

Abstract

Every Company motivated to competitive with the other company. The Company competitiveness is define by the ability to produce service/product and Human Resources Quality in the company. To have a good Competitiveness, it is needed a good Human Resources Quality.

A good Human Resources Quality can be seen in Human Resource Development. The HR Development is belong to maintenance HR data. For example, to develop Employee Personnel Quality, it is refer to Employee Profile, to build a Training plan, it is refer to training history data and employee competency in order to make an efectiveness. In the other word, an accurate and actual HR data needed for support HR Development.

In Telkom, Co. Ltd, maintenance of Human resource data known as Maintenance EA data (Employee Administration). Maintenance of EA Data still Operator based mean every data change request entried to SAP system by EA Operator. Based on DJM (Distinct Job Manual), the Job Description of EA Operator is not only to Maintenace EA Data, but also the others Job Description. It is make business process of Maintenance EA data low. Also, there are Risk&Control point that must be manually controlled by EA Operator, Line Manager, or the employes themselves.

To make Personnel Management Business Process efficient, in this Final Assignment will be designed and implemented a Self Service Concept using Webraiser 8 method that produce an Employe Self Service Aplication.

From testing phase known that Implementation of Webraiser 8 method in ESS of Personnel Management Telkom, co, ltd is not need a Replenish phase because The Self Service Object is an Service not a Product.

After ESS implementation, obtained time efficiency of Personnel Management Business Process 0,5425 work hour with 67,9% efficiency for Personnel Management Business Process type 1, 0,609 work hour with 70,54% for Personnel Management Business Process type 2, 0,6652 work hour with 69,3% efficiency for Personnel Management Business Process type 3. Also, there is Anomali decrease as impact of ESS implementation.

From Questionnaire known that generally employees, line managers and EA Operators are satisfy and very important with the ESS implementation.

Based on point of view of Risk&Control management known that Risk&Control point can be decreased from 9 risk&control point to 6 risk and control point.

Key Words : *HR Quality, HR Development, Maintenance of EA Data, Operator based, Business Process Eficiency, Employee Self Service, Webraiser 8, Risk&Control point, EA Data Anomaly.*