

INTISARI
PROSEDUR MONITORING DAN AUDIT INTERNAL DI UNIT ASSETS OWNERSHIP DOCUMENT AND FILES OLEH UNIT QUALITY ASSURANCE KANTOR PUSAT PT KERETA API INDONESIA (PERSERO)

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Tujuan Tugas Akhir ini adalah untuk mendeskripsikan prosedur kegiatan monitoring dan audit internal di Unit *Assets Ownership Document and Files (USDA)* oleh unit *Quality Assurance* Kantor Pusat PT Kereta Api Indonesia (Persero). Kegiatan monitoring dan audit internal tersebut dilaksanakan berdasarkan ISO 9001: 2015 tentang Sistem Manajemen Mutu.

Penelitian ini menggunakan metode penelitian kualitatif deskriptif. Data diperoleh dengan tiga metode, yaitu wawancara, observasi dan studi pustaka. Wawancara dilaksanakan secara terstruktur dan tidak terstruktur. Observasi yang dilaksanakan terdiri dari observasi partisipatif pada kegiatan monitoring, dan non partisipatif pada kegiatan audit internal. Studi pustaka yaitu, membaca dan mengkaji bahan pustaka meliputi, buku, jurnal, tugas akhir, artikel dan peraturan yang terkait dengan tema Tugas Akhir.

Kesimpulan dari Tugas Akhir ini yaitu pelaksanaan kegiatan monitoring secara umum dapat berjalan dengan baik akan tetapi masih perlu pembiasaan sehingga dapat menjadi budaya organisasi. Audit internal secara umum dapat dilakukan dengan baik sesuai dengan Standar Operasional Prosedur dan ISO 9001:2015, hanya perlu komunikasi yang baik untuk peningkatan efektivitas dan efisiensi pelaksanaan. Pengelolaan dokumen aset perlu meningkatkan kualitas dan kuantitas sumber daya manusia serta sarana dan prasarana.

Kata Kunci: *Monitoring, Audit Internal, Dokumen aset*

ABSTRACT
MONITORING AND INTERNAL AUDIT PROCEDURES AT THE
ASSETS OWNERSHIP DOCUMENT AND FILES UNIT (USDA) BY
QUALITY ASSURANCE UNIT IN INDONESIAN RAILWAY COMPANY
HEADQUARTERS

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The final paper aims to describe monitoring and internal audit activities procedures at the Assets Ownership Documents and files Unit (USDA) by the Quality Assurance Unit in Indonesian Railway Company Headquarters. Those activities were held to implement with ISO 9001: 2015 about Quality Management System.

The method of the research is qualitative descriptive. The Data were collected through interview, observation and literature study. The interviews were conducted in structured and unstructured methods. The observations have consisted of participatory observations in monitoring activities, and non-participatory observations in internal audit activities. Literature study was held by reading and studying library materials including books, journals, final projects, articles and regulations related to the theme of the final paper.

The conclusion of this final paper shows that the implementation of monitoring activities was organized properly. However, some improvements still need to be made so that it can be an organization culture. In general, internal audits, could be held properly according to standard operational procedures, and ISO 9001: 2015. However, it still requires a good communication skill to improve its effectiveness and efficiency. Moreover, management of asset documents must improve the quality and quantity of human resources as well as its facilities and infrastructures.

Keywords: Monitoring, Internal Audit, Assets Document