Dokumentasi Hasil Kinerja

Upaya Meningkatkan Satisfaction Demand pada Layanan Rawat Inap Balai
Pengobatan Islam Sumberwuluh Lemong Berryasak Berdasarkan Analisis Faktor
Demand, Organisasi, dan Lingkungan

Pengaruh Kapasitas Kerja dan Komitmen pada Organisasi terhadap Intensi
Turnover Dasar

Upaya Dukungan Pemantauan Kamar Operasi Berdasarkan Performance
Management Unit Kerja

Peningkatan Pelaksanaan Komunikasi Interpersonal Berdasarkan Mindset
Bisnis tentang Buku KIA

Penyusunan Brand Expression Berdasarkan Strategi Perusahaan dan Strategi
Merek

Redesign Pelatihan General Emergency Life Support (GELS) RSUD Dr. Soetomo
(dengan Pendekatan Evaluation Training Programme)

Analisis Pengaruh Work Attitude terhadap In-Role Performance dan
Organizational Citizenship Management Behavior (OCB)

Strategi Meningkatkan Pembelian Obat di Kamar Obat Melalui Customer
Relationship Management (CRM)
## Table of Contents

<table>
<thead>
<tr>
<th>No.</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Public Health Center’s State and Function in Improving Health Service Quality (Experience of Bangkalan Regency)</td>
<td>-</td>
</tr>
<tr>
<td>2</td>
<td>Diabetes Member Club of Adi Husada (DMC - AH) Leverage Analysis on the Utilization of Hospital Service Products (Based on Customer Relationship Marketing Concept)</td>
<td>-</td>
</tr>
<tr>
<td>3</td>
<td>Endeavors Intended to Boost People’s Participation through Posyandu Stakeholders’ Factor Analysis in the Working Area of Denpasar Timur I Public Health Center, Denpasar City</td>
<td>-</td>
</tr>
<tr>
<td>4</td>
<td>Effort to Increase the Organizational Performance Effectiveness Based on Organizational Culture (Study at the Surabaya Hajj Hospital, Surabaya A.Yani Islamic Hospital and Surabaya Al Irsyad Hospital)</td>
<td>-</td>
</tr>
<tr>
<td>5</td>
<td>Quality Function Deployment (QFD) Method as the Basis of Service Quality Improvement Analysis of the Surabaya Darus Syifa’s Islamic Hospital Inpatient Ward Department</td>
<td>-</td>
</tr>
<tr>
<td>6</td>
<td><strong>The Path Model of Social Capital Influence on the Economic Value at Hospital Wards</strong></td>
<td>-</td>
</tr>
<tr>
<td>7</td>
<td>Efforts to Increase the Utilization of Maternity Room at Dr. Wahidin Sudiro Husodo General Hospital in Mojokerto City A Study of COPE (Client Oriented Provider Efficient) Implementation on the Maternity In-patient and Out-patient Wards</td>
<td>-</td>
</tr>
</tbody>
</table>
The Path Model of Social Capital Influence on the Economic Value at Hospital Wards

Model Jalur Pengaruh Social Capital Terhadap Economic Value di Unit Kerja Rumah Sakit

Abstract

The empiric problem in several hospitals in Surabaya was their non-optimal performance. This research aimed at formulating the path model of social capital influence on the economic value at the hospital inpatient wards. This was an observational research. The unit analysis of the research was teamwork at 80 inpatient wards (interviewing 1,420 nurses and 1,206 patients as respondents). The Structural Equation Modeling (SEM) was used to find the best path model. The result of this research proved that social capital typology and maturity level had an influence on economic value through customer satisfaction, and a direct influence on teamwork effectiveness. The practical implication of social capital development should be done by building social capital as a value (organization culture) and as a hospital strategy.

Keyword : social, capital, type, typology, map, maturity, teamwork, effectiveness, customer, satisfaction, loyalty, economic, value, path,

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