

ABSTRAK

Waktu tunggu merupakan salah satu aspek penting dalam menilai efisiensi dan mutu pelayanan rawat jalan. Penelitian ini bertujuan mengevaluasi waktu tunggu pelayanan pasien rawat jalan serta mengidentifikasi faktor-faktor yang memengaruhinya di UPT RSUD Bangun Purba. Penelitian menggunakan pendekatan kualitatif dengan rancangan deskriptif. Informan dipilih secara *purposive* dan terdiri atas delapan orang, yaitu lima pasien rawat jalan dan tiga petugas pelayanan. Pengumpulan data dilakukan melalui wawancara semi-terstruktur, observasi, dan dokumentasi. Analisis dilakukan secara deskriptif melalui pengelompokan temuan, perbandingan antarinforman, serta triangulasi sumber dan metode. Hasil penelitian menunjukkan bahwa waktu tunggu pasien bervariasi sesuai dengan jalur pelayanan yang dilalui. Waktu tunggu yang ditemukan berkisar antara 30 hingga 75 menit. Pasien umum dengan alur administrasi yang lebih sederhana cenderung memperoleh pelayanan lebih cepat, sedangkan pasien BPJS, khususnya pasien baru atau pasien lama dengan dokumen rekam medis yang belum siap, membutuhkan waktu lebih panjang. Faktor yang paling dominan adalah administrasi pendaftaran, terutama kelengkapan dan verifikasi dokumen, kesiapan rekam medis pasien lama, serta keterbatasan petugas pada saat jumlah pasien meningkat. Faktor lain yang turut berperan meliputi sumber daya manusia, sarana dan prasarana, pola kedatangan pasien, serta pengelolaan sistem pelayanan. Meskipun sistem antrean, *Mobile JKN*, Pas Jempol, dan koordinasi antarunit telah tersedia, masih diperlukan penguatan pada kesiapan dokumen, edukasi alur BPJS, pencatatan waktu pelayanan, dan pengaturan petugas pada jam padat.

Kata kunci: waktu tunggu, pelayanan rawat jalan, administrasi pendaftaran, mutu pelayanan, rumah sakit.

ABSTRACT

Waiting time is an important aspect in assessing the efficiency and quality of outpatient services. This study aimed to evaluate outpatient waiting time and identify the factors influencing it at Bangun Purba Regional General Hospital. A descriptive qualitative approach was employed. Eight informants were purposively selected, consisting of five outpatients and three healthcare service personnel. Data were collected through semi-structured interviews, observations, and documentation. The data were analyzed descriptively by organizing the findings, comparing information across informants, and conducting source and method triangulation. The findings indicated variations in patients' waiting times depending on the service pathway they experienced. The observed waiting times ranged from 30 to 75 minutes. General patients with simpler administrative procedures tended to receive services more quickly, whereas BPJS patients, particularly new patients or returning patients whose medical records were not readily available, experienced longer waiting times. The most dominant factor affecting waiting time was the registration process, particularly document completeness and verification, the availability of medical records for returning patients, and limited registration personnel during periods of high patient volume. Other contributing factors included human resources, facilities and infrastructure, patient arrival patterns, and service system management. Although queue management systems, Mobile JKN, Pas Jempol, and inter-unit coordination were already available, improvements were still needed in medical record preparedness, BPJS service-flow education, service-time recording, and staff allocation during peak hours. These findings provide a basis for improving the efficiency and quality of outpatient services at Bangun Purba Regional General Hospital.

Keywords: *waiting time, outpatient services, registration administration, service quality, hospital.*