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IMPLEMENTING E-DISPOSITION SYSTEMS IN REGIONAL PLANNING AGENCIES: EVOLVING GOVERNANCE

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ABSTRACT

This study aims to determine the Implementation of the E-Disposition Lettering System at the Secretariat of the Regional Research and Development Planning Board of Gorontalo Province. the type of research used is descriptive using a qualitative approach method, which refers to 3 indicators of focus, namely, indicators of Operator Capability, Information, and network Facilities. The results show that: the Implementation of the Correspondence E-Disposition System at BAPPEDA Gorontalo Province has not been effective. this is due to the Oppartor's lack of ability to implement the Correspondence E-Disposition System. The lack of information or outreach regarding the importance of the E-Disposition System for correspondence and the poor internet network in the office environment can hinder the process of inputting mail data into the E-Disposition application.

Keywords: *Implementation; E-Disposition; Letters*

INTRODUCTION

Letter is One of the tools or media that is often used. As a means of written communication, letters have advantages such as being practical, being able to keep secrets, and being effective in that information can reach the target person directly. Therefore correspondence is an activity of sending letters to each other between individuals organizations and government agencies. In general, the voting system at each agency is still manual. However, this is still not very *balanced* where the high intensity of letters demands such a fast time. Meanwhile, the slow time it takes to search for letters is the result of a manual mailing system. So that this has an impact on the inefficiency of correspondence filing governance in government agencies. The swelling budget devoted to buying paper has become a complex problem in correspondence activities. Not only that, to carry out manual data collection and storage, government agencies need to prepare special rooms and human resources, in this case, special employees for carrying out correspondence activities.

At this time, the performance of speed agencies (government) is becoming a more sensitive matter. The community's perspective has changed and the government's performance is good if the government works quickly too. This is a new interest, especially for the government in improving its performance. Therefore, in responding to this, it is necessary to find a solution related to correspondence, the system of which is still manual. This is certainly a suggestion for government agencies to improve their performance efficiency. In line with the problem above, a solution must be immediately found for manual mail administration. One type of correspondence process in the government sphere that currently uses an electronic system is disposition. Previously, disposition sheets generally contained nonverbal information to be reviewed and followed up.

Octave Juariyah (2017) Letter disposition can be followed up immediately if incoming letters are distributed more quickly. Hirman (2015) Management of archives (letters) or government documents of Sidrap Regency, South Sulawesi Province using the old archival system (manual system). Problems experienced in managing archives (letters) and government documents at the Sidrap Regency Government office of South Sulawesi Province are experiencing difficulties in finding archives because archives or documents are stored in each section and no documents or archives are stored in the general section. The number of archives managed every day is increasing, so it is not balanced with existing equipment. Therefore, good archive management is needed so that it is easy to find it again. Malik, Panigoro, and; Isa, (2023) in their research suggest that good archive management will have an influence on work efficiency. Ni Made Indra Ramawati (2015) The implementation of e-office in the General Bureau and Protocol of the Regional Secretariat of Bali Province has not been optimal in supporting the realization of *e-government*. This is because problems are still encountered in implementing the program, such as the low level of human resource capability in the field of technology, lack of human resource readiness, inadequate facilities and infrastructure, and the lack of government commitment to developing *e-government*.

Information that contains instructions about following up incoming mail is referred to as Disposition. In accordance with their expertise, this disposition is made by the leadership and allocated to staff based on their areas of authority and expertise. This is made so that staff can complete or follow up on incoming letters according to directions from the leadership. Directions

in this case are a follow-up to the disposition, for example, a reply letter, matters that need to be acted upon regarding matters that must be resolved. Incoming letters will be given a disposition sheet by the administration and then handed over to the leadership. Completion of this disposition sheet involves problem agendas such as indexes, codes, serial numbers, and data about the letter is carried out by the administration department. The index, code, and sequence number contain a word/password that can be used to trace back where it is located the letter is in the agenda or filing. Next is the leadership of who is assigned a task or responsibility for follow up, and what the instructions are

Meanwhile, e-disposition is a form of electronic correspondence that is currently used by the government as an effort to speed up all correspondence matters, especially in the delegation of leadership to subordinates. Previously, manual mailing systems or conventional disposition systems had many shortcomings that could hamper the process of accessing mail data. For example, it is difficult to find data on incoming letters, outgoing letters, and disposition letters, it is difficult to display data on which letters are still needed or have to be discarded (deleted). All of this is because the data processing is still manual and not computerized, that is, letter writing is still handwritten and letter archives are still not neatly arranged, so sometimes there are difficulties in the process of searching for letters. However, the implementation of e-disposition is not without flaws or shortcomings. The fact is that up to now there are still many government agencies that have not been able to optimally implement e-disposition, as is the case with government agencies in Gorontalo Province, more specifically the Regional Research and Development Planning Agency (Bapeda).

