



Analysis of Time Commitment and Performance of Management Towards Patient Services in The Karanggeneng Lamongan Sahabat Health Clinic

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ABSTRACT

This study aims to determine the time commitment and management performance in order to test its effect on clinic patients' health care services with hypotheses presumed that there are partial or simultaneous influences between variables X1, X2 and Y and predictable management performance variables X2. This type of research is descriptive statistics with an approach Quantitative testing of 100 respondents using a questionnaire distributed to the climax of healthy friends. besides, done by interview method The results of the study show that there is a positive influence of time commitment variable (X1) and management performance (X2) in influencing patient service with the results of the regression equation $Y = 1,198 + 0,268 X1 + 0,668X2$ It can be concluded that time commitment variables and management performance partially influences the commitment of time and management performance partially affecting the service of clinical patients healthy friends because of lamogan, this is evidenced by the regression coefficient of 0.668 or 66.8% and the tcount for management performance (X2) that is equal to tcount > ttable which is 1,463 > 1,984.

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1. Introduction

Regional autonomy in Indonesia which began in 1988 based on Law Number 22 of 1999 concerning Regional Government and Law Number 25 of 1999 concerning Financial Balancing between the Central and Regional Government, was subsequently amended by Law Number 32 of 2004 and Law Number 33 of 2004, makes very basic changes in the system of regional government administration and the system for managing regional revenue sources. This law emphasizes that health development is one of the areas of government that must be implemented by local governments and is fully responsible for the implementation of health development in improving the public health standard. Therefore, local governments have a very important and strategic role in an effort to accelerate the degree of public health. This condition, either directly or indirectly, has an impact on the clinical paradigm as one of the Work Units of Government Agencies (SKPD) which used to be a cost center institution, now must change its orientation by combining public service oriented and profit oriented and prioritizing the creation of a value-for-money-oriented public institution.

Clinical services need to be maintained for the quality of their services to people in need. This health service is always demanded by service users in the health sector so that it always gets better and in the end the goals of the organization in providing excellent quality service can be realized. To make this happen, of course it is not easy because it is certain that there is increasingly tighter competition between clinics. Because the clinic not only competes with other clinics, but also competes with maternity homes, doctor practices, private midwife practices, and other health services.

From the description above, it can be seen that organizational commitment and management performance greatly affect the quality of a service, achieving commitment requires a long time and high awareness by each organization in realizing a work ethic in competition and a measure of its success. One of them is the Karanggeneng Lamongan Healthy Friends Clinic, which is located at Guci, Karanggeneng, Lamongan Regency, East Java 62254. The services available at the Karanggeneng Healthy Friends clinic are as follows:

- a. 24 hour clinic
- b. Inpatient
- c. General Poli
- d. Medical Check Up



- e. Wound care center
- f. Modern hypnotic circumcision

Sahabat Sehat Karanggeneng Lamongan Clinic has a different service than other clinics. This is what makes researchers interested in conducting this clinical research, to find out how the commitment to fund management work in a clinic in patient care. Based on this description, the researcher carried out further research with the title "Analysis of Time Commitment and Management Performance on Patient Services at the Karanggeneng Lamongan Healthy Friends Clinic" so that the problems and objectives that can be taken from this study are as follows:

- a. To determine whether commitment and performance partially affect patient care.
- b. To find out whether commitment and performance simultaneously affect patient care.
- c. To find out which of the Commitment and Performance variables have a dominant effect on patient care.

2. Study of Learning Outcomes Theory

2.1 Time Commitment

Commitment is the ability of organizational members to maintain a value in an effort to achieve joint organizational goals (Hasibuan, 2005: 128). According to Zein (2006: 25), time is defined as the moment, the future or the time that has passed. There is a proverb that says "time is money", therefore we should be creative in managing time, so that free time becomes money or productive. If time is used extravagantly, it means that we are wasteful of our life, if someone can control time then that person can control life, and take advantage of life.

2.2 Management Performance

Performance is the work achieved by a person in carrying out the tasks assigned to him based on skills, experience, seriousness and time. According to Hasibuan (2016), performance or work performance is the result of quality and quantity work achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him.

Performance is the result of work and progress that has been achieved by a person in his / her field of work. Toner and Freeman suggest that performance is the key that must function effectively for the organization as a whole to be successful. (Srimulyo, 2012: 54).

