ABSTRACT

PT XYZ is one company that is a producer and distributor of non-alcoholic beverages ready to drink, with various products. In an effort to improve performance achievement, especially employees at the company, the need to improve company performance and HR can be done by designing performance management. Based on the results of observations and interviews, the company is currently only measuring performance at the individual level, but there has been no overall performance measurement. Therefore, it is necessary to conduct a performance measurement system that not only can measure individual performance but also can measure performance against the contribution of the HR division to achieve the company's vision, mission and strategy. One performance measurement system that is able to overcome HR problems is the Balanced Scorecard method which is a performance measurement system that connects employees, company strategies, and performance through four perspectives, namely financial perspective, customer perspective, internal business process perspective, and growth and learning perspective. To measure the performance of HR at PT XYZ it starts with the description of the company's vision and mission and then designs a Critical Success Factor, arranges the Key Performance Indicator to find out what indicators are needed based on the CSF. Furthermore, weighting is carried out using the Analytical Hierarchy Process (AHP). After that, it measures performance at PT XYZ. Based on the results of data processing, there are 6 strategic objectives, and 12 KPIs. The final result of PT XYZ's performance score for financial perspective is 3.457 with good criteria, for customer perspective is 4,000 with good criteria, for internal business process perspective is 4.372 with good criteria, and for growth and learning perspective is 3.479 with good criteria. So that overall the performance of PT XYZ is 3.8488 with good criteria.

Keywords: Performance Measurement, Critical Success Factors, Balanced Resources Scorecards, Key Performance Indicators, Analytcal Hierarchy Process