

Analysis Of The Implementation Of E-Office X In The Business Archives Of PT X Head Office

Nadira Aulia Putri¹, Marsofiyati², Suherdi³

¹Digital Office Administration , Universitas Negeri Jakarta, Indonesia

²Department of Office Administration Education, Universitas Negeri Jakarta, Indonesia

³Department of Office Administration Education, Universitas Negeri Jakarta, Indonesia

Abstract

This study aims to investigate the implementation of E-Office X on Business Archives at PT X Head Office. Data for this research were obtained through several methods, namely observation, interviews, and documentation. The data sources were selected using purposive sampling techniques. The analysis in this research was conducted using a descriptive analysis method to provide a comprehensive overview of how employees utilize the web-based E-Office in the systematic, factual, and accurate application of business archives based on the investigated facts. Therefore, this study is expected to provide in-depth insights into the utilization of E-Office on business archives and its impact on the administrative performance of PT X Head Office.

Keyword: business archives; e-office; application

1. Introduction

Communication is essential in company operations, involving the exchange of information, ideas, and opinions between individuals, teams, and departments. This communication can be verbal, such as meetings or phone calls, and written, such as emails and letters. Letters remain a medium of communication for conveying information, serving as reminders, and providing written proof, including for agreements and confidential documents, ensuring their confidentiality.

Business archives play a crucial role in the structure of a company or organization. The function of business archives is not only limited to storing currently relevant information but also carries historical value vital to the entity. It is important to understand the benefits and the need for effective management of business archives.

Technological advancements play a significant role in developing electronic archiving systems for companies. Information technology is necessary to optimize the decision-making process, one of which is through the E-Office system. E-Office is a digital administration system that allows centralized management of data, information, and communication. The National Archives of the Republic of Indonesia (ANRI) uses this digital system to manage national archives in digital format, in line with bureaucratic reform policies that promote efficiency and effectiveness.

This research involves a pre-research survey with a questionnaire given to employees in the Digital Lending & Payment Division of PT X Head Office to collect information about the

use of the E-Office X application for business archives. The survey results show that most respondents can utilize e-office for business archives to assist in work processes. This study aims to analyze the implementation of E-Office X and efforts to apply e-office to business archives at PT X Head Office.

This research is expected to complement previous studies by focusing on the implementation of e-office in business archives at PT X. With continuous improvement efforts, this research reaffirms the company's commitment to adopting technology that supports the company's growth and progress.

2. Literature Review

2.1 Business Archives Concept

Business archives can be defined as inactive records maintained by the organization that created or stored them. This can also be done by an agency under the organization or by specialized archival services, such as local records offices. All of these efforts are made to protect the records due to their inherent value.

According to Nguyen (2014) in a journal by Safitri (2020), electronic records and archive management is essential to ensure transparency, accountability, and good governance. Digital archives serve as evidence of issues faced and assist in making appropriate decisions. In Indonesia, the preservation of digital archives has not yet become a top priority, as reflected by the limited research conducted. It is important to review the urgency of continuously preserving digital archives (Aminudin Fad et al., 2023). Although there are challenges in managing digital archives in the Gov 2.0 (e-gov) era, developing an optimal electronic records and archive management framework can help produce quality information from big data amidst the challenges of an information-rich era.

2.2 Implementation Concept

Implementation is an action taken by individuals or groups aimed at achieving formulated goals. According to Riant Nugroho, implementation is essentially a method used to achieve desired objectives (Nugroho, 2003:158). Implementation can be realized when previously made decisions align and are consistent, allowing the organization to achieve its desired goals. From Usaman's (2002) perspective, implementation relates to activities, actions, or mechanisms within a system. Implementation is not merely an activity but a planned endeavor with specific objectives. Meanwhile, according to Setiawan (2004), implementation can also be understood as the expansion of activities that adapt to each other, integrating the process of interaction between goals and actions to achieve them, and requiring an effective execution network and bureaucracy.

2.3 Elektronik Office (E-Office)

Administration involves the activities of implementing policies to achieve goals, including activities such as written correspondence and record keeping. Letters, as a written communication tool, are still important even though many people have abandoned them, because they have an accurate data source. E-Office is software that organizes, stores, and manages an organization's content electronically, replacing manual administrative processes with an electronic-based approach. With advances in telecommunications technology, office

work has transformed into an electronic environment, utilizing local networks (LAN) or the internet to carry out administrative tasks.