2.3 Patient Care

Service according to the Big Indonesian Dictionary (KBBI) is an effort to help prepare or take care of what other people need. Meanwhile, according to Moenir (2010: 26) service is an activity carried out by a person or group of people based on material factors through certain systems, procedures and methods in order to fulfill the interests of others in accordance with their rights. Service is essentially a series of activities, therefore service is a process. As a process, service takes place regularly and continuously, covering all the lives of people in society.

Patients are people who have physical or mental weaknesses who surrender their supervision and care, receive and follow the treatment prescribed by health workers as stated by Prabowo (in Wilhamda, 2011). While (Aditama, 2012) believes that patients are those who are treated at the hospital. the patient is the most important individual in the hospital.

3. Research Methods

3.1 Time and Location of Research

The time of research will be carried out in months starting from November 2018 to April 2019 The location of the research location is the Karanggeneng Lamongan Healthy Friends Clinic, which is located at Guci, Karang Geneng, Lamongan Regency, East Java 62254.

3.2 Types of research

In this study the authors used a quantitative research type with a descriptive approach.

Sampling Technique

The study population was Pasein who came to visit the healthy friends clinic in Karanggeneng Lamongan from 2016 to 2018.

The sample under study is part of the population under study and then generalized from the results of the sample study, so that it applies to the population (Arikunto, 2012: 109)

The sampling technique uses the Total Sampling technique:

In this case, all the population has the right to be the sample in this study with a large sample of patients in the health group clinic of karanggeneng Lamongan.



3.3 Method of collecting data

a. Questionnaires

This study used a questionnaire that was distributed to the respondents, namely the clinic clinicians of the Karanggeneng Lamongan Healthy Friends Clinic to obtain primary data.

b. Observation.

Using direct observation of the object under study in this study at the Karanggeneng Lamongan Healthy Friends Clinic.

c. Variable Operations

Independent Variable or Independent Variable X

The definition of independent variable according to Sugiyono (2013; 40) is a variable that affects or causes the change or the emergence of the dependent variable. In this case the independent variable is information on Time Commitment and Management Quality

Time Commitment (X1)

Performance Management (X2)

Dependent variable or variable (Y)

The definition of the dependent variable according to Sugiyon 92016: 39) is a variable that is used or is a result of the independent variable. In this study Patient Service as the dependent variable is Patient Service (Y)

3.4 Data analysis method

Purwanto (2017: 28). In order to determine the effect of one variable on another variable by using statistical analysis methods as follows:

- a. Validity test
- b. Reliability Test
- c. Classic assumption test
- d. Multiple Linear Regression Analysis
- e. Multiple Correlation
- f. Coefficient of Determination (R²)
- g. Partial Test (t test)
- h. Simultaneous significance test (F test)

4. Research Results and Discussion

In this study the authors determined that the variables that influence are independent variables, namely Time Commitment (X1), Performance Management (X2), and the dependent variable, namely Patient Service (Y). Hypothesis is a provisional assumption that needs to be proven true, therefore it is necessary to form a hypothesis so that it can be known to what extent the hypothesis is true. To prove the hypothesis, the results obtained from the SPSS calculation are as follows:

4.1 Validity test

An instrument is said to be valid if it is able to measure what is to be measured from the variable under study, the research variable has $r_{count} > r_{table}$, that is, at $n = 98$ it is obtained $r_{table} = 0.1966$, so it can be seen that the r_{count} of the results of each item > 0.1966 , so that it is said that the whole item The research variable is valid to be used as a research instrument or the proposed statement can be used to measure the variable under study.

4.2 Reliability Test

The data reliability test was used to test the consistency of the measuring instrument used. The questionnaire is said to be reliable if a person's answers to questions are consistent or stable over time. A variable is said to be reliable if the Cronbach Alpha value is > 0.60 . Based on the results of the reliability test, all variables are said to be reliable because of the Cronbach alpha coefficient ($\alpha > 0.6$) so that all variables in this research item are said to be suitable for further testing.

4.3 Classic assumption test

a. Normality Test

Normality testing is done by using the P-P Plot graph test for testing the regression model residuals shown in

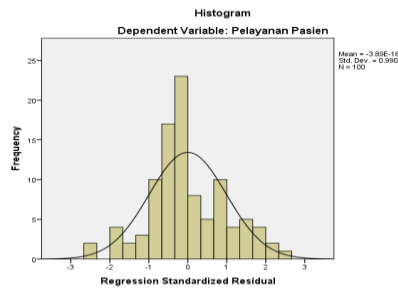


Fig 1. Normality Test

b. Multicollinearity Test

Multicollinearity test aims to test whether the regression model found a correlation between independent variables (independent). A good regression model should not have a correlation between variables (Ghozali, 2001).

