

**IMPLEMENTATION OF VALUE DISCIPLINES
TO FULFILL EXPECTATION OF STAKEHOLDERS OF
BADAN PEMERIKSA KEUANGAN REPUBLIK INDONESIA (BPK RI)**

**PENERAPAN STRATEGI *VALUE DISCIPLINES*
UNTUK MEMENUHI HARAPAN *STAKEHOLDERS*
BADAN PEMERIKSA KEUANGAN REPUBLIK INDONESIA (BPK RI)**

ABSTRACT

As a government institution in public sector, BPK RI is facing problem with high complexity. Implementation of value disciplines in BPK RI can accommodate the expectation of stakeholders and give solutions for many problems as impact of unfulfill expectations of stakeholders.

The data sources of this qualitative thesis are information by interview, journal and other publicatios, and observation in head office of BPK RI. Another supported data is from writer relevant experience. Analysis tool of this thesis is value chain model of Michael Porter.

The result of this research indicates that implementation of value disciplines elements -- operational excellence and customer intimacy -- helps value chain of BPK RI internal business process to deliver big value for stakeholders of BPK RI. These elements, both, are interrelated. The result operational excellence are effectiveness and efficiency in many activities to attain the goals of BPK RI, whereas customer intimacy creates trusty and loyalty of stakeholders. Effectiveness and efficiency of service business process must be supported by employee loyalty and public trusty. These will create customer service excellence.

Keywords: *value disciplines, operational excellence, customer intimacy, sektor publik, value chain, rantai nilai, BPK RI*