

# **PENGUKURAN KINERJA DI PT XYZ MENGGUNAKAN METODE *PERFORMANCE PRISM, ANALYTICAL HIERARCHY PROSES* DAN *OBJECTIVE MATRIX***

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## **ABSTRAK**

*Performance Prism* merupakan pengukuran kinerja yang mengukur dari 5 prespektif, *Prespektif Stakeholder Satisfaction, Stakeholder Contribution, Strategy, Proses, dan Capabiliti. Anlitycal Hierarki Proses* sebuah kerangka untuk mengambil keputusan dengan efektif atas persoalan kompleks sedangkan *Objective Matrix* mengkombinasikan pendekatan kuantitatif dan kualitatif , untuk mengukur aspek kinerja yang dipertimbangkan dalam suatu unit kerja. Penggunaan metode metode pengukuran kinerja tersebut untuk mengukur kinerja suatu organisasi dari masing-masing prespektif. Pengambilan data dilakukan dengan cara wawancara dan kuisioner oleh pihak terkait dari masing masing stakeholder.

Hasil pengukuran kinerja pada PT. XYZ dengan menggunakan *Performance Prism* didapatkan hasil 46 KPI yang meliputi 12 KPI karyawan 12 KPI Customer, 12 KPI Investor , dan 10 KPI supplier yang terbagi dalam 5 Prespektif *Stakeholder satisfaction, Stakeholder Contribution, Strategy, Process, Capability*. Dari hasil pengukuran kinerja menggunakan AHP dan OMAX didapatkan performansi perusahaan sebesar 8,25 dan hasil keseluruhan pembobotan antar kriteria dari masing masing prespektif, didapatkan hasil terendah dan perlu tindakan perbaikan adalah KPI E3 yaitu pengarahan antara atasan dan bawahan dengan nilai 0,77.

**Kata Kunci:** *Performance Prism, Stakeholder, Kinerja*

# ***Performance Measurement In PT.XYZ Uses The Method The Performance prism , Hierarchy Analytical Processes and Objective Matrix.***

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## **ABSTRAC**

*The performance of prism is performance measurement that measures than 5 prespektif , prespektif stakeholders satisfaction , stakeholders contribution , strategy , the process , and capabiliti .Anlitycal a hierarchy the process of a framework to make decisions effectively over the problem of complex while objective the matrix approach combining quantitative and qualitative , to measure aspects of performance under consideration in a a unit of work .On use a method of the method of measurement those performance for measuring the performance of an organization from each prespektif .The withdrawal of the data done by means of interviews and kuisoner by related parties from each a carpel of stakeholders .*

*The measurement result performance on PT XYZ by using performance prism obtained the results of 46 kpi which includes 12 kpi employees 12 kpi customer, 12 kpi investors, and 10 kpi supplier which divided in 5 prespektif stakeholders satisfaction, stakeholders contribution, strategy, process, capability.From the performance measurement use ahp and omax obtained performansi company of 8.25 and the result of the overall weighting between criteria from each prespektif, obtained the lowest and it needs to the act of repaired are kpi e3 namely briefing between superior and subordinate with the 0,77.*

**Keywords:** *performance prism , stakeholders , performance*