

The Effect of Quality Management on Employee Work Effectiveness at Mulyasari Hospital Jakarta

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Abstract

Hospitals as health care institutions have a vital role in improving public health status. In carrying out its functions, the hospital is required to provide quality and effective services. One of the key factors in realizing this is through the implementation of good quality management. Quality management is a systematic approach to improving the quality of services and work processes in an organization. In the health sector, the implementation of quality management aims to improve patient safety, customer satisfaction, and operational efficiency. The purpose of this study was to determine the effect of quality management on employee work effectiveness at Mulyasari Hospital Jakarta. This study uses a quantitative descriptive method with data collection techniques through distributing questionnaires, and library data. In this study using a saturated sampling method totaling 40 employees at Mulyasari Hospital Jakarta with simple linear regression data analysis techniques. The results of this study indicate that there is a partial quality management effect on employee work effectiveness at Mulyasari Hospital Jakarta. The results of this study are expected to contribute to further research.

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1. INTRODUCTION

The development of hospitals in Indonesia has undergone significant changes in recent decades. Starting from the post-independence era with a limited number of healthcare facilities, Indonesia now has a much more complex and developed healthcare system. At the beginning of independence, hospitals in Indonesia were mostly colonial relics and only available in big cities. Over time, the government began to build more hospitals to improve access to healthcare for the community.

The 1970s-1980s era was marked by the construction of Puskesmas and government hospitals at the district level. The main focus at that time was to expand the reach of basic health services.

In the 1990-2000s, the private sector began to play a bigger role in the provision of health services. Modern private hospitals began to emerge, especially in big cities, offering more sophisticated facilities and technology.

Entering the 2000s, the development of hospitals in Indonesia was characterized by:

1. An increase in the number of hospitals, both public and private.
2. The implementation of the National Health Insurance (JKN) system that changed the pattern of financing and services.
3. Adoption of modern health technology and integrated information systems.
4. Improvement of accreditation standards and service quality.
5. Development of specialized hospitals and specialty services.

Nevertheless, challenges remain, especially in terms of equitable access and quality of services in various regions of Indonesia. Efforts continue to be made to address this gap, including the development of hospitals in remote areas and increasing the capacity of health human resources. Currently, the focus of hospital development in Indonesia is not only on curative aspects, but also preventive and promotive. The future trend is towards service digitalization, personalized medicine, and the concept of a sustainable hospital (green

hospital). The number of hospitals in Indonesia continues to increase. As of 2023, there are more than 2,900 hospitals across Indonesia. The distribution of hospitals is still uneven, with a higher concentration in Java and major cities. Government efforts to build hospitals in remote and border areas are ongoing.

In hospitals, standardizing procedures regarding quality management establishes clear work standards and procedures. This helps employees understand their duties better, reduces confusion, and improves efficiency in task execution. competency improvement: Quality management programs often involve employee training and development. This improves employees' skills and knowledge, which in turn improves their work effectiveness.

For this reason, the authors are interested in researching with quality management variables and employee work effectiveness in employees at Mulyasari Hospital Jakarta. Some studies conducted previously with quality management variables as the independent variable and employee work effectiveness as the dependent variable, some previous studies This study identifies the key factors that affect the effectiveness of hospital quality management tools using quality control circles (QCC) as an example. The results show that individual, group, and organizational factors all affect the effectiveness of QCC applications. This study explores the relationship between quality management (QM) practices and the performance of public hospitals in Zhejiang Province, China. The results show that the implementation of QM practices can bring many benefits to the sample hospitals, especially in employee relations and process management (Xiong et al., 2017).

This study explored the influence of five factors of TQM practices on employee performance in public hospitals in Turkey. The results show that TQM factors have a significant effect on employee performance, with training as a moderating variable that enhances this relationship. (Abukhader & Onbaşıoğlu, 2021)

Based on the results of previous research, researchers are interested in examining the variables of quality management and employee work effectiveness with the title of the effect of quality management on employee work effectiveness at Mulyasari Hospital Jakarta. Of course, the novelty of this research is that there has been no previous research regarding quality management variables in the area, besides that this research uses simple regression techniques with quantitative methods. The results of this study are expected to contribute to further research.

2. REVIEW OF RELATED LITERATURE

Quality Management

Quality management is defined through four key values: control, continuous improvement, commitment, and breakthrough. This definition emphasizes the importance of explaining the concept of quality in the context of higher education by highlighting that quality encompasses objects, standards, subjects, and associated values. (Van Kemenade et al., 2008).

