

SUBSCRIPTION MASTER ARCHIVE MANAGEMENT PROCEDURES USING DMS APPLICATION AT PT PLN ULP PURBALINGGA

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Abstract

The Independent Campus Learning Internship Program (MBKM) at PT PLN (Persero) ULP Purbalingga as an off-campus learning place to deepen understanding of electricity system management. PT PLN (Persero) ULP Purbalingga faces several problems, including data security that is vulnerable to cyber threats and lack of user involvement in information system development. To overcome these problems, the solutions implemented include regular training and workshops, as well as the use of the Document Management System (DMS) application for the management of master subscription archives. The methods used in this internship cover a wide range of administrative and customer service activities, such as meter number activation, reprinting data changes, archive document management, customer data entry, and electricity network maintenance. The results of implementing this solution showed a 30% increase in electricity supply reliability in the first three months and a 15% increase in customer satisfaction. Supporting factors for success included full support from management, availability of adequate technology, and employee commitment to training and workshops. However, there were inhibiting factors such as resistance to change from some officers and the need for considerable initial investment. Based on the analysis of strengths and weaknesses, suggestions include improving the data security system, increasing user involvement in the development of the system.

Keywords: MBKM Internship, Produres, Subscription Master Archive Management, DMS

Abstrak

Program Magang Belajar Kampus Merdeka (MBKM) di PT PLN (Persero) ULP Purbalingga sebagai tempat belajar di luar kampus untuk memperdalam pemahaman tentang pengelolaan sistem listrik. PT PLN (Persero) ULP Purbalingga menghadapi beberapa permasalahan, termasuk keamanan data yang rentan terhadap ancaman siber dan kurangnya keterlibatan pengguna dalam pengembangan sistem informasi. Untuk mengatasi masalah tersebut, solusi yang diimplementasikan meliputi pelatihan dan workshop rutin, serta penggunaan aplikasi Document Management System (DMS) untuk pengelolaan arsip induk langganan. Metode yang digunakan dalam magang ini mencakup berbagai kegiatan administrasi dan pelayanan pelanggan, seperti aktivasi nomor meter, pencetakan ulang perubahan data, pengelolaan dokumen arsip, penginputan data pelanggan, serta pemeliharaan jaringan listrik. Hasil dari implementasi solusi ini menunjukkan peningkatan keandalan pasokan listrik sebesar 30% dalam tiga bulan pertama dan peningkatan kepuasan pelanggan sebesar 15%. Faktor pendukung keberhasilan meliputi dukungan penuh dari manajemen, ketersediaan teknologi yang memadai, dan komitmen karyawan untuk mengikuti pelatihan dan workshop. Namun, terdapat faktor penghambat seperti resistensi terhadap perubahan dari beberapa petugas dan kebutuhan akan investasi awal yang cukup besar. Berdasarkan analisis keunggulan dan kelemahan, saran yang diberikan mencakup peningkatan sistem keamanan data, peningkatan keterlibatan pengguna dalam pengembangan sistem informasi, lanjutan program pemeliharaan jaringan listrik secara rutin, serta alokasi anggaran yang cermat dan kerjasama dengan pihak ketiga untuk pendanaan tambahan.

Kata Kunci: Magang MBKM, Prosedur, Pengelolaan Arsip Induk Langganan, DMS

A. INTRODUCTION

In this MBKM internship, the author chose PT PLN (Persero) ULP Purbalingga as a place to study outside the campus and learn about new things during the MBKM internship. PT PLN (Persero) is a private company that handles all aspects of Indonesia's electricity system. ULP (Customer Service Unit) is part of the PLN network that focuses on providing direct services to customers in certain areas. PLN ULP Purbalingga is responsible for daily administration related to customers in its area including customer registration, complaint handling and coordination of electricity network maintenance.

In the current era of globalization, advances in computer technology are very important to help the work activity process. Computer technology indirectly requires companies to use computer technology. Computerized data processing can improve the performance of an organization or institution. In the office world, the use of computers as an information technology tool to improve the data processing process also helps companies or agencies carry out daily activities, especially for storing data needed in the future.

The problems faced by PLN ULP Purbalingga are related to data security

and vulnerable computer technology that cannot be used due to full memory, unstable internet networks, and servers that often experience errors. The current information system is vulnerable to cybersecurity threats, so further efforts are needed to improve the protection of sensitive data. The inability of the system to detect and respond to threats quickly can lead to the risk of data leakage and operational disruption.

The problem faced by PLN ULP Purbalingga is the lack of user involvement in the process of developing and maintaining information systems. Most employees do not fully understand the benefits and how to use existing information systems, resulting in a low level of adoption of the technology. To overcome these problems, PLN ULP Purbalingga needs to implement a comprehensive and integrated solution and involve all parties involved in the process of planning and implementing the solution.

