



IMPROVING BUSINESS EFFICIENCY AND OPERATIONAL PROCESSES THROUGH INFORMATION SYSTEM DIGITALIZATION AT BPT RETESTER COMPANY

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Abstract

BPT (Tube Maintenance Workshop) Retester Company plays a very important role in the gas cylinder management and maintenance industry to ensure its safety and operational feasibility. The company's business and operational process include a series of activities starting from the receipt of gas cylinders, visual inspection, pressure test, repair to recertification to ensure gas cylinders meet applicable safety standards. In order to support smooth operations and process efficiency, the company implements an integrated management system, including the use of technology to monitor and manage workflow, stock, and reporting. During internship at this company, the author observed that digitalization plays an important role in speeding up administrative and accounting processes, as well as simplifying reporting and auditing. Previously manual business processes have now been optimized with digital system that improve data accuracy and time efficiency. The application of this technology helps companies to reduce operational errors, increase productivity, and ensure compliance with applicable regulations. This search aims to analyze how the BPT Retester company manages its business processes and operations, as well as the positive impact of digitalization on the effectiveness and efficiency of the services provided.

Keyword: business process, operations, BPT Retester, gas cylinder maintenance, digital information system, operational efficiency, digitalization, cylinder testing, stock management, accounting.

Abstrak

Perusahaan BPT (Bengkel Pemeliharaan Tabung) Retester memiliki peran yang sangat penting dalam industri pengelolaan dan pemeliharaan tabung gas untuk memastikan keamanan dan kelayakan operasionalnya. Proses bisnis dan operasional perusahaan ini meliputi serangkaian kegiatan yang dimulai dari penerimaan tabung gas, pemeriksaan visual, uji tekanan, perbaikan hingga sertifikasi ulang untuk memastikan tabung gas memenuhi standar keselamatan yang berlaku. Dalam rangka mendukung kelancaran operasional dan efisiensi proses, perusahaan menerapkan sistem manajemen yang terintegrasi, termasuk penggunaan teknologi untuk memantau dan mengelola alur kerja, stok, dan pelaporan. Selama magang di perusahaan ini,

penulis mengamati bahwa digitalisasi berperan penting dalam mempercepat proses administrasi dan akuntansi, serta mempermudah pelaporan dan audit. Proses bisnis yang sebelumnya manual kini telah dioptimalkan dengan sistem digital yang meningkatkan keakuratan data dan efisiensi waktu. Penerapan teknologi ini membantu perusahaan untuk mengurangi kesalahan operasional, meningkatkan produktivitas, dan memastikan kesesuaian dengan peraturan yang berlaku. Penelitian ini bertujuan untuk menganalisis bagaimana perusahaan BPT Retester mengelola proses bisnis dan operasionalnya, serta dampak positif dari digitalisasi terhadap efektifitas dan efisiensi layanan yang diberikan.

Kata kunci: proses bisnis, operasional, BPT Retester, pemeliharaan tabung gas, sistem informasi digital, efisiensi operasional, digitalisasi, pengujian tabung, manajemen stok, akuntansi.

INTRODUCTION

A. Background

BPT Retester is a company that focuses on maintaining and retesting LPG (Liquefied Petroleum Gas) cylinders to ensure the safety and efficiency of gas distribution. The company plays a crucial role in maintaining the quality and safety of gas cylinders circulating in the community. Through periodic maintenance activities, pressure testing, and replacement of damaged components, BPT Retester ensures that gas cylinders remain safe to use in accordance with applicable safety standards.

During my internship at BPT Retester, I gained first-hand experience of the company's integrated business processes. The process includes various stages, from raw material procurement, tube maintenance operations, to retesting which is carried out with very detailed technical procedures. The author was also involved in other technical activities, such as physical inspection of tubes,

pressure tests, and replacement of damaged components, all of which were carried out with strict safety standards in mind.

In addition, during the internship, the author also observed the implementation of digital information systems in the company's operations, especially in the management of accounting and business administration. This digital system has helped the company in managing workflow, data collection of gas cylinder stocks, and recording financial transactions more efficiently and accurately. Digitalization allows the company to reduce human error, speed up the reporting process, and facilitate monitoring of expenses and income.

