Optimization Of The Managemenr In Maluku Health Analysis Department

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ABSTRACT

Introduction. Exam management is crucial in the implementation of evaluation in educational institutions. This is because the test implementation process is one of the determinants of the quality of an institution. This study aims to assess the optimization of examination management in the health analyst department of the Health Polytechnic of the Ministry of Health in Maluku. **Methods.** This study used a descriptive research design. This research was conducted in the health analyst department of the Maluku Health Polytechnic Ministry of Health in July - August 2019. The sample in this study were all employees and students in the Maluku Health Poltekkes Department of Health analyst with the sampling technique using total sampling. A Likert scale questionnaire was used as an instrument in the study. **Results**. There are respondents with more job distribution, namely 45 students (80.4%). Respondents who rated the application and website development category as very satisfied were 30 respondents (53.5%), and satisfied were 26 respondents (46.5%). Respondents who assessed the optimal management of the examination category were very satisfied with 38 respondents (67.8%), and satisfied with 18 respondents (32.2%). **Conclusion**. There is no relationship between the implementation of the SOP for exam management with optimal exam management, and there is a relationship between making applications and websites with optimal exam management.

Keywords: *health education, evaluation, student assessment.*

1. Introduction

Exam management is crucial in the implementation of evaluation in educational institutions. This is because the test implementation process is one of the determinants of the quality of an institution. Some things that need to be considered in exam management are the process of examination implementation activities which include the formation of an exam committee, the preparation process for implementation, the preparation of exam schedules from the course coordinator lecturers and the supervisory lecturers, the schedule of the supervisory team for each semester exam and the set of exam rooms.[1]

Based on the observation of examination management, sometimes it is not optimal due to the absence of an examination administration committee, inadequate technical support (incorrect answer sheet format, student attendance list format and supervisor list format have not been provided), delay in collecting questions from the lecturer in charge of the course, schedule uneven examination supervisors, and the absence of an online exam system. This of course will affect the decreasing final score of the student semester exams. Therefore, it is necessary to have good exam management to minimize errors in the exam implementation process. This study aims to assess the optimization of examination management in the health analyst department of the Health Polytechnic of the Ministry of Health in Maluku.

2. Methods

This study used a descriptive research design. This research was conducted in the Department of Health Polytekkes, the Ministry of Health, Maluku in July - August 2019. The sample in this study were all employees and students in the health analyst department of the Maluku Health Polytechnic Ministry of Health. The sampling technique used was total sampling. A Likert scale questionnaire was used as an instrument in the study.

The data analysis used is descriptive analysis, namely the analysis used to describe or describe each variable under study, both independent variables (implementation of SOP Management of Test Management and application and website development) with the dependent variable (optimal examination management) in the health analyst department of the Health Polytechnic Ministry of Health Maluku. by using a categorical scale in the form of frequency and percentage.

3. Result

Baseline characteristics of participant

Respondents in the study were all employees / staff and students in the health analyst department, totaling 56 people.

Based on **table 1**, it can be explained that respondents with student jobs were more than 45 people (80.4%) and respondents with the least employee jobs were 11 people (19.6%).

Implementation of Exam Management SOP

Based on the results of the study, it was found that the distribution of respondents based on the implementation of the SOP for Test Management Management can be seen in the table below:

Based on **table 4.2,** it can be explained that of the 56 respondents who assessed the implementation of the SOP Management for exam management, 10 respondents (17.8%) choose the category "very suitable", 14 respondents (25%) "appropriate", and "just" as many as 2 respondents (3.6%), and "not appropriate" as many as 30 respondents (53.5%).

Application and Website Development

Based on the results of the study, it was found that the distribution of respondents based on making applications and websites can be seen in the table below:

Based on **table 3,** it can be explained that of the 56 respondents who rated the application and website development category as very satisfied, 30 respondents (53.5%), and 26 respondents (46.5%) were satisfied.

Optimal Management of Exam Management

Based on the results of the study, it was found that the distribution of respondents based on optimal examination management can be seen in the table below:

Based on **table 4**, it can be explained that of the 56 respondents who rated the optimal management of the exam management, the category was very satisfied with 38 respondents (67.8%), and satisfied with 18 respondents (32.2%).

The Relationship between Implementation of examination management SOP and Optimal Exam Management

Table 5 shows that of the 56 respondents, 10 respondents (41.6%) stated that the implementation of the SOP for exam management with optimal exam management was good, while 4 respondents (12.5%) stated that the implementation of SOP for exam management with optimal exam management was lacking. well. The results of the analysis test obtained p value = 0.076.

