

## Implementation Of the Five R Concept Evidence from Warehouse of Bank Rakyat Indonesia Yumaga Unit Serang City

Yanto Heryanto<sup>1\*</sup>, Siti Sofiyah<sup>2\*</sup>

<sup>1,2</sup> Piksi Input Serang Polytechnic, Indonesia

Corresponding Author [yantoheryantorks@gmail.com](mailto:yantoheryantorks@gmail.com)<sup>1\*</sup>

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*Abstract: The problem discussed is how to implement the 5R concept (RINGKAS, RAPI, RESIK, RAWAT, RAJIN) in the PT. Bank Rakyat Indonesia Yumaga. The data collection method used is the observation method (observation). The purpose of making this final report is to find out how the implementation of the 5R concept has been carried out in an effort to avoid document loss and the efficiency of time in searching for documents that are not too long. The result of this observation show that the condition of the warehouse is not neat and the many piles of cardboard that have documents that are not of the same type cover the warehouse aisle, this can be seen from the placement of objects that are not in place. Based on the observations that have been made, it can be concluded that the 5R concept in the PT. Bank Rakyat Indonesia can be implemented through: 5R preparation stages, introduction of 5r, implementation of 5R. There were several obstacles found, such as cramped warehouse conditions, lack of employee awareness to carry out the 5R concept, and employee turnover chain places of work*

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## Introduction

PT Bank Rakyat Indonesia (Persero) Tbk is the oldest commercial bank in Indonesia, set up since December 16, 1895, in Parroket, Central Java. As the oldest bank, Bank Rakyat Indonesia stays consistent in supplying services to the micro, small and medium enterprises (MSMEs) segment. In helping the community's economy, especially in the field of disbursing funds, banks offer products in the form of loan facilities. Applying for a loan called credit. The definition of credit is "all types of loans that must be returned with interest by the borrower in accordance with the agreed agreement" (Hasibuan, 2008: 87).

Customer documents are confidential. To prevent leakage or loss of customer data, all documents related to customer data are stored in a safe that has tight security. The full vault with customer documents resulted in some documents being tucked away, scrambled and even lost. Documents that are difficult to find have an impact on employee performance and foster customer confidence. "From a sense of confidence will arise a fiduciary relationship between the bank and its customers which will have an impact on the development of the banking business" (Yunus Husein, 2010: 48).

Based on the description of the problem above, to ease the direction and process of discussing the research formulate problems, namely: one. What is the actual condition of the warehouse of PT Bank Rakyat Indonesia Yumaga Unit. 2. What are the stages and results of implementation in implementing the 5Rs (Concise, Neat, Clean, Care, Diligent) in the warehouse of PT Bank Rakyat Indonesia Yumaga Unit. 3. What are the weaknesses or constraints of the system that are inadequate in implementing the 5Rs at PT Bank Rakyat Indonesia Yumaga Unit?

The development of an increasingly advanced era has made all turn to the digital system, including in the economic sector, especially banking. At Bank Rakyat Indonesia, Yumaga Unit has implemented the Brimen system that has been created from the center. Brimen is a digital form of bank safe. This system is made to ease the search for customer documents. This progress supplies many benefits if it can be enjoyed by many parties (Kristanto Jahja, 2009).

Kristanto Jahja (2009) said that the 5R method (Concise, Neat, Clean, Caring, Diligent) is a stage to regulate workplace conditions that have an impact on work effectiveness, efficiency, productivity and work safety. One way to create a comfortable working atmosphere is for companies to implement a 5R work attitude (Concise, Neat, Clean, Caring, Diligent).

Based on the description that has been described, it is necessary to make improvements. "Implementation of the 5R concept (Concise, Neat, Clean, Caring, Diligent) in the warehouse of PT Bank Rakyat Indonesia Yumaga Unit Serang City". With a digital computerized system, it is expected that the implementation of the 5R work attitude (Concise, Neat, Clean, Caring, Diligent) given to PT Bank Rakyat Indonesia Yumaga Unit can improve working conditions at the time of filing documents.

