

**Evaluation of Corporate Performances (CP) in Public Health
Service Organizations (PHSO) in Eastern Province of Sri Lanka
using Balanced Score Card (BSC)**

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Abstract

Public sector has been changing over the past two and half decades. Pollitt (2003) stated that there are specific changes in internal market in the National Health Services (NHS). Andy Adcroft and Robert Willis (2005) found that current systems of performance measurement in the public sector are unlikely to have a significant influence on improving services. The most likely outcomes of these systems are further commodification of services and deprofessionalisation of public sector workers. It is apparent that public services need better performance measures for their improvement of services. Researcher raises “what factors influence on Public Health Service Organizations’ Performances? as a research question. Objective of this research is to diagnose factors influencing Public Health Service Organizations’ Performances. Researcher approaches research by objective foundation, theoretical foundations and graphical model. Researcher developed a research framework incorporating customer, finance, internal business process and Information Technology considering them as independent variables. Performance of Public Health Service Organizations is considered as dependent variable.

Key words: Performance, Balanced Score Card, Health Services.

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