

Evaluasi Implementasi Scrum dan Rekomendasi Perbaikan Dalam Pengembangan Perangkat Lunak: Studi Kasus Logee Distribution = Evaluation of Scrum Implementation and Recommendation for Improvement in Software Development: A Case Study of Logee Distribution

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Abstrak

Logee merupakan sub-divisi dari Divisi Digital & Business Technology (DBT) di bawah Direktorat Digital Business (DDB) PT Telkom Indonesia. Logee menyediakan platform digital bagi ekosistem logistik nasional dan terhubung ke jaringan global. Dalam pengembangan perangkat lunaknya, Logee menerapkan kerangka kerja Scrum. Namun, sering mengalami masalah seperti masuknya requirement baru di tengah sprint dan kualitas produk yang rendah. Hal ini menyebabkan tidak tercapainya target backlog dan keterlambatan rilis product. Jika hal tersebut tidak diselesaikan berdampak pada penambahan cost pengembangan product, dan potensi kehilangan revenue. Penelitian ini mengevaluasi implementasi Scrum di Logee Distribution dan memberikan rekomendasi perbaikan proses pengembangan perangkat lunak. Penelitian menggunakan mixed-methods dengan pengumpulan data kuantitatif melalui kuesioner berbasis Scrum Guide 2020 dan Essentials Scrum oleh Rubin. Metode kualitatif dilakukan dengan wawancara kepada Scrum Master dan Head of Product Logee Distribution. Hasil evaluasi menunjukkan nilai KPA Rating keseluruhan sebesar 87,39%, diinterpretasikan sebagai Fully Achieved. Squad Sales dan Order menunjukkan implementasi yang baik dengan KPA Rating masing-masing 95,93% dan 91,30%, sementara squad Fulfillment hanya mencapai 75,85%. Rekomendasi perbaikan difokuskan pada 27 rekomendasi untuk 61 praktik yang belum memenuhi standar, dengan prioritas tinggi pada 15 rekomendasi. Evaluasi dan rekomendasi ini bertujuan untuk memperbaiki implementasi Scrum di Logee Distribution dan mengatasi masalah target Backlog yang tidak tercapai pada squad Fulfillment.

.....Logee is a sub-division of the Digital & Business Technology (DBT) Division under the Digital Business Directorate (DDB) at PT Telkom Indonesia. Logee provides a digital platform for the national logistics ecosystem and is connected to a global network. In the software development process, Logee chose to implement the Scrum framework. However, they often experience problems such as the entry of new requirements in the middle of a sprint and low product quality. This causes the backlog target to not be achieved and delays in product releases. If this is not resolved, it will result in additional product development costs and a potential loss of revenue. This research evaluates the implementation of Scrum in Logee Distribution and provides recommendations for improving the software development process. The research used mixed methods with quantitative data collection through questionnaires based on the 2020 Scrum Guide and Scrum Essentials by Rubin. The qualitative method was carried out by interviewing the scrum master and head of product Logee distribution. The evaluation results show an overall KPA rating value of 87.39%, interpreted as Fully Achieved. The Sales and Order squads showed good implementation, with KPA Ratings of 95.93% and 91.30%, respectively, while the Fulfillment squad only reached 75.85%. Recommendations for improvement focused on 27 recommendations for 61 practices that did not meet the standards, with high priority given to 15 recommendations. This evaluation and recommendation aim to

improve the implementation of Scrum in Logee Distribution and overcome the problem of backlog targets not being achieved in the Fulfillment squad