

Kata kunci : *Key Performance Indicator, KPI unit level, KPI unit individu, Bank Mandiri Cabang Jakarta Menteng*

ABSTRACT

Bank Mandiri is one of the state banks that have the greatest assets in Indonesia, amounting to 418.176 billion with a market of 63.46 %. Bank Mandiri should be able to manage and maintain the company operation in providing good service. It aims to continue to compete competitively in international markets. To provide good service not only influenced held by the banking company. Banking company shall have the human resource potential and qualified to work because of the role of human resource is essential.

Branch Bank Mandiri Jakarta Menteng is one branch or the Central Bank Mandiri Jakarta has a large market share, so it must be supported by competent human resource. Human resource development which is owned Bank Mandiri Jakarta Menteng Branch can be assessed by using KPI (Key Performance Indicator). KPI has the function to monitor whether the performance of employees has gone well or not well (Parmenter, 2010) so as to support the performance of human resource they have. It could be said that the measure of corporate performance can be seen from the actual achievement of these KPI.

At this time the Branch Bank Mandiri Jakarta Menteng apply measurement using the KPI of the work unit level of subjective judgment (Bank Mandiri, 2010). That causes to less of authority of each individual employee is reflected through the KPI, KPI assessment which vary between branches, where the assessment depend on the branch. Therefore, need to be developed into individual KPI level has an objective assessment so that it can do an assessment of whether the indicator is well run or not appropriate to meet the targets set. To achieve the targets set by the Bank Mandiri Jakarta Menteng Branch, it is necessary to decrease the work unit level KPI to KPI individual level. Prior to the reduction to be made the individual level KPI to KPI teller benchmarking BII and conduct interviews and observations of the head teller and branch teller Bank Mandiri Jakarta Menteng to know the data existing KPI achievement of the individual unit level.

After getting the data, further data processing by a decrease in unit level KPI to be KPI individual level. At this time, Bank Mandiri Jakarta Menteng Branch has conducted four measurements scorecard, the sales & service performance, branch-wide, compliance and control, and team work and productivity which is the working area, of the target. Based on the four scorecards used by the Bank Mandiri Jakarta Menteng Branch which is the main work area, obtained 16 KPI work unit level. Based on the results of the study with 16 KPI work unit level. Conducted decreased to 15 KPI that can increase the level of individual targets set Bank Mandiri Jakarta Menteng Branch. The individual level this KPI will be standardized for all branches.

Key word : Key Performance Indicator, KPI level unit, KPI individual level, Bank Mandiri Jakarta Menteng Branch