

SELECTION OF SUPERIOR EMPLOYEES USING THE PROFILE MATCHING APPROACH IN THE SALES DECISION SUPPORT SYSTEM AT AKUL CATERING

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Abstract

Identifying and recruiting superior employees is a good challenge for every organization, including catering businesses where service quality directly influences customer satisfaction and business success. This research aims to develop a Decision Support System (DSS) using the Profile Matching approach to facilitate the selection of superior employees at Akul Catering. The Profile Matching method is used to assess the suitability between the candidate's competency profile and the competency profile required by the position to be filled. This research designs and implements an algorithm to measure the level of such matches, enabling more objective and efficient decision making. Data was collected through observation, interviews and questionnaires to determine the criteria and sub-criteria that are relevant to the positions available at Akul catering. The results of this research show that the developed system can effectively speed up the selection process by filtering out candidates who do not meet the minimum criteria and identifying candidates with the best profile match. It is hoped that this system can be integrated into the recruitment process at Catering Akul well to improve employee quality and overall improve catering performance.

Keywords: Decision Support System, Profile Matching, Employee Selection, Sales, Akul Catering.

Introduction

In the catering industry, service quality is one of the key factors that determines business success. Catering services do not only focus on the quality of the food served, but also on the performance of the employees involved in the process of serving, preparing and serving customers. Therefore, selecting superior employees with appropriate competencies is very important to increase customer satisfaction and operational efficiency. However, the employee selection process is often a challenge for catering managers, especially due to limitations in assessment objectivity and difficulties in identifying candidates who truly suit the specific needs of the position

being offered. The role of employees in a business is very important, because they are a key factor that can influence the achievement of success and success of the company. Employees are considered the main asset in the business structure, because the sustainability and progress of the company is very dependent on their contribution and involvement. Without employees, a business will have difficulty surviving and will likely experience decline [1]. Assessing the best employees in providing assessments can involve the use of decision support systems as tools to overcome various problems. One of the methods applied in giving awards to outstanding employees is the profile matching method [2]. The Profile Matching approach in Decision Support Systems (DSS) offers a solution to this challenge by providing a systematic and objective framework for evaluating and comparing candidate competency profiles with the expected competency profile. Through this approach, an analysis of the suitability of the candidate's qualifications, experience, abilities and personal characteristics can be carried out against the standards set for the desired position. This approach allows catering managers to make more precise and data-based decisions in the recruitment process.

Research related to selecting superior employees using the profile matching approach in SPK in the catering context, especially in Akul Catering, is very relevant considering the importance of obtaining quality human resources in this very competitive industry. Through this study, it is hoped that key factors that contribute to successful employee selection can be identified and how SPK technology can be utilized to improve the quality of the recruitment process. Thus, this research not only provides a theoretical contribution to the literature in the field of human resource management and information systems, but also provides practical benefits for business actors in the catering industry to optimize the employee selection process.

Research Methods

Method of collecting data

This stage is the initial stage of data collection, where I carry out research including:

Observation.

Observation or direct observation of research objects at Akul Catering. The observation technique is carried out using structured observation by preparing a list of data requirements and data sources.

Literature review

Data collection methods were obtained by studying, researching, and reading books, information from the internet, journals, and other sources

Decision Support System (DSS)

Decision Support System (DSS) is an information system that supports business or organizational decision processes. DSS combines data, sophisticated information technology, procedures/processes, and models to help decision makers solve complex problems and make better decisions. A Decision Support System (DSS) is a system that is able to provide problem solving abilities, or communication skills in problems with semi-structured and unstructured conditions. This system is also used to assist in decision making in semi-structured and unstructured situations, where no one knows for sure how a decision should be made [3].

Decision Support Systems utilize individual intellectual resources with the support of computer capabilities, aiming to improve the quality of decisions. Therefore, this is a computer-based support system specifically designed for management decision making, especially in dealing with semi-structured problems [4].

Profile Matching

The Profile Matching approach is a technique used in various contexts, including in decision support systems (DSS), to evaluate and compare the profiles of individuals or objects based on a certain set of criteria or characteristics. This technique is often applied in the process of selecting human resources, assessing performance, and matching products with consumers. This method aims to determine how well two sets of profiles match, such as an employee's competency profile and the competency profile required for a position.

