

CULTURAL EMPLOYEE EMPLOYEES ACCREDITED
(Study of Social Reality Concerning Employee Behavior of District General Hospital
"Kanjuruhan" Kepanjen District Accredited)

Dr. Susilowati, MARS

Doctoral Program in Social Sciences
Universitas Merdeka Malang Indonesia

ABSTRACT

This study raises the background on the Working Culture of Accredited Hospital Staff (Social Reality Study Concerning Employee Behavior of District General Hospital "Kanjuruhan" Kepanjen Malang Regency). Problems raised in this study are: How Employment Culture Employees Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency Accredited as well as what factors underlying Working Culture Employees Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency.

Using a qualitative description approach with ground theory, as for who is the subject of this study are the employees at the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency. Sampling in this research using purposive sampling, and with support of primary data through observation, indepth interview with informant yan spread in environment General Hospital "Kanjuruhan" Kepanjen Kabupaten Malang. Secondary data that support the overall expected outcome of this research are a number of written documents either in the form of related references in the form of textbooks as well as written regulations in such decisions, regulations, and others that have relevance.

The results of this study reveal a number of very significant findings which subsequently formed a proposition. From the existing propositions can be taken a conclusion that answers the existing problems. In addition, the items from the results of this study will provide valuable input and which will be used as a better service improvement for the community as well as improving the professionalism of human resources in General Hospital Kanjuruhan Malang Regency.

The theoretical implications of this study complement the Work Culture Theory by Osbourne and Plastrik (2010), that the Working Culture is a set of deeply internalized behavior, feelings, and psychological frameworks shared by members of the organization. According to the researchers, the internalized behavioral devices, feelings, and psychological frameworks are very subjective internal elements, according to these findings that the elements, Very deep and shared by members of the organization. According to the researchers, the internalized behavioral devices, feelings, and psychological frameworks are very subjective internal elements, according to these findings that these internal elements can change employee attitudes in work, from inner to other directed orientation. The major role in the internalization of these behaviors is religious values, because religious values can not only shape the work ethic, but also become drivers and inspire employees in the workplace. This opinion confirms what evolved and became a work culture in society that work was worship, and that position was a mandate.

The study also supports the Social Behavior Theory, B.F. Skinner, that Social Behavior is manifested through attitudes, and feelings that can lead to relatively fixed interpersonal actions. Interpersonal events can be learned from the actions taken against the object, namely acceptance,

rejection (rejection), and avoidance (avoidance). Reality in social behavior are emerging factors such as genetic traits that are the general range of responses that can be done and affect behavior. The environment should also be considered to explain the genetic carrying.

Keywords: Work Culture, Social Behavior, and Hospital Accreditation

A. Background

In Indonesia the attention to hospitals and health services is in line with the mandate of the 1945 Constitution, Article 28 H paragraph (1) In the Act it is affirmed that everyone has the right to obtain health services, then in Article 34 paragraph (3) stated that the state Responsible for the provision of appropriate health care facilities and public service facilities.

Hospital is a means of public health services, especially health services as a comprehensive, integrated and efficient referral and can provide affordable and fair quality health services, both basic services, specialist and sub-specialist. As a health service institution, the Hospital organizes a full range of personal health services by providing inpatient, outpatient, and emergency care services. Health service is a plenary health service that includes promotive, preventive, curative, and rehabilitative.

Efforts to improve hospital services are also conducted regionally in accordance with minimum service standards even oriented to excellent service becomes the task of policy makers. Analyzing the above problems and by looking at the conditions in the field it is very important the good intentions of the policy holder to conduct an evaluation and find a solution so as to produce a policy that can overcome the problems that happened. Apabila better service, the loyal consumer does not require much time Decide on the expected service.

To face the demands and dynamics of society in such a way, the government through the Ministry of Health does not remain silent. To meet the public expectations, the Ministry of Health of the Republic of Indonesia requires the implementation of Hospital Accreditation with the aim to improve hospital services in Indonesia. Many direct benefits from implementing new Accreditation, ie Hospital can provide the best service where able to answer: what pain, what doctor plan, and how long? Also are there any other options, how to estimate the outcome, and how much does it cost ?.