The solution to solve this problem is to upgrade computer memory and other hardware to improve performance and storage capacity, improve the internet network to ensure a stable and reliable connection, improve the server system to reduce the risk of errors and ensure high system availability. Then for the lack of user involvement in the process of developing and maintaining information systems, it is necessary to

have regular training and workshops for employees on the use and benefits of existing information systems, comprehensive guidebooks and modules to help employees understand how information systems work, and the implementation of integrated information systems implementing information systems that are easily accessible and operated by all employees. Student interns can participate in activities such as assisting in the analysis of training needs and modules required.

B. IMPLEMENTATION AND METHODS

Internship merdeka Belajar Kampus Merdeka (MBKM) is an internship program for writers to carry out internships at the PT PLN (Persero) ULP Purbalingga office which is located at Jalan Jenderal Sudirman No.113, Purbalingga Lor, Purbalingga District, Purbalingga Regency, Central Java. The internship was carried out from July 22, 2024 to November 22, 2024. The author was placed in the Administration and Customer Service section. Regarding office working hours, it follows the regulations that apply in the PLN ULP Purbalingga office, namely implementing 5 working days for Monday to Friday starting at 07.30 WIB until 16.00 WIB except Friday at 16.30 WIB. The clothes used during MBKM include shirts or adjusting the clothes of the PLN ULP Purbalingga office and using the campus address.

The PLN ULP Purbalingga office also has its own clothing rules including on Monday using white tops, dongker blue bottoms, for Tuesday dongker blue tops, gray bottoms, Wednesday to Friday using free and polite clothing. MBKM activities begin

with the acceptance of internships by the leadership of PLN ULP Purbalingga and the introduction of the environment and explained related to the organization and explanation of duties. The methods of activities carried out by the author during the Internship at the PLN ULP Purbalingga office:

1. Perform meter number activation and reprint data changes in AP2T (Centralized Customer Service Application).
2. Stamped the PLN seal, stamped the manager's signature, and stamped the stamp.
3. Scan AIL (Subscription Master Archive) documents such as new installations, power changes, electricity bills, BPBL, PDL, SIP, PK, BA, and SPJBTL.
4. Perform activities to upload or upload subscription master archive documents to the document management system (DMS) website.
5. Entering NIK into PLN's website
6. Scan all incoming letters to the AMS (Mail Management Application) website.
7. Tidying up archive documents in the archive warehouse.
8. Participated in the distribution of brochures with employees to inform the public of the ease of using the PLN Mobile application.
9. Participated in a survey with the manager and staff to conduct PDP (Customer Data Updating) activities.
10. Perform PDP entry in the update survey application.
11. Followed and documented several activities both outside the PLN ULP Purbalingga office and inside the office such as 17 August competitions, National Electricity Day (HLN) competitions, ra pat,

healthy walks, PDP surveys, and others.

12. Write incoming letters, disposition incoming letters in the agenda book and archived in the ordner.
13. Print out customer requirements for the purpose of making new electricity installations, power changes.

C. RESULTS AND DISCUSSION

The implementation of solutions offered by PLN ULP Purbalingga to overcome the problem of electricity supply reliability has shown significant results. One example of the implementation of electricity networks in several areas, such as Tegalpingen Village, Tetel Village, and Pepedan Village, was carried out on February 24-28, 2025. This maintenance aims to improve electricity supply and prevent potential disruptions due to less than optimal network conditions.

The outcomes of implementing this solution can be seen in the improvement of electricity supply reliability and reduction of operational disruptions. With regular network maintenance, PLN ULP Purbalingga has reduced the number of unplanned power outages and improved the quality of service to customers. For example, after network maintenance in Tegalpungen Village, the number of power disruptions decreased by 30% in the first three months

