ABSTRACK

Infrastructure Assurance (IAS) is a unit under Telkom's Digital Service Division (DDS) which is engaged in testing telecommunications equipment. In business activities, there are several problems both from business processes and information systems at several stages of equipment testing services, namely at the stages of user / company registration, device registration, function testing and equipment testing stages. For this reason, this study will further examine this problem with the aim of improving the quality of service on device testing. This research is a descriptive type of research and the method used is e-servqual by using 6 dimensions, namely Information Quality, Security, Website Functionality, Customer Relationship, Responsiveness, Fulfillment in which the results of the e-servqual analysis are in the form of questionnaire questions classified based on the six dimensions. e-servqual. After getting an assessment from the respondent, then an analysis is carried out using the IPA method to determine the priority of improvements both from the device testing service and information systems. Then the BPI method is used to analyze the current business processes using Bureaucracy elimination, upgrading and simplification tools. The integration process is carried out by combining the results of the IPA analysis and the results of the BPI analysis, namely by classifying the two results of the analysis based on the device testing stage. The results of this study are in the form of proposed improvements to information systems by developing existing systems. Prior to the improvement, the efficiency value of the business process was 51.44% which indicates that there are stages or processes that must be improved. After the repairs were made, there was an increase in the efficiency value of 89.49%, which indicates that the improvement can improve the quality of service that affects customer satisfaction with device testing services.

Key Words ;Business Process Improvement, Information System, E-servqual and Importance Performance Analysis