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## **Conducting Job Analysis And Performance Appraisal System In Rumah Makan Jodoh**

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### **Abstract**

Human resources are one of the most important assets owned by a business. In running a business, business owners have an obligation to ensure that human resources are able to carry out their job and responsibility precisely as well as efficiently. This can be done with job analysis, by analysing the work of each position the owner can obtain job description along with job description. Job analysis can make it easier for owners to choose the suitable human resources that are suited in one work position. As the business goes on, there is time to measure employee performance. Hence, there is a need to conduct a system that can make it easier for the owner to make an assessment by implementing performance appraisal system. Assessment indicators can be obtained from job descriptions that is obtained when carrying out job analysis. By carrying out job analysis and implementing the system, businesses can improve the overall employee work efficiency. On this research, job analysis and performance appraisal system were carried out at Rumah Makan Jodoh which is a micro business that sells various of Chinese and Indonesians cuisine. Rumah Makan Jodoh had been established since 2004. The method used in this research was observation and interviews with business owner. From the process of interviewing with owner it became aware that there is no precise responsibility of each position of the workers, therefore in this research will be conducting job analysis and implementing performance appraisal system to increase the overall work efficiency. This implementation lasted for three months. The results of this implementation were declared successful and the initial goal was achieved, which is placing the right employees in the right positions. The business owner also stated that this implementation had increased the overall work efficiency of employees.

**Keywords:** *Job Analysis, Performance Appraisal*

## **Introduction**

An employee must know their own tasks in occupying a position, therefore it is necessary to do a job analysis for each position in a business (Pitaloka et al., 2019). Conducting this job analysis will assist business owners in increasing the efficiency of human resource placement. Job analysis will be carried out by observing and analyzing what are the tasks in a position and what specifications are needed for that position, the results of the job analysis are job descriptions and job specifications. Job description is defined as a description of the duties, obligations, attitudes, and results that must be achieved in a position (Rohr, 2016). The job description explains in detail so that workers have a guide in the work that must be done in a position (Andriani & Setyohadi, 2022). Along with the job description, a position also requires proper specifications to do the job. Wahed et al. (2021) stated that job specification is work experience, education, and certain characteristics of a worker in carrying out the work of a company position.

Job descriptions will make it easier for companies in the recruitment process and also in determining criteria in evaluating employee performance (Switasarra et al., 2021). Employee performance appraisal must be applied in an effort to assess whether workers have carried out their duties and obligations properly. In addition, you can also find out what criteria are still lacking or below the assessment standards so that the owner can correct or provide training opportunities for workers so they can change for the better.

There are various types of SME (Small and medium-sized enterprises) in Batam which are engaged in the culinary field. The types of culinary offered are also various, ranging from Indonesian, Japanese, Chinese, to Western food (Oda I. B. Hariyanto, 2017). Most SME use methods that tend to be easier or simpler in running their own business. Based on a direct interview with Mrs. Aling the owner of Rumah Makan Jodoh, it is known that they had never been implemented to make detailed job descriptions and job specifications for a position before. Furthermore, employee performance appraisal activities carried out in this SME also use a simple method, namely by assessing directly on their daily activities, not by making special records as a reminder tool for evaluating employees. Rumah Makan Jodoh is the same as other SME which do not have a clear job descriptions and job specifications in detail on the required HR positions in other hand, they also do not apply a formal appraisal system to assess employee performance.

Therefore, in carrying out this practical work it will help business owners in conducting a job analysis which will result a specific job descriptions and job specifications for a HR position to simplify and clarify the task and responsibilities in a HR positions. In addition, it will also implement a grading system to assess employee performance with the aim of knowing how employees are performing so that they can be improved if there are lack of performances. The goal in implementing this project is to make clear job descriptions and job specifications to make it easier for business owners to determine the right personnel for a position. In addition, there will also be implementation of an employee performance appraisal system that aims to assess performance and improve the quality of human resources in Rumah Makan Jodoh.

## Methods

The research method in practical work activities is carried out using qualitative methods, where these methods are usually in the form of interviews and observations (Cypress, 2018). There are several techniques in data collection that is used in conducting this activity. First by collecting primary data, namely observation and interviews (Habib et al., 2020). Early stage observations were carried out by determining the right SME as the target for implementing community service activities (Andrew, Candy, Robin, 2022). After determining the service target, it is followed by visiting SME directly to carry out the initial stage of the interview process which is a brief explanation of the PKM activities to partners and asking for approval to become the object of research. After being approved, it will begin collecting data requirements by direct observation method of how workers work and the work environment of SME in Rumah Makan Jodoh to find out what are the daily activities of employees. In addition to observing employee activities, direct communication is also carried out, namely interviews with owners regarding specific qualifications and work in a job position.

## Result and Discussion

In the output implementation process, together with the owner, discussed about the importance of job analysis, and the benefit of having structured performances appraisal system. With observation towards workers daily task, author then compile the tasks that are been seen during observation and ask for feedback from owner. After getting an overview of the tasks that need to be carried out by workers, the author then arranges and tidies up the results of discussions and observations of the work of each position/position of employees working at the Rumah Makan Jodoh.

