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ANALYSIS OF THE ROLE OF THE HUMAN CAPITAL GROUP IN THE TRAVEL PROCEDURE OF PT ASURANSI JASA INDONESIA AS TOURISM SUPPORT

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ABSTRACT

In this era of globalization, competition in all fields is increasing, requiring companies to have high competitiveness. There are various ways to advance the company, one of them by carrying out business trip activities. PT Asuransi Jasa Indonesia has SOP for business trip flows to run effectively and efficiently. The Human Capital Group is one of the work units involved and has an important role in business trip procedures. The purpose of this paper is to determine the role of the Human Capital Group in the flow of business trip procedures and determine the advantages and disadvantages as well as obstacles and solutions that exist in these procedures. The method used for data collection is the interview method to several Human Capital Group staff who play a role in business trip procedures. The author also links the role of the Human Capital Group to the theory of the function of the human resources department according to Hendry Simamora (2006) in (Sembiring, 2010, pp.9-10). Based on the results of data collection and information, it was concluded that the Human Capital Group had carried out its duties and roles well, but there were some shortcomings and obstacles in the business trip procedures. The author also provides suggestions that are expected to be useful for the company, such as system integration, use of the system through smartphones, and others.

Keywords: Human Capital, procedure, business trip, PT Asuransi Jasa Indonesia

ABSTRAK

Di era globalisasi ini, persaingan di segala bidang semakin meningkat, menuntut perusahaan untuk memiliki daya saing yang tinggi. Ada berbagai cara untuk memajukan perusahaan, salah satunya dengan melakukan kegiatan perjalanan dinas. PT Asuransi Jasa Indonesia memiliki SOP agar alur perjalanan dinas berjalan efektif dan efisien. Grup Human Capital merupakan salah satu unit kerja yang terlibat dan memiliki peran penting dalam prosedur perjalanan dinas. Tujuan dari penulisan ini adalah untuk mengetahui peran Human Capital Group dalam alur prosedur perjalanan dinas dan mengetahui kelebihan dan kekurangan serta kendala dan solusi yang ada pada prosedur tersebut. Metode yang digunakan untuk pengumpulan data adalah metode wawancara kepada beberapa staf Human Capital Group yang berperan dalam prosedur perjalanan dinas. Penulis juga menghubungkan peran Human Capital Group dengan teori fungsi departemen sumber daya manusia menurut Hendry Simamora (2006) dalam (Sembiring, 2010, pp.9-10). Berdasarkan hasil pengumpulan data dan informasi disimpulkan bahwa Human Capital Group telah menjalankan tugas dan perannya dengan baik, namun terdapat beberapa kekurangan dan kendala dalam prosedur perjalanan dinas tersebut. Penulis juga memberikan saran-saran yang diharapkan dapat bermanfaat bagi perusahaan, seperti integrasi sistem, penggunaan sistem melalui smartphone, dan lain-lain. Kata kunci: Human Capital, prosedur, perjalanan dinas, PT Asuransi Jasa Indonesia

INTRODUCTION

In the current era of growing globalization, competition between companies is increasing so that the company's resources are also required to be able to develop themselves to be more proactive and have high competitiveness. Every company or organization must have goals that can be achieved if it has strong, reliable and competent human resources in their fields. Likewise with insurance companies that are growing in Indonesia, whether national, multinational or foreign companies. The more insurance companies, it will affect the level of competition between companies.

Nowadays human life cannot be separated from all the risks that can occur. Risk in this case is everything that can happen to human life but is not wanted to happen. Every thing or activity carried out by humans must have risks, because life is full of uncertainties that can be referred to as natural law events. Disasters or disasters can happen and cannot be avoided, but humans can minimize the risk of these disasters by preparing the right prevention. Currently insurance companies are growing because people are increasingly aware of providing protection for themselves or their property to minimize the risk of loss that occurs due to a disaster or disaster that can come unexpectedly. Insurance companies aim to provide protection or protection after the event or disaster. Insurance consists of various types such as life insurance, health insurance and property insurance. Before using the services of an insurance company, people need to carefully consider various aspects. PT Asuransi Jasa Indonesia is a company engaged in general insurance and is here to provide protection from all possible risks. PT Asuransi Jasa Indonesia has been trusted by many people in Indonesia as a competent and trusted insurance company since 1973.

