

The Implementation of Balanced Scorecard Method to Company X Performance Measurement in Accounting Department



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FACULTY OF BUSINESS

WIDYA MANDALA CATHOLIC UNIVERSITY SURABAYA

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METHOD TO COMPANY X PERFORMANCE MEASUREMENT
IN ACCOUNTING DEPARTMENT

INTERNSHIP REPORT

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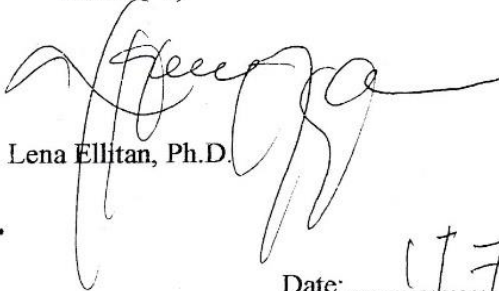
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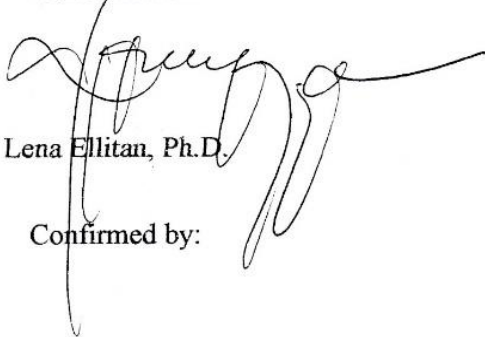
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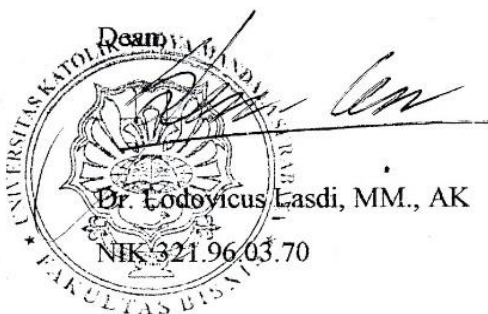
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Foreword

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Surabaya, May 2016

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Table of Content

COVER PAGE.....	i
INTERNSHIP REPORT.....	ii
AUTHENTICITY STATEMENT OF SCIENTIFIC PAPER AND PUBLICATION APPROVAL OF SCIENTIFIC PAPER	iii
APPROVAL PAGE.....	iv
RATIFICATION PAGE.....	v
FOREWORDS	vi
TABLE OF CONTENTS	ix
LIST OF TABLES	xiii
LIST OF PICTURES.....	xv
LIST OF APPENDIX.....	xvi
ABSTRACT	xvii
Chapter 1 INTRODUCTION	
1.1 Background.....	1
1.2 Research Question.....	7
1.3 Objectives of the Research.....	7
1.4 Significance of the Research.....	8
Chapter 2 LITERATURE REVIEW	
2.1 Brief History about Balanced Scorecard	10
2.2 Concept & Definition of Balanced Scorecard	11
2.2.1 Advantages & Disadvantage of Balanced Scorecard.....	14

2.2.2 Balanced Scorecard vs. Traditional Measurement Method.....	18
2.2 Balanced Scorecard Perspective.....	26
2.2.1 Financial Perspective.....	27
2.2.2 Customer Perspective.....	29
2.2.3 Internal Process Perspective.....	34
2.2.4 Learning & Growth Perspective.....	36
Chapter 3 RESEARCH METHOD	
3.1 Research Design.....	40
3.2 Research Process.....	40
3.3 Data Collection Method.....	43
3.4 Informant and Target Subject.....	46
3.5 Types of Data.....	47
3.6 Research Instrument	
3.6.1 Question for Accountant Senior Manager.....	48
3.6.2 Question for Human Resource Manager.....	49
3.6.3 Question for Fixed Asset Controller.....	50
3.7 Data Analysis Method.....	51
Chapter 4 Discussion and Analysis	
4.1 Data Tabulation	
4.1.1 Balanced Scorecard Description.....	52
4.1.2 Balanced Scorecard Advantage and Disadvantage	55

