

Improvements to the Operational Administration System at PT Widya Herbal Indonesia

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Abstract

Document management remains a critical aspect of organizational administration because ineffective document processing can reduce work efficiency, increase operational costs, and delay decision-making processes. Various administrative problems such as document revisions, input errors, delayed approvals, and repetitive processes often hinder the effectiveness of organizational performance. Therefore, the implementation of an efficient document management system is necessary to improve administrative productivity and minimize procedural obstacles. This study aims to analyze the effectiveness of document processing activities based on descriptive statistical data related to processing time, document revisions, delays, approval processes, and administrative errors. This research employed a quantitative descriptive approach using statistical analysis through SPSS software. The data consisted of several indicators, including document processing time, number of revised documents, waiting time, document return frequency, and input errors. Descriptive statistical analysis was applied to identify the consistency and distribution of each variable in the administrative process. The findings revealed that several indicators showed consistent values with a standard deviation of 0.000, indicating uniformity in document processing activities. The average document processing time was 25 minutes, while the average waiting time reached 100 minutes. Document revisions and repeated requests were also identified as significant administrative issues affecting efficiency. Overall, the study concludes that document management performance requires procedural improvement and digital optimization to reduce delays, minimize errors, and enhance organizational effectiveness.

INTRODUCTION

The administrative system has an important role in operational management to support the smooth running of the company's activities. Administration does not only stop at recording documents, but also includes data management, archiving, information supervision, and cooperation between divisions involved in daily operational activities. An organized administrative system can help companies maintain orderly work processes, reduce errors, and improve overall efficiency and productivity (Rufeidah, 2021; Simamora, 2024).

Heizer et al. (2020) note that there are ten strategic decisions in operations management, such as process strategy, human resources, and job design that are directly related to how the work process is systematically organized, the placement of labor based on their abilities, and the division of tasks carried out in an efficient manner. In the field of operational administration, these decisions are very important to ensure that every administrative activity

is able to run in a structured manner and support the smooth operation of the company (Andusti, 2024; Anugrahdwi, 2023).

In practice, administrative processes that are not well organized can be an obstacle in the company's workflow, such as delays in the preparation of documents and recording errors. This is in line with the concept of process design in Business Process Management which states that changes in the implementation of a business process can affect the performance and results achieved by the organization (Reijers, H. A. 2021).

Proper process design includes workflow setup, technology utilization, and clear division of responsibilities so that operational activities can run effectively and coordinated. Thus, a systematic administration system allows companies to monitor, record and coordinate operational activities in real-time, especially when supported by technology such as ERP systems.

While doing an internship at PT Widya Herbal Indonesia, problems were identified that the company faced an irregular and less systematic operational administration system, while the company's operational activities took place very quickly. This results in delays in the preparation of documents, lack of coordination between divisions, and the risk of errors in administrative data management.

Another problem found was the absence of special staff to handle operational administration. In the context of job design, job design that is clear and in accordance with employee competencies has an important role in increasing work effectiveness and productivity (Hernaus, T. 2026). This is in line with research that states that job characteristics can influence the work behavior of individuals in organizations. Therefore, the absence of specialized administrative staff can negatively impact the management of documents that are not well organized and potentially disrupt work efficiency.

In addition, employees' understanding of operational administrative procedures is still not optimal. Even though employees have recognized the existing procedures, a lack of depth of understanding leads to mismatch of work standards and low efficiency of administrative tasks (Wijaya & S. G., 2023; Zulfi, 2024). The implementation of SOPs helps administrative staff carry out work in a structured and consistent manner according to applicable regulations, while documents are managed with a neat classification and archiving system that makes it easier to find and use (Ariani, F. 2025).

On the other hand, the utilization of the Enterprise Resource Planning (ERP) platform used by companies has not been maximized. This system is still limited to processing employee data so it does not help the overall administrative process. This causes the administrative process to be carried out separately and less integrated, so it has the potential to cause delays and errors in data management (Umardhi, 2025; Usman, 2023).

