

ABSTRACT

SMK Telkom Bandung have routine activities every year and that is Student Admission. Student Admission process should be managed properly so the implementation can really capture potential students and in the future, every students have a high probability of success in following educational programs at school. The objective of this research is to measure the maturity level of Student Admission process in SMK Telkom Bandung using Business Process Maturity Model (BPMM) at maturity level 3 and Organizational Process Management (OPM) as process area. The measurement step starts with designing an evaluation instrument based on specific goals and specific practice. The instrument translates into 13 questions according to the number of specific practices and then questions will be interviewed to sources. Interview result obtain an attained value that consist of score from 0-5. Attained value obtained by SMK Telkom based on how far the process implementation. From the attained, it obtained the number of gap from specific goals 1 is 1, specific goals 2 is 3, and specific goals 3 is 1. All the gap is analyzed to find out the improvements that can be proposed. The results of the analysis are also intended to measure the level of maturity completion in Level 3 OPM. Based on the calculation, the results of the level of maturity completion in specific goals 1 is 84% from 5 interview questions, specific goals 2 is 48% from 5 questions, and specific goals 3 which reached 87% of 3 questions with average is 73%. Overall, Student Admission process cannot complete maturity level 3 OPM because there are still practice that has not been implemented or has not reached the score 5 which means practice reach the stage of continuous improvement. So, my suggestion that can be proposed is the need of consistently establishment and implement process to get continuous improvement. In addition, there are main problems in Student Admission team and we can suggest the application of knowledge management among personnel so their workload is evenly spreaded. Moreover, the team should provide sharing session to improve work motivation.

Keywords: Student Admission, Business Process Maturity Model, Maturity Level 3, Organizational Process Management.