

## Glossary

**KM (Knowledge Management):** Knowledge management is the practice of effectively managing an organization's knowledge and leveraging it for improved performance.

**LDR (Leadership):** Leadership is the act of guiding and inspiring others towards a common goal.

**PE (Performance of Employees):** Employee performance refers to the productivity, efficiency, and effectiveness of an individual in fulfilling their job responsibilities and achieving desired outcomes.

**SPSS:** a statistical software used for data analysis and statistical modelling.

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## Appendix

### Appendix 1: Questionnaire

The Influence of Knowledge Management and Leadership towards Performance  
of Employee: Case Study in Celco Coffee Shop

Perkenalkan, nama saya Eugenia Vanessa Japar, mahasiswi semester akhir dari fakultas Business and Management, jurusan Hospitality and Tourism Management, Swiss German University (SGU). "*The Influence of Knowledge Management and Leadership towards Performance of Employees: Case Study in Celco Coffee Shop*" adalah judul dari penelitian skripsi saya. Sebagai peneliti, saya ingin menganalisa peran dari *Knowledge Management* dan *Leadership* terhadap *Performance of Employee*. Saya ingin meminta waktu dan kesediaan anda selama 10 menit untuk berpartisipasi dalam studi penelitian ini dengan mengisi kuesioner berikut ini.

Penelitian ini akan sangat terbantu dengan informasi berharga yang anda berikan, dimana jawaban dan identitas anda akan bersifat rahasia dan terjaga serta murni hanya untuk tujuan akademis. Untuk memastikan bahwa hasilnya dapat digunakan secara maksimal, mohon untuk menjawab semua pertanyaan dengan tulus dan jujur.

Demikian, saya ucapkan terima kasih terhadap seluruh responden yang telah meluangkan waktu untuk mengisi semua pertanyaan dalam kuesioner ini. Jika anda memiliki pertanyaan terkait penelitian ataupun kuesioner ini, anda dapat menghubungi saya di:

- Email: [eugenia.japar@student.sgu.ac.id](mailto:eugenia.japar@student.sgu.ac.id)
- WhatsApp: 081286555258

Peneliti,  
Eugenia Vanessa Japar



Informasi Responden / *Respondent Information*

Jenis Kelamin / *Gender*

- Laki-laki / *Male*
- Wanita / *Female*

Umur/ *Age*

- 15- 19 tahun / *15- 19 years old*
- 20-24 tahun / *20-24 years old*
- 25-29 tahun / *25-29 years old*
- 30-34 tahun / *30-34 years old*
- 35-39 tahun / *35-39 years old*
- Di atas 40 tahun / *Above 40 Years old*

Pendidikan Terakhir / *Education Background*

- SMA/SMK sederajat / *High-School/Vocational High-School*
- D3 / *Sssociate degree*
- D4
- S1 / *Bachelor Degree*
- S2 / *Magister*
- S3 / *Post Graduate*

Berapa lama bekerja dengan Celco Coffee Shop / *Working period in Celco Coffee Shop*

- Kurang dari 1 tahun / *Less than a year*
- 1-3 tahun / *1 – 3 years*
- 4-6 tahun / *4 – 6 years*
- 7-9 tahun / *7 – 9 years*
- Lebih dari 10 tahun / *More than 20 years*

The Influence of Knowledge Management and Leadership on  
Performance of Employees: Case Study in Celco Coffee Shop

Manajemen Pengetahuan (*Knowledge Management*)

Pada bagian ini, anda sebagai responden diminta untuk melingkari pilihan dari 1 sampai 5, sesuai pendapat pribadi anda terhadap setiap pertanyaan melalui kriteria penilaian sebagai berikut:

N o	Indikator / <i>Indicators</i>	Pertanyaan / <i>Questions</i>	Sangat tidak setuju / <i>Strongly disagr ee</i>	Tidak setuju / <i>Disagr ee</i>	Netral / <i>Neutr al</i>	Setuj u / <i>Agre e</i>	Sangat setuju / <i>Strong ly agrees</i>
1	Sosialisasi ( <i>Socializatio n</i> )	Saya merasa mudah untuk bertanya tentang pekerjaan kepada rekan kerja / <i>I feel it easy to ask my co-worker about working</i>	1	2	3	4	5
2		Saya merasa adanya koneksi yang dekat dengan rekan kerja saya / <i>I have strong connection</i>	1	2	3	4	5

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		<i>with my co-worker</i>					
3		Saya bisa mendapatkan informasi dari rekan kerja saya / <i>I can get information from co-worker</i>	1	2	3	4	5
4	Kemampuan (Ability)	Saya ingin mempelajari tentang jenis-jenis bahan baku untuk di produksi / <i>I want to learn about the types of raw materials for production</i>	1	2	3	4	5
5		Informasi yang saya dapatkan dari atasan mudah untuk di pahami / <i>Information that I get from my senior is</i>	1	2	3	4	5

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		<i>easy to understand</i>					
6		Saya memiliki keinginan untuk mengembangkan potensi dalam diri saya / <i>I have the motivation to develop myself</i>	1	2	3	4	5
7	Relasi ( <i>Relationship</i> )	Saya mempunyai hubungan relasi yang baik dengan rekan kerja saya / <i>I have a good relationship with my co-worker</i>	1	2	3	4	5
8		Saya mempunyai hubungan relasi yang baik dengan atasan saya / <i>I have a good</i>	1	2	3	4	5

The Influence of Knowledge Management and Leadership on  
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		<i>relationship with my senior</i>					
9		Saya mempunyai hubungan relasi yang baik dengan pelanggan saya / <i>I have a good relationship with my customer</i>	1	2	3	4	5

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Kepemimpinan (*Leadership*)

Pada bagian ini, anda sebagai responden diminta untuk melingkari pilihan dari 1 sampai 5, sesuai pendapat pribadi anda terhadap setiap pertanyaan melalui kriteria penilaian sebagai berikut:

No	Indikator / <i>Indicators</i>	Pertanyaan / <i>Questions</i>	Sangat tidak setuju / <i>Strongly disagree</i>	Tidak setuju / <i>Disagree</i>	Netral / <i>Neutral</i>	Setuju / <i>Agree</i>	Sangat setuju / <i>Strongly agrees</i>
1	Inspirasi <i>(Inspire)</i>	Menurut saya seorang pemimpin bisa mempengaruhi kebiasan kerja yang baik / <i>I think a leader can influence good work habits</i>	1	2	3	4	5
2		Saya merasa bisa memberikan masukan ide / <i>I feel that I can share my idea</i>	1	2	3	4	5

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3		Menurut saya seorang pemimpin bisa memberikan motivasi dan keahlian / <i>I think a leader can give motivation and professionalism</i>	1	2	3	4	5
4	Keputusan (Decision)	Saya memahami apa yang saya kerjakan / <i>I understand what I'm doing</i>	1	2	3	4	5
5		Saya memahami keputusan yang baik dan tidak / <i>I know good decision and not</i>	1	2	3	4	5
6		Saya bisa mengambil keputusan	1	2	3	4	5

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		secara mandiri / <i>I can take decision on my own</i>					
7	Tanggung jawab ( <i>Responsibility</i> )	Saya bertanggung jawab dengan tugas yang saya kerjakan / <i>I am responsible for the tasks that I do</i>	1	2	3	4	5
8		Saya bisa mengendalikan situasi jika di perlukan / <i>I can take control the situation if needed</i>	1	2	3	4	5
9		Saya bisa menjalankan operasional tanpa adanya atasan / <i>I can take-in-charge when</i>	1	2	3	4	5



The Influence of Knowledge Management and Leadership on  
Performance of Employees: Case Study in Celco Coffee Shop

