

## **ABSTRACT**

*Hospitals as health service providers have an important role as the final reference for recovery and health care for the community. Hospitals have several standards that must be met in an effort to meet patient needs including input standards, process standards, and output standards in order to provide good service. Good quality of service provided to patients must refer to Reability, Assurance, Tangibles, Empathy, and Responsives. Output standards are standards consisting of indicators that can be used to measure hospital performance, in this case the Bed Occupancy Rate (BOR) . Based on the identification results, 5 (five) hospitals were found to have low BOR values. While in Type C hospitals there were 7 (seven) hospitals. The purpose of this study was to identify the relationship between service quality and the low score of Bed Occupancy Rate (BOR) with a literature reviews. The results of the study showed that from the five dimensions identified in type b and type C hospitals, type B hospitals were superior in 3 (three) dimensions of Tangibles, Empathy, and Responsiveness. While the quality of service on the dimensions of Reliability and Assurance of the two hospitals is no different. The main cause of the low Bed Occupancy Rate (BOR) in type B hospitals is due to the Reality dimension. Meanwhile, the main cause of the low Bed Occupancy Rate (BOR) in type C hospitals is due to the Responsiveness dimension.*

**Keywords:** *Quality of Service, Bed Occupancy Rate (BOR)*

## ABSTRAK

Rumah sakit sebagai penyedia jasa kesehatan memiliki peranan penting sebagai rujukan akhir untuk tempat pemulihan dan perawatan kesehatan bagi masyarakat. Rumah sakit memiliki beberapa standar yang harus dipenuhi sebagai upaya dalam memenuhi kebutuhan pasien diantaranya yang meliputi standar *input*, standar proses, dan standar *output* agar dapat memberikan pelayanan yang baik. Kualitas pelayanan yang baik yang diberikan pada pasien harus mengacu pada *Reliability, Assurance, Tangibles, Emphaty, dan Responsiveness*. Standar *output* adalah standar yang terdiri dari indikator – indikator yang dapat digunakan untuk mengukur kinerja rumah sakit, dalam hal ini adalah *Bed Occupancy Rate (BOR)*. Berdasarkan hasil identifikasi yang ditemukan rendahnya nilai BOR di RS tipe kelas B sebanyak 5 (lima) rumah sakit. Pada rumah sakit kelas Tipe C sebanyak 7 (tujuh) rumah sakit. Tujuan penelitian ini adalah untuk mengidentifikasi hubungan kualitas pelayanan terhadap rendahnya capaian nilai *Bed Occupancy Rate (BOR)* dengan pendekatan *literature review*. Hasil dari penelitian menunjukkan dari kelima dimensi yang telah diidentifikasi di Rumah sakit tipe b dan tipe C didapatkan rumah sakit tipe B unggul pada 3 (tiga) dimensi *Tangibles, Emphaty, dan Responsiveness*. Sedangkan kualitas pelayanan pada dimensi *Reliability* dan *Assurance* kedua rumah sakit tersebut tidak ada bedanya. Penyebab utama rendahnya capaian nilai *Bed Occupancy Rate (BOR)* rumah sakit tipe B disebabkan oleh dimensi *Realibility*. Penyebab utama rendahnya *Bed Occupancy Rate (BOR)* rumah sakit tipe C disebabkan oleh dimensi *Responsiveness*.

**Kata Kunci :** Kualitas Pelayanan, *Bed Occupancy Rate (BOR)*