

ABSTRACT

Balai Kemetrologian Bogor assumes the mandate of bureaucratic reform to realize clean government and good governance in order to optimally serve the public. Management that is still financially oriented does not increase productivity and even tends to decline in the last two years. This study aims to evaluate the productivity of Balai Kemetrologian Bogor through the MBNQA method to capture the factors outside the financial factors. The MBNQA score measurement results are aimed at formulating an improvement strategy using SWOT analysis. The criteria measured are the seven criteria of MBCfPE version 2013-2014. Measurement of MBNQA score was done by questionnaire survey method to thirty two respondents. Data analysis was performed using Baldrige Assessment, Gap Analysis, SPACE matrix, Strategic Factors Analysis Summary, and TOWS matrix. The results showed that the productivity evaluation of Balai Kemetrologian Bogor was at the average global image level with good performance criteria. Evaluation criteria for Strategic Planning, Customer Focus, Measurement, Analysis and Knowledge Management, Workforce Focus, Operations Focus, and Results respond to the basic requirements area. Whereas, Leadership responds to the overall requirements area. The priority of strategy is in quadrant I (aggressive strategy) and produces eight recommendations of productivity improvement strategy.

Keyword: productivity, MBNQA, MBCfPE, Baldrige Assesment, Gap Analysis, SWOT analysis



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ABSTRAK

Balai Kemetrolgian Bogor mengemban amanat undang-undang reformasi birokrasi untuk mewujudkan *clean government* dan *good governance* agar pelayanan kepada masyarakat lebih optimal. Pengelolaan yang masih berorientasi finansial tidak meningkatkan produktivitas bahkan cenderung menurun dalam dua tahun terakhir. Penelitian ini bertujuan mengevaluasi produktivitas Balai Kemetrolgian Bogor melalui metode MBNQA untuk menangkap faktor penyebab di luar faktor finansial. Hasil pengukuran skor MBNQA ditujukan untuk merumuskan strategi peningkatan menggunakan analisis SWOT. Kriteria yang diukur adalah tujuh kriteria MBCfPE versi 2013-2014. Pengukuran skor MBNQA dilakukan dengan metode survei menggunakan angket kepada tiga puluh dua responden. Analisis data dilakukan menggunakan *Baldrige Assessment*, *Gap Analysis*, *SPACE matrix*, *Strategic Factors Analysis Summary*, dan matriks TOWS. Hasil penelitian menunjukkan bahwa evaluasi produktivitas Balai Kemetrolgian Bogor berada pada tingkatan rata-rata *global image* dengan kriteria *good performance*. Evaluasi kriteria untuk Perencanaan Strategik, Fokus Pelanggan, Pengukuran, Analisa dan Manajemen Pengetahuan, Fokus Tenaga Kerja, Fokus Operasi, dan Hasil-hasil merespon pada area persyaratan dasar. Sedangkan, Kepemimpinan merespon pada area keseluruhan persyaratan. Prioritas strategi berada pada kuadran I (*aggressive strategy*) dan menghasilkan delapan rekomendasi strategi peningkatan produktivitas.

Kata kunci: produktivitas, MBNQA, MBCfPE, *Baldrige Assesment*, *Gap Analysis*, analisis SWOT



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