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Effectiveness of Control Dashboard Utilization in Managing Multiple Events at Telkom Corporate University

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Abstract: The development of digital technology encourages organizations to adopt a more integrated management system, including in the management of large-scale events or multiple events. This study aims to examine the implementation and effectiveness of the use of control dashboards in the management of multiple events at Telkom Corporate University, an institution under the Telkom Group that routinely organizes various training and development programs. The research method used is a qualitative descriptive approach with data collection techniques through observation, interviews, and documentation studies. The results of the study indicate that the control dashboard plays an important role in facilitating the planning, monitoring, and evaluation of events in real-time through features such as event overview, database events, event calendar, and feedback analysis. This system not only improves operational efficiency but also strengthens team collaboration and the quality of decision-making. This study concludes that the use of control dashboards significantly optimizes the process of managing multiple events at Telkom Corporate University. These findings are expected to contribute to the development of real-time data-based management information systems in the corporate education and training sector.

Keywords: Control Dashboard, Multiple Events, Event Management, Telkom Corporate University, Management Information System

1. Introduction

In the era of increasingly rapid digitalization, managing large-scale events is a significant challenge for organizations, institutions and companies.(Muktamar et al., 2023),(Kardini, Sudomo, GS, Arifin, & Sallu, 2023). This also happened to Telkom Corporate University, a company that is part of Telkom Group, a state-owned enterprise in the field of information technology, communication, and digital telecommunications in Indonesia. The complexity of managing multiple events, which includes aspects of planning, implementation, monitoring, and evaluation, requires an integrated and efficient system to ensure the success of the activities.(Rachmawati & Harigustian, 2019),(Sutono, 2023). As conveyed by Wijaya (2023), complex event management requires a technology-based approach to improve the efficiency and effectiveness of organizational operations. Information and data management is the key to organizational success, including in the corporate university environment.(Wahdiniawati et al., 2023),(Yunus et al., 2023). Telkom Corporate University as an educational institution that focuses on developing human resources in the field of technology and communication, faces challenges in managing various events effectively. The use of control dashboards as a tool for information and data management is a strategic solution in increasing the efficiency and effectiveness of event management.(Press, 2022),(Fatoni, Antoni, & Superman, 2018). The control dashboard

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allows real-time data visualization, according to Prahendratno's (2023) findings, that real-time data-based systems help organizations make faster and more accurate decisions.(Prahendratno et al., 2023),(Iskandar et al., 2024).

Control dashboard is designed as an integrated system to manage various aspects of learning and development activities. With a holistic approach, the dashboard is not only a monitoring tool, but also a decision-making platform.(Setiawan, Hariyono, Fitriyanto, Phan, & Suprayitno, 2024),(Luthfi, 2024). The main view such as Event Overview provides a complete picture of the total number of events, participants, and average rating, making it easier to monitor performance in real time. According to Chen et al. (2021), effective data visualization is very helpful in identifying trends and patterns, so that decision making becomes faster and more accurate.(Lestari et al., 2024),(Arismayanti, Andiani, & Pitana, 2022). Events Database stores important information such as date, time, event title, progress, category, attendees, location, and CSI and NPS metrics. A structured database enables quick access to information for the entire team. Alavi and Leidner (2019) assert that structured data systems increase the effectiveness of team collaboration and speed up access to information.(Rumanto, Susilawati, Maslahah, Yusuf, & Achsan, 2024),(Ardiansyah & Phang, 2025). The Event Calendar and Daily Task features help with scheduling and managing daily tasks, so that event implementation runs more efficiently and with minimal errors.(Dafian, 2023),(Do, 2022).

The request event feature allows users to submit new event requests, supporting continuous service improvement. Any user feedback can be integrated into future planning.(Safarudin, nd),(Yuliana, 2023). Feedback analysis is also an important evaluation tool in continuous improvement. Gupta and Singh (2022) stated that systematic feedback analysis provides valuable information to improve event management. Thus, Telkom Corporate University is expected to be able to ensure that each event runs optimally and meets participant expectations.(Saputra, Imsa, Kholik, Soegiarto, & Fatimah, 2024),(Harman, 2020). The control dashboard not only functions as a tool to monitor and manage event data, but also as a platform for increasing the effectiveness of managing multiple events. Multiple events refer to a series of activities carried out simultaneously or sequentially within a certain period of time. Telkom Corporate University routinely holds training, workshops, seminars, benchmarking, and other competency development programs. Therefore, a comprehensive monitoring system is needed to ensure that each event runs according to plan. According to Hatta et al. (2023), integrated system-based training and development can increase organizational productivity through better performance monitoring(Ramdhan & Aripin, 2024),(Hidayat, Hayadi, & Yusuf, 2024).

