

ABSTRAK

**Ayu Rahmawati. Analisis Pengukuran Kinerja Perusahaan Dengan Metode *Performance Prism* (Studi Kasus : PT. Aquamarine Divindo Inspection).
Dibawah Bimbingan Ida Lumintu, S.T., M.T., Ph.D dan Mahrus Khoirul Umami, S.T., Ph.D.**

Analisis Pengukuran Kinerja Perusahaan Dengan Metode *Performance Prism* (Studi Kasus : PT. Aquamarine Divindo Inspection).

Pengukuran kinerja adalah suatu proses penilaian tentang kemajuan pekerjaan terhadap tujuan dan sasaran dalam pengelolaan sumber daya manusia untuk menghasilkan barang atau jasa. Pada PT. Aquamarine Divindo Inspection belum memiliki suatu metode pengukuran kinerja yang tepat. Padahal metode pengukuran kinerja pada perusahaan pada umumnya semakin banyak dan semakin diperbaiki. Ruang lingkup *performance prism* meliputi interaksi antara *stakeholder contribution* dan *stakeholder satisfaction* yang kemudian diproyeksikan kedalam *strategy*, *process* dan *capability*. Hasil pembobotan AHP dari kriteria *stakeholder* yang paling berpengaruh dengan keseluruhan KPI adalah *stakeholder* pemilik. Jumlah keseluruhan KPI pada masing-masing *stakeholder* perusahaan adalah 42 KPI meliputi pemilik dengan 12 KPI, karyawan dengan 12 KPI, *customer* dengan 9 KPI dan *supplier* dengan 9 KPI. Hasil indeks dengan *scoring system* menggunakan metode OMAX dan *Traffic Light System* adalah 7,21 artinya hasil indeks pengukuran kinerja perusahaan sudah baik tapi perlu ditingkatkan karena belum memenuhi target.

Kata kunci : Pengukuran Kinerja, *Performance Prism*, *Key Performance Indicator*, *Analytical Hierarchy Process*, *Objective Matrix*, *Traffic Light System*.

ABSTRACT

Ayu Rahmawati. Analysis of Company Performance Measurement With Performance Prism Method (Case Study : PT. Aquamarine Divindo Inspection). Under the Guidance of Ida Lumintu, S.T., M.T., Ph.D dan Mahrus Khoirul Umami, S.T., Ph.D.

Analysis of Company Performance Measurement With Performance Prism Method (Case Study : PT. Aquamarine Divindo Inspection).

Performance measurement is a process of assessment of the progress of work towards the goals and objectives in the management of human resources to produce product or services. At PT. Aquamarine Divindo Inspection does not yet have an appropriate performance measurement method. Though the method of measuring the performance of the company in general more and more improved. The scope of performance prism include interactions between stakeholders and stakeholder satisfaction contribution which is then projected into the strategy, process and capability. Results AHP weighting of the criteria of the most influential stakeholders with the overall KPI is stakeholder owners. The total number of KPIs for each stakeholder of the company is 42 KPIs include owners of the 12 KPIs, with 12 KPI's employees, customers and suppliers with KPI 9 with 9 KPI. The results of the index with a scoring system using OMAX and Traffic Light System is the result of 7.21 means an index measuring company performance is good but need improved because not reach the target.

Keywords : Performance Measurement, Performance Prism, Key Performance Indicator, Analytical Hierarchy Process, Objective Matrix, Traffic Light System.