

**EFEKTIVITAS HUKUM STANDAR PELAYANAN MINIMAL
INSTALASI GAWAT DARURAT (IGD) DALAM UPAYA KESEHATAN
(Studi Di Rumah Sakit Umum Dadi Keluarga Purwokerto)**

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui efektivitas hukum standar pelayanan minimal Instalasi Gawat Darurat (IGD) dalam upaya kesehatan di Rumah Sakit Umum Dadi Keluarga Purwokerto dan faktor yang cenderung berpengaruh terhadap efektivitas hukum standar pelayanan minimal Instalasi Gawat Darurat (IGD) dalam upaya kesehatan di Rumah Sakit Umum Dadi Keluarga Purwokerto.

Penelitian ini menggunakan metode penelitian kuantitatif dengan pendekatan yuridis sosiologis dan spesifikasi penelitian deskriptif. Penelitian ini berlokasi di Rumah Sakit Umum Dadi Keluarga Purwokerto dengan responden sebanyak 25 (dua puluh lima) orang tenaga kesehatan. Pengambilan sampel penelitian menggunakan *simple random sampling*. Jenis sumber data meliputi data primer dan data sekunder yang diperoleh dengan menggunakan metode angket, dokumenter dan kepustakaan. Data yang terkumpul diolah menggunakan teknik *coding, editing*, dan tabulasi serta dianalisis dengan distribusi frekuensi analisis, tabel silang analisis, analisis isi dan analisis perbandingan.

Hasil penelitian menunjukkan bahwa tingkat efektivitas hukum standar pelayanan minimal Instalasi Gawat Darurat (IGD) dalam upaya kesehatan di Rumah Sakit Umum Dadi Keluarga Purwokerto adalah efektif. Hal ini dibuktikan dengan hasil penelitian terhadap 6 (enam) indikator meliputi efektifnya kemampuan menangani *lifesaving* anak dan dewasa, efektifnya jam buka pelayanan gawat darurat, efektifnya ketersediaan tim penanggulangan bencana, efektifnya waktu tanggap pelayanan dokter di gawat darurat, efektifnya kepuasan pelanggan pada gawat darurat dan efektifnya ketiadaan keharusan untuk membayar uang muka. Faktor-faktor yang cenderung mempengaruhi efektivitas hukum standar pelayanan minimal Instalasi Gawat Darurat (IGD) dalam upaya kesehatan di Rumah Sakit Dadi Keluarga Purwokerto meliputi faktor sarana dan prasarana kerja, sumber daya manusia dan manajemen kesehatan.

Kata Kunci : *Efektivitas Hukum Standar Pelayanan Minimal; Sarana dan Prasarana Kerja; Sumber Daya Manusia; Manajemen Kesehatan.*

**LEGAL EFFECTIVENESS OF MINIMUM SERVICE STANDARDS OF
EMERGENCY DEPARTMENT IN HEALTH EFFORTS
(Study at Dadi Keluarga Purwokerto General Hospital)**

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ABSTRACT

This study aims to determine the legal effectiveness of minimum service standards of Emergency Department in health efforts at Dadi Keluarga Purwokerto General Hospital and the factors that tend to influence legal effectiveness of minimum service standards of Emergency Department in health efforts at Dadi Keluarga Purwokerto General Hospital.

This research uses quantitative research methods with a sociological juridical approach and descriptive research specifications. This research is located at the General Hospital of Dadi Keluarga Purwokerto with 25 (twentyfive) health workers as respondents. The research sample was taken using simple random sampling. Types of data sources include primary data and secondary data obtained using questionnaires, documentaries and literature. The collected data were processed using coding, editing, and tabulation techniques and analyzed with analysis frequency distribution, cross-table analysis, content analysis and comparison analysis.

The results showed that the level of legal effectiveness of minimum service standards of Emergency Department in health efforts at Dadi Keluarga Purwokerto General Hospital is effective. This is evidenced by the results of research on 6 (six) indicators covering the effectiveness of the ability to handle lifesaving of children and adults, effective opening hours for Emergency Department, effective availability of disaster management teams, effective response time for doctor services in the emergency department, effective customer satisfaction in the emergency department and effectively there is no need to pay a down payment. Factors that tend to influence the legal effectiveness of legal effectiveness of minimum service standards of Emergency Department in health efforts at Dadi Keluarga Purwokerto General Hospital are including work facilities and infrastructure, human resources and health management.

Kata Kunci : *Legal Effectiveness of Minimum Service Standards; Work Facilities and Infrastructure; Human Resources; Health Management.*