

## INTISARI

**ULTRAYANI M. 2013. EVALUASI KINERJA INSTALASI FARMASI RUMAH SAKIT KHUSUS BERSALIN SAYANG IBU KOTA BALIKPAPAN DENGAN PENDEKATAN *BALANCED SCORECARD*. TESIS. FAKULTAS FARMASI. UNIVERSITAS SETIA BUDI. SURAKARTA.**

Menghadapi persaingan rumah sakit perlu peningkatan kinerja karyawan, dimana kinerja dapat diukur menggunakan metode *Balanced Scorecard* (BSC). Pengukuran kinerja karyawan IFRSKB Sayang Ibu Kota Balikpapan dikarenakan statusnya yang baru saja berubah menjadi Badan Layanan Umum (BLU). Tujuan penelitian adalah untuk mengetahui kinerja Instalasi Farmasi Rumah Sakit Khusus Bersalin Sayang Ibu Kota Balikpapan berdasar empat perspektif BSC: keuangan, *customer*, proses bisnis internal, dan pembelajaran dan pertumbuhan.

Penelitian ini menggunakan rancangan penelitian studi non eksperimental dengan pendekatan deskriptif eksploratif. Kinerja IFRSKB Sayang Ibu Kota Balikpapan ditinjau dari empat perspektif yaitu keuangan, pelanggan, proses bisnis internal, serta pembelajaran dan pertumbuhan. Data dianalisis secara deskriptif dan dibandingkan terhadap standar.

Hasil penelitian menunjukkan bahwa: perspektif keuangan yaitu ITOR memenuhi standar minimal Rumah Sakit yaitu tahun 2010 (6,6 kali), 2011 (9,9 kali) dan 2012 (9,3 kali), jumlah realisasi pengadaan barang tahun 2011 (100,95%) dan tahun 2012 (78,12%), persentase penundaan pembayaran 0%. Pada perspektif pembelajaran dan pertumbuhan, persentase karyawan mendapat pelatihan tahun 2010 (60%), 2011 (66,67%), dan 2012 (33,33%), pengembangan SIM terakhir pada September 2012, semangat kerja karyawan IFRSKB Sayang Ibu adalah tinggi yaitu 3,69. Pada perspektif proses bisnis internal, tingkat ketersediaan obat 94,82%, rata-rata waktu penyediaan obat racikan selama 8 menit 61 detik, non racikan selama 3 menit 7 detik, rata-rata waktu pemberian informasi obat 15,52 detik, tingkat *potential error* sebesar 13 item (2,31%), kepatuhan formularium 50,89%, frekuensi pembaharuan formularium belum maksimal. Pada perspektif *customer*, pasien sangat puas. Tingkat pemerolehan pelanggan tahun 2010 (23,89%), 2011 (14,64%) dan 2012 (16,02%).

Kata kunci: Evaluasi, Kinerja, *Balanced Scorecard*

## ABSTRACT

**ULTRAYANI M., 2013. PERFORMANCE EVALUATION OF PHARMACY DEPARTMENT OF SAYANG IBU SPECIALTY BIRTHING HOSPITAL BALIKPAPAN BY BALANCED SCORECARD APPROACH. THESIS. FACULTY OF PHARMACY. SETIA BUDI UNIVERSITY SURAKARTA.**

Facing hospital competition needs employee performance improvement, where the performance can be measured by Balanced Scorecard (BSC) method. Measurement of employees performance of Pharmacy Department of Sayang Ibu Specialty Birthing Hospital Balikpapan due to the status which newly changed into Public Service Agency (PSA). The purpose of study was to determine the performance of Pharmacy Department of Sayang Ibu Specialty Birthing Hospital Balikpapan based four perspectives, i.e : financial, customer, internal business process, and learning and growth.

This study was used non-experimental research design with descriptive exploratory approach. Performance of Pharmacy Department of Sayang Ibu Specialty Birthing Hospital Balikpapan reviewed from four perspectives: financial, customer, internal business process, and learning and growth. Data were analyzed descriptively and compared to existing standards.

The research result shows that : financial perspective which is ITOR meet the minimum standards of Hospital which are in 2010 (6.6 times), 2011 (9.9 times) and 2012 (9.3 times), total of actual procurement in 2011 was 100.95 % and in 2012 was 78.12 %, percentage of delayed payments was 0 %. In learning and growth perspective, percentage of employee trained in 2010 (60 %), 2011 (66.67 %), and 2012 (33.33 %), development of Management Information System last time in September 2012, employee morale of Pharmacy Department of Sayang Ibu Specialty Birthing Hospital was high as 3.69. In internal business process perspective, level of drug availability was 94.82 %, average time in providing personalized medicine for 8 minutes 61 seconds, non-personalized for 3 minutes 7 seconds, average time in providing drug information was 15.52 seconds, level of potential error was 13 items (2.31%), formulary compliance was 50.89 %, frequency of formulary update was not maximum. In customer perspective, patient satisfaction included in very satisfied category. Patient acquisition levels in 2010 (23.89 %), 2011 (14.64 %) and 2012 (16.02 %).

Keywords : Evaluation, Performance, Balanced Scorecard