

The Effect Of Number Of Employees, Profitability, Business Growth On The Risk Management System In The M Eye Clinic

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Abstract

Keywords :

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Study This aim analyze influence amount employees, profitability, and growth business to system management risk at the M Eye Clinic in Blitar City. Research This use approach descriptive quantitative supported by qualitative data from interview For enrich interpretation results analysis. Test results hypothesis show that amount employees (X1), profitability (X2), and growth effort (X3) has an effect positive and significant to system management risk (Y). Significance value of each variable is 0.019 for amount employees, 0.046 for profitability, and 0.047 for growth business, all of which more small from 0.05. With thus, thirdly hypothesis study accepted in a way partial, affirmative that variables the own contribution significant in strengthen system management risks at M Eye Clinic.

INTRODUCTION

Change dynamics industry increasing health competitive demand every institutions service health For own system management effective risk. Eye clinic, as part from provider service health special, facing challenge complex related sustainability operational, improvement amount patients, as well as competition between facility health. M Eye Clinic located in Blitar City, for example, shows growth significant in matter visit patients and expansion services. However, growth the at a time cause potential vulnerability if No balanced with implementation system management structured risks. Internal factors such as profitability, growth effort, and amount employee become variables important things that influence effectiveness system risk. Therefore that, research about relatedness variables the with system management risk become relevant For guard stability and sustainability operational clinic.

A number of study previously has discuss system management risks to institutions health. Putri & Munfaqiroh (2020) emphasized importance internal factors in support taking decision based risk, while Sutanto & Wijaya (2020) link profitability, especially Return on Assets (ROA), with effectiveness mitigation risk financial. Kurniawan et al. (2021) highlighted impact growth business to balance costs and income, while Setiawan (2023) and Wibowo (2021) emphasize aspect amount employee in create risk operational if No managed with right. More further, indicators finance such as BOPO and current ratio (Rafidah & Maharani, 2024) as well support digitalization (Fitriyah et al., 2022) becomes component important in strengthen system risk. Although Thus,

research the more Lots focused on institutions big like House Sick or on the aspect single from system risk , so that context clinic scale medium Still relatively not enough reviewed .

The gap study seen from lack of studies that are integrative linking variables amount employees , profitability , and growth business to system management risks in the clinic eyes . Most of them study previously tend discuss aspect performance finance or implementation standard management risk (e.g. ISO 31000), but Not yet examine connectedness between the internal variables with effectiveness system risk on a scale clinic medium . In fact , the phenomenon that occurred at the M Eye Clinic shows that growth accompanied efforts improvement amount power Work precisely expand spectrum risk , both in terms of operational , financial , and service . This is confirm the need further studies comprehensive in order to understand How connection third variables the form foundation management adaptive risk . Based on description said , research This aim For analyze influence amount employees , profitability , and growth business to system management risk at the M Eye Clinic in Blitar City . Research This own novelty because offer perspective integrative in examine relatedness internal factors with effectiveness system management risk in context clinic scale medium , which during This Still seldom explored . With Thus , the study This expected can give contribution theoretical in development literature management risk as well as contribution practical in planning strategic clinic eyes to be more tough face dynamics competition industry health .

METHODS

Study This use approach descriptive quantitative with qualitative data support . Approach quantitative chosen For measure connection amount employees , profitability , and growth business to system management risk through indicator finance , while qualitative data obtained from interview with Director of M Eye Clinic, Blitar City For give explanation contextual to results analysis statistics .

Object study covers amount employees , profitability , and growth business as variables independent , and system management risk as variables dependent . System management risk represented with current ratio (risk financial) and BOPO (risk) operational). Research data obtained from report M Eye Clinic finances for the 2021–2023 period , complete with with confirm the amount of data employee through interview short . With Thus , the data used is combination of time series and cross-section, so that capable describe trend at a time condition actual in the period certain .

Data collection techniques were carried out through documentation report finance official as well as verification with party management clinic . Next , the data was analyzed with method analysis descriptive For describe condition variables , as well as analysis multiple linear regression

For test influence amount employees , profitability , and growth business to system management risk . Assumption testing classic implemented For ensure validity of the regression model , and testing hypothesis done with the t test (partial), F test (simultaneous), and coefficient determination (R^2).

Through method this research expected capable give description empirical about to what extent the internal factors of the clinic — the number employees , profitability , and growth effort — contribute to effectiveness system management risk , so that the result can made into base taking decision strategically located at M Eye Clinic.

