

## **ABSTRACT**

*PT. XYZ is a company in the telecommunications sector. The construction division is the unit in charge of project, from initiation to closing. Based on the results of observations and interviews with the company, the authors found a problem, namely the construction division is still experiencing several obstacles in running the project, where there are several project locations that have been dropped. The project was dropped because the construction division did not get permission from several stakeholders. Unfortunately, stakeholders are not considered in the construction division's KPI. From the existing problems, we need a performance measurement model that can integrate the needs and desires of stakeholders, namely using performance prism. The purpose of this study was to determine the results of the design of the Key Performance Indicator (KPI) construction division at PT. XYZ using Performance Prism. The ten most important PIs were selected as KPIs for the construction division, namely the implementation of evaluation (4.41%), project supervision by the holding company (4.41%), the percentage of project management implementation (2.89%), the percentage of projects completed on time ( 2.84%), optimization of budget allocation (2.79%), the percentage of project control by the leadership (2.64%), project supervision by the customer (2.59%), the level of product conformity (2.59%), maintenance facilities and facilities (2.53%), and the level of supervisory expertise (2.51%).*

**Keywords: Performance Measurement, Key Performance Indicator (KPI), Performance Prism**