

DAFTAR ISI

HALAMAN JUDUL	i
LEMBAR PERNYATAAN KEASLIAN TUGAS AKHIR	ii
LEMBAR PERSETUJUAN DOSEN PEMBIMBING	iv
LEMBAR PERSETUJUAN TIM PENGUJI TUGAS AKHIR.....	v
ABSTRAK	vi
KATA PENGANTAR.....	viii
DAFTAR ISI.....	x
DAFTAR TABEL	xii
DAFTAR GAMBAR	xvi
DAFTAR LAMPIRAN	xvii

BAB I PENDAHULUAN

1.1. Pendahuluan.....	1
1.2. Batasan Masalah	9
1.3. Rumusan Masalah.....	10
1.4. Tujuan Penelitian	11
1.5. Manfaat Penulisan	11
1.5.1. Manfaat Teoritis	11
1.5.2. Manfaat Praktis	12
1.6. Sistematika Penulisan	13

BAB II LANDASAN TEORI DAN PENGEMBANGAN HIPOTESA

2.1. Landasan Teori.....	14
2.1.1. Managerial Leadership	14
2.1.2. Continuous Improvement	17
2.1.3. Employee Involvement	20
2.1.4. Service Quality	23
2.1.5. Process Management	26
2.1.6. Organization Performance	28
2.2. Penelitian Terdahulu	30
2.2.1. Jurnal Utama	30
2.2.2. Jurnal Pendukung.....	32
2.3. Pengembangan Hipotesis.....	34
2.3.1. Pengaruh Managerial Leadership terhadap Organization Performance	34
2.3.2. Pengaruh Continuous Improvement terhadap Organization Performance	35
2.3.3. Pengaruh Employee Involvement terhadap Organization Performance	35
2.3.4. Pengaruh Service Quality terhadap Organization Performance	37
2.3.5. Pengaruh Process Management terhadap Organization Performance	37

2.4. Model Penelitian.....	39
2.5. Bagan Alur Berpikir.....	40

BAB III METODOLOGI PENELITIAN

3.1. Rancangan Penelitian.....	42
3.2. Populasi dan Sampel Penelitian.....	43
3.2.1. Populasi.....	43
3.2.2. Sampel	44
3.3. Metode Pengumpulan Data.....	46
3.4. Definisi Variabel Operational dan Variabel Pengukuran	47
3.4.1. Teknik Pembuatan Kuisisioner.....	47
3.4.2. Pengukuran Skala Variabel	49
3.5. Metode Analisis Data.....	50
3.5.1. Statistik Deskriptif	51
3.5.2. Statistik Inferensial	51
3.5.3. Structural Equation Modeling (SEM).....	52
3.5.4. Pengujian Keandalan	53

BAB IV ANALISIS DATA DAN PEMBAHASAN

4.1. Profil Siloam Hospitals.....	54
4.1.1. Siloam Hospitals Group.....	54
4.1.2. Rumah Sakit Siloam Manado	55
4.1.3. Fasilitas Line Of Business di Siloam Hospitals Manado.....	57
4.2. Statistik Deskriptif Data Penelitian	62
4.2.1. Karakteristik Responden	62
4.2.2. Statistik Deskriptif Variabel Penelitian	64
4.2.3. Variabel Managerial Leadership (LEAD).....	65
4.2.4. Variabel Continuous Improvement (IMP)	69
4.2.5. Variabel Employee Involvement (EMP).....	72
4.2.6. Variabel Service Quality (QUA).....	75
4.2.7. Variabel Process Management (PRO).....	77
4.2.8. Variabel Organizational Performance (ORG).....	81
4.3. Analisis Inferensial	84
4.3.1. Outer Model / Confirmatory Factor Analysis (CFA).....	86
4.3.2. Inner Model.....	99
4.4. Hasil Uji Hipotesis.....	106
4.4.1. Pengaruh Managerial Leadership terhadap Organizational Performance	106
4.4.2. Pengaruh <i>Continuous Improvement</i> terhadap Organizational Performance	107
4.4.3. Pengaruh Employee Involvement terhadap Organizational Performance	108
4.4.4. Pengaruh <i>Service Quality</i> terhadap Organizational Performance	109

