

ABSTRAK

Penelitian ini menganalisis kinerja aplikasi *Dashboard Monitoring* yang digunakan di Bank BTN untuk memantau transaksi transfer dana, khususnya pada Kliring Kredit *Outgoing*. Aplikasi ini memainkan peran penting dalam memastikan transaksi transfer dana berjalan sesuai dengan *Service Level Agreement* (SLA) yang ditetapkan oleh manajemen. Metodologi penelitian ini menggunakan pendekatan deskriptif kuantitatif dengan penerapan *Importance Performance Analysis* (IPA) serta standar kualitas perangkat lunak ISO 25010. Data primer diperoleh melalui wawancara dengan *supervisor* serta penyebaran kuesioner kepada pegawai Bank BTN yang menggunakan aplikasi ini di Kantor Cabang dan Kantor Pusat. Hasil penelitian menunjukkan bahwa meskipun aplikasi mampu memantau transaksi secara real-time dan memberikan informasi yang lengkap, terdapat beberapa masalah kinerja seperti lambatnya pengambilan data dari sumber serta kurangnya pemahaman pengguna terhadap antarmuka aplikasi. Melalui analisis IPA, ditemukan beberapa indikator penting dalam kategori *Low Performance - High Importance* yang perlu ditingkatkan, termasuk efisiensi kinerja dan pemeliharaan sistem untuk meningkatkan SLA. Berdasarkan temuan tersebut, penelitian ini memberikan rekomendasi pengembangan aplikasi untuk memperbaiki kinerja sistem, meningkatkan *user experience*, dan memperkuat integritas pemantauan transaksi transfer dana di Bank BTN.

Kata Kunci: Dashboard Monitoring, Kliring Kredit Outgoing, Service Level Agreement, Importance Performance Analysis, ISO 25010, Kinerja Sistem.

ABSTRACT

This research analyzes the performance of the Dashboard Monitoring application used at Bank BTN to monitor fund transfer transactions, specifically for Outgoing Credit Clearing. The application plays a crucial role in ensuring that fund transfer transactions are executed in compliance with the Service Level Agreement (SLA) set by the management. The research methodology applies a quantitative descriptive approach, incorporating Importance Performance Analysis (IPA) and ISO 25010 software quality standards. Primary data was collected through interviews with supervisors and questionnaires distributed to Bank BTN employees who utilize the application at branch offices and the head office. The results show that, although the application successfully monitors transactions in real-time and provides comprehensive information, there are several performance issues, such as slow data retrieval from sources and a lack of user understanding of the application interface. Through the IPA analysis, several key indicators fall under the Low Performance - High Importance category, highlighting the need for improvements in performance efficiency and system maintenance to meet SLA requirements. Based on these findings, this research offers recommendations for enhancing the application's performance, improving user experience, and strengthening the integrity of fund transfer monitoring at Bank BTN.

Keywords: Dashboard Monitoring, Outgoing Credit Clearing, Service Level Agreement, Importance Performance Analysis, ISO 25010, System Performance.