

ABSTRACT

Mejakita is one of the edutch startups in Indonesia and was founded in 2016. The problems found in mejakita are employees who lack discipline, have not been totality in doing their duties and limited employees are the main problem. The current condition at mejakita is that the absence of Key performance index (KPI) measurements makes it difficult for mejakita to evaluate employee performance. Information technology used as a whole in mejakita is also not maximized. The purpose of this final project is to measure the level of maturity of mejakita employee performance. The method used is SWOT analysis, then identifying Critical Success Factor, then mapped with IT Balance Scorecard, Key Performance Index (KPI) measurement, and finally calculation of maturity level model Capability Maturity Model Integration (CMMI). The results obtained through the CMMI maturity model measurement, mejakita is at level 3 Defined. Mejakita has a well-documented work process and is carried out consistently according to established procedures. This shows that mejakita has management that has made written rules to regulate existing processes and has notified all relevant stakeholders. However, the application of these rules is still not carried out thoroughly in all parts of the company.

Keywords: *swot analysis, critical success factor, key performance index, it balance scorecard, capability maturity model integration (CMMI).*