

CHAPTER I

INTRODUCTION

1.1. Research Background

Performance of facilitators in Program Keluarga Harapan (PKH) at Pamekasan Regency gradually declined overtime. An employee serving as regency coordinator in Pamekasan Regency stated that this decline is because of decreased motivation and work discipline among facilitators in completing monthly reports on time and complete reports. Employee performance is influenced by various factors. In previous study, three factors were analyzed in relation to their impact on employee performance, namely job satisfaction, work motivation, and leadership style [1]. The results of the study indicated that job satisfaction did not have a significant effect on employee performance. In contrast, work motivation was proven to have a positive effect in improving employee performance, while leadership style did not show a significant influence. Based on another study, employee is not only influenced by internal factors but also by working conditions and management support [2]. Both factors were found to have a significant impact, either directly or indirectly. Therefore, it can be concluded that job satisfaction, work motivation, leadership style, work environment, management support, and adaptability can influence employee performance, either significantly or insignificantly, as well as directly or indirectly.

The decline of PKH facilitator has primarily impacted the preparation, completion, and submission of monthly reports, which in turn affects the performance of the regency coordinators. As a result, regency coordinator's work will be delayed too. Regency coordinator duty is to validate monthly reports and submit it to central office. In Pamekasan regency, there are only two coordinators, while the number of active PKH facilitators currently reaches 147 people. Those PKH facilitator serving approximately 50,000 PKH participants or beneficiaries in each phase (every three months). And every phase, there will be new participants and ex-participants that need to removed from the program list.

Based on the results of observations and interviews conducted by the researcher regarding the decline in PKH facilitators performance in Pamekasan

Regency is the process of reviewing facilitator's monthly reports takes a considerable amount of time due to the absence of an information management system to help regency coordinator checking and validation process faster. From facilitator's perspective, delays in submitting monthly reports occur because preparing monthly reports with all the details of facilitator's work is relatively difficult. Using tools such as Word is already enough but not efficient as a dedicated application to help facilitators and coordinators to do their task. Then, facilitator also said that no incentives rewards, or recognition for submitting monthly reports on time, which reduce their motivation to complete the monthly reports and submit it on time. Study [3], stated that providing incentives to employees aims to increase enthusiasm and make them feel appreciated, thereby leading to improved performance outcomes.

Several previous study that research about employee performance evaluation has already been done. First, study [4], in his study shows that Simple Additive Weighting (SAW) method is considered faster and efficient in performing evaluation and ranking processes, particularly in cases involving multiple criteria. In contrast, ELECTRE method use more complex calculation that SAW method, making it less efficient compared to SAW method. In addition to that, another study explains that usage of Analytical Hierachy Process (AHP) in decision support system can help management side in selecting the best employee [5]. However, the study also recommends combining AHP with other methods to overcome AHP method limitations.

Then, another study that research about employee performance evaluation, in his study explains that SAW method is commonly used for employee performance evaluation process [6]. However, in several studies that also studies about SAW method found that SAW method in determining weight process is still not optimal because it can be subjective and another factor as well. As a result, [6] use Rank Order Centroid (ROC) method to determine weight and use ROC with SAW as hybrid method. The result shows that the decision support system that use two methods like ROC and SAW in this case give better outcomes compared to systems that apply weighting without a clear calculation process. Furthermore, another study [7] shows that a decision support system that combines two

methods—AHP and TOPSIS—is able to generate better decisions than systems that only use one technique. To put it another way, these earlier studies used a variety of techniques to make their decision support systems more successful and efficient. As a result, the researcher suggests combining two approaches in this study: the SAW method for ranking computation and the AHP method for setting criteria weights.

Based on the needs analysis conducted, facilitators require an information system that can effectively support the preparation of monthly reports. The current process is still carried out manually or with limited technological assistance, resulting in inefficiencies and delays in report submission. As a result, it is anticipated that the suggested method will enhance the quality and comprehensiveness of the reports that are produced in addition to streamlining and speeding up the reporting process. Additionally, the system should incorporate a decision support system that can objectively and systematically assess each facilitator's monthly report. This tool will let decision-makers choose suitable rewards, incentives, and recognition for facilitators according to their performance. It is expected that by offering a transparent and equitable evaluation process, facilitators will be more motivated to finish and turn in their reports on time and precisely.

Recognizing the importance of the role of information systems in the PKH program in Pamekasan Regency, this study aims to design and develop a management information system to help facilitators and coordinators in completing their duties. The system will implement decision support system for employee performance based on PKH facilitators monthly reports using Analytical Hierarchy Process (AHP) to determine the criteria weight and Simple Additive Weighting to rank facilitators based on their performance. Through the combination of these two methods, the system is expected to produce more objective, accurate, and efficient evaluation results. Therefore, this final project is conducted under the title **“Design and Development of a Management Information System for Monthly Performance Evaluation of PKH Facilitators Using the AHP-SAW Method at the Social Services Office of Pamekasan Regency”**.

1.2. Research Question

Based on the background research described above, the problems addressed in this study can be formulated as follows:

1. How can a management information system be designed and developed for the PKH program in Pamekasan Regency?
2. How is the AHP-SAW method implemented in evaluating monthly reports within the developed management information system?
3. Can the ranking system developed motivate facilitators to complete their monthly reports accurately and on time?

1.3. Research Objectives

The objectives of this study are as follows:

1. To design and develop a management information system that facilitates the work of facilitators and regency coordinators in the PKH program in Pamekasan Regency.
2. To implement the AHP-SAW method in evaluating facilitators' monthly reports.
3. To enhance facilitators' motivation in completing monthly reports accurately and in a timely manner.

1.4. Benefits of the Study

It is anticipated that this study will help facilitators by streamlining the monthly report preparation process and supporting them in updating and confirming PKH beneficiaries' eligibility. Additionally, it is anticipated to help regency coordinators by making it easier to evaluate and assess the overall performance and progress of facilitators, map facilitators to beneficiaries, and monitor the distribution of social assistance.

1.5. Scope and Limitations

To ensure that the analysis remains focused on the main issues discussed, the scope and limitations of this study are defined as follows:

1. The data used in this study are limited to those obtained from the PKH program in Pamekasan Regency.
2. The monthly performance evaluation is limited to the assessment of facilitators' monthly reports only.