

## **ABSTRACT**

*SISFO Telkom University units get a lot of complaints from consumers due to a lack of satisfaction towards the services there, the number of consumer complaints as of 5562 at hun 2015 and 2016 in the year 2096. The complaint arose because of performance assessment that has not exactly one of them. The purpose of this research is to know the most important task for the post of Assistant Manager Helpdesk and Service Level Management Unit SISFO Telkom University using critical incident technique. Research method using kualitatif and quantitative approach. Data collection is carried out by means of observation and interviews directly with Assistant Manager Helpdesk and Service Level Management. This research method using critical incident technique to get positive and negative behavior and using likert scale to measure the most important task. The results of this research show the 5 categories of behavior that is Ministry, information, jobs report, improvements and facilities. Individual performance appraisal method using critical incident technique get 5 of the most important tasks for Assistant Manager Helpdesk and Service Level Management. The most important task that is serving the received complaint users (students, lecturers, Unit) in the field of IT (applications, infrastructure, Mapping, data access Request), provide related information how to use the application or business process, conduct an analysis of the results of the report every 3 months, to monitor improvements in court facilities and ensure the update IT is met.*

**Keywords :** *Critical Incident Technique, Individual Performance Appraisal*