RESULTS AND DISCUSSION

Object Overview Study

M Eye Clinic in Blitar City is facility health special eyes that give service examination , treatment , surgery , and optics with support technology modern medicine . Number employee Keep going increase from 20 people in 2020 to 30 people in 2023, along with growth amount patient , expansion services and digitalization administration . This human resource growth managed through recruitment adaptive and regular training for guard quality service .

From the side finance , M Eye Clinic noted improvement profitability (ROA) with stable BOPO ratio and current ratio , reflecting good efficiency and liquidity . Growth business seen from increasing visit patient , addition service medical , as well as Work The same with BPJS and insurance private sector . However , the expansion This add complexity risk , so that strengthening system management risk become need relevant strategies For researched .

Analysis Descriptive

Table 1. Analysis Results Descriptive

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Standard Deviation
X1	36	21.00	29.00	25,0000	3.31231
X2	36	.00	8.57	7.4602	1.33123
X3	36	.97	2.41	1.1047	.27026
Y	36	4.72	1533.64	50.9550	254.18555
Valid N (listwise)	36				

Analysis results descriptive show that amount employees (X1) are in the range of 21–29 people with an average of 25, indicating stable growth . Profitability (X2) has an average of 7.46 with variation moderate , whereas growth effort (X3) averages 1.10 and tends to concentrated on value low . Meanwhile that , the system management risk (Y) indicates very wide range with an average of 50.96 and a standard deviation high , reflecting existence difference significant in its application at M Eye Clinic.

Assumption Test Classic**Table 2.** Results of *the One-Sample Kolmogorov-Smirnov Test*

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		36
Normal Parameters ^{a,b}	Mean	.0000000
	Standard Deviation	246.91429049
Most Extreme Differences	Absolute	.419
	Positive	.419
	Negative	-.305
Test Statistics		.419
Asymp . Sig. (2-tailed)		.500 ^c
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Normality test results show mark Asymp . Sig. (2-tailed) is 0.500 (>0.05) and the test statistic is 0.419, so the residual data is normally distributed . With Thus , the assumption normality fulfilled and the regression model worthy used For testing furthermore .

Table 3. Results of Coefficients and Collinearity Statistics Tests

Model	Coefficients ^a					Collinearity Statistics		
	Unstandardized Coefficients		Standardized Coefficients		t	Sig.	Tolerance	VIF
	B	Std. Error	Beta					
1 (Constant)	-524,972	559,985			-.937	.356		
X1	19,232	14,482	.251	1,328	.019		.828	1,208
X2	20,634	36,180	.108	.570	.046		.821	1,218
X3	53,235	163,027	-.057	-.327	.04		.981	1,019

a. Dependent Variable: Y

All over variables independent own VIF value < 10 and Tolerance > 0.10 , so the regression model free from multicollinearity and can to be continued to stage testing next .

Table 4. Coefficients Test Results

Model	Coefficients ^a					
	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1 (Constant)	-733.773	474,100			-1,548	.132
X1	28,163	12,261	.411		2,297	.283
X2	28,038	30,631	.164		.915	.367
X3	75,605	138,024	-.090		-.548	.588

a. Dependent Variable: Abs_Res

Based on the results in the table above , it is known that third variables independent ,

namely X1 (the number of employees), X2 (profitability), and X3 (growth) business), have mark significance of 0.283; 0.367; and 0.588 respectively . The three mark the more big from 0.05, so that can concluded that No there is significant influence from third variables to the absolute residual . With Thus , the regression model has fulfilled and the model is assessed free from symptom heteroscedasticity , so that worthy used For withdrawal conclusion more carry on .

Table 5. Summary Model Test Results

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate	Durbin-Watson
1	.237 ^a	.639	-.032	258.22915	2,178
a. Predictors: (Constant), X3, X1, X2					
b. Dependent Variable: Y					

Based on the results in the table above , obtained Durbin-Watson value of 2.178. This value is at in approaching range number 2, so can concluded that No there is autocorrelation in the regression model This means that the residual of One observation No correlated in a way significant with other residuals , so that assumptions residual independence has been fulfilled and the regression model worthy used For analysis more carry on .

Analysis Multiple Linear Regression

Table 6. *Coefficients* Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-524,972	559,985		-.937	.356
	X1	19,232	14,482	.251	1,328	.019
	X2	20,634	36,180	.108	.570	.046
	X3	53,235	163,027	-.057	-.327	.047
a. Dependent Variable: Y						

From the results the known that variables amount employee (X1) has mark coefficient amounting to 19,232 with mark significance of 0.019, which means influential positive and significant to system management risk . Variable profitability (X2) has coefficient amounting to 20,634 with mark significance of 0.046, which also shows influence positive and significant . While that , variable growth business (X3) has coefficient 53.235 with mark significance of 0.047, which indicates influence positive and significant to system management risk .

