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Administrative Procedures For Book Publishing Services At PT. Bukuloka In West Jakarta

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Abstract.
Book publishing services require structured administrative procedures because they encompass document and manuscript management, legal matters, production, and distribution. This article aims to describe the administrative procedures for book publishing services at PT Bukuloka in West Jakarta, the obstacles encountered, and the measures taken to address them. The study draws on concepts of administrative procedures, service administration, book publishing, and ISBNs. A qualitative descriptive method was employed through observations, interviews with the Marketing Coordinator, Administrative Staff, and Printing Staff, and documentation. The findings show that the service process includes order receipt, document collection and verification, manuscript processing and approval, ISBN and intellectual property rights applications, printing, inspection of printed books, and handover to shipping service providers. Obstacles include incomplete documents, delayed responses and revisions, ISBN verification, interdepartmental coordination, and risks of printing and shipping errors. These issues are addressed through document checks, reminders to authors, ISBN monitoring, coordination, and final checks before printing and shipping.

Keywords: ***Procedures; Administration; Services; Book Publishing; ISBN***

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Pendahuluan

The book publishing industry is responsible not only for printing but also for manuscript administration, legal matters, production, and distribution. Well-organized administration is essential to ensure that each stage proceeds systematically and supports author satisfaction. In practice, publishing services at PT Bukuloka in West Jakarta may encounter incomplete author documentation, repeated revisions, delays in ISBN verification, and difficulties in printing and delivery. Obstacles at one stage can affect the overall publishing timeline. Accordingly, this study focuses on three aspects: the implementation of administrative procedures for book publishing services, the obstacles encountered, and the company's efforts to address them. Its purpose is to

describe the service process, from receiving an author's order to handing printed books over to a shipping service provider.

LITERATUR REVIUW.

1. ***Adminsitration***

   Administration can be understood as the process of managing cooperation within an organization to achieve established objectives. In practice, administration involves not only recordkeeping and clerical activities but also the ability to organize, guide, influence, and mobilize people so that organizational activities proceed in a coordinated manner. Marliani and Djadjuli (2019) explain that leadership is one of the functions of administration and management, as leaders influence, motivate, and direct organizational members toward shared goals. Thus, administration plays an important role in establishing orderly workflows, fostering coordination, and supporting organizational success effectively and efficiently. Administration may be understood as the process of managing, organizing, directing, and providing services for organizational activities so that objectives are achieved systematically. In its narrower sense, administration refers to clerical activities such as recordkeeping.

2. ***Business Administration***

   Business administration encompasses the management of business activities and collaboration to produce goods or services efficiently while pursuing company objectives (Euis, 2021). Its aims include developing professional competence, integrity, and entrepreneurial independence (Uswaturrasul and Sisilia, 2025). In service companies, the dimensions of service include reliability, responsiveness, assurance, empathy, and tangibles (Lena, 2014). Business administration also involves collecting, recording, processing, transmitting, and storing information to support operations and decision-making (Nasution, 2016).

3. ***Administrative Procedures***

   Administrative procedures are sequences of work activities arranged systematically and implemented consistently as guidelines for carrying out tasks (Wijaya, 2018). They aim to clarify workflows, duties, authority, and the responsibilities of each department in order to minimize errors and duplicated work (Nopian and Alverina, 2022). Clearly defined procedures promote orderly documentation, ease of service delivery, fewer information errors, and greater work effectiveness and efficiency (Dewi, 2020).

4. ***Service Adminsitration***

   Service administration refers to the management of service activities through procedures, work systems, and organizational responsibilities to meet service users' needs (Wasisistiono, 2016). Its purpose is to provide prompt, accurate, clear, and satisfactory services (Erdipa, 2019), supported by organizational, managerial, communication, clerical, staffing, financial, and facility-related elements (Nurhayati, 2025). Administrative orderliness requires sound procedures and document management (Ramadhan, 2025). Obstacles may include applicants' limited understanding, insufficient staff, competency gaps, communication and coordination problems, and inadequate facilities, which can delay service delivery (Perdana, 2019; Muspawi, 2020; Alayda, 2024). Measures to address these obstacles include improving facilities, strengthening coordination, and involving relevant stakeholders (Hasanah, 2024).

5. ***Book Publishing***

   Book publishing is a series of activities involved in managing manuscripts to produce works ready for publication and use by readers. Publishers select, process, and prepare manuscripts for publication. The stages of publishing include receiving and reviewing manuscripts, editing, content layout and design, publication preparation, printing, and book distribution. According to Maisyaroh (2024), the process begins when an author submits a manuscript to a publisher for

an assessment of its suitability before it proceeds to processing and production.

