

ABSTRACT

PT Widya Trans Cargo is a logistic firm that provides transportation for transporting goods through shipping containers. This company uses both land and ocean routes. PT Widya Trans Cargo rendered its services to any of the companies that needed a cargo services. The problem that exists in this company, there is no clear and measureable performance appraisal in the operations division which results not knowing the performance and achievements that have been obtained by each employee. This makes employees feel less satisfied with their appraisal and there is no feedback given to employees for their accomplishment. In addition, the 2019 container shipping targets a large monthly area were not reached. Therefore, it does the more evident and measurable design of the good performance appraisal. The design involves using Behaviorally Anchored Rating Scales (BARS) method to help companies learn anything that affects performance impairment, anything that needs to be improved, and can feedback employees from these appraisal on achieving achievements.

