Abstract

Objectives The individual performance evaluation in a company can be very significant to the company growth, it helps identified the employees performance and contribution to the company. One way to measure and to evaluate those performances is using Balanced Scorecard. It involves the four perspectives which are financial, customer, internal business process and learning and growth perspective. This thesis applies on the evaluation of individual performance measurement using Balanced Scorecard in PT Bank International Indonesia, especially BII Syariah. In addition, to clarify the method used, it shows example of the individual performance measurement using the Balanced Scorecard which compares the employee’s achievement with the target.

Method The author applied three methods to gather the information regarding the thesis topic. Those methods involve interview and observation as well as gathering data from the literature survey for instance books, internet, magazine and seminar booklet.

Result Based on the research applied, the process of delivering the performance objectives or targets in the BII Syariah is “top-down” approach, and the process of performance evaluation towards employee’s achievement is “bottom-up” approach. With this way, BII Syariah could identify the performance of each employee.

Conclusion PT Bank International Indonesia individual performance measurement has successfully aligned the strategy of company to the individual’s objective. Each employee has objectives to achieve that will help achieved the business unit objectives and eventually achieved company’s objectives.

Key words: Balanced Scorecard, strategy objectives, measurement, target, strategy map
PREFACE

As with any major project, it takes a time to make all the elements come together in an assignment. The author has completed this assignment as the prerequisite to graduate with Bachelor’s Degree in Accounting from Bina Nusantara (International Undergraduate Program). Therefore, the researcher made this thesis with the title:
Evaluation Individual Performance Measurement Using Balanced Scorecard Method in BII Syariah

First, I want to show my appreciation to my God Allah SWT, for He is the basis of my life and everything that I had accomplished came from Him. Without Allah, I can do nothing. Words cannot express my gratefulness to Allah. Thank you, Allah.

This assignment can never been done without the moral and financial support of my family, especially to my mom, my dad, and my brothers. Although they were not by my side during, their love, support, and pray goes beyond the borders of continents.

I want to extend my personal and sincere thanks to:

1. My family, especially mom and dad with great help (thank you mom!!! For your support) their patience, understanding, financial and moral support, and love. And also my brother for his support.

2. Pak Chairil and Pak Agus of BII Syariah for great guidance for the author to finish the thesis on time, and for the data you gave me, and the support. Thank
You Pak.!! Mr. Marko S. Hermawan, my supervisor, who had patiently guide me on the right way during this thesis and has given me important suggestions,

3. Mr. Dezie Warganegara and Lecturers of Bina Nusantara International (Ms. Ersa Tri Wahyuni, Mr. Dominique, Mr. Parulian and everyone else) who provided me with all the knowledge required in making this thesis done,

4. Accounting class 2007 batch, especially the boys for their friendship in these amazing four years, without them I’m just only an accounting student.

5. The entire Author friend’s for their support and help that makes me able to finish this thesis.

With pray and the support of so many people, the author is so graceful that he has been able to complete this assignment. The researcher realized this thesis is still far from perfect. Therefore, the author appreciates every critics and idea to make this thesis better and writer expects for this thesis to provide benefit to other parties who need it. Thank you.

Jakarta, 19 July

Author

Eraldi Fitranto
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