

ABSTRACT

PT. Bank Mandiri established in October 28th 1998 as a part of bank restructuring that be held by Indonesian government. On July 1999, the fourth government's bank, that are Bank Dagang Negara, Bank Bumi Daya, Bank Export Import Indonesia, and Bank Pembangunan Indonesia, merged as Bank Mandiri. PT. Bank Mandiri has some movement in investment banking, syariah banking, and bancassurance. Bank Mandiri gives spread all over financial solution for public companies, government companies, commercials, retail bisnis, micro and consumer.

PT. Bank Mandiri measures performance of the company just based on their financial perspective, that is financial outputs. In last few years, performance measurement that be done by Bank Mandiri 90% referring to their reach of financial perspective performance or financial output orientating, but for human resource perspective only +/- 2.5%-5%. Those ways measurement can not measure spread all over aspect in a company, so it can not integrate with aspects that can raise company performance.

So that, this research makes a performance measurement to PT. Bank Mandiri by using a method that can integrate whole the aspects which related to the company, that is Balanced Scorecard Method. This method measure the company performance based on four perspectives, those are financial, customer, internal business process, and also growth and learning, so the result will be more effective and integrated.

PT. Bank Mandiri performance measurement process is started by the explanation of the mission, vision, and strategy of the company into the strategic objective, critical success factor, also the company success point. The next process is weight accounting of each perspective using analytical hierarchy process method (AHP), the final process is PT. Bank Mandiri performance measurement.

The results of the PT. Bank Mandiri performance evaluation are 31 success points which affect the weight accounting of the perspectives.

Whole performance measurement is done by counting the performance score of each perspective. The whole performance score of PT. Bank Mandiri for 2008 is **3.33289** with assessment category **Good**.

Keywords : Balanced Scorecard, Analytical Hierarchy Process (AHP)