

***Analysis Factors of Caused Low BOR (Bed Occupancy Rate) at Elizabeth  
Hospital in Situbondo Regency***  
Rossalina Adi Wijayanti, S.KM., M.Kes

**Ella Meru Kumala**  
*Medical Record Study Program  
Health Department*

***ABSTRACT***

*Percentage of BOR (Bed Occupancy Rate) in Elizabeth Hospitals Situbondo Regency is still low. This can be seen from the data BOR (Bed Occupancy Rate) since 2017-2020, which was 57.6% in 2017, 55.3% in 2018, 57.1% during 2019 and 43% during 2020. This indicate that the beds used are less than the available beds. This study aims to analyze the strategic factors in an effort to increase the BOR (Bed Occupancy Rate) at Elizabeth Hospital, Situbondo Regency. This study is used qualitative method. Data collection method used is interview, observation, questionnaire and documentation. The research subjects consisted of 1 head of medical records, 3 medical record officers, 3 nurses and patients. The results showed that the factors were tangible that there were still facilities that were not in good condition (damaged), the parking area at the hospital was less spacious and cleanliness was still lacking. The factor is reliability that the service opening hours are on time but there is a discrepancy in the doctor's schedule. Factors responsiveness that complaint handlingis quite good, registration ofline and online are still long, lack signup officers each shift and there are officers who do not know the maximum limit in doing the registration details. The factor is assurance that there is still need for improvement related to the friendliness of the officers, supervision related to the implementation of 5S and the knowledge of officers in providing services. The factor is empathy that the officers have enough empathy in carrying out services.*

*Keywords: Bed Occupancy Rate, Inpatient, Hospital*