

Implementation of E Office Applications at Universitas Negeri Malang (UM)

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Abstract

E-office refers to activities in the workplace that utilize electronic equipment and internet networks. At UM, e-office refers to a website-based application that is in the Sistem Informasi Akademik (Siakad). This paper intends to discuss the implementation of e-office applications in UM, the obstacles and challenges of implementation, as well as strategies for maximizing. The research method used is descriptive qualitative. Obtained data through observation, interviews, and literature studies. The results are the e-office at UM has a main function and a secondary function. The main function of the e-office is to write letters and send mail. The secondary function is media filing management, where users can search for certain letters by typing certain words in the Search menu. The obstacle is there are still many academicians, especially students who do not know the existence, even the function of e-office. The solution is socialization and workshops on the use of e-office applications. Maximization that can be done to improve the application in terms of correspondence is a variation of sentence templates and types of letters. The next optimization in filing management is the addition of the feature of scanning a document using a laptop camera, web camera, or cellphone, so the users can easily enter digital files into the e-office database. The second feature to improve records management is setting a record retention schedule.

Keywords: application; e office; correspondence; filing management

INTRODUCTION

The concept of an electronic office (e-office) has been around for a long time. This concept comes with the concept of the Internet for all fields (Internet of Things). The e-office in question is an electronic-based workplace, or more specifically a virtual office (Nala, 2021). E-office also refers to activities in the workplace that utilize electronic equipment and internet networks. This utilization is to support the effectiveness of office activities such as recording, collecting data, processing data, storing data, communicating, correspondence, and filing (Mannan et al., 2018).

The concept of e-office is also applied in various government and private institutions in Indonesia, including Universitas Negeri Malang (UM). UM embeds the e-office application in a larger system called the Academic Information System (Siakad). Siakad contains curriculum vitae, learning innovations, staffing information, research activities, community service activities, salary information, library information, surveys, a learning management system (LMS) called Sistem Informasi Pembelajaran (Sipejar), and an e-office. The e-office at UM is specifically designed to facilitate correspondence activities in the internal environment.

The legal umbrella for implementing e-office at UM environment is the Rector's Decree Number 2.1.5/UN32/KL/2019 concerning the Use of E-office Applications at Universitas Negeri Malang. The decision stated that e-office is an application that supports the implementation of official scripts at UM, so that all forms of making and sending official letters on campus are carried out online. The Administrative Subdivision of the Bureau of General Affairs and Finance (BUK) UM carries out technical guidance, outreach, and application development. Through the Chancellor's decision, it is hoped that all official document management activities for academics will be more efficient.

Efficiency in the use of resources, especially in paper form, will be achieved by using e-office applications (Amisa et al., 2021). However, the concept of e-office is basically not just resource efficiency in paper form, but also time, effort, and cost efficiency (Izzati, 2020). Thus, the e-office application at UM cannot reach many office activities. There is even irony because it turns out that there are still some academics among students who do not know that UM has an e-office application. Some

others know about the application, but cannot maximize it properly, such as managing the submission of letters to the campus.

Based on the explanation above, the author intends to review more about the implementation of e-office applications at UM because applications like this are absolutely necessary for the future. The second part of this paper will discuss the obstacles and challenges of implementing e-office in UM, and its maximization strategy considering that this application has adequate facilities to support correspondence and filing activities. E-office at UM also has great potential to be developed, so this is increasingly worthy of further discussion.

LITERATURE REVIEW

The need for employee competency in the future office sector is increasing. The competency that is much needed in State-Owned Enterprises (BUMN) to fill the post of secretary or administrative employee is in terms of foreign language communication (Selfiana, 2018). The next required competency is flexibility in terms of digital technology, which means that secretaries are required to be able to quickly adjust to the latest developments in digital technology. The third demand is being able to work quickly and precisely (Berenyi, 2015).

