

## **ABSTRACT**

*As an educational institution, Telkom University Bandung has a strategy to develop and achieve the goals of improvement in the field of education. Telkom University Bandung sets targets to be achieved in the future based on the decline of the vision and mission contained in the Strategic Plan. In the Strategic Plan, strategic objectives must be achieved which are then broken down into performance assessment indicators called Contracts Management. Telkom University uses a Balanced Scorecard based Management Contract performance measurement tool, but in its preparation there are still discrepancies in terms of weighting. An interview was conducted in the design of the Contract Management, weighting was still done manually and only relied on deliberation and approval from the Telkom Education Foundation. In addition, a preliminary study was conducted to determine the problem of Contracts Management based on what the user felt, only 78% of respondents agreed with the suitability of the Management Contract weight with the workload. That is, there were 22% of respondents who chose not to agree. That means, not all respondents feel the equality of weight in the scope of their work which causes a lack of effective Contracts Management in improving staff performance at Telkom University. This is what needs to be done by an evaluation on the determination of weights and needs to be updated by Telkom University. In this study, the weighting of four balanced scorecard perspectives was carried out using the Analytic Network Process method to obtain financial results of 22%, Customer 21%, Internal Business Process 30% and Learning and Growth 27%. As for the decrease in the weight of each indicator using the Analytic Hierarchy Process method. This method is simpler but has higher accuracy because it is based on decreasing the importance of direct strategic goals and considering the overall relationship between the indicators and their perspectives. In addition, by doing repeated weighting with both methods can reduce the preparation process time. The difference in the weight of the proposal with the existing one can affect the priority level of staff performance, so that it can affect the performance process of Telkom University staff.*

*Keywords: Analytic Network Process, Analytic Hierarchy Process, Balanced Scorecard, Management Contracts, Strategic Objectives*