The implementation of e-disposition in Gorontalo Province's BAPPEDA is not yet optimal. This can be seen from the operator's capabilities which are not yet optimal, where of the many operators on duty there is only one person who has mastered the e-disposition application, making the leadership very dependent on just one expert. In addition, employees are not careful and careful when entering letter data (letter number, letter date, letter content) and the purpose of the letter into the e-office database.is also one of the things that hinders the implementation of *e-disposition*. Lack of information in the form of socialization regarding the use of the E-disposition Application. This can be seen in the implementation of e-dispositions from the Secretary of the BAPPEDA to the Head of the Section and continuing to the related units in

accordance with the contents of the e-disposition which is often hampered because the relevant officials rarely open the e-disposition so that the e-disposition is often accompanied by a small note. which actually shows that the disposition at the Bapeda Office still uses conventional or manual methods. Furthermore, an unstable connection or network can hinder mail processing. Even though *E-disposition* is basically an application that uses an internet connection in its operation. The availability of an adequate network will cause the entry of letters into *the e-office database* to be smooth. However, on the other hand, if the internet connection is bad, it will really disrupt the letter disposition process.

METHOD

In this research, the type of research used by researchers is descriptive research with a qualitative approach. Research conducted on natural object conditions is a reference to a qualitative descriptive approach, where researcher as instruments. The key to producing data that is descriptive in nature and carried out in combination until the data is saturated is the data collection technique used (Wirartha, 2013: 134).

RESULTS AND DISCUSSION

The object of study in this study is the Implementation of the E-Disposition System for Letters at the Secretariat of BAPPEDA, Gorontalo Province. To observe these variables in the field, namely the Secretariat of the Regional Research and Development Planning Agency of Gorontalo Province, Factors or Indicators are used: Operator Capability, E-Disposition System Information, and Internet Network Facilities. Presentation of research data in the form of interviews with research informants based on these indicators.

Operator Capability

Operator ability is the employee's skill and accuracy in implementing the e-position system. Based on the results of observations, researchers concluded that the Implementation of the E-Disposition System for Mailings in BAPPEDA Gorontalo Province is not yet optimal, this is due to the lack of ability of Operators to implement the E-Disposition System for Mailings, such as the lack of understanding of operators regarding the E-Disposition System of Mailings, the lack of accuracy of Operators. when uploading letters in the E-Disposition of Letters system, and the lack of discipline on the part of the parties in their work means that the Implementation of the E-Disposition of Letters System at the Secretariat of the Regional

Research and Development Planning Agency (BAPPEDA) of Gorontalo Province has not gone well.

E-Disposition System Information

Information on the E-Disposition system is socialization related to Training or Technical Guidance on the letter E-position system at the Regional Research and Development Planning Agency (BAPPEDA) of Gorontalo Province. Based on several statements or the results of interviews with informants, the researcher concluded that the implementation of the Correspondence E-Disposition System was not yet optimal at the BAPPEDA Secretariat of Gorontalo Province, this was due to a lack of information related to the Correspondence E-Disposition System. This can be seen in the lack of socialization regarding the importance of this E-Disposition System. for employees which has an impact on the lack of knowledge possessed by employees regarding the E-Disposition of Letters application. In addition, there is no training or guidance regarding the use of this application, which makes the operator unable to work, and there is no update of the application, in this case, there is no notification feature that functions to notify incoming mail that will be disposed of.

Internet Network Facilities

The facility's Internet network is sourced from Power supporters in apply E-Disposition system for correspondence at BAPPEDA Gorontalo Province. Based on several statements or results of interviews with informants, researchers concluded that the implementation of the E-Disposition Mailing System at the Secretariat of the Gorontalo Province Regional Research and Development Planning Agency is not yet optimal, this is because the poor internet network in the office environment can hinder the process of inputting mail data in the E-Disposition application. Apart from that, the large number of people using WiFi around the office causes the WiFi to experience overload, so it has to be restarted again so that the internet network can recover. Not only that, the lack of transmitting equipment (Users) means that the network sometimes has errors and is unstable, disrupting the process of inputting incoming mail in the Mail E-Deposit System. This has an impact on delaying the work to input data for incoming letters in the E-Delivery Mail system application at the Secretariat office of the Regional Research and Development Planning Agency (BAPPEDA) of Gorontalo Province.

The important thing that must be done by the government is the implementation of accelerated bureaucracy, this can be used as a barometer of the success of achieving the mission in an organization, one of which is the management of correspondence and other routine activities carried out by the organization. This is as stated by Suparno and Kamuli (2022) that people are now easier to get information and obtain information to become smarter, starting to look for easy and good public services. Therefore, the government must be encouraged to digitize public services in order to meet the various needs of the community. The connection in this research is that the Implementation of the E-Disposition of Letters System at the Gorontalo Province BAPPEDA Secretariat experienced many obstacles, including those seen from the indicators of Operator Capability, Information, and Network Facilities.

