

**SISTEM PENDUKUNG KEPUTUSAN  
PENILAIAN KINERJA KARYAWAN *OUTSOURCING* DI NASMOCO  
KALIGAWA DENGAN METODE *SIMPLE MULTI ATTRIBUTE RATING  
TECHNIQUE (S.M.A.R.T.)***

*(DECISION SUPPORT SYSTEM PERFORMANCE ASSESSMENT OF OUTSOURCING  
EMPLOYEES AT NASMOCO KALIGAWA WITH SIMPLE MULTI ATTRIBUTE RATING  
TECHNIQUE (S.M.A.R.T.) METHOD)*

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**ABSTRACT**

*Nasmoco Kaligawe is one of the dealers of Toyota products located in the city of Semarang with many service areas so it requires a lot of employees, including outsourcing employees. The company has 50 outsourced employees so it is necessary to evaluate the performance appraisal every month. With the large number of outsourced employees, it is difficult for companies to evaluate performance appraisals with a manual calculation process using Microsoft Excel. As a result, the process of calculating the performance appraisal evaluation is less effective because the data is at risk of being changed and the calculation results are less than optimal. Therefore, there is a need for a decision support system that can help provide outsourced employee performance appraisals. In this study, the data were obtained by interview and direct observation on the Nasmoco Kaligawe Semarang. In addition, data were also taken from literature references in the form of books, articles, and various other types of scientific writings. This study applies the Simple Multi Attribute Rating Technique (S.M.A.R.T) method to assist the process of calculating the assessment of outsourcing employees. This method was chosen because the calculation performance is better, and more effective than other multi-criteria methods. The results of this study are the application of a decision support system with the Simple Multi Attribute Rating Technique method that can help facilitate Nasmoco Kaligawe Semarang in the process of calculating the evaluation of outsourcing employee performance appraisals.*

*Keywords: SMART Method, Decision Support System, Outsourcing Employees.*

**ABSTRAK**

Nasmoco Kaligawe merupakan salah satu *dealer* dari produk Toyota yang terletak di kota Semarang dengan banyak bidang pelayanan sehingga membutuhkan banyak karyawan, diantaranya merupakan karyawan *outsourcing*. Perusahaan memiliki karyawan *outsourcing* sebanyak 50 orang sehingga perlu dilakukan evaluasi penilaian kinerja tiap bulan. Dengan banyaknya jumlah karyawan *outsourcing* perusahaan kesulitan dalam melakukan evaluasi penilaian kinerja dengan proses perhitungan manual menggunakan *Microsoft Excel*. Akibatnya proses perhitungan evaluasi penilaian kinerja kurang efektif karena data beresiko dapat diubah dan hasil perhitungan kurang maksimal. Oleh karena itu, perlu adanya sistem pendukung keputusan yang dapat membantu memberikan penilaian kinerja karyawan *outsourcing*. Pada penelitian ini data didapat dengan cara wawancara dan observasi langsung pada pihak Nasmoco Kaligawe Semarang. Selain itu, data juga diambil dari referensi literatur berupa buku, artikel, dan berbagai jenis karya tulis ilmiah lainnya. Penelitian ini menerapkan metode *Simple Multi Attribute Rating Technique (S.M.A.R.T)* untuk membantu proses perhitungan penilaian karyawan *outsourcing*. Metode ini dipilih karena yang kinerja perhitungannya lebih baik, dan lebih efektif dibanding metode multi kriteria lainnya. Hasil dari penelitian ini adalah aplikasi sistem pendukung keputusan dengan metode *Simple Multi Attribute Rating Technique* yang dapat membantu mempermudah Nasmoco Kaligawe Semarang dalam proses perhitungan evaluasi penilaian kinerja karyawan *outsourcing*.

Kata Kunci : *Metode SMART, Sistem Pendukung Keputusan, Karyawan Outsourcing.*