ABSTRACT

PT XYZ is a company engaged in the distribution and retail sales of two-wheeled vehicles. The company experienced a significant decline in sales in 2021-2022, resulting in unmet sales targets. Research through interviews and observations revealed that the absence of a workload monitoring system caused an imbalance in employee workloads, increased work pressure and fatigue, and ultimately led to unmet targets.

The objective of this final project is to design a framework for a web-based workload management monitoring system application to help the company effectively identify and measure workload imbalances. Using the Double Diamond approach, which includes the stages of discover, define, develop, and deliver, this system is designed and tested using the Maze application to produce Usability Testing of the wireflow process.

The result of this final project is a framework design for a web-based workload management monitoring system application. This system facilitates stakeholders in task assignment and employee monitoring, featuring functionalities such as login, user profile, workload dashboard, task assignment, editing, deletion, workload completion, and reporting. This system is expected to function optimally for workload monitoring management in the Administration & Finance Coordinator Sales Office Division of PT XYZ.

Keywords: Workload Monitoring Management System, PT XYZ, Double Diamond, Web-Based Application, Administration & Finance Coordinator Sales Office Division