BPT Retester not only plays a role in keeping consumers safe, but also complies with government regulations that govern the technical inspection of gas cylinders. By maintaining and repainting gas cylinders that are still fit for use, BPT Retester is able to improve cost efficiency and reduce the need to

produce new cylinders. In addition, the company contributes to environmental conservation by reducing waste generated from unused gas cylinders.

Digitalization in accounting and operations has had a significant impact on the efficiency of resource management and cost control. Digitalization allows companies to monitor operational performance in real-time, conduct more in-depth data analysis, and make more accurate information-based decisions. With an integrated system, administrative processes become more transparent and efficient, ultimately improving the overall performance of the company.

The establishment of BPT Retester is a response to the need for a safer and more efficient LPG gas cylinder distribution system. In addition, the company supports government policies in energy sector management, particularly in monitoring and managing the use of gas cylinders. This article aims to analyze the work processes carried out at BPT Retester, from receiving gas cylinders to repackaging, as well as the factors that affect operational efficiency and resource management in this company, and how the implementation of digital information systems helps optimize the company's business and accounting processes.

B. Purpose of internship

The internship at BPT Retester offers a wide range of experiences relevant to Business Administration majors, although it focuses on tube maintenance. One important experience is in operational management, where workshop activities such as planning,

setting maintenance schedules, managing resources, and team coordination can provide valuable insights into managing business operations. In addition, each job performed in tube maintenance and testing can be considered as a separate project. This provides an opportunity to develop skills in project management, quality control, and team organization, which are of great benefit to Business Administration students.

This internship also provided an opportunity to apply the theories learned on campus, such as human resource management, finance, marketing, and operations, in the context of the real industrial world. In addition, this experience opened up an understanding of the engineering and manufacturing industries, which although different, still require effective business management, as well as efficient management of resources and operational processes.

During the internship, students will also develop soft skills such as interpersonal skills, communication, and the ability to work in cross-disciplinary teams. This is important because the ability to collaborate with various parties is the key to success in the business world. . In addition, analytical and problem-solving skills will also improve, especially when faced with the challenges of maintaining and testing tubes. Finally, this internship provides an opportunity to expand professional networks through interactions with various parties, including technicians, managers, and administrative teams, which will be very useful for future careers.

INTERNSHIP ACTIVITIES

The internship at BPT Retester PT Tabung Baja Sakti, located on Jl. Raya Cilongok-Ajibarang, Karanglo Village RT02/01 Cilongok, Banyumas, was carried out for 4 months or 17 weeks, where the author was placed as an admin staff. During the internship period with 6 working days, working hours start at 08.00 and end at 16.00. There was a one-hour break between 12:00 and 13:00, as well as a short 15-minute coffee break from 09:45 to 10:00.

At the time of the internship, the activities that took place at BPT Retester PT Tabung Baja Sakti were generally daily work activities but sometimes there were company environmental maintenance activities carried out at the end of the month which became one of the goals or vision and mission of the company, internship activities at BPT Retester PT Tabung Baja Sakti, these work activities include

1. Morning briefing conducted by all employees.

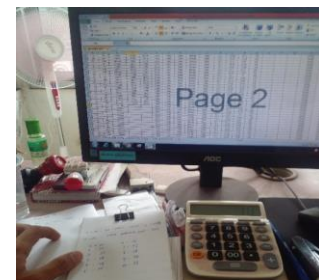
Briefings before starting work are essential for smooth operations as they help ensure all team members understand their tasks and objectives, have the same information, and are motivated and excited to work. Briefings also build communication and collaboration among team members, improve work efficiency, and create a positive work environment. As such, briefings minimize errors, miscommunication, and wasted time, making operations run more smoothly and effectively.



Gambar 1 Briefing pagi

Sumber : Dokumen pribadi

2. Create tube checklist data to ensure tube quality and safety, comply with regulations, improve operational efficiency, track tube history, manage inventory, and provide reports and analysis for decision making.



Gambar 2 membuat data ceklis tabung

Sumber : Dokumen pribadi

3. Inputting tube data for submission of approval of discarded tubes to the disnaker

4. Create a material entry and exit report
5. Calculating production output
6. Make a delivery note
7. Maintenance of the company environment at the end of each month (after monthly targets are met)

RESULTS AND DISCUSSION

A. Field of study

During lectures from semester 1 to semester 5, various theories have been obtained through ongoing teaching and learning activities. These theories become a strong foundation in understanding concepts and practices in the world of work. With the theoretical foundation that has been learned, the authors can more easily adapt and apply their knowledge during the internship process. A good understanding of the theory allows the authors to complete tasks more effectively and face challenges in the work environment with more confidence. Therefore, the theory obtained during lectures is an important supporting factor in supporting the success of the internship. The thing that underlies the author choosing the title **Improving Business Efficiency and Operational Processes Through Information System Digitalization at BPT Retester Company** is the Operational Management course.

