

Administration of Sugar Factory Equipment Repair Services

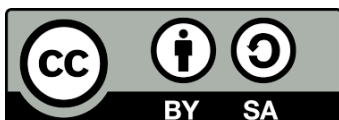
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Abstract

Administration has a strategic role in supporting the efficiency and effectiveness of company operations, especially in the sugar industry equipment repair sector. The study aims to determine the application of administration in supporting sugar factory equipment repair services by Nusantara Maintenance Facilities (NMF) at PG Djombang Baru. The data collection techniques used were interviews and literature studies, which were to explore the importance of structured administration to ensure smooth operations. Administration at Nusantara Maintenance Facilities has been implemented in a structured manner and in accordance with standard operating procedures (SOP) and is able to support operational needs. However, there are still some aspects that need to be improved, such as strengthening communication between technical and administrative teams.

Keywords: Administration, Service, Improvement



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INTRODUCTION

The sugar industry in Indonesia has a very strategic role in the national economy. As a staple food commodity, sugar is the main raw material in various food and beverage products. Sugar factories have a crucial role in ensuring the availability of quality and sustainable sugar. One of the factors determining the success of sugar factory operations is the efficiency and effectiveness of equipment maintenance, such as boilers, gearboxes, rotaries, etc. Sugar mill equipment, ranging from sugarcane milling machines to sugar processing equipment, has a limited technical life and is susceptible to damage. Damage to equipment can result in decreased productivity, increased production costs, and even the cessation of the production process. Therefore, good equipment maintenance management is very important.

In the era of globalization marked by the rapid development of technology and communication, repair services continue to experience many advances. This change is reflected in the innovations made by various companies to create competitive products and the application of excellent service in their business activities. Customer satisfaction not only supports customer loyalty but also impacts employee productivity. Productivity then creates service value that affects external customer satisfaction, which is one of the main factors in building customer loyalty. Therefore, companies are starting to think more about the importance of customer service in a focused manner through service quality, this is increasingly realized because service (customer satisfaction) is a vital aspect in maintaining business and winning competition in (Heni, 2021).

In 2021 Nusantara Maintenance Facilities (NMF) was inaugurated by PTPN X at PG Djombang Baru, precisely at Jl. Panglima Sudirman, Pulo Lor, Kec. Jombang, Jombang Regency, East Java 61419. Nusantara Maintenance Facilities (NMF) is a unit that offers equipment maintenance services for sugar factories and similar industries, with a very strategic role in supporting the company's operations. Maintenance offered by NMF includes inverter, NonDestructive Testing (NDT), balancing, alignment, and Pressure Vessel Steamers (PUBT). In addition, NMF also provides spare parts manufacturing services such as cane cutters, dregs claws, chain axles, and others. The performance of Nusantara Maintenance Facilities (NMF) has a direct impact on the efficiency and productivity of the plant, where the success of the service depends not only on technical capabilities alone, but also on effective administrative management. Good administration includes organizing and recording documents, managing data, and managing customer repair records. Records management in an institution or organization is considered important, the existence of archives is very helpful in the performance process of an organization, archive management and distribution can provide convenience in the administrative process Hendriyani (2021). Organized administration is the main foundation to ensure the smooth operation of the company. This allows maintenance and repair services to run quickly, accurately, and satisfactorily, thus supporting improved performance and overall customer satisfaction. However, poor administrative management can negatively impact various aspects of the company, such as the performance of related divisions, operational efficiency, and the quality of services provided. Therefore, an administration system is needed that can meet the needs of the company as a whole, especially in managing customer data and service history.

RESEARCH METHODS

In compiling research with the title Administration of Sugar Factory Equipment Repair Services by Nusantara Maintenance Facilities (NMF) at PG Djombang Baru, the author used an interview approach and literature study. Interviews were conducted with administrative staff to complete information relevant to administrative practices at Nusantara Maintenance Facilities. In addition, literature data collected includes various trusted sources, such as academic journals, research reports, and official documents related to administrative

management.

Administration

Administration is a series of management activities for the main tasks carried out by a group of individuals in a collaborative effort to achieve certain goals. Administration is always closely related to the context of conditions, situations, time, and location. Administration is often considered to have the same meaning as the concept of administration, which includes various activities of recording important information related to an organization. Rahman (2017) concluded the definition of administration in a narrow sense by dividing it into three main groups. First, correspondence, which is an activity related to correspondence, starting from compiling, writing, to sending information to the intended party. Second, expedition, which includes recording all information that has been sent or received. Third, archiving, is an organized process for storing information that has been received, so that the information is well organized and can be easily accessed when needed.

Main Characteristics of Administration

According to Rahman (2017), for an activity to be called administration, there are several main characteristics that must be met. First, administrative activities involve a group of people, namely more than one individual participating in carrying out the activity. Second, there is cooperation between group members. This cooperation is based on achieving certain satisfaction in the organization. The third characteristic is the division of tasks. In administration, each individual must have certain responsibilities according to the division of tasks that have been determined. This aims to maximize the work results and effectiveness of each individual. Fourth, administrative activities must be carried out sequentially and continuously. The last characteristic is the goal. The goal is an important thing that becomes the direction and common desire of each individual involved in administrative activities. Based on all the main characteristics, it can be concluded that administration is a series of activity processes carried out within a framework of cooperation by a group of individuals who have a common goal.

