

ABSTRAK

Ayu Lestari Choirin Nazia, 2014, SKRIPSI. Title: "Measuring Cooperative Performance Using Balanced Scorecard Method (Case Study In PKPRI County / City of Mojokerto)"

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Keyword : Performance, Balanced Scorecard, Cooperative

During this time the performance measurement usually only focus on the financial side. However, can not be ascertained ensure the conditions and actual financial position. A performance appraisal method which uses financial and non-financial aspects is balanced scorecard measurement method. Under these conditions, the purpose of this study is to determine how the balanced scorecard measurement can be applied in measuring the performance of cooperatives especially PKPRI County / City of Mojokerto.

This study used a mixed methods, that is quantitative and qualitative analysis method. The primary data in this study are the results of satisfaction questionnaire members in savings services, credit services and membership. While the secondary data in this study using the financial statements as well as data members, employees and board

The results of this study indicate that the measurement of the performance from the financial perspective with a liquidity ratio gives excellent results because amount of current liabilities smaller than current assets and current receivables active members that obtained from savings and credit transactions. In profitability ratios give less good results due to lower earnings and total assets caused by increased of cooperative costs, loans and repayment receivables. These results also indicate that this business does not give a refund because of the spent company costs and declining all the items that exist in equity. On solvability ratios give good results because of the large funding from lenders and increased receivables from self-employed credit units. From a customer perspective it can be concluded that the performance has been good because of the friendly service and the benefits obtained from the members. In internal business process perspective showed excellent results because a good time utilization in the savings and loan processing. In the learning and growth perspective shows excellent results because of good relations between employees and managers and supervisors cooperative