

# Analisis Kinerja Rumah Sakit Santa Elisabeth Sei Lekop Batam dengan Pendekatan Balanced Scorecard Tahun 2022 = Performance Analysis of Santa Elisabeth Sei Lekop Hospital Batam with a Balanced Scorecard Approach in 2022

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## Abstrak

Tesis ini bertujuan untuk mengukur kinerja Rumah Sakit Santa Elisabeth Sei Lekop Batam dengan pendekatan Balanced Scorecard. Pengukuran kinerja menggunakan Balanced Scorecard menawarkan solusi pengukuran kinerja yang menyeluruh dan komprehensif, terutama untuk Rumah Sakit Santa Elisabeth Sei Lekop Batam yang mengutamakan pelayanan kepada pasien, dengan aspek pendukung keuangan, pertumbuhan dan pembelajaran, serta proses bisnis internal yang pemusatan pada karyawan rumah sakit. Penelitian ini merupakan penelitian kualitatif dan deskriptif kuantitatif dengan sumber data primer berupa wawancara dan kuesioner, serta data sekunder seperti telaah dokumen. Hasil penelitian menunjukkan bahwa kinerja Rumah Sakit Santa Elisabeth Sei Lekop Batam dari kinerja perspektif keuangan dinilai kurang baik, kinerja perspektif pelanggan, kinerja perspektif proses bisnis, serta kinerja perspektif proses bisnis dinilai cukup baik. Serta pelaksanaan visi-misi Rumah Sakit Santa Elisabeth Sei Lekop Batam dapat disimpulkan misi pertama berupa memberikan pelayanan kesehatan yang berkualitas atas dasar kasih telah tercapai, misi kedua berupa meningkatkan sumber daya manusia secara profesional untuk memberikan pelayanan kesehatan yang aman dan berkualitas telah tercapai, serta misi ketiganya meningkatkan sarana dan prasarana yang memadai dengan tetap memperhatikan masyarakat lemah telah tercapai.

.....This thesis aims to measure the performance of Santa Elisabeth Sei Lekop Hospital Batam with the Balanced Scorecard approach. Performance measurement using the Balanced Scorecard offers a comprehensive and comprehensive performance measurement solution, especially for Santa Elisabeth Sei Lekop Hospital Batam which prioritizes service to patients, with aspects of financial support, growth and learning, as well as internal business processes that focus on hospital employees. This research is a qualitative and quantitative descriptive research with primary data sources in the form of interviews and questionnaires, as well as secondary data such as document review. The results showed that the performance of hospital from a financial perspective was considered poor, customer perspective performance, business process perspective performance, and business process perspective performance were considered quite good. As well as the implementation of the visions and missions of Santa Elisabeth Sei Lekop Hospital Batam, it can be concluded that the first mission of providing quality health services on the basis of love has been achieved, the second mission of professionally increasing human resources to provide safe and quality health services has been achieved, and the mission of all three of them, improving adequate facilities and infrastructure while still paying attention to the weak have been achieved.