

**KNOWLEDGE WORKER PRODUCTIVITY ASSESSMENT
(CASE STUDY IN PT. XYZ)**

by

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains neither material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

KNOWLEDGE WORKER PRODUCTIVITY
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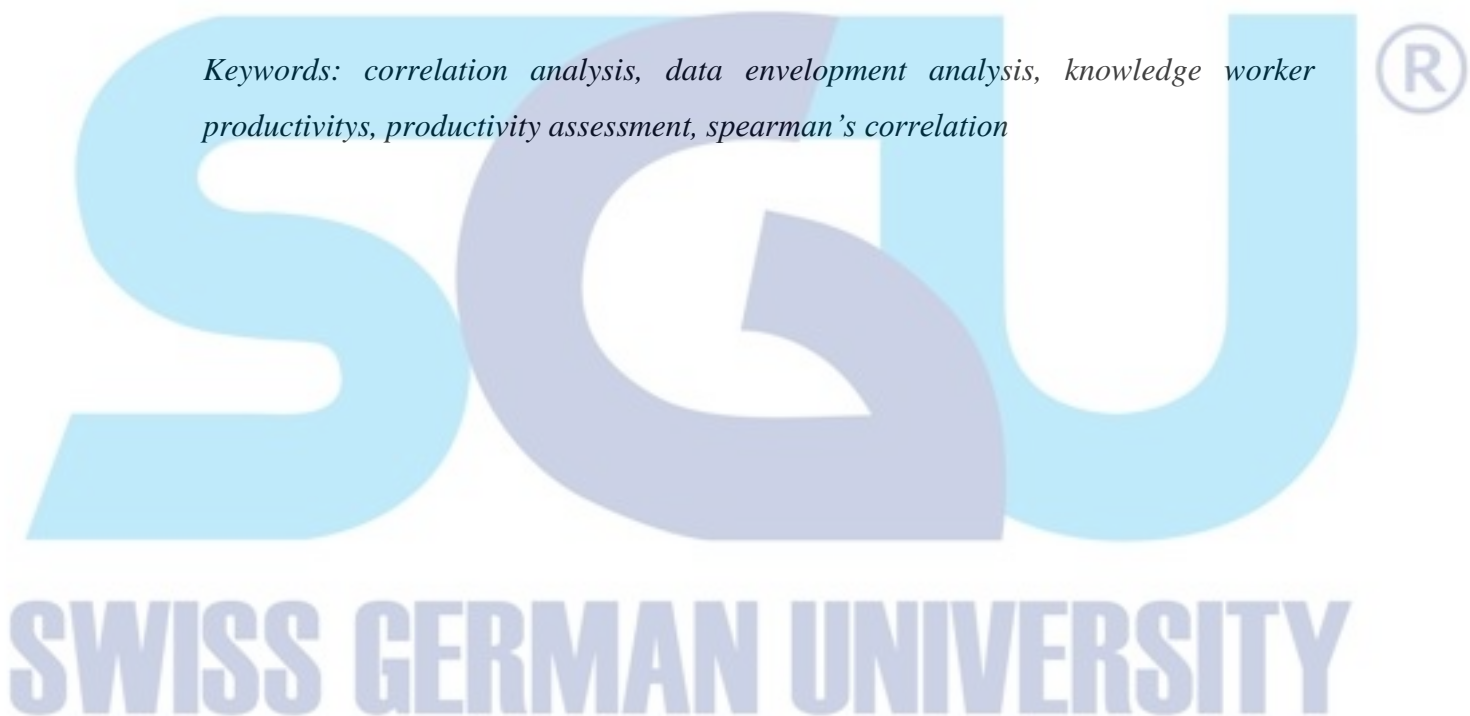
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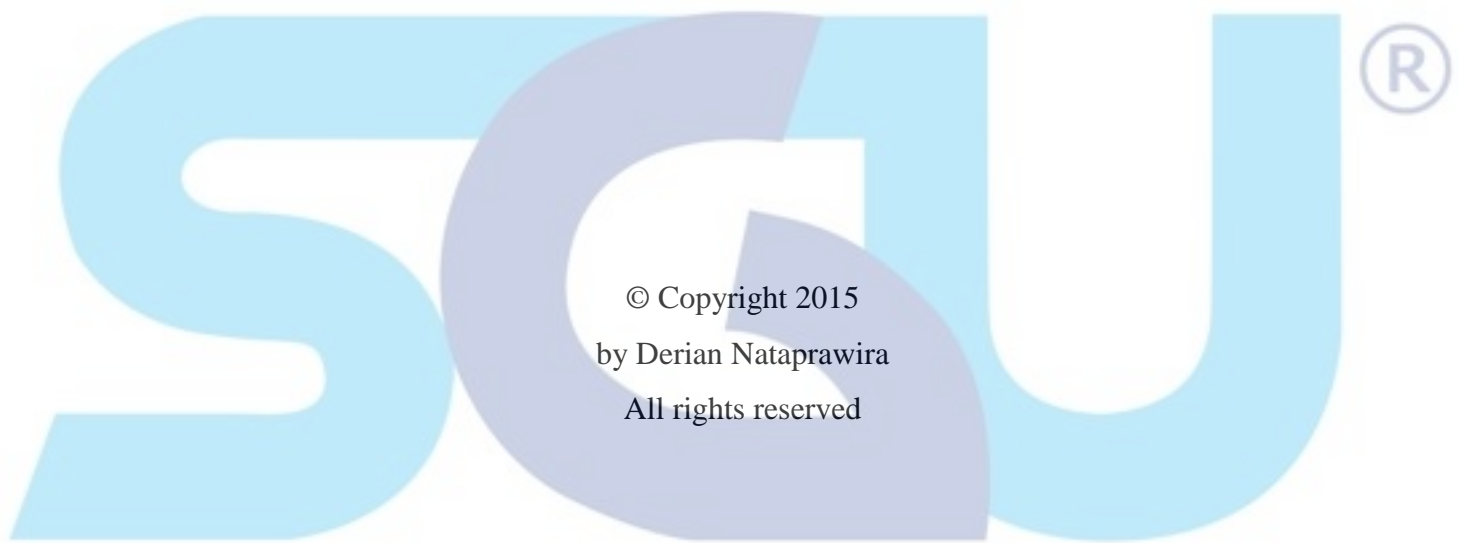
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In this competitive era, every organization establishes goals and strategies to maintain their sustainability. Employee's performance is usually defined as the degree to which an organizational member contributes to achieve the goals of the organization. The characteristics of most employees in PT. XYZ are similar with knowledge worker characteristics which more based on output and outcome oriented. The problem is the existing assessment system in PT. XYZ considered to be not aligned with the company's goals and strategies – to reach certain number of profits and it is considered to be not objective in evaluating employees performance. Therefore, a new assessment tools to evaluate the performance of employees in PT. XYZ is needed. This study is aiming to assess employees in PT. XYZ using knowledge workers assessment approach and identify the influencing factors related to the employee's performance. In order to gain better understanding of knowledge worker productivity, measurement framework needs to be constructed and then it becomes the foundation to develop questionnaire. The questionnaire is used for managers to assess their staff or lower level to see their performance. To verify the reliability and dimensionality of constructs of the questionnaire, Focus Group Discussion with the service manager from PT. XYZ were conducted. After the questionnaire is distributed, the data is

processed by productivity evaluation and correlation analysis. Data Envelopment Analysis is used as a tool to evaluate knowledge worker productivity and Spearman's correlations is used to identify the influencing factors of the knowledge workers performance. From DEA result, employees that considered being productive are Ade and Munandar. Correlation analysis yields that the influencing factors correlate positively with the productivity score; responsibility ($\rho = 0.469$), innovation ($\rho = 0.262$), and reliability ($\rho = 0.252$).

Keywords: correlation analysis, data envelopment analysis, knowledge worker productivities, productivity assessment, spearman's correlation





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DEDICATION

I dedicate this thesis

To my beloved family who always support and encourage me,

To my lecturers for their advices and guidance,

To my fellow friends for their motivation and inspiration,

And to anyone who might benefits from this thesis.



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