Soelaiman (2007:112) traits that traits that are innate or learned that enable a person to carry out their work, both physically and non-physically, are called abilities or skills. Employees in an organizational environment will not be able to work well if they do not have the ability or expertise, even if they are well motivated. Therefore, ability or expertise plays an important role in performance and behavior. Skills are skills related to tasks that are owned and used by someone at the right time. This is the case in this study, where the ability of the operators referred to in this study is the skills and accuracy of employees in implementing the e-position system at the Regional Development Planning Agency of Gorontalo Province. The results showed that the Implementation of the E-Diposition Lettering System at the Secretariat of the Regional Research and Development Planning Board of Gorontalo Province was not optimal, this was due to the Oppartor's lack of ability to implement the Letters E-Disposition System, such as the lack of understanding of operators regarding the E-Disposition system of letters, The operator's inaccuracy when uploading letters in the E-Disposition Letter system, and the Opartor's lack of discipline in working made the Implementation of the E-Diposition Letters System at BAPPEDA Gorontalo Province not go well.

Furthermore, the Information indicator, according to Azhar Susanto (2013:38), the results of data management that is useful and provides meaning is information, just as according to Krismiaji (2010:15), data that is useful and beneficial and has been organized is information. In this research, what is meant by Information is socialization related to Training or Technical Guidance on the E-disposition of correspondence system at the Regional Research and

Development Planning Agency of Gorontalo Province, indicating that the results of research related to the Implementation of the E-Disposition of Mail System at the Secretariat of the Regional Research and Development Planning Agency of Gorontalo Province have not been Optimally, due to the lack of information related to the E-Disposition of Letters System, this can be seen in the lack of socialization regarding the importance of this E-Disposition System for employees which has an impact on the lack of knowledge that employees have about the E-Disposition of Letters application. Apart from that, the absence of training or guidance regarding the use of this application results in the operator not developing in his work, and the application not being updated, in this case, there is no notification feature that functions to notify incoming letters that will be disposed of.

The latter is an indicator of Internet network facilities, according to Kustiyaningsih and Anamisa (2011: 2) something that connects computers in all parts of the world without being limited by the number of units in one network that can access each other is the Internet (*Interconnection networking*). A collection of computer networks both large and small which are interconnected in nature and use communication networks throughout the world is the internet or international *networking*. (Prasojo and Riyanto, 2011: 178).

The internet network facility in question is a supporting resource in implementing the E-Diposition system for correspondence at BAPPEDA Gorontalo Province. The results of the study stated that the Implementation of the E-Diposition Mailing System at the Secretariat of the Regional Research and Development Planning Agency (BAPPEDA) of Gorontalo Province was not optimal, this was due to poor internet network in the office environment which could hinder the process of inputting letter data in the E-Disposition application, besides that there were many those who use wifi around the office make this wifi experience overload, so it has to be restarted again so that the internet network recovers. Not only that, the lack of transmitter devices (users) makes the network sometimes error and unstable, which disrupts the incoming letter input process on the e-mail position system. So that this has an impact on delays in the Work to input incoming Letter data in the E-Position Letter system application at the Secretariat office of the Regional Research and Development Planning Agency (BAPPEDA) of Gorontalo Province.

Overall, it can be concluded that the implementation of the E-Disposition of Mailings System at the Secretariat of the Regional Research and Development Planning Agency (BAPPEDA) of Gorontalo Province has not been effective, this is due to the lack of ability of the Operators to implement the E-Disposition of Mailings System. lack of information or outreach regarding the importance of the E-Disposition System for correspondence and poor internet network in the office environment can hinder the process of inputting mail data on the E-Disposition application.

CONCLUSION

From the results of the research and discussion above, conclusions can then be drawn from the existing problems, including Judging from the Aspect of Operator Capabilities who do not yet have qualifications. Where is the Operator's lack of accuracy when uploading Letters in the E-Disposition Letter system, and the Operator's Lack of Discipline in working to make the Implementation of the Letters E-Disposition System? Judging from the aspect of information that is less effective. Socialization is lacking about the importance of the E-Disposition System which has an impact on the lack of knowledge possessed by employees and there is no training related to the E-Disposition Application

In terms of network facilities that are not yet optimal, the poor internet network in the office environment and the lack of transmitter devices (users) make the network sometimes error and unstable so the process of inputting incoming letters on the e-mail position system is disrupted. Overall, research regarding the implementation of the E-Disposition of Letters System at the Secretariat of the Gorontalo Province Regional Research and Development Planning Agency has not been effective, this is due to the lack of ability of the Operators to implement the E-Disposition of Letters System, lack of information or outreach regarding the importance of the E-Disposition System for correspondence and Poor internet network in the office environment can hinder the process of inputting mail data in the E-Disposition application.

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