



PROCEDURES FOR MANAGEMENT AND PRESERVATION OF COOPERATION CONTRACT BOOKS IN NON-TRANSPORTATION COMMERCIALIZATION UNITS

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Abstract

The Non-Transportation Commercialization Unit (KNA) was established by PT Kereta Api Indonesia (KAI) with the goal of optimizing the utilization of the company's assets. This unit is primarily responsible for establishing partnerships with various parties to commercialize the assets owned by the company, such as land, station buildings, and other facilities. One of the main issues faced by the KNA unit is the disorganized management and storage of contract documents. This leads to inefficiencies in document retrieval and filing, which disrupts administrative processes. Additionally, employees often take contract books without notifying the relevant parties, which increases the risk of document loss and reduces the accuracy of information.

To address these issues, the method used in this research is a scientific approach that includes the digital archiving of documents and optimization of the workflow in managing contract documents. Digital archiving allows documents to be easily accessed by all relevant parties, reducing reliance on physical contract books and minimizing the potential for document loss. Furthermore, workflow optimization involves the use of technology to monitor and streamline the contract administration process, making it more structured. The results of implementing this digital system show an improvement in document accessibility, a reduction in administrative burdens previously handled manually, and better monitoring of contract performance, which becomes more organized and efficient. This internship emphasizes the importance of adopting digital systems to enhance work efficiency, which ultimately improves the performance and productivity of the KNA unit as a whole.

Keywords: Commercialization of assets, Digital archiving, Contract document management

Abstrak

Unit Komersialisasi Non Angkutan (KNA) dibentuk oleh PT Kereta Api Indonesia (KAI) dengan tujuan untuk mengoptimalkan pemanfaatan aset perusahaan. Unit ini memiliki tanggung jawab utama dalam menjalin kerja sama dengan berbagai pihak guna mengkomersialkan aset-aset yang dimiliki oleh perusahaan, seperti lahan, bangunan stasiun, serta fasilitas lainnya. Salah satu permasalahan utama yang dihadapi oleh Unit



KNA adalah pengelolaan dan penyimpanan dokumen kontrak yang tidak terstruktur dengan baik. Hal ini menyebabkan ketidakteraturan dalam pencarian dan pengarsipan dokumen, sehingga menghambat proses administrasi yang efisien. Selain itu, sering kali karyawan mengambil buku kontrak tanpa memberi pemberitahuan kepada pihak terkait, yang menyebabkan potensi hilangnya dokumen dan menurunnya akurasi informasi.

Dalam upaya untuk mengatasi masalah tersebut, metode yang digunakan dalam penelitian ini adalah metode ilmiah yang mencakup pengarsipan dokumen secara digital serta optimalisasi alur kerja dalam pengelolaan dokumen kontrak. Pengarsipan digital akan memungkinkan dokumen dapat diakses dengan mudah oleh seluruh pihak yang membutuhkan, mengurangi ketergantungan pada fisik buku kontrak, dan meminimalisir potensi kehilangan dokumen. Selain itu, pengoptimalan alur kerja melibatkan penggunaan teknologi untuk memonitor dan memudahkan proses administrasi kontrak yang lebih terstruktur. Hasil dari implementasi sistem digital ini menunjukkan peningkatan aksesibilitas dokumen, pengurangan beban administrasi yang sebelumnya manual, serta pemantauan kinerja kontrak yang menjadi lebih terorganisir dan efisien. Magang ini menekankan pentingnya penerapan sistem digital dalam meningkatkan efisiensi kinerja, yang pada akhirnya akan meningkatkan kinerja dan produktivitas Unit KNA secara keseluruhan.

