

Peran faktor business process dan learning process dalam peningkatan kinerja usaha organisasi: studi kasus pelayanan terpadu satu pintu PTSP badan koordinasi penanaman modal BKPM = Role business process factor and learning process in performance improvement organizations: case study one stop services oss investment coordinating board BKPM / Rini Ambarwaty

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Abstrak

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

Pada saat ini, tuntutan masyarakat akan transparansi dan akuntabilitas publik oleh lembaga sektor publik makin besar seiring berjalannya program reformasi birokrasi yang digalakkan oleh pemerintah. Untuk memenuhi tuntutan tersebut, instansi pemerintah perlu melakukan perbaikan manajemen, salah satunya dengan adanya pendekatan baru yaitu konsep Balanced Scorecard. Konsep Balanced Scorecard melakukan pendekatannya pada 4 (empat) perspektif yaitu perspektif keuangan, perspektif pelanggan, perspektif proses bisnis internal dan perspektif pembelajaran & pertumbuhan. Penelitian ini bertujuan untuk mengetahui peran dari 2 (dua) perspektif dari BSC yaitu faktor proses bisnis internal dan pembelajaran & pertumbuhan dalam meningkatkan kinerja PTSP Pusat BKPM. PTSP Pusat BKPM merupakan salah satu sasaran dan target pemerintah pada RPJMN 2015-2019 yang bertujuan memberikan kemudahan pelayanan perijinan penanaman modal agar lebih efisien dan cost effective. Penelitian menggunakan metode kuantitatif. Hasil penelitian menunjukkan bahwa terdapat perbedaan persepsi dalam melihat peran faktor proses bisnis internal dan faktor pembelajaran & pertumbuhan pada peningkatan kinerja PTSP Pusat BKPM antara pegawai BPM-PTSP dengan pegawai Back Office (BO), Front Office (FO), dan Badan Kendali Operasi (BKO). Perbedaan persepsi disebabkan karena perbedaan sistem organisasi yang membawahnya. Persepsi yang terbentuk dari responden menunjukkan pula dukungan dan kesiapan penerapan Balanced Scorecard pada PTSP Pusat BKPM. Faktor business process dan learning process berpengaruh positif terhadap peningkatan kinerja PTSP Pusat BKPM.

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<b>ABSTRACT</b><br>

At this time, the public demand for transparency and public accountability by public sector agencies increasingly larger as the passage of bureaucratic reform program advocated by pemerintah. Government agencies need to do a repair management, one of them with the new approach is the concept of the Balanced Scorecard. Balanced Scorecard concept did approach the 4 (four) perspectives: financial perspective, customer perspective, internal business process and learning and growth perspective. This study aims to determine the role of two (2) perspectives of the BSC are factors internal business processes and learning & growth in improving the performance of One Stop Services(OSS) BKPM. OSS BKPM aims to provide ease of licensing services investment so more efficient and cost effective. Research using quantitative methods. The results showed that there is a difference of perception in viewing the role of the factor of internal business processes and learning & growth factors on performance improvement OSS BKPM between BPM-PTSP employees with employee Back Office (BO), Front Office (FO), and Laison Officer (BKO ).

Differences perception is due to differences in organizational systems which she is employed. Respondents showed their support and readiness to implementation of the Balanced Scorecard in OSS. Factors business process and learning process a positive influence on performance measurement OSS BKPM, At this time, the public demand for transparency and public accountability by public sector agencies increasingly larger as the passage of bureaucratic reform program advocated by pemerintah. Government agencies need to do a repair management, one of them with the new approach is the concept of the Balanced Scorecard. Balanced Scorecard concept did approach the 4 (four) perspectives: financial perspective, customer perspective, internal business process and learning and growth perspective. This study aims to determine the role of two (2) perspectives of the BSC are factors internal business processes and learning & growth in improving the performance of One Stop Services(OSS) BKPM. OSS BKPM aims to provide ease of licensing services investment so more efficient and cost effective. Research using quantitative methods. The results showed that there is a difference of perception in viewing the role of the factor of internal business processes and learning & growth factors on performance improvement OSS BKPM between BPM-PTSP employees with employee Back Office (BO), Front Office (FO), and Laison Officer (BKO ). Differences perception is due to differences in organizational systems which she is employed. Respondents showed their support and readiness to implementation of the Balanced Scorecard in OSS. Factors business process and learning process a positive influence on performance measurement OSS BKPM]