

**ABSTRAK**  
**PENGOLAHAN DOKUMEN ASURANSI KENDARAAN PRIBADI**  
**DI REWARD, PERFORMANCE, AND INDUSTRIAL RELATION**  
**MANAGEMENT DEPARTMENT**  
**PT UNITED TRACTORS TBK JAKARTA TIMUR**

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Organisasi yang masih berjalan menghasilkan arsip atau dokumen sesuai dengan peran dan tanggungjawab masing-masing divisi, serta dikelola dengan cara tertentu berdasarkan aturan tiap divisinya. Penulisan tugas akhir ini bertujuan untuk meneliti mengenai pengolahan dokumen asuransi kendaraan pribadi, sarana prasarana, dan kendala beserta solusi.

Metode yang digunakan dalam penulisan tugas akhir ini yaitu wawancara, studi pustaka, dan observasi partisipan. Wawancara dilakukan untuk menambah informasi mengenai hal yang menjadi fokus penulis. Studi pustaka dilakukan untuk mengumpulkan informasi guna memperkuat paparan yang dijelaskan oleh penulis. Observasi dilakukan dengan praktik kerja lapangan di PT United Tractors Tbk, Jakarta, khususnya di *Reward, Performance, and Industrial Relation Management Department*.

Pengolahan dokumen asuransi kendaraan disimpan secara fisik dan digital pada dua komputer. Pengolahan dilakukan mulai dari pemeriksaan, *scanning* dokumen, pengiriman *file* dokumen, menentukan indeks, membuat label, dan penempatan dokumen di *roll o'pack*. Laporan tugas akhir ini juga disertai dengan sarana dan prasarana yang digunakan, dan kendala beserta solusinya.

**Kata kunci : pengolahan, dokumen asuransi kendaraan, PT United Tractors Tbk.**

**ABSTRACT**  
**PROCESSING PRIVATE VEHICLE INSURANCE DOCUMENT**  
**AT REWARD, PERFORMANCE, AND INDUSTRIAL RELATION**  
**MANAGEMENT DEPARTMENT**  
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A running organization produce archives or documents in accordance with the roles and responsibilities of each division and are managed in a certain method based on the policy of each division. This final report aims to research about the processing of private vehicle insurance documents, facilities and infrastructures, and constraints and solutions.

The method used in this final report is interview, literature review, and participant observation. Interviews are conducted to add more information about the material that is the focus of the researcher. Literature review is conducted to gather information to strengthen the statement explained by the researcher. Observation is conducted by practical work in PT United Tractors Tbk, Jakarta, especially on the Reward, Performance, and Industrial Relation Management Department.

The processing of private vehicle insurance documents is stored physically and digitally on two computers. The processing is done starting from checking, document scanning, document file sending, determining the index, making labels, and placing documents on a roll o'pack. This final report is also accompanied by the facilities and infrastructure used, and the constraints and solutions.

***Keyword : processing, vehicle insurance documents, PT United Tractors Tbk.***