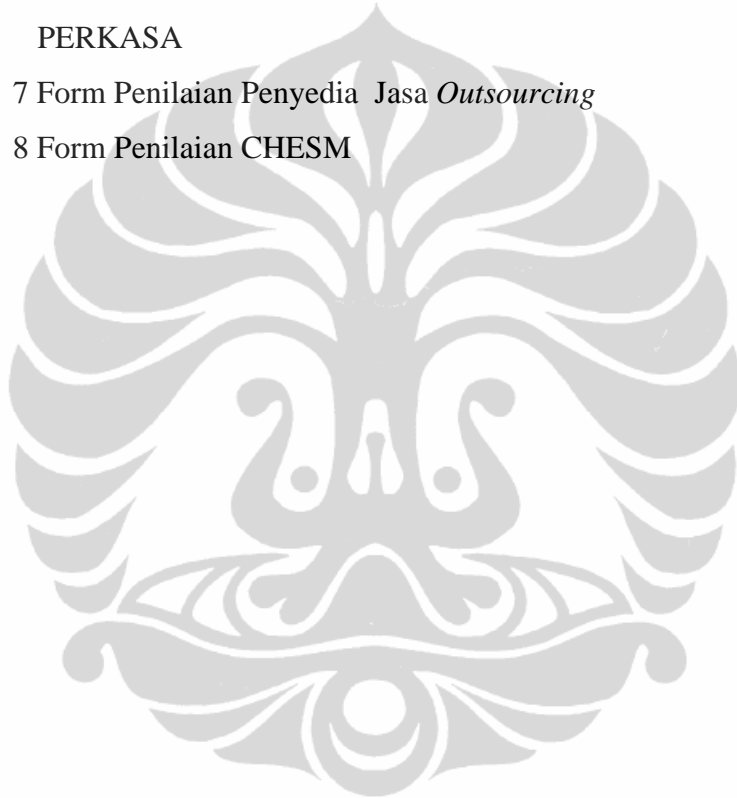


LAMPIRAN

- LAMPIRAN 1 Kuesioner
- LAMPIRAN 2 Model Kuesioner Adaptasi SERVQUAL
- LAMPIRAN 3 Model Kuesioner Asli SERVQUAL
- LAMPIRAN 4 CHEVRON Business Partner Service Yearly Goal-JASNIKOM
- LAMPIRAN 5 CHEVRON Business Partner Service Yearly Goal - ALSAA
- LAMPIRAN 6 CHEVRON Business Partner Service Yearly Goal – FIRETECH
PERKASA
- LAMPIRAN 7 Form Penilaian Penyedia Jasa *Outsourcing*
- LAMPIRAN 8 Form Penilaian CHESM



LAMPIRAN 1 Kuesioner**Kuesioner**

Yth. Bapak / Ibu,

Perkenalkan, saya Akhmad Saekhu Badge #102746, bekerja di bagian IT Telnet Service Area & Transmisió Operation Kalimantan North Area – Santan Terminal, saat ini sedang melakukan penelitian dalam rangka menyelesaikan Tesis Pasca Sarjana saya di Universitas Indonesia, Jurusan Teknik Elektro, bidang Kekhususan Manajemen Telekomunikasi. Adapun Tesis ini bertema “Pengukuran Kinerja Operasional IT Outsourcing Dengan Menggunakan Pendekatan SERQUAL”

Untuk dapat menyelesaikan tesis tersebut saya membutuhkan bantuan Bapak/Ibu dengan melengkapi quesioner yang saya lampirkan berikut ini.

Atas kerjasama dan bantuan Bapak/Ibu sekalian, saya ucapkan terima kasih.

