

## **CHAPTER III RESEARCH METHODOLOGY**

### **3.1 Research Characteristic**

This research can be classified as qualitative observation research because observation and interview method are the method that used in this research. This observation uses a subjective methodology in gathering all necessary information and data. The focus of this observation is to equalize differences in quality. That is a lot time consuming than quantitative observations but the sample size used is much smaller and the research is extensive and far more personal.

### **3.2 Data Collection Method**

#### **3.2.1 Interview**

To get accurate information about the object of research, the authors have interviewed the managers and workers who work in this place. This interview was conducted separately and on a different day. Because the interviewees came from different countries, in this research the author has conducted interviews using 3 different languages, Korean, English, and Indonesian.

#### **3.2.2 Observation**

In addition to the interview method, the author has also made direct observations on the research object. This observation was carried out for 4 weeks from Monday to Friday. As one of the part-time workers, the author has made direct observations in 4 different fields. Authors' main field is washdishing staff, but during the observation period, the author has tried to work as food staff, kitchen helper staff, and cashier staff.

### 3.3 Research Object

#### 3.3.1 Company Identity

JEUFOOD Restaurant Sunmoon University Cheonan Campus Branch is a company engaged in the restaurant sector. JEUFOOD Restaurant is domiciled in three places namely JEUFOOD Restaurant Sunmoon University Cheonan Campus Dormitory Branch, Sunmoon University Asan Campus Dormitory Branch and Sunmoon University Asan Campus Main Building Branch. Sunmoon University Cheonan Campus located at Chungcheongnam-do, Cheonan-si, Dongnam-gu, Cheonan-daero 277 and Asan Campus located at Chungcheongnam-do, Asan-si, Tangjeong-myeon, Sunmoon-ro 221 bongil 70.

JEUFOOD Restaurant was founded by Mr. Choi in 2007. During the semesters JEUFOOD Restaurant Cheonan Campus Branch operates from Monday to Friday with three different operating hours:

##### 1. Breakfast Time

In the morning the restaurant open from 07.20 KST to 08.30 KST. And for working hours will be different for each job position:

- Chef and cooking helper started from 06.00 KST to 09.30 KST.
- Kitchen staff started from 06.30 KST to 09.30 KST.
- Kitchen helper started from 06.30 KST to 09.10 KST.
- Cashier and food staff started from 07.00 KST to 09.10 KST.
- Dishwashing staff started from 07.20 KST to 09.10 KST.

##### 2. Luch Time

In the afternoon the restaurant open from 12.00 KST to 13.30 KST. And for working hours will be different for each job position:

- Manager started from 11.30 KST to 13.30 KST.
- Chef and cooking helper started from 11.30 KST to 13.30 KST.
- Kitchen staff started from 12.00 KST to 14.00 KST.

### 3. Dinner Time

In the evening the restaurant open from 17.00 KST to 18.40 KST. And for working hours will be different for each job position:

- Manager, chef, cooking helper and kitchen staff started from 16.00 KST to 18.30 KST.
- Kitchen helper started from 16.30 KST to 19.00 KST.
- Food staff started from 17.00 KST to 19.00 KST.
- Cashier started from 17.00 KST to 19.30 KST.
- Dishwashing staff started from 17.30 KST to 19.00 KST.

JEUFOOD Restaurant Cheonan Campus Branch has 4 Korean permanent workers and 6 part-timers come from Indonesia, Japan, India, Uzbekistan, and Belarus.

### 3.3.2 The Organizational Structure of the Company

The organization has two general meanings, namely organization as an institution / functional group and organization as an organizing process in which organizational activities are allocated and assigned to members (Sucahyowati, 2017). According to other expert organizing is an appropriate human resource management activity, beneficial to management and produce structuring of employees (Sarinah & Mardalena, 2017). Therefore, it is necessary to regulate parties who have different positions, duties, responsibilities and responsibilities in managing an organization or what is called an organizational structure

(Suchayowati, 2017). Duties and obligations in carrying out operational tasks, including:

1. Director

The director is a full-time worker who has responsibility to make a plan and operational oversight activities that will be happen in the restaurant, making decisions for restaurant development, and supervising and coordinating workers.

2. Manager

The Manager is a full-time worker who has responsibility to oversees management policies, carries out management in general, and advises directors.

3. Chef

The Chef is responsible for the cook and prepares the menu at the restaurant. A Chef also has a big responsibility as the head of the kitchen. The Chef is a full-time worker.

4. Cooking Helper

The Cooking Helper is responsible for helping the Chef to cook the menu at the restaurant. A Cooking Helper also assisting Chef in monitoring the performance of food staff. The Cooking Helper is a full-time worker.

5. Kitchen Staff

The Kitchen Staff is responsible to clean the kitchen and cooking utensils at the kitchen. A Kitchen Staff also assisting Chef in monitoring the performance of Kitchen Helper. The Kitchen Staff is a full-time worker.

6. Food Staff

The Food Staff is responsible to serve food to the customer. Food Staff is a part-time worker.

7. Kitchen Helper

The Kitchen Helper is responsible to help Kitchen Staff responsible to clean the kitchen and cooking utensils at the kitchen. The Kitchen Helper is a part-time worker.

