



**PROCEEDING OF INTERNATIONAL CONFERENCE**

**The Second International Conference on Business  
and Communication (ICBC 2018)**

Jakarta, July 28<sup>th</sup>, 2018

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**“Preparing for Administrative and Communicative  
Profesional to Meet The Challenges of Digital Business  
Communication Transformation”**



Tarakanita School of Communication and Secretarial Studies

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"Preparing for Administrative and Communicative Professionals to  
Meet The Challenges of DigitalBusiness Communication  
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Editors:

**Agustinus Rustanta, S.Pd., M.Si. &  
Prof. Dr. Theodore A. Fernando, B.A., M.A., Ph.D.**

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## **Foreword**

### **Director of the Tarakanita School of Communication**

In celebrating our 50<sup>th</sup> anniversary this year, the Tarakanita School has initiated a range of activities including the Second International Conference on Business and Communications (2<sup>nd</sup> ICBC 2018). We would avail this academic event to welcome international scholars to put forward their views, research findings and papers on a variety of subjects. We sincerely hope this conference will broaden the horizon of the participants and help create an international environment in our academic community. We also hope to gather ideas primarily to support our efforts in preparing administrative and communicative professionals for meeting the challenges of digital business communication transformations.

This is our second international conference we have had. The First International Conference on Interdisciplinary Research and Innovation (1<sup>st</sup> ICIRI) was held on 25 August 2015. We truly look forward to having such international conferences in the future.

May we use this opportunity to convey our highest appreciation to distinguished plenary presenters and the guests for their work and participation.

Jakarta, July, 2018

Sr. Brigitta Veronica Raimundawati CB, S.Pd., M.TPd.

## **Foreword**

### **The Chairwoman of Organizing Committee**

The substance of a research may vary from one institution to another but one thing that could be revealed is that research endeavors should address contemporary societal issues and at the same time advance the good of the majority. ICBC 2018 is functioned as a vehicle for dissemination, but more importantly ICBC 2018 is managed for sharing relevant research results/ findings.

Thank you for the key note speakers and all participants who are eager to gather and share knowledge in this conference. Our great appreciation and special thanks go to Tarakanita School of Communication and Secretarial Studies community and all the Tarakanita School of Communication and Secretarial Studies Jubilee committee members for the hard work and all the effort in supporting ICBC 2018.

God Bless us.

Jakarta, July, 2018

Dra. Maria F. Lies Ambarwati, M.M.

## Foreword

### The Chair of Program Committee

It is a great moment where practitioners, lecturers, students are attending this special occasion where everyone might share his/her expertise or research. It is not only important for the presenters but we are happy to learn from each other. What more is that it is a venue in which everyone is connecting to anybody in this world. It is time for everyone to build network between researchers, faculties, and practitioners. This event is not so big as other international conferences but at least it becomes an arena for all of us to communicate out mind. We can share and get information about different thing from other participants.

We thank you to the honorable keynote speakers who are willing to spend time the time in our campus. I also want to deliver my gratitude to all presenters. At last, many thanks to all committee members who work hard so that this conference may take place nicely. You are great and I am proud of you all. Keep doing research and continue working for a better future. Make as many contributions as possible to the development of science and knowledge.

We are sorry if we cannot serve you due to our limitations. We hope we can cooperate in the future.

Warmest regards

Agustinus Rustanta



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**ANALYSIS OF OFFICE ADMINISTRATION  
PROBLEMS WHICH OFTEN OCCURE AT  
COMPANIES IN JAKARTA BASED ON  
STUDENTS ACTIVITIES ON INDUSTRIAL WORK  
PRACTICES PERIOD 2011 - 2015  
SCHOOL OF COMMUNICATION AND  
SECRETARY (STIKS) TARAKANITA**

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**Abstract**

Like other campuses, STIKS Tarakanita students are required to perform final project activities through Industrial Work Practice (*Praktik Kerja Industri* or abbreviated Prakerin). Prakerin activities that have been done can provide important information related to the condition of the company where prakerin activities take place. The problems that often occur in the company that became the place of student prakerin STIKS Tarakanita activity is obtained from this research. By knowing the problems that often occur then expected students STIKS Tarakanita have been given skill and adequate concept so that through this prakerin activities can provide solutions for the company. The method of this research using descriptive research method where the data obtained based on data recapitulation activities prakerin STIKS students Tarakanita period of 2011-2015 at 416

companies spread in the Greater Jakarta. Based on the results of data processing is known that from 416 companies that become prakerin student STIKS Tarakanita period 2011-2015, it turns out 127 companies related archives management problems, as many as 203 companies related archive issues, and 85 companies related layout issue, communication, SOP (Standard Operating Company), data processing, and computer usage at work.

