

ABSTRACT

The Pastoral Student Ministry of the Diocese of Surabaya (PPMKS) is a student spiritual organization that faces internal management challenges, particularly in monitoring and evaluating member performance, which is still conducted manually. Irregular documentation and evaluation processes have led to low activity effectiveness, with a program failure rate reaching 55%. This research aims to design and develop a management information system based on Key Performance Indicators (KPIs) to enhance organizational accountability and efficiency. The chosen method is prototyping, which allows iterative design and testing with direct user involvement. The process includes requirements identification, interface design (wireframes, UML), prototype development, and system testing and analysis. The system was developed using Laravel and includes features such as activity management, task assignment, performance evaluation, meeting minutes recording, and a KPI visualization dashboard. Usability testing using the Nielsen Attributes of Usability (NAU) approach indicated a high level of user satisfaction, with scores ranging from 4.5 to 4.8 across five key attributes: learnability, efficiency, memorability, error, and satisfaction. Black box testing also confirmed that all features functioned according to the needs of each user role. The system successfully improves transparency and effectiveness in managing PPMKS members. This platform has the potential to serve as a foundational model for similar information systems in other non-profit organizations requiring data-driven monitoring and evaluation.

Keywords: *Management Information System, Monitoring, Evaluation, Key performance indicator, Prototyping, Student Pastoral Ministry*