Kata Kunci : Komersialisasi aset, Pengarsipan digital, Pengelolaan dokumen kontrak

PRELIMINARY

The Non-Transport Commercialization Unit (KNA) was established by PT KAI with the main purpose of focusing on leasing the company's assets that are not directly related to transportation activities, such as property, land, or other supporting facilities. In leasing these assets, the client must enter into a contract with the Non-Transportation Commercialization Unit at PT KAI. The contents of the KAI asset lease agreement contract book can vary, depending on the type of contract, agreement, and transaction involved. With so many asset tenants related to cooperation with PT KAI, it is necessary to improve document management to be structured and

improve company performance. The KNA unit has employees who work in the field whose job is to establish direct cooperation with related parties and has employees who work in the office whose job is to process the cooperation contract book so that it is valid in accordance with applicable law at PT KAI. Based on the situation analysis, the priority problems that need to be resolved immediately are the unstructured management of contract documents and employees often take the cooperation contract book without notifying the relevant parties. This problem is specific and concrete because it directly affects operational efficiency and creates uncertainty in administrative



management.

To solve these problems, the solution offered is the implementation of a digital document management system (DMS) that is integrated with the company's information system.

A. IMPLEMENTATION AND METHOD

The internship activity was carried out at PT Kereta Api Indonesia (Persero) Purwokerto Operation Area 5, precisely in the Non-Freight Commercialization Unit (KNA). This location was chosen because it is relevant to the participants' field of study, namely Business Administration, and provides an opportunity to study the management of non-transport assets and cooperation contracts in the railway industry. The internship lasted for four months, from August 5, 2024 to December 13, 2024, The working hours are as follows.

Day	Office Hours	Break Time
Monday - Thursday	08.00 - 17.00	12.00 - 13.00
Friday	08.00 - 16.30	11.30 - 13.00

During the first day of the internship, the author adapted to the new work environment. The author was introduced by the unit manager to colleagues in the relevant department. During the meeting, the author was given an overview of the duties and

responsibilities to be performed, as well as given information about the applicable work procedures. In addition, the author was also given directions regarding the dress code that must be adhered to during the internship period, such as

Day	Dress
Monday	Formal
Tuesday	Batik
Wednesday	Formal
Thursday	Formal
Friday	Casual

The research method used in this study is a qualitative method with a descriptive approach. Data were collected through two main sources, namely direct experiences of students during participatory observation and in-depth interviews with employees in the KNA unit. Students' direct experience is used as a source of data to understand the phenomenon holistically, while in-depth interviews with employees aim to obtain in-depth and contextual information related to practices, policies, and dynamics that occur in the KNA unit. This method was chosen because it can provide a thorough and detailed understanding of the subject under study. In addition, this method allows researchers to explore the perspectives and experiences of the interviewees in more depth. Qualitative methods also help students identify important patterns or themes from the data collected, thus allowing the research to present a clear and in-depth picture of the topic under study.



The internship in this research prioritizes direct work practices within PT KAI DAOP 5 Purwokerto, where interns are given various tasks relevant to their fields. During the internship at PT Kereta Api Indonesia (Persero) Operating Region 5 Purwokerto, the author was involved in several main activities aimed at improving the efficiency of contract document management in the Non-Transport Commercialization Unit (KNA). These activities include:

Creation of KNA Performance Dashboard

The creation of KNA's performance dashboard is an important step in improving the quality of performance monitoring and evaluation. An interactive and visual dashboard will present performance information more effectively and easily understood by all stakeholders. To realize an informative performance dashboard, various types of charts are used such as bar charts, line charts, and pie charts. The selection of the right type of graph is adjusted to the type of data to be displayed and the analysis objectives to be achieved. The process of creating a dashboard involves several stages, starting from processing Excel data, selecting the appropriate graph, to setting up the dashboard display. The Excel data that has been processed is then visualized in the form of attractive and easy-to-read graphs. The completed performance dashboard is expected to be an effective tool in monitoring KNA's performance in real-

time. With this dashboard, management can easily identify performance trends, measure target achievement, and make more informed decisions to improve organizational performance.

Taking Pictures and Videos at the Station

The shooting and video activities at Kutoarjo, Gombong, Kebumen, and Sidareja stations have the main objective to produce high-quality visuals that can clearly illustrate the potential advertising space available at each station. Attractive and informative visuals will be a valuable asset in advertising space marketing efforts. The visuals produced from this shooting and video process are used for various marketing purposes, ranging from catalog creation, sales presentations, to digital promotional materials. Attractive visuals give potential advertisers a clearer picture of the appearance and strategic location of the advertising space offered. With high quality visuals, it is expected to increase the interest of potential advertisers to invest in advertising space available at these stations. Attractive and informative visuals will convince potential advertisers that the advertising space offered has great potential to reach a wide target audience. Overall, these shooting and video activities are an important part of the advertising space marketing efforts. The resulting visuals will be an effective tool to promote the potential of advertising space to potential advertisers and ultimately



drive increased revenue from the advertising sector.

