

ABSTRAK

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Pengaruh Sistem Pengendalian Manajemen Terhadap Integrasi Rantai Pasok Rumah Sakit Serta Dampaknya terhadap Kinerja Rantai Pasok Rumah Sakit

(xv + 101 halaman; 5 gambar; 25 tabel; 5 lampiran)

Penelitian ini bertujuan untuk menganalisis pengaruh *management control system* terhadap *healthcare supply chain performance* dengan *hospital supply chain integration* sebagai variabel mediasi, dalam konteks operasional rumah sakit swasta. Variabel yang diusulkan dalam pemodelan ini meliputi *management control system*, yaitu *broad scope*, *timeliness*, *integration*, dan *aggregation*. Seluruh dimensi *healthcare supply chain performance* yang diuji mencakup *cost effectiveness*, *utilization of hospital assets*, *supply chain flexibility*, serta *supply chain quality and speed of delivery*. Penelitian ini menggunakan metode *cross-sectional* dengan instrumen kuesioner untuk mengumpulkan data dari tenaga medis dan staf nonmedis yang terlibat dalam sistem rantai pasok di rumah sakit. Analisis data multivariat dilakukan menggunakan metode statistik PLS-SEM. Dengan teknik total sampling, terkumpul 50 responden dari satu rumah sakit swasta di Jawa Barat, Indonesia. Data dianalisis menggunakan perangkat lunak SmartPLS 4. Hasil pengolahan data menunjukkan bahwa tiga dari empat *management control system*, yaitu *broad scope*, *integration*, dan *aggregation*, memiliki efek positif terhadap *hospital supply chain integration*. Efek terbesar diperoleh pada *integration* (*standardized coefficient* = 0,322; f^2 = 0,150). Sementara itu, *timeliness* tidak menunjukkan efek signifikan. Temuan ini memberikan implikasi manajerial untuk memperkuat integrasi sistem informasi dan penyajian data agregat lintas fungsi guna meningkatkan kinerja rantai pasok rumah sakit. Selain itu, *hospital supply chain integration* terbukti memiliki pengaruh signifikan terhadap seluruh dimensi *healthcare supply chain performance*. Model penelitian ini menunjukkan kemampuan eksploratori dan prediktif yang memadai dalam menjelaskan hubungan antarvariabel dalam konteks manajemen rantai pasok rumah sakit.

Referensi : 89 (1968 - 2024)

Kata Kunci : *management control system*, *hospital supply chain integration*, *healthcare supply chain performance*

ABSTRACT

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The Influence of Management Control Systems Towards Hospital Supply Chain Integration and Its Implications for Healthcare Supply Chain Performance

(xv + 101 pages; 5 figures; 25 tables; 5 appendices)

This study aims to analyze the influence of the management control system on healthcare supply chain performance, with hospital supply chain integration as a mediating variable, in the context of private hospital operations. The proposed model includes the management control system, namely broad scope, timeliness, integration, and aggregation. Healthcare supply chain performance consist of cost effectiveness, utilization of hospital assets, supply chain flexibility, and supply chain quality and speed of delivery. This study employed a cross-sectional method using a questionnaire instrument to collect data from medical and non-medical staff involved in the hospital supply chain system. Multivariate data analysis was conducted using the PLS-SEM statistical method. A total of 50 respondents were collected through total sampling from a private hospital in West Java, Indonesia. The data were analyzed using SmartPLS 4 software. The results show that three out of four of the management control system, namely broad scope, integration, and aggregation, have a positive effect on hospital supply chain integration. The strongest effect was found in the integration dimension (Standardized coefficient = 0.322; $f^2 = 0.150$). Meanwhile, timeliness showed no significant effect. These findings provide managerial implications for strengthening information system integration and aggregated data presentation across functions to enhance hospital supply chain performance. Additionally, hospital supply chain integration was found to have a significant effect on all of healthcare supply chain performance. The proposed research model demonstrates sufficient explanatory and predictive capability in explaining the interrelationships between variables in the context of hospital supply chain management.

References : 89 (1986 - 2024)

Keywords : management control system, hospital supply chain integration, healthcare supply chain performance