

## Perancangan pengukuran efisiensi Kinerja program studi di perguruan tinggi dengan Pendekatan Integrasi Balanced Scorecard (BSC) dan Data Envelopment Analysis (DEA)

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### Abstrak

Tesis ini membahas tentang perancangan pengukuran efisiensi kinerja program studi di perguruan tinggi. Pengukuran kinerja umumnya merupakan dasar untuk pengambilan keputusan sehingga harus mencerminkan informasi seperti efisiensi, efektivitas dan produktivitas. Dalam penelitian ini variabel input dan output yang ditetapkan, dikelompokkan berdasarkan perspektif Balanced Scorecard (BSC). Dengan menggunakan Data Envelopment Analysis (DEA), efisiensi relatif dari program studi dapat diketahui. Secara keseluruhan terdapat 5 variabel input dan 9 variabel output yang menjadi parameter dalam pengukuran kinerja program studi. Berdasarkan perspektif BSC, financial 2 input-2 output, internal business process 1 input-2 output, customer 1 input-3 output, dan learning and growth 1 input-2 output.

*This thesis discusses the design of department performance efficiency measurement at higher education. Performance measurement is generally a basis for decision making should reflect information such as efficiency, effectiveness and productivity. In this study the set of input and output, grouped by the perspective of the Balanced Scorecard (BSC). By using Data Envelopment Analysis (DEA), the relative efficiency of the department can be known. Totaly there are 5 input and 9 output that become parameters for measuring performance of department in higher education. Based on the BSC perspectives, financial get 2 inputs-2 outputs, internal business process get 1 input-2 output, customer get 1 input-3 output, finally, learning and growth get 1 input-2 output.*