



**Lembaga Penelitian dan Pengabdian Masyarakat (LPPM)  
Sekolah Tinggi Ilmu Ekonomi (STIE) La Tansa Mashiro**

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## **SURAT TUGAS**

No. 081 /LPPM-LT/V/2022

Yang bertandatangan dibawah ini, Ketua Lembaga Penelitian dan Pengabdian Kepada Masyarakat STIE La Tansa Mashiro Rangkasbitung,

Nama : Dr. Paniran, S.E., M.M., Ak., CA., CPA

Jabatan : Ketua Lembaga Penelitian dan Pengabdian Kepada Masyarakat Sekolah Tinggi Ilmu Ekonomi (STIE) La Tansa Mashiro

dengan ini menugaskan kepada :

Nama : Associate Prof. Dr. H. Juliansyah Noor, SE., MM

NIDN : 0518076202

Jabatan : Dosen STIE La Tansa Mashiro

Untuk melaksanakan rangkaian Kegiatan sebagai "Narasumber" pada Kegiatan "Training Implementation "Evaluasi Kinerja Account Officer" di Bank Kalimantan Selatan – Banjarmasin" Hari : Selasa s.d Kamis, Tanggal 10 sd 12, bulan Mei tahun 2022.

Demikian surat tugas ini diberikan untuk dapat dilaksanakan dengan penuh tanggungjawab.

Rangkasbitung, 6 Mei 2022

LPPM STIE La Tansa Mashiro

Ketua,

Dr. Paniran, S.E., M.M., AK., CA., CPA

NPP. 13112640818115

# Evaluasi Kinerja Account Officer

FASILITATOR:  
**DR. Juliansyah Noor, S.E., M.M.**

BANK KALIMANTAN SELATAN  
10 – 12 May 2022

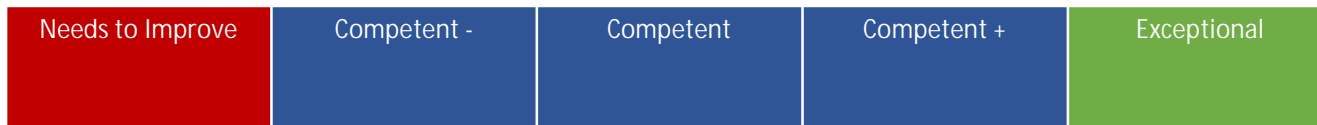
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# PRINSIP-PRINSIP EVALUASI KINERJA

- Account Officer dievaluasi dalam dua bidang:
  - Kompetensi – perilaku yang penting bagi BANK seiring dengan kemajuan pekerjaan; setiap pegawai Bank Kalsel mempunyai empat kompetensi yang sama:
    - Kualitas
    - Kuantitas
    - Pengetahuan
    - Hubungan
  - Sasaran – mengatasi hasil yang harus dicapai; ini ditetapkan bersama antara karyawan dan supervisor setiap tahun



Improvement required

Worker is competent and some performance standards need improvement

Worker is competent and occasionally may exceed performance standards

Worker is competent and often exceeds performance standards

Worker's performance consistently exceeds performance standards

1

Last year

2

4%

3

38%

4

54%

5

5%

## Rating Scale

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1

Employee  
(self-evaluation)

2

Manager  
(employee evaluation)

3

Manager & Employee Meet  
(to discuss performance &  
submit in Workday)

4

HR  
(verifies completion)

5

Manager  
(acknowledge  
evaluation in Workday)

6

Employee  
(acknowledge  
evaluation in Workday)

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# Performance Schedule Guideline

Activity	Dates
Employee completes self-evaluation in Workday	Sep 28 – Oct 11
<ul style="list-style-type: none"> <li>• Manager completes employees' evaluations in Workday (<b>start early</b>)</li> <li>• Manager &amp; employee meet to discuss performance</li> <li>• Manager submits evaluation in Workday</li> </ul>	Oct 12 – Nov 6
HR reviews evaluation for completion	As they come
Manager acknowledges in Workday that the meeting took place	Oct 26 – Nov 6
Employee acknowledges in Workday that the meeting took place	Oct 26 – Nov 6

