

**LITERATURE STUDY: THE USE OF ELECTRONIC CORRESPONDENCE
APPLICATION ON WORK EFFECTIVENESS AND TIME EFFICIENCY OF
EMPLOYEES IN GOVERNMENT AGENCIES**

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Abstract

In a government system, the existence of government agencies or institutions has main tasks and functions in accordance with their fields of work. In internal relations within an agency and external relations, communication is usually carried out in writing or correspondence. In internal relations, employees carry out tasks according to the disposition of their superiors and tasks in the form of making letters or documents are sent back to their superiors and if needed will be sent to other parties. In external relations, there are many outgoing letters and incoming letters, the number of which can reach hundreds per day so that if the correspondence system is carried out manually, it causes time inefficiency, and work effectiveness in addition to the accumulation of letters so that special management is needed regarding the correspondence system. The existence of a manual correspondence system also causes various impacts such as the length of making letters, letters not received directly, lost letter files and so on. The Central Government has implemented the use of an electronic application called Srikandi in all Government agencies which can not only be used for electronic filing media but also used for correspondence management. This paper is based on a literature study. Researchers are interested in seeing the extent to which the effectiveness of the use of electronic correspondence applications on work effectiveness and employee time efficiency.

Keywords: Effectiveness, Correspondence Applications

INTRODUCTION

In office activities in Government agencies, the existence of correspondence administration is a necessity because as an agency that manages a field in Government, it will interact with other agencies or organizations. Making a letter by a staff member will start with something either related to an event within the agency or to follow up on an incoming letter. Letters or documents are made based on dispositions from leaders that take place in stages, starting from the highest to the lowest leaders. The existence of an order or disposition is usually carried out through a written order and requires a certain amount of time. Dispositions made manually will usually experience various other obstacles such as not reaching the disposition if the person given the disposition is not in the office, the wrong disposition is entered and so on. Delivery or delivery of letters or documents as a follow-up to dispositions is also carried out in stages from staff to the highest leadership level to be read or signed in accordance with their authority and if it has been signed if it is addressed to another party, it needs to be sent to the intended party which requires a certain time.

In order for the correspondence management process to run properly and can be carried out effectively and efficiently, a correspondence management system is needed that can facilitate the implementation of the correspondence management process.

Manual correspondence management that was previously a concentration will soon be replaced by an electronic format that will make it easier. In the digital era, electronic correspondence management has become a trend as well as a focus of management development in many institutions. The presence of correspondence management in electronic format offers a number of conveniences and various opportunities that were previously not available in physical format in its management. Electronic correspondence management also provides significant changes in the ease and speed of sending and sharing compared to physical mail. In addition, electronic correspondence also provides opportunities for institutions to save physical storage space while opening up more concise access opportunities for users. However, on the other hand, electronic correspondence also requires a level of management that has different complexities for institutions that are transforming management from paper-based to paperless or digital, of course, this raises various challenges.

The use of computers in correspondence management facilitates mail management activities and provides speed and accuracy in storage, search, and retrieval, so that the function of letters or

documents as a source of information that can be optimized in making decisions in an organization. The computer is also used as a substitute for the index of all stored archives. Therefore, computers can create manage mailings and be managed in the system. In addition, it also requires human resources who are professional, responsible, and understand the development of information technology in handling automated correspondence that can improve the service of information needs that are fast, precise, and also accurate. The need for fast, precise, and accurate information services is one of the benefits of using information technology. This electronic correspondence system will help reduce unnecessary processes in handling letters. Because standard procedures that are usually done manually can be transferred to a computerized system. Performance in terms of letter handling will also increase because the application system will allow all activities to take place in real time assisted by information technology.

THEORETICAL FOUNDATION

A letter is a means of communication between two parties in the form of writing on paper or otherwise. The main purpose of writing a letter is none other than to communicate or inform an idea and thoughts to another party, either on behalf of a person or something else (Suprpto, 2006: 1). According to Bratawidjaja (2002), a letter is a tool to describe the contents of the heart or intentions towards other people in writing. Other people here can be interpreted as individuals or entities. Another opinion says incoming letters are letters received from other companies and have a specific purpose. Outgoing letters are official letters made by organizations or companies that are sent or addressed to other parties outside the organization or company (Wursanto, 2006: 232)

Letter Function According to Suprpto (2006) letters are a written communication tool and for an agency have functions as:

1. Representative of the sender of the letter (representative of the agency), namely a letter always represents the sender or writer as an identity that the recipient of the letter needs to know.
2. Evidentiary material, namely as tangible and written evidence that the letter has been sent by the author to the intended recipient.
3. As a reference for taking further action on a problem, namely that from the letter the recipient can take action on the issues discussed in the letter.
4. Measuring tool for agency activities, namely letters
5. A means of shortening the distance, namely a person or agency located in another area and far away can still communicate and provide information by sending a letter

Scope According to Suprpto (2006) the scope of letters are :

1. Dinas letters concern material whose scope is essential in official communication which starts from determining the type, nature, format, means of securing letters and signing authority.
2. Determination of letter format that accommodates editorial form and layout as well as other supporting factors, including the use of paper and envelopes.
3. Letter security and its legal aspects need to be seen as the most important determinant in order to be effective and successful.

