



**ANALYSIS OF THE APPLICATION OF RAIL CARGO SYSTEM
APPLICATIONS IN THE DIGITAL ERA OF FREIGHT
TRANSPORTATION UNITS**

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Abstract

The rapid development of the digital era as it is today is the main reason why PT Kereta Api Indonesia publishes the Rail Cargo System application for freight transportation units used for making administration in the freight delivery process. The purpose of this article is to identify the benefits and drawbacks of using the Rail Cargo System, as well as strategies that can be implemented to optimize the use of this application. The method used was observation which was carried out during the internship activity at PT Kereta Api Indonesia Daop 5 Purwokerto. From the results of the observations made, it was found that the implementation of the Rail Cargo System had a relatively good impact on the transportation of goods. With the existence of the Rail Cargo System, of course, it can make it easier for employees to work and can streamline the time spent. In addition, with the Rail Cargo System, the preparation of freight forwarding administration becomes more structured, documents made with this application will also be stored safely and can be easily found when needed again. However, the use of the Rail Cargo System application is also faced with obstacles such as the need to use adequate computer equipment, the adaptation of technology and internet network infrastructure as a challenge to access the Rail Cargo System application. To overcome this challenge, it is necessary to carry out regular maintenance of the devices used and regular internet network checks. It is hoped that this application can continue to improve work services at PT Kereta Api Indonesia, especially the freight transportation unit.

Keywords: *pt kereta api indonesia, rail cargo system, freight transportation*



Abstrak

Perkembangan era digital yang semakin pesat seperti saat ini menjadi alasan utama PT Kereta Api Indonesia menerbitkan aplikasi Rail Cargo System untuk unit angkutan barang yang digunakan untuk pembuatan administrasi pada proses pengiriman barang. Penulisan artikel ini bertujuan untuk mengidentifikasi manfaat dan kekurangan penggunaan Rail Cargo System, serta strategi yang dapat diterapkan untuk mengoptimalkan penggunaan aplikasi ini. Metode yang digunakan adalah observasi dimana dilakukan selama kegiatan magang berlangsung di PT Kereta Api Indonesia Daop 5 Purwokerto. Dari hasil observasi yang dilakukan mendapatkan hasil bahwa dalam penerapan Rail Cargo System membawa dampak yang relatif baik untuk angkutan barang. Dengan adanya Rail Cargo System tentunya dapat mempermudah kerja pegawai dan dapat mengefisiensi waktu yang dikeluarkan. Selain itu dengan adanya Rail Cargo System penyusunan administrasi pengiriman barang menjadi lebih terstruktur, dokumen yang dibuat dengan aplikasi ini juga akan tersimpan dengan aman dan dapat dengan mudah ditemukan ketika dibutuhkan kembali. Namun, penggunaan aplikasi Rail Cargo System juga dihadapkan dengan adanya kendala seperti perlunya penggunaan perangkat komputer yang memadai, adanya adaptasi teknologi dan infrastruktur jaringan internet menjadi tantangan untuk mengakses aplikasi Rail Cargo System. Untuk mengatasi tantangan ini perlu dilakukan perawatan rutin perangkat yang digunakan dan pengecekan jaringan internet yang rutin. Diharapkan dengan aplikasi ini dapat terus meningkatkan pelayanan kerja di PT Kereta Api Indonesia khususnya unit angkutan barang.

Kata Kunci: *pt kereta api indonesia, rail cargo system, angkutan barang*

A. INTRODUCTION

In order to carry out the program launched by the Ministry of Education and Culture, the Faculty of Economics and Business Unsoed formed an MBKM team that is willing to facilitate its students in the flagship program. One of the flagship programs initiated by the Minister of Education and Culture in 2021 is Internship or Work Practice based on Independent Learning Independent Campus (MBKM). The internship is carried out for 4 months or for one semester at PT Kereta Api Indonesia Daop 5 Purwokerto. In the implementation of this MBKM Internship, the author chose PT Kereta Api Indonesia Daop 5 Purwokerto as a place for independent internships and learning about activities in the world of work. In this case, the author is interested in taking a discussion related to the implementation of the Rail Cargo System Application in the Digital Era of Freight Transportation Units.

