

Analisis Kinerja Implementasi Pelayanan Kesehatan Reproduksi Esensial (PKRE) Terpadu di Klinik "X" dengan Pendekatan Balanced Scorecard = A Performance Analysis of An Integrated Essential Reproductive Health Service of 2008 in X Clinic Using Balanced Scorecard Approach

Hanifa Nawawi, author

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Abstrak

Tesis ini membahas kinerja program PKRE Terpadu, yaitu suatu model yang mengimplementasikan beberapa komponen layanan kespro esensial dengan konsep one-stop service. Pengukuran kinerja program ini menggunakan pendekatan kemngka Balanced Scorecard dengan empat perspektif yang komprehensif meliputi dimensi proses internal, pertumbuhan & pembelajaran, pelanggan serta finansial. Desain penelitian ini merupakan studi deskriptif dengan pendekatan gabungan kualitatif dan kuantitatif menggunakan data primer dan sekunder. Pada tahap awal dilakukan studi kualitatif untuk menggali apa saja indikator keterpaduan program dan apa pula indikator kincljanya. Selanjutnya dilakukan pengukuran kinerja masing-masing perspektif kemudian tahap akhir dilakukan skoring kinerja.

Penelitian menunjukkan bahwa indikator keterpaduan PKRE Klinik X adalah adanya giving information activity dan konseling serta pemeriksaan laboratorium ISR/IMS dan tes IVA. Indikator kinerja menurut perspektif proses internal dilihat dari inovasi dan proses operasinya; perspektif pertumbuhan & pembelajaran dilihat dari training, keterlibatan serta kepuasan pegawai; perspektif pelanggan dilihat dari pertumbuhan dan kepuasan pasien menurut lima dimensi SERVQUAL; dan perspektif finansial dilihat dari pertumbuhan pendapatan dan penghematan biaya. Skor akhir 3,54 (skala 1-5) menunjukkan kinerja PKRE Terpadu Klinik X tahun 2008 keseluruhan yang cukup baik. Klinik X perlu memperhatikan klanggengan layanan konseling, masalah kenyamanan ruang pemeriksaan fisik, waktu tunggu serta masalah sikap petugas dalam memberi rasa aman pasien berkonsultasi.

.....This thesis is about performance of Integrated Essential Reproductive Health Service, an one-stop service model in implementing some essential RH components. The performance measurement was done based on four perspectives of Balanced Scorecard, including internal process, learning & growth, customer and financial. It was a descriptive study using both qualitative and quantitative approach. The data used were primary and secondary data. In the first stage, qualitative study was conducted in exploring the integration indicator and performance indicator. Then, the performance was measured, and finally each performance indicator was scored.

The study result shows that integration indicators of program are giving information activity, counseling, detection of STIS/RTIS with laboratory approach and VIA test. Performance indicators of internal process was measured by innovations and operation process; learning and growth by trainings, employee participation and satisfaction; customer by number of visit and client satisfaction based on SERVQUAL; financial by income improvement and cost efficiency. Final score of performance was 3,54 (scale of 1-5) which showed that the implementation was good. X clinic should pay attention on sustainability of counseling, physical observation room to be more comfortable, waiting duration to be shorter, and provider's attitude in giving consultation to be more conducive for clients.