

ABSTRACT

Human resources (HR) are a critical element in a company's success, as effective HR management influences both employee and organizational performance. In previous research, a web-based application named Platform Assessment was developed using the PHP Laravel framework and MySQL database to support HR management processes. Based on an analysis through usage simulation of the application, several functionalities were found to have errors or defects, particularly in the Appraisal module. Therefore, this research focuses on analyzing and improving the defective functionalities in the Appraisal module using the Iterative and Incremental Development method and Black Box Testing, while referring to Software Product Quality metrics based on the ISO 25010 standard. This research resulted in the improvement and development of 5 functionalities in the Appraisal module. The findings are expected to enhance the performance of the Appraisal module, provide a better user experience, and facilitate future development of the web-based Platform Assessment Tools application.

Keywords—Employee Performance Assessment Information System, Software Quality Improvement, Iterative and Incremental Development Method, Software Product Quality ISO 25010