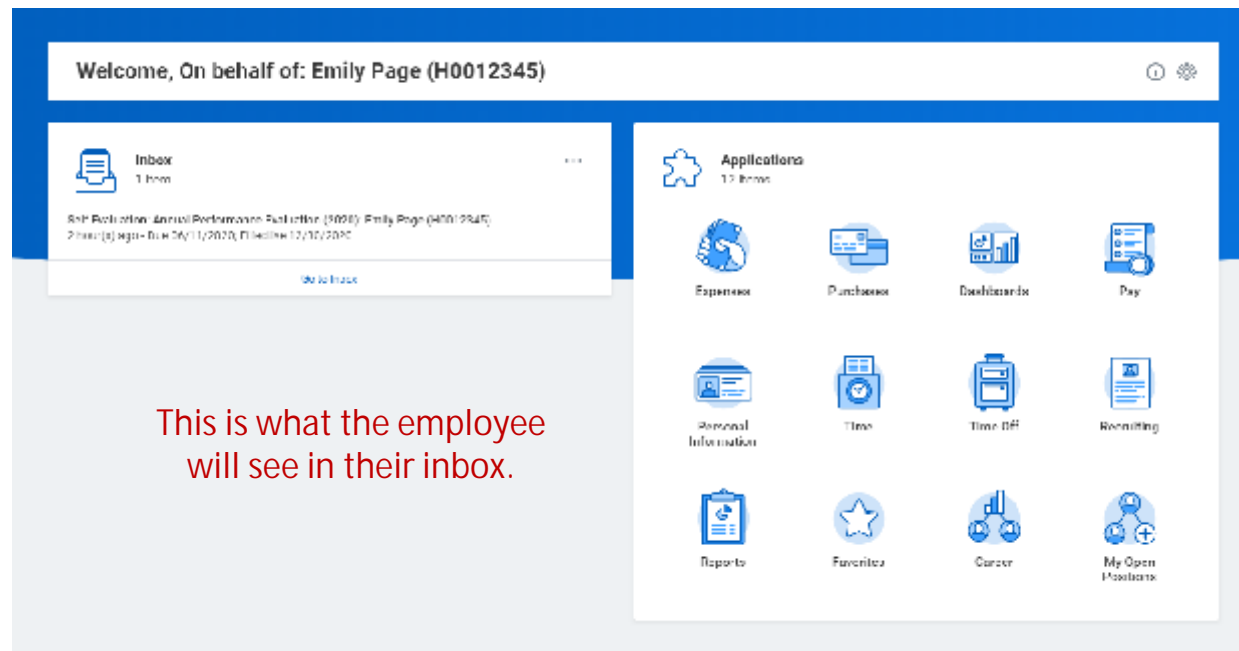
# Evaluasi Kinerja

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# Evaluasi Diri Karyawan



This is what the employee will see in their inbox.

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# Bagian Pertama: Kompetensi Kerja

Competency

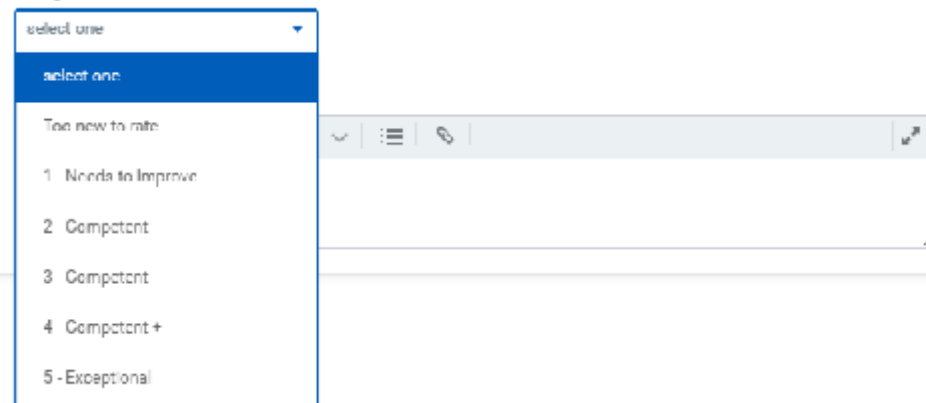
H.Quality of Work

Description

Degree of competence, accuracy, and thoroughness: Performs assigned duties accurately and thoroughly with only minimal errors.

