

# Analisis mutu pelayanan rumah sakit umum pusat fatmawati yang terakreditasi versi 2012 berdasarkan kriteria malcolm baldrige tahun 2014 = Analysis of service quality at version 2012 accredited fatmawati general hospital based on malcolm baldrige criteria year 2014

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## Abstrak

[Suatu organisasi yang menghasilkan suatu produk seperti jasa, memerlukan suatu evaluasi berupa penilaian mandiri (self assessment) yang dapat meningkatkan kualitas pelayanan secara terus-menerus (continous improvement) sehingga didapatkan kualitas pelayanan yang tinggi dan sesuai dengan tuntutan zaman dengan tetap mengikuti peraturan yang berlaku. Gambaran mutu suatu organisasi dapat dilihat dengan pendekatan Malcolm Baldrige yang terdiri dari kepemimpinan (leadership), perencanaan strategis (strategic planning), fokus pada pelanggan/pasar (customers focus), pengukuran, analisa dan manajemen pengetahuan (measurement, analysis and knowledge management), fokus pada staf/tim (workforce focus), fokus pada proses (operation focus), dan hasil-hasil kinerja organisasi (result). Terkait hal tersebut, tesis ini akan membahas mengenai Analisis Mutu Pelayanan Rumah Sakit Umum Pusat Fatmawati Yang Terakreditasi Versi 2012 Berdasarkan Kriteria Malcolm Baldrige Tahun 2014.

Hasil penelitian menunjukkan ada hubungan antara variabel kepemimpinan dengan hasil-hasil kinerja Rumah Sakit Umum Pusat Fatmawati sebesar 19,32%, ada hubungan antara variabel perencanaan strategis dengan hasil-hasil kinerja Rumah Sakit Umum Pusat Fatmawati sebesar 10,35%, ada hubungan variabel fokus pada pelanggan/pasien dengan hasil-hasil kinerja Rumah Sakit Umum Pusat Fatmawati sebesar 18,75%, ada hubungan antara manajemen pengukuran analisis dan pengetahuan dengan hasil-hasil kinerja Rumah Sakit Umum Pusat Fatmawati sebesar 4,75%, ada hubungan antara fokus pada tim/staf dengan hasil-hasil kinerja Rumah Sakit Umum Pusat Fatmawati 36%, ada hubungan antara manajemen proses dengan hasil-hasil kinerja Rumah Sakit Umum Pusat Fatmawati sebesar 13,33%

Manajemen Rumah Sakit Umum Pusat Fatmawati untuk selalu memperhatikan kebutuhan staf/tim terutama dalam peningkatan kompetensi staf/tim, serta kepada pihak Kementerian Kesehatan agar membuat kebijakan berupa penyusunan instrument monitoring dan evaluasi pasca akreditasi sebagai suatu alat untuk menilai rumah sakit yang telah terakreditasi sehingga diharapkan mutu pelayanan Rumah Sakit Umum Pusat Fatmawati yang terakreditasi dapat tetap dipertahankan bahkan semakin meningkat.;An organization that produces a product such as services, requires an evaluation of a self-assessment (self-assessment) to improve service quality

continuously (continuous improvement) to obtain a high quality of service and in accordance with the demands of the times to keep up with regulations. Picture quality of an organization can be seen with the Malcolm Baldrige approach consisting of leadership (leadership), strategic planning (strategic planning), focus on the customer / market (customers focus), measurement, analysis and knowledge management (measurement, analysis and knowledge management), focus on staff / team (workforce focus), focus on the process (focus operation), and the results of organizational performance (result). Related to this, this thesis will discuss the analysis of Quality of Service General Hospital Accredited Fatmawati The 2012 Version By 2014 Malcolm Baldrige Criteria.

The results showed no relationship between leadership variables with performance results Fatmawati General Hospital at 19.32%, there is a relationship between the variables of strategic planning with performance results Fatmawati General Hospital at 10.35%, there is a variable relationship focus the customer / patient with the results of the performance General Hospital Fatmawati of 18.75%, there is a relationship between measurement, analysis and knowledge management with performance results Fatmawati General Hospital at 4.75%, there is a focus on the relationship between team / staff with performance results Fatmawati General Hospital 36%, there is a relationship between process management with performance results Fatmawati General Hospital 13.33%.

Management General Hospital Fatmawati to always pay attention to the needs of the staff / team, especially in improving the competence of the staff / team, as well as to the Ministry of Health in order to make the formulation of policy instruments such as post-accreditation monitoring and evaluation as a tool to assess hospital that is accredited so that the expected quality General Hospital services are accredited Fatmawati can be maintained and even increased.;An organization that produces a product such as services, requires an

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