

Key performance indicators development for government agency

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=9999920530531&lokasi=lokal>

Abstrak

Organizations perform all activities and operations within a framework, which are built on its vision and mission. The performance of each activity and operation can be measured using Key Performance Indicators (KPI), which indicate the organization's success in achieving its strategic objectives. KPI is widely used not only by profit-oriented organizations, but also by non-profit organizations such as government agencies. Government agencies have different characteristics in terms of funding, programs, and culture. This research describes the development of KPI in an Indonesia government agency. This research was conducted in three stages: evaluating the organization's vision and mission; determining the organization's position using Strength, Weakness, Opportunity, and Threat (SWOT) analysis; and preparing a strategic plan, and developing the priorities of that plan using the Analytical Hierarchy Process (AHP). The result of KPI development shows that the government agency has eight strategic objectives and five KPI.