

ABSTRACT

The License Publication Service Department at Integrated Service Unit in Gianyar residence is a local government institution, which have the authority to publish license for the local society. This department serves for publishing license such as location license, building license, effort license and trading license. Until now, most of the services in Gianyar's integrated service unit are done by manual. This condition leads to some weaknesses such as, processing time, data storage and accuracy, ease of access and efficiency, and also data management.

This final project will be reengineer business process at The License Publication Service Department in Gianyar residence's. This reengineering will be done with business process reengineering (BPR) using revision reengineering method. This methodology represents used integrated management technique to develop and analyses information to identify opportunity and to reengineer business process. Next it will be developed an application that accommodate all process of business resulted by the reengineering process, so that the improvement target of business process is reached.

From the result of reengineering business process at the license publication service department is obtained service process improvement such as decrease cycle time of service, the work system improvement on procedure, technology facilities and human resource. With continuous and total improvement at the license publication service department, expected an efficiency and effectiveness from new business process so that can improve service to society.

Keywords:

Business Process Reengineering (BPR), Revision Reengineering methodology