

The Determinant Factors In The Implementations Of The Virtual Office Administration (siMAYA) System In The Secretariat Of West Sumatera Province

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Abstract. The Maya Office Administration (siMAYA) System is a system application that is connected to the network and can be accessed by all users with coverage: external communication systems, internal communications, dispositions, and letter-making with templates, the forms are equipped with workflows for incoming letters, dispositions, and outgoing mail. SiMAYA application has been planned to be implemented at the Secretariat of the Province of West Sumatra, but of course there are still many possible constraints such as lack of human resources, limited facilities and infrastructure and others. The purpose of this study is to see what factors are involved in implementing the SiMAYA application at the Secretariat of the Province of West Sumatra. This study was a qualitative research using descriptive methods. The informants in this study were determined by purposive sampling technique. The writer collected this data by observing, documenting studies, interview guidelines and field notes. The technique of testing the validity of the data by triangulation while the data analysis technique used was data collection, data reduction, data presentation, and conclusion drawing. The results showed that there are factors in the implementation of the Maya Office Administration (siMAYA) System including (1) lack of quality human resources, (2) inadequate technology, and (3) unclear relations.

1. Introduction

Along with the development of information technology (IT) office administration providers, especially in government institutions or agencies which are usually carried out manually or conventionally, now there is the latest one called E-Government. In bureaucratic reform, especially for management aspects, office administration management can be done with the help of information technology is electronic office information. In building E-Government, in the Office of the Governor of West Sumatra Province by conducting the first socialization related to the electronic service manuscript through the Virtual Office Administration System application (siMAYA) throughout the OPD in the Secretariat of West Sumatra Province in April 2016 by the Public Relations Bureau in the field telecommunication and information of the Secretariat of West Sumatra Province.

On June 19, 2019, the application of the Virtual Office Administration (siMAYA) System was re-socialized for all OPDs in West Sumatra Province, the last of which was held in August 2017 by the Department of Communication and Information of West Sumatra Province. Information technology is an absolute necessity so it needs to be applied E-Government. One of them is through the electronic service script with the siMAYA application made by the Indonesian Ministry of Communication and Information. The siMAYA implementation is a web or cloud-based office administration application. With this application the mail management process which is usually done manually can be done automatically, making it easier in the administration process, search and archiving. The benefits of this siMAYA application include saving resources such as power, paper, time, and costs as well as the efficiency of budget savings.

The implementation of the Virtual Office Administration (siMAYA) System has been adjusted to the Circular of the Minister of Administrative Reform and Reform Number 5 of 2013 concerning the Use

of Electronic Service Script Applications at Government Agencies. There are other policy bases, among others, the Information and Electronic Signatures Act, PP for the Implementation of Electronic Transaction Systems, and the Regulation of PAN and RB No. 80 of 2012 concerning Official Manuscripts.

In implementing the siMAYA program, there are obstacles in its implementation, among others, the regulation itself, because this regulation regulates all PNS employees to use this siMAYA application, but the realization is still not implemented by the employee. In addition, there is no support from related parties to utilize the siMAYA application, this is due to lack of supervision or the absence of involvement from the party responsible for implementation within the organization so that the affairs in office administration are still done manually.

In accordance with the results of the author's interview in June 2017 with the admin application of siMAYA in the Administration Section of the West Sumatra Provincial Secretariat General Bureau revealed that the constraints in the implementation of this application were the first preparation of existing human resources. There are some employees who do not have android phones in general, and some are not able to use them, this is due to the lack of knowledge of employees in the field of information technology. Second, the training provided was less intensive. Because the training conducted is intended only for the leader and also the administrative staff appointed as the admin or operator in the siMAYA application. Third, some employees consider the policy to only add to their duties. And fourth, lack of infrastructure support such as available networks. In its realization in the application of the siMAYA application to facilitate the work of ASN employees in working anywhere and anytime effectively and efficiently.

