



IMPLEMENTATION GOOD CORPORATE GOVERNANCE AT PT PELINDO MULTI TERMINAL BRANCH TANJUNG INTAN

Kinanti Mutiara Prameswari, Alisa Tri Nawarini, Sofiatul Khotimah

Faculty of Economics and Business, Jenderal Soedirman University

Corresponding Author: kinanti.prameswari@mhs.unsoed.ac.id

Abstract

The implementation of Good Corporate Governance (GCG) principles is a crucial aspect in enhancing transparency, accountability, responsibility, independence, and fairness in corporate operations. PT Pelindo Multi Terminal Branch Tanjung Intan faces challenges in optimizing GCG implementation, particularly in operational management and regulatory compliance. This internship program aims to identify the implementation of GCG principles in the company's business practices and provide improvement recommendations to enhance corporate governance effectiveness. The methods used include direct observation, interviews with relevant employees, and company document analysis. The results indicate that PT Pelindo Multi Terminal has applied GCG principles in various aspects; however, some challenges remain, particularly in information transparency and the effectiveness of internal communication. The recommendations provided include strengthening the internal reporting system and improving employee training related to GCG to ensure better compliance with good corporate governance standards.

Keywords: *Good Corporate Governance, transparency, accountability, PT Pelindo Multi Terminal, corporate governance*

Abstrak

Penerapan prinsip-prinsip Good Corporate Governance (GCG) merupakan aspek krusial dalam meningkatkan transparansi, akuntabilitas, tanggung jawab, independensi, serta keadilan dalam operasional perusahaan. PT Pelindo Multi Terminal Branch Tanjung Intan menghadapi tantangan dalam optimalisasi penerapan GCG, terutama dalam aspek pengelolaan operasional dan kepatuhan terhadap regulasi yang berlaku. Program magang ini bertujuan untuk mengidentifikasi implementasi prinsip-prinsip GCG dalam praktik bisnis perusahaan serta memberikan rekomendasi perbaikan yang dapat meningkatkan efektivitas tata kelola perusahaan. Metode yang digunakan meliputi observasi langsung, wawancara dengan karyawan terkait, dan analisis dokumen perusahaan. Hasil penelitian menunjukkan bahwa PT Pelindo Multi Terminal telah menerapkan prinsip-prinsip GCG dalam berbagai aspek, namun masih terdapat beberapa kendala dalam hal transparansi informasi dan efektivitas komunikasi internal. Rekomendasi yang diberikan mencakup penguatan sistem pelaporan internal dan peningkatan pelatihan karyawan terkait GCG guna memastikan kepatuhan yang lebih optimal terhadap standar tata kelola perusahaan yang baik.

Kata Kunci: Good Corporate Governance, transparansi, akuntabilitas, PT Pelindo Multi Terminal, tata kelola perusahaan.

A. INTRODUCTION

PT Pelindo Multi Terminal Branch Tanjung Intan is a company engaged in port services, especially in the management of multipurpose terminals. In its operation, the company applies the principles of Good Corporate Governance (GCG) to improve transparency, accountability, and management efficiency. However, the implementation of GCG in this company still faces various challenges, especially in the management information system, the effectiveness of internal communication.

The information system used still has limitations in data processing and internal reporting, which can affect strategic decision making. In addition, communication between divisions in terms of report submission and work coordination is still less than optimal, which can slow down business processes. From the human resources aspect, there is an opportunity to improve employees' understanding of GCG principles through more intensive training and socialization.

Based on the situation analysis above, the priority problems identified are:

- a. Lack of transparency in the delivery of information that causes delays in decision-making and alignment of corporate strategies.
- b. The effectiveness of internal communication still needs to be improved to support cross-divisional coordination and operational efficiency.
- c. Limitations in the implementation of management information system, which hinder more structured and accurate reporting.

To overcome these problems, the solutions offered include:

- a. Optimize the management information system by proposing improvements in data reporting and documentation to be more integrated.
- b. Improved the effectiveness of internal communication through the implementation of a technology-based coordination system to accelerate the flow of information between divisions.
- c. Training and socialization related to GCG to improve employees' understanding of the importance of good corporate governance and its application in daily activities.

The work procedure in implementing this solution involves several stages, namely:

- a. Initial observation to further identify weaknesses in the information system and internal communication.
- b. Needs analysis to determine which aspects most need improvement in reporting and transparency.
- c. Development of information and communication system recommendations, both in digital and manual form, to improve the effectiveness of internal coordination.
- d. Socialization and training to employees on GCG implementation and the use of optimized systems.
- e. Evaluation and monitoring to ensure the sustainability of the implemented solution

PT Pelindo Multi Terminal actively participated in the implementation of this solution by providing relevant data, giving access to the current system, and involving employees in training and involving employees in training and socialization program.