Based on this background, two main research questions were formulated, namely: (1) How is the implementation of the control dashboard in managing multiple events at Telkom Corporate University? and (2) How effective is the use of the control dashboard in optimizing the management of multiple events at Telkom Corporate University? The purpose of this study is to describe the implementation of the control dashboard and identify its level of effectiveness in optimizing the event management process.

Theoretically, this study is expected to contribute to the development of digital communication science, especially in the field of management information systems. Practically, this study is useful for Telkom Corporate University as a basis for evaluation and system development, for event managers as a source of insight, and for the public in designing a better event monitoring system in the future..

2. Materials and Methods

This research was conducted at Telkom Corporate University (TCU) located in Bandung, Indonesia, during March to April 2025. The main objective of this study was to evaluate the effectiveness of using the control dashboard in managing multiple events throughout 2024. The study used a mixed methods approach, which combines quantitative and qualitative methods to obtain a comprehensive picture of user experience and system implementation. Quantitative data were collected by distributing questionnaires to 88 selected respondents from a total of 713 active users. Respondents were selected purposively with the criteria of having participated in at least one activity, using the control dashboard, and being willing to fill out the questionnaire. The instruments used included the Likert scale and the System Usability Scale (SUS) to assess the level of system usability based on user perceptions. The SUS score was calculated according to standard procedures and produced a usability value in the range of 0–100.

Qualitative data were obtained through semi-structured interviews with event managers under the TCU Event Management Division. Interviews were structured based on the Technology Acceptance Model (TAM) framework which includes perceptions of usefulness, ease of use, intention to use, and other contextual factors that influence system adoption. In addition, a documentation study of internal reports such as the Customer Satisfaction Index (CSI) and Net Promoter Score (NPS) was also conducted to enrich the analysis. Quantitative data analysis was conducted descriptively to determine general perceptions regarding the usefulness and ease of use of the system. Meanwhile, qualitative data were analyzed using thematic methods through transcription processes, coding based on the TAM framework, and drawing conclusions from patterns that emerged in respondents' narratives.

3. Results and Discussion

Telkom Corporate University Control Dashboard represents a concrete implementation of the principles of General Systems Theory (GST) in the context of modern organizational management. This dashboard was developed with the main objective as an instrument for integrating various information subsystems that enable real-time and comprehensive monitoring, measurement, and control of organizational performance. As a vital component in the information system architecture of Telkom Corporate University, the Control Dashboard functions as a boundary spanner that bridges various organizational subsystems, including training units, HR departments, and strategic management. Based on the GST concept, this dashboard operationalizes the principle of wholeness by combining various key performance indicators into one

integrated view, allowing decision makers to gain a holistic perspective on the condition of the organization.

Figure 1 Main View of Telkom Corporate University Control Dashboard

Telkom Corporate University Control Dashboard presents important information visually and in a structured manner, reflecting the complexity and scale of the institution's operations. This dashboard contains statistics of 138 events with 25,081 participants, as well as performance indicators such as CBI Rating (98.02%) and NPS Rating (66.86%) which are part of the feedback loop in the General Systems Theory (GST) framework. The main panels of the dashboard display the event completion status (88.4% have been completed), the distribution of participants by institution (the majority from Telkom), and the event implementation model (63% offline, 23.9% online, 13% hybrid), which shows the system's adaptability to external dynamics. The largest event categories include seminars and innovation visits, reflecting the hierarchical structure of the organization's activities. This dashboard not only functions as a monitoring tool, but also as an information processing system that converts raw data into strategic insights. Through the integration of data visualization and real-time information processing, the dashboard supports fast and precise decision-making, and enables early detection of performance deviations for corrective intervention. Thus, the Control Dashboard becomes a real manifestation of GST principles such as cybernetic control, equifinality, negative entropy, and organizational homeostasis, which strengthens the role of Telkom Corporate University as an adaptive system that is responsive to environmental changes.

