

Table of Content

Preface.....	iii
Table of Content.....	v
List of Tables.....	vii
List of Figures	viii
List of Appendix	ix
List of Abbreviations.....	xi
Abstract	xii
Intisari	xiii
Chapter 1 Introduction.....	1
1.1 Background Information	1
1.2 Problem Statement.....	4
1.3 Research Question.....	4
1.4 Research Objective.....	4
1.5 Research Motivation.....	5
1.6 Research Benefit.....	5
1.7 Research Scope and Limitation	5
1.8 Research Outline	6
Chapter 2 Theoretical Background and Literature Review	7
2.1 Theoretical Background	7
2.1.1 New Public Management (NPM) Theory.....	7
2.1.2 Institutional Theory	8
2.2 Literature Review	10
2.2.1 Public and Regional Public Service Agencies (BLU and BLUD)	10
2.2.2 Hospital and Community Health Centres (<i>Pusat Kesehatan Masyarakat-Puskesmas</i>)	13
2.2.3 Service Performance and Financial Performance.....	16
2.2.4 Financial Independence	18
2.3 Prior Research	19
2.4 Hypothesis	23
2.4.1 The relationship between service performance and financial independence.....	23
2.4.2 The relationship between financial performance and financial independence.....	23
2.5 Conceptual Framework	23

Chapter 3 Research Design, Procedure and Type of Research	24
3.1 Research Design	24
3.2 Research Procedure	24
3.3 Type of Research.....	24
3.4 Operational Definition of a Variable.....	25
3.4.1 Dependent Variable	25
3.4.2 Independent Variable.....	26
3.5 Location.....	32
3.6 Sample Population/Research Subject	33
3.6.1 Profile of BLUD Puskesmas in Lamongan Regency	33
3.6.2 Governance Oversight by Regent Secretary.....	35
3.7 Data Collection Method	37
3.8 Data Analysis Method	37
3.8.1 Data Preparation and Cleaning:.....	38
3.8.2 Descriptive Statistics	38
3.8.3 Diagnostic Tests for Regression Assumptions	39
3.8.4 Correlation Analysis.....	40
3.8.5 Regression Analysis	40
Chapter 4 Result and Discussion	44
4.1 Data Description.....	44
4.1.1 Descriptive Statistics	44
4.1.2 Diagnostic Tests for Regression Assumptions	46
4.1.3 Correlation Analysis.....	49
4.2 Hypothesis Testing	52
4.2.1 Model Summary	52
4.2.2 ANOVA Result and F-Test	53
4.2.3 Coefficient Analysis and T-Test.....	54
4.3 Discussion.....	56
4.3.1 H_1 : There is a significant relationship between service performance and financial independence.	56
4.3.2 H_2 : There is a significant relationship between financial performance and financial independence.	58
Chapter 5 Conclusion	61
5.1 Conclusion.....	61
5.2 Research Limitation.....	62
5.3 Recommendation.....	62
Reference.....	64
Appendix.....	70