

ABSTRACT

IT SERVICE PERFORMANCE ANALYSIS USING THE IT BALANCED SCORECARD GREMBERGEN AND BRUGGEN METHOD AT AL-ISLAM HOSPITAL BANDUNG

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Information technology (IT) is one of the main resources in a company to increase competitiveness. Information technology (IT) is a method that can be used to process data efficiently so that the application of IT is indispensable to increase efficiency and effectiveness in a company's business processes, and can provide added value, namely increasing the company's competitiveness in business competition. IT Balanced Scorecard is a framework developed by Van Grembergen and Van Bruggen in 1997 which is used to measure the performance of information technology in the information technology section. The IT Balanced Scorecard consists of several perspectives that can be used as a standard to measure the performance of information technology. The perspective on the IT Balanced Scorecard consists of four perspectives, namely the Company's Contribution Perspective, the User Orientation Perspective, the Operational Improvement Perspective, and Future Orientation Perspective. The research conducted at Al-Islam Hospital Bandung aims to measure the performance of IT services in hospitals based on four IT Balanced Scorecard perspectives. Data collection in this study used a questionnaire made based on the Key Performance Indicator (KPI) at Al-Islam Hospital Bandung with a total of 24 respondents. The results of measuring IT service performance based on four perspectives are: Company Contribution Perspective: 78%, User Orientation Perspective: 75%, Operational Improvement Perspective: 75%, and Future Orientation Perspective: 73%.

Keywords: IT Service Performance, IT Balanced Scorecard, Al-Islam Hospital, Key Performance Indicator