

Pengukuran kinerja perusahaan jasa penerbangan di Indonesia dengan metode performance prism = Performance measurement at aviation service company in Indonesia with performance prism method

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Abstrak

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.

.....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.