

INTISARI

KHASANAH, I.,N., 2020, EVALUASI KINERJA DENGAN METODE BALANCE SCORECARD PADA INSTALASI FARMASI KLINIK TELKOMEDIKA HEALTH CENTER MADIUN, TESIS, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Klinik Telkomedika Health Center Madiun sedang mempersiapkan diri untuk menuju klinik yang terakreditasi pada tahun 2020. Untuk mencapai target Rancangan Kerja dan Anggaran Perusahaan 2020 dan mempersiapkan menuju klinik yang terakreditasi pada tahun 2020 diperlukan evaluasi/pengukuran kinerja Instalasi Farmasi Klinik THC Madiun. Tujuan dari penelitian ini untuk mengetahui kinerja Instalasi Farmasi Klinik Telkomedika Health Center Madiun dengan metode *Balance Scorecard* melalui 4 perpektif yaitu keuangan, proses bisnis internal, pertumbuhan dan pembelajaran, serta *customer*.

Penelitian ini merupakan penelitian non eksperimental dengan rancangan deskriptif eksploratif. Data diperoleh secara retrospektif dan concurrent yaitu dari wawancara kepada apoteker instalasi farmasi, kuosioner kepada karyawan dan pasien, serta observasi langsung. Data dianalisis secara deskriptif dan dibandingkan dengan standar yang ada.

Hasil penelitian menunjukkan bahwa kinerja: 1) Perspektif keuangan: TOR 2016 (29,65 kali), 2017 (47,15 kali), 2018 (18,77 kali); GPM 2016 (15,96%), 2017 (22,49%), 2018 (8,48%); GROS 2017 (26,91%), 2018 (6,98%). 2) Perspektif proses bisnis internal: tingkat ketersediaan obat Bulan Juli 2019 (98,15%), Agustus 2019 (99,68%), September 2019 (98,66%); *dispensing time* pada jam sibuk: untuk resep racikan 16,81 menit, non racikan 6,73 menit; pada jam tidak sibuk: resep racikan 16,1 menit, non racikan 7,16 menit. Pemberian informasi obat untuk indikasi, dosis, aturan pakai obat selalu diberikan, efek samping 1,94%, cara penyimpanan 2,33%, kontra indikasi sama sekali tidak diberikan. 3) Perspektif pertumbuhan dan pembelajaran: kepuasan kerja karyawan berada pada rentang cukup, rata-rata semangat kerja karyawan pada rentang tinggi, pengembangan SIM sudah menggunakan SI online Hysis. 4) Perspektif *customer*: pasien merasa puas dengan kualitas pelayanan namun terdapat GAP antara harapan dan kinerja pasien; *customer retention* periode April-Juni 2019 (14,52%), periode Juli-September 2019 (9,28%); *customer acquisition* periode April-Juni 2019 (27,48%), periode Juli-September 2019 (55,49%). Kemudian dari hasil evaluasi kinerja dilakukan analisis SWOT.

Kata kunci: evaluasi kinerja, Balanced Scorecard, Instalasi Farmasi Klinik Telkomedika Health Center Madiun.

ABSTRACT

KHASANAH, I.N., 2020, BALANCE SCORECARD PERFORMANCE EVALUATION METHOD IN CLINICAL PHARMACY UNIT TELKOMEDIKA HEALTH CENTER MADIUN, THESIS, FACULTY OF PHARMACY, SETIABUDI UNIVERSITY, SURAKARTA.

Clinic of Telkomeka Health Center Madiun has been preparing the accreditation by 2020. To reach the target of Working Design and Company Budget in 2020 for the best accreditation result, the evaluation of Clinic of THC Madiun is necessary. The purpose of this research was to know the performance of Telkomeka Health Centre Madiun Clinical Pharmacy Unit with Balance Scorecard method through 4 perspectives those are financial, internal business process, growth and learn and also customer side.

This was nonexperimental research with descriptive explorative designs. The data were obtained retrospectively and concurrent by interviewing pharmacists in the pharmacy unit, questionnaire to staffs and patients also direct observation. The data are being analyzed descriptively and compared to the standard.

The result shows that performance of: 1) Financial Perspective: TOR 2016 (29,65 kali), 2017 (47,15 times), 2018 (18,77 times); GPM 2016 (15,96%), 2017 (22,49%), 2018 (8,48%); GROS 2017 (26,91%), 2018 (6,98%). 2) Internal Business Process Perspective: Medicine Availability on July 2019 (98,15%), on August 2019 (99,68%), on September 2019 (98,66%). Dispensing time on rush hour: for compounded medicines 16,81 minutes, noncompounded medicines 6,73 minutes; in normal hour; for compounded medicines 16,1 minutes, noncompounded medicines 7,16 minutes. The information of indication, dosage, term of use always been given, side effects 1,94%, storage information 2,33%, contraindication has not been given at all. 3) Growth and Learn Perspective: employee satisfaction is in the satis level, working passion is in the high range, SIM development has been using SI online Hysis. 4) Customer perspective: the patients satisfied with the quality of the service yet there is a GAP between expectation and performance of them; customer retention in period of April-June 2019 (14,52%), period of July-September 2019 (9,28%); customer acquisition in period of April-June 2019 (27,48%), in period of July-September 2019 (55,49%). The working evaluation is being analyzed by SWOT analysis later on.

Key Words: Performance evaluation, Balanced Scorecard, Telkomeka Health Center Madiun Clinical Pharmacy Unit.