

## ABSTRACT

Apiet Ginanjar, *Design Of Lean Government Concept In The Id-Card Service Administration* (supervised by Dr. Tantri Yanuar Rahmat Syah, SE, MSM)

Bureaucracy in Indonesia is still problematic and far from what is expected and complaints about the low performance of public services and the lack of apparatus resources quality like never ending, and at the moment an effective solution has not been found to overcome them. Highlighting this problem so one of the breakthroughs to overcome them by using the concept of lean thinking as a method of process improving called as lean government.

To find out whether the application of Lean Government concept with the tools of Lean Consumption Map (LCM) and DMAIC (Define, Measure, Analyze, Improve, Control) can be applied in public services, especially in the ID-Card service process in the Department of Population and Civil Registration of South Tangerang City. This study case uses qualitative research methods with data obtained based on the results of observations, the results of interviews, the results of research in the field, analysis of documents and records or reports involving informants from internal and external in the Department of Population and Civil Registration of South Tangerang City.

This study case succeeded in increasing consumer Value to Waste Ratio from 9.1% to 43% dam from the provider side from 7.2% to 46%. This study shows that the Lean thinking methodology can be embraced by public services to create an efficient and effective process in reducing the average of service process time.

**Keywords::** Lean Thinking, Lean Government, Lean, Lean Six Sigma