4.4.5. Pengaruh <i>Process Management</i> terhadap Organizational Performance	110
4.5. Pembahasan	111
4.5.1. Pembahasan Variabel Managerial Leadership (LEAD).....	111
4.5.2. Pembahasan Variabel <i>Continuous Improvement</i> (IMP).....	112
4.5.3. Pembahasan Variabel <i>Employee Involvement</i> (EMP).....	114
4.5.4. Pembahasan Variabel Service Quality (QUA).....	115
4.5.5. Pembahasan Variabel <i>Process Management</i> (PRO)	117
4.5.6. Pembahasan Variabel <i>Organizational Performance</i> (ORG).....	118
 BAB V PENUTUP	
5.1. Kesimpulan	120
5.2. Implikasi	120
5.2.1. Implikasi Teoritis	120
5.2.2. Implikasi Manajerial	121
5.3. Rekomendasi.....	122
 DAFTAR PUSTAKA.....	 116

DAFTAR TABEL

Tabel 3.1	Tabel Desain Inti Kuesioner (Definisi Operasional)	48
Tabel 3.2	Tabel Skala Likert Lima Pilihan.....	50
Tabel 4.1.	Responden Berdasarkan Jenis Kelamin	62
Tabel 4.2.	Responden Berdasarkan Rentang Usia	63
Tabel 4.3.	Tabel Derajat Penelitian Setiap Variabel	65
Tabel 4.4.	Tabel Distribusi Responden terhadap Variabel <i>Leadership Management</i> (LEAD).....	66
Tabel 4.5.	Tabel Statistik Deskriptif Variabel <i>Leadership Management</i> (LEAD)	67
Tabel 4.6.	Tabel Distribusi Responden terhadap <i>Continuous Improvement</i> (IMP)	70
Tabel 4.7.	Tabel Statistik Deskriptif Variabel <i>Continuous Improvement</i> (IMP) ..	72
Tabel 4.8.	Tabel Distribusi Responden terhadap Variabel <i>Employee Involvement</i> (EMP).....	73
Tabel 4.9.	Tabel Statistik Deskriptif Variabel <i>Employee Involvement</i> (EMP) ...	74
Tabel 4.10.	Hasil Outer Loading Uji Convergent Validity Tahap Pertama	87
Tabel 4.11.	Hasil AVE Uji Convergent Validity	88
Tabel 4.12.	Hasil Cross Loading Uji Discriminant Validity	89
Tabel 4.13.	Nilai Latent Variable Correlation, AVE dan Akar Kuadrat AVE.....	91
Tabel 4.14.	Fornell-Lacker	93
Tabel 4.15.	Nilai Composite Reliability	96
Tabel 4.16.	Hasil Uji Model Fit	97
Tabel 4.17.	Hasil Uji R Square (R^2).....	99
Tabel 4.18.	Hasil <i>Path Coefficient Bootstrapping Direct Effect</i>	101
Tabel 4.19.	Hasil Uji <i>Effect Size</i> (f^2)	104
Tabel 4.20.	Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel <i>Managerial Leadership</i>	112
Tabel 4.21.	Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel <i>Continuous Improvement</i>	114
Tabel 4.22.	Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel <i>Employee Involvement</i>	115

Tabel 4.23. Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel <i>Service Quality</i>	116
Tabel 4.24. Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel <i>Process Management</i>	118
Tabel 4.25. Tabel Indikator Terpenting (λ) dan Indikator Terbaik ($\bar{X}$) Variabel <i>Organizational Performance</i>	119
Tabel 5.1. Hasil Uji Hipotesis	106



DAFTAR GAMBAR

Gambar 2.1.	Gambar Model Penelitian	39
Gambar 2.2	Framework of Thinking	41
Gambar 4.1.	Gambar Sebaran Siloam Hospitals di Indonesia.....	55
Gambar 4.2.	Gambar Prasasti Peresmian RS Siloam Manado	56
Gambar 4.3.	Gedung RS Siloam Manado.....	56
Gambar 4.4.	Fasilitas MCU Terintegrasi SHMN.....	58
Gambar 4.5.	Tampak Depan UGD RS Siloam Manado	58
Gambar 4.6.	Ruang Triase dan Resusitasi UGD RS Siloam Manado	59
Gambar 4.7.	Fasilitas Rawat Inap Siloam Hospitals Manado	61
Gambar 4.8.	Responden Berdasarkan Jenis Kelamin.	63
Gambar 4.9.	Responden Berdasarkan Rentang Usia	64
Gambar 4.10.	Model Latent Variable Penelitian.....	85
Gambar 4.11.	Output Model PLS-SEM Algorithm	101

DAFTAR LAMPIRAN

Lampiran A. Kuesioner	A1
Lampiran B. Analisis Data <i>Smart PLS</i> Ver.3.2.9	B1
Lampiran C. Surat Izin Penelitian dan Persetujuan Komite Etik.....	C1
Lampiran D. Hasil Turnitin	D1

