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**Faculty of Social and Political Sciences
University of Muhammadiyah Jakarta
Jakarta, 5-6 January 2019**



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Sub Theme: Hospital as Human Service Organization

THE ROLE OF PLANNING AND CONTROL MANAGEMENT TO IMPROVE NURSING SERVICES: A CASE STUDY AT ONE OF PUBLIC HOSPITAL IN CENTRAL JAVA

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Abstract

hospital plays a key role in national health care system. Management functions are described as planning, organizing, actuating and controlling (monitoring) function. As a first public hospital in district in central java, this hospital is required to provide an excellent and satisfying service. On a pursuit of that purpose, a series of improvements and changes of managerial culture associated with nursing performance are needed since nurses are the forefront of patient care. The fact that this hospital is a class C and just fully operated under 5 years makes it a suitable subject to performance evaluation due to developing market. The purpose of these researches is to determine the functions of planning and controlling management on improving nursing performance. Qualitative investigation has been conducted in this study using analytic descriptive approach through debriefing and observation. Respondents chosen were fixed as management division, room's chief and the primary nurse. The results showed lack of activity and efficiency based on comparison between BOR (Bed Occupancy Rate) and the amount of nurse, orderly job description allocation and poor performance assessment. Another factors were found such as the lack of continuity in nurse education and training (<20 hrs per year), aperiodic supervision and also lack of appreciation and admonition due to performance. These results are hoped to give valuable information's of how far management control can affect the performance of a hospital and thus describe relationship between factors for better understanding on improving health care systems. Therefore, management planning and control functions play a key role in improving nurse's performance

Keywords: Controlling, Management, Nursing Performance, Planning