ABSTRACT

Analysis of the Public Service Board (BLUD) Technical Implementing Unit (UPT) Performance with a Balanced Scorecard Approach (Case at BLUD UPT Inpatient Primary Health Centers In Bandar Lampung)

By

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This research aims to measure the performance of organization by using Balanced Scorecard as a method that can be applied in a public sector organization. Nowadays, performance measurement in public sector was still focusing on internal business and short term goals (financial). The aim of this research was to know how the performance of primary health center when using Balanced Scorecard, which includes the customer perspective, financial perspective, internal business process perspective and learning and growth perspective.

The object in this research is Technical Implementing Unit (UPT) Inpatient primary health centers in Bandar Lampung defined as “Public Service Board (BLUD)”. The type of research used is quantitative descriptive research.

The results of research using the Balanced Scorecard showed that there were some variations in results. Financial perspective is still considered to be less, while three other perspectives are good. It can be concluded that the performance of the BLUD UPT inpatient primary health centers in Bandar Lampung resulted in the moderate criteria, with some suggestions and improvements that need to be done.

Keywords: Performance, Balanced Scorecard, Primary Health Center, Public Service Board, Technical Implementing Unit, Public Sector.