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Lingkungan Bisnis Global, Pergeseran Paradigma Manajemen, dan Balanced Scorecard M. Sihab Ridwan Fakultas Ekonomi. Untag Surabaya

Abstract

The age of economics globalization, information technology, strategic quality management, and management revolution have influenced significantly to the global business environment. Required company management to build new paradigm. Based on the new paradigm, new management principles and system of new performance measurement has to be built Balanced Scorecard as a new performance measurement system measures organization performance from four perspectives. They are financial, customer, internal business process, and as last learning and growth. Balanced Scorecard is more than just a tactical and operational measurement system. It is a strategic management system.

Key words: Global business enviroment, traditional management, shifting paradigm. principles of management, Balanced Scorecard. performance measurement, strategic management system.