

Desain dan Implementasi Sistem Manajemen Magang Untuk Meningkatkan Produktivitas di PT. Djitu Solusi Digital, Bali

Merald Naylulliza ^{1*}, Nelsye Lumanauw ², I Wayan Adi Pratama ³

Convention and Event Management Study Program, Politeknik Internasional Bali^{1*23}
mnaylulliza@gmail.com

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Abstrak

Dalam upaya meningkatkan produktivitas bagi staf HRD, mentor, dan peserta magang di PT Djitu Solusi Digital Bali, penelitian tugas akhir ini berfokus pada perancangan dan implementasi sistem manajemen magang berbasis digital. Menggunakan pendekatan metode campuran dengan instrumen data awal berupa observasi kualitatif melalui observasi partisipan, wawancara, dan dokumentasi. Setelah melalui proses pengumpulan data awal, dilakukan proses analisis, 4 prioritas masalah, meliputi kurangnya efektivitas proses pelaporan dan evaluasi, rendahnya disiplin waktu, tidak adanya berkas peran acuan, serta rendahnya kejelasan dan aksesibilitas peraturan. Proses implementasi, menggunakan pendekatan kuantitatif untuk mengukur kinerja sistem dengan menggunakan kuesioner dan dokumentasi pasca implementasi. Hasil yang diperoleh setelah proses implementasi dalam kurun waktu satu minggu adalah sistem ini berhasil menyatukan proses manajemen magang secara terpusat, konstruktif, dan komprehensif, serta memberikan dampak positif bagi pihak terkait. Sistem manajemen magang berbasis spreadsheet dinilai berhasil mengatasi prioritas masalah yang dihadapi, didukung oleh fitur-fitur yang mudah digunakan dan dipahami. Hal ini diperkuat dengan hasil rata-rata tingkat kepuasan sebesar 3,98 pada skala 5 terhadap peningkatan produktivitas di PT Djitu Solusi Digital Bali.

Kata Kunci: Sistem Manajemen Magang, Digital Spreadsheet, Produktivitas.

Abstract

In an effort to increase productivity for HRD staff, mentors, and interns at PT Djitu Solusi Digital Bali, this final project research focuses on the design and implementation of a digital-based internship management system. Using a mixed methods approach with initial data instruments of qualitative observation through participant observation, interviews and documentation. After going through the initial data collection process, the analysis process was carried out, 4 priority problem, including the lack of effectiveness of the reporting and evaluation process, low time discipline, the absence of reference role files, and low clarity and accessibility of regulations. The implementation process, using a quantitative approach to measure system performance by using questionnaires and post-implementation documentation. The results obtained after the implementation process within a period of one week were that this system succeeded in uniting the internship management process in a centralized, constructive, and comprehensive manner, and had a positive impact on related parties. The spreadsheet-based internship management system was considered successful in overcoming the priority problems faced, supported by features easy to use and understand. This is reinforced by the results an average satisfaction level of 3.98 on a scale of 5 for increasing productivity at PT Djitu Solusi Digital Bali

Keywords: Internship Management System, Digital Spreadsheet, Productivity.

1. PENDAHULUAN

The digital marketing industry in Bali has experienced rapid growth in recent years, driven by the surge in social media users following the COVID-19 pandemic. Research conducted by SIRCLO and Katadata Insight Center (KIC) showed that the pandemic prompted 17.5% of offline consumers to start shopping online (Rosadi, 2021). The Bali provincial government is paying close attention to digitalization, as it has proven to accelerate Bali's economic recovery. This digitalization plan will be further intensified and expanded across all sectors (Bali, 2022). This encourages businesses to adapt to the dynamics of the rapidly evolving digital market.

However, many MSMEs lack a thorough understanding or experience knowledge gaps in implementing digital marketing strategies using social media applications. Edy Misero, Secretary General of the Indonesian Micro, Small, and Medium Enterprises (MSMEs) Association, revealed that according to data from the pandemic, of the 64 million MSMEs, only 15-20 percent are digitally literate (Gabriel Angelica, 2022). This gap has led to the emergence of various digital agencies offering a comprehensive range of professional services. PT. Djitu Solusi Digital is one such content-focused digital agency that has significantly facilitated MSMEs' transition into the digital marketing era.

PT. Djitu Solusi Digital, established in 2017, is a key player in the digital marketing industry in Bali. As a one-stop solution provider, PT. Djitu Solusi Digital assists numerous businesses, including micro, small, and medium enterprises (MSMEs) in the tourism, culinary, and service sectors, including investment, restaurants, coffee shops, accommodation, and transportation providers. PT. Djitu Solusi Digital assists businesses in developing their businesses through digital platforms, ranging from social media management and digital advertising to website development, to branding and commercial photography.