Based on the background of the above problems, the author has conducted research in West Sumatra Province about the determinant factors in the *implementation* of the virtual office administration (siMAYA) System in the Secretariat of West Sumatra Province. The formulation of the problems raised in this study are as follows: *What are the determinant factors in the implementation of the Virtual Office Administration (siMAYA) System in the Secretariat of West Sumatera Province.*

2. Review of Related Literature

2.1 E-Government

According to Tata Sutabri (2016: 294), E-Government is the use of information technology that can improve relations between the government and other parties. The use of information technology then produces new forms of relationships such as:

1. G2C (Government to Citizen)
2. G2B (Government to Business)
3. G2G (Government to Government).

Whereas E-Government according to the World Bank, namely the use of information technology by government agencies that have the ability to realize relations with citizens, business people, and other government institutions. E-Government according to Presidential Instruction No.3 of 2003 concerning National Policy and Strategy for E-Government Development, that e-government development is an effort to develop governance based on (using) electronics in order to improve the quality of public services effectively and efficiently.

In addition, the purpose of implementing E-Government is to achieve good governance. Good governance has elements (Tata Sutabri, 2016: 197-298), namely:

1. Participation
2. The rule of law
3. Transparency

4. Be responsive
5. Build consensus
6. Equality
7. Effective and efficient
8. Responsible
9. Strategic vision

The purpose of e-government according to Any Indri Hastuti (2014), among others, is:

1. Better service
2. Community empowerment through the ease and adequacy of information
3. Establish an interactive relationship with the business world to deal with changes and competition in international trade
4. Establishment of mechanisms and channels of communication with state institutions and provision of public dialogue facilities
5. Information disclosure
6. Implementation of government activities in a more effective, efficient and accountable manner.

In addition, the benefits of e-government according to Any Indri Hastuti (2014) include:

1. Improving the quality of government services to the community and other national communities
2. Improve the process of transparency and accountability in government administrators
3. Reducing transaction costs, communication and interactions that occur in the governance process
4. Creating a better quality community based information community.

2.2. *Management information System*

Management Information System according to Tata Sutabri (2016: 83), management information system is an integrated human or machine system to present information to support the functions of operations, management, and decision making in an organization. This system uses computer hardware and software, guidelines procedures, management models and decisions, and a data base. While SIM according to Robert W. Holmes in Danang (2014: 5), is a system designed to present selected information oriented to decisions needed by management to plan, supervise, and assess organizational activities.

Computer-based SIM according to Sutabri (2016: 91-92) contains the following elements:

1. Humans
2. Hardware
3. Softwar
4. Data
5. Procedure

According to George M. Scott in Deni Darmawan (2013: 14), the properties of SIM, namely a) a comprehensive system, b) a coordinated system, c) have an information subsystem, d) a rationally integrated system, e) change data become information in a variety of ways, f) increase productivity, g) according to the style and characteristics of the manager, h) using existing quality criteria.

Use / function of information systems (Eti Rochaety, 2017: 12), among others are as follows:

1. Increasing the accuracy of data presented in a timely and accurate manner for users, without requiring an intermediary information system.
2. Ensuring the availability of quality and skills in utilizing information systems critically.
3. Develop an effective planning process.
4. Identifying the needs for information system support skills.
5. Improve productivity in system development and maintenance applications.
6. Organizations use information systems to process transactions, reduce costs and generate income as one of their products or services.

There are characteristics of Management Information Systems (Deni Darmawan, 2013: 7) as follows: Quantity of Information, Quality of Information, Actual Information, Relevant Information, Information Provisions, and Truth Information. There are three main keys in supporting information technology that can be used as government assets in the long term (Eti Rochaety, 2017: 29-30), namely:

1. Human Resources, namely staff responsible for technology planning and development in all governments. HR factors that become staff of information technology development in the company / government are technical expertise, knowledge of the business world and orientation to problem solving.
2. Technology, all information technology infrastructure, including hardware (hardware) and software (software) are used together in government operations. The resulting information system will have reliable, accurate and consistent potential.
3. Relations, is the relationship of information technology with company management as decision making. Establishing a relationship means sharing risks and responsibilities. In realizing this relationship must be supported by the highest leadership of the government so that it will be responsible for information technology applications that are process oriented not based on organizational functions.