Table 1
Multicollinearity test

Coefficients ^a			
Model		Collinearity Statistics	
		Tolerance	VIF
	(Constant)		
1	Time Commitment	.937	1.067
	Management Performance	.937	1.067

a. Dependent Variable: Patient Services

shows that there are no variables that have a VIF value greater than 5 and a tolerance value smaller than 5%, which means that there is no correlation between the independent variables that is greater than 95%. So from the things mentioned above, it can be concluded that there is no multicollinearity between the independent variables in the regression model

c. Heteroscedasticity Test

The heteroscedasticity test aims to test whether in the regression model there is an inequality of variants from one observation to another (Ghozali, 2001). The heteroscedasticity test produces a scatterplot pattern graph as shown in the following Figure.

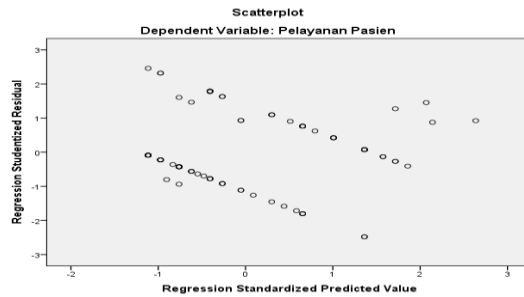


Fig 2. Heteroscedasticity test

d. Autocorrelation Test

The autocorrelation test aims to test whether in the linear regression model there is a correlation between confounding error in period t and confounding error in period t-1 (previous). If there is a correlation, it is called an autocorrelation problem (Ghozali, 2011). In this study, to test the presence or absence of autocorrelation symptoms using the Durbin-Watson test (DW test).

Table 2
Autocorrelation test

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.693 ^a	.480	.469	1.987	2.198

a. Predictors: (Constant), Management Performance, Time Commitment
 b. Dependent Variable: Patient Services



e. Multiple Linear Regression Test

Based on the results of multiple linear regression analysis, the following multiple linear regression equations are produced:

$$Y = 1.198 + 0.268 X1 + 0.668X2$$

Y: Patient Services

X1: Time Commitment

X2: Performance Management

- a = 1.198 is a constant number, which means that if the variables X1 and X2 = 0, then the clinical patient service of a healthy friend of Karanggeneng Lamongan is 1.198.

- b1 = 0.268 This means that the Time Commitment variable (X1) has a positive effect on the patient service of the healthy friend clinic of Karanggeneng Lamongan, or in other words if the Time Commitment variable (X1) is increased by one unit, then the patient service for the clinic patient's clinic of healthy friends in Karanggeneng Lamongan increases by one unit. 0.268. with the assumption that other variables that influence are considered costly (a, X1 = 0).

- b2 = the coefficient for the Management Performance variable is 0.668, this means that the Management Performance (X2) has a positive effect on the patient service of the healthy friend clinic of Karanggeneng Lamongan or in other words, if the Management Performance (X2) is increased by one unit, then the patient service of the best friend's clinic healthy karanggeneng lamongan increased by 0.668. with the assumption that other variables that influence are considered costly (a, X2 = 0).

4.4 Multiple Correlation

Multiple correlation is a joint relationship between two or more variables with other variables. In this multiple correlation test.

5. Conclusions

In accordance with the research conducted by the author that analyzes the effect of product quality, service and brand trust on Indosat customer loyalty, the following conclusions can be drawn:

- From the test results, it shows that the variable time commitment and management performance partially affects time commitment and management performance partially affects the patient service of the healthy friend clinic of Karanggeneng Lamongan. (X2) which is equal to $t_{count} > t_{table}$, namely $1.463 > 1.984$.
- The second hypothesis in this study suspects that there is a significant influence simultaneously between the independent variable and the dependent variable between time commitment and management performance partially affecting the service of clinic patients of healthy friends in Karanggeneng Lamongan, this is evidenced by the F test obtained $F_{count} > F_{table}$, namely $44,723 > 3,090$ means that the independent variables simultaneously affect the dependent variable. From the calculations using the multiple linear regression analysis above, it can be seen that the more dominant is the brand trust variable (X2) with a regression coefficient of 0.490 or 49%.
- The third hypothesis in this study assumes that the time commitment variable and the most dominant one is management performance. This is evidenced by the regression coefficient of 0.668 or 66.8% and the value of t_{count} for management performance (X2), namely $t_{count} > t_{table}$, namely $1.463 > 1.984$.

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