Rail transportation is one of the efficient modes for transporting large quantities of goods. However, challenges such as managing the administration of freight forwarding are still the main obstacles. To answer this challenge, PT Kereta Api Indonesia as a freight transportation service provider has developed a Rail Cargo System to optimize its operations as well as the administrative process of shipping goods. The Rail Cargo System aims to improve the efficiency and accuracy of data in the freight forwarding process.

Rail Cargo Sytem is designed to assist PT Kereta Api Indonesia in carrying out its services in the field of freight forwarding. This application is used to help create shipping administration documents.

With this application, PT Kereta Api Indonesia has proven about improving its quality in various fields outside and inside its company which has also developed following technological developments and digitalization, such as making goods delivery administration that is no longer done manually with an application called Rail Cargo Sytem.

This study aims to analyze the implementation of the Rail Cargo System in PT Kereta Api Indonesia by reviewing the benefits, challenges, and impacts on the performance of PT Kereta Api Indonesia, especially the Freight Transportation unit and the response regarding customer satisfaction using PT Kereta Api Indonesia's freight forwarding services.

B. IMPLEMENTATION AND METHODS

The internship activity was carried out for 4 months from August 19 – December 13, 2024 at PT Kereta Api Indonesia Daop 5 Purwokerto. The author was placed in one of the units, namely the Freight Transportation

Table 1. Internship Period

Weekdays	Business Hours	Break Time
Monday - Friday	08.00 – 17.00 WIB	12.00 – 13.00 WIB

The activities carried out by the author during his internship at PT Kereta Api Purwokerto Daop 5 Purwokerto are as follows:

1. Learn to use the RCS (Rail Cargo System) application

The author learned how to make an SA (Surat Angkutan) using an application that is indeed intended for Freight Transportation. Rail Cargo System (RCS) is an application used to help the shipping administration process in freight transportation.

2. Recap freight shipping data

The author was given the task of recapping data from the results of freight shipments in 2020 and 2021 using the ms excel application. 25 Some of the commodities that are summarized are cement transportation, fuel/fuel transportation, fertilizer transportation, and BHP transportation. The data

included includes programs and realizations every month from data on the number of goods shipped (volume tons) and revenue after sharing each commodity.

3. Preparing for weekly meetings (spoor bestie)

Spoor bestie is a weekly meeting agenda at PT Kereta Api Indonesia (Persero). In the freight transportation unit itself, the spoor bestie is carried out every Monday at 08.00 WIB. For freight transportation employees who are on duty at the station, it will be facilitated through Gmeet and must take part in this spoor bestie. The writer will usually be assigned to prepare for the meeting and will do documentation during the meeting event.

4. Input documents in RDS (Rail Document System)

RDS (Rail Document System) is a document management system used at PT Kereta Api Indonesia (Persero). Several times the author helped to send official memorandums to PT Pertamina through the Rail Document System (RDS). In addition to the official memorandum, this RDS can also be used for official letters and invitations depending on the purpose of its use. The Rail Document System (RDS) can only be used by PT KAI Indonesia employees with a minimum position of implementing staff.

5. Creating a video for a Frontliner coaching event

The author was given the task of making a video nominated for the best frontliner award. The applications used are power point and canva. The video was then shown during the best frontliner coaching event.

6. Participate in preparing for the frontliner coaching event

Frontliner coaching is a routine agenda of the freight transportation unit as a form of training and assessment of the work of the 27 Cheker freight

transportation units. Interns were given the task to participate in preparing starting from making videos, preparing prayer texts, preparing attendance books, and documenting activities.

7. Visiting Purwokerto Station

The author made a visit to the freight station in Purwokerto. From this visit, the author can see firsthand the loading and unloading activities of retail transportation and learn how the procedures and administrative processes such as weighing, checking, making transportation documents, making manifests.

