

ABSTRACT

Infrastructure development is one indicator of the progress of a country. With the existence of infrastructure, it has an important effect on the development of the nation, both in the economic, educational, social, cultural, agricultural and other sectors (PUPR Infrastructure Statistics Information, 2020). The availability of infrastructure increases people's access to resources so as to increase efficiency and productivity leading to the economic development of an area or region. Infrastructure development is inseparable from construction services. Construction services are one of the activities in the economic sector that have an important role in achieving various facilities to support the realization of national development.

PPB Wijaya Karya Beton Tbk (Majalengka) is a Concrete Production Plant (PPB) with one of its main objectives to support the infrastructure development program for Steam Power Plants (PLTU). As one of the sales area IV that has a wide enough scope of operation and to be able to compete with other sales areas, this encourages the factory to continuously improve performance in order to always provide satisfactory results. Moreover, at the age of 24, WIKA Beton is entering its 7th year with the status of an open factory listed on the stock exchange, thus the achievement of factory achievements is a demand that must be met by all stakeholders.

This Final Project designs a performance measurement management system at PPB Weton Majalengka using the Performance Prism framework and aims to design Key Performance Indicators (KPI), with this method expected to address the demands of stakeholders and translate the wishes and contributions of stakeholders into an objective, strategy, process, and capability to be formulated into Key Performance Indicators (KPI) through validation with the factory and by using references from the BUMN Superior Performance Assessment Criteria (KPKU). Each of these Objectives and KPIs will be weighted using the Analytical Hierarchy Process (AHP).

The Performance Prism framework is a performance assessment tool and is a method capable of making improvements to previous performance appraisal

methods, such as the Balanced Scorecard (BSC) and the Integrated Performance Measurement System (IPMS). Performance Prism is a performance method that has a philosophy of three-dimensional shape (form prism) which has 5 (five) interrelated sides, namely Stakeholder Satisfaction, Strategies, Processes, Capabilities, and Stakeholder Contribution. This Analytical Hierarchy Process method consists of a series of alternative problem solving in decision making which will become a sub-problem hierarchy and can be analyzed independently. This method helps to capture both subjective and objective aspects of a decision based on the available literature.

The determination of the sampling technique in this final project uses a purposive sampling technique where the determination of sample criteria and sample size depends on the researcher.

This final project design consists of 29 KPIs spread into 12 objectives and 25 strategies based on key stakeholders, consisting of 7 employee stakeholder KPIs, 5 customer stakeholder KPIs, 7 investor stakeholder KPIs (Central), 7 supplier stakeholder KPIs, and 3 community stakeholder KPIs. , with only selected 10 KPIs with the highest weights which will later become measurements for management to evaluate and determine improvement work plans. The design of this final project integrates stakeholders (Human) and KPI (Information).

Keywords: *Performance Appraisal, Performance Prism, Key Performance Indicator (KPI), Analytical Hierarchy Process (AHP), Superior Performance Assessment Criteria.*