



## **ROLE OF DIGITAL SERVICE NOTES IN IMPROVING THE OPERATIONAL EFFECTIVENESS OF FREIGHT TRANSPORTATION UNITS**

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### Abstract

Based on the internship activities carried out at the PT KAI Daop 5 Purwokerto Freight Transportation Unit, the creation of internal service notes using the web rail documents system has been very good in its implementation function, where it rarely experiences errors or mistakes in the process of inputting the structure and composition of the service note because it uses a system that makes it easier for users when there is an error in filling in or completing data in the service note. Then for the process of sending internal service notes, it has been greatly assisted by the presence of RDS, the delivery time is guaranteed to be effective and efficient because the recipient also uses an intranet network that is still on the same frequency band. Updates on receipt of incoming letters and internal service notes are also very fast so that this greatly affects the speed of the information received. This is different from the process of sending service notes to external partners which must be done twice, accuracy and patience are very influential in this case, making the creation first using RDS then scanning the document first and then sending it via Email to the partner. Due to the large number of processes involved in sending official notes, which take a considerable amount of time, it is very important to pay attention to the accuracy of ensuring whether an official note is correct or not.

**Keywords:** *Digital Internal Memo, Effectiveness, Efficient, Digital Transformation.*

### Abstrak

Berdasarkan kegiatan magang yang dilaksanakan di Unit Angkutan Barang PT KAI Daop 5 Purwokerto pembuatan nota dinas internal menggunakan web *rail documents system* sudah sangat baik dalam fungsi pengimplentasiannya, dimana jarang mengalami kesalahan atau kekeliruan dalam proses penginputan struktur dan komposisi pada nota dinas dikarenakan menggunakan sistem sehingga memudahkan user ketika terjadi kesalahan dalam pengisian atau perlengkapan data dalam nota dinas. Kemudian untuk proses pengiriman nota dinas internal sudah sangat terbantu dengan adanya RDS, waktu dalam pengirimannya sudah terjamin efektif dan efisien karena penerima juga menggunakan jaringan intranet yang masih satu jalur frekuensinya. Update penerimaan surat dan nota dinas internal yang masuk pun sangat cepat sehingga hal ini sangat mempengaruhi cepatnya informasi yang diterima. Lain halnya dengan proses pengiriman nota dinas ke pihak mitra eksternal yang harus dilakukan dua kali, ketelitian dan kesabaran sangat berpengaruh dalam hal ini, melakukan pembuatan terlebih dahulu menggunakan RDS lalu melakukan scan dokumen terlebih dahulu dan baru melakukan pengiriman via Email kepada mitra. Banyaknya proses pengiriman 52 yang dilalui dan membutuhkan waktu yang tidak singkat, ketelitian dalam memastikan benar atau tidaknya suatu nota dinas sangat perlu diperhatikan.

**Kata Kunci:** *Nota Dinas Internal, Efektivitas, Efisiensi, Transformasi Digital.*



## **A. INTRODUCTION**

PT. KAI is a company engaged in mass transportation services located in several operating areas on the islands of Java and Sumatra. PT Kereta Api Indonesia is one of the state-owned companies that has innovated in sharing aspects within the company, ranging from improving service quality, rejuvenating rail cars, and innovating how to order train tickets in various ways via online or via modern retail.

PT KAI has proven about improving its quality in various fields outside of its company which has also developed following technological developments, such as the system of making correspondence and notadinas, which is no longer used manually, namely, with a system called *the Rail Document System* (RDS).

Although digital technology has been applied in the management and creation of freight transportation memorandums and archives at PT Kereta Api Indonesia (Persero) Daop 5 Purwokerto, there are several problems that are still being faced, including:

Dependence on the technological infrastructure of digital system implementation requires adequate infrastructure support, such as a stable internet network and supporting hardware. In some places of operational implementation, technical obstacles are still found that hinder the smooth running of the system so that the work does not run effectively and efficiently.

Human resource readiness Not all employees have sufficient understanding and skills in operating the digital service memorandum system, so training on sustainable operations is still needed.

