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## **Analyzing Employee Performance at Alcoffee Co-working Space**

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### **Abstract**

Alcoffee Co-working Space opened for the first time in Batam on April 1, 2021. Alcoffee Coworking Space is a cafe engaged in the culinary coffee field located on Jalan Harbor bay, Batam. Compensation and benefit factors are still the main factors causing employee job satisfaction. However, job satisfaction is a condition that determines the company's success in achieving its goals. This compensation and benefits can be given to employees in the form of bonuses that can improve work performance; therefore, the method applied to the Alcoffee Co-working Space is to distribute questionnaires as data collection and observation methods by visiting. From these results, sound quality can be developed with innovations that will be provided and improve employee performance.

**Keywords:** *Compensation and Benefit, Job performance, Employee Satisfaction*

### **Introduction**

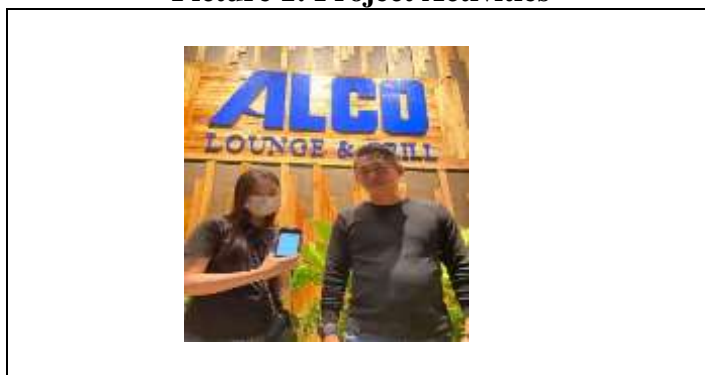
This Alcoffee Co-working Space first opened in Batam on April 1, 2021, with Hendry as the owner. This Alcoffee Co-working Space is a culinary cafe on Jl. Harbor bay No 1, Sungai Jodoh, Kec Batu Ampar, Batam City. Visitors are drawn to the cafe at this time because it offers free printer, photocopying, Skype room, and wifi, as well as lockers for visitors to store their belongings. This Alcoffee Co-working Space is a halal cafe and restaurant with a blend of three cultures, namely Indonesia, Japanese, and Western, and this cafe also presents a variety of food menus inspired by various cultures. Furthermore, Alcoffee Co-working Space provides a variety of coffee and mocktail menus. The cafe currently has 20 employees working there. This Alcoffee Co-working Space company is an MSME that attracts customers because of its location and food. However, there are several issues that arise in this cafe, including the fact that each employee undoubtedly has different motivations. Employee performance may be influenced by these compensations or incentives. Employee dissatisfaction is still primarily caused by the compensation factor. Though job satisfaction is a condition that determines a company's success in meeting its objectives. Employees can be compensated in the form of bonuses, which can improve employee performance; therefore, a company usually has employee performance in each cafe to help the cafe know what to do for each employee. According to the results of interviews and observations by Mr. Hendry, the cafe's owner, Alcoffee also does not know whether its employees are satisfied with the results that have been implemented because the owner of the cafe finds it difficult to manage because it has 20 existing employees,

which is why Alcoffee implements such as how to distribute questionnaires that contain criticism and suggestions every month and after filling out the questionnaire, it will know how to complete it. The goal of this project is to design and assess the current employee work system at Alcoffee Co-Working Space. This is done in order to provide feedback when creating points or questions for the questionnaire. The questionnaire questions were derived from a journal on Google Scholar that contains 5 questions about Job Satisfaction. There are five questions in the Compensation and Reward section. The goal of this project is to help partners understand the level of job satisfaction at work and to provide opportunities for employees to improve their soft skills and leadership spirit.

### **Methods**

The executors used this data collection technique during the report-writing process, which included conducting surveys and direct observations in the field, as well as being able to interview the owner directly to obtain existing information and record important things that were surveyed or important points to analyze the project report. The researcher conducted direct observations and interviews during this design process, collecting data and recording the important things that were obtained, then making reports and analyzing existing problems.

