

Optimizing the Application of Online Systems in Correspondence Management at the Faculty of Education, Universitas Negeri Makassar

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Abstract. This study aims to describe the optimization of the application of the online system in the management of correspondence at the Faculty of Education, Universitas Negeri Makassar. This research is a qualitative descriptive study. The techniques used in data collection are observation, interviews, and documentation. The data analysis presented in this study is: data condensation, presenting data and drawing conclusions or verification. The results of the study indicate that the optimization of the application of the online system in the management of correspondence at the Faculty of Education, Universitas Negeri Makassar is classified as less than optimal based on the following aspects: security which is considered poor has not been proven to be 100% secure; Speed and accuracy are said to be poor looking depending on the internet connection; The accountability of the Gmail spreadsheet letter numbering is said to be poor, seen by employees who are less able to maintain the confidentiality of the letter numbering; the linkage of the letter numbering is said to be good seen from the employees in the two sub-sections who can use it well; the standardization of letter numbering is said to be poor seen from employees who are not careful enough to pay attention to the filling column; effective and efficient is said to be not good, judging from its use it has not run effectively and efficiently.

Keywords: Application of Online Systems, Correspondence Management

1. Introduction

Humans are the most vital resource in the organization (Bernabé-Moreno et al., 2019; Bogataj et al., 2019; Han et al., 2020; Spivack & Woodside, 2019; Sui et al., 2019) Quality human resources can support the achievement of the goals of an organization (Blaga, 2020; Carlisle et al., 2019; Epstein & Harding, 2020) So we need good human resource management (Lendzion, 2015; Sze et al., 2017; Takada et al., 2019). These management activities include planning, maintaining, and using human resources to achieve goals both individually and in an organization.

The administration is the totality of a system consisting of or subsystems with various related attributes, interdependence, interconnected, and mutually influencing so that the whole is a unified whole and has a specific role and purpose. (Sheehan & Cordner, 1989). A system is a subsystem of a larger system. The administration is also defined as serving all institutional needs effectively and efficiently. The administration is one component of the system in which all subsystems are interrelated with one another. In addition, the administration is activities to achieve a goal, or the process of organizing work to achieve a predetermined goal (Hergüner, 2021; Willower, 2001).

Letters are a means of communication in every organization. Despite the acceleration of information technology, the existence of letters should be maintained as a means of communication and delivery of information. Along with the times and technology, letters are not only in textual form but also in electronic form. The existence of this type of electronic mail makes it easier for us to communicate and greatly supports the efficiency and effectiveness of an organization. a letter is a paper that says, (Al-Musib et al., 2021; Butavicius et al., 2020; Fessell & Lexa, 2021). In general, it can be said that the letter is a tool to convey a purpose in writing. Letters are a means of communication in every organization. Despite the acceleration of information technology, the existence of letters should be maintained as a means of communication and delivery of information, letters are one of the most important communication media in an agency and institution,

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company, or another form of organization, both to communicate with other parties. parties outside the organization (external) as well as to communicate within the scope of the organization itself

Technological developments in the current millennial era require that everything be fast in delivery, easy to reach, and cheap in financing. Likewise with office life has used the concept of efficiency that is practical, minimalist, and covers the international world. Technological developments in the current 4.0 era require that everything be fast in delivery, easy to reach, and cheap in financing. Likewise, the office environment is expected to be able to provide services effectively and efficiently so that all service results can be obtained quickly by consumers. Advances in technology that offer convenience in the creation and delivery of letters. However, it cannot be denied that irregularities or maladministration such as protracted delays, abuse of authority, procedural deviations, neglect of legal obligations, non-transparency, negligence, discrimination, unprofessionalism, unclear information, arbitrary actions, legal uncertainty, and mismanagement can occur. Maladministration is the neglect of legal obligations and legal compliance which are included in the category of violations and deviations to the community as parties who have the right to access public services. Maladministration is carried out by the implementation of public services whose actions are not by the propriety and general principles of good governance. Office work is always related to data and information because data and information are assets for the company.

2. Method

This research is descriptive qualitative research. As stated by (Sugiyono, 2013) descriptive research is research conducted to determine the value of independent variables, either one or more (independent) variables without making comparisons, or connecting one variable to another. In assessing the application of the online system in the management of correspondence, this study uses several indicators/principles as stated by (Zulkarnain & Sumarsono, 2015) the indicators include security, speed, and accuracy, accountability, linkage, standardization, effectiveness, and efficiency. By using these assessment indicators as an assessment standard, This research is expected to get results about how to implement an online system in mail management at the Faculty of Education, Universitas Negeri Makassar. Informants in this study were 4 people consisting of 2 heads of sub-sections and 2 employees. Data collection techniques used are observation, interviews, and documentation. Meanwhile, the data analysis used consisted of four activity lines, namely: data collection, data presentation, and conclusion drawing.