The principles of correspondence according to Bratawidjaja (2002) are:

1. Security Principles Official letters are closed, so the confidentiality of their contents must be maintained. Officials and correspondence officers are not allowed to provide information to those who are not interested, either in writing or orally.
2. The principle of standardization Official letters are processed and compiled according to procedures and forms that have been determined in accordance with applicable regulations. Procedures and forms that are comprehensive in nature are standardized by considering company/agency activities in the context of efficiency and effectiveness.
3. The principle of accountability Official letters can be accounted for, both in terms of content, format and procedure. This principle underlies the idea that the method of letter format is

related to the function and authority of the official who signs it based on applicable regulations.

4. The principle of linkage The correspondence system has a relationship with office administration in general and archival administration in particular. All correspondence management activities are an integral part of office management and archival management.
5. Speed Principle In order to support the smooth implementation of the duties and functions of the work unit, correspondence management activities must be managed on time.

Types of Letters According to Bratawidjaja (2002) letters can be distinguished based on various aspects as follows:

1. Assortment of letters based on reach

- a) External External letters, namely letters originating from and to other agencies
- b) Internal letters, namely letters that originate from and to fellow sections within the scope of

Research on e-office including electronic correspondence has been done a lot, especially in terms of recording the letter document itself. Previous researchers include Gusti Agung Ayu Putri (2005) with the title of designing information systems for correspondence and archives at Udayana University using an object-oriented programming paradigm. According to Gusti Agung Ayu Putri in her journal entitled the design of information systems for correspondence and archives at Udayana University using an object-oriented programming paradigm. It is explained that a paperless-work system culture will be developed at Udayana University through the implementation of information technology (IT) so that administrative practices that are loaded with manual verification can be replaced with electronic verification. Along with the policy of implementing bureaucratic reform in Indonesia, which requires every business process / office activity to run efficiently and effectively, causing the transformation of business processes from conventional systems to automation systems. Business processes carried out manually (document driven) describe the delivery of a document, for example a letter that is still in the form of hardcopy, and sent by courier between units in the office environment.

According to Dimas Sigit Dewandaru (2013), the use of e-office is one way that can be done in order to socialize E-government in the office environment. E-office is part of an information technology system that aims to simplify business processes, especially correspondence administration through the use of internet media and electronic mail.

Budi Haryanto, Lukito Edi Nugroho, Wing Wahyu Winarno (2015) pada penelitian di Kota Salatiga menyatakan bahwa Kota Salatiga telah terhubung dalam satu jaringan. Namun kegiatan operasional surat menyurat masih dikelola dan didistribusikan secara manual. Infrastruktur jaringan yang sudah dimiliki oleh Pemerintah Kota Salatiga memiliki potensi untuk pengembangan sistem perkantoran secara elektronik (e-office) sehingga dapat mempercepat dan memperlancar proses pengelolaan dan pendistribusian surat. Sistem e-office yang dirancang akan diintegrasikan dengan e-mail resmi pemerintah sehingga pengguna mendapatkan notifikasi berupa e-mail jika terdapat surat yang baru masuk ke dalam sistem e-office. Integrasi sistem e-office dengan e-mail memberikan beberapa keuntungan, yaitu single sign on, paperless, fast delivery, real time, easy tracking, dan mobile access.

According to Mulia Sulistiyono and Fatah Yasin (2016), as with government offices in Indonesia, until 2012 the Personnel Bureau of the Ministry of Education and Culture of the Republic of Indonesia (Kemdikbud) mostly still used a manual office administration system. This system requires a large supply of office stationery, especially the use of paper. The system also requires time and effort in the process of distributing documents. Another problem in the manual system is document storage and search. Document storage requires a lot of space in the office which makes the office more cramped and cluttered. In terms of searching for documents, it will be more difficult if the documents are not stored regularly. besides that, this system is also prone to acts that lead to Corruption, Collusion, and Nepotism with no transparency in the processing of a file or other important documents.

RESEARCH METHODS

This type of research uses a literature study methodology. Kartiningsih (2015) says that the literature study method is a series of activities related to library data collection methods, reading and

recording, and managing research materials. Kartiningsih added that literature studies are carried out by every researcher with the main purpose of finding a foothold/foundation to obtain and build a theoretical basis, framework, and determine temporary conjectures or also known as research hypotheses.