Internship management is a method for developing human resources within a company, particularly in enhancing skills, intelligence, attitudes, and behaviors in their respective fields (Sisca Septiani, 2024). The benefits of implementing this approach include increased work efficiency, the ability to objectively measure existing skills, increased self-confidence and motivation, enhanced knowledge and skills, and assisting trainees in adapting to the company's culture and environment.

However, in practice, the internship mentoring process at PT. Djitu Solusi Digital still faces challenges. Initial observations by the author concluded that one of the main challenges is the lack of industry standardization for assessing and evaluating intern performance. Furthermore, there is a lack of a centralized platform for coordinating and providing necessary internship materials, and the lack of a real-time monitoring system for interns. These challenges have the potential to hinder the development of intern competencies and reduce the quality of the resulting human resources.

Given the crucial role of Djitu Solusi Digital in several industries in Bali, PT. Djitu Solusi Digital, as a service provider, has a responsibility to prepare competent human resources in this field. An effective internship program can be a way to achieve these goals. Therefore, this study aims to design and implement an integrated digital-based internship management information system. This system is expected to help improve the efficiency of the internship mentoring process at PT. Djitu Solusi Digital, from planning, implementation, to evaluation.

With this background, the author proposed a project improvement solution, titled "Design and Implementation of a Digital-Based Internship Management System to Increase Productivity at PT. Djitu Solusi Digital, Bali."

2. LITERATURE REVIEW

2.1 Internship Management System

An internship management system is a structured effort to facilitate the development of interns work readiness through coordinated planning, task assignment, supervision, and performance evaluation. According to (Sisca Septiani, 2024), an effective internship system helps students develop both hard and soft skills by offering consistent mentoring and performance feedback. A well-designed internship management system can improve a company's internal operations, particularly in the creative and service sectors.

Lack of structure in internship programs often leads to confusion, miscommunication, and inefficiency among interns, mentors, and HR staff (Yanti, 2022). To address this, a centralized management system should provide modules for orientation, task monitoring, skill evaluation, and regular feedback. These functions can reduce subjectivity and increase mutual accountability during the internship.

In the context of PT Djitu Solusi Digital Bali, prior to this research, the internship system lacked a standardized method for documentation and performance evaluation. Interns were expected to adapt to a fast-paced work pace without consistent guidance, which often resulted in errors and misaligned expectations. Mentors and HR teams also struggled to monitor intern progress due to the lack of a unified data platform.

With a clear workflow and aligned goals, interns are more likely to make meaningful contributions, while the company can develop potential employees who are already familiar with organizational standards.

2.2 Productivity in Internship Programs

Productivity in an internship program can be measured by how efficiently interns complete their daily responsibilities while developing the competencies expected in a professional work environment. According to (Khusnia, 2021) Productivity is the ratio of the results achieved (output) to the resources or inputs used. This study, based on observations and interviews with PT. Djitu Solusi Digital Bali, found that identified productivity issues included ineffective reporting and evaluation processes, persistent attendance discipline, a lack of reference roles, and low clarity and accessibility of regulations.

The lack of standardized reporting mechanism and unclear evaluation criteria made it difficult for mentors and HR staff to objectively assess internal performance. Interns also reported confusion about task expectations, often relying on instruction from colleagues rather than formal documentation or orientation materials.

To address these challenges, implementing a structure system is crucial. A centralized digital platform helps interns understand their daily objectives, encourages consistent reporting, and allows for direct monitoring by mentors. This structure contributes to improve time management, accountability, and overall productivity within the internship environment.

2.3 Spreadsheets-Based Digital Tools

Spreadsheet-based tools are widely chosen for workspace management due to their simplicity, customizability, and ease of access. In this study, a spreadsheet platform served as the basis for designing a centralized internship management system at PT Djitu Solusi Digital Bali. This selection was based on internal considerations, including ease of use, user-friendliness, and the opportunity to customize features without requiring complex technical infrastructure.

The designed system includes several key modules, such as daily reports, attendance records, performance monitoring, and regulatory references—all integrated within a single

Google Sheets document. This setup allows HR staff and mentors to directly monitor internal activities and provide regular feedback. For interns, the spreadsheet serves as a task guide and performance display, helping them stay organized and accountable.

