

ABSTRACT

Name : Avenia Dionisia Menna
Program Study : S1 Health Information Management
Title : Application of the Balanced Scorecard as a Benchmark for Hospital performance:
Systematic review

A systematic review is a research method that summarizes the results of primary research to present more comprehensive and balanced facts. A balanced scorecard is a concept to measure the performance of an organization with 4 (four) different perspectives, namely customer perspective, financial perspective, internal business perspective, and learning and growth perspective. The results of the initial article screening using the literature database on google scholar obtained 513 journals, science direct obtained 7 journals and GARUDA obtained 20 journals with the keyword "Balanced Scorecard AND Performance Measurement, OR Balanced Scorecard and Hospital Performance", there are 20 journal articles that discuss the application of balanced scorecard as a measure of performance in hospitals. Assessment of the quality of the literature in this study using the SRQR and STROBE instruments. There were 20 research articles were included the research with the results of research on the Financial Perspective there were 18 research articles that discussed all indicators that exist in the financial perspective, while 2 articles did not explain in detail the indicators that existed in the financial perspective with 5 research articles on the performance of "not good" while the other 15 research articles performed "good". Customer Perspective 9 research articles are discussing all indicators that exist in the customer perspective and 11 other research articles that do not discuss all indicators that exist in the customer perspective with 6 research articles on "not good" performance while 14 other research articles with "good" performance. Internal Business Process Perspective obtained 8 research articles discussing all indicators that exist in the internal business process perspective consisting of innovation and operations processes, while the other 12 research articles did not discuss all indicators in the internal business process perspective with 7 research articles with performance "not good" perspective while the other 13 research articles performed "good". From the learning and growth perspective, 13 research articles were discussing all the indicators in the learning and growth perspective while the other 7 research articles did not discuss all the indicators in the learning and growth perspective with 7 research articles on "not good" performance while 13 other research articles with "good" performance. From the indicators measured in 4 (four) perspectives on the balanced scorecard, it is obtained that the indicators measured are not uniform or some indicators are not measured in other perspectives.

Keywords: *Balanced scorecard, performance measurement, systematic review.*