Some of the main strategic issues that have been raised both the national and regional scale of East Java and Malang regency. Issues set out in the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency that conducted in the Hospital must be in accordance with the standards determined and conducted survey by KARS (Hospital Accreditation Committee) as follows: patient-focused service standards consisting of: Access Service and continuity of service (APK), patient and family rights, patient assessment up to management of drug use also includes patient and family education (KDP). Implementation carried out at Kepanjen's "Kanjuruhan" Regional Hospital by identifying patients appropriately, improving effective communication, improving the safety of drug use, reducing the risk of misplacement, faulty patients and misconduct, reducing the risk of infection and reducing the risk of injury-related injury With international patient safety standards.

More on Working Culture researchers do exploration and deepening based on Work Culture Theory as proposed Orbourne and Plaatrik (2010) and also the Theory of Social Behavior as proposed by B.F. Skinner (as a response or reaction of a person or society, or organisation of stimuli or stimuli obtained from outside) Culture is an impact of a continuous process The process of a culture starts from actions such as cautious work that happens repeatedly into Habits, which

if long continues to be the character of careful individuals. With the predicate of accreditation "plenary", researchers observed that the work culture of employees experiencing a significant internalization process. That experience is passed, the ability to adapt to existing conditions indicate that employees look increasingly Professionalism is needed in the ministry, it can happen because the support of all elements and situasikerjaa existing so that the attitude or behavior formed in the act of service.

Based on the description on the background as well as the above mentioned phenomena, the researcher was interested and lifted her into the research for our dissertation with topic, Working Culture of Accredited Hospital Worker (Social Reality Study on Employee Behavior of District General Hospital "Kanjuruhan" Kepanjen Kabupaten Malang Accredited).

B. Problem Formulation

Based on the description on the background above, it can be formulated as follows:

1. How is the work culture of employees of the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency, Accredited by the Hospital Accreditation Commission (KARS)?
2. What factors are behind the work culture of employees of the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency Accredited ?.

C. Research Objectives

Objectives to be achieved in this study include general goals and specific objectives that can be explained as follows:

1. General Purpose:
 - a. To describe and analyze the work culture of employees of the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency Accredited by the Hospital Accreditation Commission.
 - b. To describe and analyze the factors behind the work culture of employees of the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency Accredited.
2. Special Purpose
 - a. To understand the work culture behavior of employees of the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency Accredited by the Hospital Accreditation Commission.

b. Research Benefits

The benefits of this research are as follows:

a. Theoretical benefits

1. Adding treasures to the development of science especially support the development of Sociology more specifically in the perspective of Social Behavior
2. As a contribution for subsequent researchers to examine social realities, especially social behavior in Public Service Institutions.

b. Practical Benefits:

1. As a contribution of thought for management in the framework of hospital development, in order to create patient satisfaction continuously.

E. LITERATURE REVIEW

Platform And Concept

1. Cultural Theory

Understanding Culture

According to the Webster dictionary, culture is an idea, custom, skill, art, and others given by humans in a certain time. Culture is concerned

Moral, social, behavioral norms that are based on the beliefs, abilities and priorities of members of the organization.

The more commonly cited classical notion of cultures is that of Edward Taylor (1991), which states that culture is a complex whole that includes knowledge, beliefs, art, morals, laws, customs, and any abilities and habits that human beings acquire as citizens (Richter Jr., 1987; Keesing, 1997).

In summary it can be said that it is an entire aspect of the way of life of a society itself (Richter, 1987) it is everything that is obtained in society through learning and sharing with fellow citizens (Edward Taylor, et al, 1991) The accumulation of learning outcomes and the experience of mankind in a society (Keesing, 1997), it can be referred to as the overall social heritage of a society, which is the complete design for their life, it is the whole way of life that is institutionalized in a society (Betrand, 2011)

Culture as the whole way of life of a society reflects the agreement on norms, values and beliefs that enable citizens of a society to live together relatively harmoniously (Barbie, 2003). Culture includes ideas and practices that most citizens agree on and do about how they respond to the natural and social conditions it faces because it is the organization of phenomena that depend on the use of symbols, whether with regard to actions, ideas, sentiments, and objects (White, LA 1988). Culture contains a set of rules and procedures that serve as a benchmark on how something should be done, along with a set of ideas and values that support it (Edward Taylor et al, 1991). Substantif cultural objects are the language, ideas, norms, tools, and institutional systems that organically socialize the social life of a society, and embodied ideas or ideas, patterns of action, and physical objects of human creativity that manifest in the entire cultural element of a society, Whose element is universally composed of systems of knowledge, social organization, economic system, technology system, language, art and religion (Koentjaraningrat, 2010).

