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ABSTRAK

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Program Studi : Ilmu Administrasi
Judul : Pengukuran Kinerja Program Governanve Partnership Fund (GPF) Australia-Indonesia

Program Government Partnership Fund (GPF) adalah salah satu program yang berada dibawah naungan AusAID, lembaga donor Internasional. Program ini memiliki tujuan pertukaran keahlian, pengetahuan dan keahlian antara Australia Departemen dan Lembaga Pemerintah dan lembaga-lembaga sektor publik kunci di Indonesia; dan untuk jangka panjang membangun hubungan kelembagaan dan kemitraan antara lembaga-lembaga sektor publik Australia dan mitra Indonesia

Penelitian ini bertujuan untuk mengukur kinerja program GPF, dengan menggunakan pendekatan Balanced Scorecard. Penelitian pengukuran kinerja program GPF dilakukan secara deskriptif analitis untuk mendeskripsikan bagaimana mengukur kinerja program GPF dengan menggunakan pendekatan Balanced Scorecard serta menganalisa faktor-faktor yang harus diperhatikan oleh program GPF untuk memperbaiki kinerjanya dimasa mendatang.

Konsep Balanced Scorecard memberikan kemudahan bagi manajer untuk mengetahui perusahaan secara cepat dan komprehensif termasuk didalamnya ukuran kinerja keuangan yang memberikan informasi atas langkah yang diambil dilengkapi dengan ukuran kinerja operasional berdasarkan kepuasan pelanggan, proses internal dan inovasi yang telah dilakukan perusahaan serta kemajuan aktifitas perusahaan yang akan menjadi pemicu kinerja keuangan di masa yang akan datang.

Kata Kunci:

Balanced Scorecard, sektor publik, kemitraan, kelembagaan

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ABSTRACT

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Australia-Indonesia

Government Partnership Fund (GPF) Program is one of the program under AusAID, International Donor Institution. The Purpose of the GPF is to exchange skills, knowledge and expertise between Australian Government Departments and Agencies and key public sector institutions in Indonesia; and to build long-term institutional linkages and partnerships between Australian public sector institutions and their Indonesian counterparts

The objective of the research is to measure performance of the GPF Program, by using Balanced Scorecard approach. Research of measurement performance of GPF Program is an analytical descriptive for showing how to measure GPF program by using Balanced Scorecard approach and analyzing factors that needs attention by GPF Program to improve its future performance.

Balanced scorecard concept gives easy way to the manager in order to understand the company performance in fast and comprehensive manner. including financial performance measurement which giving comprehensive information about undertaken action. Supplemented with operational performance measurement base on customer satisfactions, internal processes and innovation had been done by the company with activity improvement which will be a trigger for the next financial performance.

Key words:

Balanced Scorecard, Public Sectors, institution linkages, partnership