

*Analysis Of Performance Measurement With The Balanced Scorecard Method
At SMAN 1 PAITON
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ABSTRACT

This study focuses on analyzing the performance measurement of SMA Negeri 1 Paiton using the Balanced Scorecard approach. This method evaluates performance through four perspectives: financial, customer, internal business processes, and learning and growth. The research employs a descriptive qualitative approach, with data collection techniques including interviews, questionnaires, and documentation. Financial data were obtained from budget realization reports for the years 2022–2024, while non-financial data were collected from students, teachers, and staff.

The results of the study indicate that the financial perspective is in a balanced category, as reflected in the economic, efficiency, and effectiveness ratios, all of which reached 100%. The customer perspective shows a good level of satisfaction, although market share has declined in line with the decrease in new student admissions. The internal business process perspective demonstrates well-managed innovation and service operations, including alumni services. The learning and growth perspective indicates high levels of employee satisfaction and training, although productivity still needs improvement. Overall, based on the Key Performance Indicator (KPI) calculations, the school's performance is categorized as very healthy.

Keyword: *Performance Measurement, Balanced Scorecard, School Performance. Key Performance Indicators.*