

**ANALIZA SISTEMA JESTAUN DADUS BA HASAE KUALIDADE ATENDEMENTU SAÚDE IHA CENTRO SAÚDE
COMUNITÁRIA LOSPALOS,
POSTO ADMINISTRATIVO LOSPALOS MUNICÍPIO LAUTÉM, IHA TINAN 2021**

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Abstratu

Kualidade atndementu hanesan indikadór kualidade atndementu saúde, hasae kualidade atndementu ne'e sai hanesan isu ida iha jestaun no iha setór Governu no setór privadu. Asuntu ne'e akontese iha parte ida husi prosesu komunidadu ba iha hadia kualidade atndementu husi tinan ba tinan sai aumenta bo'ot ba bebeik, enkuantu iha parte seluk administrasaun atndementu hetan hadia ne'ebé signifíkansia. Objetivu husi peskiza ida ne'e maka atu hatene kona-ba sistema jestaun dadus ba iha kualidade atndementu saúde iha Centro Saúde Comunitária Lospalos, Posto Administrativo Lospalos, Município Lautém, Tinan 2021.

Sistema hanesan koleasaun husi komponente ka elementu ne'ebé integra no hodi alkansa objetivu balun (Jogianto, 2005) Jestaun katak prosesu planeamentu, organizasaun, koordinasaun, no kontrolu ba rekursu hodi atinje objetivu ho efetivu no efisiênsia. Efetivu katak atinje objetivu tuir planu, no efisiênsia katak jestaun ne'e halo ho akuradu (*accurate*), organizadu no tuir tempu ne'ebé determinadu (Ricky W Griffin, 2015). Dadus hanesan fatus hotu-hotu no número ne'ebé bele halo sai hanesan materiál atu forma informasaun ida, enkuantu informasaun maka rezultadu husi prosesamentu dadus ne'ebé utiliza ba nesidade ida (Arikunto, 2002). Kualidade atndementu saúde katak hatudu ba nível perfeisaun aparênsia atndementu saúde ne'ebé mantidu ne'ebé iha parte ida bele fó satisfasaun ba utilizasaun servisu atndementu no parte seluk prosedimentu implementasaun tuir ho kódigo étika profisaun no pardaun ne'ebé hatuur ona (Azwar, 2010).

Peskiza ida ne'e utiliza métodu analiza kuantitativu ho aproximasaun *crosssectional*, no amostrajen saturada no amostra maka 43 husi pessoal saúde iha Centro Saúde Comunitária Lospalos no téknika analiza dadus maka téknika analiza univariada no bivariada (*Analisis Chi-Square*). Peskiza ida ne'e iha variável rua maka Variável dependente (variável X) maka "sistema Jestaun dadus" no variável independente variável (Y) maka Kualidade atndementu saúde".

Bazeia ba rezultadu analiza ho IBM SPSS Versaun 22 hatudu katak, husi variável X Sistema Jestaun dadus ba Kualidade atndementu saúde iha Centro Saude Comunitária Lospalos hanesan tuir mai ne'e: Jestaun la diak hamosu Kualidade atndementu la diak ho total frekuensia 2, ho numeru persentagen 100%, Jestaun dadus la diak hamosu kualidade atndementu diak ho total frekuensia 0, no persentagen 0%. Alemde ida ne'e bazeia ba opsaun Jestaun di'ak hamosu Kualidade atndementu la di'ak ho total frekuensia 1, ho numeru persentagen 2.4%, Jestaun di'ak hamosu Kualidade atndementu diak ho total frekuensia 40, ho numeru persentagen 97.6%. ho nune'e konklui katak Jestaun dadus di'ak maka sei hamosu mos kualidade atndementu ne'ebe di'ak. Bazeia ba rezultadu Teste Hipoteze ho nivel signifíkansia 0.05 hatudu katak valor *P. Value* iha 0.03 rezultadu refere hatudu iha signifíkansia entre variável X Sistema Jestaun dadus ba Kualidade atndementu Y iha Centro Saúde omunitaria Lospalos tinan 2021.

Bazeia ba dadus ne'ebé peskizadora hetan iha Centro Saúde Comunitária Lospalos maka peskizadora hakarak rekomena ba Xefe Centro Saúde katak tenke tau atensaun máximu ba prosesu implementasaun knaar tuir prosedimentu no regulamentu ne'ebé iha, Xefe Centro Saúde Comunitária presija koopera hamutuk ho Ministeriu Relevante hodi nune'e bele evalua ba problema hanesan menus rekursu umanu, menus fasilidade saúde hodi nune'e bele rezolve problema hirak ne'e atu nune'e Centro Saúde Comunitária refere bele iha kualidade liu husi atndementu no iha rekursu umanu ne'ebé kualidade hodi nune'e bele lori Saúde Pública ba iha kondisaun ida ne'ebé harmonia no saudável.

sistema jestaun dadus, kualidade atndementu saúde

**Liafuan
Xave**

Abstract

ANALISYS OF DATA MANAGEMENT SYSTEM TO IMPROVE THE QUALITY OF HEALTH SERVICES AT LOSPALOS COMMUNITY HEALTH CENTERLOSPALOS SUB-DISTRICT, LAUTÉM MUNICIPALITY IN 2022

