

INTISARI

Pengukuran kinerja menggunakan *Balanced Scorecard* pada perspektif proses bisnis internal menawarkan solusi pengukuran kinerja yang lebih menyeluruh dan komprehensif (menerima dengan baik) dalam suatu organisasi publik salah satunya di Rumah Sakit. Tujuan penelitian ini yaitu untuk mengetahui kinerja IFRS Bhakti Wira Tamtama dengan menggunakan pengukuran *Balanced Scorecard* ditinjau dari perspektif proses bisnis internal.

Metode yang dipergunakan adalah menggunakan metode sampling dimana metode *Probability Sampling Tipe Random Sampling*. Objek penelitian ini adalah IFRS Bhakti Wira Tamtama Penelitian ini merupakan penelitian deskriptif analitik non eksperimental. Data diperoleh secara prospektif. Data yang diperoleh dikelompokkan menjadi data kualitatif dan data kuantitatif. Data kualitatif diperoleh berdasarkan wawancara mendalam dengan Kepala IFRS Bhakti Wira Tamtama. Data kuantitatif diperoleh melalui observasi langsung survey terhadap resep.

Dari hasil menggunakan *Balanced Scorecard*, kinerja perspektif proses bisnis internal meliputi : a. *Dispensing Time* di IFRS Bhakti Wira Tamtama dengan rata-rata 22 menit/lembar resep untuk resep non racikan dan rata-rata 43menit/lembar resep untuk resep racikan, sedangkan standar *dispensing time* dari Kepmenkes RI No. 129/Menkes/SK/II/2008 adalah 30 menit untuk resep non racikan dan 60 menit untuk resep racikan.; b. Tingkat Ketersediaan Obat di IFRS Bhakti Wira Tamtama sudah baik dengan rata-rata 100%.; c. Tingkat Keterjaringan di IFRS Bhakti Wira Tamtama pada rawat jalan menunjukkan hasil rata-rata 100%.

Berdasarkan hasil penelitian dapat ditarik kesimpulan bahwa kinerja IFRS Bhakti Wira Tamtama sudah sesuai pada indikator tingkat ketersediaan obat, pada indikator *dispensing time* dan tingkat keterjaringan pasien sudah sesuai pada SOP yang diterapkan pada RS Bhakti Wira Tamtama yang telah di tandatangani oleh Direktur KESDAM IV/DIPONEGORO .

Kata kunci : perspektif proses bisnis internal, *balanced scorecard*, instalasi farmasi rumah sakit

ABSTRACT

Performance was measurements using the Balanced Scorecard on the perspective of internal business processes offer a more comprehensive and comprehensive measurement (receiving well) performance solution in a public organization including Hospital. The purpose of this study was determine the performance of IFRS Bhakti Wira Tamtama by using Balanced Scorecard measurement in terms of internal business process perspective. The method used is using sampling method where method of Probality Sampling Type Random Sampling. Medical record of patient attendy pharmaceutical iritath of in remember 2016 were analyzed use *balanced scorecard* to asses the internal business. The object of this research is IFRS Bhakti Wira Tamtama This research is a non experimental analytical descriptive research. Data were obtained prospectively. The data obtained are grouped into qualitative data and quantitative data. Qualitative data were obtained based on in-depth interviews with the Head of IFRS Bhakti Wira Tamtama. Quantitative data was obtained through direct observation of survey of prescription. From the results using the Balanced Scorecard, internal business process perspective performance includes: a. Dispensing Time at IFRS Bhakti Wira Tamtama with an average of 22 minutes / recipe sheet for non-prescribed recipes and an average of 43 minutes / recipe for recipe, while standard dispensing time from Kepmenkes RI. 129 / Menkes / SK / II / 2008 is 30 minutes for non-concrete recipe and 60 minutes for recipe for concoction; b. The Availability Level of Drugs at IFRS Bhakti Wira Tamtama is good with an average of 100%; c. Patient network at IFRS Bhakti Wira Tamtama on outpatient shows an average yield of 100%. The perorre is good. Based on the result of the research, it can be concluded that the performance of IFRS Bhakti Wira Tamtama is in accordance with the indicator of drug availability level, on the dispensing time indicator and the level of network of the patient is in accordance with the SOP applied to RS Bhakti Wira Tamtama which has been signed by the Director of KESDAM IV / DIPONEGORO.

Keywords: internal business process perspective, balanced scorecard, hospital pharmacy installation