

ABSTRACT

This research is motivated by the absence of an objective performance appraisal system at Ayam Bakar Wong Solo Restaurant in Bandung City, which has an impact on low employee discipline and productivity. This can be seen from the attendance data which shows absences without explanation and minor violations that are often repeated, as identified through interviews with management. The tight competition in the culinary industry in Bandung City increasingly emphasizes the need for better human resource management to maintain business continuity, so a solution based on a structured assessment method is needed. The purpose of this study is to design an employee performance appraisal system using the Behaviorally Anchored Rating Scale (BARS) method to improve discipline, productivity, and goal evaluation across divisions, namely cashiers, waiters, kitchens, and cleaning services. This study uses a systematic approach that includes critical analysis events to identify specific behaviors, development of performance dimensions including accuracy, service, discipline, teamwork, and hygiene, as well as the preparation of assessment instruments tailored to the tasks of each division. Simulation assessments were conducted on 30 employees to test the effectiveness of the planning. The results of the study indicate that the BARS system is effective in overcoming subjective assessments by providing clear behavioral references, producing objective sub-total scores on a scale of 1 to 5, based on simulations of 30 employees, a score range of 3.05 points to 4.7 points was obtained. Further analysis suggests regular training, monthly routine implementation, and reward provision to improve performance.

Keywords: *Performance Appraisal, Behaviorally Anchored Rating Scale, Employee Productivity, Restaurant*