

**DESAIN PROSES BISNIS LAYANAN AKADEMIK
DI SEKOLAH MENENGAH KEJURUAN NEGERI 14 GARUT**

TESIS

Diajukan Untuk Memenuhi sebagian syarat untuk memperoleh gelar Magister
Manajemen Perkantoran Konsentrasi Manajemen Mutu



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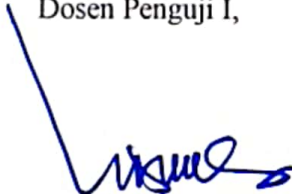
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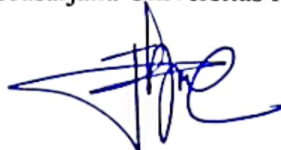
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Penulis

ABSTRAKS

Penelitian ini bertujuan untuk merancang desain proses bisnis layanan akademik di SMK Negeri 14 Garut dengan tujuan meningkatkan efisiensi dan efektivitas manajemen layanan akademik. Layanan akademik yang belum terstandar di sekolah menjadi latar belakang perlunya perancangan ini. Penelitian ini menggunakan metode pengembangan model 4D Thiagarajan, yang meliputi tahapan *define*, *design*, *develop*, dan *disseminate* (dilakukan hingga tahap *develop*).

Metode penelitian yang digunakan adalah penelitian pengembangan (*Research and Development*), yang mengacu pada model pengembangan 4D Thiagarajan. Tahap pertama, *define*, mencakup identifikasi masalah dan kebutuhan analisis proses bisnis layanan akademik yang ada. Pada tahap kedua, *design*, dilakukan perancangan peta proses bisnis dan SOP yang lebih terstruktur. Tahap *develop* melibatkan uji coba dan validasi hasil perancangan oleh praktisi manajemen mutu dan pihak terkait di SMKN 14 Garut.

Untuk pengolahan data, penelitian ini menggunakan analisis deskriptif kualitatif dengan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi. Data yang dikumpulkan dianalisis untuk menyusun peta proses bisnis yang lebih efisien dan efektif, serta merancang SOP yang jelas dan terstandar. Validasi dilakukan oleh praktisi manajemen mutu dan pihak sekolah untuk memastikan kesesuaian dan kelayakan implementasi desain.

Hasil penelitian menunjukkan bahwa proses bisnis layanan akademik di SMKN 14 Garut dapat dipetakan dalam bentuk Peta Proses Bisnis yang jelas dan sistematis, serta diimplementasikan melalui Standar Operasional Prosedur (SOP) yang terstruktur. Validasi dilakukan oleh praktisi manajemen mutu dan pihak sekolah, yang menyatakan bahwa desain ini layak dan efektif. Prinsip efisiensi tercermin dalam pengurangan tahapan yang berlebihan dan pemanfaatan teknologi informasi untuk pengelolaan data, sementara efektivitas terlihat dari peningkatan koordinasi antar pemangku kepentingan dan kualitas layanan akademik.

Dengan adanya desain proses bisnis yang baru, SMKN 14 Garut diharapkan mampu mengoptimalkan layanan akademik, meminimalkan duplikasi pekerjaan, dan meningkatkan transparansi serta akuntabilitas. Penelitian ini memberikan kontribusi praktis bagi sekolah kejuruan lainnya untuk mengadopsi model serupa dalam meningkatkan manajemen layanan akademik.

Kata Kunci: Desain Proses Bisnis, Layanan Akademik, Standar Operasional Prosedur, Efisiensi, Efektivitas, SMK.

ABSTRAKS

This research aims to design the business process design for academic services at SMK Negeri 14 Garut with the aim of increasing the efficiency and effectiveness of academic service management. Academic services that are not yet standardized in schools are the background for the need for this design. This research uses the Thiagarajan 4D model development method, which includes the define, design, develop and disseminate stages (carried out up to the develop stage).

The research method used is research and development, which refers to the Thiagarajan 4D development model. The first stage, define, includes problem identification and needs analysis of existing academic service business processes. In the second stage, design, a more structured business process map and SOP are designed. The develop stage involves testing and validating the design results by quality management practitioners and related parties at SMKN 14 Garut.

For data processing, this research uses qualitative descriptive analysis with data collection techniques through interviews, observation and documentation. The data collected is analyzed to develop more efficient and effective business process maps, as well as design clear and standardized SOPs. Validation is carried out by quality management practitioners and the school to ensure the suitability and feasibility of implementing the design.

The research results show that the academic service business process at SMKN 14 Garut can be mapped in the form of a clear and systematic Business Process Map, and implemented through structured Standard Operating Procedures (SOP). Validation was carried out by quality management practitioners and the school, which stated that this design was feasible and effective. The principle of efficiency is reflected in reducing redundant stages and utilizing information technology for data management, while effectiveness can be seen from increasing coordination between stakeholders and the quality of academic services.

With the new business process design, SMKN 14 Garut is expected to be able to optimize academic services, minimize duplication of work, and increase

transparency and accountability. This research provides practical contributions for other vocational schools to adopt similar models in improving academic service management.

Keywords: Business Process Design, Academic Services, Standard Operating Procedures, Efficiency, Effectiveness, Vocational School.

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31. SOP Mengikutsertakan Guru Mengikuti Sertifikasi Profesi
32. SOP Mengikutsertakan Guru Produktif Mengikuti Sertifikasi Kompetensi Teknis
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35. SOP Mengikuti Magang Guru Di Industri
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