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SITI BUNGA NURJANAH

**EFEKTIVITAS DAILY MONITORING AND EVALUATION
MANAGEMENT (DIANA) DALAM MENINGKATKAN KINERJA
KARYAWAN AIRPORT LEARNING CENTER PT ANGKASA PURA II
(PERSERO)**

xvi + 70 Halaman + 3 Tabel + 10 Gambar

ABSTRAK

Pelaksanaan program *Daily Monitoring and Evaluation Management* (DIANA) dimulai pada tahun 2020 dan program ini ditujukan kepada seluruh karyawan PT Angkasa Pura II. Program ini dikembangkan dalam rangka pengukuran kinerja per-hari karyawan atau pengukuran produktivitas karyawan dengan membandingkan realisasi penyelesaian *tasklist* yang telah ditetapkan dengan berlakunya pengaturan pola kerja. Namun dalam penerapannya, masih ditemukan rendahnya kesadaran karyawan untuk mengisi *tasklist* pada DIANA dan juga terjadinya gangguan pada sistem yang menyebabkan terkendalanya proses pengisian daftar tugas kedinasan yang seharusnya diselesaikan. Penelitian ini bertujuan untuk mengetahui bagaimana Efektivitas *Daily Monitoring and Evaluation Management* (DIANA) Dalam Meningkatkan Kinerja Karyawan Divisi Airport Learning Center PT Angkasa Pura II (Persero). Penelitian ini menggunakan metode kualitatif dimana teknik pengumpulan data yang digunakan yaitu wawancara, observasi dan studi dokumentasi. Hasil penelitian didasarkan oleh teori Budiani (2007:53) tentang efektivitas program dengan 4 (empat) indikator yaitu ketepatan sasaran program kepada karyawan PT Angkasa Pura II (Persero), namun masih ditemukan karyawan yang tidak mengisi daftar tugas kedinasan/*tasklist* dan juga masih adanya gangguan sistem yang menyebabkan tidak terbacanya pengajuan *tasklist* kepada atasan yang mengakibatkan terkendalanya absensi serta capaian kinerja harian karyawan. Sosialisasi program telah dilakukan secara menyeluruh walaupun secara daring karena situasi pandemi. Tujuan program sudah sesuai karena dinilai mampu membantu karyawan dalam melakukan pekerjaan dan menjadi lebih terukur. Pemantauan program belum efektif dikarenakan pemantauan program hanya dilakukan pada saat awal berlangsungnya program saja, dan tidak adanya sanksi tegas terhadap ketidakdisiplinan karyawan dalam pengisian *tasklist*.

Kata Kunci : Efektivitas, Kinerja Karyawan, DIANA.
Referensi : 25 Referensi (2007 – 2021)
Pembimbing : Nida Handayani, S.IP, M.Si.

**FACULTY OF SOCIAL AND POLITICAL SCIENCES
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SITI BUNGA NURJANAH

**THE EFFECTIVENESS OF DAILY MONITORING AND EVALUATION
MANAGEMENT (DIANA) IN IMPROVING THE PERFORMANCE OF PT
ANGKASA PURA II (PERSERO) AIRPORT LEARNING CENTER EMPLOYEES**

xvi + 70 Pages + 3 Tables + 10 Figures

ABSTRACT

The implementation of the Daily Monitoring and Evaluation Management (DIANA) program began in 2020 and this program is aimed at all employees of PT Angkasa Pura II. This program was developed in the context of measuring employee performance per day or measuring employee productivity by comparing the realization of the completion of a predetermined tasklist with the enactment of work pattern settings. However, in its application, there is still a low awareness of employees to fill out the tasklist on DIANA and also the occurrence of disruptions to the system which causes constraints in the process of filling out the official task list that should be completed. This study aims to find out how the effectiveness of Daily Monitoring and Evaluation Management (DIANA) in improving employee performance in the Airport Learning Center Division of PT Angkasa Pura II (Persero). This research uses qualitative methods where the data collection techniques used are interviews, observations and documentation studies. The results of the study were based on Budiani's theory (2007: 53) about the effectiveness of the program with 4 (four) indicators, namely the accuracy of program targets to employees of PT Angkasa Pura II (Persero), but there were still employees who did not fill out the official task list / tasklist and also there were still system disturbances that caused the illegability of tasklist submissions to superiors which resulted in constrained attendance and employee daily performance achievements. The socialization of the program has been carried out thoroughly even though it is online due to the pandemic situation. The purpose of the program is appropriate because it is considered capable of helping employees in doing work and becoming more measurable. Program monitoring has not been effective because program monitoring is only carried out at the beginning of the program, and there are no strict sanctions against employee indiscipline in filling out the tasklist.

*Keywords : Effectiveness, Employee Performance, DIANA.
Reference : 25 References (2007 – 2021)
Supervisor : Nida Handayani, S.IP, M.Si.*