

Implementasi *Balanced Scorecard* dan *Objective Matrix* Untuk Pembuatan *Dashboard* *Monitoring Kinerja* di Bandar Udara X

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Abstract

The process of monitoring and evaluating performance is an activity that is carried out regularly by entire companies. Performance monitoring and evaluation activities in some companies are still carried out by not using an automated system. by involving each division so that control over performance information is not centralized and less informative. These activities are carried out by involving every division in the company so that the control of performance information is not centralized and not informative. A lot of data collected in the company is lacking coordinated, this can lead to data inaccuracies and can lead to the risk of making incorrect decisions. This indicates that there is no thorough and structured performance benchmarks in the company. A comprehensive performance measurement system using the balanced scorecard method combined with the Analytical Hierarchy Process (AHP) method as a weighting process and the Objective Matrix (OMAX) method as a scoring process implemented on the dashboard system can help company for monitoring and evaluation performance effectively. The dashboard system was developed interactively by displaying detailed performance information in the form of graphic visualization. The results of the validation of the suitability of the user's needs to the dashboard system are carried out by the Likert scale which gets 80% of the results of the interpretation presentation which are in the very agree criteria. Moreover, the dashboard system testing was also carried out using validation testing on the main function with Selenium Automation Testing tool and the result of the test is no defects so that the dashboard system was running well.

Keywords : *dashboard, balanced scorecard, analytical hierarchy proces, objective matrix.*