Operational management is a management function in charge of planning, organizing, directing, and controlling the company's operational activities. Operational management is an important aspect of running a business

B. Analysis and Evaluation

a. Analysis

1. Operational definition

According to Sugiyono (in Sugiarto, 2016: 38) Operational definition is the provision or determination of meaning for a variable with the specification of activities or operations needed to measure, categorize, or manipulate variables. The operational definition tells the reader what research reports are needed to answer questions or test .

2. Definition of Operational Management

Operational management is a management function that focuses on planning, organizing, directing, and controlling the company's operational activities. Operational management aims to improve efficiency and maximize profits.

Operational process

a. Planning

The BPT Retester company PT Tabung Baja Sakti has prepared strategies and operational measures such as using PPE (personal protective equipment) working according to SOPs and others to operate efficiently and according to safety standards.

1. Determination of operational targets

The manager of PT Tabung Baja Sakti determines the production capacity of the number of tubes that can be tested and repaired in a day to meet the monthly target. Memastikan target sesuai permintaan dari Pertamina

2. Provision of facilities and infrastructure

PT Tabung Baja Sakti has sufficient facilities and infrastructure that meet the standards for the company's operational processes to run smoothly such as: tabun reception area, hydrostatic testing area, repair area, painting and drying area, weighing and finishing area and other tools to support the running of the operational process.

3. Procurement of equipment and technology

PT Tabung Baja sakti also has hydrostatic test equipment for tube pressure testing, leak detection equipment, painting machines and digital scales to measure the weight of empty tubes.

1. Licensing and standardization

2. Ensure all operations are in accordance with regulations from : Pertamina (as partner), Ministry of Energy and Mineral Resources (ESDM), Indonesian National Standard (SNI) and ISO related to safety and quality of gas float and Environmental Agency related to paint waste and water usage for testing.

b. Organizing

PT Tabun Baja Sakti established a clear organizational structure and distributed tasks to each division.

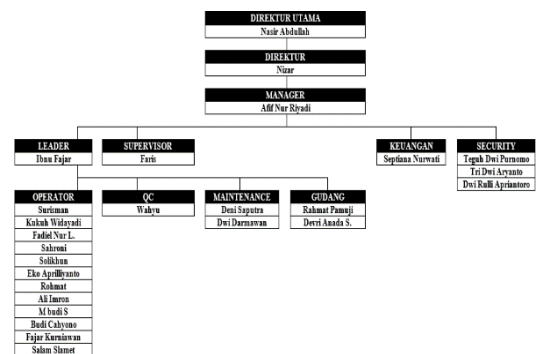


Figure3 Organizational structure of PT Tabung Baja Sakti

Source: company admin

With the following job description

1. President Director
 - a. Fully responsible for all company operations.
 - b. Create company vision, mission and strategy.
 - c. Make strategic decisions and company policies.
 - d. Represent the company in various external activities
2. Director
 - a. Assist the managing director in carrying out his duties.
 - b. Lead a specific division or department
 - c. Develop and implement divisional strategies.
 - d. Ensure division targets.
3. Manager
 - a. Lead the team and be responsible for team performance.
 - b. Organize and coordinate daily activities
 - c. Ensure team tasks are completed properly and on time.
 - d. Prepare team performance reports.
4. Administration
 - a. Manage documents including storing, filing, and retrieving

important documents such as correspondence, contracts, reports, and company data.

