ABSTRACT

THE EFFECTS OF BALANCED SCORECARD INFLUENCE THE GOVERNMENTS OF SOUTHERN DISTRICT ADMINISTRATIONS PERFORMANCE

By

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This research aims to understand and explain the performance of local government measured by a method of balanced scorecard will be able to improve the quality of being sustainable for the local government districts lampung south.

This study using a sample as many as 98 people sampelnya respondent who made up of the element of the leaders of all units with the details of the 18 , 12 agency , 3 the office , the kecamatan 17 and 3 the secretariat with a total 53 units skpd local district in lampung south as an object of research .Data collection method was done using survey , that is spreading the questionnaire to all the population of a number of 159 one and only 98 back in the state of complete .While the analysis used to know the relationship variables free (X_1) financial perspective, (X_2) perspective customers, (X_3) internal business perspective, (X_4) perspective of learning and growth on variables bound (Y) is the performance of the government is multiple regression analysis.

The result of this research shows that by using the level of significance of 0.05 as a two-sided test then 2.5% and n = 98 obtained a table t = 1,9858. Whereas the financial perspective for count t 1,990 with beta coefficient of 0,193, t count to perspective customers 2,569 with beta coefficient of 0,349, t calculate the internal business perspective to 2,041 with beta coefficient of 0,247, and t count for the learning and growth perspective 1,996 with beta coefficient of 0,205 (t-count > t-table) then based on this t-test concluded that (X_1) the financial perspective, (X_2) the perspective of the customer, (X_3) of the Internal Business Perspective, (X_4) Learning and growth Perspective positive and significant effect of (Y), namely the performance of South Lampung Regency Government.

Keywords: Financial Perspective, Perspective Customers, Internal Business Perspective, Perspective of Learning and Growth, Performance of the Government.