

## ABSTRAK

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### **FAKTOR-FAKTOR PELAYANAN PRIMA PENDAFTARAN RAWAT JALAN PADA MASA PANDEMI COVID-19 DI RSD IDAMAN BANJARBARU TAHUN 2022**

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(xvii + 70)

Pelayanan pendaftaran rawat jalan merupakan salah satu lingkup unit kerja rekam medis yang mana tingkat penularan covid-19 termasuk berisiko namun pelayanan yang perlu petugas berikan pada pasien tentu harus tetap prima. Penelitian ini bertujuan untuk mengetahui faktor-faktor pelayanan prima pendaftaran rawat jalan pada masa pandemi covid-19 di RSD Idaman Banjarbaru. Penelitian ini menggunakan metode deskriptif. Pengumpulan data pada penelitian ini yakni dilakukan observasi dan wawancara terhadap 3 orang petugas pendaftaran rawat jalan dan kuesioner kepada 15 orang pasien. Analisa data dilakukan dengan analisis *univariat*. Hasil penelitian ini yaitu A3 (*Attitude, Attention, Action*) yang petugas pendaftaran rawat jalan RSD Idaman Banjarbaru berikan sudah prima karena sudah memenuhi standar (SOP pendaftaran rawat jalan) serta tingkat kepuasan pasien di RSD Idaman Banjarbaru rata-rata sudah mencapai interval nilai 13 – 16 yaitu 14 orang dari 15 orang sampel menyatakan puas dengan pelayanan yang petugas berikan.

Kata Kunci : A3 (*Attitude, Attention, Action*), Kepuasan Pasien.

## **ABSTRACT**

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### **EXCELLENT SERVICE FACTORS FOR OUTPATIENT REGISTRATION DURING THE COVID-19 PANDEMIC AT IDAMAN HOSPITAL BANJARBARU IN 2022**

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*The outpatient registration service is one of the scopes of the medical record work unit where the level of transmission of covid-19 is considered risky, but the services that officers need to provide to patient must of course remain excellent. This study aims to determine the factors of excellent service for outpatient registration during the covid-19 pandemic at Idaman Hospital Banjarbaru. This research uses a descriptive method. Data collection in this study was conducted by interviewing 3 outpatient registration officers and questionnaires to 15 patients. Data analysis was done by univariial analysis. The results of this study are A3 (Attitude, Attention, Action) which the outpatient registration officers of Idaman Hospital Banjarbaru had given was excellent because patients at Idaman Hospital Banjarbaru on average had reached an interval of 13 – 16 values, namely 14 people out of 15 samples said they were satisfied with the services that the officer gave.*

*Keywords : A3 (Attitude, Attention, Action), Patient Satisfaction.*