3. Results and Discussion

In assessing the application of the online system in the management of correspondence, this study uses several indicators/principles as stated by Wildan. Sumarsono, (2015) the indicators include security, speed, and accuracy, accountability, linkage, standardization, effectiveness, and efficiency. By using these assessment indicators as an assessment standard, this research is expected to obtain results on how to apply the online system in correspondence management at the Faculty of Education, Universitas Negeri Makassar:

3.1 Archive setup

All official letters have a certain level of security which is stated by classification. The treatment of official letters must be adjusted to the level of security. Without legal authority, it is not justified to convey the contents of official letters to those who are not entitled.

Letter numbering should not be shared by unauthorized persons. So that the officer who handles the numbering of the letter may not notice or share the format of the numbering of the letter to anyone who is not entitled. This is called a job secret. Based on the results of interviews with several informants, employees in the security of letter numbering are still having problems. Sometimes an employee who is carrying out his duties cannot maintain the security of his duties properly. This certainly reduces the sense of responsibility of employees in carrying out the work of providing letter numbering given by their leaders.

Based on the results of observations and interviews with informants, the security of letters at the Faculty of Education, Universitas Negeri Makassar is not good. This can be seen from how employees when carrying out work in maintaining the security of Gmail spreadsheet letter numbering because employees who are given tasks and responsibilities still often share letter numbering formats with other employees that are not by their duties and responsibilities if the employee is unable to attend because of the letter number. This is confidential, so the numbering of the letter cannot be shared with other employees.

3.2 Speed and Accuracy

To support the smooth running of the tasks and functions of the work unit and or organizational unit, all official correspondence activities must be completed on target. The level of accuracy and speed of processing official letters is stated in the editorial explanation, procedural strength, and industrial speed.

The numbering of letters and answers to a job must be carried out as quickly as possible to support the smooth service of organizational tasks. This can be seen from how the Gmail spreadsheet letter numbering is not able to speed up work and is right on target because the Gmail spreadsheet letter numbering depends on the internet connection so if the internet connection is problematic or damaged.

Based on the results of interviews with informants in the speed and accuracy of Gmail spreadsheet letter numbering, this is not a good thing to do because this Gmail spreadsheet relies on an internet connection, so if the internet connection is damaged, this Gmail spreadsheet will make employees make mistakes in giving letter numbering such as double letter numbering or this is skipped because of the result that if the academic section and the personnel section both fill out the format at the same time but one of them has a broken internet connection so that the other side doesn't know that in that section they also fill in the same format, it will read if the internet connection is good again.

3.3 Accountability

Administratively, official letters must be accountable, both in terms of content, format, and procedures. This principle underlies the thought that it is necessary to comply with the rules of the official correspondence format, related to the functions and authorities of the official who signs the letter based on the provisions in force in the relevant agency regarding the weight of information on official letters.

Responsibility has a high attitude and awareness in showing a great sense of responsibility towards his work and the ability to complete the work assigned properly who works diligently who is highly dedicated and able to provide optimal service according to his field of duty.

The results of data analysis regarding the application of the online system in the management of correspondence at the Faculty of Education, Universitas Negeri Makassar are not good, because in carrying out their work employees are less able to account for the duties and responsibilities that have been given to them so that errors often occur in the use of Gmail spreadsheet letter numbering because employees still

often share the Gmail spreadsheet format to other employees that are not by their duties and responsibilities, are irresponsible and not careful in handling letter numbering using this Gmail spreadsheet because this numbering is confidential.

3.4 Linkages

In general, official correspondence has a relationship with office administration, especially archival administration. Therefore, all of its activities are an integral part of the office management and archive management of the institution concerned. All letter numbering activities must be an inseparable part of correspondence activities so that every time a number is made it must be noted that the number must be carefully considered and the letter number and code according to what has been determined without any errors.

Based on the results of observations and interviews with informants, the relationship between letter numbering in the academic section and the staffing section at the Faculty of Education, Universitas Negeri Makassar is good. This can be seen from how employees in the academic section and the personnel department both carry out their duties and responsibilities in applying the Gmail spreadsheet letter numbering properly for students and employees who want to make letters even though there are often unintentional obstacles.

3.5 Standardization

Official letters or official documents are processed and compiled according to the procedures and forms that have been determined. In the technical instructions issued by each agency, it is necessary to standardize the relevant agency, taking into account special activities that are unique to the agency concerned to obtain efficiency and effectiveness. Provisions regarding letter numbering procedures must be clearly outlined and carefully examined by the relevant agency, to achieve uniformity in its implementation.

