

ABSTRACT

BUMN X, as one of the companies under the Ministry of BUMN (KBUMN), must implement KBUMN regulations regarding the determination of Key Performance Indicators (KPI) based on the Assessment Criteria for Performance Excellence (KPKU). However, problems arise in the selection of performance indicators because they do not reflect the company's strategic objectives, have not been done with systematic calculations, and the amount is not following the provisions. Through this research, re-weighting is done to choose performance measures based on five perspectives that reflect the company's objectives and by the amount determined through the AHP weighting method. Based on the results of the study, financial and market perspectives consist of cash position, cash-to-cash time cycle, income, and financial operations efficiency (collection, billing, receivables). The customer focus perspective consists of customer complaints, complaint management, sufficient complaint resolution, and warranty claims, customer satisfaction and dissatisfaction, and customer retention, acquisition, and loss of customers and customer accounts. The product and process effectiveness perspective consist of product performance; work system performance that shows increased cost savings or higher productivity; improved performance of administrative functions and other supporting functions; and indicators of internal responsiveness, such as cycle time, production flexibility, waiting time, installation time, and market time. The labor focus perspective consists of turnover and the effectiveness of training, re-training, or cross-functional training in meeting the capabilities and capabilities of the company's workforce. Leadership, governance, and community responsibility perspectives consist of the company's contribution to social welfare and benefits and support to the central community, achievements worthy

Keywords: Analytical Hierarchy Process (AHP), Assessment Criteria for Performance Excellence (KPKU), Criteria Selection, Key Performance Indicators (KPIs), State-Owned Enterprises (SOEs)