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Evaluasi Proses Pembuatan Laporan dan Pemanfaatan Informasi Rekam Medis di Rumah Sakit Usada Sidorejo

Hubungan Kestepapan Individu dan Kestepapan Organisasi dalam Pelaksanaan SJSN di RSUD Bhakti Dharma Husada Kota Surabaya

Evaluasi Pelaksanaan Standar Pelayanan Minimal pada Program Pemberian Penderita Pneumonia Balita

Analisis Penilaian Perawat terhadap Sistem Kompensasi Finansial Instal Jasa Pelayanan Berdasarkan Equity

Hubungan Knowledge dan Perception Gap dengan Keputusan Pasien Rawat Inap RS Semen Gresik

Analisis Faktor yang Mempengaruhi Tingginya Rasio Klaim Program Jaminan Kecelakaan Kerja di PT. Jamsostek

Analisis Kinerja Organisasi Berdasarkan Kriteria Malcolm Baldrige di Unit Rawat Inap RSUD Dr. H. Moh. Anwar Sumenep

Analisis Kelengkapan Pengisian dan Pengendalian Rekam Medis Rawat Inap Rumah Sakit

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ORGANIZATION PERFORMANCE ANALYSIS BASED ON MALCOLM BALDRIGE IN INPATIENT UNIT OF DR. H. MOH. ANWAR GENERAL HOSPITAL SUMENEP

ANALISIS KINERJA ORGANISASI BERDASARKAN KRITERIA MALCOLM BALDRIGE DI UNIT RAWAT INAP RSUD DR. H. MOH. ANWAR SUMENEP

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Abstract

Hospital performance is very important because it reflects on the hospital successful rate. Performance measurement is needed to determine the quality of the hospital. This research aimed to analyze the hospital performance by using Malcolm Baldrige criteria. This research was an observational descriptive study with crosssectional research design applied. There were 59 nurses and midwives as sample from 143 employees by using simple random sampling. The results of this research showed the performance of Dr. H. Moh. Anwar Sumenep hospital based on organizational profile (78.82%), customer focus (76.27%), and results criteria (75.59%) were very good. And the hospitalization performance of Dr. H. Moh. Anwar Sumenep from the leadership criteria (74.16%), strategic planning (74.58%), measurement, analysis, and knowledge management (73.73%), criteria focus of Human Resources (73.73%), and the operations focus (74.58%) were good. When the criterias compared with the maximum value of the Malcolm Baldrige point, included in the category was very good assessment (752.29). Meanwhile the leadership criteria was the highest performance achievements (75.81%), and the lowest was criteria focus of Human Resources (73.34%). It can be inferred that hospitalization of RSUD Dr. H. Moh. Anwar Sumenep performance based on Malcolm Baldrige criteria was very good.

Keyword : Malcolm, Baldrige, criteria, performance, analysis, performance, measurement,

Daftar Pustaka :