Various actions taken to address these issues include the preparation of administrative flows, the special placement of administrative staff, and the improvement of the implementation of the Enterprise Resource Planning (ERP) system. According to Türkmen, B. M. (2026), ERP is an information platform that allows the management of organizational resources in an integrated manner. This system supports the coordination of various operational aspects, such as human resources, infrastructure, and information flow within the organization. ERP is also an important foundation in strategic operational decision-making because it provides updated and well-documented data. Therefore, this research was conducted to analyze

the problem and provide suggestions and recommendations to create a more structured operational administration system effectively.

Based on the previous explanation, the formulation of the problem in this study focuses on identifying the factors that cause the operational administration system at PT Widya Herbal Indonesia to not run optimally, so the purpose of this research is to recognize and analyze the causes of the ineffectiveness so that the right solution can be found, while the contribution of the research is expected to provide benefits both practically and theoretically. Where practically the results of this research can be used as a guideline for companies in evaluating and improving the management of operational administration to be more orderly, effective, and efficient so that it can support the improvement of company performance, while theoretically this research is expected to enrich the study of operational administration and become a reference for future research, by emphasizing the importance of having a party who is specifically responsible in administrative management so that the work system can run more optimally and in line with the company's goals.

RESEARCH METHOD

Research Approach

This study applied a quantitative approach. The quantitative approach is a research method with a data collection process based on numbers or statistics. The reason for choosing this type of research is to calculate and analyze the relationship between variables in a more measurable and systematic manner. This approach was chosen in the hope of producing objective and measurable data information, making it easier to analyze how much influence between variables in the operational administration system is.

In this study, the type of strategy used to explore the problems that occurred at PT Widya Herbal Indonesia is a descriptive method because it is to explain the condition of the operational administration system based on numerical data obtained by the company. Quantitative descriptive aims to present a clear illustration of the condition of a phenomenon or event that is ongoing when the research is conducted and provide relevant recommendations based on the analyzed data (Muthmainnah, H. 2024).

The quantitative approach and descriptive method were chosen because they were considered the most appropriate to provide a measurable and objective picture of the condition of the operational administration system running at PT Widya Herbal Indonesia. Using numerical (numeric) data, this study was able to identify patterns, trends, and levels of effectiveness of each administrative procedure that has been implemented. This allows researchers to evaluate the extent to which the administrative system is already running to standards and find things that still need improvement.

Thus, this approach not only provides a theoretical overview, but also provides practical benefits for company management in improving the effectiveness and efficiency of operational administration on an ongoing basis.

Unit of Analysis

The focus of analysis in this study is operational administrative document data. The reason for being chosen as an analysis unit is to describe and analyze the condition of the ongoing administrative system in the company. Operational administrative document data is used because it is in accordance with the focus of research and supported by the availability of

company data. With the existence of operational administrative document data, the company can run properly (Putri, D. J. N. 2024).

This data is collected through a quantitative descriptive approach because it comes from company data in the form of numbers and is used to describe the condition of the operational administration system at PT Widya Herbal Indonesia. In addition, operational administrative document data also functions as an evaluation tool for management. The analysis helps companies make the right decisions, improve coordination between divisions, and minimize the risk of errors in daily operations. Therefore, operational administration document data is not only a source of information for research, but also a strong basis for companies in improving the efficiency, effectiveness, and quality of the overall operational administration system.

The use of operational administration document data is also very important to monitor the consistency of the implementation of procedures, ensure that each work step is in accordance with the Standard Operating Procedures (SOP), and support transparency in the management of the company's daily activities. With neat and structured documentation, management can easily conduct periodic evaluations, identify areas that need improvement and prioritize actions to be taken.

Data Sources and Data Collection Techniques

This study uses secondary data obtained directly from PT Widya Herbal Indonesia in the form of numerical data for a period of three months, namely February to April 2025. The data will be used to analyze the condition of the operational administration system that is currently running in the company.

The secondary data in question includes a variety of documented administrative information, so that it can provide a real picture of the effectiveness and efficiency of the operational administration process. This study did not use primary data such as questionnaires or surveys to employees. This is because the number of operational teams is so limited that they are not eligible for statistical representative analysis.

