

ABSTRACT

Each company will face a dynamic business environment. The competitors not only from domestic but also overseas. To be successful in achieving its objectives, needed a system that is more comprehensive performance measurement as a feedback in strategic policy-making company.

PT. PERUSAHAAN LISTRIK NEGARA (PERSERO) DISTRIBUSI JAWA TIMUR AREA PELAYANAN DAN JARINGAN SURABAYA SELATAN is one of several companies offering services in the fields of ship building and ship repair, every effort has been made by PT. PLN to be able to achieve excellence in middle-class market segments. One of the most important factor in determining long-term success is a measurement of performance. During this time in PT. PLN, Surabaya was already there performance measurement. During this time in PT. PLN (Persero), Surabaya was already there in the performance measurement of each part, but still transparent in the sense has not been done by default and not be comprehensive and more thorough and just focus on the cost of financial and employee job description. In fact the only performance measurement see financial benchmarks alone is no longer relevant in the face of increasing competition.

The purpose of doing research at PT. PLN (Persero), Surabaya is knowing the company's performance with the Balanced Scorecard method that weighted using Analytical Hierarchy Process (AHP) through the Expert Choice software version 11 is viewed from four related perspectives, namely financial perspective, customer perspective, internal business process perspective, and learning and growth perspective. At the same time to provide input for future initiatives to increase the strategy of PT. PLN (Persero), Surabaya.

Based on the results of the study, the overall score measuring the performance of PT. PLN (Persero) in 2008 was 2.096 of which fall fairly and company performance in 2009 was 1.820 which firm performance is classified. This means that with a good performance measurement namely the BSC method, the firm capable of monitoring the performance problems in both the short and long term to realize the vision and strategy.

Key Words: Balanced Scorecard, Analytical Hierarchy Process (AHP)