

ABSTRAK

Proses penilaian kinerja petugas Frontliner di PT Kereta Api Indonesia (Persero) Divisi Regional III Palembang masih dilakukan secara manual menggunakan formulir kertas dan direkapitulasi menggunakan Microsoft Excel. Proses tersebut membutuhkan waktu yang relatif lama, berisiko menimbulkan kesalahan pencatatan, serta menyulitkan penyimpanan dan pencarian data. Penelitian ini bertujuan untuk merancang dan membangun Aplikasi Penilaian Frontliner Berdasarkan Service Level Agreement (SLA) berbasis mobile guna meningkatkan efektivitas proses penilaian kinerja petugas Frontliner. Metode pengembangan sistem yang digunakan adalah Waterfall yang meliputi tahapan analisis kebutuhan, perancangan sistem, implementasi, pengujian, dan pemeliharaan. Aplikasi dikembangkan menggunakan Flutter sebagai frontend, Python Flask sebagai backend, serta MySQL sebagai basis data. Pengujian sistem dilakukan menggunakan metode Requirement Analysis. Hasil penelitian menunjukkan bahwa aplikasi mampu melakukan proses penilaian berdasarkan indikator SLA, menghitung nilai secara otomatis, menyimpan data penilaian secara terpusat, menampilkan dashboard, grafik, riwayat penilaian, serta menghasilkan laporan dalam format PDF. Dengan demikian, aplikasi yang dibangun dapat membantu proses penilaian kinerja petugas Frontliner menjadi lebih efektif, efisien, dan terintegrasi.

Kata Kunci: Penilaian Kinerja, Frontliner, Service Level Agreement (SLA), Flutter, Waterfall.

ABSTRACT

The performance evaluation process of Frontliner officers at PT Kereta Api Indonesia (Persero) Regional Division III Palembang is still carried out manually using paper-based forms and recapitulated using Microsoft Excel. This process is time-consuming, prone to recording errors, and makes data storage and retrieval less efficient. This study aims to design and develop a mobile-based Frontliner Performance Evaluation Application based on the Service Level Agreement (SLA) to improve the effectiveness of the evaluation process. The system was developed using the Waterfall method, which consists of Requirements Analysis, System Design, Implementation, Testing, and Maintenance. The application was developed using Flutter as the frontend, Python Flask as the backend, and MySQL as the database management system. System Testing was conducted using the Requirement Analysis method. The results indicate that the application is capable of evaluating Frontliner performance based on SLA indicators, automatically calculating scores, storing evaluation data centrally, displaying dashboards, graphs, evaluation history, and generating reports in PDF format. Therefore, the developed application is able to improve the effectiveness, efficiency, and integration of the Frontliner performance evaluation process.

Keywords: Performance Evaluation, Frontliner, Service Level Agreement (SLA), Flutter, Waterfall.