

**Analisis Harapan dan Persepsi Pasien Pulang Paksa Terhadap Mutu Pelayanan  
Pada Unit Rawat Inap RSD Balung. (Analysis Importance and Performance of  
Discharge Against Medical Advice On RSD Balung Inpatient Unit**

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***ABSTRACT***

*Based on internal reports RSD Balung, number of discharges against medical advices not comply with the minimum hospital servicing standards set by Directorate General of Medical Services. This research to determine the level of expectations and perceptions of discharge against medical advices for services rendered. Measurements were used a method based Importance Performance Analysis by five dimensions of service quality. The results of this study, found that the quality of inpatient care unit at RSD Balung considered not effective in providing for patient satisfaction. Importance Performance Analysis calculation results are represented in a Cartesian diagram obtained on 16 attributes are top priorities. The 5 highest priority among them, absence of security guarantees for the any baggages of patients and families of patients, lack of clean bathrooms in every room, some physicians are difficult to contact, some nurses are not able to provide care to the patient's complaints and medication and therapy can not be perceived by the patient , and some nurses may not know the patient well. Of these problems is necessary to improve security in any room, adding the number of bathrooms in each room are clean, prepare the attending physician in each room, improving the quality of nurse by training, improve communication skills and gave the nurses on each patient's name bracelet and maintain attributes which has a high performance value.*

*Keywords: discharges against medical advices, Importance Performance Analysis*