

TABLE OF CONTENT

DEDICATION PAGE	iii
PLAGIARISM FREE STATEMENT	iv
ACKNOWLEDGEMENT	v
LIST OF APPENDIX.....	xi
CHAPTER 1 INTRODUCTION	1
A. Research Background.....	1
B. Research Questions	3
C. Authenticity of Research	4
D. Research Benefits	6
E. Research Objectives	6
CHAPTER 2 RELATED LITERATURE AND STUDIES	7
1. Related Literature.....	7
1. PT. Swayasa Prakarsa Profile Company	7
2. Organizational Perfomance.....	11
3. Perfomance Measurement.....	12
4. Introduction to EFQM Model	14
2. Theoretical basic	24

3. Conceptual Framework	27
D. Operational Variable	28
E. Empirical Statement	30
CHAPTER 3 RESEARCH METHODOLOGY	31
A. Research Design	31
B. Population, Sample and Sampling technique	32
C. Data Collection Method.....	33
D. Research Instrument.....	33
E. Data Analysis Methods	43
F. Research Procedure	45
CHAPTER 4 RESULT AND DISCUSSION.....	47
A. Result	47
CHAPTER 5 CONCLUSION AND RECOMMENDATION	74
A. Conclusion	74
B. Recommendation.....	75
BIBLIOGRAPHY	76
APPENDIX	79



LIST OF FIGURES

Figure 1. PT. Swayasa Prakarsa's Organizational Chart.....	9
Figure 2. EFQM 2020 Model (EFQM Team, 2021)	15
Figure 3. Conceptual Framework	27
Figure 4. Total participants	32
Figure 5. Formula to calculate of each criterion	43
Figure 6. EFQM 2020 Stucture Moodel, (EFQM Team, 2021).....	44
Figure 7. Procedure of Research	46
Figure 8. Scoring Summary	68

LIST OF TABLES

Table 1. Authenticity of Research	4
Table 2. Performance Measurement Approaches.....	22
Table 3. Operational variable	28
Table 4. Research Instrument (English Version).....	34
Table 5. Research Instrument (Indonesia Version)	37
Table 6. Interview Questions	42
Table 7. Respondent's Demographic	47
Table 8. Likert Scale Distribution of Purpose, Vision, & Stratgey	52
Table 9. Scoring Result for Direction Criteria	52
Table 10. Likert Scale Data Distribution of Organizational Culture & Leadership....	54
Table 11. Scoring Result for Execution Criteria	56
Table 12. Likert Scale Data Distribution of Engaging Stakeholders	57
Table 13. Likert Scale Data Distribution of Creating Sustainable Value	59
Table 14. Likert Scale Data Distribution of Driving Performance & Transformation	61
Table 15. Scoring Result for Result Criteria	63
Table 16. Likert Scale Data Distributuion of Stakeholder Perception	64
Table 17. Likert Scale Data Distribution of Strategic & Operational Performance ...	66
Table 18. Interview result.....	72

LIST OF APPENDIX

Appendix 1. Ethical Clearence Letter	79
Appendix 2. Informed Consent.....	80
Appendix 3. Respondents Characteristics.....	83
Appendix 4. EFQM 2020 Questionnaire (Indonesian Version)	85
Appendix 5. EFQM 2020 Questionnaire (English Version)	90
Appendix 6. Interview Questions (Indonesian Version)	95
Appendix 7. Interviewed Questions (English Version).....	97
Appendix 8. Respondents Responses	99
Appendix 9. Result Analysis.....	100
Appendix 10. Thesis Summary (English Version).....	101
Appendix 11. Thesis Summary (Indonesia Version).....	102
Appendix 12. Publication Manuscript	103