

# Penyelenggaraan program layanan Employee Care Center (ECC) di kantor pusat Badan Pemeriksa Keuangan Republik Indonesia = The implementation of Employee Care Center (ECC) service program at the head office of Badan Pemeriksa Keuangan Republik Indonesia

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Abstrak

[<b>ABSTRAK</b><br>

Penerapan kompensasi dalam manajemen kinerja mulai mengalami perkembangan seiring kemunculan kompensasi yang bersifat non-finansial, salah satunya berbentuk layanan konseling pegawai. BPK RI merupakan organisasi publik pertama yang menerapkan program konseling pegawai dengan nama Employee Care Center (ECC). Melalui pendekatan positivis dengan metode penelitian kualitatif, studi implementasi ini dilakukan untuk melihat bagaimana implementasi program ECC di BPK RI sekaligus mengidentifikasi faktor-faktor yang memengaruhi pelaksanaannya. Hasil penelitian memperlihatkan bahwa implementasi program ECC di BPK RI sangat dipengaruhi oleh faktor-faktor seperti komunikasi, sumber daya, disposisi, dan struktur birokrasi. Keempat faktor tersebut saling berkorelasi, dan pada akhirnya memengaruhi pelaksanaan program ECC di BPK RI.

<b>ABSTRAK</b><br>

Compensation in performance management is developed recently by the emerging of non-financial compensation in a form of employee counseling. BPK RI was the first institution that implemented this employee counseling program named Employee Care center (ECC). Run by positivism approach and qualitative method for data collecting, the objective of this research is to describe the implementation of ECC program and to investigate the factors that may affect the implementation. The result of this research showed that the factors like communication, resources, disposition, and bureaucratic structure correlated and have potential power in affecting the implementation of ECC program at BPK RI., Compensation in performance management is developed recently by the emerging of non-financial compensation in a form of employee counseling. BPK RI was the first institution that implemented this employee counseling program named Employee Care center (ECC). Run by positivism approach and qualitative method for data collecting, the objective of this research is to describe the implementation of ECC program and to investigate the factors that may affect the implementation. The result of this research showed that the factors like communication, resources, disposition, and bureaucratic structure correlated and have potential power in affecting the implementation of ECC program at BPK RI.]