- b. Answer phones and emails Handle phone calls and emails from customers, suppliers, or other related parties.
 - c. Prepare activity, financial, and other reports as directed.
 - d. Organize schedules for meetings, gatherings, work leave and others.
5. Leader
 - a. Lead the production team in the field
 - b. Supervise the work of the team and ensure the quality of the work.
 - c. Allocate tasks to team members d. Report constraints and progress to manager
 6. Supervisor
 - a. Assist the foreman in supervising work
 - b. Replace the foreman if absent
 - c. Perform administrative tasks related to the work of the team
 7. Finance
 - a. Manage the company's financial

- receipts and expenditures
 - b. Prepare periodic financial reports
 - c. Control the company budget
- 8. Security
 - a. Maintain the security of company assets including buildings, equipment and raw materials.
 - b. Conduct routine patrols.
 - c. Control access in and out of the company.
- 9. Operator
 - a. Together with the marketing function handle customer requirements.
 - b. Execute the production realization plan made by MR.
 - c. Control production achievement in accordance with MR plan.
 - d. Supervise production operators to work properly.
 - e. Together with the Quality Control function address product deviations and determine corrective and preventive measures.
- 10. QC
 - a. Conduct regular product quality checks

- b. Make a report on product quality results.
- c. Report machine or equipment malfunctions.

11. Maintenance

- a. Perform maintenance and repair of production equipment machinery.
- b. Create a routine maintenance schedule.
- c. Provide necessary spare parts.

12. Warehouse

- a. Manage the storage of raw materials, finished products and equipment.
- b. Perform receiving and shipping of goods.
- c. Maintain availability of goods in the warehouse.

c. Directing

Steering is done to ensure that each team works in accordance with the procedures and targets that have been set.

1. Employee training and upskilling

At PT Tabung Baja Sakti there is no employee training because the company is still new so new employees will be trained by the leader or foreman assisted by old employees this can help new employees to easily adapt to the work environment.

2. Implementation of SOPs and Safety Standards
PT Tabung Baja Sakti requires the use of PPE (personal protective equipment) when doing activities in the work environment. The use of PPE in the **BPT Retester** environment not only meets work safety standards, but is also part of the company's commitment to ensuring worker safety and accident-free operations. With the proper use of PPE, the risk of accidents can be minimized, and the company can carry out its function as a tube maintenance workshop safely and efficiently.
 3. Performance Monitoring and Evaluation
 4. PT Tabung Baja Sakti can ensure that all work activities are carried out safely, efficiently and in accordance with established standards. This process creates a cycle of continuous improvement that enhances worker safety as well as the quality of work output.
- b. Evaluation
- The evaluation is
1. Provide or organize job training for new employees or employees who are not yet good at using operational tools.
 2. It is recommended that there is a routine schedule for cleaning the office, mess, and prayer room controlled by the supervisor to increase

awareness of cleanliness in the work environment.

CONCLUSIONS

A. Conclusion

BPT Retester PT Tabung Baja Sakti plays an important role in the maintenance and retesting of LPG gas cylinders to ensure safety as well as efficiency in gas distribution. Through various operational stages, such as tube acceptance, pressure test, repair, and recertification, the company ensures that each tube meets the applicable safety standards.

During the internship, the author observed that the digitalization of information systems has had a significant positive impact on operational efficiency. The digital system allows the company to manage data more accurately, speed up administrative processes, and increase transparency in stock records and financial reports. . In addition, the implementation of safety standards such as the use of Personal Protective Equipment (PPE) and compliance with applicable regulations have helped the company maintain work quality and reduce operational risks.

However, there are still some challenges that need to be improved, such as the lack of training programs for new employees and awareness of the cleanliness of the work environment that still needs to be improved. With improvements in this aspect, it is expected that the company can continue to improve operational quality and provide more optimal services.

B. Recommendation

1. Improved Employee Training
 - a. The company needs to hold regular training programs for new and existing employees who need to improve their skills in using operational tools.
 - b. Training can include aspects of work safety, efficiency in the use of equipment, and understanding of standard operating procedures (SOPs).
2. Optimizing Digitalization
 - a. Further development of digital systems, such as automation in recording test results and production reports, to make them more integrated and reduce human error.
 - b. Use of cloud-based technology to facilitate real-time data access and monitoring.
3. Increased Awareness of Environmental Cleanliness
 - a. Conduct regular cleaning programs, especially in the office area, mess, and prayer room, to keep the working environment comfortable and hygienic.
 - b. Establish a cleaning schedule that involves all employees on a rotating basis to increase the sense of responsibility for the work environment.
4. Improved Performance Monitoring and Evaluation
 - a. Implement a Key Performance Indicators (KPI) based performance

monitoring system to ensure team efficiency and productivity.

- b. Conduct periodic evaluations of the operational management system in order to continue to make improvements according to company needs.

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