

**ANALISIS TINGKAT KEMATANGAN PROSES BISNIS
MENGUNAKAN *BUSINESS PROCESS ORIENTATION MATURITY
MODEL (BPOMM)* PADA BAGIAN AKADEMIK DAN STATISTIK
UNIVERSITAS PENDIDIKAN GANESHA**

Oleh:

I Gede Anggie Suardika Arpin, NIM 1915091008

Program Studi Sistem Informasi

Jurusan Teknik Informatika

Fakultas Teknik dan Kejuruan

Universitas Pendidikan Ganesha

ABSTRAK

Proses bisnis organisasi wajib untuk dievaluasi sewaktu-waktu sesuai dengan kebutuhan. Bagian Akademik dan Statistik Undiksha merupakan salah satu unit yang menunjang keberlangsungan kegiatan akademik Undiksha. Saat ini belum pernah dilakukan evaluasi proses bisnis di organisasi. Beberapa permasalahan yang ada diantaranya proses bisnis yang belum terdokumentasi dengan baik dan proses bisnis organisasi yang tidak tersosialisasi dengan baik kepada mahasiswa. Tujuan dari penelitian ini adalah untuk mengukur tingkat kematangan proses bisnis yang ada di Bagian Akademik dan Statistik Undiksha menggunakan *Business Process Orientation Maturity Model (BPOMM)*. Hasil pengukuran menunjukkan bahwa tingkat kematangan proses bisnis berada pada tingkat *defined* dengan rata-rata nilai 5,3015873. Enam dari sembilan area BPOMM menjadi kelemahan manajemen proses bisnis yang meliputi *people management, process definition and documentation, the strategic view, process organizational structure, performance measurement and management*, dan *market orientation*. Penelitian ini juga memberikan rekomendasi perbaikan berdasarkan analisis area yang menjadi kelemahan.

Kata Kunci: Proses Bisnis, Kematangan Proses Bisnis, BPOMM, Undiksha.

***BUSINESS PROCESS MATURITY LEVEL ANALYSIS USING THE
BUSINESS PROCESS ORIENTATION MATURITY MODEL (BPOMM) IN
THE ACADEMIC AND STATISTICAL SECTION OF GANESHA
UNIVERSITY OF EDUCATION***

By:

I Gede Anggie Suardika Arpin, NIM 1915091008

Information Systems Study Program

Department of Informatics Engineering

Faculty of Engineering and Vocational

Ganesha University of Education

ABSTRACT

The evaluation of organizational business processes is crucial and must be conducted appropriately to meet the needs of the organization. Undiksha's Academic and Statistics Section plays a crucial role in sustaining the academic activities of Undiksha. Despite its importance, no evaluations have been conducted to date. Issues that require attention include inadequate documentation of business processes and inadequate student exposure to organizational business processes. This study measures the level of business process maturity in the Undiksha Academic and Statistics Department through the implementation of the Business Process Orientation Maturity Model (BPOMM). The results indicate that the business processes have achieved a defined level of maturity with an average score of 5.3015873. Six out of the nine BPOMM areas show weakness in business process management. These areas include people management, process definition, and documentation, strategic view, process organizational structure, performance measurement and management, and market orientation. This research offers recommendations for improvement following a thorough analysis of areas of weakness.

Keywords: Business Process, Business Process Maturity, BPOMM, Undiksha.