Job competence in the private sector requires employees who are good at managing office work quickly and precisely by utilizing technology (Gianti, 2018; Hasni et al., 2016). This demand also applies to the private sector, even in small or newly established companies. Companies that have just been established must be able to quickly adapt to information and communication technology so that they can immediately compete with competitors (Shobaruddin, 2020). Thus, government and private institutions have competency requirements for employees who can carry out office activities quickly and accurately using digital technology and the Internet (Kim et al., 2011). This is in accordance with the demands of the industrial revolution era 4.0.

Office resources in the present and future must be able to adapt to the demands of the industrial revolution 4.0 which is characterized by fast and precise work (Selfiana, 2018). The speed and accuracy of this work are obtained by utilizing the rapidly developing information and communication technology. The goal to be achieved is the simplification of procedures, systems, and better control. If the procedure or system is simpler, consumers or users tend to prefer it. Offices that cannot accommodate this need will easily be abandoned by consumers.

One of the efforts of the Indonesian government in preparing for this era is the issuance of Presidential Instruction No. 3 of 2003 concerning National Policy and Strategy for E-Government Development. This instruction was motivated by the government's awareness that the progress of information and communication technology (ICT) is very fast and the potential for its use is extraordinary in supporting efficiency, transparency, and accountability. Furthermore, the Ministry of State Apparatus Empowerment and Bureaucratic Reform created a grand design for national bureaucratic reform which aims to be a guide in implementing electronic government. Through this guide, all agencies, especially those under the auspices of the government, must be ready and able to implement it (Aritonang, 2017).

E-government in the presidential instruction is usually termed digital government, or e-office. If examined further, not only the government that uses ICT tools but also concerns about mindsets. A mindset that continues to transform for the better in the times (Keating & Heslin, 2015). This needs to be emphasized because some people still think that e-office can only be implemented by institutions whose human resources are dominated by the younger generation (Amisa et al., 2021). Even though ideally all elements of the institution must be ready and able to adjust to the concept of e-office.

The benefit of implementing e-office in government and private institutions is that it facilitates the process flow of outgoing and incoming letters. The process of making and distributing letters, which is usually done by several people, should be done by fewer people. Likewise, the process of handling incoming mail should require fewer people. Thus, it will save in terms of human resources or manpower. E-office will also save time so that in essence it will support the efficiency of office work. Another

benefit of implementing e-office is facilitating performance control of employees in terms of attendance or task completion.

UM has a rector's regulation number 10 of 2016 concerning Official Script Arrangements at Universitas Negeri Malang which was issued based on the Minister of Research, Technology and Higher Education Regulation number 51 of 2015 concerning Official Script Arrangements within the Ministry of Research, Technology and Higher Education. Official document in this context is written information as an official communication tool made and/or issued by authorized officials at Universitas Negeri Malang. Organization of official scripts is the management of written information which includes setting the type, format, preparation, security, validation, distribution, and storage of official scripts, as well as the media used in official affairs.

In 2019, was issued the Rector's Decree of Universitas Negeri Malang Number 2.1.5/UN32/KL/2019 concerning the Use of E-Office Applications at Universitas Negeri Malang. This decision letter is a milestone for starting correspondence within the UM environment using a digital or online-based version. One of the considerations is to expedite the process of creating and distributing archives within UM. This rector's regulation is also a refinement of rector's regulation number 10 of 2016 because the arrangements for the type and format of the manuscript are still in effect, only the storage and distribution use of online media.

METHODS

The research is qualitative type, and uses (Miles & Hubberman, 1994) model. Data was obtained through observation, interviews, and literature studies. Observations were made by observing the use of e-office applications at Universitas Negeri Malang (UM) environment. The main targets are educators, educational staff, and students, to explore the features that are available on each side. Interviews were conducted to gather information about the experience of using e-office applications, the obstacles and challenges faced, and the possibility of future development. Literature study is used to further examine the concept of e-office and compare it with conditions at UM so that the gaps with theory are clear, and the potential for its development. The data are analyzed by the steps that are conducted by (Trisnawati et al., 2021): reduced, presented, and analyzed to draw conclusions of this research.