Petunjuk Pengisian :

Pada bagian ini, Bapak/Ibu diminta untuk mengisi kolom rating mengenai harapan anda terhadap kualitas layanan operasional pada IT Telnet Operation. Silahkan pikirkan tentang tiga level yang berbeda dari harapan sebuah layanan sebagai berikut:

Tingkat layanan minimum :

Layanan minimum yang harus dilakukan untuk memenuhi kebutuhan pelanggan (user)

Tingkat Layanan yang diharapkan :

Tingkat layanan yang anda harapkan

Untuk setiap pernyataan berikut silahkan di tandai:

- 1.) Layanan minimum yang harus dilakukan menurut anda, dengan melingkari satu dari angka 1 sampai dengan 7 dikolom pertama
- 2.) Tingkat layanan yang anda harapkan, dengan melingkari satu dari angka 1 sampai dengan 7 dikolom kedua

LAMPIRAN 1 Kuesioner (Lanjutan)

- 3.) Persepsi anda terhadap layanan operasional IT Telnet, dengan melingkari satu dari angka 1 sampai dengan 7 dikolom ketiga

Nama :

Departemen :

	Level Layanan Minimum Harapan Saya adalah :		Layanan Ideal Harapan Saya Adalah :		Persepsi Saya Terhadap Kinerja Layanan adalah :	
	Rendah	Tinggi	Rendah	Tinggi	Rendah	Tinggi
Ketika Hal itu datang ...	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
1. Menerima layanan yang diminta dalam rentang waktu yang wajar	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
2. Menerima layanan yang diminta dengan benar sejak awalnya	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
3. IT Personnel menunjukkan keikhlasan dalam menyelesaikan masalah anda	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
4. Personil IT menjaga janji mereka	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
5. Diinformasikan dengan tepat bila permintaan dapat diselesaikan	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
6. Dinformasikan secara berkala mengenai status permintaan anda	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
7. Menerima layanan dengan cepat tanpa penundaan	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
8. Personil IT memiliki keinginan untuk membantu anda	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
9. Personil IT layak dipercaya	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
10. Ketersediaan layanan pada saat jam operasional	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
11. Tingkat keamananan sesudah jam operasi (18:00-06:00)	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7

14. Menerima perhatian secara individual orang-ke-orang dari personil IT	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
15. Personil IT memberi kesan mendalam dari dalam hati anda	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
16. Personil IT memahami permintaan anda secara spesifik	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7



LAMPIRAN 2 Model Kuesioner Adaptasi SERVQUAL

A.1. Three-column-format SERVQUAL questionnaire format

13 questions	Ideal level of service		Feasible level of service		Actual level of service	
When it comes to ...	What is the level of service you <i>should</i> provide to meet user requirements?		What is the maximum level of service you <i>can</i> provide given the limitations of technology, time and budget?		What is your perception of the <i>actual level</i> of service you ultimately provide?	
Questions	Low	High	Low	High	Low	High
	1 2 3 4 5 6 7		1 2 3 4 5 6 7		1 2 3 4 5 6 7	

A.2. Service dimension Factor 1 "people skills" questions

Q3	TSG personnel showing a sincere interest in solving your problems
Q4	TSG personnel keeping their appointments
Q8	TSG personnel's willingness to help you
Q9	The trustworthiness of TSG personnel
Q10	The courtesy of TSG personnel
Q11	The level of expertise of TSG personnel
Q12	The availability of services during business hours
Q13	The availability of services after business hours (5:00–9:00 p.m. weekdays) ³
Q14	Receiving person-to-person individual attention from TSG personnel
Q15	TSG personnel having your best interests at heart
Q16	TSG personnel understanding your specific requests

A.3. Service dimension Factor 2 "IT service attributes" questions

Q1	Receiving requested services within a reasonable timeframe
Q2	Receiving requested services right the first time
Q5	Being informed about exactly when the request can be completed
Q6	Being informed regularly about the status of your requests
Q7	Receiving prompt services without delays