Based on implementation results, this spreadsheet-based system successfully addressed previous issues such as lack of progress tracking, unclear work instructions, and the lack of standardized evaluation tools. Its practicality and adaptability make it an ideal solution for internship environments at small to medium-sized digital agencies.

3. METODOLOGY

This study uses a mixed approach, combining qualitative and quantitative techniques to gain a comprehensive understanding of the problems in the existing internship management system and to assess how effective the solutions that have been implemented are. According to Sappaile (in Ovan, 2020), an instrument is a tool that meets academic requirements so that it can be used as a tool to measure an object or collect data on a variable.

Data collection techniques are the methods used to gather the information needed in a research study (Zainuddin Iba, 2023). In this study, the following data collection techniques were used to obtain accurate and objective data: participant observation, in-depth interviews, Likert-scale questionnaires, and documentation. The following is a description of the data collection techniques used:

3.1 Qualitative Methods

In the initial phase, qualitative methods were used to explore issues encountered during the internship at PT Djitu Solusi Digital Bali. Data collection involved participant observation, in-depth interviews, and documentation review. Observations were conducted through direct involvement in the internship process, identifying ineffective daily reporting practices, inconsistent evaluations, and a lack of access to regulations.

In-depth interviews were conducted with three stakeholder groups: HR representatives, mentors, and interns. This aimed to gain concrete insights into the challenges of internal performance monitoring, mentoring, and evaluation. The interviews also revealed a lack of resources and orientation guides for interns.

3.2 Root Cause Analysis

The qualitative data obtained was analyzed using the Root Cause Analysis (RCA) method. Two main tools were used in this analysis:

- a. Fishbone (Ishikawa) Diagram: to visually map the possible causes behind core issues.
- b. 5 Whys Analysis: to explore the underlying reasons behind recurring problems by repeatedly asking "why" until the root cause is identified in detail.

This analysis highlighted four key issues: (1) Ineffective daily reporting, (2) Poor time management, (3) Lack of access to reference documents, and (4) Lack of centralized regulation.

3.3 Quantitative Methods

During the implementation phase, quantitative data was collected using a Likert-scale questionnaire to assess stakeholder satisfaction after the new spreadsheet-based system was implemented. The questionnaires were distributed to interns, mentors, and HR personnel involved in the digital system trial period, both pre-implementation and post-implementation.

The goal was to measure how the new system impacted aspects such as productivity, time management, communication, and clarity of evaluations. The results were then analyzed

descriptively to determine the effectiveness of the implemented system.

3.4 System Implementation

Based on these findings, a centralized, spreadsheet-based management system was developed. The system was designed using Google Sheets, which allows for real-time data entry and access. Key features of the system include:

- Welcome Page is the first page of a domain (Viktor Handrianus Pranatawijaya a, 2018). introduces the system and provides a basic user guide.
- Internal Profile Section a short description that describes a person's identity (Ilham, 2024). Contain department information, start - end dates, and mentor names.
- Daily Reporting Sheet is a documentation that records activities and production results on each working day (Wely Teguh Setyawan, 2025). Collect structured tasks with daily and weekly evaluation column.
- Skills Score Dashboard is a is the process of collecting and processing information to measure the achievement of learning outcomes (Supriadi, 2020) displays visuals of performance and progress trends
- Regulatory Archive is an activity to easily find back centralizes (BKIS, 2019) like a company rules, schedules, and evaluation criteria

The system was implemented and tested during a one-week trial period involving current interns, with the active participation of mentors and HR staff.

4. FINDINGS AND DISCUSSION

The initial stage of the research involved collecting qualitative data through participant observation and in-depth interviews with three stakeholder groups: interns, mentors, and HR staff at PT Djitu Solusi Digital Bali, aimed at exploring the internship system. The data obtained will be analyzed using a fishbone diagram to identify priority issues in the internship system.

