ABSTRACT

In this digital era, technology is developing very rapidly. Many companies and organizations utilize advanced technology, not excluding educational organizations. Open University as an educational organization is one of the universities in Indonesia that organizes distance education. UT as a distance university is closely related to the utilization of information technology to support the academic administration process and the student learning process. More than half a million active UT students in 2023 contributed more and more data to the UT academic information system. The more data should make it easier for policy makers to determine decisions and make strategic plans. In addition, as a public university, UT is obliged to report student data to the Indonesian Higher Education Data Center through the Feeder PDDIKTI application. However, based on Loshin's root cause analysis, which includes human, process, technology and policy, it was found that student and academic data, in particular, had poor data quality both in terms of management and data conditions. Based on this, this study aims to evaluate the condition of data quality, formulate the causes of data quality problems and recommend data quality optimization strategies at Open University. Using qualitative methods, data collection was carried out through observation, document study and direct query to the database. The current data quality assessment refers to the Minister of Research and Technology Regulation Number 61 of 2016 which states that the dimensions of data quality are measured from Completeness, Accuracy, Correctness, Currency. The level of data quality maturity assessment uses the Loshin Data Quality Maturity Model. The assessment identifies the factors causing the problem, the analysis is used to produce a strategy to improve the data quality that is mapped based on DMBOK2. Interface improvements, audit trails, adapting to business process changes include data policy development, training, automatic validation implementation are strategies proposed to improve data quality.

Keywords: Data, Data Quality, Data Quality Dimensions, Loshin Data Quality Maturity Model, DAMA-DMBOK