2.4 E-Office Work System

Freuhling and Rosemary (Prayudha, 2012) explain the concept of an E-Office system through five main components as follows:

1. Input: There are three categories of input, namely audio, visual and audiovisual data; media such as electronic email and online information; as well as hardware such as scanners to enter data.
2. Process: The input information will be processed through applications in the computer system, which involves data manipulation, data calculations, and image editing.
3. storage : Processed data is stored in virtual storage, ensuring data is sustainable and can be reused in the future.
4. Output: Data that is processed and stored is then produced as output, which can be in the form of a hard copy or a digital copy (soft copy).
5. Distribution: The data that has been generated is then distributed to all E-Office users, primarily through local electronic distribution methods, with data posted via the web and distributed to each E-Office user account individually.

2.5 E-Office Management Process

The mail management process involves the completion of written communications, consisting of handling incoming and outgoing mail. Here is the procedure:

1. Incoming Letter Management Procedure:
 - a. Receiving: Collecting letters received, confirming sender addresses, grouping letters, and marking proof of receipt.
 - b. Sorting: Classifying letters based on type to facilitate further processing.
 - c. Scheduling Incoming Letters: Recording the basic information of the letter and providing an agenda number as unique identification.
 - d. Direction: Evaluate and forward letters according to their urgency to authorized officials.
 - e. Mail Storage: Storing letters using applicable archiving methods for security and accessibility.
2. Procedures for Managing Outgoing Letters:
 - a. Drafting: Drafting a letter according to policy and obtaining approval from the leadership.
 - b. Typing: Type the letter after the concept has been approved, with a focus on correspondence and clear language.
 - c. Signing: The typed letter is signed by the relevant party before being sent.

2.6 Factors that impact the implementation of E-Office in an organization

Factors that influence the implementation of E-Office in an organization according to Prayudha et al. (2012) are as follows:

1. Information Technology Infrastructure: Provides the basis for business application development and is managed by the information systems group.

2. **Skills and Human Resources:** Includes individual assets in the form of physical, mental and skills (hard skills and soft skills). Quality human resources, a solid strategy, and a supportive organizational environment are very important to compete.
3. **System Security:** This is a critical aspect that often receives little attention. If security compromises performance, it is often ignored.
4. **Organizational Internal Environment:** Includes internal events and trends that influence management, employees, and organizational culture.

2.7 Benefits of Implementing E-Office

According to Integra (2015) in the journal Narsen et al. (2022), the benefits of implementing Electronic Office by companies include:

1. Optimal database maintenance.
2. Increased security and accessibility through cloud computing, virtual private servers, and dedicated hosting services.
3. The system's ability to operate with or without an internet connection.
4. Integration with broadcast messages and email for user notifications.
5. Ease of system access via mobile devices such as cellphones and tablets.
6. Integration with other systems, even in different institutions.
7. Provision of diverse reports and data presentation in bar or pie chart format

Based on the opinions of the experts above, it can be concluded that implementing E-Office is a step taken by companies to utilize information and communication technology to facilitate correspondence management. The need to handle a large number of letters and the importance of sending letters efficiently and quickly in official correspondence activities make information technology a tool that is considered effective and reliable to support the management and delivery of letters with the required speed and accuracy.

3. Material and Method

The author conducted research at PT X Head Office, which is a company engaged in financial services and pawning. Pegadaian is also one of the state-owned companies that focuses its business not only on pawn services, but also on non-pawn loans and Sharia People's Business Credit (KUR). Qualitative research according to (Hendriadi, 2019) is a naturalistic investigation process that seeks a deep understanding of natural social phenomena. In contrast, a qualitative approach collects and analyzes data, then interprets it using different methods. In this qualitative research, a case study approach is used. Case study is a research method that utilizes various data sources to systematically investigate, describe and explain various aspects of individuals, groups, programs, organizations or events, as explained by Mayasari (2020).

3.1 Design Study

In this research, researchers applied several data collection methods, including observation, interviews and documentation:

1. Observation

According to Sugiyono (2018), observation is a data collection technique that has special characteristics. Researchers can understand behavior and the meaning behind that behavior by

observing individuals and natural objects. Researchers conducted direct observations in the Digital Lending & Payment division of PT X Head Office.

2. Interview

Interviews are a data collection method with two-way communication to obtain information from respondents. This study used structured interviews, in which the interviewer asked all respondents the same questions to allow objective comparisons. The prepared questions focus on the implementation of E-Office at PT X.

3. Literature Study

Literature study involves the investigation and analysis of relevant literary sources. Data is collected by researching theories from journals, books and previous research to support scientific analysis of the problems discussed.