LAMPIRAN 3 Model Kuesioner Asli SERVQUAL

Dimension	SERVQUAL Items
Tangibles	<ol style="list-style-type: none"> 1. They should have up-to-date equipment. 2. Their physical facilities should be visually appealing. 3. Their employees should be well dressed and appear neat. 4. The appearance of the physical facilities of these firms should be in keeping with the type of services provided.
Reliability	<ol style="list-style-type: none"> 5. When these firms promise to do something by a certain time, they should do so. 6. When customers have problems, these firms should be sympathetic and reassuring. 7. These firms should be dependable. 8. They should provide their services at the time they promise to do so. 9. They should keep their records accurately.
Responsiveness	<ol style="list-style-type: none"> 10. They shouldn't be expected to tell customers exactly when services will be performed. 11. It is not realistic for customers to expect prompt service from employees of these firms. 12. Their employees don't always have to be willing to help customers. 13. It is okay if they are too busy to respond to customer requests promptly.
Assurance	<ol style="list-style-type: none"> 14. Customers should be able to trust employees of these firms. 15. Customers should be able to feel safe in their transactions with these firms' employees. 16. Their employees should be polite. 17. Their employees should get adequate support from these firms to do their jobs well.
Empathy	<ol style="list-style-type: none"> 18. These firms should be expected to give customers individual attention. 19. Employees of these firms cannot be expected to give customers personal attention. 20. It is unrealistic to expect employees to know what the needs of their customers are. 21. It is unrealistic to expect these firms to have their customers' best interests at heart. 22. They shouldn't be expected to have operating hours convenient to all their customers.

LAMPIRAN 4 CHEVRON Business Partner Service Yearly Goal-JASNIKOM

Chevron Indonesia CHEVRON Business Partner Service Yearly Goal

Year : 2009
 Business Partner : PT. Jasnikom Gemanusa
 Contract No./Title : BWA Radio Services

Service Operation Goal

No	Committed Service	Goal 2009
1	Service covers 1. PASIR RIDGE - GN.PANCUR 2. PASIR RIDGE - SAPI TERMINAL 3. YAKIN - PENAJAM 4. SERANG - FPU 5. TANJUNG SANTAN - TIARA/ MELAHIN 6. SERANG – ATAKA 7. ATAKA – FPU 8. ATAKA – STA 9. YAKIN - LAWE LAWE 10. RIG COMM SERVICE (Can be anywhere at South or North area)	<ul style="list-style-type: none"> • Meet committed SLA
2	Service Availability 99.90%	<ul style="list-style-type: none"> • Meet committed SLA • Service availability is reported monthly within the 1st working week
3	Jasnikom shall provide on call basis Technical Support (at least 1-2 person) at Balikpapan, who can be contacted 7 x 24 hours.	<ul style="list-style-type: none"> • Meet committed SLA
4	In case of problem/issue/downgrade performance related with device setting/configuration occurred, the Technical Support shall come to Location as follows: <ul style="list-style-type: none"> ➤ Balikpapan location within 3 hours after receiving call from Chevron ➤ Offshore / remote locations within 3 hours ready at Balikpapan and to be coordinated further with Chevron 	<ul style="list-style-type: none"> • Meet committed SLA
5	Provide spare of Motorola BWA Radio complete with antenna and accessories at Jasnikom office Balikpapan	<ul style="list-style-type: none"> • Meet committed SLA
6	Maintenance 1.1. JASNIKOM shall conduct preventive maintenance (PM) every six months or as directed by Chevron	<ul style="list-style-type: none"> • Meet committed SLA

	<p>1.2. JASNIKOM shall provide 7 (seven) days a week and 24 hours a day on call technical support</p> <p>1.3. In case of Second Level Support could not solve the problem within 3 hours on both through Telephone Advising/Support and/or Remote, Jasnikom shall do the following actions :</p> <p>3.1. JASNIKOM qualified engineer shall come immediately to do onsite investigation & troubleshooting.</p> <p>3.2. If the problem is not critical, JASNIKOM may solve the problem within the next preventive maintenance visit or as directed by Chevron</p>	
7	HES	<ul style="list-style-type: none"> • Attend BP appraisal in 2009 • Attend CHESM appraisal in 2009 • Conduct HSE meeting at least once a month

