

ABSTRAK

Perancangan pengukuran kinerja dengan metode *Performance Prism* bertujuan untuk menyempurnakan pengukuran kinerja Rumah Sakit Semen Gresik (RSSG). Perancangan pengukuran kinerja dengan metode *Performance Prism* digunakan karena dapat merefleksikan kebutuhan dan keinginan dari setiap *stakeholder*. Pengukuran kinerja tersebut merupakan pengukuran yang terintegrasi, mencakup kepuasan *stakeholder*, kontribusi *stakeholder*, strategi, proses dan kapabilitas. Penelitian ini menggunakan metode penelitian kualitatif dengan data berupa hasil wawancara dari lima *stakeholder* RSSG yakni konsumen, karyawan, investor, pemasok dan pemerintah. Pengukuran kinerja dalam penelitian ini juga didukung oleh metode pembobotan *Analytical Hierarchy Process* (AHP) untuk mengetahui tingkat kepentingan antar KPI. Hasil perancangan pengukuran kinerja pada RSSG dengan *Performance Prism* berupa 57 KPI meliputi 36 KPI *stakeholder* konsumen, 12 KPI *stakeholder* karyawan, 3 KPI *stakeholder* investor, 3 KPI *stakeholder* gabungan investor dan pemerintah, dan 3 KPI *stakeholder* pemasok.

Kata kunci: Pengukuran Kinerja Perusahaan, *Performance Prism*, *Analytical Hierarchy Process*, *Key Performance Indicator*, *Stakeholder*.

ABSTRACT

Design of performance measurement with the method of the Performance Prism aims to improve performance measurement of Rumah Sakit Semen Gresik (RSSG). Design of performance measurement with the method of the Performance Prism is used because it can reflect the needs and desires of each stakeholder. Performance measurement is the measurement of the terintegrasi, including the satisfaction of stakeholders, stakeholder contributions, strategies, processes and capabilities. This research uses qualitative research methods with data in the form of interviews of five stakeholders RSSG i.e. consumers, employees, investors, pemasoks and the government. Performance measurement in research is also supported by weighting method of Analytical Hierarchy Process (AHP) to find out the level of interest between KPIS. Design of performance measurement results on the Performance Prism with RSSG form 57 KPI's include 36 KPI's costumer stakeholders, 12 KPI's employees stakeholders, 3 KPI's investor stakeholders, 3 KPI's investor and government stakeholders, and 3 KPI's supplier stakeholders.

Keywords: Corporate performance measurement, Performance Prism, Analytical Hierarchy Process, Key Performance Indicators, Stakeholders.