

ABSTRAK

Pendidikan memerlukan efisiensi dalam pengelolaan administrasi, termasuk layanan *Test of English for Academic Purposes* (TEAP). Di UPA Bahasa Universitas Trunojoyo Madura, pelaksanaan tes masih dilakukan secara manual sehingga sering menimbulkan keterlambatan, kesalahan pengolahan data, dan kurangnya transparansi. Untuk mengatasi hal tersebut, penelitian ini menggunakan pendekatan *Design and Development Research* (DDR) dalam merancang *Business Process Management System* (BPMS) berbasis *Computer-Based Test* (CBT) sebagai solusi digital yang lebih terstruktur dan efisien. Sistem dikembangkan dengan Laravel, Vue.js (Inertia.js), dan MySQL, serta dilengkapi fitur utama seperti registrasi, login, pengelolaan soal, penjadwalan, pendaftaran peserta, pembayaran, pelaksanaan ujian, manajemen sertifikat, dan monitoring hasil. Hasil pengujian menunjukkan bahwa seluruh fungsi sistem berjalan dengan baik berdasarkan Black Box Testing yang memastikan kesesuaian input dan output tanpa error. Selain itu, hasil evaluasi *System Usability Scale* (SUS) yang melibatkan sebanyak 91 responden menunjukkan skor rata-rata sebesar 79,87, yang termasuk dalam kategori Good dan mendekati kategori Excellent. Hal ini menunjukkan bahwa sistem tidak hanya berfungsi sesuai kebutuhan, tetapi juga mudah digunakan, konsisten, serta mampu meningkatkan efisiensi, transparansi, dan kepuasan pengguna dalam layanan TEAP di UPA Bahasa Universitas Trunojoyo Madura.

Kata kunci: *Business Process Management System* (BPMS), *Monitoring*, TEAP, Universitas Trunojoyo Madura, UPA Bahasa.

ABSTRACT

Education requires efficiency in administrative management, including the Test of English for Academic Purposes (TEAP) service. At the Language Center of Trunojoyo University, Madura, test administration is still carried out manually, often resulting in delays, data processing errors, and a lack of transparency. To address this, this study uses a Design and Development Research (DDR) approach in designing a Computer-Based Test (CBT)-based Business Process Management System (BPMS) as a more structured and efficient digital solution. The system was developed with Laravel, Vue.js (Inertia.js), and MySQL, and is equipped with key features such as registration, login, question management, scheduling, participant registration, payment, exam administration, certificate management, and results monitoring. Test results show that all system functions run well based on Black Box Testing which ensures the conformity of input and output without errors. In addition, the results of the System Usability Scale (SUS) evaluation involving 91 respondents showed an average score of 79.87, which is included in the Good category and is approaching the Very Good category.. This shows that the system not only functions according to needs, but is also easy to use, consistent, and able to increase efficiency, transparency, and user satisfaction in TEAP services at UPA Bahasa, Trunojoyo University, Madura.

Keywords: *Business Process Management System (BPMS), Monitoring, TEAP, Trunojoyo University Madura, UPA Bahasa.*