This is in line with other opinion states that culture is:

1. The whole way of life of a society,
2. The social inheritance that individuals derive from their groups
3. A way of thinking, feeling, and believing,
4. An abstraction of behavior
5. A theory of how a community group behaves
6. A warehouse to collect learning outcomes
7. A set of standard orientations on an ongoing problem,
8. Behavior that is learned,
9. A mechanism for structuring behavior that is normati,
10. A set of techniques to suit both the outside environment and with others
11. A precipitate of history. Furthermore, culture is also a combination of social relations and cultural bias (Thompson 1990).

On the basis of the understanding of some experts it can be said that culture basically refers to various aspects of life, how to apply, belief, attitude or the result of activity or human work is typical of a particular society or group (Imroni, 2012).

2. Cultural Theory of Work.

According Osbourrne and Plastrik (2010) Culture of Work is a set of feelings, and psikologis framework that is internalized very deeply and jointly owned by members of the organization, while according to Triguno (2002) Work Culture is a philosophy based on views on the values of the nature, , And the driving force and depth in the life of an organization.

F. RESEARCH METHOD

Research Approach

This study uses a qualitative descriptive approach in accordance with Strauss and Corbin's view that: Qualitative methods can be used to uncover and understand what is behind the phenomenon that can be difficult to convey with qualitative Methods.

According to Strauss that "Qualitative Research" is a type of research that results in discoveries that can not be achieved by using statistical procedures or numerical formulas. Qualitative research can be used to examine community life, history, behavior and social movements.

Research focus

In accordance with the formulation of the problem in this study to meet the inclusion-exclusion criteria or entering out an information to be obtained in the field, then the focus in this study are:

1. Working Culture of Employees of Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency Accredited.
2. Factors behind the work culture of employees of the Regional General Hospital "Kanjuruhan" Kepanjen consists of internal and external factors.

Data collection technique

Techniques used to collect data are observations, in-depth interviews, and documentation. Primary data is obtained through techniques of observation, in-depth interviews and documentation.

1. Observation

Observation is done directly and indirectly by the researchers by taking the procedure is not formal.

2. In-depth interviewing.

Interviewing is a powerful tool for expressing the reality of life that people think or feel about various aspects of life.

3. Documentation

For the purposes of this study, researchers collect records and documents deemed necessary to assist the analysis by utilizing literary sources of textbooks, papers, journals, research documents, state documents.

G. HOSPITAL DATA

Perfomans Regional General Hospital "Kanjuruhan" Malang Regency

1. Overview

The identity and criteria of this hospital, as the name implies

a. Number of Human Resources Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency

Picture of Human Resources and Manpower Information at the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency as follows

Table 1. Number of Human Resources Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency

Employment status	Medical	The Medical Treatment	The Non Medical Treatment	Pharmacist	Non Medical	Amount
PNS/CPNS	45	193	74	8	88	408
PTT/Contrac	11	118	22	1	125	277
Total	56	311	96	9	213	685

Source: Profile of Regional General Hospital "Kanjuruhan" Kepanjen Year 2016

This study aims to reveal and find the problems that have been set in front, namely: (1). How is the work culture of employees of the Regional General Hospital "Kanjuruhan" Kepanjen "Malang Regency Accredited by the Hospital Accreditation Commission (KARS)? (2). What factors lie behind the work culture of employees of the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency Accredited?

1. Attitude to protect employees of RSUD "Kanjuruhan" to the patient.

Based on the results of research and discussion of research results above, it can be presented some research findings as presented below..

Finding 1: *The attitude of protecting the employee against the patient is seen among the Nutritionists who always provide supervision during the patient's diet*

Finding 2: *Employees protect patients with the habit of always washing hands shortly before the activity.*

Finding 3: *The attitude of protecting the nurse against the patient by way of identification of the patient's bracelet before taking action*

Finding 4: *The protective attitude towards the patient is shown by the employee using personal protective equipment or Universal Precaution during service.*

Based on the findings of the above 1, 2, 3 and 4 researches, the propositions may be stipulated:

Proposition 1: ***Protect attitude based on understanding and willingness to understand and accept each other***

2. Hospitality or hospitality Employee General Hospital Regional "Kanjuruhan" Malang Regency. Based on the results of the analysis and discussion as described above, the researcher can present some findings about the attitude of friendly, courteous, and patient in the service in the Regional General Hospital "Kanjuruhan" Kepanjen as follows:

Finding 5: *Employees are friendly in the service to the community because it is a demand and a part of a work ethic that should be applied properly.*

Finding 6: *Not all employees are friendly, courteous, and patient in service to patients, therefore training is needed to change the habit*

Finding 7: *Friendly, polite, and patient attitude, determined by the inner mood of the employee, and the educational background, as well as the economy.*

Finding 8: *Saturation in work routines, lack of attention from management, as well as personal barriers, influences employee attitudes to change according to standard of operational procedures*

From the description of the findings, the researcher can establish the proposition in the hospitality category as follows:

Proposition 2:

Hospitality, courtesy, and patient patient behavior is a call or worship in health service duties.

