

ABSTRACT

PT. Telkom Access is to continue developing broadband networks to provide unlimited access to information and communication. PT Telkom Access, in which every employee must optimize their performance. Therefore, to find out the competence possessed by the company's employees, it conducts periodic evaluations of its employees, especially IOAN (Assurance) Technicians. Assurance technicians have direct responsibility to PT. Telkom Access because it is directly tied to the company. Assurance technicians have problems related to performance indicators and competencies that change frequently. In addition, assurance technicians experience an unequal distribution of work orders. In this Final Project, an assessment is made using the 360 method and determining priorities using the AHP method. Five criteria and 15 new sub-criteria were obtained based on a literature study which was adjusted again to the company's assessment. These criteria are productivity, presence, cooperation, discipline, and improvisation. With each criterion having 3 sub-criteria. On productivity get a value of 3.1; cooperation gets a value of 2.9; attendance gets a value of 3.25; discipline gets a value of 2.9; improvisation gets a value of 2.9. This assessment is based on the 360 degree method which makes a scale between 1-4. While the assessment using the AHP method to find the highest priority assessment, with the following results for the highest priority between criteria is improvisation with a value of 0.4877. For the highest priority of each sub-criteria is the quantity of work as a productivity sub-criteria, division of tasks for cooperation sub-criteria, reliability for attendance sub-criteria, compliance with company regulations for disciplinary sub-criteria, having initiative in working for sub-criteria improvisation criteria. For a simulation of performance appraisal with 5 criteria and 15 sub-criteria, the results of the highest assessor ranking were obtained at the site manager with a value of 0.548. Comparison of the assessment using AHP and 360 degrees, for the AHP method the top priority in the assessment is improvisation as evidenced by the highest results. While the 360 method has the highest priority, namely cooperation, discipline, and improvisation, because it gets the lowest score. For differences in assessment recommendations from each method, AHP is for the highest priority, while 360 degrees is the worst or lowest

assessment. Then the final performance assessment is 3.01 or good, with some recommendations for improvement for improvisation.

Keywords — Assessment Performance, Worker, Method 360, AHP