While the factors that influence the implementation of information systems are divided into three according to Sugianto Hartono in Hidayat (2011), including:

1. Technical errors, problems occur due to hardware problems, errors in writing syntax or software logic errors.
2. Environmental disturbances, can be earthquakes, electrical failures due to lightning, fire. high temperatures, and water, then floods and winds.
3. Human negligence, which is accidentally included in environmental disturbances, because it uses incorrect data and accidentally deletes data.

2.3. The Virtual Office Administration (siMAYA) System

The SiMAYA program is an implementation of the electronic service script. siMAYA is an e-office application that has been refined from the previous e-office application. SiMAYA application is a system application that is connected to the network and can be accessed by all users with coverage including other external communication systems, internal communications, dispositions, and letter making with templates / forms equipped with workflow for incoming letters, dispositions and outgoing mail (Any Indri Hastuti, 2014).

Table 1 Transition in Cultural Change

Conventional	SiMAYA
<ul style="list-style-type: none"> • Work must be in the office • Old disposition process • Eating a lot of costs such as paper, ink etc. • Need storage for document / archive storage • Physical archives can damage • Dependence on office facilities 	<ul style="list-style-type: none"> • Efficient, effective working anywhere • Disposition is real time • Save on financing or • Electronic storage • Mobile application technology

Source: Dirgantara Manurung Pranata 2013

There are four types of user type classifications in siMAYA (Source: User Guide on How to Use the SiMAYA Application), namely:

1. Leader Leadership function: receiving incoming letters, disposing of letters, and letter signatures.
2. Administration Administration function: scan physical entry letters, receive and schedule incoming letters, and send and scheduled outgoing mail.
3. Ordinary Users / Employees Function of ordinary users: accept dispositions, send dispositions, draft letters, and examine the concept of letters.
4. Admin / Local Admin Local admin function: create organizational structure, create job names, create users, and manage users.

In the case of using the format of official manuscripts regulated in the Regulation of Menpan & RB Number 80 of 2012 concerning Guidelines for Managing Manuscripts. Official guidelines for government agencies are prepared based on the following principles:

1. Effective and Efficient
The implementation of official manuscripts needs to be carried out effectively and efficiently in writing, use of space or official manuscript sheets, information specifications and in the use of Indonesian language that is good, correct and straightforward.
2. Freezing
Official manuscripts are processed and arranged according to the procedures and forms that have been frozen.
3. Accountability
The implementation of the official script system can be accounted for in terms of content, format, procedures, authority and validity.
4. Linkage
The implementation of official manuscripts is carried out in a single system of general administration.
5. Speed and Determination
Official manuscripts must be completed in a timely, fast, targeted manner in editorial, procedural and distribution.
6. Security
Official manuscripts must be safe in the formulation, classification, conveying to those entitled, filing, filing and distribution.

Decree of the Governor of West Sumatra Number 480-471-2015 Regarding the Appointment of the Administrator of the Maya Office Administration System Application in West Sumatra Province, there are administrator duties, including:

1. Provincial Government Administrator:
 - a. Create a hierarchy of the Provincial Government's organizational structure in the application
 - b. Create hierarchy of job structure and user account (user) Governor / Deputy Governor in the application
 - c. Arranging the authority of the Governor / Deputy Governor in the application
 - d. Set administrator authority in each SKPD on the application.
2. Administrator of the Regional Work Unit (SKPD):
 - a. Create organizational structure hierarchies in SKPD on applications
 - b. Make hierarchy of job structure and user account (user) in SKPD on the application
 - c. Set the authority of the user in the SKPD on the application.

Followed by the Circular of the Governor of West Sumatra Number 493 / SE / Humas-2016 concerning the Use of the Electric Service Manuscript Application (siMAYA) in the Government of West Sumatra Province.

3. Research Methodology

This research is a descriptive analysis that is used to find out, analyze, and describe the determinant factors in the implementation of the virtual office administration (siMAYA) system at the Regional Secretariat of West Sumatra Province. The informants used in this qualitative research used purposive sampling technique, sources that can really provide information. Data collection techniques used are interviews, documentation studies, observations while for data validity testing techniques used are triangulation. In this qualitative research, data analysis techniques use the following steps, namely data collection, data reduction, data presentation, and conclusion drawing.