The security and integrity of data in

digital service memorandums, the risk of data leakage or system errors can be obstacles that have an impact on the management of archive storage in the freight transportation unit.

The importance of the role of Hardware in the process of making internal service memorandums must also be updated and checked periodically with the aim of ensuring that the work of Hardware devices runs well.

To overcome these various problems, some solutions that can be applied include:

Strengthening and adding digital infrastructure to increase investment in more reliable information technology networks and ensuring backup systems to prevent operational disruptions.

HR training and development holds regular training programs for employees to be more adaptive in operating a digital administration system. In addition, socialization is needed about the importance of digitalization in increasing work effectiveness.

Efforts to improve data security even more, considering the importance of privacy in an institution. This is of course very important because archive data can be used at any time.

RDS updates need to be carried out to make it easier for users to make official memorandums. Reduces the risk of errors and sometimes when maintenance occurs so that it cannot be operated

With the implementation of optimal digital archive management, it is hoped that PT Kereta Api Indonesia (Persero) Daop 5 Purwokerto, especially the freight transportation unit, can increase work effectiveness, speed up service processes, and increase the company's competitiveness in the commodity transportation-based freight transportation sector.



## **B. IMPLEMENTATION AND METHODS**

Internship activities at PT Kereta Api Indonesia (Persero) Daop 5 Purwokerto Freight Transportation Unit will be carried out for 4 months from August 19, 2024 to December 19, 2024. This internship is in accordance with the working days of PT Kereta Api Indonesia Daop 5 Purwokerto employees, namely Monday – Friday from 08.00 – 17.00 WIB.

The activities carried out by the author during the internship at PT Kereta Api Indonesia (Persero) Operating Area 5 Purwokerto are as follows:

Given the task of scanning documents and archives of physical archives into non-physical or hard files into softfiles. Scanning documents aims to keep documents safe considering that physical documents are vulnerable to damage such as being exposed to water or eaten by termites, so it is very important to scan documents so that documents are avoided from the threat of damage.

Study the data recap of the results of freight shipments in 2020 and 2021 using the ms excel application. Some of the commodities that were summarized were 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.

Preparing for the weekly meeting of the Spoor Bestie Freight Transportation Unit (Spoor Bestie) is the agenda of the weekly meeting 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.

Observing the loading and unloading process of Package Delivery Goods (BHP) and seeing firsthand the loading and unloading process of Retail Goods commodities at the Purwokerto station terminal to understand operations in the field.

Input documents and create official memorandums using RDS (Rail Document System). In the Freight Transportation Unit, all correspondence making activities are carried out using the RDS website, both internal and external letters. Learning the steps and procedures in making the official memorandum itself, given the opportunity to make an official memorandum directly starting from what is stored in the draft or directly sent to the purpose of the official memorandum itself.

Carry out the process of archiving supporting documents for daily invoices and manage archives on the Rail Document System web system.

Monitor program reports and the realization of the volume of freight transportation tons as well as check and record volume (ton) data of Daop 5 Purwokerto freight transportation units for 2023.

Making a video for the Frontliner coaching event of the Freight Transportation unit. Not only is it ordered to make a video presentation awarding but also several video editing applications are recommended, the recommended applications are Canva, Adobe, iMovie and MovAvi. Then the results of the video that had been made previously were displayed during the frontliner coaching event.

### **C. RESULTS AND DISCUSSION**

PT Kereta Api Indonesia (Persero) Daop 5 Purwokerto has implemented a digital service memorandum making system in the management of freight transportation archives as part of efforts to increase operational effectiveness. This implementation includes digitizing the process of making, shipping, and storing freight transportation archives that were previously done manually. The use of this technology aims to reduce errors in the manufacturing process, speed up the manufacturing process, and minimize the risk of losing archives in the management and storage system.

One of the concrete steps in the implementation of creating digital archives is the implementation of sending and receiving letters both from within the company and outside the company using a digital system that can be said to have been successfully implemented before. Along with digital developments that make it easier for companies to carry out their work processes, one of the making of official memorandums, sending and receiving the service itself. In addition, PT Kereta Api Indonesia (Persero) Operating Region 5 Purwokerto also integrates this Rail Document System digital system with the company's database to facilitate access to information for internal and external parties.

