

## ABSTRACT

*Muhammadiyah Bandung Hospital is a company engaged in the field of health services, by providing and prioritizing quality of care for patients. There is a problem at the hospital for employees which is the cause of the low value of quality in service and quality in human resources. Based on these problems, this thesis aims to analyze and find out the performance of employees at Muhammadiyah Hospital Bandung using the Balanced Scorecard method that focuses on growth and learning perspectives.*

*The Balanced Scorecard method can provide benefits and better input in carrying out the vision, mission and strategy at the Muhammadiyah Hospital Bandung, researchers use variables found in the perspective of growth and learning that have benchmarks namely employee work satisfaction, employee motivation, and employee capabilities. This hospital has 532 employees. The informants involved in this research were interview, taking from three section heads per division and for the questionnaire using a sampling technique of 84 employees from all divisions.*

*In this study using qualitative methods by collecting data through interviews, observations, and distributing questionnaires and this study also uses quantitative data processing using a semantic differential scale, to determine the perceptions of employees as measured by the perspective of growth and learning. So the results of the analysis of this study can provide suggestions or improvements to deficiencies in the human resources section at the Muhammadiyah Hospital in Bandung.*

*Based on data processing using the BSC method, the final performance score of the hospital is 65.5% so that the performance is in the good category even though it has not reached the target of 100.0%. Overall the variables in the quite good category mean that employees are in accordance with their abilities, but there are still things that need to be improved and improved, namely on employee satisfaction and loyalty to the Hospital, namely bonuses and incentives given by the Hospital, salaries received by employees, and many employees did not attend the training.*

*Keywords: performance, balanced scorecard, growth and learning perspectives*