

TALENT QUALITY MONITORING EXECUTIVE INFORMATION SYSTEM PT. SURVEYOR INDONESIA AT JAMBI REGION WITH GENERATIVE AI INTEGRATION

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Abstract

PT. Surveyor Indonesia for the Jambi Province Region face obstacles in monitoring the performance and quality of talent because data management is still carried out manually using Microsoft Excel. This research aims to develop the Talent Monitoring Executive Information System (TARING-EIS) application to facilitate the monitoring and evaluation of talent competencies by the human resource (HR) department and company executives. The approach used is a case study with descriptive analysis through observation, interviews, and documentation studies. Talent competencies are assessed based on five main aspects, namely morals, leadership, experience, hard skills, and soft skills. System input data includes user data (talent and executive), internal event data, certification data, and individual ability data. The main processes in the system include talent data management, event management and certification. The system output is in the form of an interactive dashboard that displays event information, attendance, leaderboard points, and various employee performance visualizations. The system was developed using Svelte, Hono.js, and PostgreSQL, and integrates Generative AI as an internal chatbot that helps provide information related to the company and employee self-development. The results of the implementation of 20 respondents showed a user satisfaction level of 89% (4.47/5.00) based on the End User Computing Satisfaction (EUCS) test, indicating that TARING-EIS is effective and efficient in supporting the digitalization of talent management.

Keywords: Human Resource Digitalization, Generative AI, Talent Management, Performance Monitoring, Executive Information Systems.

1. INTRODUCTION

PT. Surveyor Indonesia is one of the State-Owned Enterprises (SOEs) companies engaged in survey services and is a subsidiary of the Indonesian Classification Bureau. In the service industry, the quality of services provided to clients is highly dependent on the performance and competence of employees or talents owned by the company. Employee competence and performance have a positive and significant effect on service quality. Therefore, monitoring the performance and quality of talent is a crucial aspect that must be managed effectively by company leaders, especially in the Jambi Province area. Along with the company's growth and the increasing number and complexity of employee data, PT. Surveyor Indonesia in the Jambi Region face challenges in monitoring the performance and quality of talent thoroughly. Data management is still carried out using Microsoft Excel which is considered less efficient because it requires a manual entry process and presents data in a table format that is less intuitive and difficult to analyze. This limitation makes it difficult for leaders to get a comprehensive picture of individual and team performance, which ultimately impacts the effectiveness of strategic decision-making related to human resource management. (Culture et al., 2024) (Agustina et al., 2024)

To overcome this problem, a previous research by Arvandi and Pariyadi (2025) entitled "Implementation of Gamification in Data Processing with Statistical Visualization for Using Google Cloud for Monitoring Performance and Improvement Evaluation of Personnel at PT. Surveyor Indonesia" has developed an information system to facilitate the processing of employee performance and quality data. The system is able to manage data in a more structured manner and visualize it in a format that is easier for management to understand. However, in its implementation, there are still some limitations, such as the layout and alignment of content on the talent page that is not optimal and the information on the monitoring dashboard that is still limited. This limitation causes the system

to not be able to provide comprehensive insights for leaders in monitoring and evaluating employee performance. (Arvandi & Pariyadi, 2025)

As a further development, this study applies an approach based on the Executive Information System (EIS), which is a system that provides information to executive leaders about the overall performance of a company or institution. The purpose of this research is to develop a Talent Monitoring Executive Information System (TARING-EIS) which is integrated with Generative AI technology in the form of a chatbot, to optimize the monitoring and management of talent in the company and make it easier for employees to access information and assist management in conducting analysis quickly and efficiently. (Safrodin et al., 2024).

Executive information systems are computer-based systems designed to provide quick and easy access to strategic information for executives or organizational leaders. This system provides analysis facilities such as drilldown and what-if analysis that allow management to drill down into data from summary to detail levels, so that decisions can be made based on comprehensive information. EIS also offers interactive data visualizations, notifications, and Key Performance Indicators (KPIs) that help executives understand the organization's overall performance. (Safrodin et al, 2024) (Stuttgart et al., 2024) (Ahad & Assegaff, 2022)

EIS can also be said to be a fragment of an information system that combines various elements of driver's license and SPK in providing efficient access to information to executives related to the factors that determine the success of a company. Executive information systems provide flexible systems for owners, employees, and executives to facilitate problem identification and problem-solving. That way, EIS becomes one of the technology approaches that is widely used in supporting managerial decision-making, namely the Executive Information System (EIS).

