

## Table of Contents

APPROVAL PAGE .....	2
SELF DECLARATION AGAINTS PLAGIARISM .....	3
ABSTRACT (English) .....	4
ABSTRACT (Indonesian) .....	6
DEDICATION.....	8
ACKNOWLEDGMENTS.....	9
CHAPTER 1 THE PROBLEM.....	13
1.1 Rationale .....	13
1.2 Theoretical Framework.....	14
1.3 Conceptual Framework/Paradigm .....	15
1.3.1 Model and Definition of Variables .....	16
1.4 Statement of the Problems .....	17
1.5 Assumption .....	17
1.6 Scope and Delimitation.....	17
1.7 Importance of the Study.....	17
CHAPTER 2 REVIEW OF LITERATURE AND STUDIES .....	19
2.1 Basic Concept Dashboard .....	19
2.1.1 Dashboard Definitions .....	19
2.1.2 The Function of Dashboard.....	20
2.1.3 Dashboard Characterization .....	21
2.1.4 Dashboard Type .....	22
2.2 Key Performance Indicator .....	24
2.2.1 Defining the KPI Thresholds.....	25
2.2.2 Defining the Alert.....	26
2.3 Critical Success Factor .....	27
2.4 Dashboard Development Methodology .....	28
2.4.1 PureShare Methodology.....	30
2.4.2 Noetix Methodology .....	32
2.4.3 BrightPoint Methodology .....	34
2.4.4 Eva Methodology .....	34

2.5 Information System Success Model DeLone & McLean .....	37
CHAPTER 3 : RESEARCH METHODOLOGY .....	39
3.1 Research Design.....	40
3.1.1 Requirement Identification.....	40
3.1.1.1 Identifying High-Level Scenario Dashboard.....	42
3.1.1.2 Identifying Organizational KPIs.....	43
3.1.1.3 Identifying Type of Dashboards and User Groups .....	46
3.1.1.4 Identifying the Business Needs of Each User .....	47
3.1.1.5 Identifying of Each KPI Dashboard.....	48
3.1.2 Plan Process .....	50
3.1.2.1 Meta-information Analysis of KPI .....	50
3.1.2.2 Planning of Dashboard Functionality .....	57
3.1.2.3 Content Analysis and information Hierarchy .....	57
3.1.3 Prototype Design Process.....	59
3.2 Implementation .....	62
3.3 Experiment Scenario.....	62
3.4 Population/Sampling .....	63
3.5 Instrumentation and Data Collection .....	63
3.6 Tools for Data Analysis .....	63
CHAPTER 4 ANALYZE EXPERIMENT RESULT .....	64
4.1 Instrumentation .....	65
4.1.1 Information Quality .....	65
4.1.2 System Quality .....	67
4.1.3 Use.....	68
4.1.4 User Satisfactory .....	68
4.1.5 Individual Impact.....	69
4.1.6 Organizational Impact.....	70
4.2 Presentation of Data .....	70
4.3 Analysis of Data.....	72
CHAPTER 5 CONCLUSION AND RECOMENDATION .....	78
5.1 Conclusion .....	78
5.2 Recommendation.....	79

BIBLIOGRAPHY .....	80
APPENDIX A.....	82
APPENDIX B.....	83