

Perancangan sistem pengukuran kinerja organisasi nonprofit berbasis stakeholder dengan pendekatan performance prism. (Studi kasus Dompet Dhuafa Republika) = Performance measurement system design for non-Profit organization based on stakeholder approach: performance prism. (Case study Dompet Dhuafa Republika)

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Abstrak

Skripsi ini berusaha menjelaskan sebuah perancangan sistem pengukuran kinerja bagi Dompet Dhuafa Republika, sebuah organisasi non profit yang bergerak di bidang pengelolaan zakat tingkat nasional dengan menggunakan pendekatan pengukuran kinerja berbasis stakeholder yaitu Performance Prism. Perancangan ini meliputi formulasi indikator kinerja, penetapan bobot indikator kinerja dengan metode Analytic Hierarchy Process (AHP), serta pembuatan dokumen-dokumen yang diperlukan untuk implementasinya. Dalam penelitian ini, berhasil ditentukan 45 indikator kinerja dari lima perspektif Performance Prism yaitu 4 indikator untuk perspektif kepuasan stakeholder (bobot 16%), 10 indikator untuk strategi (bobot 22,7%), 18 indikator untuk proses internal (bobot 17,1%), 5 indikator untuk kapabilitas (bobot 38,6%), serta 8 indikator untuk kontribusi stakeholder (bobot 5,6%).

*This thesis tries to explain a design of performance measurement system for Dompet Dhuafa Republika (a non-profit organization which activity to manage zakat at national level) by using stakeholder based approach: Performance Prism. The design consists of performance measures formulation, performance measures weighting by Analytic Hierarchy Process (AHP), and the creating of documents needed to system implementation.*

*The research has successfully identified 45 performance measures for five Performance Prism's perspectives: 4 measures for stakeholder satisfactions perspective (16 %), 10 measures for strategies (22,7%), 18 measures for internal processes (17,1%), 5 measures for capabilities (38,6%), and 8 measures for stakeholder contributions (5,6%).*