

# **THE USE OF PERFORMANCE MEASUREMENT SYSTEMS AND HOSPITAL WASTE MANAGEMENT EFFECTIVENESS: THE PERSPECTIVE OF A TOP MANAGEMENT TEAM MEMBER**

Made Aristia Prayudi

## **ABSTRACT**

This paper aims to explore how hospital top management team (TMT) members use performance measurement systems (PMS) to achieve effective hospital waste management. This is a qualitative study based on upper echelon theory and Simon's Levers of Control Framework. Data was gathered through a semi-structured interview with eight TMT members from three public hospitals in Bali and East Java, Indonesia. This study reveals that for hospital waste management activities, PMS is used both diagnostically and interactively. It is also found that the emphasis on how TMT members use PMS (diagnostic, interactive, or both) is related to their professional or administrative orientation. These findings have practical implications in which hospital PMS should be designed by considering TMT members' orientation in order to make hospital waste management more effective.