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PROPOSED PERFORMANCE MANAGEMENT SYSTEM BASED ON BALDRIGE EXCELLENCE FRAMEWORK AT PT ANGKASA PURA II (PERSERO)

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Abstract

The business environment has changed rapidly. We are now living in the VUCA era which has become a new normal condition that companies face in doing business, includes for Angkasa Pura II (AP2) as an airport operator company. The Ministry of State-Owned Enterprises (SOE) hopes that SOEs can compete in a global era to make a maximum contribution to the national economy. One of the efforts undertaken by Ministry of SOEs is to apply Kriteria Penilaian Kinerja Unggul (KPKU) which is adopted from Malcolm Baldrige Criteria. However, the implementation of the KPKU at AP2 was not felt to have a significant impact on the company's performance. One of the reasons is that many work units do not have a deep understanding of the questions in KPKU criteria. This research is proposed a performance management system based on Malcolm Baldrige Criteria that can easily understand by AP2 employee by changing the non-prescriptive perspective of Baldrige Criteria into a prescriptive perspective that adapted with AP2 conditions.

Keywords: Malcolm Baldrige, Baldrige Excellence Framework, Business Excellence System, Performance Management System.
