ABSTRACT

In this undergraduate thesis performance measurement system method, Balanced Scorecard are proposed in purpose evaluating performance expectation. The purpose of evaluation of performance expectation are made by comparing activity/program outcome and its target. This method are applied on PT Pembangkit Jawa Bali Surabaya (PT PJB Surabaya) generating electrical energy company, which finance has been only considered of the performance evaluation. So performance measurement system integrated vision, mission and strategy are needed, as balanced scorecard method.

Balanced Scorecard (BSC) has been proposed to design performance measurement system on PT Pembangkit Jawa Bali Surabaya, because the company are profit oriented on purpose to attract private investment on this sector (energy generating sector). BSC are able to construct strategy map, which show resources contributions to company performance. On strategy map identified relationship or dependency among objectives, and this relation can be accommodated by weighted indicators or resources using Analytic Network Process (ANP) technique. For resources or indicators has none relationship, weighted using Analytic Hierarchy Process (AHP).

Performance measurement system design on PT PJB Surabaya are obtained 23 objectives and 34 key performance indicators. The most important perspective is financial perspective (0.3636), followed by internal business process perspective (0.2726), learning and growth perspective (0.1819) and customer perspective (0.1818).

Keywords: Performance Measurement System, Balanced Scorecard, Analytic Network Process