



## **OPTIMIZATION OF DIGITAL MANAGEMENT OF OFFICE EQUIPMENT AND SUPPLIES AT BPJS EMPLOYMENT PURWOKERTO BRANCH**

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### **Abstract**

The management of office equipment and supplies is an important thing that must be managed properly so as not to hinder the work of employees. To make it easier to manage office equipment and supplies, you can use digital management. This study aims to find out how to digitally manage office equipment and supplies at BPJS Employment Purwokerto Branch by means of observation, documentation, and interviews with *branch operational management* staff. Digital management of equipment and equipment at BPJS Employment Purwokerto Branch by making a list of equipment and equipment in *Microsoft Excel* so that it can be easy to check the inventory of goods and minimize running out of goods or avoid buying excess goods that can have an impact on budget waste. In the process of procurement of goods, the creation of procurement letters and memos has used digital, namely by typing and then uploading in the SIDIA application. In addition, the equipment used is also *modern* so that employees are more comfortable at work and can also save time and effort in completing daily tasks.

***Keywords:*** *management, equipment and equipment, digital*

### **Abstrak**

Pengelolaan peralatan dan perlengkapan kantor merupakan hal penting yang harus dikelola dengan baik supaya tidak menghambat pekerjaan para karyawan. Untuk mempermudah dalam pengelolaan peralatan dan perlengkapan kantor bisa dengan memanfaatkan pengelolaan secara digital. Penelitian ini bertujuan untuk mengetahui bagaimana pengelolaan secara digital peralatan dan perlengkapan kantor di BPJS Ketenagakerjaan Cabang Purwokerto dengan metode observasi/pengamatan, dokumentasi, dan wawancara dengan *staff* penata operasional cabang. Pengelolaan secara digital peralatan dan perlengkapan di BPJS Ketenagakerjaan Cabang Purwokerto dengan membuat daftar perlengkapan dan peralatan di *microsoft excel* sehingga dapat memudahkan untuk mengecek persediaan barang dan meminimalisir kehabisan barang atau menghindari pembelian barang yang berlebih yang dapat berdampak pada pemborosan anggaran. Dalam proses pengadaan barang, pembuatan surat pengadaan barang dan memo sudah menggunakan digital yaitu dengan diketik kemudian diupload diaplikasi SIDIA. Selain itu, peralatan yang digunakan juga sudah *modern* sehingga para karyawan lebih nyaman dalam bekerja dan juga dapat menghemat waktu dan tenaga dalam menyelesaikan tugas sehari-hari.

***Keywords:*** *pengelolaan, peralatan dan perlengkapan, digital*

## **A. INTRODUCTION**

In this increasingly advanced and sophisticated technological development, it requires agencies or companies to be able to work faster. For this reason, agencies or companies need tools to help a job so that the work can be completed quickly. One way to get work done quickly is to take advantage of digital management. By utilizing the use of digital management, it can save time, effort and reduce expenses.

In today's era that demands everything is fast-paced and digital, it's time to switch to electronic devices. But in fact, there are still many offices that ignore this which actually hampers work so that productivity decreases, and also decreases employee morale because they are irritated with slow, outdated machines and make employees spend more energy (Noer Amaliah, 2019).

The meaning of the word "digital" relates to an analog computer and digital computing, as when a person accesses and reads an article on a website. This is related to the numbers and specifications applied to the computer that is operating the data. However, as time goes by, digital meanings are increasingly expanding. The definition of digital has become looser in meaning and is now interpreted as something that involves or is related to digital technology or computers, especially the internet (Maisyarah & Hadi, 2024).

Digital management of office equipment and supplies is by using electronic equipment such as laptops or computers, *printers*, projectors, paper shredders. In addition to using electronic equipment, digital management is by making a list of goods through *Microsoft Excel* and

also using the SIDIA application to make letters or memos of the goods needed.

The author observes that the management of office equipment and supplies at BPJS Employment Purwokerto Branch still encounters several problems. In fact, office equipment and supplies are important things that must be managed properly so as not to hinder the work of employees. Office equipment and supplies must be checked periodically, the availability of goods, especially items that are often needed, office equipment and supplies must also be checked whether they are still suitable for use or have to be replaced. Making a list of the availability of equipment and equipment can make it easier to check the inventory of goods so as to minimize running out of goods or avoid buying excess goods.

