

**SISTEM PENGUKURAN KINERJA PERUSAHAAN DENGAN MENGGUNAKAN
METODE *PERFORMANCE PRISM*
(Studi Kasus pada PDAM Tirta Moedal Cabang Semarang Tengah)**

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Abstrak

Penelitian ini menguraikan hasil penelitian perancangan sistem pengukuran kinerja pada PDAM Tirta Moedal Semarang dengan model *Performance Prism*. Selama ini PDAM Tirta Moedal belum memiliki sistem pengukuran kinerja. Oleh karena itu, perlu dilakukan perancangan sistem pengukuran kinerja. Dari kondisi PDAM Tirta Moedal Semarang, model yang tepat digunakan adalah model *performance prism* dibanding model lain. Hasil rancangan menunjukkan bahwa *stakeholder* PDAM Tirta Moedal Semarang meliputi: pelanggan, tenaga kerja, *supplier*, pemilik modal /*investor*, serta pemerintah dan masyarakat sekitar lingkungan perusahaan. Sistem pengukuran kinerja ini memiliki 44 KPI yang meliputi 12 KPI pelanggan, 9 KPI karyawan, 11 KPI pemilik modal, 6 KPI *supplier*, 6 KPI pemerintah dan masyarakat di sekitar lingkungan. Dari hasil implementasi sistem pengukuran kinerja dengan proses *scoring system* menggunakan metode OMAX menunjukkan nilai *current performance indicator* yang telah dicapai oleh PDAM Tirta Moedal Semarang adalah sebesar 75,1 %. Hasil pengukuran menjadi landasan pihak manajemen mengevaluasi dan menentukan rencana kerja perbaikan sehingga harapan dari semua *stakeholder* dapat terpenuhi.

Kata kunci: Pengukuran Kinerja, Performance Prism, PDAM Tirta Moedal Semarang.

ABSTRACT

This study describes the results of the research design of performance measurement system in PDAM Tirta Moedal of Semarang with the Performance Prism model. So far, PDAM Tirta Moedal has not a performance measurement system yet. Therefore, it is necessary to design performance measurement systems. From the condition of PDAM Tirta Moedal Semarang, the exact model used is a prism model performance compared to other models. The design results showed that stakeholders of Moedal Semarang PDAM Tirta include: customers, workforce, suppliers, capital owners / investors, as well as government and the public around the corporate neighborhood. This performance measurement system has 44 KPIs which covers 12 KPIs of customer, 9 KPIs of employees, 11 KPIs of capital owners, 6 KPIs of supplier, 6 KPIs of governments and communities around the neighborhood. From the results of the performance measurement system implementation with scoring system process using OMAX method showed that current performance indicator that has been achieved by PDAM Tirta Moedal Semarang amounted to 75.1%. The measurement results became the foundation for management to evaluate and determine the work plan of repair so that all stakeholders' expectations can be met.

Keywords: Performance Measurement, Performance Prism, PDAM Tirta Moedal Semarang.