## Employee Evaluation

Rating ★



The screenshot shows a web-based form for employee evaluation. A dropdown menu is open, displaying a list of rating options. The options are: 'select one' (at the top), 'select one' (highlighted in blue), 'Too new to rate', '1 - Needs to Improve', '2 - Competent', '3 - Competent', '4 - Competent+', and '5 - Exceptional'. The dropdown is positioned over a larger form area that is partially obscured.

Karyawan akan menilai dirinya sendiri berdasarkan setiap kompetensi:

- Kualitas pekerjaan
- Kuantitas pekerjaan
- Pengetahuan kerja
- Hubungan Kerja

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# Bagian Kedua: Sasaran Tahun Ini

Goal \*

Normal | B | I | U | A | | |

Establish and maintain a process for gathering, compiling and tracking service requests within 2 days of receipt 90% of the time. Develop and communicate process to all appropriate users within the department by no later than June 1.

Due Date: 06/30/2020

Status: In Progress

Employee Evaluation

Rating \* select one

Comment

Normal | B | I | U | A | | |

Karyawan akan menilai dirinya sendiri berdasarkan setiap sasaran yang mereka masukkan pada tinjauan kinerja tahun lalu.

Karyawan akan menilai dirinya sendiri berdasarkan setiap sasaran yang mereka masukkan pada tinjauan kinerja tahun lalu.

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# Bagian Ketiga: Sasaran Tahun Depan

Goals for Next Year ~

If you need help or further instructions, please watch this [Workday tutorial](#).

[Instructions](#)  
Please input any goals for next year.

**Goal**

Use feedback from customer reviews to develop a plan regarding improved customer service with all team members to examples. Share plan and strategies with supervisor by March 1 and then implement.

**Due Date**  
04/30/2021

**Status**  
Not Started

**Employee Evaluation**

**Comments**

Karyawan akan memasukkan sasaran yang ingin mereka kerjakan di tahun depan. sasaran harus berhubungan dengan pekerjaan, bukan pribadi atau spiritual.

# Penetapan Sasarans Guidelines

Set **SMART** Goals:

- **S**pecific
  - Clearly stated
  - Target a single key result
  - Indicate the desired performance level
- **M**easurable
  - Quantifiable
  - Concrete
- **A**chievable
  - Challenging, but attainable
- **R**elevant
  - Linked to the Department's business goals
- **T**imed
  - Milestones and deadlines




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# Bagian Keempat: Peringkat Keseluruhan

Overall ▾

0  100

If you need help or further instructions, please watch this [Workday tutorial](#).

**<Rating Scale**

- 1 - **Needs Improvement**: Improvement required
- 2 - **Developing**: Employee is not fully competent and some performance standards and/or performance on goals need improvement
- 3 - **Competent**: Employee is fully competent and occasionally may exceed performance standards and/or goals
- 4 - **Competent+**: Employee is fully competent and often exceeds performance standards and/or goals
- 5 - **Exceptional**: Employee performance consistently exceeds performance standards and/or goals

---

Employee Evaluation

Rating ▾

adjective

Comment ▾

Font Size: 12pt

karyawan akan menilai kinerja mereka secara keseluruhan untuk tahun tersebut.

# Bagian Kelima: Dokumen Pendukung

Supporting Documents ▾

If you need help or further instructions, please watch this [Workday tutorial](#).

Please upload any supporting documents for employees that have done either exceptional work or work that needs improvement.

Employee

Evaluation Supporting Document

(empty)

File

Attach

Updated By

(empty)

Upload Date

(empty)

Comment

> Details

Keseluruhan bagian ini bersifat opsional, namun HRD mungkin mengharuskan karyawan untuk mengunggah dokumentasi pendukung jika mereka menilai diri mereka luar biasa.

