

ABSTRACT

REDESIGN OF PT. BANK TABUNGAN NEGARA (BTN) Tbk. OFFICE BINTARO BRANCH SOUTH TANGERANG

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The development of banks in Indonesia is currently increasing. In Indonesia, the development of the banking world is progressing every year. The banking business includes three activities, namely raising funds, channeling funds, and providing other bank services. PT Bank Tabungan Negara, (Persero), Tbk (Bank BTN) is a State-Owned Enterprise (BUMN) engaged in banking. BTN is a bank that serves and supports the housing sector financing through three main products, personal banking, business, and Sharia. The business activities or services provided are in the form of KPR (Home Ownership Credit) and Consumer Banking. The problem with the BTN Bintaro branch office is that the room layout is still not well ordered so that the comfort of users when doing activities is not efficient. The purpose of this research is to create an interior space that can provide comfort for users so that productivity can increase user performance. The design method used is by conducting field observations/surveys directly to the design location. After this stage, a comparative study was carried out to find out the activities and users of other objects that have an equivalent level with the design object. The next stage is the process of plotting spaces according to the space requirements of the user. The next method is to determine the theme and concept that is by the problems of the design which will later become materials for design development and can produce the final design which becomes the final stage of this design.

Keywords: *comfort, interior design, BTN Bank office*