

ANALISI KINERJA ORGANISASI INTERNASIONAL NON PROFIT PADA
PROGRAM BEASISWA AUSTRALIA AWARDS INDONESIA DENGAN
MENGUNAKAN METODE BALANCED SCORECARD

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Performance measurement is one of the very important factors for an organization. In general, many organizations measure their performance by giving more emphasis on only financial aspect. Balanced Scorecard method provides comprehensive and balanced performance measurement from financial and non-financial aspects based on four perspectives namely financial, customer, internal business process, and learning and growth perspectives. Balanced Scorecard method can be applied not only to business organizations but also public organizations.

This research discusses about performance measurement of organization by using Balanced Scorecard as a method that can be applied in public sector organization such as Australia Awards Indonesia. Australia Awards Indonesia is a partnership between Australia and Indonesia in the field of education in the scholarship program. As the object of this research, Australia Awards Indonesia, has the main goal is not to seek profit, but rather the customer service. This study aims to determine how Australia Awards Indonesia performance when using Balanced Scorecard. Data were collected through interviews, the distribution of questionnaires to the awardees and Australia Awards Indonesia staff, as well as documentation of secondary data from the Australia Awards Indonesia. The conclusion of this research is that the performance measurement of Australia Awards Indonesia using the Balanced Scorecard method is included in the criteria good.

Keywords : Performance Measurement, Balanced Scorecard, Public Organization.