

CHAPTER III

RESEARCH METHODS

A. Type of Research

In research study, the use of methodology is a step that must be taken, so that the data and the results of research which has been gathered in the field, the answer and the solution can be known by validly, reliably, and objectively thereby they can be used to understand, solve, and anticipate a problem. In this research, a method of research that we use are qualitative research combined with descriptive approach and tend to use SWOT analysis (Strength, Weakness, Opportunity, Threath). SWOT Analysis is a strategic method analysis to perform internal analysis of an organization, including an assessment of the following factors: Strength, Weakness, and external analysis of an organization that includes Opportunity and Threath factors, which will be used comprehensively and acuratelyas basis to arrange strategies and work programs of an organization. Beside that, this analysis also use data collection technique based on observation, interview, and documentation.

According to Denzin and Lincoln (1987) in the book titled Qualitative Research Methodology, Moleong (2005:5) said that qualitative research is research that using scientific background, in order to interpret the occurance phenomena and should be conducted by involving existed various methods. Qualitative research method use interview, observation, and the utilization of document.

Research on the pattern of implementation of Regional Public Service Board (*BLUD*) in Regional General Hospital of Sidoarjo Regency is a type of qualitative research with deductive analysis because researcher is deduce from a common thing to the completely specialized.

B. Focus Research

Focus research is used to make a limit of research object in order to be more specific. In this thesis, focus research were on :

1. Implementation Process Regional Public Service Board (*BLUD*) at the General Hospital of Sidoarjo regency, include:
 - a. Implementation Regulations In Regional Public Service Board (*BLUD*), such as: Regulation Regent and Regulation Director Hospital.
 - b. Implementation Requirements Regional Public Service Board (*BLUD*), namely: Substantive Requirements, Technical Requirements and Administrative Requirements.
2. Human Resources (HR) Sidoarjo District General Hospital, both from Chairman / Director of the Hospital, Management, Supervisory Board of Regional Public Service Board (*BLUD*) and some employees (civil servants and non-civil servants).
3. Infrastructure in the General Hospital in Sidoarjo district to support public services, among others, as follows:
 - 1) Outpatient Services
 - 2) Inpatient Services

3) Emergency Services

4. Obstacles in the Implementation of Regional Public Service Board (*BLUD*)

at the General Hospital in Sidoarjo district, include:

- a. Internal constraints in the implementation of Regional Public Service Board (*BLUD*) on General Hospital Sidoarjo
- b. External constraints in implementation of Regional Public Service Board (*BLUD*) on General Hospital Sidoarjo

C. Research Location

Research location is the place where researcher conducted research on the object that will be researched, this research location is Regional General Hospital of Sidoarjo Regency, Jl. Mojopahit 667, Sidoarjo - Jawa Timur - Indonesia. Researchers took a case study in a public hospital district of Sidoarjo because this hospital has been implementing *BLUD* since 2008.

D. Type and Source of Data

In conducting research, data source is required to obtain a number of information and facts which is compatible with the desired of the author. Arikunto (2006:107) explained that : “The source of the data in this research is a subject where the data is acquired”. The source of the data is derived from subject or object which fulfill certain requirement that related to the research problem.

According to Sugiyono (2007:137) data source can be classified into 2 types, as follows :

1. Primary data is the data source that directly provide the data source to the data collectors. Thus, data source in this research can be classified into :
 - a. Key informant are people who being observed and give data in the form of words or actions which related, knowing, and understand about the problem are being investigated. In this research, the author obtain data through interviewing The Head of Regional General Hospital of Sidoarjo Regency.
 - b. The library as a data source in the form of books, literatures, and important references associated with theories about Regional Public Service Board in Regional General Hospital of Sidoarjo Regency.
 - c. Archives as data source in the form of documents, and other important manuscripts which related to the implementation of Regional Public Service Board in Regional General Hospital of Sidoarjo Regency.
2. Secondary data is data source that indirectly provide data to the data collectors, such as through another person or through documents. There are several secondary data that necessary and collected in this research, as follows :
 - a. A general overview of the Sidoarjo Regency, include : the geographical condition, demography, socio-economic and socio-cultural.

- b. A specific overview of the Pattern of Implementation of Regional Public Service Board in Regional General Hospital of Sidoarjo Regency.

This research using secondary data which taken from legal material, namely :

1. Primary legal material, that is binding legal material:
 - a. Article 1 paragraph 23 Act Number 1 Year 2004
 - b. Article 1 paragraph 1 Government Regulation Number 23 Year 2005
 - c. Government Regulation Number 23 Year 2005
 - d. Ministry of Home Affairs Regulation Number 61 Year 2007
 - e. Regent Decree of Sidoarjo Number 188/1229/404.1.1.2/2008.
2. Secondary legal material, that is legal material which explain clearly about primary legal material :
 - a. Books and literatures about public service.
 - b. Books and literatures about regional public service board in the hospital.
 - c. The evaluation results of the evaluation of the implementation of public service board in 2010.

