

UNIVERSITI TEKNOLOGI MARA

**REQUIREMENT ANALYSIS ON SASARAN
KERJA TAHUNAN (SKT) SYSTEM USING
GOAL-BASED APPROACH**

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ABSTRACT

The formal performance appraisal has been called a tool for management, a control process, an activity and a critical element in human resources allocation. To accomplish these objectives, managers need to identify organizational goals to be accomplished, communicate individual and organizational goals to employees that support the overall strategic mission, monitor and evaluate employee performance, and use performance as a basis for appropriate personnel actions, including rewarding noteworthy performance and taking action to improve less than successful performance. UiTM performance appraisal process and procedure follow the guidelines on the implementation of performance assessment for civil services in Malaysia. However, this research focuses on analyzing and establishing requirements for '*Sasaran Kerja Tahunan*' (SKT) only which is part of the performance appraisal components. Several key features on goal-based approaches such as GBRAM, KAOS, i* and NFR has been reviewed. This research emphasizes more on the application of GBRAM in identifying user requirement analysis for SKT system. The detail requirements have been documented in Software Requirement Specification (SRS). Finally, the researcher has concluded the research by summarizing the conclusion of the research, lessons learned and recommendation for future work.

TABLE OF CONTENTS

APPROVAL	ii
DECLARATION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	viii
LIST OF FIGURES	ix
LIST OF APPENDICES	xi
CHAPTER 1 – INTRODUCTION	1
1.1 Research Background	1
1.2 Problem Statement	3
1.3 Research Objectives	4
1.4 Research Significance	4
1.5 Research Scopes	5
CHAPTER 2 – LITERATURE REVIEW	6
2.0 Introduction	6
2.1 Performance Appraisal	6
2.2 Requirement Analysis	10
2.2.1 The Importance Of Requirement Analysis	12
2.2.2 Types Of Requirement	14
2.2.3 List Of Processes for System Requirement Analysis	16
2.3 Goal-Based Approaches	18
2.3.1 Goal-Based Requirements Analysis Method (GBRAM)	20
2.3.2 Knowledge Acquisition and Automated Specification (KAOS)	21
2.3.3 i*	22
2.3.4 Non-Functional Requirement (NFR)	23
2.4 Summary	25
CHAPTER 3 – METHODOLOGY	26
3.0 Introduction	26
3.1 Research Approach and Methodology	26
3.2 Research Overview And Problem Identification	28
3.3 Project Planning	28
3.4 Knowledge Acquisition	29
3.5 Requirement Analysis	30
3.6 Software Requirements	31
3.6.1 Software	31
3.7 Summary	31
CHAPTER 4 – ANALYSIS AND FINDINGS	32
4.0 Introduction	32
4.1 Key Features Of Goal-Based Approach	33

CHAPTER 1

INTRODUCTION

1.1 Research Background

The formal performance appraisal has been called a tool of management, a control process, an activity and a critical element in human resources allocation. Performance appraisal has also been called an audit function of an organization regarding the performance of individuals, groups and entire divisions (Hansen, 1984). Performance appraisal systems began as simple methods of income justification. That is, appraisal was used to decide whether or not the salary or wage of an individual employee was justified (Archer North, n.d.).

To accomplish these objectives, managers need to identify organizational goals to be accomplished, communicate individual and organizational goals to employees that support the overall strategic mission, monitor and evaluate employee performance, and use performance as a basis for appropriate personnel actions, including rewarding noteworthy performance and taking action to improve less than successful performance (“Performance Appraisal Handbook”, 2004).

Yearly Work Target (Sasaran Kerja Tahunan) is an important element in performance appraisal for the public service officers. UiTM follows the important process activities in the preparation of ‘*Sasaran Kerja Tahunan*’ (SKT) which include UiTM Yearly Plan, Setting Work Plan for Faculty/Department/Division/Unit, Setting SKT and Performance Indicator for the employees, Work Implementation and Monitoring, Midyear Review and Work Performance Assessment that need to be implemented carefully and