

ABSTRAK

Evaluasi dan penilaian kinerja karyawan merupakan salah satu proses penting dalam pengelolaan sumber daya manusia untuk mendukung pengambilan keputusan yang objektif. PT Al Faaz Radif Jaya Abadi masih melakukan proses evaluasi kinerja secara manual sehingga membutuhkan waktu yang relatif lama, berpotensi menimbulkan kesalahan dalam pengolahan data, serta membuka peluang terjadinya subjektivitas dalam proses penilaian. Penelitian ini bertujuan untuk mengimplementasikan Sistem Pendukung Keputusan (SPK) berbasis web menggunakan metode Technique for Order Preference by Similarity to Ideal Solution (TOPSIS) dalam proses evaluasi dan penilaian kinerja karyawan di PT Al Faaz Radif Jaya Abadi. Pengembangan sistem menggunakan metode Waterfall yang meliputi tahapan analisis kebutuhan, perancangan sistem, implementasi, pengujian, dan maintenance. Sistem dikembangkan menggunakan framework Laravel, Bootstrap, bahasa pemrograman PHP, serta database MySQL. Penilaian dilakukan berdasarkan lima kriteria, yaitu kehadiran, kedisiplinan, kualitas kerja, kerja sama tim, dan tanggung jawab. Hasil penelitian menunjukkan bahwa sistem yang dibangun mampu mengelola data karyawan, data kriteria, data penilaian, melakukan proses perhitungan TOPSIS secara otomatis, menghasilkan nilai preferensi dan peringkat karyawan berdasarkan kedekatan terhadap solusi ideal, serta menyajikan laporan hasil penilaian sebagai pendukung pengambilan keputusan. Hasil pengujian menggunakan metode Black Box Testing menunjukkan bahwa seluruh fungsi sistem berjalan sesuai dengan kebutuhan fungsional dan menghasilkan keluaran yang sesuai dengan yang diharapkan. Implementasi Sistem Pendukung Keputusan menggunakan metode TOPSIS mampu membantu PT Al Faaz Radif Jaya Abadi dalam melaksanakan proses evaluasi dan penilaian kinerja karyawan secara lebih cepat, objektif, akurat, efisien, dan terdokumentasi dengan baik sehingga dapat mendukung manajemen dalam menentukan kebijakan terkait pemberian penghargaan, promosi jabatan, maupun pengembangan kualitas sumber daya manusia.

Kata Kunci: Sistem Pendukung Keputusan, TOPSIS, Penilaian Kinerja Karyawan, Waterfall, Laravel.

ABSTRACT

Employee performance evaluation and assessment are essential processes in human resource management to support objective decision-making. PT Al Faaz Radif Jaya Abadi still conducts employee performance evaluations manually, resulting in lengthy processing times, a higher risk of data processing errors, and potential subjectivity in the assessment process. This study aims to implement a web-based Decision Support System (DSS) using the Technique for Order Preference by Similarity to Ideal Solution (TOPSIS) method to support employee performance evaluation and assessment at PT Al Faaz Radif Jaya Abadi. The system was developed using the Waterfall method, which consists of the requirements analysis, system design, implementation, testing, and maintenance phases. The application was developed using the Laravel framework, Bootstrap, the PHP programming language, and a MySQL database. Employee performance was evaluated based on five criteria: attendance, discipline, work quality, teamwork, and responsibility. The results indicate that the developed system is capable of managing employee data, criteria data, and assessment data, performing TOPSIS calculations automatically, generating preference values and employee rankings based on their proximity to the ideal solution, and presenting evaluation reports to support managerial decision-making. The results of Black Box Testing demonstrate that all system functions operate according to the specified functional requirements and produce the expected outputs. The implementation of the Decision Support System using the TOPSIS method assists PT Al Faaz Radif Jaya Abadi in conducting employee performance evaluations more quickly, objectively, accurately, efficiently, and systematically, thereby supporting management in making decisions related to employee rewards, promotions, and human resource development.

Keywords: Decision Support System, TOPSIS, Employee Performance Evaluation, Waterfall, Laravel.