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USE OF ELECTRONIC AGENDA SYSTEM IN RECORDING OF INCOMING AND OUTGOING LETTERS TO SUPPORT E-GOVERNMENT

[1]Ismiyati1, [2]Indri Murniawaty, [3]Mar'atus Sholikah

[1,2,3]*Department of Economic Education, Economic Faculty, Universitas Negeri Semarang*

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ABSTRACT

The existence of an electronig agenda system (E-Agenda) can facilitate the correspondence activities when employee does manually, it would take a long time, then the system can help to work faster and more efficiently. Each of the subdistricts in Gunungpati requires the recording of correspondence in an orderly, because during this time in the handling of incoming and outgoing letter is still logged manually by using the agenda book, so employees are still habing difficulties if there is unclear writing to be read on the agenda book. The existence of E-Agenda system can be utilized for each village in the exercise of their duties. Implementation of E-Agenda aims to improve the quality of public services effectively and efficiently with paperless and electronic government (e- government) for the development of information technology. Similar statements by presidential instruction Number 3 Year 2003 RI that the purpose of e-government development is to develop the organization governance based electronic in order to improve the quality of public services effectively. Method of the implementation of E-Agenda is using activities include socialization, training, and mentoring to each village for a week. The final of this activities is all of subdistricts in Gunungpati can use E-Agenda for their handling of letter

*Address: L Building, Campus Sekaran, Gunungpati, Semarang,
Indonesia, 50229*

Alamat Koresponden :
Universitas Negeri Semarang
Email: kusmuriyanto@mail.unnes.ac.id

INTRODUCTION

The existence of a letter for a government agency is an important part in facilitating the work of the agency. As long as the government agency is still actively carrying out its activities and is still interacting with various parties, so long as that letter will continue to be created. This is reinforced by Dewi (2011) stating that letters are a vital part as long as modern culture and civilization are still operating as usual, so that letters serve as the most accurate reminder, black and white evidence, work guidelines, representatives or ambassadors, and public relations aspects . Same with Triyono's research (2013) confirms that although communication technology has developed rapidly, the role of letters cannot be replaced, this is because letters still play an important role as a means of connecting or communicating in delivering notifications, requests, ideas or ideas, and as evidence written.

In line with Minister of Domestic Affairs Regulation Number 3 of 2005 Article 4, explaining the implementation of correspondence management is an effort to realize the function of government. The function of government is to serve and protect the community. This form of protection can be realized through quick, easy, inexpensive, non-bureaucratic, and timely services. In order to realize good service to the community, each government agency must be able to keep abreast of developments in information technology. This is because the development of information technology has become a necessity, so that all levels of both government and private agencies are moved to use it.

With the sophistication of information technology, correspondence needs to be harmonized, in order to improve efficiency, effectiveness, transparency and accountability in carrying out government organizations, especially kelurahans. In line with Dwiningrum (2012) said that technological progress has been recognized and felt to provide a lot of convenience and comfort for the lives of humanity. Therefore, if a government organization is slow or late in absorbing information from the environment, it will have an impact on the slow pace of innovation or the steps that the organization must take. The better governance of correspondence in the village will make the village faster, more accurate and sensitive in dealing with problems.

As is the case in every kelurahan in Gunungpati Subdistrict in managing incoming and outgoing mails, it is still manual by noting in the agenda book. With a manual agenda system, every village needs a ledger as an agenda book used to record incoming and outgoing letters. The obstacle in using the manual agenda book system is the possibility of writing errors in the agenda book, the length of time needed to record the letters in the agenda book both incoming and outgoing letters, because the letter must be written one by one first. In addition, there is still incomplete information about incoming and outgoing mail, for example, such as destination, sender's address and others. The figure below is an example of recording a letter in the agenda book that is done at the partner's place.

Government organizations in the village level in the district of Gunungpati in recording incoming and outgoing letters using a separate agenda book. In one month each village requires 2 pages of the agenda book for incoming letters and 2 pages of outgoing agenda book. Within one year each village requires 24 pages of incoming mail and 24 pages of outgoing mail. There are 16 villages in the Gunung Pati sub-district. In one year in the Gunungpati sub-district region requires 384 pages of the incoming mail agenda book and 384 pages of the outgoing agenda book. The accumulation of incoming and outgoing mail agenda books for a period of one year requires 768 pages.

The above conditions will have an impact on the quality of public services effectively and efficiently with a paperless program (one form of conservation) and e-government for the development of information technology. This is in line with Indonesian Presidential Instruction Number 3 of 2003 that the purpose of developing e-government is to develop government-based (using) electronics in order to improve the quality of public services effectively and efficiently. Through the development of e-government management systems and work processes in the government environment are carried out by optimizing the use of information technology.