The development of artificial intelligence technology also provides new opportunities in supporting management information systems. One of the latest technologies that is widely adopted is Generative Artificial Intelligence (Generative AI). Generative AI is a form of AI that can autonomously generate new content such as text, images, audio, and video. It provides an innovative approach to content production in the metaverse and has the potential to improve the search experience, reshape information and presentation methods, and become a new entry point for online traffic. Generative AI has the advantage of providing information quickly and precisely according to the given commands. (Rizal, 2024) (Sugiono, 2024)

The practical use of Generative AI is to compile a prompt as a question asked by its users in obtaining specific information. A prompt is a specific command or instruction that a user enters into a Large Language Model (LLM) to obtain the output or result that the user wants. Effective prompts contribute to improved accuracy by guiding AI models to generate more relevant and valuable content. Initially, human-machine interactions tended to be limited to structured commands, but with the advent of generative models such as GPT, BERT, or DALL-E, the complexity of communication increased drastically, so good prompting was needed to design the right instructions or questions to optimize the response of the AI model (Sugiono, 2024) (Utomo & Destrianto, 2025) (Dermawan & Herdianto, 2024) (Annas et al., 2025)

One of the important branches of Artificial Intelligence that enables human interaction with computers through natural language is Chatbot technology which is the result of Natural Language Processing (NLP), an important branch in Artificial Intelligence that allows human interaction with computers through natural language. Chatbots are artificial intelligence-based computer programs designed to mimic human conversations through text or voice. Rule-based chatbots provide responses according to predetermined patterns, while AI-based chatbots utilize natural language processing so that they are able to understand the user's intent and provide more relevant answers quickly. The application of artificial intelligence to chatbots aims to enable the program to understand the user's intent well and provide the right response quickly (Isma et al., 2023) (Suryana et al., 2022) (Sulistiyo et al., 2024)

Previous research became the conceptual basis for the development of the system in this study. Arvandi and Pariyadi (2025) conducted research to overcome the problem of data processing of employee performance and quality by developing an information system that is able to manage data in a structured manner and visualize it in a format that is easier for management to understand. With <https://doi.org/10.35145/joisie.v10i1.6072>

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the main goal of developing an efficient data collection system, building statistical visualization modules, applying gamification concepts, and using google compute engine as the main server. Despite improving user interactivity, the system still has limitations in appearance, filtering features, and completeness of talent skill information. (Arvandi & Pariyadi, 2025)

Purnama et al. (2023) conducted research to create a web-based employee monitoring information system, providing convenience in making employee performance monitoring reports for management needs. With this system, the company can monitor all employee activities ranging from attendance, leave, mutation, achievements, and training activities. With this system, the company can monitor employee activities easily and quickly, especially in making employee performance reports, but it is still limited to administrative aspects without the support of visual analysis. (Full moon et al., 2023)

Meanwhile, Sutabri et al. (2022) conducted research by building a system to help solve existing problems at PT. Property Management. The problem is that the delivery of work progress is still often late and wrong. Information related to the project that is being worked on also often experiences delays in its delivery, for example information about the implementation time, maintenance period and also the payment stage. In this system, users can see and get information input by the admin in real-time. Development of a Website-Based Property Project Progress Monitoring Information System at PT. Peruri Properti is one of the efforts made to help solve this problem(Sutabri et al., 2022)

In general, previous research has shown that digital-based monitoring systems are able to improve the efficiency of performance management, but most of them still focus on recording activities and reporting. Therefore, this study proposes the development of a Talent Monitoring Executive Information System (TARING-EIS) that integrates the concepts of Executive Information System (EIS), gamification, and Generative AI to provide comprehensive data visualization and support data-based decision-making at PT. SURVEYOR INDONESIA for the Jambi Province Area

TARING-EIS is equipped with various key features that are optimized from the previous system, such as dashboard monitoring, talent data management, individual skill diagrams, points system, internal event management, and certification submission for skill improvement. Through these features, management can more easily manage talent, identify skill gaps, and increase the effectiveness of talent development as a whole to ensure that the quality of service to clients is maintained. In addition, the data visualization in the monitoring dashboard is expanded with additional parameters to improve the quality of the analysis, such as talent charts based on ability. With the development of the TARING-EIS system, PT. Surveyor Indonesia Jambi are expected to have a more structured system in managing and developing talent, improving the effectiveness of human resource management, and supporting better and faster data-based decision-making. The integration of Generative AI technology in this system also provides added value through increased efficiency and innovation in HR management strategies.

