

## ABSTRAK

Riskha Putri Nurrohmah (2015081010)

### **ANALISIS PROSES BISNIS DAN PENGEMBANGAN MODUL GANTI RUGI TIM PATROLI-SENTRAL KOMUNIKASI PADA SISTEM INFORMASI OPERASIONAL JALAN TOL PT. JASAMARGA BALI TOL.**

*Perkembangan teknologi industri yang sudah memasuki generasi 4.0, mengakibatkan perubahan proses produksi dan bisnis. Big Data yang diolah secara digital menjadikan efektivitas dan efisiensi lebih nyata pada sektor industri. Perkembangan ini tidak dapat dihindari, seluruh sektor industri harus berubah dinamis menuju digital economy. PT. JASAMARGA BALI TOL (JBT) memanfaatkan teknologi sebagai alat bantu dalam operasional bisnisnya.*

*Proses operasional jalan tol pencatatan dan pelaporan insiden dilakukan secara manual serta melibatkan beberapa aktor antara lain tim patroli dan sentral komunikasi. Pencatatan pelaporan insiden yang masih dilakukan secara manual serta komunikasi jarak jauh menghambat ruang gerak penanganan sehingga kurang efisien. JBT memerlukan sebuah sistem yang dapat mempersingkat proses pencatatan dan pelaporan insiden di jalan tol.*

*Standard Operating Procedure (SOP) pencatatan dan pelaporan insiden dianalisis kembali untuk dilanjutkan ke dalam sistem aplikasi yang akan di buat. Nantinya SOP tersebut dikembangkan hingga flowchart sistem dan struktur Database. Analisis Proses bisnis ini bertujuan untuk mempermudah komunikasi petugas lapangan ke sentral komunikasi efisiensi waktu dalam tindak pelaporan dan efektivitas respon terhadap insiden.*

**Kata Kunci:** Kemajuan Teknologi, Efisiensi, Efektivitas, SOP

## **ABSTRACT**

Riskha Putri Nurrohmah (2015081010)

### **ANALYSIS OF BUSINESS PROCESSES AND DEVELOPMENT OF COMPENSATION MODULE THE TEAM PATROL-CENTRAL COMMUNICATIONS ON OPERATIONAL INFORMATION SYSTEM OF TOLL ROADS PT. JASAMARGA BALI TOLL.**

*The development of industrial technology has entered the 4.0 generation, resulting in changes in the production process and business. Big Data digitally processed makes the effectiveness and efficiency more real in the industrial sector. This development cannot be avoided, all industrial sectors must change dynamically towards digital economy. PT. JASAMARGA BALI TOL (JBT) utilizes technology as a tool for its business operations.*

*The toll road operational process of recording and reporting incidents is carried out manually and involves several excutors including the patrol team and the communication center. Recording of incident reported is still done manually and remote communication hampers the space for handling the movement so that it is less efficient. JBT requires a system which can shorten the process of recording and reporting incidents on the toll road.*

*Standard Operating Procedure (SOP) incident recording and reporting is re-analyzed and proceed into the application system that will be created. The SOP to be developed to the system flowchart and database structure. This business process analysis aims to facilitate the communication of field officers to the central communication in time efficiency in reporting actions and the effectiveness of responses to incidents.*

**Keywords:** *Technological Progress, Efficiency, Effectiveness, SOP*