

Original Paper

Improvement of Administration System Management in the Metal and Plastic Industry that Implements the Job Order System

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Abstract

The purpose of this community service activity is to improve the management of the administrative system in two divisions at PT Prima Sakti Asia, which was then adopted for other divisions within the company. The administrative system has an important role in providing data and information needed by the company, so improvements and development of a more effective and efficient administration system must be carried out to achieve company goals. This activity was carried out in two stages, namely work assistance and preparation of an administrative system. In carrying out this activity while assisting in preparing the administrative system, the personnel assigned to the Workshop Division and Maintenance Division found it helpful to improve the existing administrative governance. So it is easier to update regularly and continuously. The administrative system compiled by PT Prima Sakti Asia will be redeveloped for the other eight divisions. In addition, this activity increases the understanding of personnel in the Workshop Division and Maintenance Division in the administration field according to company needs. Of course, this will make it easier for personnel in each division to work better again in accordance with their duties and responsibilities.

Keywords: Management, Administrative System, Company, Industry

JEL Classification:

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1. Introduction

Administration has an important role in the business world, either manually or electronically, because good administrative management will, of course, make it easier to carry out analysis to improve the quality of work. Administration is part of managing a company or organization, which includes data collection and arranging matters related to various aspects of the company or organization so that they can be optimized properly. According to Silalahi, it is stated that this administration is the systematic preparation and recording of data and information to provide information and make it easier to retrieve it as a whole and concerning each other (Hamali, 2019). So, it can be used as a basis for formulating policies to achieve organizational targets or goals. Administration cannot be done by one person alone because it requires cooperation between two or more people. According to Siagian (2012), administration is the entire process of cooperation between two or more people based on certain rationality to achieve predetermined goals by utilizing facilities and infrastructure efficiently and effectively.

The administration system is important to help a company provide the necessary data and information. For a company, administration plays an important role in increasing effectiveness in checking documents that have been determined by the company so that it will make it easier for service users to manage transactions that occur. As a result, there is an increase in efficiency in the production process (Widjaja & Winda, 2023) as Setiawan et al. (2022) stated that the implementation of the administration system needs to be improved and developed more optimally so that it is expected to be able to increase the company's level of effectiveness and efficiency, with the hope that the implementation of good and adequate administrative management can increase business competitiveness amidst business competition (Nusantoro et al., 2022).

The administration system built by the company aims to monitor activities or data owned by the company so that business managers can evaluate activities in organizing the company. Apart from that, to prepare a business development program and organize activities. Also, to secure data/records or a business activity and company organization. Another aim is to increase business actors' awareness of the importance of administration and human resource skills in administrative preparation (Wulandari & Deliana, 2021) as well as an effort to form skilled and skilled human resources who can adapt to the demands and needs of the business and industrial world (Malabay, 2018).

Management of the administrative system is, of course, carried out through a series of analysis processes. Management improvements aim to increase the efficiency and effectiveness of systems, processes, and work procedures that are clear, effective, efficient, and measurable in the company. According to Danim (2010), management is an activity or effort to help, serve, facilitate, or organize all activities to achieve a goal. Tatalakasana supports the purpose of administration as a process of activities of people who work based on a certain rationality to achieve goals that have been mutually agreed upon so that administrative system management activities are very necessary in a company (Saiman, 2002). It especially impacts all parts of the company organization and is implemented by all parties (Gie, 2000), Hoping that it can facilitate or lighten work tasks in decision-making (Murni, 2010). Because with the knowledge and skills mastered in administrative preparation will increase the ability and understanding of employees in managing and carrying out their duties and functions as well as work obligations (Atikah et al., 2023; Marpaung et al., 2021). Although to change the work culture, extra effort is needed to encourage all levels of existing human resources to follow the rules that have been made (Rizqi, 2022). However, it is a challenge for companies to provide better services to the community (Sudibyo et al., 2018).

