

ABSTRACT

Kerti Bali Sejahtera Corporate University (KBS CorpU) is a system currently being developed by the Development Team from the Human Resources Development and Personnel Agency of Bali Province (BKPSDM). This application is designed to improve the Professional Index (IP) and Competence for both State Civil Apparatus (ASN) and Non-ASN employees in Bali Province. The application is still under development and is targeted to be operational by 2024, with the hope of proving its effectiveness in enhancing ASN Competence. However, during the development of KBS CorpU, it is currently known that there is no efficiency percentage in the Competence Development (PK) service process to review the IP performance and Competence of ASN employees, which is currently low. This contradicts the development of competence as regulated in Article 55 of Law No. 5 of 2014. Therefore, it is important to conduct an efficiency analysis on PK so that BKPSDM and the government can understand the readiness and success level of this application in realizing the Bali government's vision of improving the IP performance and competence of ASN employees in Bali Province. Before the measurement stage, identification is carried out through Value Chain analysis and Decomposition Process to outline the areas that influence the development of KBS CorpU, and why PK services are a problem discussed. Then, a PICK Chart analysis is conducted to find solutions to the discussed problem. Therefore, to prove the efficiency of the PK process, the Business Process Improvement (BPI) method is used to identify Total Value Added Time (TVAT) and Total Lead Time (TLT) in the as-is and to-be PK processes, in order to obtain the time efficiency percentage using the Process Cycle Efficiency (PCE) formula, and to get significant final results using the Efficiency Improvement Value (NPE) formula. Thus, with these analyses, methods, and formulas, this research can achieve the desired results. Besides modeling the current (as-is) and post (to-be) PK processes, the output produced is divided into several points: 1) The time analysis simulation results in the as-is PK process with an average time of 8981 minutes and to-be with an average time of 4388 minutes, 2) The time efficiency percentage of the as-is business process is 27.73% and to-be is 37%, 3) The time efficiency improvement of the to-be process compared to the as-is business process is 104%, and 4) The productivity of PK services increased from 5 proposals per month (as-is) to 10 proposals per month (to-be). Broadly speaking, the to-be PK service process shows a business strategy improvement proven by a time efficiency of 104%, a reduction in the number of activities by 52%, a reduction in the number of documents by 100%, a fixed cost reduction of -62% indicating significant efficiency in the to-be PK process, and a cost reduction of 22.7%. From the output produced, it can be concluded that the productivity of PK services in 30 days, which

initially could only complete 5 proposals, can increase to 10 proposals completed. Thus, the results of this research are in the form of recommendations for simplification and improvement of the to-be PK service process through the BPI method and also serve as validation for the readiness of the KBS CorpU application publication and its success in improving the IP performance and competence of ASN/Non-ASN in Bali Province in the coming years.

Keywords – KBS CorpU, BPI, Efficiency Improvement