

## ABSTRAK

**Sindry Johnson (NPM: 01661220061)**

**Anteseden Dari *Hospital Operational Efficiency* Dan *Hospital Operational Benevolence* Serta Dampaknya Terhadap *Hospital Performance* Yang Dimoderasi Oleh *Professional Commitment* (Studi Pada Grup Rumah Sakit BND)**

(xv + 171 Halaman + 26 Tabel + 12 Gambar + 5 Lampiran)

Penelitian ini menyelidiki anteseden *hospital operational efficiency* dan *hospital operational benevolence* terhadap *hospital performance*, yang dimoderasi oleh *professional commitment* di rumah sakit swasta di Indonesia. Penelitian ini merupakan survei kuantitatif dengan desain cross-sectional yang melibatkan tenaga kesehatan di rumah sakit swasta terakreditasi di Indonesia. Data dikumpulkan melalui kuesioner yang diisi secara mandiri, yang menerima tanggapan mengenai efisiensi operasional, kebijakan operasional, dan kinerja rumah sakit. Sampel dari penelitian ini adalah 170 responden, yang dianalisis melalui partial least squares-structural equation modeling (PLS-SEM). Anteseden organisasi dari penelitian ini, yang terdiri dari *implementasi clinical pathway*, *promotion of patient safety* dan *performance based evaluation*, berhubungan positif dengan *hospital operational efficiency* dan *hospital operational benevolence*, namun tidak berhubungan positif dengan *physician leadership* dan *e-medical record utilization* pada petugas kesehatan. *Performance based evaluation*, secara positif meningkatkan *hospital operational efficiency* dan *hospital operational benevolence*. *Hospital operational efficiency* dan *hospital operational benevolence* secara paralel memiliki hubungan yang positif dan signifikan dengan *hospital performance*. *Professional commitment* juga secara signifikan memperkuat hubungan antara *hospital operational benevolence* dan *hospital performance*. PLS-Predict menghasilkan kekuatan prediksi yang kuat untuk model ini. Penelitian ini berimplikasi pada manajemen rumah sakit dalam mengoptimalkan efisiensi dan *benevolence* untuk meningkatkan kinerja rumah sakit di Indonesia.

**Referensi:** 146 (1959-2024)

**Kata kunci:** *Efficiency, Benevolence, Hospital Performance, Professional Commitment; PLS-SEM*

## ABSTRACT

**Sindry Johnson (NPM: 01661220061)**

***Antecedents Of Hospital Operational Efficiency and Hospital Operational Benevolence and It's Impact On Hospital Performance Moderated By Professional Commitment (A Study On BND Chain Hospitals)***

(xv + 171 Pages + 26 Tables + 12 Figures + 5 Appendices)

*This research investigates the antecedents of hospital operational efficiency and hospital operational benevolence on hospital performance, moderated by professional commitment in private hospitals in Indonesia. The study is a quantitative survey with a cross-sectional design involving healthcare workers at accredited private hospitals in Indonesia. Data were collected through self-administered questionnaires, capturing responses on operational efficiency, operational benevolence, and hospital performance. The sample from this study is 170 respondents, which were analyzed through partial least squares-structural equation modeling (PLS-SEM). The organizational antecedents of this study, consisting of clinical pathway implementation, promotion of patient safety, and performance-based evaluation, were positively associated with hospital operational efficiency and hospital operational benevolence but not with physician leadership and e-medical record utilization in healthcare workers. Performance-based evaluation positively improves both hospital operational efficiency and hospital operational benevolence. Hospital operational efficiency and hospital operational benevolence parallelly have a positive and significant relation with hospital performance. Professional commitment also significantly strengthens the relationship between hospital operational benevolence and hospital performance. The PLS-Predict resulted in strong predictive power for this model. This study has implications for hospital management in optimizing efficiency and benevolence to improve the performance of hospitals in Indonesia.*

**References:** 146 (1959-2024)

**Keywords:** *Efficiency, Benevolence, Hospital Performance, Professional Commitment; PLS-SEM*