3.2 Data Analysis

Qualitative data analysis involves data collection, data reduction, data presentation, and drawing conclusions, carried out interactively and continuously until completion (Sugeng Hidayat, 2017). Researchers use the Miles Huberman data analysis model, which includes:

1. Data collection

Data was collected through observation, interviews and documentation, recorded in field notes which included descriptions and reflections. Reflection notes contain the researcher's impressions, comments and interpretations of the findings.

2. Data reduction

This process involves simplifying, selecting, and organizing data to identify essential themes and patterns, making it easier to draw conclusions.

3. Data Presentation

Data is presented in the form of short descriptions, diagrams and narrative text to help understand the events that occurred and plan next steps.

4. Drawing Conclusions and Verification

Conclusions are drawn to find meaning, regular patterns, and cause-effect relationships. Conclusions are verified by referring back to notes to ensure accuracy of understanding.

4. Result

This research describes the data and analysis results of the implementation of E-Office X in the business archives of PT X Head Office, which were obtained through in-depth interviews and direct documentation.

1. Employee Views on the Usefulness of E-Office X

Five sources interviewed at PT X Head Office revealed that E-Office X makes it easier to manage documents digitally, reduces paper use and operational costs, and supports environmentally friendly initiatives. Participants A, C, and D emphasized the benefits of reducing paper use and operational costs. Meanwhile, participants B and E highlighted the application, enabling access and editing of documents anytime and anywhere, as well as speeding up the online document approval process.

2. Efforts in Implementing E-Office X in Business Archives

In implementing E-Office X, three indicators are used: personal adjustment, work effectiveness, and job satisfaction. Participants mentioned collaboration with the IT

department, employee training, and application updates as efforts to increase E-Office use. The perceived benefits include increased efficiency in archive management, better document security, and increased work freezes. However, challenges such as system integration and technical obstacles still need to be overcome.

3. Developments in the Implementation of E-Office X in Business Archives

E-Office X helps employees work efficiently in correspondence activities without physical contact. This application continues to evolve to be more responsive to change. Participants appreciated the ease of access, advanced document search, and document security. However, they also emphasize the importance of investing in IT infrastructure and integration with other systems to increase efficiency and reduce downtime.

5. Discussion

5.1 Implementation and Use of E-Office X

E-Office X at PT X begins with initial and periodic training for employees to ensure a thorough understanding of the system. Data security is a priority with limited access, use of strong passwords and data encryption. Documents must be managed with standardized naming, categorization, and recording of versions and revisions. The archiving process demands that documents be uploaded promptly, stored according to policy, and backed up regularly. Collaboration and communication are strengthened through document sharing, comments, and change notification features. The system must be maintained with regular updates, monitored by the Information Technology team. Compliance is maintained through regular audits and reporting mechanisms. This guideline is used by employees in use

E-Office X in increasing employee productivity and job satisfaction and supporting the company's business goals. Information technology encourages companies to carry out administrative reforms in organizational systems. Likewise with PT X Head Office, one of which is implementing a correspondence application that is accessed online, namely E-Office X.

E-Office X is a digital tool designed to increase efficiency and effectiveness in managing business records at PT X. Humans are increasingly able to complete their tasks thanks to technological advances. For example, document management, which previously could only be done through physical storage in filing cabinets, can now be done digitally through a technology-based document management system. Therefore, the existence of an information system that can improve the effectiveness and quality of institutions is very important (Tiara et al., 2023).

Additionally, integration with other systems ensures that data can move between applications without the need for manual uploads, saving time and reducing the potential for human error. The document approval process that can be done digitally also reduces the waiting time that is usually required in manual approval processes, thereby increasing the speed of business operations. Thus, this application not only supports operational efficiency but also contributes to environmental sustainability by reducing the paper footprint. In the long term, investments in technology such as Pegadaian's E-Office are expected to provide significant returns in the form of increased productivity, reduced operational costs and higher employee satisfaction.

5.2 Efforts to Implement E-Office X in Business Archives

1. Adjust oneself

The ability to adapt to advances in information and communication technology (ICT) is very important for everyone to keep up with developments in society. The analysis shows that PT X employees have successfully adapted to developments in E-Office technology, which increases operational efficiency. Employees can easily access, store and manage digital documents without having to rely on complicated manual filing systems.

2. Work Effectiveness

E-Office has been proven to be able to increase work effectiveness through fast and efficient storage, search and access to documents. Implementation of this system also reduces the risk of losing important documents, increases data security through encryption, and provides reliable data backup. Effective use of information technology in offices can have a positive impact on the delivery of information, simplify electronic correspondence and digital archiving, and ensure the smooth running of administrative processes. E-Office X supports better work flexibility, allowing employees to manage documents and complete tasks from anywhere.

