

ABSTRACT

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Study Program : D3 Medical Records and Health Information
Title : The Relationship Between Efficient Bed Occupancy Rate (BOR) and Inpatient Satisfaction at RSUD dr. H. Koesnadi Bondowoso 2023.

The service process and the attitude of the officers in providing services affect the efficiency level of the Bed Occupancy Rate (BOR). Services that are not optimal in hospitalization will affect the value of Bed Occupancy Rate (BOR). The purpose of this study was to analyze the relationship between the efficiency of the Bed Occupancy Rate (BOR) and the satisfaction level of inpatients at RSUD dr. H. Koesnadi Bondowoso. This study uses a type of quantitative analytic research with a cross-sectional approach (survey). The population in this study were all inpatients in August-October 2023, a total of 3,654 patients. The sample in this study was calculated using the slovin formula and the results obtained were 100 patients. The sampling technique uses quota sampling. Data were analyzed using univariate and bivariate analysis. Bivariate analysis using the Chi-Square test. Based on the results of the study, it was found that there were 2 pavilions that were inefficient, namely the dahlia pavilion (57,45%) and the rose pavilion (40,94%). Meanwhile, there are 3 pavilions with efficient BOR numbers, namely the lotus pavilion (92,47%), Melati (61,42%) and bougenville (61,04%). Patient satisfaction showed that 84 respondents (84%) were very satisfied and 16 (16%) felt dissatisfied. There is no significant relationship between BOR efficiency and inpatient satisfaction at RSUD dr. H. Koesnadi Bondowoso (p -value = 0,054). In conclusion, the BOR value or the percentage of bed usage does not affect patient satisfaction at RSUD dr. H. Koesnadi Bondowoso.

Keywords:

Efficiency, Bed Occupancy Rate (BOR), Patient satisfaction, Hospital, Hospitalization