2. METHODOLOGY

This study uses a case study approach with descriptive analysis. The case study was chosen to examine in depth the implementation of the Talent Monitoring Executive Information System (TARING-EIS) at PT. SURVEYOR INDONESIA for the Jambi Province Region, especially in talent management and monitoring of human resource performance. Descriptive analysis serves as the initial stage to identify, organize, and present data to make it easier to understand. In this study, descriptive analysis was used to highlight the advantages, limitations, and impact of the implementation of the system on the company's talent management. A case study is an exploration of a system bound by time and place, by collecting data in depth from various sources of information. Data will be collected through direct observation, interviews with related parties, and documentation studies from the implementation of the system. The framework for this study is as follows:(Martias, 2021) (Assyakurrohim et al., 2022).

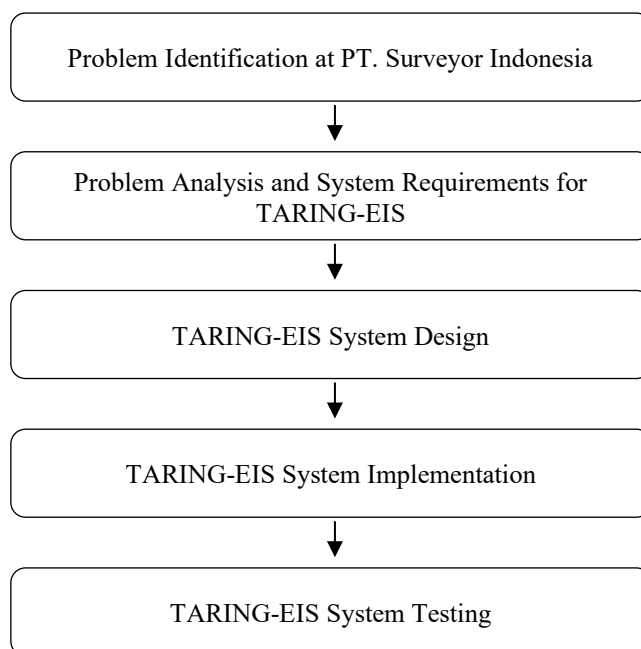


Figure 1. Research Framework

a. Problem Identification

Problem identification is carried out through observation, interviews with management and employees, and documentation studies. Then validate the research data using the source triangulation method and triangulation method approach (Susanto et al., 2023). Data obtained through observation, interviews, and documentation studies are compared with each other to ensure consistency and accuracy of information. Interviews were conducted with management and employees who were directly involved in the implementation of the system, while observations were made directly on the use of the TARING-EIS system in the company environment. The observation and interview results are cross-verified with the latest company documents as well as previous research reports, such as system implementation reports, performance data, and TARING-EIS technical documentation. This step ensures that all data used is sourced from valid, trustworthy information, and represents actual conditions in the field. The results show that the previous system still has limitations in content layout, visualization filtering does not exist, and limited information on the dashboard such as the absence of visual information on the abilities of each talent/employee, information cards on the number of divisions and current positions, and total current employee

b. Problem Analysis and System Requirements

Furthermore, analyze problems, such as dashboard monitoring, the need for additional information, refactoring the display while still applying the previous system gamification concept, designing the appearance of Generative AI-based chatbots, and filtering talent data.

c. System Design

The system design uses Entity Relationship Diagram (ERD) and UML (use case diagram), as well as with a monolithic dual repo architecture. Unified Modeling Language (UML) is a standard graphical modeling language that serves as a blueprint for designing, documenting, and understanding software systems. (Mahardika et al., 2023) (Ramdany, 2024). Based on the assumptions used, actors and roles can be defined as follows:

Table 1. Definition of Actor and role

Yes	Actor	Data Access
1	Admin	All Data (CRUD)
2	Executive	Dashboard (Read), Talent List/Details (Read, Personal Edit), Event (Read)

