ABSTRACT

The purpose of this research are designing and implementing performance measurement system in nonprofit oriented organization, especially foundation. Integrated Performance Measurement System (IPMS), is used as performance measurement method in this research. Yayasan Dana Sosial Al Falah (YDSF), the biggest fund rising in Surabaya, is became research’s object. Nowadays, performance measurement system in YDSF was less relevant caused by organizational development. It is based on financial report, furthermore, multiple stakeholders can’t be represented on it. To be relevant performance measurement system should use new performance measurement method, which framework are based on requirements for multiple stakeholders.

Performance measurement system design on YDSF are obtained 45 key performance indicators can be classified into seven criteria including Pengurus & Penasehat, Pengelola Manajerial, Penyalur Dana, Penghimpun Dana, Humas & Layanan Donatur, Donatur and Mustahiq. The outcome of implementation which measurement is done by traffic light system and scoring system, are obtained 5.417 for current performance, eleven green achievement indicators, nine yellow achievement indicators, and twenty five red achievement indicators.

Most of indicators are identified red achievement. It need improvement immediately because structural performance measurement have never been done before. According to the problems, the author recommended improvement’s programs and suggestions to develop sustainable organization performance measurement.

Keywords: Performance Measurement, IPMS, Foundation