

Analisis implementasi manajemen kinerja studi kasus PT BNI (Persero) Tbk divisi bisnis kartu = Performance management implementation analysis case study at PT BNI (Persero) Tbk card business division =

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Abstrak

ABSTRAK

Penelitian ini menganalisa implementasi manajemen kinerja di PT. BNI (Persero) Tbk. Divisi Bisnis Kartu. Metoda yang digunakan adalah Balanced Scorecard (BSC) dan European Foundation For Quality Management (EFQM). Dengan kombinasi kedua metoda tersebut, memberikan turunan baru yang mengarah kepada pemahaman yang baik mengenai kinerja organisasi. Dengan demikian nantinya akan didapatkan hasil penilaian implementasi manajemen kinerja di PT. BNI (Persero) Tbk, guna mengurangi kendala dalam stabilitas operasional serta mengantisipasi potensi kendala yang mungkin timbul di masa yang akan.

ABSTRACT

This study analyzes the implementation of performance management at PT. BNI (Persero) Tbk. Credit Business Division. The method used is the Balanced Scorecard (BSC) and the European Foundation For Quality Management (EFQM). With the combination of the two methods, provide new derivative that leads to a good understanding of the performance of the organization. Thus the results of the assessment will be obtained performance management implementation at PT. BNI (Persero) Tbk, to reduce obstacles in the operational stability and to anticipate potential problems that may arise in the future.