

ABSTRAK

Proses penentuan insentif kinerja karyawan pada CV Coral Palembang masih dilakukan secara subjektif oleh pimpinan tanpa adanya metode perhitungan yang jelas dan terstruktur, sehingga berpotensi menimbulkan ketidakadilan dan menurunkan motivasi kerja karyawan. Penelitian ini bertujuan untuk merancang dan membangun sistem pendukung keputusan berbasis *Website* yang dapat membantu penentuan insentif kinerja karyawan secara lebih objektif dan terstruktur dengan menerapkan metode *Simple Multi-Attribute Rating Technique* (SMART). Metode pengembangan sistem yang digunakan adalah metode *Waterfall* yang meliputi tahap analisis, perancangan, implementasi, dan pengujian. Sistem dibangun menggunakan Laravel berbasis *Website* dengan tiga peran pengguna, yaitu Supervisor, Teknisi, dan Pimpinan. Proses penilaian kinerja menggunakan lima kriteria, yaitu Disiplin (30%), Tanggung Jawab (25%), Kualitas Kerja (20%), Kerja Sama (15%), dan Kehadiran (10%), yang dihitung melalui tahapan pembobotan, normalisasi, dan penentuan nilai *utility* hingga nilai akhir, dari hasil pengujian menunjukkan bahwa seluruh fitur sistem berjalan sesuai yang diharapkan. Sistem yang dibangun mampu menghasilkan perhitungan nilai kinerja dan kategori insentif secara otomatis dan akurat, sehingga proses penentuan insentif karyawan pada CV Coral Palembang dapat dilakukan secara lebih objektif, transparan, dan berbasis data.

Kata kunci : Sistem pendukung keputusan, Insentif kinerja, Metode SMART, *Website*, CV Coral Palembang

ABSTRACT

The process of determining employee performance incentives at CV Coral Palembang was previously carried out subjectively by management without a clear and structured calculation method, potentially causing unfairness and reducing employee work motivation. This study aims to design and develop a Website-based decision support system that can assist in determining employee performance incentives more objectively and systematically by applying the Simple Multi-Attribute Rating Technique (SMART) method. The system development method used is the Waterfall method, which includes analysis, design, implementation, and testing stages. The system was built using the Laravel framework with three user roles: Supervisor, Technician, and Manager. The performance assessment process uses five criteria, namely Discipline (30%), Responsibility (25%), Work Quality (20%), Teamwork (15%), and Attendance (10%), calculated through weighting, normalization, and utility value computation to produce a final score, the test results show that all system features are running as expected. The developed system is capable of automatically and accurately generating performance scores and incentive categories, enabling the incentive determination process at CV Coral Palembang to be conducted more objectively, transparently, and based on data.

Keywords: Decision support system, Performance incentive, SMART method, Website, CV Coral Palembang