

ABSTRACT

This study aims to design a performance index model in the field of emergency and logistics at the Regional Disaster Management Agency (BPBD) of West Java Province. West Java is an area with a high level of disaster vulnerability, such as floods, landslides, and earthquakes. BPBD as an institution responsible for disaster management requires comprehensive performance measurement to ensure effectiveness in responding to and handling disasters. The performance index used by BPBD so far only relies on the Strategic Plan (RENSTRA), which does not include all relevant aspects of performance, such as beneficiaries and internal business processes. Therefore, this research focuses on developing a more holistic performance index model using the Analytical Hierarchy Process (AHP) method. This method was chosen because it is able to handle various interconnected criteria and provide clear priorities in decision making.

The research was conducted by collecting data from BPBD through questionnaires and interviews. Respondents in this study consisted of six people working in BPBDs at the provincial, district and city levels in West Java. The data obtained was then analysed using AHP to determine the relative importance of each criterion and sub-criteria. The results of this calculation were used to develop a performance index covering four main perspectives, namely: beneficiaries, internal business processes, learning and growth, and finance. The beneficiary perspective received the highest weight in this performance index, emphasising the importance of the quality and speed of product delivery as well as ongoing assistance to disaster-affected communities. The internal business process perspective emphasises the speed of BPBD's response in reaching disaster sites, the availability of logistics stocks, and staff training. The learning and growth perspective highlights the importance of technological innovation and teamwork in improving the disaster management system in the future. Meanwhile, the financial perspective assesses the efficiency of transport and warehousing costs.

The results of this study are expected to be a reference for BPBD West Java Province in measuring performance and conducting evaluations to improve efficiency and effectiveness in disaster management. With a more comprehensive performance index model, BPBD can optimise resource allocation, improve business processes, and provide better services to the community. In addition, this model can also be used as a basis for decision making in a more effective disaster mitigation strategy. The conclusion of this research shows that the AHP method is effective in helping BPBDs formulate performance priorities that are in line with organisational needs. A more comprehensive performance measurement can help BPBDs to improve their capability in dealing with various disasters in the future. The study also recommends continuous training for BPBD employees, especially in logistics, as well as increased cooperation with related parties to strengthen the disaster management system in West Java. With the designed performance index model, the BPBD of West Java Province can be more proactive in planning and executing disaster management strategies that focus on speed of response, effectiveness of logistics distribution, and improved quality of service to the community.

Keywords: Performance measurement, Performance Index, Analytical Hierarchi Process (AHP)