ABSTRACT

The Performance Analyses in Pongkor Gold Mine Business Unit as PT. Antam Tbk. member’s in 2003 by Using Balanced Scorecard Approach

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The purpose of this study was analyzed of Pongkor Gold Mine Business Unit performance activity in 2003 by using Balanced Scorecard (BSC) approach, as advisory both Pongkor Management itself and PT. Antam as a corporate in took decision, especially in monitoring, control, and improvement etc. to reach of Antam’s Vision, mission, and targets.

The whole data was collected from SBU Pongkor and Antam. The result analyzed base on Balanced Scorecard (BSC) approach which covered Learning and Growth, Internal Process, Customer and Financial Perspective were:

In Learning and Growth perspective, employee’s satisfaction was reach 75.02% and less than target 90%, the decrease of employee’s satisfaction due to some on measurement parameters were decrease like: take home paid(salary) 58.20%, pension income 52.28%, skill and competences of boss 69.29%, employee’s discipline 54.36%, training program 74.46 %, company security 22.09%, and employee’s awareness in company owns 56.85%, some parameter indicator like buses service, and health service were very satisfaction. Community satisfaction in around of Pongkor Company (Kecamatan Nanggung) has indicated 64.88% from 65% target, due to 2(two) sub village (desa), desa Cisarua and Sukahuyu which location and topography were far from Pongkor office’s and just only reached 41.67% and 41.42 %.

In Internal Business Process, the productivities both tonnes ore/day, ton/man-day, and development realization (meter/day) were only below on the target, due to hard control in mining, mobilized location, grade control, other while in ISO 9000 and ISO 14000 standard and waste water quality can reach more than the target.

In Customer Perspective, Gold and Silver Refinery (Logam Mulia) was very satisfaction with Pongkor Service. Supplier as partner of Pongkor activities were very satisfaction too with Pongkor service.

In Financial Perspective, the principally the financial perspective were more better than previous activity (2002), excluded for product turn over has bigger than last year.

Some corrective action have to be done to corrected the realization which correction to which were not reached the target, and some improvement other program like management performance (Appraisal management, SMUK), GCG have to linkage with BSC program, included the cost budget.