The data collection technique in this study was carried out through the documentation method. Documentation is carried out by accessing, tracking, and analyzing secondary data owned by the company, such as the number of documents processed, the duration of document completion, and the frequency of delays in the administrative process.

Through this technique, researchers can obtain a clear picture of the operational administration flow and identify the factors that cause the system to not run optimally. Thus, this documentation technique can be used as a basis for analyzing and evaluating the operational administration system in the company.

Data Analysis Techniques

This study uses a quantitative descriptive approach to analyze the factors that cause the non-optimal operational administration system. The data analyzed is in the form of figures sourced from the company's operational documents, such as the number of delays, document revisions, processing times, and other indicators related to administrative activities. The data is used to provide an overview of the real condition of the operational administration system running in the company.

The first step in analyzing data is to process initial data by compiling and checking the completeness and consistency of the data that has been obtained. This stage aims to ensure that

the data used is truly accurate, relevant and ready for further analysis. After the data is complete and appropriate, a descriptive analysis is carried out using descriptive statistics to identify patterns, trends, and frequency levels of each indicator studied. Through this process, researchers can see an overview of the effectiveness and efficiency of the operational administration system in the company.

The data is associated with the concept of operation management, especially process strategy, to draw conclusions about the causes of the non-optimal operational administration system. Based on the results of the analysis, several factors can be identified, such as the absence of special staff, the implementation of Standard Operating Procedures (SOPs) has not been optimal, and the implementation of Enterprise Resource Planning (ERP) has not been maximized.

In the data analysis process, this study uses software systems as support, namely Microsoft Excel and SPSS. Excel is used to enter, organize and tidy up quantitative data before further analysis. Meanwhile, SPSS is used to process quantitative data that has been tidied up to produce descriptive statistical calculations in a more systematic manner. The use of these two software aims to improve the accuracy of the analysis as well as strengthen the interpretation of the research results.

RESULTS AND DISCUSSION

Data Description

This study did not display the characteristics of respondents in the data description, because the data used do not come from questionnaires or primary sources. Instead, the researcher uses secondary data in the form of administrative documents from the company that directly reflect the operational activities and conditions of the ongoing administrative system. The secondary data is considered relevant because it can provide information about the number, type, and frequency of administrative documents managed by the company, making it easier for researchers to understand the real conditions of administrative operations in the company.

The description of this data is presented in the form of a distribution table covering the period from February to April 2025. The data presented in this study not only shows the current state of administration, but also becomes the basis for analyzing how the administrative system runs in a company. The following is a recap of operational administration data for the period of February to April 2025.

Administrative Data Recap (February - April 2025)

Table 1 Recap of Operational Administration Data for the Period of February-April 2025.

Yes	Data Type	February 2025	March 2025	April 2025
1.	Number of documents processed	30 documents	30 documents	30 documents
2.	Average document processing time	20 - 30 minutes = 25 minutes	20 - 30 minutes = 25 minutes	20 - 30 minutes = 25 minutes
3.	Frequency of document delays	3 - 5 documents = 4 documents	3 - 5 documents = 4 documents	3 - 5 documents = 4 documents
4.	The number of employees who handle the	2 employees	2 employees	2 employees

	administration.			
5.	Number of documents that need to be revised or corrected	20 documents	20 documents	20 documents
6.	Number of re-document requests from other divisions	15 documents	15 documents	15 documents
7.	The amount of time wasted processing documents (minutes)	120 minutes in a day x 20 working days (in a month) = 2,400 minutes	120 minutes in a day x 20 working days (in a month) = 2,400 minutes	120 minutes in a day x 20 weekdays (in a month) = 2,400 minutes
8.	Number of documents that are delayed	10 documents	10 documents	10 documents
9.	Number of documents signed by leaders per month	20 documents	20 documents	20 documents
10.	Number of documents that have been revised more than 1 time	10 documents	10 documents	10 documents
11.	Number of approved documents without revision	15 documents	15 documents	15 documents
12.	Number of documents lost or not found	15 documents	15 documents	15 documents
13.	Number of incidents of administrative data input errors	5	5	5
14.	Average wait time for document approval from leaders	100 minutes	100 minutes	100 minutes
15.	Number of physical documents to be scanned	30 documents	30 documents	30 documents
16.	Number of documents returned due to error	20 documents	20 documents	20 documents
17.	Time required for document revision fixes	240 minutes	240 minutes	240 minutes
18.	Number of documents completed on time	20 documents	20 documents	20 documents
19.	Number of documents retyped	10 documents	10 documents	10 documents
20.	Number of documents that do not match the format/template	5 Documents	5 Documents	5 Documents

Data Analysis

Descriptive Statistical Data of Widya Herbal Indonesia Company on Operational Administration.

