

**RICE FOOD ASSISTANCE ADMINISTRATION PROCEDURES
BULOG AT PT POS INDONESIA (PERSERO) CIREBON CITY
POST OFFICE**

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Abstract

Administration Procedures for Bulog Rice Food Assistance at PT Pos Indonesia (Persero) Cirebon City Post Office The Bulog rice food assistance program is one of the effective ways to maintain purchasing power and food inflation control efforts and has an important role in community welfare, especially for low-income economic groups. Administrative procedures are very important in carrying out an activity, because without administrative procedures the objectives of the activity to be achieved will not run well. The Cirebon City Post Office is one of the branches that distributes this rice food assistance. The purpose of this study was to determine the flow of the bulog rice food assistance administration process at the Cirebon city post office. The method of data collection in the preparation of the Final Project is the method of observation, interviews, and literature study with the analysis method in the form of qualitative analysis, namely the method of analyzing data. The results of the study explain that the food aid administration process is from the national food agency sending recipient data such as a summons to the Indonesian post until the recipient receives the rice. The documents used in this rice food assistance administration procedure are the summons and the recipient's original KTP. Obstacles in food aid administration procedures that often occur are obstacles from the recipient community and from the post office itself. Based on these constraints, the Company's suggestion is to conduct periodic evaluations of the rice food assistance administration procedures to identify shortcomings and make necessary improvements.

Keywords: Administrative Procedures, Bulog Rice Food Aid, Cirebon City Post Office

Abstract

Prosedur Administrasi Bantuan Pangan Beras Bulog Pada PT Pos Indonesia (Persero) Kantor Pos Kota Cirebon. Program bantuan pangan beras bulog adalah salah satu cara yang efektif untuk menjaga daya beli dan Upaya pengendalian inflasi pangan serta memiliki peran penting dalam kesejahteraan masyarakat, terutama bagi kelompok ekonomi berpenghasilan rendah. Prosedur administrasi merupakan hal yang sangat penting dalam pelaksanaan suatu kegiatan, karena tanpa adanya prosedur administrasi tujuan kegiatan yang ingin dicapai tidak akan berjalan dengan baik. Kantor Pos Kota Cirebon adalah salah satu cabang yang melakukan penyaluran bantuan pangan beras ini. Tujuan dari penelitian ini adalah untuk mengetahui alur proses administrasi bantuan pangan beras bulog di kantor pos kota Cirebon. Metode pengumpulan data dalam penyusunan penelitian ini adalah metode observasi, wawancara, dan studi pustaka dengan metode analisisnya berupa analisis kualitatif yaitu metode analisis data. Hasil penelitian menerangkan bahwa proses administrasi bantuan pangan yaitu dari badan pangan nasional mengirimkan data penerima seperti surat panggilan ke pos Indonesia sampai dengan penerima menerima beras. Dokumen yang digunakan dalam prosedur administrasi bantuan pangan beras ini ialah surat panggilan dan KTP asli penerima. Kendala



dalam prosedur administrasi bantuan pangan yang sering terjadi ialah kendala dari masyarakat penerima maupun dari kantor pos itu sendiri. Berdasarkan kendala tersebut maka saran yang diberikan Perusahaan adalah perlu melakukan evaluasi berkala terhadap prosedur administrasi bantuan pangan beras untuk mengidentifikasi kekurangan dan melakukan perbaikan yang diperlukan

Kata Kunci : Prosedur Administrasi, Bantuan Pangan beras Bulog, Kantor Pos Kota Cirebon

I. INTRODUCTION

Government rice aid is an effective way to maintain purchasing power and control food inflation. It plays a crucial role in public welfare, especially for low-income groups.

Administrative procedures are a crucial element in implementing any activity, as without them, the objectives of the activity will not be achieved smoothly. This also leads to many people being unaware of the rules and document procedures for distributing rice aid from Bulog.

In addition to managing state-owned rice stocks and ensuring national food security, the National Logistics Agency (BULOG) is a state-owned food logistics company. BULOG is tasked by the government with ensuring food stability and availability by providing resources, locations, costs, and product availability. Products offered by partners will be arranged and stored according to warehouse capacity and needs. Bulog has created a list of products available in each warehouse or layout based on regional needs. To reach all regions in Indonesia in distributing this rice aid, the government and the National Logistics Agency (BULOG) are collaborating with PT Pos Indonesia (Persero), Indonesia's largest state-owned logistics company, to distribute the rice aid.