4.1.3 Four Perspective in Balanced Scorecard	58
4.2 Accounting Department Strategy Map	
4.2.1 Definition about Strategy Map	62
4.2.2 Cause and Effect Relationship	66
4.2.3 Strategic Objective Explanation	67
4.3 Financial Perspective Analysis	
4.3.1 Key Performance Indicator Monitoring	67
4.3.2 Key Performance Indicator Architecture Map	70
4.4 Internal Business Process Perspective Analysis	
4.4.1 Key Performance Indicator Monitoring	73
4.5 Customer Perspective Analysis	
4.5.1 Key Performance Indicator Monitoring	77
4.6 Learning & Growth Perspective	
4.6.1 Key Performance Indicator Monitoring	83
Chapter 5 Conclusion & Suggestion	
5.1 Conclusion	86
5.2 Implication	88
5.3 Suggestion	89
REFERENCES.....	

APPENDIX

Interview Question for Informant 1
Pernyataan Keaslian Interview

List of Tables

Table 2.1	Comparison of Traditional Management Reporting System vs. Management Balanced Scorecard	26
Table 3.1	Supporting Document.....	44
Table 4.1.1	About Balanced Scorecard	53
Table 4.1.2	Balanced Scorecard Advantage & Disadvantage	56
Table 4.1.3	Four Perspectives in Balanced Scorecard	60
Table 4.3.1	Key Performance and Strategic Objective in Financial Perspective	68
Table 4.3.2	Financial Perspective Key Performance Indicator Measurement	69
Table 4.3.3	Financial Perspective KPI Result (January - March)	70
Table 4.3.4	Under Value Optimized Accounting Budget.....	70
Table 4.3.5	Over Value Optimized Accounting Budget	71
Table 4.3.6	Under Value Total Expenses Controlling	71
Table 4.3.7	Over value Total Expenses Controlling	72

Table 4.4.1	Key Performance Indicator and Strategic Objective in Internal Business Process Perspective.....	74
Table 4.4.2	Internal Business Process Key Performance Indicator Measurement	74
Table 4.4.3	Internal Business Process KPI Result (January- March)	75
Table 4.5.1	Key Performance Indicator and Strategic Objective in Customer Perspective	78
Table 4.5.2	Customer Perspective Key Performance Indicator Measurement	78
Table 4.5.3	Customer Perspective KPI Result (January-March)	80
Table 4.6.1	Key Performance Indicator and Strategic Objective in Learning & Growth Perspective	84
Table 4.6.2	Learning & Growth Key Performance Indicator Measurement	84
Table 4.6.2	Learning & Growth KPI Result (January-March)	85

List of Picture

Figure 3.1	Research Process	42
Figure 4.1	Company X Strategy Map	64-65
Graph 4.1	Financial Perspectives Key Performance Indicator Result (January-March).....	72
Graph 4.2	Internal Business Process Perspectives Key Performance Indicator Performance (January- March).....	76
Graph 4.3	Key Performance Indicator C-11 Performances (January-March).....	81
Graph 4.4	Key Performance Indicator C-12 & C-13 Performance (January-March).....	82
Graph 4.5	Key Performance Indicator C-21 Performances (January-March).....	83
Strategy Map 4.1	Company X Strategy Map for Balanced Scorecard	64

List of Appendix

Appendix 1 Interview Question for Informant 1

Appendix 1 Interview Question for Informant 2

Appendix 1 Interview Question for Informant 3

The Implementation of Balanced Scorecard Method to Employee Performance Measurement

ABSTRACT

Basilius Rumualdus

Advances in technology have dramatically altered the company's management system. Companies have to make a good measurement system than the traditional method. The best measurement for company's management system is Balance Scorecard. Balance Scorecard has four methods as a means of measurement, financial, customer, internal business, and learning and growth.

Object of this research is the Accounting Department in Company X. This research used Interview and literature as main data. Research results by using the concept of balanced scorecard suggests that financial performance is considered as good since it just started in 2016. Accounting Department objective is the customer satisfaction, customer satisfaction performance, showing a good result for the key performance indicator. As for internal business process performance show an average results in the Operation efficiency. Employee satisfaction performance doesn't have an accurate data so we just assume from January until March the result is in the average. Overall performance of can be considered good. Good management of store,

gather and produce a data or information is the reason WIKa able to improve its performance to match company vision and mission.

Keywords : Balanced Scorecard , Financial Perspective, Customer Perspective, Internal Business Process Perspective, Learning & Growth.