

Abstract

Performance measurement is a very important thing for company, either in companies that are still developing and who survived. This measurement should cover all business units of companies, so companies can adjust planning and control activities in the future.

This final project to implement information system which can measure the performance of a company that is RSU Bina Sehat Dayeuhkolot Bandung, using Balanced Scorecard. This method offers a concept of performance measurement is viewed through financial, customer, internal business processes, and learning & growth perspectives. The calculation of weighting each of these perspectives was done using AHP method.

The result of measuring the performance of this hospital as a whole was done by meemberikan the questionnaires to the respondents are closely associated with corporate activities in every perspective. From the calculation has been done then the largest perspective is internal business process perspective (38.08%), then learning and growth perspective (36.69%), customer perspective (19.73%), then the last is the financial perspective (5.50%). This hospital has also shown significant performance improvements, namely more than 80% of respondents who chose answer A and B, which means that states quite pleased with overall performance of hospital, including services, human resources, and finance.

Key words: *performance measurement, Balanced Scorecard method, AHP method*