ABSTRACT

Telkom University dormitory registration process is an important process for new students before inhabiting the dorm. In the process of registration onsite, there are several obstacles in carrying out the process. Onsite registration process in the implementation, there are still problems with regard to the administrative requirements and information about the location of onsite registration.

To solve the problems of this study using SECI method. This method is used to get information in the form of tacit and explicit knowledge is used to design the proposed indicators and business processes.

The results of this research is the design of indicators and business process onsite registration dorm obtained from Voice of the customer in the form of draft indicators as a reference to create business processes that can be used as the committee's proposal as a guide in implementing onsite registration Telkom University dormitory.

The conclusion of this study is the proposed business process obtained from the evaluation of business processes exisiting plus of the design of indicators set.

Keywords : SECI, Explicit knowledge, Tacit knowledge, Voice of customer, Service quality.