Based on these problems, the system of recording incoming and outgoing letters used every village in Gunungpati District is still traditional or manual. From this condition it shows that each village is still not innovating in providing services through the arrangement of the correspondence. Therefore, there is a need for socialization activities and training on electronic agendas (e-agendas) in order to realize the goals of e-government development in governance. The stages in the implementation of the e-agenda include socialization activities, training (technical guidance) and direct assistance for each village within 1 (one) week. Socialization and training related to knowledge, understanding and skills in recording incoming and outgoing letters using the e-agenda system. Assistance related to obstacles faced by the village secretary in using the e-agenda system.

Correspondence

Correspondence is an activity to convey information or news in writing from one party to another party. Therefore, correspondence is used as a liaison or written communication tool that is very important for individuals, government and private agencies, so that the letter needs special attention in its making, because the letter can support the smooth operation and facilitate the work of the organization.

This is reinforced by Triharjanto (2008) explaining that a letter is a communication tool used to convey written information by one party to another party, the information submitted can be in the form of notifications, reports, statements, orders, requests, and so forth. A letter according to Sedarmayanti (1997) is a written communication tool that originates from one party and is addressed to another party to deliver news. In line with Marjo (2000) revealed that a letter is one of the written communication tools, originating from one of the parties addressed to the other party to deliver messages and news.

The same thing was expressed by Rizal (2003), a letter is a tool to convey an intention in writing, both about supply, requests, statements, questions, job applications, and others. From this understanding, it can be concluded that the understanding of correspondence is a means to convey information and a written communication material from party one to other parties, for which this information may take the form of notices, explanations, requests, rebuttal reports and so on.

Mail function

The letter serves as a communication tool and information provider from one party to another party, the letter can provide information that is in accordance with the original, besides that the letter also has several functions, including:

1. Communication tool, which is a tool for delivering communication materials in the form of news, reports, notices, requests, and others.

2. Written evidence, that is, as valid proof that is commonly known as "black and white". This is very important, especially in official documents, such as agreements, wills, leases, letters of sale and attorneys. These letters have legal force that can be used as "written evidence" in a case in court.

3. Historical evidence, which can be used as research material to find out and explore information about how the conditions, ways and management of administration, and how to carry out various activities in the past.

4. Reminder tool, which can be used to remember and know the letters that have been sent or received within a certain time period. This can be known through archives and letter expeditions.

5. Organizational ambassadors, which can reflect the style, mentality, life, and values of the officials / offices / or offices concerned. Therefore, in compiling letters you should always be careful in thinking carefully so as not to create an unpleasant impression.

6. Work guidelines, which can be used as a pattern that must be followed and followed by institutions, organizations, or offices that carry out the secretarial function, among others in issuing various types or types of letters desired. For example a certificate is not the same as a power of attorney, and a letter of appointment is not the same as a circular (Soedjito and Solchan Tw, 2004)

The function of letters in organizations or business entities according to Rizal (2003) is as a communication tool, a documentation tool, a reminder tool, historical evidence, guidelines for taking decisions, and a tool for making administration or archiving easier. In line with Marjo (2000) explains that the function of the letter is as follows:

1. representative of the sender / writer

2. Proofing material

3. Guidelines for taking further action

4. Measuring tools for organizational activities

5. Means of shortening the distance

Agenda book

Agenda book is a kind of book (notebook) that is used to record or to register all letters received (incoming letters) and letters to be sent (outgoing letters) by an office or organization. (Wursanto, 1991). The format of the incoming and outgoing mail agenda book lines as shown in the table below

Agenda numbers are made sequentially starting from the beginning of the year until the end of the year, namely the year of the book closing service. If this system is applied purely, then the code used in the storage of scrip is the agenda number. Each script is given a code number as stated in the agenda book.

Nowadays, the arrangement of scrip using the agenda book system in complex offices its activities have begun to be abandoned and replaced with a better system, the control card system. Script storage according to agenda number is less practical, because the process of finding it back requires more time. According to Sedarmayanti (1997) the arrangement of the script with an agenda book has the following weaknesses:

1. The agenda book cannot be file

2. Means of rediscovering numbers / letter codes are hard to remember

3. Archive arrangements with equipment are difficult to implement

4. Vertical filing is difficult to make, paying less attention to the needs of the user

5. Agenda book is not flexible, pointing is not possible

The purpose of the explanation above is that the management of incoming and outgoing letters using the current agenda book can be said to be inefficient, in addition to the discovery of archives which can take quite a long time and by using this agenda book cannot be used cross-referencing, whereas this cross-pointing very useful archive discovery quickly.

But the use of agenda books is still widely done and can still support work effectiveness, because it is easy in its application also does not require a lot of human resources and can support the orderly arrangement of the archive.

METHOD

The method of implementing the activity is planned using a participatory approach, namely socialization and training where the learning is carried out in a participatory manner between the trainer and the trainees as well as direct assistance for one week to each village in the Gunungpati Sub-district area.

