

***KEY SUCCES FACTORS KINERJA BALANCED SCORECARD:  
PENGARUH KUALITAS PELAYANAN PUBLIK DAN GOOD  
PUBLIC GOVERNANCE TERHADAP KINERJA RUMAH  
SAKIT UMUM DAERAH CILACAP  
( Survey pada Rumah Sakit Umum Daerah Cilacap)***

***KEY SUCCES FACTORS PERFORMANCE BALANCED  
SCORECARD: THE EFFECT OF PUBLIC SERVICES QUALITY  
AND GOOD PUBLIC GOVERNANCE WITH RESPECT TO THE  
PERFORMANCE OF REGIONAL GENERAL HOSPITAL  
CILACAP  
(Survey in Regional General Hospital Cilacap)***

**SKRIPSI**



Oleh  
**NURLIA ULFA LAELY**  
**20090420010**

**FAKULTAS EKONOMI  
UNIVERSITAS MUHAMMADIYAH YOGYAKARTA  
2014**