

# Analisis penerapan Indonesia National Single Window (INSW) terhadap peningkatan kualitas proses custom clearance dengan perspektif Business Process Change = Implementation analysis of Indonesia National Single Window (INSW) towards the quality increase of custom clearance process with Business Process Change Perspective

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## Abstrak

Skrpsi ini membahas penerapan Indonesia National Single Window untuk meningkatkan kualitas proses Custom Clearance dengan perspektif perubahan proses bisnis. Teori yang digunakan dalam tugas akhir ini adalah teori framework e-Government yang meliputi tahap katalis, tahap transaksi, tahap integrasi vertikal, dan tahap integrasi horizontal. Masing-masing tahapan tersebut akan dilihat berdasarkan dimensi proses bisnis yaitu motif atau kebutuhan, sasaran strategis, area fokus, dan pemangku kepentingan serta kepentingannya. Pendekatan penelitian yang digunakan adalah post-positivism dengan melakukan studi literatur dan wawancara mendalam dengan narasumber yang dipilih peneliti. Data yang diperoleh adalah data primer dari wawancara dan data sekunder. Hasil penelitian menunjukkan bahwa peningkatan kualitas Custom Clearance yang dilakukan dengan mengubah proses bisnis dari penerapan Indonesia National Single Window meliputi pembuatan repositori terpusat, percepatan distribusi informasi terkait proses Custom Clearance antara in- sistem rumah Kementerian / Lembaga yang termasuk dalam sistem Indonesia National Single Window, dan membantu proses validasi dan rekonsiliasi dokumen yang diproses dalam proses Custom Clearance yang dilakukan oleh Direktorat Jenderal Bea dan Cukai.

.....This thesis discusses the implementation of the Indonesia National Single Window to improve the quality of the Custom Clearance process with the perspective of changing business processes. The theory used in this final project is the e-Government framework theory which includes the catalyst stage, the transaction stage, the vertical integration stage, and the horizontal integration stage. Each of these stages will be viewed based on the dimensions of the business process, namely motives or needs, strategic objectives, focus areas, and stakeholders and their interests. The research approach used is post-positivist by conducting literature studies and in-depth interviews with selected sources by the researcher. The data obtained are primary data from interviews and secondary data. The results showed that the improvement in the quality of Custom Clearance carried out by changing the business process from the implementation of the Indonesia National Single Window includes the creation of a centralized repository, accelerating the distribution of information related to the Custom Clearance process between the Ministry / Institution home systems included in the Indonesia National Single Window system, and assisting the process of validation and reconciliation of documents processed in the Custom Clearance process carried out by the Directorate General of Customs and Excise.