**Theoretical Background**

Understanding Implementation, according to Mulyadi (2015: 12) Implementation is an activity that refers to actions in the form of achieving goals that have been set in a decision. In essence, implementation has meaning as an understanding obtained after the implementation of a program. According to the Big Indonesian dictionary (KBBI), implementation has the meaning of application or implementation. In companies and organizations there are implementations that are applied by set up procedures.

Banks also need to implement one form of implementation in the form of processing warehouse conditions related to the 5R concept (Concise, Neat, Clean, Caring, Diligent). The 5R concept (Concise, Neat, Clean, Caring, Diligent), According to Pandiangan, Syarifuddin (2017: 231) The 5R concept (Ringkas, Rapi, Resik, Rawat, Rajin) is a simple and systematic method in handling goods or products in warehouse management. The application of 5R (Ringkas, Rapi, Resik, Rawat, Rajin) in warehouses to be more productive, efficient, safe, safe, and produce occupational safety and health can be easier for employees to do while working. The basic concept of implementing the 5Rs (Concise, Neat, Clean, Caring, Diligent) starts from structuring the workplace until employee discipline is produced which is reflected by changes in the correct work attitude. According to Wijaya, Cakra (2009) Before implementing the 5Rs (Concise, Neat, Clean, Caring, Diligent) in the workplace, there are 2 stages that can be done, namely: 1. 5R preparation (Ringkas, Rapi, Resik, Rawat, Rajin), 5R preparation (Concise, Neat, Clean, Caring, Diligent) is an initial activity that indicates that the workplace is ready to implement the 5Rs (Ringkas, Rapi, Resik, Rawat, Rajin) Steps that can be done in preparation for the 5Rs Concise, Neat, Clean, Caring, Diligent), including: a. 5R Commitment (Concise, Neat, Clean, Caring, Diligent)

Company Logo	Implementation Commitment 5R	Logo 5R
(Contains a sentence regarding the commitment to implementing 5R) (City, Month, Date, Year) (Signing)		

Source: Wijaya, Cakra 2009.

Figure 1. Example Of Management Commitment Format

Wijaya, Cakra (2009) said that "Management commitment is a form of approval or promise from management in carrying out its duties and responsibilities to make 5R (Concise, Neat, Resik, Care, Diligent) as a corporate culture in the future". Here is an example of a management commitment format:

Company Target

Wijaya, Cakra (2009) said that "The company's goal is to determine what the company wants to achieve in the implementation of the 5Rs (Concise, Neat, Resik, Rawat, Diligent)". Here is an example of a company target format:

Company Logo	Company Goals	Logo 5R
<ul style="list-style-type: none"> <li>• Becoming the best bank goes to the public.</li> <li>• Become a bank that consistently implements good corporate governance.</li> <li>• Become the largest bank in Indonesia.</li> </ul>		

Source: Wijaya, Cakra 2009

Figure 2. Example Of Company Target Format

5R Organizational Structure (Concise, Neat, Clean, Caring, Diligent)

Wijaya, Cakra (2009) said that "Organizational structure is an arrangement and relationship between each part both in terms of position and tasks that exist in the company in carrying out 5R activities (Concise, Neat, Resik, Care, Diligent)". The following is an example of the 5R organizational structure format (Concise, Neat, Clean, Caring, Diligent):

