

ABSTRACT

In Pekalongan Branch Employment BPJS there are a number of problems, there are a few companies that has come out of the membership, the occurrence of a delinquent participant contribution to Employment BPJS branch of Pekalongan, for three tahn consecutively starting from the year 2013 to 2015 BPJS employment tarhet in mecapai never invites the public into participants BJS employment branch of Pekalongan, there are performance has not been fully implemented.

This study aims to determine how the effect of Balanced Scorecard on the performance in BPJS Employment Branch Pekalongan.

Based on the objectives, this research is descriptive research is causal and included in quantitative research. This research was conducted in BPJS Employment Branch of Pekalongan, with sampling using slovin formula of BPJS participant of Bekasi Pekalongan employment amounted to 100. Data used is primary data in the form of questionnaire. Data were analyzed using descriptive statistic analysis, validity and reliability test, classical assumption test, multiple linear analysis, and hypothesis testing using SPSS 23 software.

The results showed that the Balanced Scorecard in Pekalongan Branch Employment BPJS simultaneously has an impact on Employee Performance. Based on hypothesis testing, partial results showed that the financial perspective, the customer perspective, the perspective of the internal business perspective as well as the operas of learning and growth effect partially on performance of employees.

Research time is in line with the framework and hypotheses of the research that has been developed by researchers.

Keywords: Balanced Scorecard, Employee Performance