

# Penilaian kinerja mutu organisasi rumah sakit ibu dan anak Bunda Aliyah menggunakan malcolm baldrige for performance excellence = Assesment for performance of hospital RSIA Bunda Aliyah with malcolm baldrige for performance excellence

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## Abstrak

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, CDMG dan data sekunder.

Berdasarkan hasil penelitian, dalam setiap kriteria juga dijabarkan peluang perbaikan yang dapat dilakukan oleh rumah sakit untuk meningkatkan kinerja mutu organisasi.

*Measurement 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, CDMG and secondary data. Based on the results of the study, in each criteria also elaborated oppourtunities for improvement that can be done by the hospital to improve the quality performance of the organization.*