STRUKTUR ORGANISASI KOMITE 5R		Disetujui Oleh:
		Tgl:
<p>MISI Steering committee 5R: 1). Menciptakan Disiplin 5R menjadi budaya kerja Perusahaan. 2). Meningkatkan produktivitas kerja &amp; Efisiensi melalui penerapan 5R. 3). Membuat kaizen atau Continuous improvement terjadi di seluruh area 5R.</p>		<p>TARGET STEERING COMITE 5R: 1). 5R diterapkan di seluruh area di PERUSAHAAN pada tahun 2022. 2). Audit 5R terlaksana sesuai dengan jadwal yang telah ditetapkan. 3). Menghasilkan skor audit per area 5R setiap bulan. 4). Acara pengkajian &amp; penghargaan" terlaksana minimal 1 kali dalam setahun. 5). Seluruh karyawan telah mendapatkan pelatihan 5R.</p>
		<p>CS 1). Mengelola penarik ATM sebagai petugas ATM. 2). Melaksanakan layanan &amp; edukasi perbankan kepada nasabah. 3). Melaksanakan penjualan produk.</p> <p>Teller 1). Melaksanakan pembukaan, verifikasi awal &amp; akhir, memeriksa kelengkapan, jumlah &amp; keabsahan dokumen transaksi untuk mitigasi resiko &amp; keamanan, burk. 2). Melaksanakan layanan transaksi tunai &amp; overbooking.</p> <p>Kemaman 1). Memberikan rasa nyaman &amp; aman dalam melayani karyawan, tamu &amp; semua masyarakat. 2). Melindungi harta benda melalui keberadaan satpam. 3). Mengawasi sekaligus mewaspadai orang atau barang yang mencurigakan.</p> <p>Office Boy 1). Memastikan semua kebutuhan teknis karyawan terpenuhi. 2). Memastikan kebersihan lingkungan Bank BBL. 3). Memastikan tugas yang dibebankan terlaksana dengan baik.</p> <p>Mantri 1). Menecek data &amp; laporan KUR. 2). Menatakejakan file &amp; dokumen kegiatan administrasi KUR kepada calon nasabah agar tertib. 3). Menatakejakan kelengkapan administrasi.</p>
KA Unit	<p>1). Mengkoordinasikan dan memonitor kegiatan pemasaran dan pengelolaan bisnis mikro. 2). Mengkoordinasi pemberian layanan prima. 3). Mengkoordinasikan pengelolaan kualitas pinjaman mikro.</p>	
Mantri	<p>1). Melaksanakan kegiatan penagihan terhadap debitur yang bermasalah. 2). Melakukan pekarsa dan menilai kelengkapan, keabsahan dokumen serta analisa usulan pinjaman. 3). Melakukan pemasaran produk-produk terhadap nasabah.</p>	

Introduction of 5R (Concise, Neat, Clean, Careful, Diligent)

Wijaya, Cakra (2009) said that "The introduction of 5R (Concise, Neat, Resik, Rawat, Diligent) is the stage of earnestly starting the application of 5R (Concise, Neat, Resik, Rawat, Diligent) in the workplace".

The steps that can be done in the introduction of the 5Rs (Concise, Neat, Clean, Caring, Diligent), include:

a. 5R Socialization (Concise, Neat, Clean, Caring, Diligent)

The purpose of holding socialization activities is to invite and inform all employees that they are equally committed to the implementation of the 5Rs (Concise, Neat, Clean, Caring, Diligent)

b. 5R Promotion (Concise, Neat, Clean, Caring, Diligent)

5R promotion (Concise, Neat, Clean, Caring, Diligent) can be done by creating a 5R promotional board (Concise, Neat, Clean, Caring, Diligent), 5R promotional banner (Concise, Neat, Clean, Caring, Diligent), or with a 5R promotional poster (Concise, Neat, Clean, Caring, Diligent).

Definition of 5R (Concise, Neat, Clean, Caring, Diligent)

a. Concise

Osada, Takashi (2014: 21) mentioned that the first step in carrying out the 5S culture, namely throwing / sorting / getting rid of items, files that are no longer used to the dump. All items on the job site, only items that are really needed for work activities. Actions are taken so that the storage area becomes more efficient, because it is used to store items or files that are important and needed and aims to make the workplace look neater and less cluttered.

