

TABLE OF CONTENTS

THESIS ENDORSEMENT	ii
DECLARATION OF ACADEMIC INTEGRITY	iii
PREFACE	iv
ACKNOWLEDGMENT	v
TABLE OF CONTENTS	vi
LIST OF FIGURE	viii
LIST OF TABLE	ix
ABSTRACT	x
INTISARI	xi
CHAPTER 1 INTRODUCTION	1
1.1 Background	1
1.2 Problem Definition	2
1.3 Research Aim and Objectives	2
1.4 Limitation	3
1.5 Research Benefits	3
1.6 Research Originality	4
CHAPTER 2 LITERATURE REVIEW	6
2.1 Balanced Scorecard	6
2.1.1 Definition	6
2.1.2 Developing balanced scorecard	7
2.1.3 Implementation of balanced scorecard	11
2.2 Business Oriented Road Management	12
2.2.1 Principles of business oriented of road management	12
2.2.2 Performance Measurement	20
2.2.3 Performance Indicator	20
2.2.4 Key Performance Indicator	23
CHAPTER 3 THEORETICAL FRAMEWORK	24
3.1 The Perspectives of Balanced Scorecard	24
3.1.1 Financial perspectives	25
3.1.2 Customer Perspective	25
3.1.3 Internal Business Process Perspective	26
3.1.4 Learning and Growth Perspective	27
3.2 Developing Balanced Scorecard	28
CHAPTER 4 RESEARCH METHODOLOGY	31
4.1 Overview	31
4.2 Modelling Framework	32
4.3 Data Sources	33
CHAPTER 5 RESULT AND DISCUSSION	34
5.1 Introduction	34
5.2 General Modelling of Road Administration	35
5.3 Modelling Road Administration in Indonesia	45
5.3.1 The Result of using balanced scorecard software	59

5.4 Comparison of Balanced Scorecard with Other Methods.....	61
5.4.1 Balanced scorecard method compare with economic model	62
5.4.2 Balanced scorecard method compare with engineering model	66
CHAPTER 6 CONCLUSION	70
REFERENCES.....	71
APPENDIX	73