Role of Administration

Kamaluddin (2017) emphasized that developments in various fields of science occur as a response to the dynamics of human life. A proper understanding of the development of science and technology, as well as the ability to affirm existing opinions, are important. In this case, the main task of the administration system is to support the implementation of various other important jobs. The administration system has a crucial role in the organization, especially in providing data and information needed by the leadership, thus facilitating decision-making to carry out subsequent tasks more effectively.

Service

Administration and service have a complementary relationship, where administration acts as a support system that ensures that services can run effectively, efficiently, and in an organized manner. Administration provides the structure, procedures, and management of data and information that form the basis of quality service. According to Indrasari (2019), service (customer service) is basically any activity aimed at providing satisfaction to customers. Through this service, customer needs and desires can be met. Meanwhile, (Mokoginta et al. 2023), argues that service is any action or deed that can be offered by one party to another party, which is basically intangible and does not result in ownership. The services provided can be related to physical products or not. Thus, service can be understood as an effort to meet the needs and expectations of service recipients by providing convenience, satisfaction, and a

pleasant experience. Therefore, if the service felt is as expected, then the quality of service will be considered good. Then, if the service received exceeds expectations, the quality of service will be considered ideal Sondakh et al., (2022). Kasmir (2017) argues that quality service can be recognized through several main characteristics that must be met. First, the availability of good employees. Good service requires competent and professional employees, so that they can provide services effectively. Second, the availability of complete facilities and infrastructure, both of which are important to support the smooth running of the service process. Third, being able to communicate. The ability to communicate well is an important factor in ensuring that interactions with customers run effectively. Fourth, being able to serve quickly and accurately. With this ability, it will increase efficiency in providing services. Fifth, employees must be responsible from the beginning to the end of the service, namely ensuring that each stage is carried out properly. Finally, having skills and basic knowledge about the form of service.

Forms of Service

According to Indrasari (2019), services can be categorized into three main forms. First, verbal service, which is a service carried out in areas that are directly related to the community or customers face to face, whose task is to provide information, explanations, or other information. Second, written service, is a service carried out through long-distance services. One important factor in this form of service is the speed in handling problems and solving them. Third, service with deeds, which is more often carried out by the middle and lower classes, this service is mostly carried out by the middle and lower classes, so that the expertise and skills of the officers greatly affect the quality of the work results.

RESULT AND DISCUSSION

Administration has a strategic role in supporting company operations. As a process of managing information, documents, and resources, administration helps ensure that each company's activities run efficiently and in accordance with predetermined goals. Administration is a fundamental pillar that ensures the sustainability and success of company operations. As an information management center, administration plays a vital role in facilitating communication, both within internal and external company environments. The effectiveness of this communication management becomes key in building and maintaining good cooperative relationships with clients (Putri, 2024). In the equipment repair industry, administration is also a core element that determines the smoothness and quality of service provided to customers.

Nusantara Maintenance Facilities (NMF), as a sugar mill equipment repair service provider, has the responsibility to not only ensure the quality of repairs, but also manage the administration of services professionally. Administration is one of the main components that support the smooth operation of the company. The administrative process involves human resources and materials that are available effectively to achieve an organizational goal, so the organization will not be able to work well without a good administrative process (Adelwice et al., 2023). Through structured management, administration allows companies to carry out activities more effectively and efficiently. With integrated administration, companies can increase productivity, maximize the use of resources, and provide better service to customers. Conversely, poorly managed administration can cause various negative impacts, such as decreased efficiency, communication barriers, and operational losses. An SOP (Standard Operating Procedure) is a document that details the steps employees must follow when performing specific tasks. This document can take the form of process flow diagrams, material specifications, or other formats. Therefore, an SOP can be considered a guideline aimed at ensuring the smooth operation of the company's activities by providing instructions that guarantee tasks are carried out in alignment with the company's objectives (Fadila et.al, 2024)

Administration must be carried out in accordance with Standard Operating Procedures (SOPs) so that each process runs in a structured, effective, and efficient manner. The SOP serves as a work guide that organizes administrative steps to be consistent, reduce the risk of errors, and comply with applicable regulations. By following SOPs, administrative activities can be carried out in a transparent and accountable manner, while supporting the achievement of organizational goals. In addition, the implementation of SOPs also helps to create time and resource efficiency and ensure the quality of work results that meet the standards. Therefore, adherence to SOPs is essential in every administrative process. The following process describes the administration of sugar factory equipment repair services carried out by NMF at PG Djombang Baru.

