

SISTEM PENDUKUNG KEPUTUSAN PENILAIAN KINERJA KARYAWAN PADA BANK SYARIAH INDONESIA CABANG BENGKALIS MENGGUNAKAN *SIMPLE MULTI ATTRIBUTE RATING TECHNIQUE* (SMART)

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Abstract

Employee performance appraisal plays a strategic role in supporting managerial decision-making, especially in the banking environment, which demands high accuracy and accountability. However, appraisal mechanisms that are still carried out manually often create opportunities for subjective judgments, limited traceability, and inconsistent results. A similar condition is found at Bank Syariah Indonesia (BSI) Bengkalis Branch, thus requiring a system that is able to facilitate employee performance evaluation in a more objective and measurable manner. This study focuses on the design and development of a web-based Decision Support System (DSS) for employee performance appraisal by applying the Simple Multi Attribute Rating Technique (SMART) method. The SMART method is utilized to manage multi-criteria assessments through the processes of weight determination, value normalization, utility calculation, and alternative ranking. The evaluation criteria used include capacity plan, discipline, knowledge, loyalty, and teamwork ability, with weights adjusted to the organization's internal appraisal policies. The system is implemented using the PHP programming language with the Laravel framework and supported by a MySQL database. The results of the study show that the developed system is able to automatically generate final scores and employee performance rankings in an objective and consistent manner, making it suitable to be used as a supporting instrument in managerial decision-making related to employee evaluation, promotion, and development at BSI Bengkalis Branch.

Keywords : *decision support system, employee performance appraisal, SMART method, Islamic banking, website*