

ABSTRACT

DESIGN OF INFORMATION SYSTEM PERFORMANCE APPRAISAL WITH BALANCED SCORECARD METHODS AT PT. PERTAMINA EP JAVA REGION

By

Ahmad Rifqy Azis

NIM : 112071063

(Major of Industrial Engineering)

PT. Pertamina EP (PT PEP) is a company which produce oil and gas. PT Pertamina EP (Exploration Production) Java Region is a subsidiary of PT Pertamina (Persero) and located in the region of Cirebon. In the face of competition necessary remedial and improvement of the quality companies that can be seen from the results of the company's performance appraisal. The measurement system adopted today is more focused on profits and production of the company and the scoring system is still manual. This is certainly not enough to describe the company's overall performance and less integrated into the aspects that can improve company performance.

In this research, performance measurement of PT Pertamina EP Java Region using a method that can integrate all aspects related to the company's Balanced Scorecard method. This method is a model of performance measurement system with strategy as a starting point translates into a performance measure in the translation process encompasses four perspectives: financial, customer, internal business processes and learning and growth so as to obtain the achievement of corporate objectives in a more effective and integrated.

The design of performance measurement system of PT Pertamina EP Java Region beginning with the translation of the vision, mission and strategy into the company's strategic objectives, critical factors determining success and success indicators for each perspective of the Balanced Scorecard. Weighting process is then performed using the method of AHP (Analytical Hierarchy Process). Performance measurement is done by using information system designed in accordance with the measurement framework.

The result that the 21 indicators that influence the success of the company's performance. In the weighting process, the financial perspective has the highest weighting at 36,1%, internal business process perspective of 30,58%, learning and growth perspective of 19,45% and 13,87% of the customer perspective. The process of performance measurement is done by calculating the value of the performance of each perspective and produce value performance of PT Pertamina EP Java Region for 4,678 with very good rating category.

Keywords: Performance measurement, Balanced Scorecard, Analytical Hierarchy Process (AHP), information systems.