

ABSTRACT

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Business Process Optimization in Public Complaints Service, Case Study: LAPOR! Kemendagri

This work report discusses efforts to optimize business processes in public complaint services, with a case study of the LAPOR! system at the Ministry of Home Affairs (Kemendagri), especially in the Directorate General of Village Government Development. The research focuses on analyzing the current process flow, identifying inefficient processes, and designing flow improvements using flowchart visualization. The methods used include observation, interviews, and business process modeling using flowcharts. The results of the analysis show that there are several shortcomings in the report verification process, report distribution/disposition, and approval. Recommendations for improvement include standardizing workflows with more optimal business processes by eliminating inefficient processes. This optimization is expected to increase efficiency, transparency, and public satisfaction with complaint services. This report is a form of contribution to the development of a more responsive and adaptive technology-based government service system.

Keywords: *Business Process, Public Complaints Service, LAPOR! Kemendagri*