

ABSTRACT

Employees PT. Telkom Wholesale Services Division has always held a review of the performance of the year and set a revenue target for the year to come. Target revenue that will come next is set forth in Contract Management at the Division level and do a breakdown to each field in the Service Wholesale Division. The process of measuring employee performance is executed by considering all of the criteria. In the employee's performance measurement system that is run by PT Telkom Wholesale Services division, the harmonization of conditions of performance units earned by the employee's performance. The final value received by each employee is a computation of BSC and harmonization by supervisor of each unit are set out in Contract Management.

In order to take into account all criteria are equally involved, and can be arranged weighting more consistent, it is necessary to measure how important criteria have with other criteria. In this measurement using BSC and TOPSIS methods. Where BSC measures the performance of companies based on four perspectives: financial, customer, internal business process and learning and growth that has been applied to the PT. Telkom Wholesale Services Division. While TOPSIS noticed a good distance to the positive ideal solution and the distance to the negative ideal solution to take the close relationship towards the positive ideal solution.

In this final project has developed a system to measure the performance of employees of PT. Telkom Wholesale Services division. This system can be used as a tool to quantify the performance of employees and determine the best-performing employees. The system applies the BSC as an input method system and method TOPSIS as perankingan of every employee. Both methods are implemented serially. Based on the calculation of CSI for 72.33% of the 30 users are satisfied with the system are made.

Keywords : PT. Telkom Wholesale Services Division, Measuring employee performance, BSC, TOPSIS, CSI.