Problems that occur at BPJS Employment such as office phones to serve participants are disrupted because the sound is not clear, the availability of *printer* machines is still limited, lack of office equipment at each employee's desk, lack of shelves to store office equipment and supplies so that there are several office equipment stored outdoors ATK, access to check the availability of goods in *Microsoft Excel* so that other employees cannot access. Therefore, the author is interested in raising the title "**Optimizing the Digital Management of Office Equipment and Supplies at BPJS Employment Purwokerto Branch**".

## **B. IMPLEMENTATION AND METHODS**

### **Implementation**

The internship took place at the BPJS Employment Purwokerto Branch Office and was placed in the field of membership. The author carried out an



internship from August 19, 2024 to December 13, 2024. The internship is from Monday to Friday and starts from 08.00 WIB to 17.00 WIB. The activities carried out by the Author during the internship are:

Week 1

- 1) Introduction to BPJS Employment, BPJS Employment program, divisions/fields in BPJS Employment and division of divisions to interns.
- 2) Fill out the BPU registration form.
- 3) Prepare a BPJS Employment membership card.
- 4) Scan the archives of Construction Services (JAKON).

Week 2

- 1) Checking the *email data of the Wage Recipient (PU) workforce* that is not complete and *valid*.
- 2) Educating participants in the use of SIPP.
- 3) Input data (name, NIK, address, phone number, etc.) of new participants into *Microsoft Excel*.

Week 3

- 1) Educating participants in the use of SIPP.
- 2) Contact Wage Recipient (PU) workers who are in arrears of contributions through *the WhastsApp* chat.
- 3) The socialization discussed the procurement of Construction Services in the Banyumas Regency Regional Government.
- 4) Sorting BPJS Employment membership cards that are still active are then grouped by region to be distributed.

Week 4

- 1) Sorting BPJS Employment membership cards that are still active are then grouped by region to be distributed.

- 2) Verify and validate membership registration in accordance with the provisions.
- 3) Socialization of the use of the Jamsostek *Mobile (JMO)* application to CV. Karya Purbaya.
- 4) Printing certificates, cards and membership letters of Wage Recipients (PU).
- 5) Printing the company's contribution bill.

Week 5

- 1) Printing certificates, cards and membership letters of Wage Recipients (PU).
- 2) Checking data related to RT, RW, District, and membership phone numbers that are incomplete.
- 3) Scan the minutes of the company visit/membership coaching.

Week 6

- 1) Checking data related to RT, RW, District, and membership phone numbers that are incomplete.
- 2) Verify and validate membership registration in accordance with the provisions.
- 3) Download the certificate, card and membership letter of the Wage Recipient (PU).
- 4) Organize data by region.

Week 7

- 1) Printing certificates, cards and membership letters of Wage Recipients (PU).
- 2) Socialization of the use of the Jamsostek *Mobile (JMO)* application to PT Indokores Sahabat.
- 3) Prepare a BPJS Employment participant card.
- 4) Contact Wage Recipient (PU) workers who are in arrears of contributions through *the WhastsApp* chat.
- 5) Delivering letters to the Regional Secretary and the Health Office.