E. Data Collection Technique

According to Sugiyono (2007:137) : “Data collection can be done in various settings, various sources, and various ways”. Data collection is the most important strategic step and systematic in research, because the main purpose of the research

is to get the data. Without knowing the data collection technique, then the researcher will not get the data to fulfill the standard that has been determined. In this research, the author using data collection technique as follows:

1. Observation is data collection technique where researcher directly do observations on the researched object. Sugiyono (2007:145) stated that : “Data collection technique through observation used if the research is related to human behavior, work process, the symptoms of nature and when respondents who being observed is not too large”. In this research, researcher using Participant Observation technique which researcher involved with the daily activity of people who being observed or that is used as a source of research data, so the retrieved data will be more complete, incisive, and to find out at the level of the meaning of any behavior seemed. The researcher saw and observed directly from near on social situation in the society then recording about object which being observed related to the pattern of implementation of Regional Public Service Board in Regional General Hospital of Sidoarjo Regency.
2. Interview is the process of obtaining information for research purpose through debriefing while face to face between the questioner or interviewer and the answerer or respondent by using instrument as interview guidelines. In short, Moleong (2007:186) adduced that : “Interview is a conversation with certain intentions. The conversation was undertaken by two parties, namely interviewer who ask questions and interviewee who give answers to that questions”. To support the data that have been obtained from observation, the researcher conduct half-structured interview which already classified as

indepth interview. The purpose of this interview is to find problem to be more opened, where the parties who has been invited is being asked about their opinions and ideas. In this matter, the researcher interviewed the Director of Regional General Hospital of Sidoarjo Regency.

3. The documentation is data collection technique which carried out by collecting data and written information which originates from documents or records in any form that related to the focus of the research. According to Arikunto (2006:158), "Documentation is derived from the word document, which means written stuffs. In carrying out documentation method, the researcher investigate some written objects, such as : books, magazines, documents, regulations, meeting notulen, daily record and so on".

F. Research Instrument

Research instrument is an auxiliary apparatus that used by researcher to collect the data to make the activity become systematic and easy. And the instrument research used in this research is :

1. Interview Guide

It is used as a guide in conducting interview to obtain primary data. Interview guide contains a list of questions that will be asked to the speaker.

2. Field Note

Field note is a note written in detail, meticulous, extensive, and deep obtained from the result of interview that carried out by researcher about actor, activity, or where the activity takes place.

3. Documentation instrument

This instrument is used to documenting and recording the information which is obtained from the researched problems.

4. The Researcher

By using the five sense to conduct the observation and record the phenomena that occur in the field.

G. Data Analysis Technique

In this research, researcher use descriptive method with inductive approach. Nazir (2005:54) argue that : “descriptive method is a method of research to investigate the status of a human group, an object, a set of conditions, a system of thought, or a class of events at the present”.

Sugiyono (2007:11) argue that : “descriptive research is a research conducted to know the value of independent variable, whether one or mode variables (independent) without making any comparisons, or connecting between one variable to another variable”. Furthermore, Hariwijaya (2007:43) stated that : “Descriptive research is a research about phenomena that occur at the present. The process of descriptive research is in the form of collection and arrangement the data, also analysis and interpretation of such data.”It can be concluded that the descriptive method is a method that it used to investigate the status of a human group or object, which aims to make the description or depiction systematically, factual and accurate, regarding the facts that exist in the field. Data analysis in qualitative research conducted before entering the field, during in the field and

after completing the field. Data analysis technique in this research use the steps as adduced by Nasution which quoted by Sugiyono (2007:245) according to Miles and Huberman Model, as follows:

1. Data collection is the first step conducted searching or collecting the data which is still not processed from the research location by doing observation, recording and documentation.
2. Data Reduction is summarize, choosing the staple things, focus on the important things, and then looking for themes and its pattern. Thus the data that has been reduced would give more clear description, and make it easier for researcher to conduct further data collection, and looking for it if necessary.
3. Data Display can be conducted in the form of brief description, chart, relations between categories, flowchart, and other forms. By displaying the data, it will be easier for researcher to understand what is happening and making further work plan based on what has been understood.
4. Conclusion drawing/verification is a initial conclusion that adduced is still tentative, and will change when there was not found strong evidences which supporting the next step data collection. However, if the conclusion that has been adduced in the initial step, supported by valid evidences and consistent when researcher returned to the field to collect the data, then the conclusions that has been adduced is a credible conclusion.