ABSTRACT

Performance measurement system is an absolute need for an organization to be accomplished, not only for profit oriented organization but also for non profit oriented organization. Government institution as one of the non profit oriented organizations has to measure its performance either. This is done as a kind of its responsibility toward the country and society as a party that has paid for its activities undirectly.

Badan Perpustakaan Propinsi Jawa Timur as one of the government institutions has to measure its performance either. But in fact, performance measurement system in Badan Perpustakaan Propinsi Jawa Timur is not optimal enough, therefore a better and more integrated performance measurement system is needed. Performance measurement system design of Badan Perpustakaan Propinsi Jawa Timur and its measurement are done in this research based on its real condition. The method that is used in this research is Integrated Performance Measurement System (IPMS).

Performance measurement system design is began with identifying the Key Performance Indicator (KPI) then assigning a weight on each KPI through Analytical Hierarchy Process (AHP), after that scoring system with Objective Matrix (OMAX) is conducted and continued with Traffic Light System to identify which KPI that needs to be improved.

Performance measurement system design in Badan Perpustakaan Propinsi Jawa Timur generates 25 KPIs which are grouped into six criteria. There are 3 KPIs represent Baperpus as Perpustakaan Dokumentasi Informasi (pusdokinfo), 4 KPIs represent the library development in East Java, 5 KPIs represent human resource quality improvement, 2 KPIs represent information distribution, 4 KPIs represent internal and external coordination and 7 KPIs represent service toward society. The result from performance measurement that is accomplished with OMAX and Traffic Light System generates 10 green KPIs, 6 yellow KPIs and 9 red KPIs. For red KPIs, Badan Perpustakaan Propinsi Jawa Timur has to do corrective action immediately.

Keywords: Performance measurement system, IPMS, KPIs, corrective action.