# DESIGNING PERFORMANCE APPRAISAL INSTRUMENT IN MISS BAKE

A THESIS

Submitted in Partial Fulfillment of the Requirement for the Bachelor Degree of Industrial Engineering



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INTERNATIONAL INDUSTRIAL ENGINEERING PROGRAM DEPARTEMENT OF INDUSTRIAL ENGINEERING FACULTY OF INDUSTRIAL TECHNOLOGY UNIVERSITAS ATMA JAYA YOGYAKARTA 2018

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INTERNATIONAL INDUSTRIAL ENGINEERING PROGRAM DEPARTEMENT OF INDUSTRIAL ENGINEERING FACULTY OF INDUSTRIAL TECHNOLOGY UNIVERSITAS ATMA JAYA YOGYAKARTA 2018

#### **IDENTIFICATION PAGE**

#### A THESIS ON

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### DECLARATION OF ORIGINALITY

I, the undersigned

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Certifiy that this research entitled "Designing Performance Appraisal Instrument In Miss Bake" is based on my own work. I also certify that to the best of my knowledge and belief, this thesis has not been published or written by other person, except those cited in the quotations and references.

In addition, I also certify that I understand and abide the rule stated by the Ministry of Education and Culture The Republic of Indonesia, subject to the provisions of "Peraturan Menteri Pendidikan Nasional Republik Indonesia Nomor 17 Tahun 2010 tentang Pencegahan dan Penanggulangan Plagiat di Perguruan Tinggi".

Yogyakarta, November 26, 2018

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Bayu Kengkongan Ary

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#### ABSTRACT

Competition on Small and Medium Enterprise in DIY especially in the culinary and beverage fields become more intense. It must be considerd by Miss Bake. The purpose of this case study are formulating performance appraisal instrument for the employee in Miss Bake and determining the importance level for every criteria related to the job in certain position in Miss Bake.

Performance appraisal instrument in Miss Bake are Head of Production with 14 criteria and Leadership Ability (0.66) as the major criteria; Production Employee with 12 criteria and Attitude, Understand the culinary production process especially bread, pastry, cake, tart, etc (0.83) as the major criteria; Head of Warehouse with 12 criteria and Communication with all of the production employee (0.83) as the major criteria; Cashier with 17 criteria and Responsibility of making the customer comfortable in doing their activities in Miss Bake store (0.20) as the major criteria; Admin with 19 criteria and Making the financial statement (1.00) as the major criteria; Courier with 12 criteria and Communication with the customer (0.75) as the major criteria. In determining the major criteria for every position also considered the Task and Responsibilities, Expertise, and Characteristic weight for every position.

Keywords: Performance Appraisal Instrument, Pairwise Comparison