
Improvements to the Operational Administration System at PT Widya Herbal Indonesia

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Abstract

Operational administration is a crucial function in supporting the smooth management of documents and work processes, thus directly impacting work efficiency. This study aims to analyze the causes of the suboptimal operational administration system at PT Widya Herbal Indonesia. This research was conducted as part of an internship at PT Widya Herbal Indonesia, where the author was involved in operational administration activities such as document management, data recording, and archiving of company documents. The study employed a qualitative descriptive approach using secondary data obtained from the company from February to April 2025, which was analyzed descriptively using SPSS. Furthermore, a fishbone diagram (cause and effect) was used as an analytical tool to systematically identify the root causes of the problems. The results indicate that the operational administration condition has not changed or improved significantly during the observation period. These main problems are caused by limited administrative staff, inconsistent implementation of SOPs, and suboptimal utilization of the ERP system. Therefore, it is necessary to organize the work system, improve understanding of SOPs, and optimize the use of ERP to improve the effectiveness and efficiency of the company's operational administration.

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.

Heizer et al. (2020:40) 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.

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. 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.

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 research uses a qualitative approach with descriptive methods. Qualitative research is a research method used to understand and analyze a phenomenon in depth based on conditions occurring in the field. This approach focuses on understanding the meaning, process, and context of a phenomenon, so that research results not only describe the final condition but also explain how that process occurs within the research environment (Ultavia et al., 2023).

This research approach is qualitative because it can help researchers gain a more comprehensive understanding of conditions occurring in the field. By using this approach, researchers are able to analyze a problem not only from the final result but also from the processes that occur during the activity. This is important for research related to operational administration systems, as there are aspects that cannot be explained solely through numbers.

Furthermore, this study uses secondary data obtained from company documents as the primary source of research data. This secondary data serves to support the descriptive analysis in explaining the operational administration conditions of PT Widya Herbal Indonesia. By using secondary data, researchers can obtain more objective information about operational activities carried out over a specific period. A qualitative approach with descriptive methods was chosen because the research focused on analyzing the operational administration system at PT Widya Herbal Indonesia and identifying factors that contributed to its suboptimal performance.

In this study, data obtained from the company was also supported by data processing using SPSS as a descriptive analysis tool. SPSS is used to organize, process, and present data in a more organized format, making it easier for researchers to identify patterns and trends in operational administration data. In other words, SPSS serves as a tool for analysis, not as a tool for inferential statistical tests.

Unit of Analysis

The focus of analysis in this study is operational administration document data. This data was chosen as the unit of analysis to describe and analyze the current state of the company's administration system. Operational administration document data was used because it aligns with the research focus and is supported by the availability of company data. With operational administration document data, the company can operate properly (Putri, D.J.N. 2024).

The data in this study were obtained from operational administration documents from February to April 2025. These data, in numerical form, were used as supporting data in a descriptive qualitative study to describe the state of the company's operational administration

system. The use of operational administration document data aims to assist researchers in understanding the state of operational administration more clearly through descriptive data processing.

In addition to being used as a source of research data, operational administration documents serve as an evaluation tool for company management. Analysis of operational administration data can assist the company in decision-making, improve coordination between divisions, and minimize the risk of errors in daily operational activities. Therefore, operational administration document data is not only a source of information for research but also a crucial foundation for companies in improving the efficiency, effectiveness, and quality of their operational administration systems.

Utilizing operational administration document data is also crucial for monitoring the consistency of procedural implementation, ensuring that each work step complies with Standard Operating Procedures (SOPs), and supporting transparency in the management of daily company activities. With neat and structured documentation, management can more easily conduct periodic evaluations, identify areas for improvement, and prioritize actions.

Data Sources and Data Collection Techniques

This study used secondary data obtained directly from PT Widya Herbal Indonesia in the form of operational administration data from February to April 2025. The data were used to analyze the condition of the operational administration system currently implemented in the company.

The secondary data consisted of documented administrative records that provided information regarding the effectiveness and efficiency of operational administration activities. This study did not use primary data such as questionnaires or surveys because the research focused on operational administration documents available within the company.

