Design of Assesment Information System Employee Service in PT. Aerotrans Services Indonesia with Methods *Key Performance Indicator* (KPI)

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Abstract-

At PT Aerotrans Services Indonesia employee appraisal data is processed conventionally by means of the Human Capital Business & Support print data points whose assessments must be filled out by their respective division heads, where after being printed the data is delivered to each division to be filled by each division supervisor then documents that have been filled in and signed by their respective division supervisors and returned by the Human Capital Business & Support division to be recorded. The objectives are to produce annual appraisal data for each employee and division, and there are company assessments made by VP Human Capital Business & Support and approved by the director is also still done conventionally. Even though the management has been organized, this method is still not optimal because in addition to requiring a long time and there are still operating paper documents, this method also has many weaknesses. The purpose of this research is to be able to build an information system that can be utilized by PT Aerotrans Services Indonesia to help process employee and company assessment data easily, quickly and accurately.

Keywords- *Employee Valuation, Annual Assessment, Company Valuation*

I.   INTRODUCTION

Employee Assessment Information System Application is believed to be the company's strategy to build the desired work climate, the system is designed properly and is suitable for the company. in its implementation, the system is run properly as well as the right design and properly implemented will provide correct information for companies related to employee assessment data. Which thing will help the company in getting accurate and accurate information.

According to [1] The results of the performance appraisal indicate whether the human resources (employees / employees) in the company have met the target or target both in terms of quality and quantity

desired. Therefore, management feels the need to improve the data collection system of their current employees so that the data process can be obtained more quickly. It is expected that the revamping of the employee appraisal system can provide an overview of a number of things, namely the picture taken by the company for the process of inputting and distributing employee data to each division until the company assessment data report, division valuation, and employee appraisal still use manuals.

According to [2] The quality of human resources is one of the important factors to increase the work productivity of an organization or agency. Every organization or agency that wants to continue to grow

and want to progress, the first thing that needs to be improved is the quality of its human resources. And one way to assess the quality of human resources can be seen from the performance of an employee.

This design aims to design an appropriate employee appraisal information system in order to present reports on employee appraisal data and input that is very easy, fast and short by eliminating some of the previous grooves that are still using manual and distributing paper documents from the Human*Capital & Business Support* division to each division hopes to be input easily with the existence of an employee appraisal information system through a computer network that is interconnected to the office intranet making it easier to manage data.

According to [3] Human resources or commonly abbreviated as HR have the potential to realize their role as adaptive and transformative social beings who are able to manage themselves and all potentials contained in nature towards the achievement of welfare in a balanced and sustainable order.

II. RESEARCH METHODS

A. *Key Performance Indocator* (KPI)

According to [4] Key Performance Indicators (KPI) or Key Performance Indicators are a series of key indicators that are measurable and provide information on the extent to which the strategic objectives imposed on an organization have been successfully achieved. The elements contained in the KPI consist of strategic objectives, key indicators relevant to the strategic objectives. the target is the benchmark and the time frame or period of validity of the KPI. KPIs must be chosen carefully to reflect important performance indicators for the organization according to the company's strategy and key organizational success factors. The determination of KPIs and targets to be achieved cannot be done carelessly, but must be selected and determined using appropriate and systematic methods. Choosing KPI and setting KPI targets appropriately will be able to direct the organization towards identifying potential improvements or performance improvements so that KPIs are often associated with initiatives related to performance improvement as one of the main tools of organizational management, the main objectives of establishing KPIs are:

1. To link the vision-mission-values, organizational strategy, and organizational performance goals with organizational activities to achieve the desired performance goals.
2. To measure trends in organizational and / or division performance whether there is a significant increase or decrease.
3. To compare the current performance of the organization with the historical performance of the organization, or compare with the performance of other organizations so that the organization gets a picture of the strengths or weaknesses of the organization compared to competitors, as well as knowing opportunities to create added value.
4. Organizational KPIs are used as a basis for determining KPIs or division and individual work targets.
5. KPI achievement results become the basis for giving rewards and consequences so that KPI is also useful for encouraging work motivation and good behavior of employees.

