

ABSTRACT

Rovi Liana, 2014. FINAL PAPER, titled with “The Analysis of Operational Installation Outpatient Efficiency Comparison on Profitability Performance and *Data Envelopment Analysis* (DEA) (Study at RSUD Kertosono and RSUD Nganjuk)”. Advisor: Muhammad Sulhan, S.E., MM.

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Efficiency is important part of hospital operation which may have good additional value directly or indirectly. The increase of hospital efficiency can be realized by using input minimally as possible to produce output maximally as possible. Research attempts to understand the difference of operational efficiency of RSUD Kertosono and RSUD Nganjuk with the measuring tool of data envelopment analysis (DEA). The objective of research is to recognize the different of operational efficiency rate in term of inputs from medical officer, non-medical officer, medical structure, and also of outputs of RSUD such as the number of patients at pediatric polyclinic, the number of patients at surgery polyclinic, the number of patients at obstetric polyclinic, the number of patients at internist polyclinic, the number of patients at THT polyclinic, and the number of patients at general polyclinic.

Data used in this research are primary data directly obtained from the genuine source (not through intermediary media). In specific, the considered data are the number of outpatient in 2011-2012, the number of medical officer, the number of non-medical officer, and medical structure. All these data are analyzed for its efficiency with method of *data envelopment analysis* (DEA). Data of income in 2011-2012 is used to calculate SGR (*Sales Growth Rate*) in each hospital. The analysis method is Independent Sample T-Test at significance rate of 5 %.

Result of DEA calculation with Independent Sample T-Test indicates that probability of 0.000. Because the probability < 0.05 , H_0 is rejected and it is concluded that both variances are different. Based on the result of SGR calculation, RSUD Kertosono has SGR or the income development rate is 29.34 % in 2011, and it has income growth improvement for 10.68 % in 2012. Meanwhile, RSUD Nganjuk in 2011 has decreased SGR for -25.00 %, but it increases in 2012 to 83.33 %. It means that hospital efficiency rate has positive influence on hospital income.