

## ABSTRAK

HERLINA LATHIFAH. 18D30462

### **HUBUNGAN KETEPATAN DAN KECEPATAN PENGGUNAAN KARTU IDENTITAS BEROBAT (KIB) DENGAN KUALITAS PELAYANAN PENERIMAAN PASIEN RAWAT JALAN LAMA DI PUSKESMAS BANJARBARU SELATAN TAHUN 2021**

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Kartu Identitas Berobat (KIB) merupakan kartu tanda pengenal milik pasien yang digunakan untuk memperoleh pelayanan kesehatan, khususnya untuk melakukan penyediaan berkas rekam medis saat melakukan pendaftaran. Penggunaan KIB yang tepat menjadikan pelayanan pendaftaran cepat dan terhindar dari penumpukan pasien yang berlebih. Tujuan penelitian ini untuk mengetahui hubungan ketepatan dan kecepatan penggunaan Kartu Identitas Berobat (KIB) dengan kualitas pelayanan penerimaan pasien rawat jalan lama di Puskesmas Banjarbaru Selatan tahun 2021. Penelitian ini bersifat survey analitik. Populasi pasien rawat jalan yang datang ke Puskesmas Banjarbaru Selatan pada tahun 2021, yaitu berjumlah 144 orang pertiga harinya dan sampel diambil dengan teknik accidental sampling sebanyak 59 pasien rawat jalan lama dari tanggal 17 – 20 Maret tahun 2021. Data diperoleh dari hasil observasi dan kuesioner. Teknik analisa data menggunakan analisis univariat dan bivariat. Dari hasil penelitian diperoleh dari 59 pasien rawat jalan lama, ketepatan penggunaan KIB sebagian besar tepat sebanyak 46 pasien (78%), hasil kecepatan waktu layanan penggunaan KIB sebagian besar  $\leq 10$  menit (cepat) sebanyak 44 pasien (75%), hasil kualitas pelayanan penerimaan pasien rawat jalan lama (kepuasan pasien) sebagian sangat baik sebanyak 22 pasien (48%), sebagian besar baik sebanyak 22 pasien (48%), dan sebanyak 2 pasien (4%) yang menyatakan kurang baik. Hasil hubungan ketepatan penggunaan KIB dengan kualitas pelayanan penerimaan pasien rawat jalan lama sebesar 0,001  $H_0$  ditolak dan  $H_a$  diterima yang artinya ada hubungan. Dan hubungan kecepatan waktu layanan penggunaan KIB dengan dengan kualitas pelayanan penerimaan pasien rawat jalan lama dengan nilai  $Sig$  0,000  $H_0$  ditolak dan  $H_a$  diterima yang artinya ada hubungan.

Kata kunci : Ketepatan, Kecepatan, Kartu Identitas Berobat (KIB), Kualitas pelayanan

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### **RELATIONSHIP BETWEEN ACCURACY AND SPEED OF MEDICAL IDENTITY CARD USAGE WITH THE QUALITY OF ACCEPTANCE SERVICE FOR OLD OUTPATIENTS AT BANJARBARU SELATAN HEALTH PUBLIC CENTER IN 2021**

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*Medical Identity Card is an identification card belonging to a patient that is used to obtain health services, especially for providing medical record files when registering. The proper use of KIB makes the registration service fast and avoids excessive patient congestion. The purpose of this study was to determine the relationship between the accuracy and speed of using the Identity Card for Treatment (KIB) with the quality of old outpatients admissions services at the Banjarbaru Selatan Public Health Center in 2021. This research is an analytical survey. The population of outpatients who came to Puskesmas Banjarbaru Selatan in 2021 was 144 people every third of the day and the sample was taken using accidental sampling technique as many as 59 old outpatients from 17-20 March 2021. Data obtained from observations and questionnaires. The data analysis technique used univariate and bivariate analysis. From the research results obtained from 59 old outpatients, the accuracy of using medical identity card was mostly correct as many as 46 patients (78%), the results of the speed of service time to use medical identity card were mostly <10 minutes (fast) as many as 44 patients (75%), the results of service quality. acceptance of old outpatients (patient satisfaction) partly very good as many as 22 patients (48%), mostly good as many as 22 patients (48%), and as many as 2 patients (4%) who stated not well. The results of the relationship between the accuracy of medical identity card use and the quality of service for old outpatient admissions of 0.001  $H_0$  were rejected and  $H_a$  was accepted, which means there was a relationship. And the relationship between the speed of service time using medical identity card with the quality of service for old outpatient admissions with a Sig value of 0.000  $H_0$  is rejected and  $H_a$  is accepted, which means there is a relationship.*

*Keywords : Accuracy, Speed, Medical Identity Card, Quality of service*