Profile matching is a method that is often used as a mechanism in decision making by assuming that there is an ideal level of predictor variables that must be met by the subject under study, rather than a minimum level that must be met or exceeded [5].

This theoretical framework provides a basis for researching how the profile matching approach in decision support systems can be optimized for the selection of superior employees in the context of the catering industry, especially in Akul Catering. A roadmap is a road map of a research. So that the research is more structured, can continue to develop, and produces results that are both useful and easy to apply [6].

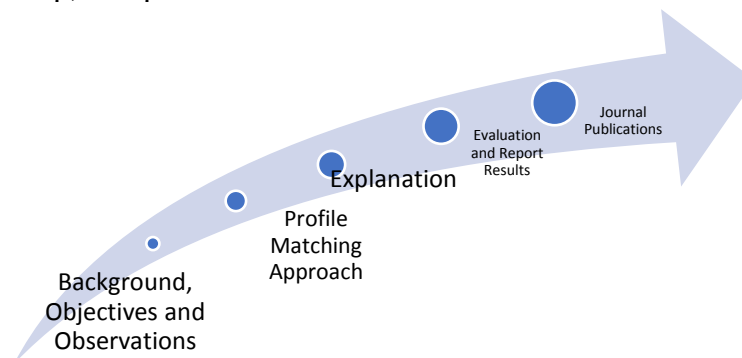


Figure 1. Research Roadmap

Roadmap for the research to be carried out by understanding the background, the purpose of direct observation, needs, carrying out the process of explaining methods, evaluating and reporting results, journal publications.

Explanation

Employee Selection Theory and Practice: Emphasizes the importance of an effective employee selection process as the key to building a competent and high-performing workforce. A good selection process is designed to assess a candidate's abilities, cultural fit, and long-term performance potential.

Selection Criteria: The development of selection criteria that are objective and relevant to the job is considered crucial in achieving successful selection outcomes. These criteria often include technical ability, experience, soft skills, and values that align with the organization.

Employee Performance: Employee performance is the results achieved by a worker in carrying out assigned tasks in accordance with predetermined criteria. The work results achieved must be able to provide an important contribution and have a positive impact on the Company [7].

Employees: Employees are social creatures who work in an organization/company. They are planners, implementers and controllers who always play an active role and realize the Company's goals [8].

Characteristics of the Catering Industry: Demonstrates that the catering industry has unique challenges in HR management, including the need for exceptional customer service skills, flexibility in working hours, and the ability to work under pressure.

Catering: Catering comes from the word to cater, which means providing and serving food and drinks to the public. Catering is usually intended for providing food in large quantities, for example for party events, such as weddings, birthdays, meetings or celebration parties [9].

Restaurant: Restaurant, which is a term referring to a business that serves food and drink to the public and provides a place to enjoy these dishes, has certain rates for food and service. One of the things that can support the quality of service in a restaurant is the ordering process [10].

Sales: Sales is the science and art of personal influence carried out by sellers to persuade other people to do so willing to buy the goods or services offered [11]

RESULT AND DISCUSSION

Data Analysis

Data analysis for the research "Selection of Top Employees Using the Profile Matching Approach in the Sales Decision Support System at Akul Catering" involves several steps to test the hypothesis and answer the research questions. The following is a proposed data analysis framework, based on the assumption that data has been

collected through research instruments such as questionnaires, interviews, and observations.

Descriptive Analysis

- Descriptive Statistics: Use descriptive statistics to describe sample characteristics, such as age distribution, gender, work experience, and educational qualifications.
- Profile Matching Score Distribution: Analyze the profile matching score distribution of candidates to assess how closely they meet the expected top employee profile.

Comparative Analysis

- Comparison Before and After Implementation: Comparing the effectiveness of the selection process before and after implementing SPK with the profile matching approach, using metrics such as duration of the selection process, number of candidates who passed the selection, and user satisfaction (managers and candidates).

Results

Profile Matching Approach for Searching for Top Employees

Assumptions: The assessment criteria consist of Skills, Experience, Education and Attitude.

