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Dashboard Design and Development for Executive Decision Support and Performance Monitoring: A Case Study of Pelindo Pension Fund

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Abstract: *Fragmented, spreadsheet-based reporting has slowed board decisions at the Pelindo Pension Fund, creating governance risk under Indonesia's Financial Services Authority (OJK). This study aims to (i) develop a Power BI–based executive dashboard, (ii) visualize board-relevant strategic indicators, and (iii) evaluate the dashboard's effectiveness. We adopt Design Science Research (DSR) alongside Design Thinking (DT) for stakeholder co-design to translate governance requirements into a regulator-aligned artifact while keeping scope intentionally disciplined. The dashboard will consolidate oversight across five domains—Finance & Investment, Audit, Risk, HR, and Strategic Programs—with policy-safe semantics: finance ratios appear at fund level only, and allocation compliance is computed from the intersection of OJK caps and internal directives. A governed data pipeline (Excel staging, Power Query lineage, on-screen provenance) is being assembled to support SLA-governed refresh during the research phase. To date, we have conducted interviews with the Board of Directors, senior managers, and key personnel and compiled secondary data to specify requirements and finalize the evaluation plan; prototyping and formal user evaluation are scheduled next. Planned evaluation will use task success (≥90%), time-to-answer thresholds (≤20 s for ratio checks; ≤30 s for allocation-compliance), SUS (≥80), and guardrail checks (e.g., ratio invariance to Org/Unit filters). We expect the artifact to streamline reporting, shorten decision cycles, and strengthen oversight by providing a unified, role-aware view with transparent policy basis and data freshness. The academic contribution is a regulator-aligned, case-grounded DSR+DT blueprint for pension-fund governance and a reproducible pattern that others can adapt under banded investment limits and similar data constraints.*

JEL classification: G23; G28; M15

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