III. RESULTS AND DISCUSSION

KPI explains what must be done to improve performance dramatically. The parameters in the KPI are determined by the type of activity and weighting where the results are obtained based on the objectives, strategies, processes, and capabilities that have been determined. Following is one example of the results of data processing regarding KPIs.

A. Table indicator and input point activity

One of the indicators for the assessment is: Table .1 Value of assessment indicators

Nilai Indikator	Keterangan Indikator	Rekomendasi indikator
Nilai <=75	Indikator kurang baik	Rekomendasi evaluasi kinerja
Nilai 76-90	Indikator cukup baik	Rkomendasi ditingkatkan
Nilai >=91	Indikator sangat baik	Rekomendasi dipertahankan

Source : PT Aerotrans Services Indonesia

B. Inputting Points at each Activity to find the value of the indicator

Whereas the calculation is taken from the assessment of the employees in the operation division in terms of service, here is one form of calculation..

Table 2. Input Employee Rating Data

Activity	KPI	Weight	Target	Below Expectation 65-74	Meet Expectation 75-84	Above Expectation 85-100	Achievement	Self Assessment	Point	Result
					Category of Achievement					
Disiplin	Penjemputan Tepat waktu	20%	tiba dilokasi customer 30 menit sebelum jadwal	1 bulan 10x telat	1 bulan 5x telat	1 bulan telat <3	1 bulan hanya telat 2x	90	95	19%
Service Customer	complain minim	25%	0-3 customer / bulan	complain lebih dari 10 customer perbulan	complain kurang dari 5-10 customer perbulan	complain kurang dari 5 customer perbulan	hanya 1 customer complain /bulan	95	92	23%
Service Customer	kebersihan kabin kendaraan	30%	tidak ada sampah didalam kendaraan saat cek QC	terdapat sampah basah didalam mobil	hanya sedikit sampah kering didalam mobil	tidak ada sampah	tidak ada sampah dimobil	95	98	29.40%
Service Customer	ramah dan sopan	25%	sapa dan senyum tanpa complain	customer complain pengemudi tidak ramah	customer tidak komentar apapun dengan sikap pengemudi	customer respon sikap pengemudi ramah	customer tidak komentar apapun dengan sikap pengemudi	80	84	21%
		100%								92.40%

Source : PT Aerotrans Services Indonesia

The employee valuation calculation starts from giving each weight which results in a total weighting of all activities is 100%, for filling points filled by the supervisor of each division head and inputted using a number value so that the results of the presentation assessment obtained from the calculation of weight% x point = result %.

C. Software Requirements Analysis

1) Stages of Analysis

Human Capital Business & Support Admin Page: A1. Admin can fill in employee master data
A2. Admin can fill in master activity data A3. Admins can see employee master reports A4 Admin can see the activity master report
A5. Admin can see employee assessment reports A6 Admins can view division assessment reports A7 Admin can see the company valuation report A8 Admin can change the user's own password

Each Division Head's Page:
B1. The head of the division can provide an assessment of each employee in each division according to the achievement of targets for each activity.
B2. The head of the division can provide an assessment of each division according to the achievement of the targets for each activity
B3. Division heads can report employees in each of their respective divisions.
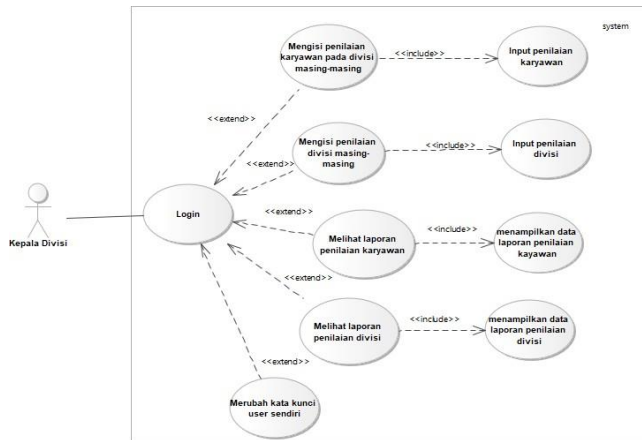B4. Head of divisions can see each division's report. B5. The head of the division can change the user's own password.

