

ABSTRACT

PT Tunggal Inti Kahuripan was formed on August 18, 1962 which is a light-weight production company such as fried-dried, dried-dried, cookies, bread-rotian, snack market and so forth. PT Tunggal Inti Kahuripan only performs employee performance measurement with company finance. Based on the results of interviews with the Director of performance measurement company is only viewed based on the target per day company. In addition to these performance measurement results are very rarely done by the PT Tunggal Inti Kahuripan and no follow-up evaluation for employees in determining targets in the future. Therefore, performance measurement is required to improve the performance of the company's performance, the method used is the balance scorecard, this method is chosen because the goal of a company not only viewed from the financial side, but further elaboration in the measurement on customer perspective, internal business process and how company in doing growth and development. To obtain the proposed performance measurement system, beginning with designing strategy based on SWOT analysis, after obtaining the strategy draft, then the strategy target is grouped to design Critical Success Factors to know the factors of success criteria that can achieve the strategic objectives. To measure these factors, compiled performance measurement variables using the Key Performance Indicator as a measurement indicator. To be able to see the relevance of each variable can be prepared strategic map or Strategy Map. Furthermore, weighted using Analytical Hierarchy Process method The results showed that the design of performance measurement with balance scorecard method yielded 15 KPI. From the results of the data using Analytical Hierarchy Process (AHP) obtained that the internal business process perspective has the highest weighting results with a value of 0.28 while the customer perspective has the second highest weighting results with a value of 0.26. A financial perspective with a weighted result of 0.24 and a growth and learning perspective with a weighted result of 0.22.

Keywords: *Company Performance Measurement, Balanced Scorecard, key performance indicator, Analytical Hierarchy Process*