

ABSTRACT

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ANALISIS PROSES BISNIS DIVISI BUSINESS ADMIN DALAM MENINGKATKAN EFISIENSI OPERASIONAL PERUSAHAAN APLIKASI KASIR

The Internship Program is a practical course designed to provide students with real-world experience relevant to their field of study. This report is based on the internship activities carried out at PT Esensi Solusi Buana (ESB), a technology company that provides Point of Sale (POS) and Enterprise Resource Planning (ERP) cloud-based systems tailored for the Food & Beverage (F&B) industry. The intern served as a Business Staff Admin under the Operational Directorate, responsible for supporting daily operations such as managing support visit schedules, verifying payment gateway registrations, and processing outlet closures through internal systems.

During the internship, several key findings were identified, including data anomalies in registration forms, duplicate requests, delays caused by partially integrated systems, and inconsistent request formats from internal teams or clients. The intern conducted business process analysis and proposed improvements such as workflow automation, standardized input formats, and system integration enhancements. Through this documentation and analysis, the internship report aims to contribute to improving the company's operational efficiency and effectiveness through a strategic administrative support role.

Keywords: Internship, Information Systems, Business Admin, Payment Gateway, Support Visit, Close Outlet, PT Esensi Solusi Buana