Figure 2 Interactive Chart Control Dashboard Display Telkom Corporate University

As a continuation of the Control Dashboard, Interactive Chart is an advanced component of the Control Dashboard that adds a temporal dimension to data analysis, enabling monitoring of time-based trends and patterns to support the principles of temporal integration and dynamic equilibrium in General Systems Theory (GST). This visualization includes five main panels: (1) monthly event status that shows operational cycle patterns, (2) event categories that reflect structural adaptation to stakeholder needs, (3) distribution of participants by institution that emphasizes the focus on internal stakeholders, (4) event organization mode that reflects adaptive capacity to external conditions, and (5) comparison of satisfaction index (CSI) and loyalty (NPS) that serve as sources of service performance feedback. Interactive features such as time and category filters enable real-time multidimensional analysis. From a GST perspective, Interactive Chart helps organizations achieve requisite variety, namely the suitability of the complexity of the control system with the controlled system. This function also strengthens organizational learning through the conversion of temporal data into visual patterns that support externalization and internalization of knowledge. The integration of Control Dashboard and Interactive Chart produces a performance monitoring system that combines static and dynamic perspectives, enabling Telkom Corporate University to strategically adapt to operational complexity and changes in the business environment.

#	YEAR	QUARTAL	MONTH	Request Date	Start Date	End Date	Start Time	End Time	Event Title	PROGRE
1	2024	Q1 24	01		15/01/24	15/01/24	09:00	12:00	Opening GPTP18	Done
2	2024	Q1 24	01		24/01/24	24/01/24	08:00	12:00	Kunjungan SMK Budi Bakti Utama	Drop
3	2024	Q1 24	01		26/01/24	26/01/24	08:00	12:00	Farewell Pak Jerry	Done
4	2024	Q1 24	01		30/01/24	30/01/24	08:00	12:00	EDGES 2024 Q1	Done
5	2024	Q1 24	01		31/01/24	31/01/24	16:00	17:00	Kunjungan MDM Kominfo	Done
6	2024	Q1 24	02		01/02/24	01/02/24	08:00	12:00	Benchmark #4 PT. KAI	Done
7	2024	Q1 24	02		05/02/24	05/02/24	08:00	12:00	Benchmark #2 Bank Rakyat Indonesia	Drop
8	2024	Q1 24	02		05/02/24	05/02/24	08:00	12:00	Benchmark #3 PT.Pelindo	Done
9	2024	Q1 24	02	10/01/24	05/02/24	05/02/24	08:00	12:00	Benchmark #1 Bank Syariah Indonesia	Done
10	2024	Q1 24	02	29/01/24	07/02/24	07/02/24	08:00	12:00	Benchmark Univ. Sumatra Utara	Drop
11	2024	Q1 24	02		07/02/24	07/02/24	8:45	10:45	Kunjungan Metranet #1	Done
12	2024	Q1 24	02		07/02/24	07/02/24	10:45	12:45	Kunjungan Metranet #2	Done
13	2024	Q1 24	02		07/02/24	07/02/24	13:45	15:45	Kunjungan Metranet #3	Done
14	2024	Q1 24	02		16/02/24	16/02/24	08:30	12:00	GPTP 18 Social Event	Done
15	2024	Q1 24	02	15/02/24	19/02/24	19/02/24	10:00	12:00	Kunjungan SMA IT Baitul Jannah Lampung	Drop

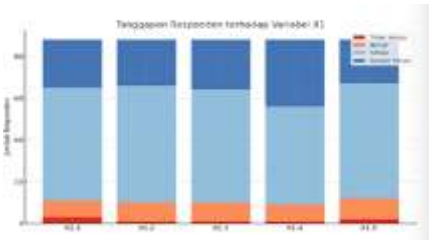
Figure 3 Detailed Event Table Control Dashboard View Telkom Corporate University

As an operational part of the Control Dashboard, the Detailed Event Table (Figure 6) implements the principles of granular control and hierarchical decomposition

in GST, functioning to record and organize transactional data for every event held by Telkom Corporate University. This table contains tiered temporal attributes (YEAR, QUARTAL, MONTH) and specific (Request Date, Start/End Date & Time) to support hierarchical analysis and temporal coordination. The Event Title column documents the main activity, while PROGRESS shows the current status (Done, Drop) as a reflection of state transition and real-time feedback. The table is dynamic and interactive, directly connected to an external document repository, thus implementing information repository integration and boundary spanning systems. As an operational control mechanism, data from this table becomes the main input for visualization on the Control Dashboard and Interactive Chart, representing the hierarchical data flow in GST. The diversity of recorded events ranging from program openings, institutional visits, to social events shows functional differentiation in responding to the needs of diverse stakeholders. This table is also operated directly by the PIC of each event, reflecting distributed control and local autonomy. In addition to supporting monitoring, the table acts as an organizational memory that enables knowledge transfer and longitudinal analysis for strategic decision making. The integration of Control Dashboard, Interactive Chart, and Detailed Event Table forms a layered information system that reflects the concept of nested systems, with information flowing from strategic to operational levels. This system is not only a monitoring tool, but also a socio-technical system that encourages learning, adaptation, and continuous improvement of organizational performance.