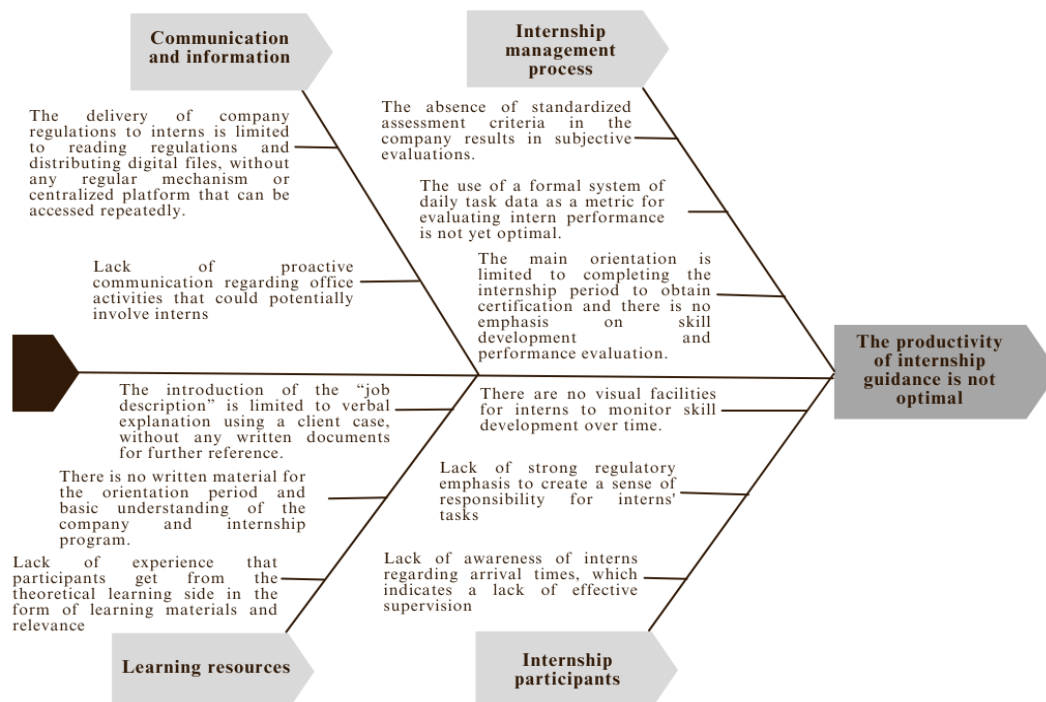


Figure 1. Fish Bone Diagram Analysis
(Source : Author Data, 2025)

Based on the problems identified in the fishbone diagram and continued with the use of 5 why analysis in determining priority problems, the root of the problem in the internship management system at PT Djitu Solusi Digital has been discovered. The following are the problem points that trigger the factors that hinder the internship system:

1. Daily reporting was not recorded properly.
2. Attendance discipline was low.
3. No reference documents were available.
4. Regulations were not accessible or centralized.

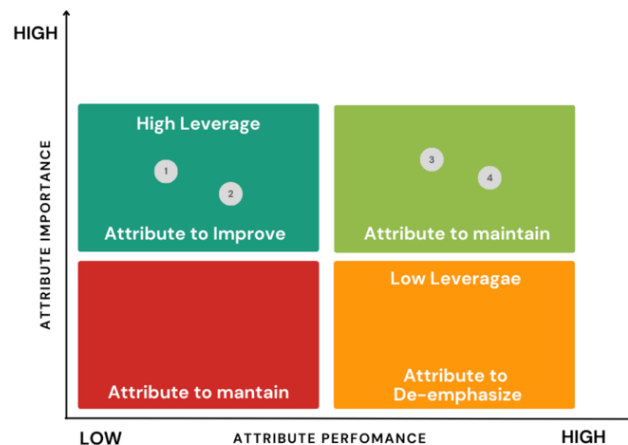


Figure 2. Performance Importance Matrix
(Sumber : Author Data, 2025)

After carefully identifying the priority issues, we quickly developed a comprehensive conceptual framework to address the root causes. This framework was developed by integrating the qualitative findings from our in-depth research with a rigorous Root Cause Analysis. This approach enabled us to precisely align each problem-solving plan with our desired outcomes.

The primary goal of designing this framework was to significantly improve productivity and accountability within the ongoing internship program. Therefore, this conceptual framework not only serves as a solid strategic guide for the entire project but also serves as the primary benchmark against which we will objectively measure and evaluate the overall success of this research.

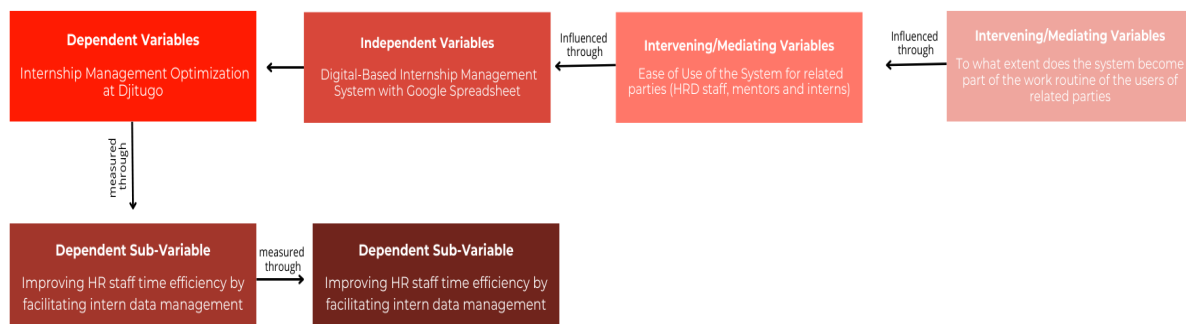


Figure 3. Framework Chart
(Source : Author Data, 2025)

