

THE EFFECTIVENESS OF USING THE E-OFFICE AND THE SRIKANDI APPLICATIONS AT THE BALIKPAPAN CITY LIBRARY AND ARCHIVES OFFICE

Susan Choirul Prianthy¹, Santi Dewiki², Dewi Maharani Rachmaningsih^{3*}

^{1,2,3}(Department of Archives, Faculty of Law, Social, and Political Sciences)

ABSTRACT : Information technology plays an important role in human life. The development of information technology is currently accelerating across various domains, including archival practices. A significant impact of technological advances in the archiving domain is the emergence of archival applications. Archival applications provide both opportunities and challenges in organizing archives electronically. This study aims to provide a comparative analysis on the efficacy of archival applications, particularly the e-Office application and the SRIKANDI application, in facilitating the office administration process at the Library and Archive Office of Balikpapan City. This study employed qualitative method, utilizing a case study approach to enable an in-depth exploration regarding user experiences with these two applications. Data were collected through comprehensive interviews, observation, and analysis of related documents. The findings showed that both applications had advantages and disadvantages. The e-office application software excelled in terms of system integration and ease of access, whilst the Srikandi application offered a variety of specialized features supported by four archival instruments. Nevertheless, users of both applications reported difficulties in usage and the need for adaptation to new technologies. The findings offer valuable insights for stakeholders to select the appropriate application to improve the efficiency of public administration. This study also advocates for more intensive training for users to augment the efficacy of both applications.

Keywords - application, effectiveness, e-office, implementation, Srikandi.

I. INTRODUCTION

Industry 4.0 is a prominent subject of interest for all stakeholders. The issue is exacerbated by various articles examining the Industrial Revolution 4.0 in diverse contexts. The term Industrial Revolution 4.0 refers to the ongoing process of automation and data exchange. It represents a new industrial world characterized by extensive use of virtual and complex technologies. Industry 4.0 will introduce robust creativity and innovation, representing a substantial leap for the industrial sector, as information and communication technologies will be employed to achieve optimal quality.

Nowadays, the domain of information and communication technology is highly strategic, as it offers a borderless, timeless environment that increases productivity. What is the impact of Industrial Revolution 4.0 on the field of archives? Along with the advancement of contemporary technology, archives are now predominantly electronic rather than reliant on conventional media. This poses a significant issue for the community.

In the context of global challenges posed by the Industrial Revolution 4.0, the adoption of e-Government has transitioned from an option to a necessity for public organizations. This is reinforced by Presidential Regulation Number 95 of 2018 on the Electronic-Based Government Systems (SPBE), marking a new era in governance. The implementation of such strategy mandates that all government agencies adopt SPBE, commonly referred to as e-Government. The digitization of governance is a concrete advancement in bureaucratic reform, leading to the improvement of the quality of public services.

In embracing the Industrial Revolution 4.0, archivists must proficiently navigate information and communication technologies, as electronic archive management has been extensively used in both governmental and private sectors. Recent years have witnessed a substantial transition in technological developments in the field of archives. The adoption of digital technologies has rendered the archive management process more efficient, effective, accurate, and accessible. Numerous technological innovations have enabled institutions and organizations to enhance their efficiency in storing, organizing, and managing records. Archivists face challenges in managing archives in the digital era, particularly with the emergence of archives reliant on digital technologies and cloud computing.

The advancement of information technology currently supports the creation of electronic archives; hence, what is the status of electronic archives when regarded as legal evidence? Thus far, the public perspective exhibits greater trust in conventional archives. According to Law Number 11 of 2008 on Electronic Information and Transactions, Article 1 defines electronic documents as,

“...any electronic information created, transmitted, sent, received, or stored in analog, digital, electromagnetic, optical, or similar formats, which can be seen, displayed, and/or heard through a computer or electronic system, including but not limited to writings, sounds, images, maps, designs, photographs or the like, letters, signs, numbers, access codes, symbols or perforations that have meaning or significance or can be comprehended by an individual capable of understanding them.”