Distinguish between what is necessary and what is not needed and get rid of what is not needed. Compact also means making the workplace compact, that is, only accommodating the necessary items.

b. Tidy

Suwondo, Candra (2012: 29) mentioned that Rapi means neatness of the workplace. All items are placed in a place that is proper for their designation and marked / labeled. The result of this application is a neatly organized workplace, shortening work preparation time, reducing the possibility of mistaking materials / goods, increasing productivity in general by eliminating waste of time in looking for goods or when going to do something.

After sorting all items or files that are no longer used, make sure everything must be placed in the assigned position, so that it is always ready to use when needed. Make sure that 1) Every item has a place. 2) Each place has a name for a specific item. 3) Make it organized and systematic. 4) Give each storage place a name that is easy to remember, can use the code on the storage place. 5) If in the form of goods, give labels with names or visuals as a characteristic. 6) When in the form of files or softcopy data, organize all folders on the computer.

7) Make sure to easily find when the file, item or object is needed, so there is no need to waste a lot of time searching for it.

c. Resik

Herjanto, Eddy (2020) mentioned that Resik is defined as clean. Clean all facilities and work environments of dirt and dispose of garbage in its place. A quality workplace is a clean workplace. The characteristics of successful application of resik are a comfortable and safe work environment, supported health, increased productivity, and increased time and cost efficiency due to low equipment damage.

#### d. Treat

Suwondo, Candra (2012: 29) mentioned that this stage is a difficult stage. To support the three stages that have been carried out previously on a regular basis. This stage can also be called the treatment stage, is the standardization and consistency of everyone to carry out the previous stages. Standardizing and all individuals must adhere to predetermined standards, can be motivated by giving rewards or punishments.

This concept can also be applied by installing information media or regulations in the work area. In addition, it can also be done by giving rewards (bonuses or awards) to executors or those responsible for the area of arrangement of goods.

With this concept, consumers will also feel comfortable with the company's environment when they use services or buy company products.

#### e. Diligent

The last action of the 5R method (Concise, Neat, Clean, Caring, Diligent) is a mechanism to check the achievement of the earlier four concepts. Ensure that every employee carries out all 5R activities (Concise, Neat, Clean, Caring, Diligent) in a disciplined manner. Regular / diligent checks on 5R activities (Concise, Neat, Clean, Caring, Diligent) can be done using 5R patrols (Concise, Neat, Clean, Caring, Diligent) every day, every week or at least once a month, 5R information boards (Concise, Neat, Clean, Caring, Diligent), 5-minute meetings in the field and 5R checklists (Concise, Neat, Clean, Caring, Diligent). Herjanto, Eddy (2020) mentioned that "Diligent" Activities are the discipline needed to keep the changes that have been made by the 5Rs (Concise, Neat, Clean, Caring, Diligent) before. In this diligence, there is a need for training for employees, communication between leaders and subordinates, examples from leaders, and efforts to support the creation of continuous improvement.

#### Goal 5R

Suwondo, Candra (2012: 36) told that "The purpose of 5R activities is to increase the productivity of the company's work through a human resource approach from top leaders to field workers by instilling a good work discipline attitude, so that savings or efficiency can be achieved".

Maintaining a good environment while working is something that needs attention. In addition to comfort in work, environmental comfort is also a useful commercial consideration and has many advantages for workers and consumers.

#### Benefits of 5R

Pandingan, Sharfuddin (2017: 237-239) told that applying the 5R method can supply general benefits to the company. Here are some of the benefits of 5R (Concise, Neat, Clean, Caring, Diligent) that can be obtained by companies in carrying out their company operations, namely: a. Increase teamwork morale. b. Helping to Streamline Work If every looking for the needed items must be searched first, or unpacking all the contents of the storage area will certainly make the work completed longer. If every item in the workplace has been arranged correctly in place, it will certainly be easy to find it when we want to use the item, making it more efficient. c. Make Quality Issues Clear. d. Increase work efficiency and reduce

production costs, if every item in the workplace has been arranged correctly in place, it will certainly be easy to find it when we want to use the item, so it is more efficient. e. Cleaner Work Environment.

