ABSTRACT

SAKIP is a procedure designed for performance reporting to government agencies, in the context of accountability and performance improvement of government agencies. At Karsa Husada General Hospital, all government agency performance reports are published through the SAKIP website of Karsa Husada Hospital. According to the data available on the SAKIP RS website, it was found that the formulation of performance indicators did not exceed the targets in the information systems sector. Then, there are performance indicators that aren't yet clear how to measure them in the information systems and IT sector. The main performance indicators used to pursue strategic goals related to information technology only calculate the percentage of hospital units that have been integrated with SIMRS. To improve the quality of management using information technology systems not only in terms of system integration. To solve these problems, it is necessary to develop new performance indicators based on IT BSC (Information Technology Balanced Scorecard). IT BSC is a tool to measure the performance of an information technology system that views the information technology business unit from 4 (four) perspectives, namely: contribution to the organization, user orientation, operational excellence, and future orientation. From the results of the analysis using the IT BSC and also cascading using the COBIT Goals Cascade, a Balanced Scorecard design was made for Enterprise Goals, an IT Balanced Scorecard for IT-Related Goals. these two designs form the basis for designing new indicators for each strategic business objective of the IT Unit and also the units other than IT involved. It can be concluded that this study resulted in recommendations for the design of new performance indicators in existing units and services at Karsa Husada Hospital, Batu City.

*Keywords— **Performance Indicators, Information Technology, IT Balanced Scorecard.***