3. Responsive Attitudes Employees Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency to patients.

Responsiveness is the awareness of the task that must be done seriously, a keen sensitivity in dealing with the various things faced.

Based on the descriptions and analyzes that are interconnected with relevant theories, as described above, the researcher can reveal the following findings:

Finding 9: *The employees are responsive to the patient is the norm, the outward nature, and the desire to optimize service.*

Finding 10: *The employee is responsive to the patient following the standard operational procedures of the service, and taking into account the emergency.*

Finding 11: *Fellow employees have a misunderstanding when dealing with emergencies, but can be resolved.*

Finding 12: *Fellow employees may have small conflicts or frictions when dealing with emergencies, but can be overcome with an open attitude and a willingness to accept criticism and enter colleagues.*

From these three findings, the researcher can establish the second proposition, as follows:

Proposition 3: ***Employee work culture is internalized from responsiveness in various situations***

4. Working Culture of Employees of Regional General Hospital "Kanjuruhan", Category Priority in Action Services.

Regarding the Working Culture of Hospital Employees, in the Priority Category in Service Actions, researchers can describe a number of findings through the discussion as described below. Based on the description, and its relation to the theory of social interaction that has relevance of discussion with this action of Priotas, the researchers set some of the findings as follows.

Finding 13: *Service by employees is based on an understanding of urgent events and extraordinary events.*

Finding 14: *Action priority is an urgent form of interaction and coordination from all stakeholders, as well as management policy support.*

Finding 15: *Action priority is the totality and professionalism supported by skills, medical knowledge and team work*

Finding 16: *prioritas action in the ministry is a humane instinct based on confidence in every health worker.*

Proposition 4: ***Prioritizing attitudes in service delivery occur instinctively, coordinated, based on the belief and spirit of helping others.***

Factors that laid the Working Culture of Employees Hospital "General Area" Kanjuruhan "Kecamatan Kabupaten Malang

From the presentation and analysis of data as described above, it can be explained that employees working in the Regional General Hospital "Kanjuruhan" Kecamatan Malang Regency influenced work environment in any organization.

From the above description, the researcher can show the finding that:

Finding 17: *Employee work culture is shaped by the value of religion and work ethic to change in a better direction (inner to other direction oriented)*

Finding 18: *Employee work culture is shaped by a sense of belonging to the organization*

Proposisi 5: ***Employee work culture is born from stimulus inside and outside individuals or groups***

Competence and Experience

According to Robert A. Roe (2001), competence represents the ability to perform a task, role or ability, integrates knowledge, skills, attitudes, personal values, skills based on experience and ability to build knowledge and Skills (competence builds on knowledge and skills and is acquired through work experience and learning by doing).

Discussion on this matter reveals the findings as follows:

Finding 19: Employee work culture is shaped by individual knowledge, experience, and motivation

Social Economics.

Socio-economic background describes the state of a person or a society in terms of economic aspects. The figures referred to here include the level of education, income, employment and goods ownership.

From the above description, the researcher can show the following findings:

Finding 20: The educational and economic level of employees indicates social status and may reflect behavior in work.

Religious Value.

Regarding the values of religion and work culture, it is very interesting if it refers to the thinking of Max Weber (1958). He provided a comprehensive analysis, and became his thoughts on the relevance of religion and work culture to universal, and became a culture in public organizations, as well as private

Employees make a habit of expressing the truth as it is, honestly, transparently, while maintaining the privacy of the patient, the employee maintains the code of ethics in the hospital service, the habit of always behaving, and learning to love his job because that is where the call is (it is A calling).

From the above discussion, researchers can define the findings as follows:

Finding 21: Religion that employees believe is a holy call that encourages to work hard, and with sincerity, honest, responsible, innovative, and creative.

Finding 22: Religious values that employees believe to form ethics, etiquette, discipline, empathy, and tolerance in work

The propositions of these findings are:

Proposition 6: Religion inspires individuals and communities in work.

External Factors

In this study, the meaning of external factors is events that come from outside the individual, community, group or organization, which leads to social change.

