

ABSTRACT

The measure of service Performance is the level of achievement of related service objectives where the objectives are formulated from the Requirements of service users. At present at the Career Development Center (CDC) Telkom University has six career services and also implement a Performance measurement system at the level of institutions, work units, processes and individuals. At the institutional and work unit level, the Performance measurement component structure has been outlined in the Management Contract based on the Balanced Scorecard (BSC) Framework, while at the process level Performance assessment indicators are designed based on activities or services at the center of care at Universitas Telkom. The existing Key Performance Indicator (KPI) does not meet the criteria for good Performance Indicators which SMART , therefore this research those KPI will be redesigned according to its criteria by focusing on customer perspectives.

The KPI redesign starts by identifying customer needs and then formulating the objectives of each service . The next stage is continued with the formulation of indicators and formulas and the last is analyzing Acceptability by the CDC.

The results of this study were 17 draft Key Performance Indicators for a total of 6 services with a size effectiveness of 95% and efficiency of 85%. The draft made includes a formula of Performance measure for each indicator to be proposed to CDC of Telkom University to be applied in its operational so as to improve Performance in each service in order to fulfill the purpose Start of the service itself.

Keyword :Acceptability, Balanced Scorecard, Career Development Center, Career services, Indicator, Key Performance, SMART