

Abstract

IT Technology has affected human 's life in so many ways. IT Technology help business to increase its performance to the higher level in order to compete with its competitor. So many companies has used computer to manage and consolidates their raw operational data to convert it into useful informations in order to support their decision making, which is known as Business Intelligence System. It is a knowledge based approach that studies the implementation of technology and methodology to optimize a business performance.

One of the approach that is used in Business Intelligence is Balanced Scorecard, a quantitative measuring method of company performance based on four perspectives. They are Financial, Customer, Internal Business Process, and Learn and Growth. Balanced Scorecard has been implemented in many companies to measure their performance and support decision making activities due to its capability to describe company performance based on its perspectives, so that companies can determine their strong and weak sectors.

When Balanced Scorecard is implemented into Business Intelligence system, data availability is main issue to accomplish, because the available data has to be able to cover all four perspectives on Balanced Scorecard or the company will never be able to be measured perfectly. Balanced Scorecard ability to describe company condition based on its four perspectives make the Business Intelligence system capable of providing information about company 's strong and weak sectors in by showing score of each KPI on every perspective and also score of the company overall performance.

Keywords : Performance Analysis, Business Intelligence, Balanced Scorecard, Key Performance Indicator