

## Business process improvement sebagai dasar perancangan sistem informasi pada pengiriman Tenaga Kerja Indonesia (TKI)

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### Abstrak

complexity of the procedures in dispatch the Indonesian overseas labor (TKI) at PT. Lentera Bunga Bangsa Sejati has contributed in increasing the cycle time besides monitoring process of the activities hasn't been done well. this research is divided into 2 phase, which are phase of business process improvement and information system design phase. in the first phase of this research, process walkthrough and time measurement was conducted as base of the improvement. at the final phase of this research, it designed the information system to support the flows of the process. the research has resulted in minimizing the number of activities from 110 activities in existing condition to 98 activities, resulted in final condition (without applying computerized information system). least activities, 75 activities, resulted in final condition (improvement by applying computerized information system). meanwhile the improvement could decrease the cycle time by 420.72 hours (27.23%) in initial improvement condition and by 442.30 hours (28.77%) in final improvement condition.