

ABSTRACT

The title of this thesis is “EVALUATED THE BALANCED SCORECARD IMPLEMENTATION AS AN PERFORMANCE MEASUREMENT SYSTEM AT PT JAMSOSTEK (PERSERO). Submitted by Reza Fidly, NIM 55105110031. Consultant Lecturer Mr Prof. DR. H. Noor Fuad, M.Sc, AAIJ, QIP and Co. Consultant Mr DR. Salim Al-Bakry, MBA

In this thesis, the writers tries to evaluated the Balanced Scorecard implementation as an performance measurement at PT Jamsostek (Persero) at branch office in Regional Office IV. The writers collected data by doing an observation and direct interview to have the information that related to this thesis. After doing an observation and research to the PT Jamsostek (Persero) performance measurement, the writer conclude that PT Jamsostek (Persero) had doing the Balanced Scorecard performance measurement which has four Perspective such as Financial, Customer Satisfaction, Internal business process, and Learning and Growth since the beginning of the year 2007 which is written in branch office KPI first semester in 2007.

Inspite of that, the writers tries to evaluated performace measurement mplementation at PT Jamsostek (Persero) at branch offices in Regional Office IV after implemented Balanced Scorecard and compare it to the theoretical books to revised the indicators that had been used.

And the result of the research, the writers recommended 2 type of claim that isn't written in KPI which is santunan berkala and Health care Security (Fee For Service). Inspite of that to measure customer satisfaction more accurate, the writers suggested to implemented customer satisfaction questionnaire.

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