

A Study on Application of Balanced Scorecard in Management Faculties in Sri Lankan Universities for Performance Evaluation - Based On the Internal Business Process Perspective (IBPP) and Mission Perspective (MP)

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ABSTRACT. Performance evaluation of Management Faculties in Sri Lankan Universities is an important aspect of Higher Education system. This paper presents analytical study about how to use the Balanced Scorecard as a tool, which is applied to Management Faculties in Sri Lankan Universities performance evaluation, and points out that it overcomes the defects in the traditional single application of financial indicators which measures performance, and it raises the value of performance management appraisal based on the introduction of internal business process and mission perspectives. Robert Kaplan and David Norton (1992) present the Balanced Scorecard (BSC) is widely used the method to improve on an organizations performance. This study introduces the concept of the Balanced Scorecard as the frame work for the evaluation of Management Faculties in Sri Lankan Universities, and utilises three dimensions under each perspectives to design a questionnaire. The primary purpose of this study is to evaluate relationship between internal business process perspectives and mission perspectives. It shows that the measurement index developed, could measure the fact that the Management Faculties have effects in three dimensions under each perspective after the execution of performance evaluation- namely, quality of teaching, learning process and other facilities, mission and objectives achievement and how these perspectives influence each other.

Key Words: Balanced Scorecard (BSC), Internal Business Process Perspective (IBPP); Mission Perspective (MP), Management Faculties (MF), Performance Evaluation (PE).

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