

ABSTRACTS

Economic global crisis started with the collapse of United State's economic in year 2008 gave domino effect to economic and business in developing country such as Indonesia. Not only companies rely on export trading to United State, but also to service companies like contractor companies that made business competition increased. This situation pushed every contractor company tried his best performance in order to survive and to grow in the business.

This research's objective is to identify and analyze PT. Marga Mandalasakti's perception and also its technical contractor companies' perception as its suppliers toward to performance on quality aspect, cost aspect, delivery aspect and safety aspect. Perception is cognitive process by someone to understand information about his or her environment through his or her senses and make his or her own meaning and response. The perception data was gained from questioner that is given to PT. Marga Mandalasakti's staff and technical contractor companies' staff as its supplier. Quota sampling method was used to collect the data with respondent's job level from staff to manager. The data collection was conduct from July to August 2009.

The measurement instrument uses 4 variables, which are X1-Quality Indicator, X2-Cost Indicator, X3-Delivery Indicator and X4-Safety Indicator. Validity and reliability tests were done to ensure the instrument valid and reliable. Validity test was done by calculating person's moment product (r) with SPSS Software. The research design is cross-functional design, in other word the research data is collected and analyzed from the same point. Cross-functional survey is research to analyzed dynamic correlation between factors with model approach or observation in the same time known as point time approach. The cross-functional research in this research is finding the difference perception between PT. Marga Mandalasakti and technical contractors companies as its supplier on performance composed by quality aspect, cost aspect, delivery aspect and safety aspect.

The results from the answer of the respondents show there are no difference on perception between PT. Marga Mandalasakti and technical contractor companies as its supplier in quality, delivery and safety indicators of performance measurement. While there is difference on perception between PT. Marga Mandalasakti and technical contractor companies as its supplier in cost indicator of performance measurement. Therefore, it's necessary to find a solution for the difference found in cost aspect between both parties for better business relationship in the future.

Keywords: performance, performace indicator, quality, cost, delivery, safety, perception, contractor company