

ABSCTACT

REDESIGN OF INTERIOR POST OFFICE IN BANDUNG CITY

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The Indonesian Post Office is a company engaged in package delivery services such as letters and goods. The company is a state-owned company (BUMN). The company is located in the Graha Pos Indonesia Building, the building provides a place for subsidiaries of the post office itself, namely the Logistics Post, the Financial Post, and the Property Post which are engaged in logistics, finance and property. Services available at the Indonesian Post Office are delivery of packages or goods, mail delivery, remittances for pensioners' money, online services (E-POS Locker), providing postal products (philately and consignment), international shipping (between countries) and paying taxes. In carrying out the service process it requires facilities, infrastructure, facilities and space that will provide satisfaction to customers. In the building there are several rooms besides the Post Office the lease period will expire, the building will change the new face of Graha Pos Indonesia after the completion of this corona outbreak. Graha Pos Indonesia also wants the building for the first floor to be filled with a Post Office and no other company or agency to join, because they want to show the identity of the Post when visitors come to the Graha Pos Indonesia building. This POS office still finds some imbalances or shortcomings, namely, the office atmosphere is not supportive as a public service space, irregular circulation and spatial planning, lack of advice and infrastructure, which causes less optimal service. There are only administrative rooms and warehouses, lack of employees using the shift system. Prior to the occurrence of the corona virus this company experienced a high enough noise level. Because the Post office is in the same building as Starbucks and Co-Working in the main road area, the noise level is very high. In addition, there are problems in the furniture arrangement. The redesign aims to provide more adequate and more complete Post Office facilities in terms of employee performance and customer service. And there is also the Post Office space itself which is more comfortable and safer from an interior perspective, including in terms of location, room formation, facilities, activities, circulation, materials, lighting, security, furniture, and acoustics / noise levels. In the interior redesign of this Post Office using primary, secondary, and analysis data methods that are in the room, the approach to be applied is activity because the post office is an expeditionary service serving many people and goods, so it adapts to the activities of many users, and uses a modern minimalist concept, because every user does not want to go through a long process, makes users uncomfortable or bored, users want to run a fast and instant process.

Keywords: Post Office, User, Graha Pos Indonesia