

ABSTRACT
ANALYSIS OF PERFORMANCE ASSESSMENT AND
RECOMMENDATIONS FOR IMPROVEMENT PERFORMANCE PT. INTI
BASED ON MALCOLM BALDRIGE CRITERIA
FOR PERFORMANCE EXCELLENCE FOR WORKFORCE FOCUS
CATEGORY
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PT Industri Telekomunikasi Indonesia (INTI) is a country's company that works in telecommunication. Since 2006, it has made an orientation changing from pure manufacture basis to system solution basis that is called "*Infocom System & Technology Integration (ISTI)*".

To improve and develop this company's quality, PT INTI needs to measure its performance by using Malcolm Baldrige Method. This criteria can help this company to evaluate the efforts for improving quality by its seven categories to reach great performance which is used in America. This award named MBNQA (*Malcolm Baldrige National Quality Award*) is the highest national acknowledgement in reaching quality that is given by United States' Government to the company which can reach the greatness in performance.

The first step on this research is monitoring OFI from 2004. The objective is to know how far the company can follow up OFI. After that, there is an evaluation to one of the category. The choosing of category is based on OFI from the category that has been followed up by the most countries. A performance's inference is started by collecting data through interview with questions that provided in Malcolm Baldrige's criteria. The respondents for this interview have been chosen as champion. From the result of collecting data, the next step is identifying strength and OFI (*Opportunity for Improvement*) to describe the existing condition of this company. Then, giving the evaluation to company's performance by using scoring system from Malcolm Baldrige in process dimension.

From the result of data-processing, the total of company performance's score for category 5 Workforce Focus is 22 or 25,88%. Item 5.1 Workforce Engagement gets 18 from the total score, 45. It shows that this company has a systematic approaching evidence in basic needs, even though the spread of this approaching still in early step and only in several aspects and units. While for item 5.2 Workforce Engagement, it gets 4 from the total score, 40. The score shows that company is in early step of systematic approaching on basic needs. The lack of spread method that is administered in this company.

Keyword : PT INTI, Malcolm Baldrige criteria, Workforce Focus