

Analisis faktor-faktor yang berhubungan dengan aktivitas gugus kendali mutu di RSUD Pasar Rebo - Jakarta

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Abstrak

Berdasarkan hasil kegiatan Residensi didapatkan bahwa ada penurunan Aktivitas Gugus Kendali Mutu (GKM) sejak tahun 1996. Oleh karena itu penelitian ini bertujuan untuk memperoleh gambaran secara mendalam dan mengidentifikasi faktor-faktor yang berhubungan dengan aktivitas. Jenis penelitian ini adalah deskriptif analitik yang dilakukan dengan pendekatan Cross-Sectional secara kuantitatif dan kualitatif. Alat pengukur data kuantitatif adalah kuesioner terstruktur yang disusun berdasarkan penskalaan Likert. Penggunaan data kualitatif dilakukan dengan metode wawancara mendalam. Variabel-variabel yang diteliti adalah : Faktor Lingkungan, Visi & Komitmen Manajemen, Pelatihan, Penghargaan, Keeratan, Pengetahuan, Peran Kelompok, Pemecahan Masalah & Pengambilan Keputusan, Komunikasi, Peran Fasilitator. Analisis data terdiri dari analisis data univariat, bivariat serta analisis data kualitatif untuk memperjelas analisis kuantitatif.

Hasil penelitian niunjukkan bahwa : Ada hubungan antara Visi & Komitmen Manajemen, Pelatihan, Penghargaan, Keeratan dengan Proses GKM; tidak ada hubungan antara factor lingkungan, pengetahuan dengan proses GKM; Ada hubungan antara keeratan dengan aktivitas GKM; Ada hubungan antara proses secara keseluruhan dengan aktivitas GKM.

Saran yang diusulkan : Keterlibatan den Kanitmen Manajamenperlu terus dikembangkan;Kegiatan monitoring dan pemberian motivasi oleh Kanite QKI atau fasilitator perlu ditingkatkan; Pelatihan perlu dilaksanakan secara kontinyu, sesuai kebutuhan; Manbuat sistem penghargaan yang baik. Selanjutnya perlu diteliti lebih lanjut dari aktivitas GKM terhadap kinerja masing-masing unit.

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Based on the result of resident study, it is discovered that the Quality Control Circle (QCC) Activities has been declining since 1996. Therefore, this research is aimed at analyzing and identifying the factors related to the Quality Control Circle Activities. The type of this research is descriptive-analytical which is conducted by means of quantitative and qualitative Cross-Sectional approach. The instrument for measuring the quantitative data is structured questionnaire which is compiled based on Likert Scale. The qualitative data collection is conducted by means of In-depth Interview method. The variables which are researched are : The Environment Factor, The Management's Vision and Commitment, Training, Reward System, Cohesiveness, Knowledge, Group Roles, Problem Solving & Decision Making, Communication, and The Role of Facilitators. The data analysis consists of univariate analysis, bivariate analysis, and qualitative data analysis to make the quantitative analysis clearer.

The finding of the research indicate that : There is correlation between The Management's Vision & Commitment, Training, Reward System, Cohesiveness and QC Process; There is no correlation between

The Environment Factor, Knowledge and a Process; There is a correlation between Cohesiveness and 01 Activities; There is a correlation between The Process as a k hole and The φx Activities.

The recommendations which are put forward : The involvement and commitment of the Management should be increased; The monitoring activities should be increased and the QCC Committee or The Facilitators should be provide more motivation; The training should be conducted continually, as required; A proper reward system should be created. Subsequently it is necessary to research further the QCC Activities towards the performance of each units.