

ABSTRACT

Performance measurement is a systematic process to evaluate the achievement of an organization's strategic objectives through measurable and relevant indicators. In the context of non-profit organisations such as Bank Sampah, performance measurement covers not only financial aspects but also the achievement of social missions and their impact on society and the environment. Bank Sampah Induk Kota Bandung does not yet have a structured performance evaluation system and is still limited to financial indicators. This study aims to design a strategic and measurable performance measurement system using the Balanced Scorecard (BSC) approach, with the Analytical Hierarchy Process (AHP) as the method for determining the priority weights of perspectives, strategic objectives, and performance indicators. This approach was chosen because it can integrate the organisation's vision, mission, and strategy into four main perspectives. AHP was used to determine the priority weights of each perspective, strategic objective, and KPI according to their level of importance to the achievement of organisational goals. The design resulted in 9 strategies, 13 strategic objectives, and 17 KPIs distributed across the four BSC perspectives. The customer perspective received the highest weight of 49.9%, internal business processes 29.2%, learning and growth 15.6%, and finance 5.3%. This indicates that Bank Sampah Induk Kota Bandung prioritises improving service quality and customer satisfaction. All AHP calculation results have a consistency ratio (CR) below 10%, indicating validity and consistency in the weighting process. Performance measurement simulations for the fourth quarter showed an achievement of 85.61% and fell into the 'Progressive' category based on the Traffic Light System classification. This finding indicates that the system design can serve as a strategic tool for sustainable performance management.

Keywords: *Bandung City Central Waste Bank, Balanced Scorecard, Analytical Hierarchy Process.*