

ABSTRACT

PT. Putri Daya UsahaTama (PT. PDUT), Bandung as Distribution Company in Indonesia, nowadays, is facing a tight competition with other distribution companies. This competition demands PT PDUT for having qualified Human Resources (HR). This circumstances make PT.PDUT has to distinguish its HR performance periodically. Recently, HR performance measurement has been done, but this measurement is felt deficient because it focused on individual performance measurement, while needed is a systematic strategic HR management instrument which offering important steps to measure HR Performance, to determine how HR contribute in organizational performance , to manage HR Strategies, and to make a chance for HR to develop its role as a business strategic asset. Based on this empirical issues mentioned above, this research is intended to identify same measurement that are able to represent the HR performance and measuring the HR performance of PT.PDUT, Bandung.

One of method of contemporary performance measurement is HR Scorecard which is measurement system that linking People, Strategy, and Performance, through four perspective, which are financial, customer, internal business process, and also learn and growth. Measurement of company performance conducted after the arrangement of its measurement system is finished. Improvement process through some stage, which are: interview, identify measurement indicator, discussion, and weighting of measurement indicator.

The performance measurement system planning produces 18 succesful measurement tools having certain effects to HR Performance of the business firm. The standard influencing degree depends on the degree of the standard. Indicator with the biggest weight for each perspective will be chosen as main indicator of perspective measurement build for. This is called as Key Performance Indicator. Those Key Performance Indicators for each perspective are:

<i>Perspective</i>	<i>Perspective Weight</i>	<i>Key Performance Indicator</i>	<i>Indicator Weight</i>
<i>Financial</i>	<i>11,36%</i>	<i>Percentage of SDM cost toward SDM Revenue</i>	<i>35,28%</i>
<i>Customer</i>	<i>39,46%</i>	<i>Value of Employee Performance</i>	<i>25,45%</i>
<i>Internal Business Process</i>	<i>10,98%</i>	<i>Value of People Management Achievement</i>	<i>37,66%</i>
<i>Learn and Growth</i>	<i>38,20%</i>	<i>Comprehension Level of Company Culture</i>	<i>49,11%</i>

Overall HR Performance measurement is accomplished after performance of each perspective measured. Result of performance measurement of each perspective are as follows

- 1. Financial perspective has performance grade as 2,890 (Less)*
- 2. Customer perspective has performance grade as 3,950 (Adequate)*
- 3. Internal Business Process perspective has performance grade as 4,040 (Adequate)*
- 4. Learn and Growth perspective has performance grade as 4,320 (Good)*

The HR Performance of PT.PDUT totally is 3,979 which come into adequate category.

Key words : HR Performance, HR Scorecard, Key Performance Indicator