



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

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SURAT TUGAS

Nomor : 066/LPPM-LT/X/2022

Kepala Lembaga Penelitian dan Pengabdian Masyarakat (LPPM) STIE La Tansa Mashiro Rangkasbitung memberi tugas kepada :

Nama : Dr. Juliansyah Noor, S.E., M.M.
NIDN : 0518076202
Pangkat/Golongan : Penata Tk 1/III/d
Jabatan : Dosen STIE La Tansa Mashiro
Unit : Program Studi Magister Manajemen

Untuk melaksanakan tugas berupa :

Tema/Acara : Pelatihan "Evaluasi Kinerja Customer Service"
Hari/Tanggal : Selasa – Kamis, 4, 5, dan 6 Oktober 2022
Waktu : 09.00-16.00 WIT
Tempat : Training Centre Bank Kalimantan Selatan
Sifat Penugasan : Pengabdian Kepada Masyarakat
Lama Penugasan : 4 Hari

Demikian harap dilakukan dengan sebaik-baiknya dan memberikan laporan setelah selesai.

Rangkasbitung, 02 Oktober 2022
Kepala LPPM STIE La Tansa Mshiro

Dr. H. Paniran, S.E., AK., M.M., C.A., CPA
NPP: 13112640818155



CERTIFICATE



OF COMPETENCE

THIS CERTIFICATE IS PROUDLY PRESENTED TO


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

Asa Speaker in training Implementation

Evaluasi Kinerja Customer Service

At Bank Kalimantan Selatan, Banjarmasin

04th - 07th October 2022


H. IGK. PRASETYA,
Direktur Kepatuhan

Evaluasi Kinerja Customer Service

FASILITATOR:

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

BANK KALIMANTAN SELATAN

04 – 07 October 2022

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

Needs to Improve	Competent -	Competent	Competent +	Exceptional
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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

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)

Performance Schedule Guideline

Activity	Dates
Employee completes self-evaluation in Workday	Sep 28 – Oct 11
<ul style="list-style-type: none">• Manager completes employees' evaluations in Workday (<i>start early</i>)• Manager & employee meet to discuss performance• Manager submits evaluation in Workday	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

Evaluasi Diri Karyawan

The screenshot displays a user interface for an employee named Emily Page (H0012345). The top navigation bar includes a welcome message and user information. The main content area is divided into two sections: 'Inbox' and 'Applications'.

Inbox: Contains one item titled 'Self Evaluation: Annual Performance Evaluation (2020): Emily Page (H0012345)', which is 2 hours old and due on 06/11/2020. A 'Go to Inbox' link is provided below the item.

Applications: A grid of 12 application categories, each with an icon and a label: Expenses, Purchases, Dashboards, Pay, Personal Information, Time, Time Off, Recruiting, Reports, Favorites, Career, and My Open Positions.

Text overlay: A red text box in the lower-left quadrant of the interface reads: **This is what the employee will see in their inbox.**

Bagian Pertama: **Kompetensi Kerja**

Competency

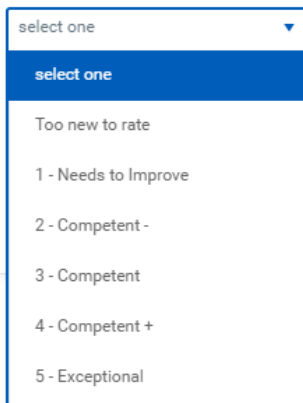
H:Quality of Work

Description

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

Employee Evaluation

Rating *



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

Karyawan akan menilai dirinya sendiri berdasarkan setiap kompetensi:

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

Bagian Kedua: Sasaran Tahun Ini

Goal *

Normal **B** *I* U **A** **☰** **🔗**

Establish and maintain a process for gathering, completing and tracking service requests within 3 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.

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 *

Format ▾ | **B** | *I* | U | A ▾ | : | ☰ | 🔗

Use feedback from customer reviews to develop a plan regarding improved customer service with at least two specific strategies. Share plan and strategies with supervisor by March 1 and then implement.

Due Date

04 / 30 / 2021 📅

Status

Not Started ▾

Employee Evaluation

Comment

Normal ▾ | **B** | *I* | U | A ▾ | : | ☰ | 🔗

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



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

Employee Evaluation

Rating *

select one ▾

Comment *

Format ▾ B I U A ▾ : | ↻

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.

Customer Service Manager Evaluation

Manager Evaluation

Welcome, On behalf of: Brian King (H0000001)

Inbox
19 items

- Manager Evaluation: Annual Performance Evaluation (2020); Emily Page (H0012345)
19 second(s) ago - Due 06/11/2020; Effective 12/30/2020
- Self Evaluation: Annual Performance Evaluation (2020); Brian King (H0000001)
2 hour(s) ago - Due 06/11/2020; Effective 12/30/2020
- Time Off Request: Emily Page (H0012345)
1 month(s) ago - Due 05/06/2020; Effective 04/30/2020

[Go to Inbox](#)

Applications
16 items

- Expenses
- Purchases
- Dashboards
- Pay
- Personal Information
- Time Off
- Manager Dashboard
- My Team
- Team Time Off
- Compensation
- Recruiting
- Reports
- Hawaii Financial Reports
- Favorites
- Career
- My Open Positions

This is what the manager will see in their inbox.

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 *

select one ▼

Employee Evaluation

Employee Rating
4 - Competent +

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

Comment

Format ▼ | **B** | *I* | U | A ▼ | ☰ | 🔗 | ↗

Comment

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

Bagian Kedua: Sasaran Tahun Ini

Goal *

Format **B** *I* U **A** **¶** **☰** **🔗**

Establish and maintain a process for gathering, completing and tracking service requests within 3 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
Completed ▾

Completed On
MM / DD / YYYY 📅

Manager Evaluation
Rating *
select one ▾

Comment

Normal **B** *I* U **A** **¶** **☰** **🔗**

Employee Evaluation
Rating
4 - Competent +
Employee is fully competent and often exceeds performance standards and/or goals

Comment

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 ★

Format ▾ B I U A ▾ : [List] [Link]

Use feedback from customer reviews to develop a plan regarding improved customer service with at least two specific strategies. Share plan and strategies with supervisor by March 1 and then implement.

Due Date
04 / 30 / 2021 [Calendar]

Status
Not Started ▾

Manager Evaluation

Comment

Format ▾ B I U A ▾ : [List] [Link]

Employee Evaluation

Comment
This will help us in our effort to increase customer satisfaction and improve our company's image.

Manajer akan meninjau sasaran 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

Manager Evaluation

Rating *

Comment *

Format ▾ | B I U A ▾ | :≡ | ↻

Employee Evaluation

Rating

4 - Competent +

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

Comment

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, resulting in happier customers and an increased market share.

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.

Pertemuan Manajer & Karyawan

Manajer
menyerahkan
evaluasi mereka
di Hari Kerja



Manager and employee meet to
discuss

HR meninjau
evaluasi untuk
penyelesaian

Pengakuan Manajer

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




Acknowledgement

Manager Acknowledgement

Status *

× Acknowledged

Comment

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

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.

Pengakuan Karyawan

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

Acknowledgement

Employee Acknowledgement

Status *

⋮

Comment

Format ▾ **B** *I* U ▾ ☰ 🔗 ↶ ↷

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.

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