

ABSTRACT

RSD Sidoarjo is a public hospital owned by the city of Sidoarjo which stood since 1972. Based on the decision of the Regent of Sidoarjo Number: 188/229/404.1.1..2/2008 September 8, 2008 regarding the Sidoarjo District Hospital For Which regional work units Applying Pattern of Financial Management of the Public Service Board, since January 1, 2009 Regional Hospital District Sidoarjo apply BLUD Management Patterns. With this appointment, the RSD Sidoarjo should be able to improve the quality of service performance.

In an effort to improve and enhance the quality of the company, RSD Sidoarjo need to take measurements on firm performance. At this time RSD of Sidoarjo has conducted measurements by looking at the financial aspects of service quality and standards of the hospital such as Bed Occupancy Rate (BOR), Bed Turn Over (BTO), Average Length of Stay (ALOS), Turn Over Interval (TOI), Gross Death Rate (GDR) and Net Death Rate (NDR) is considered not good enough to describe the performance of a hospital.

Therefore, in this research, performance measurement RSD Sidoarjo by using methods that could integrate all aspects related to the company's Balanced Scorecard method. This method measures the performance of companies based on four perspectives: financial, customer, internal business processes and learning and growth so as to obtain the achievement of corporate objectives in a more effective and integrated.

Sidoarjo RSD performance measurement process begins with the translation of the vision, mission and strategy into the hospital strategic objectives, critical factors determining success and the success of hospital indicator. The next process is weighted using the method of Analytical Hierarchy Process (AHP) and then the final process of measuring the performance of RSD Sidoarjo.

The performance evaluation RSD Sidoarjo produce 24 pieces of success indicators that affect the performance of hospitals. The amount of influence the success of hospital indicators depend on the size of the weight indicator. While the AHP method of weighting was found that perspective that has the highest weight is the customer perspective of (29.730%), followed by the financial perspective of (26.928%), learning and growth perspective of (23.599%), and the perspective of internal business processes (19.742%).

*Overall performance measurement is done by calculating the value of the performance of each perspective. Where the value of RSD Sidoarjo overall performance for 2009 is **4.31415** with a **Good** rating category.*

Keywords: Balanced Scorecard, Analytical Hierarchy Process (AHP)