

CHAPTER 7

CONCLUSION and SUGGESTION

7.1. Conclusion

Based on the research that has been done in Miss Bake about designing performance appraisal instrument, the conclusions are as follows:

- a. Performance appraisal instrument in Miss Bake are consist of performance appraisal for 6 positions with different number of performance criteria for every position. Criteria for every position are grouped into three parts which is Task and Responsibilities, Expertise, and Characteristic. Performance criteria for every position are consists of Head of Production (HOP) consists of 14 criteria, Production Employee (PE) consist of 12 criteria, Head of Warehouse (HOW) consist of 12 criteria, Cashier (CH) consist of 17 criteria, Admin (ADM) consist of 19 criteria, Courier (COR) consist of 12 criteria.
- b. According to the weight of every criteria that is calculated by the pairwise comparison method it shows the major criteria for every position, which is:
 - i. Head of Production : Leadership Ability (0.66).
 - ii. Production Employee : Understand the culinary production process especially bread, pastry, cake, tart, etc (0.83).
 - iii. Head of Warehouse : Communication with all of the production employee (0.83).
 - iv. Cashier : Responsibility of making the customer comfortable in doing their activities in Miss Bake store (0.20).
 - v. Admin : Making the financial statement (1.00).
 - vi. Courier : Communication with the customer (0.75).

The data above already consider also about the weight from the group which consists of Task and Responsibilities weight for every position, Expertise weight for every position, and Characteristic weight for every position.

7.2. Suggestion

This research focuses on designing performance appraisal instrument in Miss Bake. A good performance appraisal instrument also needs to be supported by a good performance appraisal system. The performance appraisal system is covering things like Standard Operation Procedure (SOP) in doing the performance appraisal, the steps in doing the performance appraisal, providing

feedback, decision making and corrective action. The good performance appraisal system is needed in order to maximize the result of the assessment to the worker that will be affected the company itself.

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APPENDICES

Appendix 1

Pairwise Comparison Questionnaire Interview Documentation