- 6) Socialization about BPJS Employment to guardians of special classes at SMA Negeri 3 Purwokerto.
- 7) Group participant cards by region.
- Week 8
- 1) Verify the data of companies with receivables and contributions.
  - 2) Verify OSS data that has not yet been a participant.
  - 3) Socialization of BPJS Employment social programs in Somagede District.
  - 4) Checking data related to RT, RW, District, and membership phone numbers that are incomplete.
  - 5) Issuing a notification letter of contribution bills.
- Week 9
- 1) Checking data related to RT, RW, District, and membership phone numbers that are incomplete.
  - 2) Socialization of BPJS Employment social programs in Tambak District.
  - 3) Verify and validate membership registration in accordance with the provisions.
- Week 10
- 1) Verify and validate membership registration in accordance with the provisions.
  - 2) Checking PKBU email data that is incomplete and *valid*.
- Week 11
- 1) Verify and validate membership registration in accordance with the provisions.
- Week 12
- 1) Verify and validate membership registration in accordance with the provisions.
  - 2) Contact Wage Recipient (PU) workers who are in arrears of contributions through *the WhastsApp* chat.
- Week 13
- 1) Printing certificates, cards and membership letters of Wage Recipients (PU).
  - 2) Verify and validate membership registration in accordance with the provisions.
- Week 14
- 1) Verify and validate membership registration in accordance with the provisions.
- Week 15
- 1) Verify and validate membership registration in accordance with the provisions.
  - 2) Issuance and printing of membership certificates.
- Week 16
- 1) Contact Wage Recipient (PU) workers who are in arrears of contributions through *the WhastsApp* chat.
  - 2) Socialization of BPJS Employment social programs at the Wage Market.
  - 3) Printing certificates, cards and membership letters of Wage Recipients (PU).
  - 4) Verify and validate membership registration in accordance with the provisions.
- Week 17
- 1) Printing certificates, cards and membership letters of Wage Recipients (PU).
- Method**
- The data collection method used in the implementation of the internship at BPJS Employment Purwokerto Branch is by observation/observation, documentation, and interview methods. The author observes how to store and manage office equipment and supplies at BPJS Employment Purwokerto Branch. The author also documented the ATK room, equipment on each employee's desk and equipment available at BPJS Employment Purwokerto Branch. To find out more clearly, the author also

conducted an interview with Mr. Edi Tusoro as *the* branch operational management staff which is included in the operational field.

The MBKM internship program which is carried out at BPJS Employment Purwokerto Branch for 4 months is a form of practice of 9 courses that need to be converted, the 9 courses consist of:

1. Entrepreneurship

BPJS Employment Purwokerto Branch often conducts socialization to sub-districts, schools and markets in the Banyumas area with the aim of building communication between the community (workers) and BPJS Employment. The relationship between the internship activities carried out by the author and the converted entrepreneurship course is that the author was given the opportunity to participate in socialization in several sub-districts, namely Somagede District, Tambak District, SMA Negeri 3 Purwokerto and Pasar Wage. This can certainly add to the author's insight and knowledge about how BPJS Employment promotes social security programs to the community. Not only that, the author was also given the opportunity to find new participants in the author's environment, both relatives and neighbors. With this opportunity, the author knows how to market BPJS Employment services to people directly.

2. Organizational Theory and Leadership

The leadership style at BPJS Employment is democratic, judging from every morning the leaders and all employees at BPJS Employment Purwokerto conduct a *morning briefing* to discuss progress in each

field and monitor whether there are obstacles or not and when there are obstacles immediately find solutions by discussing together. The author also observes that in each field there is a good relationship, employees help each other and give advice to other employees if there are problems. Internship activities related to this course are by exemplifying a good relationship between leaders and employees and between employees and employees, if the author is given an assignment with other intern friends, we also divide the task equally and petrify each other if there are obstacles.

3. International Management

Activities related to this course are to study Indonesian migrant workers who will register as BPJS Employment participants . How to register for BPJS Employment for migrant workers:

- a. Come to the nearest branch office.
- b. Fill out the form and complete the membership registration documents. The documents include a copy of the identity card (KTP), a copy of the passport, a copy of the family card, a copy of the employment agreement, a copy of the BPJS Employment participant card for the registration of advanced participants who have been registered.
- c. Take the queue number for the registration service.
- d. Called by the officer.
- e. Receive information on the amount of contributions that must be paid.
- f. Receive a receipt of registration documents.
- g. Make contribution payments.

- h. Receive a participant card.
- i. Conduct satisfaction assessments through *e-survey*.

4. Ethics Prof

Activities related to this course are as an intern, the author must comply with the existing rules and maintain ethics when in the office, such as coming on time according to the predetermined hours, being friendly to the people around him, communicating with employees politely, friendly and clear, dressing politely and neatly, always ready to do a task, Do tasks with focus, good and correct, do not let personal affairs affect performance when doing tasks.

5. Business Communication

Activities related to this course are when the author is looking for new participants and communicating with the person for whom the author offers the BPJS Employment program, the author gets a different response, there are those who are interested in registering for BPJS Employment but not infrequently there are people who refuse because they object to contributions or other things that the author cannot force the person to register for BPJS Employment.

