

**THE ANALYSIS OF INTEREST TO TREATMENT OUTPATIENTS BACK
BASED ON MANAGEMENT RESOURCE APPROACH
(MAN, MONEY, MATERIAL, MACHINE, METHOD / 5M)**

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ABSTRACT

Basically, management is required for all types of organizational activities where people work together within an organization to achieve common goals. The purpose of this study is to determine the influence of management resources (man, material, machine, method, money / 5M) on the interests of outpatient treatment at Putra Waspada Hospital. The design of this study was observational with cross sectional approach. The population in this study was all outpatients as many as 142 patients, using simple random sampling obtained 104 respondents as a sample. Independent variables in this study are management resources (Man, Money, Material, Machine, Method), and dependent variable is interest in rheumatic eater treatment which is measured using questionnaire and analyzed by ordinal regression with degree of significance 0,05. From the research results, 45 respondents (43%) had high interest, 47 respondents (45%) gave high appraisal of man resource, 50 respondents (48%) material, 53 respondents (51%) machine, 52 respondents (50%) method, 51 respondents (49%) money on management resources at Putra Waspada Hospital. Where is the variable of man (0,019) material (0,000) method (0,000) has a significant relationship to the interest of outpatient treatment at Putra Waspada Hospital. There is an influence of management resources on the interests of outpatient treatment at Putra Waspada Hospital, where material resources have the greatest influence.

Keywords: *Interest, Hospital, Resources*

BACKGROUND

It is reasonable to talk about management in the hospital then first must be understood and understood the meaning of management. Basically, management is required for all types of organizational activities where people work together within an organization to achieve common goals.

Some experts try to explain the meaning of management word. Just like other areas of study concerning humans, management is also difficult to define. There are experts who call management as art, while other experts call management as a process. Interpreting management as art implies that it is a personal ability or skill. Mary Parker Follet in Aditama (2003) defines management as an

art in completing work with others. This definition means that managers in achieving organizational goals through the arrangement of others to perform various tasks that may be required, which means not done alone, or can be figured as follows "manager is one person but has a thousand hands and feet". According to Fayol H, planning, organizing, directing, co-ordinating and controlling are the elements of management.

According to Koontz in Alamsyah (2011) While the management tools to achieve the goal is the so-called 6M is man, money, materials, machine, metode and markets are free as human, money, materials, machinery, methods, and marketing. If it mentions health management, there are actually two meanings in it namely the understanding of

management on the one hand and the understanding of health on the other. What is meant by health management is the management applied to health services for the creation of a healthy state (Azwar, 2009).

The benefits of strategic management in the hospital may not have been noticed by all the human resources in it. This is related to the lack of commitment that occurred in local hospitals in Indonesia. It is a custom that regional hospitals are unable to provide a decent living and a pleasant working environment for their human resources. When incomes in other institutions are higher than the income of their own hospitals, there is a loss of commitment.

Through preliminary study at Son Hospital of Waspada Tulungagung, there were 487 patients, in August of 651 patients, in September of 566 patients (Source: Profile of Medical Record of Son Hospital Waspada Tulungagung, 2016). A preliminary study on outpatient care at RS Putra Waspada on July 19, 2016 of 15 outpatients was found, as many as 9 patients said that they were interested in doing outpatient treatment because the treating doctor was considered professional, as many as 4 patients said that the services provided were faster. The rest of 2 patients said that the facilities provided in accordance with the wishes of the patient. From the interview result, the element of Man becomes the dominant reason to do outpatient at Putra Waspada Hospital. The purpose of this study was to determine the influence of management resources (man, material, machine, method, money / 5M) on the interest of patients for outpatient treatment at Putra Waspada Hospital.

RESEARCH METHODS

The design of this study was observational with cross sectional approach. The population in this study was all outpatients with a total of 142, and the sample in this study was a portion of inpatients with a total of 104. In this study the sampling technique used was simple random sampling technique with research

instruments using questionnaires, and using ordinal regression analysis.

RESEARCH RESULT

Characteristics of the Subject

Table 1. Characteristics of respondents in this study include age, sex, education, employment, man, material, machine, method, money and interest re visit at Putra Waspada Hospital Tulungagung regency.

