

ABSTRAK

Proses monitoring dan evaluasi kinerja serta anggaran pada Badan Pengawas Obat dan Makanan Kota Palembang sebelumnya masih dilakukan secara terpisah sehingga pengolahan data, pemantauan capaian, dan penyusunan laporan belum berjalan secara terintegrasi. Kondisi tersebut menyebabkan proses evaluasi menjadi kurang efektif serta menyulitkan pimpinan dalam memperoleh informasi yang akurat untuk mendukung pengambilan keputusan. Penelitian ini bertujuan untuk merancang kerangka *Balanced Scorecard* (BSC) yang sesuai dengan kebutuhan organisasi, menerapkan *Key Performance Indicator* (KPI) sebagai dasar pengukuran capaian kinerja, mengimplementasikan kedua metode tersebut ke dalam aplikasi evaluasi kinerja dan anggaran berbasis *website*, serta mengevaluasi efektivitas aplikasi dalam mendukung proses monitoring dan evaluasi. Metode pengumpulan data yang digunakan meliputi observasi, wawancara, dan studi pustaka. Pengembangan sistem menggunakan metode *Waterfall*, sedangkan metode *Balanced Scorecard* dan *Key Performance Indicator* digunakan sebagai pendekatan dalam pengukuran dan evaluasi kinerja. Sistem dibangun menggunakan *framework* Laravel dengan basis data MySQL serta diuji menggunakan metode *Black Box Testing*. Hasil penelitian menunjukkan bahwa aplikasi berhasil mengimplementasikan *Balanced Scorecard* dan *Key Performance Indicator* melalui fitur pengelolaan data IKU, pengelolaan anggaran, monitoring capaian kinerja, monitoring anggaran, *executive KPI*, *executive* anggaran, dan *executive report*. Aplikasi mampu menyajikan informasi capaian kinerja, realisasi anggaran, serta perspektif *Balanced Scorecard* secara terpusat sehingga mendukung proses monitoring dan evaluasi yang lebih efektif dibandingkan proses sebelumnya serta membantu Ketua Tim dan Pimpinan dalam pengambilan keputusan.

Kata kunci: *Balanced Scorecard*, *Key Performance Indicator*, Evaluasi Kinerja, Monitoring Anggaran, Laravel.

ABSTRACT

The process of monitoring and evaluating performance and budget realization at the Food and Drug Supervisory Agency of Palembang City was previously carried out separately, resulting in unintegrated data processing, performance monitoring, and report generation. This condition reduced the effectiveness of the evaluation process and made it difficult for management to obtain accurate information for decision-making. This study aims to design a Balanced Scorecard (BSC) framework that aligns with organizational needs, implement Key Performance Indicators (KPIs) as the basis for performance measurement, integrate both methods into a web-based performance and budget evaluation application, and evaluate the effectiveness of the application in supporting monitoring and evaluation activities. Data were collected through observation, interviews, and literature review. The system was developed using the Waterfall methodology, while the Balanced Scorecard and Key Performance Indicator methods were applied to measure and evaluate organizational performance. The application was developed using the Laravel framework with a MySQL database and tested using Black Box Testing. The results show that the application successfully implements the Balanced Scorecard and Key Performance Indicator through features for KPI management, budget management, performance monitoring, budget monitoring, executive KPI, executive budget, and executive reporting. The application provides centralized information on performance achievement, budget realization, and Balanced Scorecard perspectives, thereby supporting a more effective monitoring and evaluation process than the previous approach while assisting Team Leaders and Management in making informed decisions.

Keywords: Balanced Scorecard, Key Performance Indicator, Performance Evaluation, Budget Monitoring, Laravel.