

ABSTRACT

PT XYZ is a State-Owned Enterprise (BUMN) engaged in Information and Communication Technology (ICT) services and telecommunications networks that operate customer service in each region. In 2022, there will be a decrease in the achievement of performance targets in the GS & LOG unit due to individual performance measurements not being able to measure employee performance. Current performance measurement does not support employees in completing work. Current performance measurement does not have criteria that support employee performance results. In addition, current performance measurements cannot evaluate employee performance so there is no feedback on poor employee performance results.

Designing proposed individual performance measurements using the Management By Objective (MBO) method. Identification and setting individual performance targets will be carried out by cascading. After identifying and setting unit performance targets, then each individual's performance targets are mapped. then, determining performance measurement criteria, this stage is carried out by determining measurement criteria obtained from literature studies and interviews with GS & LOG unit managers. The results of the literature study and interviews are used as performance measurement indicators. Furthermore, the preparation of the proposed performance measurement format uses the Management By Objective (MBO) method and the classification of performance measurements as a reference for the success of achieving each employee's performance targets.

Based on the results of the individual performance measurement design using the management by objective (MBO) method in the GS & LOG unit, it was found that the proposed performance measurement has criteria that are relevant to the target achievement of the GS & LOG unit so that it can assist the GS & LOG unit in achieving the performance target of the GS & LOG unit . In the proposed performance measurement process by setting individual performance goals and objectives for each employee based on three relevant performance measurement criteria, namely quality, quantity, and timeliness so that it can help each employee to know what, how, and when his task is to be achieved then by doing design and simulation of proposed performance measurement results obtained classification results of proposed performance measurement design for 3 employees in the GS & LOG unit.

Keywords – Individual performance measurement, GS & LOG Unit, Management By Objective