An organization or company is a group of people or entities that carry out activities in order to achieve a common goal and gain profit. Human Capital is one of the most important components owned by a company. Human Capital is a development of human resources. In human resources, humans are considered by the company as a resource that can be exhausted if exploited excessively. When an employee joins the company, all the resources available to the employee must be able to be optimized in order to provide great benefits for the company. This understanding seems like employees

are exploited for the sake of the company's interests. However, this assumption cannot be faulted because the company has an orientation to get as much profit as possible. While the concept of Human Capital assumes that human resources are an asset or main capital for the company and become a key resource for the organization. Human Capital focuses more on adding and creating value for human development. Referring to this explanation, employees are no longer considered as a resource to advance the company, but employees are considered as capital or assets to build and improve the quality of the company. (Sukoco & Prameswari, 2017, pp. 94-96)

The concept of Human Capital places human resources as a valuable asset and is very much needed by a company or organization. Good human resources are able to show performance and ability in decision making and analyze a problem and find a solution that will have an impact on the success of an organization in achieving its goals

Organization according to Mills and Mills in Organizational and Administrative Theory says "Organization is a special collectivity of people whose activities" controlled and coordinated in and to achieve a predetermined common goal" (Desmawangga, 2013, p.686). The company's goals are outlined in the company's vision and mission. PT Asuransi Jasa Indonesia as a State-Owned Enterprise which is engaged in general insurance in Indonesia certainly has the objectives set out in the vision and mission to be used as a reference or basis for improving the company's performance to be more improved. Has been officially established since June 2, 1973, making PT Asuransi Jasa Indonesia a competent and leading insurance company in Indonesia.

In connection with the company's goals, there are various efforts made to achieve these goals, one of which is conducting business trips. Business travel is a trip made by employees of a company related to official duties. Every company must have provided official travel facilities for their leaders or employees to support the smooth running of business and improve the quality of work of leaders and employees. The benefit of business trips is to complete tasks related to company activities. The company's official travel procedures greatly affect the success of the official travel carried out. With good official travel procedures, the stages in preparation for carrying out business trips will be

completed quickly and easily so that no obstacles are found when someone is on an official trip.

The Human Capital Group has an important role in the company starting from the process of recruiting employees, distributing employee tasks, managing employee databases, developing employee potential, remuneration management (salary, allowances and overtime pay), employee performance evaluation and also administrative activities related to employees. In the procedure or flow of official travel, the Human Capital Group also has a role in the official travel process. Especially in official training or training trips, the Human Capital Group has a big role in this. Training or training is needed by new employees and old employees to improve the performance and potential of each individual. In this case, the role of Group Human Capital on the procedure or official travel flow at PT Asuransi Jasa Indonesia will be explained in more detail by the author.

Based on this background, the author conducts an analysis that will be written in the form of writing with the title "ANALYSIS OF THE ROLE OF THE HUMAN CAPITAL GROUP IN THE TRAVEL PROCEDURE OF PT ASURANSI JASA INDONESIA AS TOURISM SUPPORT".

LITERATURE REVIEW

Definition of Insurance

Wirjono Prodjodikoro interprets insurance as an agreement and cooperation between two parties in which the guaranteeing party promises to the guaranteed party to receive premium money as compensation for losses that the insured party may experience due to an unwanted event or disaster. According to Abbas Salim, insurance is a willingness to determine small, certain losses as a substitute for uncertain losses. (Rastuti, 2016, p. 2)

According to Molengraaff, insurance that is more focused on loss insurance is an agreement in which one insurer binds himself to an insured party to compensate for losses that can be suffered by the insured due to a certain event and by chance, where the insured promises to pay a premium. (Rastuti, 2016, p. 3)

From the understanding of these experts, the authors conclude that insurance is a collaboration between two parties, namely the insurer and the insured, where the insurer is obliged to compensate for the losses suffered by the insured caused by a

certain event or accident/unexpected disaster that causes property loss or damage. life, with an agreement that the insured is obliged to pay a premium to the insurer.

Definition of Human Capital

According to Stewart (1997), Human Capital can be defined as the individual himself who is personally lent to the company with his individual capabilities, commitment, knowledge and personal experience. Although not only seen from the individual but also as a work team that has personal relationships both inside and outside the company. (Sukoco & Prameswari, 2017, p. 94)

According to Malhotra and Bontis, Human Capital is a combination of skills, knowledge, innovation and a person's ability to carry out their duties so that they are able to create value to achieve their goals. (Sukoco & Prameswari, 2017, pp. 94-95)

Based on this understanding, the authors conclude that Human Capital is a development of human resources where humans or employees owned by the company are no longer considered as resources but are considered as important assets or capital. Human Capital can be defined as the employee himself or as a work unit within the company.

