

ABSTRACT

PDAM Kabupaten Klaten is one of the companies engaged in water services. In an effort to make improvements to the performance of the company, PDAM Kabupaten Klaten need to take measurements on the performance of the company. Where currently performing measurements using the method of evaluation refers to the Kepmendagri no. 47 of 1999 regarding Guidelines on Assessment of Performance taps. Measurements by these methods do not thoroughly assess the existing aspects of the company so that measurements made less integrated on aspects that can improve company performance.

Present study was to measure the performance of the PDAM Kabupaten Klaten using methods that could integrate all the aspects involved in the company of a balanced scorecard method. This method measures the performance of companies based on four perspectives financial, customer, internal business processes and learning and growth so as to obtain the achievement of company objectives are more effective and integrated. PDAM performance measurement begins with the elaboration of Klaten district vision, mission and strategy into the company's strategic objectives, critical success factors and indicators of success. Then later performed by the method of weighting is Analytical Hierarchy Process (AHP), then performed the measurement of company performance.

Performance measurement has been done to produce 20 indicators that affect the performance of the company. Indicator of the degree of influence the company's success depends on the size of the weight indicator AHP calculations. Overall performance measurement is done by calculating the value of the performance of each perspective. The final result of the performance of PDAM Kabupaten Klaten overall rating categories is 4.2652 with nice views of the target set by the company almost as a whole has been achieved.

Keywords: Performance Measurement Systems, Balanced Scorecard, Analytical Hierarchy Process (AHP)