

ABSTRACT

Delays in reporting quality indicators are one of the obstacles in efforts to improve the quality of hospital services. Based on the results of initial observations, it was found that out of 61 work units in the hospital, there were 16 units (26%) that experienced delays in reporting quality indicators. This study aims to analyze the determinant factors that cause delays in reporting quality indicators. This study used a quantitative analytical approach with a cross-sectional design. The study population was all employees tasked with inputting quality indicators at XYZ Hospital Surabaya, a total of 61 respondents with a total sampling technique. Data were collected using a questionnaire and analyzed using the Chi-square test. The results showed that all variables had no significant relationship with late reporting, including age ($p = 0.644$), gender ($p = 0.859$), education ($p = 0.096$), length of service ($p = 0.238$), motivation ($p = 0.309$), and reward system ($p = 0.498$). However, the cross-tabulation results show that in the moderate motivation category, there were 8 respondents (38.1%) who were late and 13 respondents (61.9%) who were not late, while in the moderate reward system category there were 8 respondents (34.8%) who were late and 15 respondents (65.2%) who were not late, which indicates that there is still room for improvement. In conclusion, although no significant relationship was found, efforts to improve motivation and reward systems are still important to improve the timeliness of reporting.

Keywords: reporting delay, quality indicators, Gibson theory, motivation, reward system

ABSTRAK

DETERMINAN KETERLAMBATAN PELAPORAN INDIKATOR MUTU DI RUMAH SAKIT XYZ SURABAYA

Keterlambatan pelaporan indikator mutu menjadi salah satu kendala dalam upaya peningkatan mutu pelayanan rumah sakit. Berdasarkan hasil observasi awal, diketahui bahwa dari 61 unit kerja di rumah sakit, terdapat 16 unit (26%) yang mengalami keterlambatan dalam pelaporan indikator mutu. Penelitian ini bertujuan untuk menganalisis faktor-faktor determinan yang menyebabkan keterlambatan pelaporan indikator mutu. Penelitian ini menggunakan pendekatan kuantitatif analitik dengan desain *cross sectional*. Populasi penelitian adalah seluruh pegawai yang bertugas melakukan input indikator mutu di Rumah Sakit XYZ Surabaya, sebanyak 61 responden dengan teknik pengambilan sampel *total sampling*. Data dikumpulkan menggunakan kuesioner dan dianalisis menggunakan uji *Chi-square*. Hasil penelitian menunjukkan bahwa seluruh variabel tidak memiliki hubungan signifikan dengan keterlambatan pelaporan, meliputi umur ($p = 0,644$), jenis kelamin ($p = 0,859$), pendidikan ($p = 0,096$), masa kerja ($p = 0,238$), motivasi ($p = 0,309$), dan sistem penghargaan ($p = 0,498$). Namun, hasil tabulasi silang menunjukkan bahwa pada kategori motivasi sedang terdapat 8 responden (38,1%) yang terlambat dan 13 responden (61,9%) tidak terlambat, sedangkan pada kategori sistem penghargaan sedang terdapat 8 responden (34,8%) yang terlambat dan 15 responden (65,2%) tidak terlambat yang mengindikasikan masih adanya ruang untuk peningkatan. Kesimpulannya, walaupun tidak ditemukan hubungan yang signifikan, upaya peningkatan motivasi dan sistem penghargaan tetap penting untuk meningkatkan ketepatan waktu pelaporan.

Kata kunci: keterlambatan pelaporan, indikator mutu, teori Gibson, motivasi, sistem penghargaan