Human Resources

Definition of Human Resources

Understanding Human Resources according to Werther and Davis, states that human resources are employees who are ready, capable and alert in achieving organizational goals. (Sutrisno, 2009, p. 4)

According to Ndraha (1999), explains that high-quality human resources are human resources capable of creating not only comparative value but also competitive-generative-innovative value using the highest energies such as: intelligence, creativity and imagination; and no longer just using gross energy such as raw materials, land, water, muscle power and so on. (Sutrisno, 2009, p. 4)

From this understanding, the authors conclude that human resources are employees or employees who are an important component of an organization. Human resources or commonly called employees/employees greatly determine the success

of an organization to achieve company goals because employees/employees have the most important role in moving the wheels of the company compared to other resources.

Definition of Human Resources

Department/Human Capital Group

Marihot Tua Efendi Hariandja explained that the human resources department is the overall determinant and implementer of various activities, policies and programs aimed at recruiting, developing and maintaining workers in order to increase its support for increasing organizational effectiveness in an ethically and socially accountable manner. (Sembiring, 2010, p. 4)

From this understanding, the authors conclude that the Department of Human Resources or the Human Capital Group is part of an organization that has a major role. The HR Department or the Human Capital Group plays an important role in carrying out the functions and objectives of the company, especially in the personnel field, such as making policies and as a determinant in various activities related to human resources in the company, maintaining and improving the quality of employees, taking care of all matters relating to employees such as regulations, and so on.

Roles and Functions of the Human Resources Department

According to Hendry Simamora (2006) in (Sembiring, 2010, p.9-11) explains that the functions of the human resources department are:

1. The function of formulating strategy, objectives, policies and procedures
 - a) Human resource strategy is a reference or pattern that integrates the main objectives, policies and procedures into an overall plan that is interrelated with one another.
 - b) The purpose of human resources is to assist the organization or company in achieving its goals, a specific statement is required.
 - c) Policy is the responsibility to design new policies, improve existing policies to overcome problems that arise and to prevent problems that are likely to arise.
 - d) Procedures or rules for the specific direction of an action or deed. In organizations or companies, procedures are usually included in a manual or commonly referred to as standard operating procedures.

2. The function of giving advice and direction

In this function, the human resources specialist is seen as an internal consultant who is able to gather information, detect a problem, provide solutions and offer assistance or guidance in solving HR problems. Furthermore, the HR department has the responsibility to provide advice regarding employee preparation, evaluation of work results, training programs and job redesign.

3. The function of the service provider or service

The HR department has duties and responsibilities to assist employees, management and organizations or companies. This can broadly be referred to as a form of service.

4. The function of implementing control

In this function, the HR department is tasked with monitoring and assessing the performance of employees and leaders in all departments to ensure that the department follows established company policies and procedures.

Understanding Procedure

According to Mariati Rahman, procedure is a series of methods that have been used as a fixed pattern to carry out an activity or job. (Rahman, 2017, p. 9)

According to Arini T., a procedure is an instruction that is used as a guide in completing a routine task effectively and efficiently to avoid errors or irregularities that can affect the performance of the organization or company as a whole. (Soemohadiwidjojo, 2014, p.90)

Based on the understanding of the experts, the authors conclude that the procedure can be interpreted as a written procedure or instruction that is used as a guide for an organization to carry out routine tasks effectively and efficiently, as well as to minimize errors that may occur in carrying out these tasks.

Definition of Business Travel

Sutrisno and Tjarlijaasih (2007) explain that official travel is an activity carried out by leaders or employees of a company or public/private agency, either domestically or abroad, which aims to carry out duties related to official service. (Widowati & Purwanto, p. 2)

According to Herlambang and Marwoto (2014), official travel is an activity in the form of a trip carried out to represent a company or agency with certain goals and objectives financed by the

company or related agency. (Ayunda & Yuniasih, 2014, p. 21)

From the understanding of these experts, the authors conclude that official travel is a travel activity carried out by employees or leaders of a company with certain objectives related to official duties. Business trips can also be linked to tourism activities carried out by employees.

Understanding Tourism

According to Law No. 10 of 2009 concerning Tourism, tourism is "Various kinds of tourism activities and supported by facilities and services provided by the local community, fellow tourists, government, local governments and entrepreneurs". Tourism is a sector that can support the progress of an area, especially with the regulation on regional autonomy, this policy is enforced on the basis that local communities have reliable capital for the progress of their regions, one of which is tourism activities.

