

ABSTRACT

PT. Trengginas Jaya is a subsidiary company of the Telkom Education Foundation or Telkom Foundation, which was established in 2012, one of which is engaged in outsourcing, especially security services. To improve its security services, the company must be able to manage its employees, one of which is through performance appraisal. PT. Trengginas Jaya itself to security service providers only relies on absenteeism as a benchmark for assessing their employees. The company considers that with a good absentee level, the employee is declared to perform well and vice versa if within one month the employee does not meet the attendance target then the employee is declared to perform poorly. This is not in line with the principles of relevant, unbiased, significant and practical performance appraisal. For this purpose an assessment was designed in the form of an outsourcing workforce performance assessment instrument intended for outsourcing employees. Assessment is based on competency theory that defines competency as internal motivation, character or character, self-concept, knowledge and skills or skills. In line with company requirements and existing theories, which are associated with ISO 9001: 2015 clause 7.1.5.1 concerning monitoring and measurement of resources, the performance assessment of security guards officers consists of 4 assessment components, namely: physical tests, knowledge tests, work behavior, and customer satisfaction. The method used in this study is the process design method of the BPM discipline. Where the stage is carried out in accordance with the stage of problem solving in this study. Based on the results of the validation carried out on the process holder, the results can be concluded that the design of the instrument can be used easily and in line with the purpose of the performance appraisal itself, but there are still some improvements to be implemented within the company.

Keywords: *Outsourcing, Performance Assessment, Process Design Method, ISO 9001: 2015, Competence*