**Keywords:** industrial work practice activities, archive management, archives.

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## **A. Introduction**

Wherever the students study, the last stage of their study period is required to follow the final project activities. Similarly, with STIKS Tarakanita. Every student who will finish his study is required to follow prakerin activities accompanied by the material counselor who comes from the lecturers of STIKS Tarakanita and the field supervisor who is a supervisor at the company where students conduct prakerin activities.

Based on prakerin guidebook of Diploma Three (D-3) program, students of Secretary Study Program STIKS Tarakanita [1] explained that "Prakerin activity is a practical activity for Diploma Three (D-3) Program Student of STIKS Tarakanita in business organization or state-owned enterprise which was carried out for three months ". Prakerin activities are held annually by students who are in the sixth semester from April to June for the first term, and the second term from September to November.

In 2004 is the year of commencement of prakerin activity in STIKS Tarakanita for student of academic year of year 2001. Since the beginning of prakerin activity until now, no data that is evaluated to give information for STIKS Tarakanita related problems of office administration which often happened in company where

students of STIKS Tarakanita do prakerin activities. This research uses existing data as a preliminary step of the research using prakerin data which has been implemented five years back, i.e 2015, 2014, 2013, 2012, and 2011 for students of academic year 2012, 2011, 2010, 2009, and 2008.

### **1. The Importance of Archive**

"Reference [2] was archives has a role as a center of memory, as a source of information, and as an indispensable oversight tool in every organization for planning, analyzing, developing, policy formulation, decision-making, report, responsibility, appraisal, and control precisely". Archives have an important role for a company or organization in the process of presenting information for leaders to make decisions and formulate policies. Therefore, there should be good systems and working procedures in the field of records management to be able to present accurately, timely (fast), relevant and complete information.

Based on Law Number 43 of 2009 concerning Archives of Article 4 that the implementation and management of archives are carried out based on several principles. Among others are the principle of legal certainty, authenticity and trustworthiness, wholeness principle, origin principle, original

rule principle, security principle, safety principle, principles of professionalism, the principle of responsiveness, the principle of anticipation, the principle of partiality, the principle of accountability, the principle of benefit, the principle of accessibility, and the principle of public interest.

## 2. Storage System

“Reference [3] was storage system is a system used in the storage of documents so that the convenience of storage work can be done quickly when the document at any time needed. The storage system in principle is stored according to the capture of the stored document in the form of letters and numbers arranged in a certain order”. Further Muhidin and Winata [2] said that "There are basically two types of sequences, namely alphabetical order and numerical sequence. For alphabetical sequential storage systems are system names (often called alphabetical systems), geographical systems and subject systems whereas numerical sequential storage systems are numerical systems, chronological systems and numerical subject systems (subject systems with number codes)”.

Reference [4] wanted know how public services are in the KORPRI office of West Kutai regency. The research method used is descriptive

research method and research focus on archive management variables include review of archive inventory, archive retention, assessment and depreciation of archives, archives management and its supporting and inhibiting factors. The results of the research prove that archive management at the KORPRI Office of West Kutai Regency has not been implemented properly in accordance with the provisions of the correct management of the archives.

In a research conducted by reference [5] wanted to explain the problem is how to know the implementation of the management of records archives, the efforts undertaken to overcome the problem at the time of implementation of the management of records archive at SMK Widya Praja Ungaran. The method of data analysis used in the study is interaction analysis techniques that include data reduction, data presentation and draw conclusions. The results show that the implementation of the management of records archive at SMK Widya Praja Ungaran has been good, especially in dealing with the problem of loss of archives without trace.

Reference [6] was focus on the problem how the level of community satisfaction to services performed by Bitungsari Bogor urban village officers related to administration and other activities. Data analysis techniques used were

questionnaires and data processing methods using the Satisfaction Index of the Community according to KEP / 25 / M.PAN / 2/2004.

Based on the results of data processing according to KEP / 25 / M.PAN / 2/2004 it can be seen that overall that the level of service of state apparatus in Bitungsari sub-district is at GOOD level (78, 74). Where is the certainty of service cost and environmental comfort get appreciation VERY GGOD 82,64 and 81,94) while the speed of service get the spotlight that must be more attention even though still at level GOOD (73,61).

