

## ABSTRAK

Agnes Marcelia Sumana (02619210009)

**ANALISIS PENGARUH *MANAGEMENT AND LEADERSHIP COMMITMENT, MANAGEMENT PROCESS OF QUALITY, QUALITY OUTCOMES, DAN ACCREDITATION BENEFITS* TERHADAP *PATIENT CENTEREDNESS* PADA KARYAWAN SILOAM HOSPITALS SURABAYA**

(xv + 114 halaman + 10 gambar + 26 tabel + 11 lampiran)

Siloam Hospitals Surabaya merupakan salah satu rumah sakit swasta yang terletak di pusat Kota Surabaya. Menjadi salah satu rumah sakit pilihan masyarakat kota menjadi tantangan tersendiri untuk Siloam Hospitals Surabaya memberikan mutu layanan kesehatan yang terbaik dan berpusat pada pasien.

Penelitian ini dilakukan untuk melihat pengaruh faktor *management process of quality, quality outcomes, accreditation benefit*, dan *management & leadership commitment* berpengaruh terhadap *patient centeredness* pada karyawan di Siloam Hospitals Surabaya.

Penelitian menggunakan paradigma positivistik dengan pendekatan kuantitatif deskriptif. Metode yang digunakan dalam penelitian ini mengacu pada referensi yang dapat melakukan proses analisis simultan yang terkait dengan model penelitian variabel yaitu *Structural Equation Model* (SEM) dengan menggunakan aplikasi atau *software* AMOS 20.0. Data dikumpulkan melalui kuesioner yang disebar kepada 121 responden sesuai dengan karakteristik yang telah ditentukan yakni karyawan Siloam Hospitals Surabaya yang termasuk dalam struktur organisasi tim akreditasi rumah sakit.

Hasil dari penelitian ini ditemukan bahwa *management & leadership commitment, management process of quality, quality outcomes, dan accreditation benefit yang* berpengaruh signifikan terhadap *patient centeredness* pada karyawan. Siloam Hospitals Surabaya.

Kata kunci:

*Management And Leadership Commitment, Management Process Of Quality, Quality Outcomes, Accreditation Benefits, Patient Centeredness, Siloam Hospitals Surabaya*

## ABSTRACT

Agnes Marcelia Sumana (02619210009)

**ANALISIS PENGARUH MANAGEMENT AND LEADERSHIP COMMITMENT, MANAGEMENT PROCESS OF QUALITY, QUALITY OUTCOMES, DAN ACCREDITATION BENEFITS TERHADAP PATIENT CENTEREDNESS PADA KARYAWAN SILOAM HOSPITALS SURABAYA**

(xv + 114 pages + 10 figures + 26 tables + 11 attachments)

Siloam Hospitals Surabaya is a private hospital located in the center of Surabaya. Becoming one of the hospitals of choice for the city community is a challenge in itself for Siloam Hospitals Surabaya to provide the best quality and patient-centered health services.

This research was conducted to see the influence of management process of quality, quality outcomes, accreditation benefits, and management & leadership commitment factors on patient centeredness among employees at Siloam Hospitals Surabaya.

This research uses a positivistic paradigm with a descriptive quantitative approach. The method used in this study refers to references that can carry out simultaneous analysis processes related to the variable research model, namely the Structural Equation Model (SEM) using the AMOS 20.0 application or software. Data was collected through a questionnaire distributed to 121 respondents according to predetermined characteristics, namely Siloam Hospitals Surabaya employees who are included in the organizational structure of the hospital accreditation team.

The results of this study found that management & leadership commitment, management process of quality, quality outcomes, and accreditation benefits have a significant effect on patient centeredness in employees. Siloam Hospitals Surabaya.

Keywords:

Management And Leadership Commitment, Management Process Of Quality, Quality Outcomes, Accreditation Benefits, Patient Centeredness, Siloam Hospitals Surabaya.