2. Use Case Diagram
a) Use Case Diagrams from Admin Human capital to input master activities
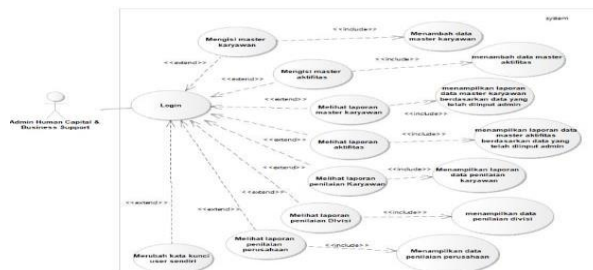
Fig 1 Use Case Admin Human Capital

b) Use Case Diagrams from Division Heads to inputemployee ratings

Fig 2 Use Case head of employee assessmentinput division

D. Design

At this stage, it will explain the design database, software architecture, and user interface of the proposed system.

1) Database

Entity Relationship Diagram is a model that explains the relationship between data in a databasebased on basic data objects that have relationships between relationships.

The following is the initial Entity Relationship Diagram used to get minimization

database design that can hold data storage systemsthat are being reviewed.
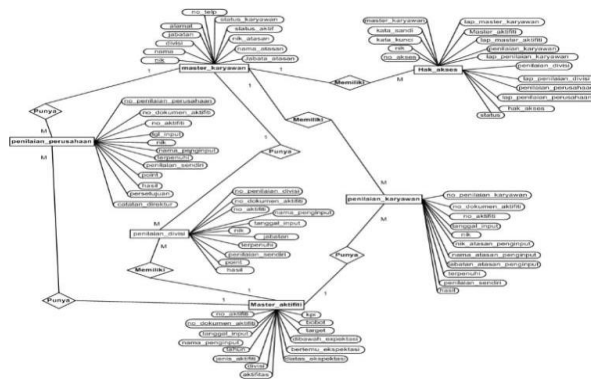
Fig 3 Entity Relationship Diagram

2) Display of the employee assessment information system application

Fig 4 Display Login Form

Fig 5 Display the Rating Menu Form
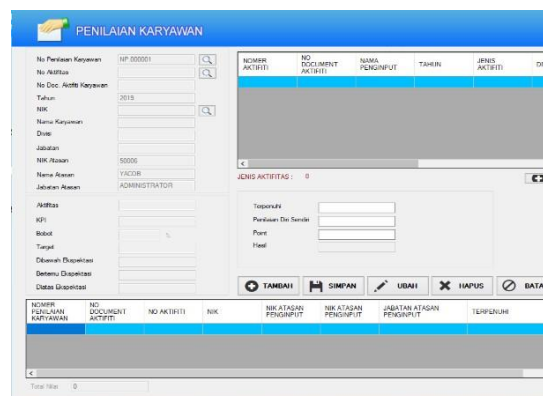
Fig 6 Display Employee Rating Form

Fig 7Display Division Assessment Form

Fig 8Display Company Assessment Form

Fig 9Display Report Search Form

IV. CONCLUSION

From the description of the desktop-based employee assessment information system that is the result of observing and designing the desktop program, to complete and perfect the writer will try to conclude from the discussion briefly. The application of employee assessment information systems can improve employee performance faster, easier, and more accurate. Here are some conclusions that can be drawn, namely:

1. With this desktop-based employee appraisal information system it will easily get the right information and facilitate the employee appraisal process, so the results will be more effective and efficient.
2. Submission of information for employee appraisal can be accurately seen by the supervisor directly.
3. With this employee appraisal information system, makes it easy to check the employee data master report, employee assessment report, division assessment, and company valuation report
4. Can easily carry out the process of data backup and data recall that has been stored into the employee assessment information system application.

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. Bunda Bakery is a long established cake manufacturer . The process of making cakes in.15(2), 37–45.