

ABSTRACT (English)

The Development of Dashboard as a Tool for Organizational Performance Monitoring (A case study at Telkom Polytechnic)

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A head of a Study Program needs to monitor and measure the performance of the institution continuously to control of business processes to achieve the goals of the organization's mission and vision. The monitoring process involves the processing of data to become information from various units within the organization. The information collected needs to be distributed and submitted to related parties at the right time, so that the heads of study programs may measure or take right strategic actions or decisions to achieve their goals and institutional goals.

The problem are how to present information that meets the above criteria effectively? Effective means that information can be perceived accurately by the recipient, according to the purpose of delivering the information to assist decision and restraint. How to provide information about the Key Performance Indicator (KPI) that really fit with the needs of its users?

The problems can be solved with information provider tools of dashboard software. Dashboard software to be built is operational dashboard to the work unit study programs that are dynamic with a frequency updates that is more real time.

Dashboard combined with dynamic and relevant information to provide output with various forms of presentation that will provide options for management to view organizational performance from various perspectives, such as tables, ratios, charts, reports, graphs, visual indicators. The benefit of having a dashboard is the alert mechanism that gives close attention to KPI with a critical condition. The design of the dashboard so that the selected software using the methodology Eva [5] where the main aspects of his dashboard is based on: the data/information, personalization and collaboration among users.

Successfulness in the implementation of the dashboard is the most important in the implementation of information technology systems at the Polytechnic Telkom. It is means the dashboard implemented effectively. This study will use a model of information systems success that proposed by DeLone & McLean [1].

Keywords: monitoring, measurement, restraint, performance, dashboard, KPI