

ABSTRACT

Soft System Methodology is a method that can find out, compare with the ideal system and solve the problem in a soft system, unpredictable and Unstructured system. The hospital system (patient service mechanism specially) is a soft system, so many human activities involve. So for finding and solving the problems of the hospital, it can use soft system methodology.

The research result (as some advice) can be used by hospital management to improve the patient service mechanism (or hospital system globally). The advice can be global advice such as train the new employee and hire the professional staffs, or the advice can be IT advice such as set up the Hospital Information System, start from the front-office up to back-office. All of advice based on the case faced by the hospital, in this case ABC hospital, Type C Hospital, in Karawang.

Key Words:

Soft System Methodology, Patient Service Mechanism, Hospital Information System

TABLE OF CONTENTS

Title Page	i
Approval Sheet	iii
Acknowledgement	iv
Abstract	v
Table of Contents	vi
List of Figures	ix
List of Tables	xi
List of Appendices	xii
CHAPTER	
1. INTRODUCTION	1
1.1 Background	1
1.2 Problem Identification	2
1.3 Problem Scope	3
1.4 Problem Formulations	3
1.5 Objectives and Benefits of the Research	4
2. THEORITICAL FOUNDATION	6
2.1 Controlling Definition	6
2.2 Patient Service Mechanism Definition	7
2.2.1 Patient	7

2.2.2 Service	7
2.2.3 Hospital	8
2.2.3.1 Hospital Definition	8
2.2.3.2 Types of Hospitals	9
2.2.3.3 Hospital Activities Value Chain	10
2.3 Soft Systems Methodology Definition	12
2.3.1 System	12
2.3.2 Soft Systems	15
2.3.3 Soft System Methodology	16
2.3.4 Stages of the Soft Systems Methodology	17
3. METHODOLOGY	23
3.1 Research Object	23
3.2 Research Method	23
3.3 Research Procedure	23
3.4 Data Collecting Technique	24
4. ANALYSIS AND RESEARCH RESULT	26
4.1 The Overview Model of the Enterprise	26
4.2 Organization Structure	26
4.3 Types of Patients	32
4.4 The Rich Picture Explanation	33
4.4.1 Types of Hospital Rooms	33
4.4.2 Situation in Registration Area	35

4.4.3 Situation in Polyclinic, Laboratory and ICU Area	35
4.4.4 Situation in Hospitalized Patient Room Area	36
4.4.5 The Problem Situation	37
4.5 Root Definition and CATWOE Method	44
4.6 SWOT Analysis	45
4.6.1 ABC Hospital Strength	45
4.6.2 ABC Hospital Weakness	46
4.6.3 ABC Hospital Threat	49
4.6.4 ABC Hospital Opportunity	49
4.7 Conceptual Model	50
4.7.1 The Customers or Patients Model	51
4.7.2 The Actors Model	63
4.7.3 The Ideal Model	70
4.8 Comparison	77
4.9 Feasible and Desirable Changes	82
4.10 Possible Action for Solving the Problem	87
5. CONCLUSION AND RECOMMENDATION	90
5.1 Conclusions	90
5.2 Recommendations	92
6. REFFERENCESS	93
7. BIBLIOGRAPHY	95
8. RESUME	144

LIST OF FIGURES

Figure 2.1	Hospital Value Chain	12
Figure 2.2	System	13
Figure 2.3	System and Sub-system	14
Figure 2.4	Simplistic Conceptual Model	20
Figure 2.5	Comparing Model and Reality	21
Figure 2.6	Seven Stages of SSM	22
Figure 3.1	Research Procedure	24
Figure 4.1	Organization Structure	31
Figure 4.2	Hospital Room Lay-out	37
Figure 4.3	Rich Picture	43
Figure 4.4	Model of Hospital General Activity	50
Figure 4.5	Patients (Customers) Activity Model	51
Figure 4.6	Model of Patients Activity in ICU Area	54
Figure 4.7	Model of Waiting in List Activity in Registration Area	55
Figure 4.8	Model of Registration Activity in Registration Area	56
Figure 4.9	Model of Paying Activity in Payment Area	57
Figure 4.10	Model of Waiting in List in Polyclinic Area	59
Figure 4.11	Model of Getting Doctor's Service in Polyclinic Area	60

Figure 4.12	Model of Getting Hospitalized-Patient Service	62
Figure 4.13	Model of Patient Activity in Dispensary Area	63
Figure 4.14	Model of Actors Activity	64
Figure 4.15	Model of Actors in Registration Activity	65
Figure 4.16	Model of Actors in Payment Area	66
Figure 4.17	Model of Actors in Polyclinic Area	67
Figure 4.18	Model of Actors in Hospitalized-Patient Area	69
Figure 4.19	Model of Actors in Dispensary Area	70
Figure 4.20	Model of New Concept	71
Figure 4.21	Model of Registration New Concept	73
Figure 4.22	Model of Polyclinic Service New Concept	74
Figure 4.23	Model of Hospitalized-Patient Service New Concept	76
Figure 4.24	Conceptual Model	77

LIST OF TABLES

Table 4.1	Problem	42
Table 4.2	ABC Hospital's Strength	45
Table 4.3	ABC Hospital's Weakness	47
Table 4.4	Table of Comparison	80
Table 4.5	Feasible and Desirable Changes	87
Table 4.6	Possible Action	88

LIST OF APPENDICES

Appendix A	Questionnaire of Survey	96
Appendix B	Result of Survey	120