Quality service as a indicator of quality health service to improve the quality service as an issue in management in govement sector and private sector. This issue is happened in the part from the community prossess to fix the quality service from the year by year that grow up more and more, and in another part of administration service geting significant fixed. The objective of this research is to know about Data Management System To Improve The Quality Of Health Services At Lospalos Community Health Center Lospalos Sub-District, Lautém Municipality In 2022. System as a collection from the component or element that intergrated to achieve some objective (Jogianto, 2005). Manajement is a prossess of plan, organization, coordination an control for the resource to achieve the objective effectly and efficiency. Effective is to achieve the objective base on the plan, and the efficiency is a manajement is do accurate, organized and base on the time that has been determinated (Ricky W Griffin, 2015). Date is as a all the facts and number that can be as a material to form an information , and information can result from the prossesment of data that use for the nessecity (Arikuntu, 2022). Quality Health service is to show to the level of perfection appearance health service that sustained in a part that can give a satisfaction for the utilization job service and the another part of the proceeding of implementation base on the profesion code etics and the standart which has been set in (Azwar, 2010).

This research utilized analysis quantitative method research and aproachment crossectonal and saturated sampling and the sample is 43 from the heath personal at Lospalos Community health centre and technique analyzes data is a technique analyzes univariate and bivariate (analisis chi-square). This research have 2 variable are Dependent variable (variable X) “system management data” and indendent variable (Variable Y) “improve quality health service”.

Base on the output of analyzes IBM SPSS version 22 showed that, from variable X “system management data to improve the quality health services are : bad management result the bad quality health service with total frequency 2, with 100%, bad management data result the good quality health service with total frequency 0, and 0%. Besided this base on the option good management result the bad quality service total frequency 1 and 2.4%, good managemenet result good quality service total frequency 1, 2.4%, good manangement result good quality service with total 40, with 97,6% so concludes that good managemnet data will result good quality service too. Base on the result of hipotesis test with level signifincy 0.05 show that p value have 0.03 result refers show that have a significancy between variable X “system management data to upgrade the quality health service Y at Lospalos Community Health Centre of 2021.

Base on the data that researcher got at community health centre researcher want to recommend to the chief of community health centre to put attention maximum to the prossess of implementation of the job base on the prossedur and rules, chief of the Community Health Centre need to cooperate with the relevant ministerio so that can solve the problem so that Community health centre refer can have the quality of services and have the quality human resource in order to might be bring the Public health to the best condition, harmony and healthy.

Key words *system management data, quality health service*

Introdusaun

Kualidade atendentu hanesan indikador kualidade atendentu saude, hasa'e kualidade atendentu ne'e sai hanesan isu ida iha jestaun no iha setor Governu no setor privadu. Asuntu ne'e akontese iha parte ida husi prosesu komunidadade ba iha hadia kualidade atendentu husi tinan ba tinan sai aumenta bo'ot ba bebeik, enkuantu iha parte seluk administrasaun atendentu hetan hadia ne'ebé signifikansia. Modelu atendentu saude maka fo atendentu ne'ebé efisiente no kualidade (Anderson,2013)..

Garantia kualidade atendentu saude bele implementa ho meu efetivu, efisiente no konfortavel, aplikasaun hasa'e kualidade atendentu kontinuo hanesan estratejia ne'ebé apropriadu (Mc Laughlin, Johnson, & Sollecito,2011). Liafuan ne'ebé dala-barak utiliza iha esforsu hasa'e kualidade atendentu kontinuo maka hanaran *continuos Quality Improvement (CQI)*.

Jestaun dadus hanesan prosesu ida ne'ebé halao hodi garantia kualidade dadus no informasaun ne'ebe lolos se wainhnira sistema jestaun dadus ne'ebé la diak sei implika ba planu no mos desizaun iha kuidadus saude nian. Dadus ne'ebé lolos, tenke priense karakteristik sira hanesan, tuir ninia padraun ka standarte hodi nune'e bele elebora no hatene informasaun dadus kona-ba vizita pasiente ambulatório iha fasilidade saude durante perodu tinan ida nian. Atu aseguara dadus identidade pasiente (*medical record*) iha unidade rejistu pasiente nian, aseguara dadus identidade pasiente nian bainhira lakon, fo informasaun ne'ebé klaru ba pasiente (Henry Fayol, 1914).

Sistema informasaun bele utiliza ba atividade atendentu dadus no informasaun ho produtivu liu, transparente, publikadus, lais, fasil, akuradu, integradu, konfortavel no efisiente, especialmente ajuda iha suavizar no hafasil formasaun politika ba hasa'e sistema atendentu saude nia laran especialmente iha area administrasaun Ospital. Sistema informasaun iha Ospital presija tebes hodi hafasil asesu atendentu, to'o bele lao ho optimu liu. Komitmentu Ospital hodi fo atendentu saude ne'ebé kualidade maka Ospital prosesa hodi dezvoltolve ninia- an sai instituisaun ne'ebé iha kapasidade ba kompetisaun iha atendentu Ospital nia laran no iha exelensia komparativu, tamba ne'e presija planeamentu no dezvoltolvimentu ne'ebé komprensivu ba Ospital jerál.

