

## Analisis penerapan balanced scorecard di organisasi sektor publik: studi kasus Bank Indonesia = Analysis of the implementation of balanced scorecard in public sector organization: case study Bank Indonesia

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### Abstrak

Studi ini menggunakan metode kualitatif. Kesimpulan dari studi ini adalah modifikasi perspektif balanced scorecard di Bank Indonesia yang tidak memberikan hasil yang signifikan dan usulan untuk pengadaan kembali peta strategi di level Satuan Kerja, adanya perbedaan peran balanced scorecard di Bank Indonesia berdasarkan tujuan awal memilih balanced scorecard dengan keadaan saat ini, hasil dari penilaian kinerja dengan balanced scorecard dapat digunakan pada rapat-rapat yang dijabarkan di dalam siklus SPAMK, dan terdapat kendala berupa transitional issues, design failures, serta process failures yang dihadapi Bank Indonesia dalam menyusun balanced scorecard. Kata kunci: balanced scorecard, Bank Indonesia, Departemen Manajemen Strategis dan Tata Kelola, peran dan kendala.

.....The aims of this study is to evaluate the preparation of balanced scorecard in Bank Indonesia. The method of this study is qualitative. The conclusion of this study are the modification of the perspectives of balanced scorecard which does not give significant impact and suggestion to build strategy map in each division, the differences between the roles of balanced scorecard in the past and the current condition, the result of balanced scorecard can be used in the meetings which are explained in SPAMK cycle, and the obstacles in preparing balanced scorecard in Bank Indonesia which are transitional issues, design failures, and process failures. Keywords balanced scorecard, Bank Indonesia, Departemen Manajemen Strategis dan Tata Kelola, the roles and the obstacles.