

## **ABSTRACT**

RSI Klaten is one of the many companies offering services in the health sector. In an effort to make improvements to the performance of the company, need to be measured against its performance. Currently RSI Klaten has been doing performance measurement with reference to ISO 9001:2008 Quality Management System and based on achieving results in terms of financial and medical records. Measurements based on the above method, it has not been able to integrate all the aspects that can improve company's performance.

The purpose of this study to measure the performance of the RSI Klaten using the balanced scorecard. This method measures the performance of the company as a whole and integrated based on four perspectives, which are financial, customer, internal business processes and learning and growth. Measurement begins with the elaboration of the vision, mission and strategy into the company's strategic objectives, critical success factors and indicators of success. Weighting each indicator of success is made by the method of Analytical Hierarchy Process (AHP), and then performed the measurement of company's performance.

Performance measurement of RSI Klaten produce 24 points of success indicators that affect the company's performance. Overall performance measurement is done by calculating the value of the performance of each perspective. Total result of performance measurement RSI Klaten in 2010 as a whole based on four perspectives is 4.3308 with a good rating categories.

In this study, performance computing applications with the framework of balanced scorecard performance is produced. The study is expected to help company to improve corporate performance and simplify the measurement of the company's performance.

**Keywords: Performance Measurement Systems, Balanced Scorecard, Analytical Hierarchy Process (AHP)**