However, the provisions regarding electronic information and/or electronic documents are inapplicable to [Article 5 paragraph (4)], which specifies that letters mandated by law to be in written form, as well as letters and documents mandated by law to be executed as notarial deeds or deeds by deed-making officials, are exempt.

Furthermore, Article 5, paragraph (1) of the Law stipulates that electronic information and/or electronic documents and/or their printouts constitute valid legal evidence. Subsequently, Article 6 of Law Number 11 of 2008 asserts that

“In the event that there are other provisions other than those mandated in Article 5 paragraph (4) that stipulate information must be in written or original form, electronic information and/or electronic documents are deemed valid insofar as the information contained therein can be accessed, displayed, guaranteed its integrity, and can be accounted for so as to explain a situation.”

The advent of electronic archives is expected to enhance user efficacy in archive management. Efficacy, derived from the term effective, signifies success. Effectiveness refers to the accomplishment of predetermined objectives. According to Stephen P. Robbins, effectiveness entails executing activities that directly facilitate an organization in attaining various goals. Syam (2020) defines effectiveness as the degree of alignment between actual output and the expected output relative to the input in an organization or individual. Generally, effectiveness reflects the extent to which a predetermined goal—defined by quantity, quality, and time—has been achieved by management. These targets are established in advance. Effectiveness serves as an affirmation of the completion of specific tasks within an organization (Wahyudi Kumorotomo, 2005).

Admosoeprapto (2016) states that work effectiveness is a metric indicating the extent to which employees fulfill the objectives set by the organization, in accordance with the predetermined targets and standards. He further identifies benchmarks that can be used as indicators of work effectiveness, including:

- 1) the organization's capacity to meet its goals, manifested through increased profits and the quality and quantity of services. Each employee is required to complete tasks according to the assigned targets so as to achieve optimal work effectiveness;
- 2) work quality that is related to the quality of output delivered by employees to the organization. This quality is also reflective of the employees' attitude, characterized by the neatness, accuracy, and relevance of their results, while also considering the volume of work performed.
- 3) Work quantity that refers to the volume of output produced under normal conditions. This is obtained from workload and conditions encountered during the task.
- 4) Timely completion of work that is essential to achieving established goals and minimizing incurred costs. Each employee must utilize time properly by arriving on time and striving to accomplish the responsibilities outlined by organization policy.

This study defines effectiveness as a metric that describes the extent to which employees meet organizational targets or standards. Measuring the level of effectiveness of application performance in archive management is complex due to the diverse interpretation involved.

According to Stoner (2010), efficiency is defined as the capacity to optimize the use of resources in achieving organizational goals. It entails executing activities in the most straightforward manner, with minimal cost and reduced time, to attain these goals. Efficiency serves as a metric for evaluating the success of an activity through the effective use of resources to achieve a specified outcome.

The rapid development of information technology compels regional apparatus to adopt digital-based systems to improve operational efficiency and effectiveness. The Balikpapan City Government is no exception. In the context of archiving, e-office application and SRIKANDI application serve as a solution to transition from a manual archiving system to a digital one. In the growing digital era, the integration of information technology in archival management is an indispensable requirement. It facilitates a multitude of activities with remarkable speed, ease, and practicality. Within the archival domain, the impact of information technology is evident through the emergence of archival applications, viz. the e-office application and the SRIKANDI application.

The e-office application is designed as a means of communication and coordination aimed at improving work efficiency and effectiveness within the Balikpapan City Government. Meanwhile, the SRIKANDI application emerged alongside the Presidential Regulation Number 95 of 2018 on Electronic-Based Government Systems and the Decree of the Minister of Administrative Reform and Bureaucratic Reform

Number 679 of 2020 on General Applications for Dynamic Archives. The introduction of these two applications signifies the transformation of archive management from a manual to an electronic-based system. This transformation is designed to facilitate effective, efficient, secure, and organized archive management in accordance with archival regulations and standards.

