ABSTRACT

Employee performance evaluation is crucial in an organization. One of the popular assessment methods is self-appraisal, where participants assess their own performance towards top communication leaders in the organization. Interviews with the Human Resources Department of Syariah Independent Business Cooperative found that employee performance evaluation has significant impacts on both employees and the overall organization. However, the current performance evaluation system used is limited to Excel spreadsheets, which do not allow integration of various assessment aspects and related impacts. This results in difficulties in collecting evaluation results from various cooperative branches. This research aims to design and develop an integrated employee performance evaluation application system. The application is expected to improve the accuracy and comprehensiveness of employee performance evaluations while facilitating data management and analysis. Additionally, it aims to enhance the efficiency of the performance evaluation process, providing benefits for timely remuneration and objective performance evaluations. The user-centered design method is used in the development of this application to ensure user needs are met. Test results indicate that the application has been well-received by users, with satisfactory scores in usability testing and the System Usability Scale. With a combination of user-oriented design and positive test results, this Q-Nerja application is ready to provide a positive and effective user experience in using the performance evaluation system.

Keywords: employee appraisal, self-appraisal, user centered design, usability testing, system usability scale