Writing purpose

1. Know the rules and regulations for taking official trips to PT Asuransi Jasa Indonesia
2. Knowing the official travel procedures at PT Asuransi Jasa Indonesia
3. Knowing the role of the Human Capital Group in the official travel procedure of PT Asuransi Jasa Indonesia
4. Knowing the advantages and disadvantages of official travel procedures for employees of PT Asuransi Jasa Indonesia
5. Knowing what obstacles were experienced and how solutions were taken to overcome obstacles in the official travel procedures of PT Asuransi Jasa Indonesia
6. Provide advice for companies related to existing deficiencies in procedures official travel of PT Asuransi Jasa Indonesia

Company Products and Services

The products and services offered by PT Asuransi Jasa Indonesia are grouped into 9 business lines including corporate products and retail products. In accordance with the Company's Articles of Association in Deed No.08 dated September 9, 2008 Article 3, the purpose and objective of PT Asuransi Jasa Indonesia is to conduct business in the field of loss insurance and the like in accordance

with applicable laws and regulations as well as optimizing the use of company resources to produce products and services that are high quality and competitive. The following are the products and services owned by PT Asuransi Jasa Indonesia:

- a. Cargo Insurance
- b. Aviation Insurance
- c. Marine Hull Insurance
- d) Engineering Insurance
- e) Property Insurance
- f. Oil and Gas Insurance
- g. Motor Insurance
- h. Financial Insurance
- i. Miscellaneous Insurance

METHOD

This study used descriptive qualitative method. The approach used is a literature study.

RESULT AND DISCUSSION

Employee Travel Rules and Regulations at PT Asuransi Jasa Indonesia

Definition of Business Travel

Business travel is a travel activity carried out by employees or leaders of a company with a specific purpose related to official duties and is financed by the company or related agency.

Type of Business Trip

Based on the Decree concerning Domestic and Overseas Official Travel Regulations for Employees of PT Asuransi Jasa Indonesia, the types of official travel are divided into two, namely:

1. Official Travel Training

Is an official trip carried out domestically or abroad in the context of training and education or representing a company to carry out teaching duties or as a speaker.

2. Non-training Official Travel (can be related to tourism activities)

It is a business trip that is carried out other than what has been stated in the definition of a Training Official Travel. This non-training official travel activity can also be carried out domestically or abroad.

Business Travel Destinations

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According to the Decree concerning Domestic and Overseas Official Travel Regulations for Employees of PT Asuransi Jasa Indonesia, the purpose of official travel is divided into two, namely:

1. Domestic Business Travel

- a. In-city business trips carried out with official destination locations within 60 km from the head office/branch office of origin.
- b. Out-of-town business trips carried out with official destinations within 60 km from the head office/branch office of origin.

2. Overseas Business Trip

Is an official travel activity carried out outside the territory of the Republic of Indonesia with the aim of completing company tasks.

Official Travel Procedures

When traveling for business, there are various procedures that need to be considered, such as:

1. Business trips must be carried out effectively and efficiently in accordance with company needs. All business trips carried out must be with the knowledge and permission of the work unit supervisor. at the branch office, it must be with the permission of the Branch Manager and for the head office it must be with the permission of the Head Of/Group Head. Specifically for overseas official travel, it must be submitted to the Director of Division or Supervision and then seek approval from the Board of Directors through the Board of Directors Meeting or Circulation of the Board of Directors Meeting.
2. In business travel activities outside the city and abroad, you are required to make a Official Travel Letter (SPD), not required for business trips within the city and do not get official travel fees.
3. Letter of recommendation for visa processing is issued by Finance Manager/Branch Manager for branch offices and Group Head of HR/Head of HR Services for head office. Meanwhile, the processing of tickets, accommodation and travel documents such as passports and visas is carried out by the respective units.
4. If the employee's official trip is to accompany a higher official, it is possible for the employee to get facilities (such as hotel/accommodation) that are equivalent to that of the official.

5. Business trips are carried out a maximum of 14 calendar day.

Business Travel Facilities

Service Daily Money

The official daily allowance is money given for the cost of official travel outside the city or abroad which is given in a lump sum according to the length of the official trip. The daily service fee consists of food allowance, pocket money and vehicle money whose nominal value is in accordance with the position group.

Domestic Business Travel Daily Money

1. Daily Money for Business Travel in the City

In business travel activities within the city, either training or non-training, they do not get daily official fees, so there is no need to make an Official Travel Letter (SPD), but employees are still required to make attendance corrections in the HR STAR system.

2. Daily Money for Out-of-City Business Travel

a. During an official trip outside the city, both training and non-training organized by the company, the provisions for the daily official fee are:

- Number of days \times 35% = if official travel is facilitated with lunch and dinner
- Number of days \times 75% = if the business trip is facilitated with lunch/dinner

- Number of days \times 100% = if the official trip is not facilitated with lunch and dinner

b. In business trips outside the city, both training and non-training organized by an external party, the provision for daily service fees is Number of days \times 100%.

c. If the employee has received the official daily allowance of 100% as referred to in the explanation above, then the employee is not allowed to apply for a reimbursement for the components of the official daily allowance such as meal allowance, pocket money and transportation allowance.

d. If the employee performs duties as a teacher or teaching assistant for the benefit of the company and/or in collaboration with external parties with the company's permission, the employee is entitled to a daily allowance, transportation fee and appreciation money according to existing regulations.