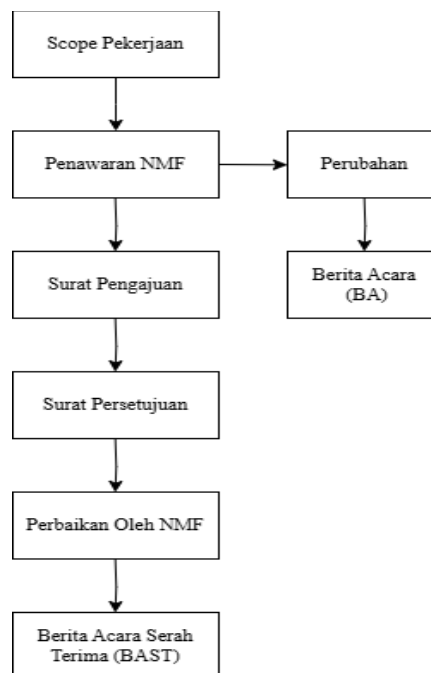


Figure 1. Standard Operating Procedure

Preparation of Work Scope and Work Plan

At the initial stage, the sugar factory work unit and NMF worked together to develop a scope of work in determining the work plan for goods and services to be carried out.

Letter of Quotation (PQR) by NMF

A Letter of Quotation (PQR) is a document prepared by the NMF to inform the relevant sugar factory (customer) of the proposed improvement solution, including details of the costs involved. The price quotation offered is in accordance with the previously agreed scope. However, if in the pricing there is a change in the scope of work, a Berita Acara (BA) will be made. Then based on the price quote letter from NMF PG Djombang Baru, the sugar factory unit (customer) makes a submission letter to the President Director of PT Sinergi Gula Nusantara (PT. SGN) for approval. If an approval letter has been issued from PT. Sinergi Gula Nusantara, then the NMF PG Djombang Baru.

SGN Approval Letter

Approval Letter is a document containing approval for the work that has been submitted previously. This approval letter is issued by PT Sinergi Gula Nusantara (SGN) head office after reviewing and approving the submitted bid. With this approval letter, repair work can be carried out in accordance with the approved plan and budget, ensuring smooth operations and compliance with applicable policies at SGN.

Berita Acara Serah Terima (BAST)

Berita Acara Serah Terima (BAST) is a document made after the repair work is completed. The

BAST can be included as one of the requirements for service delivery within an agreement. Formally, this certificate signifies that the services resulting from the work have been delivered. Without this certificate, the work's results may be considered not yet accepted by the employer (Rizkiana & Sianipar, 2019)

At NMF, after the BAST is made, it will be sent to the relevant vendor or PG for signature. After the Handover Report has been signed by the relevant vendor or PG, then the NMF party signs it (jointly signed).

Collection Letter

If the repair has been completed and the goods have been delivered, then NMF PG Djombang Baru will make a billing letter to the Sugar Factory unit that orders the work of goods and services to NMF PG Djombang Baru. This letter aims to inform the details of the costs that must be paid by the relevant PG for the work that has been carried out by NMF PG Djombang Baru. With a detailed invoice, both parties can ensure that the payment process runs smoothly, and there are no discrepancies between the fees charged and the services received. Along with the billing letter, NMF also sends Berita Acara Serah Terima (BAST), SGN approval letter, and road letter. The billing process is carried out using the eOffice Management System.

Road Letter

A road letter is a document that serves as proof of delivery of equipment or goods used in the repair process. Delivery of goods from a sugar factory unit (customer) such as PG Gempolkrep, which will carry out repairs at NMF, will require an entry letter. Once the goods have been repaired or manufactured, they will be delivered back to the ordering unit, and this delivery process is completed with an outbound letter issued by the NMF. This road letter records important information related to the delivery of the goods, which includes the quantity of goods, type of goods, and date of delivery. The road letter also usually comes with the signatures of both the NMF sending party and the consignee (the relevant sugar factory), indicating that the goods have been properly received by the concerned parties. This road letter will also be attached later in the billing process.

Document Archive

Archives are an important source of information that support administrative activities. Archives can be described as records of information from all activities within an organization. They serve a crucial function as a memory center and as a tool for consideration in decision-making processes (Kusno et al., 2023). Archives support organizational performance by ensuring smoother and more efficient administrative processes through proper management and distribution. (Muhidin, 2016)

Letters that have been used, such as incoming letters when goods arrive from the ordering PG for repair or delivery of goods, then the incoming letter will later be inputted into excel and archived in the order provided, as well as other letters. Each letter is arranged based on its subject, such as PG entry letter, PG exit letter, vendor entry letter, vendor exit letter, etc. Then the order is subjected according to the name of the sugar factory (PG) or vendor.

CONCLUSIONS

The administration of sugar factory equipment repair services by Nusantara Maintenance Facilities (NMF) at PG Djombang Baru has been running well. The administrative system implemented shows a relatively structured, organized process, and is able to support operational needs. However, there are still some aspects that need to be improved, such as strengthening communication between technical and administrative teams to ensure smooth coordination. With improvements in these areas, it is expected that repair services can be optimized, make a significant contribution to the smooth running of operations, and support the achievement of overall company goals.

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