Reviewed & Agreed by both parties
Balikpapan, March 2009

PT. Jasnikom Gemanusa

Chevron Indonesia CHEVRON

Branch manager

TL IT Telnet SATO Kalimantan

LAMPIRAN 4 CHEVRON Business Partner Service Yearly Goal - ALSSA

Chevron Indonesia CHEVRON Business Partner Service Yearly Goal

Year : 2009
Business Partner : ALSSA
Contract No./Title : Trunk Radio Services

Service Operation Goal

No	Committed Service	Goal 2009
1	Provide, keep and maintain at least three (3) units of Trunk Handy Talky, one (1) unit of Base Station and one (1) unit of Mobile Radio at IT Santan Terminal. Replace the used spare radios within three (3) working days	<ul style="list-style-type: none"> • Meet committed SLA
2	Service delivery for additional HT is not later than 7 days of calendar after receive written notice from CHEVRON. All required features and grouping assignment must be available and work properly throughout the system.	<ul style="list-style-type: none"> • Meet committed SLA
3	Assign one technician at Santan Terminal twenty-four (24) hours a day and seven (7) days a week to handle day-to-day request, operation, maintenance, problem solving, repair, etc.	<ul style="list-style-type: none"> • Meet committed SLA
4	Submit monthly performance report. The report must include but not limited to <ul style="list-style-type: none"> • Number of radios being used by CHEVRON. • Number of repeaters being used by CHEVRON. • List of CHEVRON's users (ID and its talk-groups) that currently using Southern and Northern single site system and wide area system. • Average call's queue/waiting access time 	<ul style="list-style-type: none"> • Meet committed SLA
5	Do quarterly visit for preventive maintenance for Base Station and Mobile radios at all	<ul style="list-style-type: none"> • Conduct once PM for all repeaters and at

	<p>CHEVRON's operation area and perform the following activities,</p> <ul style="list-style-type: none"> • Preventive maintenance • Solving pending hardware/software problems • Documentation update • Writing recommendations for improving the overall system and future expansion. 	<p>least once visit to each locations</p>
6	<p>Corrective Maintenance</p> <p>1.4. Provide 7 (seven) days a week and 24 hours a day on call technical support</p> <p>1.5. In case of such problems occurred; and could not be resolved within 2 hours by on call technician, the problem shall be escalated to ALSSA's second level support (certified engineer).</p> <p>1.6. In case of Second Level Support could not solve the problem within 2 hours on both through Telephone Advising/Support and/or Remote, the ALSSA shall do the following actions :</p> <p>6.1. ALSSA's certified engineer shall come immediately to do onsite investigation & troubleshooting.</p> <p>6.2. If the problem is not critical, ALSSA may solve the problem within the next preventive visit</p> <p>1.7. In case of HT problem, CONTRACTOR must replace the broken unit with new HT within three (3) days.</p>	<ul style="list-style-type: none"> • Meet committed SLA
7	<p>Service Availability 99.8%</p>	<ul style="list-style-type: none"> • Meet committed SLA • Service availability report is reported monthly in the 1st working day
8	<p>HES</p>	<ul style="list-style-type: none"> • Attend BP appraisal

		<p>(including CHESM appraisal) in April 2009</p> <ul style="list-style-type: none"> • Man Hours and miles driven reports are submitted on the 1st working day in the next following month
--	--	---

