ABSTRACT

Every business organization attempt to achieve their vision to increase company’s sustainability. Each firm has a different vision statement, so for each firm must have unique strategy to meet with company’s vision statement. The successful of conducting its strategy depend on how to translate vision statement into the appropriate strategic objectives and measureable. Beside that, the corporate’s strategic objectives should be aligned to the other business unit. HR is one of business unit that can encourage firm to achieve corporate’s goal. Therefore, HR performance will be evaluated based on Balanced Scorecard philosophy. This measurement method known as HR Scorecard. Measurement not just concern to financial goal as an outcome, but also in nonfinancial perspective as a performance driver to achieve financial goal. HR performance measurement is integrated with Fuzzy ANP where there is innerdependency among perspectives. Result of this research shown weight of financial perspective is 36.9%, customer perspective is 17.7%, internal business process perspective is 19.2%, and learning & growth is 26.2%. HR PTEI hasn’t good enough performance. It’s shown with the average base score equal to 57.37% for quarterly in Januari-September 2009 period.

Keyword: HR Scorecard, Balanced Scorecard, Fuzzy, ANP