

## Waktu penyelesaian hasil general medical check-up klien swasta di Aeroklinik Lakespra "Saryanto"

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### Abstrak

Meningkatnya peran Investor Kesehatan Swasta, baik domestik maupun asing, disertai semakin tingginya tuntutan masyarakat akan mutu pelayanan kesehatan, mengakibatkan persaingan yang semakin ketat antar-pelaku pelayanan kesehatan di Tanah Air. Lakespra 'Saryanto', lembaga kesehatan milik TNI-AU/ABRI, mengalami pula dampak perkembangan tersebut berupa banyaknya keluhan atas lamanya waktu penyelesaian hasil General Medical Check-up yang dilaksanakannya. Upaya menekan waktu penyelesaian yang berkisar antara 7 (tujuh) sampai 14 (empat belas) hari ini, adalah dengan melaksanakan Penelitian Kerja.

Penelitian ini dibatasi pada Penelitian Waktu terhadap 207 (dua ratus tujuh) berkas General Medical Check-up Klien Swasta, serta difokuskan pada proses penyelesaian hasil saja. Jenis penelitian adalah deskriptif-analitik, dan menurut waktunya adalah penelitian cross sectional. Populasi penelitian berkas General Medical Check-up klien swasta selama bulan November 1995, dengan jumlah sampel sebesar 207 (dua ratus tujuh) berkas. Data Primer dan Data Sekunder diamati dan dicatat melalui Lembar Pengumpul Data oleh beberapa anggota Aeroklinik serta siswa Sekolah Kesehatan Penerbangan dan Ruang Angkasa angkatan XIV.

Hasil penelitian menunjukkan adanya kesenjangan yang sangat besar antara Waktu Penyelesaian Sebenarnya dan Waktu Standar, dengan penyebab yang bervariasi dari Laju kerja, Sifat Produk, Cara Kerja, Kegagalan Manajemen, sampai Hal-hal dalam Batas Kemampuan Karyawan. Kesimpulan penelitian adalah bahwa usaha Lakespra 'Saryanto' meningkatkan income belum diimbangi mutu pelayanan manajerial yang sesuai, tercermin dari keterlambatan penyelesaian yang disebabkan oleh, pertama sebagian besar pekerjaan masih manual, kedua banyaknya waktu idle akibat dari hal-hal yang bersifat teknisprosedural maupun yang bersifat doktrin-prinsipil. Upaya penanggulangan dilaksanakan dengan mengacu aspek-aspek tertentu, seperti hakekat Lakespra 'Saryanto', tugas dan fungsi, kekuatan, prioritas masalah, alternatif pemecahan, prosedur penanggulangan, dan lain sebagainya; yang terangkum dalam 2 (dua) pilihan yaitu menambah Modal Investasi dengan memanfaatkan Teknologi Komputer, atau melalui Teknik Manajemen Mempersingkat Kadar Kerja.

Daftar Bacaan : 36 (1973-1994)

Besides higher health-service quality required by the public; the recent booming of non-governmental health investors' role, of either local or of foreign origin, have caused tighter competition among Health Services in the country. The 'Saryanto' Institute of Aerospace Medicine, an Armed-Forces Health Institution, is also suffering from the impact of this situation. Lots of complaints on the production time of its non-governmental patient's general medical check-up result have been addressed to this

Institution. In an effort to minimize the delay, which usually takes 7 (seven) to 14 (fourteen) days, we have conducted a Work Sampling Study.

This study is limited only to Time Expedience on 207 (two hundred and seven) non-governmental patient's general medical check-up files, and especially focused on their completion process. Typologically the study is an analytically descriptive, while according to the time of observation it is cross-sectional. The population is all of the non-governmental patient's general medical check-up files; and its sample is made up of the files of the second and third weeks of November 1995. Both primary and secondary data have been observed and written down on a Data Collecting Form by Data Collectors consisting of some Aero clinic's personnel and students of the School of Aerospace Medicine XIV.

Final result of the study reveals a large gap between the Current Production Time and the Standard Time. It is caused by certain factors such as Rating Factor, Product Variety, Working Method, Management Failure, and Limitations of Working Capability. This study concludes, in spite of the effort to promote its market and income; this Institute still falls short of servicing its clients properly. This is easily concluded from the time spent to complete its non-governmental patient's check-up files. Causes can be grouped into 2 (two) categories; too much of the routine is carried out manually, and too much idle time occurred as the result from either technical-procedural problems or basic-doctrinal ones. Solving this problem should be done by reconsidering certain aspects, such as the nature of the 'Saryanto' Institute, its assignments, resources, priorities, problem-solving alternatives, etc. In conclusion to the alternatives, to achieve immediate improvement and eliminate idle time, either Capital Investment by computerization or improve Managerial Efficiency is recommended.</i>