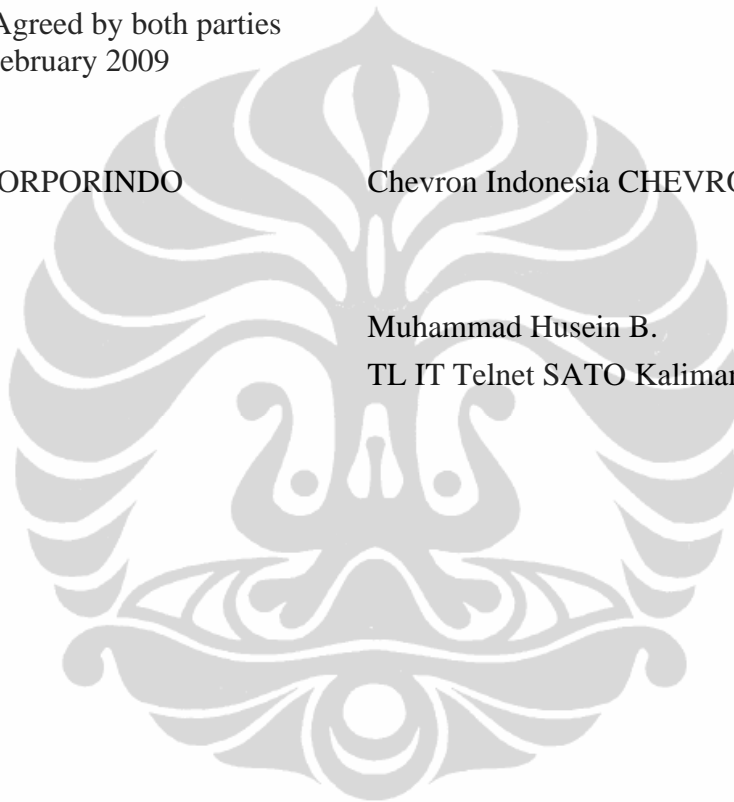
Reviewed & Agreed by both parties
Balikpapan, February 2009

PT ALSSA CORPORINDO

Chevron Indonesia CHEVRON

Muhammad Husein B.

TL IT Telnet SATO Kalimantan



LAMPIRAN 5 CHEVRON Business Partner Service Yearly Goal – FIRETECH PERKASA

Chevron Indonesia CHEVRON Business Partner Service Yearly Goal

Year : 2009
 Business Partner : FIRETECH PERKASA
 Contract No./Title : TS/001187-05/INSYS

Service Operation Goal

No	Committed Service	Goal 2009
1	Service Covers CCTV System For Pasir ridge Complex	<ul style="list-style-type: none"> • Meet committed SLA
2	Service Availability 98%	<ul style="list-style-type: none"> • Meet committed SLA • Service availability report is reported monthly in the 10th working day
4	Problem solving 4.1 : Company contact person will communicate to contractor contact person for any issues regarding the service provide by contractor 4.2 : Contractor personnel appointed to handle the call must have knowledge on technical aspect.	<ul style="list-style-type: none"> • Meet committed SLA
5	Realibility : Maximum 30 failure rate or total of 30 of down time incidents within 1 month service	<ul style="list-style-type: none"> • Meet committed SLA
6	Minimum 30 minutes continued down time will be counted as one downtime incident as reported and acknowledged by contractor stand by person.	<ul style="list-style-type: none"> • Meet committed SLA
7	Corrective Maintenance 1.9. FIRETECH shall provide 7 (seven) days a week and 24 hours a day on call technical support 1.10. Contractor must provide 1st	<ul style="list-style-type: none"> • Meet committed SLA

	<p>level technical support must be ready at anytime within office hours.</p> <p>1.11. In case of such problem occurred and could not to be resolved by remote trouble shooting, Contractor 2nd level technical support should come to work location to perform on site trouble shooting.</p>	
8	HES	<ul style="list-style-type: none"> • Attend BP appraisal (including CHESM appraisal) in April 2009

Reviewed & Agreed by both parties
Balikpapan, February 2009

PT FIRETECH PERKASA

Chevron Indonesia CHEVRON

Muhammad Husein B.
TL IT Telnet SATO Kalimantan

LAMPIRAN 6 Form Penilaian Penyedia Jasa Outsourcing

ATTACHMENT OF CONTRACTOR APPRAISAL FORM 5A-5B-5D

Contractor : Services :
 Contract No. Appraisal Period :

