Abstract

Performance Management System is a system of work outcomes measurement along with efficiency measurement of the implementation of program or a service by an organization, which is carried out systematically with proper procedure. One method of company performance measurement is Balanced Scorecard which based on vision, mission, and organization, strategy into four comprehensive perspective (Financial Perspective, Customer Perspective, Internal Business Process Perspective, Learning and Growth Perspective). To support and simplify the execution of performance measurement we need a system based on computer that can do the company performance measurement for giving global description of company performance.

In this final assignment develops the software of "Performance Management system using Balanced Scorecard method". This method is expected can help the management to make decision which related with company performance. This application is developed using procedural methodology. basis data model with SQL, Microsoft Office Visio to makes model system, and PHP as language program.

This application can measure the company performance using Balanced Scorecard method, and can give feedback suggestion which can be considered by user to increase company performance using performance report. This application has filled requirements, that is manage the master data, master detail, input value target, input realization value, and can do BSC process in performance report. BSC method have four-advantages, thay are more comprehensive, more coheren, more balance, and more measured if be compared with the other measure methods.

The output results from this application is performance evaluation and suggestion to management about efforts to increase performance suitable with business process in company which has done using management meeting mechanism from time to time.

Kata kunci: Balanced Scorecard (BSC), Performance Management System, Financial Perspective, Customer Perspective, Internal Business Process Perspective, Learning and Growth Perspective