6. Information Technology Applications

BPJS Employment Purwokerto has used an application to make it easier for participants to check the balance of Old Age Insurance (JHT), namely the Jamsostek *Mobile* (JMO) application, but many employees in a company/factory do not understand the use or how to register in the JMO application, so the company/factory asks BPJS Employment to guide the company/factory employees to

register. Activities related to this course are that the author has the opportunity to participate in the socialization of the use of the Mobile Guarantee (JMO) application and the author also helps factory workers who have problems to register in the application. An obstacle that often occurs is that workers forget *their email passwords* or phone numbers that are no longer active. In fact, for registration of the JMO application, you must enter *your email* and phone number.

7. Archive Management II

Every agency or company must have archives that must be kept so that every company must be able to manage archives so that there is no accumulation of archives. BPJS Employment Purwokerto has managed the archives well and neatly, the archives are stored in *boxes* and arranged on shelves and the archives are also scanned and stored on the computer. The author has the opportunity to scan the archives of Construction Services and save the *scanned archives* so that the archives are neat and easy to find, the archives are stored in boxes and returned to the archive storage shelf.

8. *Public Speaking*

Activities related to this course are during socialization at the Wage Market, the author had the opportunity to go around distributing BPJS Employment brochures to the vendors at the Wage Market. Distribute the brochure by introducing yourself first, then permission to divide the brochure and explain a little about BPJS Employment then thank you. At the time of socializing the Jamsostek *Mobile* (JMO)

application to CV. Karya Purbaya and PT Indokores Sahabat, the author can interact with employees in the company by asking what obstacles there are at the time of registration for the application and helping employees to register on the JMO application.

9. *Praktikum/Work Integrated Learning*

At the time of the lecture the author had received courses on archive management I, basic computers, and secretarial practices so that he could apply the course during the internship. Activities related to this course are scanning archives and rearranging the archives when they have been scanned, inputting data using software such as *Google Spreadsheets* and *Microsoft Excel*, and the author applying procedures when receiving guests.

**C. RESULTS AND DISCUSSION**

**Result**

Digital is a form of modernization or renewal of the use of technology which is often associated with the presence of the internet and computer technology. Where all things can be done with a sophisticated equipment to be able to facilitate human affairs (Darmawan, 2023).

According to Balderton (in Imas Anggraeni, 2020), "Management is the same as management, which is moving, organizing, and directing human efforts to effectively utilize materials and facilities to achieve a goal."

The management of office equipment and supplies at BPJS Employment Purwokerto Branch has used a digital system. Office equipment is *modern* to make the work easier for employees so that employees can work comfortably and can also save time and

effort. These equipment include *printers*, projectors, *scanners*, paper shredders, computers or laptops, and telephones.

To make it easier to check the availability of goods, you can make a list of equipment and equipment so that you can minimize running out of goods or avoid buying excess goods. BPJS Employment has recorded available office equipment and supplies using *Microsoft Excel* to make it easier to check goods. Office equipment and supplies must be checked periodically for the availability of goods, especially items that are often needed, and must also be checked whether they are still suitable for use or have to be replaced.

The creation of a letter of procurement of goods and memos has also been made digitally, if you want to make a letter of procurement of goods or memos, you only need to type it and then upload it on the SIDIA application so that there is no need to make a letter of procurement of goods or memos manually. The SIDIA application was created to make it easier to create and make it easier to check and receive correspondence and memos. However, because the SIDIA application is confidential and cannot be accessed by anyone other than employees, the author cannot access and learn the SIDIA application in more detail.

**Discussion**

1. Resources that Manage Office Equipment and Supplies at BPJS Employment Purwokerto Branch

Office equipment and supplies at BPJS Employment Purwokerto Branch are managed by Mr. Edi Tusoro as *the* branch operational management staff which is included in the operational field. The lack of human resources in BPJS Employment requires branch operational managers to

manage all equipment and equipment in the office alone, even requiring managing archives as well so that it is not optimal in managing office equipment and supplies.

