

ABSTRACT

PT ABC Depo CKG faces challenges in improving workforce productivity due to manual data recording processes that rely on two separate Excel files maintained by the warehouse supervisor and the logistics administrator. This discrepancy in documentation leads to fragmented data, inconsistencies in reported figures, and difficulties for management in fairly and transparently monitoring individual contributions. This study aims to improve the business process by centralizing productivity data into an integrated and more accurate system. Additionally, a web-based monitoring dashboard is developed to display each worker's contribution based on attendance records and the number of processed items. The system also supports the training and development function within Human Resource Management (HRM) to be more targeted and data-driven. The research applies the Business Process Improvement (BPI) approach to redesign the business process and uses the waterfall methodology for system analysis and development. Data were collected through surveys, observations, and interviews. The system was validated using User Acceptance Testing (UAT) following ISO 9126 standards, covering functionality, usability, efficiency, and reliability aspects. The validation results show a user acceptance rate of 97%, classified as very good. The developed system has proven effective in enabling real-time productivity monitoring, speeding up data recap processes, and supporting management decision-making based on accurate and integrated information.

Keywords: PT ABC Depo CKG, Workforce productivity, Data integration, Productivity monitoring dashboard, BPI, UAT