

## ABSTRACT

In everyday life today, all activities are required to be done in a flexible and fast. One example of activities currently still using the conventional system is a refund or refund transaction on Indonesian railway services. This study aims to: (1) know how the existing refund business process, (2) know the response of KAI service users about online refund, (3) to know the KAI staff response about online refund, and (4) find out how the process plan business online refund.

In this research will perform business process analysis that is going on and then do the business process engineering for refund at PT Kereta Api Indonesia which is still conventional to be integrated with Internet and can be done more mobile. Data collection is done by triangulation from interview, observation, and documentation.

From the research, the current results of the refund on KAI still have problems that is in terms of flexibility and re-transfers if there is a transfer failure. From the results of interviews conducted, the KAI want a business process that can eliminate the re-loading of failed transfer fees kaerna bank administration. In terms of service users KAI also welcomed the positive design of online refund. A new business process recommendation will be made using this reference in order to be improved. The recommendation is to use the account balance feature, the removal of transactions in cash, and the removal of re-transfers. The business process is described using unified modeling language in the form of use case diagram, use case scenario, and activity diagram.

**Keywords:** Business Process, Unified Modeling Language, Refunds, Technology Acceptance Model