3.1 Quantitative Research Results (SUS Likert Scale)

This quantitative research aims to measure user perceptions of the use of Control Dashboard in managing multiple events at Telkom Corporate Image.



Variable X1: System Suitability

University, using a 5-point Likert-based System Usability Scale (SUS). A total of 88 respondents, representing various operational and managerial functions related to the dashboard, participated in this study. The characteristics of the respondents showed representative diversity, with most having more than 3 years of work experience and more than 80% of respondents actively using the dashboard for progress monitoring, scheduling, and activity reporting. Respondent data were taken from 713 employees and event participants who were directly involved in managing multiple events using the dashboard. The results showed that the majority of respondents gave a positive assessment of the dashboard, with the dominance of the "Agree" and "Strongly Agree" categories for all statements. Respondent responses included indicators of System Suitability (X1), Ease of Use (X2), and Effectiveness of Use (Y), which were measured using a 5-point Likert scale.

Consisting of five statements, the results show that the majority of respondents are in the Agree and Strongly Agree categories. For example, for indicator X1.1, 61.4% of respondents stated that they agreed and 26.1% strongly agreed. Similar trends are seen in other indicators, indicating that the dashboard system has been designed according to user needs and expectations.

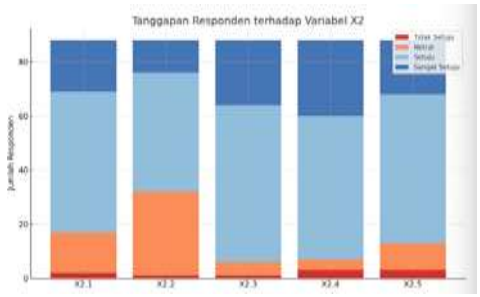


Figure 5 Variable X2: Ease of Use

Most respondents also considered the dashboard easy to use. For indicator X2.3, 65.9% of respondents agreed and 27.3% strongly agreed. However, in indicator X2.2 there was a fairly high neutral percentage (35.2%), indicating that some users may need further adjustment or training in understanding certain features.

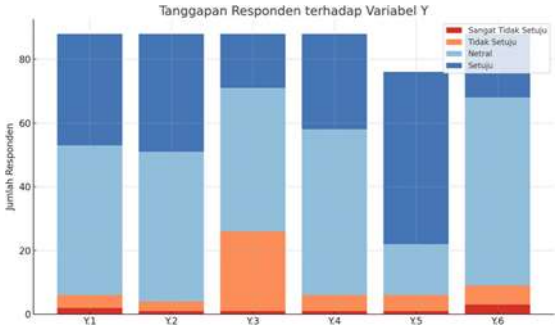


Figure 6 Variable Y: Effectiveness of Using Control Dashboard

Responses to variable Y also showed a positive response. In indicator Y.2, 53.4% of respondents agreed and 42.0% strongly agreed that the dashboard was effective in assisting task implementation. Although there was a slight variation in indicator Y.3 with 28.4% of respondents being neutral, overall, the dashboard was considered to have played an optimal role in managing multiple events.

3.2 Multiple Linear Regression Test

Regression analysis was conducted to see the influence of Effectiveness (X1) and Utilization (X2) on User Satisfaction (Y) in the use of Control Dashboard at Telkom Corporate University.