4. Discussion and Research Results

The determinant factors in the Implementation of the Maya Office Administration (siMAYA) system in the Secretariat of West Sumatra Province, according to Eti Rochaety (2017: 29-30) include:

First Human Resources; lack of quality human resources because of its lack of ability in the field of information technology. This is due to the age factor so that they cannot use technology especially the SiMAYA application, and there are some of the employees who do not use Android phones but still use ordinary cellphones, or are called technologically cluttered or failed. In addition, it was also hampered by the socialization carried out by the parties concerned not carried out effectively and intensively because not all employees who participated in the training were given, the employees who participated in the training were given SK but even so the only participants were present, sometimes - sometimes the admin is not permanent, who is appointed to attend because the appointed administrative staff is the operator, so this is less efficient in its implementation, because the task is to become a recap of administrative staff and admin in managing this SiMAYA application. The management of the SiMAYA application should be managed specifically by operators in the field, there are also fields of business management. Even though the one who runs the SiMAYA application is all PNS employees in Setda including leaders, administration, employees, and operators.

Second Technology; judging from the implementation of SiMAYA, the infrastructure preparation and equipment equipment for the SiMAYA application are still limited and inadequate. With a budget of around 1.3 M for the network alone around 80%, and around 20% for purchasing facilities for each head of each OPD in West Sumatra Province, including mobile phones, and scans per table. In terms of existing infrastructure, the server used is only 1 (one) server, this is why the signal in this office is always slow, and the network used is still in the form of Web Base, because the capacity used in managing other office activities is wide. it is not enough, especially coupled with the existence of this SiMAYA application too. And judging from the terms of the devices used such as Asus laptop computers and tablets that are available are still limited in usage, and other devices such as the Plustek Scanner (mobileoffice S400) that are inadequate from the form of the device used once will be damaged. important to be durable in its use. In addition, there are also environmental disturbances in the implementation, such as from the existing electricity, because in the use of siMAYA depends on internet access owned by the office, so if the signal is constrained due to weather conditions such as wind, lightning, or flooding the network quickly also will slow down in electronic mail processing.

Third Relations; the relation in the SiMAYA application is unclear, this is because the gubernatorial regulation is still in the process of repairing, so the accountability is still unclear, because at first the West Sumatera Secretariat's Public Relations Bureau first held siMAYA trainings for all OPD in West Sumatera Province in in 2016 and in 2017 SiMAYA training was continued by the Department of Communication and Information of West Sumatera Province. According to the West Sumatera Provincial Office of Communication and Information, that the implementation of the SiMAYA application has not been realized properly, it is still done manually, but in the General Secretariat Bureau section it has started to use one of them by electronic mailing which is managed directly by the admin / operator. The implementation of this system is very important the role of the leader who is in charge of the implementation, but the realization is lacking some of the leaders who play a role, so there is no strict supervision or rules for using siMAYA, which makes the employee lack of use of this application.

5. Conclusion

Based on the results of the discussion that has been done by the author, it can be concluded that there are various the determinant factors in the implementation of SiMAYA system in the Secretariat of West Sumatera Province, namely the lack of human resources, especially in the field of information technology, the technology that is used as support in the implementation of SiMAYA is still limited and still inadequate, and unclear relations.

Looking at the determinant factors in the implementation of the virtual office administration (siMAYA) system in the West Sumatera Provincial Secretariat, the authors suggest:

1. There must be a clear relationship in the implementation of this MAYA, so that the application can be accounted for, with the encouragement and support of strong leaders.
2. There must be HR recruitment in the information technology sector, especially for the management of the SIMAYA, every OPD throughout the West Sumatera Province, and by conducting intensive and ongoing trainings.
3. There must be assistance from the National Budget in the implementation of SiMAYA, so that the existing infrastructure is able to manage this application quickly, well and precisely.
4. There must be coordination and supervision for each OPD in West Sumatera Province in the implementation of this MAYA.

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