Table 2 Output SPSS (Descriptive Statistic)

Variable	N	Minimum	Maximum	Mean	Std. Deviation
<i>Jml_dokumen</i>	3	30	30	30.00	0.000
<i>Wkt_proses</i>	3	25	25	25.00	0.000

<i>Telat_Dok</i>	3	4	4	4.00	0.000
<i>Jml_Admin</i>	3	2	2	2.00	0.000
<i>Dok_Revisi</i>	3	20	20	20.00	0.000
<i>Req_Ulang</i>	3	15	15	15.00	0.000
<i>Wkt_Terbuang</i>	3	2400	2400	2400.00	0.000
<i>Tunda_Proses</i>	3	10	10	10.00	0.000
<i>TTD_Pimpinan</i>	3	20	20	20.00	0.000
<i>Revisi_2x</i>	3	10	10	10.00	0.000
<i>Disetujui_Langsung</i>	3	15	15	15.00	0.000
<i>Dok_Hilang</i>	3	15	15	15.00	0.000
<i>Kesalahan_Input</i>	3	5	5	5.00	0.000
<i>Wkt_Tunggu</i>	3	100	100	100.00	0.000
<i>Scan_Dok</i>	3	30	30		

This data was analyzed using descriptive analysis with the help of SPSS to describe the operational administrative conditions at PT Widya Herbal Indonesia over a three-month period. The results of the analysis showed that the pattern of operational administrative data was stable and did not show any difference throughout the time the study was conducted.

This can be seen from all minimum, maximum, and mean values for each variable that have the same value, as well as the standard deviation value of 0.000. This condition shows that there is no variation in the value between months because the process and work pattern of the operational administration are still running in the same way, so that there has been no improvement or change in the performance of the operational administration system.

These findings show that the operational administration system at PT Widya Herbal Indonesia is not optimal. To analyze the causes of the non-optimal operational administration system, this study uses the Cause-and-Effect Diagram (Fishbone) as an analysis approach. Fishbone diagrams are used as an analysis tool to trace various factors that cause the emergence of a problem. Its shape resembles the skeleton of a fish, where the main problem is determined on the head, while the causative factors are described as the branches that lead to the part. In this study, Fishbone salt was used to identify the root causes of administrative problems that occurred at PT Widya Herbal Indonesia.

Based on the analysis of the Fishbone Diagram, several factors were found causing the non-optimal operational administration system, which are divided into several main categories:

1. HR (Male)
 - a. The number of administrative employees is limited to only 2 people, so the workload is high.
 - b. High workloads can lead to data input errors, document signing delays, and documents that need to be corrected repeatedly.
 - c. This condition shows that the placement of special administrative staff is needed to improve work efficiency.
2. Working Method
 - a. Administrative work procedures are still carried out manually, such as document retyping and repeated revisions.
 - b. The SOPs implemented in the company have not been fully understood or followed by

- employees, so the administrative process becomes slow and inconsistent.
- c. This shows that SOP training is needed so that work procedures are understood and carried out consistently, as well as the arrangement of administrative procedures so that the operational process becomes more systematic and efficient.
3. System/Technology (Machine)
 - a. The existing ERP system (Odoo) has not been fully utilized for all administrative activities.
 - b. Most of the administration is still done manually, so automation and digitization processes are not optimal.
 - c. ERP optimization can help speed up the administrative process, reduce errors, and make it easier to track documents.
 4. Documents / Materials
 - a. The large number of physical documents that must be scanned, processed and retyped.
 - b. Documents that are missing or not formatted can cause delays in the approval and revision process.
 - c. This improvement can be done by standardizing document formats so that each document is consistent and easy to process, as well as through digital archiving so that documents are stored safely, easily accessible, and minimizing repetitive manual work.
 5. Environment
 - a. Coordination between divisions is sometimes not smooth, resulting in requests for re-documents.
 - b. Supervision management of administrative procedures has not been fully carried out effectively, so administrative errors often occur repeatedly.
 - c. Clear internal regulations and stricter oversight are needed to keep workflows orderly and minimize repetitive administrative data errors.