The e-office application and SRIKANDI applications represent a technological implementation in the archiving field used by the Balikpapan City Government. Their introduction aims to enhance the effectiveness and efficiency of archive management. However, both applications pose distinct challenges. A comprehensive analysis is necessary to assess their effectiveness in fulfilling user requirements and to identify the obstacles encountered, particularly since the e-office application has been operational since 2017. Furthermore, the implementation of the Electronic-Based Government Systems (SPBE) policy mandates the exclusive use of SRIKANDI application for archival purposes throughout Indonesia, necessitating the immediate deactivation of any previously used regional applications in favor of SRIKANDI application.

The transition of e-office application to the SRIKANDI application certainly presents distinct impacts and challenges in archive management within the Balikpapan City Government. Thirty-six regional apparatus, accustomed to the e-office application, are compelled to adopt the SRIKANDI application. This shift elicits varied responses from not only the regional apparatus utilizing e-office application but also all employees within the Balikpapan City Government. This situation necessitates an investigation of the effectiveness of both two applications, making it a compelling subject for further study.

As with any novel innovation, there are proponents and detractors. This is allegedly due to apprehensions regarding the effectiveness and efficiency of correspondence-related tasks. Moreover, the SRIKANDI application lacks integration with other applications, whereas the e-office application has been integrated with both the SIMPEG and SIPENA (Service Travel System) applications. Initially, the e-office application was perceived to meet the needs of employees. However, it comprises merely two archival instruments, namely the Office Manuscript and the Archive Classification Code. In contrast, effective archive organization necessitates four archival instruments. Given the advantages of the SRIKANDI application, which is supported by four instruments, it is anticipated that it will address the concerns of e-office application users and enhance their effectiveness in archive management.

II. METHODS

This study employed qualitative method by means of in-depth interviews, observation, and document analysis. It aims to elucidate the advantages, disadvantages, and challenges associated with the implementation of both applications. By analyzing data obtained through interviews with key informants and direct observations, this study is expected to facilitate the transition from the e-office application to the SRIKANDI application in the Balikpapan City Government. The data were collected through interviews with respondents who are civil servants from various regional agencies, including the Library and Archives Agency, the Manpower Agency, the Population and Civil Registry Agency, the General and Equipment Section of the Regional Secretariat of Balikpapan City, and Subdistrict Offices in Balikpapan City Government. This approach was carried out to obtain objective information from the users of both applications.

III. RESULTS AND DISCUSSION

The positive impact of the development of information technology in archival management is exemplified by the e-office application introduced in 2017. The application signifies a digital transformation in the management of archival administration, arising from the recognition of the importance of archives. The e-office application facilitates the electronic management of official documents through the use of information and communication technology, enhancing the efficiency and expediency of decision-making processes for leadership. Its objectives include reducing the use of paper, streamlining bureaucracy, and improving service delivery. The e-office serves as a correspondence application employed by the Balikpapan City Government.

The e-office application is designed for a website and Android, with plans for an iOS version. The website version allows users to create external correspondence, whereas the Android version is limited to viewing incoming or outgoing letters and performing signatures. There are two categories of users, namely as ordinary users and general section users. General section users have the capability to oversee all correspondence, direct incoming letters to superiors, specifically the Head of the Regional Apparatus, and assign letter numbers. The e-office application is exclusively available to State Civil Apparatus. Access requires an Employee Identification Number and either a user-created password or default password.

The e-office application adheres to two of the four archival instruments, namely the Office Manuscript and Archive Classification Code, and includes an electronic signature feature. Utilizing the e-office application facilitates effective and efficient coordination and communication with leadership, particularly for urgent matters requiring immediate attention. This application is used by all agencies within the Balikpapan City Government, significantly improving inter-agency coordination and communication. The creation of letters through this application complies with the established Office Manuscripts.