## B. Research Method

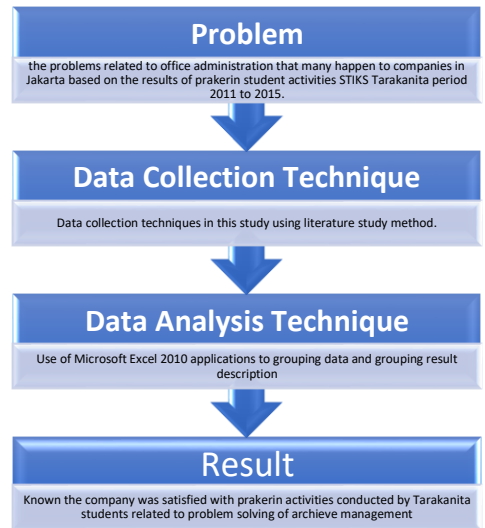
The type of data in this study is secondary data in the form of recapitulation report of prakerin activities in 2011, 2012, 2013, 2014, and 2015 obtained from Prakerin Unit of STIKS Tarakanita. The data is processed only about the title of prakerin report and the name of the company where students do prakerin activities. The classification of archival management is done to process the data title prakerin report so that obtained information ranging from the titles of what are often taken by students up to the names of companies that are often the destination of prakerin activities.

Data collection techniques in this research using literature study method in which data obtained from recapitulation reports of prakerin

activities in 2011, 2012, 2013, 2014, and 2015 obtained from Prakerin Unit of STIKS Tarakanita. In addition, data collection is done based on books and journals.

After the data collection process, then the data is processed with the help of Microsoft Excel 2010 application to be grouped as prakerin report title. The results of the data grouping will be described to be more informative.

In this research, the framework of thinking is set as follows



Source: Result of Researcher Processing (2017)

Figure 1. Thinking Framework of Research on Corporate Satisfaction Level

### C. Results And Discussion

Recapitulation results of students' prakerin reports are made using Microsoft Excel application containing number, student name, Student ID Number, company name, time period of prakerin activity, and prakerin title. There are approximately 1045 titles of prakerin reports of STIKS Tarakanita students period 2011-2015. For the same period, there are 416 companies in The Greater Jakarta where students of STIKS Tarakanita to conduct prakerin activities.

No.	NIM	Nama	Nama Perusahaan	JURUSAN PENDIDIKAN
1	200910017	Zetrisa Rizka Anika	PT Jera Bontas	Program Sarjana Desain Interaksi, Sistem dan Komunikasi
2	200910001	Ireny Pili Permana	S. BUCH & TRACIS International Company	Manajemen & Sistem, Pendidikan, Pekerjaan dan Organisasi
3	200910010	Indah Ayu Marisa	KAAC Indonesia, PT	Ilmu dan Teknologi Komunikasi, Manajemen dan Organisasi
4	200910014	Lulu Suci Laila Nurhasanah	KAAC Indonesia, PT	Ilmu dan Teknologi Komunikasi, Manajemen dan Organisasi
5	200910017	Priska Nurhasanah	KAAC Indonesia, PT	Ilmu dan Teknologi Komunikasi, Manajemen dan Organisasi
6	200910016	Putri Ayu Rizka Nurhasanah	KAAC Indonesia, PT	Ilmu dan Teknologi Komunikasi, Manajemen dan Organisasi
7	201110016	Andri Nurhasanah	KAAC Indonesia, PT	Ilmu dan Teknologi Komunikasi, Manajemen dan Organisasi
8	200910010	Indah Ayu Marisa	KAAC Indonesia, PT	Ilmu dan Teknologi Komunikasi, Manajemen dan Organisasi

Source : Research (2017)

Figure 2. Recapitulation of Prakerin Data Period 2011-2015

From 1045 prakerin titles and 416 prakerin companies, they can be grouped into 8 (eight) major issues: archive management, archive classification, layout, Enterprise Operating Standards (*Standar Operasional Perusahaan* or abbreviated SOP), communication, data processing, computer use for

administration, and facilities existing in the company.

