

ABSTRACT

RE-DESIGN BUMN'S BANK OFFICE

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Banks are financial intermediary institutions that collect and channel public funds to improve people's lives. One of the biggest banks in Indonesia is Bank Mandiri. Types of bank offices are divided into types of headquarters, branch offices, regional offices, and cash offices. An independent bank office located on Jl. Jend. Sudirman, Jakarta is a regional headquarters. According to Forbes magazine in 2019, PT. Bank Mandiri ranks 481 out of 2,000 of the world's best companies in terms of work environment. Increasing employee development in terms of happiness, productivity and productive capabilities is the key to achieving success. Employees who work at Bank Mandiri are dominated by millennial generation. Therefore, the office should be able to facilitate millennial employees. Data collection and analysis are the first steps in designing to answer the needs of millennial generation companies. The millennial generation is a generation that understands technology and is without limits.