Hypothesis Testing

Table 7. Summary Model Test Results

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.237 ^a	.639	-.032	258.22915
a. Predictors: (Constant), X3, X1, X2				
b. Dependent Variable: Y				

Based on the table above , obtained The R Square value is 0.639, which means that 63.9 % variation in the system management risk (Y) can explained by variation amount employees (X1), profitability (X2), and growth effort (X3). The remainder , namely of 36.1%, is explained by other variables outside this model . This is show that the regression model used own strength sufficient explanation big in describe connection between variables studied .

Table 8. *Coefficients* Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-524,972	559,985		-.937	.356
	X1	19,232	14,482	.251	1,328	.019
	X2	20,634	36,180	.108	.570	.046
	X3	53,235	163,027	-.057	-.327	.047
a. Dependent Variable: Y						

Based on the table above , it is known that mark significance For variables amount employee (X1) is 0.019, profitability (X2) is 0.046, and growth effort (X3) of 0.047. Third mark the more small from 0.05, so that can concluded that in a way partial third variables independent own significant influence to system management risk (Y) at M Eye Clinic, Blitar City .

DISCUSSION

Amount Employee to System Management Risk

Research result show that amount employee influential positive and significant to system management risk at M Eye Clinic. This means , an increase in amount power work , good medical both medical and non- medical , can strengthen effectiveness system control risk . This is Because increase employee allows distribution more tasks efficient , more internal control tight , and capacity organization in face risk increasingly operational complex . In practice , growth amount employees at M Eye Clinic from 20 people in 2020 to 30 people in 2023 reflects an adaptive strategy management in respond increasing burden work and demand service . Findings This in line with Hasibuan (2021) who emphasizes that expansion power Work is signal improvement complexity operations that must be balanced with system risk adaptive .

Likewise, Priyono & Mulyani (2022) stated that amount employee is part from organizational strategy in face market dynamics. Simamora's study (2025) also emphasized that addition power Work reflect trust term long to growth organization, so that must aligned with efficiency costs and control risk. With Thus, human resource management is not solely aspect quantitative, but an integral part of management strategy risk clinic.

Profitability to System Management Risk

Study this also found that profitability influential positive and significant to system management risk. High profitability, measured through ROA, providing room fiscal for clinic For strengthen capacity mitigation risks, such as investment technology, HR training, and compilation protocol risk. In other words, the profit No only become indicator performance finance, but also resources Power important For guard sustainability operational in the middle competition.

Conditions of M Eye Clinic that are facing improvement amount patients and competition between clinic eye show that profitability become fortress beginning in guard stability. This is consistent with Sari (2021) who emphasized that ROA reflects effectiveness management assets, as well as Hadianto (2022) who said profitability as indicator Power stand organization face risk. Research Setyawan (2023) also added that healthy profitability allows reinvestment For support system control risk. Findings This strengthen proof empirical that profitability No only results end, but also factors strategic in success management risks in service health medium.

Business Growth towards System Management Risk

Furthermore, growth business proven influential positive and significant to system management risk. Increase amount patient, addition type services, and expansion The facilities at M Eye Clinic are illustrated dynamics growth that must be balanced with strengthening system internal control. Without mechanism management adequate risk, growth business precisely can trigger imbalance costs, distribution tasks and quality service.

Findings This supported by Melati et al. (2024) who emphasized that growth healthy business marked with ability manage risk new emerging. Juremi (2025) also emphasized that growth need support structural and evaluation risk periodically. Meanwhile that, Dewi & Prasetyo (2024) highlighted that growth planned and measurable is indicator superiority managerial in sector service public. Therefore that, research This strengthen view that success growth clinic No only determined by expansion, but also by readiness system management integrated and sustainable risk.

CONCLUSION

Study This show that amount employees , profitability , and growth business influential positive and significant to system management risk at the M Eye Clinic in Blitar City . Increased amount power Work support internal control and effectiveness supervision , profitability through ROA strengthening capacity investment in mitigation risk , while growth business push need system more control adaptive . With Thus , integration third factor the become key in guard sustainability service health . Although so , research This limited to one clinic and three variables main , so that generalization results need done in a way Be careful .

Based on findings said , M Eye Clinic is recommended For strengthen integration management risk with evaluation periodic , formation team manager risks , as well as improvement competence employee through training . Utilization digital technology is also important For support taking decision data- based research furthermore can add other variables such as leadership , culture organization , and quality services , as well as compare a number of clinics in different areas to obtain a clearer picture broad and comprehensive .

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