

## Balance scorecard sebagai alat evaluasi kinerja pada proyek CPO Longkali Kaltim

Muhamad Pryambodho, author

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### Abstrak

<i>It is important to be competitive to survive in the era of globalization. The competitive company is indicated by skilled and capable human resources to produce an efficient product together with customer satisfaction. Take an employee as a shareholder, will led them to work smart and seriously and the company gives an appropriate reward regarding to employee performance. Therefore it is also important to formulate a reward system. Thus the company and employee get fair profit.

Objective of this study is to know employees performance relationship among engineering, procurement, and construction groups in the finalization of Longkali CPO Project in Fast Kalimantan. Balance Scorecard is used as evaluation tools. Thus we are getting reward value for each employee according to perspective of finance, customer, business process, and learning and growth in the project. The other objective is to study employee performance evaluated by "Balance Scorecard" and reward relationship.

The highest value is variable 1 (50%). In Engineering, variable 1 is number of drawing with error indicator requisition less than 5%. In procurement, variable 1 is material procurement with error indicator requisition less than 5%. In construction, variable 1 is method of work with error implementation less than 5%. Variable 1 has influence to employee's performance in engineering, procurement, and construction groups to finish a project. Variable 1 is the main parameter that must be concerned. The lowest value is variable 5 (30%), In Engineering, Procurement, and Construction, variable 5 is a speed of services. Time is an indicator to response customer is a parameter which has less attention to be follow up.

The comparative analysis (3 samples) used Kruskal-Wallis hypothesis. The conclusion that there is no significant differences in determining amount of perspectives among Engineering, Procurement, and Construction. The Associative analysis used Spearmann-Rank Correlation Hypothesis. The conclusion is that all of the perspective variable has significant relationship each other. The smallest and the biggest of Relationship factor are 0.458 and 0.9 in respectively. The speed of customer service is a factor that have to be concerned. Therefore it is necessary to have a better coordination in and among Engineering, Procurement, and Construction groups.</i>