Quality management in the context of healthcare is defined as the patient's perception of the quality of service, which is measured based on patient satisfaction rather than technical excellence of the service or clinical components. Managers must establish quality processes that match patient expectations to achieve desired outcomes. (Chilgren, 2008)

Quality management is a comprehensive and holistic management philosophy aimed at continuous performance improvement. This definition encompasses a wide range of practices and theories applied in a business context to sustainably improve the performance of the enterprise. (Sousa & Voss, 2002)

Analysis Model Technique

To find out how strong a variable relationship is with one another, regression analysis is used in this study. Regression analysis is a statistical method that observes the relationship between the dependent variable Y and a series of independent variables X1, ...,Xp (Hijriani, Muludi, & Andini, 2016) in (Tri Novrizia Putri et al., 2019). Furthermore, according to Trianggana (Almumtazah et al., 2021) Regression analysis is a statistical calculation to test how closely the relationship between variables is. The simplest and most frequently used regression analysis is simple linear regression. In regression analysis there is one dependent variable commonly written with the symbol Y and one or more independent variables commonly written with the symbol X.

Simple linear regression analysis according to (Lysta Lestary & Harmon, 2017) in the regression equation is a formula that looks for the value of the dependent variable from the known value of the independent variable, the regression coefficient is a value that measures the magnitude of the effect of X on Y if X is increased or decreased.

4. RESULT AND DISCUSSION

Result

Validity Test

In this research, the validity test was carried out on the quality management variable instrument (X), it was concluded that the instrument items were declared valid 18 items, while the employee work effectiveness variable (Y) had 25 items declared valid. The test uses a two-sided test with a significance level of $\alpha = 0.05$, then obtained $r_{table} = 0.514$. The test criteria for stating an item is declared valid is $r_{count} > r_{table}$

Reliability Test

Based on the results of the calculation, it is concluded that each item that has been declared valid is reliable with a significance level of $\alpha = 0.05$, then obtained $r_{table} = 0.60$. In the quality management variable (X) $r_{count} = 0.940$ is greater than $r_{table} = 0.60$ so it is reliable, and the employee productivity variable (Y) $r_{count} = 0,975$ is greater than $r_{table} = 0.60$ so it is reliable.

Simple Linear Regression Analysis Test

Based on table 2 coefficients, it can be described that the results of simple linear regression analysis, regarding how much the t-count value is, the level of significance, and the regression formula can be known, for more details, the following coefficient results are carried out with SPSS;

Table 2
Simple Linear Regression Analysis Table

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	35.602	11.312		3.147	.003
	Manajemen Mutu	.807	.146	.677	5.512	.000

Source: Data processed from SPSS

In the table above, the calculation results can be seen so that it can be explained the regression equation that can be used to predict variables through the quality management variable, namely; $Y' = 35.602 + 0.807x$.

As a basis for decision making, it can be seen that using the t test, as follows:

- a) If the tcount value > ttable value, then there is an influence of variable X on variable Y.
- b) If the tcount value < ttable value, then there is no effect of variable X on variable Y.

Based on the calculation of the t-table which has a significance of 5%, it can be found using the formula: $t \text{ table} = t (\alpha/2; n-k-1)$, so the value of t-table, $t (0.025; 40-1-1) = t (0.025; 38) = 2.024$ then $t\text{-count } 5.512 > t \text{ table } 2.024$ thus it can be concluded that there is an influence of quality management variables on employee work effectiveness variables.

From the calculation results in table 3, the calculation ditermination coefficient can be concluded that the quality management variable has a contribution of 45.8% to the employee work effectiveness variable, while the remaining 54.2% is influenced by other factors that have not been studied. Then the quality management variable has a strong positive effect r value of 0.677 (located in the correlation coefficient interval 0.60- 0.799).

Table 3
Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.677	.45	.443	7.68
	a	.8		7

Source: Data processed from SPSS

Discussion

From the test results that have been carried out, the quality management variable (X) has an influence on the employee work effectiveness variable (Y) at Mulyasari Hospital Jakarta. This is evident from the value of $5.512 > t \text{ table } 2.024$, with a sig value of $0.004 < 0.005$. So partially quality management has a positive and significant effect on employee work effectiveness at Mulyasari Hospital Jakarta.

The results of the study refer to the results of previous research in which this study evaluated the effectiveness of the implementation of 30 quality management practices in the medical industry. The results show that top management involvement, inter-departmental communication, and coordination are key factors to improve the implementation of quality management practices (Yeh & Lai, 2015).

This study identifies the key factors that affect the effectiveness of hospital quality management tools using quality control circles (Xiong et al., 2017). This study examines the effect of total quality management practices on employee performance in public hospitals in Turkey.(Abukhader & Onbaşıoğlu, 2021)

5. CONCLUSION

Broadly speaking, based on the results of testing and analyzing the relationship between variable X and variable Y regarding quality management on employee work effectiveness at Rumah Jakarta, there is an influence between the quality management

variable and the employee work effectiveness variable because the t -count is $5.512 > t$ table 2.024. Then the quality management variable has a moderate positive influence on the r value of 0.677 (located in the correlation coefficient interval 0.60- 0.799), and has an influence contribution of 45.8% to the effectiveness of employee work, while the remaining 54.2% is influenced by other factors that have not been studied. Furthermore, it can be seen that the regression equation that can be used to predict is $Y' = 35.602 + 0.807x$.

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