#### 5R deployment

Suwondo, Candra (2012: 42) told that in implementing the 5R program (Concise, Neat, Resik, Rawat, Diligent) can be done with simple steps as follows:

Table 1. 5R deployment

Penerapan	Aktivitas
Ringkas	<ol style="list-style-type: none"> <li>1. Menghilangkan yang tidak perlu.</li> <li>2. Menangani Penyebab Kotoran.</li> <li>3. Pemilahan Berkas.</li> </ol>
Rapi	<ol style="list-style-type: none"> <li>1. Penyimpanan fungsional berdasarkan 5w dan 1H.</li> <li>2. Praktik dan kompetisi dalam menyimpan dan mengambil berkas.</li> <li>3. Menata dan merapikan tempat kerja dan peralatan.</li> <li>4. Menghilangkan pemborosan waktu untuk mencari berkas.</li> </ol>
Resik	<ol style="list-style-type: none"> <li>1. Membersihkan area lantai kerja dari sampah yang ada.</li> <li>2. Pekerjaan dilakukan oleh petugas kebersihan diarea tersebut menurut jadwal yang telah ditetapkan.</li> </ol>
Rawat	<ol style="list-style-type: none"> <li>1. Membuat peraturan tertulis tentang disiplin 5R seperti poster.</li> <li>2. Deteksi dan pemantauan.</li> </ol>
Rajin	<ol style="list-style-type: none"> <li>1. Pemberian kode, penomoran dan warna.</li> <li>2. Umpan balik mendengarkan saran.</li> </ol>

Source: Suwondo 2012

#### Factors affecting the implementation of 5R.

Suwondo, Candra (2012: 44) mentioned that there are two factors that influence in implementing the 5Rs (Concise, Neat, Resiko, Care, Diligent), namely.

##### a. Human Factor

From the human factor there are several causes including: 1) Fatigue Boredom is indeed a common human disposition that will naturally arise if they do monotonous work. Repetitive work with an unchanging environment is one of the factors triggering fatigue and boredom or loss of morale. The way to overcome this is to do it together so that no individual feels that this 5R activity (Concise, Neat, Clean, Caring, Diligent) is an effort from everyone. 2) Habits, Habits that are not following existing regulations will certainly have a negative influence on individuals and the surrounding environment. This bad habit can be overcome by including the implementation of the 5Rs (Concise, Neat, Clean, Caring, Diligent) in the job description, for example, after every job they must clean the workplace so that they will be familiar with cleaning activities. 3) Participation, Participation affects a person in doing interest, lack of interest caused by the absence of knowledge about the usefulness of what is done. This can



be overcome by installing visual information with the aim of making it easy to read for employees so that they will know the content of the information and then be more eager to run it.

b. Management

Apart from the aging factor, management can also affect the implementation of the 5Rs (Concise, Neat, Clean, Caring, Diligent) These include:

1) Supervision

Irregular supervision causes employees to act as desired. If these actions are not by the rules that have been imposed, by the company, of course, it can endanger itself and even employees around it can be affected.

2) Supporting Facilities

Activities without using means will slow down our performance. The absence of supporting facilities or tools makes a person unable to do what he wants to do. The hygiene facilities needed to apply this 5R include brooms, rags, masks and trash cans.

The object of writing in this study is the implementation of the 5R concept (concise, neat, clean, caring, diligent) in the warehouse of PT. Bank Rakyat Indonesia Yumaga Serang Unit found on Jl. Yusuf Martadilaga No. 9 Cipare Serang – Banten, the research was carried out for 2.5 months (11 weeks) starting from November 18 to 31 December 2022 which went well and smoothly. The descriptive method is a method that explains research or gives an overview of the object under study. The writing of this research has exposure to the results of work practice or industrial research that has been carried out and is associated with theories that have been studied before. In addition, the final project can also use observation methods, experimental studies and so on. The data and information needed in qualitative research related to the question of revealing a process demands a true description of the activities, procedures, stages, reasons and interactions that occur and where the process is taking place.