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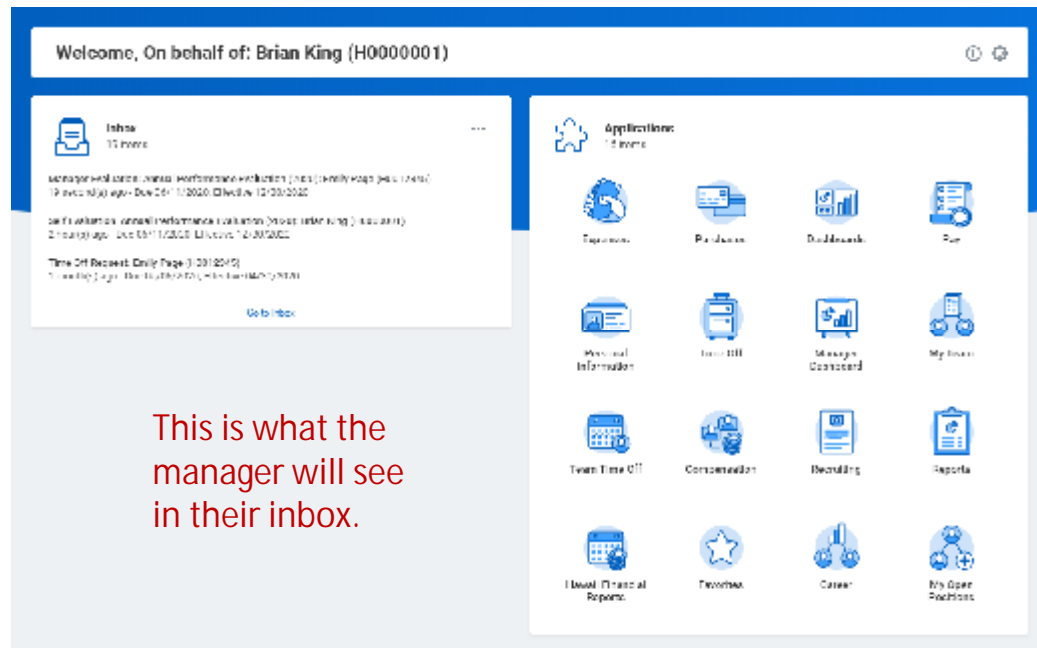
# Account Officer Manager Evaluation

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# Manager Evaluation



This is what the manager will see in their inbox.

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# Bagian Pertama: Kompetensi Kerja

Competency

H.Quality of Work

Description

Degree of competence, accuracy, and thoroughness. Performs assigned duties accurately and thoroughly with only minimal errors.

## Manager Evaluation

Manager Rating \*

Comment

Format  **B** *I* U A

## Employee Evaluation

Employee Rating

4 Competent +

Employee is fully competent and often exceeds performance standards and/or goals

Comment

Manajer akan menilai karyawan pada setiap kompetensi. Manajer dapat melihat bagaimana karyawan menilai dirinya sendiri serta komentar apa pun.

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# Bagian Kedua: Sasaran Tahun Ini

The screenshot shows a form for setting performance goals. It includes a text area for the goal description, a date picker for the due date (06/30/2020), a status dropdown (Completed), a date picker for completion (MM/DD/YYYY), and two evaluation sections: Manager Evaluation (Rating: Excellent) and Employee Evaluation (Rating: A - Consistent). Both evaluation sections have a comment field.

Manajer akan menilai karyawan berdasarkan kinerja mereka terhadap tujuan yang ditetapkan selama tinjauan kinerja tahun lalu. Manajer dapat melihat bagaimana karyawan menilai dirinya sendiri serta komentar apa pun.

# Bagian Ketiga: Sasaran Tahun Depan

Goals for Next Year

If you need help or further instructions, please watch this [Workday tutorial](#).

<Instructions>  
Please input any goals for next year.

Goal Title  
Use feedback from customer reviews to develop a plan regarding improved customer service and team-specific strategies. Share ideas and strategies with employees by March 1 and then implement.

Status  
Not Started

Manager Evaluation  
Comment

Employee Evaluation  
Comment

Manajer akan meninjau tujuan karyawan yang ditetapkan untuk tahun depan. Manajer dapat menambahkan lebih banyak sasaran atau mengedit sasaran yang dimasukkan karyawan. Disarankan agar manajer mendiskusikan setiap perubahan terhadap sasaran karyawan dengan karyawan tersebut.

# Bagian Keempat: Peringkat Keseluruhan

Overall ▼

●  ●

If you need help or further instructions, please watch this [Workday tutorial](#).

