

ABSTRACT

Work assessment is very important thing in a company. IT Telkom as one of the companies which do not have a structured standar work assessment, particularly for study program staff. Big study program staff workload that provide services to lecturers and students is needed evaluation. Evaluation can be done if IT Telkom has a business process work assessment for a good prodi staff.

In designing a good BKND study program staff business process assessment standard, the method used is the SECI. SECI is the method comprising steps of socialization, externalization, combination, and internalization. This method is used to convert data that is tacit knowledge into explicit knowledge and vice versa in order to be understood and used as a reference.

Based on the results, the results of a BKND program study staff appraisal standard design has 9 criterias that are concern for order, customer service orientation, expertise, organization commitment, initiative, information seeking, teamwork, team leadership and flexibility. BKND study program staff business process standard compiled based on the results of the workassessment design involving entities manager assistant / manager, staff and the department of human resources.

The conclusion of this research is the design BKND program study staff appraisal standard and its business processes can be applied and implemented in IT Telkom. The next thing to do is measure the study program staff competence factor held by staff to determine how far the gap is held to the standard of competence factor. Making knowledge management system of BKND program study staff appraisal could be done to facilitate the user in performing the assessment.

Keywords: work assessment, SECI, BKND, Business Process