Title

The e-balanced scorecard (e-BSC) for measuring academic staff performance excellence / May Leen Yu ...

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Abstract

This research paper is a pilot study that investigated the suitability of adopting an automated balanced scorecard for managing and measuring the performance excellence of academic staffs in the higher education setting. A comprehensive study of related literature with requirements elicited from the target population in a selected premier university in Malaysia through document analysis, interviews and survey questionnaires provided the foundation for the system development. By adopting the balanced scorecard, the proposed system provided a means for top down alignment of organisational objectives while creating a medium of communication between the lecturers and management. Though the method suggested in this study primarily focuses on the academic staff, it addresses the lack of a representative form of performance measurement for lecturers that accommodates the complexities of the profession while providing the potential adoption of an unconventional method to encourage excellence and development amongst all levels of employees in the industry. (HRK / Abstract übernommen) Yu, May Leen, E-Mail: mayleen08@gmail.com