

ABSTRACT

West Java Province BPBD is a non-departmental government agency that carries out disaster management tasks in regions, both Province and Regency/City. One of the divisions owned by the West Java Province BPBD is the Emergency and Logistics Division which has the task of carrying out emergency response to damage and resources quickly and precisely. Management of human resources, equipment and implementation of recommendations for disaster emergency status are the duties and responsibilities of the Emergency and Logistics Sector. Currently, measuring the performance of the BPBD of West Java Province, especially the Emergency and Logistics Sector, does not yet cover all the aspects needed to develop the agency, therefore this can affect the strategic goals and objectives of the agency so that performance measurement still does not cover all the aspects needed in the Provincial BPBD. West Java, especially the Emergency and Logistics Sector.

The performance measurement implemented by the West Java Province BPBD for Emergency and Logistics only covers the beneficiary aspect and the measurement is only based on the strategic plan (Renstra). Therefore, a Balanced Scorecard-based performance measurement system is designed to carry out appropriate performance measurements for agencies. The choice of the Balanced Scorecard method is based on the characteristics of the method approach, namely the process of obtaining Balanced Scorecard results through four perspectives including the financial perspective, beneficiaries, internal business processes, and learning and growth. This Balanced Scorecard performance measurement will cover all agency activities, both internal and external, as well as financial and non-financial.

This performance measurement method was developed by developing alternative agency strategies based on SWOT analysis in the Emergency and Logistics Sector, scientific papers, and strategic plans (Renstra) to compiling a strategy map which becomes a reference in determining performance measurement indicators in the Emergency and Logistics Sector. The data obtained is primary data obtained through interviews, agency data, and questionnaires. Secondary data in this research was obtained through literature study. After that, strategic targets from

the Balanced Scorecard perspective were formulated, which was then continued by determining a strategy map to identify Key Performance Indicators (KPI), then weighting each criterion using the Analytical Hierarchy Process (AHP) method, then creating a decision support system (dashboard). This method will be used as a supporting measuring tool in the Balanced Scorecard.

In accordance with the objectives of this research, cause and effect relationships between strategies can be seen with a strategy map as a basis for determining performance measurements (KPI) which includes internal and external aspects. Determination of performance priority weights has been carried out, followed by designing a decision support system (dashboard). The research results show that the design of a performance assessment measuring tool using the Balanced Scorecard method produces 18 KPIs. From the results of data processing using the AHP method, it is known that the beneficiary perspective has the highest weight with a weight value of 57%, while the second highest weight value is found in the internal business process perspective with a weight value of 23%, the financial perspective has a weight value of 15% in third place. , then the learning and development perspective has a weight of 5% in fourth place.

Judging from the results obtained through this research, the results of this research indicate that there are further developments that can be carried out by future researchers, namely that this research needs to be continued at the implementation stage to determine the effectiveness of the performance of existing agencies. Then the researchers can then benchmark with other agencies using the Balanced Scorecard and Analytical Hierarchical Process methods so that agencies can make decisions more easily.

Keywords: Analytic Hierarchy Process, Balanced Scorecard, Key Performance Indicator, SWOT.