RESULTS AND DISCUSSION

Every agency within the government, both central and regional, applies the Srikandi electronic official manuscript (Integrated Dynamic Archive Information System) which includes correspondence management. The Srikandi application is the result of collaboration between the Ministry of Administrative Reform and Bureaucratic Reform (PANRB), the Ministry of Communication and Information Technology, the National Cyber and Crypto Agency (BSSN), and the National Archives of the Republic of Indonesia (ANRI) which was approved by the Coordinating Minister for Political, Legal and Security Affairs of the Republic of Indonesia, This application was launched as a general application for archives in the Electronic-Based Government System (SPBE) on October 27, 2020.

.Srikandi aims to make innovations regarding archives including correspondence management so that it makes it easier to create letters and documents, process outgoing letters, receive and schedule received letter manuscripts to be able to dispose of received manuscripts. In the process in the Srikandi application, a draft signing process can also be carried out for numbering before the process of sending out manuscripts and the process of classifying received and outgoing manuscripts.

Some features of the Srikandi App:

1. Manuscript/Letter Receiving Process

External parties from other government agencies or internally within one agency who send letters or documents can go through the Srikandi application so that the letters received can be directly seen in the application and can be done anywhere as long as there is an internet network.

2. Manuscript Creation Process

In a letter or document that has been completed, it will have a complicated process, related to this, Srikandi will process to send and receive manuscripts electronically between work units and between Government agencies.

3. Manuscript Verification

Before the manuscript is sent, it requires a review process from the person who has the responsibility or verification process of the draft that has been made which aims to keep the manuscript intact, authentic and trusted by the recipient and also the electronic signing process. The manuscript verification process is carried out in stages, starting from the direct leader or other parties who are interested or have the authority and so on to the leaders above him. 1.

4. Electronic Signing

Electronic signing of letters or manuscripts can be done through the Srikandi application, where the signature affixed to the letter is in the form of a certified barcode that can be scanned if needed. The advantages of electronic signing include:

- Do not have to wait if the person who has to sign is not in the place because it can be represented by his secretary who is given the trust and duty of his function so that it saves time.
- Can be done anywhere as long as there is a computer, cellphone and internet network so that there is time efficiency and can improve performance related to letter making, especially related to the volume of letters that can be completed.
- After the letter or document is signed, it can be immediately read or received by the scriptwriter and the party addressed in the letter.

From the things mentioned above, we can know that the use of the Srikandi application that can manage correspondence electronically can make work more efficient and employee work effectiveness.

An organization or agency always tries so that the employees involved in it can achieve work effectiveness. The success of the organization in achieving its goals begins with the success of each employee concerned. Effectiveness is the main element to achieve a goal or target that has been determined in every organization. Effectiveness can be said to be effective, if the predetermined goals or objectives are achieved. According to Steers (1985) effectiveness is usually done to measure

the extent to which a group or organization is effective in achieving a goal. Meanwhile, work effectiveness is the degree to which a person or group in carrying out their main duties to achieve the desired goals

The term effectiveness is often used in an organizational or corporate environment to describe whether or not the goals chosen by the company are appropriate. This effectiveness can be seen from the benefits or advantages of something chosen for the benefit of the organization or company. Effectiveness is also often used to measure the success achieved by organizations or companies related to planned programs. The management of an organization or company can be said to be successful if the goals or objectives set are able to be implemented and provide benefits to the company. The measure of effectiveness can be assessed by comparing the achievement of the objectives of an activity carried out and not the costs incurred to carry out the activity (Danim, 2004).

Effectiveness within the scope of an organization or company is usually associated with the implementation of a set program or activities carried out by the company to advance and develop the organization or company. To carry out this program or activity, it must be supported by adequate human resources, namely abilities, expertise, and skills. Meanwhile, Robbins (2003) states that effectiveness is related to the ability to choose or do something that is most appropriate and able to provide direct benefits.

The use of the Srikandi application, which also has a process for official documents, can also make employees save time or time efficiency. According to Mulyamah (1987; 3), namely: "Efficiency is a measure in comparing the planned use of input with the realized use or other words, the actual use" While the definition of efficiency according to SP.Hasibuan (1984; 233-4) who quoted H. Emerson's statement is: "Efficiency is the best comparison between input (input) and output (the result between profit and resources used), as well as the optimal results achieved with the use of limited resources. In other words, the relationship between what has been accomplished."

Although the use of electronic correspondence management applications has various advantages, there are problems or obstacles faced in using the Srikandi application, including the need for human resources who can operate the application so that special training is needed, the need for an adequate internet network so that the use of applications can run smoothly and the availability of adequate computer equipment and electronic devices.

CONCLUSION

1. The use of electronic correspondence management applications can assist employees in Government agencies in correspondence management, starting from receiving letters, dispositions, creating letters, verification, signing letters and sending letters.
2. The use of electronic correspondence management applications can also increase the efficiency of employee time considering that letter writing, verification, signing and sending letters can be done directly to the recipient both internal agencies and external agencies because it can be done anywhere as long as there are computer devices and internet networks.
3. The use of electronic correspondence management applications can also increase employee work effectiveness because it makes the correspondence management process faster and the volume of work such as making letters and other documents can be increased.

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