

ABSTRACT

An effective performance appraisal system can encourage employees to improve their motivation and work performance. However, to ensure that performance appraisal can positively affect employee behaviour and future improvements to organizational performance, employees must first have a satisfied reaction toward the process and output of performance appraisal. Telkom University Performance on Individual and Institution Lecturers, hereinafter referred to as Tel U Point Lecturers, was formed in the hope of encouraging improvements in the quality and Telkom University lecturers well-being. To achieve its goals, it is necessary to ensure that the performance evaluation system can be accepted and perceived fairly by the lecturer as whose being assessed so as satisfaction with the system can be achieved.

The aim of this study is to measure the level of the Tel U Point system acceptance among Lecturers in Telkom University, the level of perceived procedural justice of its system, and the level of performance appraisal system satisfaction achieved through the Tel U Point Lecturer that being implemented. This study is also aims to examine the correlate of Tel U Point Lecturer system acceptance and performance appraisal satisfaction by involving procedural fairness as an intervening variable.

Method used in this research is quantitative and data were collected using a questionnaire. The sampling technique used in this study is proportionate stratified random sampling with a total sample of 263 Telkom University Lecturers spread across seven Faculties. The data in this study were processed using SmartPLS 3.0.

The results of this study show that based on descriptive analysis, the level of the Tel U Point Lecturer system acceptance and Lecturers perception of procedural justice regarding to the system are in the Good category, and the satisfaction level of the Tel U Point Lecturer system is in the Satisfied category. Furthermore, the results indicate that there is a relationship between the Tel U Point Lecturer system acceptance on satisfaction with performance appraisal mediated by procedural justice.

Based on the results of the study, in order to increase Lecturer's satisfaction with the Tel U Point Lecturer system that being implemented, the Institution is expected to provide a forum for Lecturers to appeal performance evaluations result through grievance procedure integrated in the Tel U Point system, for example through the iGracias system. Such an integrated system is expected to form a High Performance Work System (HPWS) environment, where individuals will tend to trust and understand a higher level in the aspect of procedural justice.

Keywords: Performance Appraisal System, Procedural Justice, Satisfaction with Performance Appraisal