

ABSTRACT

Hospital Performance Improvement Effort through Organizational Modelling/Restructuring using McKinsey 7S Framework Approach at Sampang District General Hospital

Evaluation on hospital performance at Sampang District General Hospital had been done continuously. Based on priority scale, also as the issue of this study was the low performance at Sampang District General Hospital, shown by the number of complaints in 2010-2011 as much as 13.11%, Cost recovery rate in 2010-2012 less than 60% and the accuracy of fee of services payment period in 2012 was 42%. The purpose of this study is to develop efforts to improve hospital performance through organizational restructuring using McKinsey 7S Framework approach in Sampang District General Hospital. This was descriptive research to describe the application of McKinsey seven elements in order to improve hospital performance at Sampang District General Hospital.

The results showed elements of Strategy and Shared values have a high Gap category on all aspects of Knowledge, Attitude, Practice (KAP). As for the element of Gap Structure has a higher category only the attitude aspect alone, the element has a category gaps Staff are also on aspects of attitude.

The conclusion of this study is the element of Strategy and Shared Values have not been going well in hospitals Sampang. Advice that can be given is the discussion back to the management strategy, the discussion back on the Vision, Mission, Goals and Cultural organization and outlines the value - the value is in the operation of programs and activities, review the structure of the organization, preparation workload analysis, recruitment and selection guidelines, the system remuneration and performance appraisal system and the need to actively involve all elements of management at the time of preparation of the Strategy, Structure, Systems, Skills, Staff and Shared values so that they behave agree and support strategic decisions in hospitals Sampang

Keywords: Performance, Gap Analysis, Planning Organization, McKinsey 7S Framework