

ABSTRACT

An analysis of balance scorecard to evaluate the employee's performance in an Islamic perspective

The study aimed to explain the statement of sidogiri BMT UGT if measured by balance scorecard method employee's performance in the Islamic economic perspective

This study used qualitative method with descriptive approach in wish the types of research is observation, it mean this research is done in the field or in the community, so the data have been taken or gotten from the field or community

The result of this study showed that the performance assessment using balance scorecard method can be seen from some segment or perspective, that are (a) financial perspective which consist on asset (ROA), return on equity (ROE); (b) customer perspective which consist customer retention and customer satisfaction; (c) internal business process perspective which consist operation process; (d) learning and growth perspective which consist employee satisfaction index, therefore, based on the work motivation which is experienced by employee's affect to the performance, the higher the job satisfaction which is experienced by the employee's, then the employee's performance will increase the employee's performance. Islamic perspective in the employee's should always be able to maintain the vision of the spiritual business friendship to customer and maintain the customer trust, and have strategy to support employee's career in cooperation of sidogiri BMT UGT, such as have strong motivation, good education and high work discipline.

Keyword: balance scorecard, the employee's performance, Islamic perspective.