Table 1 Multiple Linear Regression Test

		Unstandardized Coefficients		Standardized Beta Coefficients		
	ModelB		Std. Error		t	Sig.
1	(Constant)	5.412	1,743		3.104	.003
	Effectiveness (X1)	.415	.111	.382	3,724	.000
	Utilization (X2)	.531	.123	.444	4.325	.000

Table 2 Regression Coefficients and Significance

		Unstandardized Coefficients		Standardized Beta Coefficients		
	Model B		Std. Error		t	Sig.
1	(Constant)	5.412	1,743		3.104	.003
	Effectiveness (X1)	.415	.111	.382	3,724	.000
	Utilization (X2)	.531	.123	.444	4.325	.000

a. Dependent Variable: Satisfaction (Y)

The results of the t-test show that both independent variables have a significant effect on the dependent variable:

Effectiveness (X1): $\beta = 0.415$, $t = 3.724$, $p = 0.000$

Utilization (X2): $\beta = 0.531$, $t = 4.325$, $p = 0.000$

These results indicate that both perceptions of effectiveness and the level of utilization of the control dashboard have a significant influence on user satisfaction. In other words, the more effective and utilized the dashboard is, the higher the level of satisfaction felt by users in managing multiple events. This finding directly answers the formulation of problem b and research objective b, namely regarding the level of effectiveness of the use of the control dashboard in optimizing the management of multiple events. The data shows that the effectiveness and utilization of the dashboard are factors that contribute significantly to the success of this system.

Table 3 F Test (Simultaneous)

	ModelSum of Squares		df	Mean Square	F	Sig.
1	Regression	460,408	2	230.204	62,418	.000b
	Residual	313,490	85	3.688		
	Total	773,898	87			

a. Dependent Variable: Satisfaction (Y)

b. Predictors: (Constant), Utilization (X2), Effectiveness (X1)

The F test results show a value of $F = 62.418$ with a significance of $p = 0.000$, which means the regression model is simultaneously significant. This means that together, the effectiveness and utilization of the dashboard have a significant influence on user satisfaction.

Table 4 Coefficient of Determination (R2)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.771a	.595	.585	1,920

a. Predictors: (Constant), Utilization (X2), Effectiveness (X1)

b. Dependent Variable: Satisfaction (Y)

The R Square value of 0.595 indicates that 59.5% of the variation in user satisfaction can be explained by the effectiveness and utilization variables of the dashboard. The remaining 40.5% is influenced by other factors outside this model.

These results are in line with the assumptions in the Technology Acceptance Model (TAM), where perceived usefulness and ease of use are proven to contribute to technology acceptance. These quantitative findings confirm that the use of Control Dashboard by Telkom Corporate University is not just an implementation, but also effective in supporting the management of multiple events in a more structured, efficient, and satisfying way for users. The results of this regression analysis provide strong quantitative evidence that the control dashboard is an effective tool in supporting optimal event management performance, as is the main objective of this study.

The assessment of the level of usability of the system in this study was conducted using the System Usability Scale (SUS) method, a standardized instrument that is commonly used to evaluate user perceptions of the ease of use of a system. A total of 88 respondents participated in filling out this questionnaire, providing relevant data to measure the effectiveness of the control dashboard used in managing multiple events at Telkom Corporate University. The SUS questionnaire consists of 10 statements, which are divided into positive statements (odd numbers: 1, 3, 5, 7, 9) and negative statements (even numbers: 2, 4, 6, 8, 10). Each statement is answered using a Likert scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree". The SUS score calculation process is carried out through the following conversion stages: (a) For positive statements, the score is calculated using the formula: Score = Answer value – 1, (b) For negative statements, the score is calculated using the formula: Score = 5 – Answer value

After all scores from the 10 questions are added up for each respondent, the final SUS score is calculated using the formula:

SUS score = (Total Score) × 2.5. SUS ranges from 0 to 100. The general interpretation of SUS scores is as follows:

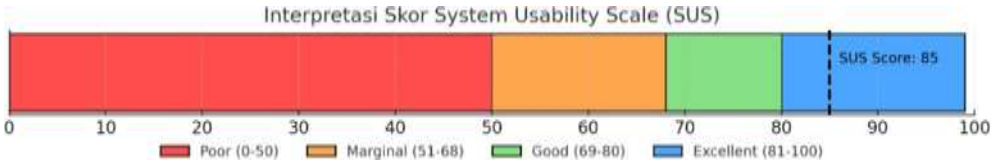


Figure 7 Interpretation of System Usability Scale (SUS) Scores

0–50 : Poor

51–68 : Marginal 69–80 : Good

81–100 : Very Good (Excellent)

Based on the results of data processing from 88 respondents, an average SUS value of 85 was obtained, indicating that the system has a Very Good level of usability (Excellent). This indicates that users feel satisfied, confident, and do not experience significant difficulties in using the available dashboard system. This finding is in line with the purpose of the study, namely to determine how effective the use of dashboard control is in supporting the management of multiple events. The high SUS value is evidence that the system has succeeded in meeting user expectations, both in terms of functionality, ease of navigation, and feature integration. The positive perception of the majority of users is a strong foundation that this system has functioned optimally in supporting the work process of the event organizer team and increasing the efficiency of activity coordination at Telkom Corporate University.