Creation of Advertising Exposure

The main objective of this brief is to effectively promote the advertising space available at the various stations. The brief is designed to provide complete and compelling information to potential advertisers, so that they can understand the potential and benefits of advertising on the stations on offer. The process of creating this brief involved several important steps. First, relevant data on station profiles, audience characteristics, and advertising market trends was collected. This data was then analyzed in depth to identify potential and opportunities that could be exploited. Once the data analysis process was complete, the next stage was to design attractive and informative visuals. A good visual design will make the exposure easier to understand and make an impression on the audience's mind. Visual elements such as graphs, diagrams and images are used to present the data in a more interesting way. In this brief, complete information is presented on the various types of advertising space available, ranging from size, format, to placement location. In addition, the presentation also highlights the potential audience reach that can be achieved through each type of advertising space. This information is very useful for potential advertisers in choosing the type of advertising space that best suits their target market.

B. RESULT AND DISCUSSION

Contract Book Management Procedure Making Data List of Contract Book Submission

As part of the preparation for the submission of the request for the Regional Head of DAOP 5's signature through the Secretary, the author made a concise recording of revenue data in a document. This process involved double-checking the contract documents to ensure the accuracy of the data listed. Important data recorded included:

- 1) Name,
- 2) Address,
- 3) Region,
- 4) Designation,
- 5) Area (Land & Building),
Contract Period (Beginning & End),
- 6) Nominal.

After verifying the data and calculating the number of books and total revenue, the author marked the pages that required the signature of the DAOP Regional Head. The summary of the verified data was then printed and recorded in a notebook for archival purposes. The completed contract documents were submitted to the Secretary of the Regional Head of DAOP 5, with confirmation of signing conveyed by telephone..

Requesting the Virtual Account Number of the Contract Book

After the signing process by the Deputy Regional Head was completed, the author digitized all pages of the contract book. The scans were saved as digital files and submitted to the Human Resources Unit for archiving. This



process ensures that all contract documents are stored securely and structured in digital form, facilitating access and data tracking in the future. In addition, the author coordinated with the Human Resources Unit to obtain the virtual account number associated with the creation of the contract book. This virtual account number is used for administrative and financial purposes related to the contract book, so that its management becomes more systematic and integrated with the existing administrative system.

Writing the Virtual Account Number on the Contract Book

After the digitization process was complete, the author manually entered the contract number in the contract book. The contract number was obtained from the Human Resources Unit through a request submitted via the company's web portal. This process ensures that each contract book has a unique identification number and is properly recorded in the system. The inclusion of the contract number is only done on certain parts of the contract book that have been determined, in order to maintain the authenticity and integrity of the original document. After the numbering is completed, the contract book is separated into two parts: the original contract book which is handed over to the tenant after fulfilling the payment requirements, and the archive contract book which is kept by the archive department for documentation purposes and physical evidence of the

lease agreement.

Scanning the Contract Book for Archiving

As part of the company's initiative to improve the efficiency of document management, the author was actively involved in the project of digitizing the cooperation contract book. This digitization process is a strategic step to ensure the security and integrity of company data. In addition to maintaining data security, the digitization of the contract book also aims to meet legal requirements regarding the storage of contract evidence. By storing documents digitally in an audited system, companies can meet applicable regulations and avoid the risk of losing or damaging physical documents. With an integrated digital document management system, it is expected to improve work efficiency, facilitate collaboration between departments, and ensure the completeness of company records. Digital documents that are stored in a structured and easily accessible manner will speed up the process of searching for information and making decisions.