A. PERFORMANCE OF WORK OR SERVICES						
a. Timeliness	NA	I	II	III	IV	V
1. Delivery	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
2. Work Completion	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
3. Response of Occurred Problem	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
Average :						85.00
b. Management & Supervision	NA	I	II	III	IV	V
1. Present	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
2. Supervision Ability	<input type="radio"/> NA	<input type="radio"/> 30	<input checked="" type="radio"/> 50	<input type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
3. Result	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
Average :						63.33
c. Craftmanship	NA	I	II	III	IV	V
1. Required Certificate Ownership	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
2. Employees ability to carry out his/her task	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
Average :						85.00
d. Security	NA	I	II	III	IV	V
1. Security of Company Assets	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
2. Environment Security	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
Average :						0
SUB TOTAL :						77.78

B. MEETING OF OBLIGATION						
a. Providing Of Requirement Services	NA	I	II	III	IV	V
1. Providing Service As Mentioned In The Contract	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
2. Quality of Service	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
Average :						77.50
b. Providing Contractor's Materials	NA	I	II	III	IV	V
1. Providing Supporting Materials as Mentioned In The Contract	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
Average :						85.00
c. Providing Contractor's Tools/Equipment	NA	I	II	III	IV	V
1. Providing Supporting Tools/Eqpts as Mentioned In The Contract	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
Average :						85.00
d. Use of CPI Materials	NA	I	II	III	IV	V
1. Right Usage	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
2. Efficient Usage	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
Average :						0
e. Use of CPI Equipment	NA	I	II	III	IV	V
1. Maintenance of CPI Facility(ies)	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
2. Maintenance of CPI Equipment	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input checked="" type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
Average :						70.00
f. Others	NA	I	II	III	IV	V
1.	<input checked="" type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
2.	<input checked="" type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
3.	<input checked="" type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
4.	<input checked="" type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
5.	<input checked="" type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
Average :						0
SUB TOTAL :						79.38

C. IBU CHESM Interim and Post-Job Evaluation Form 5C	
Remark : See Attachment of Business Partner Appraisal Form - 5C : IBU CHESM	
SUB TOTAL :	89.20

D. WORK FORCES MATTERS

a. Payment	NA	I	II	III	IV	V
1. In Accordance w/ Wages Standard (UMR) For Non-Staff	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input checked="" type="radio"/> 85	<input type="radio"/> 100
2. On-Time Payment	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input checked="" type="radio"/> 85	<input type="radio"/> 100
Average :						92.50

b. Coordination	NA	I	II	III	IV	V
1. Coordination of Contractor with their employee(s)	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input checked="" type="radio"/> 85	<input type="radio"/> 100
2. Coordination of Contractor with CPI	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input checked="" type="radio"/> 85	<input type="radio"/> 100
Average :						85.00

c. Communication	NA	I	II	III	IV	V
1. Communication between CPI, Contractor, and their employee(s)	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input checked="" type="radio"/> 85	<input type="radio"/> 100
2. Peaceful Working Environment	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input checked="" type="radio"/> 85	<input type="radio"/> 100
Average :						85.00

d. Law and Regulation Compliance	NA	I	II	III	IV	V
1. Jamsostek, ASKES	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input checked="" type="radio"/> 85	<input type="radio"/> 100
2. Company Regulation	<input type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input checked="" type="radio"/> 85	<input type="radio"/> 100
3. Business Ethic	<input checked="" type="radio"/> NA	<input type="radio"/> 0.				
Average :						100.00

e. Others	NA	I	II	III	IV	V
1.	<input checked="" type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
2.	<input checked="" type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
3.	<input checked="" type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
4.	<input checked="" type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
5.	<input checked="" type="radio"/> NA	<input type="radio"/> 30	<input type="radio"/> 50	<input type="radio"/> 70	<input type="radio"/> 85	<input type="radio"/> 100
Average :						0

