

ABSTRACT

Telkom University as an institution with a strategic role and position in achieving national goals in the field of education, needs to make periodic improvements to create a generation with quality human resources and character. Therefore, a comprehensive performance measurement is needed to evaluate the institution's performance and goal planning. Telkom University applies the use of Management Contracts as a measurement of its performance based on Balanced Scorecard, but there are some discrepancies in the preparation of the Management Contract, namely the provision of indicator weight that is not through a structured and comprehensive process so that it is not representative in the results of its compilation. In this study, the results obtained are that there are several indicators that after re-weighting with the Analytical Hierarchy Process approach, the results of weighting are that the Financial perspective gets a weight of 34,1%, the Customer perspective weighs 28,3%, the Internal Business Process perspective gets 19,5%, and Learning & Growth perspective weighs 18,1%. This change can then affect 3 aspects of activities, namely at the Preparation Stage, Performance Measurement Stage, and Evaluation Stage.