Yes	Actor	Data Access
3	Talents	Dashboard per Division (Read), List of Talents per Division (Read), Personal Talent Details (Edit), Personal Achievement (CRUD)

d. System Implementation

In its implementation, the system uses newer technologies than those used before, such as TypeScript, Bun, Svelte, Hono, PostgreSQL, as well as applying CI/CD in the deployment process, data visualization supported by E-Charts. TypeScript is a superset of JavaScript with a similar syntax, which serves as a static type checker to detect errors through validation of variable values before the program is executed. Combined with Bun as a V8 JavaScript engine-based runtime like Node.js, but with different architectures and features that provide their own added value for specific use cases. (Fatah et al., 2023) (Kniazev & Fitiskin, 2023) The system also does not implement mono repo as in the previous study, in this study the frontend uses the Svelte framework and the backend uses hono. Svelte is an open-source JavaScript framework that compiles code into an interactive and efficient user interface that is generally faster, responsive, and has a smaller bundle size than other frameworks. Hono is an open-source full-stack web framework with modern APIs and full TypeScript support, enabling faster, structured, and error-free web application development. The database uses PostgreSQL which is a reliable open-source ORDBMS and is widely used due to its stability, scalability, and performance in managing large-scale data. (Kurniawan & Santoso, 2023) (Saputro & News, 2025) (Sasongko et al., 2025) (Fadilla et al., 2025)

For Generative AI integration, it uses the foundation model from groq ai which can be accessed on <https://groq.com> page. Groq provides rapid AI inference in the cloud and on-premises AI computing centers by supporting the speed of iteration, driving a new wave of innovation, productivity, and discovery. On the platform, we can try or use various foundation models from Generative AI such as Llama 3.3 70B Versatile, Qween, Deepseek, GPT, and others for free but with some limitations.

e. System Testing

System testing is carried out with functionality tests to ensure that every key feature—such as a visualization dashboard, talent data filtering system, Generative AI-based chatbot display, and integration with the PostgreSQL database—runs as planned. Trials were conducted with internal users (admins, executives, and talents) to obtain feedback on data accuracy and ease of use. The test results show that the system has functioned according to the research objectives and supports increasing the effectiveness of talent monitoring in the enterprise environment.

3. RESULT AND DISCUSSION

As a result of the implementation that has been implemented on the system, it has successfully met the shortcomings of the previous system, some improvements and improvisations such as the integration of Generative AI have been successfully implemented.

3.1 Result

a. Dashboard Page Interface

The improvement in the admin and executive dashboard is very significant from the previous system with the addition of more information, such as division information cards, positions, total talents and statistical diagrams of talent capabilities as shown in figures 2 and 3.



Figure 2. System Dashboard Interface

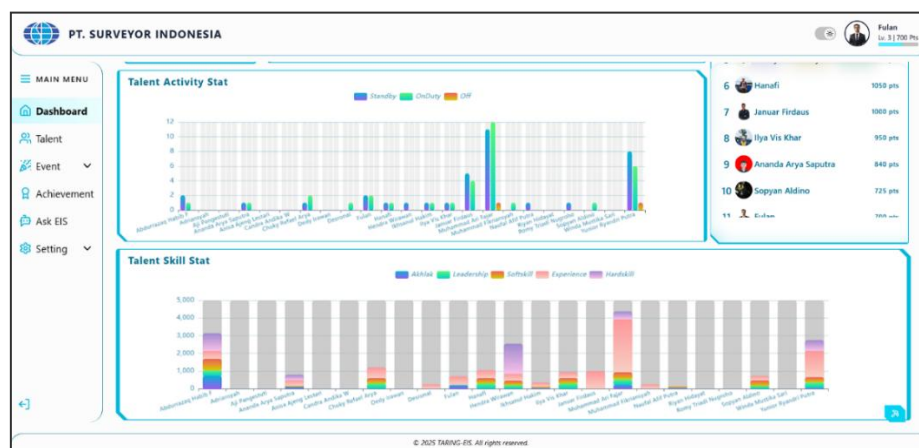


Figure 3. Advanced System Dashboard Interface

b. Talent List Page Interface

The talent list page has also received a significant update, with a better layout and filters in the lower right corner like in figure 4 than in the previous system.