Once the conceptual framework has been thoroughly developed, the next crucial step is designing the project implementation procedures. These procedures are crucial because they

serve as detailed and comprehensive guidelines. These guidelines will ensure the implementation of the proposed system runs effectively and according to plan, thereby improving the overall quality of the internship system.

For a clear visualization, the following flowchart details the stages of the system implementation process. This diagram outlines the steps to be followed, from initial preparation to full implementation, ensuring that every aspect of the implementation process is carried out systematically and measurably to achieve the stated objectives.

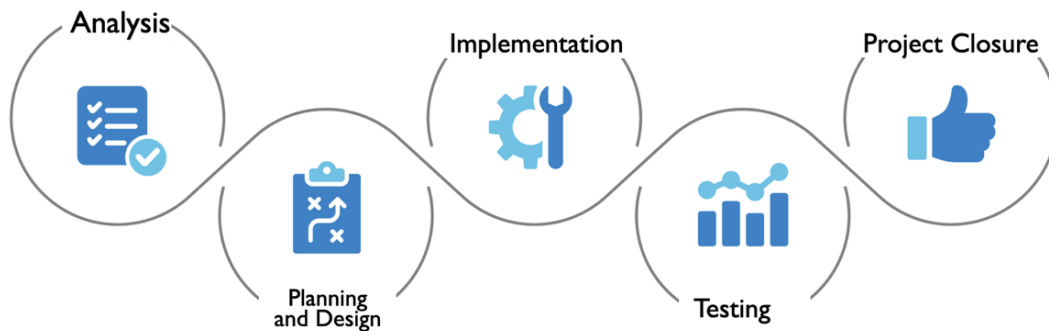


Figure 4. Project Management Cycle
(Source : Author Data, 2025)

The system we developed utilizes the project management cycle as its framework, facilitating effective progress tracking throughout the implementation process. To test its effectiveness, the system will be piloted for a full week, directly involving HR interns and existing mentors. This testing phase is crucial to ensure the system functions optimally in a real-world environment.

In implementing a centralized digital internship management system, this study uses a spreadsheet as the primary platform, with several considerations, namely ease of use and affordable costs. The arrangement of features is made based on the needs that require improvement at certain points as a solution to solving priority problems found. The following are some features of the spreadsheet-based internship management system:

a. 'Welcome' Feature

This feature is the opener of the system which contains several files including: introduction module as a reference for the role of interns, guide book system as a guidebook in using the system, and interaction regulation file as a form of upgrade from the previous regulation file.

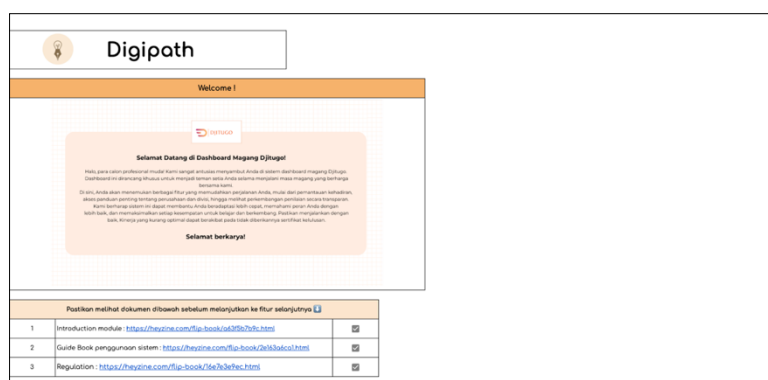
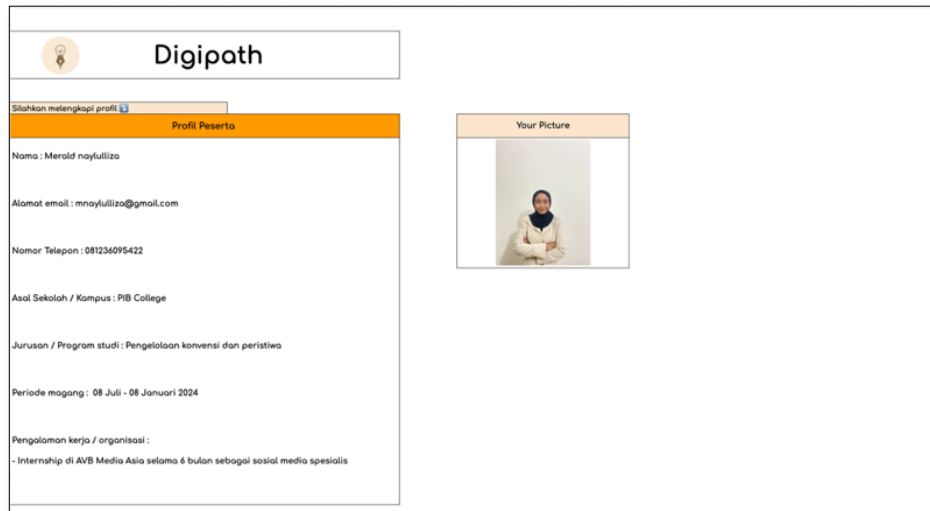


