

## **ABSTRACT**

*During the current covid-19 pandemic, everything is difficult, FRI, which is part of Telkom University as a faculty entity, has problems with how to monitor the achievement of targets that have been carried out by all staff, employees, lecturers, and students concerned. This FRI does not yet have a system that can handle the problem of achievement so that the accuracy of the realization of the target is not fully known. Therefore, there needs to be a method to monitor it, namely performance management, which means a performance management process that starts from setting, goals, and targets for individuals and groups accompanied by regular achievement assessments and giving rewards by target achievement. To implement the performance management method so that it can be used, it is necessary to create a performance management application using the balanced scorecard measurement method which has four perspectives including financial perspective, customer perspective, internal business process perspective, and learning and growth perspective. For the system architecture that is made using a microservices architecture where the client and server sides are separate, it makes it easier for the application development process and performance management application testing. Rest API concepts were on the back-end using Node JS, Express JS framework, and MySQL. This Representational State Transfer (REST) is a very simple and lightweight web service. Performance management applications are divided into three modules which include target management, group management, and task management. The task management section has features including task creation, updating tasks, deleting tasks, viewing tasks, and reporting tasks. In the application development stage using the scrum framework because of its high flexibility.*

*Keywords— **performance management, FRI, scrum, balanced scorecard, task management***