

ABSTRACT

Micro, small, and medium enterprises (MSMEs) have a crucial role in the country's economy in Indonesia because MSMEs are the most significant contributor to Gross Domestic Product (GDP) and provide many jobs. So that MSME owners need to know what are the elements that are going well, and which are not good so that MSME owners can maximize their business activities and be able to compete in the future again, and local governments must know the needs of MSMEs so that they can help so that regional GDP value increases and increases number of jobs. This study measures the level of business process maturity and IT readiness in micro, small and medium-scale culinary companies based on the Business Process Orientation Maturity Model (BPOMM) method from McCormack et al. This research will be conducted qualitatively by observing and interviewing informants who have positions as business owners or at the top management level of four micro, small and medium scale culinary companies in Bengkulu City. This research is based on a case study because this research requires deeper and clearer answers. Then for the ninth aspect which is the area of Information System Support at BPMM, this research replaces IT support for business with IT implementation readiness. This is done because the Information System Support aspect of the BPOMM McCormack et al method focuses more on companies that have implemented IT, while the majority of MSMEs in Indonesia have not yet implemented IT. The aspects of IT readiness assessment used are IT infrastructure, IT applications, and IT human resources. From the sample of culinary companies, the characteristics and tendencies of IT readiness can be mapped. In this study, the values of business process maturity and readiness to apply information technology were obtained from the four culinary MSMEs studied. For the importance of business process maturity, three SMEs are at Level 1, namely Ad hoc, and 1 UMKM is at Level 2, namely Defined. While the value of information technology readiness, two MSMEs are at a low level and 2 MSMEs are at a medium level. The results of the assessment of the two elements are linked and profiled into three categories, namely moderate; low; and the opposite. Where HMK SMEs are in the equally moderate category, WSS SMEs are in the equally low category, and WSS and BCH SMEs are in the opposite category.

Keywords: *business processes, MSMEs, BPM, BPOMM, IT readiness*