

# Peningkatan Proses Pengajuan dan Pertanggungjawaban Biaya Operasional Perusahaan Minyak dan Gas Bumi di Indonesia dengan Pendekatan Manajemen Proses Bisnis (BPM) = Improvement of Subbmition and Accountability Process of Operational Cost at Oil and Gas Company in Indonesia Based on Business Process Management Approach

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## Abstrak

Biaya operasional perusahaan adalah biaya yang dikeluarkan perusahaan untuk mendanai semua kegiatan pada unit bisnis mereka. Meskipun di era digital pembiayaan operasional perusahaan sudah dilakukan secara digitalisasi, namun masih terdapat risiko-risiko yang dapat merugikan perusahaan. Penelitian ini bertujuan untuk memperbaiki proses pengajuan dan pertanggungjawaban biaya operasional pada perusahaan minyak dan gas bumi di Indonesia melalui implementasi teknologi dengan pendekatan Manajemen Bsinis Proses (BPM) di salah satu perusahaan minyak dan gas bumi di Indonesia. Metode Analytical Hierarcy Process (AHP) digunakan untuk memprioritaskan risiko dari proses pengajuan dan pertanggungjawaban biaya operasional saat ini untuk memilih teknologi yang sesuai. Penelitian ini mengusulkan tiga model proses bisnis yang memanfaatkan teknologi dalam upaya pencegahan risiko yaitu teknologi Intelligent Monitoring System, teknologi Process Automation, dan kombinasi keduanya. Kombinasi teknologi Intelligent Monitoring System dan Process Automation menghasilkan pengurangan waktu proses terbesar yaitu 71,06% dan teknologi Intelligent Monitoring System menghasilkan pengurangan waktu proses terkecil sebesar 41,98%.

..... The operational costs are the costs that a company incurs to fund all activities on their business unit. Even though in the digital era, the company's operational financing has been carried out by digitization, there are still risks that can harm the company. This research aims to improve the process of accuntabilities of operational costs of oil and gas companies in Indonesia through the implementation of technology with the Business Process Management (BPM) approach at one of the oil and gas companies in Indonesia. The Analytical Hierarcy Process (AHP) method is used to prioritize the risks of the accountability process of current operational costs in order to select the appropriate technology. This study proposes three business process models that utilize technology in an effort to prevent risks, namely Intelligent Monitoring System technology, Process Automation technology, and a combination of the two. The combination of Intelligent Monitoring System and Process Automation technology resulted in the largest reduction in process time of 71.06% and Intelligent Monitoring System technology resulted in the smallest reduction in process time of 41.98%.