6. ISBN

The International Standard Book Number (ISBN) is a standard identification number used to identify a book publication (Muvid, 2024; Budi, 2022). In publishing, ISBNs facilitate book identification and registration and are requested through the National Library of Indonesia's services, subject to the publisher's submission of the required administrative documents (Fadelina, 2023). The ISBN is also discussed as a publication identifier in relation to book legality and administration (Widowati, 2026). In addition, book production involves systematically transforming resources into finished books (Rusminingsih, 2024; Saputro, 2017), with potential internal and external obstacles that may disrupt production (Sihadi, 2018).

METODE PENELITIAN

This study employed a qualitative descriptive approach to describe the implementation of administrative procedures for book publishing services at PT Bukuloka, Jalan Duri Mas 3A No. 363E, Duri Kepa, Kebon Jeruk, West Jakarta. Observations were conducted through direct involvement in workplace activities; therefore, the data consist of descriptions of service processes and conditions rather than statistical tests.

Data were collected through observations of service activities, interviews with the personnel involved, and documentation of the publishing process. The findings are presented descriptively according to the sequence of procedures, the obstacles identified, and the measures taken to address them.

HASIL DAN PEMBAHASAN

The observations indicate that the general estimated time required to publish a book at PT Bukuloka is approximately 30 days from registration and submission of documents, provided that all requirements are met and no obstacles arise during revisions, legal processing, printing, or delivery. The service involves the marketing, administration, manuscript processing, legal affairs, and printing departments. The stages are described below.

1. Adminstrative Procedures For Book Publishing Services

The procedure begins with:

a. Receiving orders and explaining the available services through the marketing department;
b. Collecting author information, manuscripts, titles, synopses, identification documents, and supporting documentation;
c. Verifying the completeness and accuracy of documents;
d. Processing manuscripts, preparing layouts, and designing covers;
e. Editing manuscripts and obtaining author approval;
f. Applying for an ISBN through the National Library of Indonesia;
g. Applying for intellectual property rights (IPR);
h. Preparing for and carrying out printing;
i. Checking the quality of printed books and their conformity with specifications;
j. Packaging the books and handing them over to a shipping service provider. Incomplete documents are reconfirmed before processing. Author approval is required before proceeding with legal and production stages.

2. Obstacles in Publishing Services

The obstacles identified include incomplete author documents, such as biographies, synopses, book details, or draft intellectual property rights documents; delayed responses and approvals from authors; and repeated revisions to content, layouts, or covers. In addition, ISBN applications require verification by the National Library of Indonesia, which may take approximately 7–14 days. Ineffective coordination among the parties involved can lead to inconsistent information and delays in work.

During production, discrepancies in book dimensions, page counts, cover designs, paper types, or print quantities may require corrections. During distribution, errors in recipient names, addresses, book quantities, or tracking information may also disrupt delivery. These findings demonstrate the relationship between administrative accuracy, communication, and the smooth operation of the publishing process.

Measures taken to address these obstacles include communicating requirements from the outset, checking documents, sending reminders and setting response deadlines for authors, monitoring ISBN applications, and optimizing publishing coordination groups. The printing department checks specifications before production and inspects quality after printing. Before shipment, recipient details, addresses, book quantities, shipping costs, and tracking numbers are reconfirmed.

3. *Observation Findings on Book Publishing Service Procedures*

The observations show that book publishing services at PT Bukuloka are carried out through a series of activities involving authors or clients, the administration or customer service department, and the editorial or production team. The following activity diagram illustrates manuscript submission, verification of administrative completeness, editing and layout, draft review and approval, ISBN registration, production and inspection of printed books, and finally delivery and confirmation of receipt. If the submitted documents are incomplete or the draft requires revision, the process is returned to the relevant party before proceeding. The diagram is taken from the observations reported in the final project.

KESIMPULAN DAN SARAN

The administrative procedures for book publishing services at PT Bukuloka in West Jakarta comprise order receipt, document collection and verification, manuscript processing and approval, ISBN and intellectual property rights applications, printing, inspection of printed books, and handover to a shipping service provider. The obstacles identified include incomplete documents, slow responses and revisions, ISBN verification delays, interdepartmental coordination problems, and risks of printing and delivery errors. The company addresses these issues through document checks, reminders to authors, monitoring of ISBN applications, coordination through publishing groups, and reconfirmation of specifications and shipping details. Based on the observations, the recommended improvements include using a requirements checklist, establishing clearer work and revision schedules, strengthening coordination, and conducting comprehensive checks before printing and shipping.

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