

**PENGEMBANGAN *TOOLKIT* PENGUKURAN MATURITAS MODEL
PROSES BISNIS BERDASARKAN KERANGKA KERJA *BUSINESS*
*PROCESS MANAGEMENT MATURITY MODEL (BPM3)***

SKRIPSI



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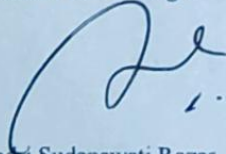
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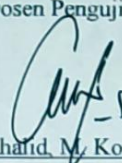
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ABSTRAK

PENGEMBANGAN TOOLKIT PENGUKURAN MATURITAS MODEL PROSES BISNIS BERDASARKAN KERANGKA KERJA BUSINESS PROCESS MANAGEMENT MATURITY MODEL (BPM3).

Oleh:

Novan El Fattah Putra

Penelitian ini bertujuan untuk mengembangkan *toolkit* pengukuran maturitas model proses bisnis berdasarkan kerangka kerja *Business Process Management Maturity Model* (BPM3). Maturitas model proses bisnis merupakan faktor penting dalam mengukur efisiensi dan kualitas proses bisnis pada suatu organisasi. Metode penelitian yang digunakan adalah penelitian deskriptif dengan pendekatan kualitatif. Penelitian ini melibatkan beberapa tahapan, yaitu studi literatur untuk memahami konsep dasar tentang maturitas model proses bisnis dan kerangka kerja BPM3, pengembangan *toolkit* berdasarkan kerangka kerja tersebut, dan validasi metrik dengan pakar. Hasil penelitian ini adalah pengembangan *toolkit* pengukuran maturitas model proses bisnis yang terdiri dari 6 faktor kunci, 30 kapabilitas proses, dan 67 indikator. Metrik ini memberikan gambaran komprehensif tentang tingkat kematangan model proses bisnis suatu organisasi, mulai dari tingkat awal hingga tingkat yang sangat matang. Penelitian ini memiliki implikasi penting bagi organisasi dalam mengelola dan meningkatkan kematangan model proses bisnis mereka. Metrik yang dikembangkan dapat digunakan sebagai alat evaluasi untuk mengidentifikasi area yang perlu ditingkatkan dalam rangka mencapai tujuan bisnis yang lebih baik. Selain itu, penelitian ini juga memberikan sumbangan konseptual dalam pengembangan teori maturitas model proses bisnis.

Kata Kunci: Maturitas Model Proses Bisnis, Business Process Management Maturity Model (BPM3), Metrik Pengukuran, Efisiensi Proses Bisnis.

ABSTRACT

DEVELOPMENT OF BUSINESS PROCESS MODEL MATURITY MEASUREMENT TOOLKIT BASED ON THE BUSINESS PROCESS MANAGEMENT MATURITY MODEL (BPM3) FRAMEWORK.

By:

Novan El Fattah Putra

This research aims to develop a business process model maturity measurement toolkit based on the Business Process Management Maturity Model (BPM3) framework. Business process model maturity is an important factor in measuring the efficiency and quality of business processes in an organization. The research method used is descriptive research with a qualitative approach. This research involves several stages, namely literature study to understand the basic concepts of business process model maturity and BPM3 framework, toolkit development based on the framework, and validation of metrics with experts. The result of this research is the development of a business process model maturity measurement toolkit consisting of 6 key factors, 30 process capabilities, and 67 indicators. These metrics provide a comprehensive overview of the maturity level of an organization's business process model, ranging from entry-level to highly mature. This research has important implications for organizations in managing and improving the maturity of their business process models. The developed metrics can be used as an evaluation tool to identify areas that need improvement in order to achieve better business goals. In addition, this research also provides a conceptual contribution in the development of business process model maturity theory.

Keywords: Business Process Model Maturity, Business Process Management Maturity Model (BPM3), Measurement Metrics, Business Process Efficiency.

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