**<Rating Scale>**

- 1 - Needs to improve: Improvement required
- 2 - Competent(-): Employee is not fully competent and some performance standards and/or performance on goals need improvement
- 3 - ~~Competent~~: Employee is fully competent and occasionally may exceed performance standards and/or goals
- 4 - Competent(+): Employee is fully competent and often exceeds performance standards and/or goals
- 5 - Exceptional: Employee performance consistently exceeds performance standards and/or goals

---

<p><b>Manager Evaluation</b></p> <p>Rating <span style="color: red;">*</span></p> <div style="border: 1px solid #ccc; padding: 2px; width: 100px;">select one</div> <p>Comment <span style="color: red;">*</span></p> <div style="border: 1px solid #ccc; padding: 5px;"><p>-DETAILS <span>▼</span> <b>B</b> <i>I</i> <u>U</u> <span style="color: red;">A</span> <span>▼</span> <span style="font-size: 0.8em;">[Icons]</span> <span style="float: right;">?</span></p><div style="height: 40px;"></div></div>	<p><b>Employee Evaluation</b></p> <p>Rating</p> <p>4 - Competent (+)</p> <p>Employee is fully competent and often exceeds performance standards and/or goals</p> <p>Comment</p> <p>I feel that I add great value to our department. I was able to establish a better process for tracking service requests and ensuring timely completion. I've also been able to train our front line employees to help improve productivity. These efforts have helped us reach our quarterly goals, resolve inquiries faster and an increased market share.</p>
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Manajer akan menilai kinerja karyawan secara keseluruhan untuk tahun tersebut. Di bagian ini, komentar diperlukan.

# Bagian Kelima: Dokumen Pendukung

Supporting Documents ▾



If you need help or further instructions, please watch this [Workday tutorial](#).

Please upload any supporting documents for employees that have done either exceptional work or work that needs improvement.

Manager

Add

Bagian ini opsional, namun HR mungkin mengharuskan manajer untuk mengunggah dokumentasi pendukung jika mereka menilai seorang karyawan luar biasa atau perlu ditingkatkan.

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# Pertemuan Manajer & Karyawan

Manajer menyerahkan evaluasi mereka di Hari Kerja



HR meninjau evaluasi untuk penyelesaian

Manager and employee meet to discuss

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# Pengakuan Manajer

I acknowledge that I have met with my employee about this review.





## Acknowledgement

### Manager Acknowledgement

Status \*

X Acknowledged

Comment

Normal **B** *I* U    

I met with Emily on October 10th to discuss her performance review.

Manajer harus menyetujui tinjauan kinerja. Langkah pengakuan ini bertindak sebagai tanda tangan dan memverifikasi bahwa manajer dan karyawan setuju dengan isi evaluasi.

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# Pengakuan Karyawan

I acknowledge that I have met with my manager about this review.

## Acknowledgement

### Employee Acknowledgement

Status \*

✕ Acknowledged

Comment:

Format



**B**

*I*

U

A



I met with Brian on October 10th to discuss my performance review.

Karyawan harus mengakui tinjauan kinerja. Langkah pengakuan ini bertindak sebagai tanda tangan dan memverifikasi bahwa manajer dan karyawan setuju dengan isi evaluasi.

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# Ringkasan Status Tinjauan Karyawan

Jika Anda ingin mengetahui review kinerja karyawan mana yang masih dalam proses dan mana yang sudah selesai, ikuti langkah-langkah berikut ini:

1. Cari **Ringkasan Status Tinjauan Karyawan** di bilah pencarian Hari Kerja Anda.
2. Buka Template Tinjauan > pilih Semua Templat Tinjauan > Evaluasi Kinerja Tahunan (2021)
3. Biarkan tanggal Kosong
4. klick OK

# Pedoman Jadwal Merit

Activity	Admin/Staff	Students
Begin Merit Planning	Nov. 2, 2021	Nov. 2, 2021
End Merit Planning	Nov. 13, 2021	Nov. 13, 2021
Begin Merit Discussions	Nov. 30, 2021	Nov. 30, 2021
End Merit Discussions	Dec. 26, 2021	Dec. 26, 2021
Merit Letters Available in Workday	Dec. 28, 2021	N/A



# Thank You

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# CERTIFICATE



OF COMPETENCE

THIS CERTIFICATE IS PROUDLY PRESENTED TO


DR. Juliansyah Noor, S.E., M.M.

Asa Speaker in training Implementation

**Evaluasi Kinerja Account Officer**

At Bank Kalimantan Selatan, Banjarmasin

10<sup>th</sup> - 12<sup>th</sup> May 2022

  
H. IGK. PRASETYA,  
Direktur Kepatuhan