THE MAKING OF IT BALANCED SCORECARD AT PT. KARYA PUTRA SURYA GEMILANG (KPSG)

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ABSTRACT

Measurement of performance against the performance of the employees of a company is something that is very important for the progress of the company. Global competition is happening at every company is tight and influential for the survival of the company so, a company must be able to compete with other companies. Therefore, the performance of a company must be able to adapt to the changing times. In these circumstances requires a company to be able to enhancing the productivity performance of all its divisions to support the business processes of the company.

In essence, companies assume that they've managed to do just that performance measurement sesungguhnya measured financially but it does not reflect that the company has been successful. Based on the need to develop solutions to the IT Balanced Scorecard concept. Concept IT Balanced Scorecard is a performance measurement of the IT which is owned by a company that will be measured by the four perspective that is owned IT Balanced Scorecard (1) Corporate Contribution, (2) User Orientation, (3) Operational Exellence, and (4) Future Orientation . Results to be achieved in this thesis is used as a guide or reference for PT. Surya Putra Karya Gemilang (KPSG) to be able to
measure the performance of IT held that the company can easily compose improved IT performance.

Keywords: measurement of IT performance, IT Balanced Scorecard