Data collection technique was conducted using the documentation method by accessing and analyzing company administrative records, such as document processing data, completion duration, and delays in administrative activities. Through this technique, researchers were able to identify factors causing the operational administration system to not operate optimally.

Data Analysis Techniques

This study uses a descriptive qualitative approach to analyze the factors contributing to a suboptimal operational administration system. The data analyzed consists of numerical operational administration data obtained from company documents, such as the number of delays, document revisions, document processing times, and inflation related to operational administration activities. This data is used as supporting data to provide a realistic picture of the operational administration system within the company.

The initial step in data analysis begins with initial data processing through compilation, checking for completeness, and ensuring the consistency of the data obtained from the company. This stage aims to ensure that the data used is truly accurate, relevant, and in accordance with the research objectives. Once the data is deemed complete and meets the requirements, the researcher conducts descriptive analysis to identify patterns, trends, and frequencies of each operational administration indicator studied. Through this process, the researcher can obtain an overview of the effectiveness and efficiency of the operational administration system within the company.

The data is linked to operations management concepts, specifically process strategy, as a theoretical foundation for understanding the results found in the field. In this context, process strategy is not used as an analytical method, but rather as a theoretical framework for observing the condition of the operational administration system from an operations management perspective. This analysis was conducted by adapting actual conditions encountered during the internship so that the research results reflect the actual situation in the company.

In addition to applying descriptive analysis, this study also used a fishbone diagram as an analytical tool to identify the root causes of the suboptimal performance of the operational administration system. The fishbone diagram serves to organize various factors causing problems in a more organized manner, allowing researchers to more easily understand the relationships between factors that influence operational administration effectiveness. With this diagram, causes can be grouped into several categories, such as human resources, work methods, systems, and other factors related to the company's operational administration.

In the data analysis process, this study utilized software systems such as Microsoft Excel and SPSS as tools. Microsoft Excel was used to enter, organize, and compile operational administration data prior to further analysis. Meanwhile, SPSS was used as a descriptive data processing tool to more systematically examine patterns, frequencies, and conditions of operational administration. The use of these two software programs aimed to increase accuracy in the data processing process and strengthen the interpretation of research results, resulting in clearer and more understandable analyses.

RESULTS AND DISCUSSION

Data Description

This study does not present respondent characteristics because the data used were not obtained from questionnaires or other primary sources involving respondents. Instead, this study utilized secondary data in the form of operational administration documents from PT Widya Herbal Indonesia, which directly reflect the condition of the company's administrative system.

The secondary data consisted of numerical operational administration records from February to April 2025, including data on document processing, delays, processing times, document revisions, and other indicators related to operational administration activities. Although the data are numerical, they are used as supporting data in this descriptive qualitative study to provide a clearer understanding of the company's operational administration conditions.

The data are presented in summary tables to facilitate interpretation and analysis of operational administration conditions during the observation period. The tables also help identify patterns and trends in each operational administration indicator, which serves as a basis for further analysis. The following is a summary of operational administrative data for the period February to April 2025 as a basis for analysis in the next section.

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	25 minutes	25 minutes	25 minutes
3.	Frequency of document delays	4 documents	4 documents	4 documents
4.	The number of employees who handle the administration.	2 employees	2 employees	2 employees
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)	2,400 minutes	2,400 minutes	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

Table 4.2 Descriptive Statistics of Operational Administration Data for the Period February-April 2025

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Jml_dokumen	3	30	30	30.00	.000
Wkt_proses	3	25	25	25.00	.000
Telat_Dok	3	4	4	4.00	.000
Jml_Admin	3	2	2	2.00	.000
Dok_Revisi	3	20	20	20.00	.000
Req_Ulang	3	15	15	15.00	.000
Wkt_Terbuang	3	2400	2400	2400.00	.000
Tunda_Proses	3	10	10	10.00	.000
TTD_Pimpinan	3	20	20	20.00	.000
Revisi_2x	3	10	10	10.00	.000
Disetujui_Langsung	3	15	15	15.00	.000
Dok_Hilang	3	15	15	15.00	.000
Kesalahan_Input	3	5	5	5.00	.000
Wkt_Tunggu	3	100	100	100.00	.000
Scan_Dok	3	30	30	30.00	.000
Dok_Dikembalikan	3	20	20	20.00	.000
Wkt_Revisi	3	240	240	240.00	.000
Selesai_Tepat	3	20	20	20.00	.000
Dok_KetikUlang	3	10	10	10.00	.000
Dok_FormatSalah	3	5	5	5.00	.000
Valid N (listwise)	3				

