

## Sistem penilaian kinerja karyawan berbasis Key Performance Indicator (KPI) individu pada bengkel ABC = Employee performance appraisal system based on individual Key Performance Indicator (KPI) in workshop ABC

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### Abstrak

Tesis ini merupakan hasil analisis dari kegiatan business coaching melalui proses observasi dan wawancara terhadap pemilik UKM ABC yang bergerak di bidang usaha bengkel. Berdasarkan pemetaan terhadap kondisi UKM terdapat beberapa gap antara kondisi aktual yang terjadi dengan kondisi ideal yang diharapkan, salah satunya mengenai indikator kinerja karyawan yang belum terukur secara kuantitatif. Perlunya penilaian kinerja karyawan berbasis Key Performance Indicator KPI individu merupakan usulan yang diajukan kepada Bengkel ABC.

.....This thesis is the result of analysis of business coaching activities through observation and interviews with SMEs ABC owners which engaged in the car service workshop business. Based on the mapping of the condition of SMEs there is some gap between the actual conditions that occur with ideal conditions expected, one of that is the indicators of the performance of employees who have not quantifiable. The need for performance appraisal based on Individual Key Performance Indicator KPI was a proposal submitted to Workshop ABC.