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Manufacturing Or Development Of A Performance Management System (Hr) At My IndoThai Spa & Massage

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Abstract

My IndoThai Spa & Massage was formed in 1999 by Gideon Septianto Hidayat, the owner. My IndoThai Spa & Massage is domiciled at Komp Penuin Center Blok K No 2-3-4, Batu Selicin, Kec. Lubuk Baja, Batam City. This business is engaged in services, which offers various types of massage and spa services for body relaxation. The purpose of this practical work is to assist MSMEs in preparing and forming forms for employees. The scope of this project is to design or develop a performance management system (HR) at My IndoThai Spa & Massage as a source of information, recording and assessment of human resources. Data collection techniques used are interviews and observation. The result is the creation of organizational structures, attendance forms, leave forms, permit forms, training & development forms, attendance forms, performance appraisal forms, skills matrix and forms for filling in data regarding human resources using MS Excel.

Keywords: *My IndoThai, human resources, record keeping, employees*

Introduction

My IndoThai Spa & Massage was formed in 1999 by Gideon Septianto Hidayat, the owner. This business is engaged in services, which offers various types of massage and spa services for body relaxation. The current condition of partners in terms of marketing is great, which can be seen that My IndoThai Spa & Massage is crowded during holidays. To get the desired service, it would be nice to be able to make a reservation in advance to ensure availability of places. However, in terms of resource management, there is no system that regulates employee performance. Only one manager will interview applicants. A performance management system is still needed to make it easier for MSMEs to handle internal resources (Oda I. B. Hariyanto. 2017). After conducting interviews and field observation, it was found that My IndoThai Spa & Massage still lacks a performance management system where the performance of the employees themselves is not seen in MSMEs. My IndoThai Spa & Massage has been operating for a long time, but this business does not yet have a design and system regarding human resources. The organizational structure also does not yet exist so that employees cannot understand the hierarchy apart from the owner. So far, recruitment of human resources has only been based on verbal discussions. In addition, My IndoThai Spa & Massage also does not yet

have a supporting form to run its human resource system. The problems above cause MSME owners to be unable to measure employee performance. Even though this is very important as a reference for the owner to retain these employees or not. The aims of this project is to design or develop a performance management system (HR) at My IndoThai Spa & Massage as a source of information, recording and assessment of human resources.

Methods

My IndoThai Spa & Massage is located Komp Penuin Centre Blok K No 2-3-4, Batu Selicin, Kec. Lubuk Baja, Kota Batam. In carrying out this practical work there are several implementation stages carried out, these stages consist of preparation, implementation, assessment, and reporting. These stages will be explained as follows:

a. Preparation phase

In the preparatory stage, the authors search for partners or locations to carry out the community dedication. A brief explanation of community dedication, goals, targets and activities to be carried out is explained face to face to MSME owners with guidance from accompanying lecturers, the process of making MOA & MOU is also carried out simultaneously. The MOA & MOU that have been submitted will be signed by the MSME and the University. After that, the author can continue practical work to the next stage.

b. Implementation Stage

The implementation phase is carried out by providing and teaching the system that will be implemented in MSME (Nareswari Sumarsono, et, al. 2022). At this stage, the author will also revise the system that is not suitable for MSME so that it can run optimally.

c. Assessment Stage

The assessment stage is carried out when all stages of implementation have been completed. The assessment will be carried out by MSME owners and supervisors. MSME owners will assess the system worked on by students while the supervisor will validate the work of students. Assessment will be carried out by filling out a questionnaire.

d. Reporting Stage

The reporting stage is the last stage that is carried out when the entire process is complete. Students make detailed reports from the start to finish including other details starting from the background, scope, budget, planning and so on (Lily Purwianti. 2019). The system that is worked on will also be loaded into the report.

Table 1 Schedule and Plan of Implementation

Implementation date	Agenda
02-09-2022	- Search for information regarding the location of the community dedication - Walk around the community dedication area - Interview with community dedication location manager
05-09-2022 – 11-09-2022	- Preparation of community dedication reports - Start working on chapter 1
12-09-2022 – 21-09-2022	- Start working on chapter 2
22-09-2022 – 30-09-2022	- Start working on chapter 3
01-10-2022 – 16-10-2022	- Start working on chapter 4 - Organizing organizational structure - Composing absence forms - Composing leave forms - Composing a permit form
17-10-2022 – 31-10-2022	- Continuing chapter 4 - Composing training & development forms - Composing attendance forms - Composing development of performance appraisal forms - Composing skill matrix
01-11-2022 – 27-11-2022	Trial, revision & form filling training
28-11-2022 – 30-11-2022	Community dedication completion

Table 2 Budgeting

Numb	Activity Plan	Type of Budget	Volum e	Unit	Unit	Amount
1	Observation and interview	Consumption cost	10	Times	IDR 50,000	IDR 500,000
		Transportation Fee	20	Times	IDR 50,000	IDR 1,000,000
		Internet Connection Fee	10	GB	IDR 70,000	IDR 700,000
2	Outer design cost	Cost preparing 1 module	1	Piece	IDR 1,000,000	IDR 1,000,000
		System design fee	1	Piece	IDR 1,500,000	IDR 1,500,000
4	Preparing Report	Consumable Expenditures	10	Piece	IDR 50,000	IDR 500,000
		Other costs	15	Piece	IDR 50,000	IDR 750,000
BUDGET COST						IDR 5,950,000

Result and Discussion

The output produced in this community project at My IndoThai Spa & Massage is to design or develop a performance management system (HR).

Absence form made as easy as possible so it is more easily understood by business owners. The form contains employee data, name, NIK, and employee code so that employees prevent data input errors if employees have the same name.