After two years of implementation, the e-office application has been integrated with the Dynamic Archival Information System (SIKD) of the National Archives of the Republic of Indonesia (ANRI). E-office – SIKD now has two out of four archival instruments, namely the Office Manuscript System and the Archive Classification Code. Two others, namely the Archive Retention Schedule (JRA) and the Dynamic Archive Security and Access Classification System (SKKAD), have not yet been accommodated in the application. Since its implementation, dynamic archive management has become more streamlined, effective, and efficient. This aligns with the archival objectives outlined in Article 3, Letter C of Law Number 43 of 2009 on Archives, which ensures reliable archive management and the utilization of archives in accordance with statutory provisions.

The creation and retrieval of archives is becoming increasingly easier, as e-office applications are accessible without the need of a PC or computer, being operable via smartphones. The e-office application is gradually facilitating a transition from manual correspondence to digital (paperless) one. The challenges encountered while using the e-office application are related to network issues, although these occurrences are infrequent due to regular maintenance.

The SRIKANDI application is the first general application established based on the Presidential Regulation Number 95 of 2018 on Electronic-Based Government Systems and the Decree of the Minister of Administrative Reform and Bureaucratic Reform Number 679 of 2020 on General Applications for Dynamic Archives (AUBKD). Launched on October 27, 2020, it serves as a general application for archives in the Electronic-Based Government Systems (SPBE). The SRIKANDI is a collaborative effort involving the Ministry of Administrative Reform and Bureaucratic Reform (PANRB), the Ministry of Communication and Information, the National Cyber and Crypto Agency (BSSN), and the National Archives of the Republic of Indonesia (ANRI). This application ensures that all analog and digital-based information is properly recorded, thereby serving as evidence of accountability and a collective national memory.

The SRIKANDI application is a Government to Government (G2G) platform, assessible to both central and regional agencies. It aims to eliminate the need for individual ministries or agencies to develop their own archival applications, as SRIKANDI standardizes and integrates business processes, data standards, and data security. It has several main features. The first is archive creation, which facilitates the creation, transmission, and reception of electronic official documents. The second feature pertains to the archive maintenance, ensuring the authenticity, integrity, and reliability of the archives. In addition, the SRIKANDI application includes functionalities for authorized access to archives and archive depreciation, which includes the relocation and destruction of archives.

The e-office application and SRIKANDI application are developed based on archival instruments, each possessing distinct strengths and weaknesses regarding features, business processes, and integration capabilities with other applications that support employee needs. By analyzing the strengths and weaknesses of both applications, this study aims to elucidate the efficiency and effectiveness of their implementation. In this disruptive era, both applications play a crucial role, as information and communication technology hold strategic significance by facilitating limitless access to information and enhancing productivity.

The migration from the e-office application to the SRIKANDI application commenced following a Limited Meeting led by the Regional Secretary of Balikpapan City, Muhaimin, ST. MT. The meeting was attended by Assistant I, II, III, and several leaders of regional apparatus responsible for the execution of both applications, including the Communication and Informatics Office, Library and Archives Office, Inspectorate, Legal Section, and General and Equipment Section. The Head of the Library and Archive Service said that:

“...the SRIKANDI application has contained all archival business processes from archive creation to archive depreciation using four dynamic archive management instruments already embedded in the application, namely Office Manuscripts, Archive Classification, SKKAD, and Archive Retention Schedule. Meanwhile, in the e-office application, there are only two archival instruments in archive creation, namely the Office Manuscript and Archive Classification. The Srikandi application is countrywide, making it very easy to conduct correspondence between agencies, within the city government, provincial government, and the central government. Meanwhile, the e-office is only limited to the Balikpapan City Government.”

During the meeting, it was conveyed that letters created by the Balikpapan City Government using the e-office application cannot be accepted by the Ministry, Prosecutor's Office, and Court. The Head of General Affairs and Equipment expressed support related to the application migration.

