

ABSTRAKSI

PENGEMBANGAN SISTEM INFORMASI MANAJEMEN TERMINAL PURABAYA-SURABAYA, DALAM MENUNJANG PELAYANAN DI ERA INDUSTRI 4.0

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Penelitian ini berfokus pada pengembangan sistem informasi manajemen purabaya-surabaya yang sesuai dengan pelayanan di era industri 4.0. Tujuan penelitian ini ingin mengetahui kondisi eksisting melalui proses bisnis saat ini, sehingga dapat diketahui dalam melakukan pengembangan yang sesuai dengan peraturan dan teknologi pada era sekarang, dari hal tersebut dapat dilakukan upaya dalam merancang desain SIM terminal yang sesuai melalui redesain proses bisnis untuk menghadapi era industri 4.0. Metode yang digunakan terkait proses *input, process & output* sistem menggunakan metode pemetaan proses bisnis eksisting dan redesain proses bisnis yang sesuai dengan teknologi 4.0, metode *use case diagram* sebagai Kebutuhan masing-masing *user*, dan analisis KPI dalam mengetahui kinerja terminal yang dimasukkan kedalam sistem. Metode pengumpulan data dilakukan dari wawancara petugas terminal, observasi, & data instansi terkait dengan terminal. Hasil penelitian menunjukkan bahwa SIM pada terminal purabaya masih jauh dari target yang diinginkan dan mendapatkan nilai skor 49% yang terkait pada kriteria keterpaduan pelayanan angkutan. Pada redesain proses bisnis terdapatnya 38 proses yang perlu di *simplification*, 9 proses yang perlu di *eliminasi*, 61 proses yang perlu di *engineering*, 31 proses yang perlu di *Automation*. Yang akan menurunkan Kebutuhan SDM sebanyak 20 Personil

Kata kunci : Sistem Informasi Manajemen Terminal, Proses Bisnis, Industri 4.0

ABSTRACTION

DEVELOPMENT OF MANAGEMENT INFORMATION SYSTEM PURABAYA-SURABAYA TERMINAL, IN SUPPORTING SERVICES IN THE INDUSTRIAL ERA 4.0

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This research focuses on the development of the Purabaya-Surabaya management information system that is in accordance with services in the industrial era 4.0. The purpose of this study is to find out the existing conditions through current business processes, so that it can be seen in carrying out developments that are in accordance with regulations and technology in the current era, from this, efforts can be made to design an appropriate SIM terminal design through redesigning business processes to face the industrial era. 4.0. The method used is related to the input, process & output system using the existing business process mapping method and business process redesign in accordance with technology 4.0, the use case diagram method as the needs of each user, and KPI analysis in determining the performance of the terminal that is entered into the system. The data collection method was carried out from interviews with terminal officers, observations, and data from institutions related to the terminal. The results showed that the SIM at the Purabaya terminal was still far from the desired target and got a score of 49% related to the criteria for integration of transportation services. In the business process redesign, there are 38 processes that need to be simplified, 9 processes that need to be eliminated, 61 processes that need to be engineered, 31 processes that need to be automated. Which will reduce the need for HR by 20 Personnel.

Keywords : Terminal Management Information System, Business Process, Industry 4.0