3.3 Qualitative Research Results (Semi-Structured Interview-TAM)

This study uses a qualitative approach with a semi-structured interview method, based on the Technology Acceptance Model (TAM) framework that includes four main dimensions, namely Perceived Usefulness (PU), Perceived Ease of Use (PEOU), Behavioral Intention to Use (IU), and Contextual Factors. The informants consisted of two active users of the Control Dashboard at Telkom Corporate University, namely a manager from the General Support Unit and a staff from Event Management. The data were analyzed using thematic coding techniques consisting of three stages: open coding to identify units of meaning from interview transcripts, axial coding to group findings into conceptual dimensions according to the TAM framework, and selective coding to compile main themes that are relevant to the problem formulation.

According to the interview, the Control Dashboard was considered very useful in increasing the efficiency and effectiveness of managing multiple events. Before the use of the dashboard, event data management was carried out manually and separately in various units, which hampered the recapitulation and decision-making process. However, with the dashboard, all data is now available in real-time, allowing unit leaders to monitor event progress directly without having to wait for monthly reports. Informants also revealed that the dashboard makes it easier for staff to monitor daily event progress and reporting status. The real-time monitoring feature is considered to greatly support work efficiency, reducing dependence on manual coordination between teams. As a technical tool, the dashboard not only provides convenience, but also supports cross-unit collaboration and a data-based work system, which is very helpful in managing multiple events in a more structured and efficient manner. This directly answers the research objective to describe the implementation of the dashboard in event management.

The Control Dashboard was considered quite user-friendly in terms of ease of use, even by those without a technical background. Although an initial adaptation process was required, training provided during the implementation phase proved to

help speed up the system introduction process. Informants stated that the dashboard interface was generally intuitive, although there were some features that took a longer time to understand. However, some technical challenges were still reported, such as the system slowing down when the data volume was high, minor bugs during simultaneous access, and limitations in the flexibility of data export and visualization. This suggests that although the dashboard interface design is quite simple, technical performance improvements are needed so that users can experience a more optimal experience. Informants also suggested that training should focus more on solving technical obstacles that arise in the field, which supports the effectiveness of the dashboard in event management.

Both informants showed a strong commitment to continue using the dashboard in the long term. They considered the dashboard to have become an integral part of their daily work processes and in line with the direction of the ongoing digital transformation in the organization. Although there were some technical obstacles, they felt that the benefits gained far outweighed the existing obstacles. There is certainly hope to continue developing the system, especially in terms of increasing the speed of access and flexibility of data visualization. Informants hope that the dashboard can be more customized to the specific needs of their units, especially in the display of statistics and deeper data analysis. This reflects the intention of long-term use that can support the sustainability of the dashboard implementation in managing multiple events.

The organizational environment plays a major role in encouraging the adoption of the Control Dashboard. Management support is very strong, which is reflected in the use of the dashboard as part of the work unit's key performance indicators (KPIs). This encourages the acceleration of technology adaptation in various lines. Informants revealed that the dashboard is not just a tool, but has become part of a work system that is evaluated periodically, supporting the adoption of technology in managing multiple events. The gap in technical capabilities among users has the potential to affect the level of optimization of dashboard use. Not all individuals in the organization have the same digital capacity, so a more tiered and sustainable training approach is needed. The organization also provides a digital feedback channel that allows users to submit suggestions for feature development. Some suggestions have been responded to through system updates, although more complex technical problems still take longer to resolve.

3.4 Discussion of Research Results

Based on the TAM framework, the two main components that influence technology acceptance are Perceived Usefulness (PU) and Perceived Ease of Use (PEOU). In the context of utilizing the Control Dashboard at Telkom Corporate University, these two aspects appear to be very dominant in influencing technology usage behavior. Quantitative findings show that perception on the effectiveness (X1) and utilization (X2) of the dashboard has a significant influence on user satisfaction (Y), with a high significance value ($p < 0.001$) in both the t-test and F-test. This indicates that

users find the dashboard useful in helping their work, and quite easy to use. Qualitative findings reinforce that the dashboard provides real benefits in the work process, such as real-time data access, efficient coordination between units, and accelerated decision-making. Ease of use is also felt by informants, especially because of the intuitive dashboard interface and adequate training. Although there are some technical constraints such as late access and limited visualization, this does not hinder the user's long-term commitment to the system. User behavior towards the dashboard at Telkom Corporate University is in line with the TAM theory, where perceptions of the benefits and ease of technology contribute to satisfaction and long-term behavioral intentions.