The analysis of the Fishbone Diagram above, shows that the operational administration system is not optimal due to several combinations of factors, namely limited human resources, unstandardized work procedures, non-optimal ERP use, uncentralized documents, and ineffective internal coordination.

Here's a visualization of the fishbone analysis

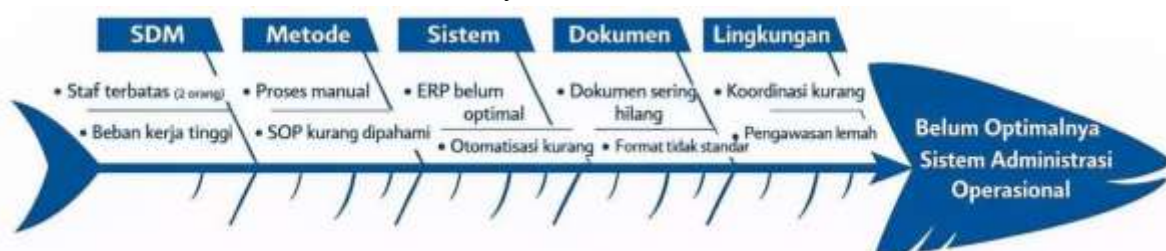


Figure 1 Fishbone Diagram

The findings of this study show that the operational administration system at PT Widya Herbal Indonesia that has not been optimally organized can hinder work efficiency. This is in line with the study of Arif Tri Atmaja, D. S. (2018) which found that manual administrative processes can cause work to be ineffective and efficient. In addition, before the existence of automated systems, the time to complete administrative work was very long, there were too

many work procedures and there were still frequent errors in the documents.

The similarity between this study and the study lies in the core of the problem, namely that poorly organized administration can hinder operational efficiency. Meanwhile, the difference lies in the context of the organization. The study of Arif Tri Atmaja, D. S. (2018) examined government agencies that focus on automating income recording, while this researcher focuses on the manufacturing company PT Widya Herbal Indonesia, so that this result strengthens the importance of improving the administrative system to improve operational efficiency in various types of organizations.

Practically, companies need to reorganize the administrative system, place special staff, and improve the understanding of SOPs for employees so that operational activities can run in an orderly and efficient manner. Theoretically, this study strengthens the concept of process strategy and job design in operations management (Heizer, J., Render, B., & Munson, C. 2020), stating the importance of designing structured and role-appropriate work processes so that operational goals can be optimally achieved.

CONCLUSION

Quantitative descriptive analysis of PT Widya Herbal Indonesia's operational administration data for the period of February to April 2025 shows that the administrative system is running relatively stable but has not experienced a significant improvement in performance due to the pattern of procedures that tend to be the same every month without any development or optimization, so that work effectiveness and efficiency have not been achieved optimally; Based on the results of observation, data analysis, and the Cause and Effect (Fishbone) diagram approach, this condition is influenced by several main factors, namely the absence of special administrative staff which causes the workload to be concentrated on a few employees so as to trigger fatigue, data input errors, delays, and repeated revisions of documents, then the implementation of standard operating procedures (SOPs) that are not optimal because they are poorly understood and not carried out consistently, thus causing differences in working between employees, as well as the use of the ERP system (Odo) which is not optimal because it is still limited to managing employee data while other administrative processes are still carried out manually which has an impact on less than optimal automation and high potential for recording errors; Theoretically, these findings reinforce the concepts of process strategy and job design in operational management emphasizing the importance of designing structured workflows, clear division of tasks, and consistent implementation of SOPs to achieve better operational efficiency.

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