



ABSTRAK

PENILAIAN KINERJA DENGAN MENGGUNAKAN PENDEKATAN

BALANCED SCORECARD DI SEKOLAH MENENGAH UMUM

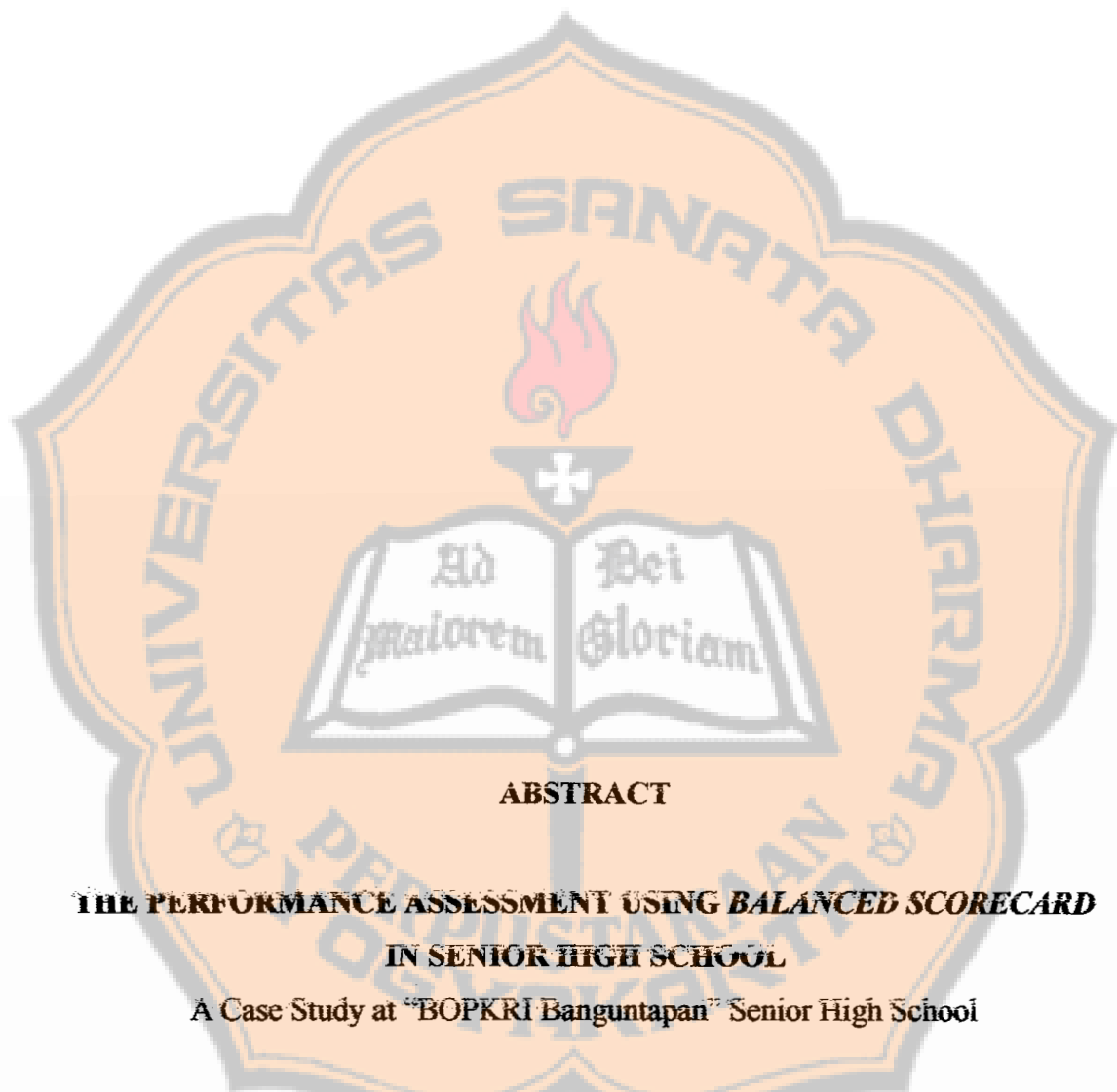
Studi Kasus di SMU Bopkri Banguntapan

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2006

Tujuan penelitian ini adalah untuk mengetahui bagaimana kinerja SMU BOPKRI Banguntapan berdasarkan pendekatan *Balanced Scorecard*. Jenis penelitian yang dilakukan adalah studi kasus pada SMU BOPKRI Banguntapan Bantul. Teknik pengumpulan data penelitian ini adalah dokumentasi, wawancara, observasi dan kuesioner. Teknik analisis yang digunakan dalam penelitian ini adalah teknik MAM (*Multiattribute Attitude Model*).

Hasil penelitian ini menunjukkan bahwa: (1) pada perspektif keuangan, kinerja sekolah secara umum adalah sangat baik (MAM sebesar 0,98 dari skala



ABSTRACT

**THE PERFORMANCE ASSESSMENT USING *BALANCED SCORECARD*
IN SENIOR HIGH SCHOOL**

A Case Study at "BOPKRI Banguntapan" Senior High School

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The aim of this research was to know the performance of "BOPKRI Banguntapan" senior high school based on *Balanced Scorecard* approach. The kind of the research was study case conducted at "BOPKRI Banguntapan" senior high school. The data collecting techniques used were documentary study, interviews, observation and questionnaire. The data analyzing technique used was MAM (*multiattribute attitude model*).

The results of this research showed that: (1) at the financial perspective, the school performance was very good (MAM = 0,98 from the assessment scale 0-1); (2) at the customers' perspective, the school performance was very good (MAM = 0,5 from the assessment scale 0-1); (3) at the internal business process perspective, the school performance was very good (MAM = 0,86 from the