

ABSTRACT

ASSESSMENT ANALYSIS OF DATA TICKETING QUALITY OF THE MULTIMEDIA DIVISION OF TELECOMMUNICATION COMPANIES IN INDONESIA USING DATA QUALITY ASSESSMENT (DQA) BASED ON DAMA-DMBOK

Oleh :

SYAFIQ DZAKY ABHIYASA

NIM : 1202183360

Many companies have not implemented good data quality as a process carried out consistently so problems arise. These problems can be reduced by implementing good data quality management. One of the processes in data quality management is data quality assessment (DQA). This study focuses on analyzing and assessing data quality using a methodology related to DQA techniques and guidelines designed based on the DAMA-DMBOK framework. This study focuses on determining the dataset on the ticketing business process of the multimedia division of telecommunication companies in Indonesia. In the analysis process, the author justifies with a null error on the data and performs an objective or quantitative assessment with DQ dimensions, namely accuracy, completeness, consistency, timeliness, uniqueness, and validity. In justifying the ticketing data, the author gets an accumulated null error of 66.23% which when judged there are still many discrepancies with the DQ dimension. At the improvement stage, the writer gives suggestions for improvements to the ERD ticketing process, provides suggestions that can be made based on the DQ dimension, and performs data treatment as handling null data which can be filled in, because ticketing data is impossible to delete.

Keywords : *data quality, data quality management, data quality assessment, dama-dmbok.*