No.	NIM	Nama	Nama Perusahaan	JURUSAN PENDIDIKAN	Kualifikasi
64	200910009	Dia Anggraeni	The Big Cakes Pastry Place	Program Sarjana Pendidikan dan Profesi Pendidikan	Akumulasi Paralel
10	200910006	Nahida Nurhasanah	Alfred Corner Indonesia, PT	Prosedur Administrasi dan Sistem Informasi	Administrasi
31	201110017	Nahida Nurhasanah	Alfred Corner Indonesia, PT	Prosedur Administrasi dan Sistem Informasi	Administrasi
61	201210021	Andi Genta Winda Nugroho	Angkasa Swasta Melayu, PT	Operasional Administrasi dan Sistem Informasi	Administrasi
87	200910009	Priscilla Dita Kania	Alfred's Indonesia, PT	Prosedur Administrasi dan Sistem Informasi	Administrasi
101	200910006	Nahida Nurhasanah	Alfred's Indonesia, PT	Prosedur Administrasi dan Sistem Informasi	Administrasi
204	200910017	Shanera Purandita	CNOOC SES Ltd. (China National Offshore Oil Company)	Administrasi dan Sistem Informasi	Administrasi
206	201210016	Nahida Nurhasanah	CNOOC SES Ltd. (China National Offshore Oil Company)	Administrasi dan Sistem Informasi	Administrasi

Source: Research (2017)

Figure 3. Recapitulation of Data Collection of Prakerin Period 2011-2015

From the research results can also be known 10 (ten) “favorite” companies which are often become places for prakerin STIKS Tarakanita students during the period 2011-2015. The ten companies are PT Total E & P Indonesia (30 times), PT Frisian Flag Indonesia (27 times), PT Aplikanusa Lintasarta (22 times), CNOOC SES Ltd. (21 times), PT United Tractors Tbk. (21 times), PT Wira Insani (20 times), PT Sinar Sosro (19 times), PT Weatherford Indonesia (19 times), PT Trakindo Utama (18 times) and PT Bank Indonesia (16 times). These results can be seen more clearly in Table 1 below.

Table 1. Top 10 Corporates Most Frequently as Prakerin Place

No.	Companies Name	Total
1	Total E&P Indonesia, PT	30
2	Frisian Flag Indonesia, PT	27
3	Aplikanusa Lintasarta, PT	22
4	CNOOC SES, Ltd. (China National Offshore Oil Company)	21
5	United Tractors Tbk., PT	21
6	Wira Insani, PT	20
7	Sinar Sosro, PT	19
8	Weatherford Indonesia, PT	19
9	Trakindo Utama, PT	18
10	Bank Indonesia, PT	16

Source: Research (2017)

From 30 times the implementation of prakerin activities in PT Total E & P Indonesia, there were 5 times the students handling archives management issues, 3 times handling communication problems, 3 times handling archive classification, 3 times handling layout, and the rest handling other problems, such as data processing, computer usage as well as existing facilities in the company. While from 27 times the most frequently handled problem of prakerin

students for PT Frisian Flag Indonesia, there were 9 times dealing with archive management issues, 3 times handling archive classification problem, 3 times handling communication problems, and the rest handling other problems, such as layout, SOP, processing data, and computer usage.

For PT Aplikanusa Lintasarta, from 22 times, it turns out 7 times to handle archive management issues and the rest deal with other issues such as communication, archive classification, layout, and data processing. From 21 times prakerin activities at CNOOC SES, Ltd. there was no dominant problem handled by students during prakerin. Out of 21 times prakerin activities in PT United Tractors Tbk. there are 4 times problem of archive management can be handled by prakerin students and the rest deal with other problems such as layout, communication, SOP, data processing, and facilities existing in the company.

From 20 times as prakerin place, there were no dominant problems at PT Wira that can be handled by students when doing prakerin. For PT Sinar Sosro, it is claimed that from 19 times as prakerin place, 7 times students handled archive management issues, 2 handles communication problems, and the rest varied, ranging from SOP, archive classification, data

processing, and computer usage. PT Weatherford Indonesia 19 times as prakerin place there was no dominant problem handled by students.

PT Trakindo Utama has become prakerin for 18 times with 7 archives management issues, 2 communication problems, and the rest are as diverse as SOP, spatial layout, archive classification, and data processing. While from 16 times to the place of prakerin, PT Bank Indonesia has been assisted twice to handle archive management issues and the rest are varied such as archive classification, spatial and data processing.

#### **D. Conclusion**

From the results of this study can be concluded that there are 416 companies with 1,045 titles of prakerin report associated with the administration office. Out of the 1045 titles of prakerin reports there are 204 prakerin report titles and 127 companies related to archive management, there are 388 prakerin reports and 76 companies related to the archive classification, there are 113 prewar report titles and 81 companies related to spatial, there are 11 titles of prakerin report and 11 companies related to SOP, there are 79 titles of prakerin reports and 53 companies related to communications, there are 98 titles of prakerin reports and 33

companies related to data processing, there are 83 titles of prakerin report and 18 companies related to the use of computers at work, and there are 69 titles of prakerin report and 16 companies related to office administration facilities and infrastructure.

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