

**DEVELOPMENT OF PERFORMANCE MANAGEMENT SYSTEM IN
HUMAN CAPITAL DIVISION: CASE STUDY PT XYZ**

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

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PT XYZ is a company that operates at professional services industry. Due to the field of operation, it is necessary for the company to maintain the performance of the services. To maintaining the performance, a human capital division that focusing on maintaining, developing, and attracting the employees was made. Due to the importance of the division, a proper performance indicator to the division has to be made.

Current situation in PT XYZ, the Key Performance Indicator (KPI) for the human capital division is not focusing on the organization and people development. Instead, the KPI are focusing on cost and profit of the company. To maximize the function of the human capital division, a tailored key performance indicator was made based on a strategic map that is dedicated only for the human capital or human resources division.

Keywords: Key Performance Indicator, Human Capital, Performance Management System, Balance Score Card.



DEDICATION

I dedicate this thesis work for my beloved family, friends, and students who might benefit from this work.



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