Figure 5. Halaman 'Welcome'
(Source : Author Data, 2025)

b. 'Participant Profile' Features

This feature is a place to fill in participant personal data by containing the internship participant's personal data, with basic personal data in general.

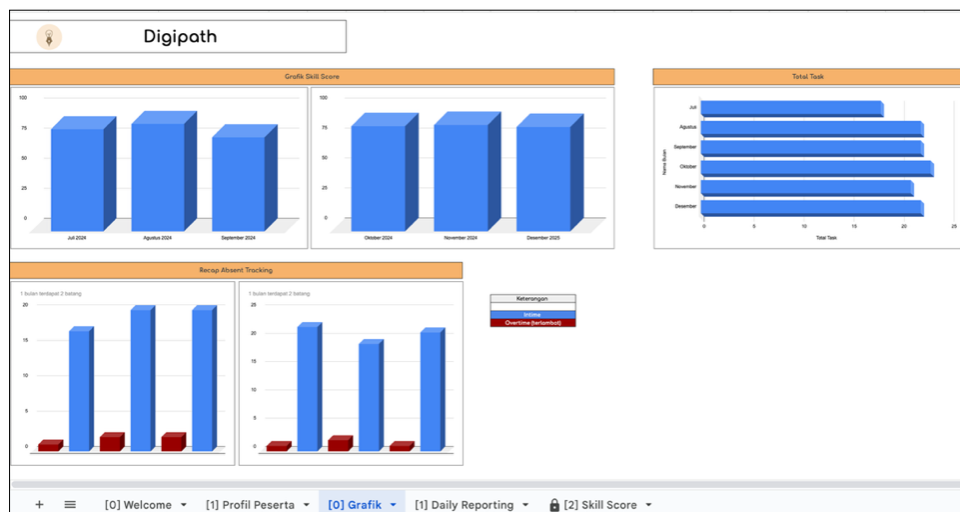


The screenshot shows the 'Profil Peserta' (Participant Profile) page in the Digipath application. The page has a header with the Digipath logo and a navigation bar. The main content area is divided into two sections: 'Profil Peserta' and 'Your Picture'. The 'Profil Peserta' section contains a form with the following fields: Nama (Name), Alamat email (Email Address), Nomor Telepon (Phone Number), Asal Sekolah / Kampus (School / Campus), Jurusan / Program studi (Major / Program of Study), Periode magang (Internship Period), and Pengalaman kerja / organisasi (Work / Organization Experience). The 'Your Picture' section displays a photo of the participant.

Figure 6. Halaman 'Profil Peserta'
(Source : Author Data, 2025)

c. 'Graphic' Features

This feature provides a visualization of the overall performance of interns, automatically plotted based on data entered in the daily reporting and skill score features. Several columns explain the visuals presented, including skill score graphs, total tasks, and absence tracking recaps.



Gambar 7. Halaman 'Grafik'
(Source : Author Data, 2025)

d. 'Daily Reporting' Features

This feature is a place for interns to submit daily reports on the tasks they have completed within a one-day work period.

