

ABSTRACT

The government continues to improve the progress of Information Technology (IT) for convenience in all government sectors and the community who share in feeling the progress of IT, the Government also seeks to improve the quality of work of Human Resources (HR). The Department of Communication and Information (DINKOMINFO) is obliged to succeed in the Vision and Mission of Wonosobo Regency contained in the 2016-2012 RPJMD. To succeed the Vision and Mission of DINKOMINFO, it is necessary to implement well-managed IT and improve the performance of DINKOMINFO of Wonosobo Regency to support IT development. The problems that exist in the Wonosobo Communication and Information Office in the 2016-2021 Strategic Plan (Renstra) have not specified the needs and strategies of each field, especially the Information Technology sector and there is no assessment of the contribution of IT to the service business and there is no assessment of IT performance measurement, it is necessary to measure performance to specify the needs and strategies and can determine the contribution of IT to the business by using the Information Technology Balanced Scorecard to adjust the planning and activities of information systems that can measure, evaluate the effectiveness of the organization of information systems, encourage and maintain the increasing performance of information systems, and achieve the desired results. balance among HR. The purpose of this study is to produce performance measurement recommendations using the IT Balanced Scorecard from the results of the SWOT, PEST and CSF matrix analysis which will produce strategic goals. This research resulted in 10 strategic goals which were mapped into 4 IT Balanced Scorecard Perspectives and 15 KPIs, targets, initiatives as the design of IT Balanced Scorecard performance measurement DINKOMINFO Wonosobo Regency. Recommendations for measuring the performance of the DINKOMINFO of Wonosobo Regency as a result of the IT Balanced Scorecard design are 15 KPIs which are used as the value of program achievement to determine the results of measuring the performance of DINKOMINFO of Wonosobo Regency. The results of the 10 strategic targets formed into strategy maps are translated into cause-and-effect relationships that describe the conditions of the Wonosobo Regency DINKOMINFO. DINKOMINFO Wonosobo Regency needs to evaluate the strategic targets that have been set every year to adjust the target setting according to developments.

Keywords: *Information Technology Balanced Scorecard, Key Performance Indicators, Performance Measurement, Strategy Maps.*