

## **ABSTRACT**

One of the uses of Business intelligence (BI) in organizations is a non-profit organization in Cianjur, where both organizations have implemented BI. It is hoped that BI can help support reporting and fact-based decision-making within the scope of the education sector organization, which ultimately leads to improved organizational performance. The purpose of this study is to find out what factors influence the implementation of BI in non-profit organizations. The research method used is quantitative, which includes the dissemination of questionnaires. The data collected through a questionnaire survey from a sample of 60 people in two non-profit organizations in Cianjur district were analyzed through Partial Least Squares - Structural Equation Modeling (PLS-SEM). The results showed that data management, relative profits, and IT infrastructure support significantly influenced in implementation of BI in non-profit organizations. This study provides an understanding of what influences the implementation of BI in non-profit organizations. The main limitation of this research is its focus on the non-profit sector. It is only carried out by two non-profit organizations in Cianjur alone, thus limiting its application and ability to be generalized. It is hoped that the findings presented will contribute to a greater understanding of the factors influencing the application of business intelligence for researchers and practitioners to encourage non-profit organizations to be better prepared to implement decision-making through business intelligence. This research also helped offer a dashboard design proposal for BI improvement following the model of the test results.

### **Keywords**

Business Intelligence, Non-Profit Organization, Indonesia, PLS-SEM, Technology-Organization-Environment Framework