

ABSTRAK

Nama : Engelbert Christian.
Program Studi : Teknik Industri.
Judul : Pengukuran Kinerja Perusahaan Jasa Penerbangan Di Indonesia Dengan Metode *Performance Prism*.

Tesis ini membahas pengukuran kinerja perusahaan jasa penerbangan di Indonesia dengan menggunakan metode *Performance Prism*. Penelitian ini tidak hanya mengukur kinerja dari sisi strategi saja tetapi juga memperhatikan kepuasan dan kontribusi *stakeholder*, proses dan kapabilitas perusahaan. Penelitian ini juga mengidentifikasi *stakeholder* dari banyak pihak yang berkepentingan, seperti pelanggan, manajemen, pegawai dan pemasok. Pengolahan data dilakukan dengan Model Analisis Kuantitatif TEV diantaranya pembobotan dengan *Delphi Method* dan penilaian kinerja dengan *Expected Value*. Hasil dari penelitian ini bahwa penilaian kinerja perusahaan dikategorikan baik berdasarkan skala 5 dengan nilai kinerja 3.9669. Dari 22 Indikator yang diukur, ada 10 indikator yang dikategorikan sangat baik, 6 indikator dikategorikan baik, 5 indikator dikategorikan cukup, dan 1 indikator dikategorikan sangat kurang.

Kata kunci: Pengukuran Kinerja, *Performance Prism*, *Stakeholder*. Model Analisis Kuantitatif TEV, *Delphi Method*, *Expected Value*.

ABSTRACT

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Study program: Industrial Engineering
Title : Performance Measurement at Aviation Service Company in Indonesia with Performance Prism Method

This thesis describes the measurement of performance at aviation services company in Indonesia using the Performance Prism. This study not only measures performance in terms of strategy but also to attention to customer satisfaction and contribution of stakeholders, processes and company capabilities. This study also identifies stakeholders from many interested parties, such as customers, management, employees and suppliers. Data processing was performed with TEV Quantitative Analysis Model that is weighted with Delphi Method and the Expected Value of performance assessment. Results from this study that the assessment of corporate performance are categorized on a scale of five with a good performance value 3.9669. Of the 22 indicators measured, there are 10 indicators that are categorized very well, six indicators of well categorized, five indicators of enough categorized, and an indicator is considered very low.

Key words: Performance Measurement, Performance Prism, Stakeholder. TEV Quantitative Analysis Model, Delphi Method, Expected Value