

ABSTRAK

PROSES ADMINITRASI *BILLING* PADA DIVISI *BODY AND PAINT* DI AUTO 2000 WAY HALIM

Hottua Gede Paskalin Simarmata

Penelitian ini bertujuan untuk mengetahui dan menganalisis proses administrasi billing pada Divisi *Body and Paint* Auto 2000 Way Halim. Administrasi *billing* merupakan kegiatan penting karena berkaitan langsung dengan kelancaran transaksi, arus keuangan perusahaan, serta kepuasan pelanggan. Proses ini mencakup pengolahan data, penyimpanan data, dan penagihan biaya atas jasa perbaikan maupun pengecatan kendaraan. Permasalahan yang ditemukan di lapangan antara lain keterlambatan pencatatan, kesalahan input, serta kurangnya ketelitian dalam penyusunan dokumen tagihan yang berpotensi mengganggu pelayanan kepada pelanggan. Hasil penelitian menunjukkan bahwa pelaksanaan administrasi billing pada Divisi *Body and Paint* Auto 2000 Way Halim sudah berjalan cukup baik dengan prosedur yang sistematis, namun masih memerlukan peningkatan disiplin kerja, ketelitian, dan koordinasi antarbagian. Penelitian ini diharapkan dapat memberikan masukan untuk memperbaiki kualitas administrasi sehingga mendukung efisiensi, akurasi, dan pelayanan yang profesional kepada pelanggan.

Kata Kunci: Administrasi, Billing , Divisi *Body and Paint*, Auto 2000.

ABSTRACT***BILLING ADMINISTRATIVE PROCESS IN THE BODY AND PAINT
DIVISION AT AUTO 2000 WAY HALIM*****Hottua Gede Paskalin Simarmata**

This study aims to understand and analyze the billing administration process in the Body and Paint Division of Auto 2000 Way Halim. Billing administration is an important activity because it is directly related to the smooth flow of transactions, the company's financial flow, and customer satisfaction. This process includes data processing, data storage, and billing for repair or vehicle painting services. Problems found in the field include delays in recording, input errors, and a lack of accuracy in preparing billing documents, which can potentially disrupt customer service. The study results indicate that the implementation of billing administration in the Body and Paint Division of Auto 2000 Way Halim has been running quite well with systematic procedures, but still requires improvements in work discipline, accuracy, and interdepartmental coordination. This research is expected to provide input to improve the quality of administration, thereby supporting efficiency, accuracy, and professional service to customers.

Keywords: Administration, Billing, Body and Paint Division, Auto 2000.