Digipath				
Daily Reporting				
KPI Socmed Specialist : Minimum 7 content ideas / day				
Juli 2024				
tanggal	Nama Client	Task	Status	
08 Juli 2024	bo'ca	membuat story ig	Done	Total task done : 18
09 Juli 2024	BB resort	membuat caption content	Done	
10 Juli 2024	the kleop	buat content calendar	Done	
	bila penida	buat content calendar	Done	
11 Juli 2024	bila penida	lanjutin (caption) content calendar	Done	
	prime care	buat content plan	Done	
12 Juli 2024	prime care	lanjutin content plan + caption	Done	
	thecusineball	buat caption	Done	
15 Juli 2024	prime care	lanjutin content plan + caption	Done	
	REDJUN ELEVATOR	buat caption	Done	
16 Juli 2024	loker Lombok top	admin	Done	Total task done : 18
	loker Lombok top	admin	Done	
	loker Lombok top	admin	Done	
17 Juli 2024	loker Lombok top	admin	Done	
	loker Lombok top	admin	Done	
18 Juli 2024	loker Lombok top	admin	Done	
	coco story	cari competitor suggest Champaign	Done	
	miki mini	scheduling	Done	
	camani	scheduling	Done	
19 Juli 2024	loker Lombok top	admin	Done	
	loker Bali top	admin	Done	Total task done : 18
	loker Lombok top	admin	Done	
	D Sita's Tepi Danu	buat moldboard	Done	
22 Juli 2024	loker Lombok top	admin	Done	
	loker Bali top	admin	Done	
	loker Bali top	admin	Done	
	loker Bali top	admin	Done	
	loker Bali top	admin	Done	
	loker Bali top	admin	Done	
	loker Bali top	admin	Done	

Figure 8. Halaman 'Daily Reporting'
(Source : Author Data, 2025)

e. 'Skill Score' Features

This feature is a place for mentors and HR staff to input performance evaluations which are carried out every month based on the reported performance of participants.

Digipath				
Profil Mentor Social Media Specialist				
SKALA INDEKS PENILAIAN				
Mentor silahkan mengisi bagian ini :				
Indikator Penilaian Peserta Magang				
No	Indikator Penilaian	Bobot	Score	Final score
1	Kepuasan kerja	20%	85	17
2	Keterampilan dalam menyampaikan informasi	10%	80	8
3	Keterampilan dalam menyampaikan informasi	10%	80	8
4	Keterampilan dalam menyampaikan informasi	10%	80	8
5	Keterampilan dalam menyampaikan informasi	10%	80	8
6	Keterampilan dalam menyampaikan informasi	10%	80	8
7	Keterampilan dalam menyampaikan informasi	10%	80	8
8	Keterampilan dalam menyampaikan informasi	10%	80	8
Total			680	68
Indikator Penilaian Peserta Magang				
Agustus 2024				
No	Indikator Penilaian	Bobot	Score	Final score
1	Kepuasan kerja	20%	85	17
2	Keterampilan dalam menyampaikan informasi	10%	80	8
3	Keterampilan dalam menyampaikan informasi	10%	80	8
4	Keterampilan dalam menyampaikan informasi	10%	80	8
5	Keterampilan dalam menyampaikan informasi	10%	80	8
6	Keterampilan dalam menyampaikan informasi	10%	80	8
7	Keterampilan dalam menyampaikan informasi	10%	80	8
8	Keterampilan dalam menyampaikan informasi	10%	80	8
Total			680	68
Indikator Penilaian Peserta Magang				
September 2024				
No	Indikator Penilaian	Bobot	Score	Final score
1	Kepuasan kerja	20%	85	17
2	Keterampilan dalam menyampaikan informasi	10%	80	8
3	Keterampilan dalam menyampaikan informasi	10%	80	8
4	Keterampilan dalam menyampaikan informasi	10%	80	8
5	Keterampilan dalam menyampaikan informasi	10%	80	8
6	Keterampilan dalam menyampaikan informasi	10%	80	8
7	Keterampilan dalam menyampaikan informasi	10%	80	8
8	Keterampilan dalam menyampaikan informasi	10%	80	8
Total			680	68
Indikator Penilaian Peserta Magang				
Oktober 2024				
No	Indikator Penilaian	Bobot	Score	Final score
1	Kepuasan kerja	20%	85	17
2	Keterampilan dalam menyampaikan informasi	10%	80	8
3	Keterampilan dalam menyampaikan informasi	10%	80	8
4	Keterampilan dalam menyampaikan informasi	10%	80	8
5	Keterampilan dalam menyampaikan informasi	10%	80	8
6	Keterampilan dalam menyampaikan informasi	10%	80	8
7	Keterampilan dalam menyampaikan informasi	10%	80	8
8	Keterampilan dalam menyampaikan informasi	10%	80	8
Total			680	68
Indikator Penilaian Peserta Magang				
November 2024				
No	Indikator Penilaian	Bobot	Score	Final score
1	Kepuasan kerja	20%	85	17
2	Keterampilan dalam menyampaikan informasi	10%	80	8
3	Keterampilan dalam menyampaikan informasi	10%	80	8
4	Keterampilan dalam menyampaikan informasi	10%	80	8
5	Keterampilan dalam menyampaikan informasi	10%	80	8
6	Keterampilan dalam menyampaikan informasi	10%	80	8
7	Keterampilan dalam menyampaikan informasi	10%	80	8
8	Keterampilan dalam menyampaikan informasi	10%	80	8
Total			680	68
Indikator Penilaian Peserta Magang				
Desember 2024				
No	Indikator Penilaian	Bobot	Score	Final score
1	Kepuasan kerja	20%	85	17
2	Keterampilan dalam menyampaikan informasi	10%	80	8
3	Keterampilan dalam menyampaikan informasi	10%	80	8
4	Keterampilan dalam menyampaikan informasi	10%	80	8
5	Keterampilan dalam menyampaikan informasi	10%	80	8
6	Keterampilan dalam menyampaikan informasi	10%	80	8
7	Keterampilan dalam menyampaikan informasi	10%	80	8
8	Keterampilan dalam menyampaikan informasi	10%	80	8
Total			680	68