As to the findings of the description in this section are:

Finding 23: Non-physical environments, colleagues or peers of employees have a role in building work ethics together

Finding 24: Bounty with an employee's employee role in the work climate of an organization.

Proposition 7: Work environment part of the individual work ethic

Custom or Habit.

On external factors relating to customs and habits that culture into employees is inseparable from the values that have shaped the way of life of employees in their respective environments.

Based on the above discussion, the following findings can be put forward:

Finding 25: Family habits and everyday association can shape employee work culture.

Finding 26: habits and customs can shape the attitude of hard work and employee courage to take action that is changing.

From these findings the researcher can establish the proposition as follows:

Proposition 8: Customs and daily habits help shape the work culture

Proposition 9: Compliance, and discipline in service are the heritage of cultural values so that many changes to the values are adjusted to the accreditation standards.

I. CONCLUSION.

Based on the results of research and discussion as described above, can be formulated some conclusions as follows:

1. Working Culture of employees of the Regional General Hospital "Kanjuruhan" Malang Regency is categorized as Social Behavior serving. Categorized as social behavior serving because between hospital employees and patients or visitors to the Hospital have a mutual understanding of the

obligations granted and rights received. This can take place because of the appropriate competence and the need to get the best service on the other side. Hospital employees recognize that the duties of meyalani in addition to the description of the main tasks and functions undertaken, is also a service duty based on the spirit to help others as it is believed in their respective religions. On the other hand the patients or visitors are aware of their need to get the best service both to get better healing and health.

The service actions of employees of the "Kanjuruhan" Regional Hospital of Malang Regency to the patients show the ethos in the service according to their humanist competence and spirit, namely: (a). Serve with the spirit of devotion and does not differentiate the difference of patients who come in need of medical services in the hospital. (B). Always adhere to the service by prioritizing patient safety principles. (C). Familiarize the service with 5 S habits, namely Smile, Greetings, Sapa, Polite, and Santun (d). Making pasien as part of their call of duty, with paternalistic services, means protecting, keeping the patient up to a better hope of recovery. (E). There are still some obstacles to optimize the better services, such as human resources with the highest level of education and skills are not yet optimal and have not sufficient competence, inter-unit coordination in the level of working relationships between personnel who still have little deficiencies match, and the carrying capacity for the smooth Services that have not been right, but the shortcomings are always a concern and follow-up plan of the management including the Regional Government of Malang Regency.

Behavior in the act of servicing the patient or the visitors is done by the employees of the Regional General Hospital "Kanjuruhan" bring significant impacts, namely: (a). In the last few years the number of visitors has increased, the indicator can be seen the increasing demand for the number of beds in the number of treatment rooms (b). The patients who visited the hospital not only from the areas around Malang Regency, but also from outside Malang Regency such as Blitar Regency and surrounding areas, and Tulungagung District and surrounding areas (c). The better image of the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency encourages the attention of the central government through the Ministry of Health of the Republic of Indonesia to provide assistance for physical facilities such as renovation and construction of maintenance facilities, and medical equipment aid.

That the important pillar in the role in the local hospital "Kanjuruhan" Kepanjen Malang Regency are hospital employees, directors or management, government support Malang Regency, and no less important is the participation of the community.

2. That the background that gives effect to the service of employees at the Regional General Hospital "Kanjuruhan" Kepanjen Kabaupaten Malang is knowledge, skills, family support, and work environment and residence of hospital employees. With such background and support, the Hospital's employees:

- (a) To believe that the ministry is part of worship of others, which arises spontaneously based on human instinct.
- (b) Lack of knowledge and skills are not the main obstacle, precisely with these shortcomings encourage hospital staff to cultivate and learn harder to provide good service
- (c) Cooperation, mutual discussion, and active coordination, providing convenience in the act of service.
- (d) The paternalistic culture of service creates a familial relationship with the patient and facilitates the service.

(e) The existence of incentives through the Service Accepted periodically become its own motivation in improving the quality of service at the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency.

Theoretical Implications and Practical Implications.

Implications are the direct consequences of a matter such as the invention or because of the results of the research. Implications have a wide and varied meaning. The implications of the research results are an attempt to compare a past study with recent research results, and typically there are three types of implications of the research results used: theoretical implications, managerial implications that emphasize more on the policy aspects and methodological implications. In theoretical implications the researcher presents a complete picture for to present the world of science so that the results of this study can be accepted as a contribution or contribution to science. This donation implies novelty, so it can give a bear meaning for the development of science. In relation to the above meanings, then from the results of the study as discussed and the conclusions described in the future, the researcher can determine the implications as follows:

Theoretical Implications.