RESULTS AND DISCUSSIONS

Implementation of E-office Applications at Universitas Negeri Malang (UM)

In line with the Rector's Decree Number 2.1.5/UN32/KL/2019 concerning the Use of E-office Applications at Universitas Negeri Malang, e-office is an application that is designed to support the implementation of official script administration at UM. The implication is that all forms of making and sending official letters within UM must use this application. The menus in it are Home, Create Letter, Outgoing Mail, Incoming Mail, Disposition, Cancellation Letter List, and Validation Sheet. The menus above can be accessed by certain parties according to their access rights. Educators and ordinary education staff (not holding certain positions) can access the Home menu, Create Letters, Outgoing Mail, Incoming Mail, and Cancel Letter List. Educators and educational staff with additional duties as structural officials or as student supervisors can access the entire menu.

The Home menu contains a welcome note and a short explanation of the user's login status. There is a personal login, and there is a login as a structural official. 'Buat Surat' menu contains a selection of types of letters to create, such as 1) Office Meeting Assignment Letters, 2) Form Letters, 3) Official Notes, 4) Memorandums, 5) Invitation Letters, 6) Statement Letters, 7) Covering Letters, 8) Official Letters, 9) Assignment Letters, 10) Declaration Letters, 11) Student Research Letters, 12) Permit Letters, 13) Introduction Letter for Funding, 14) Official Letters in English, 15) Notification of Retirement, 16) Lecturer Research Letters, 17) Judicial Decree Letters, 18) Community Service Letters for Lecturers, 19) MBKM DPL Recommendation Letter, 20) Notula of Meeting, 21) Permit Letters for

various parties within the UM internal environment. The Cancel Mail menu contains letters that have been entered once logged into a user account, and then canceled due to a revision or error. Slightly different from educators and education staff, the display of the e-office menu for students contains Home, Create Letters, Outgoing Mail, Incoming Mail, and List of Canceled Mail. The types of letters and templates in the menu Create a student letter are also different because they adjust to the student's authority.

In general, the e-office application at UM is used as a place to manage incoming and outgoing mail. This is in accordance with the objectives of the Rector's Decree Number 2.1.5/UN32/KL/2019 concerning the Use of E-office Applications at UM. However, in fact, this application can apply one more aspect in office activities, namely filing, although not thoroughly. Users can take advantage of the Search feature to find the desired letter by entering certain keywords or applying certain sorting techniques as desired. This method is included in the activity of searching the archive.

Based on the explanation above, the e-office at UM has the main function of supporting the production of outgoing letters and their distribution. Making letters at UM previously took a relatively long time because they still needed to communicate in advance with the secretary or certain employees to discuss the concept of the letter. After the concept is drafted, it will be made in the form of a design or draft printed on paper. The next stage is a review and or revision from the leadership. After that, it's ready to be distributed. Distribution to related parties can take one working day, so in total it takes two days from the time the letters are drafted and distributed.

The secondary function of the e-office application at UM is as a media for filing management. Incoming mail and outgoing mail that are already in the database will be easily classified according to their subject matter. Users can search for a particular letter by typing a certain word in the Search menu. A letter can be found quickly and precisely if you use the right words. However, if the user cannot specify the correct word in the search, then the letter cannot be found. On the other hand, e-office has its advantages. The advantage is that it can minimize human labor because there is no need for a special archivist if someone is looking for a letter. Another advantage is saving time because it is relatively faster to find letters when compared to conventional methods (Qadri & Darmawan, 2021).

Obstacles and Strategies for Maximizing E-office Applications at Universitas Negeri Malang (UM)

The obstacle to implementing e-office applications in UM that are experienced is that there are still some people who are less able to operate devices based on information and communication technology. The second obstacle is related to the dependence of information and communication technology devices on electricity networks and the internet. When there is a power failure, the internet network is down, or internet instability, the e-office will automatically be hampered too. Especially among students, there are additional obstacles, that only several people who still do not know the functions or benefits of e-office applications. They think that the e-office application is only a place to receive incoming mail. When in fact they can make a letter and send it to the desired party in internal UM.

