

The Implementation Of Key Performance Indicators (Kpis): Case In Higher Education Institution

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Abstract

This reserach is focused on the Key Performance Indicators (KPIs) spesifically for academic staffs or lecturers that are especially from universities or higher education institutions. This is based on the specific tasks that are needed to be execute which are teaching and learning, research and publishment, conference, negotiation and comunity services. This system is created based on Robert S. Kaplan and David P. Norton framework's model. The first concept of KPIs was introduced through a research called The Balanced Scorecard (BSC). It was prepared with the examples of indicators for each framework perspective which covered the financial growth, cliens, internal development, learning and innovation as a whole to enhance the development of the indicator system soon.

Keywords: Key Performance Indicator, KPIs, The Balanced Scorecard (BSC), acedemic, universities, higher education institutions.