

Chapter 3

Research Methodology

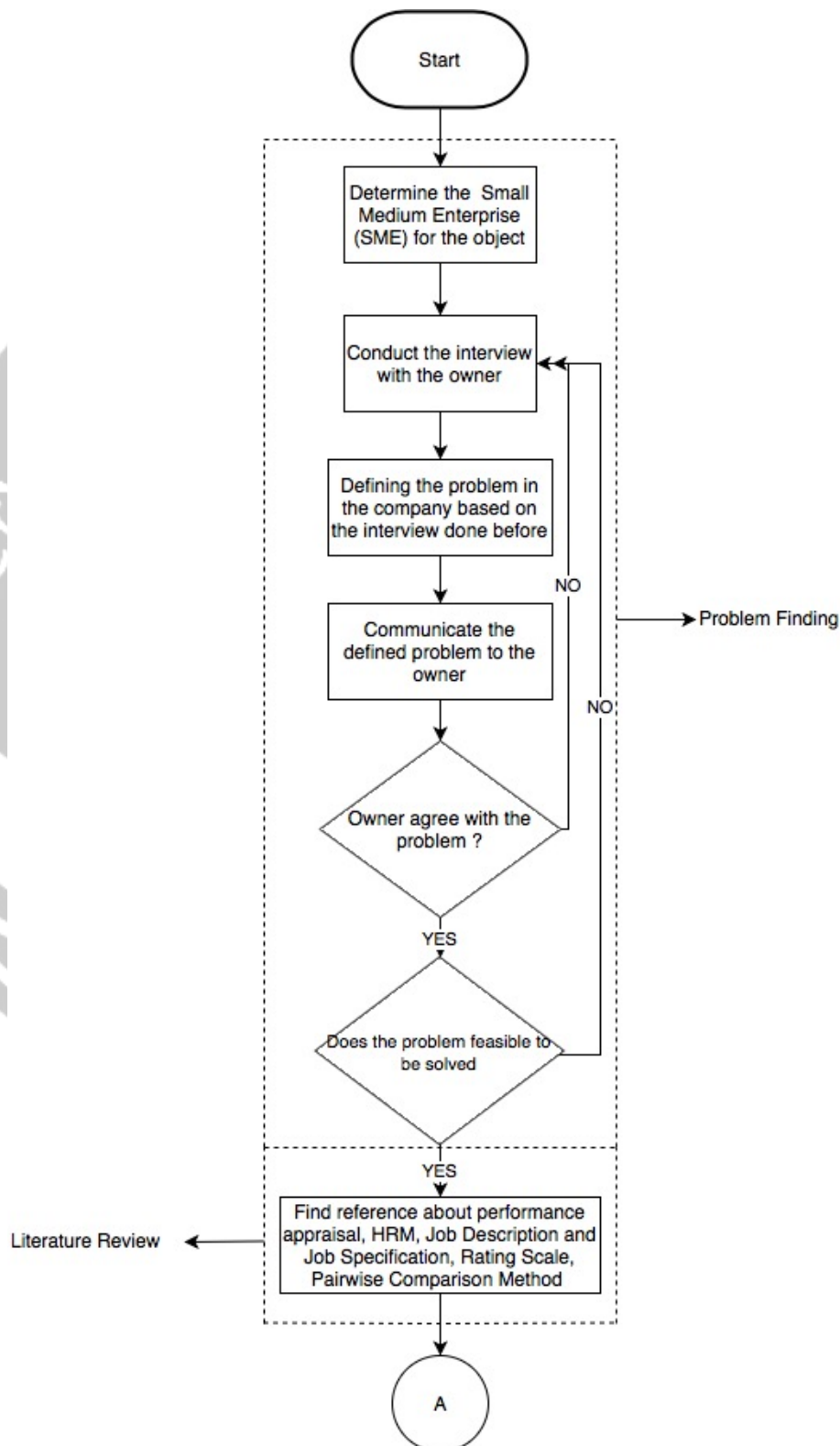
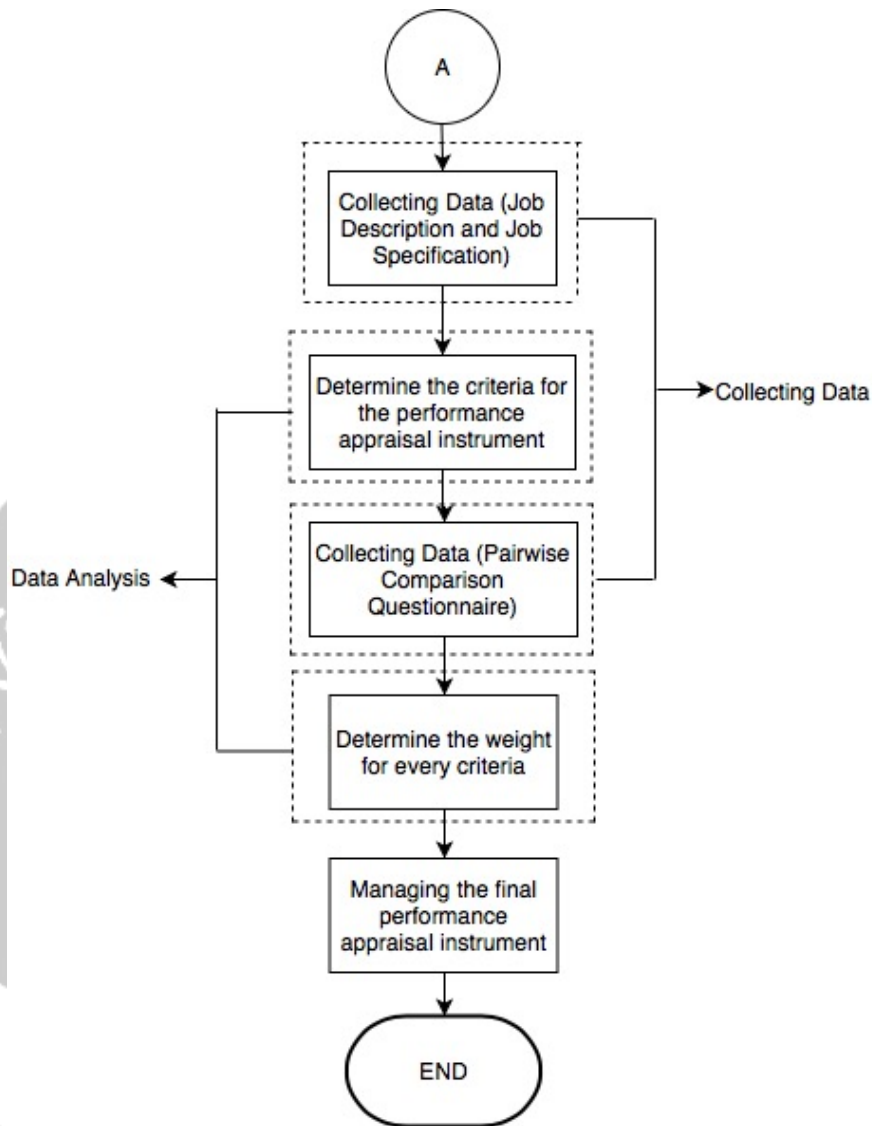


