

ABSTRACT

Indonesia Digital Talent Pool (Inditalent) is a startup company focusing on platform which serves gap analysis of college students' competencies. Today, the company does not have a performance measurement system, so it is difficult to achieve the vision and mission, especially with competition from similar companies. Therefore, a measurement is needed to understand and improve the company's performance. The size of the company is categorized to small industries, which needs several dimensions in determining the performance measurement method. The most multi-dimensional method is the Integrated Performance Measurement System (IPMS). Using the IPMS method, Key Performance Indicators (KPIs) are determined based on stakeholder requirements, external monitors, identifying objectives, and determining KPIs. The results of designing a performance measurement system are 13 KPIs which come from the requirements of four stakeholders, being incubators, employees, customers, and partners. Based on the weighting using the Analytical Hierarchy Process (AHP), the highest weight of all stakeholders is incubator which is at 45%, partners at 27%, customers at 20%, and employees at 8%. The resulted KPIs are then tested with the company's existing performance using the Objective Matrix (OMAX) scoring method and Traffic Light System. The results of the scoring show that four KPIs are marked green, seven KPIs are marked yellow, and two KPIs are marked red.

Keywords: IPMS, Inditalent, KPI, Stakeholder, AHP, OMAX