

ABSTRACT

This research focuses on the efficiency of the ship classification certificate issuance process at Biro Klasifikasi Indonesia (BKI), an institution ranked fourth in Asia in its field. BKI is responsible for the classification of Indonesian commercial ships and foreign vessels operating in Indonesian waters, and provides survey and statutory certification services according to international standards. Challenges in the efficiency of the certificate issuance process can affect customer satisfaction and the level of complaints received. The aim of this study is to provide recommendations to improve process efficiency and performance. A qualitative approach was used, with primary data obtained from interviews and secondary data from the company's internal documents, involving various branches for broad representation. Key factors in improving efficiency include skilled human capital, information technology, and structured internal processes. Recommendations include investing in training, strengthening team collaboration, developing automation modules in information technology, and optimizing the time for survey report reviews to expedite the issuance of ship certificates.

Keywords: Human Capital, Information Technology, Internal Processes, Process Efficiency & Process Performance.