

ABSTRACT

The performance evaluation of government institutions is needed to improve the image of public service in the eyes of investors and public. New approaches in system management to evaluate the organization performance are quality management system of the Malcolm Baldrige National Quality Award (MBNQA). This study aims to measure the performance of Dirjen Binapenta Kemenakertrans using the Malcolm Baldrige application.

The type of this research is qualitative descriptive explanatory research. The study was conducted through indepth interviews with the organization, followed by an interpretation of the interviews results to evaluate the organization performance by making comparisons based on seven criteria approach superior quality management MBNQA concepts namely: leadership, strategic planning, customer focus, measurement, analysis and knowledge management, employee focus, management processes, and organizational performance results. The assessment criteria based on A-D-L-I (Approach, Deployment, Learning, Integration) and Le-T-C-I (Level, Trend, Comparison, Integration).

Total score obtained by the organization based on the results of the evaluation 2007 version MBNQA method is 279 points. Based on the total score, the performance class position of Ditjen Binapenta on level Early Improvement in the MBNQA world-class performance framework.

The process approach in all the criteria in the MBNQA criteria are still in early stages of a systematic level, the preparation should be done by doing repairs on the opportunity for improvement (OFI), and to optimize the strength of the organization.

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