

Unstructured interview
(wawancara tak terstruktur)

Structured interview
(wawancara terstruktur)

Open-ended question
(Pertanyaan terbuka)

Closed-ended question
(Pertanyaan tertutup)

Prosedur Wawancara

1. Memilih *interviewee* (orang yang diwawancarai)
2. Persiapkan wawancara (buat semacam *checklist* untuk pertanyaan-pertanyaan kunci)
3. Lakukan wawancara:
 - Ringkas permasalahan
 - Tawarkan insentif untuk setiap kesediaan diwawancara
 - Minta bantuan
4. Tindak lanjut (*Follow Up*) wawancara
 - Catatan yang meringkas wawancara

Contoh Panduan Wawancara

Interviewee: Jeff Bentley, Accounts Receivable Manager Date: January 19, 2003 Time: 1:30 P.M. Place: Room 223, Admin. Bldg. Subject: Current Credit-Checking Policy		
Time Allocated	Interviewer Question or Objective	Interviewee Response
1 to 2 min.	Objective Open the interview: <ul style="list-style-type: none"> • Introduce ourselves • Thank Mr. Bentley for his valuable time. • State the purpose of the interview — to obtain an understanding of the existing credit-checking policies. 	
5 min.	Question 1 What conditions determine whether a customer's order is approved for credit? Follow-up	
5 min.	Question 2 What are the possible decisions or actions that might be taken once these conditions have been evaluated? Follow-up	
3 min.	Question 3 How are customers notified when credit is not approved for their order? Follow-up	
1 min.	Question 4 After a new order is approved for credit and placed in the file containing orders that can be filled, a customer might request that a modification be made to the order. Would the order have to go through credit approval again if the new total order cost exceeds the original cost? Follow-up	

Contoh Panduan Wawancara

1 min.	Question 5 Who are the individuals who perform the credit checks? Follow-up	
1 to 3 min.	Question 6 May I have permission to talk to those individuals to learn specifically how they carry out the credit-checking process? Follow-up If so: When would be an appropriate time to meet with each of them?	
1 min.	Objective Conclude the interview: <ul style="list-style-type: none">• Thank Mr. Bently for his cooperation and assure him that he will be receiving a copy of what transpired during the interview.	
21 minutes	Time allotted for questions and objectives	

Pertanyaan dalam Wawancara

Hindari:

- Pertanyaan yang terlalu banyak, kompleks, bertubi-tubi
- Pertanyaan yang mengarahkan
- Pertanyaan yang bias

Panduan :

- Gunakan bahasa yang jelas dan singkat
- Jangan memasukkan pendapat anda sendiri dalam pertanyaan
- Hindari pertanyaan yang panjang dan kompleks
- Hindari pertanyaan yang mengancam
- Jangan gunakan kata “anda” bila yang dimaksud adalah sekelompok orang



Interviewing Do's and Don'ts

Lakukan	Hindari
<ul style="list-style-type: none">• Sopan• Jadilah pendengar yang baik• Kontrol diri• Teliti dan selidiki• Amati perilaku dan komunikasi nonverbal• Sabar• Buat responden nyaman	<ul style="list-style-type: none">• Meneruskan wawancara yang tak perlu• Berasumsi jawaban telah selesai• Memberikan petunjuk baik verbal maupun nonverbal• Menggunakan jargon-jargon• Memberikan bias personal• Berbicara, bukan mendengarkan• Mengasumsikan segala sesuatu• Merekam → tanda rendahnya kemampuan mendengarkan

“To hear is to recognize that someone is speaking, to listen is to understand what the speaker wants to communicate.”
(Gildersleeve – 1978)

Body Language and Proxemics



*DID YOU KNOW THAT...
Men only use the left hand side of their
brain for listening?*



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Body language (bahasa tubuh):
informasi non-verbal yang
dikomunikasikan melalui:

- Raut muka
- Kontak mata
- Postur (sikap badan)

Monica A. Kappiantari - 2005

Body Language and Proxemics

Proxemics – relasi antara orang dan ruangan yang mengitarinya:

- *Intimate zone—closer than 1.5 feet*
- *Personal zone—from 1.5 feet to 4 feet*
- *Social zone—from 4 feet to 12 feet*
- *Public zone—beyond 12 feet*

Discovery Prototyping

Discovery prototyping – kegiatan menentukan kebutuhan pengguna dalam skala kecil atau dalam bentuk working model sebagai gambaran untuk menentukan atau menguji kebutuhan-kebutuhan tersebut.

- Keuntungan?
- Kerugian?

Joint Requirements Planning

Joint requirements planning (JRP) – proses diadakannya pertemuan-pertemuan kelompok yang sangat terstruktur untuk melakukan analisa masalah dan mendefinisikan kebutuhan.

JRP adalah bagian dari teknik ***JAD (joint application development)*** yang lebih komprehensif yang mencakup proses pengembangan sistem secara keseluruhan.

Peserta JRP

- *Sponsor*
- *Facilitator*
- *Users and Managers*
- *Scribes*
- *IT Staff*

