

**HUBUNGAN KARAKTERISTIK PETUGAS FLEBOTOMI
DENGAN KUALITAS SPESIMEN**
Studi untuk Peningkatan Mutu Pelayanan di UPTD Labkesda Pangandaran

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ABSTRAK

Masyarakat mengharapkan hasil pemeriksaan laboratorium yang bermutu. Beberapa studi melaporkan bahwa mayoritas kesalahan di laboratorium terjadi pada tahap pra analitik (46-77,1%). Pengambilan spesimen yang tidak tepat merupakan sumber kesalahan terbanyak di laboratorium yang mempengaruhi kualitas spesimen. Penelitian ini bertujuan untuk mengetahui gambaran karakteristik petugas laboratorium dalam flebotomi serta hubungannya terhadap kualitas spesimen. Penelitian ini merupakan penelitian deskriptif analitik dengan pendekatan *cross sectional*. Sampel dalam penelitian ini adalah total populasi petugas laboratorium di UPTD Labkesda Pangandaran. Variabel karakteristik petugas laboratorium yang terdiri dari tingkat pendidikan, lama bekerja, pelatihan dan pengetahuan flebotomi diukur menggunakan kuesioner. Sedangkan variabel kualitas spesimen diukur melalui observasi. Analisis data yang digunakan adalah *Chi Square*. Hasil penelitian menunjukkan terdapat hubungan antara variabel lama bekerja responden dengan kualitas spesimen (p Value = 0,048) dan variabel pelatihan flebotomi dengan kualitas spesimen (p Value = 0,048). Tidak terdapat hubungan antara variabel tingkat pendidikan dan pengetahuan flebotomi terhadap kualitas spesimen. Peningkatan pelatihan berkelanjutan dalam flebotomi harus terus diupayakan untuk meningkatkan pelayanan.

Kata Kunci : Kesalahan pra analitik, kualitas spesimen, pelatihan flebotomi, petugas laboratorium

**CORRELATION BETWEEN PHLEBOTHOMIST CHARACTERISTICS
AND SPECIMEN QUALITY**
Study to Improve Service Quality at UPTD Labkesda Pangandaran

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ABSTRACT

Peoples always needs the results of clinical laboratory with quality assurance. Several lines of study now reported that the majority of errors in laboratory occurs in the pra analytical phase (46-77,1%). Most importantly, the collection of unsuitable specimens for testings is the reason of the most frequent source of all laboratory errors that affect specimens quality. This study is aimed to find out the description of laboratory staffs characteristics in the phlebothomy as well as their effect on the specimens quality. This is an descriptive analytic study with cross sectional approach. Sample in this study were total populations of laboratory staffs at UPTD Labkesda Pangandaran. Variable of laboratory staffs characteristics were measured using a questionnaire. The dependent variable is specimens quality were measured through observations. Data analysis used were Chi Square. There was a correlation between laboratory staffs' work experience and specimens quality (p Value = 0,048). And also there was a correlation between laboratory staffs' phlebothomy training and specimens quality (p Value = 0,048). However, there was no correlation between educational state and knowledge about phlebothomy with specimens quality. Updating continuous training about phlebothomy must be executed to improve the service quality.

Key Words : *Pra analytical error, specimen quality, phlebothomy training, laboratory staff*