

## **ABSTRACT**

*Indonesia is one of the highest country GDP-wise, ranked 16<sup>th</sup> in 2018, has a low Human development Index (HDI) rank compared to majority. It appears economic growth doesn't evoke development for the lower-middle class, but proper housing for the homeless is. Unfortunately, it's known that housing construction is financially taxing and competitive, even government's aid are often misused and misdirected.*

*As an NGO, HFHI is a non-profit organisation which focuses on constructing houses for the lower middle class. This could be the answer to lower the homeless number. The nature of HFHI as an NGO which relies on its donor's donation for construction is a double-edged sword. In one side construction needs a lot of funding, but on the other side an NGO in Indonesia can only take up to 25% for staff training and salaries.*

*This urges HFHI to find out which aspect of construction needs to be put first performance-wise so that donors can still be interested in using HFHI's service as an NGO. Throughout interviews and questionnaire with their stakeholders, it is concluded that HFHI has a high performance in Structural Quality, but needs improvement from its Health and Safety in its construction process.*

**Keyword(s) :** *Non-Government Organisation, Performance Measurement, Construction*