

ABSTRACT

tekMIRA is one of the Research and Development Centers under the Ministry of Energy and Mineral Resources. tekMIRA has been transformed into a government agency that must earn income independently by providing an excellent service. The Organizing and R&D Facilities division is the division that has direct involvement with customer satisfaction by providing its services. So, the employee in the related division are required to have excellent performance. However, in the work implementation, the division has three targets that have not been achieved yet. Target achievement highly depends on employee performance. Therefore, an objective employee performance appraisal is needed to obtain optimal employee performance. Performance appraisal on tekMIRA is considered subjective because there is no assessment standard, and the assessment method is unidirectional. In this study, the assessment was improved by using the AHP and the 360-Degrees Feedback method.

AHP is used to determine the importance level of competency and rater to conduct a performance appraisal. The 360-Degrees Feedback method is used to reduce the subjectivity level and increase the objectivity factor in the performance appraisal at tekMIRA by involving many raters.

Importance weighting using AHP shows that service orientation competency has 29,3% weight, commitment competency has 10,1% weight, discipline competency has 13,6% weight, teamwork competency has 24,3% weight, leadership competency has 8,4% weight, and integrity competency has 14,3% weight by involving assessment from Superior with 52% weight, Colleague 33% weight, and One-Self 16% weight. The result of performance appraisal using the integration of the 360-Degrees Feedback method and the AHP method is comprehensive, can eliminate bias factors, make an objective appraisal, and priority competencies obtained can be used as a reference in developing employee performance.

Keywords: Performance Appraisal, 360 Degrees Feedback, Analytical Hierarchy Process, Importance Weight, Employee Performance