

ABSTRAK

Polinggapo, Seviawati. 2015. Thesis. Title : "Management organization Performance Measurement of Zakat, Infak and Alms (Sedekah) (ZIS) with Using *Balanced Scorecard* Method (A Case Study in Foundation of Dana Sosial Al-Falah Malang)"

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Keywords : Organization of ZIS management, Performance, *Balanced Scorecard*.

In order to achieve excellent service, ZIS management organization are faced with the strategy determination. Determination of the strategy will serve as the basis and framework for realizing the work targets set by management. Therefore we need a tool to measure the performance so that it can be seen the extent on which the strategy and specific targets can be achieved. Under these conditions, the purpose of this study was to determine the gains of the Foundation organization Dana sosial Al-Falah Malang with *Balanced Scorecard* method.

This study used descriptive qualitative approach. Data was collected by observation, interviews, questionnaires and documentation. Analysis of the data was used by measuring each consisting perspective from a financial perspective, internal business, customers as well as growth and learning.

The results showed that Malang YDSF performance overall has been very good, it was showed by the resulting *scorecard* value of 94%. Financial perspective by assessing excellent results because the institution was able to meet the realization target. Customers perspective indicated that the performance was good enough because of the services provided, employees patience and the ease of funds channeling that mandated through a variety of innovative programs and services to *mustahik* through religious activities. Internal business process perspective showed excellent results in the innovation process carried out by the organization, only in the process of operation showed poor results. Learning and growth perspective showed excellent results because of good relations between employees and employers or colleagues.