

CHAPTER VI

CONCLUSIONS

This chapter contains conclusions based on the processing and analysis that has been done previously as well as suggestions for further research.

6.1. Conclusions

The conclusions obtained in this study are:

1. Key Performance Indicators obtained from the research results as Performance Measurement Design at PT Bina Usaha Keluarga Makmur are 15 KPIs. This KPI consists of 6 perspectives namely 1) Financial Perspective consists of KPI Revenue Growth Rate and Sales Growth, 2) Customer Perspective consists of customer retention rates and customer satisfaction surveys, 3) Internal Business Process Perspective consists of percentage of defective products, inventory / ratio sales, employee attendance percentage, and production volume, 4) Growth and Learning Perspective consisting of Employee turnover ratio, 5) Environmental Perspective consisting of air pollution, noise, CO2 emissions, and impacts on ecosystems, and 6) Social Perspective consisting of Health and Safety Performance and Compliance with Regulations.
2. The results of PT Bina Usaha Keluarga Makmur's performance measurement as a whole obtained using the Sustainability Balanced Scorecard method is a score of 3.73463, where this score is included in the good category. However, the results of this performance measurement are dynamic and can change at any time depending on the realization of each KPI within a certain period, changes can make the overall final performance score decrease or increase, therefore companies need to carry out periodic performance measurement using a prearranged performance measurement system design.

3. The results of the proposed recommendations obtained in this study are that the KPI of revenue growth and Sales Growth is carried out by expanding business targets and increasing product promotion to consumers through digital marketing, while for the KPI of soy sauce inventory turnover ratio, namely increasing the production target of sauce products, so that the value of Cost of Goods Manufactured and Cost of Goods Sold increased, and inventory turnover ratio increased, and for noise KPI, it is necessary to provide ear plugs or ear muffs to reduce high noise levels

6.2. Suggestion

The suggestions for future research are:

1. Digitizing with the support of an information system for measuring the performance of the company PT Bina Usaha Keluarga Makmur such as a website so that measurements can be carried out more effectively and efficiently.
2. The design of the designed performance measurement system can be used for measuring the performance of other companies.