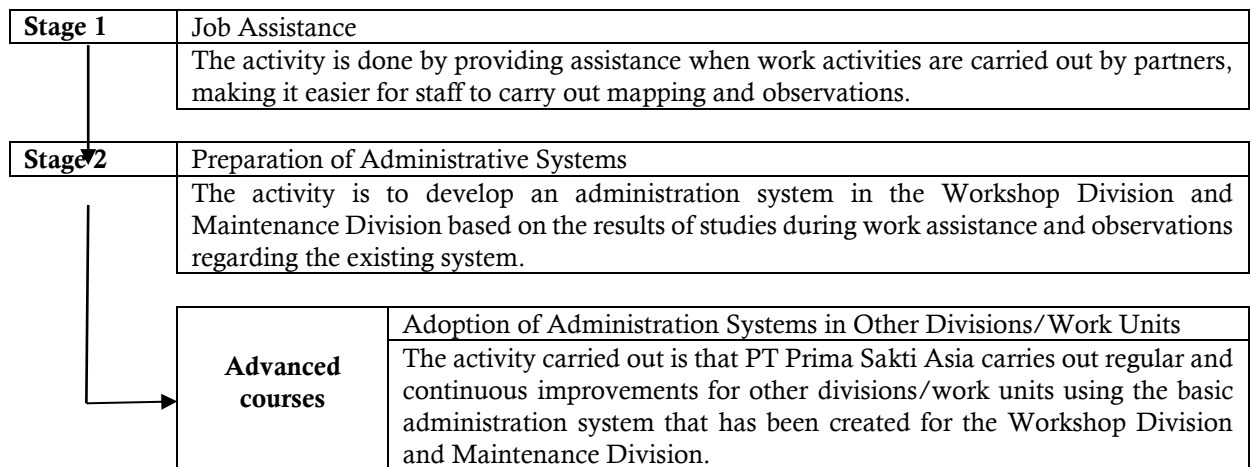
This concern is what needs to be done in a company operating in the metal and plastic industry, which has a job order work pattern in its business operations. This business is PT Prima Sakti Asia, which operates in the field of Manufacturer of Metal Stamping and Plastic Injection Parts located on Jl. Industry No. 12, Randuagung, Singosari, Malang, East Java. PT Prima Sakti Asia has 8 (eight) divisions/work units, namely Workshop, Stamping, Plastic Injection, Spot welding, U-Bend, Finishing, Assembling, and Maintenance, and its business operations are run using a job order system.

By having several work units (divisions), of course, PT Prima Sakti Asia must always update the administration system to make it easier to work in each division, which is interconnected and sustainable, so that the company's goals can be achieved well. So, the aim of implementing this community service is to assist in improving the management of the administrative system in 2 (two) work divisions, namely the Workshop Division and the Maintenance Division at PT Prima Sakti Asia, so that it can be implemented and developed to improve the administration of the administrative system in the divisions/ other work units, as well as being able to improve the quality of the company's human resources in the administrative sector so that they can carry out their duties and work obligations well.

Based on this aim, the implementation of this community service activity is very beneficial for PT Prima Sakti Asia, especially personnel in the Workshop Division and Maintenance Division, who can improve their quality by increasing their knowledge and understanding of the administration system that the company should implement to facilitate work tasks.

2. Implementation Method

In this community service activity, the stages are (a) assistance in carrying out work in the Workshop Division and Maintenance Division and (b) preparation of the administration system implemented in the Workshop Division and Maintenance Division. By assisting in carrying out work in the Workshop Division and Maintenance Division, the author will obtain real information/data regarding existing activities, making it easier to prepare a new administrative system in managing the administrative system in the Workshop Division and Maintenance Division at PT Prima Asian Magic.



Source: Author, 2023

Figure 1. Flowchart of Community Service Implementation Methods

3. Results

The results obtained from this community service activity are:

a. Assistance in carrying out work in the Workshop Division and Maintenance Division

The activities carried out in this work assistance are as follows:

- 1) Create Purchase Requisitions, Work Orders, and Material Issued in the Program
In this activity, make a purchase request (*Purchase Request*) for material requirements that do not exist or have run out in the warehouse inventory so that they can be immediately purchased by the Purchasing department and handed over to the department that requires them as stated in the *Work Order*.



Source: Author, 2023

Figure 2. Prepare of Purchase Requisitions, Work Orders, and Material Issued

- 2) Receive materials requested from Purchasing.
In this activity, materials are received as submitted. So, this acceptance adjusts the demand and the materials imported.



Source: Author, 2023

Figure 3 . Receipt of Material from the Purchasing Party by the Specifications in the Purchase Request

- 3) Update External and Internal Molding Repair Data in Spreadsheet
In this activity, data updates are carried out for necessary improvements in the spreadsheet database connected to various divisions.



