

ABSTRACT

Service is an activity or series of activities that are invisible that occur as a result of interactions between consumers and employees or other things provided by service providers to solve user problems. KPKNL Bandung is a service provider engaged in the field of State Assets and Auctions under the auspices of the Directorate General of State Assets, Ministry of Finance of the Republic of Indonesia. KPKNL Bandung prioritizes the convenience of its users in the process of implementing the services provided. Looking at the evaluation of the service process, the Bandung KPKNL office has a major problem in the implementation of its services, namely the limited service process that requires users to visit the office directly or walk-in service process.

The KPKNL Bandung expects that some of the service processes provided can be carried out online which is expected to make it easier for users and service providers. Seeing these problems, the author offers a mobile-based application for users and a website for employees which are expected to facilitate the Bandung KPKNL service process. The application is called APTU (Up-To) – Integrated Service Application of the Bandung State Property and Auction Service Office. This application simplifies the service submission process, service completion process, and service assessment process which will later become material for evaluating the performance of the Bandung KPKNL service.

Keywords : *KPKNL Bandung, Application, Android, Website, APTU, Service*