A. Daily Foreign Service Travel Fee

1. Daily fees for overseas official trips organized by the company or external to the company are:

a. Training = Number of days \times 100%

b. Non-training:

- Number of days \times 50% = if the business trip is facilitated by lunch and or dinner.

- Number of days \times 100% = if the official trip is not facilitated with lunch and or dinner

2. If the employee has received the official daily allowance of 100% as referred to in the explanation above, then the employee is not allowed to apply for a reimbursement for components of the official daily allowance such as food allowance, pocket money and transport money.

3. The daily service fee given is in accordance with the number of days required for an overseas official trip that has been determined by the organizer or in accordance with the decision of the board of directors.

4. If the destination country is not included in the existing continent category, the daily service fee will be adjusted to the shortest distance between the destination country and one of the countries in the category.

Lodging Accommodation

Lodging accommodation will be provided with due regard to lodging standards as stipulated in attachment I to the Decree of the Board of Directors No.023/DMA/IX/2018 concerning Domestic and Foreign Official Travel Regulations for Employees of PT Asuransi Jasa Indonesia, with several considerations such as:

a. If the organizer or company does not provide accommodation facilities, the employee is allowed to apply for a reimbursement.

b. If the standard of lodging is different from the hotel where the event is being held, employees are allowed to adjust the accommodation at the venue for the event.

c. If an employee's official trip is carried out to accompany a member of the board of directors, it is possible for the employee to get the same facilities as the board of directors.

Transport and Transport Money

1. Transportation facilities are types of transportation used in carrying out official trips such

as cars, airplanes, trains, ships and so on whose class has been adjusted to the level of position as stipulated in Appendix II of the Decree of the Board of Directors No.023/DMA/IX/2018 concerning Domestic and Foreign Official Travel Regulations for Employees of PT Asuransi Jasa Indonesia. Transport fees are transportation costs in the form of taxi fees for travel from the origin of the office to the airport/station/port or vice versa and travel from the airport/station/port to the official destination location or vice versa. If the employee travels for business using the company's vehicle facilities (including toll fees, gasoline and drivers) then they do not get transportation fees. The amount of the transportation fee has been regulated as written in Appendix III of the Decree of the Board of Directors No.023/DMA/IX/2018 concerning Domestic and Overseas Official Travel Regulations for Employees of PT Asuransi Jasa Indonesia.

Official Travel Documents

In carrying out official trips, there are several mandatory documents that must be owned by employees, namely:

1. SPD

SPD is an official travel letter. This letter must be made by employees who will carry out business trips outside the city and abroad. SPD creation will be carried out in the STAR SDM system. SPD is also used as a supporting document for making SPT.

2. SPT

SPT is a Transfer Order. This letter is processed after the SPD appears, then the making of the SPT will be processed by the relevant work unit by passing the Head of Tax examination to check the tax calculations and budget items. SPT making is processed using the Conventional Star system by attaching a print out of the SPD.

3. SPP

SPP is a Payment Order. This letter is issued by the Group Head of Treasury which will be used for disbursement of official travel money to the accounts of employees who will be on official trips.

4. Supporting documents

Documents needed by employees such as accommodation and transportation tickets, visas, passports, and others are taken care of by the employees and the work unit itself. If employees need a recommendation letter for making a visa, they can request the letter to the Group Head/Head Of HR

Services for head office and Finance Manager/Branch Manager for branch offices

Official Travel Procedures for PT Asuransi Jasa Indonesia Employees

PT Asuransi Jasa Indonesia Employee Travel Flow

Based on the results of observations with interviews with several staff of the Human Capital Group of PT Asuransi Jasa Indonesia, here is the flow that the author has processed into an explanation as follows:

1. Employees are appointed by the company to take official trips or employees apply for business trips such as participating in training activities.
2. Business travel activities that employees participate in must be carried out with the knowledge and permission of superiors. If the official travel activity is for non-training purposes, the employee needs approval from the Branch Manager/Group Head/Director of the relevant field. If the official travel activity is in the context of training, it requires approval from the Head of Talent Management and Group Head of HR. If the official trip is abroad, it must be approved by the Director of Supervision through a meeting of the board of directors.

