

ABSTRACT
REDESIGN INTERIOR OF THE OFFICE PT PLN (PERSERO)
UP3 CIANJUR WITH ACTIVITIES AND BEHAVIOR
APPROACH

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PT. PLN (Persero) UP3 Cianjur is a PLN office which is included in the distribution unit category whose job is to divide the PLN service area into a smaller scope so that PLN services can be more focused and directly touch the community, led by an Implementing Unit Manager (Persero). Regulation of the Board of Directors of PT PLN (Persero) No. 0080.PDIR/2021). As the implementing unit for customer service, PT. PLN (Persero) UP3 Cianjur is required to provide maximum service in the implementation of customer service. Efforts to provide services at the Office of PT. PLN (Persero) UP3 Cianjur for now is not classified as good. The reason is, in the pattern of customer activity, currently customers who come to carry out electrical complaints or requests for electricity sometimes do not carry out their activities in the customer service room but in the employee's workspace. The design methods used in this design are interviews, observations, field studies, documentation, questionnaires, literature studies, data analysis, programming, themes, concepts so as to produce a final design. Therefore, the redesign of the PT. PLN (Persero) UP3 Cianjur with this activity and behavior approach can create a comfortable space and user flow in accordance with their activities, especially for customers and employees to increase productivity and work comfort so that the vision and mission of PT. PLN (Persero) UP3 Cianjur can be realized.

Keywords : *Activities, Behavior, Office, PT PLN*