

ABSTRAK

Andik Irawan, 22111008

PENGARUH DIGITALISASI DOKUMEN, KETELITIAN ADMINISTRASI, DAN PENGAWASAN KERJA TERHADAP EFISIENSI PROSEDUR ADMINISTRASI OPERASIONAL DIVISI KOMERSIAL PADA PT. BERKAH INDUSTRI MESIN ANGKAT SURABAYA

Skripsi : Program Studi Ilmu Administrasi Bisnis, 2026

Kata Kunci : Digitalisasi Dokumen, Ketelitian Administrasi, Pengawasan Kerja, Efisiensi Prosedur Administrasi Operasional.

Penelitian ini bertujuan untuk menganalisis pengaruh digitalisasi dokumen, ketelitian administrasi, dan pengawasan kerja terhadap efisiensi prosedur administrasi operasional Divisi Komersial pada PT. Berkah Industri Mesin Angkat Surabaya. Penelitian menggunakan pendekatan kuantitatif dengan metode survei. Populasi penelitian adalah karyawan Divisi Komersial yang terlibat dalam kegiatan administrasi, sedangkan teknik pengambilan sampel menggunakan metode sampling sesuai dengan kriteria yang ditetapkan peneliti. Data dikumpulkan melalui penyebaran kuesioner dan dianalisis menggunakan uji validitas, uji reliabilitas, uji asumsi klasik, analisis regresi linear berganda, uji parsial (uji t), uji simultan (uji F), serta koefisien determinasi (R^2).

Hasil penelitian menunjukkan bahwa digitalisasi dokumen, ketelitian administrasi, dan pengawasan kerja berpengaruh terhadap efisiensi prosedur administrasi operasional. Secara parsial, masing-masing variabel independen memberikan pengaruh positif terhadap efisiensi prosedur administrasi operasional. Secara simultan, ketiga variabel tersebut berpengaruh signifikan terhadap efisiensi prosedur administrasi operasional Divisi Komersial pada PT. Berkah Industri Mesin Angkat Surabaya. Dengan demikian, penerapan digitalisasi dokumen yang optimal, peningkatan ketelitian administrasi, serta pengawasan kerja yang efektif dapat meningkatkan efisiensi prosedur administrasi operasional perusahaan.

ABSTRACT

Andik Irawan, 22111008

THE INFLUENCE OF DOCUMENT DIGITIZATION, ADMINISTRATIVE ACCURACY, AND WORK SUPERVISION ON THE EFFICIENCY OF OPERATIONAL ADMINISTRATIVE PROCEDURES IN THE COMMERCIAL DIVISION OF PT. BERKAH INDUSTRI MESIN ANGKAT SURABAYA

Undergraduate Thesis : Business Administration Study Program, 2026

Keywords : Document Digitization, Administrative Accuracy, Work Supervision, Operational Administrative Procedure Efficiency.

This study aims to analyze the influence of document digitization, administrative accuracy, and work supervision on the efficiency of operational administrative procedures within the Commercial Division of PT. Berkah Industri Mesin Angkat Surabaya. The study employs a quantitative approach using a survey method. The research population consists of Commercial Division employees involved in administrative activities, with sampling conducted based on criteria established by the researcher. Data were collected via questionnaires and analyzed using validity tests, reliability tests, classical assumption tests, multiple linear regression analysis, partial tests (t-test), simultaneous tests (F-test), and the coefficient of determination (R^2).

The results indicate that document digitization, administrative accuracy, and work supervision influence the efficiency of operational administrative procedures. Individually, each independent variable exerts a positive influence on the efficiency of operational administrative procedures. Collectively, the three variables have a significant impact on the efficiency of operational administrative procedures within the Commercial Division of PT. Berkah Industri Mesin Angkat Surabaya. Thus, optimal implementation of document digitization, enhanced administrative accuracy, and effective work supervision can improve the efficiency of the company's operational administrative procedures.