



# BOOK OF ABSTRACTS

YEAR  
2023



FAKULTAS  
EKONOMI DAN BISNIS



THE 4<sup>th</sup>  
MULAWARWAN INTERNATIONAL  
CONFERENCE ON ECONOMICS AND BUSINESS



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## LIST OF EVENTS

**The 4<sup>th</sup> Mulawarman International Conference on Economics and Business (MICEB)  
Grand Jatra Hotel Balikpapan, October 10-11, 2023**

Day 1: 10 October 2023	
Room: Ballroom, Grand Jatra Hotel Balikpapan Floor 10	
Time	Activities
08.00 - 09.00	Registration and Coffee Morning
09.00 - 09.10	Indonesian National Anthem: Indonesia Raya
09.10 - 09.20	Chanting Pray
09.20 - 09.40	Opening Remarks: <ol style="list-style-type: none"> <li>1. <i>Chairperson, the 4<sup>th</sup> MICEB</i> Dr. H. Rahmad Budi Suharto, SE.,SH.,M.SI.,CHRP</li> <li>2. <i>Dean of FEB, Mulawarman University</i> Prof. Dr. Syarifah Hidayah, M.SI</li> <li>3. <i>Rector, Mulawarman University</i> Prof. Dr. Ir. Abdunnur, M.Si., IPU</li> </ol>
09.40 - 10.00	ENTERTAINMENT (TRADITIONAL DANCE – DAYAK) By. Sanggar Seni Dewi Ratih
10.00 - 12.00	Invited Speakers (Plenary Session I) As Moderator : Ms. Dr. Muliati, MSc <ol style="list-style-type: none"> <li>1. Prof. Dr. Hj. Eny Rochaida, M. Si (Mulawarman University)</li> <li>2. Dr. Angelita S. Villaruel (Polytechnic University of the Philippines)</li> </ol>
REST 13.30 - 16.00	LUNCH BREAK Invited Speakers (Plenary Session II) As Moderator : Ms. Defung., MA. P.hd <ol style="list-style-type: none"> <li>1. Assoc. Prof. Dr. Kartinah Ayupp (Universiti Malaysia Sarawak)</li> <li>2. Diem Vo, Ph.D (RMIT University Vietnam)</li> </ol>
19.30 - 22.00	Gala Dinner Party at Pool Site (Floor 10 <sup>th</sup> ) ----- <i>End of First Day</i> -----
Day 2: 11 October 2023	
Room: Parallel Room, Grand Jatra Hotel Floor. 8	
Time	Activities
08.30 - 09.00	Registration and Coffee Morning
09.00 - 11.30	Parallel Session I (Meranti-Bengkiral-Sungkai-Jati)
11.30 - 13.30	Lunch Break
13.30 - 15.30	Parallel Session II (Meranti-Bengkiral-Sungkai-Jati)
15.30 - 16.00	Closing Ceremony and Announcement for the Best Presenters

**The Implementation of Lean Supply Chain Management to Improve  
Business Performance at a Balikpapan Public Hospital**

Universitas Mulawarman

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**Abstract**

This study investigates the relationship between Total Quality Management (TQM), Human Resources Management (HRM), Total Productive Maintenance (TPM), efficiency performance, operational performance, and business performance in Balikpapan public hospitals. Utilizing a Likert scale, indicators are used to assess TQM, HRM, TPM, efficiency, quality, and business performance. Eight hypotheses (H1-H8) are proposed to examine the connections between these variables. The study aims to provide insights into the healthcare sector's operational and business dynamics in the context of Balikpapan public hospitals

**Keyword :** Total Quality Management (TQM), Human Resources Management (HRM), Total Productive Maintenance (TPM), and Efficiency Performance



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