Primary Data Namely data obtained from direct observation or observation and interviews with the Head of Unit Mr. Ahmad Khaerun or employees of PT. Bank Rakyat Indonesia Yumaga Serang Unit Mr. Dikyamus who can supply data or information related to the Implementation of the 5R Concept (Concise, Neat, Resik, Rawat, Diligent). Data Sources in this research gathered from Observation is a way of collecting data by direct observation and systematic recording of the object to be studied. Observations are made by researchers by observation and recording of the implementation related to research.

Interview

Data collection techniques by conducting direct interviews with company leaders and employees about the object of observation being studied, the interviews conducted are unstructured interviews. According to Sugiyono (2012: 197), an unstructured interview is a free interview where researchers or data collectors do not use questions that have been prepared systematically and completely used in data collection. Documentation Search for data on things in the form of notes, books, images, soft files, agendas and so on. Interview



As previously written, the author uses unstructured interview techniques by conducting direct interviews with the Head of the Bank Rakyat Indonesia Unit Head, Mr. Ahmad Khaerun and employees, namely Mr. Dikyanus as warehouse administration about the object of observation being studied. Documentation The author uses documentation methods to complete the data to be researched by taking pictures of activities, checking cards or earlier files and so on related to the object of research so that it can complete the data needed.

### **Research and Discussion**

During the research there were conditions that the author found related to the placement of documents that were not in place so as to make it difficult to rediscover the documents, the condition of the warehouse, especially the aisle, there were piles of cardboard boxes containing documents randomly, not in the same type, not in order so that errors, losses, slips of important documents needed by the bank and also the customer. Therefore, the author analyzes the actual condition of the warehouse at the time of the Research, introduces the 5R stages (Concise, Neat, Resik, Rawat, Diligent) and implements the 5R work attitude (Concise, Neat, Resik, Rawat, Diligent) in the warehouse at Bank Rakyat Indonesia Yumaga Unit in order to avoid missing documents and can quickly find the necessary documents so that customers do not wait too long, for this reason, the importance of commitment to all employees to be able to apply the 5R work concept, namely (Concise, Neat, Clean, Caring, Diligent).

### **Conclusion**

Based on the results of the discussion on the Implementation of the 5R Work Concept (Concise, Neat, Clean, Care, Diligent) in the Warehouse of PT. Bank Rakyat Indonesia Yumaga Unit, it can be concluded as follows: The actual condition of the warehouse is known to have problems depicted in each photo documentation based on the actual condition in the warehouse. Actual conditions that occur such as documents piled up on shelves, used cardboard scattered and document storage are found in the warehouse aisle which blocks and narrows the warehouse area. The placement of documents that are still not neat and mixed with other types of documents can affect warehousing activities such as searching for customer data. Then the cleanliness in the warehouse area is also still not considered due to employees who are still less disciplined and there is still no improvement to overcome existing problems. 2. The stages of application are carried out based on actual conditions obtained from observations. The stages are made through several stages, namely the preparation stage, the introduction stage and the 5R application stage (Concise, Neat, Clean, Diligent, Caring). At the preparation stage of making commitments, the 5Rs (Concise, Neat, Clean, Diligent, Caring), company goals, & the introduction stage are carried out with socialization and promotion to all. employee. The last stage is the result of the implementation of the 5R concept from starting to summarize, tidy, clean, diligently and always take care of the workplace. Based on the observations that have been made, on this occasion the author will give a little advice that is expected to be material and consideration for companies that aim for the company itself.

Suggestions that can be given are as follows: All employees must be more concerned with the problem of missing documents; therefore, awareness is needed to carry out the 5R concept (Concise, Neat, Clean, Caring, Diligent). Must evaluate the results of the implementation that has been carried out to assess that the 5R concept (Concise, Neat, Clean, Caring, Diligent) is still carried out, especially in the file warehouse section. Must find and hire employees or special staff to handle the filing of documents.

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