SUMMARY

DIANA RISTU FAJARYATUN. Analysis of Universities Performance Management Syestem Based On The Baldridge Excellence Framework (BEF). Supervised by ARIF IMAM SUROSO and GENDUT SUPRAYITNO.

Globalization makes the competition intensifies, so does the world of education. In the Education Development Plan 2005-2025 Long Term year, the competition has become the goal of the plan. Based on Key Performance Indicators Directorate General of Higher Education, a decline in performance of Indonesian universities rank in the world from year to year. In terms of accreditation largely accredited college C. It shows symptoms of a problem concerning the performance management system. The research aims to analyze the performance management system of Universities based on the Baldridge Excellence Framework (BEF), and to analyze the comparison between the performance based BEF with the National Accreditation Board of Higher Education (BAN-PT). This type of research is descriptive qualitative. Data were collected from documentation and questionnaires. The variables examined in this study include: (1) Leadership, (2) Strategy, (3) Customers, (4) Measurement, Analysis and Knowledge Management, (5) Labour, (6) Operations, and (7) Results. The variables were analyzed descriptively using mean to determine the condition of the mean of each variabel. These questionnaires were given to resource persons based on their expertise level. The resource persons are leaders from working units dealing with the quality of university performance which are Quality Assurance Office, Internal Audit Office, Research and Community Service, Directorate of Academic Development and the Academic Senate at 4 Legal Entity State Universities. These 4 universities are Bogor Agricultural University, Bandung Institute of Technology, Gadjah Mada University and the University of Indonesia as the pioneers of state owned legal entity university which is now called PTNBH.

The results showed that the four universities had high quality performance. It can be seen from the average values obtained from each category, subcategory and dimension that have high average values, most of which are at the level of always. It shows where colleges have the preparation to implement a performance measurement using the BEF. This can also be one of evidences that Indonesian universities have a potency to compete with other universities in Asia level or even in the world level. Another result is the comparison of performance measurement based BEF with BAN-PT have similarities and differences. Most have in common. The difference shows that measurement of performance BAN-PT require additional parameter ratings. The use of performance measurement tools can be added to make it more comprehensive.

Keywords: baldridge excellence framework, higher education, performance management system