**Picture 1: Project Activities**



Source: Writer

### **Implementation Schedule and Budget**

The first stage, which is pre-implementation, will be completed in the first three weeks of September 2022. Following the pre-implementation stages, it will undoubtedly proceed to the implementation stages for 3 weeks, 1 week in September 2022 and another 2 weeks in October 2022. The next stage is report preparation, which has been ongoing for a week as of the third week of October 2022. There are now 5 chapters, numbered Chapter I through Chapter V, with Chapter I and Chapter II being completed in October 2022 for a week on the third and fourth weeks. However, Chapters III and IV are completed in the same week, which is the first week of November 2022, while Chapter V is completed in the second week of November 2022. The final stage of this implementation process is the evaluation stage, which lasted six weeks, from the third week of November 2022 to the last week of December 2022. This Community Service Activity implementation began in the first week of September 2022 and will last until December 2022. Each activity is paired with a few expenses that are required while completing this practical report. The first activity is observation and interviewing. Three types of budgets are covered in this activity: consumption costs,

transportation costs, and internet connection costs. In terms of consumption costs, each of them is IDR 50,000, for a total of ten times IDR 500,000. Transportation costs, each time using transportation will cost around IDR 60,000, and there were four trips totaling IDR 240,000. Finally, a month's worth of internet costs around IDR 150,000. The second activity is an external plan, which includes two types of budgets: a compilation of performance appraisal material costs and performance appraisal design costs, each of which costs IDR 1,000,000. External implementation assistance is the third activity. There are two types of budgets for this activity: transportation costs and internet connection costs. Transportation costs, each time using transportation will cost around IDR 60,000, and there were four trips totaling IDR 240,000. Finally, a month's worth of internet costs around IDR 150,000. The final activity is report writing, which covered consumable expenses only once, at a cost of around IDR 240,000. Finally, the internet costs around IDR 150,000 per month for the last activity, which covered consumable expenses for only once that cost around IDR 50,000 and other expenses for IDR 500,000. The total amount of money spent is IDR 3,830,000.

No	Rancangan Aktivitas	Jenis Anggaran	Volume	Unit	Satuan	Jumlah
1	Observasi dan wawancara	Biaya Konsumsi	10	Kali	Rp 50.000	Rp 500.000
		Biaya Transportasi	4	Kali	Rp 60.000	Rp 240.000
		Biaya Koneksi Internet	1	bulan	Rp 150.000	Rp 150.000
2	Perancangan luaran	Biaya Penyusunan modul	1	Buah	Rp1.000.000	Rp 1.000.000
		Biaya Perancangan sistem	1	Buah	Rp 1.000.000	Rp 1.000.000
3	Pendampingan Implementasi Luaran	Biaya Transportasi	4	Kali	Rp 60.000	Rp 240.000
		Biaya Koneksi Internet	1	bulan	Rp 150.000	Rp 150.000
4	Pembuatan laporan	Biaya Belanja Habis Pakai (ATK)	1	Kali	Rp 50.000	Rp 50.000

No	Rancangan Aktivitas	Jenis Anggaran	Volume	Unit	Satuan	Jumlah
		Biaya lain-lain				Rp 500.000
<b>TOTAL ANGGARAN</b>						Rp 3.830.000

## Result and Discussion

The author created a questionnaire and distributed it to employees related to this partner who also agreed, where the results of the questionnaire were the results of evaluating employee performance.

### Questionnaires for Compensation and Benefits

The author makes a presentation to partners about the analysis of compensation and benefits for employees while carrying out the activities of implementing this practical work report.

The screenshot shows a digital questionnaire form with the following questions and response options (1-5):

1. Saya merasa puas dengan gaji yang saya terima.
2. Saya merasa puas dengan tunjangan yang saya terima.
3. Saya merasa puas dengan fasilitas yang saya terima.
4. Saya merasa puas dengan lingkungan kerja yang saya terima.
5. Saya merasa puas dengan kebijakan yang saya terima.

### Outcome Implementation Process

During the course of practical work to Community Service Activity, the author created an employee performance output that he intends to apply to the Alcoffee Co-working Space. This process starts with the survey and observation stages, then moves on to the interview stages, the implementation stage, and the implementation stage. This is the outcome of distributing questionnaires beginning in November 2022, based on research data collection. As many as 21 responses have been distributed using the technique for filling out the questionnaire.

