Abstract

**Objectives** The individual performance evaluation in a company can be very significant to the company growth, it helps identified the employees performance and contribution to the company. One way to measure and to evaluate those performances is using Balanced Scorecard. It involves the four perspectives which are financial, customer, internal business process and learning and growth perspective. This thesis applies on the evaluation of individual performance measurement using Balanced Scorecard in PT Bank International Indonesia, especially BII Syariah. In addition, to clarify the method used, it shows example of the individual performance measurement using the Balanced Scorecard which compares the employee’s achievement with the target.

**Method** The author applied three methods to gather the information regarding the thesis topic. Those methods involve interview and observation as well as gathering data from the literature survey for instance books, internet, magazine and seminar booklet.

**Result** Based on the research applied, the process of delivering the performance objectives or targets in the BII Syariah is “top-down” approach, and the process of performance evaluation towards employee’s achievement is “bottom-up” approach. With this way, BII Syariah could identify the performance of each employee.

**Conclusion** PT Bank International Indonesia individual performance measurement has successfully aligned the strategy of company to the individual’s objective. Each employee has objectives to achieve that will help achieved the business unit objectives and eventually achieved company’s objectives.

Key words: Balanced Scorecard, strategy objectives, measurement, target, strategy map