

KEY PERFORMANCE INDICATORS COMPILATION BASED BALANCED
SCORECARD IN RSUD KABUPATEN KEBUMEN

**RANCANGAN KEY PERFORMANCE INDICATORS BERBASIS
BALANCED SCORECARD SEBAGAI PENGUKURAN KINERJA PADA
RUMAH SAKIT UMUM DAERAH KABUPATEN KEBUMEN**

Tri Hastuti Hendrayani

*Program Studi Manajemen Rumah Sakit, Universitas Muhammadiyah Yogyakarta
Jalan Lingkar Selatan, Tamantirto, Kasihan, Bantul, Yogyakarta 55183
Email : trituti_yani@yahoo.co.id*

Heru Kurnianto Tjahjono

*Program Studi Manajemen Rumah Sakit, Universitas Muhammadiyah Yogyakarta
Email : heruutilitas@yahoo.com*

ABSTRACT

Any strategic targets in work program should be evaluated to determine the extent of implementation and the level of success, as well the principle of balanced scorecard that linking strategic objectives with performance. RSUD Kebumen work program 2014 has had a performance measurement instrument but not fully in accordance with the principle in the BSC. Aim of the study to evaluate the work program and set KPI's base on strategic objectives of each perspective BSC. This study descriptive qualitaive case study desain in RSUD Kabupaten Kebumen with object research used general data such as vision, mission, program, activities and policies RSUD Kebumen in 2014, and hospital specific data such as financial report, human resources, patient data and complain data. Result study a set of KPI for perspective Balanced Scprecard. KPI for learn and growth perspective is the number of training activities in the hospital, the employee satisfaction index and retention of employees. KPI for internal business process perspective was the emergency medical service response time was less than 5 minute, the level of use of beds and the number of new product. KPI for customer is the number of customer acquisition and percentage of customer satisfaction. KPI for financial perspective was the growth of the funds received hospital compare to previous years and the economic ratio. Conclusion study the work program was not yet fully apply the principle of BSC, because it had not included the strategic measures and strategic initiatives.

Key words : *Key Performance Indicators, Balanced scorecard.*