

THE IMPACT OF AUTOMATION COSTS SAVINGS ON HUMAN RESOURCE MANAGEMENT IN THE SME

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STATEMENT BY THE AUTHOR

I hereby declare my thesis is my own work with the best of my knowledge and understanding. No materials have been written or published previously before mine, nor the material or objective have been approved or accepted by the award or diploma of others at any educational institution. Should this work found against the mentioned statements, any punishments and rejection would be accepted willingly with an understanding and reasonable action.

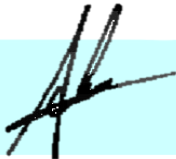
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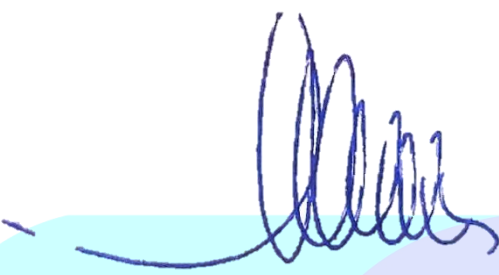
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Abstract

This research aims to identify and analyze the impact of cost within automation process, specifically coffee machine, to impact human resource performance through competency and management skills in a stand-alone outlet of small cafe business. Analysis was conducted thematically through coding of meaning patterns, with validation conducted through triangulation between respondents and confirmation of context in interviews. Using qualitative method and through purposive sampling method to study six workers of Smartfolks Coffee outlets between Tangerang and Jakarta, research found that workers indirectly sets an improvement with management in utility due to the water consumption within coffee and the waste during production. However, lack of understanding in cost and responsibility with error or damage causes them to be less influenced by cost saving. This finding suggest that performance result from cost-saving initiative in automated process causes workers to negatively impacted with contribution and performance.

Dedication

I dedicate this work for the future of the Indonesia, and the growing SME outlets who deserve recognition for their progress.



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