Figure 9. Halaman 'Skill Score'
(Source : Author Data, 2025)

This week-long test serves not only as a technical validation tool but also as a concrete analysis of the system's impact. The following sections will detail the conditions before and after the system's implementation, focusing on the priority issues we identified earlier. This analysis will demonstrate how the system successfully addressed challenges and led to significant improvements.

Table 1. Summary of Internship Management System Implementation Achievements
Based On Priority Issues

No.	Aspect	Pre-Impl Score	Post-Impl Score	Information
1.	Effectiveness of reporting and evaluation	3,75	4	There was an increase of + 0.25
2.	Time discipline	3	3,5	There was an increase of + 0.5
3.	Availability of reference roles	3,3	4	There was an increase in value of + 0.7
4.	Clarity and accessibility of regulations	3	4	There was an increase in value of + 1

(Source : Author Data, 2025)

Table 2. Measuring System Success Based on Data

No.	Data Discussion Aspects	Score	Information
1.	System Functionality Testing	3,6	The average score ranged from agree to neutral, indicating that the system was operating without significant obstacles.
2.	Analysis of the operational efficiency of system use	4,3	The average score ranged from agree to strongly agree, indicating that the system helps improve the operational efficiency of internship management.
3.	Evaluation of the experience and productivity of using the system	4,24	The average score for agreement tended to strongly agree, indicating that the increased productivity and user experience of the system positively impacted relevant parties.

(Source : Author Data, 2025)

The data presented in the table clearly illustrates a significant increase in productivity after one week of system implementation. This improvement was particularly evident in the handling of previously identified priority issues, demonstrating the system's effectiveness in addressing core issues. This implementation has provided tangible and positive benefits for all stakeholders involved in the internship program.

Specifically, the Human Resources (HR) department now finds it incredibly easy to search for intern data, a process that was previously time-consuming. Furthermore, they have easy access to interactive regulations, streamlining compliance and management. For mentors, the system facilitates a more structured, constructive evaluation process based on the interns' actual performance. Furthermore, the interns themselves also benefit from the readily accessible reference files and the regular receipt of constructive evaluations, which are crucial for their professional development.

Assess the success of project, a satisfaction questionnaire was distributed to three stakeholder groups. The results showed an average satisfaction score of 3,98 out of 5. All group interns, mentors, and HRD expressed agreement that the system helped improve clarity, discipline, and ease of monitoring. The HRD department particularly appreciated the ability to centralize reports and evaluate performance more transparently.

5. KESIMPULAN

Based on the research and implementation of a spreadsheet-based internship management system conducted at PT Djitu Solusi Digital, it can be concluded that this system is able to

address previously identified priority issues. Identified issues include the effectiveness of task reporting, time discipline, availability of references, and clarity of regulations, which were successfully addressed through a more structured and digitized system. The results of the system trial showed that key features such as 'Welcome', 'Participant Profile', 'Graphs' and 'Skill Score' can be used well. Based on questionnaire data, HRD was assisted in conveying regulations, mentors were assisted in providing objective feedback, and interns experienced easy file access and more targeted feedback.

The average satisfaction result of related parties was 3.98 on a scale of 5, meaning a positive response to the system. Overall, this system is considered successful in achieving the research objectives and providing a simple and efficient solution to improve the quality of internship management at PT. Djitu Solusi Digital.

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