The initial stage is the preparation of the training, which includes the preparation of the training participants consisting of 3 sub-districts, 16 lurahs and 16 lurah secretaries in the Gunungpati sub-district area. Preparation of facilitators and instructors consisting of 2 lecturers and 8 students. Preparation of training facilities in the form of 16 laptops (provided from each village), e-agenda system and e-agenda system manuals.

1. Implementation of training, including technical training on the use of e-agenda.

2. Monitoring and evaluation of training, this stage will be carried out directly during training through question and answer.

3. Mentoring, this assistance is related to the implementation of e-agenda in each village accompanied by 1 (one) student directly.

4. Monitoring and evaluation of assistance is conducted periodically to see developments regarding the use and utilization of information technology on the e-agenda system.

After the initial stages, the implementation phase includes the work procedures in implementing the E-Agenda in villages throughout Gunungpati Subdistrict covering the following stages of activity.

1. Stage 1

The output of this stage is the increased ability related to the knowledge and capabilities of the village secretary regarding the system of recording incoming and outgoing e-agendas through e-agenda socialization activities.

2. Stage 2

The expected output in this stage is to increase the ability and skills of the village secretary in using information technology systems for recording incoming and outgoing e-agendas. There are 2 activities, namely:

a. Lurah secretary training in using the e-agenda system

b. Evaluation of training activities, including partner responses related to the understanding and skills of the e-agenda delivered by the instructor / facilitator through question and answer.

3. Stage 3

The expected output in this stage is the head of the village secretary can utilize e-agenda information technology in recording incoming and outgoing letters. There are 2 activities, namely:

a. The assistance of the village secretary in using the e-agenda system by students.

b. Evaluation of assistance activities, including partner responses related to understanding and skills of the e-agenda and the obstacles encountered in using e-agenda using observation sheets.

The flow chart of the E-Agenda implementation for each village in Gunungpati District can be seen in Figure 2 as follows.

The implementation of E-Agenda provides a target that all kelurahans in the subdistricts and Gunungpati sub-districts of Semarang City can use the E-Agenda system in recording incoming and outgoing letters. The targets for community service activities are:

1. Elements of knowledge

Participants who were targeted by the community service activities were 16 village secretaries in Gunungpati, Semarang City and 1 sub-district secretary. They are expected to be able to know a) the difference between the e-agenda system and the manual system in the recording activities of incoming and outgoing e-mails electronically, and b) the benefits of using the e-agenda system by knowing the icons that exist in this system.

2. Skill elements

In addition to participants knowing the e-agenda system, they are expected to be able to apply the e-agenda system according to the steps outlined in the e-agenda system operation manual. With the implementation of this system all incoming and outgoing mail data can be recorded electronically

DISCUSSION

Implementation of recording incoming and outgoing letters through the e-agenda system is carried out through socialization and training activities on the e-agenda system. The socialization of the recording of incoming and outgoing letters through e-agenda was held on Friday 9 June 2017 at the Gunungpati District Office Hall in Semarang City. This activity was attended by subdistricts and representatives from each village in Gunungpati sub-district of Semarang City. This socialization activity opened by Mr. Bambang Pramusinto, SH, SIP, M.Sc. as the Gunungpati City Camat Semarang. 34 e-agenda system socialization and training activities were attended by 34 people. These participants were representatives from each village and representatives from the Gunungpati sub-district of Semarang City. Details of participant socialization data can be seen in table 3.

Participants take part in this socialization and training activity with the hope of being able to know and understand the e-agenda system and be able to apply the steps in operating the e-agenda system correctly. The participants were very enthusiastic during the outreach and training activities. Enthusiastic participants can be seen when paying attention to the explanation from the instructor and questionnaire data on the satisfaction of this activity.

In Figure 4. shown in addition to the instructor explaining the operation of the e-agenda system, participants enjoyed the exercise while listening to the explanation. Those in this activity were also provided with a guide book to operate the e-agenda system.

Based on the data of 26 people out of 34 people (participants of the e-agenda system socialization and training who were willing to fill out the satisfaction questionnaire showed that 7 participants (27%) expressed their satisfaction in participating in this activity, 16 participants (61%) expressed their satisfaction in participating in this activity, and 3 participants (12%) stated they were not satisfied to participate in this activity. In general participants (88%) expressed satisfaction in participating in the e-agenda system socialization and training.

After the socialization and training activities, a team will be assisted in each village for 1 week (July 17, 2017 to July 21, 2017). The observations showed that technically both the e-agenda system and the guidebook, participants had no problems. However, obstacles arise because of the limited equipment and age factor of the participants to operate electronically.

CONCLUSION

Based on the results of the implementation of community service activities, it can be concluded that the use of the electronic agenda system (E-Agenda) in recording incoming and outgoing e-mails electronically is one of the supporters of e-government in villages throughout Gunungpati District. The use of the E-

Agenda application influences and improves the quality of resources and services, especially in the field of information technology. Thus similar activities can be carried out in other places that require guidance and training in relevant fields to improve the professionalism of village officials in providing excellent service to the community and parties in need.

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