II. THEORETICAL STUDIE

2.1 Administrative Procedures

Administrative procedures are processes involving multiple parties to achieve predetermined goals and complete projects using infrastructure resources. This process also has clear, predictable, and straightforward stages, requirements for implementing activities, and costs (Land & Bau-Bau, 2023).

2.1.1 Definition of SOP (Standard Operating Procedure)

A procedure is typically defined as a sequence of activities, steps, or processes carried out through a series of tasks to achieve a specific goal.

(Putra, 2020) defines a standard operating procedure (SOP) as a document outlining the steps to be taken to complete a task and produce effective and efficient work results.

A standard operating procedure (SOP) is a work system document that provides detailed regulations for a company's operational tasks, ensuring that these tasks are carried out correctly and methodically (Sailendra, 2015).

From the definition above, it can be concluded that SOPs can be interpreted as a set of instructions for the activity mechanisms that must be carried out by every part of a company or agency.

2.1.2 Benefits of SOPs (Standard Operating Procedures)

Sailendra (2015) states that the benefits of SOPs can influence a company's survival. The following are the benefits of SOPs for a company:

1. They serve as a documented guide for creating company policies,
2. They direct the implementation of organizational tasks, including administrative and operational tasks,
3. They direct, decide on, and approve a number of actions (bureaucracy) within the company,
4. They ensure that clients receive reliable and consistent delivery of products (goods and services),
5. They reduce the likelihood of errors in each task,
6. They avoid wasting resources (labor, money, materials, and time),
7. They avoid shortages, process bottlenecks, or variations in the way a process is completed,
8. They ensure that all work activities are completed in accordance with occupational safety and health requirements,
9. They serve as a source of compliance information during the socialization of a procedure or task,
10. They serve as a guide for conflict resolution,
11. They serve as the first point of contact for organizational inspections and audits, and
12. They serve as a basic resource for developing job descriptions, training programs, corrective actions, and performance evaluations.

2.1.3 Purpose of SOPs (Standard Operating Procedures)

Essentially, SOPs are created to specifically explain or establish standards related to work tasks performed repeatedly in a company or organization. The general purpose of SOPs can be outlined as follows:

1. To provide organizations, institutions, or businesses with broad and specific rules, instructions, or directions for completing the primary responsibilities and operations of each sector.
2. To foster a strong sense of purpose and a strong work ethic.
3. To reduce the likelihood of negative risks such as bankruptcy and failure.

2.1.4 Definition of Administration

The word administration comes from the Latin "ministrare" (to serve or fulfill) and "ad" (to administer). The action or effort to support, guide, or coordinate all actions toward achieving goals is referred to as administration. (Rahman, 2017)

William Leffingwell and Edwin Robinson state that, "In the field of management science, administration discusses the optimal time and location for carrying out office tasks."

According to Silalahi, "In a limited sense, administration refers to the management of data and information entering and leaving an organization. This series of administrative tasks includes receiving, recording, classifying, processing, storing, typing, copying, and sending written data needed by the organization." (Banga, 2018).

III. RESEARCH METHODS

By leveraging its network infrastructure of approximately 58,700 service points, reaching 100% of cities and regencies, nearly 100% of sub-districts, 42% of villages and urban villages, and 940 remote transmigration locations in Indonesia, Pos Indonesia is now able to demonstrate its creativity in developing the Indonesian postal sector. There are six service areas. These areas are:

1. Region 1, covering the island of Sumatra, headquartered in Medan.
2. Region 2, covering the provinces of Banten, Depok, and Jakarta, headquartered in Jakarta.
3. Region 3, covering West Java Province, excluding Depok, and headquartered in Bandung.
4. Region 4, covering the provinces of Central Java and Yogyakarta, headquartered in Semarang.
5. Region 5, headquartered in Surabaya, covers the provinces of East Nusa Tenggara, East Java, Bali, and West Nusa Tenggara.
6. Region 6, covering the islands of Kalimantan, Sulawesi, and Papua, headquartered in Makassar. Pos Indonesia's service area has expanded not only throughout Indonesia, but also worldwide through international business partnerships such as Western Union.

VISION AND MISSION OF PT POS INDONESIA

A company's vision is the foundation or ideals it wishes to achieve in the future. On the other hand, its mission is the steps necessary to realize the vision.

