

**POLITEKNIK KESEHATAN TANJUNGPURWATI  
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**HUBUNGAN TAT (TURNAROUND TIME) PEMERIKSAAAN  
LABORATORIUM DENGAN TINGKAT KEPUASAN PASIEN RAWAT  
JALAN DI RUMAH SAKIT WISMA RINI PRINGSEWU**

xiv + 28 halaman, 5 tabel, 2 gambar, 12 lampiran

**ABSTRAK**

Kepuasan pasien diartikan sebagai tingkat kepuasan yang dirasakan oleh pasien sebagai hasil dari kinerja pelayanan kesehatan yang diterimanya, setelah dibandingkan dengan harapannya. Salah satu faktor kunci keberhasilan pelayanan laboratorium adalah ketepatan waktu, yang dinilai melalui TAT (*Turnaround time*). Semakin tinggi tingkat kepuasan, semakin baik mutu pelayanan kesehatan yang diberikan. Jika pasien tidak merasa puas cenderung mereka akan memutuskan untuk tidak melakukan kunjungan ulang ke rumah sakit tersebut. Tujuan penelitian ini mengetahui hubungan TAT (*Turnaround time*) pemeriksaan laboratorium dengan tingkat kepuasan pasien rawat jalan di RS Wisma Rini Pringsewu. Jenis penelitian bersifat analitik. desain penelitian *cross sectional*, dilakukan pada bulan April s.d. Mei 2024 menggunakan Uji *Fisher Exact*. Responden penelitian berjumlah 191 responden. Rata-rata TAT kimia darah 47,1 menit, darah rutin 21 menit dan imunoserologi 25 menit dari ketiga pemeriksaan telah memenuhi SOP yang diberlakukan di RS Wisma Rini Pringsewu. Persentase pasien yang merasa puas pada pemeriksaan kimia darah, darah rutin dan imunoserologi sebesar 99% dan tidak puas sebesar 1%. Hasil penelitian menunjukkan pemeriksaan kimia darah (p value 0,01), darah rutin (p value 0,007), dan imunoserologi (p value 0,028) dengan ini TAT (*Turnaround time*) pemeriksaan laboratorium (p value < 0,05) ada hubungan dengan tingkat kepuasan pasien rawat jalan di rumah sakit Wisma Rini Pringsewu.

Kata Kunci : Kepuasan pasien, TAT, Pemeriksaan laboratorium.

Daftar Bacaan : 27 (2017 – 2024)

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**The Relationship Of TAT (Turnaround Time) Of Laboratory Examinations  
With The Level Of Satisfaction Of Outpatient Patients At Wisma Rini  
Pringsewu Hospital**

xiv + 28 pages, 5 tables, 2 pictures, 12 attachments

*ABSTRACT*

*Patient satisfaction is defined as the level of satisfaction felt by the patient as a result of the performance of the health services they receive, after comparing it with their expectations. One of the key factors for the success of laboratory services is timeliness, which is assessed through TAT (Turnaround time). The higher the level of satisfaction, the better the quality of health services provided. If patients are not satisfied, they will likely decide not to make a repeat visit to the hospital. The aim of this research is to determine the relationship between TAT (Turnaround time) for laboratory examinations and the level of satisfaction of outpatients at Wisma Rini Pringsewu Hospital. This type of research is analytical. cross sectional research design, conducted from April to May 2024 using the Fisher Exact Test. The research respondents totaled 191 respondents. The average TAT for blood chemistry was 47.1 minutes, routine blood 21 minutes and immunoserology 25 minutes from the three examinations, which fulfilled the SOP implemented at Wisma Rini Pringsewu Hospital. The percentage of patients who were satisfied with blood chemistry, routine blood and immunoserology examinations was 99% and dissatisfied was 1%. The results of the study showed that blood chemistry examinations (p value 0.01), routine blood tests (p value 0.007), and immunoserology (p value 0.028) with TAT (Turnaround time) laboratory examinations (p value <0.05) had a relationship with the level of Outpatient satisfaction at Wisma Rini Pringsewu Hospital.*

*Keywords : Patient satisfaction, TAT, laboratory examination.*

*Reading List : 27 (2017 – 2024)*