

Aplikasi metode DEA dengan klasifikasi DMU untuk pengukuran kinerja operasional kantor cabang bank

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Abstrak

Data Envelopment Analysis (DEA) is mathematical programming techniques for evaluating relative efficiency of decision making unit (DMUs) in managing their resources (input) to produce results (output). DEA assumed that functional distribution/relations between input and output aren't known. This paper applied DEA to find the most effective operations between 44 bank's branches. DEA application in this case will identified effectiveness of branch's operations based on quantitative calculation. Application of DEA for this case needs few adjustments from its basic model to accommodate data which classified in 4 branch categories. Result of DEA calculation could be used as basis for determining operational performance benchmark (every branch's with DEA score al).