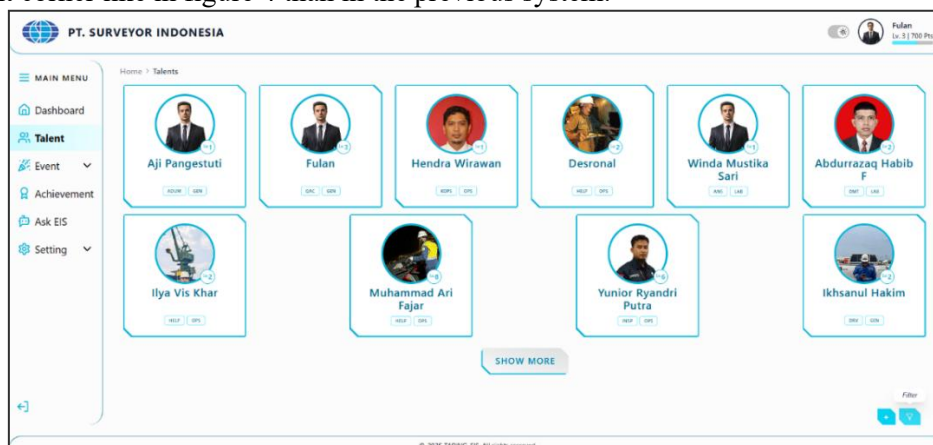


Figure 4. Talent List Interface

c. Talent Details Page Interface

The talent details page contains detailed talent information with a better view than before, as well as a more informative spider diagram with additional filters per main skill as shown in figure 5.

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Figure 5. Talent Detail Interface

d. Generative AI (Ask EIS)

The implementation of Generative AI uses the API from Groq with the default foundation model given by groq, namely llama-3.3-70b-versatile with limitations as shown in figure 6:

LIMITS	Requests	Tokens
	30 / minute	12K / minute
	1K / day	100K / day

RELEASE STAGE: Production

Figure 6. FM llama-3.3-70b-versatile Limitation

In the implementation, the Generative AI feature in the form of a chatbot is available on the Ask EIS menu, which on the first page will display information on the introduction of the feature and user guide, as shown in figure 7. The chatbot page can be viewed when you press the "Start Chat" button on the guide page, and will display the chat interface as shown in figures 7 and 8. However, in its implementation, it can be seen in figure 9 that there are still some answers that are not optimal or precisely the questions asked must still be very clear and detailed, if the difference is a little then ai will not understand it. This is because this study only focuses on the integration of Generative AI with simple prompting techniques, not to the point of using a framework (LangChain) or applying RAG to maximize the response of Generative AI.

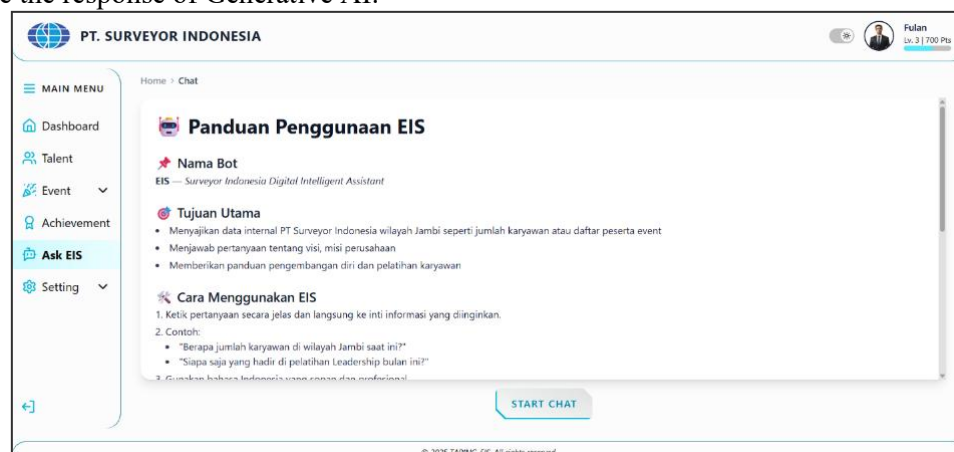


Figure 7. Ask EIS (chatbot) initial interface

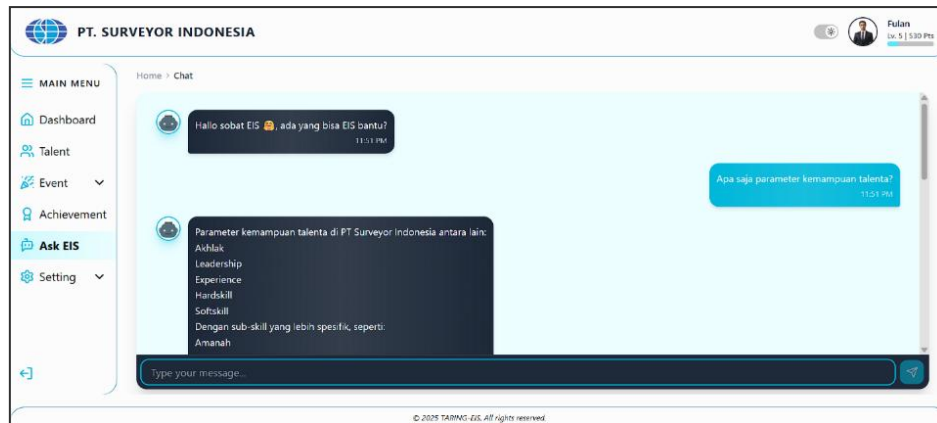


Figure 8. Chatbot interface (Generative AI)

