

ABSTRAK

**PENDEKATAN *BALANCED SCORECARD* SEBAGAI PENILAIAN  
KINERJA PADA SEKOLAH MENENGAH ATAS**

**Studi Kasus di SMA Kolese De Britto  
Jalan Laksda Adisucipto 161, Yogyakarta**

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2006

Penelitian ini bertujuan untuk mengetahui kinerja SMA Kolese De Britto berdasarkan pendekatan *balanced scorecard*. Penelitian dilaksanakan di SMA Kolese De Britto, Jalan Laksda Adisucipto 161, Yogyakarta.

Populasi dalam penelitian ini adalah seluruh staf direksi, staf pengajar, karyawan, dan siswa SMA Kolese De Britto. Teknik penarikan sampel penelitian adalah *purposive* dan *convenience sampling*. Teknik pengumpulan data yang digunakan adalah dokumentasi, wawancara, dan kuesioner. Teknik analisis data penelitian adalah analisis *Multiattribute Attitude Model* (MAM).

Hasil penelitian menunjukkan bahwa: (1) pada perspektif pelanggan, kinerja sekolah secara umum adalah sangat baik (MAM sebesar 39,356 dari skala penilaian 0-80); (2) pada perspektif proses internal, kinerja sekolah secara umum adalah sangat baik (MAM sebesar 27,344 dari skala penilaian 0-80); (3) pada perspektif pembelajaran dan inovasi, kinerja sekolah secara umum adalah sangat baik (MAM sebesar 35,776 dari skala penilaian 0-80); (4) pada perspektif keuangan, kinerja sekolah secara umum adalah sangat baik (MAM sebesar 35,125 dari skala penilaian 0-80).

ABSTRACT

**THE *BALANCED SCORECARD* APPROACH FOR PERFORMANCE  
EVALUATION IN SENIOR HIGH SCHOOL**

**A Case Study at “Kolese De Britto” Senior High School**

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2006

The aim of this research was to know the performance of “Kolese De Britto” senior high school based on *balanced scorecard* approach. This research was conducted at Kolese De Britto senior high school, Laksda Adisucipto Street 161, Yogyakarta.

The population of this research was all the management staffs, the teaching staffs, the official employees, and the students of “Kolese De Britto” senior high school. The sampling techniques used were *purposive* and *convenience* sampling. The data collecting techniques used were documentary study, interviews, and questionnaire. The data analyzing technique used was *Multiattribute Attitude Model* (MAM).

The results of this research showed that: (1) from the customer perspective, the school performance was very good (MAM=39,356 from the assessment scale 0-80); (2) from the internal processing perspective, the school performance was very good (MAM=27,344 from the assessment scale 0-80); (3) from the learning and innovative perspective, the school performance was very good (MAM=35,776 from the assessment scale 0-80); (4) from the financial perspective, the school performance was very good (MAM=39,356 from the assessment scale 0-80).