General Systems Theory (GST), explains that organizations are viewed as open systems consisting of various interconnected subsystems that require efficient information flow to survive and thrive. The Control Dashboard at Telkom Corporate University functions as an information subsystem that integrates various data from event implementing units. The dashboard facilitates the input process (event data collection), process (data processing and visualization), and output (data-based decision making). This information flow creates a systemic structure that supports the continuity and adaptability of the organization in managing complex and dynamic multiple events. The interview results also showed that the dashboard opens a feedback loop from users to system developers, reflecting the characteristics of an open system that is adaptive to environmental changes. This not only supports technical efficiency, but also strengthens the resilience of the cross-unit coordination system and allows for continuous improvement according to organizational needs. The dashboard functions not only as an operational tool, but also as a central element in the organizational system that supports integration, collaboration, and responsiveness. All of this is in line with the principles of GST.

The results of hypothesis testing in this study show that:(a) Hypothesis 1 (Dashboard effectiveness has a significant effect on satisfaction): Accepted, with a value of $t = 3.724$ and $p = 0.000$. (b) Hypothesis 2 (Dashboard utilization has a significant effect on satisfaction): Accepted, with a value of $t = 4.325$ and $p = 0.000$. (c) Simultaneous test (F test): shows a significant regression model overall ($F = 62.418$, $p = 0.000$).

The coefficient of determination ($R^2 = 0.595$) indicates that almost 60% of the variation in user satisfaction can be explained by the effectiveness and utilization of the dashboard. This is a substantial contribution and strengthens the qualitative findings that the dashboard has become an important component in the organization's work system. From a managerial perspective, these results have important implications. Management needs to continue to strengthen the perception of effectiveness and improve the ease of use of the system to maintain levels of satisfaction and productivity. Investment in continuous training and feature development based on real user needs will be a strategic step to increase system adoption continuously:

4. Conclusions

The results of this study provide a number of recommendations that can be used by Telkom Corporate University management to improve the utilization of the Control Dashboard. First, it is necessary to improve the technical functions of the dashboard, especially in terms of access speed when the data volume is high and the flexibility of information visualization. This is important to support users in monitoring and making decisions in real time without technical obstacles. Improving usability can be done through improving the interface, simplifying feature navigation, and ongoing training based on technical needs in the field. Attention to the digital gap between users is also important so that all lines can adopt the system evenly. Third, the integration of the dashboard with other systems in the organization needs to be strengthened, so that the data displayed is more holistic and relevant to each work function. This approach supports the efficiency and effectiveness of coordination in organizing complex multiple events.

Based on the results of the research conducted at Telkom Corporate University, the conclusions obtained can be translated into applicable policy recommendations for similar organizations outside Telkom Corporate University. The findings on the effectiveness of the control dashboard in improving efficiency, team collaboration, and real-time data-based decision making, indicate the importance of adopting an integrated management information system in the context of complex event management. Therefore, other organizations with similar characteristics—such as corporate training institutions, HR development centers, or vocational education institutions—can adopt a digital transformation policy by building a similar dashboard system tailored to their specific needs. This implementation can be facilitated through internal policies that encourage continuous training, participatory feature needs mapping, and cross-system integration to create a responsive and adaptive information ecosystem.

In terms of theoretical contribution, the findings of this study enrich the management information system literature by strengthening the application of General Systems Theory (GST) and Technology Acceptance Model (TAM) in the context of corporate education institutions. The control dashboard is proven to facilitate GST principles such as subsystem integration, feedback loops, and adaptation to changes in the organizational environment. This emphasizes the importance of designing an information system that supports an open, collaborative, and dynamic organizational structure. Meanwhile, in the TAM framework, the aspects of perceived usefulness (PU) and ease of use (PEOU) that are proven to have a significant effect on user satisfaction strengthen the relevance of this model to evaluate technology adoption in corporate learning institutions. Integration of these findings in the literature review can broaden the understanding of how information systems not only function technically, but also as a catalyst for changes in work culture and strategic decision making in the modern learning organization environment.

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