Based on the results of observations and interviews with informants, the standardization of Gmail letter numbering at the Faculty of Education, Universitas Negeri Makassar is not good. This can be seen from how employees are less careful in paying attention to the letter numbering column on the Gmail spreadsheet before giving the letter-number such as not paying attention to the internet connection, or not paying attention to the typing arrow first so that sometimes there are double letter numbering, or skipping letter numbering so that the numbering of the letters is not neatly arranged from the beginning and so on according to the letters that are issued if the internet connection is not good or not good.

3.6 Effective and efficient

In the implementation of official correspondence or official script management, it is necessary to pay attention to writing, use of space or manuscript sheets, information specifications, or language users in a good, correct, and straightforward manner. The administration of correspondence is carried out effectively and efficiently in writing letter numbering so that its use can run optimally.

Based on the results of observations and interviews with informants, the effective and efficient numbering of Gmail letters at the Faculty of Education, Universitas Negeri Makassar is not good. This can be seen from how the use of Gmail spreadsheets is less effective and less efficient during use because the numbering of this letter is still using the personal Gmail of employees in the academic sub-section and the personnel sub-section not using office Gmail and not using a system/faculty program that is specially made for numbering letters so that errors still occur in their use and can still be accessed by employees.

Discussion

3.1 Security

The contents of the official letter should not be read by unauthorized persons. So that the officer who handles the official letter may not disclose the contents of the letter to anyone who is not entitled to it. This is called job secrecy. Letter numbering should not be shared by unauthorized persons. So that the officer who handles the numbering of the letter may not notice or share the format of the numbering of the letter to anyone who is not entitled. This is called a job secret.

be based on the results of research that has been carried out by researchers at the research site, it can be concluded that letter numbering using Gmail spreadsheets at the Faculty of Education, Universitas Negeri Makassar cannot be maintained because sometimes other employees use it but it is not by their duties and responsibilities, if the employee who is given the task and responsibility in handling the letter numbering is unable to attend the employee sends the letter numbering format to another employee's personal Gmail, this is contrary to the indicator/principle of correspondence according to (Zulkarnain & Sumarsono, 2015) Regarding letter security, according to him, good letter security is a letter whose contents should not be read by unauthorized persons, so that the officer handling the letter may not disclose the contents of the letter to anyone who is not entitled, this is called a secret position, from the opinion above it is very important.

different from the results of research that has been carried out by researchers at the Faculty of Education, Universitas Negeri Makassar because in their research results the security of letter numbering using this Gmail spreadsheet cannot be said to be good because this Gmail spreadsheet letter numbering is not secure. still using the employee's personal Gmail and can be easily shared because they are still using the employee's personal Gmail so the employee has the right to his own Gmail, but if the Gmail spreadsheet letter numbering uses office Gmail or a system/program is made, maybe the security can still be well maintained because the office Gmail or its systems/programs are confidential or internal.

3.2 Speed and accuracy

The making of letters and answers to something must be carried out as quickly as possible to support the smooth running of the organization's tasks. The numbering of letters and answers to a job must be carried out as quickly as possible to support the smooth service of organizational tasks.

Based on the results of research that has been done by researchers, it can be concluded that the speed and accuracy in providing letter numbering using Gmail spreadsheets is not fast and appropriate to use in serving mail numbering because this Gmail spreadsheet relies on an internet connection (online) when the internet connection is broken then the use of gmail spreadsheets is not fast and precise in use at the Faculty of Education, this is contrary to the indicators/principles of correspondence according to (Zulkarnain & Sumarsono, 2015) Regarding the speed and accuracy of the letter, according to him, the speed and accuracy of a good letter is that the making of a letter and the answer to something must be done as quickly as possible to support the smooth running of the organization's tasks, From the opinion above, it is very different from the results of research that has been carried out by researchers at the Faculty of Education, Universitas Negeri Makassar because the results of their research are: The speed and accuracy of the gmail spreadsheet letter numbering is said to be not optimal, it is not fast and appropriate to use in serving letter numbering letter numbers because this gmail spreadsheet relies on an internet connection.

3.3 Accountability

The administration of official letters must be accountable in terms of content, format, procedures, archives, authority, and validity. In the letter of responsibility for work, it is an obligation that must be accounted for in terms of content, format, procedures, archives, authority, and validity by the provisions that have been made.