Weight of each criterion:

Skills (30%),

Experience (25%),

Education (20%),

Attitude (25%).

The maximum score for each criterion is 100.

Example of candidate scores:

Candidate A: Skills = 85, Experience = 90, Education = 75, Attitude = 80

Candidate B: Skills = 80, Experience = 85, Education = 90, Attitude = 75

Calculates final scores for Candidates A and B

final_score a = calculate_final_score(85, 90, 75, 80)

final_score b = calculate_final_score(80, 85, 90, 75)

Results 83.0 and 82.0

In this research, the profile matching approach is used to assess and compare the profiles of employee candidates with the criteria determined by the Akul catering company. These criteria may include skills, experience, education, and attitudes relevant to the job. The research results show that this decision support system is able to identify candidates who best suit the profile of superior employees desired by the company.

Some results include:

Increased efficiency in the employee selection process, by reducing the time required to evaluate candidates.

Increased accuracy in employee selection, by ensuring that the selected candidates have high conformity with the established criteria.

The system's ability to adjust the criteria weights according to company priorities allows flexibility in customizing the profile of superior employees.

Discussion

The profile matching approach in decision support systems offers several advantages in the employee selection process. First, it allows companies to objectively assess candidates based on predetermined criteria, reducing subjective bias in the selection process. Second, this system provides strong analytical support in decision making, making it easier for management to identify the best candidates.

Application Results

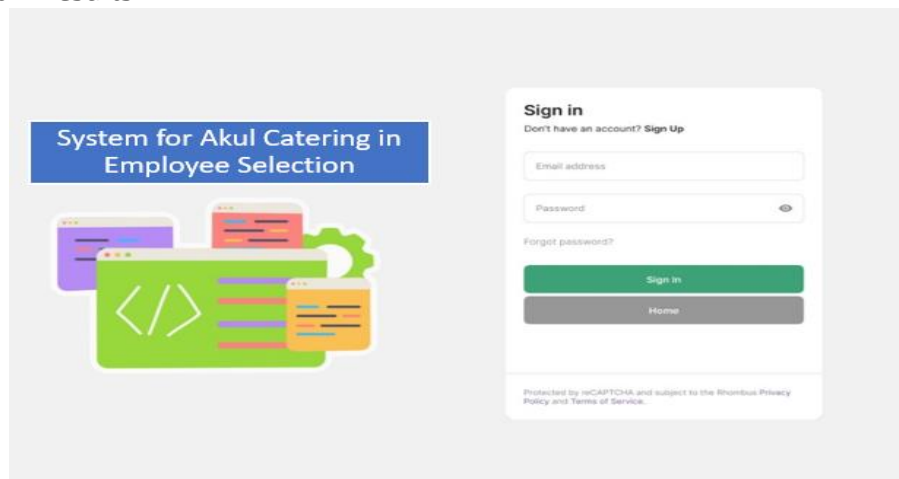


Figure 2, this is the initial display of the employee selection system for sales at Akul catering

Home	Employee data					
Employee Data	Total 10	Check	Search...			
Salary	No	ID	Name	Position	Grade	Option
Price	1.	0002221	Kel	Koki	100	 
Result	2.	0020202	Moci	Koki	99	 
OUT	3.	00202021	Cleo	Koki	100	 
	4.	0023344	Lolly	Koki	100	 
	5.	0022233	Pije	Koki	80	 

Figure 3, this is the employee data menu display

CONCLUSION

The profile matching approach applied in the decision support system shows significant effectiveness in the process of selecting superior employees for Sales Akul Catering. By using this system, Sales Akul Catering can be objective in assessing and comparing candidates based on predetermined criteria, which include skills, experience, education and personal characteristics relevant to the position being offered. This allows Akul Catering to make more informed decisions and reduces subjective bias in the selection process.

This profile matching-based sales decision support system for Akul catering also increases efficiency in the selection process by speeding up candidate assessment and making it easier to identify candidates who best suit the company's needs. In addition, this system provides flexibility in adjusting the weighting of each criterion according to business priorities, allowing Akul Catering to adapt the selection process to changing business dynamics.

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