

ABSTRACT

PT. XYZ is a consulting company engaged in health services and aims to be a forum for creativity and better health services for the Indonesian people. PT. XYZ has a problem with the project undertaken by PT. XYZ, the project of making a feasibility study and master plan to build a hospital or develop a hospital. Problems that occur in the work process are ineffective, this is because the activity lasts longer and when the project is running there is no system for good work/task management, this causes errors in the delivery of information which causes communication between teams to be disrupted. Therefore we need a system design for task management projects in the form of a dashboard display on the project of making a Master Plan and Hospital Feasibility Study. The system design for task management is carried out using the RACI Matrix method approach. RACI Matrix is one of the tools and methods to create a task management system because RACI Matrix can identify a role in the project and manage the assignment of resources to each project's work. The RACI in this design will be used to describe the interrelationships between jobs, and determine the roles, responsibilities, and levels of authority for each activity on the project. RACI consists of Responsibility, Assignment, Consult, and Informed. After the RACI Matrix, a dashboard will be created to visualize and become an information system to facilitate the exchange of information. Making this dashboard will use a design thinking approach. The design thinking method is a method that collaborates many ideas from disciplines to find solutions with a user-centered approach. This method consists of several stages, namely empathize, define, ideate, prototype, and test.

Key Words — [*Task Management, RACI Matriks, Dashboard, Design Thinking*]