

**Compliance Relation Implement Standard Operational Procedure (SOP)
Blood Vein Sampling With Quality Service Of Laboratory Officer
at Muara Teweh Hospital**

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ABSTRACT

Laboratory officer compliance to Standard Operating Procedures (SOP) which is a specific benchmark that should be implemented and which affect on the quality of services provided. The purpose of this research is to understand the relation between compliance and implement Standard Operational Procedure (SOP) of venous blood sampling to quality of services at laboratory officer at Muara Teweh Hospital. The type of this research is observational with approach analytic using cross sectional study method. Samples / respondents were taken as many as 68 patients and 7 laboratory officer at Muara Teweh Hospital, then both respondents were each given a questionnaire. Results of data processing based on questionnaires that have been given show that from 52 respondents who rated officers laboratory obedient, 46 respondents (67.6%) who expressed satisfaction with the quality of service provided and 6 respondents (8.82%) who expressed unsatisfied with the quality service, while 16 respondents rated that the laboratory officer was not obedient, 9 respondents (13.4%) expressed satisfaction with the quality of service provided and 7 respondents (10.29%) expressed unsatisfied with the quality of service provided. The result of data analysis using chi-square test obtained p-value = 0,009 which means that p value < 0,05 states hypothesis a accepted where there is relationship between laboratory compliance with service quality given. Conclusion: There is a significant correlation between laboratory compliance with service quality.

Keywords: compliance, standard operational procedures, quality of service