

## DAFTAR PUSTAKA

- Alipour, F., Jamshidizadeh, S., Bastani, P., Mehralian, G., 2022. The balanced scorecard as a strategic management tool in hospital pharmacies: an experimental study. *J. Health Organ. Manag.* 36, 767–780. <https://doi.org/10.1108/JHOM-07-2021-0256>
- Amrin, S., Oetari, O., Satibi, S., 2013. Strategi Pengembangan Instalasi Farmasi Rumah Sakit. *Jurnal Manajemen Dan Pelayanan Farmasi. Journal Of Management And Pharmacy Practice*, 3(3), pp.161-166.
- Bochenek, M., 2019. Balanced scorecard in strategic management process. *Mod. Manag. Rev.* <https://doi.org/10.7862/rz.2019.mmr.1>
- Chen, H.-F., Hou, Y.-H., Chang, R.-E., 2012. Application of the balanced scorecard to an academic medical center in Taiwan: The effect of warning systems on improvement of hospital performance. *J. Chin. Med. Assoc.* 75, 530–535. <https://doi.org/10.1016/j.jcma.2012.07.007>
- Daina, L.G., Sabău, M., Daina, C.M., Neamțu, C., Tit, D.M., Buhaș, C.L., Bungau, C., Aleya, L., Bungau, S., 2019. Improving performance of a pharmacy in a Romanian hospital through implementation of an internal management control system. *Sci. Total Environ.* 675, 51–61. <https://doi.org/10.1016/j.scitotenv.2019.04.231>
- David Wilsey, 2020. Using OKRs with Balanced Scorecard.
- Department of Pharmaceutics, Faculty of Pharmacy, Universitas Gadjah Mada, Yogyakarta, Indonesia, Satibi, S., Rokhman, M.R., Department of Pharmaceutics, Faculty of Pharmacy, Universitas Gadjah Mada, Yogyakarta, Indonesia, Aditama, H., Department of Pharmaceutics, Faculty of Pharmacy, Universitas Gadjah Mada, Yogyakarta, Indonesia, 2019. Developing Consensus Indicators to Assess Pharmacy Service Quality at Primary Health Centres in Yogyakarta, Indonesia. *Malays. J. Med. Sci.* 26, 110–121. <https://doi.org/10.21315/mjms2019.26.4.13>
- Depkes, R.I., 2016. Peraturan Menteri Kesehatan RI Nomor 72 Tahun 2016 Standar Pelayanan Kefarmasian di Rumah Sakit. Dir. Jenderal Binakefarmasian Dan Alat Kesehat. RI.
- Depkes, R.I., 2010. Pedoman Pengelolaan Perbekalan Farmasi di Rumah Sakit. Dir. Jenderal Binakefarmasian Dan Alat Kesehat. RI.
- Depkes, R.I., 2009. Undang-undang Republik Indonesia nomor 44 tahun 2009 tentang rumah sakit. Jkt. Depkes RI.
- Desselle, S.P., Zgarrick, D.P., Alston, G.L., 2005. *Pharmacy Management: Essentials for all practice settings*. No Title.
- Enwere, E.N., Keating, E.A., Weber, R.J., 2014. Balanced Scorecards as a Tool for Developing Patient-Centered Pharmacy Services. *Hosp. Pharm.* 49, 579–584. <https://doi.org/10.1310/hpj4906-579>
- Erwinayanti, G.A.P.S., 2013. Pengukuran kinerja instalasi farmasi rumah sakit umum daerah panembahan senopati bantul dengan pendekatan balanced scorecard. (Doctoral dissertation, Universitas Gadjah Mada).
- Gabcanova, I., 2012. Human Resources Key Performance Indicators. *J. Compet.* 4, 117–128. <https://doi.org/10.7441/joc.2012.01.09>

