

ABSTRACT

Padang's BKD as one of the agency under the government of Padang which deals with all the issue regarding employer at Pemko Padang, whether its civil servants (PNS) or employee salaries. The task given to them demand Padang to have human resource with good quality and performance. This situation forcing BKD Padang to know the performance of their human resource periodically.

Performance measuring at BKD Padang nowadays is using DP3 that actually still having many lacks and not comprehensive because its only focused on measuring individual performance. Because of that, now a performance measuring system which handle it all for the sake of reaching the vision and mission of BKD Padang is needed. One of the developing performance measuring system is HR Scorecard method, which is a performance measuring system that connect the employee, company strategy, and performance through four perspectives, that is : financial perspective, customer perspective, internal business process perspective, and growth and learn perspective.

Measuring performance at BKD padang starts with elaboration of vision, mission and strategy of BKD Padang into strategic objectives, critical succes factor, and strategic benchmark. The next process is weighting using AHP method, after that we measure the performance of BKD Padang. This results in 17 strategic benchmark which 4 indicators for financial perspective, 5 indicators for customer perspective, 4 indicators for internal business process perspective, and 4 indicators for growth and learn perspective. This indicator will affect the performance of the BKD Padang. The amount of strategic benchmark influence is depending on the amount of strategic benchmark from the calculation of AHP method. The final result performance score of BKD Padang performance for financial perspective is 3,6626 with good criteria, for customer perspective is 3,7426 with good criteria, for internal business process perspective is 3,3913 with good criteria, and for growth and learn perspective is 4,5767 with very good criteria. So that the overall performance of the BKD Padang is 3.8376 with good criteria.

Keywords : Human Resources, Human Resources Scorecard, Performance Appraisal, Analytical Hierarchi Process (AHP)