

**PENILAIAN KINERJA KARYAWAN PT PEGADAIAN (PERSERO) :
PENDEKATAN MULTISUMBER**

by

Suherawati

Undiknas Graduate School
Jl. Waturenggong No.164 Denpasar, Bali

suherawati@gmail.com

ABSTRACT

Performance appraisals conducted in this study using the method of performance assessment from various sources, namely from the immediate supervisor, supervisor indirectly, the employees themselves, co-workers and customers.

The purpose of this study was to determine the objective performance assessment PT Pegadaian (Persero) from various sources. The method used in this study the quantitative descriptive. Population data retrieval techniques. Methods of data collection using questionnaires filled out by all employees and customers.

Based on the results of this case study is evidenced by the results of a questionnaire distributed to the immediate supervisor, indirect supervisor, the employee and the consumer, showed no difference between the perceptions of performance appraisal immediate supervisor, supervisor indirectly, yourself, co-workers and customers. All aspects of perception increased significantly. Aspects of the self are aspects that contribute the greatest aspects of assessment and immediate superior in the assessment gives the smallest donation

Keywords: Performance Appraisal, Performance Appraisal Method Multi - source

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