ABSTRAK

PERANCANGAN DESAIN UI/UX DASHBOARD ANALISIS ERP31 STUDI KASUS PT RINDANG TIGASATU PRATAMA MENGGUNAKAN METODE DESIGN THINKING

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Perusahaan konstruksi, seperti PT Rindang Tigasatu Pratama (RTSP), perlu berinovasi untuk menghadapi kompleksitas *supply chain*. Penggunaan metode manajemen berbasis kertas yang selama ini dilakukan memperlambat analisis dan meningkatkan risiko terjadinya kesalahan manusia. Sehingga, diperlukan sistem yang dapat membantu proses analisis dalam bentuk *Dashboard Analytic ERP31*. Penelitian ini merancang *User Interface* (*UI*) dan *User Experience (UX) Dashboard Analytic ERP31* menggunakan metode *Design Thinking*, yang terdiri dari lima tahap yaitu *emphatize*, *define*, *ideate*, *prototyping*, dan *testing*. Perancangan *UI/UX Dashboard Analytic ERP31* perlu memperhatikan tujuh faktor efektif dari *dashboard*. Desain menghasilkan tujuh halaman utama, yaitu Login, Produksi, Logistik, Proyek, Armada, Humaniora, dan Finansial. *Testing* menggunakan *System Usability Scale (SUS)* dengan 10 respoden memberikan skor 73 yang berada dalam rentang *Good* (Baik), sedangkan evaluasi heuristik dengan 5 evaluator menunjukkan perbaikan pada aspek *Help Users Recognize, Diagnose, and Recover from Errors* dengan tingkat *severity rating minor usability*. Secara keseluruhan, desain ini telah memenuhi tujuh faktor efektivitas *dashboard* yang dirumuskan pada tahap *ideate*, dengan merujuk pada penelitian sebelumnya.

Kata kunci : *Dashboard Analytic, User Interface, User Experience, Design Thinking, System Usability Scale,* Evaluasi Heuristik.

ABSTRACT

UI/UX DESIGN OF ERP31 ANALYSIS DASHBOARD CASE STUDY OF PT. RINDANG TIGASATU PRATAMA USING DESIGN THINKING METHOD

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Construction companies, such as PT. Rindang Tigasatu Pratama (RTSP), need to innovate to deal with the complexity of the supply chain. The use of paper-based management methods that have been carried out so far slows down analysis and increases the risk of human error. Therefore, a system is needed that can assist the analysis process in the form of the ERP31 Analytic Dashboard. This study designs the User Interface (UI) and User Experience (UX) of the ERP31 Analytic Dashboard using the Design Thinking method, which consists of five stages, namely empathize, define, ideate, prototyping, and testing. The design of the ERP31 Analytic Dashboard UI/UX needs to consider the seven effective factors of the dashboard. The design produces seven main pages, namely Login, Production, Logistics, Projects, Fleet, Humanities, and Finance. Testing using the System Usability Scale (SUS) with 10 respondents gave a score of 73 which is in the Good range, while the heuristic evaluation with 5 evaluators showed improvements in the Help Users Recognize, Diagnose, and Recover from Errors aspect with a minor usability severity rating. Overall, the design fulfills the seven effectiveness factors for dashboards outlined during the ideation phase, with reference to previous research.

Keywords *: Dashboard Analytic, User Interface, User Experience, Design Thinking, System Usability Scale, Heuristic Evaluation.*