ABSTRAK
EVALUASI KINERJA RUMAH SAKIT MENGGUNAKAN METODE
PERFORMANCE PRISM
(Studi Kasus di Rumah Sakit Emanuel Banjarnegara)

Elfrida Sahita Tiksna
NIM : 152114117
Universitas Sanata Dharma
Yogyakarta
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Penelitian ini bertujuan untuk mengetahui kinerja Rumah Sakit Emanuel di Banjarnegara yang diukur menggunakan metode *Performance Prism*. Pengukuran kinerja berdasarkan lima perspektif, yaitu *stakeholder satisfaction* (kepuasan *stakeholder*), *stakeholder contribution* (kontribusi *stakeholder*), *strategies* (strategi), *processes* (proses), dan *capabilities* (kapabilitas).

Data yang digunakan dalam penelitian ini adalah hasil wawancara dengan direksi rumah sakit serta data *Key Performance Indicator* rumah sakit pada tahun 2018. Teknik analisis data yang digunakan adalah menggunakan metode *Performance Prism* dengan bantuan metode *Analytical Hierarchy Process* (AHP), *Objective Matrix* (OMAX) dan *Traffic Light System*

Hasil penelitian menunjukan bahwa *stakeholder* dari rumah sakit adalah yayasan, pasien, distributor, karyawan dan manajemen. *Key Performance Indicator* yang dapat diidentifikasikan adalah 33 *Key Performance Indicator*, sebanyak 14 *Key Performance Indicator* dalam kategori hijau yang menunjukan bahwa telah mencapai target, 11 *Key Performance Indicator* dalam kategori kuning menunjukan belum mancapai target dan 8 *Key Performance Indicator* dalam kategori merah yang berarti membutuhkan perbaikan segera. Berdasarkan hasil perhitungan indeks performansi kinerja rumah sakit meningkat sebesar 1,588% dari tahun 2017.

Kata Kunci: Evaluasi Kinerja, Pengukuran kinerja, *Performance Prism, Analytical Hierarchy Process* (AHP)*, Objective Matrix* (OMAX).

ABSTRACT

AN EVALUATION OF HOSPITAL PERFORMANCE USING THE PERFORMANCE PRISM METHOD
(*A Case Study at Emanuel Hospital in Banjarnegara*)

Elfrida Sahita Tiksna
NIM : 152114117
Universitas Sanata Dharma
Yogyakarta
2019

This study aims to determine the performance of Emanuel Hospital in Banjarnegara as a health care center by using the Performance Prism method. The performance's measurement is done based on five perspectives, namely stakeholder satisfaction, stakeholder contribution, strategies, processes, and capabilities.

The data used in this study is the results of interviews with hospital directors and is also taken from the data from the hospital Key Performance Indicator in 2018. The data analysis technique used in this study is the Performance Prism method which analyzed the data with the help of the Analytical Hierarchy Process (AHP) method, Objective Matrix (OMAX) method, and Traffic Light System method.

The results of this study showed that stakeholders from the hospital were the foundation, patient, distributor, employee, and management. Key Performance Indicators that could be identified were 33 Key Performance Indicators. There were 14 Key Performance Indicators which belonged in the green category. It meant the performance had reached the target. 11 Key Performance Indicators which belonged in the yellow category showed that the target performance had not been achieved. There were also 8 Key Performance Indicators which belonged in the red category. It meant the performance was below the target that had been determined and required immediate improvement. Based on the calculation results of the performance index, the hospital performance increased by 1,588% from 2017.

Keywords: *Performance Evaluation*, *Performance Measurement*, *Performance Prism, Analytical Hierarchy Process* (AHP)*, Objective Matrix* (OMAX).