

**ANALISIS PROSEDUR PENERBITAN SURAT KETERANGAN ASAL  
MELALUI E-SKA DI DINAS PERINDUSTRIAN DAN PERDAGANGAN  
D.I.YOGYAKARTA**

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**Abstrak**

Laporan ini bertujuan untuk mengetahui prosedur penerbitan Surat Keterangan Asal (SKA) melalui *e-SKA* di Dinas Perindustrian dan Perdagangan D.I.Yogyakarta. Surat Keterangan Asal ini sangat penting sebagai salah satu dokumen penunjang dalam pelaksanaan ekspor. Analisis dilakukan dengan metode observasi dan wawancara terhadap pihak terkait di Dinas Perindustrian dan Perdagangan D.I.Yogyakarta. Dokumentasi dilakukan untuk mengetahui sistem dan prosedur penerbitan SKA, sedangkan wawancara bertujuan untuk mendapatkan informasi terkait prosedur penerbitan *form* SKA yang sudah ada. Hasil analisis penerbitan Surat Keterangan Asal melalui *e-SKA* ini menunjukkan bahwa proses penerbitan Surat Keterangan Asal melalui sistem *e-SKA* pada Dinas Perindustrian dan Perdagangan D.I.Yogyakarta masih terdapat beberapa kendala seperti dokumen yang *diupload* salah atau tidak sesuai, sistem *e-SKA* mengalami *server down*, dan alur yang ada sulit untuk dipahami oleh eksportir baru. Adanya analisis prosedur penerbitan Surat Keterangan Asal melalui *e-SKA* di Dinas Perindustrian dan Perdagangan D.I.Yogyakarta yaitu memberikan hasil prosedur yang lebih sederhana dan mudah dipahami.

Kata kunci: Prosedur, SKA, ekspor

**ANALYSIS OF PROCEDURE FOR ISSUANCE OF CERTIFICATE OF ORIGIN  
THROUGH E-SKA IN THE DEPARTMENT OF INDUSTRY AND TRADE  
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**Abstract**

This report aims to find out the procedure for issuing Certificate of Origin (SKA) through e-SKA at the Department of Industry and Trade D.I.Yogyakarta. This Certificate of Origin is very important as one of the supporting documents in the implementation of exports. The analysis was carried out by means of observation and interviews with related parties at the Department of Industry and Trade D.I.Yogyakarta. Documentation was conducted to find out the system and procedure for issuing SKA, while the interview was aimed at obtaining information related to the procedure for issuing the existing SKA form. The results of the analysis of the issuance of the Certificate of Origin through e-SKA show that the process of issuing the Certificate of Origin through the e-SKA system at the Department of Industry and Trade of D.I.Yogyakarta still has several problems, such as the uploaded document is incorrect or inappropriate, the e-SKA system is experiencing server problems, and existing flows are difficult for new exporters to understand. An analysis of the procedure for issuing a Certificate of Origin through e-SKA at the Department of Industry and Trade of D.I.Yogyakarta provides results that are simpler and easier to understand.

Keywords: Procedure, SKA, export