

## **ABSTRACT**

*PT. Bhakti Unggul Teknovasi (Be Tel-U) is a company under the auspices of the Telkom Education Foundation (YPT) which was established on July 10, 2009. Since its formation until now the company has been engaged in: Property, procurement of goods / services and retail, construction and IT consultants. Based on data obtained by PT. Bhakti Superior Technology has been experiencing fluctuations in corporate revenue within the last 4 years due to a decline in revenue in each line of business. PT Bhakti Unggul Teknovasi uses performance appraisal to focus on the financial aspects. From this situation, research was conducted to design and measure a company's performance management system using the Balanced Scorecard method to be used as a measure of company performance. In the initial stages, strategic goals are determined based on an analysis of vision, mission and SWOT. The results of the analysis obtain a draft strategy which is then grouped to determine the Critical Success Factor and Key Performance Indicator. Next, weighting for each perspective indicator uses the Analytical Hierarchy Process method. KPI weighting results will be used to calculate the value of performance and the value of performance achievements that meet company targets. In designing the performance management system 18 KPIs and 17 CSFs were produced. Based on the results of AHP weighting, obtained a 47% financial perspective weights, 26% customers, 18% internal business processes and 9% growth and learning. From the analysis of the company's achievements and targets, there are 5 performance indicators that achieved the target and 13 performance indicators that did not reach the company's target. In addition, the company's overall performance score was 65.69 with a fairly good category.*

**Keywords:** *Performance, Balanced Scorecard, Critical Success Factors, Key Performance Indicators, Analytical Hierarchy Process (AHP)*