

ABSTRACT

Analysis of Three Elements to Improvement of Quality and Responsiveness of the Waiting Time Service (Studies in polyclinic PIPI RSUD Dr. Soetomo Surabaya)

Leadership is one of the most influential factor in improving the quality of health services. Leadership can become a reference to improve the quality leadership, quality technology, organizational commitment and human resources. The problems in polyclinic PIPI RSUD Dr. Soetomo Surabaya was the waiting time of patients ≥ 60 minutes. The Aim of this research was to analyze the influence of quality leadership, quality technology, organizational commitment and human resource factors (responsiveness) on quality of care in polyclinic PIPI RSUD Dr. Soetomo Surabaya. This research was quantitative descriptive study. Data collection was conducted over two (2) months in April 2014 until May 2014. The unit of analysis in this study was the employees in polyclinic PIPI RSUD Dr. Soetomo Surabaya. The sample size for the employees is 20 people and a large sample of patients was 93 patients.

The results showed that (1) Quality leadership in polyclinic PIPI RSUD Dr. Soetomo Surabaya at the high category; (2) Quality technology in most of the employees are in the low category. (3) Organizational commitment mostly in the high category. (4) All the variables quality leadership (altruistic calling, emotional healing, wisdom, organizational stewardship) did not significantly affect the waiting time at polyclinic PIPI RSUD Dr. Soetomo Surabaya. (5) There is no significant relationship between quality technology (perceived ease of use of the waiting time at polyclinic PIPI RSUD Dr. Soetomo Surabaya. No significant influence of quality technology (perceived usefulness) to the waiting time at the service of in polyclinic PIPI RSUD Dr. Soetomo Surabaya. (6) There is no significant relationship between organizational commitment (commitment affective, continuance commitment, normative commitment) on quality of care in polyclinic PIPI RSUD Dr. Soetomo Surabaya. (7) There is a significant relationship between Human Resources in this responsiveness (Responsiveness) to the waiting time at the service of in polyclinic PIPI RSUD Dr. Soetomo Surabaya

Key Words: Improvement Quality, Quality leadership, Quality technology, Organizational commitment