“DESIGNING A NEW PERFORMANCE APPRAISAL FOR THE MANAGEMENT ORGANIZATIONAL DEVELOPMENT DEPARTMENT OF PT.X COMPANY IN SURABAYA”

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WIDYA MANDALA CATHOLIC UNIVERSITY SURABAYA
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“DESIGNING A NEW PERFORMANCE APPRAISAL FOR THE MANAGEMENT ORGANIZATIONAL DEVELOPMENT DEPARTMENT OF PT.X COMPANY IN SURABAYA”

CASE STUDY PAPER
Submitted to
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for the Management Bachelor Degree
International Business Management Program

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2016
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CASE STUDY PAPER

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# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TITLE PAGE</td>
<td>i</td>
</tr>
<tr>
<td>AUTHENTICITY STATEMENT OF SCIENTIFIC PAGE</td>
<td>ii</td>
</tr>
<tr>
<td>APPROVAL PAGE</td>
<td>iii</td>
</tr>
<tr>
<td>RATIFICATION PAGE</td>
<td>iv</td>
</tr>
<tr>
<td>ACKNOWLEDGE</td>
<td>v</td>
</tr>
<tr>
<td>TABLE OF CONTENT</td>
<td>viii</td>
</tr>
<tr>
<td>LIST OF TABLES</td>
<td>x</td>
</tr>
<tr>
<td>LIST OF APPENDIXES</td>
<td>xi</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>xii</td>
</tr>
</tbody>
</table>

## CHAPTER 1. INTRODUCTION

1.1. Background of the Research .................................................. 1
1.2. Scope of the Research .......................................................... 6
1.3. Objective of the Research ..................................................... 7
1.4. Research Questions .................................................................. 7
1.5. Significance of the Research ................................................. 8
1.6. Chapter Outline ....................................................................... 8

## CHAPTER 2. LITERATURE REVIEW

2.1. Performance ............................................................................. 11
2.2. Performance Appraisal ............................................................ 12
2.3. Performance Appraisal and Reward System ................................ 20
2.4. Performance Appraisal and Career and Development .................. 21
2.5. Performance Appraisal and Training and Development Needs .......... 22
2.6. Performance Appraisal and Company Objectives...........23

CHAPTER 3. RESEARCH METHODS
3.1. Research Design............................................................24
3.2. Research Object ............................................................25
3.3. Type and Source of Data
   3.3.1. Type of Data..........................................................26
   3.3.2. Source of Data.......................................................26
3.4. Methods of Collecting Data.................................27
3.5. Method of Analyzing Data ............................................28

CHAPTER 4. RESULTS AND FINDINGS
4.1. Data About Company as Object of Study
   4.1.1. Company Profile....................................................30
   4.1.2. Organization Structure........................................31
   4.1.3. Company’s Location.............................................32
   4.1.4. Company’s Vision and Mission .........................32
4.2. Current Performance Appraisal............................33
   4.2.1. Analysis of the Performance Appraisal...............37
4.3. New Performance Appraisal.........................................41
4.4. Benefits of New Performance Appraisal...............57

CHAPTER 5. CONCLUSION AND RECOMMENDATION
5.1. Conclusion ....................................................................59
5.2. Recommendation..........................................................60

REFERENCES

APPENDIXES
LIST OF TABLES

Page
Table 4.1 Categorize of Forced Distribution Method ........................................ 35
Table 4.2 Indicator and Weigh of Each Job Class ......................................... 36
Table 4.3 Check List of the Characteristics of Current Performance
  Appraisal PT.X Company ........................................................................ 39
Table 4.4 Checklist on Implementation of Current Performance
  Appraisal PT.X Company ........................................................................ 41
Table 4.5 The Appraisal Factors of the New Performance Appraisal
  PT.X Company .................................................................................... 42
Table 4.6 Appraisal Category and Level ................................................... 44
Table 4.7 Check List of the Characteristics of Current and New
  Performance Appraisal PT.X Company .............................................. 58
LIST OF APPENDIXES

<table>
<thead>
<tr>
<th>Appendix</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appendix1</td>
<td>Organizational Structure</td>
<td>31</td>
</tr>
<tr>
<td>Appendix2</td>
<td>Interview Questions</td>
<td>26</td>
</tr>
</tbody>
</table>
ABSTRACT

The purposes of this study are to design a new performance appraisal for Management Organizational Development (MOD) Department of PT.X Company. Besides this, the study want to suggest possible ways in implementing this new performance appraisal especially related to the compensation system, promotion scheme, and training and development for PT.X Company. The research was conducted in cigarette company, with the object of the study is limited only to the performance appraisal system of PT.X Company. This study use qualitative research with descriptive analysis approach, by comparing performance appraisal theory with the fact that happens in PT.X Company. Data collected through interviews with Corporate MOD Manager and five staff of MOD Department and direct observation in the company by doing internship for three months as a primary data. Whereas, the secondary data obtained from Internet, book, journal, and company documents. Performance appraisal in PT.X Company used Forced Distribution Method and does not have any standard to measure the employee’s performance. The discussion recommended that MOD Department should has a performance appraisal that has a standard by using Key Performance Indicators to measure employee’s performance that support company objectives. The result of the study has designed a new performance appraisal for MOD Department of PT.X Company by using mixed model with Management By Objectives and Forced Distribution Method.
Keywords: Performance Appraisal, Mixed Model, Management By Objectives, Forced Distribution, Compensation, Reward, Promotion, Training and Development.
ABSTRAK

Kata Kunci: Penilaian kinerja, Model Campuran, Manajemen berbasis tujuan, Distribusi Paksa, Kompensasi, Reward, Promosi, Pelatihan dan Pengembangan.