1. If you have obtained approval from the relevant superior, then the employee can make an SPD on the STAR SDM system. The making of this SPD is intended for employees who will travel out of town and abroad. For business trips within the city, there is no need to make an SPD, but only need to make attendance corrections on the HR STAR system.

2. After making the SPD, the employee then makes the SPT through the Conventional STAR system by attaching the SPD. The making of the SPT will be processed by the employee unit who travels for official trips or the unit that has a budget for the said official costs.

3. Furthermore, the SPT that has been processed by the relevant work unit will be continued to the staff of the Head of Treasury or the branch office's Finance Unit for making SPP and the process of disbursing official travel money to the accounts of employees who will go on official trips.

4. After passing the applicable procedures, employees can carry out official travel activities.

5. After the activity is completed, an evaluation of the official trip is carried out as an accountability.

Procedure for Submission of Official Training Travel to PT Asuransi Jasa Indonesia's Human Capital Group

Business trips in the context of training to be carried out must be approved by the Human Capital Group Head before employees apply for business trips to the HR STAR system, with the following procedure:

- Employees who are appointed by the company or wish to attend training on their own initiative submit an application for a business trip to the Head of their unit.
- If the training trip is in the city and outside the city, the employee's work unit will send an e-office to the Human Capital Group.
- If the official training trip is overseas, the relevant employee's work unit sends an e-office to the Supervising Board of Directors. If the disposition has been approved by the Supervising Board of Directors, then it is forwarded to the Human Capital Group.
- E-office received by Group Human Capital (Talent Management)/Group Head HR for processing.
- If it has been processed, the Group Head of Human Capital will approve the application for the official trip.
- Employees receive approval from Group Head Human Capital.
- Employees apply for business trips on the HR STAR system for making SPD (for business trips out of town and abroad). Business trips within the city do not need to make SPD because they do not get official travel money, but make attendance corrections in the HR STAR system.

Procedure for Making SPD, SPT, SPP and Disbursement of Out-of-City Business Travel Expenses and Overseas Employees of PT Asuransi Jasa Indonesia

Procedures for making SPD, SPT, SPP and disbursement of official travel expenses are intended for employees who will carry out official trips outside the city and abroad, both in the context of training and non-training. The flow of this procedure is carried out using the company's system, namely STAR SDM and STAR Conventional.

1. Employees apply for Business Travel through the HR STAR system for making SPD (Official Travel Letter). When submitting an SPD, employees can choose the choice of destination city, transportation and accommodation that will be used for official travel. The HR STAR system will read and notify the amount of business travel expenses which will later be used to process the SPT preparation.

2. a. The purpose of submitting employee SPD through STAR SDM is divided into two types of official travel, namely:

2a 1.1 Non-training:

- If the staff is applying for an official trip, then the SPD submission is addressed to the relevant Group Head.

- If it is the Head Of or Group Head who proposes an official trip, then the SPD submission is addressed to the Supervising Director of each unit.

After getting approval, employees can directly print the SPD Approval Sheet and process the application for disbursement of official travel money through Conventional STAR.

2a 2. Training:

2a 2.1 If the proposed business trip is for training activities, then the SPD submission is addressed to the Talent Management Staff.

2a 2.2 If it has been approved by the Talent Management Staff, it will be forwarded to the Head of Talent Management for further consideration.

2.b. If an employee at a branch office applies for an official trip, the SPD submission is addressed to the Branch Manager for approval.

3. Requesting approval from the Branch Manager/Group Head/Director of Fields, if there is a review, then return to process 1.

4. Conditions where official travel has been approved or rejected. If it has been approved, then the employee can print the SPD Approval Sheet and apply for the disbursement of official travel money at Conventional STAR.

5. Furthermore, employees apply for disbursement of official travel money through Conventional STAR by attaching a printed SPD Approval Sheet to make an SPT (Transfer Order Letter).

6. Then the making of the SPT for the application for disbursement of official travel money will be approved in stages by:

- Head Office : Head of and Group Head/Director of related units

- Branch Office : Finance Manager and Branch Manager

7. The SPT for the application for disbursement of the employee's official travel money will be checked by the Head of Tax staff first to check the tax calculation. If there are corrections, then the process is returned to process 6 and process 5. Corrections in process 7 can be in the form of corrections to budget items and attachments.

8. After being checked by the Head of Tax Staff, it is then given to the Head of Treasury staff for making SPP (Payment Order) and disbursing official travel money.