“...I agree, because the Srikandi application is a general application in accordance with the SPBE Law. Although letter creation in the e-office is faster and easier compared to that in the Srikandi, which involves downloading templates and subsequently reuploading them, the e-office signature is frequently unrecognized when used outside the Balikpapan City Government agency.”

After conducting in-depth discussions and considering the two applications, it has been noted that two regencies or cities in East Kalimantan Province have not implemented the SRIKANDI Application, one of which is the Balikpapan City Government. Therefore, the Regional Secretary of Balikpapan City is resolved to

initiate the migration and has mandated that on October 1, 2024, the launch and use of the SRIKANDI application within the Balikpapan City Government is carried out. He anticipated that prior to the migration, the Department of Library and Archives of Balikpapan City, as the Regional Archival Institution, would provide support and guidance on the use of the SRIKANDI application to all regional apparatus down to the sub-district level within the Balikpapan City Government.

In accordance with the directive of the Regional Secretary of Balikpapan City, the Library and Archive Service offers support for using the SRIKANDI application to all regional apparatus and urban villages. Despite the mixed reactions regarding the application migration, the enthusiasm of civil servants serving as regional apparatus administrators and operators/mail recorders to master the SRIKANDI application remained visible. Throughout the mentoring phase, the Regional Secretary consistently monitored the engagement of regional apparatus.

Following the mentoring, it is expected that not only regional apparatus administrators and letter recorders will use this application, but all civil servants are required to learn and use the SRIKANDI application, gradually phasing out the e-office application. A notable deficiency of the e-office application is its localized nature, restricted solely to the Balikpapan City Government; hence, any correspondence intended for external entities must be executed manually rather than electronically. In addition, the e-office application still used an outdated classification code that did not align with the Minister's Decree Number 83 of 2022 on Archive Classification Codes within the Ministry of Home Affairs and Local Government.

The e-office application, supported by merely two archival instruments, is certainly suboptimal within the archival lifecycle. Moreover, the official manuscripts and classification codes used in the e-office application did not comply with the latest regulations from the Ministry of Home Affairs. The creation of official manuscripts in the e-office application often yielded disorganized results, necessitating several improvements to ensure the manuscripts appear orderly. Conversely, the SRIKANDI application offers templates for various types of official documents, allowing users to download and customize them according to the intended purpose.

The challenges encountered during the early stages of implementing the SRIKANDI application are as follows.

- 1) The regional device administrator, appointed by the Head of the General Subdivision, must input the respective work units, positions, and users into the regional device.
- 2) The official manuscript numbering system utilized by the Balikpapan City Government must be regulated to align with the archiving standards outlined in ANRI Regulation Number 5 of 2021.
- 3) All Srikandi users, from Regional Apparatus leaders to Sub-District Heads and Village Heads, must have an electronic signature (TTE).

According to the Archivist of the Library and Archive Service, the SRIKANDI application is expected to be integrated with other applications, particularly staffing applications (such as Simpeg), to facilitate the creation of user accounts by accessing the most current and valid data from the staffing application.

"I am quite satisfied with the e-office application because it helps in the creation of archives. The features are simpler and easier to use, but I am very satisfied with the SRIKANDI application as it contains all archival business processes starting from the creation of archives to their depreciation."

According to the General Administration Staff responsible for the Letter Recorder at the Manpower Office, the challenge in using the e-office application is enhancing the aesthetic quality of the manuscripts made through the available features. Meanwhile, the challenge in using the SRIKANDI application lies in Human Resources, internet networks, and the necessary transformation of mindset and work culture among ASN users of these applications.

The e-office application and the SRIKANDI application significantly enhance archival management. Both applications represent a transformation in this domain, offering solutions to improve the efficiency and effectiveness of archival management in accordance with archival regulations. Nevertheless, the Balikpapan City Government can no longer utilize the e-office application, as the Central Government mandates the exclusive use of the SRIKANDI application for national archival purposes. Therefore, initiatives to migrate to the SRIKANDI Application have commenced to align with national standards and enhanced public services.