Operational administration data was analyzed descriptively using IBM SPSS Statistics to describe the operational administration conditions at PT Widya Herbal Indonesia from February to April 2025. In this study, SPSS was used solely as a supporting tool for descriptive data processing and not for inferential statistical testing.

The results indicate that the operational administration data pattern during the observation period was relatively stable and did not exhibit significant differences between months. This is evident from the similar minimum, maximum, and average values for each variable, as well as the standard deviation value of 0.000 for all variables.

These findings indicate that the company's operational administration activities continued to follow a similar work pattern throughout the study period. The stability of the data also indicates that the operational administration system has not undergone significant improvements or changes, resulting in recurring operational administration problems throughout the observation period.

Discussion

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

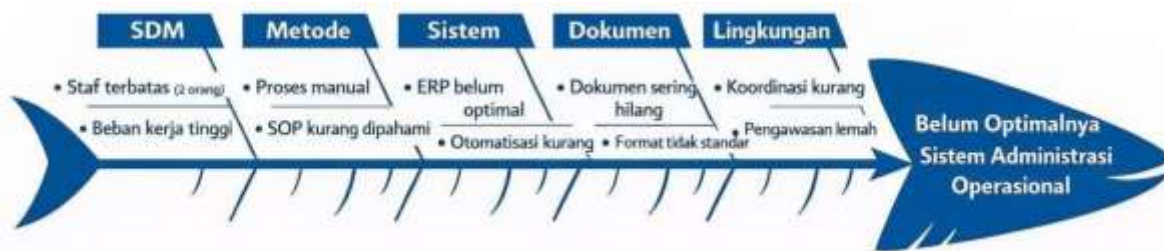


Figure 1. Fishbone Diagram

The findings of this study indicate that poorly organized operational administration can reduce work efficiency at PT Widya Herbal Indonesia. This is consistent with a study by Atmaja, A. T. D. S. (2018), which found that manual administrative processes can lead to inefficiency, longer turnaround times, and frequent document errors. The similarity between the two studies lies in the core issue of unstructured administrative systems that hinder operational efficiency. The difference lies in the organizational context: the previous study focused on government agencies, while this study examines manufacturing companies. This highlights that improving administrative systems is crucial in all types of organizations to improve operational effectiveness.

Practically, companies need to reorganize administrative systems, assign dedicated administrative staff, and improve employee understanding of Standard Operating Procedures (SOPs) to ensure more orderly and efficient operations. Theoretically, this study reinforces the concepts of process strategy and job design in operations management (Heizer, J., Render, B., & Munson, C., 2020), which emphasize the importance of structured workflow design, clear role allocation, and consistent SOP implementation for optimal operational performance.

CONCLUSION

The analysis shows that the operational administration system at PT Widya Herbal Indonesia from February to April 2025 was relatively stable but had not experienced significant performance improvements because the procedure pattern remained unchanged every month without development or optimization, resulting in suboptimal work effectiveness and efficiency. Based on observations, data analysis, and the Cause and Effect approach (Fishbone Diagram), this condition was influenced by several main factors, namely the absence of dedicated administrative staff which caused the concentration of workload on a limited number of employees, resulting in fatigue, input errors, delays, and repeated document revisions; suboptimal implementation of Standard Operating Procedures (SOPs) due to lack of understanding and inconsistencies in implementation; and limited use of the ERP system (Odo), which was still limited to employee data management while other administrative processes were carried out manually, resulting in low automation and a higher risk of recording errors. Theoretically, these findings reinforce the concept of process strategy and job design in operational management, emphasizing the importance of structured workflow design, clear division of tasks, and consistent implementation of SOPs to improve operational efficiency.

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