

ABSTRAK

PENERAPAN EVALUASI KINERJA BERBASIS *BALANCED SCORECARD* DI KANTOR CAMAT LINGGANG BIGUNG
Studi Kasus pada Kantor Camat Linggang Bigung Kabupaten Kutai Barat

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Tujuan penelitian ini adalah untuk mengetahui kinerja kantor camat Linggang Bigung apabila dievaluasi dengan menggunakan *Balanced Scorecard*.

Jenis penelitian adalah studi kasus pada kantor camat Linggang bigung. Teknik pengumpulan data berupa dokumentasi, observasi, kuesioner, dan wawancara yang ditujukan kepada camat dan kepala seksi, pegawai, dan masyarakat. Teknik analisis data yang digunakan adalah analisis pengukuran efisiensi dan efektivitas (perspektif keuangan) dan analisis *Multiattribute Attitude Model* untuk perspektif masyarakat, perspektif proses internal, dan perspektif pembelajaran dan pertumbuhan.

Hasil penelitian menunjukkan bahwa kinerja kantor camat Linggang Bigung ditinjau dari: (1) perspektif masyarakat adalah sangat memuaskan (MAM= 28,06); (2) perspektif keuangan adalah sudah efisien namun efektivitas berimbang; (3) perspektif proses bisnis internal adalah sudah baik (meliputi inovasi proses dan inovasi administrasi); (4) perspektif pembelajaran dan pertumbuhan adalah sangat memuaskan. Pegawai sangat puas (MAM= 31,84) terhadap atribut komunikasi, penghargaan, serta motivasi dan dukungan; dan camat serta kepala seksi sangat puas (MAM=31,75) terhadap kemampuan pegawai, kualitas informasi, dan motivasi, inisiatif, dan pendelegasian wewenang. Dari hasil evaluasi ini menunjukkan bahwa kinerja kantor camat Linggang Bigung secara keseluruhan sangat memuaskan.

ABSTRACT

**THE APPLICATION OF PERFORMANCE EVALUATION BASED ON
BALANCED SCORECARD IN THE OFFICE OF LINGGANG BIGUNG
DISTRICT**

A case Study at the Office Linggang Bigung District of Kutai Barat Regency

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The aim of this research was to know the performance of Linggang Bigung district office if it was evaluated based on Balanced Scorecard.

The type of research of this study was a case study at the office of Linggang Bigung district. The data collection techniques were documentation, observation, questionnaire, and interview that were addressed to head of the office and sub division, employees, and society. The data analyses used were efficiency and effectiveness measurement (for financial perspective) and analysis of Multiattributte Attitude Model for society perspective, internal process perspective, learning and growth perspective.

The result of this research showed that the office of Linggang Bigung district's performance as seen from: (1) society perspective was very satisfied (MAM=28,06); (2) financial perspective had been efficient but balanced effectiveness; (3) the internal process perspective was favorable (consisting of measurement of process innovation and administrative innovation); (4) learning and growth perspective was very satisfied. The employees were satisfied (MAM=31,84) to the attribute of communication, achievement, motivation and support; Head of the office and sub division were satisfied (MAM=31,75) with the employees's ability, the quality of information system and motivation, initiative, and the handover authority. The evaluation result showed that the performance of the office of Linggang Bigung district was very satisfied overall.