

ABSTRACT

PT.XYZ is a subsidiary of the state electricity company that runs a commercial venture in the field of electric power development in Indonesia. To develop a corporate governance system PT.XYZ implement The Malcolm Baldrige Criteria assessment, and one of the assessment results that become concern is about complaints regarding the implementation of employee performance appraisal system.

Currently PT.XYZ using the Balanced Scorecard assessment to determine the company's overall performance results. In the implementation of the performance appraisal there are 2 types of group applicable assessment, the first is executive assessment conducted by executive corporate assessment team, and non-executive assessment conducted by managers to asses subordinates. In this case the complaint is specifically aimed at non-executive assessment where the assessment is only using four perspectives without any reference to the assessment such as the Balanced Scorecard assessment conducted on the executive. Therefore, KPI standardization is needed on assessing the performance of non-executive. The method used in this study is the Human Resources Scorecard.

Human Resources Scorecard method produces standardized KPIs as well as the relationship between HR systems with defined KPIs. The steps are performed in this study is to determine the KPI, make a strategy map to illustrate the linkages between KPIs, the weighting is based on the calculation method of AHP, determine the influence of KPI to HR systems, and adjusting the results of the standardization of HR KPIs to suit the needs of enterprise architecture. Results of standardized KPIs are 15 KPIs along with the percentage of weight as a reference, and as an overview assessment of the architectural influence of HR KPIs are 5 KPIs that can be used as a reference to see the performance directly related to company performance.

Key word: Key Performance Indicator (KPI) Standarization, Human Resources Scorecard (HR Scorecard), Analitical Hierarchy Process (AHP)