SUB TOTAL : 90.63

Average for A, B, C, D :

84.24

Remarks : - There was a late payment issue for Telkom invoice that impacted on ODS service time delivery
 - TELKOM plans to have a representative in Pasir Ridge to supervise and monitor service quality
 - Develop craftsmanship for technicians especially for standard Telkom installation & housekeeping

LAMPIRAN 7 Form Penilaian CHESM

Contractor Health, Environment and Safety Management (CHESM) Certificate
IndoAsia Business Unit

No.: 356/WIP/CHESM/YA/IX/08



Risk Classification	Expired Date
<input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low	09/09/10 MDY

Total Recordable Incident Rate (25%)	Lo	Hi	Score
0	0	100	100.0

Qualification Questionnaire - 30%			
	Lo	Hi	Score
1 HES Management	0	55	55
2 Fitness for Duty - Skills, Knowledge and Training	0	25	25
3 Fitness for Duty - Medical Suitability and Industrial Monitoring	0	15	15
4 Equipment and Material	0	5	5
Total Score	0	100	81.0

Interim Performance Review - 45%			
	Lo	Hi	Score
1 HES Performance	0	25	25.0
2 HES Management	0	41	34.0
3 Fitness for Duty - Skills, Knowledge and Training	0	19	11.0
4 Fitness for Duty - Medical Suitability and Industrial Monitoring	0	11	11.7
5 Equipment and Material	0	4	4.0
Total Score	0	100	85.0

Field Inspection - N/A			
	Lo	Hi	Score
1 Worst Case Condition and Work Practice Assessment	0	100	100
Total Score	0	100	100

End of Contract Evaluation - N/A			
	Lo	Hi	Score
1 HES Performance	0	25	25
2 HES Management	0	41	34
3 Fitness for Duty - Skills, Knowledge and Training	0	19	19
4 Fitness for Duty - Medical Suitability and Industrial Monitoring	0	11	11
5 Equipment and Material	0	4	4
Total Score	0	100	100

Score	Rating
87.0	B
81.7	B

• Previous Score: Rating:

• Previous Score's Assessment Date:

Notes:

- Certificate is valid for 2 years unless a new certificate is released.
- Should there be any discrepancy between contractor's copy and Chevron database then, Chevron database shall prevail.
- Contractors with no existing contract with Chevron will only be re-assessed six months after the last assessment.
- This certificate is a prerequisite for the Procurement of Services within Chevron companies in Indonesia.

Contractor Information:	Name: ALSSA CORPORINDO, PT
Management Rep.:	H. SU Sugianto
Address:	Jl. Bukit No. 22 Condet Raya Jakarta
Facility:	None (Verification carried out at Chevron's office)
Phone:	021-8010035
Fax:	021-8016860
Category-Sub Cat:	Information & Communication Services
Type of Certificate:	WORK IN PROGRESS
Job Contract No.:	

Rating Result:	Rating A: <input type="checkbox"/> Score >= 80
	Rating B: <input checked="" type="checkbox"/> Score 60 - < 80
	Rating C: <input type="checkbox"/> Score 70 - < 80
	Rating D: <input type="checkbox"/> Score 60 - < 70
	Rating F: <input type="checkbox"/> Score < 60

Recommendations:

- To develop program of personnel appraisal which include HES aspect and document it
- To provide skill training for employees, develop training plan/matrix.
- To develop and include procedure of Waste management into the existing HES manual
- To perform HES internal audit consistently as well as inspection.

Signature:	Approved by:	Approval Date:
Lead Assessor: Husain Eudhranjo	TL QASO	September 9, 2008
Assessor: Ridwan Syahrani	Bagus K. Tandia	
Assessment Date:		
		28-Aug-08

Distribution:

- Original: Contractor
- Copies: SCM and Contract Owner
- C&TA and QASO