No	Characteristics	ΣN	Σ%
1	Age (years)		
	4-11	2	2
	12-19	8	8
	20-27	30	31
	28-35	19	20
	36-43	19	20
	44-51	9	9
	52-59	11	11
60-68	6	6	
2	Gender		
	Male	53	51
	Female	51	49
3	Education		
	Primary School	21	22
	Secondary School	12	12
	High School	45	47
University	26	27	
4	Profession		
	Farmers	15	14
	Private	53	51
	House wife	18	17
	Civil servants	8	8
Student	10	10	
5	Man		
	Low	19	20
	Medium	38	40
High	47	49	
6	Material		
	Low	18	19
	Medium	36	37
High	50	52	
7	Machine		
	Low	18	17
	Medium	33	34
High	53	51	
8	Method		
	Low	18	17
Medium	34	35	

	High	52	53
9	Money		
	Low	21	20
	Medium	32	31
	High	51	49
10	Interest		
	Low	14	14
	Medium	43	41
	High	47	45
Total		104	100

Source: Result of data analysis, Year 2017

Based on table 1 above, it is known that from the total of 104 respondents, the majority are 20-27 years old, 30 are 31%, female is 53 people (51%), 43 high school graduates (45%). 53 people (45%) have high working resources, 47 categories (45%), high material resources (48%), 53 machines (51%) high resource Machine, Highly categorized resource as many as 52 people (50%), Money resources category as high as 51 People (49%) and high interest in 45 categories (43%).

RESULT OF DATA ANALYSIS

Table 2. Interest statistic test for out-patient treatment based on management resource approach (man, money, material, machine, method / 5M) at son's hospital alert February 2017 as follows:

P Value	Goodness of Fit	R-Square	Uji Parsial	Besar Pengaruh	
			<i>Man</i>	0,019	5.499
P Value = 0,005	0,893	24,5%	<i>Material</i>	0,000	50.991
			<i>Machine</i>	0,270	1.218
			<i>Method</i>	0,000	46.827
			<i>Money</i>	0,121	2.408

- Based on table 2 above the simultaneous test obtained Sig value $< \alpha = (0,05)$, where P value = (0.011) from the above results then reject Ho, it can be concluded that the five variables affect the interest for outpatient treatment.
- Goodness of fit test obtained Sig value $> \alpha =$ where P Value = 0.895
- R-Square value of 24.5% of the above results it can be concluded that the variable resource management (Man, Material, Machine, Method, from the above results then accept Ho, it can be concluded that ordinal regression with logit approach is a suitable model used for statistical test of research data

Money) has an effect of 24.5% gradual interest for re-treatment and 75.5% By another variable.

4. Variable Man obtained Sig value $< \alpha$, where Sig. = 0,019, from above result variable Man High category better 5,599 times compared to medium and low category of interest for outpatient treatment, it can be concluded that Man variable has a significant relationship with interest for outpatient treatment.
5. Variable Material obtained Sig value $< \alpha$, where Sig. = 0,000, from the above results the Higher Material category variable is better than 50.991 times of medium and low category of interest for outpatient treatment.
6. Variable Machine obtained Sig value $> \alpha$, where Sig. = 0.270, from the above results Machine variables do not have a meaningful relationship with the interest for outpatient treatment.
7. Variable Man obtained Sig value $< \alpha$, where Sig. = 0,000, out of the above results The high category categorical method is better 46,827 times than the medium and low category for the interest for outpatient treatment.
8. Variable Money obtained Sig value $> \alpha$, where Sig. = 0.121, from above variable Money does not have a significant relationship with interest for outpatient treatment.

DISCUSSION

Identification of Outstanding Rehabilitation Travel at Putra Waspada Hospital. Based on the results of research on the interest of patients for outpatient treatment at Putra Waspada Hospital a high interest of 43% (45 respondents),

seen from the characteristics of respondents and variable management resources showed, as many as 23.1% (24 respondents) are women give high value On interest in a return visit. This figure is not much different from the high interest given by male respondents by 20.1%. Respondents with high school education were the ones with the highest score of 16.3% but the respondents who had high school education also gave the highest score of 10.6%.

According to Fatrika, et. Al. (2009) interest is not brought from birth but develops according to the factors that influence it. Factors affecting interest include characteristics (sex and age), environment (family environment, educational environment, community environment), personality (ektraversi, agreement / Agreebleeness, risk-taking, achievement and independence needs, self-evaluation and overcondence More self) and motives.

Identification of management resources (Man, Material, Machine, Method, Money) at Putra Waspada Hospital

1. Man Resources

Based on the results of research on the interest of patients for outpatient treatment at Putra Waspada Hospital, 45% (47 respondents) gave high value to Man resource. From these results it can be concluded that Man resources have a high appraisal at Putra Waspada Hospital. According to (Soyandi, 2008) human resources management as a strategy in applying management functions that is planning, organizing, leading, controlling, in every activity / function of resource operation start process of withdrawal, selection, training, and development, Promotion, demotion and transfer, job assessment, compensation, industrial relations, to termination of employment, aimed at increasing the productive contribution of

the organization's human resources towards the achievement of organizational goals more effectively and efficiently.