Be based on the results of research that has been carried out at the research location, it can be concluded that in carrying out the task of providing letter numbering, the employees are less responsible and less careful in handling letter numbering using a Gmail spreadsheet because this letter numbering is confidential, this is contrary to the indicator/ the principle of correspondence according to (Zulkarnain & Sumarsono, 2015) Regarding letter accountability, according to him, good letter accountability is an official letter arrangement that must be accounted for in terms of content, format, procedures, archives, authority, and validity. From the opinion above, it is very different from the results of research that have been carried out by researchers at the Faculty of Education, Universitas Negeri Makassar because the results of their research are: the responsibility for letter numbering cannot be said to be good because the employees who are given the duties and responsibilities have not been able to maintain the security of the Gmail format, it is still often distributed to other employees who are not by their duties and responsibilities if the employee who is given the task and responsibility is unable to attend, it is irresponsible and don't be careful in handling mail numbering using this Gmail spreadsheet because this numbering is confidential.

3.4 Linkages.

All correspondence activities must be an integral part of the filing system so that every time a letter is made, it must be noted that the letter must have an archive. All letter numbering activities must be an inseparable part of correspondence activities so that every time a number is made it must be noted that the number must be carefully considered and the letter number and code according to what has been determined without any errors.

Based on the results of research that has been carried out by researchers at the research location, it can be concluded that in using this gmail spreadsheet, giving letter numbers to the academic and staffing sections is closely related to simplifying the service of providing letter numbers or making letters for employees or students who want to write letters to each sub-section during the pandemic and each division has a letter file/file numbering file, this is related to the indicators/principles of correspondence according to (Zulkarnain & Sumarsono, 2015) Regarding the linkage of letters, according to him, a good letter linkage is that all correspondence activities must be an inseparable part of the filing system so that every time a letter is made it must be noted that the letter must have an archive, from the opinion above is the same as the results of research that has been carried out by researchers at the Faculty of Education, Universitas Negeri Makassar because the results of the research are:, it was found that the linkage of letter numbering in the academic section and the personnel section is very related because to facilitate the service of giving letter numbers to each subsection during the pandemic, so that the linkage of this letter numbering can be said to be good.

3.5 Standardization

Provisions regarding correspondence procedures must be clearly outlined by the relevant agencies, to achieve uniformity in their implementation. Provisions regarding the numbering procedure must be clearly outlined and well researched by the relevant agency, to achieve uniformity in its implementation.

be based on the results of research that has been done by researchers at the research location, it can be concluded that the numbering of letters using this Gmail

spreadsheet, employees are less careful in paying attention to the letter numbering column on the Gmail spreadsheet before giving letter numbers such as paying less attention to the internet connection, or paying less attention to typing arrows first so that sometimes there are double letter numbering, or letter numbering is skipped, so that the letter numbering is not neatly arranged from the beginning onwards according to the letter issued if the internet connection is not good or not good, this is contrary to the indicators/principles of correspondence according to (Zulkarnain & Sumarsono, 2015) Regarding the standardization of correspondence, according to him, good standardization is that which pays attention to the provisions regarding the correspondence system which must be clearly outlined by the relevant agency, in order to achieve uniformity in its implementation. From the opinion above, it is very different from the results of research that has been carried out at the Faculty of Education, Universitas Negeri Makassar because the results of the research are: The standardization of Gmail spreadsheet letter numbering is still not good.

3.6 Effective and Efficient

The administration of correspondence is carried out effectively and efficiently in writing, using the standard Indonesian language and assignments. The administration of correspondence is carried out effectively and efficiently in writing letter numbering so that its use can run optimally.

be based on the results of the research that has been done at the research location, it can be concluded that it is true that the numbering of letters using this Gmail spreadsheet has not been effective and efficient while in use because the numbering of these letters is still using the personal Gmail of employees in the academic sub-section and the personnel sub-section not using office Gmail and do not use a system/faculty program that is specially made for letter numbering so that errors often occur in its use and also can still be accessed by other employees, this is contrary to the indicators/principles of correspondence. (Zulkarnain & Sumarsono, 2015) Regarding the effectiveness and efficiency of letters, according to him, a good letter is effective and efficient, namely that the administration of correspondence is carried out effectively and efficiently in writing, using standard Indonesian language and assignments, From the opinion above, it is very different from the results of research that have been carried out by researchers at the Faculty of Education, Universitas Negeri Makassar because the results of their research are: letter numbering using Gmail spreadsheet is said to have not been effective and efficient as long as it is used.

4. Conclusion

The results of this study indicate that the application of an online system in the management of correspondence at the Faculty of Education, Universitas Negeri Makassar belongs to the poor category in terms of indicators of security, speed, and accuracy, accountability, linkage, standardization, effectiveness, and efficiency. Where in carrying out letter numbering using this Gmail spreadsheet, employees are still unable to maintain mail security because several other employees often access letter numbering using personal Gmail which is not by their duties and responsibilities, the speed and accuracy are not optimal because the numbering of this letter depends on the internet connection so if the internet connection is interrupted then errors often occur in its use less than the maximum.

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