

**REDESIGN EXECUTIVE INFORMATION SYSTEM (EIS) UNIVERSITAS  
PENDIDIKAN GANESHA MELALUI METODE *DESIGN THINKING***

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**ABSTRAK**

Executive Information System (EIS) merupakan konsep sarana informasi kepada eksekutif organisasi untuk mengakses langsung pangkalan data yang relevan dengan semua aspek bisnis. Universitas Pendidikan Ganesha (Undiksha), merupakan salah satu perguruan tinggi yang memfasilitasi eksekutifnya dengan Executive Information System (EIS) sebagai platform penyedia data dan informasi. Dalam kondisi aktual EIS Undiksha menunjukkan bahwa sistem informasi ini belum sesuai dengan kebutuhan pihak eksekutif. Hal tersebut menyebabkan rendahnya kepuasan pengalaman pengguna dalam memanfaatkan aplikasi ini, sehingga menjadi kekurangan dari segi usability aplikasi EIS Undiksha. Menarik dari permasalahan tersebut, maka penelitian ini bertujuan untuk mewujudkan EIS Undiksha yang lebih optimal melalui perancangan pembaruan EIS di Undiksha dengan berfokus pada analisis kebutuhan pengguna yang terlibat sebagai pihak eksekutif. Metode yang digunakan dalam penelitian ini adalah *Design Thinking* yang terdiri dari tahap *empathize*, *define*, *ideate*, *prototype* dan *test*. Guna memastikan solusi yang diberikan sesuai dengan kebutuhan calon pengguna, pada tahap *testing* dilakukan uji pengalaman pengguna melalui *usability testing* berdasarkan ISO 9241-11, yaitu dengan mengukur aspek *effectiveness*, *efficiency*, dan *satisfaction*. Tahap *testing* dilaksanakan pada awal (*Pre-test*) dan akhir (*Post-test*) penelitian. Pada *testing* awal, rata-rata nilai yang diperoleh dalam pengukuran *effectiveness* mencapai 84%, *efficiency* mencapai 50,74 detik, dan *satisfaction* pada hasil skor UMUX mencapai 47,1. Sedangkan pada *testing* akhir, rata-rata nilai yang diperoleh dalam pengukuran *effectiveness* mencapai 100%, *efficiency* mencapai 32,17 detik, dan *satisfaction* pada hasil skor UMUX mencapai 92,9.

Kata kunci: *Executive Information System*, *Design Thinking*, *Usability Testing*, Kuesioner *Usability Metric for User Experience*.

**REDESIGN OF EXECUTIVE INFORMATION SYSTEM (EIS) OF  
GANESHA UNIVERSITY OF EDUCATION THROUGH DESIGN  
THINKING METHOD**

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**ABSTRACT**

*Executive Information System (EIS) is a concept of information facilities for organizational executives to directly access databases that are relevant to all aspects of business. Ganesha University of Education (Undiksha), is one of the universities that facilitates its executives with the Executive Information System (EIS) as a platform for providing data and information. The actual condition of Undiksha's EIS shows that this information system has not met the needs of the executives. This causes low satisfaction of the user experience in utilizing this application, so that it becomes a shortcoming in terms of usability of the Undiksha EIS application. Drawing from these problems, this study aims to realize a more optimal Undiksha EIS through designing EIS updates at Undiksha by focusing on analyzing the needs of users involved as executives. The method used in this research is Design Thinking which consists of empathize, define, ideate, prototype and test stages. In order to ensure that the solution provided is in accordance with the needs of prospective users, the testing stage tests the user experience through usability testing based on ISO 9241-11, namely by measuring aspects of effectiveness, efficiency, and satisfaction. The testing stage was carried out at the beginning (Pre-test) and end (Post-test) of the research. In the initial testing, the average value obtained in measuring effectiveness reached 84%, efficiency reached 50.74 seconds, and satisfaction on the UMUX score reached 47.1. While in the final testing, the average value obtained in measuring effectiveness reached 100%, efficiency reached 32.17 seconds, and satisfaction on the UMUX score reached 92.9.*

*Keywords: Executive Information System, Design Thinking, Usability Testing, Usability Metric for User Experience Questionnaire*