

# Evaluasi Kinerja Layanan Menggunakan Balanced Scorecard Di Instalasi Kamar Bedah RSUD Fakfak Pada Tahun 2019-2021 = Evaluation Of Service Performance Using A Balanced Scorecard In The Installation Of The Surgical Room Of Fakfak Hospital In 2019-2021

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## Abstrak

Sejauh ini belum ada evaluasi komprehensif mengenai kinerja Kamar Bedah RSUD Fakfak, sehingga signifikan untuk mengevaluasinya. Berdasarkan latar belakang tersebut, tujuan penelitian adalah didapatkan kinerja layanan bedah di kamar operasi RSUD fakfak dan menganalisis strategi untuk meningkatkan kinerja layanan bedah RSUD Fakfak pada tahun 2019-2021. Pendekatan penelitian ini kualitatif. Lokasi penelitian Kamar Bedah RSUD Fakfak, Papua Barat. Teknik pengumpulan data melalui wawancara mendalam, survei, dan studi dokumen. Teknik analisis data menggunakan perangkat balanced scorecard untuk mengevaluasi kinerja layanan Kamar Bedah RSUD Fakfak. Hasil penelitian menunjukkan bahwa Standar Pelayanan Minimal (SPM) Kamar Bedah sudah terpenuhi namun bisa ditingkatkan mengenai pencegahan infeksi, dan electronic health records, Pelanggan merasa puas terhadap layanan Kamar Bedah, kecuali masalah pengaduan pelanggan yang kurang tertangani. Karyawan relatif puas kecuali mengenai tunjangan dan penghargaan. Manajemen pengelolaan pegawai masih harus ditingkatkan. Pengelolaan keuangan masih harus ditingkatkan, dan masih belum bisa diketahui cost and benefit per unit kerja termasuk pada unit Kamar Bedah.

.....So far there has been no comprehensive evaluation of the performance of the Fakfak Hospital Operating Room, so it is significant to evaluate it. Based on this background, the research objective was to obtain the performance of surgical services in the operating room of Fakfak Hospital and to analyze strategies to improve the performance of surgical services at Fakfak Hospital in 2019-2021. This research approach is qualitative. The research location is the operating room of the Fakfak Hospital, West Papua. Data collection techniques through in-depth interviews, surveys, and document studies. The data analysis technique used the balanced scorecard to evaluate the performance of the Fakfak Hospital Operating Room services. The results showed that the Minimum Service Standards (SPM) for Operating Rooms had been met but could be improved regarding infection prevention, and electronic health records. Customers were satisfied with Operating Room services, except for customer complaints that were not handled properly. Employees are relatively satisfied except regarding benefits and rewards. Employee management still needs to be improved. Financial management still needs to be improved, and the costs and benefits per work unit, including those in the operating room unit, cannot yet be known.