DESIGN AND IMPLEMENTATION OF SOFTWARE FOR MANAGING EMPLOYEE SATISFACTION INDEX SURVEY AT PT. PLN (PERSERO) SOUTH BALI AREA

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Abstract

Level of employee satisfaction on the work environment is essential to bolster the performance of the employees themselves. With a comfortable working environment conducive to an employee to work optimally. Therefore, PT PLN (PERSERO) requires an application that can determine the level of satisfaction of an employee.

For the satisfaction ratio analysis conducted in the employee satisfaction index rating system uses an integrated dashboard. In the software development process, the system is built using software engineering process with the method prototype. Where the stages in the method prototype included, the initial stage of data collection, analysis phase, design phase, the stage of system development and testing stage. In the early stages, data collection is done through EMI (Employee Mindset Index) survey online. At this stage of the analysis carried out identification requirements will produce a document SKPL (Software Requirement Specification). At the design stage, developers do design a system that can be seen in the document DPPL (Software Design Description). Performed on the stage of development systems implementation (coding) and then tested by the method of black box testing.
EMI results of a survey conducted by PT. PLN (PERSERO) is displayed in the dashboard of graphs and charts that can provide information about the level of employee satisfaction. So that the existence of this system, expected to be used as an early warning for the company to be able to quickly take an action / decision and suggest improvements.

*Kata Kunci*: Design and Implementation, Dashboard, Prototype, Employee Satisfaction Index.