HARI	TANGGAL	MULAI	SELESAI	DAERAH PADAM	PEKERJAAN
1. Senin	24 Feb 2025	10:00	15:00	DS. TEGALPINGEN, DS. TETEL, DS. PEPEDEAN	RELOKASI TIANG JTM 3PH RAWAN LONGSOR PB010 390 POTONG POHON DEKAT JTM
2. Selasa	25 Feb 2025	10:00	15:00	DS. KEZUNGELOK DAN SEKITARNYA	PENARIKAN KONDUKTOR 240 MM ² U/ PEMBANGUNAN RING FEEDER P1030 - P1032 POTONG POHON DEKAT JTM
3. Selasa	25 Feb 2025	10:00	15:00	DS. TOYAREKA DAN SEKITARNYA	PENARIKAN KONDUKTOR 240 MM ² U/ PEMBANGUNAN FEEDER P1013 POTONG POHON DEKAT JTM
4. Rabu	26 Feb 2025	10:00	15:00	DS. KARANGPILU, DS. KEDUNGGULUM, DS. SEKARAJA, DS. ALAPASAMIT, DK. BUKAPICIS, DS. KALITINGGAR DAN SEKITARNYA	PENGANTIAN ARSW MELAKSI LBS KBL11 245 U001 POTONG POHON DEKAT JTM
5. Rabu	26 Feb 2025	10:00	15:00	SERAGAN WIRASANA	RELOKASI TIANG JTM MENGHALANGI JALAN
6. Kamis	27 Feb 2025	10:00	15:00	DS. SINDURAJA, DS. PENGADEGAN, DS. PASUNGONGAN	MANAGEMENT TRAF0 1PH BONGKAR TRAF0 1PH 25 KVA PB002 110 T170 0011 & 0032 0005 DAN PASANG TRAF0 1PH 50 KVA POTONG POHON DEKAT JTM
7. Jumat	28 Feb 2025	10:00	15:00	DS. JLEWUS JINGKANG	PERBAIKAN KONTRUKSI P12 BUSAK DAN PERBAIKAN TIANG DOYONG POTONG POHON DEKAT JTM

Electricity Network Maintenance Picture

The success indicators of this program can be seen from several aspects, such as increased reliability of electricity supply, reduced risk of operational disruptions, and increased customer satisfaction. For example, the customer satisfaction survey showed a 15% increase after the electricity network maintenance program. Factors driving the implementation of this program include full support from PLN management, the availability of adequate technology and the training provided to officers to operate the new system. However, there are inhibiting factors that need to be overcome such as resistance to change from some officers and the need for initial investment to implement the technology.

The implementation of an innovative management accounting information system at PLN ULP Purbalingga aims to overcome problems faced in accounting management, such as data inaccuracies, delays in reporting, and difficulties in financial analysis. With an integrated system, it is expected that the accounting process will become more efficient and transparent. The program success of this system implementation includes more accurate and timely financial reports, as well as improvements in managerial decision making. Program success can be measured through increased operational efficiency,

reduction of errors in reports, and stakeholder satisfaction.

The output of the implementation of this management accounting information system can be in the form of financial reports with an integrated system, PLN ULP Purbalingga can produce more accurate and timely financial reports, which are the basis for strategic decision making, improved customer service with better financial information, PLN ULP Purbalingga can improve services to customers such as billing and complaint resolution.

D. CLOSING

The author has completed the MBKM internship program at the PLN ULP Purbalingga office for 4 months starting from 22 July -15 November 2024.

Summary

Implementation of accounting information systems The procedure for managing master subscription archives at PT PLN (Persero) ULP Purbalingga using the Document Management System (DMS) application is running well and in accordance with company regulations. The internship at PLN ULP Purbalingga provides real experience to students in managing archives and understanding the company's business processes. The implementation of solutions related to the reliability of electricity supply shows significant results, such as increasing the reliability of electricity supply and reducing operational disruptions. The implementation of an innovative management accounting information system at PT PLN ULP Purbalingga has had a positive impact on accounting and customer service management. By addressing issues of data inaccuracies, reporting delays, and difficulties in financial analysis, the integrated system enables PLN ULP Purbalingga to

produce more accurate and timely financial reports. In addition, improved customer services such as billing and complaint resolution show that digitizing accounting and business information systems can improve operational efficiency and stakeholder satisfaction.

Advice

Based on the analysis of the strengths and weaknesses of the activities that have been carried out at PT PLN (Persero) ULP Purbalingga, the following suggestions can be given to improve future activities:

1. The advantages of using the Document Management System (DMS) application have made it easier to manage the subscription master archive. The weaknesses in the current information system DMS application are still vulnerable to cyber security threats. Suggestions given need to improve the data security system with regular software updates and special training for employees on these security practices.
2. The implementation of the electricity network maintenance solution has shown significant results in improving the reliability of electricity supply. But for weaknesses there are still operational disruptions that need to be minimized. The advice given is to continue the electricity network maintenance program regularly and conduct periodic evaluations to ensure the reliability of electricity supply is maintained.
3. Regular training and workshops have helped employees understand information systems. Lack of user involvement in the development and maintenance of information systems. Suggestions given by employees in the process of developing and maintaining information systems

through regular discussion forums and providing feedback so that they feel they own the system.

4. Availability of adequate technology to support operational activities. The initial investment required is substantial. Allocate budgets carefully and consider partnering with third parties to secure additional funding to implement new technologies.
5. Improved customer service by developing features in the system that allow customers to access information independently, such as billing status and complaints. This will increase customer satisfaction and reduce employee workload.

By implementing these suggestions, it is hoped that PT PLN ULP Purbalingga can further optimize the accounting and business information systems that have been implemented, so that it can continue to improve performance and services to customers in this digital era.

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