

DESIGN OF A PERFORMANCE MANAGEMENT SYSTEM FOR AN EDUCATIONAL PUBLIC SERVICE AGENCY USING KBPMS (CASE STUDY OF THE STATE FINANCE POLYTECHNIC STAN)

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Abstract

The State Finance Polytechnic STAN (PKN STAN) is an official college within the Ministry of Finance that provides education in the field of state finance for prospective or current government employees. As a Public Service Agency (Badan Layanan Umum/BLU), PKN STAN has performance targets for educational BLU. However, these performance targets have not been implemented as an integrated performance management system (PMS) in PKN STAN, resulting in a lack of synergy within the organization to achieve the BLU performance targets. This paper aims to design a PMS for PKN STAN using the Knowledge-based Performance Management System (KBPMS) approach as the KBPMS has the advantages of simplicity and clear direction of performance indicators. Historical information on the performance of PKN STAN was collected through secondary data and face-to-face interviews. With the addition of literature studies related to KBPMS, appropriate various indicators were obtained. Furthermore, an analysis of the indicators was carried out. Correlations analysis was used to find the linkage between indicators, while the Analytic Hierarchy Process (AHP) was used to find weights between indicators by distributing questionnaires. The findings in this case study research are PMS framework with the KBPMS approach. Performance indicators are divided into three perspectives (business results, internal business processes, and resource capabilities). From these three perspectives, 37 key performance indicators were obtained to improve the quality and productivity of performance to achieve organizational performance targets and meet their strategic objectives.

Keywords: KBPMS, Public Service Agency, PKN STAN, Performance Indicators.
