

ABSTRACT

This study aims to determine the magnitude of the effect of Operational Audit, Internal Control and Good Clinical Governance on Service Effectiveness. The unit of analysis used in this study is the Asri General Hospital in Purwakarta. The factors tested in this study were Operational Audit, Internal Control and Good Clinical Governance.

The method used in this research is descriptive method. This study used primary data in the form of a questionnaire which was distributed to employees of the Asri Purwakarta Hospital. The sampling technique used in this study was purposive sampling. In this study a population of 64 employees and a sample of 55 employees who are registered at Asri Purwakarta Hospital. Statistical analysis used in this study is Validity Test, Reliability Test, Hypothesis Test (t test), Simple Linear Regression, Simple Linear Regression Coefficient, Correlation Coefficient, and Coefficient of Determination.

The results of this study indicate that Operational Audit has a significant effect on Service Effectiveness with a strong relationship and has an influence of 19.4%. Internal Control has a significant effect on Service Effectiveness with a strong relationship and has an influence of 16%. Good Clinical Governance has a significant effect on Service Effectiveness with a strong relationship and has an influence of 30.1%.

Keywords: *Operational Audit, Internal Control, Good Clinical Governance, Service Effectiveness*