ABSTRAK

DIGITALISASI LEMBAR VERIFIKASI SERTA ALUR BERKAS TAGIHAN DI PT PLN (PERSERO) UNIT INDUK DISTRIBUSI SULSELRABAR

Penulis : A. Amirah Dwi Fadyah Alam
Penasehat : Nurman Sahar

Penelitian ini membahas mengenai digitalisasi lembar verifikasi serta alur berkas tagihan di PT PLN (Persero) UID Sulselrabar. Latar belakang penelitian ini didasari oleh permasalahan dalam proses manual yang sering menyebabkan keterlambatan, tercecernya dokumen, serta kurangnya efisiensi dalam pengelolaan berkas. Tujuan penelitian ini adalah untuk menganalisis implementasi digitalisasi dalam proses verifikasi dan alur berkas tagihan, serta menilai sejauh mana penerapan tersebut dapat meningkatkan efektivitas dan efisiensi kinerja administrasi.

Metode penelitian yang digunakan adalah pendekatan kualitatif dengan teknik pengumpulan data melalui observasi, wawancara, dan dokumentasi. Informan penelitian meliputi pegawai dan staf yang terlibat langsung dalam proses pengelolaan berkas tagihan. Analisis data dilakukan secara deskriptif kualitatif dengan menekankan pada interpretasi data lapangan untuk menemukan pola, kendala, serta peluang yang muncul dalam penerapan sistem digitalisasi.

Hasil penelitian menunjukkan bahwa digitalisasi lembar verifikasi dan alur berkas tagihan membawa dampak positif terhadap kinerja organisasi. Proses pengelolaan berkas menjadi lebih cepat, akurat, dan transparan, sehingga mengurangi risiko kehilangan dokumen maupun keterlambatan proses administrasi. Selain itu, penerapan digitalisasi juga meningkatkan akuntabilitas serta mempermudah monitoring berkas secara real-time. Dengan demikian, penelitian ini menegaskan bahwa transformasi digital menjadi langkah strategis dalam meningkatkan kualitas tata kelola administrasi di lingkungan PT PLN (Persero) UID Sulselrabar.

Kata kunci: berkas tagihan, sistem, digitalisasi, transformasi.

ABSTRACT

DIGITIZATION OF VERIFICATION SHEET AND BILLING DOCUMENT WORKFLOW AT* PT PLN (PERSERO) SULSELRABAR *MAIN DISTRIBUTION UNIT

Author : A. Amirah Dwi Fadyah Alam
Supervisor : Nurman Sahar

This study discusses the digitization of the verification sheet and billing document workflow at PT PLN (Persero) Sulselrabar *Main Distribution Unit (*UID Sulselrabar*). The background of this study was based on the problems found in the manual process, which caused delays, misplaced documents, and a lack of efficiency in administrative file management. The manual process not only hinders performance but also has the potential to cause recording errors and data discrepancies that affect the accuracy of financial reporting. Therefore, a transformation toward a digitization system has become an urgent need to improve the effectiveness and transparency of the working process in the company. This study aims to analyze the implementation of digitization in the verification process and billing document workflow, as well as to assess the extent to which the implementation can improve the effectiveness and efficiency of administrative performance. This study applied a qualitative approach, with data collection through observations, interviews, and documentation. The informants in this study included the employees and staff who were directly involved in the process of billing document management. The data were analyzed descriptively, which emphasized the interpretation of field data to find the patterns, the obstacles, and opportunities that arose in the implementation of the digitization system. The result shows that the digitization of the verification sheet and billing document workflow brings a positive impact on the organization's performance. Document management process becomes faster, more accurate, and more transparent, thereby reducing the risk of document loss and delays in administrative processes. In addition, the implementation of the digitization system increases accountability, eases real-time document monitoring, and supports inter-departmental data integration. Therefore, this study affirms that digital transformation is a strategic step in improving the quality of administrative management at* PT PLN (Persero) UID Sulselrabar.

Keywords: *Billing Document,System, Digitization,Verification and Transformation*

Translated by:
The AgencyES
Language Institute
File No.: 717-S1-125131