9. The official travel money will be transferred to the account of the employee who applied for the official trip.

Analysis of the Role of the Human Capital Group in the Official Travel Procedure of PT Asuransi Jasa Indonesia

Based on the role of the Human Capital Group in the flow or procedure for the official travel of PT Asuransi Jasa Indonesia employees, the author relates this role to the theory of roles and functions of the Department of Human Resources according to Hendry Simamora (2006) in (Sembiring, 2010, p.9-11) or something like which the author has explained in sub-chapter 1.2.3.3. The Human Capital Group has carried out the function of providing advice and direction, where in this function the Human Capital Group is seen as an internal consultant who is able to collect information, detect a problem, provide solutions and offer assistance to solve problems related to HR. The Human Capital Group is able to collect information and detect problems related to HR. If an employee has a problem related to knowledge or competence, the Human Capital Group can provide a solution by providing training or training facilities to help the problems faced by the employee. Training or training is an activity to improve performance and competence for both employees and leaders. It has become a mandatory task of the Human Capital Group in developing the capabilities of a company's employees to be more competent in their fields so that they can become assets for the company. Training activities at PT Asuransi Jasa Indonesia have been regulated in detail in the provisions of ISO 9001:2015 regarding Employee Education and Training Procedures.

This training trip activity can provide great contributions and results for the company and employees if it is carried out properly in accordance with established procedures. Human Capital staff

first identify the needs of employees and related units for the training that will be followed by the employees concerned. After the needs analysis is carried out, the Human Capital staff approves the employee's official travel proposal and forwards it to the Head of Talent Management for approval. Then the employee training application will be disposed of to the Group Head for approval.

The Human Capital Group has also carried out the function as a service and service provider, where in this function the Human Capital Group has the function and responsibility to assist employees in the form of making SPD for official training trips out of town and abroad in accordance with applicable procedures. In addition to making SPD, the Human Capital Group can also provide letters of recommendation for making visas for employees who will travel overseas.

The Human Capital Group also carries out its function as a formulator of strategies, objectives, policies and procedures. During this official trip, the Human Capital Group makes policies and procedures into plans that are related to one another, commonly referred to as SOPs. Policy is the responsibility to create new policies, improve existing policies to overcome problems that arise and to prevent problems that may occur.

Analysis of Strengths and Weaknesses in PT Asuransi Jasa Indonesia's Official Travel Procedures

Based on the analysis of official travel procedures at PT Asuransi Jasa Indonesia, the author can conclude that the advantages of the procedure are that it has been carried out digitally using e-office, HR STAR system and Conventional STAR. This indicates that PT Asuransi Jasa Indonesia has followed developments in the era of globalization by applying the latest technology to help its employees work. With the use of digital technology in assisting employees' tasks, there are many benefits such as reducing the use of paper or paperless. Minimizing the use of paper can reduce production costs and support environmentally friendly or go green programs. With digitization, the level of efficiency and effectiveness is higher than using conventional systems.

In addition to the advantages of this procedure, the authors conclude that there are several disadvantages, namely:

1. The HR STAR and Conventional STAR systems are not interconnected. Employees must attach a print out of the SPD to process the disbursement of official travel expenses at Conventional STAR.
2. There is a tiered approval and there is no deadline so that the process takes a long time and affects subsequent processes. According to the experience of one of the Strategic Business Claims Staff, his approval was delayed because his supervisor was on duty, so the disbursement of the costs was also delayed. As a result of these shortcomings, there may be obstacles in its implementation.

Analysis of Barriers and Solutions

Obstacle

Based on the analysis conducted by the author, there are several obstacles to official travel procedures at PT Asuransi Jasa Indonesia, namely:

1. The coordination flow is long and involves many parties. Due to the length of the flow, the implementation of this official travel procedure will

takes quite a bit of time. Due to the length of the coordination flow, employees may find it difficult to understand the procedure. the large number of parties involved can also cause delays in the completion of one process.

2. The systems used such as e-office, STAR SDM, and STAR Conventional can only be used by using access from the company.

Solution

Based on the existing obstacles, here are the solutions that have been carried out by the Human Capital Group:

1. Streamlining SOPs, such as in non-training official travel procedures, employees do not need to ask for approval from staff and the Head of HR Services. After applying for a business trip and getting approval from the Branch Manager/Group Head/Director of the relevant field, employees can directly make SPD on the HR STAR system and make SPT and SPP on the Conventional STAR system. In making changes to this SOP, internal HR coordination was carried out between the Head of Service, Head of Strategic HR Management and Head of Talent Management. Based on the results of

an interview with one of the Human Capital Group staff, there are several considerations in updating the SOP, namely:

- a. STAR digitization, both HR STAR and Conventional STAR have been updated so that it will automatically change the existing SOP process.
- b. Streamlining SOPs, there are several SOPs that can actually be made into one flow but are made separately.

