ABSTRACT

Telkom University has a routine activity, namely performance measurement. Performance measurement activities are carried out quarterly of the year. In carrying out performance measurement activities, Telkom University has a special unit in charge of managing performance measurement activities. P3I Unit (Institutional Planning, Development, and Control) as the one in charge of managing performance measurement. At this time the P3I unit manages performance measurements still using Microsoft Office Excel and or Spreadsheet applications. The use of the application still has shortcomings where when managing and carrying out the measurement process becomes less effective and efficient.

In overcoming these problems, this research will design and build a front-end system for the Performance Measurement Dashboard application. Application system built based on website. This Performance Measurement Dashboard application is called Tel-U PROMENT (Performance Measurement). The methods used are Balanced Scorecard as a performance measurement and User Centered Design (UCD) as an interface design that focuses on the needs of the end user. Application system testing will use the Black Box Testing, White Box Testing and User Acceptance Testing (UAT) methods.

Based on the results of Black Box and White Box testing of the Development of the Performance Measurement Dashboard application, it has been successfully built because all the scenarios tested in Black Box and White Box have been met. Based on the results of UAT testing of the program flow carried out by the P3I unit, it is stated that the Performance Measurement Dashboard application is good as many as 33.33% of respondents and it can be stated that the application is not yet easy to use. Meanwhile, the UAT test of the measurement calculation output carried out by the P3I unit stated that the Performance Measurement Dashboard application was good as many as 66.67% of respondents and it could be stated that the application was in accordance with needs.

Keywords: Application, Performance Measurement, Front-end, Balanced Scorecard.