

Analysis Of Performance Measurement With The Balanced Scorecard Method

At SMP Negeri 8 Jember

Oryza Ardhiarisca, S.E, S.Si, M.S.T

Solehati Dwi Lestari

Study Program of Publik Sector Accounting

Majoring of Business

ABSTRACT

This study aims to analyze the performance of SMP Negeri 8 Jember by applying the Balanced Scorecard method, which is measured through four perspectives: the financial perspective, customer perspective, internal business process perspective, and learning and growth perspective. This research employs a descriptive qualitative approach, with data collection techniques including interviews, questionnaires, and documentation. The results of the study indicate that the performance of SMP Negeri 8 Jember achieved a score of 84.35, which falls into Category AA with a Very Healthy condition. These findings demonstrate that the Balanced Scorecard method is capable of providing a comprehensive overview of the school's performance and can be effectively implemented as a performance evaluation tool.

Keyword : Performance Measurement, Balanced Scorecard, Public Sector Organization