3. Job satisfaction

Employee job satisfaction is a key factor that determines individual well-being and satisfaction with their work. Pegadaian's implementation of E-Office has provided many significant benefits, including increased efficiency, flexibility and security. Through ongoing training and system updates, companies can continue to increase the benefits experienced by employees, ensuring that they can work more effectively and productively. Job satisfaction with using E-Office reflects how the use of digital technology can increase employee comfort and productivity in the work environment.

5.3 Developments in the Implementation of E-Office X in Business Archives

Even though Pegadaian's E-Office has been proven effective in application to business records, researchers found several gaps based on informants' perceptions. To maximize the use of E-Office X in business archives for daily work in the future, here are several aspects that need to be developed and improved, namely as follows:

1. Information Technology Infrastructure Investment for E-Office X

In the interview, one participant underscored the importance of significant investment in information technology (IT) infrastructure to ensure that Pegadaian's E-Office application can operate smoothly and effectively. They emphasized that increasing internet speed is one of the critical aspects that must be considered, considering that slow speeds can hinder access and management of digital documents.

Additionally, the use of more reliable servers was identified as an urgent need to ensure data is stored securely and can be accessed at any time without risk of downtime. Participants also emphasized the importance of a strong security system to protect sensitive information from potential cyber threats. They emphasize that adequate infrastructure will directly support the performance of E-Office applications, increase productivity, and reduce disruptions that may arise due to technical problems.

2. System Integration to Increase Efficiency

Informants emphasized the importance of integrating electronic offices with other systems used in the company to increase operational efficiency. It was explained that some documents still need to be uploaded manually or moved between platforms, which can take time and effort. Proper integration makes the data transfer process smoother, reduces manual effort, and increases the speed and efficiency of document management.

In addition, informants suggested implementing a notification system in electronic office applications to help employees instantly identify and respond to documents that require attention. The implementation of these notifications is intended to increase responsiveness and ensure workflow is not disrupted. These steps will make Pegadaian's E-Office not only more effective, but also a more integrated tool that supports all business activities better and more efficiently in business records.

6. Conclusion, Implication, and Recommendation

6.1 Conclusion

From the results of research that has been carried out regarding the Implementation of E-Office X in the Business Archives of PT X Head Office, the following conclusions can be drawn:

1. Implementation and Use of E-Office X : E-Office at PT X provides a digital platform for fast and efficient storage, search and access to documents, eliminating manual searches. Advanced search and data security features such as encryption and remote access increase efficiency and security. This system also supports reducing paper use and remote working, especially during the COVID-19 pandemic.
2. Efforts to Successfully Implement E-Office X in Business Archives: Digitizing business archives at PT X speeds up, secures and simplifies the archiving process. Employees can manage documents in a more structured manner, reduce manual errors, and increase collaboration between divisions. E-Office supports environmental sustainability by reducing paper use and increasing employee productivity and job satisfaction.
3. Recommendations for Implementing E-Office X : To increase efficiency, security and document accessibility, PT X must update its digital infrastructure, provide regular training for employees, and ensure smooth technology integration. Maintaining a paper reduction policy will support environmental initiatives, increase employee productivity and job satisfaction, and achieve the company's business goals.

6.2 Implications

1. Theoretical Implications
 - The research results obtained support previous research conducted by Umami & Frinaldi (2020), Herdiana (2019), Megawaty (2020), Dianita (2022), Rulandari et al. (2022), Andry Nurmansyah (2021), Andes Fuady Dharama Harahap (2020), Amisa et al. (2021), Damayanti Aprilia (2021), Wahid et al. (2020).
 - The research results show that the application of E-Office X to the business archives of PT X Head Office really helps the work process in facilitating business archive activities. By utilizing E-Office X, companies can improve their overall performance.

2. Practical Implications

The results of this research show that the implementation of Pegadaian's E-Office has had a positive impact, although there are several aspects that still need to be improved. This finding is based on participants' responses who stated that E-Office makes business archive activities easier.

6.3 Recommendations for Further Research

Referring to the research results regarding the application of E-Office X in the business archives of PT X Head Office which have been presented, there are several suggestions or input for further researchers, including:

1. Increase the number of informants or respondents during data collection. This can be done so that the research data collected is more accurate and can facilitate the research process.
2. Extend research time. Future researchers should conduct longer studies. The aim is to be able to make more detailed observations in the field and collect more and complete research data.
3. Conduct preliminary research with a wider range of respondents. This is done so that the results obtained can be neutral and not subjective.
4. Increase the number of theories related to research objects that can be used as comparison material to draw conclusions.

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