

# **AUDIT DAN PENYEMPURNAAN SISTEM MANAJEMEN KINERJA**

## **Studi Kasus pada Sebuah Lembaga Pendidikan Musik di Indonesia**

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*X music school is an educational institution. X music school first established in Bandung, 1988, with just two administrative staffs, then now grown to 93 branches throughout Indonesia with its headquarters in Tangerang, with a total of 22,000 students enrolled, 35 owners of the partnership, 1,985 instructors, 186 Customer Service Officers (CSO), and 30 Branch Managers (BM).*

*Along with the development branches of X music school, also develops industry music education institutions in Indonesia, new competitors emerge while existing competitors increasingly expanded by adding branches and improve quality. To be able to survive and win the competition, X music school should improve the quality of the company with one way is to enhance the performance management system that already exists. Moreover, for two consecutive years, X music school has been awarded Franchise Magazine as "Top of Mind" in the category of music school.*

*From the results of the audit of performance management practices currently in X music school through interviews, surveys employee perceptions, and studio documents, found 13 gaps. While the results of the analysis concluded that organizational typology of X music school has a prospector typology which means more oriented performance management to the results as well as the cross-sectional comparative assessment, which compares the achievement of employees with other employees who have the same position. In this thesis has been carried out four improvement in the performance management system in X music school, which include: the formulation of the proposed meeting and training for owners and their branches branch management team, made templates individual work plan, drawn up a detailed guide measures the achievement of individual work plans, and manufacturing Standard Operating Procedure (SOP) process performance management in all branches of X music school.*

*Keywords : performance management, performance measurement, music school, music education, human resources management*

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