

# Gambaran durasi pelayanan pemeliharaan di Unit Penunjang Sarana dan Prasarana Non-Medis Rumah Sakit Islam Jakarta Pondok Kopi tahun 2017 = Description duration of maintenance service in supporting Unit of Non-Medical Facility and Infrastructure at Jakarta Pondok Kopi Islamic Hospital in 2017

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## Abstrak

### <b>ABSTRAK</b><br>

Unit Penunjang di Rumah Sakit Islam Jakarta Pondok Kopi yang berperan dalam pemeliharaan sarana dan prasarana non-medis rumah sakit, masih kurang efektif dalam memberikannya. Sehingga ditemukan beberapa keluhan dari pengguna. Sepertimanya pendingin ruangan, rusaknya toilet, matinya lampu, dan beberapa keluhan lainnya. Penelitian ini membahas tentang gambaran waktu tunggu pelayanan di unit penunjang, dalam memelihara sarana dan prasarana non-medis di rumah sakit islam jakarta pondok kopi. Jenis penelitian ini yaitu deskriptif kualitatif dengan menggunakan metode observasi, wawancara mendalam, dan telaah dokumen, serta pendekatan sistem yang meliputi input, proses, dan output.

Pengambilan data primer dan sekunder dilakukan selama 7 hari di rumah sakit islam jakarta pondok kopi. Hasil penelitian menunjukkan kinerja staff unit penunjang sudah cukup baik. SOP sudah ada, dan diterapkan. Hanya saja terdapat kekurangan dalam hal kuantitas sumberdaya alat, dan manusianya. Seringkali terjadi kekosongan petugas pada saat ada laporan kerusakan sarana dan prasarana, dikarenakan petugas sedang atau belum selesai pelayanandi unit lain yang terkait. Belum lagi alat penunjang operasional yang pendek usia kegunaannya, atau tidak ada di tempatnya pada saat akan dipakai, semakin menambah kendala dalam waktu tunggu pelayanan di unit penunjang. Saran dari penulis, manajemen rumah sakit islam jakarta pondok kopi harus menerapkan penjadwalan untuk stand-by di ruangan terhadap petugas unit penunjang, menambah tenaga kerja, dan mengadakan pelatihan bagi petugas agar meningkatkan kualitas pelayanan di unit penunjang rumah sakit islam jakarta pondok kopi.

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### <b>ABSTRACT</b><br>

Supporting Unit at Rumah Sakit Islam Jakarta Pondok Kopi which plays a role in the maintenance of non medical facilities and infrastructure unit of the hospital, is still less effective in providing its services. So that be discovered some complaints from users. Like the demise of air conditioning, toilet damage, blackout, and several other complaints. This study discusses about the description of service waiting time in the supporting unit, in maintaining non medical facilities and infrastructure in Jakarta Pondok Kopi Islamic Hospital. The type of this research is descriptive qualitative by using the method of observation, in depth interview, and document review, as well as system approach that includes input, process, and output. Primary and secondary data were collected for 7 days in Jakarta Pondok Kopi Islamic Hospital. The result of the research shows the performance of supporting unit staff is good enough. SOP is already exists, and its applied. It 39s just that, there are deficiencies interms of quantity of tool and human resources. Often, there is a vacuum of officers when there is a report form of facilities and infrastructure damage, due they were unfinishe services in other related units. Moreover, the operational support tools that are short ofu seful life, or are not in place

at the time, it increasing the obstacle in the service time of supporting unit. Authors advice is that management of Jakarta Pondok Kopi Islamic Hospital should apply the office schedul to officers to stand by in the room against report form offacilities and infrastructure damage, increase human resources, and conduct training forofficers so that improve service quality in supporting unit of Jakarta Pondok Kopi Islamic Hospital.