ABSTRACT

The Balanced Scorecard Design Of Agriculture Agency Service Of Paniai Regency
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The purposes of this research are (a) explaining strategic components of agency into
strategic targets of four balanced scorecard perspectives by qualitative analysis, (b) deciding
work standards and targets of agency’s targets, (c) estimating work standards, according to the
agency stakeholder interest levels and sharing the responsibilities and also work standards
implementation to the each of units in agriculture agency based on their functions. This
research involved management component and stakeholder agency such as farmers, custom
institutions, religion leaders, regency government, the Regional of House of Representatives,
and agriculture agency service’s employees. This research had been conducted in the
Agriculture Agency Service of Paniai Regency, Province of Papua, on April until June 2006.
this research used descriptive method by using case study approached. The data had been
obtained including primer and secondary data. Primer data are obtained by focused group
discussion (FGD) and directive interview by using questioner. Secondary data are obtained by
literature study. Qualitative analyses conducted to explain the vision and mission into the aims
and strategies of agency service, including redefinition of agency service’s vision. Quantitative
analyses had been done in measuring the four perspectives and also Key Performance
Indicator by paired comparison method.

The four BSC perspectives measurement showed that agriculture agency service
stakeholder tended to stress on customer perspectives than financial, internal process, growing
and learning perspectives. The measurement results of 10 (ten) KPI that concluded by FGD
based on the interests are: a) total of regional income from agriculture sector (14.02%), b) non
wage operational cost efficiency (13.24%), c) total of trained employees (11.61%), d)
agriculture productivity, e) information system implementation levels (10.06%), f) the farmer
loyalty (9.53%), g) time and quality responded to the agency service stakeholder needed, h)
cycle effectiveness (7.53%), i) total of new and renewal services (7.20%), j) stakeholder
response (7.13%).