Based on the results of research and a number of findings on Working Culture Employees Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency as stated above, then this research complement:

(1). The Theory of Work Culture as proposed by Osbourne and Plastrik (2010), that the Working Culture is a set of deeply internalized psychological behavior, feelings, and frameworks shared by members of the organization. Strategies that can be done in a work culture are to change the behavior, feelings, and ways of thinking to put stakeholders values, norms, attitudes and expectations appropriate to the organization's goals, systems, incentives, accountability systems and power structure systems. According to the researchers, the internalized behavioral devices, feelings, and psychological frameworks are highly subjective internal elements, as the researchers point out in these findings that these internal elements can change employee attitudes in work, from inner to other directed orientation. And that gives a big role in the internalization of this behavior is religious values, because religious values can not only form the work ethic, it also becomes a driving and inspiring employees in the work. This opinion confirms what evolved and became a work culture in society that work was worship, and that position was a mandate. In addition, this study also supports Social Behavior Theory, in this study, referring to the opinion of B.F. Skinner.

(2). The Theory of Social Behavior as proposed by Burrhus Fredrick Skinner sociologist from Minnesota University of the United States. According to Skinner Social Behavior is manifested through attitudes, and feelings that can lead to relatively fixed interpersonal actions. Interpersonal events can be learned from the actions taken against the object, namely acceptance, rejection (rejection), and avoidance (avoidance). According to Skinner, the reality in social behavior is the emerging factors such as genetic traits that are the general range of responses that can be done and affect behavior. The environment should also be considered to explain the genetic carrying. He thinks feelings and thoughts are thought to be the result of genetic innate and individual experiences rather than the cause of action. In short, according to Skinner, social behavior focuses on the interrelationships of individuals with their environment, and the environment consists of a variety of social objects and various non-social objects.

Furthermore, Skinner explains that the behavior of individuals that take place in relation to environmental factors leads to changes in behavior, either to change in a better direction or to change in the wrong direction.

In service at the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency, interpersonal relationships that occur between employees with patients. If you understand Skinner's theory, then in the interaction between the individual and the social environment, it will involve all aspects of the dominant role of knowledge, skills, and human relations as a whole. Similarly, non-social environment will be determined by all elements faced by employees and patients who receive health services, namely supporting facilities, commitment of decision makers, as well as regulations from the ministry of health and the government of Malang Regency and Director of General Hospital "Kanjuruhan" Kepanjen Malang Regency. The social environment of patients receiving hospital services is motivated by economic, educational, and geographic factors or where they live.

Practical Implications.

In addition to theoretical implications, the results of this study also have Practical Implications, which aims to contribute or contribute to all parties who have a relationship with this dissertation research.

(a) The results of this study can open the horizon of public knowledge in general about all the processes and the ins and outs of services that are treated in hospitals, especially in the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency.

(b) The results of this study can be input to the Government of Malang Regency and the Regional Representative Council of Malang Regency, which oversees the management of local hospitals, in order to follow or provide solutions to things that need to be considered in the management of Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency.

In addition, this research can provide input to the board of directors / management in the Regional General Hospital "Kanjuruhan" Malang Regency, in the framework of making policies related to hospital management, human resources development, and the provision of medical service support facilities.

J. ADVICE.

To follow up on the results of this study, the following suggestions are suggested below, as follows:

1. The employees of the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency who work in a number of installations and supporting units, need to regularly conduct a forum meeting / coordination, if it can be done every month, to conduct a thorough evaluation and exchange of thoughts about the service in Hospital environment.
2. Due to the many service tasks associated with competence and professionalism, it is necessary to provide training on service excellent or personality training to employees of the Regional General Hospital "Kanjuruhan" Kepanjen Malang Regency by human resource development institutions such as John Robert Power, or other institutions considered relevant.
3. The Government of Malang Regency and the leadership of the People's Legislative Assembly of Malang Regency, and the management of the General Hospital of the "Kanjuruhan" Regency of Malang need to have a routine agenda to discuss the development of the Regional General Hospital "Kanjuruhan", considering that in the future this hospital can Become the largest government house for the southern region of Malang Regency. Currently, the Regional General Hospital of "Kanjuruhan" Malang Regency is too small to serve the people of Malang Regency whose numbers from time to time continue to grow.

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