PERFORMANCE MEASUREMENTS SYSTEM DESIGN
IN DEPARTMENT OF REGIONAL PUBLIC WORKS OF BLITAR
USING THE BALANCED SCORECARD AND
ANALYTICAL HIERARCHY PROCESS METHODS

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ABSTRACT

As government agencies to spend the largest budget in the City Government of Blitar, Regional Public Works Department (DPUD) Blitar City, is needed to perform properly in meeting citizen needs. This performance must guarantee to satisfy the requirement of public works. In order to be able to manage the performance, a performance measurement system must be designed.

This research proposed a design of performance measurement system using The Balanced Scorecard (BSC) and Analytical Hierarchy Process (AHP). To do so, an indicator of performance (KPI) should be deployed from the vision and mission, and this KPI’s are validated through discussion with decision maker and experts related in DPUD Blitar City.

AHP is used for weighting for each of KPI that provides 59,4 % of Customer Perspective ; 17,9 % for Internal Business Process Perspective ; 19,3 % for Learning and Growth Perspective ; and 8,9 % for Financial Perspective. Based on this weight factors, the assesment could be evaluated comparing to the performances target. Traffict Light System is provided to getting know easily whetter measurements of performance is already accomplished or not.

Key Words : DPUD Blitar City, BSC, KPI, AHP, Traffict Light System.