

ABSTRAK

Keberhasilan suatu instansi dalam mencapai tujuan, salah satunya didorong oleh kinerja karyawannya. Kinerja karyawan akan mencapai performa terbaiknya apabila instansi melakukan penilaian. Di era modern, penilaian kinerja karyawan dilakukan dengan menggunakan sistem terkomputerisasi untuk membantu mendapatkan keputusan dalam proses penilaian. Sistem tersebut dinamakan dengan SPK (Sistem Pendukung Keputusan) dan metode yang digunakan adalah *Simple Multi-Attribute Rating Technique* (SMART) karena proses penilaian ini mempunyai banyak kriteria. Selain itu, untuk mengurangi subjektivitas, maka digunakan pula metode *360 Degree Feedback* yaitu metode penilaian yang berasal dari berbagai pihak. Dengan adanya sistem penilaian ini diharapkan proses penilaian kinerja karyawan di Universitas Sangga Buana menjadi lebih cepat, transparan, serta mempunyai kredibilitas yang tinggi.

Kata Kunci: Sistem Pendukung Keputusan, SMART, *360 Degree Feedback*

ABSTRACT

One of the things that affects the success of an organization in reaching its goals is employee performance. The best performance of employee will be achieved if the organization does an assessment. In the modern era, the assessment of employee performance is done by computerized system to help getting decisions in the assessment process. The system is called Decision Support System (DSS) and the method used is Simple Multi-Attribute Rating Technique (SMART) because the assessment process has many criteria. In addition, to reduce subjectivity, the 360 Degree Feedback method is also used, which is the assessment process is coming from various parties. The assessment process of employee performance at Sangga Buana University is expected will be faster, more transparent, and has high credibility with this assessment system.

Keywords: Decision Support System, SMART, 360 Degree Feedback