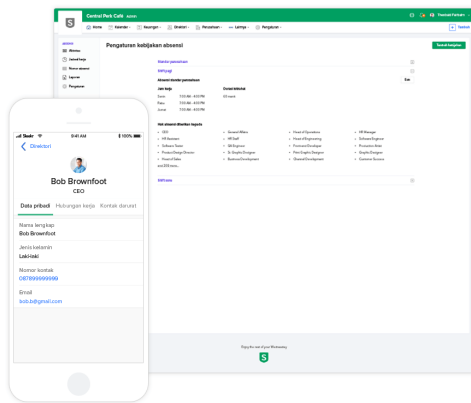


Figure 1 Example of Sleekr Software
(source: <https://sleekr.co/hr/>)

CONCLUSION

Based on the results of the discussion about the official travel procedures for employees of PT Asuransi Jasa Indonesia in the previous chapter, the authors conclude that:

1. The official travel procedure at PT Asuransi Jasa Indonesia has been running well, supported by the use of digital technology that makes it easier for employees to carry out these procedures. With the use of e-office, the HR STAR system and the Conventional STAR procedure system have been running well because the level of efficiency and effectiveness can be maximized. Official travel related to tourism activities in an area.
2. The Human Capital Group has also carried out its role properly in accordance with the functions and responsibilities of the Human Resources Department, such as carrying out the function as a provider of advice and direction, the function of providing services and services, as well as the function of formulating strategies, objectives, policies and procedures.

- c. Generate SOPs that are easier for employees to understand.

2. Upgrade the company system so that it can be accessed outside the office via a personal computer or laptop by using the IP MPLS Cloud Virtual Private Network (VPN) service that utilizes the internet as a substitute for a local computer network in the office. That way, it is easier for employees to apply for business trips and other office activities.

3. There are obstacles in the long official travel procedures, namely the long coordination flow and limited access to company systems. However, the Human Capital Group has streamlined SOPs on non-training official travel procedures and used a VPN so that employees can access company systems outside the office.

4. There is a deficiency in the official travel flow process, namely the HR STAR system and Conventional STAR are not connected to each other to process the disbursement of official travel expenses. Then the tiered approval will be delayed if the supervisor is not in the office or on duty, so that it will hinder the next process.

SUGGESTION

The following are suggestions from the authors related to the shortcomings that exist in the official travel procedures of PT Asuransi Jasa Indonesia, namely by maximizing the use of the company's technology system as best as possible. Because the flow in the official travel procedure has involved many work units, the company must be able to maximize the use of digitalization so that its employees can complete their tasks and responsibilities more quickly. Suggestions from the author are:

1. The HR and Conventional STAR STAR systems can be integrated to assist employees in the disbursement process for official travel expenses, so that employees do not need to attach SPD printouts from the HR STAR system to switch to the Conventional STAR system. This is done to reduce paper usage and minimize the use of time because employees do not need to print SPD from HR STAR and attach it to Conventional STAR.
2. The use of the e-office system, STAR SDM and Conventional STAR can be accessed via a smartphone or other mobile device. If the company's

system can be accessed via a smartphone, it will certainly support the tiered approval process. If the related superior is not in the office or is carrying out his service, the relevant superior can still provide approval at any time quickly and easily. With this suggestion, it is hoped that there will be no more delays in the approval process so that it can run well. However, the use of corporate systems via smartphones certainly has its drawbacks, namely in terms of security. To anticipate things happening there are several ways to increase security such as data encryption, improve the quality of encryption on the system such as using fingerprints or retinas of the eye. The following is an example of software that can be used anytime and anywhere to help employees work such as office administration, HR database, payroll, document approval, and others, namely "Sleekr".

1. Regarding the process of submitting business trips such as requests for approval from superiors, a deadline should be given. The HR group can make SOPs related to time limits by coordinating with various units involved in official travel procedures.
2. Other suggestions outside of official travel procedures are related to provisions for official travel facilities such as daily allowances, transportation and accommodation. Based on the results of an interview with one of the staff of PT Asuransi Jasa Indonesia, the money the daily allowance given is not in accordance with the risk of employees traveling on business. For example, the daily allowance given to employees who travel on the high seas with those who travel on land is the same. This may lead to injustice considering the risks faced by employees are different. Suggestions from the author are for companies to reconsider official travel facilities with the risks faced by employees who will go on official trips.

Implications and Limitations

By doing this analysis, the authors hope that PT Asuransi Jasa Indonesia will continue to use, utilize and always follow technological developments in the application of official travel procedures and other activities so that they can assist the duties and functions of all employees.

The writing process is very limited by time, scope, research methods and all other limitations. To complete the results of this paper, further

observations can be made using more relevant methods.

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