C. RESULTS AND DISCUSSION

Currently, PT Kereta Api Indonesia has improved its quality in various fields following digital developments. This effort is carried out specifically to increase operational effectiveness at PT Kereta Api Indonesia. One of the efforts made is the implementation of the digitization process in the administrative management process of freight forwarding which was previously done manually. The implementation of this digitalization is in the form of the implementation of the Rail Cargo System application intended for the freight transportation unit of PT Kereta Api Indonesia. The implementation of this application aims to improve the performance of goods delivery services, reduce errors in the process of making goods delivery administration, and the effectiveness of operational time used.

The output of the results of the implementation of the Rail Cargo System application can be seen from the increase in efficiency in freight delivery administrative services. With this increase, it will provide satisfaction to the users of PT Kereta Api Indonesia's freight transportation services, as evidenced by the continued increase in freight forwarding loads carried out by PT Kereta Api Indonesia. On the other hand, the existence of this application can reduce the operational costs incurred to print physical documents for the delivery of goods.

The most important driving factor for the implementation of the Rail Cargo System application is the development of digital technology that continues to occur. Then another factor is the support from the higher-ups of PT Kereta Api Indonesia who continue to want to improve the quality of service in the form of the procurement of PT Kereta Api Indonesia's technology infrastructure in the form of the availability of adequate hardware and software to support the successful implementation of the Rail Cargo System application.

Meanwhile, the first inhibiting factor for the implementation of the Rail Cargo System application is that there are still several hardware whose specifications are not adequate to access the Rail Cargo System application. To access this application still depends on the specifications of the hardware used. A problem that is often found regarding the use of hardware is the lack of storage capacity of the hardware which will then cause the hardware used to be slow. In addition, system disruptions and limited internet availability are the second inhibiting factor. The internet network is an important factor in accessing this application. An unstable internet network can be an obstacle in the creation of administrative documents in the Rail Cargo System application.

The implementation of the Rail Cargo System application has proven to have a positive impact in improving the services provided, especially freight transportation units. Increasing operational effectiveness in the freight forwarding administration process is one of the successes of the implementation of the Rail Cargo System application. PT Kereta Api Indonesia is proven to always make improvements following the digital changes that occur. Ongoing improvements and handling can help reduce existing obstacles. By continuing to improve the implementation of the Rail Cargo System, PT Kereta Api Indonesia can optimize its services in the management of freight forwarding

administration in the future.

D. CLOSING

Conclusion

Based on the analysis of the implementation of the Rail Cargo System (RCS) application in PT Kereta Api Indonesia, especially the freight transportation unit, it can be concluded that this application has an important role in improving the operational efficiency of freight transportation services. Rail Cargo System has helped the process of creating administrative documents for freight forwarding, speeding up services and reducing administrative errors. In addition, the implementation of this application also contributes to increasing the transparency and accuracy of operational data. Judging from some of the positive impacts of the implementation of the Rail Cargo System application both for PT Kereta Api itself and for the users of PT Kereta Api Indonesia's freight transportation services. Although in its application there are still inhibiting factors such as hardware limitations, and unstable internet network disruptions. However, with routine handling and repairs, it can help reduce obstacles that occur in the implementation of the Rail Cargo System application

Suggestion

Based on the discussion related to the analysis of the application of the Rail Cargo System application in the digital era of PT Kereta Api Indonesia. Some of the suggestions given to improve the successful implementation of the Rail Cargo System application are as follows:

1. Adequate use of hardware
Ensure that the hardware specifications used to access the Rail Cargo System must be adequate. This will avoid constraints such as hardware erosion and slowness.
2. Availability of a strong internet network
Improving a strong internet network such as the addition of wifi can help access applications and of course reduce the quota expenditure used to access the

Rail Cargo System. In addition, the addition of wifi is also to avoid network connection problems that are disconnected, considering that the use of the Rail Cargo System requires a strong internet signal.

3. Technological Infrastructure Improvement

PT Kereta Api Indonesia needs to continue to improve its technological infrastructure so that the system can run more stably and efficiently, especially in the face of a surge in service demand.

4. Evaluation and Continuous Development

PT Kereta Api Indonesia should conduct periodic evaluations of RCS performance and update system features and security in accordance with technological developments and user needs.

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