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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THE IMPLEMENTATION OF BALANCED SCORECARD METHOD TO COMPANY X PERFORMANCE MEASUREMENT IN ACCOUNTING DEPARTMENT

INTERNERSHIP REPORT
Addressed to
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WIDYA MANDALA CATHOLIC UNIVERSITY SURABAYA
To fulfill the requirements for the economy bachelor degree International Business Management Program

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INTERNSHIP REPORT

THE IMPLEMENTATION OF BALANCED SCORECARD
METHOD TO COMPANY X PERFORMANCE MEASUREMENT
IN ACCOUNTING DEPARTMENT

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Foreword

Praise to the God for all the graces and His grace so that I can finish preparation of the thesis entitled "The Implementation of Balanced Scorecard Method to Company X Performance Measurement in Accounting Department" where the purpose of this paper is to fulfill one the conditions for obtaining a degree in economics at Widya Mandala Catholic University in Surabaya. During the lecture, and the process of resolving this thesis, the author realized he had a lot of help and encouragement from various parties, so on this occasion the author would like to express our gratitude and appreciation as much as possible to:

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Surabaya, May 2016

Author
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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.