

ABSTRACT

The Directorate of Information Systems is a unit that provides information technology infrastructure services, intranet or internet interconnection services, data information system services (academic information system applications, non-academic and support) and computing services as strategic tools for the running of business processes at University X. The performance appraisal of employees of the information system unit using the direct appraisal of the employer to the employee and the elements of appraisal are not clear and confusing. Problems being experienced today is that the condition of this appraisal is very potential to cause subjectivity to the given value. This value will affect employment decisions such as salaries, promotions, and training. Of course this subjectivity will hurt either the employees or the information system unit. To reduce the subjectivity, the appraisal was using an approach of 360-degree feedback method. This method is done by many parties so that the results obtained are expected to be more honest and fair.

This study aims to design an employee appraisal form using 9 elements in a 360-degree feedback method. The 9 elements are leadership, team player, self-management, communication, vision, organizational skills, decision making, expertise and adaptability. A performance appraisal form using a 360-degree feedback method resulted in a total of 20 questions for all elements. Appraisers with this method not only superiors, but involving colleagues and subordinates. Employees are of the opinion that performance appraisals with this method are perceived to be more equitable than previous assessments because of clearer appraisal items and assessors derived from the employees' environment.

Keywords: *Performance, Job Appraisal, 360-degree feedback*