A person's inability to operate information and communication technology-based devices can be overcome by means of training. UM can facilitate training activities by inviting the Bureau of General Affairs and Finance as the control holder of the e-office, or also the Technical Implementation Unit (UPT) of Communication Information Systems and Technology. Training can be packaged routinely and accompanied intensively for each participant. After all academicians are proficient in operating devices, so it is necessary to hold a socialization that specifically discusses e-office. Materials that need to be included include the legal umbrella for implementing e-office, the benefits or functions of e-office applications, steps for using each menu, and future development plans.

The strategy that can be implemented to maximize e-office applications is that the Bureau of General Affairs and Finance (BUK) as the operator needs to collaborate with the government, for example, the Ministry of Communication and Information for application development. UM can also collaborate with private parties such as Icehouse, JMC IT Consultant, or Technosindo which are engaged in application development. An alternative step that can be taken is to hold an application development

competition for UM internal parties, or also with external parties. The winner of the competition can be given a prize of a certain value, or it can also be a product patent purchase model. This model needs to be ensured for its legitimacy so that both parties benefit equally and no problems arise in the future related to copyright (Nasrullah, 2019).

Maximization that can be done to improve e-office applications at UM in this paper is divided into two things: correspondence and filing management. E-Office needs to improve the aspect of sentence variation in its templates because so far each letter or file only has one template, so it seems monotonous. The type of letter also needs to be added because in some cases there are still letters that are not available in the e-office template. An example is a letter of request for leave, a statement as an activity supervisor, or a letter of recommendation to be in charge of a particular activity. So far, if there are educators who want the letter, they still have to go to the administrative department of the faculty or work unit.

The next improvement can be made in filing management because so far e-office can only be used to search for a letter. The main feature that should be added is scanning a letter or document. Scanners that can be used are laptop cameras, web cameras, or cellphone cameras, so that users can easily enter digital files into the e-office database. If it can't be integrated right away, then it can be worked around with the feature of adding documents from the device's internal storage. An additional feature to improve records management is setting records retention schedules. This means that users or interested parties should be able to determine when a letter can enter a retention period so that unnecessary documents do not accumulate in the system.

Use of applications such as e-office It is also hoped that it will facilitate performance control of employees in terms of completing tasks (Csikósová et al., 2022). Completion of current tasks at UM which requires written reports has not been facilitated by the existence of an e-office. This need needs to be accommodated in the future so that the reporting process carried out by academics becomes easier and more efficient. The concrete step is to add a task report template in the Create Letter menu. Thus the leadership will be able to monitor the progress of each employee's tasks, or even evaluate them as needed. However, this process should not be used as the sole means of evaluating employee performance, bearing in mind that leaders also need to be present directly among employees (Cambalikova & Misun, 2017).

CONCLUSSION

E-office refers to activities in the workplace that utilize electronic equipment and internet networks. The e-office at UM is specifically designed to facilitate correspondence activities in the internal environment. The secondary function is as a medium in archival management. The e-office needs to improve aspects of the variety of sentences in the template and the types of letters such as leave application letters, certificates as activity supervisors, or recommendation letters to oversee certain activities. The next improvement can be made by adding a scanning feature for a letter or document. Another feature that needs to be added is setting an archive retention schedule. The use of e-office applications is expected to also facilitate performance control of employees in terms of completing tasks, for example in preparing activity reports. This need needs to be accommodated in the future so that the reporting process carried out by academics becomes easier and more efficient. This research is limited to observing the function of correspondence and filing management. Thus, further research can examine other functions further, for example, more detailed supervision, or the possibility of integrating e-office with artificial intelligence (AI).

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