

## **Analisis Kinerja Pelayanan di Instalasi Radiologi Rumah Sakit Kepolisian Pusat Bhayangkara Tingkat I R. Said Sukanto Kramat Jati dengan Menggunakan Baldrige Excellence Framework (BEF) Tahun 2020**

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### **Abstrak**

<div style="text-align: justify;">Pengukuran kinerja rumah sakit dapat memberikan dasar yang kuat bagi penyelesaian masalah yang ada dan sangat dibutuhkan untuk peningkatan mutu pelayanan kesehatan. Tesis ini menilai kinerja mutu organisasi rumah sakit menggunakan Malcolm Baldrige For Performance Excellence berdasarkan tujuh kriteria yaitu Leadership, Startegy Planning, Costumers Focus, Meassurement, analysis and Management Knowledge, Work Focus, Operation Focus dan Result. Penelitian ini adalah penelitian kualitatif dengan mengumpulkan informasi mengenai kinerja organisasi melalui wawancara mendalam, dan data sekunder. Berdasarkan hasil penelitian, dalam setiap kriteria juga dijabarkan peluang perbaikan yang dapat dilakukan oleh rumah sakit untuk meningkatkan kinerja mutu organisasi. Hasil analisis yang didapat menunjukkan hasil skor Ruang Radiologi RS Bhayangkara Pusat R. Said Sukanto Kramat Jati dengan skor total 247,9. berada pada posisi Early Development. Hal ini disebabkan karena ada beberapa hal di RS Bhayangkara R. Said Sukanto Kramat Jati dalam menerapkan Approach be-lum sistematis karena masih belum ada metode-metode khusus yang digunakan secara efektif yang sesuai dengan key factor. Deployment atas Approach (pen-dekatan) yang sudah digunakan di dalam organisasi hanya terbatas pada area tertentu saja belum dapat secara menyeluruh <br /><hr /><p><em>Meassurement of hospital performance can provide a strong foundation for solving existing problems and is needed to improve the quality of care service. This thesis assesses the quality performance of hospital organization using Malcolm Baldrige For Performance Excellence based on seven criteria: Leadership, Strategy Planning, Costumers Focus, Meassurement, Analysis and Management Knowledge, Work Focus, Operation Focus and Result. This research is based on a qualitative research by collecting information about organizational performance through in-depth intervies and secondary data. Based on the results of the study, in each criteria also elaborated opportunities for improvement that can be done by the hospital to improve the quality performance of the organization. This research is a descriptive analytic research with qualitative approach which represent the condition of The Radiology Installation Of The R. Said Sukanto Kramat Jati Central Police Hospital based on Malcolm Baldrige Criteria. The result of the analysis showed that the score of 247,9 is in Early Development. With the result, in applying the Approach not yet systematic because there are still no special methods that are used effectively in accordance with the key fac-tor. Deployment of the Approach that has been used in the organization is only limited to certain areas but cannot be thoroughly explored.</em></p></div>