

## Pengukuran kinerja pusat pengkajian dan pengembangan kebijakan Departemen Hukum Dan Hak Asasi Manusia RI menggunakan pendekatan Balanced Scorecard

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### Abstrak

**ABSTRAK**

Penelitian ini berfokus pada pengukuran kinerja Pusjianbang menggunakan pendekatan Balanced Scorecard (BSC). Penelitian ini merupakan penelitian kuantitatif dengan didukung data kualitatif, dan analisisnya secara deskriptif analitis.

Berdasarkan hasil penelitian yang dilakukan diketahui bahwa tingkat kinerja Pusjianbang dengan menggunakan pendekatan Balanced Scorecard adalah berada pada kualifikasi baik dengan total skor 34. Perincian pengukuran ini adalah sebagai berikut: kinerja pembelajaran dan pertumbuhan organisasi berada pada kondisi cukup baik yaitu dengan skor 14, kinerja proses bisnis internal berada pada kondisi baik dengan skor 8, kinerja pelanggan berada pada kondisi baik dengan skor 8, dan kinerja pada aspek keuangan berada pada kondisi sangat baik dengan skor 4 dengan tingkat penyerapan anggaran 94,14%.

Guna meningkatkan kinerja organisasi maka Pusjianbang perlu melakukan langkah-langkah strategis. Berdasarkan hasil penelitian, ada beberapa aspek yang perlu diperhatikan yaitu: 1) aspek pembelajaran dan pertumbuhan, hal yang perlu diperhatikan adalah kemampuan pimpinan organisasi untuk menangani bawahan, pemberian penghargaan atau sanksi bagi pegawai, dan pola komunikasi dalam organisasi. 2) aspek proses bisnis internal, Pusjianbang harus memberdayakan secara optimal tenaga peneliti dari PTN atau LIPI agar terjadi transfer ilmu pengetahuan kepada personil Pusjianbang. 3) aspek pelanggan, Pusjianbang perlu untuk meningkatkan kualitas hasil penelitian dengan cara meningkatkan kualitas personil Pusjianbang dan validitas data hasil penelitian. 4) aspek keuangan, Pusjianbang harus dapat memanfaatkan secara efisien dan efektif agar anggaran yang telah dikeluarkan dapat menghasilkan produk penelitian yang berkualitas sehingga dimanfaatkan oleh unit utama.

**ABSTRACT**

This Research focuses on performance measurement at Policies Development and Studies Centre using Balance Scorecard Approach. This research is using quantitative method supported by qualitative data, and it is analyzed descriptively.

Based on the result of this research, it is identified that the level of performance at Policies Development and Studies Centre using Balance Scorecard approach is in good qualification with total score 34. The details of this measurement are as follow. The performance of organization learning and growth is in sufficient condition with score 14. The performance of internal business process is in good condition with score 8. The performance of customers is in good condition with score 8 and the performance of financial aspect is in very good condition with score 4 and the level of budget realization is 94.14%.

To improve the organization performance, the Policies Development and Studies Centre should implement strategic measures. Based on the result of this research, there are some aspects that should be focused on. 1) The learning and growth aspect: organization should give more attention to the ability of its managers to handle their subordinates, the award and sanction given to the employee, and communication pattern in organization. 2) The internal business process aspect: Policies Development and Studies Centre should empower the researchers from State Universities and Indonesian Science Institute optimally so there will be knowledge transfers to employees of Policies Development and Studies Centre. 3) The customer aspect: Policies Development and Studies Centre should improve the research quality by developing the quality of human resources in Policies Development and Studies Centre and also by improving the validity of research data. 4) The financial aspect: Policies Development and Studies Centre should utilize the budget efficiently and effectively in order to provide the high quality product of research and to be used by main units in Department of Law and Human Rights.

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