The public has access to the company's vision and mission statements, which provide an overview of the organization. The vision and mission of PT Pos Indonesia are as follows:

Vision

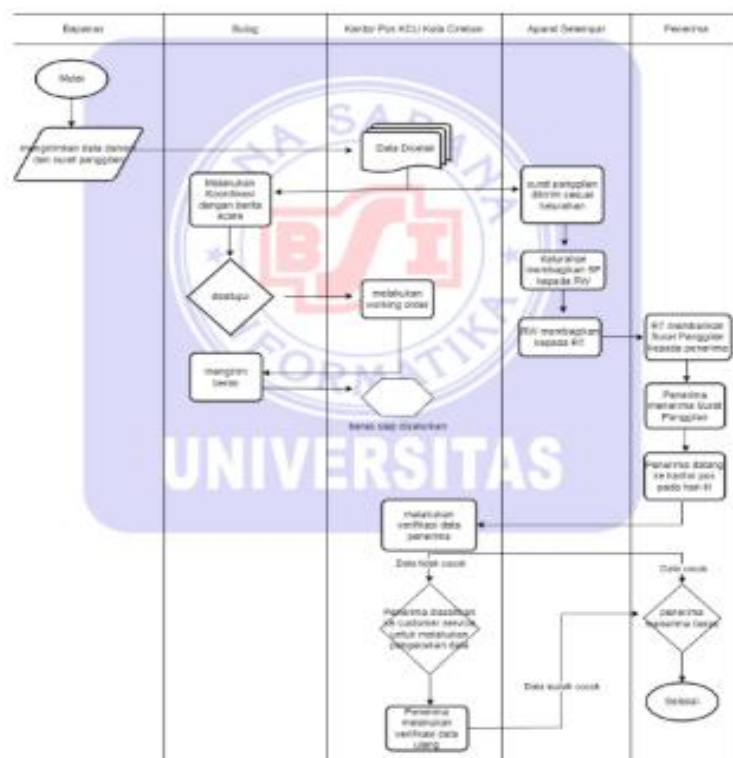
To be the most competitive postal operator, courier, logistics, and financial service provider.

Mission

To act effectively to achieve the best performance.

IV. RESEARCH RESULTS

Administrative Procedures for Distribution of Bulog Rice Food Aid Based on data obtained from Mr. Defri Maulana as Corporate Sales Manager who also holds the position of Head of CBP Task Force and Mrs. Anita Yulianti as AM Corporate Sales who also holds the position of CBP Monitoring CCH Task Force, the administrative procedures for distribution of rice food aid can be seen below:



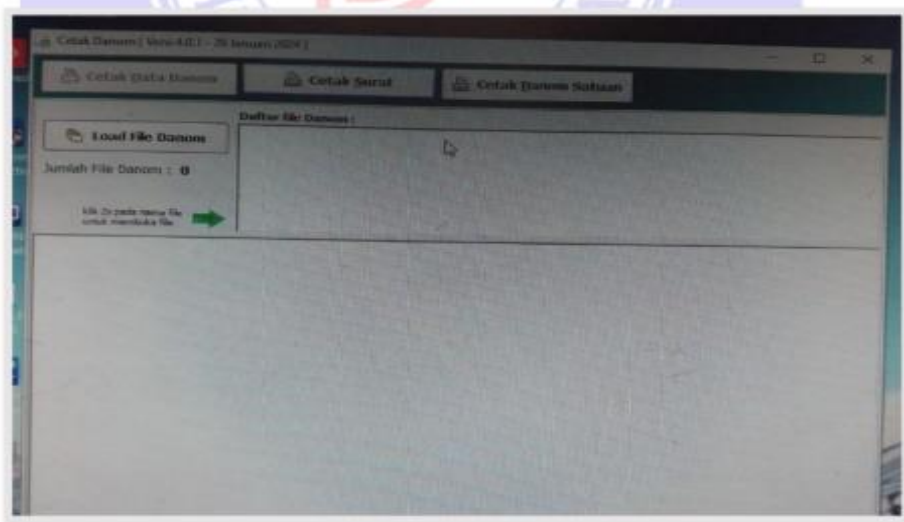
Sumber: Kantor Pos KCU Cirebon

Gambar III.2

Flowchart Prosedur Administrasi Bantuan Pangan Beras

The rice aid administration process can be outlined from start to finish, based on the image above:

1. The National Food Agency (Bapanas) sends recipient data, including a receipt and a summons letter, to PT Pos Indonesia via an application called Cetak Danom (printing and ordering the Indonesian post office).
2. The postal branch office receives the data and prints it according to the sub-district closest to the branch office. In this case, the Cirebon City Post Office only prints for sub-districts within the city of Cirebon. Four sub-districts will receive the rice aid at the Cirebon City Post Office: Lemahwungkuk, Pekalipan, Kejaksan, and Kesambi.



