

USING CRITICAL SUCCESS FACTORS (CASE STUDY: PADANG CITY INDONESIA)

Insannul Kamil¹, Buang Alias², Abdul Hakim Mohammed³, Rika Ampuh Hadiguna⁴,
Mego Plamonia⁵

^{1,2,3)} Faculty of Geoinformation and Real Estate, Universiti Teknologi
Malaysia,

Johor Bahru, Malaysia

^{4,5)} Department of Industrial Engineering, Faculty of Engineering of
Andalas University,
Padang Indonesia

Email: sankamil@yahoo.com

ABSTRACT

Road infrastructure is one of the physical infrastructures which are most influent on the quality and pattern of human life. Road maintenance management becomes the most important aspect to make function and performance of roads optimal in order to support human mobilities. Nowadays, perspective of road maintenance has changed, from the efforts to repair damage roads into optimalization of the use of Key Performance Indicators (KPI) that determine the level of road performance reliability.

The use of KPI to measure road maintenance performance in Padang City has been done by Kamil and Alias (2011). Of the result of the use, 15 KPIs informing performance of 10 main roads in Padang City are obtained. The research is aimed at determining policy formula for road network maintenance system in Padang City by using the KPIs. The research was done from June 2011 to January 2012. Data is gathered in 2 stages by using questioners.