

## **ABSTRACT**

*PT XYZ is one company that focuses on producing high quality clothing for the global market, at very competitive prices. In an effort to improve internal performance, especially employees at the company, the need to improve company performance and HR can be done by designing performance management. Based on the results of observations and interviews, the company is currently only measuring performance for individuals, but there has not been a comprehensive performance measurement. Therefore, it is necessary to carry out a performance measurement system that not only can measure individual performance but also can measure performance towards the contribution of the HR to achieve the company's vision, mission and strategy. One performance measurement system that is able to overcome HR problems is the Human Resources Scorecard method which is a performance measurement system that connects employees, company strategies, and performance through four perspectives, namely financial perspective, customer perspective, internal business process perspective, and growth and learning perspective .*

*To measure the performance of HR at PT XYZ, it starts with the translation of PT XYZ's vision, mission and strategy. The next process is the calculation of weighting using the Analytical Hierarchy Process (AHP) method, then measuring the performance at PT XYZ. Based on the results of data processing, there are 5 strategic objectives, 9 critical success factors, 14 KPIs. The final result of PT XYZ's performance score for financial perspective is 3.278 with good criteria, for customer perspective is 4,000 with good criteria, for internal business process perspective is 4.197 with very good criteria, and for growth and learning perspective is 3.518 with good criteria. So that overall the performance of PT XYZ is 3.7591 with good criteria.*

**Keywords :** *Performance Measurement, Human Resources Scorecard, Critical Success Factor, Key Performance Indicator, Analytical Hierarchy Process (AHP)*