

ABSTRACT

This research aims to determine significant differences between service performance, finance, also the level of efficiency and effectiveness of hospital before and after the changes for us to Public Services. Sample that used in this research is Banjar public hospital that already get its status as public service agencies in 2012 with object of service reports and monthly financial reports start from 2009 to 2011 before get status as public agencies and service report and monthly financial report from 2012 to 2014 after get status as public service agencies. Method of analysis that used in this method is paired sample T test.

The result of this research shows that from the service performance, financial performances, and level of effectiveness and efficiency of Banjar public hospital get better after get status as public service agencies.

Keywords : service performances, financial performance, and level of effectiveness and efficiency.