

INTISARI

Evaluasi kinerja adalah suatu proses di mana kontribusi karyawan kepada organisasi dinilai dalam suatu periode tertentu. Evaluasi kinerja memiliki beberapa manfaat, diantaranya sebagai alat peningkatan kinerja, pengembangan sumber daya manusia, pemberian kompensasi dan lainnya. Pentingnya evaluasi kinerja adalah untuk memproses suatu rencana, untuk mengorganisasikan, untuk mengawasi, untuk mengontrol, dan untuk menilai suatu kinerja. Tugas akhir ini bertujuan untuk membahas, memberikan penilaian dan mengevaluasi kinerja *operation staff* pada PT. Merapi Pesona Jogja *Tour and Travel*. Penyampaian hasil penelitian menggunakan metode deskriptif kualitatif. Untuk dapat mengetahui dan memahami kinerja *operation staff*, penulis turut terjun langsung dalam kondisi kerja sebagai salah satu *operation staff* selama dua bulan pada masa magang dan melakukan wawancara kepada pihak – pihak yang terkait. Penulis juga melakukan observasi untuk mendapatkan pengamatan yang mendalam, data penilaian, serta data evaluasi terkait dengan kinerja *operation staff* sebanyak 3 kali dengan menggunakan instrumen penilaian berupa *checklist* yang didasarkan pada teori penilaian kinerja yang dikembangkan oleh Robbins (1996). Teori ini mengungkapkan bahwa ada tiga aspek yang menjadi patokan dalam melakukan penilaian kinerja secara lengkap, yakni *individual task outcomes*, *behaviour*, dan *traits*. Indikator penilaian dirancang dengan cara mengelompokkan indikator pada SOP ke dalam tiga aspek yang dicanangkan oleh Robbins.

Setelah melakukan proses penilaian kinerja, penulis melakukan proses evaluasi kinerja dari *operation staff* yang bersangkutan. Berdasarkan penilaian, kinerja *operation staff* cukup baik. Hampir sebagian besar jobdesk sudah sesuai dengan SOP dan tidak ada *operation staff* yang mendapat kalkulasi nilai yang jelek. Nilai tersebut terdiri atas *no performance*, *low performance*, *average performance*, dan *high performance*. Akhirnya, *operation staff* tergolong *high performance* dengan presentase nilai pada *range* 87,5% (nilai sama pada kedua *operation staff*, pada pengamatan pertama hingga ketiga) pada kriteria *individual task outcomes*, presentase nilai pada *range* 79,1% sampai 87,5% pada kriteria *behavior*, dan presentase nilai pada *range* 93,7% sampai 100% pada kriteria *traits*, berdasarkan *checklist* yang penulis sudah amati.

Kata kunci: evaluasi, kinerja, *operation staff*, penilaian

ABSTRACT

Performance evaluation is a process in which the employee's contribution to the organization was assessed in a certain period. The performance evaluation has several benefits such as performance improvement, human resource development, compensation and others. The importance of performance evaluation is to process a plan, to organize, to supervise, to control, and to assess a performance. Acknowledging the importance of periodical performance evaluation, this final project aims to discuss, to give assessment, and to evaluate the operation staff performance in Merapi Pesona Jogja Tour and Travel. Descriptive qualitative method was used in presenting the results of the study. In the attempt to know and to understand about the performance of operation staff, the author participated in real working condition as one of the operation staff for two months during the internship and conducted interview for the parties concerned. The author also conducted observations to obtain a profound observation, assessment data, as well as evaluation data related to the performance of operation staff for 3 times by using the assessment instruments in the form of an assessment checklist based on the theory of performance assessment developed by Robbins (1996). This theory reveals that there are three aspects that become the benchmark in complete of performance assessment namely individual task outcomes, behavior and traits. Assessment indicators were designed by grouping indicators on SOP into three aspects proclaimed by Robbins.

After conducting performance assessment process, the author conducted the performance evaluation process of the operation staff concerned. Based on the assessment, operation staff performance is good enough. The most of the job descriptions were all fulfilled in accordance with the SOP and no operation staff got poor grade calculations. The value were based on four categories, namely *no performance*, *low performance*, *average performance*, and *high performance*. Eventually, operation staffs' performance are classified as *high performance* with the value of percentage in range 87.5% (the same value for the both of operation staffs, in the first observation until the third observation) in the individual task outcomes criteria, the value of percentage in range 79.1% until 87.5% in the behavior criteria, and the value of percentage in range 93.7 until 100% in traits criteria, based on checklist that author had observed.

Key words: assessment, evaluation, operation staff, performance