

INTISARI

Balai POM di Jambi dituntut bertindak profesional dan terus meningkatkan kinerja dari organisasinya dalam memberikan pelayanan kepada masyarakat. *Balanced Scorecard* diperlukan untuk mengevaluasi kinerja secara komprehensif. Penelitian ini bertujuan untuk mengevaluasi kinerja Balai POM di Jambi ditinjau melalui 4 perspektif *Balanced Scorecard* yaitu perspektif pembelajaran dan pertumbuhan, perspektif proses bisnis internal, perspektif keuangan, perspektif pelanggan, dan mengetahui faktor pendukung dan penghambat pencapaian kinerja Balai POM di Jambi.

Penelitian dilakukan dengan metode deskriptif menggunakan data kualitatif dan kuantitatif, yang diperoleh dari data sekunder yang ada pada Balai POM di Jambi tahun 2015 dan 2016, kuesioner dan wawancara. Analisis yang digunakan adalah analisis deskriptif secara kualitatif dan kuantitatif dengan membandingkan target dan realisasi kinerja masing-masing indikator pada 4 perspektif *Balanced Scorecard* kemudian disesuaikan dengan standar, selanjutnya melakukan wawancara untuk mengetahui faktor pendukung dan penghambat pencapaian kinerja.

Hasil penelitian menggunakan *Balanced Scorecard* diperoleh kinerja perspektif pembelajaran dan pertumbuhan: untuk *human capital* menunjukkan hasil baik, *organizational capital* menunjukkan hasil sedang, *informational capital* menunjukkan hasil sedang, dimana dibutuhkan peningkatan peran pimpinan pada perspektif ini. Kinerja perspektif proses bisnis internal menunjukkan hasil baik. Kinerja perspektif keuangan menunjukkan hasil baik dan kegiatan terlaksana efisien, terjadi tingkat pertumbuhan PNBPN sebesar 25,23%. Kinerja perspektif pelanggan menunjukkan hasil tingginya tingkat kepuasan pelanggan Balai POM di Jambi, terjadi pertumbuhan jumlah pelanggan Balai POM di Jambi sebesar 13,03%. Faktor pendukung dalam pencapaian kinerja Balai POM di Jambi yaitu anggaran dana, kompetensi pegawai, *organizational capital*, penerapan QMS, penggunaan sistem informasi manajemen, perencanaan dan evaluasi, peraturan, *reward* dan *punishment*, koordinasi dengan *stakeholder*, penerapan ISO 17025, sosialisasi dan KIE kepada pelaku usaha dan masyarakat, pengawasan dan investigasi sarana, kepuasan pelanggan, sedangkan faktor penghambat yaitu keterbatasan jumlah SDM dan sarana prasarana terutama alat laboratorium. Sehingga secara umum kinerja Balai POM di Jambi cukup baik, dengan beberapa saran dan perbaikan yang perlu dilakukan.

Kata Kunci: Evaluasi Kinerja, *Balanced Scorecard*, Balai POM, Jambi

ABSTRACT

Balai POM of Jambi is obliged to act professional and keep improving the organization's performance in order to serve the society. Balanced scorecard was required to comprehensively evaluate its performance. The purpose of this research was to evaluate performance state of Balai POM Jambi which was viewed from 4 perspectives: learning and growth perspective, internal business perspective, financial perspective, customer perspective, while also determining facilitating and obstructing factors to achieve the best performance in Balai POM of Jambi.

The research was conducted in descriptive method with qualitative and quantitative data gathered from secondary data provided by Balai POM Jambi in 2015 to 2016. Data was gathered using questionnaire and interview. Qualitative and quantitative descriptive analysis was performed by comparing target performance with real achieved performance for each indicators in four perspectives of Balanced Scorecard which then referring to the standard. Interviews was conducted to determine facilitating and obstructing factors in achieving the best performance.

The result of this study using balanced scorecard obtained in performance learning and growth perspective for human capital result is good, organizational capital results is moderate, informational capital results is moderate, where need an increased role of leaders in this perspective. Performance internal business process perspective overall results is good. Performance financial perspective result is good, activities efficiently conducted, and increase PNBPN is 25.23%. Performance costumer perspective result is good and increase number of costumer 13.03%. Facilitating factors to achieve the best performance of Balai POM Jambi were budget plan, competency staff, organizational capital, implementation management information system, implementation QMS, guidance, reward and punishment, planning and evaluation, supervision and investigation, coordination with stakeholders, implementation ISO 17025, socialization and KIE for produsen and community, costumer satisfaction. Obstructing factors were limitation in human resources and laboratory equipment availability. In general term, performance of Balai POM Jambi was in good category, with a few suggestion and future improvements needs to be done.

Keywords : Performance evaluation, Balanced Scorecard, Balai POM, Jambi