The success of the implementation of making official memorandums using the digital system of the freight transportation unit at PT Kereta Api Indonesia (Persero) Daop 5 Purwokerto can be seen from several main indicators. First, there is an increase in operational time efficiency by reducing the time needed in the process of making and sending official memorandums. The process that previously took hours or even days can now be completed in a matter of hours, thanks to the presence of the Rail Document System

that has been implemented.

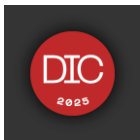
Another positive impact is the improvement of operational efficiency and work quality with the digital archive system, the time needed for the management of official memorandum documents and storage is significantly reduced. Previously, this process was done manually which was prone to errors and delays. After digitization, this process becomes faster, more accurate and safer.

Increasing partner satisfaction with the digital mail or memorandum delivery system, partners can check and receive their incoming official memorandum in *real-time*. This increases the transparency and trust of partners in the services of PT Kereta Api Indonesia (Persero) Daop 5 Purwokerto, especially the Freight Transportation Unit.

Reduction of operational costs for the implementation of digital service memorandums reduces the need for physical document printing and manual labor for administrative management, which has an impact on the efficiency of the company's operational costs.

In the implementation of making digital service memorandums, there are various factors that can be both a driver and an obstacle to the success of the program.

The driving factor, namely the commitment management support from the management of PT Kereta Api Indonesia (Persero) Daop 5 Purwokerto in implementing the RDS web digital system, is the main factor in the success of the implementation, the availability of infrastructure and technology facilities, access to adequate hardware and software to support the smooth running of the digital service memorandum system, and training and development of human resources to improve employee skills in using the digital system to help in optimizing the benefits of digital service memorandums.



Meanwhile, the inhibiting factor is the resistance to change, some employees still face difficulties in adapting to the new digital system, so it takes time to transition and adapt from a manual system to a digital system, technical constraints, system disruptions or internet network limitations can be an obstacle in the smooth operation of making digital service memorandums, and the cost of Initial Implementation. Initial investments in technology infrastructure and employee training require considerable costs, although in the long run they provide efficiency.

Based on the implementation that has been carried out, the digital service memorandum has proven to have a positive impact in increasing the operational effectiveness of the freight transportation unit at PT Kereta Api Indonesia (Persero) Daop 5 Purwokerto. Increasing operational efficiency, accuracy of official memorandums, satisfaction of cooperation partners, and reduction of operational costs are the main indicators of the success of this program. While there are several challenges in implementation, driving factors such as management support and HR training can help overcome these barriers. By continuing to develop technology and supporting facilities and improving the skills of human resources, PT Kereta Api Indonesia (Persero) Daop 5 Purwokerto, especially the Freight Transportation Unit, can further optimize the role of digital service memorandums in the management of freight transportation in the future.

#### **D. CLOSING**

The application of digital service memorandums in the management of freight transportation archives at PT Kereta Api Indonesia (Persero) Daop 5 Purwokerto has great potential to increase the efficiency and effectiveness of its work operations. By

following and learning the features that have been available in the Rail Document System and can be updated at any time, the creation of digital service memorandums through this system is able to overcome various challenges in the process of making, sending, and receiving official memorandums. Although in the implementation of work, it still faces several obstacles, such as system complexity, limitations in supporting infrastructure, and the level of employee adaptation.

Field results also show that strategic solutions, such as employee training, improving technology support infrastructure, strengthening coordination, and adjusting work culture, are urgently needed to optimize the implementation process of making digital service memorandums. Proper training and socialization can increase the competence and acceptance of technology by employees, while investment in modern infrastructure and facilities will ensure the smooth operation of the system for the long term.

With the implementation of these solutions, PT Kereta Api Indonesia Daop 5 Purwokerto, especially the Freight Transportation Unit, can strengthen the system for making and managing digital service memorandums, support the smooth sending and receiving process, and improve the quality of service to partners. This not only supports the company's operational goals, but is also in line with the digital transformation in the modern world of transportation and logistics delivery.



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