From the implementation of the proposed solution, several outcomes are expected to be achieved, including:

- a. Increased transparency and effectiveness of reporting in company management.
- b. A more efficient internal communication system, so that coordination between divisions runs more optimally.
- c. Increased understanding and application of GCG principles by employees, which supports compliance with regulations and improves the quality of corporate governance.

This output is expected to have a positive impact on the operations of PT Pelindo Multi Terminal Branch Tanjung Intan in the long term, both in terms of management, work efficiency, and compliance with GCG principles that are more optimal.

B. IMPLEMENTATION AND METHODS

The internship at PT Pelindo Muti Terminal Branch Tanjung Intan, located at Jl. Laut Jawa, Cilacap 53213, lasted for four months or 18 weeks. lasts for four months or 18 weeks. In this period, the author was assigned to the rendalops (operations) section and then moved to the operations planning and control section. Interns follow a five-day work

schedule, from Monday to Friday.

Table 1. Working Hours of Bank DKI Pusat

Working Days	Working Hours	Break Time
Monday - Thursday	08.00–17.00 WIB	12.00–13.00 WIB
Friday	7.30.00–16.30 WIB	11.30–12.30 WIB

Source: Personal Documents

During the internship, there were several main activities carried out at Bank DKI Pusat during the internship, including:

1. Recap the company budget in the form of BYMHD (costs that still have to be paid) for 1 year
2. Compiling data on various financial archives and PMK Pelindo Tanjung Intan.
3. Access incoming letters via the Pelindo E-Office website.
4. recapitulate the production of diesel fuel for storage tanks via Google Drive.
5. Compiling Dextrite Fuel Payment Application data from PT. Kon Jaya General Contractor and Supplier Indonesia via Google Drive.

C. RESULTS AND DISCUSSION

Based on the results of observation and analysis during the internship at PT Pelindo Multi Terminal Branch Tanjung Intan, it was found that the implementation of the principles of Good Corporate Governance (GCG) still faces several challenges, especially in the aspects of information transparency and the effectiveness of internal communication. To overcome these problems, the solutions implemented include:

- 1. Strengthening Management Information System**
 - a. Implemetation of digital reporting

system to improve transparency in operational recording and reporting processes.

- b. Optimizing the use of **Enterprise Resource Planning (ERP)** based software to improve the efficiency of company data management.

2. Standard Operating Procedure (SOP) Improvement

- a. Revision and preparation of new SOP that are more systematic and structured in accordance with GCG principles.
- b. Training and socialization to employees on new procedures in operational management and reporting.

3. Optimization of Internal Communication

- a. Implementation of a digital-based communication system to improve coordination between divisions.
- b. Creation of a regular discussion forum as a forum for information exchange and more effective problem solving.

Table 2. Indicators of Successful Solution Implementation

Evaluation Aspect	Before Implementation	After Implementation
Information Transparency	The reporting system is still done manually and is not well documented	A digital-based reporting system is being implemented with more structured documentation.
Communication	Coordination between	A digital communication

Effectiveness	divisions is often hampered and poorly documented	ion system is in place, so coordination is faster and well-documented
Operational Standards	SOP have not been fully documented and are not uniform in each documentation.	New SOP were developed and implemented variously across all divisions.
Data Management Efficiency	Operational data is still scattered and difficult to access quickly.	An ERP system was established, enabling faster and more efficient data access.

D. CLOSING

Summary

The internship program conducted at PT Pelindo Multi Terminal Branch Tanjung Intan shows that the implementation of Good Corporate Governance (GCG) principles still has challenges, especially in the aspects of information transparency, communication effectiveness, and operational efficiency. Solutions implemented through the digitization of management information systems, optimization of standard operating procedures (SOPs), and improvement of internal communication systems have yielded positive results. The implementation of a digital reporting system and the utilization of

Enterprise Resource Planning (ERP) have proven to improve transparency in financial and operational reporting. In addition, the preparation of more systematic SOPs and the implementation of a digital-based communication system helped to facilitate coordination between divisions. Although there are obstacles in adapting to changes and integrating new systems, the improvement efforts that have been made have contributed significantly to improving the efficiency of corporate governance.

Advice

To improve the sustainability of the implementation of Good Corporate Governance (GCG) at PT Pelindo Multi Terminal, several suggestions can be given, among others:

1. Optimization of ERP System Implementation - Companies need to ensure full integration of the ERP system with all operational units to improve the efficiency of data management and decision making.
2. Improved Employee Training - Regular training is required for employees to improve their understanding of the digitization system and updated operational standards.
3. Periodic Evaluation and Monitoring - The company needs to periodically evaluate the effectiveness of the new system implementation and adjust the implementation strategy according to the latest needs and regulations.
4. Improving Digital Data Security - With the development of digitalization systems, companies need to improve data security to prevent information leakage and ensure compliance with applicable regulations.

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