**PENGEMBANGAN SISTEM PENGUKURAN KINERJA SDM DENGAN METODE *HUMAN RESOURCES SCORECARD* DI PT DEF**

JURNAL

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# DESIGN OF HUMAN RESOURCES PERFORMANCE MEASUREMENT SYSTEM WITH HUMAN RESOURCES SCORECARD METHOD AT PT DEF

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Prof. Dr. H. M. Sidik Priadana, M.S. Dr. H. Yusuf Arifin. S.Si, MM. **Abstract**

**Background**: The assessment system in the HR department of PT DEF is a measurement of HR performance carried out at PT DEF that is not optimal. The absence of a coherent and comprehensive assessment system that can measure the performance of the company. The existing assessment system has not been able to accommodate superior and quality human resources that refers to the business paradigm to realize the company's vision and mission.

**Aims**: This study aims to develop an HR performance appraisal system with the Human Resource Scorecard approach

**Methods**: Human Resource Scorecard approach which is formulated based on the vision, mission, corporate culture, and the company's business paradigm into 4 Human Resource Scorecard perspectives, namely financial, customer, internal business process and learning and growth. The weighting of each perspective and indicator from the perspective is carried out using the Analytical Hierarchy Process (AHP) method. Analysis of the criteria for evaluating the performance of lagging indicators and leading indicators is carried out based on an interval scale.

**Result**: The results of the design contained 8 strategic targets for the HR department, which consisted of lagging indicators (Key Indicators) and 22 leading indicators.

**Conclusion**: Recommendations for improving HR performance for the short term with the approach of producing 4 main priority proposals for lag indicators and 1 main priority proposal for lead indicators.

**Keywords** : Performance Assesment, Human Resource Scorecard, Analytical Hierarchy Process (AHP)

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# Abstrak

**Latar Belakang**: Sistem penilaian kinerja pada bagian SDM PT DEF bersifat konvensional pengukuran kinerja SDM yang dilaksanakan di PT DEF belumlah optimal. Belum adanya system penilaian yang koheren dan komprhensif yang dapat mengukur kinerja sdm yang ada di perusahaan. Sistem penilaian kinerja yang ada belum dapat mengakomodir terciptanya SDM yang unggul dan berkualitas yang mengacu pada paradigma bisnis untuk mewujudkan visi dan misi perseroan.

**Tujuan**: Penelitian ini bertujuan untuk mengembangkan system penilaian kinerja SDM dengan pendekatan Human Resource Scorecard

**Metode**: pendekatan Human Resource Scorecard yang dirumuskan berdasarkan visi, misi, budaya perusahaan, dan paradigma bisnis perusahaan kedalam 4 perspektif Human Resource Scorecard yaitu financial, customer, internal business process dan learning and growth. Pembobotan pada tiap perspektif dan indikator dari perspektif dilakukan menggunakan metode Analytical Hierarchy Process (AHP).Analisis kriteria penilaiana kinerja indikator lagging dan indikator leading dilakukan berdasarkan skala interval.

**Hasil**: Hasil rancangan terdapat 8sasaran strategis bagian SDM, yang terdiri dari lagging indicator (Key Indicator) dan 22 leading indicator.

**Kesimpulan**: Rekomendasi perbaikan kinerja SDM untuk jangka pendek dengan pendekatan menghasilkan 4 usulan prioritas utama indikator lag dan 1 usulan prioritas utama indikator lead.

**Kata Kunci** : Penilaian Kinerja, Human Resource Scorecard, Analytical Hierarchy Process (AHP)

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