

ABSTRACT

The BPJS office serves as a place for administrative activities and public services related to social security programs in Indonesia. The BPJS Health Office is a public service office, meaning it has a role in meeting the needs for services related to social security. Therefore, it is necessary to provide good service to meet the satisfaction of the public. However, the issue of the quality of public services in Indonesia has affected public opinion about the services provided by the BPJS office. One of the challenges is influenced by the configuration of service spaces that have not been specifically designed for public areas. Based on direct observations and data analysis, the issue of space configuration is influenced by connectivity, accessibility, and circulation. To address these issues, the applied approach is space syntax, which analyzes the spatial relationships between adjacent spaces and identifies direct and indirect spatial connectivity. These aspects can affect the activities and movements of users at the BPJS Health office branch in Bandung. The goal of this redesign is to address the existing problems by providing solutions through a more functional design incorporating aspects and elements of the interior. It is anticipated that the results of this redesign will serve as a reference and contribute to further research for other researchers.

Keywords: *Public service, configuration, interior, space syntax*