

Abstract

Management by objectives (MBO) is a performance appraisal method which is oriented on work objective achievement. On MBO, every employee has individual work objective, that they make based on the unit work objective. Performance evaluation in MBO method, is done at the end of work period. There is Rank Inclusion in Criteria Hierarchies (RICH), roles the weighting on key performance indicator (KPI) of employee's individual work target. By the RICH method, system could do the computation of employees job performance.

Job performance assesment takes place of research in PT Telekomunikasi Indonesia Tbk (Telkom). The employees that have been observed as an object is Account Manager (AM). AM is the pioneer of Telkom in selling their product to the Corporate Customer (CC). CC is a cluster or customer that gives yearly revenue contribution to Telkom more than five hundred millions rupiah. Therefore, the role of AM becomes so important in winning the market of Infocomm in Indonesia.

In this final task, the AM's work objectives is specific to financial and market leader aspect. The stage of system in evaluating the AM's work performance are: (i) Unit objectives reviewed, (ii) conducting work programs, (iii) employee objectives set, (iv) individual work performance evaluated. Final value of AM job performance conducted from the summary of programs values.

Keyword: *Job performance assesment of Account Manager, MBO, RICH*