

INTISARI

Penelitian ini bertujuan untuk mengetahui kinerja Badan usaha Milik Negara pada PT. Taspen Kantor Cabang Yogyakarta dengan menggunakan pendekatan *Balanced Scorecard*. pengukuran kinerja berdasarkan empat perspektif yaitu perspektif keuangan, perspektif pelanggan, perspektif proses bisnis internal dan perspektif pertumbuhan dan pembelajaran. Objek penelitian kepada seluruh karyawan PT. Taspen dan beberapa peserta PT. Taspen. Hasil penelitian dengan menggunakan pendekatan *Balanced Scorecard* adalah bahwa perspektif keuangan, perspektif proses bisnis internal dan perspektif pertumbuhan dan pembelajaran berpengaruh positif terhadap pengukuran kinerja, sedangkan perspektif pelanggan berpengaruh negatif terhadap pengukuran kinerja.

Kata kunci : *Balanced Scorecard*, BUMN, Pengukuran Kinerja

ABSTRACT

This study aims to determine the performance of State-Owned Enterprises at PT. Taspen Yogyakarta Branch Office using the Balanced Scorecard approach. Performance measurement is based on four perspectives namely financial perspective, customer perspective, internal business process perspective and growth and learning perspective. The object of research to all employees of PT. Taspen and a number of PT. Taspen. The results of the study using the Balanced Scorecard approach are that financial perspectives, internal business process perspectives and growth and learning perspectives have a positive effect on performance measurement, while the customer's perspective negatively influences performance measurement.

Keywords: Balanced Scorecard, BUMN, Performance Measurement