

## HALAMAN ABSTRAK DAN ABSTRACT

### ABSTRAK

Rancangan Sistem Manajemen Kinerja Di PT. Nittsu Lemo Indonesia Logistik

Penelitian ini bertujuan untuk melihat kondisi aktual penerapan manajemen kinerja di PT. Nittsu Lemo Indonesia Logistik saat dan rancangan sistem perbaikan manajemen kinerja berdasarkan tipologi bisnis perusahaan, tahapan manajemen kinerja dan karakteristik ideal manajemen kinerja agar bisa sejalan dengan kebutuhan internal dan external perusahaan. Penelitian ini merupakan penelitian kualitatif dan kuantitatif deskriptif untuk melihat kondisi aktual pelaksanaan manajemen kinerja di perusahaan saat ini. Pengumpulan data dilakukan dengan metode wawancara, kuisioner dan studi dokumentasi. Wawancara dilakukan kepada direktur untuk mengetahui tipologi bisnis perusahaan dan tiga orang operasional manajer untuk melihat bagaimana pelaksanaan manajemen kinerja saat ini dilihat dari 15 karakteristik ideal manajemen kinerja menurut Aguinis (2015) sedangkan kuisioner dari Weiss dan Hartle digunakan untuk melihat bagaimana tahapan manajemen kinerja saat ini, kuisioner disebar kepada semua pekerja dan sampel yang digunakan adalah 80 orang pertama. Berdasarkan penelitian ditemukan bahwa perusahaan memiliki tipologi bisnis *analyzer*, 13 karakteristik ideal manajemen kinerja yang belum sesuai serta tahapan manajemen kinerja yang belum berjalan dengan baik karena pada semua tahapan mendapatkan nilai dibawah 4.0. Peneliti menyarankan agar disusun kompetensi kerja serta kamus kompetensinya berdasarkan pada tugas dan tanggung jawab masing-masing pekerja yang dapat digunakan sebagai acuan training dan development program serta career path di perusahaan.

Kata Kunci : Manajemen Kinerja, Tipologi Bisnis, Tahapan Manajemen Kinerja

## **ABSTRACT**

### **Design Performance Management System at PT. Nittsu Lemo Indonesia Logistik**

This research aims to see the actual conditions implementation of performance management at PT. Nittsu Lemo Indonesia Logistik currently and performance management improvement system design based on company's typology business, performance management stages and characteristics ideal of performance management in order to be in line with the company needs both internal and external. This research is qualitative and quantitative descriptive research for see the actual implementation of performance management. Data was collected by interviews, questionnaires and documentation. Interviews were conducted with the director to find out the typology of the company business and three operational managers to see how the current performance management based on 15 ideal characteristics of performance management according to Aguinis (2015) while the questionnaire from Weiss and Hartle was used to see how the stages of performance management currently, questionnaires were distributed to all workers and the sample used was the first 80 person. Based on the research was found that the company typology business is analyzer, 13 ideal characteristics of performance management that are not accordance and stages of performance management which has not been implemented properly because all the stages score is below than 4.0. The researcher suggests that job competencies and competency dictionaries be compiled based on the duties and responsibilities of each worker that can be used as a reference for training and development programs as well as career paths in the company.

**Keywords:** Performance Management, Typology Business, Performance Management Stages.