

ABSTRAK

Unit Layanan Terpadu (ULT) Kementerian Pendidikan Dasar dan Menengah memiliki peran strategis dalam memberikan layanan informasi dan aduan kepada masyarakat. Namun, proses penilaian kinerja pegawai dan pengelolaan pengetahuan di lingkungan ULT masih menghadapi berbagai kendala, seperti penggunaan dokumen terpisah, ketergantungan pada *spreadsheet* manual, serta keterbatasan dalam pemantauan kinerja dan berbagi informasi secara terintegrasi. Kondisi tersebut berpotensi menurunkan efisiensi, akurasi, serta transparansi dalam pelaksanaan layanan. Penelitian ini bertujuan untuk mengembangkan sistem informasi penilaian kinerja dan *Knowledge Management System* (KMS) berbasis web yang terintegrasi pada ULT Kementerian Pendidikan Dasar dan Menengah. Metode pengembangan sistem yang digunakan adalah *Rapid Application Development* (RAD) yang terdiri dari tahap *requirements planning*, *design workshop*, dan *implementation*. Sistem dikembangkan menggunakan Laravel 12 sebagai *framework*, TailwindCSS dan Flowbite untuk antarmuka pengguna, serta PostgreSQL sebagai basis data. Hasil penelitian berupa sistem yang mampu mengelola data pegawai, penilaian kinerja berbasis *score card*, *sampling*, dan APIK (analisis, kepemimpinan, dan inisiatif), serta pengelolaan pengetahuan melalui modul *flow handling* dan *macro*. Pengujian sistem dilakukan menggunakan metode black box testing dan menunjukkan bahwa seluruh fungsi utama, seperti validasi input, kontrol akses berbasis peran (*role-based access control*), integrasi antar modul, serta proses *import* dan *export* data, berjalan sesuai dengan spesifikasi yang ditetapkan. Dengan demikian, penerapan sistem ini berkontribusi dalam mendukung efisiensi proses penilaian kinerja, mendukung transparansi dan akuntabilitas, serta mempermudah pengelolaan dan berbagi pengetahuan di lingkungan ULT Kementerian Pendidikan Dasar dan Menengah.

Kata kunci: *knowledge management system*, Laravel, penilaian kinerja, RAD, ULT

ABSTRACT

The Integrated Service Unit (ULT) of the Ministry of Primary and Secondary Education plays a strategic role in providing information and complaint services to the public. However, the process of employee performance appraisal and knowledge management within the ULT still faces various obstacles, such as the use of separate documents, dependence on manual spreadsheets, and limitations in integrated performance monitoring and information sharing. These conditions have the potential to reduce efficiency, accuracy, and transparency in service delivery. This study aims to develop a web-based performance appraisal information system and Knowledge Management System (KMS) integrated into the ULT of the Ministry of Primary and Secondary Education. The system development method used is Rapid Application Development (RAD), which consists of the stages of requirements planning, design workshop, and implementation. The system was developed using Laravel 12 as the framework, TailwindCSS and Flowbite for the user interface, and PostgreSQL as the database. The results of the study are a system capable of managing employee data, performance assessment based on score cards, sampling, and APIK (analysis, leadership, and initiative), as well as knowledge management through flow handling and macro modules. The system was tested using the black box testing method and showed that all main functions, such as input validation, role-based access control, inter-module integration, and data import and export processes, ran according to the specified specifications. Thus, the implementation of this system contributes to supporting the efficiency of the performance appraisal process, supporting transparency and accountability, and facilitating knowledge management and sharing within the ULT environment of the Ministry of Primary and Secondary Education.

Keywords: knowledge management system, Laravel, performance appraisal, RAD, ULT