Based on the job descriptions that were made before, the author compiled an employee performance appraisal form which was then discussed directly with Rumah Makan Jodoh's owners. In the discussion process with the owner, there are several assessment points added by the owner besides the job in the job description. After a few days the owner began to evaluate the employees with the assessment form that had been made before.

Table 1. Chef's Job Description and Job Specification

Job Description	Job Specification
a. Maintain the quality of materials to be used.	a. Age max. 35 years old
b. Determine the quantity of material inventory to be used when cooking.	b. Education minimal SMA / SLTA equivalent
c. Responsible for maintaining the cleanliness of cookware and kitchen area.	c. Having work experience in the world of cooking minimal 3 years
d. In charge of cooking the food on the Rumah Makan Jodoh menu.	d. Have the ability to cook Chinese food
e. Prepare cooking ingredients in the morning.	e. Have the ability to work quickly and precisely
	f. Can work in team and individual

Source: Author (2022)

Table 2. Cashier's Job Description and Job Specification

Job Description	Job Specification
a. Carry out sales and payment activities with customers.	a. Woman
b. Record all transactions made every day.	b. Education minimal SMA / SLTA equivalent
c. Doing packing when customers order takeaway.	c. Max age 25 years
d. Do a double check for the number of items given to customers.	d. Have work experience min. 1 year
e. Keeping the money safe.	e. Responsibility
	f. Honest
	g. Can work in team and individual

Source: Author (2022)

Table 3. Waiter/Waitress's Job Description and Job Specification

Job Description	Job Specification
a. Serving and receiving customer orders.	a. Female/Male
b. Serving food and drinks.	b. Education minimal SMA / SLTA equivalent
c. Cleans tables after customers leave the dining area.	c. Max age 25 years
d. Clean the restaurant area in the morning and when the restaurant closes.	d. Have work experience min. 1 year
e. Responsible for maintaining the cleanliness of the restaurant.	e. Responsibility
	f. Honest
	g. Can work in team and individual

Source: Author (2022)

Table 4. Helper/Chef's Assistant Job Description and Job Specification

Job Description	Job Specification
a. Help prepare ingredients together with the chef	a. Female/Male
b. Cleans dishes and tools used by chefs in cooking activities	b. Education minimal SMA / SLTA equivalent
c. Cleans dishes and cutlery for customers.	c. Max age 25 years
d. Keep the kitchen clean	d. Have work experience min. 1 year
	e. Responsibility
	f. Honest
	g. Have the ability to work quickly and precisely
	h. Can work in team and individual

Source: Author (2022)

Table 5. Performance Appraisal Form  
**EMPLOYEE PERFORMANCE APPRAISAL FORM**

Name : \_\_\_\_\_  
 Position : \_\_\_\_\_  
 Date : \_\_\_\_\_

**I. Attendance and Tardiness**

1. Reasons and number of days  
 A. Sick : \_\_\_\_\_ days  
 B. Leave : \_\_\_\_\_ days  
 C. Alpa : \_\_\_\_\_ days  
 2. Tardiness : Yes / No  
 If yes, : \_\_\_\_\_ days  
 3. Leave Early : Yes / No  
 If yes, : \_\_\_\_\_ days

**II. Assessment of Work Results**

No.	Indicator	Grade					Notes
		1	2	3	4	5	
1	Service towards customer						
2	Go to work on time						
3	Problem Solving						
4	Time management						
5	Ability in work						
6	Productivity						
7	Cleanliness						
8	Responsibility towards their task						
<b>Total Grade</b>							
<b>Final Grade (Total Grade/ Total Indicator)</b>							

Grade description:

1 = Poor   4 = AboveAverage  
 2 = Below Average                                 5 = Excellent  
 3 = Average

Grader's name : \_\_\_\_\_  
 Position : \_\_\_\_\_  
 Signature : \_\_\_\_\_

Source: Author (2022)

## **Conclusions**

Rumah Makan Jodoh is a SME that was founded in 2004, and is managed by Mr. Winata and Mrs. Aling. This UMKM consists of 10 employees who place the positions of chef, helpers, waiters, and cashiers. During interviews with business owners, it was found that Rumah Makan Jodoh had never done a job analysis before, which resulted in the absence of clear job descriptions and job specifications for each worker position. Hence, to improve work efficiency and the right placement of employees, we decided to carry out a detailed job analysis to create and compile job descriptions and job specifications.

The results of the observations and discussions are then compiled by author so that a job description and job specification for each position are formed. When implementing it, the owner evaluates employee performance with a neatly arranged question format along with variable values. After implementation, the owner admits to having perceived differences before and an implementation. He said that this implementation had increased the overall work efficiency of employees.

Based on the results of the previous implementation, there are several suggestions that the writer can give to the owner of the Rumah Makan Jodoh:

1. The performance appraisal system is carried out routinely once a year to assess employee performance. Conducting regular employee performance appraisals can determine employee capabilities, besides that it can be an indicator in determining employee bonus and salary increases.
2. As the times develop, and there is technology that helps in human work, the author's advice to the owner is to do a job analysis in the future if the jobs of employees are already heavily involved with sophisticated technology.
3. In addition to carrying out job analysis and implementing an employee performance appraisal system, the owner should be able to provide training opportunities for employees who have an assessment in the "Average" category. For example, training for chefs is by being given the opportunity to study with expert cooks or being given direct training from the owner to improve skills in cooking.

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