According to (Pandia, 2006), the quantity of labor must be tailored to the needs of the company or institution in order to achieve its objectives effectively and efficiently.

2. Material Resources

Based on the results of research on the interest of patients for outpatient treatment at Putra Waspada Hospital, 48% (50 respondents) gave high value to material resources. From these results it can be concluded that the material resources have a high assessment in Children's Hospital Waspada.

In the process of implementing the activities, human uses materials, raw materials and raw materials. In the business world to achieve better results, therefore it is also called as a means or management tool to achieve goals. Similarly, in the process of conducting activities for material and man cannot be separated, because without material the desired result will not be achieved. A hospital is established and run for the purpose of providing health services in the form of treatment, examination, treatment, medical or non-medical treatment, and other diagnostic measures required by each patient within the limits of technological capabilities and facilities provided in the hospital (Wijono, 2009).

3. Machine Resources

Based on the results of research on the interest of patients for outpatient treatment at Putra Waspada Hospital, 51% (53 respondents) gave high value to Machine resources. From these results it can be concluded that Machine resources have a high appraisal at Putra Waspada Hospital.

To perform activities that are fast and do not use a lot of manpower, it takes the

machine on an activity to achieve the goal. Machine or machine is used to facilitate or generate greater profits, and create work efficiency (Semin et al, 2007). The use of these tools affects patient management; the use of new technologies significantly improves patient outcomes (outcome) for patients compared to current available technologies. Outcomes or outcomes in medical devices research are about their ability, decreasing mortality, complications associated with the use of tools, decreasing the number of length of hospital stay (length of stay), can accelerate the healing process of disease, and reduce recovery time.

4. Method Resources

Based on the results of research on the interest of patients to seek outpatient treatment at Putra Waspada Hospital, it was found that 50% (52 respondents) gave high value to Method resource. From these results it can be concluded that Method resources have a high assessment in Children's Hospital Waspada. To perform effective or effective and effective activities, human beings are faced with various alternative ways to do a job. The method can be expressed as a determination of how the execution of the work of a task by providing various considerations to the targets, the available facilities and the use of time, and money and business activities. In order for the provision of health services to achieve the desired objectives, the service must meet various requirements among them available and sustainable, acceptable and reasonable, easy to reach, easy to reach, and quality (Azwar, 2006).

5. Money Resources

Based on the results of research on the interest of patients to seek outpatient

treatment at Putra Waspada Hospital, 49% (51 respondents) gave high value to Money resources. From these results it can be concluded that the resources of Money have a high assessment in Children's Hospital Waspada.

Service pricing is important as it relates to revenue, image, quality, distribution and so on. The pricing decision is also so important in determining how much a service is valued by consumers, and also in the process of building an image. Pricing also gives a certain perception in terms of quality (Lupiyoadi, 2011).

The most influential analysis of management resource factors (man, material, machine, method, money) with interest for outpatient treatment at Putra Waspada Hospital

Based on the analysis of research data for all factors of management resources is known that all variables management resources have a meaningful relationship with the interest to seek re-treatment at Putra Waspada Hospital on the same joint test. In the partial test the Machine and Money variable has a value $> \alpha$, ie sebsar 0.270 and 0.121. So these two variables have no effect on the interest to seek treatment in Putra Waspada Hospital. The other three variables are Man, Material, Method have value $< \alpha$, that is equal to 0,011, 0,000, and 0,000 then this variable have significant influence.

From the results obtained OR (Odd Ratio) for variable Man of 5.449. So statistically, high interest in Man resources is better than 5,449 times lower interest in Man resources. Material Variables have OR (Odd Ratio) of 50,991, statistically shows that high interest in Material is better 50,991 times than low interest in Material resource. Variable Method has OR (Odd Ratio) equal to 46,827, statistically show that high interest in Method better 46,827

times than low interest in Method resource. Of the three variables that have a close relationship is the most material variables have a great influence on the interest to seek re-treatment at Putra Waspada Hospital.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

1. High interest of 43% (45 respondents) for outpatient treatment at Putra Waspada Hospital
2. Management resources at Putra Waspada Hospital have high score of 45% (47 respondents) Man, 48% (50 respondents), 51% (53 respondents) Machine, 50% (52 respondents) Method, 49% (51 respondents) Money.
3. There is an influence of management resources on the interests of outpatient treatment at Putra Waspada Hospital. Material Resources have the greatest influence.

Suggestion

By knowing the characteristics of management resources that are most considered influential by the patient so that the hospital can do planning related to the development of material resources.

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