

ABSTRACT

Rumah zakat is a National amil zakat organization created in 1998. It was first started in Bandung and now it claims to have 52 branch offices from Aceh to Papua. The growth of new branch offices has been increasing significantly, however it needs to centralize information system to support the operational activities. Rumah Zakat started to develop the information system on 2005. The information system that used by Rumah Zakat needs to be measured. Therefore, this research is discussing on work performance measurement of Rumah Zakat's information system. This descriptive research uses Performance Prism for the method. This method is not only on strategic view but also the stakeholder satisfaction as the priority. Aspects that measured are including stakeholder satisfaction, strategy, processes, capabilities, and stakeholder contribution. Then, according to five facets of Performance Prism and NIST SP800-55 will be grouped into Key Performance Indicator (KPI) and Performance Indicator (PI) that becoming success measure indicators of performance. The research also uses TEV Quantitative Analysis Model (MAKTEV) for data processing, weighting, and scoring. This method is a new model for data processing non-metric using the new formula and improving from the previous method including Analytic Hierarchy Processing (AHP), Technology Achievement Index (TAI), and Global Competitiveness. The objective is to give the information of the information system's work performance, the correlation between the phased of Performance Prism, and the detail services level of the KPI (very poor – very good). The result of the research is used to give the suggestions for improvement of the information system. After doing the measurements gained the measurement value information system performance Core-Z is 4.25. Based on Likert scale categorized information system performance of Core-Z was *veru good*, and showed there was 3 KPI and 21 PI. From 3 KPI, showed 1 KPI in *very well* categorized and 2 KPI considered *good*.

Keywords: Performance Measurement, Performance Prism, "TEV" Quantitative Analysis Model, Delphi Method, Expected Value, Stakeholder.