Sumber: Kantor Pos KCU Cirebon

Gambar III.3

Tampilan Aplikasi Cetak Danom

Based on the image above, the Danom data will appear if you click "Load the Danom file." The Danom data will appear in the Danom file list box. Double-click the file name to open a preview of the Danom file, then click "Print Danom Data" in the upper left corner.

3. Seven days before the event, the Post Office will issue a summons to the registered sub-district, which will be forwarded to the local neighborhood unit (RW) and neighborhood unit (RT) heads, who will then hand it over directly to the recipient.
4. After the Danom data and summons are printed, three days before the event, the Post Office will send a report to Bulog (Logistics Agency) to coordinate rice provision.

According to the image above, the minutes were signed by three parties: 1 from Bulog, 2 from the Cirebon Post Office, and 3 from local authorities.

- On the day before, the Post Office issued a working order to Bulog to load the rice and send it to each location according to the number of registered recipients.

Data Request Order
Bencana Distribusi Bantuan Sosial Pangan Cadangan Beras Pemerintah Kota/Kab Cirebon
Nomor WO : 04/KCU/Cy/Satgas CBVW/24

No	Hari & Tanggal	Cekang Mula			Lokasi Distribusi			No. HP	Jumlah KGM	Jumlah Kilogram (kg)	Tipe (Jenis jenis beras)
		Uraian	KE/No HP	Alamat	Anataman	Tipe Ragi	Petugas				
1	SELASA, 28 MEI 2024 04/05/2024	BULOG PEGAMBIRAN	TALUPE	HAMPARAN	KEC. P	KANTOR KELUARGA	HAMPARAN	0812240801	1,000	10,000	
2	SELASA, 28 MEI 2024 04/05/2024	BULOG TUK KEDAMUNG	MAGASA	JAMBLANG	BOJONG WETAN	KANTOR DESA	SUKTMO	08211817078	1,133	13,330	
Jumlah TOTAL									2,133	23,330	

NO. KANTOR	LOKASI	JML. KANTOR	JML. KANTOR (KGM)
1	GD BULOG PEGAMBIRAN	1,000	10,000
2	GD BULOG TUK KEDAMUNG	1,133	13,330
Jumlah		2,133	23,330

An. KCU Cirebon 45100
Ketua Satgas

Dhri Maslita
Nippon : 088124782

Sumber: Kantor Pos KCU Cirebon

Gambar III.6
Working Order

- Bulog ships the rice directly from the warehouse closest to the destination, such as the Cangkol Cirebon Post Office. Because it's located in Cirebon City, Bulog ships the rice from the warehouse in Pegambiran Village.
- The rice is dropped off at the Cirebon Post Office, where it goes through a verification process to ensure the rice matches the specifications listed on the work order. The rice is then ready for distribution the following day.



Sumber: Kantor Pos KCU Cirebon

Gambar III.8
Lembar Checker

9. On the day, the recipient comes to the post office with a summons letter and original ID card as requirements for distributing 10 kg of Bulog rice food aid.



Sumber: Kantor Pos KCU Cirebon

Gambar III.9
Surat Panggilan

Activ
Go to

Based on the image above, the contents of the summons letter include Name: Asih, Address: KP. Kejawanan RW.005 RT.006 Pegambiran Village, Lemahwungkuk District, Cirebon City, BAST Number: 45100/3274021001/265, the recipient's signature, and the officer's initials. 10. The recipient submits the requirements to the verifier to match the data whether the NIK on the summons letter and KTP matches the NIK registered in the available Danom.

V. CONCLUSION

Conclusion: The author can draw conclusions regarding the Bulog rice food aid administration process at the Cirebon Post Office based on observations and direct discussions discussed in the previous chapter. The rice food aid administration procedure at the Cirebon Post Office has been successfully and skillfully executed, utilizing an organized procedure based on food aid steps. The National Food Agency (Bapanas) begins by sending recipient data. The post office prints a summons letter and a recipient ID (Danom) so that the summons

letter reaches the recipient. The post office then requests a purchase order from Bulog, requesting rice delivery. Bulog then sends the rice one day before distribution.

The rice food aid administration procedure at the Cirebon Post Office still frequently encounters obstacles, both from recipients and the post office itself. These obstacles include incomplete requirements for collecting aid, recipients being unable to attend, and differences in the National Identification Number (NIK) on the ID card and the recipient ID/Danom/Summary Letter.

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