IV. CONCLUSION

The e-office application and the SRIKANDI application have distinct strengths and weaknesses. The e-office application is notable for its efficiency and rapidity in generating official documents. In addition, it is integrated with other applications, namely staffing application (SIMPEG) and the SIPENA application, rendering it exclusive to the Balikpapan City Government. Conversely, the SRIKANDI application offers a more comprehensive features aligned with archival instruments and regulations. Notably, the SRIKANDI application includes a filing feature absent in the e-office application. The fundamental difference between the two lies in their applicability and the degree of acceptance outside the Balikpapan City Government agencies. The e-office application is constrained by its compatibility issues with agencies outside the Balikpapan City

Government, whereas the challenges encountered in the deployment of the SRIKANDI application pertain to the complexity of official document creation, network issues, and the operational speed of the application across Indonesia, posing significant hurdles for users. This study concluded that both applications have provided substantial benefits, including enhanced work efficiency, reduced paper usage, and greater inter-agency coordination.

This study, moreover, suggests that optimal implementation of the SRIKANDI application requires attention to the following points: 1) gradual migration: The Balikpapan City Government may execute the relocation process gradually and systematically, with comprehensive support from the Library and Archive Service to all regional agencies and villages, ensuring a seamless transition; 2) improved infrastructure and training: to address network issues and the intricacies of utilizing the SRIKANDI application, it is necessary to improve the information technology infrastructure and provide intensive training for all ASN users; 3) dissemination and mentorship: the Library and Archives Office can partner with each regional agency to facilitate dissemination and mentoring, enhancing ASN's comprehension and proficiency in using the SRIKANDI application effectively; 4) continuous evaluation: during the implementation of the SRIKANDI application, regular assessments may be conducted to ascertain the efficacy of the application's development and to identify and address any challenges found throughout its use.

V. ACKNOWLEDGEMENTS

The author expresses sincere gratitude to Universitas Terbuka for the opportunities and guidance so that they can complete the scientific work course assignments

REFERENCES

- [1] Admosoeprapto. (2016). Produktivitas Aktualisasi Budaya Perusahaan. Gramedia: Jakarta
- [2] Rustam, Muhammad. (2022). Pengelolaan Arsip Elektronik. Universitas Terbuka: Tangerang
- [3] Mulyantono, M. Imam. (2023). Otomasi Dalam Kearsipan. Universitas Terbuka: Tangerang.
- [4] Milenia (2023). Efektivitas Pelayanan Aplikasi Sistem Informasi Kearsipan Dinamis Terintegrasi (SRIKANDI) di Dinas Perpustakaan dan Kearsipan Kota Pekanbaru. Jurnal Ilmiah Wahana Pendidikan. Pekanbaru. ISSN
- [5] Muljono, Puji dkk. (2023). Metodologi Penelitian dan Laporan Kearsipan. Universitas Terbuka: Tangerang.
- [6] Dr. Harahap, Nursapia. (2020). Penelitian Kualitatif. Medan: Wal ashri Publishing
- [7] Abidin, Agus. (2023). Implementasi Aplikasi Elektronik Office (E-Office) Dilihat Dari Aspek Sumber Daya Pada Sekretariat Daerah Kabupaten Tagalong. Jurnal
- [8] Dasnoer, Harvi dkk. (2023). Implementasi Kebijakan Sistem Informasi Kearsipan Dinamis Terintegrasi (SRIKANDI) Di Kecamatan Padang Utara Kota Padang. Jurnal Ilmiah Wahana Pendidikan: Padang
- [9] Nur Zalfaa Alfathi Mohi, Athifah Nur, Mohammad Suloli, Muthia. (2023). Analisis Aplikasi SRIKANDI Menggunakan Metode TAM. Jurnal.
- [10] Undang-Undang Nomor 11 Tahun 2008 tentang Informasi dan Transaksi Elektronik