

ABSTRAK

PROSEDUR LAYANAN REMITTANCE KANTOR POS INDONESIA PAHOMAN BANDAR LAMPUNG

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Layanan remittance merupakan layanan pengiriman uang yang disediakan oleh PT Pos Indonesia untuk membantu masyarakat melakukan transaksi pengiriman dana secara cepat dan aman. Penelitian ini bertujuan untuk mengetahui prosedur layanan remittance serta pengendalian internal pada Kantor Pos Indonesia Pahoman Bandar Lampung. Metode penelitian yang digunakan adalah deskriptif kualitatif dengan teknik pengumpulan data berupa observasi, wawancara, dan dokumentasi. Hasil penelitian menunjukkan bahwa prosedur layanan remittance telah berjalan melalui tahapan pengisian formulir, verifikasi data, input transaksi, dan penerbitan bukti transaksi. Namun, masih terdapat beberapa kendala seperti kesalahan pengisian formulir dan pengendalian akses sistem yang belum optimal. Oleh karena itu, diperlukan peningkatan pengendalian internal serta penyusunan SOP yang lebih jelas agar pelayanan dapat berjalan lebih efektif dan efisien.

Kata Kunci: Remittance, Pengendalian Internal, Prosedur Layanan Remittance

ABSTRACT

REMITTANCE SERVICE PROCEDURE FOR INDONESIA POST OFFICE PAHOMAN BANDAR LAMPUNG

By

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Remittance service is a money transfer service provided by PT Pos Indonesia to assist the public in conducting fund transfer transactions quickly and securely. This study aims to understand the remittance service procedures as well as internal control at the Sub-Branch Indonesia at Pahoman Post Office, Bandar Lampung. The research method used is qualitative descriptive with data collection techniques in the form of observation, interviews, and documentation. The research results show that the remittance service procedure has been carried out through the stages of form filling, data verification, transaction input, and issuance of transaction proof. However, there are still some obstacles, such as errors in form filling and system access controls that are not yet optimal. Therefore, it is necessary to improve internal controls and compile clearer SOPs so that services can run more effectively and efficiently.

Keywords: *Remittance, Internal Control, Remittance Service Procedures*