

ABSTRACT

Bank XYZ is a company engaged in financial services under the auspices of the Ministry of State-Owned Enterprises (SOEs). In conducting its business, Bank XYZ has a sub-branch office (KCP). KCP is an important part of the existence of Bank XYZ in the competition of financial services procurement. In this case the performance of KCP must remain above the company of similar competitors. Therefore, the authors conduct research in the form of proposed measurement and how the improvement of company performance when compared with competitor companies (benchmarking) with the method of integrated performance measurement system (IPMS).

To obtain the proposed performance measurement system, first the writer must design a list of stakeholder requirement KCP Bank XYZ and make a comparison questionnaire with similar companies. After getting the gap value, then the writer makes a list of objectives based on the gap questionnaire value. After performing consistency test of objective list using analytical hierarchy process (AHP), the authors continue the research by making a list of key performance indicator (KPI). The author conducted an interview on the KCP for KPI made not out of target, vision and mission KCP Bank XYZ. After the KCP approves the KPI that has been made, then the author performs weighting using AHP. From the result of KPI weighting, KCP Bank XYZ can implement performance measurement proposal so that KCP performance will remain superior to competitor companies that are equally engaged in financial services. From the measurement result, 12 KPIs with the highest score were 41,88% with KPI "service time to customer" and the lowest was "academic contribution in micro credit program improvement" with score only 0.33%.