Table 1. Distribution of Respondents by Profession

No	Profession	Distribution	
		Frequency	%
1	Employees / Staff	11	19.6
2	Colleger	45	80.4
	Total	56	100

Table 2. Distribution SOP Implementation of Examination Management

No	SOP Implementation of Exam Management	Distribution	
		Frequency	%
1	Perfectly matching	10	17.8
2	Matching	14	25
3	Ordinary	2	3.6
4	No matching	30	53.5
	Total	56	100

Table 3. Distribution of Application and Website Development

No	Application and Website Development	Distribution	
		Frequency	%
1	Very Satisfied	30	53.5
2	Satisfied	26	46.5
3	Ordinary	0	0
4	Not Satisfied	30	0
	Total	56	100

Table 4. Optimal Distribution of Exam Management

No	Optimal Management of Exam Management	Distribution	
		Frequency	%
1	Very Satisfied	38	67.8
2	Satisfied	18	32.3
3	Ordinary	0	0
4	Not Satisfied	30	0
	Total	56	100

Table 5 Relationship between Implementation of examination management SOP and Optimal Exam Management

Implementation of examination management SOP	Optimal Management of Exam Management				Total		OR	P value
	Good		Not goo					
	N	%	n	%	n	%		
Good	10	41.6	14	58.3	24	100	3.231	0.076
Not good	28	87.5	4	12.5	32	100	1.03-10.1	
Total	38	67.8	18	32.1	56	100		

4. Discussion

Based on the results of research conducted by researchers in the health analyst department, it was found that 10 respondents (41.6%) stated that the implementation of the SOP for exam management with optimal exam management was good, while 4 respondents (12.5%) stated that the implementation of the SOP for management management was good. optimal exam management is not good. The results of the analysis test obtained p value = 0.076. So it can be concluded that statistically there is no relationship between the implementation of the SOP for exam management with optimal exam management. From the analysis, the OR = 3.231 was obtained. This means that the implementation of the SOP for good exam management has a chance of 3.231 times the optimal of good exam management compared to the implementation of the SOP which is not good.[2,3]

According to the assumptions of the researchers, the implementation of the SOP for exam management will have an impact on optimal examination management. Implementation of examination management SOP shows optimal examination management can only be realized if it is implemented effectively and efficiently. In the running of the organization, the goal is always directed to achieve results effectively and efficiently for optimal. In other words, the achievement of goals is expected to be effective and efficient.[4,5]

With the existence of Standard Operating Procedures, there will be several benefits that can be obtained. One of these benefits is to minimize errors and negligence of employees in doing work. SOP has a role as company standardization. This means that the SOP will be used as a benchmark in work so that errors will be reduced. Apart from these benefits, SOPs have many other benefits, such as helping to increase accountability, helping new employees adapt to their work, avoiding overlapping tasks, helping employees to be more independent, and making work done consistently and efficiently.[6,7]

According to Tjipto Atmoko, Standard Operating Procedures are references or guidelines used to carry out work tasks according to agency work functions and assessment tools based on technical, procedural, and administrative indicators in accordance with the work system in the unit concerned. Another opinion was given by Insani. According to him, Standard Operating Procedure is a document containing a series of standardized written instructions regarding various processes of administering office administration. These instructions contain

instructions on how to do the work, the venue, the implementation time and the actors who play a role in the activities.[8,9]

Ease and clarity, measurability and harmony, ease and clarity, dynamic, user-oriented, and legal certainty are the principles that must be met in making SOPs according to Permenpan PER / 21 / M-PAN / 11/2008. There are several ways that can be applied without being separated from Permenpan.

1. **Create a work arrangement**
   The first step is to create a working arrangement. This step is the foundation that will affect the quality of the SOP in the future

2. **Planning the process flow**
   After creating a work arrangement, the next step is to plan the process flow. The purpose of planning a process flow is to discuss matters relating to determining the SOP format, creating templates and how the SOP will be accessed.

3. **Conducting interviews**
   After the previous step has been implemented, the next thing to do is to conduct interviews with employees / staff. This aims to find out their daily activities at work and find out how they work. By doing this, it will be possible to find out what needs to be described in an SOP.

4. **Write, discuss, and socialize**
   The next step after the employee interview is complete is to start writing SOPs. After the SOP has been written, it is better to discuss the SOP with the parties concerned to find out whether there are still gaps or inconsistencies in the existing SOP regulations. If the SOP that has been made is considered good, the SOP can be socialized to employees / staff and other related parties.

5. **Conduct training and evaluation**
   SOPs have been written, approved and socialized. Next, training needs to be carried out so that the SOP that has been prepared can run well and in accordance with what is expected. After training, give

a period of one semester or one year for the evaluation to finally be held. The evaluation discusses whether there is anything wrong with the SOP, whether it has been added or removed. Activities to complement and improve examination management SOPs are expected to improve the implementation of good governance in the department. It is hoped that the resulting SOP will help manage exams in the department. In addition, the procedure is made to be more detailed than the previous procedure, making it easier for academic staff to understand the new procedure. So that this activity is closely related to Poltekkes, namely developing educational resources in accordance with needs and standards and following the dynamics of science and technology.[9]

In order to provide excellent service to the entire academic community, an integrated information system is now starting to become an important requirement for health poltekkes. Given the campus management process is not simple. According to the assumptions of researchers, making applications and websites will have an impact on optimal exam management. The application and website development shows the optimal management of the exam management. The activity of making applications and websites as operational tools in the process of implementing exam management is expected to improve the implementation of good governance in the department. It is hoped that the test management application and the resulting exam management information system website will help manage the exam in the department. The benefits of making a test management application are as follows; simplify data sharing between applications, simpler and more integrated administration flow, and simpler data maintenance.[7,9]

5. CONCLUSION

There is no relationship between the implementation of the SOP for exam management with optimal exam management, and there is a relationship between making applications and websites with optimal exam management.

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