

Perbaikan rancangan dasbor intelijen bisnis menggunakan metode Heuristic Evaluation dan User Testing : studi kasus PT XYZ = Improving business intelligence dashboard design using Heuristic Evaluation and User Testing : a case study of PT XYZ

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Abstrak

PT. XYZ merupakan perusahaan yang bergerak di bidang perawatan pesawat terbang atau yang disebut dengan Maintenance Repair Overhaul (MRO). Dashboards Business Intelligence (BI) hadir di tengah bisnis perusahaan dan diharapkan mampu memberikan data-data yang akurat secara cepat guna aktivitas pengambilan keputusan strategis oleh para pemimpin perusahaan. Ekspektasi awal dari kedua proyek tersebut mampu memberikan data-data dashboards yang cepat dan tentunya akurat. Realita menunjukan data yang digunakan untuk mendukung kegiatan analisa strategis dan pengambilan keputusan tidak cepat selama kurang lebih 3 tahun dashboards BI diimplementasikan. Salah satu penyebabnya adalah rendahnya penggunaan dashboards BI yang menjadi fokus masalah penelitian. Tujuan penelitian yaitu mendapatkan faktor-faktor penyebab penggunaan dashboard rendah pada PT. XYZ dan apa saja perbaikan untuk meningkatkan penggunaan dashboard yang rendah. Penelitian dilakukan dengan menggunakan mixed method antara kuesioner user testing dan heuristic evaluation serta inspeksi yang dilakukan oleh responden. Hasil dari kedua metode adalah mendapatkan faktor-faktor yang memengaruhi penggunaan dashboards rendah. Faktor-faktor tersebut di antaranya adalah flexibility, efficiency, error detected, error control and help, user's satisfaction, dan application's behaviour yang akan memberikan rekomendasi bagi PT XYZ berdasarkan hasil inspeksi dari ahli-ahli BI. Saran penelitian didapatkan berdasarkan hasil inspeksi beberapa ahli BI yang mengacu pada seluruh faktor perbaikan dashboard BI PT XYZ. Adapun saran penelitian di antaranya adalah meningkatkan efisiensi, kecepatan akses, fleksibilitas,, user's satisfaction melalui dashboard yang user friendly, dan perbaikan beberapa error serta penambahan fitur help sebagai informasi penggunaan dashboard. Seluruh saran penelitian menjadi rekomendasi peneliti dan telah divalidasi oleh beberapa ahli BI.

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ABSTRACT

PT. XYZ is a company that engaged in aircraft maintenance or what is called Maintenance Repair Overhaul (MRO). Dashboards Business Intelligence (BI) is present in the middle of the company's business and is expected to be able to provide accurate data quickly for strategic decision making activities by company leaders. Initial expectations of the two projects were able to provide fast and certainly accurate dashboards data. Reality shows the data used to support strategic analysis and decision making activities is not fast for approximately 3 years BI dashboards are implemented. One reason is the low usability of BI dashboards which is the focus of research problems. The research objective is to get the factors causing the low dashboard usability at PT. XYZ and any improvements to improve dashboard usability is low. The study was conducted using a mixed method between the user testing questionnaire and heuristic evaluation and inspection conducted by respondents. The results of the two methods are the factors that influence the usability of low dashboards. These factors include flexibility, efficiency, error detected, error control and

help, user satisfaction, and application's behavior that will provide recommendations for PT XYZ based on the results of inspections from BI experts. Research suggestions were obtained based on the results of inspections from several BI experts which referred to all factors of BI XYZ dashboard improvement. The research recommendations include increasing efficiency, speed of access, flexibility, user's satisfaction through a user friendly dashboard, and fixing some errors and adding help features as a dashboard usage information. All research recommendations are recommended by researchers and have been validated by several BI experts.