

ABSTRAK

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Perancangan *Dashboard* Monitoring Kepuasan Pasien dengan Menerapkan *Business Intelligence* (BI) Menggunakan *Power BI* di UPTD Puskesmas Mijen

11 lampiran depan + 47 Halaman + 4 tabel + 22 gambar + 7 lampiran akhir

Latar Belakang: Data kepuasan pasien di Puskesmas Mijen disajikan secara manual tanpa sistem real-time, sehingga diperlukan solusi berbasis *Business Intelligence* (BI) untuk mendukung evaluasi layanan secara cepat dan terarah.

Metode : Penelitian ini menggunakan metode perancangan sistem berbasis *Business Intelligence* (BI) dan melakukan analisis data menggunakan pendekatan BI melalui *Power BI* untuk menghasilkan visualisasi data kepuasan pasien dalam bentuk *dashboard* interaktif.

Hasil Penelitian: *Dashboard* yang dirancang berhasil menampilkan informasi penting seperti total ulasan, rata-rata rating, tren bulanan, dan kategori aspek pelayanan dalam bentuk visual yang informatif. fitur interaktif seperti *searching* juga mendukung eksplorasi data yang efisien.

Kesimpulan: Penerapan *dashboard* berbasis BI di UPTD Puskesmas Mijen terbukti efektif dalam memantau kepuasan pasien secara real-time, membantu manajemen dalam evaluasi layanan, serta mempercepat pengampilan keputusan.

Kata Kunci: *Business Intelligence*, *Power BI*, Kepuasan Pasien, *Dashboard*.

Referensi: 35 (2015-2025)

ABSTRACT

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Development of a Patient Satisfaction Monitoring Dashboard by Applying Business Intelligence (BI) Using Power BI at UPTD Puskesmas Mijen

11 Front Appendices + 47 Pages + 4 Tables + 22 Images + 7 End Appendices

Background: Patient satisfaction data at Puskesmas Mijen is presented manually without a real-time system. Therefore, a solution based on Business Intelligence (BI) is needed to support fast and well-directed service evaluation.

Method: This study applies a Business Intelligence (BI) design method and conducts data analysis using a BI approach through Power BI to generate a visualization of patient satisfaction data in the form of an interactive dashboard.

Research Results: The designed dashboard successfully displays essential information such as total review, average ratings, monthly trends, and complaint categories in informative visual formats. Interactive features such as searching also support efficient data exploration.

Conclusion: The implementation of a BI-based dashboard at UPTD Puskesmas Mijen has proven effective in monitoring patient satisfaction in real-time, assisting management in service evaluation, and accelerating decision making.

Keywords: Business Intelligence, Power BI, Patient Satisfaction, Dashboard.

References: 35 (2015-2025)