

Analysis Of Performance Measurement With The Balanced Scorecard Method

At SMA Negeri 2 Jember

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ABSTRACT

This study aims to measure performance with the Balanced Scorecard method at SMA Negeri 2 Jember. This research is included in qualitative descriptive research. This research was conducted to measure the performance of SMA Negeri 2 Jember seen from four perspectives, namely financial perspective, customer perspective, internal business perspective, and learning and growth perspective. The data used in this study are primary data and secondary data. Data collection procedures are questionnaires, interviews, and documentation. The result of this study indicate that the performance of SMA Negeri 2 Jember was measured using the balanced scorecard method to get a score of 85,36 which is included in very healthy condition with category AA.

Keyword: *Performance Measurement, Balanced Scorecard, financial perspective, customer perspective, process of internal business perspective, learning and growth perspective*