ABSTRACT

In order to build proficient Human Resources, one of the action which has been done by PT Bank Negara Indonesia (Persero)Tbk subbranch Wonogiri (BNI) is the employee performance appraisals. At the beginning, the performance appraisals system that had been implemented was using the traditional approach. The traditional approach only using one source of assessment from the superiors or managers. Since 2003, the employee performance appraisals system had changed and improved by using and involving numerous resources (multisource appraisals) which is known as 360-degree appraisals. This research’s objective is to find out about BNI employee’s attitude as the object of the appraisals toward the BNI’s performance appraisal system, and to examine wheter BNI’s performance appraisals already have good characteristics and being done effectively.

This research using a case study research method with qualitative approach. BNI’s performance appraisals consisting 5 steps: performance planning, performance execution, performance assessment, performance review, performance renewal and recontracting. From this research can be notified that BNI employee’s attitude toward BNI’s performance appraisals system is good. Besides, also can be notified that BNI’s performance appraisals have good characteristics and being done effectively, whereas improvement is still needed in several aspect.

Key word: performance appraisals