

THE FACTORS WHICH AFFECT THE MEDICAL SERVICES OF LOCAL GOVERNMENT HOSPITAL

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ABSTRACT

The Objective of this research is analyze of coordination and controlling on employee's performance in the medical service at the local government hospital. In this research the writter has selected 3 (three) variables namely, Coordination (X_1), Controlling on the employee's performance (X_2), and Medical Services (Y). The main problem of this research is how far the coordination and controlling on the employee's performance in the medical service at The Local Government Hospital. The method used in this research is quantitative methods and stratified random sampling was used to obtain minimum samples. Data were gathered by using interview, observation, questioner, and library. Path analysis statistic was also used to test hypothesis. The findings of this research show good sufficient and controlling the employee's performance show a good, while medical services show a lower level (not Good) . And Hypothesis testing were path analysis indicated that coordination has positive effect on the employee's performance in medical services, controlling has positive effect on the employee's in medical services, and that there is positive simultaneous interplay between coordination and the employee's performance. It can be concluded from the test of hypothesis that coordination and controlling have really positive effect at the employee's performance in medical services. It means that the hypothesis c an be accepted based on the accepted finding of the reach mentioned above , director are suggested to imp[rove coordination implementation and controlling for maintaining quality control on the employee's performance and to perfect. .

Keywords : Coordination, Controlling, Performance, medical services

INTRODUCTION

It is generally agreed that, when everything being equal, the health of a population will be better when the country's health system performs better. Notably, since 2000 WHO WorldHealth Report has written about how to measure health system performance. But what are interested about this reportis rather to question the determinants of this performance. It is not easy to answer this question, but can agree that elements such as the definition of a clear health policy, presence of a structured and coherent organization of health services and presence of a good regulatory framework can contribute to the performance of a health system.

But, it is should not be forgotten that institutions (health care administrations and health providers) and persons working in them are important determinants of health system performance. The better the later perform, the better the entire system will perform.

Medical Services provides routine and urgent medical care, travel medicine, immunizations, as well as sexual health services, reproductive and gynecological services, LGBTQ health care, and confidential HIV testing. Students are encouraged to make appointments online with their health care provider.

Medical Services is organized to provide high quality, accessible, well-coordinated care. Each practice group is comprised of doctors, nurse practitioners, nurses and support staff. This model of care helps simplify and streamline more routine administrative needs and processes, including obtaining a referral, ordering lab tests, or receiving a prescription refills, for our student patients. That's why appointments made with your designated group practice are strongly encouraged.

Service quality has become a key strategic variable in organizational efforts to satisfy and retain customers or to attract new customers. However, for many service providers, service failure is inevitable since some aspects of services such as customer attitudes and employee behavior cannot be totally controlled by management. All service organizations, however quality driven, will have some kind of service failures with respect to one or more dimensions of service quality. The idea of zero defects widely implemented in manufacturing industry is extremely difficult to apply in service industry. A company cannot avoid service failures due to human errors in service delivery.

Service failure is defined as service performances that fall below customer expectations and service failures as any service related mishaps (real or perceived) that transpire during a customer's experience with a firm. Some researchers believed that service failure that is not immediately handled by a service provider could be costly and could lead to customer defection. Service failure could be due to unique characteristics of services and psychographic factor of individuals getting involved in service delivery Conclusion that employee responses toward service failure directly relate to customer satisfaction and dissatisfaction. Other researchers revealed that service failures could also due to customer behavior in the delivery process of the services. Service failures could be grouped into four categories: service delivery system failures, gap between needs and requests, unprompted/unsolicited employee actions, and problematic customers. In a similar fashion, classified service failures into three categories, namely organization procedures, coordination between organization units, employee behavior, Controlling of employee's performance failures, of the organization that are against the sense of fair trade.

Performance factors are very important for all public. In achieving the goals, factors that create conducive work environment that will support organization factor for employees is ergonomic factors. Ergonomic factors are part of work environment factors that are determinants of employee performance achievement in administration service in hospital which includes layout and placement of coordination and controlling systems.

Multiple Regression Analysis

As depicted in Table 1, based on the multiple regression test, the expected model is:

$$Y = f (\beta_1X_1 + \beta_2X_2 + \beta_3X_3)$$

$$\text{Employees' Performance} = 9.355 + 0.017X_1 + 0.067X_2 + 0.638X_3 + \epsilon$$

This test highlights that the value of determinant coefficient which is 59.3% employees' performance at the Local Government Hospital can be explained by the variables of Coordination, Controlling and Performance, while the remaining of 31.7% are describable by other factors. The F-test has shown that Coordination (X1), Controlling (X2) and Performance (X3) variables simultaneously influence Medical Services

Table 1 Coefficient Determination

Model Summary ^b					
Model	R	R.Square	Adjusted R.Square	Std. Error of the Estimate	Durbin-Watson
		632		2.64274	
1	.795 ^a		593		1.910

Predictors: (Constant), Coordination,, Employee Performance Control

b. Dependent Variable: Medical Service

Table. 2 Multiple Regression Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig	Collinearity Statistics	
	B	Std Error	B			Tolerance	Vip
Constant	9.355	6.253		1.496	..146		
Coordination	.017	102	0,25	164	..871	.578	1.730
Controlling	.067	147	0,63	453	..654	.673	1.486
Performance	638	149	747	4.287	000	.433	2.308

a. Dependent Variable: Employee Performance

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