

## Pengukuran Kinerja Rumah Sakit Ibu dan Anak Budi Kemuliaan Periode 2007 ? 2009 Menggunakan Balanced scorecard = Performance Appraisal of Budi Kemuliaan Mother and Child Hospital Periode 2007 ? 2009 based on Balanced Score Card

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### Abstrak

Tujuan penelitian ini adalah mengetahui gambaran kinerja RSIA Budi Kemuliaan dengan menggunakan pendekatan Balanced Score Card. Berdasarkan hasil penelitian ini diketahui bahwa : Kinerja Keuangan : baik, pendapatan meningkat, Current Ratio, Rasio Biaya Modal, Assets Turn Over Ratio meningkat. Hal yang perlu diperhatikan adalah tingkat kenaikan pengeluaran lebih tinggi dari tingkat kenaikan pendapatan. Kinerja Pelanggan : cukup baik, kecuali kemampuan menarik pelanggan. Kinerja Proses Bisnis Internal : cukup baik , indikator pelayanan dan layanan purna jual perlu mendapat perhatian. Kinerja Pertumbuhan Pembelajaran : kurang, kepuasan kerja pegawai, absensi, turn over pegawai, sistem informasi dan akses diklat perlu diperhatikan. Secara keseluruhan Kinerja RSIA Budi Kemuliaan adalah Cukup baik.

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The objective of the research is to know the performance of Budi Kemuliaan Mother and Child Hospital using the Balanced Score Card approach. Research proves that :Financial Performance : Good with an increasing Revenue, Key Financial Ratios (Current Ratio, Equity Cost Ratio and Assets Turn Over Ratio) also improved. However, management should pay more attention to the increasing hospital spending which is higher than the increase in revenue. Customer Performance : Relatively Good, except the ability to acquire new customers. Performance of Business Internal Process : Relatively Good, Services Indicator and Exit Survey should become attention by the management. Growth Learning Performance : Poor, employee job satisfaction, employee attendance, employee turnover, information system and training accessibility should become attention by the management. Overall Performance of Budi Kemuliaan Mother and Child Hospital is Relatively Good.