting times and carry out outreach regarding these SOP's.

Keywords : Performance, Outpatient, Waiting Time