

SERVICE PERFORMANCE ANALYSIS OF DEPARTMENT OF POPULATION & CIVIL REGISTRATION KAB. BEKASI

JOHAN KRISNANTO RUNTUK



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Service Performance Analysis of Department of Population & Civil
Registration Kab. Bekasi



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POPULATION & CIVIL REGISTRATION KAB. BEKASI**

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SERVICE PERFORMANCE ANALYSIS OF DEPARTMENT OF POPULATION & CIVIL REGISTRATION KAB. BEKASI

Johan Krisnanto Runtuk

This book presents the service performance improvement through simulation using Promodel software, for the Department of Population and Civil Registration Kab. Bekasi. The process starts from determining the entities, locations and events and several tests are conducted which are independent and distribution tests. Next is generating the entity flow diagram, description operation and others. Then I develop the simulation model of the current system and analyze the system elements that can be improved, together with the validation and verification of the current model. Finally, I propose the improvements for the system to increase the service performance in the Department.

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