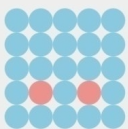




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Abstract

Effectiveness of Staff's Performance Appraisal and Its Use at PT. Perkebunan Nusantara V Pekanbaru

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The purposes of the research were to (a) analyze the effectiveness of performance appraisal based on the staff's perception, (b) analyze the relationship between the performance appraisal and the decisions in compensation, promotion and training, (c) provide recommendations for the improvement of performance appraisal according to the expectations of staff at PT Perkebunan Nusantara V so that it would be more effective. The sampling technique was stratified random sampling involving 24 leadership staff and 62 operating staff. The mean score was used to determine the effectiveness of performance appraisal based on the staff's perception. Rank-Spearman correlation test was used to see the relationship between the performance appraisal with the decisions in compensation, promotion, and training. The tests of Kruskal-Wallis and Mann-Whitney were applied to find out whether there were different perceptions of the effectiveness of performance appraisal according to the characteristics of respondents involving positions, age, education and working period.

The research results showed that the performance appraisal system at PT Perkebunan Nusantara V has not yet been fully effective. This was reflected from the criteria or aspects such as relevancy, acceptability, reliability, and sensitivity. The reason for this is that the evaluation standard is not yet clear, the evaluated aspects are not directly related to the work of each staff and there is still biased evaluation by superiors. With the Rank-Spearman test, it was found that there was a correlation between the performance appraisal and the decisions in compensation, promotion and training. The tests of Kruskal-Wallis and Mann-Whitney found that there were no different perceptions of the effectiveness of performance appraisal based on positions, age, education, and working period.

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