

Penerapan balanced scorecard dalam pengukuran kinerja organisasi publik : studi kasus pada Sekretariat Jenderal Kementerian Perdagangan = Implementation of balanced scorecard in performance measurement of public organization : study case at Secretariat General of Ministry of Trade

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Abstrak

Penyusunan skripsi ini bertujuan untuk mengetahui sistem pengukuran kinerja saat ini, analisis implementasi balanced scorecard dan analisis indikator kinerja di Sekretariat Jenderal Kementerian Perdagangan. Penelitian ini menggunakan metodologi kualitatif dengan pendekatan studi kasus. Hasil analisis menyimpulkan bahwa Sekretariat Jenderal memiliki dua alat ukur kinerja yaitu LAKIP dan balanced scorecard dimana keduanya menghasilkan output yang sama. Balanced scorecard memiliki keunggulan karena dapat memberikan gambaran kinerja setiap empat bulan. Implementasi balanced scorecard di Sekretariat Jenderal sudah baik namun masih ditemukan indikator kinerja yang tidak tepat atau penetapan target yang terlalu rendah. Berdasarkan pemahaman dan pengetahuan yang dimiliki, penulis berusaha memberikan saran-saran guna memperbaiki kelemahan-kelemahan atas implementasi balanced scorecard tersebut.

.....The aim of the paper is to discover the performance measurement system at this moment in time, balanced scorecard analysis implementation and performance indicator at the Secretariat General of Ministry of Trade. The research applied the qualitative methodology using case study approach. The analysis result concludes that the Secretariat General has two means of performance measurement systems, which are LAKIP and balanced scorecard, where both systems produce the same output. Balanced scorecard has the superiority for it's ability to provide the report every four months. The balanced scorecard implementation at the Secretariat General has been well performed but there are still several performance indicator that are not appropriate or the target is too low. Based on the writer's understanding and knowledge, the writer tries to provide some suggestions to overcome the shortcomings on the balanced scorecard implementation.