Output 1.
Absence Form

Source: Author (2022)

Leave form can be used to fill in leave data and as a summary for employee leave. The leave form will be in the form of a blank form which will be filled in by the leave applicant and approved by the leader or manager by signing in the column provided. Permission is needed by employees to do important things in their personal lives, it is not uncommon for employees to ask permission to take care of some things that are not related to work for 1 day. Permits can be called leave even if it's only for a day. Forms are created in the same form with the leave application form with the aim of not multiplying the form but with the same function.

Output 2
Leave Form

Source: Author (2022)

Training & development form aims to find out whether employees have been trained before or not. Although the main purpose of this form is to recall employees who have been trained, the data provided in this form can be used as a means of information regarding employee training. If the employee is proficient, then he can add skills or train other employees. An attendance form is required to ensure that the trainer and trainees are present when the training takes place. This form is the same form in the training and development form, at the end of form. This part will be signed by the trainer and participant, and known by the manager and owner.

Output 3
Training & Development Form

IndoThai
SINERGI MELAKUKAN

CATATAN TRAINING KARYAWAN

Alamat : _____ No. ID : _____
 Nama/Karyawan : _____ Target Mula : _____

No.	Training	Durasi (jam)	Skala	Beasiswa	Trainer	TTD	Trainer	TTD

Revisi : _____
 Manager : _____

Assessment By : _____
 Approved By : _____
 Manager : _____

Source: Author (2022)

The performance appraisal form is filled in by trainers and trainees. Assessment of the participants in the form of questions about the training whether this training is appropriate. The trainer will give an assessment to the participants. Trainers and participants fill in values from a scale of 1-5.

**Output 4
Performance Appraisal Form**

IndoThai
SINERGI MELAKUKAN

FORM EVALUASI TRAINING

Nama Karyawan : _____ No. ID Karyawan : _____
 Nama Training : _____ Tanggal Training : _____

A. Evaluasi mengenai kegiatan (skala nilai positif)
 Keterangan: 1 = sangat baik, 2 = baik, 3 = baik, 4 = sangat baik, 5 = sempurna

Kategori	Nilai				
	1	2	3	4	5
1. Tujuan dan manfaat pelatihan sudah jelas					
2. Materi dan metode pelatihan sudah baik					
3. Waktu pelatihan sudah efektif					
4. Jumlah tenaga pembicara/pendukung sudah memadai					
5. Sarana dan prasarana sudah baik					

Di-jawab dan disetujui oleh: _____
 Nama : _____
 Kepala Training : _____

Disetujui oleh : _____ Tanggal : _____
 Direktur : _____

B. Evaluasi mengenai kegiatan (skala nilai negatif)
 Keterangan: 1 = sangat baik, 2 = baik, 3 = baik, 4 = sangat baik, 5 = sempurna

Kategori	Grade				
	1	2	3	4	5
1. Tujuan pelatihan sudah jelas					
2. Materi dan metode pelatihan sudah baik					
3. Waktu pelatihan sudah efektif					
4. Jumlah tenaga pembicara/pendukung sudah memadai					
5. Sarana dan prasarana sudah baik					

C. Rekomendasi

Disetujui oleh : _____ Tanggal : _____
 Direktur : _____

Source: Author (2022)

Skill matrix is used to record and detail the skills of each employee. The class of the employee will also be seen in the skill matrix, whether the employee is still in training, class I, class II, and the highest or proficient will be at level III. This will be proven by the employee's passing in the training that has been carried out. This form will be filled out by the manager and approved by the director. This form is an annual form, employee progress can also be seen in this matrix.

**Output 5
Skill Matrix**

The image shows a screenshot of an Excel spreadsheet. At the top left, there is a logo for 'IndoThai' with the tagline 'One to Many'. Below the logo, there are several lines of text in Indonesian, likely instructions or a legend for the spreadsheet. The main part of the spreadsheet is a grid with multiple columns and rows. The columns are labeled with various categories, and the rows are numbered. At the bottom right of the grid, there are two small boxes for 'Tanggal dan Waktu' (Date and Time) and 'Materi' (Material).

Source: Author (2022)

Partners can understand how to use and use the proposed form, so that the proposed form can run properly. The changes that have occurred are that the data is more organized and easy to trace, and it is easier to obtain information regarding certain matters concerning employees. The activities were carried out directly at IndoThai accompanied by the owner and manager on November 5 2022.

Picture 1.

Location of MSMEs



Source: Author (2022)

Implementation begins with introducing and explaining in detail the system created to the owner. After that it was followed by a photo with the owner.

Picture 2.

Photo With Owner



Source: Author (2022)

After a photo session with the owner, it was followed by a trial implementation of the system, this system was explained to the manager.

Picture 3.
Implementation Progress



Source: Author (2022)

The manager understands that the system is well designed so that it is easy to implement the system for MSMEs. Several months after implementation, Dr. Muhammad Donal Mon, SE., MM as the expert assistant and supervisor visited the community service location.

Picture 4.
Photo With Supervisor



Source: Author (2022)

Conclusions

My IndoThai Spa & Massage was formed in 1999 by Gideon Septianto Hidayat, the owner. My IndoThai Spa & Massage is domiciled at Komp Penuin Center Blok K No 2-3-4, Batu Selicin, Kec. Lubuk Baja, Batam City. This business is engaged in services, which offers various types of massage and spa services for body relaxation. Implementation method used is observation and interviews. The results and outcomes of this practical work are the arrangement of several aspects of forms in human resources, including attendance, skills, leave, and permits. Ease of finding information about employee skills at work. Recommendation for further program

there is development, efficiency, and more modern forms, easier to use and understand by all levels of society.

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