

## TABLE OF CONTENTS

COVER PAGE.....	i
PAGE TITLE .....	ii
LEGALIZATION PAGE.....	iii
APPROVAL PAGE .....	iv
DECLARATION OF AUTHENTICITY.....	v
ACKNOWLEDGEMENT .....	vi
TABLE OF CONTENTS .....	viii
ABSTRACT.....	xiii
ABSTRAK.....	xiv
CHAPTER I INTRODUCTION.....	15
1.1 Study Background .....	15
1.2 Research question .....	18
1.3 Research objectives .....	19
1.4 Research contributions.....	19
CHAPTER II LITERATURE REVIEW.....	20
2.1 Previous Research.....	20
2.2 Theoretical Review .....	23
2.2.1 Internationalization of Higher Education.....	25
2.2.2 Balanced Scorecard Four Perspective.....	28
2.2.3 Strategy Map .....	30
2.2.4 Balanced Scorecard for Higher Education.....	31
CHAPTER III RESEARCH METHODS .....	33
3.1 Type of Study .....	33
3.2 Qualitative Research.....	34

3.3	Data Collection Method.....	35
3.4	Interview Question Types.....	36
3.5	Data Analysis.....	37
3.6	Interview Data Collection.....	38
3.7	Validity and Reliability.....	42
CHAPTER IV FINDINGS AND DISCUSSION .....		43
4.1	Introduction.....	43
4.2	How does the education performance Accounting Department International Program Faculty of Economics Universitas Islam Indonesia perform according to balanced scorecard?.....	44
4.2.1	Financial Dimension.....	46
4.2.2	Customer Dimension .....	57
4.2.3	Internal Process Dimension .....	74
4.2.4	Learning and Growth Dimension .....	84
4.3	Does the education performance of Accounting Department International Program Faculty of Economics Universitas Islam Indonesia achieve its quality goals? .....	89
4.4	Does the education performance of Accounting Department International Program Faculty of Economics Universitas Islam Indonesia satisfy all of the stakeholders?.....	97
4.5	Discussion.....	100
4.5.1	Research Question 1.....	100
4.5.2	Research Question 2.....	106
4.5.3	Research Question 3.....	107
CHAPTER V CONCLUSIONS AND RECOMMENDATIONS .....		111
5.1	Conclusions .....	111

5.2	Research Limitations .....	113
5.3	Research recommendations .....	113
	REFERENCES.....	114
	APPENDIX.....	117



## LIST OF TABLES

Table 4.1 Demographic Characteristic and Interview Respondent.....	44
Table 4.2 Target and Measure of BSC of Accounting Department of IP FE UII.	45
Table 4.3 Detail of Payment Accounting Department of IP FE UII Batch 2014 & 2015.....	46
Table 4.4 Detail of Payment Accounting Department of IP FE UII Batch 2016.....	47
Table 4.5 Detail of Payment Accounting Department of IP FE UII Batch 2017.....	47
Table 4.6 Elective Courses of Accounting Department IP FE UII.....	61
Table 4.7 List of Lecturers.....	65
Table 4.8 Study Path of Accounting Department IP FE UII 2019.....	75
Table 4.9 List of Lecture Rooms Used by Accounting Department IP FE UII....	78
Table 4.10 List of Supporting Room used for Accounting Department IP FE UII.....	79
Table 4.11 Seminar Room.....	80
Table 4.13 Accounting Department IP FE UII Students Completing Education Abroad.....	92
Table 4. 14 Islamic Courses.....	92
Table 4.15 Learning Point of OMT1.....	93
Table 4.16 Technology Based Courses.....	95

## LIST OF FIGURES

Figure 3.1 Research Framework .....	34
Figure 3.2 Strategy Map.....	41
Figure 4.3 Rank and Nominal of Catur Dharma for 2019 Students .....	51
Figure 4.4 Strategy Map of Accounting Department of IP FE UII.....	99