- Gaspersz, Vincent., 2003. *Balanced scorecard dengan six sigma untuk organisasi bisnis dan pemerintah : sistem manajemen kinerja terintegrasi*. Gramedia Pustaka Utama, Jakarta.
- Hanafi, M., Halim, A., 2012. *Analisis Laporan Keuangan.(UPP) STIM YKPN: Yogyakarta*.
- Heenan, M., Higgins, D., 2009. Engaging physician leaders in performance measurement and quality. *Heal. Q* 12, 66–9.
- Hidayati, I.R., Satibi, S., Fudholi, A., 2013. Analisis Kinerja Instalasi Farmasi RSUD Kanjuruhan Kabupaten Malang Dengan Pendekatan Balanced Scorecard. *Jurnal manajemen dan pelayanan farmasi. Journal of Management and Pharmacy Practice*), 3(3), pp.191-196.
- Jerome, P.J., Ramelan, P., 2001. *Mengevaluasi kinerja karyawan*. Penerbit PPM Jkt.
- Kaplan, R.S., 2009. Conceptual foundations of the balanced scorecard. *Handb. Manag. Account. Res.* 3, 1253–1269.
- Kaplan, R.S., Norton, D.P., 2000. *Balanced Scorecard: Menerapkan strategi menjadi aksi*. Jkt. Erlangga.
- Kaplan, Robert S, 1996. Kaplan ,Robert .S The Balanced scorecard : translating strtegy into action. 1996. American National Standard for Permance of Paper for Printed Library Materials Z39 49.
- Kemenkes, R.I., 2016. Peraturan menteri kesehatan republik indonesia Nomor 72 tahun 2016 Tentang Standar pelayanan kefarmasian di rumah sakit. Kementeri. Kesehat. Repub. Indones. Jkt.
- Koumpouros, Y., 2013. Balanced scorecard: application in the general Panarcadian hospital of Tripolis, Greece. *Int. J. Health Care Qual. Assur.* 26, 286–307.
- Lega, F., Marsilio, M., Villa, S., 2013. An evaluation framework for measuring supply chain performance in the public healthcare sector: evidence from the Italian NHS. *Prod. Plan. Control* 24, 931–947. <https://doi.org/10.1080/09537287.2012.666906>
- Martunis, A., Dalimunthe, R., Amalia, K., Juanita, J., Syahputra, H., Adam, M., Masyudi, M., 2020. Adaptation of the balanced scorecard model to measure performance of the departments at Dr Zainoel Abidin Regional General Hospital, Banda Aceh. *J. Model. Manag.* 15, 365–379. <https://doi.org/10.1108/JM2-09-2018-0149>
- Niven, P., Lamorte, B., 2016. Introduction to OKRs. pp. 1–27. <https://doi.org/10.1002/9781119255543.ch1>
- Pham, c.d., vu, s.t., pham, y.t.k., vu, n.t., 2020. Evaluating Performance of Vietnamese Public Hospitals Based on Balanced Scorecard. *J. Asian Finance Econ. Bus.* 7, 339–349. <https://doi.org/10.13106/JAFEB.2020.VOL7.NO6.339>
- Pudjaningsih, D., 1996. *Pengembangan Indikator Efisiensi Pengelolaan Obat di Farmasi Rumah Sakit*. Universitas Gadjah Mada.
- Rangkuti, Freddy, 2017. *SWOT Balanced Scorecard ,Teknik Menyusun Strategi Korporat yang Efektif plus Cara Mengelola Kinerja dan Risiko* 2017. PT Gramedia Pustaka Utama ,Jakarta.

- Renstra RS PON, 2020. Rencana Strategi Bisnis RSPON Prof. Dr. dr. Mahar Mardjono Tahun 2020-2024. Kementerian Kesehatan RI 2020.
- Rivai, V., 2011. Corporate Performance Management dari Teori Ke Praktek. Jkt. Raja Graf. Persada.
- Satibi, Fudholi, A., Kusnanto, H., Jogiyanto, 2011. Evaluasi Kinerja Instalasi Farmasi RSUD Kota Yogyakarta Dengan Pendekatan Balanced Scorecard. *Majalah Farmaseutik*, 7(3), pp.77-86.
- Satibi, S., Fudholi, A., Kusnanto, H., Jogiyanto, J., 2011. Evaluasi Kinerja Instalasi Farmasi RSUD Kota Yogyakarta Dengan Pendekatan Balanced Scorecard. *Maj. Farm.* 7, 77–86.
- Satibi, S., M.R.Rokhman, HardikaAditama, 2015. *Manajemen Apotek*. UGM Yogya Press.
- Shukri, N.F.M., Ramli, A., 2015. Organizational Structure and Performances of Responsible Malaysian Healthcare Providers: A Balanced Scorecard Perspective. *Procedia Econ. Finance* 28, 202–212. [https://doi.org/10.1016/S2212-5671\(15\)01101-6](https://doi.org/10.1016/S2212-5671(15)01101-6)
- Sirait, R.I., 2021. Kajian Pustaka: Analisis Balanced Scorecard (BSC) pada Pengukuran Kinerja Rumah Sakit di Indonesia Literature Review: Balanced Scorecard (BSC) Analysis on Hospital Performance Measurement in Indonesia. <https://doi.org/10.13140/RG.2.2.35339.41765>
- Stray, V., Moe, N.B., Vedal, H., Berntzen, M., 2022. Using Objectives and Key Results (OKRs) and Slack: A Case Study of Coordination in Large-Scale Distributed Agile.
- Troian, T.A., Gori, R.S.L., Weber, J.R., Lacerda, D.P., Gauss, L., 2022. OKRs as a results-focused management model: a systematic literature review.
- Umar, H., 2002. *Evaluasi kinerja perusahaan*. Gramedia Pustaka Utama.
- Vermeulen, L.C., Kolesar, J., Crismon, M.L., Flynn, A.J., Stevenson, J.G., Almeter, P.J., Heath, W.M., Short, G.T., Enright, S.M., Ploetz, P., Swarthout, M.D., Zellmer, W.A., Saenz, R., Devereaux, D.S., Zilz, D.A., Hoffman, J.M., Evans, W.E., Knoer, S.J., Ray, M.D., 2018. ASHP Foundation Pharmacy Forecast 2018: Strategic Planning Advice for Pharmacy Departments in Hospitals and Health Systems. *Am. J. Health. Syst. Pharm.* 75, 23–54. <https://doi.org/10.2146/sp180001>
- WHO Indicator, 1993. World Health Organization, Action Programme on Essential Drugs. How to investigate drug use in Health Facilities: selected drug use indicators. Geneva: World Health Organization;
- Wibisono, D., 2006. *Manajemen kinerja: konsep, desain, dan teknik meningkatkan daya saing perusahaan*.
- Wibowo, W., Phil, M., 2007. *Manajemen kinerja*. Jkt. PT Rajagrafindo Persada.
- Zeho, F.H., Setyowati, E., Hermawan, R., 2020. The Impact of Pandemic Covid-19 on the Performance of Regional Public Hospital Based Approach to Balanced Scorecard in RSUD" X". *Wacana Journal of Social and Humanity Studies*, 23(3).