Dokumentasi Hasil Keperawatan

Upaya Meningkatkan Satisfied Demand pada Layanan Rawat Inap Balai Pengobatan Islam Sumberwujud Lemongen Berdasarkan Analisis Faktor Demand, Organisasi, dan Lingkungan

Pengaruh Kapasitas Kerja dan Komitmen pada Organisasi terhadap Intensi Turnover Dosenn

Upaya Dukungan Pemanfaatan Kamar Operasi Berdasarkan Performance Management Unit Kerja

Peningkatan Pelaksanaan Komunikasi Interpersonal Berdasarkan Mindset Bidan tentang Buku KIA

Penyusunan Brand Expression Berdasarkan Strategi Pemasaran dan Strategi Merek

Redesign Pelatihan General Emergency Life Support (GELS) RSUD Dr. Soetomo (dengan Pendekatan Evaluation Training Programma)

Analisis Pengaruh Work Attitude terhadap In-Role Performance dan Organizational Citizenship Management Behavior (OCB)

Strategi Meningkatkan Pembelian Obat di Kamar Obat Melalui Customer Relationship Management (CRM)
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The Path Model of Social Capital Influence on the Economic Value at Hospital Wards

Model Jalur Pengaruh Social Capital Terhadap Economic Value di Unit Kerja Rumah Sakit

Abstract

The empiric problem in several hospitals in Surabaya was their non-optimal performance. This research aimed at formulating the path model of social capital influence on the economic value at the hospital inpatient wards. This was an observational research. The unit analysis of the research was teamwork at 80 inpatient wards (interviewing 1,420 nurses and 1,206 patients as respondents). The Structural Equation Modeling (SEM) was used to find the best path model. The result of this research proved that social capital typology and maturity level had an influence on economic value through customer satisfaction, and a direct influence on teamwork effectiveness. The practical implication of social capital development should be done by building social capital as a value (organization culture) and as a hospital strategy.

Keyword: social, capital, type, typology, map, maturity, teamwork, effectiveness, customer, satisfaction, loyalty, economic, value, path,

Daftar Pustaka:


