

## **ABSTRACT**

*Name : Ika Kristallina Wulandari*

*Study program: Public Health, Esa Unggul University*

*Title : Analysis of the Causes of Waiting Time for Services in National Health Insurance Patients (JKN) in the Internal Medicine Polyclinic at the General Hospital (RSU), South Tangerang City in 2019*

*Hospital Minimum Service Standards (SPM) which state the waiting time for services  $\leq 60$  minutes. Based on observational data at South Tangerang City Hospital, the average waiting time for services reaches 173 minutes for internal medicine polyclinics from registration to doctor's examination. This study aims to determine the cause of the long waiting time for services in National Health Insurance (JKN) patients in the Internal Medicine Polyclinic in South Tangerang City Hospital in 2019. This research is a type of quantitative descriptive and qualitative research (mix methods). The results of the study of service waiting time is 166 minutes (95% CI = 165.4 - 166.6) with causes including human resources, infrastructure and work environment. It is hoped that all employees can educate patients about their ignorance, and add facilities that support the flow.*

*Keywords: quality of health services, outpatient, internal medicine polyclinic, long time waiting for outpatient services, JKN patients.*

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