ABSTRAK

Proses penentuan karyawan terbaik pada Kantor Ombudsman RI Sumatera Selatan saat ini masih belum optimal karena belum adanya krtiteria dan pembobot yang jelas dalam proses penilaian kinerja karyawan. Proses Penilaian dilakukan secara manual tanpa didukung oleh perhitungan yang tersruktur. Penelitian ini bertujuan untuk membangun Sistem Pendukung Keputusan Penentuan Karyawan terbaik berbasis *website* sebagai solusi untuk membantu proses penilaian kinerja secara objektif, terstruktur, dan terkomputerisasi. Metode pengembangan sistem yang digunakan adalah *waterfall* dengan tahapan perencanaan, desain, implementasi, pengujian, dan pemeliharan. Sistem dibangun dengan menggunakan *framework* Laravel dengan basis data MySQL serta menerapkan metode *Technique for Order Preference by Similarity to Ideal Solution* (TOPSIS) untuk melakukan perhitungan dan perangkingan karyawan berdasarkan kriteria kehadiran, kerjasama, tanggung jawab, loyalitas, dan inisiatif, capaian SKP, integritas kerja, pelayanan. Sistem menyediakan fitur pengelolaan data karyawan, data kriteria, data penilaian setiap periode dalam setahun, perhitungan TOPSIS, dan perangkingan karyawan. Hasil perhitungan menunjukan alternatif A5 memiliki nilai tertinggi yaitu 0,8153 dengan nama Rahma Awaliyah, diikuti oleh A1 sebesar 0,7139 dengan nama Prana Susiko.

Kata Kunci: Sistem, Karyawan Terbaik, TOPSIS, Laravel, Penilaian Kinerja, Periode

ABSTRACT

The process of selecting the best employees at the South Sumatra Office of the Indonesian Ombudsman is currently suboptimal due to the lack of clear criteria and weightings in the employee performance evaluation process. The evaluation process is conducted manually without the support of structured calculations. This study aims to develop a web-based Decision Support System for Selecting the Best Employees as a solution to facilitate an objective, structured, and computerized performance evaluation process. The system development method used is the waterfall model, comprising the stages of planning, design, implementation, testing, and maintenance. The system was built using the Laravel framework with a MySQL *database* and applies the Technique for Order Preference by Similarity to Ideal Solution (TOPSIS) method to perform calculations and rank employees based on the criteria of attendance, teamwork, responsibility, loyalty, initiative, performance goal achievement, work integrity, and service. The system provides features for managing employee data, criteria data, and evaluation data for each period of the year, as well as TOPSIS calculations and employee rankings. The calculation results show that alternative A5 has the highest score of 0.8153, assigned to Rahma Awaliyah, followed by A1 with a score of 0.7139, assigned to Prana Susiko.

Keywords: System, Top Employees, TOPSIS, Laravel, Performance Evaluation, Period