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ABSTRACT

Rr. Triayu Mitrasari (0903090197), *Employee's Perception Toward The Implementation of Performance Appraisal at PT Perusahaan Listrik Negara (Persero) Jakarta Raya and Tangerang Distribution Office of, xv + 115 pages + 4 pictures + 21 graphs + 16 tables + 9 attachments + 33 bibliographies (1985-2007)*

Performance Appraisal System on PT PLN (Persero) is a step forward in appraisal system commonly used to measure the employee's performance on public service institution. This kind of performance appraisal system has been implementing on PLN since 1998. Besides measuring the achievement of working objectives aspect, performance appraisal system on PLN also measuring the managerial and behavior aspect. The result of performance appraisal then gives reward and punishment as feedback. That phenomenon is interesting to be analyzing in seeing the implementation of performance appraisal system from employee's perception.

The research is descriptively developed to answer the research question, which is: How is the employee's perception toward the implementation of performance appraisal at PT PLN (Persero) Jakarta Raya and Tangerang Distribution Office? The approach used in this research is quantitative approach. The research used survey method and interview in collecting data. Data was analyzed by descriptive statistic analysis. Sampling technique is cluster random sampling. From six divisions in PT PLN Jakarta Raya and Tangerang Distribution Office, two divisions were choosing randomly; those are Division of Business and Division of Human Resource and Organization. There are 50 respondents used in the research.

The conclusion of the research is that, generally, employee's perception toward the implementation of performance appraisal is positif. However there is obstacles which is needed to be managed. For example, the measure standard that wasn't in accordance with employee competency standard, appraiser subjectivity, and role of performance appraisal in employee productivity. Now, the recommendations given from this research are adjustment for measure standard with competence standard policy, improvement for quality control of performance appraisal, and training for appraiser.