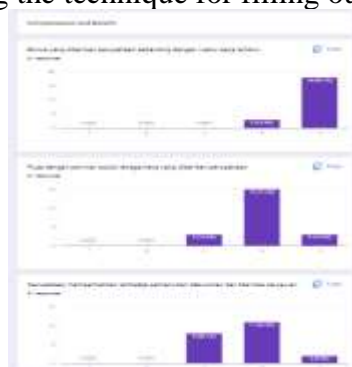


Figure 1 Results of filling out a questionnaire on employees about Compensation and Benefits

Based on the results of the questionnaire distributed above, it can be concluded that the company's bonuses are proportional to the time filled, with 4% agreeing with 4 respondents and 81.8% strongly agreeing with 18 respondents. Satisfied with the company's labor social security provided with a percentage of 13.6% with a neutral content of 3 people, agreed with a percentage of 72.2% with a content of 16 people, and strongly agreed with a percentage of 13.6% filled with 3 people. The company prioritizes employee needs and amenities, with 8 people choosing neutrally with a percentage of 36.4%, 12 people agreeing with a percentage of 54.5%, and 2 people strongly agreeing with a percentage of 9.1%.

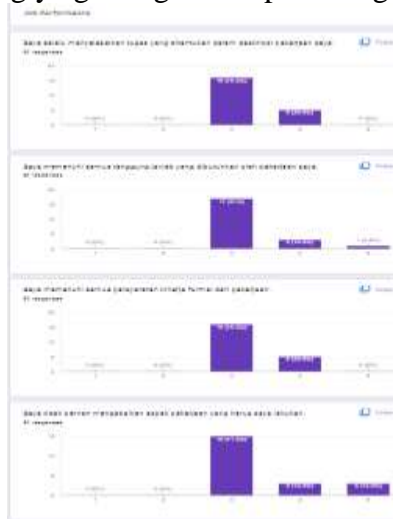


Figure 2 Results of filling out an employee questionnaire about Job Performance

Based on the results of the above-mentioned questionnaire, it is possible to conclude that this Job Performance, I always complete the tasks specified in my job description is filled with neutral choices of 17 people with a percentage of 77.3% and 5 people agree with a percentage of 22.7%. I carry out all of my job's responsibilities. 17 people chose neutral options with a percentage of 77.3%, agreed with up to 4 people with a percentage of 18.2%, and strongly agreed with up to 1 person with a percentage of 4.5%. I meet all of the formal performance requirements for this job, which is filled with neutral choices of 17 people with a percentage of 77.3% and agrees to be filled with as many as 5 people with a percentage of 22.7%, and I never ignore aspects of the work that have to do with the contents of neutral choices. There are 16 people who agree with a percentage of 72.7%, 3 people who agree with a percentage of 13.6%, and 3 people who strongly agree with a percentage of 13.6%.

#### Conditions After Implementation,

The conditions prior to implementation in the Alcoffee Co-working Space, the café did not evaluate the employee's performance due to the absence of Compensation and Benefits, which made the employee not enthusiastic about working and there was no employee motivation, causing the employee's performance to decline. After implementation at Alcoffee Co-working Space, business partners experience changes related to evaluating employee performance, which is also very helpful for their Head Department to understand that by effectively disseminating the questionnaire, and the partners for employees are also running according to their respective performance.

## Conclusions

This Alcoffee Co-working Space company is an MSME that attracts customers because of its location and food. However, there are several issues that arise in this cafe, including the fact that each employee undoubtedly has different motivations. Employee performance may be influenced by these compensations or incentives. Employee dissatisfaction is still primarily caused by the compensation factor. According to the results of interviews and observations by Mr. Hendry, the cafe's owner, Alcoffee also does not know whether its employees are satisfied with the results that have been implemented because the owner of the cafe finds it difficult to manage because it has 20 existing employees, which is why Alcoffee implements such as how to distribute questionnaires that contain criticism and suggestions every month and after filling out the questionnaire, it will This process starts with the survey and observation stages, then moves on to the interview stages, the implementation stage, and the implementation stage.

## Suggestion

Based on the findings and conclusions, the authors make the following recommendations for Alcoffee Co-working Space:

1. Based on the design results, the author can only distribute questionnaires to use with employee performance appraisal methods to apply performance measurement.
2. With this design, good quality can be developed through new innovations and improved employee performance.

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