

ABSTRACT

A government institution that manages water resources in East Java plays a strategic role in water resource management through various programs, one of which is a public irrigation infrastructure development program. However, the implementation of this program faces challenges in the recruitment process of Community Support Staff (TPM), particularly during the document screening stage, which takes a long time due to duplicate data such as the National Identity Number (NIK). Additionally, the manual management of TPM data poses risks of errors, reduces efficiency, and increases the workload of the IT team. This study aims to analyze and model the current business process and develop improvement recommendations using the Business Process Improvement (BPI) approach. The research method includes three stages: organizing for improvement, understanding the process, and streamlining. Process modeling was conducted using the Business Process Modeling and Notation (BPMN) approach, and evaluation was based on three indicators: utility, cost, and time. The research results show that in the TPM recruitment business process, there was an 82.54% increase in efficiency in terms of time, a 156% increase in workload (utility), and a 42.85% increase in cost. Meanwhile, in the TPM data management business process, time efficiency increased by 39.04%, workload efficiency by 58.21%, and cost efficiency reached 4.39%. Based on these results, the proposed business process model is deemed feasible for implementation as it reduces process time, optimizes human resource utilization, and significantly reduces operational costs. With the implementation of the proposed integrated information system, it is expected that the management of the public irrigation infrastructure development program will become more effective and services to the public will improve.

Keywords: *Business Process Improvement, public irrigation infrastructure development program, business process, Business Process Modeling and Notation (BPMN), Efficiency Improvement..*