Source: Author, 2023

Figure 4 . Update External and Internal Molding Repair Data in Spreadsheet

- 4) Receiving Drawings and Partlist from the Design department
In this activity, we receive drawings and part lists from the design department to then submit them to the operator department to be carried out according to the *Work Order* (Work Order) that has been created.



Source: Author, 2023

Figure 5. Receiving Drawings and Partlist from the Design department

- 5) Submission of Images to Operator
Submit the drawings received from the Design section to the operator section to be carried out according to the *Work Order* (Work Order).



Source: Author, 2023

Figure 6. Submission of Images to Operator

- 6) **Material Data Collection and Material Stock Check**
In this activity, data collection and stock-taking are carried out on the materials owned by matching the data and the physical form of the materials.



Source: Author, 2023

Figure 7. Stock Material

- 7) **Preparation of Weekly Reports for the Workshop Division and Maintenance Division**
In this activity, make weekly reports based on work activities in the Workshop Division and Maintenance Division.



Source: Author, 2023

Figure 8. Weekly Reports Preparing

b. Preparation of an administration system that will be implemented in the Workshop Division and Maintenance Division

Meanwhile, the preparation of the administrative system to improve the management of the administrative system carried out in the Workshop Division and Maintenance Division is as follows:

(1). Administration System in the Workshop Division

The Workshop Division itself is a division that operates in the specialist field of manufacturing and repairing molds, which are often called moldings or mattresses at PT Prima Sakti Asia. The molding produced is intended for products made from plastic (plastic pellets) and metal (plates and pipes), depending on the order. The moldings produced in this Workshop Division are moldings that are ordered from external companies and also internal companies. There are various sizes used, depending on the order and the capacity of the machine that will be used for the molding, ranging from 50 tons to 1,500 tons. The process of making this molding or mattress must be of high quality and accurate precision, so to produce this molding, you need precise tools.

The Division Administration System at PT Prima Sakti Asia is as follows:

(a) . Entry of PO or Order from Customer

PO (Purchase Order), a purchase order, is a document created to indicate the product you want to buy or order. PO from the customer, sent via email, addressed to the sales department of PT Prima Sakti Asia. After the PO is entered, Sales will convey it to the relevant division.

(b) . Dropping of Drawings and Partlists from the Design Division

A part is a document that contains what materials and parts are needed to work on a project that will be carried out. Meanwhile, the image is a reference for the operator to work on the project being carried out, starting from the size, dimensions, and shape of the project.

(c) . Workshop Work Planning

Planning is planning to carry out something. The planning carried out in this workshop is prioritizing what projects must be done first. Firms prioritize a project, and it can be seen from the deadline, whether the project is important or not, and from the complexity of working on the project.

(d) . Material Purchase

After the drawings and parts list from the design division have been submitted to the Workshop Division, the next step is purchasing the required materials and parts. For the purchasing process, the admin makes a purchase order or material request in the software, which the Purchasing department will later approve.

(e) . Material Delivery

Materials purchased and received by the Purchasing Department are then handed over to the Workshop Division, and material data collection will be carried out.

(f) . Material Data Collection

Material data collection is carried out when the Purchasing department hands over materials that have previously been ordered. The purpose of this material data collection is so that the admin knows what materials for the project have been submitted, and the admin will also know what materials have yet to be submitted from the Purchasing section.

(g) . Submission of Drawings to Operators and Production Process

Suppose some materials from the Purchasing section have been handed over to the Workshop section. In that case, the drawings are handed over to the operator for the work process while waiting for other materials that have yet to be handed over from the Purchasing section.

(h) . Product Delivery

Product delivery is carried out when the production process is complete. If the product is an order from an external company, then the product is handed over to the Warehouse Division, and the delivery process will be carried out. If the product is ordered from an internal company, the molding will be handed over to the production department.

In the work activities in this Workshop Division, an evaluation stage is carried out once a week, packaged in the form of a weekly meeting. The Workshop Division's weekly meeting is held every Tuesday from 08.00 – 09.00 WIB. This meeting was attended by the Main Director, Director of HRGA, Director of Operations, Head of Workshop Division, Deputy Head of Workshop Division, and Workshop Admin. This weekly workshop meeting presents the work process of the Workshop Division. This meeting aims to find out the progress of the workshop work and the estimated finish of the work. The results of this meeting can be used as performance evaluation material for the Workshop Division and the human resources involved in that division.

