

Pengembangan Indikator Kinerja Kunci Berbasis Proses Untuk Meningkatkan Kinerja di Divisi Enjiniring Departemen Industrial Plant PT. Wijaya Karya Tbk. = The Development of Process-Based Key Performance Indicators to Improve the Performance of Engineering Division at the Industrial Plant Department of PT. Wijaya Karya Tbk

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Abstrak

Seiring dengan meningkatnya persaingan dan tantangan teknologi dalam industri konstruksi yang semakin kompleks di Indonesia, perusahaan-perusahaan nasional Indonesia perlu memiliki indikator kinerja kunci (IKK) yang merupakan tolok ukur keberhasilan untuk menghadapi persaingan. Tujuan dari penelitian ini adalah untuk mendapatkan indikator kinerja teknik yang sesuai dengan tujuan perusahaan. Analisis kualitatif dilakukan untuk mendapatkan indikator kinerja dan dilanjutkan dengan metode pengukuran. Hasil penelitian menunjukkan terdapat 7 kinerja diukur untuk mengetahui kinerja Divisi Enjiniring berdasarkan tahapan proses kerja enjiniring.

Along with the increasing competition and technological challenges in the increasingly complex construction industry in Indonesia, Indonesian national companies need to have a key performance indicators (KPIs) which is a measure of success in facing competition. The purpose of this study is to obtain technical performance indicators that are in line with the company's objectives. Qualitative analysis is carried out to get performance indicators and continued with the measurement method. The results showed that there were 7 performance measures to determine the performance of the Engineering Division based on the stages of the engineering work processes.