The main problem faced by the KNA Unit of PT KAI DAOP 5 Purwokerto is that the management of contract documents in the KNA unit currently faces several serious problems that interfere with work efficiency and neatness. First, the absence of adequate storage space causes contract books to accumulate in various places, such as in



boxes and even in the work area of student interns. Not only does this make the room look messy, but it also makes it difficult to find documents when needed. Another problem is the lack of good record keeping in the process of borrowing or transferring documents. Field units often bring contract books to give directly to tenants, but there is no official record indicating that the document is being borrowed or taken out. As a result, when tenants came to the company to request documents, the KNA unit staff were often confused because they did not know where the documents were. This is exacerbated by the absence of good coordination between units, so that information about the whereabouts of documents is not conveyed clearly. This condition creates inefficiency in service and has the potential to cause misunderstandings with tenants.

To overcome this problem, a solution in the form of a digital document management system (DMS) integrated with the company's information system was implemented. The implementation of this solution begins with the process of digitizing contract documents, where all documents are scanned and stored in digital format in a centralized database. Thus, access to documents becomes easier and more transparent for authorized parties, while reducing the risk of losing important documents. In addition, a barcode or QR code-based tracking system is implemented for each document to ensure more accurate recording of document movements and facilitate the audit process.

The successful implementation of this DMS system can be measured through various outputs produced, both in the form of products and services. In terms of products, the DMS system that has been integrated with the company's information system allows for more efficient document management, and ensures that all contract documents are digitized and stored in a centralized database. In terms of services, the existence of this system increases efficiency in document tracking and generates contract performance reports automatically, which greatly assists management in making strategic decisions. Other outcomes include improved operational efficiency, reduced risk of document loss, and increased employee awareness of the importance of document governance through training and guidance on the use of the DMS system. With the resulting benefits, this system not only solves existing problems, but also increases work effectiveness and transparency in document management. In implementing this program, there are various factors that support its success as well as challenges. Enabling factors include full support from management in the form of budget allocations and internal policies, active participation of employees in training and use of the system, and the expertise of the IT team that ensures smooth system integration. However, there are also inhibiting factors that need to be overcome, such as resistance to change from some employees who are still accustomed to manual systems, technical obstacles in integration with existing systems, and



limited resources that can slow down the implementation process. To overcome these barriers, mitigation strategies such as continuous training for employees to improve their understanding, thorough system testing before the official launch to identify and fix bugs, and more optimized resource allocation are needed so that the implementation can go as planned.

C. CLOSING

Based on the implementation of the internship at the Non-Freight Commercialization Unit (KNA) of PT KAI DAOP 5 Purwokerto, it can be concluded that the implementation of a digital document management system (DMS) has successfully improved the efficiency of contract document management. The system not only facilitates access and tracking of documents, but also reduces the risk of data loss and increases transparency in administrative management. In addition, the DMS system has supported better decision-making through automated contract performance reports. Enabling factors such as management support, active employee participation, and IT team expertise have played an important role in the successful implementation of this system. Although there have been some challenges, such as resistance to change and technical constraints, appropriate mitigation strategies have successfully overcome these obstacles.

Summary

With the implementation of the DMS system, the KNA Unit of PT KAI

DAOP 5 Purwokerto can improve the efficiency of document management, reduce the risk of data loss, and support better decision making. The success of this program can be seen from the outputs produced, both in the form of products and services, as well as how this system is able to overcome the challenges faced in managing contract documents. Enabling factors such as management support and employee participation play an important role, while inhibiting factors can be overcome with appropriate strategies to ensure the sustainability and effectiveness of the implemented system.

Advice

Based on the analysis of the strengths and weaknesses as well as the things that have and have not been achieved during the internship, here are some suggestions for the sustainability and improvement of future activities. Continuous training needs to be held because even though the DMS system has been implemented, some employees still experience difficulties in adapting the new system. In addition, the development of system features is also suggested, such as integration with other financial or asset management systems to improve operational efficiency. Data security is crucial with the increasing digitization of documents, so it is necessary to conduct periodic security audits and update data protection protocols. Periodic evaluation of system performance is also necessary, including user feedback, performance analysis, and identification of areas for improvement. In order to optimize the benefits of the DMS system, a sustainability plan that includes budget



allocation, human resources, and a long-term development strategy is needed so that the system can continue to adapt to the needs of the company in the future.

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