

ABSTRACT

This research was conducted to find out what kind of performance assessment that effective for the support employee of the Military & Police Services Segment, Telkom Indonesia. The Military & Police Services segment has had a system of performance appraisal for the support employee that includes five assessment criteria i.e. Thoroughness, the speed of Response, knowledge work, Employment Initiatives, and Profiling data. According to an interview with one of the manager segment of Military & Police Services Note that performance assessment by using five such criteria was still in a sense has not been effective, because it has not been able to describe in detail how the performance employees support Military segment & Police Services.

This research was conducted with the use of quantitative methods. Type of this research is descriptive. The technique of sampling done by the method of Non-Probability sampling with purposive sampling because on this research author set special characteristics in accordance with the research objectives that are as much as 5 people of the Military & Police Services segment manager. Analytical techniques used are descriptive analysis techniques as well as using the method of Analytical Hierarchy Process.

Results of the research show that there are nine performance assessment factors which can be an element of performance appraisal for the support employee of the Military & Police Services Segment. The results of calculation by using AHP showed that weighting for the Nine performance assessment criteria are as follows: the quality (20.6%), Quantity (18.6%), the level of attendance (18.1%), the utilization of time (14.5%), Job Knowledge (6.6%), Cooperation (6.6%), creative (5.3%), Initiative (5.1%), and Personal Qualities (4.5%)

Based on the results of the AHP, then the proposed performance appraisal format for the support employees of Military & Police Service, Telkom Indonesia using the nine criteria and weighting approach adapted from the results of the AHP

Keywords: *Performance Assessment, Employee Performance, Analytical Hierarchy Process*