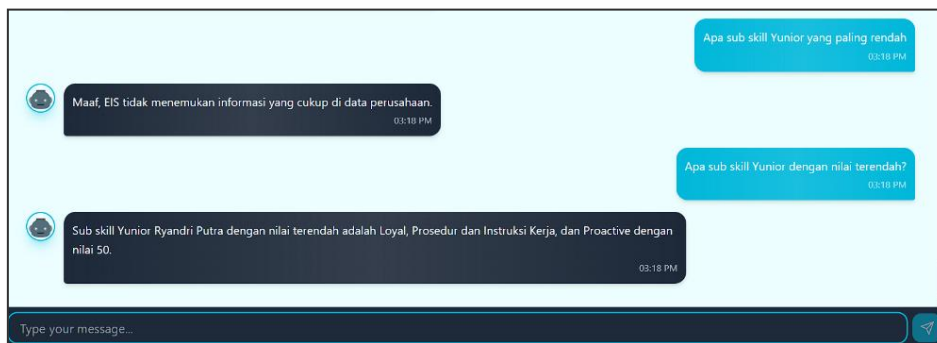


Figure 9. Examples of chatbot interactions

e. User Test Results (EUCS)

The following are the results of the user test with a live demo followed by filling out a questionnaire and evaluating EUCS to 20 respondents out of a total of 24 talents at PT. SURVEYOR INDONESIA for Jambi Province:

Table 2. EUCS Average Analysis Summary

Variable	Average Score	Categories Satisfaction
Isi	4.45	Strongly agree
Accuracy	4.47	Strongly agree
Display	4.49	Strongly agree
Facilities	4.52	Strongly agree
Timeliness	4.41	Strongly agree

Based on the table above, all variables (EUCS) obtained an average score of **4,468**, which is above 4.20 with a percentage of **89%**, which means that it is in the "Strongly Agree" category. This shows that users feel a very high level of satisfaction with the overall use of the TARING-EIS application.

3.2 Discussion

Based on the results of the analysis, testing, and evaluation carried out, it can be concluded that the Talent Monitoring Executive Information System (TARING-EIS) application has been successfully developed and implemented at PT. Surveyor Indonesia in the Jambi Province region as an executive information system that is able to support the monitoring and evaluation of talent in a structured, efficient, and data-based manner. This application provides important features such as dashboard monitoring, skill and achievement management, internal event management, with Generative AI-based chatbot integration that makes it easy to access information. The results of the evaluation through the EUCS method show a very high level of satisfaction with an average score of

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89%, covering aspects of content, accuracy, appearance, convenience, and timeliness, thus confirming that users feel very helped by this system. In addition, the application is considered easy to use, has a clear interface, and is able to present relevant, accurate, and timely information, so that it is proven to support the needs of admins, executives, and talents in digital HR management. The implementation of Generative AI and the Executive Information System (EIS) concept has also proven to be effective in helping management make faster, more precise, and insight-based decisions on the performance of individuals and teams in the company. For further development, the application of Retrieval-Augmented Generation (RAG) and the use of frameworks such as LangChain in Generative AI integration are recommended so that the answers generated by chatbots are not only intelligent, but also more accurate, contextual, and relevant to the company's internal database, so that the quality of the insights provided will be further improved.

4. ACKNOWLEDGEMENT

This research was carried out with full support from Nurdin Hamzah University and PT. SURVEYOR INDONESIA for the Jambi Province Area. The author would like to thank Nurdin Hamzah University of the Informatics Engineering study program, especially the Supervisor, Mrs. Sukma Puspitorini, and Mr. Ahmad Husna Ahadi for helping and guiding the author in completing this research. The author also expressed his gratitude to the leadership, management, and all employees who have participated in the process of developing and testing the TARING-EIS PT. SURVEYOR INDONESIA for the Jambi Province Area.

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