

## Perancangan key performance indicator (KPI) untuk penilaian kinerja karyawan YES Cake & Bakery = Designing key performance indicators for Assessing YES Cake & Bakery employee performance

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### Abstrak

Tesis ini membahas proses business coaching yang dilakukan pada YES Cake & Bakery, suatu UKM yang bergerak di industri makanan. YES Cake & Bakery menawarkan serangkaian produk roti, cakes, dan kue kering. Tesis ini fokus membahas masalah yang dihadapi YES Cake & Bakery dalam bidang Sumber Daya Manusia (SDM). Masalah utamanya adalah bahwa YES Cake & Bakery belum memiliki sistem evaluasi kinerja karyawan. Penulisan tesis ini bertujuan untuk membantu YES Cake & Bakery dalam menyusun Key Performance Indicator (KPI) yang dapat digunakan untuk menilai kinerja karyawannya.

.....This thesis discusses the business coaching process conducted at YES Cake & Bakery, a SME engaged in the food industry. YES Cake & Bakery offers a range of bakery products, cakes, and cookies. This thesis focuses on the problems faced by YES Cake & Bakery in the field of Human Resources (HR). The main problem is that YES Cake & Bakery does not yet have an employee performance evaluation system. This thesis writing aims to assist YES Cake & Bakery in preparing the Key Performance Indicator (KPI) that can be used to assess the performance of its employees.