Figure 3.1. Research Flowchart



Cont. Figure 3.1. Research Flowchart

3.1. Problem Finding

In this process there are several steps that need to be done in order to finish this problem finding process. The first step in this process is find the Small Medium Enterprise (SME) that will become the object of the research, this step is important because every SME have different problem regarding to the need of the SME itself. So the selected SME will affect the problem that will occur later. The next process after find the SME is conducting an interview with the owner especially about the performance appraisal thing in the SME. The interview process is needed because from this process will show what the owner think about the performance appraisal in her industry goes, beside that from this interview process it will determine

whether the selected SME is appropriate with the topic of this research which is performance appraisal or it is not appropriate with the topic. Then the process after conducting the interview is defining the problem of the company base on the observation with the owner. After the performance appraisal topic in the SME is discovered from the observation process with the owner, the problem has to be defined according to the result of the observation. The problem must be communicated with the owner of Miss Bake, because the owner will determine if the problem is really occurred in the SME, does the problem already meet her desire, if not the observation must be review again and define the problem again and then communicate the defined problem with the owner again. Once the owner agrees with the problem, it continue to the next step which is examine the problem whether the problem is feasible to be solved or not. If it is not the defining problem process must be repeated again, but if the problem is feasible to be solved then continue to the next process. There are so many aspects that determine if the problem is feasible to be solved or not like how many resources will be needed to solve the problem, the availability of data, how long it will take to solve the problem.

3.2. Literature Review

The Literature Review process consist of finding the reference about performance appraisal, Human Resource Management (HRM), Job Description and Job Specification, Rating Scale Method, and Pairwise Comparison Method. This activity aim is to see how the past research solve the performance appraisal problem especially in making the performance appraisal instrument, this is important because it will give the ideas about how to solve the problem, the steps in solving the problem, and many other things that will help in conducting the research.

3.3. Collecting Data

a. The data that will be used in this research is in form of primary data, primary data is data which is obtained directly from the sources and also the data is processed according to our own observations, the primary data that will be used in this research are job description and job specification for every position in Miss Bake.

b. Pairwise Comparison Questionnaire, this questionnaire will be filled by the expert which is the owner itself to see the importance of every criteria compare to one another. The questionnaire can be seen in figure below.

CRITERIA																		
1	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	2
1	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	3
1	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	4
1	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	5
1	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	6
2	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	3
2	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	4
2	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	5
2	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	6
3	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	4
3	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	5
3	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	6
4	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	5
4	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	6
5	9	8	7	6	5	4	3	2	1	2	3	4	5	6	7	8	9	6

Figure 3.2. Pairwise Comparison Questionnaire Example

In pairwise comparison questionnaire the number in the middle which is 1 to 9 is pairwise comparison scale based on Thomas L. Saaty. The number in the left and right refers to the criteria of the performance appraisal instrument.

3.4. Data Analysis

Determine the criteria for each position using the job description and job specification of the worker in Miss Bake, after knowing the criteria then the criteria are given weight. The weights are calculate using pairwise comparison method.

3.5 Managing The Final Performance Instrument

The final performance instrument for Miss Bake is consist of the criteria that is affecting the job for every position and the weight for criteria in order to know which criteria give the more effect to the performance of the worker in their position.