(2) . Administration System in the Maintenance Division

The Maintenance Division is a division that operates in the maintenance, care, and repair of machines and other supporting equipment used by employees at PT Prima Sakti Asia. The Maintenance Division aims to ensure that the operation of machines or supporting equipment can be used sustainably and efficiently in the long term so that work can be carried out effectively.

The Division Administration System at PT Prima Sakti Asia is as follows:

(a) . Receipt of Repair Letter from Production Admin

A repair letter is a document that contains a request for repair of supporting equipment. If there is a repair request, the production admin creates a repair letter, which will then be submitted to the maintenance admin. This repair letter is a reference for maintenance to take action in the repair process under the damage stated in the repair letter.

(b) . Submission of Repair Letter to the Maintenance Division

Suppose the maintenance admin receives a repair letter from the production admin. In that case, the maintenance admin submits the repair letter to the maintenance department so that maintenance can immediately complete the repair process.

(c) . Input Repair Data

After the repair process is complete, maintenance submits a repair letter to the maintenance admin. Suppose the maintenance admin has received the repair completion letter. In that case, the maintenance admin will input the repair data into the Internal and External Molding Repair Data files on the Personal Computer (PC).

In the work activities carried out in the Maintenance Division, an evaluation stage is carried out once a week, which is packaged in the form of a weekly meeting.

The division's weekly meeting is held every Friday from 08.00 – 09.00 WIB. This meeting was attended by the Main Director, HRGA Director, Operations Director, Maintenance Operator, and Workshop Admin. This weekly meeting of the Maintenance Division presents the work process of the Maintenance Division within this week. This meeting aims to determine the progress of maintenance work being carried out as well as performance evaluation material for the Maintenance Division and the human resources involved in that division.

4. Discussion and Benefits

Improving the management of the administrative system in a business is necessary to support a more organized, effective, and efficient company performance so that it can achieve company goals more quickly and measurably. Suhni (1999) states that improving the administrative system is an effort to improve and develop work methods that are more effective and efficient in order to achieve the goals that have been set. This finding was also conveyed by Lembong et al. (2017), who stated that the progress and decline of a company depends on whether the administrative system implemented is good or not. Suppose the administration in the organization is carried out well. In that case, efforts to achieve its goals will run smoothly according to the work plan. They will take little time and cost because this administrative activity is an activity of providing, regulating, and utilizing existing resources to achieve goals effectively and efficiently (Lestari, 2015).

The benefit of community service activities carried out at PT Prima Sakti Asia is to facilitate the process of preparing the administration system in the company so that it will make it easier to make decisions to achieve company goals. The preparation of the administration system in the Workshop Division and Maintenance Division is then used to improve the administration system in other divisions/work units at PT Prima Sakti Asia.

5. Conclusion

In carrying out this community service activity during assistance in preparing the administrative system, personnel assigned to the Workshop Division and Maintenance Division found it helpful to improve existing administrative governance. So it is easier to carry out regular and continuous updates. The administration system prepared by PT Prima Sakti Asia will be redeveloped for 8 (eight) other divisions/work units. Apart from that, this activity increases the understanding of personnel in the Workshop Division and Maintenance Division in the administration field, following the company's needs. Of course, this will make it easier for personnel in each division to work better in accordance with their duties and responsibilities.

Recommendation

Recommendations that can be given based on these community service activities are the need for planning, organizing, directing, monitoring, and reporting processes in administrative activities carried out so that company goals are achieved well, effectively, and efficiently. Apart from that, improvements to the administration system in the Workshop Division and Maintenance Division can be followed up to improve administration system management for several other divisions owned by PT Prima Sakti Asia.

Restrictions and Advanced Community Service

While carrying out this community service activity, several obstacles became limitations, such as understanding the materials available in the Workshop Division and Maintenance Division, so intensive communication was needed with the Head of the Workshop Division or operators who had direct contact. Apart from that, the limitations in this activity are only the management of the administration system in the Workshop Division and Maintenance Division. At the same time, there are still 6 (six) other divisions/work units at PT Prima Sakti Asia.

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