

ABSTRACT

The impact of the Covid-19 pandemic has caused work patterns to change which are usually carried out through WFO (Work from Office) but now many are implementing WFH (Work from Home) work. The Faculty of Industrial Engineering (FRI), one of the faculties at Telkom University, has received the impact. All students, as well as several employees and staff work in a WFH manner, and their performance, needs to be monitored so that they can measure their integrity which will inform whether FRI is achieving its goals or not. Performance Management is a solution for the industry so that it can support the process of achieving company goals. The purpose of Performance Management is to manage and assess the performance of human resources with certain aspects such as the achievement of each individual or group, and to use the results of this information as a basis for making decisions to improve the quality of human resources to achieve company goals. Based on the problems and solutions that have been mentioned, in this paper, the author will develop a Performance Management application to assist FRI in monitoring the performance of employees and staff. This application applies a performance measurement method, namely the Balanced Scorecard (BSC). The BSC method is very suitable because it can provide a systematic framework for translating FRI's mission and vision into various operational objectives which eventually become activities. Application development applies Agile Scrum which suits the conditions of writers who have a small team. The result of the research is a Backend API in the Performance Management application which will be used by Frontend Developers.

Keywords— Performance, Management, BSC, Scrum, API