2. Procurement Procedures at BPJS Employment Purwokerto Branch

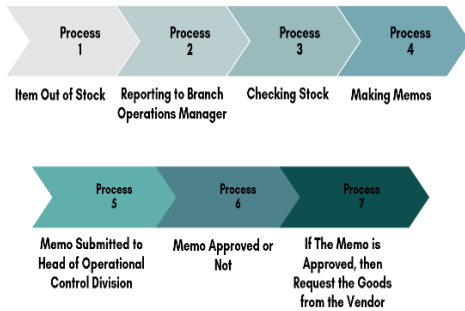


Figure 1. Procurement of Goods at BPJS Employment Purwokerto Branch

If employees want to request goods or there are out of goods, employees can report to the branch operations manager. After the branch operations manager receives a report that employees need office equipment and supplies, the branch operations manager then checks the stock of goods again to ensure that the goods are still in stock or have run out. If there are items that run out, the branch operational manager will make a memo and the memo will be handed over to the head of the operational field. The head of the operational division determines whether the memo is accepted or not, if the memo is accepted, then he can only ask for goods from the vendor.

3. Availability of Goods at BPJS Employment Purwokerto Branch

The availability of office equipment and supplies at BPJS Employment Purwokerto Branch checks the availability of goods once every 1 month. The check aims to avoid excess or shortage of stock of goods. Although it has

routinely checked the availability of goods once a month, there are office equipment that is often used so that often the stock of goods runs out, which results in some employees being hampered in their work.

4. Arrangement of Office Equipment and Supplies in the ATK Room at BPJS Employment Purwokerto Branch

The arrangement of office equipment and supplies at BPJS Employment Purwokerto Branch is good, there is a special room to store office equipment and supplies. The ATK room is large enough to store office equipment and supplies, but the room management is not optimal because there are only 2 shelves to store office equipment and there are equipment stored in cabinets outside the ATK room. Some employees sometimes find it difficult to find some items because there are office supplies stored outside the ATK room.



Figure 2. ATK room at BPJS Employment Purwokerto Branch



Figure 3. Office Equipment Stored Outside the ATK Room

5. Office Supplies at Every Employee's Desk



Figure 4. Office Supplies at Every Employee's Desk

The picture above is office equipment provided at each employee's desk. Because the equipment provided is still incomplete to carry out daily tasks, when employees need office supplies, they choose to borrow from each other because it is more practical than having to leave the desk and pick up the equipment in the ATK room. By borrowing from each other, employees can immediately resume work without having to leave their desks and pick up equipment in the ATK room.

#### 6. Office Equipment That Is Less than Optimal and Limited

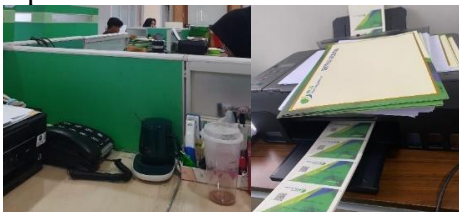


Figure 5. Office Equipment That Is Less than Optimal and Limited

There is a phone used to serve participants, but the voice of the phone is no longer functioning properly because when participants call and when received the voice of the phone is very small. However, the phone was not immediately repaired or replaced. In addition, the number of *printer* machines available in the office is still limited, so employees have to take turns to use them. This often leads to delays in work, as they have to wait for their turn to print the documents.

## D. CONCLUSION

### Conclusion

During the implementation of the MBKM internship at BPJS Employment Purwokerto Branch gained a lot of new knowledge and experience as an intern. The author gets to know firsthand how the world of work, employees do their work responsibly and professionally, the relationship between employees is good and helps each other when there are obstacles, the author can also improve *soft skills* and *hard skills*. During the internship, the author also applied the knowledge that had been gained during lectures such as folding letters, typing, basic computers, etc.

Based on the internship activities that have been carried out at the Participation Section Office at BPJS Employment Purwokerto Branch, it can be concluded that the management of office equipment and supplies at BPJS Employment Purwokerto Branch has been implemented in accordance with *existing* rules, but there are still several things that need to be evaluated. Things that need to be evaluated such as lack of human resources, incomplete stationery at each employee's desk, lack of optimization of the ATK room, and delays in repairing or replacing damaged goods, it is better that data to record the availability of goods can be accessed by all employees.

### Suggestion

The suggestion related to the results of the analysis is that in improving the performance of managing office equipment and supplies at BPJS Employment, it is better to add special employees to focus on managing equipment and equipment in the office and minimize problems or obstacles that often

occur. And also for access to the availability of goods, it should be in a *spreadsheet* so that employees can also access and see the availability of goods.

#### **Acknowledgments**

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