

**Performance Measurement by Human Resource Scorecard Method on Medical Record Employee in dr. Haryoto General Hospital Lumajang** (Galuh Dwi Saraswati) (Pengukuran Kinerja dengan Metode *Human Resource Scorecard* pada Petugas Rekam Medis di RSUD dr. Haryoto Lumajang))

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## **ABSTRACT**

*Performance measurement can be applied to understand the extent of employment's quality. Assessment of employers performance on Medical Record Department in general hospital dr. Haryoto Lumajang through observation, the achievement of the minimum standard of services (MSS) and based on the performance standards employee .While employees often found late at work. The purpose of this research is to do the measurement of balanced performance by humnan resource scorecard on the employee of the medical record in general hospital dr. Haryoto Lumajang. This research uses kuntitatif method. The population used is 27 medical record employee with a sample using total sampling. Based on the results of research done with frequency distribution, obtained the value of High Performance Work System (HPWS) is good (79%), HR Deliverable is good (83%), the efficiency of human resources is (80%), performance is good (86,31%). While the results of the balanced measurements performance, HR Scorecard on medical record officer general hospital dr. Haryoto is balance with the average HR Scorecard dimension scores 80,67% (good) and the performance of 76.15% (good). So there is a need to caution against the system reward or punishment, professional development of human resources, presence system by digital, monitoring and evaluating the implementation of points HR Scorecard which dominant and performance.*

*Key Word : HR Scorecard, performance measurement, medical record employee*