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		<i>the owner is not present</i>					
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The Influence of Knowledge Management and Leadership on  
Performance of Employees: Case Study in Celco Coffee Shop

Kinerja Karyawan (*Performance of Employee*)

Pada bagian ini, anda sebagai responden diminta untuk melingkari pilihan dari 1 sampai 5, sesuai pendapat pribadi anda terhadap setiap pertanyaan melalui kriteria penilaian sebagai berikut:

No	Indikator / <i>Indicators</i>	Pertanyaan / <i>Questions</i>	Sangat tidak setuju / <i>Strongly disagree</i>	Tidak setuju / <i>Disagree</i>	Netral / <i>Neutral</i>	Setuju / <i>Agree</i>	Sangat setuju / <i>Strongly agrees</i>
1	Kerja sama ( <i>Cooperation</i> )	Saya bisa bekerja dengan baik dalam team Celco Coffee Shop / <i>I can work well with Celco Cofee Team</i>	1	2	3	4	5
2		Saya bisa berkomunikasi dengan rekan kerja saya / <i>I have strong communication with my co-worker</i>	1	2	3	4	5
3		Saya bisa memberikan ide dengan rekan kerja saya / <i>I can give my ideas to my co-worker</i>	1	2	3	4	5
4	Pengetahuan kerja ( <i>Job Knowledge</i> )	Saya mengetahui pengetahuan produk ( <i>product</i>	1	2	3	4	5

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		<i>knowledge) dasar / I know basic product knowledge</i>					
5		Saya bisa merekomendasikan makanan dan minuman kepada pelanggan / <i>I can recommend foods and drinks to customer</i>	1	2	3	4	5
6		Saya mengetahui uraian kerja ( <i>jobdesc</i> ) saya / <i>I know my jobdesc</i>	1	2	3	4	5
7	Disiplin ( <i>Discipline</i> )	Saya bisa mengikuti peraturan yang sudah tertera / <i>I can follow rules</i>	1	2	3	4	5
8		Saya biasa berpakaian dengan rapih dan benar / <i>I know how to dress neatly</i>	1	2	3	4	5
9		Saya mengetahui bahwa kebersihan sangat penting / <i>I know cleanliness is important</i>	1	2	3	4	5

## Curriculum Vitae



# Eugenia Vanessa Japar

### My Contact

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Alam Sutera, Serpong,  
Tangerang  
15325

### Expertise

- Microsoft Word
- Microsoft Power point
- Microsoft Excel
- Canva
- Flower Arrangement
- Cooking

### Interest

- Cooking
- Flower Arrangement
- Music

### Education

- Swiss German University  
*Bachelor's Degree of Hospitality and  
Tourism Management*  
2019 - 2023
- Fachhochschule Südwestfalen  
*Bachelor's Degree of Business  
Administration and Informatics*  
February 2022 - August 2022
- SMA Tarakanita Gading Serpong  
*Social Class*  
2016 - 2019

### About Me

An individual with a strong work ethic, reliable in working with a team, able to get work done and be at work on time, and to be able to view all for the best in working. Someone with a very strong motivation at work, able to learn and develop with the team, and likes to get along with everyone.

### Experience

Pet Kingdom, Alam Sutera  
*February - May 2017*

Customer Service:

- Service knowledge
- Input customer data
- Handling customer complaints
- Pet handling

Pet store

- Product knowledge

Swiss German University Academic Research and Community  
Service

*September 2021 - January 2022*

Community Service Officer

- Site visit
- Making official letters for the lectures
- Making reports for events

Grand Hotel Binz, Germany  
*March - August 2022*

Kitchen Trainee

- Preparing breakfast buffet
- Arranging breakfast buffet area
- Cooking
- Lead the team in Chef's absence
- Training new trainee
- Cleaning breakfast buffet area

### Language

Indonesian	Mother Tongue
English	Good
German	Basic