ABSTRACT

Undeniable, human resource is a valuable asset meant for a company, which becomes the heart and the strength for an organization and becomes one of the keys to support the company's success. PT Pembangkitan Jawa Bali (PT PJB), which at the present is in progress to turn out to be a professional company, is trying to develop its human resource system so that its human resource quality can be enhanced effectively and efficiently, also to improve the human resource contribution into the company's strategy. Therefore, the improvement of a systematic, structures and measured human resource system is never stop to be done, one of which by aligning it with the company's strategy. Human Resource Scorecard is an instrument to measure and cooperate the strategic contribution of a human resource system role to create a value to achieve the company's strategy. Performance measurement of this human resource system can be used as a parameter of the contribution of a human resource performance achievement to the company's strategy. In addition, the well-quantified measurement results make the management easier to design and control the human resource system performance.

The aim of this research is to design a performance measurement system of human resource system concerning the company's strategy which refers to Human Resource Scorecard Concept in PT Pembangkitan Jawa Bali to identify its human resource system performance achievement. According to the performance measurement system design result of the company's human resource system, we can identify Key Performance Indicators, which are 3 Financial Perspective Key Performance Indicators, 7 Customer Perspective Key Performance Indicators, 19 Internal Business Process Perspective Key Performance Indicators, and 7 Learning and Growth Perspective Key Performance Indicators. Performance measurement try out of the human resource system performance of the company between the first and the fourth quarter periodic in year 2002 yields values of human resource system performance achievements which still need high concern and improvement. They are 79.02% from the target of the first quarter periodic in year 2002 (yellow category), 69.47% from the target of the second quarter periodic in year 2002 (yellow category), 77.03% from the target of the third quarter periodic in year 2002 (yellow category), and 76.31% from the target of the fourth quarter periodic in year 2002 (yellow category).

Key word: HR Scorecard, performance, traffic light system