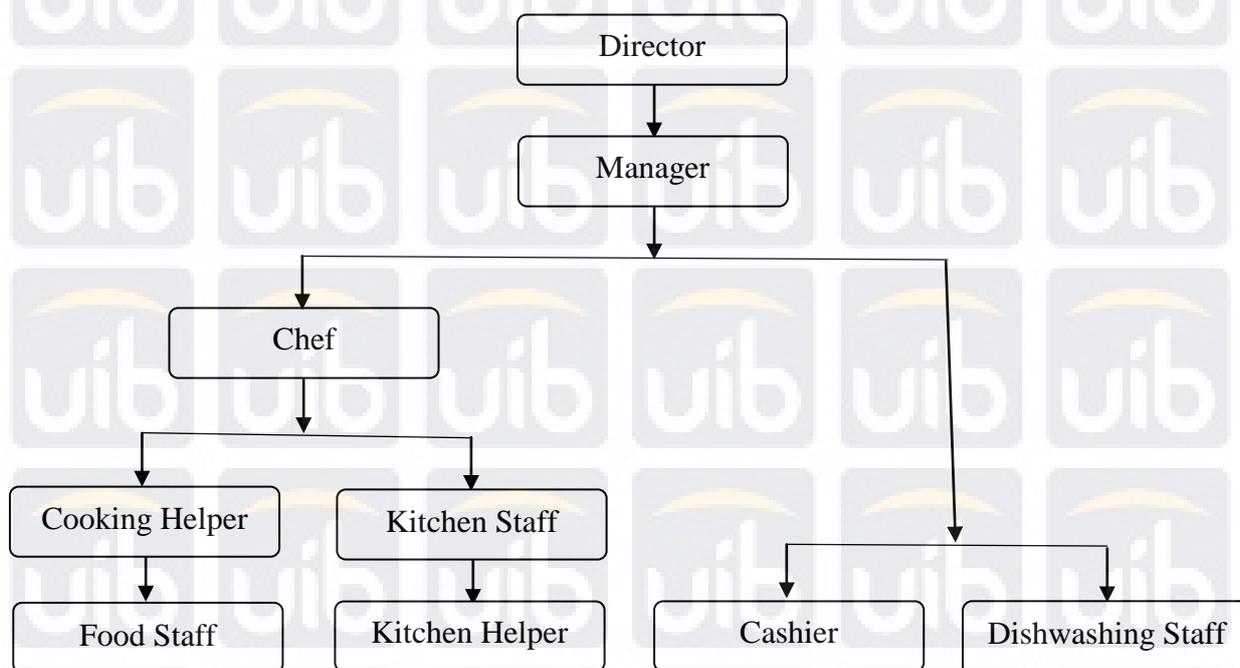
8. Cashier

The Cashier is responsible to check the card or coupon from the customer. After dinner time a Cashier also has a responsibility to clean the restaurant lounge. The Cashier is a part-time worker.

9. Dishwashing Staff

The Dishwashing Staff is responsible to wash the cutlery. Dishwashing Staff is a part-time worker.

The organizational structure of the JEUFOOD Restaurant Cheonan Campus Branch is as follows :



*Figure 3.1* Organizational Structure of JEUFOOD Restaurant Cheonan Campus Branch, source: Data processed, 2019.

But in every new semester, there will be a changing of part-time worker members. It will affect the restaurant's performance due to the changing of workers who have not to understand the job description of their part. In this restaurant, the manager does not explain in detail about the job description of each field. The manager only explained little things and the rest would be explained by the previous part-time workers. In this condition, there are few communication problems due to the different language of part-time workers because they come from different countries.

### **3.3.3 Company Operational Activities**

JEUFOOD Restaurant Cheonan Campus Branch activities are activities of purchasing product, activities of sales and other company operational activities.

Purchasing activities are carried out when they have run out of ingredients to make the food menu. Purchases are made through trusted suppliers from Cheonan city every week. In making sales, Restaurant Cheonan Campus Branch consists of purchases that are not only carried out by the student that lives at dormitory but also from the school staff and outsiders. Sales made by JEUFOOD Restaurant Cheonan Campus Branch consist of selling meals for breakfast, lunch, and dinner. And also become food supporters if it is big even from school.

### **3.3.4 System used by the Company**

JEUFOOD Restaurant Cheonan Campus Branch used the point of sale system. This system used to facilitate the calculation of buying and selling transactions between sellers and buyers. In South Korea this system commonly installed at the shops, supermarkets, and even cafes. But at the cashier of this restaurant does not use cash as the method of payment. They used student attendance cards and food coupon that can be provided from the coupon machines in front of the restaurant as the valid payment method. For accounting records applied in this restaurant is already good and rarely errors found. Only a little error found at the beginning of each semester due to the new school system.

### **3.4 Schedule of Project**

The observation process carried out by the author at JEUFOOD Restaurant Cheonan Campus Branch lasts for 4 weeks. This observation began on Monday 4 March 2019 and ended on Friday 29 March 2019. The author works as a part-time

worker on morning and evening shifts as a dishwasher. But to get better observations, the author has asked permission to try to work in another position as well. For 4 weeks the author has tried to work in various positions, including as a dishwashing staff, food staff, kitchen helper staff, and cashier staff.

On February 18, 2019, the author contacted the JEUFOOD Restaurant Cheonan Campus Branch manager to ask permission to make observations at the restaurant. The manager allows the author to make observations at the restaurant as a part-time worker in the morning and evening shift as dishwashing staff. The author was permitted to begin work on March 4, 2019, and got a brief explanation about the work in the restaurant before starting work.

On March 11, 2019, after working hours the author conducted interviews with 2 part-time workers at the restaurant. The author interviewed the kitchen helper staff and cashier staff who worked on the evening shift that day. This interview aims to get information about the obstacles encountered while working as part-time workers in that section.

An interview with restaurant management was conducted on March 15, 2019. On this occasion, the author has interviewed the restaurant manager to get information about the restaurant. But for restaurant privacy reasons, some questions are not answered by the manager. At the same time, the author asked permission to try to work in another field in the last week of work. And the manager allows it.

This observation ends on March 29, 2019. After making direct observations in several fields, the author can make conclusions and some useful suggestions for at JEUFOOD Restaurant Cheonan Campus Branch management.