ABSTRACT

EFFORT TO IMPROVEMENT LIQUIDITY THROUGH REVIEW IMPLEMENTATION OF ACCOUNT RECEIVABLES CYCLE WITH FAILURE MODES EFFECT AND ANALYSISU IN SURABAYA ISLAMIC HOSPITAL

Cash Ratio is an indicator for measuring the ability of a company to pay short-term liabilities by using available cash. During the years 2012 to 2015 cash performance ratio in Islamic Hospital Surabaya is low, only reached an average 61%, which indicates that the Islamic Hospital Surabaya lack of working capital in cash for operations. This study aimed to formulate policy recommendations account receivables cycle approach to policy evaluation in order to improve working capital.

This study was an observational descriptive study using cross sectional design. The location of study in Islamic Hospital Surabaya during the six months from November 2015 to April 2016. Data collection through analysis of secondary data, interviews, formation of Failure Mode Effects Analysis (FMEA) team and Focus Group Discussion (FGD). Sources of information include hospital management, service department, marketing and public relations department and finance department.

Islamic Hospital Surabaya has increasing of ability in 2011 to 2015 based on liquidity, profitability and activity ratio. Measurement of Risk Priority Number (RPN) show that from 82 of policies in account receivables cycle, there is 35 of policies that it have value of RPN more than 150, looks like policy in management information systems of hospital, entry data, writing medical resume, early screening for patient, exit letter, reconciliation and evaluation of account receivables.

Management of Islamic Hospital Surabaya need to improve with commitment building and determine reward, punishment for implementation in every policies. Management of Islamic Hospital Surabaya also need to arrange the planning of process for policy evaluation that it has implemented.

Keywords: cash ratio, account receivables, Failure Mode Effects Analysis (FMEA), policy evaluation