Bazeia ba informasaun no observasaun ne'ebé peskijadora halao iha Centro Saude Comunitaria Lospalos, Posto Administrativo Lospalos, Municipio Lautem, tinan 2021 katak, sistema rejistrasaun pasiente ne'ebé lao ho sistema elektronika utiliza teknologia komputer, haree husi parte jestaun dadus bele dehan diak, iha parte seluk mos sei iha difikuldade barak maka pessoal saude sira enfrenta hanesan eletrisidade ne'ebé mate lakan, rede internet ne'ebé *loading* kleur hodi difikulta prosesu jestaun dadus ne'e lao kleur no presija tempu hodi halao rejistrasaun dadus ba pasiente sira. Iha difikuldade hanesan sistema manual no online hodi hamosu dadus ne'ebé dupla, la kompleto no la tuir ninia tempu. Karga serbisu ne'ebé todan ba pessoal saude ne'ebé serbisu, no la iha efektividade no efisiensia, no formatu ne'ebé utiliza iha diferensia no seidauk tuir lolos padraun Nasional. Minimu rekursu ne'ebé bele jere dadus ho lolos, mekanismu monitorizasaun ba sistema dadus sei fraku, alemde ida ne'e iha mos limitasaun ba sistema dadus. Situasaun ida ne'e fo impaktu ba atendentu saude no hamosu insatisfasaun ba pasiente ne'ebé mai halao tratamentu tamba tempu hein ne'ebé kleur.

Bazeia ba dadus ne'ebé foti husi Centro saude Comunitaria Lospalos, Municipio Lautem pasiente ne'ebé mai halao tratamentu saude iha tinan 2016 ho total 125.369, tinan 2017 iha 134.468, iha tinan 2018 iha 112.862 iha tinan 2019 iha 102.543 ne'ebé mai halao tratamentu saude iha Lospalos, Municipio Lautem husi total populasaun 68.445.

Bazeia ba identifikasaun hirak ne'ebé deskreve ona iha leten maka atrai peskijadora hakarak halao peskiza ho titulo "Analiza sistema jestaun dadus ba hasa'e kualidade atendentu iha Centro Saude Comunitaria Lospalos, Posto Administrativo Lospalos Municipio Lautem iha tinan 2021".

Metodo Peskija

Metodu ne'ebe utiliza ba peskiza maka Kuantitativu,liu husi Aproximasaun *Cross sectional* Utiliza metodu peskiza ida ne'e hodi bele hatene sistema jestaun dadus ba hasa'e kualidade atendentu iha centro saude Comunitaria Lospalos, Municipio Lautem, tinan 2021.

Rezultado no Diskusaun

Bazeia ba rezultado analiza ho IBM SPSS Versaun 22 hatudu katak, husi variabel X Sistema Jestaun dadus ba Kualidade atendentu saude iha Sentru Saude Kommunitaria Lospalos hanesan tuir mai ne'e: Jestaun la diak hamosu Kualidade atendentu la diak ho total frekuensia 2, ho numeru persentagen 100%, Jestaun dadus la diak hamosu kualidade atendentu diak ho total frekuensia 0, no persentagen 0%. Alemde ida ne'e bazeia ba opsau Jestaun diak hamosu Kualidade atendentu la diak ho total frekuensia 1, ho numeru persentagen 2.4%, Jestaun diak hamosu Kualidade atendentu diak ho total frekuensia 40, ho numeru persentagen 97.6%. ho nune konklui katak Jestaun dadus diak maka sei hamosu mos kualidade atendentu ne'ebe diak. Bazeia ba rezultado Teste Hipoteze ho nivel signifikansia 0.05 hatudu katak valor *P. Value* iha 0.03 rezultado refere hatudu iha signifikansia entre variabel X Sistema Jestaun dadus ba Kualidade atendentu Y iha Sentru Saude Kommunitaria Lospalos tinan 2021.

Konkluzau

Ho rezultadu ida ne'e hatudu katak iha influensia entre sistema jestaun dadus bahasa'e kualidade atendentu iha Centro Saude Comunitaria Lospalos, Posto Administrativu Losplaos, Municipio Lautem, Tinan 2021 ne'ebé haree husi indikator sistema jestaun dadus no (input, process no output) no kualidade atendentu saude hare husi (reliability, responsiveness,

assurance, empathy no tangible). Peskiza ida ne'e hanesan referensia ida ba Governo Timor-Leste, liu husi ministerio da Saude hodi Ministeriu saude Timor-Leste persija hasa'e nivel serbisu profisionais saude hodi implenta serbisu liu husi fo atendimentu ba paciente sira tuir programa saude ne'be maka eziste iha Instituisaun Saude, ministério saude presija tau atensaun máximu no koopera hamutuk ho rekursu umanu iha Centro Saude Comunitária presija halo avaliasaun ba iha rekursu umanu no facilidade Saude hodi nune'e Centro saude bele iha kualifikadu no serbisu Saude mós bele efisiensia.

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